

Age-Friendly Rural Municipality of De Salaberry Community Consultation Summary

St. Malo, Manitoba

October 7, 2010

Community consultations are being held with seniors and community members across Manitoba as part of a larger Age-Friendly Initiative. The goal of these community consultations is to assist communities with prioritizing issues that will help them form action plans to make their communities age-friendly. On October 7, 2010, 33 residents from the Rural Municipality (R.M.) of De Salaberry, Manitoba came together to talk about age-friendly priorities and issues within their community. Participants also had the opportunity to complete a survey of the age-friendliness of their community. The following is a summary of the age-friendly priorities identified at the meeting and the survey results.



Summary of Group Discussion

Age-Friendly Benefits of the Rural Municipality of De Salaberry

- Good lighting in St. Malo
- Excellent snow removal on R.M. streets, sidewalks, boulevards and driveway approaches
- Very friendly, helpful community; people feel safe
- Access to good water
- Housing is affordable; Wonderful senior housing facility in St. Malo
- Long term care available in St. Pierre-Jolys
- Everything is close and within walking distance
- Close to a Provincial Park
- Intergenerational activities are appreciated in St. Malo
- Senior activities in St. Malo are well publicized, e.g., fall suppers, craft sale, tai chi, etc.
- Community services are available, such as computers at the library, meals for seniors at Chalet Malouin and grocery and pharmacy delivery



Priority: Increase Communication to Share Information About Upcoming Community Events and Plans

Potential Actions:

- Request that local governments share upcoming plans, such as road repair schedules
- Increase street signage to indicate the location of public facilities
- Continue to use the local newspapers to share information such as the availability of Welcome Packages for new residents
- Refer seniors and family members to the Senior Resource Coordinator for information about senior related activities and services, such as public transportation, handyman, and housekeeping services
- Remind residents to complete and return the housing survey that was included with the property tax bill (includes questions related to senior housing) and ensure that the survey results are made available and are well publicized



Priority: Improve the Safety and Use of Sidewalks in St. Malo

Potential Actions:

- Assess the condition of sidewalks on Rue St. Malo and repair broken cement, curbs, dips and rises, e.g., by covering with asphalt for smooth surfaces for wheelchair, scooter and stroller use
- Place curb cuts on sidewalks where they intersect with streets
- Paint curb cuts so they are visible, e.g., in long lasting yellow paint
- Add cement benches on well used streets so people can rest and visit with one another



Priority: Raise Awareness About Accessibility and Safety When Using Businesses and Public Buildings

Potential Actions:

- Repair gravel parking lots that have uneven surfaces and depressions that hold water
- Suggest to store owners to keep aisles clear and uncluttered, allowing customers with wheelchairs, shopping carts, and children to move around easily
- Add wheelchair and walker accessibility to buildings that are used for group gatherings, e.g., local churches
- Improve accessibility by ensuring doors can easily be opened for those in wheelchairs and parents with strollers
- Ensure access ramps to buildings are positioned for easy opening of doors and entry through doorways
- Add handicap parking spots and identify with large signs, especially in the business sections



Priority: Improve Public Transportation Options

Potential Actions:

- Assess the information gained regarding the purchase of a van with a wheelchair lift to transport seniors and other residents to various activities and appointments
- Participate in the pilot project that will operate a seniors' shuttle for seniors in St. Malo and for Providence College students (Feb. 2011, a four month trial period providing transportation to Winnipeg, six days per week with stops at universities, St. Boniface Hospital and St. Vital Centre)



Priority: Increase Safety For Residents

Potential Actions:

- Evaluate the interest in forming a Citizens on Patrol volunteer program with residents driving around town during late hours to deter vandalism and break and enter incidences
- Develop a system for Citizens on Patrol to document incidences and report to RCMP



Priority: Add Crosswalks at Key Locations

Potential Actions:

- Indicate safe crossing places by painting crosswalks and identifying upcoming crosswalks with signs at key crossings such as the post office, school, Rue St. Hilaire and store on Rue St. Malo
- Continue to pursue the addition of a crosswalk on the highway where people access the Provincial Park



Priority: Assess the Need for Accessible, Public Washrooms

Potential Actions:

- Consider adding public washrooms in St. Malo and ensure that they are universally accessible for those who have wheelchairs, scooters, and small children (e.g., automatic doors)
- Place signs identifying the location of public washrooms available during the daytime hours
- Share information to build and remodel existing accessible washrooms for those with wheelchairs, scooters, walkers, and parents with young children



Priority: Enhance Community Health Services

Potential Actions:

- Consider offering first aid training for dining room staff at Chalet Malouin
- Ask visiting doctors if lab technicians can accompany them on their weekly visits to complete blood work, lessening the number of out-of-town medical trips for residents
- Assess the need to add walk-in showers, for those that require assistance bathing, to some of the independent living suites at Chalet Malouin



Summary of Survey Responses

As part of a community consultation held in St Malo on October 7, 2010, individuals were asked to complete a brief questionnaire designed to collect information on the age-friendliness of their community. Twenty-eight residents attending the consultation completed questionnaires. This report summarizes the findings from the Age-Friendly Communities Survey; 46.4% identified themselves as a senior.

Most Age-Friendly Areas

The majority of residents felt that seniors in the community are treated with respect and that seniors feel safe when walking alone during the day. Many identified that there are enough volunteer drivers for seniors who need transportation and that information about community events is readily available. Also, most residents agreed that housing for seniors in the community is affordable.

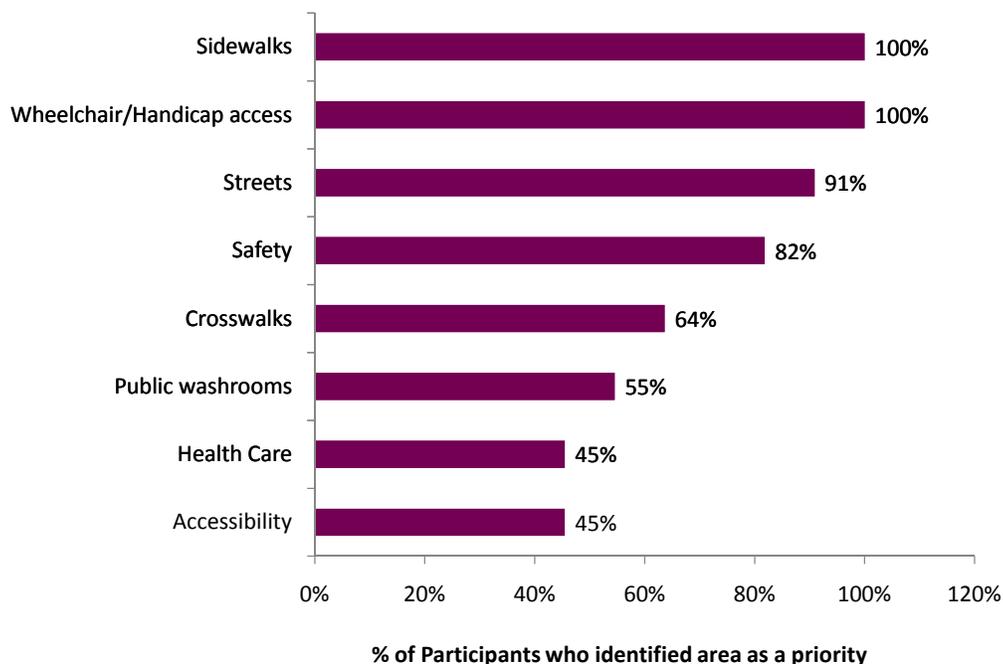
Least Age-Friendly Areas

Many residents indicated that there are not enough street crosswalks in both the business and residential areas. Participants identified that sidewalks in the community are not well maintained and that there are not enough resting areas with benches. The majority felt that there are not enough public washrooms, including those that accommodate people with disabilities.

Priority Areas

Residents were also asked to write down the top five issues they felt needed to be most urgently addressed in their community. Eleven residents (39.3%) identified at least one priority area.

Figure 1: Priority Areas Identified by Participants



These written comments were grouped into the priority areas as shown in Figure 1:

- Sidewalks (e.g., good sidewalks, adequate sidewalks);
- Wheelchair/handicap access (e.g., wheelchair ramps, handicap parking near stores, wheelchair access in stores, bank, and post office);
- Streets (e.g., walkways for scooters, rest areas, benches, smoother roads);

- Safety (e.g., better snow removal in winter, spring, repair streets and sidewalks, clean sidewalks especially in winter);
- Crosswalks (e.g., more pedestrian crossings, crossroads, cross walks);
- Public washrooms (e.g., more public washrooms, public washrooms in businesses and towns);
- Health care (e.g., easier access to med services, health services in town, emergency plan) and
- Accessibility (e.g., more lighting, automatic doors in stores, electronic doors for the disabled, elevators for church basement).

Age-Friendly Survey Responses

Housing	Percent Responding (%)		
	Yes	No	Don't Know
There is enough housing that meets the needs of seniors.	38.5	57.7	3.8
Housing for seniors is affordable.	73.1	23.1	3.8
There is enough subsidized housing for low-income seniors.	32.0	52.0	16.0
The waiting times are reasonable to get into senior housing that provides supports to seniors (e.g., assisted living, nursing homes).	34.6	50.0	15.4
There is enough housing for younger people.	11.5	50.0	38.5

Transportation	Percent Responding (%)		
	Yes	No	Don't Know
The public transportation (not provided by family or friends) to shopping, senior centres, religious events, cultural events, and so forth is sufficient.	30.8	53.8	15.4
The public transportation (not provided by family or friends) to and from medical appointments is sufficient.	48.0	40.0	12.0
The transportation that is available for individuals with disabilities (e.g., Handi-Van) is sufficient.	36.0	48.0	16.0
The public transportation (not provided by family or friends), including Handi-Van that is available in my community is affordable for seniors.	28.0	48.0	24.0
There are volunteer drivers or an informal network of drivers available for seniors who need transportation.	84.0	0.0	16.0
There are enough parking spaces close to services and stores.	84.0	12.0	4.0
There are enough "handicap" parking spaces close to services and stores.	32.0	64.0	4.0

Respect and Social Inclusion	Percent Responding (%)		
	Yes	No	Don't Know
Seniors are generally treated with respect.	91.3	4.3	4.3
Seniors serve in an advisory role to municipal government (e.g., there is a seniors' council).	13.0	47.8	39.1
Community consultations specifically include seniors.	34.8	30.4	34.8
Planning processes specifically consider the needs of seniors (e.g., planning for housing or transportation).	30.4	30.4	39.1

Outdoor Spaces and Buildings	Percent Responding (%)		
	Yes	No	Don't Know
The road signs are easy to read and large enough for older drivers.	66.7	25.0	8.3
There are sidewalks linking residences and essential services in most or all areas of my community.	38.5	53.8	7.7
Sidewalks in most or all areas of my community are well maintained (even surfaces or paved, not a lot of cracks).	4.0	96.0	0.0
Snow clearing is done in a timely manner so walking and driving is safe.	60.0	12.0	28.0
There are enough street crosswalks in busy <i>business</i> areas.	8.0	80.0	12.0
There are enough street crosswalks in busy <i>residential</i> and/or <i>recreation</i> areas.	0.0	91.7	8.3
There are enough public washrooms in key areas of my community (e.g., business and recreation areas).	12.0	76.0	12.0
Public washrooms accommodate people with wheelchairs.	8.0	80.0	12.0
Most or all businesses and public buildings are easily accessible to everybody (e.g., have wheelchair ramps, automatic doors).	16.0	72.0	12.0

Social Participation/Recreation	Percent Responding (%)		
	Yes	No	Don't Know
My community has enough pleasant places for walking (e.g., walking trails, parks, well-treed streets).	52.0	48.0	0.0
Local parks or walking trails are accessible and easy to use for seniors (e.g., paths with even surfaces).	30.8	50.0	19.2
There are enough resting areas with benches along paths or trails.	7.7	88.5	3.8
There are enough exercise classes specifically for seniors.	84.6	7.7	7.7
There are enough recreation programs specifically for seniors (e.g., card games, arts, crafts).	61.5	23.1	15.4
There are enough lifelong learning programs specifically for seniors (e.g., learning new things such as the use of computers).	24.0	44.0	32.0
There are enough programs in my community that bring seniors and children together (e.g., school reading programs, children spending time with seniors).	30.8	42.3	26.9
Recreational activities, such as exercise and other recreational programs, are generally affordable for seniors.	84.0	12.0	4.0
Isolated seniors (e.g., those who don't have anybody) are contacted, visited or taken to activities.	32.0	36.0	32.0

Community/Work Force Participation	Percent Responding (%)		
	Yes	No	Don't Know
There are enough volunteer opportunities for seniors.	64.0	16.0	20.0
There is enough official recognition for seniors who volunteer (e.g., an appreciation banquet or volunteer awards).	65.2	17.4	17.4
There are enough paid job opportunities for seniors.	8.3	54.2	37.5
The job opportunities in my neighbourhood accommodate the needs of seniors (e.g., part-time work is available).	29.2	37.5	33.3

Information/Advocacy	Percent Responding (%)		
	Yes	No	Don't Know
Information about community events is readily available to seniors.	78.3	4.3	17.4
Information about the services and programs provided by various organizations is readily available to seniors.	69.6	13.0	17.4
Official, written information, such as forms or brochures is easy to read and understand (e.g., large print, clear language).	65.2	17.4	17.4
Public telephone answering services are adapted to the needs of seniors (e.g., instructions are given clearly and slowly).	26.1	30.4	43.5
There is enough assistance available for completing official forms (e.g., help with filling out government or income tax forms).	91.3	0.0	8.7
There are enough seniors' advocacy services available (e.g., an ombudsman to inform others of seniors' needs).	27.3	36.4	36.4

Health and Community Services	Percent Responding (%)		
	Yes	No	Don't Know
The home care services that support seniors in their own home (e.g., meal preparation, nursing care) are sufficient.	60.9	13.0	26.1
The services that help seniors around the home (e.g., snow removal, lawn care, garbage brought to the street) are sufficient.	47.8	21.7	30.4
The congregate meal programs available (e.g., lunch at a recreation or senior centre) are sufficient.	54.5	13.6	31.8
The meal delivery services that bring meals to seniors' homes are sufficient.	39.1	17.5	43.5
The health care services that are provided in my community meet the needs of seniors (e.g., hospital, physicians, eye care).	45.5	36.4	18.2
Public transportation (not provided by family or friends) to health care services that are <i>not</i> provided in my community is sufficient.	54.5	18.2	27.3
Access to health care that are <i>not</i> provided in my community is generally convenient (e.g., services not too far away, appointment times are convenient).	63.6	27.3	9.1

Safety	Percent Responding (%)		
	Yes	No	Don't Know
Crime and vandalism are a problem.	57.1	38.1	4.8
Seniors feel safe when walking alone during the <i>day</i> .	95.2	4.8	0.0
Seniors feel safe when walking alone during the <i>night</i> .	31.8	50.0	18.2

The views expressed herein reflect the opinions of the participants and do not necessarily represent the views of the Age-Friendly Communities Community-University Research Alliance (CURA) or the Centre on Aging.

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