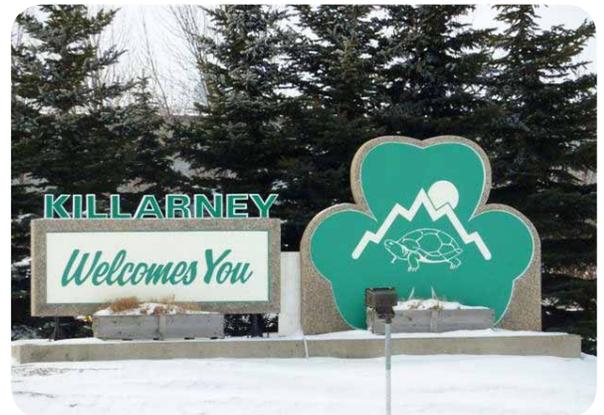


# Age-Friendly Killarney-Turtle Mountain Community Consultation Summary

## Municipality of Killarney-Turtle Mountain, Manitoba

March 8, 2012

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 March 8, 2012, 55 residents from the Municipality of Killarney-Turtle Mountain, 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 Killarney-Turtle Mountain Benefits

- Shamrock Centre (fitness centre, curling rink, hockey rink, bowling alleys, community hall and support services)
- Many needed services are available, including adequate health care professional services
- Supportive community atmosphere and appreciation of volunteers
- Senior services and available information
- Community events that residents readily support (e.g., summer fair, horse racing, rodeo)
- Access 12, Westman Communications, provides current information about the community and senior information and activities



## Priority: Improve Handi-Van Accessibility

### Potential Actions:

- Identify handi-van stops in the downtown area and place signs that indicate handi-van parking only
- Ensure handi-van parking is large enough to accommodate the vehicle
- Consider the purchase of a seven to eight passenger handi-van that has easy side access for safe entry/exit to the sidewalk



## Priority: Improve Street Safety

### Potential Actions:

- Improve sidewalk and road access for scooters and wheelchairs
- Clear snow and ice on the street to the curb
- Clear piled snow from intersections to improve visibility
- Sand icy intersections, back lanes and parking lots
- Improve visibility of pedestrian crossing at the pharmacy intersection (e.g., indicate crosswalk, move parking space back)



## Priority: Increase Accessibility to and Within Public Buildings and Businesses

### Potential Actions:

- Improve the accessibility to buildings on the east side of Broadway, (e.g., add ramped entrances)
- Add clear, visible signage to indicate the presence of access ramps and doors at the rear of buildings
- Add railings to improve safe entry (e.g., at the Tri-Lake Health Centre)
- Add signage indicating public washroom availability
- Improve public washroom accessibility (e.g., at the Mall and restaurants)
- Add benches in the downtown area



## Priority: Improve Communication Network to Seniors

### Potential Actions:

- Encourage the local newspaper to provide adequate space for a regular seniors' column that addresses events and news for seniors and their families
- Install modern community information boards for the posting or promotion of community events at key community gathering locations (e.g., Post Office, Co-Op store, Mall)
- Improve communication to residents regarding local information and events (e.g., promoting the New Horizon Centre activities)
- Ensure isolated seniors who desire social interaction are contacted regularly



## Priority: Assess and Monitor the Need for Personal Care Home Beds

### Possible Actions:

- Ensure the availability of personal care home beds so residents can remain near family and friends
- Improve the communication of existing personal care home availability to seniors



## Priority: Assess the Current and Upcoming Need for Affordable Housing

### Potential Actions:

- Add housing options (e.g., one floor living with two bedrooms)
- Ensure various senior housing needs (e.g., independent, assisted and supportive living options) are available
- Review and communicate any changes to regulations for housing at Willow Lodge
- Add adequate recreational areas to senior housing facilities



## Priority: Encourage Volunteer Opportunities for Youth and Young Adults

### Potential Actions:

- Offer volunteer positions to students of Turtle Mountain School Division that provide community service credit hours within the curriculum

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## Summary of Survey Responses

As part of a community consultation held in the the Municipality of Killarney-Turtle Mountain on March 8, 2012, residents were asked to complete a brief questionnaire designed to collect information on the age-friendliness of their community. Thirty seven residents living in the Municipality of Killarney-Turtle Mountain completed questionnaires. This report summarizes the findings from the 37 residents who completed the Age-Friendly Communities Survey; 91.9% identified themselves as a senior.

### Most Age-Friendly Areas

Nearly all participants who completed a survey agreed that seniors feel safe when walking alone during the day and that seniors in the community are generally treated with respect. The majority also felt that the community has enough pleasant places for walking (e.g., walking trails, parks, well-treed streets) and the health care services provided in the community meet the needs of seniors. In addition, over 80% agreed that the community has sufficient crosswalks in the business areas; enough volunteer opportunities for seniors; and sufficient congregate meal programs.

### Least Age-Friendly Areas

Housing was identified as an important area; very few participants who completed a survey felt there is enough housing that meets the needs of seniors in the community, including subsidized

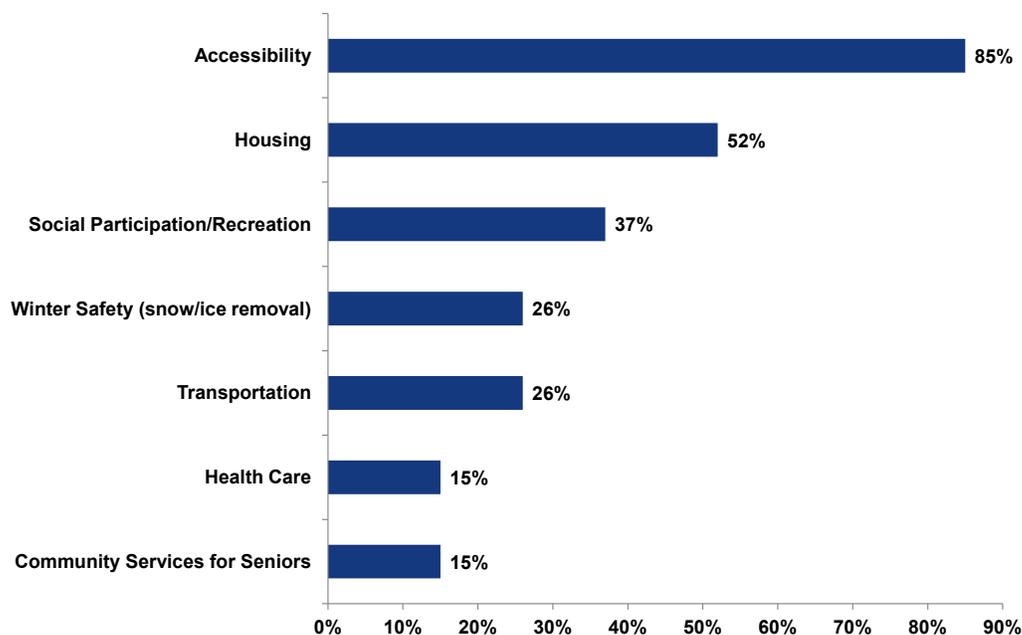
housing for low-income seniors. Many respondents indicated that wait times to get into senior housing that provides supports (e.g., nursing homes) are not reasonable. In addition, less than 20% of those who completed a survey indicated that consultations in the community specifically include seniors and that isolated seniors are contacted, visited, or taken to community activities.

## Priority Areas

Individuals were also asked to write down the top five issues they felt needed to be most urgently addressed in their community. Twenty-seven out of the 37 individuals (73.0%) identified at least one priority area. These written comments were grouped into the priority areas as shown in Figure 1:

- Accessibility (e.g., wheelchair accessibility for businesses; ramps at stores; rails at clinic and other places; sidewalks on all streets; more handi-cap parking; more easily accessible public washrooms);
- Housing (e.g., housing that is affordable and accessible; assisted living housing; more low rental housing; more senior housing with facilities, i.e. rooms for entertainment);
- Social participation/recreation (e.g., more recreational programs; a decent meeting place for seniors; activities that unite generations);
- Winter safety (snow/ice removal) (e.g., streets need to be sanded in winter; clear more snow from curbs and intersections);
- Transportation (e.g., transportation to specialist appointments; smaller van to transport seniors; backup for our taxi services);
- Healthcare (e.g., need more personal care home spaces—long waiting list; more care facilities so seniors don't have to go to other communities); and,
- Community services for seniors (e.g., removing the snow from driveways of seniors after the snowplow blocks the driveway; assistance in yard work).

**Figure 1: Priority Areas Identified by Participants**



## Age-Friendly Survey Responses

Housing	Percent Responding (%)		
	Yes	No	Don't Know
There is enough housing that meets the needs of seniors.	3.2	74.2	22.6
Housing for seniors is affordable.	21.2	45.5	33.3
There is enough subsidized housing for low-income seniors.	12.5	59.4	28.1
The waiting times are reasonable to get into senior housing that provides supports to seniors (e.g., assisted living, nursing homes).	6.1	63.6	30.3
There is enough housing for younger people.	35.5	32.3	32.3

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.	67.6	17.6	14.7
The public transportation (not provided by family or friends) to and from medical appointments is sufficient.	63.6	18.2	18.2
The transportation that is available for individuals with disabilities (e.g., Handi-Van) is sufficient.	73.5	8.8	17.6
The public transportation (not provided by family or friends), including Handi-Van that is available in my community is affordable for seniors.	65.6	21.9	12.5
There are volunteer drivers or an informal network of drivers available for seniors who need transportation.	63.9	8.3	27.8
There are enough parking spaces close to services and stores.	60.0	28.6	11.4
There are enough "handicap" parking spaces close to services and stores.	55.6	33.3	11.1

Respect and Social Inclusion	Percent Responding (%)		
	Yes	No	Don't Know
Seniors are generally treated with respect.	91.9	0.0	8.1
Seniors serve in an advisory role to municipal government (e.g., there is a seniors' council).	9.1	36.4	54.5
Community consultations specifically include seniors.	17.6	29.4	52.9
Planning processes specifically consider the needs of seniors (e.g., planning for housing or transportation).	29.4	32.4	38.2

Safety	Percent Responding (%)		
	Yes	No	Don't Know
Crime and vandalism are a problem.	25.0	50.0	25.0
Seniors feel safe when walking alone during the <i>day</i> .	94.3	2.9	2.9
Seniors feel safe when walking alone during the <i>night</i> .	38.2	29.4	32.4

<b>Outdoor Spaces and Buildings</b>	<b>Percent Responding (%)</b>		
	<b>Yes</b>	<b>No</b>	<b>Don't Know</b>
The road signs are easy to read and large enough for older drivers.	69.7	12.1	18.2
There are sidewalks linking residences and essential services in most or all areas of my community.	60.0	31.4	8.6
Sidewalks in most or all areas of my community are well maintained (even surfaces or paved, not a lot of cracks).	52.8	36.1	11.1
Snow clearing is done in a timely manner so walking and driving is safe.	66.7	33.3	0.0
There are enough street crosswalks in busy <i>business</i> areas.	84.8	9.1	6.1
There are enough street crosswalks in busy <i>residential</i> and/or <i>recreation</i> areas.	71.9	18.8	9.4
There are enough public washrooms in key areas of my community (e.g., business and recreation areas).	29.4	58.8	11.8
Public washrooms accommodate people with wheelchairs.	34.4	46.9	18.8
Most or all businesses and public buildings are easily accessible to everybody (e.g., have wheelchair ramps, automatic doors).	32.4	56.8	10.8

<b>Social Participation/Recreation</b>	<b>Percent Responding (%)</b>		
	<b>Yes</b>	<b>No</b>	<b>Don't Know</b>
My community has enough pleasant places for walking (e.g., walking trails, parks, well-treed streets).	91.4	8.6	0.0
Local parks or walking trails are accessible and easy to use for seniors (e.g., paths with even surfaces).	45.5	36.4	18.2
There are enough resting areas with benches along paths or trails.	35.5	41.9	22.6
There are enough exercise classes specifically for seniors.	64.7	11.8	23.5
There are enough recreation programs specifically for seniors (e.g., card games, arts, crafts).	75.0	5.6	19.4
There are enough lifelong learning programs specifically for seniors (e.g., learning new things such as the use of computers).	37.1	22.9	40.0
There are enough programs in my community that bring seniors and children together (e.g., school reading programs, children spending time with seniors).	11.1	22.2	66.7
Recreational activities, such as exercise and other recreational programs, are generally affordable for seniors.	45.9	18.9	35.1
Isolated seniors (e.g., those who don't have anybody) are contacted, visited or taken to activities.	16.7	38.9	44.4

<b>Community/Work Force Participation</b>	<b>Percent Responding (%)</b>		
	<b>Yes</b>	<b>No</b>	<b>Don't Know</b>
There are enough volunteer opportunities for seniors.	81.1	2.7	16.2
There is enough official recognition for seniors who volunteer (e.g., an appreciation banquet or volunteer awards).	30.6	33.3	36.1
There are enough paid job opportunities for seniors.	17.1	28.6	54.3
The job opportunities in my neighbourhood accommodate the needs of seniors (e.g., part-time work is available).	28.6	22.9	48.6

Information/Advocacy	Percent Responding (%)		
	Yes	No	Don't Know
Information about community events is readily available to seniors.	60.6	21.2	18.2
Information about the services and programs provided by various organizations is readily available to seniors.	71.0	12.9	16.1
Official, written information, such as forms or brochures is easy to read and understand (e.g., large print, clear language).	50.0	15.6	34.4
Public telephone answering services are adapted to the needs of seniors (e.g., instructions are given clearly and slowly).	15.2	15.2	69.7
There is enough assistance available for completing official forms (e.g., help with filling out government or income tax forms).	30.3	21.2	48.5
There are enough seniors' advocacy services available (e.g., an ombudsman to inform others of seniors' needs).	21.2	33.3	45.5

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.	45.7	20.0	34.3
The services that help seniors around the home (e.g., snow removal, lawn care, garbage brought to the street) are sufficient.	41.2	20.6	38.2
The congregate meal programs available (e.g., lunch at a recreation or senior centre) are sufficient.	80.6	0.0	19.4
The meal delivery services that bring meals to seniors' homes are sufficient.	72.2	8.3	19.4
The health care services that are provided in my community meet the needs of seniors (e.g., hospital, physicians, eye care).	91.2	2.9	5.9
Public transportation (not provided by family or friends) to health care services that are <i>not</i> provided in my community is sufficient.	40.0	22.9	37.1
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).	35.3	26.5	38.2

The views expressed herein reflect the opinions of the participants and do not necessarily represent the views of the Age-Friendly Manitoba Initiative, Centre on Aging, University of Manitoba, or the Manitoba Association of Senior Centres.

This summary was prepared by the Age-Friendly Manitoba Resource Team: Louise Hutton, Don Fletcher, with assistance from Barbara Chierigati

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