

# Age-Friendly Treherne Community Consultation Summary

**Treherne, Manitoba**

**March 17, 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 March 17, 2010, 28 individuals from the Town of Treherne, 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 survey results.

# Summary of Group Discussion

## Age-Friendly Treherne Benefits

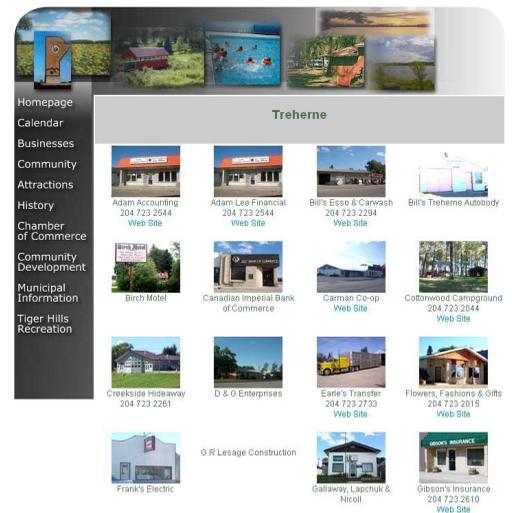
- Beautiful scenery and recreational area
- Good health services
- Conveniently located between two larger centres, Winnipeg and Brandon
- Safe, caring community where people help one another
- Good agricultural land
- Employment opportunities are available



## Priority: Update and Expand Information of Services and Programs Annually

### Potential Actions:

- Ensure contact information and availability is complete for services and programs
- Offer hard copies of information in large print, e.g., 12 point font
- Deliver a hard copy booklet of services and programs with the Treherne phone book
- Provide residents with specific information of what to do in the event of a community emergency
- Request that automatic phone messages be spoken slower and clearer with less options to press numbers
  - ◆ Offer a choice to speak with a person



## Priority: Promote Health Services

### Potential Actions:

- Provide MBTelehealth option in Treherne
- Attract special health practitioners to Treherne, e.g., chiropractor, hearing specialist, optometrist
- Consider asking health practitioners in larger centres to provide Treherne and the surrounding area with a mobile service on a monthly basis
- Broadly provide information on the availability of the Handi-Van



## Priority: Review Public Transportation Needs for Seniors and Other Residents

### Potential Actions:

- A couple of days a week, establish a regular transport route for seniors and others in need to the downtown area for appointments and shopping
  - ◆ Consider using a smaller vehicle that is easy to enter and exit
  - ◆ The Handi-Van could schedule round trips on a regular weekly schedule to pick-up seniors from the Tiger Hills Villa and transport them to appointments, shopping, and events
- Increase volunteer driver recognition and encourage younger drivers to volunteer their time



## Priority : Increase Safety on Sidewalks, Streets and Roads

### Potential Actions:

- Repair broken and uneven sidewalk surfaces
- Designate scooter routes using a painted line, which can be painted on sidewalks
- Review safe driving practices with scooter drivers
- Encourage drivers to check the area for scooters and smaller cars when backing out of angled parking on Main Street
- Establish safe semi-trailer parking near or on the highway so as not to obstruct view of oncoming traffic at the intersection



## Priority: Research Possibilities for Increased Housing

### Potential Actions:

- Meet with Treherne town council to review housing development plans
- Suggest options for continued development and renewal of housing needs now and for the future. For example,
  - ◆ Sell and rent apartment housing with one or two bedrooms for seniors, preferably housing with centrally located meal service
  - ◆ Homes for younger families
  - ◆ Assisted living residence for seniors
  - ◆ Personal care home



## Summary of Survey Responses

As part of a community consultation held in Treherne on March 17, 2010, individuals were asked to complete a brief questionnaire designed to collect information on the age-friendliness of their community. Individuals attending the consultation completed 23 questionnaires. This report summarizes the findings from the Age-Friendly Communities Survey completed by the individuals; 39% identified themselves as a senior.

### Most Age-Friendly Areas

Nearly all the Treherne residents who completed the survey feel that seniors are generally treated with respect, while most feel that seniors feel safe when walking alone during the day.

Most feel that the congregate meal programs and meal delivery services that bring meals to seniors' homes are sufficient. They also feel that home care services that support seniors in their own home are sufficient.

Within the town of Treherne, residents identified there are enough "handicap" parking spaces close to services and stores, as well as pleasant places for walking. Many feel that snow clearing is done in a timely manner so walking and driving is safe, while the road signs are easy to read and large enough for older drivers. Seniors also have enough volunteer opportunities available for them in Treherne.

### Least Age-Friendly Areas

Treherne residents identified that there is not enough housing for younger people, nor is there enough housing that meets the needs of seniors.

Through the survey, most residents feel that programs specifically for seniors are lacking, particularly there are not enough exercise classes, programs that bring seniors and children together, or lifelong learning programs.

To become more age-friendly, Treherne residents feel there are not enough paid job opportunities or jobs that accommodate the needs of seniors (e.g., part-time work). They also feel there is a lack of seniors' advocacy services. Most residents identified that public washrooms do not accommodate people with wheelchairs and there are not enough public washrooms in key areas of town.

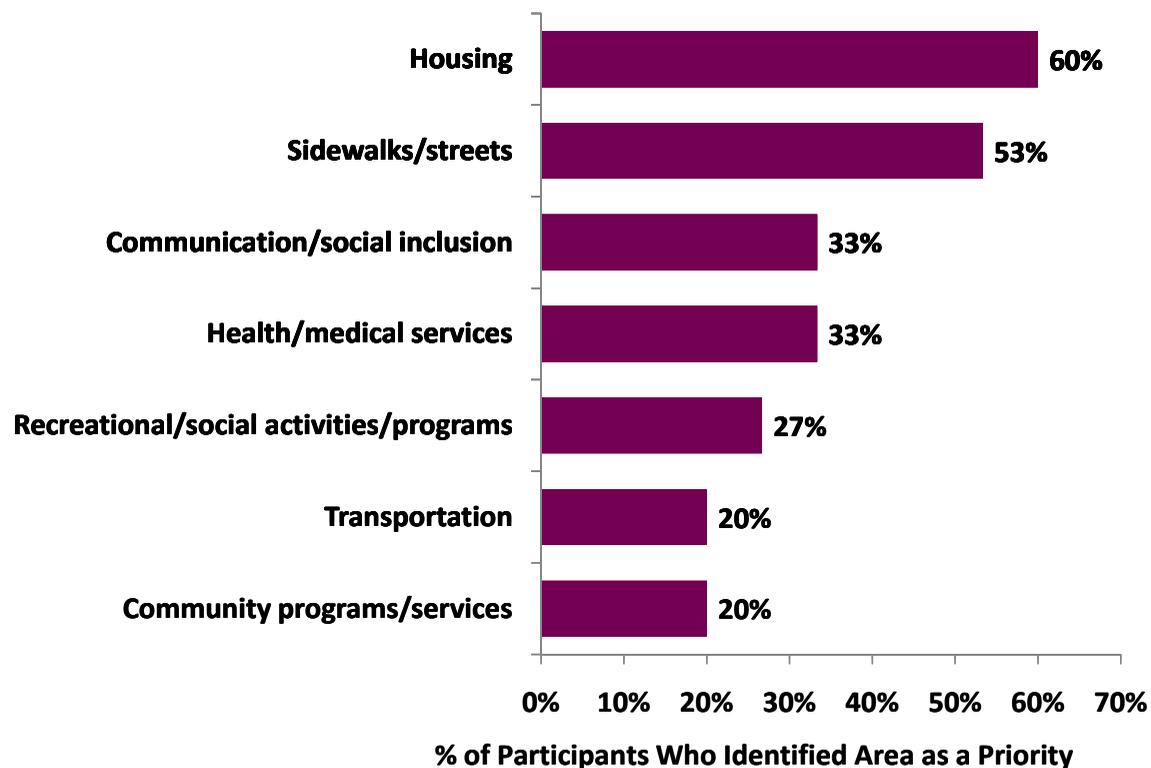
## Priority Areas

Individuals were also asked to write down the top five issues they felt needed to be most urgently addressed in their community. Fifteen out of the 23 individuals (65.2%) identified at least one priority area.

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

- housing (e.g., housing especially 55+, rental suites for families, assisted living, subsidized housing);
- sidewalks/streets (e.g., better sidewalks, sidewalks need to be repaired, safe sidewalks, streets-crosswalks);
- communication/social inclusion (e.g., communication, volunteer involvement, rural and town council with vision); health/medical services (e.g., need optometrist, availability of eye care and hearing centre, larger hospital-centrally located);
- recreational/social activities/programs (e.g., exercise programs for seniors, more social activities, learning opportunities such as technology, languages);
- transportation (e.g., more volunteer drivers to take seniors to social events/church, transportation for people who can't or shouldn't be driving); and
- community programs/services (e.g., help with snow removal and grass cutting for seniors, help with Alzheimer's patients to give caregiver a break).

**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.	9.1	59.1	31.8
Housing for seniors is affordable.	77.3	4.5	18.2
There is enough subsidized housing for low-income seniors.	38.1	28.6	33.3
The waiting times are reasonable to get into senior housing that provides supports to seniors (e.g., assisted living, nursing homes).	34.8	47.8	17.4
There is enough housing for younger people.	19.0	66.7	14.3

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.	40.9	40.9	18.2
The public transportation (not provided by family or friends) to and from medical appointments is sufficient.	60.9	17.4	21.7
The transportation that is available for individuals with disabilities (e.g., Handi-Van) is sufficient.	90.9	4.5	4.5
The public transportation (not provided by family or friends), including Handi-Van that is available in my community is affordable for seniors.	91.3	4.3	4.3
There are volunteer drivers or an informal network of drivers available for seniors who need transportation.	69.6	8.7	21.7
There are enough parking spaces close to services and stores.	72.7	18.2	9.1
There are enough "handicap" parking spaces close to services and stores.	82.6	13.0	4.3

Respect and Social Inclusion	Percent Responding		
	Yes	No	Don't Know
Seniors are generally treated with respect.	95.5	0.0	4.5
Seniors serve in an advisory role to municipal government (e.g., there is a seniors' council).	0.0	61.9	38.1
Community consultations specifically include seniors.	40.0	30.0	30.0
Planning processes specifically consider the needs of seniors (e.g., planning for housing or transportation).	35.0	10.0	55.0

Safety	Percent Responding		
	Yes	No	Don't Know
Crime and vandalism are a problem.	38.9	44.4	16.7
Seniors feel safe when walking alone during the <i>day</i> .	90.5	0.0	9.5
Seniors feel safe when walking alone during the <i>night</i> .	30.0	15.0	55.0

<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.	77.3	4.5	18.2
There are sidewalks linking residences and essential services in most or all areas of my community.	72.7	22.7	4.5
Sidewalks in most or all areas of my community are well maintained (even surfaces or paved, not a lot of cracks).	57.1	42.9	0.0
Snow clearing is done in a timely manner so walking and driving is safe.	82.6	17.4	0.0
There are enough street crosswalks in busy <i>business</i> areas.	59.1	22.7	18.2
There are enough street crosswalks in busy <i>residential</i> and/or <i>recreation</i> areas.	59.1	22.7	18.2
There are enough public washrooms in key areas of my community (e.g., business and recreation areas).	4.5	59.1	36.4
Public washrooms accommodate people with wheelchairs.	9.1	54.5	36.4
Most or all businesses and public buildings are easily accessible to everybody (e.g., have wheelchair ramps, automatic doors).	43.5	52.2	4.3

<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).	81.8	18.2	0.0
Local parks or walking trails are accessible and easy to use for seniors (e.g., paths with even surfaces).	59.1	31.8	9.1
There are enough resting areas with benches along paths or trails.	47.8	34.8	17.4
There are enough exercise classes specifically for seniors.	13.6	50.0	36.4
There are enough recreation programs specifically for seniors (e.g., card games, arts, crafts).	52.4	14.3	33.3
There are enough lifelong learning programs specifically for seniors (e.g., learning new things such as the use of computers).	8.7	39.1	52.2
There are enough programs in my community that bring seniors and children together (e.g., school reading programs, children spending time with seniors).	13.6	45.5	40.9
Recreational activities, such as exercise and other recreational programs, are generally affordable for seniors.	50.0	4.5	45.5
Isolated seniors (e.g., those who don't have anybody) are contacted, visited or taken to activities.	23.8	23.8	52.4

<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.	72.7	4.5	22.7
There is enough official recognition for seniors who volunteer (e.g., an appreciation banquet or volunteer awards).	28.6	38.1	33.3
There are enough paid job opportunities for seniors.	9.1	27.3	63.6
The job opportunities in my neighbourhood accommodate the needs of seniors (e.g., part-time work is available).	19.0	19.0	61.9

Information/Advocacy	Percent Responding		
	Yes	No	Don't Know
Information about community events is readily available to seniors.	72.7	4.5	22.7
Information about the services and programs provided by various organizations is readily available to seniors.	57.9	5.3	36.8
Official, written information, such as forms or brochures is easy to read and understand (e.g., large print, clear language).	25.0	15.0	60.0
Public telephone answering services are adapted to the needs of seniors (e.g., instructions are given clearly and slowly).	14.3	33.3	52.4
There is enough assistance available for completing official forms (e.g., help with filling out government or income tax forms).	23.8	14.3	61.9
There are enough seniors' advocacy services available (e.g., an ombudsman to inform others of seniors' needs).	15.0	40.0	45.0

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.	78.9	5.3	15.8
The services that help seniors around the home (e.g., snow removal, lawn care, garbage brought to the street) are sufficient.	25.0	25.0	50.0
The congregate meal programs available (e.g., lunch at a recreation or senior centre) are sufficient.	95.0	0.0	5.0
The meal delivery services that bring meals to seniors' homes are sufficient.	85.0	0.0	15.0
The health care services that are provided in my community meet the needs of seniors (e.g., hospital, physicians, eye care).	61.1	33.3	5.6
Public transportation (not provided by family or friends) to health care services that are <i>not</i> provided in my community is sufficient.	36.8	21.1	42.1
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).	44.4	27.8	27.8

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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