



THE MUNICIPALITY OF ST.-CHARLES



Age-Friendly Community Action Plan **FINAL**

March 2017



AGE-FRIENDLY COMMUNITY ACTION PLAN FINAL

MARCH 2017

PREPARED FOR:

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THE MUNICIPALITY OF ST.-CHARLES RESOLUTION

Date: 15 Mar 2017

No: 2017-58

Moved By: Moved by: Councillor Lafleur
Seconded by: Councillor Lemieux

RESOLUTION:

WHEREAS The Municipality of St.-Charles, together with an Age-Friendly Committee and other community partners, developed an Age-Friendly Community Action Plan to better meet the needs of an aging population.;

AND WHEREAS St.-Charles as an age-friendly community ensures aging residents at all levels of ability are supported, respected and encouraged to participate in community life.

The St.-Charles Age-Friendly Action Plan was funded by the Government of Ontario under the Ontario Seniors Secretariat.

The purpose of the action plan was to:

- Develop a vision and guiding principles for an age-friendly St.-Charles;
- Assess existing age-friendly features and opportunities for improvement;
- Recommend actions to address the opportunities; and
- Develop an implementation plan for each action that includes timing, responsibility, and performance indicators.

BE IT THEREFORE RESOLVED

1. **THAT** the St.-Charles Age Friendly Action Plan attached as Appendix "A" to this resolution be hereby adopted.
2. **AND THAT** the St.-Charles municipal Council and Age Friendly Committee commit to review and monitor the Action Plan on an annual basis to ensure the Action Plan recommended actions as well as the needs of our aging population are addressed.

Recorded Vote Requested by:

	Yea	Nay
Lemieux	_____	_____
Lafleur	_____	_____
Stankovich	_____	_____
Belanger	_____	_____
Schoppmann	_____	_____


MAYOR

Deferred _____ Tabled _____ Lost _____ Carried ☒

Declaration of Pecuniary Interest:

Disclosed his/her/their interest(s), vacated he/her/their seat(s), abstained from discussion and did not vote



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Executive Summary

Introduction

The Municipality of St.-Charles, together with an Age-Friendly Committee and other community partners, developed an Age-Friendly Community Action Plan to better meet the needs of an aging population.

An age-friendly community is one that ensures aging residents at all levels of ability are supported, respected and encouraged to participate in community life. Planning for an age-friendly community benefits residents at every stage of life.

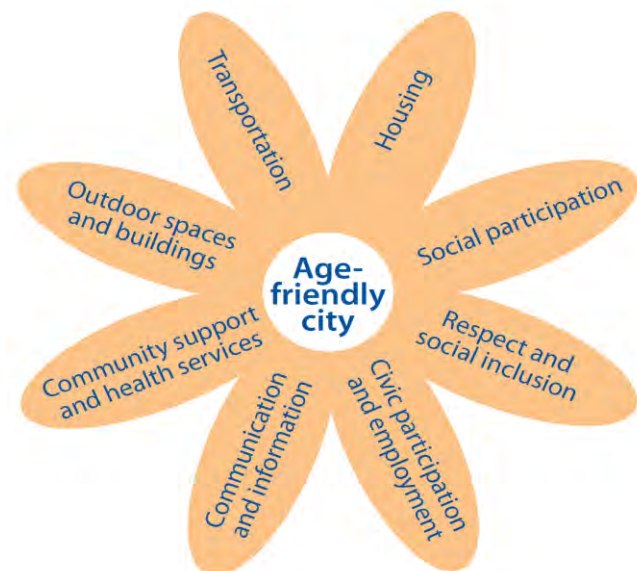
The St.-Charles Age-Friendly Action Plan was funded by the Government of Ontario under the Ontario Seniors Secretariat. The purpose of the action plan was to:

- develop a vision and guiding principles for an age-friendly St.-Charles;
- assess existing age-friendly features and opportunities for improvement;
- recommend actions to address the opportunities; and
- develop an implementation plan for each action that includes timing, responsibility, and performance indicators.

Planning Process

The Action Plan is modelled on the World Health Organization's (WHO's) Age-Friendly Cities Guide (2007) and its eight dimensions of age-friendly communities (illustrated at right).

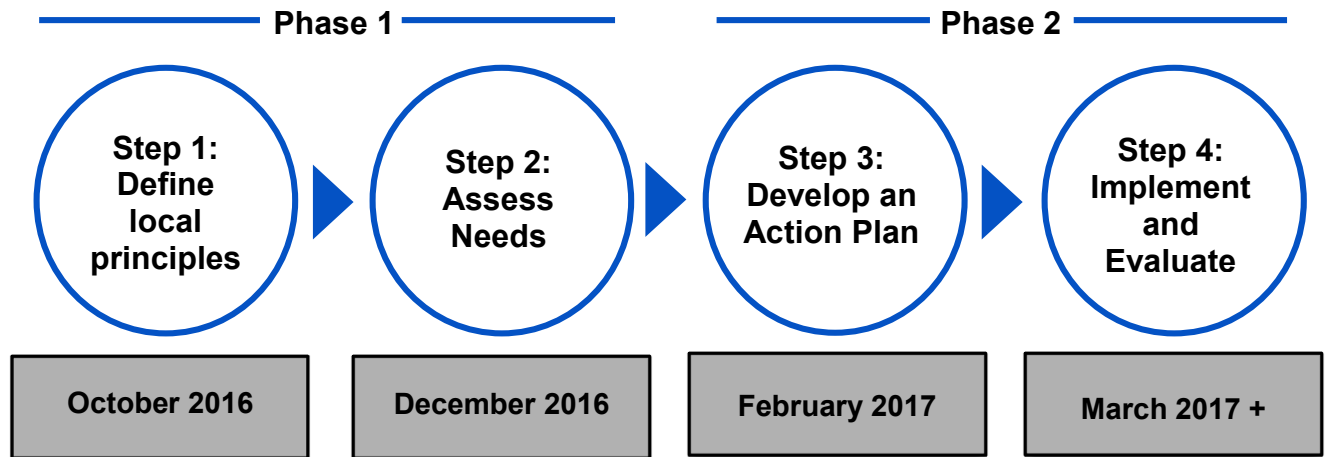
A planning process in Ontario, derived from the WHO's, approach was produced by the Ontario Seniors' Secretariat (OSS), entitled *Finding the Right Fit: Age-Friendly Community Planning* (2013) and was used to guide the preparation of the Municipality's Age-Friendly Action Plan. The process involves four steps, as illustrated



Age-Friendly Community Dimensions
(WHO, 2007)



in the Age-Friendly Community Planning Process figure: defining local principles, assessing needs, developing an action plan, and implementing and evaluating.



Age-Friendly Community Planning Process

Community Engagement

Information on needs, opportunities, and potential actions was collected in a variety of ways, including:

- A Visioning Workshop held in September 2016 to establish a vision and guiding principles for an age-friendly community in St.-Charles;
- An Age-Friendly Committee that was established in October 2016 and met several times from November through February to guide the project;
- A Community Audit undertaken in September 2016 to assess and document age-friendly features in the village of St.-Charles;
- A Community Survey, available online and mailed to every residence in the municipality, in October and November 2016; and
- An Age-Friendly Expo held in January 2017.

Vision

The Action Plan includes the following vision for an age-friendly St.-Charles. It was developed by participants at the Visioning Workshop and subsequently validated by the



Age-Friendly Committee based on community input received via the public engagement activities. The vision statement is:

“St.-Charles is an age-friendly, caring community that values the diverse needs of all ages while supporting independence and respecting dignity.”

Recommendations

For each of the eight WHO dimensions, the Age-Friendly Action Plan identifies existing community accomplishments, challenges, and recommended actions (listed in priority order within each dimension) to address them. For each recommended action, the Action Plan provides detailed information and guidance for implementation, including suggested timing, action leads, potential partners, and performance indicators.

Although the Municipality is shown as the action lead on most initiatives, implementation of the Action Plan will require the joint action and coordination of multiple organizations and is not the Municipality's sole responsibility. There will be a need to work collaboratively with partners including local primary and community health care organizations, social service providers, community groups, and adjacent municipalities. Continued involvement by the Age-Friendly Committee in championing the Action Plan and coordinating work on action items will also contribute to successful implementation.

It is recognized that the capacity of the Municipality and its partners to implement the actions is influenced by factors such as funding, staff and volunteer availability, and community priorities. Most actions are stand-alone and may be implemented individually as opportunities arise. This report does not identify specific sources of funding for recommended action items, as these may change over time.

It is recommended that, in partnership with stakeholders, the Municipality lead a progress review of this Action Plan for each dimension every year or every two years.

1. Outdoor Spaces and Buildings

The design, condition, and quality of the outdoor environment and public buildings can have a significant impact on the mobility, independence and quality of life of older residents. The report recommends the following actions in this dimension:

1. Ensure asset management planning within the Municipality includes regular improvements to sidewalks and pedestrian facilities, with funding allocated wherever possible.



2. Allocate capital funding as opportunities arise to improve the provision of accessible walking paths and adjacent seating in parks. Consider covered seating such as gazebos, swing benches, or outdoor fitness equipment.
3. Implement the Rural Recreation Assessment recommendation to undertake a review of pedestrian lighting in the village and identify any areas for improvement.
4. Work with the Ministry of Transportation to consider street lighting and visibility improvements at highway access points in rural areas of the municipality, to increase driver and pedestrian safety.
5. Support businesses and community organizations that wish to retrofit entrances, interior features, and washrooms to meet accessibility standards, by working with funders to promote funding opportunities and providing assistance, as resources allow, with accessing grant funding.
6. Seek opportunities to identify accessible businesses and washrooms on wayfinding signage and tourism maps. Consider providing a municipal map board at a visible corner.

2. Transportation

The availability and accessibility of transportation has a major impact on social participation and access to health and community services for older residents, particularly in light of the rural nature of the St.-Charles community. The report recommends the following actions in this dimension:

1. Explore the feasibility of different approaches to better support, coordinate and expand the options and affordability of transportation services available to residents. Options may include community carpool and ride-share programs, Municipal initiatives such as the bike share program currently being developed, or social service initiatives such as the accessible van project currently being undertaken by local branches of the Lions Club.
2. Work with the Ministry of Transportation to improve signage along the Trans-Canada Trail.
3. Share information among local businesses and public building operators regarding best practices and tips for the design and signage of accessible parking and drop-off spaces.



4. Work with the Sudbury East Planning Board to update zoning provisions regarding accessible parking to require signage at eye level.

3. Housing

The availability of appropriate housing can have a significant impact on the quality of life of older residents and the opportunity for them to age in place within their communities. The report recommends the following actions in this dimension:

1. Explore opportunities to develop affordable, accessible apartment- or townhouse-style housing in the village.
2. Continue to work with the Sudbury East Planning Board to ensure the regulatory environment supports the development of affordable housing, including secondary suites and other housing types appropriate for seniors.
3. Develop a targeted information package regarding home support and modification services and funding opportunities, including tax credits, grants, etc. available to homeowners. Consider how this information package can be promoted through Municipal communications. This initiative may be facilitated and coordinated with actions under the Communication and Information dimension.
4. Work with the provincial and federal governments to seek flexible capital and operating funding for the development of seniors-oriented and supportive housing in the St.-Charles community.
5. Promote the provision of affordable light home maintenance services as an employment or volunteer opportunity for local residents, including youth and active seniors. Consider how such programs can be integrated with intergenerational initiatives under the Respect and Social Inclusion dimension, with initiatives to recruit skilled volunteers under the Civic Participation and Employment dimension, or with initiatives to improve transportation options under the Transportation dimension.
6. Develop and promote delivery services for essential items such as groceries and medication, as well as local medication disposal services.



4. Social Participation

Opportunities for social participation and support, through social, recreational, cultural and spiritual pursuits, are crucial for older adults' health and well-being. The report recommends the following actions in this dimension:

1. Promote and strengthen existing informal systems through which seniors currently help each other get to events in and outside of the village.
2. Partner with local community and social organizations for initiatives under the Communication and Information dimension, to ensure their programs and events are widely promoted.
3. Work with event and program organizers to identify and support additional opportunities to provide transportation as a component of community events. Such initiatives may be facilitated and coordinated with actions under the Transportation dimension.
4. Support ongoing partnerships with social organizations and recreational facilities in nearby rural centres such as Markstay-Warren and French River, to consider how access to programs and facilities could be shared and new community amenities developed.

5. Respect and Social Inclusion

Respect for the roles and community contributions of older adults can help reduce isolation and improve the well-being of seniors, and help them participate more fully in community life. The report recommends the following actions in this dimension:

1. Maintain and strengthen formal and informal systems for identifying and reaching out to seniors at risk of social isolation. This might include the promotion of telephone check-ins or friendly visits. There may be opportunities to combine this action with initiatives under the Transportation, Social Participation and Community Supports and Health Services dimensions.
2. Develop age-friendly business and event guidelines and make them available to local businesses and event organizers. Consider including the guidelines with the rental agreements for Municipal buildings. These guidelines may also be combined or coordinated with actions under the Communication and Information dimensions.



3. Consider developing an Age-Friendly Business Ambassador program in which a senior visits a business and privately reviews its age-friendly features and opportunities for improvement with the owner.
4. Continue to promote the Municipality's annual seniors' volunteer recognition program, particularly in conjunction with Ontario Seniors' Month activities during the month of June.
5. Foster partnerships between seniors' organizations and the local school and library to develop and continue intergenerational outreach programs that bring students and older adults together. These might include reading buddies; community gardening; home visiting and light maintenance programs; public health programs such as the Safety Superheroes falls prevention program; or skills-sharing classes in areas such as woodworking, nutrition or social media awareness.

6. Civic Participation and Employment

Individuals and the community benefit when older adults have the opportunity to use their experience and knowledge in paid or voluntary work for as long as they would like to do so. The report recommends the following actions in this dimension:

1. Work with community organizations and current volunteers to develop and maintain a central list of local volunteer opportunities. Wherever possible, this list should link to external volunteer directories to avoid duplication, and should focus on identifying specific tasks and the skills and time commitments that are needed.
2. Work with economic development organizations operating within the municipality to continue to support and promote businesses and services offered by self-employed residents of St.-Charles.
3. Work with current volunteers to broaden existing recruitment strategies for volunteers of all ages. Encourage personal contact and mentorship with potential volunteers of all ages who may have specific skills.
4. Identify, improve and share information regarding incentives for volunteer participation, such as honoraria, meals, or expense reimbursement.
5. Identify and share information regarding training requirements for volunteer opportunities, such as food service or fitness instruction, and support



participation by prospective volunteers. This might include accessing grant funding to cover registration fees or local training sessions.

7. Communication and Information

Access to clear, relevant information is crucial for older residents to maintain their health, quality of life and community connections. The report recommends the following actions in this dimension:

1. Ensure local communications practices use a variety of platforms, including print and electronic bulletin boards, mailouts, websites, and other information sources. Explore the development of new platforms such as community TVs in local businesses and public buildings. Promote cross-posting, information sharing, and consistency between different information sources in the municipality and neighbouring municipalities.
2. Work with economic development organizations to continue and enhance strategies for improving phone reliability and broadband internet service in St.-Charles.
3. Ensure key information of interest to older adults, including event listings and telephone numbers to call for further information, is distributed periodically in print to all households in the community. This may include partnerships with other organizations, businesses or publications carrying out direct mailings.
4. Promote and enhance the Community Resources and Services guide developed by the Sudbury East Family Service Provider Network. Prioritize the provision of this guide in paper format, rather than online. Consider developing similar guides in other topic areas.
5. Improve navigation and content on the Municipal website, and ensure information is provided in accessible formats.
6. Consider holding periodic Expos similar to the Age-Friendly Expo undertaken during this study, to provide an opportunity for residents to meet with agency and local business representatives and obtain a breadth of information at once, in a social environment. Consider incorporating a variety of themes to appeal to diverse needs and preferences, such as health, travel, or recreation and leisure.
7. Promote and enhance the Municipal welcome package for newcomers to the community.



8. Seek opportunities to improve the promotion of the 211 Ontario service, which provides information on the province's community and social services by phone and online.

8. Community Support and Health Services

To maintain their health and independence, aging residents should have access to a full range of health and support services in the community. The report recommends the following actions in this dimension:

1. Work with the provincial government and local health service agencies to develop a human resources and funding strategy to improve the provision and continuity of primary, community and home health care services in St.-Charles. Consider how this initiative could be supported by home maintenance and visiting activities under the Housing and Respect and Social Inclusion dimensions.
2. Work with the provincial government and local health service agencies to improve the provision and accessibility of mental health and addictions services to support individuals and families.
3. Improve recruitment of mobile health service providers or those willing to work out of the Wellness Centre periodically.
4. Promote and support a community paramedicine program to improve health care provision in St.-Charles.
5. Promote awareness of the virtual health and telemedicine services available in St.-Charles.
6. Promote public health programs and services, including falls prevention, environmental health, immunization and safe water.

Implementation and Next Steps

The implementation of the Action Plan will facilitate initiatives through a wide range of community agencies and organizations. The Age-Friendly Committee and its members will be particularly important community partners.

The implementation strategy provides a framework to guide more detailed decision-making and planning by the Municipality and its partners in the future. The Action Plan



is intended to inform other Municipal plans, policies, and decisions, during the early stages of their development.

As the dimensions of an age-friendly community touch all aspects of community life, the Action Plan will be most successful when efforts at the Municipal level are supported by the interest and participation of individuals, businesses, community organizations and other levels of government.

Conclusion

The St.-Charles Age-Friendly Community Action Plan was developed to help meet the needs of an aging population. Through the preparation of the Action Plan, residents of St.-Charles were invited to view the municipality and its potential from an age-friendly perspective. Residents identified a wide range of existing age-friendly assets, but also numerous opportunities for improvement. The Action Plan responds to these opportunities and sets out a road map for addressing them in the Municipality of St.-Charles' policies and community initiatives. The study process, existing community accomplishments, opportunities for improvement, and implementation strategy are described in detail in the Municipality of St.-Charles Age-Friendly Community Action Plan report which follows.

For the vision articulated in the Action Plan to become a reality, Municipal departments, businesses, institutions, community organizations and residents in St.-Charles must commit to seeing and addressing issues through an age-friendly lens. Working together to implement the actions recommended in this plan will address the community's main age-friendly priorities and respond to the current challenges. Everyone in St.-Charles has a role to play in making the municipality a great place to live for people of all abilities, at every stage of life.



Acknowledgements

We extend our thanks to the Council of the Municipality of St.-Charles for initiating the Age-Friendly Action Plan process and investing Municipal resources in the development of the Plan.

We thank the residents of St.-Charles for the perspectives and contributions they have provided to the development of this Action Plan by responding to the Age-Friendly Survey and participating in the Age-Friendly Expo.

We also thank the members of the St.-Charles Age-Friendly Committee for their energy, their enthusiasm, and their commitment to developing an age-friendly community. Without the efforts of these individuals and the support of the organizations they represent, this Action Plan would not be possible.

Members of the St.-Charles Age-Friendly Committee:

- Gisèle Henderson, Sudbury & District Health Unit, Sudbury East District Office, Committee Co-Chair
- Richard Lafleur, Club Alidor, Committee Co-Chair
- Paul Schoppmann, Mayor, Municipality of St.-Charles
- Jonathon Condratto, Economic Development Officer, Municipality of St.-Charles
- Michelle Belanger, Sudbury East Senior Supports
- Francine Bidal, Member at large
- Karrie Burke, Member at large
- Rhonda McCauley, Manitoulin-Sudbury District Services Board
- Marijan Meheš, Member at large
- Ellen Primeau, Member at large
- Carolyn Thain, Member at large
- Joanne Violette, Sudbury East Community Health Centre

We also acknowledge the assistance of Lisette Lamoureux (Sudbury and District Health Unit) and the valuable participation of the community groups and agencies represented at the Age-Friendly Expo.

This project was funded by the Government of Ontario.





1.0 Project Background

1.1 Introduction

The world's population is currently undergoing a significant demographic shift, with the global population aged 65 years or older now growing faster than any other age group¹. The same trend is taking place in Canada: largely due to the aging of the baby boomer generation and parallel increases in life expectancy, the number of Canadian seniors now exceeds the number of children, and this senior population could double over the next 25 years^{2 3}.

The Municipality of St.-Charles is home to approximately 550 adults aged 50 and older, accounting for 43% of the population. As these residents continue to age, their needs in areas such as housing, accessibility, health care, and service provision will change; however, many will wish to remain within the community and maintain their deep community ties. Additionally, aging seasonal residents retiring from employment in nearby cities may require new services and housing alterations to support permanent moves to their waterfront properties. Recognizing the significance of this demographic shift, the Municipality is taking steps to acknowledge and address the challenges facing older populations and to support its residents at every stage of their lives. The Municipality also recognizes that community-level actions to assist older adults can improve the quality of life for citizens of all ages and abilities.

¹ World Health Organization, 2002. Active Aging: A Policy Framework

² Statistics Canada, 2011.

³ National Seniors Council, 2014. Report on the Isolation of Seniors



With funding from the Government of Ontario, the Municipality retained MMM Group Limited, a WSP company, to assist with the preparation of an Age-Friendly Action Plan. The Municipality also formed an Age-Friendly Committee in October 2016 to guide the development and implementation of the Action Plan.

This Age-Friendly Community Action Plan builds on current Municipal plans and policies, many of which have age-friendly components. It sets out an age-friendly vision and goals and reviews the Municipality's current age-friendly practices and opportunities for improvement, identified through a broad community engagement process that is also described in this report. Finally, the Age-Friendly Community Action Plan includes specific actions and an implementation plan, involving the Municipality and the broader community, to help ensure the vision is achieved.

1.2 What is an Age-Friendly Community?

In response to the aging of the global population, the World Health Organization (WHO) has emphasized the importance of building age-friendly communities and promoting active aging. Active aging refers to the capacity for individuals to continue to participate fully in their communities throughout all stages of life, regardless of age or ability. It is influenced by economic, social, and physical factors.

To address these diverse factors, the WHO launched its Age-Friendly Cities Initiative in 2006. This program encourages municipalities to improve and enhance their programs, services, and built environments for older populations. The companion Global Age-Friendly Cities Guide, which is discussed in more detail in Section 1.4, has helped many municipalities assess their own age-friendliness by examining dimensions such as housing, transportation, and community services.



"An age-friendly community encourages active aging by optimizing opportunities for health, participation and security in order to enhance quality of life as people age."

The Ontario Seniors' Secretariat (OSS) has built on the WHO's work to create additional resources that municipalities can use to plan using an age-friendly lens. Age-friendly community planning, which considers how facilities and services can be used by older adults, provides benefits not only to seniors, but also to young families with children and to people with disabilities. The OSS Age-Friendly planning process is discussed in Section 4 of this report.



At its core, an age-friendly community is one that ensures residents of all ages and ability levels are supported, respected and encouraged to participate in community life. For example, in an age-friendly community, public buildings have accessible entrances that feature automatic doors and level surfaces. Older residents have strong social networks and opportunities to participate in a variety of affordable and inclusive community activities. In an age-friendly community, older residents have access to a range of affordable transportation options, which could include a reliable taxi service or a network of trusted volunteer drivers. Older residents can also access a range of affordable health and support services, both in clinics and at home. Through community attributes such as these, residents are able to “age in place,” staying in their homes and communities for as long as they wish to do so.

Planning for an age-friendly community helps municipalities make informed decisions regarding all aspects of their communities, including land development, parks and open space, transportation, and social services, and ensure that community investments are implemented as needed.

1.3 Community Profile

The Municipality of St.-Charles had a population of approximately 1,280 people in 2011. Many live within the village of St.-Charles itself, a compact settlement featuring a variety of shops, services and community facilities. Others live in rural areas of the municipality, either in agricultural areas or, increasingly, in lakefront camps and homes. Many St.-Charles residents are currently summer seasonal residents who are aging, and who may choose to expand their camps and retire to the community. Other are “snowbirds,” who maintain a seasonal primary residence in St.-Charles and spend winters away.

The population of St.-Charles is also slightly older than the Canadian average, with 18% of residents over the age of 65 compared to 15% nationwide (Table 1). As illustrated in Figure 1, there is also a significant cohort of adults aged 50 or older who may benefit from community initiatives to support older adults, and who may choose to remain in the community as they age if appropriate facilities and services are available.



Table 1: Municipality of St.-Charles Population by Age Group, 2011

Age Groups	Both sexes	Male	Female
0 to 14	14%	15%	13%
15 to 29	14%	14%	12%
30 to 49	25%	25%	26%
50 to 64	30%	30%	31%
65 and over	18%	17%	17%

Source: Statistics Canada, 2011

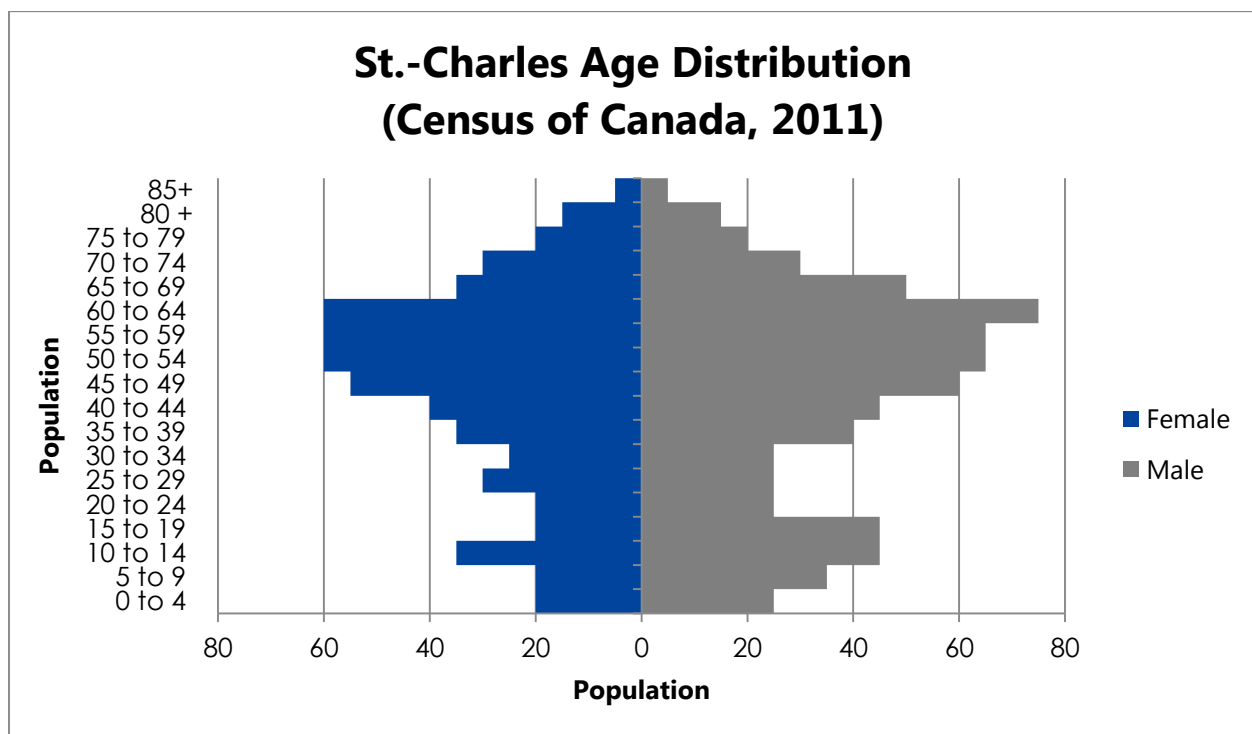


Figure 1: Municipality of St.-Charles Population Pyramid

Source: Statistics Canada, 2011

1.4 Age-Friendly Community Dimensions

The WHO's Age-Friendly Cities Guide sets out a framework to help municipalities examine their community through the eyes of its older residents. The Guide highlights eight interconnected dimensions, which are illustrated in Figure 2 and summarized in Figure 3. The municipality's facilities and services under each of these dimensions were examined during the development of this Age-Friendly Community Action Plan.





Figure 3: Summary of Age-Friendly Community Dimensions (Images: WSP/MMM Group)



Outdoor Spaces and Buildings

The condition, quality and design of the physical environment including parks, sidewalks and buildings, have a significant influence on the mobility, independence and quality of life of aging residents.



Transportation

As people age, there is a tendency to rely more on public transportation. The availability of accessible transportation options aids in the ability of aging residents to participate in the community and increases access to community and health services.



Housing

Appropriate housing structure, location, design and a wide variety of available housing choices can have a significant impact on the independence of aging residents. Appropriate housing can allow people to age in place comfortably within the community.



Social Participation

The ability and opportunity to actively participate in social, cultural and recreational pursuits has a positive influence on the physical and mental well-being of aging residents.



Respect & Social Inclusion

Aging residents should continue to be respected for their roles and contributions to the community. The provision of outreach to aging residents and opportunities to participate in community life can help to mitigate isolation.



Civic Participation & Employment

Aging residents offer a variety of skills, knowledge and experiences that can provide benefits to the community. Aging residents should be able to contribute to their communities through paid and unpaid employment for as long as they would like to or are able to do so.



Communication & Information

Access to and the wide distribution of clear, relevant information is essential for aging residents to be able to maintain strong social ties and community connections.



Community Supports & Health Services

In order for aging residents to successfully age in place, the community should offer sufficient good quality and accessible healthcare and community programs and services. Doing this will allow residents in the community to receive appropriate care.



2.0 Municipal Policy Influences

During the process of developing the Age-Friendly Community Action Plan, a variety of Municipal policies and plans were reviewed. Specific aspects of each of these documents that relate to age-friendly communities are described in this section. These policies demonstrate strong support at the Municipal level for making St.-Charles more age-friendly.

2.1 Strategic Plan (2014-2019)

The Strategic Plan 2014-2019 was adopted on November 20, 2013, following consultations in summer 2013. It was developed through a series of public consultations, workshops, online questionnaires, and interviews with Council and Municipal staff. The Strategic Plan is intended to focus the efforts of Council, staff and community members to achieve the priorities and actions outlined in the plan within the five-year time-frame. The Strategic Plan identifies St.-Charles as “a safe and affordable community where residents, young and old, support each other through a shared sense of commitment, friendship and community spirit” (p. 12).

The Strategic Plan completed a **S**trengths, **W**eaknesses, **O**pportunities, and **T**hreats (SWOT) analysis. Some of the highlights relevant to age-friendly communities are showcased in Table 2.



Table 2: Strengths, Weaknesses, Opportunities and Threats (SWOT)

Strengths <ul style="list-style-type: none"> • Close knit community • Affordable housing • Strong civic engagement • Proximity to regional centres 	Weaknesses <ul style="list-style-type: none"> • Lack of health care professionals • Lack of transportation services • Lack of retail and personal services
Opportunities <ul style="list-style-type: none"> • Outdoor activities such as trails for snowmobiling and hiking 	Threats <ul style="list-style-type: none"> • Aging population

The Strategic Plan is structured around three main goals: Community Development, Economic Development and Public Administration. Each goal identifies individual objectives that are relevant to community growth. Major strategic actions relevant to age-friendly community planning are all included in Goal 1: Community Development, and are as follows:

- Keep residents engaged;
- Promote fitness and wellness;
- Stay on top of healthcare gaps;
- Continue to push for better wireless and high speed coverage;
- Position St.-Charles for new commercial retail investment.

2.2 Sudbury East Official Plan (2010)

The Sudbury East Planning Area comprises 17 municipalities and unincorporated Townships, including St.-Charles. Its Official Plan (OP) (2010) is intended to guide the physical development of the Planning Area over a 20-year period, with consideration for important social, economic and environmental factors. The OP provides the policy framework that will guide:

- Where new development can locate;
- How existing urban centres and settlement clusters will be strengthened;
- How the natural environment will be protected; and
- What services, such as roads, water mains, sewers, and parks will be planned for.



Several OP policies must be considered in the development of an Age-Friendly Community Action Plan, and are particularly relevant to the WHO's Outdoor Spaces and Buildings, Transportation, and Housing dimensions.

Section 1.2 of the OP notes that the demand for permanent residences in the planning area, including St.-Charles, is expected to be driven largely by an aging population structure. This demographic change is contributing to the creation of new households and the limited conversion, governed by criteria set out in Lake Management Plans, of seasonal residences to permanent residences.

Section 2.2.3 of the OP provides for medium density residential uses such as triplexes, rowhouses, and walk-up apartments, provided these meet criteria related to design compatibility and appropriate servicing. The OP permits the development of special needs housing, senior citizens' homes or similar housing facilities for senior citizens, including nursing homes, in accordance with these medium density residential policies.

Each municipality is directed to ensure that 35% of new housing be affordable to low and moderate income households.

The OP also identifies a goal of having "a sustainable, effective and efficient transportation system."

OP policies concerning parks include direction to ensure new parks are within an easy walking distance of the persons who will use it on a regular basis; visible and accessible to the community; and where possible, connected to trails.

2.3 Rural Recreation Assessment (2015)

The Rural Recreation Assessment (RRA), supported by the Sudbury & District Health Unit, was developed in November 2015 to help identify opportunities to improve the municipality's built environment, recreation-supportive policies, recreation programming, and promotion of recreational opportunities. The RRA looks to "secure funding, and implement actions that will increase physical activity and improve the health and well-being of community residents". In addition, "age-friendly" is identified as a specific priority for improving St.-Charles as a place to live and play.

Several findings and recommendations outlined in the RRA must be considered in the development of an Age-Friendly Community Action Plan and are particularly relevant to the WHO's Outdoor Spaces and Buildings and Transportation dimensions. These findings and recommendations are outlined below.



- Active living infrastructure includes sidewalks, pedestrian pathways, bike lanes, and multi-use trails. Such infrastructure is important in providing safe places for people to travel around the community and reduces a person's reliance on automobile ownership, which can be unaffordable for some residents.
- Within the St.-Charles settlement area, there are 2.4 km of sidewalks to support pedestrian movements. These are in fair condition, with some cracking and heaving along portions of King Street.
- Newer sidewalks located near the St.-Charles Arena are wide enough to accommodate mobility assisted scooters; however, older sidewalks (located along the north side of King Street towards the Municipal Office) will need rehabilitation to provide safe access to older adults.
- There are no sidewalks along residential streets. On some of these streets, paved shoulders are provided to accommodate walking.
- Future age-friendly planning should include a lighting assessment and consult older adults in the community to identify areas where additional, pedestrian-scale lighting could be provided to improve safety. Illumination is important to improve safety and mobility of older adults, both pedestrians and motorists.
- Residents living in rural areas can face significant mobility challenges accessing amenities located in the village. Isolation is a challenge, especially for those without access to transportation. In rural and waterfront communities, it is particularly critical to provide transportation options for residents.

2.4 Asset Management Plan (2013)

The Asset Management Plan was prepared in 2013 to provide a framework for maintaining the municipality's public infrastructure, including roads and village wastewater. It included an infrastructure "report card" evaluating then-current Municipal assets, as well as a capital plan and financial strategy to inform future Municipality operating budgets and support appropriate infrastructure investment.

Of relevance to age-friendly planning, a review of existing infrastructure found that gravel and paved roads in the municipality are in fair condition, and surface treated roads are in poor condition. The report recommended that the Municipality consider changing demographics as one of several factors influencing its maintenance plan, to help it balance maintenance costs with required levels of service.



3.0 Approach, Vision, and Direction

3.1 Project Approach

The development of the Municipality of St.-Charles Age-Friendly Community Action Plan followed the process developed by the OSS, entitled *Finding the Right Fit: Age-Friendly Community Planning*. This process involves four steps in two main phases, as illustrated in Figure 4.

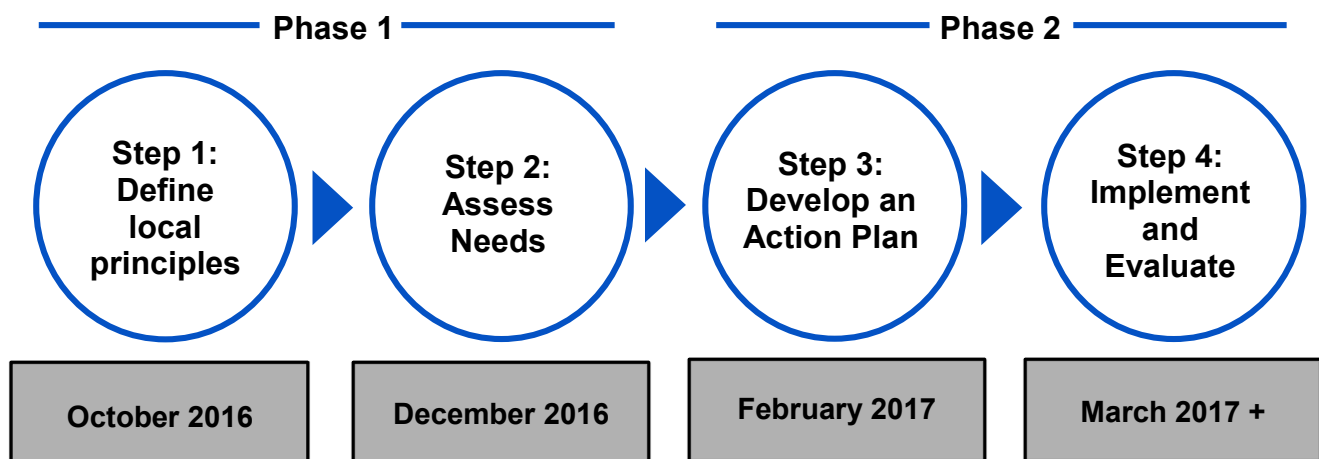


Figure 4: Age-Friendly Community Planning Process

This planning process was implemented in St.-Charles using a comprehensive approach. Information on needs and opportunities was collected in a variety of different ways, including WHO and OSS evaluation materials, an Age-Friendly Committee established to champion the project, and a community engagement strategy. In particular, without the knowledge and insight provided by St.-Charles residents through the Age-Friendly Committee and the community engagement activities, the plan would



not be possible. More information on the community engagement activities undertaken as part of the Action Plan development process is provided in this section.

Age-Friendly Committee

The Age-Friendly Committee was formed in October 2016, shortly after the outset of the project, and was closely involved in the development of the plan. The Committee's mandate is to provide their expertise and experiences regarding age-friendly issues and services, and raise public awareness and interest in creating an age-friendly community.

Committee members were strategically identified to include the broadest possible range of knowledge and experience. They include representatives from local government and service agencies, community organizations, and the public at large. The involvement of Committee members has been vital in increasing community participation in the project and ensuring the widest possible range of public input was incorporated into the Action Plan.

Some Committee members participated with other community members in a Visioning Workshop early in the project, which proposed a vision and guiding principles for the project and began the process of identifying the highest priority needs and opportunities to make St.-Charles a more age-friendly community. Details on the Visioning Workshop are provided in **Appendix A** to this report.



Some Committee members were involved in preparing and distributing the Community Survey. The Committee was also instrumental in organizing and promoting the Age-Friendly Expo described in this section; and in reviewing the draft vision statement and principles and the interim and final Action Plan reports.

Community Audit

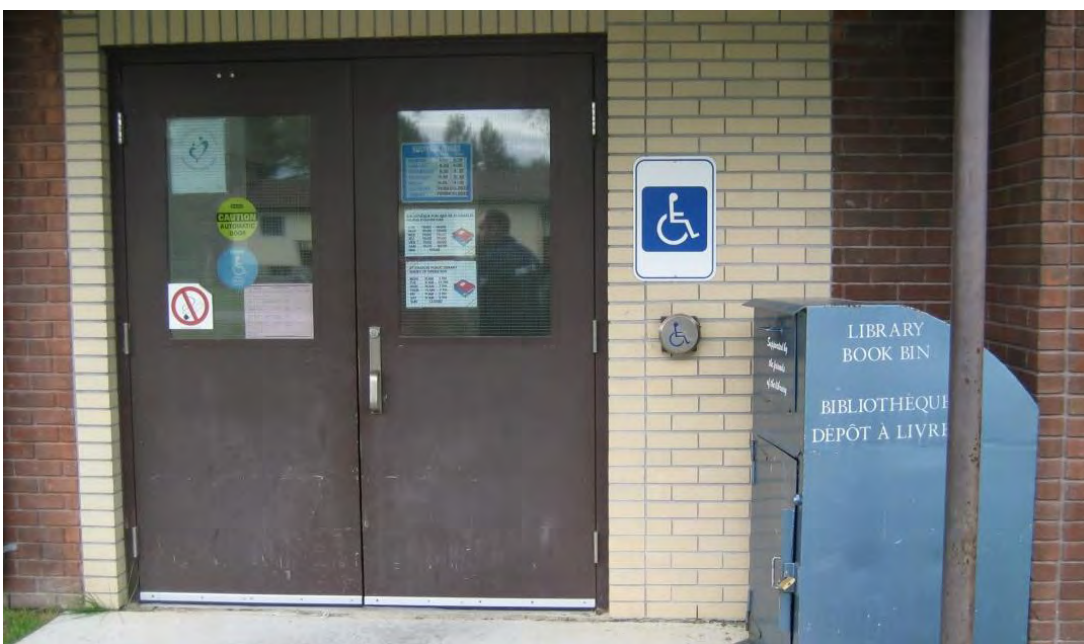
To assess the municipality's current strengths and challenges in the Outdoor Spaces & Buildings and Transportation dimensions, a Community Audit was undertaken by WSP/MMM staff, the Municipality's Economic Development Officer, a Municipal

Councillor, and representatives from the Manitoulin-Sudbury District Services Board and the Club Alidor seniors' club in September 2016. The audit involved visiting a wide range of public and community spaces in the village, identifying age-friendly features and opportunities for improvement in each case. Examples of the findings are shown on the following pages.

Strengths – Outdoor Spaces and Buildings



Outdoor seating along King Street offers a place for pedestrians to rest.



Accessible entrances are provided at many public buildings.

Strengths – Outdoor Spaces and Buildings



Public parks in the municipality are clean and pleasant, and include both play equipment and seating.



Legible wayfinding signage makes buildings and services easier to find.

Strengths – Outdoor Spaces and Buildings



Elevators at many public buildings allow mobility device users to reach all areas of the building.



Level sidewalk and dropped curb provides easy access for mobility device users.

Strengths – Transportation



Clearly marked, well-located accessible parking is provided at many public buildings.

Opportunities for Improvement – Outdoor Spaces and Buildings



Building and service entrances that are not level and/or lack push buttons may act as barriers to access for people who use mobility aids.



Seating such as this would be an asset at many public buildings, especially where it can be placed in a weather-protected location near a building entrance.

Opportunities for Improvement – Outdoor Spaces and Buildings



Standing-height counters at public buildings may be difficult to access for clients using mobility devices.



Sidewalks that are not level, such as this one on King Street, may act as barriers to access for people who use mobility aids.

Opportunities for Improvement – Transportation



Accessible parking marked only on pavement may not be visible under snow cover.



Community Survey

The community survey was the first major engagement opportunity for St.-Charles residents. It was launched online for a four-week period in October and November 2016. Paper copies of the survey were also distributed by mail in October 2016 to all residents of the municipality, and a version of the survey was distributed at Club Alidor in conjunction with the Visioning Workshop on September 27, 2016.

The survey was based on the WHO's Community Dimension checklists. It was tailored by WSP/MMM and Municipal staff and community members to reflect the available services and priorities of the Municipality of St.-Charles, as well as to be concise and readable. It sought input on the following WHO dimensions of age-friendly cities: Social Participation, Respect and Social Inclusion, Civic Participation and Employment, Communication and Information, and Community and Health Services. It invited respondents to indicate what community services and features were age-friendly, and what could be improved. A copy of the survey is provided in **Appendix B** of this report, and a summary of the results is found in **Appendix C**.

In total, 206 respondents completed the survey, providing valuable insight into residents' needs and perspectives regarding age-friendly planning.

St.-Charles Age-Friendly Expo

As a component of this project, an Age-Friendly Expo took place at the St.-Charles Community Centre on January 26, 2017. This free public event had two major objectives:

1. To provide an opportunity for seniors and their families to learn more about age-friendly communities and the services and opportunities offered by local organizations; and
2. To help the Committee gain insight into the needs to be addressed in the Age-Friendly Community Action Plan.



The event featured exhibitors from local government, community service and non-profit organizations, health service providers, and other agencies of interest to seniors. Each

exhibitor hosted an information booth that was open to participants throughout the day and provided a draw prize for the event. A light lunch was served, and the event theme and decorations focused on the WHO's eight community dimensions, as illustrated by the flower graphic shown in Figure 2 of this report. An Expo agenda is provided in **Appendix D**.

Following welcoming remarks from a Municipal Councillor and the Municipality's Economic Development Officer, WSP/MMM staff gave a presentation to introduce the concept of age-friendly community planning and the Action Plan project.

Following the presentation, Expo attendees were encouraged to take part in a World Café activity to share their ideas on how to address the needs identified through the community survey. The World Café format consisted of four facilitated discussion tables, in which participants briefly discussed specific questions related to two of the eight WHO age-friendly community dimensions. Facilitators recorded responses on sticky notes, and these were later posted on display boards where all Expo participants could review the questions and responses. If readers agreed with a response, they could place a sticky dot on it to indicate its importance. They could also add sticky notes with responses of their own. The World Café questions and responses are listed in **Appendix E** and were carried forward into the development of the Action Plan.



Participation incentives were also provided to encourage attendees to engage with the exhibitors and take part in the World Café. On arrival, attendees received an Expo Passport listing key information about each exhibitor. Attendees could have their passports signed by the exhibitor at each booth, and then return fully signed passports to the reception desk in exchange for a draw prize ticket. World Café participants



received a separate sheet that was signed by each table facilitator at the end of each discussion. Participants could return their signed sheets to the reception desk and receive an additional draw prize ticket. Attendees provided positive feedback on these incentives, and several indicated that they would keep their passports to refer to the exhibitor information in the future. Exhibitors found that the passport encouraged attendees to talk with staff at each booth and gain more in-depth information. The passport (including a list of exhibitors) and World Café participation sheet are provided in **Appendix D**.

Approximately 110 people attended the Age-Friendly Expo. Attendees indicated that they were pleased with the welcoming and social atmosphere, the wide range of information available about services and programs, and the opportunity to provide input on their age-friendly priorities. Some attendees noted that additional facilitators would have been helpful at the World Café tables to ensure all participants, including those with disabilities, were able to participate fully. Overall, attendees provided positive feedback on the event and indicated a desire for future Expos.

Additional Resources

In reviewing the identified needs and developing the Action Plan, WSP/MMM staff relied on additional resources developed by external agencies regarding age-friendly services in rural and remote communities. These included the following resources:

- *Age-Friendly Rural and Remote Communities: A Guide* (2009), developed by the Federal/Provincial/Territorial Ministers Responsible for Seniors in association with the Public Health Agency of Canada. This report was developed following focus group discussions in 10 rural and remote communities across Canada. In each discussion, participants identified important age-friendly features and barriers that are particularly relevant in remote communities, notably more limited housing and transportation options and support services, as well as the requirement to travel out of their communities for many health services. They also suggested programs and initiatives that would be feasible in these communities to address the needs and barriers. Those suggestions that most closely match the priorities identified in St.-Charles have been included in the Action Plan.
- *Strengthening Age-Friendly Communities and Seniors' Services for 21st Century Ontario: A New Conversation about the Municipal Role* (2016), by the Association of Municipalities of Ontario (AMO). This discussion paper reviews



municipalities' role in providing services for seniors and promoting age-friendly communities. It makes 26 recommendations for provincial funding and policy actions to make it easier for municipalities to provide the services that are needed. Recommendations that are particularly relevant to age-friendly planning priorities in St.-Charles include calls for the Province to do the following:

- support municipal governments to develop transportation options for seniors, especially in rural and northern areas;
 - increase capital and operating funding for seniors' affordable and supportive housing, especially in rural and northern areas where supportive housing has been proven to be particularly effective;
 - consider the role of community paramedicine in providing health care in the community, and to fully fund its implementation;
 - develop a provincial human resources strategy to address staffing issues, particularly for nurses and personal support workers in northern and rural areas;
 - ensure a minimum network of affordable, reliable transportation service routes across rural and northern Ontario to ensure residents of remote areas can access the care they need;
 - support virtual seniors' services and care in remote areas; and
 - prioritize supporting community hubs, supportive housing, and transportation options in rural, northern, and remote areas.
- Towards Coordinated Rural Transportation: A Resource Guide (2014), prepared for the Rural Ontario Institute and the Ontario Healthy Communities Coalition's Accelerating Rural Transportation Solutions program. This document discusses the concept of coordinated transportation as a means of improving the range and cost-effectiveness of transportation in rural areas. It describes coordinated transportation as "a process in which two or more organizations interact to jointly accomplish their transportation objectives through shared responsibility to improve resource management." Such models may centralize any or all of the components of a transportation system, such as vehicle ownership, dispatch, marketing, fares, eligibility criteria, and other operating procedures. They can help transportation programs access new funding sources, make better use of existing vehicles and other resources, increase the potential for shared rides, and



thereby provide customers with more trips, longer operating hours, and a greater range of destinations. The report lists criteria to help municipalities assess whether such a model would be appropriate for them, and provides several case studies of its implementation in rural communities in Ontario.

WSP/MMM staff also consulted the following resources when identifying indicators to measure progress on the recommended actions:

- *Measuring the Age-Friendliness of Cities: A Guide to Using Core Indicators* (2015), by the WHO. This document describes how indicators can be used to establish a common understanding of age-friendly priorities within a community, measure baseline conditions, assess progress, and promote community engagement. It provides guidance for communities on developing their own indicator set, including a framework and sample indicators.
- *Age-Friendly Communities Evaluation Guide: Using Indicators to Measure Progress* (2015), prepared by the Public Health Agency of Canada (PHAC) based on the WHO core indicators guide listed above. This document discusses how indicators can be used to measure the success of age-friendly initiatives. It also lists a selection of indicators and related measurement tools in each of the WHO's eight community dimensions, as well as four additional indicators concerning longer-term health and social outcomes for older adults.

The considerations used in developing the indicators for this Action Plan are discussed further in Section 5.0.



3.2 Vision and Direction

Vision

A vision statement describes an ideal state or purpose which a community can work together to achieve. It is an important element of age-friendly planning, as it identifies community priorities and helps set the overall direction for an action plan. Early in the planning process, Visioning Workshop participants worked together to set out the following vision for an age-friendly St.-Charles:

“St.-Charles is an age-friendly, caring community that values the diverse needs of all ages while supporting independence and respecting dignity.”

Guiding Principles

Guiding principles support the vision statement by providing a clear framework for the actions in the Action Plan. They describe *how* the community will work together to achieve the vision. Visioning Workshop participants developed an initial set of guiding principles, which were validated and updated by the Age-Friendly Committee based on the results of the community survey and the feedback obtained at the Age-Friendly Expo. The validated guiding principles are listed here, in order from higher to lower priority:

1. Effective communication and community engagement
2. Education / awareness
3. Empowerment of residents
4. Stronger partnerships between services and with neighbouring communities
5. Accessibility of buildings, programs and services
6. Promotion of healthy lifestyles
7. Recognition of volunteers



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4.0 Age-Friendly Action Plan

The development of the Municipality of St.-Charles Age-Friendly Action Plan followed the framework set out in the WHO's Age-Friendly Cities Guide. It is structured according to the eight dimensions of age-friendly communities that were detailed in Section 1.4 of this report: Outdoor Spaces and Buildings; Transportation; Housing; Social Participation; Respect and Social Inclusion; Communication and Information; Civic Participation and Employment; and Community Support and Health Services. The WHO's checklists for each dimension, which were discussed at the Visioning Workshop and adapted for the Community Survey, were used to evaluate age-friendly strengths and opportunities for improvement. Public input from the surveys and the World Café activity at the Age-Friendly Expo was also incorporated into the Action Plan.

The needs assessment and resulting recommendations for action are presented in this section, using the following format for each of the eight dimensions:

Summary: A short introduction to the dimension and its role in making St.-Charles a more age-friendly community, as well as aspects of this dimension that were assessed during the age-friendly planning process.

Existing Community Accomplishments: A summary of the features, programs and services currently available in this dimension for older adults in St.-Charles.

Current Challenges: A review of common issues and concerns identified during the public engagement process.

Recommended Actions: Suggested actions and initiatives to be implemented as resources allow, to address the identified challenges, implement the vision and principles outlined in Section 3.2, and make St.-Charles a more age-friendly community.



4.1 Outdoor Spaces and Buildings

The design, condition and quality of the outdoor environment and public buildings can have a significant impact on the mobility and independence of older residents.

Safe, accessible and well-maintained public spaces and buildings have a positive influence on residents' health and quality of life, by making it easier for people of all ages and abilities to move freely around the community to access services and take part in activities. Are sidewalks, pathways and other pedestrian routes in the municipality well maintained and free of obstructions? Do buildings have ramps, automatic doors, benches and accessible washrooms? The needs assessment considered these factors and many more.

Existing Community Accomplishments

- Sidewalks along portions of King Street and Main Street have recently been replaced, and are level, with curb cuts and textured pavement at corners.
- The Municipality has installed benches and planters at several corners within the settlement area, to provide rest areas along sidewalks.
- Many businesses and public buildings include accessible entrances with automatic doors.
- There is wayfinding signage at several locations in the municipality, indicating the location of businesses and services.
- Some washrooms in public buildings are accessible, including those at the Wellness Centre, community centre and arena.

Current Challenges

- Sidewalks along much of the north side of King Street are in poor condition, presenting a barrier to users of mobility devices.
- Seating in municipal parks may not be accessible to seniors if it is surrounded by grass.
- As noted in the Rural Recreation Assessment, there is an opportunity to undertake a review of exterior lighting in public areas of the municipality and address any gaps that are identified.



- Some public buildings lack interior accessibility features such as automatic doors.
- There may be opportunities to support businesses and services that wish to add indoor or outdoor accessibility features, including automatic doors, ramps, exterior seating, lower counters, or elevators.
- There may be opportunities to improve wayfinding signage by increasing the range of businesses and public services advertised.

Recommended Actions

1. Ensure asset management planning within the Municipality includes regular improvements to sidewalks and pedestrian facilities, with funding allocated wherever possible.
2. Allocate capital funding as opportunities arise to improve the provision of accessible walking paths and adjacent seating in parks. Consider covered seating such as gazebos, swing benches, or outdoor fitness equipment.
3. Implement the Rural Recreation Assessment recommendation to undertake a review of pedestrian lighting in the village and identify any areas for improvement.
4. Work with the Ministry of Transportation to consider street lighting and visibility improvements at highway access points in rural areas of the municipality, to increase driver and pedestrian safety.
5. Support businesses and community organizations that wish to retrofit entrances, interior features, and washrooms to meet accessibility standards, by working with funders to promote funding opportunities and providing assistance, as resources allow, with accessing grant funding.
6. Seek opportunities to identify accessible businesses and washrooms on wayfinding signage and tourism maps. Consider providing a municipal map board at a visible corner.



4.2 Transportation

The availability and accessibility of transportation has a major impact on social participation and access to health and community services for older residents, particularly in a rural municipality such as St.-Charles.

Affordable, accessible and safe transportation permits residents of all ages and abilities to take part in community life, access services and enjoy leisure activities. Are all areas of the community and the surrounding region served by a transportation system? Are pick-up and drop-off points safe and clearly marked? Is transportation service affordable, and is it available at convenient times? The needs assessment considered these factors and many more.

Existing Community Accomplishments

- Many public buildings and businesses in St.-Charles provide well-marked accessible parking to improve access for people with disabilities.
- Major destinations within the settlement area are relatively close together and can be reached by car, ATV or side-by-side, bike, motorized scooter, or foot.
- Some volunteer and/or subsidized transportation is available through community organizations such as Aide au Senior. Many older adults' families, friends, and neighbours also provide help with transportation.
- Local branches of the Lions Club are working with the Sudbury East Community Health Centre and the French River Nurse Practitioner-Led Clinic to offer a transportation service for community and health services in St.-Charles, Markstay-Warren, and French River. At the time of this report, research was being conducted and a proposal was being prepared to request funding to purchase and operate an accessible van for residents without access to transportation.
- Some community health services provided in St.-Charles include transportation, such as the "Angels in Pink" breast screening appointment shuttle service offered by the Ontario Breast Screening Program for women aged 50 and older.



Current Challenges

- Seniors and other residents who do not drive face challenges accessing services, particularly if they live outside the village or need services that are not available within St.-Charles. There is a need to consider how the range of available transportation options in the municipality can be increased, and how partnerships with nearby municipalities might contribute.
- In rural communities such as St.-Charles, a lack of access to reliable and affordable transportation can have spillover effects into other community dimensions, including a negative impact on individuals' social participation, civic participation, and physical and mental health.

“I know people who have or are considering moving to town simply due to increased doctor and specialist appointments, etc. Transportation to the city seems to be a major issue.”

–Survey respondent

Recommended Actions

1. Explore the feasibility of different approaches to better support, coordinate and expand the options and affordability of transportation services available to residents. Options may include community carpool and ride-share programs, Municipal initiatives such as the bike share program currently being developed, or social service initiatives such as the accessible van project currently being undertaken by local primary and community health agencies.
2. Work with the Ministry of Transportation to improve signage along the Trans-Canada Trail, which passes from Highway 535 along King Street East, Casimir Road, Musky Bay Road and Lake Road.
3. Share information among local businesses and public building operators regarding best practices and tips for the design and signage of accessible parking and drop-off spaces.
4. Work with the Sudbury East Planning Board to update zoning provisions regarding accessible parking to require signage at eye level.



4.3 Housing

The availability of appropriate housing can have a major impact on the quality of life of older residents and the opportunity for them to age in place within their communities.

Access to safe, affordable and accessible housing is critical to the well-being of all residents. As people's housing needs can change over time, it is important that a range of housing choices and support services be available, to allow people to live independently for as long as possible and remain part of the community as they age. Is enough accessible and supported housing available to meet the needs of older residents? Are housing options in the municipality well-located with respect to community services and other destinations? Are home support and modification services available to help people stay in their homes? The needs assessment considered these factors and many more.

Existing Community Accomplishments

- Although the vast majority of St.-Charles residents own their own single-detached homes, there are a small number of private rental units, as well as a 23-unit social housing complex (Villa Notre-Dame) operated by the Manitouslin-Sudbury District Services Board that assigns a higher priority to seniors.
- Housing within the village is located close to a variety of services, as the settlement area itself is compact.
- Some home support services are offered through community organizations such as Aide au Senior, private providers such as Home Instead, and non-profit social service providers such as the Community Care Access Centre (CCAC) and Sudbury East Senior Support.
- Several services to minimize the need for transportation are available in St.-Charles. For example, grocery delivery services can be arranged at the St.-Charles Food Market. The Medication: It's Time to Clean it Out! Program allows expired and unused medications to be dropped off locally at the Sudbury East Community Health Centre for safe disposal.
- The Ontario Renovates Program, funded by the provincial and federal governments, is available to provide help fund repairs to affordable ownership and rental properties, to support the construction of secondary suites in existing



single family homes, and to foster independent living by seniors and people with disabilities by supporting renovations that improve housing accessibility.

- The Sudbury East Official Plan contains policies that encourage and guide the development of a variety of low- and medium-density housing types, including seniors' housing and garden suites, in residential areas. It also encourages Council to support intensification and redevelopment to meet an affordable housing target of 35%.

Current Challenges

- There is a relatively limited range of housing types and dwelling sizes within the municipality. There are few options for seniors who wish to move out of their single-detached homes but continue to live in a smaller dwelling in the community. This is a particular issue for seniors who lack transportation or whose larger homes are no longer affordable on fixed incomes.
“Seniors with health issues and physical disabilities need more support in order to remain in their own homes longer, i.e., snow shovelling in winter and yard care in the summer.”
—Survey respondent
- There are no senior-only housing complexes, retirement residences, or long-term care facilities located in St.-Charles. Seniors needing this type of supportive housing must move outside the community, to Sturgeon Falls, Sudbury, or North Bay.
- Survey respondents raised concerns about the availability and affordability of home support and renovation services to allow seniors to stay in their homes longer. In addition to seeking ways to increase the availability of these services in St.-Charles, there may be opportunities to better promote existing services and programs offered by higher levels of government.

Recommended Actions

1. Explore opportunities to develop affordable, accessible apartment- or townhouse-style housing in the village.
2. Continue to work with the Sudbury East Planning Board to ensure the regulatory environment supports the development of affordable housing, including secondary suites and other housing types appropriate for seniors.



3. Develop a targeted information package regarding home support and modification services and funding opportunities, including tax credits, grants, etc. available to homeowners. Consider how this information package can be promoted through Municipal communications. This initiative may be facilitated and coordinated with actions under the Communication and Information dimension.
4. Work with the provincial and federal governments to seek flexible capital and operating funding for the development of seniors-oriented and supportive housing in the St.-Charles community.
5. Promote the provision of affordable light home maintenance services as an employment or volunteer opportunity for local residents, including youth and active seniors. Consider how such programs can be integrated with intergenerational initiatives under the Respect and Social Inclusion dimension, with initiatives to recruit skilled volunteers under the Civic Participation and Employment dimension, or with initiatives to improve transportation options under the Transportation dimension.
6. Develop and promote delivery services for essential items such as groceries and medication, as well as local medication disposal services.



4.4 Social Participation

Opportunities for social participation and support are crucial for health and well-being at all stages of life.

Social participation includes getting involved in social, recreational, cultural and spiritual pursuits. It benefits both individuals and the community at large, by allowing older people to exercise competence and enjoy respect and supportive relationships. Are activity venues in St.-Charles accessible and conveniently located? Are activities affordable, and do they appeal to a diverse population? The needs assessment considered these factors and many more.

Existing Community Accomplishments

- The senior-focused Club Alidor operates a popular weekly social lunch, as do similar organizations in nearby communities. Many of these incorporate presentations on public health or general interest topics, including presentations by the Sudbury & District Health Unit and the Sudbury Rising Stars. There are therefore opportunities for seniors to socialize in the region several times per week.
- Social events such as bingo and holiday dinners, many of which offer transportation or delivery, are offered through local churches and service organizations.
- Fitness and recreation programs including curling, indoor walking, zumba and quilting are offered at local venues. Sports and recreation events such as hockey tournaments and ATV rallies are also regularly organized in the community.
- A majority of survey respondents indicated that they feel there are a wide variety of activities and events in St.-Charles that appeal to many different people. These are held at convenient times, in accessible locations, and are generally affordable.



Current Challenges

- A majority of survey respondents indicated that good information about social events and activities, including information about accessibility and transportation options is not always provided.

“The size of the community makes it very hard to provide an activity for everyone concerned.”
– Survey respondent
- There is an opportunity to consider how improvements to transportation could improve access to social activities, particularly for seniors living in rural areas of the municipality.
- There may be opportunities to build on existing relationships with neighbouring municipalities, or with seniors’ organizations in nearby communities, to offer different types of senior-oriented facilities, social events and excursions.

Recommended Actions

1. Promote and strengthen existing informal systems through which seniors currently help each other get to events in and outside of the village.
2. Partner with local community and social organizations for initiatives under the Communication and Information dimension, to ensure their programs and events are widely promoted.
3. Work with event and program organizers to identify and support additional opportunities to provide transportation as a component of community events. Such initiatives may be facilitated and coordinated with actions under the Transportation dimension.
4. Support ongoing partnerships with social organizations and recreational facilities in nearby rural centres such as Markstay-Warren and French River, to consider how access to programs and facilities could be shared and new community amenities developed.



4.5 Respect and Social Inclusion

Respect for the roles and community contributions of aging residents can help reduce isolation and improve the well-being of seniors.

Fostering awareness of the needs and contributions of older people throughout the community can help them be treated with greater respect and help them participate more fully in community life. Is there outreach to people who may be lonely? Do schools promote interaction and respect between children and older people? Do people of all income levels have good access to services in St.-Charles? The needs assessment considered these factors and many more.

Existing Community Accomplishments

- Community-based advocacy and service groups such as Aide au Senior and Club Alidor have arisen from a grassroots, local recognition of the needs of seniors.
- Many local seniors benefit from the involvement and support of extended family, friends, and neighbours.
- Many local events, such as the Big Bear Rally, the Santa Claus Parade, and Municipally organized Canada Day celebrations, are intended to appeal to residents and visitors of all ages.

Current Challenges

- There is a need to undertake more targeted outreach to seniors in St.-Charles who may be at risk of social isolation, which should include tangible support such as activity information, transportation and personal contact.
- There may be opportunities for services and businesses to improve services to older adults by regularly consulting them on how to serve them better, and by seeking ways to improve access for those on lower incomes.
- There may be opportunities to improve recognition of local volunteers and others who have made significant community contributions.
- There are opportunities to better connect local schoolchildren and youth with seniors.



Recommended Actions

1. Maintain and strengthen formal and informal systems for identifying and reaching out to seniors at risk of social isolation. This might include the promotion of telephone check-ins or friendly visits. There may be opportunities to combine this action with initiatives under the Transportation, Social Participation and Community Supports and Health Services dimensions.
2. Develop age-friendly business and event guidelines and make them available to local businesses and event organizers. Consider including the guidelines with the rental agreements for Municipal buildings. These guidelines may also be combined or coordinated with actions under the Communication and Information dimensions.
3. Consider developing an Age-Friendly Business Ambassador program in which a senior visits a business and privately reviews its age-friendly features and opportunities for improvement with the owner.
4. Continue to promote the Municipality's annual seniors' volunteer recognition program, particularly in conjunction with Ontario Seniors' Month activities during the month of June.
5. Foster partnerships between seniors' organizations and the local school and library to develop and continue intergenerational outreach programs that bring students and older adults together. These might include reading buddies; community gardening; home visiting and light maintenance programs; public health programs such as the Safety Superheroes falls prevention program; or skills-sharing classes in areas such as woodworking, nutrition or social media awareness.



4.6 Civic Participation and Employment

Older residents offer a variety of skills, experience, and knowledge, and should have the opportunity to use them in paid or voluntary work for as long as they would like to do so.

As individuals and the community can benefit from the continued active participation of older residents, barriers to civic participation and employment should be minimized. Is a range of flexible paid and volunteer options available to older workers in St.-Charles? Are workplace adaptations available for older people? Are seniors in St.-Charles encouraged to get involved in local decision-making? The needs assessment considered these factors and many more.

Existing Community Accomplishments

- There are a variety of opportunities for older adults to stay active by volunteering in St.-Charles, including participating in Municipal committees such as the Beautification Committee, community health programs offered by the Sudbury Community Health Centre, school breakfast programs, and sports/tourism event organizing committees.
- Survey respondents indicated that many workplaces in St.-Charles are adapted to the needs of employees with disabilities.

“Seniors have a lot of experience and need to be encouraged to provide their experience and knowledge to the body of council.”

–Survey respondent

Current Challenges

- Expo respondents indicated that more volunteers are needed to assist seniors in areas such as transportation and home maintenance, as well as for events of interest to the broader community. They noted that there is a relatively small pool of frequent volunteers, who run the risk of burning out.
- Survey respondents indicated that it is difficult for people of all ages to find paid work or to be self-employed in St.-Charles. They indicated that this affects the ability of both youth and older people to remain in the community, and also decreases the range of businesses and services available to local residents.



- As many seniors in St.-Charles, both new and longtime residents, have significant career experience, there may be opportunities to continue local economic development efforts with an additional focus on the talents of these residents.

Recommended Actions

1. Work with community organizations and current volunteers to develop and maintain a central list of local volunteer opportunities. Wherever possible, this list should link to external volunteer directories to avoid duplication, and should focus on identifying specific tasks and the skills and time commitments that are needed.
2. Work with economic development organizations operating within the municipality to continue to support and promote businesses and services offered by self-employed residents of St.-Charles
3. Work with current volunteers to broaden existing recruitment strategies for volunteers of all ages. Encourage personal contact and mentorship with potential volunteers of all ages who may have specific skills
4. Identify, improve and share information regarding incentives for volunteer participation, such as honoraria, meals, or expense reimbursement.
5. Identify and share information regarding training requirements for volunteer opportunities, such as food service or fitness instruction, and support participation by prospective volunteers. This might include accessing grant funding to cover registration fees or local training sessions.



4.7 Communication and Information

Access to clear, relevant information is critical for ensuring older residents can maintain their health, quality of life and community connections.

Through proper communication of programs, services and opportunities, older residents can remain more independent and participate fully in community life. Is information on public programs and events provided effectively to St.-Charles residents of all ages? Is printed information easy to read and telephone information provided slowly and clearly? As more and more information moves online, is public Internet access and computer support for seniors available? The needs assessment considered these factors and many more.

Existing Community Accomplishments

- Printed information such as bulletins and flyers in St.-Charles are widely considered to be clear and easy to understand. Printed information was by far the most popular source of information for survey respondents, followed by word of mouth and internet sources.
- The Sudbury East Family Service Provider Network has developed a Guide to Community Resources and Services that lists a variety of services and resources that may be of interest to older adults, along with contact information and web links.
- Survey respondents identified the Municipality's website as a popular online source for information on local programs and services, along with regional news outlets such as the Sudbury Star, the Sudbury East Community Health website, and Facebook pages for local organizations. The Le Voyageur newspaper also provides French-language news of local interest.

Current Challenges

- There is a need to review and improve communications practices within the municipality, including those of the Municipal government, community organizations and service providers, to ensure residents can access a variety of information through their preferred point of contact.
- Survey respondents indicated that due to the high cost and relatively low availability of internet service in the area, as well as many seniors' lack of



experience with computers and the internet, online information sources are not available to many residents.

- Many survey respondents indicated that discontinuing the Municipal newsletter eliminated many residents' primary source of information on local services and events.

“You are not reaching all seniors of St.-Charles, particularly in rural areas. We are not aware of all services because we can’t get out as often and not everyone has a computer.”

–Survey respondent

Recommended Actions

1. Ensure local communications practices use a variety of platforms, including print and electronic bulletin boards, mailouts, websites, and other information sources. Explore the development of new platforms such as community TVs in local businesses and public buildings. Promote cross-posting, information sharing, and consistency between different information sources in the municipality and neighbouring municipalities.
2. Work with economic development organizations to continue and enhance strategies for improving phone reliability and broadband internet service in St.-Charles.
3. Ensure key information of interest to older adults, including event listings and telephone numbers to call for further information, is distributed periodically in print to all households in the community. This may include partnerships with other organizations, businesses or publications carrying out direct mailings.
4. Promote and enhance the Community Resources and Services guide developed by the Sudbury East Family Service Provider Network. Prioritize the provision of this guide in paper format, rather than online. Consider developing similar guides in other topic areas.
5. Improve navigation and content on the Municipal website, and ensure information is provided in accessible formats.
6. Consider holding periodic Expos similar to the Age-Friendly Expo undertaken during this study, to provide an opportunity for residents to meet with agency and local business representatives and obtain a breadth of information at once, in a social environment. Consider incorporating a variety of themes to



- appeal to diverse needs and preferences, such as health, travel, or recreation and leisure.
7. Promote and enhance the Municipal welcome package for newcomers to the community.
 8. Seek opportunities to improve the promotion of the 211 Ontario service, which provides information on the province's community and social services by phone and online.



4.8 Community Support and Health Services

To maintain their health and independence, aging residents should have access to the widest possible range of medical and support services within the community.

Appropriate community services will allow residents to remain in their communities longer, benefiting individuals and the municipality as a whole. Do seniors in St.-Charles have access to the health and community support services they need? Are services conveniently located and accessible by all means of transportation? Do all residents have access to affordable, healthy food? The needs assessment considered these factors and many more.

Existing Community Accomplishments

- Community and health services in St.-Charles are centrally located in the Wellness Centre in the municipality's settlement area, and are accessible by a variety of means of transportation.
- A variety of health and community services are provided at the St.-Charles Wellness Centre, including a family doctor and two nurse practitioners, as well as mental health and addiction services offered by phone through Health Sciences North and public health services offered by the Sudbury and District Health Unit.
- Various health and community services are offered within the Manitoulin-Sudbury district and listed at northeasthealthline.ca.

Current Challenges

- Many survey and Expo respondents indicated that a walk-in clinic serving all residents, as well as access to additional health services such as dental, nutritional, foot care, physiotherapy and pharmacy services, are needed in St.-Charles, to improve health care access for those who lack transportation or in urgent situations.

“[Transportation] out of St.-Charles for appointments at the doctor's office and follow-ups after surgery is very hard to find and the most important for elderly people who don't have nearby relatives.”

–Survey respondent

- Consultation with service providers indicated that there is inadequate support for individuals and families dealing with mental health and addiction issues.



- Survey respondents indicated that there is not enough support for those who must travel outside of St.-Charles for health services and appointments.
- Many survey respondents indicated that information about available health services was not always provided or communicated clearly by health service staff and agencies. This was a particular issue for those without internet access.
- Many survey respondents indicated that local food prices are often high, but that transportation difficulties made it hard for them to travel to other stores.

Recommended Actions

1. Work with the provincial government and local health service agencies to develop a human resources and funding strategy to improve the provision and continuity of primary, community and home health care services in St.-Charles. Consider how this initiative could be supported by home maintenance and visiting activities under the Housing and Respect and Social Inclusion dimensions.
2. Work with the provincial government and local health service agencies to improve the provision and accessibility of mental health and addictions services to support individuals and families.
3. Improve recruitment of mobile health service providers or those willing to work out of the Wellness Centre periodically.
4. Promote and support a community paramedicine program to improve health care provision in St.-Charles.
5. Promote awareness of the virtual health and telemedicine services available in St.-Charles.
6. Promote public health programs and services, including falls prevention, environmental health, immunization and safe water.



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5.0 Implementation

During the Municipality of St.-Charles Age-Friendly Needs Assessment, residents identified a wide range of existing age-friendly assets, but also numerous opportunities for improvement. The Action Plan sets out a variety of recommended actions to be implemented in the context of the community's size, location and available resources.

This section of the final Action Plan report contains tables listing the recommended actions in priority order within each dimension and identifying several implementation details for each one:

- Timing: when the action should take place;
- Action Lead: who will be responsible for taking the action;
- Potential Partners: who the Action Lead should work with; and
- Performance Indicator: how success will be measured.

Although the Municipality is shown as the action lead on most initiatives, implementation of the Action Plan will require the joint action and coordination of multiple organizations and is not the Municipality's sole responsibility. There will be a need to work collaboratively with partners including local primary and community health care organizations, social service providers, community groups, and adjacent municipalities. Continued involvement by the Age-Friendly Committee in championing the Action Plan and coordinating work on action items will also contribute to successful implementation.

Actions identified as “short term” are intended for implementation within 2 years; “medium term” actions between 3 and 5 years, and “long term” actions 5 years or more. Actions identified as “ongoing” are not one-time events but consistent efforts or changes



in practice. However, it is recognized that the capacity of the Municipality and its partners to implement the actions is influenced by factors such as funding, staff and volunteer availability, and community priorities. Most actions are stand-alone and may be implemented individually as opportunities arise. This report does not identify specific sources of funding for recommended action items, as these may change over time.

It is recommended that, in partnership with stakeholders, the Municipality lead a progress review of this Action Plan for each dimension every year or every two years. This review will act as a “reality check,” allowing the community to see which actions have been taken, which goals have been achieved, and whether there should be any changes to the plan in light of community priorities and available funding opportunities.

The performance indicators were developed with reference to the World Health Organization (WHO) and Public Health Agency of Canada (PHAC) resources summarized in Section 3.1. This framework provides a set of criteria that indicators should meet, including that they are easily measurable using available information, and that they measure what they are intended to. The documents also note that indicators must consider the following components:

- the distribution of age-friendly initiatives (equity),
- the resources allocated to age-friendly initiatives (inputs),
- the immediate results of such resources (outputs),
- short- and medium-term changes associated with those outputs (outcomes), and
- longer-term changes brought about by age-friendly initiatives (impacts).

Most indicators listed the tables in this section are input and output indicators, intended to help the Municipality and the community identify the steps taken towards achieving broader age-friendly goals. As the plan is implemented and periodically reviewed, however, an assessment of outcomes, impacts and equity will be required. By reviewing Statistics Canada data on health and social outcomes for seniors, or conducting its own surveys of resident satisfaction with—or awareness of—key initiatives, the Municipality will be better able to assess the long-term impacts of the Action Plan.

This implementation strategy set out in the following pages provides a framework to guide future, more detailed decision-making and planning within the Municipal government and its partners. The Action Plan is intended to inform other Municipal plans, policies, and decisions from an early stage, and to support age-friendly initiatives in the community.



5.1 Outdoor Spaces and Buildings

Action Item		Timing	Action Lead	Potential Partner(s)	Performance Indicator
5.1.1	Ensure asset management planning within the Municipality includes regular improvements to sidewalks and pedestrian facilities, with funding allocated wherever possible.	Medium term	Municipality of St.-Charles	Federal and provincial funding programs; Sudbury & District Health Unit (SDHU)	Funding allocated to sidewalks and pedestrian facilities; new improvement projects undertaken
5.1.2	Allocate capital funding as opportunities arise to improve the provision of accessible walking paths and adjacent seating in parks. Consider covered seating such as gazebos, swing benches, or outdoor fitness equipment.	Medium term	Municipality of St.-Charles	Municipal Beautification Committee; federal and provincial funding programs; SDHU	Additional amenities in municipal parks



Action Item		Timing	Action Lead	Potential Partner(s)	Performance Indicator
5.1.3	Implement the Rural Recreation Assessment recommendation to undertake a review of pedestrian lighting in the village and identify any areas for improvement.	Short term	Municipality of St.-Charles	Federal and provincial funding programs; SDHU	Completion of lighting review
5.1.4	Work with the Ministry of Transportation to consider street lighting and visibility improvements at highway access points in rural areas of the municipality, to increase driver and pedestrian safety.	Medium term	Municipality of St.-Charles	Ministry of Transportation	Implementation of lighting improvements
5.1.5	Support businesses and community organizations that wish to retrofit entrances, interior features, and washrooms to meet accessibility standards, by working with funders to promote funding opportunities and providing assistance, as resources allow, with accessing grant funding.	Ongoing	Municipality of St.-Charles	Local businesses and community organizations, federal and provincial funding programs	Building upgrades that improve accessibility; Buildings meeting accessibility standards



Action Item		Timing	Action Lead	Potential Partner(s)	Performance Indicator
5.1.6	Seek opportunities to identify accessible businesses and washrooms on wayfinding signage and tourism maps. Consider providing a municipal map board at a visible corner.	Short term / ongoing	Municipality of St.-Charles	Local businesses and community organizations	Increase in awareness of identified businesses



5.2 Transportation

Action Item		Timing	Action Lead	Potential Partner(s)	Performance Indicator
5.2.1	Explore the feasibility of different approaches to better support, coordinate and expand the options and affordability of transportation services available to residents.	Ongoing	Municipality of St.-Charles	Local primary and community health agencies, including MSDSB medical transportation funding for Ontario Works (OW) and Ontario Disability Support Program (ODSP) clients; adjacent Municipalities; SDHU	Ridership on community transportation services
5.2.2	Work with the Ministry of Transportation to improve signage along the Trans-Canada Trail.	Short term	Municipality of St.-Charles	Ministry of Transportation, trail organizations (e.g., Trans-Canada Trail, Discovery Route), Sudbury East Safety Coalition	New signs installed or trail segments signposted



Action Item		Timing	Action Lead	Potential Partner(s)	Performance Indicator
5.2.3	Share information among local businesses and public building operators regarding best practices and tips regarding the design and signage of accessible parking and drop-off spaces.	Short term / Ongoing	Municipality of St.-Charles	Local businesses and building operators; SDHU	New or improved (appropriately signed) accessible parking spaces
5.2.4	Work with the Sudbury East Planning Board to update zoning provisions regarding accessible parking to require signage at eye level.	Medium term	Municipality of St.-Charles	Sudbury East Planning Board, Age-Friendly Committee	Updated zoning provisions



5.3 Housing

Action Item		Timing	Action Lead	Potential Partner(s)	Performance Indicator
5.3.1	Explore opportunities to develop affordable, accessible apartment- or townhouse-style housing in the village.	Long term	Municipality of St.-Charles	Canada Mortgage and Housing Corporation (CMHC) / Aboriginal Housing, Ontario Ministry of Housing, Manitoulin-Sudbury District Services Board (MSDSB), Sudbury East Planning Board, private and non-profit developers	New affordable, subsidized (Direct Shelter Subsidy [DSS] program) and / or accessible units
5.3.2	Continue to work with the Sudbury East Planning Board to ensure the regulatory environment supports the development of affordable housing, including secondary suites and other housing types appropriate for seniors.	Long term	Municipality of St.-Charles	Sudbury East Planning Board; MSDSB; private and non-profit developers	Consistency of local policy environment with Provincial Policy Statement and local objectives



Action Item		Timing	Action Lead	Potential Partner(s)	Performance Indicator
5.3.3	Develop a targeted information package regarding home support and modification services and funding opportunities, including tax credits, grants, etc. available to homeowners. Consider how this information package can be promoted through Municipal communications.	Short term	Municipality of St.-Charles	Community Care Access Centre; MSDSB; other local social service providers	Availability of information package
5.3.4	Work with the provincial and federal governments to seek flexible capital and operating funding for the development of seniors-oriented and supportive housing in the St.-Charles community.	Long term	Municipality of St.-Charles	Ontario Ministry of Housing; MSDSB; Sudbury East Planning Board; health service providers and referral organizations; CMHC / Aboriginal Housing; Ontario Seniors' Secretariat	New funding accessed; New supportive housing units; Residents able to access supportive or subsidized housing within the community



Action Item		Timing	Action Lead	Potential Partner(s)	Performance Indicator
5.3.5	Promote the provision of affordable light home maintenance services as an employment or volunteer opportunity for local residents, including youth and active seniors.	Medium term / Ongoing	Municipality of St.-Charles	Local schools, seniors' organizations, service providers and referral agencies; SDHU	Availability of services
5.3.6	Develop and promote delivery services for essential items such as groceries and medication, as well as local medication disposal services.	Ongoing	Local health service providers	Local businesses and pharmacies; Sudbury East Community Health Centre; SDHU	Use of delivery and disposal services



5.4 Social Participation

Action Item		Timing	Action Lead	Potential Partner(s)	Performance Indicator
5.4.1	Promote and strengthen existing informal systems through which seniors currently help each other get to events in and outside of the village.	Ongoing	Local community organizations (e.g., Aide au Senior) and event organizing committees	Municipality of St.-Charles; MSDSB medical transportation funding for OW and ODSP clients; SDHU	Seniors able to access transportation assistance
5.4.2	Partner with local community and social organizations for initiatives under the Communication and Information dimension, to ensure their programs and events are widely promoted.	Ongoing	Municipality of St.-Charles	Local community organizations and service providers; SDHU	Advertisements distributed; Attendance at community events



Action Item		Timing	Action Lead	Potential Partner(s)	Performance Indicator
5.4.3	Work with event and program organizers to identify and support additional opportunities to provide transportation as a component of community events.	Ongoing	Local community organizations and event organizing committees	Municipality of St.-Charles; Age-Friendly Committee	Events offering transportation; Seniors using event transportation
5.4.4	Support ongoing partnerships with social organizations and recreational facilities in nearby rural centres such as Markstay-Warren and French River, to consider how access to programs and facilities could be shared and new community amenities developed.	Ongoing	Municipality of St.-Charles	Local and regional community organizations (e.g., Club Alidor) and service providers	Number of events or programs



5.5 Respect and Social Inclusion

Action Item		Timing	Action Lead	Potential Partner(s)	Performance Indicator
5.5.1	Maintain and strengthen formal and informal systems for identifying and reaching out to seniors at risk of social isolation. This might include the promotion of telephone check-ins or friendly visits.	Medium term	Age-Friendly Committee	Local community organizations and social service providers	Awareness of the need for social inclusion
5.5.2	Develop age-friendly business and event guidelines and make them available to local businesses and event organizers. Consider including the guidelines with the rental agreements for Municipal buildings.	Short term	Local businesses and event organizing committees	Age-Friendly Committee	Development of age-friendly guidelines



Action Item		Timing	Action Lead	Potential Partner(s)	Performance Indicator
5.5.3	Consider developing an Age-Friendly Business Ambassador program in which a senior visits a business and privately reviews its age-friendly features and opportunities for improvement with the owner.	Medium term	Age-Friendly Committee	Local businesses and seniors' organizations	Establishment of Age-Friendly Business ambassador program
5.5.4	Continue to promote the Municipality's annual seniors' volunteer recognition program, particularly in conjunction with Ontario Seniors' Month activities during the month of June.	Ongoing	Municipality of St.-Charles	Local community and seniors' organizations; SDHU	Number of new volunteers recognized
5.5.5	Foster partnerships between seniors' organizations and local schools to develop and continue intergenerational outreach programs that bring students and older adults together.	Medium term	Local community organizations, e.g. library, SDHU	Local schools, seniors' organizations; SDHU	Number of students and seniors involved in intergenerational programs



5.6 Civic Participation and Employment

Action Item		Timing	Action Lead	Potential Partner(s)	Performance Indicator
5.6.1	Work with community organizations and current volunteers to develop and maintain a central list of local volunteer opportunities. Wherever possible, this list should link to external volunteer directories to avoid duplication, and should focus on identifying specific tasks and the skills and time commitments that are needed.	Ongoing	Municipality of St.-Charles	Local community organizations, event organizers, health service providers and referral agencies	Development and maintenance of volunteer opportunity list
5.6.2	Work with economic development organizations operating within the municipality to continue to support and promote businesses and services offered by self-employed residents of St.-Charles.	Long term	Municipality of St.-Charles	Local businesses and professional associations; Sudbury East Chamber of Commerce, Economic Partners	Number of businesses employing seniors; seniors' employment rates



Action Item		Timing	Action Lead	Potential Partner(s)	Performance Indicator
5.6.3	Work with current volunteers to broaden existing recruitment strategies for volunteers of all ages. Encourage personal contact and mentorship with potential volunteers of all ages who may have specific skills.	Short term	Local community organizations	Municipality of St.-Charles, Municipal committees and event organizers	Number and type of contacts made with potential volunteers
5.6.4	Identify, improve and share information regarding incentives to volunteer, such as honoraria, meals, or expense reimbursement.	Medium term	Local community organizations	Municipality of St.-Charles, Municipal committees and event organizers	Increase in number of volunteers or volunteer time
5.6.5	Identify and share information regarding training requirements for volunteer opportunities, such as food service or fitness instruction, and support participation by prospective volunteers.	Medium term	Local community organizations	Municipality of St.-Charles, Municipal committees and event organizers	Number of volunteers obtaining training



5.7 Communication and Information

Action Item		Timing	Action Lead	Potential Partner(s)	Performance Indicator
5.7.1	Ensure local communications practices use a variety of platforms, including print and electronic bulletin boards, mailouts, websites, and other information sources. Explore the development of new platforms such as community TVs in local businesses and public buildings. Promote cross-posting, information sharing, and consistency between different information sources in the municipality and neighbouring municipalities.	Short term / ongoing	Municipality of St.-Charles	Local service providers, community organizations, businesses, and event organizers; federal and provincial government agencies	Increase in awareness of events and opportunities



Action Item		Timing	Action Lead	Potential Partner(s)	Performance Indicator
5.7.2	Work with economic development organizations to continue and enhance strategies for improving phone reliability and broadband internet service in St.-Charles.	Short term / ongoing	Municipality of St.-Charles	Local and regional advocacy groups; phone and internet service providers; federal and provincial governments; St.-Charles public library; SDHU	Reliability and capacity of infrastructure improvements in St.-Charles
5.7.3	Ensure key information of interest to older adults, including event listings and telephone numbers to call for further information, is distributed periodically in print to all households in the community.	Short term / ongoing	Municipality of St.-Charles	Local advertisers, schools, community organizations	Implementation of print distribution program



Action Item		Timing	Action Lead	Potential Partner(s)	Performance Indicator
5.7.4	Promote and enhance the Community Resources and Services guide developed by the Sudbury East Family Service Provider Network. Prioritize the provision of this guide in paper format, rather than online. Consider developing similar guides in other topic areas.	Short term / ongoing	Local health service providers and community organizations	Municipality of St.-Charles; SDHU; Sudbury East Family Service Provider Network Committee	Distribution of and regular updates to guide
5.7.5	Improve navigation and content on the Municipal website, and ensure information is provided in accessible formats.	Short term / ongoing	Municipality of St.-Charles	Local service providers, community organizations, businesses, and event organizers; provincial and federal funding agencies	Increase in functionality of website



Action Item		Timing	Action Lead	Potential Partner(s)	Performance Indicator
5.7.6	Consider holding periodic Expos similar to the Age-Friendly Expo undertaken during this study, to provide an opportunity for residents to meet with agency and local business representatives and obtain a breadth of information at once, in a social environment. Consider incorporating a variety of themes to appeal to diverse needs and preferences.	Short term	Age-Friendly Committee	Local service providers, community organizations, businesses, and event organizers; federal and provincial government agencies; Municipality of St.-Charles	Organization of Expo; Attendance at Expos
5.7.7	Promote and enhance the Municipal welcome package for newcomers to the community.	Short term / ongoing	Municipality of St.-Charles	Local service providers, community organizations, businesses, and event organizers	Number of information packages distributed
5.7.8	Seek opportunities to improve the promotion of the 211 Ontario service, which provides information on the province's community and social services by phone and online.	Short term / ongoing	Local health service providers and community organizations	Municipality of St.-Charles; United Way	Increase in awareness of 211 Ontario



5.8 Community Support and Health Services

Action Item		Timing	Action Lead	Potential Partner(s)	Performance Indicator
5.8.1	Work with the provincial government and local health service agencies to develop a human resources and funding strategy to improve the provision and continuity of primary, community and home health care services in St.-Charles.	Long term	Local health service providers	Ministry of Health and Long Term Care; North East Local Health Integration Network (NE LHIN)	Increase in number of service hours and home care visits available in St.-Charles
5.8.2	Work with the provincial government and local health service agencies to improve the provision and accessibility of mental health and addictions services to support individuals and families.	Medium term	Local health service providers	Ministry of Health and Long Term Care; NE LHIN; SDHU; Sudbury East Drug Strategy Committee, once established; mental health and addictions centres	Increase in number of service hours available in St.-Charles



Action Item		Timing	Action Lead	Potential Partner(s)	Performance Indicator
5.8.2	Improve recruitment of mobile health service providers or those willing to work out of the Wellness Centre periodically.	Medium term	Local health service providers	Ministry of Health and Long Term Care; NE LHIN; local health services training programs	Increase in number and type of health services being provided in St.-Charles
5.8.3	Promote and support a community paramedicine program to improve health care provision in St.-Charles.	Short term / ongoing	MSDSB	Ministry of Health and Long Term Care; NE LHIN; local health service providers	Availability and accessibility of community paramedicine program
5.8.4	Promote awareness of the virtual health and telemedicine services available in St.-Charles.	Ongoing	Sudbury East Community Health Centre	Ministry of Health and Long Term Care; NE LHIN; local health service providers	Awareness of telemedicine; Number of clients being served



Action Item		Timing	Action Lead	Potential Partner(s)	Performance Indicator
5.8.5	Promote public health programs and services, including falls prevention, environmental health, immunization and safe water.	Short term / ongoing	Sudbury & District Health Unit	Ministry of Health and Long Term Care; NE LHIN; Sudbury East Safety Coalition; local health service providers, community agencies, businesses, schools	Awareness and accessibility of programs and initiatives



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6.0 Summary and Next Steps

During the development of the Municipality of St.-Charles Age-Friendly Community Action Plan, St.-Charles residents were invited to view their community and its potential from an age-friendly perspective. They identified a wide range of existing age-friendly assets, but also numerous opportunities for improvement. The Age-Friendly Action Plan sets out a road map for addressing these opportunities and making the municipality a better place to live for residents of all ages.

For the vision articulated in the Action Plan to become a reality, Municipal departments, businesses, institutions, community organizations and residents must commit to seeing and addressing issues through an age-friendly lens. Everyone in the Municipality of St.-Charles can play a role in creating a more age-friendly community, and even small initiatives and actions can have an impact.

Having completed the Age-Friendly Community Action Plan, the Municipality is eligible to apply to join the World Health Organization's Global Network of Age-Friendly Cities and Communities. By becoming a member of this network, St.-Charles will be able to reach a global network of experts on aging, stay up-to-date regarding development and best practices in age-friendly community planning, and share its progress with other member communities worldwide. More information is available at <https://extranet.who.int/agefriendlyworld/membership>.

Appendix A

Visioning Workshop Summary

Key Age-Friendly Concepts – September 27, 2016 Visioning Workshop Summary

Visioning Exercise

Workshop participants were asked to respond to the following question:

“In 5 words or 3-word statements, how would you describe St.-Charles as being an Age-Friendly Community?”

The most common key words are illustrated in the graphic below:



Based on a discussion of the Word Cloud and the key words it identified, there was general consensus on the following words, phrases and ideas:

- Respectful
- Caring community
- Diverse needs
- All ages
- Support
- Independence

Key Age-Friendly Concepts – September 27, 2016 Visioning Workshop Summary

Draft Vision Statements

In small groups, participants developed two preliminary draft vision statements based on the key words and ideas discussed above.

1. **St.-Charles** is a respectful, caring community with diverse needs across all age groups where we support individual independence, yet stand together as a community.
2. **St.-Charles** is an age-friendly, caring community that supports and values diverse needs and promotes independence, dignity and respect for all ages.

The larger group discussed these drafts together and developed the following draft vision statement for the Municipality's Age-Friendly Action Plan:

“St.-Charles is an age-friendly, caring community that values the diverse needs of all ages while supporting independence and respecting dignity.”

Guiding Principles and Goals

Together, participants reviewed some examples of guiding principles and age-friendly planning goals used in other communities. They proposed the following draft list of key principles and themes to provide a framework for age-friendly goals and initiatives in the Municipality:

- Ease of access / accessibility at community buildings
- Empowerment of residents
- Education / Awareness
- Effective communication and community engagement
- Recognition (volunteers)
- Improved public / community transportation
- Stronger partnerships between services and with neighbouring communities

Appendix B

Community Survey



St.-Charles Age-Friendly Action Plan – Community Survey

This survey is being conducted by the Municipality of St.-Charles. The survey is gathering information on how well the Municipality meets the needs of its residents. Your responses will be used to help develop an Age-Friendly Community Action Plan to make the Municipality a better place to live at every stage of life. This project is funded by the Government of Ontario.

For more information about the survey or the Age-Friendly Community Action Plan, please contact Jonathon Condratto, Economic Development Officer, Municipality of St.-Charles, at 705-867-2032 ext. 201 or jcondratto@stcharlesontario.ca.

This survey will require 10 to 15 minutes to complete. Your participation is greatly appreciated! Please return completed surveys using the provided addressed envelope.

Please select an option or provide a response to each question.

Ce sondage est réalisé par la municipalité de St.-Charles. Ce sondage collecte des informations sur comment la municipalité répond aux besoins de ses résidents. Vos réponses nous aideront à préparer un Plan d'action de collectivités-amies des aînés pour rendre la municipalité un meilleur endroit pour vivre à chaque étape de la vie. Ce projet est financé par le gouvernement de l'Ontario.

Pour plus d'information à propos du sondage ou du Plan d'action de collectivités-amies des aînés, veuillez communiquer avec Jonathon Condratto, Agent de développement économique, la municipalité de St.-Charles, au 705-867-2032 poste 201 ou jcondratto@stcharlesontario.ca.

Ceci est un sondage en profondeur qui prendra de 10 à 15 minutes pour compléter. Nous vous remercions de votre participation! Veuillez envoyer votre sondage dans l'enveloppe pré-adressée et affranchie ci-jointe.

Veuillez sélectionner une option ou donner une réponse pour chaque question.

Section 1 – General Information / Informations générales

1. What is your gender?

Quel est votre sexe?

- ☐ Female / *Féminin*
- ☐ Male / *Masculin*
- ☐ Prefer not to answer / *Préfère ne pas répondre*

2. Which of the following best describes your age group? /

Quelle catégorie décrit le mieux votre groupe d'âge?

- ☐ 49 or younger / *49 ou moins*
- ☐ 50-59
- ☐ 60-69
- ☐ 70-79
- ☐ 80-89
- ☐ 90-99
- ☐ 100 or older / *100 ou plus*

3. What is your language preference?

Quelle est votre préférence linguistique?

- ☐ English / *Anglais*
- ☐ French / *Français*

4. How long have you lived in St Charles?

Depuis quand habitez-vous à St Charles?

5. What is your current employment status?

Quel est votre statut d'emploi actuel?

- ☐ I am employed in a full-time occupation / *Je travaille à temps plein*
- ☐ I am employed in a part-time occupation / *Je travaille à temps partiel*
- ☐ I am searching for employment / *Je suis à la recherche d'un emploi*
- ☐ I am retired / *Je suis retraité*
- ☐ I am unable to work for medical reasons / *Je suis incapable de travailler pour des raisons médicales*

6. Please check all that describe your current housing situation:

Veuillez choisir toute option qui décrit votre situation de logement actuel:

- ☐ I rent my home / *Je suis locataire*
- ☐ I own my home / *Je suis propriétaire*
- ☐ I live in a retirement home / *J'habite dans une maison de retraite*
- ☐ I share my home with my extended family or my friends / *Je partage un logement avec ma famille élargie ou mes amis*
- ☐ I have no fixed address / *Je n'ai pas d'adresse fixe*

7. How do you get around St.-Charles on a day to day basis? Check all that apply.

Comment déplacer-vous autour St.-Charles au quotidien? Veuillez cocher toutes les cases qui s'appliquent.

- ☐ Personal car / *Voiture personnelle*
- ☐ Ride from family or friends / *Être pris en voiture de famille ou amis*
- ☐ Transportation service / *Service de transportation*
- ☐ Motorized scooter / *Scooter motorisé*
- ☐ Bicycle / *Vélo*
- ☐ Walking / *À pied*
- ☐ Other (please specify)
Autre (veuillez préciser)

8. Where in St.-Charles do you live?

Où à St.-Charles habitez-vous?

- ☐ Town area / *Zone urbaine*
- ☐ Rural area / *Zone rurale*

Section 2 – Social Participation / Participation sociale

For each of the following statements, please indicate whether you agree, disagree, or are unsure.

Pour chacun des énoncés suivants, veuillez indiquer si vous êtes d'accord, en désaccord, ou incertain.

	Yes / Oui	No / Non
9. Activities and events in St.-Charles are held at convenient times. <i>Les activités et évènements se déroulent à des heures convenables.</i>	<input type="radio"/>	<input type="radio"/>
10. Activities and events in St.-Charles are held at locations that have accessible entrances/washrooms, and are easy to get to. <i>Les activités et évènements se déroulent dans des lieux dotés d'accès universels (entrée, toilette) et facilement accessibles.</i>	<input type="radio"/>	<input type="radio"/>
11. There are activities and events in St.-Charles that appeal to me. <i>Il y a des activités proposées qui m'intéressent.</i>	<input type="radio"/>	<input type="radio"/>
12. There are activities and events in St.-Charles that appeal to people with many different interests. <i>Une large palette d'activités est proposée, en lien avec les différents intérêts des gens.</i>	<input type="radio"/>	<input type="radio"/>
13. There are activities and events in St.-Charles that can be attended either alone or with friends. <i>Il y a des activités que les gens peuvent participer seuls ou avec des amis.</i>	<input type="radio"/>	<input type="radio"/>
14. Activities and attractions in St.-Charles are affordable for all seniors. <i>Les activités et attractions à St-Charles sont accessibles pour toutes les personnes âgées.</i>	<input type="radio"/>	<input type="radio"/>
15. Good information about activities is provided, including details about accessibility and transportation options for seniors. <i>De l'information adéquate est fournie sur les activités, incluant les choix de transport et d'accessibilité pour les personnes âgées.</i>	<input type="radio"/>	<input type="radio"/>

Section 3 – Respect and Social Inclusion / Respect et inclusion sociale

For each of the following statements, please indicate whether you agree, disagree, or are unsure.

Pour chacun des énoncés suivants, veuillez indiquer si vous êtes d'accord, en désaccord, ou incertain.

	Agree / D'accord	Undecided or Unsure / Indécis ou incertain	Disagree / En désaccord	Not applicable / N'est pas applicable
16. Public services and businesses in St.-Charles regularly consult seniors on how to serve them better. <i>Les services publics et les commerces / entreprises consultent régulièrement les personnes âgées pour mieux les servers.</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
17. Seniors in St.-Charles who may be lonely are contacted, visited or taken to activities. <i>Les personnes âgées à St-Charles qui pourraient être seules sont contactées, visitées ou conviées à des activités</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
18. There are many opportunities in St.-Charles for seniors, younger adults and children to spend time together and learn from each other. <i>À St-Charles, il existe plusieurs possibilités pour que les personnes âgées, les jeunes adultes et les enfants passent du temps ensemble et se connaissent mieux.</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
19. People of all income levels in St.-Charles have good access to public, non-profit and private services (e.g. medical, social). <i>Les personnes de tous les niveaux de revenus à St-Charles ont un bon accès aux services publics, communautaires et privés (ex : services médicaux, sociaux).</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Section 4 – Civic Participation and Employment

For each of the following statements, please indicate whether you agree, disagree, or are unsure.

Pour chacun des énoncés suivants, veuillez indiquer si vous êtes d'accord, en désaccord, ou incertain.

	Agree / D'accord	Undecided or Unsure / Indécis ou incertain	Disagree / En désaccord	Not applicable / N'est pas applicable
20. It is easy for people who have retired to stay active by volunteering in St.-Charles. <i>C'est facile pour les personnes retraitées de rester actifs en faisant du bénévolat à St.-Charles.</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
21. It is easy for people of all ages to find paid work in St.-Charles, or to be self-employed. <i>C'est facile pour les gens de tous âges de trouver un emploi rémunéré à St.-Charles ou d'être travailleur autonome.</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
22. Workplaces in St.-Charles are adapted to meet the needs of people with disabilities. <i>Des lieux de travail sont adaptés aux besoins des personnes handicapées.</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
23. Seniors in St.-Charles are encouraged to get involved in decision-making bodies such as municipal committees. <i>Les personnes âgées à St.-Charles sont encouragées à s'impliquer dans des organismes qui prennent des décisions, comme les comités municipaux.</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Section 5 – Communication and Information

For each of the following statements, please indicate whether you agree, disagree, or are unsure.

Pour chacun des énoncés suivants, veuillez indiquer si vous êtes d'accord, en désaccord, ou incertain.

	Agree / D'accord	Undecided or Unsure / Indécis ou incertain	Disagree / En désaccord	Not applicable / N'est pas applicable
24. St.-Charles offers basic, effective communication methods that reach community residents of all ages. <i>Une base de données efficace est à la portée de l'ensemble des résidents de la communauté de tous les âges.</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
25. Printed information in St.-Charles is easy to read and understand (e.g. large print, clear language). <i>Les informations imprimées sont faciles à comprendre (e.g., gros caractères, langage clair).</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
26. There is enough public access to computers and the Internet in St.-Charles, at low or no cost. <i>L'accès aux ordinateurs et à l'Internet publics est disponible et gratuit, ou à un coût minimal, est suffisant à St.-Charles.</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

27. How do you prefer to get information? Check all that apply.

Sous quel format préférez-vous obtenir l'information? Veuillez cocher toutes les cases qui s'appliquent.

- ☐ In person / *En personne*
- ☐ Telephone / *Téléphone*
- ☐ Newspaper / *Journal*
- ☐ Printed material / *Matériel imprimé (ex. bulletins, dépliants)*
- ☐ Television / *Télévision*
- ☐ Internet / *Internet*
- ☐ Other (please specify)
Autre (veuillez préciser)

28. If you use the Internet, what Internet sites do you frequently visit to obtain information about local news, events, medical and other services?

Si vous utilisez l'Internet, quels sites Web consultez-vous régulièrement pour obtenir de l'information sur les actualités locales, les événements, les services médicaux ou autres services?

Section 6 – Community and Health Services / Services de soutien communautaires et de santé

For each of the following statements, please indicate whether you agree, disagree, or are unsure.

Pour chacun des énoncés suivants, veuillez indiquer si vous êtes d'accord, en désaccord, ou incertain.

	Agree / D'accord	Undecided or Unsure / Indécis ou incertain	Disagree / En désaccord	Not applicable / N'est pas applicable
29. Seniors in St.-Charles have access to the health and community support services they need. <i>Les personnes âgées à St-Charles ont accès aux services de santé et d'aide communautaire dont ils ont besoin.</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
30. Health and social services in St.-Charles are conveniently located and are easily accessible by all means of transportation. <i>Les services sociaux et de santé à St-Charles sont bien situés et sont facilement accessibles par tous les modes de transport.</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
31. All residents of St.-Charles have access to affordable, healthy food. <i>Tous les résidents de St-Charles ont accès à une alimentation saine et abordable.</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
32. Clear and accessible information is provided about health and social services for seniors. <i>De l'information claire et accessible est fournie concernant les services sociaux et de santé pour les personnes âgées.</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
33. Health and social services staff know how to communicate clearly and appropriately to serve seniors. <i>Le personnel des services sociaux et de santé sait communiquer clairement et de façon appropriée aux personnes âgées.</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
34. Support is available to help with travelling out of St.-Charles for health services. <i>De l'aide est disponible afin de quitter St.Charles pour des services de santé.</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Section 7 – Other Comments / *Autres commentaires*

35. Please provide any comments you may have on this survey, or anything else you think we should know about the needs of older adults in St.-Charles.

Veillez donner vos commentaires au sujet de ce sondage, ou d'autre commentaires au sujet des besoins des aînés à St.-Charles.

Appendix C

Summary of Community Survey Results

Municipality of St-Charles – Age-Friendly Community Action Plan Community Survey – Summary of Results

206 surveys were completed; 117 of these respondents were aged 60 or over

General Information

Q1: What is your gender?

	All respondents	Respondents aged 60+
Female	58%	51%
Male	38%	43%
No response	5%	6%

Q2: What is your age?

< 49	13%
50-59	29%
60-69	40%
70-79	15%
80-89	3%
90-99	1%

Q3: What is your language preference?

	All respondents	Respondents aged 60+
English	64%	60%
French	36%	40%

Q4: How long have you lived in St.-Charles?

0-4 years	19%
5-9 years	13%
10-14 years	9%
15-19 years	8%
20-29 years	10%
30-39 years	4%
40-49 years	6%
50-59 years	9%
60-69 years	11%
70 years or more	3%
Other response	6%

Q5: What is your current employment status?

	All respondents	Respondents aged 60+
Full time	25%	6%
Part time	7%	3%
Searching for employment	2%	0%
Retired	58%	87%
Unable to work for medical reasons	7%	5%

Q6: Please check all that describe your current housing situation.

	All respondents	Respondents aged 60+
I rent my home	6%	6%
I own my home	91%	92%
Retirement home	1%	1%
Share home with family or friends	3%	3%
No fixed address	1%	0%

Q7: How do you get around St.-Charles?

	All respondents	Respondents aged 60+
Personal car	92%	92%
Ride from family or friends	5%	5%
Transportation service	1%	2%
Motorized scooter	2%	1%
Bicycle	5%	3%
Walking	18%	19%
Other	5%	6%
	"Other" responses included ATV (2) side by side (1), snow machine (1), dog cart (1), motorcycle (1), electric bike (1), senior aids (1)	

Q8: Where in St.-Charles do you live?

	All respondents	Respondents aged 60+
Town area	30%	30%
Rural area	70%	70%

Social Participation

Q#	Question	All respondents		Respondents aged 60+		Comments
		Yes	No	Yes	No	
Q9	Activities and events in St.-Charles are held at convenient times.	90%	10%	96%	4%	Strong agreement
Q10	Activities and events in St.-Charles are held at locations that have accessible entrances/ washrooms, and are easy to get to.	96%	4%	97%	3%	Strong agreement
Q11	There are activities and events in St.-Charles that appeal to me.	74%	26%	77%	23%	Fairly strong agreement
Q12	There are activities and events in St.-Charles that appeal to people with many different interests.	77%	23%	78%	22%	Fairly strong agreement
Q13	There are activities and events in St.-Charles that can be attended either alone or with a companion.	95%	5%	99%	1%	Strong agreement
Q14	Activities and attractions in St.-Charles are affordable for all seniors.	85%	15%	87%	13%	Fairly strong agreement
Q15	Good information about activities is provided, including details about accessibility and transportation options for seniors.	38%	62%	44%	56%	Moderate disagreement – Opportunity for improvement

Respect and Social Inclusion

Q#	Question	All respondents				Respondents aged 60+				Comments
		Yes	Not sure	No	N/A	Yes	Not sure	No	N/A	
Q16	Public services and businesses in St.-Charles regularly consult seniors on how to serve them better.	10%	46%	31%	13%	13%	47%	36%	5%	Tendency to disagree
Q17	Seniors in St.-Charles who may be lonely are contacted, visited or taken to activities.	10%	49%	26%	15%	10%	51%	28%	11%	Tendency to disagree
Q18	There are many opportunities in St.-Charles for seniors, younger adults and children to spend time together and learn from each other.	17%	40%	38%	5%	19%	39%	38%	4%	Tendency to disagree
Q19	People of all income levels in St.-Charles have good access to public, non-profit and private services (e.g. medical, social).	47%	24%	3%	3%	50%	25%	23%	3%	Moderate agreement

Civic Participation and Employment

Q#	Question	All respondents				Respondents aged 60+				Comments
		Yes	Not sure	No	N/A	Yes	Not sure	No	N/A	
Q20	It is easy for people who have retired to stay active by volunteering in St.-Charles.	43%	35%	13%	9%	53%	29%	12%	6%	Moderate agreement
Q21	It is easy for people of all ages to find paid work in St.-Charles, or to be self-employed.	4%	21%	70%	5%	4%	23%	66%	8%	Fairly strong disagreement
Q22	Workplaces in St.-Charles are adapted to meet the needs of people with disabilities.	28%	22%	5%	5%	31%	46%	19%	4%	Tendency to agree
Q23	Seniors in St.-Charles are encouraged to get involved in decision-making bodies such as municipal committees.	26%	44%	23%	7%	32%	41%	24%	4%	No strong opinion

Communication and Information

Q#	Question	All respondents				Respondents aged 60+				Comments
		Yes	Not sure	No	N/A	Yes	Not sure	No	N/A	
Q24	St.-Charles offers basic, effective communication methods that reach community residents of all ages.	35%	30%	34%	1%	35%	32%	30%	2%	Opinion divided
Q25	Printed information in St.-Charles is easy to read and understand (e.g. large print, clear language).	71%	16%	11%	2%	74%	12%	11%	2%	Fairly strong agreement
Q26	There is enough public access to computers and the Internet in St.-Charles, at low or no cost.	48%	34%	12%	6%	51%	30%	12%	7%	Moderate agreement

Q27: How do you prefer to obtain information?

	All respondents	Respondents aged 60+	
Printed material (e.g. bulletins, flyers)	80%	84%	Clear preference for print information
In person	48%	50%	
Internet	39%	34%	Seniors may be less likely to seek information online
Newspaper	32%	35%	
Telephone	30%	40%	Seniors may be more likely to call for information
Television	22%	28%	
Other	13%	8%	Responses included monthly newsletter (13 responses), email (2) community bulletin boards (1), electronic billboard (1), radio (1), books/library (1)

Q28: If you use the Internet, what Internet sites do you frequently visit to obtain information about local news, events, medical and other services?

Website	# responses	Comments
St.-Charles website	30	Comment section at end of survey noted that navigation/content of this site could be improved
Google	16	
Facebook	11	
Sudbury Star	5	
Community Health Centre website	4	
CTV	4	
Northern Life	3	
Other	1 each	Ecole St.-Charles Borromee website, CBC, West Nipissing News, North Bay Nugget, MSN, WeatherNet 3 respondents mentioned poor Internet connectivity as a concern 4 respondents stated they do not use the Internet

Community Support and Health Services

Q#	Statement	All respondents				Respondents aged 60+				Comments
		Yes	Not sure	No	N/A	Yes	Not sure	No	N/A	
Q29	Seniors in St.-Charles have access to the health and community support services they need.	39%	34%	23%	4%	44%	32%	22%	3%	Moderate agreement
Q30	Health and social services in St.-Charles are conveniently located and easily accessible by all means of transportation.	62%	22%	13%	3%	66%	19%	12%	3%	Moderate agreement
Q31	All residents of St.-Charles have access to affordable, healthy food.	40%	29%	31%	0%	44%	32%	24%	0%	Moderate agreement
Q32	Clear and accessible information is provided about health and social services for seniors.	29%	44%	22%	6%	35%	43%	19%	2%	Moderate agreement
Q33	Health and social services staff can communicate clearly and appropriately to serve seniors.	41%	38%	15%	6%	52%	28%	16%	4%	Moderate agreement (stronger among seniors themselves)
Q34	Support is available to help with travelling out of St.-Charles for health services.	19%	53%	21%	7%	24%	47%	21%	7%	No clear opinion

Q35: Comments

Major Theme	Frequency
Need to improve communications/information in municipality: <ul style="list-style-type: none"> • Mailed newsletter was very informative and should be continued • St.-Charles website sometimes hard to navigate • Many residents, especially seniors, don't have computers • Need for faster, cheaper Internet service in St.-Charles 	21
Need better access to health services in St.-Charles: <ul style="list-style-type: none"> • Need for a family doctor and/or walk-in clinic in St.-Charles • Need to allow all local residents to access Wellness Centre services • Need for additional services such as a pharmacy, dietitian or foot care clinic 	17
Need better transportation, particularly for medical appointments: <ul style="list-style-type: none"> • Difficult for seniors who do not drive or have family nearby to travel out of the community for medical appointments • Need more accessible parking spaces • No public or accessible transportation available • Lack of transportation contributes to social isolation • Lack of transportation may prompt some older residents to leave the community 	14
Need more home supports for seniors: <ul style="list-style-type: none"> • Help with housekeeping, snow shovelling, yard maintenance, etc. is essential for allowing seniors to remain at home • Home support services are difficult to find and often expensive • More information is needed on provincial and federal grants to support home renovations 	5
Need for some changes to social events: <ul style="list-style-type: none"> • Need for more intergenerational or youth-focused facilities and events • Need for more bilingual events and services 	11
Need more affordable housing for seniors: <ul style="list-style-type: none"> • Smaller housing types (e.g., 2-bedroom units) • Seniors-only complexes • Supportive housing 	5
Need more businesses/services in town: <ul style="list-style-type: none"> • Services such as restaurants, hardware store, gas station, etc. • Affordable food prices at local grocery 	4

Appendix D

Age-Friendly Expo Materials



St.-Charles Age-Friendly Expo
January 26, 2017, 10:00 am to 2:00 pm
Location: St. Charles Community Centre
20 Casimir Street, St.-Charles

AGENDA

10:00 am	Doors and Information Booths Open
10:30 – 10:35 am	Welcome – Councillor Phil Belanger
10:35 – 10:40 am	Opening Remarks – Jonathon Condratto, Economic Development Officer, Municipality of St.-Charles
10:40 – 11:00 am	Age-Friendly Communities Presentation MMM Group WSP
11:00 – 12:00 pm	World Café Activity
12:00 – 1:00 pm	Lunch Served
1:30 – 1:45 pm	Draw Prizes Closing Remarks
2:00 pm	Information Booths Close

Thank you to our exhibitors!

This project is funded by the Government of Ontario.



Initial	St.-Charles Age-Friendly Information Booth Checklist
1	Sudbury & District Health Unit Sudbury East District Office Falls Prevention: Stay Active, Stay Independent, Stay On Your Feet!
2	Smokers Helpline Offers support, advice and information about quitting tobacco use. Phone support; Online Program; Text messaging.
3	Manitoulin-Sudbury District Service Board Programs include Ontario Works, Social Housing, Children’s Services, Paramedic Services and Employment Ontario. Also, additional programs for persons in the community to assist with remaining in their homes, while remaining healthy and active.
4	Home Instead Senior Care Enhancing the lives of aging adults and their families.
5	St-Charles Public Library Services provided by the library. Computers, e-book, audio book, completion of forms and more.
6	Helpline 24 Hour Personal Emergency medical button.
7	March of Dimes Canada Design Ability Program by volunteers to help people gain functional independence.
8	Community Care Access Centre Home care: Working with caregivers and families to help people continue their recovery at home or convalesce elsewhere after a hospital stay, live safely at home for as long as possible, move into long-term care or a supportive alternative.
9	Sudbury East Community Health Centre Community Programs: Social, Physical, Recreational and Educational activities.
10	SMART (Seniors Maintaining Active Roles Together) [revised following Expo due to change in exhibitor] Exercise program provided by the Victorian Order of Nurses (VON) and managed by the Sudbury East Community Health Centre, and offered in St.-Charles.
11	Alzheimer’s Society of Sudbury-Manitoulin North Bay & Districts Dedicated to providing help for people with Alzheimer’s disease and related dementias and their caregivers. Help comes in many ways.
12	Community Transportation, a Project for Sudbury East Learn more, give your feedback.
13	Alpha en Partage Educational services to adult learners who never had the opportunity to obtain their grade 12 diploma or wish to generally improve their academic skills. Free computer course.
14	Sudbury East Senior Support Inc. Assisted living programs provide services to people who require daily personal support and essential homemaking to live independently.
15	Ministry of Transportation Senior Driver Renewal Program; Safe Winter Driving; Pedestrian Safety; ATV and more.

St.-Charles Age-Friendly PASSPORT

Information Booths

January 26, 2017

- Visit each information booth and have the booth person initial their section. See other side for the information booths checklist.









- Once you have all of the initials from the 15 information booths, bring your checklist to the registration table for your prize draw ticket.

- Do you want another prize draw ticket, for more chances to win? Participate at the World Café activities between 11:00 -12:00

St.-Charles Age-Friendly Expo World Café

January 26, 2017

Activities from 11:00 a.m. to 12:00 p.m. Have the Facilitator initial their section for a total of 4 initials and visit the registration table for a prize draw ticket.

Table 1	Table 2	Table 3	Table 4
 <p>Transportation</p>	 <p>Housing</p>	 <p>Respect and Social Inclusion</p>	 <p>Communication and Information</p>
 <p>Outdoor Spaces & Buildings</p>	 <p>Social Participation</p>	 <p>Civic Participation and Employment</p>	 <p>Community Supports and Health Services</p>
Initial: Meghan	Initial: Rhonda	Initial: Emily	Initial: Lisette

For additional information on Age-Friendly Dimensions,
visit website www.agefriendlyontario.ca

Appendix E

World Café Response Summary

World Café Response Summary – January 26, 2017

The World Café engagement tool seeks to foster a relaxed, informal and creative environment to encourage the sharing of ideas in an open conversation.

At the Age-Friendly Expo, the activity involved four tables with 6-8 chairs, each table with a Facilitator. Each table discussed 2 community dimensions by discussing 2-3 questions per dimension, for a maximum of 7-8 minutes per dimension. After the two dimensions had been discussed (approximately 15 minutes), the participants moved to another table.

The facilitators recorded all responses on sticky notes and posted them on large display boards for public viewing. Expo participants could then review all responses, add additional responses, and indicate agreement with existing responses by adding a coloured dot sticker.

The responses for each dimension are summarized in the tables that follow. They have been transcribed directly from the boards and have not been validated as to accuracy or feasibility.

Outdoor Spaces and Buildings

Theme	Comment	No. of dots
Where do you think lighting should be improved in St.-Charles?		
Village locations	Lights and sidewalk to Arena are good	
Rural locations	Street lights at intersections or coming up to streets in West Arm so visitors can see	Two dots
Rural locations	There are as many people that live on the “outskirts” as live in town; where are their lights?	
Rural locations	West Arm has no lights; hard to see signs for roads, e.g. Lake Road	One dot
Rural locations	Lights needed at Musky Bay Road, Lake Road and Island Road	Four dots
Are there any changes you would make to parks and outdoor spaces in St.-Charles?		
Sidewalks, Accessibility	There are no sidewalks on many streets (e.g. King Street, Main Street)	
Sidewalks, Accessibility	There is no sidewalk from apartment to grocery store; dangerous and difficult with walker	
Roads	Cut down bush at corner of Victoria Road to increase visibility	
Parks	Public washrooms to remove burden from local businesses	
Parks	Dog park area (on- or off-leash)	
Parks	Benches at park	One dot
Parks	Install a swing bench (rocking bench)	
Parks	Covered gazebo for shade in the park	One dot
Parks	Get rid of shuffle board	
Parks	Trail in park	
Signage	How do people find trails?	
Signage	More signage to indicate public spaces	One dot

Theme	Comment	No. of dots
Public Space	A meeting place to talk and have coffee	Three dots
Public Space	Make seniors' club open for drop ins and other activities	
Accessibility	Need to add an automatic door at the seniors' club	Four dots
Activities	Younger seniors need to take over from older for activities	
Activities	Make indoor walking club more known (fear of bears)	
Signage, Roads	Yield sign at Y (Lake Road and Victoria Road)	

Transportation

Theme	Comment	No. of dots
What places do you go to most often? What places do you need to go to that are the hardest for you to reach?		
Access to personal vehicle	You're ok until you can't drive anymore	
Access to personal vehicle, Weather	Might drive but not comfortable in different weather (ice, storms)	
Access to personal vehicle	Many people in apartments don't have vehicles	
Transportation options	Family members need to drive and be a "taxi"	
Access to personal vehicle, Transportation options	Don't have cars and family members live out of town	
Transportation options	No taxi, Uber, bus	Three dots
Weather	Winter time has higher demand due to weather	
Destination	Hard to get to appointments	
Cost	Business for taxi to Sudbury is too expensive	
Destination	How to get from St.-Charles to Hagar to catch Greyhound?	
Logistics	Buses didn't work because they didn't want to stay all day (too long)	
Logistics	Had to call ambulance but then family couldn't drive to Sudbury	
How could transportation services change in St.-Charles to make your life easier?		
Bus	Get Northland bus to do all of Highway 64 then 69 south	One dot
Bus	Bus to Sudbury; once a month? School bus?	Three dots
Bus	Not a big bus since people can't wait all day	
Access	Need multiple vehicles for different places	
Access	Assistance to get places for mobility issues	One dot
Volunteer drivers	Number you can call for "taxi" volunteers	One dot

Theme	Comment	No. of dots
Volunteer drivers, communication	Find volunteers or people who get paid for gas; have a list	Three dots
Volunteer drivers, communication	List or roster of people willing to drive	
Carpool, communication	Food market bulletin board for carpool	One dot
Carpool, communication	More formal carpool system if going into Sudbury; central sign-up	

Housing

Theme	Comment	No. of dots
What types of housing do you think are needed in St.-Charles to help seniors?		
Accessibility	Accessible housing on a single floor	One dot
Accessibility	Senior-only housing. Located on parcel of land behind Health Centre?	One dot
Smaller scale	Condo options	
Smaller scale	Two-bedroom apartments	Two dots
Smaller scale	Housing for couples	
Affordability	Multi-level income housing	
What services do you think are the most important to help seniors remain in their homes?		
Types of services	To keep people in homes need more services (grass/snow)	Three dots
How to provide	Not enough home care; there are greater needs, but less service and hours	One dot
How to provide	Group of retired trades for consulting (time lost, trust)	Five dots

Social Participation

Theme	Comment	No. of dots
What are your favourite activities and events that are currently available in St.-Charles?		
Type of activity	Bingo	One dot
Type of activity	Community walks – on a more regular schedule?	One dot
Type of activity	Tuesdays – big event	
Type of activity	Social/central drop-in centre	
What types of social events and activities would you like to see in St.-Charles?		
Type of activity	Indoor pool – fundraise	One dot
Type of activity	Walking poles	
Type of activity	Social gatherings	
Type of activity	Theatre or movie night	Two dots

Theme	Comment	No. of dots
Type of activity, How to provide	Drop in centre to combat loneliness; accessible, more frequent; space?	
How to provide	Transportation for participation	One dot
How to provide, communication	Advertise at Food Mart for visiting services	Two dots

Respect and Social Inclusion

Theme	Comment	No. of dots
How could businesses in St.-Charles serve older adults better?		
Businesses	We are well served; businesses are very friendly, but we need more of them	
Businesses	Would be nice to have a restaurant	Four dots
Businesses	Mobile library, hairdresser, nails, etc.	
Businesses	Medical devices – think about what older adults need	One dot
Services	Seniors' discount days	
Services	It would be good to be able to call for grocery delivery	
Services	Make elevator access easier	
Communication	Better advertising what local businesses do, e.g. newsletter, bulletin boards	One dot
What should be done in St.-Charles to make sure older adults feel included?		
Bilingual	Bilingual information and services in businesses and activities – welcoming environment	
Events	Info centres like this Expo	
Events, welcome	Open house at Club Alidor to welcome new folks	
Welcome	Welcome package for new seniors	
Welcome	Welcome package/info for new residents	Three dots
Transportation	It's helpful when people can offer rides	Two dots
Communication	Improve communication – need to know what's out there	One dot
Communication	Newspaper would help with inclusion	One dot
Communication	Newsletter helps with inclusion	Two dots
Communication	Communication – not everybody goes to the library or Health Centre, so it needs to be on paper	One dot
Communication	Phone numbers to call for information on bulletin boards at the Health Centre	
Communication, infrastructure	Website improvements	Two dots
Communication, infrastructure	Internet and cable service improvements	One dot
Communication, infrastructure	Inconsistent phone service needs to be improved	One dot

Civic Participation and Employment

Theme	Comment	No. of dots
What should be done to make it easier for older adults to volunteer in St.-Charles?		
Recruitment	Need to do targeted recruitment	
Recruitment, Communication	Identify a list of specific volunteer tasks and match to skills and strengths	Two dots
Communication, Volunteer needs	Volunteer bank for snow removal etc.; helps community building	Three dots
Communication, Volunteer needs	Help with home support could be done by volunteers; list and advertise who is available	Two dots
Volunteer needs	Old age club dinner help; baseball, hockey, ATV, mud run events need volunteers	
Volunteer needs	Committee members, drivers are needed	
Recruitment, Retention	Build networks between students and seniors to increase student volunteering and awareness	One dot
Retention	The people that volunteer do it for everything; leads to burnout	
Retention	Younger people should be volunteering as older people have done, but there's not enough of them	
Recruitment	Link volunteer requirements with social assistance programs	
Recruitment	Include seniors in municipal maintenance work done by summer students (support via grants?)	One dot

Communication and Information

Theme	Comment	No. of dots
When you need information on local events and activities, where do you look first?		
	Bulletin board, grocery store, libraries, bowling alley, Township website	Two dots
	Seniors' bulletin boards at Club Alidor; TV at health centre not really used	
	Boards; sign at health centre used for every event; Bigger board at Township to advertise everything that goes on	
	Newsletter from municipality; St.-Charles website not really updated	
	Mailouts, post office, library, grocery store	
What should be done to make it easier to find information on local events and activities?		
Electronic bulletin board	Board at Health Centre moves too slow and needs to be updated	Two dots
Bulletin board	There is too much information on boards	

Theme	Comment	No. of dots
Website	More up-to-date municipal website, although not everyone has Internet service	
Health Centre TV	If you are not a client, you can't always see the TV at the Health Centre	
Health Centre TV, mailouts	Don't know what's happening in the community; a mailout is needed, and more TVs for ads	One dot
Phone	Phone lines are absent or there is no dial tone; there are lots of issues	One dot

Community Support and Health Services

Theme	Comment	No. of dots
What health services do you think are most important to provide in St.-Charles?		
Nutrition	Nutritionist out in public	
Chiro	Chiropractic is needed in St.-Charles	One dot
Physio; access	Physiotherapy: you have to pay if it's not in the hospital but at a clinic in Sudbury	
Physio, foot care, access	Health services (e.g., foot care, physiotherapy) are only available if you are a patient of the Health Centre	
Foot care, access	Foot care should be available to all, even if you are not a Health Centre client	One dot
Access	Health Centres don't take on new patients. We want to be part of the St.-Charles clinic, not the ones in Noelville or Warren	Two dots
Access	Duplication in health services	One dot
What do you think should be done to improve health services in St.-Charles?		
Home care	After a cataract operation, I needed help with snow removal and there was no help or funding	
Home care	Need a list of people you can contact to get free, short-term help with cutting lawn, snow removal, house cleaning, etc. after injury or surgery	One dot
Home care	After operations, help with baths and dressing changes is needed. There are services that come but are very fast, and you need to do it yourself afterwards. (client relationship building)	
Home care	CCAC is too rushed for home care. Need to take more time to explain care for patients	
Home care	Health program to call seniors that live alone and check on them	
Home care, information	Need to know about the seniors' services that are available – go see seniors directly in their homes to talk about this	
Information	Lists of people to contact when doing health related questions (Health Unit, DSAB, etc.)	

Theme	Comment	No. of dots
Staff	Nurse practitioners change often – they only stay about two years	One dot
Staff	When you have a doctor in Sudbury, you can't get care here and you cannot be seen by the nurse practitioners	One dot
Staff	Need for a doctor or more nurse practitioners	Four dots
Access	There used to be a walk in clinic, but people complained there was too much waiting, so now it is by appointment only	
Access	Would like a walk-in clinic – Sturgeon Falls is the closest	
Transportation	We have to drive out of town to get seen for day-of services on health issues like sore throat, etc.	
Transportation	Transportation for seniors to go for physio at pool in Sturgeon Falls	

AGE-FRIENDLY COMMUNITY ACTION PLAN FINAL

MARCH 2017

