



A Community for All Ages

Empowering Older Adults in Niagara Survey, 2022

Thorold Data Subset Report

Summary of responses from 87 individuals who indicated they live in Thorold

November, 2022

Funding Support for the Empowering Older Adults in Niagara Survey
provided by the Government of Canada's New Horizons for Seniors Program

Report prepared by
Niagara Connects
on behalf of the
Age-Friendly Niagara Council (AFNC)

Contact:
Mary Wiley
niagaraconnects@incommunities.ca



Empowering Older Adults in Niagara Survey, 2022 Thorold Data Subset Report

Summary of responses from 87 individuals who indicated they live in Thorold

Table of Contents

03	Introduction - Thorold Data Subset Report
05	WHO Age-Friendly Domains & Age-Friendly Action in Niagara
06	Sense of belonging & being engaged in your community
07....	Ways To Access Healthcare
08	Access to Services in My Community
09	Connecting with Family, Friends, and Neighbours
10	Participation in Social, Recreational and Cultural Activities
14	Use of Digital Devices
16	Access to Technology
17	Older Adult Infolink
19	Preferred Ways to Receive Information about Programs, Services and Activities
20	What does a 'Community for All Ages' look like to you?
24	What 5 Topics are Most Important to You?
26	Respondent Demographics, Employment, Volunteering
28	How Did You Hear About the Survey?
30	Appendix A - Empowering Older Adults in Niagara Survey questions
43	Appendix B - Age-Friendly Niagara – Levels of Action

Introduction

The Age-Friendly Niagara Council (AFNC) and the Niagara Older Adult Alliance (NOAA) work closely together to advance a common vision of an inclusive '*community for all ages*' and '*one voice for older adults in Niagara*'.

The AFNC is comprised primarily of community volunteers, along with representatives from government, education, not-for-profit organizations and businesses. NOAA includes leaders who serve on local municipal older adult advisory committees in Niagara's 12 local municipalities.

Between June 01 and July 15, 2022, the AFNC and NOAA invited older adults 50+ to complete the *Empowering Older Adults in Niagara Survey*, in either online or hard copy format. The intent was to learn from the perspectives and experiences of adults 50+ who live in the Niagara region of Ontario, to inform the collaborative work of strengthening Niagara as an Age-Friendly community. More than 1200 surveys were completed by respondents from all 12 local areas of Niagara.

Thorold Data Subset Report

Almost 90 per cent of survey respondents answered the question, "In what local area of Niagara do you live?" A total of 87 respondents indicated they live in Thorold. This report summarizes the responses from those 87 individuals.

It is important to note that 87 responses represent about 1% of the 8,505 people in Thorold who are age 50 years or older. Thus, the information in this report may be used as a *beginning step in identifying topics for which additional information could be gathered*, to inform Age-Friendly community action in Thorold.

Per cent of the Population that is age 50 years and over, in Canada, Ontario, the Niagara Region and the City of Thorold								
Adults age 50 and older make up 39.5 % of Canada's population; 39.3 % of Ontario's population; 45.1 % of the population of the Regional Municipality of Niagara; and 35.7 % of the population of the City of Thorold.								
2021 Census Statistics	Canada		Ontario		Regional Municipality of Niagara		City of Thorold	
Total Population	36,991,980	100%	14,223,945	100%	477,940	100%	23,820	100%
Age 50 to 54	2,368,350		941,270		30,695		1,475	
Age 55 to 59	2,647,330		1,040,160		36,760		1,705	
Age 60 to 64	2,571,580		966,575		36,645		1,590	
Age 65+	7,021,430		2,637,710		111,345		3,735	
Total Age 50+	14,608,690	39.5%	5,585,715	39.3%	215,445	45.1%	8,505	35.7%
Statistics Canada 2022. Census Profile. 2021 Census. Census divisions & subdivisions.								
Statistics Canada Catalogue No. 98-316-X2021001. Ottawa. Released April 20, 2022								
https://www12.statcan.gc.ca/census-recensement/2021/dp-pd/prof/index.cfm?Lang=E								



Complete the Empowering Older Adults in Niagara ☒ **SURVEY**

The Age-Friendly Niagara Council (AFNC) and Niagara Older Adult Alliance (NOAA) want to hear what you think would strengthen Niagara as a community for healthy ageing. The AFNC and NOAA are led by older adult volunteers in Niagara.

Older adults 50+ may complete the survey by July 15, 2022 at

<https://www.surveymonkey.com/r/HSS9B8R>



A Community
for All Ages

www.agefriendlyniagara.com



Funded by the
Government of Canada's
New Horizons for Seniors Program



Funding Support for the Empowering Older Adults in Niagara Survey was provided by the Government of Canada's New Horizons for Seniors Program.

See Appendix A (pages 51 to 63) for Empowering Older Adults in Niagara Survey Wording.

See Appendix B (page 64) for more information about the Age-Friendly Niagara Council (AFNC) and Niagara Older Adult Alliance (NOAA)

For Niagara-wide survey results, go to: https://niagaraknowledgeexchange.com/wp-content/uploads/sites/2/2023/04/Empowering-Older-Adults-in-Niagara_Nov-2022.pdf

WHO (World Health Organization) Age-Friendly Domains

Globally, the World Health Organization (WHO) has fostered development of “age-friendly communities” by identifying Eight Domains of Age-Friendly Communities, including:

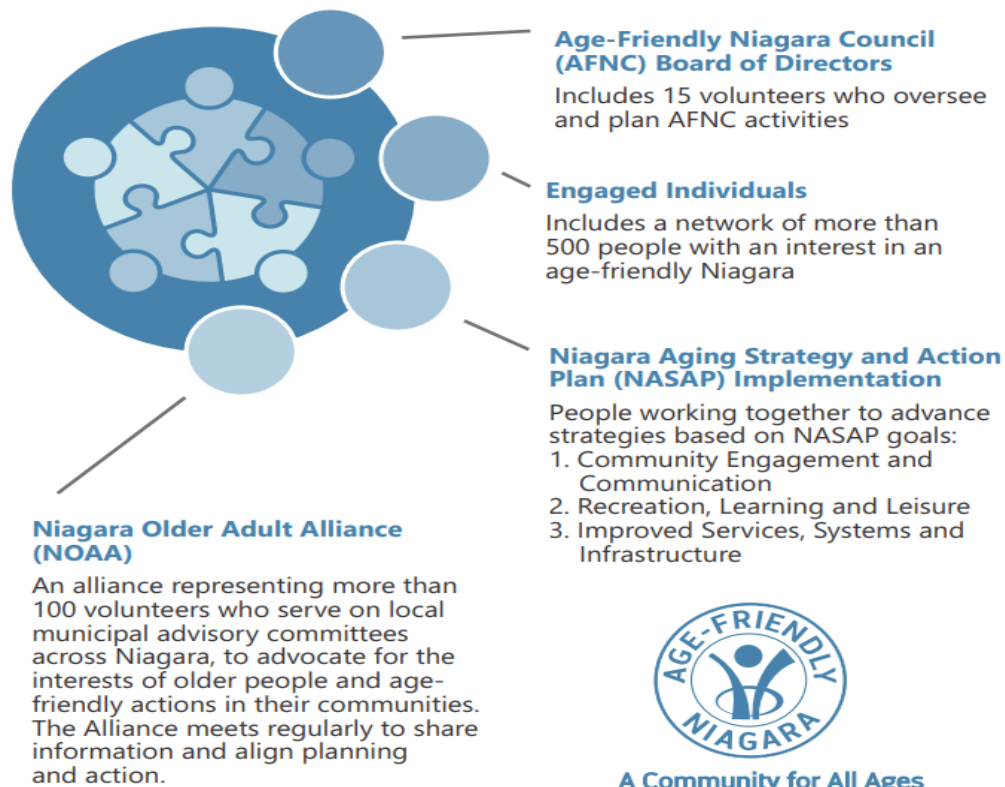
- Outdoor Spaces and Buildings
- Transportation
- Housing
- Social Participation
- Respect and Social Inclusion
- Civic Participation and Employment
- Communication and Information
- Community Health and Support Services



<https://extranet.who.int/agefriendlyworld/age-friendly-practices/>

Age-Friendly Community Action in Niagara

Age-Friendly Niagara - Levels of Action



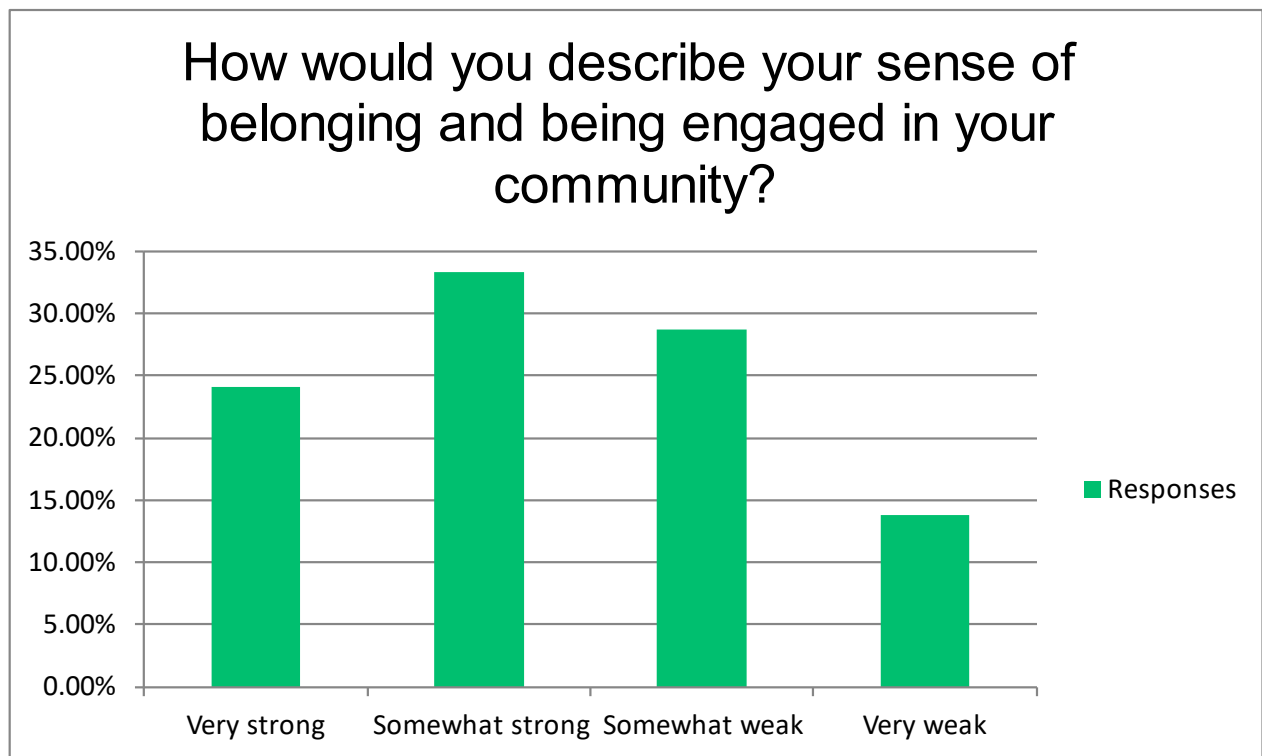
A Community for All Ages

www.agefriendlyniagara.com

Thorold-Specific Survey Data

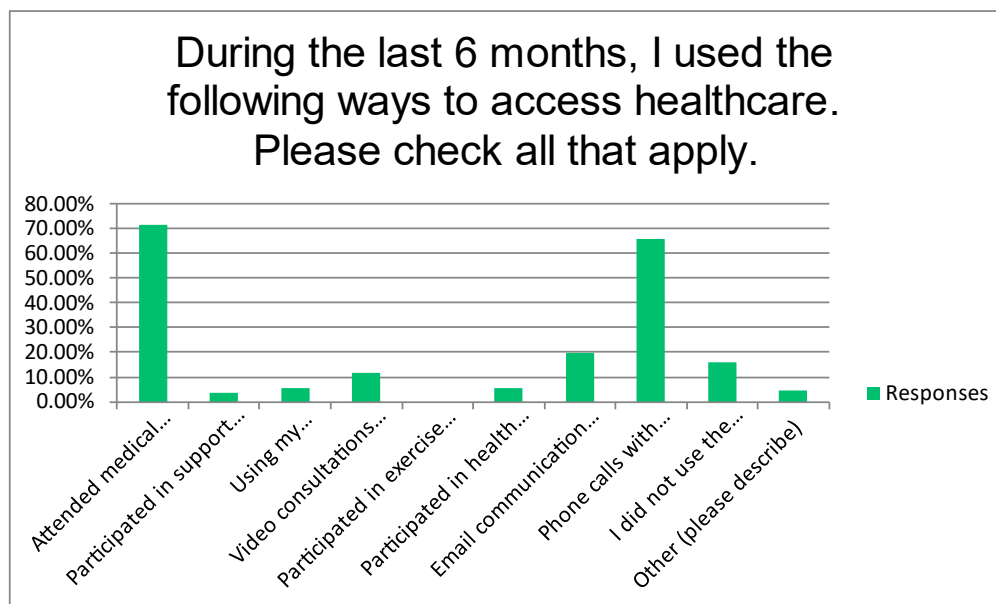
How would you describe your sense of belonging & being engaged in your community?

Answer Choices	Thorold Responses	
Very strong	24.14%	21
Somewhat strong	33.33%	29
Somewhat weak	28.74%	25
Very weak	13.79%	12
	Answered	87
	Skipped	0



**During the last 6 months, I used the following ways to access healthcare.
Please check all that apply.**

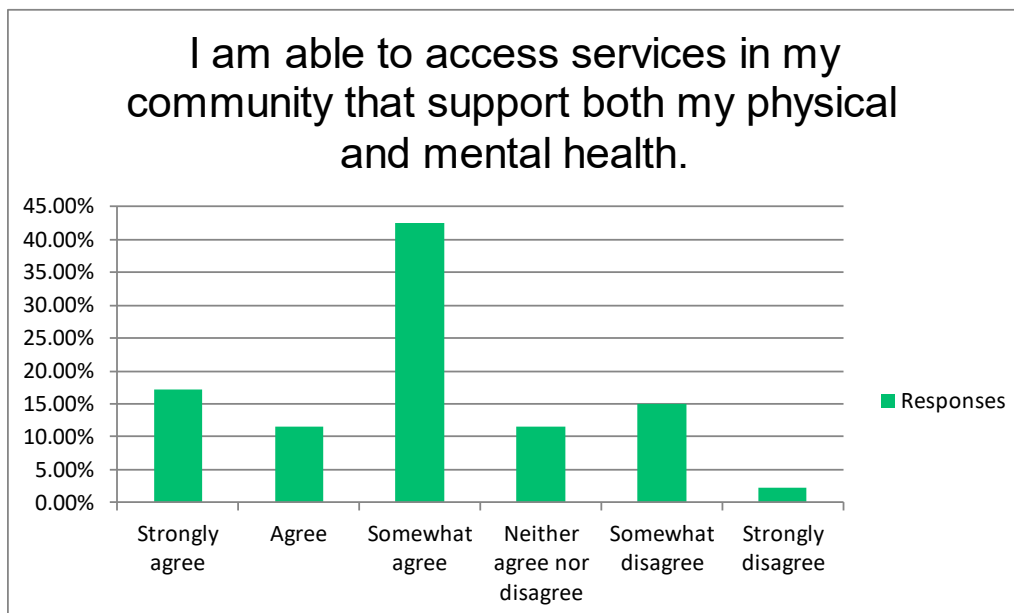
Answer Choices	Thorold Responses	
Attended medical appointments in person	71.26%	62
Participated in support groups using my computer/tablet	3.45%	3
Using my computer/tablet, participated in groups dedicated to meditation and/or other forms of self-care	5.75%	5
Video consultations using my computer/tablet (e.g. Zoom, Facetime) with healthcare providers (e.g. doctors, nurse practitioners, mental health counsellors)	11.49%	10
Participated in exercise classes and/or other physical activity through my computer/tablet	0.00%	0
Participated in health education sessions through my computer/tablet.	5.75%	5
Email communication with healthcare providers	19.54%	17
Phone calls with healthcare providers	65.52%	57
I did not use the healthcare system during over the last 6 months	16.09%	14
Other (please describe)	4.60%	4
Answered		87
Skipped		0



Other (please describe) – Ways to Access Healthcare
Joined Senior Fit at Brock
Brock Rehab Centre
No internet. Fixed income. Trudeau reduced new widow pension 6% due to COVID in 2020, nobody talks about. Internet is expensive for seniors, no specials, same cost for rich & poor population!
Tried to use COVID related appointments but it wasn't easily accessible.

Access to Services in My Community

I am able to access services in my community that support both my physical and mental health.		
Answer Choices	Thorold Responses	
Strongly agree	21.69%	15
Agree	2.41%	10
Somewhat agree	37.95%	37
Neither agree nor disagree	12.65%	10
Somewhat disagree	12.05%	13
Strongly disagree	5.72%	2
Comments:		9
	Answered	87
	Skipped	0

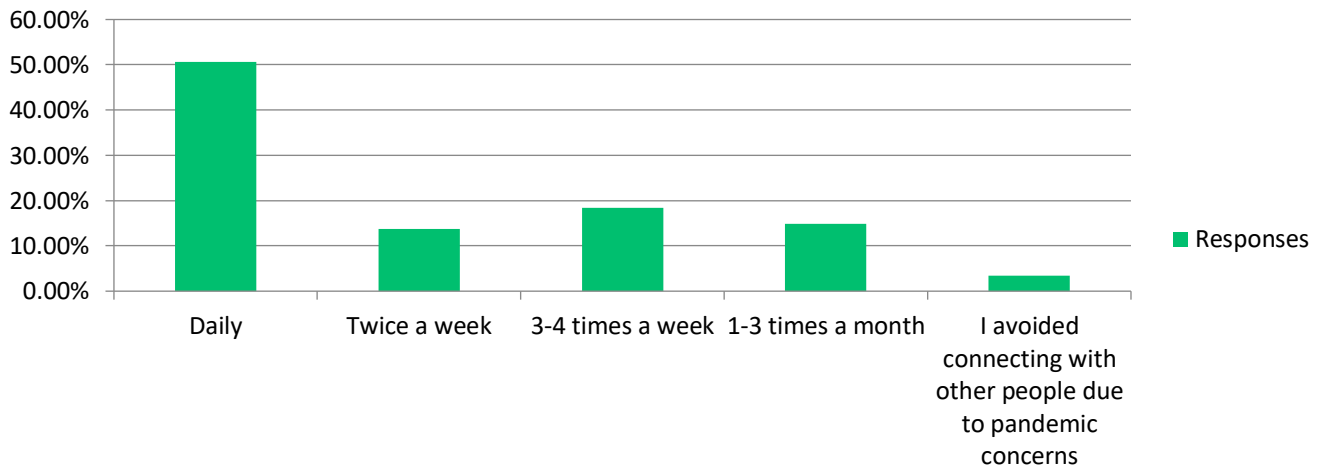


Comments - Access to Services in my Community
Not enough psychologists, specialize testing for severe diseases
Shortage of family physicians
Mental health is not yet more of a priority
I have not had the need to access support for mental health. I have also not had the need for hospital care.
I have to wait for appointments. Sometimes difficult to get an immediate appointment
I don't drive and live where there is no public transportation
Luckily, I have not been in need of services to support my mental health so am I able to respond to that point.
Services (Drs, practitioners) I use are in neighbouring communities. No gym facilities in Thorold - low cost senior program would be good.
I do not need, no privacy, no funds.

Connecting with Family, Friends, and Neighbours

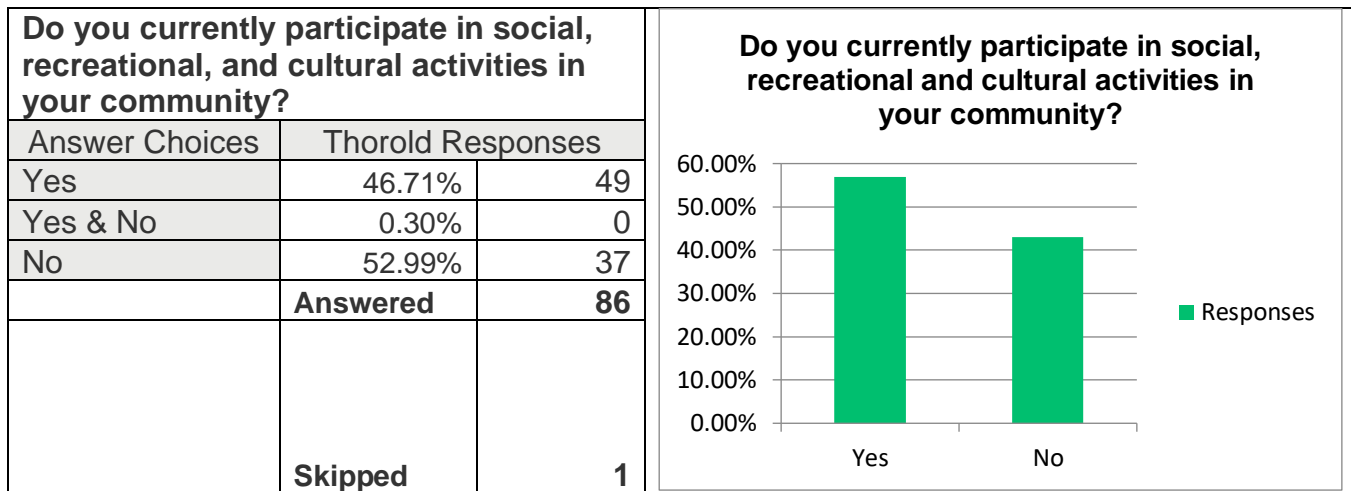
On average, during the last 6 months, how often did you connect with family, friends and neighbours (e.g. online, phone conversations, face-to-face)?		
Answer Choices	Thorold Responses	
Daily	50.57%	44
Twice a week	13.79%	12
3-4 times a week	18.39%	16
1-3 times a month	14.94%	13
I avoided connecting with other people due to pandemic concerns	3.45%	3
Comments:		3
	Answered	87
	Skipped	0

On average, during the last 6 months, how often did you connect with family, friends and neighbours (e.g. online, phone conversations, face-to-face)?

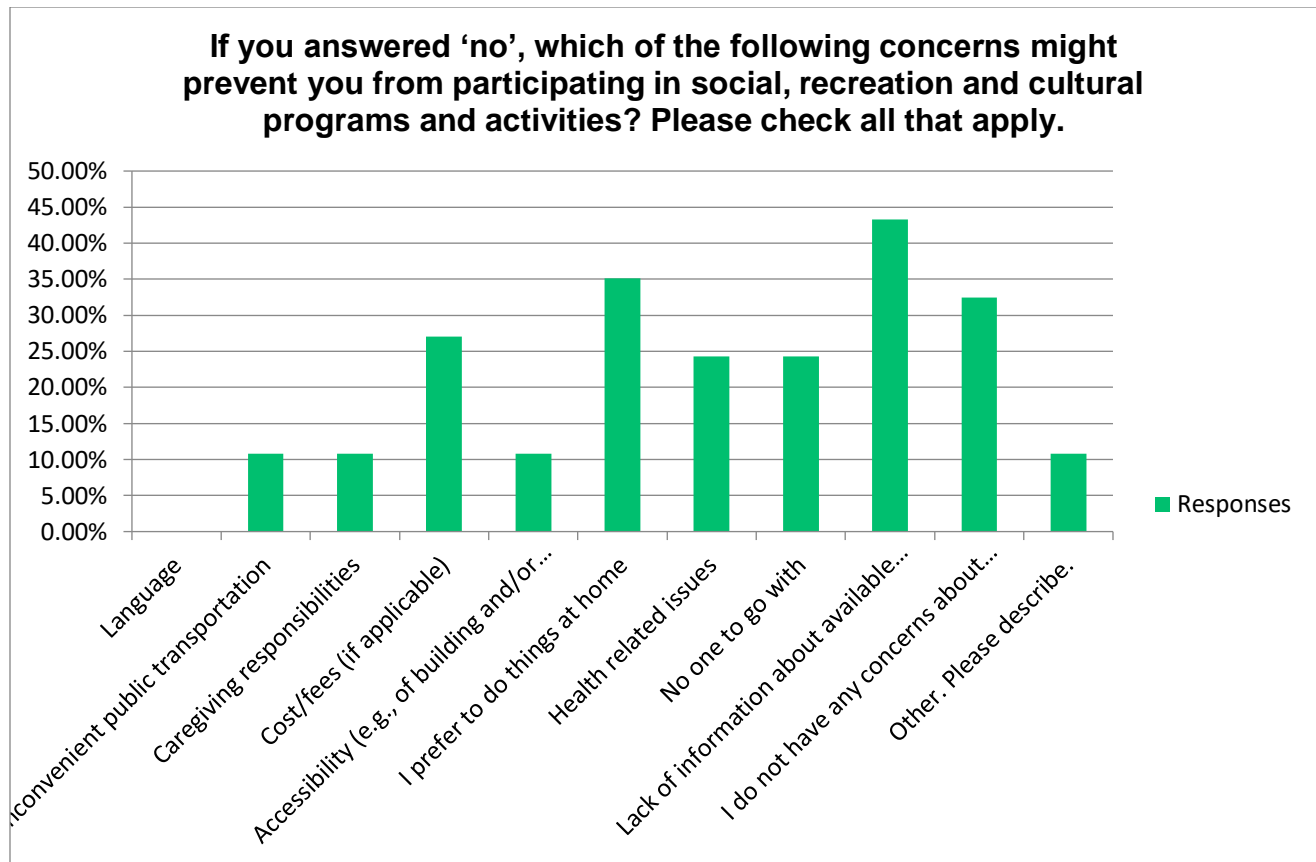


Comments - Connecting with Family, Friends, and Neighbours
Most of the time electronically; not phone calls or visits
weekly family zoom all through covid-19
phone, in person local. Only 2 friends, library. 1 group outside community (no family or neighbours)

Participation in Social, Recreational and Cultural Activities in my Community



If you answered 'no', which of the following concerns might prevent you from participating in social, recreation and cultural programs and activities? Please check all that apply.		
Answer Choices	Thorold Responses	
Language	0.00%	0
Inconvenient public transportation	10.81%	4
Caregiving responsibilities	10.81%	4
Cost/fees (if applicable)	27.03%	10
Accessibility (e.g., of building and/or programs, mobility concerns)	10.81%	4
I prefer to do things at home	35.14%	13
Health related issues	24.32%	9
No one to go with	24.32%	9
Lack of information about available activities and programs	43.24%	16
I do not have any concerns about participating in social, recreation and cultural programs and activities	32.43%	12
Other. Please describe.	10.81%	4
	Answered	37
	Skipped	50



If you answered 'no', which of the following concerns might prevent you from participating in social, recreation and cultural programs and activities? Please check all that apply.

Other. Please describe.

Nothing offered that interests me

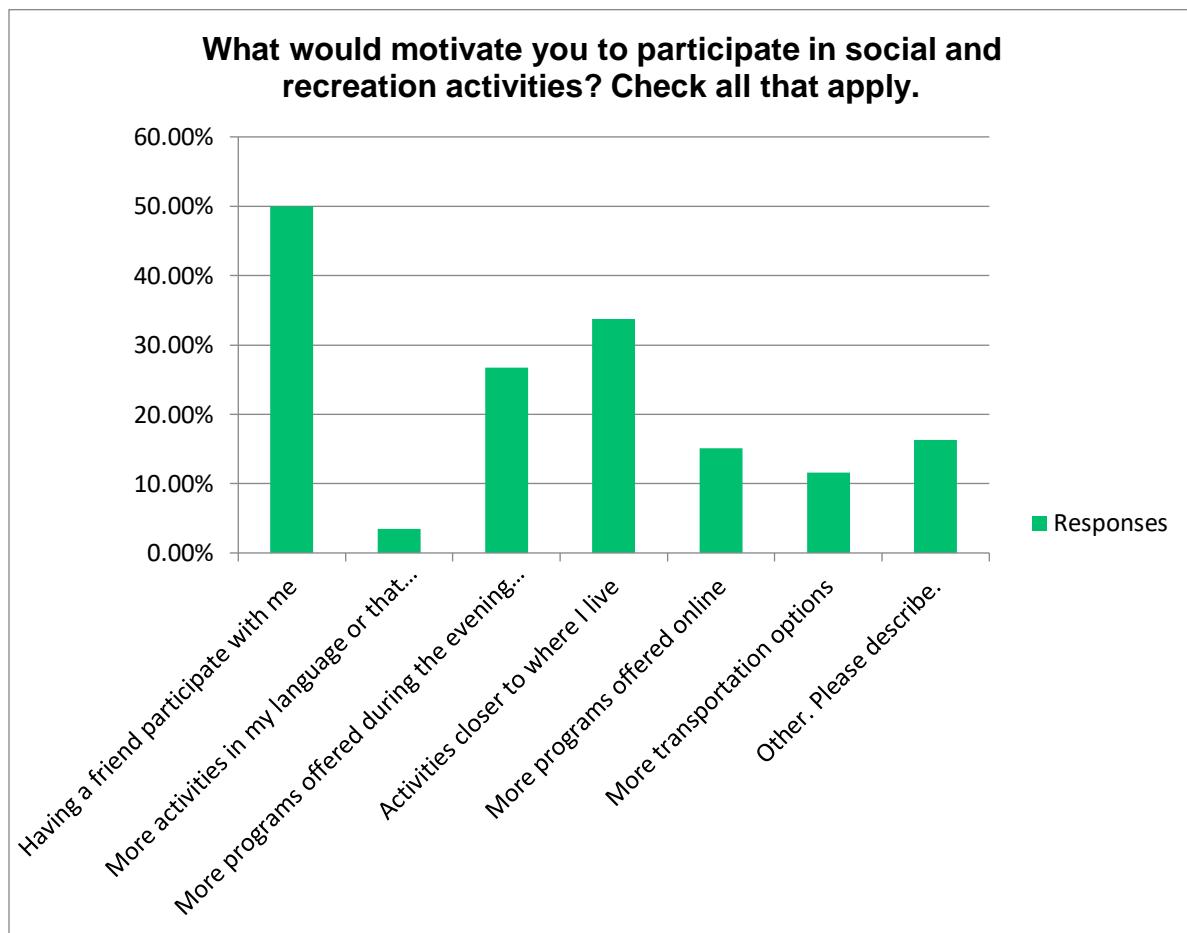
COVID

Currently, avoid cyclist. When older or unable to cycle, social, recreational, cultural activities may be more of an issue.

Due to COVID - social activities were CLOSED.

Motivation to Participate in Social and Recreational Activities

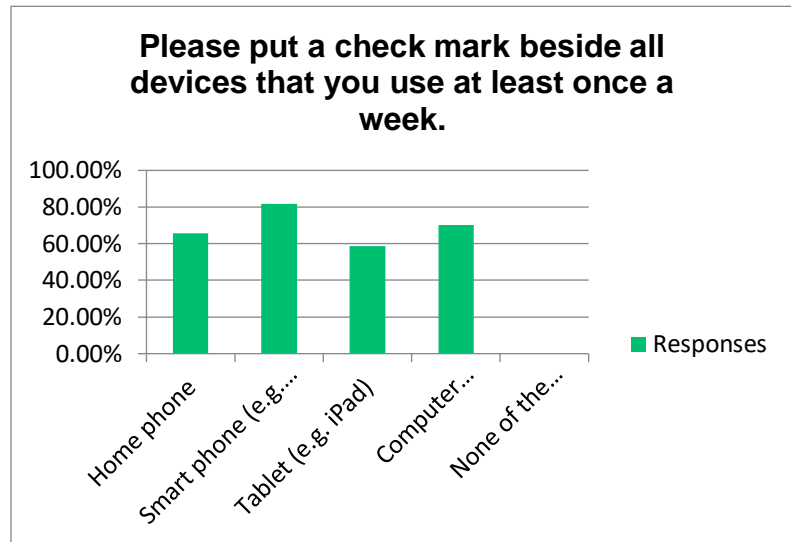
What would motivate you to participate in social and recreation activities? Check all that apply.		
Answer Choices	Thorold Responses	
Having a friend participate with me	50.00%	43
More activities in my language or that represent my culture	3.49%	3
More programs offered during the evening and weekends (for those still working as well as for others who prefer these times)	26.74%	23
Activities closer to where I live	33.72%	29
More programs offered online	15.12%	13
More transportation options	11.63%	10
Other. Please describe.	16.28%	14
	Answered	86
	Skipped	1



Other. Please describe – Motivation to participate in Activities
Volunteers to drive me. No longer able to drive
Not interested
More support with caregiving of elderly bedridden parent
Board member
not interested
Reduced covid numbers
Mobility issues make it difficult and painful
I participate in programs that I like at Seniors. I walk every day with a friend.
I participate in as many as I can handle now
family are reaching an age where they cannot get about easily
More in person programs
Currently don't really need (other than music in the park)
No concerns
No concerns

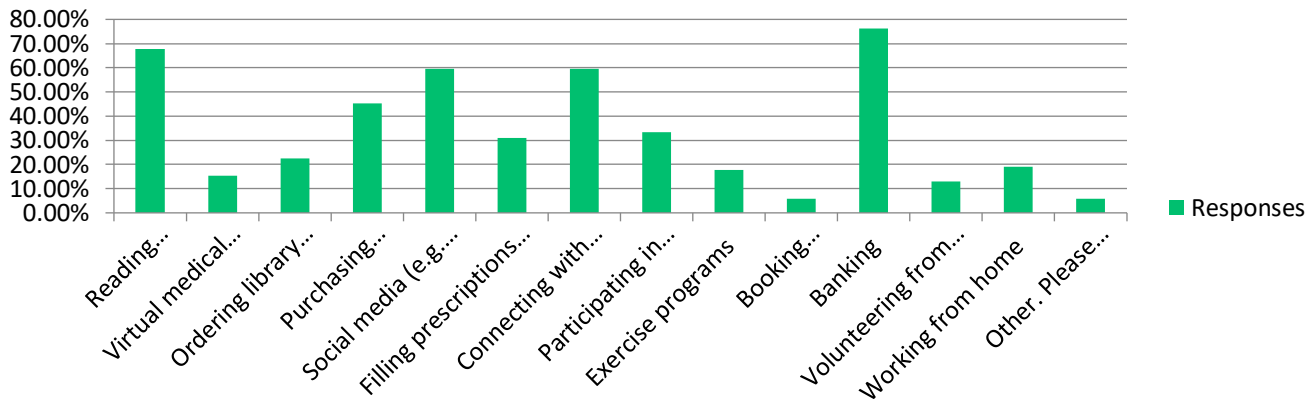
Use of Digital Devices

Please put a check mark beside all devices that you use at least once a week.		
Answer Choices	Thorold Responses	
Home phone	65.52%	57
Smart phone (e.g., cell phone)	81.61%	71
Tablet (e.g., iPad)	58.62%	51
Computer (desktop, laptop)	70.11%	61
None of the devices above	0.00%	0
	Answered	87
	Skipped	0



We would like to learn more about the ways in which you use these devices. Please put a check mark beside each program or service that you use. Check all that apply.		
Answer Choices	Thorold Responses	
Reading books/newspapers	68.00%	57
Virtual medical appointments, using my computer/iPad	19.38%	13
Ordering library books	25.85%	19
Purchasing groceries and/or retail products	45.85%	38
Social media (e.g. Facebook/Twitter/Instagram)	71.08%	50
Filling prescriptions at your pharmacy	38.46%	26
Connecting with friends and family (e.g. Facetime, Zoom, Skype)	68.62%	50
Participating in learning opportunities (e.g. courses, webinars)	30.15%	28
Exercise programs	21.23%	15
Booking transportation such as transit or taxi rides	8.00%	5
Banking	78.77%	64
Volunteering from home	10.46%	11
Working from home	13.85%	16
Other. Please describe.	10.15%	5
	Answered	84
	Skipped	3

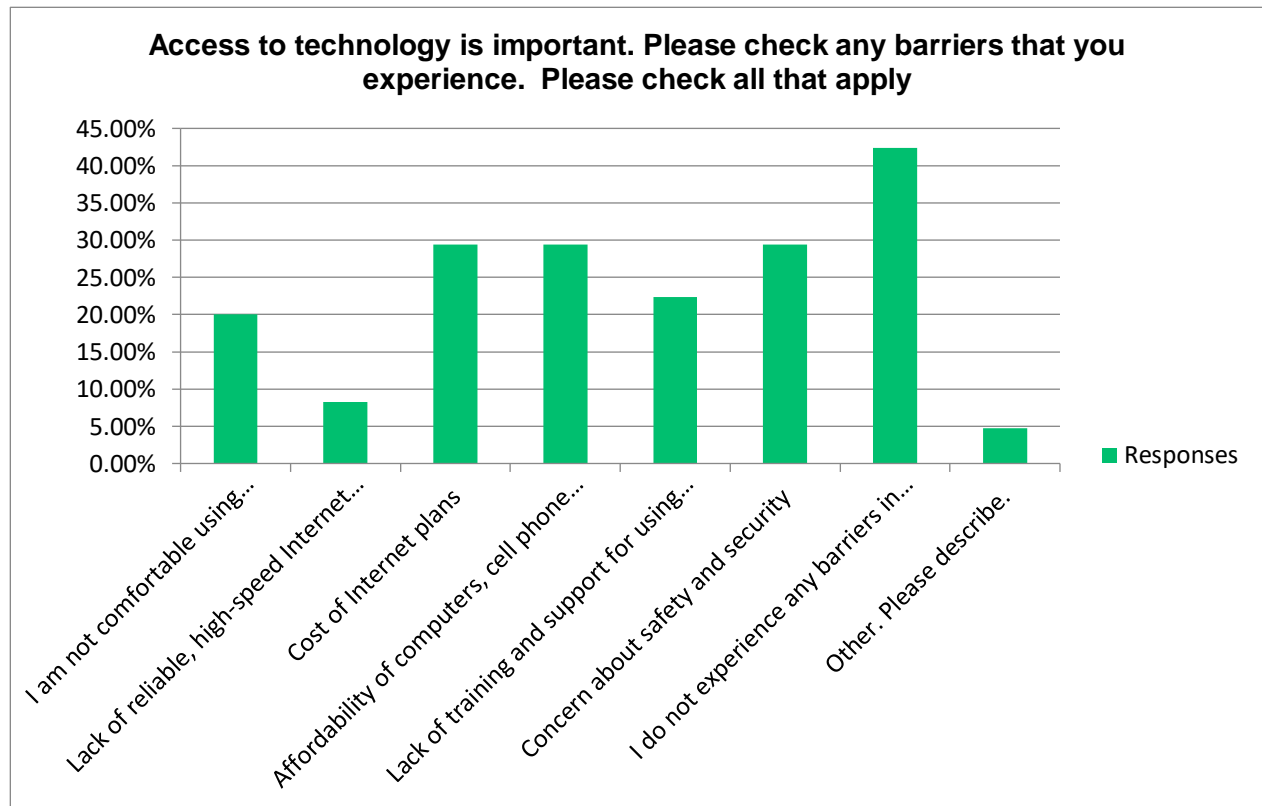
We would like to learn more about the ways in which you use these devices. Please put a check mark beside each program or service that you use. Check all that apply.



Other. Please describe – Programs or Services, ways in which you use digital devices
Ordering tickets for entertainment (e.g., movies, theatre)
I am O.K. with all of the above
Research (googling things). Emails.
None - can not afford basic 3" cell phone
None - can not afford basic 3" cell phone
I cannot order food online or for delivery. I am Gluten Intolerant and Allergies to Nightshades, Peppers, Mustards, Spices.
I can do all of these things already
Better to separate groceries and retail. Many more people use retail than groceries so it could skew results
Do not understand or have a compute. It is expensive for internet and computer. I pay my taxes for 65 years so government can print forms for me.
Emails to friends. Phone calls to a few friends, library, pharmacy.
Emails to friends. Phone calls to a few friends, library, pharmacy.
Friends and Family texts and email
I am not well up with technology so would like some programmes that I could attend to get more experience
Just for phone calls.
Lifetime learner but learning in person is better
Make calls, listen to music

Access to Technology

Access to technology is important. Please check any barriers that you experience. Please check all that apply		
Answer Choices	Thorold Responses	
I am not comfortable using computers or tablets	20.0%	17
Lack of reliable, high-speed Internet services where I live	8.24%	7
Cost of Internet plans	29.41%	25
Affordability of computers, cell phone et cetera	29.41%	25
Lack of training and support for using computers	22.35%	19
Concern about safety and security	29.41%	25
I do not experience any barriers in using technology.	42.35%	36
Other. Please describe.	4.71%	4
	Answered	85
	Skipped	2



Other. Please describe – Barriers to Accessing Technology
Would like to learn how to better use technology
Do not speak English well
Understanding all the different plans and products. Choosing (too much choice) (Would like a helper to choose and support)
We need internet with low cost!!

Older Adult Infolink

Older Adult Infolink is a Niagara-focused website, for older adults, caregivers and organizations that support older adults.

It is a centralized source of current information about topics such as community and health care services, housing options and recreational activities.

The site is hosted by the Age-Friendly Niagara Council, in partnership with 211, and was built with Niagara Community Foundation funding support.



Explore what Niagara has to offer!

Are you looking for more information about services for older adults in the community?

Older Adult Infolink provides easier, enhanced and more centralized access to information about community services for older adults. The site is designed for older adults in Niagara, their care givers and family, as well as service providers supporting older adults.

This resource is made possible through a partnership between the Age-Friendly Niagara Council and INCommunities/211, with generous funding from the Niagara Community Foundation.

Find Older Adult Infolink at: <https://www.agefriendlyniagara.com/older-adult-infolink/>



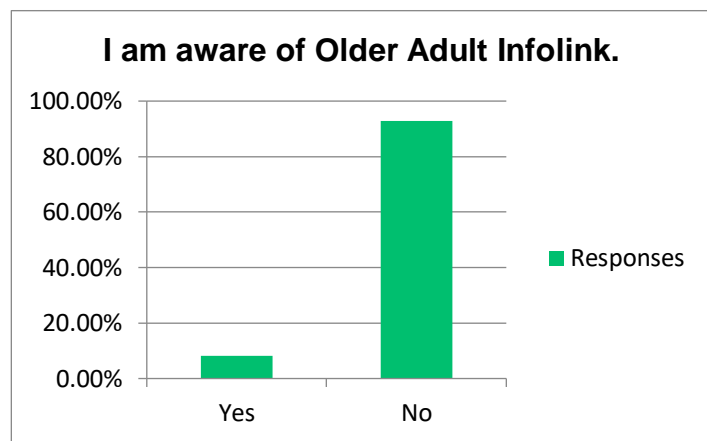
A Community
for All Ages

Powered by

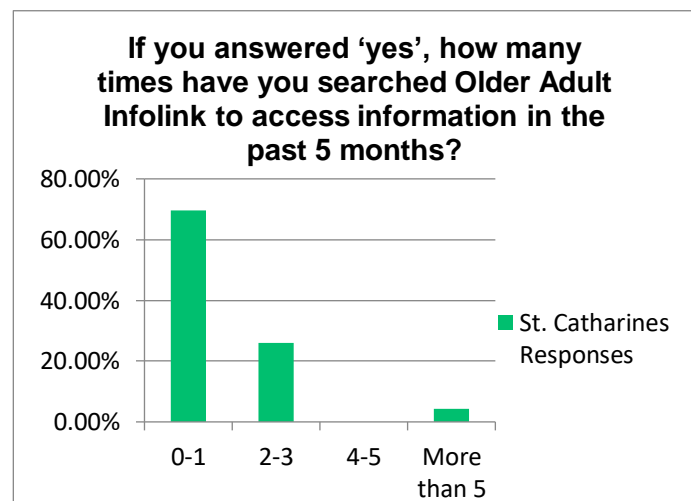


<https://www.agefriendlyniagara.com/older-adult-infolink/>

I am aware of Older Adult Infolink.		
Answer Choices	Thorold Responses	
Yes	8.24%	7
No	92.94%	79
	Answered	85
	Skipped	2



If you answered 'yes', how many times have you searched Older Adult Infolink to access information in the past 5 months?		
Answer Choices	Thorold Responses	
0-1	69.57%	6
2-3	26.09%	1
4-5	0.00%	0
More than 5	4.35%	1
	Answered	8
	Skipped	79

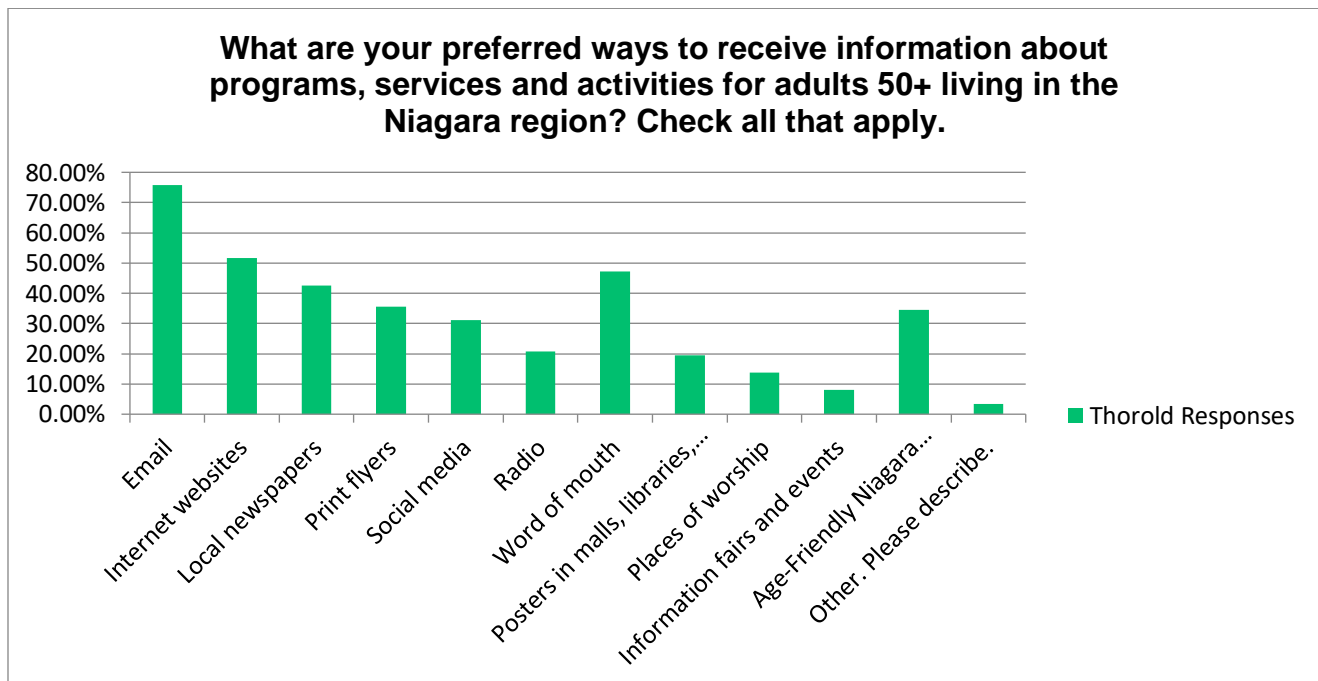


Note: Roundtable discussions at the October, 2022 AFNC Forum to review survey results provided suggestions to increase awareness about Older Adult Infolink:

- Welcome package for new community members – info bag when you pick up items like your recycle bin or setting up your account
- Connecting on community Facebook groups
- Where available – local cable channels
- Simple and clear promotional material
- Religious settings/church groups
- Find out who has digital access and create a non-digital interface between those who need the info - currently there is a lack of acknowledgement of digital connectivity
- Don't base service delivery model on assumptions – product and recipient must match

Preferred Ways to Receive Information about Programs, Services and Activities

What are your preferred ways to receive information about programs, services, and activities for adults 50+ living in the Niagara region? Check all that apply.		
Answer Choices	Thorold Responses	
Email	75.86%	66
Internet websites	51.72%	45
Local newspapers	42.53%	37
Print flyers	35.63%	31
Social media	31.03%	27
Radio	20.69%	18
Word of mouth	47.13%	41
Posters in malls, libraries, recreation centres and other public places	19.54%	17
Places of worship	13.79%	12
Information fairs and events	8.05%	7
Age-Friendly Niagara newsletter	34.48%	30
Other. Please describe.	3.45%	3
	Answered	87
	Skipped	0



Other. Please describe.
I don't
Thorold Senior Center Newsletter email
Niagara This Week. Or other deliveries to home

What does a 'Community for All Ages' look like to you?

Using 3 or 4 bullet points, please tell us what a 'community for all ages' looks like to you. Thorold responses. Answered - 78; Skipped - 9
- age-appropriate programs in place for seniors - accessible transportation for seniors that no longer drive - social programs for isolated seniors who live on their own
. Activities for all ages eg leisure, warm pools for the elderly . Reserved parking spaces for elderly, mothers with young children, etc. near at malls and at store fronts.
More communication/support for senior center More support for legion
Too broad to answer
Programs of interest to all age groups Easy access & affordable programs for all programs
Public transportation Easy access to reliable information on: 1/ doing work around a home 2/ offering advise on using a computer, cell phone, other modern technology 3/ understanding & completing forms
.
All ages included in activities
- accessible, walkable, bike lanes - green space, street trees, shade, parks, play grounds, dog parks, clean - free activities and events in accessible public spaces - fast, convenient public transit
- inclusion for all, from young families through to seniors - a "balanced" community (where I live it's heavy university student area and disruptive most of the year)
Inclusive, accessible, affordable,
- everyone is welcome - it encompasses activities for all ages - it helps to meet people in the community -
I don't know
I am not sure
Livable, Walkable, Diverse
More walking paths in all communities, high speed affordable internet,
No sure
Salt water pool. Easy access buildings. parks with trees and trails. Lots of benches
friendly people no stealing no bulling every one getting along
I have no idea
Accessibility for disable people
Activities for people of all ages ie leisure pool for older citizens.
Free access, variety, multi cultural.
Accessible Receptive and friendly

Using 3 or 4 bullet points, please tell us what a 'community for all ages' looks like to you. Thorold responses. Answered - 78; Skipped - 9
Accepting of people with disabilities Very easy to find out about things available
- friendly - respectful - more services for all including fitness/working out options
Inclusion Representation Respect
Age-appropriate activities A way to support and engage with neighbors (Like Thorold Neighbourhood Hubs)
Neighbourly.
Affordable recreation Accessible buildings Affordable housing
Better accessibility for those that are mobility impaired
where sidewalks and curbs are smooth for walkers. where there is no dog dirt or trash on the street. where snow removal is a must on sidewalks.
accessible inclusive: abilities, ages & ethnicities safe: free from racism, bullying, misogyny
3
. Parks with playgrounds, shaded areas, flowers/plants, picnic area, benches . Able to access all our wants and needs easily by phone, computer, or other means . Provides activities for all ages . Everyone has access to affordable housing
Engagement from all ages together
place where everyone has a place to live at a reasonable price place where all Seniors can eat on a regular basis place where all Seniors can get out to activities they love to do
Not sure
Accessibility friendly Convenient to access programs Diversified housing options
Ease of walking to businesses More green spaces with facilities like benches
-affordable and attractive housing for young and senior residents -well-maintained public property -reasonable access to various facilities should be available to all residents of the region (not just to residents of certain cities) -less use, reliance and expense for consultants; perhaps tap in to the expertise of retired seniors (volunteer basis) as their contribution to their community

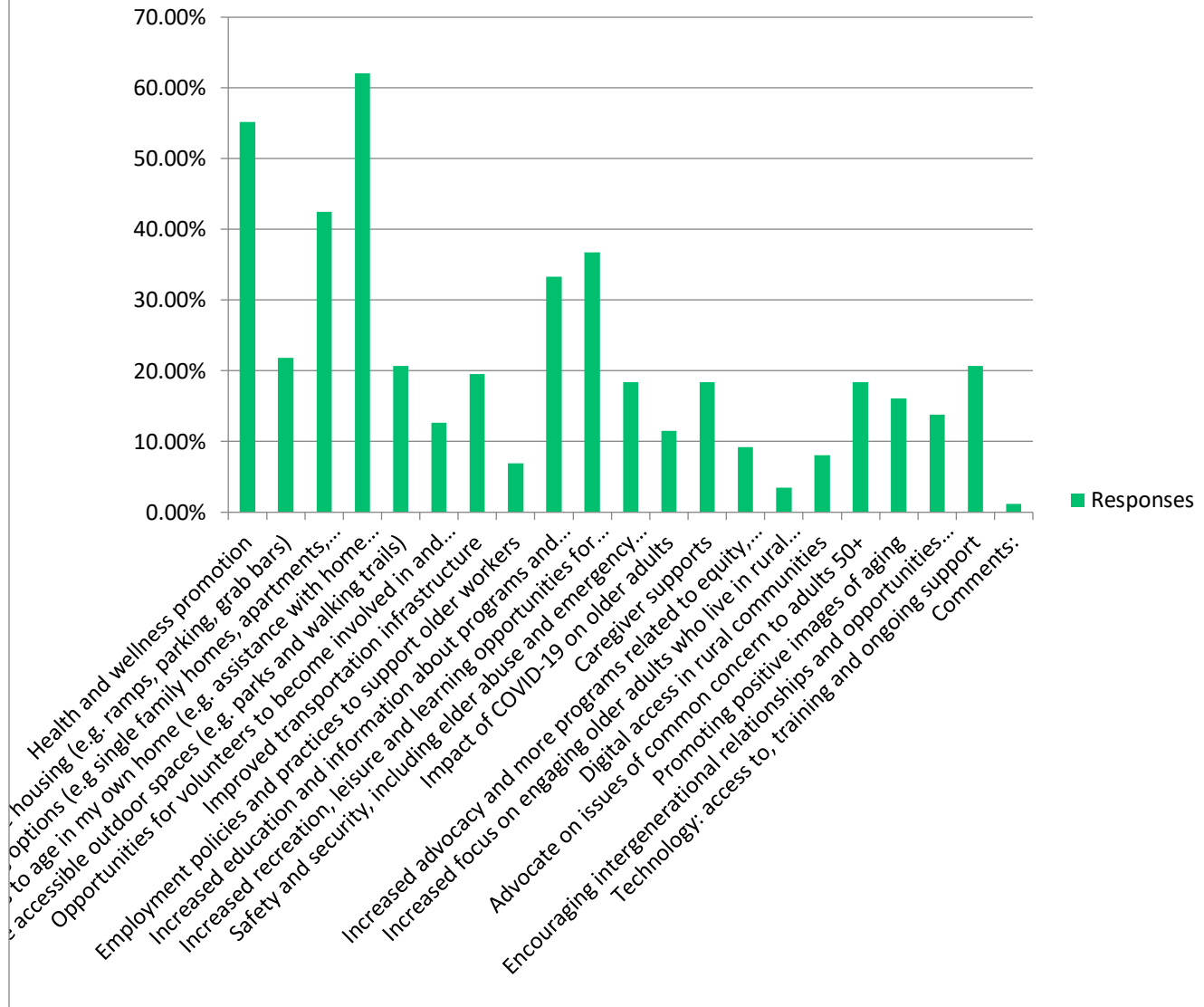
Using 3 or 4 bullet points, please tell us what a 'community for all ages' looks like to you. Thorold responses. Answered - 78; Skipped - 9
<ul style="list-style-type: none"> - activities organized for all age groups. - accessibility for all - affordable housing - facilities within walking distance
More local activities such as card parties etc.
Not interested in community for all ages.
Social activities to include not just seniors.... interaction with children
Health/physical activities
Public transportation
Accessible
Affordable housing; Discounted internet services, snow removal & lawn care; Senior discounts on groceries, fuel, utilities and property taxes (a seniors card with photo to show at checkout & special registrations for taxes & utilities. On fixed incomes times like these with horrendous inflation are extremely difficult for seniors.
<ul style="list-style-type: none"> * all ages events * services for all basic requirements * various recreational opportunities re: difficulty
Well balanced, schools, medical facilities, grocery stores, pharmacies, vets, ball diamonds, football fields, arenas, etc.
not sure
Accessible
Affordable
Well organized programs
A place where there is something for everyone
not sure
Not sure how to answer that.
Transportation access, community activities for all ages,
<ul style="list-style-type: none"> -programming that allows all ages to engage and participate fully -as much focus and priorities in spending on youth and seniors
Accessibility
Availability
Proximity
Cost
<ul style="list-style-type: none"> •community center activities •Facebook group for older members
Accessibility for all ages to playgrounds, stores etc.
Trust in City and Regional Councillors to bring about changes to governance
Partnerships between organizations for the betterment of the community
Very friendly community
Affordable housing for seniors and new home owners
Adequate funding for local activities for all ages
Strong support for local businesses
Where all residents properly maintain their homes/businesses/properties

Using 3 or 4 bullet points, please tell us what a 'community for all ages' looks like to you. Thorold responses. Answered - 78; Skipped - 9
Community Senior Center Friends and family Available Doctors in the Community Access to information on anything I need!
Accessibility, Ease to access information, Ease to Appointments, Ease of Internet.
A Centre located centrally where people of all ages can take part in swimming or skating or a library or any other activities all year round
Communication Social housing Transportation
More in person gentle programs
A community that is safe, accessible and provides active living and learning opportunities for multi-generations/all ages
Much lower priced "senior" internet/cell phone plans. Low priced or free consultations to help seniors choose service packages and tech products(phones, tablets, smart TVs). Free helpline to help with problems/learning of tech products, service packages, security concerns (help setting up security). No cancellation fees if seniors need to adjust plans to what works best as they hone/determine their needs.
Age appropriate activities. Age appropriate facilities
Free & easy internet service in my community. Affordable home internet service.
I am a senior - enjoy all our activities at Thorold Sr Centre
Large print signs. Safe towns and cities. Access to services for all ages
Place where I can meet people to socialize.
Place where older adults can be active.
Poor
Safe community where I can interact with friends & family
The Thorold Center is the only local place of interest.
Thorold is a pretty good example of "community for all ages". There is a great senior centre. I'm a senior and I'm very happy here.
Thorold Senior Citizens (Ontario Paper Mill)

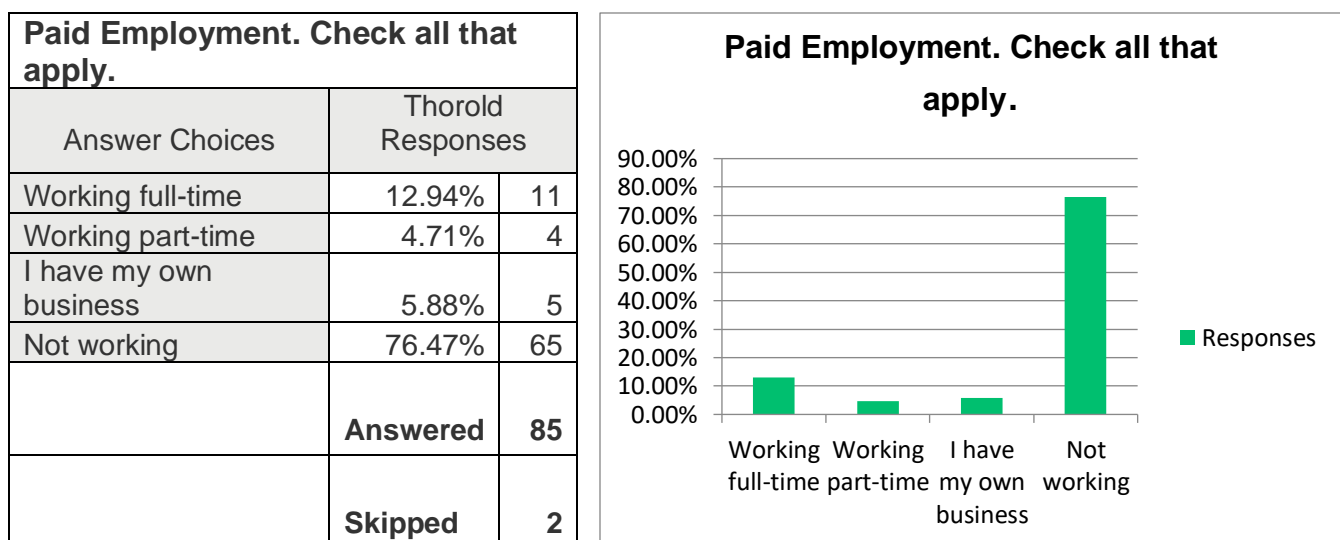
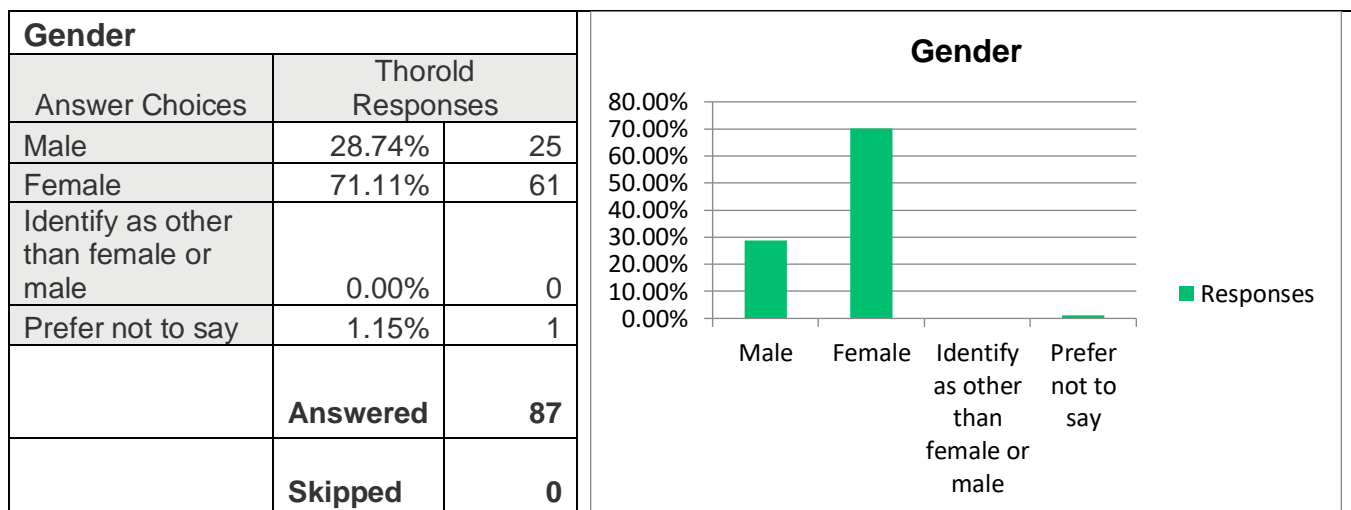
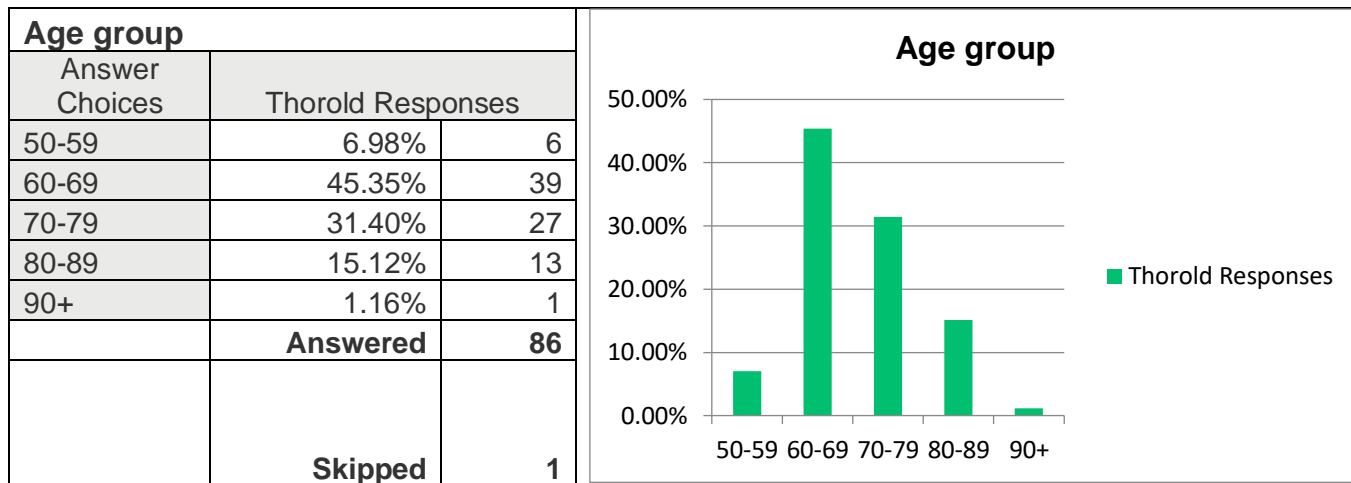
What 5 Topics are Most Important to You?

Please put a check mark beside the 5 topics that are most important to you. Choose up to 5 topics ONLY, to be able to proceed to the next question.		
Answer Choices	Thorold Responses	
Health and wellness promotion	55.17%	48
More accessible housing (e.g. ramps, parking, grab bars)	21.84%	19
Increased housing options (e.g single family homes, apartments, co-housing, retirement homes assisted living, long-term care homes)	42.53%	37
Supports to age in my own home (e.g. assistance with home maintenance and repairs, accessibility features, availability of home care services)	62.07%	54
More accessible outdoor spaces (e.g. parks and walking trails)	20.69%	18
Opportunities for volunteers to become involved in and contribute to age-friendly work in Niagara	12.64%	11
Improved transportation infrastructure	19.54%	17
Employment policies and practices to support older workers	6.90%	6
Increased education and information about programs and services available to adults 50+	33.33%	29
Increased recreation, leisure and learning opportunities for older adults	36.78%	32
Safety and security, including elder abuse and emergency preparedness	18.39%	16
Impact of COVID-19 on older adults	11.49%	10
Caregiver supports	18.39%	16
Increased advocacy and more programs related to equity, diversity and inclusion	9.20%	8
Increased focus on engaging older adults who live in rural communities	3.45%	3
Digital access in rural communities	8.05%	7
Advocate on issues of common concern to adults 50+	18.39%	16
Promoting positive images of aging	16.09%	14
Encouraging intergenerational relationships and opportunities for intergenerational knowledge transfer	13.79%	12
Technology: access to, training and ongoing support	20.69%	18
Comments:	1.15%	1
	Answered	87
	Skipped	0
Comments		
Library laptop weekly checkout lifechanging (I have no cellphone or internet) but security so tight that many reasonable sites/videos etc. blocked. Internet service only available bi weekly which is a big problem - can never sign up for weekly virtual programs. can't attend every other week. Cannot attend virtual programs on days when internet not available (half of every week).		

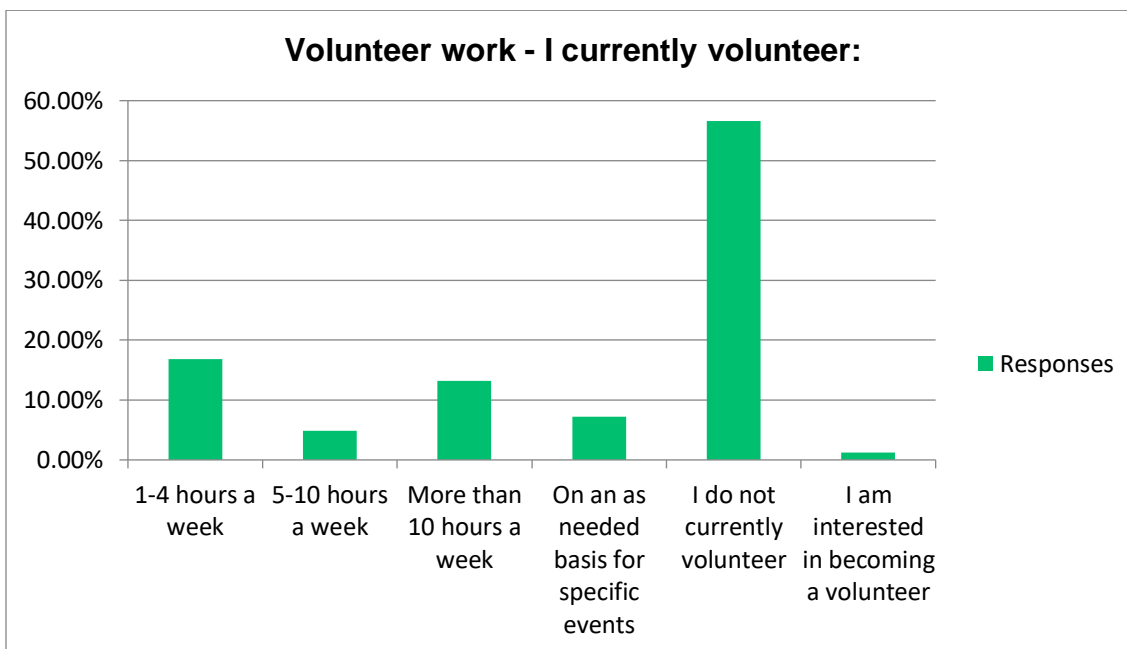
Please put a check mark beside the 5 topics that are most important to you. Choose up to 5 topics ONLY, to be able to proceed to the next question.



Respondent Demographics

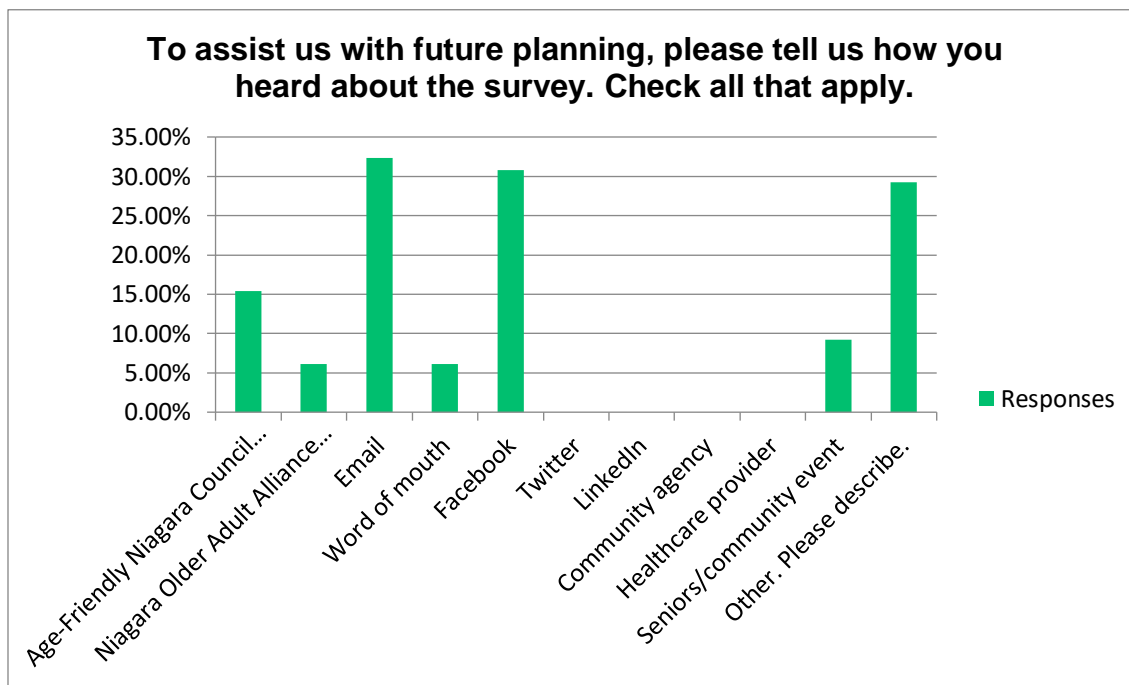


Volunteer work - I currently volunteer:		
Answer Choices	Thorold Responses	
1-4 hours a week	16.87%	14
5-10 hours a week	4.82%	4
More than 10 hours a week	13.25%	11
On an as needed basis for specific events	7.23%	6
I do not currently volunteer	56.63%	47
I am interested in becoming a volunteer	1.20%	1
	Answered	83
	Skipped	4



How did you Hear about the Survey?

To assist us with future planning, please tell us how you heard about the survey. Check all that apply.		
Answer Choices	Thorold Responses	
Age-Friendly Niagara Council (AFNC)	15.38%	12
Niagara Older Adult Alliance (NOAA)	6.25%	4
Email	32.31%	21
Word of mouth	6.15%	7
Facebook	30.77%	20
Twitter	0.00%	0
LinkedIn	0.00%	0
Community agency	0.00%	1
Healthcare provider	0.00%	0
Seniors/community event	9.23%	14
Other. Please describe.	29.23%	28
	Answered	86
	Skipped	1



Please tell us how you heard about the survey. Other. Please describe.
CARP newsletter
CARP newsletter
CARP Niagara
Niagara Carp
Thorold Today article

Please tell us how you heard about the survey. Other. Please describe.
Thorold today
Thorold news
The Thorold Daily
Thorold daily online newspaper
Thorold library
Thorold newspaper
local newspaper
Thorold News (online)
Thorold News on line.
Thorold news
Local newspaper
Article in newspaper
Newspaper article
Funeral Director
Library
Library
Library
Library
Thorold Senior Centre
Thorold Senior Centre
Thorold Senior Centre
Thorold Senior Centre
Thorold Senior Centre

APPENDIX A - Empowering Older Adults in Niagara Survey questions – page 1 of 13



Empowering Older Adults in Niagara¹

What matters to you?

What do we want to learn?

We want to learn from the perspectives and experiences of adults 50+ who live in the Niagara region of Ontario, so that, together, we can further strengthen Niagara as an age-friendly community.

The **Age-Friendly Niagara Council (AFNC)** and the **Niagara Older Adult Alliance (NOAA)** work closely together to advance a common vision of an inclusive '*community for all ages*' and '*one voice for older adults in Niagara*'.

The AFNC is comprised primarily of community volunteers, along with representatives from government, education, not-for-profit organizations and businesses. NOAA includes leaders who serve on local municipal older adult advisory committees in each of Niagara's 12 local municipalities.

The work of strengthening Niagara as an age-friendly community began in 2009, and much has been achieved since that time. Through this survey, the AFNC and the NOAA invite you to help build upon what we've already learned.

The survey questions are guided by the Niagara Aging Strategy and Action Plan (NASAP) implementation priorities (2018-2019); and what we've learned about COVID-19 impacts on older adults in Niagara. In addition, we want to learn more about issues of interest and/or concern to older adults in today's world.

What will we do with the survey results?

The survey results will help to inform the AFNC and NOAA in establishing priorities. The work of these two groups cannot be done in isolation.

The survey will take about 7-10 minutes to complete. **A few minutes of your time will make a difference. Your voice matters!**

The deadline for survey completion (online or paper copy) is Friday, July 15, 2022. Please note that your responses are anonymous. All survey information will be kept confidential by Niagara Connects researchers, who are administering the survey on behalf of the AFNC.

Thank you for participating in this survey.

The AFNC Interim Board of Directors

¹ This survey is being conducted in partnership with INCommunities, with funding support from the Government of Canada through the New Horizons for Seniors Program.

APPENDIX A- Empowering Older Adults in Niagara Survey questions – page 2 of 13



Section A – Building on the Niagara Aging Strategy and Action Plan (NASAP)

In this section, we invite you to answer questions related to the Niagara Aging Strategy and Action Plan (NASAP) in the areas of:

- a. Community Engagement and Communications
- b. Recreation, Learning and Leisure
- c. Improved Services, Systems and Infrastructure

1. How would you describe your sense of belonging and being engaged in your community?

- ☐ Very strong
- ☐ Somewhat strong
- ☐ Somewhat weak
- ☐ Very weak

2. During the last 6 months, I used the following ways to access healthcare. Please check all that apply.

- ☐ Attended medical appointments in person
- ☐ Participated in support groups using my computer/tablet
- ☐ Using my computer/tablet, participated in groups dedicated to meditation and/or other forms of self-care
- ☐ Video consultations using my computer/tablet (e.g. Zoom, Facetime) with healthcare providers (e.g. doctors, nurse practitioners, mental health counsellors)
- ☐ Participated in health education sessions through my computer/tablet.
- ☐ Email communication with healthcare providers
- ☐ Phone calls with healthcare providers
- ☐ I did not use the healthcare system during the pandemic.
- ☐ Other. Please describe.

APPENDIX A- Empowering Older Adults in Niagara Survey questions – page 3 of 13



A Community
for All Ages

3. I am able to access services in my community that support both my physical and mental health.

- ☐ Strongly agree
- ☐ Somewhat agree
- ☐ Agree
- ☐ Somewhat disagree
- ☐ Strongly disagree

Comments:

4. On average, during the last 6 months, how often did you connect with family, friends and neighbours (e.g. online, phone conversations, face-to-face)?

- ☐ Daily
- ☐ Twice a week
- ☐ 3-4 times a week
- ☐ 1-3 times a month
- ☐ I avoided connecting with other people due to pandemic concerns

Comments:

APPENDIX A- Empowering Older Adults in Niagara Survey questions – page 4 of 13



A Community
for All Ages

5. Do you currently participate in social, recreational and cultural activities in your community?

☐

Yes

☐

No

If you answered 'no', which of the following concerns might prevent you from participating in social, recreation and cultural programs and activities? Please check all that apply

☐

Language

☐

Inconvenient public transportation

☐

Caregiving responsibilities

☐

Cost/fees (if applicable)

☐

Accessibility (e.g., of building and/or programs, mobility concerns)

☐

I prefer to do things at home

☐

Health related issues

☐

No one to go with

☐

Lack of information about available activities and programs

☐

I do not have any concerns about participating in social, recreation and cultural programs and activities

☐

Other. Please describe.

APPENDIX A- Empowering Older Adults in Niagara Survey questions – page 5 of 13



A Community
for All Ages

6. What would motivate you to participate in social and recreation activities?

- ☐ Having a friend participate with me
- ☐ More activities in my language or that represent my culture
- ☐ More programs offered during the evening and weekends (for those still working as well as for others who prefer these times)
- ☐ Activities closer to where I live
- ☐ More programs offered online
- ☐ More transportation options
- ☐ Other. Please describe.

Section B – Technology, communication and information

This section asks questions about your use of technology as well as your use of Older Adult Infolink.

The pandemic of the last two and a half years has highlighted the role of technology and access to information in keeping us informed and connected to our families, friends and communities.

Technology

7. Please put a check mark beside all devices that you use at least once a week.

- ☐ Home phone
- ☐ Smart phone (e.g. cell phone)
- ☐ Tablet (e.g. iPad)
- ☐ Computer (desktop, laptop)

If you do not use any of the devices listed above, please skip to question #9

APPENDIX A- Empowering Older Adults in Niagara Survey questions – page 6 of 13



8. We would like to learn more about the ways in which you use these devices. Please put a check mark beside each program or service that you use. Check all that apply.

- ☐ Reading books/newspapers
- ☐ Virtual medical appointments, using my computer/iPad
- ☐ Ordering library books
- ☐ Purchasing groceries and/or retail products
- ☐ Social media (e.g. Facebook/Twitter/Instagram)
- ☐ Filling prescriptions at your pharmacy
- ☐ Connecting with friends and family (e.g. Facetime, Zoom, Skype)
- ☐ Participating in learning opportunities (e.g. courses, webinars)
- ☐ Exercise programs
- ☐ Booking transportation such as transit or taxi rides.
- ☐ Banking
- ☐ Volunteering from home
- ☐ Working from home
- ☐ Other. Please describe.

9. Access to technology is important. Please check any barriers that you experience. Please check all that apply.

- ☐ I am not comfortable using computers or tablets
- ☐ Lack of reliable, high-speed Internet services where I live
- ☐ Cost of Internet plans
- ☐ Affordability of computers, cell phone et cetera

APPENDIX A- Empowering Older Adults in Niagara Survey questions – page 7 of 13



A Community
for All Ages

- ☐ Lack of training and support for using computers
- ☐ Concern about safety and security
- ☐ I do not experience any barriers in using technology.
- ☐ Other. Please describe.

Communication and information

Older Adult Infolink is a newly developed website, accessed through your computer/tablet, for older adults, caregivers and organizations that support older adults. It is a centralized source of current information about topics such as community and health care services, housing options and recreational activities.

10a. I am aware of Older Adult Infolink.

- ☐ Yes
- ☐ No

10b. If you answered 'yes', how many times have you searched Older Adult Infolink to access information in the past 5 months?

- ☐ 0-1
- ☐ 2-3
- ☐ 4-5
- ☐ More than 5

APPENDIX A- Empowering Older Adults in Niagara Survey questions – page 8 of 13



A Community
for All Ages

11. What are your preferred ways to receive information about programs, services and activities for adults 50+ living in the Niagara region?

- ☐ Email
- ☐ Internet websites
- ☐ Local newspapers
- ☐ Print flyers
- ☐ Social media
- ☐ Radio
- ☐ Word of mouth
- ☐ Posters in malls, libraries, recreation centres and other public places
- ☐ Places of worship
- ☐ Information fairs and events
- ☐ Age-Friendly Niagara newsletter
- ☐ Other. Please describe.

12. Using 3 or 4 bullet points, please tell us what a 'community for all ages' looks like to you.

APPENDIX A- Empowering Older Adults in Niagara Survey questions – page 9 of 13



Section C – Age-Friendly Niagara Council (AFNC)

The Age-Friendly Niagara Council (AFNC) will establish priorities that reflect dominant interests and human resource capacity. Please choose up to **5 areas that you think are most important for the AFNC to address**. Your responses will help with decision making.

13. Please put a check mark beside the 5 topics that are most important to you. Choose up to 5 topics ONLY in order to be able to proceed to the next question.

- ☐ Health and wellness promotion
- ☐ More accessible housing (e.g. ramps, parking, grab bars)
- ☐ Increased housing options (e.g single family homes, apartments, co-housing, retirement homes, assisted living, long-term care homes)
- ☐ Supports to age in my own home (e.g. assistance with home maintenance, accessibility features, availability of home care services)
- ☐ More accessible outdoor spaces (e.g. parks and walking trails)
- ☐ Opportunities for volunteers to become involved in and contribute to age-friendly work in Niagara
- ☐ Improved transportation infrastructure
- ☐ Employment policies and practices to support older workers
- ☐ Increased education and information about programs and services available to adults 50+
- ☐ Increased recreation, leisure and learning opportunities for older Adults
- ☐ Safety and security, including elder abuse and emergency preparedness
- ☐ Impact of COVID-19 on older adults
- ☐ Caregiver supports

APPENDIX A- Empowering Older Adults in Niagara Survey questions – page 10 of 13



A Community
for All Ages

- ☐ Increased advocacy and more programs related to equity, diversity and inclusion
- ☐ Increased focus on engaging older adults who live in rural communities
- ☐ Digital access in rural communities
- ☐ Advocate on issues of common concern to adults 50+
- ☐ Promoting positive images of aging
- ☐ Encouraging intergenerational relationships and opportunities for intergenerational knowledge transfer
- ☐ Technology: access to, training and ongoing support

Comments:

APPENDIX A- Empowering Older Adults in Niagara Survey questions – page 11 of 13



A Community
for All Ages

Section D – Tell us about you!

In this section, please tell us a bit about yourself. All responses are anonymous.

14. In what local area of Niagara do you live? Please check one.

- ☐ Fort Erie
- ☐ Grimsby
- ☐ Lincoln
- ☐ Niagara Falls
- ☐ Niagara-on-the-Lake
- ☐ Pelham
- ☐ Port Colborne
- ☐ St. Catharines
- ☐ Thorold
- ☐ Wainfleet
- ☐ Welland
- ☐ West Lincoln

15. Age group.

- ☐ 50-59
- ☐ 60-69
- ☐ 70-79
- ☐ 80-89
- ☐ 90+

APPENDIX A- Empowering Older Adults in Niagara Survey questions – page 12 of 13

A Community
for All Ages

16. Gender

- ☐ Male
- ☐ Female
- ☐ Identify as other than female or male.
- ☐ Prefer not to say

17. Paid Employment

- ☐ Working full-time
- ☐ Working part-time
- ☐ I have my own business
- ☐ Not working

18. Volunteer work

I currently volunteer:

- ☐ 1-4 hours a week
- ☐ 5-10 hours a week
- ☐ More than 10 hours a week
- ☐ On an as needed basis for specific events
- ☐ I do not currently volunteer
- ☐ I am interested in becoming a volunteer

APPENDIX A- Empowering Older Adults in Niagara Survey questions – page 13 of 13



A Community
for All Ages

Next Steps

Thank you for completing this survey.

20. To assist us with future planning, please tell us how you heard about the survey. Please check all that apply.

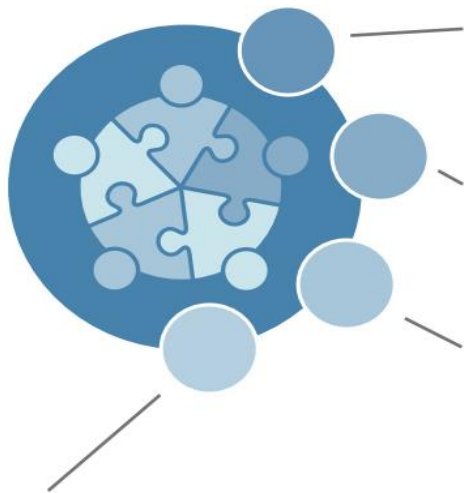
- ☐ Age-Friendly Niagara Council (AFNC)
- ☐ Niagara Older Adult Alliance (NOAA)
- ☐ Word of mouth
- ☐ Facebook
- ☐ Twitter
- ☐ LinkedIn
- ☐ Community agency
- ☐ Healthcare provider
- ☐ Seniors/community event
- ☐ Other. Please describe.

The Age-Friendly Niagara Council (AFNC) will soon be establishing its Founding Board.

If you are interested in learning more about the Council, would like to become involved or to be added to the AFNC membership list for future mailings and updates and to learn more about the Older Adult InfoLink, please send an email message to afn@agefriendlyniagara.com

APPENDIX B – Age-Friendly Niagara - Levels of Action

Age-Friendly Niagara - Levels of Action



Niagara Older Adult Alliance (NOAA)

An alliance representing more than 100 volunteers who serve on local municipal advisory committees across Niagara, to advocate for the interests of older people and age-friendly actions in their communities. The Alliance meets regularly to share information and align planning and action.

Age-Friendly Niagara Council (AFNC) Board of Directors

Includes 15 volunteers who oversee and plan AFNC activities

Engaged Individuals

Includes a network of more than 500 people with an interest in an age-friendly Niagara

Niagara Aging Strategy and Action Plan (NASAP) Implementation

People working together to advance strategies based on NASAP goals:

1. Community Engagement and Communication
2. Recreation, Learning and Leisure
3. Improved Services, Systems and Infrastructure



A Community for All Ages

www.agefriendlyniagara.com

Vision: An Age-friendly Niagara - A community for all ages.



World Health Organization (WHO) Eight Domains of Age-Friendly Communities

The AFNC is committed to increasing awareness of the eight domains through partnerships and shared learning, knowledge and planning.

- Outdoor Spaces and Buildings
- Transportation
- Housing
- Social Participation
- Respect and Social Inclusion
- Civic Participation and Employment
- Communication and Information
- Community Health and Support Services



World Health Organization

For more information, visit: <https://www.agefriendlyniagara.com/about-us/>



A Community
for All Ages

