



ARNPRIOR AGE-FRIENDLY COMMUNITY PLAN Survey of Providers

The Town of Arnprior is undertaking the creation of an Age-Friendly Community (AFC) Plan with assistance from a grant received from the Ontario Senior's Secretariat. An Age-Friendly community is one where policies, services and structures related to the physical and social environments are designed to support and enable older people to live in a secure environment, enjoy good health and continue to participate fully in their communities.

Work has just commenced and will be complete in March 2016. The project is being led by a Steering Committee with representatives from the Town, service providers and seniors. It will produce a comprehensive and sustainable AFC plan that will serve as a template for collaborative planning to address the needs of our growing seniors population in Arnprior.

This survey is one of several stakeholder consultation initiatives to be launched and is designed to gather service provider perceptions of the current system of services and supports for older adults in Arnprior. It will take about 20 minutes to complete. Findings will be presented at a community forum to be held in late October and used to set planning priorities.

Please complete and return this on-line questionnaire no later than 5:00 p.m. Friday, October 16, 2015. Your responses will be confidential and will go directly to the external consultants assisting us with the project.

If you are unsure, or don't know the answer to a particular question, simply leave that item blank. It is not necessary to answer all the questions.

1. Please provide the following background information:

20 respondents from 14 different organizations

Necessary for possible follow-up. Your replies will be confidential.

Type of Organization: *Check all that apply*

- | | |
|---|-----------------------------------|
| 6 Home support | 3 Faith based organization |
| 1 Hospice | 1 Public health |
| 11 Health care | 1 Government |
| 5 Social services | 2 Retirement home |
| 6 Primary care | 3 Supportive housing |
| 5 Recreation | 7 Long-term care home |
| 5 Outpatient or outreach program (e.g. day program, assisted living) | |
| 3 Independent service provider such as a physician, therapist, etc. | |

Estimated percentage of your services that are provided to seniors/older adults (55 years and older): **69%** (average)

Which groups of seniors receive services from you or your organization?

12 Well-fit seniors

11 Seniors requiring some support with activities of daily living

11 Seniors requiring 24-hour support

As you answer these questions think in terms of the overall services provided for seniors across the town as a whole rather than the specific services that you offer.

2. A list of services and supports for seniors in Arnprior appears below. Please review the list for each service group and indicate the five services that you feel are currently experiencing the greatest system pressure in terms of present gaps between supply and demand. *Check up to five in each column.*

Priority gaps shaded (5 for each service group)

Category	Service/Support	Service Group:		
		Well/Fit Seniors	Some ADL Assistance	24 hour support
Transportation	Special transit	2	5	5
	Taxi services	0	0	0
	Volunteer, shuttle and pooled driving	3	7	1
	Driver supports – signage, parking, instruction, etc.	1	2	0
	Active transportation: Pedestrian and cycling friendly environment	3	1	0
Housing	Home maintenance and renovation supports	5	3	1
	Affordable and accessible housing options	8	8	3
	Rent geared to income accommodation	5	6	2
	In-home supports – meals, housekeeping, personal support workers.	1	6	2
	Retirement homes	1	0	1
	Long-term care beds	1	2	13
Social and Recreational	Recreation centres	6	6	0
	Clubs and social groups	3	1	0
	Faith based organizations	0	0	0
	Arts and culture organizations	2	2	1
	Educational opportunities for seniors	2	0	0
	Volunteer opportunities for seniors	1	1	0
	Employment opportunities for seniors	0	0	0
	Parks and outdoor space	1	1	0

Category	Service/Support	Well/Fit Seniors	Some ADL Assistance	24 hour support
Health Care	Health education and promotion	1	1	0
	Primary care – family physicians, clinics	3	2	3
	Medical specialists	0	0	1
	Therapies – Physio, OT, etc.	0	2	2
	Pharmacy	0	0	0
	Dental, vision and hearing	0	1	0
	Foot care	0	0	0
	Dementia care	0	4	6
	Palliative care	0	1	2
	Mental health supports	1	2	2
	Addictions services	0	0	0
Other	Access to community information	1	0	0
	Counselling	1	0	0
	Supports for caregivers – respite, training, etc.	0	3	8
	System navigation	2	2	3
	Transition planning	2	3	3
	Retail services	4	3	2
	Safety and security programs	0	0	0
	Financial supports	3	4	2

3. Are there any necessary services or supports for seniors that presently do not exist in Arnprior?

9 Yes -----> 3a. Please specify below:

Drop in seniors centre; low income supports; repeats of above categories

4. Thinking now in general terms, rate the overall effectiveness of the system of services and supports for seniors in accomplishing the following:

	Excellent	Good	Fair	Poor
Responding to the unique needs of seniors	8%	75%	9%	8%
Coordination across programs and service providers	17%	50%	25%	8%
Providing flexibility and choice to seniors	0%	67%	25%	8%
Ensuring individuals receive the right services	9%	58%	25%	8%

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>
Ensuring individuals receive services in a timely fashion	17%	42%	25%	16%
Communicating information about services available	9%	58%	25%	8%
Identifying and responding to community needs	17%	67%	8%	8%
Having a positive impact on the lifestyle and well-being of seniors	18%	73%	0%	9%

5. If you gave a rating of "fair" or "poor" to any of the items in Question 4, please explain below:

Demand vs. funding; waiting lists; interagency coordination; lack of LTC beds; low awareness of services

6. Do you feel there is any unnecessary duplication of services for seniors in Arnprior?

0 Yes -----> 6a. Please specify below:

None identified

7. Assume that you have some new funding to distribute to the various services and supports for seniors in Arnprior. Thinking in terms of your answers to the previous questions, allocate these funds by assigning percentages across the services below: *You can allocate the funds any way you like but the total should add up to 100%*

		Amount
Transportation: 16%	Special transit	6
	Taxi services	1
	Volunteer, shuttle and pooled driving	3
	Driver supports– signage, instruction, parking	1
	Active transportation: Pedestrian and cycling friendly environment	5
Housing: 35%	Home maintenance and renovation supports	2
	Affordable and accessible housing options	4
	Rent geared to income accommodation	6
	In-home supports – meals, housekeeping, etc.	5
	Personal support workers	5
	Retirement homes	3
Long-term care beds	10	

		Amount
Social, Recreational, Educational, Wellness 14%	Recreation centres	5
	Clubs and social groups	2
	Faith based organizations	1
	Arts and culture organizations	1
	Educational opportunities for seniors	1
	Volunteer opportunities for seniors	1
	Employment opportunities for seniors	1
	Parks and outdoor space	2
Health Care: 22%	Health education and promotion	4
	Primary care – family physicians, clinics	5
	Medical specialists	1
	Therapies – Physio, OT, etc.	1
	Pharmacy	1
	Dental, vision and hearing	2
	Foot care	1
	Dementia care	2
	Palliative care	2
	Mental health supports	2
	Addictions services	1
Other: 13%	Access to community information	-
	Counselling	1
	Supports for caregivers – respite, training, etc.	3
	System navigation	2
	Transition planning	1
	Retail services	4
	Safety and security programs	1
	Financial supports	1
	Total:	100%

8. A number of potential obstacles or barriers to individual seniors accessing services are listed on the next page. Indicate the extent to which you feel each of these is a concern in Arnprior:

	<i>Not a concern at all</i>	<i>Somewhat of a concern</i>	<i>A large concern</i>
The hours that supports or services are available	10%	70%	20%
The geographic location of where the services are provided	36%	46%	18%
Transportation	9%	64%	27%
Physical mobility	0%	73%	27%
Stigma related to accessing some services	30%	60%	10%
The financial cost or out-of-pocket expenses to individuals	9%	64%	27%
Long wait lists/wait times	9%	36%	55%
Prohibitive admission criteria	50%	40%	10%
Lack of awareness of services	8%	75%	17%
Language or cultural differences	82%	18%	0%

9. Are there any other obstacles or barriers that interfere with seniors receiving the services or supports that they need?

Low literacy; dementia; outreach to vulnerable seniors; CCAC, communication among providers

10. If you could only make one suggestion to improve senior`s services in Arnprior, what would it be?

Engage older adults; downtown accessibility; housing; senior`s drop-in centre; supportive and adaptable housing; reduce paperwork; access vulnerable seniors; caregiver support; increase LTC beds

Thank you for your cooperation

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