

## Results Summary Sheet Summary Sheet

What is the city like for older persons? \_\_\_\_\_

Topic	Age friendly advantages	Barriers to age-friendly	Suggestions for improvement
<b>Outdoor spaces and buildings</b>	<ul style="list-style-type: none"> <li>• Walking paths and parks</li> <li>• Timers on lights good when visible</li> <li>• Hazeldean/Bayshore Malls good for Mall walkers, seats and WC available</li> <li>• Bike paths</li> <li>• Andy Hayden Park</li> <li>• Good splash pads</li> <li>• Snow clearing generally quite good</li> <li>• Malls instead of big box stores</li> <li>• Sense of physical safety during the day is ok, at night still a little concern but better than the City centre.</li> <li>• Street lighting generally very good.</li> </ul>	<ul style="list-style-type: none"> <li>• Park paths too narrow for wheelchairs.</li> <li>• Handicap WC always far away, generally last in the row.</li> <li>• Too many potholes in roads</li> <li>• Bike bells not used on paths and sidewalks</li> <li>• Too many bikes on sidewalks</li> <li>• More maps of walking paths, ( they used to be available)</li> <li>• Lack of police presence in outdoor spaces</li> <li>• Sidewalks are dark and uneven</li> <li>• Snowploughing sometimes covers sidewalks</li> <li>• Garbage left on roads after pickup and dog waste in public spaces</li> </ul>	<ul style="list-style-type: none"> <li>• More picnic tables accessible for wheelchairs.</li> <li>• More bus shelters needed and gazebos in parks in case of rain.</li> <li>• Good sidewalks needed especially near medical centres.</li> <li>• Green spaces with accessible walkways connecting hubs as roadways are dangerous.</li> <li>• Intergenerational playgrounds downtown.</li> </ul>



		<ul style="list-style-type: none"> <li>• Lack of rest areas (seats) on sidewalks and streets and pathways.</li> <li>• Lack of speed checks on country roads</li> <li>• Big Box stores dangerously designed for drivers and pedestrians and not properly marked.</li> <li>• Public offices are not always easily accessible for wheelchairs etc.</li> <li>• Lack of signage to enforce no cycling rules. No one to enforce them</li> <li>• Access to play structures difficult for disabled guardians</li> <li>• Not all intersections are wheelchair and disabled accessible</li> <li>• Intersections poorly maintained during the winter.</li> <li>• Hedges too close to road, hindering visibility for drivers.</li> <li>• Mail boxes damaged by snow ploughs</li> <li>• Insufficient washrooms in parks-not serviced frequently enough</li> <li>• No lighting at some bus stops.</li> </ul>	
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<p><b>Transportation</b></p>	<ul style="list-style-type: none"> <li>• Free bus service,</li> <li>• Drivers &amp; youth polite on buses</li> <li>• Bus routes well coordinated,</li> <li>• Bus route 96 good,</li> <li>• Bicycle racks on trains/buses,</li> <li>• Police work well,</li> <li>• Good signage for pedestrians, Road improvement good,</li> <li>• Digital displays good on buses.</li> <li>• Rapid transit good,</li> <li>• Plenty of parking spaces,</li> <li>• Para transport available—fares being reduced for single zone, , Park and rides good and reduces traffic,</li> <li>• Timed pedestrian crosswalks are good for safety but more time needed.</li> </ul>	<ul style="list-style-type: none"> <li>• Rural/West area of Ottawa has no public transportation,</li> <li>• No sidewalks in rural areas</li> <li>• Buses service workers only and are too crowded, they are not keeping up with increased population,</li> <li>• Local service too early or too late and often not on time.</li> <li>• Severe lack of weekend transportation service</li> <li>• Need discount bus fares for seniors.</li> <li>• OCT not Sr. friendly—rushed getting on, no seats available, steps not easy to get onto</li> <li>• OCT needs improved management</li> <li>• Elevators in transit hubs often not working, difficult for seniors: better maintenance is imperative.</li> </ul>	<ul style="list-style-type: none"> <li>• More park and rides</li> <li>• More roundabouts</li> <li>• Mini bus service from rural areas daily</li> <li>• Smart Card (bus) for seniors Needs to be user based not time based.</li> <li>• Provide bus service to major shopping malls, hospitals and seniors support centres</li> <li>• Integrate city services, programs and events with free bus service so that more srs. can attend</li> <li>• Link Para with OCT hubs</li> <li>• Create public and private partnerships with relation to transportation services to rural areas.</li> <li>• Lengthen the time on traffic lights to allow slower srs. to get across streets.</li> </ul>



		<ul style="list-style-type: none"><li>• Kanata not serviced efficiently, need more feeder buses, shuttle service and more efficient small buses</li><li>• Loss of passenger pickup slots will cause more traffic hazards</li><li>• Too short a time on crossing lights as Sr. walk slower</li><li>• Lack of park and rides</li><li>• Various speeds in city difficult for seniors: uniform speed within the city required</li><li>• Multi person lanes little usage.</li><li>• Para fees still too high, suggest Senior-free day for Para.</li><li>• Para schedule often late, booking has to be done too far in advance,</li><li>• Disparity in ticketing extra cost if spouse/caregiver has to book the trip.</li><li>• Long waiting and service time for return trips</li></ul>	
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		<ul style="list-style-type: none"><li>• A need for more convenient pick up and drop off areas i.e. mall hubs, transportation hubs.</li><li>• Para drivers lack sensitivity for seniors</li><li>• No sidewalks during construction unsafe for walking</li><li>• Sidewalks not wheelchair, disabled and pedestrian friendly in some areas.</li><li>• Snow-plowing inadequate, bus stops should be cleared, seniors can't climb banks and they are slippery</li><li>• LRT stops too far apart, unused tracks could be used to move along implementation and stop further delays so that light rail development can proceed.</li><li>• Signage often too small on streets and intersections, very difficult to read from sidewalk or car.</li></ul>	
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<b>Housing</b>	<ul style="list-style-type: none"> <li>• We have good neighbours who look after each other</li> <li>• Lots of handicapped handles on public doors.</li> <li>• Allows permits for granny housing</li> </ul>	<ul style="list-style-type: none"> <li>• Need more affordable, secure senior housing. Rural areas should be included.</li> <li>• Intensification of hi-rise housing</li> <li>• Need sr. villages</li> <li>• Current stock of affordable housing is aging (40 yrs)</li> <li>• Restrict seniors' apartments to seniors only, mixed use causes problems.</li> <li>• Developers don't build enough bungalows, license more of this style to builders.</li> <li>• Lack of subsidized facilities( too many private, expensive facilities)</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Real</b> people need to participate in city planning.</li> <li>• Should promote "Seniors only" through "life lease agreements"</li> <li>• More support and encouragement for developers to provide affordable housing. (reduce development costs for affordable housing)</li> <li>• Don't allow development of green spaces</li> <li>• Cluster development of senior homes-Seniors Coop's</li> <li>• Subsidized housing for seniors, well run with dignity</li> <li>• Senior homes should only be on one floor</li> </ul>



		<ul style="list-style-type: none"> <li>• Not enough facilities and support for mentally challenged</li> <li>• Taxes too high for senior homeowners</li> <li>• No city program to provide financial subsidies to support seniors staying in their own home.</li> <li>• Comparative rates of long term care facilities and subsidized housing need to be published.</li> <li>• Social housing status lost if disabled partner dies or moves into a home, leaving remaining partner with no place to go.</li> <li>• Over service in garbage pickup, rural areas do not need green bin pickup.</li> <li>• Maintenance in high rise apts. often very poor</li> <li>• Springs on public building doors often too difficult to open, doors are very heavy for srs.</li> </ul>	
<b>Respect and social inclusion</b>	Social Services very individual		



<p><b>Social participation</b></p>	<p>Urban and Suburban well serviced</p>	<ul style="list-style-type: none"> <li>• Recreation dept. need training in what seniors are capable of. City is out of touch</li> <li>• Recreation need to be affordable, subsidies for those who can't afford the registration fees.</li> <li>• A tax incentive, like that introduced to encourage more kids' activity is needed for seniors.</li> <li>• More advertising and financial support for seniors activities in all locales.</li> </ul>	
<p><b>Communication information</b></p>	<ul style="list-style-type: none"> <li>• Good library services and information</li> <li>• 311 easy to use, human and informative</li> <li>• OPL offers services in different languages</li> <li>• City does a good job providing info on available city services</li> <li>• Kanata Seniors Council offers inexpensive computer lessons allowing seniors to become accustomed with new technologies</li> </ul>	<ul style="list-style-type: none"> <li>• Parking is poor at libraries</li> <li>• 911-311-211: more promotion is needed. Of these numbers and there is too long a wait for 311 service..</li> <li>• Some cultures more isolated than others but City is working to solve the problem</li> <li>• Increase opportunities to make seniors more comfortable with computer technology.</li> </ul>	<ul style="list-style-type: none"> <li>• Seniors should answer questions about activities in the West End</li> <li>• City's website should have a special site for seniors-user friendly- to identify concerns</li> <li>• City's website should be multi-lingual</li> </ul>





	<ul style="list-style-type: none"> <li>• Ottawa.ca quite good</li> <li>• EMC and Kanata Kourier good</li> <li>• Fun Fest for Seniors good</li> </ul>	<ul style="list-style-type: none"> <li>• Written information, signage, street numbers should all be larger.</li> <li>• Lack of marketing of city services</li> <li>• Lack of campaign to make us proud of our community(people lack community values)</li> <li>• Lack of easily accessible information re city services plus continuity: information changes too often</li> <li>• Lack of services in multiple languages.</li> <li>• Lack of service to visually impaired, screen readers don't read PDF's</li> <li>• A respectful attitude towards seniors should be encouraged among city workers with respect to language, tone, clarity and attitude.</li> <li>• Lack of communication amongst seniors with regard to local activities, opportunities, gatherings, meetings, etc. Most seem to use community papers or word of mouth as main source.</li> </ul>	
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<p><b>Civic participation employment</b></p>	<ul style="list-style-type: none"> <li>• Excellent recreation facilities in good locations.</li> <li>• Libraries</li> <li>• Lots of community associations</li> <li>• Many good opportunities for civic participation</li> <li>• Ottawa Volunteer Bureau good for volunteers</li> <li>• Senior Centres are good for giving service and are good facilities</li> <li>• City facilities are well used and maintained at very reasonable fees.</li> <li>• Good advertising in local papers for services available.</li> </ul>	<ul style="list-style-type: none"> <li>• Courses often unaffordable for those on limited incomes.</li> <li>• Volunteers are burning out.</li> <li>• No one knows what is available</li> <li>• CIVIC PARTICIPATION NOT LISTENED TO</li> <li>• Volunteers need to feel satisfaction of a job well done and need to be appreciated.</li> <li>• Paid is a laugh, volunteer is a given.</li> </ul>	<ul style="list-style-type: none"> <li>• Senior employment centre required for still able bodied seniors who need to finance themselves—flexible hours.</li> <li>• Community Resource Centres need to get insurance and Police Record Checks.</li> <li>• Community newspaper and websites needed to advertise volunteer opportunities and needs.</li> <li>• Recognition of volunteers and tax rebates through municipal tax returns for personal expenditure</li> <li>• Remuneration of expenses will encourage more seniors to get involved.</li> <li>• Seniors Centres/social Centres should be coordinated by city</li> <li>• Outreach information sessions to get older people to help older people get involved. Make it fun.</li> <li>• Improve city planning for Malls</li> <li>• WE NEED TO KEEP OUR ADVISORY COMMITTEES</li> </ul>



<p><b>Community support and health services</b></p>	<ul style="list-style-type: none"> <li>• Kanata Seniors Centre a good model for others (Mlacak Centre)</li> <li>• Many CPR programs offered by city and private groups</li> <li>• WOCRC good for rural areas, good for regular sessions, events and some meals on wheels</li> <li>• Good paramedics, police response, fire fighters service</li> <li>• Lower handles on public doors means fewer germs</li> <li>• Directory from Senior Citizens Council is good</li> <li>• West Carleton has excellent srs. association</li> </ul>	<ul style="list-style-type: none"> <li>• Difficult to find services</li> <li>• Services much better in city than rural Ottawa.</li> <li>• Police services need to be user-friendly particularly in cases of elder abuse</li> <li>• Too many diverse services coupled with lack of communication between groups</li> <li>• Need more Senior Centres</li> <li>• Lack of social, cultural, physical and mental activities for seniors: city needs to move into 21<sup>st</sup> century re activities.</li> <li>• Men less involved—gear more services to men</li> <li>• Clarification—who is a senior-50/55/65</li> <li>• More support seniors over 65 raising grandchildren on their own.</li> <li>• Families on fixed incomes find financial difficulties when they have to support ageing family members.</li> </ul>	<ul style="list-style-type: none"> <li>• More health hubs and emergency clinics needed. Specific people trained to help locally, leaving hospitals to treat serious injuries.</li> <li>• Pay for health cards, this revenue would help support the health system.</li> <li>• More affordable long term care facilities with better food and assistance</li> <li>• Meals on Wheels, more providers.</li> <li>• Consolidate emergency, health and general information numbers on a fridge magnet or handout i.e. 911-311-211</li> <li>• Better communications particularly in hospital ER's to clients and family</li> <li>• Defibrillators needed in seniors social housing</li> <li>• Reduce parking costs for seniors at hospitals</li> <li>• More police presence, surveillance and community involvement</li> </ul>



		<ul style="list-style-type: none"><li>• Unfriendly neighbourhoods are a hazard for seniors.-too many bicycles on sidewalks, etc.</li><li>• Emergency room service is poor—long waits</li><li>• Two tier system for health care-unfair to general public</li><li>• Limitation on home social help services i.e. worker can only supervise one process e.g. a shower and do nothing else to help</li><li>• Greater need for health hubs.</li><li>• Need to strengthen medical help by phone i.e. tele-health</li><li>• Public Health needs to inform citizens re health problems.</li><li>• CCAC should be more visible in all areas of the city to help seniors with their issues</li></ul>	
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**Issues raised in wrap-up question** Everybody felt that this was a very good conference, some had been to others, but said this one has been the best. They praised the facilitators at the table. Seniors Forums should be held on an annual basis or regularly. Public reporting of city follow-up to seniors forum recommendations should be available in print and on line. Should have been more people here, they would have benefitted Use more city venues for social activities. Are we confident about our future? We MUST have more representation in politics. Protect our green spaces like the Greenbelt. Do rural taxpayers get value for their money. We must keep our Advisory Committees. Civic participation is not listened to. A unanimous question raised (phrased in different forms) as to whether this was yet another public relations venture – i.e outreach from city administration to tax payers: or would the tax payers input be shown, and proved, to have had an effective input.

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