

Survey Report

“Age Friendliness”



MONTREAL WEST

AGE-FRIENDLINESS SURVEY

THE INFORMER



June 10th and 13th 2019



Outline

- Overview
- Survey Sections
 - I: Outdoor Spaces & Public Buildings
 - II: Transportation
 - III: Housing
 - IV: Social Participation
 - V: Respect & Social Inclusion
 - VI: Civic Participation & Employment
 - VII: Communication & Information
 - VIII: Community Support & Health Services
- Concluding Remarks





Overview.

- 425 respondents completed the questionnaire
 - The vast majority of the questionnaires were completed in full and a large number of hand written and typed comments were also submitted
 - The questionnaires were stored in a locked cabinet
 - All of the data and comments were transferred to data files to allow descriptive results to be prepared
 - Data files are stored on password protected computers
 - When entering the data in a computer file we ensured that none of the responses could be identified and we removed anything that could identify a respondent



Characteristics of the 425 respondents

- 47% aged 60-69 years, 37% aged 70-79, 14% aged 80 and over
- 55% female, 45% male;
- 80% married or in a common-law union;
- Approximately 75% reported having completed university or post-graduate education;
- 85% reported being English speaking;
- 43% reported an annual household income of \$90,000 or more

Montreal Westers

- 20% reported living in *North* Montreal West
 - North of Northview to Cote Saint Luc border
- 53% in *Central* Montreal West
 - Northview to Sherbrooke
- 24% in *South* Montreal West
 - South of Sherbrooke
- 77% reported living in Mtl West 25+ years;
- Fewer than 4% reported living here less than 5 years.
- 92% reported living in Montreal West year round





Section I

Outdoor Spaces & Public Buildings



➤ The majority (70%) of the respondents were “satisfied/very satisfied” with outdoor spaces

- Some exceptions included ***park shelters, sidewalk snow removal, night lighting, condition of sidewalks, pedestrian crosswalks,*** and ***traffic*** (with “unsatisfied” ratings for these categories ranging between 22% and 41%).

➤ The majority of respondents were also “satisfied/very satisfied” with public buildings

- Some exceptions exceptions included ***washroom availability, # parking spaces,*** and ***# accessible parking spots*** (with “unsatisfied” ratings in each of these categories close to 20%).

Section I

Outdoor Spaces & Public Buildings

Respondent Quotes

Condition of sidewalks - not senior-friendly. Could use signage to indicate availability of washrooms near parks. Desperate need for ramps at Town Hall and library. More seating around the town is needed, including at Westminster. What about a few bus shelters?

Indoor swimming in the winter would be better than an arena. The Cote Saint-Luc pool is fantastic; make it easier for us to use it.

Would love to have a real community centre - ***for all - with all***, as proposed.



Section II Transportation



- 93% of respondents reported being able to walk unassisted – 6% used a cane or walker;
- 87% reported using a personal vehicle amongst other modes of transportation;
- 55% reported “I don’t feel prevented from accessing transportation”;
- About 1 in 4 reported that they felt that there should be more transportation – this was true for mornings, afternoons, evenings or weekends



Section II

Transportation- Respondent Quotes

Poor bus shelters; train station not always open. Poor (!) snow removal on the train platforms; poor signage at the train station. Not enough trains in the middle of the day.

Back in the day, when I did try to use the bus, I found the stop was too far away and the buses too infrequent.

Insufficient scheduling.



Section III

Housing



- 77% live with a spouse/partner;
- 14% of respondents reported living alone;
- 90% reported owning their own home;
- 76% live in a single family home; 16% reported living in a duplex.
- Close to 60% of respondents reported no plans to move; 16% reported plans to move within the next 5 years;
- 24% have considered adapting their home to meet mobility needs, 5% have considered it but felt that they could not afford to do so;
- 65% have not considered adapting their homes

Section III

Housing – Respondent Quotes

Want something on one floor - bungalow, large apartment.

With elevators.

Independent.

Home like seniors' residence.

Intergenerational living.

Permits to build "granny flats."

Less bureaucracy regarding permits.

Not enough affordable housing for seniors.

Property taxes should continue to be kept under control and in line with greater Montreal rates.

We are looking for a smaller place (downsize),
but M.W. offers little choice.



Section IV

Social Participation



- 68% of respondents reported communicating *every day* with a neighbour, family member or friend.
- 66% of respondents reported participating in physical activities
- 82% reported participating in social activities with family/friends
- 50% reported participating in public events
- 25% or more reported they would like to see more: ***education workshops, walking, and fitness classes*** in the community
- 77% reported that they felt that they are doing “just enough” social activities; 20% reported feeling that they are not doing enough.
- Main reasons that prevent social participation: ***timing of events*** (about 16%) and ***little awareness of such activities*** (about 17%).



Section IV

Social Participation – Respondent Quotes

I enjoy all of the activities in Mo. West. The community spirit is alive and well, as it always has been. So happy that I moved back here.

Great place to raise children, but cold place to grow old. The senior, retired, widowed resident(s) are forgotten.

I wish more "younger" seniors would join the 50+ club. There are a lot of interesting activities, but there seems to be a stigma attached to the group, with the idea that it is really a 75+ or 80+ club. It would be great if this could be changed...marketing??

Mo. West is great for activities and a sense of community and feeling



Section V

Respect & Social Inclusion



- 50% of respondents reported that they “never” feel socially isolated; 28% reported “sometimes”; and 18% reported “usually” feeling socially isolated.
- 65% reported that they *usually* felt valued and respected in the community; 22% reported that they *sometimes* felt valued and 8% reported that they *never* felt valued.

Section V

Respect & Social Inclusion

Perceptions (Usually/Sometimes/Never)



- People are patient with older adults when it takes them longer to do something
 - 51% Usually, 1% Never
- Older people have opportunities to share their knowledge with younger generations
 - 24% Usually, 7% Never
- Media portrays older people in a positive light
 - 23% Usually, 7% Never
- Older people are recognized for their past and present contributions
 - 23% Usually, 3% Never



Section V

Respect & Social Inclusion

Perceptions (Usually/Sometimes/Never)

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- Community wide activities attract older adults
 - 27% Usually, 3% Never
- Older people are consulted on ways to serve them better
 - 10% Usually, 17% Never
- Older people are included in community decision making
 - 20% Usually, 8% Never
- Community activities bring together different generations
 - 35% Usually, 3% Never

Section V

Respect & Social Inclusion

I feel very included in all events that I attend. I enjoy the fact that seniors are included in all public celebrations. We need more intergenerational activities.

All neighbourhood schools should be sensitized to treat seniors with respect.

Just a little "invisible" at times.

Perhaps, have more senior citizens represented in community, not only volunteers at library or art, etc., but in committees, council, and in work places.



Section VI

Civic Participation & Employment



- 63% of respondents reported being fully-retired, 17% working full time and 8.5% working part time
- Respondents are “Politically active” with 97% reporting that they voted in an election, 63% reported attending a public meeting, in the past few years
- 38% reported feeling that older adults are well represented in Mtl West, the majority, however (56%) responded “I don’t know” to this question
- Almost half (49%) of respondents reported volunteering at least 1-3 hours a week with 5.5% reporting *10 or more* hours a week.
 - 12% reported that they are looking for opportunities to volunteer.

Section VI

Civic Participation & Employment

Respondent Quotes

Perhaps we can have a volunteer database and a website (on the town's website) dedicated to seniors and volunteers. ...with a description of the responsibilities required and time allotted.

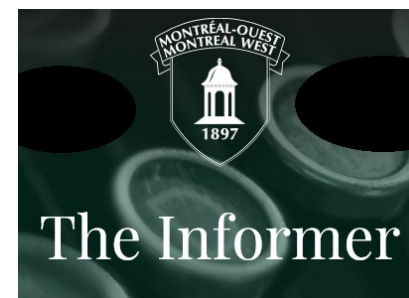
Membership on town planning and other town committees seems to be open to friends and acquaintances of council and town employees - should be more open (e.g., set up application process well in advance).

I would like to volunteer to assist seniors in minor maintenance activities in their home. Setup a hot-line.



Section VII

Communication & Information



- When asked how informed do you feel, 39% reported feeling “well informed” and 52% reported feeling “informed”
- Respondents reported finding out about events and services primarily via ***The Informer*** (89%). Other important sources are “word of mouth” (54%); the Town e-bulletin (42%); and the Town website (40%)
- Respondents reported similar *preferences* for finding out about services and programs
- 94% of respondents reported having access to the internet, 77% reported going online several times a day.
- Respondents did report wanting to find out *more* information about various topics including health services (48%), community services (44%), recreational programs (41%) etc.



Section VII

Communication & Information

Respondent Quotes

I'd like to receive email re activities, whatever (beyond warning missives). Informer is out-of-synch with activities - we hear of many activities too late.

We do not receive the Informer delivered to our part of town (south end), and have complained, brought this to the attention of the distribution manager on multiple occasions.

Town website should be improved.



Section VIII

Community Support & Health Services

- 96% of respondents reported being in good to excellent health
- While a majority (63%) reported that their mental or physical health prevented them from engaging in daily activities *less* than once a month, 13% reported problems *at least once* a week.
- Respondents reported requiring help (at least sometimes)
 - Filling out forms (16%); House cleaning (40%); Income tax preparation (56%); Groceries (14%); Getting to appts (17%); Home repairs (75%); Preparing meals (10%); Banking (27%); Taking medication (5%); Personal care (5%)
- Amongst those who answered usually/sometimes above, 67% reported being able to get help easily.



Section VIII

Community Support & Health Services Respondent Quotes

Lack of knowledge about what is available and where to find information.

Ombudsperson for seniors would be useful.

People (and animals) are well serviced



Concluding Remarks



- Overall, respondents to the survey were healthy, happy and engaged
- The information collected provides a window on some important ways in which the town can improve to better serve seniors and aging adults
 - The respondent comments are a rich source of information
- The high response and the completeness of the questionnaires suggest that Montreal Westers in the age group would be enthusiastic to complete future surveys that gauge the age-friendliness of Mtl. West

Concluding Remarks

We feel fortunate to live in a well-managed, caring community. Municipal employees and elected officials have been generally top-notch, caring people, who do their best to be helpful and solve problems. It goes a long way to creating a sense of community that makes people want to stay here if they can. I've been grateful for this survey, as it has prompted some real discussions with my spouse and among friends.