



Seniors Needs Assessments Survey
****Smith-Ennismore-Lakefield Residents only****

The Township of Smith-Ennismore-Lakefield is interested in **your** opinion. If you are 55 years of age or older, please take a few moments to fill out this confidential survey. Once complete, please return to a staff member or mail it back to the Township office no later than March 12th, 2010. **We truly appreciate your input!**

If you have any questions, please contact Tania Goncalves at the Township office at 705-292-9507

A. General Information:

- | | | |
|---|--|---|
| <p>1. What is your age?</p> <input type="checkbox"/> 55-64
<input type="checkbox"/> 65-74
<input type="checkbox"/> 75-84
<input type="checkbox"/> 85 or over | <p>2. Are you:</p> <input type="checkbox"/> Married, spouse still alive
<input type="checkbox"/> Common-law
<input type="checkbox"/> Widowed
<input type="checkbox"/> Divorced
<input type="checkbox"/> Single, Never been married | <p>3. In which ward do you live?</p> <input type="checkbox"/> Ennismore
<input type="checkbox"/> Lakefield
<input type="checkbox"/> Smith (includes Bridgenorth & Young's Point) |
| <p>4. Where do you currently live?</p> <input type="checkbox"/> House
<input type="checkbox"/> Apartment
<input type="checkbox"/> In-Law Suite
<input type="checkbox"/> Condominium
<input type="checkbox"/> Assisted Living Facility
<input type="checkbox"/> Seniors Housing | <p>5. When you need help, who helps you most often (pick only one)?</p> <input type="checkbox"/> Your spouse
<input type="checkbox"/> Your children
<input type="checkbox"/> Neighbours
<input type="checkbox"/> Members from a local church
<input type="checkbox"/> Seniors centre
<input type="checkbox"/> Paid help
<input type="checkbox"/> Other (Please explain)
<hr style="width: 100%;"/> | <p>6. What do you rely on most to obtain information about the Township?</p> <input type="checkbox"/> Tax Insert
<input type="checkbox"/> Council Communicator
<input type="checkbox"/> Website
<input type="checkbox"/> Go to the Township office
<input type="checkbox"/> Call the Township office
<input type="checkbox"/> Other (Please explain)
<hr style="width: 100%;"/> |
| <p>7. Are you:</p> <input type="checkbox"/> Male
<input type="checkbox"/> Female | <p>8. Do you live alone?</p> <input type="checkbox"/> Yes
<input type="checkbox"/> No | <p>9. Do you volunteer?</p> <input type="checkbox"/> Yes
<input type="checkbox"/> No |

B. Please indicate how often you use the following services or perform the following tasks:

	Weekly	Monthly	Couple times a year	Never
Library	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Seniors Social Group e.g. Golden Years Club/Ennismore Seniors/Chemong Seniors	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Landfill	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Local Arenas	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Community Centres e.g. meeting rooms for activities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Parks, Trails and/or Beaches	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Visit the Township Office e.g. to pay a bill, talk to a staff member	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Call the Township Office e.g. to talk to a staff member, obtain information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Township Website	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

See other side

C. For the following questions, indicate whether a given situation is or is not a problem for YOU, personally:

	Not a problem	Sometimes a Problem	Frequently a Problem	Not applicable
1. Safety				
a) Feeling anxious or afraid in your neighborhood	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) Accessibility to Police/ Ambulance/Fire Dept	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) Avoiding accidents/hazards in your home e.g. falling	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d) Maintaining your smoke and/or CO alarms	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Transportation				
a) Getting to your Doctor, shopping, etc	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) Feeling safe while using the sidewalks and crosswalks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Income				
a) Ability to pay your property taxes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) Having enough money for basic needs (food, shelter, cloths)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) Obtaining affordable housing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. General Needs				
a) Knowing where to turn for information on benefits/social services for seniors	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) Using a computer to obtain information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) Having the opportunity to socialize with others	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Services				
a) Having access to resources to help you with snow shoveling, lawn cutting, putting out garbage and/or recycling	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) Finding recreational programs to participate in	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) Accessibility to retail facilities e.g. entrance access	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. Township Services				
a) Accessibility to Township facilities e.g. entrance access	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) Availability of Township staff e.g. by phone or in person	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) Reading information sent to you from the Township i.e. - tax bill	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

D. Please check the applicable box:

1- How would you rate the community you live in: Excellent Good Fair Poor

2- Do you feel your quality of life is: Excellent Good Fair Poor

3- How would you like to receive Township information?
 Email Website Traditional Mail Media (Newspaper/Radio) Other _____

E. Additional Comments:

Thank you for sharing your opinions and participating in this survey.
 Township Office: PO Box 270, Bridgenorth, ON K0L 1H0 – 705-292-9507

Appendix B

Total Surveys 385

Question:A1

Age of Participant by Location

	Total #Surveys	%	By Ward							
			Ennismore	%	Lakefield	%	Smith	%	No Ward	%
55-64	117	30.4%	44	37.6%	26	22.2%	44	37.6%	3	2.6%
65-74	145	37.7%	41	28.3%	51	35.2%	50	34.5%	3	2.1%
75-84	100	26.0%	26	26.0%	41	41.0%	31	31.0%	2	2.0%
85+	23	6.0%	3	13.0%	10	43.5%	9	39.1%	1	4.3%
Totals	385	100.0%								

Total Surveys 385

Question:A2

Marital Status

	Total #Surveys	%
Married, spouse alive	244	63.4%
Common-Law	13	3.4%
Widowed	87	22.6%
Divorced	25	6.5%
Single, Never Been Married	14	3.6%
No Response	2	0.5%
Totals	385	100.0%

Total Surveys 385

Question:A3

In which ward to you live

	Total #Surveys	%
Ennismore	114	29.6%
Lakefield	128	33.2%
Smith	134	34.8%
No Response	9	2.3%
Totals	385	100.0%

Total Surveys 385

Question:A4

Where do you currently live

	Total #Surveys	%	By Ward							
			Ennismore	%	Lakefield	%	Smith	%	No Ward	%
House	348	90.4%	112	32.2%	99	28.4%	129	37.1%	8	2.3%
Apartment	11	2.9%	0	0.0%	10	90.9%	0	0.0%	1	9.1%
In-Law Suite	7	1.8%	2	28.6%	2	28.6%	3	42.9%	0	0.0%
Condominium	12	3.1%	0	0.0%	12	100.0%	0	0.0%	0	0.0%
Assisted Living Facility	3	0.8%	0	0.0%	1	33.3%	2	66.7%	0	0.0%
Seniors Housing	3	0.8%	0	0.0%	3	100.0%	0	0.0%	0	0.0%
No Response	1	0.3%	0	0.0%	1	100.0%	0	0.0%	0	0.0%
Totals	385	100.0%								

Total Surveys 385

Question:A5

Who do you rely on

	Total #Surveys	%
Your Spouse	201	52.2%
Your Children	78	20.3%
Neighbours	41	10.6%
Members of Church	2	0.5%
Seniors Centre	11	2.9%
Paid Help	28	7.3%
Other	15	3.9%
No Response	9	2.3%
Totals	385	100.0%

Total Surveys 385

Question:A6

Rely on most for information

	Total #Surveys	%
Tax Insert	131	34.0%
Council Communicator	24	6.2%
Website	38	9.9%
Go to Twsp Office	53	13.8%
Call Twsp Office	79	20.5%
Other	38	9.9%
No Response	22	5.7%
Totals	385	100.0%

Appendix B

Total Surveys 385

Question:C6C

Reading information sent to you from the Township i.e. tax bill

	Total #Surveys	%
Not a Problem	326	84.7%
Sometimes a Problem	15	3.9%
Frequently a Problem	3	0.8%
Not Applicable	17	4.4%
No Response	24	6.2%
Totals	385	100.0%

Total Surveys 385

Question:D1

How would you rate the community you live in?

	Total #Surveys	%	By Ward							
			Ennismore	%	Lakefield	%	Smith	%	No Ward	%
Excellent	205	53.2%	58	28.3%	68	33.2%	72	35.1%	7	3.4%
Good	154	40.0%	50	32.5%	45	29.2%	57	37.0%	2	1.3%
Fair	14	3.6%	3	21.4%	8	57.1%	3	21.4%	0	0.0%
Poor	2	0.5%	1	50.0%	1	50.0%	0	0.0%	0	0.0%
No Response	10	2.6%	2	20.0%	6	60.0%	2	20.0%	0	0.0%
Totals	385	100.0%								

Total Surveys 385

Question:D2

Do you feel your quality of life is:

	Total #Surveys	%	By Ward							
			Ennismore	%	Lakefield	%	Smith	%	No Ward	%
Excellent	169	43.9%	51	30.2%	52	30.8%	62	36.7%	4	2.4%
Good	184	47.8%	58	31.5%	59	32.1%	62	33.7%	5	2.7%
Fair	19	4.9%	3	15.8%	9	47.4%	7	36.8%	0	0.0%
Poor	1	0.3%	0	0.0%	0	0.0%	1	100.0%	0	0.0%
No Response	12	3.1%	2	16.7%	8	66.7%	2	16.7%	0	0.0%
Totals	385	100.0%								

Total Surveys 385

Question:D3

How would you like to receive Township Information?

	Total #Surveys	%
Email	44	11.4%
Website	29	7.5%
Traditional Mail	251	65.2%
Media	32	8.3%
Other	6	1.6%
No Response	23	6.0%
Totals	385	100.0%

Additional Comments

- 1 Would like a swimming pool!
- 2 Swimming pool would be excellent for seniors
- 3 Probably more frequent communication from Township would be nice
- 4 I appreciate the survey. Maybe it would help people who are disabled and or suffering from ailments or who are not receiving good care.
- 5 Concern about water quality
- 6 Garbage pick-up & recycling pick up are excellent. Snow plowing and sanding is amazing.
- 7 We don't volunteer because very involved in church activities and helping neighbours.
- 8 Keep up the good work.
- 9 Keep up the good work.
- 10 My husband and I are retired and over 55, but in great health so we don't require a lot of assistance at this point in our lives. Also, although we live in Smith Township, we live right at the border of Peterborough, so we tend to use Peterborough facilities i.e. Gym, entertainment etc. I am well aware however that seniors in Lakefield need a decent facility for their meetings rather than the small, rundown building currently used by the Golden Year's Club.
- 11 The main service we enjoy is road maintenance including surface condition (pothole repair) and snow/ice clearance - it must cost a lot but the service is essential because we have chosen to live in the rural lakeshore area. Keep up the good (road) work. Thank you.
- 12 Sometimes have a problem with care access to Chemong Plaza. I have had a hard time ascertaining when the public skating is at local arenas - dates and times. Often it is advertised for one-offs, but I'd like to know from what date to what date, when.
- 13 Being served by the OPP could result in delays if an officer was needed. Lawn cutting and snow removal become more difficult each year - I am on a disability pension.
- 14 I have just moved to Lakefield last May 2009 and am enjoying everything about the town!
- 15 Will probably need seniors housing of some sort (Lakefield - most likely) in the next two or three years (sooner if I can no longer drive)
- 16 Really need high speed internet for home office
- 17 I am computer literate but still prefer mail as above and prefer having the option of phoning vs. email. And I do read a lot, just don't use libraries.
- 18 Need more slow moving signs in farming areas to show people of a danger ahead.
- 19 Still in good physical shape ergo there is no need for some of the facilities at this time.
- 20 Catch basins and hydrant for fire department usability are not properly maintained in Lakefield Village; due to flooding and ice built up.
- 21 The Township has given the Golden Years a lease on the building we occupy but has made the provision the club do all repairs (roof, windows heating) to the building they neglected for many years, This is NOT fair as it is their property.
- 22 Don't feel safe walking on Yankee Line, traffic too fast. Would like to see Seniors Apartments built.
- 23 Problem with truck and heavy equipment on Strickland - also noise pollution by neighbours due to police absence.
- 24 Need proper sidewalks in Bridgenorth for walking to avoid falling where driveways dip.
- 25 Not enough facilities for people on fixed income. I'm on disability and have to rely on family for a place to live.
- 26 Constant increase on assessment (property) and tax increases are a concern.
- 27 Young's Point - Condition of shoulder of road are non-existent. No place to walk on road - hard on mail boxes
- 28 None - all is well.
- 29 I'm fine. I live alone, no complaints
- 30 I would like to have a good map of the Township and more information regarding planning, road repair and improvements. I am concerned about excessive brushing and tree cutting along Selwyn road.
- 31 Township staff are very user friendly

Appendix C

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- 32 If we can rid of the weeds in the Lake would be nice, have it like 20 years ago. Thank you for bringing the ice fishing back.
-
- 33 A wonderful Township to live in (Smith)
-
- 34 A method of obtaining information about activities in area and Peterborough. Fitness geared to seniors.
-
- 35 I still work full-time in Peterborough, so I feel much of this doesn't apply to me yet. My computer at home is broken and I don't want to replace it until high speed internet is available; otherwise I would have checked off some of the computer or email boxes. Skating times for adults who still work would be nice. All the ice times seem to be geared to families or hockey or else time allocated for "seniors" is not a time when anyone who works could use it.
-
- 36 We are relative new comers to Lakefield. Have used some serviced that we may not need once we become familiar with what area has o offer.
-
- 37 People my age (72) tend to take it easy because they've been told that it is the only was to retire, but I took a much more active method. I volunteer for many things and try not to become discouraged. I find people more friendly, more open to talk etc.
-
- 38 I think the Liberals do a good job. There should be some connection between services provided and taxes paid - not market value.
-
- 39 Unhappy about having to go to Peterborough for such basics as blood work, mammograms etc. 2. poor placement of disabled parking; too far to walk to banks etc for those who walk in pain or have severe breathing problems and need disabled parking sticker.
-
- 40 Great community, excellent services - no complaints
-
- 41 Access to Medical Centre on Ward street. I've tried to have my driveway entrance fixed for years (Contact info included)
-
- 42 Received this Mar 2 at the arena - why so late when this is to be done by March 5?
-
- 43 Community neighbourhood was good to excellent until SEL and Police failed to control a house party.
-
- 44 I would like to see a special area at the dump for shingles & building stuff so that people don't get flat tires from nails.
-
- 45 Lakefield is great!
-
- 46 Sidewalks are often icy. Not enough sidewalks or sidewalks end and must walk on road. Need garden waste pick-up in summer.
-
- 47 Would like to have more information on some help to properly maintain the property, especially the work around ditches .Would like to see better upkeep by the Township.
-
- 48 I live with my daughter so many items are not a problem but would be otherwise. To me, transportation - Peterborough to Lakefield and around Lakefield is the biggest problem. I am tired of transportation surveys which only focus on cars. It doesn't have to be a major undertaking but some improvement would help.
-
- 49 Lakefield each winter is desperately in need of snow removal/Maintenance on the main street. It is very dangerous particularly for seniors. It seems to get worse each years. We pay taxes too!
-
- 50 Some form of transportation for those who do not drive from one end of village to another and to and from medical centre.
-
- 51 Start helping Seniors instead of some of the stupid things done with our tax money.
-
- 52 I need high speed internet.
-
- 53 I find Lakefield is lacking in helping seniors example The Golden Years Club situation.
-
- 54 Waste of paper
-
- 55 Lakefield P.O. corner change to a light. Pedestrians walk all directions (would stop people from jay walking). Dangerous at Police Station corner - People turning corner and not giving tight of way to pedestrians.
-
- 56 Change laws and erect signs to prohibit exhaust brakes in residential areas of Township and Village. Snow removal of main streets of Villages
-
- 57 Retaining drivers license due to health reasons, complicated-expensive-intimidating.
-

Appendix C

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- 58 The Township needs to work with City of Peterborough to have available a Driving Assessment Centre for people who have their driving license suspended due to medical reason. Currently, this is only available in 5 cities but M.O.T is encouraging rural area to apply to have an office in their area. It only requires an occupational therapist and a driving test person/instructor. Toronto centre is just a small office in a mall. It is difficult to get there, intimidating and very expensive for a senior.
-
- 59 I would like to see skating for seniors to be available three times a week and not just two. To stay in shape one needs to exercise three times a week. How about skating Mon/Wed/Fri in Lakefield. Raise the fee to \$5 if you wish.
-
- 60 I think Township Rep's and staff are trying to respond to senior needs. I see challenges as the senior definition is lowered to age 50 years. Younger seniors have difficulty defining the senior image and yet is in the early years (50's) that we will build the health levels we should enjoy in later life. Both mental and physical.
-
- 61 We could use more space for Seniors activities i.e. cards, shuffleboard. Also less expensive rental! Or as it is a necessary service, rent free!
-
- 62 Roads
-
- 63 We should promote our interests by phone, mail etc
-
- 64 Far from Hospital
-
- 65 The increase of property taxes and the amount that I pay is too high for the services I receive. We pay too much in services for those allegedly unable to contribute to the total economic picture.
-
- 66 Need more retail and food stores. Need shops or tea room along water front. Need to go to Peterborough for simple household supplies – cheaper food, medical test. Main street has too many service shops – not enough retail, no reason to walk from one end to the other. Few points of interest. Need a face lift – take all visitors to other towns – Bobcaygeon, Port Perry, Cobourg, Port Hope.
-
- 67 Lower dump fees. Local senior home. Water & sewer in the village.
-
- 68 We need a Seniors Home
-
- 69 Need seniors complex/condo living assisted care so we can stay in our community.
-
- 70 Without transportation some of the above are not possible. If one rents, some items one does not receive.
-
- 71 Would like a Recreation Committee to be formed (again) to develop new programs that meet the changing needs of the community. Regarding streets - traffic lights needed a Strickland and Queen or Concession and Queen.
-

Channels of Distribution (Survey)

- A- Morton Community Healthcare Centre & Chemong Medical Centre
- B- Smith-Ennismore-Lakefield Township Office & Seniors Groups
- C- Township of Smith-Ennismore-Lakefield website
- D- Lakefield-Smith Community Centre & Ennismore Community Centre
- E- Libraries – Ennismore, Bridgenorth & Lakefield
- F- Community Care – Lakefield Office, Ennismore Office, Harvey Office
- G- Lakefield Curling Club & Ennismore Curling Club
- H- Focus Group Sessions

Sample Size Calculation

In 2006, the Township's senior population was 6070 (55 years of age or older), this information is based on the 2006 Statistics Canada Census. A statistical calculation identifies that 361 surveys are needed to obtain an appropriate sample size. This sample size will achieve a 95% confidence level with a confidence interval of five.

For example:

Q: Do you feel safe in your neighbourhood?

A: 80% of seniors feel safe in their neighbourhood (based on 361 surveys)

Results: With a confidence level of 95% we can assume that if we asked 100% of our senior population if they feel safe in their neighbourhood; 80% (+/- a confidence interval of 5) would say yes – therefore the results would show that 75% – 85% of our full senior's population feels safe in their neighbourhood.

Questions asked at Community Focus Group Sessions:

Safety / Transportation

What should the Township **keep** doing?

What should the Township **stop** doing?

What should the Township **start** doing?

Income/General Needs

What should the Township **keep** doing?

What should the Township **stop** doing?

What should the Township **start** doing?

Services/Township Services

What should the Township **keep** doing?

What should the Township **stop** doing?

What should the Township **start** doing?

Safety/Transportation

Bridgenorth

- Generally satisfied with fire services, police services and EMS
- Fire Department is often on scene before EMS and is very well equipped
- Happy with the level of snow removal
- 911 dispatch needs to listen better in order to not mistake injuries i.e. stroke for drunkenness
- Dispatching of volunteer emergency personnel needs to be better coordinated to avoid “overkill” i.e. 23 volunteer firemen showing up to a call
- Reduce and/or enforce speed limit on Lily Lake Rd from Fairbairn to Brealey
- Would like to develop a neighbourhood watch
- Roads should be paved with asphalt to avoid over grading
- Snow plow drivers need to be more mindful of mailboxes
- A traffic light is required on Ward Street by Tim Horton’s /Medical Centre
- Not happy with the wait times and administration at the Peterborough Hospital

Lakefield

- Residents enjoy having their own community policing service and office
- Would like to see police increase foot patrol downtown
- Generally happy with fire services
- Great response time from EMS
- Would like to see a cross walk at Concession and Queen Street
- Police station should post their office hours
- Would like to have a staff or volunteer fireman available at Fire halls to answer questions. A posting is required on fire hall door stating hours of availability or refer them to another location i.e. Fire Department or Township office
- A ramp is required on south side of the bridge in Lakefield
- Ramps are required around sidewalks for accessibility
- Better snow removal in downtown Lakefield
- Snow removal on bridge is only cleaned on one side of the road
- Better bussing service from Lakefield to Peterborough and return
- Need a shuttle service to Medical Centre
- Need a side walk on roads leading to Medical Centre for people using a scooters to travel to the centre
- Need accessible low cost transportation within Lakefield
- Need a seniors discounted annual bus pass
- Volunteering is expensive for seniors, a tax credit is required

Ennismore

- Generally very happy with the policing services, enjoy the fact that there is an OPP station in Bridgenorth

Appendix G

- Like that there is a road sign at the OPP station stating that there is a “policeperson on duty” but this does not help when people are phoning in. Perhaps consider updating the voice mail daily
- Satisfied with police response time
- Happy with the response time of Fire Department which generally arrives first on the scene.
- Feel that the fire halls are well equipped & trained
- Keep improving accessibility – i.e. ramps, elevators etc
- Need to ensure that office hours are posted at community facilities and services especially if they don’t have regular office hours – i.e. policing, fire halls
- Need transportation service from Ennismore to Bridgenorth and to Peterborough
- Happy with the transportation services provided by Community Care but more volunteers are needed to support the service
- All fundraising for Community Care is done by seniors - need more government support
- Parking costs are too high at the Peterborough clinics for fixed and low income seniors
- We should examine the use of the word “senior” as people are retiring early and staying healthy and the word senior has a stigma. People are hesitating to join “seniors” groups because of the stigma.
- Need to better advertise the transportation services available – i.e. Coach Canada
- Should partner with private service to provide a shuttle service with Ennismore. i.e. work with grocery store to provide a seniors shopping day

Income/General Needs

Bridgenorth

- Would like the Township to keep building and enhancing Township facilities i.e. new library in Bridgenorth
- Keeping the library a volunteer operated facilities boosts volunteerism and community pride
- Great quality of life and would like Township to continue trail developments
- Township has done a good job of keeping the Causeway area clear and clean
- We need to have “Johnny on the spots” around the Causeway area for tourists
- Better communication between ratepayers and Township i.e. seniors newsletter, look for a low cost solution perhaps seniors can pick it up at the libraries, arena’s etc
- More town hall meetings to allow ratepayers to discuss concerns
- Because volunteering can be a costly endeavour – the provincial government should consider providing a tax credit for volunteer expenses
- Long-term care facility and seniors housing is required in Bridgenorth/Ennismore as seniors want and need to stay in their own communities
- Concerned with the amount of seniors moving from Toronto and the demand it places on service clubs
- Would like a bike lane on the Causeway
- Need services to encourage seniors to stay in their own home i.e. home maintenance support and medical support

Lakefield

- Residents should not have to pay for ambulance services (call)
- Better information about available services from various groups ie community care, golden years etc
- Need better accessibility at the Golden Years building
- Need more volunteers to support clubs/services
- Lakefield requires more affordable housing
- Need a long term care facility, better to have a larger number of small facilities than to have one large facility
- Township facilities need a sound system so seniors can hear speakers and presenters
- Need more home care services
- Need a communication list sent to seniors with contact numbers for various groups and services. Perhaps consider listing a contact list in the Council Communicator

Ennismore

- Often use Library services and the free computer classes
- Seniors Clubs – able to secure space for activities/programs

Appendix G

- Role of service clubs and volunteers – cross support among service clubs (seniors clubs supporting Community Care)
- Seniors feel they have good neighbours that can help each other out
- Affordable housing in community as seniors want to stay in their community
- Tax rate is too high for seniors - explore opportunities
- Continue to pursue partnerships with service clubs
- Continue to lobby Provincial government to support Community Care/Home Care
- Directional signage and facility signage is needed
- Continue to work with County and GPA EDC on way finding (tourists and residents)

Services/Township Services

Bridgenorth

- Likes that sand is made available to ratepayers at no charge
- Generally there is good support/help from community & neighbours to assist with home needs
- Township should continue to encourage volunteerism this promotes social connection i.e. library
- Home maintenance services are required to help with putting out garbage/recycling/snow shoveling/ grass cutting
- Find ways to have seniors meet more often
- Township needs a local representative on the Peterborough Regional Hospital Board
- Township should keep on improving accessibility of facilities
- Need to restore pride in the workplace i.e. road workers

Lakefield

- Need to keep promoting services and programs available through Community Care, Library, Golden Years etc (computer classes, lawn cutting, shuttle, snow removal)
- Make seniors aware of Veterans Affairs and the home maintenance services
- Work with high school to provide volunteer service hours for seniors home maintenance care
- Seniors are happy with the availability of Township staff
- Township needs a warm pool to provide a low impact exercise for seniors
- Local businesses need to improve accessibility – i.e. doors at retail facilities are too heavy
- Seniors need more information on property tax relief

Ennismore

- Township staff is very accessible
- Good communication in tax bill insert
- Snow removal – dependent on neighbours or Veterans Affairs
- Too much sand put on roads
- Need to widen the entrance lane at the landfill site in order to provide access to recycling area – avoid waiting in line
- Ennismore Library entrance needs better concrete sill currently a tripping hazard
- Need to ensure source water protection
- Need to educate people about littering
- Continue to encourage composting and recycling to minimize garbage
- When hosting festivals, we need a shaded area for seniors i.e. more gazebos

Kenneth Armstrong

April 30, 2010

S.E.L. Township Focus Groups

During the week of April 6th, 7th and 8th of April, three focus groups specifically directed to Seniors living in S.E.L. were held to address their future needs and present concerns.

The site locations used were the Ennismore Optimist Hall, Bridgenorth Community Hall and the Marshland Centre in Lakefield. The morning meetings which had been previously advertised were held between 9.30 a.m. and 11.30 a.m. Each session was very informal, yet structured enough as to elicit good response to major topics which had been prepared beforehand.

The focus exercise was designed and developed by Tania Goncalves, Special Projects Coordinator with the Township of Smith-Ennismore-Lakefield, along with Township Clerk Angela Chittick and facilitator Ken Armstrong.

The aim of the exercise was to present the findings for examination to the S.E.L. Township Council later in the calendar year for examination.

In order to address these concerns three major categories were chosen:

- a) Protective and Personal Support Services such as Police, Fire and the Emergency Medical Services.
- b) The Quality of Life of residents and the resident's general personal needs
- c) The variety of services provided by the Township, the use of these services and any shortcomings evident to residents.

The comments collected from each category were further refined by placing each comment under the heading of:

- 1) Start Doing
- 2) Keep Doing
- 3) Stop Doing

The latter comments were directed to the Township Council for action.

The common thread found in all meetings pertained to a general call for improved communication amongst the Senior population; a desire to see some sort of public transit service; and the need for additional Long-Term Care facilities in the Township. The latter was of special concern due to the fact

that many residents are currently aging and they have no desire to leave the communities in which they live.

In addition, many comments pertained specifically to Bridgenorth, Ennismore and Lakefield. These we have itemized.

Each focus group shared a vast amount of very constructive comment throughout each session.

Of special note was the high degree of satisfaction each community had for the Police, Fire and E.M.S. Services. Noticeable too, was their positive feeling each had towards the Township staff, the work that they do and their availability when contacted. In addition, recognition was given to the local Service Clubs which give so much volunteer time and money to make the Township an attractive place in which to live.

These focus groups were the second part of a two- part exercise.

The first part was a detailed questionnaire sent to a randomly selected residents prior to the public exercise. Once compiled the two components will then be grouped together and presented to Council for further comment and direction.

Community Specific

Start (Doing) –

Bridgenorth

- Encourage the P.L.C.P.S. to start enforcing the speed limit on Lily Lake Road (Fairbairn to Brealey Road)
- Initiate a “neighbourhood watch” organization in the Village
- Encourage snow- plow operators to be more careful regarding mailboxes during the winter season
- Erect a traffic light on Ward Street opposite Tim Horton’s and the Medical Centre
- Convey to PHRC dissatisfaction with wait times and parking fees
- Advise 911 to better adjudicate calls (drunkenness v.s. a patient suffering from a stroke)
- Restore pride in one’s work-place i.e. Public Works (litter etc. On Township roads)
- Restore County representation on the P.H.R.C. Board (taken away by Harris government)

Lakefield

- Request more P.L.C.P. foot patrols on the Main St and adjacent areas
- Appoint a staff person, or volunteer to be present at the Fire Station during business hours
- Institute a crosswalk at Queen and Concession Streets
- Construct a ramp on the south side of the bridge (entering the village)
- Ensure better winter snow removal on Main Street
- Construct a sidewalk adjacent to road leading to the Medical Centre
- Lobby government for tax relief for volunteers working to assist citizens (Meals on Wheels)
- Initiate a shuttle bus to Medical Centre
- Investigate a low cost shuttle service within Lakefield
- Continue to improve store and office accessibility for the handicapped
- Make Seniors more aware of the benefits offered by Veteran's Affairs Canada.

Ennismore

- Lobby government for increased support for Community Care
- Complain to P.H.R.C. over wait times and parking fees
- Encourage partnership between community organizations (churches, Community Care, service clubs)
- Provide adequate sun cover for community events (shelters)
- Construct a parallel lane into Township dump for those who are there only for brief visits
- Investigate a shuttle service within, and between villages (sponsored by grocery stores ?)
- Continue to encourage a strong volunteer core at the village libraries

Keep (Doing) -

Bridgenorth

- Residents are very pleased with O.P.P., Fire Service and E.M.S.
- Keep encouraging volunteerism as the benefits are so obvious to the community
- Continue the development of trail and bicycle paths
- Continue to provide sand at no charge
- Continue the “ good work” in maintaining the cleanliness of the causeway
- Provide more community meetings such as this one
- Lobby governments to have tax relief for volunteers (e.g. “meals on wheels”)
- Keep renewing Township facilities such as the new library

Lakefield

- Retain the services of the P.L.C.P.S.
- Very satisfied with Fire Service and E.M.S.
- Continue to encourage volunteerism.

Ennismore

- Very satisfied with O.P.P., Fire Service and E.M.S.
- Provide a sign when police officer is on duty at satellite station in Bridgenorth
- Continue to improve accessibility ramps into buildings
- Encourage volunteerism (a consistent theme)
- Continue free computer service at library
- Encourage an anti- litter campaign
- Encourage an awareness of the benefits of water conservation
- Encourage composting and recycling

Stop (Doing) –

Bridgenorth

- No serious findings

Lakefield

- The payment of ambulance services

Ennismore

- Raising property taxes
- Placing too much sand on roadways during the winter season

CORPORATION OF THE COUNTY OF PETERBOROUGH

BY-LAW NO. 2007 – 49

A BY-LAW TO ALLOW FOR RELIEF OF A RESIDENTIAL TAX INCREASE IN 2007 OR 2008 OR 2009 FOR LOW INCOME SENIORS AND LOW INCOME PERSONS WITH DISABILITIES.

WHEREAS the Municipal Act 2001, Section 319 provides that for the purposes of relieving financial hardship, a municipality, other than a lower-tier municipality, may pass a by-law providing for deferrals or cancellation of, or other relief in respect of, all or part of a tax increase for 1998 and subsequent years on property in the residential property class for persons assessed as owners who are, or whose spouses are,

- a) low-income seniors as defined in the by-law; or
- b) low-income persons with disabilities as defined in the by-law.

AND WHEREAS Council deems it desirable to allow for a program to provide for relief of a residential tax increase in 2007, 2008 and 2009 for low income seniors and low income persons with disabilities;

NOW THEREFORE the Council of the Corporation of the County of Peterborough in Session duly assembled enacts as follows:

1. That the Council of the Corporation of the County of Peterborough allow for relief of a residential tax increase in 2007 or 2008 or 2009 for low income seniors and low income persons with disabilities and establish a process by which qualified residents may make application for such relief.
2. In this by-law:
 - a) “Tax increase” means a tax increase in the current year over the prior year.
 - b) “Eligible amount” means the tax increase, provided the said tax increase for any single year exceeds \$100.00, to a maximum relief of up to \$200.00, in any given year.
 - c) “Eligible person” means a low-income person with a disability(ies) or a low income senior or the spouse of such eligible person.
 - d) “Low-income person with disability(ies)” means a person who receives support under the provisions of the Ontario Disability Support Program Act, 1997, or a disability amount paid under the Family Benefits Act, or person receiving a Canadian Pension Plan Disabilities Pension under the Canada Pension Plan, R.S.C. 1985, c.O-8, as amended.
 - e) “Low-income senior” means a person who is 65 years of age or older and in receipt of an increment paid under the Guaranteed Income Supplement (GIS), as established under Part II of the Old Age Security Act (Canada).
 - f) “Owner” means a person(s) who is/are registered as the owner(s) of residential real property, and includes an owner within the meaning of the Condominium Act.
 - g) “Corporation” means the Corporation of the County of Peterborough.

- h) "Lower Tier" means the local municipalities within the Corporation of the County of Peterborough, namely:
 - i) Township of Asphodel-Norwood
 - ii) Township of Cavan-Monaghan
 - iii) Township of Douro-Dummer
 - iv) Township of Galway-Cavendish & Harvey
 - v) Township of Havelock-Belmont-Methuen
 - vi) Township of North Kawartha
 - vii) Township of Otonabee-South Monaghan
 - viii) Township of Smith-Ennismore-Lakefield
 - i) "Treasurer" means the Treasurer of the "Lower Tier".
 - j) "Principal residence" means a residence that is occupied by an eligible person for a minimum of eight (8) months per year.
 - k) "Spouse" shall be as defined in the Human Rights Code, R.S.O. 1990, Chapter H.19, s. 10 (1).
3. Applications may be filed by a low-income senior and/or a low-income person with disability(ies) to the Treasurer of the Lower Tier for the purpose of receiving relief of a tax increase in 2007 or 2008 or 2009. Such application and criteria shall be subject to the following conditions:
- a) The application shall be made on a form provided by the corporation as outlined in Appendix "A" attached hereto and forming part of this by-law.
 - b) The owner(s) or spouse of the owner must be an "Eligible Person".
 - c) The owner(s) or spouse of the owner or both must occupy the property as their principal residence for which the application for tax relief is made and have maintained continuous ownership of the property for a period of at least two years as at December 31st prior to making application under the provisions of this by-law.
4. The Treasurer shall adjust the collector's roll and provide for a tax relief in 2007 or 2008 or 2009 for the tax increase subject to the following conditions:
- a) The applicant must properly complete the municipal application form and file same with the Treasurer of the lower tier municipality by November 15th of the year so applied.
 - b) Evidence of benefits being received by the applicant under the Family Benefits Act, the Ontario Disability Support Program Act, 1997 and/or the Old Age Security Act (Canada) or Canadian Pension Plan Disabilities Pension must be submitted with the application.
 - c) Evidence of ownership must be submitted with the application.
5. The maximum amount of relief granted shall be no more than \$200.00 in any given year.
6. No tax relief granted pursuant to this by-law shall be allowed to an owner in respect of more than one (1) principal residence.
7. A relief shall be granted for a tax increase only where the balance of property tax is current and all arrears have been paid in full.
8. This by-law shall take effect upon passing and shall apply to the period January 1, 2007 to December 31, 2009.

9. The Treasurer shall have the right to approve or deny an application for Tax Relief.
10. That By-law No. 43-2004 passed by the Council of the County of Peterborough on the 6th day of October, 2004 be and is hereby repealed.

READ A FIRST, SECOND AND THIRD TIME AND PASSED IN OPEN COUNCIL THIS 6th DAY OF JUNE, 2007.

Ronald Gerow Warden

c/s

Lynn Clark Clerk

APPENDIX “A”

APPLICATION FORM FOR RELIEF OF A RESIDENTIAL TAX INCREASE IN

- 2007 or
 2008 or
 2009.

FOR LOW-INCOME SENIORS AND LOW-INCOME PERSONS WITH DISABILITIES

NAME: _____

ADDRESS: _____

TELEPHONE NUMBER: _____

LEGAL DESCRIPTION OF SUBJECT PROPERTY:

LOT _____ **CONCESSION** _____ **PLAN** _____ **PART** _____

MUNICIPALITY _____

ROLL NUMBER _____

In order to qualify for relief, the following criteria shall be met:

- a) “Eligible person” means a low-income person with disabilities or a low-income senior or the spouse of such eligible person.
- b) “Low-income person with disabilities” means a person who receives support under the provisions of the Ontario Disability Support Program act, 1997, or a disability amount paid under the Family Benefits Act, or be receiving a Canadian Pension Plan Disabilities Pension.
- c) “Low-income senior” means a person who is 65 years of age or older and in receipt of an increment paid under the Guaranteed Income Supplement (GIS), as established under Part II of the Old Age Security Act (Canada).
- d) “Eligible amount” means the tax increase provided that said tax increase for any single year exceeds \$100.00 to a maximum relief of up to \$200.00 in any given year.
- e) “Spouse” shall be as defined in the Human Rights Code, R.S.O. 1990, Chapter H.19, s. 10 (1).
- f) The owner or spouse of the owner must be an “Eligible Person”.
- g) The owner or spouse of the owner or both must occupy the property, which the application for tax relief is made as their principal residence and they shall have owned the property since December 31 of the 2nd year previous to the taxation year. (e.g. for 2007 the property must be owned as a of December 31, 2005).
- h) The application must be submitted to the Treasurer of the Lower Tier Municipality by November 15, 2007 for tax relief in 2007, by November 15, 2008 for tax relief in 2008 and by November 15, 2009 for tax relief in 2009.

TO BE COMPLETED BY APPLICANT

Current year taxes _____ Line 1

Prior year taxes _____ Line 2

Tax Increase _____ Line 3
(line 1 minus line 2)

Less \$100.00 (minimum amount of increase to qualify) _____ Line 4

Amount in excess of minimum (if negative, enter "0") _____ Line 5
(line 3 minus line 4)

Amount eligible for Relief to a maximum of \$200.00 _____ Line 6
(Line 5 or \$200, whichever is less)

1. Are you receiving an increment paid under the Ontario Disability Support Program 1997 or are you in receipt of a disability amount paid under the Family Benefits Act (Ontario)?

YES _____ NO _____

(If yes, evidence of benefit must be submitted with the application form.)

2. Are you receiving an increment paid under the Guaranteed Income Supplement (GIS) as established under Part II of the Old Age Security Act (Canada)?

YES _____ NO _____

(If yes, evidence of benefit must be submitted with the application form.)

3. Are you receiving a Canada Pension Plan Disabilities Pension under the Canada Pension Plan, R.S.C. 1985, c.O-8, as amended?

YES _____ NO _____

(If yes, evidence of benefit must be submitted with the application form.)

4. Are you the registered owner of the above noted property and have owned it since December 31 or the 2nd year previous to the taxation year. (Example: For tax relief in 2007, property must be owned on December 31, 2005. For tax relief in 2008, property must be owned on December 31, 2006. For tax relief in 2009, property must be owned on December 31, 2007.)

YES _____ NO _____

(If yes, evidence of benefit must be submitted with the application form)

5. Is the above-noted property your principal place of residence? ("Principal residence" means a residence that is occupied by an eligible person for a minimum of eight (8) months per year.)

YES _____ NO _____

Solemn Declaration

I/We, _____, of the Township of _____
_____, in the County of Peterborough, do solemnly declare
that all of the statements contained in this application are true, and I/we make this solemn declaration as
if made under oath and by virtue of the Canada Evidence Act.

Declared before me at the _____)
of _____, in the County of _____)
Peterborough this _____ day of _____,) Owner
20____.)
)
)
)
_____)
Commissioner for Taking Oaths and Affidavits) Owner

FOR OFFICE USE ONLY:

- APPROVED
- DENIED

COMMENTS:

Signature of Treasurer

Date Received