



**AGE-FRIENDLY COMMUNITY PLAN  
Survey of Community Members**

The District of Muskoka is developing a Master Aging Plan with assistance from an Age-Friendly Community grant received from the Ontario Government. 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 (55+) to live in a secure environment, enjoy good health and continue to participate fully in their communities.

This survey is one of several community consultation initiatives to be launched and is seeking your views of about the current environment for seniors in Muskoka. It will take less than 10 minutes to complete. Findings will be presented at a community forum to be held at the Bracebridge Rotary Centre for Youth on September 8 and used to develop goals and objectives.

We are interested in the views of all members of the community. Your answers will help us better understand the needs of older adults in Muskoka. Please complete and return this questionnaire no later than Friday, August 26, 2016. Your responses will be confidential and go directly to the consultants helping us with the project.

**It is not necessary to answer all the questions. If you are unsure, or do not want to answer a question, leave it blank. You can also complete this questionnaire on-line by going to the District website [www.muskoka.on.ca](http://www.muskoka.on.ca)**

***Based on 378 responses – 155 on-line and 223 hard copy  
Findings appear in bold italics***

1. In general how would you rate the overall services provided to older adults in Muskoka?

%	<b>Overall</b> <i>N=378</i>	<b>Bracebridge</b> <i>n=87</i>	<b>Georgian Bay</b> <i>n=26</i>	<b>Gravenhurst</b> <i>n=55</i>	<b>Huntsville</b> <i>n=94</i>	<b>Lake of Bays</b> <i>n=24</i>	<b>Muskoka Lakes</b> <i>n=52</i>
Excellent	<b>9</b>	<b>8</b>	<b>0</b>	<b>15</b>	<b>11</b>	<b>5</b>	<b>4</b>
Good	<b>42</b>	<b>47</b>	<b>18</b>	<b>38</b>	<b>52</b>	<b>45</b>	<b>39</b>
Fair	<b>37</b>	<b>35</b>	<b>41</b>	<b>28</b>	<b>33</b>	<b>50</b>	<b>46</b>
Poor	<b>12</b>	<b>10</b>	<b>41</b>	<b>19</b>	<b>4</b>	<b>0</b>	<b>11</b>

2. Now rate the various services in the following categories:

<b>Green = High rating 3.0+</b> <b>Red = Low rating &lt; 2.0</b> <b>Yellow = Midrange</b>	Average	(4) Excellent	(3) Good	(2) Fair	(1) Poor
	#	%	%	%	%
<b>Outdoor Spaces and Buildings</b> – Consider sidewalks, trails, bike and scooter lanes, building accessibility, etc.  <i>Comparatives range from 2.5 to 2.9</i>	<b>2.3</b>	<b>5</b>	<b>37</b>	<b>38</b>	<b>20</b>
<b>Transportation</b> – Consider roads, public transit, special transit, roads, taxis, etc.  <i>Comparatives range from 2.2 to 2.9</i>	<b>1.9</b>	<b>3</b>	<b>21</b>	<b>39</b>	<b>37</b>
<b>Housing</b> – Consider housing supply, home maintenance, affordability, in-home supports, retirement homes, long-term care homes, etc.  <i>Comparatives range from 1.5 to 2.3</i>	<b>1.9</b>	<b>3</b>	<b>17</b>	<b>45</b>	<b>35</b>
<b>Social and Recreational Opportunities</b> – Consider clubs, recreation facilities, activities and events, education, volunteer opportunities, employment opportunities, etc.  <i>Comparatives range from 2.6 to 2.9</i>	<b>2.6</b>	<b>14</b>	<b>47</b>	<b>26</b>	<b>13</b>
<b>Health Services</b> – Consider medical services, therapies, health care providers, coordination of services, dental, etc.  <i>Comparatives range from 2.4 to 3.1</i>	<b>2.3</b>	<b>8</b>	<b>35</b>	<b>38</b>	<b>19</b>
<b>Community Life</b> – Consider respect for seniors, involvement in decision making, volunteer opportunities, employment opportunities, etc.  <i>Comparatives not available</i>	<b>2.5</b>	<b>9</b>	<b>42</b>	<b>34</b>	<b>15</b>

Notes

1. Average is based on a four-point scale where 4=excellent; 3=good; 2=fair; 1=poor
2. Comparatives drawn from AFC needs assessments of five other Ontario communities conducted by the consultants in 2015 and 2016.

4. How informed or uninformed do you feel about services, programs and activities provided to seniors in Muskoka?

**15%** Very informed                      **25%** Not too informed  
**53%** Somewhat informed              **7%** Not at all informed

5. What is your preferred way of receiving information about programs, services and activities?

**32%** Newspapers                      **7%** Posters in facilities  
**4%** Radio                                  **4%** District of Muskoka website  
**1%** TV                                      **8%** Social media (Facebook, Twitter)  
**15%** Flyers/brochures              **23%** Direct e-mail  
**6%** Some other way (Please specify) **Mail, word of mouth**

	<b>&lt;55 years</b> %	<b>56-65 years</b> %	<b>66-80 years</b> %	<b>Over 80</b> %
Conventional media	<b>41</b>	<b>48</b>	<b>73</b>	<b>86</b>
Electronic media	<b>59</b>	<b>52</b>	<b>27</b>	<b>14</b>

6. Accessing services can be challenging for individuals. Potential obstacles or barriers to services are listed below. Please indicate the extent to which you feel each of these is a concern for seniors in Muskoka:

	<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	<b>22</b>	<b>50</b>	<b>28</b>
The geographic location of where the services are provided	<b>14</b>	<b>43</b>	<b>43</b>
Transportation	<b>14</b>	<b>28</b>	<b>58</b>
Being physically able to get to services	<b>19</b>	<b>39</b>	<b>41</b>
The financial cost or out-of-pocket expenses to individuals	<b>9</b>	<b>43</b>	<b>48</b>
Long wait lists/wait times	<b>8</b>	<b>37</b>	<b>55</b>
Not meeting eligibility criteria for services	<b>18</b>	<b>42</b>	<b>40</b>
Lack of awareness of services	<b>11</b>	<b>50</b>	<b>39</b>
Language or cultural differences	<b>78</b>	<b>18</b>	<b>4</b>

**About You** - Your answers to these questions will help us analyse the data:

Your age:     **9%** Under 55 years  
                   **23%** 56 to 65  
                   **46%** 66 to 80  
                   **22%** Over 80 years

Are you:       **7%** A seasonal resident  
                   **93%** A year-round resident

Where do you live?

<u>Bracebridge:</u> (n=87)	<b>64</b> Bracebridge town <b>5</b> Vankoughnet <b>18</b> Other (rural)
<u>Georgian Bay:</u> (n=26)	<b>5</b> Honey Harbour <b>10</b> Mactier <b>10</b> Port Severn <b>1</b> Other (rural)
<u>Gravenhurst :</u> (n=55)	<b>19</b> Gravenhurst town <b>10</b> Ryde <b>17</b> Severn Bridge <b>9</b> Other (rural)
<u>Huntsville:</u> (n=94)	<b>76</b> Huntsville town <b>4</b> Utterson <b>4</b> Port Sydney <b>10</b> Other (rural)
<u>Lake of Bays:</u> (n=24)	<b>5</b> Baysville <b>7</b> Dorset <b>8</b> Dwight <b>4</b> Other (rural)
<u>Muskoka Lakes:</u> (n=52)	<b>3</b> Bala <b>17</b> Pt. Carling <b>16</b> Milford Bay <b>3</b> Torrance <b>1</b> Ullswater <b>12</b> Other (rural)

*N=338 40 respondents did not indicate their location*