



MASTER AGING PLAN Survey of Providers

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.

Work on the plan is underway and will be complete in the fall. The project is being led by a Steering Committee with representatives from the District, service providers and seniors. It will produce a comprehensive and sustainable Master Aging Plan that will serve as a template for collaborative planning to address the needs of our growing seniors population in Muskoka.

This survey is one of several stakeholder consultation initiatives being launched and is designed to gather service provider perceptions of the current system of services and supports for older adults in Muskoka. It will take about 20-25 minutes to complete. Findings will be presented at a community forum to be held in September and used to develop goals and objectives.

Please complete and return this on-line questionnaire no later than 5:00 p.m. Friday, August 12, 2016. 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:
67 respondents from 47 organizations (attached)

Estimated percentage of your services that are provided to seniors/older adults (55 years and older): **Average = 70%**

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

- 53%** Well-fit seniors living independently
- 70%** Seniors requiring some support with activities of daily living (ADL)
- 41%** Seniors requiring 24-hour support

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

2. A list of services and supports for seniors in Muskoka appears below. Please review the list and indicate those services and groups that you feel are currently experiencing system pressure in terms of gaps between supply and demand.

Consider each service across the three senior's groups. Only check a box if you feel a gap exists

Shaded items identified as a gap by more than 20 respondents

		Seniors Group Served:		
Category	Service/Support	Well/Fit Seniors	Some ADL Assistance	24 hour support
Transportation <i>7 gaps >20</i>	Public transit	29	38	21
	Special transit	7	34	25
	Taxi services	4	11	8
	Volunteer, shuttle and pooled driving	16	32	19
	Driver supports – signage, parking, etc.	10	18	5
	Active transportation: Pedestrian and cycling friendly environment	31	17	7
Housing <i>12 gaps >20</i>				
	Home maintenance and renovation supports	16	26	14
	Affordable and accessible housing options	31	40	29
	Rent geared to income accommodation	32	35	23
	In-home supports – meals, housekeeping, etc.	11	31	22
	Personal support workers	7	33	26
	Retirement homes	6	18	16
	Long-term care beds	4	19	37
Social and Recreational <i>0 gaps >20</i>				
	Recreation centres	7	17	5
	Clubs and social groups	8	13	9
	Faith based organizations	3	6	5
	Arts and culture organizations	4	6	7
	Library resources	2	5	4
	Educational opportunities for seniors	11	14	5
	Volunteer opportunities for seniors	5	8	4
	Employment opportunities for seniors	15	13	5
	Parks and outdoor space	2	10	8

Cont'd

<i>Category</i>	<i>Service/Support</i>	<i>Well/Fit Seniors</i>	<i>Some ADL Assistance</i>	<i>24 hour support</i>
Health Care <i>17 gaps >20</i>	Health education and promotion	14	19	15
	Primary care – family physicians, clinics	31	31	21
	Medical specialists	26	28	31
	Therapies – Physio, OT, etc.	19	22	16
	Pharmacy	3	2	1
	Dental, vision and hearing	14	14	13
	Dementia care	10	23	20
	Palliative care/hospice	8	17	16
	Mental health supports	24	28	23
	Addictions services	15	18	12
	Counselling	15	16	13
	Supports for caregivers – respite, training, etc.	19	26	22
	System navigation	24	27	24
	Retail services	2	6	4
	Safety and security programs (falls, fraud preventions, fire safety, etc.)	9	14	9

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

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>
Responding to the unique needs of seniors	0%	37%	58%	5%
Coordination across programs and service providers	0%	14%	62%	24%
Providing flexibility and choice to seniors	0%	18%	69%	13%
Ensuring individuals receive the right services	0%	24%	66%	10%
Ensuring individuals receive services in a timely fashion	0%	15%	53%	32%
Communicating information about services available	0%	17%	57%	26%
Identifying and responding to community needs	0%	26%	67%	7%
Having a positive impact on the lifestyle and well-being of seniors	2%	37%	61%	0%
Effectively addressing seniors' needs in Muskoka's towns	0%	37%	58%	5%
Effectively addressing seniors' needs in rural areas	0%	2%	55%	43%

Responding Organizations

1. Medavie EMS
2. Bracebridge Public Library
3. Heather's Home Healthcare (2 respondents)
4. Lake Country Community Legal Clinic
5. Muskoka Paramedic Services
6. Muskoka Hills Retirement Villa
7. NSMHPCN (3 respondents)
8. Salvation Army Gravenhurst (2 respondents)
9. Muskoka EMS
10. Bracebridge Out of the Cold
11. YWCA Muskoka
12. District of Muskoka (8 respondents)
13. Kimberley Hearing Centre
14. Muskoka Audiology Clinic
15. Saint Elizabeth Health Care
16. VON Muskoka SMART Exercise Program
17. Paramedic Services
18. North Simcoe Muskoka CCAC
19. Town of Huntsville
20. Algonquin Family Health Team
21. Muskoka Landing
22. Town of Huntsville
23. Simcoe Muskoka District Health Unit (4 respondents)
24. The Pines (2 respondents)
25. Home Care Muskoka
26. Muskoka Algonquin Health Care
27. Closing the Gap Healthcare
28. Muskoka Seniors Home Assistance
29. The Manor Gravenhurst/ The Atrium Orillia
30. Contact North
31. Ryde Community Co-op
32. United Senior Citizens of Ontario
33. Heather's Home Healthcare
34. Muskoka Victim Services
35. Advanced Foot Care
36. Township of Georgian Bay Public Library
37. Muskoka Parry Sound Sexual Assault Services
38. Community Coordinator (Volunteer)
39. The Manor at Gravenhurst
40. North Muskoka Nurse Practitioner-Led Clinic
41. CMHAMPS
42. Muskoka lakes Public Library (2 respondents)
43. Hospice Huntsville
44. Alzheimer Society of Muskoka
45. Town of Bracebridge
46. Hospice Muskoka
47. Not stated (5 respondents)

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