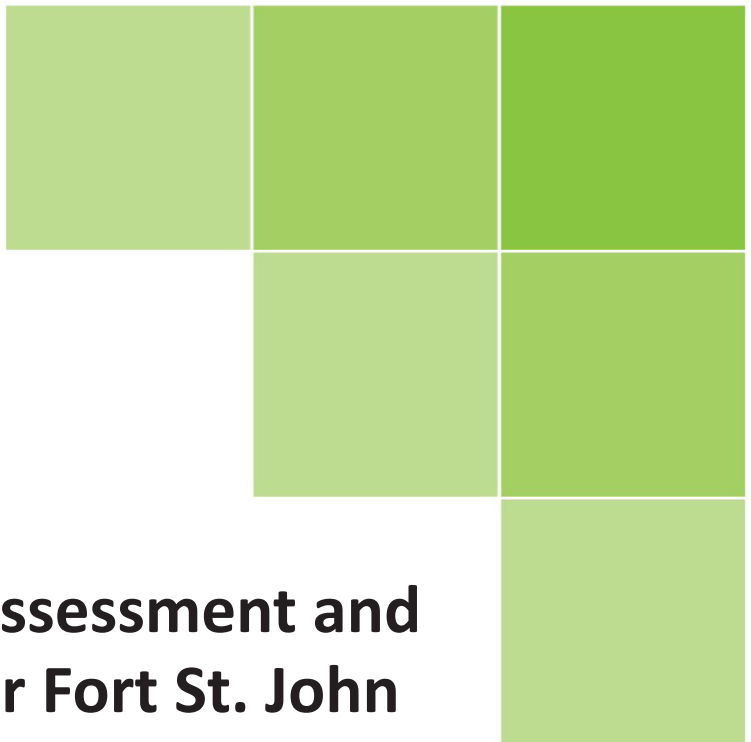


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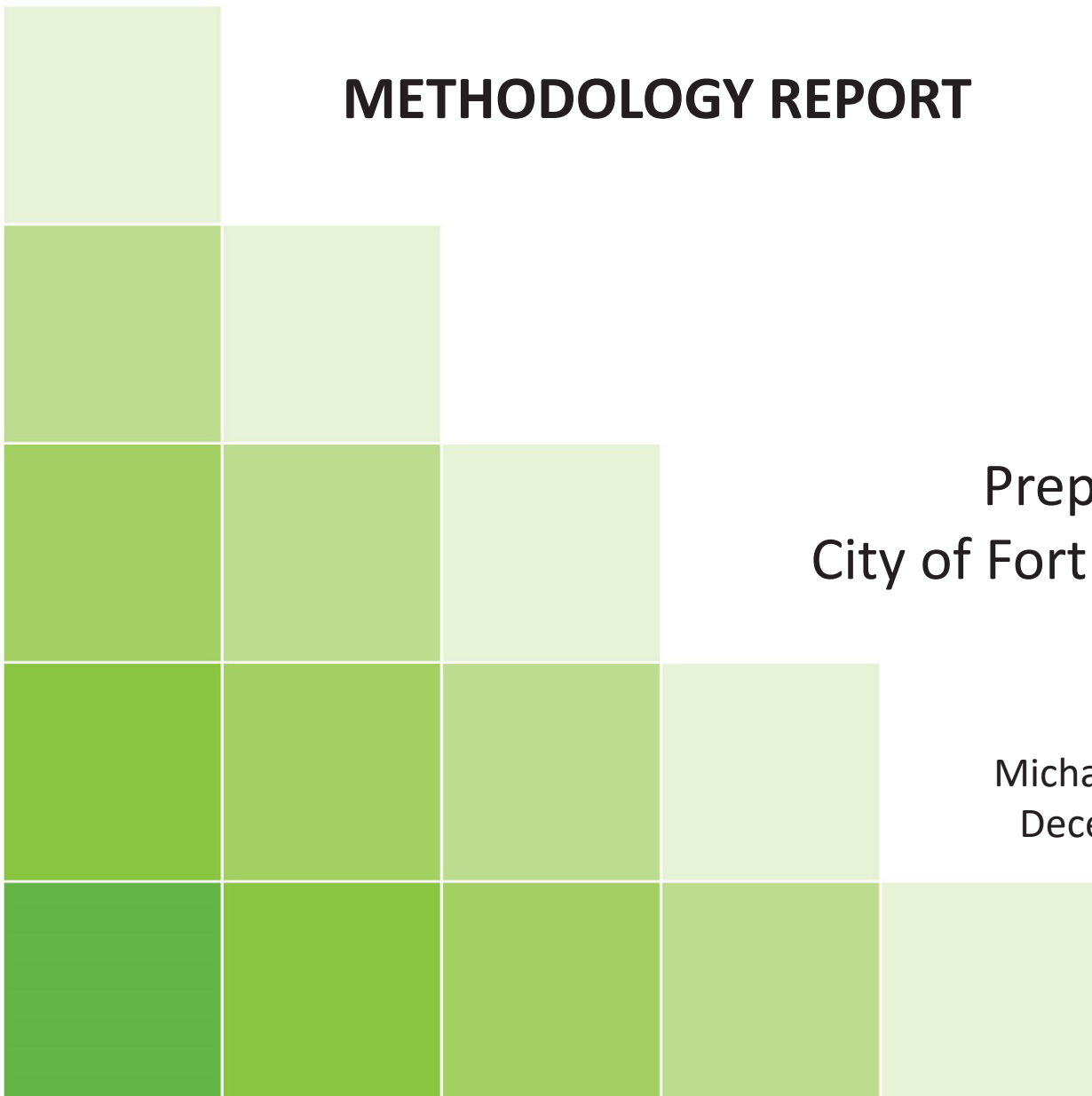


# Age-Friendly Assessment and Action Plan for Fort St. John

## METHODOLOGY REPORT

Prepared for  
City of Fort St. John

Michael Lait, PhD  
December 2018



## Acknowledgements

The success of this project depended on the time, effort, and goodwill of the residents and community stakeholders who participated in the research process. We would like to express thanks to representatives and staff from the following groups and organizations:

The City of Fort St. John  
Northern Health  
Save Our Northern Seniors  
North Peace Seniors Housing Society  
Fort St. John Seniors Care Foundation  
Fort St. John Friendship Society  
Fort St. John Women's Resource Society  
United Way

It is our hope that the findings from this project provide a fair and accurate reflection of the insightful and diverse perspectives that were generously shared with us.

The author wishes to express appreciation for the advice and feedback from members of the Forge's Advisory Committee. He also wishes to acknowledge the help of the CDI Co-Directors, Greg Halseth and Marleen Morris, and the research assistance provided by Laura Ryser and Carlos Yu. Any errors or omissions are solely those of the author.

## Organization of Reports

The reports developed through the Fort St. John “Age-friendly Assessment and Action Plan” project include:

- Summary Report
- Survey Report
- Methodology Report

The reports are available on the Community Development Institute website at [www.unbc.ca/community-development-institute](http://www.unbc.ca/community-development-institute) and the City of Fort St. John website at <http://www.fortstjohn.ca/>.

## About the Community Development Institute

The Community Development Institute (CDI) at the University of Northern British Columbia (UNBC) was established in 2004 with a broad mandate in community, economic, and regional development. Since then, it has worked in partnership with communities across north and central BC identify and adapt to changes, opportunities, and challenges emerging in the new global / rural economy.

The CDI Office and Research Program in Fort St. John, located at The Forge, was established to work with the community to identify and take action on strategies for economic diversification and community resiliency. The CDI works in partnership with the City of Fort St. John and in collaboration with the community, industry, local business, community organizations, First Nations, and all levels of government with the objective of achieving greater impact of research, planning, and innovating at the community, regional, and program level. This community-based work will focus on enhancing the quality of life and growing a sustainable economy in Fort St. John.

For further information about this program, feel free to contact Greg Halseth or Marleen Morris, Co-Directors of UNBC's Community Development Institute.

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## Introduction

The research conducted for the Age-Friendly Assessment and Action Plan for Fort St. John, consisted of three components: a community walkthrough, key informant interviews, and a community survey. These research tools explored the experiences, views, and opinions of older residents. This report details the way the walkthrough, interview guide, and survey was created and delivered to inform the assessment and action plan project.

The overall age-friendly project was designed to explore four questions:

1. What are the existing age-friendly assets in Fort St. John?
2. What are the barriers to healthy and active ageing in Fort St. John?
3. What actions or practices could be implemented to make Fort St. John a more age-friendly community?
4. What are the priorities for meaningful change with respect to ageing in Fort St. John?

These questions build from the work of the World Health Organization's (WHO) *Global Age-friendly Cities* initiative. In focusing on the physical and social environments in which people will age, the WHO has identified eight key "dimensions" that require attention. These include:

- Housing,
- Transportation,
- Outdoor Spaces and Buildings,
- Community Support and Health Services,
- Social Participation,
- Civic Engagement and Employment,
- Communication and Information,
- Respect and Social Inclusion.

The various sections of the interview guide and survey directly address each of these dimensions.

## Methodology

The data and information for this project was collected through 4 methods. These include:

- Socio-economic and demographic data,
- A community walkthrough,
- Key informant interviews, and
- A community survey.

## Research Ethics

Our research is bound by protocols at UNBC's Research Ethics Board. A key component of this protocol is to provide research participants with a copy of a consent form that outlines the purpose of the study, how the research process will protect their anonymity and confidentiality, and that their participation is voluntary.

## Socio-Economic and Demographic Data

Socio-economic and demographic data can help to inform strategic initiatives by developing an understanding of the assets, opportunities, and challenges in a community by highlighting trends and nuances within the local population and economy. This information is available through BC Stats, Statistics Canada's community profiles, and other sources.

As part of the work at The Forge, and as background to assist with the Age-Friendly Assessment and Action Plan for Fort St. John, a detailed community profile has been completed. More information about this report can be found at:

<http://www.fortstjohn.ca/sites/default/files/report/CDI%20Community%20Profile%20Fort%20St%20John%20-%20Full%20Report.pdf>.

## Community Walkthrough

A community walkthrough was organized as a means of assessing the physical environment of Fort St. John. Following conversation between the CDI and key informants from the City of Fort St. John as well as interviewees, the following locations were identified as those most frequented by, or of importance to, seniors:

1. North Peace Seniors Housing Society apartment complex (9816 108 Ave.)
2. Parking lot at Shoppers Drug Mart / Save on Foods (100 St. and 104 Ave.)
3. ABC Medical (9842 101 Ave.)
4. Pomeroy Sports Centre (9324 96 St.)
5. North Peace Swimming Pool (9505 100 St.)
6. North Peace Arena (9805 96 Ave.)
7. Kids Arena Field House (9615 96 Ave.)
8. North Peace Cultural Centre (10015 100 Ave.)
9. Fort St. John Public Library (10015 100 Ave.)
10. Fort St. John Hospital (8407 112 Ave.)

The community walkthrough occurred on November 1, 2018 in snowy conditions with a temperature of  $-5^{\circ}\text{C}$ . The five participants in the community walkthrough included representatives from Save Our Northern Seniors Society (SONS), North Peace Seniors Housing Society (NPSHS), the Fort St. John Friendship Society, and the Fort St. John Women's Resource Society. They were supported by a team from the UNBC Community Development Institute (CDI) and The Forge.

Observations from the participants were recorded by CDI researchers (see recording table in Appendix A). A summary of those observations was circulated to participants for feedback, and the final walkthrough document helped inform the preparation of the Summary Report, in particular the Outdoor Spaces and Buildings dimension. In addition to the recording table, Appendix A also contains a copy of the consent form used for the community walkthrough, a map showing the locations visited, and a copy of the notes made during the community walkthrough.

## Key Informant Interviews

In the fall of 2018, key informant interviews were conducted with leaders of local government, health agencies, non-profit service providers, and an older resident. Participants were recruited through publically available lists. Potential interview participants were contacted by telephone to describe the project, how they were identified as a key informant, and to ask if they would be willing to participate. For those willing to participate, we arranged a meeting at a time and place convenient for the key informant. There were a total of 9 interview participants. A general breakdown of the interview participants by sector is shown in Table 1.

**Table 1: Interview Respondents**

Sector	Number of Respondents	% of Respondents
Local Government	1	11
Not-for-profit	5	56
Health	2	22
Senior citizen	1	11
Total	9	100

The purpose of the interviews was to seek more nuanced insights into the issues facing older residents from people who are actively engaged in seniors' issues. Again, these questions focused upon the eight dimensions included in the World Health Organization's (WHO) *Global Age-friendly Cities* initiative. A copy of the interview consent form and question guide is included in Appendix B. Following each interview, notes were provided to each participant for review. Latent and manifest content analysis was done to identify, code, and categorize patterns and themes that emerged from open-ended questions.

## Community Survey

The purpose of the survey was to learn about the views of older residents in Fort St. John concerning their quality of life as well as their level of satisfaction with the programs, services, and community amenities available to them. The survey questionnaire was structured following the eight dimensions of the WHO Global Age-Friendly Cities framework. The questionnaire used both multiple choice

options and open ended responses. The open ended question provided respondents with opportunities to make comments in each dimension.

The survey was administered to residents of Fort St. John aged 55 years and over between October 25 to November 20, 2018. The survey had online and paper versions. The online version was delivered using Survey Monkey software. The paper version was offered at the North Peace Seniors Housing Society, Heritage Manor, and at City Hall. In-person delivery of the survey was also administered at the Seniors' Hall and North Peace Pool. An advertisement of the survey was posted at various locations throughout the City. A press release was issued to the local media, and coverage of the survey was generously provided by the [Alaska Highway News](#) and [Energetic City](#). A copy of the press release is included in Appendix C.

A key component of the survey work was to provide participants with a copy of a consent form that outlines the purpose of the study, how the research process will protect their anonymity and confidentiality, and that their participation is voluntary. A copy of both the consent form and the survey are included in Appendix C.

The survey included both open and closed ended questions. Closed ended questions are those which provide a limited set of response categories for participants to select. For some closed ended questions, respondents were allowed to select all of the response categories that were relevant to them. Open ended questions allowed the respondents to answer in their own words.

The survey received a total of 118 responses. The data reported in the survey report generally provides totals for respondent answers to various questions. Responses to closed ended questions were entered into Survey Monkey and analyzed through their database software. For open ended questions, latent and manifest analysis was done to identify, code, and categorize themes that emerged from the data. Once themes were identified, responses were tallied. Qualitative tables consist of headings and sub-headings. The theme headings are bolded and have a numerical count beside them of the total number of comments received for that particular topic. Under each theme, there are sub-headings that are in plain, non-bolded font. Beside each sub-heading is a numerical count of the total number of times respondents raised a specific issue.

## Profile of Survey Respondents

The survey asked several questions that provide a better sense of the backgrounds of the survey respondents.

As shown in Table 2, there is a wide spread among the survey respondents in terms of annual income. About one-third of survey respondents earned less than \$40,000 in the past year, and can thus be considered low income. At the other end of the spectrum, just over 22% of survey respondents earned more than \$100,000.

**Table 2: Total annual household income before taxes and deductions of survey respondents (n=94)**

Answer Choices	Percent of responses	Number of respondents
0 - \$19,999	12.77	12
\$20,000 - \$39,999	20.21	19
\$40,000 - \$59,999	19.15	18
\$60,000 - \$79,999	15.96	15
\$80,000 - \$99,999	5.32	5
\$100,000 - \$119,000	9.57	9
\$120,000 - \$139,999	3.19	3
\$140,000 - \$159,000	2.13	2
\$160,000 or more	7.45	7
Do not know	4.26	4

Table 3 shows the marital status of survey respondents. About 60% of respondents indicated that they are either married or living common-law. This is comparable to Fort St. John's total population, where 57% are married or living common-law (CDI 2018: 11). Given the age demographic of survey respondents,

about 18% are widowed, which is a higher proportion than that found in the overall population of Fort St. John (3% of persons aged 15 years and over).

**Table 3: Marital status of survey respondents (n=101)**

Answer Choices	Percent of responses	Number of respondents
Single – never married	5.94	6
Married	52.48	53
Live-in partner or common-law partner	6.93	7
Separated	2.97	3
Divorced	13.86	14
Widowed	17.82	18

As shown in Table 4, most survey respondents are long-time residents of Fort St. John. In fact, just over 90% have lived in Fort St. John for more than ten years. Only about 6% of respondents have lived in Fort St. John for less than six years, with about 2% being newcomers to Fort St. John.

**Table 4: Period of residency in Fort St. John among survey respondents (n=101)**

Answer Choices	Percent of responses	Number of respondents
Less than one year	1.98	2
1-5 years	3.96	4
6-10 years	2.97	3
11-15 years	5.94	6
16-20 years	1.98	2
More than 20 years	83.17	84



As can be expected in a survey of people aged 55 years and over, Table 5 shows that a majority of survey respondents are retired. Had the survey been exclusive to seniors, aged 65 years and over, the proportion of retirees would have been even higher.

**Table 5: Employment status of survey respondents (n=101)**

Answer Choices	Percent of responses	Number of respondents
Retired	67.33	68
Employed / Self-employed full-time	20.79	21
Employed / Self-employed part-time	6.93	7
Contract worker	0.99	1
Homemaker	0	0
Not employed	3.96	4
Other	3.96	4

One of the reasons for extending the age range of survey respondents is to learn about the retirement plans of older residents in Fort St. John. Table 6 indicates that, while a majority of respondents intend to retire in Fort St. John, 30% are undecided and 10% plan to retire somewhere else. Becoming an age-friendly community will probably increase the likelihood that residents will decide to retire in Fort St. John.

**Table 6: Survey respondents planning to retire in Fort St. John (n=49)**

Answer Choices	Percent of responses	Number of respondents
Yes	59.18	29
No	10.20	5
Not sure	30.61	15

Another question relevant to older residents in the context of age-friendly planning is whether they live year-round in Fort St. John. As highlighted by Table 7, about 92% of respondents live year-round in Fort St. John, while the remaining respondents could be “snow-birds” who travel to different areas for parts of the year.

**Table 7: Year-round residency in Fort St. John among survey respondents (n=83)**

Answer Choices	Percent of responses	Number of respondents
Yes	91.56	76
No	8.44	7

## **Appendix A: Community Walkthrough Materials**

Invitation and Consent Form

Recording Table

Map Showing Locations Visited

Summary of Observations from the Community Walkthrough

## **Age-Friendly Assessment and Action Plan for Fort St. John: Invitation and Consent form For participation in the Community Walkthrough**

### **1. Who is organizing the Community Walkthrough:**

Michael Lait  
 Researcher  
 Community Development Institute  
 University of Northern British  
 Columbia  
 613-914-2546  
 michael.lait@unbc.ca

**2. Sponsor:** The project is being funded by the City of Fort St. John, which received funding through the Age-Friendly Communities stream of the Union of British Columbia Municipalities and the BC Ministry of Health. The City of Fort St. John is not imposing any restrictions on access to, or disclosure of information.

**3. Purpose:** The Age-Friendly Assessment and Action Plan for Fort St. John will report on the existing opportunities for, and barriers to, healthy and active aging in Fort St. John. The project report will make recommendations to improve the age-friendliness of the community.

You are now being invited to participate in a community walkthrough to identify assets and barriers to aging in Fort St. John. Your participation is entirely voluntary and, as such, you may choose not to participate. If you do choose to come along for the walkthrough you may also choose to end your participation at any point.

**4. Community Walkthrough:** A community walkthrough will be carried out in identified key areas of Fort St. John that are important for older residents. Participants will all be representatives from community organizations and agencies that provide services to older residents. Invitations will be sent to people identified from publically available community lists inviting them to come along and share their insights about the age friendliness of a selected set of city locations. The walkthrough will be a small-group activity involving no more than 12 people. The community walkthrough will also make use of a shuttle bus to increase convenience for participants. During the walkthrough, Dr. Lait will record observations made during the community walkthrough.

**5. Confidentiality, Anonymity and Data Storage:** The names of participants will not be used in any reporting, nor will any information which may be used to identify individuals. The nature of a group participation community walkthrough means that we will be sharing information amongst everyone present, and people in the group may know one another. Everyone will be asked to keep the information that is shared confidential, but we have no control over the actions of participants. However, all information shared with us during the walkthrough will be held with strict confidence by the researcher team. All records will be kept in a locked research room at the CDI office in Fort St. John and will be accessible only to the research team. Our research team consists of Michael Lait, Marleen Morris, Greg Halseth, and a student research assistant. The information will be kept until the final

project report is complete. After which time, shredding and file erasure will destroy all information related to the community walkthrough.

**6. Potential Risks:** We do not consider there to be any risks from your participation in the community walkthrough beyond those you would encounter in your daily activities in the community. However, if anything upsets you or makes you feel uncomfortable, you can end your participation in the community walkthrough at any time and a CDI staff member will ensure your safe return home to your starting point.

**7. Potential Benefits:** It is hoped that by participating, you and other participants will help inform future community planning efforts to support healthy and active aging in Fort St. John.

**8. Project Results:** The final project report will be posted online at the CDI's website at [www.unbc.ca/cdi](http://www.unbc.ca/cdi) and the website of the City of Fort St. John at [www.fortstjohn.ca](http://www.fortstjohn.ca). You can also request that a copy of the report be mailed or sent by email to you in the box below.

**9. Contact for information about the Age-Friendly Advisory Committee:** If you have any questions about what we are asking of you, please feel free to Michael Lait (613-914-2546; michael.lait@unbc.ca).

**10. Contact for complaints:** If you have any concerns or complaints about your rights as a participant and/or your experiences while participating in the Age-Friendly Assessment and Action Plan project walkthrough, please contact the UNBC Office or Research at 250-960-6735, or by e-mail at reb@unbc.ca.

**11. Participant consent:** Taking part in the community walkthrough is entirely up to you. You have the right to decline to participate. If you decide to take part, you may choose to end your involvement at any time without giving a reason and without any negative impact on you.

#### CONSENT:

I have read or been described the information presented in the information letter about the project:

YES      NO

I have had the opportunity to ask questions about my involvement in this project and to receive additional details I requested.

YES      NO

I understand that if I agree to participate in this project, I may withdraw from the project at any time up until I leave, with no consequences of any kind.

YES      NO

Your signature below indicates that you have received a copy of this consent form for your own records.

---

(Name - please print)

(Signature)

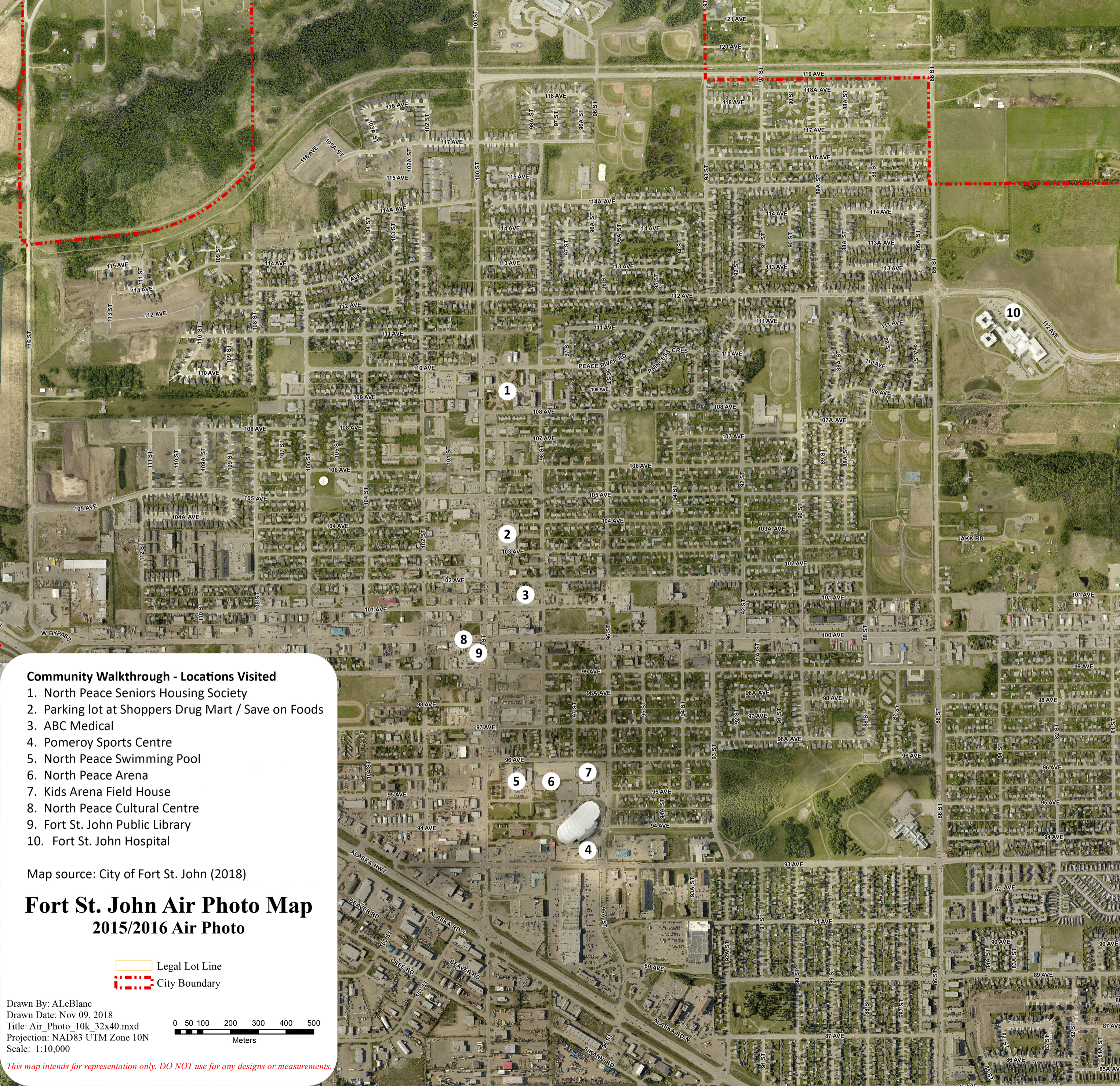
(Date)

If you would like to receive a copy of the final Age-Friendly Assessment and Action Plan project report, please provide a mailing address or email address in the box below:

### Community Walkthrough Recording Table

Barrier or Support #	Barrier/Support Description	Barrier/Support Location
Barrier     Support		
Barrier     Support		
Barrier     Support		
Barrier     Support		
Barrier     Support		
Barrier     Support		





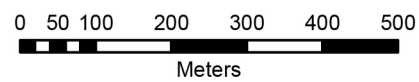
### Community Walkthrough - Locations Visited

1. North Peace Seniors Housing Society
2. Parking lot at Shoppers Drug Mart / Save on Foods
3. ABC Medical
4. Pomeroy Sports Centre
5. North Peace Swimming Pool
6. North Peace Arena
7. Kids Arena Field House
8. North Peace Cultural Centre
9. Fort St. John Public Library
10. Fort St. John Hospital

Map source: City of Fort St. John (2018)

## Fort St. John Air Photo Map 2015/2016 Air Photo

-  Legal Lot Line
-  City Boundary



Drawn By: ALeBlanc  
 Drawn Date: Nov 09, 2018  
 Title: Air\_Photo\_10k\_32x40.mxd  
 Projection: NAD83 UTM Zone 10N  
 Scale: 1:10,000

*This map intends for representation only. DO NOT use for any designs or measurements.*



## Age Friendly Assessment and Action Plan for Fort St. John Summary of Observations from the Community Walkthrough

### North Peace Seniors Housing Society Complex

#### **Barriers**

- No shelter at the bus waiting area (people wait inside for handyDART)
- No path to garden area (but they've found no need for this yet)
- 2-year wait list

#### **Supports**

- Affordable housing with meals included
- All entrances are monitored by CCTV and residents instructed not to let anyone in
- Every entrance has a ramp
- All suites are handicapped accessible, with accessible shower and high elongated toilet
- Residents wear Life Aid monitors
- Scooter rooms with chargers
- Walkers are widely available
- Indoor connections between buildings
- Paths cleared early of snow
- Covered walk to the drop off area

### Shoppers Drug Mart / Save on Foods parking lot

#### **Barriers**

- Only four handicapped spots; handicapped signs had been knocked down
- No seniors only spot

#### **Supports**

- Doors are automatic
- Walks are shoveled and sanded
- Sidewalks are sloped and cut

### ABC Medical

#### **Barriers**

- No parking lot
- No bus stops
- People are often waiting outside

#### **Supports**

### Pomeroy Sports Centre

#### **Barriers**

- Handicapped parking spots are far from main entrance; no handicapped parking at the rear
- No handicapped door openers in dressing rooms (for teams with handicapped players or grandparents with their kids)
- Walking track has no seating along the way

#### **Supports**

- Eight handicapped parking spots
- Automatic door at entrance to spectator area
- Wheelchair ramp to spectator stands for both hockey rinks
- Wheelchair elevator for spectator stands at Oval
- Walkers are available for the walking track
- Wheelchair accessible bathrooms

### North Peace Swimming Pool

#### **Barriers**

- Entrance doors are not very wide
- Common area is crowded
- Viewing area is not wheelchair friendly
- Doors to the viewing area are not automatic
- Gym is not wheelchair accessible

#### **Supports**

- Wheelchair accessible change rooms and showers

### North Peace Arena

#### **Barriers**

- No automatic doors to bleacher area
- Limited wheelchair spots and located on far side

#### **Supports**

- Automatic door to building
- Seats for caregivers
- Wheelchair elevator

### Kids Arena Field House (Indoor Soccer Facility)

#### **Barriers**

- Bleachers are not wheelchair accessible
- Second floor is not wheelchair accessible

#### **Supports**

### North Peace Cultural Centre

#### **Barriers**

- Only one accessible parking spot on 100<sup>th</sup> Street
- Only one curb that is cut / wheelchair accessible
- Grate at entrance
- Push button door is not synched properly between the two doors at the entrance
- No push button door to gallery
- No push button door to theatre
- Wheelchair height counter has a plant in front of it
- No hangers for cane
- No wheelchair tables in cafeteria

#### **Supports**

- One handicapped stall in the theatre
- Three handicapped seats in the theatre on the far left
- 

### Fort St. John Public Library

#### **Barriers**

- Aisles are very tight
- No place for walkers

#### **Supports**

- Counters are a good height

Fort St. John Hospital**Barriers**

- No bus shelter next to Peace Villa
- Located on the outskirts of Fort St. John
- Not enough handicapped accessible parking spots
- Not within walking distance of doctor offices

**Supports**

- Sliding doors at entrance

## Appendix B: Key Informant Interview Materials

Consent Form  
Interview Guide

## Age-Friendly Assessment and Action Plan for Fort St. John

### Information Letter / Interview Consent Form

#### **1. Who is conducting the study:**

Dr. Michael Lait  
 Community Development Institute  
 Email: Michael.Lait@unbc.ca  
 Tel: 613-914-2546  
 Mail: 9904-94th Street,  
 Fort St. John, B.C.  
 V1J 0M7

**2. Study sponsor:** The project is being funded by the City of Fort St. John, which received funding through the Age-Friendly Communities stream of the Union of British Columbia Municipalities and the BC Ministry of Health. The City of Fort St. John is not imposing any restrictions on access to, or disclosure of information.

**3. Purpose:** The overarching purpose of this research is to further local understanding of, and support action on, community age-friendliness. These key informant interviews are being conducted with representatives of community organizations and agencies that provide services to seniors. Interviewees are being identified from publically available lists. For those who agree to participate, they will be asked to about key trends relative to the community's aging population. Questions in the interview stem from the dimensions found in the *Guide to Age-Friendly Rural and Remote Communities* (Federal/Provincial/Territorial Ministers Responsible for Seniors 2007) that include: Community Support and Health Services, Housing, Transportation, Community and Information, Civic Participation and Employment Opportunities, Social Participation, Respect and Inclusion, Outdoor Spaces and Buildings.

Your participation in the interview is entirely voluntary and, as such, you may choose not to participate. If you do choose to participate, you may choose not to answer any questions that make you uncomfortable, and you have the right to end your participation in the interview at any time and have all the information you provided withdrawn from the study and destroyed.

**4. Study procedures:** Dr. Lait will conduct the interviews at the CDI office in Fort St. John, or at a location of the interviewee's choosing. There will be a single interview that is expected to last between 30-minutes to one-hour. The interview will be audio recorded.

**5. Potential Risks:** We do not consider there to be any risks from your participation. However, if any question upsets you or makes you feel uncomfortable, you do not have to answer it, and you can end your participation in the interview at any time. The researcher will ensure that your wishes are respected.

**6. Potential Benefits:** It is hoped that by participating, you and other participants will be able to help inform future community planning efforts towards an age-friendly community.

**7. Anonymity and Confidentiality:** Your anonymity will be respected. No information which may be used to identify you personally will be used in project reporting. The interview will be audio

recorded and a summary of key themes will be created. All records will be kept on the researcher's computer which is password protected. No information from the interview will be shared with anyone outside of the researcher. The information will be kept until the final project report is complete. After this time, file erasure will destroy all information related to the interview.

**8. Study Results:** The final project report will be posted online at the CDI's website at [www.unbc.ca/cdi](http://www.unbc.ca/cdi) and on the website of the City of Fort St. John. You can also request that a copy of the report be mailed or sent by email to you on the next page.

**9. Contact for information about the study:** If you have any questions about what we are asking of you, please feel free to contact Dr. Michael Lait (613-914-2546; michael.lait@unbc.ca).

**10. Contact for complaints:** If you have any concerns or complaints about your rights as a research participant and/or your experiences while participating in this study, contact the UNBC Office or Research at 250-960-6735, or by e-mail at reb@unbc.ca.

**11. Participant consent:** Taking part in this study is entirely up to you. You have the right to refuse to participate in this study. If you decide to take part in an interview, you may choose to end the interview at any time without giving a reason and without any negative impact on you.

**CONSENT:**

I have read or been described the information presented in the information letter about the project:

YES NO

I have had the opportunity to ask questions about my involvement in this project and to receive additional details I requested.

YES NO

I understand that if I agree to participate in this project, I may withdraw from the project at any time up until I leave, with no consequences of any kind.

YES NO

You signature below indicates that you have received a copy of this consent form for your own records. Your signature indicates that you consent to participate in this study.

\_\_\_\_\_

(Name - please print) (Signature) (Date)

---

**Age-Friendly Assessment and Action Plan: City of Fort St. John  
People with Agencies / Services: Interview Guide**

Interview Name:

Contact Information:

Interviewer:

Date:

Place:

Interview Time:

Start:

Finish:

“The Age-Friendly Assessment and Action Plan for Fort St. John will be guided by the *Age-Friendly Rural and Remote Communities: A Guide* (Federal/Provincial/Territorial Ministers Responsible for Seniors, 2007). This guide (hereafter referred to as “the Guide”) identifies eight themes around which to plan an age-friendly rural community:

### **Housing**

In this section, I would like to ask you some questions relating to the housing situation in Fort St. John for older residents.

Based on the needs and experiences of your clients / members, would you say the current housing situation in Fort St. John meets the needs of older residents?

In general, do you think the design, location, and availability of housing in your community is supportive of older residents’ independence? Why?

Prompt:

Number of housing units

What types of housing do you think your community needs to have for older residents?

Prompt:

*Independent living units* (private apartments)

*Supportive living units* (private apartments with housekeeping, laundry)

*Assisted living units* (i.e. similar to supporting living units, but with greater care in meals, grooming, medication, and home care)

*Long-term care facilities* (i.e. nursing home)

*Respite care facility* (i.e. adult care facility designed to provide temporary relief for primary caregivers for older residents with ongoing needs)

*Palliative care* (i.e. facility designed to provide care for terminally ill residents)



If you're a provider or manager of housing for older residents:

- how many units do you have?
- how long is the waiting list for the facility?
- what level of care is provided?

What types of housing do you think the regional centre of Fort St. John needs to have for older residents from the region?

Prompt:

*Independent living units* (private apartments)

*Supportive living units* (private apartments with housekeeping, laundry)

*Assisted living units* (i.e. similar to supporting living units, but with greater care in meals, grooming, medication, and home care)

*Long-term care facilities* (i.e. nursing home)

*Respite care facility* (i.e. adult care facility designed to provide temporary relief for primary caregivers for older residents with ongoing needs)

*Palliative care* (i.e. facility designed to provide care for terminally ill residents)

Who do you think should be responsible for developing and maintaining housing for older residents?

Prompt:

*Independent living units* (private apartments)

*Supportive living units* (private apartments with housekeeping, laundry)

*Assisted living units* (i.e. similar to supporting living units, but with greater care in meals, grooming, medication, and home care)

*Long-term care facilities* (i.e. nursing home)

*Respite care facility* (i.e. adult care facility designed to provide temporary relief for primary caregivers for older residents with ongoing needs)

*Palliative care* (i.e. facility designed to provide care for terminally ill residents)

Beyond what we've have talked about, are there any other housing issues related to older residents that you would like to raise?

## Outdoor Spaces and Buildings

In this next section, I would like to ask you some questions relating to the physical environment in the Fort St. John area.

---

Do your clients / members talk to you about any physical barriers that prohibit older residents from moving / walking around the community? If so, where?

Prompt:

Weather

Distance

Snowclearing

Doorways / Access

Stairs / Ramps

Sidewalks

What are some of the things that need to be done to allow older residents to move about the Fort St. John area and go to various stores and buildings?

Prompt:

Elevators

Wheelchair ramps

Wheelchair accessible washrooms

Snow and ice clearing in parking lots and sidewalks

Sidewalks / paths

Canopies / covered entrances / awnings /

Lighting

More benches

Are there enough handicap / parking spaces for older residents in the Fort St. John area?  
Yes / No – explain

Beyond what we've have talked about, are there any other issues related to older residents accessibility and mobility in outdoor spaces and buildings that you would like to raise?

## Transportation

In this section, I would like to ask you some questions relating to transportation for older residents in the Fort St. John area.

---

Do your clients / members talk to you about whether the public bus system in Fort St. John meets the needs of older residents?

Please explain.

Do your clients / members talk to you about whether the HandyDART bus system in Fort St. John meets the needs of older residents?

Please explain.

Do your clients / members talk to you about whether the taxi companies in Fort St. John meet the needs of older residents?

Please explain.

What types of transportation services do you think should be provided for older residents?

Beyond what we've have talked about, are there any other transportation issues related to older residents that you would like to raise?

## Respect and Social Inclusion (elder abuse and isolation)

In this section, we would like to explore some issues concerning social inclusion and elder abuse of older residents in Fort St. John.

---

In your experience, do older residents typically have family or friends in the Fort St. John area who could be thought of as a support network, or who you could turn to for help when needed?

Do your clients / members talk to you about whether organizations are available to support or provide assistance to older residents who do not have family or friends to rely on for help?

Prompt:

Home care nursing

Home occupational therapy

Health Unit

Community groups

Adult day care programs

Meals-on-Wheels

Visiting programs

Volunteer sector

Cleaning services

Do you know of groups / organizations that offer services to older residents to deal with social inclusion?

What do you think is needed to address social inclusion?

Do you know of groups / organizations that offer services to older residents to deal with elder abuse?

What do you think is needed to address elder abuse?

Based on your experience, what programs or services are needed in the community to support respect and the social inclusion of older residents?

Beyond what we've have talked about, are there any other social inclusion issues related to older residents that you would like to raise?

## Social Participation

In this next section, I would like to ask you some questions regarding the social environment for older residents in Fort St. John.

---

Are there places where older residents can go to socialize and meet with other older residents in Fort St. John?

What types of social / recreational / leisure activities or programs should be provided to help older residents maintain their health and independence in Fort St. John?

Social Prompts:

Recreation and leisure programs

Community clubs

Social events

Library

Volunteer groups

Visiting

Daily Living Service Prompts:

Shopping

House cleaning

Yard work

Delivery of services and goods

Beyond what we have already discussed, are there any other social or recreational issues related to older residents that you would like to raise?

## Communication and Information

In this section, we would like to ask you some questions concerning the communication strategies used to promote programs and services to older residents in Fort St. John.

---

Do your clients / members talk to you about how they are aware of / hear about programs and services provided for older residents?

Yes / No – explain

Based on your experience, what are some of the ways that information on programs and services for older residents in Fort St. John could be better provided?

Prompt:

Newspaper

Television / radio

Word of mouth

Telephone

Information brochures

Flyers

Website

E-mail

Family

Friends

Acquaintances

Other

Beyond what we've have talked about, are there any other communication / information issues related to older residents that you would like to raise?

## Civic Participation and Employment Opportunities

In this section, we would like to explore some questions around the civic engagement, employment, and quality of life of older residents in Fort St. John.

---

Do your clients / members talk to you about the factors that contribute to the quality of life of older residents living in Fort St. John?

Positive factors:

Negative factors:

Do you feel there are adequate opportunities for older residents to be involved / participate within the community?

Prompt:

Belonging - private / safe space for older residents

Becoming - participate within the community

How has population aging changed local approaches to community development?

Can you think of recent or past examples of local efforts targeted to local older residents?

Are local older residents active in community development and social planning initiatives? If so, please provide examples.

In your opinion, which local groups (business, government, health care, etc.) are most attuned to issues of population aging?

Thinking about the voluntary sector (e.g., non-profit organizations, local clubs), are there individuals and groups who stand out in your mind as actively engaged in support of local older residents?

Can you think of examples of initiatives, events, committees, groups, etc. who have been particularly good at getting things done on behalf of older residents, and community development more generally?

Do your clients / members talk to you about how the cost of living in Fort St. John affects older residents' quality of life?

1. Yes

2. No

If YES, describe how:

Beyond what we've have talked about, are there any other civic participation and employment issues related to older residents that you would like to raise?

## Community Support and Health Services

In this section, we would like to ask you some questions about community supports and health services for older residents in Fort St. John.

---

In general, how well do you think the health care system responds to the needs of Fort St. John's older residents?

---

What are the strengths of current services for older residents? Compared to 10 years ago?

What are the weaknesses of services for older residents in your community?

What new / additional services for older residents do you think Fort St. John needs the most?

Prompt:

Social support (meals on wheels, home maintenance)

Support groups

Retail

Recreation and leisure

Information (library, health resources)

---

Preamble: I would now like to ask you some questions about the services provided by your organization.

What are the services your organization provides with respect to older residents in your community?

Please explain how the services delivered by your organization are delivered:

Prompt:

Partnerships?

Volunteers?

Funding?

Workshops, appointments, etc.?

What are some of the challenges facing your organization with respect to delivering services in your community?

Prompt:

Funding

Limited partnerships



Lack of expertise  
Economies of scale  
Lack of volunteers  
Volunteer burnout  
Change in government mandate  
First Nations / non-aboriginal services

Beyond what we've have talked about, are there any other community support and health service issues related to older residents that you would like to raise?

### **Moving Forward**

To assist the community moving forward, we would like to get some final thoughts of the key factors that influence older residents' experiences in Fort St. John.

---

What are the advantages of retiring in the area?

What are the drawbacks or disadvantages of retiring in the area?

Beyond what we've have talked about, are there any other issues related to older residents that you would like to raise?

## Appendix C: Community Survey Materials

Information flyer

Consent Form

Community Survey



COMMUNITY DEVELOPMENT INSTITUTE

# *Seniors Survey*

## **Age-Friendly Assessment and Action Plan for Fort St. John**

### We want to hear from you!

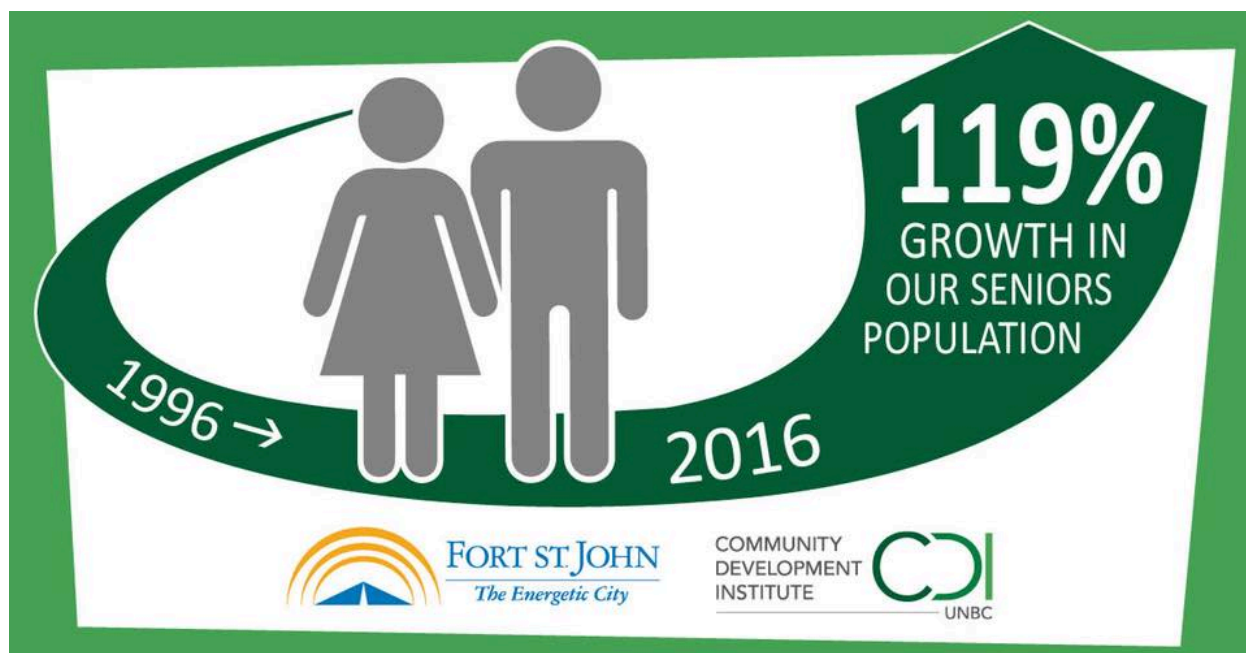
The UNBC Community Development Institute (CDI) has partnered with the City of Fort St. John to learn more about the views of seniors concerning their quality of life as well as the programs, services, and community amenities available to seniors living in Fort St. John.

The survey is online at the link below:  
**<https://ca.research.net/r/fsjseniorssurvey>**

If you are a resident of Fort St. John aged 55 years and older, we ask you to complete the survey, which takes approximately 20 minutes to complete. The survey will be online until November 5, 2018.

**For more information contact Michael Lait**  
Michael.Lait@unbc.ca, Tel: (613) 914-2546

*This survey is organized by:*



## Age-Friendly Assessment and Action Plan for Fort St. John Seniors Survey

A survey is being conducted about living and aging in Fort St. John. The Community Development Institute and the City of Fort St. John are partnering to find out more about your views and opinions concerning the quality of life, programs, services, and community amenities available to seniors in Fort St. John

[Click this link to complete the survey!](#)

### Additional Information for Interested Participants

- Your participation in this survey is voluntary and you may choose not to answer any question and stop doing the survey at any time
- This survey is hosted by SurveyMonkey on servers located in Canada. Your individual response to the survey will be removed on or before November 31, 2018
- The CDI will use and retain aggregate reports extracted from SurveyMonkey for research purposes until the completion of the project on or before January 31, 2019

If you have any questions about the survey or CDI, please contact:

Michael Lait  
CDI Researcher  
Phone: 613-914-2546  
Email: Michael.Lait@unbc.ca

## **Fort St. John Seniors Survey**

### **Informed Consent Notice for SurveyMonkey**

By accepting below, I consent to allow the Community Development Institute (CDI) at UNBC to collect my personal information on this survey using SurveyMonkey. UNBC's data will be stored on SurveyMonkey's Canadian servers; however, your data will still be accessible by SurveyMonkey's teams in the United States, Ireland, and Australia for the purpose of implementing, maintaining, repairing, troubleshooting or upgrading services provided by SurveyMonkey.

The CDI is collecting the information in the following survey for the purpose of:

- Identifying gaps and opportunities for supporting healthy and active aging in Fort St. John, and
- Informing the development of the Age-Friendly Assessment and Action Plan for the City of Fort St. John.

My individual responses will be removed from SurveyMonkey's servers on or before January 31, 2019. The CDI will use and retain aggregate reports extracted from SurveyMonkey for the purpose of the Community Indicators Program and Social Framework. If I have any questions about how my information is managed by the CDI or by SurveyMonkey, I can contact CDI Researcher, Michael Lait, to ask questions at any time.

The CDI and UNBC do not have direct control over the security of the information that I provide in the following survey. I understand that by accepting below I am responsible for any risk associated with providing an external company with any of my identifiable personal information. I understand that I can skip answering any question I do not feel comfortable answering.

I understand that by refusing to accept the terms in this notice, I will not be able to participate in the following survey. I can use the contact information above to inquire about other ways to participate.

{Yes/No Question} I have read the contents of this consent notice, and by accepting, I am providing informed consent to participate according to the terms above. Further, I acknowledge that I am 55 years of age or older.

ACCEPT REFUSE

{continues to next page to start survey} {continues to disqualification page}

[ This page accompanied paper copies that are distributed to people not able to access the online survey]

## Fort St. John Seniors Survey

### Information Letter / Consent Form for Survey Respondents

**1. Who is conducting the survey:** Community Development Institute (CDI) at UNBC  
 Dr. Michael Lait  
 Community Development Institute Email: Michael.Lait@unbc.ca  
 Tel: 613-914-2546 Mail: 9904-94th Street, Fort St. John, B.C. V1J 0M7

**2. Research sponsor:** The project is being funded by the City of Fort St. John, which received funding through the Age-Friendly Communities stream of the Union of British Columbia Municipalities and the BC Ministry of Health. The City of Fort St. John is not imposing any restrictions on access to, or disclosure of information.

**3. Purpose:** The overarching purpose of this survey is to further the understanding of healthy and active aging in the Fort St. John community. The findings will be used by the CDI to develop the Age-Friendly Assessment and Action Plan for the City of Fort St. John.

Your participation in the survey is entirely voluntary and, as such, you may choose not to participate. You may choose not to answer any questions that make you uncomfortable, and you have the right to end your participation in the survey at any time.

**4. Study procedures:** It is important to stress that you will remain anonymous. No information that may be used to identify you personally will be reported.

The survey will ask you questions concerning quality of life and everyday living in Fort St. John. There are also a number of demographic questions, such as age, gender, and household composition that will allow the research team to analyze the data by population group. The survey is expected to take 15 to 20 minutes to complete.

**5. Potential Risks:** We do not consider there to be any risks from your participation in the survey. However, if any question upsets you, or makes you feel uncomfortable, you do not have to answer it, and you can end your participation in the survey at any time. While the survey is being conducted online using the SurveyMonkey online survey tool, this paper copy contains the same questions as the online version. For analysis, the research team will enter your data into the online survey tool, which, along with the CDI, stores the data. SurveyMonkey will not share the data with anyone. The survey data will be stored on SurveyMonkey servers that are located in Canada.

**6. Potential Benefits:** It is hoped that by participating, you and other participants will be able to help inform the Age-Friendly Assessment and Action Plan for Fort St. John.

**7. Anonymity and Confidentiality:** Because the survey does not ask for any information that could be used to identify you personally, you will remain anonymous. SurveyMonkey will not share the survey data with anyone, and no one outside of the CDI team and

SurveyMonkey will have access to the data. The data collected will be stored until January 31, 2019. After this time, the CDI will remove all information related to the survey from their computers and the data will no longer be available to the research team. The CDI will also delete the survey data from its account on the SurveyMonkey servers.

**8. Study Results:** The final project report will be posted online at the CDI's website at [www.unbc.ca/cdi](http://www.unbc.ca/cdi) and the website of the City of Fort St. John at [www.fortstjohn.ca](http://www.fortstjohn.ca).

**9. Contact for information about the survey:** If you have any questions about what we are asking of you, please feel free to contact:

Michael Lait

Researcher Community Development Institute Email: [Michael.Lait@unbc.ca](mailto:Michael.Lait@unbc.ca)

Tel: 613-914-2546 Mail: 9904-94th Street, Fort St. John, B.C. V1J 0M7

**10. Contact for complaints:** If you have any concerns or complaints about your rights as a research participant and/or your experiences while participating in this study, contact the UNBC Office of Research at 250-960-6735, or by e-mail at [reb@unbc.ca](mailto:reb@unbc.ca).

**11. Participant consent:** Taking part in this survey is entirely up to you. You have the right to refuse to participate in this survey. If you decide to quit the survey, you may choose to end your participation at any time without giving a reason.

## Age-Friendly Assessment and Action Plan: City of Fort St. John Survey

### Background

In this first section, we would like to ask you some questions about your household. These focus on your retirement plans and factors that shape our understanding of the capacity of households in Fort St. John.

---

How long have you lived in Fort St. John?

- Less than one year
- 1-5 years
- 6-10 years
- 11-15 years
- 16-20 years
- More than 20 years

Please describe your employment status. *(Please check one)*

- Retired
- Employed / Self-employed full-time
- Employed / Self-employed part-time
- Contract worker
- Homemaker
- Not employed
- Other, please specify: \_\_\_\_\_

If you are retired, do you live year-round in Fort St. John?

- Yes
- No

If you are not retired, are you planning on retiring in Fort St. John? *(Please check one)*

- Yes
- No     Not sure

If NO, where are you going to retire?

---

What is your marital status? *(Please check one)*

- |  |                                    |
|--|------------------------------------|
| <input type="checkbox"/> Single - never married                | <input type="checkbox"/> Separated |
| <input type="checkbox"/> Married                               | <input type="checkbox"/> Divorced  |
| <input type="checkbox"/> Live-in partner or common-law partner | <input type="checkbox"/> Widowed   |



What is your total household income for the past year, before taxes and deductions? *(Please check one)*

- |  |  |
|--|--|
| <input type="checkbox"/> 0 - \$19,999        | <input type="checkbox"/> \$100,000 - \$119,999 |
| <input type="checkbox"/> \$20,000 - \$39,999 | <input type="checkbox"/> \$120,000 - \$139,999 |
| <input type="checkbox"/> \$40,000 - \$59,999 | <input type="checkbox"/> \$140,000 - \$159,000 |
| <input type="checkbox"/> \$60,000 - \$79,999 | <input type="checkbox"/> \$160,000 or more     |
| <input type="checkbox"/> \$80,000 - \$99,999 | <input type="checkbox"/> Do not know           |

Beyond what we've have talked about, are there any other background issues related to your household that you would like to raise?

## Housing

In this section, I would like to ask you some questions relating to the housing situation in Fort St. John for older residents.

---

Do you live in a: (Please check one)

- Single detached house
- Duplex
- Town house
- Basement suite
- Seniors' housing complex
- Other, please specify: \_\_\_\_\_

Is this dwelling? (Please check one)

- Owned (even if it is still being paid for)
- Rented

Are there stairs between the main living section of the house and the bedrooms?

- Yes
- No

Are there stairs to enter the house by the main entrance?

- Yes
- No

Is this dwelling in need of any repairs? (Please check one)

- No, only regular maintenance is needed (ie: painting, furnace, cleaning, etc.)

- Yes, minor repairs are needed (ie: missing or loose floor tiles, bricks or shingles, defective steps, railing or siding, etc.)
- Yes, major repairs are needed (ie: defective plumbing or electrical wiring, structural repairs to walls, floors or ceiling, etc.)

Would you say that current housing in Fort St. John meets the needs of older residents?  
(ie: design, location, affordability, etc)

- Yes
- No

Please explain: \_\_\_\_\_

Do you think Fort St. John needs more housing for older residents?

- Yes
- No

If YES, where would be the best location?

\_\_\_\_\_

What types of housing should Fort St. John have to meet the needs of older residents?  
(Please check all categories that apply)

- Independent living units* (private apartments)
- Supportive living units* (private apartments with housekeeping, laundry)
- Assisted living units* (i.e. similar to supporting living units, but with greater care in meals, grooming, medication, and home care)
- Long-term care facilities* (i.e. nursing home)
- Respite care facility* (i.e. adult care facility designed to provide temporary relief for primary caregivers for older residents with ongoing needs)
- Palliative care* (i.e. facility designed to provide care for terminally ill residents)

What kind of housing might you be looking for in about 5 years?

- Independent living units* (private apartments)
- Supportive living units* (private apartments with housekeeping, laundry)
- Assisted living units* (i.e. similar to supporting living units, but with greater care in meals, grooming, medication, and home care)
- Long-term care facilities* (i.e. nursing home)
- Respite care facility* (i.e. adult care facility designed to provide temporary relief for primary caregivers for older residents with ongoing needs)
- Palliative care* (i.e. facility designed to provide care for terminally ill residents)
- None
- Other \_\_\_\_\_

Are you currently waiting for housing accommodating older residents?

- Yes
- No
- If YES, how long have you been waiting for housing? \_\_\_\_\_

Have you thought about / planned for your future housing needs?

- Yes
- No

Do you need assistance planning for your future housing needs?

- Yes
- No

Beyond what we've have talked about, are there any other housing issues related to older residents that you would like to list?

### **Outdoor Spaces and Buildings**

In this next section, I would like to ask you some questions relating to the physical environment in Fort St. John.

---

Are there any physical barriers that prohibit older residents from moving around the community? (Please check all that apply)

- Weather
- Snow
- Concern over safety
- Distances
- Handicap / parking for older residents
- Doorways / Access into buildings
- Lack of sidewalks
- Ice on sidewalks
- Stairs
- Loose gravel on roads and walkways
- Other, please specify: \_\_\_\_\_

What are some of the things that need to be done to allow older residents to move about the community / local stores more easily? (Please check all that apply)

- Elevators
- Wheelchair ramps
- Handicap / parking for older residents
- Snow and ice clearing in parking lots
- Snow and ice clearing on sidewalks
- More sidewalks
- More curb cuts
- More benches
- More accessible washrooms
- Canopies / covered entrances / awnings
- More lighting
- Other, please specify: \_\_\_\_\_

Beyond what we've have talked about, are there any other issues related to older residents accessibility and mobility in outdoor spaces and buildings that you would like to list?

### Transportation

In this section, I would like to ask you some questions relating to transportation for older residents in Fort St. John.

---

How do you normally travel within your community (to shopping, social activities, etc.)?  
(Please check all that apply)

- Car / truck
- Taxi
- Carpool
- Friends / Family
- Walking
- Bicycle
- HandyDART
- Transit
- Other, please explain: \_\_\_\_\_

Do you have a valid driver's license?

- Yes
- No

In your opinion, does the public bus system in Fort St. John meet the needs of older residents?

Please explain.

In your opinion, does the HandyDART bus system in Fort St. John meet the needs of older residents?

Please explain.

In your opinion, do the taxi companies in Fort St. John meet the needs of older residents?

Please explain.

Are roads and parking areas in Fort St. John set up to accommodate scooters that assist with the mobility of older residents?

Yes

No

Please explain: \_\_\_\_\_

Do you require assistance walking? (do you use a mobility aid)

Yes

No

To assist with mobility for older residents within Fort St. John:

Do you think the roads are well maintained in Fort St. John?

Yes

No

Is winter road maintenance adequate in Fort St. John?

Do you think the sidewalks are well maintained in Fort St. John?

Is winter sidewalk maintenance adequate in Fort St. John?

What types of local transportation services should be provided for older residents?

## Respect and Social Inclusion

In this section, we would like to explore some issues concerning social inclusion and elder abuse of older residents in Fort St. John.

Do you have family in the area?

Yes – how many family members live in the area? \_\_\_\_\_

No

If YES, do family connections make you want to stay in the area?

Yes

No

Do you have close friends in the area?

- Yes
- No

If YES, do friend networks make you want to stay in the area?

- Yes
- No

In the past 12, months have you needed help from another person or an organization to do any of the following activities: (Please check all that apply)

- Meal preparation and clean up
- House cleaning
- Laundry
- House maintenance, outside work
- Managing medications
- Banking or bill paying
- Shopping for groceries or other necessities
- Driving
- Other, please specify: \_\_\_\_\_
- Not Applicable

What is the relationship to you of the person(s) who provided assistance with these activities? (Please check all that apply)

- Family
- Friend
- Neighbor
- Government
- Private organization, please specify: \_\_\_\_\_
- Volunteer organization, please specify: \_\_\_\_\_
- Not applicable

In your opinion, is the local cost of living reasonable for older residents?

- Yes
- No

Does the local cost of living affect older residents' quality of life?

- Yes
- No

Are local businesses, facilities, and services making adjustments to accommodate older residents?

- Yes
- No

Please explain: \_\_\_\_\_

---

Please identify if any of the following areas need additional attention in the community:

	They are okay	Need more attention
Large print signs	1	2
Large print brochures, menus, etc.	1	2
Benches / chairs for resting	1	2
Delivering services	1	2
Assembly / installation services	1	2
Lighting (outdoors)	1	2
Lighting (indoors)	1	2
Restaurant portion sizes	1	2
Staff training for assisting older residents (i.e. with vision, hearing, mobility impairment)	1	2
Accessible doors / entrances	1	2
Seniors / handicap parking spaces	1	2

Beyond what we've have talked about, are there any other social inclusion issues related to older residents that you would like to raise?

## Social Participation

In this next section, I would like to ask you some questions regarding the social environment for older residents in Fort St. John.

Do you use the following community facilities? (Please circle your answers)

	Daily	Weekly	Monthly	Occasionally	Never
Swimming pool	1	2	3	4	5
Fitness facilities	1	2	3	4	5
Hockey rink	1	2	3	4	5
Curling rink	1	2	3	4	5
Library	1	2	3	4	5
Cross-country ski trails	1	2	3	4	5
Local golf course	1	2	3	4	5
Baseball diamonds	1	2	3	4	5
Tennis courts	1	2	3	4	5
Cultural Centre	1	2	3	4	5
Seniors citizens hall	1	2	3	4	5

Do you actively participate in the following? (Please circle your answers)

Community clubs	Yes	No
Volunteer groups	Yes	No
Churches	Yes	No
Cultural groups	Yes	No
Arts groups	Yes	No
Recreational groups	Yes	No



What activities should be made more available to older residents? (Please circle)

	Not Needed	Needed But Not Important	Important	Very Important
Fitness programs	1	2	3	4
Barber / Beauty salon	1	2	3	4
Health and wellness clinics	1	2	3	4
Foot care clinics	1	2	3	4
Dances / lessons	1	2	3	4
Arts and crafts	1	2	3	4
Workshop / tool lending	1	2	3	4
Computer lessons / Internet	1	2	3	4
Card games	1	2	3	4
Pool tables / Shuffle board	1	2	3	4
Darts	1	2	3	4
Bingo	1	2	3	4
Hot lunches	1	2	3	4
Coffee and snacks	1	2	3	4
Coordinate seasonal lights tours	1	2	3	4
Coordinate other bus tours	1	2	3	4
Special event nights	1	2	3	4
Carpet bowling	1	2	3	4
Places to socialize	1	2	3	4
Other: _____	1	2	3	4
Other: _____	1	2	3	4

Beyond what we have already discussed, are there any other social or recreational issues related to older residents that you would like to list?

### Communication and Information

In this section, we would like to ask you some questions concerning the communication strategies used to promote programs and services to older residents in Fort St. John.

How do you hear about programs and services for older residents? (please check all that apply)

- Newspaper
- Television / radio
- Word of mouth
- Telephone
- Information brochures
- Community presentation
- Flyers
- Website
- E-mail

- Social media
- Referrals from service providers
- Friends
- Family
- Acquaintances
- Other: \_\_\_\_\_

Are there ways that information on programs and services for older residents could be better provided? (please explain)

### **Civic Participation and Employment Opportunities**

In this section, we would like to explore some questions around the civic engagement, employment, and quality of life of older residents in Fort St. John.

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Do you feel there are adequate opportunities for older residents to be involved / participate within the community?

- Yes
- No

Please explain:

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Are local older residents active in community development and social planning initiatives?

- Yes
- No

If yes, please explain, provide examples:

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To support the local population as it ages, are there areas of continuing education that would assist older residents?

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Should older residents wish to continue working in the paid economy, what types of education, training, and re-training programs should be provided?

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## Community Support and Health Services

In this section, we would like to ask you some questions about community supports and health services for older residents in Fort St. John.

What services do you think are needed to help older residents maintain their health and independence?

Services	Service is needed	Service is not needed	I don't know
Nursing care			
Home care			
Personal care (i.e. bathing, foot care)			
Respite care (i.e. caregiver, relief program)			
House cleaning (i.e. cleaning, laundry, housework)			
Yard work (i.e. gardening, snowclearing)			
Home repair and maintenance			
Help with shopping			
Delivery of services and goods			
Meals on wheels			
Help with meal preparation			
Visiting (informal or formal)			
Assistance with medical trips			
Transportation to doctor's appointments			
Other: please specify			

Have you experienced any of the following barriers when trying to access services for older residents? (Please circle your answer)

Waiting lists	Yes	No
Not available	Yes	No
Costs	Yes	No
Limited hours	Yes	No
Days of operation	Yes	No
Inconvenient location	Yes	No

Beyond what we've have talked about, are there any other community support and health service issues related to older residents that you would like to list?

### **Moving Forward**

To assist the community moving forward, we would like to get some final thoughts of the key factors that influence older residents' experiences in Fort St. John.

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Beyond what we've have talked about, are there any other issues related to older residents that you would like to list?

Thank you for participating in this survey!