



**Initiative on the New Economy**

**Service Provision in Rural and Small Town Places:  
A Report for Cap-à-l'aigle, Québec**

**March 2006**



A project of the Canadian Rural Revitalization Foundation  
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## INITIATIVE ON THE NEW ECONOMY - ABOUT THE PROJECT

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The *Initiative on the New Economy* project of the Canadian Rural Revitalization Foundation works closely with residents, service providers, voluntary organizations, business members, and decision makers to identify factors that contribute to building capacity in rural and small town places across Canada. Capacity is the ability of people residing in a place to mobilize their assets and resources to cope with stress and transition, or to capitalize on opportunities. Such capacity is built from trust and relationships grounded in institutions, organizations, businesses, and services alike. The Initiative on the New Economy is built on four key themes to explore capacity including *local governance, communications, services, and the environment*. This report explores the relationship between services and capacity.

The Services Research theme conducted site profile surveys in the summer of 2005. This is the fourth survey conducted since 1998 with a goal to track services over time. Services play two key functions in building capacity. First, services help rural and small town places to cope with restructuring and transition as a result of economic downturns or plant closures. Job losses stemming from industrial restructuring or closure can place increased demands on local services for education and training, business development, counselling, health care, and other support services. Without such services, residents would have to cope with the additional burden of having to leave their town to access assistance. Job and service losses present a significant challenge to rural and small town places.

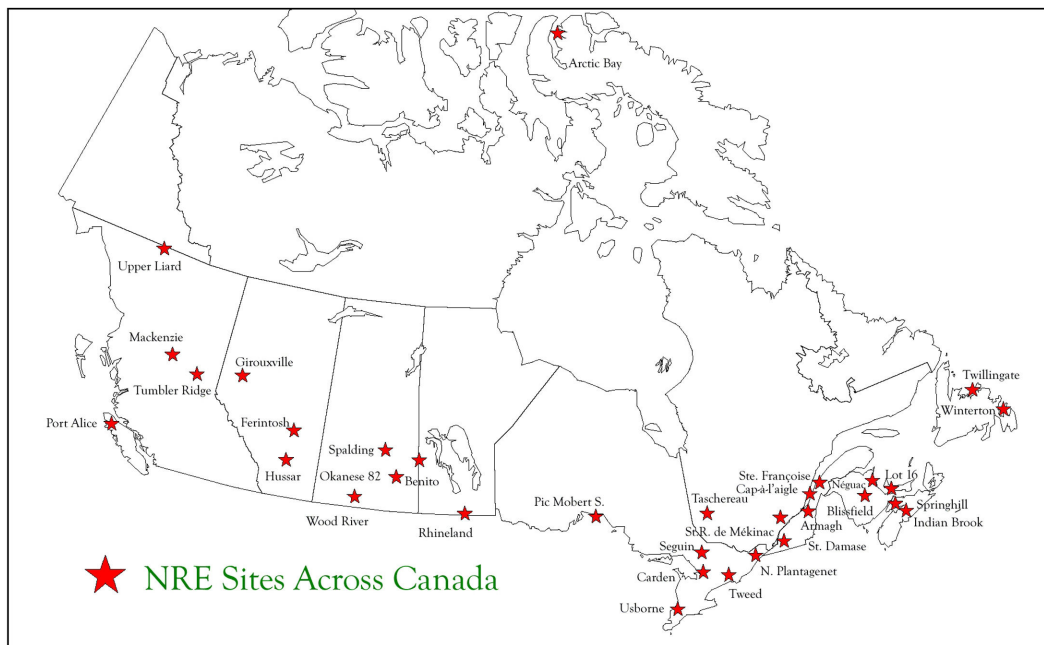
Second, services provide opportunities for building relationships, partnerships, and trust. Together, these can lead to new partnerships and innovative ways for delivering services where they might otherwise not exist. For example, schools or seniors' centres can act as multi-functional facilities for the community where local volunteer groups, sporting clubs, local theatre, and others can do their work. Another example might be the way that post offices can act as a one stop shop for a range of government services. This report focuses on the current service provision levels in rural and small town Canada. In particular, this report will compare the availability of services in Cap-à-l'aigle, Québec with services available in other research sites across Canada, as well as with services available in other study sites within Québec. In each of the tables in this report, the availability of services in Cap-à-l'aigle is compared to the 24 sites surveyed across Canada and to the 4 study sites in Québec.

Information for this report was collected in Cap-à-l'aigle by: Sophie Anne Morin and Bruno Jean.

## ABOUT THE SERVICE INVENTORY

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The Canadian Rural Revitalization Foundation has been conducting research in 32 rural and small town sites from across Canada. These sites form a type of “rural observatory” in which aspects of the *Initiative on the New Economy* project may be examined. The sites participating in this project reflect the diversity of the Canadian landscape, and include forestry and mining towns, farming and fishing communities, and tourism towns. Furthermore, some of these places are located adjacent to metropolitan areas, while others are more isolated.



In the summer of 2005, researchers visited 24 sites across Canada to update a service provision inventory. This included 9 sites in Western Canada, 5 sites in Ontario, 4 sites in Québec, and 6 sites in Atlantic Canada. The population of these rural and small town places varies from 150 to 5,205 people.

Distribution and size of INE participating sites

SITES	POPULATION SIZE – 2001
<b>Western Canada</b>	
Tumbler Ridge, British Columbia	1,851
Mackenzie, British Columbia	5,205
Port Alice, British Columbia	1,126
Hussar, Alberta	181
Ferintosh, Alberta	150
Spalding, Saskatchewan	261
Wood River, Saskatchewan	370
Benito, Manitoba	415
Rhineland, Manitoba	4,183
<b>Ontario</b>	
Seguin, Ontario	3,698
Tweed, Ontario	1,540
North Plantagenet, Ontario	3,848
Carden, Ontario	888
Usborne, Ontario	1,490
<b>Québec</b>	
Taschereau, Québec	534
Cap-à-l'aigle, Québec	720
St. Damase, Québec	1,327
St. Françoise, Québec	453
<b>Atlantic Canada</b>	
Blissfield, New Brunswick	674
Neguac, New Brunswick	1,697
Lot 16, Prince Edward Island	688
Springhill, Nova Scotia	4,091
Twillingate, Newfoundland and Labrador	2,615
Winterton, Newfoundland and Labrador	560

Source: CRRF NRE 2005; Statistics Canada 2001.

Data were collected to examine the availability of a range of services including:

- |                       |                                    |
|-----------------------|------------------------------------|
| education             | community                          |
| health                | transportation                     |
| protection services   | recreational                       |
| legal                 | basic Shopping                     |
| business services     | commercial shopping                |
| communication         | economic development organizations |
| elderly and childcare | housing                            |
| government            |                                    |

## AVAILABILITY

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Copies of all service availability reports were distributed within the participating sites. Additionally, copies have been posted on the INE website ([nre.concordia.ca](http://nre.concordia.ca)) and on Greg Halseth's website (<http://web.unbc.ca/geography/faculty/greg>).

Copies of the larger *Service Provision in Rural and Small Town Canada* report are available in a number of locations. At the University of Northern British Columbia, copies have been deposited at the Weller Library or can be accessed on Greg Halseth's website: <http://web.unbc.ca/geography/faculty/greg>. Copies are also available on the Initiative of the New Economy website at: [nre.concordia.ca](http://nre.concordia.ca).

For further information about this report or other available reports on services, please contact Greg Halseth at:

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**INITIATIVE ON THE NEW ECONOMY  
SERVICE PROVISION IN RURAL AND SMALL TOWN PLACES: A REPORT FOR CAP-À-L'AIGLE,  
QUÉBEC**

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**Description du site – Cap-à-l'aigle, QC**

Cap-à-l'Aigle est situé 5 kilomètres à l'est de la ville de la La Malbaie, dans la région de Charlevoix. En fait, le village a été amalgamé avec la ville de la La Malbaie en 1999. Les petites villes dans la région incluent Clermont, Baie-St-Paul, et d'autres.

La frontière ouest est située à la jonction de la rue St-Raphaël, et à l'est à la limite du quartier de St-Fidèle (à côté de Jalins). La localité est disposée en longueur; certains résidents habitent le long de la route 138 (boulevard Malcolm Fraser), mais la majorité sont installés le long de la rue principale, St-Raphaël. Ces deux routes locales sont parallèles l'une à l'autre et à la rivière (la route suit la rivière). En plus des deux artères principales, quelques routes résidentielles sont dispersées dans tout le voisinage. Beaucoup de nouvelles routes sont en développement ou ont été construites pour satisfaire une nouvelle demande. Cependant, les terrains y sont très dispendieux.

Pour les banlieusards, la route 138 est la plus efficace. C'est une autoroute provinciale accessible à environ 100 mètres du village. Pour les déplacements usuels, les gens prennent leur voiture, alors que les taxis font la navette entre le site et d'autres endroits environnants. Il n'y a aucun service d'autobus local, ni aucune autre forme de transport public. La communauté a développé son industrie touristique autour de son festival des lilas.



## PROFIL DE LA POPULATION - CAP-À-L'AIGLE, QUÉBEC

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La population de Cap-à-l'aigle, Québec, a augmenté légèrement de 713 résidents en 1996 à 720 résidents en 2001 (Statistique Canada, 2001). De façon générale, elle a toujours une population familiale, plus âgée que la moyenne. Il y a une forte proportion de personnes âgées à Cap-à-l'aigle. Ceci aura des implications importantes pour la planification de la livraison d'une gamme de services, tels que les services de santé et le logement social.

Population	Site: Cap-à-l'aigle (10)		
	Total	Hommes	Femmes
Population en 2001	720	370	350
Population en 1996	713	365	350
Changement de population, 1996 à 2001 (%)	1%	1%	0%
Total – Tous les individus	720	370	350
Âgés de 0-4	35	20	15
Âgés de 5-14	80	35	45
Âgés de 15-19	35	20	15
Âgés de 20-24	40	20	20
Âgés de 25-44	190	95	95
Âgés de 45-54	145	75	70
Âgés de 55-64	100	55	45
Âgés de 65-74	65	35	30
Âgés de 75-84	25	70	15
Âgés de 85 et plus	5	0	5
Âge moyen de la population	43.1	43.5	42.6

Source: Statistique Canada 2001.



## SERVICE PROVISION IN RURAL AND SMALL TOWN PLACES

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Services play an important role in retaining and attracting residents and businesses. However, rural and small town places across Canada are experiencing tremendous change stemming from economic and social restructuring in an increasingly global economy. As a result, some small towns have been experiencing population declines. At the same time, federal and provincial government policies have been withdrawing some of the service infrastructure that can provide a foundation for revitalizing rural and small town places and assist residents to cope with stress. Some rural and small town places adjusted to transition through establishing innovative services or diversifying their local economies. These types of innovation suggest one way by which services help to build capacity within a place.

Services also help to build capacity by providing opportunities for building relationships, partnerships, and trust, which subsequently can lead to new partnerships and innovative ways for delivering services where they might otherwise not exist. Together, services can help to enhance local quality of life and mitigate out-migration.

### Educational Services

Educational institutions are playing a changing role in maintaining quality of life in rural and small town places. Schools have provided other amenities through their libraries, theatres, and art galleries in places that would otherwise not have access to such services. They have also played a larger economic development role. Community colleges can provide skilled and professional workers, act as a broker of services, and act as a repository of information. They can also design programs and services that are relevant and respond to the changing labour market conditions of small places.

**Table 1: Availability of Education Services - 2005**

Services	NRE Sites:				Cap-à-l'aigle: 2005	
	Canada % Yes		Québec % Yes		Within the Site	Within 30 Minutes
	2003	2005	2003	2005		
Pre-school/kindergarten	50.0	62.5	50.0	50.0	X	✓
Elementary school	63.6	66.7	75.0	75.0	X	✓
High school	27.3	37.5	0.0	0.0	X	✓
CEGEP / College	18.2	16.7	0.0	0.0	X	✓

Source: CRRF NRE 2003, 2005 Site Profiles.

With the exception of community colleges, educational services are available in more sites across Canada in 2005 compared to two years ago. With the exception of elementary schools, educational services are more limited in the Québec sites compared to the national sample (Table 1). In particular, none of the Québec sites offer a high school or a CEGEP / community college. This may lead to concerns about youth out-migration as youth leave to complete high school and

pursue post-secondary education. While Cap-à-l'aigle does not have any educational services, all of these services are accessible 5 kilometres away in La Malbaie.

## Health Services

Health services play an important role in attracting new labour and retaining residents. During times of economic and social restructuring, closures in hospitals and the centralization of physical and mental health services can be difficult on the elderly and the poor who do not have access to a vehicle or who live in a place with limited transportation services. However, it is not just the utility of health services that is of concern, but also the potential loss of health care jobs that can lead to a further decline in the local economy and population.

**Table 2: Availability of Health Infrastructure - 2005**

Services	NRE Sites:				Cap-à-l'aigle:	
	Canada		Québec		2005	
	% Yes		% Yes		Within	Within
	2003	2005	2003	2005	the Site	30 Minutes
Hospital	18.2	12.5	0.0	0.0	X	✓
Health centre / CLSC	27.3	37.5	25.0	25.0	X	✓
Medical clinic	40.9	37.5	25.0	25.0	X	✓
Blood / urine testing facility	36.4	41.7	50.0	50.0	X	✓
X-ray facility	22.7	20.8	0.0	0.0	X	✓
Baby delivery facility	4.5	4.2	0.0	0.0	X	✓
CT scan facility	0.0	0.0	0.0	0.0	X	✓
Nursing home	18.2	16.7	0.0	0.0	X	✓
Pharmacy	40.9	37.5	25.0	25.0	X	✓
Ambulance	36.4	41.7	25.0	0.0	X	X
Emergency services	18.2	16.7	0.0	0.0	X	✓

Source: CRRF NRE 2003, 2005 Site Profiles.

Health facilities are limited in most of the rural and small town places examined (Table 2). This has changed very little over the last two years. Of particular interest is that fewer than 40% of sites across Canada in 2005 have a health centre, hospital, or pharmacy. This carries important implications for residents commuting for medical emergencies or health care reasons. Sites in Québec have more limited health facilities compared to the national sample. Half of these sites, though, have blood / urine testing facilities in their community. While Cap-à-l'aigle does not have any of these health facilities, residents can access most of these services five kilometres away in La Malbaie.

**Table 3: Availability of Health Professionals - 2005**

Services	NRE Sites:				Cap-à-l'aigle: 2005	
	Canada % Yes		Québec % Yes		Within the Site	Within 30 Minutes
	2003	2005	2003	2005		
Doctors	36.4	41.7	25.0	25.0	X	✓
Nurses	36.4	41.7	25.0	25.0	X	✓
Dentists	27.3	25.0	25.0	25.0	X	✓
Dental surgeons	9.1	8.3	25.0	25.0	X	✓
Optometrists	18.2	16.7	0.0	0.0	X	✓
Home care visits	54.5	70.8	50.0	50.0	X	✓
VON	13.6	20.8	0.0	25.0	X	X
Social workers	22.7	29.2	0.0	25.0	X	✓
Public health nurse	31.8	37.5	0.0	0.0	X	✓

Source: CRRF NRE 2003, 2005 Site Profiles.

The availability of health care professionals is also limited in small places. In fact, only home care visits are available in more than half of the sites across Canada in 2005 (Table 3). Even those services considered as essential, such as doctors, are only available in just over 41% of the sites across Canada. The presence of health professionals is more limited in Québec sites. None of these sites have an optometrist or a public health nurse. Cap-à-l'aigle residents access these services in the nearby community of LaMalbaie.

**Table 4: Availability of Health Programs / Services - 2005**

Services	NRE Sites:				Cap-à-l'aigle: 2005	
	Canada % Yes		Québec % Yes		Within the Site	Within 30 Minutes
	2003	2005	2003	2005		
Physiotherapy	22.7	25.0	0.0	25.0	X	✓
Speech therapy	31.8	25.0	0.0	0.0	X	✓
Occupational therapy	13.6	17.4	0.0	25.0	X	✓
Respite care	22.7	21.7	0.0	0.0	X	✓
Prenatal care programs	*	39.1	*	33.3	X	✓

Source: CRRF NRE 2003, 2005 Site Profiles.

\* Information was not collected for this service that year.

The availability of health care programs and services is also low in the sites examined across Canada. However, new services being tracked in 2005, including prenatal care programs, are more widely available (Table 4). Health care services and programs are less widely available in Québec sites compared to the national sample. However, more sites in Québec offer physiotherapy and occupational therapy compared to 2003 results. Cap-à-l'aigle does not offer more specialized health programs and services. These services are, however, accessible in La Malbaie.

## Protection Services

Protection services contribute to community capacity in a number of ways. For example, volunteer fire departments and various crime watch programs provide opportunities for community involvement and interaction, both of which can build trust and leadership.

**Table 5: Availability of Protection Services - 2005**

Services	NRE Sites:				Cap-à-l'aigle: 2005	
	Canada % Yes		Québec % Yes		Within the Site	Within 30 Minutes
	2003	2005	2003	2005		
Police (Local / RCMP)	22.7	33.3	0.0	0.0	X	✓
Fire department	68.2	79.2	50.0	50.0	X	✓
911 emergency line	86.4	83.3	100.0	50.0	X	X
Security services	4.5	12.5	0.0	0.0	X	✓
Alarm services	22.7	37.5	25.0	25.0	✓	
Neighbourhood watch	31.8	29.2	0.0	0.0	X	✓
Rural crime watch	13.6	16.7	0.0	0.0	X	✓
Victim's services – police based	*	16.7	*	0.0	X	✓

Source: CRRF NRE 2003, 2005 Site Profiles.

\* Information was not collected for this service that year.

Protection services are more available than most other services (Table 5). Most notably, fire departments and the 911 telephone number are available in more than half the sites across Canada. Since 2003, some sites across Canada appear to have recovered policing and fire department services. While half of the Québec sites have a fire department and 911 service, the availability of other protection services are more limited. Furthermore, while all Québec sites offered a 911 emergency line service in 2003, just 50% of these Québec sites continue to do so today. While Cap-à-l'aigle residents and businesses can benefit from local alarm services, many other protection services are accessible in the amalgamated community of LaMalbaie.

## Legal Services

Legal services are another example of specialized services that are often not found in rural areas. The absence of legal services has important implications as residents must commute to go to court, to access legal services such as preparation of wills or for purchasing real estate, or to have passports or affidavits signed.

Overall, legal services are very limited in the study sites across Canada (Table 6). The availability of legal services in Québec sites is more limited when compared to the national sample. In fact, none of these sites have a lawyer or a court. Cap-à-l'aigle residents access legal services in the amalgamated community of LaMalbaie.

**Table 6: Availability of Legal Services - 2005**

Services	NRE Sites:				Cap-à-l'aigle: 2005	
	Canada % Yes		Québec % Yes		Within the Site	Within 30 Minutes
	2003	2005	2003	2005		
Lawyer	18.2	16.7	0.0	0.0	X	✓
Notary	40.9	45.8	25.0	25.0	X	✓
Court	18.2	12.5	0.0	0.0	X	✓

Source: CRRF NRE 2003, 2005 Site Profiles.

## Financial Services

Businesses also play a role in providing a range of activities that enhance the quality of life of a place, as well as the viability and stability of the local economy. Business members also play an important role in community development as they can provide leadership in, and support for, local volunteer groups. Small local businesses are also an important source for fundraising and sponsorship of specific local organizations or events.

**Table 7: Availability of Financial / Business Services - 2005**

Services	NRE Sites:				Cap-à-l'aigle: 2005	
	Canada % Yes		Québec % Yes		Within the Site	Within 30 Minutes
	2003	2005	2003	2005		
Banks	36.4	33.3	25.0	25.0	X	✓
Credit Union / Caisse Populaire	50.0	50.0	100.0	100.0	✓	
ATM	50.0	54.2	25.0	25.0	X	✓
Micro-financing	9.1	16.7	0.0	25.0	X	X
Insurance office	50.0	50.0	25.0	25.0	X	✓
Industrial park	22.7	20.8	25.0	25.0	X	✓
Real estate office	18.2	20.8	25.0	25.0	✓	
Accounting	50.0	50.0	25.0	25.0	X	✓

Source: CRRF NRE 2003, 2005 Site Profiles.

In general, credit unions, ATMs, insurance offices, and accounting services are found in half the rural and small town sites across Canada (Table 7). The availability of these services has remained fairly stable over the last two years. In 2005, more Québec sites have a caisse populaire and micro-financing offices compared to the national sample. Fewer Québec sites have banks, ATMs, insurance offices, or accounting. While Cap-à-l'aigle has more limited financial services compared to the national sample, residents and businesses may still access a caisse populaire or a real estate office locally. Many other financial services are accessible in LaMalbaie.

## Communications

Connectivity is crucial in the new economy. Communication services also allow residents to maintain contact with family and friends. With improved communication infrastructure, rural and small town places can improve local employment opportunities, and support business networks.

**Table 8: Availability of Communication Services - 2005**

Services	NRE Sites:				Cap-à-l'aigle: 2005	
	Canada		Québec		Within the Site	Within 30 Minutes
	% Yes		% Yes			
2003	2005	2003	2005			
Cell phone – analog	86.4	91.7	50.0	100.0	✓	
Cell phone – digital	40.9	83.3	25.0	75.0	✓	

Source: CRRF NRE 2003, 2005 Site Profiles.

Cap-à-l'aigle residents and businesses benefit from the availability of both analog and digital cell phone service (Table 8). Overall, analog cell phone service is widely available across the study sites in Canada. Approximately 83% of the sites in the national sample also enjoy digital cell phone service. All of the sites in Québec offer analog cell phone service. While fewer Québec sites have digital cell phone service, there has been a substantial increase in the proportion with digital cell phone service since 2003.

## Elderly and Childcare Services

Childcare services provide an important part of the educational and care services in rural and small town places. Childcare also provides men and women with children an opportunity to participate in the labour force. Other services of importance are seniors' services including nursing homes and retirement homes. These services are particularly important given the aging of the Canadian population.

An inventory of 24 sites across Canada indicates that while many are equipped to meet the needs of young families, others are not yet well equipped with seniors' care facilities (Table 9). In contrast to the national sample, sites in Québec are well equipped to meet the needs of young families and senior citizens. More Québec sites offer daycare services and senior citizen retirement homes compared to the national sample, although none of these sites have a nursing home. Through its daycare facility and a senior citizen's retirement home, Cap-à-l'aigle is well equipped to take care of the needs of young families and its aging population.

**Table 9: Availability of Elderly and Daycare Services - 2005**

Services	NRE Sites:				Cap-à-l'aigle: 2005	
	Canada % Yes		Québec % Yes		Within the Site	Within 30 Minutes
	2003	2005	2003	2005		
Daycare	45.5	54.2	75.0	100.0	✓	
Senior citizen's nursing home	18.2	20.8	0.0	0.0	X	✓
Senior citizen's retirement home	33.3	37.5	50.0	75.0	✓	

Source: CRRF NRE 2003, 2005 Site Profiles.

## Government Services

Town halls and post offices are the most frequently available government services in rural and small town places. Post offices not only provide a service and identity, but also opportunities for routine social interaction to build relationships. Other government services play an important role in community capacity by providing a local source of expertise and knowledge upon which the community can draw.

The rural and small town sites examined across Canada do not have access to many government services (Table 10). Of particular concern to sites experiencing social and economic restructuring is that few of the sites have Employment Insurance or social assistance offices. Consequently, during restructuring or plant closures, households experiencing stress will have to go outside the site for information and assistance.

**Table 10: Availability of Government Services - 2005**

Services	NRE Sites:				Cap-à-l'aigle: 2005	
	Canada % Yes		Québec % Yes		Within the Site	Within 30 Minutes
	2003	2005	2003	2005		
Employment Insurance	4.5	4.2	0.0	0.0	X	✓
Provincial auto license office	18.2	16.7	0.0	0.0	X	✓
Social assistance office	22.7	16.7	0.0	0.0	X	✓
Town hall	68.2	70.8	75.0	75.0	X	✓
Post office	81.8	83.3	100.0	100.0	✓	

Source: CRRF NRE 2003, 2005 Site Profiles.

While more sites in Québec have a town hall and a post office compared to the national sample, none of the Québec sites have other government services. This may put additional pressure on households who may need to travel to access assistance during periods of change. Cap-à-l'aigle residents are able to access most of these government services in LaMalbaie. The closest provincial auto license office is 15 kilometres away in Clermont.

## Community Services

Community services can provide an important foundation from which to build relationships, and can be important sources to draw upon during times of economic and social stress. The availability of community services in rural and small town places varies considerably (Table 11). While fewer sites across Canada have second hand stores compared to two years ago, more sites in the national sample offer clothing depots and senior drop-in centres.

**Table 11: Availability of Community Services - 2005**

Services	NRE Sites:				Cap-à-l'aigle: 2005	
	Canada		Québec		Within the Site	Within 30 Minutes
	% Yes		% Yes			
2003	2005	2003	2005			
Food bank	31.8	25.0	25.0	25.0	X	✓
Clothing exchange / depot	18.2	29.2	50.0	25.0	X	✓
Second hand stores	40.9	29.2	50.0	25.0	✓	
Youth drop-in centre	22.7	25.0	0.0	0.0	X	X
Women's drop-in centre	22.7	16.7	25.0	0.0	X	X
Senior's drop-in centre	31.8	41.7	0.0	25.0	X	X
Half-way house	4.5	4.2	0.0	0.0	X	X
Women's resource centre	9.1	8.3	25.0	25.0	✓	
Women's safe house	*	8.3	*	0.0	X	✓
Personal aid services	31.8	37.5	0.0	50.0	X	✓
Victim's services						
– comm. based	*	25.0	*	25.0	X	X
Churches	*	95.8	*	100.0	X	✓

Source: CRRF NRE 2003, 2005 Site Profiles.

\* Information was not collected for this service that year.

Overall, sites in Québec did not have as many community services when compared to all the sites across Canada. In fact, the availability of clothing depots and second hand stores has declined in the Québec sites since 2003. At least half of these sites, though, have personal aid services and churches. The availability of personal aid services will be important during periods of social and economic change. In Cap-à-l'aigle, residents may access community services provided through the second hand store and the women's resource centre. The church in Cap-à-l'aigle closed in January 2005 due to needed repairs and limited funds available. A food bank, personal aid services, and safe houses are available in LaMalbaie. However, other community services, such as drop-in centres, half-way houses, and victim's services, are only accessible 150 kilometres away in Québec City. Drop-in centres provide opportunities for interaction and can foster a sense of community.

## Transportation

Transportation infrastructure can have important implications not only for attracting economic activity to a place, but also for enhancing the quality of life of vulnerable groups in rural and small town places. Transportation services, especially freight services, can play an important



role in attracting industry by providing additional options to export products. However, without adequate, affordable transportation options, mobility can be difficult for women, seniors, or those with disabilities to move within the community and to access services in adjacent centres. Being mobile enables citizens to have access to services, to be involved in the community, to develop local friendship ties and support networks, and to experience social activities.

The higher availability of gas stations and automobile repair services in these places reflects Canada's general reliance on the automobile (Table 12). Other transportation services are less frequently available, most notably local transit service, passenger rail service, and airport service.

**Table 12: Availability of Transport Services - 2005**

Services	NRE Sites:				Cap-à-l'aigle: 2005	
	Canada		Québec		Within the Site	Within 30 Minutes
	% Yes		% Yes			
2003	2005	2003	2005			
Local bus transit	0.0	0.0	0.0	0.0	X	X
Inter-community bus station	31.8	29.2	0.0	25.0	X	✓
Train – passenger	4.5	4.2	0.0	0.0	X	X
Train – freight	36.4	29.2	0.0	25.0	X	X
Airport	18.2	16.7	0.0	0.0	X	✓
Helicopter port	22.7	25.0	0.0	0.0	X	X
Boat / ferry terminal	18.2	25.0	25.0	25.0	✓	
Taxi	27.3	25.0	0.0	0.0	X	✓
Gas station	86.4	87.5	100.0	100.0	✓	
Automobile repair	63.6	70.8	25.0	50.0	✓	

Source: CRRF NRE 2003, 2005 Site Profiles.

When compared to sites across Canada, more Québec sites have a gas station. However, fewer Québec sites have most other transportation services. A greater proportion of Québec sites have an inter-community bus station, freight train service, and automobile repair shops compared to two years ago. Residents in Cap-à-l'aigle depend upon automobile services. This may pose a concern in an aging population as seniors need to commute to access services. However, taxi service and an inter-community bus station is located five kilometres away in LaMalbaie.

### Recreation Services

When examining all of the sites, recreational services show the greatest range of availability compared to any other service category (Table 13). This bodes well for the retention and attraction of residents, as well as the overall quality of life of these places. More notable recreational services available include community playing fields, community centres, libraries, municipal parks, hiking trails, and campgrounds. Many of these services can be important places where events can foster a sense of community. Across Canada, most sites are also able to offer either an indoor skating rink or a community gym. Recreational services less frequently available across Canada include fitness facilities, such as athletic clubs and swimming pools, as well as entertainment features such as cinemas. Since 2003, live theatre and tennis courts are

found in more sites in the national sample. Declines in recreational services between 2003 and 2005 in the national sample include outdoor municipal swimming pools and skiing trails.

**Table 13: Availability of Recreation Services - 2005**

Services	NRE Sites:				Cap-à-l'aigle: 2005	
	Canada		Québec		Within the Site	Within 30 Minutes
	<u>% Yes</u>	<u>% Yes</u>	<u>% Yes</u>	<u>% Yes</u>		
	2003	2005	2003	2005		
Curling rink	31.8	37.5	0.0	0.0	X	✓
Bowling lanes	22.7	20.8	0.0	0.0	X	✓
Indoor municipal swimming pool	13.6	12.5	0.0	0.0	X	✓
Outdoor municipal swimming pool	18.2	8.3	0.0	0.0	X	X
Indoor municipal skating rink	50.0	54.2	25.0	25.0	X	✓
Outdoor municipal skating rink	31.8	33.3	75.0	75.0	✓	
Community playing field	81.8	79.2	75.0	50.0	X	✓
Community gym	50.0	50.0	25.0	50.0	X	✓
Community centre	81.8	75.0	50.0	50.0	X	✓
Municipal athletic club	18.2	16.7	25.0	0.0	X	✓
Theatre (live performance)	13.6	33.3	0.0	0.0	X	X
Cinema (movie theatre)	4.5	0.0	0.0	0.0	X	✓
Museum	36.4	41.7	0.0	25.0	X	✓
Library	77.3	79.2	100.0	100.0	✓	
Municipal parks	77.3	79.2	75.0	50.0	X	✓
Provincial parks	22.7	16.7	50.0	25.0	X	✓
Tennis courts	31.8	45.8	25.0	50.0	X	✓
Skiing trails	50.0	37.5	0.0	0.0	X	✓
Hiking trails	63.6	62.5	25.0	25.0	X	✓
Golf courses	36.4	37.5	0.0	0.0	X	✓
Campgrounds	68.2	66.7	0.0	25.0	X	✓

Source: CRRF NRE 2003, 2005 Site Profiles.

In 2005, a greater proportion of sites in Québec offer recreational amenities such as outdoor municipal skating rinks and public libraries when compared with sites across Canada in 2005. However, some recreational services, such as a curling rink, bowling lanes, municipal swimming pools or athletic clubs, live theatre, movie cinema, skiing trails, and golf courses are not available in any of these sites. Cap-à-l'aigle offers a more limited range of recreational amenities compared to sites across Canada and within Québec. Cap-à-l'aigle has a municipal outdoor skating rink and a public library. However, it also offers a range of lilac displays and kayaking. Most of the recreational amenities that are not available locally are accessible within 15 kilometres in either Clermont or La Malbaie.

## Shopping

Shopping services contribute to the success of the local economy and are considered to be an important gauge of economic health of rural and small town places. Shopping is also an important recreational activity and provides opportunities for social interaction. Low levels of shopping services can lead to out-of-town shopping and perhaps even out-migration.

**Table 14: Availability of Basic Shopping Services - 2005**

Services	NRE Sites:				Cap-à-l'aigle: 2005	
	Canada		Québec		Within the Site	Within 30 Minutes
	% Yes		% Yes			
2003	2005	2003	2005			
Grocery store	68.2	70.8	50.0	50.0	X	✓
Farmers' market	13.6	25.0	0.0	0.0	X	X
Liquor store	54.5	62.5	25.0	25.0	X	✓
Bakery	27.3	37.5	0.0	0.0	X	✓

Source: CRRF NRE 2003, 2005 Site Profiles.

The service inventory indicates that most sites across Canada are able to offer shopping services that residents would need to access on a more frequent basis, such as grocery stores (Table 14). In fact, basic shopping services have been increasing in the 24 sites examined in the national inventory. However, a lower proportion of sites in Québec have basic shopping services. Cap-à-l'aigle residents access most of these services in LaMalbaie. Residents may access other basic shopping services close by in LaMalbaie. For more specialized shopping services, Cap-à-l'aigle residents must go approximately 150 kilometres away to Québec City.

## Economic Development Organizations

Economic development organizations can play an important role in promoting the community to attract not only additional businesses, but also to attract a wider population base. While there is not a wide range of economic development organizations in these sites, it is particularly critical to note that only approximately 20% of the sites across Canada have a Chamber of Commerce (Table 15). As these organizations are comprised of local business individuals, they are important sources to draw upon during economic and social change. On the other hand, more sites in the national sample offer financial and business consulting services compared to two years ago.

While half of the Québec sites have a women's leadership group, a challenge will be accessing leadership and assistance from other types of economic development organizations. A challenge facing Cap-à-l'aigle during times of transition may be the absence of economic development organizations, many of which are accessible more than 30 minutes away in Québec City. Some economic development organizations, such as the Chamber of Commerce, are located in the amalgamated municipality of LaMalbaie. In fact, local leaders have been successful in developing partnerships with economic and tourism organizations at the regional, provincial, and federal levels to develop its lilac gardens.

**Table 15: Availability of Economic / Development Organizations - 2005**

Services	NRE Sites:				Cap-à-l'aigle: 2005	
	Canada % Yes		Québec % Yes		Within the Site	Within 30 Minutes
	2003	2005	2003	2005		
Business Dev. Bank of Canada	0.0	0.0	0.0	0.0	X	X
Community Futures Dev. Corp.	0.0	8.3	0.0	0.0	X	✓
Chamber of Commerce	18.2	20.8	0.0	0.0	X	✓
Local bus. dev. corp.	18.2	8.3	0.0	0.0	X	X
Economic / community trust	4.5	4.2	0.0	0.0	X	X
Career training / placmt. prgm.	13.6	12.5	0.0	0.0	X	X
Financial / business consulting	27.3	37.5	0.0	25.0	X	X
Real estate boards	0.0	0.0	0.0	0.0	X	✓
Tourism associations	27.3	12.5	0.0	0.0	X	✓
Rotary clubs	18.2	12.5	25.0	0.0	X	X
Retraining programs – general	*	8.3	*	0.0	X	X
Retraining programs – women	*	0.0	*	0.0	X	X
Women's leadership groups	*	41.7	*	50.0	X	✓

Source: CRRF NRE 2003, 2005 Site Profiles.

\* Information was not collected for this service that year.

## Housing

Housing has been used as an incentive to attract residents to rural and small town places. However, lack of housing options as a population changes, or ages, can be a problem and can lead to out-migration. Housing options can improve the quality of life of residents, especially the more vulnerable citizens, including senior citizens or those with disabilities.

**Table 16: Availability of Social Housing Services - 2005**

Services	NRE Sites:				Cap-à-l'aigle: 2005	
	Canada % Yes		Québec % Yes		Within the Site	Within 30 Minutes
	2003	2005	2003	2005		
Co-op housing	13.6	8.3	25.0	0.0	X	✓
Rent supplement units	22.7	20.8	0.0	0.0	X	✓
Asstd / sub. housing – seniors	31.8	50.0	0.0	50.0	X	✓
Asstd / sub. housing – families	31.8	29.2	0.0	0.0	X	✓
Asstd / sub. housing – singles	9.1	12.5	0.0	0.0	X	X
Asstd / sub. housing - disabled / special needs	13.6	12.5	0.0	0.0	X	✓

Source: CRRF NRE 2003, 2005 Site Profiles.

Although, social housing does not appear to be widely available in sites across Canada, there have been some important changes (Table 16). Most notably, there has been an increase in the availability of assisted or subsidized housing for seniors from approximately 32% of the sites

across Canada in 2003 to 50% in 2005. While the availability of social housing is generally limited in Québec, half of these sites offer assisted or subsidized housing for seniors. With the exception of assisted or subsidized housing for singles, all of these types of social housing are accessible approximately 5 kilometres from Cap-à-l'aigle in LaMalbaie.

### **Challenges and Opportunities for Cap-à-l'aigle, Québec**

Even though there are more limited services in Cap-à-l'aigle specifically, its residents and businesses may access most of the services needed within the amalgamated municipality of LaMalbaie. These services include a range of educational, health, protection, legal, community, financial, transportation, and government services, as well as recreational amenities. Furthermore, Cap-à-l'aigle is equipped to meet the needs of its aging population through its retirement facility. A challenge for Cap-à-l'aigle residents may stem from limited specialized shopping services. This can lead to multi-purpose out-of-town trips as residents travel to larger centres, such as Québec City, to access shopping, entertainment, or other services.

An asset for Cap-à-l'aigle stems from its tourism infrastructure. This infrastructure includes a range of bed and breakfasts, cabins, a cafe, as well as businesses to offer artistry and kayaking. These businesses may also provide leadership during transition. Leadership has already been demonstrated by the development of partnerships at the local, regional, provincial, and federal levels with the Charlevoix Association Touristique Régionale, Tourism Québec, the Village of LaMalbaie, Commission de la Capitale Nationale, Canada Economic Development, Municipalité Régionale de Comté de Charlevoix-Est, and the CLD de la MRC de Charlevoix-Est to develop the lilac gardens.

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