



Community Consultation Results 2017



Table of Contents

Appendix A - Age-Friendly Focus Group Summaries	3
Respect, Social Inclusion and Social Participation	3
Emergency Preparedness	8
Outdoor Spaces and Buildings	12
Communication and Information	16
Transportation	18
Community Support and Health Services	21
Housing	27
Appendix B - Age-Friendly Whitby Survey Results Summary	29
General Information	29
Outdoor Spaces and Buildings	30
Transportation	32
Housing	34
Social Participation	35
Respect and Social Inclusion	36
Civic Participation and Employment	37
Communication and Information	38
Community Support and Health Services	39
Age-Friendly Whitby - Survey Comments	41
Appendix C - Age-Friendly Whitby Public Information Centre Summaries	60
Public Information Centre - Brooklin Community Centre and Library	60
Public Information Centre - Whitby Seniors' Activity Centre	65
Public Information Centre - Council Chambers, Town Hall	72

Appendix A

Age-Friendly Focus Group Summaries

Respect, Social Inclusion and Social Participation

Monday, January 25, 2016

Location: Gould Room, Centennial Building, Whitby

Present:

Abilities Centre – Staff

Alzheimer Society of Durham Region – Staff

Bawaajigewin Aboriginal Community Circle – Member

Brooklin Horticultural Society – Member

Chabad Jewish Centre of Durham Region – Member

Community Development Council of Durham – Staff

Durham Chinese Canadian Cultural Centre –Member

Durham Mental Health Services – Staff

Ethno-Cultural and Diversity Advisory Committee – Member

Muslim Welfare House – Member

Ontario Shores for Mental Health Sciences – Staff

PFLAG (Parents and Friends of Lesbians and Gays) Durham Region – Executive Director

Town of Whitby – Accessibility Coordinator

Town of Whitby – Age-Friendly Whitby Coordinator

Town of Whitby – Marketing and Events Coordinator

Town of Whitby – Supervisor of Aquatics

Town of Whitby –Supervisor of Fitness Services

Town of Whitby – Supervisor of Seniors' Services

Town of Whitby – Supervisor of Special Events

Whitby Historical Society – Member

Whitby Public Library – Staff

Whitby Seniors' Activity Centre – Volunteer

1. What does respect, social inclusion and social participation mean to you and/or your organization?

- Everyone is equal and feels welcomed
- Provide a welcoming and accepting community (gender, race, age welcome to all programs and activities)
- Allow for peer support to increase comfort level of newcomers
- Reaching out to all; being inclusive
- Create opportunities for everyone to feel included
- No barriers
- Respect a code of conduct
- Confidentiality, non-judgemental
- Address stigmas by sharing of information
- Cross-communication of services and events; communication offered in all forms; not everyone is comfortable with computers (email or social media)
- Open-minded people to plan, develop and implement services and programs
- Activities that give purpose, independence
- Adaptability of services and programs, accessibility, timing, frequency, affordability
- Consideration for outdoor venues and their accessibility
- Barrier-free participation in all services; access to get to/from programs; language accommodations, translations
- Social programs: drop in and meet new people and socialize (facilitated programs not necessary)
- Shared, multi-purpose community spaces
- Businesses (grocery and pharmacies) reach out to groups in non-traditional and innovative ways
- Public transportation available and is accessible
- Diverse social programs
- Recognizing diversity; finding common interests
- Multicultural: opportunities to learn from each other
- Education about the variety of cultures
- Norms of all cultures
- Everyone is included; human rights for all including LGBTQ and all protected groups
- Dementia: info shared with public

- Assessment tools to evaluate programs

2. What Age-Friendly strategies, programs, and initiatives are already happening in the community of Whitby?

- Regional Age-Friendly initiative
- Seniors' Activity Centre: dances, fireside chats, drop-in activities, tax services, foot care clinic, access to lunch program, reduced seniors rate, snow removal program (windrow)
- Library: free Age-Friendly programs: tech training, travel program, English conversation circle, book clubs
- Community Gardens: donates 1000 lbs of produce to Feed the Need (food bank and events)
- Windreach Farm
- Station Gallery
- Town of Whitby recreational programs for seniors (swimming lessons, lane swim, aquafit, fitness)
- Community Connection
- Partnerships: Town of Whitby with Abilities Centre
- Abilities Centre: discounted and free services
- Jewish Centre of Durham: dinners, events, holiday programs, classes, kosher Meals on Wheels
- Town of Whitby Events: e.g., Harbour Day, Canada Day, Rib Fest
- Ethno-Cultural Diversity Advisory Committee: offers programs, newcomers' bus tour, workshops
- Town of Whitby Seniors' Committee of Council
- Community Development Council of Durham Welcome Centre
- Durham/UOIT
- Durham Mental Health Seniors Support 55+ Program: partnership with Ajax housing; provides access to Personal Support Workers, counselling and other services
- Victorian Order of Nurses Companionship program
- Accessible transportation: Seniors' in Motion, Seniors' Activity Centre, reduced rates
- Community Care Durham: phone check-in
- Community Care Durham: transportation program for medical care
- Metro bus to assist with groceries
- Specialized transit

- Dementia-friendly program
- Comparison for aging LGBTQ Community – Education series
- Durham Regional Police Services Seniors' Talk, vulnerable person registry
- Walking groups
- Educational programs for computer skills at Town, library, school boards
- Town of Whitby free parking
- Pedestrian walkways, visually coloured marked ramps on sidewalks
- Multi-purpose pathways, walkable subdivisions, audible signals at major crosswalks
- Benches placed to create conversation places
- Grants for businesses to provide barrier-free options
- Easy access to programs (all in one)
- Diversified programming, open and undefined programs
- Community events are more inclusive

3. Are there things we can change or do to become more Age-Friendly in the area of respect, social inclusion, and social participation in the community of Whitby?

- Age-appropriate programs for seniors
- More cultural events/programs, consideration of diversities
- More intergenerational types of programs, cross-age services
- More sharing and partnerships of programs, info, space
- Consider timing of programs, younger seniors still work
- Implement adult daycare programs
- Implement peer support systems, matching interests
- Prepare seniors for retirement
- Amalgamate services for ease of use
- Place daycare and parks in the same areas as seniors' residences
- Use of outside gym that accommodates all ages
- Change zoning by-laws to allow for multiple-unit dwellings units for seniors to live within community
- Downtown stores need to be made accessible
- Need more destination places
- Organize storytelling and info-sharing opportunities

- Introduce cultural elements at events
- Improve safety for seniors, Durham police presence, proper lighting of walkways, sidewalks
- Improve accessible transportation to programs for those using walkers and wheelchairs
- Introduce more affordable taxis
- Increase capacity of existing senior transport services
- Create community central/general resource guide/manual
- Open info centre for seniors that includes all services and organizations, (e.g., Blue Book)
- Introduce regular info-sharing meetings with community partners/organizations, share what is going on, improve on cross-service programming
- Organize community forums, continuous assessments
- Ensure placement of information and awareness pamphlets where it will be found by seniors and make available in different languages
- Make sure the target groups are involved in the solution process
- Provide training for frontline staff across different community groups, specific to functions needed, frequent progressive training steps

Emergency Preparedness

Monday, February 29, 2016

Location: Gould Room, Centennial Building, Whitby

Present:

Canadian Red Cross – Volunteer
Durham Regional Police Services – Staff
Region of Durham Emergency Services – Staff
Region of Durham Paramedic Services – Staff
Salvation Army – Staff
Town of Whitby – Accessibility Coordinator
Town of Whitby – Age-Friendly Whitby Coordinator
Town of Whitby Fire Services – Chief Fire Prevention Officer
Town of Whitby Fire Services – Deputy Fire Chief
Town of Whitby Fire Services – Staff
Town of Whitby – Manager of Recreation
Town of Whitby Seniors' Services – Volunteers
Town of Whitby – Supervisor of Seniors' Services

1. What resources do we already have in place to educate seniors about emergency preparedness?

- Are You Ready? brochure, Region of Durham
- Durham Region Management has rapid response automated telephone calls
- Whitby Fire and Emergency Services Ever Alert booklet; provides info on safety planning and is distributed annually
- Information on social media
- Emergency Management week including awareness booklets
- External partners, Town of Whitby staff, government agencies, Seniors' Centre, non-profit agencies
- Encouragement of buddy system
- Promotion of keeping list of contacts and medications on fridge
- Older and Wiser pamphlet; general education on fire prevention by Whitby Fire, Whitby Fire Public Education Officer

- Whitby Fire presentations for seniors' groups and homes
- Whitby Fire newspaper ads
- Durham Region Emergency Management Office has brochures, website training on request
- Whitby Seniors' Activity Centre; info in binders and on website
- Red Cross has personal preparedness workshops entitled 72 Hours
- Organizations are prepared, e.g., Lakeridge Health, Ontario Power Generation, Whitby Fire, Emergency Medical Services

2. Is there anything different your organization/department considers when assisting seniors in an emergency?

- Accessibility matters; visual, audibility
- Awareness of mobility and where seniors live
- Identifies community needs
- Considers language barriers and translators
- Identifies methods of communication and how media is consumed
- Accessibility on a larger scale
- Clear communication with seniors
- Awareness of dependency on medications, health requirements, cognitive impairments, special needs
- Community Care Access Centre records a listing of medications
- Readily accessible list for departments to call in case of emergency
- Clear communication, timing of actions/services, connection
- Consideration of dependencies on equipment, e.g., lifts, aids
- Consideration of dependencies on care, e.g., home care, Personal Support Worker
- Seniors' residences fully trained on emergency preparedness

3. Are there gaps/improvements that can be made to educate seniors about emergency preparedness?

- Improved utilization of technology
- Bring info in person to seniors; forums, discussion groups
- Challenging to navigate Town of Whitby website; not user-friendly, too much info is buried
- Broken links between organizations
- Change emergency preparedness to be on first page of website

- Implement seniors' section on website, emergency preparedness link
- Do not depend on social media because all seniors do not use
- Current listing of emergency phone numbers to call
- Ensure validity of current brochures
- Provide a preparation kit check list
- Seniors living in poverty, not realistic to set-up for 72 hours
- Increase education of family members, check in on relatives
- Increase education of seniors in high rises
- Identifying market to meet needs
- Identifying local community advocacy champions

4. Are there gaps/improvements that can be made when assisting seniors during an emergency?

- Sharing of info between all existing organizations, coordination of resources
- Keeper of information, Region? Privacy issues. Privacy is a barrier
- Recommend communications with trusted neighbours; special knocks on seniors' doors, communicate with flags, ribbons on doors
- Use of buddy system
- There are apartments/condos/private communities that are not designated as Seniors' residences
- Getting info out; radio, social media
- Website – local media timeliness of getting info out to community. Use format most expected for seniors, e.g., radio
- Emergency services on front-line level need to get more connected to communicate emergency intervention
- Training for front-line staff on plan that is developed on a higher level
- Evacuation Centres; locations for large displacements
- Have dedicated workings groups to deal specifically with seniors when emergency occurs
- Communication plans for when event occurs
- Establish emergency support when incident takes places
- Central contact information
- Make Older and Wiser Fire prevention pamphlet available on Town of Whitby website

5. What ideas/strategies do you have that address these concerns?

- Emergency preparedness with Whitby Seniors' Activity Centre; courses with Molly the fire dog, interactive materials
- Website update Emergency Planning on front page
- Senior to Senior training
- Private sector sponsor for Emergency kits; income challenges
- • Whitby Seniors' Activity Centre – Emergency Preparedness @ Health & Wellness Fair
- Communication of message; key leaders/champions in community
- Champions, word of mouth, recognition
- Develop willing political support, provide policy direction
- Develop strategies to deliver services
- Training for internal staff, better delivery of services
- Coordination between government services
- Go to groups for info
- Emergency plan for buildings; landlords (identify frail and isolated people)
- Identify specific events to distribute info
- Print media/radio stations, especially Emergency Management week
- Local Integrated Health Network – funding for seniors' programming, include emergency preparedness for each program
- Registration of seniors and people with disabilities, keep info with emergency services or other agency. Find grant opportunities to get this program started
- Involve community partners who work with seniors, e.g., Rotary, Legion
- Seniors' hub – to get info gathered and out; insert info with tax bill?
- Make emergency plan part of a building owner's responsibility; what to do when they have to evacuate or stay in building
- Proactively "reach" seniors and their families
- Education of seniors and families; provide checklists, how to prepare
- On website, provide video "Make a Kit"
- Emergency link displayed on the first page of the Town of Whitby Website

Outdoor Spaces and Buildings

Monday, March 7, 2016

Location: Gould Room, Centennial Building, Whitby

Present:

Region of Durham – Accessibility Coordinator

Region of Durham – Planning

Town of Whitby – Accessibility Coordinator

Town of Whitby – Age-Friendly Whitby Coordinator

Town of Whitby – Engineering Technician II

Town of Whitby – Landscape Architectural Technicians

Town of Whitby – Manager of Facilities

Town of Whitby – Manager of Parks, Marina, Long Range Planning,
Culture and Tourism

Town of Whitby – Parks Planner II

Town of Whitby – Parks Planning Analyst

Town of Whitby – Principal Planner

Town of Whitby – Seniors' Services Volunteers

Town of Whitby – Supervisor of Facilities (Capital Projects)

Town of Whitby – Supervisor of Facilities (Mechanical Services)

Town of Whitby – Superintendent of Operations

Town of Whitby – Supervisor of Seniors' Services

1. What does Age-Friendly Outdoor Spaces and Buildings mean to you and/or your organization?

- Outdoor spaces: parks, trails, public squares, streets, sidewalks, school yards, open spaces, gardens, public art, streetscaping
- Buildings: public facilities such as recreation centres, libraries, rinks
- Places to meet; help to build communities
- Parking with connections to buildings
- How buildings are used
- Signage and wayfinding; guide people to where they want to go
- Destination spaces; create usable spaces that draw people in

- Opportunities for recreational opportunities
- Safety and lighting
- Sustainable design focus
- Part of community identity; waterfront, Cullen Park, through cultural and historical significance
- Transit systems to connect to parks, outdoor spaces
- Ways of transportation: alternative to cars, walking, bikes
- Facilitates good fellowship
- Places to play and enjoy, both actively and passively
- Public spaces, particularly recreational, accessible for everyone; affordable costs/user fees with a variety of activities
- Spaces could be various shapes, scales and forms; parkettes, squares, for local neighbourhoods, town
- Heritage buildings; architecture, culture conservation, care and maintenance
- Trails; routes to connect destinations
- Sustainable design focus
- Opportunities for outdoor spaces at retirement residences

2. What Age-Friendly strategies and programs are already happening in the community of Whitby?

- Accessible multi-use trails and parks, benches; maintaining clear walkways
- Improvement of signage
- Retrofitting existing buildings and facilities, e.g., no trip hazards, meets accessibility standards
- Increase in recreational activities
- Recreational venues; Seniors' Centre, Abilities Centre, community gardens, waterfront outdoor gym, Sky Zone, picnic shelters
- Recreational activities: seniors' centre, bocce, lawn bowling, hockey 55+ league, curling
- Town events, pilot trial of outdoor rinks
- Senior-focused programs: library, community groups, Adopt-a-Park, discounted seniors' rate, windrow snow removal program, Durham Region Transit community bus, computer training
- Strategy: Town master plan recommendation to create a town park for events that would be more accessible to all
- Town trail strategy: cycling and leisure trails plan

- Active Transport and Safe Roads Advisory Committee
- At Home in Durham: affordable housing strategy
- Accessible parking
- Ensuring lighting standards meet user groups' needs
- Communication strategies, ensuring info is available

3. Are there things we can change or do to become more Age-Friendly with respect to Outdoor Spaces and Buildings in the community of Whitby?

- More community events at accessible locations
- Implement Age-Friendly activities at community events (boating, picnics, outdoor theatre)
- Improve access to transportation to events
- Improve connectivity between parks and trails; Cullen Park and Heber Down, connectivity of waterfront trail
- Implement north-south trails
- Introduce Age-Friendly equipment in playgrounds
- Introduce intergenerational activities
- Increase attraction of parks as gathering places and points of interest
- Increase community gardens and place these in parks
- Increase opportunity for feedback and community involvement in development
- Promote partnerships between public and private organizations
- Introduce destinations and gathering places, both for community and tourists
- Introduce segregation of pedestrian and bike lanes
- Increase foot and bicycle patrol
- Implement pedestrian countdowns at crosswalks
- Recommend lights flash green at pedestrian crossing
- Implement tunnels versus road intersections
- Introduce more crossings downtown to reduce jaywalking
- Make all water fountains water bottle refilling stations
- Improve lighting in front of buildings, side streets, trails, etc.
- Improve snow removal for accessibility
- Implement snow removal of trails
- Install 911 emergency buttons or phones in parking garages, at transit stops

- Improve accessible street parking
- Improve parking at central library and better ways to get there
- Make buildings more accessible, especially those in downtown core
- Introduce more green spaces
- Include more garbage cans at Heydenshore
- Include shaded areas at parks for gatherings
- Promote better rest areas downtown, along sidewalks and trails
- Provide more benches downtown and along trails
- Create more trail maps and signage
- Increase outdoor skating facilities
- Provide incentives for businesses to increase downtown densities to create more inclusive communities
- Provide courtesy phones in businesses and municipal buildings
- Implement larger-print street signs
- Expand Seniors' Centre to include gym

Communication and Information

Thursday, March 30, 2016

Location: Gould Room, Centennial Building, Whitby

Present:

Town of Whitby – Age-Friendly Whitby Coordinator

Town of Whitby – Supervisor of Seniors' Services

Town of Whitby – Age-Friendly Steering Committee Members

Durham Radio News – Reporter

CNIB – Orientation and Mobility Specialist

Brooklin Town Crier – Editor

Town of Whitby – Accessibility Coordinator

1. What Age-Friendly strategies, programs, initiatives are already happening in the community of Whitby?

- Use of TV, radio, internet, and friends as means of communication and sources of info
- Availability of magnifiers
- Seniors' Activity Centre with easy-to-read guide
- Use of closed-circuit TVs in places such as the library
- Websites have become more accessible, easier to navigate
- Use of larger font size
- Individuals are more inclined to wear hearing aids; more discreet technology
- clearingourpath.ca – CNIB website for creating accessible environments for people with vision loss
- disabilitydoorway.ca – Durham website designed to assist persons with disabilities and/or their families by providing information on resources and services

2. Are there things we can change or do to become more Age-Friendly with respect to communication and information in the community of Whitby?

- Increase font size where possible
- More visual reading assistive devices in public places
- Sound systems; people with hearing aids have trouble hearing when there is a sound system in place due to the frequencies
- More accessible computer programs
- JAWS – reads to person
- Curtswell – enlarges print
- Create a tool kit to send to all Whitby organizations to better inform them of minor things they can do to make it more accessible for everyone in our community

Transportation

Monday, April 11, 2016

Location: Regal Room, Centennial Building, Whitby

Present:

Town of Whitby – Age-Friendly Coordinator
Town of Whitby – Supervisor of Seniors’ Services
Town of Whitby – Accessibility Coordinator
Town of Whitby – Seniors’ Centre Volunteer Van Driver
Circle Taxi – Driver Representative
Community Care Durham – Administrator
Region of Durham – Coordinator
Town of Whitby – Seniors’ Centre Volunteer
Town of Whitby – Seniors’ Programmer
The Village of Taunton Mills – Staff
Town of Whitby – Transportation Project Engineer
Region of Durham – Transportation Planner
Durham Region Transit - Staff

1. What does Age-Friendly Transportation mean to you and/or your organization?

- Mobility
- Business
- Freedom; ability to go where/when you want/need to go
- Any mode to get you from point A to point B; walking, cycling, riding, driving
- Safety measures in place to ensure you are still capable to drive
- Better transit system in place could alleviate pressure of letting go of driver’s licence
- Need for flexibility to connect to community with a variety of options available; public transit, taxis, Community Care
- Cost efficiency of systems; drivers, volunteers
- Provision of safe, convenient, and efficient cost-effective transportation system

- Connectivity of transit systems
- Crossings: ease, safety of use
- Region definition: safe and efficient movement of people and goods
- Seniors' Centre: transfer of seniors to and from their day/evening activities in a safe and timely manner
- Community Care Durham: connection of frail elderly to their independence; ability to get to medical appointments, groceries
- Safety of road for modes of transportation other than cars, e.g., cycling

2. What Age-Friendly strategies, programs, initiatives are already happening in the community of Whitby?

- Community Care Durham – 9000 drives per year; volunteer-based program with drivers taking clients to medical appointments, etc., and a paid driver program for more intense medical requirements
- Canadian Cancer Society volunteer drivers
- Whitby Seniors' Activity Centre has nine passenger van (without wheelchair access) driven by volunteers for seniors' centre activities
- Retirement homes transportation to and from appointments
- Senior rates, discounts for access to transportation through taxi, city bus
- Durham Region Transit Planning: transit stops within 400 metres, transportation master plan has cycling network, bike paths, walking trails, system corridor guidelines allowing for intersection spacing, accessibility for Ontarians with Disabilities Act Standards providing audible signals, bus pads
- Bus shelters: safety for waiting for bus in inclement weather
- Master plans with Town: updating plans to address all modes of transportation and mobility of all ages. Also, current gap analysis in bike/trails to close gaps.

3. Are there things we can do or change to become more Age-Friendly with respect to transportation in the community of Whitby?

- Promote alternative transportation as part of people's lifestyle earlier instead of relying on driving
- Add more volunteers, staff, more hours of service, and a larger and more accessible van at Whitby's Seniors' Activity Centre
- Provide stronger guidelines for new developments; focus more on pedestrian safety, pathways from community to bus stops, accessible drop-off and pick-up spots
- Reduce waitlist
- Educate seniors of options available to them

- Implement one point that links options of transit availability
- Build new seniors' retirement residences in main points of access
- Ensure accessibility from main roads for bikes, scooters, walking
- Educate taxi and transit drivers on working with seniors
- Improve access to accessible services, taxis, etc.
- Improve collaboration and communication between services, especially during stagnant times
- Implement flexibility of system borders
- Educate users of multi-use path; motorized vehicles versus motorized bicycles versus wheelchairs versus pedestrians
- Have Durham Regional Transit address seniors' needs; routing, connectivity, timeliness
- Remove "pork chop" crossings to make pedestrian friendly crossings on large intersections
- Increase number of cycling lanes/routes, especially in rural areas
- Encourage Uber services for seniors
- Implement Seniors' Driver Coalition: educational programs for senior drivers, use of transit system, etc.

Community Support and Health Services

Monday, April 25, 2016

Location: Regal Room, Centennial Building, Whitby

Present:

Alzheimer Society – Family Support Manager

Central East Community Care Access Centre – Staff

Central East Local Health Integrated Network – Staff

Ontario Shores for Mental Health Services – Staff

Town of Whitby – Accessibility Coordinator

Town of Whitby – Age-Friendly Coordinator

Town of Whitby – Supervisor of Seniors' Services

Town of Whitby – Seniors' Programmer

Whitby Seniors' Centre – Volunteers

VON – Coordinator of In-Home Program and Volunteer

VON/Hospice – Intake and Education Coordinator

W.C. Town Funeral Chapel – Staff

1. Do health care services that are provided in Whitby meet the needs of older adults?

Pros

- Lots of available dentists
- Lots of info on how to obtain doctors
- Doctors and walk-in clinics are available
- Services are well established geographically throughout the community
- Improvement in health care; working collaboratively to better serve older adults
- Strong sense of community in how we deliver service; small town feeling
- Facilities for local long-term care, dialysis, rehab
- Seniors' Centre
- Support groups for vision impaired
- Good activities and social aspects of health; exercise programs, mental wellness

Cons

- Need more doctors on call
- Medical staff overwhelmed
- Wait times for doctors and services
- Not enough awareness of what seniors are entitled to; need more information for seniors (e.g., bi-weekly newspaper, flyers)
- New hospital
- No warm water pool
- Hospital parking fees
- More info on coverage for eye/dental care
- Lack of promotion of Seniors for Seniors (outreach program)
- Not all buildings are accessible
- Not enough economical transportation for appointments; demand is higher than volunteer drivers can support
- Waitlist for occupational and physiotherapists covered by OHIP
- No companionship campaign for people with cancer
- Limited access to specialized geriatric services
- Better assessment tools for long term care for seniors and their caregivers
- Health care hours can be limited
- Better access to home care
- Wait times for hospice doctors and home visits
- No residential hospice
- Lack of equal service to all recipients requiring service; lower-income older adults have fewer options

2. Is access to health care generally convenient (wait times are reasonable, appointment times are convenient)?

Pros

- Access to health care is convenient; multiple walk-in clinics, flexible hours
- Short waits for standard services (x-rays, bloodwork)
- Well-educated emergency response
- Telehealth gives a quick assessment
- Community Care Access Centre: available 8:30 a.m. to 8:30 p.m. seven days, if connected

- No wait time for dentists
- Most doctors are fairly accessible
- Pharmacists very helpful; offer free services, accessible

Cons

- Not enough general practitioners and specialists available
- Referrals are time limited
- More nurse practitioners needed
- Wait times are too long and not reasonable for older adults
- Transportation needed for outside normal hours currently offered
- Long-term care has lengthy wait times
- Homecare has lengthy wait times
- Wait time for surgeries not convenient; wait for specialists up to one year
- Wait for hours for triage at emergency room
- Lack of pain management
- Only three long-term care homes
- Walk-in clinics limit your health complaints to changing physicians
- Need for technology that allows for all medical info on one card

3. Is there adequate availability of affordable quality mental health services in Whitby?

Pros

- Ontario Shores: family resource centre, peer support, multiple outreach programs, central intake system
- Durham Mental Health Services; crisis lines and beds; mobile unit
- Distress Centre Durham
- TAMI (Talk about Mental Illness) Summit
- Group homes
- GAIN (Geriatric Assessment and Intervention Network) clinic
- Durham Elder Abuse Network
- Alzheimer's Society
- VON (Victorian Order of Nurses): mental health nurses
- Durham Elder Abuse Network program
- Seniors' support services

- Community-residential programs

Cons

- General public lacking in education and understanding
- People with mental health illnesses may not recognize their condition and therefore won't seek help
- Homeless cannot be followed and tracked
- Stigma attached to mental health
- Need more mental health practitioners
- TAMI (Talk About Mental Illness) group for Seniors' Centre inpatient care: wait times
- Limited info on where to go, who to call when in crisis
- Limited acute care (crisis beds) for complex mental health issues
- More open dialogue, more support groups (e.g., dealing with grief, depression about loss of spouse, health, house)
- Ontario Shores: no walk-ins, must have referral, wait times for service and placement
- COPE (Community Care Durham) mental health program has been dismantled

4. Are there adequate palliative care and end-of-life services available in Whitby?

Pros

- VON – Hospice Durham; caregiver support groups, etc., palliative volunteers
- Community Care Access Centre: five palliative case managers
- Bereavement services available through funeral homes; pre-planning support for families
- Lots of services available in Whitby; free day hospice program, supports clients and caregivers
- Lakeridge Health: dedicated beds for palliative care
- Hospice: support and groups for deaths in families
- Bereaved Families of Ontario

Cons

- Training for all long-term care homes lacking
- More education on palliative care needed; more communication on services and definitions

- More info on VON Durham and services need to be available
- No residential hospice in Whitby
- Need more open communication, counseling, and better explanation to families
- Need improvement for palliative patients in emergency
- No home visits
- Gap in service need to be filled (e.g., bed available for thirty days in hospital then you pay medical costs)
- Automatic referral to hospice lacking
- Need of palliative care clinic
- Need increase in communication between Community Care Access Centre and doctor
- High costs for medical equipment/medication
- Limited time off for caregivers for appointments, etc.

5. Are there sufficient caregiver and respite supports in Whitby for those providing care for older adults?

Pros

- Short-term respite services available at retirement homes
- Adult day programs
- Day hospice programs
- Hospice volunteer
- VON Hospice Durham
- Alzheimer support program
- Churches have good support programs
- Community Care Durham
- New program: Powerful Tools for Caregivers; six week course

Cons

- Short-term stays are costly especially for those on limited income
- More communication with family doctors of what services are available
- Adult day programs costs and hours are limited
- Limited focus on dementia
- Costs and limited hours of Community Care Durham
- Lengthy assessment wait lists

- Community Care Access Centre caregiver support is limited in hours of availability
- Limited respite care in long-term care facilities
- Need more in-home and affordable support services
- Family caregivers need more support, especially financial

Housing

Thursday, May 19, 2016

Location: Regal Room, Centennial Building, Whitby

Present:

Brooklin Downtown Development Steering Committee – Member

Dominion Lending – Mortgage Specialist

Town of Whitby – Accessibility Coordinator

Town of Whitby – Age-Friendly Coordinator

Town of Whitby – Chief Building Official

Town of Whitby – Planner II Long Range Planning

Town of Whitby – Seniors' Committee of Council Member

Town of Whitby Seniors' Services – Volunteer

1. What does Age-Friendly Housing mean to you and/or your organization?

- Older adults want to stay in their homes
- Sense of community within seniors' apartment buildings
- Housing facilities, apartment buildings should have a common area that
- builds a sense of community
- Housing that is close to services, shopping and medical facilities
- Sufficient space; older buildings tend to have more room than more recent condos
- Availability of options; retirement home vs independent living
- People are living longer, therefore people with pensions are challenged with having to make money last
- Apartment living that can be isolating
- Closure of "homes"; e.g., group, mental health, parents aging and not being able to care for aging children

2. What Age-Friendly strategies, programs initiatives are already happening in the community of Whitby?

- Community Care Access Centre promotes aging in place; budget dependent on numbers
- Long-term care and retirement homes (some with long waiting lists)

- Durham Region social housing; individuals to help find housing/social assistance
- Supportive housing (with long waiting lists)
- Port Perry has an adult community area
- Seniors and Students program: Students and seniors live in the same apartment building and students are to help support seniors, etc.
- Mortgage programs: Seniors are able to receive a monthly income bought back from their mortgage

3. Are there things we can change or do to become more Age-Friendly with respect to housing in the community of Whitby?

- More support to help older adults age in place
- Need a central collection of information (e.g., list of housing, potential roommates, handyman, create a network to share info)
- Need housing located close to centralized, accessible medical clinics
- Need a province-affordable housing strategy with inclusion zoning
- More rental spaces with appropriate variety (e.g., apartment building, retirement living)
- Need senior housing with a similar arrangement to student housing (rentals with time-fixed leases)
- Push for development of building homes suitable for seniors; need for Town to develop more than townhouses
- Need incentives for developers to build affordable housing; possible money from the province
- In Gravenhurst – there is communal shared ownership of the home with a shared common area (kitchen, living room, laundry) and a private space (bedroom and bathroom)
- More accessibility in apartment buildings (e.g., elevators, ramps, etc. need to be up to standards; Accessibility for Ontarians with Disabilities Act does not require buildings to retrofit; only for new building standards)
- Retirement homes need a target for what's affordable for seniors (a median range, possibly create partnerships to help with seniors)

Appendix B

Age-Friendly Whitby Survey Results Summary

General Information

Gender

Female	74%
Male	25%
Prefer not to answer	1%

Age

Under 55	6%
56-65	28%
66-80	53%
Over 80	12%
Prefer not to answer	1%

How long have you lived in Whitby?

5 years or less	9%
6 to 10 years	13%
11 to 25 years	28%
More than 25 years	50%

What is your marital status?

Married/common law	66%
Widowed	16%
Divorced	9%
Single	7%
Prefer not to answer	2%

What is your Employment Status?

Retired	79%
Work full-time	11%
Work part-time	10%

What is your Household Income?

Under 24,000	11%
\$25,000 to \$69,000	33%
\$70,000 and over	26%
Prefer not to answer	30%

Are you a Person with Disability?

I don't have a disability	67%
I have a physical disability	14%
I have a hearing disability	5%
I have a disability not listed	5%
I have a visual disability	3%
Prefer not to answer	6%

Outdoor Spaces and Buildings

Road signs in my community are large enough to be read by older drivers.

Strongly Agree/Agree	75%
Strongly Disagree/Disagree	22%
Don't know	3%

Road signs are positioned where they are easily seen by older drivers.

Strongly Agree/Agree	76%
Strongly Disagree/Disagree	21%
Don't know	3%

Sidewalks are well-maintained.

Strongly Agree/Agree	70%
Strongly Disagree/Disagree	28%
Don't know	2%

Sidewalks in my community are accessible to everyone (level surfaces, curb sloping, good lighting).

Strongly Agree/Agree	63%
Strongly Disagree/Disagree	32%
Don't know	5%

Snow clearing in my community is done in a timely manner.

Strongly Agree/Agree	68%
Strongly Disagree/Disagree	28%
Don't know	4%

There are enough public washrooms in key areas of my community.

Strongly Agree/Agree	31%
Strongly Disagree/Disagree	46%
Don't know	23%

Businesses in Whitby are easily accessible to everybody.

Strongly Agree/Agree	51%
Strongly Disagree/Disagree	35%
Don't know	14%

Public buildings in Whitby are easily accessible to everybody.

Strongly Agree /Agree	78%
Strongly Disagree/Disagree	11%
Don't know	11%

There are adequate places to sit or rest in parks.

Strongly Agree/Agree	55%
Strongly Disagree/Disagree	34%
Don't know	11%

There are adequate places to sit or rest in downtown Whitby.

Strongly Agree/Agree	16%
Strongly Disagree/Disagree	63%
Don't know	21%

There is sufficient time, as well as visual and audio cues, for a safe crossing at pedestrian crosswalks.

Strongly Agree/Agree	55%
Strongly Disagree/Disagree	38%
Don't know	7%

I feel safe walking in all areas of Whitby during the day.

Strongly Agree/Agree	88%
----------------------	-----

Strongly Disagree/Disagree	11%
Don't know	1%

I feel safe walking in all areas of Whitby at night.

Strongly Agree/Agree	27%
Strongly Disagree/Disagree	52%
Don't know	21%

Transportation

Describe your level of mobility.

I walk with ease	73%
I walk unassisted but with difficulty	17%
I use a cane or walker	8%
I use a wheelchair or scooter	2%

How do you usually travel around the community?

Bicycle	11%
Bus	9%
Community Care Durham	2%
Friends/Family	13%
Other	3%
Personal Vehicle	89%
Scooter	1%
Taxi	4%
Walking	43%

Public transportation in Whitby is affordable for older adults.

Strongly Agree/Agree	35%
Strongly Disagree/Disagree	15%
Don't know	50%

Public transportation in Whitby is accessible for older adults.

Strongly Agree/Agree	35%
Strongly Disagree/Disagree	15%
Don't know	50%

Public transportation in Whitby is reliable.

Strongly Agree/Agree	35%
Strongly Disagree/Disagree	10%
Don't know	55%

Public transportation in Whitby is frequent enough to meet the needs of older adults.

Strongly Agree/Agree	20%
Strongly Disagree/Disagree	21%
Don't know	59%

Bus stops in my community are well maintained and allow easy access all year round.

Strongly Agree/Agree	41%
Strongly Disagree/Disagree	15%
Don't know	44%

Taxis in Whitby are affordable.

Strongly Agree/Agree	17%
Strongly Disagree/Disagree	27%
Don't know	56%

Taxis in Whitby are accessible.

Strongly Agree/Agree	32%
Strongly Disagree/Disagree	12%
Don't know	56%

There are adequate types of transportation for persons with mobility or physical disabilities such as accessible taxis, specialized transit services.

Strongly Agree/Agree	21%
Strongly Disagree/Disagree	16%
Don't know	63%

There are enough alternate transportation options in Whitby (e.g., volunteer drivers, shuttles or pooled driving).

Strongly Agree/Agree	12%
Strongly Disagree/Disagree	16%
Don't know	72%

I feel safe riding a bicycle or scooter in Whitby on trails in parks.

Strongly Agree/Agree	40%
Strongly Disagree/Disagree	11%
Don't know	49%

I feel safe riding a bike or scooter in Whitby on the roadway.

Strongly Agree/Agree	15%
Strongly Disagree/Disagree	40%
Don't know	45%

Housing

What kind of housing do you occupy currently?

Apartment	7%
Apartment with Assisted Living	2%
Condominium	7%
Duplex	2%
Other	1%
Retirement Residence	4%
Single Family Dwelling	70%
Townhouse	7%

Do you:

Own	86%
Rent	14%

There is enough affordable housing to meet the needs of older adults in Whitby.

Strongly Agree/Agree	7%
Strongly Disagree/Disagree	56%
Don't know	37%

There are affordable home maintenance and renovation services available to help support older adults.

Strongly Agree/Agree	11%
Strongly Disagree/Disagree	38%
Don't know	51%

There are affordable home supports that allow older adults to remain in their homes (meals, housekeeping, personal care).

Strongly Agree/Agree	18%
Strongly Disagree/Disagree	34%
Don't know	48%

Are you aware the Town of Whitby offers a windrow snow removal program to assist seniors who live in their own residence?

Yes	72%
No	28%

Are you aware of the Property Tax Rebate Program for low income seniors in Whitby?

Yes	56%
No	44%

Social Participation

If you would like to socialize more, what is preventing you from doing so? Check all that apply.

I am happy with my social life	57%
Events scheduled at times unavailable	18%
Too costly	13%
Find out too late about events	13%
Nobody to go with	9%
Mobility issues	7%
Activities offered don't appeal to me	8%
Safety Concerns	6%
Lack of transportation	6%
Other	6%
Health	5%
Lack of opportunities	5%
Noise level concerns	2%
Language barrier	1%

There are a variety of activities offered to appeal to all ages, including older adults.

Strongly Agree/Agree	82%
Strongly Disagree/Disagree	10%
Don't know	8%

Events and activities are located in community spaces that are accessible and comfortable for older adults.

Strongly Agree/Agree	78%
Strongly Disagree/Disagree	11%
Don't know	11%

Good information about activities and events is provided, including details about accessibility of facilities and transportation options for those who don't drive.

Strongly Agree/Agree	50%
Strongly Disagree/Disagree	26%
Don't know	24%

There is a variety of cultural/spiritual activities available that older adults feel comfortable participating in or attending in Whitby.

Strongly Agree/Agree	59%
Strongly Disagree/Disagree	10%
Don't know	31%

Programs in the community include outreach to isolated older adults.

Strongly Agree/Agree	17%
Strongly Disagree/Disagree	14%
Don't know	69%

Respect and Social Inclusion

I feel valued as a Whitby resident.

Strongly Agree/Agree	78%
Strongly Disagree/Disagree	13%
Don't know	9%

There is openness and acceptance in the community towards older adults.

Strongly Agree/Agree	83%
----------------------	-----

Strongly Disagree/Disagree	9%
Don't know	8%

There is openness and acceptance in the community towards older adults of diverse cultural backgrounds.

Strongly Agree/Agree	57%
Strongly Disagree/Disagree	11%
Don't know	32%

Older adults are recognized by the community for their contributions.

Strongly Agree/Agree	73%
Strongly Disagree/Disagree	10%
Don't know	17%

Older adults are regularly consulted by public, voluntary and business services on how to serve them better.

Strongly Agree/Agree	34%
Strongly Disagree/Disagree	27%
Don't know	39%

Schools provide intergenerational opportunities to learn about aging and older adults and involve older adults in school activities.

Strongly Agree/Agree	22%
Strongly Disagree/Disagree	18%
Don't know	60%

Civic Participation and Employment

There are adequate volunteer opportunities available for older adults in Whitby.

Strongly Agree/Agree	69%
Strongly Disagree/Disagree	4%
Don't know	27%

There are adequate employment opportunities available to older adults in Whitby.

Strongly Agree/Agree	8%
Strongly Disagree/Disagree	28%
Don't know	64%

Local employers are aware of the potential contribution of older adult workers.

Strongly Agree/Agree	13%
Strongly Disagree/Disagree	22%
Don't know	65%

Community leaders and organizations welcome and value input from older adults.

Strongly Agree/Agree	41%
Strongly Disagree/Disagree	14%
Don't know	45%

Communication and Information

**How do you currently get information on programs and services for older adults?
Check all that apply.**

Local Newspapers	60%
Advertisements at Seniors' Centre/Library	60%
Friends/Family	41%
Internet	32%
Whitby This Week	31%
Email/Newsletter	22%
Television	7%
Church Bulletins	14%
Yellow Pages/Phone Books	4%
Community Associations	12%
211 Information Phone Line/Website	0%
Radio	7%
Social Media	9%
Other	9%

Information about services, programs and events is readily available for older adults in Whitby.

Strongly Agree/Agree	69%
Strongly Disagree/Disagree	18%
Don't know	13%

Official written information such as forms or brochures is easy to read and understand (large print, clear language).

Strongly Agree/Agree	75%
Strongly Disagree/Disagree	12%
Don't know	13%

There is enough assistance available for completing official forms (help with filling out government or income tax forms).

Strongly Agree/Agree	46%
Strongly Disagree/Disagree	10%
Don't know	44%

There are adequate programs available for older adults to learn how to use the Internet and social media.

Strongly Agree/Agree	50%
Strongly Disagree/Disagree	14%
Don't know	36%

Community Support and Health Services

The health care services that are provided in Whitby meet the needs of older adults (hospital, physicians, dental care, eye care).

Strongly Agree/Agree	49%
Strongly Disagree/Disagree	38%
Don't know	13%

Access to health care services is generally convenient (wait times are reasonable, appointment times are convenient).

Strongly Agree/Agree	44%
Strongly Disagree/Disagree	46%
Don't know	10%

There is adequate availability of affordable quality mental health services in Whitby.

Strongly Agree/Agree	17%
Strongly Disagree/Disagree	29%
Don't know	54%

There are adequate palliative care and end of life care services available in Whitby.

Strongly Agree/Agree	12%
Strongly Disagree/Disagree	26%
Don't know	62%

There are sufficient caregiver and respite supports in Whitby for those providing care for older adults.

Strongly Agree/Agree	14%
Strongly Disagree/Disagree	32%
Don't know	54%

Do you have a designated family doctor or nurse practitioner?

Yes	95%
No	5%

Do you travel outside Whitby for any health care services?

Yes	69%
No	31%

Where? Ajax, Bowmanville, Courtice, Oshawa, Toronto, Markham, Pickering, North York, Scarborough, Don Mills.

For What Services? Eye doctor, Cardiologist, Physiotherapist, Chiropractor, Colonoscopy, Psychiatry, Dentist, Cancer Centre, Dermatologist, Allergist, Foot Specialist, Hip/Knee Replacement, Rheumatologist.

Age-Friendly Whitby

Survey Comments

Outdoor Spaces and Buildings

- I've lived here most of my life and love this town. There are many improvements which could be made such as more benches downtown and in the parks, more year-round public washroom facilities, better sidewalk maintenance in the older part of Whitby, apart from the Brock and Dundas ones. I'd like to see more businesses and shops downtown Whitby, where I always go to first for my shopping needs. We need more use of Celebration Square. Most importantly, my family and friends would like to see a live evergreen tree in Celebration Square, not the embarrassing plastic one used for the past couple of years. I love the farmers' market and would like to see it expanded in size, product and duration through the year. Make it worth the trip downtown and more people will come, use and shop there.
- I am disabled and use a mobility scooter. I have no accessibility to any of downtown Whitby's restaurants or businesses. I have to find a restaurant that has enough room or a place where I can put my scooter and walk to my table. Washrooms for the disabled are few and far between. There are no resting places in downtown Whitby other than the library or the little parkette on Dundas where the war memorial is located. I cannot enter either the Tim Hortons on Dundas or the one on Brock Street. In the winter the snow is plowed at corners which block any access to the curb's ramp. Grocery stores are hazardous. While I can enter them they often have aisles filled with stock so I am unable to use that aisle. Shopper's Drug Marts are the same with aisles filled with products. Many of Whitby's sidewalks especially in the older part of Whitby are broken and hazardous to my scooter. Whitby's patio restaurants are also not accessible as you must enter the patio from the interior of the restaurant. My scooter is large therefore I cannot access public transit. I must rely on specialized transit which is often not available as you have to book a trip one week in advance which leaves no room for wanting to go somewhere a day or two ahead. Whitby Transit Specialized Services also uses taxicabs to handle the overflow which is often a nightmare. Drivers drive too fast and pay no heed to the fact that they have a passenger in the rear when going over potholes and turning corners.
- Additional benches would be great around the Four Corners area and seating in bus shelters along Brock Street would be good.
- The parks are not as well maintained as they could be. I pick up garbage at Bradley Park every time I am there with my kids, which is at least once a week during the spring, summer and winter.
- There's a need for more garbage cans and recycling cans along streets. McQuay Boulevard from Bonacord south to Dundas Street has no garbage cans anywhere along the east-side sidewalks, unless you go into D'Hillier

Park. There is tons of garbage along the boulevards due to the variety store at Bonacord and McQuay and the stores in the plaza south on Dundas Street. Anyone walking along this street, eating, or drinking coffee or pop has no access to garbage or recycling cans and the garbage gets dropped on the ground. Existing tennis courts need to be well maintained and lines should be added for pickle ball since it is very, very popular for seniors.

- I am pleased to see that the downtown core of Whitby is cleaning up, however, as long as huge transport and gravel trucks are whipping through the town on Highway 12, the downtown is not a pedestrian-friendly place.
- I find access to outdoor spaces and buildings adequate.
- Parks need washrooms/port-a-potties ALL YEAR. Parks are being used in the winter too. Also, leave the tennis court nets on the poles. This winter was warm enough to play most of the time.
- Quite happy with spaces etc.
- The sidewalks around the Central Library are uneven and narrow in places. I have fallen when carrying books.
- A public washroom facility downtown would be nice. There is seating areas in all parks but the grass park could use a little more.
- A warm water pool facility is desperately needed due to the closure of Ontario Shores Facility.
- Whitby has wonderful parks. Especially like the outdoor gym at the lake, and would like to see more variety of facilities such as outdoor table tennis, etc.
- Shopping malls (outdoor) are accessible for cars but not for pedestrians; sidewalks are being used by pedestrians, strollers, dogs, walkers, scooters, skateboard, bikes, etc. Can be somewhat unnerving.
- There is a need for more seating at events, playgrounds, and walking trails.
- Very poor sidewalk lighting during summer when leaves shield streetlights.
- More seats on the waterfront.
- Being in a wheelchair, there is great difficulty accessing sidewalks in all areas of Whitby. In the winter the sidewalks are not cleared in a timely manner to rely on them to get where I need to go. When you get to an intersection the snow left from the street ploughs are never cleared by residents so it leaves people like me traveling on the road, which is not safe. Construction of roads and sidewalks do not take into consideration that I need to travel, so I end up on the roads in construction areas, which is unsafe. Businesses in the downtowns are not accessible, in Brooklin or Whitby; the owners are not interested in my business or that of anyone like me. I cannot go to a restaurant in my neighbourhood because they are not accessible to me. The Town allows new buildings to be built that require me to travel around the entire building to have to access service, the new development on Winchester/Baldwin. To access service in some, I have to enter the building

from both sides, including travelling around the entire building twice. The new street lighting leaves the sidewalk in the dark in most areas, which makes it difficult to access mailboxes now that we no longer have door to door service. Street signs seem like an after thought, they are not visible, tree limbs cover them regularly; with the new streetlights they can't be seen in the dark. There are very few truly accessible washrooms in most areas of the community, including parks, stores, restaurants and public buildings.

- August 2015, my knee went out in the park on Anderson and Rossland. There was nowhere to sit, I had to hobble several hundred metres to the street and flag someone down to drive me home.
- I do not go out at night walking by myself. Or if I walk through the day I walk on the main streets.
- The new streetlights are not as bright as the old lights.
- On my street they have changed to energy-saving bulbs and since then I do not feel safe walking after dark. The light does not filter from one lamp to the next. There are dark areas that weren't there before.
- Need more washrooms.
- Coming to Whitby from Scarborough I find the pace of life and the accessibility of all places I have come across much easier to navigate. There is so much community support.
- In some cases, adequate is hard to determine. Is there enough, all depends on numbers of people requiring them at any given time.
- Street signs could be larger to help in locating correct streets, as in Scarborough.
- Basically they are in good shape (buildings). Most parking areas are adequate.
- Not pedestrian friendly near the GO station and getting to the waterfront is a hazard to pedestrians and cyclists
- Need automatic doors to all businesses.
- My disability is walking (bad knees). I find washrooms for disabled are most times at the back of the washroom should be at front and of course is my pet peeve. Bring the town carnival back to Town. Victoria Fields not accessible. One very positive thing I have noted since using a walker is the consideration of my fellow townspeople; they are polite and always ready to lend a helping hand; it has restored my faith in human nature. Way to go, Whitby!
- The washrooms at the lake need to be open in the winter as well as the summer. I use trails all year round. I know courts and side street are cleared of snow last but please do these on inclines first. We are pushing cars up our court long after roads are clear.
- Need more seating; our sidewalks are up and down and it makes ice in

- winter. Drivers are impatient at crosswalks.
- Road clearing is always prompt. I would like to see more assistance with sidewalk clearing.
 - Should have portable toilets in all parks.
 - The parking area at Heydenshore is a disgrace. People's shoes and car mats are mud covered whenever it rains. When is it going to be paved?
 - Definitely not enough seating and shaded areas in many Whitby parks. More trees and native plants requiring minimal maintenance would beautify and naturalize parks. Would be wonderful if Whitby had a mixed-use connecting trail system from Brooklin all the way to the lake.
 - Rossland Library is woefully inadequate for the number of seniors, a hugely growing sector, in the Taunton-Brock sector. Downtown, particularly the Four Corners, needs attention. I have lived in Whitby, worked internationally and returned home after long absences. Nothing MAJOR has happened at the Four Corners. Businesses continue to have substandard facades and substandard leasing opportunities due to land-banking. More public spaces dedicated to the artistic community could help the downtown core's image. Whitby is a great place to live, but it needs to ramp up its image to shine as the GTA's east-side Durham Regional highbrow jewel.
 - Whitby has many excellent outdoor spaces. More are needed.
 - Snow cleaning takes usually two days to be done in my street. There are still many business not fully accessible
 - I am glad to see the entrance to Iroquois was finally updated. Kids' ball fields need benches for spectators.
 - Too many bicycles on sidewalks. Almost hit several times.
 - Insufficient time to cross Anderson and Manning and other intersections; even for people with no mobility issues.
 - Downtown at night is not safe.
 - Traffic signs are easily readable, however street signs are not large enough and in some cases not placed in the proper place.
 - Seniors in wheelchairs should be made to stay on the sidewalks, as all sidewalks in the downtown area are easily accessible. Some seniors are defiant and drive down the middle of Green Street, never moving to the sidewalks.

Transportation

- Most of the roads and drivers make riding a bike dangerous to do in Whitby. When I was young, I used to ride everywhere on my bike. Now, I only ride on sidewalks with my young son. Local drivers are terrible and there should be more traffic calming devices used to make roads safe to cycle on again.

- I am not a fan of Whitby Transit specialized services.
- I run. And generally I run on the sidewalk. But as many precautions as I take (e.g., wearing fluorescent clothing, reflective vests, flashing lights) I've still nearly been hit by a car several times, often because the drivers do lazy partial yields at stop signs and don't fully look to see if the way is clear. Same would apply to crosswalks; drivers in our community rarely stop at unmanned crosswalks without lights. My hope is that the future state of Whitby/Brooklin includes many more separate trails and pathways (not just sidewalks or narrow bike lanes) in order to promote a more active, healthy, and 'green' community but also one that's safe and where driver consideration is more ingrained and consistent.
- Absolutely don't feel safe riding a bike; roads are not wide enough. We need bike lanes to encourage biking and safety.
- Sometimes it's difficult/time consuming getting around on buses and making connections to the different routes in order to reach different locations.
- The bump-outs placed on McQuay Boulevard are more of a danger/nuisance than deterrence to speeders. They are very unsafe for bicyclers when they have to leave their lane to avoid them and cars are going by. Speed bumps would be much more effective and safer, which we originally asked for but were assured that these bump-outs would be effective. Speed bumps are needed to replace them.
- There are an inadequate number of disabled parking spaces in almost all shopping places in Durham (e.g., Garden/Rossland plaza has only four in an area where grocery and large drug store are located. This is true in almost all other locations, even at the Seniors' Centre the spots are almost always full.
- There is a long waiting list for specialized transport services.
- Do not feel safe walking on sidewalks because of too many adults using bicycles on sidewalks especially in south Whitby.
- Hard to get to hospitals, out of area, e.g., Toronto, Scarborough, by public transport for specialist appointments.
- Parking downtown Whitby can be problematic at times.
- With the increase of seniors in our community and mobility problems either walking or arthritic hands, I believe there should be at least one full-serve gas station in Whitby. My mother is a long time Whitby senior who has just stopped driving in the last year. This would have helped her and I am certain a great many others.
- Use my own car. Why are scooters on the roads?
- Availability of buses and taxis require long waits before and after appointments. Wheel-Trans usually involve a long wait and one may be the last to be dropped off. Not all buses need to make it easier for people to board the bus.

- Create a bike lane inside a subdivision community. There are no shelters or waiting bus sheds along Taunton from Brock Street up to Lakeridge.
- There aren't any north/south trails or sidewalks from Brooklin to the rest of Whitby. The new Ashburn road route is too far out of town and only designed for cycle clubs.
- There are very few options for individuals to travel who depend on mobility aids; there is not equal access to shuttle services; taxis are costly and not always available when needed. As shuttle services, like community groups and volunteer drivers including the Seniors' Centre, do not offer accessible options; individuals with mobility aids are less able to attend events; less able to participate in community activities and more likely to be trapped in their homes and socially isolated. More thought and consideration needs to be given to transportation needs of individuals with mobility challenges, e.g., in wheelchairs; with walkers, etc. Transit is not frequent enough to allow for travel within reasonable windows of time; accessible stops are not available at all locations.
- The reliability of transit is not sufficient to make appointments, get to where I want to go and when I want to go. There are only two accessible taxis in Whitby, most times they are tied up providing service for the public transit, so I have no choice but to pay for an altered vehicle and drive myself. There are no options available for me to access things without my own car. The Seniors' Centre does not provide me transportation because I am in a wheelchair; I have to call and register with Handi Trans, which is not fair for me as I pay the same taxes as everyone else. Council allows a second-class service for people like me. Community groups don't offer services for people in wheelchairs either, so I have to have my own car, or I wouldn't be able to participate in anything in Whitby.
- I have a very disabled friend who is totally reliant on her walker, even in her small apartment. She applied for handicapped transportation and was denied; apparently she is not disabled enough. She can barely dress herself. Whitby should be ashamed of such poor treatment of a senior.
- I have heard some say that getting a taxi in Brooklin can be a problem and expensive!
- Public transit should be free to seniors on off peak hours. Bus shelters need to be constructed. Garbage containers need to be at bus stops. Cement pads need to be at all bus stops.
- Brooklin needs a taxi service in the village; also needs better bus service to those living in all subdivisions not just on main streets in Vipond Road, Cassels, etc.
- Don't use public transit or taxi so doesn't know much about them. Don't know bike trails except waterfront, would like to bike on these if I knew where they were.
- My son in his 20s doesn't feel confident riding a bike here. More bike lanes

please on major roads.

- My husband rides his bike every day to work. He has now taken to riding on the sidewalk as he has had many, many near misses while attempting to follow the rules of the road.
- To this point family and my car are sufficient. There is a bus stop outside my house and the service seems very good. However the buses travel very fast and I live on a curve on the road. I think they should reduce the speed.
- More bicycle lanes would be nice.
- Some areas are just not pedestrian friendly.
- I do not feel safe out at night by myself unless in my personal vehicle.
- In the United Kingdom and Ireland public transportation is free; people are given a travel pass. This helps seniors who have social contacts and makes it easier to travel, e.g., attend seniors' activities, movies, concerts, meet up with friends, etc., feel this would be a good idea in Whitby and in Durham Region.
- Speed limit should be increased on Garden to 60 or 70, especially since it will be a direct link to 407 and 401 presently.
- Winter is not good. Snow clearing on sidewalks and pathways is dismal in the winter months.
- As a pedestrian, I feel unsafe sharing trails with bicycles, scooters and electric bicycles. It is difficult to buy groceries and then get a bus and transfer twice to get home.
- Bus shelters provide protection but not all stops have them.
- Uber? Too many expensive buses driving around Whitby. How about a hybrid approach using bus, taxi/Uber, specialized transport coordinated by the Town might reduce ambulances being used as taxis.
- Lack of transit shelters greatly impacts accessibility and health and safety. Many areas are poorly serviced and buses not always reliable (come and go before scheduled time).
- There is no public transportation in north Brooklin necessitating a 30-minute walk to nearest bus stop and shop. 302 route could be diverted along Carnwith and return to town centre along Vipond.
- Because buses (most) run every half hour, there should be shelters with seats. Transfer times between buses, particularly on major routes is deplorable and as such a deterrent for using the bus system.
- I stopped riding my bike due to heavy traffic and unsafe roads. Problem is getting to the bike trails.
- Taxis drive aggressively and over the speed limit (even in residential areas where are kids playing). Even though there is a lane for bicycles, cars often drive on them to pass instead of wait for the car in front to move (e.g., when they are making a left turn).

- I do not feel safe walking on sidewalks as many adults use bicycles on sidewalks.
- It is difficult without a car and not near enough to walk to stores. Community Care Durham volunteers are helpful.
- A bus service across Taunton/Steeles from Oshawa direct to North York would be a good thing.
- Drivers should pay more attention to stops.

Housing

- More affordable seniors housing.
- Passive/green/environmentally friendly housing developments are nowhere to be found in this area. These developments would help the elderly stay in their homes while being able to maintain control of rising costs. We will have to leave this area to do that.
- The windrow snow removal is not working. Instead, clear all town sidewalks and give a rebate on taxes to seniors so they can buy services. Do not make this income dependent as a lot are like me; just over the cut-off and going broke and paying for things because I had the foresight to save for my retirement thus putting me over the low income status.
- I heard there is a big demand for the low income housing, e.g., subsidized housing and there is always a long waiting period. Perhaps more available spaces in these homes may be worth looking into.
- Home supports are quite expensive for seniors who are not low income, in other words, for the middle class.
- Taxes are too high for any senior, regardless if he/she is a low income. Seniors' income is fixed and taxes keep rising. There are ways to improve the tax base by making sure commercial taxes are collected from the right locations and leave the seniors' taxes from being increased to cover for it and where people are running a business from their house they should be paying commercial taxes because they are making money and seniors are not.
- Criteria for low income senior? I was not aware of this program.
- More seniors' housing with larger apartments. Most are so minute I don't consider them, way too small. Would you like to live in one? I have looked at many.
- Long senior waiting lists for apartment dwelling; really long waiting lists for retirement and nursing homes.
- Too many uneven walking surfaces in Whitby; though better than most towns, still needs work.
- Whitby desperately needs small bungalows (affordable) residential affordable decent places with little assistance.

- Stop allowing huge townhouse builds with no backyards focused solely on double-income-no-kid adults and start looking at low-level affordable housing targeted at retiring seniors.
- Some kind of property tax rebate for seniors who make less than \$50,000 should be offered. Pensions only got a raise of 1.2% while property tax increases are much higher every year.
- The windrow program is unreliable; if I have an appointment in the morning or an emergency, I cannot get out of my driveway as it could be up to two days before the Town gets around to coming to clear my driveway. It looks nice on paper, but it really doesn't provide an actual usable service for people with disabilities who have to get anywhere on a schedule.
- Although I have signed up for the windrow snow removal program I find that I usually have the whole driveway cleared by the time the snow removal machine makes an appearance. I was told that it could take up to three days for the snow to be removed. Most people can't wait three days to get out of their driveway. Life goes on.
- We need more bungalows (fewer stairs) for older residents.
- Brooklin needs rental apartment buildings; not everyone wants to purchase condos. These need to have some units which are geared to income; also units which are wheelchair accessible. The need for apartments is great.
- When I sold my house and moved in with my daughter, she hired a contractor through the Town of Whitby to construct my living space in the basement of her house. The contractor left the construction site halfway through the project without cause or reason. I feel if the Town is going to have a list of reliable contractors, they ought to be reliable. We paid him in advance to put in a kitchen but he left before the kitchen was even started and so we had to pay again for a kitchen from Ikea. We went to small claims court to get the kitchen money back from the contractor, but lost the case because the contractor claimed bankruptcy. We were out \$10,000 of my money. I hope he was removed from the Whitby list of reliable contractors.
- I don't consider senior residences affordable. Don't know cost in Whitby but years ago it cost my mom \$40,000/ year for a senior residence in Barrie. Place was not even very nice and food unappealing. Wouldn't want to be forced to live in a place like that!
- I'm currently looking for an adult condominium in Whitby. There is not much available in Whitby. The beautiful buildings at the lake are too expensive.
- Assist elderly with maintenance to keep them in their own home longer.
- I think we have an overabundance of group homes and subsidized housing. There are areas in town where they seem to be concentrated and I do not feel safe there.
- Need more bungalows, maybe affordable townhouse communities like Lynde Creek (except it is not very affordable: \$459,000 for a 1-bedroom) for over 55.

I would sell my house and move into this sort of place.

- The windrow snow removal program is supposed to be available but the people I know say that the workers never show up and it's been like that for the past three years.
- Because my daughter lives with me and is 35 years old, I will not be entitled to this service; however, for health reasons, she can't do the snow removal so either I do it or I have to pay a service for snow removal. Thank goodness this year wasn't too bad.
- There needs to be more subsidized housing available to seniors. The waiting list is five years.
- Not considered a senior until 65 by the government.
- Whitby needs more affordable senior apartments, not expensive retirement living. More like Durham Christian Homes, only non-denominational.
- One-level more accessible housing would assist even if elevators in buildings. One-level houses are more convenient and suitable and healthy. Seniors need to be able to stay in their homes and have it specialized to assist them, financially.
- There should be a property tax rebate based partly on age as well. Many seniors on fixed income must pay for some services and therefore tax burdens can prohibit them from staying in their own home.
- Seniors who have Town snow removal wait longer to have snow removed.
- Need more subsidized retirement facilities. Wait lists are currently ridiculously long.
- We have excellent home care for illnesses.
- Homecare in the city is so expensive and sometimes does not cover enough hours that the senior needs.
- More condo/apt type dwellings are needed and newer ones.
- More bungalows.
- Need more bungalows built.
- Rental housing for seniors who can afford reasonable rents. Durham Region rental units seem to be aimed at those who need a little help financially. That is not the case for us baby boomers. We can afford higher rents after we sell our homes. But there's nothing out there and, to my knowledge, nothing is planned. Perhaps Whitby could include some rental units in the Whitby West project.
- More seniors' residences (affordable and geared to income) are needed. Wait lists too long now!
- More info is needed regarding senior help requirements.

Social Participation

- We need more cultural events to bring people of all ages and ethnicities together in addition to what we have. The Canada Day celebration should be downtown to promote the area and shops and businesses there.
- Accessibility needs improvement; Whitby Transit needs improvement.
- Places like the Abilities Centre on Victoria/Whitby Recreation on Rossland are not easy to get to for persons unable to drive themselves or have anyone to take them or go with them. Events, etc. in evenings are not easy to get to.
- The Whitby Recreation Centre provides gym, swim, recreation opportunities for all ages, but in particular, the gym is a safe and comfortable place for those of us who are over 65. I would find it difficult to exercise in a faster-paced facility.
- Since I suffer from rheumatoid arthritis I feel Whitby is missing a warm water pool for people to keep them mobile. Since Ontario Shores closed their pool last year it has left a lot of people without this necessary therapy.
- I am unaware of the cultural activities and the outreach program.
- I joined Whitby Seniors' Centre after becoming widowed; wonderful opportunities to socialize, learn, and stay active.
- Warm water (90 to 93 degrees) assists physically and socially. Cultural considerations could be taken into consideration such as male/female life guards/instructors, and windows where people cannot see into the pool.
- A fair and equitable transportation program that includes people in wheelchairs not having to jump through multiple hoops when people who can walk just pick up the phone and the Seniors' Centre comes right to their door to get them. Planning events in a space where everyone can get to, travelling in a manual wheelchair is impossible at Victoria Fields so I can't attend the Canada Day event.
- The main thing is finding out about events too late.
- More information is needed in newspapers about events for seniors.
- Well-used community centre, library, and Seniors' Centre in Brooklin with staff who go above and beyond to offer interesting activities.
- Model railroading is one of my favourite activities but unfortunately Whitby does not offer that outlet.
- I frequently use the Seniors' Centre downtown and am happy with it.
- More notification of activities, with reminders closer to event.
- The problem I personally have is when there is an event the roads are blocked off downtown (which I understand) and nowhere to park. I don't know how else to get there then so I don't go. Also, even if there was parking, I don't know if I am courageous enough to try to drive or park with the

congestion.

- Older adults are not ancient adults. Older adults who have good health and have kept themselves in good condition do not have enough activities geared toward them.
- A woodwork shop would be well received by seniors and others in Whitby. I have seen facilities like this where volunteer supervision is provided from retired tradespeople or shop teachers. The participation rate is typically high.
- What about having someone go to places the seniors frequent (e.g., coffee shops, seniors' days at businesses like Shoppers Drug Mart, grocery stores, local events, etc.) and talk to them about activities that are available, hand out brochures, encourage people to participate.
- Some people just don't want to leave their home and socialize.
- Schedule events in Town. Fields are not good for the elderly or disabled; lots of events for the young at these venues.
- Events at Victoria Fields are difficult for seniors to navigate.
- Very important to have a list of names/volunteers to assist if cannot get to events due to drive.
- Many wonderful activities through the Whitby Seniors' Centre and affordable.
- Happily suits my needs.
- Better and bigger Seniors' Centres. The one we have on Brock Street is too small and too much like a retirement home to attract seniors who may not be joiners. Take the same approach Whitby uses with the youth market and extend the same creative approach to the senior sector.
- Events could have more audience if they were promoted more in schools, rec centres and senior centres.
- Whitby needs a warm water pool for therapeutic aqua classes. Saves some trips to doctors for arthritic, etc., pain.
- There are many activities for all residents to participate in. People have to get out of their homes and participate. Also, keep the Whitby Rec Centre open in the future despite falling attendance/membership.
- Social bridge can sometimes be uncomfortable; some people too competitive and cranky. Exercise classes get very expensive.

Respect and Social Inclusion

- The Town and Region should take the time to visit local ethnic groups and have English as a Second Language classes to inform and share programs with the adults and children.
- More school intergenerational opportunities.
- Build a warm water pool and we will feel more respected.

- Good job so far.
- How about involving older adults in school activities.
- Seniors have history of community and can pass it on to students.
- The Town of Whitby treats their seniors well.
- Councillors get their pictures in the paper but nothing is done to improve services for seniors.
- Story telling in schools would be good.
- Wisdom and experience of seniors needs to be tapped.
- Whitby has the kindest people. I receive so much help when they see I have a cane.

Communication and Information

- There should be library programs and they should be well advertised.
- I am happy with the communication and information. There are many ways to find out what is going on.
- I don't take local paper due to influx of flyers so I do miss out on information.
- Not all seniors are able to use computers so perhaps phone books can be made available to those who desire them or there can be a free call centre for seniors to call and the attendants can search the Internet for them for the desired information.
- Free Internet services to people at risk and shut-ins would improve connection.
- Information about programs is complicated, hard to read, and challenging to find if you don't get the Activity Guide in the newspaper. Even when receiving the guide, the print is too small, the information is too challenging to read and figure out what is available and when, the online version is too difficult to navigate, and I have to go page by page instead of being able to access the programs of interest. The registration forms are complicated, too small and challenging.
- Teaching at the library is too fast and high level. Not suitable for seniors who have no experience with the technology.
- Assumption too often made that everyone has a home computer so too much info no longer in print or at a cost to print.
- This electronic form has black print in the banner headers; the paper form has white print and is much easier to read.
- Information is readily available to members of the Whitby Seniors' Activity Centre, but non-members may have difficulty.
- Some social programs aren't offered at enough times or they are too costly.

- Abandon technologies that are suffering in the private sector. Our libraries should use Apple products (Mac, iPad, etc.) instead of dinosaur-esque personal computers.
- Too much on social media. Not all older adults have social media such as Facebook, email, etc.
- The guide is confusing with the two season programs.
- Adults in their 80s and 90s find it extremely difficult to learn to use the Internet. I am shut out because my family uses iPhone and texting, etc. We don't talk to each other anymore. I am not alone in this.

Community Support and Health Services

- More family physicians!
- I think that the hospital on Gordon Street should be available for emergency care for seniors as well as others.
- More local doctors need to be open to treating seniors with already existing diagnoses. It was extremely difficult for my geriatric father to get a doctor when he lived here.
- Need to bring a hospital back.
- Stop the Liberals from cutting health services any further, please! Also figure out a way to attract more family doctors to Whitby. It took me many years to find a family physician and I had to rely on walk-in clinics.
- More availability of Creating Opportunities for Personal Excellence (COPE) programs run by Community Care Access Centre. Have been on the list waiting for services for three years. Need warm water pool and water exercise program.
- Publish location and times of all walk ins and x-ray clinics.
- Build a warm water pool!
- We need more geared to income rental buildings for seniors. Six to seven years waitlist is unacceptable!
- I use walk-in clinics and my family doctor.
- The health service in Whitby has deteriorated. Hospital wait times are ridiculous and doctor appointment times too long.
- For 17 years I participated in Durham Warm Water Aquatics, it is no longer available in Whitby because Ontario Shores terminated the contract. My arthritis symptoms have become more and more painful and debilitating. Please, those of us who suffer and want to stay mobile need a warm water pool.
- Whitby desperately needs a warm water pool to help those suffering from various ailments including arthritis, Parkinson's, Multiple Sclerosis, etc., essentially anyone with an ailment that would benefit from warm water exercise. I am a member of the Durham Warm Water Aquatic Program. It is a non profit volunteer-run program that greatly benefitted myself as well as 250 others. We rented the only warm water pool in the area at Ontario Shores. This pool was closed over a year ago. The warm water exercises helped me immensely, with improving my range of motion, stamina, pain management, and mental well-being. When any new building is planned for recreational purposes in the Whitby area, the city should please strongly consider including a therapeutic warm water pool. So many people, not just seniors, would be able to benefit.
- Don't know why Whitby doesn't have its own hospital. We either have to go

east or west for care.

- Seniors frequently live with constant pain that limits their ability to perform the activities of daily living. Warm water (90-93 degrees) is attested to by medical people as being beneficial in helping with mobility and reduction of pain.
- Both general practitioners and dentists for retirement-age people; concerned about getting new doctors in Whitby.
- Seniors' Centre does a good job but should give seniority some priority in applying for classes.
- Seniors are generally not treated as valuable citizens of Canada or where they live in Canada. They have contributed all their lives to making Canada the country it is and they are not appreciated today.
- I don't think all older adults are aware of all the information available at the Whitby Seniors' Centre.
- Would be great to have our own hospital in Whitby again.
- Wait times for doctors are too long in the office.
- More flexibility in Community Care.
- Street lights are hard for older adults to see; too alike, too low.
- Local hospital.
- We need our own general hospital in Whitby. Oshawa and Ajax Hospitals are too controlled by unions and it affected my health service severely. This needs to be addressed now.
- Wait times too long.
- Dental care is everywhere, however is very costly. Mental care: We had to wait nine months to get an appointment and we had no way of changing the wait time.
- We need a warm water pool. Excellent exercise for pre- and post-surgery, arthritis, etc.
- We need more doctors who are not overworked, more availability.
- Whitby should have a separate free-standing hospice. The Stormont, Dundas, and Glengarry Hospice in Cornwall, Ontario is an excellent role model. With an ever-increasing population of persons, including children, who request end-of-life care outside a hospital, a comfortable, friendly, family-oriented facility is essential.
- My rheumatologist is in Scarborough. Have doctors communicate with each other through technology more efficiently. For example, I have blood work taken by two different doctors wanting several different tests at approximately the same time periods. Have one requisition for all the blood tests since they copy each other already!
- A Whitby hospital, open soon.

- Doctors should be paid and encouraged to open services in Whitby. We are a continuous growing community and we need good doctors close at hand. If I could not drive I would be at the mercy of public transport. Not good. Please look after our doctors. One of our residents spent five days in emergency with breathing problems and the hospital has one completely empty floor with no staff to man it. Health system in bad need of a shake up. Too much money in administration and bad management.
- There isn't enough crisis help for after hours (mental).
- We need more doctors.
- I would like to use a community swimming pool in Brooklin.
- Need more doctors. Cannot find a doctor. Not happy with present one!
- Everyone knows wait times for specialists are too long. Not a Whitby problem. Specialist referrals in Ontario should be centralized.
- Warm water exercise for arthritis and other joint ailments is required for the senior population. I belong to the non-profit Durham Warm Water (DWWP) and with the contract closure of the Ontario Shores pool; it has been difficult to find other alternative pools to fit the exercise group. Warm water higher in the mid-80s (I believe) is required. It is so therapeutic and a necessity. Also helps with therapy after hip and knee replacements. Please consider this suggestion for a permanent pool(s) for this use.
- Create local health hubs where a public health nurse can meet with seniors or do house calls to check in on their well being.
- We need an acute care hospital and a residential hospice desperately in the Whitby/Durham Region; the region is large enough to have residential hospice and better palliative care support.
- The waiting time, even while having an appointment, to see my doctor is too much. I don't find her reliable and she gets upset if I go to a walking clinic. For referrals I have to research for information.
- More help at home, so seniors can stay in their homes and not move to nursing homes.
- Wait times are too long such as appointments for specialists.
- We need a warm water pool (sorely missing and needed in Whitby and Durham) for those with arthritis, etc., therapy and classes.
- Need hot water pool.
- Need more physicians, not just an issue for Whitby. This is a province funding matter.
- Insufficient levels of mental health support and professionals to deal with the aging population are a problem here.
- Whitby should have a hospital.

- The telephone answering service at the Brooklin Clinic is hopeless. Have to physically visit to make an appointment.
- It is difficult to answer some of these questions if you have never had to use these services.
- While we are in our early 70s we are in good health and have not needed many of the services offered. We do volunteer to offer services to seniors.

Additional General Comments

- I am disappointed that some events are no longer held in downtown.
- Brooklin is growing fast and there is a need for another grocery store so seniors do not have to drive.
- Quality rental housing is needed.
- Your aqua-fit programs are expensive.
- Advertise all activities in Whitby This Week at least one month prior.
- Build a warm water pool.
- Whitby is an Age-Friendly Community.
- Whitby is a great place to meet people.
- This is an excellent community to live in.
- I'm okay just now because I still drive my own car. Could be a different story as I age.
- Not nearly enough rental accommodations for seniors.
- As a driver, I'm concerned that no one looks before crossing the street.
- Please install lights along Taunton Road from Cochrane to Lakeridge.
- Crosswalk signals should be longer.
- Need advance green signals at more intersections.
- More aquafit classes at Ottenbrite pool.
- A pool and track are needed in Brooklin.
- More seniors' apartments.
- Whitby needs a model railway club.
- Thank you for providing this forum to allow feedback into seniors care and services in Whitby.
- The people making health decisions are still young and healthy and have no idea how frightening it gets when you get older.
- Full serve gas stations are needed.
- Pave Heydenshore parking.

- Brooklin needs more rental units.
- Use tennis courts for pickleball.
- Wait times for assisted living are too long.
- Need a line that directs you to all services.
- Online voting for municipal elections is needed.
- Our taxes provide good services.
- More affordable housing is needed.
- Am so happy Whitby received an Age-Friendly grant.
- Whitby is a wonderful place to live.
- Abilities Centre is a wonderful place for people of all abilities to meet.
- User fees are too high at the Abilities Centre.
- Better quality Music in the Park events.
- More washrooms are needed downtown.
- More doctors are needed.

Appendix C

Age-Friendly Whitby Public Information Centre Summaries

Public Information Centre Brooklin Community Centre and Library

April 26, 2016 (15 Attendees)

Outdoor Spaces and Buildings

1. What Age-Friendly strategies and programs are already happening in the community of Whitby?

- Sidewalks downtown are getting more accessible (curb cuts)
- Buttons on doors
- Abilities Centre
- Trails Master Plan
- Awesome public works department who retroactively provide pedestrian infrastructure
- Community Services doing awesome work with staff, series, facilities
- Great libraries
- Windrow program
- Lots of lovely parks and well maintained
- Services available (e.g., groceries, restaurants, medical services, personal care etc.)
- Swimming pool
- Whitby Seniors' Activity Centre
- 70% good – lots of parks and green spaces

2. Are there things we can do or change to become more Age-Friendly in the community of Whitby?

- Older buildings not accessible need incentive, need compliance
- Outdoor washrooms
- Multi-use paths – need more and extend trail systems

Transportation

1. What Age-Friendly strategies and programs are already happening in the community of Whitby?

- Some Durham Transit for seniors, people with disabilities
- Seniors' Bus at Whitby Seniors' Activity Centre
- Great accessible parking fine max at \$5000
- Bus service has improved
- Specialized Transit available
- Community Care transportation available
- Courteous drivers, follow rules
- Some communications to users (e.g., routes, prices)
- Roads are well maintained
- Road signs are visible and well placed
- Handicap ramps are ok

2. Are there things we can do or change to become more age-friendly in the community of Whitby?

- Bus Stops not accessible
- Affordability
- Better bus service on Carnwith (west of 12)
- Need more awareness and volunteer drivers at community care
- Local Meals on Wheels desired

Housing

1. What Age-Friendly strategies and programs are already happening in the community of Whitby?

- Some regional assistive living programs for housing
- Services available if one needs work done
- Long term facilities
- Subsidized apartments (some)

2. Are there things we can do or change to become more Age-Friendly in the community of Whitby?

- Inadequate (long term beds)
- Need all types of housing

- Whitby Hydro (low income programs insufficient)
- Need rentals – safe clean, subsidized or not
- Seminars about refinancing with adult children
- Free legal services
- Houses are too expensive – more affordable housing
- Education for seniors’ assistance – chair lifts, income tax, etc.
- There is no public and commercial rental housing

Respect and Social Inclusion

1. What Age-Friendly strategies and programs are already happening in the community of Whitby?

- Peter Perry Award
- Grand Day at Seniors’ Centre
- Community Centres, Library, Seniors’ Centre – provide plenty of opportunity for seniors (e.g., courses, programs, learning at reasonable rates)
- Staff is very helpful
- Whitby Seniors’ Activity Centre
- Library

2. Are there things we can do or change to become more Age-Friendly in the community of Whitby?

- Respect holistic planning for all, e.g. safe school routes – think about Grandma walking her grandkids to school

Social Participation

1. What Age-Friendly strategies and programs are already happening in the community of Whitby?

- Seniors’ Centre – lots of good programs
- Snow removal for seniors
- Venues – good location
- Events – during day, early evening (e.g., Rotary Bingo)
- Activities are affordable
- Churches

2. Are there things we can do or change to become more Age-Friendly in the community of Whitby?

- The culture has changed. Seniors long-term planning has been avoided

Civic Participation and Employment

1. What Age-Friendly strategies and programs are already happening in the community of Whitby?

- Clerks Department procedural accommodation of committee of council proceedings
- Volunteer opportunities

2. Are there things we can do or change to become more Age-Friendly in the community of Whitby?

- No comments

Communication and Information

1. What Age-Friendly strategies and programs are already happening in the community of Whitby?

- Format provisions – e.g., large print
- Activities brochure
- Kiosk updates – special events
- Brooklin Town Crier
- Seniors Newspaper (Newsletter)
- 211 phone
- Radio
- Television

2. Are there things we can do or change to become more Age-Friendly in the community of Whitby?

- Information dissemination multiple formats – where do you get it?
- Solution – Centralized source of information/services that is available electronically at all sites, to ensure timely and robust engagement
- Emergency Management Services, access to notices – ice storm, neighborhood captain programs
- Education on senior assistance information
- Legal advice
- Living will
- Region-wide guide for all this information

Community Support and Health Services

1. What Age-Friendly strategies and programs are already happening in the community of Whitby?

- Some Community Care Access Services
- Foot care clinic
- Health services – hearing centre, dental, chiropractor, physio, doctors
- Retirement home access to care
- Meals on Wheels
- Cemetery
- Volunteer services encouraged
- Access to health care
- Caregiver support available

2. Are there things we can do or change to become more Age-Friendly in the community of Whitby?

- User fees – unknown cost
- Dignity of inclusion – end of life
- Focus on quality of life
- Warm water therapy
- Walking track – community use of schools
- Nursing home shortage

Public Information Centre Whitby Seniors' Activity Centre

May 12, 2016 - (45 attendees)

Outdoor Spaces and Buildings

1. What Age-Friendly strategies and programs are already happening in the community of Whitby?

- Whitby lakefront very accessible
- Sidewalks and road crossings are being made safer, more clearly defined
- Most sidewalks towards buildings, e.g., library, Town Hall, have ramps, door buttons and wide doors. Slants are gradual, so easy to angle
- Snow removal from sidewalks
- Large number of parks and cycle paths
- Benches in park areas
- Seniors' Centre
- Good street lighting, well patrolled
- Abilities Centre

2. Are there things we can do or change to become more Age-Friendly in the community of Whitby?

- More paved surfaces, paths in parks and green spaces
- Private buildings and medical buildings need to be more accessible
- Downtown shops have steps, these are barriers
- Insufficient number of disabled parking spaces
- Better accessible ramps near to parking spaces
- Private parking lots, e.g., Rio-Can, need better design
- More enforcement re: dogs off leash and picking up of droppings
- More frequent emptying of garbage in parks
- Not enough dropped curbs for wheelchairs
- Crossing at lights, not adequate time
- Cycle paths are not separate from walking paths
- Separate customer service queues for seniors at Service Ontario
- Walking paths need to be kept clean

- Outdoor safety and street lighting are not good
- Snow removal takes too long
- Outside washrooms at parks too far from activity areas, e.g., baseball diamonds
- Sidewalks need attention, e.g., wheelchair ramps
- Thickson Road needs repair
- Insufficient benches for downtown area and park paths and walkways
- Not all pavements wide enough or non-slip surface
- More public washrooms and outdoor washrooms
- Remote aircraft flown in parks
- More centres for older adults
- No warm water pool
- Benches in playgrounds are too far from play areas, need to be shaded
- New LED Lighting is no good – it's darker
- New restaurants no accessible entrance or drop off area
- Accessible washrooms do not have handrails

Transportation

1. What Age-Friendly strategies and programs are already happening in the community of Whitby?

- Costs are good
- Transit crew will offer help if needed
- Taxis OK, accessible, and affordable
- Signs for stops well marked
- Roads well maintained
- Public transit is OK
- Specialized services are helpful
- Seniors in Motion excellent service
- Durham Transit provides excellent service
- Bus route info is good
- Sidewalks are safe and defined
- Roads are well maintained

2. Are there things we can do or change to become more Age-Friendly in the community of Whitby?

- More affordable senior transportation
- Seniors' bus should be accessible
- Seniors' van: no extra rides available, if not on schedule
- Drivers of seniors' van need to put lift down every time
- Brooklin: poor bus times, frequency
- Special services are not accessible enough because of timing problems
- Special transit not available to everyone in need
- Traffic lights are too fast, need longer crossing time
- Need more accessible taxis
- More buses
- Not enough bus stops
- Pads and paths are needed from bus stops to bus
- More bus shelters required
- Centralized info required for accessible transportation
- Durham Transit requires booking one week in advance
- Durham buses not frequent enough on weekends and holidays
- Drivers should allow more time to board passengers
- Speed on roads need to be monitored
- Larger street signs especially at major intersections
- Durham Transit customer service does not respond to complaints
- Durham Transit Specialized Services will pick up passengers but won't commit to a trip home; restrictive
- Public transit: amount of exact change not posted
- Public transit on main streets only; if on side streets, no service
- Taxis not affordable
- Review of bus services periodically to see if they are serving older people
- Accessible seating for disabled being taken by strollers

Housing

1. What Age-Friendly strategies and programs are already happening in the community of Whitby?

- What is available is good
- Some are geared to income
- Lots of different housing in Whitby
- Wonderful neighbours
- Seniors' communities

2. Are there things we can do or change to become more Age-Friendly in the community of Whitby?

- No affordable housing in general, more bungalows
- Need more geared to income
- More life leased housing required
- Not enough rental spaces for seniors
- Insufficient housing for older adults who are between living independently and nursing homes
- Not enough variety in rental spaces
- More accessible units
- Demand for seniors housing is increasing with more moving into the area
- Seniors' buildings needs to be activity friendly
- Expensive to get supportive retirement facility
- Affordable lawn care not easily available
- Home maintenance assistance; is there such a thing here? Are there grants available for such services?

Respect and Social Inclusion

1. What Age-Friendly strategies and programs are already happening in the community of Whitby?

- Seniors' Centre provides a respectful and inclusive social and active environment
- Seniors' Centre volunteers are very helpful
- Activities available at the Abilities Centre, Whitby Recreation Complex, Vipond Arena
- This consultation taking place
- Town Hall meetings
- Notices in Town of Whitby website, recreation centres, libraries
- Non-Canadians feel comfortable

- Inclusion of seniors as part of family unit for public events
- Recognition of people for their volunteer services
- Lots of volunteer opportunities

2. Are there things we can do or change to become more Age-Friendly in the community of Whitby?

- Store staff needs to be trained to engage with elderly and disabled customers
- Banks need senior help teller
- More promotion of available help for people in less well-off circumstances

Social Participation

1. What Age-friendly strategies and programs are already happening in the community of Whitby?

- Events held at convenient times
- Affordable
- Wide variety
- Seniors' Centre is great for meeting people, opportunities for socializing, e.g., classes, 40th Anniversary
- Abilities Centre is good
- Lots of places with things to do
- Library, e.g., seniors' movies in Brooklin library
- Lawn bowling
- Seniors' Day at the Harbour

2. Are there things we can do or change to become more Age-Friendly in the community of Whitby?

- Not able to participate in Canada Day/Events at Victoria Fields because of where they are; not wheelchair accessible
- Not enough venues
- Need maps in ads for events
- Events not easy to get to on public transit
- Some events are not displayed on Board, need more signage and advance notice
- Poor outreach for people at risk

Civic Participation and Employment

3. What Age-Friendly strategies and programs are already happening in the community of Whitby?

- Council Committee open to all, participation welcomed
- Easy to vote
- Telephone call from Mayor, invitation to join in meeting
- Town Hall meetings

4. Are there things we can do or change to become more Age-Friendly in the community of Whitby?

- This exercise is a good example of civic participation, up to individual
- Where does one get info regarding self-employment options?
- Need more employment options in Whitby

Communication and Information

1. What Age-Friendly strategies and programs are already happening in the community of Whitby?

- Local newspapers, e.g. Whitby This Week
- Radio station
- Libraries – good source of info
- Town Activity Guide
- Bulletin Boards, e.g., Whitby Seniors' Activity Centre
- Town of Whitby website
- Phone calls to town generally resolved OK
- Whitby Seniors' Services Newsletter and emails
- 211 and 211.ca

2. Are there things we can do or change to become more Age-Friendly in the community of Whitby?

- Paper communication is lacking; some people are not computer literate
- Not everyone can navigate the Internet
- Town Information Officer to be central source for all info
- Not enough contact with socially isolated people
- Large print
- Current communication mediums are not geared to seniors

- Seniors for Seniors should be publicized and recorded
- Get a Welcome Centre

Community Support and Health Services

1. What Age-Friendly strategies and programs are already happening in the community of Whitby?

- Good cancer supports
- Meals on Wheels
- Nursing care that comes to home, assisted living, Community Care Access Centre
- Drives for doctor's appointments and exercise classes
- Many walk-in clinics
- Mental health facilities are readily available

2. Are there things we can do or change to become more Age-Friendly in the community of Whitby?

- Community Care Access Centre needs far more help
- Need a warm water pool
- Difficulty in getting a doctor
- No hospital in Whitby
- Expensive dental care
- Not all medical facilities are accessible
- Waiting lists very long for long- term care and nursing homes
- Long wait times in emergency departments

Public Information Centre Town Hall - Council Chambers

June 22, 2016 (8 attendees)

Outdoor Spaces and Buildings

- 1. What Age-Friendly strategies and programs are already happening in the community of Whitby?**
 - Town is clean and well maintained
 - Accessible truncated domes at entrances and walkways
 - Whitby is a wonderful place to live and is nice and quiet
 - Curb cuts
 - Parks and lakefront are nice
- 2. Are there things we can do or change to become more Age-Friendly in the community of Whitby?**
 - Need more benches in the downtown area
 - Miss Cullen Gardens; tourist attraction – draw for visitors from around the world
 - Corner of Taunton and Smart Centre (Valleywood) crossing times are too short
 - Drivers are not giving way to pedestrians
 - Lakefront is not well developed, not walkable from downtown, not pedestrian friendly
 - Benches in shaded areas
 - Safety on sidewalks (bikes on sidewalks)

Transportation

- 1. What Age-Friendly strategies and programs are already happening in the community of Whitby?**
 - Community bus
 - Happy and thankful that we are still able to drive ourselves
 - Bike paths that are available are great
- 2. Are there things we can do or change to become more Age-Friendly in the community of Whitby?**

- Too much traffic and not enough roads
- Toll highway too expensive for seniors
- How to access transportation? (e.g., buses, routes, specialized transit)
- Build an airport or support development of a bigger airport to bring in more businesses and tourists, etc.
- Need to expand 401
- Providing more specialized transit for people with disabilities
- Town needs to be more walkable so there are fewer cars on the roads
- Large number of people coming in and do we have the resources to keep up with the growth?

Housing

- 1. What Age-Friendly strategies and programs are already happening in the community of Whitby?**
 - Lynde Creek Housing: good place for seniors to live
 - Mixed housing: townhouses, apartments, homes
 - 407 opens more opportunities for housing and businesses
- 2. Are there things we can do or change to become more Age-Friendly in the community of Whitby?**
 - Not enough affordable housing
 - Not enough subsidized housing; 7 year wait
 - Housing in Whitby is too expensive, both to purchase and to maintain
 - No housing options in Brooklin for condos or apartments
 - Long waiting list for old age home; long-term care facilities, need to build more to support the increasing seniors
 - Not enough industry to offset the high taxes

Respect and Social Inclusion

- 1. What Age-Friendly strategies and programs are already happening in the community of Whitby?**
 - Opportunities to voice one's opinion
 - Whitby Seniors' Activity Centre
- 2. Are there things we can do or change to become more Age-Friendly in the community of Whitby?**

- Need more vegetarian options at Seniors' Centre
- Would like to see winter events draw all ages; enjoy summer events and would like to see them year-round

Social Participation

- 1. What Age-Friendly strategies and programs are already happening in the community of Whitby?**
 - Activities available if interested in joining at the Seniors' Centre
 - Newspaper is good source of information about activities happening in town
 - Good variety of activities in Whitby
 - Library, Station Gallery, Abilities Centre
- 2. Are there things we can do or change to become more Age-Friendly in the community of Whitby?**
 - Seniors for Seniors programs
 - Ties back to transportation; you need to be able to get to the events

Civic Participation and Employment

- 1. What Age-Friendly strategies and programs are already happening in the community of Whitby?**
 - If one wants to be active there are many activities and volunteer opportunities
- 2. Are there things we can do or change to become more Age-Friendly in the community of Whitby?**
 - Lack of transportation to activities and programs offered
 - Increased self employment opportunities
 - Mississauga has tax incentives to businesses

Communication and Information

- 1. What Age-Friendly strategies and programs are already happening in the community of Whitby?**
 - Town waste calendar is very clear
 - Newspapers, flyers, Town Perspective
- 2. Are there things we can do or change to become more Age-Friendly in the community of Whitby?**

- Not enough communication about what is available
- Digital divide; people who do not have access to the Internet

Community Support and Health Services

1. What Age-Friendly strategies and programs are already happening in the community of Whitby?

- Good services but needs tweaking

2. Are there things we can do or change to become more Age-Friendly in the community of Whitby?

- Not enough family doctors in Whitby
- Fracture services need coordinated response; disconnect when trying to deal with one health service to another
- Needs improved access to information on home care services; what's available and how to access
- Emergency preparedness; what is it and how do we prepare for it
- Parking costs at hospitals are too high