



CHOICES

AN INTERIM REPORT ON THE
OLDER ADULTS' NEEDS ASSESSMENT PROJECT

July 2, 2015

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EXECUTIVE SUMMARY

The purpose of the Devon Older Adults Needs Assessment Project “is to establish whether or not Devon is providing the programs and services to its senior residents, which adequately meets their needs and provides the desired quality of life that Council wishes to achieve for all its residents.”

In this Interim Report, the project consultant provides Council and Administration with both qualitative and quantitative data to assist them in the formulation of future action plans.

The aging population is exercising its influence on the delivery of municipal services around the world. Smart communities are looking ahead and planning strategically to ensure they can maximize the benefits of this demographic shift and minimize the concerns of their residents.

Devon, with 1,502 identified older adults, is well positioned to become known as an Age-Friendly Community¹. Devon’s location, in close proximity to Edmonton and Leduc can be seen as an asset because of the additional services and amenities available and the International Airport being close by is another plus for residents. The safe, friendly and neighbourly “feel” of the town is widely recognized, in and around Devon. The Town’s programs and services are appreciated by the residents, as are the professional and medical services that are delivered in Devon. Having a hospital with an emergency room and long term care facilities, and a local RCMP detachment all contribute to this general feeling of well-being.

On the other side of the ledger, the residents we heard from do have some concerns about aging in Devon. They want to remain independent for as long as possible. Housing options to meet their needs are currently very limited. They are looking for suitable, affordable and accessible housing. As other studies have shown, rural communities, like Devon, are challenged to provide the full range of housing, and are becoming increasingly aware of the need for additional support services if more housing is provided.

We heard from residents who are over 55 but not yet feeling as if they needed specialized services. However, they expressed some feelings of being “in-between” and not usually recognized for their unique characteristics.

¹ The World Health Organization (WHO) defines an age friendly city/community as a place that has an “inclusive and accessible urban environment that promotes active aging”.

Transportation, community support and health services, communication and awareness, and outdoor spaces and buildings were key areas that residents felt needed some improvements.

A special mention should be given to the responses from caregivers of older adults. While the actual number of respondents was small, the seriousness of their concerns is worth highlighting. Increased dialogue, awareness of services and additional ongoing support for this group of residents was indicated as high need. They are, for all intents and purposes, providing 24/7 care at great personal sacrifices, to older adults with complex physical and emotional needs. In addition, the older adults and people with disabilities that they care for are, in the most part, totally dependent on them.

Finally, the project consultant wishes to acknowledge and thank the advisory committee, the Town staff and the many service providers and respondents who took time out of their busy schedules to contribute to this project for the purpose of improving the lives of older adults.

The next steps belong to Council to provide the necessary direction and support to continue making Devon a CHOICE for all ages.

INTRODUCTION

The title of this report - CHOICES - captures the essential theme that runs through the feedback from older adults in Devon. Most of the respondents are active and participating in recreational or social activities – they have chosen to live in Devon and they want to continue to live here.

A report of this type is the result of many focused efforts locally and global and regional studies that came before. This report is intended to provide a snapshot of Devon today. It is based on empirical data gathered through surveys, focus groups, and interviews. While the data included quantitative and qualitative responses from over 157 participants one should not use the data to make extrapolations about the entire population of older adults¹. The information contained herein is nonetheless a very good indicator of the general feeling within the target group.

This report builds upon data that has previously been collected; it puts this information into today's context with who lives in Devon (demographics), what we know (knowledge) and what is going on in the world around us (environment). The report focuses on the needs identified by residents themselves, all of whom were at least 55 years old, service providers and/or caregivers of older adults.

In 2013, the Devon Parks, Recreation and Culture Board conducted a review of global age-friendly initiatives and provincial government priorities to address the growing number of aging baby-boomers.² After the 2013 municipal election, Council updated its strategic plan and identified a Seniors' Needs Assessment as one of their top five priorities for 2014/15. Administration developed a Project Charter and contracted with Kathy Barnhart Consulting Inc. in January 2015 to complete this assessment.

In the words of Administration, the purpose of this project *“is to establish whether or not Devon is providing the programs and services to its senior residents, which adequately meets their needs and provides the desired quality of life that Council wishes to achieve for all its residents.”*³

This Interim Report on the Older Adults' Needs Assessment Project provides Council with information, both qualitative and quantitative, that can be used to chart a way forward and choose its next steps.

¹ In order for the data to be statistically accurate it would have required answers from 306 people. In addition, there had recently been two statistically valid surveys undertaken, both of which have crossover into this report#. Consideration was also placed on the expense (approx. \$12,000)

² Parks, Recreation and Culture Board, Town of Devon. Planning for the Future of Seniors in Devon, 2014

³ Town of Devon, 2015 Seniors' Needs Assessment
#2014 Housing Development Survey and 2015 Recreation Master Plan

BACKGROUND

DEMOGRAPHICS

Being called a “senior” in the 21st Century is quite different than what it used to be. In fact, many who qualify to be “seniors” rebel against the label. Today, those who are eligible for membership and discounts can be anywhere between the ages of 55 and over 100 years old. There is quite a lot of change and diversity happening over a period of 45 years among this demographic cohort and putting the label on is not as easy as it once was, with 65 being a very clear line in the sand.

Life expectancy in the Edmonton Zone of Alberta Health Services (AHS) is 78.6 years for males and 83.3 years for females. ⁴ AHS reported in 2011 that 13% of the population in the Edmonton Zone, which includes Devon, were over 65 years of age. That percentage is increasing. By the year 2041, Statistics Canada estimates that seniors will comprise nearly 25% of the Canadian population. Those over 85 years old are expected to triple in number to 5.8% of the total population.⁵

With this rising number of older adults comes an increased need for services and, due to higher disposable income and healthier living, a corresponding demand to fill the availability of additional leisure time. In an article in Seniors magazine, the author humourously nicknamed this segment of our population as GRAMPIES (**G**rowing number of **R**etired **A**ctive **M**onied **P**eople **I**n **E**xcellent **S**hape).⁶

In Devon, based on the 2014 municipal census, there were 1502 identified residents over 55. To break that down even further, at the time of this study, there were 790 between 55 and 64 years; 440 between 65 and 74 years, and 272 over 75 years. (Figure 1)

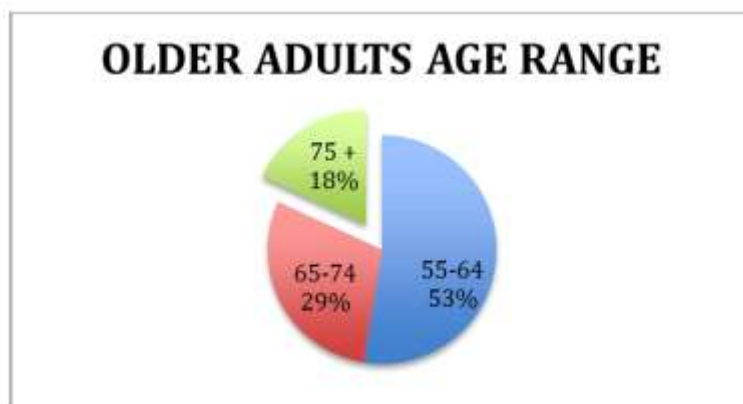


Figure 1 Devon 2014 Municipal Census

⁴ AHS A Picture of Health. 3 Year Service Plan. October 26, 2011

⁵ Kembhavi, Rohan. Elections Canada. Canadian Seniors: A Demographic Profile, November, 2012

⁶ Seniors, Are your Seniors Moving to Center Stage? Crompton, John L.

A GLOBAL PERSPECTIVE- WHO'S AGE-FRIENDLY FRAMEWORK

Besides counting the numbers and comparing them across the years and municipalities, many studies look at the location and characteristics of the places in which older adults are choosing to live. This is particularly relevant to the Devon Needs Assessment as it provides more information about the diverse and changing needs and preferences of older adults.

Many cities across the world have been using the World Health Organization's (WHO) definitions and frameworks for Age-Friendly⁷ communities and Active Ageing⁸ to assess their strengths and readiness to be inclusive and supportive of older adults. In Devon, we used the Framework as a starting point to categorize and assess the degree to which this community meets the needs of its older residents.

The WHO uses the following eight categories for assessing the age-friendliness of a community:

COMMUNICATION AND INFORMATION
 COMMUNITY SUPPORT AND HEALTH SERVICES
 CIVIC PARTICIPATION AND EMPLOYMENT
 HOUSING
 OUTDOOR SPACES AND BUILDINGS
 RESPECT AND SOCIAL INCLUSION
 SOCIAL PARTICIPATION
 TRANSPORTATION

Devon has adapted this list to include a ninth category – SAFETY.

Research into the needs of older adults has highlighted that there is no one sure-fire way to age-in-place appropriately. For some, it means staying in their own home and having local supports; visiting professionals and support services available to come when they need them. Others want to live in a more social and collective environment. But in all cases, the desire to remain independent, for as long as possible, seems to take precedence. It should not surprise us that one size, or type of housing, does not fit all. However, the social and physical challenges of an older person become greater with age. No one knows for sure when they will need more

⁷ "An age-friendly city: recognizes the great diversity among older persons; promotes their inclusion and contribution in all areas of community life; respects their decisions and lifestyle choices; and anticipates and responds flexibly to aging-related needs and preferences." (Who Age-Friendly Cities Project Methodology, Vancouver Protocol. 2007)

⁸ Active ageing is the "process of optimizing opportunities for health, participation and security in order to enhance quality of life as people age." (Active-Ageing: A Policy Framework, WHO, 2002)

help to live comfortably and safely. They just know that the future is uncertain, especially when it comes to their health and mobility.

Aside from their concerns about the physical environment, older adults need to feel included. Staying connected has its benefits according to Ruth Finkelstein, who led New York City's initiative for older people. She says: "As we age, our worlds tend to shrink, making our immediate neighbourhoods all the more important."⁹

CANADIAN PERSPECTIVES

The Canadian Association for Retired Persons (CARP) advocates strongly for Age-Friendly Cities. It espouses 3 main principles for successful local initiatives:

1. **Age-mindful Governance** (political will and civic values)- leadership is essential to instill appropriate values into the day-to-day operations of a community.
2. **Universally Accessible Built Form** (public spaces and buildings)- from benches to streetlights to ramps, accessibility is essential for people of all ages to stay active and engaged in their communities.
3. **Universal Mobility in the Public Space** (transit, co-located services, and community hubs)- walkability, driving, bussing are all needed to ensure livability¹⁰

Bruce County in Ontario, with its population of over 65,000, undertook a comprehensive seniors' needs analysis. The approach was similar to what was used in Devon, in that it looked at the categories put out by the WHO. It also reviewed numerous best practices in Canada and elsewhere providing ample ideas for short, medium and long term directions. The five (5) recommendations coming out of the Bruce Needs Analysis were categorized under the headings of: Community Support Services; Health Care Services; Transportation; Housing and Civic Engagement; Volunteerism and Employment.¹¹

The Social Planning Council of Cambridge and North Dumfries in Ontario provided another sample of a Seniors' Needs Assessment process. In addition to developing a survey using the WHO Framework, this study also took into account the Murray Alzheimer Research and Education Program (MAREP). The guiding principles of MAREP are: respect, access and inclusion, community engagement in decision-making, livability and accountability. In making their recommendations, the Social

⁹ Time magazine. "Where is the Best Place to Be An Old Person?". Worland, Justin. February 23 – March 2, 2015

¹⁰ CARP Age-Friendly Brief, 2012. www.carp.ca

¹¹ Bruce Community Futures Development Corporation. Bruce Seniors Needs Analysis, Final Report. April, 2011

Planning Council identified that the main objective of their study was to promote awareness of issues in their community and encourage collaboration.¹²

PROVINCIAL PERSPECTIVES

Programs and services for older adults vary across the provinces, however Canada Mortgage and Housing Corporation (CMHC) provides a pan-Canadian view of the housing market and trends affecting our population. CMHC analyzes Statistics Canada data and disseminates that information to assist businesses, government and organizations to better understand the housing markets.

A CMHC article¹³ compares four age cohorts among our seniors. Pre-Seniors are those 55 – 64; Younger Seniors are 65 – 74; Older Seniors are 75 – 84 and the Eldest Seniors are 85 plus. In a footnote to this article, Canadian Association for Retired Persons is mentioned as now targeting Canadians over the age of 45 to make use of their products and services.

While there are differences between the age cohorts, CMHC also reports that there are some similarities across all the age groups. Namely, a majority (85%) wants to age in place and most Canadians live in urban areas. Therefore, the need for supports to independent living will likely be a priority for many municipalities.

MUNICIPAL COMPARISONS

Since 1966, the Alberta Government has provided 80% provincial -20% municipal matching grants through the Family and Community Support Services (FCSS) Program to run preventive social services programs. Devon has participated in this program and has developed many programs and services to address the specific needs of its residents. In addition, Devon, in partnership with its neighbouring municipalities and the County of Leduc, has provided inclusive and age-appropriate social, recreation and leisure activities for older adults. Focus on 55 Plus - A collaboration of agencies and service providers in the Leduc Region, meets regularly to coordinate and communicate these offerings.

In the Census Metropolitan Area (CMA), Edmonton has been a member of the WHO Global Network of Age-Friendly Cities since 2010. The Edmonton Seniors Coordinating Council, in partnership with Edmonton, has set out 18 goals to improve the quality of life for Edmonton's older residents.

¹² Social Planning Council of Cambridge and North Dumfries, A Seniors' Community Needs Assessment, Final Report, October 2011

¹³ Canada Mortgage and Housing Corporation, Grouping Seniors by Age Cohort. www.cmhc-schl.gc.ca

In a review of 17 municipal websites in Alberta, often referred to because of their similarities with Devon, none of them mentioned a Seniors' or Older Adults' Needs Assessment. However, FCSS Programs and municipal services for older adults are very frequently mentioned. (Appendix B)

Examples can also be found, in and around Alberta, of plans being made to address the social and recreational needs of all residents, which would include, but not single-out, older adults. Drayton Valley has developed its Strategic Plan for 2015-19 in which it states as goals: "Seniors are actively involved and are supported." And further, "Everyone has a place to live." Spruce Grove is currently developing a Social Sustainability Plan. Lacombe and Red Deer are in the process of finalizing similar plans and frameworks. The trend seems to be to look more broadly at social issues and the overall sustainability of a community – to take a more holistic view. The need for housing, transportation, walkability, respect, inclusion, health, recreation, counseling, accessibility, employment, justice, etc. transcends all ages. It has been repeated more than once, that a community that is accessible for older people is accessible for everyone.

WHAT OLDER ADULTS NEED FROM THEIR MUNICIPALITIES

Whether old or young, a person with a challenge of any kind will probably turn to family and friends to help them. Unfortunately for some people, their challenges exceed the willingness or capacity of others to help. If that person is also living in a rural area without reliable or affordable transportation, they might experience insurmountable challenges. In a guidebook that was developed in Newfoundland for use by their public service officials, it highlights the "unique social and environmental challenges for seniors in rural areas" as being:

1. Lack of supports to live independently
2. Limited housing
3. Limited transportation, and
4. Limited health services.¹⁴

Interestingly, in the recently released Leduc Sub-Region Housing Needs Assessment Report¹⁵, one of the main gaps identified in this region, aside from the shortage of affordable housing units, is transportation. Only the City of Leduc has public transit operating to and from the Edmonton LRT station at Century Park on a regular basis.

¹⁴ Age-Friendly Rural and Remote Communities: A Guide, Federal/Provincial/Territorial Ministers Responsible for Seniors. www.health.gov.nl.ca

¹⁵ Leduc Sub-Region Housing Needs Assessment Report, Capital Region Board, February, 2015

Residents who need to go to the City for more specialized services must rely on taxis and private vehicles.

The Capital Region Board's (CRB) report makes the case for more support services to be made available locally. While Devon and Leduc are both fortunate to have hospitals in their communities, they also have limitations on the volume and specialization of health services that they can provide. Specialized support services for Alzheimer's patients and those with chronic conditions such as kidney disease, are not always available in this area. This situation contributes to the choices that older adults must make when their health or the health of a partner changes.

METHODOLOGY

COMMUNITY SERVICES INVENTORY

Prior to the development of the data collection tools, the FCSS Coordinator, Ki Wilson, completed an inventory of community services (Appendix D) serving older adults in Devon. This was done through research, utilizing local and regional contacts, websites, professionals, and provided to the advisory committee for approval. Once the inventory was completed it provided useful information for the interviews, focus groups and online survey. This document will be available in the fall in a user friendly format for both residents and professionals.

DATA COLLECTION

Overall, the participation and response to the collection of data and information about the need for services for older adults in Devon was very positive. There were 157 responses to the interviews, surveys and Focus Groups. In addition, there was an opportunity provided to residents in June to view the summary of the results, provided on boards and online, with a chance to feedback and add if there was something they felt was missing. Given that the older adult population in Devon is 1,502 over the age of 55, the response rate of 10% for this type of a study, is very good. Council can be assured that any individuals who wanted to give their input had several opportunities to do so.

The opportunities for the surveys and focus groups were widely promoted: Town's website, the local newspaper, flyers, posters, utility bill enclosures, Lions' sign at Town entrance, the Town office, IGA, Devon Library, Facebook, direct mail, and word of mouth via the advisory committee. The survey was available both online and in paper copy at prominent places in Devon.

ADVISORY COMMITTEE

In January 2015 the Older Adults Needs Assessment Project came into being. An Advisory Committee of key stakeholders (Appendix A) was formed to offer ideas and feedback to the FCSS Coordinator and the Project Consultant. Advisors were selected based on their representation on boards or agencies, as older adults, or as service providers who serve older adults. Four (4) meetings were held in 2015.

The accomplishments and activities of the Advisory Committee to date include:

- Review and feedback on the Community Inventory for Older Adults
- One-on-one interviews with the project consultant
- Information-sharing
- Review and feedback on focus group process
- Input on criteria for prioritization of findings
- Review and feedback on survey results
- Communication about project to their agencies and / or partners

INTERVIEWS

The Project Consultant conducted 21 personal interviews with residents, Advisory Committee members, and community and business representatives. These interviews were structured to last 30 minutes and to take place on the telephone. Three open-ended questions were asked and, from the hand-written records of the conversations, the Project Consultant was able to aggregate most of the information under the headings used in the Focus Groups and Surveys. A category heading of “Financial” was added to capture all of the relevant feedback.

The questions asked were:

1. What makes Devon a good place for older adults to live?
2. What needs to be improved to make Devon a better place for older adults to live?
3. What do you think is the top issue facing older adults in Devon?

Figure 2 Themes From Interviews

CATEGORY	WHAT THEY LIKED BEST	WHAT COULD BE IMPROVED
Outdoor Spaces and Buildings	Trails, river valley Small Town feel Walkability Stores, restaurants, hotels Golf course	Winter accessibility Access to local dry goods store* Indoor fitness facilities: pool, walking trails
Transportation	Access to the Community Bus Proximity to Edmonton, Leduc and EIA	Schedule is limited *
Housing	Discovery Place Leduc Foundation	Access to more affordable housing * Supports to age in place* Supports / housing to help couples stay together* Fully assisted living options*
Respect and Inclusion	Feel respected	
Community Supports and Health Services	Hospital Home Care FCSS programs: yard work, housekeeping etc. Adult Day Program	Support for isolated seniors* Accessibility to more Doctors * More long term care options Meal and food delivery options* Caregivers support Shortage of health professional staff Wait list for home health care Availability of health assessments Outreach for home health care*
Communication		Awareness of programs and services from all sectors*
Opportunities for Socialization and Learning	Recreation and leisure activities P73 Churches Library	
Civic Participation		Number of volunteers*
Safety	RCMP detachment	

Financial		Supports to help with those who cannot meet the higher costs of living*
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Note: *denotes this was also chosen by at least one interview respondent as a top issue.

It is important to recognize that there are often the same points coming up as both a positive and a negative. This helps to highlight the diversity of answers when reaching out to any population.

FOCUS GROUPS

Older adults and caregivers of older adults were invited to participate in several Focus Groups. Announcements were made through the Town's website, the local newspaper, flyers, posters, utility bill enclosures, Lions' sign at Town entrance, the Town office, IGA, Devon Library, Facebook, direct mail, and word of mouth. The use of facilitated Focus Groups generated animated and informed discussions which gave people over the age of 55, with diverse characteristics, as well as their caregivers, opportunities to share their thoughts and experiences about what it is like to be an older adult in Devon. From this sharing of insights, the researcher was able to identify underlying issues and concerns.

Three (3) Focus Groups were held in March and April – 2 with older adults and 1 with caregivers of older adults. Ki Wilson, FCSS Coordinator and Kathy Barnhart, Project Consultant, facilitated these groups with assistance from Kristin Walsh, Recreation Coordinator.

Overall, 57 people participated in the Focus Groups. Focus Group 1 took place at Pioneer 73, in the afternoon, with 16 participants. Focus Group 2 was held at the Fire Hall, in the evening, with 35 participants.¹⁶ Focus Group 3 took place at the Devon Hospital, in the afternoon, with 6 participants.

Each participant was advised of the purpose and process for the Focus Group. A sound recording was made for each Focus Group and participants were advised and reminded of the voluntary nature of their participation. Demographic information was collected anonymously for analysis purposes only.

The themes coming from the Focus Groups have been categorized using the same headings as in the interviews for comparative purposes. While the questions

¹⁶ Only 23 respondents in Focus Group 2 chose to complete a Data Form, while 35 respondents participated.

(Appendix C) were more detailed than for the interviews, the responses were either positive or indicative of room for improvement.

An important observation made at the Caregiver Focus Group was the level of concern and frustration expressed by the participants. Although the number of participants was small, all of them were experiencing challenges to maintaining a safe and healthy quality of life for their family members.

Figure 3 Focus Group Themes

CATEGORY	WHAT THEY LIKED BEST	WHAT COULD BE IMPROVED
Outdoor Spaces and Buildings	Town is clean and safe River Valley trails, sidewalks and paths well-maintained ** Number of crosswalks	Accessibility of some buildings ** Winter trail maintenance for winter walking** Enforcement of speed limits Access to indoor walking and swimming facilities**
Transportation	Access to a community bus Roads and sidewalks ** Clear signage	Affordable public transportation to City** Awareness of bus service Bus schedule
Housing	Neighbourliness high homeownership	Housing options / availability, including:** <ul style="list-style-type: none"> • Supportive/assisted living for couples • Adult condos • Transitional housing • Multi-needs in one complex **
Respect and Inclusion	Inclusive P73, Lions Clubs Lots of activities Respectful	Volunteerism opportunities and people Programs aimed at the modern world for older adults (e.g. computer literacy) Provision of a caregivers support group**
Community Supports and Health Services	Lions Club provides wheelchairs	Programs and supports needed: Meal and grocery delivery ** Help to navigate the system** Volunteer or paid drivers ** Number of long term care beds / hospital expansion**
Communication	Lots of information	More use of multiple methods for

	available Town use of notices in with Utility Bills Newspaper** Town Calendar**	communication – e.g. electronic sign Awareness of supports **
Opportunities for Socialization and Learning	Countless opportunities Library, computers, clubs Chamber of Commerce	Access to a dry goods store
Civic Participation	Opportunities for volunteers Council welcoming	More work opportunities Removal of municipal jargon and acronyms Information on how to access Council Declining volunteerism
Safety	Look out for each other	RCMP 24/7
Financial		Access to / more financial support for caregivers (not able to work as full time carers)** Cost of bus High local service / goods costs Cost of private supportive living

** Denotes those concerns raised by caregivers at their focus group

SURVEYS

SurveyMonkey® was selected as an appropriate measurement tool for the purposes of this Needs Assessment. This tool provides a low cost and reasonable alternative to random sampling through phone and paper surveys and also reduced the cost of transcribing, entering and analyzing data. In using this tool, however, the results cannot be seen as statistically valid, nor representative of the entire population of older adults in Devon.

Notices and information about the online survey were provided - similarly to the way in which word was spread about the focus groups. Hard (i.e. paper) copies (both regular and large print) were made available at Devon Library, IGA, Town Office, Discovery Place and Pioneer 73, as it was assumed that not all residents would be comfortable completing an online survey (Appendix C).

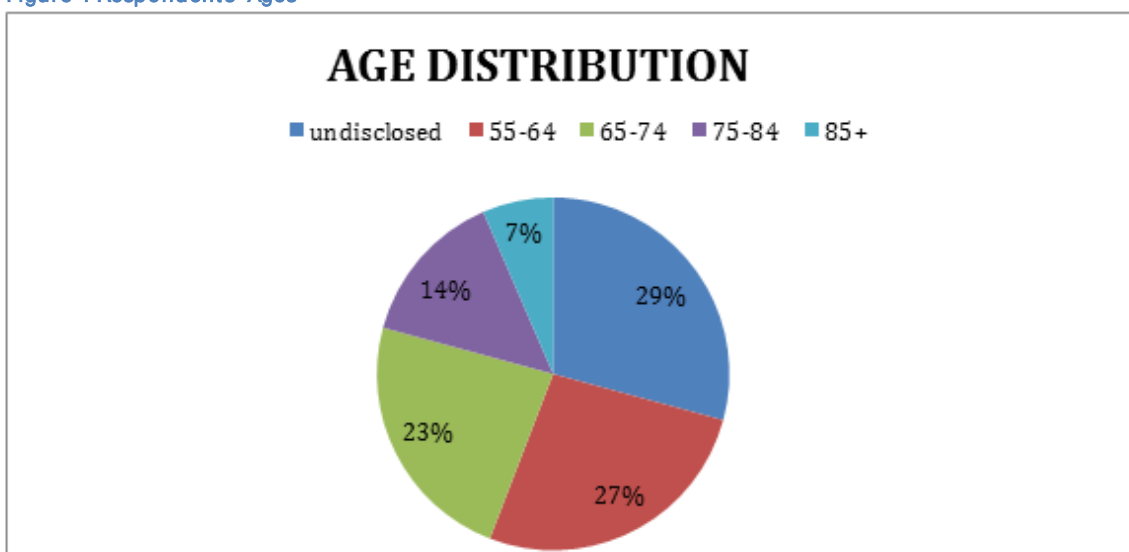
There were 79 survey responses. Of these responses, 14 were completed manually and 65, online. There were 12 respondents, who chose to skip some of the questions, particularly when asked for demographic data such as age, income, gender, etc.

The survey asked 82 questions which could be answered - AGREE, DISAGREE, DON'T KNOW or NOT APPLICABLE. Space was provided for comments. As an incentive, the Town offered a chance to win 15 - \$20 gift cards to anyone who wished to enter their name. There were 28 entries submitted and the gift cards awarded through a random draw.

KEY FINDINGS

The following charts identify key characteristics of respondents who participated in the Interviews, Focus Groups, and Online Survey. Verbatim comments from respondents appear in the colour breakout comments.

Figure 4 Respondents' Ages



When comparing the responses to this study and the 2014 Devon census information, it appears that there is a good proportional representation of those between the ages of 75 and 84 (14%) and over 85 years old (7%). The 2014 municipal census identified 18% of Devon's older adults, are also over 75 years. That being said, there was a very small number of responses, only 10, from the 85 + cohort, making it inappropriate to single out their concerns for fear that they could be unintentionally identified. Their responses have been generalized with the 75 plus respondents for that reason.

On the other hand, the percentage of respondents under 65 years (27%) seems low compared to the Town's count of 53%. Out of 790 residents between the ages of 55 and 64, only 41 (5% of Devon's 55 -64 year olds) respondents identified themselves as being in that age group. One reason may be that this age cohort is usually employed full-time and not available or particularly engaged in activities or surveys geared to "seniors". Today's "55 plus-ers" do not like to be considered "old" and therefore, may have shied away from participating in this study. Given some of the comments on recreation, housing, retail, shopping and awareness of specialized services received from this age group, the Town might want to seek further input from this age cohort.

"55 is young these days"

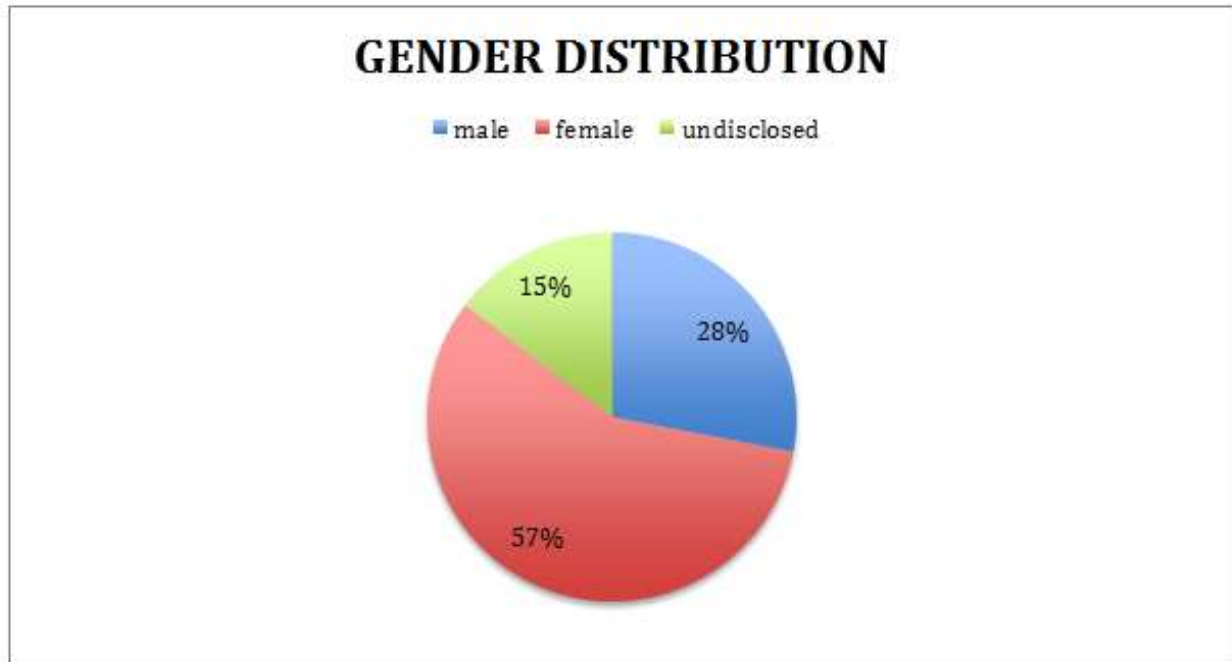


Figure 5 Respondents' Gender

There were predominantly more females who responded to the Survey and came to the Focus Groups.

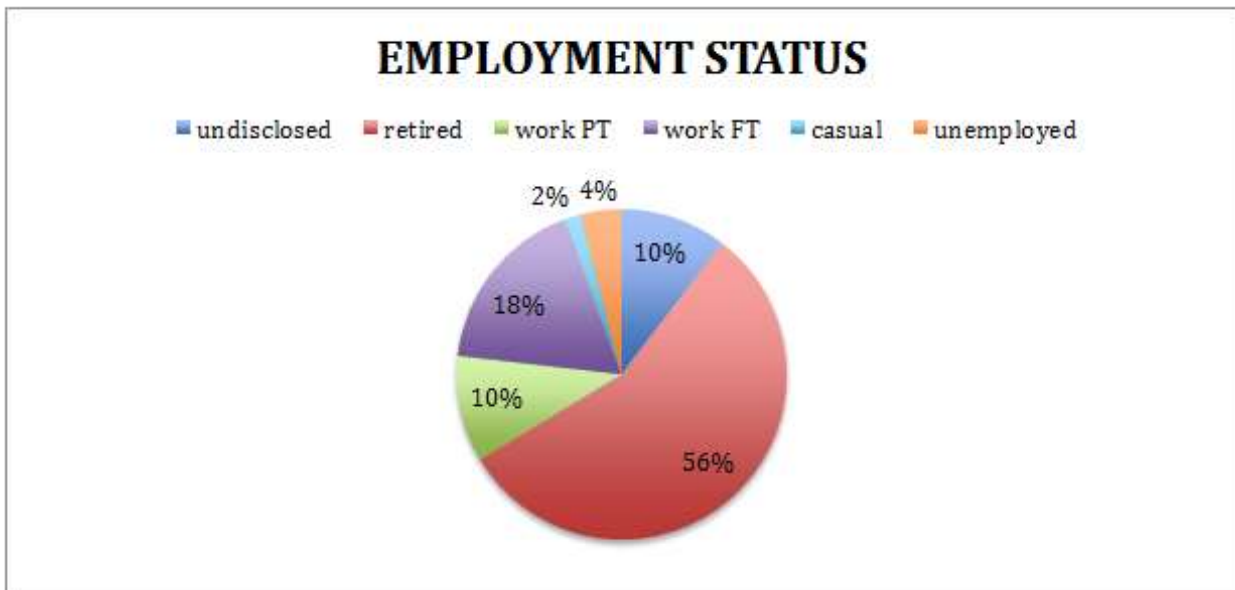


Figure 6 Respondents' Employment Status

While the majority of the respondents (56%) considered themselves retired, there were a relatively large percentage of respondents over the age of 65 (44%). This may point to the growing number of “boomers” who are choosing to remain active and

continue to work, if only on a part-time or casual basis. It is interesting to see that 4% of the respondents consider themselves “unemployed”.

The income distribution question was left unanswered by 51% of the respondents; therefore due to a shortage of data, no further analysis could be completed.

The following results only pertain to the survey responses.

90% own their own homes

81% live with at least one other person

87% live in Devon for at least 9 months of the year.

10% leave Devon on a daily basis, while 18% say they never, or rarely leave.

When asked what the predominant reason that they leave Devon was, 30 % chose “other shopping” as differentiated from food shopping.

Approximately 2/3 of the respondents see friends or family at least one or two times per week.

SUMMARY OF SURVEY RESPONSES BY CATEGORY

OUTDOOR SPACES AND BUILDINGS

“Love the trail system” There were nine questions in this category. The majority of respondents agreed that there were sufficient and well-maintained sidewalks (74%) and crosswalks (83%). In addition, they responded that road signs were visible and easy to follow (87%); snow plowing and removal was adequate (76%). They agreed that parks and walking trails were accessible and well maintained (84%).

“Some walking trails... playgrounds are easily accessible but not all”

However, only 50% of the respondents agreed that Town owned buildings were easily accessed by people with disabilities; 32% agreed that businesses are easily accessible to those with disabilities; 49% agreed that playgrounds are accessible for people of all abilities.

“Most places have no access for wheelchairs”

TRANSPORTATION

Of the nine questions in this category, there were five questions about the community bus that respondents chose “DON’T KNOW” as their most frequent response. Since 87% of the respondents still drive their own vehicle, this demonstrates their lack of familiarity with the Town’s bus. Figure 7 shows the percentages within each age cohort, in this study that drive their own vehicle.

“So far I haven’t had the need to use, or inquire about the community bus”

Less than half of the respondents (47%) AGREE that they would rather use public transportation than drive and 86% of the respondents agree that Devon is an easy and safe place in which to drive most of the time.

“It is difficult to get to appointments in Edmonton...for many seniors, taking a taxi is expensive”

When the survey results are correlated with age, a slightly different picture emerges. The older respondents, 75 - 84 years, AGREE more often with the statements about the adequacy of out of town (42%) and in-town (42%) bus service, compared to the younger respondents who answered “DON’T KNOW” most of the time for these questions.

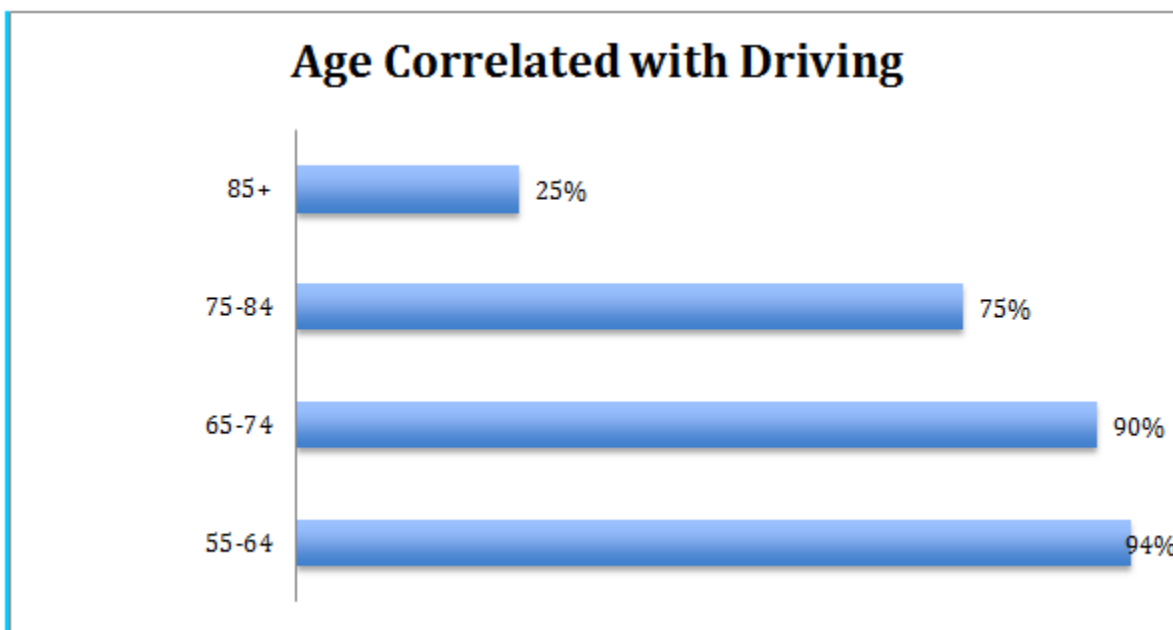


Figure 7 Driving by age cohort

HOUSING

There were five questions asked about housing. The respondents in all age cohorts chose to DISAGREE with the statements most often in this category. 71% DISAGREE that there are enough housing options in Devon for older adults.

Asked if housing options are easy to find, only 21% of the respondents AGREE. Most respondents (96%) either DISAGREE or DON'T KNOW if there is enough affordable housing in Devon, and 99% either DISAGREE or DON'T KNOW if waiting times for specialized care are reasonable.

“Selling home and want to stay in Devon, cannot find any seniors housing or know how to get information”

“There are no (fully) assisted living units in Devon. The Devon Hospital needs to be expanded to except (sic) more assisted living personnel, long term care”

“Devon needs affordable places similar to Discovery Place for seniors. Once they reach the stage in their life that they need to move to a facility like that, they have to move away from family and friends in order to do that. That is not good for them at all; it just brings a very rapid decline in their health.”

When asked about what type of housing they would be interested in, in the next 5 years, the responses were varied and might reflect a general confusion about the types of housing available or the respondents' uncertainty about the future. However, the options chosen more often were:

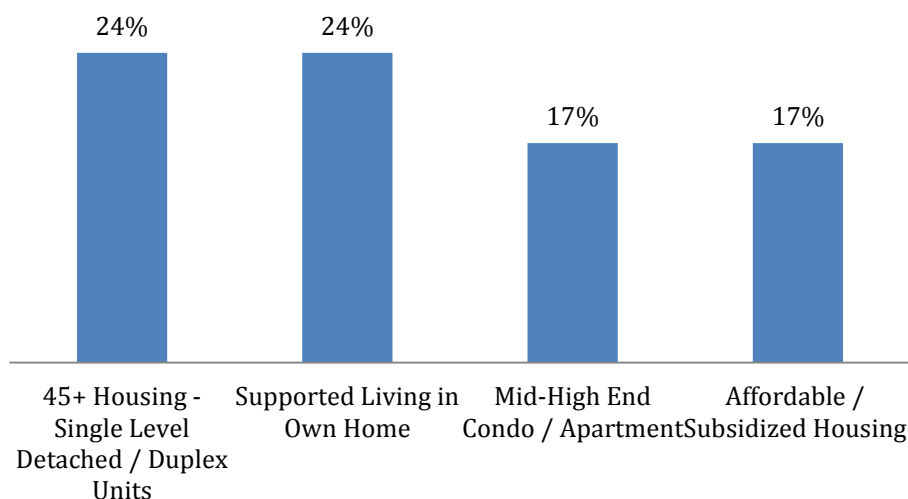


Figure 8 Primary Preference for Housing

RESPECT AND INCLUSION

“I feel that the Town Council is proactive in addressing the needs of all citizens.”

There were five questions in this section. 88% of the respondents AGREE that older adults in Devon are treated with respect. There was a bit more uncertainty in the responses to the other questions. When asked if they felt the Town listens and attempts to address their concerns, only 35% chose AGREE and 43% chose DON'T KNOW. Similarly, when asked if community consultations are designed so that older residents can participate 37% AGREE and 55% DON'T KNOW.

“Devon is an awesome community in which to be aging! Some of the newly widowed are lonely in the evenings and could use more volunteer time.”

OPPORTUNITIES FOR SOCIALIZATION/LEARNING

There were nine questions about this topic. When asked if there are adequate organized recreational or educational activities/programs available, the highest

percentage of responses answered DON'T KNOW to the variety of questions (32-64%). On the other hand, 73% responding that they AGREE there is an appropriate selection of passive leisure activities. Whether or not people agree that there are adequate opportunities for people of all ages to mix together is uncertain. 61% DON'T KNOW. When asked if activities were affordable 55% AGREE.

“A person doesn't know what they don't know.”

The questions also were specific about two of the age groups, 55-64 and 65-74 therefore, the DON'T KNOW responses could be considered reflective of the people who were not of that age group. The percentage of those that DISAGREE about the adequacy of programming for their own age group was higher than it was for the other age group, which could reflect personal interests not being met.

Awareness of the Participation Fund appears to be very limited among these respondents as 89% answered they DISAGREE or DON'T KNOW about it.

COMMUNICATION AND INFORMATION

Of the eight questions in this section, the highest percentage of those that AGREE is 57% with respect to municipal information about services, programs and activities being readily available and 61% comfortable with using the Town website.

“I feel that many older adults do not have smart phones and use the computer less frequently or not at all, so they are not aware of information shared this way”

Only 38% of the respondents AGREE that information about services, programs and activities from other organizations is readily available. And only 29% of the respondents felt that information about services specifically needed for older adults is accessible and available. As an example, 64% of the respondents DON'T KNOW if there's enough assistance to complete official government forms.

The local newspaper was the most popular choice for where the respondents get Devon related information. The Town website and notices with utility bills came in with the second and third highest responses. 65% of the respondents chose the newspaper as their number one place to get most of their information about Devon.

CIVIC PARTICIPATION AND EMPLOYMENT

There were five questions under this heading. There were many DON'T KNOW responses. There were 42% who said they AGREE older adults are recognized sufficiently and appropriately for their volunteer efforts. However, 44% DON'T KNOW.

28% of the respondents DISAGREE that there are enough work opportunities to meet their needs. And 55% DON'T KNOW.

“There is very little for local shopping, other than groceries, liquor stores, hardware, and specialty stores. You can't even run to the store for a pair of socks...”

However, there was little uncertainty with 77% who DISAGREE that there are adequate retail stores to enable local shopping.

COMMUNITY HEALTH SERVICES AND SUPPORTS

There were 10 questions under this topic. It is unclear whether the respondents lacked information or just didn't know if the services met everyone's needs. While 43% AGREE that older adults' health care needs are being met, 32% DON'T KNOW. 56% and 71% respectively don't know if the Primary Care Network or the Seniors' Subsidized Home Care Services meets their needs.

While it was a common topic in general discussion with a few direct comments as to its necessity, surprisingly, only 17% of respondents indicated they would use a meal preparation service if it was available and 35% said they would not. 19% said they would pay between \$5 -9 per meal for this service, not including delivery costs.

Only 12% of the respondents AGREE with the statement that there are additional paid housekeeping, yard work/snow shoveling private businesses that are affordable and available in Devon and that volunteer services are available. 52%, in the case of the paid help, and 59% for the volunteer services, either DON'T KNOW about these services, or DON'T KNOW if they are affordable or available.

While 83% DON'T KNOW about counseling support in Devon, and only 6% AGREE that it is affordable and available in Devon, more respondents AGREE that they are aware of FCSS service offerings. (28%) and 36% said they DON'T KNOW about these services.

“I never know who to call for assistance.”

SAFETY

93% of the respondents feel safe living, and walking, around Devon. While 81% feel safe leaving their property for extended periods of time.

“I generally find the people I meet while walking or driving to be helpful should I need it, even youngsters. In our neighbourhood we are aware when people are gone for extended times.”

OPEN HOUSE

In order to validate what we had heard from the residents, an Open House was held on June 11, 2015 from 4 – 6:30 pm at the Town Office. Nine (9) people attended who asked questions and provided further clarification on matters of interest to them.

There were six poster board summaries prepared for the residents to view and comment upon. The themes used reflected the priorities of the Advisory Committee. They were: HOUSING, TRANSPORTATION, OUTDOOR SPACES AND BUILDINGS, COMMUNICATION AND AWARENESS, and COMMUNITY SUPPORTS AND HEALTH SERVICES, the sixth being a GENERAL capture. The Project Consultant and FCSS Coordinator were in attendance to discuss issues or provide information.

The questions and comments were themed as follows:

Supportive/assisted living - the need more units and information

Long term care/nursing home - need more units

Affordable/safe housing - need more options

Hospital expansion

Snow-plowing in condo areas

In addition to the open house, the information was made available online or could be obtained at the Town office or by mail. No responses were received this way.

RECOMMENDED NEXT STEPS

During this process there has been a substantial amount of data collected pertaining to the needs of older adults in Devon.

Council has already established its Strategic Plan and determined that it wishes to take action to address the needs of older adults in Devon. Council has an opportunity with this information to assess what its priorities are and how best to improve the quality of life for its older residents. Although the challenge with this data includes the lack of specificity and weight that should be given to each comment, it provides a clear guide of the common themes for both the positive and negative, which did not waiver dramatically across the responders.

In each of the categories in the framework, based on what has been heard, there are potential short, medium and long-term goals that Council could choose to address.

An example of how goal-setting for an implementation strategy could unfold follows:

GOAL-SETTING EXAMPLE

CATEGORY	SHORT (3 - 6 months)	MEDIUM (1 year – 3 years)	LONG (3 -5 years)
OUTDOOR SPACES AND BUILDINGS	Promote and encourage more accessibility in playgrounds, stores and businesses	Provide incentives for buildings to become more accessible.	Achieve status as community that is accessible for all ages.
TRANSPORTATION	Review bus schedules/ destinations with users to determine improvements to be made	Continue to pursue funding and service delivery partnerships for regional bus linkages	Fully-integrated Regional Transit system
HOUSING	Advocate for continued Federal and Provincial funding supports for affordable and subsidized housing	Promote and encourage development of age-friendly market and non-market housing	Increased affordable and suitable options for housing
COMMUNICATION AND AWARENESS	Help improve the distribution of information for older adults	Improve the efficiency and effectiveness of all communication channels including social media	Residents are fully aware of programs and services in Region
COMMUNITY SUPPORTS AND HEALTH SERVICES	Encourage the initiation of a Caregivers' Support Group	Advocate for increased services for older adults to age in community	Devon is known as a Lifetime Community

ACTIONS OR CONSIDERATIONS ALREADY UNDERWAY

Based on the discussions during this process and considerations already in place from prior work undertaken by Administration, the following can be provided as information for current or planned future actions:

Actioned / In Progress:

- Older Adult Service Inventory completion and distribution / availability
- Adjust written communication / documentation aimed at older adults to reflect the currently advised reading level for universal audience (grade 4)
- Regional clarification on terminology (e.g. assisted vs. supported living)
- Regional universal glossary of terms
- Adjustments to the bus schedule
- Support the establishment of a caregiver support group
- Discussions on a meal collection / delivery service or home shopping service
- Increase in diversity and number of programming for older adults
- Increase partnerships between community groups, professionals, agencies, and municipalities

Under / For Imminent Discussion:

- How to increase accessibility of information
- How to increase awareness of services
- Provision of a volunteer framework
- Review indoor walking opportunities

CONCLUSIONS

The Devon Older Adults Needs Assessment Project included a comprehensive literature review, municipal comparisons and a robust consultation with older adults living in Devon.

The advisory committee gave careful thought to the issues and concerns that were identified in the needs assessment, and were able to highlight the key themes, as indicated in the previous table.

Council's input and concurrence on these issues, along with an affordable action plan, integration with existing and future plans, such as the Recreation Master Plan and Housing Plan, will ensure that residents continue to feel respected, heard and have the support they need to go on living healthy and happy lives in Devon.

APPENDIX A

DEVON OLDER ADULTS ADVISORY COMMITTEE MEMBERSHIP

Milad Asdaghi, Town of Devon

Audrey Benjamin, Devon Public Library

Laurel Fitzsimons, County of Leduc, FCSS

Rav Kaur, Discovery Place

Nancy Laing, Leduc foundation

Carla Liepert, Leduc Senior Support Services

Ron Medlicott, Pioneer 73

Susan Parkinson-Wallace, Devon Adult Learning Council

Tod Pharis, Alberta Health Services

Connie Phillips, Parks, Recreation and Culture Board

Lois Roper, Pioneer 73

Korynna Sherwood, Alberta Health Services

Lorri Spencer, Discovery Place

Kristin Walsh, Town of Devon, Recreation Coordinator

Ki Wilson, Town of Devon, FCSS Coordinator

**TOWN OF DEVON OLDER ADULTS NEEDS ASSESSMENT
ADVISORY COMMITTEE TERMS OF REFERENCE**

1. BACKGROUND AND PROJECT DELIVERABLES

According to the 2014 Town of Devon census there are 1502 (23% of a population of 6650) older adults, over the age of 55. The Town has seen an increase of 132 residents in this age group since the 2006 census was taken.

The majority of Devon's residents are participating in the workforce and are enjoying a healthy, prosperous way of life. Most Devonians are educated, employed and living in their own homes. That makes for a positive outlook.

However, the elected officials and the Town Administration are aware of some of the challenges that individuals and families face in caring for themselves and others. The extent of the present and future needs for appropriate, affordable and accessible housing for seniors, health and social services, specialized transportation, recreation and other support services are not generally known, nor documented. To be better prepared to address the needs of the aging population, Council wishes to determine the effectiveness of its current programs and services, its residents' current and future housing needs and any concerns seniors may have about the services they require. By undertaking this Assessment the Town will be better prepared to discuss its role and engage in possible partnerships and alliances with other orders of government, service providers, individuals and the community when it has up-to-date data and information about the needs of its senior residents and the effectiveness of its programs.

The purpose of this Needs Assessment is to *“establish whether or not the Town of Devon is providing the programs and services to its senior residents which adequately meets their needs and provides the desired quality of life that Council wishes to provide for all its residents.”* (Project Charter, September 30, 2013)

- The needs assessment will be successful if it is able to clearly identify which programs, services and supports are meeting or not meeting the needs of Devon residents aged 55+.
- The assessment may identify what programs exist elsewhere that could be implemented in Devon.
- The assessment may reveal that services outside the scope of the Town of Devon programs and services are failing to meet the needs of senior residents – Council may wish to pursue negotiations with regional or provincial bodies to champion these causes.

2. ROLE OF THE OLDER ADULTS NEEDS ASSESSMENT ADVISORY COMMITTEE

To offer ideas and provide advice and feedback to the FCSS Coordinator and project consultant on the implementation of the needs assessment.

- Use influence and authority to assist the project in achieving its outcomes.
- Provide input to the community consultation process.
- Review and provide input on project reports and presentations.
- Understand the goals, objectives, and desired outcomes of the project.
- Take a genuine interest in the project's outcomes and overall success.
- Act on opportunities to communicate positively about the project.
- Actively participate in meetings through attendance, discussion, and review of minutes, papers and other advisory committee documents.
- Support open discussion and debate, and encourage fellow Advisory committee members to voice their insights.

3. GENERAL

Membership should comprise representatives from:

Town of Devon administration

Alberta Health

Discovery Place

Pioneer 73

Seniors Support Services – Leduc

Leduc Foundation

Devon Adult Learning Council / Library

3.1 Quorum and Decision-making

A minimum number of Advisory committee members are required for decision-making purposes. The quorum must include a minimum number of 51% of the committee. All members shall have one vote. Decisions shall be made by majority: a course of action requires support from more than 50% members who attend the meeting if there is quorum.

3.2 Frequency of Meetings

Every 4-6 weeks, as determined by timeline.

These are milestone dates for the project, which will help guide the meetings:

- | | |
|--|-----------|
| • Community inventory complete | March 6 |
| • Meet service providers (5-10 1on1's) | March |
| • Community consultation | April |
| • Council update and draft report | June |
| • Final report & presentation | August |
| • Budget update for 2016 adjustments | September |

APPENDIX B

MUNICIPAL COMPARISONS¹⁷

MUNICIPALITY	TOTAL POPULATION ¹⁸	OLDER ADULTS ¹⁹	Initiatives for Older Adults
Beaumont	15,880	2,190 (14%)	Seniors' Week Celebration St. Vital Seniors' Centre Place Beau Sejour and Assisted Living Free indoor pool admission for 85+
Drayton Valley	7,049	1,360(19%)	Specific mention in Social Devt. Plan 2015-19; Resilience Research; Outcome: Caring and Inclusive Community
High River	12,920	4,185(32%)	Resource Centre – Seniors Independent Living program- aim to keep seniors in their own homes for as long as possible Transportation to Calgary: \$35-40 round trip
Innisfail	7,922	2,480(31%)	Seniors Drop-in; Grocery Delivery by Co-op Seniors' celebrations e.g. Garden party, Wellness Days
Leduc	28,583	5,180(18%)	Citizen Satisfaction Survey: top 3 Recreation Facilities/Location/ Parks Bottom 3: Traffic speed/lack of shops/transportation
Leduc County	13,524	3,650(27%)	Shares FCSS services in Region
Morinville	9,402	1,520(16%)	Sunflower Resource Program plus FCSS Program
Olds	8,617	2,585(30%)	Regular bus transportation 9 -4 M-F; Meals on Wheels; Hospice; Hospital; RCMP

¹⁷ Disclaimer: The information compiled here came from a website search, looking for new and innovative initiatives for older adults. It offers only a sampling of the vast array of Programs offered by municipalities to their older adults.

¹⁸ Municipal Census Data, Alberta Municipal Affairs, 2014

¹⁹ Older Adults 55+ from 2014 Municipal Census where available, or Stats Can 2006 if no more recent census data is available.

Parkland County	30,585 ²⁰	8,025(26%)	Shares FCSS services in Region
Peace River	6,729	1,240(18%)	Home support; Grants Community Directory
Rocky Mountain House	7,300	1,600(36%)	Community Sustainability Plan
Slave Lake	6,782	925(14%)	Municipal Sustainability Plan; Social and Cultural Section: Child Care, Youth, Seniors, Affordable Housing, special needs
Spruce Grove	29,526	5,020(17%)	Golden Age club 55+; coffee Drop-In; monthly dance; Annual conference on Art of Aging Social Sustainability planning underway
Stony Plain	15,051	3,890(26%)	Strategic plan; community Development; Seniors Week Conference
Sylvan Lake	13,015	1,845(14%)	Friendly Visitor program; Elder Abuse Awareness and Referral; Snow angels; Home Care and support; Lifeline subsidies
Taber	8,000	1,980(25%)	Own Police force; Hospital Young population 30%, 15 yrs.
Wainwright	6,289	1,430(23%)	Social Services hub for area; living at home; Information and Referral; Meals on Wheels

N.B. For ease of reference, Devon's population is 6,650 (2014) with a 55+ population of 1,502. (22.5%)

²⁰ 2011 Federal Census

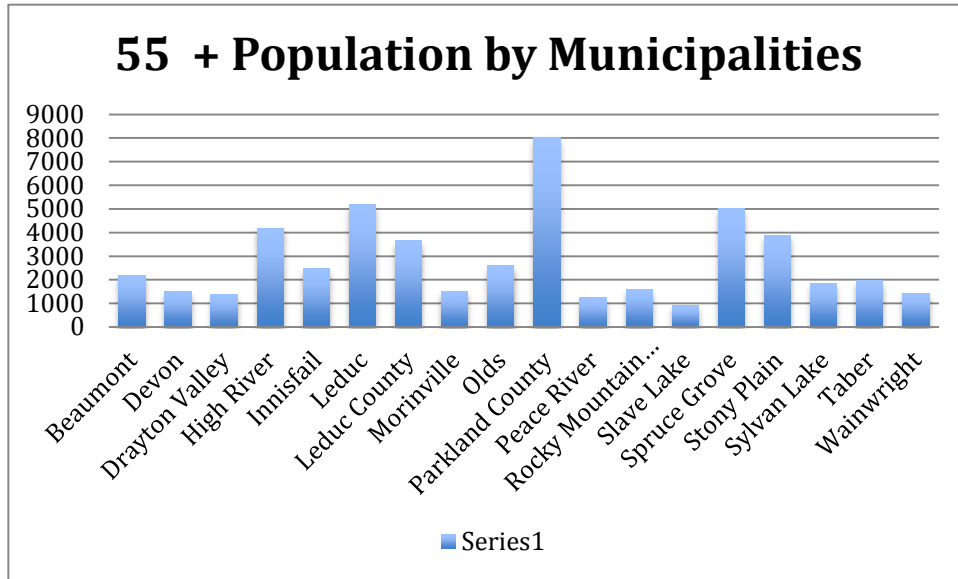


Figure 8 - 55 + Population Municipal Comparisons - 2014

APPENDIX C

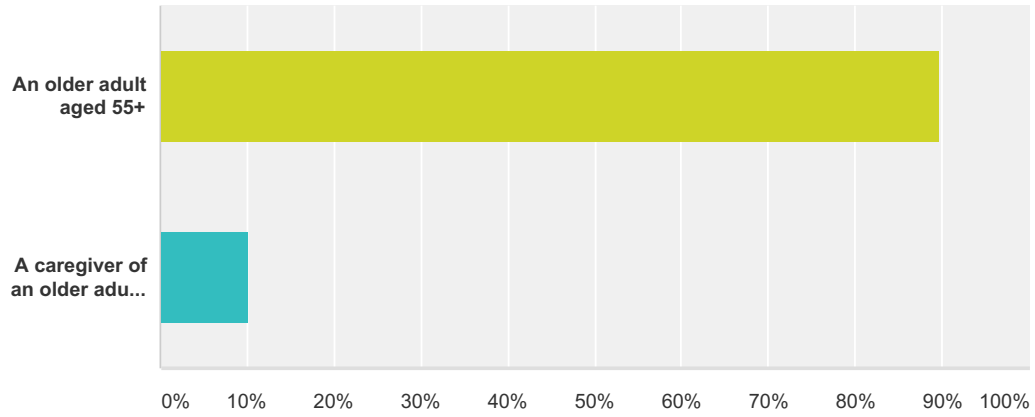
OLDER ADULTS SURVEY QUESTIONS AND RESULTS

NOTE: Where question or demographic data is missing, that has been done intentionally to remove potential personal identifiers within the answers.

**APPENDIX D
OLDER ADULTS SERVICES INVENTORY**

Q1 I am answering this survey as

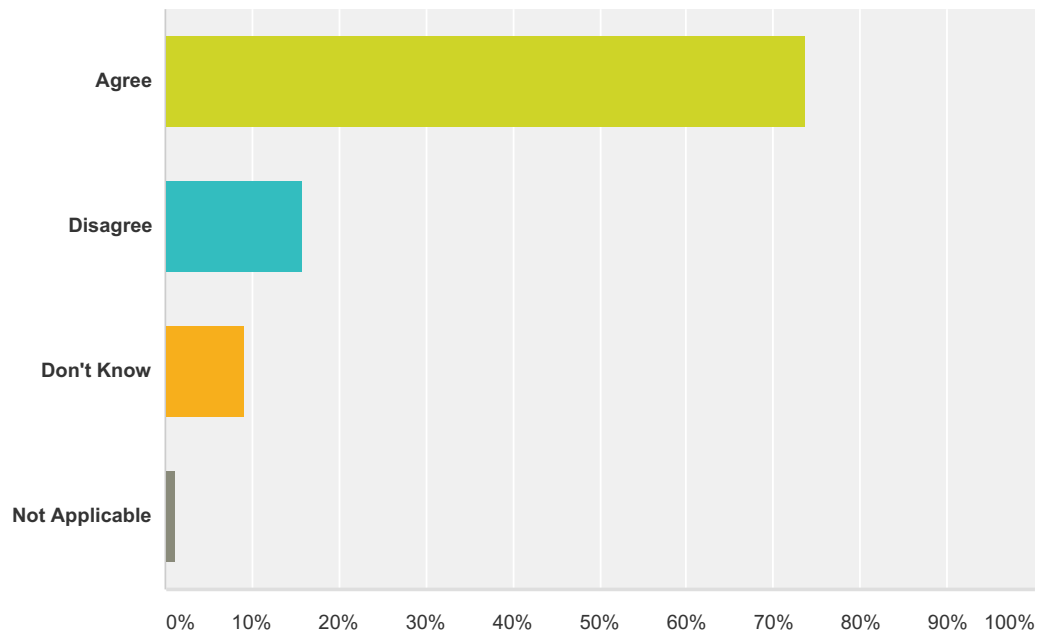
Answered: 78 Skipped: 1



Answer Choices	Responses
An older adult aged 55+	89.74% 70
A caregiver of an older adult aged 55+	10.26% 8
Total	78

Q2 Sidewalks in most areas are well maintained

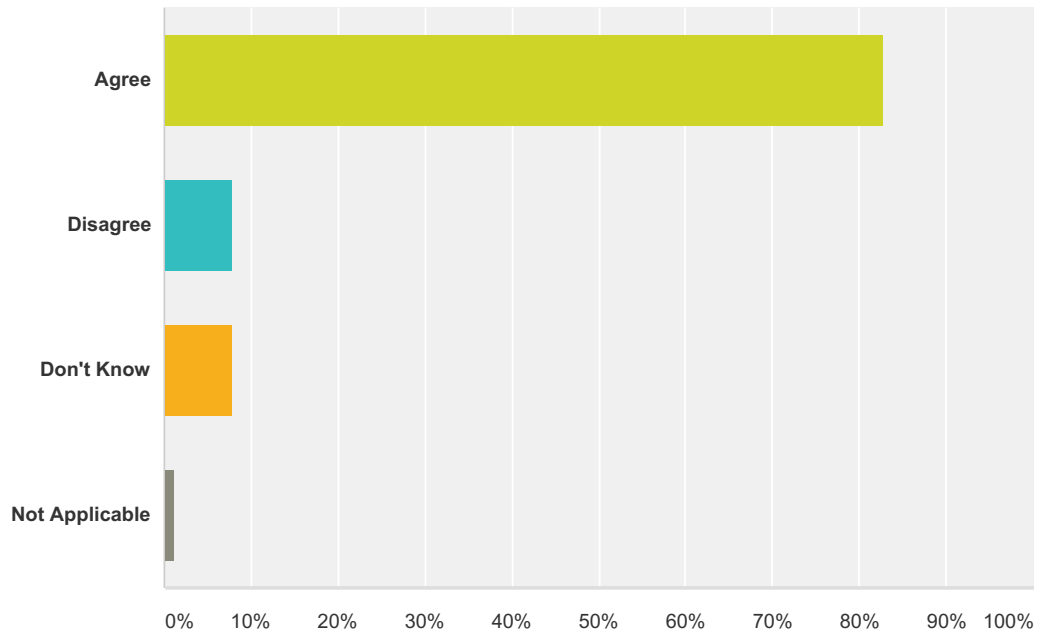
Answered: 76 Skipped: 3



Answer Choices	Responses	
Agree	73.68%	56
Disagree	15.79%	12
Don't Know	9.21%	7
Not Applicable	1.32%	1
Total		76

Q3 There are enough crosswalks

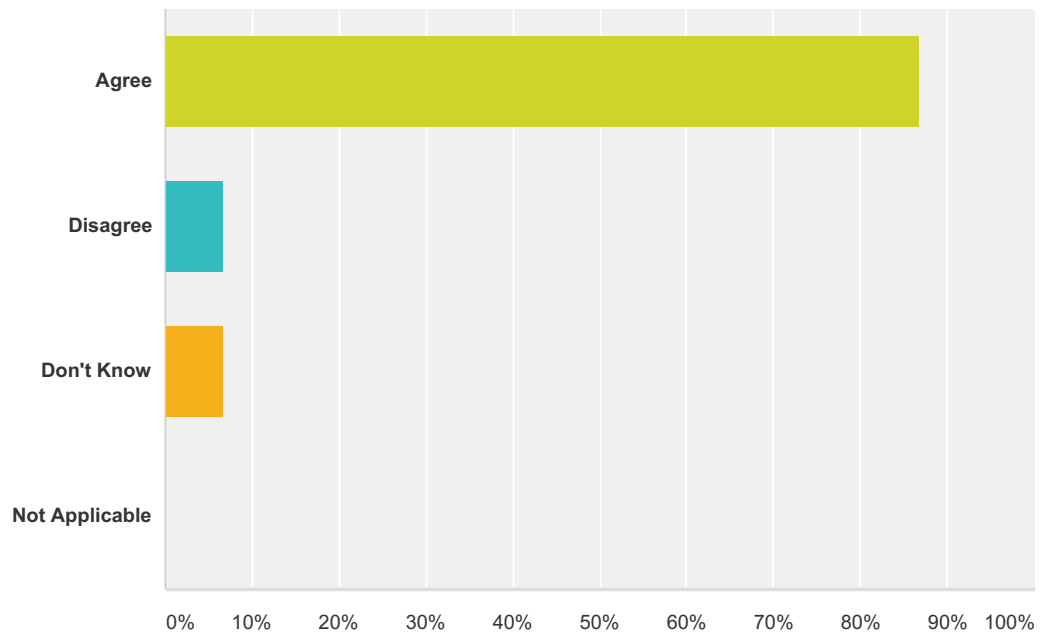
Answered: 76 Skipped: 3



Answer Choices	Responses
Agree	82.89% 63
Disagree	7.89% 6
Don't Know	7.89% 6
Not Applicable	1.32% 1
Total	76

Q4 There are enough visible road signs that are easy to follow

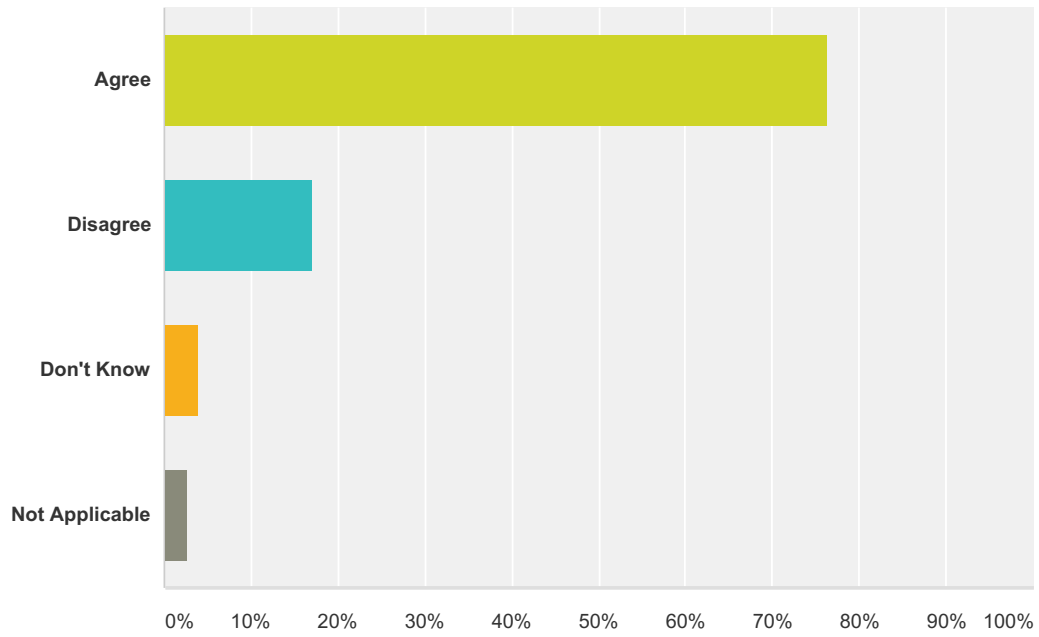
Answered: 76 Skipped: 3



Answer Choices	Responses
Agree	86.84% 66
Disagree	6.58% 5
Don't Know	6.58% 5
Not Applicable	0.00% 0
Total	76

Q5 Snow plowing and removal is adequate

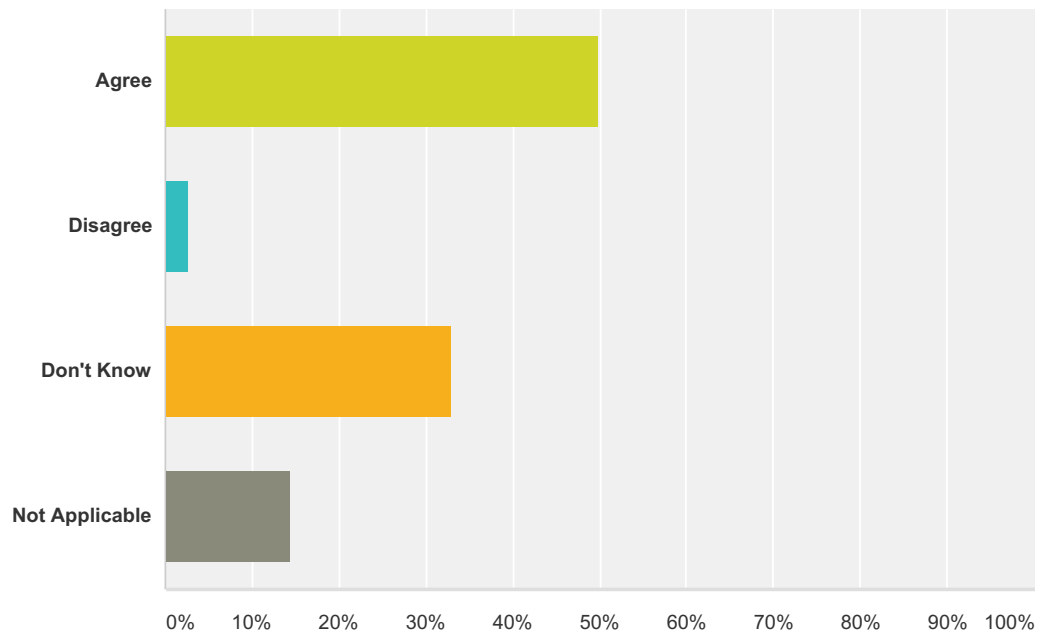
Answered: 76 Skipped: 3



Answer Choices	Responses
Agree	76.32% 58
Disagree	17.11% 13
Don't Know	3.95% 3
Not Applicable	2.63% 2
Total	76

Q6 Town owned buildings are easily accessible for those with disabilities

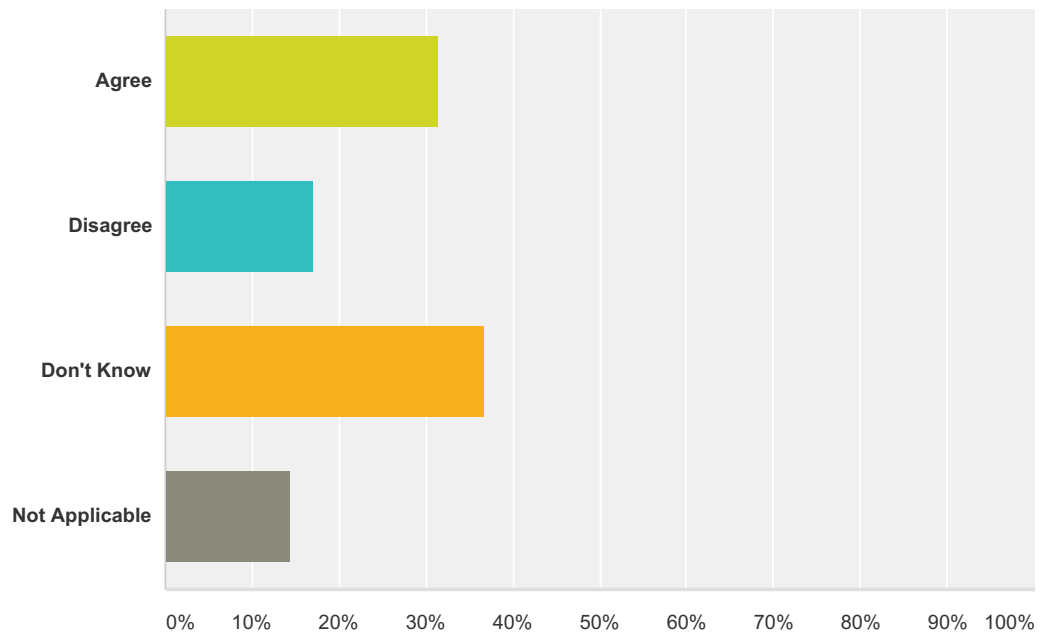
Answered: 76 Skipped: 3



Answer Choices	Responses	
Agree	50.00%	38
Disagree	2.63%	2
Don't Know	32.89%	25
Not Applicable	14.47%	11
Total		76

Q7 Private buildings (businesses) are easily accessible for those with disabilities

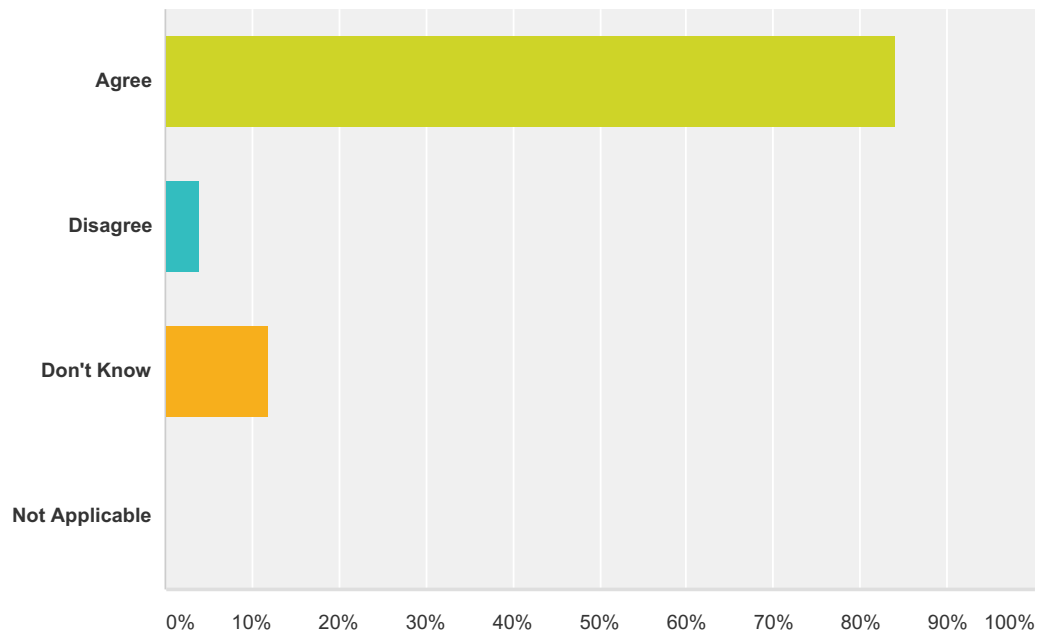
Answered: 76 Skipped: 3



Answer Choices	Responses
Agree	31.58% 24
Disagree	17.11% 13
Don't Know	36.84% 28
Not Applicable	14.47% 11
Total	76

Q8 Parks and walking trails are accessible and well maintained

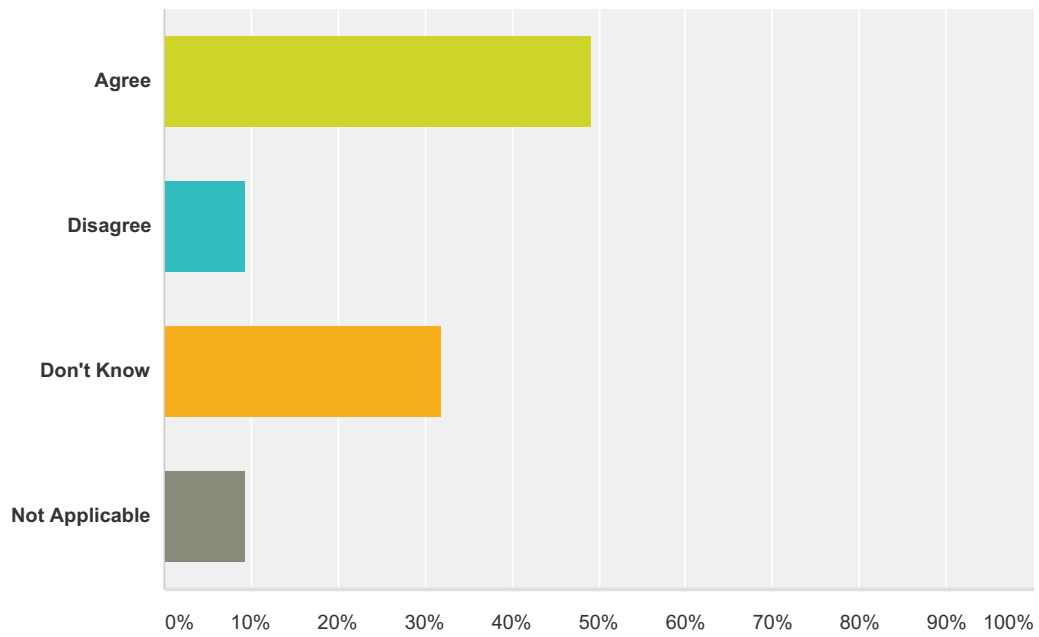
Answered: 76 Skipped: 3



Answer Choices	Responses
Agree	84.21% 64
Disagree	3.95% 3
Don't Know	11.84% 9
Not Applicable	0.00% 0
Total	76

Q9 Playgrounds are accessible for people of all abilities

Answered: 75 Skipped: 4



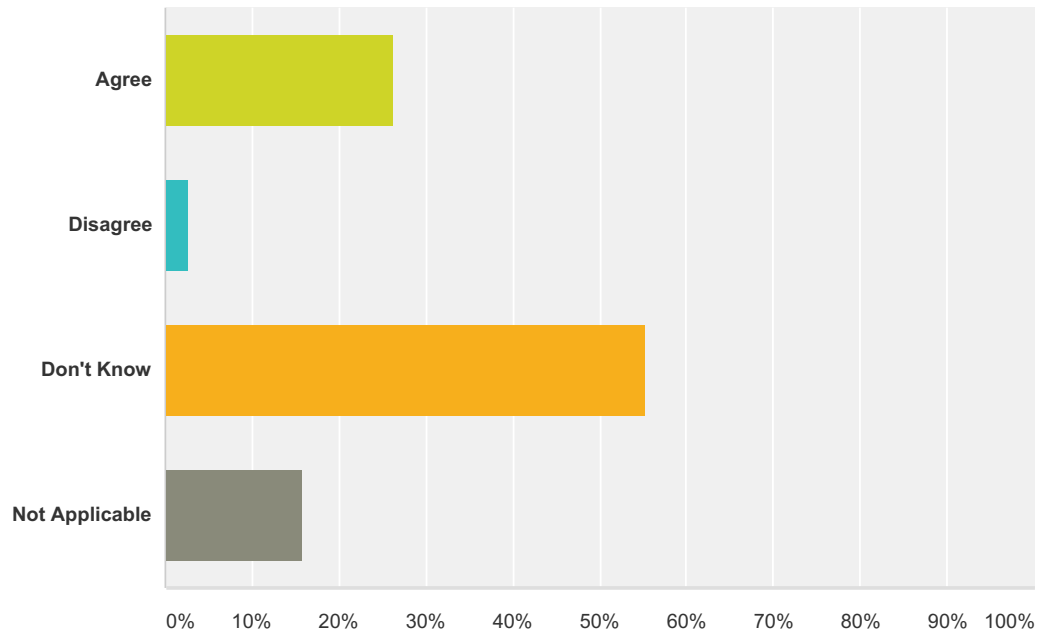
Answer Choices	Responses
Agree	49.33% 37
Disagree	9.33% 7
Don't Know	32.00% 24
Not Applicable	9.33% 7
Total	75

Q10 Add any comments you feel would provide additional information on these subjects

Answered: 24 Skipped: 55

Q11 The community bus provides adequate in-town service to local shopping, Town facilities, health appointments and events

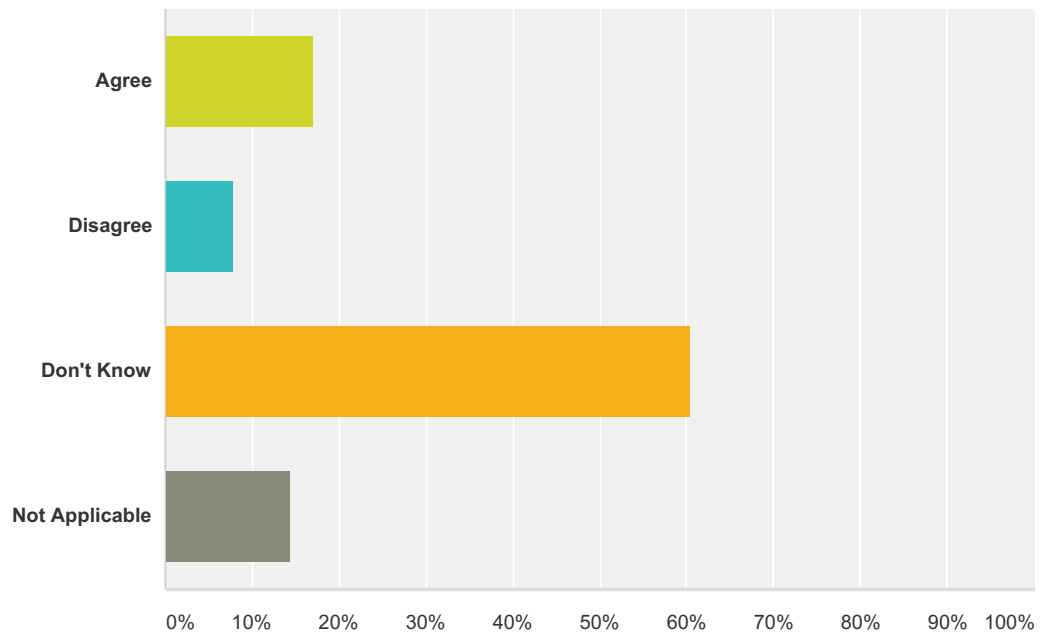
Answered: 76 Skipped: 3



Answer Choices	Responses
Agree	26.32% 20
Disagree	2.63% 2
Don't Know	55.26% 42
Not Applicable	15.79% 12
Total	76

Q12 The community bus provides adequate out of town service

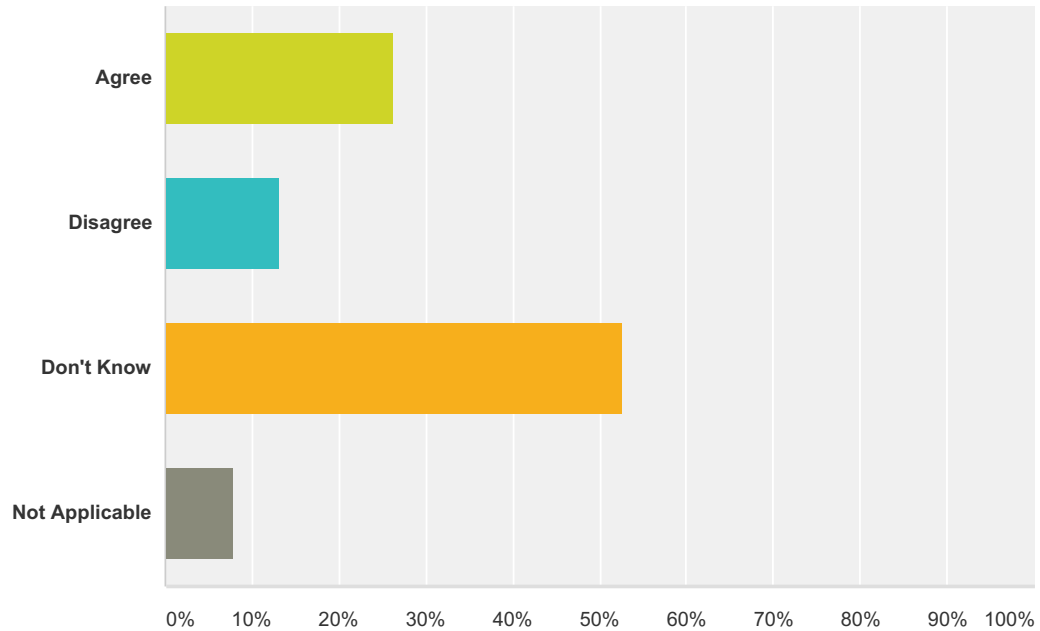
Answered: 76 Skipped: 3



Answer Choices	Responses	
Agree	17.11%	13
Disagree	7.89%	6
Don't Know	60.53%	46
Not Applicable	14.47%	11
Total		76

Q13 There are other accessible transportation resources available for those who don't drive (such as taxis, volunteer drivers etc.)

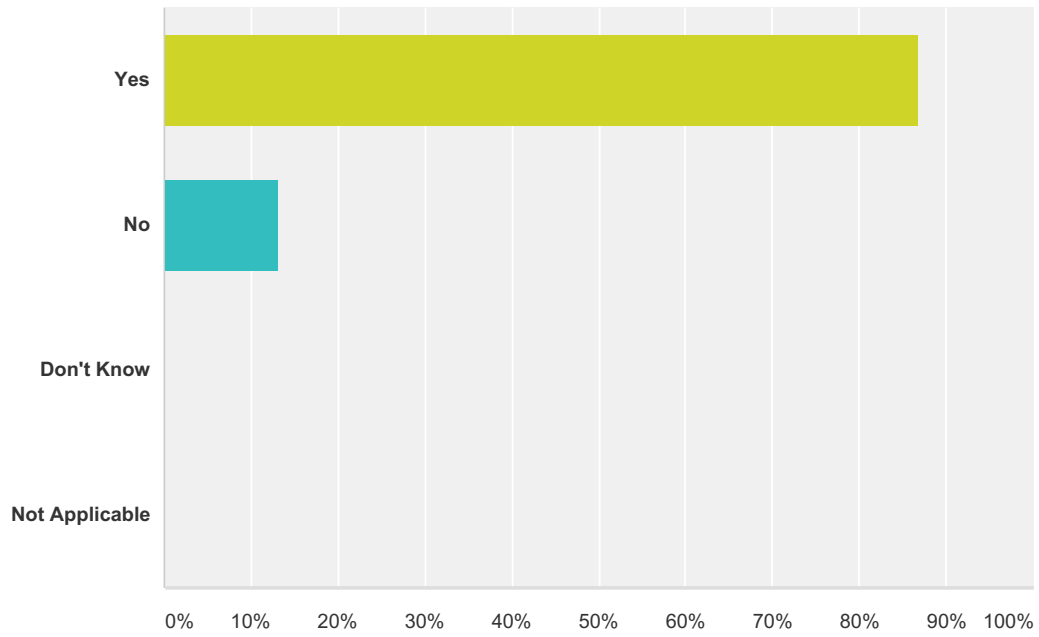
Answered: 76 Skipped: 3



Answer Choices	Responses
Agree	26.32% 20
Disagree	13.16% 10
Don't Know	52.63% 40
Not Applicable	7.89% 6
Total	76

Q14 I currently drive my own vehicle

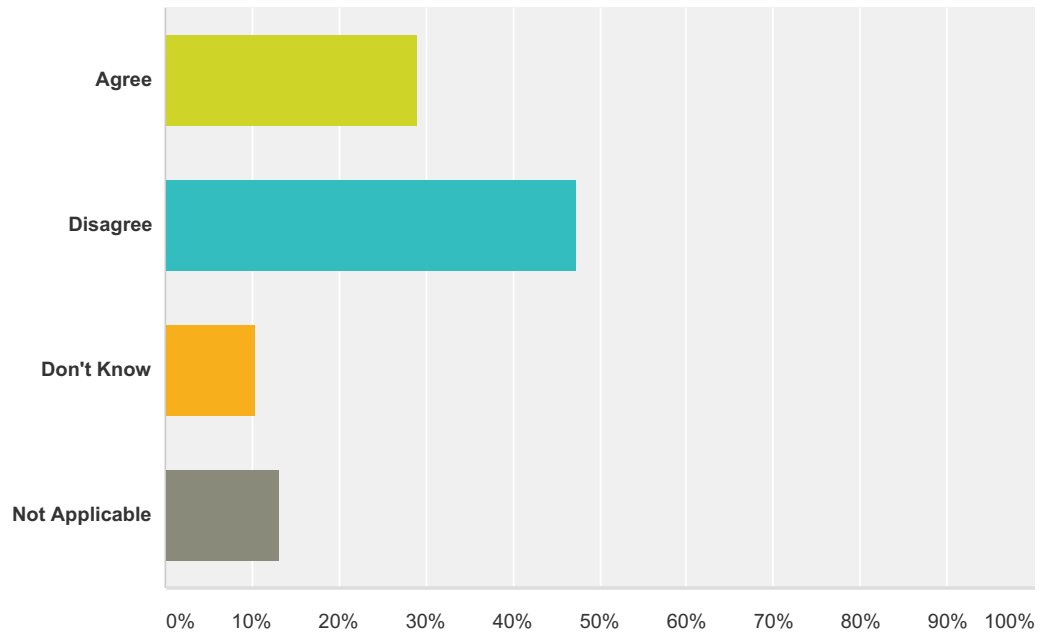
Answered: 76 Skipped: 3



Answer Choices	Responses
Yes	86.84% 66
No	13.16% 10
Don't Know	0.00% 0
Not Applicable	0.00% 0
Total	76

Q15 I would like to be able to use public transportation rather than drive my own vehicle

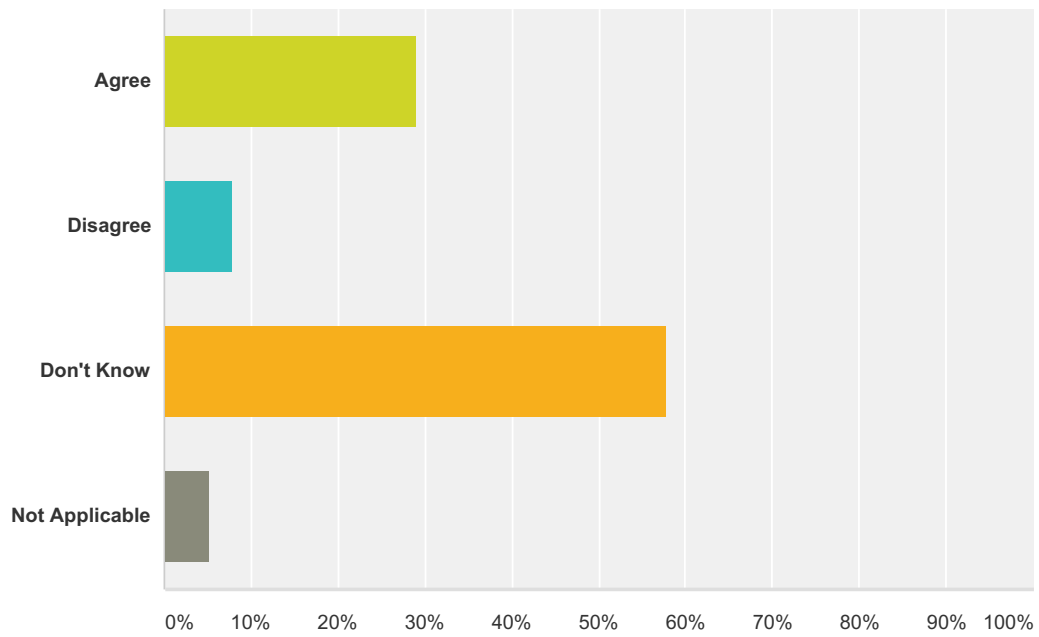
Answered: 76 Skipped: 3



Answer Choices	Responses
Agree	28.95% 22
Disagree	47.37% 36
Don't Know	10.53% 8
Not Applicable	13.16% 10
Total	76

Q16 The community bus is an affordable option

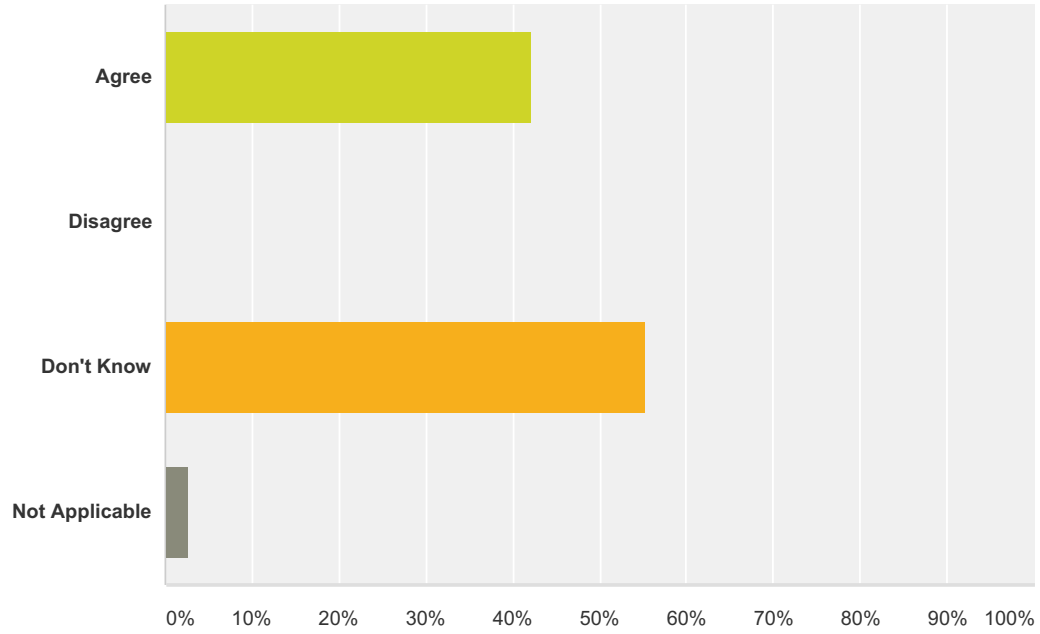
Answered: 76 Skipped: 3



Answer Choices	Responses	
Agree	28.95%	22
Disagree	7.89%	6
Don't Know	57.89%	44
Not Applicable	5.26%	4
Total		76

Q17 The community bus is accessible for individuals with mobility or physical concerns

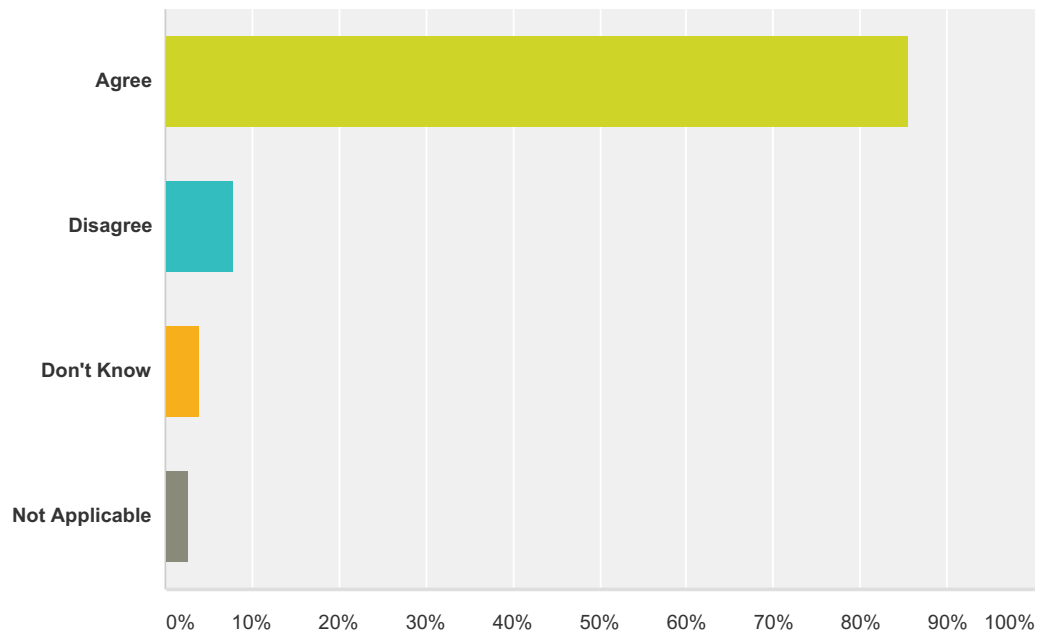
Answered: 76 Skipped: 3



Answer Choices	Responses
Agree	42.11% 32
Disagree	0.00% 0
Don't Know	55.26% 42
Not Applicable	2.63% 2
Total	76

Q18 Driving in Devon is easy and safe most of the time

Answered: 76 Skipped: 3



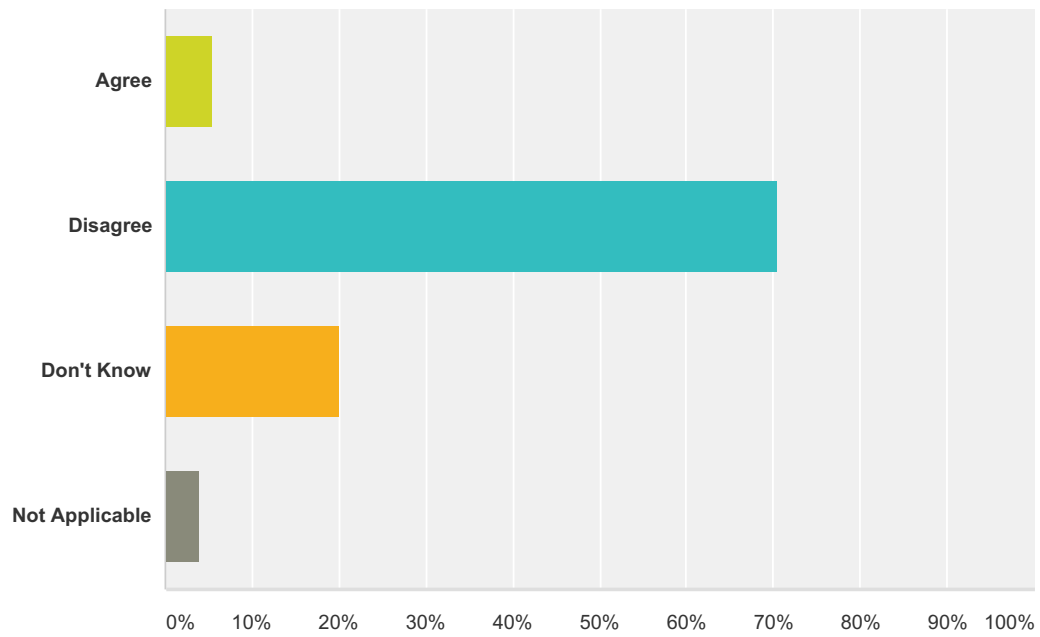
Answer Choices	Responses
Agree	85.53% 65
Disagree	7.89% 6
Don't Know	3.95% 3
Not Applicable	2.63% 2
Total	76

Q19 Add any comments you feel would provide any additional information on these subjects

Answered: 16 Skipped: 63

Q20 There are enough housing options here in Devon for older adults

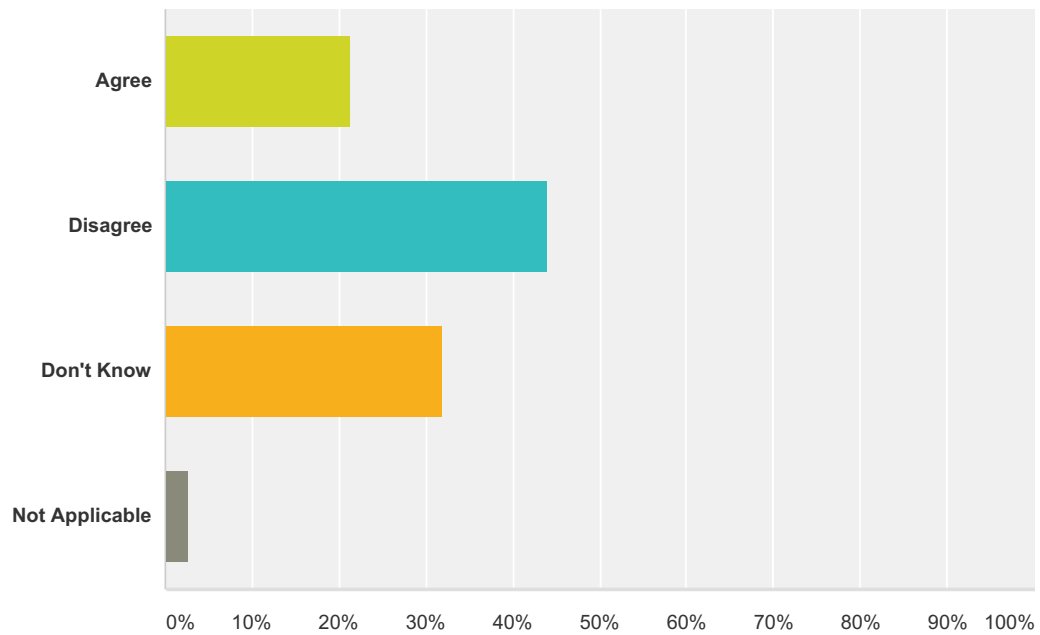
Answered: 75 Skipped: 4



Answer Choices	Responses
Agree	5.33% 4
Disagree	70.67% 53
Don't Know	20.00% 15
Not Applicable	4.00% 3
Total	75

Q21 It is easy to find out what housing options are available for older adults

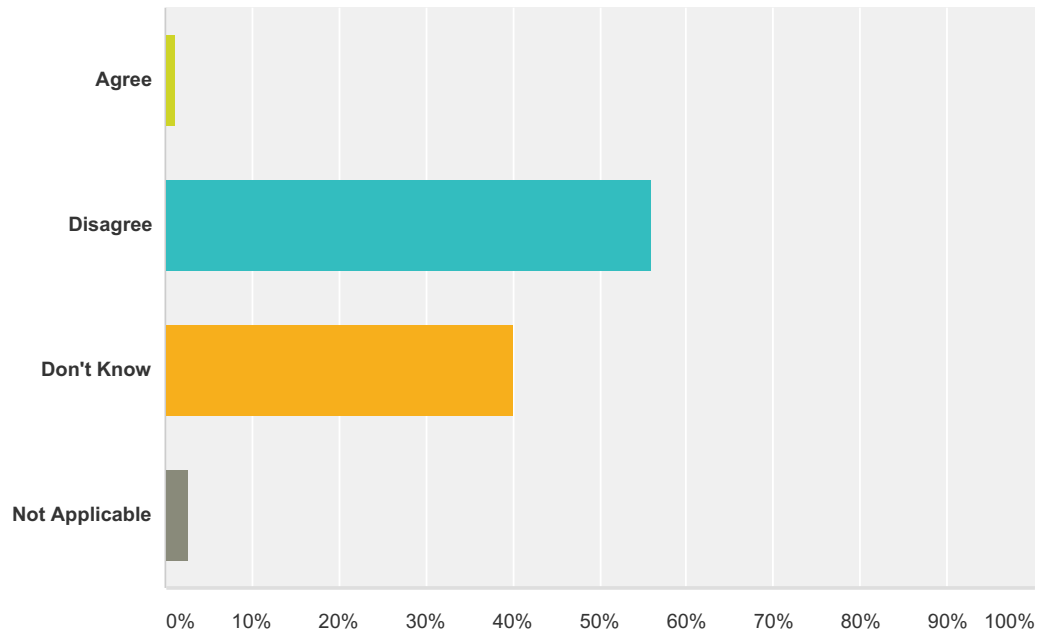
Answered: 75 Skipped: 4



Answer Choices	Responses
Agree	21.33% 16
Disagree	44.00% 33
Don't Know	32.00% 24
Not Applicable	2.67% 2
Total	75

Q22 There is enough affordable housing in Devon for older adults (for those on lower to modest incomes)

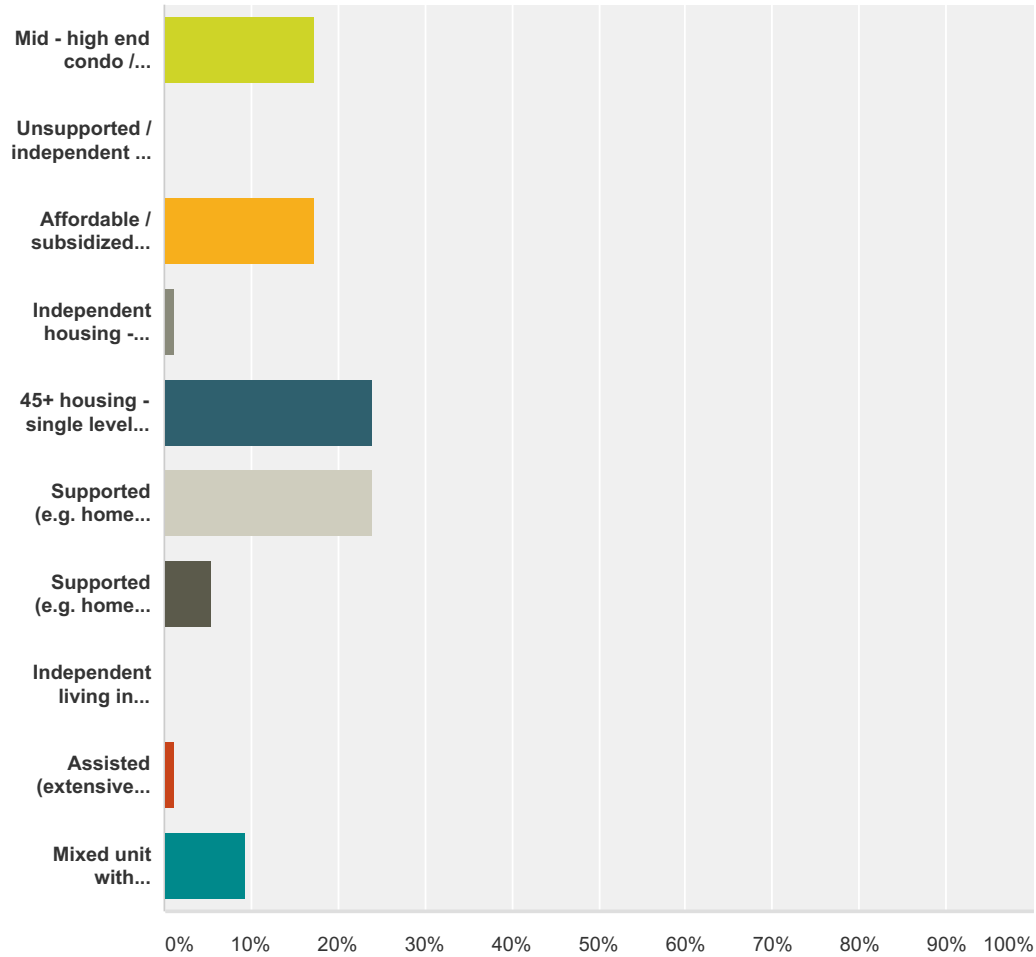
Answered: 75 Skipped: 4



Answer Choices	Responses
Agree	1.33% 1
Disagree	56.00% 42
Don't Know	40.00% 30
Not Applicable	2.67% 2
Total	75

Q23 I would be most interested in this type of housing in the next five years (check one only)

Answered: 75 Skipped: 4

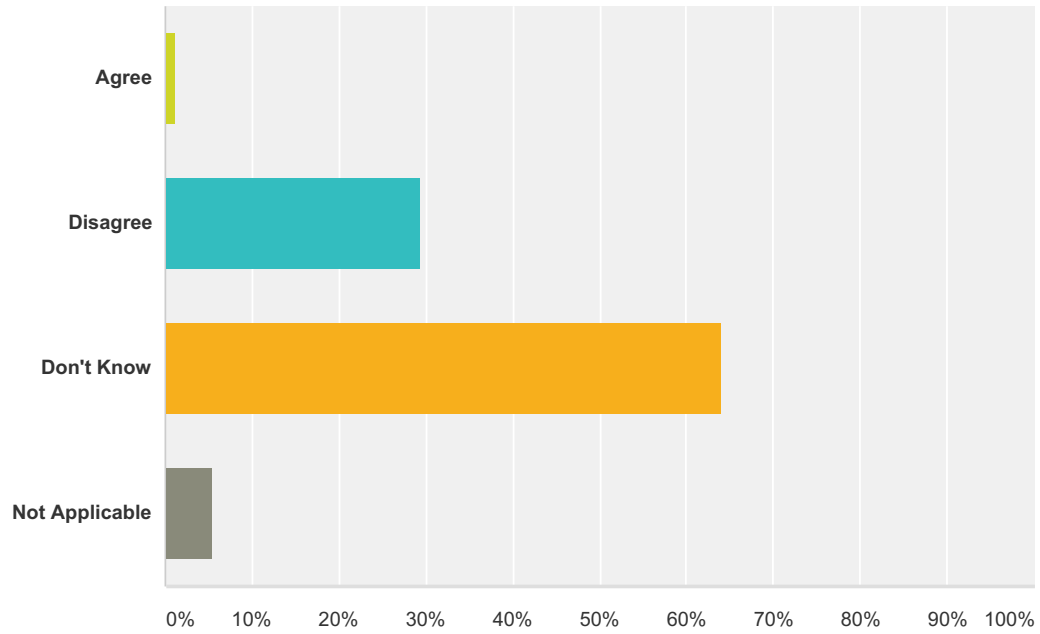


Answer Choices	Responses
Mid - high end condo / apartment	17.33% 13
Unsupported / independent mid level condo / apartment	0.00% 0
Affordable / subsidized housing condo / apartment	17.33% 13
Independent housing - family home / duplex / town house	1.33% 1
45+ housing - single level detached / duplex units	24.00% 18
Supported (e.g. home help) living in my own home	24.00% 18
Supported (e.g. home help) living in complex / unit	5.33% 4
Independent living in complex / unit	0.00% 0
Assisted (extensive health care needs) living unit	1.33% 1

Mixed unit with independent, supported and specialist care (e.g. dementia needs)	9.33%	7
Total Respondents: 75		

Q24 Waiting times for older adults who need to move from their own homes to receive more specialized care are reasonable

Answered: 75 Skipped: 4



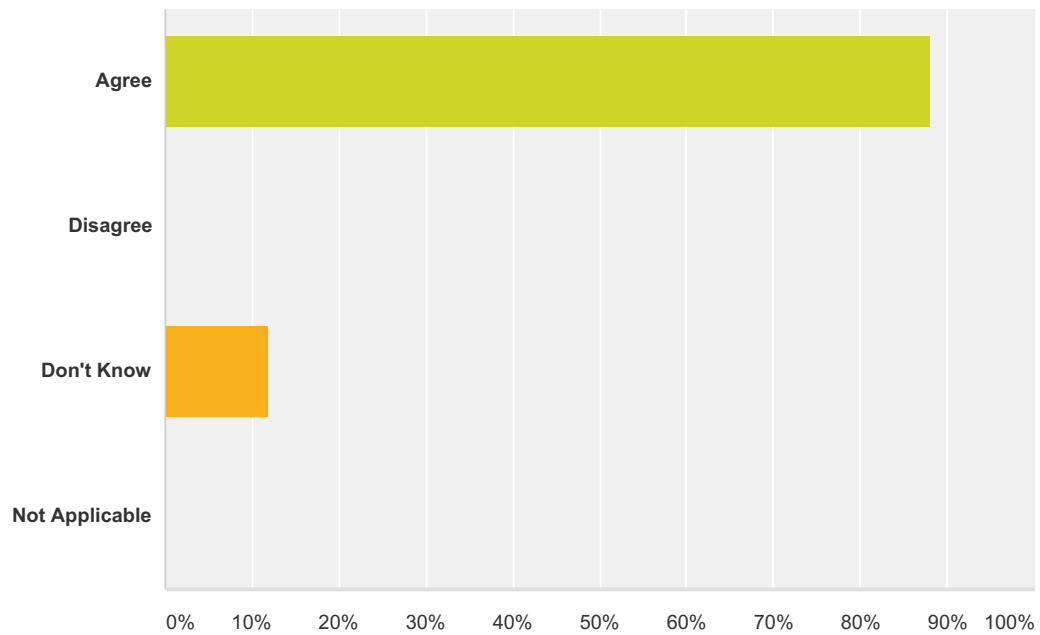
Answer Choices	Responses
Agree	1.33% 1
Disagree	29.33% 22
Don't Know	64.00% 48
Not Applicable	5.33% 4
Total	75

**Q25 Please add any comments that you feel
would provide any additional information
on these subjects**

Answered: 10 Skipped: 69

Q26 Older adults in Devon are generally treated with respect

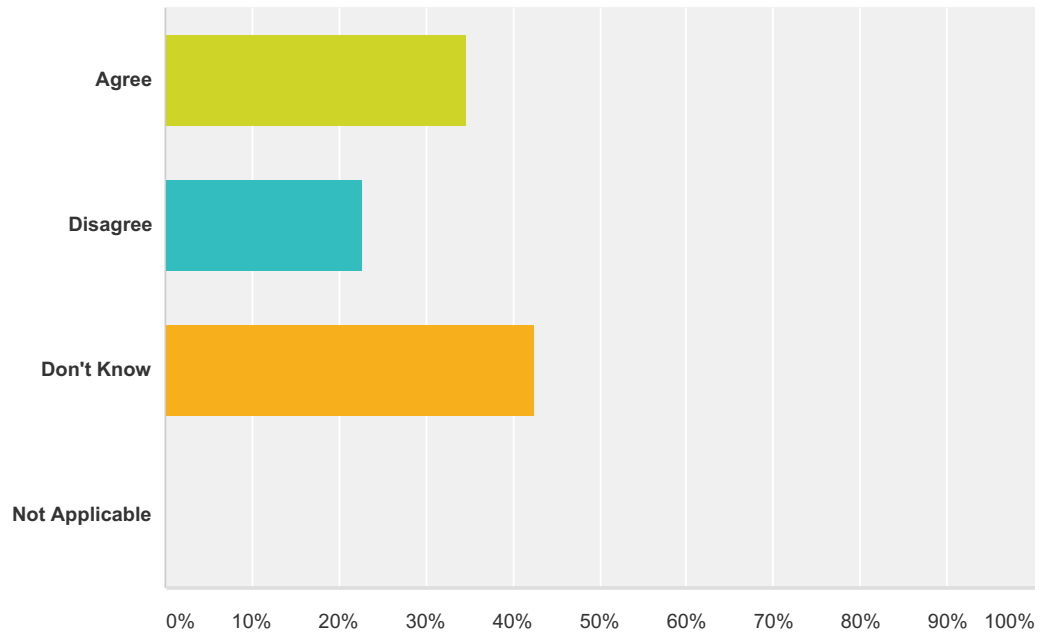
Answered: 75 Skipped: 4



Answer Choices	Responses	
Agree	88.00%	66
Disagree	0.00%	0
Don't Know	12.00%	9
Not Applicable	0.00%	0
Total		75

Q27 I feel that the Town of Devon listens to and attempts to address the concerns of older adults

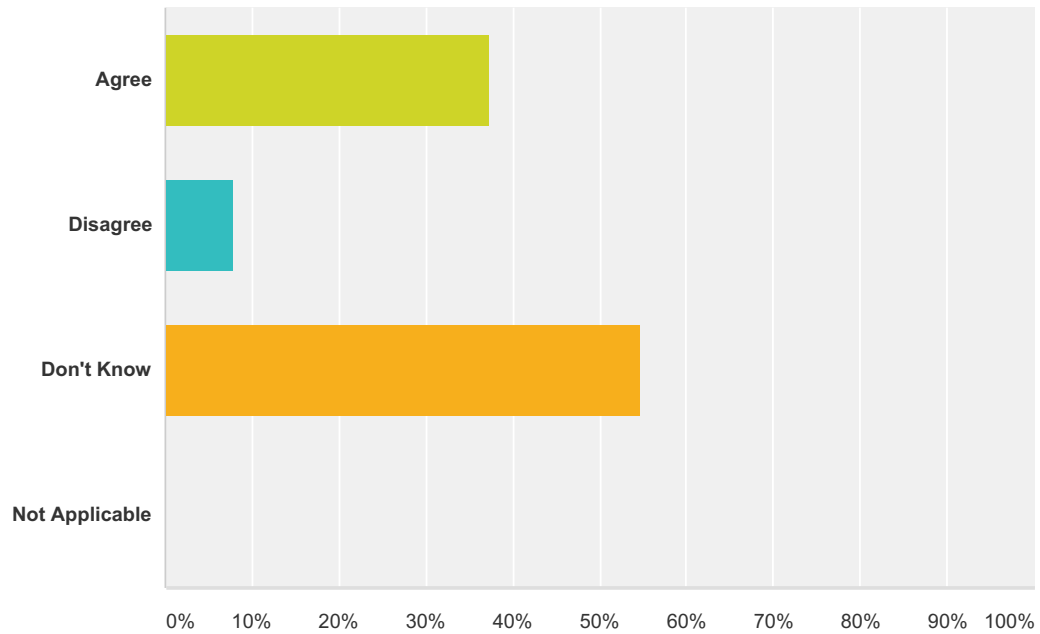
Answered: 75 Skipped: 4



Answer Choices	Responses
Agree	34.67% 26
Disagree	22.67% 17
Don't Know	42.67% 32
Not Applicable	0.00% 0
Total	75

Q28 Community consultations are designed so that older residents can participate (time, venue, format)

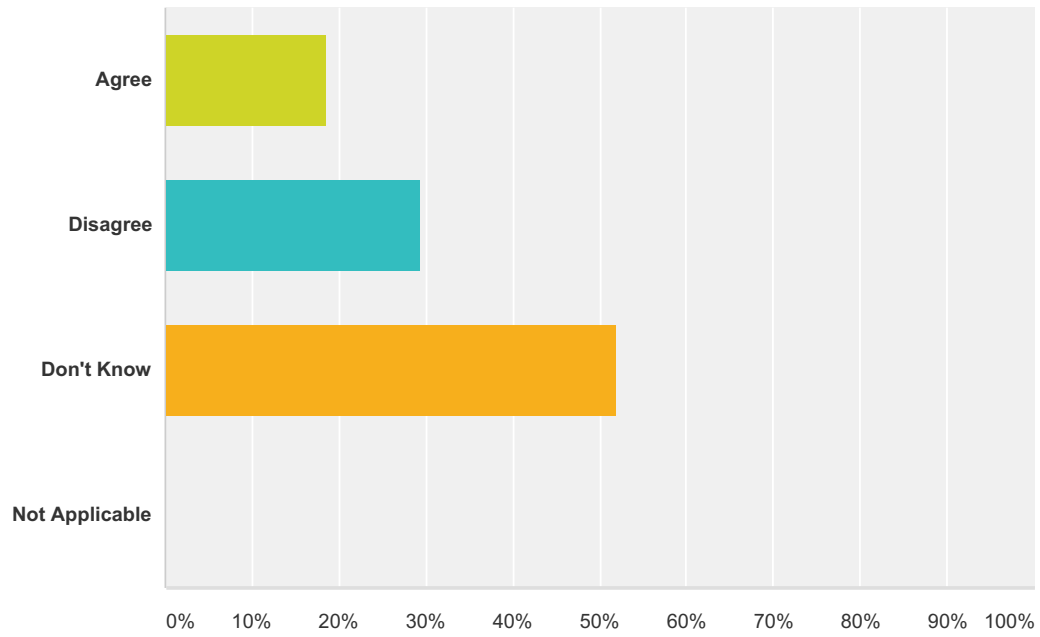
Answered: 75 Skipped: 4



Answer Choices	Responses
Agree	37.33% 28
Disagree	8.00% 6
Don't Know	54.67% 41
Not Applicable	0.00% 0
Total	75

Q29 The Town of Devon planning takes into consideration the needs of older adults in Devon

Answered: 75 Skipped: 4



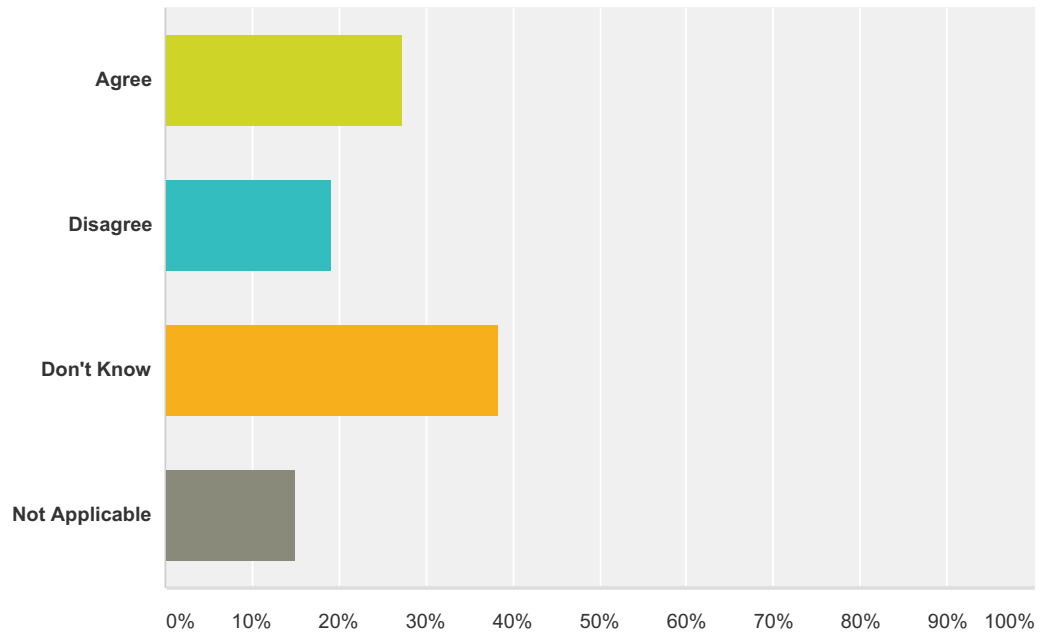
Answer Choices	Responses
Agree	18.67% 14
Disagree	29.33% 22
Don't Know	52.00% 39
Not Applicable	0.00% 0
Total	75

**Q30 Please add any comments you feel
would provide additional information on
these subjects**

Answered: 12 Skipped: 67

Q31 There are adequate organized recreational activities / programs available for adults aged 55-64 in Devon

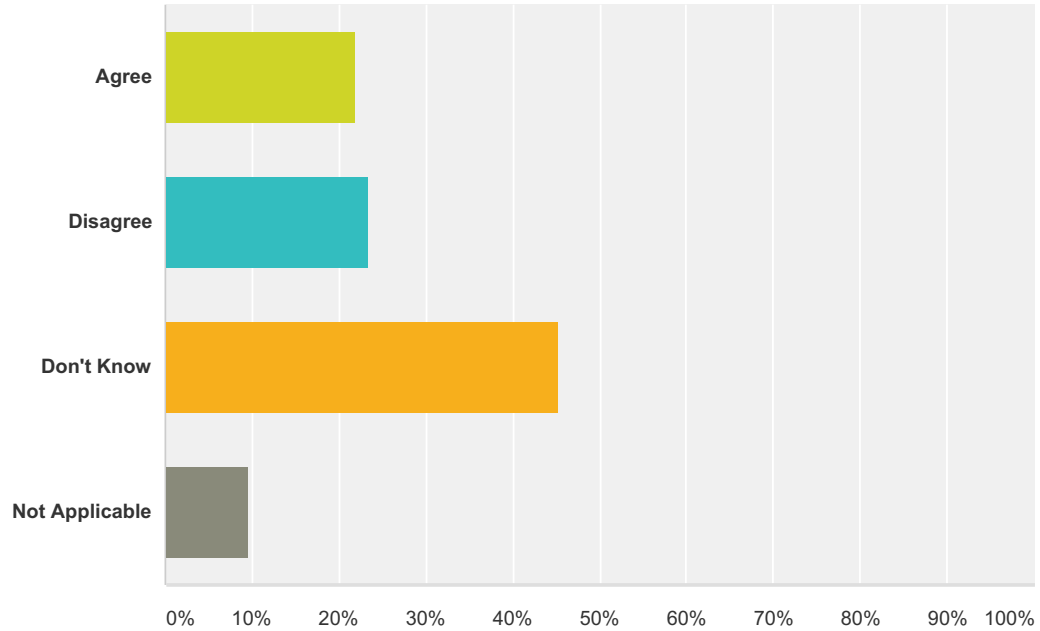
Answered: 73 Skipped: 6



Answer Choices	Responses
Agree	27.40% 20
Disagree	19.18% 14
Don't Know	38.36% 28
Not Applicable	15.07% 11
Total	73

Q32 There are adequate organized recreational activities / programs available for adults aged 65+ in Devon

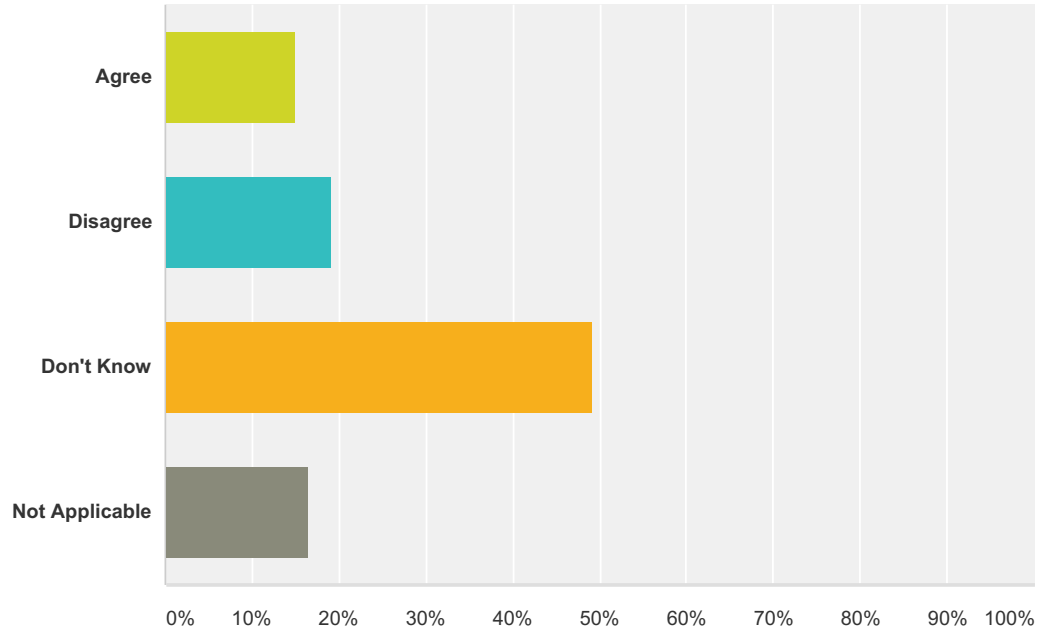
Answered: 73 Skipped: 6



Answer Choices	Responses
Agree	21.92% 16
Disagree	23.29% 17
Don't Know	45.21% 33
Not Applicable	9.59% 7
Total	73

Q33 There are adequate organized educational activities / programs available for adults aged 55-64 in Devon

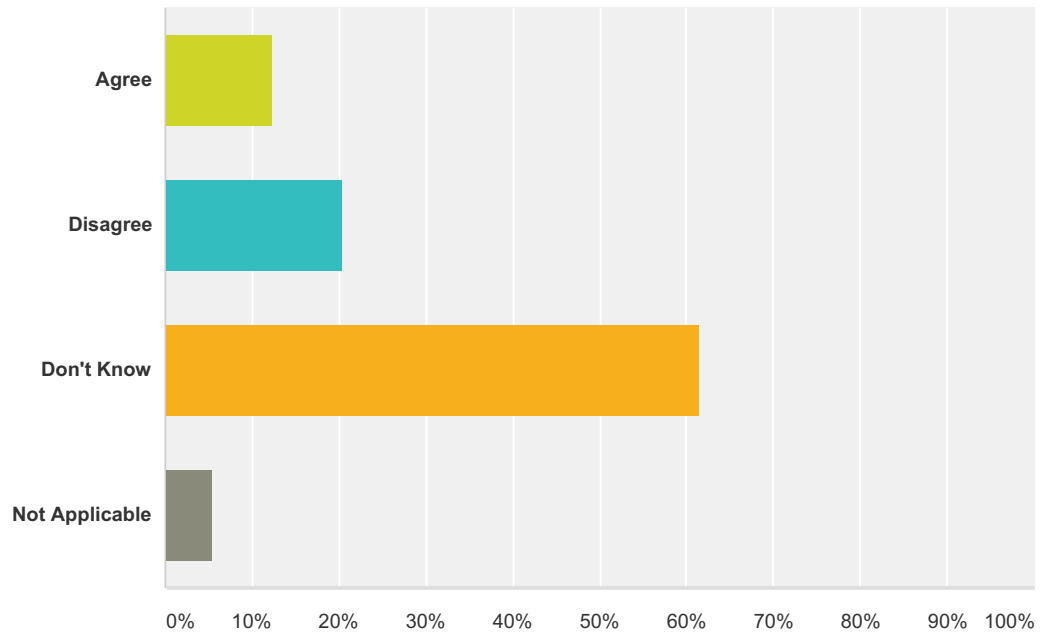
Answered: 73 Skipped: 6



Answer Choices	Responses
Agree	15.07% 11
Disagree	19.18% 14
Don't Know	49.32% 36
Not Applicable	16.44% 12
Total	73

Q34 There are adequate organized educational activities / programs available for adults aged 65+ in Devon

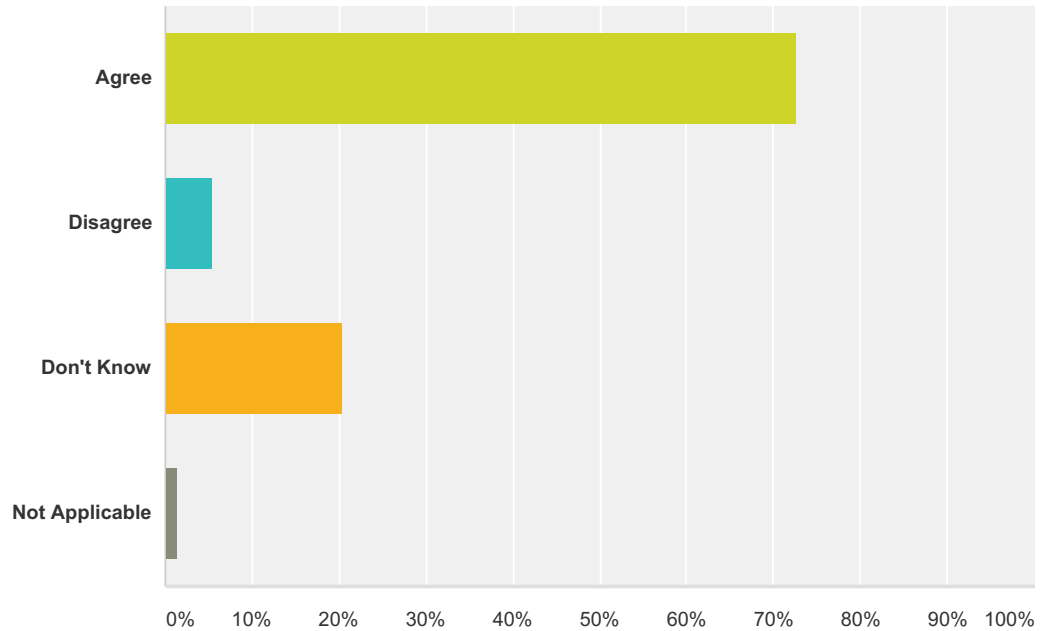
Answered: 73 Skipped: 6



Answer Choices	Responses
Agree	12.33% 9
Disagree	20.55% 15
Don't Know	61.64% 45
Not Applicable	5.48% 4
Total	73

Q35 There is an appropriate selection of passive leisure activities (such as walking, biking, golf, bird watching, photography etc.) for older adults in Devon

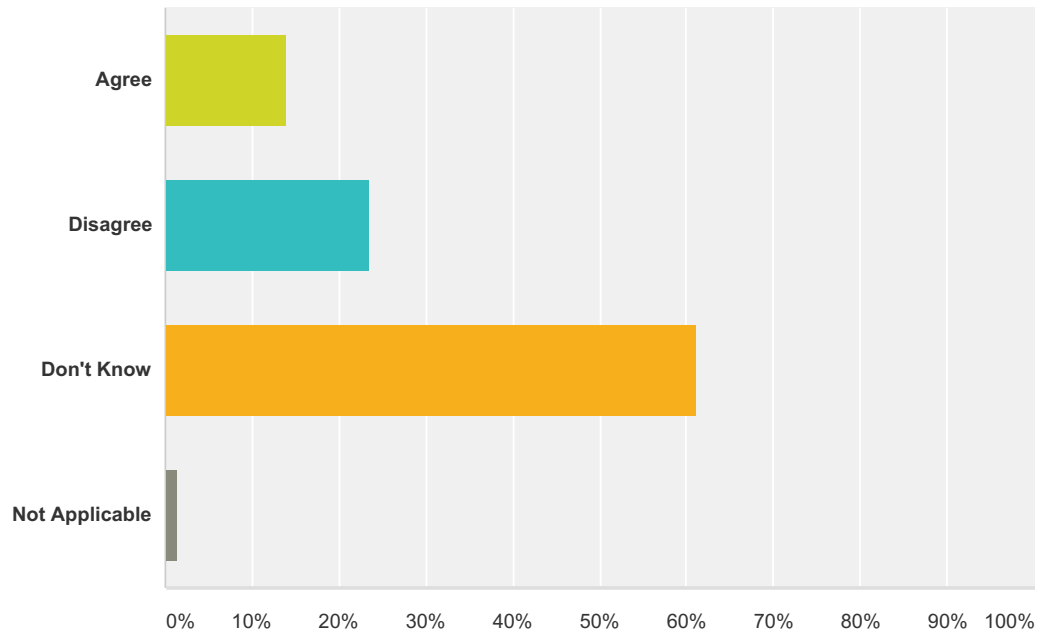
Answered: 73 Skipped: 6



Answer Choices	Responses	
Agree	72.60%	53
Disagree	5.48%	4
Don't Know	20.55%	15
Not Applicable	1.37%	1
Total		73

Q36 There are adequate opportunities for people of all ages to mix together (e.g. older adults teaching youth)

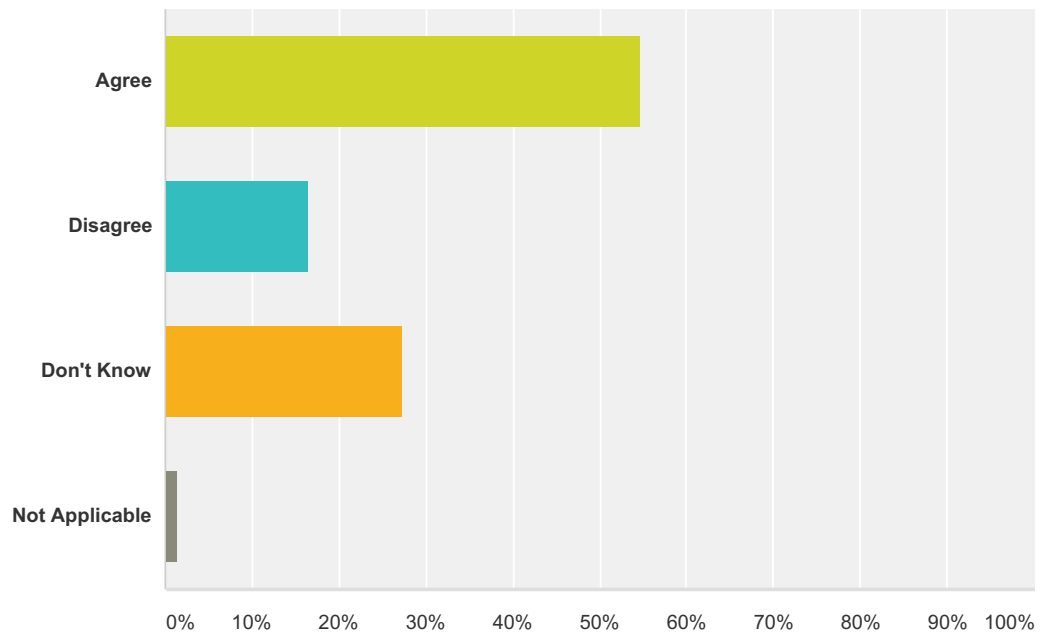
Answered: 72 Skipped: 7



Answer Choices	Responses
Agree	13.89% 10
Disagree	23.61% 17
Don't Know	61.11% 44
Not Applicable	1.39% 1
Total	72

Q37 In general, activities in Devon are affordable

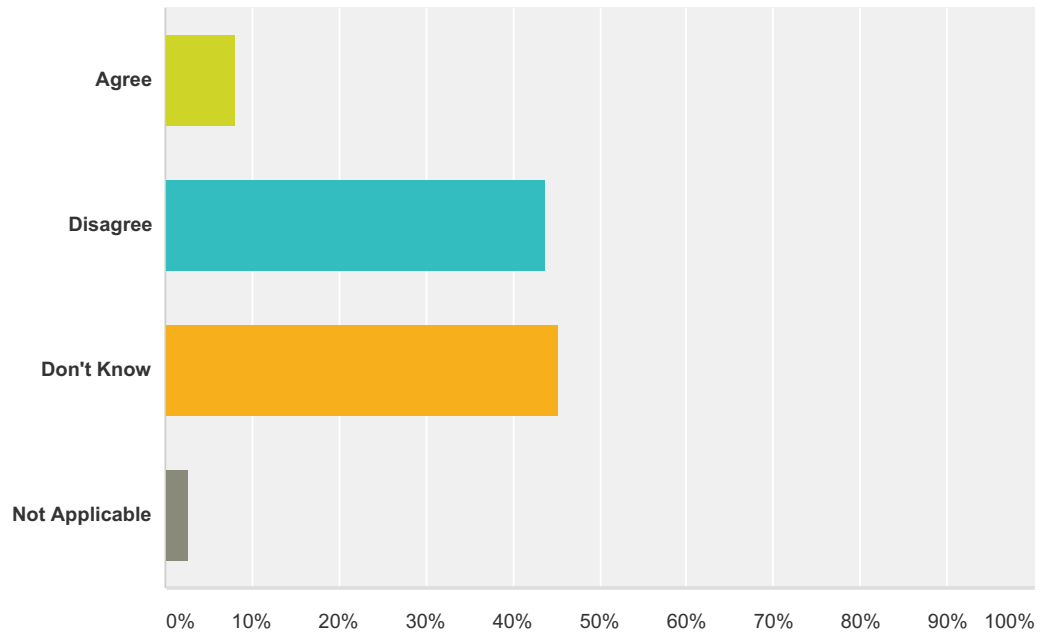
Answered: 73 Skipped: 6



Answer Choices	Responses
Agree	54.79% 40
Disagree	16.44% 12
Don't Know	27.40% 20
Not Applicable	1.37% 1
Total	73

Q38 I am aware of and know how to access the Participation Fund for Town of Devon programs

Answered: 73 Skipped: 6



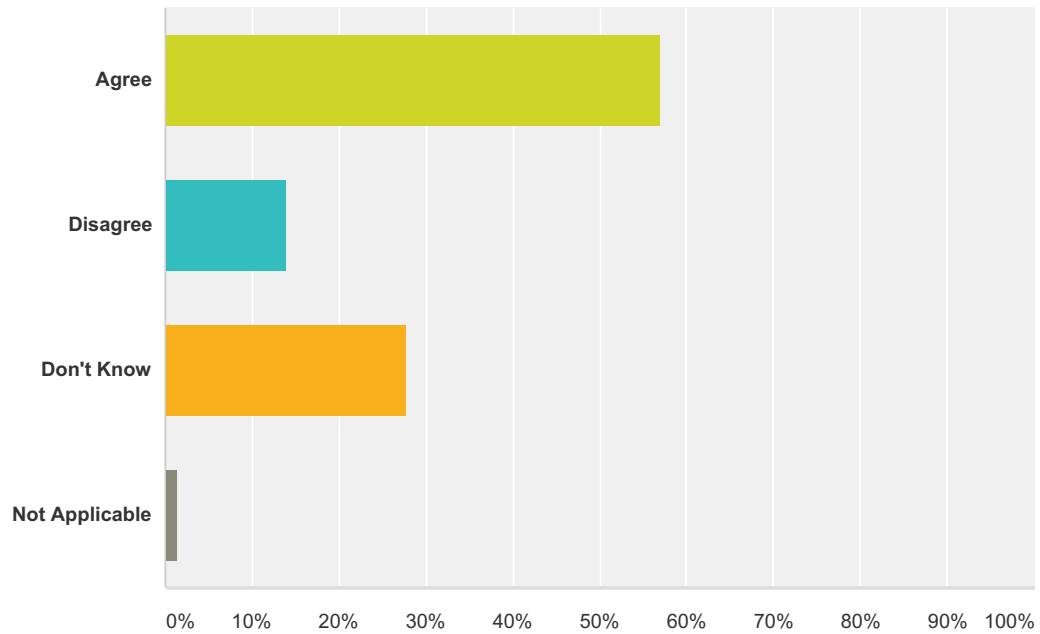
Answer Choices	Responses
Agree	8.22% 6
Disagree	43.84% 32
Don't Know	45.21% 33
Not Applicable	2.74% 2
Total	73

**Q39 Please add any comments that you feel
would provide additional information on
these subjects**

Answered: 12 Skipped: 67

Q40 Town of Devon municipal information about services, programs and activities offered is readily available

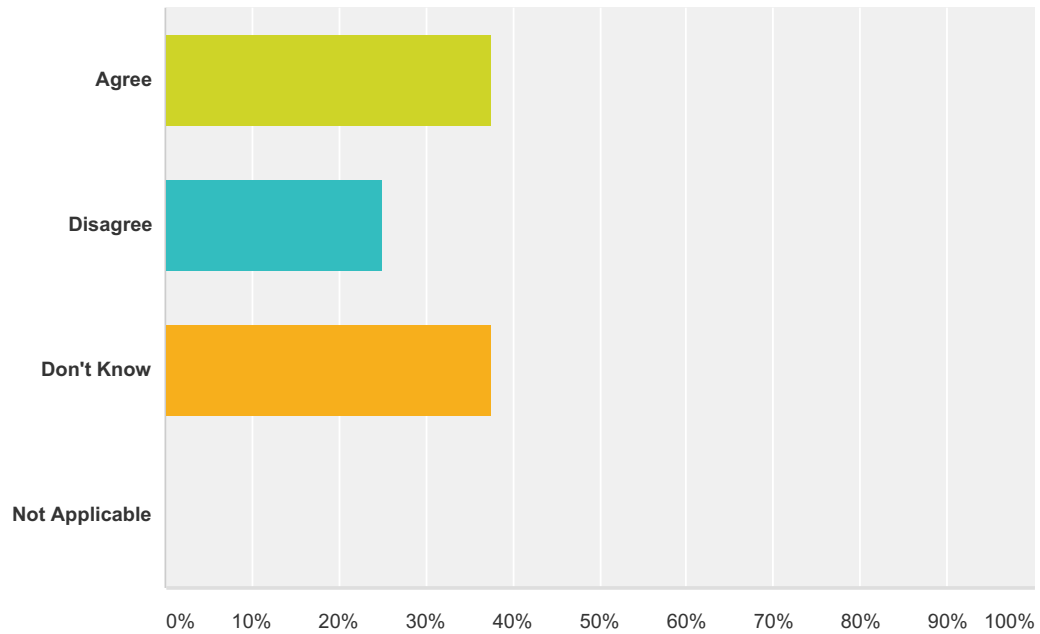
Answered: 72 Skipped: 7



Answer Choices	Responses
Agree	56.94% 41
Disagree	13.89% 10
Don't Know	27.78% 20
Not Applicable	1.39% 1
Total	72

Q41 Information about services, programs and activities put on by other organizations in Devon is readily available

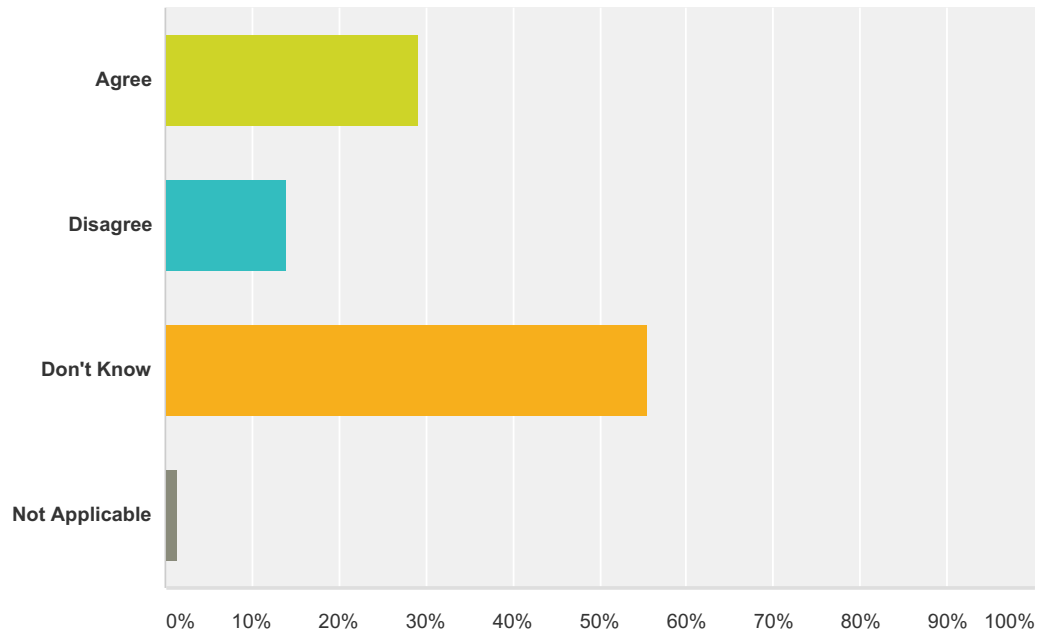
Answered: 72 Skipped: 7



Answer Choices	Responses
Agree	37.50% 27
Disagree	25.00% 18
Don't Know	37.50% 27
Not Applicable	0.00% 0
Total	72

Q42 Information about services specifically needed / for older adults is accessible and available

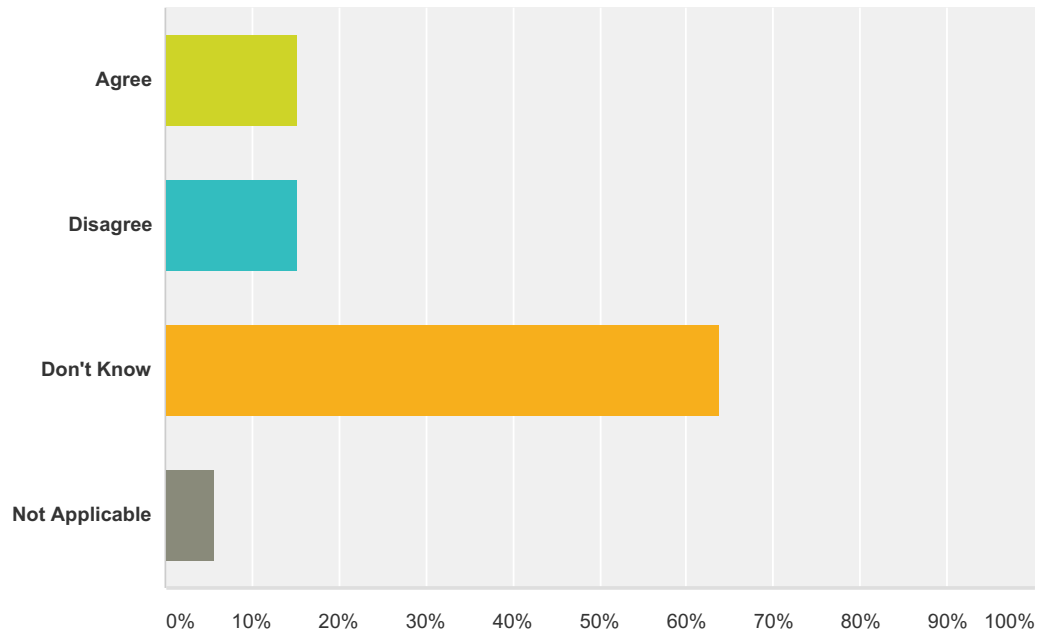
Answered: 72 Skipped: 7



Answer Choices	Responses
Agree	29.17% 21
Disagree	13.89% 10
Don't Know	55.56% 40
Not Applicable	1.39% 1
Total	72

Q43 There is enough assistance for older adults to complete official / government forms (e.g tax, housing, pension etc.)

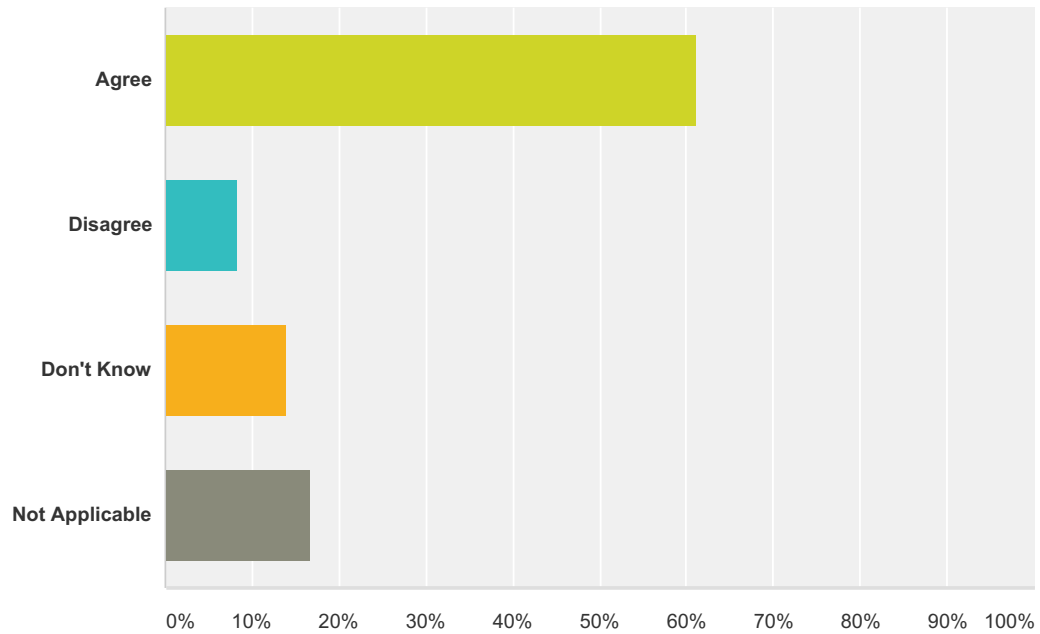
Answered: 72 Skipped: 7



Answer Choices	Responses
Agree	15.28% 11
Disagree	15.28% 11
Don't Know	63.89% 46
Not Applicable	5.56% 4
Total	72

Q44 I am comfortable using the Town's website to get the information I need about Town services and events

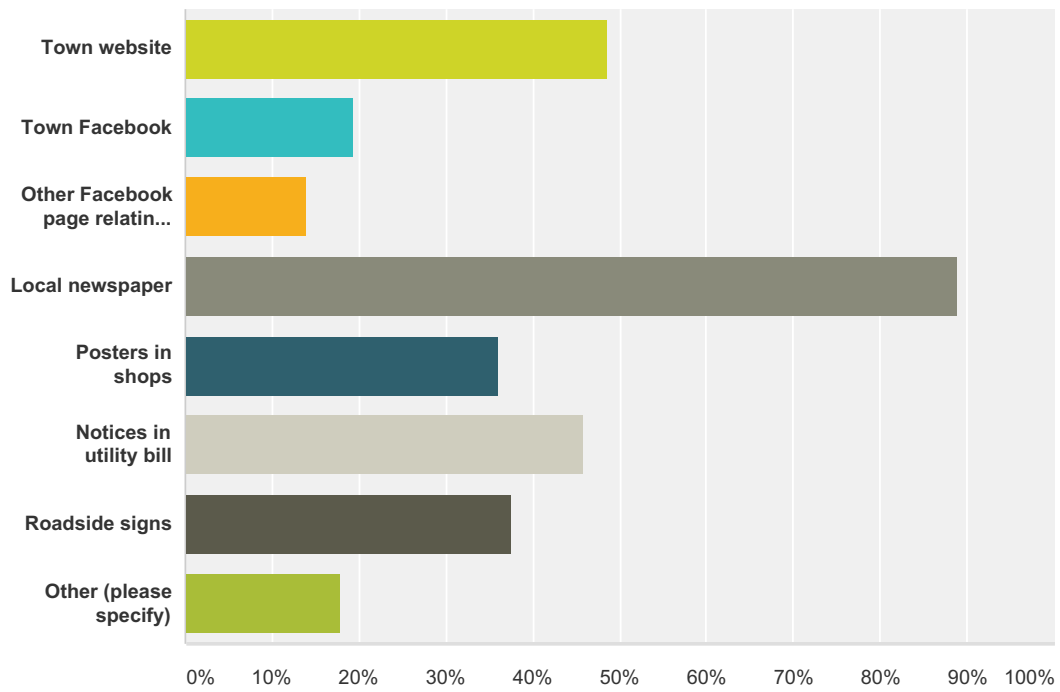
Answered: 72 Skipped: 7



Answer Choices	Responses
Agree	61.11% 44
Disagree	8.33% 6
Don't Know	13.89% 10
Not Applicable	16.67% 12
Total	72

Q45 I get my Devon related information from (check all that apply)

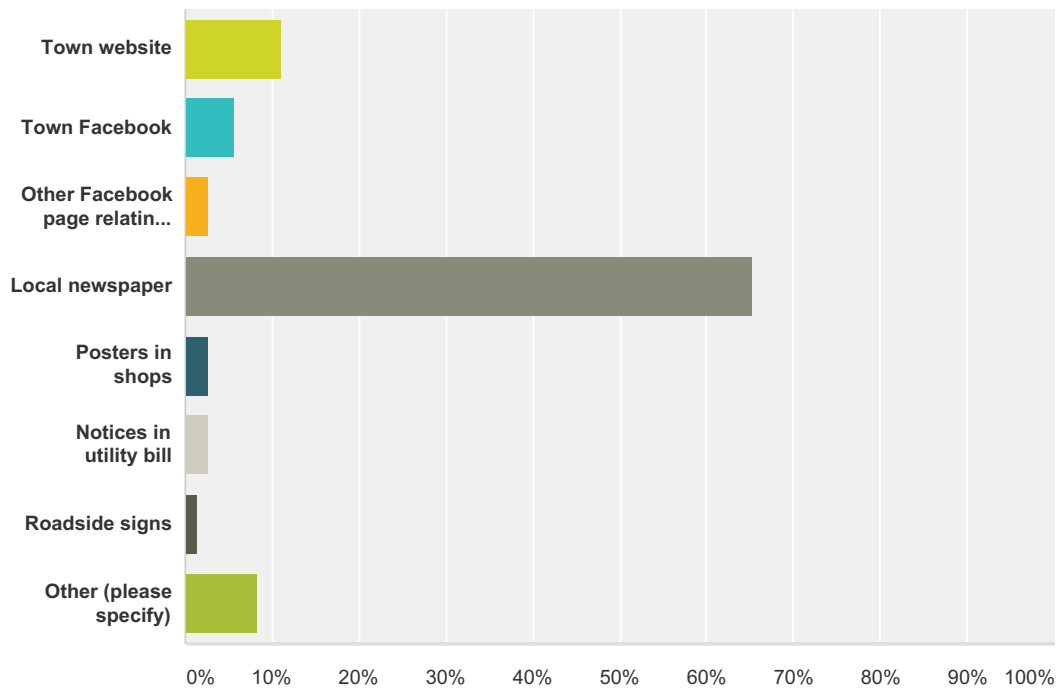
Answered: 72 Skipped: 7



Answer Choices	Responses
Town website	48.61% 35
Town Facebook	19.44% 14
Other Facebook page relating to Devon (e.g. About Devon)	13.89% 10
Local newspaper	88.89% 64
Posters in shops	36.11% 26
Notices in utility bill	45.83% 33
Roadside signs	37.50% 27
Other (please specify)	18.06% 13
Total Respondents: 72	

Q46 Check ONE only - The place I get MOST of my Devon related information from is

Answered: 72 Skipped: 7



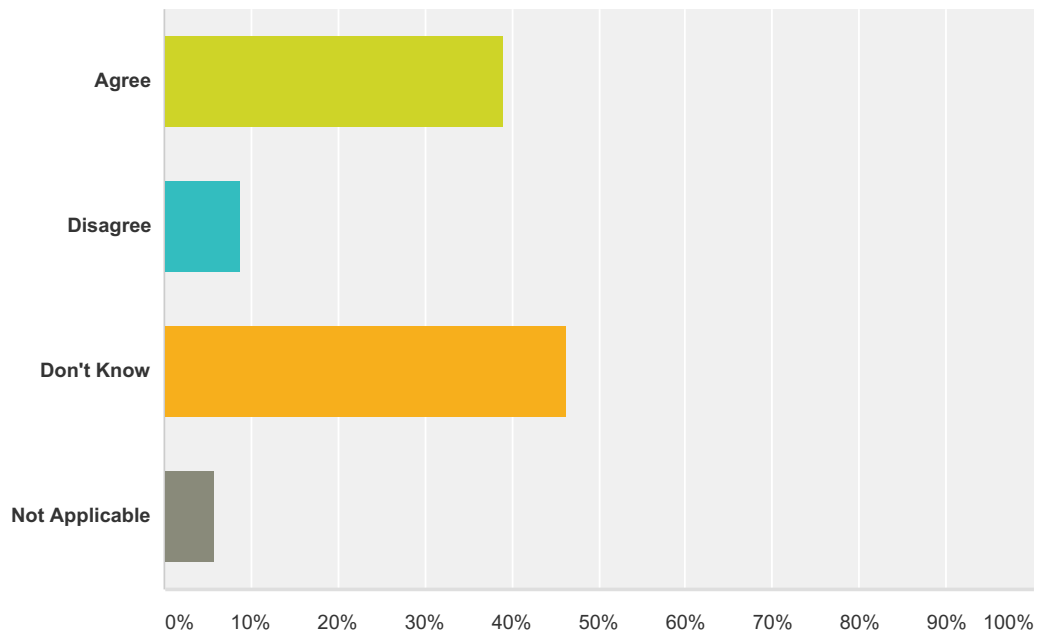
Answer Choices	Responses
Town website	11.11% 8
Town Facebook	5.56% 4
Other Facebook page relating to Devon (e.g. About Devon)	2.78% 2
Local newspaper	65.28% 47
Posters in shops	2.78% 2
Notices in utility bill	2.78% 2
Roadside signs	1.39% 1
Other (please specify)	8.33% 6
Total	72

**Q47 Please add any comments that you feel
would provide additional information on
these subjects**

Answered: 11 Skipped: 68

Q48 There are adequate opportunities for older adults to volunteer in Devon

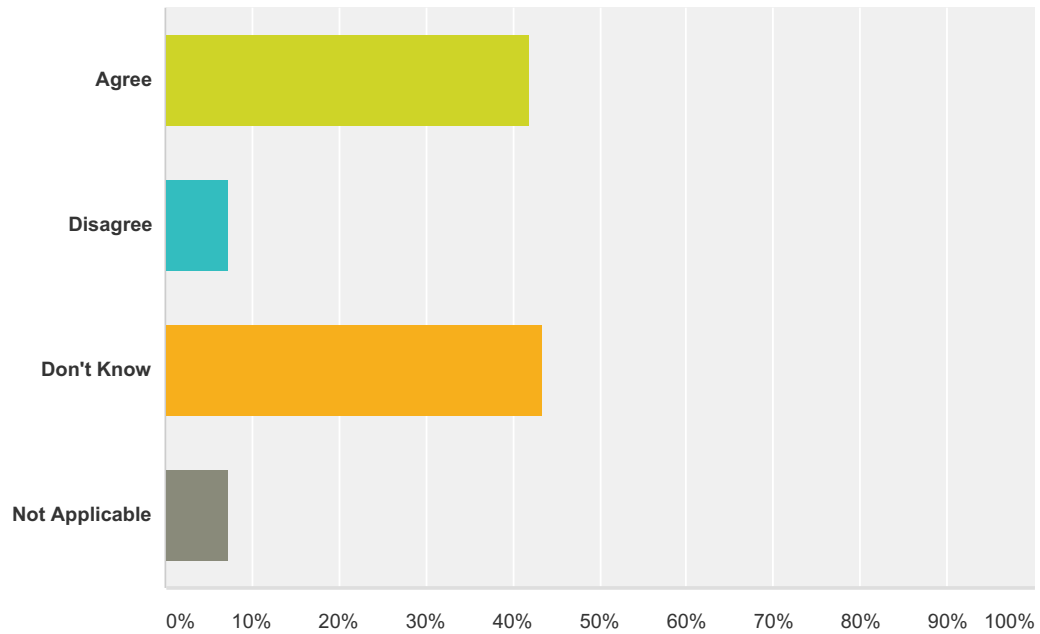
Answered: 69 Skipped: 10



Answer Choices	Responses
Agree	39.13% 27
Disagree	8.70% 6
Don't Know	46.38% 32
Not Applicable	5.80% 4
Total	69

Q49 Older adults are recognized sufficiently and appropriately for their volunteer efforts in Devon

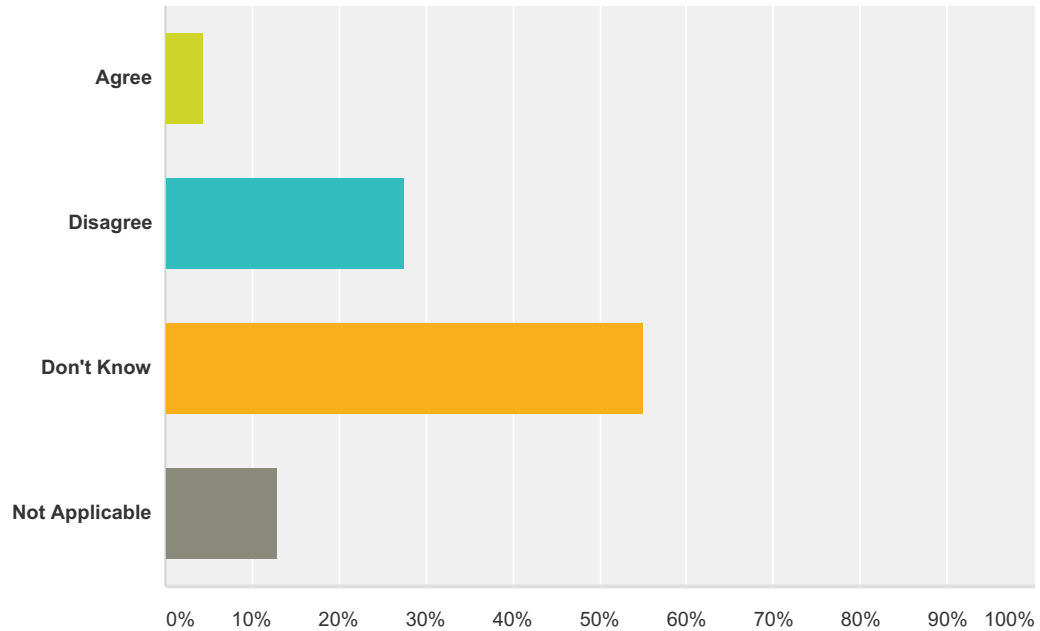
Answered: 69 Skipped: 10



Answer Choices	Responses
Agree	42.03% 29
Disagree	7.25% 5
Don't Know	43.48% 30
Not Applicable	7.25% 5
Total	69

Q50 There are enough work opportunities in Devon for older adults to accommodate their needs (for example part-time / flexible hours)

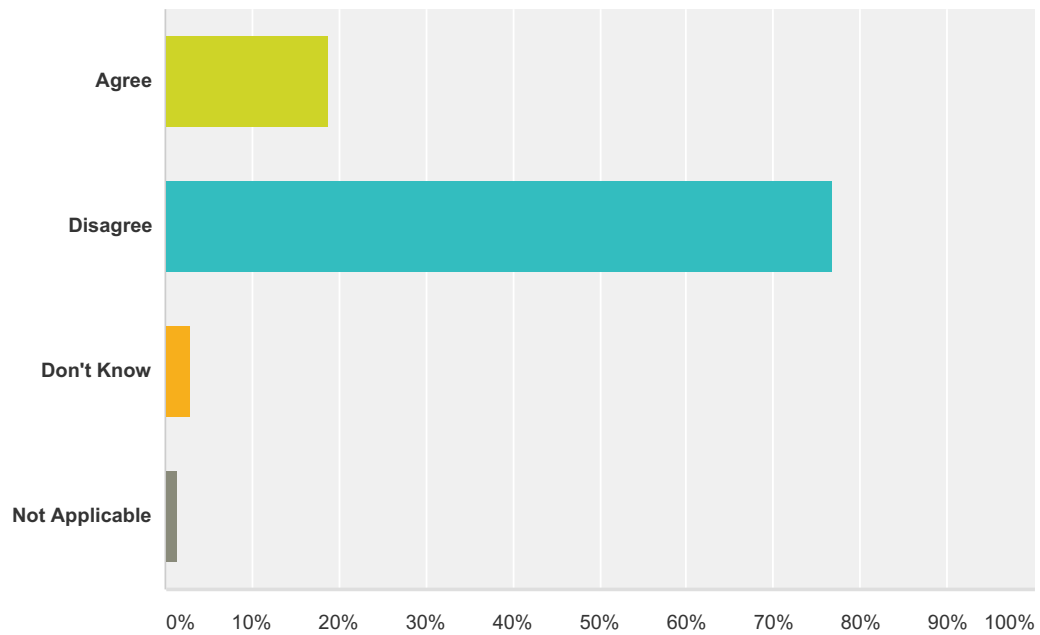
Answered: 69 Skipped: 10



Answer Choices	Responses
Agree	4.35% 3
Disagree	27.54% 19
Don't Know	55.07% 38
Not Applicable	13.04% 9
Total	69

Q51 There are adequate retail stores in Devon to enable local shopping

Answered: 69 Skipped: 10



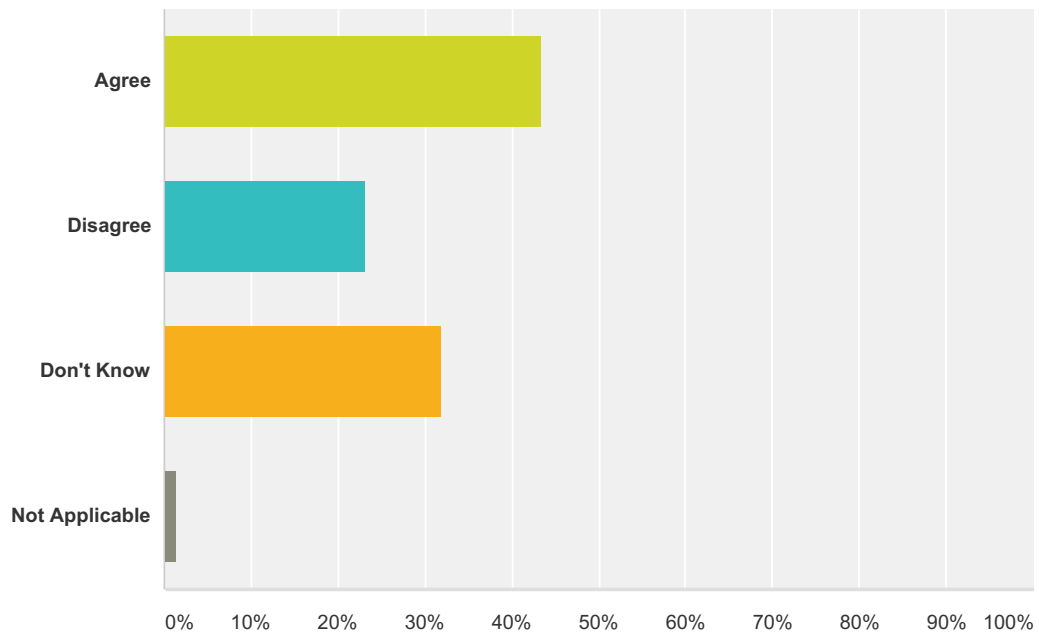
Answer Choices	Responses	
Agree	18.84%	13
Disagree	76.81%	53
Don't Know	2.90%	2
Not Applicable	1.45%	1
Total		69

**Q52 Please add any comments you feel
would provide additional information on
these subjects**

Answered: 20 Skipped: 59

Q53 The health care services available in Devon meet the needs of older adults

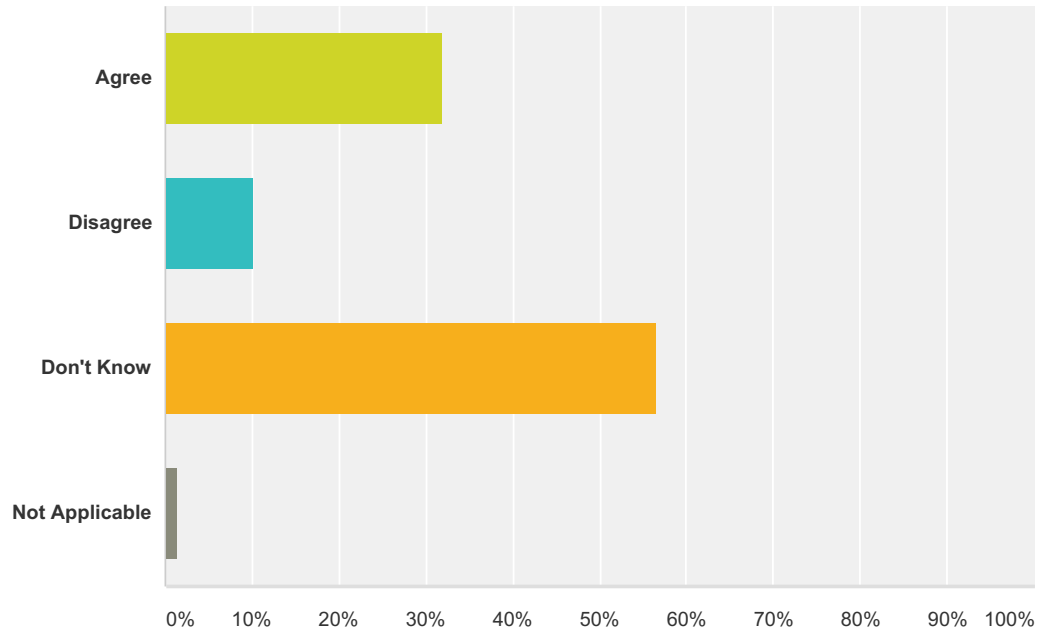
Answered: 69 Skipped: 10



Answer Choices	Responses	Count
Agree	43.48%	30
Disagree	23.19%	16
Don't Know	31.88%	22
Not Applicable	1.45%	1
Total		69

Q54 The health care services available as part of the Leduc Beaumont Devon Primary Care Network meet the needs of older adults

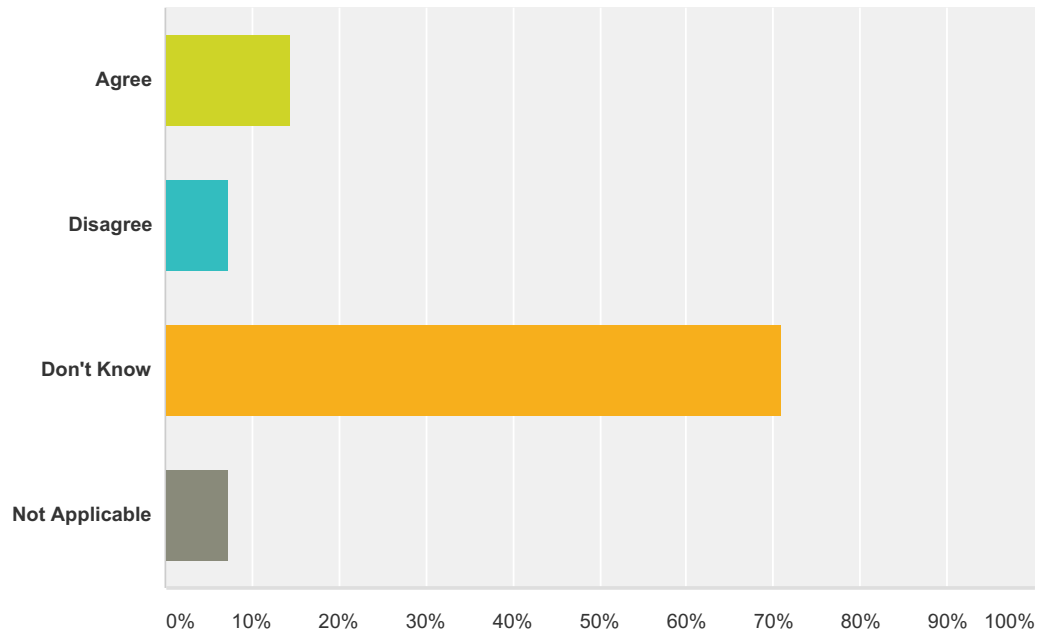
Answered: 69 Skipped: 10



Answer Choices	Responses
Agree	31.88% 22
Disagree	10.14% 7
Don't Know	56.52% 39
Not Applicable	1.45% 1
Total	69

Q55 The subsidized Senior Services Home Care service for older adults in Devon is sufficient and accessible

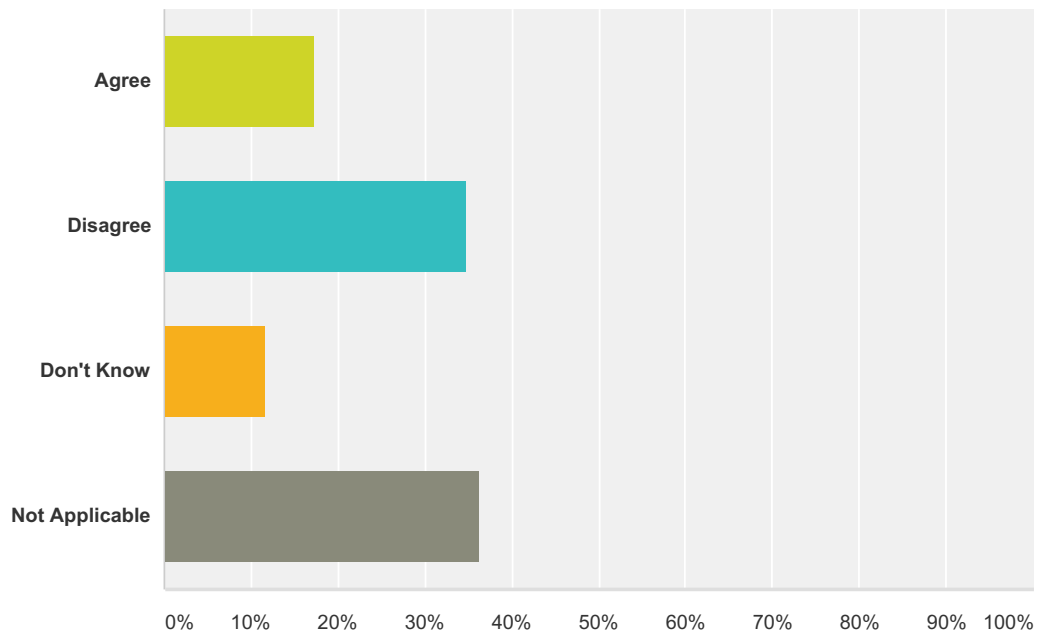
Answered: 69 Skipped: 10



Answer Choices	Responses
Agree	14.49% 10
Disagree	7.25% 5
Don't Know	71.01% 49
Not Applicable	7.25% 5
Total	69

Q56 I would use a meal preparation service if available

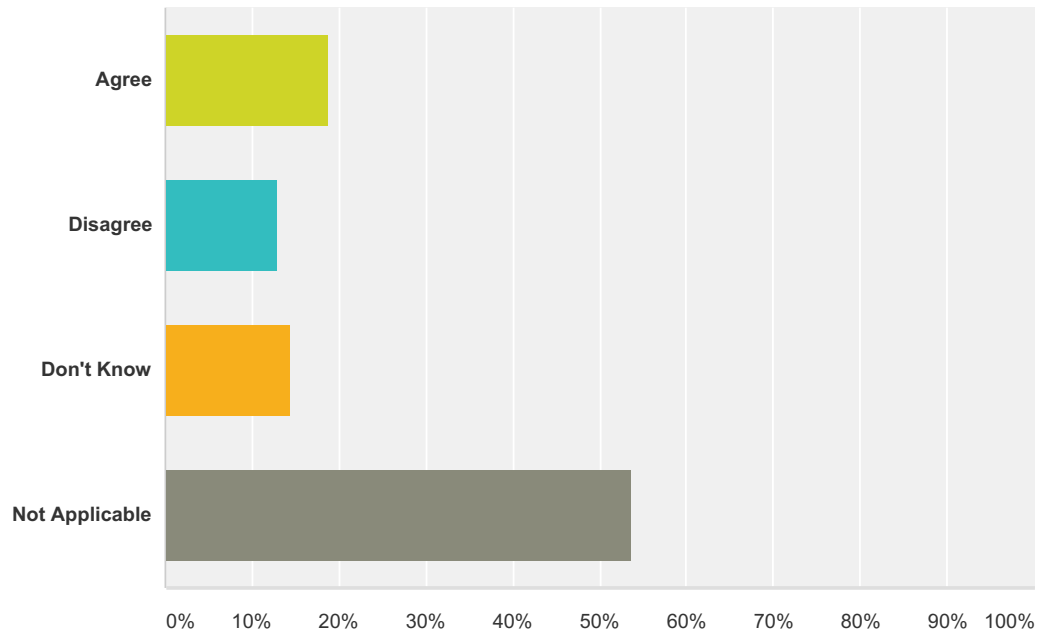
Answered: 69 Skipped: 10



Answer Choices	Responses
Agree	17.39% 12
Disagree	34.78% 24
Don't Know	11.59% 8
Not Applicable	36.23% 25
Total	69

Q57 I would be willing to pay between \$5-9 per meal for this service (not including possible delivery cost)

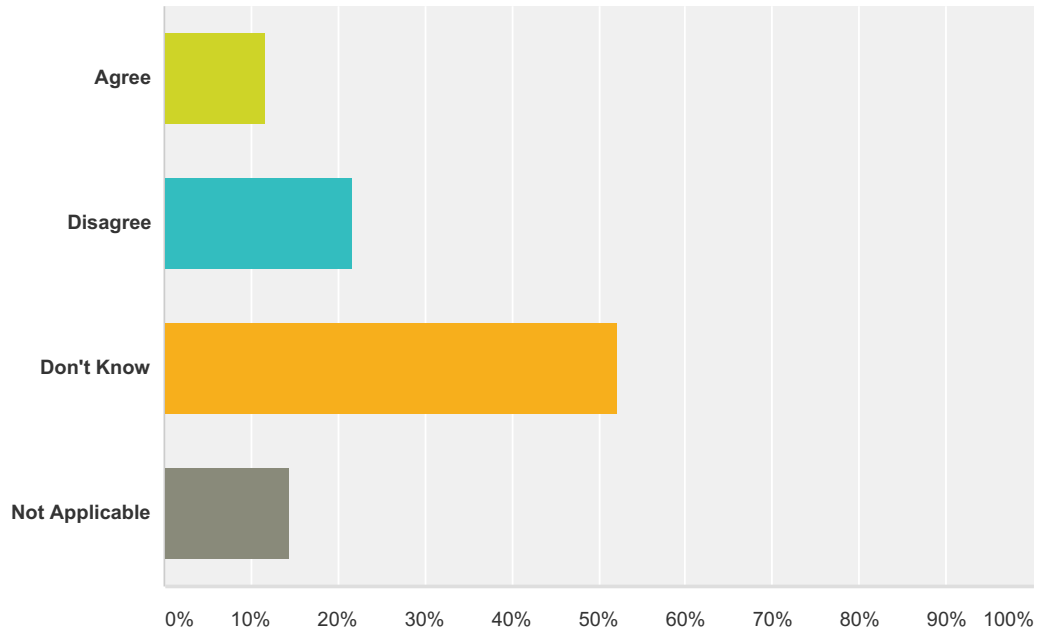
Answered: 69 Skipped: 10



Answer Choices	Responses
Agree	18.84% 13
Disagree	13.04% 9
Don't Know	14.49% 10
Not Applicable	53.62% 37
Total	69

Q58 Additional PAID housekeeping, yard care / snow shovelling private businesses (not subsidized seniors services) are affordable and available in Devon

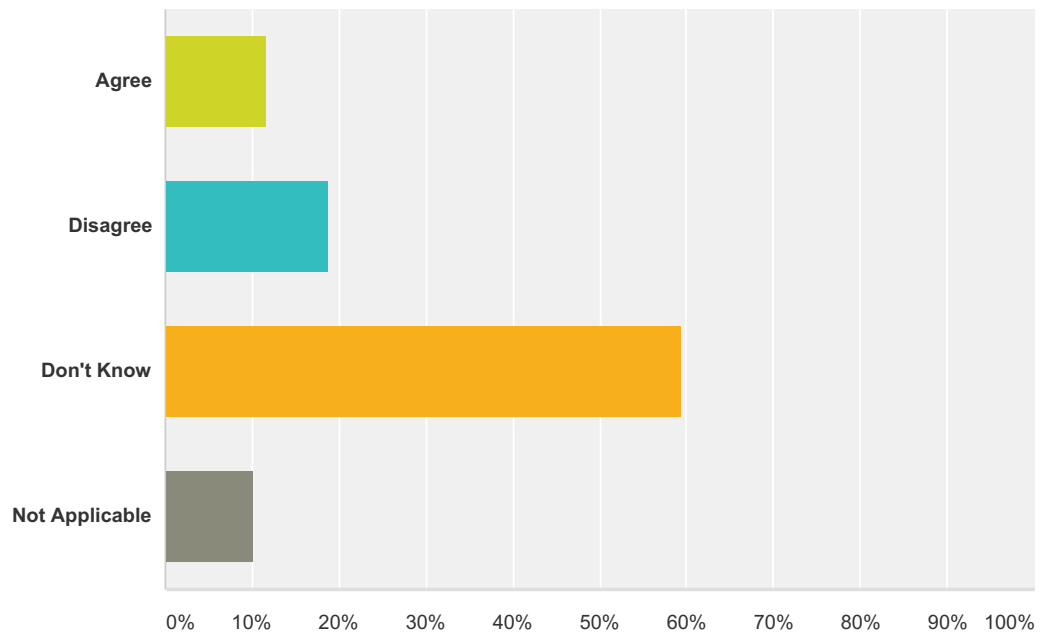
Answered: 69 Skipped: 10



Answer Choices	Responses
Agree	11.59% 8
Disagree	21.74% 15
Don't Know	52.17% 36
Not Applicable	14.49% 10
Total	69

Q59 Volunteer services for yard care / snow shovelling are available in Devon

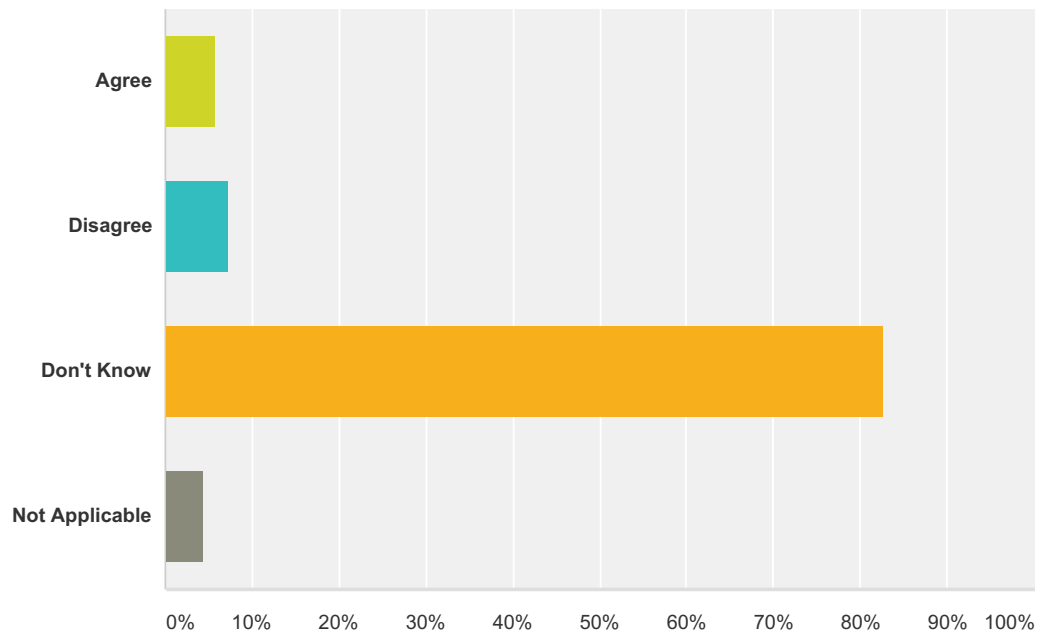
Answered: 69 Skipped: 10



Answer Choices	Responses
Agree	11.59% 8
Disagree	18.84% 13
Don't Know	59.42% 41
Not Applicable	10.14% 7
Total	69

Q60 Counselling support is affordable and available

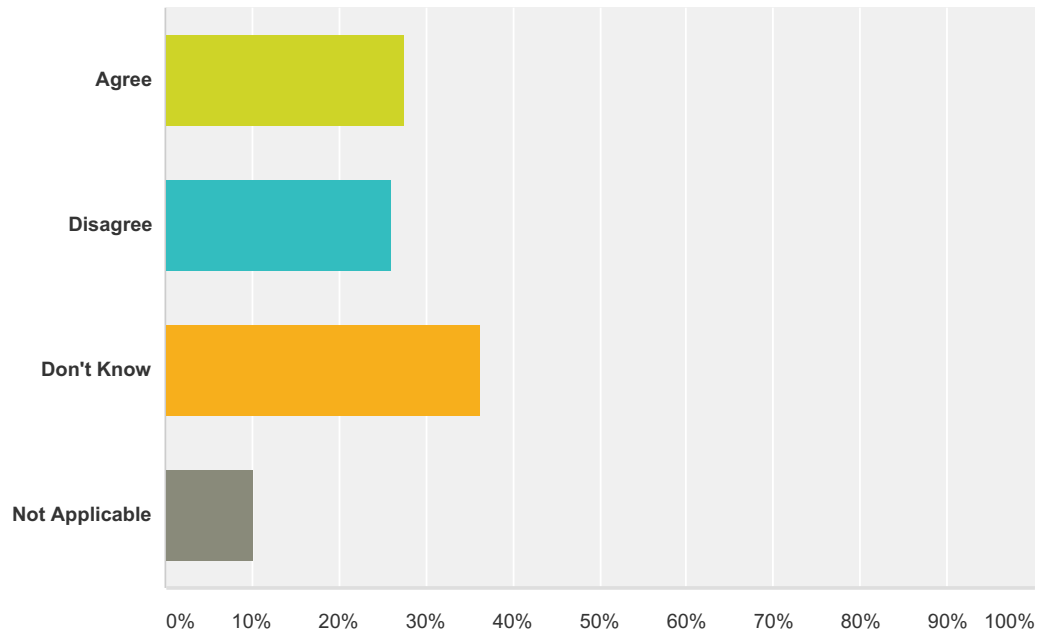
Answered: 69 Skipped: 10



Answer Choices	Responses	
Agree	5.80%	4
Disagree	7.25%	5
Don't Know	82.61%	57
Not Applicable	4.35%	3
Total		69

Q61 I am aware of services Devon Family and Community Support Services (FCSS) can offer

Answered: 69 Skipped: 10



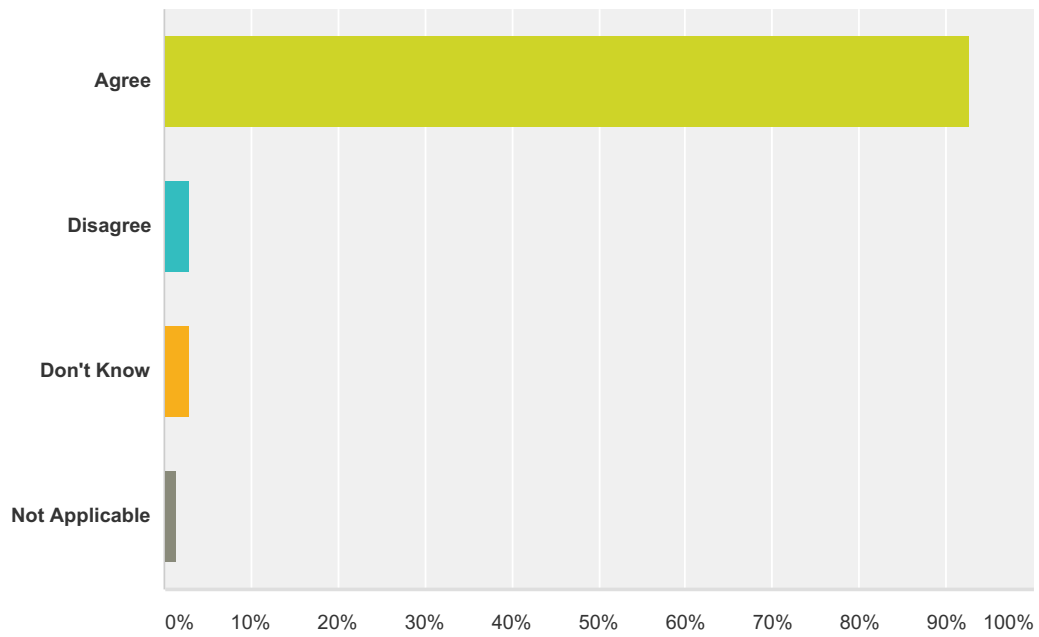
Answer Choices	Responses
Agree	27.54% 19
Disagree	26.09% 18
Don't Know	36.23% 25
Not Applicable	10.14% 7
Total	69

**Q62 Please add any comments that you feel
would provide more information on these
subjects**

Answered: 11 Skipped: 68

Q63 I generally feel safe living and walking around Devon

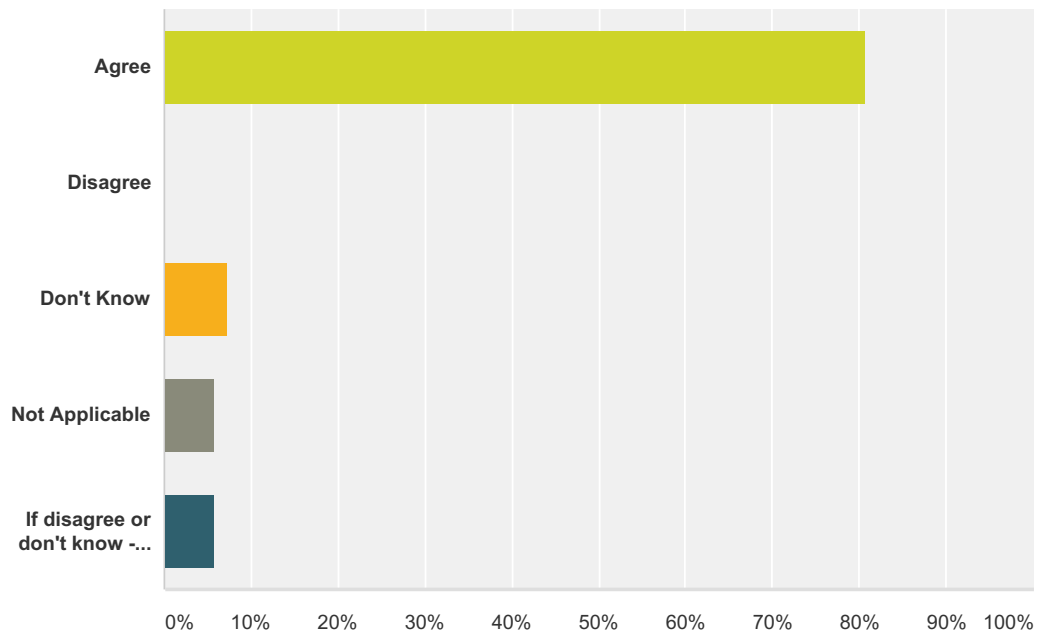
Answered: 69 Skipped: 10



Answer Choices	Responses
Agree	92.75% 64
Disagree	2.90% 2
Don't Know	2.90% 2
Not Applicable	1.45% 1
Total	69

Q64 I generally feel safe leaving my property for extended periods of time

Answered: 68 Skipped: 11



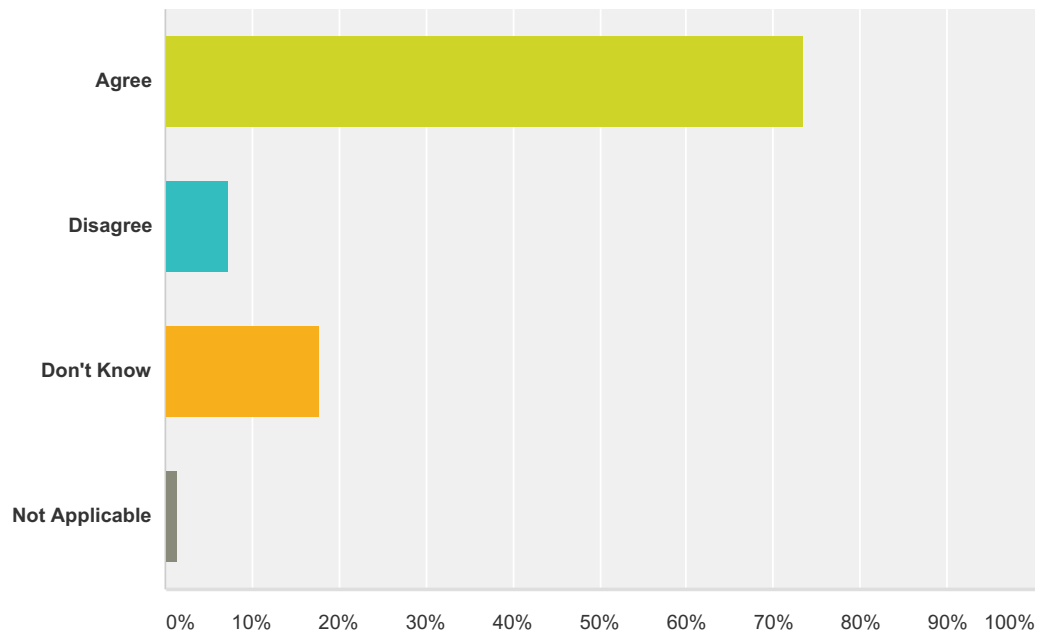
Answer Choices	Responses	Count
Agree	80.88%	55
Disagree	0.00%	0
Don't Know	7.35%	5
Not Applicable	5.88%	4
If disagree or don't know - please explain	5.88%	4
Total		68

Q65 Please add any comments you would provide more information on this subject

Answered: 10 Skipped: 69

Q66 Devon is a place I would like to live my entire life

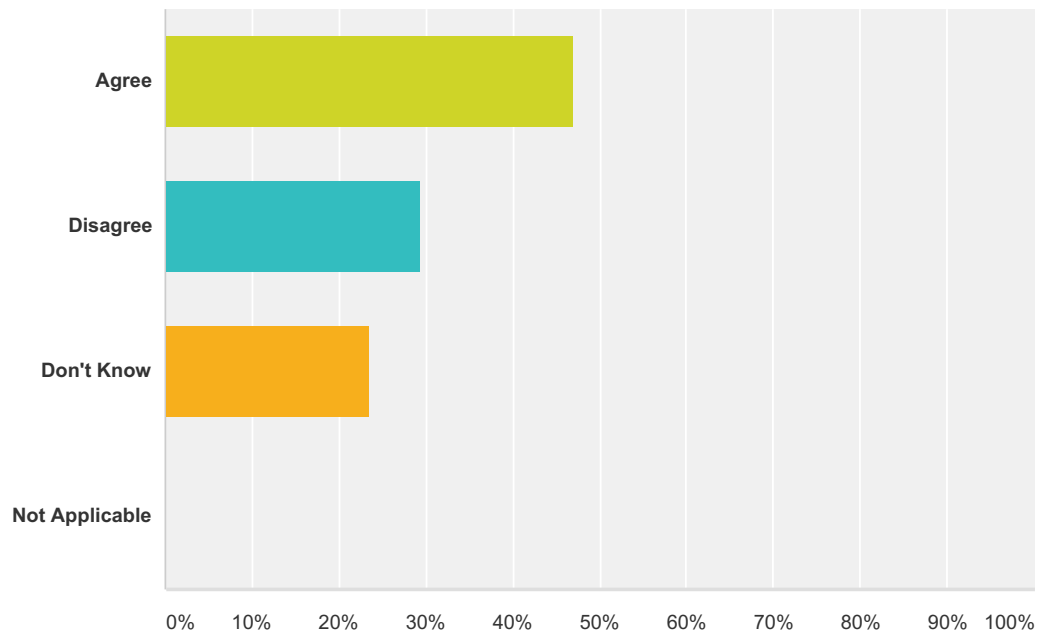
Answered: 68 Skipped: 11



Answer Choices	Responses
Agree	73.53% 50
Disagree	7.35% 5
Don't Know	17.65% 12
Not Applicable	1.47% 1
Total	68

Q67 As of today Devon is a place I believe I CAN live my entire life

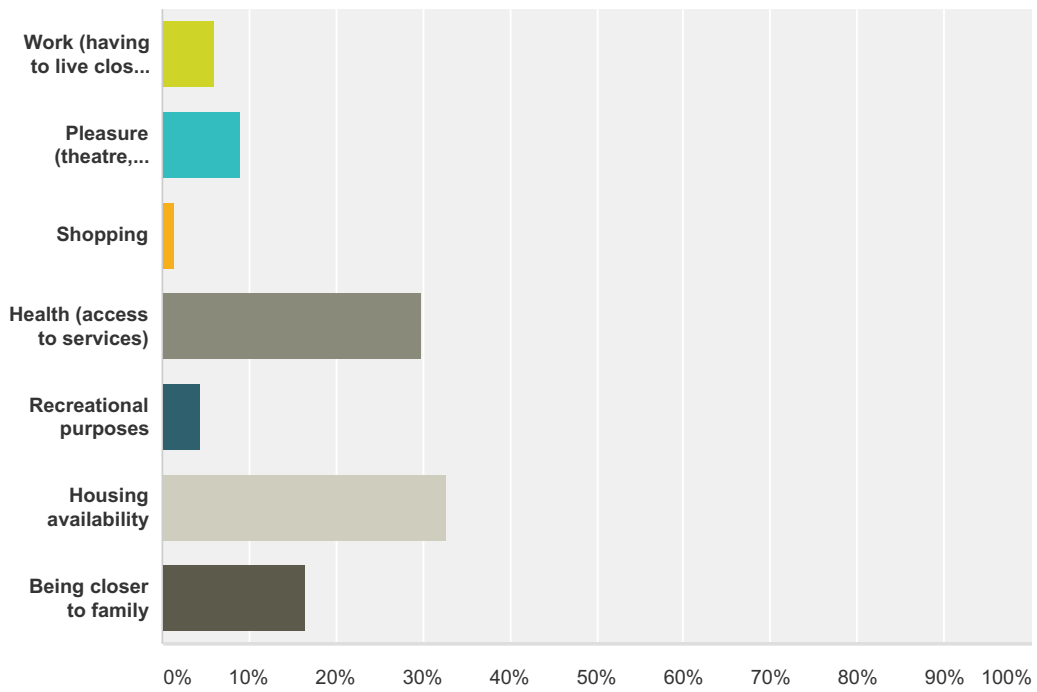
Answered: 68 Skipped: 11



Answer Choices	Responses	Count
Agree	47.06%	32
Disagree	29.41%	20
Don't Know	23.53%	16
Not Applicable	0.00%	0
Total		68

Q68 The main reason I would most likely leave Devon permanently is for

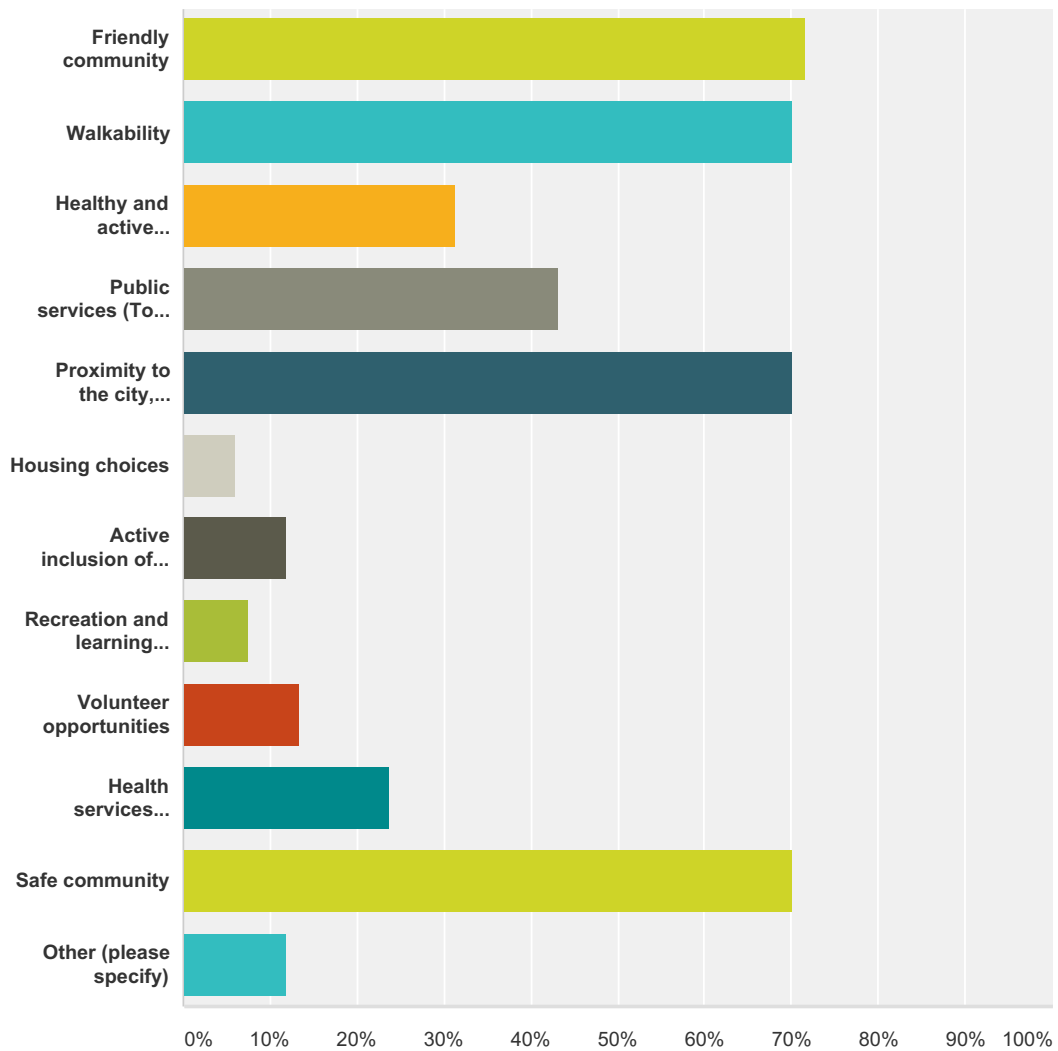
Answered: 67 Skipped: 12



Answer Choices	Responses
Work (having to live closer or relocate)	5.97% 4
Pleasure (theatre, music, entertainment etc.) - ease of access	8.96% 6
Shopping	1.49% 1
Health (access to services)	29.85% 20
Recreational purposes	4.48% 3
Housing availability	32.84% 22
Being closer to family	16.42% 11
Total	67

Q69 What do you most like about living in Devon? (check all that apply)

Answered: 67 Skipped: 12



Answer Choices	Responses
Friendly community	71.64% 48
Walkability	70.15% 47
Healthy and active lifestyle (outdoor and indoor)	31.34% 21
Public services (Town Office, Library etc.)	43.28% 29
Proximity to the city, Leduc, airport etc.	70.15% 47
Housing choices	5.97% 4
Active inclusion of older adults	11.94% 8
Recreation and learning opportunities	7.46% 5

Volunteer opportunities	13.43%	9
Health services (hospital, doctors, ophthalmologists, chiro etc.)	23.88%	16
Safe community	70.15%	47
Other (please specify)	11.94%	8
Total Respondents: 67		

Q70 What do you think is the most urgent issue facing Devon with respect to its older adult population?

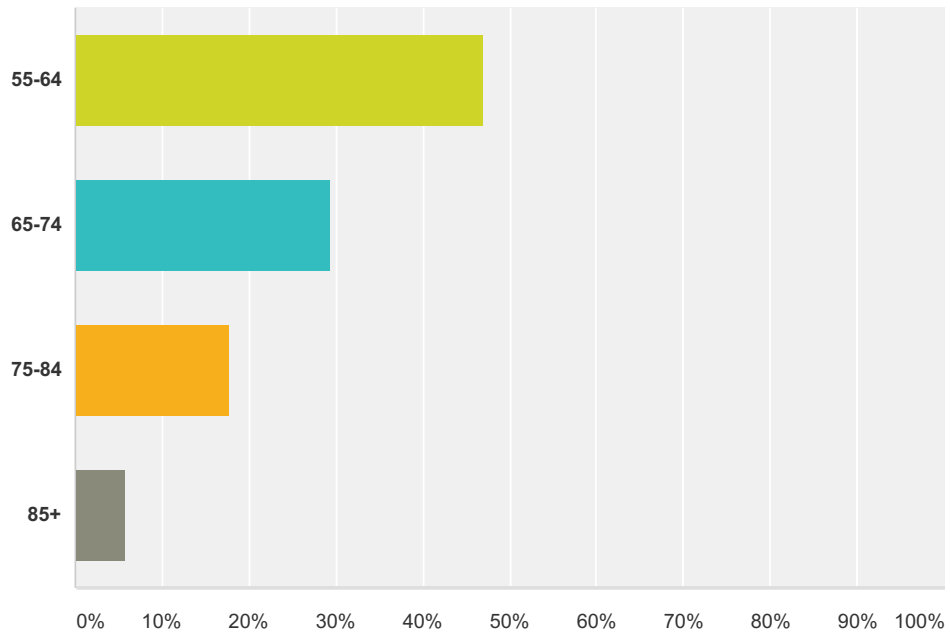
Answered: 46 Skipped: 33

Q71 What programs and / or services do you access in Devon?

Answered: 41 Skipped: 38

Q72 What is your age range?

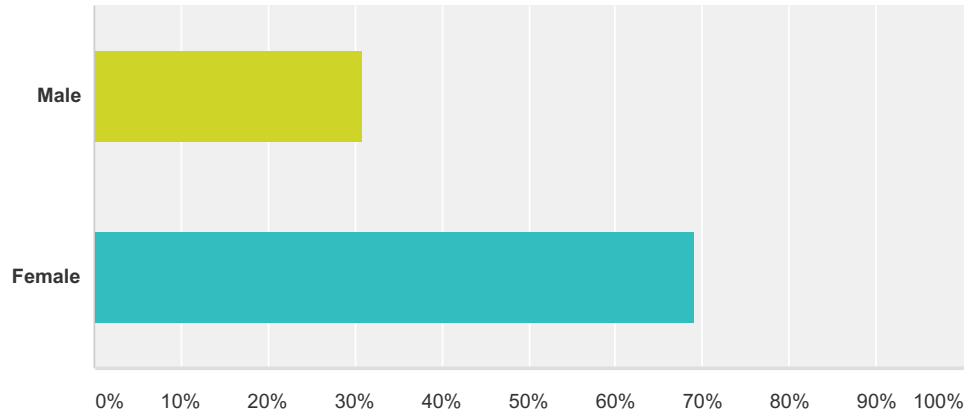
Answered: 68 Skipped: 11



Answer Choices	Responses
55-64	47.06% 32
65-74	29.41% 20
75-84	17.65% 12
85+	5.88% 4
Total	68

Q73 Gender?

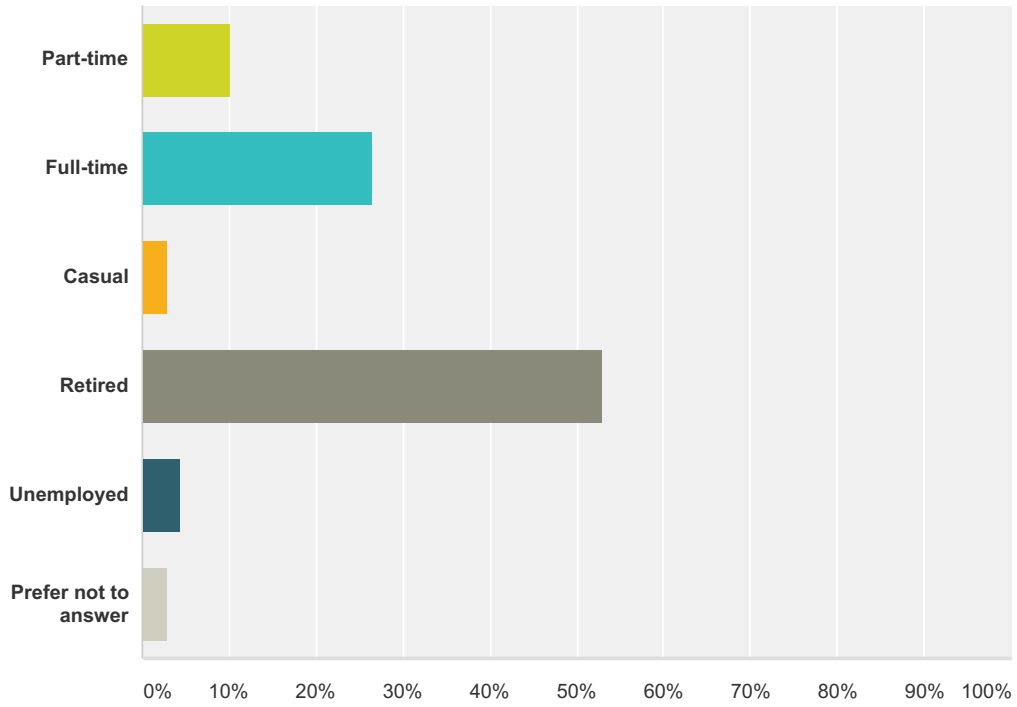
Answered: 68 Skipped: 11



Answer Choices	Responses	
Male	30.88%	21
Female	69.12%	47
Total		68

Q74 Are you presently employed?

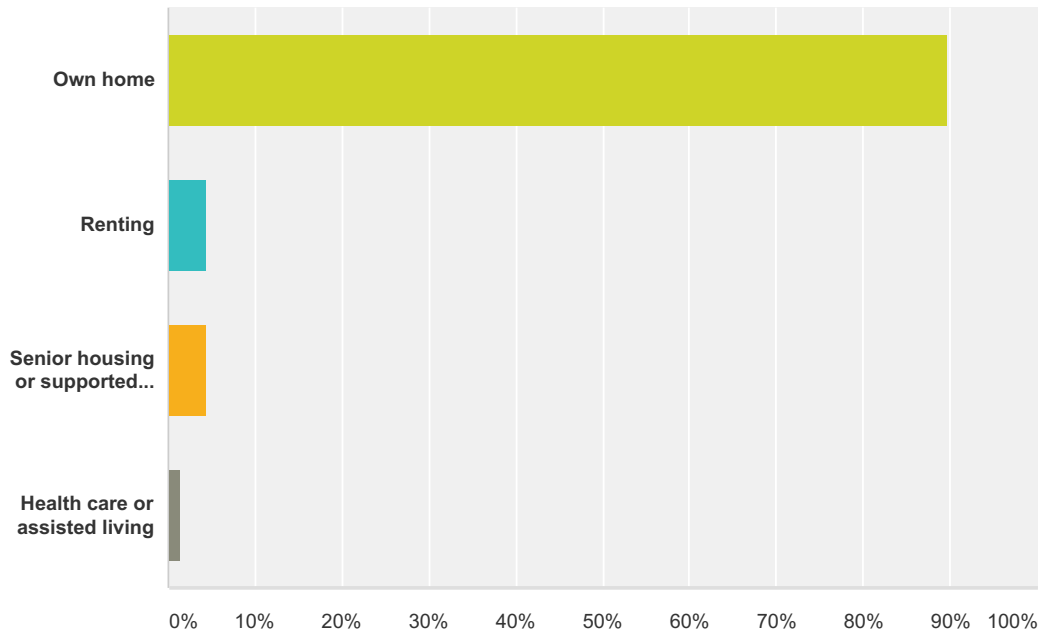
Answered: 68 Skipped: 11



Answer Choices	Responses
Part-time	10.29% 7
Full-time	26.47% 18
Casual	2.94% 2
Retired	52.94% 36
Unemployed	4.41% 3
Prefer not to answer	2.94% 2
Total	68

Q75 What is your current living situation?

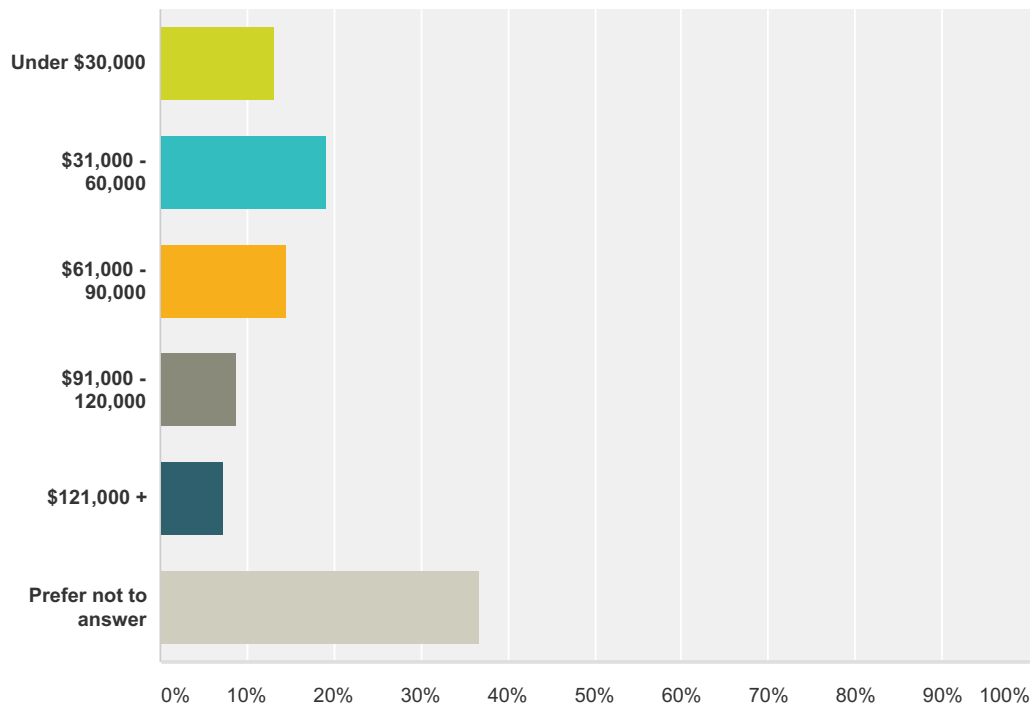
Answered: 68 Skipped: 11



Answer Choices	Responses
Own home	89.71% 61
Renting	4.41% 3
Senior housing or supported living	4.41% 3
Health care or assisted living	1.47% 1
Total	68

Q76 What is your annual household income (before taxes)?

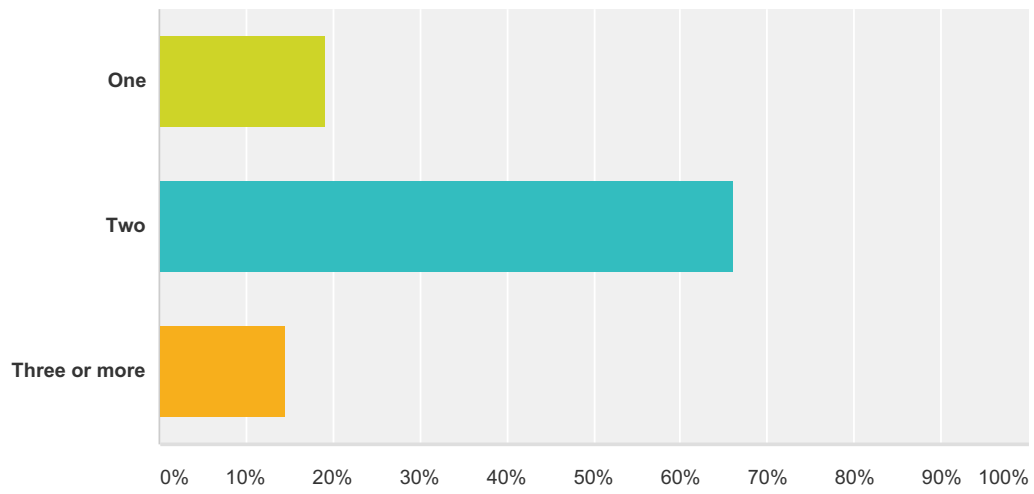
Answered: 68 Skipped: 11



Answer Choices	Responses
Under \$30,000	13.24% 9
\$31,000 - 60,000	19.12% 13
\$61,000 - 90,000	14.71% 10
\$91,000 - 120,000	8.82% 6
\$121,000 +	7.35% 5
Prefer not to answer	36.76% 25
Total	68

Q77 How many people live in your household?

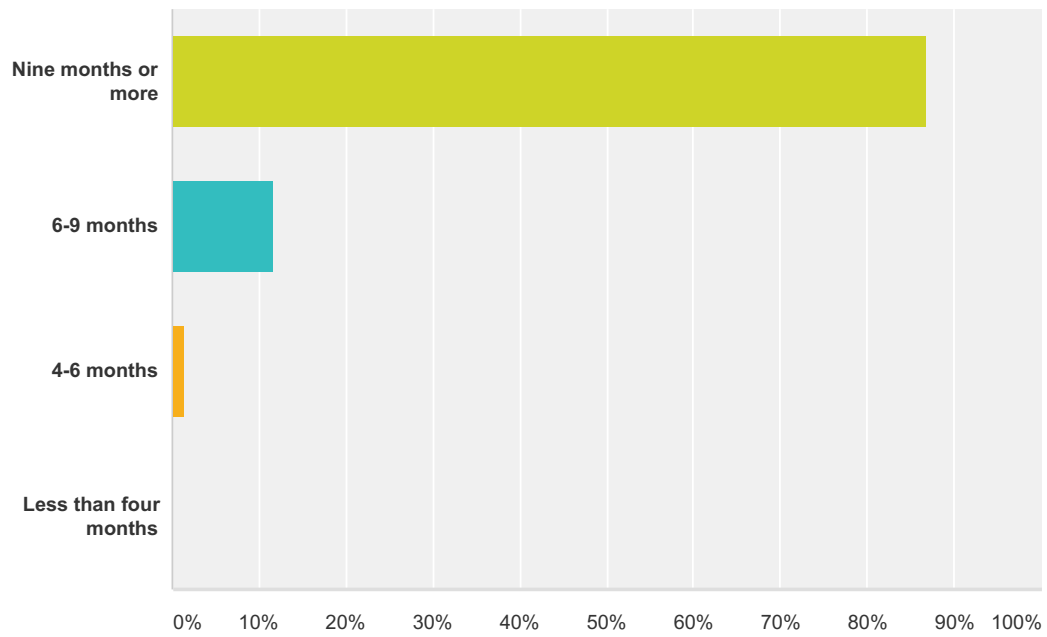
Answered: 68 Skipped: 11



Answer Choices	Responses
One	19.12% 13
Two	66.18% 45
Three or more	14.71% 10
Total	68

Q78 On average, how much of the year do you spend in Devon

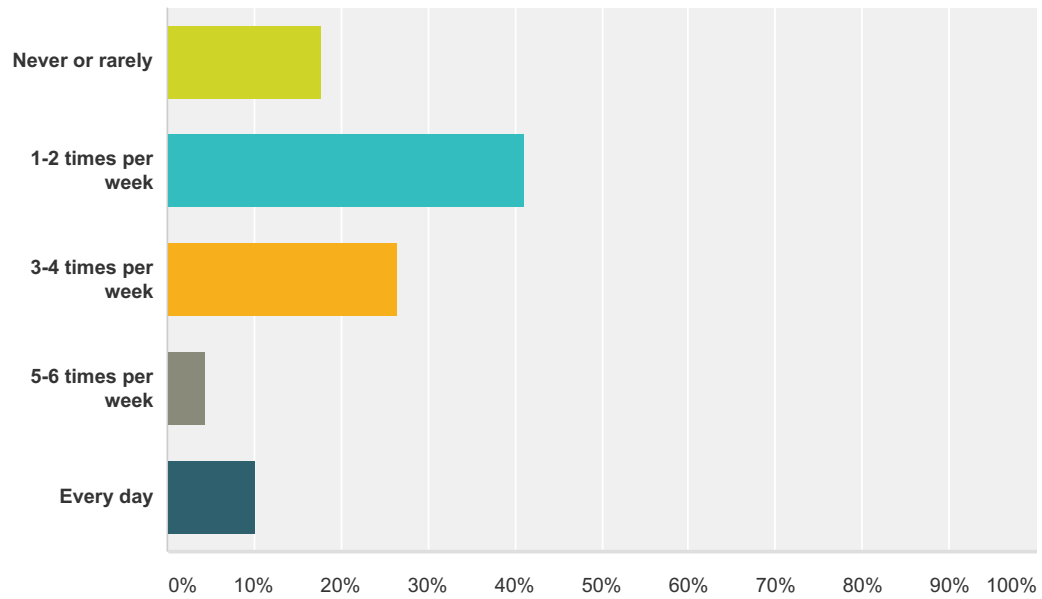
Answered: 68 Skipped: 11



Answer Choices	Responses
Nine months or more	86.76% 59
6-9 months	11.76% 8
4-6 months	1.47% 1
Less than four months	0.00% 0
Total	68

Q79 On average, you leave Devon

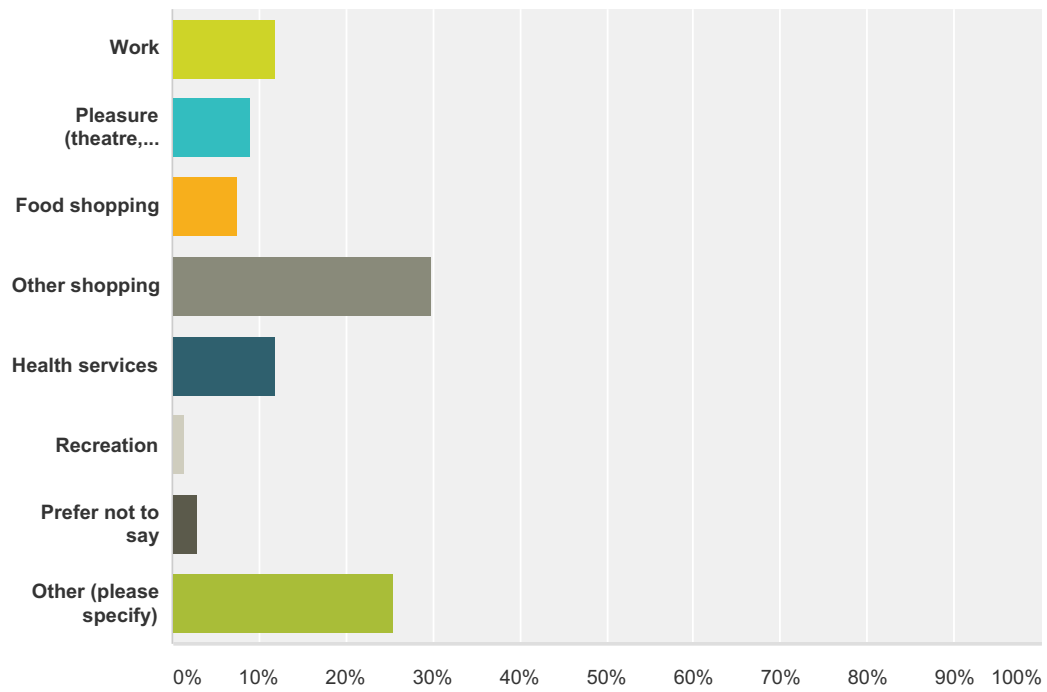
Answered: 68 Skipped: 11



Answer Choices	Responses	
Never or rarely	17.65%	12
1-2 times per week	41.18%	28
3-4 times per week	26.47%	18
5-6 times per week	4.41%	3
Every day	10.29%	7
Total		68

Q80 I leave Devon predominantly for (check one only)

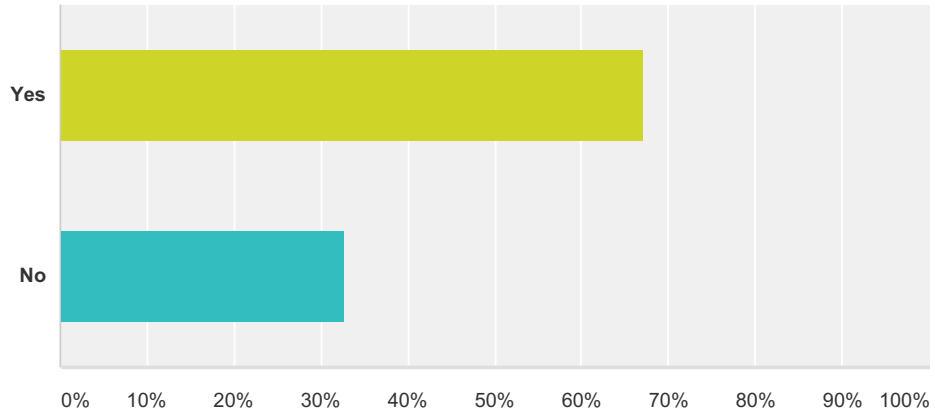
Answered: 67 Skipped: 12



Answer Choices	Responses
Work	11.94% 8
Pleasure (theatre, music, entertainment etc.)	8.96% 6
Food shopping	7.46% 5
Other shopping	29.85% 20
Health services	11.94% 8
Recreation	1.49% 1
Prefer not to say	2.99% 2
Other (please specify)	25.37% 17
Total	67

Q81 Do you have family and / or friends living nearby that you see regularly (1-2 times per week or more)?

Answered: 67 Skipped: 12



Answer Choices	Responses	
Yes	67.16%	45
No	32.84%	22
Total		67

Q82 To be entered to win one of 15 \$20 gift cards, please provide the following information (optional)

Answered: 28 Skipped: 51

Answer Choices	Responses	
Name	100.00%	28
Company	0.00%	0
Address	100.00%	28
Address 2	7.14%	2
City/Town	100.00%	28
State/Province	0.00%	0
ZIP/Postal Code	100.00%	28
Country	0.00%	0
Email Address	82.14%	23
Phone Number	85.71%	24

DRAFT OLDER ADULTS SERVICES AND PROGRAMS INVENTORY 2015 – DEVON

*to be included is a descriptor of Leduc County zone, the difference between county, city and local service provision, clarification of terminology and will be adjusted to meet universal reading level (grade 4). Final document will also be colour and presented as a booklet style.

OUTDOOR SPACES AND BUILDINGS

Program	Offered By	Description	Eligible Age	Cost to User	Information and Contact
RELEVANT TO OLDER ADULTS					
Sidewalk / Wheelchair Accessibility	Planning & Infrastructure – TOD	The Town of Devon undertakes strategic cutting in sidewalks for wheelchair ramps and retrofitted construction of Town owned facilities to meet code.			780-987-8300 www.devon.ca
Plowing and Salting	Planning & Infrastructure – TOD	Over the winter months the Town of Devon clears snow and ice from town owned sidewalks, roads and pathways.			780-987-8300 www.devon.ca
Trails	Town of Devon	<p>The parks unit also maintains over 26 kilometres of paved and natural trails, including several trails in the picturesque North Saskatchewan River Valley, Devon’s trail system has something to offer everyone from bird-watching and biking to berry picking and skiing.</p> <p>Designed and laid out in loops, the trails offer individuals the opportunity to hike, run, bike or cross-country ski a variety of distances without having to backtrack on the trails and take the opportunity to enjoy the beauty of the local wildlife, flora and fauna.</p>			780-987-8300 www.devon.ca
Dog Park	Town of Devon	Marked fenced grassy area where members of the public can allow their dogs to run free without fear of running off.			780-987-8300 www.devon.ca
Public Parks	Town of Devon	<ul style="list-style-type: none"> • Voyageur Park • Centennial Park • Ball Park 			780-987-8300 www.devon.ca

		<ul style="list-style-type: none"> • Ravines Park • Powerline Right of Way Park • Oakland Park • Highwood Park • Highwood Green Space • Miquelon Tot Lots • Sandhills Park • Pipeline Park • Imperial Loop • Riverview Park • Haven Avenue & Area • Downtown Park • Town Office Park • River Drive <p>Each park has a unique set up and access. Most parks have benches and / or bench tables. Full listing of what is available will be listed on the Town website.</p>			
Public Playgrounds	Town of Devon	<p>Current Playgrounds</p> <ul style="list-style-type: none"> • River Drive - By ball diamond # 1 • Chungo Drive (Holy Spirit) • Highwood subdivision • Robina Baker School • Pipeline Park west • Field of Dreams Ball Diamond Park • Skateboard Park • Splash Park • BMX Park (at the Power Line Right of Way) • Power Line Park 			780-987-8300 www.devon.ca

TRANSPORTATION

Program	Offered By	Description	Eligible Age	Cost to User	Information and Contact
RELEVANT TO OLDER ADULTS					
Community Bus	FCSS – TOD	The Town of Devon offers a subsidized door-to-door bus service to scheduled locations during the week. It is a part ring and ride program (for in town use) and part pre-booked. Open to everyone, including those in wheelchairs or mobility scooters, parents with strollers or shopping carts (subject to space and car seat criteria).		\$4.75 - \$15.50 round trip per person	780-910-1960 www.devon.ca
Older Adult Oriented Bus Routes	FCSS – TOD	The service provided is oriented to a number of activities that seniors access in other towns – e.g. bowling and aquafit.		\$4.75 - \$15.50 round trip per person	780-910-1960 www.devon.ca
Discount Bus Pass	FCSS – TOD	In-town multi buy ticket can be purchased 10 round trip rides for the price of 9.		\$42.75	780-910-1960 www.devon.ca

HOUSING

Program	Offered By	Description	Eligible Age	Cost to User	Information and Contact
SPECIFIC TO OLDER ADULTS					
Supported and Independent Living Units	Discovery Place	Discovery Place provides supportive living for seniors seeking an independent and stimulating lifestyle. Individuals residing in Integrated Life Care facilities are able to continue to live a relatively independent lifestyle while also being able to access additional care services should they require them.	55+	Up to \$3496 per month	780-987-6500 www.discoveryplace.ca
Long Term Care Beds	Devon Hospital	Devon General Hospital offers 10 long term care beds to patients from all three towns. Helps residents live better by focusing on long-term quality care. Although the Primary Care Network does support physicians to accept patients, any questions or concerns go direct to the hospital.	55+		780-732-7000 www.albertahealthservices.ca

<p>Seniors Specific Apartments – Independent Living</p>	<p>Leduc Foundation</p>	<p>Leduc Foundation provides affordable rental accommodation to modest income, independent seniors within the City of Leduc and all communities throughout Leduc County.</p> <p>Goldring Manor – offers 24 one bedroom suites, 3-storey building with elevator Main Lounge for social gatherings Laundry room Powered parking stalls available Barrier free / wheelchair accessible.</p>	<p>65 +</p>	<p>Rents are based on 30% of gross monthly income, including pensions (OAS, CPP, private), supplements (Guaranteed Income Supplement, Alberta Seniors Benefit), investment or interest income. Income is reviewed annually with rent set for a one year period. Rent will be adjusted whenever circumstances change.</p> <p>Heat and water are included in the rent.</p>	<p>780-986-2814 www.leducfoundation.ca</p>
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				Electricity, telephone, cable TV and parking are extra	
RELEVANT TO OLDER ADULTS					
Affordable Housing	Leduc Foundation	Maddison Manor – 12 one bedroom, 9 two bedroom and 7 three bedroom apartments. 4-storey building with elevator, Laundry rooms. Powered parking stalls available. Barrier free / wheelchair accessible.	Under 65	Rent is set below current market conditions and evaluated annually.	780-986-2814 www.leducfoundation.ca

RESPECT AND SOCIAL INCLUSION

Program	Offered By	Description	Eligible Age	Cost to User	Information and Contact
SPECIFIC TO OLDER ADULTS					
Older Adults and Seniors Centre	Pioneer 73 Club	Pioneer 73 Club is a senior's centre for social events and recreational activities. Ladies gather on Monday mornings from 9AM - 12PM for quilting projects. These quilts are made for people in need. On Tuesday at 1 PM floor curling and on Tuesday evenings games of crib at 7 PM. Every Wednesday and Friday drop-in program where we play cards, shuffleboard or any other board games. On the second Thursday of each month - lunch meeting at noon for the members. On the fourth Monday of each month at 7PM - Music Jam and Dance (open). On the second Sunday- crib tournament at 1 PM. Hall rental available when it is not in use.	50+	\$20 per year	780-987-4822 Facebook: https://www.facebook.com/#!/P73Club
Museum – Discounted Entrance Fee	Leduc #1	Leduc #1 offers exhibits of photos, archives and interpretive-hands on displays that will show you the discovery that changed the industry and province	65 +	\$8	1-866-987-4323 www.leducnumber1.com

		forever. Seniors groups tours also catered for.			
Church – Social	Various	<ul style="list-style-type: none"> Seniors lunch every second Wednesday – Alliance Church JOY Fellowship – Devon Community Church 	55+	Potluck	780-987-3100 780-987-3385
Swim Pass Discount	Recreation – TOD	30% (approx..) discount provided on single, punch and seasonal passes	65+	\$4.65 - \$139	780-987-8300 www.devon.ca
In Branch Older Adult Programming	Devon Public Library	Exercise classes – Mon / Weds Keeping Healthy – once per month Book Club	55+	Free	780-987-3720 www.devonpubliclibrary.ca
Monthly Older Adults Calendar	Recreation - TOD	The Town of Devon recreation department coordinates a town-wide monthly calendar of activities aimed at older adults and seniors.	55+	Free	780-987-8331 www.devon.ca
Single Seniors Supper	Devon Lions Club	Hosted annually, this supper is held in December for fun and socializing. Register ahead of time to get your invitation and book your free ride on the bus.	55+	FREE	780-987-0086 http://e-clubhouse.org/sites/devonab
Adult Day Program	Alberta Health Services – Devon General Hospital	<p>Tuesday, Wednesday, Thursday</p> <p>Provides day programs which include:</p> <ul style="list-style-type: none"> recreation and leisure activities family teaching and support basic personal care meals and snacks physical therapy and occupational therapy (if available) health monitoring (if available) <p>Available to</p> <p>To access the program, people must:</p> <ul style="list-style-type: none"> be living in the community and are being discharged from a facility not have any other regular social outings have a family doctor in the community want to take part in the program be able to work in a group 		\$8 per day	780-496-1300 www.albertahealthservices.ca

		<ul style="list-style-type: none"> not need more than moderate help with personal care needs at the program still need physical and occupational therapy if going to the program for these services <p>Accessing the service - more information: People can self refer or have a referral from a family member, caregiver, doctor, or other healthcare provider. Referrals are made to Community Care Access and people are put on a wait list. People will be put into a program that best suits their needs.</p>			
RELEVANT TO OLDER ADULTS					
Fitness Program Discount	Various	Devon Total Fitness offers a variety of discounts on services. Snap Fitness offers senior discounts.	65+	\$10 - \$425 Varies	780-987-2745 www.devontotalfitness.com 587-880-2831
Recreation and fitness programming	Recreation - TOD	Variety of programming offered to residents of Devon		Based on program	780-987-8300 www.devon.ca
Recreation and fitness programming	Discovery Place	Discovery Place is a unique and active senior's community. As you soon as you enter our doors, you get the sense that Discovery Place is designed for people with an active appetite for living. We offer a range of programs and services, as well as social interactions out in the community, that help keep your body, mind and spirit healthy, vibrant and young at heart. Open to non-residents.	55+		780-987-6500 www.discoveryplace.ca
Brain Gym	Discovery Place	Developed specifically for the residents at Discovery Place, Brain GYM® instructs easy physical movements that synchronize the body and mind, optimizing how we learn and perform in all areas of our lives. The wellness program offers brain stimulation that makes learning easier and may possibly prevent or slow down the early onset of Dementia or Alzheimer's, while improving overall wellbeing.	55+		780-987-6500 www.discoveryplace.ca

		Open to non-residents.			
Churches – Social	Various	<ul style="list-style-type: none"> • Catholic Women’s League • United Church Women 			780-987-2858 780-987-3714
Churches	Various	<p>There are a number of churches in Devon, all of which offer social and spiritual support to residents in Devon through service, inclusion, special events, ministries / study groups and activities. Some are specific to men and some to women, others are communal.</p> <ul style="list-style-type: none"> • Church of Jesus Christ of Latter Day Saints • Devon Alliance Church • Devon Community Church • Devon United Church • Holy Name Lutheran Parish • River of Hope Church • St. George’s Anglican Church • St. Maria Goretti Roman Catholic Church • Victory Lutheran Church 			Links to all these churches can be found at www.devon.ca or call 780-987-8300
Social / Community Groups	Various	<ul style="list-style-type: none"> • Royal Legion • Lions Club • Devon Citizen’s on Patrol • Devon Discovery Walkers • Devon Pottery Guild • Devon Slow Miler Run Club • East of 60 Productions • Friends of the Devon Library • Devon Quilting Group (see Pioneer 73 entry) • International Plastic Modelling Society • Devon Nordic Ski Club • Devon Golf Club – Men / Women League • Farmer’s Market • Devon Mixed Adult Slo-Pitch League <p>Other groups are available but may not be as relevant to 55+ to participate in but volunteers are always</p>		Varying	Links to all these groups can be found at www.devon.ca or call 780-987-8300

		welcome.			
Library Card	Devon Public Library	A public library card allows one to borrow books, magazines, large print books and a variety of media including audio books, movies, TV and music. Card users can also access computers. Also enables Alberta wide access.		55+ = \$10 65+ = free	780-987-3720 www.devonpubliclibrary.ca
Wheelchair Accessible Locations	Public Buildings	All Town of Devon public buildings are accessible			780-987-8300 www.devon.ca
Pedometer Loan	Devon Public Library	Through the Uwalk program patrons of the library can borrow a pedometer for a period of time to track walking and engage in fitness practices.		Free	780-987-3720 www.devonpubliclibrary.ca
Public Recreation Facilities	Various	Dale Fisher Arena Outdoor Swimming Pool		Free to Varying Cost	780-987-8300 www.devon.ca
Commemorative Tree / Parks / Bench Program	Planning & Infrastructure – TOD	Members of the public can purchase trees, benches or sponsor a pocket park in memory or honour of a loved one or service.		Varying	780-987-8300 www.devon.ca
Volunteer Opportunities	Various	There are numerous volunteer opportunities within Devon – for the Town of Devon, churches, community groups or for ongoing general support (e.g. at the hospital)		Free	For a list of community groups or to sign up as a Town volunteer 780-987-8325 or www.devon.ca
Trash Bash / Devon Clean Up	Recreation – TOD	Every year (April / May) the Town of Devon hosts the clean-up event to help remove debris from around our Town.		Free	780-987-8300 www.devon.ca
Volunteer Bank – Older Adults Specific	FCSS - TOD	Snow removal, light yard work support for those on a lower income with disability or 65+	55+ with disability 65 +	Free – lower income only	780-987-8325 www.devon.ca
Community Programming for Older Adults	Devon Adult Learning Council	The DALC provides educational programming and coordinates external programming for adults in Devon. Their directory comes out twice per year.		Various	780-721-0912 devonadultlearning@outlook.com

COMMUNITY SUPPORT AND HEALTH SERVICES

Program	Offered By	Description	Eligible Age	Cost to User	Information and Contact
SPECIFIC TO OLDER ADULTS					
Continuing Care Centres and Community Care Central Access		<p>Continuing care centres (e.g., auxiliary hospitals and nursing homes) provide:</p> <ul style="list-style-type: none"> • 24/7 care for people with complex medical needs • short-term care to give a person's regular caregivers a break (respite) <p>Services provided within the centres include rehabilitation, recreation therapy, and dialysis programs.</p> <p>Community Care Central Access – information on:</p> <ul style="list-style-type: none"> • Integrated Home Living • day programs • CHOICE (Comprehensive Home Option of Integrated Care for the Elderly) • Community Aids for Independent Living (CAIL) • Integrated Supportive Living • Integrated Facility Living (long-term care) <p>All facilities are run independently of the PCN – contact Community Care Central Access.</p>			780-496-1300
Eldercare Consultation Team	Leduc Beaumont Devon Primary Care Network	<p>The Leduc Beaumont Devon Primary Care Network provides a specialized geriatric assessment service for seniors who have chronic, complex health issues. Our goal is to ensure seniors living in Leduc, Beaumont and Devon enjoy optimal health and quality of life while remaining in the community for as long as possible. We accept referrals for the following conditions:</p> <ul style="list-style-type: none"> • cognitive/behavioural concerns • functional decline (falls, mobility issues) 			780-986-6624 www.lbdpcn.com

		<ul style="list-style-type: none"> • review of medications • capacity assessment <p>This program is by referral from a PCN physician ONLY.</p>			
Outreach Home Support	FCSS – Leduc / TOD	<p>Seniors Services provides preventative social programs to assist seniors and persons with disabilities to maintain their independence and enhance their quality of life. Seniors Services works with community partners to provide necessary support for people to live as independently as possible.</p> <p>The Seniors Services coordinator also provides one to one support to connect seniors and persons with disabilities to available resources in their communities. The coordinator is able to assist individuals to apply for government benefits and subsidies. Those who require counseling or crisis intervention will be referred to appropriate agencies.</p> <p>Seniors Services manages two subsidized programs for supporting seniors and adults with disabilities in their own homes:</p> <ul style="list-style-type: none"> • Outreach Home Support (OHS): a light housekeeping service that clients may access on a weekly or monthly basis • Home Help (HH): available in the spring and fall to assist clients with heavier cleaning chores within the home <p>Both of these programs assist clients to stay independent in their own safe, clean and comfortable homes. Services are tailored to each client's particular needs and abilities. These services may be received on a short-term basis for individuals in need of temporary assistance or on a long-term basis for individuals with chronic illness or disability.</p>		Costs based on income	780-955-4554

Seniors Thrift Outreach	United Church Thrift Shop	Once a month a small crew, loads up the back of a small pick-up truck and heads off to Discovery Place Seniors' Complex for fun and fellowship with some of our community's senior citizens. Generally the last Monday of each month, but dates are subject to change depending on space availability.			780-987-3714 www.devonunitedchurch.org
RELEVANT TO OLDER ADULTS					
Health Link Alberta	Alberta Health Services	Health Link Alberta provides health advice and information through a toll-free phone number to all Albertans. Access is 24 hours, 7 day a week and support is provided by experienced registered nurses and other health-care professionals.			Toll-free: 1-866-408-5465 Edmonton: 811 / 780-408-5465
Volunteer Tax Program Beginning March – End April annually.	FCSS - TOD	If you are a low-income earner, a senior, have a disability or in receipt of social assistance you may qualify for this program. To be eligible for this free service you must be collecting one or more of the following: CPP, OAS, Social Assistance, AISH and / or a full time student, newcomer to Canada, Aboriginal or senior - AND your total household income cannot exceed certain income thresholds.		Free to eligible persons	780-987-8325 www.devon.ca
Various Health Services	Devon General Hospital	Laboratory Services, 7 days per week Diagnostic Imaging Services 7 days per week Home Care, 7 days per week Adult Day Program, Tuesday, Wednesday, Thursday 24/7 Emergency Department 24/7 EMS coverage with an ALS Unit (Advanced Life Support, at least 1 Paramedic) 10 Acute Care Beds 3 Transitional Care Beds 10 Long Term Care Beds 1 Respite Bed Regional Mental Health Clinic 3 days per week (Days Vary) 3 Family Practice Clinics for physician services			780-732-3000 www.albertahealthservices.ca

Seasonal Influenza Vaccine Clinics	Public Health	Available to all Albertans six months and older. Held at various times throughout the year.			780-732-3000 www.albertahealthservices.ca
Nutrition Counselling (Dietitian)		Referral via physician Hours of Operation <ul style="list-style-type: none"> Monday 8:00 am - 4:15 pm Tuesday 8:00 am - 4:15 pm Wednesday 8:00 am - 4:15 pm Thursday 8:00 am - 4:15 pm Friday 8:00 am - 4:15 pm 			780-732-3000 www.albertahealthservices.ca
Clinical Telehealth Services	Devon General Hospital	The use of technology to deliver health services, expertise and information in real time over distance, improving access and eliminating barriers to care across Alberta and beyond. There are currently over 140 towns and cities (1000 plus sites) across Alberta that have access to video conferencing equipment. Possible Uses <ul style="list-style-type: none"> Initial consultations/assessment Discharge planning Case reviews Follow-up /monitoring Family visitations Group patient education Counseling Mentoring 			780-732-3000 www.albertahealthservices.ca
Subsidized Counselling	FCSS - TOD	There are times when it is good to talk and not everyone can afford to access counselling. FCSS is able to support eligible residents with up to seven counselling sessions .		\$21-60 per session	780-987-8325 www.devon.ca
Leduc Beaumont Devon (LBD) Primary Care Network	LBD Primary Care Network	Coordinates health services through a network of physicians and health care providers working together to provide primary care to patients. Provides core services including complex health care & follow-up,			780-986-6624 www.lbdpcn.com

		<p>screening, chronic disease prevention & care, mental health care, palliative care, elder care, long-term care, and rehabilitative care.</p> <p>Leduc After Hours Clinic S.M.I.L.E. Healthcare Program Leduc Eldercare Consultation Team Home Care Case Manager-Physician Realignment Devon & Calmar Extended Clinic Hours Referral Coordination Program Specialist Linkages ABCD Project (diabetes) Smoking Cessation Program CDM Education Classes Prescription to Get Active Leduc Obesity Clinic Leduc Cardiac Rehabilitation Program Craving Change™ Heart Healthy</p>			
Prescription to Get Active	LBD Primary Care Network	<p>This is an exciting program developed by family doctors. Its purpose is to help encourage people who are not getting enough exercise to become more active.</p> <p>Family doctors and other health care providers who are part of different Primary Care Networks (PCNs) first identify patients who could benefit from more exercise. Then they fill out a special prescription that provides details on how their patients can act on that recommendation.</p> <p>You can choose whatever type of physical activity that suits you. Devon and Leduc both have options locally.</p>		Free	780-986-6624 www.lbdpcn.com
Extended Clinic Hours	LBD Primary Care Network	<p>Devon Hospital Clinic Thursday: 9 am to 9 pm.</p>			780-342-7000

		<p>Devon Medical Clinic Tuesday, Wednesday and Thursday: 9am to 7pm</p> <p>Associated Medical Clinic (Devon) Monday to Thursday: 9am to 7pm</p> <p>Calmar Medical Clinic Thursday: 9 am to 9 pm.</p>			<p>780-987-3315</p> <p>780-987-4322</p> <p>780-985-3344</p>
Form Filling Assistance	FCSS – TOD	Provision of a free service to aid people complete forms to access other government services (e.g. housing, financial support). Grant form support to community groups where necessary.			<p>780-987-8325</p> <p>www.devon.ca</p>
Participation Fund	FCSS – TOD	<p>The Town of Devon believes in creating an inclusive community where all residents can lead a healthy and active lifestyle regardless of economic circumstance. Through the fund, financial barriers to participation in programs and activities are eased.</p> <p>You are pre-approved if you are a recipient of: income support, AISH, Alberta Child Health Benefits or Alberta Adult Health Benefits. Those who are not pre-approved may still be eligible for the fund.</p>		Funding is determined by family income, size and circumstances.	<p>780-987-8325</p> <p>www.devon.ca</p>
Food Bank	Leduc and District Food Bank (LDFB)	<p>The LDFB is operated on an appointment only basis for food hampers on Mondays, Wednesdays and Fridays, from 9:00 a.m. to 4:00pm. (CLOSED HOLIDAYS) Clients must call the day of hamper pick up for appointment. we do not pre-book appointments.</p> <p>For clients who require food assistance, the following information is required upon intake:</p> <ul style="list-style-type: none"> • Full Names of all individuals/members living at 			<p>Phone: 780-986-5333</p> <p>Fax: 780-986-4803</p> <p>leducfb@shaw.ca</p> <p>www.leducfoodbank.ca</p>

		<p>that address.</p> <ul style="list-style-type: none"> • Identification for all individuals/members living at that address. • Provide the required information each time the LDFB services are requested, including current proof of residency (power or gas bill), dated for the month being accessed. • Source of income. • What circumstances have led to the need for food assistance? 			
WeCan Food Co-op	WeCan Food Basket Society	<p>The Wecan Food Basket Society is a not-for-profit organization dedicated to providing affordable food security to community members.</p> <p>Food Security is more than having enough food to meet every person’s daily nutritional needs; it also means having a variety of fresh food to fuel a healthy lifestyle.</p> <p>With the Wecan Food Basket Society, families and individuals in the Capital Region can buy fresh meat and produce each month for more than 25% off retail grocery store prices.</p> <p>In partnership with The Wecan Food Basket, the Leduc & District Food Bank is the distribution center for this program. Orders can be dropped off to the food bank by the first Friday of the month and picked up at the food bank by the 3rd Thursday of the month.</p>			780-986-1890 or 780-986-6721
Thrift Shop	Devon United Church	<p>The Devon United Church Thrift Shop is a volunteer organization under the direction of the women of Devon United Church (UCW).</p>			780-987-3714 www.devonunitedchurch.org/thriftshop.php

		<p>The Thrift Shop provides affordable, gently used clothing and small household items to those who need it, great bargains for the shopper, and a means of recycling the excesses of our consumer society. The funds raised are in turn re-distributed into the community and the church.</p> <p>Tuesdays – 1:00 to 4:00 pm Thursdays – 1:00 to 4:00 pm & 6:00 – 8:00 pm Saturdays – 10:00 am to 2:00 pm</p>			
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COMMUNICATION AND INFORMATION

Program	Offered By	Description	Eligible Age	Cost to User	Information and Contact
RELEVANT TO OLDER ADULTS					
Official Town Communications	TOD	<p>Website Facebook Twitter Dispatch (local newspaper) Information about what is happening in Devon for all Town services and programs.</p>			<p>780-987-8300 www.devon.ca</p>
Health Link	Alberta Health Services	<p>Health Link Alberta provides health advice and information through a toll-free phone number to all Albertans. Access is 24 hours, 7 day a week and support is provided by experienced registered nurses and other health-care professionals. Whether you're calling for yourself or a loved one, Registered Nurses at Health Link Alberta will assess your symptoms and determine the most appropriate care. Need help finding the nearest immunization clinic? Wondering how to find a family doctor? Looking for a program on diabetes or</p>			<p>Toll-free: 1-866-408-5465 Edmonton: 811/ 780-408-5465 (LINK) www.myhealth.alberta.ca</p>

		prenatal classes? Call Health Link Alberta for all your questions around where to go for health care and help navigating the health system			
Information and Referral	FCSS - TOD	A key source of information for residents to access other services in and around Devon - including links to housing, finance, mental health, seniors and employment advice and local groups, programs and services.			780-987-8325 www.devon.ca
211	The Support Network	<p>211 Edmonton is a program of The Support Network that provides a direct link between essential community services and the people who need them.</p> <p>211 Edmonton is your single access point to the health, human services, community resources, and government assistance people need every day as well as in times of crisis.</p> <p>We can help you find:</p> <ul style="list-style-type: none"> • basic needs (food, clothing, shelter and financial support) • employment resources • parenting support • counselling/support groups • health care • legal services • and MUCH more... 			211 www.informalberta.ca

PUBLIC SAFETY AND SECURITY

Program	Offered By	Description	Eligible Age	Cost to User	Information and Contact
SPECIFIC TO OLDER ADULTS					
Seniors safety Awareness Programming	FCSS - TOD	Throughout the year FCSS hosts a number of programs in conjunction with partner agencies.	55+	Free to low cost	780-987-8325 www.devon.ca
RELEVANT TO OLDER ADULTS					
Royal Canadian Mounted Police Detachment	Devon RCMP	The Devon RCMP Detachment is a municipal Detachment that provides police service to the Town of Devon. The Devon Detachment is very active in the community, participating with various initiatives such as Citizens on patrol, Auxiliary Program, Youth Justice Committee, and programs in the schools.			780-987-3414
Devon Fire Department	Devon Fire Department	The Devon Fire Department is a well-trained group of approximately 35 dedicated volunteer fire fighters - men and women who provide fire protection, rescue and education to the residents of Devon and the County of Parkland (District 1).			780-987-3718
Fire Prevention Programming	Devon Fire Department	Devon Fire Department offers fire prevention programming during the year.			780-987-3718
Victim Support	Leduc Victim Services	The mission of Leduc & District Victim Assistance Society is to provide a highly skilled, compassionate level of service to any victim of crime or tragedy, through our dedicated and trained staff and volunteers. Our Victim Service Unit is a policed based, non-profit, charitable society that works in conjunction RCMP detachments to provide support, information and referrals during their time of crisis, trauma or tragedy whether it is as a victim of crime, sudden death or family crisis.			www.leducvictimeservices.ca 780-980-7232
Stop Signs on Crosswalks	Planning & Infrastructure	There are 12 stops signs on crosswalk areas and this number is revised as needed. Reviews of the safety of			780-987-8300 www.devon.ca

	-TOD	crossings are a priority.			
Audio / Visual Crosswalks	Planning & Infrastructure – TOD	Currently six audio / visual crosswalks in strategic points to meet the safety needs of the general public. This program is new to Devon and will be reviewed on a regular basis.			780-987-8300 www.devon.ca
Safety Lighting	Planning & Infrastructure – TOD	Installed at various parks and pathways around Devon.			780-987-8300 www.devon.ca
Citizens on Patrol	Devon Citizens on Patrol	The main goal of the Citizens on Patrol program is to be on the look-out for any suspicious or criminal activity, to record this activity and, where appropriate, to report such activities to the RCMP. COP members act as additional “eyes and ears” for their community and the RCMP, which assists in reducing crime.			devon.cop@gmail.com www.devoncop.org