



City of Vaughan Age-Friendly Community Action Plan

What We Are Hearing

July 2021



Acknowledgements

We thank all City of Vaughan residents, Mayor and Members of Council, City staff, and community stakeholders for taking the time to share experiences, wisdom, and guidance at the various age-friendly community engagement activities.

In addition, we are very grateful to have the City of Vaughan *Older Adult Task Force* supporting the age-friendly planning process and guiding the vision and direction of the Community Action Plan.

Please visit our website for more information on the [Vaughan Older Adult Task Force](#).

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A photograph of two elderly women smiling and embracing each other outdoors. The woman on the left is Black with short, styled grey hair, wearing a bright yellow cable-knit sweater. The woman on the right is white with long, straight white hair, wearing a light-colored, textured knit sweater. They are both smiling warmly at the camera. The background is a soft-focus green and yellow, suggesting an outdoor setting with trees or bushes.

Introduction

This report summarizes the thoughts, experiences, and insights of City of Vaughan residents, Staff and Members of Council, service providers, and community associations and clubs. Engagement activities were conducted from April 1 to June 22, 2021.

Engagement activities were aimed at hearing a range of opinions and experiences on the current and future age-friendly needs across the City of Vaughan, and to begin to identify actions for the future. This report outlines what we have asked and what we are hearing so far.

More opportunities to engage with residents and stakeholders on the development of the Age-Friendly Community Action Plan will be coming up in September.



Background

The City of Vaughan is taking steps to create a more age-friendly community, where all residents can be active and engaged members of society at every stage of life. Age-friendly communities support aging with dignity, respect and independence, and promote the inclusion of older adults in all areas of community life. Importantly, by planning for the needs of the older-adult population, age-friendly communities are designed to better meet the needs of all residents.

To achieve the goal of becoming an age-friendly community, the City has embarked on the process of developing an *Age-Friendly Community Action Plan*. This ten-year action plan will set out a long-term vision, collective goals, and inclusive strategies to improve upon the ability of seniors within the city age at home and live well in their communities.

Listening to and learning from the experiences of residents and community stakeholders is the core component in defining a direction forward and in creating a more age-friendly community for all. An inclusive and robust community engagement plan was critical to the development of the City's *Age-Friendly Community Action Plan*.

Engagement Process

Community engagement activities are all aimed at building awareness for the project and age-friendly planning, sharing key learnings and experiences, and collecting experiences and feedback on the current and future age-friendly needs and opportunities across the City of Vaughan. Ultimately, the insights collected will help create a meaningful and impactful *Age-Friendly Community Action Plan* to guide the city and community partners in future planning.

In our engagement approach to help develop the best Plan possible for this community, we aim to:

- Bring people together and listen to all perspectives because all stakeholders have important insights.
- Make sure all consultation activities are respectful and meaningful.
- Use both creative and critical thinking.
- Gather input and ideas in different ways, so that we get a full understanding of ideas, opinions and opportunities.
- Create recommendations that bring all the ideas together so decisions can be made confidently to grow age friendliness in Vaughan.



Vaughan Engagement Policy

In alignment with the *City's Stakeholder and Community Engagement Strategy's* vision, this engagement process strives to:

- Develop a multi-faceted approach to planning and engagement.
- Seek out opportunities for engagement with a variety of communities and stakeholders.
- Promote citizen and stakeholder participation through various channels.
- Leverage tools and technology to engage with citizens.



What We Did

Our approach to engagement included:

Activity	Date	Participation
Community visioning workshop	April 20, 2021	25
Telephone survey with residents 55+	April 6 to April 14, 2021	500
Online survey	April 1 to April 26, 2021	141
Interviews (Members of Council, City Staff, Region of York Staff, Key Informants)	April 6 to April 27, 2021	26
Focus group 1: Older Adult Task Force (OATF)	April 26, 2021	9
Focus group 2: City Staff	May 3, 2021	15
Focus group 3: Older Adult Task Force applicants	May 4, 2021	5
Focus group 4: Older adult clubs	May 6, 2021	7
Focus group 5 & 6: Community service providers	May 6 & 7, 2021	19
Focus group 7: Seniors Focus Vaughan	May 20, 2021	6
Focus group 8: Clients of March of Dimes	June 2, 2021	6 clients and 6 staff members
Focus group 9: Client Support Workers of Reena	June 16, 2021	9



Community Reach

To support our engagement activities and create greater awareness of the project and age-friendly planning in the City we have also conducted a number of outreach activities:

<p>236 radio ads in top five languages spoken in Vaughan (English, Italian, Farsi, Russian, Mandarin)</p>	<p>2 public service announcements (reaching 2,400 subscribers)</p>	<p>3.4 million readers via media coverage in Vaughan Citizen, thestar.com, yorkregion.com, Toronto.com</p>	<p>492 social media likes, comments, shares on social media posts (Twitter, Instagram, LinkedIn, Facebook)</p>	<p>571 visits to age-friendly webpage</p>	<p>769 recipients of the engagement newsletter</p>
<p>10 digital signs across City</p>	<p>5 mobile signs (one in each ward)</p>	<p>9,000 Vaughan Public Library handouts</p>	<p>Council e-News</p>	<p>Synthia Message* *Synthia message is a pre-recorded message played for Access Vaughan call centre callers while on hold.</p>	<p>**Engagement results are as of June 18, 2021.</p>



Impact of COVID-19

In light of the COVID-19 pandemic, and given the current and ongoing safety and public health regulations, the community consultation activities conducted to date have been either telephone or virtual/online events. Given the absence of in-person opportunities to engage with residents, additional outreach methods were conducted, including, as outlined above, community boards, advertisements in multi-cultural newspapers, radio advertisements in English, Russian, Italian, Mandarin and Persian, as well as additional social media outreach, to try and create greater community awareness for the project.

Importantly, COVID-19 will continue to have an impact on community engagement initiatives and in meeting the needs of an aging population. Many services have pivoted to meet the changing needs of a “lockdown” environment, and many people have changed the ways in which they communicate, travel, and engage with one another and in their communities.

What We Asked

The concept of age-friendly communities was developed in 2006/2007 when the World Health Organization (WHO) developed the *Global Age-Friendly Cities Project*. This project brought together cities from around the world that had an interest in supporting healthy aging by creating communities that were more age-friendly. The activities of this project helped to identify eight key areas of community life in which communities can become more age-friendly:

- Outdoor spaces and buildings
- Transportation
- Housing
- Respect and social inclusion
- Civic participation and employment
- Communication and information
- Community support and health services
- Social participation

The *WHO Global Network for Age-Friendly Cities and Communities* was established in 2010 and now includes 100 cities and communities worldwide, including age-friendly initiatives across many communities in Canada¹.

In Ontario, the province developed an *Age-Friendly Community Planning Guide*, updated earlier this year, that is aligned with the WHO framework and that defines an age-friendly community as “one that responds to both the opportunities and challenges of an ageing population by creating physical and social environments that support independent active living and enable older people to continue contributing to all aspects of community life”².

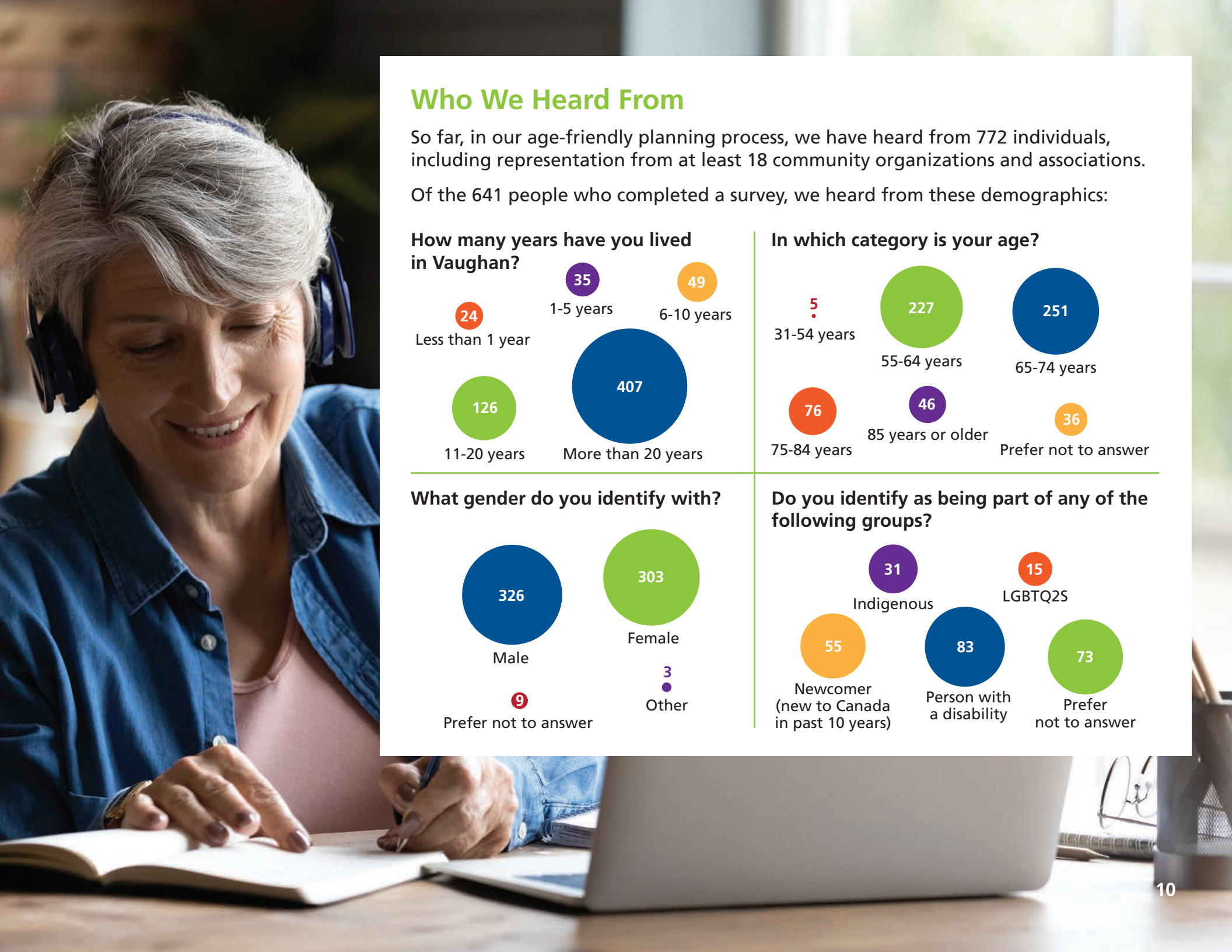
The City of Vaughan *Age-Friendly Community Action Plan* is also guided by the WHO framework. And as such, our engagement activities focused on hearing back from residents and stakeholders on the strengths, challenges, and opportunities within each of these eight areas of age-friendly communities.



¹ World Health Organization (WHO). About the Global Network for Age-friendly Cities and Communities. <https://extranet.who.int/agefriendlyworld/who-network/>

² Ontario (2021). Creating a more inclusive Ontario: age-friendly community planning guide for municipalities and community organizations.

<https://www.ontario.ca/page/creating-more-inclusive-ontario-age-friendly-community-planning-guide-municipalities-and-community>

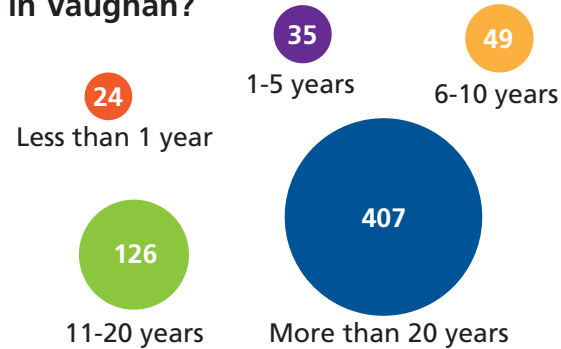


Who We Heard From

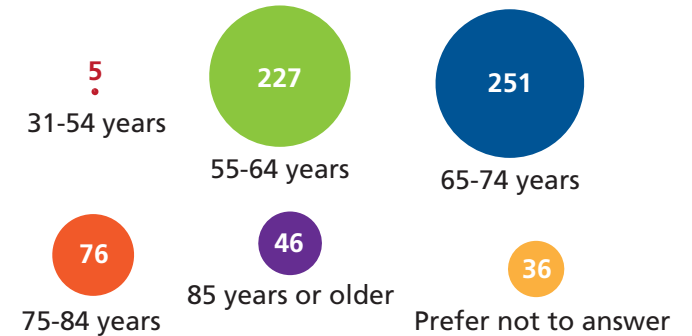
So far, in our age-friendly planning process, we have heard from 772 individuals, including representation from at least 18 community organizations and associations.

Of the 641 people who completed a survey, we heard from these demographics:

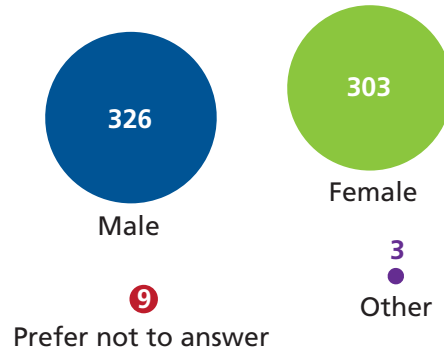
How many years have you lived in Vaughan?



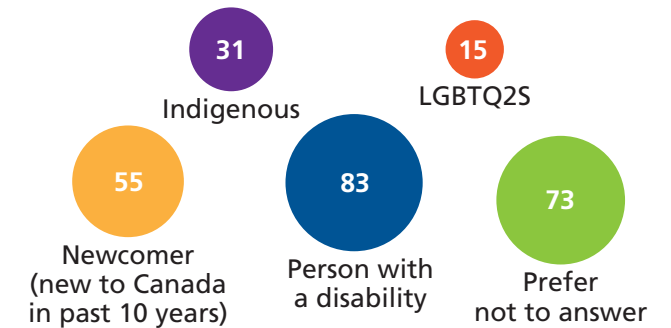
In which category is your age?



What gender do you identify with?



Do you identify as being part of any of the following groups?



What We Heard

During the engagement process, we heard diverse views and insights on a wide range of issues related to current strengths, challenges and opportunities in age-friendly planning across the City. These views have been organized by the eight areas of age-friendly communities.

Visioning

To launch the engagement process, our first activity was a community visioning workshop. This workshop was an initial opportunity to hear from residents on how they imagined an age-friendly Vaughan. Residents were asked to share their thoughts and experiences on what their ideal community would look like. The workshop included a graphic facilitator who listened in to each of the discussions to visually capture the key themes and messages from the various conversations.



Themes by Eight Areas of Age-Friendly Communities



Outdoor Spaces and Public Buildings

Residents value the number of parks, trails, and greenspaces across the City. **“Blessed with our greenspace, conservation area.”** While residents spoke of many positive spaces, there is a need to improve the accessibility and safety in some areas with increased lighting and rest spaces, and ensuring even surfaces. Residents would like to see continued efforts towards more accessible, walkable, and complete communities. Residents and stakeholders would also like to see increased options for inter-generational activities such as play spaces in parks, and community gardens.

Strengths	Challenges	Opportunities
<ul style="list-style-type: none"> • Safe walking trails, and great trail network. • Some parks have outdoor exercise equipment and playgrounds providing multi-generational options. • Good access to greenspace and parks, “I’ve rediscovered my outdoor neighbourhood.” • Walkable communities. • “Blessed with our greenspace, conservation area.” • Accessibility of trails, walkways/sidewalks, parkland. • Recreational spaces are inclusive of different ages and abilities. • Clean City. • Good access to amenities (groceries, doctor). • In new developments, there is creation of parkettes and safe spaces and lighting for seniors. 	<ul style="list-style-type: none"> • Uneven surfaces are a concern. “Winter can be dangerous.” • Need a car to get to parks, amenities. • Concern regarding loss of greenspace. • Sprawl, walkability a challenge, and can lead to isolation. • “Trails are great, however, not all are accessible.” • Snowplows put so much snow on driveway. “Very hard to move it.” • Traffic lights in some areas are not long enough to cross. • Accessibility of parks and open spaces is a concern. • Need for more accessible washrooms. 	<ul style="list-style-type: none"> • Increase crosswalk timing. • Add washrooms, more seating, good lighting in outdoor spaces. • Connect trails. • Ensure access to greenspaces and parks when designing communities. • Focus on accessibility and inclusivity. • Create more walkable communities. • Plan for complete communities with seniors in mind. • Align age-friendly policies with Official Plan update. • “I want to feel comfortable as a senior.”



Transportation

The City has many transportation options for residents, including accessible options for City of Vaughan residents. Residents acknowledge many improvements have been made to accessibility such as additional sidewalks, and curb cuts. Opportunities suggested by residents and stakeholders include more transportation options for people with disabilities, increased education of transit system pathways and options, improved lighting in some areas, integrated transit systems (across jurisdictions), and subsidized transit options for seniors and caregivers.

Strengths	Challenges	Opportunities
<ul style="list-style-type: none"> • Good transportation system in City. • Transit connected to high density areas. • (Some) Seniors able to navigate the transit system. • Separated bicycle lanes. • Accessible transportation available. • Improvements have been made to transportation programs including shorter timeframes. • Several alternative transportation options are available (i.e., Human Endeavour, Chat, Pink Car program). • Improvements have been made roadways for people with mobility issues (i.e., curb cuts, sensory strips, additional sidewalks, widening of roads). • “Subway is a great addition.” 	<ul style="list-style-type: none"> • Car-dependent communities. • Many seniors uncomfortable driving, especially in poor weather. • Navigating transportation system(s) can be a challenge for many. • Gaps in frequency of bus trips, and coverage. • Challenge in accessing medical appointments, employment, visits with family in Toronto on public transit (two fares required). • Not a lot of ridership on some transportation routes. • Taxis are expensive as an option for people in wheelchair or walker. • City is divided by highway 400, making it a challenge to move around the city. • No streetlights in some areas. • Unsafe walking from parking lot to subway. • Many people cannot get to the places they need to go with ease. • Traffic moves too quickly on some streets. 	<ul style="list-style-type: none"> • Create greater awareness of how to access public transportation options. • Create volunteer network (of drivers). • Provide transportation to libraries. • Provide (free) transportation for low-income seniors. • Establish transportation options to recreation activities, appointments grocery shopping. • Improve lighting and signage in transit areas (in particular at subway station). • Increase transportation options for people with disabilities. • Identify transportation needs of people living alone. • Integrate transit systems (across jurisdictions).



Housing

Residents and stakeholders express a need for more affordable housing choices including accessible and supportive housing options, as well as options for multi-generational households. Additional supports for helping people to “age-in-home” are also highlighted. Examples include home modifications (i.e., ramps, grab bars), assistance with home maintenance (i.e., snow removal, housekeeping), and personal supports (i.e., bathing, meal preparation).

Strengths	Challenges	Opportunities
<ul style="list-style-type: none">• Strong support for housing support programs, in particular for persons with disabilities (i.e., home adaptation program, snow removal).• Provide rebate on property taxes.	<ul style="list-style-type: none">• Not enough housing choice for seniors, especially affordable housing.• Lack of rental housing options.• Need a “middle-step” type of housing.• Some seniors are “house-poor”.• Housing costs are increasing across City.• Some people can not access in-home care programs to help them remain in their home.	<ul style="list-style-type: none">• Create more affordable housing options.• Ensure housing is close to greenspaces and amenities.• Provide accessible housing options, including one-level housing.• Provide more long-term care and supportive housing options.• Create opportunities for people to remain in their home (i.e., cleaning, snow removal, personal support services). “Keeping people at home is important.”• Establish partnerships with volunteers/youth to help support people age-in-place.• Provide financial support/subsidies for home modifications (ramps, electric assistance in the home).• Provide diversity of housing types and flexible housing options that can be modified overtime.• Provide housing options for multigenerational households.• Create housing opportunities where people with various levels of care can be together.• Advocate for portable housing subsidies.



Respect and Social Inclusion

The City has taken steps to be a more inclusive and age-friendly community. Residents emphasize the need to celebrate seniors and ensure they are valued members of the community. Residents and service providers would like to see greater opportunities to reach more vulnerable and isolated people and take steps to create an equitable and safe City. **“Want to make life meaningful for all people.”**

Strengths	Challenges	Opportunities
<ul style="list-style-type: none">• Diverse and welcoming city.• City is working towards being more inclusive.• Many community outreach programs provided by local service providers.• Resident calls to check-in on people.• Commitment to age-friendly planning.• “The fact that they are doing this study is a testament to their commitment to this population.”• “Appreciate having this project and this focus group to voice our suggestions for senior services.”• Overall feeling of safety in Vaughan.	<ul style="list-style-type: none">• Seniors are not as valued as they could be.• “Sometimes we do not always relate to an ‘age’.”• Many people do not speak English, or English is not first language.• There is a lack of education about safety and elder abuse, “Seniors are being taken advantage sometimes by people close to them.”• Ageism is challenge that is not being talked about.• York Regional Police not in the community as much.• Some seniors do not feel a sense of community.	<ul style="list-style-type: none">• Consider the five dimensions of social inclusion (choice and control, belonging, contributing, sharing ordinary spaces, being someone) in planning.• Enhance supports for people who are marginalized.• Provide transportation options to help with social isolation.• Provide diverse range of activities.• Bring different cultures together.• Engage seniors in community, “Our seniors have so much to offer.”• Ensure safety in communities.• “Need equity not just equality.”• “Seniors are a treasure; they deserve our respect.”• “Seniors have contributed a lot to Canadian society. We need to celebrate them.”



Civic Participation and Employment

There is good civic engagement of seniors, and the City is committed to engaging with a diverse range of residents. Residents and stakeholders would like to see greater awareness of volunteering and employment opportunities, creating mentorship opportunities, and to **“tapping into the wisdom”** of seniors.

Strengths	Challenges	Opportunities
<ul style="list-style-type: none">• Seniors in Vaughan have lots to offer.• Seniors want to feel part of something, there is a lot of interest in volunteering.• “Value in life experiences.”• Older Adult Task Force is good resource for City.• Strong civic engagement of seniors, high number of voters.• City engages with citizens.	<ul style="list-style-type: none">• Varying levels of comfort and access to technology.• Requirements to volunteering can be barriers, especially for people who do not speak English.• Many people are unaware of opportunities for employment and volunteering.	<ul style="list-style-type: none">• Create greater awareness of volunteering and employment opportunities.• Connect volunteer opportunities with skills and interest.• Remove age and gender barriers.• “Tap into wisdom” of seniors.• Create mentorship opportunities.



Communication and Information

There are a number of platforms and approaches for communicating with residents in the City. There is a need to increase the awareness of what is being offered in the City of Vaughan and to continue efforts to reach more seniors including seniors who may not speak English, people who may be isolated, and people with a range of abilities. **“Everyone should be able to get the information they need.”**

Strengths	Challenges	Opportunities
<ul style="list-style-type: none">• Good communication about age-friendly project.• Newsletters from Councillors are highly informative.• Information is available on York Region website and Vaughan website.• Library is a key source of information and offers diverse resources.	<ul style="list-style-type: none">• Information generally not available in other languages.• Some seniors not aware and/or have access to community information.• Not everyone wants information digitally.• Lack of local media, newspaper.• Need to reach people who are not part of a club or already connected.• Programs and services are offered that people are not aware of.• Can be difficult to source the services available to seniors.• Challenges in navigating Vaughan website, no multi language option.	<ul style="list-style-type: none">• Increase awareness of what is offered in Vaughan.• Provide messaging and information in user-friendly formats (pictures, large text, close captioned, aphasia friendly) and in multiple languages.• Create a seniors’ portal (live and virtual).• Have a dedicated person to call for senior services.• Create a senior’s only directory/booklet with program listings.• Provide more computers in the library to increase access to technology.• Provide information through multiple channels (social media, newspapers, email, flyers, community boards).• Connect service providers to citizens so they can access information all in one place.• Provide tech support for seniors.• Create a communication strategy for seniors.



Community Support and Health Services

Residents and stakeholders praise the availability of health services within the City. There can be barriers to accessing services however, such as transportation and general awareness. Suggestions for improvement include “one-stop” access to services and information, increased mental health supports, ensuring caregiver supports, and leveraging technology to increase access to health services and community programming.

Strengths	Challenges	Opportunities
<ul style="list-style-type: none">• Access to health services is good, “We are lucky.”• Many service locations (i.e., clinics, doctors) are accessible.• Good health system in City.• New hospital.• “Vaughan has the best services and facilities for seniors.”• Many “great” community health and service providers.	<ul style="list-style-type: none">• Access to transportation can be a barrier in accessing services.• Closure of community centres is hard on seniors (COVID-19).• Caregiver burnout is a challenge, especially those caring for people living with dementia.• “Hard to know who is not connected, who is alone.”• “There are seniors at home that have no support and end up in hospitals.”• Access to food can be a challenge.• A lot of variation of needs based on individual physical health, mental health, and social connections.• Many women are living alone and not connected to supports.	<ul style="list-style-type: none">• Create a hub where people can go for information and referrals.• Provide dementia care kits at libraries with training for staff (train the trainer).• Provide one source for information on community services.• Establish an accessibility award.• Leverage technology for increased access to support services.• Create or promote mobile food bank services.• Create volunteer network to provide support with home maintenance.• Ensure access to mental health supports.• Increase hospice care.• Advocate for more oversight into long-term care facilities.• Provide home doctor visits or pop-up clinics in senior centres.• Consider caregivers in programming.• Create funded home cleaning program.• Connect youth and older adults to help seniors age-in-place (snow removal, home-help).



Social Participation

The City has many recreational programs and activities for older adults and has strong support for the City's Older Adult Clubs. Suggestions for becoming more age-friendly include increasing inter-generational options, providing both in-person and virtual options, increasing the range of programs considering diversity of residents, and ensuring accessibility and affordability of programs.

Strengths	Challenges	Opportunities
<ul style="list-style-type: none">• Excellent outdoor activity options.• Libraries have a lot of programs and activities for seniors.• Older adult clubs are a positive community resource.• Range of City services and activities for seniors, providing opportunities for physical activity and social connection.• Strong City support for community clubs; dedicated space, funding, “incredibly supportive and receptive City staff.”	<ul style="list-style-type: none">• A lot of activities in City, yet not always accessible to people without a car.• Many seniors’ programs are only available in the morning.• Literacy can be a challenge in accessing activities and programs.• Social isolation is a concern.• Seniors’ activities have reduced since COVID-19.• Affordability is a challenge for some seniors.	<ul style="list-style-type: none">• Provide in-person and virtual options for activities.• Provide evening activities and year-round activities for seniors.• Ensure transportation is available for people to access events and activities.• Create neighbourhood walking groups.• Provide inter-generational program options (i.e., art and gardening). “We love communication with younger ones.”• Create mentorship program.• Recognize diversity of age groups, languages, income groups.• Increase range of programs for seniors (cooking, book club, puzzles, photography, speaker series).• Provide inter-club activities.• Plan for the next generation of seniors.• Create awareness of how to make activities/events Aphasia friendly.• Reach out to ethno-cultural groups.• Ensure activities can accommodate all people, including those with canes, walkers, wheelchairs.

Emerging Priorities

Within the various conversations and feedback from residents and stakeholders the following priorities for age-friendly planning in the City of Vaughan are emerging.

- Ensuring accessibility in all areas of community life (transportation, community spaces, housing, information, and programs and services).
- Increasing the range of housing choices available to meet people's diverse needs.
- Creating greater awareness and connection to services.
- Ensuring all residents feel safe, respected, and included in the community.
- Planning our communities and spaces through the lens of age-friendliness.
- Providing opportunities for all residents, including older adults, to engage in community planning.





What's Next?

Thank-you to everyone for taking the time to share your experiences and insights with us!

These insights and experiences will provide guidance in developing the City's *Age-Friendly Community Action Plan*.

Opportunities to provide feedback on the Draft Plan are coming up in September.

To stay informed, please visit [Vaughan.ca/AgeFriendly](https://vaughan.ca/AgeFriendly).

Appendix: Community Age-Friendly Survey Results by Question*

*Most common response

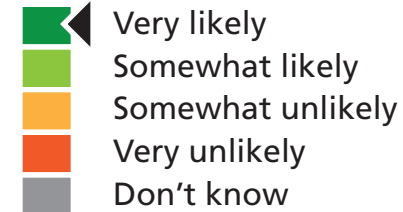
Q1. How do you rate the City of Vaughan as a place to live?



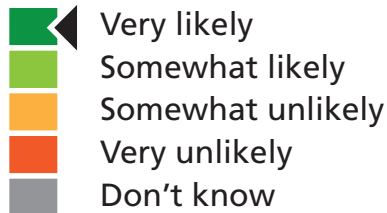
Q2. How do you rate the City of Vaughan as a place to retire?



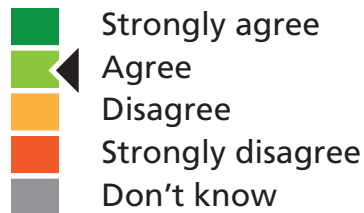
Q3. How likely or unlikely are you to recommend living in Vaughan to older adults (55+)?



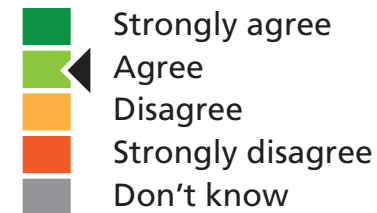
Q4. How likely or unlikely are you to remain in Vaughan throughout your retirement?



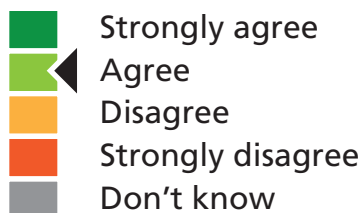
Q5a. Signs on the outside of public buildings are clear, visible and legible



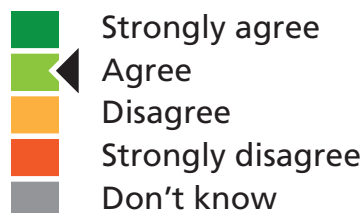
Q5b. Signs on the inside of public buildings are clear, visible and legible



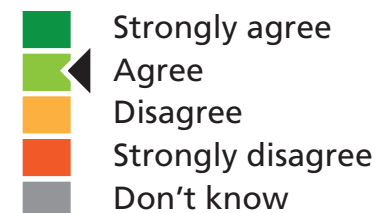
Q5c. Public buildings have enough parking spaces for people with disabilities



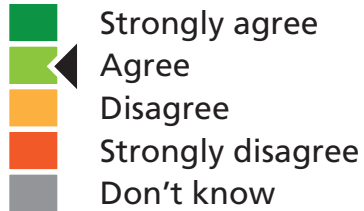
Q5d. Public buildings have wheelchair accessible entrances



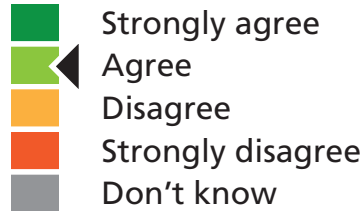
Q5e. Public parks, trails and conservation sites are available in Vaughan



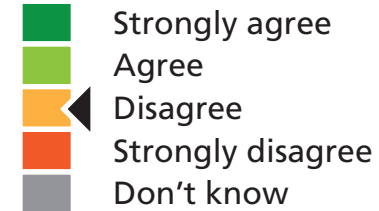
Q5f. Public parks, trails and conservation sites are accessible in Vaughan



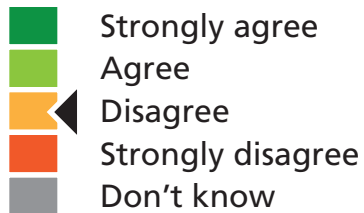
Q5g. Accessible washrooms are available in public spaces and buildings



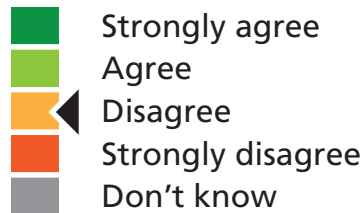
Q5h. There are enough benches and rest spots along streets



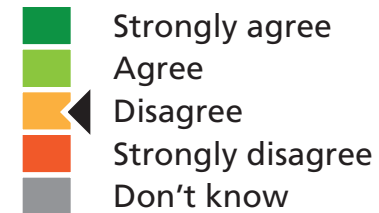
Q5i. There are enough benches and rest spots at bus stops



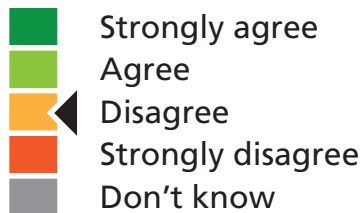
Q5j. There are enough benches and rest spots in parks



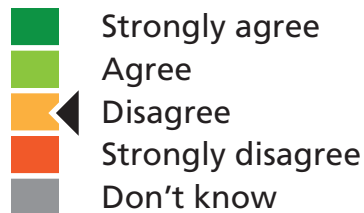
Q5k. There are enough benches and rest spots in shopping centres and public facilities



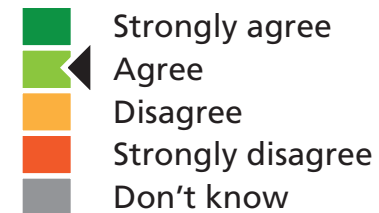
Q5l. Roads are wide enough to accommodate motorists, cyclists and parking



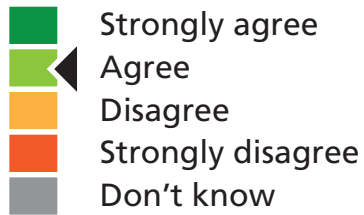
Q5m. Roads are well lit at night



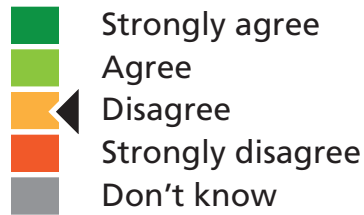
Q5n. There are crosswalks on major roads



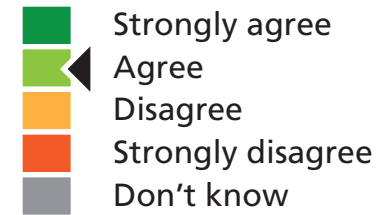
Q5o. Crosswalks are clearly marked



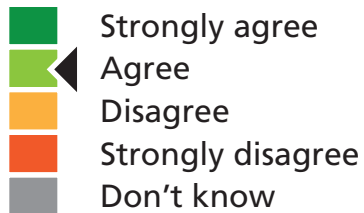
Q5p. Crosswalk signals provide enough time to cross the road



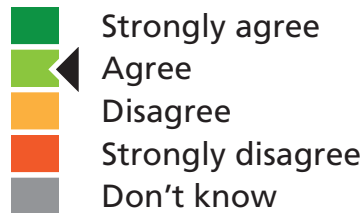
Q5q. Sidewalks are well maintained



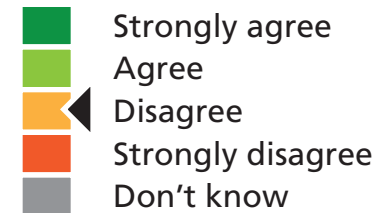
Q5r. Sidewalks are wide enough for wheelchairs



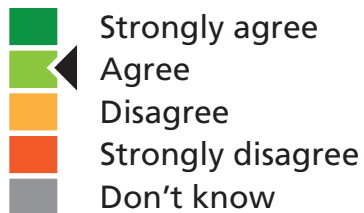
Q5s. Sidewalks have dropped curbs to road levels (i.e., curbs are sloped to be even with roadway)



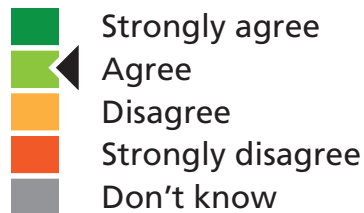
Q5t. Sidewalks are available on all roads



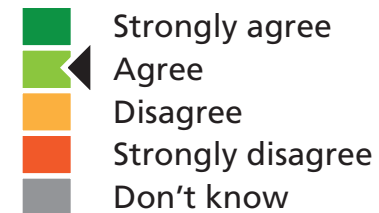
Q6a. All city areas and services are accessible by public transit



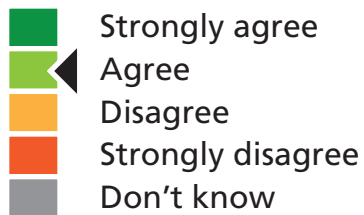
Q6b. There are transportation options available to people in Vaughan



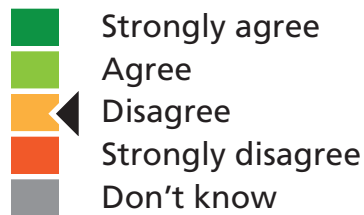
Q6c. There are accessible transportation options available to people in Vaughan



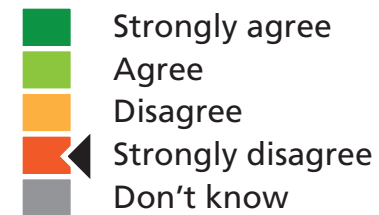
Q6d. I am able to get to the places I need to with ease



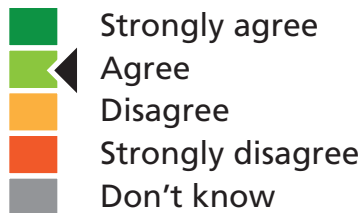
Q9a. A full range of housing choices for seniors is available in Vaughan



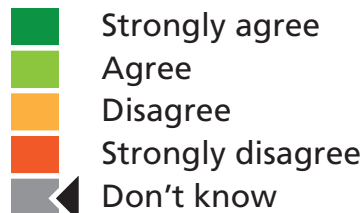
Q9b. Affordable housing options for seniors are available in Vaughan



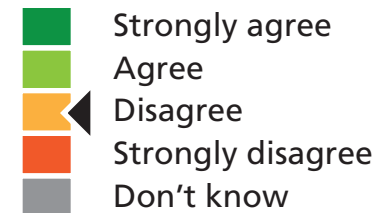
Q9c. Housing options with a full range of services for seniors (i.e., assisted living, long-term care, retirement home) are available



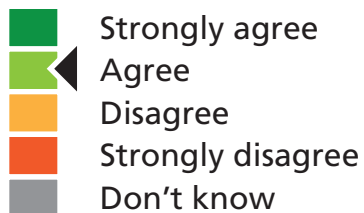
Q9d. Housing that is accessible (i.e., modified for persons with disabilities) is available for seniors in Vaughan



Q9e. Housing is available that is close to shops and services (i.e., grocery stores, pharmacies, doctor's offices) in Vaughan



Q9f. I am able to find appropriate housing that meets my needs in Vaughan



Q10a. Sense of community



Q10b. Openness and acceptance of the City of Vaughan towards older residents of diverse backgrounds



Q10c. Overall feeling of safety in Vaughan



Q10d. Sense of valuing older residents in Vaughan



Q10e. Neighbourliness/friendliness of Vaughan



Q11a. Opportunities to volunteer



Q11b. Opportunities for employment



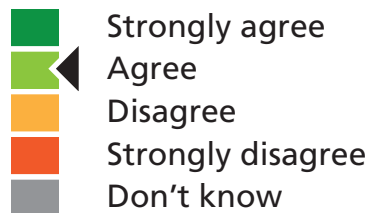
Q11c. Opportunities to enroll in skill-building, training or personal development classes



Q11d. Opportunities to engage in municipal government meetings, processes and initiatives



Q12.1a. I am aware of services available for adults 55+ in Vaughan



Q13. How would you rate the availability of information about resources for older adults in Vaughan?



Q15a. Availability of financial or legal planning services



Q15b. Availability of affordable quality physical health care



Q15c. Availability of affordable oral health care



Q15d. Availability of affordable quality mental health care



Q15e. Availability of preventive health services (i.e. health screenings, flu shots, educational workshops)



Q15f. Availability of a pharmacy



Q15g. Availability of affordable quality food



Q17a. Opportunities to participate in recreational activities (including games, aquatics, sports teams/leagues, etc.)



Q17b. Opportunities to participate in fitness activities (including exercise classes and paths or trails, etc.)



Q17c. Opportunities to participate in cultural activities (including arts, music, etc.)



Q17d. Opportunities to attend social events or activities (festivals, fairs)



Q17e. Opportunities to attend religious or spiritual activities



Q17f. Opportunities to attend cultural activities (including performing arts, museum, galleries, music, etc.)



Q17g. Opportunities to participate in meaningful activities

