

THE KENORA AGE-FRIENDLY STRATEGIC PLAN



2016 - 2021

Age-Friendly **KENORA**



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EXECUTIVE SUMMARY

This Strategic Plan highlights Kenora's strengths as an age-friendly community. It also identifies opportunities for Kenora to become a more age-friendly city in the future. While the conversations and research that informed this plan focussed on older adults, it is important to remember that an age-friendly community should be a place that people of all ages can enjoy.

Kenora's Age-Friendly Steering Committee organized seven focus groups to specifically inform this Age-Friendly Strategic Plan. The following section summarizes the findings according to the eight age-friendly topic areas identified by the World Health Organization.

HIGHLIGHTS

Age-Friendly Topic Area	Highlights
1. Outdoor Spaces and Buildings	Kenora has many enjoyable and safe outdoor spaces, beautiful waterfront areas, and a charming downtown area. Mobility is even more of a challenge in winter, when snow piles up around seniors' housing and shops. There are opportunities for targeted snow clearing and encouraging accessible design in buildings and outdoor spaces.
2. Transportation	Kenora has many different transportation options, including a municipal bus service, a Handi-Transit service, taxi companies, long-distance transportation bus services, and volunteer drivers. However, these options can have infrequent schedules or prohibitive costs. There are opportunities for adjusting transit routes, improving bus frequencies, and exploring car-pooling or ride-sharing options.
3. Housing	Once older adults find appropriate seniors' housing in Kenora, they feel that the housing meets their needs. However, finding appropriate housing in the first place can be a challenge. There is an urgent need for more housing that allows for a continuum of

	care, from independent seniors' living to full care homes.
4. Respect and Social Inclusion	Many seniors in Kenora feel included and respected by other members of the community. But discrimination can also make some people, including members of Kenora's First Nations population, feel excluded and disrespected by other Kenora residents. There is a need to include the diverse range of Kenora's cultures and ages in marketing and events around the area.
5. Social Participation	Kenora has many reasonably-priced events and activities that appeal to older adults. However, some events and gathering places are challenging to access for those who must rely on public transportation. There are opportunities for new events that connect people from different cultural backgrounds or different parts of Kenora.
6. Communication and Information	There are a variety of different ways Kenora residents hear about events or opportunities, including notice boards, radio ads, newspaper notices, and word-of-mouth. However, there are opportunities to reach even more people through digital information screens in public buildings and to connect seniors to city council by re-establishing the Seniors' Coalition's Political Action Committee.
7. Civic Participation and Employment	Kenora's older adults are keeping active and involved in the workforce and public life for many years after they retire. However, there is a need to link seniors with a desire to volunteer with the opportunities that match their skill sets. This could be done through a Kenora central volunteer bureau or directory.
8. Community Support and Health Services	Organizations in Kenora provide an excellent quality of community support and health services, especially for a community of its size. However, there are challenges related due to a shortage of physicians, a need for Quick Care Clinics, and the location of the Lake of the Woods District Hospital.

INTRODUCTION

A major demographic shift is currently underway in Canada. In 2011, the first of the baby boomer generation turned 65 years old; over the next 20 years, an additional two million people will join this age group (Finding the Right Fit, 2013). Communities across the country must use a long-term age-friendly planning approach to properly prepare for this population change.

The World Health Organization (WHO) created a framework for long-term age-friendly planning in 2007, with the release of its guide for Global Age-Friendly Cities. In this guide, the WHO defined an “age-friendly community” as a community which anticipates age-related needs, respects the independent decisions of older adults, protects the most vulnerable seniors, recognizes aging adults as a valuable resource, and promotes inclusive and meaningful contribution in all areas of community life (WHO, 2007).

As part of this guide, the World Health Organization developed a tool to measure eight aspects of age-friendliness in a community. The guide depicts each one of the following eight topic areas as a petal on a flower that represents an Age-Friendly City (see Figure 1):

1. Outdoor Spaces & Buildings
2. Transportation
3. Housing
4. Social Participation
5. Respect & Social Inclusion
6. Civic Participation & Employment
7. Communication & Information
8. Community Support & Health Services



Figure 1: 8 Aspects of Age-Friendly Planning (WHO, 2007)

Kenora Age-Friendly Strategic Plan

In 2015, The City of Kenora and the Kenora Age-Friendly Steering Committee received funding from the Government of Ontario to develop a strategic plan that would help Kenora in its goal to become an officially recognized age-friendly community. This strategic plan provides an evaluation of Kenora's strengths, community barriers, and potential action items to address the World Health Organization's eight age-friendly topic areas.

The Kenora Age-Friendly Steering Committee is comprised of representatives from the following organizations in the community:

- Alzheimer Society of Kenora/Rainy River Districts
- Canadian Red Cross
- City of Kenora
- District of Kenora Home for the Aged & Community Support Services
- Kenora Seniors Coalition
- Kenora Substance Abuse & Mental Health Task Force
- Lake of the Woods District Hospital
- Making Kenora Home
- NeChee Friendship Centre – Lifelong Care Program
- New Horizons Seniors Centre
- Northwestern Health Unit
- Northwest Community Legal Clinic
- Ontario Senior's Secretariat
- Retired Teachers of Ontario
- Sunset Country Family Health Team
- Women's Place Kenora

Previous Age-Friendly Consultation in Kenora

The Kenora Age-Friendly Strategic Plan was also informed by several key documents related to age-friendly planning and Kenora’s future plans:

- Global Age-Friendly Cities: A Guide (World Health Organization)
- Age-Friendly Rural and Remote Communities: A Guide (Canadian Federal, Provincial, and Territorial Ministers Responsible for Seniors)
- Finding The Right Fit: Age-Friendly Planning Guide / Age-Friendly Community Planning / Priorities for the Aging Population (The Province of Ontario)
- Kenora Age-Friendly Communities Forum (2009)
- City of Kenora Official Plan (2015) (City of Kenora)
- Vision 20/20 Strategic Plan (City of Kenora)
- Kenora’s Affordable Housing Needs Analysis 2013 (Making Kenora Home)
- Lake of the Woods Development Commission Strategic Plan (2015 – 2016)
- Bringing Care Home (Northwest LHIN)
- Seniors Speak Out (2015)

Several of the documents listed above included significant consultation with older adults, including the Kenora Age-Friendly Communities Forum (2009), Vision 20/20 (2014) and Seniors Speak Out (2015). The findings from these documents related to age-friendly planning are also included in this Plan’s needs assessment. The three documents are described in more detail below.

Kenora Age-Friendly Communities Forum (2009)

“The Kenora Age-Friendly Communities (AFC) Forum was held on September 15, 2009 in Kenora’s Super 8 Motel. The Forum was organized by the Kenora Age-Friendly Communities Forum Working Group, led by the Ontario Seniors’ Secretariat (OSS) and the Ontario Coalition

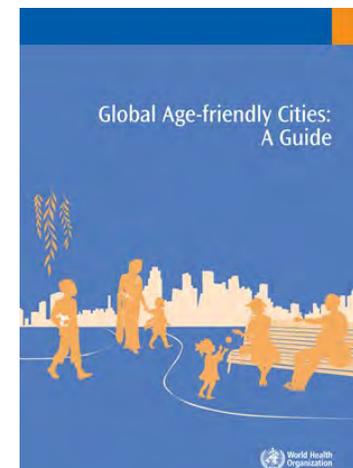


Figure 2: Global Age-Friendly Cities: A Guide (WHO, 2007)



Figure 3: Bringing Care Home (Northwest LHIN, 2015)

for Senior Citizens’ Organizations (OCSCO). More than 60 seniors and municipal representatives attended the event.

The Kenora AFC Forum was one of six regional forums delivered by the OSS and OCSCO in partnership with members of six Local Working Groups in the fall of 2009 that promoted the Age-Friendly Communities model.

Each forum included presentations and many opportunities for interactive participation through dialogues and related activities. These regional dialogues provided participants with ideas of how to turn the information shared at the forum into concrete action in their communities” (Kenora AFC Forum, 2009).

Vision 20/20 (2014)

In 2014, the City of Kenora completed a Strategic Planning process that engaged 2000 members of the community. The final document, entitled Vision 20/20, highlighted housing and other needs for seniors to remain in Kenora and to help Kenora’s growth and economic diversification.

Seniors Speak Out (2015)

The Seniors Speak Out project was developed by the Kenora Seniors Coalition, Northwestern Health Unit, the Northwest Community Legal Clinic and Making Kenora Home. Kenora’s citizens (55 years of age and older) were given the opportunity to consider local issues through the World Health Organization’s Global Age-Friendly Cities framework.

During the Week of Action Against Poverty (Feb.8-14, 2015) 13 focus groups participated in the Seniors Speak Out project. All 117 participants were 55 years of age or older. The groups were from across the community, represented an array of interests and were held in natural gathering sites. Each group had a discussion facilitator and recorder.



Figure 4: Vision 20/20 (Kenora, 2014)

□



Figure 5: Seniors Speak Out (2015)

Housing was the number one priority for local citizens in Seniors Speak Out (see Figure 7). Other dimensions considered were transportation, social participation, outdoor spaces & buildings, community support & health services and respect and social inclusion” (*Seniors Speak Out*, 2015).

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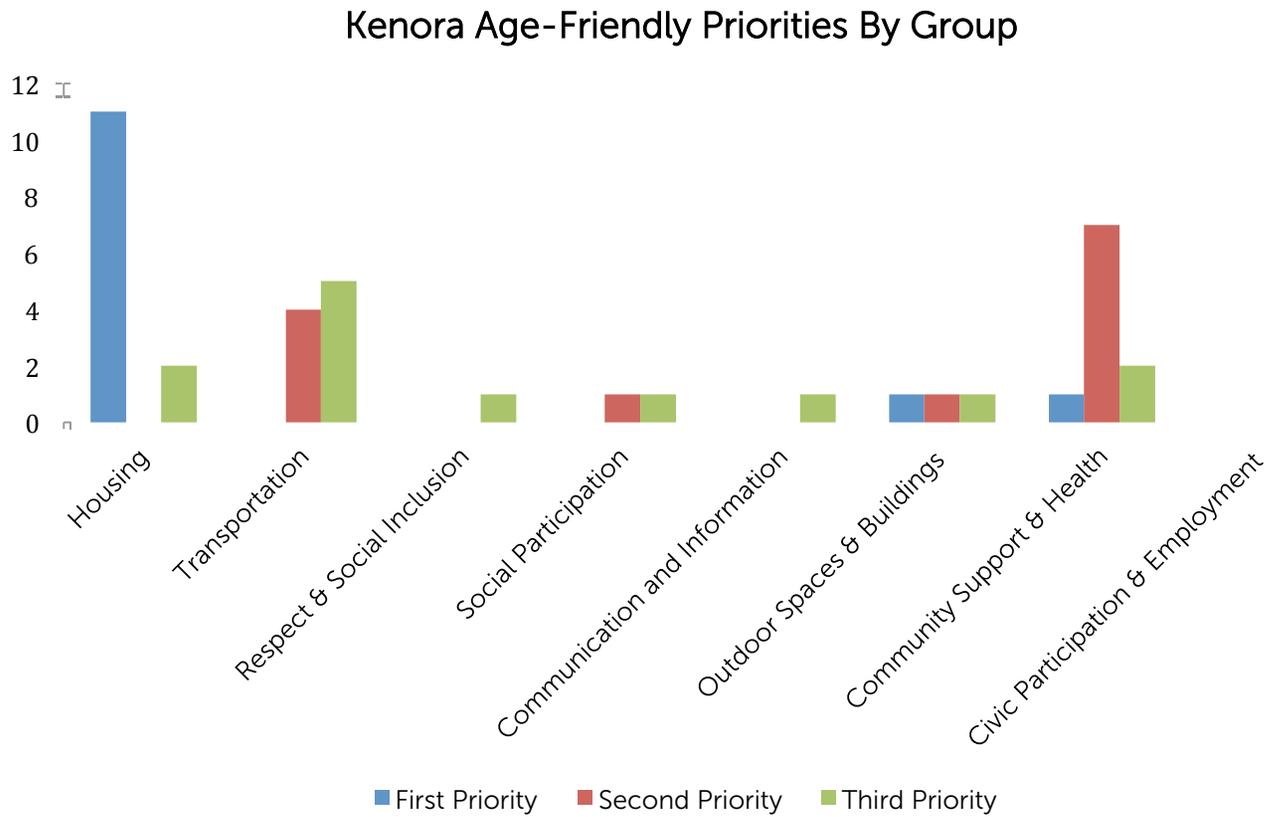


Figure 6: Kenora Age-Friendly Priorities (Seniors Speak Out, 2015)

Kenora 's Population

Kenora's fastest-growing demographic is people 65 years old and older. Currently, almost 20% of Kenora's population is within this age group. This population will continue to grow over the next fifteen years because nearly one quarter (24%) of Kenora's population is between the ages of 50 and 64 (*Statistics Canada, 2011*).

Kenora Population by Age (2015)

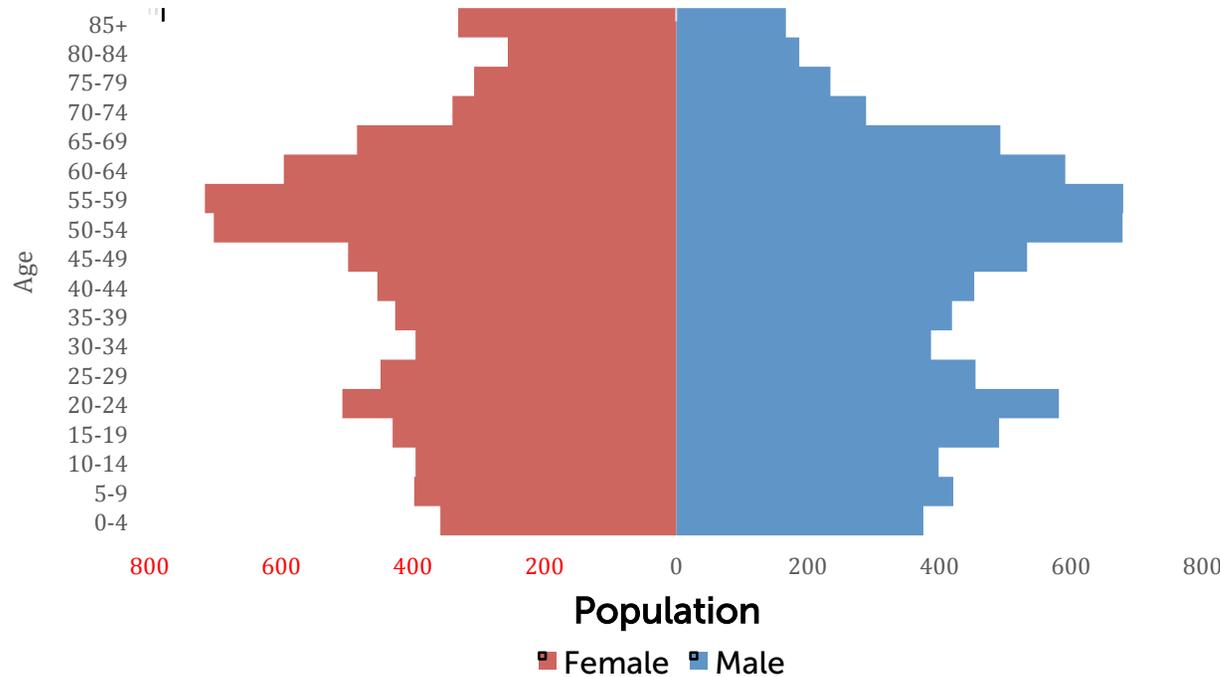


Figure 8: Kenora Population By Age (Manifold Data Mining, 2015)

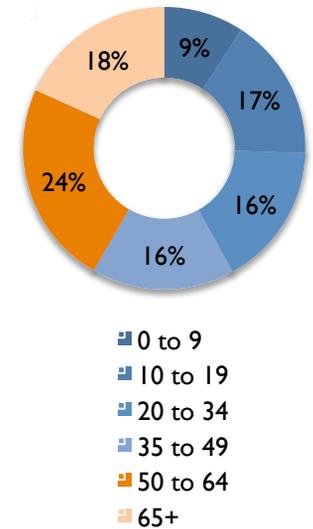


Figure 7: Kenora Demographics by Age Group

This number of older adults makes up a higher proportion of Kenora’s population than the provincial average. There are also a significantly higher number of females over the age of 80 than men. Kenora must plan to accommodate the specific needs of these demographics in the coming years.

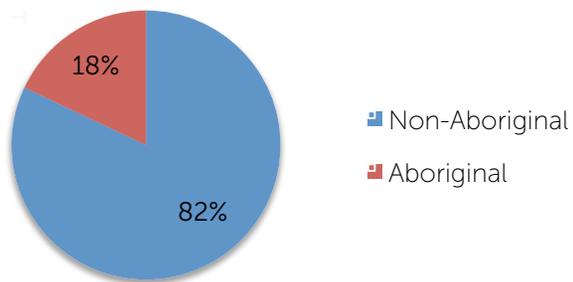
Indigenous Population

Indigenous people, including First Nations and Metis, make up a significant percentage of Kenora’s population.

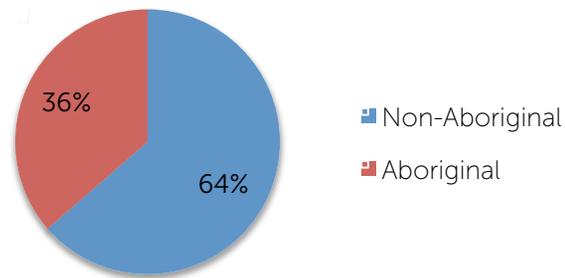
According to the 2011 National Household Survey, 18% of Kenora’s population, within city limits, is either Metis (1,185 people) or First Nations (1,460 people).

The 2011 National Household Survey also provides information for Kenora’s census division, which includes all of the land between Kenora and Hudson’s Bay. In this area, 19,985 out of 54,915 people identify as aboriginal, the majority of whom are First Nations (16,835 people).

Kenora (City)
Population (NHS, 2011)



Kenora (DIS)
Population (NHS, 2011)



Transportation

Because one of the 8 key age-friendly areas is transportation, it is also important to consider the mode of transportation people use to get around Kenora on a daily basis (see Figure 8).

According to the 2011 National Household Survey, 73% of people in Kenora drove a car during their daily commute. An additional 11% commuted as a passenger in a car. A significant number of people (9.1%) walked to commute (a much greater percentage than the provincial average of 5%). However, only 1% of people in Kenora used public transit to commute, which is much less than the provincial average of 14% (Statistics Canada, 2011). It is not known how these numbers relate to age.

Seasonal Residents

The numbers in the charts above do not include the significant number of cottagers and tourists that come to Kenora during the summer months. In July and August, the influx of these seasonal residents “more than doubles” Kenora’s population (A *Municipal Cultural Plan for Kenora*, 2011).

There are around 4,000 cottages in the area around Kenora; 400 of these cottages are within Kenora’s municipal boundaries. This population could consider making Kenora their permanent home as they grow older, provided Kenora would have the housing and services that they need. A 2004 survey indicated that 16% of the members of the Lake of the Woods District Property Owners Association “intended to retire in Kenora” (A *Municipal Cultural Plan for Kenora*, 2011).

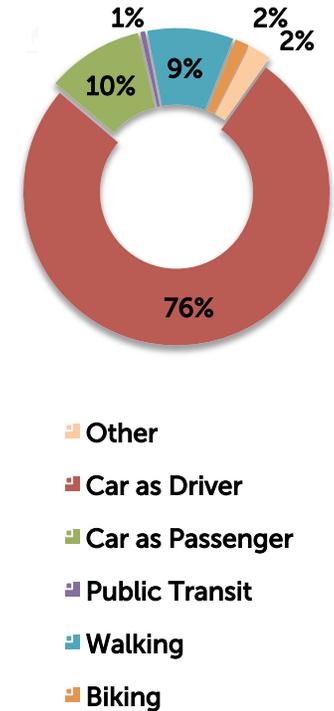


Figure 9: Kenora Commute Mode 2011 (Statistics Canada, 2011)

Focus Groups

The project consultant team, with assistance from the Age-Friendly Steering Committee, held a series of focus groups with seniors, seniors' service providers, and other key contacts.

The focus groups for this Kenora Age-Friendly Strategic Plan took place on November 4 – 5, 2015. Focus groups were held in seven different locations around Kenora and Keewatin. The following participants were in attendance during the focus groups:

- Focus Group 1: Benidickson Community Apartments (9 participants, all residents)
- Focus Group 2: Women's Place (8 First Nations and Metis participants, plus coordinators)
- Focus Group 3: Kenora Recreation Centre (8 Community Health Partner participants)
- Focus Group 4: City of Kenora (8 participants from City departments, including 2 councillors)
- Focus Group 5: New Horizon's Seniors Centre (8 participants)
- Focus Group 6: Lake of the Woods District Hospital (9 participants from LOWDH and Family Health Team)
- Focus Group 7: Park Place, Keewatin (9 participants, residents of Keewatin seniors' apartments).

Two members of HTFC Planning & Design facilitated the focus groups, with assistance from members of the Kenora Age-Friendly Steering Committee.

Methods

During these focus groups, the facilitators asked the participants semi-structured questions regarding age-friendly living in Kenora related to the eight age-friendly topic areas (including housing, social participation, transportation, and health services).

Following each focus group, HTFC Planning & Design filled out a Summary Sheet that summarized the group consensus and major discussion themes for each of the 8 Age-Friendly topic areas.

The Summary Sheets were divided into the 4 categories common in a SWOT Analysis method:

- Aspects of the community that are age-friendly (Strengths),
- Barriers and problems that show how the community is not age-friendly (Weaknesses)
- Suggestions to improve the problems or barriers identified (Opportunities)
- Things that could keep the suggestions from being implemented (Threats)

These Summary Sheets were then analyzed for common themes and consistent messages. These common themes were compiled into the Custom Needs Assessment in the following section.

Limitations

This Age-Friendly Strategic Plan is largely based on the focus groups and discussions with the seniors and organizations identified in the sections above. The focus groups were selected with the goal of providing a representative sample of seniors in Kenora.

However, it should be emphasized that not all viewpoints in Kenora will have been expressed by the opinions of the nearly 60 participants of these focus groups. It is also possible that focus group participants expressed opinions that are not shared by other residents of Kenora. To minimize potential factual errors in this document, the Age-Friendly Steering Committee and HTFC Planning & Design have reviewed the plan for consistency with findings from other reports, statistics, and plans, and have gathered additional feedback from seniors in Kenora at the Kenora Seniors Housing Forum.

Custom Needs Assessment

The Custom Needs Assessment in the following section is based on the words of Kenora's seniors and seniors' service providers. The majority of these words come directly from the focus groups conducted for this Age-Friendly Strategic Plan. These findings are supplemented (and often confirmed) by the needs and strengths identified in the reports that have come out of previous age-friendly consultation in Kenora, which are identified in the previous section.

This Custom Needs Assessment follows the 8 age-friendly topic areas identified by the World Health Organization:

1. Outdoor Spaces & Buildings
2. Transportation
3. Housing
4. Social Participation
5. Respect & Social Inclusion
6. Civic Participation & Employment
7. Communication & Information
8. Community Support & Health Services

Each section includes identified Community Strengths, Community Barriers (i.e. weaknesses or threats), and Opportunities.

1.0 OUTDOOR SPACES AND BUILDINGS



1.0 OUTDOOR SPACES AND BUILDINGS

Overview

Age-friendly communities offer outdoor spaces and buildings that are pleasant, safe, and accessible for people of all ages and abilities. The World Health Organization says, “The outside environment and public buildings have a major impact on the mobility, independence and quality of life of older people and affect their ability to age in place” (*WHO, 2007*).

This section looks at Kenora’s indoor and outdoor spaces that are utilized on a daily basis by people of all ages, including parks, trails, sidewalks, public buildings, and downtown storefronts. It will identify current strengths, future opportunities, and barriers that limit opportunities for people to “participate actively in society or to access vital health and social services.” (*Finding the Right Fit, 2011*).

Maps

Maps are included in the appendices showing the range of outdoor spaces in Kenora. Most areas in Kenora are within close proximity to either a small park (like Kenora’s Central Park) or a larger outdoor park or trail, like the Tunnel Island Trail.

The maps also show Kenora’s public washrooms, which are mostly located in various spots along the waterfront.

Community Strengths

- Kenora has many enjoyable and safe green spaces. For example, seniors enjoy spending time around the Harbourfront and Garrow Park, while Kenora’s Central Park is used during the summer months by walking groups, baseball games, and dog-walkers.
- The trail at Garrow Park is accessible for wheelchairs.
- New non-slip sidewalks, with dropped curbs to road level, have been installed in downtown Kenora.
- Many buildings in Kenora have worked to become more accessible by installing ramps and automatic doors: including the Recreation Centre, the City Operations Centre, the Paterson Medical Centre, and the Library.
- The City of Kenora has installed handrails on public docks; this helps people with mobility issues or joint pain to climb out of boats more easily.
- Many new benches have been installed in Kenora’s downtown area in recent years. Participants at the 2009 Age-Friendly Forum identified adequate benches as integral to communities that are walkable for seniors (2009 Age-Friendly Forum Report).



Figure 10: Adequate benches are integral to age-friendly communities

Community Barriers

Pedestrian Safety & Snow Clearing

- Steep slopes are a challenge for pedestrians in Kenora (e.g. the slope up to M & M Meats in Norman)
- There are many missing or heaving sidewalks. When sidewalks are not good, people are “forced to share the roadway with vehicles, where a driver’s ability to see people [on the road] is limited given the many twists, curves, and corners in the city” (*Seniors Speak Out*,

2015). Seniors identified this as a problem in Norman, Rabbit Lake, Jaffrey Mallick, and near the Walmart. Some said it is even hard to walk around outside at certain seniors' apartment buildings, like Benidickson Court.

- Bricks on old sidewalks and cobbles on new sidewalks in Kenora's downtown area are tripping hazards for pedestrians, particularly for those using walkers.
- Newly installed sidewalk indicator pavers are good for visually impaired people but are bumpy for people on scooters.
- Drivers are not giving way to pedestrians at pedestrian crossings. Crosswalk areas are not always clearly marked. There are also crosswalks without buttons (they flash all of the time).
- People with accessibility issues must access the Harbourfront off Bernier. But this is challenging because there is no formal drop-off area here.
- There have been times where sidewalks have not been cleared for days, making travel impossible for seniors with walkers, scooters, and canes. (Note: only one person is hired by the city to clear snow by hand downtown.)
- During winter, the snow is often piled up in accessible parking spots (e.g. on Main at 1st Street S.) or around signalized pedestrian crosswalks (people can't reach the buttons).

Buildings and Accessibility

- The accessible indoor walking part of the Kenora Shoppers Mall is closing, making one less place for seniors to walk. This will be particularly noticed in winter.
- Most businesses are not accessible with ramps and automatic doors.

- There is a need for more accessible public washrooms. Many businesses direct people to the Harbourfront for public washrooms. However, it may be difficult to get to these washrooms due to distance or challenges with snow clearing in Winter.
- There is a need for more benches around shopping hubs. According to local seniors, there used to be benches at the Kenora Shopping Mall, but they were taken away because homeless people were using them to sleep on.
- “There are two accessible entry points to City Hall (the back door, the chamber council door), but both are locked, except when council is in session” (*Seniors Speak Out*, 2015).

Green Spaces

- There is a lack of gardening space around Kenora (the closest community garden is at Rabbit Lake, far away from downtown Kenora or Keewatin).
- Safety (and perceived safety) related to the homeless population (particularly in Memorial Park)
- “The construction of more accessible wheelchair trails would allow more seniors to enjoy the outdoors safely. The nondisabled caregiver [or friend] of a mobility-impaired partner is often impacted by the community’s lack of accessible recreational areas. Both the caregiver [or friend] and their partner are prevented from participating in community life.” (*Seniors Speak Out Report*, 2015).
- There is a need for more outdoor activities for seniors in parks near seniors’ housing (e.g. lawn bowling).



Figure 11: The accessible ramp at City Hall (HTFC, 2008)

Opportunities

Pedestrian Safety & Snow Clearing

- 1.1 Continue to install successful age-friendly upgrades to sidewalks and roads as road and sidewalk improvements are approved (e.g. sidewalks that “have gentle slopes at each end.”)
- 1.2 Adopt an annual review of sidewalks and roads to see if recent modifications have been beneficial. Modify designs that are not working as intended.
- 1.3 Continue to install safe and effective pedestrian signalized intersections (e.g. a crosswalk with a button and lights at Second Street).
- 1.4 Establish Age-Friendly Priority Zones in areas where seniors housing, services, and other destinations are concentrated.
- 1.5 Implement special policies within Age-Friendly Priority Zones, such as:
 - One drop-off / loading spot shall be provided in an Age-Friendly Priority Zone (e.g. a drop-off spot should replace a few of the street parking spots on Bernier near the Whitecap Pavilion).
 - Age-Friendly Priority Zones shall be regarded as the areas of highest priority for snow clearing.
 - Snow piles shall not be permitted on an accessible parking / drop-off spot in an Age-Friendly Priority Zone.
 - The path from an accessible parking / drop-off spot to the sidewalk (including curb drops) must be kept clear of snow in an Age-Friendly Priority Zone

- The path from the sidewalk to the door of a seniors' apartment building, public washroom, pedestrian crosswalk, or public building must be kept clear of snow if it is within an Age-Friendly Priority Zone.
 - Ensure sidewalks are level and smooth (e.g. without heaving pavement) in Age-Friendly Priority Zones.
 - Examine the feasibility of including more than the standard number of age-friendly curb drops that are installed on sidewalks in an Age-Friendly Priority Zone (provided other road safety concerns are addressed).
- 1.6 Create a new Snow Strategy for the City of Kenora. This strategy should investigate the feasibility of full snow removal from downtown areas (not just piling up on streets) and the need for additional staff to shovel snow by hand. It could also explore the potential for new technologies (e.g. heated sidewalks, like the snowmelt system used in [Holland, Michigan](#)) to facilitate pedestrian access in priority areas.
- 1.7 Provide a snow shovel to every business in the downtown area to encourage timely snow clearing.

Buildings and Accessibility

- 1.8 Establish an Age-Friendly Business designation in Kenora. One criterion for being an age-friendly business would be to meet City of Kenora accessibility standards for ramps, barrier-free washrooms, and automatic doors. There would be certain benefits for being recognized as an Age-Friendly Businesses. For example, businesses could be recognized in a future edition of the Kenora Age-Friendly Service Guide, be eligible for specific grants, and receive an Age-Friendly Business window sticker. Welland and Pelham Ontario developed a guide called "[Creating an Age-Friendly Business in Welland/Pelham](#)" to encourage local businesses to become more age-friendly.



Figure 12: The StopGap Ramp program creates temporary ramps to help businesses become more accessible (StopGap, 2015).

- 1.9 Implement the [StopGap Ramp program](#) (temporary ramps) or similar initiative to encourage accessibility for key seniors' destinations (e.g. restaurants, businesses, and health clinics).
- 1.10 Create wayfinding signage that clearly identifies accessible entry points. Make sure these doors are unlocked during business hours.

Green Spaces

- 1.11 Continue to implement the improvements that address accessibility in the Kenora Beaches, Parks & Trails Development Project. Put a priority on creating park spaces that are accessible and welcoming for all ages and people.
- 1.12 Link trails planned in the Kenora Beaches, Parks & Trails Development Project to seniors' housing.
- 1.13 Establish a number of new age-friendly community gardens with raised beds in Kenora and Keewatin (like the one in Sioux Narrows) that comply with current accessibility standards.
- 1.14 Install additional benches and waste containers in identified areas.
- 1.15 Examine outdoor recreation opportunities (e.g. lawn bowling, horseshoes, pickle ball, outdoor exercise equipment, etc.) in green spaces in close proximity to seniors' housing (e.g. a lawn bowling court at the park near Keewatin's Park Place apartments).
- 1.16 Continue to add lighting at bus stops and along trails for improved safety.



Figure 13: Kenora needs more gardening space and programs for seniors, like the Residents Gardening Program in Birchwood Terrace (Birchwood Terrace, 2015)

2.0 TRANSPORTATION



2.0 TRANSPORTATION

Overview

An age-Friendly community considers the transportation needs of all of its residents. According to the World Health Organization, this is important because “Transportation, including accessible and affordable public transport, is a key factor influencing active aging” (*WHO, Global Age-friendly Cities: A Guide, 2007: 20*).

The Ontario *Finding the Right Fit* guide stresses that “Personal mobility and transportation options determine an older adult’s mobility. Personal mobility is directly influenced by physical and mental health status, access to personal transportation and proximity to important amenities. Mobility is also indirectly affected by perceptions of safety and awareness of alternative transportation options” (*Finding the Right Fit, 2011*).

This section looks at Kenora’s transportation system and identifies current strengths, current barriers to mobility, and opportunities for improvement. It examines Kenora’s municipal bus service, other local public transportation options, long-distance public transportation, volunteer driving, and roadways and parking.

Maps

Maps are included in the appendices showing the public transit bus routes in Kenora. The maps also show the locations for other options for local transportation and long-distance transportation (note: some of the identified areas may be headquarters or offices, not locations where services can be directly accessed).

Community Strengths

- Kenora has many different transportation options, including a municipal bus service, a Handi-Transit service, taxi companies, long-distance transportation bus services, and volunteer drivers.

Municipal Bus Service

- Public transportation costs on the municipal bus service are consistent and affordable (\$2 for exact cash fare per trip, as of 2016).
- Ride punch cards (\$36 for a 20-ride punch card or \$50 for a 30-Ride Punch Card) are available for purchase at two central locations: City Hall and the Kenora Library.
- The City bus “is equipped with a lowering ramp for those who require assistance getting on and off the bus” (*City of Kenora, 2015*).

Other Local Public Transportation Options

- Handi-Transit is available for people of all ages in Kenora who have a disability preventing them from using other forms of public transportation.
- Handi-Transit busses are “equipped with lift systems and are available by 24 hours advanced booking” (*City of Kenora, 2015*)
- The District of Kenora Home for the Aged & Community Support Services offers transportation services for eligible clients.
- Sunset Limousine is an option for large groups. They have a limousine and a 15-passenger van.

Long-Distance Public Transportation

- Greyhound Bus provides long-distance bus service to destinations outside of Kenora.



Figure 14: Greyhound Bus provides long-distance bus service in Kenora (Greyhound, 2015)

Volunteer Driving

- The Red Cross offers transportation for medical purposes to Manitoba.
- Metis Nation of Ontario offers transportation for medical purposes within Kenora.

Roadways and Parking

- Seniors who drive find it easy to park cars in places with large parking lots (including the Recreation Centre and box stores)
- There are accessible priority parking spaces in Kenora's downtown area as well as at other shopping locations.

Community Barriers

Municipal Bus Service

- There is only one public transit bus, which services several routes. This leads to a schedule which is not convenient for many seniors (e.g. The bus leaves Keewatin at 7:45 am but No Frills doesn't open until 9:00 AM). Seniors reported "that they no longer use the bus service because the routes and scheduling are onerous" (*Seniors Speak Out*, 2015).
- Bus service ends at 6:15 pm on weekdays, so evening activities are not possible, particularly for seniors who are not able to drive at night due to poor night vision or comfort.
- Not all areas of the city are accessible by public transport. Some key areas for seniors are not served by the City bus (e.g. there is no bus to Ne-Chee Friendship Centre).
- It is difficult to carry groceries to bus from the major grocery stores because you have to walk blocks to the bus stop.

- The percentage of bus stops with bus shelters is inconsistent across routes. The Keewatin route with 27 stops has seven shelters (26%), the Pinecrest route with 35 stops has four shelters (11%), and the Lakeside route with 12 stops has one shelter (8%). The remaining stops are exposed to the weather.
- Public transit ridership numbers (1% of the population commutes) in Kenora are much lower than the provincial average (of 14%) (*Statistics Canada, 2011*). This low percentage may be due to the barriers identified in this section.

Other Local Transportation Options

- Handi-Transit is not flexible at all hours or days and needs to be booked 1 day in advance (e.g. it does not operate on Sundays).
- Handi-Transit is a non-for-profit subsidized service offering rides for \$5.00/one way.
- The cost of taxicabs is prohibitive for many seniors (e.g. from Keewatin to downtown Kenora costs more than \$40.00).
- There used to be a shopping bus from Keewatin to Kenora. It was a school bus that came every Wednesday at 9 AM and went to a grocery store in Kenora (No Frills, Safeway). The businesses paid for part of the cost. Stopped when Keewatin Transportation Bus Line ceased operation.
- Seniors must apply for services on the Community Support Service van. This subsidized, non-profit service costs \$5.50/one way.

Long-Distance Transportation

- Greyhound Bus services have been reduced in recent years. With the new schedule, people who want to travel to Winnipeg on the Greyhound have to stay overnight. ("Now we have to beg people for a ride.")



KENORA AGE **Figure 15: The parking lot at the Discovery Centre fills up for big events (Kenora, 2015)**

- Greyhound Bus service to Winnipeg now stops at the airport rather than downtown. It now requires extra time and expense to get downtown for appointments, etc.
- Some individuals are cautious to volunteer to drive others long distances because they don't want to be responsible for other's safety in an accident.

Roadways and Parking

- Parking is a challenge downtown for some seniors. Focus group participants said they have noticed people parking illegally (without a permit) in accessible parking spots.
- There is insufficient parking at the Discovery Centre for large events.

Opportunities

Municipal Bus Service

- 2.1 Examine the feasibility of extending bus services to later in the evenings and Sundays (*Seniors Speak Out, 2015*)
- 2.2 Examine the feasibility of adding an additional bus or changing routes to make bus service more frequent. Consider smaller buses that cost less to run.
- 2.3 Adjust transit routes so they are more "age-friendly" (e.g. moving bus stops closer to seniors' apartments and to entrances of shopping centres).
- 2.4 Build more shelters at bus stops.

Other Local Transportation Options

- 2.5 Hire a van to take seniors on a Seniors' Safari, a sight-seeing tour ride around town or to stop at a destination, once per month (e.g. an extension of current bus service that goes on shopping outings to Winnipeg before Christmas).

- 2.6 Examine the feasibility of extending the hours of operation for Handi-Transit (e.g. to evenings or Sundays).
- 2.7 Revisit the idea of seniors' car-pooling or chartered shopping bus from Keewatin to Kenora (*Seniors Speak Out*, 2015). Try to partner with grocery stores.

Long-Distance Transportation

- 2.8 Create a directory of volunteers who are willing and able to help drive people to Winnipeg for appointments. Combine idea with central volunteer bureau (see 7.1).

Roadways and Parking

- 2.9 Increase monitoring and ticketing of illegal parking in accessible stalls.
- 2.10 Set up a "park and ride" system for big events at the Discovery Centre or other places with limited parking or access. (This was done in December 2015 for the Festival of Trees.)

3.0 HOUSING



3.0 HOUSING

Overview

An age-friendly community ensures that the diverse housing needs of older adults are met. Aging at home is often a goal for seniors but sometimes downsizing is desirable. Varying levels of housing support also have to be met within the housing options.

Ideal housing spectrums include a mix of ownership and rental units, private and social housing units, varying styles and locations, flexible design and support services and proximity to services.

This section looks at Kenora's housing situation from an age-friendly perspective. It examines the current strengths in Kenora's housing market, current barriers, and opportunities for improvement. It covers ageing in place, affordable housing, social housing, supported housing and assisted living options. It also includes comments about where new housing for older adults could be located.

Maps

Maps are included in the appendices showing the location of the two long-term care homes in Kenora (in red) as well as other seniors' apartments (in yellow). The orange areas are sites that are zoned R3 (High Density Residential) in Kenora's Zoning By-Law. Condominiums and other apartment buildings where seniors may live will usually be located in this zone (note: the zones may not be the same as actual land use, e.g. a lot may be zoned for residential even if a house has not yet been built on it). The maps do not show seniors who are living in single-family homes.

Community Strengths

- Once older adults find appropriate seniors' housing in Kenora, they feel that the housing meets their needs. Several seniors commented on the support of excellent staff.
- Seniors in Kenora feel that the area they are living in is safe.
- There are several private seniors' apartments around Kenora (e.g. La Verendrye apartments. However, there are no elevators or support services).
- Kenora has a housing task force with several agencies addressing the issue of homelessness in the city of Kenora.
- The District of Kenora Homes & Community Support Services (as well as other home care services) provide many seniors with the opportunity to "age in place."
- The City of Kenora is the largest landowner in Kenora and is connecting with developers interested in building housing – along with offering incentives.

Community Barriers

Ageing In Place

- 62% of the residential buildings in Kenora are single-family homes. Most single-family homes have steps leading to the main floor or up to a second story. This doesn't work once people experience mobility challenges. This means there is a lack of accessible housing where people are able to age in place. (2009 Age-Friendly Forum Report).

Affordable Housing, Social Housing & General Seniors' Housing

- The price of housing and utilities continues to rise in Kenora. This provides a challenge for seniors living on a fixed income. According to Making Kenora HOME, "Individual seniors

without private pensions, CPP, or savings can only afford 49% to 70% of the average cost of a bachelor or 1 bedroom unit” apartment (*Kenora’s Affordable Housing Needs Analysis, 2013*).

- There is a need for more 2-bedroom apartments for couples. Many seniors want “the ability to have a spare room for hobbies and guests” (*Seniors Speak Out, 2015*).
- If people lose the job that enabled them to move from low-income housing to market rent, they must reapply for low-income housing. The waiting list may be as long as four years.
- There is a shortage of social housing in Kenora.

Supportive Housing & Assisted Living

- Seniors can expect to wait “between one and two years” for social housing (*Kenora’s Affordable Housing Needs Analysis, 2013*). Focus group participants said the waiting list could be equally as long for supportive housing, like Benidickson Court. This is partially due to a shortage of housing.
- There is no 100% dedicated assisted living care facility in Kenora (with meals, cleaning, and escalating care provided in one building, for a basic price). This is a need. (Note: Community Support or C.C.A.C can assess some people living at home for support services.)
- Supportive housing services in Kenora currently come at an additional cost.

New Housing Development & Location

- Benidickson Court is built on an area with steep slopes. This makes it challenging for people to even walk around outside their own living places.
- Many of even the best-quality seniors’ apartments in Kenora are old and show some of the effects of age (e.g. thick ice builds up on windows in winter of Benidickson Court).

- Developers are not building the housing seniors need. This could be because they are not aware that there is a need.
- Some people feel that the cost of construction in Kenora might be prohibitive to developers.
- Federal and Provincial governments also have a responsibility to help with housing. Seniors in Kenora feel these levels of government must come to the table so that new housing can be built (e.g. Benidickson Court was built in 1987 with Provincial and Federal assistance).
- According to focus group participants, there is a need for more seniors housing where Indigenous people feel welcome

Opportunities

Ageing in Place

- 3.1 Investigate tax credits for age-friendly renovations (*Seniors Speak Out*, 2015).
- 3.2 Actively promote the construction of secondary suites by highlighting the recent changes in the Kenora zoning by-law (combine with Communication and Information strategies).

Supportive Housing & Assisted Living & New Housing Development

- 3.3 Develop a plan for a Kenora Age-Friendly Village / Campus of Care, where retirement living, assisted care, memory care, and long-term care housing is all built around a central “village”.

In Kenora, focus group participants thought this campus of care should be:

- 30 to 50 acres

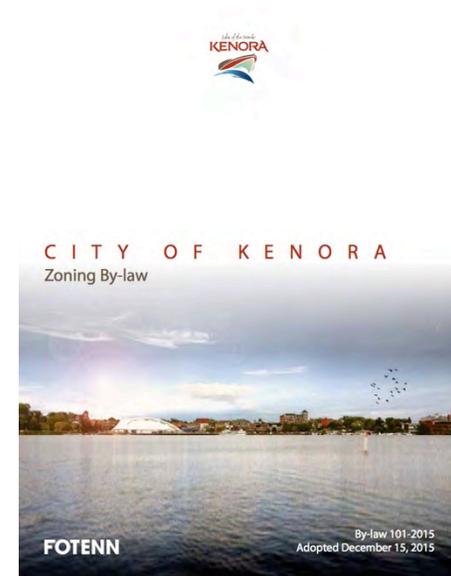


Figure 16: Recent changes in the Kenora zoning by-law have made it easier to construct secondary suites (Kenora, 2015)

- With different housing options from independent living to full care (allowing for a continuum of care)
 - Pods with co-housing (e.g. intergenerational housing, from students to seniors)
 - New hospital on the same site
- 3.4 Create a Kenora Housing Strategy, with data analysis, a work plan, and specific ideas for collaboration. This strategy should have a section detailing location needs for seniors:
- Housing should be located near the hospital (e.g. empty buildings around the hospital now).
 - More housing is needed on flat areas. (There should be “room to roam.”). One example provided was the old mill property, as long as it was combined with health services or if adequate transportation was available to other key areas in Kenora.
 - Conversion of old schools would work because they are often located on flat ground near other amenities (see example in Coburg / Peterborough). The land at A & W baseball diamonds would also be a possibility.
- 3.5 Provide incentives to encourage developers to build affordable seniors’ housing and assisted living housing (with meals, shuttle, support services, and social activities all included in one price).
- 3.6 Develop a package with facts and data about the housing need to circulate to MP to advocate for more funding.
- 3.7 Host a Housing Forum to discuss developer needs and barriers. This forum could include real estate people, mortgage brokers, etc.

4.0 RESPECT & SOCIAL INCLUSION



4.0 RESPECT & SOCIAL INCLUSION

Overview

An age-friendly community is a place where people of all ages are respected and included in social activities. The World Health Organization says, "Older people report experiencing conflicting types of behavior and attitudes toward them. On the one hand, many feel they are often respected, recognized and included, while on the other, they experience lack of consideration in the community, in services and in the family. ... The extent to which older people participate in the social, civic and economic life of the city is also closely linked to their experience of inclusion." (*WHO, Global Age-friendly Cities: A Guide, 2007: 45*)

The Ontario *Finding The Right Fit* guide says it is important to recognize that "our aging population encompasses several decades and demonstrates incredible diversity in terms of culture and ethnicity, sexual orientation, health and disability, education and socio-economic status, citizenship and immigration status, marital and family status, and other characteristics" (*Finding the Right Fit, 2011*).

This section looks at Kenora's current strengths and challenges respecting and including people of different ages and backgrounds. It also looks at opportunities to become a more welcoming place in the future.

Note: There are no maps for the respect and social inclusion section.

Community Strengths

- Many seniors in Kenora and Keewatin feel respected by other members of the community
- In focus groups, some seniors told stories of young people helping them out when they were in need (e.g. after falling down on the sidewalk)
- Youth sometimes come to volunteer at seniors' apartments through school volunteering programs on their own initiative (however, no formal arrangement between schools and seniors' apartments is in place).

Community Barriers

- Several focus group members expressed that business owners could benefit from special training that would encourage accommodating seniors (particularly those with Alzheimer's or dementia).
- Seniors in Kenora did not think that schools were providing opportunities to learn about ageing and older people, nor to involve older people in school activities.
- Older adults and Kenora's Indigenous population are not visible in local media or promotional material.
- Indigenous seniors do not feel included in the community of seniors and hesitate to attend New Horizons Seniors' Centre.



Figure 17: Many seniors in Kenora and Keewatin feel respected by other members of the community (HTFC, 2015)

Opportunities

- 4.1 Include photographs of seniors, Indigenous people, etc. on promotional materials (e.g. posters) so that they will feel welcome and included in these spaces.
- 4.2 Create brochure to send to businesses outlining ways they can help seniors, particularly for accessibility concerns or for serving customers with dementia
- 4.3 Create a sensitivity training program for people working with seniors to discuss appropriate language and approach (see Communication and Information).
- 4.4 Initiate an “Honouring Our Elders Day” in school, where students could commit their school volunteer hours to partnering with a senior for the day” (*Seniors Speak Out*, 2015). Perhaps this could coincide with Canada’s [National Seniors Day](#), October 1st.
- 4.5 Recognize [Seniors’ Month](#) (June) in events around Kenora. This is an initiative of the Ontario Seniors’ Secretariat.



Figure 18: Schools could observe National Seniors Day by volunteering with seniors (Canada, 2015)

5.0 SOCIAL PARTICIPATION



5.0 SOCIAL PARTICIPATION

Overview

An age-friendly community encourages the social participation of older adults within all community settings. The World Health Organization says this is important because “participating in leisure, social, cultural and spiritual activities in the community, as well as with the family, allows older people to continue to exercise their competence, to enjoy respect and esteem, and to maintain or establish supportive and caring relationships. It fosters social integration and is the key to staying informed” (WHO, *Global Age-friendly Cities: A Guide*, 2007: 38)

This section looks at social participation in Kenora from an age-friendly perspective. It examines both “the level of interaction that older adults have with other members of their community and the extent to which the community itself makes this interaction possible” (*Finding the Right Fit*, 2011). It also identifies future opportunities to improve age-friendly social participation in Kenora.

Maps

Maps are included in the appendices showing the location of sports and recreation facilities (golf courses and recreation centres), arts facilities (arts organizations, libraries, museums, and seniors centres), churches, and community clubs. These places provide opportunities for social participation to a wide range of seniors in Kenora.

Community Strengths

- Kenora has many reasonably-priced events and activities that appeal to older adults (e.g. the Lake of the Woods Concert Group offers concert tickets to seniors for only \$10)
- Kenora's New Horizons seniors' centre is in a central location (the Recreation Centre) with many activities.
- There is a broad range of social activities that appeal to older adults in Kenora (e.g. Swinging Seniors, the farmers' market, Pow wows, the Warmth & Wellness group, and even clubs like the Aero Modelers).
- The Kenora Curling Club is wheelchair accessible.
- In Keewatin, the library, curling club, and church teas are all places to socialize for seniors
- Many strong communities, with networks of care, have developed in the clubs and organizations around Kenora and Keewatin.

Community Barriers

- Some events in Kenora have been held in locations that have not been accessible to older adults, particularly those with mobility issues (e.g. the home show that was held at the Rec Centre arena was not accessible because people had to walk down the stairs between the arena seats to get to the show).
- Activities at the Discovery Centre (e.g. the Festival of Trees) are not always convenient for some seniors. It is hard to get public transportation to this location and those who drive find that the parking lot fills up quickly, meaning that others must park along the highway and walk along the road to get to the Centre.



Figure 19: Seniors enjoying a St. Patrick's Day lunch at Benidickson Court (District of Kenora Home for the Aged, 2003)

- There is minimal interaction between seniors at different seniors' apartments in Kenora, according to focus group participants.
- Indigenous seniors do not feel included in activities or the larger seniors' community at the Seniors Centre.
- Keewatin has lost some of its locations where seniors used to socialize (e.g. bowling alley, restaurants, etc.).

Opportunities

- 5.1 Encourage more interaction between seniors at the larger seniors' apartments, e.g. Crafts with Seniors events
- 5.2 Include more Indigenous cultural elements in Kenora's senior's events (e.g. bannock making)
- 5.3 Create a volunteer "companion" service to get people to events that take place in the evenings (after Handi-Transit and public bus service has ended).
- 5.4 Support the development of places for seniors to socialize in Keewatin (e.g. a bowling alley, lawn bowling, etc.).

6.0 COMMUNICATION & INFORMATION



6.0 COMMUNICATION & INFORMATION

Overview

A community is age-friendly when information is easily accessible to people of all ages. The World Health Organization says, “Staying connected with events and people and getting timely, practical information to manage life and personal needs is vital for active aging. ... Yet the fear of missing information and of being left out of the mainstream is voiced almost everywhere” (WHO, *Global Age-friendly Cities: A Guide*, 2007: 60).

This section looks at Kenora’s system of communication and information from an age-friendly perspective. It examines perceived strengths, barriers, and opportunities to improving communication and access to information for older adults in Kenora.

Note: There are no maps for the communication and information section.

Community Strengths

- Notice boards, which include flyers about events, are good avenues for information. These are found in the library, museum, seniors' housing, City Hall, the Kenora Recreation Centre, and on outside billboards in the downtown area.
- Seniors also get their information in person (including from other seniors) at coffee shops and churches.
- The City of Kenora has a good relationship with radio stations and many information notices are broadcast locally.
- The City is hiring a full-time communications clerk, which should help to increase access to municipal information.
- The City of Kenora is installing digital information screens (televisions) in city offices and municipal buildings around Kenora to provide municipal information to residents.
- The "211" service (both phone and online) has information for all Ontarians, including seniors.
- The Kenora 55+ Expo has been a place for seniors to learn about CPP, fraud prevention, pharmacies, etc. The event was not held in 2015, but may be back in future years.
- New Horizons Seniors' Centre offers computer classes for seniors.

Community Barriers

- Older adults in seniors' housing are getting information, but individuals in private homes may be missed because they do not see the notice boards.

- Not all seniors have access to a computer or computer skills. Therefore, it becomes hard to find out about events that are only posted online.
- City councilors used to have a meeting with the Seniors' Coalition, which was cancelled a few years ago.
- Navigation of the healthcare system can be a challenge because it is hard to know where to go.
- "It was the need for understanding how to access transportation options that prompted one participant in the Seniors Speak Out Report (2015) to prioritize Communication and Information. When options are limited, information becomes very valuable in order to obtain a service."
- People communicating with seniors may not be aware that they need to consider many different communication aspects, including hearing access, reading access, and expression access.
- There are ten First Nations communities in the Lake of the Woods area and urban aboriginals make up more than 20% of Kenora's population. However, First Nations' representation is lacking on the leadership bodies of most seniors organizations in the area.

Opportunities

- 6.1 Publish paper copies of the [City of Kenora Events Calendar](#) to put up on bulletin boards in seniors' apartments.
- 6.2 Explore possibility of showing seniors' information and events on the digital screens the City of Kenora is putting up in public buildings.

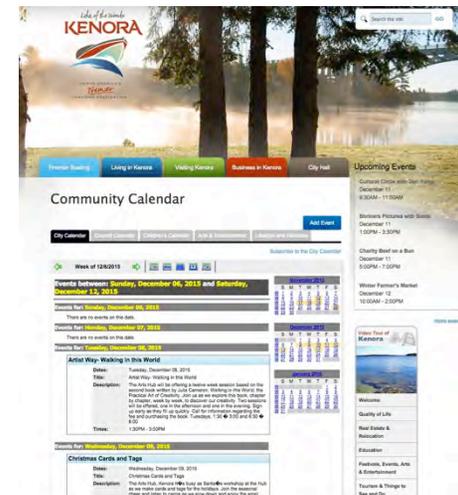


Figure 20: Paper copies of the City of Kenora events calendar could be put up on bulletin boards (Kenora, 2015)

- 6.3 Investigate possibility of getting the City of Kenora’s digital information screens installed in seniors’ apartments once the program is established.
- 6.4 Reestablish the meeting between Seniors’ Coalition and Councillors (political action committee)
- 6.5 Include a First Nations Liaison position on the Seniors’ Coalition to be a link to the First Nations community in the Lake of the Woods area.
- 6.6 Establish an Age-Friendly Communication training event or course for how to communicate best with seniors and those with aphasia or dementia (e.g. the “[Supportive Communication](#)” program, which uses gestures and drawing to communicate with seniors and [Reaching Out: A Guide to Communicating with Aboriginal Seniors](#) (Canada, 1998)). This would be offered to business owners, Handi-Transit drivers, etc. Seniors in the community could assist in the development of these materials.
- 6.7 Utilize tools to measure “[Communicative Access](#)” in public and private spaces (e.g. ensuring signage location and lighting are age-friendly). A summer student could measure communicative access in the hospital.
- 6.8 Create a Kenora Age-Friendly Business designation. This designation could be given to businesses who complete the Age-Friendly Communication course, pass a Communicative Access assessment, incorporate universal design principles, etc.
- 6.9 Promote the availability of the *Kenora Age-Friendly Services Guide*, which is being created in conjunction with this *Kenora Age-Friendly Strategic Plan*.



Figure 21: The Age-Friendly Business Academy provides course material for businesses to become Age-Friendly



Figure 22: Reaching Out: A Guide to Communicating with Aboriginal Seniors (Canada, 1998)

7.0 CIVIC PARTICIPATION & EMPLOYMENT



7.0 CIVIC PARTICIPATION & EMPLOYMENT

Overview

An age-friendly community recognizes that older adults make a valued contribution to the community by sharing their experience, knowledge, and skills. The World Health Organization highlights that “older people do not stop contributing to their communities upon retirement. Many continue to provide unpaid and voluntary work for their families and communities. In some areas, economic circumstances force older people to take paid work long after they should have retired. An age-friendly community provides options for older people to continue to contribute to their communities” (WHO, *Global Age-friendly Cities: A Guide*, 2007: 51).

This section looks at civic participation and employment for older adults in Kenora. It examines current strengths and barriers, as well as opportunities to make working and volunteering easier in the future.

Note: There are no maps for the Civic Participation & Employment section.

Community Strengths

- There is a range of volunteer opportunities for older adults in Kenora.
- Most of these volunteer opportunities provide adequate training, recognition, and compensation for personal costs.
- Enabling Accessibility is a new program at New Horizons for Seniors Education that is a youth / seniors knowledge exchange.
- The Lake of the Woods Employment Action Project (LEAP) has a [Targeted Initiative for Older Workers](#) (ages 50 to 64) program that helps older workers remain “active and productive labour market participants.”

Community Barriers

- Older adults may not be aware of the need for volunteers with a specific skill set.
- Focus group participants said word-of-mouth was the only way they heard about specific volunteer needs. (Note: specific volunteer needs may also be published in local newspapers).

Opportunities

- 7.1 Establish a Kenora central volunteer bureau or directory. According to one focus group member, “There is a huge potential to match volunteer desire to needs.” For example, see the [Volunteer & Information Centre of Hastings and Prince Edward Counties](#) (Belleville, ON). At this centre, people can start by scheduling a meeting with a coordinator of volunteer services or searching the online Community Hub. The website also contains an online database of community services.



Figure 23: LEAP's Targeted Initiative for Older Workers helps seniors find employment (LEAP, 2015)



Figure 24: The Intergenerational Learning Centre in Seattle provides a place where seniors living in residence can interact with daycare children (Providence Mount St. Vincent, 2015).

- 7.2 Start up a daycare in a seniors' apartment building, where seniors (who have been screened) could help with the daycare and interact with children. For an example, see the [Intergenerational Learning Centre](#) in the Providence Mount St. Vincent seniors' care facility in Seattle, Washington.

8.0 COMMUNITY SUPPORT & HEALTH SERVICES



8.0 COMMUNITY SUPPORT & HEALTH SERVICES

Overview

An age-friendly community has health and community support services available to meet the needs of people of all ages. According to the World Health Organization, “Health and support services are vital to maintaining health and independence in the community. Many of the concerns raised by older people, caregivers and service providers in the focus groups deal with the availability of sufficient good quality, appropriate and accessible care” (WHO, *Global Age-friendly Cities: A Guide*, 2007: 66).

This section looks at Kenora’s community support and health services from an age-friendly perspective. It covers current strengths, barriers, and opportunities for improving community support and health services in the future. Physical, mental, and emotional health concerns (including memory loss, anxiety and depression) are included in the discussion on health services (see *Finding the Right Fit*, 2011).

Maps

Maps are included in the appendices showing the location of the significant community support and health services in Kenora, including: dental centres, funeral homes, hospitals and emergency medical centres, optometrists, pharmacies, and other health and community support services. There are two main clusters of these services: in downtown Kenora and in Norman (around the Lake of the Woods District Hospital).

Community Strengths

- Organizations in Kenora provide an excellent quality of community support and health services, especially for a community of its size (for example, the Lake of the Woods District Hospital).
- District of Kenora Home & Community Support provides community support services like yard care and transportation, which is a real strength
- People in certain seniors' apartments can access care if they pay for the service (e.g. foot care is provided on site in Benidickson Court, with sign-up)
- People can get health care in their own homes through the services of the Northwest Community Care Access Centre (CCAC)
- Residents in Keewatin can now get their blood pressure taken in the Keewatin pharmacy. This saves them a trip to the hospital or into Kenora.
- Waasegiizhig Nanaandawe'iyewigamig is a family health team that provides services directly to First Nations' communities.
- Tele-Medicine is now available to help seniors in Kenora with specialized health needs (video conference with specialist from Thunder Bay).
- A forum put on by the Task Force in Substance Abuse and Mental Health was held in Kenora on November 19, 2015. This forum addressed community support, housing, and health issues.
- There is now a grocery delivery service in Kenora. This is particularly helpful for seniors in the winter.



Figure 25: The Paterson Medical Centre (Paterson Medical Centre, 2015)

Community Barriers

- The hospital is difficult to access because of its distance from downtown Kenora and steep slope.
- There are jurisdictional issues for First Nations people to access health care (e.g. when providing medical care to a First Nation's person, there is some confusion over whether health care services are a federal or provincial responsibility).
- No homecare is available for people who do not have a phone. This is a problem for people with a low or fixed income, who may need homecare the most.
- Seniors with low or fixed incomes say they cannot afford services like dental care.
- There has been a 10-year physician shortage in Kenora. This is due to a problem with recruitment and retention of doctors in Kenora (partially because there is no recruiter that can help their spouses find gainful employment in the area).
- There are no walk-in clinics in Kenora. Because of this, some people go to emergency at the hospital to fill prescriptions. However, health care providers in Kenora expressed hesitation with walk-in clinics because of their payment scheme and because they only address one issue at a time, rather than look at the patients' health holistically.
- Seniors need to travel to Winnipeg or Thunder Bay to see health specialists (transportation is an issue – see section 2.0 Transportation).
- Funding was cut that allowed nurse practitioners to come directly to seniors' housing.
- There are some individuals without a family physician.



Figure 26: QuickCare Clinics are staffed by nurse practitioners and are usually open evenings, weekends and holidays (Manitoba, 2015)

- Age-Friendly communities must also be Dementia-Friendly. According to focus group participants, the community should consider people how it could provide additional support to people with dementia.
- There are a large number of seniors living in the Pinecrest and Birchwood long term care homes with no family in the area. This is troublesome because their support network is not there.
- There are still trust issues between Indigenous communities and medical staff from Kenora.

Opportunities

- 8.1 Start up a Quick Care Clinic staffed by Nurse Practitioners (NPs) in Kenora (note: this is an effective strategy that [has been utilized in Winnipeg](#))
- 8.2 Advocate to provincial and federal governments about the need for access to primary care providers in Kenora.
- 8.3 Develop a [Memory Clinic](#) in Kenora, including training and service (Note: there are 76 across the province. The funding is already secured for one in Kenora).
- 8.4 Implement a program for Dementia-Friendly identification pins, which would help shopkeepers to recognize people with dementia (umbrella pins have been used in places like Belleville).
- 8.5 Create a “systems navigator program” for seniors that would “help them negotiate through the maze of health and community services” (*Kenora Speaks Out*, 2015).



Figure 27: Memory Clinics provide "comprehensive care for patients and family members dealing with dementia and memory loss" (LHIN, 2015)

SUMMARY AND NEXT STEPS

This Kenora Age-Friendly Strategic Plan is built on the words of Kenora residents and develops a cohesive vision for an age-friendly future. The Plan will help the City of Kenora achieve the World Health Organization's age-friendly designation and serve as a building block for future partnering, fundraising and implementation.

As a foundation for this plan, the project team stimulated respectful discourse around the community's core age-friendly vision by addressing the full spectrum of age-friendly priority topic areas identified by the World Health Organization.

The Age-Friendly Steering Committee and the multiple organizations represented on this committee (including the City of Kenora) carefully reviewed the findings from these focus groups. Their feedback was used to make corrections and clarifications to the document.

The revised materials are being presented back to the community for final comment at the Seniors Housing Forum on March 30, 2016. Feedback from community members at this event will be given to the Age-Friendly Steering Committee and used for developing the Action Items, which will be appended to this Age-Friendly Strategic Plan.

Once the items in the Action Plan are finalized, the Kenora Age-Friendly Strategic Plan will be treated as a living document. The Age-Friendly Steering Committee will evaluate this Strategic Action Plan on a regular basis. A complete review of the Action Items should be done every five years beyond 2016. This will allow for effective monitoring of the plan's implementation and provide an opportunity to develop new priorities or adjust the plan to the developing needs of older adults in Kenora.



Figure 28: The Plan will help the City of Kenora achieve the World Health Organization's age-friendly designation and serve as a building block for future partnering, fundraising and implementation.

APPENDIX 1: ACKNOWLEDGEMENTS

The Kenora Age-Friendly Strategic Plan was built around input from older adults, care providers, civil servants, councilors, and other community members of Kenora. Representatives from the groups below deserve recognition for their special part in this project as participants in one of the focus groups that were arranged specifically for this project:

- Alzheimer Society of Kenora/Rainy River Districts
- Canadian Red Cross
- City of Kenora
- District of Kenora Home for the Aged Community Support Services
- Kenora Association for Community Living (KACL)
- Kenora Seniors' Coalition
- Kenora Substance Abuse & Mental Health Task Force
- Lake of the Woods District Hospital
- Making Kenora Home
- NeChee Friendship Centre – Lifelong Care Program
- New Horizons Seniors' Centre
- Northwest Community Legal Clinic
- Northwestern Health Unit
- Northwestern Independent Living Services Inc (NWIL)
- Residents of Benidickson Community Apartments
- Residents of Park Place Apartments, Keewatin
- Residents of Bay Terrace Apartments, Keewatin
- Retired Teachers of Ontario
- Sunset Country Family Health Team
- Women's Place

APPENDIX 2: FOCUS GROUP QUESTIONNAIRE

Topic Area & Questions	Prompts
- WARM UP -	
<p>Q: What is it like to live in the City of Kenora as an older person?</p>	<ul style="list-style-type: none"> • What good features do you notice on a regular basis? • What problems do you notice on a regular basis?
1. Outdoor Spaces & Buildings	
<p>Let's talk about outdoor spaces and buildings.</p> <p>I want to hear about your positive experiences, your negative experiences, and I want to get your ideas for improvements.</p> <p>Q: Tell me about what areas you like to go for a walk to get fresh air, run errands or visit? Which areas do you avoid? (Mark answers on map).</p>	<ul style="list-style-type: none"> • Design and maintenance of sidewalks and curbs? • Street intersections and crosswalks? • Traffic volume, noise? • Particular times of day, like nighttime? • Green spaces? Walking areas? • Street lighting? • Protection from sun, rain or wind? • Benches, rest areas? • Sense of physical safety?
2. Transportation	
<p>The next area is transportation in and around Kenora.</p> <p>Q: Tell me about the times you use public transportation or the Handi Transit service in Kenora. Where do you go? Which areas would you wish you could go, but can't?</p> <p>Q: Tell me about what it is like for you to drive a car in Kenora.</p>	<p>Are public buses or Handi Transit...</p> <ul style="list-style-type: none"> • Affordable? • Easy to get to? • Easy to board? • Frequent enough when you want to travel? • On time? • Extensive routes to go wherever one wants? • Waiting areas and stops with benches, lighting, protection from the elements? • Secure from crime?

3. Housing	
<p>Housing is the next topic we will cover.</p> <p>Q: Tell me about how the place where you live meets (or does not meet) your current needs.</p> <p>Q: If your needs change, what are your choices for housing in the community?</p>	<ul style="list-style-type: none"> • Cost? • Comfort? • Physically safe? • Security from crime? • Proximity to services?
4. Respect & Social Inclusion	
<p>The next area deals with how the community shows respect for, and includes older people.</p> <p>Q: In what ways does your community show (or not show) respect for you as an older person?</p> <p>Q: In what ways does your community include, or not include you as an older person in activities and events?</p>	<ul style="list-style-type: none"> • Politeness? • Helpfulness? • Responsiveness to needs in services and programmes? • Consultation? • Choices offered? • Public recognition of the contributions of older people? • Intergenerational activities?
5. Social Participation	
<p>Let's now talk about social and leisure activities....</p> <p>Q: How easily can you socialize in your community?</p> <p>Q: Tell me about your participation in other activities, like education, culture, recreation, or spiritual activities?</p>	<p>Are social and leisure activities...</p> <ul style="list-style-type: none"> • Affordable? • Accessible? • Frequent? • Convenient location? • Convenient times? • Offer choices? • Interesting?

6. Communication & Information	
<p>The following topic is about communication and information.</p> <p>Q: What is your experience getting the information you need in your community, for example, about services or events? (This can be information you get by telephone, radio, TV, in print, or in person).</p>	<p>Is information...</p> <ul style="list-style-type: none"> • Accessible? • Useful? • Timely? • Easy to understand? • Difficulties with automated systems, print format, or size?
7. Civic Participation & Employment	
<p>Next, we want to know about your experiences doing volunteer or paid work, and about your participation in public affairs.</p> <p>Q: Tell me about your participation in volunteer work.</p> <p>Q: Tell me about your participation in paid work, if you are employed now or if you are looking for paid work.</p>	<ul style="list-style-type: none"> • Accessible opportunities • Variety of opportunities • Attractiveness • Recognition provided • Remuneration (paid work) • Adjustment to older persons' abilities • Adjustment to older persons' preferences • Ways used to motivate older persons' participation
8. Community Support & Health Services	
<p>I want to know more about the health and social services in your community that help older people living at home.</p> <p>Q: What is your experience with the services in the community to help older persons?</p>	<ul style="list-style-type: none"> • Types of services available • Accessibility • Affordability • Responsiveness of services to individual needs
- WRAP-UP -	
<p>Q: Before we finish, are there any other issues or areas we haven't discussed that you want to raise?</p>	

APPENDIX 3: MAPS

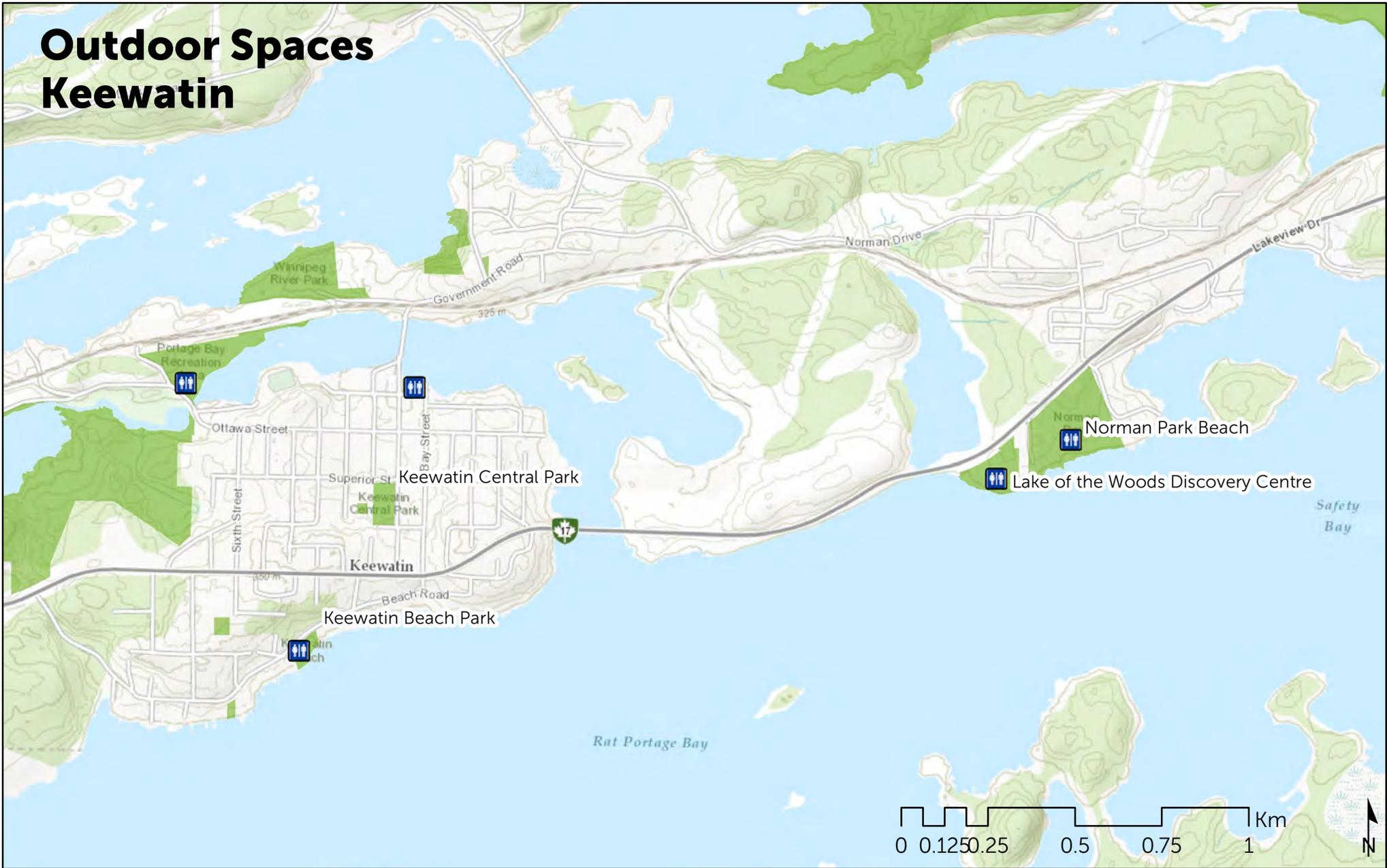
The maps on the following pages identify key age-friendly locations in Kenora (including Keewatin, Norman and Jaffray Melick). These locations should be taken into consideration when planning to implement action items such as the Age-Friendly Priority Zones or the location of new public transit stops.

The following maps are included in these appendices:

1. Outdoor Spaces
 - a. Keewatin
 - b. Kenora
 - c. Jaffray Melick
2. Transportation
 - a. Keewatin
 - b. Kenora
 - c. Jaffray Melick
3. Housing
 - a. Keewatin
 - b. Kenora
 - c. Jaffray Melick
4. Social Participation
 - a. Keewatin
 - b. Kenora - Downtown
 - c. Kenora - South
 - d. Jaffray Melick
5. Community Support & Health Services
 - a. Keewatin
 - b. Norman
 - c. Kenora - Downtown
 - d. Kenora – South
 - e. Jaffray Melick

Map Sources: Esri, HERE, DeLorme, TomTom, Intermap, increment P Corp., GEBCO, USGS, FAO, NPS, NRCAN, GeoBase, IGN, Kadaster NL, Ordnance Survey, Esri Japan, METI, Esri China (Hong Kong), swisstopo, MapmyIndia, OpenStreetMap contributors, and the GIS User Community.

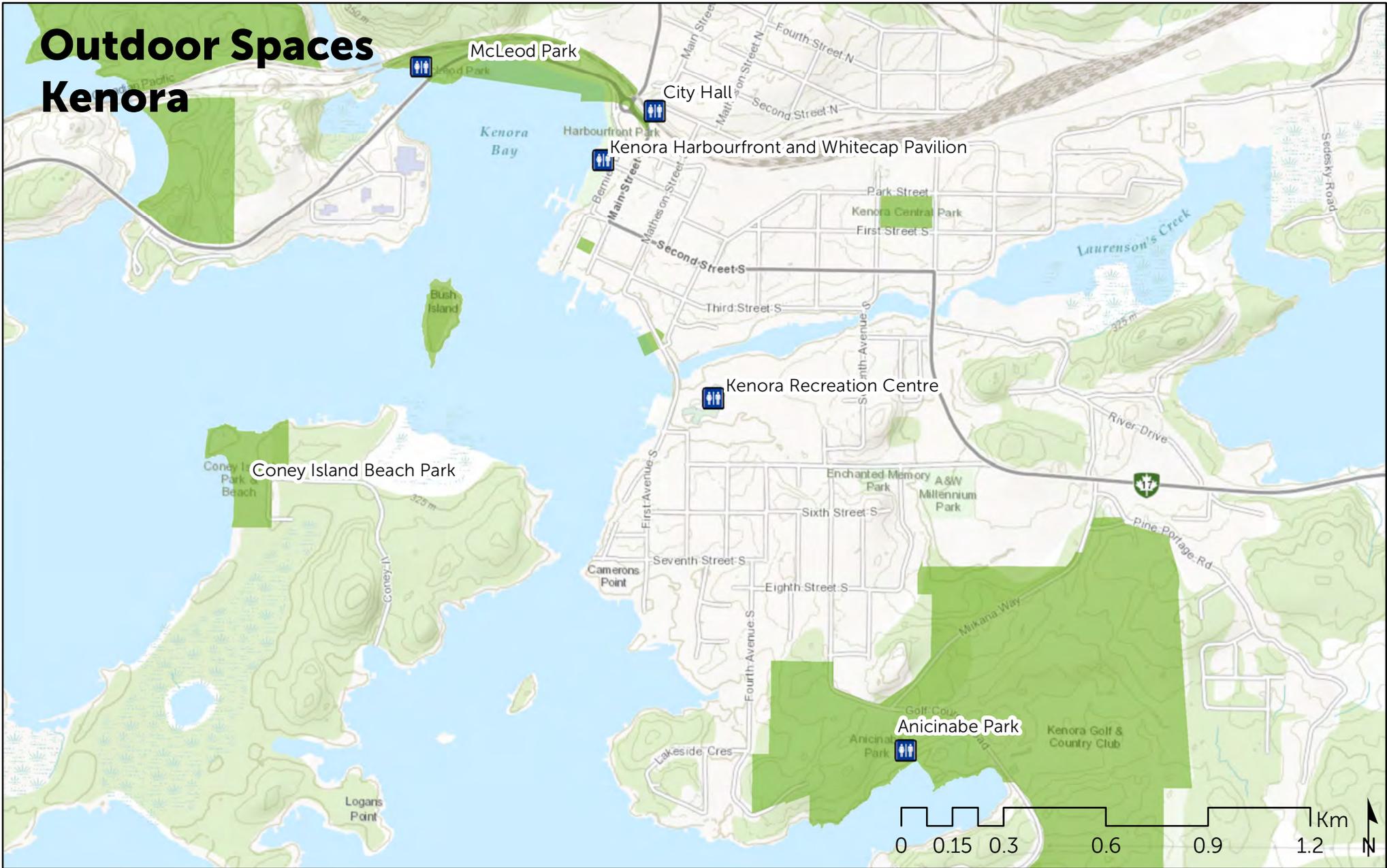
Outdoor Spaces Keewatin



LEGEND

-  Public Washrooms
-  Parks and Open Space

Outdoor Spaces Kenora



LEGEND

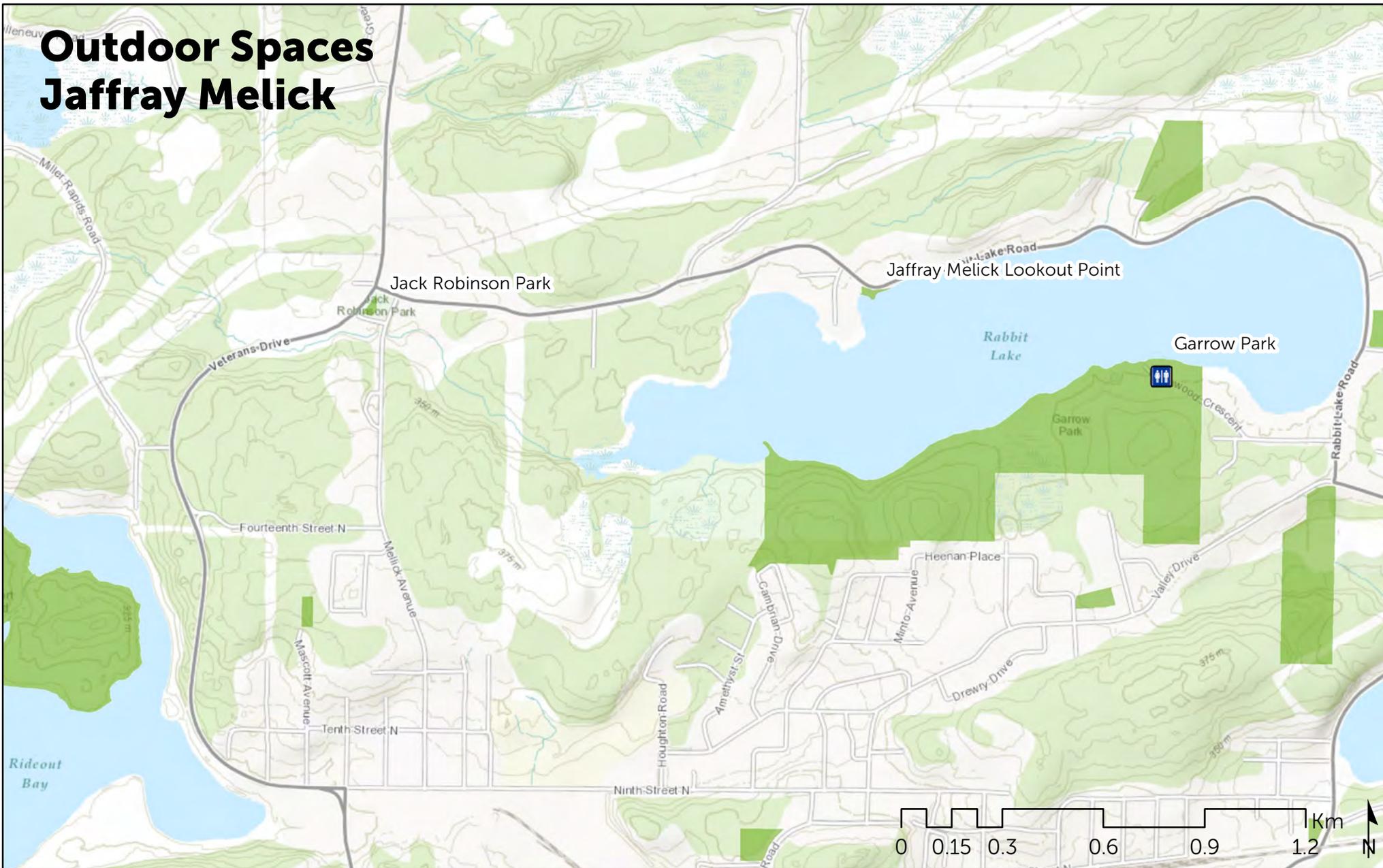


Public Washrooms



Parks and Open Space

Outdoor Spaces Jaffray Melick



LEGEND

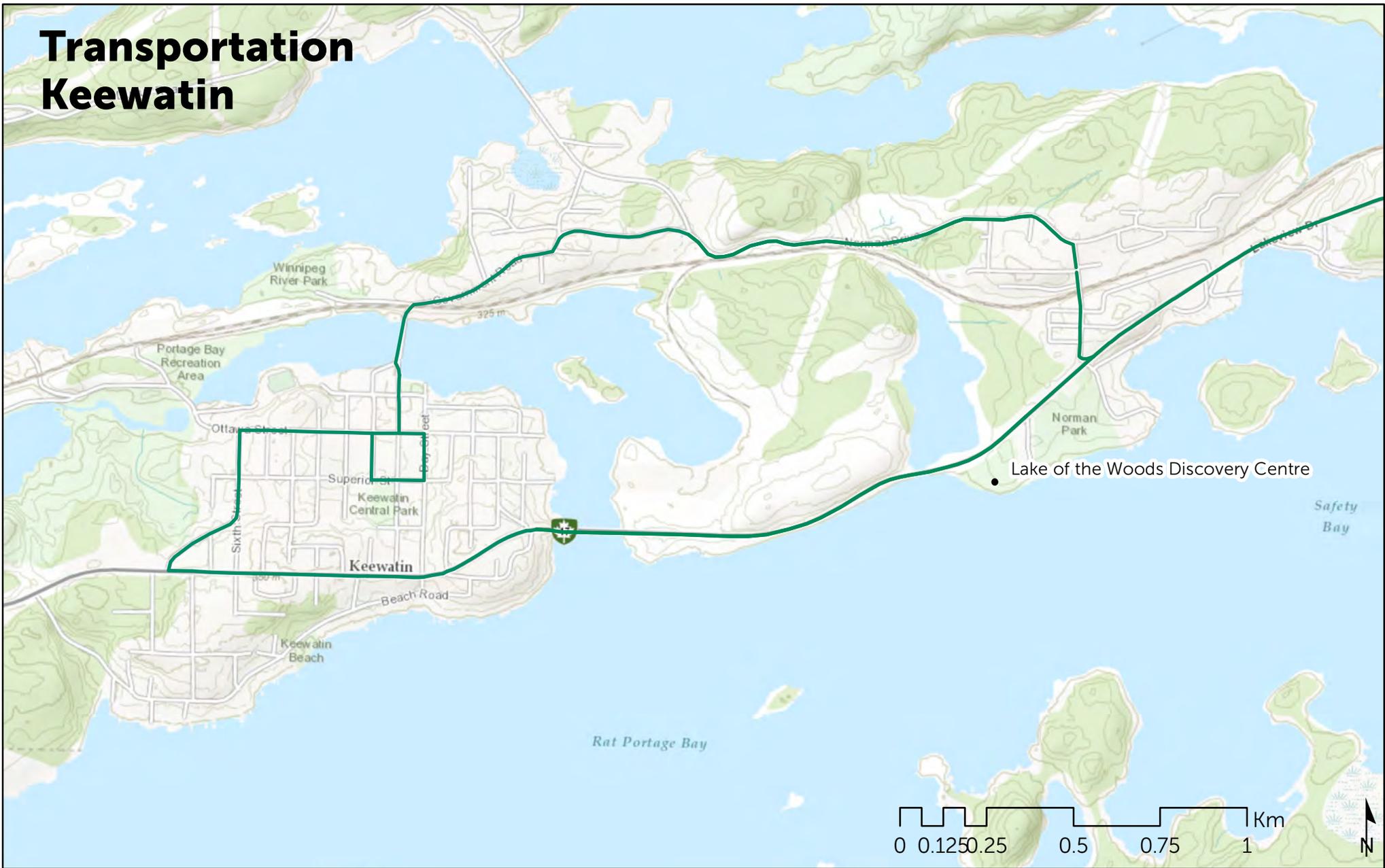


Public Washrooms



Parks and Open Space

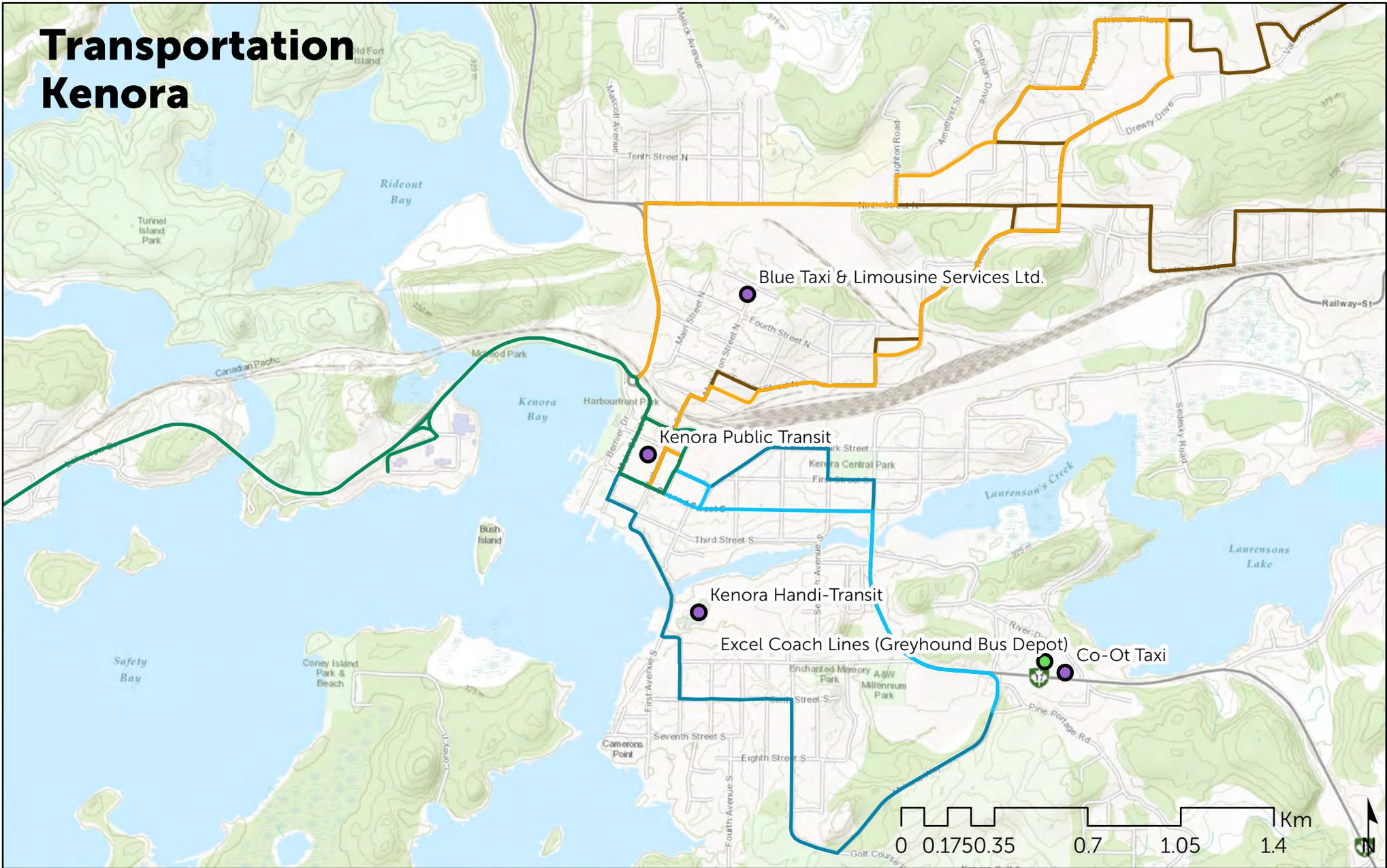
Transportation Keewatin



LEGEND

- Local Transportation
- Lakeside Express Bus Line
- Pinecrest Express Bus Line
- Keewatin Regular Bus Line
- Long-Distance Transportation
- Lakeside Regular Bus Line
- Pinecrest Regular Bus Line

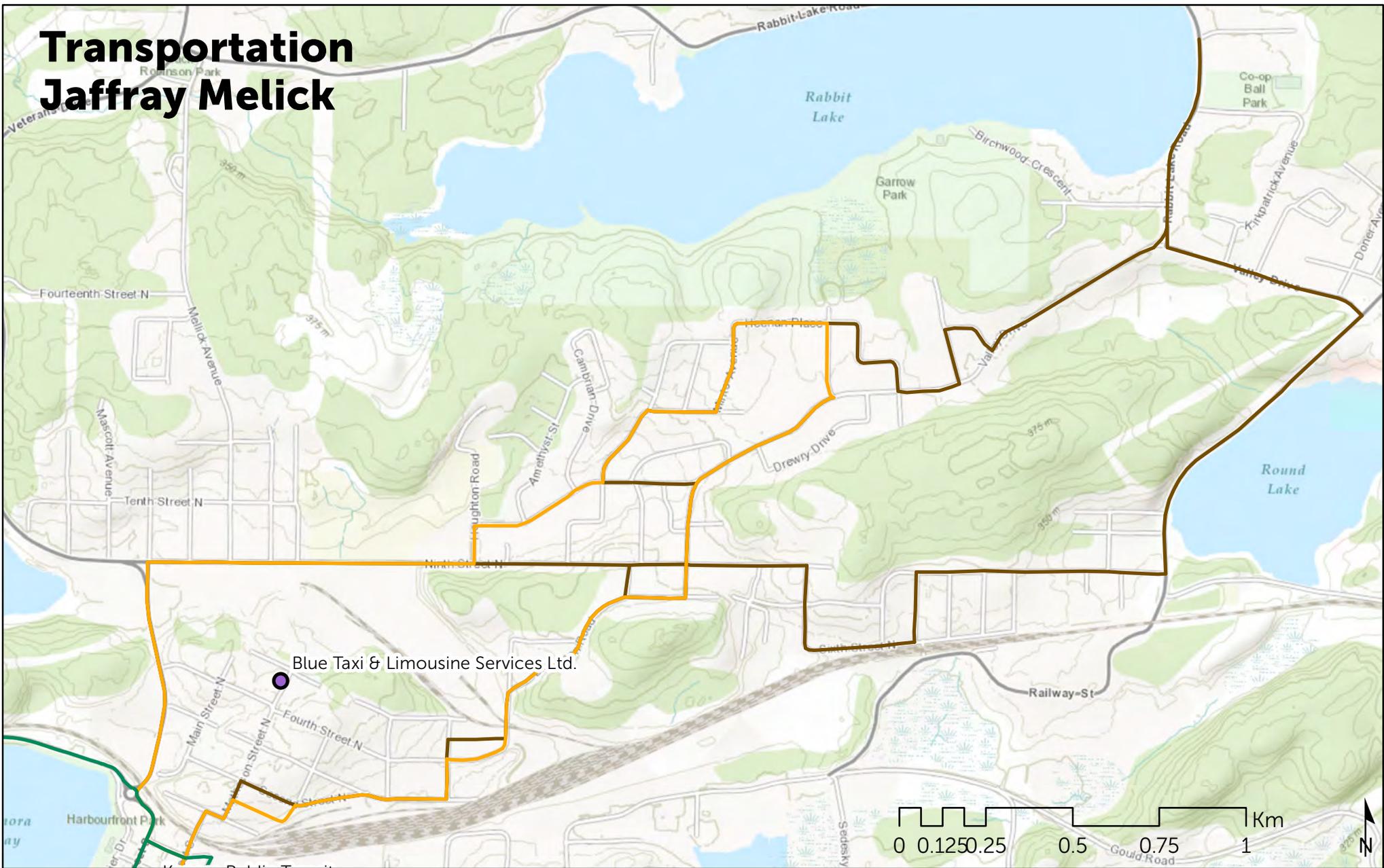
Transportation Kenora



LEGEND

- Local Transportation
- Lakeside Express Bus Line
- Pinecrest Express Bus Line
- Keewatin Regular Bus Line
- Long-Distance Transportation
- Lakeside Regular Bus Line
- Pinecrest Regular Bus Line

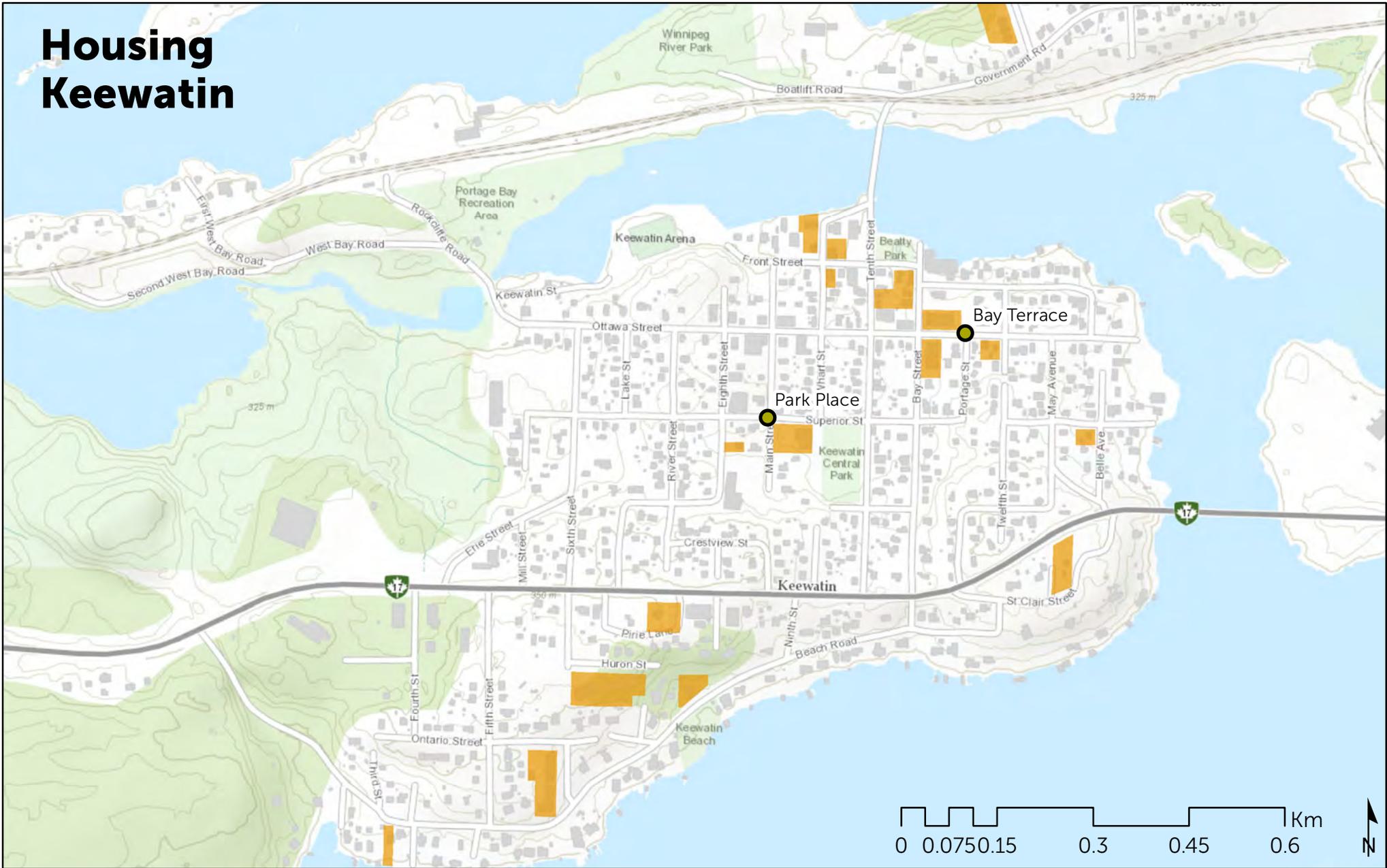
Transportation Jaffray Melick



LEGEND

- Local Transportation
- Lakeside Express Bus Line
- Pinecress Express Bus Line
- Keewatin Regular Bus Line
- Long-Distance Transportation
- Lakeside Regular Bus Line
- Pinecress Regular Bus Line

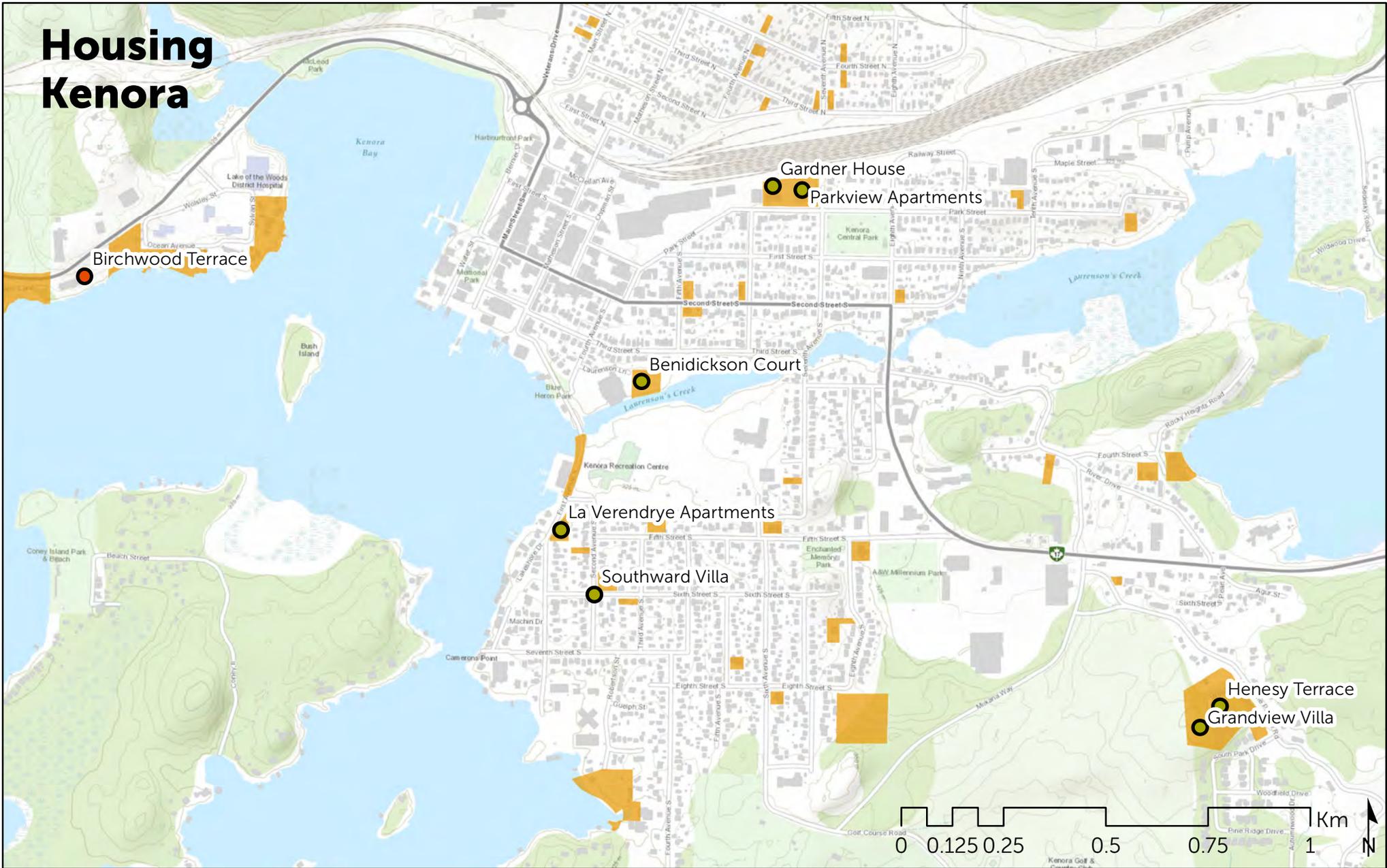
Housing Keewatin



LEGEND

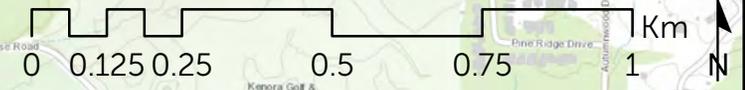
- Long Term Care Homes
- Seniors Apartments
- Zoned for High Density Residential

Housing Kenora

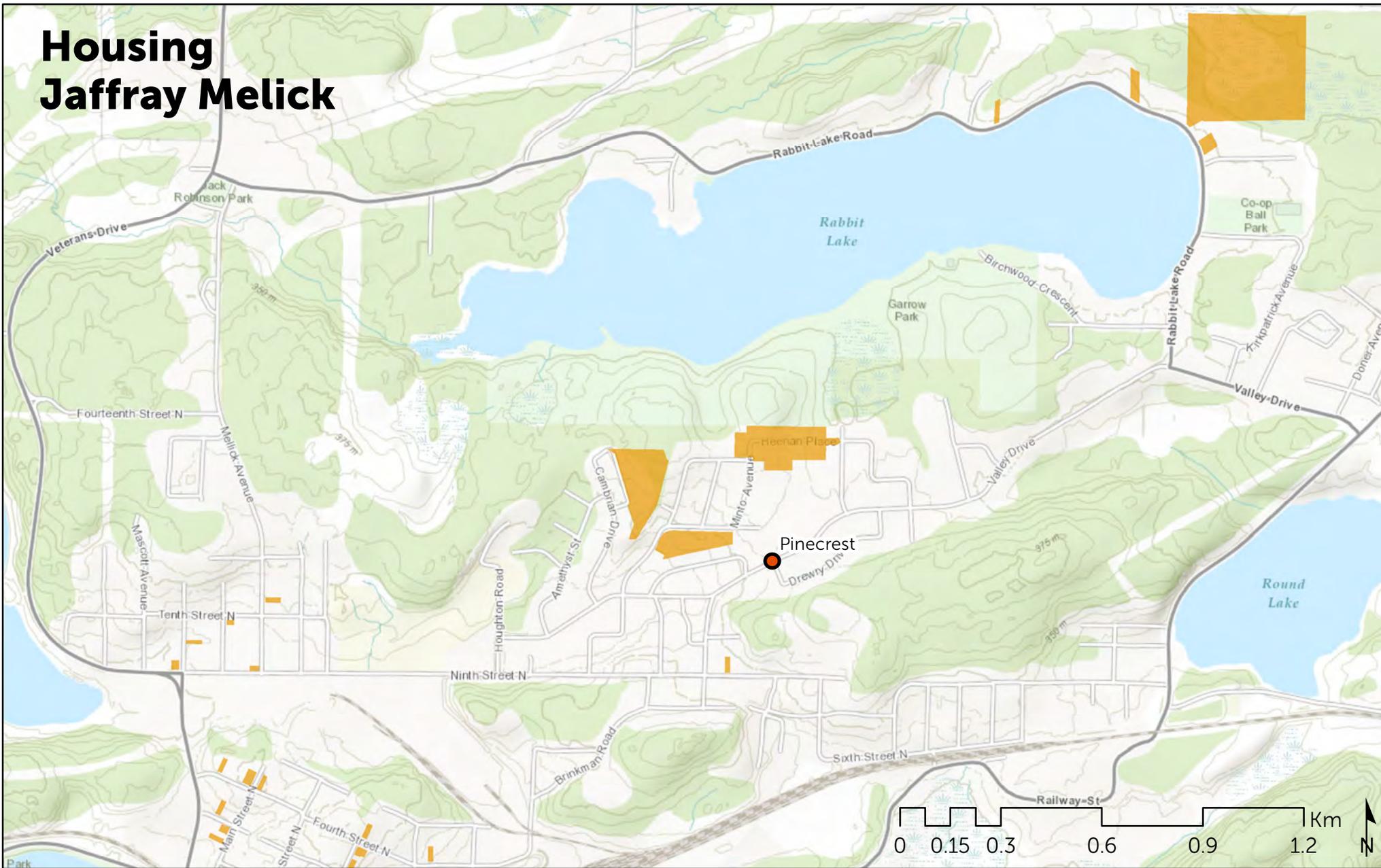


LEGEND

- Long Term Care Homes
- Zoned for High Density Residential
- Seniors Apartments



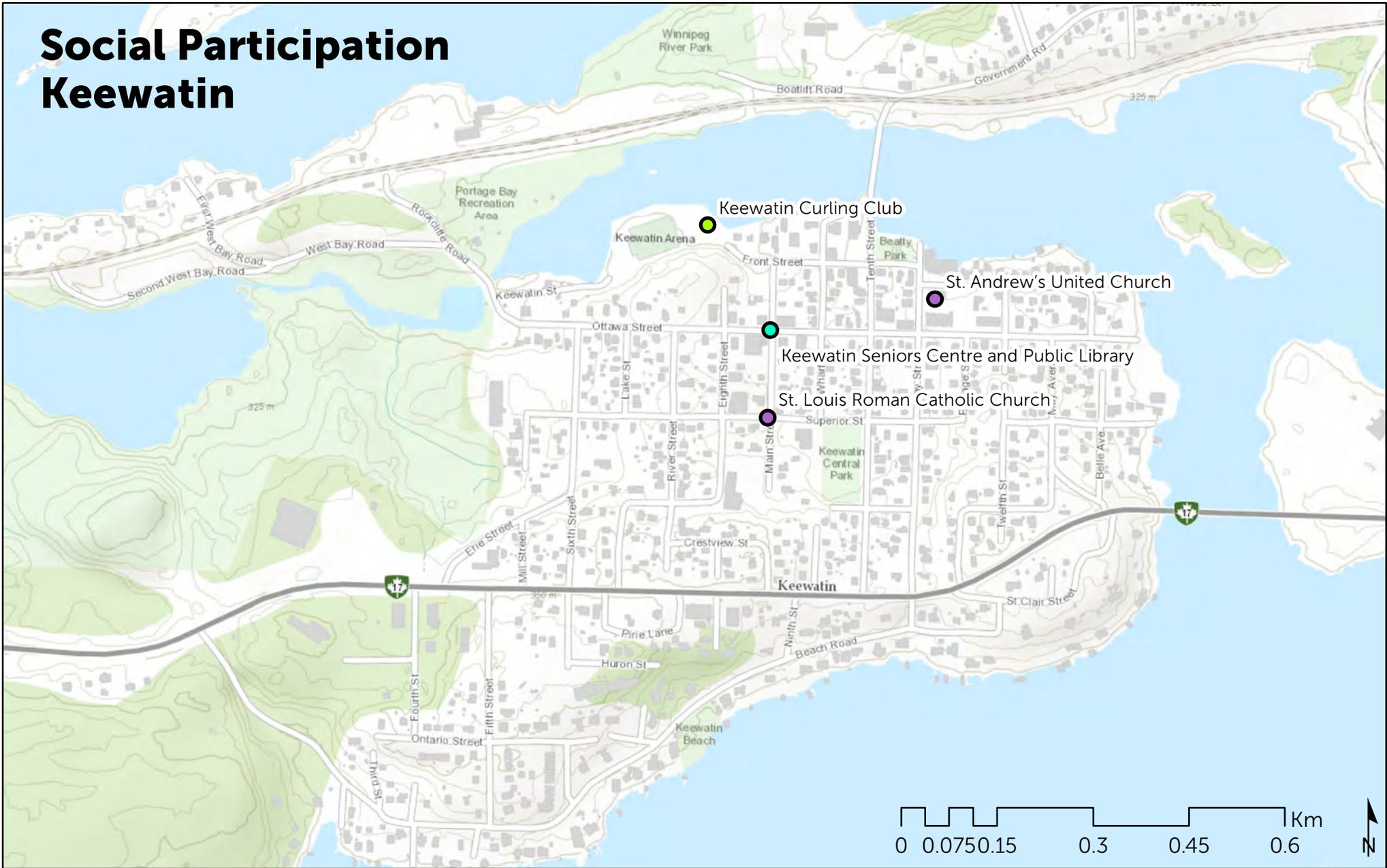
Housing Jaffray Melick



LEGEND

- Long Term Care Homes
- Zoned for High Density Residential
- Seniors Apartments

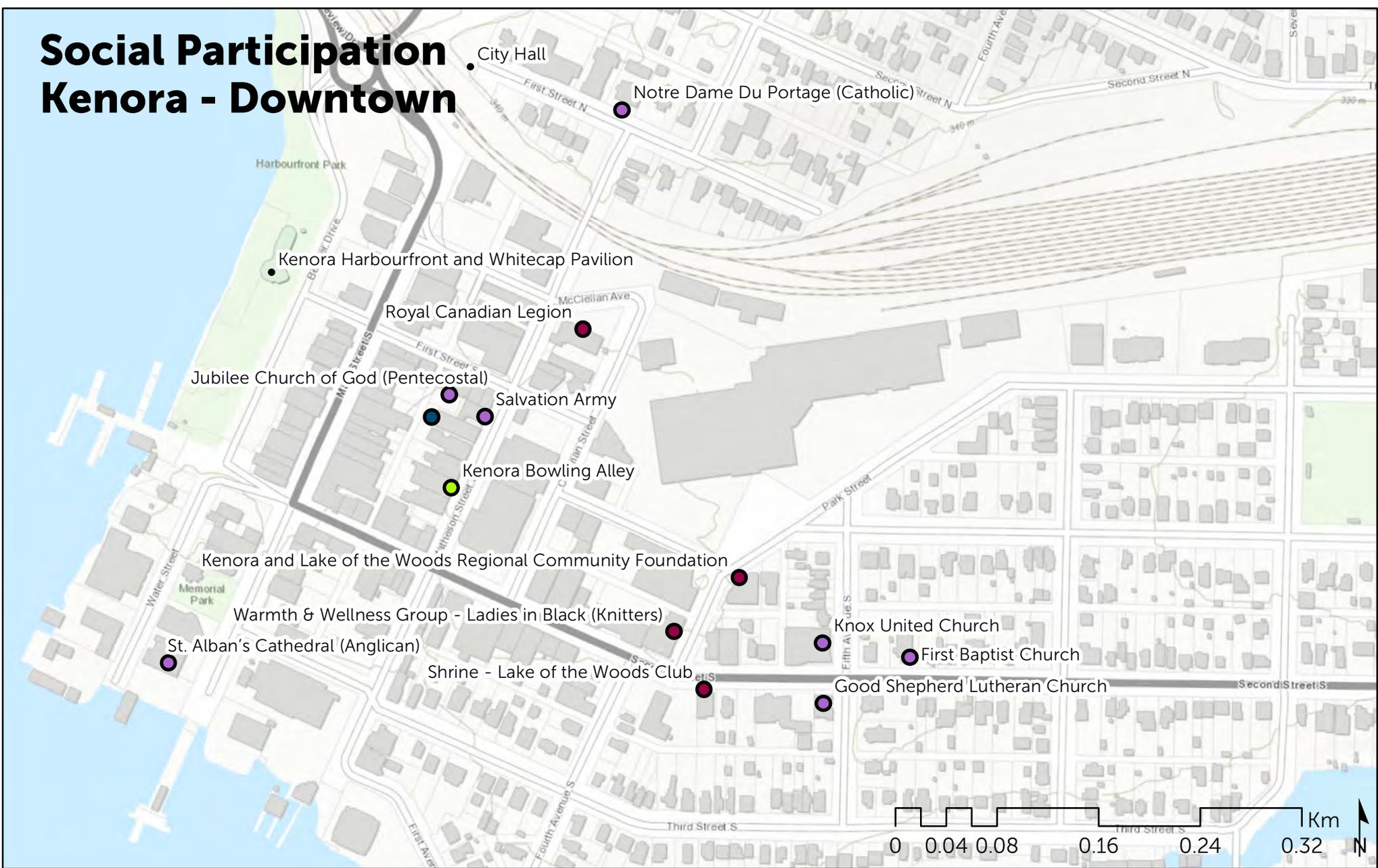
Social Participation Keewatin



LEGEND

- | | | | |
|--------------------|-----------|--------------------|-------------------|
| Seniors Centres | Libraries | Golf Courses | Places of Worship |
| Arts Organizations | Museums | Recreation Centres | Community Clubs |

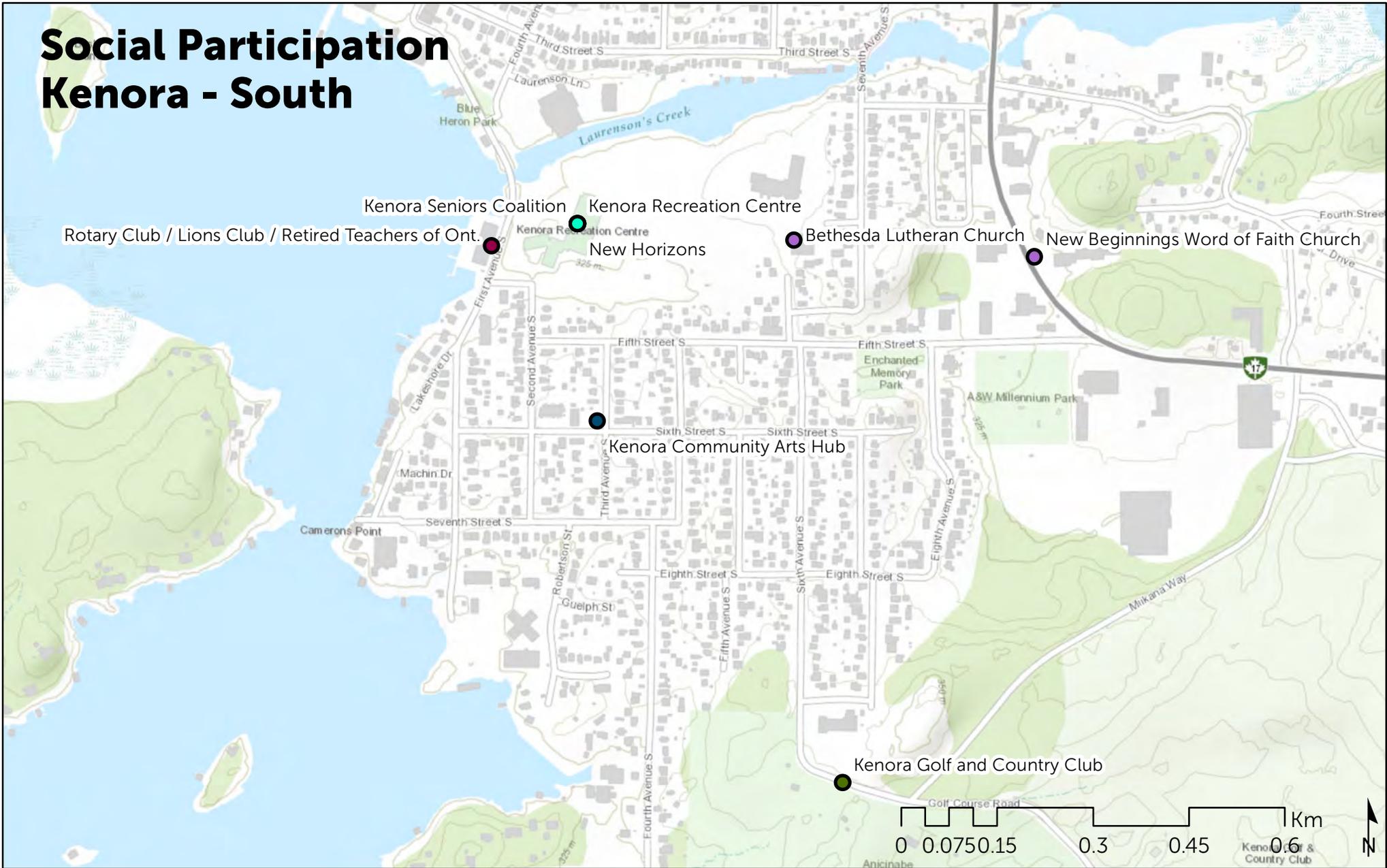
Social Participation Kenora - Downtown



LEGEND

- Seniors Centres
- Libraries
- Golf Courses
- Places of Worship
- Arts Organizations
- Museums
- Recreation Centres
- Community Clubs

Social Participation Kenora - South

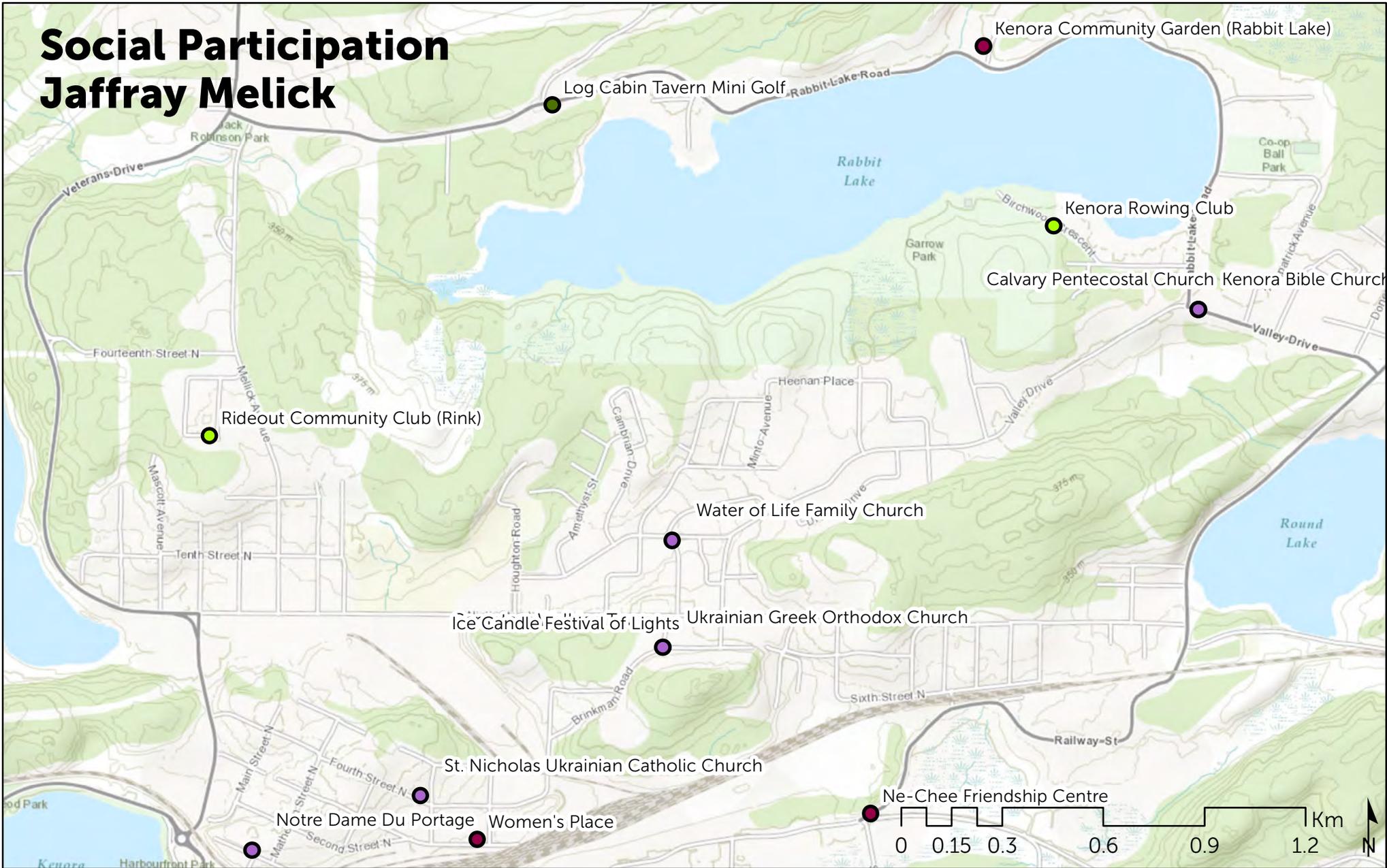


LEGEND

- | | | | |
|--|--|---|---|
| ● Seniors Centres | ● Libraries | ● Golf Courses | ● Places of Worship |
| ● Arts Organizations | ● Museums | ● Recreation Centres | ● Community Clubs |

Social Participation

Jaffray Melick



LEGEND

- | | | | | | | | |
|---|--------------------|---|-----------|---|--------------------|---|-------------------|
|  | Seniors Centres |  | Libraries |  | Golf Courses |  | Places of Worship |
|  | Arts Organizations |  | Museums |  | Recreation Centres |  | Community Clubs |

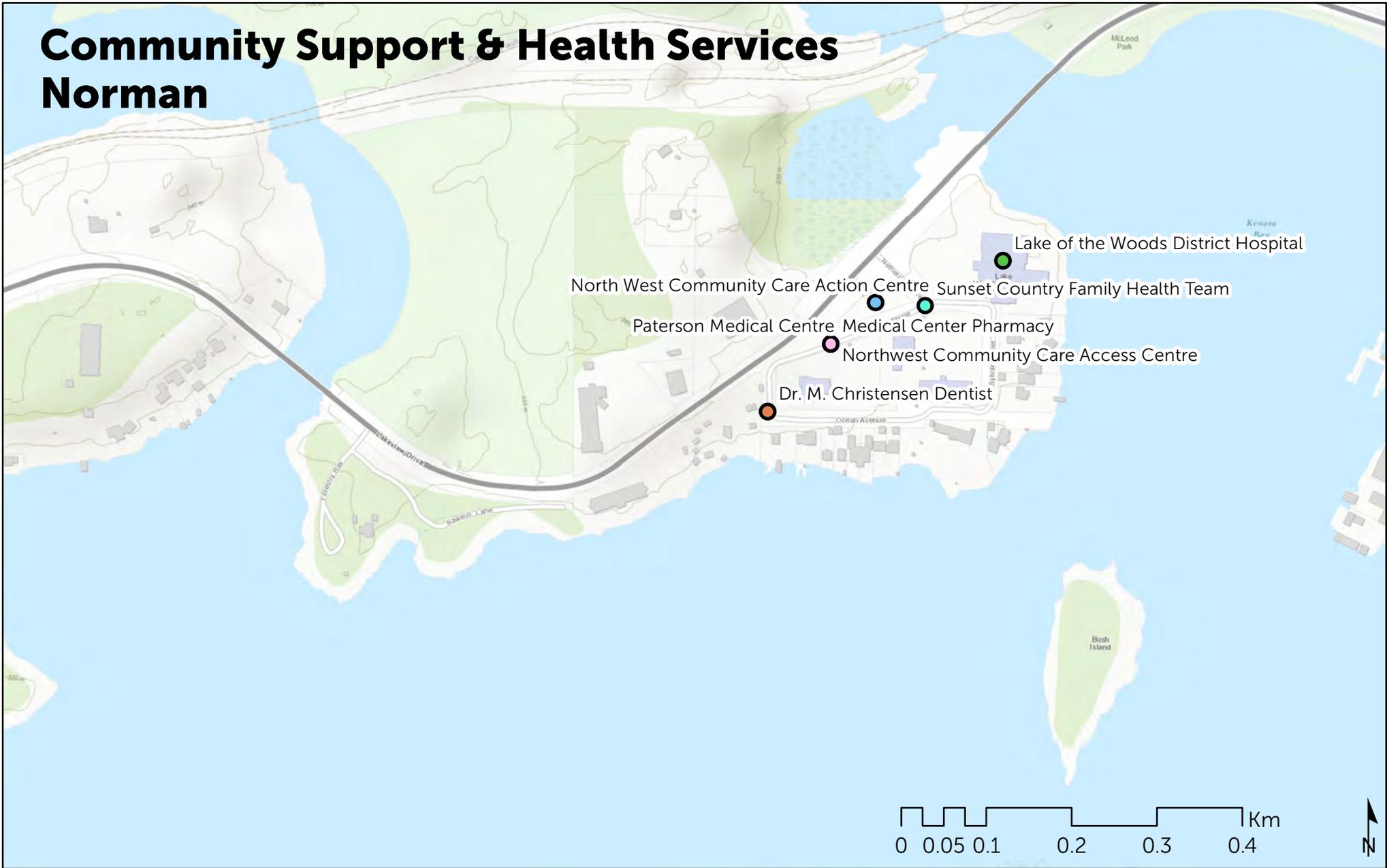
Community Support & Health Services Keewatin



LEGEND

- | | | | |
|----------------------------|-----------------|-------------------|--------------|
| Community Support Services | Funeral Homes | Hospitals and EMS | Optometrists |
| Dental Centres | Health Services | Medical Centres | Pharmacies |

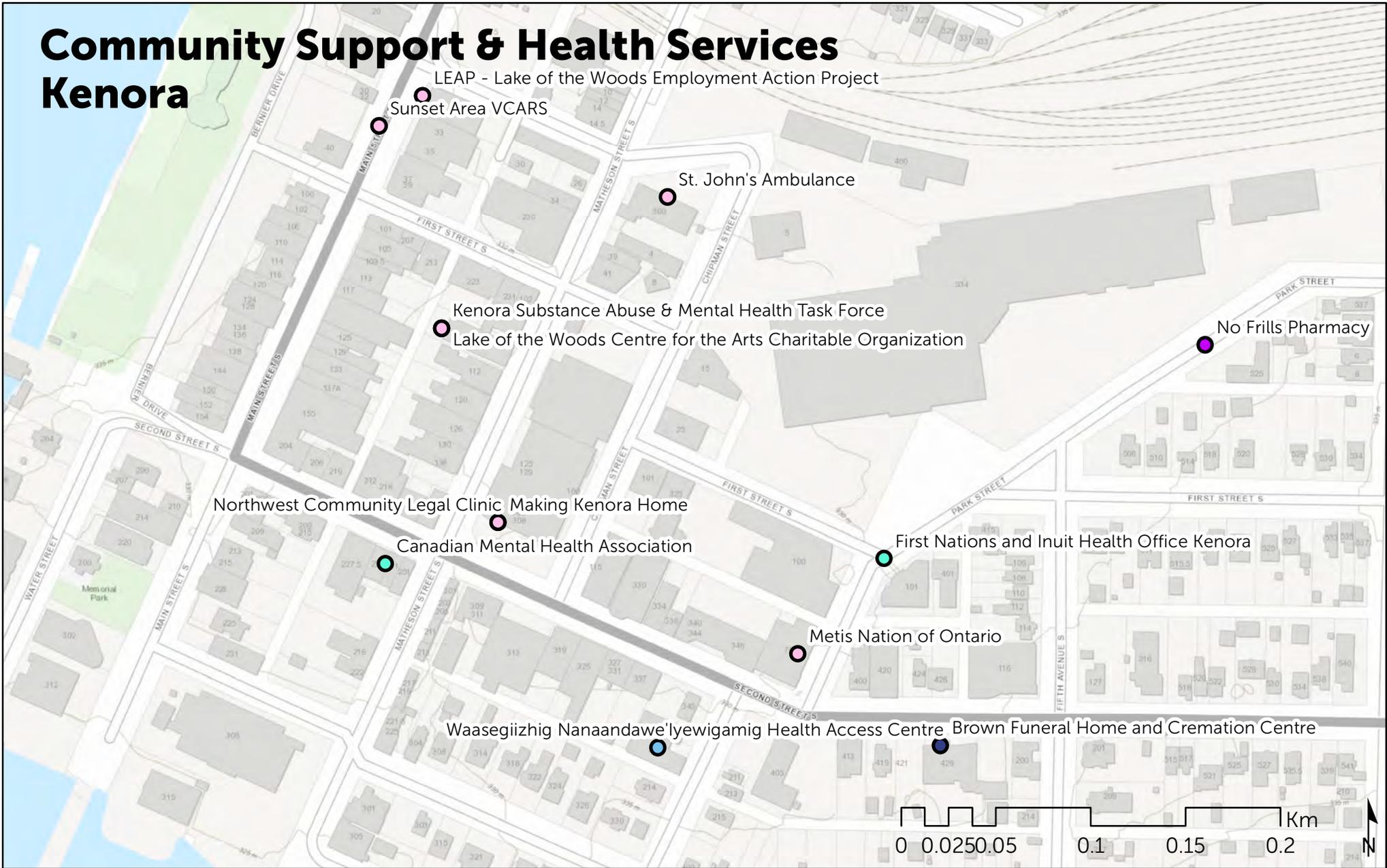
Community Support & Health Services Norman



LEGEND

- | | | | |
|--|---|---|--|
|  Community Support Services |  Funeral Homes |  Hospitals and EMS |  Optometrists |
|  Dental Centres |  Health Services |  Medical Centres |  Pharmacies |

Community Support & Health Services Kenora



LEAP - Lake of the Woods Employment Action Project

Sunset Area VCARS

St. John's Ambulance

Kenora Substance Abuse & Mental Health Task Force

Lake of the Woods Centre for the Arts Charitable Organization

No Frills Pharmacy

Northwest Community Legal Clinic Making Kenora Home

Canadian Mental Health Association

First Nations and Inuit Health Office Kenora

Metis Nation of Ontario

Waasegiizhig Nanaandawe'yewigamig Health Access Centre Brown Funeral Home and Cremation Centre



LEGEND

-  Community Support Services
-  Health Services
-  Medical Centres
-  Pharmacies
-  Funeral Homes
-  Hospitals and EMS
-  Optometrists

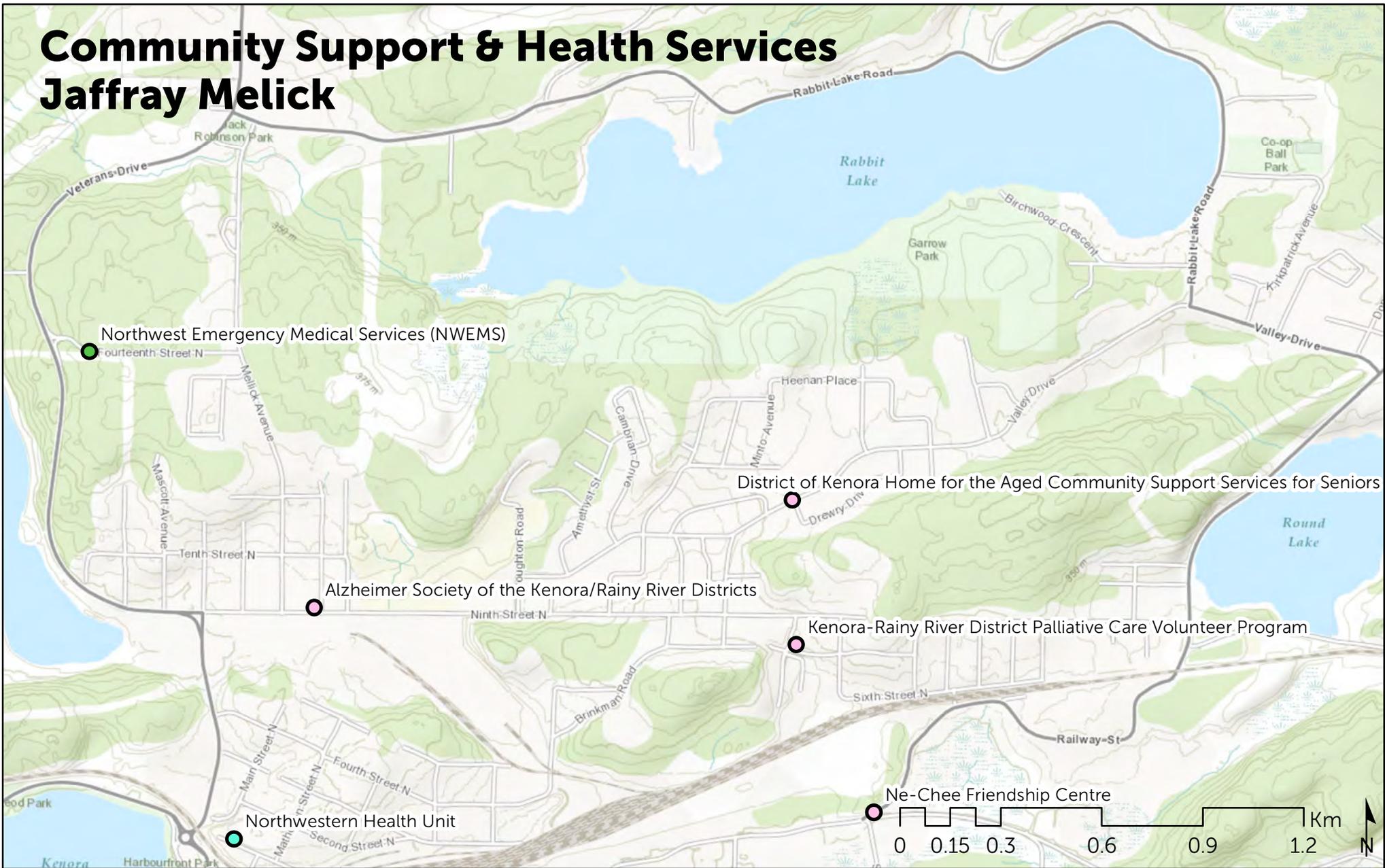
Community Support & Health Services Kenora - South



LEGEND

- Community Support Services
- Health Services
- Medical Centres
- Pharmacies
- Funeral Homes
- Hospitals and EMS
- Optometrists

Community Support & Health Services Jaffray Melick



LEGEND

- Community Support Services
- Health Services
- Medical Centres
- Pharmacies
- Funeral Homes
- Hospitals and EMS
- Optometrists