



*Explore your*  
**TRAIL**<sup>BC</sup>

**AGE-FRIENDLY  
ASSESSMENT 2018**



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# INTRODUCTION

## Document Overview

This document presents the information gathered and conclusions drawn from the assessment phase of the City of Trail age-friendly planning process. It includes community input gathered through the community survey, the community drop-in event, workshops with the Age-Friendly Task Force, and from community visits by the consultant.

## Project Overview

An age-friendly community is one where older adults can “age actively” – that is, to live in security, enjoy good health, and continue to participate fully in society. And the good news is that becoming age-friendly not only improves quality of life for seniors, it also creates a more inclusive, safe and accessible community for everyone.

The City of Trail age-friendly planning process was done in conjunction with parallel processes undertaken by the City of Rossland and the Village of Montrose. All

three age-friendly planning projects were fully funded by the Union of BC Municipalities’ Age-Friendly Communities grant program, led by the Whistler Centre for Sustainability, and focused on the following World Health Organization age-friendly themes that are used extensively by other communities and cities within and beyond Canada:

1. Respect and social inclusion
2. Community support and health services
3. Housing
4. Transportation
5. Outdoor spaces and buildings
6. Social participation in arts/culture, recreation, leisure, learning, etc.
7. Communication and information
8. Civic participation and employment

## Community Engagement

Community engagement to inform this age-friendly assessment included a community survey, a community drop-in event, and

workshops with the Age-Friendly Task Force.

**Community survey:** There were two slightly different versions of the survey – one for people under 60 and one for those older than 60; the number of respondents from these groups was 84 and 89 respectively for a total of 173 responses. The survey was available from early April to April 30, 2018. Two \$50 gift certificates for Trail Parks and Recreation were used to encourage residents to respond. The online survey was promoted through a number of communication channels, and the paper survey was available at City Hall and the Trail Aquatic and Leisure Centre for those unable to access the online version.

**Community Drop-in Event:** On April 10th from 4:00 to 6:00pm about 25 community members attended the drop-in event where the consultant delivered a brief presentation, followed by a table discussion and opportunity to provide input on posters around the room. Refreshments were provided, the event was held at the Trail Memorial Centre, and people were encouraged to drop-in 5 minutes or 50 – whatever their schedules would allow.

### **Age-Friendly Task Force**

**workshops:** A combined task force was created to include residents from the three communities of Trail, Montrose and Rossland, representing a range of local organizations and areas of experience and expertise. The

task force acted as a sounding board for ideas, identified local issues, and helped the City, consulting team and Council engage a range of community members and seniors to inform the project. Four workshops were held with the combined task force to

gather their input on the current age-friendliness of their communities and region-wide topics and to review, discuss and draw conclusions from the community survey and event input.



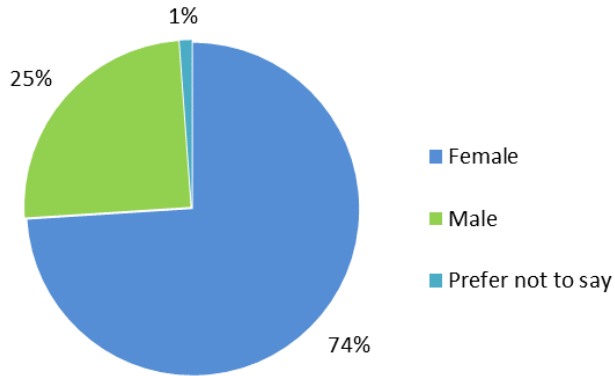
Thank you to everyone who participated in the above activities. The input provided and summarized on the following pages will help to make Trail more age-friendly.

# COMMUNITY INPUT

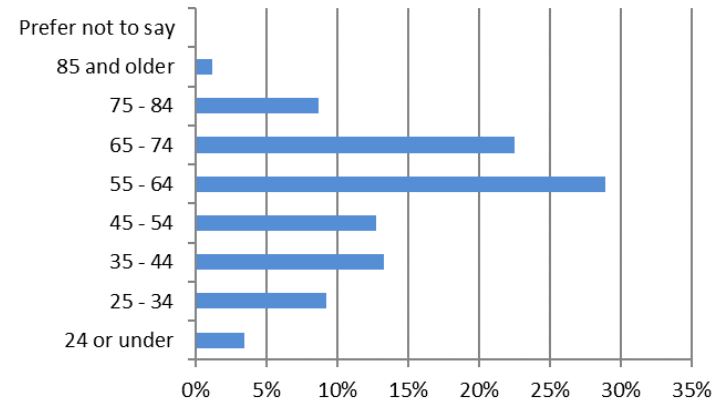
## Participant Demographics

Survey respondents were asked to identify themselves according to gender, age, living situation and the group with which they most identify.

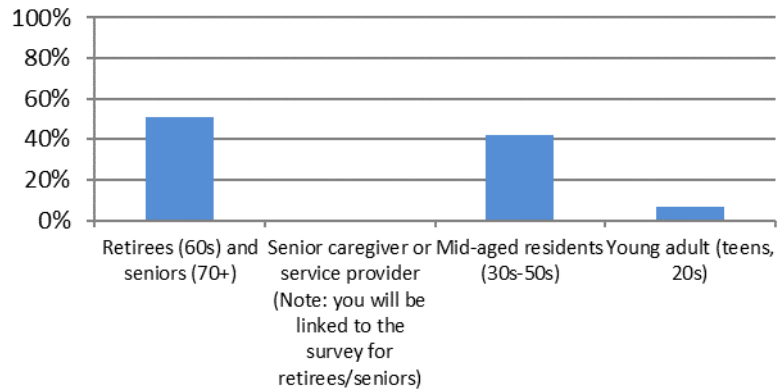
Gender (173 Responses)



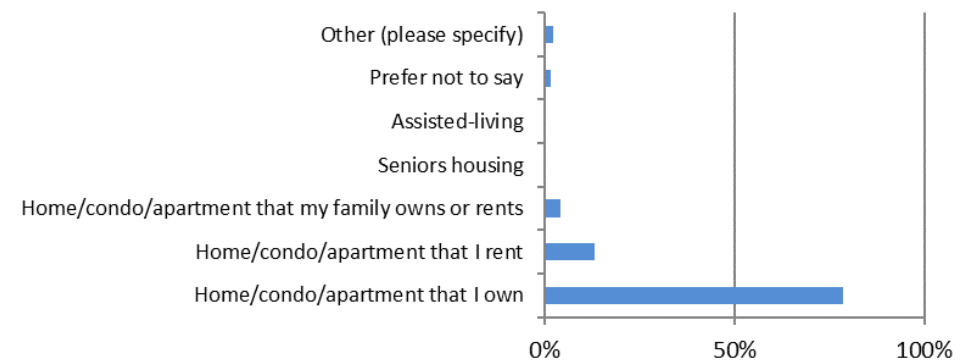
Age (173 Responses)



Group most identify with (173 Responses)



Living Situation (173 Responses)



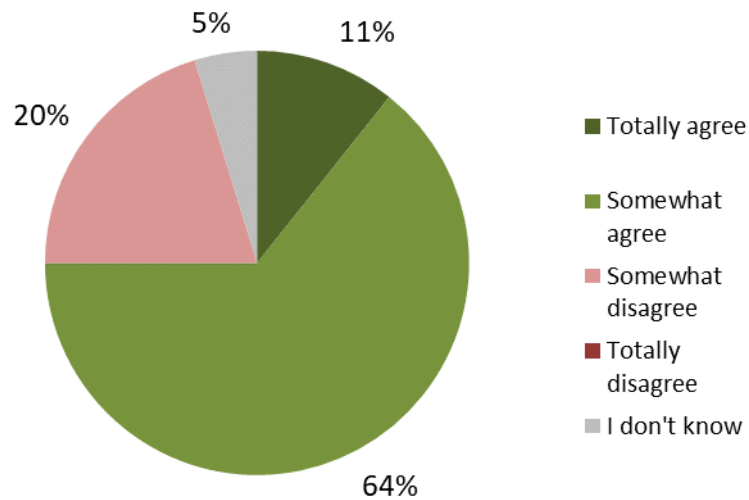
## Overall Age-friendliness

### Overall, I believe Trail is an age-friendly community

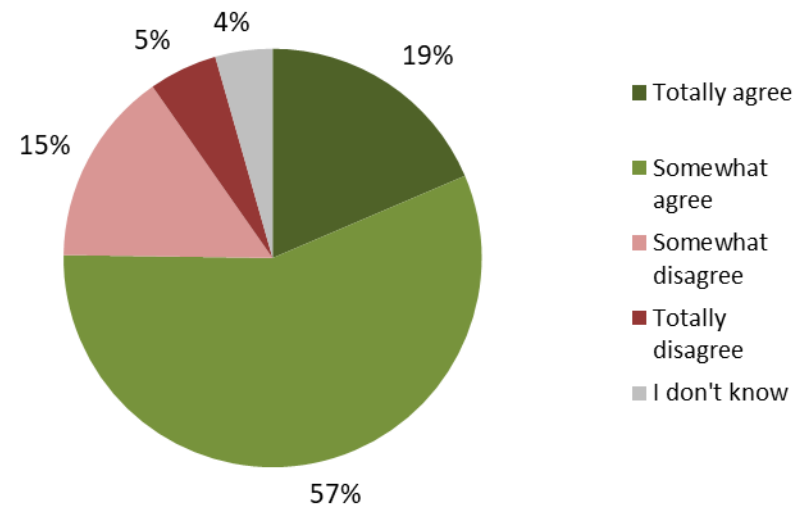
When asked about the extent to which they agreed that Trail is an age-friendly community, the majority of both groups believed Trail is generally an age-friendly place. Those who disagreed from the over 60 group (17 people) cited these main reasons for the lack of age-friendliness: lack of housing for seniors and unaffordability of existing housing; limited public transit options; general unaffordability of activities; and accessibility challenges, especially during the winter.

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#### Under 60 (84 responses)



#### Over 60 (91 survey responses, 20 from the event)



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Figure 1. Overall age-friendliness

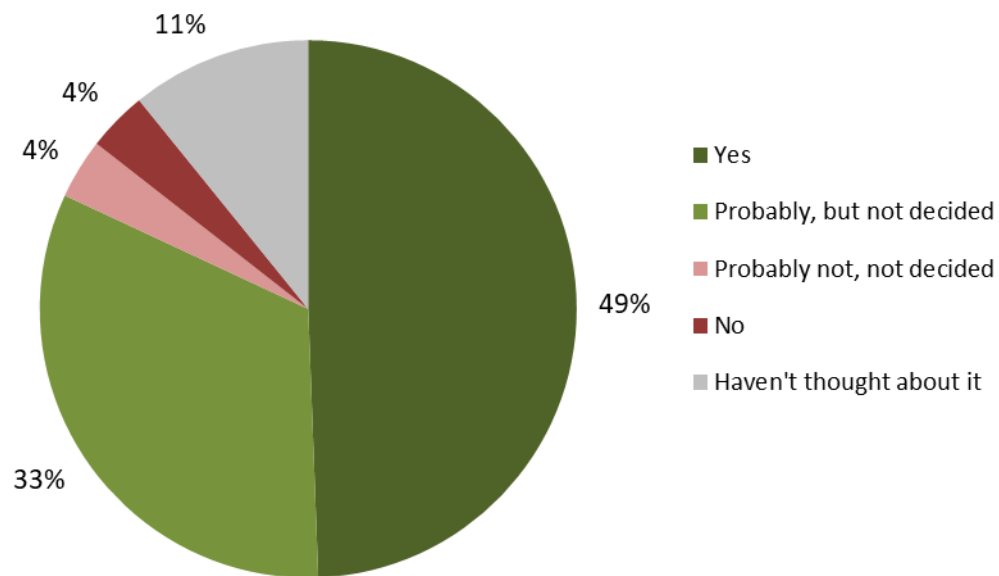
## Are you planning to retire/age in Trail?

Of the 83 respondents who answered the question about whether they are planning to retire/age in Trail, 49% were certain they will, and only 4% clearly stated they will not. One third were undecided but said they will *probably* choose to stay in Trail, and only 4% said probably not. Eleven percent hadn't thought about it.

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### Under 60 (83 responses)

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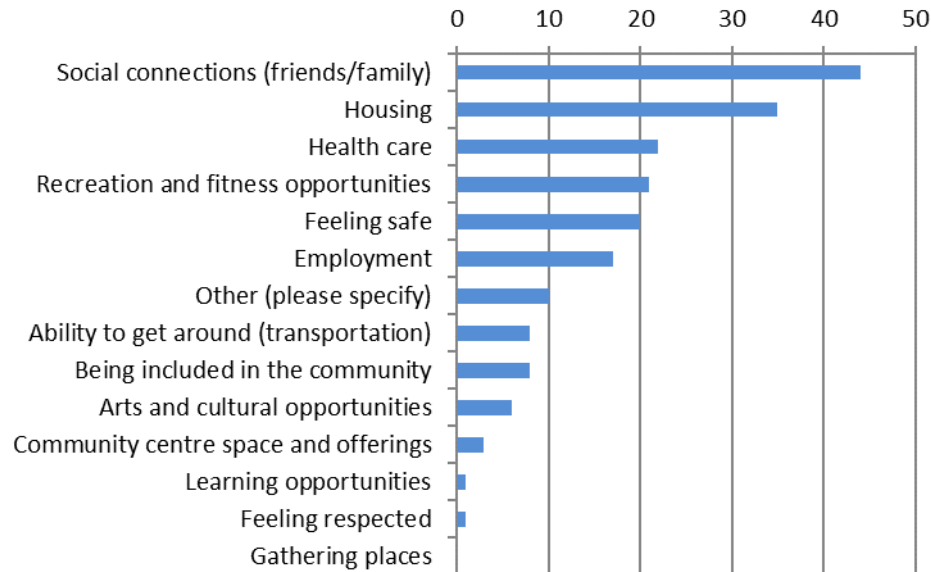
Figure 2. Planning to retire/age in Trail (under 60 only)

## Reasons for staying in Trail

Both groups shared the same top five reasons for staying in Trail: Social connections, housing, health care, recreation/fitness activities and feeling safe. For the over 60 group a number of 'other' reasons for staying in Trail were provided, including: access to nature; climate and family. The over 60 group provided these 'other' responses: mild climate; regional hub; affordability; Kootenay Boundary Regional Hospital; and proximity to airports.

### Under 60 (64 participants)

What are the top four reasons you have decided to stay or are thinking about staying in Trail into your retirement/senior years?



### Over 60 (87 survey participants, includes event participants as well)

What are the top four reasons you have stayed in Trail into your retirement/senior years?

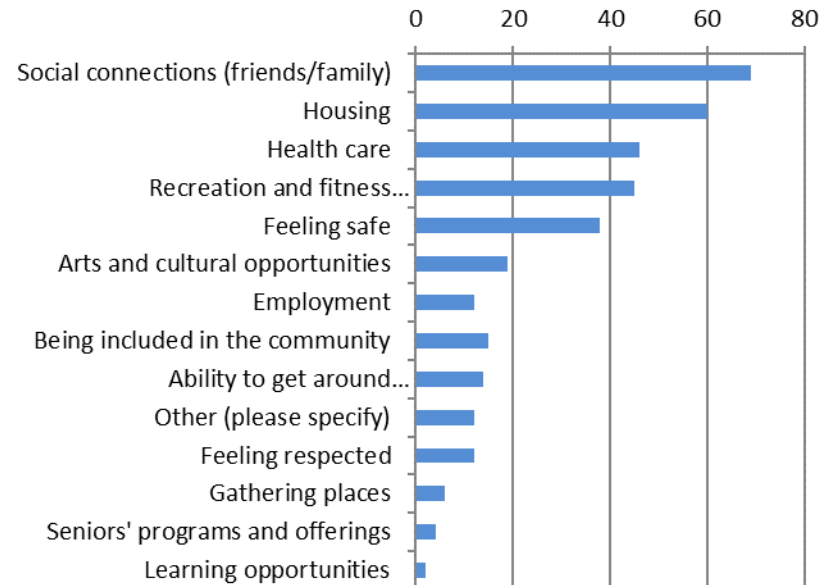


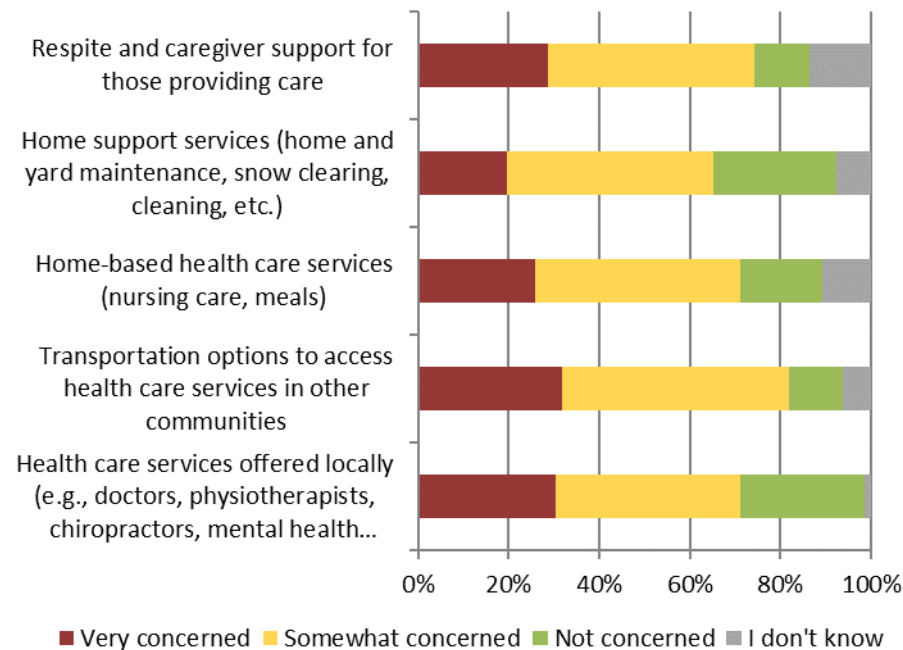
Figure 3. Reasons for retiring/aging in Trail

## Community Support and Health Services

Note that the under 60 group is reporting on their *level of concern*, while the over 60 group is reporting *satisfaction*. For the under 60 group, about 60-80% of them were very or somewhat concerned with all community support and health services areas. The vast majority of the over 60 group was satisfied with *health care* services offered locally, whereas they were much less satisfied with community support services that are available. Respondents were also asked to recommend improvements to the various health services, and their responses are listed in [Appendix A: Community Support and Health Services Recommendations](#).

### Under 60 (66 responses)

Thinking about your needs as a retiree/senior in the future, rate your *level of concern* with these services in Trail.



### Over 60 (81 survey responses, 21 event responses)

Please rate your *satisfaction* with these services in Trail

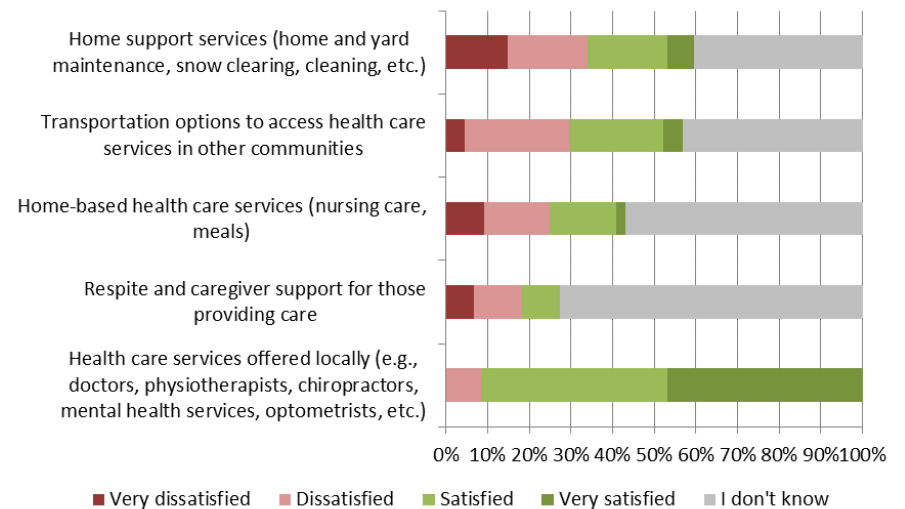


Figure 4. Community Support and Health Services

## Housing

The majority (over 80%) in both age groups agreed that their current housing meets their needs in terms of size, affordability and support services; only about 12-13% from both groups disagreed (figure 5). When asked whether they were planning to move to more suitable housing as they age, approximately 82% of the under 60 age group responded 'yes' or 'probably,' and 51% of the over 60 group indicated they plan to move sometime within a one year to 10-year timeframe (figure 6, next page). Fully one third of the over 60 group has no need or no interest in moving at all from where they are now.

### Current Housing Suitability

**Under 60** (66 responses)

**Over 60** (80 survey responses, 22 event responses)

**My current housing meets my needs in terms of size, affordability and support services.**

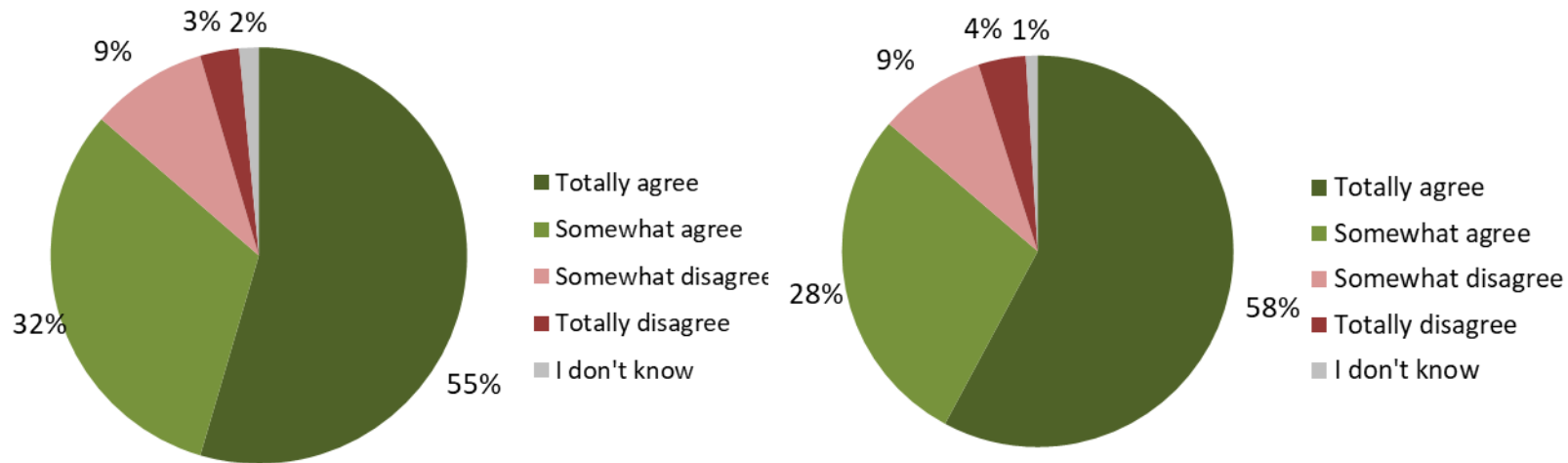
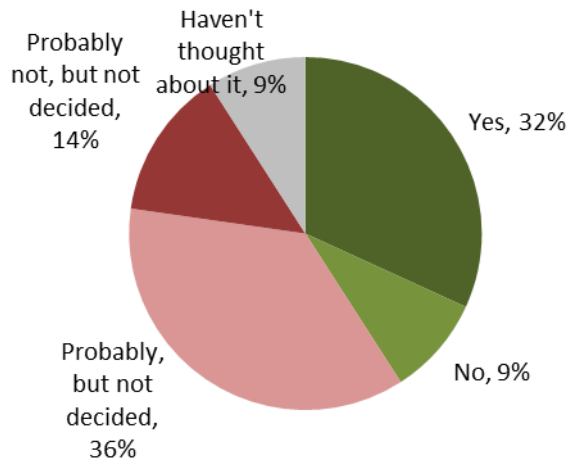


Figure 5. Current housing suitability

## Plans to move to more suitable housing

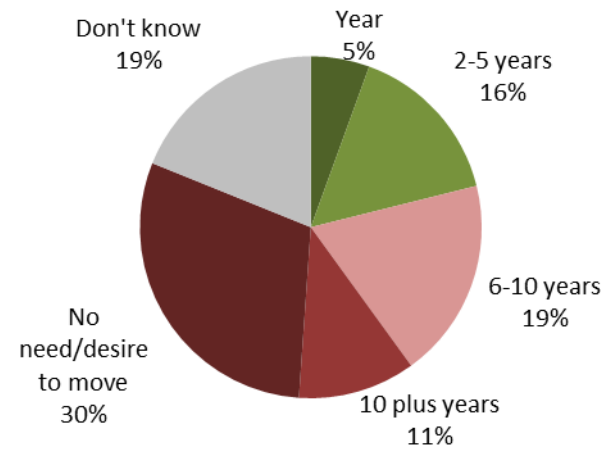
### Under 60

Are you planning to move to more suitable housing when you retire or enter your senior years? (60)



### Over 60

Do you plan to move to more suitable housing within the next: (80 survey responses, 10 event responses)



When do you expect that will happen? (29 responses)

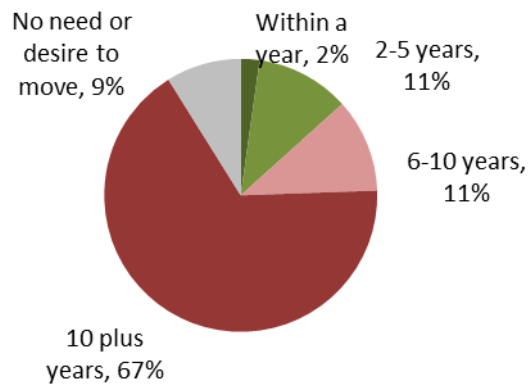


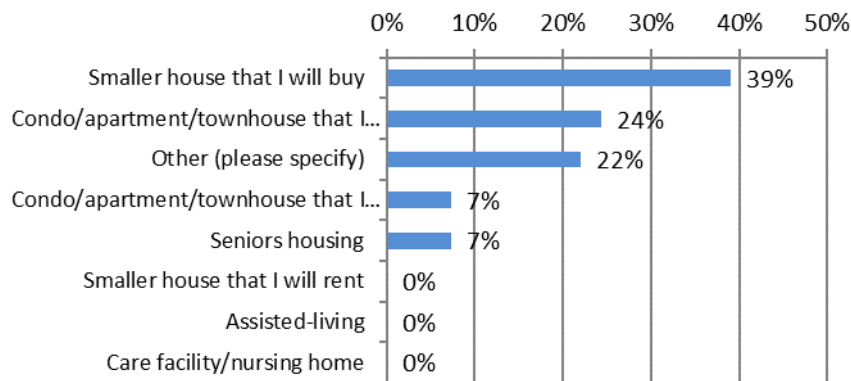
Figure 6. Plans to move to more suitable housing

## Type of Housing in the Future

Of the under 60 group who indicated they are planning to move to more suitable housing in the coming years, 63% said they will downsize to housing they will own – either a smaller home or into some form of multi-family housing. None of them indicated they would move to an assisted-living, nursing facility or rental housing. Of the over 60 group who indicated they are planning to move, 30% stated that some form of seniors housing would be the type they will need, and then 42% said they would downsize to a condo, apartment or townhouse that they would either rent or buy. Of the over 60 group responding ‘other’ (only 4 respondents), more affordable rental and ownership options were mentioned, along with seniors housing. The under 60 group mentioned miscellaneous other options.

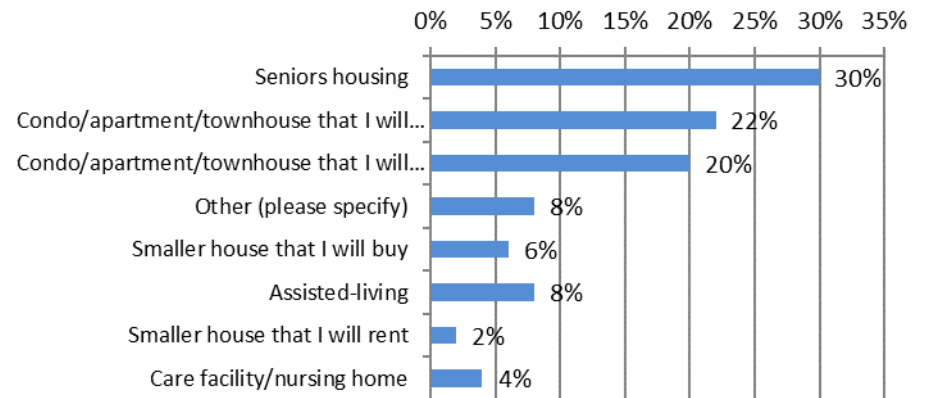
### Under 60

Please indicate the next type of housing you will need (41 responses)

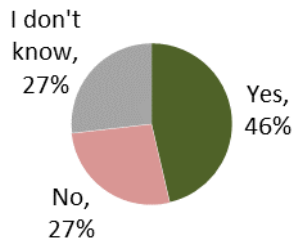


### Over 60

Please indicate the next type of housing you will need (35 survey responses, 15 event responses)



Trail offers the housing type(s) that I will need next (41 responses)



Trail offers the housing type(s) that I will need next (36 responses)

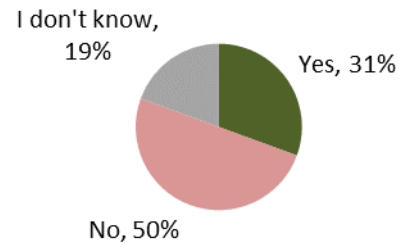


Figure 7. Type of housing in the future

## Outdoor Spaces and Buildings

When asked about the safety, quantity and ease of access for seniors with respect to outdoor spaces and buildings, snow clearing, sidewalks and public washrooms received the highest levels of concern and dissatisfaction from the two groups, with about 70% of the under 60 group concerned and around 40% of the over 60 group dissatisfied. The over 60 group's *satisfaction* with all other items listed was fairly high (close to or over 80% satisfied). The improvements recommended by the respondents to outdoor spaces and buildings are included in [Appendix B: Outdoor Spaces and Building Recommendations](#).

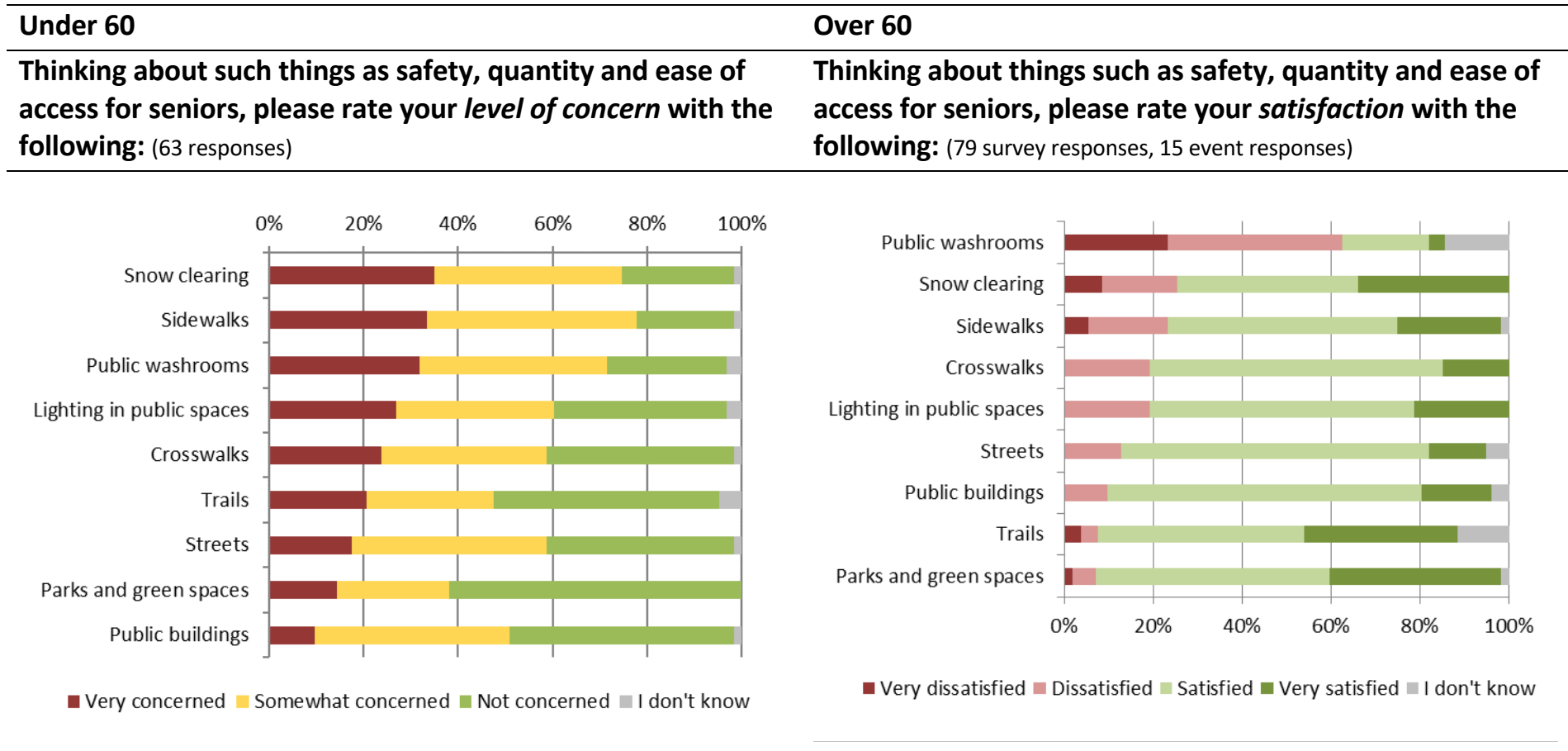


Figure 8: Outdoor spaces and buildings

## Overall Safety

Eighty-eight percent of the under 60 group totally or somewhat agreed that Trail is a safe place for seniors. Unfortunately there was an error in this survey question, so the results aren't valid for the over 60 group. However, 'feeling safe' was ranked fifth on the list of reasons the over 60 group has decided to stay in Trail as they age (see Figure 3. Reasons for retiring/aging in Trail). Further, to give a proxy of overall safety for Trail, the results for neighbouring Montrose and Rossland are provided instead. Of the over 60 groups in those communities, 91% of the Montrose respondents and 90% of the Rossland respondents totally or somewhat agreed that their community is a safe place for seniors – it is likely that Trail's results would have been similar for the over 60 group.

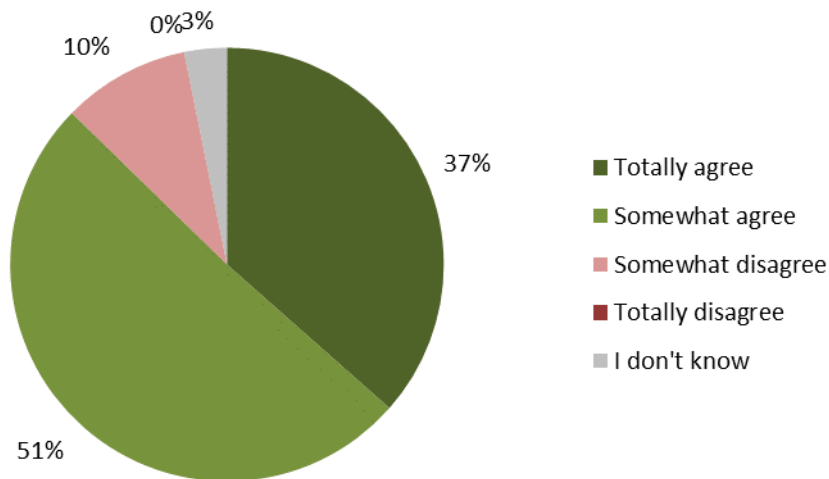
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**Under 60** (63 responses)

**Over 60**

**Overall, I think Trail is a safe place for seniors**

Survey error (see explanation above)



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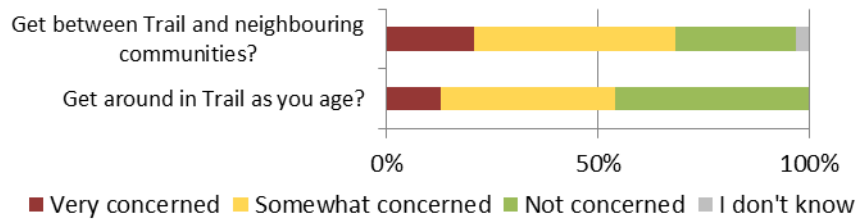
Figure 9: Overall safety

## Transportation

The majority of the under 60 group showed concern for getting around in Trail as they age and especially getting between Trail and neighbouring communities. According to the over 60 group, Trail is quite walkable and vehicle-friendly; however, they were either less satisfied or didn't know about the other modes of transport such as biking, scooters, taxis and public transit. See [Appendix C: Transportation Recommendations](#).

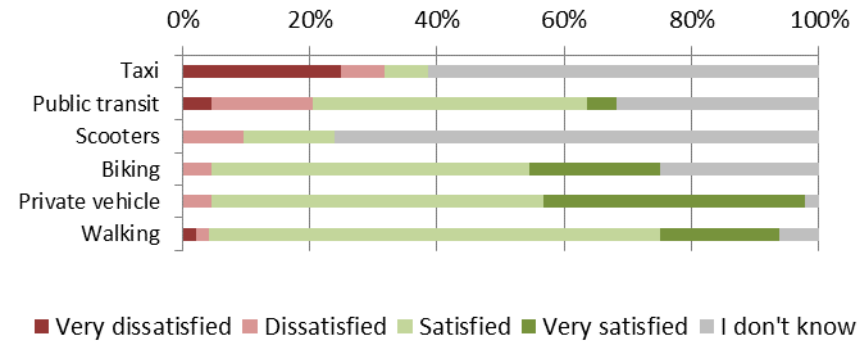
### Under 60 (63 survey responses)

Thinking about comfort, safety, convenience and ease of physical access, how concerned are you about your ability to:



### Over 60 (76 survey responses, 10-15 event responses)

Thinking about *getting around in Trail*, including comfort, safety, convenience and ease of physical access, rate your *satisfaction* with these transportation options for seniors



Thinking about the ease, comfort, physical access and convenience of *getting between Trail and neighbouring communities*, please rate your satisfaction with these transportation options for seniors.

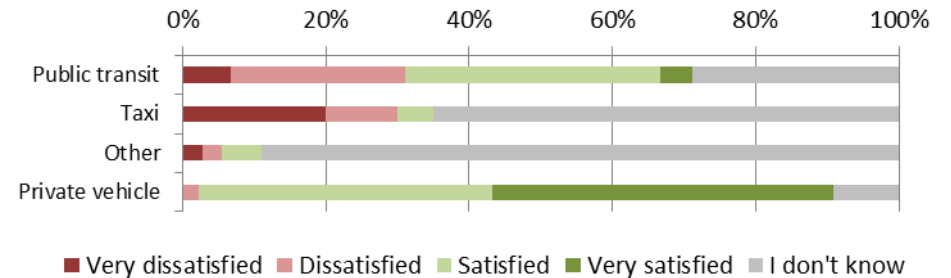


Figure 10: Transportation

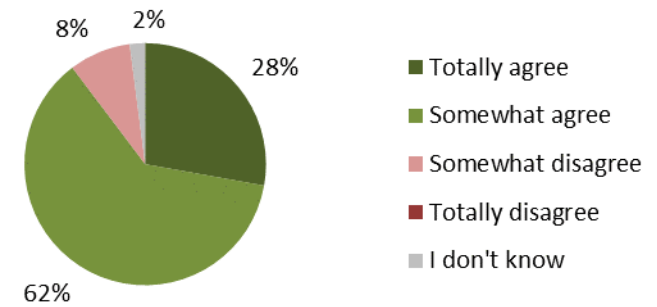
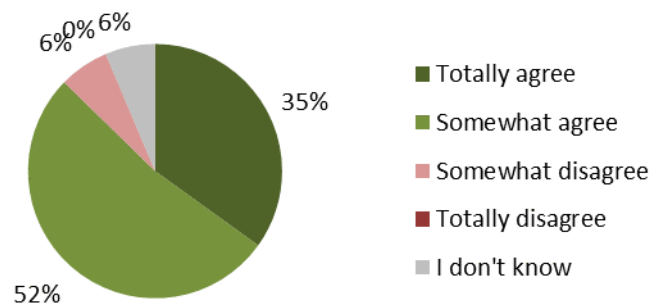
## Respect and Social Inclusion

Approximately 90% of the over 60 group either totally or somewhat agreed that seniors are generally treated with respect in Trail, and welcome and included in community activities and programs. The under 60 group wasn't far off this mark with just over 85% agreeing with these statements.

**Under 60** (treated with respect: 63 survey responses)

**Over 60** (76 survey responses, 21 event responses)

### Seniors are generally treated with respect in Trail



### Seniors are welcome and included in community activities and programs

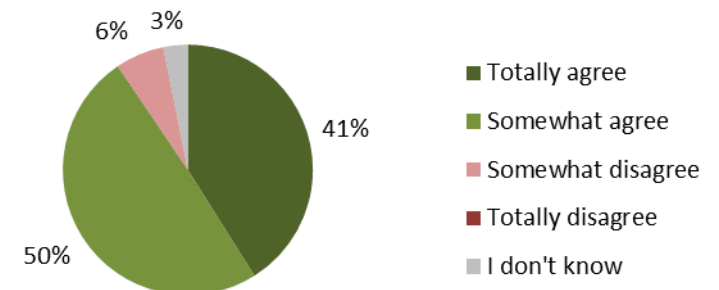
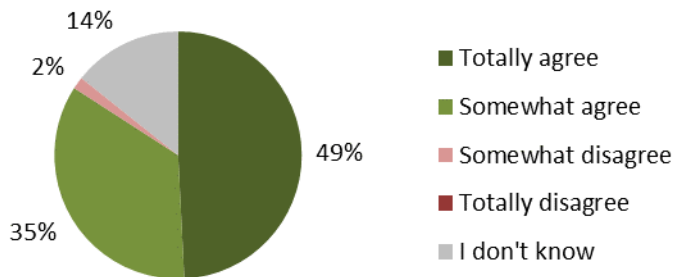


Figure 11: Respect and social inclusion

## Social Participation

For the under 60 group, those *concerned* with social participation opportunities was in the range of 30-50% for the items listed. For the over 60 group, there was a high level of *satisfaction* (over 80% in all cases) with the social participation opportunities in Trail. Recommended improvements to the various social participation opportunities in Trail are included in [Appendix D: Social Participations Recommendations](#).

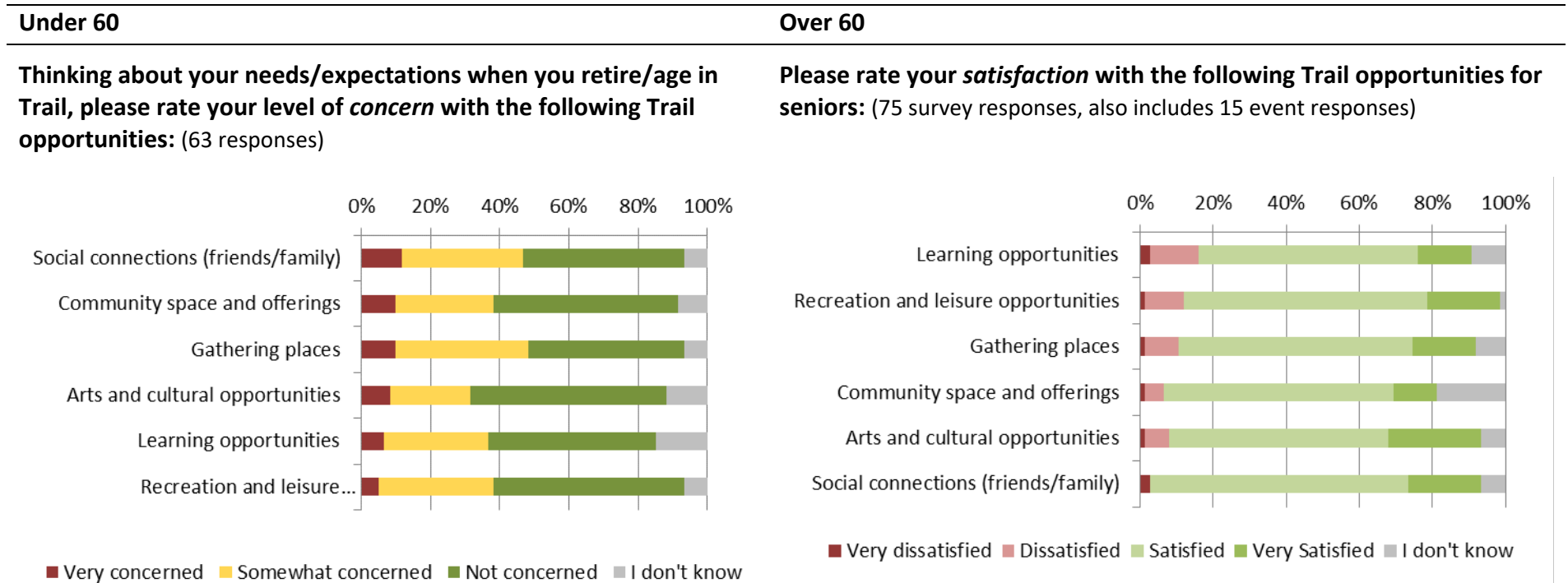


Figure 12: Social Participation

## Civic Participation and Employment Opportunities

Volunteer opportunities received more positive ratings from both groups (they were less of a concern and had higher satisfaction ratings), whereas the two employment items were rated less positively by the under 60 group and a high level of uncertainty (don't know) by the over 60 group. Recommended improvements to the various social participation opportunities in Trail are included in [Appendix E: Civic Participation and Employment Recommendations](#).

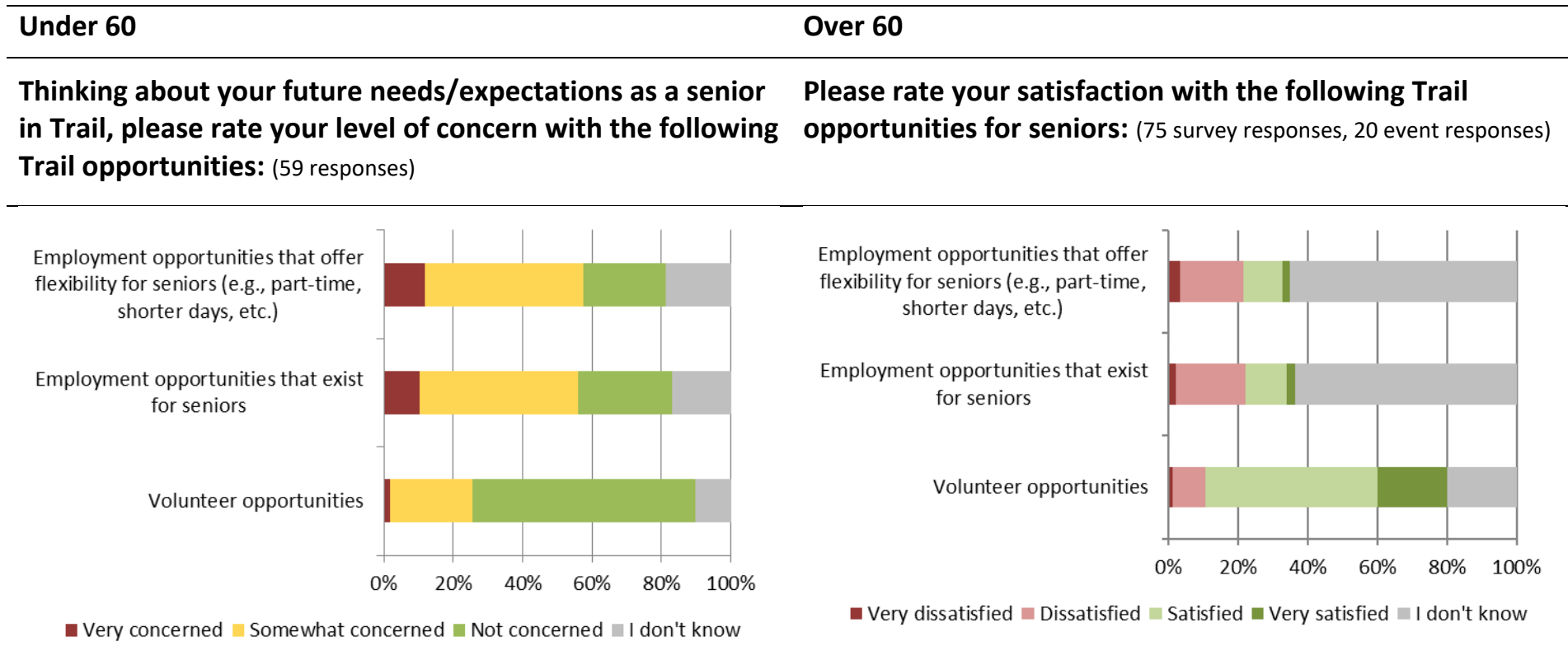


Figure 13: Civic participation and employment opportunities

## Communication and Information

The majority of the over 60 group were satisfied with community and City information, while computer-related items received lower levels of satisfaction. This question wasn't asked of the under 60 group. See [Appendix F: Communication and Information Recommendations](#).

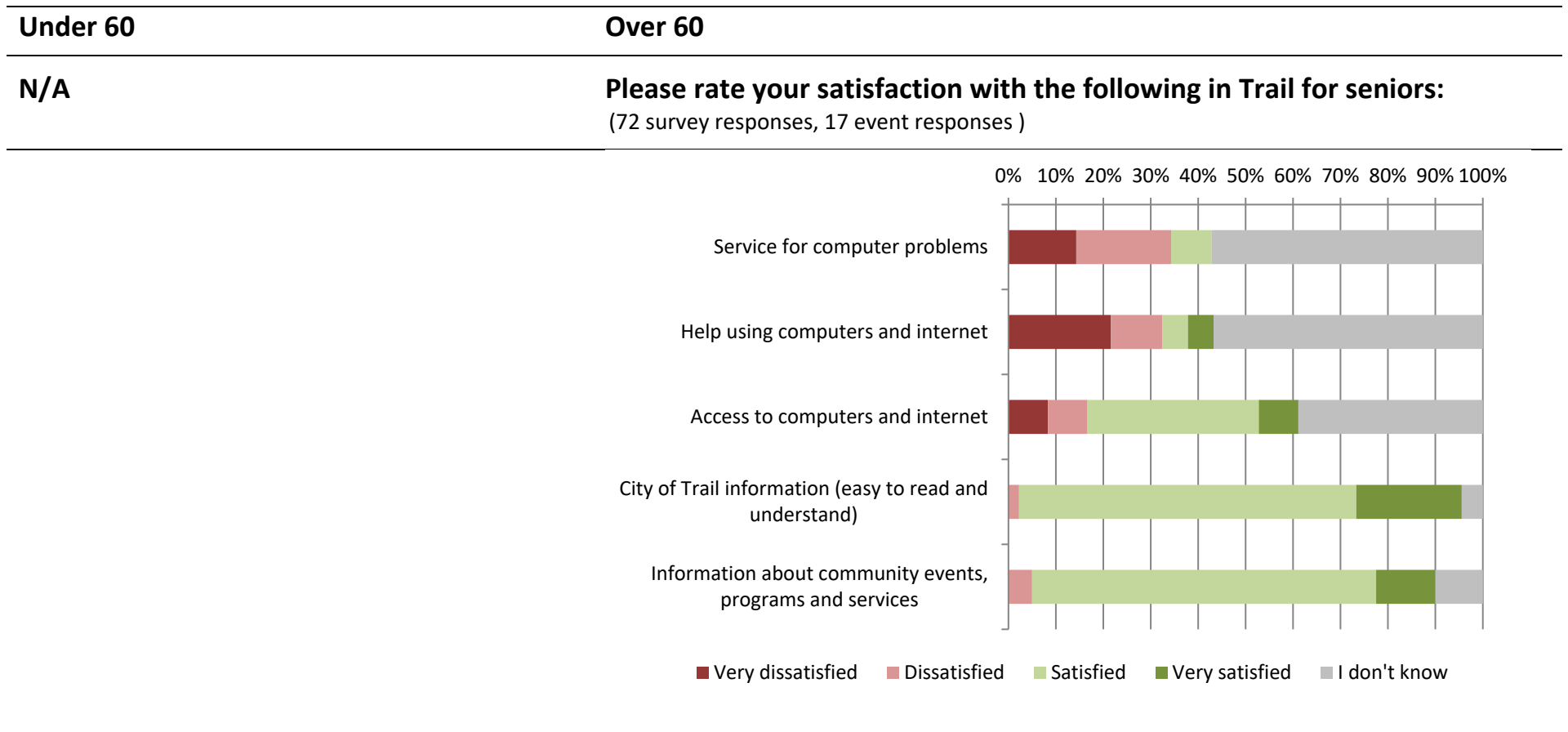


Figure 14: Communication and information

## TASK FORCE ASSESSMENT

Over the course of two workshops held in April and May 2018, the Age-Friendly Task Force identified, discussed and refined key strengths and challenges that exist in Trail for each of the eight World Health Organization age-friendly topics. Some regional information is also included where relevant. The first five topics were discussed by the Trail task force, and the last three topics listed below were discussed by members from the Trail, Montrose, and Rossland task force members knowledgeable in each of the three more region-wide topics.

WHO topic	Key strengths and assets	Key challenges, weaknesses, barriers, threats
<b>1. Information &amp; Communication</b>	<ul style="list-style-type: none"> <li>• Directory of Lower Columbia services for seniors does exist (Closing the Gaps in Seniors' Care)</li> <li>• 'The Best Years' monthly newsletter/magazine; only \$0.50 per issue</li> <li>• The Trail Times and other newspapers</li> <li>• 'Grapevine' column in The Advertiser</li> <li>• West Kootenay Buy &amp; Sell</li> <li>• Columbia Basin Trust</li> <li>• CBAL - computers &amp; classes</li> <li>• Libraries &amp; their computers</li> <li>• Facebook</li> <li>• Radio</li> </ul>	<ul style="list-style-type: none"> <li>• Need for a one-stop-shop for information on events, services, &amp; programs or a coordinated communication system. There is no central 'hub' of information across agencies. Community Directory needs to be available in print at places seniors access (hospital, community centres, Dr's. office, etc.). Need better knowledge and availability of BC Transit schedules.</li> <li>• It's difficult to get funding for ongoing seniors programs to help seniors navigate information (CBT has a policy of no ongoing funding)</li> </ul>
<b>2. Civic Participation &amp; Employment</b>	<ul style="list-style-type: none"> <li>• We have progressive local governments</li> <li>• We have interested and engaged citizens</li> <li>• S.K.I.L.L.S. Centre (volunteer opportunities)</li> <li>• Hospital programs (volunteer opportunities)</li> <li>• Facebook is great to talk with municipalities and elected officials</li> </ul>	<ul style="list-style-type: none"> <li>• Need to educate employers about hiring older workers.</li> <li>• Seniors are a huge untapped resource to the workforce and growing</li> <li>• There are insurance issues for seniors that want to do some part-time or contract work. It's easier under an umbrella organization like Better at Home who has their own insurance</li> <li>• Training specific to seniors is limited or non-existent and/or is not tailored to the needs of this group (basic computer skills, larger print in learning</li> </ul>

WHO topic	Key strengths and assets	Key challenges, weaknesses, barriers, threats
		materials, adaptations for physical/mental challenges, affordable!)
<b>3. Respect and Social Inclusion</b>	<ul style="list-style-type: none"> <li>• NavCare program at hospice</li> <li>• Lower Columbia Caring Communities map – but it needs funding to continue!</li> </ul>	<ul style="list-style-type: none"> <li>• Lack of outreach for people at risk of social isolation</li> <li>• Lack of knowledge of programs</li> <li>• Low income seniors are isolated and especially troubled</li> </ul>
<b>4. Social Participation</b>	<ul style="list-style-type: none"> <li>• Lots of volunteer opportunities – hospital foundation, hospital auxiliary, singing to seniors centre, beach clean-up in Gyro Park, churches, etc.</li> <li>• We have beautiful parks and great outdoor walking areas (Gyro, Esplanade, recreation facilities)</li> <li>• Trail Memorial Centre is a great asset. Need a <b>rubberized track*</b> for seniors (and all ages) to use during bad weather.</li> </ul> <p>*Emphasized at meeting 2</p>	<ul style="list-style-type: none"> <li>• Need more free/low cost opportunities for social activities (lunches, coffee meetings, recreation). Make them accessible (mobility) and affordable. Need intergenerational events &amp; opportunities. Affordability can be an issue across the board! Need sliding scales to events/programs.</li> <li>• Social events aren't accessible to everyone due to cost, mobility issues, and lack of knowledge</li> <li>• The information awareness piece is huge – people don't realize how much they could be involved with.</li> <li>• It can be difficult to get bus service to evening events</li> <li>• It would be great if there was an ongoing seniors planning table so that key stakeholders could regularly share info.</li> </ul>
<b>5. Outdoor Spaces &amp; Buildings</b>	<ul style="list-style-type: none"> <li>• There is access and availability to a variety of places and services, especially Selkirk College, public buildings, and service agencies.</li> <li>• The central part of the community is quite walkable, especially with the 'bridge connection'</li> <li>• Local governments are responsive to roads/safety issues</li> </ul>	<ul style="list-style-type: none"> <li>• Keep bikes off sidewalks so they are safe for walking. Cycle paths are non-existent.</li> <li>• Access to new walking bridge is not bicycle, wheelchair, or walker-friendly</li> <li>• Access issue at the front of the Arena in Trail</li> <li>• Older buildings aren't accessible or else only minimally accessible</li> <li>• Seniors Centre could use an update/upgrade to be more user-friendly. It's in a basement where it's dark and has an institutional feel to it.</li> <li>• Need an Accessibility Awareness Advisory Committee for all communities</li> </ul>

WHO topic	Key strengths and assets	Key challenges, weaknesses, barriers, threats
<p><b>6. Community support and health services*</b></p>	<ul style="list-style-type: none"> <li>• Some great programs &amp; services! Adult Day Program at Columbia View Lodge (assists with transitioning to residential care), NavCare and upstream hospice volunteers, short stay beds (Pathways to Home), free income tax assistance program</li> <li>• Benefit from some major organizations in the region: IH (always, reviewing their programming), Selkirk College (health worker training programs)</li> <li>• The Health &amp; Community Services Directory for the Lower Columbia (Greater Trail) is an invaluable resource (Closing the Gaps guide to services)</li> <li>• Better at Home (Castlegar) is a great program that should be considered for the Lower Columbia</li> <li>• Community paramedic program</li> <li>• Meals on Wheels program available in Trail</li> </ul>	<ul style="list-style-type: none"> <li>• We need a painted line on the walking bridge to safely separate cyclists and walkers</li> <li>• Community supports that are needed can be very snow-related. There is a gap in availability/affordability of yard care/snow removal for some seniors.</li> <li>• Gaps exist to address home care and other medical needs. Often related to affordability/income. Often the supports offered are too limited. We need affordable services that go beyond the scope of IH Home Health.</li> <li>• Limited palliative care in our region.</li> <li>• Affording food, ability to prepare meals.</li> <li>• Meals on Wheels program available in Trail but not in Rossland</li> <li>• No dentist in Rossland</li> </ul>
<p><b>7. Housing*</b></p>	<ul style="list-style-type: none"> <li>• Mountainside and Beaver Valley Manor, and new project in Rossland and Salmo: Good models of seniors/affordable housing in the region</li> <li>• Potential provincial and federal government funding for seniors housing</li> <li>• Lower Columbia Housing Society</li> <li>• There is some (albeit very limited) flat land in Trail and neighbouring Montrose that is suitable for seniors housing</li> <li>• S.A.F.E.R. program, which helps make rents affordable for BC seniors with low to moderate incomes.</li> </ul>	<ul style="list-style-type: none"> <li>• Limited rental units to enable seniors to sell homes, remove equity and eliminate repair and maintenance responsibilities</li> <li>• Limited affordable seniors housing units</li> <li>• Limited smaller multi-unit residential (condos, townhomes, apartments) to allow seniors to downsize</li> <li>• Limited public land for housing, although some sites do exist</li> <li>• Bylaws/zoning restrictions – not allowing secondary suites, coach houses that could enable seniors to downsize and/or earn income (Rossland and West</li> </ul>

WHO topic	Key strengths and assets	Key challenges, weaknesses, barriers, threats
		<p>Trail do have permissive zoning – potential models to consider)</p> <ul style="list-style-type: none"> <li>• Maintenance and repair work on aging homes becomes challenging for seniors – doing it themselves and being able to afford and find the services needed</li> <li>Maintenance and repair work on aging homes becomes challenging for seniors – doing it themselves and being able to afford and find the services needed</li> </ul>
<ul style="list-style-type: none"> <li>• <b>Transportation*</b></li> </ul>	<ul style="list-style-type: none"> <li>• Handidart – great service, but however it is often unavailable due to high demand, you must have a permit from medical staff to access it and you must book well in advance. Further, the type of vehicle could be improved – additional smaller vehicles rather than large buses that are hard to maneuver in neighbourhoods and that end up carrying very few people.</li> <li>• West Kootenay Volunteer Driver Program, however (1) the service is for medical purposes only and many seniors would benefit from the service for other trips and (2) the program is only funded for two days per week so challenging to coordinate schedules of the driver and the passengers.</li> <li>• Public transit – while service isn’t perfect, is does exist and provides another option</li> <li>• Communities are fairly walkable, though steeper areas in Trail and Rossland present challenges for pedestrians, scooters, wheel chairs and biking</li> <li>• Taxi service is good to have and some wheelchair accessible taxis exist (but can be unaffordable for some seniors)</li> </ul>	<ul style="list-style-type: none"> <li>• Communications of the transportation services listed above is a key challenge – a number of transportation services exist, but not everyone knows about them (ideally there would be one information and service number to call)</li> <li>• Winter season presents additional mobility challenges for everyone, especially seniors</li> <li>• Steep terrain in some areas of Trail</li> <li>• Public transit challenges: very limited schedule; crowding at peak school times; not all shelters are adequate along the route and become less accessible during the winter.</li> <li>• Parking could be improved to provide preferred spaces to seniors</li> <li>• Use of BC Ambulances to drive patients to Kelowna reduces service in the region during those trips (potential for the volunteer driver to be expanded to cover these trips instead?)</li> </ul>

\*These WHO topics were considered on a region-wide basis by members of the combined task force.

## CONCLUSION

Overall, both the under 60 and over 60 age groups felt that Trail is generally an age-friendly place, with about 75% of both groups responding positively. Both groups agreed that seniors are generally treated with respect in Trail, at 90% and 85% respectively.

Generally, the over 60 group was slightly more positive about aging in Trail than the under 60 group, which suggests that there might be a gap between the perception and reality of what it's like to age in Trail and further, that closing this gap might help to keep more residents in town into their retirement years.

With the Kootenay Boundary Regional Hospital within Trail's boundary, access to health care is not a main concern when it comes to aging in place in Trail. On the other hand, suitable housing and adequate public transit seem to be top of mind amongst those who responded to the survey.

The topography of some areas in Trail presents greater transportation challenges than others. Stairs and steep streets are all factors that make it difficult to get around in some neighbourhoods – especially with snow and ice in the winter.

Trail's downtown was identified as very walkable and compact – a perfect location to concentrate services for the region's seniors and eventually to locate a seniors' housing development. While creating new seniors' and affordable housing in the region with the new provincial and federal funding will be critical, this solution will be a longer-term undertaking for the region. In the meantime, focusing on extending the time seniors can remain in their existing homes is extremely important.

For many communities in BC, including Trail, Rossland and Montrose, the winter season exacerbates transportation challenges and presents additional challenges around the

home with snow clearing of sidewalks, driveways and some rooftops. These challenges exist regardless of age, but can be especially challenging for seniors. The winter season underscores the importance of making home maintenance and repair services accessible to seniors – both in terms of having the information about available services, but also having them affordable at various income levels.

Based on their knowledge and the input received by the community, the Trail Age-Friendly Task Force members prioritized the eight WHO topics into two categories:

### **Very important, very urgent (take action ASAP)**

- Housing
- Information and Communication
- Social Participation
- Transportation
- Community Support and Health Services
- Respect and Social Inclusion

**Still important, but not as urgent  
(take action when time permits)**

- Outdoor Buildings and Spaces
- Civic/Community Participation and Employment

## APPENDIX A: COMMUNITY SUPPORT AND HEALTH SERVICES RECOMMENDATIONS

### What improvements would you recommend to these services?

#### Under 60

**Health care services offered locally (e.g., doctors, physiotherapists, chiropractors, mental health services, optometrists, etc.)**

##### Health care providers

- More OTs to help bridge the gap between transitioning when getting older.
- More doctors (e.g. recruitment and retention program, lobby government to cover costs) (x 15)
- We need a local dermatologist.

##### Health care facilities and services

- More senior care facilities/old age homes are needed
- Need a walk in clinic (x 6)
- Our amazing hospital continues to revitalize as need be.
- Make sure they have the best office and hospital space
- HOME VISITS
- Make buildings accessible
- More options so people don't have to go to Kelowna
- More of it

##### Communication

- Provide more information about available options
- More patient centered care- more communication between HC practitioners

##### Cost and wait time issues

- The services exist but can be costly
- Cut costs
- Shorter wait times when waiting for referrals and services
- More equipment and technicians to reduce medical screening wait times

##### Other

- Optimal in Trail as it is the regional hospital

#### Over 60

**Health care services offered locally (e.g., doctors, physiotherapists, chiropractors, mental health services, optometrists, etc.)**

##### Health care providers

- More doctors (x 6)
- More specialists (e.g. gerontology, rheumatology, radiology, surgery) (x 6)

##### Health care facilities and services

- Health care services are above average (x 3)
- We need a better lab in the medical building downtown. Lineups are long.
- Walk-in clinic to reduce ER wait times (x 4)

##### Mental health

- Need for improved and increased Mental health services (x 4)

##### Cost and wait time issues

- Reduce wait times (x 6)

##### Other

- No triple bookings for appt. slots. Counting on repeat business even if the client doesn't need it.
- Need information on what is available
- These services must be paid for if the person does not have extended health benefits so in most cases are too expensive.

##### Transportation options to access health care services in other communities

- Increase public transit options between cities/services (x 4)
- Increased frequency of public transit needed (x 3)
- Should be flights to Kelowna
- Need for better accessibility and affordability (x 7)
- Improved Handy-Dart services (e.g. timed for dialysis appt., provide more information, an extension of services (x 3)

## Under 60

- Having a Centralized Senior Specific Services together
- Other than a few specialists in Nelson I think Trail is great.

### Transportation options to access health care services in other communities

#### Public transit

- Increased and improved bus service (x 8)
- Free busing
- Need options such as bus and taxi service available in each neighborhood (x 2)

#### Regional transit

- Improved and increased transit (e.g. bus, air) (x 2)
- Bi Weekly trips offered for Nelson/Castlegar appts.
- Shuttle to Kelowna? Could be Greyhound ...
- Having to travel to Kelowna and Vancouver in winter months is daunting and stressful. It would be great if more services were available especially for infants and children.

#### Hani-Dart / senior transit

- More/improved Handi-Dart access(x 4)
- Senior buses

#### Accessibility and cost

- Need more accessible busses and sidewalks. need more people to clear sidewalks
- Need improved affordability and availability (e.g out of town appointments, pay per use services) (x 3)
- Subsidized

#### Other

- Ease of driving in Trail
- Increase information and options (x 2)
- If you need to go to Kelowna or beyond it's a little harder
- More reliable flights in and out of area
- Tried taxi service but the something, I waited over an hour for a taxi driver to come pick me up. I started walking home from downtown to Shavers Bench and being disabled and claustrophobic crossing either bridge had me almost in a panic.

## Over 60

- Is bus service all that is provided or are methods of transportation available??
- Need to reduce travel requirements for seniors through expanded services in Trail and at regional hospital (x 5)
- Greyhound and air service are too difficult for the elderly, especially if just discharged from hospital. And unless being admitted to your home hospital, ambulance charges big bucks-way too much for fixed income folks.
- I would be interested in being part of a consultation on that topic.
- Not sure, I have never had to use a service.
- Transit in the area is adequate (x 2)
- Better information about services available
- No transportation costs awarded to those who need to travel to get medical treatment
- Family can provide
- No experience, but worth studying.

### Home-based health care services (nursing care, meals)

#### Providers

- IH needs improved home care services (e.g. improve quality and availability of service types) (x 2)
- Provide more affordable care and improve meal quality
- Strong need for increased number of support workers to increase time spent with users (x 7)
- Hair dresser home visits, clean out fridges, closet and drawer organizers
- 45 min visit - charged for 1 hour and restrict senior's activities with late arrivals.

#### Accessibility and cost issues

- More affordability needed (x 5)

#### Meals

- Ineffective; meals-on-wheels are poor and needs/special diets are miscommunicated; not enough time allotted per patient; unmotivated or unskilled aids; times for visits are inconsistent
- Meal prep is lacking and selection of pre-made is poor. Nursing care is non-existent in our experience having to do IV treatment in home and running to hospital or chiro when problems occur.

## Under 60

- Local ride-share app? Or web page for volunteers?
- More small scale options (community bus, taxi etc.)

### Home-based health care services (nursing care, meals)

#### Providers

- Need more care aids and LPNs for support
- Need partnerships and community funding for improved services (e.g. nursing recruitment and expanded meal program)

#### Accessibility and cost issues

- More affordability needed (x 6)
- More options needed (x 4)
- More info about how to access services (e.g. resource list) (x 2)
- Lobby government to increase numbers of workers and make affordable
- These have been cut back too much.
- Affordable care homes or more government subsidized homes

#### Meals

- Quality meals
- Meals on Wheels type program offered to greater Trail area again (x 2)

#### Other

- Provide more information about available options
- We have good home based help
- We never had to use this but with my health getting worse this concerns me.
- Opportunities for young to live with older to provide companionship and support
- Should be available for disabled persons as well
- More care not just there for paycheck
- This would be a great option, but not sure it is very developed. would be great to stay in own home as long as possible

## Over 60

- Need better home support and not much for meals on wheels. Have to be able to get to a grocery store. Ferraro have good selection if you can get there
- Need better affordability (x 2)

#### Other

- Need more information on what is available (e.g. brochures) (x 3)
- Patients would like to have the choice to have a female or male in home nursing care and they have been told no, they don't have a choice.
- Improved quality and increased frequency of home support (x 3)
- No experience, but should be high priority.

### Home support services (home and yard maintenance, snow clearing, cleaning, etc.)

#### Accessibility and costs

- Provide more affordable support services (x 7)
- Some services (non-medical) should be linked to welfare for work as too many once in the system aren't looking except to work for unreported cash.
- Finding and paying can be difficult getting reputable people too high risk to be taken advantage of
- Maybe employ the community living agency more

#### Communication / central list

- Need more information on options (e.g. central registry, list of reliable providers with record checks) (x 7)
- Seniors could be interviewed about their needs and required services could be scheduled for them.

#### Other

- Need increased number of reliable workers/contractors (that show up and do the jobs well) (x 10)
- We have a good number of small businesses that provide the services (x 2)
- Many private providers, but I can afford and have concern for others (x 2)
- Haven't looked into it much but could use a list of people to call

## Under 60

### Home support services (home and yard maintenance, snow clearing, cleaning, etc.)

#### Accessibility and costs

- More grants to modify homes to make them more accessible.
- Hiring students in the winter time for maintaining yards etc., not just hiring summer students.
- Increase availability at reasonable cost (e.g. database of names) (x6)
- Lobby government to increase numbers of workers and make affordable

#### Communication / central list

- More info about how to access services (e.g. improved advertising, bulletin boards joining teens to seniors, central portal) (x 6)

#### Other

- No concern if one can pay for it for their own yards
- Lots of small businesses to help with these
- A hired contractor for seniors to access.
- These are readily available now
- More inter-generational programs
- Keep seniors in their homes as long as possible
- More help
- More widely available/advertised cleaners, home care workers.
- There are probably plenty of services here

### Respite and caregiver support for those providing care

- More workers needed for improved care (x 5)
- More training for improved care (x 3)
- Especially for family so as to remove the burden aspect
- Don't know enough (x 2)
- I may need this in the future (x 2)
- Eligibility/ availability does not kick in soon enough

## Over 60

### Respite and caregiver support for those providing care

- Provide more affordable respite care in the home (x 2)
- Need for more respite workers (e.g. to avoid caregiver burnout, decrease expectations on caregivers) (x 8)
- Someone just to listen
- Families are in a crisis and don't know what to do with aging parent
- Don't know (not applicable) (x 2)
- More support to Hospice from the community!

### What services/assistance have you needed and not been able to access?

#### Health care

- Neurosurgeon consultation
- Respite and/or caregiver support (x 2)
- Rheumatologist
- Dental i.e. dentures, partials, etc.
- Home nursing to assist with IV treatment.
- Post-surgical assistance in home
- Health care specialist; emergency service for my RA
- Medical specialists
- Plastic surgeon, dermatologist
- I had to travel to Kelowna for a Myelogram and for rehabilitation after my stroke. This was a major inconvenience and expensive.

#### Housing

- Mostly suitable housing. There is no senior complex n Trail where a senior can down size from their home. Most people I know have had to move to Castlegar or Fruitvale.
- Housing

#### Other

- I am an adult apartment building manager and see what a number of my aging tenants are experiencing
- I notice many seniors falling through the cracks
- Timeliness and quality are the main issues.
- Public transportation, I live 1.2 miles from the closest bus stop.

## Under 60

- Hospice struggles to be successful in our community and with the lack of old age homes and hospital beds, hospice could fill a meaningful void
- Provide more information about available options
- Good respite care in the area - pretty expensive though
- How about having Selkirk students "guest chef" at patient's homes? Is there a support group for caregivers? There would have to be replacement caregivers for severe people that cannot be left.
- More family support

## Over 60

- Home maintenance contractors (e.g. window cleaning, plumbers, electricians) (x 2)
- Seniors activities too expensive
- By law. There needs to be accessibility even on weekends.
- Transport back from Kelowna Hospital after an emergency transfer there.
- Bad experience with I.H. Home Support for my Dad
- Traveling to other cities for medical reasons at our expense
- An advocate who is available to help with filling out government paperwork.
- Yard, snow clearing beyond budget

## APPENDIX B: OUTDOOR SPACES AND BUILDING RECOMMENDATIONS

**What changes would you recommend to improve the safety, quantity and ease of access of any of the following?**

### Under 60

#### Public buildings

##### Accessibility

- Need for increased accessibility (e.g. wheelchair ramps, elevator service, meeting accessibility code, auto doors, railings, more parking, improved snow clearing) (x 13)

##### Transportation

- Ease of parking and access
- Increase access and reduce congestion at arena (x 3)

##### Other

- More lighting
- City hall, poor access, poor location, include public washroom
- More games and help
- A person to help direct those who need it.
- More senior specific spaces and services

### Over 60

#### Public buildings

##### Accessibility

- Need for increased accessibility (e.g. ramps, elevators, car parking) (x 7)
- City Hall must shovel stair and sidewalks

##### Other

- City office - we need to demolish the current building
- Trail arena- return front access to the way it was with entrance going west off bridge and public parking spots.
- There should be a court house in Trail
- Volunteer ushers
- Door to door survey seniors and disabled people regarding accessibility. There are definitely not enough handicapped parking spots in Trail.
- Better signage on the riverside center e.g. library museum

## Under 60

### Public washrooms

#### More

- Need for more (x 19)
- Need better access. Cominco arena is an area.
- Shouldn't rely on elevators or open hours (eg. library, Selkirk)
- More of them, cleaner and longer hours of operation before locking
- There are limited options in the downtown core, and most of them involve stairs.
- Available in downtown core
- Have sufficient in downtown areas.

#### Other

- Do we have them?
- Where are they?
- Clean and safe
- Monitored more closely with the undesirables
- More easily and wheelchair access (thanks for including that in your upgrade Ferraro Foods)

### Sidewalks

#### Accessibility

- More ramps on and off sidewalks (x 5)
- Some still need ramps; area of tiles on Cedar Ave are very slippery; some of the staircases need repairs

#### More / fixed / snow

- Need for more sidewalks (x 2)
- Need for sidewalks for high traffic areas (e.g. McBride St.) (x2)
- Need for more frequent and/or higher quality repairs (x 9)
- Need for improved snow clearing (x 5)
- Bylaws aren't enforced: sidewalks are a mess (especially Gulch).
- Have you pushed a baby buggy at the entrance of Gyro to the concession?

#### Other

- Making sure MAIN walkways are always safe incl bridge

## Over 60

### Public washrooms

#### More

- Need for more (x 17)
- Add some like Nelson has.
- There are so few that are accessible. I understand the concerns regarding their use but am still concerned for the public at large.
- Washrooms needed in the East Trail area. possibly close to the walking bridge
- Need more with signage (x 2)
- Availability on weekends and winter months
- Walmart needs to be cleaned more often
- With bus connections, RDKB closed, only washroom is maybe the arena or a restaurant.

#### Accessible

- Make them wheelchair accessible (x 3)
- Handicap buttons on doors for opening

#### Other

- None available except gyro park- none at any other parks in area.
- More of them in downtown Trail
- Better signage for washrooms needed (x 3)
- Keep them clean and have warm water. Refill soap and towels regularly.

### Sidewalks

#### Accessibility

- Make them all wheelchair accessible (x 3)
- Terrible access in winter from parked car to sidewalk. Large piles of snow to get over or need to walk on road itself to get to crosswalks that are minimally better

#### More / fixed

- Need for frequent and/or higher quality repairs (x 8)
- Too much debris from trees in the downtown area that people can either slip or trip on
- Trail arena- return front access to the way it was with entrance going west off bridge and public parking spots.

## Under 60

- Install flashing, pedestrian-controlled lights on the Gulch crosswalks.
- Cleaned more
- In front of Wood-Gundy, the fancy brickwork becomes very slippery when it rains or snows.
- Overall amazing sidewalk system - the system is huge and amazing. But, there are areas that you have to step down at an intersection, have some pot holes, bumps, etc. winter can be a challenge (e.g. 5th ave hill)

### Streets

#### Potholes / maintenance

- Need to fix potholes (x 5)
- Potholes, paved, cleaned, snow, ice removal

#### Other

- Some of the streets are way too narrow.
- Clear and walkable
- More/better street lighting
- Less stop lights. more stop signs (Farwell & Bay)
- Keep adding to the repaving budget
- More speed control and barriers between higher speed streets and their sidewalks
- Okay so far sweeper does good work
- Better maintenance.
- Can be very busy and fast moving as a highway runs through downtown.
- Needs improved snow removal (x 2)

### Crosswalks

#### Lines and Lights

- Need for improved markings and lighting as crosswalks (x 7)
- More with both light and sound identifiers when it is safe to cross

#### Accessibility

- Wheelchair accessibility to sidewalks from the street
- Removing curbs from all crosswalks and replacing them with gradual slopes (x 2)

## Over 60

- Need big upgrade to sidewalk between Sanctuary and the pedestrian bridge, need to connect pedestrian bridge on the aquatic centre side with a sidewalk/path all the way to the path at the bottom of the "S" hill
- Nice to have a sidewalk going up hillside drive in Sunningdale
- Sidewalks in all of Glenmerry

### Winter / Snow

- Need for improved snow and ice clearing (x 8)
- Enforce snow clearing bylaws
- City Hall snow removal

### Streets

#### Potholes / maintenance

- Need to fix potholes, cracks (x 8)
- Green avenue lane is a mess; Nelson Ave, Lookout Street, Birch Avenue sink holes and around storm drains.
- Better maintenance of side streets

### Cleaned

- Sooner and better cleaning (x 3)
- City appears to be doing its best but regular cleaning of garbage would help

### Winter

- This new brine snow treatment is very slippery for walking, especially in West Trail.
- Again snow removal- bus routes not bad but side streets difficult to navigate and barrier to walking in winter
- Better snow removal and maintenance
- The surface of the new foot bridge can be slippery in the winter
- Icy in the winter especially if one has a walker.
- Snow removal would be great , downtown you can go on the clear sidewalks but can't cross on the streets
- Lots don't watch out for seniors

### Other

- Accessible
- Difficult for drivers when people cross anywhere at any time and no matter the color of the light

## Under 60

### Snow / Winter / Clean

- Improved snowclearing needed (x 3)
- Cleaned and cleared
- Cleaned more

### Other

- Four-way stop on Bay ave is dangerous for any pedestrian
- Increase visibility
- Improved pedestrian safety needed (e.g. four-way stop, improved visibility, light indicating time needed to cross, more time to cross) (x 5)
- Love the underground tunnels.
- Driver education and enforcement (x 2)

### Trails

- How about a bike lane across the bridge? or through Glenmerry
- More trails (x 4)
- Hiking and ease of parking close to entryway
- Not sure how to improve. Access is important but it depends largely on the mobility of the individual. Not all trails can be made senior friendly.
- Timely and improved upkeep needed (x 2)
- We really should have more trails/paths for walkers, runners, and cyclists. Especially through Glenmerry - biking along the highway is terrifying
- Develop more non-motorized multi-access trails
- Need a bike or walking trail along the highways.
- Need a paved trail from Glenmerry to old Waneta. City should buy the property alongside the river. The sewer line is already there.
- More of them in scenic places, paved and accessible to those with mobility issues
- Construct a river trail that links sunningdale with waneta
- Perhaps transportation to the trails could be made available.
- No cement - more low lying dirt trails so seniors can continue to enjoy nature
- Good access

## Over 60

- Trail arena- return front access to the way it was with entrance going west off bridge and public parking spots.
- Many are too crowded with cars parked on both sides of the street

### Crosswalks

- Improved pedestrian safety with longer crossing times (x 2)
- Improved pedestrian safety at the 4 way stops (x 2)
- Plenty, but people don't know what they are for
- Three tries for line paint. Need a repaint every year it seems.
- Upgrade all curbs to ramps (x 3)
- Fair but even towns like Rossland ( that has more snowfall) do a better job of keeping crosswalks and sidewalks safe
- Vocal signals at crosswalks
- Better snow removal and maintenance
- Markings ahead of crosswalk lines
- Cracks and pot holes, have had a fall a while ago
- Cars tend to run red lights and are impatient with seniors who need more time to get across the street.
- Need more frequent painting; too many not visible

### Trails

- Wonderful trails
- Haven't used but very accessible
- More level areas for walking
- Not a priority. Need to manage wildlife all year - coyotes, raccoons, cougars.
- I would like to see more bike trails OFF highways
- Where are there trails for seniors?
- There are several walking tours around Trail that are never advertised by "the powers that be". The Trails committee ignores the group who established them to see Trail's rock walls and use the covered stairways.
- More trails (e.g along the river) (x 3)
- Need to build a proper path all the way from the bottom of the "S" hill, all the way, on the river bank, to access Waneta Plaza- walking on the highway is dangerous.

### Parks and green spaces

## Under 60

### Parks and green spaces

- Proximity of parking for ease of access
- Seating
- More parks and green spaces needed (x 6)
- Improved accessibility, inclusive parks (x 2)
- Groutage Ave needs to be addressed. Park space there with low cost housing elsewhere. Play/park space which includes open space for families as well as seniors would be great for everyone.
- Good, more trails to connect them. They do require a lot of maintenance and honestly, Trail has enough of them - they aren't fully utilized.

### Snow clearing

- You guys only ever clear one side.
- No concern (x 7)
- Improved sidewalk clearing needed (timely, better) (x 10)
- Available options to hire to complete
- Downtown snow clearing is poor, metered street parking is very snowy.
- Getting the snow removed before it become dangerous
- I know it's not the city's job to shovel abandoned buildings, but this does not help with getting around downtown in the winter.
- It was great but we got a lot of blowing snow in our driveway when they were cleaning the tunnels.
- Fine those who don't clear their snow and ensure there is sufficient budget allowance to remove it from city owned areas in a timely manner
- Needs more work
- The city puts signs on main drags for snow removal would it be that much work to set signs up to move vehicles on the avenues etc.?
- There always seems to be more snow clearing than planned for in the budget.
- Options for getting assistance
- Increase budget to adequate level to insure enough clearing is done in all areas.

## Over 60

- Gyro park is wonderful, and there are lots of green spaces; parking at the bottom of the S curve would be great so that people can access that river walk - if the river isn't too high
- Gyro Park is a great and well cared for (x 2)
- Parks in other areas like west Trail have no benches for sitting
- Develop more than just Gyro Park
- Keep dog/geese messes cleaned up
- More appealing landscaping by walking bridge to encourage use of the beautiful benches

### Snow clearing

- No complaints - there was a lot of snow this year and the clearing was kept up - people need to be more patient and understanding that we can't all have clear pavement all of the time
- to prevent falls snow needs to be removed from downtown streets
- Improved Sidewalk clearing needed to reduce falls (x 8)
- have ramps at corners but they are not cleared for pedestrians in the winter especially in East Trail
- City Hall
- list of people to help with snow removal
- Snow removal crew should not block alleyways and driveways (x 6)
- Improved snow clearing needed (wider and better) (x 8)
- Poor- need to ensure hilly areas like west Trail well cleared and sanded
- street are fine - it is the hw's; that connect communities
- perhaps a small blower that places the snow in more appropriate location
- improving but still require better removal downtown
- Good
- needs to be better crossing to the arena from Bay Ave, was treacherous going to a lot of hockey games this winter
- Main thoroughfares and downtown streets need to be done more often, when it snows heavily.
- Enforce bylaws
- Roads and parked cars are a problem to maintenance crews and to duck around while driving. Walking can be a cautious activity,

## Under 60

### Lighting in public spaces

- Improved lighting (e.g. bright, reliable, maintained) (x 9)
- Brighter lighting along river walkways
- getting better with the changeover to led
- Great Job
- More colorful
- Fluorescent light bulbs are not good for eyes.

## Over 60

- Really the city needs to step this up, my husband is in the wheelchair and cannot go down our road (Wilmes) in the winter

### Lighting in public spaces

- Improved lighting needed (e.g. bright, reliable, maintained) (x 4)
- More lighting (x 2)
  - Spokane, Helena, Farwell, Bay, Cedar, Pine, covered stairs, hospital parking lot, east trail
- Adequate, but then I am not out much late at night except on main streets downtown which are well lit.
- Seems okay. No comment
- Has improved

## APPENDIX C: TRANSPORTATION RECOMMENDATIONS

Thinking about improving comfort, safety, convenience and ease of physical access for seniors, what transportation options or improvements would you recommend for:

## Under 60

### Getting around in Trail

- Add trains or subway stations
- Even this survey is all about seniors. Seriously! you need to attract younger people so they can actually become seniors
- More frequent bus service (x 3)
- More handy dart buses or increased taxi (x 4)
- The bus service seems good but hasn't tried.
- Improve snow clearing on sidewalks
- Provide better access to transportation
- As long as I am able to drive, life will be good. If not, I would be concerned as I don't know the alternatives
- Pay for use transportation options- govt and non govt funded
- Better side walk clearing, or more covered sidewalks. 7 days a week bus services

## Over 60

### Getting around in Trail

- Volunteer drivers (x 3)
- Improved bus service (x 3)
- More frequent bus service (x 13)
  - Sunday service (x 8), 7 days per week, evenings, with more locations
- Improved bus stops (x 5)
  - Including washrooms (x 2), covered space (x 2), benches
- More taxis (e.g. 24 hour service) (x 4)
- More handy dart (x 4)
  - Including weekend service (x 2)

## Under 60

- The stairs on and off bridge should also be wheelchair friendly too! That sidewalk that dips and collects water and ice is so dangerous!
- More sidewalks and bus seating.
- More walking paths and sidewalks. Public transportation
- Very good
- Need improved sidewalk maintenance (x 3)
- Buses more accessible for mobility scooters
- build housing closer to services
- A ride-sharing service like has been discussed in Vancouver.
- Shuttles, taxis, uber, good transit
- Okay as is
- Better bus system that runs to all areas

### Get between Trail and neighbouring communities

- Again trains or subways PLEASE
- More busses between communities (e.g. Nelson and Castlegar(x 2))
- Increased frequency in buses (x 7)
- Improved bus system (x 3)
- Increase public transit options (x 3)
- Improved affordable and accessible transit (x 2)
- I would be concerned if I couldn't drive
- Pay for use transportation options- govt and non govt funded
- Highways need more passing lanes
- Same as above for seating at bus routes.
- Public transportation and pay-per-use community shuttle
- More walking/biking corridors between the neighbourhoods. Seniors need to stay active, mobile, and participating, but don't want to walk along the highway to get around.
- Transit, shuttles, uber
- Have police do better enforcement on highways to prevent aggressive driving that is rampant.

## Over 60

- Safer crosswalks & sidewalks, more lighting. Like the wide bar cross walks in West Trail
- handicapped parking
- Fix potholes, clear parking spots sooner
- Smaller buses that can go up Lookout St and places like that.
- Heated sidewalks especially at intersections for ease of getting around as well as safety
- N/a
- Some areas need sidewalks
- See previous comments about sidewalks and paths, taxi is beyond the budget of someone on fixed income
- Dedicated cycling paths from Rossland to Fruitvale
- Feel good as is.
- Better advertising
- In winter, clear sidewalks of ice and enforce clearing or better, get or buy more equipment and clear all walks.
- People on bikes and scooters need to realize seniors are not agile and can't easily jump out of the way when be approached quickly
- Ask affected seniors
- Need better corners
- For the time being I can drive myself, at some point that will diminish and will look to public transport
- Drivers educated to fact that seniors often have mobility problems of one sort or another.
- Replace burnt out lighting helps seniors who don't see as well when dark
- Saturday stops in Glemerry on Highway Drive

### Get between Trail and neighbouring communities

- Improved service to other communities (x 19)
  - e.g. more frequent service (x 7), Sunday Service (x 4), better service (x 2), better schedule, extend hours of operation
- Fix potholes, keep roads sanded during winter, have roads plowed more often

## Under 60

## Over 60

- Affordable taxis needed (x 3)
- Improved Handi-dart (e.g. information, services) (x 2)
- It's death defying riding a bike from Glenmerry to Waneta
- Volunteers to drive seniors with their gas paid for
- Better advertising
- Private vehicle at present but in the future will require public transport
- Drivers educated to fact that seniors often have mobility problems of one sort or another.

## APPENDIX D: SOCIAL PARTICIPATION RECOMMENDATIONS

### What improvements would you recommend to these Trail opportunities to make them more age-friendly?

## Under 60

## Over 60

### Recreation and leisure opportunities

- List of things you need to add Larger playgrounds and More game stores
- More senior programs. I like what is offered at TALC
- Wide range of hours of access to Aquatic Centre
- Options are adequate (x 2)
- Ease of access
- New fieldhouse with turf field
- Having a public washrooms downtown and at each end of Gyro Park.
- More accessibility to those walking, don't even have sidewalks or pathways in some areas
- More inter-generational opportunities
- Better parking spaces, more disability zoned spots
- Improve affordability (x3)
  - E.g. for all, free for seniors (x 2)
- Perhaps the younger generation needs to learn to respect its elders in more cases.
- Senior specific spaces

### Recreation and leisure opportunities

- Volunteer drivers for transportation to events
- More affordable (e.g. cheaper passes, senior specific classes) (x 5)
- Improved sidewalks (e.g. safer/level, more) (x 2)
- Little available for not fully able seniors.
- Senior hiking club/affordable group hikes (x 3)
- Improved transportation (e.g. more frequent) (x2)
- Outdoor gym with parking (e.g. Skywalk/Oldbridge, Gyro Park) (x 2)
- Some senior times for the pool.
- There needs to be exercise equipment permanently in place at Gyro, for people of all ages.
- Better parking
- opening the Aquatic Center on Tuesday and Thursday mornings again
- Hand rails and less stairs

## Under 60

- More trails

### Learning opportunities

- SELKIRK is good/has variety (x 2)
- More older adult programs at Selkirk trail
- No idea on what is covered for seniors.
- More inter-generational opportunities
- The driving school could be more affordable.
- Ensuring these options remain available in Trail
- Selkirk does not offer enough. More arts?
- More access to better variety of learning

### Arts and cultural opportunities

- How about some cultural events aimed at people under 60 for a change.
- Trail and District Arts Council, Royal Theatre,
- Cost money I may not have?
- More older adult programs at Selkirk trail
- Trail is doing well currently, I hope it will continue
- More inter-generational opportunities
- Needs more advertising
- I see a lot of seniors at these events.
- Ensuring the sustainability of the Trail & District Arts Council
- More galleries, encourage artists to move here
- Always nice to have lots more to choose from

### Entertainment

- Arcades and Manga shops.
- Or concerts where the performers aren't seniors themselves?
- Utilize Bailey theatre more like the performance series
- Older movie showings at the royal theatre
- Quality concerts and community theatre
- Good -- Bailey and Royal Theatre doing a wonderful job.
- Other than the legion what is available for seniors?
- Very limited dining venues and affordability of initiating such in this town is prohibitive at best
- More inter-generational opportunities
- Needs more advertising

## Over 60

- Most seniors would support a seniors Gym much like the one in Beaver Valley that was featured in the Trail Times.
- I believe all of the areas in this section are age-friendly. They simply need to be made more accessible to those requiring transportation, someone to accompany, scheduling, etc.
- Walking track in arena. Cement is hard on older joints

### Learning opportunities

- Increased variety of classes/clubs (x 14)
  - e.g. drumming, guitar, wind instruments, piano, cooking, politics, arts, book club, games, crafting, speakers on seniors topics (x 2), low cost, short term opportunities, youth-mentored computers for seniors, intermediate Apple computer, seniors only
- Increased affordability for programs (x 3)
- Lifelong learning programs at Selkirk College
- Improved advertising/information about classes and clubs (x 3)
- More courses through Selkirk College, for seniors

### Arts and cultural opportunities

- Volunteer drivers for transportation to events
- available if interested
- Transportation to concerts and movies at night during dark hours
- Senior book club at library
- Improved advertising/information about events (x 2)
- Mentoring by seniors in any area of expertise....linking the generations.
- Beginner classes in drawing, painting, pottery for seniors

### Community centre space and offerings

- A Tai Chi program for all ages  
Good spaces
- Cominco arena for walking with added rubber on cement for ease on older feet.

## Under 60

- Something more appropriate than belly dancing.
- Try to keep the royal going. Bailey continues its momentum
- Always nice to have lots more to choose from

### Community centre space and offerings

- Trail is still pretty ugly... no really getting around that. And we could use some housing that isn't old rotting houses
- Gyro Park kept up with seniors in mind
- Need more restaurants open evenings. Suggest partnerships with theatre events.
- More people are moving away from Trail
- Encourage more use of new Riverfront Centre
- the more the better
- Make sure seniors centre is well utilized/advertised
- Continue to evolve them to meet changing demands
- More downtown spaces (open). a new transit stop could be an opportunity

### Gathering places for social interactions

- More places closer to downtown.
- Like the idea of using Library/Museum to host events
- Senior Assn building needs a facelift to make it more welcoming
- Need for more after-hours spots that aren't alcohol-focused.
- Apart from McDonalds or Tim Hortons there doesn't seem to be a lot of places for seniors to meet
- What are available for seniors?
- Encourage more use of new Riverfront Centre
- The more the better
- More public places that is affordable to gather for social interaction.
- A central square downtown - with a fountain
- Other than fast food, no nice restaurants that are family friendly

## Over 60

- Not necessarily age friendly, just community friendly. You need better enforcement on dog poop clean up bylaws. It is the owner's fault not he dogs. Our streets/sidewalks are a disgrace in this regard.
- Increased offerings (e.g. monthly tours, classes, summer, personal expression) (x 3)
- Library poorly designed...3 different areas and on 2 different floors. One is cramped and closed in. The old model mixes the generations, is more easily accessible, and you don't have to run up and down to connect with different aged family members. T bring it back to the original location
- The new library complex is definitely a plus!
- Better advertising
- I am interested to see what the library/museum will offer for seniors

### Gathering places for social interactions

- Monthly free/affordable seniors' lunches
- Some good choices in Trail
- More days & operating times for seniors cafeteria - at Selkirk, wonderful food but not open enough days.
- The only gathering spaces I know of are Gyro and coffee shops
- Better advertising
- Seniors seem to gather at the mall. Not sure if that is a good idea?
- Limited
- Could use more restaurants. If more housing was available downtown that would probably happen
- A place, cafe, etc. to go in the evening for light entertainment - coffee house, local entertainment etc.

## APPENDIX E: CIVIC PARTICIPATION AND EMPLOYMENT RECOMMENDATIONS

### What would you recommend to improve these opportunities in Trail?

#### Under 60

##### Volunteer opportunities

- More social opportunities. like volunteer or read at schools or libraries
- Database of/information/advertising about accessible groups that may require assistance (x 5)
- No comment
- so many volunteers needed, shouldn't be a problem
- Many available, not enough new faces, same people

##### Employment opportunities

- Increased need (x 8)
  - e.g. through advocacy/education (x 3), for all people (x 2), for flexible opportunities
- Will employers higher older people?
- Special section on the job board with the community skills centre

#### Over 60

##### Volunteer opportunities

- Database/registry/information needed (e.g. website, media) (x 10)
- I think they should reopen the Cancer Society Office downtown
- Bus schedules impact work availability & recreation opportunities. Saturday schedules are bad and no Sunday or holiday service.
- Many volunteer groups very closed- hospital volunteer group an example of very closed group- tried and left as very rigid and controlled
- More volunteer opportunities not just geared towards students
- Hospital
- Everybody needs to volunteer. It is the core of the community.
- As a senior who has worked and or volunteered most of my life I feel that I have earned my free time and have no desire to volunteer.
- Overworked volunteers need to recruit new volunteers and build teams and make it fun.
- I do a fair amount of Volunteer work and have no problem finding more to do

##### Employment opportunities

- Improved advertising/information about senior specific opportunities (x 5)
- Increased jobs needed (x 7)
  - e.g. through advocacy/education/anti-discrimination campaign (x 3), flexible opportunities, senior themed, low-impact oversight type jobs (x 2),
- Improve transit for workers - not just school schedules.
- I am not looking for work so not familiar with this aspect

## APPENDIX F: COMMUNICATION AND INFORMATION RECOMMENDATIONS

### What improvements would you recommend to the items below?

Under 60

Over 60

n/a

#### Information about community events, programs and services

- Increase non-internet based communication (x 7)
  - e.g. bulletin, brochures, use recycled non-glossy flyers, public notice boards, more than newspaper
- Well done through Trail Times articles
- Where to find this information online
- Better communication
- Penny wise is very informative
- Better advertising

#### City of Trail information (easy to read and understand)

- I find the City of Trail website very user unfriendly
- The website isn't always easy to maneuver. There is a language barrier for some seniors.
- Not always
- A few flyers have been offered either through the mail but I've never received them.

#### Access to computers and internet

- Classes for seniors (x 2)
- Space for personal computer use needed with wifi (x 3)
- If you are able to get out. Don't know about "in home"
- Can't download even email attachments or PDF at the Library.
- I don't use computers - don't trust them. Glad that the City still puts out paper information through the mailouts and handouts at market days.
- Library
- Library is easy to access
- Better advertising
- I have my own computer so I don't need to worry about that.

#### Help using computers and internet

- Increased mentoring/assistance (e.g. student assistance, topic of internet safety) (x 3)
- Improved information/advertising (x 2)

## Under 60

## Over 60

- Home visits for Seniors
- Easy courses for seniors (e.g. iPad) (x 3)
- Add IT support to the Trail eServices web page
- Good CBAL
- I have worked with computers most of my working life and have taken advantage of whatever classes are available in the area

### **Service for computer problems**

- Volunteer visits for seniors at home
- Affordable computer repair needed (e.g. seniors rates) (x 3)
- Improved information/list of trustworthy service suppliers (x 4)
- Increased number of store with quality service (x 2)
- There are one or two businesses that will help