REGION OF QUEENS MUNICIPALITY
REGULAR COUNCIL
TUESDAY, APRIL 23, 2019
9:00 A.M.

PRESENT: Mayor David Dagley, Chair
Councillor Kevin Muise
Councillor Susan MacLeod
Deputy Mayor Heather Kelly
Councillor Brian Fralic
Councillor Jack Fancy
Councillor Raymond Fiske
Councillor Gilbert Johnson
Chris McNeill, CAO
Christine Watson, Administrative Assistant – Planning & Development

1.0 CALL TO ORDER:

Mayor Dagley called the meeting to order at 9:00 a.m.

2.0 CHANGES / APPROVAL OF AGENDA

It was moved by Councillor Fiske and seconded by Councillor Fralic that the Agenda be approved as amended:

Add Item 14.3 – NSFM Regional Meeting April 18, 2019
Item 8.1 Branding Project – Consultant Selection will be at 1:00 p.m.

MOTION CARRIED unanimously.

3.0 PRESENTATIONS

3.1 North Queens Community School – Lindsey Reinhart, Brian Smith & Sarah Murphy

Mayor Dagley welcomed Lindsey Reinhart, Brian Smith and Sarah Murphy, North Queens Community School to Council (copy of presentation attached to original set of Minutes).

Some highlights included:

- Background – May 2018 – List of focus areas following community meeting hosted by Councillor Gil Johnson
- Background – October 2018 – Formation of Steering Committee
- Examples of Community Schools in Nova Scotia were discussed
- What is a Community School?
- Research supports the Community Use Model
- Three Areas of Homework
- Components of North Queens Community Use Pilot Model
- Proposed Pilot Funding Model – Ask of $10,000 in support of Coordinator role.
- North Queens needs Municipal Support

Deputy Mayor Kelly enquired if there would be any impact on the Hub in North Queens. In the discussions the group had with them, they were advised that the Hub was more business oriented and they did not feel they would be in competition.

Councillor Fralic asked for clarification if the group qualified under the Community Investment Development Fund. Chris McNeill, CAO, stated they did not and provided background on the criteria.

Councillor Johnson enquired to the next steps the group would need to take, i.e. a formal motion in order to proceed with assistance.

Deputy Mayor Kelly asked if staff could provide a report to Council outlining options. It was agreed that the presenters would provide their request in writing and supporting documentation including plans for future years when provincial funding is removed.

Mayor Dagley thanked Lindsey, Brian and Sarah for their presentation.

3.2 Queens Care Society – Age Friendly Community – Tressie Dutchyn

Mayor Dagley welcomed Tressie Dutchyn, Project Coordinator, Queens Care Society to Council (copy of presentation attached to original set of Minutes).

Ms. Dutchyn reviewed the results of an Age-Friendly Needs' Assessment Survey, done in Queens County. Some highlights included:

- Objectives
- Goals
- Areas that need to be addressed (in order of priority)
- Methodology
- Demographics
  - Number of Respondents by Electoral Districts
  - Age Range of Respondents
  - Marital Status of Respondents
  - Housing Description of Current Home
  - Expected Move from Current Home
  - Enough Subsidized Low-Income Houses Available
  - Required to Remain Longer in Home
  - Services/Supports Needed in Order to Remain in Home Longer
  - Public and Outdoor Spaces/Buildings/Parking
- Transportation
- Social and Volunteer Participation/Recreation Near or In Your Area
  - Participation in Community Activities
- Communications and Information
  - Ways Information is Currently Received/Preferred Methods to Receive Information
- Health Services and Community Support
  - Health Care Services that Meet Needs
  - Municipal Recreation Services to Meet Needs
  - Parks/Outdoor Spaces to Meet Needs
  - Social Clubs that Meet Needs
  - Stores in Area that Meet Needs
  - Banks to Meet Needs
  - Government & Legal Services to Meet Needs
- Quality of Life
  - Current Quality of Life
  - Factors that Would Enhance Quality of Life
  - Aspects of Aging
  - Most Important for Municipal Council to Address
- Summary of Recommendations
  - Housing in Queens County
  - Public Outdoor Spaces/Buildings/Parking
  - Transportation
  - Social Volunteer Participation/Recreation Near or in Your Area
  - Communications and Information
  - Health Services and Community Support
  - Quality of Life
  - Next Steps – Recommendations Towards an Age-Friendly Community (AFC) for the Region of Queens Municipality
- Five Key Milestones

Ms. Dutchyn provided a copy to Council of the report Towards an Age-Friendly Community Queens County, Age-Friendly Needs' Assessment Survey Report, Queens Care Society and the Region of Queens Municipality December 2018 (copy attached to original set of Minutes).

Mayor Dagley thanked Ms. Dutchyn for her presentation and the information.

Mayor Dagley announced a 5 minute recess at 10:50 a.m.

3.3 Medway River Salmon Association – Michael Fralic and Raymond Alexander

Mayor Dagley welcomed Michael Fralic and Raymond Alexander, members of the Medway River Salmon Association, to Council.

Mr. Fralic and Mr. Alexander announced that in the fall of 2018, the Executive of the Medway River Salmon Association met with Department of Fisheries and Oceans to begin the process of undertaking a project to restock the Medway River with salmon. The intention is to model the project like the Fundy project. They have partnered with Acadia University, Fundy National Park, Nova Scotia Department of Fisheries and Oceans and Cooke Aquaculture. The Fundy project has been in operation since 2014.

Permit applications have been submitted and sites are being scoped. At present, it is unclear where the salmon will be held until the time they are to be released. Members are taking the required training. It is anticipated that the project will begin within two years, which will allow adequate time for the permit approval process to be complete. The environmental issues at the mill in Greenfield are underway and are being corrected. Acadia University is presently doing sample testing to determine the impact.

A video on the Fundy project was shown and can be found at pc.gc.ca/fundy. For more information on the project see www.fundysalmonrecovery.com/our-project.

Mayor Dagley thanked Michael and Raymond for their presentation.

4.0 TABLING OF PETITIONS:

There were no petitions to come before this meeting.

5.0 PUBLIC QUESTION / COMMENT SESSION:

Leon Robertson, 42 College Street, Liverpool – Mr. Robertson offered his opinion on the suggestion to remove the bench in front of the post office stating he did not think it posed any problems, and suggested the flower boxes may pose an issue if overgrown. Under Item 9.1 – Request for Grant LCLC, he stated RQM has a large enough debt at QPEC, and stated many people from their area use our facility. He noted during the recent concert at QPEC, many people had difficulty maneuvering the steps in the bleachers at QPEC, and enquired about the installation of a handrail.

Kristin Lewis, Milton – Ms. Lewis encouraged Council to research aquaculture. She offered her opinion that the fish farm in Liverpool Bay effects housing values and tourism.

Darlene Norman, 6822 Highway 3, Hunts Point – Ms. Norman stated she felt the North Queens Community School project was a good one. She offered her opinion under Items 9.2 Rescission of Motion Respecting Letter to Minister Keith Colwell – Ocean Trout Aquaculture Farm in Port Mouton Bay, stating as a member of Friends of Port Mouton Bay, they worked with and met with members of Cooke Aquaculture to solve their issue. They hired their own specialists who provided them with the required scientific reports and felt it unfair for anyone to ask Council to intervene on their behalf. Issues such as this are better discussed at UNSM, as they are in a position to make changes such as aquaculture is not municipal jurisdiction, as the provincial government regulates any decisions.

Annabelle Singleton, 105 Medway River Road, Mill Village – Ms. Singleton, as a concerned citizen and member of Protect Liverpool Bay offered her opinion under Item 9.2 Rescission of Motion. She stated she has been doing research and reaching out to experts in the field of aquaculture, and

read information to Council on results from reports concerning flushing times and tidal currents from both Port Mouton Bay and Liverpool Bay and stated that just because one is not appropriate for fin fish aquaculture, does not mean the other one is. Port Mouton Bay results show a decrease in lobster population and a reduction in eel grass bed which are marine nurseries for marine life. She further offered her opinion on the proposed Medway River Association's project, stating she reached out to a former biologist colleague from DFO, and read his response which stated the issue with the Medway River was a water quality issue and would be a low survival rate.

She further read a response that Ann Laws, a member of Protect Liverpool Bay, had written on the proposed Medway River Association's proposed project, which offered her opinion of them partnering with Cooke Aquaculture, stating they would be treated the same as the farmed fin fish.

Nolan D'Eon, Tusket – Mr. D'Eon stated he has been in the aquaculture business and has been leasing 50 acres from the province since 1995. He is a past president of the Aquaculture Association and is still involved with association and feels the provincial regulations on aquaculture are quite good and believes they are the ones to decide who gets a license. In the process of getting his aquaculture license, following town hall meetings, he had support from the residents.

Betsy Hartt, 142 East Berlin Road, East Berlin – Ms. Hartt voiced her opinion with the proposed Medway River Association's proposed project in the proximity of the open pen fin fish farm. She voiced her concerns for the health of the fish and where they will be homed before being released. As the location for the proposed expansion is unclear, she questioned the regulations on the number of fish that could survive in the provided space. She had sent out enquiries for the details on their food supply and is awaiting a response.

Brian Muldoon, 980 Brooklyn Shore Road, Beach Meadows – Mr. Muldoon stated since the announcement in October 2018 on the proposed fish farm expansion and the jobs associated, he provided information he researched on the Department of Fisheries & Oceans website to the number of jobs since 1995 to 2017, stating that although there has been a thousand percent increase to the tonnage of salmon processed each year, the number of full time jobs has not increased; hence, no economic gain. He stated that Cooke Aquaculture and Cermaq are presently looking to increase 20 to 30 sites across Nova Scotia,

He further offered his opinion on the Medway River Salmon Association's proposed project, stating in research on the study in New Brunswick, after spending $2.45 million on the study, DFO have not reissued permits to continue with the study since 2016, and it is not anticipated that they will renew. He discussed a video which is circulating on social media on Cooke Aquaculture partnering with Medway River Salmon Association in which Cooke took the executive of the association on a tour of their fish farm in Liverpool Bay. He commented on a capacity study for Shelburne to the number of fish it could handle, which is 200,000, but there are 1.4 million.

Tom Smith, Executive Director, Aquaculture Association of Nova Scotia, Dartmouth – Mr. Smith stated there are presently approximately 173 leases issued and operated in Nova Scotia which cover all categories of species farmed, i.e. mussels, oysters, trout, salmon, sea plants (rockwood and sugar kelp), etc. He provided information on the process of the new regulations by the Department of Fisheries and Aquaculture, stating the jurisdiction for leasing and licensing is done through the Department of Fisheries and Aquaculture, with all levels of government being involved both provincial and federal government, and the Canadian Food and Inspection Agency through Department of Fisheries and Oceans. Their responsibilities include the monitoring and controlling the activities in the oceans through to Health Canada. As part of the new process, rather than have the Department of Fisheries and Aquaculture monitor the farms, it be done by Department of Environment. After the 6 month option period, it goes to a three member panel of independents appointed by cabinet and their sole responsibility at a hearing is to either approve or deny the application based on the work that the company did and based on the community engagement, and the processes being entered into. They are mandated to consider the 8 factors for aquaculture applications in Nova Scotia, which can be found on their website.

Bob Sweeney, Fredericton, New Brunswick – Mr. Sweeney is from Sweeney International Marine Corporation which has head offices in New Brunswick and Halifax (www.simcorp.ca). He has been in the aquaculture business for 30 years and is present in defense of aquaculture. He discussed the policy manual of the provincial and federal regulations, as well as the aquaculture regulations in which his business follows, indicating that aquaculture operations are heavily regulated. He stressed that over the last 10 years site assessments are done differently. He explained the steps

for site assessments, stressing that he has had the opportunity of working both in Port Mouton Bay and Liverpool Bay, both of which are very different from one another.

Paul Emmink, 422 Long Cove Road, Port Medway – Mr. Emmink offered his opinion that although there are many regulations in place, not all play by the rules. He commented during storms, the stryofoam breaks up and washes ashore. It does not degrade and can last for many years.

Matthew Collins, Milton – Mr. Collins stated he understood with the proposed expansion of fin fish farming in Liverpool Bay that it would increase the amount of jobs, but suggested the bigger concern should be with the environment, with jobs coming second.

Mayor Dagley announced at 12:45 p.m. a recess until 1:00 p.m.

8.0 ECONOMIC DEVELOPMENT:

8.1 Branding Project – Consultant Selection

It was moved by Deputy Mayor Kelly and seconded by Councillor Fralic:

THAT Council of the Region of Queens Municipality award the contract for branding services to m5 for a total cost of $60,363.50.

Jenny Rockett, Director of Economic Development, stated a Request for Proposal (RFP) was issued on March 4 with a deadline of March 22, 2019 for the development and implementation of a meaningful brand that identifies and promotes Region of Queens Municipality as a desirable place to live, work and visit. Brand was defined as a clear and consistent vision and message that conveys what the community represents and aspires to be. Seven submissions were received. The Selection Committee, consisting of six staff conducted a review and m5 was selected as the top choice. They presented a good understanding of the project and provided relevant examples. The cost included all five phases of the project and is slightly over budget. The proposed price for phases one to three is $41,262.00. The project will run from May through to January.

MOTION CARRIED unanimously.

6.0 APPROVAL OF MINUTES:

6.1 Council Minutes – April 9, 2019

It was moved by Councillor MacLeod and seconded by Councillor Muise:

THAT the minutes of the Regular Council meeting held April 9, 2019 be approved as circulated.

MOTION CARRIED 7 in favour, 1 against.

7.0 DANGEROUS OR UNSIGHTLY PREMISES:

7.1 871 Old Garden Road, Pleasantfield, Queens County, NS

It was moved by Councillor Fiske and seconded by Deputy Mayor Kelly:

THAT the Council of Region of Queens Municipality declare the property located at 871 Old Garden Road, Pleasantfield, Nova Scotia and identified as PID #70109806 as dangerous and unsightly as defined in the *Municipal Government Act of Nova Scotia.*

AND THAT the Council of Region of Queens Municipality cause an Order to be served upon the owners of the property located at 871 Old Garden Road, Pleasantfield, Queens County, Nova Scotia, requiring that, within fourteen (14) days of the date of the service of the Order, the following work be carried out:

1. **Demolition of dwelling;**
2. **Demolition of outhouse;**
3. **Fill outhouse hole;**
4. **Demolition materials delivered to RQM Landfill; and**
5. **Levelling of property.**

AND THAT, if the owners fail to comply with the Order, the Administrator may cause the requirements of the Order to be carried out and all expenses incurred by the Region of Queens Municipality become the responsibility of the owners.

Kelley-Anne Hurley, Bylaw Enforcement Officer, stated the property has been on the RQM roster since November 2018. The dwelling on this property is a single-story structure, built on concrete pads. Information received from neighboring residents revealed the structure as a seasonal dwelling or cabin. The front of the building is fully exposed and apparently has been for some time. A partial addition started in 2015 but was never completed. There is an "open" Building Permit; however, property owners have never followed up with the Building Inspector with any updated reporting. The structure did have electricity at one time and the meter remains on the dwelling; however, disconnected. The useful life of the asphalt shingles have gone and portions have blown from the roof. There is an outhouse situated on the property which too will require demolition and filling in. The photographs circulated here today are self-explanatory.

The owners of the property are unreachable. A registered letter was sent November 2018 and unclaimed. Many other attempts to locate the owners proved negative including many investigations with neighboring residents. All notifications rendered negative results.

MOTION CARRIED unanimously.

8.0 ECONOMIC DEVELOPMENT:

8.2 Business Façade Program 2019-2020

It was moved by Councillor MacLeod and seconded by Councillor Johnson:

THAT the Council of Region of Queens Municipality approve the Application Criteria for a Business Façade Program 2019-2020.

Richard Lane, Community Economic Development Coordinator, stated that RQM in 2018-2019 began the process of investing time and financial resources in the renewal of the downtown cores of Liverpool and Caledonia through the introduction of a Business Façade Program in which the Municipal and Provincial contributions were matched by the private sector business. New businesses have opened in other parts of Queens County creating micro-downtowns and is being recommended for 2019-2020 that applications will be accepted from throughout Queens County.

Councillors provided reasons for why they would or would not support the proposed motion; some of which included:

- To use the Façade program to help grow downtown Liverpool as the focus area;
- Areas outside of downtown Liverpool such as Port Medway, which has been working hard to create businesses, deserve to take part in the program.

MOTION CARRIED with 6 in favour, 2 against.

9.0 CORPORATE SERVICES

9.1 Request for Grant – Lunenburg County Multi-Purpose Centre Corporation

It was moved by Councillor Muise and seconded by Councillor Fancy:

> **THAT the Council of Region of Queens Municipality provide grant funding to Lunenburg County Multi-Purpose Centre Corporation in the amount of $5,000 from its 2019-2020 Community Investment Fund.**

MOTION DEFEATED unanimously.

9.2 Rescission of Motion Respecting Letter to Minister Keith Colwell – Ocean Trout Aquaculture Farm in Port Mouton Bay

It was moved by Councillor Fralic and seconded by Councillor Fancy:

THAT the Council of Region of Queens Municipality rescind the motion passed at the November 12, 2014 meeting which reads as follows:

> **THAT the Council of the Region of Queens Municipality approve the sending of this letter to Minister Keith Colwell, as presented to Council, opposing the license renewal for the Ocean Trout Aquaculture Farm in Port Mouton Bay.**

Mayor Dagley provided a point of clarification on the motion which reads:

The Council motion of November 12, 2014 approved sending a letter to Provincial Fisheries and Aquaculture Minister Keith Colwell that clarifies RQM Opposition to fin fish aquaculture in Port Mouton Bay, while stating that fin fish Aquaculture in Liverpool Bay is different, appreciated, and the bay flushes well, setting a precedent for RQM on Aquaculture.

The Motion to Rescind, if passed, will only rescind the 2014 Motion approval, as the letter was sent, and will not be able to be recalled.

To meet Council`s Municipal Government Act expectations, as well as Bourinot`s Rules of Order, and Rules of Procedure of the Council of the Region of Queens Municipality, prior to any opposing action being considered by Council, it will be necessary for this motion to rescind to have been passed with a simple majority vote.

Should the motion under item 9.2 to Rescind not be passed, motions included on the Agenda under Items 9.3 and 9.4 will not be able to be considered by Council.

Councillor Muise stated he would not be supporting the motion as he disagrees with the RQM getting involved as well as families who work at the farm reside in his district.

MOTION CARRIED with 5 in favour, 3 against.

9.3 Motion – Aquaculture Port Mouton Bay

It was moved by Councillor Fralic and seconded by Deputy Mayor Kelly:

> **THAT the Region of Queens Municipality take a position that fin fish aquaculture in Port Mouton Bay is not acceptable due to a lack of flushing ability, as indicated in the scientific data collected by Friends of Port Mouton Bay group.**

Councillor Muise advised that the Department of Aquaculture has been doing testing in Port Mouton Bay and he will be attending a meeting on April 24, 2019, to learn the results.

MOTION CARRIED unanimously.

9.4 Motion – Aquaculture Liverpool Bay

It was moved by Councillor Fralic and seconded by Councillor Johnson:

THAT the Region of Queens Municipality take a position that expansion of fin fish aquaculture beyond the operation of the existing fin fish aquaculture site near Coffin Island is not acceptable in Liverpool Bay.

MOTION CARRIED with 5 in favour, 3 against.

10.0 ENGINEERING & WORKS

There were no items to come before this meeting.

11.0 FINANCE

11.1 Resolution for Pre-Approval of Debenture

It was moved by Councillor Johnson and seconded by Councillor Fiske:

THAT Council of the Region of Queens Municipality approves the Borrowing Resolution for Brooklyn Sewer/Water – Shore Road to Park, for Pre-Approval to participate in the Spring 2019 Debenture Issuance.

MOTION CARRIED unanimously.

12.0 RECREATION AND COMMUNITY FACILTIES

There were no items to come before this meeting.

13.0 PLANNING

13.1 Appointment to the Planning Advisory Committee

It was moved by Deputy Mayor Kelly and seconded by Councillor Fralic:

THAT Michael Ferguson be appointed to the Planning Advisory Committee as representative for District 5, for a term to expire on October 31, 2020.

MOTION CARRIED unanimously.

14.0 REPORTS

14.1 Council Implementation Report – January – March 2019

The Council Implementation Report – January – March 2019 included for information purposes.

14.2 Solid Waste Report

Mayor Dagley welcomed Kelley-Anne Hurley, Bylaw Enforcement Officer, and Scott LeBlanc, Solid Waste Clerk/Safety Officer.

A report containing background information, current situational analysis, current RQM operations with a list of recommendations for improved solid waste outcomes and efficiency was circulated to Council for review. The following recommendations were reviewed and discussed:

1. Public Education – Develop a more robust public and business education program.
2. Contracts with Other Municipalities and Extended Producer Responsibility (EPR) – Review current contracts and implications if EPR is adopted.
3. More Use of Technology – Look for ways to increase public education and notifications through waste app.
4. Improved Access to Household Hazardous Waste Pickups – Pilot a household hazardous waste pickup and paint swap day off-site.
5. Maximum of Four Free Disposal Trips per Resident at Solid Waste Facility – No restriction on the number of residential loads with a non-commercial hauler.
6. Standardized 3-Stream Waste Receptacles throughout Queens – Replace all single use waste receptacles, where appropriate, with 3-stream receptacles over a period of time.
7. Fewer Waste Receptacles Throughout Queens – Review and maintain usage records for all waste receptacles to determine if their usage justifies continuing in the location and type used.
8. Increased RCMP and Bylaw Enforcement of Littering and Illegal Dumping – Work together to do periodic enforcement and educational activities at various locations to help mitigate some illegal dumping and littering activities.
9. Private Road Solid Waste Collection Boxes – Currently have 46 sites and consider the removal of underutilized boxes and re-align other boxes where appropriate to minimize costs associated.
10. Work with Greater Molega Lake Lot Owners Association (GMLLOA) – Establish an ad hoc committee on grey box locations and educational program for ways to improve solid waste separation and disposal in that area.
11. Payment Methods and Billing – Consider implementing debit and credit payment options at the Solid Waste Facility.
12. Increasing Diversion – Look at costs and revenues of providing various levels of solid waste service and the loss or gain in diversion credit funding to offset changes.
13. Use of Cameras – Investigate the use of cameras in high problem areas for collection of evidence.

Councillor MacLeod left Council Chambers at 2:20 p.m.

Councillor Fiske left Council Chambers at 2:45 p.m. and returned at 3:00 p.m.

Following a roundtable discussion, Councillors asked that six months after implementing some of the recommendations that a progress report be provided on the implementation of the recommendations.

14.3 Nova Scotia Federation of Municipalities (NSFM) Regional Meeting April 18, 2019

Mayor Dagley provided an update on the NSFM Regional Meeting.

The NSFM (Nova Scotia Federation of Municipalities) Regional Meeting for South Shore - HRM Area was held April 18, 2019 at St. Margaret`s Centre, Hammonds Plains. It was attended by Mayor David Dagley, Deputy Mayor Heather Kelly and Councillors Susan MacLeod and Jack Fancy as well as representatives from Municipal Units from Halifax to Shelburne and was hosted by HRM. It was chaired by NSFM President Waye Mason.

Updates were provided by NSFM staff Juanita Spencer, CEO, Will Brooke and Debbie Nielson. The status of resolutions recommended last year by the members of the NSFM and the responses received from the Province were discussed.

1) Extended Producer Responsibility – Discussions continue on possible implementation and how existing waste and recycling facilities will be considered.
2) Assessment CAP – Discussions are ongoing. Municipal Pilot projects were not accepted by the Province.
3) Municipal Funding – Discussions continue regarding freezing annual Municipal contributions for school operations, cannabis sales revenue splitting with Municipal Units, Gas Tax Funding program, as well as other possible funding to Municipal Units.
4) Municipal Modernization – This was a Provincial alternative to Amalgamation for shared services between Municipal Units, it seems to have lost some momentum.
5) Roads – An active Joint Committee is working on solutions to roads within the Province, including J Class roads, to decrease the cost to Municipal Units. Region of Queens taxpayer`s contribute cost sharing of approximately $250,000 annually to the Province for snow plowing, salting and sanding of almost 47 km of roads in Queens. All Municipal Units would like to see this cost reduced.

Last year a number of proposed resolutions did not receive majority support to be on the top 5 list. The attendees were polled at this meeting to determine if the top 5 resolutions should continue for 2019. RQM voiced concern that the immediate top 2 resolutions of concern to Queens County were:

1) Doctor Recruitment and Health Care, and
2) Internet service upgrades.

The majority of attendees agreed on these and resolution issues will again be discussed at the NSFM Spring Convention scheduled for May.

15.0 IN-CAMERA ITEMS

It was moved by Councillor Fiske and seconded by Councillor Muise that the proceedings go In-Camera at 3:40 p.m. to discuss the following:

15.1 Contract Negotiations

MOTION CARRIED unanimously.

It was moved by Deputy Mayor Kelly and seconded by Councillor Fralic that the proceedings exit In-Camera at 3:50 p.m.

MOTION CARRIED unanimously.

17.0 ADJOURNMENT

It was moved by Councillor Fiske and seconded by Councillor Fralic that the meeting be adjourned at 3:51 p.m.

MOTION CARRIED unanimously.

David Dagley
Mayor David Dagley, Chair

Chris McNeill
Chris McNeill, CAO

Christine Watson
Christine Watson, Administrative Assistant – Planning & Development

Date Approved: May 14, 2019



Background - May 2018

"Building Community Capacity"

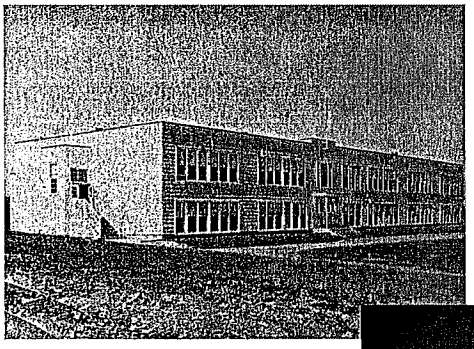
- Community meeting hosted by Councillor Gil Johnson
- 56 community members participated
- Focus areas vital to the sustainability, growth and prosperity of our community
  1. *Grow and enhance business*
  2. *Engagement and enhanced use of existing resources*
  3. *Seniors*
  4. *Recreation (all ages)*
  5. *Youth*
  6. *Health care*
  7. *Community pride*
  8. *Inclusion and enhanced cooperation among community groups*

The community wants and needs greater access to North Queens Community School.

Background – October 2018

- Steering Committee formed to explore Community School Model for North Queens
- Committee participants:
  - Lindsey Reinhart, Chair – North Queens Resident
  - Jennifer Spencer-Weare – School Principal
  - Kelly Brogan – School Vice-Principal
  - Ron Duffney – RCMP Liverpool
  - Gil Johnson – Councillor, RQM
  - Errin Monahan – Guidance Counsellor
  - Sarah Murphy – School Health Promoter, NSHA Public Health & SSRCE
  - Meaghan Roberts – Director of Recreation, RQM
  - Jenny Rockett – Director of Economic Development, RQM
  - Mary Scott – Student Support Worker, SSRCE
  - Brian Smith – Director of Operations, SSRCE
  - Shannon Vincent – Schools Plus

Don't we already have a Community School?







North Queens Community School

Caledonia, Queens County, Nova Scotia
BOT 1BO

COMMUNITY USE OF THE SCHOOL
September, 1981-June, 1982

SUMMARY: (submitted by: Coordinator - Marie MacLeod)

[activities, courses, workshops, clinics, meetings, programs]

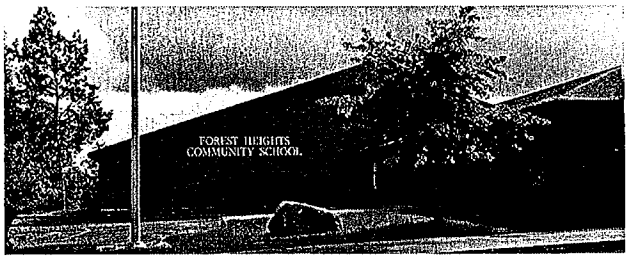
1. Drug Dependency Sessions [Earl Ward]
2. Nursery School Meetings [Laurel Cole]
3. 4 - H Club [Mrs. H. vanDyk]
4. Softball Club Meetings : ladies & Mens
5. Food co-op Meetings
6. Community School Council Meetings
7. Woodworking [Brad Penney]
8. Sewing [Wilma Chupa]
9. Ladies Volleyball [Doris Atkins]
10. Mens Basketball [Blair Forrest]
11. Students Basketball [Byron Fancy]
12. Drug & Alcohol Awareness
13. Cake Decorating [Shirley Forrest Rose Conway]
14. Badminton Club [Jean Douglas]
15. Karate Club [Duncan MacInnis]
16. Ceramics [Mr. & Mrs. K. Pelkey]
17. Hunter Safety [Richard Cook] *
18. Dance Fit [Carol Smith] *
19. Boy Scouts, gya, science [Gary Smith]
20. Guitar [Byron Fancy]
21. Fly-Tying [Bill Joudry]
23. Speed Reading [Mrs. K. Frail]
24. Knitting Classes [Mrs. E. Frail
25. Computer, Intro. [Brian Stokes]
26. French [Mary Esther Steeves]
27. Baby-sitting Training [Mrs. J. Vanboldt]
28. Variety Concerts
29. Runners Clinic [Carol Davis; Tom Ross]
30. Jiving Workshop [Susan Hirtle]
31. Mens Volleyball [Blair Forrest]

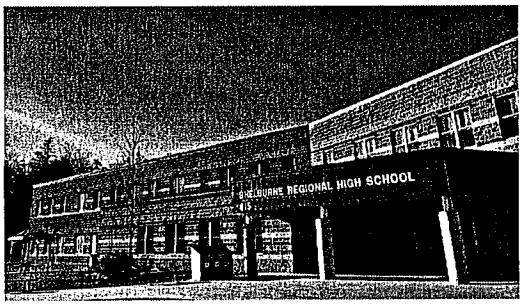
*REPEATED

GREENFIELD

Music [Mrs. B. Berryman]
Community School Council
Chinese Cookery [Wai Kaa]
Dance Fit Classes [Carol Smith]
Baby-sitting Training [Marsha Freeman]

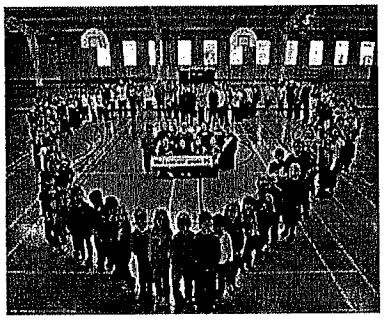
Examples of Community Schools in Nova Scotia







New Ross Adopts the Community School Model



The potential of an opportunity is unlimited when the imagination of those involved is also unlimited. This is the foundation for the excitement surrounding the New Ross Consolidated Community School as it formally transitions to becoming a community school this Fall. Community Schools are a unique model of community development.

a pioneer over the years at developing and employing this model. Only a small handful of other schools in Nova Scotia are true community schools.

partnership, formalized through a joint use agreement, between the local municipal government, the regional school boards, and the community.

public for use after school hours, and in exchange the Municipality provides operational and administrative support to guide the programs and events that take place in the school. Forest Heights Community School, and Aspotogan Consolidated Elementary School were both developed under this model. Since 1992 and 2000 respectively, these two schools have been vital centers for our own recreation programming, and a multitude of community led workshops, events, festivals and sports. Through this partnership, financial resources and staff have also been injected to assure that the facilities are as accessible as possible and that their usage and scheduling are optimized.

Last year community members from New Ross approached the Municipal Council to make the case that New Ross Consolidated should also adopt the community school model. Sheena Isenor was one of those leading the discussion. "The concept came out of a gathering of the Small Schools Coalition. The threat of losing a school is very stressful for a community. We wanted to be prepared, proactive, and part of the solution." Subsequently, Council directed staff to begin conversations with the South Shore School Board to figure out how New Ross could join the community school fold. Not too long after that, the province dissolved regional school boards. While a hiccup to be sure, it did not deter the will of the community members or staff to work toward a solution.

The agreement was finalized and endorsed by both the SSRCE and Municipal Council this Summer, and when NRCS opened its doors last

What is a Community School?

- A partnership between the local municipal government, the regional school governing body, and the local community formalized through a joint use agreement signed between the municipality and school region.
- Public use of the school during or after school hours with programs and events managed by the municipality in conjunction with the school region and community.
- Community hub where people of all ages can come together to volunteer, build skills, access community programs and be physically active.

North Queens Community Recreation

At

North Queens Community School

Wednesday Evenings

Walking Group 6:30 -8:00 pm.

Use the Hallways and stairs at each end. Walk at your own pace. Open to the community. Parents must accompany children under the age of 15. No running permitted. Please bring clean dry sneakers. Contact Renee 902-682-7074 if you have questions



Ball Hockey 7:30 -9:00 pm

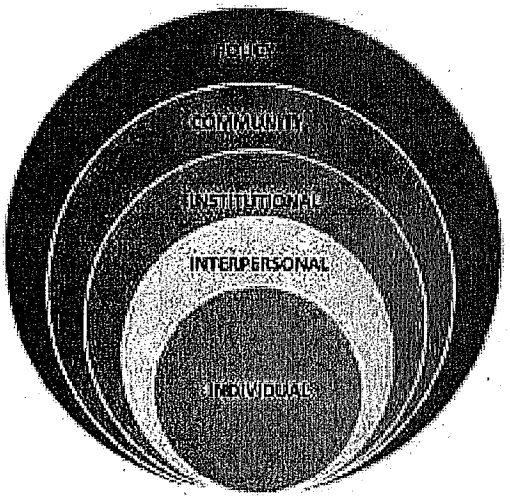
Adults and kids grade 9+. Get some exercise with a friendly game. Please bring clean dry sneakers, water bottle and if you bring your own stick please cover with a sock. Contact Lindsey 902-682-7768 if you have questions



Please check **North Queens Community Recreation** Facebook page for updates and cancellations due to Weather, or school cancellations



Research supports the Community Use Model



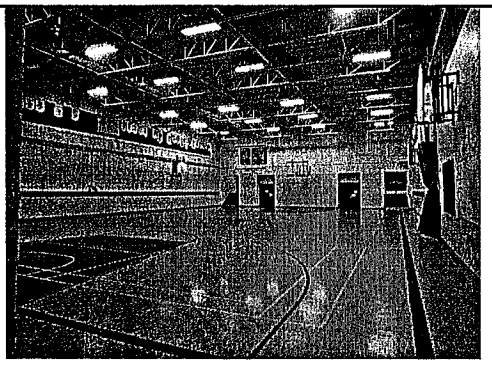
Applying the Social Ecological Model to our local context in North Queens

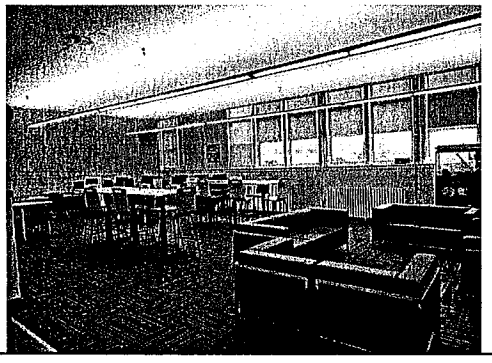
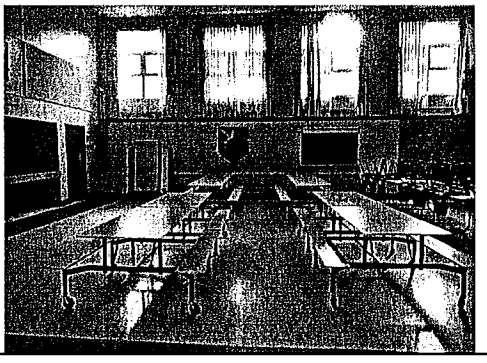
Our three areas of homework

1. Community needs assessment and stakeholder engagement (ie. potential impact on existing facilities).

2. Availability of school spaces for community use.

3. Develop a model for North Queens and possible funding sources.






Components of North Queens Community Use Pilot Model

1. Community Use Agreement

- **Formal agreement** between RQM & SSRCE.
- Creates policy document to support the interests of both parties, while promoting community access to the school facility.
- Sample components covered in agreement: Supervision, liability, responsibilities of parties involved (e.g. Principal, Municipal Staff, Steering Committee, Community Development Coordinator), user fees.

2. Community Development Coordinator

- **Human resources** to implement the Community Use Agreement.
- Supported by a Community Use Steering Committee evaluating Pilot effectiveness and impact.
- One year, part-time (approx. 15-20 hours/week).
- Sample components of Coordinator role: Coordinate Community Use of school facility, develop operational procedures and protocols, support community leadership, and develop communication strategy.

Proposed Pilot Funding Model

Education Support: South Shore Regional Centre for Education	**Provincial Support: Department of Communities, Culture & Heritage**	***Municipal Support: Region of Queens Municipality***
In-kind: Use of Equipment & Facility Cleaning of Facility Utilities (Lights, Heating, etc.) Insurance	$10,000 Community Development Grant Funds to support Coordinator role	*$10,000* *Community Investment Fund* *Funds to support Coordinator role* *In-kind: Payroll, Liability Insurance*
Key roles: Implementation support (liaise with school community), participate in Steering Committee.	Key roles: Implementation support (ongoing feedback, evaluation support), participate in Steering Committee.	*Key roles: Implementation support (liaise with RQM), participate in Steering Committee.*

North Queens needs Municipal support!

- ***For Equity & Access*** – North Queens' residents do not have access to the same facilities and services as resident living in the Liverpool region. Child and family poverty is also a prevalent issue in our community. Our School is an asset that we can better utilize to address these barriers.

- ***For Health & Well-being*** –This model can support the social, emotional, economic, and physical well-being of our community and its residents.

In Nova Scotia we know that community access to schools adds significant value to building healthy, vibrant communities!

"While many rural communities are experiencing a decline in population…declining populations do not make the people remaining there any less deserving. We must find innovative, creative ways to deliver high-quality social programs and services in our rural communities."

— *Weaving the Threads: A Lasting Social Fabric*, Nova Scotia Department of Community Services, (revised 2010)

TOWARDS AN AGE-FRIENDLY COMMUNITY QUEENS COUNTY

Age-Friendly Needs' Assessment Survey Summary Report

Region of Queens Municipality Council Meeting

April 23, 2019

Tressie Dutchyn, Project Coordinator

Queens Care Society

NOVA SCOTIA Department of Seniors

Region of Queens Municipality

Objectives:

To review current initiatives against the guiding principles and key areas of an Age-Friendly framework identifying through consultation, any gaps and forming a plan for Queens County as an Age-Friendly community. This planning project will involve reviewing how well Queens County is currently addressing an Age-Friendly Communities approach. They will do so by consulting widely throughout the region, reviewing best practice community plans and making recommendations such that an Age-Friendly approach becomes embedded in decision making processes.

Goals:

- provide the Queens Care Society and the Region of Queens Municipality with direct feedback from the members within its community.
- feedback identified gaps and areas for improvement throughout the community.
- findings provide a foundation to develop a Queens Aging Strategy and Action Plan to promote an Age-Friendly community for all ages and abilities.

Areas that need to be addressed:

(in order of priority)

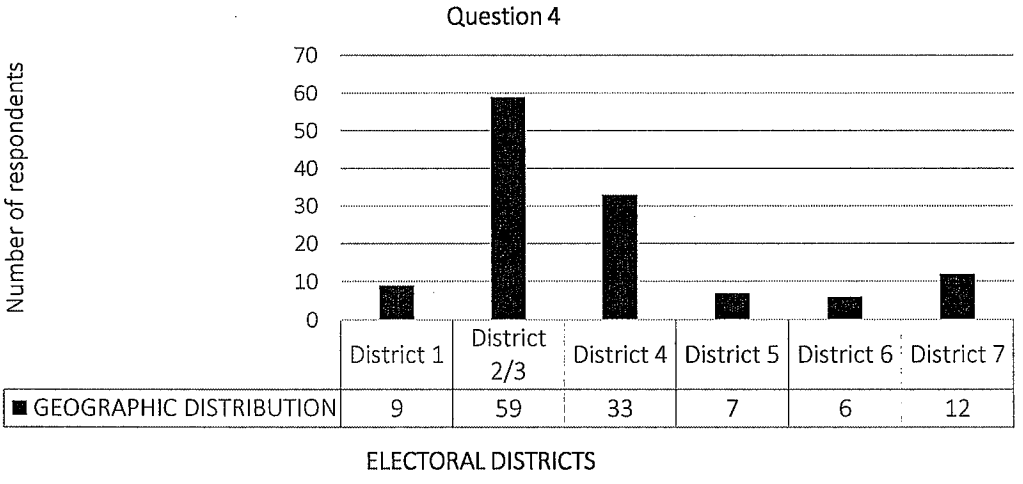
1. Health Services and Community Support
2. Housing
3. Transportation
4. Social and Civic Participation/Recreation
5. Public and Outdoor Spaces/Buildings
6. Communication and Information

Methodology:

- Survey questionnaire (on-line and paper copies)
- 68 community groups and 16 service provider agencies contacted via posted letters
- Project Coordinator conducted in-person presentations
- Surveys were distributed and collected between mid-September to mid-November
- The response rate for the paper surveys was 23%
- Total number of respondents was 126 (60 on-line and 66 paper)

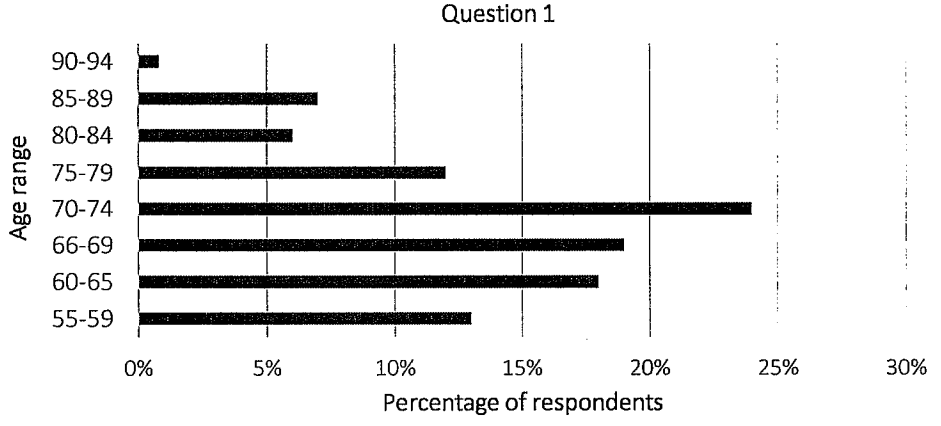
DEMOGRAPHICS

Graph 1: Number of respondents by Electoral Districts

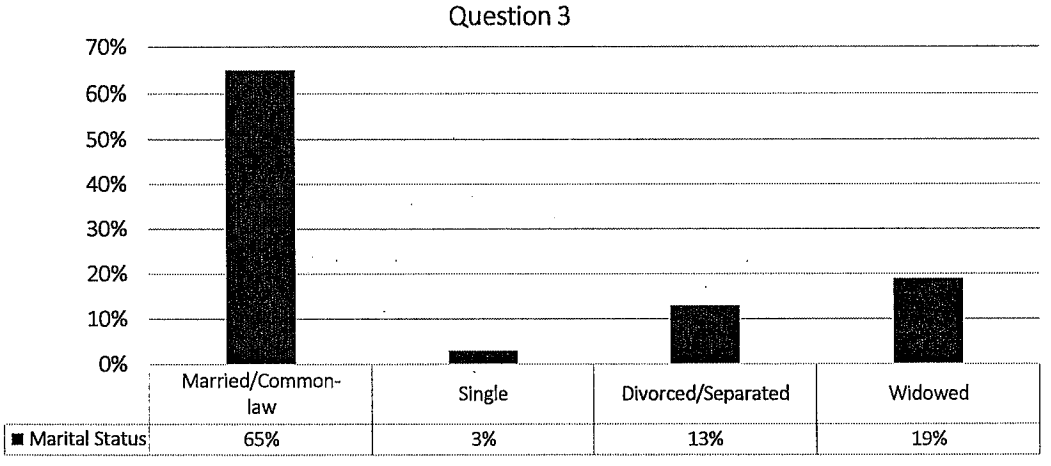


Graph 2: Age range of respondents

(76% females – 24% males)



Graph 3: Marital status of respondents

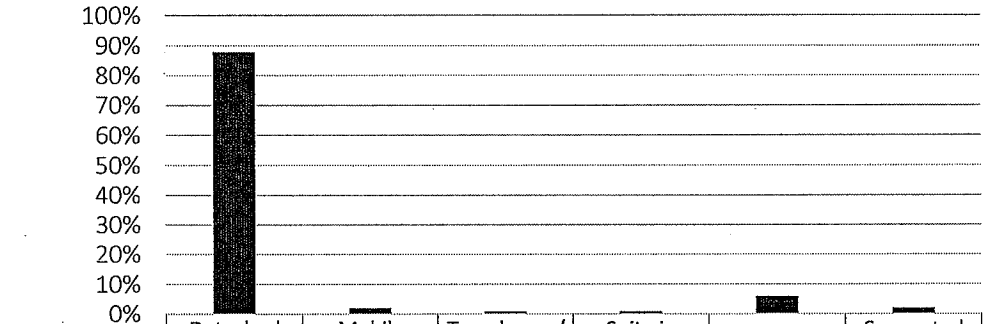


HOUSING

Graph 4: Description of current home

(86% own their own homes)

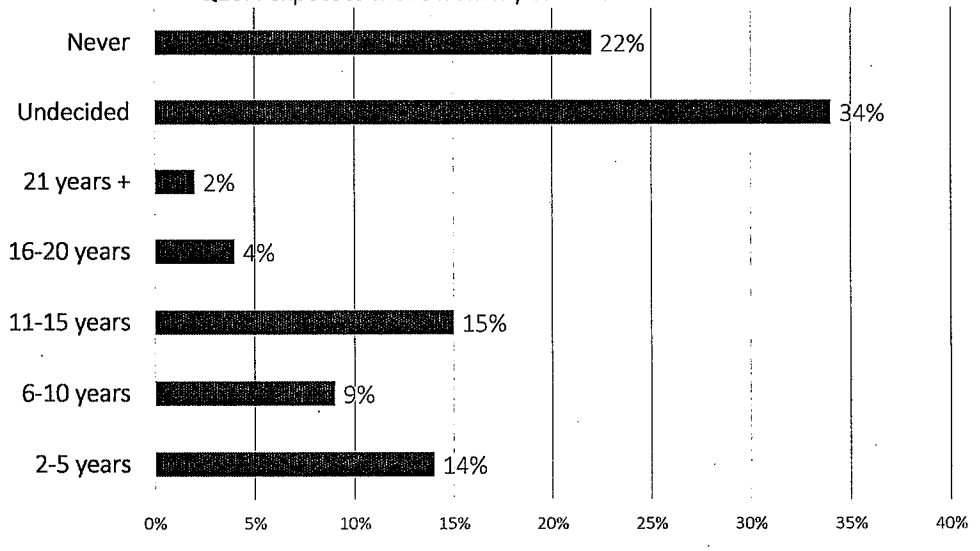
Question 6: Choose best description of current home



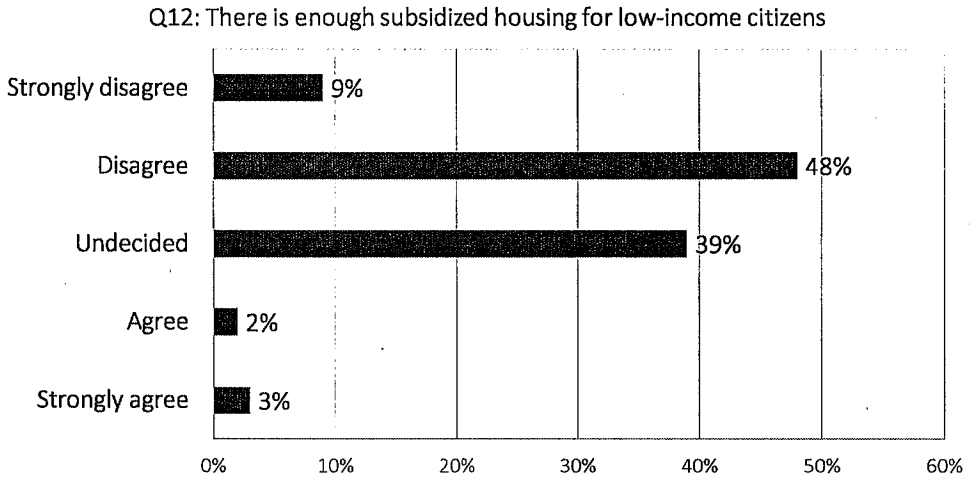
	Detached home	Mobile home	Townhouse/ duplex	Suite in house	Apt./Condo	Supported living
Current home	88%	2%	0.90%	0.90%	6%	2%

Graph 5: Expected move from current home

Q16: I expect to move from my current home in the next



Graph 6: Enough subsidized low-income house available



Graph 7: Required to remain longer in home

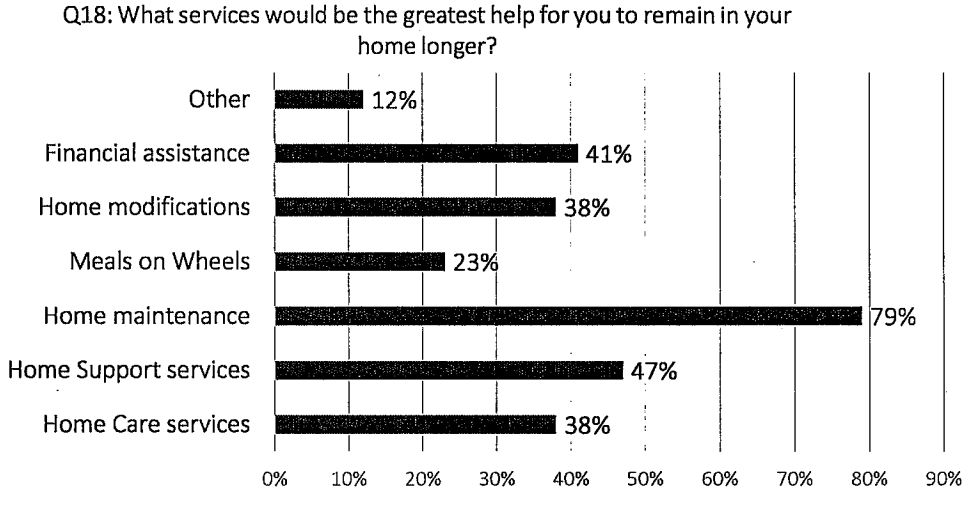


Table 1: Services/supports needed in order to remain in home longer

(in order of priority)

Home maintenance	Yard work, snow shoveling, minor repairs, etc.
Home Support services	Light housekeeping, meal preparation, bathing, dressing, etc.
Financial Assistance	Grants, rebates, etc.
Home Care services	Nursing, physiotherapy, etc.
Home modifications	Main floor laundry, handrails, ramps, etc.
Meals on Wheels	Home delivery of prepared meals
Other	Transportation, in-home nursing care, legal services

Public and Outdoor Spaces/Buildings/Parking

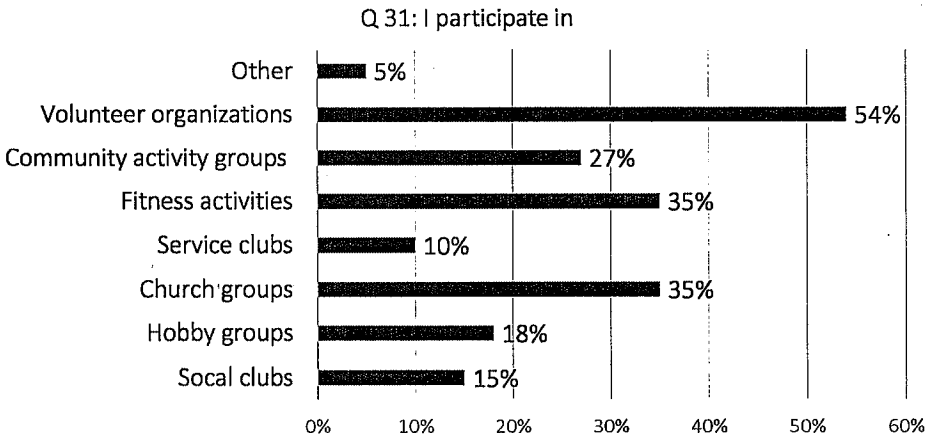
- South Queens respondents expressed concern sidewalks in town are not consistently cleared of snow and ice.
- The parking area in front of the post office and in area around the post office not cleared of snow and ice.
- Milton and Hunts Point respondents commented on the poor winter maintenance and snow clearance of roads in their areas.
- Suggestion to add more benches along Main St.
- Need year-round washroom facilities at parks.
- Clearance of walkways and parking lots of municipal parks.
- 66% (n = 88) of respondents agree they feel generally safe to walk in Liverpool at any time.

Transportation

- 81% (n = 102) of respondents drive themselves
- 13% (n = 16) get rides from family and/or friends
- rest used taxi, volunteer drivers, walked, biked and one used electric scooter

SOCIAL AND VOLUNTEER PARTICIPATION/RECREATION NEAR OR IN YOUR AREA

Graph 8: Participation in community activities



COMMUNICATIONS AND INFORMATION

Table 2:

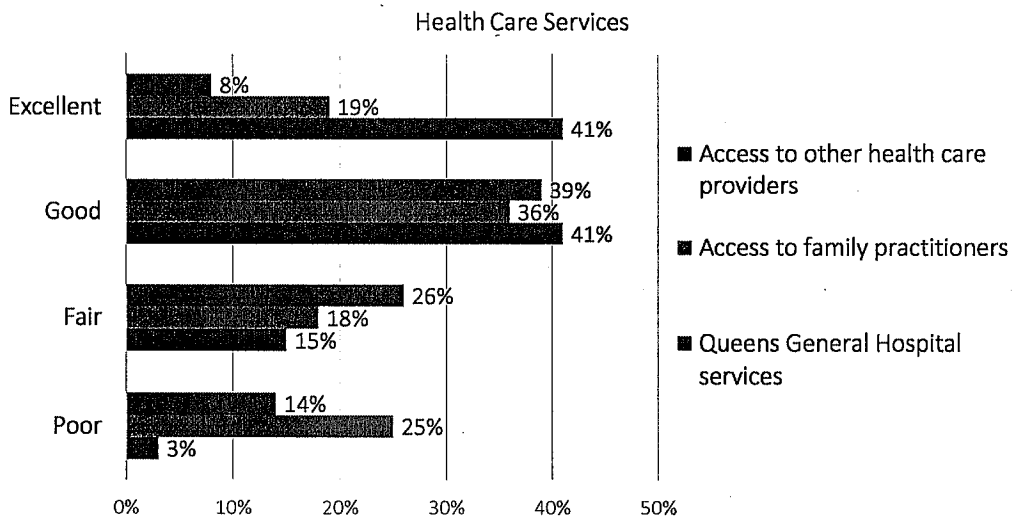
Q 33: ways information is currently received
Q 34: preferred methods to receive information

Note: Listed in order of most received/preferred method working down to least received/preferred methods.

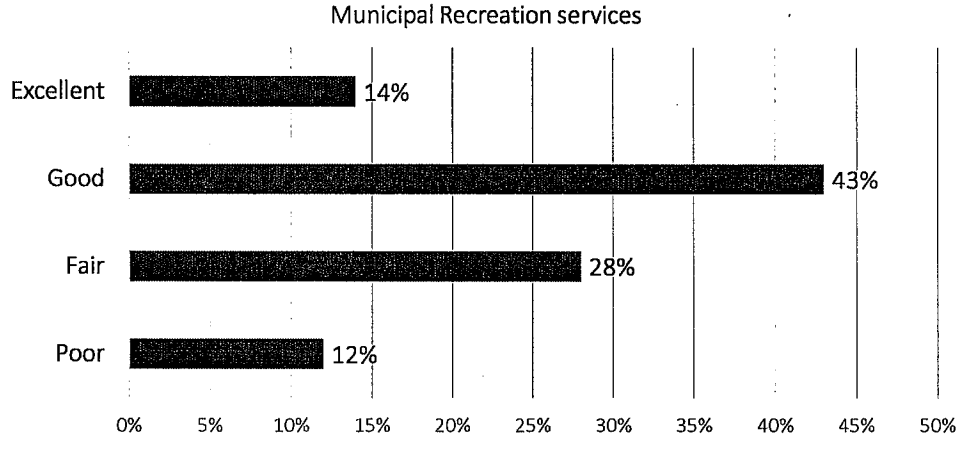
Question 33 – currently received	Question 34 – preferred way to receive
Word of Mouth	Email
South Shore Breaker	Social Media
Flyers/mail	Internet/websites
Internet	Weekly newspaper
Email	Radio
Phone call	Phone call
Church announcements	Bulletin boards
Social media	Newsletters
RQM website	Church announcements
Newsletters	Word of mouth
Bulletin boards	Television newscast

HEALTH SERVICES AND COMMUNITY SUPPORT

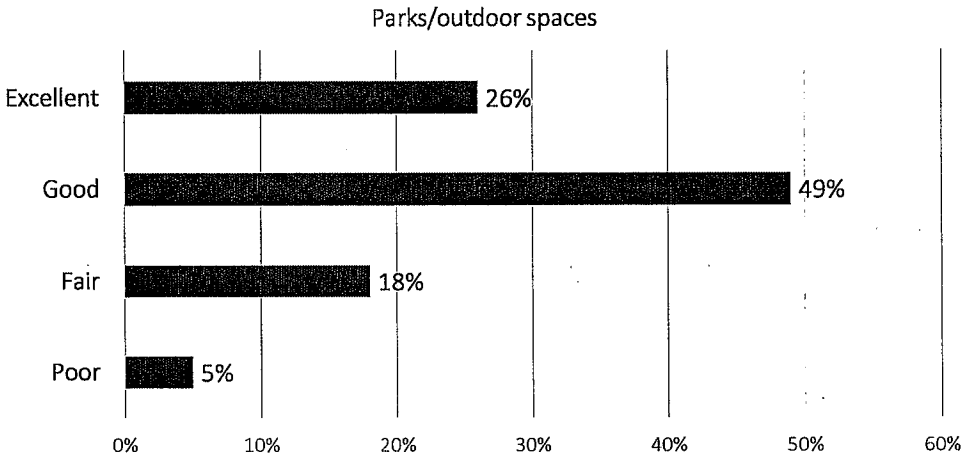
Graph 9: Health care services that meet needs



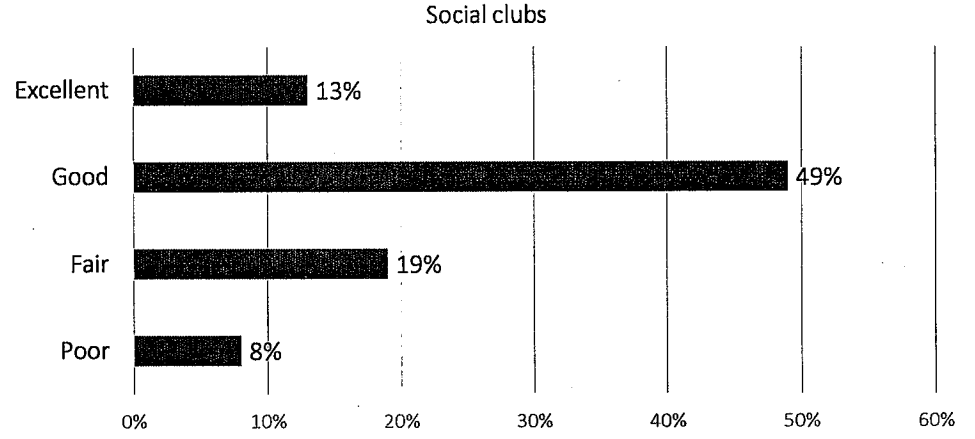
Graph 10: Municipal Recreation services to meet needs



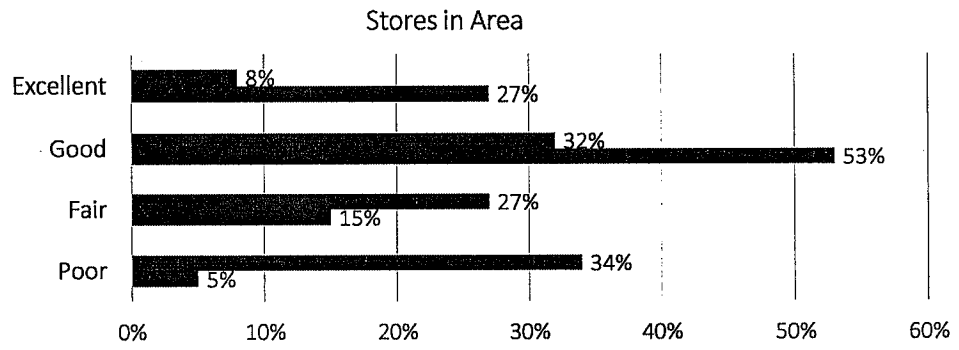
Graph 11: Parks/outdoor spaces to meet needs



Graph 12: Social clubs that meet needs

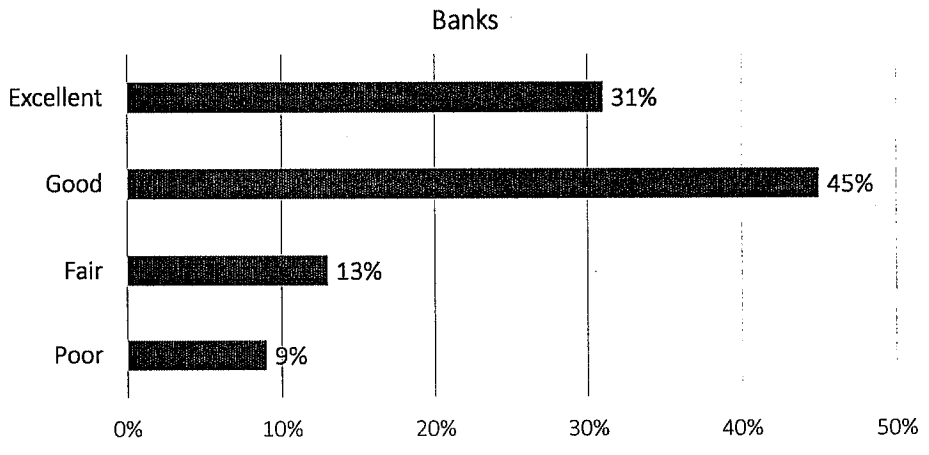


Graph 13: Stores in area that meet needs

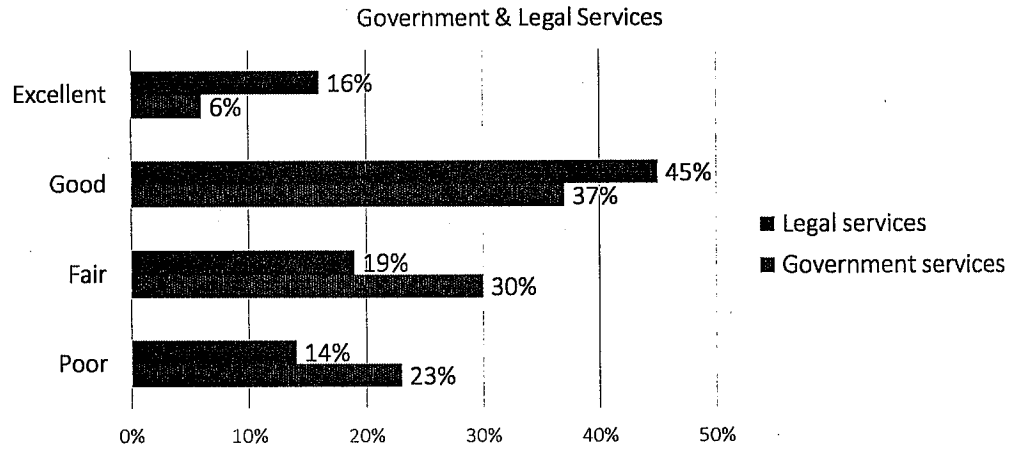


	Poor	Fair	Good	Excellent
Retail Outlets	34%	27%	32%	8%
Grocery Stores	5%	15%	53%	27%

Graph 14: Banks to meet needs

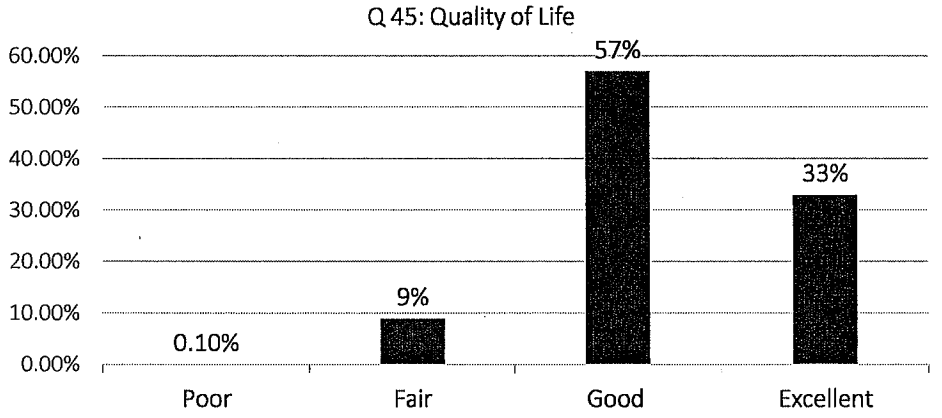


Graph 15: Government & legal services to meet needs

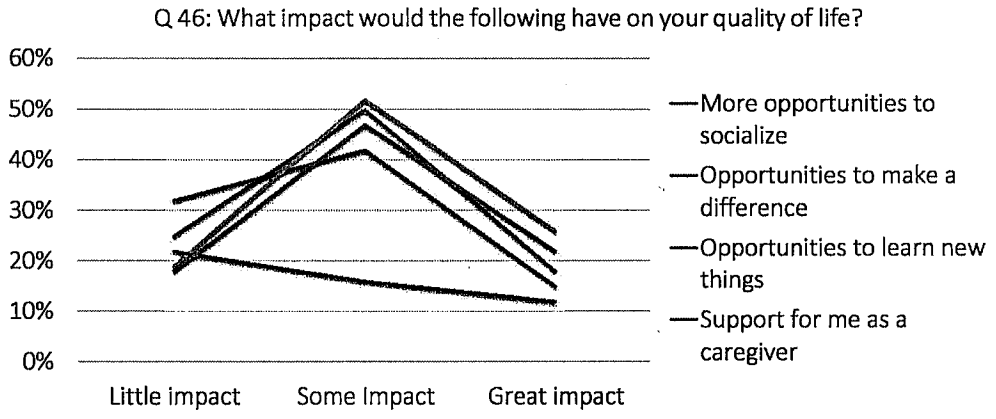


QUALITY OF LIFE

Graph 16: Current quality of life



Graph 17: Factors that would enhance quality of life



Graph 18: Aspects of aging

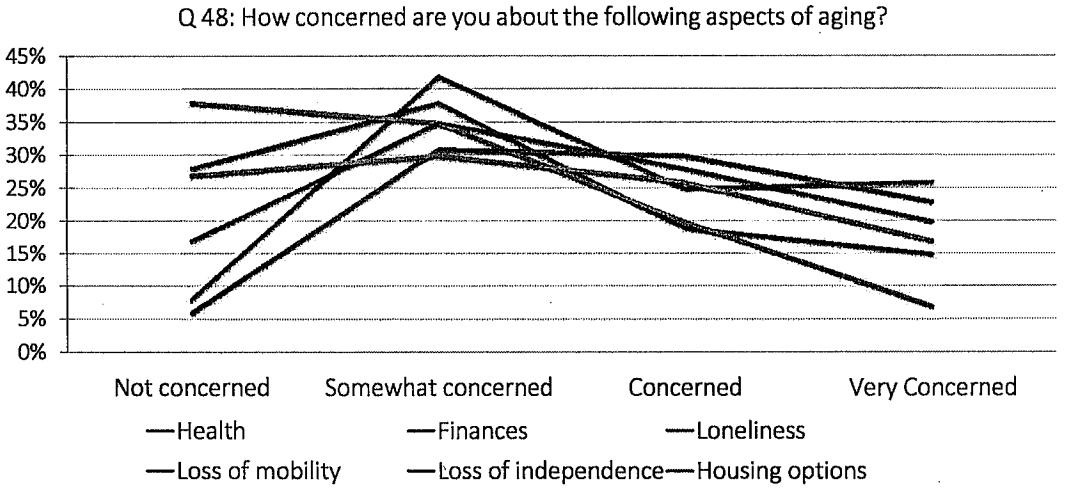
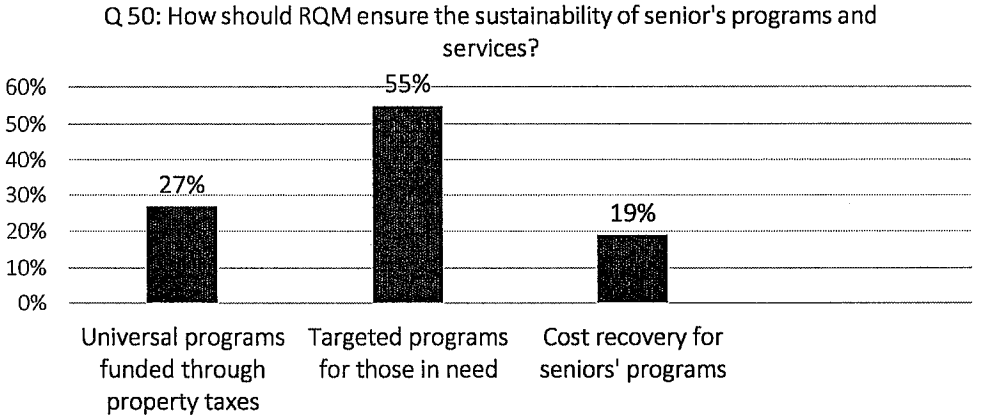


Table 3: Most Important for Municipal Council to address:

(#1 being the highest priority to #10 being the lowest)

Q 49: Main issues facing seniors	
Access to health care	1
Access to seniors' housing	2
Rising living costs combined with relatively fixed incomes	3
Availability of personal care and household support	4
Transportation	5
Information on seniors' programs and services	6
Recreation, culture and leisure activities	7
Elder abuse; Opportunities for social interaction & Other	8
Access to learning opportunities	9
Meaningful volunteer opportunities	10

Graph 19: Means to sustain senior's programs and services



SUMMARY OF RECOMMENDATIONS

Comments/suggestions from survey participants

Housing in Queens County

- Provide more suitable apartments or condos for seniors wanting to downsize.
- Shorten waiting lists to get into a senior's apartment.
- Provide assistance with home/property maintenance i.e., lawn mowing, snow shovelling, small house repairs, etc. in order to be able to remain in home.
- Independent living units with everything on one level.
- More 'quality' senior housing units.
- Currently in own home, which is too large, but no suitable apartments or condos available. Increase number of units.

Public Outdoor Spaces/Buildings/Parking

- Make parking on Main Street free like Digby, Yarmouth, etc.
- Sidewalks in Liverpool often icy.
- There should be a crosswalk in front of Pharmasave.
- Front of post office and physio clinic poorly cleared of snow.
- Free parking in front of post office for Christmas not good! Some cars park there for hours. People with mobility issues can't get in.
- Need more parking spaces near post office, current inadequate.
- Need more accessible parking in Liverpool.
- Slow getting ploughed out in winter.
- Provide benches on Main Street.
- Falling branches in Fort Point Park of concern.

Transportation

- Too hard to get affordable transportation.
- Lack of speedy road maintenance after storm.
- Milton roads north of Bridge on West side need to be better cleared in winter.
- Terrible road maintenance in winter (Hunts Point).

Social and Volunteer Participation/Recreation Near or in Your Area

- I wish there was a year-round swimming pool in S. Queens with supervision. It is an exercise that helps seniors, especially those with physical handicaps e.g. arthritis.
- Would be good to have somewhere where a senior with gov't documents or wills could go (at no cost) for explanation and assistance.
- Seniors centre would be nice.

Communications and Information

- South Shore Breaker should list more events.
- Public telephones that go directly to doctors/hospital in emergency situation.
- Miss 'The Advance'.
- Region of Queens website should be updated regularly.
- Most older people don't have computers.
- Struggle with self-serve life-style such as getting to talk to a real person on the phone instead of a computer message.
- Need more affordable healthy foods in local stores.

Health Services and Community Support

- Wait times at outpatients or Emerg much too long.
- Access to medical care with a family doctor is poor. Wait times at QGH are long and frustrating.
- Lack of "Health Food" product store.
- Need homes for extended care.
- Need more health care services in region.
- Need access to health care and family doctor.
- Doctor shortage.
- Hard to recruit volunteers.
- I waited 8 weeks to see our nurse practitioner and have been waiting over a month for appointments to have yearly tests, which are already late!
- Good health care with family M.D.
- More assistance required for seniors who end up paying for services they can't afford.
- We need an indoor swimming pool.
- Need walk-in clinic.
- In-home support should be personalized – not having a different person ringing the door bell every time a service is provided.
- Rural cannot always get required services. Most of funding goes to higher populated areas.

Quality of Life

- Just get by, income does not allow for much in Liverpool. Shopping is great for fun if you are in a higher income bracket! My money always runs out before the month end.
- Pine Grove Park is a healing place. It is appreciated.
- Most older people don't have computers and struggle to communicate or get through to banks, governments, etc.
- Indoor swimming pool is needed.

NEXT STEPS – RECOMMENDATIONS TOWARDS AN AGE-FRIENDLY COMMUNITY (AFC) FOR THE REGION OF QUEENS MUNICIPALITY

1. Establish an advisory committee that includes the active engagement of older adults.
2. Secure a local municipal council resolution to actively support, promote and work towards becoming age-friendly.
3. Establish a robust and concrete plan of action that responds to the needs identified by older adults in the community.
4. Demonstrate commitment to action by publicly posting the action plan.
5. Commit to measuring activities, reviewing action plan results and reporting on them publicly.

Five **Key** Milestones

The Public Health Agency of Canada (PHAC), in collaboration with a number of provinces and other stakeholders, has identified five Pan-Canadian AFC Milestones (or key steps) for communities on the road to becoming age-friendly

Questions??



Queens Care Society



Region of Queens Municipality

TOWARDS AN AGE-FRIENDLY COMMUNITY

QUEENS COUNTY

Age-Friendly Needs' Assessment Survey Report

Queens Care Society and the Region of Queens Municipality

December 2018

NOVA SCOTIA
Department of Seniors

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Acknowledgements

The Queens Care Society (QCS) and the Region of Queens Municipality gratefully acknowledge the financial support from the Nova Scotia Department of Seniors.

In addition, I would like to thank everyone who graciously volunteered their time and efforts to make this report possible.

Richard Lane, Economic Development Officer, Region of Queens Municipality for providing guidance and direction; the Board of Directors, Queens Care Society for providing constructive feedback and suggestions in the development of the needs' assessment survey; and Jill Cole, Director of Recreation, Queens Manor for posting the survey questionnaire on-line.

Author: Tressie A. Dutchyn, (Hons) BA, MA, Consultant & Project Coordinator

1 INTRODUCTION

In 2005, the World Health Organization (WHO) launched the *Global Age-Friendly Cities Project* (33) in 33 cities around the world, first coining the term 'age-friendly city.' Canada, a leading partner in the project, further refined the term to 'age-friendly community.' Unlike senior-friendly programs that focused on physical aspects of the environment such as architectural designs, age-friendly communities emphasise the role of social relations and inclusion for the quality of life in a senior population. There is general agreement that a truly age-friendly community includes components of both physical and social environments "... with an ideal of integrating these through appropriate policies, services and structures (11 p.118).

The conclusion of the WHO initiative (34) was that an age-friendly community consists of policies, services, settings and structures that support and enable people to age actively by:

- recognizing the wide range of capacities and resources among older people;
- anticipating and responding flexibly to ageing-related needs and preferences;
- respecting their decisions and lifestyle choices;
- protecting those who are most vulnerable; and
- promoting their inclusion in and contribution to all areas of community life.

Further, the WHO identified eight distinct topic areas for age-friendliness in communities. These include:

1. outdoor spaces and buildings;
2. transportation;
3. housing;
4. social participation;
5. respect and social inclusion;

6. civic participation and employment;
7. communication and information; and
8. community support and health services.

In Canada these topic areas have been endorsed by the Public Health Agency of Canada (PHAC), the Forum of Federal/Provincial/Territorial (FPT) Ministers Responsible for Seniors, and the Nova Scotia Department of Seniors (4).

As of 2010, 560 communities in eight provinces were participating in the age-friendly-communities movement; 316 of these communities were in Quebec (21). There is international consensus that supporting older people to continue living in the community for as long as possible makes both economic and social sense. Enabling seniors to age in place requires wide-ranging planning and providing support services in the community as well as removing barriers that isolate older people and limit their activities (23). That is, an environment where all social and physical facilities and services are integrated and mutually enhancing to support people to age well.

However, an age-friendly community is not just a space with a range of services but a place that facilitates and honours the participation and contributions of older people. Positive outcomes for older people include the ability to be able to function and remain active in their setting of choice, while continuing to receive support and interaction with others (10).

Leadership and coordination by local authorities is a key factor in building an age-friendly community (11). To that end, local government has a unique position in creating a sustainable environment for older people as it is involved in strategic planning that can aim towards building a safe and secure environment for seniors. Hence, local government can take a leading role in addressing broader strategies for facilitating social participation and inclusion and ensuring a positive public policy context.

The purpose of establishing this report is to illustrate the gaps and opportunities for making the Region of Queens Municipality a more Age-Friendly community, as identified through the responses and suggestions from the surveys. These findings will inform the development of a Queens Aging Strategy and Action Plan for Municipal Council's consideration to improve the quality of life for older adults living within the community.

2 BACKGROUND

Established in 2015, the Queens Care Society (QCS) acts as an advocate organization for older adults who reside in Queens County, Nova Scotia. Their primary aim is to identify and take the lead on issues facing the County's senior citizens by working towards improving the lives of

older adults and giving them a voice. The organization uses a collaborative model working with other community-based organizations and local government.

The Region of Queens Municipality is in south-western Nova Scotia and governed by a Mayor and Councillors representing seven electoral districts within the region of Queens. The Municipal Planning Strategy and corresponding Land Use Bylaw were adopted by the Region of Queens Municipality in 2009 (26), which set out the strategic policy direction for the Region of Queens Municipality to achieve its vision for a sustainable future.

Since that time, given the aging population, the need for the Region to become more age friendly has become clear. For example, based upon the 2006 Statistics Canada Census data, 19.5% of the region's population was over the age of 65. By the 2011 Census it was 22.6%. By the 2016 Census (29) it was up to 28%! By comparison, the provincial average is 19.9% and the national average has increased 20% since the 2011 Census. Notably, Nova Scotia has one of the oldest aging populations in Canada. By 2030, more than one in four Nova Scotians will be aged 65 or older, that is, there will be 260,000 people aged 65 or older in the province.

In April 2018, Council presented its strategic plan (25) entitled *Vision 2020: Strategic Priorities for Growth by Investing in our Community and People. " To* support our community's future growth and development, we must invest in ourselves and our communities with sustainable projects and approaches. All parts of our community must be involved and represented "(David Dagley, Mayor). Further, as part of its Investing in Local Community Development Strategic Priority, Council stated its commitment to the "Development of an inclusive community strategy to support infrastructure changes, business accessibility, employment opportunities, social and recreation opportunities, inclusive practices, and age and ability friendly policies to support these initiatives (24)"

Summary

In June 2018 the Queens Care Society in partnership with the Region of Queens Municipality were awarded an Age-Friendly grant from the Nova Scotia Department of Seniors. The grant enabled the partners to implement a community-wide needs assessment for the aging population. Advantages of using a survey or questionnaire include the ability to obtain a representative sample of the target population, the opportunity to gather responses on a broad range of topics, and the ability to measure change over time (3).

Currently, the demographic of adults over the age of 65 is projected to grow from 15% to 25% of the global population by 2036. In response to the aging population, the World Health Organization [WHO] implemented an Age- Friendly Initiative to address the needs of older adults (31). Eight pillars were developed to ensure older adults can age actively within their

communities; these include: transportation, housing, social participation, respect and social inclusion, civic participation and employment, communication and information, community support and health services, outdoor spaces and buildings.

The goal of this report is to provide the Queens Care Society and the Region of Queens Municipality with the direct feedback from the members within its community. Needs assessment surveys were distributed across Queens County to community members over the age of 55 through various community groups and agencies, as well an on-line version was made available on the Queens Care Society website and Facebook page. There was a total of 126 respondents collectively; with the highest aged responders in the 70-74 age bracket (24%). 88% of the total respondents resided in single-detached houses. 64% were living with their spouses/partners. 29% lived on their own. 1/3 of respondents lived in Liverpool. The next largest demographic was from Brooklyn (17%).

The public participation feedback identified gaps and areas for improvement throughout the community. The areas that need to be addressed are ranked in priority from highest to lowest:

- Health Services and Community Support
- Housing
- Transportation
- Social and Civic Participation/Recreation
- Public and Outdoor Spaces/Buildings
- Communication and Information

The findings from the senior needs' assessment surveys provide a foundation to develop a Queens Aging Strategy and Action Plan to promote an Age-Friendly community for all ages and abilities.

3 OBJECTIVES

Moving towards an age-friendly community, in February 2018, the Queens Care Society in partnership with the Region of Queens Municipality applied to the Nova Scotia Department of Seniors Age-Friendly grant project opportunity. Their submission was successful, and they were awarded a grant, whose objective was:

To review current initiatives against the guiding principles and key areas of an Age-Friendly framework identifying through consultation, any gaps and forming a plan for Queens County as an Age-Friendly community. This planning project will involve reviewing how well Queens County is currently addressing an Age-Friendly Communities approach. They will do so by consulting widely throughout the region, reviewing best practice community plans and

making recommendations such that an Age-Friendly approach becomes embedded in decision making processes.

4 METHODOLOGY

The method used to collect data through community participation was a survey questionnaire, which was initially piloted for review and input to the Queens Care Society Board of Directors. The questionnaire was revised accordingly, and a final 45 questions version was made for distribution. The Project Coordinator sent out 84 letters, 68 to community groups and 16 to service agencies and organizations in the region. The letters introduced the project with an offer to come and do a presentation on the Age Friendly Communities concept and to hand out hard copies of the survey questionnaires. An on-line version using Survey Monkey, was made available on the Queens Care Society Facebook page and website. Surveys were distributed and collected between mid-September to mid-November with an initial deadline of October 31st, which was extended on request from one of the community groups to November 9th, 2018. A designated group representative collected the completed surveys and placed them in an envelope for pick-up by the Project Coordinator. Participants also had the option to drop off completed surveys at the Region of Queens Municipality Recreation Department office or at Queens Place Emera Centre. A press release about the project was published in the local periodical, the South Shore Breaker. The survey focused on seven elements of living within Queens County, consisting of:

- Housing
- Public and Outdoor Spaces/Buildings
- Transportation
- Social and Civic Participation/Recreation
- Communications and Information
- Health Services and Community Support
- Quality of Life

Questions were formatted using open-ended, close-ended, and Likert-type Scale ranking. Four response scales were used, a four-point Likert Scale including selection choices of 'agree', 'partially agree', 'disagree', and 'not sure'; the second was a five-point Likert-type scale including selection choices of 'excellent', 'good', 'fair', 'poor', and 'not applicable'; the third was a four-point Likert Scale including selection choices of 'great impact', 'some impact', 'little impact', and 'no impact;' the fourth was a four-point Likert Scale including selection choices of 'not concerned', 'somewhat concerned', 'concerned', and 'very concerned.' The results of the surveys were tallied in tables and graphs.

5 SUMMARY OF RECOMMENDATIONS

Respondents provided suggestions and comments through the surveys identifying ways to enhance the Region as an Age-Friendly community. The following list is a summary of the key themes and specific comments that emerged from the suggestions:

Housing in Queens County

- Provide more suitable apartments or condos for seniors wanting to downsize
- Shorten waiting lists to get into a senior's apartment
- Require assistance with home/property maintenance i.e., lawn mowing, snow shovelling, small house repairs, etc. in order to be able to remain in home.
- Independent living units with everything on one level
- More 'quality' senior housing units
- Currently in own home, which is too large, but no suitable apartments or condos available.

Public Outdoor Spaces/Buildings/Parking in Liverpool and/or Caledonia

- Make parking on Main Street free like Digby, Yarmouth, etc.
- Sidewalks in Liverpool often icy
- There should be a crosswalk in front of Pharmasave
- Front of post office and physio clinic poorly cleared of snow
- Free parking in front of post office for Christmas not good! Some cars park there for hours. People with mobility issues can't get in.
- Need more parking spaces near post office, current inadequate
- Need more accessible parking in Liverpool
- Slow getting ploughed out in winter
- Provide benches on Main Street
- Falling branches in Fort Point Park of concern

Transportation

- Too hard to get transportation
- Lack of speedy road maintenance after storm
- Milton roads north of Bridge on West side need to be better cleared in winter
- Terrible road maintenance in winter (Hunts Point)

Social and Volunteer Participation/Recreation Near or in Your Area

- I wish there was a year-round swimming pool in S. Queens with supervision. It is an exercise that helps seniors, especially those with physical handicaps e.g. arthritis

- Would be good to have somewhere where a senior with gov't documents or wills could go (at no cost) for explanation and assistance
- Seniors centre

Communications and Information

- South Shore Breaker should list more events
- Public telephones that go directly to doctors/hospital in emergency situation
- Miss The Advance
- Region of Queens website should be updated regularly.
- Most older people don't have computers.
- Struggle with self-serve life-style such as getting to talk to a real person on the phone instead of a computer message.
- Need more affordable healthy foods in local stores.

Health Services and Community Support

- Wait times at outpatients or Emerg much too long
- Access to medical care with a family doctor is poor. Wait times at QGH are long and frustrating
- Lack of "Health Food" product store
- Need homes for extended care
- Need more health care services in region
- Need access to health care and family doctor
- Doctor shortage
- Hard to recruit volunteers
- I waited 8 weeks to see our nurse practitioner and have been waiting over a month for appointments to have yearly tests, which are already late!
- Good health care with family M.D.
- More assistance required for seniors who end up paying for services they can't afford
- We need an indoor swimming pool
- Need walk-in clinic
- In-home support should be personalized – not having a different person ringing the door bell every time a service is provided.
- Rural cannot always get required services. Most of funding goes to higher populated areas.

Quality of Life

- Just get by, income does not allow for much in Liverpool. Shopping is great for fun if you are in a higher income bracket! My money always runs out before the month end.
- Pine Grove Park is a healing place. It is appreciated.

- Most older people don't have computers and struggle to communicate or get through to banks, governments, etc.
- Indoor swimming pool is needed.

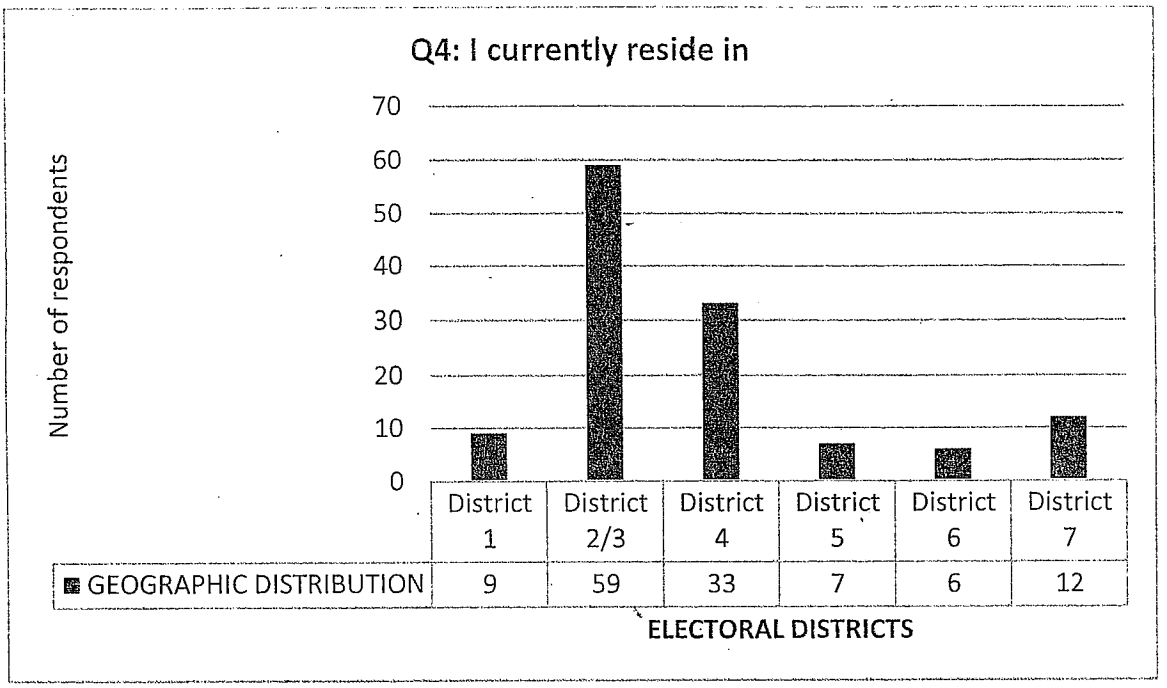
6 SURVEY RESULTS

Older Adults (55+) Living in the Region of Queens Municipality

Who Responded?

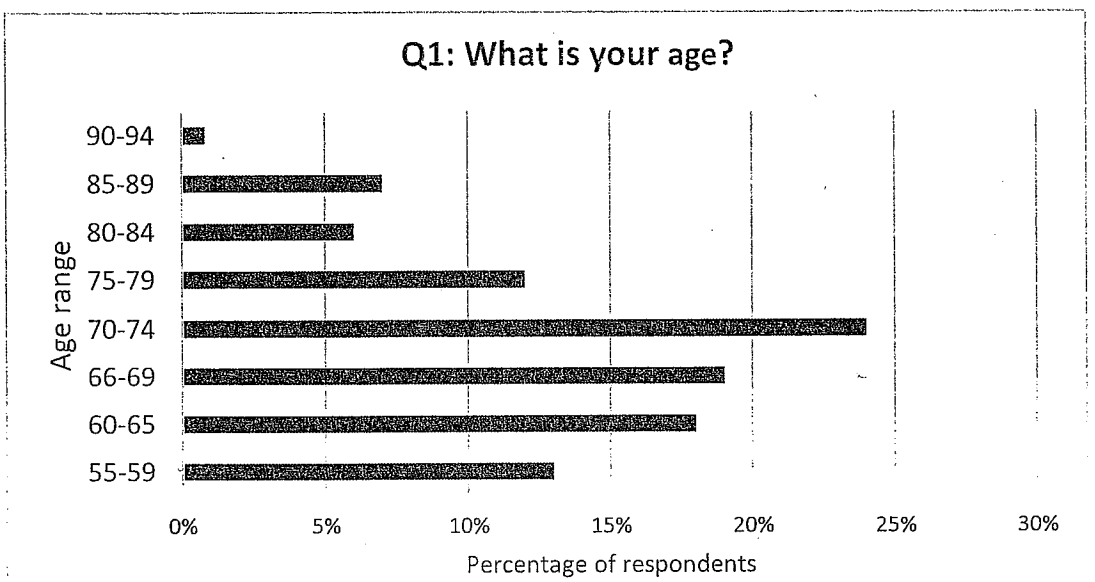
The total number of surveys completed was 126. The participants came from the following areas:

- Beach Meadows (n = 9)
- **Brooklyn (n = 22) 17.46%**
- Caledonia (n = 7)
- Eagle Head (n = 2)
- Greenfield (n = 1)
- Hunts Point (n = 3)
- Kempt (n = 1)
- **Liverpool (n = 42) 33%**
- Mersey Point (n = 7)
- Mill Village (n = 2)
- Milton (n = 7)
- Moose Harbour (n = 2)
- North Brookfield (n = 1)
- Pleasant River (n = 1)
- Port Medway (n = 3)
- Port Mouton (n = 2)
- South Brookfield (n = 1)
- Western Head (n = 8)
- Westfield (n = 1)
- White Point (n = 2)
- Other (n = 2)



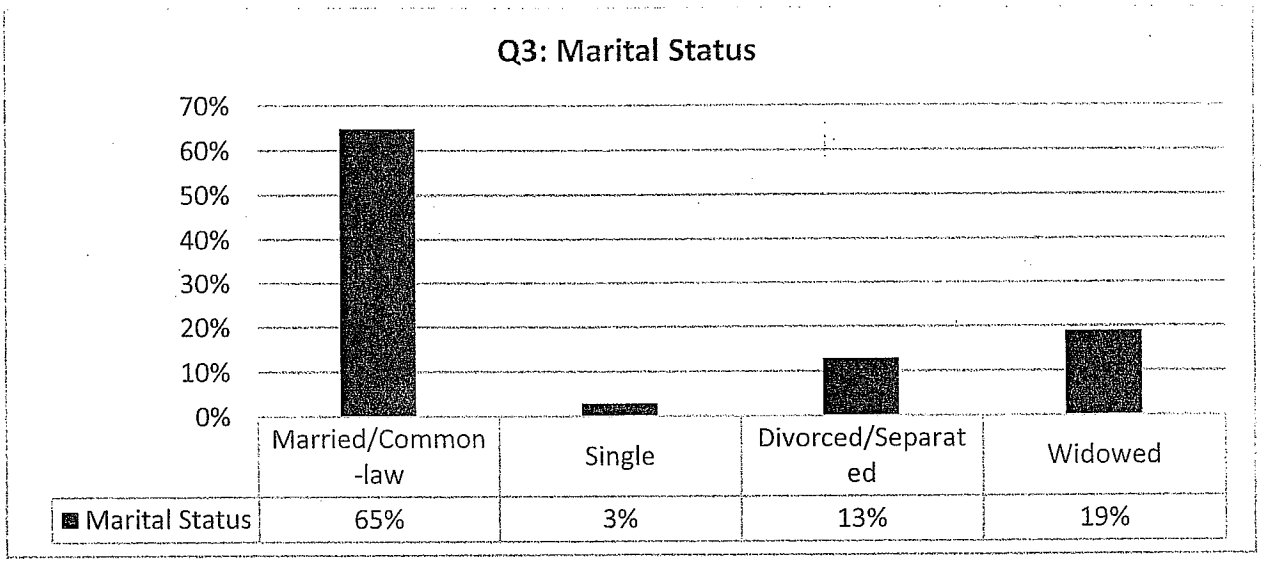
Graph 1: Number of respondents by Electoral Districts

Of the 126 older adults who responded to the survey, the largest number of respondents were in the 70-74 age bracket (see Graph 2), represented by 24% (n = 30) of the total respondents; and resided in Electoral Districts 2 & 3 (combined because street location was not an option in the questionnaire) (Graph 1). The overall majority of respondents, were between the age of 60-75, representing a total of 61% (n = 77) (Graph 2). Females constituted 76% (n = 96) of respondents, and males 24% (n = 30).



Graph 2: Age range of respondents

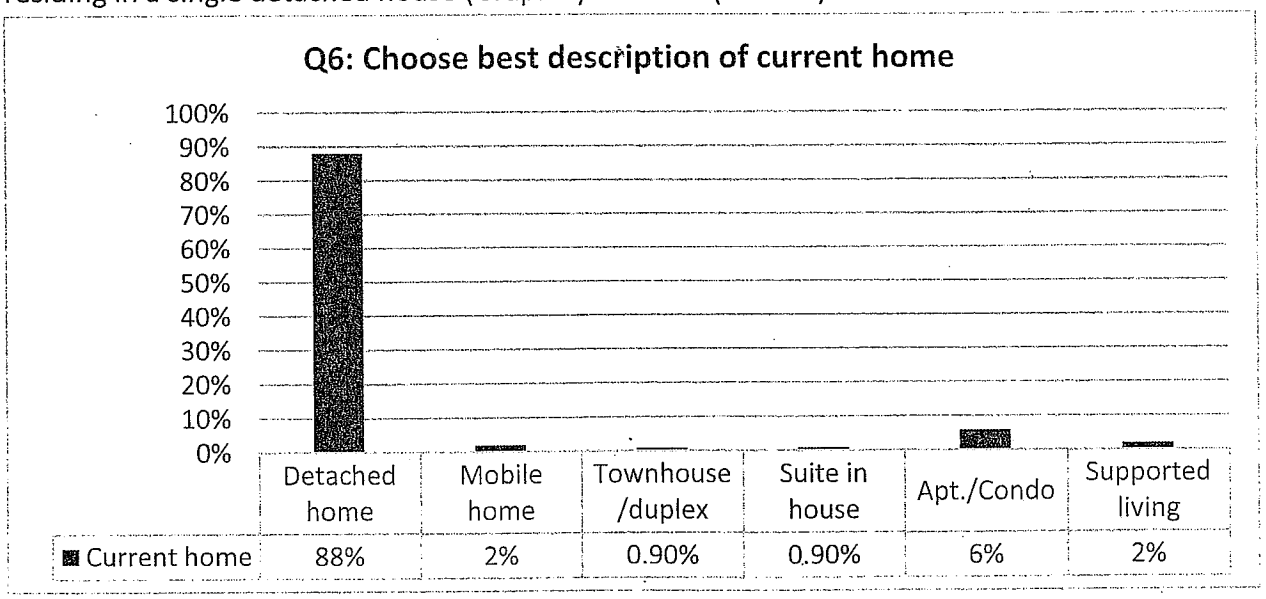
The majority of the respondents were married 65% (n = 81), followed by 19% (n = 24) who were widowed, and lastly 16% (n = 20) who were single/divorced (Graph 3). Regarding the respondents' physical well-being, 87% (n = 109) self-identified as being well-fit, while 12% (n = 15) required some level support with activities of daily living. 62% (n = 78) of respondents were aware of the Queens Care Society.



Graph 3: Marital status of respondents

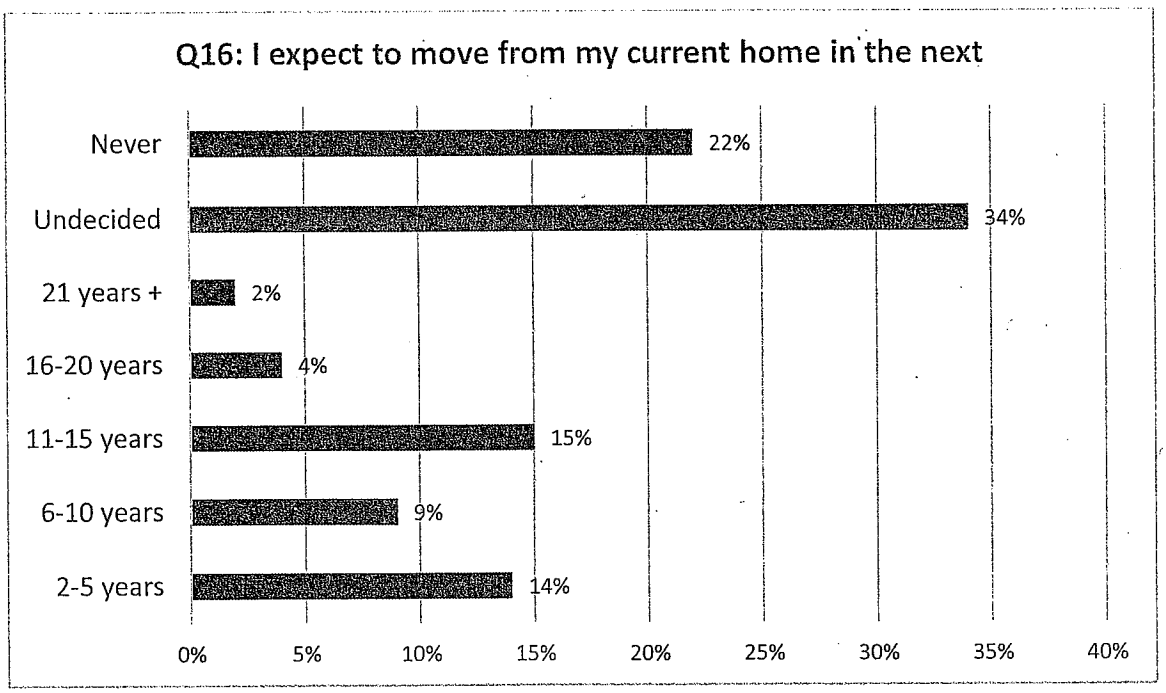
Housing in Queens County

Currently, 88% (n = 111) of the older adults who participated in the survey stated they are residing in a single detached house (Graph 4) and 86% (n = 108) owned their own homes.



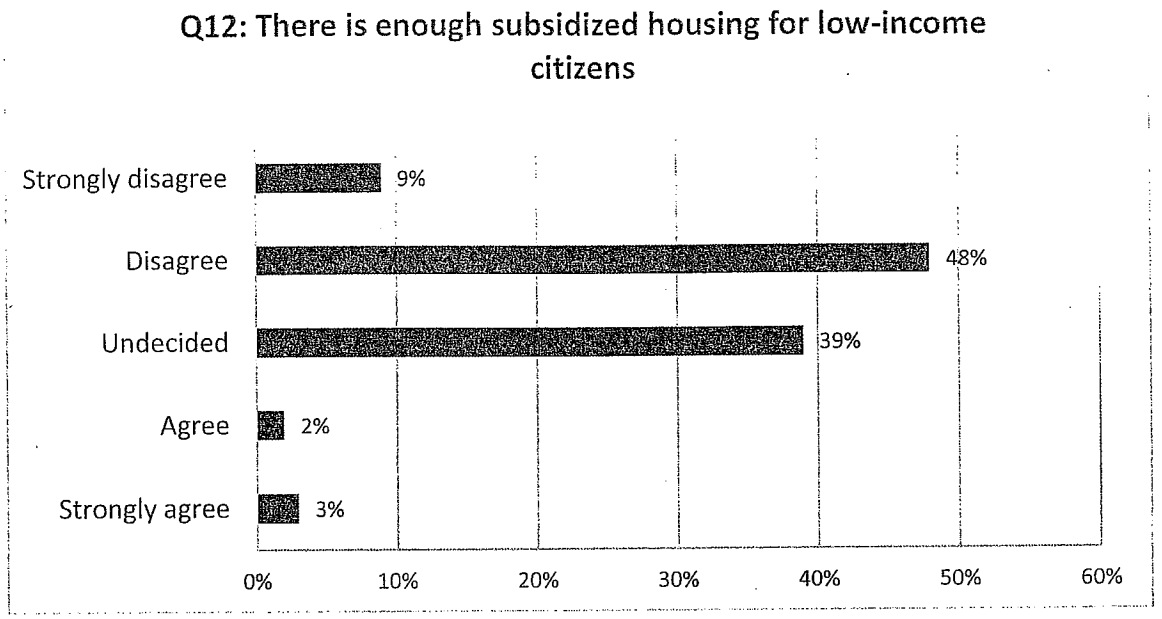
Graph 4: Description of current home

34% (n = 41) of respondents were undecided whether they will ever move out of their current homes; and 23% (n = 28) have determined that they will never move out (Graph 5). Of those who are expected to move, the most anticipated living arrangements included moving to a condo/apartment (30%), retirement home (30%), or assisted living home (24%). However, 47% (n = 59) believe the wait times for senior housing is unreasonable, 52% (n = 66) believe there is inadequate rental housing available, and 29% (n = 37) believe there are inadequate assisted living options available. Similarly, 48% (n = 57) disagree that there is adequate subsidized housing for low-income citizens available (Graph 6). Yet, 61% (n = 77) stated they were able to find affordable housing.



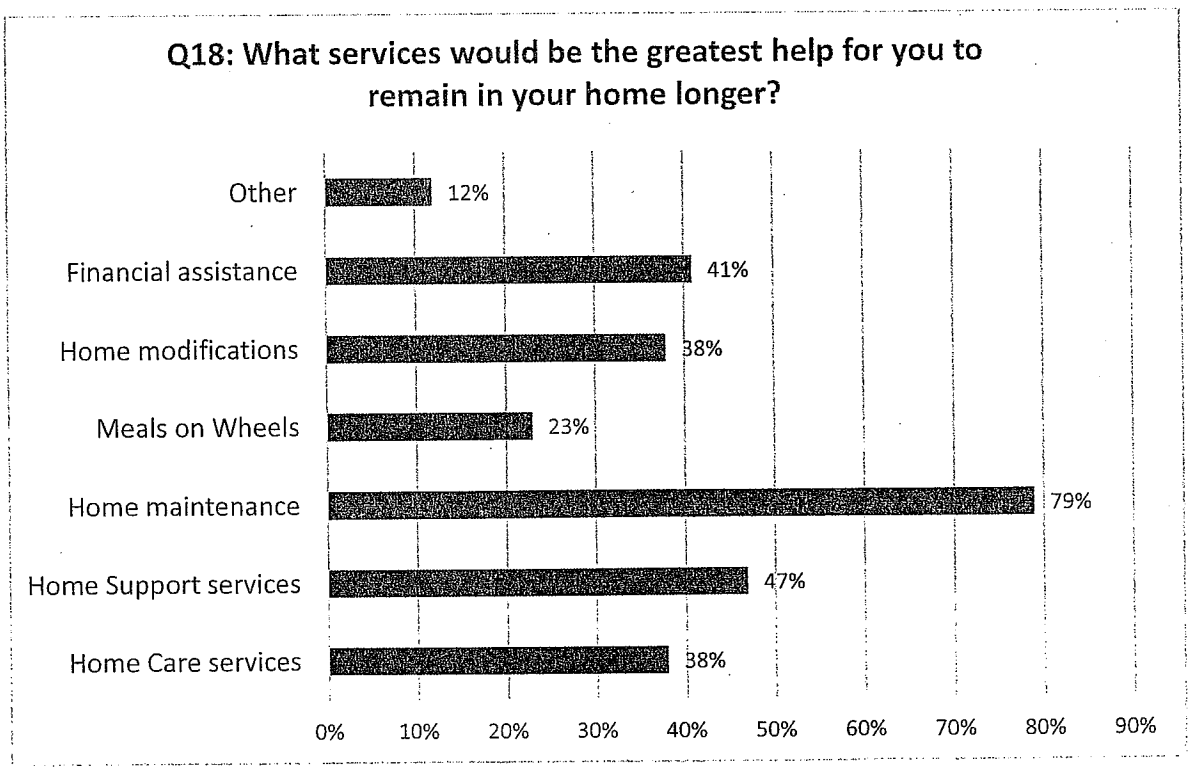
Graph 5: Expected move from current home

Twenty-nine percent (n = 36) of respondents live alone. 65% (n = 81) live with their spouses/partners. 4% (n = 5) reside with an adult child, and 3% (n = 4) live with other relatives. Regarding the respondents' feelings of safety, 38% (n = 48) agree, and 43% (n = 54) partially agree that their community is safe from abuse, vandalism, and crime.



Graph 6: Enough subsidized low-income house available

Of the 126 respondents, 79% (n = 95) identified they would require support services such as, yard and house maintenance and housekeeping to remain in their homes (Graph 7).



Graph 7: Required services to remain longer in home

Additionally, in question 18, respondents acknowledged the need for Home Care and Home Support Services, home modifications and financial assistance (i.e., grants rebates) to remain living in their homes (see Graph 7 & Table 1).

Table 1: Services/supports needed in order to remain in home longer

Home maintenance	**Yard work, snow shoveling, minor repairs, etc.**
Home Support services	**Light housekeeping, meal preparation, bathing, dressing, etc.**
Financial Assistance	**Grants, rebates, etc.**
Home Care services	**Nursing, physiotherapy, etc.**
Home modifications	**Main floor laundry, handrails, ramps, etc.**
Meals on Wheels	**Home delivery of prepared meals**
Other	**Transportation, in-home nursing care, legal services**

Public and Outdoor Spaces/Buildings/Parking in Liverpool and/or Caledonia

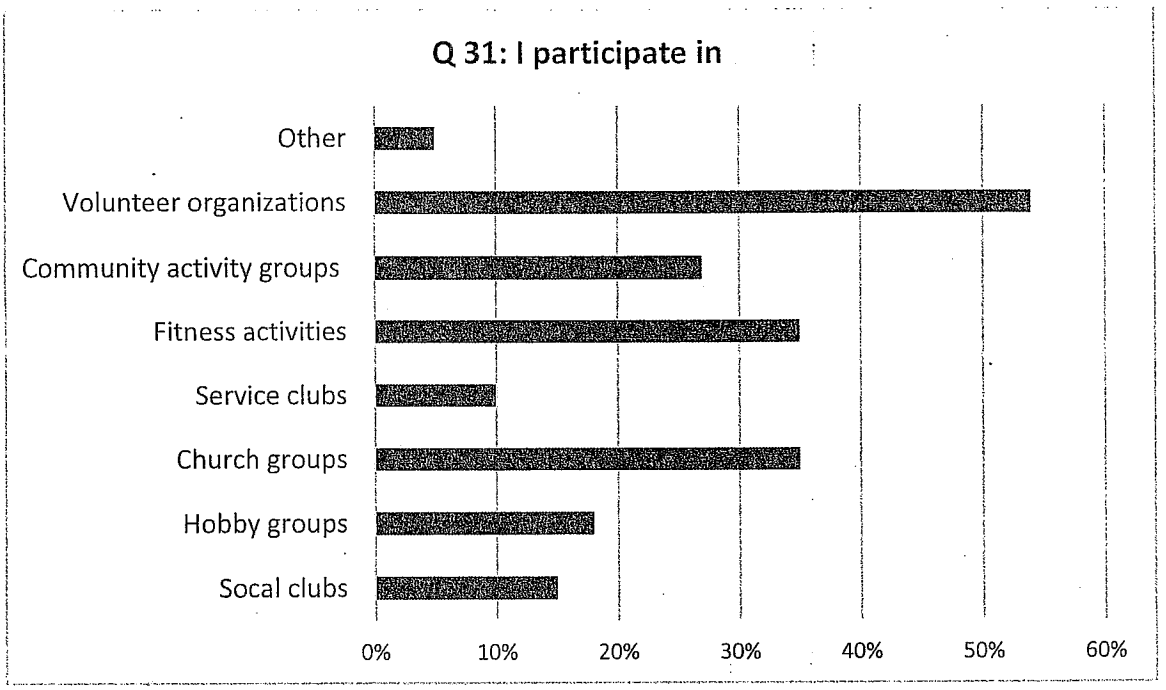
Regarding the maintenance and lighting of walking areas in Liverpool, the South Queens respondents expressed concern that sidewalks in town are not consistently cleared of snow and ice. Similar comments were made regarding the parking area in front of the post office and in the immediate area around the post office. The respondents from North Queens were a small proportion and did not make any specific comments regarding these topics. There were suggestions to add benches and more accessible parking spots on the Main Street in Liverpool. Finally, 66% (n = 88) of respondents agree they feel generally safe to walk in Liverpool at any time. Respondents from Milton and Hunts Point commented on the poor winter maintenance and snow clearance of roads in their areas.

Transportation

81% (n = 102) of respondents drive themselves and 13% (n = 16) get rides from family and/or friends.

Social and Volunteer Participation/Recreation Near or in Your Area

Fifty-nine percent (n = 74) of respondents agreed that there are social activities available for their age group in their area, and 56% (n = 70) agree that activities are generally affordable. The community activities that respondents mostly take part in (Graph 8) include volunteer organizations (54%), church groups (35%), community activity groups (27%%), and fitness activities (35%).



Graph 8: Participation in community activities

Communications and Information

The respondents were divided in terms of how they found out about activities, events and local news. Those who responded via the on-line survey overwhelmingly found out through social media i.e., Facebook. Whereas those who responded with paper surveys surprisingly found out primarily through word of mouth and secondly from the South Shore Breaker. Both samples indicated that Newsletters and bulletin boards such as those in the post office, churches or grocery stores were the least effective means of receiving information. The respondents then provided their ***most preferred methods of communication*** for receiving information, community updates, events, and important notices (Table 2). Note: Results are from paper surveys only, Survey Monkey did not distinguish preferred methods to receive communication.

Table 2: Q 33: ways information is currently received.
Q 34: preferred methods to receive information about current events/activities.

Currently received (Q33)	Preferred method (Q34)
Word of Mouth	Email
South Shore Breaker	Social Media
Flyers/mail	Internet/websites
Internet	Weekly newspaper
Email	Radio
Phone call	Phone call
Church announcements	Bulletin boards
Social media	Newsletters
RQM website	Church announcements
Newsletters	Word of mouth
Bulletin boards	Television newscast

Note: Listed in order of most received/preferred method working down the list to least received/preferred methods

As for being able to find assistance with filling out official forms and documentation, 41% (n = 45) of respondents stated they were able to find someone for assistance, while 38% (n = 41) did not require assistance and 21% (n = 23) either did not have someone to assist them nor could find someone.

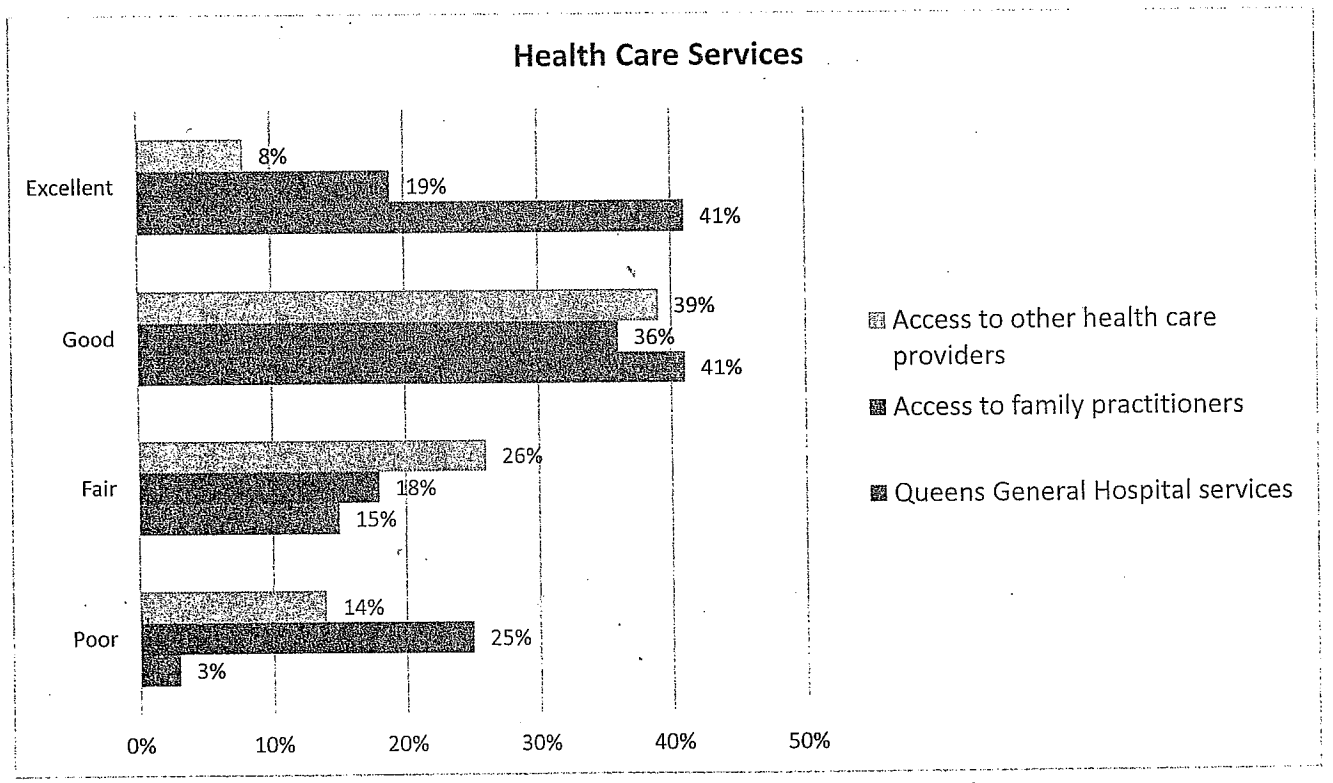
Health Services and Community Support

Only 16% (n = 17) believed that adequate home delivery services are available to them; and 24% (n = 25) agreed that local businesses and services made an extra effort to accommodate their particular health needs.

In regard to how well services are being met, respondents ranked each service on a scale from "excellent" to "poor"; many of the results were split between categories outlined below and in the multiple graphs for question 43. (The category of "not applicable" is omitted from the following and from the graphs). Note: percentages are based on the total number of responses within each category.

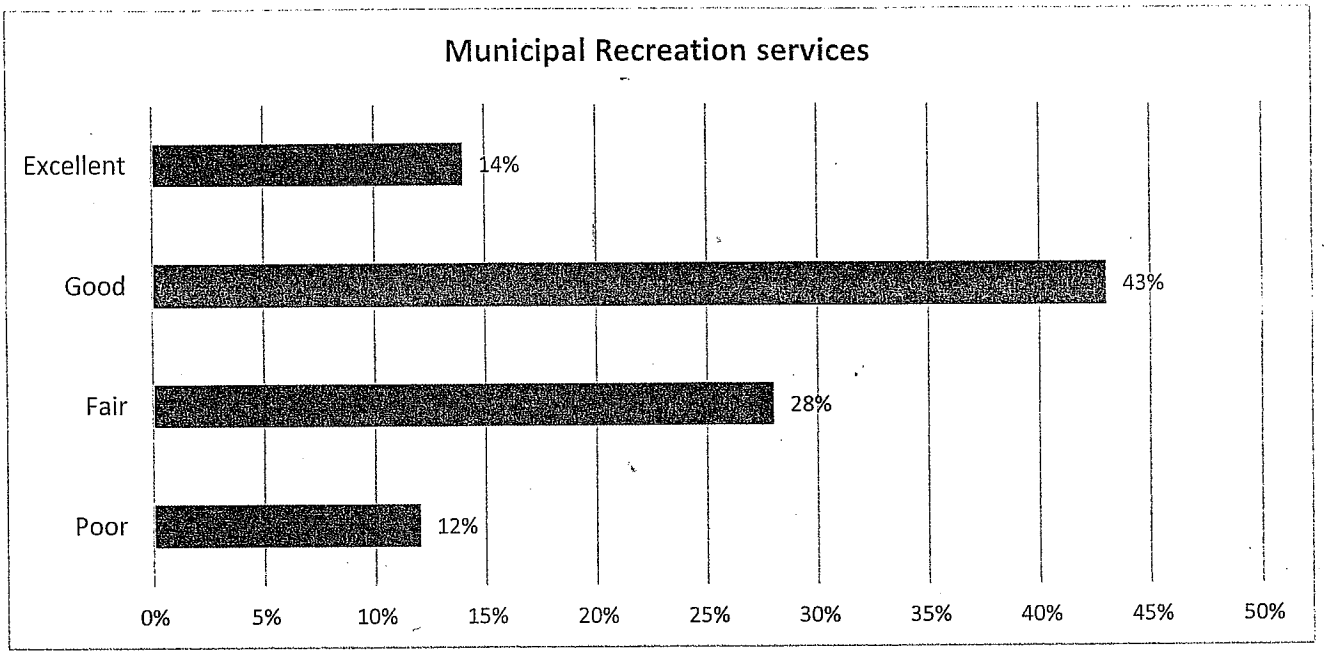
- Queens General Hospital services were ranked as 41% (n = 45) excellent, and 41% (n = 45) good (Graph 9).
- Access to family practitioners were ranked as 36% (n = 41) good, and 25% (n = 29) poor (Graph 9).
- Access to other health care providers were ranked as 39% (n = 43) good, and 26% (n = 29) fair (Graph 9).
- Municipal recreation services were ranked as 43% (n = 41) good, and 29% (n = 28) fair (Graph 10).
- Parks/outdoor spaces were ranked as 26% (n = 26) excellent, and 49% (n = 49) good (Graph 11).
- Social clubs were ranked as 49% (n = 41) good, and 19% (n = 16) fair (Graph 12).
- Grocery stores services were ranked as 27% (n = 30) excellent, and 56% (n = 59) good (Graph 13).
- Retail outlets services were ranked as 31% (n = 33) good, and 45% (n = 46) good (Graph 13).
- Banking services were ranked as 31% (n = 32) excellent, and 29% (n = 72) excellent (Graph 14).
- Government services were ranked as 37% (n = 33) good, and 30% (n = 27) fair (Graph 15).
- Legal services were ranked at 45% (n = 39) good, and 19% (n = 16) fair (Graph 15).

Q 43: How would you rate the following services to meet your needs?

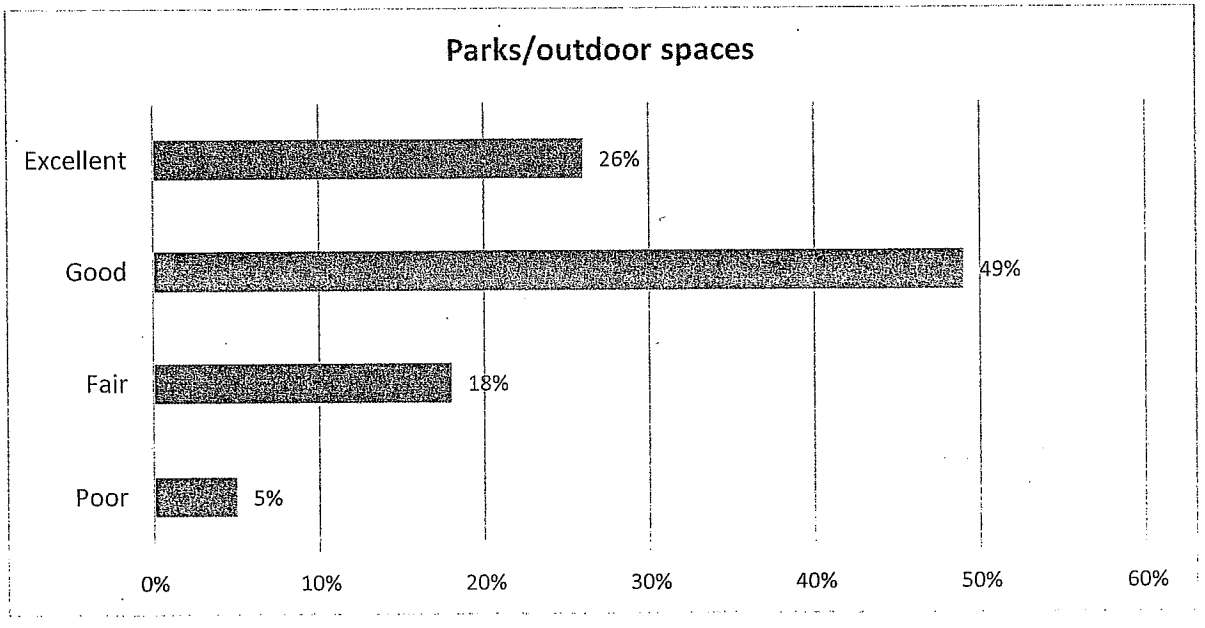


Graph 9: Health care services that meet needs

Q 43: How would you rate the following services to meet your needs?

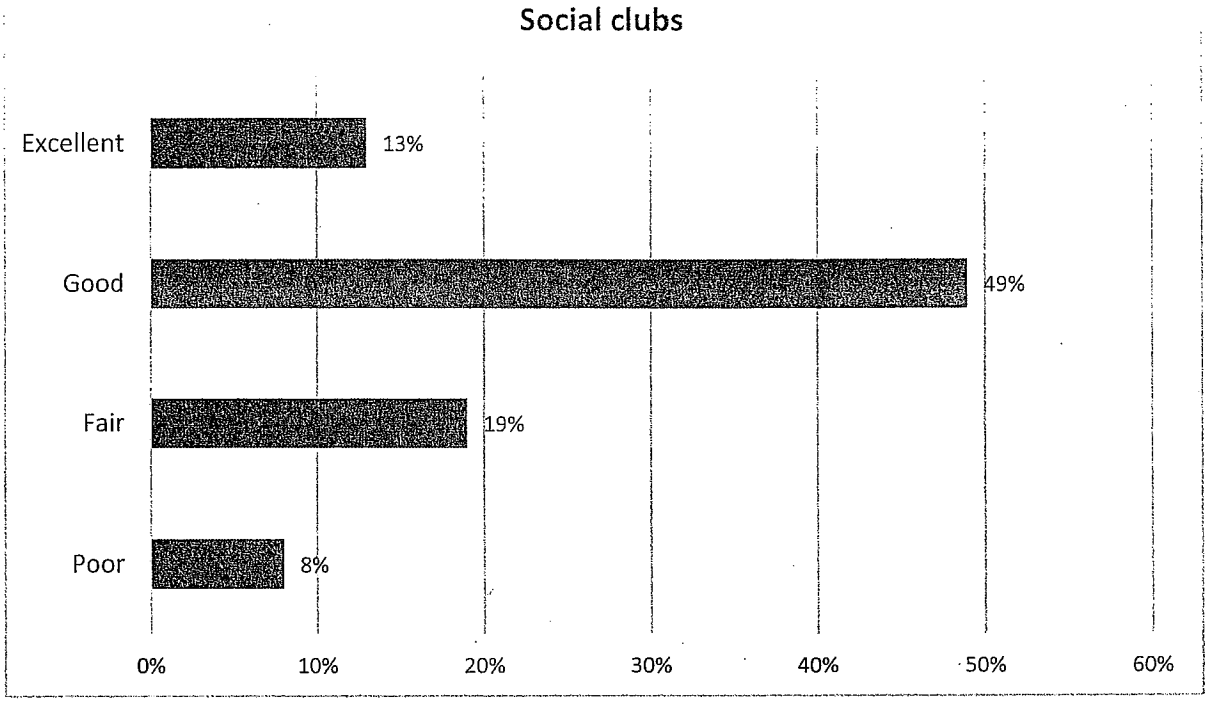


Graph 10: Municipal Recreation services to meet needs

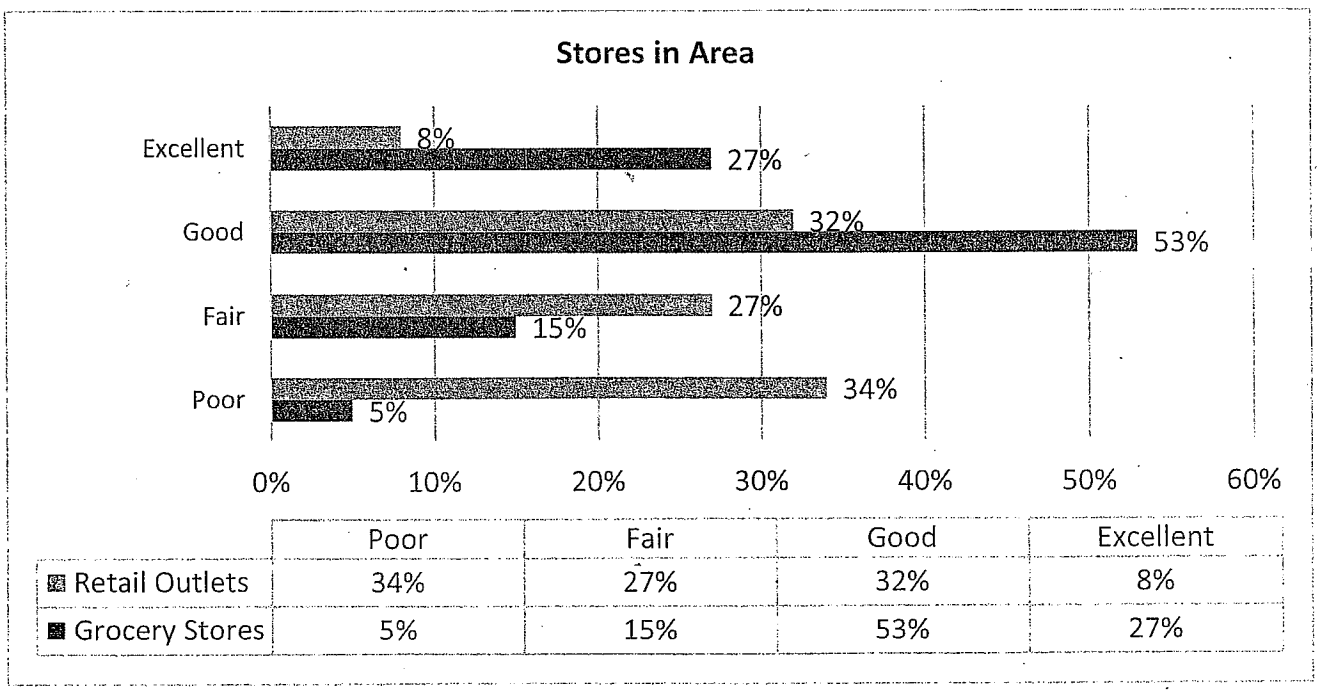


Graph 11: Parks/outdoor spaces to meet needs

Q 43: How would you rate the following services to meet your needs?



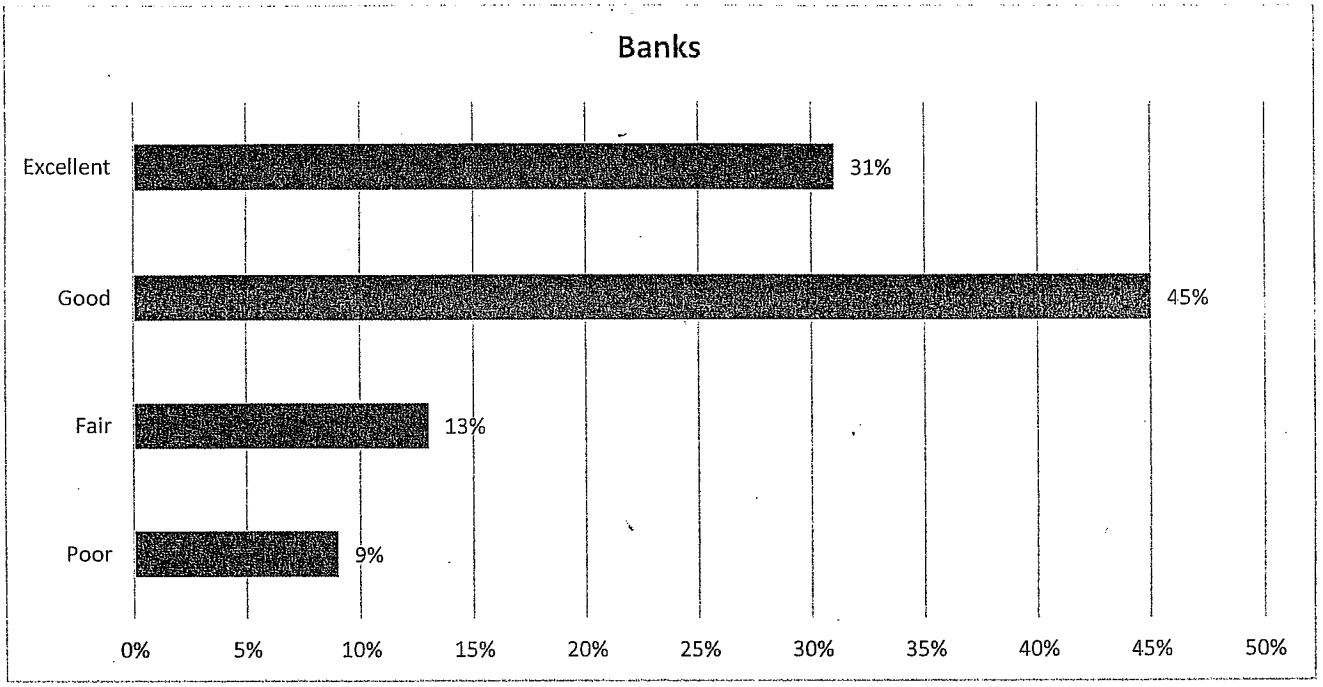
Graph 12: Social clubs that meet needs



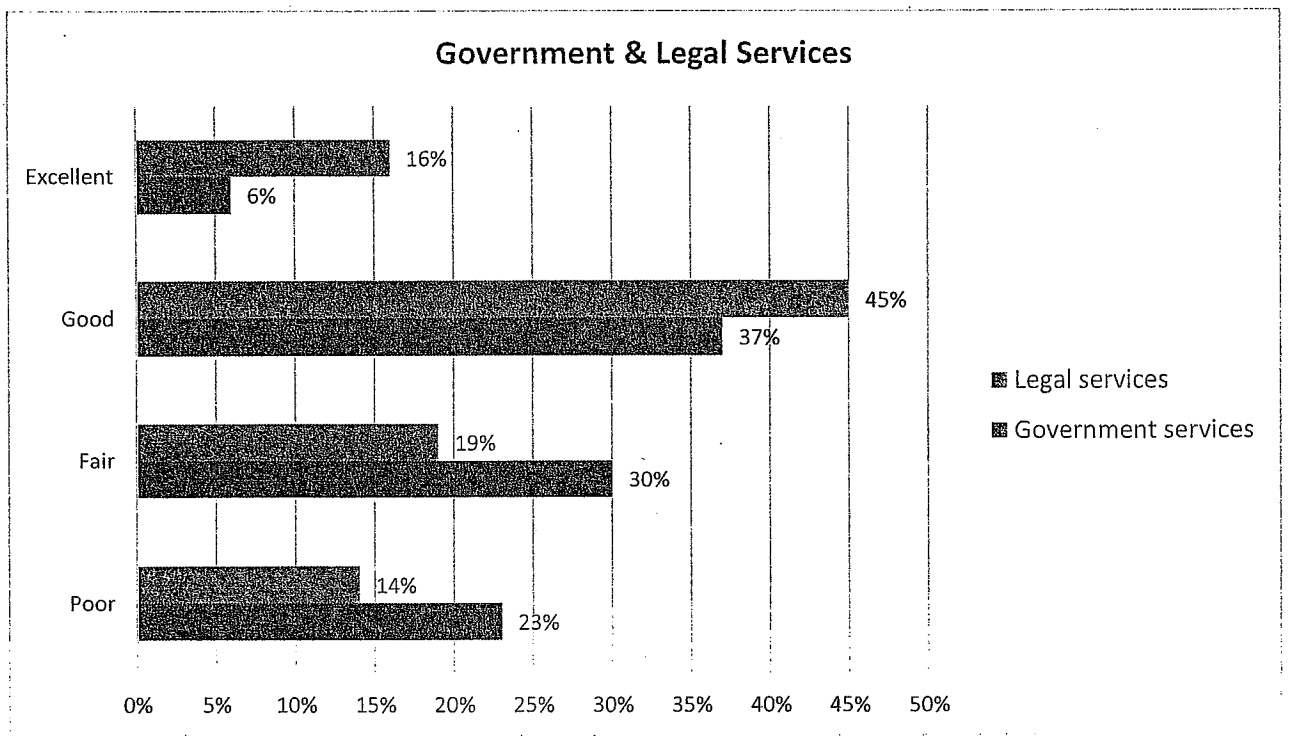
	Poor	Fair	Good	Excellent
Retail Outlets	34%	27%	32%	8%
Grocery Stores	5%	15%	53%	27%

Graph 13: Stores in area that meet needs

Q 43: How would you rate the following services to meet your needs?



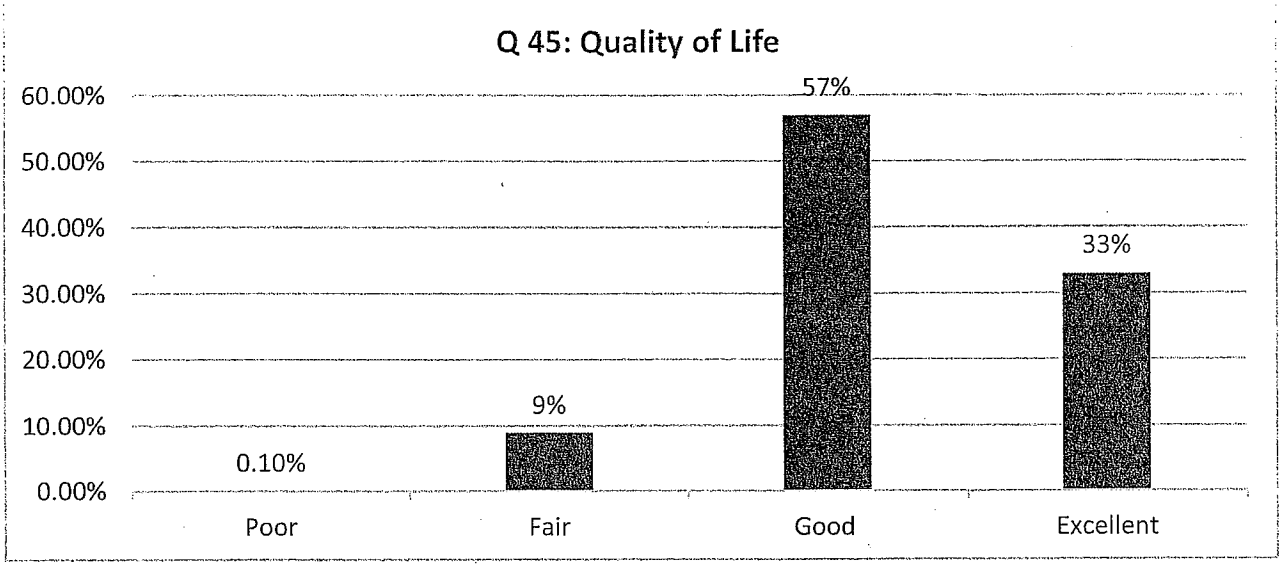
Graph 14: Banks to meet needs



Graph 15: Government & legal services to meet needs

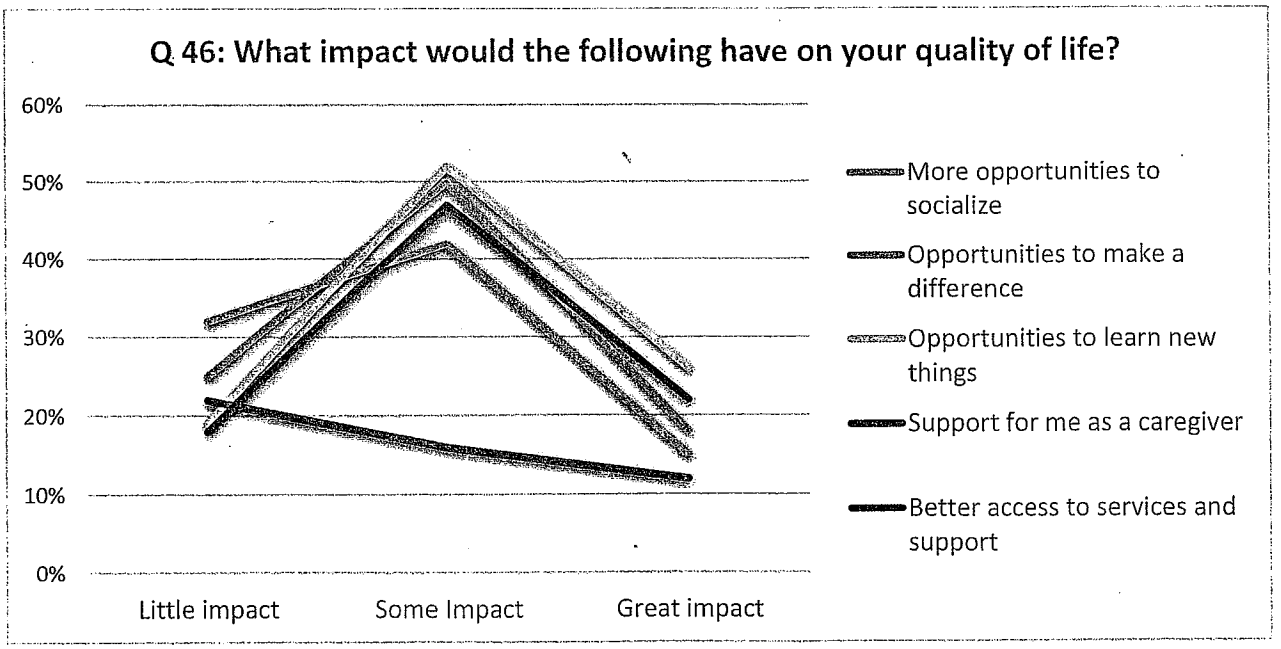
Quality of Life

The majority of respondents described their current quality of life as good 57% (n = 61); while 33% (n = 36) considered it excellent (Graph 16).



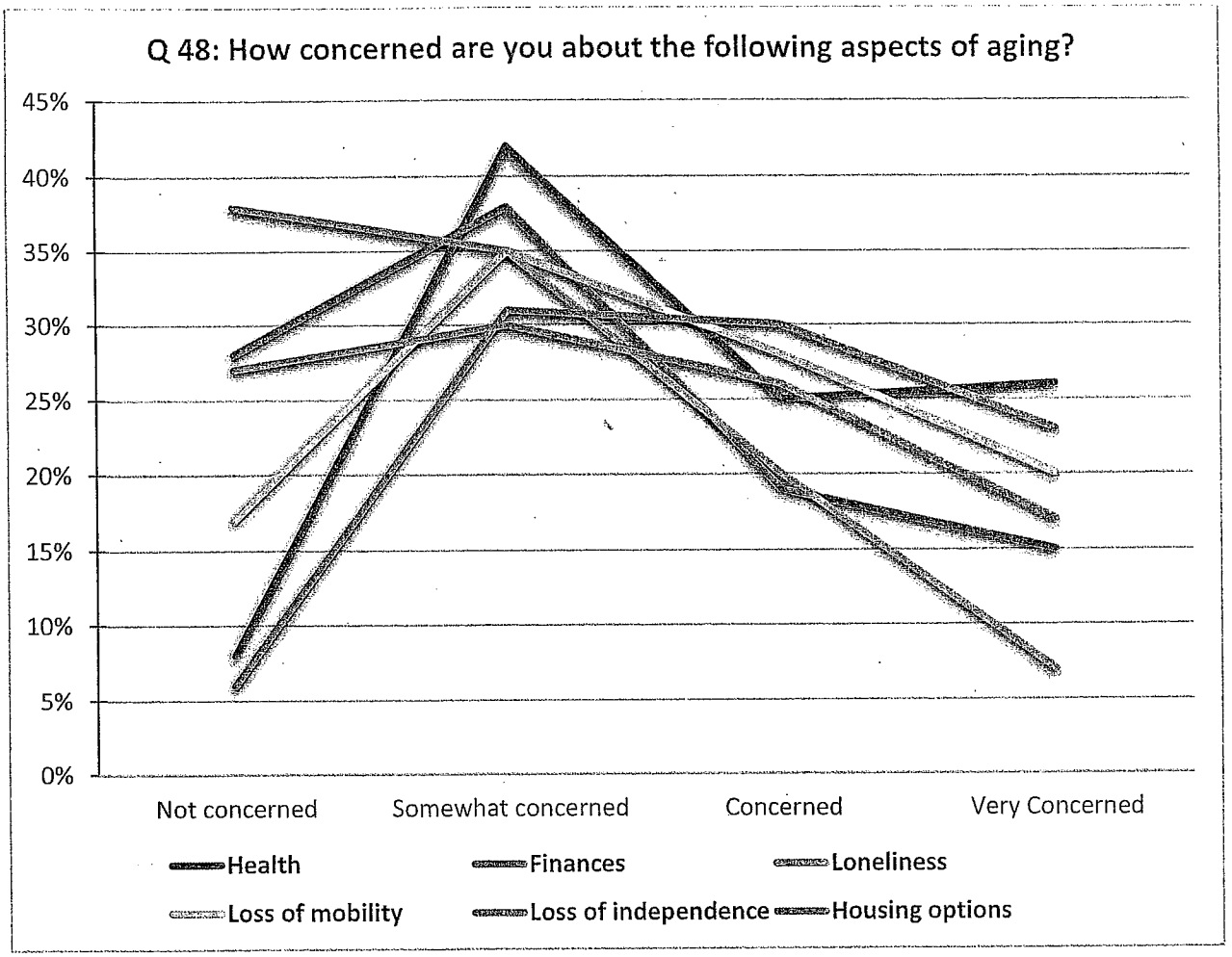
Graph 16: Current quality of life

Asked what impact certain opportunities would have on their quality of life, the majority indicated that opportunities to learn would have great impact 26% (n = 37) and some impact on their lives 42% (n = 42) (Graph 17).



Graph 17: Factors that would enhance quality of life

Not surprisingly, the majority of respondents were most concerned about health as a factor of aging 92% (n = 97) with 26% (n = 27) being very concerned (Graph 18).



Graph 18: Aspects of aging

Table 3 below, lists the main issues facing seniors in Queens County that the respondents feel are the most important for the Municipal Council to address. Access to health care was ranked as most important by respondents and social and meaningful volunteer opportunities were ranked as the least important.

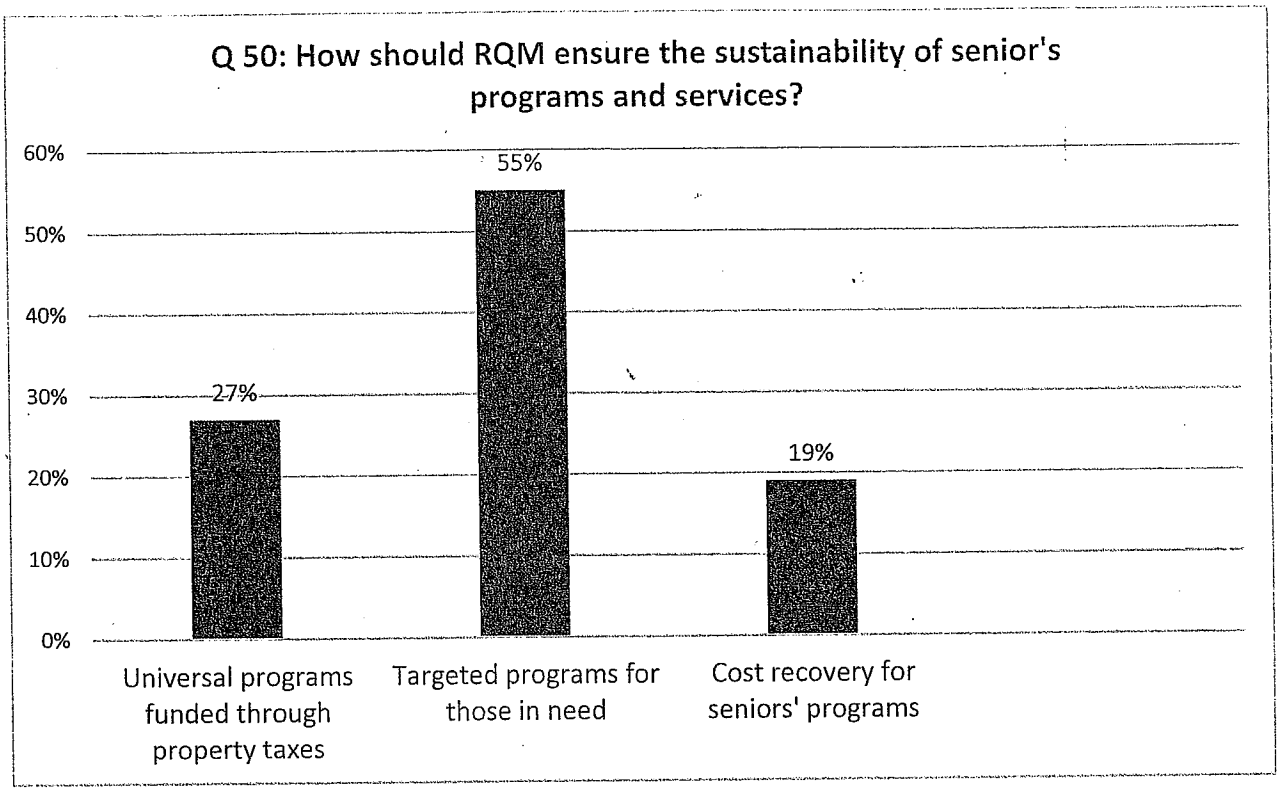
Table 3: Rank in Order of Priority the issues you feel are Most Important for Municipal Council to address:

(#1 being the highest priority to #10 being the lowest)

Q 49: Main issues facing seniors	
Issues	Ranking 1=most important 10 =least important
Access to health care	1
Access to seniors' housing	2
Rising living costs combined with relatively fixed incomes	3
Availability of personal care and household support	4
Transportation	5
Information on seniors' programs and services	6
Recreation, culture and leisure activities	7
Elder abuse*	8
Opportunities for social interaction*	8
Other*	8
Access to learning opportunities	9
Meaningful volunteer opportunities	10

*Ranked equally in order of importance

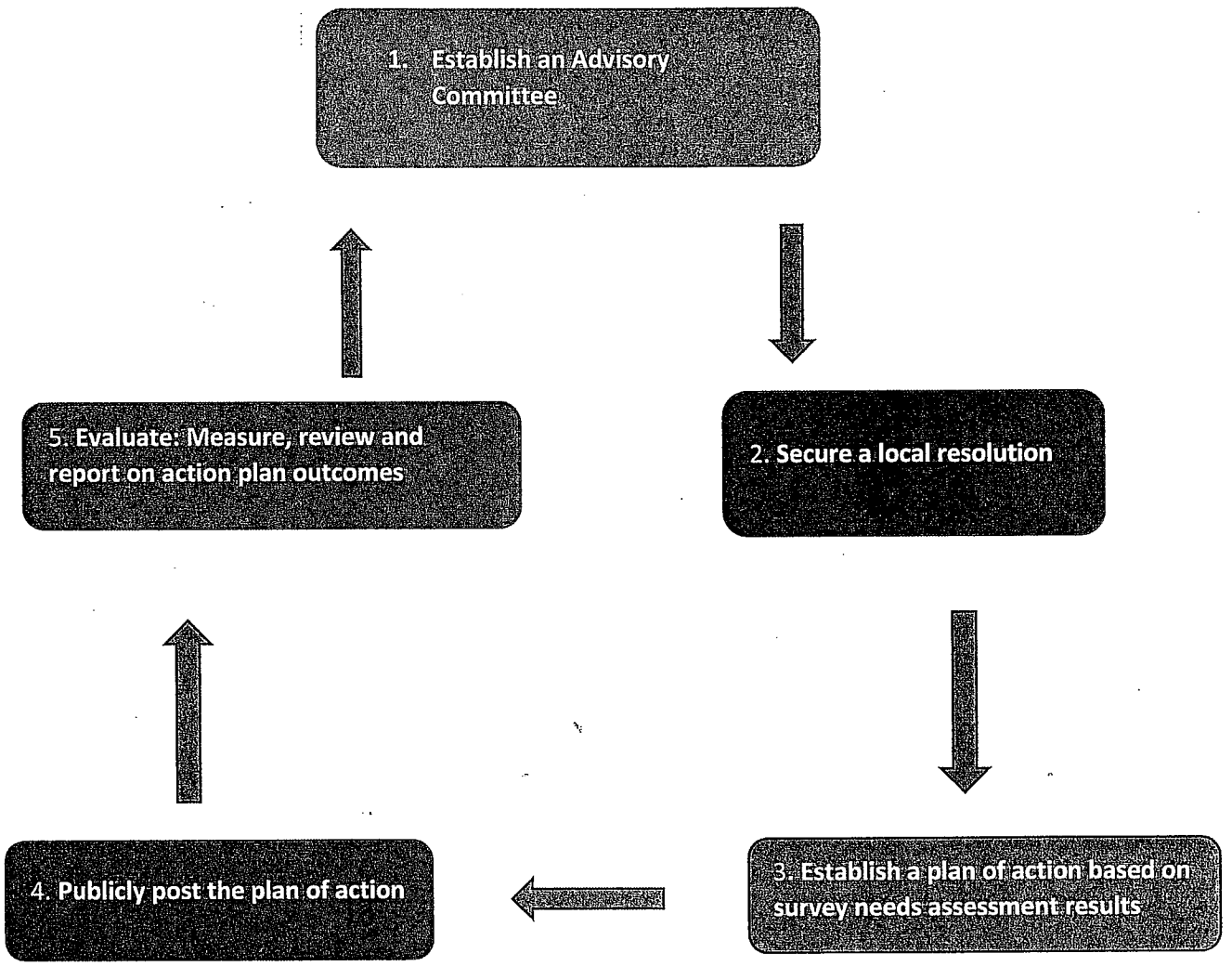
The overwhelming majority of respondents stated that the Region of Queens Municipality could ensure the sustainability of seniors' programs and services through targeted programs for those in need 55% (n = 53); 27% (n = 26) indicated universal programs funded through property taxes; and 19% (n = 18) chose cost recovery for seniors' programs (Graph 19).



Graph 19: Means to sustain senior's programs and services

7 NEXT STEPS – RECOMMENDATIONS TOWARDS AN AGE-FRIENDLY COMMUNITY (AFC) FOR THE REGION OF QUEENS MUNICIPALITY

The Public Health Agency of Canada (PHAC), in collaboration with a number of provinces and other stakeholders, has identified five Pan-Canadian AFC Milestones (or key steps) for communities on the road to becoming age-friendly (22):



The five milestones (22) for increasing age friendliness in the community operate in an endless loop. The milestones are:

1. Establish an advisory committee that includes the active engagement of older adults.

2. Secure a local municipal council resolution to actively support, promote and work towards becoming age-friendly.

3. Establish a robust and concrete plan of action that responds to the needs identified by older adults in the community.

4. Demonstrate commitment to action by publicly posting the action plan.

5. Commit to measuring activities, reviewing action plan results and reporting on them publicly.

- Once a committee has been established (Milestone 1) and
- a local resolution or commitment has been made (Milestone 2),
- the stage is set for assessing the specific needs of the community and developing a concrete plan of action to meet those needs (Milestone 3),
- which is then posted publicly to create awareness and reinforce the commitment (Milestone 4).
- Once action is well under way, evaluation takes place to measure, review and report on both the process (Did we do what we said we would do, and if not, why not?) and the outcomes set out in the action plan (Milestone 5).

The results of the evaluation then feed back into the loop. Perhaps, for example, the evaluation results indicate that another resolution needs to be made or that the action plan needs to be adjusted to better meet community needs. And so on – as the process continues.

7.1 The Results of the Needs Assessment— baseline information and indicators

The indicators described are based on robust work of the World Health Organization (WHO) and tailored to meet the needs of Canadian communities through extensive consultations with stakeholders across Canada.

> An indicator is a specific, observable and measurable (quantitatively or qualitatively) characteristic or change that represents progress towards a goal. Indicators are generally used to help answer the question: "Did the program meet its intended goals?" or "What did our actions result in?" They can reflect immediate goals, as well as those that take years to result in change (27).

Each of the 43 indicators is presented under one of the age-friendly *domains*—the domain in which we see it to be *most* useful to support community indicator measurement.

Domain 1: Outdoor Spaces and Buildings

Walkability

1. Number of rest places and distance between rest places.

    1a. What we need (needs assessment): Older residents say that there is not enough seating, especially along Main Street. They would walk more if there were benches along key streets. Therefore, provide additional benches.

2. Number of accessible washrooms.

    2a. (*Centennial Park, Liverpool)* What we need: No washroom facilities on site, washrooms available at adjacent Visitor Information Centre but ONLY during summer months. Year-round washroom facilities needed.

    2b. (*Privateer Park, Liverpool)* What we need: No washroom facilities on site. Year-round washroom facilities needed.

    2c. *(Fort Point Lighthouse Park)* What we need: Only seasonal washroom facilities available. Year-round washroom facilities needed.

    2d. *(Port Medway Lighthouse Park)* What we need: Washroom facilities available from June to October. Year-round washroom facilities needed.

    2e. *(Beach Meadows Beach)* What we need: One washroom only from October to May. Year-round washroom facilities needed.

    2f. *(Tupper Park, Milton)* What we need: No washroom facilities on site. Year-round washroom facilities needed.

    2g. *(Miriam Hunt Park, Caledonia)* What we need: No washroom facilities on site. Year-round washroom facilities needed.

    2h. *(Cobb Park, Liverpool)* What we need: No washroom facilities on site. Year-round washroom facilities needed.

    2i. *(Garika Park, Milton)* What we need: No washroom facilities on site. Year-round washroom facilities needed.

    2j. *(Meadow Pond, Liverpool)* What we need: No washroom facilities on site. Year-round washroom facilities needed.

2k. *(Pine Grove Park, Milton)* What we have: Outhouses.

2l. *(Mersey Skate Park, Liverpool)* What we have: Washroom facilities at Queens Place Emera Centre, during the Centre's open hours.

2m. *(Town Hall Arts & Cultural Centre, Liverpool)* What we have: Public washrooms.

2n. *(Greenfield Dragway, Greenfield)* What we have: Washroom facilities.

2o. *(South Shore Regional Airport, Greenfield)* What we need: Unknown.

2p. *(North Queens Aquatic Centre & Milton Centennial Pool)* What we need: Unknown.

NOTE: None of the municipal parks have snow or ice removal! This is a serious impediment for seniors with mobility issues.

In addition to municipal parks, the Province of Nova Scotia and the Government of Canada operate several parks in the area, including:
Ten Mile Lake
Camerons Brook
Thomas Raddall Provincial Park
Summerville Beach Provincial Park
Kejimkujik National Park & National Historic Site
Kejimkujik Seaside

3. Crosswalks are safe (e.g., with appropriate crossing times, mid-block crosswalks on long streets, median rest stops, good visibility).

3a. What we need (needs assessment): The addition of a cross-walk in front of the Pharmasave on Main Street, Liverpool.

4. Sidewalks, trails and walkways exist and are in safe condition (e.g., have smooth surfaces, curb cuts, separate bike lanes, are wide, well lit, clear of ice and snow).

4a. What we need (needs assessment): Walking trails are not cleared of ice and snow. Sidewalks in Liverpool often icy in winter. Falling branches in Fort Point Park noted. Better maintenance of walkways required year-round.

Actual and Perceived Accessibility

5. Public buildings have adequate access to and manoeuvrability around buildings (e.g., access at ground level, level entry, wheelchair ramps, automatic doors, wide aisles to accommodate scooters and wheelchairs). Injuries.

5a. What we need (needs assessment): Front of post office and physio clinic poorly cleared of snow. Need more accessible parking in Liverpool. Need more accessible parking spaces near post office, current number of spaces is inadequate.

6. Number of falls and other injuries of seniors (occurring in public places).

6a. What we need: Local statistics unknown. 61 per cent of Nova Scotia's injury-related hospital admissions are the result of seniors falling (17). Improving Public Spaces - when adequately enforced, building codes and standards can play a crucial role in creating healthy environments that reduce fall hazards. Particular emphasis should be placed on stairs, floors, and steps, as they pose the greatest risk. The Canadian Standards Association has produced "B659-01: Design for Aging" as a guide for developing products, services, and environments for an aging population (2). This document serves as an important guide for designing safe environments for seniors.

Crime Prevention

7. Availability of crime prevention strategies, courses and programs for seniors (including focus on fraud and elder abuse).

7a. What we have: *Queens County Seniors' Safety Program* - The coordinator works with the RCMP Community Policing Officer, Adult Protection, counsellors for abused women, medical profession, V.O.N., Department of Seniors, the South Shore Health Team, Community Services, Housing Authority, Home Support, and many others providing safety education and support for people 55+, free of charge.

Domain 2: Transportation

Transportation Options and Public Transit

8. Availability of a range of affordable options for transportation (e.g., public/private partnerships, volunteer driving program, park and go, shuttles).

8a. What we have: *Queens County Transit* is a non-profit service that connects residents of Queens County to the services and supports they need to lead healthy, happy and fulfilling lives. QCT offers an affordable, accessible, pre-booked, door-to-door transportation service for all Queens County residents with a focus on supporting seniors, low income residents and persons with accessibility needs who wish to access health and other essential services and take part in social, recreational and educational activities. *VON Queens County Transportation Program* - Volunteers provide transportation to and from medical appointments, grocery shopping, and general errands for seniors or others in need of transportation for local medical appointments and errands. Wheelchair accessible options are available.

9. Proportion (or number) of buses that are accessible, clean, and with destination and number clearly displayed.

9a. What we have: Queens County Transit – two wheelchair accessible vehicles. Von Queens County Transportation – one wheelchair accessible van. No public transit system available in county.

10. Bus stops/shelters are safe and accessible (e.g., with seating, well lit, covered, snow removed, close to seniors' residences).

10a. Not applicable because there is no public transportation system in Queens County.

11. Proportion of people age 65+ who have access to and use public transportation.

11b. Due to the large geographical area of Queens County, a "bus stop" public transportation system was deemed impractical.

Age-Friendly Streets and Parking

12. Streets have clear and appropriate street signage and lane markers.

12a. What we need: Not all street signage is clearly visible. Some are obscured by tree branches. Better maintenance of street signage is required.

13. Parking lots and spaces are kept clear of snow and ice.

13 a. What we need (needs assessment): Better clearing of snow and ice on walking trails, parking lots and sidewalks throughout the county.

Domain 3: Housing

Housing Availability

14. Availability of affordable housing that is appropriately located, well-built, well-designed, secure, and for which waiting times are short.

14a. What we need (needs assessment): Respondents felt waiting lists to get into seniors' apartments were unreasonably long.

15. Availability of affordable multi-purpose and aging in place housing options.

15 a. What we need (needs assessment): Respondents indicated that there is a serious shortage of suitable, affordable apartments and/or condominiums in the area. Currently, there are several local construction projects in the works that will increase the number of affordable, quality rental units.

Housing Programs and Resources

16. Availability of programs for increasing accessibility, safety and adaptability of housing (e.g., hand rails, ramps, smoke detectors).

16a. What we need (needs assessment): Information needs to be made more widely available about such programs.

17. Availability of a resource listing age-friendly home maintenance, support and care-giving services.

17a. What we need (needs assessment): Assistance with home maintenance services such as lawn mowing, snow shoveling, minor home repairs, was listed as the most significant service required to enable people to remain in their own homes. Not every senior is eligible for home support services and these were listed as next in priority allowing seniors to remain in their own homes.

17b. What we have: *South Queens Helping Hands*, an initiative of the Queens Care Society mobilizes volunteers to help people within their homes with tasks that are becoming too difficult or that can no longer be done safely. Volunteers are set up with individuals on an "as needed" basis. Unfortunately, this service is not available county wide. The *VON* provides a general home visiting nursing program, including foot care services, immunization, caregiver support, transportation, wellness clinics, and many more services. The *Region of Queens Home Support* provides services authorized by the Nova Scotia Department of Health and Wellness, Continuing Care, to enable clients to remain in their own home for as long as possible in safety and comfort. However, not all seniors are eligible for these services since they are income dependent.

Ability to Age in Place

18. Proportion of people age 65+ who want to remain in their current residence and are confident they will be able to afford to do so.

18a. What we need (needs assessment): Only 22% of respondents indicated they will remain in their homes. 34% were undecided and available and affordable services would be key to allowing them to remain in their own homes. The rest intended to move into more affordable, smaller residences but were worried that there wasn't adequate housing available to meet their needs.

Housing Support Awareness

19. Awareness of rent subsidy or other programs (e.g., home loans) among seniors.

19a. What we need: *Housing Nova Scotia* offers several programs to help seniors with lower incomes maintain and modify their homes to ensure they are safe and affordable. In addition, they offer a range of programs to help landlords who provide affordable living. Greater awareness of such programs is needed.

Domain 4: Social Participation

Engagement in Social Activities

20. Proportion of people age 65+ who engage in social activities at least once a week (e.g., meet with friends/neighbours; take part in civic, spiritual or cultural activities; volunteer or work).

20a. Needs assessment survey did not give an option for how often social activities were engaged in. However, the overwhelming majority of respondents engage in some form of social activity on a regular basis.

Opportunities for Participation

21. Availability of recreation and learning programs specifically for seniors (e.g., computer courses, community gardens, crafts, games, exercise classes).

21a. 67% of respondents agreed that there were social activities available for their age group in their area. Recreation and learning programs specifically for seniors was not an option offered in the needs' assessment survey.

21g. What we need: While there are numerous recreation and learning programs available in the area where seniors can participate, there do not appear to be any that are specifically for seniors.

22. Availability of intergenerational recreation and social programs.

22b. What we have: *Queens Place Emera Centre* offers numerous programs, as does *White Point Beach Lodge*. *The Municipal Department of Recreation and Community Facilities* works with the community to create and plan recreational opportunities for people of all ages and interests.

23. Availability of opportunities for social participation in leisure, social, cultural and spiritual activities with people of all ages.

23a. What we have: There are ~ 300 different community-based organizations that are available in Queens County.

24. Affordability of seniors' recreation programs.

24a. What we need (needs assessment): 65% of respondents agreed that recreational activities are generally affordable. A way for those that cannot afford to participate is needed.

Accessibility of Participation Opportunities

25. Public venues for community-based activities are accessible (e.g., adapted washrooms, a ramp to enter the building, better lighting, temperature control).

25a. What we need: Not consistently available throughout the county.

Domain 5: Respect and Social Inclusion

Availability of Intergenerational Activities

26. Availability of intergenerational family activities.

26a. What we have: Most local events are intergenerational.

Sense of Belonging

27. Level of sense of belonging in the community.

27a. This question was not offered as part of the survey questionnaire.

Domain 6: Civic Participation and Employment

Unemployment and Employment

28. Level of unemployment and employment among seniors.

28a. According to the 2016 Census (30) the employment rate in Queens County was 42% and unemployment rate was 13%. The Region of Queens Municipality 2017 Community profile indicated an employment rate of 45% and unemployment rate of 11% (26). Unfortunately, there is no breakdown to indicate what percentage of employed are seniors, or seniors seeking employment.

Training and Support

29. Availability of support for volunteers (e.g., training, transportation, reimbursement of expenses, method of appreciation).

29a. What we have: This varies considerably across the volunteer sector.

30. Availability of training opportunities related to the accommodation of seniors' needs in the workplace.

30a. What we need: unknown.

Accessibility

31. Municipal buildings/meetings are accessible.

31a. What we have: Municipal buildings are accessible in the area.

Domain 7: Communication and Information

Assistance Availability

32. Availability of assistance to seniors for filling out forms.

32a. What we have: The library does offer this service to seniors. This does not appear to be widely known and better promotion of the services is needed.

33. Availability of a live person option on telephone calls.

33a. What we need (needs assessment): Rarely available and especially stressful for seniors requiring information and assistance.

Usability of Information Materials

34. Materials for the public are produced in large print, plain language and/or with age-friendly considerations.

34a. What we need: Not consistently available.

Domain 8: Community Support and Health Services

Primary Care Physician

35. Proportion of seniors who have a primary care physician.

35a. What we need: Local figures requested from NSHA but were not available. However, as of October 1, 2018, 19 people found a physician in Liverpool (19 p. 6) and 1,781 were still on the waiting list (19 p. 8).

Supportive Health Services

36. Availability of prevention programs related to health issues of high relevance to seniors.

36a. What we need: Available in Halifax through a referral from family doctor the *Falls Clinic, Geriatric Day Hospital* Nova Scotians aged 65 and over who have fallen or have mobility and balance difficulties. Professionals will assess the senior's overall health status and medications, the risk factors involved in falling, home safety, walking aids, cognition, and home supports. They will then recommend treatment and provide counselling. The goal of the clinic is to prevent future falls for those at risk of falling. Camp Hill Veterans' Memorial Building, 1st Floor Halifax, NS. A locally available, satellite program would benefit the local senior population.

36b. What we have: *Queens County Seniors Safety Program* promotes education & awareness about topics of particular interest for seniors including but not limited to: Health and Healthy Living * Home Safety and Security * Legal Documents – Will, Power of Attorney, Personal Care Directives * Frauds and Scams * Elder Abuse * Crime Prevention. Helps connect seniors to appropriate community-based programs or resources, and to assist with navigation through application processes, paperwork and follow-up.

37. Availability of end-of-life support for seniors, their families and caregivers.

37a. What we have: The *South Shore Palliative Care Services* is based at the Fishermen's Memorial Hospital, Lunenburg with satellite offices located at the South Shore Regional Hospital in Bridgewater and Queens General Hospital in Liverpool. Palliative care in the district began as a grassroots initiative in the mid 1980s including both professionals and volunteers with funding provided through community interest. Following recognition that palliative care services needed to be more organized, the Department of Health approved a PCP for Lunenburg and Queen's Counties in 1993. The focus of the program was a combination of facility and community support. South Shore Area Palliative Care Services is a multidisciplinary team that can provide support from nurses, a physician, a social worker, and volunteers.

Community Services

38. Availability of low-cost food programs (e.g., meals on wheels, wheels to meals, food bank).

38a. What we need: While the VON Queens County offer a *Meals-on-Wheels* program for residents in Liverpool, Brooklyn and Milton it is not available in the rest of the county. According to recent Statistic Canada numbers, in the Region of Queens some 24 per cent of the population lives in a low-income household while the provincial average is 17 per cent. Yet there is only one Food Bank available to serve the entire county and it is only open one day a week from 10:00 am – 3:00 pm, and often closed during critical holiday periods. Clients can only access the food bank once every four weeks. This is insufficient to meet the needs of the local population.

39. Availability of assistance for activities of daily living (e.g., yard work, shopping, snow removal, garbage collection).

39a. See 17b. above.

Health and Social Outcomes for Seniors Health-Related Quality of Life

40. Level of health-related quality of life.

40b. What we need (needs assessment): 57% of respondents describe their quality of life as good, 33% consider it excellent and 9% describe it as fair.

Satisfaction with Life

41. Level of satisfaction with life in general.

41a. What we need (needs assessment): Respondents indicated that the following opportunities would greatly improve their overall quality of life:

- Opportunities to learn new things – 26%
- Better access to services and support – 22%

- Opportunities to make a difference – 18%
- More opportunities to socialize – 15%

Loneliness

42. Level of loneliness.

42a. What we need (needs assessment): Respondents indicated that loneliness/isolation as a concern of aging were:

- 7% very concerned
- 20% concerned
- 35% somewhat concerned
- 38% not concerned

Satisfaction with Social Relationships

43. Level of satisfaction with social relationships

43a. What we need (needs assessment): Respondents indicated meaningful social relations in there lives as:

- 80% had someone who would lend a helping hand with things like meals or chores.
- 93% had someone to listen the them when they needed to talk.
- 89% had someone to go out and have fun with.
- 83% had someone to provide advice or connect them with the right information.

8 THE NOVA SCOTIA CONTEXT

Nova Scotia has one of the oldest aging populations in Canada. By 2030, more than one in four Nova Scotians will be aged 65 or older, that is, there will be 260,000 people aged 65 or older in the province (20).

Acknowledging that older adults help to sustain families, workplaces, communities, and the province as a whole, the province led by the Department of Seniors, involving broad consultation with Nova Scotians published its Action Plan for an Aging Population (18). The plan sets out the following goals:

- government will work with partner organizations involved in entrepreneurship education to promote entrepreneurship—including social entrepreneurship—as an option for older adults;
- government will work with the voluntary and not-for-profit sectors to involve older adults in all their diversity as community leaders, mentors, volunteers, and clients;

- in planning for Nova Scotia's health system, government will take a comprehensive approach to improving the physical and mental health of Nova Scotians of all ages;
- government will assess approaches to income security for all low-income Nova Scotians—particularly single people struggling with the cost of living—and will improve access to healthy, affordable food and intergenerational food literacy programs;
- government will ensure that provincial initiatives aimed at promoting physical activity and recreation include affordable and accessible options for middle-aged and older adults in all their diversity;
- government will work with its partners to improve access to transportation in Nova Scotia, with a particular focus on rural communities;
- government will work with municipal and federal partners to invest in housing so that Nova Scotians can age in place in their homes and communities;
- government will work with the Union of Nova Scotia Municipalities and individual municipal governments to support the development of age-friendly communities and community planning that fosters aging in place and the continued economic and social participation of older adults;
- government will work with older Nova Scotians and their organizations to ensure they stay socially connected and are able to participate in public policy development, in person and through digital technologies;
- government will find better ways to understand the experiences of older adults in all their diversity. We will improve how we collect and use information in order to deliver programs and services that respect the people we serve;
- government will launch a public education campaign that shows older adults in all their diversity. The campaign will dispel myths and misconceptions about older age and demonstrate the contributions of older adults to our province.

Nova Scotia and rural Nova Scotia in particular, face similar challenges of an aging population coupled with the out-migration of educated youth and skilled workers. Being proactive in addressing the needs of the growing demographic of seniors will be essential to providing age-friendly communities to the benefit of Nova Scotians of all ages. This means involving stakeholders from the community itself, including seniors in decision-making, moving towards an age-friendly community collaborative model for local governance.

8.1 Community Initiatives in Nova Scotia

As of June 2018, 108 Age-Friendly project grants have been awarded in Nova Scotia through the Department of Seniors. The Age-friendly Community Grant Program provides funding for projects that lead to more age-friendly communities. Projects funded through the program help advance the goals outlined in Shift: Nova Scotia's Action Plan for an Aging Population (18).

The following is a brief overview of Age-Friendly initiatives launched throughout Nova Scotia.

8.2 Halifax Regional Municipality: Focus Groups

As part of the WHO Age-Friendly Cities research project, the Nova Scotia Centre on Aging collected data from focus groups and completed a report to present findings on the age-friendliness of Halifax (18). The focus of the report spoke to land use barriers.

Respondents commented positively on Halifax's parks and many venues for social participation. Identified mobility barriers that included insufficient parking, inadequate sidewalk maintenance and seasonal hazards like snow and ice, and too-short crosswalk signals. Rising housing and retrofit costs were mentioned as a matter of concern, as was the lack of adequate seniors' housing and length of wait times.

Seniors, caregivers and service providers participated in the project and offered a number of suggestions for improvement to age-friendly barriers in Halifax, including the creation of more parking spaces, particularly handicapped parking; the improvement of sidewalk maintenance in winter time; the lengthening of signal times related to crosswalks and/or the addition of a pedestrian-only signal light; the addition of more benches and washrooms in public spaces, particularly shopping centres; sensitivity training for bus and taxi drivers; he creation of a central information service for seniors; the provision of relevant information in large-print from all provincial, federal and municipal governments; improvements to the Continuing Care services provided by the province; and the creation of more seniors' housing at all levels.

The impact of the Age-Friendly Cities report on Halifax's policy and regulatory framework is not evident from Halifax's policies and regulations currently in place.

8.3 Guysborough County: Rural and Remote Age Friendly Guidebook

As part of the Age-Friendly Rural and Remote Communities (AFRRC) Initiative, in 2008, the Nova Scotia Centre on Aging completed a report to present findings on the age-friendliness of Guysborough County (14). Participants were asked to comment on the eight topic areas identified by the World Health Organization. The purpose of the report was to produce a practical guide for advocacy.

Isolation and cost of travel was raised by residents of remote communities. Where public transportation is nonexistent and taxis scarce, seniors found themselves relying on friends and family to get to appointments.

A lack of housing options was also a matter of concern for participants in the study. There are wait lists for dedicated seniors' apartments in Guysborough County, too few accessible units,

rising fuel costs for heating homes (which are often older and poorly insulated) and confusion about government programs such as grants for home renovations.

Participants suggested that more seniors' housing would be a welcome improvement in the County. A solution to transportation challenges was less forthcoming; a subsidized shuttle, a call center for organizing seniors' resources, and an awareness-raising campaign to highlight gaps in services and mobilize younger generations to assist local seniors were among the suggestions.

In 2013, the Municipality of the District of Guysborough through its Municipal Planning Strategy (MPS) identified an aim to diversify housing options for a range of residents, explicitly including seniors, by considering a wide range of housing types suitable to the needs of senior citizens (14).

The Guysborough MP acknowledged the difficulty of accessing services and institutions for seniors lacking transportation opportunities and committed to undertake a public transportation study analyzing options linking rural settlements and coastal communities to the Municipality's growth centres.

The information in the AFRRC report highlighted key age-friendly barriers to ensure that the concerns of older residents were heard and promoted awareness of age-friendliness in the preparation of the community's Municipal Planning Strategy.

8.4 District of Chester: Age Friendly Community Plan

The Municipality of District of Chester in completed an Age Friendly Community Plan in June 2016 (13). Working with the Nova Scotia Department of Seniors and consultant David Harrison, TEAL Architects & Planners, Inc., their plan explored the critical needs of aging populations in the municipality and put forward an action plan for the municipality to become more age friendly (6). The report first defined the term "Age Friendly Community" to be one that:

- Promotes development intensification that encourages a wide range of community activities;
- Is built upon principles of accessibility and universal design for housing and the built environment; / Has adequate maintenance of all supporting infrastructure;
- Provides walking and recreational opportunities, including programming and support for volunteerism, to better enable interaction between seniors and other age groups;
- Supports transportation and appropriate access to health services;
- Promotes partnerships between government, private and non-profit sectors to ensure adequate housing and care services are provided.

Existing challenges within the municipality to meeting these objectives were identified. and presented. Recommendations made were to:

1. Establish an Age Friendly Community Action Team to address the issues, focus on four "Opportunity Projects" and help establish a collaborative approach between the Municipality and senior levels of government.

2. Align the Municipality's Community Development Department to provide management support to the Action Team and provide planning solutions in its capacity of championing the establishment of an Age Friendly Community.

8.5 Town of New Glasgow and in the Municipality of the County of Pictou – Age-Friendly Community Plan

In 2012, the Town of New Glasgow and the Municipality of the County of Pictou (15), in partnership with the Nova Scotia Department of Seniors, conducted an Age-Friendly Assessment in their communities. Focus groups, surveys and interviews were completed with seniors, care givers and service providers in the two units. Eight topic areas in the research included; outdoor spaces and buildings, transportation, housing, respect and social inclusion, social participation, communication and information, civic participation and employment and community support and health services.

In 2014, the Town of Glasgow adopted an Age Friendly Community plan and began using it as a companion piece to its Community Economic Development Plan.

New Glasgow prioritized ensuring that its infrastructure, programs, and services respond to the needs of an aging population. Some examples of the work completed include age friendly signage, sidewalk upgrades, seniors programming, regional workshops including a workshop to promote business opportunities for an aging population and hiring an age friendly summer assistant.

New Glasgow also partnered in the 55 Plus Games in 2015, an event that enjoyed increased participation, and hosted a very successful Silver Economy Summit, which particularly caught the attention of the awards committee. In 2017, the town hosted a mentorship program, which trains retirees to mentor career-minded youth. The town is also working towards accessibility in all its buildings and is partnering with the local seniors' club to establish an Age Friendly Centre.

In March 2018, the Town of New Glasgow was named a finalist for an international award that recognizes the best solutions and services in the field of aging well. While New Glasgow did not

win the award, it had competed against finalists from Canada, the United States and around the world.

8.6 Town of Wolfville: White Paper – Age Friendly Communities

In April 2015, the Town of Wolfville initiated the review of their key land use planning documents (31) – the Municipal Planning Strategy (MPS), Land Use Bylaw (LUB) and Subdivision Bylaw (SUB).

The process involved extensive stakeholder and public consultation both in person and online. The feedback brought to light the range of community concerns related to housing choice, in particular, housing options for seniors, students, and young families.

The completion of an Age Friendly Community Plan was the critical first step in assuring the long-term achievement of being a holistic and sustainable age friendly community. As part of that, the Wolfville definition of what it means to be "Age Friendly" is being explored and defined.

8.7 Dartmouth Village on Main - Age Friendly Community Plan

In 2013 the Dartmouth Municipal Plan and Land Use By-law established goals to transform the District into a mixed-use (residential / commercial) area through a streamlined planning approval process. The result was the 'Village on Main' and designation of a Main Street Community Improvement District, which included approximately 180 businesses and 45 health and wellness services along the Main Street corridor (12).

In June 2017, the Age Friendly Community (AFC) Plan (12) became an integral part of that change aiming to create and support:

- The designation of the District as an Age Friendly Community and certified as such by the World Health Organization;
- Transformation of the community into a suburban village that blends commercial and residential opportunities;
- An inclusive and sustainable community where spaces and neighbours are welcoming and connected;
- Solidifying the commercial district – already location of the largest number of health services in Nova Scotia – as a "health hub";
- The use of an "age friendly" lens by taking an "8 to 88" approach for planning and decision-making;
- Transformation of the area's housing stock, ensuring that residents are cared for, involved in the community, and are able to "age well in place" in their own community, and,
- Pursuit of community economic development opportunities associated with an

aging population.

The (2017) Age Friendly Community Plan was the starting point for addressing current and future challenges facing the Village on Main (12). It provided the foundation and a proven method that will keep the AFC Plan focused on implementation and moving forward as a "living document."

The preceding examples present various approaches to building a community network that is inclusive of seniors and constructively engages their point of view. All of these examples are government led, whether by the local municipality, the region or county, or a provincial initiative. In many cases partnering between various levels of government was employed and necessary. Unlike traditional forms of community consultation, each initiative engaged seniors as part of the process that informed key infrastructure decisions.

Many age-friendly community models have been developed based on research and input from older people and an analysis of existing government data on the experiences of seniors (2, 7, 9, 10, 11).

9 BEST PRACTICES

Best practice has demonstrated that the most successful outcomes are a result of thorough analysis of the many needs of the community as a whole, and the current state of age friendly infrastructure. To meet the challenges of building an age-friendly community, policy-makers and planners are encouraged to take a proactive approach and to engage with multiple stakeholders as well as empowering older people themselves to create the conditions for active ageing.

Eight features of an age-friendly community (29) are:

1. Outdoor spaces and public buildings that are pleasant, clean, secure and physically accessible.
2. Public transportation that is accessible and affordable.
3. Housing that is affordable, appropriately located, well built, well designed and secure.
4. Opportunities for social participation in leisure, social, cultural and spiritual activities with people of all ages and cultures.
5. Older people are treated with respect and are included in civic life.
6. Opportunities for employment and volunteerism that cater to older persons' interests and abilities.
7. Age-friendly communication and information available.

8. Community support and health tailored to older persons' needs.

There are three main sets of actors within a municipal context that are involved in planning for an age-friendly community that embodies the above eight characteristics (29). Table 9.1 below offers insight into what the municipal government, stakeholders and citizens and residents bring to the table in collaborative planning processes.

Table 9.1 Components and Actors

Actors	Components
Municipal Government	Bylaws, zoning, information provision, service provision, incentive creation, etc.
Stakeholders	Participation in incentive programs, provision of age-friendly buildings and developments, provision of services (e.g., health, transportation, construction & renovation, personal care services, etc.), adherence to best practices, etc.
Citizens and Residents	Participation in information sessions, community outreach, volunteering and working in service provision, use of facilities, provision of feedback to government and stakeholders about needs, etc.

Within a municipality, actors may fall into more than one category simultaneously.

10 FINAL RECOMMENDATIONS

As per Section 7 – Next Steps: Recommendations Towards an Age-Friendly Community for the Region of Queens Municipality, Best Practices and given the results of the Needs Assessment Survey the recommendation to the Queens Care Society in partnership with the Region of Queens Municipality is to:

1. Establish an *advisory committee* that includes the active engagement of older adults.
2. Secure a *local municipal council* resolution to actively support, promote and work towards becoming age-friendly.
3. Establish a robust and concrete *plan of action* that responds to the needs identified by older adults in the community.
4. Demonstrate commitment to action by publicly *posting the action plan*.
5. Commit to *measuring activities*, reviewing action plan results and reporting on them publicly.

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