



Clearwater Region

# SENIORS SOCIAL NEEDS ASSESSMENT

APRIL 2020







# Executive Summary

The Town of Rocky Mountain House, Village of Caroline, and Clearwater County have worked together to understand the social needs of seniors in the Clearwater Region. Under the auspices of the regional Family and Community Support Services (FCSS) program, this Needs Assessment was completed. A better understanding of the needs of seniors in the community will help agencies – including FCSS – in their efforts to serve seniors in the region.

A program of research was implemented to identify the needs. This research included three tactics: a survey of seniors (313 responses); a survey of agencies offering services to seniors (28 responses); and a program of interviews and meetings (22 perspectives).

Conclusions have been drawn based on the research conducted. Broadly these include the following.

- The population of seniors is increasing in the Clearwater Region.
- Seniors are generally happy with their quality of life.
- There are plentiful programs and services.
- Transportation challenges exist.
- Loneliness and isolation impacts seniors.
- Mental health is a concern.
- The affordability of services is impacting some.
- There is a need for affordable housing.
- Personal safety concerns exist.
- Ongoing communication and promotion of programs and services is needed.
- Small volunteer opportunities are beneficial to those providing them and those receiving their benefits.



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## Section 1

# Introduction

The Town of Rocky Mountain House, Village of Caroline, and Clearwater County have worked together to understand the social needs of seniors<sup>1</sup> in the Clearwater region. Through the regional Family and Community Support Services (FCSS) program, this Needs Assessment was undertaken. A better understanding of the needs of seniors in the community will help agencies – including FCSS – in their efforts to serve seniors in the region.

This report presents a picture of the needs of seniors in the Clearwater Region. The conclusions given herein are a reflection of the research conducted - which is also displayed in this document. Each section of the report refers to a separate piece of research. The community context includes an analysis of the population with some projections. Existing municipal plans have been reviewed to document municipal support for seniors issues as well as identify any specific initiatives about seniors. An inventory of programs in the area specifically related to seniors is included as well. Finally the results from the community engagement efforts are reported. A survey with seniors in the region was fielded as was one with agencies. Stakeholder interviews and meetings were also convened.

A couple of issues are important to note. The first is to acknowledge that social needs for seniors is a very broad topic. Social needs encompass the wellbeing of people which includes social, emotional, spiritual, physical, and intellectual. For this Needs Assessment the focus is on issues traditionally considered as social services.

Secondly, to properly address the social needs of seniors requires the contributions and efforts of the entire community. As such, some of the issues identified in this report may be beyond the mandates or capabilities of many of the organizations and agencies or municipalities that have worked together in the production of this report. Each of the entities however can determine what they can contribute to addressing the issues. Equally true, each entity needs to determine where its limited resources are best applied to maximize its effectiveness. The identification of the social issues impacting seniors in the Clearwater Region provides an opportunity for all in the community to make a decision on how to best allocate their efforts and finite resources.

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<sup>1</sup> For the purposes of this study a senior is someone 60 years of age and older.



## Section 2

# Community Profile

## Clearwater County

Clearwater County is a municipal district in west central Alberta, which borders on both the Banff and Jasper National Parks along the scenic Icefield Parkway. It is a rural community west of Red Deer and north of Calgary which encompasses 18,691 square kilometers. Clearwater County had a population of 12,103 in 2018. On July 1, 2000, the name was changed from “Municipal District of Clearwater No. 99” to “Clearwater County”.

The region is rich in diverse natural beauty, resources, industry and culture. Its history consists of traders, explorers and entrepreneurs; both the Hudson’s Bay Company and North West Company set up trading posts in the 1800s. Later, prospectors and miners were attracted to the region’s coalfields. The region is home to two national historic sites: Nordegg’s Brazeau Collieries National Historic Site and The Rocky Mountain House National Historic Site.

The economy of the County is based on agriculture, oil and gas, and forestry, with tourism increasing in importance in recent years. In early 2017, a new regional tourism group called David Thompson Country was initiated by Clearwater County that oversees tourism and economic development in Clearwater County, Nordegg, the Town of Rocky Mountain House and the Village of Caroline. The County is recognized by many as a major location for sight-seeing and eco-tourism opportunities. The David Thompson Highway is Central Alberta’s gateway to the Rocky Mountains. Nearly 30 accommodation facilities exist in the County in addition to about 50 campgrounds with 1,500 individual campsites (campers alone account for over 140,000 visitors to the region annually).

The eastern portion of the County is dominated by rolling farmlands, with valleys, wetlands and pockets of woodlands. The western portion, often referred to as the ‘West Country’, is predominantly public land consisting of high prairies, foothills and mountains, most of which are forested. This is also much of the source water for the North Saskatchewan River and Red Deer River basins.

Clearwater County is adjacent to a major North American transportation corridor. The region is also home to some of the world's most beautiful mountain highway corridors - highway 11, the David Thompson Highway connects the region to the Rocky Mountains, and Canada's Banff and Jasper National Parks. As well, the Cowboy Trail, Highway 22, provides a north-south link for tourists and industry travel alike. The Forestry Trunk Road runs north-south in the region and is used extensively by the oil & gas and forestry sectors, as well as outdoor adventure enthusiasts to access the back country.

Residents of Clearwater County enjoy a high quality of life. County Council and staff work to ensure growth is managed effectively through the development of new lands, roadways and focusing on long-term planning initiatives that continue building a dynamic and diverse community. All while ensuring their policy targeting economic prosperity is combined with the efficient land management of the region's wilderness areas and ecological reserves.

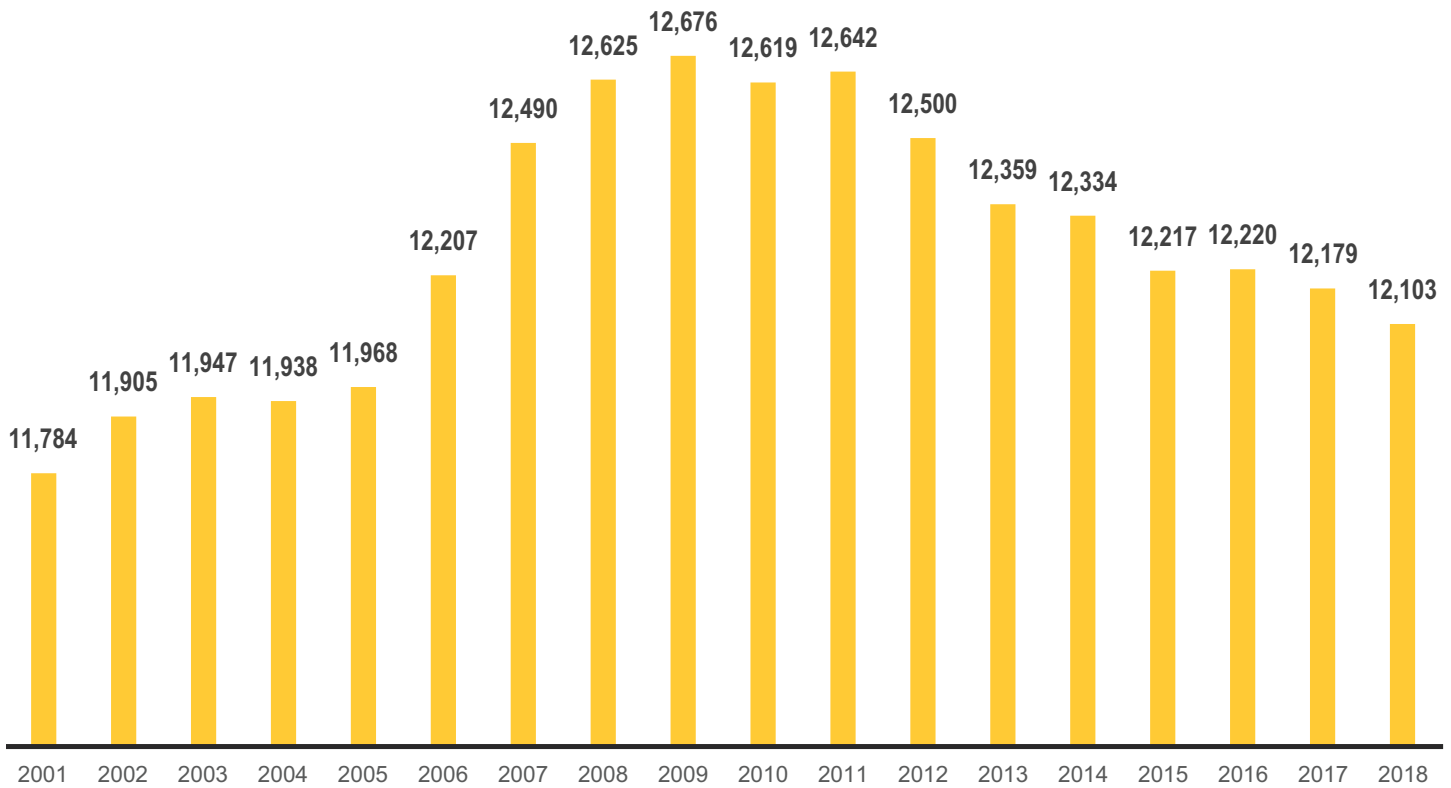
Health care services in the region are provided by Alberta Health Services. The Rocky Mountain House Health Centre provides 24-hour emergency service and has 26 acute care beds, among other services. Long-term care is available at the Clearwater Centre which is home to 70 residents and Westview Lodge which has 88 full care beds and 72 independent living beds. Acton House and Columbus Place offer independent living with 20 and 36 units respectively. Park Avenue is a private retirement community located in the Creekside subdivision of Rocky Mountain House. Sunset Manor in Caroline has 8 independent living units; In Leslieville the McLeod Manor includes 4 units of independent living.

The County is comprised of several hamlets (Alhambra, Condor, Leslieville, Nordegg, and Withrow) and has the Town of Rocky Mountain House, Village of Caroline, and Summer Village of Burnstick Lake within its boundaries. Additionally, there are several First Nations within the area.

## Population

According to Alberta Municipal Affairs, Clearwater County has a population of 12,103 (2018). The population of Clearwater County declined 0.62% year-over-year, and decreased 2.07% in the last five years as illustrated in the chart below.

**Clearwater County Population**

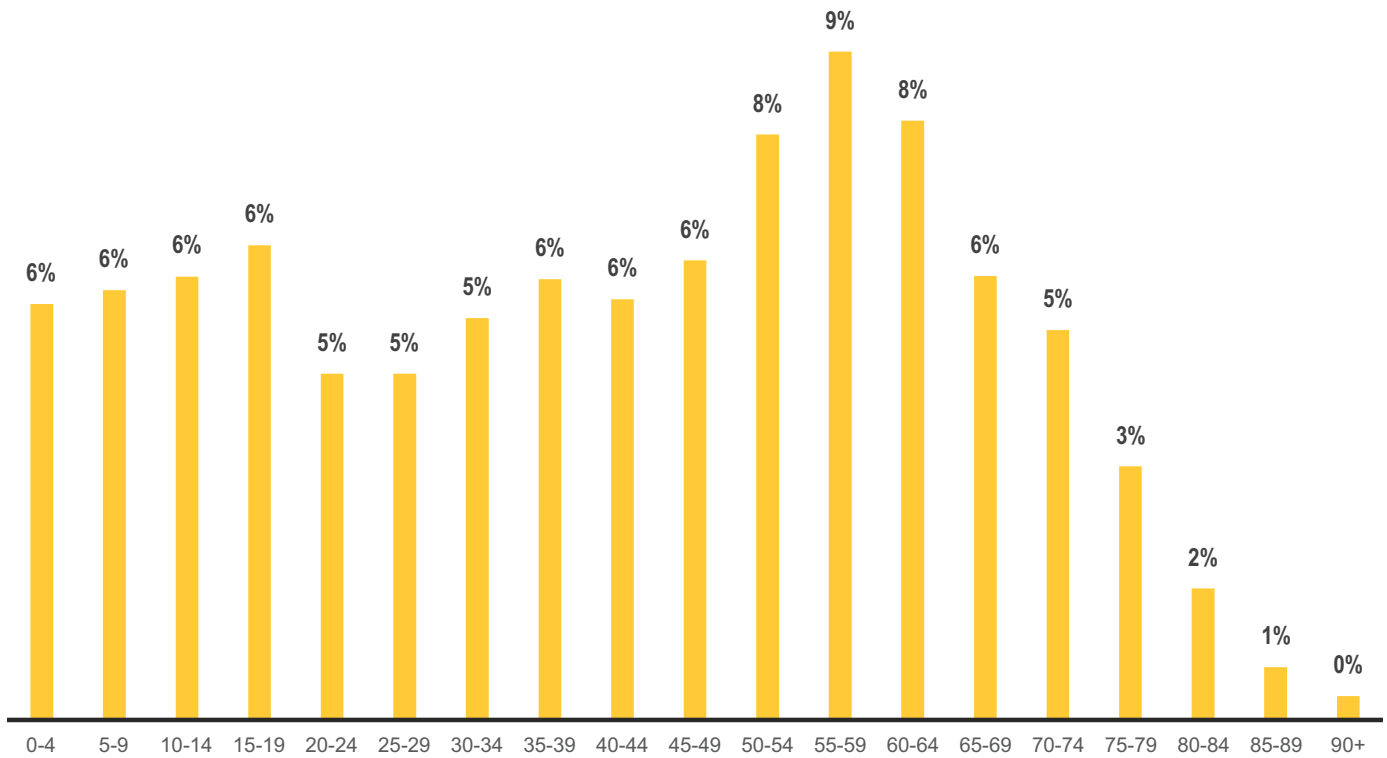


Source: Statistics Canada; Alberta Municipal Affairs (2019)



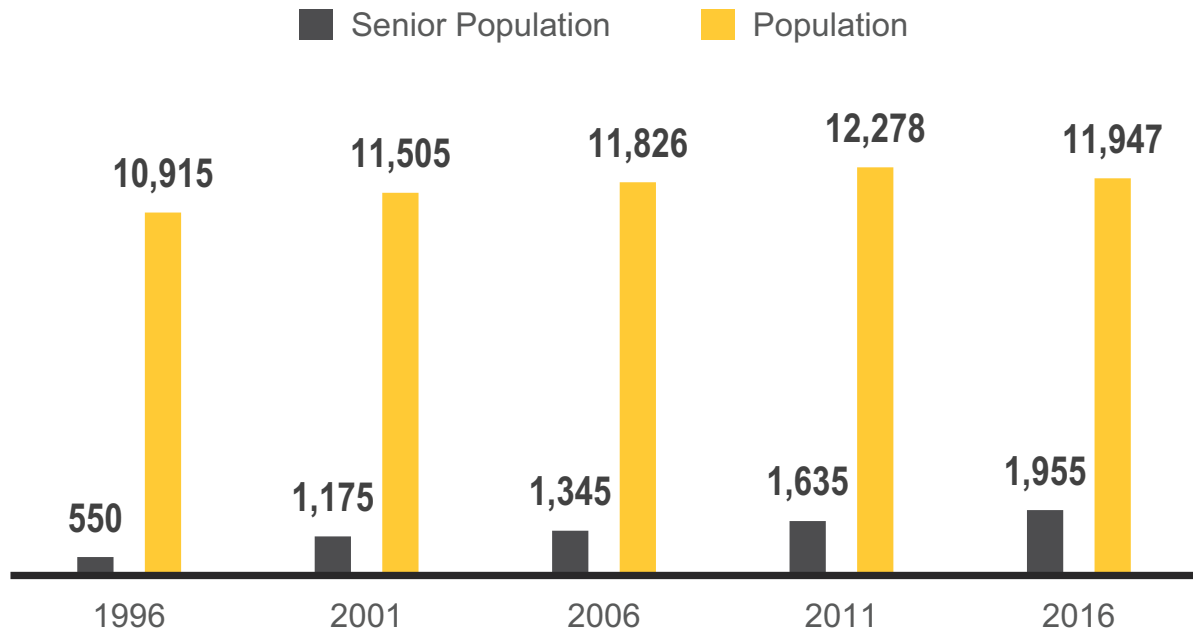
The following chart illustrates the population according to age group for the County population as of 2018.

### Clearwater County Population Distribution (2018)



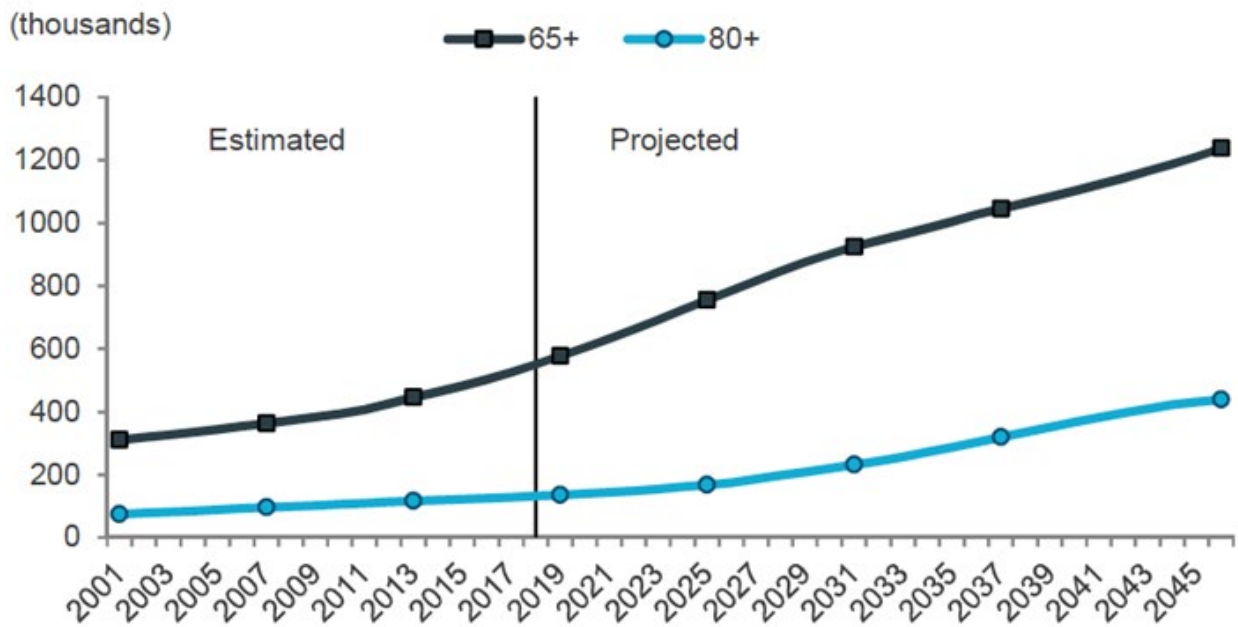
Source: Statistics Canada; Alberta Municipal Affairs (2019)

### Clearwater County 1996 - 2016 Census Total Population



Source: Statistics Canada (2019)

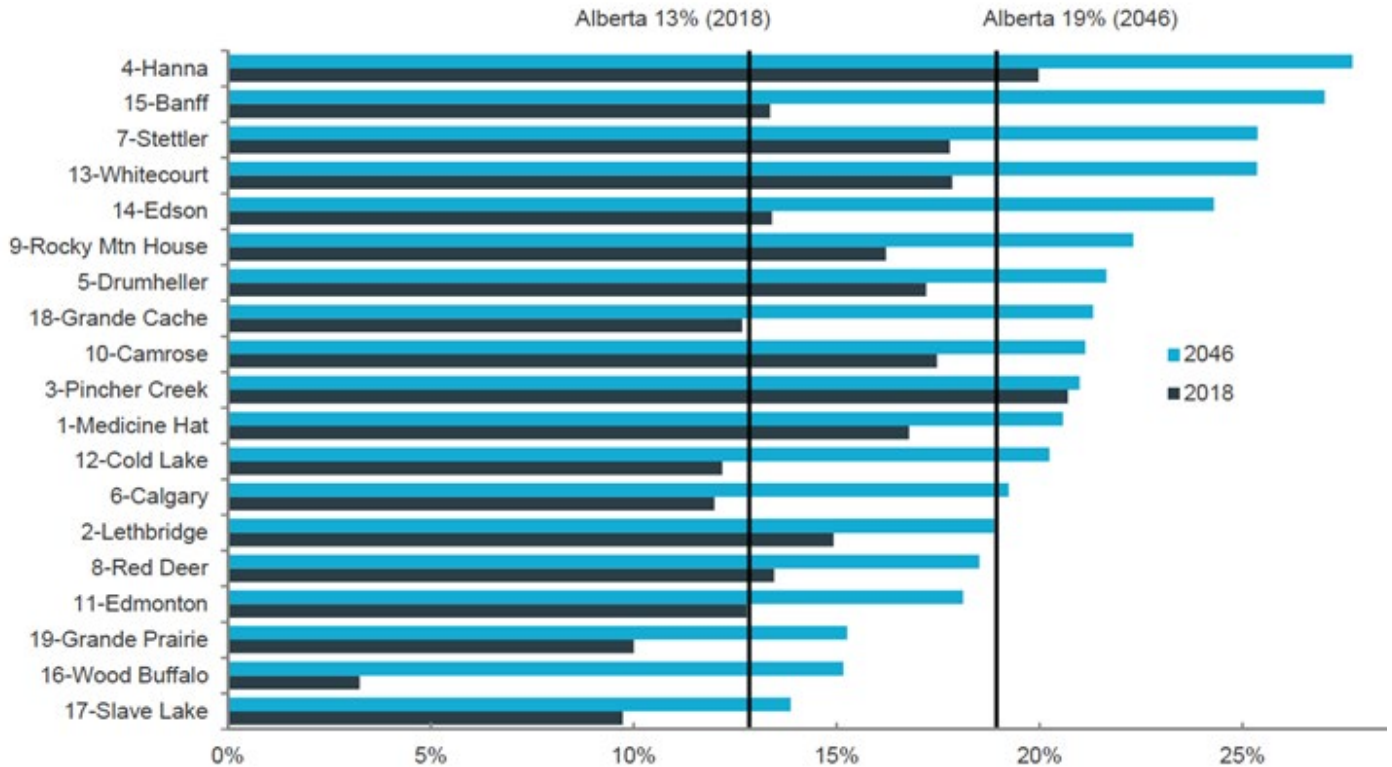
The following chart shows the Province of Alberta's projections for population segments of those over the age of 65, and over the age of 80. In 2018, 13% of Albertans were 65 years of age and older, and this number is expected to increase to 19% by 2046.



Source: Province of Alberta

Looking at specific regions (Census Divisions) in the province, it is predicted that the Rocky Mountain House region will have the 6th highest proportion of seniors out of 19 regions across the province.

### Regions with the highest Proportions of Seniors

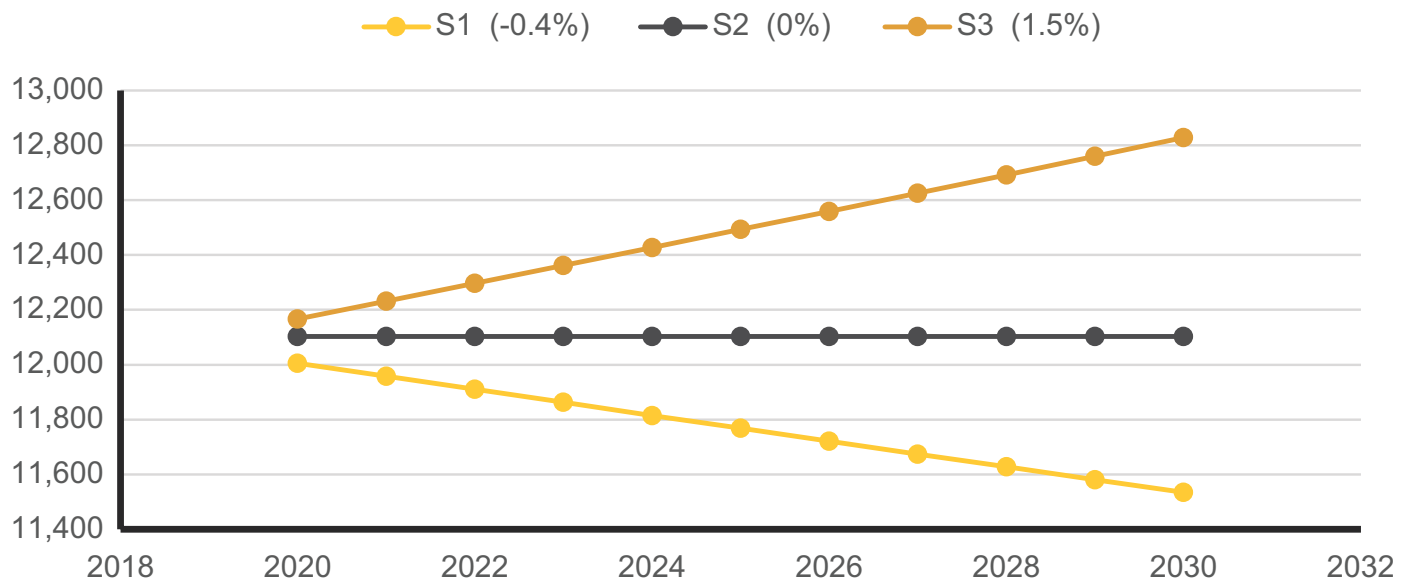


Source: Province of Alberta

Clearwater County has experienced growth fluctuations over recent decades, as such to project potential population rates for growth three scenarios were calculated. The first scenario was calculated using the population data from Alberta Municipal Affairs, which calculated the average year-over-year growth for Clearwater County for 2009-2018 was -0.4%. The second scenario is the assumption that there is no growth or decline. The third scenario uses the projected growth rate of 1.5%, which was the projected rate of growth from the findings of a land supply and growth study undertaken for the Town of Rocky Mountain House (2008).

Year	Scenario 1 (-0.4%)	Scenario 2 (0%)	Scenario 3 (1.5%)
2020	12,006	12,103	12,469
2021	11,958	12,103	12,656
2022	11,911	12,103	12,846
2023	11,863	12,103	13,038
2024	11,815	12,103	13,234
2025	11,768	12,103	13,432
2026	11,721	12,103	13,634
2027	11,674	12,103	13,838
2028	11,628	12,103	14,046
2029	11,581	12,103	14,257
2030	11,535	12,103	14,471

### Clearwater County Growth Projections 2020-2030



Source: Statistics Canada; Alberta Municipal Affairs (2019)

Identified in the following chart are selected population and demographic characteristics from the 2016 Statistics Canada population Census, which compares the County to Provincial figures/trends. The total population for the County identified by the 2016 Census was 11,947. Between the 2011 and 2016 Censuses, the County's population decreased by 2.7%; during that same period the Province of Alberta's population grew by 11.6%. It should be noted that the bulk of Alberta's growth has occurred within its major metropolitan centres, with many rural areas experiencing moderate growth or decline over this period.

Compared to the provincial averages, the Clearwater County has a slightly older population. The average age in the County is 41 years old, compared to an average 38 years old in the Province. As well 16% of the County's population is 65 years of age or older, compared to the Province where only 12% of the population is 65 years of age or older.

Characteristic	Clearwater County	Province of Alberta
Overall Growth (2011-2016)	-2.7%	11.6%
Gender Distribution	52% male/48% female	50% male/50% female
Aboriginal Population	5%	16%
Visible Minority	1%	11%
Average Age	41	38
% Population Under 14	18%	19%
% Population 15-64	66%	69%
% Population 65+	16%	12%
Married or Living Common Law	69%	59%
Not Married or Living Common Law	31%	41%
Household Size	2.5	2.6
Couple Families	90%	84%
Lone Parent Families	10%	16%
Median After Tax Household Income (2015)	\$75,322	\$80,300
Median After-Tax Income of Families (2015)	\$86,800	\$81,065
Median After-Tax Income of Lone Parent Families (2015)	\$54,144	\$47,776
Education – No Certificate, Diploma, or Degree	26%	21%
Education – Secondary School Diploma or Equivalent	29%	30%
Education – Post-Secondary Certificate, Diploma, or Degree	45%	49%

Source: Statistics Canada

# Town of Rocky Mountain House

Rocky Mountain House is a town in west-central Alberta, Canada located approximately 77 km (48 mi) west of the City of Red Deer at the junction of the Clearwater and North Saskatchewan Rivers, and at the crossroads of Highway 22 (Cowboy Trail) and Highway 11 (David Thompson Highway). The surrounding Clearwater County's administration office is located in Rocky Mountain House.

In 1799 the North West and Hudson's Bay companies set up rival posts here on the North Saskatchewan River. During the 76-year history of trade at the site, nine different Indigenous groups visited the area. Explorer, fur trader and renowned mapmaker, David Thompson and his wife Charlotte Small used this post as a base for discovering a pass through the Rocky Mountains. Today, Rocky Mountain House is a National Historic Site.

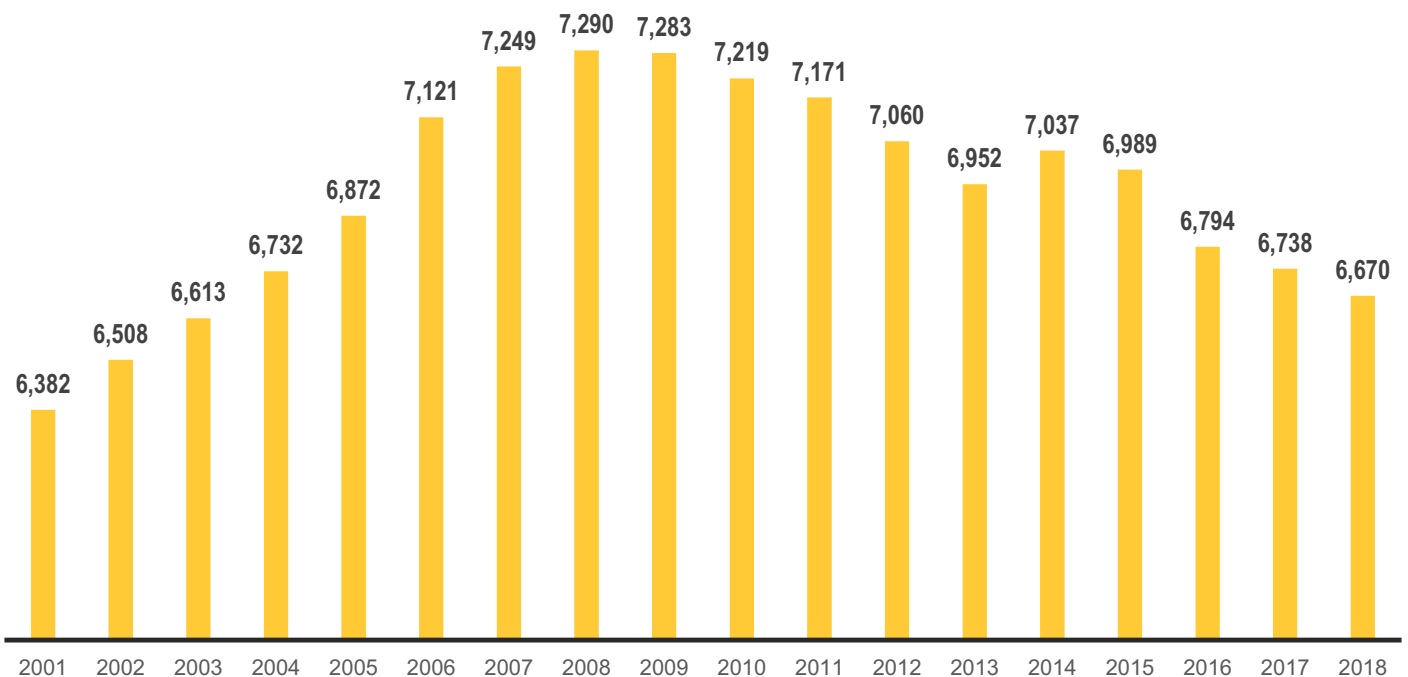
The Town of Rocky Mountain House's tourism theme is "Where Adventure Begins!" This recognizes the Town's history of being a trading post and for its connection to explorer David Thompson, who came to the area under the employ of Hudson Bay Company. There are abundant trails, rivers, lakes, streams, and natural resources to enjoy hunting, camping, fishing, hiking, horseback riding, mountain biking, snowmobiling, cross-country skiing, and quading.

The Town of Rocky Mountain completed an infrastructure makeover of Main Street in 2015 to make Main Street the central point of the community.

## Population

According to Alberta Municipal Affairs, Rocky Mountain House had a population of 6,670 in 2018. The population of Rocky Mountain House declined 1.01% year-over-year, and decreased 4.06% in the last five years as illustrated in the chart below.

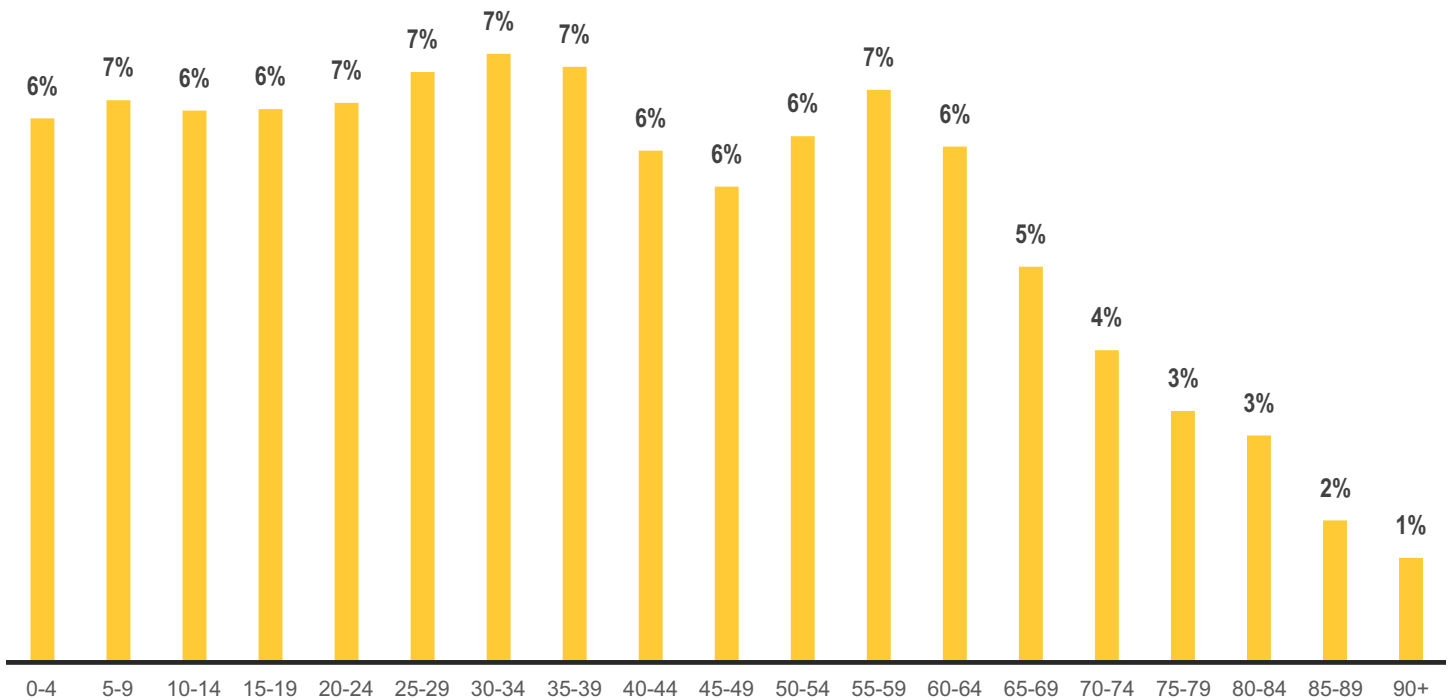
**Rocky Mountain House Population**



Source: Statistics Canada; Alberta Municipal Affairs (2019)

The following chart illustrates the population according to age group for the Town in 2018.

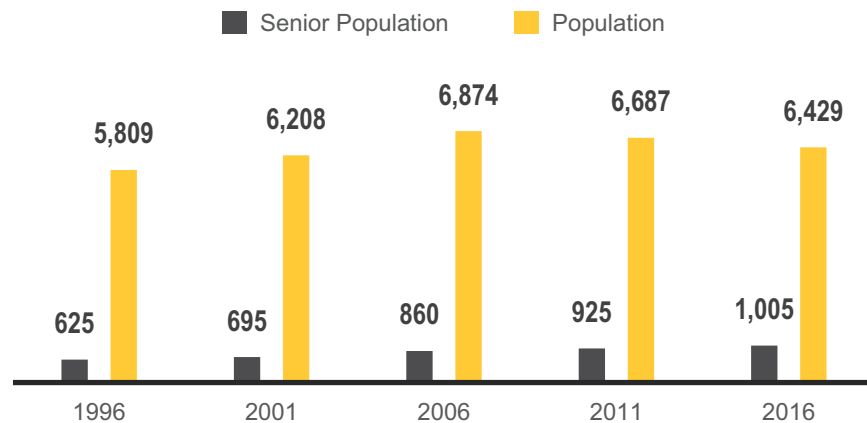
### Rocky Mountain House Population Distribution (2018)



Source: Statistics Canada; Alberta Municipal Affairs (2019)

The Canadian Census data shows that the population of Rocky Mountain House increased between 1996 and 2006, however the population has been slightly decreasing since 2006.

### Rocky Mountain House 1996 - 2016 Census Total Population

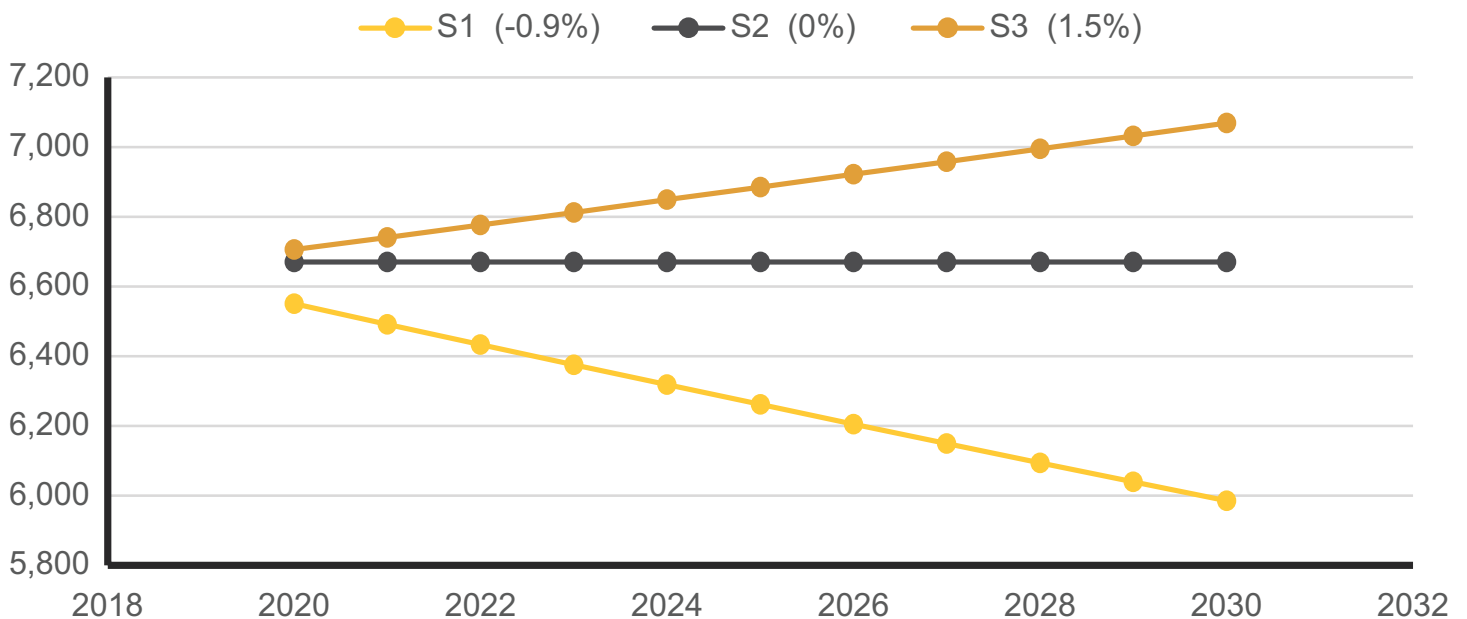


Source: Statistics Canada (2019)

The Town of Rocky Mountain House has experienced growth fluctuations over recent decades. As such, to project potential population rates for future growth three scenarios were calculated. The first scenario was calculated using the population data from Alberta Municipal Affairs, which calculated the average year-over-year growth in the Town for 2009-2018 was -0.9%. The second scenario is the assumption that there is no growth or decline. The third scenario uses the projected growth rate of 1.5%, which was the projected rate of growth from the findings of a land supply and growth study undertaken for the Town of Rocky Mountain House (2008).

Year	Scenario 1 (-0.9%)	Scenario 2 (0%)	Scenario 3 (1.5%)
2020	6,550	6,670	6,872
2021	6,492	6,670	6,975
2022	6,433	6,670	7,079
2023	6,375	6,670	7,185
2024	6,318	6,670	7,293
2025	6,261	6,670	7,403
2026	6,205	6,670	7,514
2027	6,149	6,670	7,626
2028	6,093	6,670	7,741
2029	6,039	6,670	7,857
2030	5,984	6,670	7,975

### Rocky Mountain House Growth Projections 2020-2030



Source: Statistics Canada; Alberta Municipal Affairs (2019)



# Village of Caroline

Caroline is a village in central Alberta, Canada. The Village is surrounded by rolling hills, farmland and ranches. It is located southwest of Red Deer and 50 km east of the Banff National Park Boundary.

The community is named after Caroline Langley, daughter of Mr. and Mrs. Harvey Langley. The family opened the community's original post office in 1908. Historically, numerous sawmills and logging outfits were located in and around Caroline, with many land owners clearing farmland and operating their own lumber mills.

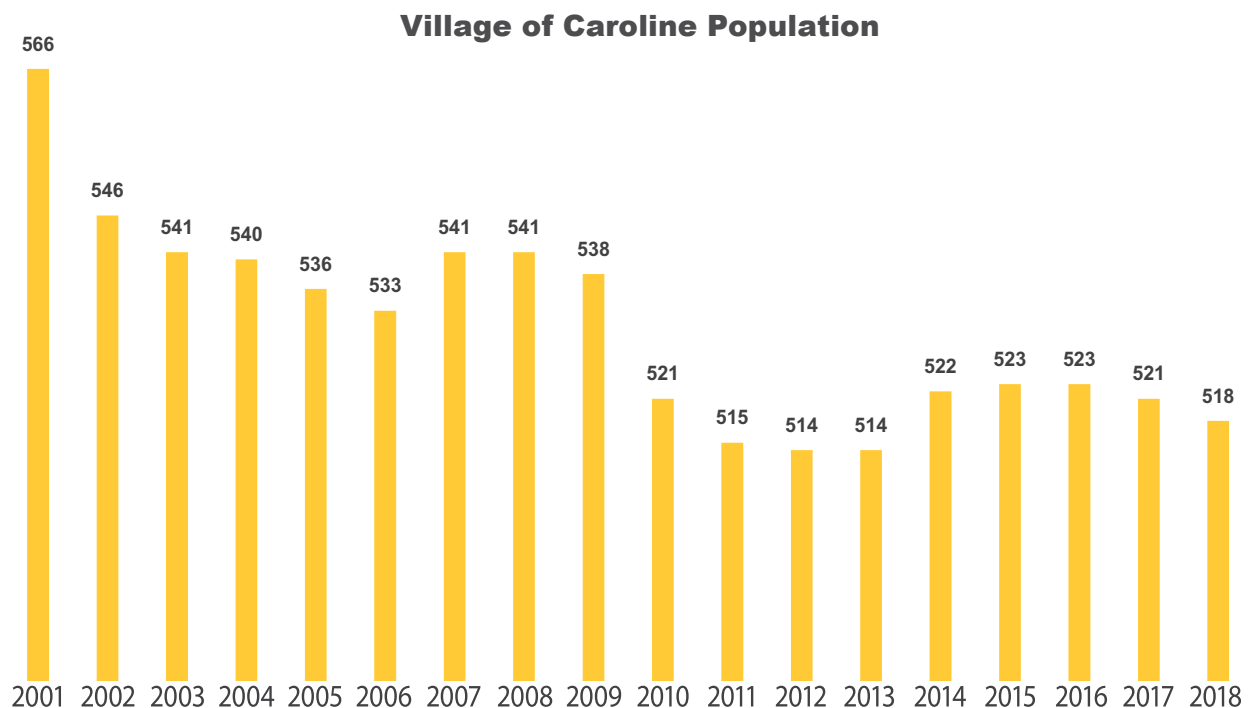
Caroline is known as a "Community of Choices", offering residents and visitors a wide range of services including retail and tourist amenities, as well as professional services supporting the regions' agricultural, oil and gas, and forestry industries. The Village offers a variety of recreation opportunities and facilities, including five community halls, skateboard park, community parks, and an arena.

The Village is the hometown of figure skating champion Kurt Browning. "Kurt's Korner", located in the Kurt Browning Arena, is a tourism attraction presenting memorabilia from his skating career. The Caroline and District Museum where visitors can learn of early Western Canadian history, is located within a restored schoolhouse.

In 2014 the Village of Caroline has added a Community HUB onto the Community Centre and the Kurt Browning Arena, that houses a preschool, fitness centre, boardroom, medical clinic, and dance studio.

## Population

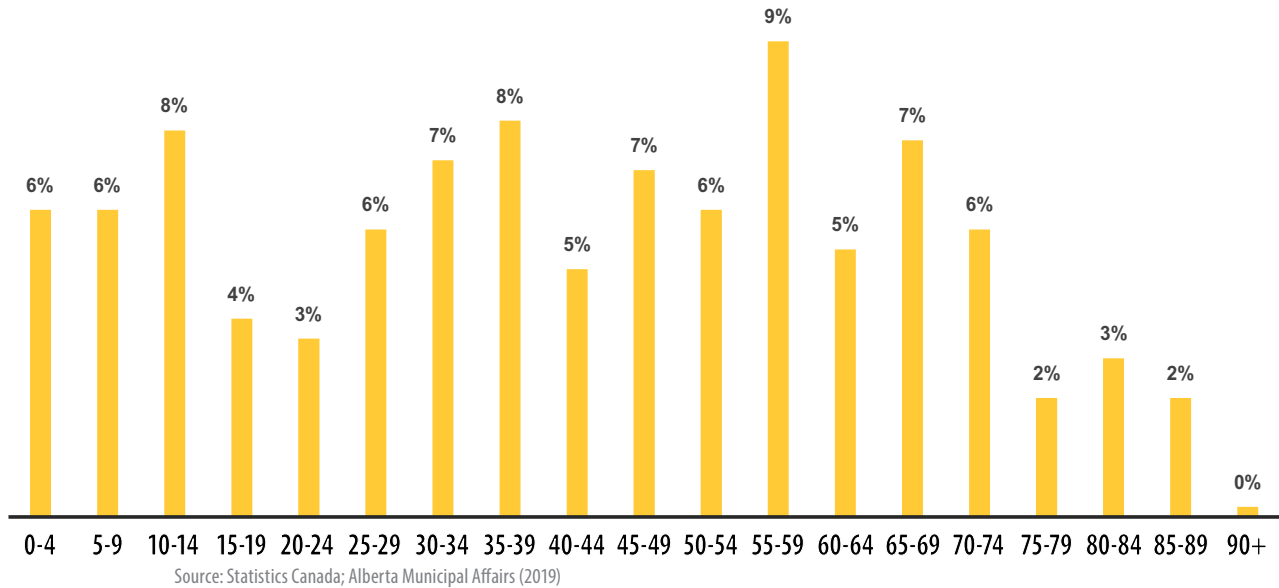
According to Alberta Municipal Affairs, Caroline had a population of 518 in 2018. The population of Caroline declined 0.58% year-over-year prior to 2015, and increased 0.78% in the last five years.



Source: Statistics Canada; Alberta Municipal Affairs (2019)

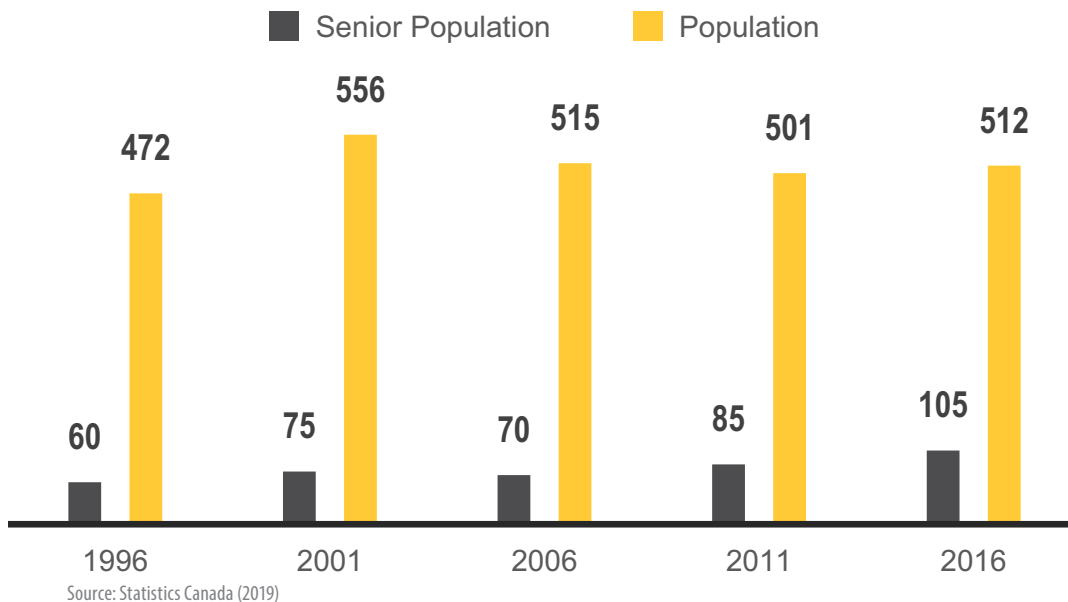
The following chart illustrates the population according to age group for the Village in 2018.

### Village of Caroline Population Distribution (2018)



The Canadian Census data shows that the population of the Village of Caroline increased between 1996 and 2001, however the population has been fairly stable since. During this time the senior population (older adults aged 65 years or old) has been steadily increasing in the community. In 1996 the senior population was approximately 13% of the Town residents, in 2016 the senior population was 21% of Town residents.

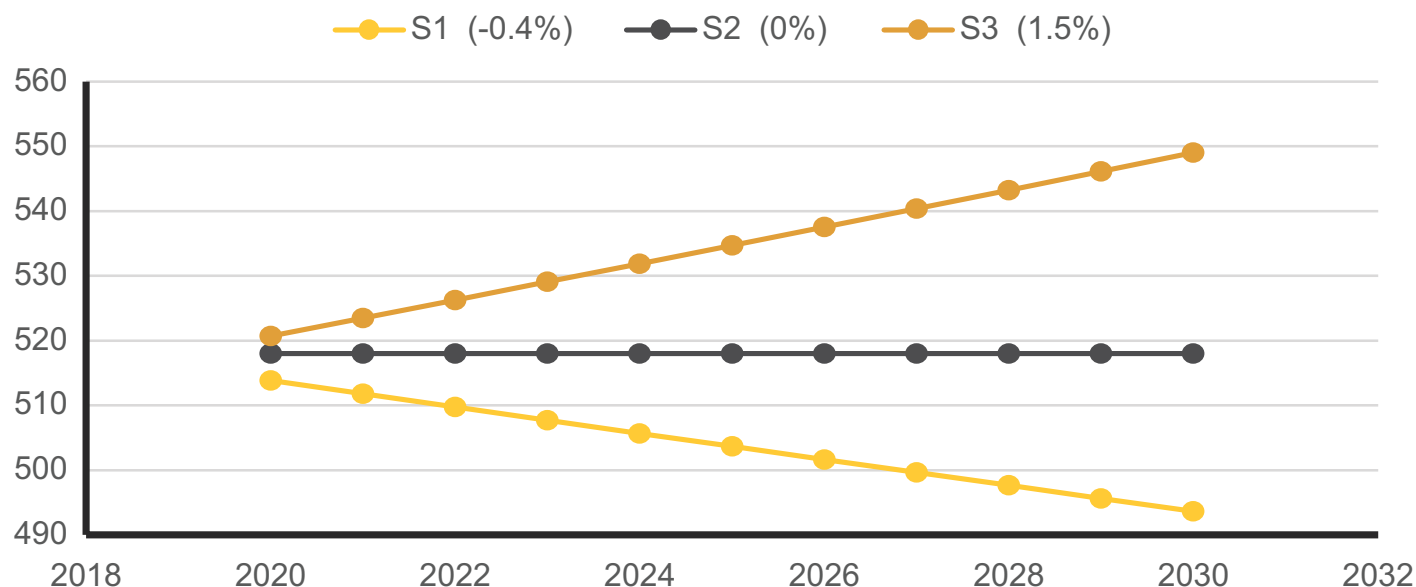
### Village of Caroline 1996 - 2016 Census Total Population



The Village of Caroline has experienced growth fluctuations over recent decades, as such to project potential population rates for future growth three scenarios were calculated. The first scenario was calculated using the population data from Alberta Municipal Affairs, which calculated the average year-over-year growth for the Village for 2009-2018 was -0.4%. The second scenario is the assumption that there is no growth or decline. The third scenario uses the projected growth rate of 0.53%, which was the projected rate of growth for the region utilized in a Province of Alberta population projection (2019).

Year	Scenario 1 (-0.4%)	Scenario 2 (0%)	Scenario 3 (1.5%)
2020	514	518	534
2021	512	518	542
2022	510	518	550
2023	508	518	558
2024	506	518	566
2025	504	518	575
2026	502	518	584
2027	500	518	592
2028	498	518	601
2029	496	518	610
2030	494	518	619

### Village of Caroline Growth Projections 2020-2030



Source: Statistics Canada; Alberta Municipal Affairs (2019)

The following three charts summarize the three population growth scenarios and present a regional total.

<b>Scenario 1 Summary (Decline)</b>	<b>2018</b>	<b>2020</b>	<b>2025</b>	<b>2030</b>
<b>Clearwater County</b>	12,103	12,006	11,768	11,535
<b>Rocky Mountain House</b>	6,670	6,550	6,261	5,984
<b>Village of Caroline</b>	518	514	504	494
<b>Regional Total</b>	19,291	19,070	18,533	18,013

<b>Scenario 2 Summary (Stable)</b>	<b>2018</b>	<b>2020</b>	<b>2025</b>	<b>2030</b>
<b>Clearwater County</b>	12,103	12,103	12,103	12,103
<b>Rocky Mountain House</b>	6,670	6,670	6,670	6,670
<b>Village of Caroline</b>	518	518	518	518
<b>Regional Total</b>	19,291	19,291	19,291	19,291

<b>Scenario 3 Summary (Increase)</b>	<b>2018</b>	<b>2020</b>	<b>2025</b>	<b>2030</b>
<b>Clearwater County</b>	12,103	12,167	12,493	12,828
<b>Rocky Mountain House</b>	6,670	6,705	6,885	7,069
<b>Village of Caroline</b>	518	521	535	549
<b>Regional Total</b>	19,291	19,393	19,913	20,446

## Neighbouring Indigenous Communities

### Sunchild First Nation

The Sunchild First Nation is a Cree First Nation in Alberta, Canada, part of Treaty 6, signed on May 25, 1944, under the leadership of Chief Louis Sunchild. The reserve is located northwest of Rocky Mountain House. It shares the western border of the O'Chiese First Nation. According to Statistics Canada, in 2016, Sunchild First Nation had a population of 1,247; with a population of 749 residing on reserve.

The community is served by the Sunchild First Nation's administrative office, Sunchild First Nation School, Sunchild Health Centre, Sunchild convenience store, a community Headstart program, volunteer fire department, community corrections and a RCMP remote office.

### O'Chiese First Nation

The O'Chiese First Nation is located northwest of Rocky Mountain House. In approximately 1950, a group of fifteen families from the O'Chiese First Nation Band decided to sign an amendment to Treaty 6 and live on the reserve near Rocky Mountain House. According to Statistics Canada, in 2016, O'Chiese First Nation had a population of 1,108; with a population of 717 residing on reserve.

The traditional languages are Saulteaux and Cree. Approximately 70% speak Saulteaux fluently making Saulteaux the primary language. Chief and Council conduct their meetings, as well as Community and Elder meetings in Saulteaux. Saulteaux is taught in the Daycare, Headstart Program, and in the school. Culture is important to the O'Chiese people and is practiced regularly.

The O'Chiese First Nation offers a wide range of cultural programming for residents, including: youth cultural camps, Treaty Days, Sundances, Round Dances, and youth recreation programming. O'Chiese First Nation also provides initiatives for Elders allowing them to travel regionally via the O'Chiese coach bus.

# Clearwater Region Community Analysis

## Recreation Opportunities

Regional residents and visitors have access to a variety of recreational and leisure opportunities. Outdoor recreation opportunities are plentiful in the County, such as hiking, biking, camping and fishing. There are a variety of parks, from small community playgrounds to large provincial recreation areas, such as Crimson Lake Provincial Park and Cow Lake Natural Area, as well as outdoor tennis courts, outdoor skating arena, cross country ski areas and golf courses. Indoor recreation facilities in the area include the Christenson Sports & Wellness Centre, the Credit Union Co-op Aquatic Centre (indoor), and curling arenas. The Community HUB in Caroline is a multi-use facility that houses various recreation, health and wellness organizations, including a childcare facility. The HUB is connected to the Kurt Browning Arena.

The grounds at the North Saskatchewan River Park host the Rocky Rodeo (June) and the Battle of the Rockies WPCA Chuckwagon event (August). During the summer months the arena surfaces in Rocky Mountain House provide a space for drop-in sports and various other programming. The Kurt Browning Arena in Caroline is also used for agricultural activities such as the bullarama “Small Town Smack Down (April).”

The ongoing popularity of “agri-recreation” activities and pursuits are further reflected by the abundance of organizations in the region that offer events and programs for all ages and community members. The region is home to a number of 4-H clubs, equine groups and breed associations that use a variety of public and private spaces in the region for their programs and events.

Clearwater County has partnered with the Town of Rocky Mountain House and the Village of Caroline to provide recreation facilities and opportunities to residents and visitors alike. The County shares recreation funding with the Town of Rocky Mountain House on a fifty-fifty basis. Ninety per cent of the Village of Caroline’s recreation funding is provided by the County. Sharing the funding responsibility ensures that all residents have equal access to high quality recreation opportunities.

Clearwater County also provides support for local community hall groups in the form of insurance payment support and capital project grant funding.

## Health Indicators

The Clearwater Region is located within Alberta Health Services' local geographic area (LGA), Rocky Mountain House, and within the boarder 'Central Zone' (which is one of the five geographic zones created by Alberta Health Services). The 2017 Community Profile of Rocky Mountain House LGA report identified the following key primary and community health indicators.

### General Health Indicators

- The Central Zone (which Rocky Mountain House LGA is a part of) reports a higher level of obese adults than the provincial rate (27.2% vs 22.8%)
- Rocky Mountain House LGA has a higher proportion of Indigenous (8.4%) compared to the provincial rate (2.8%)
- Rocky Mountain House LGA has a similar proportion of residents 65 years of age or older who live alone compared to the provincial rate (23.2% vs. 25%)
- In 2015/2016 it was reported that the Family Physician rate in the Rocky Mountain House zone was 0.7 per 1000 residents; the provincial rate was 1.0 per 1000 residents (less doctors per 1000 people).
- The rate of residents 65 years of age or older who received the influenza vaccine was 47.9%, which is slightly lower than the provincial rate of 53.3%

## Economic Indicators

Examining the household income of Clearwater County reveals that the median household income in 2015 was \$87,979, which is \$5,857 lower than the Alberta median total household income for 2015. If we look at the median total income of one-person households in 2015 we see Clearwater County fall further below the province with \$38,784 averaged in the County, compared to \$47,948 in Alberta.

The County has a higher percentage of residents aged 65 years or older categorized as low income (LIM-AT) with 11.1% if residents categorized as low income, versus 8.6% at the Provincial rate.

There are 4,660 private dwellings in the County according to the 2016 Census, of that total 1,225 (26%) are primarily maintained by people over the age of 65 years old.



## Section 3

# Plan Review

A review of high level municipal strategic planning documents was undertaken for Clearwater County, the Town of Rocky Mountain House, and the Village of Caroline. Each municipalities' Municipal Development Plan was reviewed as were the Strategic Plans of the County and the Town. In each instance the municipality positions itself as a community.

## Clearwater County

### Clearwater County 2019 – 2022 Strategic Plan

The Strategic Plan identifies the strategic priorities of Clearwater County Council thus providing a clear direction for the future.

Vision Statement:

*Community, prosperity and natural beauty - connected.*

Mission Statement:

*Through proactive municipal leadership, we will invest innovatively to generate and support economic and population growth, to position Clearwater County for a sustainable, prosperous future.*

Clearwater County created this strategic plan around five pillars: Economic Prosperity, Governance Leadership, Fiscal Responsibility, Environmental Stewardship and Community Social Growth.

Innovative Housing is a goal of the County within its Economic Prosperity pillar with a specific strategy related to hamlet growth and long-term seniors' care.

The Community Social Growth pillar refers to the health and well-being of the community and its residents. Actions stemming from this pillar may include housing strategies, cultural events, recreational activities or community heritage policies.



## Clearwater County Municipal Development Plan (2010)

The Clearwater County Municipal Development Plan (2010) provides a vision of what the community of Clearwater County desires to be 25 - 30 years from now. The dimensions of the vision is clarified by a series of guiding principles. Directions on how to pursue the vision are provided through a series of land use and community development goals and policies that address environmental, economic and social components.

Clearwater County values safe, rural lifestyles through:

- a diverse, productive and sustainable economy, including an active, vital agricultural sector;
- diverse rural residential opportunities; and
- an active, deep respect for a sustainable environment as a significant component of the quality of life desired by the community's residents.

Rural residential goals are:

6.1.1 Facilitate appropriately located and serviced rural residential development to meet the diverse housing needs of the County's residents.

6.1.2 Minimize the impacts of rural residential development on productive agricultural lands and environmentally sensitive areas.

6.1.3 Promote rural residential development that contributes to a sustainable settlement pattern.



# Town of Rocky Mountain House

## Town of Rocky Mountain House 2018 – 2022 Strategic Plan

The Strategic Plan, entitled “Imagine Rocky” sets a direction towards a future vision of the community. The Plan also identifies strategic priorities and goals.

Vision Statement:

*To be a destination of choice, to play, stay and grow.*

Mission Statement:

*To provide common sense leadership rooted in openness, trust and transparency.*

The Strategic Plan identified seven strategic priorities:

1. The Town of Rocky Mountain House is maintaining our community’s assets.
2. The Town of Rocky Mountain House has land available for all types of development.
3. The Town of Rocky Mountain House is a collaborative community.
4. The Town of Rocky Mountain House has organizational capacity to deliver high quality services.
5. The Town of Rocky Mountain House communicates, engages and is responsive to our citizens.
6. The Town of Rocky Mountain House is a tourism destination.
7. The Town of Rocky Mountain House is an environmental leader.

## Town of Rocky Mountain House Municipal Development Plan (2006)

The Municipal Development Plan (MDP) is the vision planning document that all other statutory documents, and ultimately, the Land Use Bylaw, is derived from.

The Municipal Government Act states that an MDP addresses future land use and development, the provision of municipal services and facilities, school and municipal reserves, and the coordination of transportation systems and infrastructure.

Vision Statement:

*The Rocky Mountain House community has become an attractive, well-planned, progressive, and sustainable community that encourages protection of the environment, promotes quality of lifestyle, and provides for a diversity of business, along with a full range of services. The community is a place where community members participate in decision making and choices reflect our local culture.*

Updates

Town Council approved a new MDP in May 2012 to guide all future development for the community and provide a vision for the sustainability of the community.

# Village of Caroline

## Village of Caroline Municipal Development Plan (2019)

Vision Statement:

*A prosperous community at the West Country's doorstep.*

The plan sets a goal for the provision of housing and neighbourhood design that references inclusive neighbourhoods with a range of housing types serving people of different incomes.

As a policy objective related to the goal of providing housing in the community, the Plan outlines the following related to the provision of housing for seniors:

The Village shall work in partnership with community agencies, non-profit organizations, senior levels of government and the business community in pursuing seniors housing options including the provision of independent living, assisted living and long-term care, which may include appropriate supporting services, amenities and mixed uses, when opportunities or funding programs arise.



## Inter-Municipal

### **Stronger Together: Building Opportunities for our Future (2013)**

The municipalities of Clearwater County, Village of Caroline and Town of Rocky Mountain House established an inter-municipal collaborative framework in 2013, in order to be "...able to identify current and future issues where joint benefits may be realized through more formalized, rigorous processes and cooperation".

The agreement outlines how the three communities can best work together to achieve community benefit by providing a roadmap of the process and procedure for collaboration.







## Section 4

# Age Friendly Communities

“Age friendly” is a concept, largely spearheaded and studied by the World Health Organization, that focuses on making places, spaces and services more inclusive and accessible for aging adults or seniors with varying levels of physical and social capacities and needs. Age friendly environments promote health; build and maintain physical and mental capacity across the life-course; and enable people, even when experiencing capacity loss, to continue to do the things they value.

Creating policies, systems, services and products that are age friendly requires governments and service providers to think carefully about the facilities they design, build and operate; the way people get to facilities and services; and the way people interact with facilities and services.

Age friendly communities, spaces and services promote healthy, active aging. Residents in age friendly communities should feel supported in maintaining their independence and have access to all services and spaces they desire without physical or social barriers. A 2015 World Health Organization report<sup>1</sup> highlighted the need for communities to deliver better outcomes for older adults such as helping building older people’s abilities to:

- meet their basic needs,
- learn, grow and make decisions,
- be mobile,
- build and maintain relationships, and
- contribute.

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<sup>1</sup> World Health Organization (2015) World Report on Aging and Health. Retrieved from: [https://apps.who.int/iris/bitstream/handle/10665/186463/9789240694811\\_eng.pdf?sequence=1](https://apps.who.int/iris/bitstream/handle/10665/186463/9789240694811_eng.pdf?sequence=1)

As such, communities which consider and implement the concept of age friendly, will:

- recognize the wide range of capacities and resources among older people,
- anticipate and respond flexibly to aging related needs and preferences,
- respect older people's decisions and lifestyle choices,
- reduce inequities,
- protect those who are most vulnerable, and
- promote older people's inclusion in and contribution to all areas of community life.

The Government of Alberta identifies the following as key features of an age friendly community:

- well-situated public benches,
- clean, secure, and accessible public toilets,
- maintained and well-lit sidewalks,
- fully accessible public buildings,
- housing integrated in the community that accommodates changing needs and abilities as people grow older
- friendly, personalized service and information instead of automated answering services, and
- public and commercial services and stores in neighbourhoods close to where people live.



## Section 5

# Inventory of Regional Services

There is a large and varied list of social programs and services available to seniors in the Clearwater Region. The following tables present an inventory of these services; it should be noted however that this list may not be all-inclusive.

	Service/ Program Name	Description/ Purpose	Targeted Population	Location	How often is it offered?	Number of Senior Participants	Trends in Participation	Provider
CLEARWATER COUNTY	<b>Affordable Housing program</b>	7 Post House units, all seniors	Low income residents	Post House Building (next door to Town Office)	As available when an existing tenant moves out	7 residents in Post House apartments who are seniors	Increasing	Clearwater Regional FCSS
	<b>Aging Well in Place</b>	Intergenerational mentorship between youth (gr. 5) and seniors (at Westview Lodge)/FCSS Team participate on a committee that has a regional focus to address family violence in Central AB communities	Seniors and elementary students/all ages	Westview Lodge/ Sylvan Lake & West Central Region	Once a month/an excellent fall conference to raise awareness, meetings and initiatives, as needed	20-30 people/12 people on committee	New program	Clearwater Regional FCSS
	<b>Community Access Transportation</b>	Subsidized accessible transportation for seniors or others with mobility concerns	Anyone with mobility barriers to transportation, especially for medically related trips	Clearwater County	Monday through Friday	40-50 trips/month	Increasing	West Country Family Services Association

Service/ Program Name	Description/Purpose	Targeted Population	Location	How often is it offered?	Number of Senior Participants	Trends in Participation	Provider
<b>Community Volunteer Income Tax Program</b>	Volunteers process tax returns for low income seniors (and students, adults, single parents, those on AISH, etc.)	Low income residents/all ages of seniors	Clearwater Region	Year round	Estimate of 50-100	Increasing	Clearwater Regional FCSS
<b>Crime Prevention</b>	Give the public ideas to help prevent crime	Everyone	Clearwater County	Public meeting 4 times per year	Majority are seniors. About 30-40 per meeting	Increasing	Clearwater Community Crime Watch
<b>Crime Watch</b>	Sharing information to minimize personal and property being targeted for criminal activity	All rural residents	Clearwater County	Various time throughout the year	Unknown	Unknown	Clearwater Crime Watch
<b>Elder Abuse</b>	Support victims of Sexual Assault, Regardless of age, we work with individuals who need help		Central Alberta	Ongoing offer	Average of 1-12	Stable	Central Alberta Sexual Assault Support Centre
<b>Home Support</b>	Light Housekeeping	Seniors	Clearwater County	Monday through Friday	60 clients/ month	Stable	West Country Family Services Association
<b>Housing Support Services</b>	Provide housing support to any marginalized individual	Any person	Clearwater County	Ongoing	15 per year	Increasing	Mountain Rose Centre
<b>Lifeline</b>	Personal emergency response system	Anyone who lives alone or has pre-existing medical concerns or has a fall risk	Clearwater County	24 hours a day/7 days a week	100+ monthly subscribers	Stable	West Country Family Services Association
<b>Regional Vision for Non-Violence committee involvement</b>	FCSS Team participate on a committee that has a regional focus to address family violence in Central AB communities	All ages	Sylvan Lake & West Central Region	A fall conference to raise awareness, meetings and initiatives, as needed	12 people on committee	New Program	Clearwater Regional FCSS



CLEARWATER COUNTY	Service/ Program Name	Description/Purpose	Targeted Population	Location	How often is it offered?	Number of Senior Participants	Trends in Participation	Provider
	<b>Rocky Senior Housing Fdn Fiscal Agent  FCSS Project Coordinator</b>	For programs and services in the region that fit the FCSS mandate. Must be board-approved/Grant funding recieved for a 2-year project 1. Conduct Seniors Social Needs Assessment 2. Contract a Seniors Coordinator to implement findings.	All ages but West Country Home Support Program & Lifeline programs receive large grants yearly from FCSS. Caroline Family Centre receives funding as well for their Mentorship Program - some mentors are seniors. The Compassionate Care Society received a grant for the new Hospice that will open this Oct/Nov. They provide end of life care for all ages. Central Alberta Pregnancy Care Centre received a grant for the RMH Satellite Office - programming for all ages, including sexual assault and post-abortion counselling, etc. Funding provided to the Evergreen Community Club for the Family Dance this summer - all ages from the Evergreen area to connect neighbours and prevent isolation. Seniors in the Clearwater Region	Clearwater Region	Year Round	Hundreds to Thousands/aiming for 400	Increasing	Clearwater Regional FCSS
	<b>Rural Link</b>	Intergenerational mentorship between youth (gr. 5) and seniors (at Westview Lodge)	Seniors and elementary students	Westview Lodge	Once a month	20-30 people	New Program	Clearwater Regional FCSS
	<b>Regional Vision for Non-Violence committee involvement</b>	FCSS Team participate on a committee that has a regional focus to address family violence in Central AB communities	All ages	Sylvan Lake & West Central Region	A fall conference to raise awareness, meetings and initiatives, as needed	12 people on committee	New Program	Clearwater Regional FCSS
	<b>Seniors &amp; Youth Mentorship Program</b>	Connecting seniors and youth to provide intergenerational learning and sharing of wisdom	Seniors and adolescent/teenaged youth	Seniors Lodge	1-2x per month/year long	20	Increasing	Clearwater Regional FCSS

CLEARWATER COUNTY	Service/ Program Name	Description/Purpose	Targeted Population	Location	How often is it offered?	Number of Senior Participants	Trends in Participation	Provider
	<b>Seniors Week/ Volunteer Appreciation Gala</b>	First week of June to celebrate seniors/Yearly event to celebrate local volunteers, seniors included.  FCSS Coordinator travels around the region to appreciate volunteers (gift cards, gift baskets, treats, etc.)	All seniors: those who are active in the community & seniors in care.  All ages of seniors	Clearwater Region	Once a year	100 seniors appreciated via group appreciation in 2019	Increasing	Clearwater Regional FCSS
	<b>Snow Angels Program</b>	Clients call or drop in and the FCSS Team makes referral to local programs & services/volunteers assist seniors or those with limited mobility to remove snow and debris from their driveway	All ages, including seniors with various needs/seniors and those with mobility/health issues.	FCSS Office/ Rocky Mountain House	Year Round	Estimate of 10-20 as this winter is only the 2nd year for the program	Stable	Clearwater Regional FCSS
	<b>Volunteer Centre</b>	Senior-aged volunteers connected with local opportunities	All ages of seniors	Clearwater Region	Year Round	20-40 senior volunteers on the registry	Increasing	Clearwater Regional FCSS

ROCKY MOUNTAIN HOUSE	Service/ Program Name	Description/Purpose	Targeted Population	Location	How often is it offered?	Number of Senior Participants	Trends in Participation	Provider
	<b>Activity Program</b>	Activity Coordinators provide weekly activities for lodge residents. Some seniors from self-contained buildings access these activities as well	Westview Lodge residents/tenants in self-contained buildings	Westview Lodge	Monday through Friday	60 (lodge) 20 (senior self-contained)	Stable	Rocky Senior Housing Council
	<b>Anti-Coagulation Clinic</b>	Provide ongoing monitoring and regulation of patients on oral-anticoagulation medications	Patients prescribed with anti-coagulation medications	Rocky PCN, 4809 47th Ave, Rocky Mountain House	Tuesday, Thursday, and Friday	Over 100	Stable	Rocky Mountain House Primary Care Network
	<b>Bus to Co-op</b>	Trip to Co-op to go shopping every Tuesday	Lodge/self-contained	Westview Lodge/ Columbus Place	Weekly (Tuesday)	Varies - 16 maximum	Stable	Rocky Senior Housing Council
	<b>Bus to Cowboy Church</b>	Trip to Cowboy Church every Thursday	WVL/Self-contained/ some public	Westview Lodge	Weekly (Thursday)	Varies - 16 maximum	Stable	Rocky Senior Housing Council

Service/ Program Name	Description/Purpose	Targeted Population	Location	How often is it offered?	Number of Senior Participants	Trends in Participation	Provider
<b>Bus to Dovercourt Bingo</b>	Westview Lodge bus takes residents/community members to Dovercourt hall for Bingo on Tuesday evenings	Lodge/self-contained residents and some public, if room in bus	A few pick up points	Weekly	10	Stable	Rocky Senior Housing Council
<b>Chronic/ Complex Care</b>	This program will help seniors understand their chronic health conditions, and teach seniors to develop goals to help manage their health	Patients diagnosed with chronic and complex health conditions	Rocky PCN, 4809 47th Ave, Rocky Mountain House	As needed	Over 400	Stable	Rocky Mountain House Primary Care Network
<b>Community Engagement Program</b>	Provide support to individuals that have experienced violence that need systems navigation support (Alberta Works, AISH, WCB, Employment Insurance (application processes), resume/job assistance, volunteering, etc.	Any person	Clearwater County	Ongoing	12	Stable	Mountain Rose Centre
<b>Counselling/ Workshops</b>	To increase people's awareness and coping strategies, in order to foster stronger connections/relationships	All community members benefit as coping and connections are improved - one person at a time.	Sundre/Rocky Mountain House and area	To be determined - new projects upcoming	8 - 10 (approximate)	Increasing	Burden Bearers Counselling Centre
<b>Craft Night</b>	Adult craft night	Adult 15+	Rocky Mountain House Library	Various	N/A	N/A	Rocky Mountain House Library
<b>Diabetes Wellness</b>	This program is managed by a pharmacist who co-ordinates care for stable Type 2 Diabetes Mellitus patients and prediabetic patients with an impaired fasting glucose result. This includes referrals, group education, and ongoing monitoring of health status	Patients diagnosed with Diabetes Mellitus and prediabetic patients	Rocky PCN, 4809 47th Ave, Rocky Mountain House	Tuesday through Friday	Over 400	Stable	Rocky Mountain House Primary Care Network
<b>Earn While You Learn</b>	Parenting courses	Parents or Grandparents	4704 46 Street	Mondays & Thursdays weekly	1	Increasing	Central Alberta Pregnancy Care Centre
<b>Emergency Shelter</b>	21 day stay for women with or without children fleeing violence	Any women	Rocky Mountain House	24 hours a day/7 days a week	12	Increasing	Mountain Rose Centre

Service/ Program Name	Description/Purpose	Targeted Population	Location	How often is it offered?	Number of Senior Participants	Trends in Participation	Provider
<b>English Language Learning/Adult Tutoring</b>	Learning conversational English in a class with an adult tutor	Adults 18+ - usually second language learners	Rocky Learning Centre	2x/year Classes/1x/ week with tutor	Unknown	Stable	Rocky Learning Centre
<b>Google Basics</b>	Basic Google applications & operations	Adults 18+	Rocky Learning Centre	2x/year	Unknown	New Program	Rocky Learning Centre
<b>Intro to Computers for Seniors</b>	Basic computer skills & information	Seniors (50+)	Rocky Learning Centre	3x/year	Unknown	Decreasing	Rocky Learning Centre
<b>Living in Colour</b>	Healing from past abortions	All women. 1 in 4 experience an abortion	4704 46 Street	Once a week for 10 weeks	5	Increasing	Central Alberta Pregnancy Care Centre
<b>Lower Leg Assessments</b>	Lower leg assessments are recommended yearly by Alberta Health for all diabetics and patients with chronic diseases	Diabetic patients and patients with chronic diseases	Rocky PCN, 4809 47th Ave, Rocky Mountain House	Monday afternoons & Thursday mornings	Over 400	Stable	Rocky Mountain House Primary Care Network
<b>Meals on Wheels</b>	Hot, affordable meals for shut- ins or those who struggle to cook	Mostly seniors unable to cook or with mobility issues - or shut ins	Rocky Mountain House	Monday Through Friday	13/day	Stable	Well Country Family Service Association
<b>Medical Equipment Lending (MEL) Society</b>	Recovery, foster independence, family well being, reducing feelings of isolation, living well at home.	All people of all ages	Rocky Mountain House/West Central Alberta	Monday to Thursday 9am to 5pm	Over 300	Increasing	The Medical Equipment Lending Society of West Central Alberta
<b>Movie Night</b>	Community movie night	Adults	Rocky Mountain House Library	Various	N/A	N/A	Rocky Mountain House Library
<b>MS Office Applications</b>	Learn details on Word, Excel, Powerpoint, Publisher	Adults 18+	Rocky Learning Centre	2x/year	Unknown	Stable	Rocky Learning Centre
<b>Nurse Navigation</b>	A nurse assists with scheduling of specialist referrals, diagnostic tests, and community programs	Patients with a physicians referral	Rocky PCN, 4809 47th Ave, Rocky Mountain House	Monday through Friday	5000 (approximate)	Stable	Rocky Mountain House Primary Care Network
<b>One to one counselling</b>	Provide individual support to women experiencing violence	Any women	Rocky Mountain House	Private appointments as necessary	10	Increasing	Mountain Rose Centre

Service/ Program Name	Description/Purpose	Targeted Population	Location	How often is it offered?	Number of Senior Participants	Trends in Participation	Provider
<b>Peer Support Group</b>	Provide a safe place where women experiencing violence can come together to learn and support each other	Any women	Rocky Mountain House	Weekly (Oct to May)	5	Stable	Mountain Rose Centre
<b>Recreation/ Fitness Programming</b>	Chair Yoga, low impact Zumba, Gentle Fitness, Senior Swim	Seniors	Christenson Sports and Wellness Centre	Various	Unknown	Unknown	Christenson Sports and Wellness Centre Recreation Department
<b>Rocky &amp; District Victim Services Unit</b>	Provide information, support & referrals to victims of crime & violence	0-100	Rocky Mountain House RCMP detachment/ Sunchild/O'Chiese RCMP satellite office	24 hours a day/7 days a week	50	Stable	Rocky & Victim Services Unit
<b>Senior Rocky Pass</b>	Fitness Centre membership	Adults 60+	Doran Stewart Fitness Centre	Year round	40	Increasing	Christenson Sports and Wellness Centre
<b>STEPS</b>	Steps to sexual health. Healing from sexual abuse, misuse, and trauma	All women and men of all ages for past and present sexual trauma	4704 46 Street	Monday & Thursday every week	5	Increasing	Central Alberta Pregnancy Care Centre
<b>Tech Bytes</b>	People can come in over lunch with their own device & have questions answered	Adults 18+	Rocky Learning Centre	10x/year	Unknown	Stable	Rocky Learning Centre
<b>Variety of programs including: Sharing Circle; lunches; and many others</b>	Cultural connection; socializing; community building, etc	Adults and seniors	Rocky Mountain House	Various	N/A	N/A	Asokewin Friendship Centre / Rocky Native Friendship Centre

VILLAGE OF CAROLINE	Service/ Program Name	Description/Purpose	Targeted Population	Location	How often is it offered?	Number of Senior Participants	Trends in Participation	Provider
	<b>Alberta Health Services (AHS) Addictions Counselling</b>	Community health care/ medical services	Caroline/area residents	Caroline Community HUB	1st and 3rd Friday every month	Unknown	Unknown	Caroline Community Health and Wellness Centre/ Chamber of Commerce
	<b>Alberta Health Services (AHS) Mental Health</b>	Community health care/ medical services	Caroline/area residents	Caroline Community HUB	1st and 3rd Friday every month	Unknown	Unknown	Caroline Community Health and Wellness Centre/ Chamber of Commerce
	<b>Around Caroline Newsletter</b>	Community newsletter informing Caroline/area residents of events in Caroline hosted by not-for-profit organizations	Caroline/area residents	Village of Caroline  Caroline Neighbourhood Place Facebook Page	Monthly	Unknown	Unknown	Caroline Neighborhood Place
	<b>Baby Wellness</b>	Community health care/ medical services	Caroline/area residents	Caroline Community HUB	By appointment	Unknown	Unknown	Caroline Community Health and Wellness Centre/ Chamber of Commerce
	<b>Beltone Hearing</b>	Community health care/ medical services	Caroline/area residents	Caroline Community HUB	By appointment	Unknown	Unknown	Caroline Community Health and Wellness Centre/ Chamber of Commerce
	<b>Bus Trips</b>	Organizing trips to various dinner theatre events	Drop in members	Village of Caroline	Monthly or less	Varies	Decreasing	Caroline and District Seniors Drop-in Centre
	<b>Chiropractor</b>	Community health care/ medical services	Caroline/area residents	Caroline Community HUB	Tuesday and Wednesdays	Unknown	Unknown	Caroline Community Health and Wellness Centre/ Chamber of Commerce

Service/ Program Name	Description/Purpose	Targeted Population	Location	How often is it offered?	Number of Senior Participants	Trends in Participation	Provider
<b>Contract Position</b>	Contracted Financial Admin. & Management position	Adult/Senior position	Caroline HUB	1-2x/week year round	1	Stable	Caroline Playschool Society
<b>Early Learning and Child Care</b>	Early Childhood development and child care	Families including Grandparents with children ages 19 months to 5 years	Caroline HUB	weekdays 12 months/year	10	Increasing	Caroline Playschool Society
<b>Family Storytime</b>	Social & development opportunity	Families including Grandparents with children; Infant to Kindergarten ages	Caroline Library	1x/week Sept to May	Unknown	Increasing	Caroline Playschool Society
<b>HUB Kids Out of School Care</b>	Socialization & Development school age care	Families including Grandparents of children ages 5-12	Caroline HUB	Weekdays year round	5 (approximate)	Increasing	Caroline Playschool Society
<b>Library Garden</b>	Give seniors living in a manor/ lodge access to grow some flowers/vegetables and engage in conversation & companionship	Seniors	Caroline Library	Seasonally	3	Stable	Caroline Library
<b>Message Therapist</b>	Community health care/ medical services	Caroline/area residents	Caroline Community HUB	Tuesday	Unknown	Unknown	Caroline Community Health and Wellness Centre/ Chamber of Commerce
<b>Meals on Wheels</b>	Hot, affordable meals for shut-ins or those who struggle to cook	Mostly seniors unable to cook or with mobility issues	Caroline area	M-F	5-10	Stable	Volunteer delivered and supported through donations
<b>Potluck Dinners</b>	Socializing, drop in business meeting	Drop in members	Village of Caroline	Monthly	40 (approximate)	Decreasing	Caroline and District Seniors Drop-in Centre
<b>Rocky Medical Practitioners</b>	Community health care/ medical services	Caroline/area residents	Caroline Community HUB	Tuesday	Unknown	Unknown	Caroline Community Health and Wellness Centre/ Chamber of Commerce
<b>Rural Linkage HUB Kids Out of School Care</b>	Social Connections	School age children and local seniors	Caroline HUB	2x/month 1-2 hr sessions	Unknown	New Program (November 2019)	Caroline Playschool Society
<b>Sundre Moose &amp; Squirrel Medical Practioners</b>	Community health care/ medical services	Caroline/area residents	Caroline Community HUB	Wednesday and every 2nd Tuesday		Unknown	Caroline Community Health and Wellness Centre/ Chamber of Commerce
<b>Supper and Entertainment</b>	Community wide meal with entertainment (musical)	All members of the community	Caroline Legion	Friday	Varies	Stable	Caroline Legion
<b>Volunteers</b>	Coalition members	Adult/Senior Community Members	Clearwater County	Year round	Unknown	Stable	Caroline Playschool Society



HA MLETS	Service/ Program Name	Description/Purpose	Targeted Population	Location	How often is it offered?	Number of Senior Participants	Trends in Participation	Provider
	Bus Trips	There is a large selection of trips to go on	Seniors	Frontier out of Red Deer	Ongoing	Varies	Increasing	Leslieville Seniors Leisure Club
	Community Events	Strengthen Community	All ages - family	Condor Community Centre	Weekly	12 to 20	Stable	Condor Friendship Club
	Floor Curling	Every Tuesday, pick a number to see which team you curl on for the day and choose different bus trips to go on. Includes coffee and treats.	All seniors (55+)	Leslieville	Once a week (Tuesdays)	20 (approximate)	Stable	Leslie Seniors Leisure Club
	Health	Yoga	All ages	Condor Community Centre	Ongoing	60	Stable	Condor Friendship Club
	Leslieville Leisure Club	Yearly Christmas Dinner	Seniors	Leslieville	Yearly	Unknown	Unknown	Leslie Seniors Leisure Club
	Leslieville Leisure Seniors Club	Potlucks	Seniors	Leslieville	Various	15-20	Stable	Leslie Seniors Leisure Club
	Thursday Morning Coffee	Social interactions and networking	All seniors (55+)	Condor Community Centre	Weekly	15-20	Stable	Leslie Seniors Leisure Club







## Section 6

# Engagement

Three different engagement tactics were employed in order to gain insight into the social needs of seniors in the Clearwater region. A survey was used to gather responses from seniors living in the region. Agencies offering services to seniors were asked to participate in a survey. Finally, a variety of stakeholders were invited to participate in interviews or group meetings to share insights about the community. The findings from each of these engagement mechanisms is presented below.

### Seniors Survey

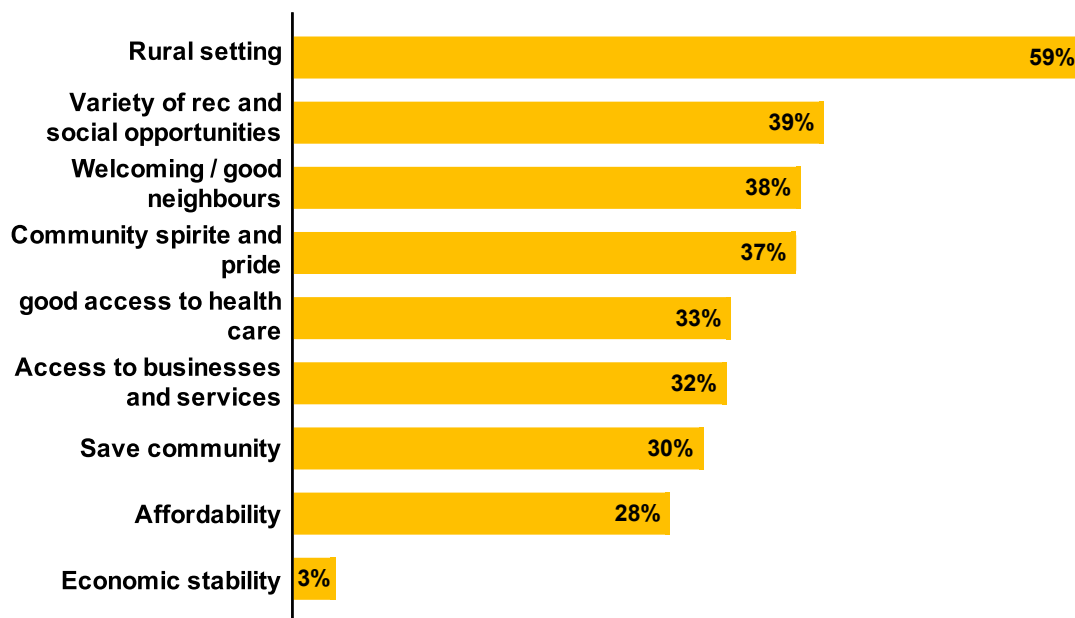
A survey was completed by seniors in the region. A questionnaire was developed (see the Appendix) and programmed online to facilitate. A paper version was utilized as well so people could share their thoughts without the need of a computer or the internet. The survey was promoted through use of a poster that was distributed to libraries in the area. Additionally a variety of social agencies were provided with the poster and with hard copies of the questionnaire to promote participation. In total 313 responses were gathered. Not all respondents answered all questions; the findings presented are based on the number of respondents who answered each question. Where appropriate, differences in responses between respondents who identified Rocky Mountain House area as their residency and all others is noted.

The findings of the survey are presented below in the order the questions were asked in the questionnaire.

## Living in the Clearwater Region

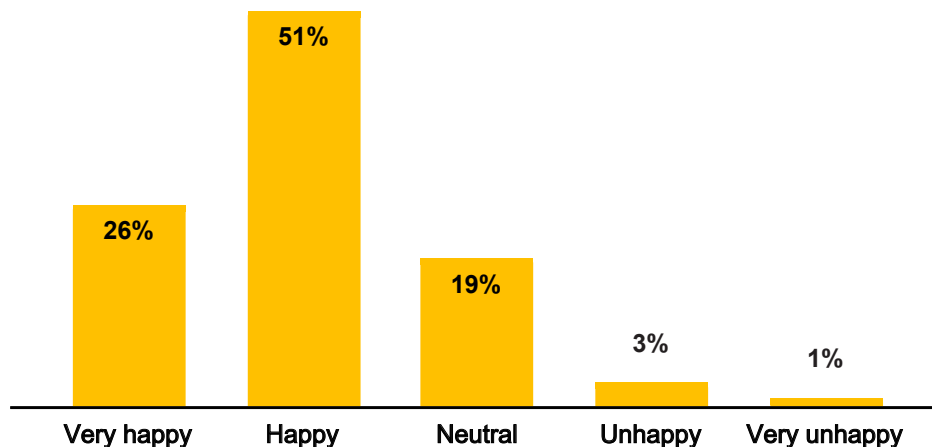
To begin the questionnaire respondents were asked to identify the strengths of living in the Clearwater Region. As illustrated in the graph, over half (59%) said the rural setting is a strength. The variety of recreation and social opportunities (39%); welcoming / good neighbours (38%); and community spirit and pride (37%) were all identified as strengths of the area by over one-third of respondents.

### Strengths of Living in the Clearwater Region



When asked to rate their level of happiness with their quality of life over three-quarters (76%) said they were happy (51%) or very happy (26%). Only four percent said they were unhappy (graph).

### Happiness Levels With Quality of Life



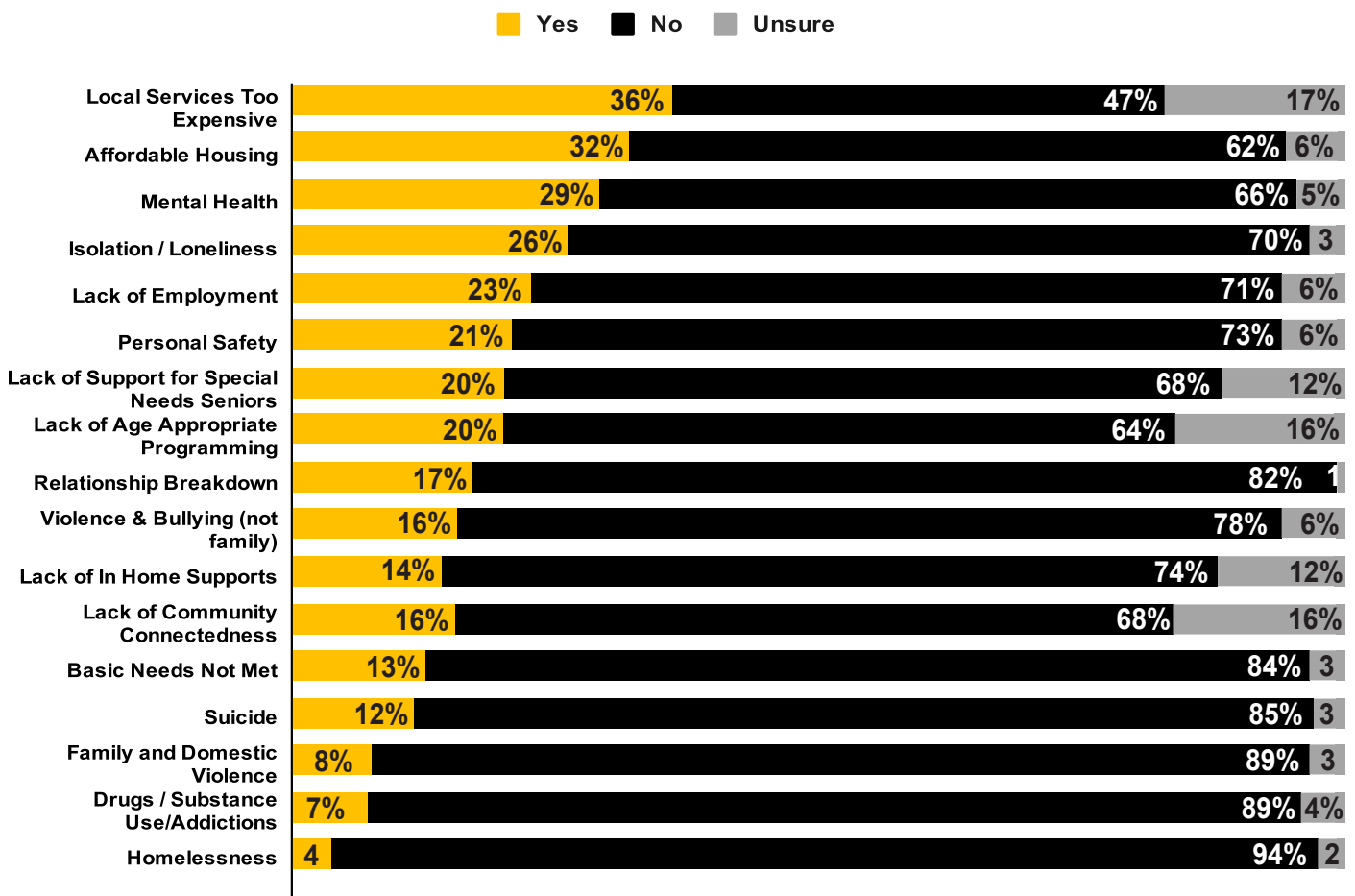
### Subsegment Analysis

- Respondents who live in the Rocky Mountain House area are less happy than those living in other areas of the region.
  - » Of Rocky Mountain House respondents 49% are happy and 26% are very happy compared with 60% who are happy and 31% very happy of other respondents.

## Social Issues in the Clearwater Region

Given a list of social issues, respondents were asked if they have experienced the issue and then whether they are aware of any local programs that address each issue. As illustrated in the graph over one-quarter of respondents have experienced local services being too expensive (36%); affordable housing (32%); mental health (29%); and isolation / loneliness (26%). Less than one-tenth have experienced family and domestic violence (8%); drugs / substance abuse and addictions (7%); and homelessness (4%).

### Have You Experienced This Issue?



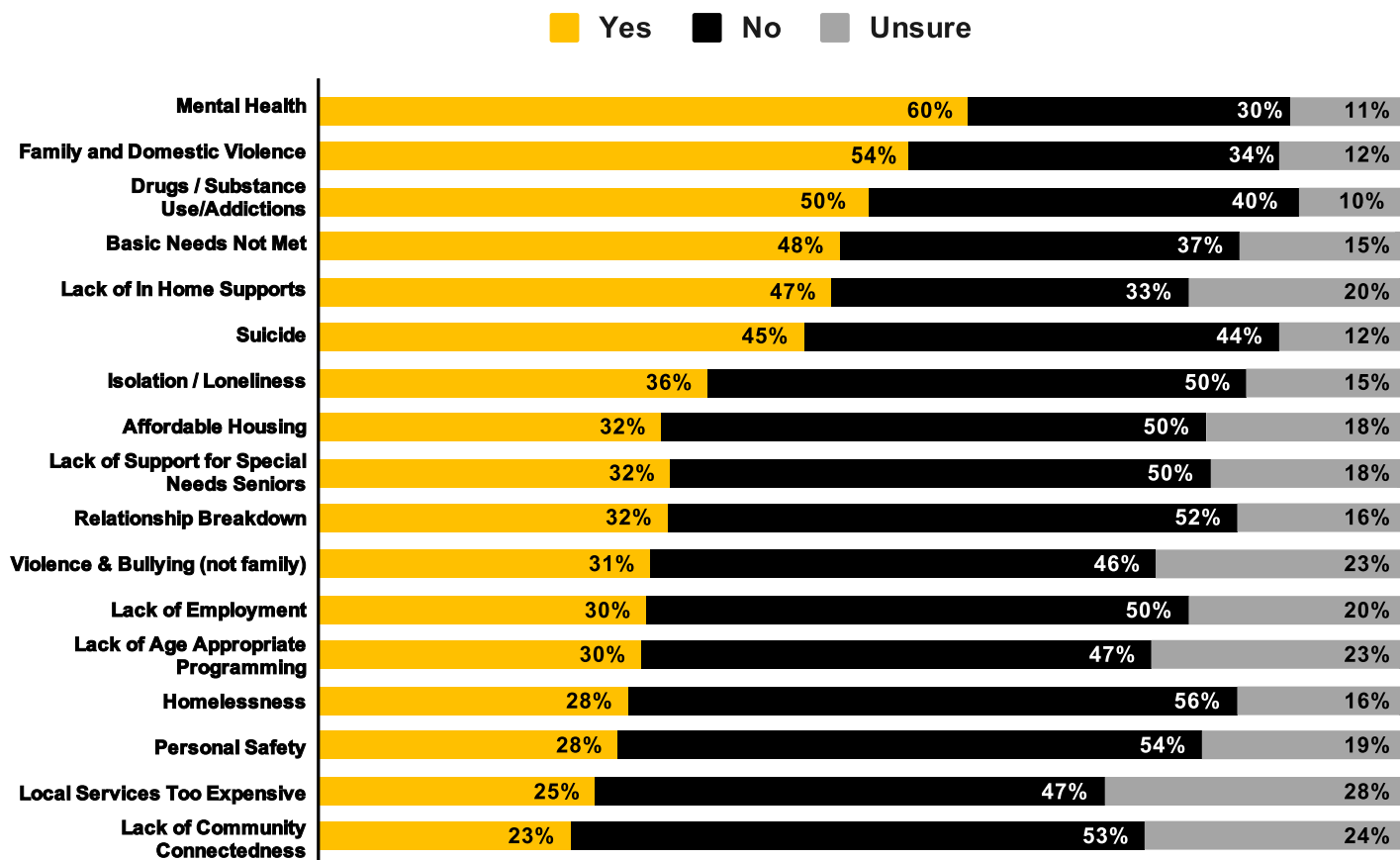
### Subsegment Analysis

As noted in the following table there were some differences between the proportion of respondents from the Rocky Mountain House area experiencing an issue and all others respondents.

Issue	Rocky Mountain House Respondents	All Other Respondents
Local Programs and Services Too Expensive	43%	16%
Affordable Housing	35%	21%
Isolation / Loneliness	28%	19%
Basic Needs Not Being Met	16%	6%
Drugs / Substance Abuse / Addictions	9%	4%

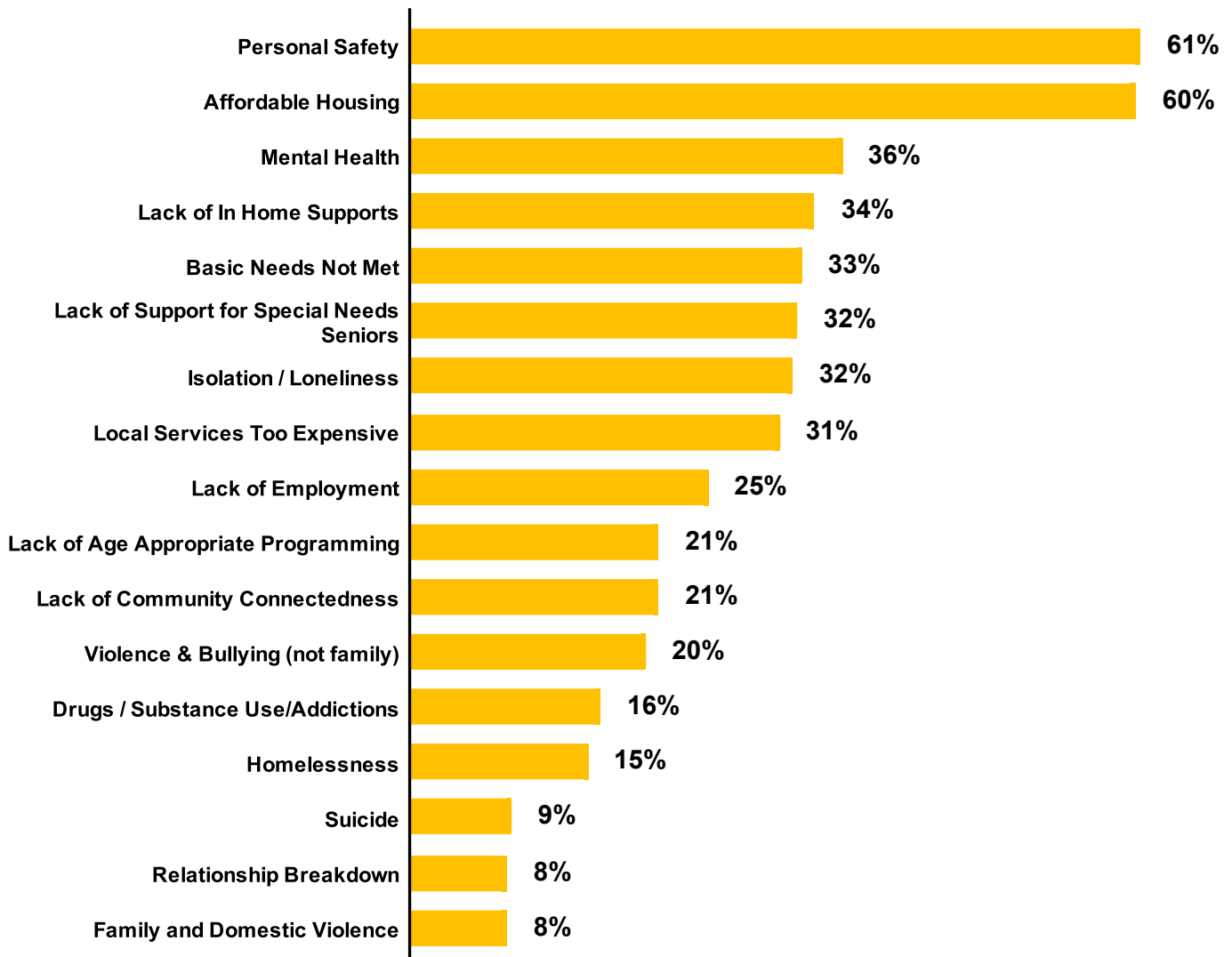
Respondents were asked about their awareness of local programs that address those issues. As can be seen in the accompanying graph the level of awareness of issue specific programs is not particularly high. At least half of respondents are aware of local programs addressing mental health (60%), family and domestic violence (54%), and drugs / substance use / addictions (50%). Programs to mitigate a lack of community connectedness and to address expensive local services are aware to only approximately one-quarter of respondents.

### Are Aware of Local Programs Addressing These Issues?



Given the same list of potential issues, respondents identified the top five priorities that matter to them. As illustrated in the following graph, approximately two-thirds of respondents identified personal safety (61%) and affordable housing (60%) as a top priority.

## Top 5 Priorities



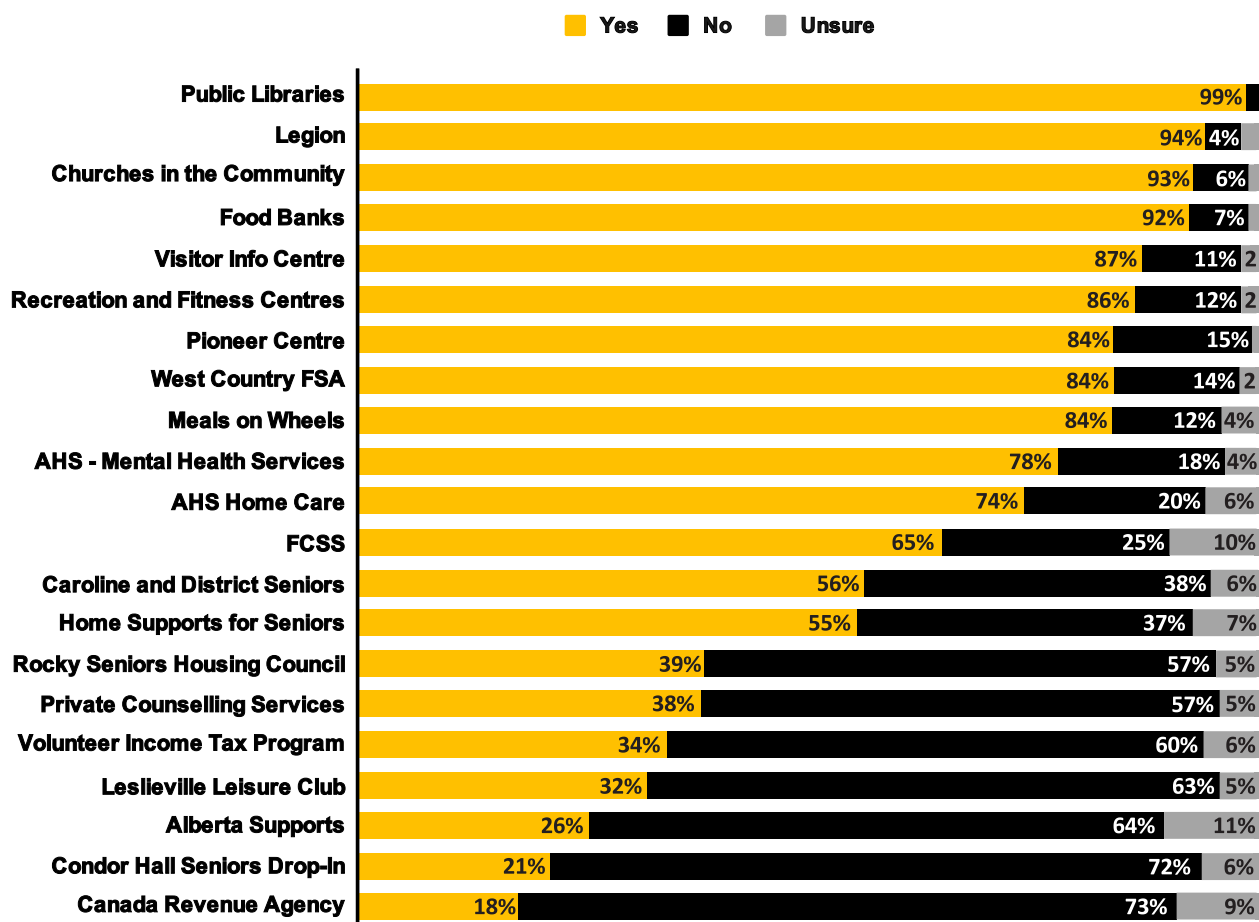
*Subsegment Analysis*

Top 5 Priorities from Respondents	
Rocky Mountain House Area Residents	Outside Rocky Mountain House Area Residents
Affordable housing	Personal safety
Personal safety	Affordable housing
Basic needs not being met	Lack of in-home supports
Local programs and services too expensive	Lack of supports for special needs seniors
Mental health (including depression)	Mental health (including depression)

## Social Programs and Services

Given a list of organizations and agencies that provide social programs and services in the Clearwater region, respondents were asked to indicate if they were aware of each. As presented in the accompanying graph, there is a high level of awareness for a number of these organizations. The area's public libraries (99%), the Legion (94%), churches in the community (93%), and the food bank (92%) were known to over 90% of respondents. Only 39% are aware of the Rocky Seniors Housing Council yet 60% have identified affordable housing as a priority need (see above). Alberta Supports (26%), the Condor Hall Seniors Drop-In (21%), and the Canada Revenue Agency Outreach (18%) is known to approximately one-quarter or less of respondents.

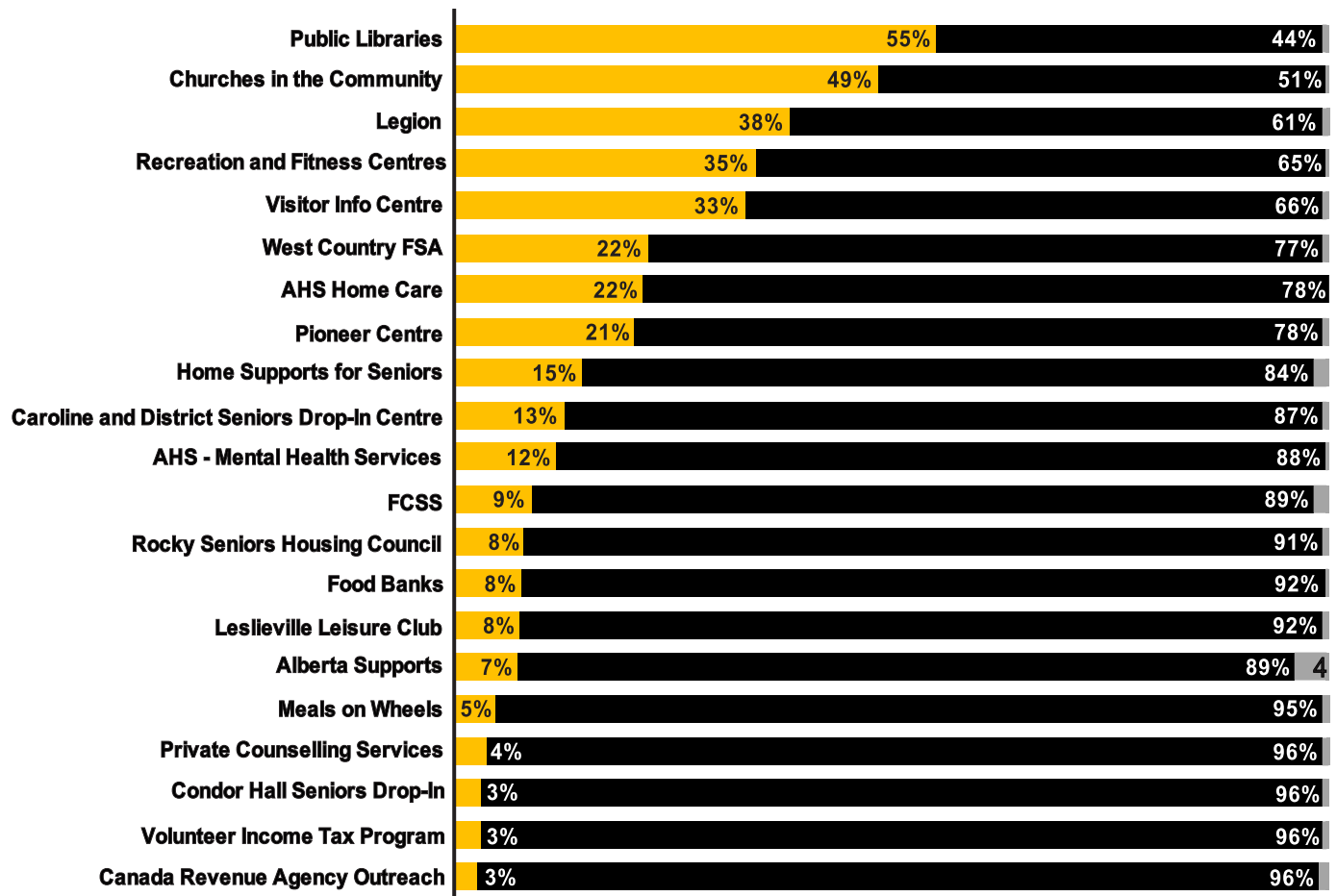
### Are You Aware of These Organizations?



Respondents were then asked if they had used the services of those agencies within the previous two years. The most utilized services and programs are from the organizations of which respondents had the greatest awareness. Public libraries, the Legion, and churches are known to the greatest proportion of respondents and they provide the most utilized services. Over half (55%) of respondents have used programs or services offered by the public libraries. Approximately half (49%) of respondents have taken part in services from the church and over one third (38%) have participated in programs and services from the Legion. See the graph for respondents' utilization of the organizations' programs and services.

### Have you Used the Services of This Org in the Last 2 Years?

■ Yes ■ No ■ Unsure



An examination of the utilization figures compared to the awareness of the organizations provides some additional insight. Consider the Rocky Seniors Housing Council. While "only" eight percent (8%) of respondents used it approximately one-third (31%) were aware of it. Considering those who were aware of the Housing Council, 21% used it. See the table accompanying for the proportion of people who used the services of the organizations compared to the proportion of all respondents who were aware of them.

Organization	% of Respondents Aware of Organization	% of Respondents Who Used the Organization's Services	% of Respondents Who Used the Services Compared to Those Who Were Aware
Public Libraries	99	55	56
Legion	94	38	40
Churches in the Community	93	49	53
Food Banks	92	8	9
Visitor Information Centre	87	33	38
Recreation and Fitness Centres	86	35	41
Pioneer Centre	84	21	25
West Country FSA	84	22	26
Meals on Wheels	84	5	6
AHS – Mental Health Services	78	12	15
AHS Home Care	74	22	30
FCSS	65	9	14
Caroline and District Seniors Drop-In Centre	56	13	23
Home Supports for Seniors	55	15	27
Rocky Seniors Housing Council	39	8	21
Private Counseling Services	38	4	11
Volunteer Income Tax Program	34	3	9
Leslieville Leisure Club	32	8	25
Alberta Supports	26	7	27
Condor Hall Seniors Drop-In	21	3	14
Canada Revenue Agency Outreach	18	3	17

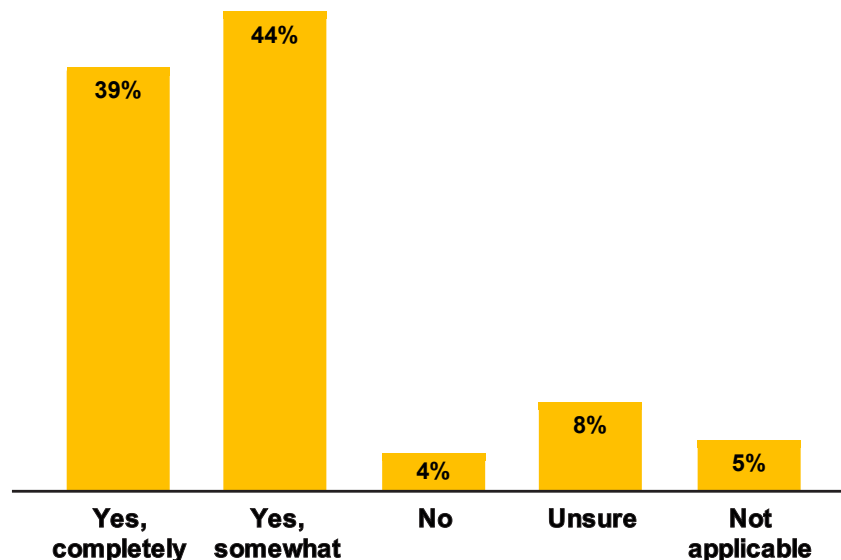


A number of improvements were suggested to existing social programs offered to seniors in the Clearwater region. By far the most commonly mentioned improvement was not related to a program itself but rather related to ensuring people are aware of existing programs. Communications about existing programs needs to be enhanced in a manner that is easy for people to learn about. A variety of mechanisms were also suggested including a directory of programs or regular targeted advertising. Other improvements mentioned multiple times included providing affordable transportation so that people can access the programs; ensuring programs are affordable themselves; and to schedule programs differently (e.g. on weekends, mornings). The long wait times to schedule medical appointments as well as the time in the waiting room were identified as improvements that are also needed.

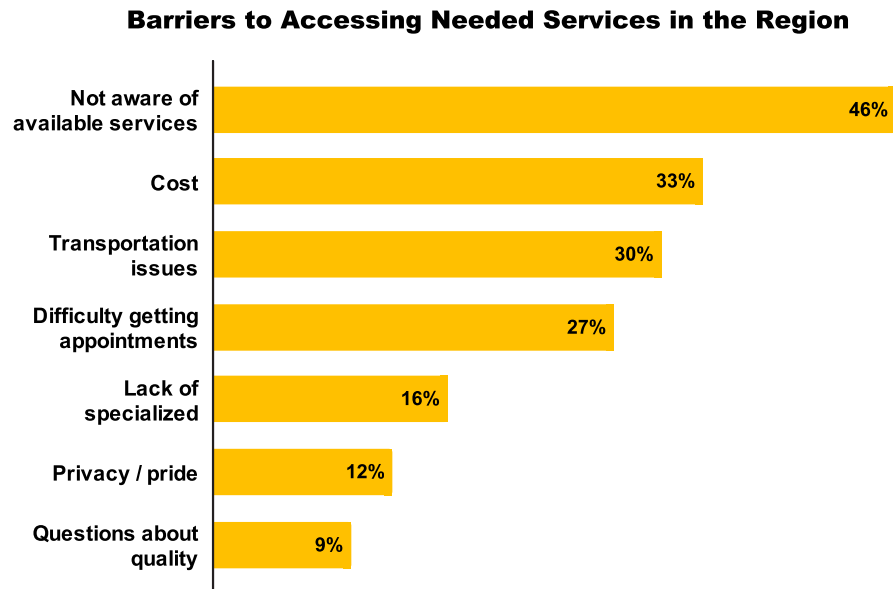
Several new community based social programs for seniors were suggested by respondents. The most frequently mentioned new service was the provision of affordable transportation to enable seniors to access programs and services. A few comments also suggested the offering of programs and services in the rural areas of the region. Other mentions included: additional programming related to seniors fitness and exercise; a meal or grocery delivery services; a volunteer marketplace connecting volunteers to people who need some volunteer assistance; and programs related to mental health and depression.

Over one-third (39%) of respondents said they are completely able to access the services and programs they need in the Clearwater region. A further 44% are somewhat able to access locally. See the graph.

### **Are You Able to Access the Services You Need in the Region?**



A lack of awareness (46%) was identified as the most significant barrier impacting people's ability to access needed services in the Clearwater region. Approximately one-third of respondents identified cost (33%) and transportation issues (30%) as barriers. Refer to the graph.

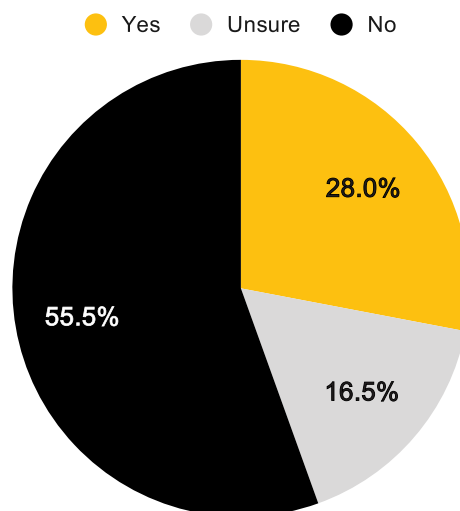


*Subsegment Analysis*

- Respondents from the Rocky Mountain House area were more likely to indicate cost was a barrier to accessing services (38%) than were all other respondents (19%).

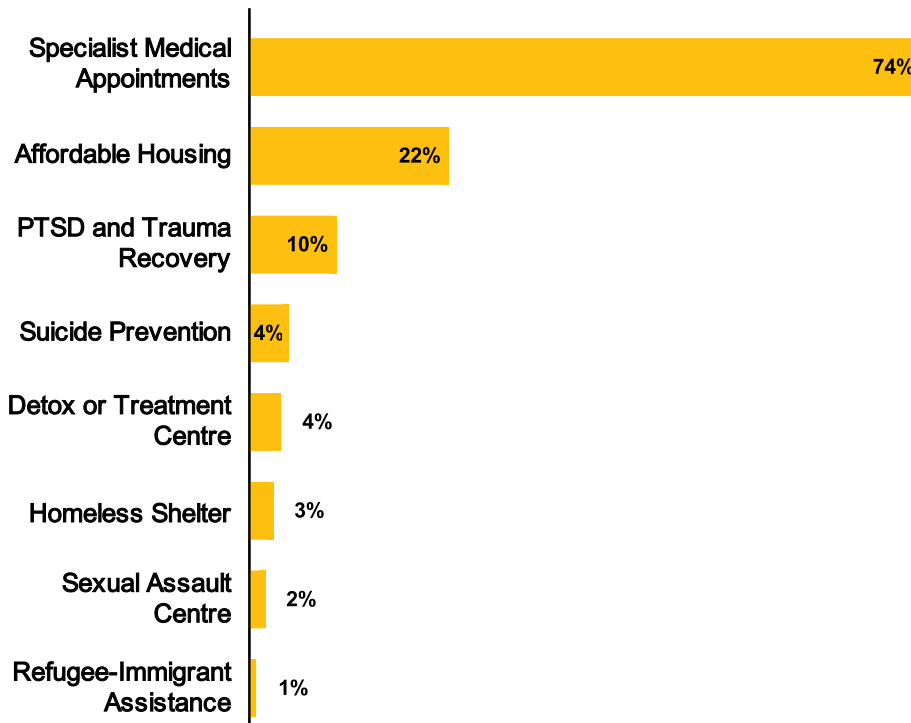
Over one-quarter (28%) of respondents said that there are social wellness programs or services that they accessed elsewhere in the past two years that they would prefer to access in the Clearwater region.

**Are There Social Wellness Programs That You Would Like to Access in the Region?**



Approximately three-quarters (74%) of respondents would like to access specialist medical appointments in the Clearwater region that they cannot do. Twenty-two percent would like affordable housing in the region as shown in the graph.

### Communications

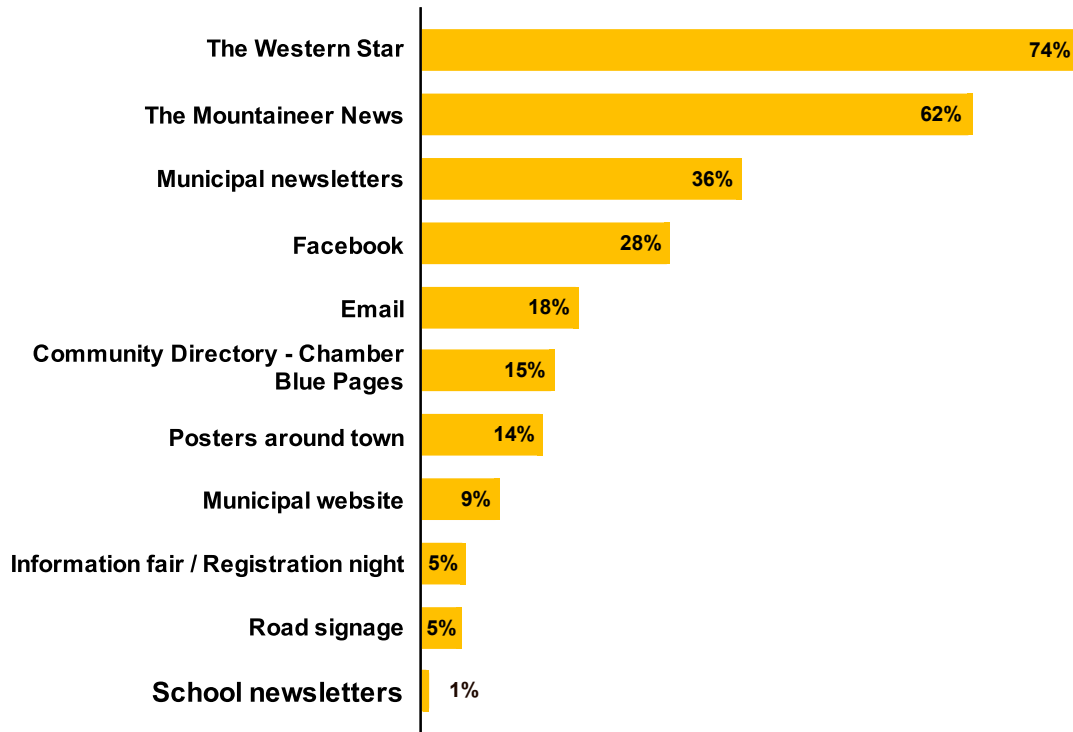


#### Subsegment Analysis

- Respondents from the Rocky Mountain House area were more likely to say they wanted to access affordable housing locally (31%) than were other respondents (5%).

When asked about the best methods to get information about social programs and services the top two identified were newspapers. The Western Star (74%) and the Mountaineer News (62%) were identified as good methods of communicating information by the largest segment of respondents. Over one-third of respondents (36%) indicated that municipal newsletters are a good communication vehicle.

### Best Methods to Inform You About Programs & Services



#### Subsegment Analysis

- Respondents from the Rocky Mountain House area were less likely to identify the municipal newsletters as a good method of communication about social programs and services (29%) than all other respondents (53%).
- Respondents from the Rocky Mountain House area were more likely to identify the Mountaineer News as a good communication vehicle (68%) compared to all other respondents (49%).

### General Comments

Respondents were able to provide additional comments regarding social services provision for seniors in the Clearwater region. The most frequently mentioned comments follow.

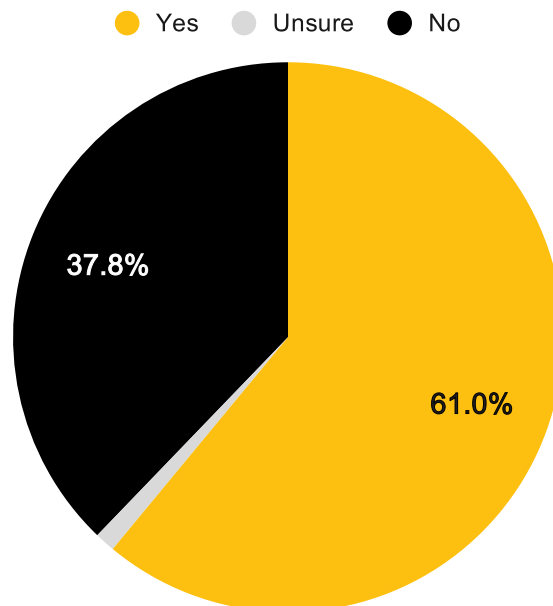
- Housing issues need to be addressed. The costs of housing is high in the region. As well there is a need for more and different types of housing options in the region that are affordable. This includes lodge living as well as rental units. Some also commented that all seniors housing should not be located in Rocky Mountain House but that more housing is needed in Caroline as well.
- Wait times to access medical appointments is unreasonable. Medical appointments need to be scheduled very far in advance and that more capacity is needed.
- Many specialized appointments are scheduled in Red Deer. Getting to Red Deer can be difficult so having transportation options available is needed. There are also challenges for some getting to Rocky Mountain House for appointments.

- Additional programs of all types are needed for seniors. In particular there were calls for programs and services that went beyond the necessary and related to simply having fun.
- Improved communication and promotion of the existing programs is needed so seniors understand what services are available. Suggestions included more in-person communications would be appreciated. Others spoke about updated directories and utilizing the newspapers in the area.

## Volunteerism

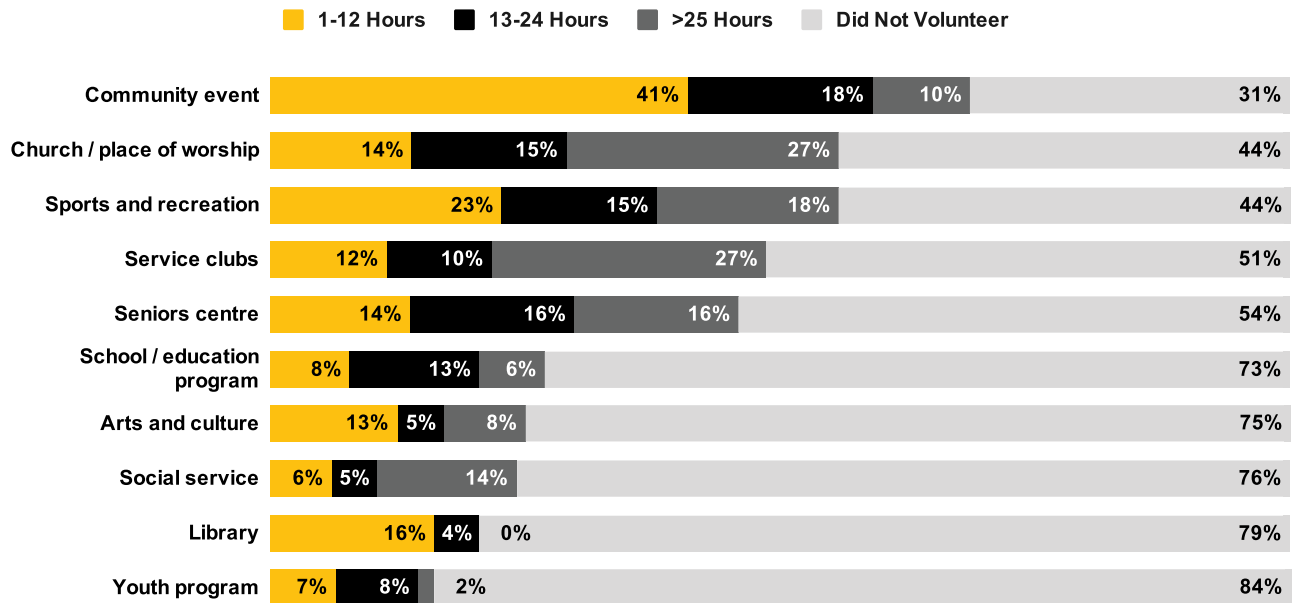
Approximately two-thirds (61%) of respondents have volunteered locally in the last 12 months.

### In the Previous 12 Months Have You Volunteered Locally?



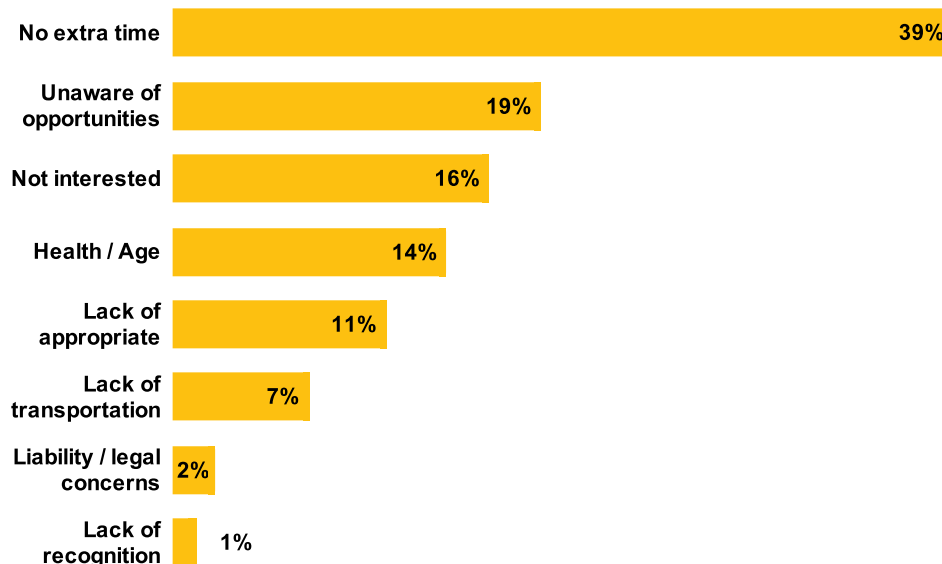
Of those who had volunteered the greatest proportion (69%) volunteered for community events. Over half volunteered at a church (56%) or in sports and recreation (56%). Less than half (46%) volunteered at a seniors centre.

### Volunteer Time in the Previous 12 Months



A lack of time is a significant barrier to volunteering as is a lack of awareness of opportunities. See the graph for other barriers.

### Barriers to Volunteering



## Respondent Profile

What best reflects where you live?*	
Rocky Mountain House area	70%
Caroline area	18%
Leslieville area	3%
Alhambra area	3%
Nordegg area	2%
Condor area	2%
Withrow area	<1%
Other	2%
How long have you lived in the Clearwater Region?	
<2 years	5%
2-5 years	7%
5-10 years	4%
More than 10 years	84%
What best describes your age?	
59 or younger	<1%
60-64	21%
65-69	14%
70-74	22%
75-79	20%
80-84	11%
85-89	8%
90 years or older	2%
What category best describes your total yearly household income?	
<\$20,000	18%
\$20,000 to \$29,999	24%
\$30,000 to \$39,999	18%
\$40,000 to \$49,999	9%
\$50,000 to \$59,999	8%
\$60,000 to \$69,999	6%
\$70,000 to \$79,999	6%
\$80,000 to \$89,999	4%
\$90,000 to \$99,999	1%
\$100,000 or more	8%

\*Respondents indicated the area in which they live. The responses indicated the service centre nearest to where they live. For example those who said they live in the Rocky Mountain House area may live in the Town or in the County near the Town.

## Agency Survey

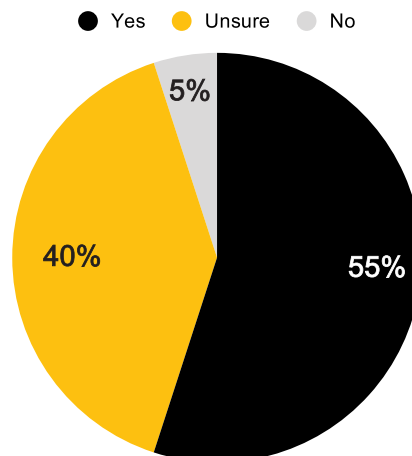
A survey of agencies delivering services in the region to seniors was fielded. The questionnaire was developed with the assistance of the project committee and was programmed into an online format. A hardcopy version of the questionnaire was available as well. An invitation to participate in the survey was distributed via email to the agencies in the community by Clearwater FCSS. In total 28 agencies and organizations provided responses. Refer to the Appendix to see the list of respondents.

The findings of the survey are presented in the order of the questionnaire. It should be noted that much of the survey findings related to programs and services offered. This information was presented previously in this document.

## Social Needs

Agency respondents were asked if there are social needs within the seniors population that require additional services or more attention to address. As illustrated in the accompanying graph, over half (55%) said that there are social needs within the seniors population that require additional services or more attention. Forty percent (40%) were unsure.

**Are there Social Needs of Seniors that Require More Services or Attention?**





Respondents were then asked to state **what those needs are**. While there were a variety of responses, those needs that were identified by multiple respondents included the following:

- Affordable transportation both within the community and to appointments and services outside the community.
- Affordable housing options including housing that is fully accessible for those with mobility limitations.
- Elder abuse issues including financial abuse.
- Mental health and wellness was identified as an area in which more services could be provided. In particular issues around loneliness were identified. More social activities including intergenerational activities were seen as means of combating isolation and loneliness.

Next respondents were asked to identify the **existing barriers** that impact the ability of seniors to access services. By far the most commonly cited barrier was transportation and affordable transportation. Many seniors live in rural areas and have to travel to access the programs and services available in Rocky Mountain House. As well there are many services that are not available in the Clearwater region that require transportation. Cost and affordability was also identified as a barrier by many respondents. Many services and programs have a cost and many seniors are living on an income that provides for their basic needs and thus cannot afford some other services. Knowledge of available programs is an important barrier. While it can be difficult to promote and communicate about existing programs and services, it can be particularly problematic to do this to people who do not have computer or internet access or do not have the ability to access information online. Other barriers identified were: few services within the smaller rural communities; an over-burdened health system, and even shame from seniors to seek out services.

Finally, respondents were able to share any **other thoughts** they had related to social needs for seniors in the Clearwater Region. Some thoughts were reiterations of previously stated comments. Responses included the following:

- More and better access to health services and doctors are needed. Often people have to wait weeks or longer to get an appointment.
- It is important to remember that the needs of seniors in rural areas can be different than the needs of those living in urban centres.
- The existing centres that seniors access in their communities could be leveraged to a greater degree as a means of dispensing information.
- While there are challenges with seniors participating in programs that are offered (lack of interest at times), digital training and literacy would be beneficial so seniors could access information and help themselves to a greater degree.
- Many seniors don't know how to request help from others or simply do not want to feel like they are burdening others with their requests. They should not feel shame in asking for help.

- Seniors groups and interests should not always be segregated into only seniors groups. Connecting seniors with other groups in the community would be beneficial.
- A dedicated person mandated to look after seniors issues would go a long way to addressing many of the issues identified through this study.

## Stakeholder Interviews / Meetings

Meetings were convened in Rocky Mountain House and in Caroline with community stakeholders. These stakeholders represented a variety of perspectives and, together, provided good insight into the situation and needs of seniors in the region. Some were seniors themselves who spoke about their own situations and the programs and services they access. Others were representatives from organizations serving the seniors population – some of these representatives were seniors as well. It is important to note that some individuals brought forward the perspective of multiple organizations. In total fourteen meetings were convened; another three conversations were held on the telephone. Refer to the appendix for a list of perspectives included in the meetings.

The information gathered through the aforementioned conversations has been synthesized and is presented below. The issues presented below are interrelated in many instances but are presented separately for emphasis.

- There are efforts to **keep people in their homes** longer. People often prefer to stay in their homes and it can be a less expensive alternative. However there are challenges with this as people can become isolated and they can get to a point in which they are unable to properly maintain their homes or take care of themselves. Isolation can be an issue, particularly if they are unable to drive. As such home care is important as is having proper internet access and the ability to properly use it.
- **Affordability is an issue** for many. The cost of living is relatively high, particularly in Rocky Mountain House itself and many seniors are living on a fixed income. For those living on a farm, the land serves as their retirement income but this often means that the land needs to be sold to access those funds. This can be difficult and can ultimately mean that they have to move.
- **Social isolation is an issue**, particularly for those living in the rural areas. Some seniors may be living alone or taking care of a spouse. There may be issues with mobility as well as some drive less than others. The children of seniors may not live in the area anymore as well which can contribute to isolation.
  - » The traditional family unit is not as strong or local as it once was. For many seniors their adult children no longer live in the area. This means that their own support is not available which puts more pressure on friends (if available). It can lend itself to more isolation as well.

- **Transportation is an issue** impacting seniors living rurally and in town. For those without the ability to drive but who live in Rocky Mountain House (for example) accessing the grocery store can be expensive if taxis are needed. The ability to access services out of the town or region is difficult. While there are some community associations that offer transportation services it can be limited because of the demand, advanced booking is required, or its mandate (servicing members only).
- **Volunteerism is a challenge.** Communities are better when people come together to take care of each other, however, recruiting volunteers can be difficult. People may not be aware of volunteer opportunities or there may be a mismatch with the skills of the volunteer and the demands of the volunteer position. Coupled with people living in their homes and the cost of living, a volunteer core of people able to do small jobs for people in their homes would be highly beneficial.
- People are **not always aware** of the services that are available. Greater communication and promotion of services is needed. It is apparent however that there is not a single mechanism that will ensure all are aware. A multi-pronged approach is necessary and it needs to be an ongoing effort.
- While it is important to take care of the mental health of seniors, the **importance of physical health** cannot be over looked. The availability of health and fitness programs needs to be in place for seniors across the region. Where necessary outreach programs could be delivered or developed locally. More fitness programs are needed. The network of municipally supported community halls presents a dispersed array of facilities in which fitness can be offered. It is critical as well to ensure all fitness opportunities are affordable.
- **Assisted living** housing is in need of expansion. As the proportion of the population ages there is increasing demand on seniors housing and assisted living in fact. Housing for individual seniors is needed as is housing for senior couples. This is needed throughout the region – certainly Caroline is one location that should be considered.
- **A focus on seniors** is needed in the region. This Needs Assessment is a welcome exercise but an ongoing focus is necessary. This may mean putting a Seniors' Coordinator in place. This would provide one person to specifically work to address the challenges described herein, it could also help ensure there is a single contact that seniors can access which may mean greater awareness and access to services.
  - » Organizations servicing seniors should be brought together for a "Seniors Congress" with a focus on desired outcomes. These organizations may all have their own mandates but there may be overlap in the mandates and synergies that can be achieved. If nothing else, the sharing of information and opportunities can be beneficial as a means of communication.



## Section 7

# Conclusions

Based on the research completed and presented in this document the following conclusions have been drawn about the social needs of seniors in the Clearwater Region. The identification of needs herein is not meant to suggest that agencies in the Clearwater Region are negligent in their responsibilities or are providing services in an insufficient manner. The conclusions simply provide a snapshot of the needs in the region.

The needs identified herein are not solely the responsibility of Clearwater Regional FCSS to address either. FCSS and other agencies and organizations within the region can make plans to address these issues. Likewise some issues identified may fall within the bailiwick of different levels of government. The identification of social needs of seniors in the region is to provide insight and knowledge to Clearwater Regional FCSS and other community agencies as they make determinations on service provision and resource allocation. Finally, the conclusions presented below are not in order of importance.

1. As with many communities across the province the **population of seniors is increasing** in the Clearwater Region. This is more pronounced in the region as the overall population has shown recent declines. The result is that the proportion of seniors is becoming an increasingly larger segment of the population. As such, the needs of this demographic segment will continue to be of significant importance simply due to its size. This suggests that ongoing efforts would be warranted in maintaining a focus on seniors in the community. This could happen through a congress of organizations serving seniors or even through some staff time devoted to addressing issues or coordinating seniors' services.
2. Seniors are **generally happy with their quality of life** with small percentages reporting some degree of unhappiness. It should be noted that those living in Rocky Mountain House itself reported lower levels of happiness than seniors living in other areas of the region. Efforts to address the issues raised should positively impact people's happiness with their lives.
3. There are **plentiful programs and services** provided by a wide range of agencies and organizations providing services to seniors in the region. For many of the specific issues identified by the seniors themselves there is some program or service offered. This might suggest some misalignment but is most likely related to two issues:
  - » The availability of the services is not to the degree that seniors require. In other words there may be a service but it is over-subscribed or is not available in the most appropriate place or the time.
  - » The second issue may be the level of awareness of the services' availability. People may simply be unaware of it.

4. Several **main issues** were identified as needing attention:

- » **Transportation** is a service that is available in the region yet is still lacking. People often have to access services outside the region and many have difficulties securing transportation. While this was often referenced to medical specialists there are many other services that are only accessible in centres outside the region. There is a sizeable population of seniors that live in the County and not in one of the region's urban centres. This population may require transportation support simply to access services in the urban centres as well as those specialized services outside the area. Finally, even within the region's urban centres there are transportation challenges moving around and accessing services within the community.
- » A lack of transportation can exacerbate the **loneliness and isolation** that some seniors experience in their homes. Single seniors can feel lonely and may be isolated, particularly those who are living outside of an urban centre. Many may not have their immediate family in the area and / or may not be able to service their own transportation needs. This can lead to isolation which in turn can have impacts on a senior's mental health. While there are some in-home supports which can help seniors stay in their homes, these services may not be sufficient to appropriately address loneliness and isolation. Additional in-home supports may help mitigate some of these concerns.
- » **Mental health** is a broad topic, however, it was identified by seniors as a priority issue. Certainly, loneliness and isolation can present mental health challenges but it does involve or present in other means. The provision of additional mental health services in the region that are accessible by seniors is needed.
- » The **affordability** of services is a challenge that many seniors are dealing with. Many seniors are on fixed incomes and are impacted by the cost of living in the community. Many commented that the programs and services available in the community are expensive which then can impact the ability for people to meet their basic needs. Promotion of any and all programs that exist to assist people with their challenges regarding affordability should be undertaken. In addition, considerations related to pricing should be examined by service providers and changes made as appropriate and where possible. This does not mean that changes will be implemented.
- » While there are different types of housing available for seniors in the region the **need for affordable housing** was clearly identified as a need. A variety of housing types are needed including supportive housing. While indications are that the current seniors housing stock is not fully subscribed, some gaps exist within the available housing, services provided, and levels of affordability. In addition there is a need for additional seniors housing outside of Rocky Mountain House. While there is an acknowledgement that housing needs to be in an urban centre, providing additional seniors housing solely in Rocky Mountain House is not the answer. Consideration needs to be given to housing in Caroline or other smaller centres. For people that have lived much of their life in a more rural setting in the Region, having to relocate to Rocky Mountain House may

not be a first choice. While the larger town does offer more services, the increasing availability of health services in Caroline does make it continually more appropriate for seniors housing provision.

» **Personal safety** is an interesting issue as it certainly is a reflection of direct impacts on people but it also is a measure of perception. For someone who has directly been impacted by crime, personal safety is certainly an easily recognized concern. However, safety is also a measure of perception. A person can feel unsafe even when they have not been a victim of anything that has impacted his or her safety. The prevalence of rural crime has been widely spoken about and some seniors spoke about personal experience with it or referenced friends or neighbours who have been impacted. Whether an increase in rural crime, slower response times from the R.C.M.P., or perceptions of these concerns about personal safety is prevalent within the seniors. A heightened sense of safety concerns exists amongst seniors in the region's urban centres as well.

5. There is certainly an **ongoing need for communication** and promotion of available services. The awareness of existing programs and services is quite high for some services but not for all. It can be a challenge to communicate to the degree necessary for all people to be aware of all services. In fact, some may not even look at messaging for services if they have no need for particular services. Having said that, ideally people are aware of services for when they do need those services. While seniors identified their preferences for communication methods (The Western Star and the Mountaineer News were identified as a "best method" by 74% and 62% respectively) there is a need to utilize a variety of communication vehicles. There is no best solution for people. Signage in the community (e.g. at the library, post office, grocery store, recreation facilities) is considered effective for some as is a variety of social media. A broad array of tactics should be used.
6. Community events are the type of opportunity for which the greatest proportion of seniors **volunteer**. These are opportunities without ongoing commitments. Several volunteer organizations have spoken about the challenges associated with recruiting and retaining volunteers. While FCSS does provide some volunteer services, there is an opportunity to try and address the interest by some individuals and the need from others, for small volunteer tasks that can help people to remain in their homes. For example, some minor home repairs, including light bulb replacement, were the kinds of tasks that people requested help with. These same people often do not have a network of people to connect with to get this assistance or they do not want to solicit this help. Having some type of means to connect these people with willing volunteers (many of whom are seniors themselves) would be beneficial.

# Appendices

## Appendix A: Seniors Questionnaire

The Town of Rocky Mountain House, Village of Caroline, and Clearwater County are working together to complete a seniors needs survey for the Clearwater Region.

If you are 60 years of age or older please answer the questions; it should take about 15 – 20 minutes to complete. Your completed survey should be submitted by October 20, 2019. (This survey is also available online. Simply visit the websites of the three municipalities: [www.clearwatercounty.ca](http://www.clearwatercounty.ca), [www.rockymtnhouse.com](http://www.rockymtnhouse.com), and [www.villageofcaroline.com](http://www.villageofcaroline.com).)

Please submit your completed survey by dropping it off at the municipal administrative offices:

- Town of Rocky Mountain House
- Village of Caroline
- Clearwater County
- Westview Lodge

The local libraries in the area will also accept the surveys, as will West Country Family Service Association. If you wish to keep your responses confidential, envelopes are available at all our drop-off locations.

If you have any questions about this survey, please contact **Andrea Vassallo** (Family and Community Support Services) at [fcssmanager@rockymtnhouse.com](mailto:fcssmanager@rockymtnhouse.com) or at **(403) 847-5270**.





## Section 1: Living in the Clearwater Region

1. What are the strengths about living in the Clearwater Region?

- |  |   |
|--|---|
| <input type="checkbox"/> Safe community                    | <input type="checkbox"/> Community spirit and pride                       |
| <input type="checkbox"/> Affordability                     | <input type="checkbox"/> Welcoming community / good neighbours            |
| <input type="checkbox"/> Good access to health care        | <input type="checkbox"/> Rural setting                                    |
| <input type="checkbox"/> Access to businesses and services | <input type="checkbox"/> Variety of recreational and social opportunities |
| <input type="checkbox"/> Economic stability                | <input type="checkbox"/> Other (please specify): _____                    |

2. How happy are you with your quality of life in the Clearwater Region?

- ☐ Very Happy   ☐ Happy   ☐ Neutral   ☐ Unhappy   ☐ Very Unhappy

## Section 2: Social Issues in the Clearwater Region

3a. For each of the following social issues please answer:

- i. Have you experienced this issue?  
ii. Are you aware of local programs that address the issue?

Social Issue	i. Have you experienced this issue? Please check ( ✓ ) all that apply.			ii. Are you aware of local programs that address this issue? Please check ( ✓ ) all that apply.		
	Yes	No	Unsure	Yes	No	Unsure
Isolation/Loneliness	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Mental Health (incl. depression)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Affordable Housing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Drugs/Substance Use/Addictions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Personal Safety	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Suicide	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Homelessness	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Basic Needs Not Being Met (e.g. food, clothing, shelter)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Local Programs and Services are too Expensive	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Relationship Breakdown	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lack of Community Connectedness	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lack of In-Home Supports	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lack of Age Appropriate Programming	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lack of Employment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lack of Support for Special Needs Seniors	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Family and Domestic Violence	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Violence and Bullying (not your family)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



3b. Check ( ✓ ) the **top five (5) priorities** that matter to you.

- |   |  |
|---|--|
| <input type="checkbox"/> Isolation/Loneliness                                     | <input type="checkbox"/> Relationship Breakdown                    |
| <input type="checkbox"/> Mental Health (incl. depression)                         | <input type="checkbox"/> Lack of Community Connectedness           |
| <input type="checkbox"/> Affordable Housing                                       | <input type="checkbox"/> Lack of In-Home Supports                  |
| <input type="checkbox"/> Drugs/Substance Use/Addictions                           | <input type="checkbox"/> Lack of Age Appropriate Programming       |
| <input type="checkbox"/> Personal Safety  | <input type="checkbox"/> Lack of Employment                        |
| <input type="checkbox"/> Suicide  | <input type="checkbox"/> Lack of Support for Special Needs Seniors |
| <input type="checkbox"/> Homelessness   | <input type="checkbox"/> Family and Domestic Violence              |
| <input type="checkbox"/> Basic Needs Not Being Met (e.g. food, clothing, shelter) | <input type="checkbox"/> Violence and Bullying (not your family)   |
| <input type="checkbox"/> Local Programs and Services are too Expensive            |  |
| <input type="checkbox"/> Other (please specify): _____                            |  |

### Section 3: Social Programs and Services

Social issues affect the well-being of individuals, families, and the community. **Programs and services** that address **social issues** help people by:

- » Strengthening coping skills.
- » Raising awareness of social needs.
- » Fostering relationships between people.
- » Becoming active participants in the community.

4. For the organizations listed below, please indicate:

- i. Whether you are aware of it.
- ii. Whether you participated in their programs or services within the previous two (2) years.

Organization/Agency	i. Are you aware of this organization?			ii. Did you use its services within the last 2 years?		
	Yes	No	Unsure	Yes	No	Unsure
Alberta Health Services Mental Health Services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
West Country Family Service Association	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Home Supports for Seniors	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
FCSS (Family and Community Support Services)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Community Volunteer Income Tax Program (an FCSS Program)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Food Banks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Public Libraries	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Meals on Wheels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Leslieville Leisure Club	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pioneer Centre (Rocky Mountain House)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Caroline and District Seniors Drop-In Centre	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Organization/Agency	i. Are you aware of this organization?			ii. Did you use its services within the last 2 years?		
	Yes	No	Unsure	Yes	No	Unsure
Alberta Health Services Home Care	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Private Counselling Services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Condor Hall Seniors Drop-In	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Rocky Seniors Housing Council	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Visitor Information Centre	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Alberta Supports	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Canada Revenue Agency Outreach	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Legion	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Churches in the Community	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Recreation and Fitness Centres	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

5. What improvements, if any, are needed to the existing social programs (such as the ones listed in Question 4) offered to seniors in the Clearwater Region?

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6. Please identify any new community based social programs that are needed for seniors in the Clearwater Region.

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- 7a. Consider your own circumstances. Are you able to access the services/programs in the Clearwater Region that you need?

☐ Yes, Completely    ☐ Yes, Somewhat    ☐ No    ☐ Unsure    ☐ Not Applicable

- 7b. What prevents you from completely accessing the needed services/programs in the Clearwater Region? Please check ( ✓ ) all that apply.

☐ Lack of specialized services                      ☐ Cost  
☐ Questions about quality                              ☐ Privacy/pride  
☐ Transportation issues                                  ☐ Difficulty getting appointments  
☐ Not aware of the programs and services that are available  
☐ Other (please specify): \_\_\_\_\_

8a. Are there social wellness programs or services that you accessed elsewhere in the past two years that you would prefer to access in the Clearwater Region?

☐ Yes      ☐ Unsure      ☐ No (Please proceed to Q#9)

8b. If “Yes” or “Unsure”, please identify up to three programs and services you would prefer to access in the Clearwater Region.

☐ Specialist Medical Appointments  
☐ Refugee-Immigrant Assistance  
☐ Suicide Prevention  
☐ Detox or treatment Centre  
☐ PTSD and Trauma Recovery (i.e. Veterans, First Responders)

☐ Affordable Housing  
☐ Sexual Assault Centre  
☐ Homeless Shelter  
☐ Sexual Health and STI's

☐ Other (please specify): \_\_\_\_\_

9. What are the best methods to get information to you about existing social programs and services in the community? Please check ( ✓ ) the **three (3) best methods** from the list below.

☐ Municipal newsletters  
(i.e. County Highlights, Around Caroline, Coffee News)

☐ School newsletters

☐ The Mountaineer News

☐ Community Directory - Chamber Blue Pages

☐ The Western Star

☐ Information Fair / Registration Night

☐ Facebook

☐ Email

☐ Road signage (e.g. electronic sign)

☐ Posters around town

☐ Municipal website

☐ Other (please specify): \_\_\_\_\_

## Section 4: General Comments

10. Please use the following space to share any additional comments concerning the future planning of social services for seniors in the Clearwater Region.

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## Section 5: Volunteerism

11a. In the previous twelve (12) months have you volunteered locally?

☐ Yes ☐ Unsure ☐ No (Please proceed to Q#12)

11b. If "Yes" or "Unsure", please indicate approximately how many hours in the past twelve (12) months you have volunteered in total for the following types of organizations.

How many hours did you volunteer in total for each of the following areas in the past 12 months?	We Did Not Volunteer	1 – 12 Hours	13 – 24 Hours	25 – 50 Hours	More Than 50 Hours
<b>Sports and Recreation</b> (e.g. coaching sports teams, rodeo)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Arts and Culture</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Social Service</b> (e.g. Meals on Wheels, Guys Unleashed)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Service Clubs</b> (e.g. Kinette Club, Community Association)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>School/Education Program</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Church or Place of Worship</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Library</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Youth Program</b> (e.g. Girl Guides, Scouts)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Seniors' Centre</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Community Event</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Other</b> (please specify):	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

12. What, if anything, prevents you from volunteering more than you currently do? Please check ( ✓ ) all that apply.

- |  |   |
|--|---|
| <input type="checkbox"/> No extra time                   | <input type="checkbox"/> Unaware of opportunities   |
| <input type="checkbox"/> Not interested                  | <input type="checkbox"/> Lack of childcare          |
| <input type="checkbox"/> Lack of transportation          | <input type="checkbox"/> Lack of recognition        |
| <input type="checkbox"/> Lack of appropriate opportunity | <input type="checkbox"/> Liability / legal concerns |
| <input type="checkbox"/> Other (please specify): _____   |   |

## Section 6: Respondent Profile

13. Which of the following best reflects where you live?

☐ Rocky Mountain House area

☐ Nordegg area

☐ Caroline area

☐ Withrow area

☐ Alhambra area

☐ Bighorn Reserve area

☐ Condor area

☐ Sunchild Reserve area

☐ Leslieville area

☐ O'Chiese area

☐ Other (please specify): \_\_\_\_\_

14. How long have you lived in the Clearwater Region?

☐ 0 to 2 years

☐ 2 to 5 years

☐ 5 to 10 years

☐ More than 10 years

15. Which of the following best describes your age?

☐ 60 - 64 yrs

☐ 65 - 69 yrs

☐ 70 - 74 yrs

☐ 75 - 79 yrs

☐ 80 - 84 yrs

☐ 85 - 89 yrs

☐ 90 yrs or older

16. What category best describes your total yearly household income?

☐ Less than \$20,000

☐ \$60,000 - \$69,999

☐ \$20,000 - \$29,999

☐ \$70,000 - \$79,999

☐ \$30,000 - \$39,999

☐ \$80,000 - \$89,999

☐ \$40,000 - \$49,999

☐ \$90,000 - \$99,999

☐ \$50,000 - \$59,999

☐ \$100,000 and Over

17. Please indicate how many people you live with in each age category. Don't forget to include yourself!

0 – 9 Years:	40 – 49 Years:	80 – 89 Years:
10 – 19 Years:	50 – 59 Years:	90+ Years:
20 – 29 Years	60 – 69 Years:	
30 – 39 Years:	70 – 79 Years:	

**Thank you very much for completing this survey!**

**Questionnaire Pick-Up and Drop Off Points**

- Rocky Mountain House Town Office (5116-50 Avenue)
- Caroline Village office (5004-50 Avenue)
- Clearwater County Office (4340-47 Avenue Rocky Mountain House)
- Westview Lodge (5427 52 Avenue, Rocky Mountain House)
- Or any local library (Rocky Mountain House, Caroline, Nordegg)

**Draw Entry Form**

If you want to be entered into our draw please provide the following information.

Name (First Name Only): \_\_\_\_\_

Phone Number: \_\_\_\_\_

Note: The information you provide will be used only for the purposes of the draw.  
It will be destroyed once the draw has taken place.

## **Appendix B: Organizations Participating in the Survey**

1. Alberta Supports
2. Alberta Health Services (AHS)
3. Burden Bearers Counseling Center
4. Caroline and District Seniors Drop-in Centre
5. Caroline Municipal Library
6. Caroline Neighbourhood Place
7. Caroline Playschool Society
8. Central Alberta Pregnancy Care Centre
9. Central Alberta Sexual Assault Support Centre
10. Clearwater Community Crime Watch
11. Clearwater Regional Family and Community Support Services (FCSS)
12. Condor Friendship Club
13. Ferrier Community Association
14. Leslieville Seniors Leisure Club
15. The Lord's Food Bank
16. The Medical Equipment Lending (MEL) Society of West Central Alberta
17. Mountain Rose Women's Shelter Association
18. Nordegg Community Association
19. O'Chiese Justice Department
20. Pioneer Center
21. Rocky & District Victim Services
22. Rocky Learning Centre
23. Rocky Mountain House & District Chamber of Commerce
24. Rocky Mountain House Fitness Centre
25. Rocky Mountain House Public Library
26. Rocky Mountain House Primary Care Network
27. Rocky Senior Housing Council
28. West Country Family Service Association

## **Appendix C: Organizations Participating in the Interviews / Meetings**

1. West County Family Service Association
2. Westview Lodge
3. Primary Care Network
4. Rocky Mountain House Aquatic Centre
5. Caroline Legion
6. Caroline Seniors Drop-In Centre
7. Canadian Royal Purple Society
8. Condor Community Centre
9. Mountain Rose Women's Shelter
10. Clearwater County
11. Rocky Friendship Centre
12. Clearwater Agricultural Society
13. Pioneer Centre – Rocky Mountain House
14. Village of Caroline
15. Alberta Health Services Home Care and Acute Care
16. Park Avenue
17. Medical Equipment Lending (MEL) Society
18. Meals on Wheels – Caroline
19. Sunset Manor
20. Caroline Ambulance
21. Caroline Church
22. Seniors in Caroline (discussion session)