



**Sainte-Anne
de-Bellevue**

**CONSULTATION OF SENIOR RESIDENTS OF SAINTE-ANNE-
DE-BELLEVUE**

(55 years and older)

**Results of the survey conducted from
March 23 to April 6, 2022**

Highlights

RESPONDENTS' PROFILE

- 257 people responded to the survey, 80.9% of whom completed it
- Average age of respondents: 64.9 years old, 85.5% of which were aged 74 and under
- 59.4% of respondents were women (56.4% among those aged 65 and over)
- Average duration of residence in the city: 24.6 years (28.6 years among those aged 65 and over)
- The results are discussed for the 9 topics of the MADA (age-friendly municipality) approach

1- RESPECT AND SOCIAL INCLUSION

- The majority agreed that seniors are treated with respect, courtesy, and kindness
- A significant number disagreed that the activities and events offered meet the needs and preferences of seniors, or answered that they did not know
 - The percentage of respondents who agreed was higher among those aged 65 and over
- Nearly 60% of respondents did not know whether seniors had access to equipment loans (e.g., rooms), freebies, or reduced rates to enjoy activities and purchases at discounted rates
- The majority would like to participate in activities that allow young and old generations to mix and exchange

2- LEISURE ACTIVITIES

- The majority of respondents indicated that they had opportunities to participate in artistic activities, although more than a quarter indicated they did not know
- A third agreed that the age-friendly sports activities offer is diverse and numerous, a third disagreed, and another third did not know.

Two activities identified by respondents to be developed as a priority in the City (in decreasing order)

1. Exercise and physical activities
2. Social activities (meetings, groups, club, board games, etc.)
3. Walking
4. Courses, trainings, conferences, and workshops
5. Cultural activities
6. Yoga

3- SOCIAL PARTICIPATION

- A majority agreed that there are opportunities for seniors to get involved socially, although a third of respondents did not know (nearly 40% among those aged 65 and over)
- The interest of a retired person to work again with pay decreases by 20% among those aged 65 and over compared to responses from all age groups

4- HABITAT AND LIVING ENVIRONMENT

- Few respondents agreed that there is enough affordable and age-friendly housing and nearly 40% did not know
- Few respondents agreed that they have easy access to information about seniors' residences, and nearly 40% did not know
- Few respondents agreed that they have easy access to information on financial assistance programs aimed at adapting housing and homes for seniors, and almost 50% did not know
- The majority agreed that they have access to the services and businesses they need close to home

5- OUTDOOR SPACES AND PUBLIC BUILDINGS (accessibility)

- The highest percentages regarding lack of accessibility are for gyms and sports centers, as well as for parks and hiking trails

6- SECURITY

- Respondents expressed a very strong feeling of safety in their area or neighborhood
- A significant majority agreed that emergency services are meeting their needs well
- Less than 30% of respondents indicated that they would know where to go to report elder abuse or mistreatment, and nearly 40% indicated that they did not know

Two priorities identified by respondents to better ensure the safety of seniors in the city (in decreasing order)

1. Police officers, surveillance, security service
2. Pedestrians and sidewalks
3. Information and communications
4. Help, visit, neighborhood, calls
5. Lighting
6. Roads (mainly regarding speeding issues)
7. Medical and emergency services

7- TRANSPORT AND MOBILITY

- The percentage of respondents who do not use public transit is high, and there is an even higher percentage of people aged 65 and over declaring to be satisfied with using the bus and the train
- More than 85% of respondents, including those aged 65 and over, use their personal either very, or somewhat often

Use of walking to get to appointments, shops or leisure activities

- 66.3% of respondents answered yes (among those aged 65 and over, 73.7% answered yes)
- The main reasons for not walking are the following: distance, being too far away, lack of services or the fact that the services are too far away, including 26 people who reported living in the north of the city

Two priorities identified to better serve the needs of seniors in terms of travel within the city's territory (in decreasing order)

1. Public transportation (bus, train, REM, and shuttle)
2. Sidewalks and pedestrian safety (quantity, proper maintenance, speeding issues)
3. Bike paths
4. Road safety (mainly speeding issues)
5. Parking
6. Volunteer support service
7. Rest areas and benches
8. Taxi
9. Snow

8- INFORMATION AND COMMUNICATION

- Three-quarters of respondents agreed that it is easy for them to find the information they are looking for about a municipal service
- However, less than 40% agreed that it is easy for them to obtain information about public and community services for seniors (more than 30% did not know)
- Less than 30% agreed that they were adequately informed about activities and events that are organized for seniors

- 69.9% agreed that they are adequately informed when it comes to the pandemic, a percentage rising to nearly 75% among those aged 65 and over

Means most often used to find the information people need

1. Internet (91.9% of respondents reported Internet, and 88.3% among respondents aged 65 and over)
2. Television
3. Radio
4. Newspaper
5. Electronic display panels
6. Issue 811
7. A caregiver
8. 211 help line

9- HEALTH AND SOCIAL SERVICES

- Less than 40% of respondents agreed that they have easy access to health professionals, although this percentage is higher among those aged 65 and over, at 45.7%
- Nearly 75% of respondents, including those aged 65 and older, did not know whether seniors have timely access to the home support services they need
- More than 50% of respondents did not know whether different activities were offered to encourage healthy lifestyles, a percentage rising to nearly 60% among those aged 65 and over
- More than 50% of respondents agreed that different services are available in connection with the pandemic situation, with this percentage rising to more than 60% among those aged 65 and over

SUGGESTIONS - Two suggestions for improvement were identified by respondents in order to meet the needs of seniors, among all the topics covered in the survey

(In decreasing order)

1. Communications
2. Activities
3. Housing
4. Transportation
5. Health
6. Pedestrians, walking paths, and sidewalks
7. At-home help (repair and maintenance work)
8. Establishment of shops, particularly in the north of the city

- In terms of communications, several recommendations relate to the fact that seniors wish to receive more information about services, for example in a newsletter or a dedicated pamphlet
- Several people expressed the wish that the City's information and services be accessible in English
- In terms of activities, several suggestions related to social meetings between seniors (and occasionally, in an intergenerational context)
- This need to socialize can be seen in the activities that were identified by several respondents among those for seniors to be developed as a priority
- In terms of housing, several comments focused on the need for affordable housing for seniors
- A reduction in property taxes for seniors was also suggested
- Request for information on the project near the hospital was also voiced
- In terms of transportation, improvements to public transit have been proposed
- The issue of access to parking lots and to the REM, and the fact that the north of the city is better served were also mentioned.

- Most of the health suggestions focused on better access to medical services, including a doctor.
- Among the other comments, several overlapped with what had already been expressed in the survey's open-ended questions.