



CITY OF BRAMPTON

**AGE FRIENDLY STRATEGY
COMMUNITY ENGAGEMENT AND FINDINGS REPORT**

MARCH 2019



BRAMPTON
Flower City





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CITY OF BRAMPTON

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1.0 Project Background

1.1 Introduction

The City is working towards the development of an Age-Friendly Strategy (AFS) for the Brampton community. A robust community engagement plan was a critical component prior to developing the AFS. It was important to the City of Brampton that key organizations, City departments, service providers, and members of the public, including youth and the South Asian population to be included in the development of the AFS. Each of these audiences was engaged through a Visioning Workshop, focus group discussions, face-to-face meetings, public workshops with interactive display material in order for the Project Team to understand the lived experience of Brampton residents, and to obtain residents' suggestion for areas of improvement. Throughout the project-related engagement events, City staff participated and attended Farmer's Markets, and other City and organization-led events, and attended external meetings. This additional outreach by the City helped to bring project awareness and build momentum in the community as the City moves towards becoming an Age-Friendly City.

The community was also engaged through an AFS survey, which was administered online and at various locations throughout the City. These events culminated with the delivery of an Age-Friendly Forum, which sought to further engage the community while connecting families, adults, youth and seniors with City departments, service agencies, and with each other. The feedback received through this substantial engagement program will shape the Age-Friendly Strategy for Brampton.

This Report builds upon the preliminary findings as documented in the Baseline Assessment Report, September 2018 and provides a comprehensive outline of the engagement activities and comments received from the AFS survey and numerous discussions with the community at large.

In summary, the review of existing policies and programs contained in the Baseline Assessment report revealed that **Brampton already has a strong policy framework to ensure that new development and redevelopment results in an accessible, age-friendly built form.** Significant areas of Brampton have already been built up. **Mount Pleasant Village is a strong case study** showing how Brampton's land-use planning and community design approach can be leveraged to create a community that offers walkability, accessible transit, diverse housing options, and a mix of amenities and community facilities, all within one neighbourhood.

The Brampton 2040 Vision envisions the redesign and retrofitting of local streets to be "complete streets" throughout Brampton. Complete streets to be people-friendly, and environmentally compatible places. City-led and community projects have the potential to retrofit Brampton's existing built form so that it is easy for older adults, people with disabilities and youth to access all the services, facilities and amenities they need with dignity.

The **City of Brampton has also shown strong commitment to accessibility in communications and customer service, as has the Brampton Library, among other important community facilities.** Programs led by community partners offer opportunities for civic engagement and social participation. These strengths should form the cornerstone of Brampton's Age-Friendly Strategy with respect to the Age-Friendly Dimensions of Social Participation: Respect and Social Inclusion; Civic Participation and Employment; and Communication and Information.

The greatest opportunity for improvement identified in the Baseline Assessment is engagement of Brampton's diverse ethnic communities. Brampton's population is 44% South Asian and 14% Black, but the needs of these and other cultural groups have not necessarily been reflected in municipal planning, programs and services. For example, the Parks and Recreation Master Plan notes that new Seniors' Centres will need to incorporate greater cultural nuance into their design, planning and programming to

ensure that seniors of all ethnic backgrounds feel welcomed and included in their community facilities. It will be critical, throughout the development of Brampton's Age-Friendly Strategy, to maintain this culturally-aware approach.

Balancing the needs of Brampton's large youth population with the needs of its growing seniors' population will be a critical challenge over the lifetime of the Age-Friendly Strategy. **The inclusion of youth representatives on the Age-Friendly Brampton Advisory Committee means that the issues, interests and strengths of Brampton's young people will be incorporated into the Age-Friendly Strategy.** Continuing to value the involvement of youth, particularly those of underrepresented ethnic communities, will ensure the success of the Strategy in making Brampton better for people of all ages and of all mobilities.

This Report is organized as follows:

- **Section 2.0 Approach** - provides an overview of the project approach in developing the Age-Friendly Strategy;
- **Section 3.0 What We Heard** – includes a summary of key themes and messages that were heard through the various engagement events;
- **Section 4.0 Vision and Direction** - the preferred Age-Friendly Strategy's Vision and Goals; and
- **Section 5.0 Conclusion** - concluding statements and discussion regarding key strengths, opportunities for improvement and next steps in developing the Age-Friendly Strategy.

2.0 Approach

2.1 Project Approach

The development of the Brampton Age-Friendly Strategy is following the process developed by the Ministry of Seniors and Accessibility (MSA)¹. The full process involves four steps in two phases, as described below and illustrated in Figure 1:

PHASE 1

- Step 1 – Define Local Age-Friendly Principles
- Step 2 – Assess Community Needs

PHASE 2

- Step 3 – Develop an Action Plan
- Step 4 – Implement/Evaluate the Action Plan

At the time of this Interim Report, Steps 1 and 2 in Phase 1 are complete. The results from the engagement events contained herein will inform Step 3, Phase 2 in the preparation of a Draft Age-Friendly Strategy (i.e. Action Plan). The Strategy will provide actions for each of the community dimensions.

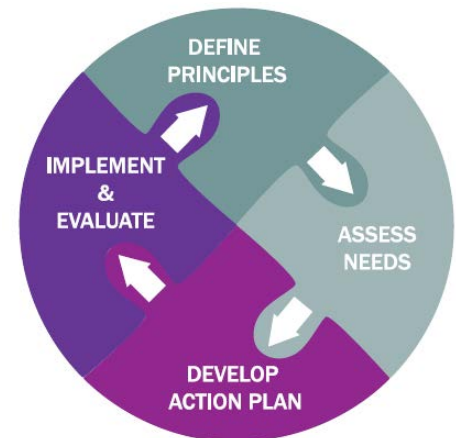


Figure 1: Ministry of Seniors and Accessibility Age-Friendly Planning Process

¹ formerly the Ontario Seniors' Secretariat

3.0 What We Heard

3.1 Engagement Activities

The following is a list of the various engagement events that were held and are described further in this section of the Report:

- Visioning Workshop*;
- Community Audit;
- Age-Friendly Advisory Committee meeting;
- Focus Groups*;
- Indus Presentation;
- Public Workshops*;
- Additional Outreach;
- Community Survey*; and
- Age-Friendly Forum*.

Findings for the key milestone events, marked with an asterisk (*) are provided in the Appendices.

3.2 Visioning Workshop

The Visioning Workshop held on August 21, 2018 in the Conservatory at Brampton City Hall, was attended by 24 participants. The purpose of the event was to gather members of the City's Working Group and the Age-Friendly Committee to:

- Introduce the project and timelines;
- Present background information;
- Based on Brampton 2040 Vision, develop a vision statement for an age-friendly Brampton;

- Identify goals that will bring Brampton closer to this vision; and
- Identify key issues and priorities that must be addressed to meet the goals.

A presentation on Age-Friendly Communities was given at the beginning of the Workshop. Participants were then organized into groups in order to discuss and provide comments on the age-friendly checklists. These checklists were designed by the World Health Organization (WHO) and tailored by WSP to gather information on existing age-friendly strengths and weaknesses in Brampton for each community dimension. Following the small group discussions, each group reported their responses to the larger group, followed by an opportunity for discussion of the checklists, the project and any additional issues participants wished to raise. The Visioning Workshop concluded with a discussion of next steps and an invitation to participate in future public workshops and the January 19, 2019 Age-Friendly Forum. The findings from the Visioning Workshop are presented in **Appendix A**.

3.3 Age-Friendly Advisory Committee Meeting

The City of Brampton's Age-Friendly Advisory Committee is and will continue to be a key partner in the development of the Age-Friendly Strategy. A presentation was made to the Committee on August 21, 2018 to introduce the project, timelines, their role in promoting project awareness, and their assistance and participation in the Age-Friendly Forum.

3.4 Community Audit

The Age-Friendly Community Audit took place on August 22, 2018. Staff from the City, WSP, and a member from the Age-Friendly Advisory Committee conducted the audit in three (3) different geographic and demographic areas, including the downtown area, a suburban shopping plaza, and a gurdwara and shopping plaza in a South-Asian neighbourhood. The Audit focused on two (2) of the WHO's community dimensions, those being Outdoor Spaces and Buildings, and Transportation. City staff used mobility aids, such as a walkers, earplugs, and different eyewear to represent different vision conditions. Staff could then assess and document their experiences of these areas and the ease (or not) to navigate pedestrian crosswalks and outdoor stairs to buildings.

Visual observations were made to determine whether there was signage to entrances, public washrooms, curb cuts, availability of benches on streets, parks, transit stations, and the availability of accessible parking spaces at the shopping plazas and whether signage was provided to indicate an accessible parking space. Other visual observations included the location of transit shelters and how someone with an impairment, or someone using a mobility device would exit off a bus, get onto a sidewalk, cross the sidewalk to a building's main entrance. In addition, visual observations were made on the streets that formed part of the Audit, to determine whether any were in existence, and if they were, whether there was sufficient room in the lane for someone to safely move from the driver side of a vehicle to a building's main entrance. Furthermore, any building that had an accessible push button was tested to determine whether it was operational. In some cases, these buttons didn't work. Numerous photos were taken of the existing strengths and areas that were deficient in meeting the WHO's checklists.

Figure 2 demonstrates a strength and an area for improvement.



Figure 2: Photos from the Community Audit showing accessible (left image) and non-accessible (right image) spaces.

3.5 Focus Groups

Two (2) Focus Group discussions were held on September 11, 2018 at the Chris Gibson Community Centre. There were a total of 8 participants in the morning session held from 10:00 a.m. to 12:00 p.m. and 18 participants in the afternoon session held from 1:00 p.m. to 3:00 p.m. The purpose of each Focus Group was to gather representatives from age-friendly community organizations in Brampton, in an interactive and

discussion-focused setting, to identify and discuss current age-friendly strengths and opportunities for the City to consider as part of the AFS. Participants were also presented with the seven vision statements prepared as part of the Brampton 2040 Vision project, and they were asked to provide input on where age-friendly dimensions fit within the City's vision.

Following the initial presentation, participants were asked to discuss age-friendly checklists in small, facilitated groups. These checklists were designed by the WHO and tailored by WSP (including updates suggested by participants at the Visioning Workshop) to gather information on existing age-friendly strengths and weaknesses in Brampton for each community dimension. After small-group discussion, each group reported their responses to the larger group, followed by an opportunity for discussion of the checklists, the project and any additional issues participants wished to raise. The Focus Groups concluded with a discussion of next steps and an invitation to participate in future public engagement activities and the January 19, 2019 Age-Friendly Forum. The findings from the Focus groups are presented in **Appendix B**.

3.6 Indus Community Services Presentation

Due to the size and prominence of the South Asian community within Brampton, a presentation and group discussion was facilitated for the Indus Seniors' Wellness Group at the Indus Community Services facility at 245 Queen Street East, Unit 2 on November 15, 2018 from 1:00 – 2:30 p.m. The session was attended by approximately 18 participants. At the outset of the meeting, City staff provided the AFS survey in various languages (i.e. English, Punjabi, Urdu and Hindi) and assisted participants with the completion of the survey. City staff were on hand to answer questions and to provide translation services. The session began with a presentation on the AFS, followed by a group discussion on the age-friendly dimensions. The discussion questions were as follows:

- When out and about in Brampton, do you ever find public spaces difficult to navigate or access? If so, name those spaces/places.
- Do you take public transit? If so, do you find it easy to navigate? Is it clean and accessible?

- How many of you live in multi-generational households? Why do you choose to do so?
- Do you have places to meet with your friends and socialize? If so, where? If not, what would be an ideal meeting place?
- Are there enough social services in Brampton? If not, what is needed?
- How do you get local information? Do you feel there is sufficient access to local information in your preferred language (if it isn't English)?
- Where do you go for health services? Is the facility located in Brampton, or do you have to travel for health care?
- Is there anything else that you would like to tell us?

Participants were also presented with three alternative vision statements for the AFS and asked to vote for their preferred vision statement.

3.7 Summary of Initial Engagement Events

This section provides some initial responses under each Community Dimension that were heard from the engagement events prior to the public workshops, as well as from the observations made during the Community Audit.

Outdoor Spaces and Buildings

- Public washrooms are insufficient in number and not clean.
- Need more outdoor seating.
- Parks are well kept, but public spaces are not clean and looked after.
- Sidewalks are not wide enough, streets are not pedestrian friendly.
- City is designed for cars, not pedestrians.
- Consider colour contrast on outdoor infrastructure, such as trash bins.
- Make streets more walkable and improve safety of pedestrian crossings.

Transportation

- Transit system is frequent and reliable, but lacks routes to seniors' centres.
- Not all transit routes have clear and proper connections or connections to other systems, such as GO.
- Door-to-door seniors transit system is limited due to the existence of a good public transit system.
- Transit is discounted for seniors, but it should be free.
- Need better transportation options for students from an affordability perspective, and frequency of transit service levels.
- Taxi cabs are expensive and not accessible. There is an interest in considering Uber or other ride share options.
- Bus shelters are not clean.

Housing

- Housing and home modifications are not affordable.
- There are too few smaller units.
- Affordable housing wait lists are very long and favour families.
- Need more diverse housing options. There is too much of the same within the City.
- There is a misconception that South Asian seniors want to live in multi-generational housing. In many cases, they do not have a choice due to lack of access, cost and long waiting lists.
- Housing is not located near amenities, leading to social isolation and a loss of independence.

Social Participation

- Social activities and events are generally affordable, but they should be free for seniors.

- Social opportunities for seniors are centralized at Flower City, but there are a lack of seniors centres across the whole of the City (east side in particular).
- Community centres are not programmed in a manner that is friendly for seniors. For instance, seniors are displaced in the summer due to camps. Seniors need their own spaces year-round and they need to be dedicated. Consider moving kid's camps to schools in the summer to avoid displacing seniors.
- Make better use of community centres, libraries and places of worship for social events.
- Newcomers deal with a language barrier and may not be aware of programs.
- Older adults from the South Asian community are not included in social events and tend to keep to themselves.

Respect and Social Inclusion

- Brampton is very diverse, but that isn't represented in media.
- All communications should be translated into dominant languages in the City.
- Find ways to integrate seniors from different cultural backgrounds.
- There are no opportunities for older adults to interact with students or to impart their knowledge and experience to the younger generation.
- Consultation tends to favour seniors and not students. We must find a way to engage younger generations in a manner that matters to them.
- Media portrays old people as vulnerable. The City should try to break this stereotype with age-friendly media and communications.

Civic Participation and Employment

- The City offers many volunteer opportunities, but very few employment opportunities to seniors.
- There is little training for entrepreneurship.
- The City lacks training for seniors so that they can re-enter the job market.

- Social media should be leveraged to connect people to the City and to each other.
- Many seniors live in poverty and outreach for employment, such as part-time, is required.

Communication and Information

- It is hard to find information within the City.
- The City's website is complicated and hard to navigate.
- Brampton Guardian alone is insufficient as a local paper. The City should make better use of ethnic papers to communicate.
- City lacks large print materials.
- Need more computers and Wi-Fi options at local libraries so that people without access to the internet can stay connected.
- Seniors use the internet – don't fall for stereotypes.

Community Supports and Health Services

- Many seniors have to travel outside Brampton for health care.
- Long waiting lists for personal care and home support services.
- The City lacks sufficient hospitals and urgent care clinics.
- There are insufficient home care or residential care facilities.
- Supports to assist with the cost of health care (e.g. dental, medications, hearing) are not easy to find and not generally accessible.

3.8 Public Workshops

Three public workshops were held to inform the development of the City of Brampton's Age-Friendly Strategy. **Table 1** provides an overview of the events. The detailed findings from the Public Workshops are presented in **Appendix C**.

Table 1: Rounds of Engagement

Event	Date	Location
Public Workshop #1	November 19, 2018 @ 10:00 a.m. – 12:00 p.m.	Chinguacousy Park Ski Chalet
Public Workshop #2	November 26, 2018 @ 6:00 p.m. – 8:00 p.m.	Gore Meadows Community Centre
Public Workshop #3	November 29, 2018 @ 6:00 p.m. – 8:00 p.m.	Mount Pleasant Community Centre

The purpose of the public workshops was to obtain feedback on the three (3) draft vision statements, objectives and potential action items for the AFS. Each workshop included an overview of the project, four activity stations, and a discussion of next steps.

Approximately 40 participants attended the public workshops. Following the introduction and presentation, participants were organized into groups to partake in the four interactive station activities designed to gather feedback to help develop the AFS. The station activities are explained in **Table 2**.

Table 2: Overview of station activities

Station	Activity Description
Sign-In Table: Vision Statement	Three draft vision statements were available on a board as participants signed-in. Participants were given one “dot” to vote for their preferred vision statement. They were also given sticky notes to provide additional comments.
Station #1: Outdoor Spaces and Buildings, Transportation, Housing	<ul style="list-style-type: none"> • An aerial photo of the City was provided on a display board. • Superimposed on the aerial photo were “call-outs” with photos from the Community Audit that identify needs within the City. • Participants were asked to use the markers and sticky notes to identify the following on the aerial photo: <ul style="list-style-type: none"> ○ Areas within the City that are not accessible, and explain why they aren’t accessible.

Station	Activity Description
	<ul style="list-style-type: none"> ○ Locations where supportive housing would be ideal. What types of supportive measures would make it easier for them to stay in their own homes? ○ Hard-to-access areas where improved transportation is required.
<p>Station #2: Communication and Information, Civic Participation and Employment, Social Participation</p>	<p>Participants were asked to use markers, sticky dots and sticky notes to complete the following activities:</p> <ul style="list-style-type: none"> ○ Create a “cloud” of locations and types of opportunities for social participation (brainstorming exercise). They were provided with colourful sticky notes to provide their input. ○ Finish the sentence, “As an older adult, my ideal job would. . .” or, “As a young adult, my ideal job would...”. ○ Finish the sentence, “My preferred method of communication from the City is”. Use dots to choose from newsletters in the mail, City website, library, information at City Hall, City’s digital boards, posters in public places, social media. ○ Finish the sentence, “The programs that I wish the City made more accessible to me include...”
<p>Station #3: Community Support and Health Services, Respect and Social Inclusion</p>	<p>Participants were asked to use the sticky dots, sticky notes, pens/markers and comment sheet to complete the following activities:</p> <ul style="list-style-type: none"> ○ “When I am looking for community support or health services, they are easy to find and they understand my needs”. Use the dots to vote, “agree or disagree”. Using the space provided on the comment form, they were asked to share a story about lack of access to health services due to a language barrier or other challenges (either themselves or someone they

Station	Activity Description
	<p>know) and describe how the situation could have been improved.</p> <ul style="list-style-type: none"> ○ Top ten spoken languages in Brampton were provided in a word cloud. Participants were asked to use a sticky dot to select their preferred language for community support and health services. ○ Using the space provided on the comment form, participants answered the question, “What does respect and social inclusion mean to you as a City resident?” They were then asked to take 2-3 words from their response, write it on a sticky note and create a word cloud.

Station #1

City Mapping

Participants were provided an aerial photo of the City and asked to provide comments regarding areas of improvements in terms of accessibility, housing and transportation. The following provides a summary of input gathered:

- Provide more Downtown parking spaces both on-street and in parking garages.
- Provide public washrooms in city parks.
- Public perception and existing levels of community safety, particularly in City-owned parks.
- Improve snow and ice removal services on sidewalks and roadways.
- Provide more benches throughout local streets.

Station #2

Social Participation

Participants were asked to identify opportunities for social participation in Brampton. The following provides a summary of input gathered:

- Create programs for seniors to connect and interact with youth. (e.g. Reading in libraries/schools, technology mentoring).
- Provide volunteering options for community events (e.g. events at Ching Park, Gage Park, or Rose Theatre).
- Identify high concentrations of senior populations and plan facilities and activity locations accordingly.
- Provide more opportunities for people with similar hobbies and interests to get together.

Employment

Participants were asked what their ideal job would be as an older/young adult. Many of the participants indicated they would like a part-time job (35 percent) or a job working for the City of Brampton (22 percent), as shown in **Figure 3**.

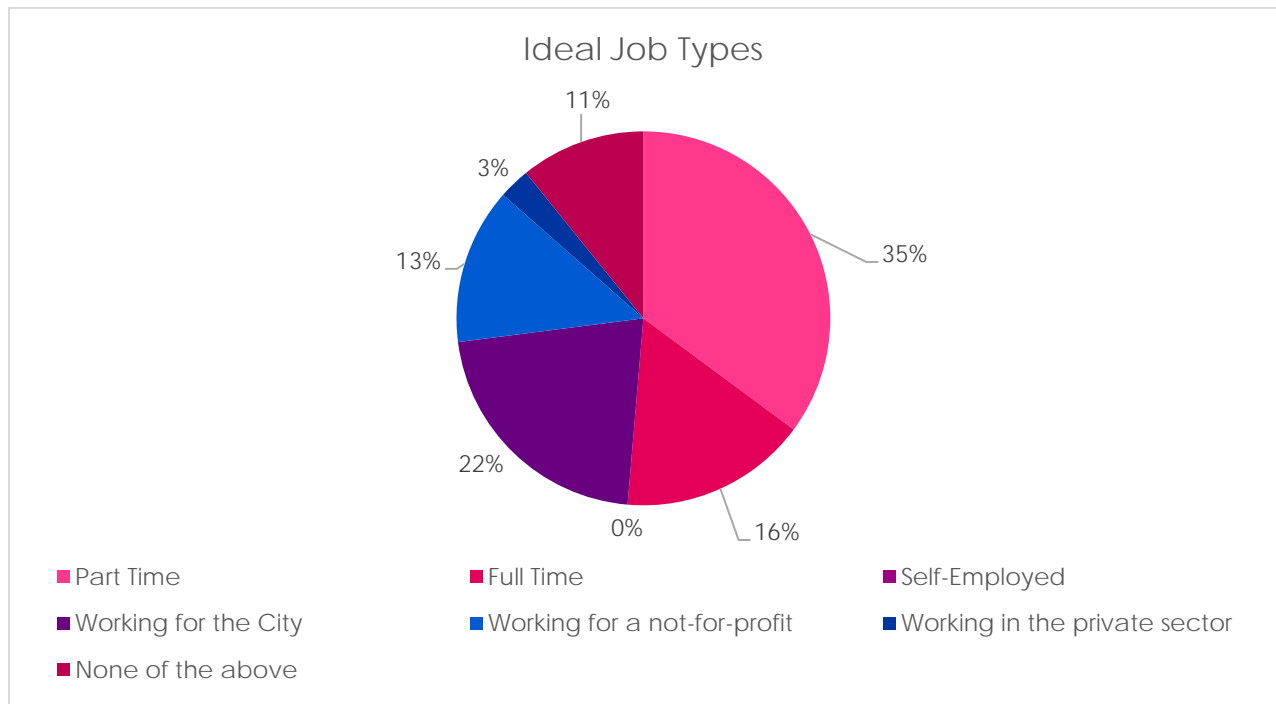


Figure 3: Summary of Employment Feedback

Communication

Participants were asked what their preferred method of communication was. The top three methods of communication as shown in

Figure 4 included: newsletters in the mail (30 percent); the City's website (19 percent); and social media (17 percent). Participants indicated that the Guardian, Bramptonist, the Parvasi Newspaper should have information regarding activities, and volunteer or job opportunities.

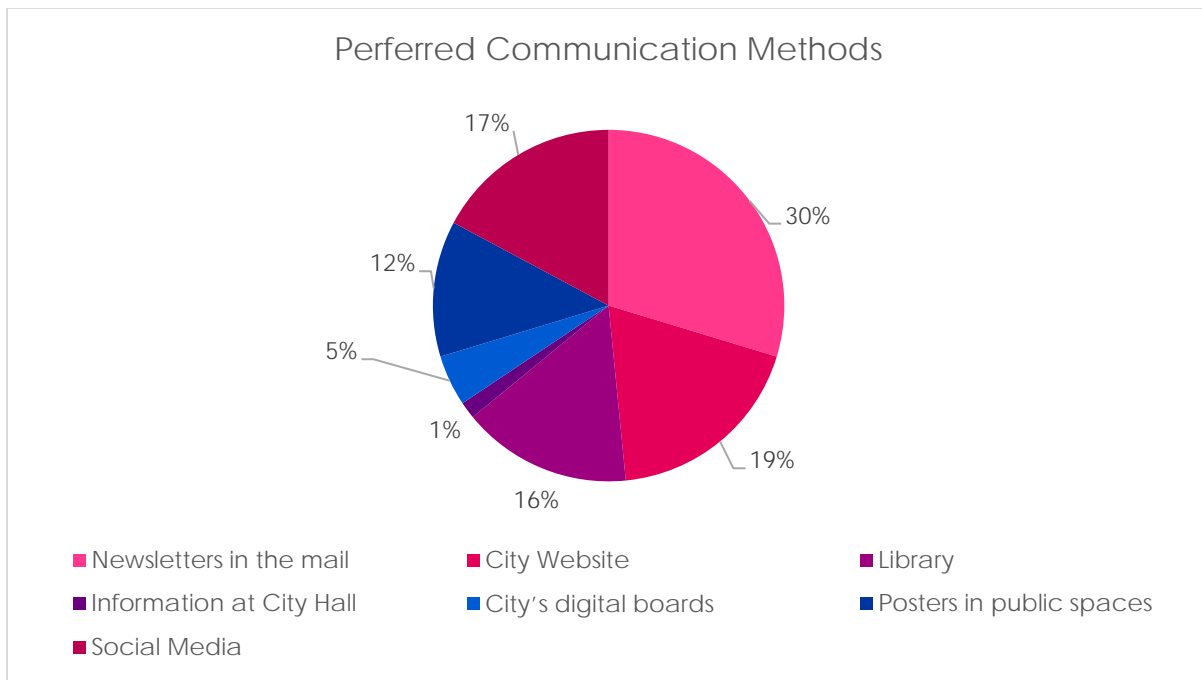


Figure 4: Summary of Preferred Communication Methods

City Programs

Participants were asked what programs they wished the City made more accessible to them. The following provides a summary of the input gathered:

- Increased City bus service and Regional specialized public transit service (TransHelp).
- Landscaping services (e.g. Snow removal, leaf collection, and yard work).
- More available information regarding senior facilities and programming in all languages.

- Increased spaces for senior and community groups, especially outdoors.

Station #3

Community Support

Participants were asked to provide their opinion on the following statement, “When I am looking for community support or health services, they are easy to find and understanding my needs”, as shown in **Figure 5**. The majority of participants disagreed with this statement indicating the wait times for health services (e.g. Long-term care, specialists, surgeries) is too long. Other issues with health care included a lack of bilingual services, transportation to get to appointments, and compassion and support at medical centres.

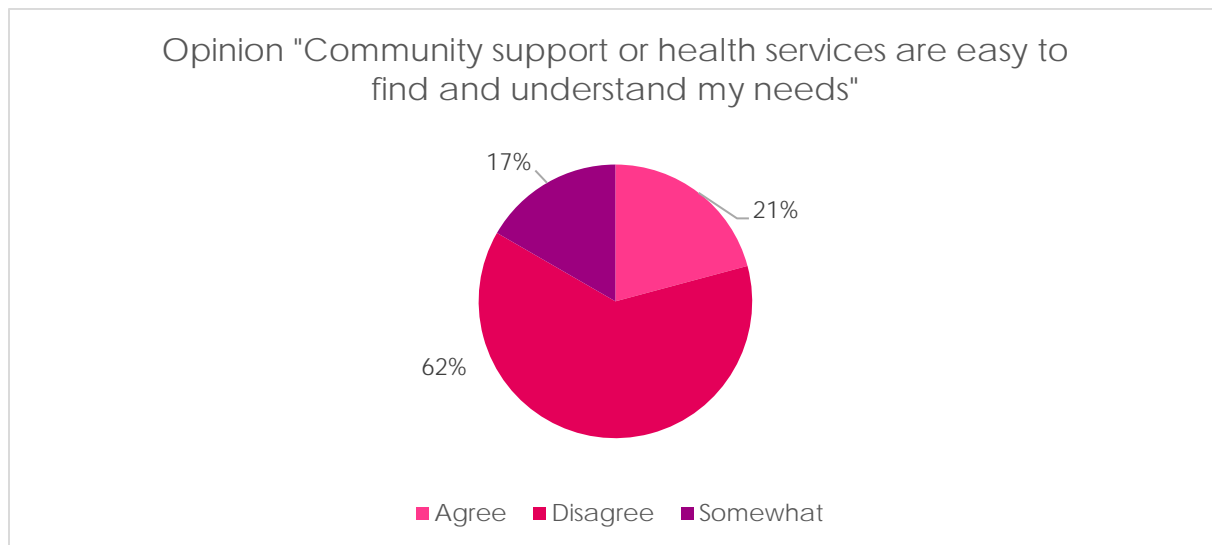


Figure 5: Summary of Community Support Feedback

Respect and Social Inclusion

Participants were asked to select their preferred communication language. The top three languages indicated were English (54 percent), Punjabi (27 percent), and Hindi (8 percent), as shown in **Figure 6**.

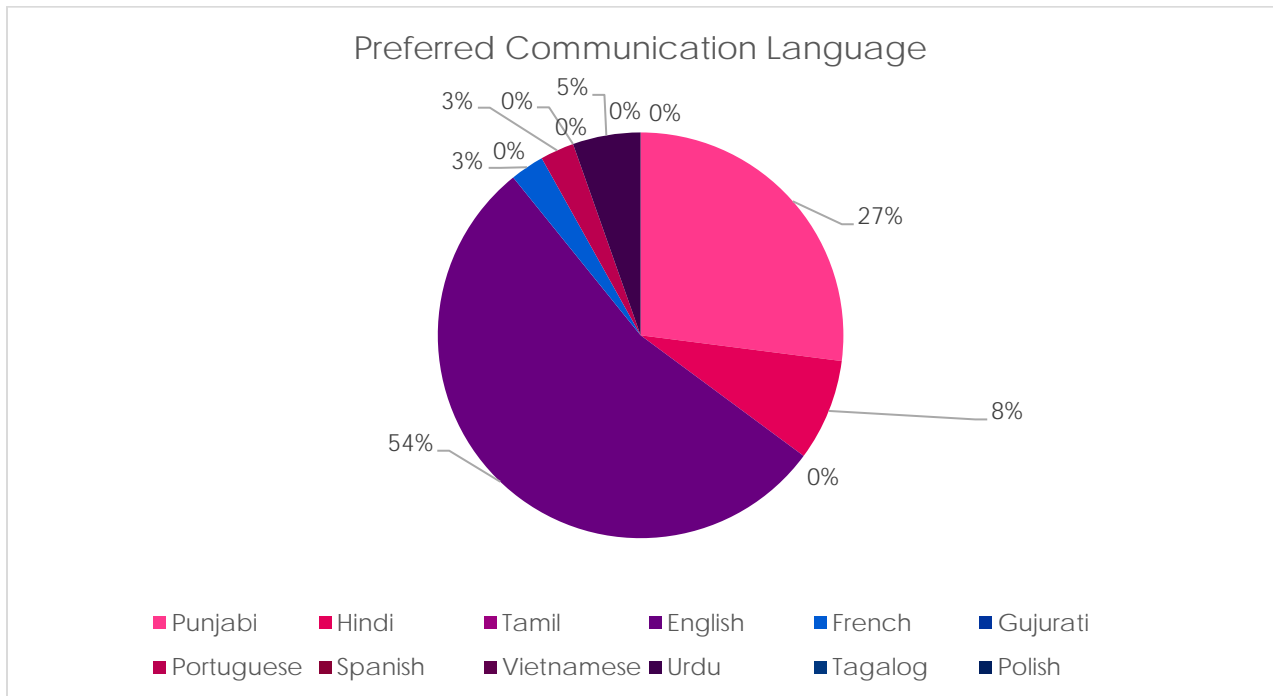


Figure 6: Summary of Preferred Communication Language

Participants were also asked to describe what respect and social inclusion meant to them. The following provides a summary of the input gathered:

- Everyone is respected and valued no matter age, culture, and abilities.
- Accessible social and physical environments.
- Respective of different cultural customs and practices.

Vision Statements

Each of the three draft AFS vision statements collected an equal number of votes through the voting exercise undertaken during the Indus session and the three Public Workshops. Only a few comments (in addition to the votes) were collected through this exercise, and they suggested the addition of more specific language, a reduction in the length of the statements and there was a suggestion to include both federal and provincial levels of government to the list of partners.

The revised Vision Statement for the Age-friendly Strategy, at the time of this report is the following:

Brampton will be an age-friendly community that works with local, regional and provincial partners to offer accessible public spaces and transportation, affordable housing, diverse and inclusive social events, equitable job opportunities, and physical and mental health supports that are well-coordinated to meet the needs of all ages and abilities.

3.9 Additional Outreach

Farmers Market

City staff attended a Farmers Market on August 25 and September 1, 2018 to promote the project and distribute information, as shown in **Figure 7**.



Figure 7: Photos taken from the Farmers' Market

Senior Council Meeting

On September 4, 2018, City staff presented an overview of the project to the Brampton Seniors' Council Meeting. The presentation included an introduction to the project, a description on how the community will be engaged and a discussion of next steps.

Transit Event

On September 26, 2018, the City of Brampton held a Transit Customer Appreciation Event located at the Trinity Commons Transit Terminal from 3:00 p.m. to 6:00 p.m., as shown in **Figure 8**. At the event, City staff handed out promotion materials for the Age-Friendly Strategy Report and spoke with transit riders.



Figure 8: Photo taken from the Transit Customer Appreciation Event

CARP Senior Fair

On October 14, 2018, CARP held a Seniors Fair at Peel Memorial Health Centre from 12:00 p.m. to 4:00 p.m. Participants were asked the question “What do you need to age in the City of Brampton?” The following provides a summary of the input gathered:

- Increased information regarding volunteer opportunities.
- More accessible washrooms throughout the City, specifically Downtown and Gage Park.
- Need landscaping services, such as leaf and snow removal.
- Need more assisted-living facilities and low-income housing.
- First Mile/Last Mile issues when using transit services.

3.10 Community Survey

The community survey was a key engagement opportunity. It was launched online for a three-week period in mid-November 2018. Paper copies of the survey were also made available at City Hall, libraries, and recreation centres. Surveys were also completed by the Local Integrated Health Network (LHIN) staff and were available in South-Asian languages and translated.

The survey sought to obtain information from residents on how well the City was meeting the needs of residents of all ages. The detailed results are found in Appendix D. The responses will be used to develop the Age-Friendly Strategy to make the City a better place to live at every stage of life.

Approximately 386 surveys were completed (367 online and hard copy plus 19 non-English surveys) and provided valuable insight into residents' needs and perspectives regarding age-friendly planning. The key responses to each question are noted below:

General Information

- Q1 – 68% of the survey respondents were female;
- Q2 – 54% of the survey respondents were in 55 years of age or older; 28% were between the ages of 35 and 54; 11% were between the ages of 18 to 34; 3% were under 18 years old;
- Q3 – 79% own their current home; 21% rent;
- Q4 – English was the predominant language spoken at home, but other languages were reported including Hindi, Punjabi, Bengali, Tamil, Urdu, Marathi, Tagalog, Gujarati, French, Italian, Malayalam, Cantonese, Mandarin, Arabic, Creole, Mauritian, Telugu, Vedmi, Spanish, Portuguese, Odia, and Korean;
- Q5 – survey respondents came from various areas in the City based on their postal codes;
- Q6 – 58% live with their partner/spouse; 23% live with extended family; 21% live alone; 2% live with roommates; and 0.30% live in a retirement home;

- Q7 – 41% are retired; 34% are employed full-time; 12% are employed part-time; 9% are unemployed; 7% are students;

Outdoor Spaces and Buildings

- Q8 – with respect to public City buildings in Brampton (e.g. libraries, recreation centres, City Hall, transit terminals), 34% were somewhat satisfied with public washrooms; 33% were somewhat satisfied with the availability of seating;
- Q9 – with respect to public spaces in Brampton (e.g. city streets and places like parks and public squares), 38% were somewhat satisfied with the location of crosswalks; 36% were somewhat satisfied with the availability of crosswalks; 32% were somewhat satisfied with the condition of sidewalks; 26% don't know/don't use bus stops; 28% don't know/don't use bike lanes; 24% were neutral regarding the amount of on-street parking; 27% were somewhat satisfied with the availability of public benches; 25% were somewhat satisfied with the amount of shade.

Transportation

- Q10 – 86% of the survey respondents use a car; 61% walk; 36% use transit; 22% bike; 17% use taxi/Uber, 5% use other methods such as Trans Help and GO transit, and 2% use a mobility scooter.

Housing

- Q11 – when thinking about housing in Brampton, 34% don't use rental housing; 34% don't know the affordability of rental housing; 38% don't use senior-specific housing; 39% don't know the affordability of senior-specific housing. Followed by 25% are very unsatisfied with the affordability of rental housing; 22% are very unsatisfied with the availability of senior-specific housing; and 23% are very unsatisfied with the affordability of senior-specific housing.
- Q12 – 24% plan to never move from their home, while 5% plan to stay less than 1 year; 34% plan to stay in their home for the next 1 to 5 years; and 36% plan to stay in their home for another 5 to 10 years.

- Q13 – this question was for respondents to indicate the reasons why they would move in the future, and the responses were as follows: 29% would move to a more affordable space, 29% would move to a more desirable area; 24% would move to a more accessible space (e.g. one without stairs); 24% would move for a variety of reasons, the predominant being: senior housing or nursing home, assisted living, nursing home, retirement home, and a quieter community without traffic. Other reasons for a move in the future were to have less space, more space, and move in with family.

Social Participation

- Q14 – 68% of the respondents replied that there are enough interesting public spaces in the community to gather with friends and family (e.g. parks, coffee shops, cafes, restaurants, and places of worship).
- Q15 – 76% of survey respondents indicated they attend activities in recreation centres, followed closely by 74% indicated libraries. Almost 60% attend Farmers' markets, and 54% attend places of worship (e.g. church, gurdwara, mandir), and 48% attend arts and culture events and places (e.g. PAMA, Rose Theatre). Almost 40% of the respondents indicated they attend live music events and ethnic/cultural festivals.
- Q16 – with respect to factors that would prevent an individual from attending activities and places, 13% of survey respondents indicated that language barriers were often or sometimes a factor; 13% indicated that disability was not a factor; 42% indicated that cost was sometimes a factor, 30% indicated that a lack of transportation was sometimes or often a factor; and almost 40% indicated that knowing how to find out what is happening was often or sometimes a factor.

Respect and Social Inclusion

- Q17 – 68% of survey respondents felt like had an adequate support system (family, friends, etc.) in Brampton, while 20% said no and 12% were not sure.

- Q18 – 50% of survey respondents said that they were not sure whether there are enough social services in Brampton to help seniors, followed by 31% who replied that there were not enough services for seniors.
- Q19 – 54% of survey respondents said that they were not sure whether there are enough social services to help families in Brampton, followed by 32% who replied that there were not enough services for families.
- Q20 – 54% of survey respondents said that they were not sure whether there are enough social services in Brampton to help youth, followed by 35% who replied that there were not enough services for youth.

Civic Participation and Employment

- Q21 – 55% of survey respondents indicated that they were somewhat informed about local issues in their community, while 30% were neutral, somewhat informed or very uninformed.
- Q22 – 52% of the survey respondents do not volunteer, 11% regularly volunteer, while 12% occasionally volunteer. Survey respondents indicated a wide range of places where they volunteer including at a library, place of worship, schools, Knightsbridge, food bank, retirement home, theatre, Flower City Seniors Centre, etc.

Communication and Information

- Q23 – 66% of survey respondents indicated that direct email was the best way for the City to communicate with them, followed by direct mail (43%), social media and newspaper were tied at 37%, City website was at 34%, radio was at 23%. This question allowed survey respondents to indicate other communication methods. The predominant responses were phone calls, phone calls with message, billboards, notice boards, street signage, flyers, and television.
- Q24 – 92% of survey respondents have access to the Internet at home, while 42% use public Wi-Fi, followed by 41% use the library.

- Q25 – with respect to whether a survey respondent is able to get information from the City in a language they are comfortable speaking, 91% of survey respondents indicated yes in English, and 6% respondents indicated yes in another language.

Community and Health Services

- Q26 – over the last 12 months, 39% have suffered with anxiety/stress, 24% have suffered from loneliness, followed by 23% depression, 22% with an acute or short-term illness, 18% with a chronic illness, 16% with an accident/surgery, 6% with other mental health issue, and 42% with other physical health issues.
- Q27 – over the last 12 months, 90% have visited a family doctor, 43% used a walk-in clinic, 28% have used an emergency room, 19% have used a health centre, 9% have had an overnight hospital stay, and 7% have used an ambulance.

Age-Friendly Vision

- Q28 – asked survey respondents to think about Brampton’s future and what community elements are important for the City to invest in. The survey results to this question are as follows in order of highest percentage responses:
 - ❖ Physical health services – 77%
 - ❖ Mental health services – 76%
 - ❖ Affordable housing – 72%
 - ❖ Employment and volunteer programs – 64%
 - ❖ Accessible public space – 63%
 - ❖ Arts and recreation programs – 58%
 - ❖ Inclusive social events – 55%
- Q29 – this was an open-ended question that asked of what services, programs and information would help a senior with daily life in Brampton. A wide list of responses were given, however the predominant responses included another

seniors centre, additional indoor and outdoor activities, access and information to home maintenance (e.g. snow clearing, lawn maintenance, repairs), and in-home health care services.

- Q30 – this was an open-ended question that asked of what services, programs and information would help families with daily life in Brampton. The responses varied, but the common responses were affordable community and recreational activities, including weekend and afterschool activities, and child care.
- Q31 - this was an open-ended question that asked of what services, programs and information would help youth with daily life in Brampton. The predominant responses included better public transportation, increase parking availability at the GO Station, volunteering opportunities, career and mentoring programs, employment, safe streets, weekend programs and activities.

3.11 Age-Friendly Forum

The City's first-ever Age-Friendly Forum was held on Saturday, January 19, 2019 at the Flower City Seniors Centre. This public event had two major objectives:

1. To provide an opportunity for seniors, families and youth to learn more about age-friendly communities and the services offered by City departments and organizations; and
2. To help the Project Team gain insight into the needs to be addressed in the Age-Friendly Strategy, through the World Café activity.

A Communication and Engagement Strategy was developed specifically for this event with specific and intentional methods to communicate this event through a variety of means including ethnic papers, posters displayed at key locations in the City, including Sheridan College, social media, City website, public digital electronic boards at City Hall, community centres, and through inserts in bulletins provided by the Early Years Centre, Region of Peel Main Office, Peel District School Board, Dufferin Peel Catholic School Board, Sheridan College's Insider newsletter, among others. A diverse range of communication tools was used to ensure that information about the Forum was provided in both traditional (i.e. hard copy) and digital formats, and through different organizations to reach all ages and groups (i.e. youth, families, and seniors).

Despite a cold and snowy winter day, the event was well attended with over 200 participants. The participants included: 133 registrants, 16 Sheridan College students, 12 City staff, 30 Exhibitors, 3 Age-Friendly Advisory Committee volunteers, 3 Councillors (Jeff Bowman, Paul Vicente, Pat Fortini), Mayor Patrick Brown and City Management staff (Rob Elliott and Bob Bjerke).

The Forum included a Welcome from Mayor Brown, recognition of the City's Age-Friendly Advisory Committee and Mr. Ajit Singh Rakhra as the recipient of the 2018 Senior Achievement Award by the Ministry of Seniors and Accessibility. The keynote speaker, Mr. Gil Penalosa, Founder of 8 80 Cities provided an energetic and thought-provoking presentation on age-




friendly communities and what Brampton could become in the future. WSP facilitated the event and presented a project overview, engagement events, and high-level findings from the survey. Constable Vito Pedano from Peel Regional Police gave a presentation on social media safety and useful tips for personal safety and privacy.

The Exhibitors included the following:

- City of Brampton, Emergency Management Office
- City of Brampton, GIS and Open Data
- City of Brampton, Transit
- City of Brampton, Transportation Planning
- City of Brampton, Snow Removal, Public Works
- City of Brampton, Brampton 2040 Vision
- City of Brampton, Fire & Emergency Services

**“Think of parks as an outdoor
community centre.”
Gil Penalosa, 2019**

- City of Brampton, Recreation
- City of Brampton, Economic Development & Culture
- Bike Brampton
- Brampton Library
- Peel Regional Police
- Region of Peel, Seniors Services
- Region of Peel, TransHelp
- Peel Elder Abuse Prevention Network (PEAPN)
- Peel Senior Link
- Region of Peel, Housing Services
- Local Health Integration Network (LHIN) Central West
- Sheridan College, Community Employment Services



**“Quality Infrastructure =
Respect for People.”
Gil Penalosa, 2019**

The Forum included a World Café, which is an engagement technique to obtain as many ideas as possible on a wide range of topics. For this project, there were eight (8) World Café tables that covered specific questions under each community dimension. There were also two (2) World Café tables where translation services were provided. In addition, two (2) World Café Youth tables were available with four (4) questions particularly focused on volunteering and employment. There were approximately 80 participants at the World Café tables.

The detailed responses to the World Café questions provided at the Forum are provided in **Appendix E**. These responses provide ideas, specific locations in the City for improvement, services that are needed by residents. The responses will be developed into actions for the Age-Friendly Strategy.

The City also distributed an Evaluation Form at the event which was completed by approximately 100 Forum participants. The key highlights from those results were the following:

- Majority of respondents agreed that the Forum helped them better understand services provided by the City and understand the word 'age-friendly'.
- The top three topics (from the 8 community dimensions) that people want to hear more about are Housing, Transportation and Community Support and Health Services.
- People were also interested in Social Participation and Respect/Social Inclusion. Many want to be involved and contribute to their community, but they do not know how.





4.0 Vision and Goals

A vision statement describes an ideal state or purpose which a community can work together to achieve. It is an important element of age-friendly planning, as it identifies community priorities and helps set the overall direction for the City's Age-Friendly Strategy. Based on community feedback, the Vision Statement for the Strategy is as follows:

Brampton will be an age-friendly community that works with local, regional and provincial partners to offer accessible public spaces and transportation, affordable housing, diverse and inclusive social events, equitable job opportunities, and physical and mental health supports that are well-coordinated to meet the needs of all ages and abilities.

4.1 Goals

The Vision Statement is implemented through overarching goals, many of which have been founded in existing City policies from various documents as summarized in the Baseline Assessment Report, September 2018, prepared by WSP. These policies have been strengthened by community feedback from the engagement events as described herein.

The following goals will form the foundation in the creation of the Age-Friendly Strategy. These goals are tangible. These goals will be supported by specific actions in the Age-Friendly Strategy that can be evaluated through indicators to determine whether a particular goal has been met. As goals are fulfilled, Brampton would move closer to becoming an Age-Friendly City. The goals to move the City along this path are as follows:

1. Include residents of all ages and cultural backgrounds in City initiatives and events;
2. Provide affordable and accessible housing, along with a range of housing types and tenure to meet the needs of existing and future Brampton residents.
3. The City of Brampton, organizations and service providers will effectively communicate information using a variety of methods.
4. Maintain existing and develop new partnerships with community organizations, businesses, governments, and community partners such as educational institutions (e.g. local elementary schools, high schools, and post-secondary institutions).
5. The City will continue to work with the Region of Peel, and other transportation authorities to assess and improve routes, connections and transit stops as the City grows.
6. Provide access to a safe, accessible, affordable and efficient transportation system to meet daily needs of residents and to encourage participation in community activities.
7. Youth will be recognized and supported in the community through opportunities for social interaction, civic engagement, volunteering and employment.
8. Multi-generational opportunities will be created in the community.
9. Develop vibrant mosaic centres with a variety of employment opportunities for all ages.

10. Apply an age-friendly lens to City initiatives.
11. Design complete and compact neighbourhoods, parks, and streets that create organic opportunities for social interaction, interconnectivity through the provision of accessible linkages (eg. trails, sidewalks) to a variety of land uses.
12. Enable access and provide information to local cultural and religious groups, and community organizations to be able to use municipal facilities and outdoor spaces for cultural purposes.

The Vision Statement and Goals will be included in the Age-Friendly Strategy and may be further refined as the Strategy is developed.



5.0 Conclusion and Next Steps

The City of Brampton’s Baseline Assessment, September 2018 report aimed to assess the existing policies from a Regional and local perspective through the various completed plans and studies in each of the eight community dimensions identified by the World Health Organization (WHO).

Since September 2018, an extensive community engagement program was undertaken which provided various methods for the community at large to participate by identifying existing strengths and opportunities for improvement. The Age-Friendly Strategy will be based on the initial feedback from the consultation events with stakeholders and members of the public. The community input from the World Café activity at the Age-Friendly Forum will also aid in the development of actions for each Community Dimension in the City’s Age-Friendly Strategy, which is the next step in the project.



Appendix A: Visioning Workshop Summary

Description of Event

The Visioning Workshop took place on August 21, 2018 in the Conservatory at Brampton City Hall. 24 participants attended. The purpose of the event was to gather members of the project Working Group and the Age-Friendly Committee to:

- Introduce the project and timelines;
- Present background information;
- Based on the City's 2040 Vision, develop a vision statement for an age-friendly Brampton;
- Identify goals that will bring Brampton closer to this vision; and
- Identify key issues and priorities that must be addressed to meet the goals.

When participants arrived, they were invited to take refreshments and asked to review a series of display boards, one for each element of Brampton's Vision 2040. On each board, they were asked to place post-it notes listing a few key words they thought should be associated with the age-friendly vision for that dimension. The responses were brought forward to support and provide examples for a similar exercise that took place at the subsequent Focus Groups. All visioning responses were used to develop an age-friendly vision that is consistent with the Vision 2040: Living the Mosaic exercise previously completed by the City. These responses are summarized in the Focus Group Summary document.

The presentation and workshop component of the event was set up using multiple round tables in front of a stage, to allow for presentations but also participant interaction during small-group activities. It began with introductions by the City planner and a WSP presentation to introduce the project, provide background information, and present an overview of the study process.

Following the presentation, participants were asked to discuss age-friendly checklists within their groups. These checklists were designed by the WHO and tailored by WSP to gather information on existing age-friendly strengths and weaknesses in Brampton for each community dimension. The checklist items and responses are listed in the next section of this summary and are to be used to help identify issues to be addressed in the Age-Friendly Strategy. After small-group discussion, each group reported their responses to the larger group, followed by an opportunity for discussion of the checklists, the project and any additional issues participants wished to raise.

The Visioning Workshop concluded with a discussion of next steps and an invitation to participate in future public workshops and the January 19 Age-Friendly Forum.

Age-Friendly Checklists

In small groups, the Visioning Workshop participants discussed and completed modified versions of the WHO's age-friendly checklists for each of the 8 dimensions. A summary of their responses is provided in this section.

Outdoor Spaces and Buildings

Responses to worksheet statements:

- Public areas are clean and pleasant (2 yes; 0 no; 0 other response)
- Green spaces and outdoor seating are sufficient in number, well-maintained and safe (1 yes; 0 no; 1 other response)
- Sidewalks are well-maintained, free of obstructions and reserved for pedestrians (1 yes; 0 no; 1 other response)
- Sidewalks are non-slip, are wide enough for wheelchairs and have dropped curbs to road level (1 yes; 0 no; 1 other response)
- Pedestrian crossings are sufficient in number and safe for people with different levels and types of disability, with non-slip markings, visual and audio cues and adequate crossing times (0 yes; 1 no; 1 other response)
- Drivers give way to pedestrians (0 yes; 1 no; 1 other response)
- Bike lanes and paths are separate from sidewalks and other pedestrian walkways (0 yes; 1 no; 1 other response)
- Outdoor safety is promoted by good street lighting, police patrols and community education (0 yes; 1 no; 1 other response)
- Services are situated together and are accessible (0 yes; 1 no; 1 other response)
- Special customer service arrangements are provided, such as separate queues or service counters for older people (0 yes; 1 no; 1 other response)
- Buildings are well-signed outside and inside, with sufficient seating and washrooms, accessible elevators, ramps, railings and stairs and non-slip floors (0 yes; 1 no; 1 other response)
- Public washrooms outdoors and indoors are sufficient in number, clean, well-maintained and accessible (0 yes; 0 no; 2 other response)

(3 groups did not specifically respond to check boxes)

Additional comments:

- Need more art! Murals, statues, installations.
- Parks and boulevards are clean/pleasant; plazas/urban spaces are inconsistent

- More greenery; seasonal workers make it hard to be consistent
- Outdoor seating not accessible, not enough, especially in urban/populated areas
- People bike on sidewalks because roads are unsafe
- Bus stops sometimes not connected to sidewalks; Cotrelle/Castlemore, McLaughlin/Bovaird, Mayfield
- Sidewalks not wide enough, esp. downtown; fewer dropped curbs in urban areas b/c they are older
- Drivers reluctantly give way to pedestrians
- Most bike lanes not separate from sidewalks
- Insufficient street lighting
- Can't get anywhere unless you have cars; city built for cars
- Need more washrooms around transit areas/bus stops; bigger public spaces need public washrooms, e.g. Celebration Square, Gage Park
- Inadequate seating – auto focused city
- Sidewalks good unless there is construction
- Drivers don't always give way to pedestrians
- Not enough bike paths
- Good street lighting, not enough police patrol & community education
- Government services should be at least bus accessible
- Government buildings are well-signed etc., not necessarily
- Key point: making streets more walking accessible; advanced signals
- City is pretty safe, but nighttime doesn't feel as safe due to lighting
- During construction, traffic is sorted out for cars but not necessarily pedestrians
- In Toronto, advanced pedestrian crossing that should be considered for implementation in Brampton (schools e.g. Turner Fenton)
- Amenities should be close to transit
- There's litter everywhere; people don't use trash bins
- Neighbourhood audit: noticed bins were green/brown and blended in, weren't used; make bins brighter: have kids/seniors paint them
- Trails & pathways very connected; important for seniors
- Water features missing (with seating); soothing/stress relief
- Shade/washrooms very important; should be more (portapotties not sufficient; limited accessibility)
- Drinking water: something more than regular water fountains
- Outdoor workout areas, e.g. Lake Aquitane in Mississauga
- Look at things like colour contrast on equipment
- Creditview Sandalwood Park: fully accessible, good new example

- Wayfinding: simple, graphic, include distance/duration on trails (colour contrast important here too)
- Colour coded trails & differentiate bike lanes; City has the tools to do a lot of this
- Sidewalks: often business A-frames block sidewalks; City of Kingston has included lots of places for people to rest (Princess Street)
- Curb cuts: visual and tactile differences are done now in new development
- Pedestrian crossing not long enough
- Some parks are better kept than others but generally clean and pleasant
- Seating needs to be increased; appropriate seating (e.g. out in bright sun vs shaded)
- Sidewalks need maintenance, varies whether there are dropped curbs or non-slip areas
- Drivers don't always give way to pedestrians
- Traffic is a real issue; speed, pedestrian safety, car maintenance, streets are too wide to cross with amount of time to cross
- Sidewalks are not age friendly esp. in older neighbourhoods; accessibility for scooters
- Lighting in washrooms
- Use of parks not always flexible for users; e.g. use tables with help from City staff

Transportation

Responses to worksheet statements:

- All city areas and services are accessible by transit, with good connections and well-marked routes and vehicles (0 yes; 1 no; 1 other response)
- Transit costs are consistent, clearly displayed and affordable (0 yes; 1 no; 1 other response)
- Transit is reliable and frequent, including at night and on weekends and holidays (0 yes; 1 no; 1 other response)
- Transit vehicles are clean, well-maintained, accessible, not overcrowded and have priority seating that is respected (0 yes; 1 no; 1 other response)
- Drivers stop at designated stops and beside the curb to facilitate boarding and wait for passengers to be seated before driving off (2 yes; 0 no; 0 other response)
- Transit stops and stations are conveniently located, accessible, safe, clean, well-lit and well-staffed, with adequate seating and shelter (1 yes; 0 no; 1 other response)
- Complete and accessible information is provided to users about routes, schedules and special needs facilities (1 yes; 0 no; 1 other response)
- Specialized transportation is available for disabled patrons (0 yes; 0 no; 2 other response)
- A community transport service is available where transit is too limited (0 yes; 1 no; 1 other response)

- Taxis are accessible and affordable, and drivers are courteous and helpful (0 yes; 1 no; 1 other response)
- Traffic flow is well-regulated, and traffic signs and intersections are visible and well-placed (1 yes; 1 no; 0 other response)
- Parking and drop-off areas are safe, sufficient in number and conveniently located (0 yes; 1 no; 1 other response)
- Priority parking and drop-off spots for people with special needs are available and respected (1 yes; 0 no; 1 other response)
- Driver education and refresher courses are promoted for all drivers (0 yes; 1 no; 1 other response)

(3 groups did not specifically respond to check boxes)

Additional comments:

- Better connections, more frequent & quicker connections between routes, more late times needed; more routes from smaller to urban retail
- Transit costs clearly displayed, not affordable, need low-income options
- Certain routes overcrowded (Zum 502, 501, 4)
- Not all transit stops are connected properly to sidewalks which makes it inaccessible; not all curbs are dropped; inadequate seating & shelter; need more cover (windscreens, roofs, heating)
- Can have a text option for bus info (other city examples: Ottawa); paper schedules for seniors are more print friendly/user friendly
- Some specialized transportation are no-shows, some are late; pick up multiple passengers
- Is a community transport service available?
- Not affordable, don't take taxis
- Parking & drop-off areas not safe around downtown areas with buses stopping, pedestrians, cars, etc.
- Priority parking not respected in some areas; available and many spaces
- People don't use blinkers; enforce more?
- On some routes there is overcrowding e.g. York University
- TTC has an app, should share more about Brampton Transit app
- Re: taxis: Uber as an option?
- Construction zones need better signage
- Key points: more direct bus options to GO stations, more accessibility and affordability for students

- Brampton in and of itself is not accessible e.g. GO to Toronto
- Seniors have a good Brampton Transit discount; need more done for students (Brampton Transit, GO, TTC); discounts for children under 6
- More transportation options for schools
- TransHelp led by Region of Peel is available but needs to have more operating times
- Lacking in refresher courses
- Pedestrian crossing time is too short, especially for seniors & kids
- Still need to get from house to bus stop; too far to walk and can't afford taxi; promote transportation within the community, e.g. programs to coordinate with neighbours
- Most, if not all, buses are fully accessible now (kneeling/ramps)
- Winter shelters improvement; clearing snow, etc.
- Time it takes to get places; short distances, just as quick to walk
- Transit easy if you're on major/Zum routes, but getting to neighbourhoods and edges of city takes forever
- Need to encourage taxi companies to offer more accessible cabs (fair service to seniors); look at seniors as a lucrative part of your business (e.g. special 1-800-SENIORS cab line)
- Transit training/info program for seniors, similar to what Brampton Transit currently does for students going into Grade 9 ("did you know" campaign)
- Cycling: shouldn't expect less experienced cyclists to ride on road; allow on sidewalk, divided from pedestrians
- Transit could be improved; waiting times are too long (30+ minutes), not shelters at every stop
- Fares: free or subsidized more; integration with Presto; Zum to Malton Station
- Buses are clean, shelters are not
- Need more education about priority seating to improve access
- Need more buses
- More onus on drivers towards rider safety
- Information is available, transit [phone] number available
- TransHelp has been amazing (but experiences vary); may need first aid training
- Is there temporary priority parking? Increase awareness of what is offered
- Examine signage and signals, particularly where many pedestrians may be there
- Longer crosswalks – options for crossing times

Housing

Responses to worksheet statements:

- Sufficient, affordable housing is available in areas that are safe and close to services and the rest of the community (0 yes; 2 no; 0 other response)

- Sufficient and affordable home maintenance and support services are available (0 yes; 1 no; 1 other response)
- Housing is well-built, safe and comfortable (1 yes; 0 no; 1 other response)
- Interior spaces and level surfaces allow freedom of movement in all rooms and hallways (0 yes; 1 no; 1 other response)
- Home modification options and supplies are available and affordable, and providers understand the needs of older people (0 yes; 2 no; 0 other response)
- Public and commercial rental housing is clean, well-maintained and safe (0 yes; 0 no; 2 other response)
- Sufficient and affordable housing for frail and disabled older people, with appropriate services, is provided locally (0 yes; 1 no; 1 other response)

(3 groups did not specifically respond to check boxes)

Additional comments:

- Not sufficient / not affordable, especially older areas
- Family focused, need more smaller units (singles)
- Large units are not affordable, small units are non-existent, large amount of basement apartments
- [Affordable home maintenance/support services available] by whom? City? Profit? Non-profit?
- [Housing well-built] depends on the area; comfortable enough
- [Rooms and hallways] Developers, Ontario Building Codes
- Home modification options and supplies not affordable
- Not well communicated to seniors, or in languages for certain seniors
- Considerations: how do these tenets interact with the private sector of the region re: sufficiency & affordability, re: accessibility
- Housing affordable through secondary services
- Seniors need reliable services (recommended & trustworthy contractors; City verified; industry-led services approved/reviewed)
- Stairs are a challenge for seniors; most of the houses are not bungalow houses
- Home modification not necessarily affordable
- Long waitlists for housing indicate a need
- Housing for those that are middle income is difficult
- Some seniors' buildings are not well located to get closer to transit
- City needs to look at partnering with other agencies & levels of government (e.g. Region of Peel on affordable housing)

- As a City, we could incentivize specific kinds of development in certain areas (e.g. centres/hubs)
- Encourage different housing typologies; get away from just low-density single-family homes
- Jayne: New development in Pickering; mixed-use apartment building with services downstairs (e.g. physiotherapist, CCAC) also prevents social isolation; empower residents
- Simple steps as part of design process: look at slightly wider doors, slightly larger bathrooms
- "Homes for your whole life" developed in planning stage
- Challenge faith groups & places of worship to work together to look at developing housing for seniors
- Largest concern: housing is so expensive (& taxes); important not just for frail/disabled people but all people
- Seniors housing at 1 Maple Avenue (on Queen St): no direct way to access bus stop
- Where is the affordable housing? Wait list is 10+ years; longer wait times for people who need subsidized housing
- Need for increased residential stock
- Make larger spaces for families, others who need space
- Inform the public about affordable housing
- Interior spaces in affordable housing not clean or safe (Ardglen?)
- Bank tax costs & defers until you move out – sort of reverse mortgage
- Communication about resources, costs, info about modifications for housing (CMHC, Region of Peel)
- Quality of rental housing depends where you live
- Consider access to parking in rental housing
- Support for City for seniors who need help with [corder?]

Social Participation

Responses to worksheet statements:

- Venues for events and activities are conveniently located, accessible, well-lit and easily reached by transit (0 yes; 1 no; 1 other response)
- Events are held at times convenient for older people (1 yes; 0 no; 1 other response)
- Activities and events can be attended alone or with a companion (2 yes; 0 no; 0 other response)
- Activities and attractions are affordable, with no hidden or additional participation costs (1 yes; 0 no; 1 other response)

- Good information about activities and events is provided, including details about accessibility of facilities and transportation options (0 yes; 0 no; 2 other response)
- A wide variety of activities is offered to appeal to a diverse population of older people (0 yes; 1 no; 1 other response)
- Gatherings including older people are held in various local community spots, such as recreation centres, schools, libraries, community centres and parks (2 yes; 0 no; 0 other response)
- There is consistent outreach to include people at risk of social isolation (0 yes; 1 no; 1 other response)

(3 groups did not specifically respond to check boxes)

Additional comments:

- Things are really centralized, but availability: not many venues available or insufficient size; things are centralized in certain areas more so than others (Chinguacousy Park, Mt. Pleasant, downtown)
- The events/activities themselves are affordable, but costly to travel; need to communicate free parking
- Need to promote more, be language-specific, use many methods
- Lots of City sponsored/partnered events
- What role can/will the City play? Re: resources, funding, eligibility
- Make use of community spaces, ex. Community centres, parks, religious spaces, grocery stores, places of worship (bring in councillors to fill that gap or promote outreach); re: private spaces, have along roads
- Promo: pamphlets, mail, roadside billboards, street signs, bus shelters, ads in washrooms
- Re: social media, inconsistent promotion on various channels/profiles
- Some venues are accessible and some are not
- City events and attractions are affordable
- There could be more activities for seniors; need more simple events, using more places of worship
- Not consistent outreach to people at risk of social isolation; mostly by service providers
- Some City events can be communicated better; you only know about them when you hear from a friend, e.g. Party in the Lanes; put information about events in Brampton Guardian (online or friends)
- When you look up events on Facebook, Events@Brampton doesn't pop up
- Sharing information through the younger generation

- Each neighbourhood should identify events within the neighbourhood e.g. Farmers' Markets in spots around the City
- Need to remember that this is about youth too; social isolation of youth is a real problem
- Many events in Garden Square (hard to get to for people in far neighbourhoods); spread out to different rec centres
- Shuttle buses more often (like for Canada Day)
- Important to have activities at all times; many seniors still want to do things at night, not just during the day; provide options!
- Newcomer population may not know how to participate b/c of language barriers etc.
- More partnerships with schools, to use that space in summer when school is out; could make them hubs of community activity (could be specific to senior activities) or move kids' summer camps out of rec centres and into schools, freeing up space for seniors
- Knightsbridge & Flower City are most active; need something in East Brampton
- No "small town" or community character to each neighbourhood; greater social participation
- Community centre: printed materials not inclusive or invitational
- Seniors centres are effective at bringing people together (health & banking services)
- Maybe use different locations; consider use of schools
- Location of councillor-led events
- Community/residents' associations: could there be support for this from the City? Big opportunity

Respect and Social Inclusion

Responses to worksheet statements:

- Older people are regularly consulted by public, voluntary and commercial services on how to serve them better (1 yes; 0 no; 1 other response)
- Services and products to suit varying needs and preferences are provided by public and commercial services (1 yes; 1 no; 0 other response)
- Service staff are courteous and helpful (0 yes; 1 no; 1 other response)
- Older people are visible in the media, and are depicted positively and without stereotyping (2 yes; 0 no; 0 other response)
- Community-wide settings, activities and events attract all generations by accommodating age-specific needs and preferences (1 yes; 0 no; 1 other response)
- Older people are specifically included in community activities for "families" (1 yes; 0 no; 1 other response)

- Schools provide opportunities to learn about ageing and older people, and involve older people in school activities (0 yes; 1 no; 1 other response)
- Older people are recognized by the community for their past as well as their present contributions (0 yes; 1 no; 1 other response)
- Older people who are less well-off have good access to public, voluntary and private services (0 yes; 1 no; 1 other response)

(3 groups did not specifically respond to check boxes)

Additional comments:

- Be more language specific, have translations, promote
- [Consultation] good for larger plans, could be faster at smaller plans/actions
- [Services & products] more for older adults, more for older youth, inaccessible to transit
- Not all [settings and events accommodate age-specific needs and preferences]
- [Inclusion of older people in community activities for families] improved because of understanding of intergenerational families
- [Learning about older people in schools] how does this work in tandem with curriculum?
- [Older people recognized] who? Veterans? By who? How do you define recognition?
- Hidden costs make it harder [to access services]; transportation, e.g. Flower City CC is far for some; language barriers
- Considerations: How do these tenets interact with the private sector and Region? How does school involvement work in tandem with curriculum and school board agendas? How do you define recognition in this plan?
- Government services [consult older people], but commercial services not as much; businesses consult when there is a monetary benefit; for publicly funded services, accountability expects engagement
- Transit needs for students
- Stereotype that seniors are vulnerable and can get scammed; see positive example of seniors' Zumba; lots of media dedicated to older adults
- Senior of the Year / Senior Achievement Award; need to hear more about this
- Access to services getting better but need to do more
- Schools having older people engaged more
- Need another emergency centre
- Students going to school outside: express bus routes
- Hospital staff at front desk: intake not courteous
- Seniors tell you what they want

- More consultation with seniors (e.g. recent Riverstone community centre, local seniors did not feel heard/listened to)
- Opportunity to provide informal space/time for seniors to use library (and other community space) in inclement weather; informal tables & chairs in wide hallways at rec centres, where feasible
- Opportunity to provide this same sort of informal space/time for youth; not organized activity, just space for them to hang out and be with others
- Think about this during design phase of public spaces/buildings; creative, informal uses of space (hallways, alcoves); look at Mississauga Valleys
- Importance of intergenerational programming; building respect through social interaction
- Engagement of seniors currently done fairly well by City (organized groups)
- Focus on treating all feedback equitably (adult/seniors vs youth)
- Definitely not consulted on how to serve older people
- Riverstone golf course: older adults not consulted, really lacking consultation
- Staff are helpful but councillors are generally not
- Health services in Brampton: less hospital support, need one in West End, increase service at Peel Memorial; City should be advocating for this more strongly
- Media doesn't portray older adults; older adults are not consulted; don't need to be told what you need
- Entrenched ageism, attitudes that older adults "don't know what they want"
- Inclusion of South Asian older adults
- Diversity and integration of different seniors from different cultures
- Brampton Seniors' Council is doing some good work
- Need to show diversity on imagery in activity booklets

Civic Participation and Employment

Responses to worksheet statements:

- A range of flexible options for older volunteers is available, with training, recognition, guidance and compensation for personal costs (1 yes; 0 no; 1 other response)
- The qualities of older employees are well promoted (0 yes; 2 no; 0 other response)
- A range of flexible and appropriately paid opportunities for older people to work is promoted (0 yes; 1 no; 1 other response)
- Discrimination on the basis of age alone is forbidden in the hiring, retention, promotion and training of employees (1 yes; 1 no; 0 other response)
- Workplaces are adapted to meet the needs of disabled people (0 yes; 1 no; 1 other response)

- Self-employment options for older people are promoted and supported (0 yes; 1 no; 1 other response)
- Training in post-retirement options is provided for older workers (0 yes; 1 no; 1 other response)
- Decision-making bodies in public, private and voluntary sectors encourage and facilitate membership of older people (1 yes; 0 no; 1 other response)

(3 groups did not specifically respond to check boxes)

Additional comments:

- [options for older volunteers] none that we are aware of; if so, needs to be communicated
- Seen as a burden because lack of technology
- Not enough [work opportunities]; not enough supports for retirement; cost of living is harder; taking jobs from younger
- Depends on the employer [if workplaces are adapted to needs of older people]
- Entrepreneur opportunities for seniors: is it promoted, do people know, language specific, something for newcomer seniors to do
- More present when aimed at older people
- More outreach to younger population
- Sometimes formalized / sometimes informal
- Considerations: how do these tenets work in tandem with the private sector, non-profit sector & Region of Peel, especially around people with disabilities?
- More mentorship / intergenerational opportunities
- Age bias is there
- Training: not enough community education on retirement, technology
- Ideas on young people teaching seniors; need community sessions for seniors so that we can relate to each other
- Need range of flexible options for volunteers of all ages
- Volunteering MBC (connections to opportunities in Peel; opportunity for promotion or partnership)
- Hesitancy to participate because of risk/liability for volunteers
- Use social media to make community connections (directly connect volunteers with people looking for help); informal
- Seniors need to work much longer than they used to; now competing with youth too; disparity within job market (hard to find a new job when you're 50+)

- Entrepreneur Centre has done workshops specifically for older people on self-employment; look at expanding their Summer Company grant program (for youth) to a program for seniors too; intergenerational business programs and connections between seniors and youth
- Options for older volunteers not promoted
- Public more than private workplaces adapted for needs of disabled people
- Volunteer opportunities that compensate etc. are rare, but police checks now cost money (Peel Regional Police decision)
- Not enough paid opportunities exist, barriers are there (languages, training, etc.)
- Seniors won't tell someone they can't afford food; lots living in poverty
- Self employment is difficult if poor/low income; entrepreneurship options are for youth
- Opportunities for part time work aren't advertised; need more support from City
- Seniors' Council should have an office

Communication and Information

Responses to worksheet statements:

- A basic, effective communication system reaches community residents of all ages (0 yes; 1 no; 1 other response)
- Regular and widespread distribution of information is assured and coordinated, centralized access is provided (0 yes; 1 no; 1 other response)
- Sufficient information is available in languages commonly spoken in the community (1 yes; 0 no; 1 other response)
- Regular information and broadcasts of interest to older people are offered (1 yes; 0 no; 1 other response)
- Oral communication accessible to older people is promoted (1 yes; 0 no; 1 other response)
- People at risk of social isolation get one-to-one information from trusted individuals (0 yes; 0 no; 2 other response)
- Public and commercial services provide friendly, person-to-person service on request (0 yes; 1 no; 1 other response)
- Printed information – including official forms, television captions and text on visual displays – has large lettering and the main ideas are shown by clear headings and bold-face type (0 yes; 1 no; 1 other response)
- Print and spoken communication uses simple, familiar words in short, straightforward sentences (2 yes; 0 no; 0 other response)
- Telephone answering services give instructions slowly and clearly and tell callers how to repeat the message at any time (2 yes; 0 no; 0 other response)

- Electronic equipment, such as cell phones, radios, televisions, and bank and ticket machines, has large buttons and big lettering (2 yes; 0 no; 0 other response)
- There is wide public access to computers and the Internet, at no or minimal charge, in public places such as government offices, community centres and libraries (2 yes; 0 no; 0 other response)

(3 groups did not specifically respond to check boxes)

Additional comments:

- Have different types of communication
- Needs to be more dynamic depending on the type of information (soft infrastructure)
- How do you overcome info overload
- Tap into councillors more, local media (e.g. Brampton Guardian, Bramptonist), local community groups & organizations (e.g. BIAs), ethnic media
- Not enough [information available in languages commonly spoken]; City information is well-translated
- [Regular information & broadcasts] Who? Are we targeting them?
- [People at risk of social isolation get information from] who? Non-profits? City?
- [Public services provide friendly service] City yes, commercial services are inconsistent
- Need sentence case [in printed information], include image descriptions, give detailed captions on social media
- Brampton Guardian distribution is not consistent
- Hard to find information within the City
- Printed info needs improvement e.g. street signs
- How do seniors want information? Print, face to face, online (simple! Option for less graphic versions)
- Design of things (brochures, etc.) (font choice/size) seems to be an afterthought sometimes; needs to be thought of at start of process
- City media releases all translated to top 3 languages & French
- Very simple 8.5 x 11 FAQ on programs to supplement brochures etc.
- Hospitals, Brampton Seniors' Council, City of Brampton have info in various languages
- Brampton Guardian is underused as communication tool; other paper in Peel by Peel Region? Caribbean papers? South Asian papers?
- No large print materials
- Need to consider difference in languages spoken vs what can be read, so materials may not be represented; not really recognized in Town Hall
- Need to be more computer kiosks at library

- Major themes across all dimensions: communication pieces (awareness, representation, 2-way communication with input from community)

Community Supports and Health Services

Responses to worksheet statements:

- An adequate range of health and community support services is offered for promoting, maintaining and restoring health (0 yes; 1 no; 1 other response)
- Home care services include health and personal care and housekeeping (0 yes; 1 no; 1 other response)
- Health and social services are conveniently located and accessible by all modes of transportation (0 yes; 1 no; 1 other response)
- Residential care facilities and designated older people's housing are located close to services and the rest of the community (0 yes; 1 no; 1 other response)
- Health and community service facilities are safely constructed and fully accessible (1 yes; 0 no; 1 other response)
- Clear and accessible information is provided about health and social services for older people (0 yes; 1 no; 1 other response)
- Service delivery is coordinated and administratively simple (0 yes; 2 no; 0 other response)
- Service delivery is available in languages commonly spoken in the community (1 yes; 0 no; 1 other response)
- All staff are respectful, helpful and trained to serve older people (1 yes; 1 no; 0 other response)
- Economic barriers impeding access to health and community support services are minimized (0 yes; 1 no; 1 other response)
- Services to ensure adequate food and promote food security for all residents are available and accessible (1 yes; 0 no; 1 other response)
- Voluntary services by people of all ages are encouraged and supported (1 yes; 0 no; 1 other response)
- There are sufficient and accessible burial sites (0 yes; 1 no; 1 other response)
- Community emergency planning takes into account the vulnerabilities and capacities of older people (1 yes; 0 no; 1 other response)

(3 groups did not specifically respond to check boxes)

Additional comments:

- [Home care services] who? Be more clear on roles in & out of City
- Transportation issues; have smaller facilities in other parts

- Not enough facilities and housing
- [Facilities] not fully [accessible]; more improvements with newer ones
- [Service delivery] needs to be coordinated with all sectors
- [Service delivery in languages commonly spoken] communications, City, yes; inconsistent elsewhere
- [Staff trained to serve older people] who? How?
- [Economic barriers minimized] how? Via City? Discounts? Subsidies? Low-income accommodation?
- [Food security services] Community-based, community-specific food security/knowledge; food access with dignity; look at Community Food Centre Canada
- [Burial sites] not accessible, expensive, no one wants to live next to one
- Considerations: how do these tenets work with for-profit/non-profit sector & Region of Peel?
- City can advocate to upper levels re: health
- Not enough home care services or residential care facilities; waitlist indicates need
- Services not conveniently located; caregiver stress
- Need more information shared and more accessible; kids to get it
- Not all staff respectful/trained
- Not sufficient work done to minimize economic barriers
- Burial sites have not emerged as a planning issue
- Emergency planning: Lighthouse program
- Need another emergency hospital to eliminate hallway waiting/treatment
- Need more specialized services that are able to come to home
- Administration of services: a lot of paperwork
- Similar to housing theme – ensure housing is near amenities (complete communities) – grocery stores, health services, etc.; opportunities to incentivize through Planning Act and needs to be addressed with developers in planning stage
- Diversity/accessibility of commercial uses; not just big box
- Once you can't walk to these services/amenities, you're increasing social inclusion [isolation]; not everyone can, or wants to, drive 10 minutes to the closest Walmart
- Home care services include health, personal care, housekeeping, but how to access?
- Health and social services accessible by transit, but pedestrian, not so much
- CCAC – limited support
- All health services are regional or provincial
- Information about health or social services not accessible
- If you can't pay, there are barriers to health services (medications, food, dental, hearing); supports are not well advertised

Appendix B: Focus Group Summary

Description of Event

Two Focus Groups took place on September 11, 2018 at the Chris Gibson Community Centre. Eight (8) participants attended a morning session from 10 am to noon, representing the following organizations:

- Brampton Caledon Community Foundation
- Brampton Senior Citizens' Council
- City of Brampton
- CARP Brampton
- Flower City Advisory Committee
- United Achievers Community Service

Eighteen (18) participants attended an afternoon session from 1 to 3 pm, representing the following organizations:

- Amintro (creators of a social connections app)
- Bramalea Christian Fellowship
- Brampton Caledon Community Living
- Brampton Public Library
- Central West Local Health Integration Network (LHIN)
- Community Alliance for Support and Empowerment
- Elder Help Peel
- INDUS Community Service
- Region of Peel
- Right at Home Canada
- Service Canada
- South Asian Canadian Social Health and Services

The purpose of each Focus Group was to gather representatives of age-friendly community organizations and stakeholders in Brampton, in an interactive and discussion-focused setting, to:

- Introduce the project and present background information;
- Identify and discuss current age-friendly strengths and opportunities in Brampton;
- Discuss the most important things Brampton could do to become a more age-friendly community.

When participants arrived, they were invited to take refreshments and asked to review a series of display boards, one for each element of Brampton's Vision 2040. On each board, they were asked to place post-it notes listing a few key words they thought should be associated with the

age-friendly vision for that dimension. The responses are listed in the Age-Friendly Visioning summary and were used to develop an age-friendly vision that is consistent with the Vision 2040: Living the Mosaic exercise previously completed by the City.

The presentation and workshop component of the event was set up using a round-table format. It began with introductions by the City planner and a WSP presentation to introduce the project, provide background information on the concept of age-friendly communities, and present an overview of the process for developing the Age-Friendly Strategy.

Following the initial presentation, participants were asked to discuss age-friendly checklists in small, facilitated groups. These checklists were designed by the WHO and tailored by WSP (including updates suggested by participants at the Visioning Workshop) to gather information on existing age-friendly strengths and weaknesses in Brampton for each community dimension. The checklist items and responses are listed in later sections of this summary. They are to be used to help identify issues to be addressed in the Age-Friendly Strategy. After small-group discussion, each group reported their responses to the larger group, followed by an opportunity for discussion of the checklists, the project and any additional issues participants wished to raise.

The Focus Groups concluded with a discussion of next steps and an invitation to participate in future public engagement activities and the January 19 Age-Friendly Forum.

Key Themes

Building on responses raised during the Visioning Workshop, participants raised the key themes listed below under each community dimension. These themes will be used to guide the development of the community survey.

Outdoor Spaces and Buildings

- Improve width, connectivity, and maintenance of sidewalks
- Concern about cyclists on sidewalks due to unsafe roads and high traffic speeds – creates pedestrian safety concerns
- Improve pedestrian crossing times on busy roads
- Need more accessible seating and public washrooms
- Need for clarity regarding where motorized scooters can be used
- Improve design and legibility of signage and ensure it is high-contrast

Transportation

- Success in this area has major implications for other community dimensions including housing, social participation, civic participation and employment, and community supports and health services

- Interest in greater transit service frequency (especially on weekends) and longer transfer windows, as well as integration with other transit services (e.g., GO, MiWay)
- Many senior riders feel uncomfortable or not respected on transit
- Need for improved transit service to seniors' centres
- Improve seating, shelter, and sidewalk connections at transit stations
- Priority parking and drop-off areas are not always safe or respected
- Interest in more options for accessing schedule information (e.g., text, email, paper flyers)
- Taxis not considered affordable; interest in exploring Uber or other community programs that may provide other options

Housing

- There is a lack of affordable housing of different types (i.e., other than single-detached)
- Consider what models could increase options and affordability (tax deferral programs, home sharing, etc.)
- Provide more support for home modification & accessibility retrofits
- Address condition of older rental buildings and compliance of basement/secondary suites

Social Participation

- Transportation to and communication of events were identified as barriers to participation
- Disperse events and facilities more evenly throughout the City, particularly in the east end
- Successful events need to be accessible (parking, transit, seating, washrooms) and affordable
- Explore making greater use of schools, places of worship and community associations for events, to provide more balanced access to recreation centres

Respect and Social Inclusion

- Improve consultation regarding programs, services, events, and developments
- Consider designing public buildings to offer more informal gathering space
- Interest in more school programming linking seniors and students
- Interest in finding ways to recognize senior and youth achievement
- Interest in finding ways to integrate seniors from different cultural backgrounds

Civic Participation and Employment

- Ensure access to employment and entrepreneurship training for both seniors and youth
- Promote compensation for volunteers' incidental expenses

- Improve communication of job and computer training options and volunteer opportunities
- Consider how to engage newcomer seniors who may face language barriers

Communication and Information

- Success in this area has major implications for success in other dimensions, particularly transportation, social participation, and community supports and health services
- Need to ensure wide distribution of Brampton Guardian in the absence of other local media
- Consider how to tap into local organizations and community media to promote programs and events
- Consider the design of print and web information; ensure language is clear, design is high-contrast, and community diversity is represented
- It is not always clear where to go to access information about events and programs; print and social media announcements are not always in visible locations
- City information is provided in a range of languages, but this is not the case for all information
- Ensure seniors have access to computer courses and assistive devices

Community Support and Health Services

- Access to these services affected by availability of transportation and information; consider how to help people understand and navigate service offerings
- Concern about long waiting lists for supported housing, personal care and home support services
- Concern about lack of clinics and hospital space
- Consider how food banks could be better coordinated and offer a greater range of cultural food options
- Consider how different government and community actors can coordinate to more effectively advocate for and deliver services
- Cost for many services that are not publicly funded (e.g. dentistry, eye care, physiotherapy, etc.) is a barrier

Based on the key themes identified above, the Age-Friendly Checklists were modified and condensed to form the basis for the Age-Friendly Community Survey. The questions and statements for each dimension were modified as described below. The language of the checklists was also revised for simplicity and clarity.

Outdoor Spaces and Buildings: The checklist was condensed to focus on sidewalks; safe scooter and cycling facilities; and accessibility features such as seating, public washrooms, and drinking fountains, as these issues were raised frequently during early engagement activities.

Transportation: The checklist was condensed to focus on issues related to transit and other transportation options, including ride-sharing programs and drop-off facilities. Questions regarding road maintenance and driver education were not identified as concerns early in the consultation process and were removed.

Housing: The checklist was condensed to focus on issues related to the affordability and variety of available housing options, as well as home support/modification services and the condition of rental housing. Specific questions related to the design and construction of housing were removed.

Social Participation: The checklist was revised to focus on the accessibility, transportation and communication of events, as well as the diversity of offerings and the choice of venues throughout the City.

Respect and Social Inclusion: The checklist was revised to focus on aspects of inclusivity that were raised as priorities during early engagement events, including improving consultation regarding public activities and decisions, finding more ways to engage and connect seniors and youth, and ensuring newcomers are integrated into community events.

Civic Participation and Employment: The checklist was revised to focus on entrepreneurship training for both seniors and youth, as well as ensuring incidental volunteer expenses are covered. Like many other dimensions, there was also a need to touch on the communication of programs and opportunities and the integration of newcomers or those who may face language barriers.

Communication and Information: The checklist was condensed to focus on the ease of finding information in a variety of formats and languages. Follow-up questions were also included to learn more about how people currently access information.

Community Support and Health Services: The checklist was revised to focus on information, coordination, timeliness, and costs associated with health service delivery. Questions were also modified as needed to address transportation and inclusivity.

Age-Friendly Checklists – Morning Session

In small groups, the Visioning Workshop participants discussed and completed modified versions of the WHO's age-friendly checklists for each of the 8 dimensions. A summary of their responses is provided in this section.

Outdoor Spaces and Buildings

Responses to worksheet statements:

- Public areas are clean and pleasant (0 yes; 1 no; 0 other response)
- Green spaces and outdoor seating are sufficient in number, well-maintained and safe (1 yes; 0 no; 0 other response)
- Sidewalks are well-maintained, free of obstructions and reserved for pedestrians (0 yes; 1 no; 0 other response)
- Sidewalks are non-slip, are wide enough for wheelchairs and have dropped curbs to road level (1 yes; 0 no; 0 other response)
- Pedestrian crossings are sufficient in number and safe for people with different levels and types of disability, with non-slip markings, visual and audio cues and adequate crossing times (0 yes; 0 no; 1 other response)
- Drivers give way to pedestrians (0 yes; 2 no; 0 other response)
- Bike lanes and paths are separate from sidewalks and other pedestrian walkways (0 yes; 2 no; 0 other response)
- Outdoor safety is promoted by good street lighting, police patrols and community education (0 yes; 0 no; 1 other response)
- Services are situated together and are accessible (0 yes; 0 no; 1 other response)
- Special customer service arrangements are provided, such as separate queues or service counters for older people (0 yes; 2 no; 0 other response)
- Buildings are well-signed outside and inside, with sufficient seating and washrooms, accessible elevators, ramps, railings and stairs and non-slip floors (0 yes; 1 no; 0 other response)
- Public washrooms outdoors and indoors are sufficient in number, clean, well-maintained and accessible (0 yes; 0 no; 1 other response)
- Public drinking fountains outdoors and indoors are sufficient in number, clean, well-maintained and accessible (0 yes; 0 no; 1 other response)
- Outdoor spaces are appropriately maintained and plowed in winter (0 yes; 0 no; 1 other response)

(1 group did not consistently respond to check boxes)

Additional comments:

- Trails connected to neighbourhood parks are not clean; ravines etc. have garbage
- Maintenance of parks (garbage pick-up & grass cutting)
- Scooters – accommodating them
- Light changes are too quick, not enough time for seniors
- Bike lanes aren't separated; lack of consistency
- Only certain parks are clean and pleasant, i.e. Gage Park; Bramalea and neighbourhood parks lack maintenance; larger designation parks well maintained
- Issues include homeless, drugs, garbage, grass cutting
- Lots of parks need more seating
- Sidewalks uneven
- Working on ramps – rules & conventions for scooter use – where are they permitted?
- Drivers don't give way to pedestrians – big issue
- Some buildings and spaces accessible & well signed, not all; lack of connection
- More balance across the City – too downtown-centric
- CARP has 3,000 members
- Issue with widening streets is that it is hard for those with walking issues; danger
- Health care: poor treatment at hospital and no home care
- Get diverse communities more involved, make them feel welcome; not many Indians that come to seniors' centre

Transportation

Responses to worksheet statements:

- All city areas and services are accessible by transit, with good connections and well-marked routes and vehicles (1 yes; 0 no; 0 other response)
- Transit costs are consistent, clearly displayed and affordable (1 yes; 0 no; 0 other response)
- Transit is reliable and frequent, including at night and on weekends and holidays (0 yes; 1 no; 0 other response)
- Transit vehicles are clean, well-maintained, accessible, not overcrowded and have priority seating that is respected (0 yes; 1 no; 0 other response)
- Drivers stop at designated stops and beside the curb to facilitate boarding and wait for passengers to be seated before driving off (1 yes; 0 no; 0 other response)
- Transit stops and stations are conveniently located, accessible, safe, clean, well-lit and well-staffed, with adequate seating and shelter (0 yes; 1 no; 0 other response)

- Transit stops and stations are appropriately maintained and plowed in winter (1 yes; 0 no; 0 other response)
- Complete and accessible information is provided to users about routes, schedules and special needs facilities (1 yes; 0 no; 0 other response)
- Specialized transportation is available for disabled patrons (1 yes; 0 no; 0 other response)
- A community transport service is available where transit is too limited (0 yes; 0 no; 2 other response)
- Taxis are accessible and affordable, and drivers are courteous and helpful (0 yes; 0 no; 1 other response)
- Traffic flow is well-regulated, and traffic signs and intersections are visible and well-placed (0 yes; 1 no; 0 other response)
- Parking and drop-off areas are safe, sufficient in number and conveniently located (0 yes; 0 no; 1 other response)
- Priority parking and drop-off spots for people with special needs are available and respected (0 yes; 0 no; 1 other response)
- Driver education and refresher courses are promoted for all drivers (0 yes; 1 no; 0 other response)

(1 group did not consistently respond to check boxes)

Additional comments:

- Transit doesn't run frequently to seniors' centre, buses don't run frequently late at night
- Buses sometimes dirty, over capacity, people speaking loudly
- No respect for older re: feet on seats, moving to back to give seniors space
- Drivers don't wait for folks crossing street or running for bus, particularly seniors
- More accommodation needed for seniors, wait until folks are seated
- Homeless hang out at shelters downtown
- Main/Steeles/Gateway GO terminal sidewalk not cleared
- Wheeltrans/TransHelp cares but have to call and book
- Need for enforcement of traffic rules. Safety at schools (more red-light cameras, roads are too wide, teenagers on phones)
- Sidewalks are uneven, seniors stumble and fall
- Driver-ed refresher courses – required at 79
- Transit \$1 for seniors
- Not all transit stops cleaned/plowed at same time
- Stops don't heat up
- Some buses kneeling

- Taxis helpful when TransHelp not available
- Can call Brampton Transit and get emailed bus schedule – makes it easier

Housing

Responses to worksheet statements:

- Sufficient, affordable housing is available in areas that are safe and close to services and the rest of the community (0 yes; 2 no; 0 other response)
- Sufficient and affordable housing to meet various needs, including singles, children/families, older people, and people with disabilities, with appropriate services, is provided locally (0 yes; 0 no; 1 other response)
- Housing is well-built, safe and comfortable (0 yes; 1 no; 0 other response)
- Interior spaces and level surfaces allow freedom of movement in all rooms and hallways (0 yes; 0 no; 1 other response)
- Public rental housing is clean, well-maintained and safe (0 yes; 0 no; 1 other response)
- Commercial rental housing is clean, well-maintained and safe (0 yes; 0 no; 1 other response)
- Sufficient and affordable home maintenance and support services are available (0 yes; 0 no; 1 other response)
- Home modification options and supplies are available and affordable, and providers understand the needs of older people (0 yes; 0 no; 1 other response)

(1 group did not specifically respond to check boxes)

Additional comments:

- No affordable housing for seniors (nation- & GTA-wide)
- Older buildings not well maintained
- New multi-generational homes have too many stairs for seniors (i.e. west end)
- Apartment buildings are older; multi-generational homes not age-friendly
- Retrofits of older buildings for fire hazards, accessibility, code compliance
- Many illegal basement apartments – safety concerns
- Peel Region has a grant program to modify to make homes more accessible (i.e. ramps)
- Not enough affordable housing; lack of affordability, overflow from TO
- Older public & commercial rental housing can be in poor condition
- Ford government removed benefit for home modification
- Highrise affordable housing in poor condition

Social Participation

Responses to worksheet statements:

- Venues for events and activities are conveniently located, accessible, well-lit and easily reached by transit (0 yes; 0 no; 1 other response)
- Events are held at times convenient for various age groups (0 yes; 0 no; 1 other response)
- Activities and events can be attended alone, or with a service companion at no charge (0 yes; 0 no; 1 other response)
- Activities and attractions are affordable, with no hidden or additional participation costs (0 yes; 0 no; 1 other response)
- Good information about activities and events is provided, including details about accessibility of facilities and transportation options (0 yes; 0 no; 1 other response)
- A wide variety of activities is offered to appeal to a diverse population, including older people (0 yes; 0 no; 1 other response)
- Gatherings including older people are held in various local community spots, such as recreation centres, schools, libraries, community centres and parks (0 yes; 0 no; 1 other response)
- There is consistent outreach to include people at risk of social isolation (0 yes; 0 no; 1 other response)
- There is consistent outreach to include people at risk of physical and mental health concerns (0 yes; 0 no; 1 other response)

(1 group did not specifically respond to check boxes)

Additional comments:

- Busing to Flower City Centre challenging at times, i.e. 3 buses to get there
- +55 guided (not enough) at Rec Centres
- Difficult to get on list for seniors' programs – they fill up quickly. Non-residents (elsewhere in Peel Region) also using seniors' programs – residents of Brampton should get first priority at registration
- Venues focused in the west end, none in east end (Knightsbridge); should have Riverstone (east end)
- Good information about activities provided only at Seniors' Centre; don't have seniors' publications at other rec centres
- Issue with registration being addressed
- Buses not convenient to get to activities

Respect and Social Inclusion

Responses to worksheet statements:

- Older people are regularly consulted by public, voluntary and commercial services on how to serve them better (0 yes; 0 no; 1 other response)
- Services and products to suit varying needs and preferences are provided by public and commercial services (0 yes; 0 no; 1 other response)
- Service staff are courteous and helpful (0 yes; 0 no; 1 other response)
- Older people are visible in the media, and are depicted positively and without stereotyping (0 yes; 0 no; 1 other response)
- Community-wide settings, activities and events attract all generations by accommodating age-specific needs and preferences (0 yes; 0 no; 1 other response)
- Older people are specifically included in community activities for “families” (0 yes; 0 no; 1 other response)
- Schools provide opportunities to learn about ageing and older people, and involve older people in school activities (1 yes; 0 no; 0 other response)
- Older people are recognized by the community for their past as well as their present contributions (0 yes; 0 no; 1 other response)
- Older people who are less well-off have good access to public, voluntary and private services (0 yes; 0 no; 1 other response)
- There are opportunities for older people to contribute to the community (0 yes; 0 no; 1 other response)

(1 group did not specifically respond to check boxes)

Additional comments:

- Referral programs i.e. via LHIN to deal with social isolation, also United Achievers and other agencies
- Meals on Wheels helps deal with social isolation, also library programs that bring books to isolated seniors
- Ride to the Rose program (i.e. ride to theatre events)
- Knights Table had mentoring program
- Big Sisters / Big Brothers, United Achievers mentorship programs connecting different groups together
- Services/programs present but could have a cost
- Newcomer youth should be included in community activities for families, integrated with seniors through the schools

- Seniors not consulted on programs/projects; only seniors' centre consults with other seniors
- Mentoring programs for seniors

Civic Participation and Employment

Responses to worksheet statements:

- A range of flexible options for older volunteers is available, with training, recognition, guidance and compensation for personal costs (0 yes; 0 no; 1 other response)
- The qualities of older employees are well promoted (0 yes; 0 no; 1 other response)
- A range of flexible and appropriately paid opportunities for older people to work is promoted (0 yes; 1 no; 0 other response)
- Discrimination on the basis of age alone is forbidden in the hiring, retention, promotion and training of employees (0 yes; 0 no; 1 other response)
- Workplaces are adapted to meet the needs of disabled people (0 yes; 0 no; 1 other response)
- Self-employment options for older people are promoted and supported (1 yes; 0 no; 0 other response)
- Training in post-retirement options is provided for older workers (0 yes; 0 no; 1 other response)
- Decision-making bodies in public, private and voluntary sectors encourage and facilitate membership of older people (0 yes; 0 no; 1 other response)
- City Council and public meetings are held at times convenient for a variety of age groups (0 yes; 0 no; 1 other response)

(1 group did not specifically respond to check boxes)

Additional comments:

- Lots of volunteer opportunities, not many part-time jobs or paid options
- Lots of computer courses for seniors available, computers at seniors' centre
- There is an interest in employment and self-employment options for older adults
- Seniors crowded out of rec centres
- Need private and public-sector opportunities
- On the job training required
- Grant applications (City) made it difficult to go through the process

Communication and Information

Responses to worksheet statements:

- A basic, effective communication system reaches community residents of all ages (0 yes; 2 no; 0 other response)
- Regular and widespread distribution of information is assured and coordinated, centralized access is provided (0 yes; 0 no; 1 other response)
- Sufficient information is available in languages commonly spoken in the community (1 yes; 0 no; 0 other response)
- Oral communication accessible to older people is promoted (0 yes; 0 no; 1 other response)
- People at risk of social isolation get one-to-one information from trusted individuals (0 yes; 0 no; 1 other response)
- Public and commercial services provide friendly, person-to-person service on request (0 yes; 0 no; 1 other response)
- Printed information – including official forms, television captions and text on visual displays – has large lettering and the main ideas are shown by clear headings and bold-face type (1 yes; 0 no; 0 other response)
- Print and spoken communication uses simple, familiar words in short, straightforward sentences (0 yes; 0 no; 1 other response)
- Telephone answering services give instructions slowly and clearly and tell callers how to repeat the message at any time (1 yes; 0 no; 0 other response)
- Electronic equipment, such as cell phones, radios, televisions, and bank and ticket machines, has large buttons and big lettering (0 yes; 0 no; 1 other response)
- There is wide public access to computers and the Internet, at no or minimal charge, in public places such as government offices, community centres and libraries (1 yes; 0 no; 0 other response)

(1 group did not consistently respond to check boxes)

Additional comments:

- No place for information because City website difficult to navigate
- Use City's website to be posted for news
- Brampton Guardian limited – need for a web journalist
- No local cable; we are only getting TO news, not info from Brampton
- City info can be translated; Help line (311) offers translation services
- Info is good/straightforward; 311 service is consistent and menu is clear
- Libraries are good places to access internet for public use, not in City facilities; libraries can be busy, can go to seniors' centre
- Telephone answering services give good service

- City grant programs: difficult & onerous to get grants, used to be \$750 twice per year, now \$1000
- Represent all races & groups in materials; public notices need to be in all languages

Community Supports and Health Services

Responses to worksheet statements:

- An adequate range of health and community support services is offered for promoting, maintaining and restoring health (0 yes; 1 no; 0 other response)
- Available home care services include health, personal care and housekeeping (0 yes; 0 no; 1 other response)
- Health and social services are conveniently located and accessible by all modes of transportation (0 yes; 0 no; 1 other response)
- Residential care facilities and designated housing for older people are located close to service destinations and the rest of the community (0 yes; 0 no; 1 other response)
- Health and community service facilities are safely constructed and fully accessible (0 yes; 0 no; 1 other response)
- Clear and accessible information is provided about health and social services for older people (0 yes; 0 no; 1 other response)
- Service delivery is coordinated and administratively simple (0 yes; 0 no; 1 other response)
- Service delivery is available in languages commonly spoken in the community (0 yes; 0 no; 1 other response)
- Service providers' staff are respectful, helpful and trained to serve older people (0 yes; 0 no; 1 other response)
- Economic barriers impeding access to health and community support services are minimized (0 yes; 0 no; 1 other response)
- Services to ensure adequate food and promote food security for all residents are available and accessible (0 yes; 1 no; 0 other response)
- Voluntary services by people of all ages are encouraged and supported (0 yes; 0 no; 1 other response)
- There are sufficient and accessible burial sites (2 yes; 0 no; 0 other response)
- Community emergency planning takes into account the vulnerabilities and capacities of older people (0 yes; 0 no; 1 other response)

(1 group did not consistently respond to check boxes)

Additional comments:

- Not enough health & support services e.g. walk-in clinics

- Brampton Civic Hospital – too long of a wait
- Peel Memorial isn't a hospital – it closes early (10 pm) and doesn't have beds, only urgent care during the day
- Long term care facilities are good and retirement homes (pricey)
- Long wait list for seniors' housing under Peel Living
- Personal care services available to seniors in retirement homes/long term care – wait list
- Economic barriers, cheaper in other municipalities in Ontario, not affordable to all seniors
- Food costs are high. Those on pensions are required to use food banks. Only 2 food banks (St. Louise, Knights Table 3x day food), Regeneration in Grace United Church has varied services
- Burial options are fair; good options for different religious preferences
- Health/social services all over City
- Private residential care facilities are high end; public ones geared to income
- Much cheaper for care elsewhere
- Need a dedicated pool for seniors
- Meetings at schools – need to use them in the summer
- Seniors don't get adequate space through City buildings
- Are there senior facilities planned in the east end of Brampton?

Age-Friendly Checklists – Afternoon Session

In small groups, the Visioning Workshop participants discussed and completed modified versions of the WHO's age-friendly checklists for each of the 8 dimensions. A summary of their responses is provided in this section.

Outdoor Spaces and Buildings

Responses to worksheet statements:

- Public areas are clean and pleasant (2 yes; 0 no; 0 other response)
- Green spaces and outdoor seating are sufficient in number, well-maintained and safe (0 yes; 2 no; 0 other response)
- Sidewalks are well-maintained, free of obstructions and reserved for pedestrians (0 yes; 1 no; 1 other response)
- Sidewalks are non-slip, are wide enough for wheelchairs and have dropped curbs to road level (0 yes; 0 no; 2 other response)
- Pedestrian crossings are sufficient in number and safe for people with different levels and types of disability, with non-slip markings, visual and audio cues and adequate crossing times (0 yes; 0 no; 2 other response)
- Drivers give way to pedestrians (0 yes; 0 no; 2 other response)

- Bike lanes and paths are separate from sidewalks and other pedestrian walkways (0 yes; 0 no; 2 other response)
- Outdoor safety is promoted by good street lighting, police patrols and community education (0 yes; 0 no; 2 other response)
- Services are situated together and are accessible (0 yes; 0 no; 2 other response)
- Special customer service arrangements are provided, such as separate queues or service counters for older people (0 yes; 0 no; 2 other response)
- Buildings are well-signed outside and inside, with sufficient seating and washrooms, accessible elevators, ramps, railings and stairs and non-slip floors (0 yes; 0 no; 2 other response)
- Public washrooms outdoors and indoors are sufficient in number, clean, well-maintained and accessible (0 yes; 0 no; 2 other response)
- Public drinking fountains outdoors and indoors are sufficient in number, clean, well-maintained and accessible (0 yes; 0 no; 2 other response)
- Outdoor spaces are appropriately maintained and plowed in winter (0 yes; 0 no; 2 other response)

(1 group did not specifically respond to check boxes)

Additional comments:

- Lack of uncovered and covered seating; seating should be at an elevated height to accommodate seniors
- Sidewalks don't connect resulting in people creating their own paths
- Snow clearance is needed in areas where it's city property or commercial areas
- What do seniors do for snow clearance? Leads to isolation
- There are snow humps on the sidewalk where people cross
- Sidewalks are uneven and can be slippery (some areas have the bumps [textured pavement or panels] which is good)
- Need more dropped curbs in public places on the street
- Sidewalks are too narrow for wheelchairs, walkers, scooters, etc.
- Not enough time for pedestrians to cross at signalized intersections and seniors get stuck at island in the middle; intersections are too wide
- Lack of bike lanes results in cyclists using the sidewalks creating safety issues for pedestrians; scooters a major problem
- Signage is good, need colours with contrast for seniors to see
- Lack of public washrooms, especially at the park; the washrooms that exist should be maintained more regularly and be accessible

- Older buildings need retrofits to meet current code

Transportation

Responses to worksheet statements:

- All city areas and services are accessible by transit, with good connections and well-marked routes and vehicles (1 yes; 0 no; 0 other response)
- Transit costs are consistent, clearly displayed and affordable (0 yes; 0 no; 1 other response)
- Transit is reliable and frequent, including at night and on weekends and holidays (0 yes; 0 no; 1 other response)
- Transit vehicles are clean, well-maintained, accessible, not overcrowded and have priority seating that is respected (0 yes; 0 no; 1 other response)
- Drivers stop at designated stops and beside the curb to facilitate boarding and wait for passengers to be seated before driving off (1 yes; 0 no; 0 other response)
- Transit stops and stations are conveniently located, accessible, safe, clean, well-lit and well-staffed, with adequate seating and shelter (1 yes; 0 no; 0 other response)
- Transit stops and stations are appropriately maintained and plowed in winter (0 yes; 0 no; 1 other response)
- Complete and accessible information is provided to users about routes, schedules and special needs facilities (0 yes; 0 no; 1 other response)
- Specialized transportation is available for disabled patrons (0 yes; 0 no; 1 other response)
- A community transport service is available where transit is too limited (0 yes; 0 no; 1 other response)
- Taxis are accessible and affordable, and drivers are courteous and helpful (0 yes; 0 no; 1 other response)
- Traffic flow is well-regulated, and traffic signs and intersections are visible and well-placed (0 yes; 0 no; 1 other response)
- Parking and drop-off areas are safe, sufficient in number and conveniently located (0 yes; 0 no; 1 other response)
- Priority parking and drop-off spots for people with special needs are available and respected (0 yes; 0 no; 1 other response)
- Driver education and refresher courses are promoted for all drivers (0 yes; 0 no; 1 other response)

(2 groups did not specifically respond to check boxes)

Additional comments:

- Need to extend transfer times, like Toronto
- Successful, reliable, serves suburban areas, accessibility is good
- Regular buses can be dirty; ZUM buses are typically cleaner
- Extend GO Train hours – stops at 6 pm, needs to serve longer by train so people don't have to use the GO bus
- AC is not adjustable, seniors get cold
- Improve frequency of buses; especially in the mornings and weekends
- Majority of bus drivers are good and go above and beyond; look out for lost people
- Number of bus stops is good, but need to have bus stops closer to senior centres
- Connecting to other transit systems (e.g. Mississauga MiWay) is important
- Transit service isn't keeping up with the population growth
- Drivers are very aggressive – don't yield to pedestrians
- Need transportation for seniors to get to the hospital or medical services
- Other transit riders aren't respectful to senior riders
- Need buses that cater to seniors only
- Bus shelters usually good, but should be located next to the stop
- Taxis are not affordable or accessible
- Drivers use disabled spots as waiting areas when picking up a disabled person

Housing

Responses to worksheet statements:

- Sufficient, affordable housing is available in areas that are safe and close to services and the rest of the community (0 yes; 0 no; 0 other response)
- Sufficient and affordable housing to meet various needs, including singles, children/families, older people, and people with disabilities, with appropriate services, is provided locally (0 yes; 0 no; 0 other response)
- Housing is well-built, safe and comfortable (0 yes; 0 no; 0 other response)
- Interior spaces and level surfaces allow freedom of movement in all rooms and hallways (0 yes; 0 no; 0 other response)
- Public rental housing is clean, well-maintained and safe (0 yes; 0 no; 0 other response)
- Commercial rental housing is clean, well-maintained and safe (0 yes; 0 no; 0 other response)
- Sufficient and affordable home maintenance and support services are available (0 yes; 0 no; 0 other response)
- Home modification options and supplies are available and affordable, and providers understand the needs of older people (0 yes; 0 no; 0 other response)

(3 groups did not specifically respond to check boxes)

Additional comments:

- No options to downsize in Brampton; need more bungalows, smaller townhouses
- No aging in place options
- Not enough affordable housing units; long wait lists; not keeping up with population growth
- Common areas or gathering spots in senior buildings are important
- It is difficult to meet people in condos or apartments
- People in affordable housing or rent geared to income are not building any equity for themselves
- There are no starter homes available
- Not enough regulation regarding secondary suites
- Young people cannot afford to buy houses
- Need options for starter families, newcomers, seniors that are not single-detached homes
- Older buildings aren't accessible
- Grant programs regarding home modification options are needed – not affordable
- Lack of locations that offer senior programs
- Communal/transition living needed
- Senior displacement an issue

Social Participation

Responses to worksheet statements:

- Venues for events and activities are conveniently located, accessible, well-lit and easily reached by transit (0 yes; 0 no; 0 other response)
- Events are held at times convenient for various age groups (0 yes; 0 no; 0 other response)
- Activities and events can be attended alone, or with a service companion at no charge (0 yes; 0 no; 0 other response)
- Activities and attractions are affordable, with no hidden or additional participation costs (0 yes; 0 no; 0 other response)
- Good information about activities and events is provided, including details about accessibility of facilities and transportation options (0 yes; 0 no; 0 other response)
- A wide variety of activities is offered to appeal to a diverse population, including older people (0 yes; 0 no; 0 other response)

- Gatherings including older people are held in various local community spots, such as recreation centres, schools, libraries, community centres and parks (0 yes; 0 no; 0 other response)
- There is consistent outreach to include people at risk of social isolation (0 yes; 0 no; 0 other response)
- There is consistent outreach to include people at risk of physical and mental health concerns (0 yes; 0 no; 0 other response)

(3 groups did not specifically respond to check boxes)

Additional comments:

- Cable Channel 10 was cancelled; hard to find out about local events, only through the newspaper
- Seniors use traditional media
- Need more seating and washrooms at public events
- Event locations should be accessible (e.g. In the downtown, Soccer Centre, Senior Centre)
- Lack of parking at events; two hours' free parking for events is good; give seniors parking permits?
- Need bigger spaces for events
- Senior centre programs sometimes get cancelled because instructors don't want to offer them anymore
- In the summertime there is a lack of social space for seniors due to summer camps – why not use the schools?
- Lack of social space for seniors; no respect
- Different seniors' clubs cater to their groups; clubs not available to everyone
- Lack of transportation options to get to events is a major issue
- Event information should be available to different languages
- Share contacts regarding organizations that offer services to seniors; City relies on the Seniors' Committee to share information
- Need a senior facility like FCC in the east end
- Events not available during the day

Respect and Social Inclusion

Responses to worksheet statements:

- Older people are regularly consulted by public, voluntary and commercial services on how to serve them better (0 yes; 1 no; 1 other response)

- Services and products to suit varying needs and preferences are provided by public and commercial services (1 yes; 0 no; 1 other response)
- Service staff are courteous and helpful (0 yes; 0 no; 2 other response)
- Older people are visible in the media, and are depicted positively and without stereotyping (1 yes; 0 no; 1 other response)
- Community-wide settings, activities and events attract all generations by accommodating age-specific needs and preferences (0 yes; 0 no; 2 other response)
- Older people are specifically included in community activities for “families” (0 yes; 0 no; 2 other response)
- Schools provide opportunities to learn about ageing and older people, and involve older people in school activities (0 yes; 0 no; 2 other response)
- Older people are recognized by the community for their past as well as their present contributions (0 yes; 0 no; 2 other response)
- Older people who are less well-off have good access to public, voluntary and private services (0 yes; 1 no; 1 other response)
- There are opportunities for older people to contribute to the community (0 yes; 0 no; 2 other response)

(1 group did not specifically respond to check boxes)

Additional comments:

- Lack of consultation with seniors or people with mental disabilities
- Language barriers
- Lack of representation (e.g. of South Asians) in building names
- Seniors want their own spaces outside of community centres
- Need training services to use the internet, laptops, ipads, etc. – donations needed
- Aging seniors with impairments need to be considered; aging at home not working
- Delivery services
- Involve the school board; starting to interact with schools
- Library program bringing youth to senior centers (Butterfly program – Malton)
- New Horizons program (federal program – Service Canada) matching seniors with youth
- Seniors not aware of Seniors’ Month

Civic Participation and Employment

Responses to worksheet statements:

- A range of flexible options for older volunteers is available, with training, recognition, guidance and compensation for personal costs (0 yes; 0 no; 2 other response)

- The qualities of older employees are well promoted (0 yes; 0 no; 2 other response)
- A range of flexible and appropriately paid opportunities for older people to work is promoted (0 yes; 0 no; 2 other response)
- Discrimination on the basis of age alone is forbidden in the hiring, retention, promotion and training of employees (0 yes; 0 no; 2 other response)
- Workplaces are adapted to meet the needs of disabled people (0 yes; 0 no; 2 other response)
- Self-employment options for older people are promoted and supported (1 yes; 0 no; 1 other response)
- Training in post-retirement options is provided for older workers (0 yes; 2 no; 0 other response)
- Decision-making bodies in public, private and voluntary sectors encourage and facilitate membership of older people (1 yes; 0 no; 1 other response)
- City Council and public meetings are held at times convenient for a variety of age groups (0 yes; 0 no; 2 other response)

(1 group did not specifically respond to check boxes)

Additional comments:

- Need more employment opportunities that hire seniors (two shifts a week, not five); there is an employee shortage so we should be hiring them
- Seniors for Seniors – seniors are paid to work with seniors
- Industries have to adjust to the needs of seniors
- Seniors need to work to make ends meet
- Intellectually disabled seniors have a harder time, the rise in minimum wage is a problem as employers want people who can multi-task and some can't
- Entrepreneur centres are good at the City
- Need training for people to learn new skills; these exist for youth but not seniors
- Need to enforce ADOA compliance more strictly
- If Council is on the web, can there be podcasts on City events
- Difficult for seniors to work
- Seniors get more physical labour jobs / low pay
- Not compensated for volunteer services (e.g. transportation, lunches, etc.)
- Library delivers books to seniors
- Chinguacousy Library offers books with large prints, audio copies, and in different languages

- South Asian community dealing with mental health, disabilities, isolation, addiction, domestic violence – more comfortable with their own age group
- Opportunities for seniors are limited
- Newcomer programs for South Asian communities

Communication and Information

Responses to worksheet statements:

- A basic, effective communication system reaches community residents of all ages (0 yes; 1 no; 0 other response)
- Regular and widespread distribution of information is assured and coordinated, centralized access is provided (0 yes; 0 no; 1 other response)
- Sufficient information is available in languages commonly spoken in the community (0 yes; 0 no; 1 other response)
- Oral communication accessible to older people is promoted (0 yes; 0 no; 1 other response)
- People at risk of social isolation get one-to-one information from trusted individuals (0 yes; 0 no; 1 other response)
- Public and commercial services provide friendly, person-to-person service on request (0 yes; 0 no; 1 other response)
- Printed information – including official forms, television captions and text on visual displays – has large lettering and the main ideas are shown by clear headings and bold-face type (0 yes; 1 no; 0 other response)
- Print and spoken communication uses simple, familiar words in short, straightforward sentences (0 yes; 0 no; 1 other response)
- Telephone answering services give instructions slowly and clearly and tell callers how to repeat the message at any time (0 yes; 0 no; 1 other response)
- Electronic equipment, such as cell phones, radios, televisions, and bank and ticket machines, has large buttons and big lettering (0 yes; 0 no; 1 other response)
- There is wide public access to computers and the Internet, at no or minimal charge, in public places such as government offices, community centres and libraries (0 yes; 0 no; 1 other response)

(2 groups did not specifically respond to check boxes)

Additional comments:

- Brampton Guardian/newsletters don't reach everyone
- No radio stations

- There is Omni television, but no local programs – nothing about Brampton for Brampton
- No place for outside info from agencies in City buildings
- Recreation centres have boards with current events but they don't reach everyone
- Seniors want programs in their own languages
- Programs needed to help teach seniors to use tablets to reach others
- Seniors go to doctors a lot – post materials there
- Seniors are the fastest growing segment of the online community, so teach them what sites to use
- Computers are expensive for seniors – programs to loan them wifi sticks and computers/tablets
- No central system for outreach
- Hard to reach out to seniors to promote active living
- Devices to help with disabilities (e.g. headphones, magnifying glass)
- Need to deliver information in the Guardian – seniors' newspaper part of it?
- Printed notices for public consultation too technical – need simple jargon and highlight caption e.g. road widening
- Electronic equipment needs large buttons & lettering
- Free internet at library & Service Canada
- CARP organization and Silver Magazine

Community Supports and Health Services

Responses to worksheet statements:

- An adequate range of health and community support services is offered for promoting, maintaining and restoring health (0 yes; 0 no; 0 other response)

Available home care services include health, personal care and housekeeping (0 yes; 0 no; 0 other response)

- Health and social services are conveniently located and accessible by all modes of transportation (0 yes; 0 no; 0 other response)
- Residential care facilities and designated housing for older people are located close to service destinations and the rest of the community (0 yes; 0 no; 0 other response)
- Health and community service facilities are safely constructed and fully accessible (0 yes; 0 no; 0 other response)
- Clear and accessible information is provided about health and social services for older people (0 yes; 0 no; 0 other response)
- Service delivery is coordinated and administratively simple (0 yes; 0 no; 0 other response)

- Service delivery is available in languages commonly spoken in the community (0 yes; 0 no; 0 other response)
- Service providers' staff are respectful, helpful and trained to serve older people (0 yes; 0 no; 0 other response)
- Economic barriers impeding access to health and community support services are minimized (0 yes; 0 no; 0 other response)
- Services to ensure adequate food and promote food security for all residents are available and accessible (0 yes; 0 no; 0 other response)
- Voluntary services by people of all ages are encouraged and supported (0 yes; 0 no; 0 other response)
- There are sufficient and accessible burial sites (0 yes; 0 no; 0 other response)
- Community emergency planning takes into account the vulnerabilities and capacities of older people (0 yes; 0 no; 0 other response)

(3 groups did not specifically respond to check boxes)

Additional comments:

- Lowest per capita funded LHIN in province, but fastest growing
- Lack of funding – Indus told MPP about this issue
- Long wait list is common for home care services
- New health and community support services are required
- Need help navigating the system for senior services
- Offer transportation to seniors to go to appointments
- Waitlist is 5 years for long-term care – results in people not applying
- Multigenerational living needed e.g. home share
- Amintro – online friend-making service
- Meals on Wheels nominal fee may be too much
- Need more funding for senior services
- Food banks operate by themselves, don't coordinate (no hub & spoke model), hard to get to – should follow Mississauga model
- Newcomers don't get an allowance for foods they like, which adds to barriers
- Culturally appropriate burial/funeral options are available
- Need grief counselling
- Seniors may not like or have allergies to food served by Meals on Wheels – need more diversity in offering as it doesn't offer ethnic foods
- Long wait periods for dental services

- Brampton is a good place to live, different restaurants, grocery stores have ethnic foods, newcomers learning to skate, neighbours getting along
- There is a Seniors Community Grant; Ontario Trillium Foundation focuses on youth, should shift focus to seniors, need more funding

Appendix C: Public Workshops Summary

Vision Statement Exercise

Vision Statement Voting			
Please place a dot to vote on a Vision Statement below			
Vision Statement	19-Nov-18	26-Nov-18	29-Nov-18
1	0	10	2
2	10	0	2
3	12	0	0
Other:	Add the word "inclusive" to option 2	Needs more Community Garden Plots and free seedlings, plants, and soil to improve Garden City	Involve Federal and Provincial partners in statement
	More specific to seniors, a ward duplication of services already in place for other specific needs. Not enough emphasis on "aging populations"	These are too wordy and unclear in the differences	Language in first statement doesn't place enough onus on the City (support vs. offer)
			Statement #1 is very general. Statement #2 has better clarity of purpose of strategy

Station #1 - City Mapping

West Map			
Location	19-Nov-18	26-Nov-18	29-Nov-18
Kennedy Rd @ Cochrane Ave	Affordable Retirement Homes		
Sandalwood Pkwy W @ Brisdale Dr	Affordable Senior Housing		
Downtown	Downtown parking is prohibitive. Underground spaces are narrow		
	Clean, public washrooms in downtown are needed		
	Flower City Centre (West) is great but only 1 senior apartment		
	Protect street parking spots in Downtown, especially accessible spots from moving crews, delivery vehicles (i.e. George St)		Dedicated protected bike lanes like Calgary downtown
Nelson St W @ George St N	Lack of elevators in Nelson Parking Garage		
Queen St E @ Main St N	Queens Square Building - Wheelchair access comes through a long trail from Rose Theatre - Very Challenging		Wayfinding signage downtown is inadequate especially as it relates to parking areas
Steeles Ave E b/w Main St S and Kennedy Rd S	Clear snow on roads first, then sidewalks, otherwise sidewalks become inaccessible (Along Steeles)		
Mayfield Rd @ Heritage Rd		Park Trails should avoid crossing active traffic where possible	
Bramalea Library		has no reading or tables for seniors to sit and play cards	
Mount Rush Rd @ Winston Churchill Blvd		Park benches locked together. We need separate. Max 2 benches should be located. Bench are not where people sit/use	
Kennedy Rd S @ Glidden Rd			Rental housing in Brampton is met with resistance because of historical rental character on Kennedy Rd which are perceived as "unsafe" and "dirty"
Richvale Dr S @ Cochrane Ave			There should be a marked pedestrian connection between the sidewalk leading in to the community to the trail in the park. Safety for kids and seniors
	Regular Snow Plow along Kennedy Rd	Parks should have enclosed rooms to sit in bad weather. These rooms should have washrooms	No GO Trains on weekends
	Put benches along the side streets so that folks can walk around their neighbourhood, chat with friends, rest if needed. Put on boulevard with shady trees	Crime increase in public places. More surveillance/quick response by cops e.g. Cirarel Park 1.5 yrs. ago	West end of Brampton is largely single residential and expensive. Affordable housing is needed on this end of the City
	More accessible housing options - i.e. bungalows, duplexes, triplexes	Parks need washroom	Areas feel more safe when there are more people and people won't use space if that spaces is not perceived to be safe
	Reduce time delays around construction housing	Place emphasis on comfortable streets in new development (wide walkways, trees, furniture) and encourage retrofits of same in old neighbourhoods	Evaluate traffic signal lengths. Seniors need more time to cross, especially larger intersection with sub-par curb cuts

General	Free or affordable community rental spaces for seniors	Out open spaces, playfield parks should have more trees, more forest/nature-play parks	
	Information sharing i.e. Peel Memorial Services	Seniors should get affordable housing options	
	Fee room rentals for seniors groups	Transit service okay. Bus pass wither free or day pass	
	Lack of parking at GO stations	Long waiting list for affordable seniors home	
	Emergency Snow and Ice removal	Transit route, timing, connectivity between routes should be improved to improve transit overall. It should not take 1.75hrs to get from Kennedy Rd S @ Glidden Rd to Westcreek Blvd @ Tomken Rd	
	Traffic congestions due to road construction all over the city at the same time	Enclosed spaces around schools when they go to pick them up	
	Snow removal		
	Building at Queen/Centre St - Eat Really (across from Dairy Queen) is not wheelchair accessible		
	Why do we not have mid rise buildings downtown with a mixed community - age as well as culture. Make community spaces around so people can meet - i.e. European living where people can age in their own space		
	Be more imaginative regarding housing/building's - Maintaining density does not have to be huge, concrete buildings that do not create communities.		

East Map			
Location	19-Nov-18	26-Nov-18	29-Nov-18
Airport Rd @ Countryside Dr	Lack of Senior Housing		
Countryside Dr b/w Bramalea Rd and Airport Rd	Housing for Seniors in this area - Community Centre for activities for East Brampton		
Clarkway Dr @ Castlemore Rd	Great new rec centre - may need supportive housing for seniors		
Countryside Dr @ Clarkway Dr		More commercial uses e.g. banks, professional offices, lawyers, medical offices	
Heart Lake		Bike lanes need to be continuous not sporadic in one part of the community	
Williams Pkwy @ Torbram Rd		Park trail that requires crossing 4 lanes of traffic and has no lighting or curb depressions	
Jayfield Rd		Replace street trees after Ash Borer to make shade and better looking streets	
Bramalea		Older communities like Bramalea would benefit from safety retrofits like lighting, curb cuts and bike lanes	
	No bus services in Professor's Lake subdivision. Nearest bus stop Bramalea Rd @ Bovaird Dr		

Professor's Lake Area	Inadequate street clearing after snow storm in the Professor's Lake Area. Also snow building up at driveway entrance that seniors cannot clear themselves		
General	Affordable Seniors Rec Programs	Older historic communities prefer small, well integrated community centres line Greenbriar or Terry Miller	Chinguacousy Park is safe
	Invited a friend in Mount Forest last week. She has a lovely home in an area designed for seniors - 1 floor, 1 bedroom, living room, kitchen and laundry room. Her husband is sick. Closet hospital is Palmers but a new long term care facility is opening within the same complex where she is now living alone and he will be transferred there in January. We need that type of development here in Brampton	Places like Shoppers Drug Mart should have accessible washrooms for seniors	Norton Park - Safety Issues
		How do we create more housing for seniors	Catwalks are unsafe, more so than the park itself. Better lighting + eyes on the catwalk would help.
		Transit should be free for seniors	Community mailbox pods should be level with grade of sidewalk and well lit
		Free membership to City Recreation Centres/gym	Park trails should be cleared of snow and salted properly. Walkers cannot travel through snow
		Need more health services in Brampton such as Physio (Biggest need one east side of city)	Park trails should have age friendly configurations with lots of lighting, furniture, gradual slopes and tactile surface indicators.
		partnerships with youth and students i.e. driving seniors to appts	
		Young, healthy older adults helping older seniors	
		Washrooms are dirty - please maintaining in community centres	
		80% multi-generational homes. 20% in need of housing options	
		Connect Ride is expensive, but is a good service (door-to-door)	
		Need RGI housing option/discounted rent housing option	
		Pensions are less than what is given to refugees	
	If living with kids and want to leave, there are no affordable retirement homes		

Station #2 - Social Participation

Social Participation		
Use a sticky note to identify opportunities for social participation in Brampton		
19-Nov-18	26-Nov-18	29-Nov-18
More accessible locations for social activities	Transit should connect so people can access more facilities across City	Workshop - Community Development
Another location like Flower City for the East end of City (2)	Volunteering option in events	Zoomers magazine. Moses Znaimer
Seniors events in public library	Working well: events in Gage Park and event in Square	
Free meeting spaces for senior groups - for cards, chat, board games, etc.	More places to send complaints or suggestions	
Creating programs to seniors to connect with young people and the other way around	More pickup options to take to events	
Opportunities for people to get together to share and work on their similar hobbies	More information and public communication about facilities and programming	
Love the festivals at Ching Park and downtown	Identify high concentrations of seniors to plan facilities and activity locations	
Aquafit classes allow talk and social	Promote Black Canadian Seniors diverse cultures/social events	
	Embrace existing facility and build more of what works	
	Tour options for sightseeing, More opportunities for "Casual Commitment" Volunteering for seniors. Organize more events/festivals by the CoB	
	Open Spaces, shelters and shading	
	develop and organize more drop-in programs for seniors. Locate senior programs and activities in buildings where seniors are living to make social participation accessible for them (consider health challenges, transportation, mobility). Get businesses to create more volunteer opportunities that can accommodate seniors. Locate bus stops close to seniors buildings. Create/organize/sponsor more social events for seniors.	
	Curling club, Gage Park, Rose Theatre, Concerts	
	Inter-age activities. Reading in libraries/schools. Visiting seniors. Share experiences with you. Drop-in programs.	

Station #2 - Employment

Employment			
Use the dots to select all that apply. As an older/young adult, my ideal job would be/include...			
Job Type	19-Nov-18	26-Nov-18	29-Nov-18
Part Time	4	9	0
Full Time	3	0	3
Self-Employed	0	0	0
Working for the City	4	2	2
Working for a not-for-profit	1	3	1
Working in the private sector	0	0	1
None of the above	2	2	0
Comments:		volunteer (1)	Having time to volunteer, Be involved in community
		Provide conveyance	
		Part Time e.g. Light jobs - Accounting	

Station #2 - Communication

Communication			
Use the dots to select all that apply. My preferred method of communication from the City is ...			
Communication Method	19-Nov-18	26-Nov-18	29-Nov-18
Newsletters in the mail	8	11	0
City Website	10	1	1
Library	5	4	1
Information at City Hall	0	1	0
City's digital boards	0	2	1
Posters in public spaces	3	4	1
Social Media	6	2	3
None of the above			1 - Emails, text (2)
Comments:	Email (2)		An Instagram with sponsored ads promoting city projects/posts
	Newsletters - Guardian Newspaper (3) and Bramptonist	Newcomers want jobs (warehouses) from 65-75 years old	
	Guardian could have a page separating activities for seniors groups and on the same page a list of available activities	Internet, Flower City meeting (club members)	
	A Buzz Newsletter	Bus shelters, MPP information, libraries, lawn bowling	
		Newsletter from Politician	
		The Guardian. Punjabi Newspaper (Parwasi)	
		Television, Punjabi channels, Channel Y, notice boards	

Station #2 - City Programs

City Programs		
Finish the sentence using a sticky note. The programs that I wish the City made more accessible to me include...		
19-Nov-18	26-Nov-18	29-Nov-18
Buses are accessible but not particularly efficient getting to places east-west connection of buses	Tour of this facility and other. Safety keep dogs on lease	Libraries/communities have gender or age specific programs (i.e. baby programs, women's only swimming)
City operated smaller busses - sort of a shuttle service for more service on smaller streets	More publicized information for seniors facilities and programming	City led development projects - Email blasts
Having more of better home care for people discharged from hospital	Employment Opportunities	Gore Meadows Pool is broken
Transportation	Areas of accessibility for mobility. Better/more transit to get to various centres. More game spaces in parks and outdoor settings.	
Need more information about available services - i.e. transportation	Senior Centre and Gage Park Concerts. Indoor Cricket. Make newspapers available in all languages daily in community centres.	
Social engagement activities	Vision 2040. Housing. Senior Centers.	
Transportation services with City - Region of Peel Transfers not enough	Use of rooms in condos and schools for meeting spaces for seniors and community groups. This space is already existing.	
A seniors advocate help line		
Weekend GO Train Service		
Friendly visit for Seniors Living Alone - Please contact "Elder Help Peel", contact person for Friendly Visit is Roman Aman		
Help with yard and snow cleaning		
Bus to Airport, Kipling Subway, CNE		
Thanks to City of Senior Council for \$1 seniors bus fare		
Snow Removal		
Leaf Collection		
Parks and Rec programs, senior centre programs - why can't these brochures or even just a flyer listing be mailed out to seniors so that more people know what's available		
More publicity for PAMA's excellent programmes		
Youth/Senior Partnership - i.e. technology mentoring		

Station #3 - Community Support

Community Support and Health Services			
Use the dots to vote. When I am looking for community support or health services, they are easy to find and understand my needs.			
Opinion	19-Nov-18	26-Nov-18	29-Nov-18
Agree	2	1	2
Disagree	7	8	0
Somewhat	0	2	2
Comments:	Brampton Civic Hospital parking costs is prohibitive - People should receive a tax receipt for the portion of the parking costs that is being donated to the hospital	Support not always easy to find -e.g. shelters, places for less fortunate. Long waiting for specialists and surgeries	No wheel transportation under 65
	Cultural competent Services	Home Visits by medical profs	Brampton has a wealth of health professionals that are too hard to find. A city driven directory would be good.
	Wait times, finding specialists, getting services like homecare	Over 65, government gives dental care once - we need more. Some medicines are free but some are very expensive	
	Linguistically appropriate services	More home care. Health promotion and prevention	
	T.L.C at hospital, from caregivers, from social workers, physical therapists	Health services have a mobile unit where they will be at various locations e.g. Wellness Centres where they should have a RPM	
	Wait times - if there is no advocate for the person, support from health system can never come to fruition	Coordinate transportation via community volunteers to get some seniors to health services especially in winter	
	Wait time for long term care - whether affordable or not	Preventative care for seniors. Education about prevention/raising awareness	

Station #3 - Respect and Social Inclusion

Respect and Social Inclusion			
Use a dot to select your preferred language.			
Preferred Language	19-Nov-18	26-Nov-18	29-Nov-18
Punjabi	2	8	0
Hindi	1	2	0
Tamil	0	0	0
English	12	5	3
French	0	0	1
Gujurati	0	0	0
Portuguese	1	0	0
Spanish	0	0	0
Vietnamese	0	0	0
Urdu	1	1	0
Tagalog	0	0	0
Polish	0	0	0
Other	Mandarin (1)	0	Italian (1)

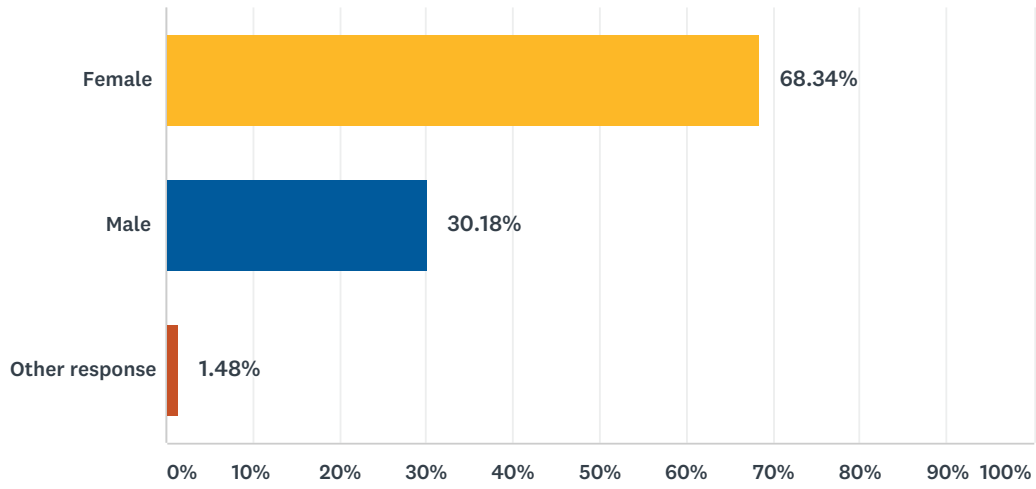
Use a sticky not to provide 2-3 words that describe respect and social inclusion to you.		
19-Nov-18	26-Nov-18	29-Nov-18
Age, culture, mental/Physical abilities	Need more facilities in the winter to socialize. Need food options in Parks.	Friendly city/social service staff
Understanding each others differences and equal employment opportunities	Meeting Room in Community Centre with tables and chairs for seniors	Receptive to different cultural customs/practices
Facilities available at Low Cost	Mixing of ages and cultures through programs and activities.	True definition of both words. Manners. Treat a person the way you want to be treated
Every is respected and valued - No matter age or ability	Programs and activities are generated to our diverse cultures	Equity in social inclusion (Not just senior or kids - mixed ages)
People are the people all over the world	Add to the presentation: What other cities are Age Friendly	
Inclusion of all age, culture, language	Gore Meadows - Need seniors programs/games/rooms for activities like cards and bocce	
Everyone welcomed, support, recognizing peoples gifts	Our seniors need room to sit. Meeting room playing or other	
Road courtesy and driver respect	Access to meeting rooms in Community Centres for seniors.	

Care facilities that allow spouses to live together despite of level of physical abilities	We require facilities at Gore Meadows Library as follows. Separate room for seniors to spend some time. It is better for seniors using this facilitates. We need some tables and chairs in Gore Meadows for seniors.	
Accessible social and physical environments		
Welcoming Space		
Respect the environment for future generations - eliminate plastics		
Holding the door for next person and saying thank you/you're welcome		
Recognizing we all have same wants/needs - i.e. respect		
Invitation to Special events - Ward Councillor connect with residents		
Smiling at people who look/dress differently		

Appendix D: Community Survey Results

Q1 What is your gender?

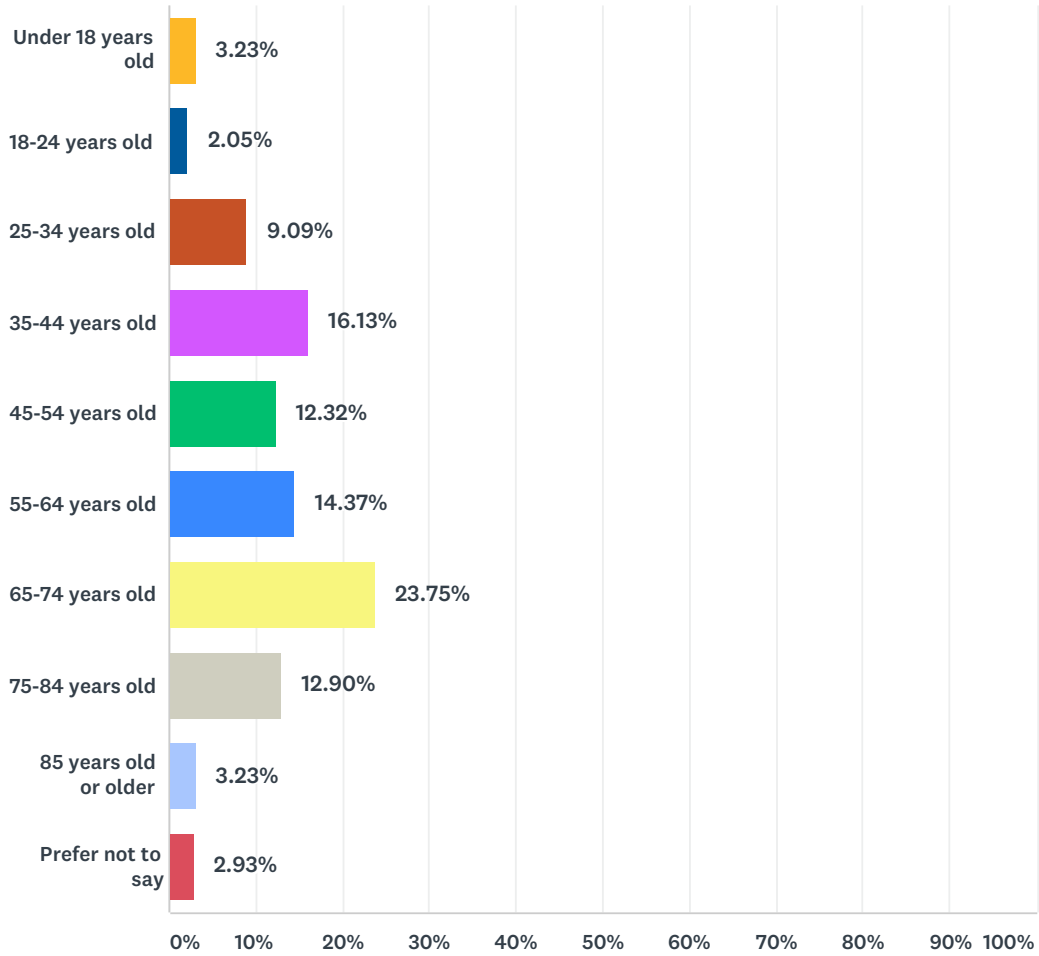
Answered: 338 Skipped: 5



ANSWER CHOICES	RESPONSES	
Female	68.34%	231
Male	30.18%	102
Other response	1.48%	5
TOTAL		338

Q2 What is your age?

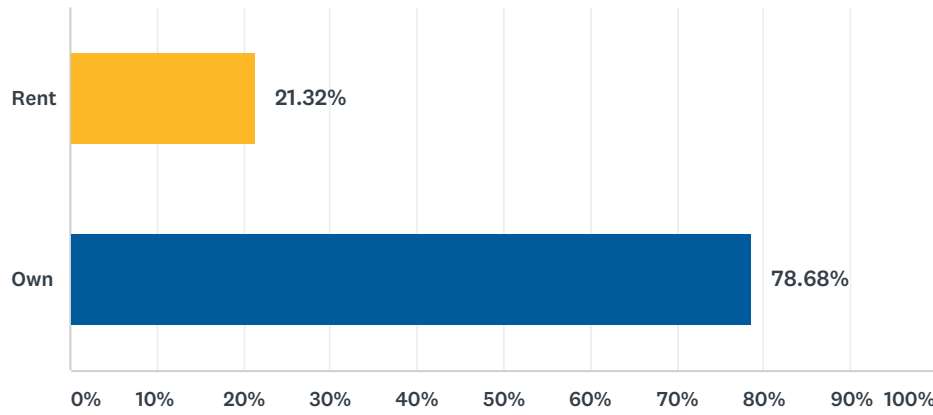
Answered: 341 Skipped: 2



ANSWER CHOICES	RESPONSES	
Under 18 years old	3.23%	11
18-24 years old	2.05%	7
25-34 years old	9.09%	31
35-44 years old	16.13%	55
45-54 years old	12.32%	42
55-64 years old	14.37%	49
65-74 years old	23.75%	81
75-84 years old	12.90%	44
85 years old or older	3.23%	11
Prefer not to say	2.93%	10
TOTAL		341

Q3 Do you rent or own your current home?

Answered: 333 Skipped: 10



ANSWER CHOICES	RESPONSES	
Rent	21.32%	71
Own	78.68%	262
TOTAL		333

Q4 What is the main language you speak in your home?

Answered: 337 Skipped: 6

#	RESPONSES	DATE
1	English	1/11/2019 11:24 AM
2	English	1/11/2019 11:20 AM
3	English	1/11/2019 11:18 AM
4	Punjabi	1/11/2019 11:15 AM
5	English	1/11/2019 11:06 AM
6	English	1/11/2019 11:02 AM
7	Urdu and English	1/11/2019 10:58 AM
8	Punjabi and English	1/11/2019 10:28 AM
9	English english	1/7/2019 12:19 PM
10	English Punjabi English, Punjabi	1/7/2019 10:48 AM
11	English English	1/7/2019 10:45 AM
12	Urdu Urdu	1/7/2019 10:42 AM
13	Tamil Tamil	1/7/2019 10:39 AM
14	English English	1/7/2019 10:36 AM
15	Punjabi Punjabi	1/7/2019 10:34 AM
16	Punjabi Punjabi	1/7/2019 10:27 AM
17	English English	1/7/2019 10:24 AM
18	English English	1/7/2019 10:21 AM
19	Urdu Urdu	1/7/2019 10:15 AM
20	English English	1/7/2019 10:08 AM
21	Marathi Marathi	1/7/2019 10:01 AM
22	English English	1/7/2019 9:56 AM
23	Punjabi Punjabi	1/7/2019 9:53 AM
24	English English	1/7/2019 9:42 AM
25	Tamil Tamil	1/7/2019 9:25 AM
26	English English	1/7/2019 9:20 AM
27	Bangladesh Bangla	1/7/2019 9:15 AM
28	Hindi Punjabi Punjabi, Hindi	1/7/2019 8:53 AM
29	English English	1/7/2019 8:04 AM
30	English English	1/7/2019 8:02 AM
31	English English	1/7/2019 7:59 AM
32	English English	1/7/2019 7:54 AM
33	English English	1/7/2019 7:52 AM
34	English English	1/7/2019 7:49 AM
35	English English	1/7/2019 7:47 AM

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46	English	English	1/4/2019 3:32 PM
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52	English	English	1/4/2019 3:06 PM
53	English	English	1/4/2019 2:58 PM
54	English	English	1/4/2019 2:41 PM
55	English	English	1/4/2019 2:39 PM
56	Hindi	Hindi	1/4/2019 2:38 PM
57	Malayalam	Malayalam	1/4/2019 2:35 PM
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67	Hindi	Hindi	1/4/2019 1:57 PM
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69	English	English	1/4/2019 1:49 PM
70	English	English	1/4/2019 1:45 PM
71	English	English	1/4/2019 1:40 PM
72	English	English	1/4/2019 1:17 PM
73	English	English	1/4/2019 1:10 PM
74	English	English	1/4/2019 1:07 PM
75	English	English	1/4/2019 1:05 PM
76	English	English	1/4/2019 1:02 PM

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78	English	English	1/4/2019 12:55 PM		
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96	English	English	1/3/2019 2:15 PM		
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103	English	English	1/3/2019 1:51 PM		
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City of Brampton - Age-Friendly Community Survey

200	English	english	12/5/2018 12:49 PM
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204	English	english	12/5/2018 10:59 AM
205	English	English	12/5/2018 10:14 AM
206	English	English	12/5/2018 9:37 AM
207	English	English	12/4/2018 10:04 PM
208	Tamil	Tamil	11/30/2018 5:17 PM
209	English	English	11/30/2018 12:42 PM
210	Urdu	Urdu	11/28/2018 10:44 PM
211	English	english	11/28/2018 2:41 PM
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213	Spanish	Spanish	11/28/2018 12:42 PM
214	English	English	11/28/2018 10:26 AM
215	Punjabi	punjabi	11/28/2018 9:50 AM
216	English	English	11/28/2018 8:52 AM
217	English	english	11/28/2018 12:11 AM
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227	English	English	11/24/2018 7:48 PM
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229	Punjabi	Punjabi	11/24/2018 6:02 PM
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233	English	English	11/23/2018 8:26 PM
234	English	English	11/23/2018 3:51 PM
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237	English	English	11/22/2018 9:40 PM
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City of Brampton - Age-Friendly Community Survey

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City of Brampton - Age-Friendly Community Survey

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291	English	English	11/17/2018 8:31 PM
292	English	English	11/17/2018 10:43 AM
293	English	English	11/17/2018 8:30 AM
294	English	English	11/16/2018 8:58 PM
295	English	English	11/16/2018 8:58 PM
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324	English	English	11/7/2018 2:24 PM
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335	English	English	11/3/2018 7:59 AM
336	English	English	11/3/2018 7:55 AM
337	English	english	11/3/2018 7:54 AM

Q5 What is your postal code? (Please enter without spaces, e.g. L6Y4R2)

Answered: 313 Skipped: 30

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5	L6V4P3	1/11/2019 10:28 AM
6	L7A0J9	1/7/2019 12:19 PM
7	L6P2N9	1/7/2019 10:48 AM
8	L6R3V6	1/7/2019 10:42 AM
9	L6R3M1	1/7/2019 10:39 AM
10	L6B4M7	1/7/2019 10:34 AM
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17	L7A4G8	1/7/2019 9:56 AM
18	L6X0L9	1/7/2019 9:53 AM
19	L7A4J3	1/7/2019 9:42 AM
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33	L6Y3L2	1/4/2019 4:55 PM
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85	L6Y	1/3/2019 2:18 PM
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City of Brampton - Age-Friendly Community Survey

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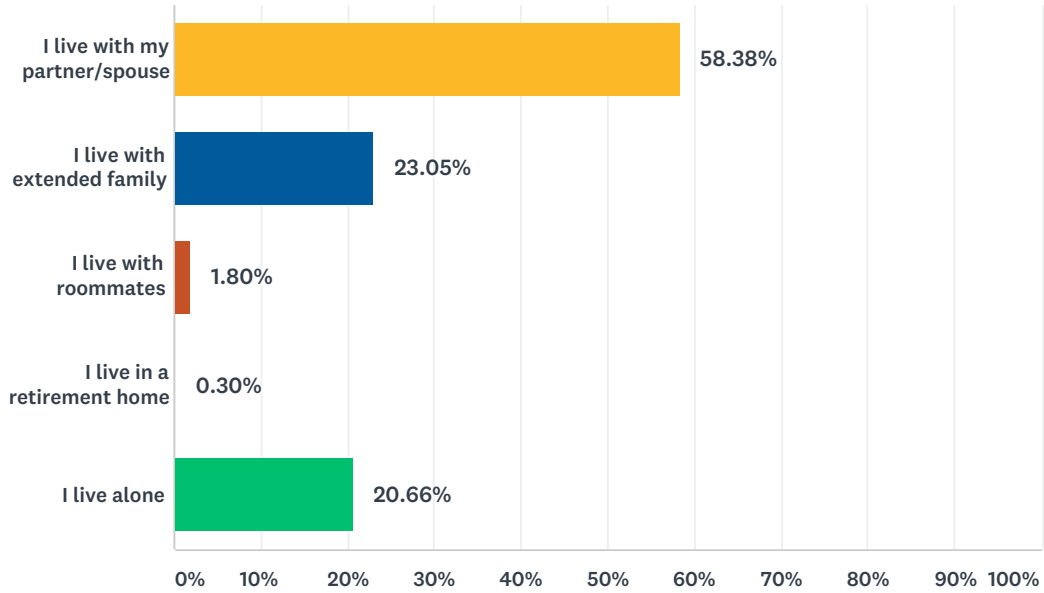
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274	L6S2B6	11/16/2018 4:18 PM
275	L6Y3V2	11/14/2018 8:17 PM
276	l6s1w6	11/14/2018 3:29 PM
277	M4k3Z9	11/14/2018 11:21 AM
278	L6S2Z1	11/13/2018 1:31 PM
279	L6Z4S5	11/13/2018 9:28 AM
280	L6Z3S1	11/12/2018 11:11 AM

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281	L6Z1J7	11/12/2018 11:09 AM
282	L6X2E1	11/10/2018 2:33 PM
283	L6S5A4	11/9/2018 10:15 PM
284	L6Z2A5	11/9/2018 3:53 PM
285	L6X4N1	11/9/2018 2:46 PM
286	L6S5K7	11/9/2018 12:29 PM
287	L6X1W2	11/9/2018 10:22 AM
288	L6T3J2	11/9/2018 8:44 AM
289	L6S2Z1	11/8/2018 9:11 PM
290	L6W1N8	11/8/2018 3:06 PM
291	L6Y6G5	11/8/2018 9:47 AM
292	L6R0Y7	11/8/2018 9:41 AM
293	L6V2Z5	11/8/2018 8:22 AM
294	L6y1r1	11/7/2018 9:18 PM
295	L6Z1P8	11/7/2018 9:13 PM
296	L6S5A4	11/7/2018 9:09 PM
297	L6V4A8	11/7/2018 5:56 PM
298	L6Y2K3	11/7/2018 5:37 PM
299	L6V3G1	11/7/2018 2:32 PM
300	L6W1E9	11/7/2018 2:24 PM
301	L6T4N5	11/7/2018 12:36 PM
302	L6Z1S1	11/7/2018 12:30 PM
303	L6X0X2	11/7/2018 12:11 PM
304	L6Z3B6	11/3/2018 7:47 PM
305	L6z2y3	11/3/2018 5:28 PM
306	L7A1B4	11/3/2018 1:40 PM
307	L6Z1N6	11/3/2018 10:01 AM
308	L6z1s6	11/3/2018 8:21 AM
309	L6Z1H5	11/3/2018 8:13 AM
310	L6Z1N4	11/3/2018 8:09 AM
311	L6Z2A5	11/3/2018 7:59 AM
312	L6z1b5	11/3/2018 7:55 AM
313	L7a1L4	11/3/2018 7:54 AM

Q6 Which of these statements describe your current home? (check all that apply)

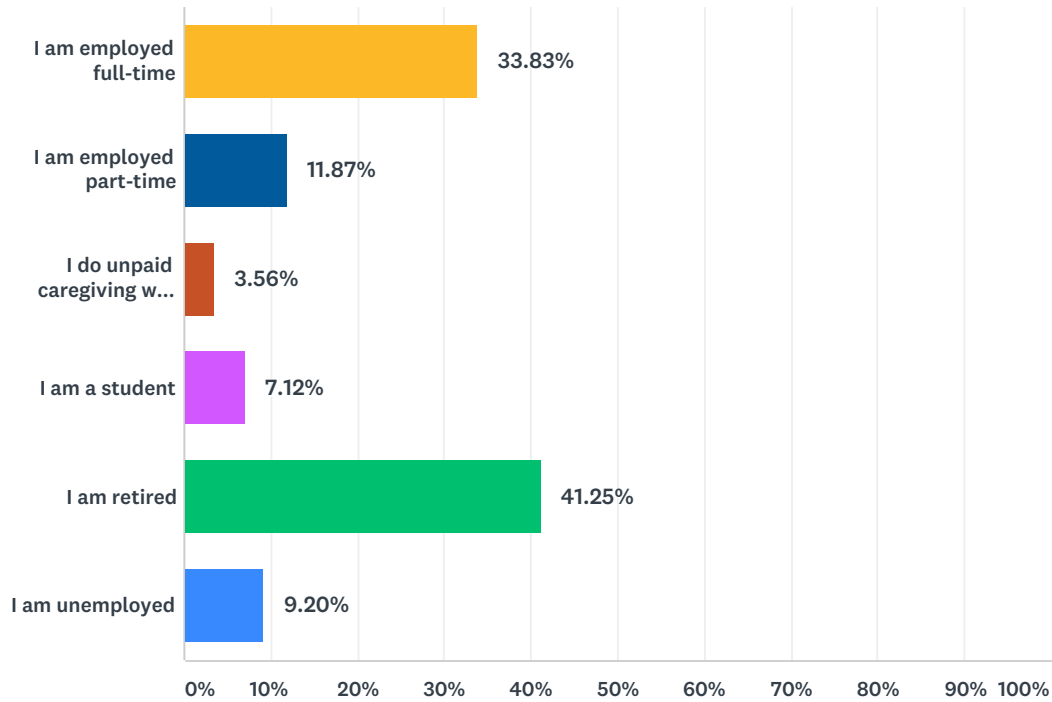
Answered: 334 Skipped: 9



ANSWER CHOICES	RESPONSES	
I live with my partner/spouse	58.38%	195
I live with extended family	23.05%	77
I live with roommates	1.80%	6
I live in a retirement home	0.30%	1
I live alone	20.66%	69
Total Respondents: 334		

Q7 Which of these statements describe your employment status? (check all that apply)

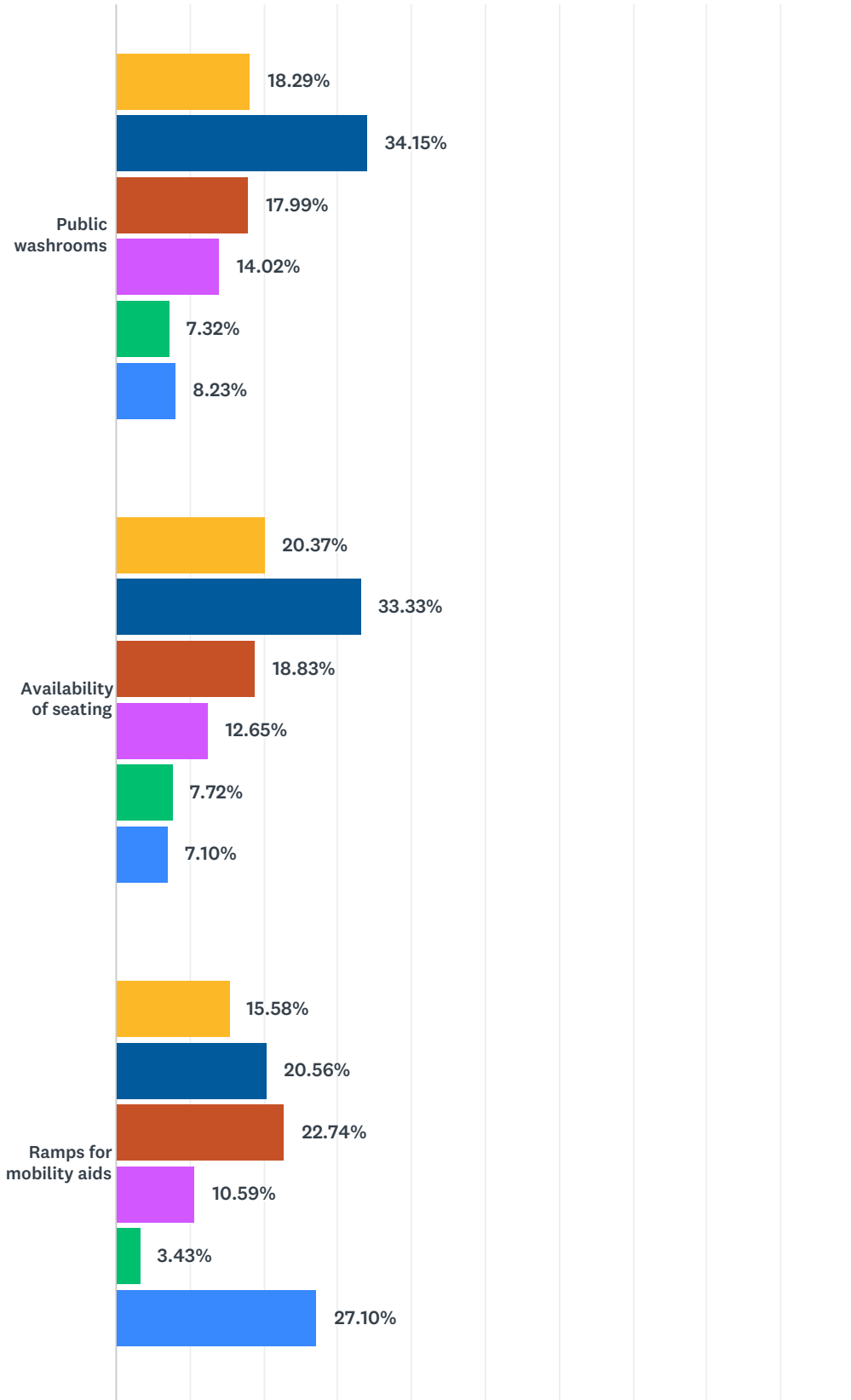
Answered: 337 Skipped: 6



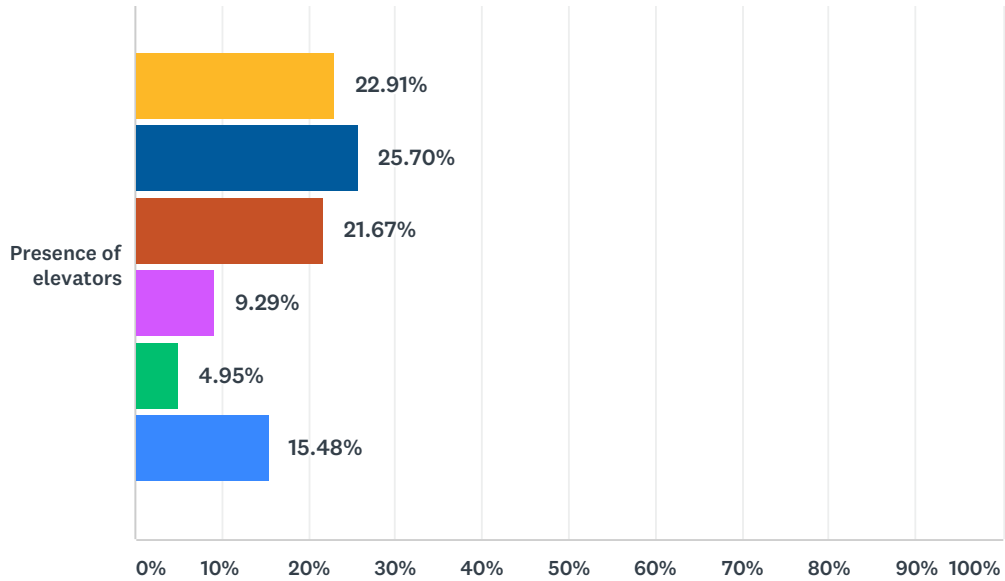
ANSWER CHOICES	RESPONSES	
I am employed full-time	33.83%	114
I am employed part-time	11.87%	40
I do unpaid caregiving work (e.g., watching grandchildren or caring for a sick relative)	3.56%	12
I am a student	7.12%	24
I am retired	41.25%	139
I am unemployed	9.20%	31
Total Respondents: 337		

Q8 When thinking about public City buildings in Brampton (e.g., libraries, recreation centres, City Hall, transit terminals), how satisfied are you with:

Answered: 329 Skipped: 14



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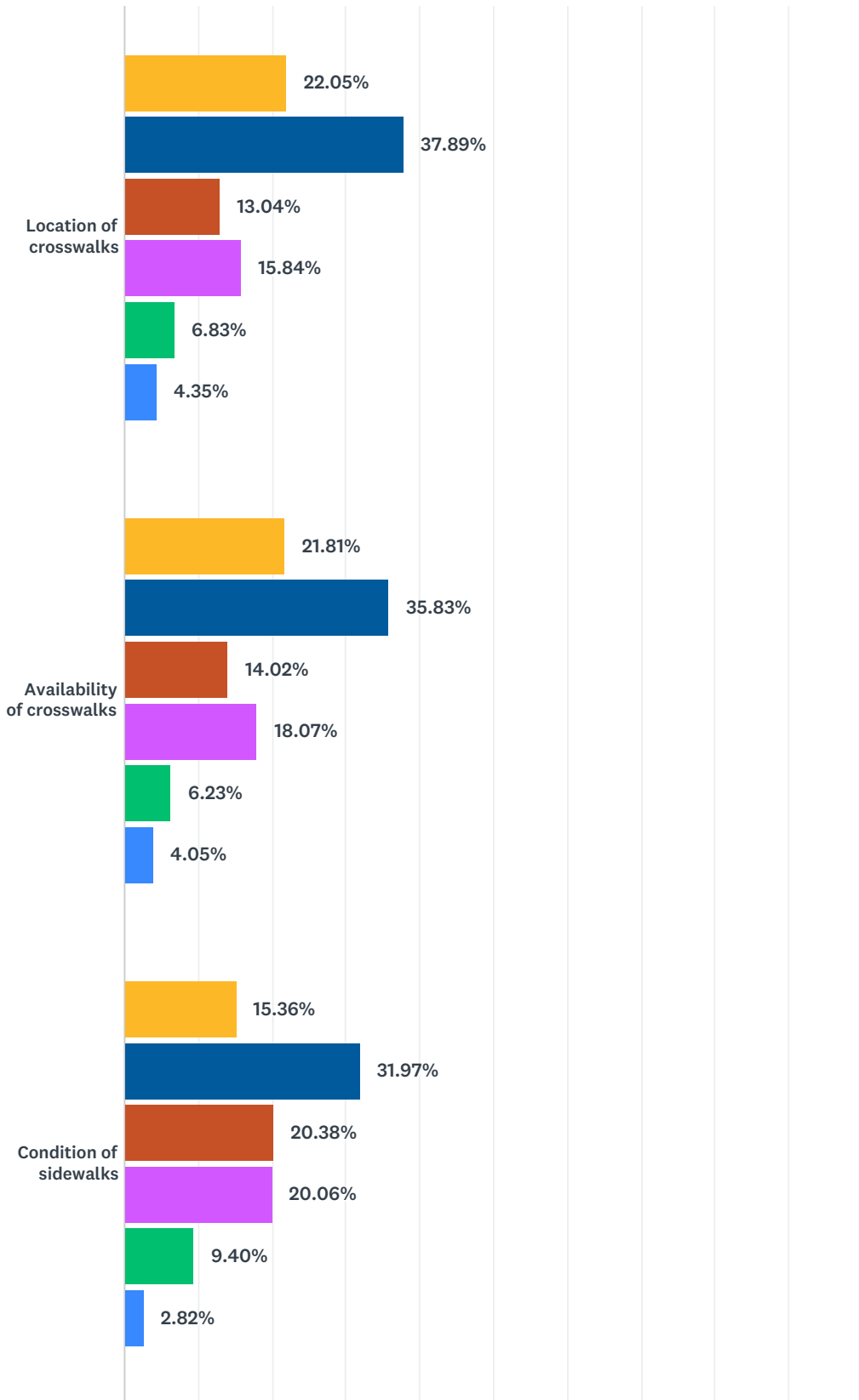


■ Very satisfied
 ■ Somewhat satisfied
 ■ Neutral
 ■ Somewhat unsatisfied
■ Very unsatisfied
 ■ Don't know/don't use

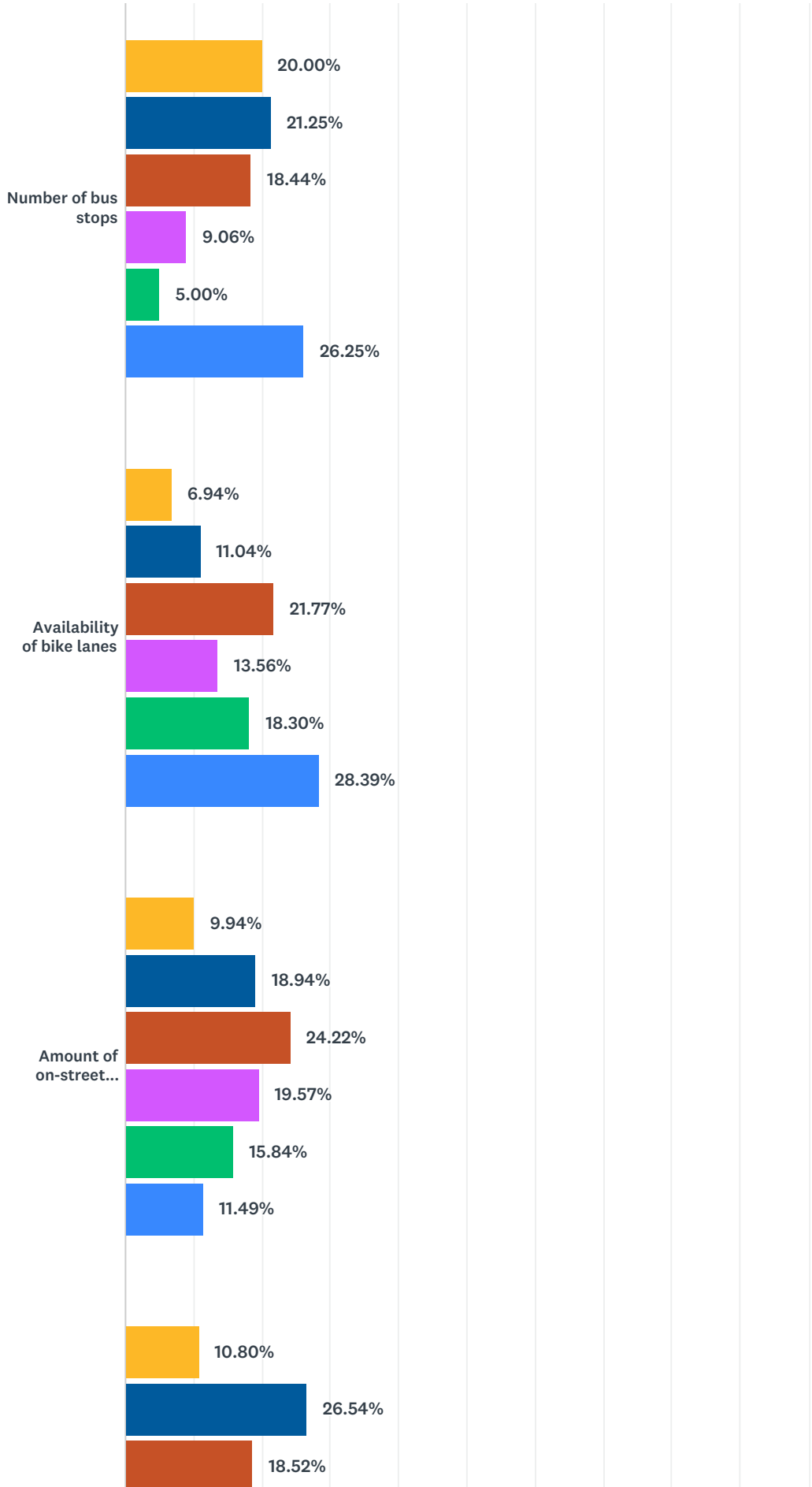
	VERY SATISFIED	SOMEWHAT SATISFIED	NEUTRAL	SOMEWHAT UNSATISFIED	VERY UNSATISFIED	DON'T KNOW/DON'T USE	TOTAL
Public washrooms	18.29% 60	34.15% 112	17.99% 59	14.02% 46	7.32% 24	8.23% 27	328
Availability of seating	20.37% 66	33.33% 108	18.83% 61	12.65% 41	7.72% 25	7.10% 23	324
Ramps for mobility aids	15.58% 50	20.56% 66	22.74% 73	10.59% 34	3.43% 11	27.10% 87	321
Presence of elevators	22.91% 74	25.70% 83	21.67% 70	9.29% 30	4.95% 16	15.48% 50	323

Q9 When thinking about public spaces in Brampton (e.g. city streets and places like parks and public squares), how satisfied are you with:

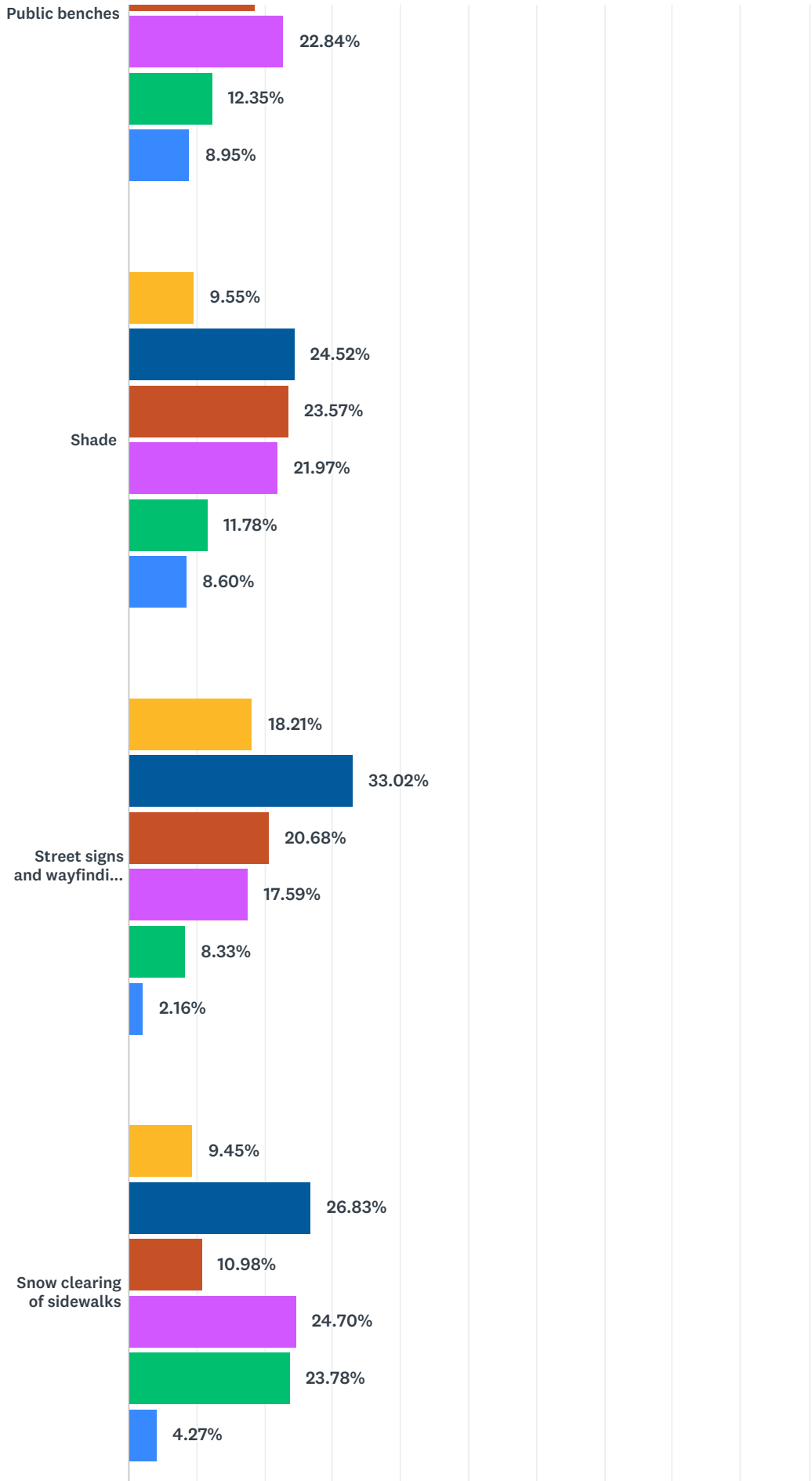
Answered: 329 Skipped: 14



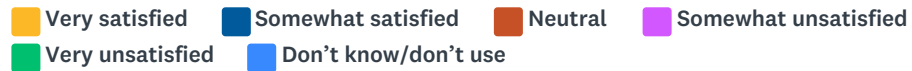
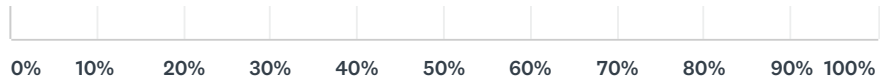
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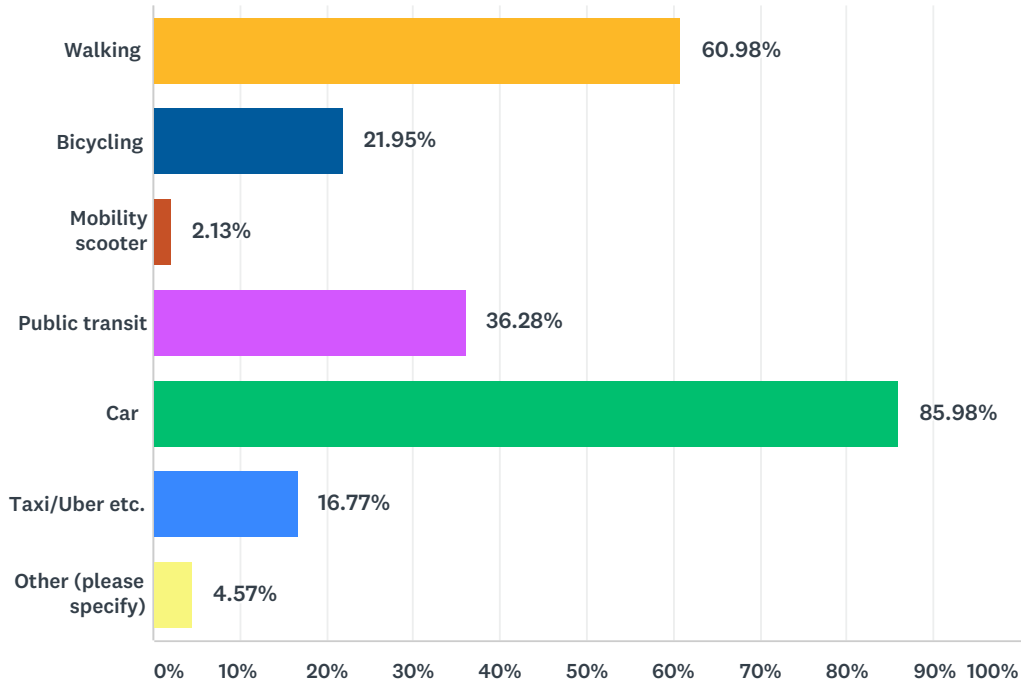
City of Brampton - Age-Friendly Community Survey



	VERY SATISFIED	SOMEWHAT SATISFIED	NEUTRAL	SOMEWHAT UNSATISFIED	VERY UNSATISFIED	DON'T KNOW/DON'T USE	TOTAL
Location of crosswalks	22.05% 71	37.89% 122	13.04% 42	15.84% 51	6.83% 22	4.35% 14	322
Availability of crosswalks	21.81% 70	35.83% 115	14.02% 45	18.07% 58	6.23% 20	4.05% 13	321
Condition of sidewalks	15.36% 49	31.97% 102	20.38% 65	20.06% 64	9.40% 30	2.82% 9	319
Number of bus stops	20.00% 64	21.25% 68	18.44% 59	9.06% 29	5.00% 16	26.25% 84	320
Availability of bike lanes	6.94% 22	11.04% 35	21.77% 69	13.56% 43	18.30% 58	28.39% 90	317
Amount of on-street parking	9.94% 32	18.94% 61	24.22% 78	19.57% 63	15.84% 51	11.49% 37	322
Public benches	10.80% 35	26.54% 86	18.52% 60	22.84% 74	12.35% 40	8.95% 29	324
Shade	9.55% 30	24.52% 77	23.57% 74	21.97% 69	11.78% 37	8.60% 27	314
Street signs and wayfinding signage	18.21% 59	33.02% 107	20.68% 67	17.59% 57	8.33% 27	2.16% 7	324
Snow clearing of sidewalks	9.45% 31	26.83% 88	10.98% 36	24.70% 81	23.78% 78	4.27% 14	328

Q10 What methods of transportation do you use? (check all that apply)

Answered: 328 Skipped: 15



ANSWER CHOICES	RESPONSES	
Walking	60.98%	200
Bicycling	21.95%	72
Mobility scooter	2.13%	7
Public transit	36.28%	119
Car	85.98%	282
Taxi/Uber etc.	16.77%	55
Other (please specify)	4.57%	15
Total Respondents: 328		

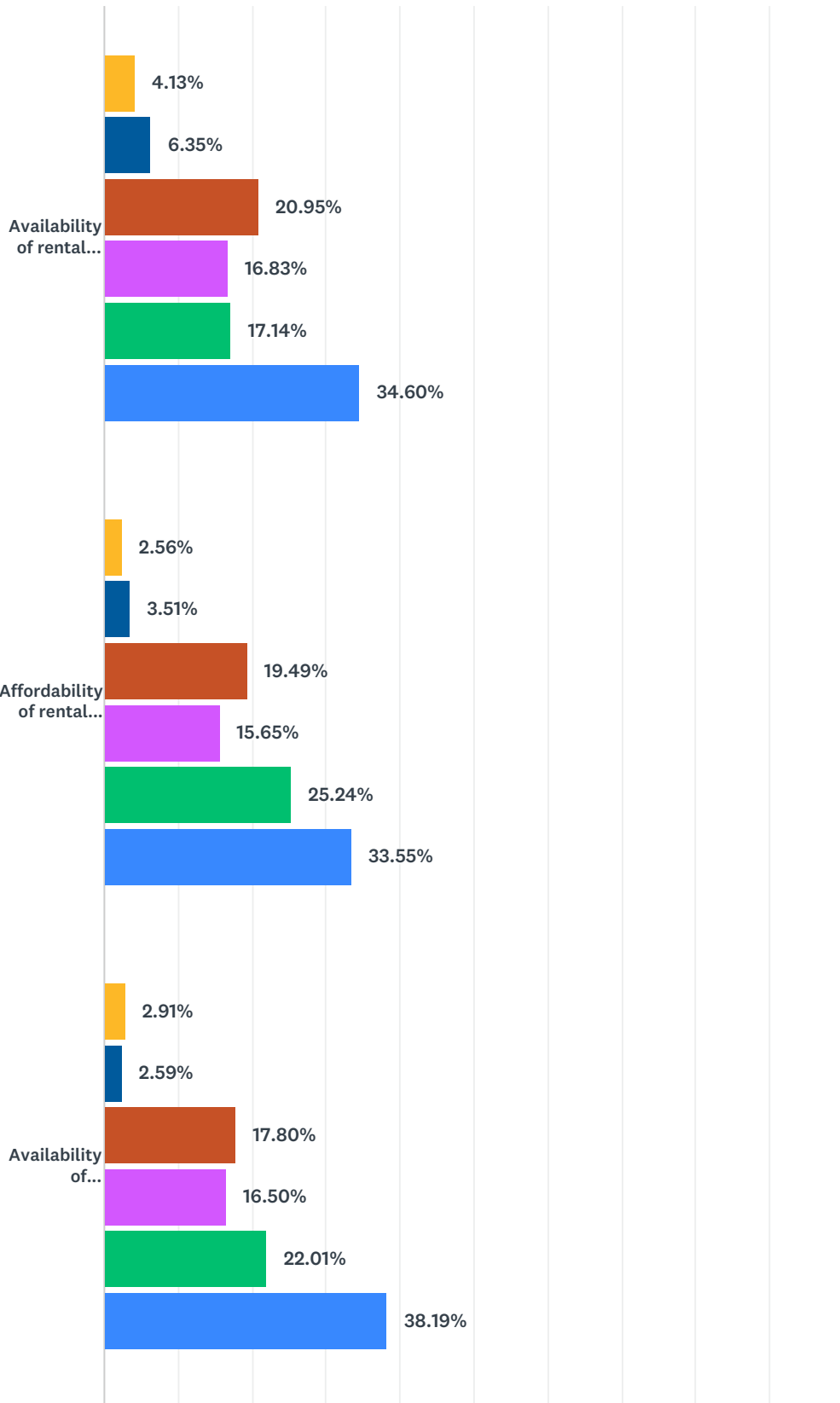
#	OTHER (PLEASE SPECIFY)	DATE
1	car pooling	1/4/2019 2:42 PM
2	trans help	1/4/2019 1:05 PM
3	trans help	1/4/2019 12:56 PM
4	Horse and cart	1/3/2019 1:57 PM
5	trans help	1/3/2019 1:47 PM
6	trans help	1/3/2019 11:25 AM
7	School Bus	1/3/2019 10:48 AM
8	kids drive	12/28/2018 11:15 AM
9	trans help	12/24/2018 1:16 PM

City of Brampton - Age-Friendly Community Survey

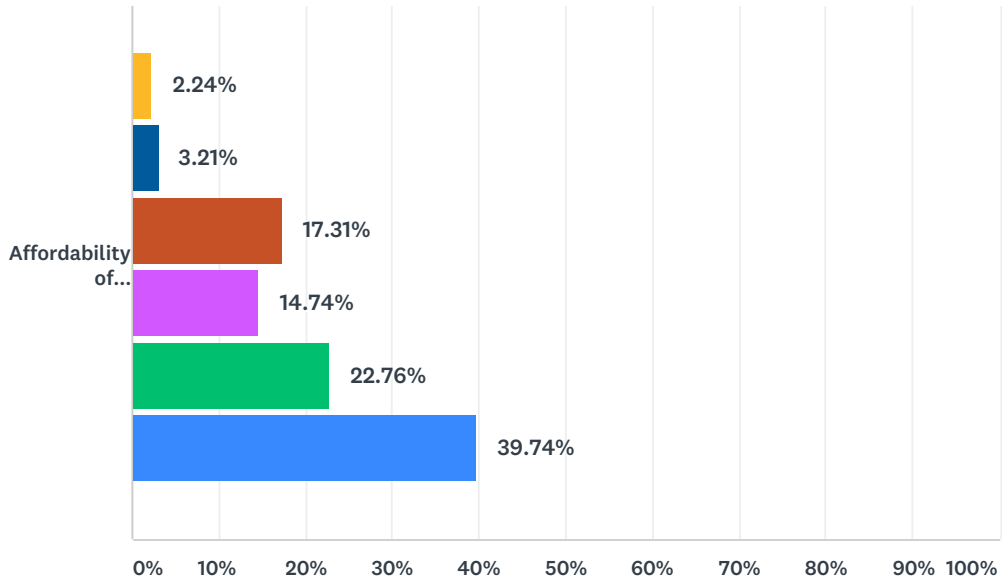
10	Driven by friends	12/21/2018 2:01 PM
11	Running	11/24/2018 9:24 PM
12	GO transit	11/19/2018 7:24 PM
13	Wheel Trans	11/17/2018 8:35 PM
14	Spouse's Motorcycle	11/10/2018 2:36 PM
15	Go train. Go train parking is a problem.	11/8/2018 9:14 PM

Q11 When thinking about housing in Brampton, how satisfied are you with:

Answered: 317 Skipped: 26



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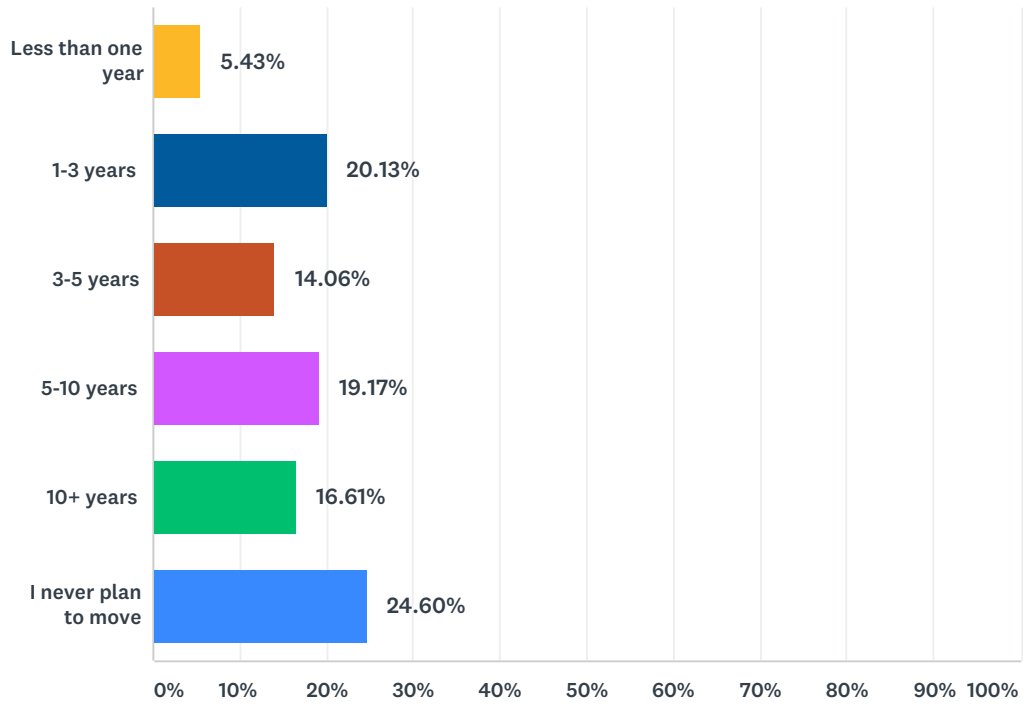


■ Very satisfied
 ■ Somewhat satisfied
 ■ Neutral
 ■ Somewhat unsatisfied
■ Very unsatisfied
 ■ Don't know/don't use

	VERY SATISFIED	SOMEWHAT SATISFIED	NEUTRAL	SOMEWHAT UNSATISFIED	VERY UNSATISFIED	DON'T KNOW/DON'T USE	TOTAL
Availability of rental housing	4.13% 13	6.35% 20	20.95% 66	16.83% 53	17.14% 54	34.60% 109	315
Affordability of rental housing	2.56% 8	3.51% 11	19.49% 61	15.65% 49	25.24% 79	33.55% 105	313
Availability of senior-specific housing	2.91% 9	2.59% 8	17.80% 55	16.50% 51	22.01% 68	38.19% 118	309
Affordability of senior-specific housing	2.24% 7	3.21% 10	17.31% 54	14.74% 46	22.76% 71	39.74% 124	312

Q12 How long do you plan to stay in your current home?

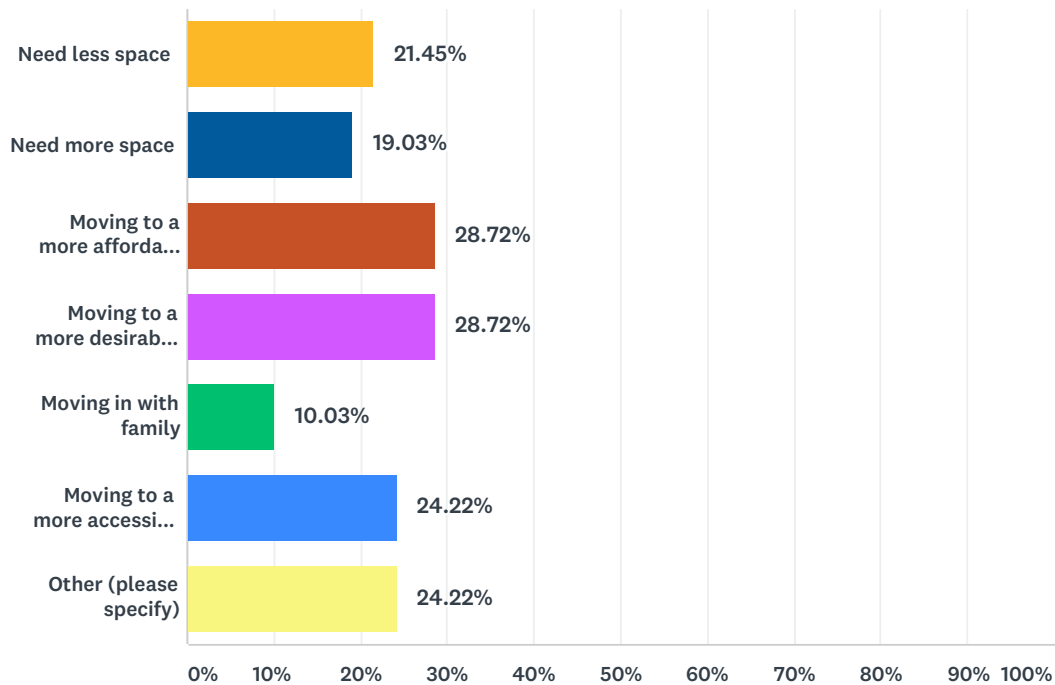
Answered: 313 Skipped: 30



ANSWER CHOICES	RESPONSES	
Less than one year	5.43%	17
1-3 years	20.13%	63
3-5 years	14.06%	44
5-10 years	19.17%	60
10+ years	16.61%	52
I never plan to move	24.60%	77
TOTAL		313

Q13 If you plan to move in the future, why would you move? (check all that apply)

Answered: 289 Skipped: 54



ANSWER CHOICES	RESPONSES	
Need less space	21.45%	62
Need more space	19.03%	55
Moving to a more affordable space	28.72%	83
Moving to a more desirable area	28.72%	83
Moving in with family	10.03%	29
Moving to a more accessible space (e.g., one without stairs)	24.22%	70
Other (please specify)	24.22%	70
Total Respondents: 289		

#	OTHER (PLEASE SPECIFY)	DATE
1	Moving to a less traffic area (affordable insurance)	1/11/2019 11:21 AM
2	closer to job	1/11/2019 11:08 AM
3	Depends on crime rate	1/7/2019 10:16 AM
4	Move to where insurance is cheaper	1/7/2019 9:57 AM
5	need better connectivity to public transit and facilities, no bus on weekends	1/7/2019 8:06 AM
6	less busy	1/7/2019 7:47 AM
7	I don't know	1/4/2019 5:01 PM
8	Less crowded place	1/4/2019 4:57 PM

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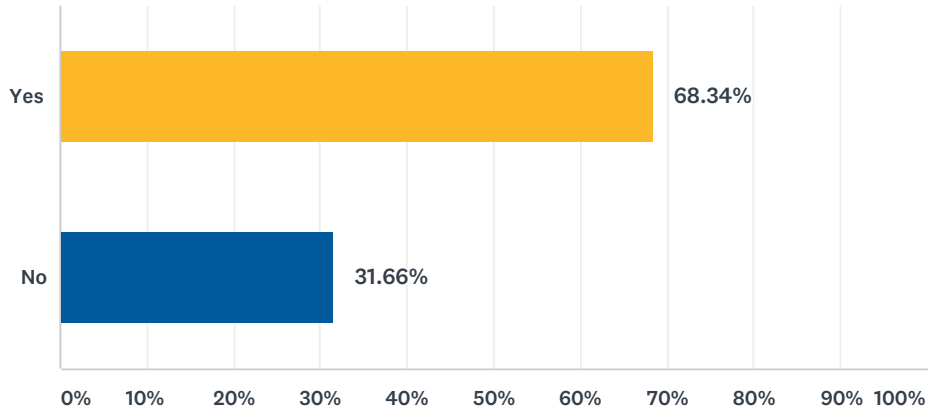
9	assisted living, nursing home	1/4/2019 3:39 PM
10	own a house	1/4/2019 3:32 PM
11	assisted living, nursing home, funeral home	1/4/2019 3:24 PM
12	Where medical and other daily living help are available	1/4/2019 2:59 PM
13	Brampton is getting like a slum	1/4/2019 2:33 PM
14	retire and downsize	1/4/2019 2:08 PM
15	health issues	1/4/2019 1:50 PM
16	tired of upkeep	1/4/2019 1:43 PM
17	Retirement Home	1/4/2019 1:08 PM
18	health issues	1/4/2019 1:03 PM
19	senior facility	1/4/2019 12:56 PM
20	health issues	1/4/2019 12:52 PM
21	Tired of traffic, high insurance rates, favoritism to ethnic communities	1/4/2019 11:43 AM
22	Moving out of Brampton - property tax/services not reasonable	1/3/2019 4:31 PM
23	We pay high car insurance/rent too high	1/3/2019 4:17 PM
24	I just said I don't want to move	1/3/2019 2:04 PM
25	I just said I don't want to move	1/3/2019 1:58 PM
26	seniors assisted living	1/3/2019 1:54 PM
27	if cannot maintain myself	1/3/2019 1:51 PM
28	having own house	1/3/2019 1:46 PM
29	ground floor	1/3/2019 1:20 PM
30	on waiting list for affordable housing	1/3/2019 11:33 AM
31	In rental housing if a family member or friend stays for extended period, rent increases by \$300 or so per month	1/3/2019 11:31 AM
32	seniors residence	1/3/2019 11:30 AM
33	seniors assisted living	1/3/2019 11:26 AM
34	Move out of family house	1/3/2019 11:22 AM
35	not cutting grass or plowing snow	1/3/2019 10:56 AM
36	Move to USA because of good education	1/3/2019 10:53 AM
37	Maybe better content	1/3/2019 10:48 AM
38	senior housing or nursing home	12/28/2018 11:46 AM
39	senior housing or nursing home with meals	12/28/2018 11:15 AM
40	high rent	12/24/2018 1:36 PM
41	senior housing or nursing home	12/24/2018 12:56 PM
42	Long term care facility	12/21/2018 2:49 PM
43	like to live with spouse in independent living	12/21/2018 2:10 PM
44	live in seniors residence	12/21/2018 2:01 PM
45	Condo	12/21/2018 1:40 PM
46	Retirement	12/5/2018 11:50 AM
47	To escape problem neighbours	12/5/2018 10:16 AM

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48	Those moving out of Brampton often do so because: the city continually appears to have closed their eyes on things like zoning infractions (illegal apartments put in with no permits), parking violations (park your car with 3 feet of it hanging out on the road, parking all night on the roads, paving large parts of the lawn area), allowing homes/neighbourhoods to be ill kept, weedy, garbage stored outside around the house, and many, many unplated or expired plated vehicles to sit for years on driveways (often related to the house being for multiple illegal rentals within). The city also ignores residents who continually put huge piles of garbage out to the curbs on recycle day, where it then sits for two weeks as this is becoming more and more common. The city needs to provide an internet based site to report the above mentioned situations, in anonymity as most people are too intimidated to do so for fear that their names are revealed to those creating the frustrating, situations around them and therefore unhappily just suck it up (no, saying that names are confidential doesn't cut it anymore). Then, the city needs to follow up on these types of situations and complaints, or the people who care about the city will continue to move out, leaving those that really don't care, to continue to foster the development of new ghettos. The city needs to stop making excuses for these "bad neighbours" as I've heard "why are you complaining?", and "we have to cut them some slack" , implying that the city regularly ignores things like bylaw infractions and discourages people making legitimate concerns.	11/28/2018 2:49 PM
49	condo to avoid grass cutting, snow & leaf removal	11/26/2018 12:54 PM
50	Nothing to do in Brampton	11/25/2018 3:48 PM
51	Move to a more rural area	11/24/2018 9:25 PM
52	Too much traffic on residential street. Needs speed bumps.	11/22/2018 1:47 PM
53	Too busy. Too much crime.	11/22/2018 4:17 AM
54	Husband wants to move to country. City getting dangerous- shootings. Less green space. Too much sprawl. Not enough parks and planning & integrated bike routes & protection of nature.	11/21/2018 11:31 PM
55	Health	11/21/2018 9:00 AM
56	Move out of Brampton	11/20/2018 2:36 PM
57	Own place	11/19/2018 8:00 PM
58	Will look for a cheap house to make mortgage installments easy	11/19/2018 3:36 PM
59	Too much upkeep in current home for our age and ability.	11/17/2018 8:36 PM
60	I'm fine where I am, unless I get sick or disabled.	11/16/2018 10:46 PM
61	Moving to a care facility	11/14/2018 8:20 PM
62	to be closer to family	11/13/2018 1:36 PM
63	Moving to a community out of the GTA with less traffic and more affordable/less expensive real estate	11/10/2018 2:41 PM
64	Required assisted living or nursing home	11/9/2018 12:33 PM
65	Will need more assistance	11/9/2018 10:26 AM
66	Moving somewhere where no outside maintenance is required.	11/8/2018 8:27 AM
67	Can no longer care for a house and garden.	11/7/2018 9:20 PM
68	less upkeep	11/7/2018 2:27 PM
69	Brampton over crowded too many driving accidents and increase in crime.	11/3/2018 8:15 AM
70	looking for age in place; social connection	11/3/2018 7:57 AM

Q14 Are there enough interesting public spaces in your community to gather with friends and family? (e.g., parks, coffee shops, cafes, restaurants, places of worship)

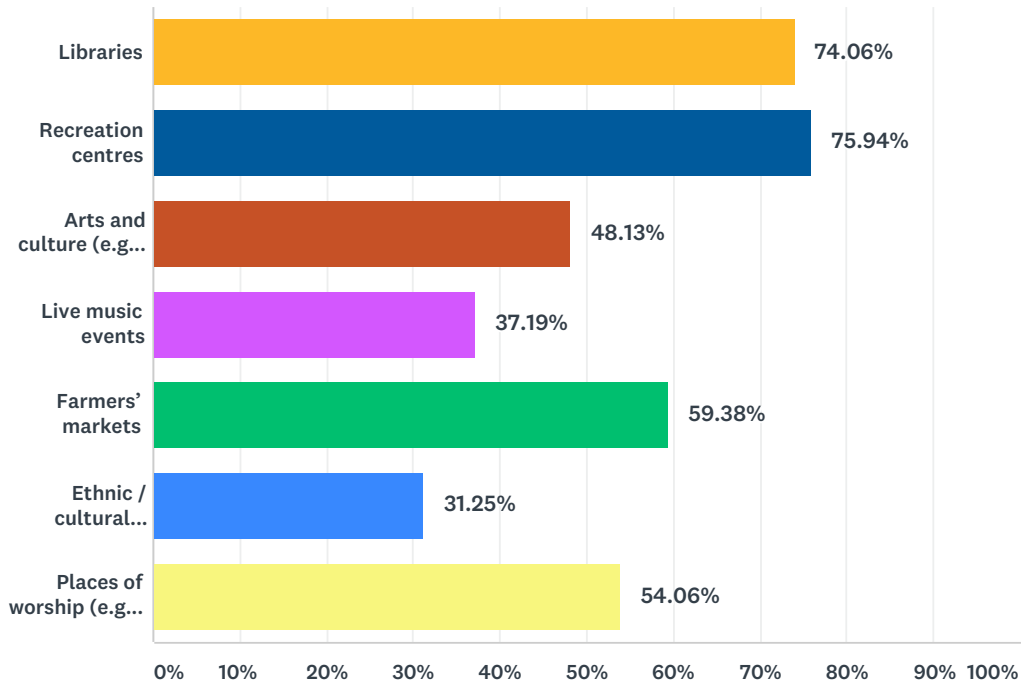
Answered: 319 Skipped: 24



ANSWER CHOICES	RESPONSES	
Yes	68.34%	218
No	31.66%	101
TOTAL		319

Q15 What types of activities and places do you attend? (Check all that apply)

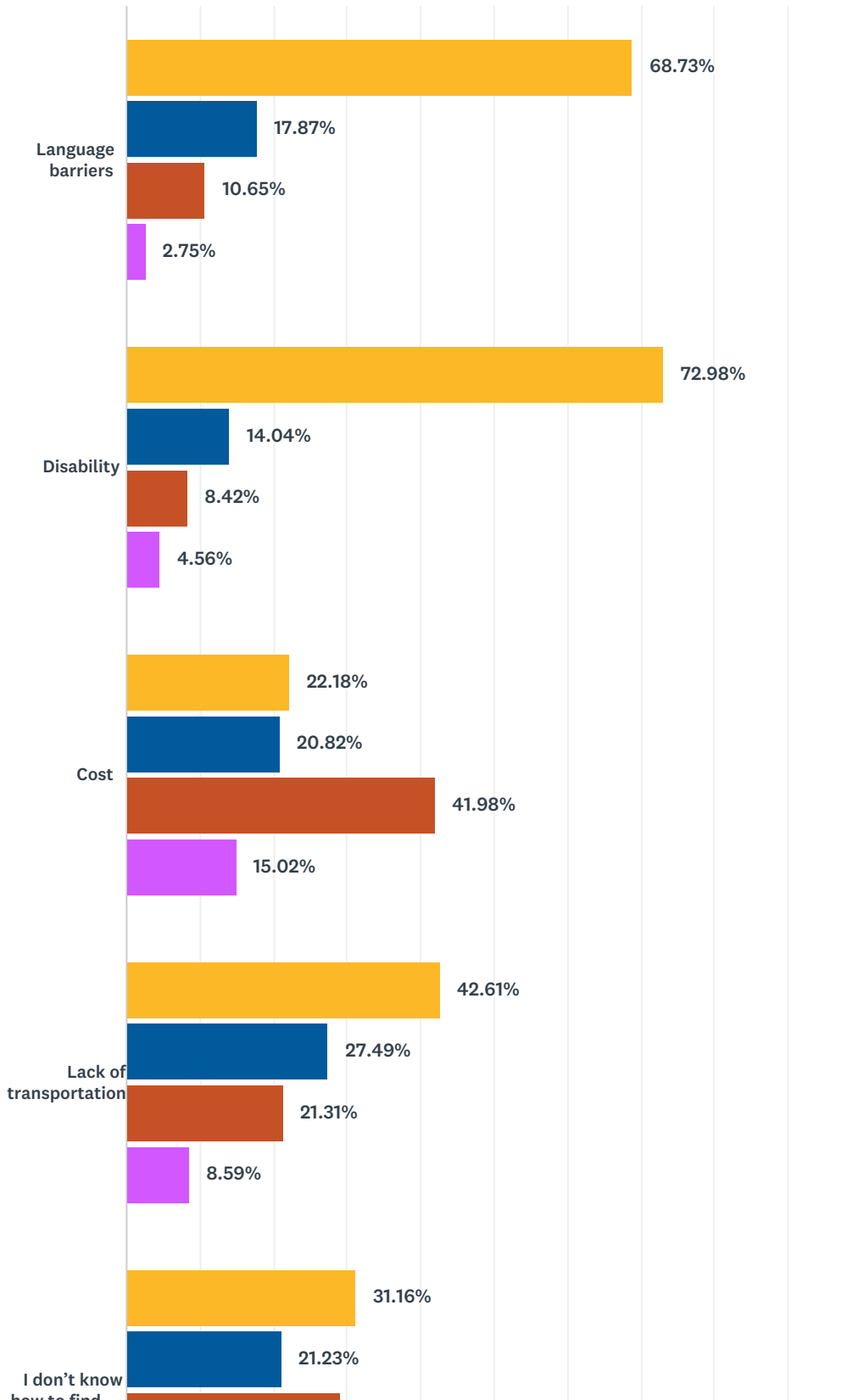
Answered: 320 Skipped: 23



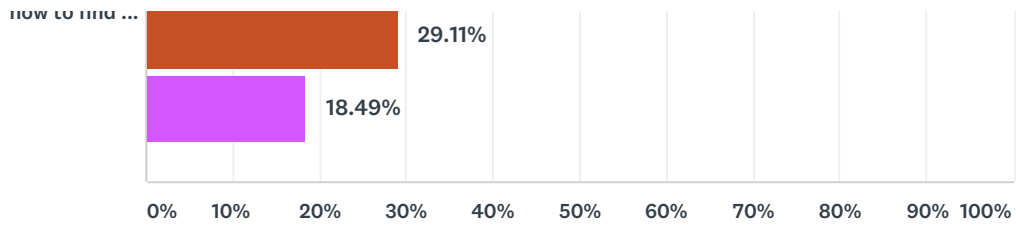
ANSWER CHOICES	RESPONSES	
Libraries	74.06%	237
Recreation centres	75.94%	243
Arts and culture (e.g., PAMA, Rose Theatre)	48.13%	154
Live music events	37.19%	119
Farmers' markets	59.38%	190
Ethnic / cultural festivals	31.25%	100
Places of worship (e.g. church, gurdwara, mandir)	54.06%	173
Total Respondents: 320		

Q16 How often do the following factors prevent you from attending activities and places you would like to attend?

Answered: 312 Skipped: 31



City of Brampton - Age-Friendly Community Survey

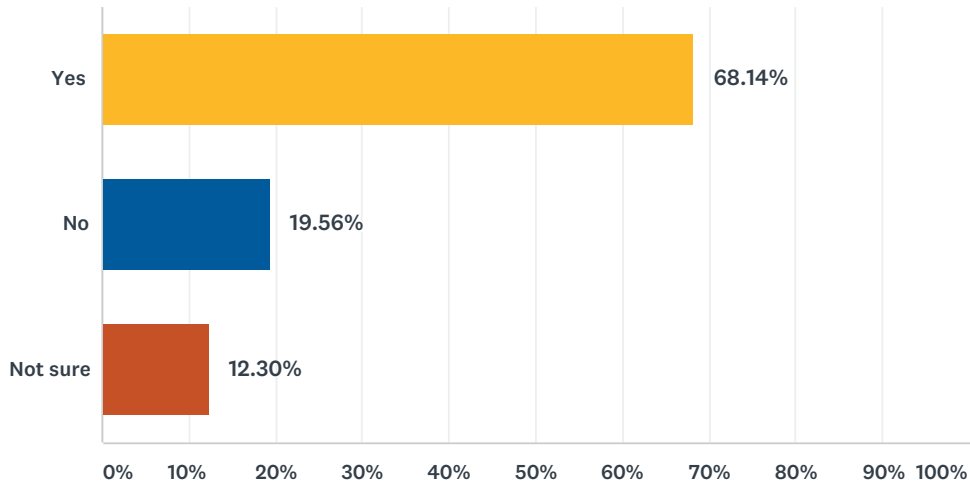


■ Never
 ■ Rarely
 ■ Sometimes
 ■ Often

	NEVER	RARELY	SOMETIMES	OFTEN	TOTAL
Language barriers	68.73% 200	17.87% 52	10.65% 31	2.75% 8	291
Disability	72.98% 208	14.04% 40	8.42% 24	4.56% 13	285
Cost	22.18% 65	20.82% 61	41.98% 123	15.02% 44	293
Lack of transportation	42.61% 124	27.49% 80	21.31% 62	8.59% 25	291
I don't know how to find out about what's happening	31.16% 91	21.23% 62	29.11% 85	18.49% 54	292

Q17 Do you feel like you have an adequate support system (family, friends, etc.) in Brampton?

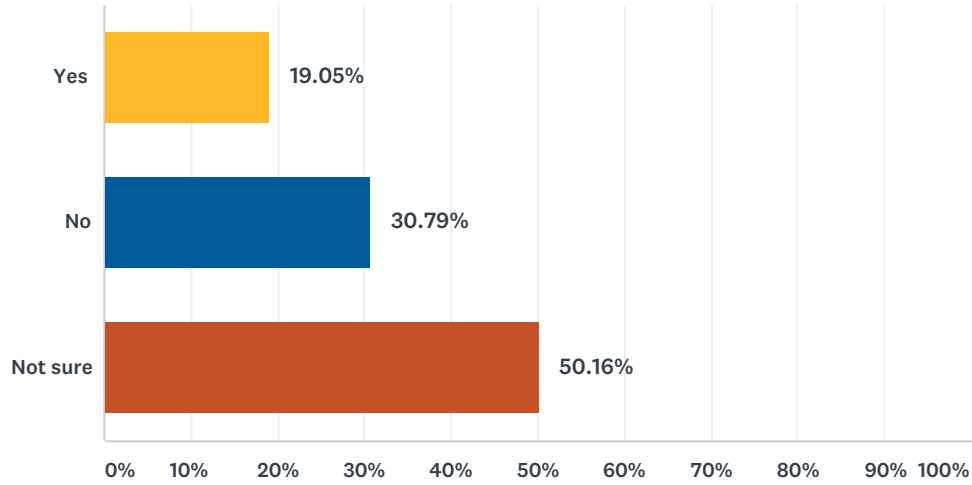
Answered: 317 Skipped: 26



ANSWER CHOICES	RESPONSES	
Yes	68.14%	216
No	19.56%	62
Not sure	12.30%	39
TOTAL		317

Q18 Do you believe there are enough social services in Brampton to help seniors?

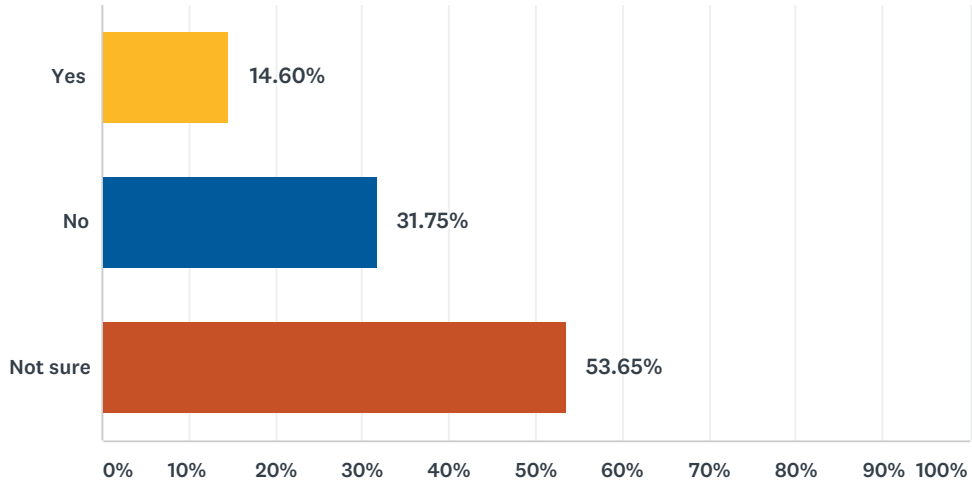
Answered: 315 Skipped: 28



ANSWER CHOICES	RESPONSES	
Yes	19.05%	60
No	30.79%	97
Not sure	50.16%	158
TOTAL		315

Q19 Do you believe there are enough social services in Brampton to help families?

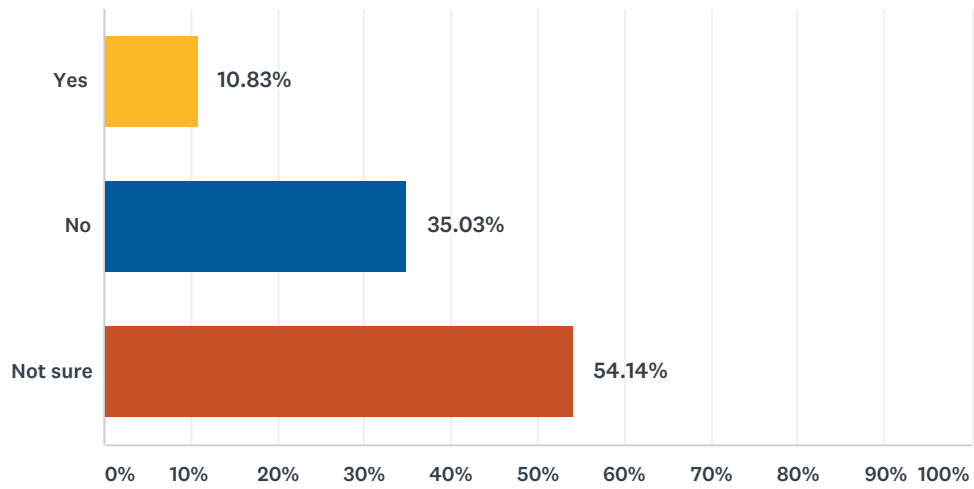
Answered: 315 Skipped: 28



ANSWER CHOICES	RESPONSES	
Yes	14.60%	46
No	31.75%	100
Not sure	53.65%	169
TOTAL		315

Q20 Do you believe there are enough social services in Brampton to help youth?

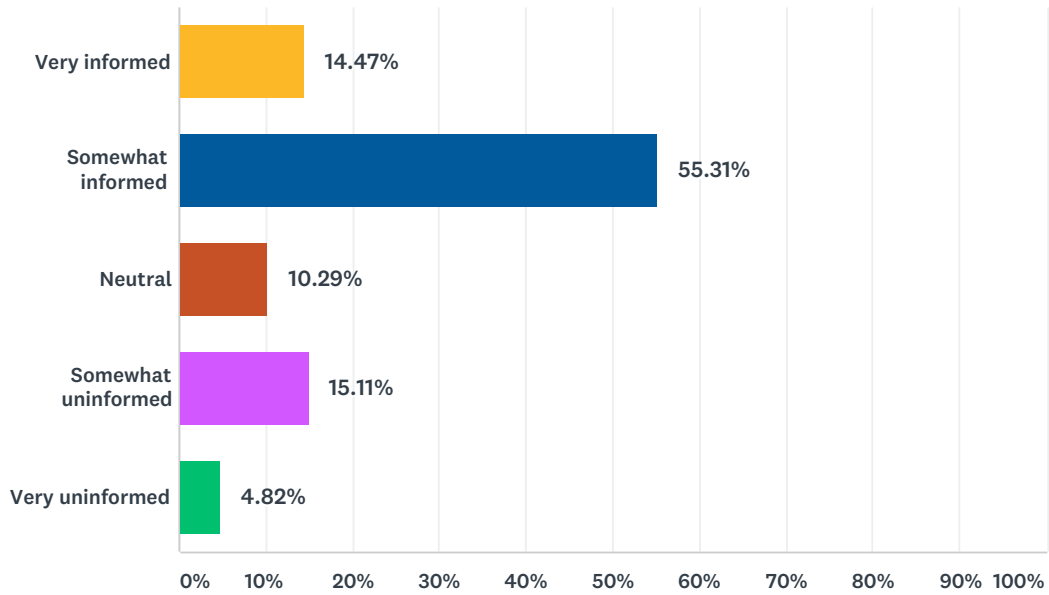
Answered: 314 Skipped: 29



ANSWER CHOICES	RESPONSES	
Yes	10.83%	34
No	35.03%	110
Not sure	54.14%	170
TOTAL		314

Q21 How informed are you about local issues in your community?

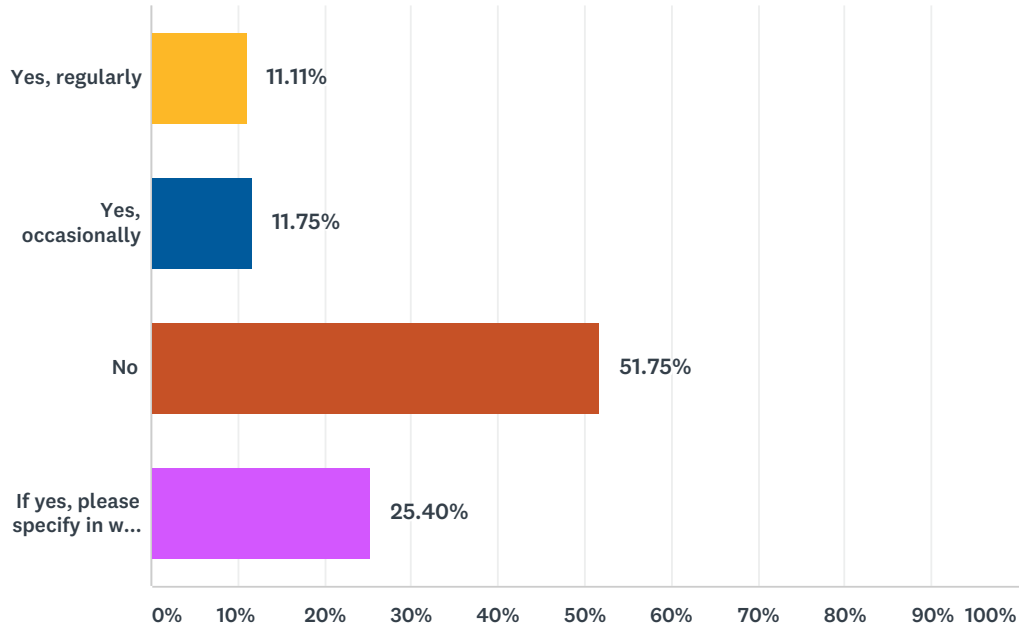
Answered: 311 Skipped: 32



ANSWER CHOICES	RESPONSES	
Very informed	14.47%	45
Somewhat informed	55.31%	172
Neutral	10.29%	32
Somewhat uninformed	15.11%	47
Very uninformed	4.82%	15
TOTAL		311

Q22 Do you currently volunteer?

Answered: 315 Skipped: 28



ANSWER CHOICES	RESPONSES	
Yes, regularly	11.11%	35
Yes, occasionally	11.75%	37
No	51.75%	163
If yes, please specify in what capacity:	25.40%	80
TOTAL		315

#	IF YES, PLEASE SPECIFY IN WHAT CAPACITY:	DATE
1	assist with seniors	1/11/2019 11:21 AM
2	But want to do volunteer services	1/11/2019 10:31 AM
3	School	1/7/2019 10:18 AM
4	church, non-profit organization	1/7/2019 7:53 AM
5	local school	1/7/2019 7:47 AM
6	library	1/4/2019 3:46 PM
7	library	1/4/2019 3:43 PM
8	By working beyond the hrs that are expected of me in a service-based profession(humanitarian/spriitual	1/4/2019 2:44 PM
9	condo board	1/4/2019 2:41 PM
10	BCH and Peel Memorial Lobby	1/4/2019 2:28 PM
11	Regeneration	1/4/2019 2:02 PM
12	At the church and as a CWL member	1/4/2019 1:55 PM
13	club 106	1/4/2019 1:51 PM

City of Brampton - Age-Friendly Community Survey

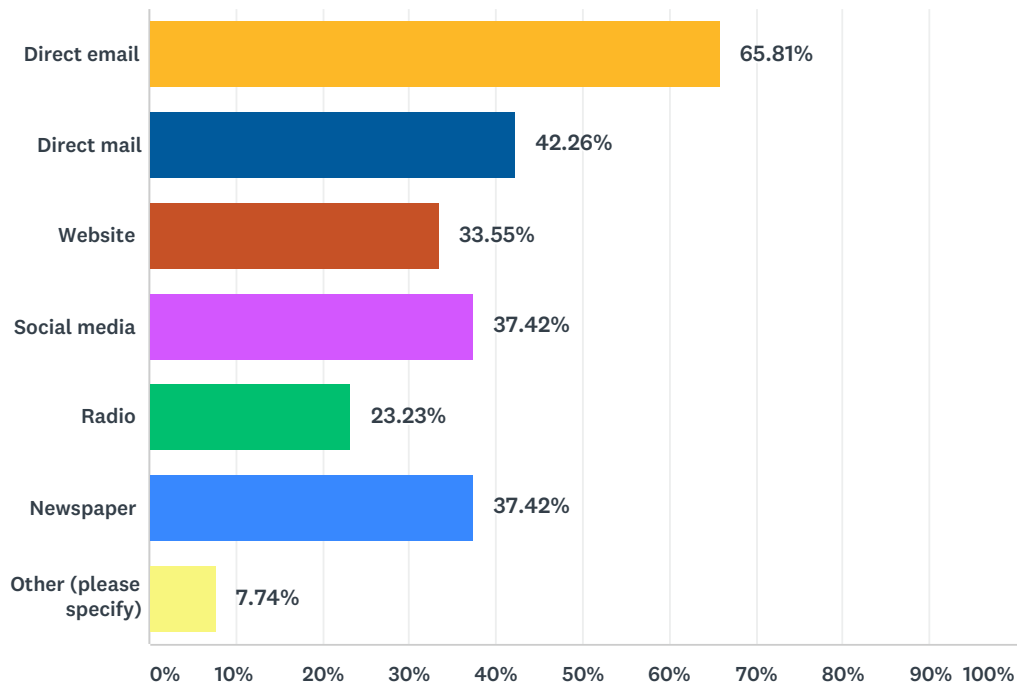
14	teach tai chi	1/4/2019 1:43 PM
15	financial	1/4/2019 1:24 PM
16	club 106	1/4/2019 1:04 PM
17	Education field at VMBC	1/4/2019 10:14 AM
18	school	1/3/2019 4:40 PM
19	Kiwansis Club	1/3/2019 2:16 PM
20	Senior centre library, visually impaired people	1/3/2019 2:10 PM
21	senior centre	1/3/2019 2:05 PM
22	referee umpire soccer clean up	1/3/2019 1:52 PM
23	group leader at Indus Community	1/3/2019 1:32 PM
24	help with games	1/3/2019 1:06 PM
25	senior centre	1/3/2019 12:57 PM
26	KB Seniors and Bramalea Legion	1/3/2019 12:55 PM
27	Bovaird House	1/3/2019 11:34 AM
28	senior centre	1/3/2019 11:27 AM
29	bingo	1/3/2019 11:19 AM
30	Church	1/3/2019 11:15 AM
31	Volunteer, support person	1/3/2019 11:11 AM
32	theatre usher	1/3/2019 11:01 AM
33	Knightsbridge	12/28/2018 11:40 AM
34	Knightsbridge	12/28/2018 11:38 AM
35	salvation army	12/28/2018 11:26 AM
36	various	12/28/2018 11:20 AM
37	KB choir	12/24/2018 1:03 PM
38	KB choir	12/24/2018 1:00 PM
39	church	12/24/2018 12:57 PM
40	Knightsbridge	12/24/2018 12:53 PM
41	Knightsbridge	12/24/2018 12:50 PM
42	FCSC Program convenor	12/21/2018 2:51 PM
43	Brampton Fair Grounds and Church	12/21/2018 2:32 PM
44	event planning at a non-profit	12/7/2018 2:06 PM
45	Sitting on a Board of Directors but outside of Brampton	12/5/2018 10:19 AM
46	Long term care facility, Perpetual Bazaar, church, & others	11/30/2018 12:49 PM
47	School events	11/29/2018 6:07 PM
48	Supporting Older Adults	11/28/2018 12:44 PM
49	Retirement homes	11/28/2018 10:28 AM
50	Food bank	11/27/2018 11:00 AM
51	church, community events	11/27/2018 9:47 AM
52	free income tax preparation for low income people	11/26/2018 12:56 PM
53	through my church	11/26/2018 12:26 PM
54	Weekly at a local thrift shop	11/25/2018 4:37 PM

City of Brampton - Age-Friendly Community Survey

55	Food bank.	11/23/2018 8:34 PM
56	Local church	11/22/2018 9:47 PM
57	Volunteer with Kiwanis	11/22/2018 9:44 PM
58	Organizer of events	11/22/2018 4:19 AM
59	Brampton Horticultural Society events	11/20/2018 4:54 PM
60	Had to stop due to disability	11/20/2018 11:08 AM
61	Olsen Health Centres	11/20/2018 9:44 AM
62	Santa Claus parade	11/19/2018 7:27 PM
63	I used to volunteer until I was told in my 50"s I was getting to old to volunteer	11/19/2018 5:52 PM
64	Scouts	11/19/2018 4:53 PM
65	Board, advisory councils	11/19/2018 2:52 PM
66	National support Network for individuals with physical challenges to obtain knowledge/assistance in everyday living.	11/17/2018 8:43 PM
67	environmental and social justice; active transport promotion	11/16/2018 10:49 PM
68	help out at church and a school	11/14/2018 8:21 PM
69	Board member of Brampton and Caledon Comm Fdn	11/14/2018 3:34 PM
70	breakfast club	11/13/2018 1:39 PM
71	Volunteer ching Library Sr programme, Also at my church library	11/9/2018 12:35 PM
72	Knightsbridge Srs. choir & desk, my synagogue's bingo, tutoring in local schools	11/7/2018 9:24 PM
73	WOHC	11/7/2018 9:14 PM
74	Sit on numerous committees, community outreach, work with newcomer youth, community garden etc.	11/7/2018 5:51 PM
75	as party of a music group that performs at Headwaters to Long Term Care patients + part of a committee to run a Seniors' Tai Chi club	11/7/2018 2:30 PM
76	through my church	11/7/2018 12:34 PM
77	seniors/hospital	11/7/2018 12:14 PM
78	Workshop facilitator in schools, Board of Directors, and volunteer consulting	11/3/2018 8:26 AM
79	Flower City Seniors Centre	11/3/2018 8:05 AM
80	treasurer for hiking club and church	11/3/2018 7:58 AM

Q23 What would be the best way(s) for the City to communicate with you? (Check all that apply)

Answered: 310 Skipped: 33



ANSWER CHOICES	RESPONSES	
Direct email	65.81%	204
Direct mail	42.26%	131
Website	33.55%	104
Social media	37.42%	116
Radio	23.23%	72
Newspaper	37.42%	116
Other (please specify)	7.74%	24
Total Respondents: 310		

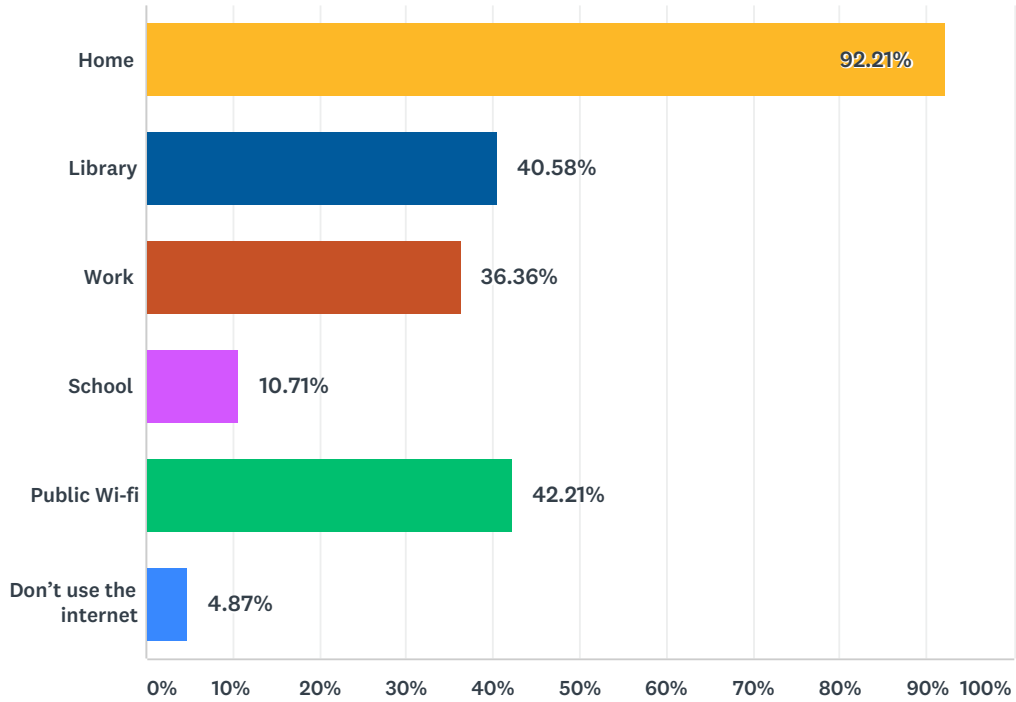
#	OTHER (PLEASE SPECIFY)	DATE
1	fliers - found out about this survey at the library	1/11/2019 11:22 AM
2	Library	1/7/2019 9:58 AM
3	Kids magazine	1/7/2019 9:23 AM
4	Don't want spam	1/3/2019 4:26 PM
5	Nope	1/3/2019 2:05 PM
6	Phone call	1/3/2019 1:48 PM
7	Phone call	1/3/2019 1:32 PM
8	signage	1/3/2019 11:27 AM

City of Brampton - Age-Friendly Community Survey

9	don't know	1/3/2019 10:50 AM
10	Phone call with message	12/28/2018 11:16 AM
11	Phone call with message	12/28/2018 11:10 AM
12	Phone call with message	12/24/2018 1:07 PM
13	Not all seniors have access to computers	12/21/2018 2:03 PM
14	robo calls	12/7/2018 10:14 PM
15	Billboards/Notice boards/street side signage	11/29/2018 6:09 PM
16	Syedcareforyou	11/23/2018 12:49 PM
17	Reddit	11/22/2018 9:46 PM
18	Hand flyers. Posters.	11/21/2018 11:35 PM
19	TV	11/21/2018 4:50 PM
20	Email	11/14/2018 3:35 PM
21	Newspaper - Brampton Guardian	11/10/2018 2:46 PM
22	telephone	11/7/2018 5:51 PM
23	website only to hold information for reference	11/7/2018 2:37 PM
24	Brampton doesn't have a radio station.	11/3/2018 8:00 AM

Q24 Where do you have access to the internet? (Check all that apply)

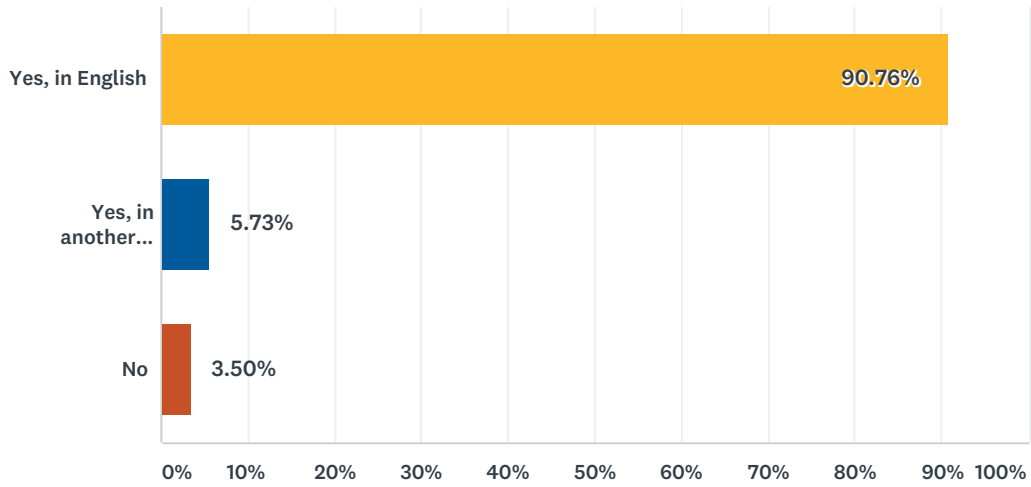
Answered: 308 Skipped: 35



ANSWER CHOICES	RESPONSES	
Home	92.21%	284
Library	40.58%	125
Work	36.36%	112
School	10.71%	33
Public Wi-fi	42.21%	130
Don't use the internet	4.87%	15
Total Respondents: 308		

Q25 Are you able to get information from the City in a language you are comfortable speaking?

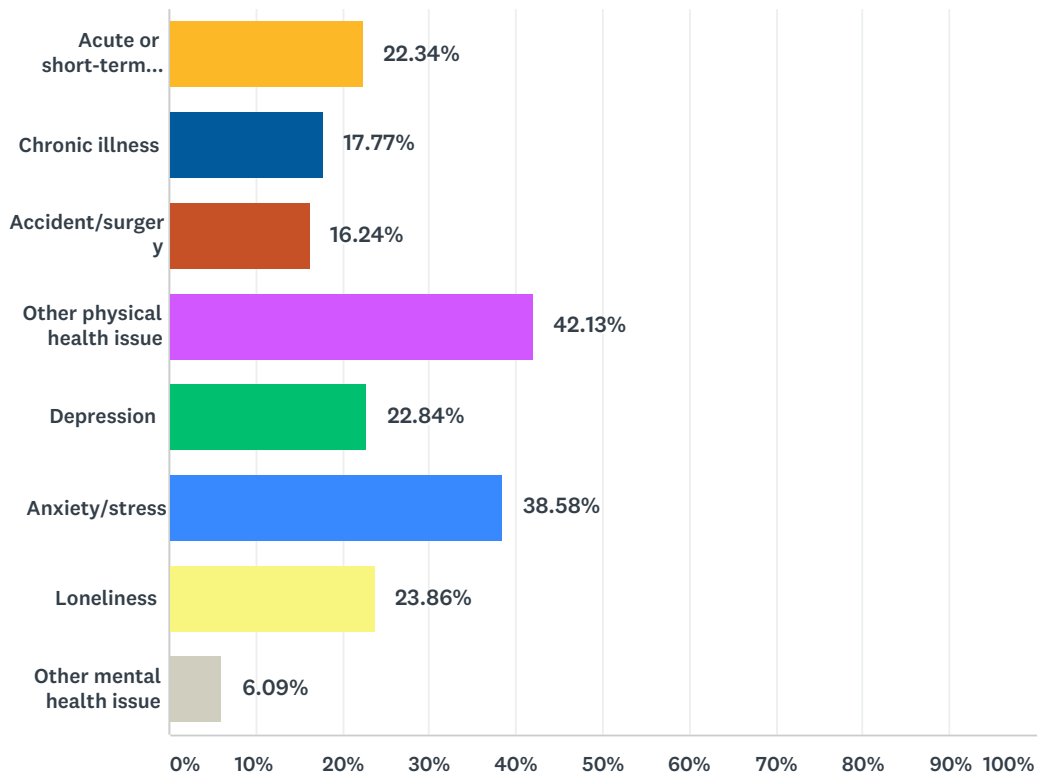
Answered: 314 Skipped: 29



ANSWER CHOICES	RESPONSES	
Yes, in English	90.76%	285
Yes, in another language	5.73%	18
No	3.50%	11
TOTAL		314

Q26 Over the past 12 months, have you suffered from any of the following health issues? (Check all that apply)

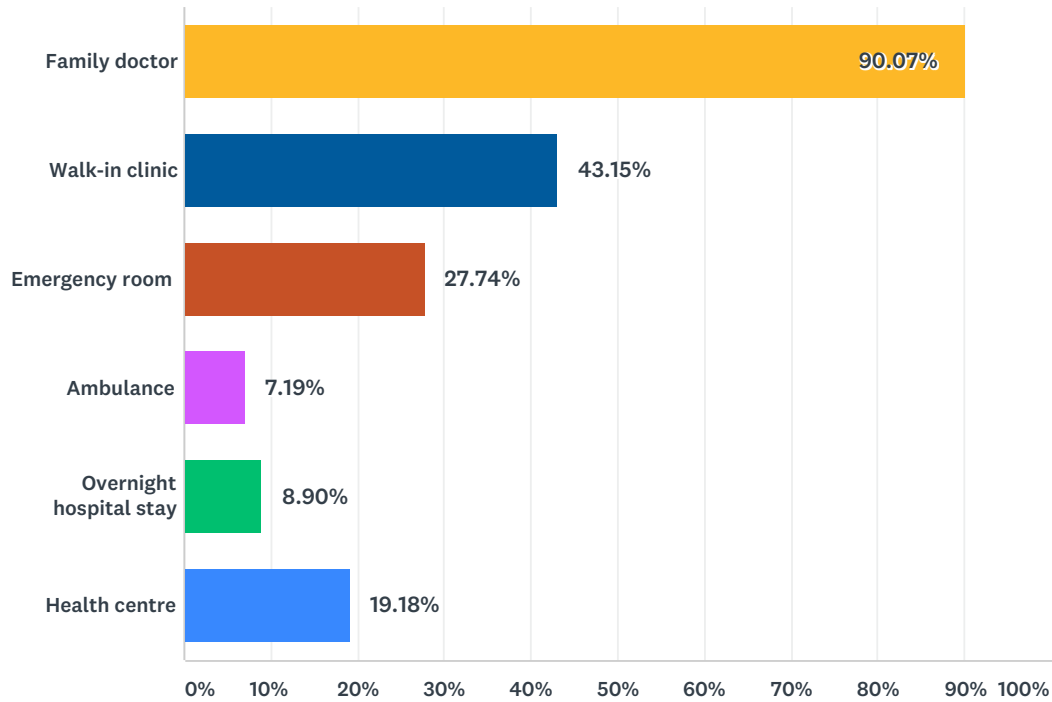
Answered: 197 Skipped: 146



ANSWER CHOICES	RESPONSES	
Acute or short-term illness	22.34%	44
Chronic illness	17.77%	35
Accident/surgery	16.24%	32
Other physical health issue	42.13%	83
Depression	22.84%	45
Anxiety/stress	38.58%	76
Loneliness	23.86%	47
Other mental health issue	6.09%	12
Total Respondents: 197		

Q27 Over the past 12 months, have you visited or used any of the following? (Check all that apply)

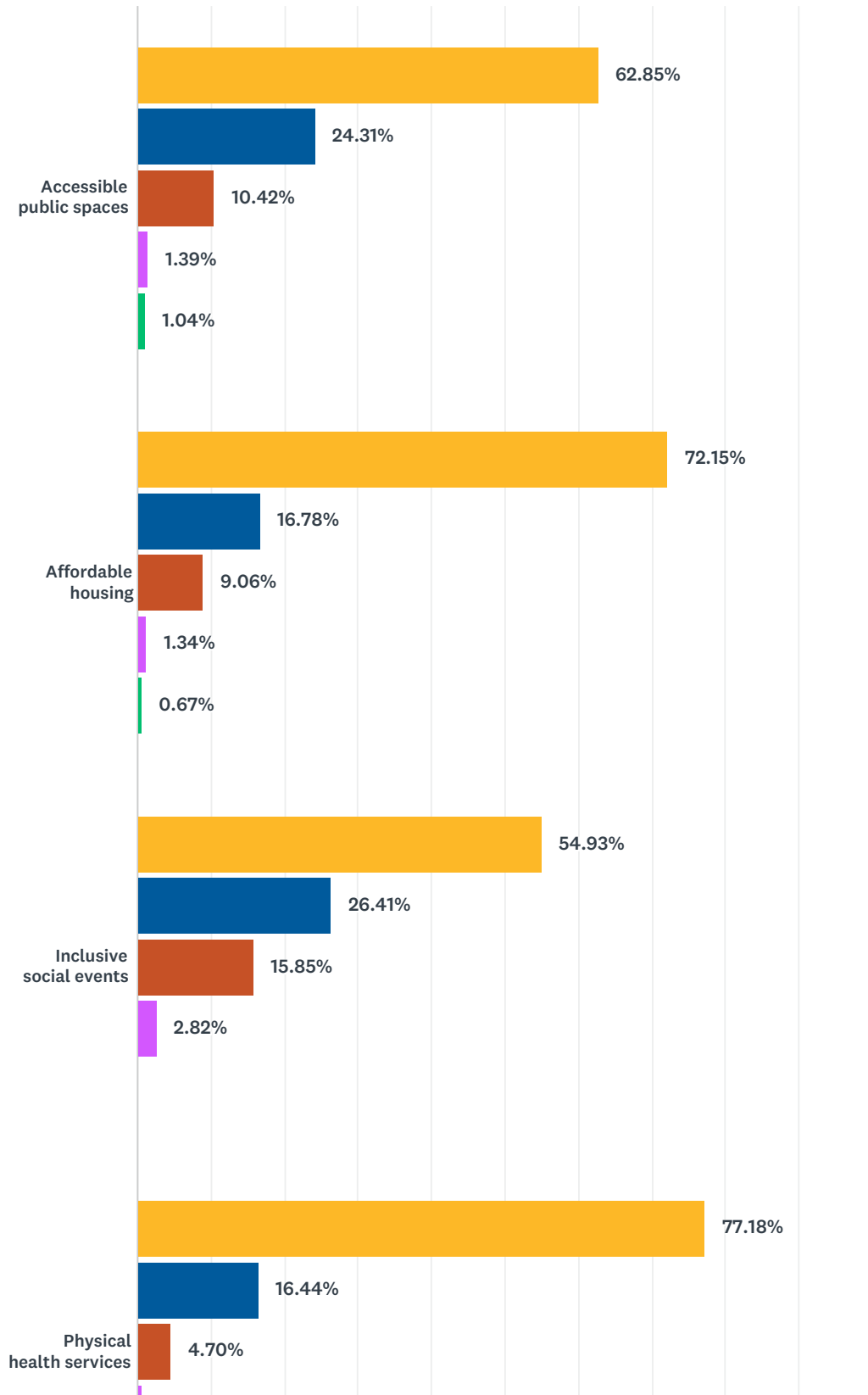
Answered: 292 Skipped: 51



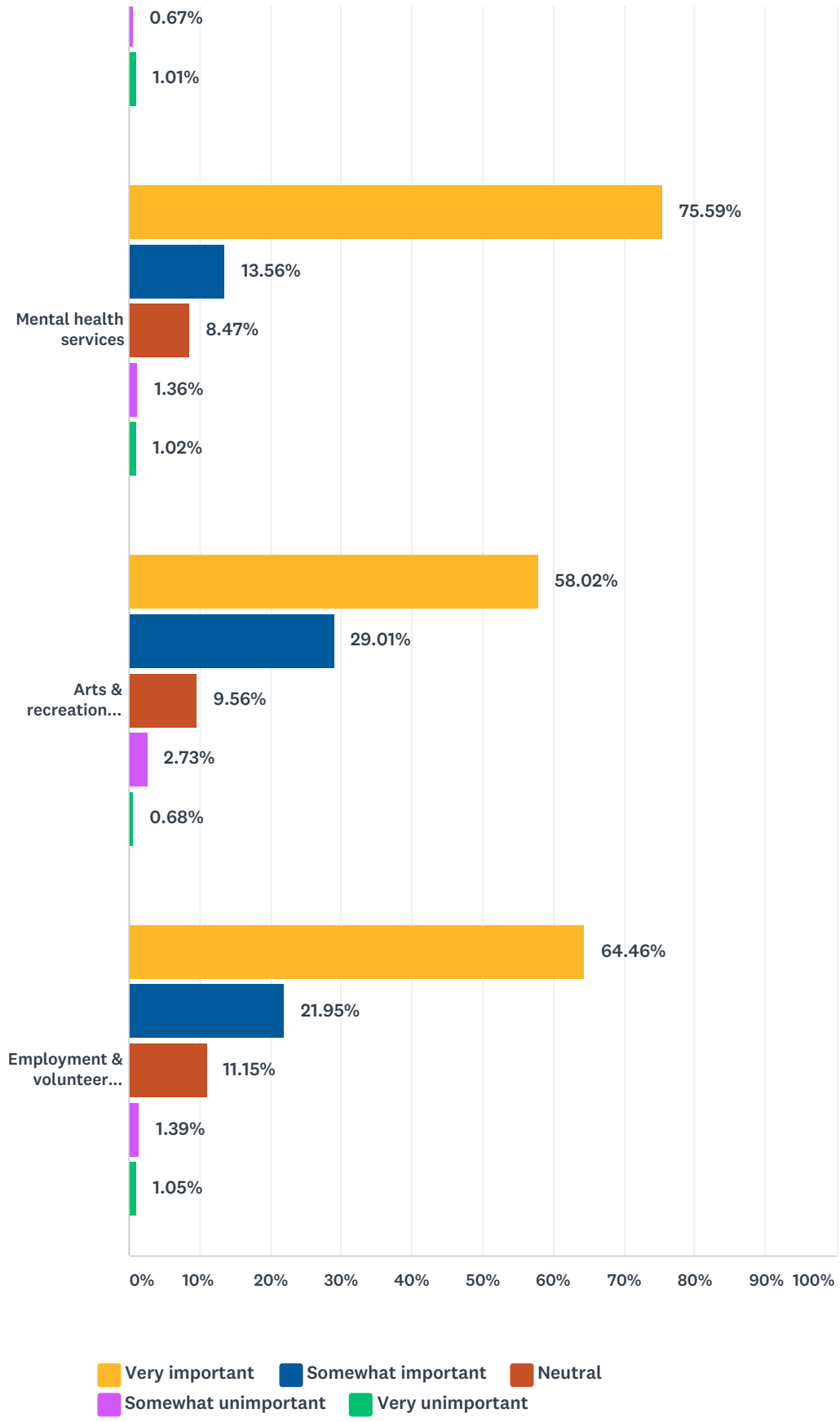
ANSWER CHOICES	RESPONSES	
Family doctor	90.07%	263
Walk-in clinic	43.15%	126
Emergency room	27.74%	81
Ambulance	7.19%	21
Overnight hospital stay	8.90%	26
Health centre	19.18%	56
Total Respondents: 292		

Q28 When thinking about Brampton's future, how important is it for the City to invest in:

Answered: 305 Skipped: 38



City of Brampton - Age-Friendly Community Survey



VERY IMPORTANT	SOMEWHAT IMPORTANT	NEUTRAL	SOMEWHAT UNIMPORTANT	VERY UNIMPORTANT	TOTAL	WEIGHTED AVERAGE
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City of Brampton - Age-Friendly Community Survey

Accessible public spaces	62.85% 181	24.31% 70	10.42% 30	1.39% 4	1.04% 3	288	1.53
Affordable housing	72.15% 215	16.78% 50	9.06% 27	1.34% 4	0.67% 2	298	1.42
Inclusive social events	54.93% 156	26.41% 75	15.85% 45	2.82% 8	0.00% 0	284	1.67
Physical health services	77.18% 230	16.44% 49	4.70% 14	0.67% 2	1.01% 3	298	1.32
Mental health services	75.59% 223	13.56% 40	8.47% 25	1.36% 4	1.02% 3	295	1.39
Arts & recreation programs	58.02% 170	29.01% 85	9.56% 28	2.73% 8	0.68% 2	293	1.59
Employment & volunteer programs	64.46% 185	21.95% 63	11.15% 32	1.39% 4	1.05% 3	287	1.53

Q29 If you are a senior, what services, programs and information would help you in your daily life in Brampton?

Answered: 139 Skipped: 204

#	RESPONSES	DATE
1	Gathering spaces, not just exclusive to ethnic groups, hiking, travelling, crafts and exercise	1/11/2019 11:23 AM
2	Info on services for senior citizens, and how I can use my skills/education (i.e. volunteer)	1/11/2019 10:40 AM
3	Senior should be going out and having fun time even with volunteer or a worker	1/7/2019 10:45 AM
4	More indoor tennis facilities	1/7/2019 10:27 AM
5	Tax deductions. Free/discount transit.	1/7/2019 10:00 AM
6	More outdoor activities in Punjabi/Hindi.Group picnic/travel opportunities to build community	1/7/2019 8:59 AM
7	people should be made aware of available services to use when needed	1/7/2019 8:09 AM
8	health, swimming pools, activities	1/7/2019 7:42 AM
9	Social events recreation centers. Home visit, regular exercise using street walk	1/4/2019 3:38 PM
10	physical health services, arts and recreation services	1/4/2019 3:36 PM
11	Accessible public spaces	1/4/2019 3:31 PM
12	new plazas in neighbourhoods, coffee shops/eateries, resting and gathering places with windows	1/4/2019 3:30 PM
13	Public transportation access,snow removal,senior/assisted living housing, home medical assistance	1/4/2019 3:04 PM
14	social services in italian	1/4/2019 2:37 PM
15	extension of seniors centre, attention to accessibility, reduce development, improve transportation	1/4/2019 2:29 PM
16	So far I haven't thought about it.Having houses with ramp access would be great.	1/4/2019 1:56 PM
17	another seniors centre, cannot get into the programs due to non-residents registering	1/4/2019 1:45 PM
18	more access to seniors programs at rec centre	1/4/2019 1:14 PM
19	Services are adequate, but hospitals are disgraceful	1/4/2019 1:09 PM
20	improvements in health care, housing and transportation.	1/4/2019 1:01 PM
21	Flowertown exercise programs are too expensive, suggest having memberships include classes	1/4/2019 12:54 PM
22	provide more info about what is happening a long time before the event	1/4/2019 12:50 PM
23	Not a senior	1/3/2019 4:23 PM
24	more rec centres like Flower City for mostly seniors	1/3/2019 2:28 PM
25	I am a guy	1/3/2019 2:06 PM
26	Better access or info from event coordinators/ better communication	1/3/2019 1:59 PM
27	aide to help around house ie. snow removal, lawn cutting, odd repair jobs	1/3/2019 1:57 PM
28	in cleaning service and transportation	1/3/2019 1:49 PM
29	transportation	1/3/2019 1:45 PM
30	wood working facilities	1/3/2019 1:36 PM
31	more help for mom and in cleaning service	1/3/2019 1:33 PM
32	transportation	1/3/2019 1:16 PM
33	gym	1/3/2019 1:00 PM

City of Brampton - Age-Friendly Community Survey

34	Newspapers	1/3/2019 12:55 PM
35	affordable housing for seniors	1/3/2019 11:35 AM
36	better communication with senior-seniors	1/3/2019 11:31 AM
37	classes to learn computer, crafts exercise	1/3/2019 11:28 AM
38	access to more physical exercise programs	1/3/2019 11:23 AM
39	Outings/visiting places	1/3/2019 11:20 AM
40	volunteer program	1/3/2019 11:16 AM
41	affordable housing	1/3/2019 11:13 AM
42	better communication in the city about what is going on	1/3/2019 11:10 AM
43	a seniors ukelele group in Flower City or Knightsbridge	1/3/2019 11:07 AM
44	help with free yard maintenance and snow removal	1/3/2019 11:03 AM
45	Clubs for Seniors	1/3/2019 10:57 AM
46	better care of seniors when not in own homes	1/3/2019 10:49 AM
47	Physical help to any body	1/3/2019 10:36 AM
48	Volunteer programs, physical health services	1/3/2019 9:58 AM
49	More hospital beds. Hospital care desperately needed in Brampton	1/3/2019 9:53 AM
50	more mail info for seniors programs	12/28/2018 11:47 AM
51	more womens groups	12/28/2018 11:41 AM
52	more financial assistance for knightsbridge seniors	12/28/2018 11:38 AM
53	card games	12/28/2018 11:23 AM
54	community centres help keep me informed	12/28/2018 11:21 AM
55	denior specific programs for seniors, greater access to LINC help	12/28/2018 11:17 AM
56	affordable transportation	12/28/2018 11:11 AM
57	home services	12/24/2018 1:49 PM
58	more seniors programs	12/24/2018 1:43 PM
59	more senior services	12/24/2018 1:41 PM
60	programs for seniors	12/24/2018 1:38 PM
61	affordable housing	12/24/2018 1:17 PM
62	entertainment for seniors	12/24/2018 1:11 PM
63	more cleaning services	12/24/2018 1:08 PM
64	ones offered by KB Senior centre which no longer exist because of gambling license ie bingo	12/24/2018 1:04 PM
65	more woman groups	12/24/2018 12:58 PM
66	affordable cleaning services	12/24/2018 12:54 PM
67	affordable long term care facilities, more senior centres, more geriatric doctors	12/21/2018 2:52 PM
68	More free parking, expansion of classes, more parking at GO	12/21/2018 2:36 PM
69	Seniors affordable home and meeting places made available	12/21/2018 2:12 PM
70	more affordabke seniors rental places. another hospital. more seniors recreational centres	12/21/2018 2:04 PM
71	n/a	12/7/2018 10:16 PM
72	transportation for dementia seniors	12/7/2018 12:56 PM
73	N/A	12/7/2018 12:32 PM
74	easily accessible & affordable community programs	12/6/2018 1:52 PM

City of Brampton - Age-Friendly Community Survey

75	Reputable people for home maintenance/repairs, snow removal at driveway after the plow has gone by	12/5/2018 10:23 AM
76	Knowing who to contact - system is too confusing, too many independent services	11/30/2018 12:52 PM
77	N/A	11/29/2018 6:39 PM
78	Coummnity Clubs	11/28/2018 10:48 PM
79	better bus services	11/28/2018 2:44 PM
80	recreative activities	11/28/2018 9:03 AM
81	will set up	11/28/2018 12:21 AM
82	Organized gentle walking trails	11/27/2018 11:02 AM
83	more regular activities and access to these	11/27/2018 9:51 AM
84	educational and how to non-credit courses	11/26/2018 12:58 PM
85	Better bus and go train services	11/25/2018 4:39 PM
86	Property Tax freeze, reduction	11/24/2018 7:59 PM
87	Better snow clearing on side roads	11/24/2018 9:15 AM
88	Snow clearing of driveway mouths	11/23/2018 4:00 PM
89	Adult day center	11/23/2018 12:51 PM
90	Programs promoting inclusiveness and social activities	11/22/2018 9:50 PM
91	transportation & health	11/22/2018 1:54 PM
92	If not homeless or at risk you can't get mental health help.	11/22/2018 11:55 AM
93	integrated list of what is available. Age blended workshops at Library	11/21/2018 11:42 PM
94	1) A seniors dance club, 2) eventually in house assisted living 3) eventually reduced taxes	11/21/2018 9:00 PM
95	N/A at this time	11/21/2018 4:05 PM
96	Transportation	11/21/2018 1:40 PM
97	Transportation	11/21/2018 9:24 AM
98	Korean service, computer class, fitness	11/20/2018 10:51 PM
99	Grid lock transportation / Parking enforcement	11/20/2018 8:29 PM
100	Help with repairs around the house	11/20/2018 7:47 PM
101	Opportunities to learn and share knowledge with young adults.	11/20/2018 5:08 PM
102	affordable food/meals, cleaning services	11/20/2018 4:57 PM
103	Can't afford them, so doesn't matter what I think.	11/20/2018 2:40 PM
104	Aphasia and group support for depression and available Trans help	11/20/2018 12:41 PM
105	1. Mobility ramps at intersections are poorly constructed.	11/20/2018 10:56 AM
106	Events happening in Brampton	11/20/2018 8:38 AM
107	More programs for 55+ East Brampton	11/19/2018 9:08 PM
108	Senior activities and fitness	11/19/2018 7:24 PM
109	Having Flower City open in the evenings would help	11/19/2018 6:20 PM
110	I am not Senior but I feel, there should be many programs available for seniors.	11/19/2018 3:42 PM
111	In the future, I might like a senior centre in east Brampton.	11/16/2018 11:02 PM
112	Social gatherings and transportation to them	11/16/2018 4:23 PM
113	Good transportation	11/14/2018 8:23 PM
114	Senior Centre in the east end like Flowertown	11/14/2018 3:37 PM

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115	Perhaps a weekly newsletter of info. I read the Bramptonist and find it helpful	11/13/2018 2:11 PM
116	larger Senior's Centre, more classes, less waitlists to get into classes	11/13/2018 9:44 AM
117	social, mental health	11/12/2018 11:15 AM
118	All information made available at the McLaughlin Seniors Centre	11/10/2018 2:49 PM
119	Retirement specific	11/9/2018 10:25 PM
120	Doctors who really care about Seniors	11/9/2018 4:04 PM
121	availale handy man help and yard assistance at reaonable cost	11/9/2018 3:31 PM
122	Already volunteer arSr Programme at Ching library and also library at my church	11/9/2018 12:38 PM
123	Shorter wait times for medical procederes, ie knee replacements, speech therapy for stroke victims.	11/9/2018 9:10 AM
124	dementia caregiver programs	11/8/2018 3:10 PM
125	N/A	11/8/2018 9:49 AM
126	snow clearing	11/8/2018 8:33 AM
127	How to find a young person to help with snow removal and grass cutting.	11/7/2018 9:29 PM
128	Housing, Entertainment, Sports	11/7/2018 9:17 PM
129	Better transportation, one stop centre for information	11/7/2018 5:51 PM
130	better transportation	11/7/2018 2:40 PM
131	Brampton has wonderful summer outdoor events but none in winter that are free..	11/7/2018 2:35 PM
132	availability of affordable housing	11/7/2018 12:40 PM
133	walkable, bikable, more local shops, activities in library, rec centers	11/7/2018 12:40 PM
134	Interesting hobbies....NOT bingo, etc.	11/3/2018 7:53 PM
135	Affordable dental	11/3/2018 1:44 PM
136	Transportation to senior friendly events.	11/3/2018 10:25 AM
137	How to find programs to help with things like toe nail cutting	11/3/2018 8:24 AM
138	Not sure	11/3/2018 8:08 AM
139	closer shopping; social activities for seniors	11/3/2018 8:01 AM

Q30 If you have a young family, what services, programs and information would help you in your daily life in Brampton?

Answered: 76 Skipped: 267

#	RESPONSES	DATE
1	More preschool options	1/11/2019 11:09 AM
2	Affordable rec programs in community centre and more classes to avoid crowding	1/11/2019 11:01 AM
3	More parks, educational programs	1/7/2019 10:45 AM
4	Events for families with same interest. Grandchildren/parents activites. Mixed cultural events	1/7/2019 10:32 AM
5	youth programs which really help them	1/7/2019 10:19 AM
6	Free colleg	1/7/2019 10:00 AM
7	More activities for kids and seniors	1/7/2019 9:55 AM
8	Better allocation of public facilities, curent ones available are over used.	1/7/2019 9:45 AM
9	More programs for kids promoting science&technology. More volunteer opportunities	1/7/2019 8:59 AM
10	will have a family one day, would like to see parenting classes and support for all ages	1/7/2019 8:09 AM
11	weekend activities	1/7/2019 7:51 AM
12	More rec programs, child minders & parenting group,save environment, first aid programs	1/4/2019 3:38 PM
13	Recreational	1/4/2019 3:31 PM
14	There are enough programs	1/4/2019 3:27 PM
15	More volunteer and sports activities	1/4/2019 3:09 PM
16	After school programs, less expensive offered by the city. Public transportation discounts	1/4/2019 3:04 PM
17	When our family was young we were satisfied with what was provided and still is	1/4/2019 2:45 PM
18	Public places for sports and games (indoor)	1/4/2019 2:37 PM
19	Daycare facility should be available. We always find no space for 2 year old daughter.	1/4/2019 2:00 PM
20	More public activities and festivals	1/4/2019 10:16 AM
21	Affordable community/recreational activities	1/4/2019 10:08 AM
22	Social awaremess	1/3/2019 4:42 PM
23	Not a young family	1/3/2019 4:23 PM
24	Free Dental&Eye exam.Affordable before/after school.Healthy cafe food.	1/3/2019 3:25 PM
25	More religious places, more opportunities for home schooling	1/3/2019 2:10 PM
26	Better schooling	1/3/2019 2:06 PM
27	Outing/visiting places not affordable	1/3/2019 11:20 AM
28	Early school centres, parenting, etc	1/3/2019 11:12 AM
29	Kids Club	1/3/2019 10:57 AM
30	Buses etc.	1/3/2019 10:50 AM
31	More programs for 18 months to 5 years, preteen & teen programs with mental help	1/3/2019 10:31 AM
32	Central place - services and events	1/3/2019 10:24 AM
33	Recreation centres, library	1/3/2019 10:20 AM
34	More recreational activities at affordable prices. Fun activities for winter	1/3/2019 10:15 AM

City of Brampton - Age-Friendly Community Survey

35	Volunteer tutors. Children play pen. Read book club for kids. Awards program-promotions or trophy	1/3/2019 10:08 AM
36	Weekend & evening daycare! Love the library! 7 year old learned so much. Kids Discover Club.	1/3/2019 9:53 AM
37	n/a	12/7/2018 10:16 PM
38	more available after school programs that are affordable	12/7/2018 12:56 PM
39	N/A	12/7/2018 12:32 PM
40	Affordable daycare, support for abused women and children	12/7/2018 12:08 PM
41	affordable housing, financial aid services	12/6/2018 11:24 AM
42	Recreation; parks	12/5/2018 12:36 PM
43	Access to recreational activities at subsidized costs	12/5/2018 11:53 AM
44	Not applicable	12/5/2018 10:23 AM
45	Transportation	11/30/2018 5:22 PM
46	Free schoolbus environment mentalhealth city, cybersafety antibullying finance first-aid mindfulness	11/29/2018 6:39 PM
47	Cultural Inclusive Activities	11/28/2018 10:48 PM
48	more after school program for kids that are free	11/28/2018 2:44 PM
49	extra curriculum activities	11/28/2018 9:03 AM
50	discounts for camps for returning kids	11/28/2018 12:21 AM
51	Don't have a young family	11/24/2018 9:15 AM
52	Recreation center	11/23/2018 12:51 PM
53	recreation centres and youth sports leagues	11/22/2018 1:54 PM
54	Not applicable	11/21/2018 9:00 PM
55	NA	11/21/2018 1:40 PM
56	Not applicable	11/20/2018 8:29 PM
57	community events, accessible services	11/20/2018 4:36 PM
58	Child Care	11/19/2018 7:24 PM
59	n/a	11/19/2018 6:20 PM
60	More emphasis on school education should be given.	11/19/2018 3:42 PM
61	Safer walking/cycling infrastructure, improved parkland & playgrounds, and more quality childcare	11/19/2018 1:58 PM
62	More programs for pre school age children, more activities for teend	11/17/2018 8:36 AM
63	bike lanes	11/16/2018 11:02 PM
64	More indoor spaces for kids. Love the big splash pad at Ching. Park	11/16/2018 4:39 PM
65	Social gatherings and transportation to them	11/16/2018 4:23 PM
66	n/a	11/14/2018 3:37 PM
67	NA	11/12/2018 11:15 AM
68	n/a	11/9/2018 3:31 PM
69	Sports and recreation	11/8/2018 9:49 AM
70	Better & larger local library that would draw my teen in to study.	11/7/2018 9:28 PM
71	n/a	11/7/2018 9:17 PM
72	N/A	11/7/2018 5:51 PM
73	n/a	11/7/2018 2:40 PM

City of Brampton - Age-Friendly Community Survey

74	- li'm a grandparent - so I appreciate activities that I can take my grandson to.	11/7/2018 2:35 PM
75	Activities and programs like those offered by parks and rec but at a much reduced cost.	11/3/2018 10:25 AM
76	More science fairs, more child-friendly activities (like at Century Gardens CC)	11/3/2018 8:29 AM

Q31 If you are a youth or young professional, what services, programs and information would help you in your daily life in Brampton?

Answered: 66 Skipped: 277

#	RESPONSES	DATE
1	Food services	1/7/2019 10:47 AM
2	More coaching workshops	1/7/2019 10:45 AM
3	Free nearby programs that are for kids, these should be STEM	1/7/2019 10:39 AM
4	More job creation	1/7/2019 10:00 AM
5	More volunteer opportunities. More collaboration between schools & city services	1/7/2019 8:59 AM
6	housing availability- most landlords discriminate, free counselling to help people	1/7/2019 8:09 AM
7	available job opportunities and adult employment at the YMCA, not just immigrants	1/7/2019 7:54 AM
8	weekend programs and activities	1/7/2019 7:51 AM
9	more local promoted family events and community events, street parties	1/7/2019 7:48 AM
10	KDC should happen daily. More events	1/4/2019 5:03 PM
11	better mall/shopping opportunities in southwest Brampton	1/4/2019 3:47 PM
12	First aid programs, drop in & volunteer programs, sports & rec services. Safety/home alone talk.	1/4/2019 3:38 PM
13	Accessible public spaces	1/4/2019 3:31 PM
14	Career oriented	1/4/2019 3:09 PM
15	Better public transportation, less property taxes, better policing, youth programs	1/4/2019 3:04 PM
16	Affordable daycare needed for younger kids	1/4/2019 2:37 PM
17	Employment fair should be organized	1/4/2019 2:00 PM
18	How to find a job. More professional English language programs	1/4/2019 10:16 AM
19	More jobs!	1/3/2019 4:33 PM
20	Not a youth or young professional	1/3/2019 4:23 PM
21	More jobs & universities	1/3/2019 4:14 PM
22	Required/essential training after professional courses for at least a year. Car pooling	1/3/2019 3:25 PM
23	Everything	1/3/2019 2:06 PM
24	Work/jobs	1/3/2019 11:20 AM
25	All services	1/3/2019 11:12 AM
26	Meeting clubs on the jobs you do	1/3/2019 10:57 AM
27	Free adult arts & craft night. Shuttle service for Christmas parade. Better Street (eg. William Pkway)	1/3/2019 10:15 AM
28	Volunteer opportunities.	1/3/2019 9:53 AM
29	more frequent GO to and from union/brampton	12/21/2018 2:40 PM
30	n/a	12/7/2018 10:16 PM
31	More accessible and safer transit, safer spaces for community/ social events, sidewalks etc.	12/7/2018 2:41 PM
32	Walking lanes	12/7/2018 12:32 PM
33	Affordable housing	12/7/2018 12:08 PM
34	Not applicable	12/5/2018 10:23 AM

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35	Group Homes	11/28/2018 10:48 PM
36	Non sports minded or extrovert based activities for shy quiet to socialize & meets friends.	11/28/2018 3:11 PM
37	study programs	11/28/2018 9:03 AM
38	we need a cannabis store if we dont get that and have 100 lco's	11/28/2018 12:21 AM
39	Turn off the super loud and bright downtown square	11/25/2018 3:51 PM
40	N/A	11/24/2018 9:15 AM
41	Adult recreation	11/23/2018 12:51 PM
42	More events targeted at young and better communication of those events. Also more bike lanes.	11/22/2018 9:51 PM
43	safer roads and communities	11/22/2018 1:54 PM
44	Not applicable	11/21/2018 9:00 PM
45	Resume workshops, more study space (late hours), educational programs (affordable tutoring)	11/21/2018 4:13 PM
46	NA	11/21/2018 1:40 PM
47	Not applicable	11/20/2018 8:29 PM
48	More opportunities to connect, more bike lanes and advocacy for road sharing	11/20/2018 5:54 PM
49	study and mentors programs	11/20/2018 4:36 PM
50	Doesn't matter what we think. We can't afford the services etc.	11/20/2018 2:40 PM
51	Sidewalks cleared of snow, and better transit.	11/20/2018 11:49 AM
52	Employment	11/19/2018 7:24 PM
53	n/a	11/19/2018 6:20 PM
54	Brampton is missing IT companies unlike Mississauga. Brmapton should focus on more professional jobs	11/19/2018 3:42 PM
55	More parking at the go station downtown brampton, more coffee shops or meeting places	11/17/2018 8:36 AM
56	bike lanes	11/16/2018 11:02 PM
57	More PLASP locations	11/16/2018 4:39 PM
58	Social gatherings and transportation to them	11/16/2018 4:23 PM
59	n/a	11/14/2018 3:37 PM
60	NA	11/12/2018 11:15 AM
61	n/a	11/9/2018 3:31 PM
62	Job fare	11/8/2018 9:49 AM
63	N/A	11/7/2018 5:51 PM
64	n/a	11/7/2018 2:40 PM
65	Survey youth & young prof. & ASK what they want. Provide low cost spaces to socialize & network.	11/3/2018 10:25 AM
66	Transportation to Universities in Toronto	11/3/2018 8:23 AM

Appendix E: Age-Friendly Forum

World Café Results

World Café Results

Age-Friendly Forum – City of Brampton
January 19, 2019

Questions per Dimension

OUTDOOR SPACES AND BUILDINGS

The design and condition of an outdoor space or building can affect a person’s experience in the enjoyment of an outdoor space and the use of a building.

What is your experience in using outdoor spaces? What is it like to enter buildings (e.g. libraries, recreation centres, City Hall, bus stop shelters?)

Facilitator’s Question
1. Name the outdoor spaces or names of streets that need more public seating?
<p>What We Heard:</p> <ul style="list-style-type: none"> • Queen Street but needs more than seating/improving streetscape • Behind Shoppers World, close to the station • Main Street by the Rose Theatre • Benches without shades are not useful • Live in a quiet street, benches along residential streets; ‘Alomar’ street • Washrooms in smaller parkettes • Bus stops need benches • Smaller parks need maintenance as much as big streets • Signage for parks needs to proclaim “please keep clean”; more garbage bins • Replace turf and trees immediately • We need more maintenance • Walkable spaces around buildings, to campuses like this one, need pathways around • Pickleball isn’t just about seniors, it’s a family sport, and needs to have shields for wind • Norton Place park has been redone and the seating is gone. • Every park that is not a major park • Need to have a bench plan that extends beyond people buying benches on behalf of dead relatives • Seating needs shade with it, and trees • Bench placement in relation to tree placement • 90% of parks need more benches /not enough for different groups • Even the ones that have benches are not adequate

- The streets also need more benches especially at bus stops.
- Dirty benches because of misuse, some people put their feet on them
- Kawanis Park (runs along Highway 10), a few benches but not enough garbage bins
- Used to be a canopy and benches and tables, need to be replaced
- Along the Etobicoke Creek trail, not enough seating, for older adults its necessary
- North of Williams Park and on Centre (that park used to have a bocce ball area and seating, and now have been removed) – removal of recreational activities for seniors
- Too much removal of seating and not enough additions
- From Bovaird and south of Vodden on the Etobicoke Creek = no benches
- The trail should mimic Professor's Lake
- As a cyclist, I would like to see more random seating, along highway 10
- Park Revitalization often removes seating and never adds it back (too concerned with loitering and not enough with well being)
- Bus stops need more waste receptacles
- Main Street south of Gage Park (seen as a particularly scenic part of Main Street with connections to the Etobicoke trail system)
- Provide additional seating at bus shelters (to be used by both transit riders and passersby)
- Benches should face each other to facilitate conversation
- Downtown Brampton seen as a good walkable neighbourhood
- Heart Lake Area seen as a good walkable neighbourhood
- Need more lighting at crosswalks (streetlights)
- Pedestrian signals at stoplights should be automatic (i.e. should not require pedestrians to press a button), especially near schools
- Parks
- Washrooms- just outside
- Bus stops- also covered /shaded
- White Spruce Park (only 1 bench)
- Terry Fox School
- Sacred Heart and Lagerquist ball diamonds
- Loafers Park
- Rosepac Avenue
- Norton Park
- Mount Pleasant is a good example for an age-friendly neighbourhood
- Main Street – not enough benches
- Duggan Park – culverts not safe to walk through
- Donald M Gordon Chinguacousy Park – not enough seating
- Norton Park / Bramalea Ltd. Community Park – not safe; six different accesses, no one uses this park
- In certain transit terminals sitting area is not covered properly so it is disappointing due to snow and cold wind
- Park need of more seating facilities

- Smaller intersections of street require seating where there is no bus stop sheds as well as sheltered bus stops
- Sheded areas near bus stops
- Clean the walkways and walkways are small
- Bus time messages displayed. Parking spots available displayed
- Zebra crossing should be near on the lights. Seconds should be more
- Need speed breakers on ?????????? on crossing spot

Facilitator's Question

2. Name the outdoor spaces or names of buildings that need more public washrooms?

What We Heard:

- Community garden in McMurchy
- Park in the Loafer's area
- Have portables in parks
- Have changing tables for babies in parks
- Public washrooms on City streets x3
- Private spaces have washrooms, streets do not. Accessible too. Intervals on streets
- Small parks don't need bathrooms if you live close by
- Portalets are gone for winter, no bathroom half the year
- Portalets are good where they exist
- Most of the parks need washrooms, especially Gage Park
- Kawanis Park and Etobicoke Creek
- Parks
- Trails (e.g. Etobicoke Trail)
- Downtown area seen as well provided with facilities during business hours and special events (e.g. washrooms at City Hall). Less well provided during non-business hours.
- Gage Park seen as well provided with facilities
- Parks
- Bus stops at all major intersections
- Transit stations
- In parks it is good to have washroom availability
- Tennis court at Queen St. and Center St. (SW) need (convert or combine) to pickle ball
- Need the bench to seat
- Need the shield on the fence
- Stacy park, tennis courts to combine pickle ball
- Keep and expand public golf courses
- Parks, benches, washrooms
- Washrooms, parks, transit stations
- Government should ask to the builders for 14 – 15% for seniors to build

TRANSPORTATION

Travelling in a community whether by private vehicle, public transportation, or on foot or mobility device is important for accessing employment, essential services and cultural events and general social interaction within the community.

What is it like for you to get around Brampton? Is it easy to go from your

home to the places you need to get to?

Facilitator's Question

1. What places do you need to go that are hardest for you to get to and why?

What We Heard:

- Buses are not frequent because they are not being used
- Need more buses from Shoppers to Sheridan
- Everywhere because they are too many cars. Too many accidents
- Queen St. is built for the car. Destinations along Queen are difficult to reach
- Downtown area is a bottleneck, so people use side street
- Street parking in downtown makes it harder to move around
- Downtown should be closed to cars
- Neighbourhood streets need to be wider
- Schools are having too many parents waiting in running cars
- Queen Street is hard, too much traffic, especially the south side
- Queen is built for hour a day, most lanes are empty half the time, no place for bikes, or pedestrians, not a complete street, can't bike safely
- Clark is not great
- Highway crossing is bad
- Steeles sidewalks are right beside the road
- Dixie south of Steeles
- Major roads are excessively fast and bad for bicycles
- People don't stop on red before turning right, people stop in the sidewalk, don't stop behind the line
- Accessibility, streets too wide
- Lots of walking to doctor clinics
- Lots of walking to bus stops, and from bus stops to malls to doctor clinics and community centers
- Trans-help does not wait for seniors if they are late. Need them to wait for them if they were late
- Public transit is good (Brampton Transit)
- ZUM is good + efficient
- I would like to get to a position to have one car per household, but need closer stops
- More efficient route to get to GO Station
- Drivers on the roads, but this is related to streets
- People taking short cuts on residential streets and driving too fast
- From a cyclist perspective, I put my life into my own hands. I have been hit along Highway 10 many times.
- Our streets need to be designed like ones in Europe
- McLaughlin is extremely dangerous
- Brampton Civic Hospital – walk from the nearest bus stop is seen as too long

- Chinguacousy Wellness Centre – same reason as above
- Tall Pines Retirement Home – same reason as above
- Mobility in general seen as dependent of where you live – some parts of Brampton well served by transit, others not as well
- Transit generally viewed positively, particularly the Züm higher order transit routes
- Congestion on roads seen as a problem
- Concern expressed about cars parking in bike lanes (e.g. Rutherford Road, Colonel Bertram Road, McMurchy Avenue, County Court Boulevard)
- Walking is not safe
- Crosswalks - more needed - one should not need to walk along one side of road to cross over and then walk back a long distance over on that side of road to reach destinations
- More time should be available to cross as main road intersections
- Also crosswalks should be near all bus stops as people change over
- Mclaughlin Bovaird gas station- At gas stations on intersections, need speed brakers for cars if people are using crosswalks
- More speed brakers around parks
- Drive everywhere
- Weekends it is difficult to go in some places due to less services of bus

Facilitator's Question

2. What is the greatest barrier from using transit for you?

- Walking to the bus stop
- Sidewalk availability and maintenance
- Transit connections outside of Brampton
- Deficiencies in bus routes and times

Explain, give examples.

What We Heard:

- More convenient to drive
- Expensive fare
- Longest time
- Too far to walk to the bus stop
- Integrated fare with Mississauga is a plus, should be the same with Toronto. Regional fare
- Bus transfer should be able to be used for longer than 2 hours
- Change speed limit to 30km to slow down cars. Comprehensive transit strategy to reduce speed limit and enforcement
- Fixing infrastructure, sidewalks. Not easy to walk with strollers to bus stations
- Need more tickets for speeding

- Commute to Go Stations, having to drive
- Walkable communities to get to bus stops throughout communities
- Walkways within neighbourhoods aren't cleared frequently enough
- No bus that attaches to subway, 4 busses sometimes to Vaughan
- Brampton does not have good local transit, the bus lanes should be dedicated
- LRT would help with congestion, and dedicated lanes
- LRT should be connected with GO, to avoid cars
- Scheduling and transfer windows, too tight to get a connection
- If taking more than 2 buses, faster to bike
- Fares too high, can't move between systems
- Bramalea GO has zero information about Brampton Transit
- Transit is not designed for new users or occasional users
- Walking to bus stop
- Sidewalks are not cleaned or are not cleaned at the right time
- Need transit connections outside of Brampton
- No one direct bus that takes us to where we want to go, there is always a need to take more than one bus and change buses. That consumes a long time
- The number of buses are not enough, the bus runs every one hour
- Location of bus stops
- Safety
- Routes are OK but can be improved
- Inadequate service in some areas (e.g. areas off the main routes)
- Difficulty carrying shopping (particularly groceries) on buses
- Time required (particularly as compared to travel by car)
- Cost (transit seen as expensive for non-seniors)
- Lack of knowledge about transit services
- GO train is too busy
- Car provides freedom of mobility that transit can't match
- Shaded areas near bus stops
- No. 24- 40 minutes frequency- schedule changes, more notifications needed
- From homes to bus stops- need walkways on both sides of roads
- Maintenance of walkways near homes is not good
- Queenmary - one bus goes on local roads - roads width smaller so problematic
- While waiting for buses, no messages for bus timings or if buses are late
- If buses are stuck somewhere –should blast messages at stops and online
- GO train doesn't run on the weekends from Brampton to outside places of Brampton
- Use GO system to go into Toronto
- Would take forever (40 minutes) to use Brampton transit to get to the GO station. Would double the amount of public transit system overall.
- When you have a mobility device, it is difficult to take public transit.
- Distances are too great

- Shopping malls are designed for cars
- Sidewalks are not great around the Bramalea City Centre. From Dixie Rd to Lisa, the road and sidewalk are uphill so it's difficult to walk uphill with groceries. Cab ride is \$10-12.
- Mount Pleasant is a good model for live/work, local shops, good pedestrian connectivity, GO train station, good library and community centre. Walkable design if you are close to this area.
- Snow removal on sidewalks
- William and Chinguacousy road

HOUSING

Housing and the ability of a municipality to provide housing options for residents to age-in-place is important for a person's quality of life, the ability to maintain social ties with their family, friends, and volunteer groups. **As your needs change, what type of housing would like to live in?**

Facilitator's Question

1. What types of senior-specific housing do you think is needed in Brampton (e.g. culturally-based retirement residences, small apartments, long-term care facilities)?

What We Heard:

- Long-term residences that are affordable
- Two small houses on same lot (doing something in Markham)
- Culturally-specific (for South Asians). Many older immigrants don't speak English. Specific food for the seniors
- Transitional senior housing before you need home care
- More of everything
- Pressure is put on families to take care of the elder because there are not enough places to go
- Long waiting lists for care
- System is failing the elders
- Stigma of being elder (Most seniors don't want to admit they are seniors)
- Sharing residences with student housing
- Long term care with a daycare
- We should have more affordable seniors' homes, seniors are downsizing x2
- More seniors' homes, assisted or self, more dedicated spaces, connected to health care facilities or resources
- Seniors facilities are important, wife is at Peel Manor, integrate programs to get familiar with these facilities
- Seniors apartments, low maintenance, access to transit
- Density is important but not high rise, low rise 5-8 apartments, should be across the city
- Aging in place requires more than large single homes in a neighbourhood, more variety of homes, mixed types in neighbourhoods
- Local access to medical services
- All new development should be mixed
- More gradual transition from large singles to bungalows, then to wheelchair accessible
- Affordable
- Small apartments
- Housing based on income
- All buildings have to be accessible
- Units at ground levels

- Subsidize where they are already so they do not have to change their homes
- They do not prefer retirement residences
- Second Units are a concern for me
- Long-term care facilities are most important
- We NEED more affordable housing for seniors and youth (what does it look like?)
- Not high-rises, we want low-rise density
- Sandalwood and Conestoga area will be mixed densities but may cause too much congestion. We should use this for senior-based housing or affordable housing for all.
- More apartments/condos – there was some resistance to this idea from people who want to stay in their homes
- Ranch style (i.e. single storey without stairs) houses
- Horizontal condos (small single storey dwellings)
- Multi-generational co-housing (e.g. a senior and a student)
- In general, there needs to be a mix of housing types for seniors to allow choice and ease the transition from owning a house to going into a retirement home
- Senior oriented group housing
- Bus facilities
- Independent living - generational issues, privacy
- Non-smokers housing
- Same house/property as kids- additional suite e.g. garden suite, garage suite should be allowed, there will be lots of takers, most properties have large yards. This is done in many cities, why not Brampton
- Gore8- a few retirement buildings- should also be developed that are culture specific for more comfort, interaction and acceptance- e.g. One for South Asians can provide food, activities, socializing options, prayer rooms so seniors feel comfortable and non-alienated, families can come visit
- Harjeet Johal is building 2 such homes- assisted living.
- Inclusionary housing- introduce this idea for builders- ensure certain percentage of new housing stock to be for seniors
- Bungalows (at least 25% of the housing should be bungalows)
- Long term care facilities, wait times are long, not many spaces
- Les Tours Gouin complex in Montreal is a good example – whole community. Minimal to continuum care.
- Culturally based retirement residences
- Group senior housing and bus stops should be near
- Small separate units in the homes in backyards
- More retirements home for south Asian
- Electronic stairs in the homes and small kitchens on each floor, accessible washrooms.
- Lack of awareness about social participation programs
- Physical activities, library services should be free

Facilitator's Question

2. What services do you think are the most important to help people remain in their homes?

What We Heard:

- More medical services, 24hr care
- Registry for elder that live alone, that are being monitored frequently
- Make long term care better so seniors don't have to stay home
- Have compact mixed uses so people don't have to go far for different activities
- Have areas in existing neighbourhoods zoned for long term care so they are protected and seniors can remain in the area
- New subdivisions should be planned to accommodate seniors
- Smaller more localized community centres (One senior centre for the entire city)
- Landscaping, yard maintenance
- Region of Peel, low maintenance landscaping
- Medical needs
- Do not have isolated seniors' areas, need access to services, integrated, close to transit
- Rosedale is isolated
- Bramalea retirement home at Bramalea city centre that used to be a hotel is good, close to amenities
- Financial subsidising to keep them where they are
- More in-house medical care
- Delivery of medication 24/7
- Having support help
- Make the interior of existing homes more equipped for seniors
- They do not want to move away from their homes
- Outdoor maintenance of my home at an affordable cost
- Security and feeling safe in my home
- We need more services, food, care, weekly watch
- Building services within a walking distance of your home (does not just have to be in your home)
- Long-term Care facilities are only based around seniors program, we need a balance in these facilities but also need services to keep people in their homes
- Personal support workers needed – people don't know who to call
- Provision of appropriate health care (to allow seniors to age in place)
- Adaptive devices (e.g. railings, stair assists)
- Assistance with snow removal, grass cutting, etc.
- Information/education re available services
- Tax breaks for seniors – the rapid rise in house prices and resultant tax increases are seen as forcing seniors out of their homes (if not out of Brampton completely)

- Grandkids we can help look after, so design of homes has to be inclusive
- Accessible
- Stair design to be better, options of converting to electric stair
- Bungalow style homes should be built with more bedrooms on the main floor so we don't have to climb
- Hallways should have railings
- Ramps should be mandated
- Walkways at gentle slope
- Small pantry on each floor will help us if we have bedrooms upstairs
- Accessible washrooms- maybe one per house should be mandated
- Barrier-free access and design needed
- Property taxes are too high
- Insurance rates are high
- Medical for seniors
- Social assistance
- What the LHIN provides
- More time from the service provider in home
- Aged 50 – knee problems
- Transportation
- Medical facilities

SOCIAL PARTICIPATION

Social participation includes the provision of opportunities for residents to participate in social, spiritual, recreational, cultural and educational activities.

Facilitator's Question

1. What are your favourite activities and events that are currently available in Brampton? Why?

What We Heard:

- Church activities
- Horticultural society
- Tubing in Chinguacousy
- Yoga at new Sandalwood Rec.
- Physio class in Soccer centre
- Tai chi in the neighbourhood park
- Farmer's market
- Bike the creek
- Community bike rides
- Canada day, close the street
- Celebrampton
- Cycling

- Libraries
- Community centers
- Pickles balls
- Walking
- Walking clubs
- Ontario senior games events
- Yoga
- Need for free swimming and exercises
- To help improve their physical and mental health, socialize
- Jazz in the Park
- Downtown Farmer’s Market (we saw more vendors of different nationalities)
- Movies in the Garden Square
- Folk Music
- Programming in the Downtown
- Ice Rink Shop
- Brampton Senior’s Centre at the Flower City Community Campus
- Recreation centres (especially those with therapy pools)
- Rose Theatre
- Parks
- Trails
- There needs to be a Senior’s Centre in the east part of Brampton
- The need for Senior’s Centres will grow as Brampton’s senior population grows
- Do not get to know if there are such events
- No information reaches us
- Movie nights are great but the one at the downtown park doesn’t have enough seating
- Movie nights in the other park
- Programs at the Flowers Centre – pricing is reasonable, participation is great, diversity of programs
- Above average for seniors programming in the City
- Gore Meadows is great
- Wellness Centre
- New Year, Christmas, culture related functions
- Programs like volleyball games
- Local tournaments in summer
- Cycling
- Cultural competitions

Facilitator’s Question

2. What types of social events and activities would you like to see in Brampton that are not available right now and where should they be held?

What We Heard:

- Walking clubs
- Online forums or bulletins for specific interests
- Farmer market in the winter
- Activities for children
- Multi-sport courts, not just tennis but pickleball
- Enforcement of these spaces, to encourage multi-use
- More benches and portable washrooms in these spaces
- Centennial Park has too much parking, over use for one specific use, not inclusive of multi-use
- All outdoor spaces should be converted to multi-use, encourages social participation.
- More golf courses as it's a social place, keep Peel Village
- "Grey Silo" Kitchener, good example, golf courses opportunities
- Love the Flower City, need more like this for socialization, tinted windows for too bright light
- Professor lake is an opportunity for programming
- Computer classes for seniors, language, singles events for seniors
- Facilities Cassie Campbell, great example
- Truly open streets
- More locations for farmers market, in Etobicoke creek
- Year-round market
- Indoor market
- Outdoor summer concert series, need better promotion, better acts, more locations
- Summer movies are good, good to move it around
- Need activities at Gore Meadows, more special events, like the kite festival
- Need better promotion of events, only know if you are connected
- Lab b, was a session telling the city how to communicate better, make info available in the way people want, like a weekly email, auto generated. Fill out a form, click the boxes of what you want to receive, get only those emails
- Mayor signature event, like a half marathon, shut the streets, attract people from all over
- cars and stars event
- rib and roll
- honey festival
- crazy bike event
- bikes and trikes event
- More outdoor events, shows and entertainments, and appropriate announcements
- local television, specific channels and more volunteers to "seniors for seniors"
- Farmer's Market in different areas in the City (Brampton East, Ching Park, North Brampton) – Spread it around
- More street festivals – closing streets – bring out some local artists
- Taste of Brampton in the streets

- Religious and Cultural festivals in the streets
- Car-free street events
- More walking trails in parks.
- Programming at parks (i.e. more events and classes) – parks are seen as underused
- Community gardens
- Everything Gil Penalosa said...
- Physical activities needed more to keep seniors healthy
- Libraries and recreational areas should have more opportunities for such events and activities for seniors
- Ray Lawson library is good
- Such activities should be free
- Recreation is also crucial
- We take part in our cultural community events but do not know city level events
- Rose Theatre should have seniors’ activities
- Libraries are best
- Libraries are too far
- Vacant Sears store in the Bramalea City Centre could be used for multi-generational activities
- Street-friendly events, e.g. Highway 10 which is currently closed for the farmer’s market
- If rapid transit line comes in – shut down Highway 10
- Events in Bramalea
- Close Queen St. over to Bramalea Road on Sunday – pilot area for a street event or a festival
- Cultural events
- Cultural decorations

RESPECT AND SOCIAL INCLUSION

Think about a typical day when you are carrying out your daily activities and errands. **Do you feel that the community in general demonstrates respect for seniors?**

Facilitator’s Question

1. How could the City and external agencies serve youth, families, and seniors better?

What We Heard:

- More child care available for events/meetings or kids’ activities
- Include more languages
- Programming in public spaces

- Seniors are isolated in some neighbourhoods, things are needed to attract inclusiveness
- City should campaign inclusion in parks
- Social Days in parks, let people know what's available
- Student volunteers, as part of requirement for hours, should be right back into the neighbourhoods
- City is doing a good job on the internet, City is doing a great job, keep social engagement
- Affordable seniors' fields trips, travel, mini trips, that are affordable
- There isn't real connection between spaces, so people can meet each other on their walks
- Things are supposed to move at a particular pace, like intersections, and it can be challenging for others
- Curb cuts not aligned
- Impatience with people who move more slowly
- Cyclists are perceived as slowing down traffic
- Pedestrians are seen as slowing people down
- People honk at people walking, don't stop before the sidewalk
- Shouldn't have to push a button to cross the road
- Some small side streets, light won't turn green for a cyclist, have to get off bike and push button
- Only one side of street has a button, not fair
- If snowing, why have to wait for light to change to cross, pedestrian has least priority
- Centre islands are important in crosswalks
- Knightsbridge, fear to cross Central Park Drive, even when light changes, people have to wait for a complete car traffic stop before crossing
- Bramalea City Centre has two scrambled intersections, need more in high pedestrian areas
- Cars are too impatient for people crossing, particularly seniors
- More rec centres with warm pools for kids and seniors
- There is a need for a centralized place to provide information and let them know about all the services they need
- Periodical evaluations to the provided services
- There is a need for a transportation services to pick up interested seniors to events
- Integrating seniors and youth a better – maybe through school programs or long-term care facilities
- Youth can go into Rec Centres and help seniors with technology (assistance)
- Seniors can provide life knowledge to youth (there can be a program done by the City in partnership with external agencies)
- Breaking down silos
- Seniors can help with life skills – groceries, banking
- Youth trying to access agencies always get sent in the wrong direction – each agency needs to collaborate

- More programmed activities – the City is seen as doing a good job re this in the summer (events, festivals, concerts), but needs to do more in the winter
- Programming for the Downtown area on Sundays
- The City needs to find better ways to inform people about events and encourage participation
- Seniors should have separate times for recreation
- Free services
- Additional infrastructure is needed
- Involvement in city events
- Transit should be free- more seniors will use
- Senior cards should be distributed- those should be free too
- More senior centres should be developed
- Transit staff should be trained
- Buses should have more seats for just seniors, right now shared with others like expectant mothers
- Add more beds for seniors in hospitals
- Reduce wait times at hospitals
- At-home medical services should also be provided for minor emergencies e.g. nurses
- Language barriers - add interpreter staff in public places and hospitals
- Seniors can volunteer as interpreters if given an opportunity
- Traffic calming doesn't make it easier for pedestrians or cyclist so drop speed limit to 30 km in school zones
- Control over drop off students in the middle of the road in school zone.
- There is a drop off lay by at Terry Fox and Logger Quest school but parents don't use the lay-by because they don't want to be in a queue.
- Nobody walks
- Nobody walks and then there is a fear of safety
- Education parents
- Excellent services are provided by Peel Region, health and most of the long-term care, daycare and retirement homes
- Service Ontario is also helping others
- Public transport should be provided in winters especially to the parks

Facilitator's Question

2. What should be done in Brampton to make sure all ages feel included?

What We Heard:

- Events to bring children and seniors together
- Ages are too segregated
- Smaller and closer community centres
- Being inclusive to all ages; age-friendly is not only seniors
- Enforce speed limits
- Enforce full stop at stop signs

- More outdoor activities, monthly events, with barbeques and others
- It should be for people from different backgrounds and nationalities
- It does not have to be free
- Collaboration among youth and senior agencies in Brampton
- Get away from cultural silos and adult programs based on Hindi programs
- Programs that are geared only toward certain cultures but ignoring other
- Mandate of agencies need to be age-friendly
- Locate schools within walking distance of local residents
- Locate community centres within walking distance of local residents
- Undertake additional outreach to residents to see what services and facilities people want
- Provide a welcoming attitude at City and other facilities
- Fostering/enhancement of neighbourhood belonging – seen as fostering social cohesion, connection and neighbourliness. This could be in the form of additional support for neighbourhood associations.
- Foster ease of mobility for all residents (e.g. improve walking conditions)
- Provide opportunities for the mixing of generations (e.g. daycare facilities co-located with senior's homes/centres)
- In general, City seen as doing a good job re: accommodating seniors (e.g. Seniors Centre, transit and other discounts)
- All ages should be comfortable
- Spaces used by kids e.g. Parks should also be very accessible for seniors so we can go with them
- Specific community organisations like Indus Group should have special access to hold programs in community centres- free, should have more help to access funds, to hold tours, excursions- these are not long-term care patients.
- An event could be led by youth
- Have events that are multi-age
- Needs more integration
- Social events like games regardless of any age group
- Music programs and adventure activities
- Seniors involvement in all activities
- Less trans help. Transit should be free
- Senior card should be on cheap prices
- More senior centres in Brampton
- More senior seats for he seniors in the buses
- Medical services should be provided at home
- Less no of beds in the hospital for seniors
- More meetings and discussions with seniors
- More translators or anything that can help seniors in the hospitals and literature too
- More access to ?? community centre for participants. Should be free

CIVIC PARTICIPATION AND EMPLOYMENT

Seniors have a vast knowledge base and skill set and can be mentors to the younger workforce and provide interesting stories and information given their experiences. The youth also want to be active residents in the community.

Facilitator's Question
<p>1. What types of part-time employment opportunities should be made available in Brampton?</p>
<p>What We Heard:</p> <ul style="list-style-type: none"> • Volunteer • Something that allows interaction with children/day care • Answering phones • Accounting • After retirement, immediately, its important to have a small bursary, with a small role to feel integrated, but flexible. • Employers should offer program for students, job shadowing, employers should offer something • City could do a better job of encouraging senior volunteers, encouraging opportunities for seniors to volunteer • Retired but still working, and it makes me happy and feels busier and accomplished • Seniors could work for City teams, but flexible, integrating with technology • City programs or opportunity should give a priority to seniors for work, maybe not paid, but give incentives, especially to those who are healthy • Local Phone answering, for seniors, why heir people from other countries? • Yonge people could provide winter services to seniors • Regularly remove and check that the walkways are snow cleared • The City can establish/ supervise a program for part time jobs for winter programs • City to give incentives and foster employment programs for neighborhoods to provide services to their neighbourhoods and to build relation between their residents. The people this way can share ideas on what services they can provide to their neighbours • More community gardens as much as possible • Wal-Mart greeters was something that was good for retired seniors – could also work at malls, rec centres, libraries • Collaboration of seniors and youth in physical activities – can function as part time employment opportunities • Senior opportunities in schools (full time, not a temporary opportunity) • Follow the model of “The Intern” (movie with Robert Deniro) • Employment opportunities that offer flexibility re hours of work – desire expressed for opportunity to work a few days at a week or a few hours a day

- Assisting at seniors and recreation centres
- Retail/restaurant positions
- Need better information re the availability of part-time jobs
- Part-time employment seen as both a way to earn supplemental income and to spend time productively
- Volunteering seen as a good alternate to part-time work. This needs to be fostered/supported by information re opportunities to volunteer.
- Light jobs - no lifting
- Teach languages, games, culture and heritage
- City events
- Have a call centre support centre for south Asians- in their language- provide important information and guidance- seniors can volunteer and help each other, seniors can call in for any help eg. How to go to a certain location, where to find a specific service
- Free language classes
- More information is needed for them to participate
- Seniors should have more time frame slots for recreation centres, libraries
- Drop-in daycare in community centres- seniors can volunteer to teach kids music, etc.
- More jobs required for youth
- City departments
- Volunteering opportunities (e.g. library) require certificates e.g. first-aid, etc., but the certificates/training is on the onus of the volunteer
- Part time volunteers in long-term care retirement and daycare programs
- Help in the medical field – part-time job
- Light weight jobs or cultural activities and language classes
- Seniors can volunteer for helplines
- Free language classes
- More time for seniors to use swimming pools
- Job website for seniors especially or some reservations for seniors
- Provide trainings for jobs especially for seniors

Facilitator's Question

2. What should be done to make it easier for adults to obtain part-time employment opportunities in Brampton?

What We Heard:

- Easier for seniors who are not computer savvy
- Easier access
- Volunteering in hospitals; NICU
- Tax incentives to employers
- Don't want to take away full time employment
- Hubs where seniors and youth can interact, and work together

- Good volunteer opportunities with swimming and skating in summer, can lead to paid employment. Look at that model and see if the city can expand that
- Co-op
- More explicit with City opportunities
- Programs to teach the qualifications will lead to employment
- City run after school daycare programs, offer jobs to seniors
- Support system to help others
- Better communication
- Advertisements
- Networking
- Having some one/ group that help in churches schools get them involved
- Easier process
- Free police checks for volunteers
- Better marketing to showcase the opportunities (people don't know about what's available)
- Make more bike parking that are managed by seniors
- Programs related to Life Skills or assistance with landing jobs
- Provide better information re the availability of part-time jobs (e.g. job postings in newspapers and in public places, not just online)
- Establish a local employment agency (or provide better information about existing services, if they exist)
- Make the application process easier
- Provide multi-language job postings
- Provide additional transit service in off-peak hours
- Specific senior related job database
- Ads
- Reserve certain jobs and volunteer opportunities for seniors- so we don't have to compete with non-senior population
- Training for seniors
- Adult programs at Sheridan, etc., and provide job search help
- The organizations, businesses, City could provide and pay for training, certification.
- City could be a repository for paid employment and volunteering opportunities
- Job Fair for seniors
- There should be guidance on agencies that help adults. Easier to get part-time employment
- More jobs should be for students
- Students face harassments for payments
- Insurances should be managed by the governments

COMMUNICATION AND INFORMATION

Access to information for community events, services, or news items is important for being informed and staying connected to the broader community.

Facilitator's Question
1. When you need information on local events and services, where do you look first?
<p>What We Heard:</p> <ul style="list-style-type: none"> • City website • Brampton Guardian • City's website is very friendly to find info. Twitter is great (from a senior) • Community centres post things everywhere and we like it • Friends • Twitter • Brampton Cycling twitter and Instagram • Instagram • Facebook • No one platform gets to everyone • Google • Brampton guardian and it should be bigger • The library • City of Brampton website • 311 • Brampton Guardian • SNAP print • Signing up for newsletters • Youth use Instagram • Brampton Guardian (local newspaper) • 311 • City website, though it was noted that the website can be difficult to navigate and needs to provide more comprehensive information • Non-City websites (e.g. Bramptonist, In Brampton) • Neighbourhood association websites/chat rooms (e.g. Heart Lake Happening) • City staff, though it was noted that some staff need to be better informed • Social media • Word of mouth • Punjabi newspapers • Guardian • Radio • Tv • Internet - not so much • City Matters email blasts (eg. Age Friendly Forum event) • Search online not just the City website

- Electronic version of the Guardian
- Punjabi Post
- Zoomer magazine
- Social media, websites (online)
- Friends or knowing persons in that service (getting information from them)
- ?????, Radio, TV, Newspaper for events
- Emails or text messages for event information

Facilitator's Question

2. What methods should the City and organizations use to promote and provide information on community events and services?

What We Heard:

- Flyers in community centre
- Mail out
- E-blast
- Not sure what's the solution but there is a gap in communication, especially if you don't have internet
- Sometimes its personal invitation that makes the bet impression
- Paperwork is still ideal, Brampton Guardian doesn't get delivered to condos ad even some, could this be something the city supports as being delivered to everyone
- Paper and flyers
- Phone calls or pamphlets might still be preferred
- Newsprint, community centres, social media. Don't rely on one way
- City should be more progressive, planning should tweet the PIC's
- Community bulletin boards in the buses in the malls in tv channels, libraries bus stops schools, daycares
- Community centers social media
- Don't prefer extra flyers
- The Guardian is sufficient
- Tutorials on TV or sessions on how to navigate Brampton's websites and what services are available
- Worried about using internet because of scam
- Education for seniors on social media
- Newspaper is important
- City Website
- COB Radio Station
- Use garden square TV to promote more businesses and events
- Advertise all over the City in public/private places – malls, rec centres, libraries
- Seniors-focused City website. This could provide information on activities, events, resources, government programs, and health matters.
- More frequent City newsletters

- Improved newspaper coverage of local events and services. The Brampton Guardian is seen as providing less such information now than it did in the past.
- Emails, text messages, whatsapp
- Register seniors first to create a database
- City Matters email blasts – City needs to promote this so that people sign up - promote at malls, Forum, libraries
- CARP local chapter could distribute
- No robo calls
- Availability of news about the services in public places like mall terminals
- Through social media like radio, television

COMMUNITY SUPPORTS AND HEALTH SERVICES

All residents should be able to age in place and have access to a full range of medical and community support services and programs. There is a wide range of existing services and programs in the Brampton community, but maybe there are others that should be considered.

Facilitator's Question

1. What do you think should be done to improve community support services in Brampton? (e.g. house maintenance, personal support workers)

What We Heard:

- Personal support workers
- More transit
- Cleaning services are very important
- Clinics don't have the same doctors, there isn't consistent delivery of doctors to have consistent checkups
- More PSWs, personal social workers, couldn't get enough support as partner needed support, and the other partner was forced to work
- In house medical support for seniors
- More homecare, more support for the existing social services, we need much more fiscal support for support services, and it may cost more, but the delivery is important
- Have had very bad experience with doctors being in too many places, inconsistent, not having a permanent doctor at a clinic is problematic
Temporary clinics result in intermittent care, and prescriptions are just dished out.
- Takes months to get appointment with a family doctor, clinics tell people to see doctor
- We need more hospitals, and permanent health facilities, a hospital that's not just emergency care, doctors that aren't flipped

- General practitioners are leaving practices because small clinics aren't profitable
- Province-wide programs
- Yard maintenance, landscaping
- Replace snow subsidy for snow removal, city should plow all sidewalks
- Part time youth to shovel
- Get teenagers and seniors together to humanize them to each other
- Incentive program that provide money and technical help, if they would like to build a ramp or install any equipment
- Trans-help does not pick seniors after the get discharged, need for free or subsidized 24/7 services
- Hospitals must discharge patients in daytimes only
- Awareness
- Availability
- Opportunity
- Provide residents with more information about services (availability, cost, how to apply, how to navigate the process) – you can't take advantage of services that you don't know about
- Provide advocates for seniors – it was noted that accessing services can be difficult to do on one's own and that having someone knowledgeable about the system can ease the process
- Provide additional information on City website (ideally on a seniors-focused website)
- Provide "one stop shopping" re community services – it can be difficult to determine which level of government provides particular services. Further to this, staff at each level of government needs to be aware/adequately informed of services offered by other levels and be able to refer requests to them.
- Need help going to medical centres
- Laundry
- Shopping
- Need more police officers from the South Asian community or provide cultural sensitivity training to officers
- More time is needed from PSW in the house not just 1 hour a day
- One of the exhibitors has information
- City to provide services
- Having a database of maintenance support businesses that have been security checked – the City could have a database or another organization could have the database, maybe CARP could have the database
- Training and opportunities for more personal support workers
- Snow removal services
- Personal support services
- More accessibility
- More hospital for seniors
- Separate hospitals for seniors and walking clinics
- Ambulance services should be free

- More Indian police officers

Facilitator's Question

2. What do you think should be done to improve health services in Brampton?

What We Heard:

- Bigger hospital
- More beds
- Transit more accessible
- Better and more sidewalks
- Should not privatize health care
- City expects city to come to events at special times, need more storefront things, that people can go to, people go to the library, grocery store, etc., to interact with City staff
- Downtown revitalization office is good, partner with rec centre and libraries, staffed all the time with City staff to answer questions
- Challenge: How do you know where people will be?
- Libraries being used as centres of dissemination of information for seniors, have a public health nurse there to answer questions
- More funding
- Easier accessibility to the services
- More doctors and nurses they are not enough
- We need another hospital in Brampton
- Personal support workers (use them more)
- Use family health teams - family health team model is a great and effective model
- Use and awareness of our LHIN
- More in-home services (house calls) for health
- Better access to specialists in Brampton
- Ensure that there are more doctors that are "senior friendly" (i.e. willing/able to take the time to talk to seniors, trained re seniors health issues)
- Provide quicker response times in the Emergency Department of Brampton Civic Hospital
- Provide additional community-based health services for both physical and mental health issues (e.g. checkups at recreation centres, opportunities to speak to a dietician at recreation centres, provide more health-related handouts at public and private facilities)
- Better inform people re alternatives to going to the emergency room (e.g. walk-in clinics)
- Better inform people of the services offered by pharmacists
- Separate spaces in hospitals and walk-in clinics specific for seniors
- Personal care
- Recreational centres could have walk in clinics in-house so all members of the family are occupied if kids are in classes, etc.

- Seniors centres specifically for south Asian population
- Need interpretation services at health facilities
- Cheaper options for going to hospitals, e.g. Ambulance
- Ambulance charges should be less
- Expand the Peel Memorial Hospital and be a second full time hospital – it's not open at night
- Emergency wait times are too long
- People go to the emergency when they should go to their family doctors
- May be an issue with the supply of family doctors
- Maybe people don't know where to go – put a notice in the school for parents
- People don't understand where to go – need a kit or a post card to explain, Telehealth, Urgent Care, ex.
- There was a public campaign when to use the Urgent Care facility versus the full-blown hospital. Public campaign was done a few years
- Availability of physical activities like yoga at free of cost/less cost
- Campaign for the need of eating health habits
- Minimize long waiting time for Doctor's appointment

World Café Results – Youth Tables

Age-Friendly Forum – City of Brampton
January 19, 2019

Questions per Topic

Planning for age-friendly communities is to consider all ages and all mobilities. As a youth member in the community, your ideas are important and we need your perspective on the community dimensions. **What is like to be a youth resident today? How could it be enhanced?**

Youth Table - Topic 1: Volunteering in Brampton

Facilitator's Question
1. What types of volunteer opportunities would youth be interested in?
<p>What We Heard:</p> <ul style="list-style-type: none"> • Basketball programs for youth and volunteers, swimming volunteer opportunities to help younger people learn how to swim • Mentorship programs - Intergenerational mentorship programs (youth and older adults being paired up based on their likings or social issues, modelling a big brother big sister idea having both parties benefit through the communication and involvement with each other) • Programs available for youth to participate with City council – improving civic engagement by allowing youth the chance to be involved with City council in any way (photocopying, taking notes during meetings) • Informing the youth on the different opportunities and services available to them having a program that goes into schools and informs youth on how the government works • Having more opportunities for youth to participate in government planned activities • Technology related – i.e. gaming • Assisting in cooking or making meals for people • Helping out in Seniors Centre (mentorship type opportunities like Big Brothers but for Seniors – intergenerational) • Cleaning up or setting up events

- Opportunities at their own schools (peer mentor, buddy system, making phone calls to announce what events are coming up to their neighbourhood)
- Increased opportunities for civic engagement with City Hall
- Basketball and swimming volunteering

Facilitator's Question

2. What should be done to make it easier for youth to volunteer in Brampton?

What We Heard:

- More incorporation into the schools of different events and opportunities available to the youth – beginning of the year or semester have some type of presentation for the youth to see what is available to them
- Grades 11 and 12 students brought to the City council to see directly how it functions, have a chance to ask questions, and participate
- Reaching out to the youth in the platforms they use (Instagram, Facebook, Snapchat)
- Gathering a more diverse population for events – marketing to different demographics
- Motivate team work volunteering rather than individual work (youth produce more if they are with friends – influencers)
- Free bus pass and/or organized transportation
- Schools should be more engaged in the process (should be integrated into/with school system and advertised through schools)
- Offer more categories for volunteering opportunities (arts, environment, seniors, etc.)
- Start younger and not only in high school when the 40 hours are mandated, but rather motivate them to constantly participate.
- Expand school visits to Council to Grade 11/12 and opportunities to get/see practical work/experience in action (e.g. policing)

Youth Table – Topic 2: Employment in Brampton

Facilitator's Question

1. What types of employment opportunities would youth be interested in?

What We Heard:

- Having on hands on experience/ exposure to possible employment (bringing police into the school talking to kids, allowing them to see the car and get a feel for the job)
- Mentorship programs to pair youth up with possible job interests
- Civic engagement officers receive some type of funding/ support

- Summer jobs for students – within different departments. Create some platform for students to explore summer job opportunity's
- Expanding the employment opportunities within Brampton- distribute employment areas evenly throughout Brampton so everyone can access the office land
- Something that would be aligned with their academic interest – i.e. students who are interested in a specific topic should be aligned with companies in that line of business
- More forums, more seminars and informational sessions to youth to enable them to know about opportunities and be able to match their skills set with the different areas of opportunities
- Employment needs to be distributed across Brampton more equitably. For example, employment lands are limited to 3 or 4 clusters in the City far from where most youth live, etc.

Facilitator's Question

2. If the City or another organization held an Employment Fair, what would it look like (e.g. day of the week, timing, location)?

What We Heard:

- Having multiple employment fairs in the different areas of Brampton (Shoppers World, Bramalea, Trinity commons, Mount Pleasant GO area,)
- Weekends are best – Saturdays preferred – Mid day
- Employment opportunities from all industries (health care and technology focused)
- Perhaps having multiple fairs each with a set focus (e.g., IT technology fair, or a health field fair)
- Prizes and interactions with the youth and employers there
- Partner with the big corporations (Rogers, Canon, Hudson Bay) to help with promoting and advertising the events
- Weekends
- More accessible
- Near public transportation and parking lots
- Held in different areas of the city
- City should reach out to school councils
- Utilize spaces that are free, i.e. library, community centres
- Have more interactive booths showcasing what the different careers look like in the real world (simulation booths, more trades being exposed)
- Specific locations mentioned were: Bramalea City Centre, Civic Centre, Shoppers World, Trinity Commons, Mount Pleasant
- Fairs should be sector-specific (i.e. Food industry, IT, etc.); not always retail focused

Youth Table – Topic 3: Events in Brampton

Facilitator’s Question
1. What types of events would youth be interested in?
<p>What We Heard:</p> <ul style="list-style-type: none"> • Having events where the youth are able to help the homeless • Movies happening in the downtown area for youth and their families to come out and interact with each other • Having more concerts reaching to more diverse populations (gospel, • Having a culture fair or programs that are accepting and embracing the diversity of all the Brampton residents • bringing together the different cultures to help each other learn and communicate strongly with each other. • Cultural program for all cultures to learn and interact with each other – open space for all people (Powerade center or outdoor park) • Amusement parks/ Carnival for all ages – Powerade center • Integrate the youth and sports – giant basketball game or a large soccer game for all youth to come out and play (public parks, recreation centers) • Forum for people to come out and network with different business, employment, volunteer, social opportunities • Supporting youth entrepreneurs in Brampton – entrepreneurs’ festival – having people come in and speak to the youth about the steps they need to take • More equipment to play on at the parks – making it more accessible for more youth • Events needs to be spread out in different areas – utilizing parks and schools • i.e. Paint nights, hands–on type of events • Karaoke in parks • More participation and intergenerational events (young & old) • Have more older adults motivate youth into participating in events • More pop up markets/events
Facilitator’s Question
2. Where would these events be held?
<p>What We Heard:</p> <ul style="list-style-type: none"> • Powerade Center • Downtown Brampton • Recreation Centres (Brampton soccer center)

- Garden Square
- Ching Park
- Flower City Center
- Garden Square
- Trinity Mall
- Shoppers World
- Any public/ private space that is accessible for all people
- Good transit access
- Everywhere in the city and not concentrated in one place
- Schools (during evenings and weekends)
- Parks

Youth Table – Topic 4: Communication and Participation

Facilitator’s Question
1. What communication methods are the best way to reach out to youth?
<p>What We Heard:</p> <ul style="list-style-type: none"> • Announcements at school • We assume youth do not review their email, however lots of youth have voiced that it is their preferred method of communication • EMAIL!!!! • Pop up spaces for the region advertising the opportunity to stay in contact with them – using catch phrases to get the youths attention, allow them a chance to give their information to stay informed and get information about upcoming events and opportunities. • Collecting participants information at different events to help form a demographic of the people attending as well to encourage them to continue participating in the events the city is providing • Set some type of advertisement about staying informed and in contact with the City’s events located at the transit hubs (Shoppers world, Bramalea) • Social Media such as Instagram, snapchat, Facebook • Schools should be more involved in communicating what is going on during the month/week (through phone calls, email and letters)
Facilitator’s Question
2. What would make youth participate at public meetings (e.g. new housing development)?
Think of an ad or a social media clip about an event in the community

that caught your attention. Why did it catch your attention (e.g. words, graphics, location)?

What We Heard:

- Advertising that there is food at the event
- Art and embed different QR codes and mix the art and advertisement together to make it more eye catching
- Continue voicing opportunities through morning announcements in schools, posting posters in and around the community (schools, public spaces, Transit Hubs)
- Make the events look fun and eye catching for the youth (bright colours, less writing)
- Concise – Stick to small and simple when portraying important events
- Use of video advertisements – straight to the point -no longer than a minute
- Focus on the words bring used in the ad (age friendly is what got people to attend the event in the first place)
- Door prizes to be given away/ some type of interaction with audience
- Making the advertisements available for everyone regardless of what language they read/speak (in more Indian populated areas have the advertisements printed in all languages spoken within that community)
- They requested this information be passed onto different ethnic communities
- Target the topic to their interest and age group
- It needs to be relatable to their age
- It needs to be free, there needs to be food and give-aways
- It needs to be interactive and engaging
- It needs to be innovative and out of the box
- Allow students to opt out of school classes in order to attend a public meeting

