



AFM POLICY
2017-2019



TABLE OF CONTENTS

A WORD FROM THE MAYOR	ERREUR ! SIGNET NON DEFINI.
A WORD FROM THE SENIOR RESOURCE COUNCILLOR	4
MONTCALM, AS SEEN BY SENIORS	5
WHAT IS A AFM?	5
RECOMMENDED VALUES.....	ERREUR ! SIGNET NON DEFINI.
MANDATE OF THE AFM COMMITTEE	6
AFM COMMITTEE MEMBERS	ERREUR ! SIGNET NON DEFINI.
WHAT DOES IT MEAN TO BE A SENIOR?.....	6
THEIR LEVEL OF AUTONOMY	7
THEIR LIFESTYLE.....	7
THEIR FINANCIAL SITUATION	7
DEMOGRAPHIC PROFILE	8
AGE OF THE POPULATION	ERREUR ! SIGNET NON DEFINI.
AGE OF OUR SENIORS	10
HOUSEHOLD AND DWELLING CHARACTERISTICS.....	11
OUR SENIORS' PARTICULAR SITUATIONS.....	11
THE HEALTH OF OUR SENIORS	11
SENIORS AND THE WORKFORCE	11
SERVICES AND INFRASTRUCTURE FOR SENIORS	12
KEY FINDINGS	13
VISION – GUIDELINES	16
MONTCALM 2017-2019 AFM ACTION PLAN	17
SOCIAL PARTICIPATION – SOCIAL AND RECREATIONAL LIFE.....SOCIAL AND CIVIC COMMITMENTS.....	17
COMMUNICATION AND INFORMATION / COMMUNITY SUPPORT	20
HOUSING/TRANSPORT/HEALTH.....	21
ANNEX 1 – RESULTS OF OUR SENIOR NEEDS SURVEY	24
ANNEXE 2 – RESULTS OF OUR PUBLIC CONSULTATION	37
BIBLIOGRAPHY	49

WORD FROM THE MAYOR

Dear citizens,

It is with great pleasure that we present to you the first Age-Friendly Municipality (AFM) policy for the Municipality of Montcalm. I am particularly proud of the work that was accomplished by the AFM committee and the participation of our citizens in this project.

At a time where we have an aging population, it is my opinion that analysing our seniors' needs and their living environment is indispensable. With the help of our citizens, this analysis permitted the Municipality to identify an action plan to ensure quality of life and longevity for our seniors.

In order to develop a culture of social inclusion for seniors and encourage active aging, the municipal council is committed to taking concrete actions to promote this policy. I encourage all of you to consult the action plan presented in the policy, which was the fruit of direct and general collaboration between seniors, stakeholders, local organisations and elected officials. I am convinced that the values and challenges will rally our expectations as well as the interests of the citizens of this community.

I am persuaded that municipalities play a main role when facing the challenges of aging populations, which is why the Municipality of Montcalm is happy to commit itself to building an inclusive society for all ages to live together in harmony.

Finally, I would like to thank the elected officials, the members of the AFM, community organisations and the citizens who have participated in the development of the Age-Friendly Municipality policy.

Steven Larose,
Mayor of Montcalm and Deputy Commissioner, MRC des Laurentides

A WORD FROM THE SENIOR RESOURCE COUNCILLOR

As the Senior Resource Councillor for Montcalm, I am proud to present to you the first Age-Friendly Municipality (AFM) policy.

This policy is the fruit of many months of thought and consultations, to best cater to the needs of our seniors, on a global scale and more particularly taking into account social, leisure and cultural aspects.

This policy is therefore a true reflection of the expectations and needs of our seniors. We would like to thank all of those who took part in our survey and who participated in the public consultations. Your input largely influenced our reflection and discussions.

In this policy you will find the commitment of our Municipality to achieve these objectives while working towards its implementation, in the community's best interests, by all means necessary.

We would like to sincerely thank the members of the AFM committee, Mrs. Louise Lapointe, Management Councillor, Mr. Michael Doyle, General Director, and our volunteers Monique Auprix, Jolaine Craig, Nancy Brown and H  l  ne Boudreault.

Finally, we would like to emphasize the participation of our collaborators: The Minist  re de la Famille for financial aid received, Mr. Fran  ois Gagnon, Community Organiser at the CISSS des Laurentides and Mrs. Lise Carle of the Carrefour Action Municipale et Famille.

Danielle Woolley
Municipal Councillor
Senior Resource Councillor, Municipality of Montcalm

MONTCALM AS SEEN BY SENIORS

Many people dream of leaving busy city careers and lifestyles, and escape to living full-time in magnificent, peaceful places such as Montcalm. Living in Montcalm illustrates how the beauty of changing seasons meshes with the people and their unique histories.

Certain seniors have experienced the most beautiful moments of their youth in Montcalm at their parents' summer cottages. Due to the proximity to lakes and ski hills, they were able to enjoy the outdoor pleasures of all seasons.

The presence of family and friends, as well as a beautiful environment, has permitted the creation of roots in Montcalm that most endeavor to pass on to their children and grandchildren.

WHAT IS AN AFM?

Inspired by the World Health Organization's Global age-friendly cities : a guide, as well as varied initiatives favoring active aging in Quebec, the Ministère de la Famille elaborated a AFM policy, centered on the notion of active aging.

Seniors need to feel integral to their environment, take part in social, economic and cultural activities and be both intellectually and physically stimulated in order to live healthy lives.

Montcalm provides exceptional natural spaces and offers beautiful and elaborate landscapes. However, its vast geography is a challenge when it comes to mobilizing the population and inciting them to participate within the community.

By committing to this process, Montcalm endeavors to encourage active participation by seniors so that they may benefit from a superior quality of life, and remain in their homes for as long as possible. We intend to adapt our infrastructure to support their actual and future realities and support initiatives favoring inclusion and stopping ageism.

RECOMMENDED VALUES

Our actions will be guided by the following values:

- ◆ Help and mutual assistance: taking care of our seniors and communicating this sentiment to the population is a step towards making a healthy environment for our seniors and all citizens alike.
- ◆ *Joie de vivre* and comfort: it is important to foster these feelings by our approach and activities, which promote and maintain the soul and core of Montcalm.

- ◆ Respect: We endeavor to preserve our environment and accept our differences so that we can all strive towards the goal of well-being for all.
- ◆ Engagement: if everyone contributes to our community, the quality of life and degree of belonging each citizen experiences shall increase.

MANDATE OF THE AFM COMMITTEE

The preparation and development of the policy was commissioned to a committee representing the interests our senior population, which was also an important element in the consultation process.

Each member played a decisive roll in hearing and asserting the particular needs of our seniors, who are the fabric of our community.

The members of the committee expressed their expectations regarding the roles they wish to play in this process. Their goal is to generate a desire for all seniors of Montcalm to want to socialize and gather together, participate in activities and benefit form the services that are offered to them. Participation in community life avoids feelings of isolation, and invites them to develop initiatives within the community that promote a sense of importance. This shall be accomplished respecting individual financial situations.

During this process, the senior population was consulted to learn about their needs.

WHAT DOES IT MEAN TO BE A SENIOR?

Since the reality of being a senior differs from person to person, particularly due to their health and participation in the workforce, it is difficult to determine at what age a person is considered a senior.

Inspired by the policies of the FADOQ network, it was decided to put in force our senior policy from the age of **fifty-five (55) years old**.

The portrait of a senior is very different from one person to another, and can be different depending on when they grew up; be it in the 20s, 30s, 40s or 50s. These elements affect their paths their entire lives.

To best interpret the different needs our seniors expressed for varied services, and considering all the significant elements of their realities, we targeted the following factors:

1. Level of autonomy;
2. Lifestyle; and
3. Financial situation.

LEVEL OF AUTONOMY

No matter the age, a person's level of autonomy determines how young a person feels. Active people feel younger, and want to continue being stimulated and do their activities autonomously.

On the other hand, a loss of physical or mental autonomy causes a loss of energy, and in turn keeps them sedentary and isolated. They do not want to bother others and consequently get bored. Seniors with diminished or lost autonomy are often in need of transport services and social stimulation on a daily basis in order to avoid health issues. Our seniors all have an underlying need to feel useful and surrounded by peers and community.

LIFESTYLE

Seniors make decisions regarding early or late retirement, all depending on their professional experience, motivation and financial situation.

At retirement, lifestyles change. After a lifetime of working, they now enjoy greater flexibility in their schedules and want to enjoy life! These are factors that were taken into account when we considered the kind of services that we wish to offer them.

For seniors to thrive and age in a healthy way, being surrounded by family, friends, or a dynamic social network are determinant. Without these, they feel isolated, excluded from the collectivity and less useful.

FINANCIAL SITUATION

Individuals have different daily financial needs relative to their financial situation. It is imperative that we consider their financial capacities when we propose services to them in order to be successful.

DEMOGRAPHIC PROFILE

The Laurentians is a large territory that has seen considerable demographic growth in the past twenty years. There were **45,902** people in the territory of the MRC of the Laurentians in **2016**, which is an increase of **1.6%** from 2011.

Montcalm has a total of **628** people, representing an increase of **1,4 %** from 2011, when the population was 619.

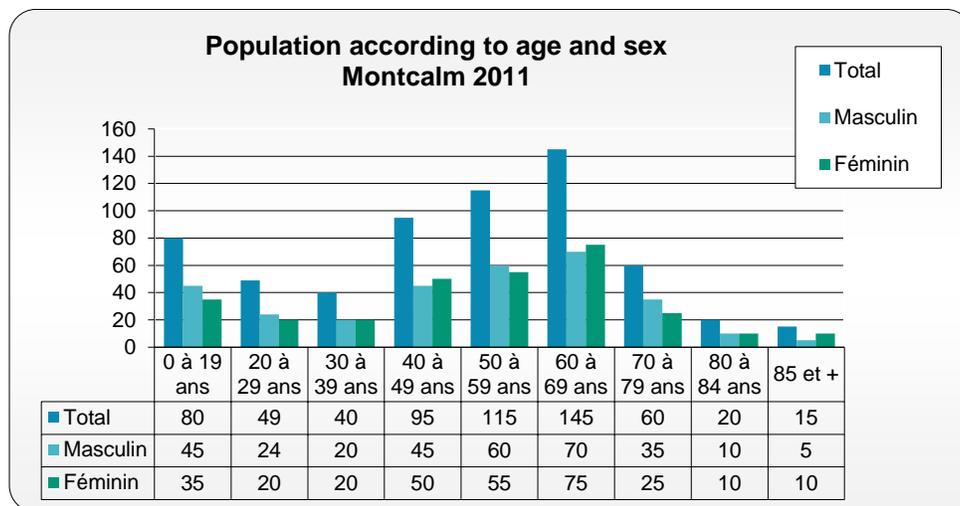


Table 1 – Source : Statistique Canada, *Profil des communautés*, 2011.¹

AGE OF THE POPULATION

The territory of the MRC des Laurentides is known for having an aging population. In 2011, the median age was 48.1 years old, whereas in Montcalm it was 54 years old. For the province of Quebec, it was 41.9 years old (please see table on the following page).

¹ These statistics are from 2011. The statistics from the 2016 census were not available at the time of the development of this policy.

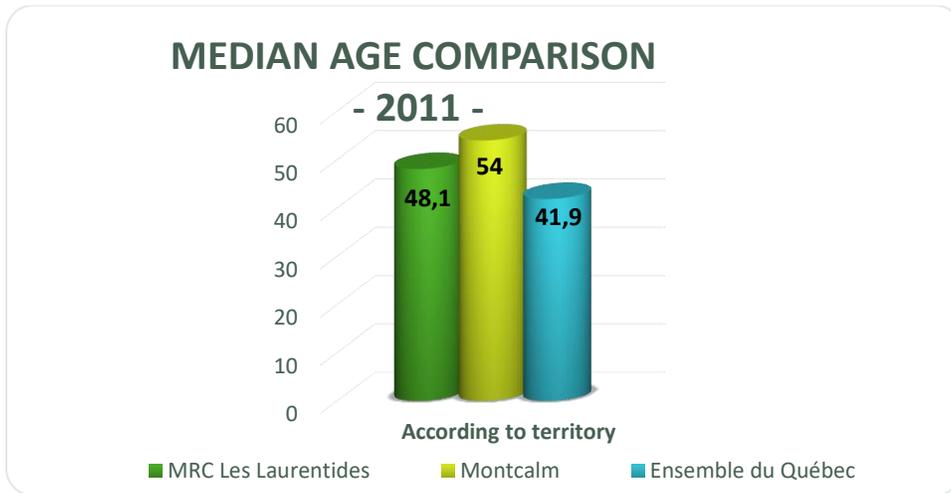


Table 2 – Source : Statistics Canada, *Profil des communautés*, 2011.

There has been a particular increase in the aging population since 2005, as seen in Table 3.

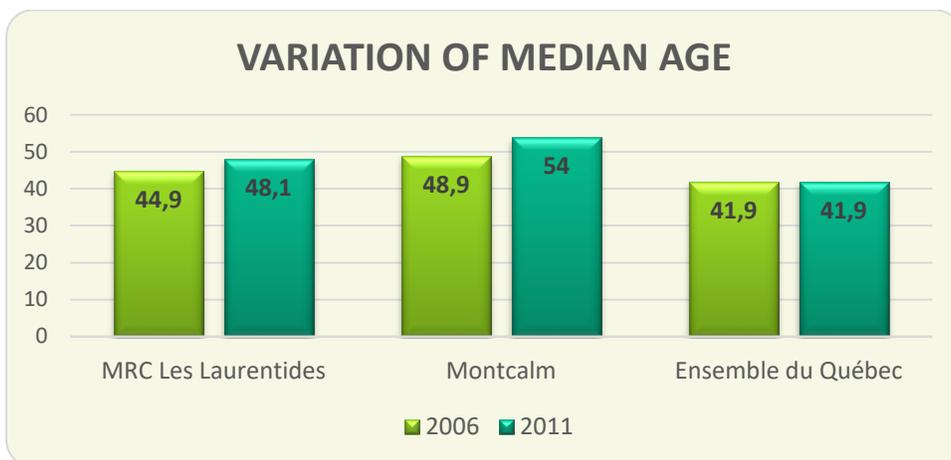


Table 3 – Source : Statistics Canada, *Profil des communautés*, 2011.

THE AGES OF SENIORS

The senior population has significantly grown recently, and this trend will continue in the years to come. This is demonstrated in the table below using Statistics Canada 2021 forecasts, which can be found on the CISSS site for the Laurentians.

**POPULATION GROWTH FORECAST FROM 2011 TO 2021
IN THE LAURENTIAN REGION AND THE PROVINCE OF QUEBEC BY AGE**

AGE GROUP	LAURENTIANS	PROVINCE OF QUEBEC
0-17 years	10,5 %	5,4 %
18-64 years	5,8 %	-1,0 %
65-74 years	50,2 %	41,7 %
75 years +	57,7 %	36,6 %
TOTAL	13,5 %	6,6 %

Table 4 – Source : CISSS, Public Health Department, April 2013.²

According to the 2011 census, the percentage of people 55 years and over represents 46,8 % of the Montcalm population, which is **290** people on a total of 619.

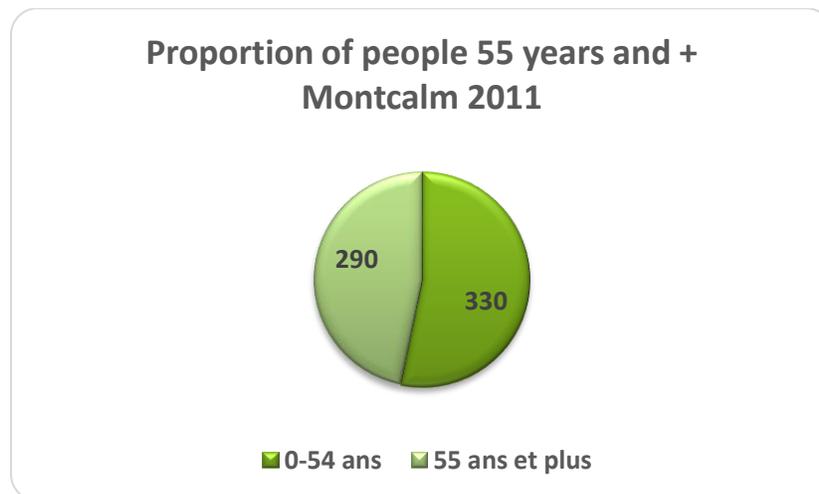


Table 5 – Source : Statistics Canada, *Profil des communautés*, 2011.

² <http://www.stat.gouv.qc.ca/statistiques/population-demographie/perspectives/perspectives-2011-2061.pdf>

HOUSEHOLD AND DWELLING CHARACTERISTICS

Among the **619** people recorded in the 2011 census, **355** lived together as part of a couple, **170** people lived alone, and of those **40** people were 65 years and older.

OUR SENIORS PARTICULAR SITUATIONS

THE HEALTH OF OUR SENIORS

In 2009-2010, about 23 % of people 65 years old or more indicated they needed help for certain daily tasks.³

Aging within populations is generally associated with an increase in the number of people with diminished autonomy, often manifested by gradual deterioration of their health.

Definition

“ A person has an inability if they have a difficulty with daily activities (difficulty hearing, seeing, communicating, walking, climbing stairs, bending over, or learning to do other similar activities). “⁴

SENIORS AND THE WORKFORCE

According to our survey of seniors (55 plus) of Montcalm, only 16 % were part of the workforce, representing 13 people out of 81.⁵

³ Statistics Canada, Enquête sur la santé des collectivités canadiennes (ESCC).

⁴ CISSS, Public Safety Department, *Coordination of the surveillance, planification, evaluation and research, De la connaissance à l'action*, juin 2011.

⁵ The number corresponds to the responses obtained. It could represent a larger number of people for some of them were living as part of a couple.

SERVICES AND INFRASTRUCTURE FOR SENIORS

INFRASTRUCTURE/SERVICES	DESCRIPTION
OUTDOOR	
Trails (walking and climbing)	Mont Larose
Aerobic Corridor	
INFRASTRUCTURE	
Habitation Stephen Jake Beaven	Twenty-four apartments and “ Accès logis “ grants for people with lower incomes. Presently a project for a pharmacy and a medical clinic
Library	
Church	
Community Center	Arts, community meetings, bridge, knitting, yoga, line dancing, seasonal events (famili-fête, journée de la culture)
Truck Stop	Picnic area, flea market
SERVICES – ACTIVITIES	
Community lunches (since August 2016)	Complete monthly meals encouraging participation of seniors, countering isolation
Health	Flu Shot
Ridesharing (carpooling)	Open to all via the internet
Public Transport	Intermunicipal services

KEY FINDINGS

The survey collecting the demographic data which was conducted among the Montcalm population highlighted the following findings:

HOUSING – LIVING AND HOME ENVIRONMENT AND COMMUNITY	
STRENGTHS	THINGS TO CONSIDER
Most people are attached to their home environments and wish to stay there for as long as possible.	Many had mentioned the importance of having access to home services in order to stay in their homes for longer.
They benefit from the lakes, peaceful lifestyle and surrounding Municipal services.	The lack of services in proximity limits seniors' quality of life, particularly those who are lonely or have physical, mental or financial limitations. The existence of a depanneur with a gas station remains an important element for the citizens of Montcalm.
Most people find there is mutual assistance within the community of Montcalm.	Access to internet and cell phones is very limited.
Many agreements exist between Municipalities to give citizens access to infrastructure.	They are not well known and the actual transport network is an obstacle.
TRANSPORT – MOBILITY AND ACCESSIBILITY	
STRENGTHS	THINGS TO CONSIDER
Most of the respondents are autonomous and can move around in their own vehicles or rideshare with other seniors.	The schedule of the public transport and the access points are not adapted to their needs (distance too far on foot, need to be driven to the access point). The Volunteer Action Center of Montcalm (CAB Montcalm) is not very well known.
RESPECT AND SOCIAL INCLUSION – INTERGENERATIONAL RELATIONS	
STRENGTHS	THINGS TO CONSIDER
All the senior respondents felt respected by young people and did not seem to be victims of ageism.	
The 'famili-fête' is very popular among seniors.	

SOCIAL PARTICIPATION – SOCIAL LIFE AND RECREATION

STRENGTHS	THINGS TO CONSIDER
Many seniors participate in physical, social, cultural and intellectual activities.	Many seniors would like to participate in collective projects and have the opportunities to be with others, and learn how to better use the internet and tablets.
Community lunches were very popular. Community lunches are a gateway for getting to know about what is offered, and efficient for the Municipality to promote the services they need to.	It is difficult to attain a high level of participation at an organisational level by the Municipality for certain events given the size of the territory.
	There is no networking FADOQ group in Montcalm or neighboring Municipalities.

SOCIAL AND CITIZEN COMMITMENT – VOLUNTEERS, COMMUNITY AND DEMOCRATIC LIFE

STRENGTHS	THINGS TO CONSIDER
The Municipality identified 90 people who volunteer within the community. The survey also indicates that many seniors participate in projects, mentorship or take care of their grand-children.	The volunteer party could be a good occasion to identify their expectations regarding participation in collective projects.

OUTDOOR SPACES – PLANNING AND DEVELOPMENT

STRENGTHS	THINGS TO CONSIDER
Access to buildings and commerce is adequate.	There is a need for businesses to be close (gas station and depanneur) keeping in mind their diminishing autonomy in the years to come.

COMMUNITY SUPPORT AND HEALTH SERVICES

STRENGTHS	THINGS TO CONSIDER
	At community lunches, invite organisations to come and present the services they offer.
They all have doctors outside of Montcalm and many of them are far.	85 % of respondents would like to have a medical clinic in Montcalm and 62 % would like a delivery service for medications.

COMMUNITY SUPPORT AND HEALTH SERVICES (CONTINUED)

	<p>There are many single seniors living alone, who can only depend on themselves.</p> <p>Many seniors would like to create a work committee to respond to the needs of single seniors who suffer from diminished autonomy.</p>
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COMMUNICATION AND INFORMATION

STRENGTHS	THINGS TO CONSIDER
<p>Most of the seniors are satisfied with the communications they receive.</p>	<p>They prefer the Municipal Bulletin and informational newspapers such as the Journal L'Info du Nord and the Main Street. Others prefer to phone the Municipality. The website is used much less by seniors.</p> <p>They would like to have a calendar of activities and a brochure detailing services that are offered by Montcalm, namely : WIFI services, library schedules, information regarding the Opération Œil de lynx program and Les Sentinelles (volunteers) of the Laurentian Senior Welfare Program.</p>

VISION – GUIDELINES

Our vision is to allow seniors to live FULLY in Montcalm as long as they wish, while contributing talents and expertise to community initiatives, while benefitting from help necessary to maintain a good quality of life.

We will concentrate our efforts to:

- ◆ **Offer the necessary support** in order to organise activities and events and to put into action initiatives that meet the seniors' expectations;
- ◆ **Act in collaboration** with organisations and their actors in our environment who can offer services to our seniors; and
- ◆ **Influence**, in collaboration with other Municipalities, bodies and regional organisations to collaborate and give or adapt their services according to the seniors' needs.

GUIDELINES :

1. **ENCOURAGE the organisation of activities and events** which permit seniors to socialize, help each other and participate in projects they care about.
2. **OPTIMISE the ways in which we can communicate** to Montcalm's seniors the resources and services that are offered and promote their success.
3. **COUNTERACT the isolation** of Montcalm seniors and allow them to remain active.

MONTCALM 2017-2019 AFM ACTION PLAN

1ST GUIDELINE : ENCOURAGE the organisation of activities that permit seniors socialize, help each other and participate in projects they enjoy.

SOCIAL PARTICIPATION – SOCIAL LIFE AND RECREATION – SOCIAL AND CITIZENSHIP COMMITMENT

OBJECTIVE	ACTION	RESPONSIBILITY	PARTNERS	COST	DEADLINE
Development of an offer for activities, events and collective projects	<ul style="list-style-type: none"> • Selection of proposed activities from the public consultations, from each category (physical, intellectual, social and cultural) as well as selection of people interested in organizing and participating. 	Leisure Technician	Leisure Committee	N/A	Sept. 15, 2017
	<ul style="list-style-type: none"> • Form a recreation committee with interested volunteers. 	Leisure Technician	François Gagnon CISSS des Laurentides	\$250.00	June 15, 2017
	<ul style="list-style-type: none"> • Organise a particular activity at the seniors' day (October 1st). 	Leisure Technician		To be determined	Oct. 2018 recurring

OBJECTIVE	ACTION	RESPONSIBILITY	PARTNER	COST	DEADLINE
<p>Favor the participation of single seniors</p>	<ul style="list-style-type: none"> Form a working committee to respond to the varied needs of single seniors suffering from diminished autonomy (by transport, accompaniment, etc.). 	<p>Volunteer citizen</p>	<p>Sentinelle (D. Wooley)</p>	<p>N/A</p>	<p>Oct. 15, 2017</p>
<p>Collaborate with neighboring Municipalities and organisations to coordinate offers of service to seniors</p>	<ul style="list-style-type: none"> Elaborate a common annual calendar, plan a schedule of important activities in concert with the parties and finalize an agreement to set a fee schedule between Municipalities. See with the FADOQ network about the possibility of creating a club for seniors serving Montcalm and neighboring Municipalities. 	<p>Leisure Technician / Person responsible for community organisations</p> <p>Leisure Technician</p>	<p>Leisure Technician of affected Municipalities</p> <p>FADOQ/ F. Gagnon CISSS des Laurentides</p>	<p>To be determined</p> <p>N/A</p>	<p>June 15 2017 / End April 2018</p> <p>End October 2017</p>

OBJECTIVE	ACTION	RESPONSIBILITY	PARTNER	COST	DEADLINE
<p>Support citizens in the realization of projects and activities for seniors.</p>	<ul style="list-style-type: none"> • Encourage seniors to exchange ideas during ongoing events and activities (especially during community lunches). • Provide resources to help those who would like to implement projects and organise activities. • Review the management of the cultural center's kitchen to facilitate the organisation of collective kitchens. 	<p>Organizing committee for community lunches</p> <p>General Director</p> <p>General Director/elected officials</p>	<p>Leisure Technician</p>	<p>N/A</p> <p>N/A</p> <p>\$7,500.00</p>	<p>2017-2018 season, recurring</p> <p>Sept., 2018</p>
<p>Development of an intergenerational activity component</p>	<ul style="list-style-type: none"> • Invite children from cultural center daycare to participate in various activities with our seniors. 	<p>Leisure Technician</p>	<p>Daycare/ volunteer mom from Montcalm</p>	<p>N/A</p>	<p>Sept., 2017</p>

2ND GUIDELINE: OPTIMISE the ways we can communicate and provide access to the resources and services offered to our seniors by Montcalm.

COMMUNICATION AND INFORMATION / COMMUNITY SUPPORT

OBJECTIVE	ACTION	RESPONSIBILITY	PARTNERS	COST	DEADLINE
Foster the promotion of seniors' organisations	<ul style="list-style-type: none"> • Invite seniors' organisations to participate (in rotation) in our community lunches. 	Community lunch committee	Invited organisations	N/A	2017-2018 season, recurring annually
Be at the forefront and regularly promote all information pertinent to our seniors to them.	<ul style="list-style-type: none"> • Disseminate information in the Municipal Bulletin. 	Leisure Technician		N/A	2017 and 2018 and recurring annually
	<ul style="list-style-type: none"> • Increase the frequency of the Municipal Bulletin to four times a year. 				
	<ul style="list-style-type: none"> • Add the Laurentian CASA website address to the Municipality's website. 	General Directorate		N/A	May 5, 2017
	<ul style="list-style-type: none"> • Encourage intermunicipal agreements that are relative to existing infrastructure. 	Municipality	Other Municipalities	N/A	Spring 2018
	<ul style="list-style-type: none"> • Assist in the seniors' round table. 	Municipal Councillors, Senior Resource Councillor		N/A	Saison 2017-2018 recurring

3RD GUIDELINE : COUNTERACT seniors’ feelings of isolation and keep them active.

HOUSING/TRANSPORT/HEALTH

OBJECTIVE	ACTION	RESPONSIBILITY	PARTNER	COST	DEADLINE
Favor the establishment of business within the community	<ul style="list-style-type: none"> Pursue economic development to encourage sustainable and profitable business. 	Elected officials/ Municipality	Community Development Organisations	N/A	End of November, 2019
Improve access to high-speed internet	<ul style="list-style-type: none"> Pursue collaboration with actors (such as the MRC and FILAU) to improve coverage on the territory. 	Mayor	MRC/Branché Québec	To be determined	Spring 2019
Provide seniors with a secure exterior access	<ul style="list-style-type: none"> Build a bridge between the community center and the residence. 	General Director	Programme Nouveaux horizons	\$10,000.00	End of October 2017
	<ul style="list-style-type: none"> Secure the crossing on route 327 between the cultural center and the library (request at the MTQ for a pedestrian crosswalk). 	General Director	MTQ	N/A	End of October 2019

OBJECTIVE	ACTION	RESPONSIBILITY	PARTNERS	COST	DEADLINE
Encourage outdoor physical and social activity	<ul style="list-style-type: none"> Build an covered exterior common area outside the cultural center for various physical, social and cultural activities. 	General Director	Programme Nouveaux horizons	\$15,000.00	End of October 2017
Offer transport services to those in need in order to participate in the activities	<ul style="list-style-type: none"> Display a list of people offering transport services to seniors, in accessible areas and in the Municipal newspaper. As well, make the list available during community events. 	Selected volunteers	Rideshare Laurentides	N/A	Fall 2017
	<ul style="list-style-type: none"> Foster the Laurentian ridesharing program, and incite volunteers to sign-up. 	Leisure Technician		N/A	Mid-June, 2017
	<ul style="list-style-type: none"> Recruit a volunteer to contact people without internet access to offer them ridesharing services. 	Leisure Technician		N/A	Fall 2017

OBJECTIVE	ACTION	RESPONSIBILITY	PARTNERS	COST	DEADLINE
<p>Pursue efforts to develop health services in Montcalm</p>	<ul style="list-style-type: none"> • Facilitate and work towards the success of a medical clinic. • Support efforts in order to have medication delivery services at the medical clinic. 	<p>Cooperative Committee</p>	<p>Elected officials</p>	<p>To be determined</p>	<p>Fall 2019</p>

ANNEX 1 – RESULTS FROM THE NEEDS OF SENIORS’ SURVEY

This survey was carried out on our citizens 55 years old and over between September 30th and October 14th, 2016.

METHODOLOGY

- ◆ Surveys were sent to the homes where people aged 55 and over reside. A postage-paid return envelope was furnished to them in order to return the survey. As well, they could send in a portion to cut off and return for a participation prize.
- ◆ **Participation Prize:** A cheque for \$50.00 was drawn at the public consultation. A presentation of the results, as well as a more detailed consultation happened at the same public consultation.
- ◆ Total number of surveys received: **85**; 56 English and 29 French.
 - 49 couples (98 people)
 - 28 single people
 - 5 in intergenerational households: 2 in families housing their parents, 3 in families housing their children
 - 4 who did not respond regarding their situation
 - **Total number of people : 136**
- ◆ Out of a possible 290 people 55 years old, 136 people were reached, which is 47% of our seniors. The results are well reflective of Montcalm seniors in 2016, with a good distribution between men, women and age groups. Most of them live in Weir.

RESPONDENTS’ PROFILES

1. THEY ARE	TOTAL ANSWERS 85	PERCENTAGE 100 %
Owners	76	89,0 %
Renters	2	2,3 %
In Seniors’ Residences	7	8,2 %

2. THEY LIVE	TOTAL ANSWERS 82	PERCENTAGE 96,5 %
As a couple	49	60,0 %
Single (18 F, 4 M, 6 did not answer)	28	34,0 %
In a family, housing their parent(s)	2	2,4 %
In a family, housing their children	3	3,6 %

3. THEY ARE	TOTAL ANSWERS 81	PERCENTAGE 95 %
Active and on the job market (10: between 55-59 years old, 2 : between 65-69 years old, 1 : between 70-74 years old)	13	16,0 %
Pre-retired	7	8,6 %
Retired	60	74,0 %
Other	1	1,2 %

4. AGE AND SEX OF RESPONDENTS			TOTAL ANSWERS 79	PERCENTAGE 93 %
AGE GROUPS	N^{umber} of Females 78 (59 %)	N^{umber} of Males 53 (41 %)		
131 people (potential: 136)				
50-59 years old	15	7	22	17 %
60-64 years old	12	5	17	13 %
65-69 years old	12	11	23	17 %
70-74 years old	16	12	28	21 %
75-79 years old	13	9	22	17 %
80-84 years old	5	4	9	7 %
85 years +	5	5	10	7 %

5. THEY LIVE	TOTAL ANSWERS 82	PERCENTAGE 96 %
In the Southern sector (Weir)	68	83 %
In the Mont-Blanc sector	7	9 %
In the Verdure sector	5	6 %
In the Lac-des-Seize-Îles sector	2	2 %

6. THEY KNOW THE SENIOR RESOURCE COUNCILLOR ON THE MUNICIPAL COUNCIL	TOTAL ANSWERS 79	PERCENTAGE 93 %
Yes	26	33 %

MONTCALM AFM Policy

No	53	67 %
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HOUSING AND OUTDOOR SPACES

7. IF THEY WERE FORCED TO LEAVE THEIR HOMES, THEY WOULD GO LIVE		TOTAL ANSWERS 69	PERCENTAGE 81 %
a	With their kids in another town	5	7 %
b	In Montcalm with their kids	1	1 %
c	In an apartment	26	37 %
d	In a residence for autonomous or semi-autonomous seniors	37	54 %
e	In a residence or apartment	1	1 %

8. IF THEY WERE GOING TO MOVE, IT WOULD BE		TOTAL ANSWERS 25	PERCENTAGE 29 %
Not anytime soon		1	
No		13	
When they could no longer drive		1	
In a few years, into a smaller house		1	
Unknown		1	
Don't know		2	
Later		1	
No plans		2	
Never		1	

9. IF THEY MADE THE CHOICE TO GO INTO A RESIDENCE: THE PERSON IS WAITING FOR AN AVAILABLE SPACE		TOTAL ANSWERS 36	PERCENTAGE 42 %
Yes		0	
No		36	

10. SERVICES WHICH THEY HAVE NOT BENEFITTED FROM AND THAT WOULD INCITE THEM TO MOVE (HAVE NOT IDENTIFIED WHICH ONES)		TOTAL ANSWERS 54	PERCENTAGE 64 %
Yes		6	
No		48	

TRANSPORT

11. MEANS OF TRANSPORT USED		TOTAL ANSWERS 78	PERCENTAGE 92 %
a	Car	75	96 %
b	Ridesharing with kids and friends	3	4 %
c	Taxi	0	0 %

12. AMONG THESE RESOURCES, THEY KNOW AND USE <small>(1) USE– (2) DON'T USE, BUT KNOW OF IT – (3) DON'T USE</small>		(1)	(2)	(3)
a	Ridesharing Laurentides Program 63 answers – 74 %	0 – 0 %	25 – 40 %	38 – 60 %
b	Transport by Centre d'action bénévole des Laurentides 61 answers – 72 %	1 – 1 %	23 – 38 %	37 – 61 %
c	Le transport en commun inter-municipal (TCIL) 61 answers – 72 %	0 – 0 %	49 – 80 %	12 – 20 %
d	Le transport adapté des aurentides 63 answers – 74 %	0 – 0 %	41 – 65 %	22 – 35 %

13. DID THEY FEEL ISOLATED AND PREVENTED FROM PARTICIPATING IN ACTIVITIES DUE TO A LACK OF TRANSPORT SERVICES		TOTAL ANSWERS 81	PERCENTAGE 100%
Yes		3	4 %
No		78	96 %

HEALTH, RECREATION, SOCIAL AND CITIZENSHIP PARTICIPATION

14. THE NUMBER OF SENIORS WHO PARTICIPATE IN THE FOLLOWING ACTIVITIES IN THEIR HOUSEHOLD (69 ANSWERS, 81 %)		
a	Physical fitness (37 answers, 44 %)	52
b	Downhill or cross-country skiing (27 answers, 32 %)	37
c	Snowshoeing (30 answers, 35 %)	43
d	Skating (25 answers, 29 %)	35
e	Walking, hiking (54, 64 %)	83
f	Golf (20 answers, 24 %)	29

g	Biking (27 answers, 32 %)	42
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14. THE NUMBER OF SENIORS WHO PARTICIPATE IN THE FOLLOWING ACTIVITIES IN THEIR HOUSEHOLD (69 ANSWERS, 81 %) (CONTINUED)		
h	Tennis (8 answers, 9 %)	10
i	Swimming (34 answers 40 %)	52
j	None of the above	1
k	Other: (9 answers, representing 12 people) Yoga (1), tai-chi (1), bridge (1), fishing (1), dance (2), snowmobiling, hunting and fishing (1), gardening (2), pool (2), landscaping (1)	

IN MONTCALM...		YES	No
a	I feel safe in the town 77 answers	77	0
b	The public buildings I go to are easy to access 78 answers (did not specify which buildings)	77	1
c	I feel respected by the youth 71 answers	71	0
d	I feel an attachment to my community 74 answers (source of 'no' answers : 1 Verdure, 3 Mt-Blanc, 9 Weir, 1 unknown)	60	14
e	There is support in my entourage (70 answers)	61	9

15. THEY WOULD LIKE...		YES	No
a	To participate in activities and collective projects (75)	39 (52 %)	36
b	Have more occasions to interact with members of the community (72)	37 (51 %)	35
c	To have a park built for seniors close to the community center (69)	34	35
d	To benefit from an at-home support committee (68)	30	38
e	A medical clinic in Montcalm (78) (Source of 'no' answers : 2 Verdure, 2 Mt-Blanc, 2 Seize-lles, 5 Weir, 1 unknown)	66 (85 %)	12
f	A pharmacy medication delivery service (74)	46 (62 %)	28

16. THE NUMBER OF SENIORS WHO PRACTICE OR PARTICIPATE IN THE FOLLOWING ACTIVITIES IN THEIR HOUSEHOLD		
a	Artistic or artisanal activities (37 answers)	43
b	Cultural outings (26)	41
c	Reading (60 answers)	85
d	Arts and crafts (42 answers)	57
e	Board games (21 answers)	33
f	Montcalm festivals and events (35 answers, from Montcalm's 4 sectors)	56
g	Community volunteer work	41
h	Mentorship services	4
i	Participation in projects	19
j	Babysitting or daycare services (grandchildren)	11
k	Family or friend assistance (family or friend caregiver)	11

17. THE NUMBER OF SENIORS WHO ARE IN THE FOLLOWING SITUATION IN THEIR HOUSEHOLD (19 ANSWERS)		
a	Illness	11
b	Physical obstacles (ex. : vision, reduced mobility, etc.) (only 5 constraints)	10
c	Mental obstacles (ex. : Alzheimer's, depression, etc.)	2
d	Financial constraints	4

18. PLACE AND NUMBER OF RESPONDENTS WHO SAID THEY HAD ACCESS TO A DOCTOR (81 ANSWERS)	
HAVE ONE : 80 – DO NOT HAVE ONE : 1 – NO ANSWER:	
Huberdeau	14
Ste-Agathe	11
St-Sauveur	10
Montréal	9
Mont-Tremblant	8
St-Jovite	5
Ste-Thérèse	4
Hawkesbury	3

19. PLACE AND NUMBER OF RESPONDENTS WHO SAID THEY HAD ACCESS TO A DOCTOR (81 ANSWERS) (CONTINUED)	
HAVE ONE : 80 – DON'T HAVE ONE: 1 – NO ANSWER : 4	
St-Jérôme	2
Rive-Sud de Montréal	2
Ste-Adèle	1
Laval	1
Repentigny	1
St-Joseph-du-Lac	1
St-Adolphe-d'Howard	1
Ottawa	1

19. THE NUMBER OF SENIORS WHO ARE CONFRONTED WITH THE FOLLOWING CONSTRAINTS IN THEIR HOUSEHOLD		
a	Solitude (3 à Weir, 1 à Verdure)	4
b	Difficulty eating alone	0
c	Difficulty managing their household (all in Weir, representing 4 domiciles)	5
d	Dependent on others to get around (3 in Weir, 1 unknown)	4
e	Need to get their groceries delivered (3 in Weir, representing 2 domiciles)	3

20. WHO HAVE BEEN VICTIM OF OR WITNESSED MISTREATMENT OR VIOLENCE	
Yes	2
No	79

21. UTILISATION AND FREQUENCY OF UTILISATION OF MUNICIPAL SERVICES	NUMBER OF ANSWERS					
	YES	NO	WEEKLY	MTHLY.	RARE	
a	Municipal website (70)	31	39	8	6	17
b	Community center (74)	47	27	16	4	23
c	Library (74)	41	33	5	9	16
d	Aerobic Corridor (68)	34	34	12	7	12
e	Pedestrian trails (63)	29	34	4	7	12

22. PARTICIPATION IN COMMUNITY ACTIVITIES ORGANISED AT THE COMMUNITY CENTER OF WEIR		NUMBER OF ANSWERS		
		YES	NO, BUT KNOW OF	UNAWARE OF
a	Arts, Monday evenings (74)	5	56	13
b	Bridge, Tuesday evenings (74)	8	56	10
c	Line dancing, Wednesday evenings (74)	10	55	9
d	Yoga, Thursday mornings (68)	2	53	13

23. PARTICIPATION IN EVENTS ORGANISED BY VOLUNTEERS		NUMBER OF ANSWERS		
		YES	NO, BUT KNOW OF	UNAWARE OF
a	Journée de la culture, end of September (71)	18	41 (58 %)	12
b	Famili-fête, end of July (79)	48 (61 %)	26	5
c	Artisan and flea market (77)	33	37 (48 %)	7
d	Expo-vente, end of November (75)	23	30 (40 %)	22

24. USE OF RESOURCES		NUMBER OF ANSWERS		
		YES	NO, BUT KNOW OF	UNAWARE OF
a	Minibottin for seniors of the MRC des Laurentides (79)	9	26	44
b	Prévoyance envers les aînés (77)	2	29	46
c	Programme PAIR (80)	2	30	48
d	Association Clair-Soleil (80)	1	33	46
e	Société Alzheimer Laurentides (80)	0	42	38
f	Palliaccio (79)	1	40	38

COMMUNICATION AND INFORMATION

25. THE FOLLOWING IS THEIR SITUATION	YES	No
They use the internet and would like to have training in order to learn to better use it (74 answers, 87 %)	18	56

26. THEY FEEL ENOUGH INFORMATION EXISTS IN ORDER TO KEEP THEM INFORMED ABOUT THE SERVICES AND ACTIVITIES OFFERED. (78 ANSWERS, 92 %)	YES	No
	64	14

SUGGESTIONS (5)

- ◆ Use email to communicate to those who authorize it, since it is more ecological and quicker (1)
- ◆ Receive more fliers in the mail (1)
- ◆ I would like for our mailboxes to be installed in the rest areas of our territories (1 Weir)
- ◆ Hard to answer, I receive newsletters, but I would prefer reminders or advertisements the way family-fete is promoted. I would like to have access to bilingual services (1)
- ◆ I receive nothing from the Municipality (1)

27. HOW WOULD YOU DESCRIBE THE COMMUNICATIONS YOU RECEIVE FROM THE MUNICIPALITY?	YES	No
Clear enough and easy to understand	79	2
Sent sufficiently in advance	76	4
Well-grouped and easily-accessible to seniors	64	8
Easy to use (voice-mail, phone line)	65	7

COMMENTS AND OTHER SUGGESTIONS

Activities

- ◆ Liked the community lunches (1)
- ◆ Would like painting courses (1)
- ◆ We live too far from the center of the activities (Mt-Blanc) (1)
- ◆ Activities are the same every year, we consider them boring, most events are unilingual French (1)
- ◆ I am close to the centers and I go (1)
- ◆ Would like bingo and Friday night line-dancing (like in Huberdeau) (1)

Internet

- ◆ I don't have Internet at Weir (1)
- ◆ High-speed internet at an affordable price is required in Lac Beaven (1)
- ◆ High-speed internet is too limited (1)
- ◆ Internet connections as well as cellular reception leaves something to be desired in our sector (1)

Transport

- ◆ The noon-time TCIL was cancelled and only allows one hour to do everything in Huberdeau (between 10:00am and 11:00am)
- ◆ There is not enough transport to go shopping (taxi service) other than from the people of the residence

Appreciation

- ◆ A great place to have been living and to be living as a junior senior! (1)
- ◆ I appreciated the survey and that seniors were thought of (1)
- ◆ Thank you very much for the survey, it was a great idea, and well appreciated (1)
- ◆ We have information, a good team in Montcalm and a wonderful Mayor. I liked the questionnaire and the attention you provide. Thank you! (1)

Varia

- ◆ When is the coop coming with the gas station? (1)
- ◆ I am not very concerned by the problems of seniors in Montcalm since I am autonomous and work in St-Sauveur (1)
- ◆ Problems with access to the Municipality (1)
- ◆ We would like to be able to purchase gasoline in Weir, Arundel or Huberdeau (1)
- ◆ Control the traffic, we could walk more that way. Lake Rond South has too many trucks and motor bikes (1)
- ◆ We would like you to apply a product (calcium) to reduce the dust on chemin Tassé (1)

Highlights

1. Stability and connection to the community

Nobody foresees leaving Montcalm or has plans to do so in the future. This seems to indicate a level of satisfaction regarding their living environment and level of autonomy allowing them to live away from urban centres. If they had to move, they would choose to live in a residence or an apartment.

Nobody who responded was on a waiting list for a space in a residence.

They feel safe and respected by the young people. More than 80% of respondents feel an attachment to their community and that there is support in Montcalm.

A little more than half of the respondents would like to participate in collective projects and have occasions to interact with members of the community.

2. **Mobility and Accessibility**

Few of the respondents feel isolated due to a lack of transport. Most of them used their own cars to get around, and some participated in ridesharing programs or TCIL.

According to their answers, we see that our seniors are generally very socially, physically and intellectually active.

- 69 people (81 % of respondents), mentioned having done at least one kind of physical activity. Of these, 13 participate in 1, 27 participate in 2 to 4 activities, and 29 participate in between 5 and 9 different activities.
- They almost all have a doctor outside of Montcalm and is often very far. Many would like to have a medical clinic in Montcalm.

3. **Constraints**

Some seniors experience isolation and have constraints preventing them from living quality lives. Regarding this, some seniors mentioned having an illness or physical limitation(s) (10) or mental issues (2). We point-out that 4 respondents admitted financial constraints.

Certain respondents have difficulty maintaining their households or depend on others to get around, whereas others have to get their groceries delivered.

4. **Municipal Services**

Less than half of the respondents visit Montcalm's website, and many go to the community center to participate in activities and events. Close to half of seniors go to the library, use Aerobic Corridor and the pedestrian trails.

The famili-fête was very popular for the seniors, and other events should be revisited to be more interesting for seniors, since their participation was weak.

Almost all the respondents were satisfied with the communications they receive from the Municipality.

ANNEX 2 – RESULTS FROM THE PUBLIC CONSULTATION

**QUESTIONNAIRE
Block n° 1**

Housing

1. Most of you have expressed to us that you would like to stay in Montcalm as long as possible. If you suffered from diminished autonomy, you have indicated to us that you would like to either go and live in an apartment (37%) in a residence (54%) or with your children (8%). If you could no longer drive, would you still want to live in Montcalm?

COMMENTS	ANSWERS
9 said they would stay in Montcalm for the rest of their lives	4 out of 6 do not have a plan for this possibility
	Would use public transport but know little about it
Having a car is essential in order to live in Montcalm	Would move to the city closer to their children
	Would like to stay at home with the aid of an at-home caregiver
	Would stay with their children elsewhere
	Would move to a residence in St-Agathe close to a hospital and services
	If we could have an Uber-type service
Transport services need to be improved	No, because of the lack of services and the distance from the hospital, I have to rely on others
	Would only stay if there are home services offered

2. Would the establishment a depanneur be necessary for you? Is it a determining factor for you to continue living in Montcalm?

COMMENTS	ANSWERS
Understand the difficulty of finding an investor for such a low-volume business	Yes
7 would like however to have a depanneur with a gas station	7 No
It would be difficult to accept it if the prices were too expensive	Is satisfied with the Huberdeau depanneur
The gas station is more important	Would not be a determining factor in staying in Montcalm
	Food trucks would be an interesting idea to consider
	Not determinant, but would be useful for the moment
	Yes, with a gas station

Transport

1. The survey showed us that organisations' transport services, as well as ridesharing services were not very well known or used. What would incite you to use these services?

COMMENTS	SUGGESTIONS
Will get informed if they need to	The Municipality should have a list of volunteers who offer transport services (on the website, at the community center and at the post office)
There is already ridesharing support between friends	Make a request to citizens in the Municipal Bulletin for volunteers to do ridesharing or transport
The attention needs to be focused on people who are isolated	Would like to have more information about the different resources and their possibilities
Don't need it, we are used to the <i>status quo</i>	That delivery services are affordable

COMMENTS	SUGGESTIONS
The schedule, cost and access of transport services are not convenient. As well, it takes a lot of planning, especially when shopping afterwards	Some people are not interested by these services
The schedule does not work for us	
There is an absence of information for ridesharing	
Some people of the residence use adapted transport each week and find it difficult to get to the bus stop	

Block n°2

Recreational life

1. Which activities would you like to do that are not offered in Montcalm?

SUGGESTIONS
A) Physical activities: Walking, cross-country skiing or snowshoe groups, Tai-chi taoïste, having more walking trails, having access to a pool, group climbing, exercises targeted towards seniors such as Pilates, stretching, stretching at the residences, Petanque, horseshoes, having a mini-gym at the cultural center and having access to an arena. All of these ideas keeping in account the size of the territory for the organisation of activities.
B) Intellectual activities: Courses on how to use tablets (offered by the FADOQ) in small groups in each of the 3 small territories of Montcalm, computer courses, French courses for anglophones, courses on how to play bridge.
C) Social activities: Dance nights, monthly community meals, bingo, get-togethers on Wednesday nights for anglophones, Friday night line-dancing, karaoke, reading, knitting, pool, bowling and crib clubs.
D) Cultural activities: Organisation of transport to go Montreal for cultural activities (museum, orchestra, etc.), showing of films on a monthly basis, painting on wood, verify if films presented at the residence could be for non-residents as well.

2. Would you be interested in having a retirees' club in Montcalm?

COMMENTS	ANSWERS
Difficult to execute given the size of the territory and the mix of French and English population	Yes (28), including an English club
	No (13)
	With the participation of other neighboring Municipalities to organise trips and other activities
	Communicate with them so they can offer services
	Booh club?

3. You said you had participated in the famili-fête (61 %), the artisan and flea market (43 %) and at the expo-vente (31 %). Have you any suggestions for other events?

COMMENTS	SUGGESTIONS
There are presently enough events	Avoid that Municipalities have competing events at the same time
	Organise a corn roast
	At least one winter activity (skating on the lake, a walking trail, sleigh ride)
	Bus transport for spring and fall outings (perhaps organised by the FADOQ)
	Christmas caroling

4. Given that you participate in activities in other Municipalities, would you like to see the Buletting des 4 villages be published again?

COMMENTS	SUGGESTIONS
It would avoid situations where Municipalities have competing events at the same time	Yes, important
	Yes, including Legion activities
	Build mailing lists to send the Infolettres in the 4 villages

5. Are agreements that allow for access to other Municipalities' infrastructures sufficient (ie. Domaine St-Bernard, Tennis Arundel)? If not, should we add more?

COMMENTS	SUGGESTIONS
	Advertise them by way of the Bulletin and publish the Montcalm ones in the journal L'Info du Nord
	Have more with transport services
	Have access to a pool
	Yes, l'Aquaclub in Mt-Tremblant

COMMENTS	SUGGESTIONS
	No. Suggestion : Get groups together for people interested in things such as swimming and organise transport
	No (4)
	Hockey at the arena
	Virtual golf
	Bowling alley

Social and civic participation

1. You told us that 52 % of you would like to participate in projects that are important to you. What are the types of occasions that would foster these kinds of interactions?

COMMENTS	SUGGESTIONS
Difficult to recruit people and have them participate	Discuss the projects at city hall and the community center
Seniors like to move and are autonomous in getting around	Organise discussion forums
	Have a community billboard advertising what people can offer
	Use the library or community center for meetings
	Project idea : food bank
	How to eat healthy (Monique Michaud)
	Organise movie nights

2. Would you like to contribute your talent and/or expertise to the community? If Yes, how?

COMMENTS	SUGGESTIONS
Is done by word of mouth	Collective kitchen (getting together to cook)
	Pursuing la journée de la culture
	Developing the REVE network: Endeavors to promote a community vision and civic participation in order to foster active aging
	This kind of request should be addressed in the next Bulletin
	Taï-chi, booh club
	Participate in a food bank club for cooking (Denise Stapleton)
	8 No
	Workshops for sewing, embroidery, macramé and knitting
	Activities for meal preparation and games for men only
	Poker, darts, etc.

3. Do you have any interest in participating in a committee focused on helping single, isolated or people with diminished autonomy for different requests/needs?

COMMENTS	SUGGESTIONS
Have the possibility to organise shopping trips to Laval 4 times a year	Yes (Georgette Chénard, Gaston and Maida Rivest, John and Carol McRandall, Loris and Karen Ponzio, Arthur and Hélène Boudreault for ridesharing, Florence Schneider, Denise Stapleton, Pam Warne)
	There is already such a committee, a housing service
	Create a Leisure Committee

4. 51 % of you said you wanted more opportunities to be able to meet with other members of your community. What kind of opportunities would you like to see?

SUGGESTIONS
Walking group
Monthly community meals
Courses on using tablets (offered by the FADOQ) in small groups, in the 3 Montcalm territories
Dance nights with a bar
Terroir gatherings: Morgan farm combined with a flea market
Associate with other events to diversify participation
Collective kitchen
By way of the booh club, by hiking
Have more meetings organised by the Municipality
Line dancing
Coffee-meetings with speakers
Choir
Have live music nights

Block n° 3

Community Support

1. More than half of the survey respondents said they were unfamiliar with the organisations and resources available to seniors. What are the best ways we can communicate this information to you (for example, having organisations present themselves at community lunches, writing blurbs in the Municipal Bulletin)?

COMMENTS	SUGGESTIONS
There is already a list	Have presentations regarding senior resources at community lunches and social activities
People didn't know there were already pamphlets with that information at the community center	Website and link to CASA and organisations
Many seniors do not use computers or the internet	Municipal telephone information service
	Municipal Bulletin, Journal l'Info du Nord et Main Street
	Have inserts in the Bulletin to remind us about the resources
	Have discussion groups about personal security (internet, telephone, etc.) and invite people who do not participate in the community lunches as well
	Coffee-meetings regarding different subjects and themes

Health

1. You all told us you had a doctor. Many among you said you had to travel far for medical services. If there was a doctor in Montcalm would you go to consult him/her?

COMMENTS	ANSWERS
Organise visits, walks to the clinic, have a mini-pharmacy	The majority would consult him/her, with exception of 2, who have Dr. Rondeau and would keep him as long as he practices

With delivery of medication	In an emergency
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2. If there was a doctor in Montcalm, would you take him/her on as your family doctor?

COMMENTS	ANSWERS
Have a specialized nurse-practitioner (super nurse)	26 out of 41 would choose him/her as their family doctor
	If necessary
	Yes, if I did not already have one
	Yes, if I could be certain the doctor would not leave Montcalm after a few years
	Could not do without a specialist

3. If you had a doctor in Montcalm, do you feel you would you stay in Montcalm for longer?

COMMENTS	ANSWERS
It would be easier but not necessary	Yes (27)
Would like the Municipality to lobby to the government for the medical clinic	Would certainly be an incentive to stay longer, especially if there is any loss of autonomy
Need a physiotherapist	Probably (8)
	No (11)

Communications

1. There have been 2 editions of the Municipal Bulletin. Would you like us to increase the number of editions of the Bulletin? If yes, to how many?

SUGGESTIONS
A few people say that two editions is enough, others suggest expanding them with a calendar of activities and events, have wider content, add a community recognition section and presentation of family pioneers.
The majority would like to see 4 editions, especially since it is the primary source of information.
Many would like to have access to an English version.

2. Are there subjects on which you would like to have more information? If yes, which ones?

SUGGESTIONS
Calendar of activities
Œil de Lynx program (13)
The Sentinelles de prévoyance envers les aînés des Laurentides
Update on climate change in the Bulletins (not sure having well understood the comment)
Civic security
A flier detailing the services offered by the Municipality
Informing the population about new library hours and Wi-Fi services with the municipal tax notices

3. At the Municipal level, how do you get informed?

COMMENTS	ANSWERS
Information is not kept up to date in The Main Street	Municipal Bulletin
The Municipality's website is not kept up to date	Website
Certain people mentioned they knew the tax rates in Montcalm were some of the lowest in the Laurentians and they hope it stays that way	Telephone
	l'Info du Nord, Main Street

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