



Survey for people aged 65 and over of the Village of Ayer's Cliff

*Questionnaire available online and on paper.
Scan the QR code to complete the online version.*



CONTEXT

**** PLEASE DISREGARD THIS SURVEY IF YOU ARE 64 OR UNDER.**

Survey period: February 10 to 23, 2025 inclusive

Time required to complete the survey: Approximately 15 minutes

As part of its Age-Friendly Municipality initiative, your municipality, supported by a steering committee chaired by Patrick Proulx, municipal councillor and elected official responsible for seniors' issues, wishes **to consult seniors AGED 65 AND OVER of the Village** through this survey.

YOUR ANSWERS ARE VERY IMPORTANT TO US.

This survey is **anonymous**, you do not have to identify yourself. All information obtained will be processed by Espace MUNI.

Completed paper questionnaires must be returned to the **exterior box provided at the Town Hall, 958 Main Street, Ayer's Cliff, no later than February 23, 2025.**

For help or assistance in completing the survey, contact the Municipality of Ayer's Cliff Village at 819 838-5006.

Thank you for your valuable participation!



RESPONDENT PROFILE

1. Are you :

- A woman
- A man
- I prefer not to answer

2. Which age group do you belong to?

- 65-74 years old
- 75-84 years old
- 85 years old and over

3. What language do you speak most at home?

- French
- English
- Other

4. How long have you lived in Ayer's Cliff?

- Less than a year
- 1 to 4 years
- 5 to 9 years
- 10 years or more

5. What type of home are you currently living in?

- Single-family home
- Bigeneration (or multigeneration) house or apartment
- Duplex, triplex or quadruplex
- Apartment
- Condo
- Sanborn Home
- Other

6. Do you live in :

Check all that apply.

- Alone
- With my spouse (married or common-law)
- With my children or my spouse's children
- Other



7. How do you live in Ayer's Cliff?

- Permanent
- Seasonal (second home)
- Occasional (weekends only)

8. What is your occupation?

- Working
- Pre-retired
- Retired

9. Are you independent in carrying out everyday activities (housework, lawn mowing, snow removal, etc.)?

- I don't need any help
- I receive help occasionally (a few times a year)
- I receive help regularly (a few times a month)
- I receive help weekly (every week)
- I receive help daily (every day)
- I don't receive help, but I could use it

10. If you receive help, who provides it?

Check all that apply.

- CLSC
- A community organization
- A caregiver (family member, friend)
- A private company
- A neighbour
- Other
- Not applicable

THEME 1: OUTDOOR SPACES AND BUILDINGS

11. To what extent do you find that the following outdoor spaces and public buildings in Ayer's Cliff are designed and developed with universal accessibility in mind (i.e. barrier-free environments, including for people with disabilities or functional limitations)?

Check the box that best describes your opinion.

	Completely accessible	Quite accessible	Rather inaccessible	Totally inaccessible	I don't know
Town Hall					
Municipal library					



	Completely accessible	Quite accessible	Rather inaccessible	Totally inaccessible	I don't know
Community center (basement of Saint-Barthélemy church)					
Parks					
Ice rink building					
Sidewalks and pedestrian crossings					
Bicycle and multi-purpose path					
Beach					
Belvedere					
Shops					

THEME 2: HABITAT AND LIVING ENVIRONMENT

12. Which municipal services do you use?

Check all that apply.

- | | |
|--------------------------------------|--|
| <input type="checkbox"/> Grocery | <input type="checkbox"/> Hardware |
| <input type="checkbox"/> Restaurants | <input type="checkbox"/> Gas station |
| <input type="checkbox"/> Stores | <input type="checkbox"/> Medical clinic |
| <input type="checkbox"/> Bank | <input type="checkbox"/> None of the above |
| <input type="checkbox"/> Pharmacy | |

13. Do you use home support services (e.g. meals-on-wheels, housekeeping, odd jobs, accompaniment/transportation, etc.) offered to people aged 65 and over?

- Very frequently (more than once a week)
- Rather frequently (once a week)
- Infrequently (once or twice a month)
- Never, because I don't need it
- Never, because I don't know about these services

14. If yes, are you satisfied?

- Very satisfied
- Satisfied
- Dissatisfied
- Very dissatisfied
- Not applicable



15. Is your home well adapted to your needs?

Check all that apply.

- Yes, it fits well
- No, the size is not right (too small or too big)
- No, not conveniently located
- No, it's not safe
- No, monthly rent or mortgage costs are too high
- No, for other reasons
- I don't know

16. Do you plan to move away from Ayer's Cliff in the next few years?

- No
- I don't know
- Yes, within 2 years
- Yes, in more than 2 years

17. What are the three (3) main reasons why you would move outside Ayer's Cliff?

Tick a minimum of 1 item and a maximum of 3 items.

- Closer to shops and services
- Closer to family and friends
- Change of income or insufficient income
- Loss of a spouse or life partner
- Change in my health (loss of autonomy, health problems)
- Excessive property maintenance
- Lack of home support services
- Lack of transportation services
- Housing offer that doesn't correspond to my needs (access to a smaller dwelling)
- Difficulty integrating into the community
- I don't know
- I have no intention of moving
- Other



18. What are the two (2) main measures that would allow you to stay in your current home as long as possible?

Tick a minimum of 1 item and a maximum of 2 items.

- Home maintenance services (laundry, housekeeping, lawn mowing, snow removal, etc.)
- Medical services at home or within easy reach
- Meal services at home or within easy reach (cafeteria, food service, catering)
- Personal care services at home or within easy reach (e.g. assistance with personal hygiene)
- Additional transportation services
- Adapting the home to make it more accessible (access ramp, lighted doorbell, etc.)
- I don't know
- None
- Other

19. To what extent do you feel that the housing supply in Ayer's Cliff adequately meets the needs of people aged 65 and over?

- Quite adequately
- Somewhat adequately
- Not very adequately
- Not at all adequately
- I don't know

THEME 3: TRANSPORT AND MOBILITY

20. Do you use any of the following mobility aids?

Check all that apply.

- Wheelchair
- Cane
- Walker
- Mobility scooter
- No assistance
- Other



21. In general, how do you get around to do your shopping?

Check all that apply.

- With my own car
- On foot
- On a mobility scooter
- By bicycle
- By cab
- By adapted transport
- Carpooling (with children, neighbours, friends, etc.)
- Someone else does the shopping for me
- I use delivery services

22. When getting around Ayer's Cliff, what are the three (3) main difficulties you encounter?

Tick a minimum of 1 item and a maximum of 3 items.

- Difficult cohabitation on roads (cars, bikes, pedestrians)
- Dangerous intersection configurations (length of crossing time, visibility of pedestrian crossings, etc.)
- Poorly visible signage (street signs, stops, etc.)
- Lack of lighting
- Lack of benches to sit on
- Lack of knowledge of existing transportation services
- Poor condition and maintenance of streets
- Poor condition and maintenance of sidewalks
- Poor condition and maintenance of bicycle path
- No difficulties
- Other

23. In general, do you find it easy to get around the village on foot?

- Very easy
- Easy
- Difficult
- Very difficult
- Not applicable

24. Do you find it easy to access adapted transport (for people with reduced mobility)?

- Very easy
- Easy
- Difficult
- Very difficult
- Not applicable, because I don't need this service
- I don't know this service



THEME 4: SOCIAL PARTICIPATION

25. In the past year, have you done any volunteer work?

- Yes, more than 5 hours during the year
- Yes, less than 5 hours during the year
- No

26. If not, why not?

Check all that apply.

- Lack of interest
- Lack of time
- Transportation difficulties
- Unsuitable schedules
- Too costly (e.g. equipment, travel, etc.)
- Lack of interesting volunteer opportunities
- Lack of awareness of volunteer opportunities
- Lack of recognition for volunteer work
- Lack of support for volunteers (e.g. training, etc.)
- No barriers
- Other

27. Are you a member of a local club, association, committee or organization (e.g. recreation committee, Golden Age Club, etc.)?

- Yes
- No

28. If yes, which ones?

Check all that apply.

- Volunteer group (recreation and culture)
- Municipal consultation committees (CCU, CCE, Comité de patrimoine et culture, MADA)
- Golden Age Club
- Not applicable
- Other group(s) / Please specify : _____

THEME 5: LEISURE

29. Are you satisfied with Ayer's Cliff's festivals, occasional activities and cultural or sporting events?

- Very satisfied
- Satisfied
- Dissatisfied
- Very dissatisfied
- I don't know



30. During the past year, have you registered for or participated in an activity or course offered by the Municipality or a local organization?

- Yes
- No

31. If no, why not?

Check all that apply.

- Lack of interest
- Lack of time
- Transportation difficulties
- Unsuitable schedules
- Unsuitable locations
- Lack of activities or courses reserved for your age group
- Lack of activities or courses in French
- Lack of activities or courses in English
- Complex registration process
- Cost of access or registration too high
- Lack of offer diversity
- Quality of offer not to your satisfaction
- Unfamiliarity with activities or courses offered
- No obstacles
- Other

32. In the coming years, what activities would you like to participate in if they were offered in Ayer's Cliff?

Tick a minimum of 1 item and a maximum of 4 items.

- Sports activities (group walks, training/gym, etc.)
- Art workshops and cultural activities
- Book-related activities (author meetings, writing workshops, etc.)
- Gardening activities
- Scientific activities
- Technology-related learning workshops (computer, smartphone, tablet, etc.)
- Workshops or lectures on various subjects
- Intergenerational activities (knitting lessons given by seniors to young people, etc.)
- Socializing activities (café-causeries, etc.)
- None

THEME 6: RESPECT AND SOCIAL INCLUSION

33. Do you find it easy to meet and socialize with people in your neighbourhood?

- Very easy
- Easy
- Difficult
- Very difficult



34. What is your sense of belonging to your community?

- Strong
- Medium
- Low

35. To what extent do you agree or disagree with the following statements?

Check the box that best describes your opinion.

In my municipality...	Strongly agree	Somewhat agree	Somewhat disagree	Strongly disagree	I don't know
People aged 65 and over are treated with respect, courtesy and kindness					
People aged 65 and over are welcomed everywhere and take part in community life					

THEME 7: COMMUNICATION AND INFORMATION

36. Do you feel that you are well informed about municipal affairs (e.g. citizen services, recreation programs, council meeting schedules, etc.)?

- Completely informed
- Somewhat informed
- Little informed
- Not at all informed
- I don't know/No interest

37. When you're looking for information about municipal services, what three (3) ways do you most often use to get it?

Tick a minimum of 1 item and a maximum of 3 items.

- Municipal Website
- Municipal newsletter
- Local newspaper
- Postings in public places
- Word of mouth
- Telephone or in-person reception at the Municipality
- Social media (e.g. Facebook page)
- Town council meetings
- By mail
- None
- Other



38. What are your communication format preferences?

Tick a minimum of 1 item and a maximum of 3 items.

- | | |
|---|--|
| <input type="checkbox"/> Email | <input type="checkbox"/> Paper (printed) |
| <input type="checkbox"/> Text message | <input type="checkbox"/> By phone |
| <input type="checkbox"/> Website | <input type="checkbox"/> In person |
| <input type="checkbox"/> Social networks (e.g. Facebook page) | <input type="checkbox"/> None |
| <input type="checkbox"/> Application (for tablets or smartphones) | <input type="checkbox"/> Other |

39. Do you find it easy to get information about community organizations and services for people 65 and over in Ayer's Cliff?

- Very easy
- Easy
- Difficult
- Very difficult

40. Have you subscribed to the municipal newsletter?

- Yes
- No

THEME 8: HEALTH AND SOCIAL SERVICES

41. Do you consider that you have easy access to health services (e.g. CLSC, medical clinic, dentist, etc.) nearby, i.e. in or around Ayer's Cliff?

- Very easy
- Easily
- Access is difficult
- No, not at all

42. Do you consider that you have access to healthy food (e.g. fresh fruit and vegetables) near your home?

- Very easy
- Easily
- Access is difficult
- No, not at all

43. Do caregivers have easy access to respite services?

- Very easy
- Easily
- Difficult
- Very difficult
- I don't know

THEME 9: SAFETY

44. Would you say that your living environment (i.e. your neighbourhood, your area of residence) is generally safe?

- Quite safe
- Somewhat safe
- Not very safe
- Not at all safe
- I don't know

45. Do you use an automated call service (e.g. PAIR/SécuriCAB program)?

- Yes
- No, I don't need this service
- No, I don't know this service

46. To what extent do you agree or disagree with the following statements?

Check the box that best describes your opinion.

In my municipality...	Strongly agree	Somewhat agree	Somewhat disagree	Strongly disagree	I don't know
Emergency services (police, fire, ambulance, etc.) meet my needs					
I benefit from the support of family, friends or neighbours to look after my safety					
I would know who to contact if I needed to report a situation of abuse, mistreatment or bullying					



CONCLUSION

47. Among the subjects addressed in this survey, what do you think are the three (3) most important that should be prioritized by the Municipality of Ayer's Cliff Village in the coming years to improve the quality of life of people aged 65 and over?

Tick a minimum of 1 item and a maximum of 3 items.

- | | |
|---|--|
| <input type="checkbox"/> Outdoor spaces and buildings | <input type="checkbox"/> Respect and social inclusion |
| <input type="checkbox"/> Housing and living environment | <input type="checkbox"/> Communication and information |
| <input type="checkbox"/> Transport and mobility | <input type="checkbox"/> Health and social services |
| <input type="checkbox"/> Social participation | <input type="checkbox"/> Safety |
| <input type="checkbox"/> Leisure | |

48. Do you have any other comments?

Thank you for your valuable contribution to this important process!