



West Bolton Family and Seniors Policy

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Municipalité
amie des aînés

En partenariat avec :

Québec 

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1. West Bolton Family and Seniors Policy

1.1 Who is the policy for ...

A family residing in West Bolton brings together individuals of all ages, connected by a relationship of kinship, alliance or belonging. It can consist of a family in the traditional sense (one or two parents with one or more children), a couple, or a single person. These include those who are designated as seniors, either based on the legal definition of the term (65 years or older) or based on the need for support resulting from their degree of autonomy.

Any citizen, regardless of their status, and in particular if they are in a precarious situation, can benefit from the family and seniors policy by virtue of their sense of belonging to the municipality which makes them a member of the great family of West Bolton.

Definition of the term "senior":

A person is referred to as a "senior" either based on the legal meaning of the term (65 years of age or older) or on the need for support resulting from their degree of autonomy.

Principles related to active aging:

The concept of active aging advocated by the WHO and the Government of Quebec refers to the process of optimizing opportunities for good health, participation and safety in order to increase the quality of life in old age.

The three pillars of participation, health and safety are reflected in the nine areas of action that are particularly important for seniors to function in everyday life, stay in touch with a network of relationships and participate in activities according to their preferences and abilities.

1.2. Issues identified through the survey

The analysis of the results of the survey consultation allowed the committee members to identify:

- The most pressing issues for families and seniors in West Bolton;
- The needs and subjects that required clarification via the citizen consultation.

Built environments

Outdoor spaces and infrastructure

Analysis and issues:

Respondents' responses touch on three types of needs:

- ⇒ Access to marked public walking trails as well as safe bike paths and a children's playground;

- ⇒ Access to bathing points: on the one hand, respondents seem to have little knowledge of the existing offer of bathing points. On the other hand, access to Douglass Beach is difficult, both in terms of costs and limited access to parking;
- ⇒ Access to a community building or a gathering place for social activities.

Transport and mobility

Analysis and issues:

Respondents' responses suggest three types of issues:

- ⇒ The feeling of safety on roads and paths, with regard to speed, road conditions and cohabitation between different users. These issues appear to have an impact on residents' lifestyles in terms of physical activity;
- ⇒ Lack of knowledge and/or difficulty in accessing certain services;
- ⇒ The long distances to travel to the different sectors of the municipality, which lead to difficulties in service delivery.

Housing and living environment

Analysis and issues:

Respondents' responses focus on the issue of the type of housing available:

- ⇒ On the one hand, older people feel that one of the reasons that would make them leave West Bolton is the difficulty of maintaining their home and yard;
- ⇒ On the other hand, a number of respondents say they are interested in different housing options. Out of 129 respondents to this question, 33 people are interested in a residence for autonomous or semi-autonomous people, 28 in intergenerational homes and 20 in affordable homes.

Social environments

Social participation, respect and inclusion

Analysis and issues:

Respondents' responses touch on two types of issues:

- ⇒ Everything related networking and socialization: the absence of a gathering place does not promote meetings and exchanges, especially for the elderly;
- ⇒ Everything related to cohabitation and respect for each other: there are notable issues of cohabitation on roads and paths, but also some concerns about the different visions of long-term residents versus newcomers from large cities. Some comments are also reported regarding the non-respect of private land.

Leisure and culture, structured or individual

Analysis and issues:

Respondents' responses mainly express a lack of close-by activities (which are nonetheless available in surrounding municipalities):

- ⇒ Lack of activities for children, adolescents and young people;
- ⇒ Lack of leisure activities for all ages: cultural, artistic, sports, social...;
- ⇒ Lack of opportunities and activities that promote a physically active lifestyle.

However, there seems to be some ignorance of the services offered.

The issue of what is actually available or not, consistent with the interests of families and seniors in West Bolton, also needs to be addressed.

It should also be noted that nearly one-third of respondents make it a priority to provide better access to the activities of surrounding municipalities.

Finally, there is some interest in individual or unstructured activities such as walking, cycling, sports on playgrounds...

- ⇒ Walking trails are named as the second priority by more than a third of respondents;
- ⇒ Regarding the question on specific activities for children, it is finally the park/playground that comes first in terms of priorities for two-thirds of respondents to this question (64 people out of the 116 respondents to this question). However, this proposal ranks last in the previous question on priorities for the general population (11 of the 228 respondents to this other question).

Communication and information

Analysis and issues:

- ⇒ There is a lack of knowledge of services and what is happening in the municipality for many respondents.

Health and social services

Analysis and issues:

- ⇒ Several services are available to West Bolton residents, but they seem to be poorly known;
- ⇒ Members of the committee are concerned about the isolation of certain more vulnerable people;
- ⇒ The size of the territory and the distance between the different sectors make it difficult to set up home services.

Safety

Analysis and issues:

- ⇒ Respondents' responses mainly relate to the issue of safety on roads and paths, in relation to the speed of certain motorists and the cohabitation of different road users;

⇒ The few residents concerned about the distance of first responders deserve to be reassured about the effectiveness of the service provided to the population of West Bolton.

1.3. Items submitted for consultation

A citizen consultation took place on November 20, 2021 to clarify some important needs identified via the survey. This collective discussion activity brought together 29 citizens of West Bolton, including 20 people aged 65 and over.

The objectives of this citizen consultation were to:

- Share information about the current portrait of the municipality;
- Share highlights of the survey results;
- Consult the public on identified needs to clarify the municipal action plan.

The issues and questions submitted to the public are described below.

The results of the consultation were considered in identifying possible solutions and in preparing the action plan.

OUTDOOR SPACES, INFRASTRUCTURE AND LEISURE

- **ACCESS TO INFRASTRUCTURE**

- ⇒ Lack of access to marked walking trails, safe bike paths and a children's playground.
- ⇒ Lack of access to bathing points: the existing offer is poorly known, access to Douglass Beach is difficult.
- ⇒ No place (room, building) to hold leisure or social activities on site.

- **LACK OF ACTIVITIES**

- ⇒ Lack of on-site activities for children, teenagers and young people, for all ages.
- ⇒ Lack of opportunities, activities that promote a physically active lifestyle.

- **LACK OF KNOWLEDGE**

- ⇒ Lack of knowledge of the activities offered by other municipalities.
- ⇒ A question of coherence between what is available and the interests of families and seniors in West Bolton.

Which inter-municipal agreements are of interest to seniors and families for recreation? Which activities? What financial support?

HOUSING

This theme was added as a concern to be addressed by consultation participants.

- ⇒ On the one hand, older people feel that one of the reasons that would make them leave West Bolton is the difficulty of maintaining their home and yard;
- ⇒ On the other hand, a number of respondents say they are interested in different housing options. Out of 129 respondents to this question, 33 people are interested in a residence for autonomous or semi-autonomous people, 28 in intergenerational homes and 20 in affordable homes.

SOCIAL PARTICIPATION, RESPECT AND INCLUSION

- ISOLATION
 - ⇒ Members of the committee wonder about the isolation of certain more vulnerable people, particularly seniors and those with loss of autonomy.

How to get to know them better? How to better reach them? Make them better aware of the services? How to support them?

- FEW NETWORKING OPPORTUNITIES AND LOCATIONS
 - ⇒ No access to a community building or room to allow for on-site social activities.
 - ⇒ Lack of a gathering place to promote meetings and exchanges, especially for the elderly.

*How to create opportunities for networking, meeting and exchange?
What and how are you ready to get involved?*

- COHABITATION ISSUES
 - ⇒ Notable issues of cohabitation on roads and paths, but also some concerns about the different visions of long-term residents versus newcomers to large cities. Some elements are also reported regarding the non-respect of private land.

HEALTH AND SOCIAL SERVICES

- LACK OF KNOWLEDGE
 - ⇒ Several services available in the surrounding municipalities, but they are poorly known.

How can we better give people access to information?

- LACK OF ACCESS
 - ⇒ Community, social and health services are offered in other municipalities, which involves travel.
 - ⇒ The size of the territory and the distance between the different sectors make it difficult to set up home services, including services for seniors.

How can we develop a sense of belonging to the surrounding municipalities?

SECURITY

- ⇒ Major safety issue on roads and paths, relating to the speed of some motorists and the cohabitation of different road users.
- ⇒ No on-site gathering place in case of emergency.

Which actions could the municipality take to improve the sense of security of families and seniors?

1.4. Areas of intervention selected

- Outdoor spaces and buildings
- Transport and mobility
- Housing
- Social development
- Recreation, culture and community life
- Communication from the municipality to citizens
- Health and social services
- Security

1.5. The objectives of the policy

Based on the analysis of the social diagnosis, the results of the survey and the citizen consultation, the five objectives selected for the policy are as follows:

1. Seniors and families have access to the services to which they are entitled;
2. Seniors and families benefit from an intergenerational, strong and supportive social network;
3. Seniors and families have access to a diverse and enriching leisure and cultural offer;
4. Seniors and families live in their homes, move around and use outdoor spaces safely in West Bolton;
5. The municipality is exploring opportunities to offer housing alternatives adapted to the needs of seniors and families.

1.6. Values and principles of intervention

Values

- Sense of belonging and cooperation;

- Respect for each other, equality, justice;
- Respect for tranquility and the rural environment;
- Generosity and benevolence, empathy, a sense of service.

The principles of intervention

- Creativity, openness, flexibility, to find solutions to problems, think outside the box and meet needs;
- The clarity and honesty of the objectives, the directions to be taken;
- Consistency between the data collected, the comments of the population and the orientations of the policy.

2. Family and Seniors Policy Action Plan

West Bolton's family and seniors policy is inclusive. One of the goals of the plan was to be able to provide support to anyone in need regardless of age. Therefore, most of the actions contained in this plan are not limited to individuals of a specific age group. Rather, it aims at implementation strategies that are diversified and adapted to the specific conditions of the target populations. For example, communication actions involve the use of various mediums to ensure that seniors and vulnerable people have access to information.

Here are specific actions for each of the objectives of the policy:

1. Seniors and families have access to the services to which they are entitled

- 1.1. Communicate and widely promote the existing service offer to which families and seniors are entitled.
- 1.2. Put in place strategies that allow people to share information with each other.
- 1.3. Facilitate access to certain health and social services for families and seniors.

2. Seniors and families benefit from a social network, including intergenerational, strong and supportive networks

- 2.1. Identify and support people who are isolated based on their need for social networks.
- 2.2. Promote opportunities and spaces for networking and meeting for families and seniors, by fostering intergenerational activities.

3. Seniors and families have access to a diverse and enriching leisure and cultural offer

- 3.1. Widely communicate the existing activity offer to which seniors and families are entitled.
- 3.2. Improve access to the supply of existing activities and infrastructures.
- 3.3. Promote the development of a local offer of activities for families and seniors.

4. Seniors and families live in their homes, move around and use outdoor spaces safely

- 4.1. Identify and support the most vulnerable people based on their safety needs.
- 4.2. Cooperate with partners to secure roads and paths, while respecting each other's expertise.

5. The municipality explores opportunities to offer housing alternatives adapted to the needs of seniors and families

- 5.1. Explore the development of different housing models adapted to the needs of different types of households.

Details of the action plan including expected results, timeline, target population and lead organizations are presented in Appendix 1 – 2022-2026 Action Plan Tables.

Appendix 1: 2022-2026 Action Plan Tables

Primary area of intervention: Health and social services

Objective	Action	Expected results	2022	2023	2024	2025	2026	Seniors	Families	Lead organization	Partners	
1st approach: Seniors and families have access to the services to which they are entitled	1.1. Communicate and widely promote the existing service offer to which seniors and families are entitled	Update, translate and disseminate in a variety of ways the portrait of resources and services compiled as part of the development of the policy (website, newsletter, and targeted mailing)	x					x	x	Administration	Network Committee	
		Promote 211 (website, newsletter, La Source)	x					x	x	Administration	211/MRC	
		Develop a citizen's guide and include a "things to know" section in terms of services, distribute it once to everyone, and then only to newcomers						x	x	Administration	Network Committee	
		<ul style="list-style-type: none"> electronic version (newsletter, website) 		x								
		<ul style="list-style-type: none"> paper version (coupon with tax bills) 			x							
		Promote the MRC's service offer in public and adapted transport	x						x	x	Administration	MRC Wellness
		Publish positive experiences of service users (e.g. first responders, SQ) - to be aligned with 3.1.					x		x	x	Administration	Citizens
	Publish new information in the newsletter and in La Source at least 2 times/year	x						x	x	Administration	Network Committee	
	1.2. Put in place strategies that allow people to share information with each other	Promote the Facebook page "West Bolton Families"	x						x	x	FB Group Network Committee	Administration
		Support seniors in planning/organizing access to services and programs			x				x		Network Committee	Outreach workers

		Set up a committee of volunteers* for some actions of this objective (network committee) - to be aligned with 2.2.		x					x	x	Administration	Citizens
	1.3. Facilitate access to certain health and social services for families and seniors	Publish volunteer opportunities in existing programs (e.g. Wellness) that will be submitted to us (newsletter/La Source)	x						x	x	Administration	Community Organizations
		Promote services offered at home with the CLSC (families and seniors) and the home service centre	x						x	x	Administration	CIUSSS Brome Lake Pole

Primary areas of intervention: Social participation and Respect & social inclusion

Objective	Action	Expected results	2022	2023	2024	2025	2026	Seniors	Families	Lead organization	Partners		
2 nd approach: Seniors and families benefit from a <u>social network</u> , including intergenerational, strong and supportive networks	2.1. Identify and support people who are more isolated based on their needs for social networks	Raising citizens' awareness of the concept of united neighbours		x				x	x	Administration	Citizens Espace MUNI		
	2.2. Promote opportunities and spaces for networking and meeting for families and seniors, by fostering intergenerational activities	Organize a guided tour of the Brome Lake Community Centre and broadcast the rooms available for social activities			x				x	x	Administration	Brome Lake Centre	
		Encourage citizens to submit ideas for social activities and publish them in the newsletter			x				x	x	Network Committee	Administration	
		Promote another event such as Neighbors' Day, at another time of the year (e.g. winter festival, harvest festival)				x			x	x	Network Committee	Administration	
		Set up an "adopt a street" project on which neighbors work together				x			x	x	Administration	Network Committee	
		Together with producers and artisans, explore the possibilities of developing a one-off market in West Bolton (such as a Christmas market type, on the occasion of Neighbours' Day, etc.).)				x				x	x	Group of producers and artisans	Nurturing Community Working Committee
		Set up a committee of volunteers* for certain actions of this objective (network committee) - to be aligned with 1.2.				x				x	x	Administration	Citizens

Primary area of intervention: Recreation, culture and community life

Objective	Action	Expected results	2022	2023	2024	2025	2026	Seniors	Families	Lead organization	Partners	
3 rd approach: Seniors and families have access to a diverse and enriching leisure and cultural offer	3.1. Widely communicate the existing activity offer to which seniors and families are entitled	Provide information about the existing service offer of surrounding municipalities and local organizations (e.g. Sentiers de l'Estrie), in different ways (newsletter, La Source)		x				x	x	Activities Committee	Administration	
		Develop a citizen's guide and include the leisure offer, distribute it once to all, then only to newcomers						x	x	Administration		
		<ul style="list-style-type: none"> • electronic version (newsletter, website) 		x								
		<ul style="list-style-type: none"> • paper version (coupon with tax bills) 			x							
		Regularly inform people about existing agreements with other municipalities, according to the seasons	x						x	x	Administration	Activities Committee Other municipalities
	Publish positive experiences of users of the services (e.g. participation in activities) – align with 1.1. and 1.2. FB page			x				x	x	Activities Committee	Administration FB Group	
	3.2. Improving access to the supply of existing activities and infrastructures	Set up an agreement for access to Douglass Beach or other bathing points	x						x	x	Administration	Other municipalities
		Organize workshops and visits to artists, artisans and other local actors				x			x	x	Activities Committee	Administration Artisans, artists
		Identify an outdoor meeting place for families and seniors			x				x	x	Administration	Citizens, businesses
Explore the possibilities of developing a park, by doing some reflection with citizens				x				x	x	Administration	Citizens Espace MUNI	

		Consult or set up a mechanism to obtain information about the interests of citizens and thus negotiate possible new recreational agreements		x				x	x	Administration		
		Update intermunicipal service agreements, ensure that they are renewed only based on needs and interests (when they expire)	x					x	x	Administration	Other municipalities	
	3.3. Promote the development of a local offer of activities for families and seniors		Set up a committee of volunteers* for certain actions of this objective (activities committee)		x				x	x	Administration	
			Identify if people in West Bolton already offer or would be willing to offer activities locally		x				x	x	Activities Committee	Administration
			Facilitate links between people interested in organizing activities between them, especially seniors (walking club, cards club)			x			x	x	Activities Committee	Administration
			Organize and facilitate outdoor activities in groups (activities such as classes and drop-in activities such as jogging, walking and yoga)			x			x	x	Activities Committee	Administration

Field of intervention first: Security

Objective	Action	Expected results	2022	2023	2024	2025	2026	Seniors	Families	Lead organization	Partners	
4th approach: Seniors and families live in their homes, move around and use outdoor spaces safely	4.1. Identify and support the most vulnerable people based on their safety needs	Maintain a confidential list of seniors by age group so that they can be easily reached, especially in case of an emergency.	x					x		Administration	Citizens Outreach workers	
		Keep a confidential list of people who are isolated or in difficulty (with a mechanism to identify them) so that they can be easily reached, especially in case of an emergency.		x				x	x	Administration Outreach workers	Citizens	
		Set up a mechanism so that citizens know how to easily reach elected officials	x					x	x	Administration		
		Encourage mutual aid among neighbours. Use the "Neighbours Together" approach, raise awareness to help their neighbours in case of emergency or difficulties (e.g. snow removal, power outage)		x				x	x	Administration RQFA Councillor	Espace Muni Citizens	
		Inform seniors about fraud, equip seniors with governmental links				x		x		Administration	Outreach workers	
		Publicize the existence of the emergency plan		x				x	x	Administration		
	4.2. Cooperate with partners to secure roads and paths, while respecting each other's expertise	Make known how to report a problem or report a speeding to the SQ	x						x	x	Administration	SQ
		Collaborate with the SQ to implement solutions, including better use of radar stations		x					x	x	Administration	SQ
		Educate the population on shared use of the road		x					x	x	Administration	SAAQ SQ Safety Committee

		Find out about existing solutions elsewhere on gravel roads similar to West Bolton in relation to incentives to respect the speed limit	x					x	x	Safety Committee	Road Committee Administration
		Implement incentives to slow down adapted to roads in West Bolton, in collaboration with the Road Committee for the technical aspect		x				x	x	Administration	Road Committee
		Set up a committee of volunteers* for certain actions of this objective (Safety Committee)	x					x	x	Administration	Citizens

Primary field of intervention: Housing

Objective	Action	Expected results	2022	2023	2024	2025	2026	Seniors	Families	Lead organization	Partners
5 th approach : The municipality explores the possibilities of offering housing alternatives adapted to the needs of seniors and families	5.1. Explore the development of different housing models adapted to the needs of different types of households	Better understand the housing needs of seniors, families and the general population through a citizen meeting on this subject (what are the needs of current residents? is there a goal of attraction?)				x		x	x	Administration	Housing Committee
		Depending on emerging needs, go see the different models existing elsewhere, including the <i>Brunante</i> model in <i>Racine</i> (what types of models, how do we organize ourselves to set them up?)					x	x	x	Housing Committee	Administration
		Set up a volunteer committee* for this purpose (housing committee)				x		x	x	Administration	

Index of leads and partners

211: Directory of socio-community organizations of the MRC Brome-Missisquoi

<https://www.211qc.ca/en/directory/monteregie/mrc-brome-missisquoi#map>

<https://www.211qc.ca/action/211/monteregie-mrc-brome-missisquoi-en.pdf>

Activities Committee: Citizens' Committee to be trained within the framework of the action plan associated with Objective 3

Administration: Administration of the Municipality of West Bolton

Artisans, artists: Artisans and artists of West Bolton

Brome Lake Pole: Subdivision of the Brome Missisquoi RCM composed of West Bolton, Town of Brome Lake and Brome

Businesses: Businesses located in the municipality of West Bolton

Centre Lac-Brome: Multifunctional community centre that hosts the Recreation, Community Services and Tourism Department, as well as a number of partner organizations in the Town of Brome Lake

<https://lacbrome.ca/en/loisirs/centre-lac-brome/>

Citizens: Citizens of West Bolton

CIUSSS : Centre intégré universitaire de santé et de services sociaux de l'Estrie - Centre hospitalier universitaire de Sherbrooke (CIUSSS de l'Estrie CHUS)

<https://www.santeestrie.qc.ca/en/home>

Community Organizations: Community organizations working in the region

Espace MUNI: Organization offering a range of services to municipalities and MRCs in order to improve the overall health and quality of life of citizens with regards to community development

<https://espacemuni.org/>

FB Group: Facebook Group "West Bolton Families"

<https://www.facebook.com/groups/1960093727473948>

Housing Committee: Citizens' Committee to be formed as part of the action plan associated with Objective 5

MRC: Brome-Missisquoi Regional County Municipality (MRC), which is an administrative entity that brings together local municipalities and provides regional management

<https://mrcbm.qc.ca/fr/>

Network Committee: Citizens' Committee to be formed as part of the action plan associated with Objectives 1 and 2

Nurturing Community Working Committee: Citizens' Committee formed in March 2022 to develop a Nurturing Community Development Plan (PDCN) for West Bolton

Other municipalities: Municipalities and towns in the region

Outreach Workers: Action Communautaire Lac-Brome Youth and Seniors Outreach Workers

Producers and Artisans Group: Working group to be formed as part of the Action Plan

Road Committee: Existing committee responsible for road issues

RQFA Councillor: Elected official responsible for family and senior issues

SAAQ: Société de l'assurance automobile du Québec

<https://saaq.gouv.qc.ca/en/>

Safety Committee: Committee of citizens to be formed as part of the action plan associated with Objective 4

SQ: Sûreté du Québec

<https://www.sq.gouv.qc.ca/en/the-surete-du-quebec/>

Wellness: Wellness Volunteer Centre at Town of Brome Lake offering services directed towards the improvement of quality of life of seniors in the region

<https://lacbrome.ca/en/loisirs/the-wellness-volunteer-centre/>

Committees established under the Action Plan

Objective	Committee	Year of creation
1 : Services	Network	2023
2: Social network	Network	2023
3: Leisure and culture	Activities	2023
4: Safety	Safety	2022
5: Housing	Housing	2025

Recommendations:

- Identify committee members with a badge when they visit citizens, to facilitate recognition and trust by citizens
- Provide confidentiality mechanisms
- Provide mechanisms to ensure everyone's safety (e.g. background checks, training)