

CONSULTATION WITH SENIORS IN THE MRC OF PONTIAC

As part of its Age-Friendly Municipality (MADA) initiative, the MRC Pontiac and its 18 municipalities need your input!

By answering this survey, you will help us identify YOUR needs and interests in order to support your active participation in community life, promote your well-being, and improve your quality of life.

For practical purposes, the term “seniors” used here refers to anyone aged 65 and over. Since we also want to consult the age group just before, THIS SURVEY IS THEREFORE INTENDED FOR CITIZENS AGED 50 AND OVER.

This survey is anonymous. There are no right or wrong answers.

Please answer spontaneously, based on your current lifestyle.

YOUR RESPONSES ARE VERY IMPORTANT AND ESSENTIAL TO US

Open-ended questions are optional but will help us better identify your needs.

The masculine gender is used in the questionnaire for ease of reading and includes all genders.

It will take about thirty minutes to complete the survey.

You have until January 30, 2026, to either:

- Complete this paper questionnaire and return it to your municipal office or the MRC office;
- OR
- Complete the questionnaire online.

For assistance in completing the questionnaire or for more information, you can contact Marie Gionet at 819-648-5689 ext. 129 or Danelle Bourque at 819-648-5689 ext. 126, both responsible for the MADA file at the MRC.

The survey responses will allow the MRC Pontiac and its 18 municipalities to adapt their municipal actions to the needs and expectations of their population.

Thank you for helping us shape the future of your living environment!

1. DEMOGRAPHIC INFORMATION (1/12)

Please check the box that corresponds to your situation:

1.1 What is your age group? *

- ☐ 50-54 years
- ☐ 55-59 years
- ☐ 60-64 years
- ☐ 65-69 years
- ☐ 70-79 years
- ☐ 80-89 years
- ☐ 90 years and over
- ☐ Other

1.2 Your gender: *

- ☐ Female
- ☐ Male
- ☐ Other

1.3 The language you mainly speak at home: *

- ☐ French
- ☐ English
- ☐ French and English
- ☐ Other

Please specify: _____

1.4 You live:*

- ☐ Alone
- ☐ With a spouse
- ☐ With a family member
- ☐ With a roommate
- ☐ In a residence
- ☐ Other; please specify

Please specify: _____

1.5 Do you have a job ? : *

(Multiple choices possible)

- ☐ Full-time
- ☐ Part-time
- ☐ Seasonal frequency
- ☐ I do not work
- ☐ I am retired
- ☐ I work occasionally

1.6 Are you independent in carrying out daily tasks?

- ☐ I am independent
- ☐ I receive occasional help (a few times a year).
- ☐ I receive regular help (a few times a month).
- ☐ I receive weekly help.
- ☐ I receive daily help.

1.7 What is your municipality of residence? *

- ☐ Allevyn-et-Cawood
- ☐ Bristol
- ☐ Bryson
- ☐ Campbell's Bay
- ☐ Chichester
- ☐ Clarendon
- ☐ Fort-Coulonge
- ☐ L'Isle-aux-Allumettes
- ☐ L'Île-du-Grand-Calumet
- ☐ Litchfield
- ☐ Mansfield-et-Pontefract
- ☐ Otter Lake
- ☐ Portage-du-Fort
- ☐ Rapides-des-Joachims
- ☐ Shawville
- ☐ Sheenboro
- ☐ Thorne
- ☐ Waltham

2. HOUSING AND LIVING ENVIRONMENT (2/12)

2.1 Do you agree or disagree with the following statements? *

Check (✓) the box that best corresponds to your opinion.

In my municipality...

There is sufficient affordable housing that is adapted to the needs of seniors.

☐ 😊 ☐ 😐 ☐ ☹️ ☐ I don't know

I have easy access to information about senior residences.

☐ 😊 ☐ 😐 ☐ ☹️ ☐ I don't know

I have easy access to information about financial assistance programs for adapting apartments and houses (e.g., RénoRégion).

☐ 😊 ☐ 😐 ☐ ☹️ ☐ I don't know

I have easy access to the services and shops I need close to home (e.g., pharmacy, garage, grocery stores, etc.).

☐ 😊 ☐ 😐 ☐ ☹️ ☐ I don't know

2.2 You are: *

- ☐ Owner
- ☐ Renter

2.3 What type of housing do you currently live in?*

- ☐ Single-family home
- ☐ Mobile home
- ☐ Apartment building (without services)
- ☐ Intergenerational home
- ☐ Seniors' residence (with services: meals, maintenance, etc.)
- ☐ Low-income housing (HLM)
- ☐ Other; please specify:

Please specify: _____

2.4a The comfort of your current home is: *

- ☐ Very good
- ☐ Fairly good
- ☐ Moderately good
- ☐ Not good

2.4b The adaptation of your current home suits your needs: *

- ☐ Very well adapted
- ☐ Fairly well adapted
- ☐ Insufficiently adapted

2.4c It is easy for you to enter and exit your apartment (or house), move around in the hallways, and get to the parking lot *

- ☐ Very easy
- ☐ Fairly easy
- ☐ Somewhat difficult
- ☐ Very difficult

2.4d The amount you spend on housing is: *

- ☐ Less than 30% of your household gross income
- ☐ More than 30% of your household gross income
- ☐ I don't know

2.6 In order to stay in your current residence, what local services would you need? *

Multiple choices possible

- ☐ Transportation
- ☐ Outdoor maintenance work
- ☐ Indoor housework
- ☐ Home care
- ☐ Hairdressing
- ☐ Meals at home
- ☐ Grocery delivery
- ☐ I don't need anything
- ☐ Other; please specify:

Other: _____

2.7 Do you have any other comments or suggestions for improving your home or living environment?

SOCIAL PARTICIPATION (3/12)

3.1 Do you agree or disagree with the following statements? *

Check (✓) the box that best corresponds to your opinion.

In my municipality...

Interesting volunteering opportunities are available to seniors.

☐ 😊 ☐ 😐 ☐ ☹️ ☐ I don't know

Senior volunteers are well supported. (e.g. training, expense reimbursement, schedules, etc.)

☐ 😊 ☐ 😐 ☐ ☹️ ☐ I don't know

There are opportunities for seniors to get involved socially.

☐ 😊 ☐ 😐 ☐ ☹️ ☐ I don't know

There is a noticeable struggle in ensuring a new generation of volunteers for community activities.

☐ 😊 ☐ 😐 ☐ ☹️ ☐ I don't know

3.2 Do you volunteer? *

- ☐ Yes
☐ No

3.3 Why do you enjoy volunteering? *

(Multiple choices possible)

- ☐ A cause/activity that interests me.
☐ A motivating challenge.
☐ Learning something new.
☐ An enjoyable team experience.
☐ Recognition for work accomplished.
☐ An opportunity to socialize.
☐ An opportunity to build bridges between generations.
☐ Does not apply.
☐ Other; please specify:

Other: _____

3.4 Why don't you volunteer? *

(Multiple choices possible)

- ☐ I don't have enough time.
- ☐ I don't have transportation.
- ☐ It's too expensive (travel, equipment).
- ☐ I'm afraid I'll always have to do more.
- ☐ I don't feel valued in this role.
- ☐ The tasks don't interest me.
- ☐ Volunteering opportunities don't fit my schedule.
- ☐ Does not apply.
- ☐ Other; please specify:

Other: _____

3.5 Do you ever participate in activities/events organized by clubs, associations, committees, and organizations in your municipality or elsewhere? *

(e.g., Knights of Columbus, Farmers' Club, 50+ Club (Golden Age), Filles d'Isabelle, Lions Club, recreation committee, sports, outdoor activities, etc.).

- ☐ Yes
- ☐ No

If yes, in which municipality?

- ☐ Alleyn-et-Cawood
- ☐ Bristol
- ☐ Bryson
- ☐ Campbell's Bay
- ☐ Chichester
- ☐ Clarendon
- ☐ Fort-Coulonge
- ☐ L'Isle-aux-Allumettes
- ☐ L'Île-du-Grand-Calumet
- ☐ Litchfield
- ☐ Mansfield-et-Pontefract
- ☐ Otter Lake
- ☐ Portage-du-Fort
- ☐ Rapides-des-Joachims
- ☐ Shawville
- ☐ Sheenboro
- ☐ Thorne
- ☐ Waltham

Other: _____

3.6 Are you a member of such a club, committee, or organization? *

☐ No

☐ Yes; please specify

Please specify: _____

3.7 Do you have any other comments and suggestions to promote the social participation of seniors in the community?

4. RESPECT AND SOCIAL INCLUSION (4/12)

4.1 Do you agree or disagree with the following statements? *

Check (✓) the box that best corresponds to your opinion.

In my municipality...

Activities and events meet the needs and preferences of seniors.

☐ 😊

☐ 😐

☐ ☹️

☐ I don't know

Activity venues are accessible and adapted for people with reduced mobility.

☐ 😊

☐ 😐

☐ ☹️

☐ I don't know

There are activities that allow younger and older generations to interact and talk.

☐ 😊

☐ 😐

☐ ☹️

☐ I don't know

The importance of seniors' achievements is recognized. (e.g., by giving out awards or highlighting their successes).

☐ 😊

☐ 😐

☐ ☹️

☐ I don't know

Seniors may be disadvantaged or marginalized when they have modest or low incomes.

☐ 😊

☐ 😐

☐ ☹️

☐ I don't know

There are seniors living in loneliness and isolation.

☐ 😊

☐ 😐

☐ ☹️

☐ I don't know

4.2 In general, do you feel that the population includes and respects seniors? *

☐ Yes

☐ No

4.3 You may elaborate your answer if you wish.

4.4 Do you have any other comments or suggestions to help seniors in your municipality feel less isolated and more included in society?

5. RECREATION (5/12)

5.1 Do you agree or disagree with the following statements? *

Check (✓) the box that best corresponds to your opinion.

In my municipality...

I have opportunities to participate in artistic activities (e.g., dance, singing, performing).

☐ 😊 ☐ 😐 ☐ ☹️ ☐ I don't know

Seniors have many opportunities to participate in social, recreational, and cultural activities.

☐ 😊 ☐ 😐 ☐ ☹️ ☐ I don't know

In general, the costs of participating in activities and classes for people over 50 are affordable.

☐ 😊 ☐ 😐 ☐ ☹️ ☐ I don't know

Seniors have access to equipment loans, free or reduced rates to enjoy activities at affordable prices.

☐ 😊 ☐ 😐 ☐ ☹️ ☐ I don't know

The facilities where conferences, workshops, or various classes for seniors are held are accessible and adequate.

☐ 😊 ☐ 😐 ☐ ☹️ ☐ I don't know

Various activities are offered to encourage healthy lifestyles (exercise, nutrition, outdoor activities, etc.).

☐ 😊 ☐ 😐 ☐ ☹️ ☐ I don't know

There are many different sports and recreational activities adapted for seniors (pickleball, bowling, walking, yoga, gym, etc.).

☐ 😊 ☐ 😐 ☐ ☹️ ☐ I don't know

5.2 Do you participate in recreational activities? *

- ☐ Yes
- ☐ No

5.3 If yes, how? (Multiple choices possible)

- ☐ Individually
- ☐ With friends or family
- ☐ In an organized group (clubs, organizations, etc.)

5.4 If not, what are the reasons? (Multiple choices possible)

- ☐ I don't feel like doing activities.
- ☐ The activities offered don't interest me.
- ☐ The schedule doesn't suit me.
- ☐ I don't know what activities are available.
- ☐ It's too expensive.
- ☐ I don't have transportation to get there.
- ☐ I don't know anyone. / I feel uncomfortable.
- ☐ Other; please specify:

Other: _____

5.5 In your opinion, which two (2) activities for seniors should be developed as a priority in your municipality *

- ☐ Cooking workshops
- ☐ Reading group
- ☐ Walking group
- ☐ Community garden
- ☐ Intergenerational activities
- ☐ Cultural activities (exhibitions, shows, etc.)
- ☐ Lectures regarding various topics
- ☐ Art workshops
- ☐ Outdoor sports activities
- ☐ Indoor sports activities
- ☐ Relaxation activities (tai chi, yoga, Pilates, meditation, etc.)
- ☐ Other; please specify:

Other: _____

5.6 Do you have access to a library in your municipality? *

- ☐ Yes
☐ No

5.6.1 If yes, the books and activities offered at the municipal library meet my needs and tastes well. *

- ☐ Yes
☐ No

5.6.2 If not, would you like to have access to it? *

- ☐ Yes
☐ No

5.7 Do you have any other comments or suggestions for improving recreational services in your municipality?

6. OUTDOOR SPACES AND BUILDINGS (6/12)

6.1 Please indicate your assessment of public spaces and buildings in your municipality by checking (✓) whether you consider them accessible or inaccessible. *

***Meaning of the term "accessible": well-lit areas and spaces, flat and non-slip walking surfaces, the facility's ease of use , ramps, automatic doors, and adapted toilets.*

Municipal office, library, and public administrative offices

☐ Accessible ☐ Not Accessible ☐ I don't know ☐ Non-existent

Arena

☐ Accessible ☐ Not Accessible ☐ I don't know ☐ Non-existent

Outdoor skating rink and tennis courts

☐ Accessible ☐ Not Accessible ☐ I don't know ☐ Non-existent

Indoor gyms and sports halls

☐ Accessible ☐ Not Accessible ☐ I don't know ☐ Non-existent

Public squares (e.g. outdoor dance floors, rest areas, plaza, etc.)

☐ Accessible ☐ Not Accessible ☐ I don't know ☐ Non-existent

Parks and hiking trails

☐ Accessible ☐ Not Accessible ☐ I don't know ☐ Non-existent

Churches, cemeteries and religious spaces

☐ Accessible ☐ Not Accessible ☐ I don't know ☐ Non-existent

Museums and performance halls

☐ Accessible ☐ Not Accessible ☐ I don't know ☐ Non-existent

Community centres, association premises, and senior clubs

☐ Accessible ☐ Not Accessible ☐ I don't know ☐ Non-existent

Streets, sidewalks, crosswalks, and bike paths

☐ Accessible ☐ Not Accessible ☐ I don't know ☐ Non-existent

6.2 Please indicate your assessment of public spaces and buildings in your municipality by checking (✓) whether you consider them to be well designed or poorly designed.

**Meaning of the expression "well-equipped": presence of adequate furniture, benches, changing rooms, rest areas, cleanliness of the premises, comfortable layout, aesthetics.*

Municipal office, library, and public administrative offices

☐ Well equipped ☐ Inadequately equipped ☐ I don't know ☐ Non-existent

Arena

☐ Well equipped ☐ Inadequately equipped ☐ I don't know ☐ Non-existent

Outdoor skating rink and tennis courts

☐ Well equipped ☐ Inadequately equipped ☐ I don't know ☐ Non-existent

Indoor gyms and sports halls

☐ Well equipped ☐ Inadequately equipped ☐ I don't know ☐ Non-existent

Public squares (e.g. outdoor dance floors, rest areas, plaza, etc.)

☐ Well equipped ☐ Inadequately equipped ☐ I don't know ☐ Non-existent

Parks and hiking trails

☐ Well equipped ☐ Inadequately equipped ☐ I don't know ☐ Non-existent

Churches, cemeteries and religious spaces

☐ Well equipped ☐ Inadequately equipped ☐ I don't know ☐ Non-existent

Museums and performance halls

☐ Well equipped ☐ Inadequately equipped ☐ I don't know ☐ Non-existent

Community centres, association premises, and senior clubs

☐ Well equipped ☐ Inadequately equipped ☐ I don't know ☐ Non-existent

Streets, sidewalks, crosswalks, and bike paths

☐ Well equipped ☐ Inadequately equipped ☐ I don't know ☐ Non-existent

6.3 Do you have any other comments or suggestions for improving the accessibility or layout of public spaces and buildings in your municipality?

7. SAFETY (7/12)

7.1 Do you agree or disagree with the following statements? *

Check (✓) the box that best corresponds to your opinion.

In my municipality...

I feel safe in my home.

☐ 😊 ☐ 😐 ☐ ☹️ ☐ I don't know

I feel safe when I go for a walk outside.

☐ 😊 ☐ 😐 ☐ ☹️ ☐ I don't know

I feel safe when I ride my bike.

☐ 😊 ☐ 😐 ☐ ☹️ ☐ I don't know

I feel safe when I drive my car.

☐ 😊 ☐ 😐 ☐ ☹️ ☐ I don't know

I trust the police when it comes to helping seniors

☐ 😊 ☐ 😐 ☐ ☹️ ☐ I don't know

Emergency services (floods, fires, drinking water, power outages) meet my needs well.

☐ 😊 ☐ 😐 ☐ ☹️ ☐ I don't know

I would know who to contact if I needed to report abuse or mistreatment of a senior.

☐ 😊 ☐ 😐 ☐ ☹️ ☐ I don't know

7.2 What measures do you take to ensure your safety? *

(Multiple choices possible)

- ☐ A family member looks after my safety.
- ☐ I am in frequent contact with my neighbours and friends.
- ☐ I use an automated telephone system (e.g.: PAIR Program).
- ☐ I have a bracelet with emergency call function (e.g.: Telus Connected Health).
- ☐ I am in contact with a social worker
- ☐ I use no means.
- ☐ Other; please specify:

Other: _____

7.3 In your opinion, what would be the two (2) priorities for better ensuring the safety of seniors in your municipality?

7.4 Do you have any other comments or suggestions to improve your sense of safety in your municipality?

8. TRANSPORTATION AND MOBILITY (8/12)

8.1 Are you able to get around easily? *

- ☐ Yes
- ☐ No

8.2 If not, what are the obstacles to your mobility?

[illegible]

8.3 In general, how do you get around to do your errands?

(Multiple choices possible)

- ☐ With my personal car
- ☐ On foot
- ☐ By bicycle
- ☐ With my four-wheeled scooter
- ☐ Someone else runs errands for me
- ☐ By public transportation
- ☐ By adapted transportation
- ☐ By taxi
- ☐ Carpooling (children, neighbors, friends, etc.)
- ☐ I use delivery services
- ☐ Other; please specify:

Other: _____

8.4 Do you use public transport (TransporAction)? *

- ☐ Yes
- ☐ No
- ☐ Not offered

8.5 If not, why? (Multiple choices available)

- ☐ I am not familiar with the service..
- ☐ I don't need it.
- ☐ I have my own vehicle.
- ☐ The fares are too high..
- ☐ The schedule doesn't suit me.
- ☐ Getting to the bus stop is difficult for me.
- ☐ The service is not offered in my municipality
- ☐ Other; please specify: _____

8.6 If it were offered at a different schedule, would you use it? *

- ☐ Yes
- ☐ No
- ☐ Maybe

8.7 Do you need transportation to participate in activities or run errands in your municipality or neighbouring municipalities? *

- ☐ Yes
- ☐ No

8.8 Do you have any other comments or suggestions to improve transportation for seniors in the area?

9. HEALTH AND SOCIAL SERVICES (9/12)

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

*

Check (✓) the box that best corresponds to your opinion.

In my municipality...

Seniors have easy access to healthcare professionals' services (doctors, dentists, nursing care, etc.).

☐ 😊 ☐ 😐 ☐ ☹️ ☐ I don't know

Seniors have quick access to the home support services they need (meals on wheels, housekeeping, home help, etc.).

☐ 😊 ☐ 😐 ☐ ☹️ ☐ I don't know

A telephone service checks in with registered seniors every morning to make sure they are doing well (PAIR service or calls from volunteers).

☐ 😊 ☐ 😐 ☐ ☹️ ☐ I don't know

Caregivers (or informal caregivers) have easy access to respite services.

☐ 😊 ☐ 😐 ☐ ☹️ ☐ I don't know

9.2 Are you familiar with and do you use the following services offered by community and health organizations in the MRC Pontiac? *

Accompaniment or transportation services by a volunteer for medical appointments

☐ Unknown ☐ Known ☐ Known, I use it

Delivery (pharmacy, grocery, etc.)

☐ Unknown ☐ Known ☐ Known, I use it

Support for caregivers

☐ Unknown ☐ Known ☐ Known, I use it

PAIR program (computerized safety calls)

☐ Unknown ☐ Known ☐ Known, I use it

Home help

☐ Unknown ☐ Known ☐ Known, I use it

Home care

☐ Unknown ☐ Known ☐ Known, I use it

Social Worker

☐ Unknown ☐ Known ☐ Known, I use it

9.3 In the past 12 months, have you ever gone without food or reduced the quantity or quality of your meals due to lack of money?

- ☐ Never
- ☐ Rarely (1-2 times)
- ☐ Sometimes (3-10 times)
- ☐ Often (more than 10 times)
- ☐ Prefer not to answer

9.4 In the past 12 months, have you used any of the following forms of food assistance? *

(Multiple choices possible)

- ☐ Food bank or emergency food assistance organization
- ☐ Meals on Wheels or home meal delivery
- ☐ Collective or community kitchen
- ☐ Community meals (e.g.: in a community center, a church)
- ☐ Help from family, friends or neighbors
- ☐ No food aid received
- ☐ Prefer not to answer

9.5 If you did not use food assistance despite needing it, what was the main reason? *

- ☐ I was not aware of the resources available
- ☐ Services are not accessible (transportation, schedule, distance)
- ☐ I did not feel comfortable asking for help
- ☐ I did not believe I was eligible
- ☐ Does not apply
- ☐ Other:

Please specify: _____

9.6 Do you have any other comments and suggestions to better address the health needs of seniors in your municipality?

10. COMMUNICATION AND INFORMATION (10/12)

10.1 Do you agree or disagree with the following statements? *

Check (✓) the box that best corresponds to your opinion.

In my municipality...

It is easy for me to obtain the information I am looking for about municipal services.

☐ 😊 ☐ 😐 ☐ ☹️ ☐ I don't know

It is easy for me to obtain information about public and community services for seniors.

☐ 😊 ☐ 😐 ☐ ☹️ ☐ I don't know

I am well informed about activities and events organized for seniors.

☐ 😊 ☐ 😐 ☐ ☹️ ☐ I don't know

Seniors have access to well-adapted courses about using the Internet, smartphones, tablets, and computers.

☐ 😊 ☐ 😐 ☐ ☹️ ☐ I don't know

10.2 What are the means you use most often to find the information you need? *

(Multiple choices possible)

- ☐ Municipal newsletter
- ☐ Websites
- ☐ Social media (Facebook)
- ☐ Radio
- ☐ Television
- ☐ Community organization that I attend
- ☐ Bulletin board
- ☐ Parish bulletin
- ☐ A caregiver, a support worker or a family member
- ☐ Call to the municipal office
- ☐ Other; please specify:

Other: _____

10.3 How would you like the municipality to provide you with more information?

10.4 Do you have any other comments or suggestions for improving communications with seniors in your municipality?

THE MRC PONTIAC (11/12)

The MRC Pontiac offers services in land use planning, urban planning, property assessment as well as economic and community development. It also groups all services to support its municipalities and citizens with regard to fire service and forestry.

11.1 Are you familiar with the services offered to the public by the MRC Pontiac? *

The management of recyclable materials

☐ Unknown ☐ Known

The business advisory service

☐ Unknown ☐ Known

Fire safety and prevention services - First responders

☐ Unknown ☐ Known

Management of programs for accessibility, adaptation, and renovation of buildings (e.g., RénoRégion)

☐ Unknown ☐ Known

Rent registry/rental platform

☐ Unknown ☐ Known

The property assessment

☐ Unknown ☐ Known

Host family housing program (cohabitation)

☐ Unknown ☐ Known

12. TO CONCLUDE... (12/12)

12.1 Are you proud to be part of your municipality? *

- ☐ Yes
☐ No

12.2 What do you prefer in your municipality?

12.3 What do you like least about your municipality?

As part of the realization of this project, the steering committee must define the main values associated with the AFSC approach (Age-Friendly Seniors Community). After discussions, the following values have been identified:

- Respect;
- Accessibility;
- Health;
- Autonomy;
- Family.

12.4 What do you think? Do you have any other suggestions to share with us?

Thank you for taking the time to answer this survey!

****Your comments are valuable for improving the quality of**