



Municipalité du Village de  
Municipality of Village of

**North Hatley**

**AGE FRIENDLY MUNICIPALITY POLICY**

**2018-2019-2020**

**MUNICIPALITY OF THE VILLAGE  
OF NORTH HATLEY**



**CARREFOUR  
ACTION MUNICIPALE  
ET FAMILLE**



**Municipalité  
amie des aînés**

En partenariat avec :

**Québec** 





Municipalité du Village de  
Municipality of Village of

**North Hatley**

# **AGE FRIENDLY MUNICIPALITY POLICY 2018-2019-2020 MUNICIPALITY OF THE VILLAGE OF NORTH HATLEY**

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## A Word from the Mayor

I would like to thank the AFM (MADA) Committee for putting together North Hatley's first policy for seniors, which will help guide the municipal council over the coming years. Citizens, elected representatives and the administration all worked together in order to identify the needs of our seniors and to devise a plan that will successfully address those needs. By adapting and improving our services for older citizens with this policy and action plan, North Hatley will continue to be one of the most beautiful villages in which to live, whatever your age.

A handwritten signature in black ink, which appears to be "Michael Page". The signature is written in a cursive style and is positioned above a horizontal line.

Michael Page

Mayor of the Municipality of the Village of North Hatley



*Pauline Farrugia (left)  
and Marcella Davis  
Gerrish (right)*

*Councillors responsible  
for the AFM Process*

## **A Word from the Councillors Responsible for the AFM Process**

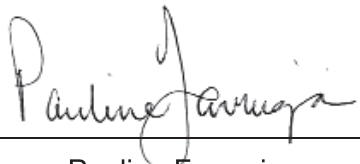
It gives us great pleasure to present North Hatley's first policy for seniors, a crucial first step towards making our village an Age Friendly Municipality. With the valuable input of our community, our AFM pilot committee has drawn a situational « portrait » of North Hatley and subsequently identified what our municipality already has and what it needs to have, for our seniors to enjoy the best quality of life and to continue to be active and contributing members of our community as long as possible. We invite you to take the time to read through this policy and action plan framework which will, in the coming years, increase the vitality of our community through better coordination of existing services, targeted use of resources and the fostering of exciting community initiatives.



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Marcella Davis Gerrish

&



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Pauline Farrugia

Municipal Councillors for the Municipality of the Village of North Hatley,  
Responsible for the AFM Process

North Hatley began the process of putting together its Age Friendly Municipality policy in the spring of 2016, thanks to the financial support of the Ministère de la famille du *Gouvernement du Québec (Secrétariat aux aînés)*. The municipality formed a project committee, made up of citizens who are active within the community, a project coordinator, municipal employees and elected representatives, and a facilitator from the *Carrefour Action Municipale et Famille*. The committee immediately set to work and defined what it means to be a senior within the community of North Hatley, completed a situational portrait of the municipality with the help of sociodemographic statistical data and a listing of the services offered within its territory, identified the general action areas that are of highest priority to the lifestyle of the municipality's senior citizens, and consulted the population of North Hatley in order to define the needs of seniors within these areas.

The consultation process was very successful, with a large attendance and participation by the citizens. In order to ensure a maximum of participants, the committee designed a questionnaire (French and English) which was distributed during the three public assemblies. These meetings sought to inform participants about the AFM process, give citizens a chance to express their concerns and exchange information with others, and invite everyone to fill out the questionnaire.

After analysing the results of the questionnaires and confirming the needs of seniors, the committee went on to put together the action plan and the final document of the policy.

The municipal council of the Village of North Hatley adopted the policy on August 7<sup>th</sup> 2017 and approved the formation of a followup steering committee in order to supervise the completion of its action plan and to ensure the application of the policy for the next three years.

## The AFM Committee Members



*From left to right : Marcella Davis Gerrish (Municipal Councillor); Eric Akbar Manolson; Natacha Prince (Administrative Assistant); Daniel Décary (Director General and Secretary Treasurer); Carole Martignacco; Judy Bean; Mary Lynn Ross; Heather Bowman; Ouida Moliner; Pauline Farrugia (Municipal Councillor); Daphnée Poirier (Project Coordinator). Absent : Greg Bishop; André Langevin (Carrefour Action Municipale et Famille).*

## The Necessity of an AFM Process for North Hatley

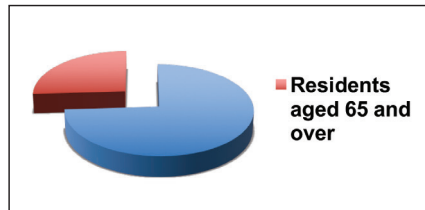
North Hatley has always prioritized the quality of life of all of its citizens and the adoption of an Age Friendly Municipality policy represents a positive commitment to the well being of North Hatley's seniors. This involves making possible a way of life that can be adapted to the different stages that occur over a lifetime. The AFM process enabled the municipality to consult its citizens and to identify the highest priorities that affect a significant portion of the community of North Hatley, its senior population.

**Our seniors** are knowledgeable and experienced individuals who contribute to their community. Many live a healthy, active lifestyle and some require a higher level of health care and assistance with mobility. **The goal of putting together an Age Friendly Municipality policy** is to give North Hatley's seniors, as well as others who may benefit, the opportunity to live life to the fullest and for as long as possible, within a safe, healthy and all inclusive North Hatley community.



## A portrait of North Hatley

- According to the Sociodemographic data of the 2016 census :
  - The municipality of the Village of North Hatley is made up of 632 permanent residents and an estimated population of 280 seasonal residents.
  - The median age within the community is 56.1 years. This is higher than that of the MRC Memphrémagog, which is 51.6 years, and of the province of Québec, which is 42.5 years.
  - 215 permanent residents are aged 65 years and over and this constitutes 34% of the permanent resident population of North Hatley.
  - 56% of permanent residents aged 65 years and over are women and 44% are men.



- The municipal territory of the Village of North Hatley extends over 4.49 km<sup>2</sup>, with land surface making up 3.16 km<sup>2</sup>.
  - The village is nestled on the shores of Lake Massawippi in the beautiful region of the Eastern Townships.
  - North Hatley is advantageously located approximately 20 km east of Magog and 20 km west of the city of Sherbrooke.
- The municipality has official bilingual status
- Housing : North Hatley currently has no residences for seniors on its territory.
- Transport and other services :
  - Lennoxville Community Aid offers a transport with accompaniment service, as well as other services such as Meals on Wheels, Blood Pressure Clinic, Foot Care Clinic, Friendly Visits and support for Care Givers.
  - *Transport des Alentours* provides the municipality with both a public transit service (for groups of three persons or more) and a paratransit service (both services through advance booking).

# The Principles and Values Behind this AFM Policy

**This Age Friendly Municipality policy reflects the following principles and values :**

**Strong Community and Social Ties**, in order to maintain a high quality of life for as long as possible.

**Respect and Inclusion**, in order to create and maintain a strong community that values the contribution of ALL of its citizens.

**An active Lifestyle**, in order to remain as healthy and autonomous as possible for as long as possible.

**An intergenerational Community**, in order to enrich citizens' lives with the sharing of experiences between different generations and to enjoy activities which bring individuals of all ages together.

## The AFM Action Plan

The AFM committee has identified the following five areas of action (priorities) :

1. Community Social and Support Services
2. Communication
3. Transportation and mobility
4. Housing
5. Social Participation

# Area of Action 1 : Community Social and Support Services

Goal : To allow North Hatley seniors to live a healthy and active lifestyle by facilitating access to the support services that they require in order to do so.

## ★ Sustained action

Objectives	Actions	3 Roles of the municipality and partner(s)	Timeline		
			1	2	3
<b>1. To bring about strong community support for North Hatley seniors through the formation of solid links of trust</b>	1.1 Work with recognized organisations to offer assistance and inform citizens about health and community services that are available.	<b>Role :</b> Partnership <b>Partner :</b> Lennoxville Community Aid	✓		
	1.2 Put a buddy system in place in order to facilitate the spreading of information and experience in regards to the use of existing health and community services.	<b>Role :</b> Partnership <b>Partner :</b> Lennoxville Community Aid		✓	
	1.3. Inform citizens about contact resources should a situation arise where they notice that a neighbour or fellow citizen requires assistance.	<b>Role :</b> Leader	★	★	★
<b>2. To facilitate home care and maintenance</b>	2.1 Inform seniors about the different services that are offered by Lennoxville Community Aid (Meals on Wheels, home visits, foot care clinic, transport / accompaniment services etc.).	<b>Role :</b> Partnership <b>Partner :</b> Lennoxville Community Aid	★	★	★
	2.2 Inform seniors about the PAIR program.	<b>Role :</b> Partnership <b>Partner :</b> Agence PAIR de Magog (La Régie de police Memphrémagog)	★	★	★
	2.3 Collaborate with organisations in order to obtain the services of a care giver for seniors.	<b>Role :</b> Partnership <b>Partners :</b> Lennoxville Community Aid Municipalities CSSS Memphrémagog Health Clinics	✓		

## Area of action 2 : Communication

Goal : To ensure that North Hatley seniors are well informed about what is going on in their community as well as about services that are available to them and how they can access these services.

Objectives	Actions	3 Roles of the municipality and partner(s)	Timeline		
			1	2	3
<b>1. To Identify ways to ensure that seniors are informed about all of the services available to them</b>	1.1 Carry out an inventory of the services that are available for seniors.	<b>Role : Leader</b>	✓		
	1.2 Create a simple and easy to use information booklet for North Hatley seniors. (Ex : Townshippers info booklet).	<b>Role : Leader</b>	✓		
	1.3 Organize annual « seniors' day » information conferences with invited local community organisations.	<b>Role : Leader</b>	★	★	★
<b>2. To improve the way in which information is distributed</b>	2.1 Ensure that municipal publications are received by all households within the municipality (by mail or special distribution) in both official languages.	<b>Role : Leader</b>	★	★	★
	2.2 Set up an information stand at the farmers' market during the summer season.	<b>Role : Leader</b>		✓	✓
<b>3. To use social activities to distribute information and to encourage social networks</b>	3.1 Organize periodically a social activity (ie. bingo) to encourage the creation of social networks and facilitate the distribution of information in the community.	<b>Role : Partnership Partner : North Hatley Community center</b>		✓	✓

## Area of action 3 : Transportation and mobility

Goal : To facilitate transport, movement and mobility for North Hatley seniors.

Objectives	Actions	3 Roles of the municipality and partner(s)	Timeline		
			1	2	3
<b>1. To facilitate access to neighbouring municipalities and encourage the use of public transportation</b>	1.1 Create a partnership with the municipality of Waterville in order to put in place a regular shuttle service to major centres for both municipalities.	<b>Role :</b> Partnership <b>Partner :</b> Municipality of Waterville		✓	
	1.2 Collaborate with the MRC Memphrémagog in order to communicate North Hatley's needs with regards to public transport.	<b>Role :</b> Partnership <b>Partner :</b> MRC Memphrémagog/ Transport des Alentours	✓		
	1.3 Inform seniors about the travel and accompaniment service that is available through Lennoxville Community Aid (for doctor and hospital appointments).	<b>Role :</b> Partnership <b>Partner :</b> Lennoxville Community Aid	★	★	★
	1.4 Inform seniors about emergency transport and ensure that they are properly informed about its access and cost.	<b>Role :</b> Leader	★	★	★
<b>2. To ensure safe and secure movement and mobility within the municipality</b>	2.1 Make intersections and pedestrian paths, safer and more accessible for seniors, especially in high traffic areas such as the village centre, town hall, public parks and routes to North Hatley's churches.	<b>Role :</b> Leader		✓	✓
	2.2 Improve rest areas with more benches placed at strategic spots around the village and in public parks.	<b>Role :</b> Leader		✓	✓
	2.3 Ensure that the municipality has adequate and acceptable pedestrian lighting in order to make walking safe and secure during non daylight hours.	<b>Role :</b> Leader			✓

## Area of action 4 : Housing

Goal : To allow North Hatley seniors to remain in their village for as long as possible, in a safe and secure home environment.

Objectives	Actions	3 Roles of the municipality and partner(s)	Timeline		
			1	2	3
<b>1. To encourage new types of housing that are suited to the lifestyle of seniors</b>	1.1 Review zoning bylaws and consider integrating different types of new housing into the existing urban plan, such as coops, condominiums, multigenerational housing and multifloor rental.	<b>Role : Leader</b>		✓	
	1.2 Encourage organisations to come and construct housing that is favourable for seniors (ie. multigenerational, coop condominium and multifloor rental housing).	<b>Role : Ambassador</b>		✓	
	1.3 Create links with organisations such as La Fédération des coopératives d'habitation de l'Estrie in order to inform seniors about different forms of housing that are possible (through the organisation of information sessions).	<b>Role : Leader</b>	✓		
<b>2. To aid seniors to remain in their homes by facilitating the adaptation of their existing homes to meet their changing needs</b>	2.1 Review zoning bylaws and consider allowing renovations to existing housing which will help seniors to remain in their homes. This would include the conversion of larger homes into multiple separate units and conversion into multigenerational or coop housing (ie. with shared facilities).	<b>Role : Leader</b>		✓	
	2.2 Inform seniors about the Société d'habitation du Québec's (SHQ) Home adaptation program (Programme d'adaptation de domicile, PAD).	<b>Role : Leader</b>	★	★	★
	2.3 Promote the tools developed by the Carrefour Action Municipal et Famille (CAMF) on the topic of housing for seniors.	<b>Role : Leader</b>	★	★	★

## Area of action 5 : Social Participation

Goal : To provide opportunities for seniors to connect with others and to contribute to their community.

Objectives	Actions	3 Roles of the municipality and partner(s)	Timeline		
			1	2	3
<b>1. To identify and promote existing social activities for seniors</b>	1.1 Carry out an inventory of all existing social activities in the municipality and surrounding areas.	<b>Role :</b> Leader	✓		
	1.2 Include these activities within the information booklet for seniors of the municipality (see Area of action : Communication).	<b>Role :</b> Leader	✓		
	1.3 Encourage seniors to join existing social activities.	<b>Role :</b> Partnership <b>Partners :</b> St. Elizabeth Church, St. Barnabas Church, UU Estrie Church	★	★	★
	1.4 Create an annual calendar of events for inclusion on the municipality's web-site.	<b>Role :</b> Leader	✓		
<b>2. To create new social activities which will bring North Hatley citizens together</b>	2.1. Organize a weekly or monthly event for all the citizens, such as bingo.	<b>Role :</b> Partnership <b>Partner :</b> North Hatley Community Center	★	★	★
	2.2. Encourage the celebration of all cultures with cultural activities such as food, music and art festivals.	<b>Role :</b> Partnership <b>Partners :</b> St. Elizabeth Church, St. Barnabas Church, UU Estrie Church	★	★	★
	2.3 Create innovative new activities which highlight what different communities have in common (ie. the celebration of North Hatley's birthday or a lake celebration festival).	<b>Role :</b> Partnership <b>Partners :</b> St. Elizabeth Church, St. Barnabas Church, UU Estrie Church	★	★	★

## Area of action 5 : Social Participation (continued)

Objectives	Actions	3 Roles of the municipality and partner(s)	Timeline		
			1	2	3
3. To introduce new social activities which are intergenerational in nature, bringing seniors together with other age groups such as school age children and young adults	3.1 Encourage seniors to participate in existing organisations that support families such as The North Hatley Recreational Society and The North Hatley Public Library.	<b>Role :</b> Partnership <b>Partners :</b> The North Hatley Recreational Society, The North Hatley Public Library, Community Aid	★	★	★
	3.2 Organize events for seniors with the North Hatley Elementary School which will bring seniors together with young children.	<b>Role :</b> Partnership <b>Partner :</b> The North Hatley Elementary School	★	★	★
4. To encourage seniors to become actively involved in new projects that will benefit the village as a whole	4.1. Support the revival of The North Hatley Historical Society.	<b>Role :</b> Partnership <b>Partners :</b> The Eastern Townships' Resource Centre, Bishop's University		✓	
	4.2. Organize new conference series in which seniors give conferences to the community on their area of expertise.	<b>Role :</b> Leader	★	★	★
	4.3 Encourage more senior citizen participation in municipal council sub committees.	<b>Role :</b> Leader	★	★	★



## Implementation of the AFM action plan

A steering committee will be formed, made up of a total of seven members : two representatives of the municipal council, one member of the municipal administration, and four North Hatley citizens.

The mandate of the committee will be :

- To ensure a follow-up of the action plan with the help of performance indicators. This follow-up will continue for a period of three years following the adoption of the policy;
- To collaborate with the members of council and the municipal employees in order to ensure a follow-up of the action plan;
- To link up with the partners that have been identified in this policy for the implementation of the action plan;
- To keep the population of North Hatley informed about the progress of the action plan.

## Final word and acknowledgements

The Council of North Hatley would like to thank the members of the AFM (MADA) committee, who contributed so enthusiastically to this process, be it through participation at numerous meetings, assistance with our public consultations or input via discussions and e-mails. Their wisdom, knowledge and experience have been an essential element to the success of this policy. We would also like to thank the members of our community who participated in our public consultations, either through the answering of our consultation questionnaires or through discussions, letters and e-mails. Our project coordinator, Mrs. Daphnée Poirier deserves special mention for her invaluable expertise, as does Mr. André Langevin from the Carrefour Action Municipale et Famille, for his wisdom and passionate encouragement throughout the process. And last but not least, we would like to thank our director general, Mr. Daniel Décary and our administrative assistant, Mrs. Natacha Prince for their patience and support.

## References

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- The Municipality of the Village of North Hatley
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