



Waterville
PROXIMITÉ HUMAINE. PROXIMITÉ URBAINE.

FAMILY AND SENIORS POLICY

A WORD FROM THE MAYOR



Dear Fellow Citizens

We are in the process of renewing our Family and Seniors Policy. In 2013, I had the privilege of chairing the committee that oversaw the process at the time. Subsequently, my new role as mayor allowed me to make this policy more widely known and to use this precious planning tool for the concrete realization of many actions stemming from consultation processes. This, then, assures our entire population, from the youngest to the oldest, that their concerns and well-being are at the root of our actions as a municipal council.

Five years later, the positive excitement caused by the development of Waterville is still present, but constantly evolve. This evolution is also affecting our families, our youth and our seniors. Updating the portrait of our population allows us to update our knowledge and better understand the strengths, realities and needs of our community. The survey and the public consultations allowed our citizens to express themselves and to express their concerns, perceptions and needs more directly. Thus, beyond the needs concerning the supply of services and the state of our infrastructures, we have found that concerns of inclusion, welcome, fulfilment and social participation are issues and values shared by a vast majority of our citizens. This explains, no doubt, the particular energy so positive and unique that we recognize in Waterville.

For all to benefit from this approach, it is up to all of us, elected officials, members of the Family and Seniors Committee and citizens of all ages, to take ownership of this development tool to keep families and seniors at the heart of our concerns and actions. Together and on these bases, we will continue make of Waterville a unique, attractive and exceptional place to be born, to live, to grow up and to grow old.

Nathalie Dupuis

In this document, the masculine gender is used for the sole purpose of making the text more readable, where appropriate, refers to both women and men.

A WORD
FROM THE

COUNSELLOR RESPONSIBLE FOR FAMILY AND SENIOR'S AFFAIRS



Dear Citizens of Waterville,

As the responsible for the Families and Senior file on Town Council, I am pleased to present the new family and seniors policy, with a view to maintaining a healthy and dynamic living environment for all.

This policy is the result of a long process of reflection and several consultations with the population, which led to the development of a plan of action reflecting your main concerns, with the aim of fostering full development of the members of our community, regardless of their age, abilities, interests and origins.

We believe that all people should be concerned about this new policy, since the family is no longer just a question of blood or family tree. Whether you live alone or with your family, each person will have a sense of being part of our community.

The resulting action plan will serve as a beacon for the municipality when it comes to making decisions. Organizations working in our community can also use it to develop strategies to achieve our common goals.

I would like to thank my colleagues on the municipal council and thank very warmly the members of the Family and Elders Committee for being present throughout the process and for bringing their knowledge and experience for this policy to emerge today.

The Family and Seniors Policy is a shared concern. It should make us aware of the plethora of actions that can be done to improve our lives and to create and maintain a sense of belonging to the environment that is right next to us.

Good reading!

Carole Chassé

INTRODUCTION

The result of a serious process of reflection and consultation with our citizens, this updated Family and Seniors Policy gives you an up-to-date definition of the family and the senior living in Waterville (see page 6). This major project also led the Committee to review, through four (4) axes of intervention, the action plan that will support the implementation of several measures and actions, which we believe, will influence the improvement of quality of life and the well-being of our entire community, from the eldest to the youngest.

This Policy calls for the mobilization and consultation of all the stakeholders in our community. It will contribute to the development of a sense of belonging to our community. All these factors will serve as ingredients for its success.

The Town of Waterville is proud to share with you the family and seniors policy that will contribute to the collective well-being of our community and continue to make our community an attractive place where quality of life prevails in our decisions and actions.



THE FAMILY AND SENIORS COMMITTEE

The establishment of a Family and Seniors Policy does not happen on its own, but it takes a team effort. This team, the Family and Seniors Committee, is made up of many people who represent families, youths, seniors, urban dwellers, rural people, women and men, as well as both official languages.

Myriam Jbabdi, citizen

Véronique Blais, citizen (absent from the photo)

Jean-François Nadeau, citizen (absent from the photo)

Bernard Houle, citizen

Shirley Knutson, citizen

Émilie Handfield, representative of La maison des jeunes de Waterville-Les pacifistes

Diane Tremblay, representative of Club rendez-vous FADOQ-Waterville

Carole Chassé, Councillor responsible for Family and Senior's Affairs

Nathalie Dupuis, Mayor

The work was supported by:

Céline Bouffard and Jim Arévalo, project managers of the MRC of Coaticook Family and Seniors Policy;

Sara Favreau-Perreault, Rural Development Officer of the MRC of Coaticook.

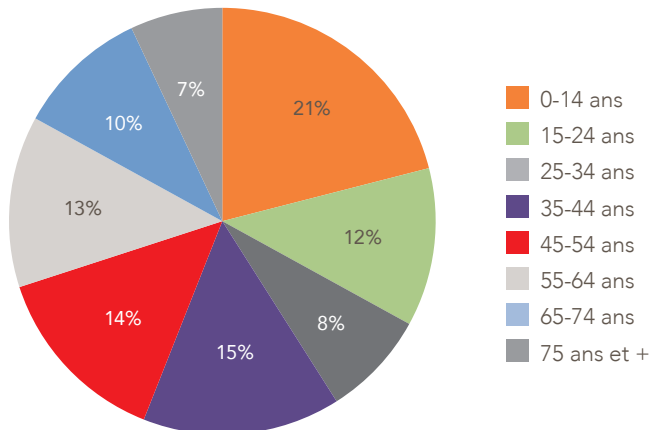


A PORTRAIT OF THE POPULATION



- The Town of Waterville has a population of **2 130 inhabitants**;
- The median age of people in Waterville is **40.8 years**. There is a decrease in the median age of the municipality compared to 2011 (41.6 years);
- **600** families live in the Town of Waterville. Among them, 260 are in a relationship and have children, 240 are in a relationship and have no children and 100 are single parents;
- The age group **0-14** shows the highest percentage of the population (21%);
- The **595 young people** aged 0 to 19 represent **28%** of the population;
- **365** persons aged **65 and over** live in Waterville, which represents **17.2%** of the total population. Compared with 2011, there is a growth of 2%;
- We note that **30%** of the population speaks **English** and 1% speaks a language other than the official languages at home.

POPULATION BY AGE GROUP



FAMILY AND SENIORS POLICY

OUR DEFINITION OF THE FAMILY

"Nowadays, the family takes many forms. It is sometimes composed of children, women and men who recognize themselves through their values. It is the mirror of our society. Inclusive, it is about the well-being of the clan while respecting the individual character of each of its members.

The family is surrounded by the community that allows it to prosper daily. In summary, the family grows in number and quality when it is open to the community."

HOW WE DEFINE SENIOR

"The senior is an important resource for families and the community. His pace of life gives him more time to complete many projects. If the senior can share his knowledge with wisdom, he is also able to learn with curiosity."

THE VALUES OF THE POLICY

These values determine who we are and where we want to develop:

- **Community:** To ensure the vitality of our community;
- **Vitality:** To stimulate curiosity and encourage perseverance;
- **Openness:** To welcome and listen to each other to learn more.

The family and the seniors's policy is based on the principles of **ACTIVE AGING**

PARTICIPATION

HEALTH

SECURITY



EXISTING MEASURES

Steps have been underway since 2006 to put Waterville's families and seniors at the centre of municipal concerns. As they have a positive impact on their lives, we pursue them. For more information, we invite you to contact the municipality.

For families and individuals (Family Financial Assistance Program)

- A gift of \$100 at the birth of a child
- For families who agree to use washable diapers, reimbursement of the invoice amount for washable diapers, up to a maximum of \$200
- Financial support for recreational transportation
- Free library membership
- Pricing modulated according to the number of children for day camp enrolment
- Enhanced Home Ownership Policy of \$250 per child in the family (up to \$1,000)



For organizations offering services to citizens

- Financial Support and Building Loan to the Waterville Community and Cultural Centre
- Financial Support and Building Loan to the Waterville Youth Centre
- Financial Support and Building Loan to the Waterville Library
- Financial support for the "Neighbours Day" activity



ACTION PLAN 2020-2024

Here are the axes of intervention that we have chosen based on the issues raised by families and seniors.

- Sports & Recreation, Cultural and Community life
- Safety and Transportation
- Housing and living environment
- Communication and Information

AXES OF INTERVENTION: SPORTS & RECREATION, CULTURAL AND COMMUNITY LIFE

OBJECTIVES	ACTIONS	RESPONSIBLES (R) AND PARTNERS (P)	2020	2021	2022	2023	2024
Encourage the organization of activities for the well-being of families with children (0-5 and 6-12 years)	Encourage and support the development of activities for Waterville families with the MRC of Coaticook Maison de la famille /Family House	(R) Municipality (P) MRC of Coaticook Family House (P) Waterville cultural and community centre	✓	✓	✓	✓	✓
	Maintain literacy activities such as Toddler's Week (Grande semaine des tout-petits), Story Time at the Municipal Library, book crunches, family planner distribution, etc;	(R) Municipality (P) Library (P) Waterville cultural and community centre (P) MRC of Coaticook	✓	✓	✓	✓	✓
	Maintain the adapted pricing favouring access to the municipal day camp for large families	(R) Municipality	✓	✓	✓	✓	✓
Encourage the participation of young people aged 13 and over in the municipality	Put in place strategies and structures for youth participation in projects and activities that affect them	(R) Municipality (P) Waterville Youth Centre (Maison des jeunes) (P) MRC of Coaticook		✓	✓		
	Encourage the development of projects for adolescents and encourage the animation and use of places by them	(R) Municipality (P) Waterville Youth Centre	✓	✓	✓	✓	✓
	Establish a recognition program for school perseverance	(R) Municipality (P) Schools (P) Desjardins (P) Members of the Parliament	✓				

ACTION PLAN 2020-2024

AXES OF INTERVENTION: SPORTS & RECREATION, CULTURAL AND COMMUNITY LIFE

OBJECTIVES	ACTIONS	RESPONSIBLES (R) AND PARTNERS (P)	2020	2021	2022	2023	2024
Promote the participation of seniors in the organization of cultural, social, sports and recreational activities	Maintain and enhance seniors' gathering activities such as the Café du bien, Waterville's FADOQ Rendez-vous Club, etc.	(R) Municipality (P) Rendez-vous FADOQ club of Waterville (P) Lennoxville Community Help (P) MRC of Coaticook Volunteer Service (P) Waterville cultural and community centre (P) Library	✓	✓	✓	✓	✓
	Make sure to have inspiring, adapted, safe and accessible facilities and public places for the practise of recreational activities for seniors	(R) Municipality	✓	✓	✓	✓	✓
	Support the organization of physical activities led by the hiring of a resource person	(R) Municipality (P) Waterville cultural and community centre (P) MRC of Coaticook (P) Acti-sports	✓	✓	✓	✓	✓



ACTION PLAN 2020-2024

AXES OF INTERVENTION: SPORTS & RECREATION, CULTURAL AND COMMUNITY LIFE

OBJECTIVES	ACTIONS	RESPONSIBLES (R) AND PARTNERS (P)	2020	2021	2022	2023	2024
Promote the maintenance and development of intergenerational activities	Maintain support for organizing activities such as: <ul style="list-style-type: none"> • Neighbour Day • Winter Fun • Santa Claus parade and gift distribution • Traditional dance • Fishing festival • Summer Fun • United for the cause race Encourage the development of new unifying activities	(R) Municipality (P) Waterville cultural and community centre (P) Waterville recreation committee (P) United for the cause race committee	✓	✓	✓	✓	✓
	Develop strategies to stimulate the involvement and participation of different age groups in community, sport and cultural activities	(R) Municipality (P) Waterville cultural and community centre (P) Waterville Youth Centre (P) Waterville recreation committee (P) Library (P) United for the cause race committee (P) Rendez-vous FADOQ club of Waterville	✓	✓	✓	✓	✓
	Maintain financial support for the integration of a cultural offer during events	(R) Municipality (P) Tourism and cultural committee	✓	✓	✓	✓	✓
	Support organizations in the implementation of cultural activities, including the addition of cultural mediation projects	(R) Municipality (P) MRC of Coaticook (P) Ministry of Culture and Communications	✓	✓	✓	✓	✓

ACTION PLAN 2020-2024

AXES OF INTERVENTION: SPORTS & RECREATION, CULTURAL AND COMMUNITY LIFE

OBJECTIVES	ACTIONS	RESPONSIBLES (R) AND PARTNERS (P)	2020	2021	2022	2023	2024
Develop, upgrade and enhance public spaces and buildings as well as sports and recreational facilities so that they are promoting, inspiring, accessible, safe and attractive in all seasons	Improve and maintain the maintenance and continuous improvement of the places, infrastructures and amenities of municipal parks such as Huntingville Park, Water Tower Park, Bellevue Park, Seniors Park, etc.	(R) Municipality	✓	✓	✓	✓	✓
	Create an accessible and inclusive multi-purpose venue that meets the needs of organizations providing services to families and seniors	(R) Municipality (P) Waterville cultural and community centre (P) Waterville recreation committee (P) Waterville rendez-vous FADOQ club (P) Library (P) Waterville Youth Centre	✓	✓			
	Ensure that appropriate, safe and accessible public facilities are available for recreational activities for seniors	(R) Municipality	✓	✓	✓	✓	✓
	Promote ISO-famille certification in public places in the municipality and during events	(R) Municipality (P) Voix des parents	✓	✓	✓	✓	✓
Provide financial support programs for families and seniors	Maintain the Family Financial Support Program and revise it as needed to adapt it to the reality of the community Reflect on opportunities to expand this program to seniors	(R) Municipality	✓	✓	✓	✓	✓
Enhance and promote volunteer involvement	Maintain the organization of the annual dinner highlighting the contribution of volunteers from the municipality	(R) Municipality	✓	✓	✓	✓	✓
	Encourage community organizations to participate in the CAB regional volunteer recognition evening	(R) Municipality (P) MRC of Coaticook Volunteer Service	✓	✓	✓	✓	✓

ACTION PLAN 2020-2024

AXE OF INTERVENTION: SAFETY AND TRANSPORTATION

OBJECTIVES	ACTIONS	RESPONSIBLES (R) AND PARTNERS (P)	2020	2021	2022	2023	2024
Assure a safe living environment	Improve the safety of some pedestrian crosswalks and add others to pedestrian areas	(R) Municipality (P) Ministry of Transportation (P) Sûreté du Québec	✓	✓	✓	✓	✓
	Maintain and enhance lighting to facilitate active travel and activities in outdoor public places	(R) Municipality	✓	✓	✓	✓	✓
	Reflect on a sidewalk repair strategy in targeted pedestrian corridors that promote active transportation	(R) Municipality	✓	✓			
	Maintain speed readers at the most problematic places and for a period of time that promotes behavioural changes	(R) Municipality	✓	✓	✓	✓	✓
Develop alternative transport offer	Evaluate the needs of active, alternative and public transportation Stay on top of the needs of citizens and encourage their efforts to promote active travel and public transportation	(R) Municipality (P) MRC of Coaticook (P) Coaticook Region Acti-Bus	✓	✓	✓	✓	✓

AXE OF INTERVENTION: HOUSING AND LIVING ENVIRONMENT

OBJECTIVES	ACTIONS	RESPONSIBLES (R) AND PARTNERS (P)	2020	2021	2022	2023	2024
Promote home care services to seniors	Promote existing and developing services that support seniors' home care	(R) Municipality (P) Lennoxville Community Help	✓	✓	✓	✓	✓
	Reflect on the possibility of creating a policy encouraging seniors to stay in Waterville when selling their homes	(P) MRC of Coaticook Volunteer Service (P) MRC of Coaticook CDC					
	Promote subsidy programs to adapt housing	(R) Municipality (P) MRC of Coaticook	✓	✓	✓	✓	✓
	Foster the development of a health point in Waterville	(R) Municipality (P) GMF des frontières (P) Massawippi Valley Health Centre	✓	✓	✓		

ACTION PLAN 2020-2024

AXE OF INTERVENTION: HOUSING AND LIVING ENVIRONMENT

OBJECTIVES	ACTIONS	RESPONSIBLES (R) AND PARTNERS (P)	2020	2021	2022	2023	2024
Encouraging a diverse housing offer that meets the needs of families and seniors	Update the Home Ownership Program by maintaining construction and home ownership incentives and by adding incentives to the property (existing rents and homes)	(R) Municipality	✓	✓	✓		
Encourage families to settle in Waterville	Maintain and enhance, if necessary, the amounts offered in the Home Ownership Policy for families with children under 18 years of age	(R) Municipality	✓	✓	✓	✓	✓
	Foster the development of a health point in Waterville	(R) Municipality (P) GMF des frontières (P) Massawippi Valley Health Centre	✓	✓	✓		
	For the implementation of a Childhood centre (CPE) in urban areas	(R) Municipality (P) Existing CPEs	✓	✓	✓		
Increase citizens' sense of belonging to the municipality	Create a municipal structure for newcomers	(R) Municipality (P) MRC of Coaticook	✓	✓	✓	✓	✓
	Support the promotion of good news from the community via various regional media	(R) Municipality	✓	✓	✓	✓	✓
	Participate in the enhancement of the landscapes and history of the municipality. Continue efforts to beautify the municipality	(R) Municipality (P) Waterville History Society (P) MRC of Coaticook (P) Comité d'embellissement	✓	✓	✓		

ACTION PLAN 2020-2024

AXE OF INTERVENTION: COMMUNICATION AND INFORMATION

OBJECTIVES	ACTIONS	RESPONSIBLES (R) AND PARTNERS (P)	2020	2021	2022	2023	2024
Ensure access to information about municipal and community life	Maintain the publication of the municipal newspaper La Source	(R) Municipality	✓	✓	✓	✓	✓
	Promote the use of the "Ressources Coaticook" site by local organizations and promote it to the public	(R) Municipality (P) MRC of Coaticook CDC (P) Local organizations	✓	✓	✓	✓	✓
	Maximize the dissemination of relevant information on the municipality's website and on social media	(R) Municipality	✓	✓	✓	✓	✓
	Have an external bulletin board to publicize the activities and services offered	(R) Municipality	✓	✓			
	Collaborate to make information accessible on: <ul style="list-style-type: none"> • Events organized by the various organizations of the area • Resources available for families and seniors. • Existing regulations 	(R) Municipality	✓	✓	✓	✓	✓
	Maintain the reflex to think of the English-speaking clientele in all that is organized and developed	(R) Municipality	✓	✓	✓	✓	✓
	Deploy a new system of alerts to the population for emergency situations (broken pipes, street closures, etc.) and promote its maintenance and use	(R) Municipality	✓	✓	✓	✓	✓

IMPLEMENTATION OF THE POLICY

The town entrusts the Family and seniors's committee with the mandate of the implementation of the 2020-2024 action plan and it's follow-up. The committee will meet annually to develop a more detailed timeline which will include expected results as well as indicators in order to evaluate the progress of such actions to be able to adjust to the new realities of families and seniors and finally make some recommendations to the Town council in order to make an adequate follow-up.

Through this same monitoring mechanism, the committee will also continue its role of inspiring the municipal administration to create a supportive living environment that meets the needs of families and seniors, while strengthening the links between generations.



CONCLUSION

The renewal of the Town of Waterville's Family and Seniors Policy provided an opportunity to strengthen the relationship between citizens and the municipality, for a common goal: to work for the well-being of families and seniors in our community.

By their contribution and their mobilization, the citizens, the elected officials and the municipal administration, as well as the actors of the environment have already begun to give life to this policy and we hope that there will be more and more people and/or organizations to do the same. This is how this Policy can be a success.

The involvement of all guarantees the achievement of objectives and will improve the quality of life in the municipality. Therefore, we would like to invite you at any time to send us your comments and recommendations.

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