

2025-2029

AFM POLICY

Age-Friendly
MUNICIPALITY
(AFM)



VILLE DE / TOWN OF
Stanstead

425, rue Dufferin
Stanstead (Québec)
J0B 3E2



Municipalité
amie des aînés

Québec 



A WORD FROM THE MAYOR

Hello everyone,

It is truly an honor for me to present our second policy for seniors, developed as part of the provincial government's «Age-Friendly Municipality» program.

The first policy was launched at the dawn of the pandemic, a context that unfortunately disrupted the implementation of planned actions. Today, we return with a new policy that directly addresses the concerns of our seniors and proposes a concrete action plan to address them.

On my own behalf and on behalf of the members of council, I would like to warmly thank the members of the steering committee for this policy, as well as the municipal councillors who actively participated in this process. Many thanks also to the volunteers and citizens who contributed to the development of this project.

I am deeply grateful to be able to collaborate with our community to implement innovative solutions to promote active ageing. This approach allows us to build an ever more inclusive society at all stages of life.

Once again, thank you to each and every one of you.

Jody Stone



PRESENTATION OF THE NEW AFM POLICY

MISSION

Stanstead's Age-Friendly Municipality (AFM) policy aims to improve the environment and quality of life of its senior citizens by developing a framework of reference and intervention for the municipal administration and its partners.

DEFINITION OF SENIORS

For the purposes of this policy, seniors are defined as follows:

- » Seniors are full citizens, regardless of their language, culture, or interests. They are called upon to interact with all generations;
- » They are the builders of our society. They pass on a legacy and a heritage to the generations that follow them;
- » They contribute to the community through their presence, their activities, and their participation in community life;
- » The term «seniors» encompasses several different realities and varies more depending on the individual's health than on their age.

CONCEPT OF ACTIVE AGEING *

The three pillars of active ageing are:

Participation

Older people's participation can be seen in all spheres of society: social, cultural, spiritual and economic. Participating means feeling included in one's community, and age should not be a barrier to inclusion.

Health

Being healthy means greater independence and well-being, which reduces the need for health care and social services.

Security

Environments (living environments, neighborhoods, municipalities, regions) are being called on to evolve to meet the needs of an ageing population, hence the importance of making them safer and more caring places for seniors.

* Gouvernement du Québec (2020) Guide d'accompagnement pour la réalisation de la démarche Municipalité amie des aînés – 2^{ème} édition

VALUES

The values that guide the creation of this policy are as follow:

Accessibility and autonomy

We believe it is important to support senior's independence by making various places, activities, and services as accessible as possible so that they can remain in their homes as long as possible.

Citizen participation

Seniors are full citizens. Their active participation in the community is a valuable and encouraged contribution. Through their activities, they contribute to the vitality of their community while promoting their own well-being.

Quality of life and well-being

It is important that our environments promote the quality of life and well-being of its seniors by creating favorable conditions to meet their fundamental needs.

Respect and knowledge transfer

Everyone deserves to be respected, regardless of their opinions, abilities, or age. We must preserve the dignity of our seniors. They carry a wealth of knowledge and experience that deserves to be shared.

Solidarity, cooperation, inclusion and integration

The Stanstead community forms a whole that calls for solidarity and mutual assistance between linguistic communities, between generations, between residents of different geographic areas of the city, etc.

THE INITIATIVE

Stanstead's AFM policy is an initiative carried out through the work of a steering committee composed of senior citizens, a municipal councillor, the community development officer, and representatives of organizations and partners concerned with seniors' issues. This committee guided the thinking and process, resulting in the document you have before you.

Throughout its work, the steering committee was concerned with ensuring that the chosen directions and actions accurately reflected the needs and aspirations of residents. This is why citizen focus groups were conducted and data collection helped create a portrait of the community based on available statistics.



ACTION PLAN 2025-2029

Here is a summary of the action plan:

HOUSING – LIVING ENVIRONMENTS

- » Promote staying at home
- » Increase the availability of affordable housing

TRANSPORTATION AND MOBILITY

- » Improve public transport
- » Increase transportation options for seniors
- » Promote active travel

COMMUNICATION AND INFORMATION

- » Improve communications to seniors
- » Improve information sharing with seniors
- » Reaching out to isolated senior citizens
- » Promote activities to seniors, seniors' organizations, and seniors' associations
- » Promote staying at home
- » Improve the quality of residential housing
- » Promote public transport
- » Raise awareness of the services available in case of an emergency
- » Promote awareness of local health and social services

COMMUNITY SUPPORT AND HEALTH SERVICES

- » Promote awareness of local health and social services
- » Maintain and enhance the CIUSSS's health services in Stanstead
- » Facilitate access to health care

SECURITY

- » Fostering closer ties and breaking down prejudices between the local population and foreign workers
- » Promote safe active travel
- » Reduce nuisances (noise and dust) caused by granite companies
- » Reach all seniors in case of emergency
- » Have a center that can serve as a refuge in case of emergency

SOCIAL PARTICIPATION

- » Promote civic participation among seniors
- » Highlighting the contribution of seniors to the community
- » Promoting active living for seniors

RESPECT AND SOCIAL INCLUSION

- » Stimulate the development of intergenerational activities
- » Promote active living for seniors

RECREATIONAL LIFE

- » Promote active living for seniors

OUTDOOR SPACES AND BUILDINGS

- » Promote physical activity among seniors
- » Provide the city with space for citizens' activities
- » Promote active travel



ACKNOWLEDGMENTS

A warm thank you to all the individuals and organizations who participated or collaborated on updating the Age-Friendly Municipality policy. This endeavour would have been impossible without you.

These acknowledgments are primarily addressed to the members of the steering committee who contributed to the review of the last action plan, who organized and facilitated the four public consultations, and who actively contributed to the drafting of the 2025-2029 action plan and its policy.

A big thank you also goes to the people who participated in the focus groups.



From left to right : Susie Adam, Mélanie Banville, Aileen Collier, Gabrielle Schloesser, Christine Cormier, Lise Gallant-Boivin, Allyna Harris, Deborah Bishop

STEERING COMMITTEE MEMBERS

Susie Adam

*Stanstead Volunteer Centre
representative (CAB)*

Mélanie Banville

*Member of the municipal
administrative staff (Community
Development Officer)*

Deborah Bishop

Municipal councillor

Aileen Collier

*Health Promotion Advisor with the
CIUSSS, healthy lifestyles program*

Christine Cormier

*Community Organizer with the
CIUSSS, seniors program and
Stanstead territory*

Huguette Gagnon

*Senior citizen and president of
the board of directors for FADOQ
Stanstead*

Lise Gallant-Boivin

Senior citizen

Allyna Harris

Senior citizen

Marlène Lemire

*Senior citizen and member of the
board of directors for FADOQ Beebe
and Cercle des Fermières Stanstead*

Gabrielle Schloesser

Senior citizen

ACTION PLAN 2025-2029

HOUSING – LIVING ENVIRONMENTS

OBJECTIVES	ACTIONS	TIME FRAME				
		2025	2026	2027	2028	2029
Promote staying at home	<ul style="list-style-type: none"> Create a list of maintenance needs for tenants and owners, both indoors and outdoors, and publicize existing services. 	X				
	<ul style="list-style-type: none"> Develop projects to address unmet maintenance needs 				X	X
	<ul style="list-style-type: none"> Support the adaptation of existing housing to enable people to remain at home 	X	X	X	X	X
	<ul style="list-style-type: none"> Amendment of regulations to allow the adaptation of a single-family home into, for example, a multi-generational home 	X				
Increase the availability of affordable housing	<ul style="list-style-type: none"> Explore the feasibility of creating social housing for semi-autonomous seniors aged 70 and over. 	X	X	X	X	X
	<ul style="list-style-type: none"> Increase the supply of affordable housing 	X	X	X	X	X
	<ul style="list-style-type: none"> Adopt a regulation that establishes a percentage of affordable housing for new construction 	X				



TRANSPORTATION AND MOBILITY

OBJECTIVES	ACTIONS	TIME FRAME				
		2025	2026	2027	2028	2029
Improve public transport	• Provide assistance to people who speak English when requesting public transportation services	X	X	X	X	X
	• Advocate to improve weekly service to Magog and Sherbrooke	X	X	X	X	X
Increase transportation options for seniors	• Create a subcommittee for transportation	X				
	• Explore the feasibility of a non-medical transportation service for seniors (e.g., developing a carpooling service, etc.)	X	X			
	• Develop an alternative transport service		X	X	X	X
Promote active travel	• Assess the need or interest for assistance during active travel	X	X			
	• Develop an assistance service as needed		X	X	X	
	• Assess the need or interest in purchasing crampons for winter walking	X	X			
	• Find a way to provide access to crampons		X	X	X	



COMMUNICATION AND INFORMATION

OBJECTIVES	ACTIONS	TIME FRAME				
		2025	2026	2027	2028	2029
Improve communications to seniors	• Establish a section for seniors in the Stagecoach in every issue	X				
	• Review the processes for transmitting information to be disseminated by the City (Stagecoach, calendar, website, etc.)	Once a year	Once a year	Once a year	Once a year	Once a year
	• Improve the AFM tab on the city's website	X	X	X	X	X
	• Add a Frequently Asked Questions section to the AFM page on the city's website		X			
	• Publicize major information in Le Bistro (Volunteer Centre newsletter)	X	X	X	X	X
Improve information sharing with seniors	• Implement a call system to disseminate important information (automated application)	X				
Reaching out to isolated senior citizens	• Establish a list of isolated seniors in the municipality	X	X			
	• Plan the means and frequency for updating the list of isolated seniors		X			
Promote activities to seniors, seniors' organizations, and seniors' associations	• Install an electronic board for the dissemination of information	X				
	• Establish a community calendar of activities offered to the community (recreation, culture, sports, community, etc.) on the City's website	X				





COMMUNICATION AND INFORMATION (CONTINUED)

OBJECTIVES	ACTIONS	TIME FRIME				
		2025	2026	2027	2028	2029
Promote staying at home	<ul style="list-style-type: none"> Promote home care resources to senior citizens through the city's communication tools (Stagecoach, website, Facebook, bulletin board, etc.) and other tools (Bistro, etc.). 	X	X	X	X	X
	<ul style="list-style-type: none"> Promote housing adaptation programs 	X	X	X	X	X
	<ul style="list-style-type: none"> Promote the possibility of renting a room in a single-family home 	X				
Improve the quality of residential housing	<ul style="list-style-type: none"> Promote housing renovation programs (rental or owner-occupied) 	X	X	X	X	X
Promote public transport	<ul style="list-style-type: none"> Promote public transportation services through the city's communication tools (Stagecoach, website, Facebook, bulletin board, etc.) and others (Bistro, etc.) 	Once a year, and as needed if a new service is offered	Once a year, and as needed if a new service is offered	Once a year, and as needed if a new service is offered	Once a year, and as needed if a new service is offered	Once a year, and as needed if a new service is offered
Raise awareness of the services available in case of an emergency	<ul style="list-style-type: none"> Publicize available emergency services through the city's communication tools (Stagecoach, website, Facebook, bulletin board, etc.) and others (Bistro, etc.) 	X	X	X	X	X
Promote awareness of local health and social services	<ul style="list-style-type: none"> Distribute the list of services offered by pharmacists and at the CLSC of Stanstead 	Once a year, and as needed if a new service is offered	Once a year, and as needed if a new service is offered	Once a year, and as needed if a new service is offered	Once a year, and as needed if a new service is offered	Once a year, and as needed if a new service is offered

COMMUNITY SUPPORT AND HEALTH SERVICES

OBJECTIVES	ACTIONS	TIME FRAME				
		2025	2026	2027	2028	2029
Promote awareness of local health and social services	<ul style="list-style-type: none"> List the services offered by pharmacists and at the CLSC of Stanstead, and who they are for 	X				
Maintain and enhance the CIUSSS's health services in Stanstead	<ul style="list-style-type: none"> Continue monitoring and put pressure at the regional level to maintain health services 	X	X	X	X	X
	<ul style="list-style-type: none"> Advocate to obtain more doctors in Stanstead 	X	X	X	X	X
	<ul style="list-style-type: none"> Advocate for the addition of time slots for blood tests in Stanstead 	X	X	X	X	X
	<ul style="list-style-type: none"> Advocate for walk-in hours for medical services in Stanstead 	X	X	X	X	X
	<ul style="list-style-type: none"> Advocate for nurse practitioners to offer walk-in/minor emergency services in Stanstead 	X	X	X	X	X
Facilitate access to health care	<ul style="list-style-type: none"> Find funding sources to support low-income seniors who need medical appointments (e.g., to pay for transportation, etc.) 			X		
	<ul style="list-style-type: none"> Provide assistance with accessing online services (making appointments, etc.) 	X	X	X	X	X



SECURITY

OBJECTIVES	ACTIONS	TIME FRAME				
		2025	2026	2027	2028	2029
Fostering closer ties and breaking down prejudices between the local population and foreign workers	• Consider implementing intercultural activities to foster closer ties between foreign workers and the local population		X			
	• Showcase a temporary foreign worker profile in the Stagecoach				X	
Promote safe active travel	• In certain places where there are no sidewalks, delineate a space for pedestrians and cyclists					X
Reduce nuisances (noise and dust) caused by granite companies	• Meet with granite companies to find and implement solutions	X				
Reach all seniors in case of emergency	• Implement a call system to disseminate information in case of an emergency (automated application)	X				
Have a center that can serve as a refuge in case of emergency	• Consider the possibility of having bathrooms and showers in a community center	X	X	X		

SOCIAL PARTICIPATION

OBJECTIVES	ACTIONS	TIME FRAME				
		2025	2026	2027	2028	2029
Promote civic participation among seniors	• Publicly launch the AFM policy	X				
	• Organize exchange activities between seniors and municipal councillors (coffee and chat, mayor's lunch, meals with the council, etc.)	ONCE OR TWICE PER YEAR	ONCE OR TWICE PER YEAR	ONCE OR TWICE PER YEAR	ONCE OR TWICE PER YEAR	ONCE OR TWICE PER YEAR
	• Find a way to raise awareness of the need for volunteering in the Town of Stanstead and surrounding areas				X	
Highlighting the contribution of seniors to the community	• Highlight senior citizens' involvement in community life during Volunteer Week (e.g., hold a party or award ceremony)		X	X	X	X
	• Highlighting International Day of Older Persons (IDO) (October 1 st)	X	X	X	X	X
Promoting active living for seniors	• Consider ways to facilitate participation in leisure activities for seniors, particularly in terms of transportation	X	X	X	X	X





RESPECT AND SOCIAL INCLUSION

OBJECTIVES	ACTIONS	TIME FRAME				
		2025	2026	2027	2028	2029
Stimulate the development of intergenerational activities	• Connect seniors' organizations and associations with youth organizations to assess possible intergenerational activities	X				
	• Developing intergenerational community gardens			X		
Promote active living for seniors	• Evaluate the relevance of an incentive program in which a portion of leisure-related costs (sports, cultural, or social activities, e.g., registration fees, transportation costs, etc.) is reimbursed for senior residents of Stanstead.					X

RECREATIONAL LIFE

OBJECTIVES	ACTIONS	TIME FRAME				
		2025	2026	2027	2028	2029
Promote active living for seniors	• Set up certain activities (walking club, pickleball league, pétanque league, rolling library, etc.)	X	X	X	X	X
	• Set up activities for people with reduced mobility (card games, coffee meetings, etc.)			X	X	X
	• Inventory and publicize the premises available for activities as well as rental costs		X			
	• Explore intermunicipal partnerships to enhance the range of activities offered to our citizens					X



OUTDOOR SPACES AND BUILDINGS

OBJECTIVES	ACTIONS	TIME FRAME				
		2025	2026	2027	2028	2029
Promote physical activity among seniors	• Modify the granite benches to make them comfortable in all seasons (not too hot or cold to sit on)					X
	• Add benches in strategic locations to provide access to a resting place	X	X	X	X	
	• Build a pétanque court	X				
	• Install exercise modules in one of the parks		X			
	• Ensure access to a swimming pool for citizens			X		
Provide the city with space for citizens' activities	• Provide the municipality with an accessible community center			X		
	• Consider developing multi-purpose rooms (including a room that can hold up to 100 people), a kitchen, and an outside gazebo at the future community center	X	X	X		
Promote active travel	• Install signs and designate parking and access points near bicycle and/or pedestrian paths				X	
	• Develop functional bicycle paths that, for example, enable active transport in the city		X	X	X	X
	• Make the bicycle path more accessible (e.g., change the type of barriers)	X				
	• Ensure continuous maintenance of the bicycle path	X	X	X	X	X





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