Age Friendly Raymond 2018 Survey

Summary of results with analysis
May 2019

Figure 1 - Word cloud created from the open-ended responses (See page 10.)

Preface

Age Friendly Raymond (AFR) would like to thank St. Joseph's College, Professor John Kenneally and the students of his Marketing 302 class for their work in producing this survey analysis and results report. We would also like to thank AARP for their funding grant and Peter Gartland of First Light Home Care for his financial support. This project has been more than a year in the making and our all-volunteer group could not have accomplished it without their support.

The AFR Steering Committee recognized the importance of an independent review early in the process to ensure that the review, analysis and recommendations were unbiased. The survey was based on the work of other Maine communities and was reviewed and approved by AARP. This report will serve as the foundation for AFR to develop action plans based on what Raymond residents identified as their concerns and needs to make Raymond a more livable community.

The journey has just begun and AFR is committed to developing and implementing plans to support all residents of Raymond. We look forward to our developing partnerships with other community groups, organizations and volunteers to accomplish these goals.

Join us and keep informed of our progress by visiting our website agefriendlyraymond.org. Questions? Drop us an email at agefriendlyraymond.org.

Age Friendly Steering Committee
Susan Moore, Co-Chair; Laurie Wallace, Co-Chair; Reverend Nancy Foran, Raymond Village Community Church; Jessica Fay, State Representative, District 66; Sheila Bourque; Chase Rand; Judy Rand; Ginger Wallace.

Introduction

In 2018, a group of interested volunteers received a grant from AARP to research perceptions of residents relative to livability in Raymond, Maine. This group, Age Friendly Raymond (AFR), created a survey instrument based on the eight domains of livability created by the World Health Organization (WHO) and promoted by the AARP (8 domains). AFR circulated the survey among Raymond residents utilizing written media and local collection boxes, as well as offering on-line options via multiple Raymond organizations' websites. Approximately 300 residents of Raymond completed the survey.

The AFR reached out to Kimberly Post, Director of Community-Based Learning at Saint Joseph's College (SJC), who connected the group to John Kenneally's marketing research class. The class organized itself into self-managed groups that analyzed the results of the survey. Their analysis forms the basis for this report.

Process

The class divided itself into self-managed teams, with each group comprised of three to six students. Each team decided which topic related to the survey and its results that the team would address. The areas included:

- Analysis of the survey instrument and methodology
- Comparison of the results by age
- Comparison of the results by household size
- Comparison of the results by gender
- Analysis of the responses of open-ended questions (comments)
- Summary of the overall results (two teams addressed this separately, then combined their results)

During each section of the quantitative and qualitative discussions, students applied the lesson to their section of the project. Topics included sampling sizes, sampling methodology, statistical analysis, questionnaire development, and data analysis. At the e n d , the students presented the results to the steering committee of the AFR. After this, students provided their final analysis and recommendations. These results were presented in a number of formats (including this report) and to audiences such as the AFR Community Connections meeting and the Raymond Select Board.

The 8 Domains of Livability

The AARP initiative to create a network of age friendly communities throughout the United States (US) provided some grant money to support research in communities throughout t h e country. The AARP uses the 8 domains of livability framework developed by the WHO to help communities prioritize and manage resources in an efficient, effective way to meet the needs of all members, especially older residents. The 8 domains formed the core of both the survey and its analyses.

The 8 domains of livability are:

1. Outdoor Spaces and Buildings
2. Transportation
3. Housing
4. Social Participation
5. Respect and Social Inclusion
6. Civic Participation and Employment
7. Communication and Information
8. Community and Health Services)

The Survey

AFR created a survey instrument based on the work of other age friendly communities in Maine and used it to gather results during 2018. Most data were gathered during the summer. The survey comprised four sections. The first section captured demographic and other basic information about respondents deemed relevant to analysis of the domains of livability. The second section involved providing a level of agreement about the Raymond community. A five-point scale offered a range from one, which denoted "complete disagreement" to five, which stood for "complete agreement." The next section asked for three things from respondents. They were asked to rank results on a five-point scale ranging from one signifying "not at all important" to five standing for "very important." Respondents were also asked to assess which of the statements were available in Raymond already and finally, list the three most important areas. The fourth and final section offered an open-ended question asking for people to share their ideas on

what worked and what did not work toward making Raymond a great place for people to grow older, as well as any general comments or concerns to share. The survey is available for review in Appendix A of this report. Ideas for future versions of this survey are discussed in the Future Implications section of this report.

Results

Age differences

One group selected age as a demographic to analyze. The group divided the responses into two sections, one covering people over 65 and the other considering the responses of participants younger than 65. This group selected these two demographics for two r e a s o n s . The first reason was practical, because relatively few people under the age of forty completed the survey. The other reason involved work, as most people under age 65 are still in the full-time workforce, while most above age 65 are retired or semi-retired. Students compared and contrasted the data between the two age groups to figure out if there was agreement on what the people of Raymond wanted, or if the older group wanted one thing while the younger group wanted another. In cases where differences existed, the group hypothesized what the reason might be behind why the two groups opinions were different.

Given the number of respondents to the survey most of the sample sizes in the sub-categories were too small to provide statistical analysis that would provide a high level of statistical validity to the data. Two areas provided the exception to this rule; people over the age of 65 and women. In both cases, the sample size enabled researchers to provide 80% confidence levels and a 5% margin of error.

Based on the research gathered from the survey, students deduced that the overall results of the survey were very similar, but also that feelings tended to be stronger in the older group relative to the younger group, aged 64 and younger. In two areas, however, a greater difference showed between the older group and younger group. First, the younger group scored higher when asked about caregiver support or providing care for older people.

Students hypothesized that this resulted from the younger group wanting their family members who were in the older group that need caregiver support to have the access to it. The second area where the younger group scored higher involved having access to information on financial support. The group hypothesized that these results were due to the younger group just beginning the process of planning for retirement and thus wanting to have more information available to them relative to their finances. This contrasted with the older group, who have already begun the process of planning their retirement or are retired currently. Overall, both younger and older groups scored similarly in most areas of the survey.
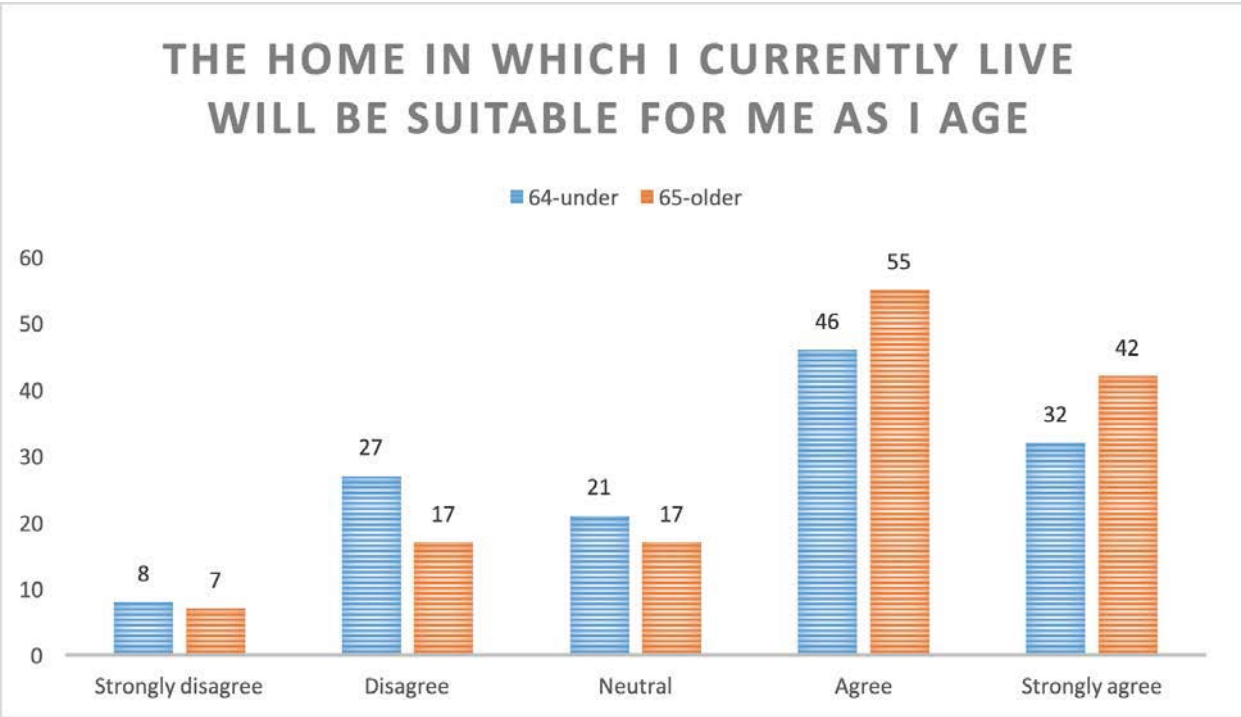
Figure 2 - Domain 3, housing perceptions divided by age

One example of a perceived strength felt more by the older demographic involves domain three, housing. Figure two shows the number of survey participants agreeing that their current homes will continue to enable them to age in place. The histogram shows that both groups agreed with the statement, but even stronger agreement by people over age 65. When layered with the results showing the importance of home help, housing also provides an opportunity for the future. This could involve people to do repairs or to provide respite support to caregivers. Better access to transportation could also aid with
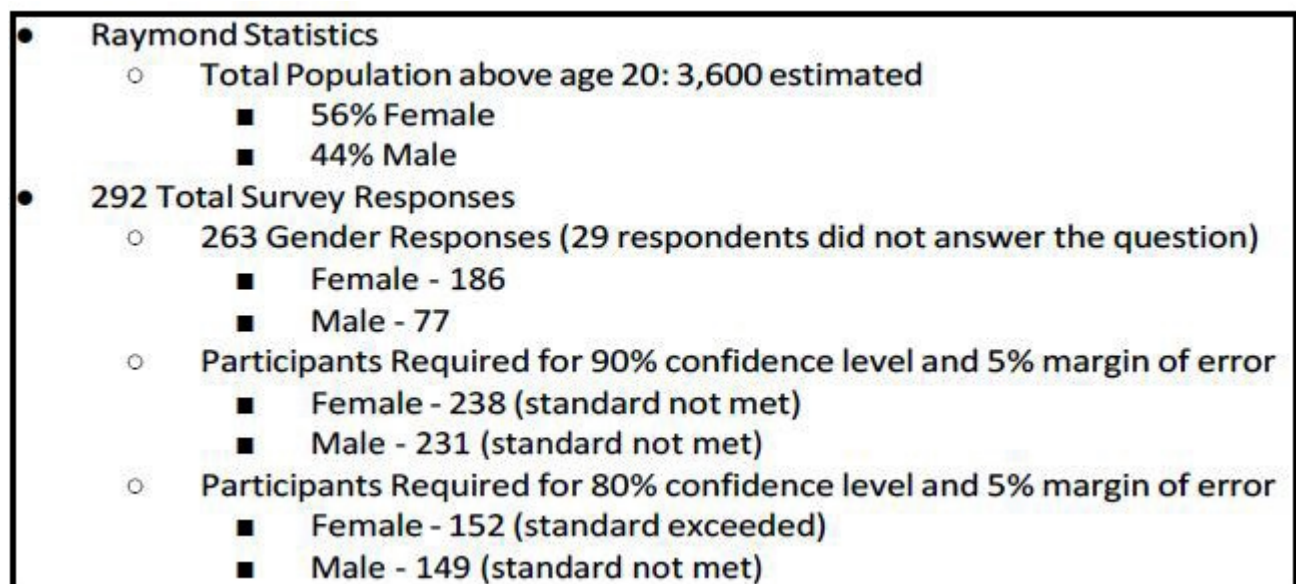
the ability to age in place. Some even suggested more reasonable property tax rates in the open-ended response section of the survey.

Household size differences

One of the groups looked at the impact of household size on the results. No significant differences were determined in the perceptions of respondents regardless of household size. Any differences stayed within the margin of error, so no conclusions could be drawn between people in households with one person, two people, and three or more people in them. One area noted by this group that was especially strong among all groups was the perception of Raymond as a safe community. Respondents felt safe in Raymond, whether they lived alone or in a larger family setting.

Gender Differences

The group examining differences in perceptions between genders had too small a male sample to make general observations. If the survey is repeated, the students suggests that the group would provide a greater outreach to males. Figure 3 below shows the sample sizes that would be required for a true comparison of perceptions by gender.

- Raymond Statistics
  - Total Population above age 20: 3,600 estimated
    - 56% Female
    - 44% Male
- 292 Total Survey Responses
  - 263 Gender Responses (29 respondents did not answer the question)
    - Female - 186
    - Male - 77
  - Participants Required for 90% confidence level and 5% margin of error
    - Female - 238 (standard not met)
    - Male - 231 (standard not met)
  - Participants Required for 80% confidence level and 5% margin of error
    - Female - 152 (standard exceeded)
    - Male - 149 (standard not met)

Figure 3 - Sample size requirements for full statistical analysis

Overall results

Two of the groups analyzed the overall results of the survey. In the section that analyzed the overall results, some areas of the 8 domains showed as areas of strength and weakness in Raymond, while others presented a challenge to the future. In the "agree" or "disagree" section of the survey, the questions averaging 4.20 or more on a 5-point scale were considered to agree strongly, while participants scoring 3.40 to 4.19 were considered to agree with the statement in the survey. Averages 2.6 or below were considered to be on the strong disagreement end of the spectrum.

The areas of strongest agreement pertained to the first domain of livability, outdoor spaces and buildings, as well as the third domain of livability, housing. Raymond earned a 4.25 score as being perceived as a safe community and some of the buildings received high marks for their usefulness, including the library. The importance of aging in place scored highest among residents with a 4.41 average, and many agreed that their current home would continue to be suitable to them as they aged.

Other areas of agreement involved social participation, the fourth domain, along with respect and social inclusion, the fifth domain. Older residents felt included and valued as part of the community (scoring an average of 3.64). Also, participants indicated that they would like to be able to take part in more social opportunities in and around Raymond (3.49).

Areas of disagreement involved issues that made it more challenging to age in place. One of the issues involved transportation, the second domain of livability. The lowest score (2.36) on the survey involved the ease for a person who could not drive to find a ride to medical appointments and errands in the Raymond area. While specific to transportation, it also may have an impact on the ability to age in place and the availability of medical resources to older residents. Another perceived need involved a lack of in-home resources and assistance in Raymond for older people.

These may be key leverage points for livability in Raymond.

The next section assessed perceptions about the importance of items to livability in Raymond. Students applied the same scale to the results, with 4.20 or above as signifying 'very important' and 3.35 to 4.19 as 'important.' The library scored highest among respondents, which along with exercise, wellness, and exercise opportunities for older people and safe outdoor recreational spaces signified the importance of the first domain. The second domain, transportation, also stood out at the top of the list, with both affordable transportation options and volunteer drivers in the top tier and help with transportation options (4.19) just below the top tier. This was followed by affordable, trustworthy home repair assistance, which falls within the third domain, housing. Also important to housing were affordable housing options and assistance with home technology. The eighth domain, health and wellness, showed as being important to respondents. Caregiver support or respite for those providing care and in-home assistance for personal care were just below the top tier at 4.18 and 4.19, while in home safety checks and evaluations were also deemed to be important. The fourth and fifth domains also showed up in this area, as people looked to connect with people and resources in the community.

Analysis of free-response questions (comments)

One group looked at the open-ended responses from the Raymond Age Friendly surveys. This meant that the group analyzed the actual thoughts and opinions put into sentences by respondents, rather than quantitative data. The challenge for this group involved finding ways to convert these responses into data to then present back to the people of Raymond in a meaningful way. The group took the course of listing words that were similar or related to the eight domains which were given to us at the start of the project. With about 6 or 7 k e y w o r d s to search for in each domain the groups set off to look through the data and quantify the amount of times people had talked about things relative to the eight domains.

Figure 4 below shows a pie chart with only 5 slices. The group made the decision to merge a few of the domains into the other ones because of how similar they might have been in the responses or if nothing of substance came up in terms of that domain. The stand out terms found in the surveys were those that related to buildings, housing, and community support. Some of the positives were that the large majority of people thought Raymond is a

beautiful town with a great library. One of the issues people were having were that there is no community center for the people to come together and do activities. Another issue that was talked about a lot was that of the increasingly high property tax which they feel is putting a large amount of pressure on them. The people also do not feel much support from the actual community. That includes support from the government but also a lack of volunteer work as well. Not only do they want help with chores and house work from volunteers, but they want to be able to volunteer too. The next topic we discussed was the transportation issue. The people either feel that there is a huge need for public transportation that is not currently available or they feel that it is there but not affordable.

The last topic was communication and information. Both of these went hand in hand and was a major topic across all of the platforms. The responses were split on whether they felt that there is no communication at all or whether they did not know where to find it/the right places to call or look; either way it needs resolving.
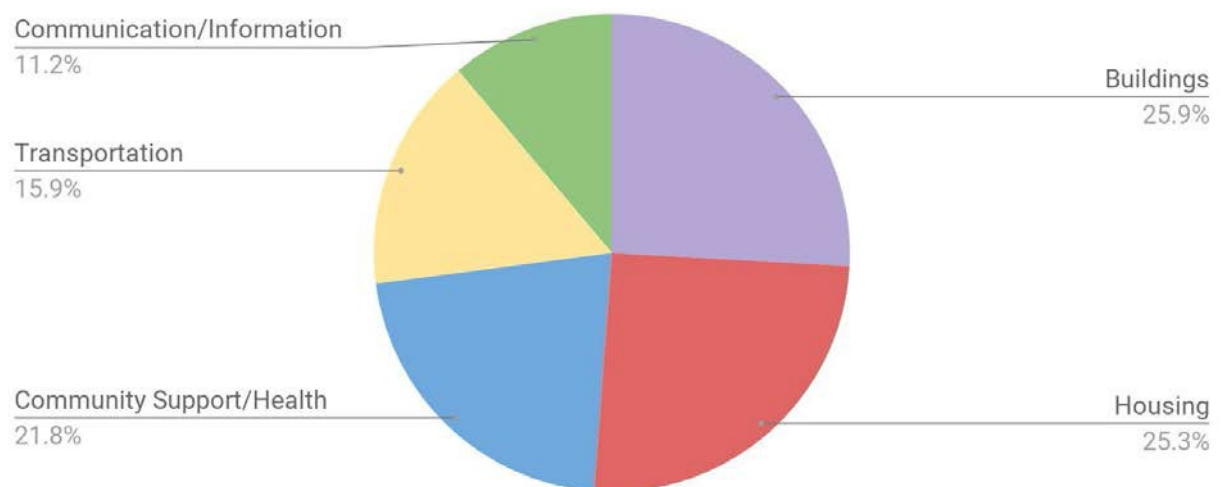
Figure 4 - Frequency topic appeared in open-ended comments

Figure 1 on the title page of this report shows a word cloud. This shows a compilation of all the words that were written in the open response section of the survey. The picture highlighted the words used the most by making them larger. With this the group finished with its overarching themes which were availability, accessibility, and affordability. The

concept of availability spoke to the idea that Raymond should have the services, events, and transportation available for residents to live life fully. Next those things need to be accessible to the people which means the people know where to find them and how to get them. Lastly and maybe most importantly, those things need to be affordable to the p e o p l e, because even if they are available and accessible, if the people can't afford it then it won't matter. The residents of Raymond need to be able to afford the opportunity to age in place.

Limitations of the study

The sample size and demographic makeup of the survey participants limited the ability of the students to offer a full quantitative analysis of the results. The sample size of 292 survey participants determined our ability to draw conclusions with confidence. Here is the formula for sample size:

$$
\text{Desired Sample Size} = \frac{\dfrac{z^2 \times p\,(1-p)}{e^2}}{1 + \left[\dfrac{z^2 \times p\,(1-p)}{e^2 N}\right]} \quad \text{("How to," n.d.)}
$$

- *N* is the population that you base your sample on
- *e* is the margin of error expressed as the decimal form of a percentage
- *z* is the z-score, which represents a number of standard deviations from the mean (for example: to reach a 90% confidence level, a z-score of 1.65 is used)
- p is the percentage of people (as a decimal) that you believe answered a certain way. If unknown, guess that it is a 50/50 split. This leads to the most conservative approach with respect to certainty ("How to," n.d.)

Based on the number of people who completed the survey, the greatest level of confidence in our findings encompassed the results for the overall population of Raymond. According to a 2017 estimate, Raymond had a population of 4,497 people, 19.7% of whom were under the age of 20 (Raymond, Maine demographics data, 2017). This led to a sample size drawn from a population of 3,611 people above the age of 20. In order to achieve a 90% confidence level with a 5% margin of error, at least 251 people would have to complete the survey. AFR built a sample of 292, which satisfied this threshold. Although this was the only group that achieved the 90% confidence level, confidence levels surpassed the 80% level in a number of other categories, females and people above the age of 65.

Group	Population	Sample needed for 90% confidence and 5% margin of error	Achieved?	Actual Sample Size
Population over age 20	3,600	251	Yes	292
People under age 65	2,754	246	No	136
People over age 65	846	205	No	142
Females / Males	2,016/1584	238 / 231	No / No	186 / 77
Household size of 1	N/A	N/A	N/A	55
Household size of 2	N/A	N/A	N/A	169
Household size of 3+	N/A	N/A	N/A	60

Confidence level tells you how sure you are that your results will be repeatable and margin of error tells you how much variation to expect in the data. For example, the group found that there was a high level of agreement with the statement that residents believed it to be important to be able to live in the same home as they age, the number calculated as a 4.41 on a scale of 1 to 5 with 1 meaning 'strongly disagree' and 5 meaning 'strongly agree.' When the group says that there is a confidence level of 90% and a margin of error of 5%, that

means that if this study were repeated 10 times, on nine occasions we would get a result between 4.19 and 4.63. This makes us very confident in saying that this matters to people in Raymond.

Ideas for Surveying in the Future

One issue that should be addressed involved the high number of responses in the middle of the 5-point scale. There may be a couple of reasons for this phenomenon. It may indicate that someone truly did not have an opinion one way or the other on some of these issues. The other possibility is that the survey didn't offer the option of answering "No basis for opinion," so people who didn't know anything about a particular topic may have used this as the default answer. If the survey is conducted again, the use of a six-point scale instead of a five-point scale could avoid the "neutral" option in the survey. Respondents would have to put the number above or below.

Another area for improvement could be targeting more of the younger generations by putting this survey online by using the Age Friendly Raymond Facebook page as a platform to post the survey, and share it with the local community. Offering an incentive to take the survey would be another enticing way to gain more respondents. For example, raffling off a basket of goods donated by the community, gift cards, etc. Most people in the millennial age group don't read the newspaper, or respond to mailed surveys.

Another great way to persuade residents to take part in a survey is to partner with local businesses and see if they will offer a 10% discount off their order if they take the survey. Not only will this help the Age Friendly Raymond group take the survey, it will help local businesses attract more customers.

Recommendations

Future implications/Repeating the study

One possible benefit of a study like this one is that it provides a baseline of data for future comparisons. If the study is repeated in three, five, or ten years, researchers can look at trends in perceptions over time.

There were some issues with the survey instrument and with the sampling methodology which could be addressed in any future studies. For example, one of the sections of the survey instrument has complex instructions asking respondents to do three things:

> "The next set of items ask you to consider how important the availability of certain services is in our community. First, please select the response option that best matches your feelings on the importance of the issue. In the next column, please check the box if you believe the service already exists in Raymond. Finally, in the last column, please select the three services that you believe are the most important to have available in Raymond. Please tell us how important each of the following is to have available to older people in Raymond"

> This is followed by a single statement about a particular issue and space to do three things:
> 1. Not at all important $\longrightarrow$ Very important
> 2. Already exists
> 3. Most Important? (Pick 3)

Industry best practices at Pew Research and other marketing research companies suggest that every question only asks respondents to answer one thing (Questionnaire design, n.d.).

SWOT Analysis

Strengths:	**Weaknesses:**
● Most residents believed that their current housing was sufficient for the opportunity to age in place (Domain #3)	● Public transportation was found to be lacking (Domain #2)
● Buildings and outdoor spaces were seen as a strong area. The library and outdoor recreational opportunities were of particular note (Domain #1)	● Support was needed to be able to age in place in many areas (Domain #3)
	o Home health
	o Repairs and home maintenance
● Results did meet the sample size for the age group (People over 20) which allowed the board to collect accurate survey results	o Property tax relief
● Participants indicated strong positive feelings toward safety in Raymond (Domain #1)	● Results were mixed on Communication (Domain #7)
● More than 95% of respondents indicated that they had access to the Internet (Domain #7)	o Civic participation, social inclusion, and social participation (Domains 4,5, and 6) would be better if people knew how and where to access the information
● Data provided trends: Older group felt more strongly for all but two questions:	● Some issues with the survey:
o Caregiver Support/ Providing care for the older generation	o Sample size should be larger in order to do meaningful analysis of subcategories: age, gender, household size
o Access to Information on Financial Support	o Inconsistent scale used on survey, make sure to stay consistent and simple
	o Did not distribute survey equally to participants from all demographics

Opportunities:	Threats:
- Leveraging the strengths around Domains 1, 3, and 7 - Some areas could be improved with a higher and more diverse level of communication (Domain #7) - Take analyzed information and apply it to future construction/Raymond expansion opportunities (building a community center, for example) - Redistribute updated survey to a broad demographic to collect more accurate information in the coming years	- Lack of transportation options (Domain #2), access to health services (Domain #8), and support for mostly independent living (Domain #3) can damage the ability of older people to thrive as they age in place - Data collection may lead to some of the ability to generalize from the results: - With a weak sample size, you run the risk of not collecting a wide enough range of information to be valid - With the "older" age group mainly partaking in the survey, you will receive skewed information which could impact the decisions made based around the data

Action Items

1. Scheduling Social Media Posts on Facebook page: This is an essential factor in order to continuously keep the public aware of any events, or meetings that the group will be putting on. Also, sharing articles with the community about local projects, news, or any great information that can be helpful to the group would be important to include.

2. Implementing a role in Social Media Marketing: This would be a key asset to the group. There are several other social media platforms that could be of use to help continue to support the Age Friendly group's mission.

3. Apply for Grants: Apply for grants to receive funding for future construction plans to implement expansion for a gym or other possible facilities to create a more age friendlier town.

4. Keep the younger demographic in mind: The youth keep the community growing and fresh. Make sure that younger residents are not forgotten when making decisions because they can add a lot of energy into the community which keeps the older generation striving to do more and be involved.

Acknowledgement

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Raymond Age Friendly Community Survey

A team of Raymond residents is working together to make our community a more age friendly and livable place. The following survey is an important first step in the team's goal of learning about aspects of the community which are important for the overall well-being of Raymond's older residents. Please take a few moments to complete this important, confidential survey.

To begin, please tell us a bit about you. Please select a response by filling in the appropriate circle.

Gender _____

Are you: Under 30 O_1 Age 31-40 O_2 41 to 50 O_3 Age 50- 64 O_4 Age 65-74 O_5 Age 75-84 O_6 Age 85 or older O_7

Including you, how many are in your household? 1 person/only me O_1 Two O_2 Three or more O_3

If you don't live alone, who lives with you? Please select all that apply
    Spouse/partner O_1 Children under age 18 O_2 Adult children O_3 Other family members O_4 Others O_5

Do you live in Raymond… Year-round O_1 Seasonally O_2

Please describe your housing situation: Own O_1 Rent or lease O_2 Other O_3

How close is your nearest family member?
    Lives with me O_1 Also in Raymond O_2 Within a 1 hr. drive O_3 1 hr. drive or more O_4 Does not apply O_5

Do you use the Internet? Yes O_1 No O_2 Do not have Internet access O_3
I have Internet access: At home O_1 At a public place O_2 At a friend or family member O_3 NA O_4

The following items ask your level of agreement with a series of statements about our community. For each statement, please provide only one answer, selecting the response that best matches your feelings on the issue being presented. Record your answer by filling in the appropriate circle.

Your feelings about aging and the Raymond community

	Completely Disagree → Completely Agree				
It Is important for me to be able to continue to live in Raymond as I age	O_1	O_2	O_3	O_4	O_5
I believe that older residents feel included and valued as part of the community	O_1	O_2	O_3	O_4	O_5
Raymond is a safe community	O_1	O_2	O_3	O_4	O_5
Raymond and the surrounding area in the Lakes Region provide services that effectively meet the needs of people as they age	O_1	O_2	O_3	O_4	O_5
Raymond encourages older residents to remain in the town as they age	O_1	O_2	O_3	O_4	O_5

Your feelings about transportation in the Raymond area

	Completely Disagree → Completely Agree				
The Lakes Region Explorer provides readily available, convenient, accessible transportation for older people in Raymond	O_1	O_2	O_3	O_4	O_5
If an older person who does not drive needs transportation in the Raymond area for things like medical appointments, errands, and so forth, it would be easy to find a ride	O_1	O_2	O_3	O_4	O_5

Your feelings about community information and involvement in Raymond

	Completely Disagree → Completely Agree				
There are ample social opportunities in and around Raymond	O_1	O_2	O_3	O_4	O_5
Information about services and resources in Raymond is easy to find	O_1	O_2	O_3	O_4	O_5
I would like to be able to take part in more social opportunities in and around Raymond	O_1	O_2	O_3	O_4	O_5
Information about community events and activities in Raymond is easy to find	O_1	O_2	O_3	O_4	O_5

Your feelings about housing and resources in Raymond

	Completely Disagree → Completely Agree				
The home in which I currently live will be suitable for me as I age	O_1	O_2	O_3	O_4	O_5
There are readily available health and wellness options in Raymond for older people	O_1	O_2	O_3	O_4	O_5
I will likely need modifications made to my current home as I age	O_1	O_2	O_3	O_4	O_5
There are readily available in-home resources and assistance for older people in Raymond	O_1	O_2	O_3	O_4	O_5

The next set of items ask you to consider how important the availability of certain services is in our community. First, please select the response option that best matches your feelings on the importance of the issue. In the next column, please check the box if you believe the service already exists in Raymond. Finally, in in the last column, please select the **three** services that you believe are the most important to have available in Raymond.

Please tell us how important each of the following is to have available to older people in Raymond	Not at all important				Very important	Already exists	Most Important? (Pick 3)
Affordable housing options	O_1	O_2	O_3	O_4	O_5	$\square_1$	$\square_1$
Well-publicized information about social/recreational activities	O_1	O_2	O_2	O_2	O_3	$\square_2$	$\square_2$
In-home assistance for personal care	O_1	O_2	O_2	O_2	O_3	$\square_3$	$\square_3$
Trusted assistance with organizing, bill paying, filling-out forms, etc.	O_1	O_2	O_2	O_2	O_3	$\square_4$	$\square_4$
Activities offering senior discounts	O_1	O_2	O_2	O_2	O_3	$\square_5$	$\square_5$
Caregiver support or respite for those providing care for older people	O_1	O_2	O_2	O_2	O_3	$\square_6$	$\square_6$
Access to affordable, trustworthy home repair assistance for older people	O_1	O_2	O_2	O_2	O_3	$\square_7$	$\square_7$
Assistance with home technology (phone, internet, television)	O_1	O_2	O_2	O_2	O_3	$\square_8$	$\square_8$
Recreational, wellness, and exercise opportunities for older people	O_1	O_2	O_2	O_2	O_3	$\square_9$	$\square_9$
Library	O_1	O_2	O_2	O_2	O_3	$\square_{10}$	$\square_{10}$
Volunteer drivers	O_1	O_2	O_2	O_2	O_3	$\square_{11}$	$\square_{11}$
Safe outdoor recreational spaces	O_1	O_2	O_2	O_2	O_3	$\square_{12}$	$\square_{12}$
In-home assistance for meal preparation and light housekeeping	O_1	O_2	O_2	O_2	O_3	$\square_{13}$	$\square_{13}$
Organized social clubs or gatherings	O_1	O_2	O_2	O_2	O_3	$\square_{14}$	$\square_{14}$
Affordable activities and community events	O_1	O_2	O_2	O_2	O_3	$\square_{15}$	$\square_{15}$
Access to information on financial support	O_1	O_2	O_2	O_2	O_3	$\square_{16}$	$\square_{16}$
Affordable transportation options	O_1	O_2	O_2	O_2	O_3	$\square_{17}$	$\square_{17}$
Community center	O_1	O_2	O_2	O_2	O_3	$\square_{18}$	$\square_{18}$
Opportunities to volunteer in the community	O_1	O_2	O_2	O_2	O_3	$\square_{19}$	$\square_{19}$
In-home safety checks and evaluations	O_1	O_2	O_2	O_2	O_3	$\square_{20}$	$\square_{20}$
Public internet access	O_1	O_2	O_2	O_2	O_3	$\square_{21}$	$\square_{21}$
Public transportation options	O_1	O_2	O_2	O_2	O_3	$\square_{22}$	$\square_{22}$
Help with simple chores inside and outside the house	O_1	O_2	O_2	O_2	O_3	$\square_{23}$	$\square_{24}$

Please tell us about what you know is working to make Raymond a great place to grow older, the things you know aren't working, and the things that you concern you.

Returns: By Mail to: RVL, PO Box 297, Raymond, ME 04071
In Person: Raymond Town Hall, 401 Webb Mills Road, Raymond, ME 04071

Raymond Village Library, 3 Meadow Road, Raymond, ME 04071
For Questions or to Volunteer Call 207-655-2222

Age Friendly Raymond