



# Future of Healthcare in Port Colborne

## Public Engagement Results

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## Introduction

On January 29, 2025, the City of Port Colborne launched a comprehensive public engagement campaign to collect public feedback on the future of healthcare in Port Colborne.

The campaign included:

1. Online survey
2. Paper survey
3. In-person open houses
4. In-person town hall
5. Virtual town hall
6. Pop-up engagement opportunities
7. Meetings with various City committees and working groups

This document serves as a full summary of the engagement activities from January 29, 2025 to April 30, 2025.

Please note that personal information collected during this public engagement project was collected under the authority of the Municipal Act, 2001 and will be used to help Council make decisions related to the future of healthcare in Port Colborne. The disclosure of this information is governed by the Municipal Freedom of Information and Protection of Privacy Act. Questions related to the collection of this information may be directed to the Deputy City Clerk at 905-228-8118 or

[deputyclerk@portcolborne.ca](mailto:deputyclerk@portcolborne.ca)

## Survey

### Overview

The survey was designed to gather input from residents about the future of healthcare in Port Colborne, including:

- Feedback about the future of urgent care services in Port Colborne
- What should happen with Niagara Health's Port Colborne site when Niagara Health leaves
- Potentially providing funding to Niagara Health to support the build of the new South Niagara Hospital
- A proposal from Lockview Medical Group to expand primary care services in Port Colborne

The survey was distributed online and in paper format.

The online survey was promoted through multiple channels to maximize reach and participation. These included the City's website, social media platforms, digital advertising, and media outreach. Additionally, postcards featuring a QR code were delivered to every home in Port Colborne, and QR codes were strategically posted throughout the community to encourage engagement.

Paper surveys were available at City Hall, Vale Health & Wellness Centre, Port Colborne Public Library, Lockview Medical Group, Niagara South Family Medicine, Bridges Community Health Centre, Port Cares, Port Colborne Lions Club, Friends Over 55, and Portal Village.

The survey was launched on January 29, 2025. The survey closed April 30, 2025. The results shown in this appendix capture the results from the duration of the survey.

**Quick facts:**

- 2,012 people completed the survey (1,669 online and 343 on paper). Boxes were placed in the following locations:
  - Vale Health & Wellness Centre
  - City Hall
  - Port Colborne Public Library
  - Portal Village
  - Bridges Community Health Centre
  - Open houses/town hall
  - Lockview Medical Group
  - Friends Over 55
  - Port Cares eastside
  - Port Cares westside
- 10,836 open-field comments to analyze and categorize
- Average time to complete the survey: 13minutes (online survey)
- Estimated completion rate: 72.5% (online and paper surveys) – this is the number of people who started and finished the survey. Long surveys with more than 15 questions typically have a completion rate of 40-42%

## Overall Survey Observations

**Closure of the Port Colborne Urgent Care Centre**

- 83% of respondents reported they thought Port Colborne requires an Urgent Care Centre open 24 hours per day
- 62% of respondents reported that they had used health services at the Port Colborne Urgent Care within the last year.
- Respondents noted concerns about:

- Difficulties travelling to seek care outside of Port Colborne
- The time it takes to get to other hospitals and treatment centres in Niagara
- Increased wait times in Emergency Departments leading to long delays or a decline in the quality of care.
- Community growth not being properly accommodated
- Fear for those with chronic health conditions or young children

### **Local share contribution to Niagara Health**

- Generally, residents did not support contributing \$6.2 million to Niagara Health in support of the South Niagara Hospital, because they felt Port Colborne residents will not benefit.
- Respondents noted concerns about:
  - The financial burden the request places on residents, especially seniors.
  - The distance from Port Colborne to the new hospital, noting it would not adequately serve their needs.
  - The per-capita approach used by Niagara Health uses outdated data, placing an undue hardship on communities who have not seen as much growth since the last census.
- Some respondents are willing to support the request if certain conditions are met, such as ensuring that the urgent care centres in Port Colborne and Fort Erie remain open.

### **Family Doctors in Port Colborne**

- 90% of respondents reported they thought Port Colborne needed more family doctors.
- 50% of respondents reported they had a family doctor in Port Colborne.
- 46% of respondents reported their family doctor was located outside Port Colborne.
- 50% of respondents reported they see their family doctor two or three times per year.
- 41% of respondents reported that it takes them more than two weeks to get an appointment with their family doctor.

### **Healthcare services in Port Colborne**

- Respondents supported a variety of healthcare options being available in Port Colborne, including more family physicians and family health teams, more walk-in clinics, more diagnostics, and a new Urgent Care Centre.
- Respondents highlighted the need for a variety of healthcare services, including walk-in clinics, diagnostic imaging (X-rays, MRIs, ultrasounds), and emergency care.

### **Proposal from Lockview Medical Group**

- About 46% of respondents thought the proposal from Lockview Medical Group could benefit Port Colborne residents.
- Many respondents support the proposal because it would provide local healthcare services, reducing the need to travel out of town for medical appointments.
- Some respondents believe that the proposal would create jobs and stimulate the local economy. The development of the medical centre is also seen as a way to minimize costs and avoid tax increases.
- Supporters mention that the proposal would bring enhanced healthcare services, such as diagnostic services and treatments.

- Several respondents feel that there is not enough tangible information being shared about the proposal. They request more details about the terms of the sale, the involvement of developers, and the specific benefits for the community.

#### **Development at the Niagara Health Port Colborne site**

- 85% of question respondents supported pursuing a housing development with a medical centre.
- Many respondents expressed support for the project, considering it a good or great idea. Some believe it could generate income for the City and wanted the property back under City ownership.
- Many respondents were worried about the financial implications, including the cost of the project and the potential for increased taxes.
- Respondents questioned whether the City's current infrastructure could support the new development. Issues raised included the capacity of grocery stores, restaurants, parking, and other amenities.
- There were concerns about the affordability of the new housing, with some respondents emphasizing the need for affordable housing rather than luxury developments.

#### **Primary care development in Port Colborne**

- 55% of respondents support the idea of the City pursuing the construction of a primary care facility somewhere else in Port Colborne, with a funding strategy that does not impact the taxpayer.
- Respondents who supported a new facility in a different location often highlighted the need for better healthcare services and were willing to consider new construction if it meant improved access to care.
- Primary concerns were related to the financial implications, preferring to see existing facilities upgraded rather than new ones built.
- Many respondents were open to the idea but wanted assurances about funding and the inclusion of essential services like urgent care.

#### **Establishing a Healthcare Advisory Committee**

- 74% of respondents supported the establishment of a committee to advise on healthcare issues in Port Colborne
- Respondents thought a committee would provide a platform for diverse voices and would ensure residents' needs are considered.
- Respondents want a transparent committee that includes a diverse group of people, including residents, healthcare professionals, and local leaders. The committee should publish key points from meetings and avoid closed-door sessions.

# In-Person Open Houses

## Overview

Two in-person open houses were held at the Vale Health & Wellness Centre in the Golden Puck Room. The sessions were on:

- Wednesday, February 19 from 2 p.m. to 6 p.m.
- Thursday, February 20 from 3 p.m. to 7 p.m.
- A total of 87 people attended the open houses

A variety of information boards with photos and question prompts were displayed around the room, encouraging conversation and discussions with attendees.

One set of information boards outlined the proposal from Lockview Medical Group, the request for a \$6.2-million contribution from Niagara Health for fixtures and furniture at the new South Niagara Hospital, and the suggestion of considering development on the property to fund the \$6.2-million contribution to the new hospital.

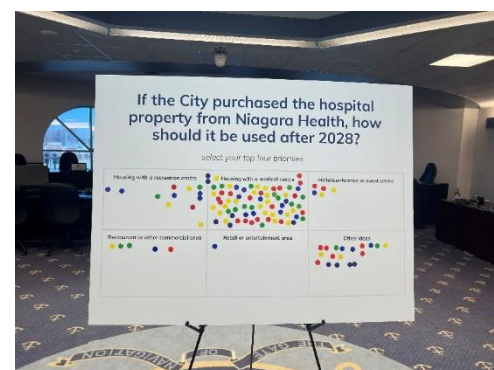
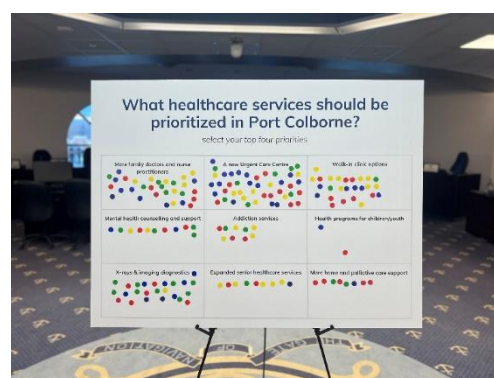
Two interactive stations asked residents to vote for their favourite options with sticky dots for two questions. Participants received four sticky dots and could vote for the options they preferred. The questions were:

### 1. What healthcare services should be prioritized in Port Colborne?

- As seen in the photo to the right, residents voted most frequently for a new Urgent Care Centre, more family physicians and nurse practitioners, more walk-in clinic options, and additional imaging and diagnostics.

### 2. If the City purchased the hospital property from Niagara Health, how should it be used after 2028?

- As seen in the photo to the right, residents voted most often for the option of housing with a medical centre.
- This board also asked residents for any other ideas, some ideas received included:
  - Do not redevelop the property, instead use the existing building for Lockview Medical Group family health team and Urgent Care.
  - Add a medical centre but no housing
  - Use the site for social/transitional housing
  - Add reduced cost senior's housing



- Do not support additional condos in Port Colborne
- Diagnostics in the medical centre are needed

## Overall Open House Observations

During the open houses, a variety of comments and concerns were collected. These included, but were not limited to:

- The distance from Port Colborne to the site of the new South Niagara Hospital in Niagara Falls is too far. Many residents are fearful that the time it would take to travel to the hospital site would create additional risk during emergency situations.
- Port Colborne's aging population could experience challenges securing transportation to seek medical care outside of Port Colborne, specifically at night.
- Many residents brought forward concerns about how the Port Colborne General Hospital was originally funded, noting past fundraising and paycheque donations from residents, and confusion on how the site came to be owned and operated by Niagara Health.
- Some residents shared their concerns about the \$6.2-million local share requested by Niagara Health, noting the City should not have to contribute to the hospital since it is not local or easily accessible by residents.
- Many open house attendees wish to see the Port Colborne Urgent Care remain operational in some capacity, with no additional development, and prefer not to contribute the requested share.
- Most attendees noted they would like to see the land and building back under City ownership.
- Those who agreed with development overwhelmingly agreed that whatever facility is developed should include a medical centre.
- Support for the Lockview Medical Group proposal was split, with some agreeing that the proposal would be beneficial to the town and others concerned about the potential of privatization of healthcare and the required developments that accompany the proposal.

## In-Person Town Hall

### Overview

The in-person town hall was held on Monday, February 24, from 6:30 to 8:00 p.m. at the Lighthouse Theatre in Port Colborne. There were 58 attendees on site, and an additional 38 viewers on the livestream – with more than 7,400 views on Facebook and 62 views on YouTube as of March 10, 2025.

The livestream is still available to watch at: [https://www.youtube.com/watch?v=g\\_WtNWkBMvY](https://www.youtube.com/watch?v=g_WtNWkBMvY)



The in-person town hall was hosted by an independent moderator from Enterprise Canada Inc., a national strategic communications firm.

It featured a panel of representatives, including:

- Deputy Mayor and City Councillor Ron Bodner
- Chief Administrative Officer Bryan Boles
- Director of Development and Government Relations Gary Long
- Dr. Matt Vandenberg from Lockview Medical Group



The in-person town hall was positioned as a listening exercise, with the panelists providing clarification when appropriate. The moderator explained that the town halls were intended as opportunities for residents to express their views, and not forums to debate outcomes or solutions, rehash previous decisions, or sell or promote particular proposals or options.

It began with a brief overview presentation by CAO Bryan Boles, providing context for the discussions, including historical background, the current situation, what has been proposed, the process and phases for next steps. The floor was then opened to comments from the participants, who offered their perspectives on the relevant issues and suggestions for moving forward.

## Overall In-Person Town Hall Observations

The in-person town hall gathering saw residents focusing heavily on keeping the current Urgent Care Centre operational – although, it appeared many residents were unclear about the varying roles and responsibilities of Niagara Health, the City of Port Colborne and the provincial government.

The differences between emergent care, urgent care and primary care were spoken of at length. Many residents commented on the difficulties that surround travelling to the site of the new South Niagara Hospital, including the added risk the far distance from Port Colborne poses in an emergency situation. Some noted that without a personal vehicle, reaching the South Niagara Hospital site would be very challenging.

Hypothetical conversations surrounding an increase in property taxes to fund a healthcare facility had majority support; however, specifics were not discussed. Discussions surrounding the requested \$6.2-million local share, and the validity of that number were frequent, and attendees were concerned about where funding for the local share would come from.



## Virtual Town Hall

### Overview

The virtual town hall was held on Friday, February 21 from 11 a.m. to 12:15 p.m. A total of 22 attendees joined the town hall via Zoom. The session was recorded and posted on the City's YouTube channel and website. As of March 10, 2025, there were an additional 4 viewers.

The recorded version of the virtual town hall is still available to watch at:

[https://www.youtube.com/watch?v=-8R\\_u75BQ2o](https://www.youtube.com/watch?v=-8R_u75BQ2o)

The virtual town hall was hosted by an independent moderator from Enterprise Canada Inc., a national strategic communications firm.

It featured a panel of representatives, including:

- Deputy Mayor and City Councillor Ron Bodner
- Chief Administrative Officer Bryan Boles
- Director of Development and Government Relations Gary Long



Similarly to the in-person town hall, the virtual town hall was positioned as a listening exercise, with the panelists to provide clarification when appropriate. The moderator explained that the town halls were intended as opportunities for residents to express their views, and not forums to debate outcomes or solutions, rehash previous decisions, or sell or promote particular proposals or options.

It began with a brief overview presentation by CAO Bryan Boles, providing context for the discussions, including historical background, the current situation, what has been proposed, the process and phases for next steps. The floor was then opened to comments from the participants, who offered their perspectives on the relevant issues and suggestions for moving forward.

### Overall Virtual Town Hall Observations

Comments during the virtual town hall event were largely focused on the development and property of the hospital site in Port Colborne.

Several attendees questioned the value of the property and if it has been assessed. The conversation included questions surrounding the \$6.2-million local share and:

1. How the number was determined

2. If it was a necessary contribution
3. How the City would come up with the funds

Recurring comments about the fear of living in a city with a lack of healthcare options were threaded through the town hall from various commenters.

## Pop-up Engagement Opportunities

During the week of February 10-14, 2025, City employees visited select pharmacies and grocery stores in Port Colborne to engage with residents and speak about the future of healthcare, particularly to promote the survey opportunity.

Paper copies of the survey were distributed, and staff also had an iPad available for residents who wanted to complete the survey digitally on-site. Many residents took paper copies with them, and several people expressed interest in attending the open houses and town hall events.

Overall, people were willing to speak to City employees about the future of healthcare and were interested in completing the survey to have their say.

## Meetings with Various City Committees and Working Groups

City staff are still planning more in-depth engagement sessions with a select group of City committees and working groups, all scheduled for March and April (Seniors Advisory Committee, Mayor's Youth Advisory Committee, Social Determinants of Health Committee).

As noted in the survey results, not all age groups provided input on the survey to date, especially younger age cohorts. To engage younger generations, staff will work closely with the Mayor's Youth Advisory Committee to gather both their feedback and encourage additional participation in the survey between now and April 30, 2025.

## Summary of Survey Results by Question

Responses to survey questions are outlined below. Open-ended questions include a detailed summary of responses received. A full list of open-ended responses received has been posted on [www.portcolborne.ca/healthcare](http://www.portcolborne.ca/healthcare). Please note, staff used Microsoft CoPilot to help provide summaries and detect trends in the 10,836 open-ended responses received.

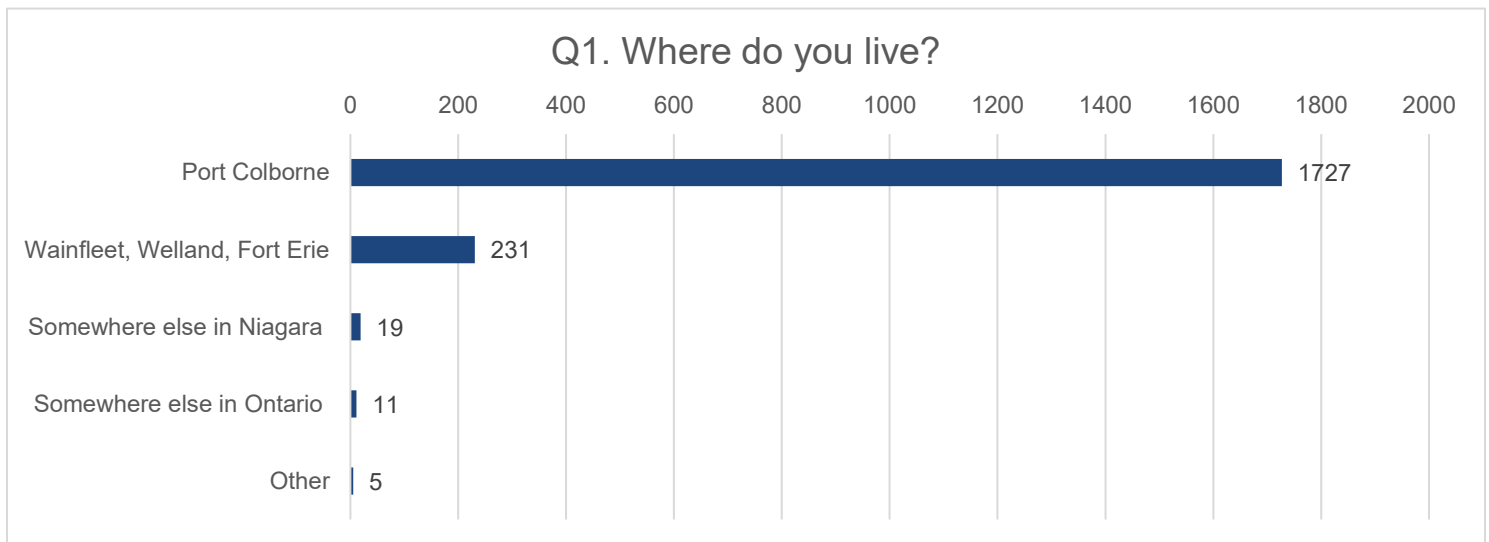
Additionally, please note, due to the uncontrolled nature of the paper survey environment, some paper responses included multiple answers to questions designed for a single response. Rather than excluding these surveys/questions from the final analysis, responses for nine survey questions have been recorded and presented separately to account for multiple selections on paper surveys. The affected questions are 4, 5, 7, 8, 11, 13, 16, 17, and 26.

## Q1. Where do you live?

Answer Choices	Responses
Port Colborne	1727
Wainfleet, Welland, Fort Erie	231
Somewhere else in Niagara	19
Somewhere else in Ontario	11
Other	5

**86.6% of respondents are from Port Colborne, with 11.6% coming from neighbouring communities.**

Answered	1993
Skipped	19

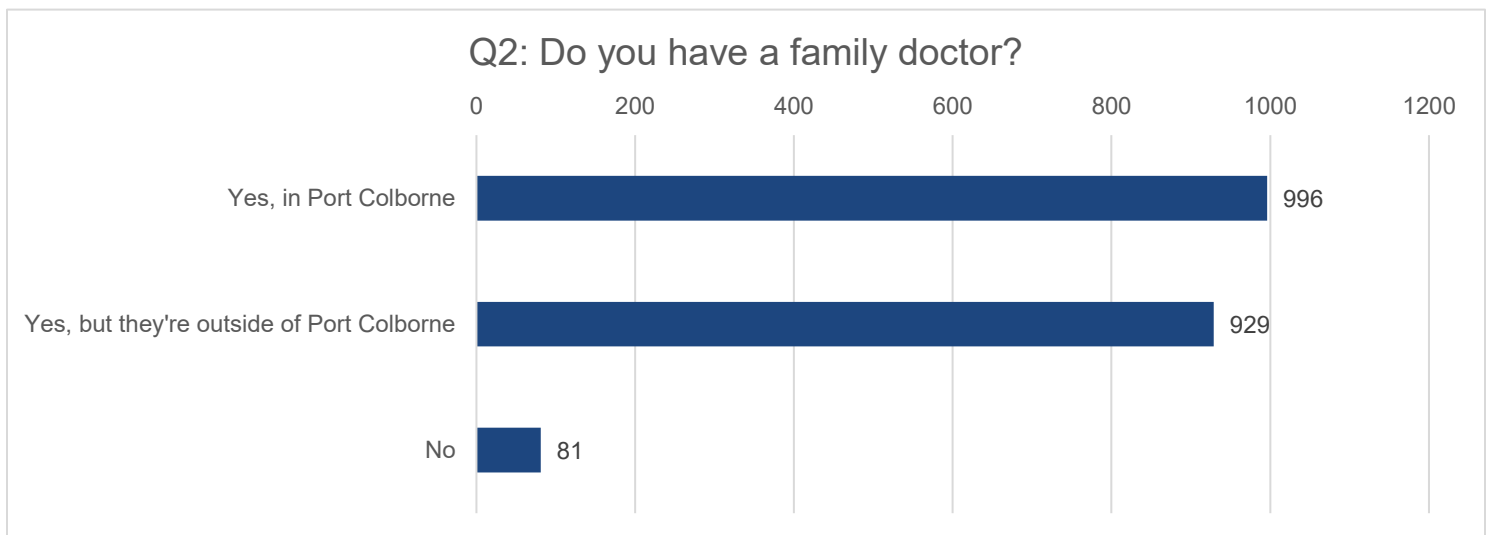


## Q2. Do you have a family doctor?

Answer Choices	Responses
Yes, in Port Colborne	996
Yes, but they're outside of Port Colborne	929
No	81
Answered	2006
Skipped	6

**50% of respondents reported they had a family doctor in Port Colborne.**

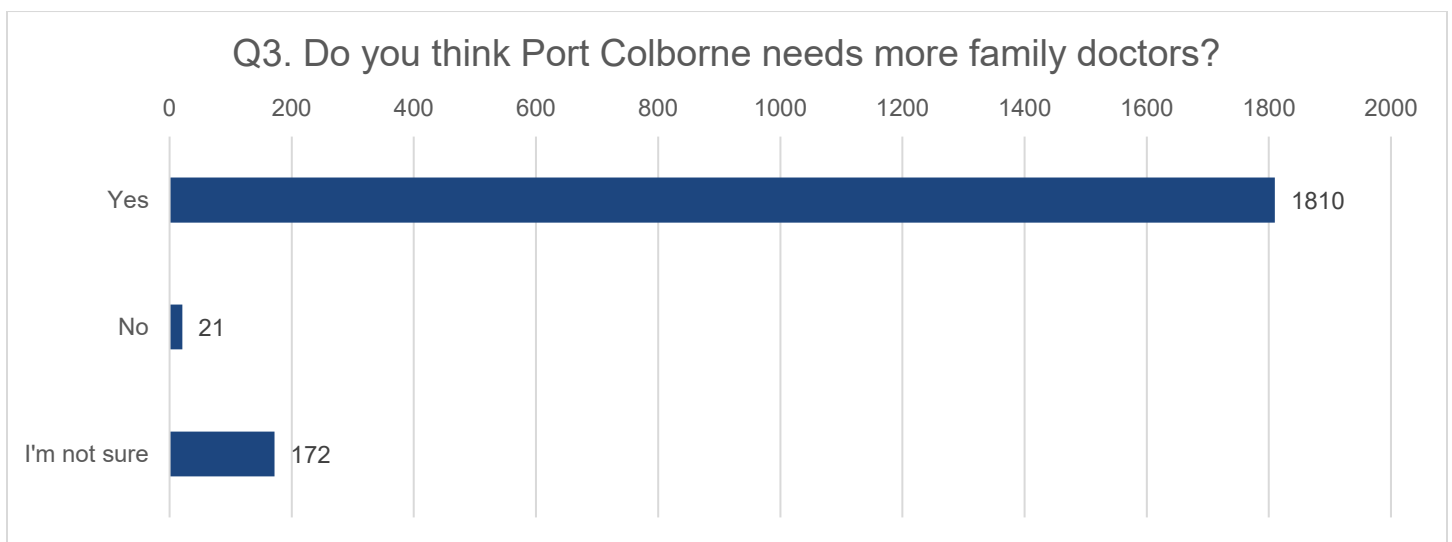
**46% of respondents reported their family doctor was located outside Port Colborne.**



### Q3. Do you think Port Colborne needs more family doctors?

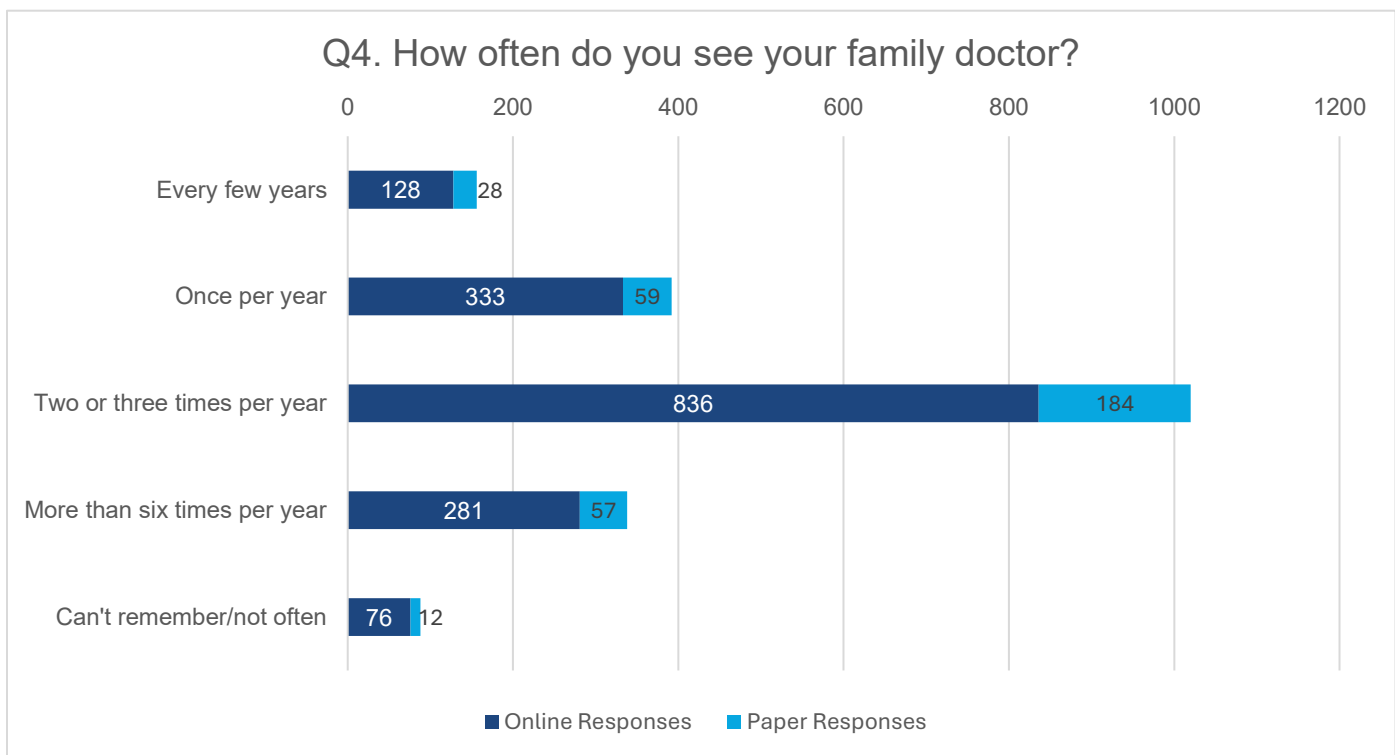
Answer Choices	Responses
Yes	1810
No	21
I'm not sure	172
Answered	2003
Skipped	9

**90% of respondents reported they thought Port Colborne needed more family doctors.**



## Q4. How often do you see your family doctor?<sup>1</sup>

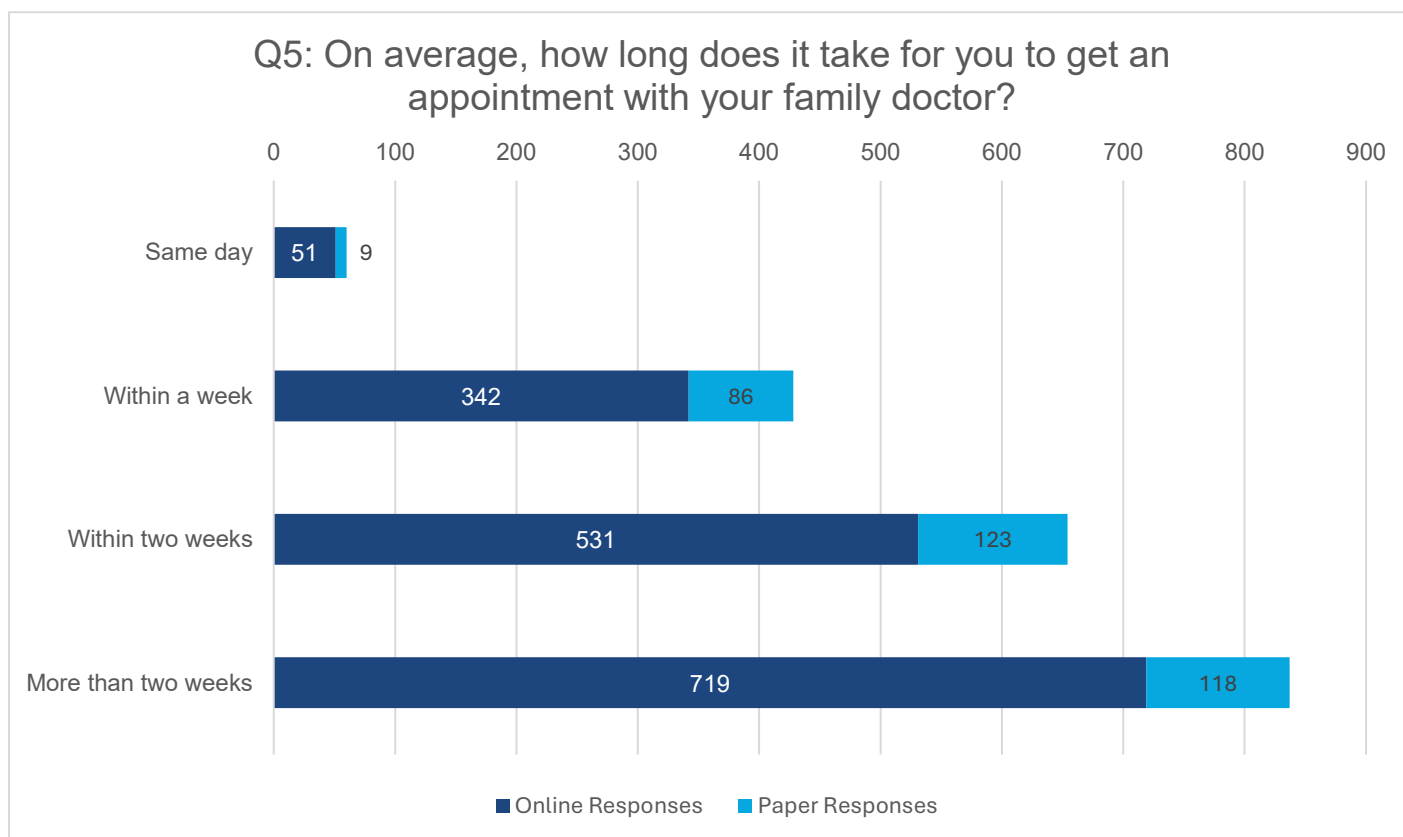
	ONLINE	PAPER	
<b>Answer Choices</b>	<b>Responses</b>		
Every few years	128	28	<b>51% of respondents reported they see their family doctor two or three times per year.</b>
Once per year	333	59	
Two or three times per year	836	184	
More than six times per year	281	57	
Can't remember/not often	76	12	
Answered	1654	336	
Skipped	15	7	



<sup>1</sup> Please note, due to the uncontrolled nature of the paper survey environment, some paper responses included multiple answers to questions designed for a single response. Rather than excluding these surveys/questions from the final analysis, responses for nine survey questions have been recorded and presented separately to account for multiple selections on paper surveys. The affected questions are 4, 5, 7, 8, 11, 13, 16, 17, and 26.

## Q5: On average, how long does it take for you to get an appointment with your family doctor?<sup>2</sup>

	ONLINE	PAPER	
<b>Answer Choices</b>	<b>Responses</b>		
Same day	51	9	<b>53% of respondents reported that it takes them more than two weeks to get an appointment with their family doctor.</b>
Within a week	342	86	
Within two weeks	531	123	
More than two weeks	719	118	
Answered	1643	332	
Skipped	26	11	



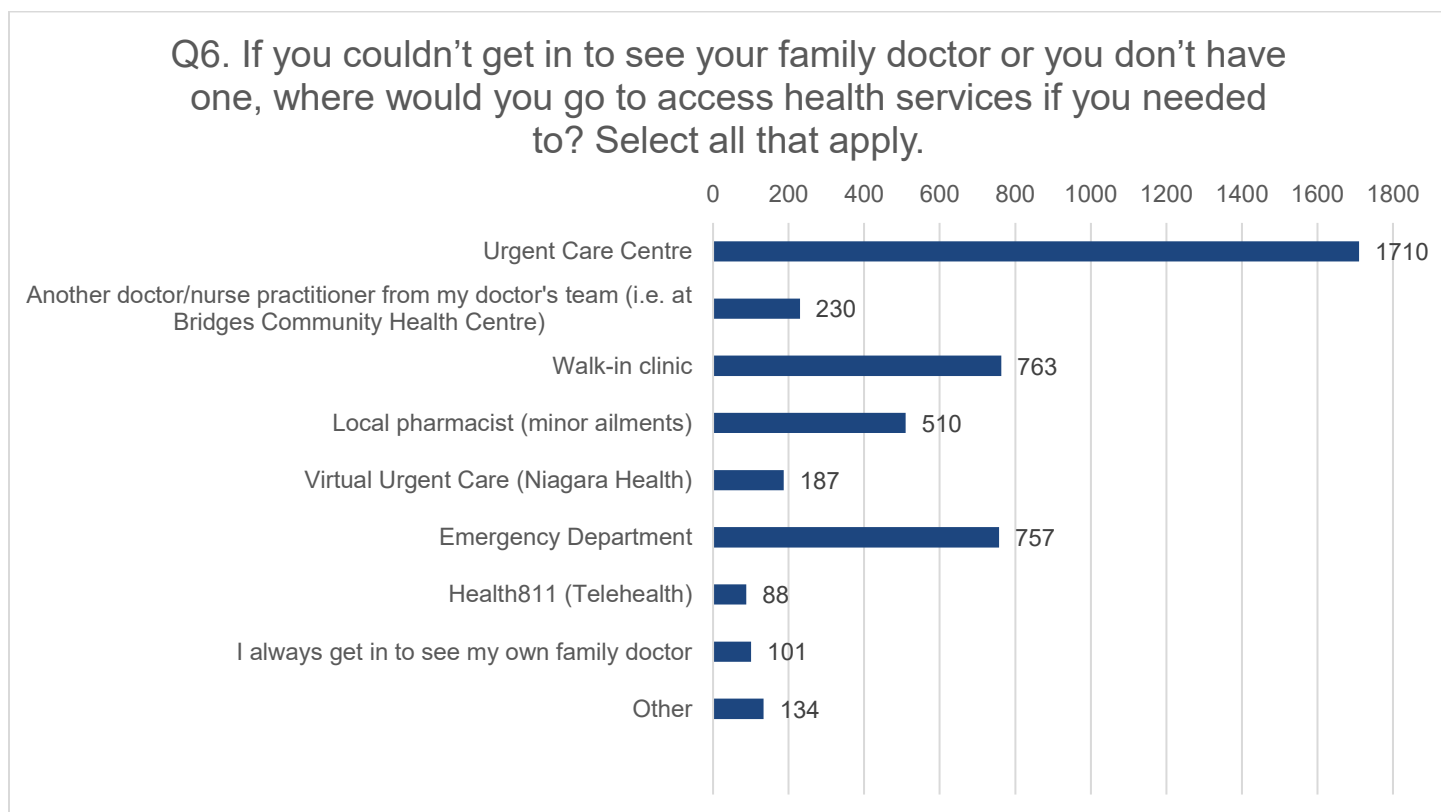
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**Q6. If you couldn't get in to see your family doctor or you don't have one, where would you go to access health services if you needed to? Select all that apply.**

Answer Choices	Responses
Urgent Care Centre	1710
Another doctor/nurse practitioner from my doctor's team (i.e. at Bridges Community Health Centre)	230
Walk-in clinic	763
Local pharmacist (minor ailments)	510
Virtual Urgent Care (Niagara Health)	187
Emergency Department	757
Health811 (Telehealth)	88
I always get in to see my own family doctor	101
Other (please specify)	134
Answered	2005
Skipped	7

Of those respondents who selected one of the available options, 85% reported they would seek healthcare at an Urgent Care Centre.



Question six also allowed respondents to offer “other” answers. 134 suggestions were provided.

Many answers received in the “other” field repeated options available in the list, requiring a more in-depth review of answers to determine the most accurate break-down of where residents would seek care if they did not have a family doctor.

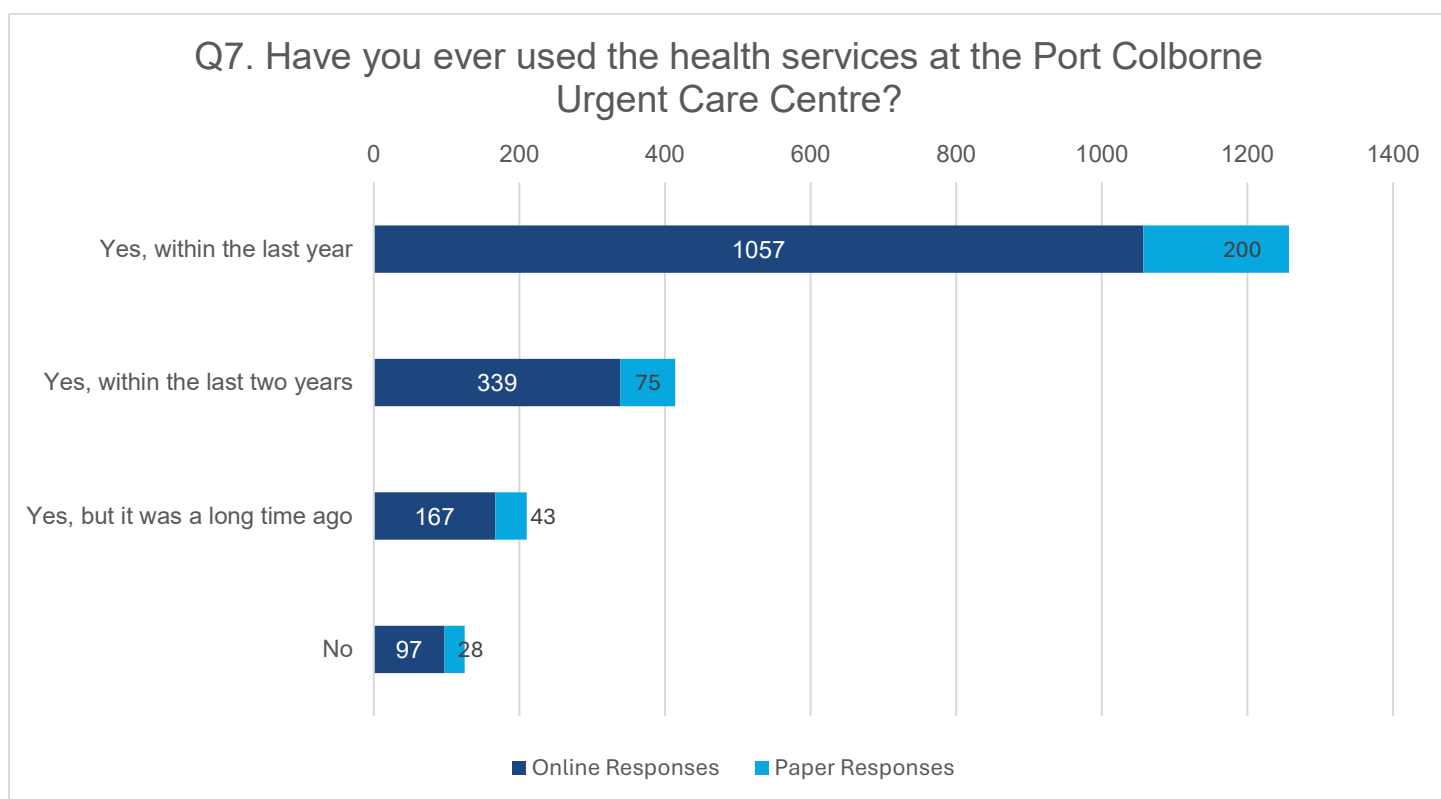
Other common answers received included:

- Call ambulance or paramedics – depending on severity.
- Online doctor services (e.g., Tia Health, Maple) – used by some respondents.
- Specialists in other communities (Hamilton, Toronto) – for specific needs.
- Self-care or internet for advice – when professional help is not accessible.
- Not seeking medical attention – due to long wait times or other reasons.
- To the USA – some respondents report seeking care in the US.

A list of open-ended responses received has been posted on [www.portcolborne.ca/healthcare](http://www.portcolborne.ca/healthcare)

## Q7. Have you ever used the health services at the Port Colborne Urgent Care Centre?<sup>3</sup>

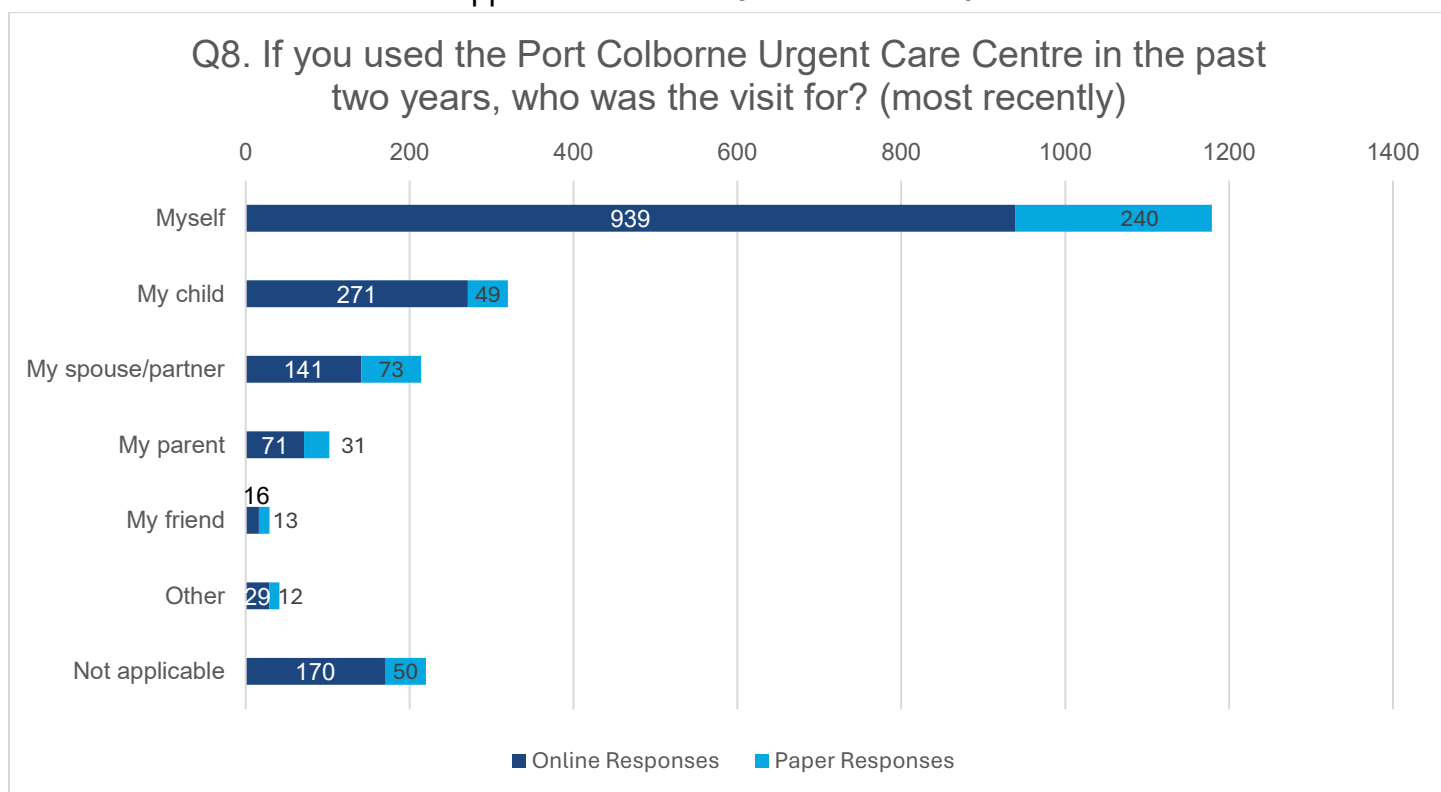
	ONLINE	PAPER	
<b>Answer Choices</b>	<b>Responses</b>		
Yes, within the last year	1057	200	<b>63% of respondents reported that they had used health services at the Port Colborne Urgent Care within the last year.</b>
Yes, within the last two years	339	75	
Yes, but it was a long time ago	167	43	
No	97	28	
Answered	1660	341	
Skipped	9	2	



<sup>3</sup> Please note, due to the uncontrolled nature of the paper survey environment, some paper responses included multiple answers to questions designed for a single response. Rather than excluding these surveys/questions from the final analysis, responses for nine survey questions have been recorded and presented separately to account for multiple selections on paper surveys. The affected questions are 4, 5, 7, 8, 11, 13, 16, 17, and 26.

**Q8. If you used the Port Colborne Urgent Care Centre in the past two years, who was the visit for? (most recently)<sup>4</sup>**

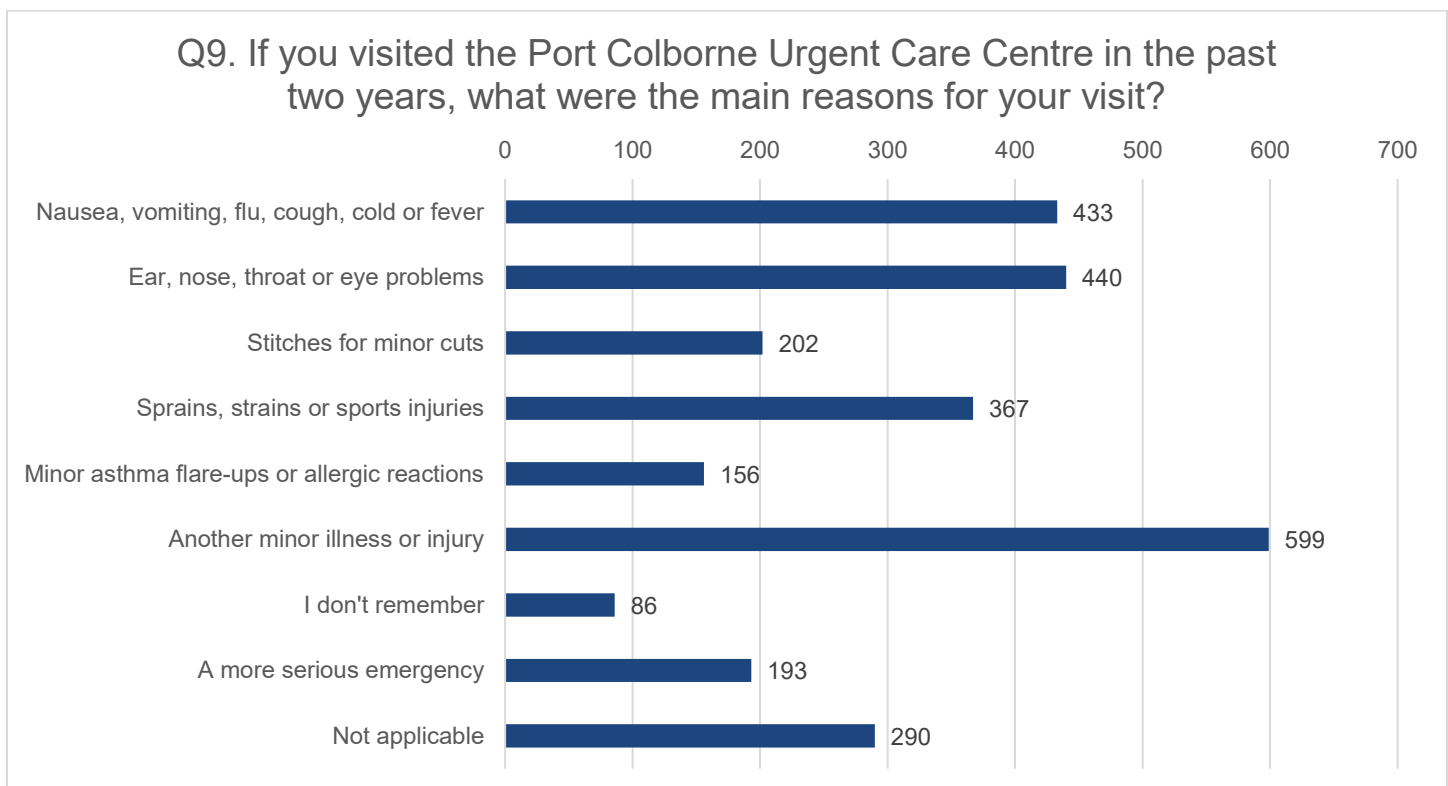
	ONLINE	PAPER	
<b>Answer Choices</b>	<b>Responses</b>		
Myself	939	240	<b>59% of respondents who used the Port Colborne Urgent Care Centre in the past two years were seeking treatment for themselves.</b>
My child	271	49	
My spouse/partner	141	73	
My parent	71	31	
My friend	16	13	
Other	29	12	
Not applicable	170	50	
Answered	1637	337	
Skipped	32	6	



<sup>4</sup> Please note, due to the uncontrolled nature of the paper survey environment, some paper responses included multiple answers to questions designed for a single response. Rather than excluding these surveys/questions from the final analysis, responses for nine survey questions have been recorded and presented separately to account for multiple selections on paper surveys. The affected questions are 4, 5, 7, 8, 11, 13, 16, 17, and 26.

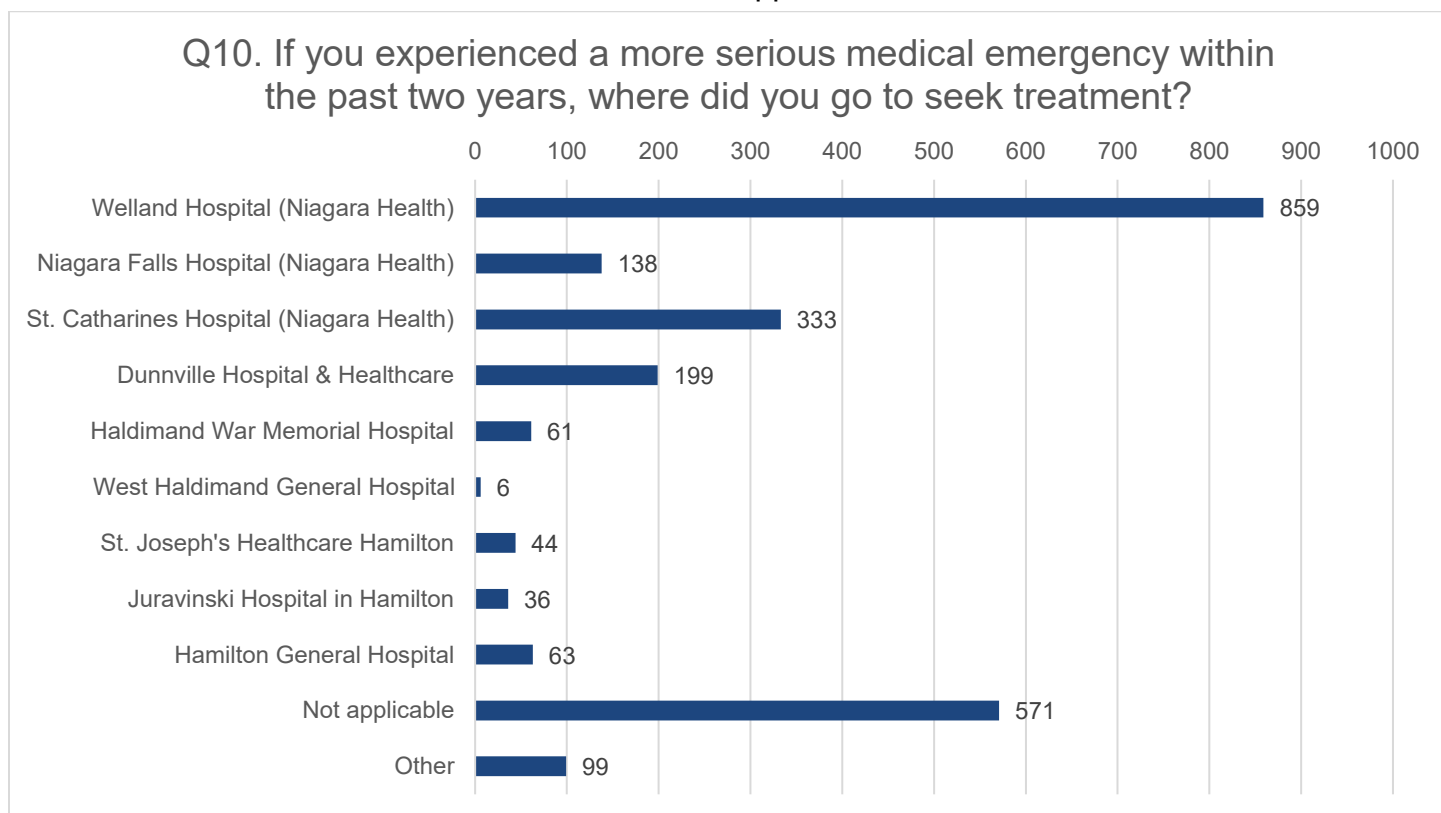
**Q9. If you visited the Port Colborne Urgent Care Centre in the past two years, what were the main reasons for your visit? (select all that apply)**

Answer Choices	Responses
Nausea, vomiting, flu, cough, cold or fever	433
Ear, nose, throat or eye problems	440
Stitches for minor cuts	202
Sprains, strains or sports injuries	367
Minor asthma flare-ups or allergic reactions	156
Another minor illness or injury	599
I don't remember	86
A more serious emergency (Niagara Health suggests people with medical emergencies should call 9-1-1 or go directly to an Emergency Department)	193
Not applicable	290
Answered	1952
Skipped	60



**Q10. If you experienced a more serious medical emergency within the past two years, where did you go to seek treatment? (select all that apply)**

Answer Choices	Responses	Of those respondents who selected one of the available options, 45% reported they would seek care for a more serious emergency at the Welland Hospital.
Welland Hospital (Niagara Health)	859	
Niagara Falls Hospital (Niagara Health)	138	
St. Catharines Hospital (Niagara Health)	333	
Dunnville Hospital & Healthcare	199	
Haldimand War Memorial Hospital	61	
West Haldimand General Hospital	6	
St. Joseph's Healthcare Hamilton	44	
Juravinski Hospital in Hamilton	36	
Hamilton General Hospital	63	
Not applicable	571	
Other (please specify)	99	
Answered	1902	
Skipped	110	



Question ten also allowed respondents to offer “other” answers. 99 suggestions were provided.

Many answers received in the “other” field repeated options available in the list, requiring a more in-depth review of answers to determine the most accurate break-down of where respondents are seeking care.

Other common answers received included:

- West Lincoln Memorial Hospital
- McMaster Children’s Hospital (Hamilton)
- St. Michael’s Hospital (Unity Health Network in Toronto, ON)
- Sunnybrook Hospital (Toronto, ON)
- St. Joseph’s Hospital (London, ON)
- Roswell Park Cancer Centre (Buffalo, NY)

In open responses to this question, respondents also highlighted the following challenges:

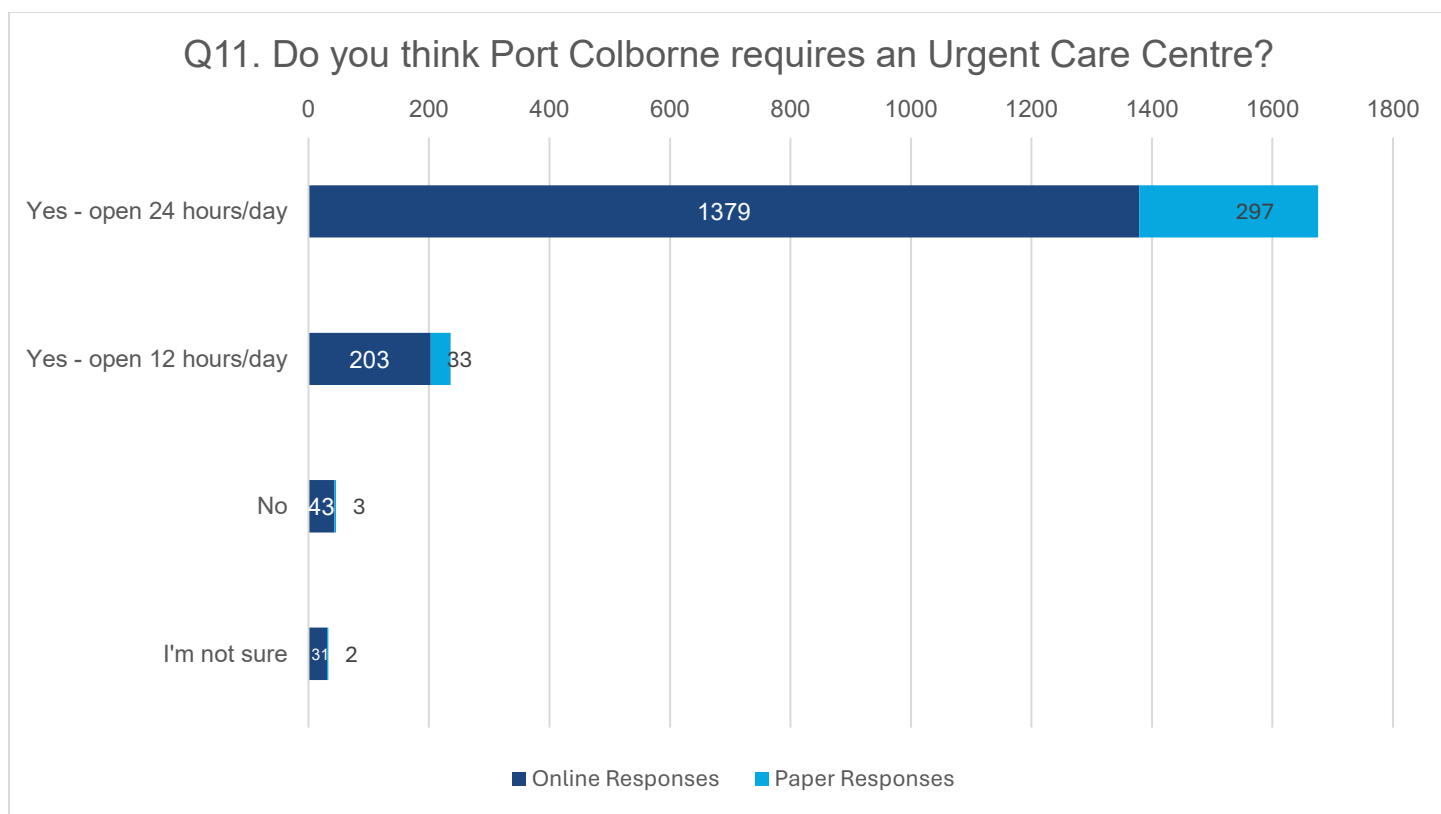
- **Wait times and accessibility:** Long wait times at local hospitals led some respondents to seek treatment elsewhere.
- **Transfer and referral patterns:** Many started at Port Colborne Urgent Care and were transferred to larger hospitals for specialized care.
- **Specialized care needs:** Pediatric emergencies often required visits to McMaster Children's Hospital. Heart attacks and surgeries highlighted the need for immediate specialized care.
- **Patient experiences:** Positive experiences included life-saving interventions. Negative experiences involved delays and inadequate immediate care.
- **Cross-border healthcare:** Some respondents sought quicker access to services in the U.S. due to local delays.
- **Impact on seniors:** Concerns about the adequacy of local facilities for seniors were noted.

A list of open-ended responses received has been posted on [www.portcolborne.ca/healthcare](http://www.portcolborne.ca/healthcare)



## Q11. Do you think Port Colborne requires an Urgent Care Centre?<sup>5</sup>

	ONLINE	PAPER	
Answer Choices	Responses		
Yes - open 24 hours/day	1379	297	84% of respondents reported they thought Port Colborne requires an Urgent Care Centre open 24 hours per day.
Yes - open 12 hours/day	203	33	
No	43	3	
I'm not sure	31	2	
Answered	1656	335	
Skipped	13	8	



<sup>5</sup> Please note, due to the uncontrolled nature of the paper survey environment, some paper responses included multiple answers to questions designed for a single response. Rather than excluding these surveys/questions from the final analysis, responses for nine survey questions have been recorded and presented separately to account for multiple selections on paper surveys. The affected questions are 4, 5, 7, 8, 11, 13, 16, 17, and 26.

## Q12. Niagara Health is planning to close the Port Colborne Urgent Care Centre in 2028. How will this impact you or your family?

Answered 1704

Skipped 308

This was an open-ended question which allowed respondents to fill in comments. 1704 suggestions were provided.

A full list of comments is available at [www.portcolborne.ca/healthcare](http://www.portcolborne.ca/healthcare)

A summary of the reported impacts of the closure of the Port Colborne Urgent Care is shown below.

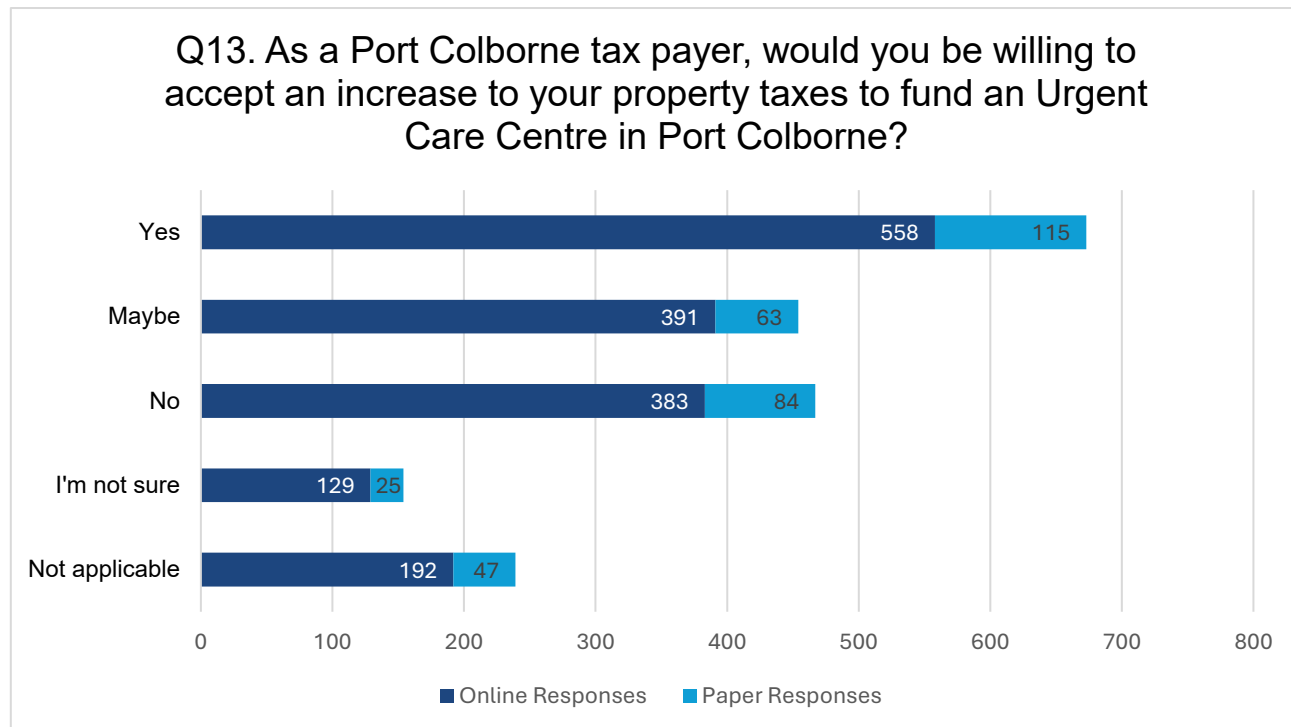
Overall, the community's response indicated a significant negative impact on families and individuals in Port Colborne, underscoring the critical need for accessible, local healthcare services, particularly given the aging population and ongoing community growth. The closure of the Port Colborne Urgent Care Centre is viewed as a detrimental decision that could have severe consequences for residents' health and well-being, with several respondents providing impact statements outlining how the Port Colborne Urgent Care has been instrumental in keeping loved ones healthy and in some cases, alive.

Q12 Open-Ended Response Summary	
<b>Impact on Seniors</b>	<ul style="list-style-type: none"> <li>Many emphasize the importance for seniors to have local access to healthcare.</li> <li>Concerns include difficulty travelling to distant hospitals, especially in emergencies, and the potential for life-threatening delays.</li> </ul>
<b>Travel and Wait Times</b>	<ul style="list-style-type: none"> <li>Respondents highlight the inconvenience and extended wait times at the nearest alternatives, such as Welland emergency.</li> <li>Additional travel time to Welland, Niagara Falls, or St. Catharines is a major concern, particularly in emergencies.</li> <li>As Port Colborne is an area that frequently experiences extreme weather, this adds to travel concerns and the ability to easily access healthcare when significant weather events take place.</li> </ul>
<b>Community Growth</b>	<ul style="list-style-type: none"> <li>The area is experiencing growth with new families and new Canadians moving in.</li> <li>The closure of the Port Colborne Urgent Care is seen as illogical given the expected increase in population and healthcare needs.</li> </ul>
<b>Accessibility Issues</b>	<ul style="list-style-type: none"> <li>Many residents do not have access to reliable transportation, making it difficult to reach hospitals in other cities.</li> </ul>

Q12 Open-Ended Response Summary	
	<ul style="list-style-type: none"> <li>This is particularly concerning for those with urgent but non-emergency medical needs.</li> </ul>
<b>Emotional and Psychological Impact</b>	<ul style="list-style-type: none"> <li>The potential closure has caused significant anxiety and fear among residents, particularly those with chronic health conditions or young children.</li> <li>The lack of immediate local healthcare options is seen as a threat to their well-being.</li> </ul>
<b>Economic and Logistical Concerns</b>	<ul style="list-style-type: none"> <li>Worries about the financial burden of travelling to distant hospitals, including costs related to transportation and parking.</li> <li>Increased strain on other hospitals could lead to even longer wait times and reduced quality of care.</li> <li>Some respondents worry they will be forced to move to be closer to quality healthcare.</li> </ul>
<b>Suggestions for Improvement</b>	<ul style="list-style-type: none"> <li>Some respondents suggest alternative funding methods, such as monthly 50/50 draws, to keep the Urgent Care Centre open.</li> <li>Others propose the establishment of a 24-hour treatment centre or walk-in clinics to alleviate the pressure on emergency departments.</li> </ul>
<b>Government and Administrative Criticism</b>	<ul style="list-style-type: none"> <li>Strong sentiment that upper levels of government and health administration are not adequately addressing the healthcare needs of the community.</li> <li>Many believe that the closure is a result of poor management and misallocation of resources.</li> </ul>

### Q13. As a Port Colborne tax payer, would you be willing to accept an increase to your property taxes to fund an Urgent Care Centre in Port Colborne?<sup>6</sup>

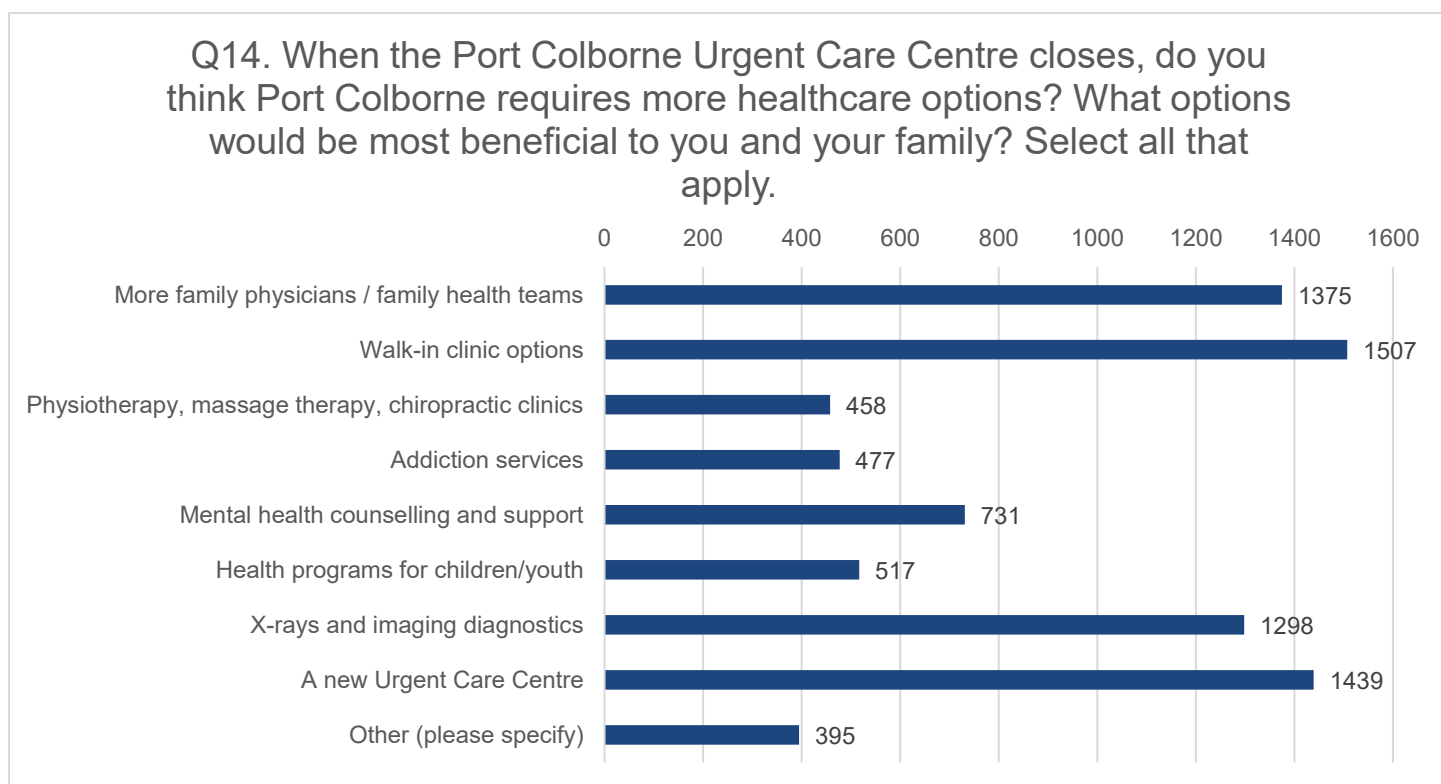
Answer Choices	ONLINE Responses	PAPER Responses	
Yes	558	115	34% of respondents reported they would support an increase to their property taxes to fund an Urgent Care Centre in Port Colborne.
Maybe	391	63	
No	383	84	
I'm not sure	129	25	23% reported they would maybe support a tax increase.
Not applicable	192	47	23% reported they would not support an increase.
Answered	1653	334	
Skipped	16	9	
			8% reported they were not sure.



<sup>6</sup> Please note, due to the uncontrolled nature of the paper survey environment, some paper responses included multiple answers to questions designed for a single response. Rather than excluding these surveys/questions from the final analysis, responses for nine survey questions have been recorded and presented separately to account for multiple selections on paper surveys. The affected questions are 4, 5, 7, 8, 11, 13, 16, 17, and 26.

**Q14. When the Port Colborne Urgent Care Centre closes, do you think Port Colborne requires more healthcare options? What options would be most beneficial to you and your family? Select all that apply.**

Answer Choices	Responses	Respondents supported a variety of healthcare options being available in Port Colborne, including more family physicians and family health teams, more walk-in clinics, more diagnostics, and a new Urgent Care Centre.
More family physicians / family health teams	1375	
Walk-in clinic options	1507	
Physiotherapy, massage therapy, chiropractic clinics	458	
Addiction services	477	
Mental health counselling and support	731	
Health programs for children/youth	517	
X-rays and imaging diagnostics	1298	
A new Urgent Care Centre	1439	
Other (please specify)	395	
Answered	1994	
Skipped	18	



Question 14 also allowed respondents to offer “other” answers. 361 comments were received.

Overall, the community strongly opposes the closure of the Port Colborne Urgent Care Centre, emphasizing its critical role and expressing concerns about increased travel times and impacts on vulnerable populations. There was a clear need for comprehensive healthcare services, including 24/7 emergency care, and financial concerns about potential tax increases. Respondents support expanding existing services, incorporating more healthcare professionals, and improving community health programs and facilities.

A full list of comments is available at [www.portcolborne.ca/healthcare](http://www.portcolborne.ca/healthcare)

A summary of the responses received is shown below.

Q14 Open-Ended Response Summary	
<b>Strong Opposition to Closing Urgent Care</b>	<ul style="list-style-type: none"> <li>Many respondents expressed strong opposition to closing the Port Colborne Urgent Care Centre, emphasizing its importance to the community.</li> <li>Concerns about increased travel times to other healthcare facilities and the impact on seniors and vulnerable populations were frequently mentioned.</li> </ul>
<b>Need for Comprehensive Healthcare Services</b>	<ul style="list-style-type: none"> <li>Respondents highlighted the need for a variety of healthcare services, including walk-in clinics, diagnostic imaging (X-rays, MRIs, ultrasounds), and emergency care.</li> <li>There was a call for a full-service hospital or a 24/7 emergency room to cater to the growing population and aging community.</li> </ul>
<b>Financial Concerns</b>	<ul style="list-style-type: none"> <li>Many respondents expressed concerns about the financial implications of closing the Urgent Care Centre and the potential increase in property taxes.</li> <li>Suggestions were made to reallocate existing funds or find more efficient ways to manage healthcare costs.</li> </ul>
<b>Support for Expanded Services</b>	<ul style="list-style-type: none"> <li>There was support for expanding existing services like Bridges CHC, which offers various health and wellness programs.</li> <li>Respondents suggested incorporating more nurse practitioners, social workers, and mental health services to provide comprehensive care.</li> </ul>
<b>Specific Healthcare Services</b>	<ul style="list-style-type: none"> <li><b>Prenatal Care and Maternity Ward:</b> Some respondents emphasized the need for prenatal care and a maternity ward.</li> <li><b>Psychiatric Services:</b> There were mentions of the need for psychiatrists and concerns about the difficulty in finding one.</li> <li><b>Specialist Services:</b> Suggestions included having areas for specialists to see patients, such as pediatricians and other specialists.</li> </ul>

Q14 Open-Ended Response Summary	
<b>Community Health Programs</b>	<ul style="list-style-type: none"> <li>• Respondents expressed a desire for more community health programs, including seniors care, palliative care, hospice, and home care support.</li> </ul>
<b>Infrastructure and Facility Improvements</b>	<ul style="list-style-type: none"> <li>• Suggestions to improve financial efficiency included leveraging existing buildings, reducing unnecessary spending, and reallocating funds from other projects.</li> </ul>
<b>Accessibility and Convenience</b>	<ul style="list-style-type: none"> <li>• Concerns about the distance to other hospitals, especially in emergencies, were frequently mentioned.</li> <li>• The importance of having local healthcare options to avoid long travel times was emphasized.</li> </ul>



**Q15. As part of the construction for the new hospital, Niagara Health has asked local municipalities to contribute money to support the purchase of furniture, fixtures and equipment. What do you think about this?**

Answered 1321

Skipped 691

This was an open-ended question which allowed respondents to fill in comments. 1321 comments were received.

A full list of comments is available at [www.portcolborne.ca/healthcare](http://www.portcolborne.ca/healthcare)

A summary of the comments is shown below.

**Overall, the responses indicate opposition to the idea of Port Colborne contributing to the new South Niagara Hospital costs, with significant concerns about financial burden, geographical inconvenience, and the impact on local services.**

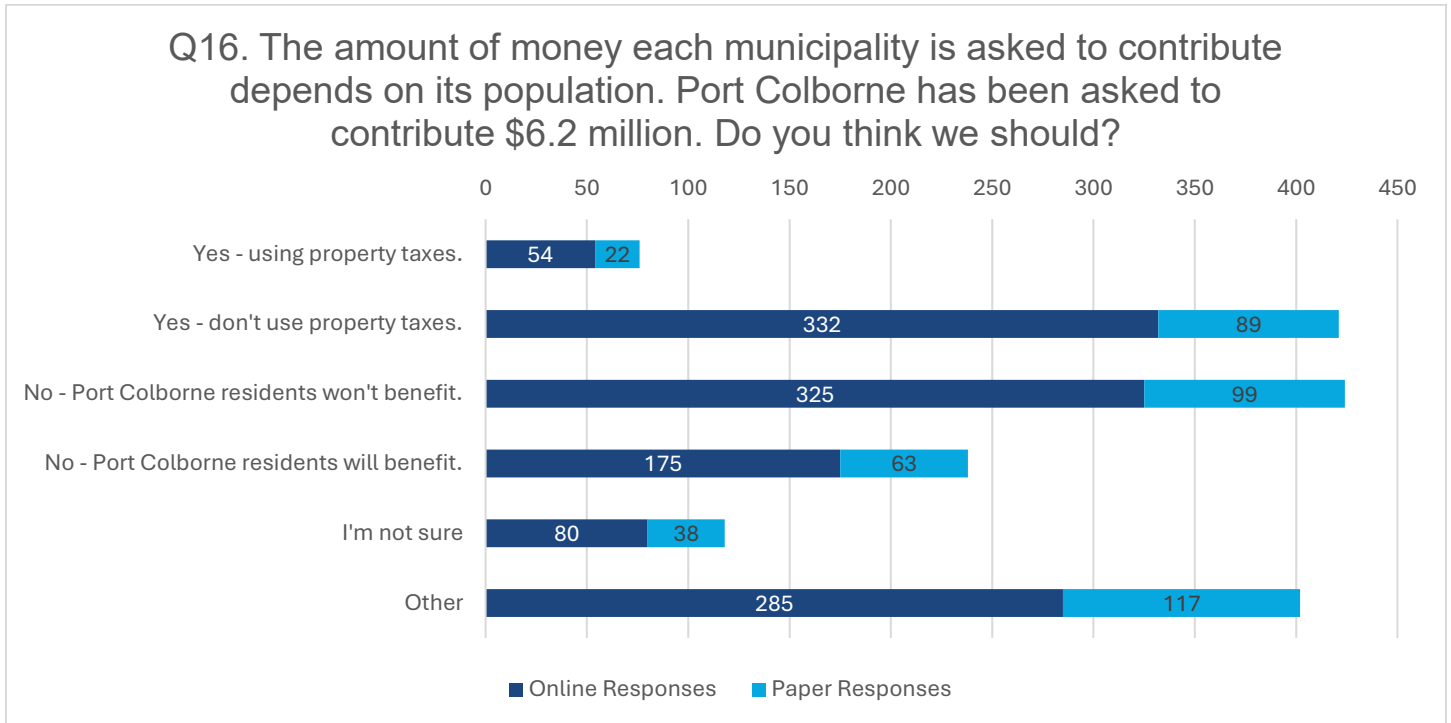
Q15 Open-Ended Response Summary	
<b>Criticism of Niagara Health</b>	<ul style="list-style-type: none"> <li>Several respondents criticize Niagara Health for asking for contributions despite already receiving donations and funding. They feel that Niagara Health should have planned better and managed their existing resources more efficiently.</li> <li>There is a sentiment that Niagara Health has stripped equipment from local hospitals like Port Colborne and now expects residents to contribute to a new facility.</li> </ul>
<b>Financial Burden on Residents</b>	<ul style="list-style-type: none"> <li>Many respondents express concern about the financial burden this request places on residents, especially seniors and those on fixed incomes. They feel that they are already taxed heavily and cannot afford additional contributions.</li> <li>Some suggest cutting other non-essential services or finding alternative funding sources to avoid increasing taxes.</li> </ul>
<b>Geographical Concerns</b>	<ul style="list-style-type: none"> <li>Respondents highlight that the new hospital is not truly in South Niagara and is too far from communities like Port Colborne, Fort Erie, and Wainfleet. They feel that the location is inconvenient and will not adequately serve their needs.</li> </ul>

Q15 Open-Ended Response Summary	
	<ul style="list-style-type: none"> <li>• There is a strong preference for maintaining and improving local healthcare facilities rather than contributing to a distant hospital.</li> </ul>
<b>Suggestions for Funding</b>	<ul style="list-style-type: none"> <li>• Several respondents suggest using funds from casinos, provincial and federal government grants, or fundraising efforts by Niagara Health Foundation instead of asking local municipalities to contribute.</li> <li>• Some propose reusing existing equipment and furniture from hospitals that are being closed to save costs.</li> </ul>
<b>Conditional Support</b>	<ul style="list-style-type: none"> <li>• Some respondents are willing to support the new hospital if certain conditions are met, such as ensuring that local urgent care centres remain open or that contributions are proportional to the population and financial capacity of each municipality.</li> <li>• There is a call for transparency and accountability in how the funds are used and managed.</li> </ul>

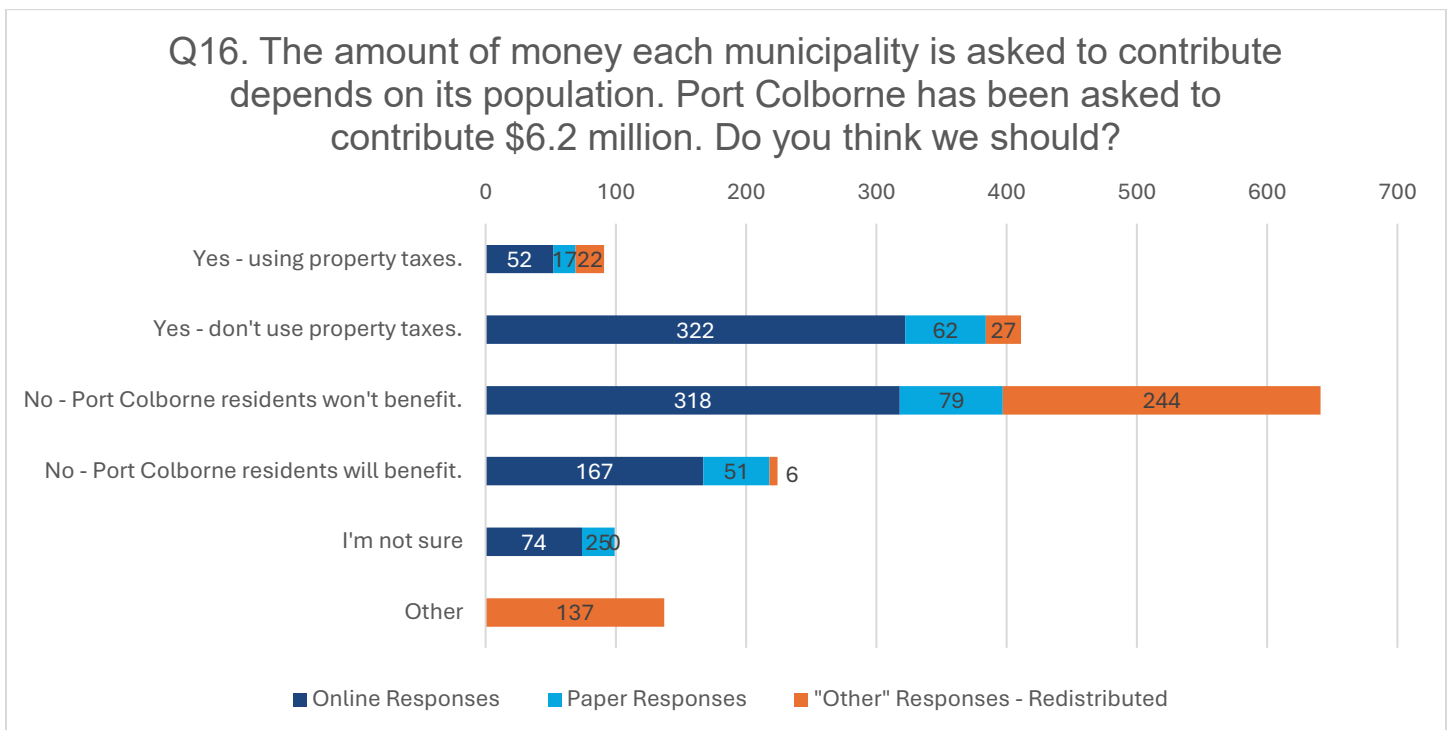
**Q16. The amount of money each municipality is asked to contribute depends on its population. Port Colborne has been asked to contribute \$6.2 million. Do you think we should?<sup>7</sup>**

	ONLINE	PAPER
<b>Answer Choices</b>	<b>Responses</b>	
<b>Yes.</b> Port Colborne residents will benefit from the new hospital and our property taxes should increase to pay for the local share contribution.	54	22
<b>Yes.</b> Port Colborne residents will benefit from the new hospital, but our taxes are already high so there needs to be a plan for how to pay for it without impacting the taxpayer.	332	89
<b>No.</b> Port Colborne should not contribute anything toward the local share. Port Colborne residents won't benefit from the new hospital	325	99
<b>No.</b> Port Colborne should not contribute anything toward the local share. Port Colborne residents will benefit from the new hospital, but I don't think we should need to contribute money this way.	175	63
I'm not sure	80	38
Other (please explain your rationale)	285	117
	Answered	1251
	Skipped	418
		28

<sup>7</sup> Please note, due to the uncontrolled nature of the paper survey environment, some paper responses included multiple answers to questions designed for a single response. Rather than excluding these surveys/questions from the final analysis, responses for nine survey questions have been recorded and presented separately to account for multiple selections on paper surveys. The affected questions are 4, 5, 7, 8, 11, 13, 16, 17, and 26.



This question allowed respondents to offer “other” answers. 402 suggestions were provided. Upon reviewing the comments, of the 402 comments received, 287 actually supported one of the options available in the question. The graph below shows the “other” responses redistributed, if they fit into one of the first four options in the question.



Overall, the remaining 115 comments reflect a mix of concerns about funding, accessibility, healthcare services, population-based contributions, and government decisions.

Residents are seeking transparency, fairness, and better planning to ensure that their healthcare needs are met without undue financial burden.

A full list of comments is available at [www.portcolborne.ca/healthcare](http://www.portcolborne.ca/healthcare)

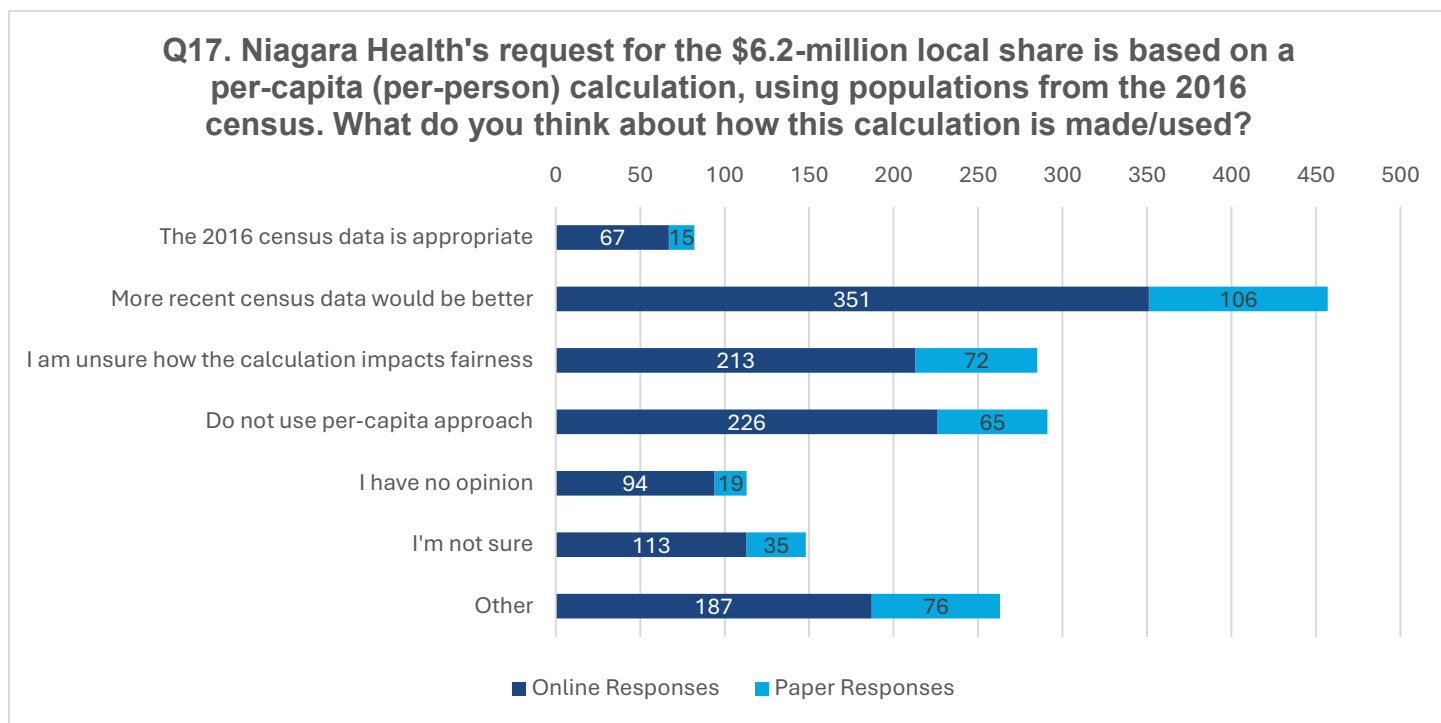
**With the redistribution of responses in the “other” category, the responses indicate opposition to the idea of Port Colborne contributing \$6.2 million to the new hospital, with significant concerns about financial burden, geographical inconvenience, and the impact on local services.**

**Q17. Niagara Health's request for the \$6.2-million local share is based on a per-capita (per-person) calculation, using populations from the 2016 census. What do you think about how this calculation is made/used?<sup>8</sup>**

	ONLINE	PAPER
<b>Answer Choices</b>	<b>Responses</b>	
I believe using the 2016 census data is an appropriate method for this calculation	67	15
I think the calculation should be updated to use more recent population data	351	106
I am unsure how the calculation impacts fairness or accuracy	213	72
I do not agree with using a per-capita approach for determining the local share	226	65
I have no opinion on this matter	94	19
I'm not sure	113	35
Other (please specify)	187	76
Answered	1251	306
Skipped	418	37

**Most respondents suggested it would be better for Niagara Health to use more recent census data to determine the local share calculation.**

<sup>8</sup> Please note, due to the uncontrolled nature of the paper survey environment, some paper responses included multiple answers to questions designed for a single response. Rather than excluding these surveys/questions from the final analysis, responses for nine survey questions have been recorded and presented separately to account for multiple selections on paper surveys. The affected questions are 4, 5, 7, 8, 11, 13, 16, 17, and 26.



This question allowed respondents to offer “other” answers. 240 suggestions were provided.

**Overall, the responses indicate strong opposition to the idea of Port Colborne contributing \$6.2 million to the new hospital, with significant concerns about outdated data, financial burden, geographical inconvenience, and the impact on local services. Respondents call for a more equitable and transparent approach to funding.**

A full list of comments is available at [www.portcolborne.ca/healthcare](http://www.portcolborne.ca/healthcare)

A summary of the responses received is shown below.

Q17 Open-Ended Response Summary	
<b>Outdated Data Concerns</b>	<ul style="list-style-type: none"> <li>Many respondents feel that using 2016 census data is outdated and does not reflect the current population growth and changes in the area. Some suggest updating the calculation with more recent data to ensure fairness.</li> </ul>
<b>Economic Impact</b>	<ul style="list-style-type: none"> <li>Several respondents are concerned about the financial burden on residents, especially seniors and those on fixed incomes.</li> <li>There is a sentiment that the local share should not be imposed on taxpayers who are already struggling economically.</li> </ul>

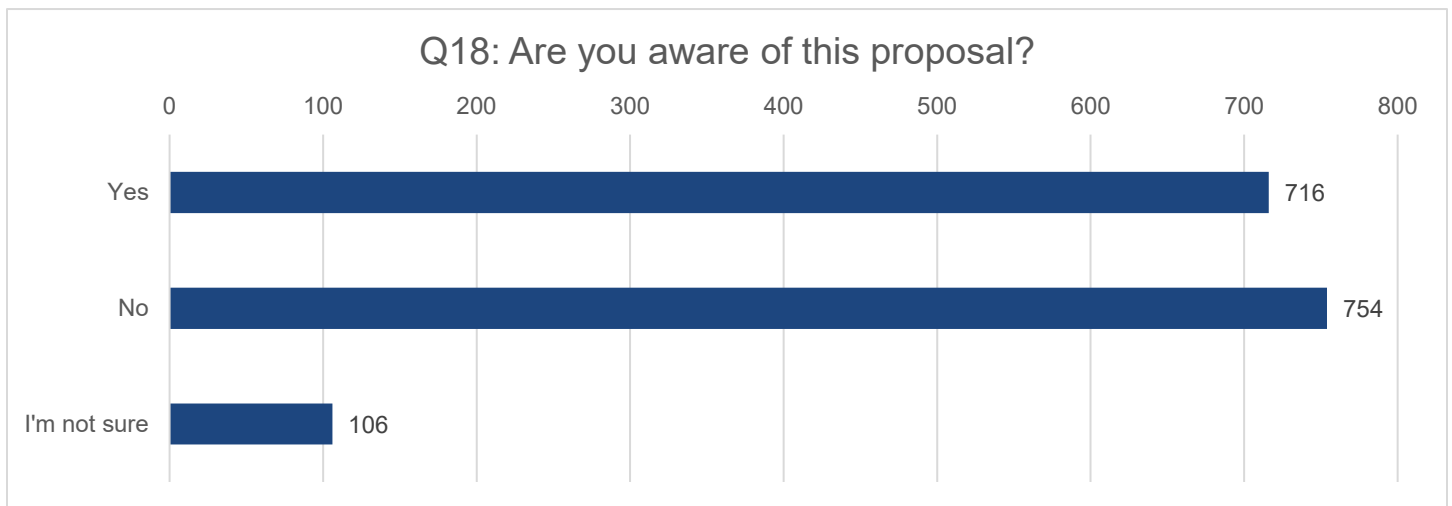


Q17 Open-Ended Response Summary	
<b>Equity and Fairness</b>	<ul style="list-style-type: none"> <li>• Many believe the per-capita approach is unfair, particularly for communities that may not benefit directly from the new hospital.</li> <li>• Suggestions include basing contributions on proximity to the hospital or expected usage.</li> </ul>
<b>Alternative Funding Suggestions</b>	<ul style="list-style-type: none"> <li>• Some respondents propose alternative funding sources, such as provincial or federal grants, or contributions from businesses.</li> <li>• There is a call for more transparency and better financial management from Niagara Health.</li> </ul>

**Q18. At their meeting on December 3, 2024, Port Colborne City Council considered a proposal that would increase access to primary care services (including family doctors) in the community, while also providing a solution to fund the \$6.2-million local share contribution toward the new hospital, through a partnership between Niagara Health, Lockview Medical Group and the City. Are you aware of this proposal?**

Answer Choices	Responses
Yes	716
No	754
I'm not sure	106
Answered	1576
Skipped	436

**Just under half of the respondents were aware of the proposal from Lockview Medical Group. The remaining respondents were either unaware or weren't sure.**

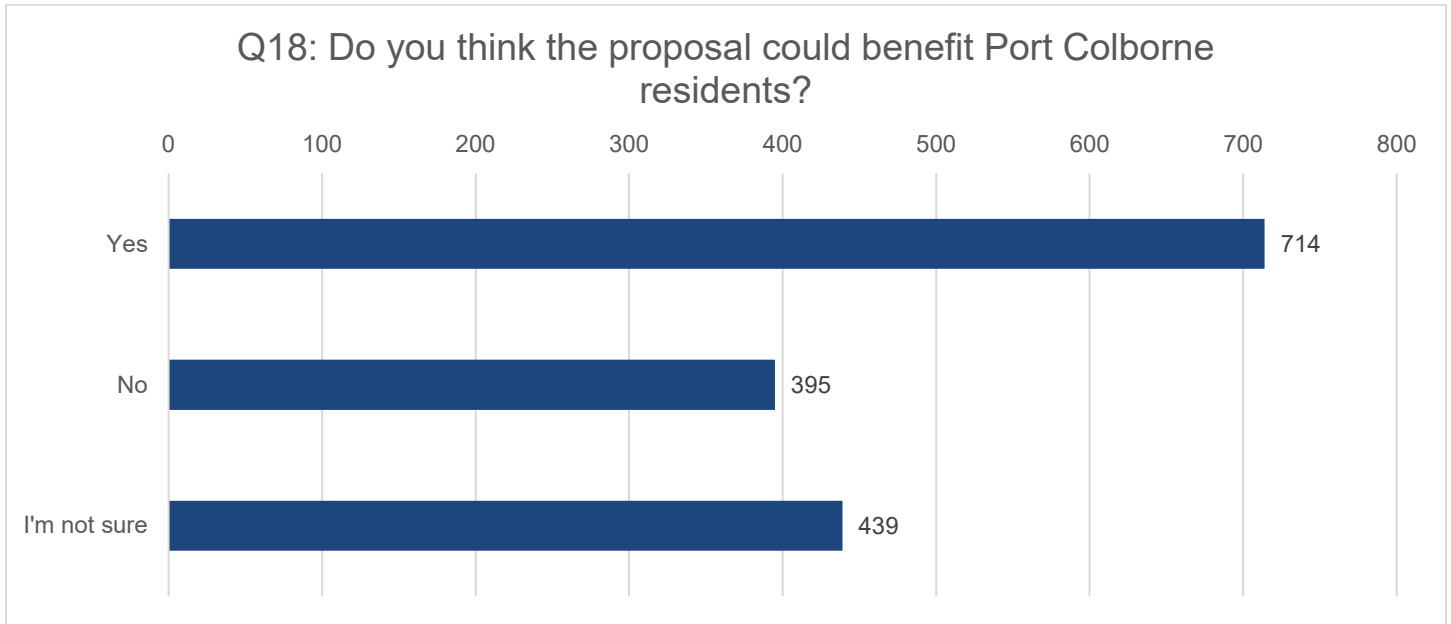


**Q19. The proposal is multi-phased and each piece is dependent on the next. It is not designed to be broken apart, and must remain whole to function effectively. At a high level, the proposal includes:**

- The first phase would see the City of Port Colborne temporarily lease vacant space within the west wing of the Port Colborne site from Niagara Health and then sub-lease it to the Lockview Medical Group.
- The Lockview Medical Group would complete a small renovation and then build out a comprehensive primary care clinic, attracting new family physicians to Port Colborne, and offering expanded primary care services, as soon as this year.
- Once Niagara Health transitions out of the Port Colborne site in 2028, Niagara Health has agreed to transfer ownership of the site to the City for a nominal fee of \$2, in return for the \$6.2-million local share request supporting the South Niagara Hospital (if the final phase can be achieved).
- Finally, in order to fund the \$6.2-million local share without a heavy burden on Port Colborne taxpayers, staff proposed that a developer be sought through a public process to develop the Niagara Health site in Port Colborne. This could include new multi-residential units, an all-new expanded medical clinic, and/or additional health and wellness offerings for the community.

**Do you think the proposal could benefit Port Colborne residents?**

Answer Choices	Responses
Yes	714
No	395
I'm not sure	439
Answered	1548
Skipped	464



**About 46% of question respondents thought the proposal from Lockview Medical Group could benefit Port Colborne residents.**

**About 28% of question respondents said they weren't sure if the proposal could benefit Port Colborne residents.**

## Q20. Why or why not?

Answered	962
Skipped	1050

This was an open-ended question which allowed respondents to fill in comments. 962 comments were received.

**Overall, supporters of the proposal appreciate the potential for improved local healthcare services, increased accessibility, job creation, and economic benefits, while emphasizing the importance of using existing spaces efficiently.**

**Opponents of the proposal express concerns about the financial burden on taxpayers, the loss of urgent care services, and the involvement of private health companies, fearing increased costs and reduced accessibility.**

A full list of comments is available at [www.portcolborne.ca/healthcare](http://www.portcolborne.ca/healthcare)

A summary of the comments is shown below.

Q20 Open-Ended Response Summary	
Supportive Comments	
<b>Accessibility to Healthcare</b>	<ul style="list-style-type: none"> <li>Many respondents support the proposal because it would provide local healthcare services, reducing the need to travel out of town for medical appointments.</li> <li>Respondents appreciate the idea of having more family doctors and medical services available locally.</li> </ul>
<b>Economic Benefits</b>	<ul style="list-style-type: none"> <li>Some respondents believe that the proposal would create jobs and stimulate the local economy.</li> <li>The development of the medical centre is seen as a way to minimize costs and avoid tax increases.</li> </ul>
<b>Improved Services</b>	<ul style="list-style-type: none"> <li>Supporters mention that the proposal would bring enhanced healthcare services, such as diagnostic services and treatments.</li> <li>The proposal is seen as a way to utilize and adapt existing spaces efficiently.</li> </ul>

Q20 Open-Ended Response Summary	
Opposing Comments	
<b>Concerns about Privatization</b>	<ul style="list-style-type: none"> <li>• Many respondents are worried about the involvement of private health companies and the potential for increased costs.</li> <li>• There is a strong sentiment against privatizing healthcare services, with concerns about accessibility and affordability.</li> </ul>
<b>Financial Burden</b>	<ul style="list-style-type: none"> <li>• Respondents expressed concerns about the high costs associated with the proposal, including the \$6.2-million contribution to the new hospital.</li> <li>• There are worries about the financial impact on taxpayers and the City's budget.</li> </ul>
<b>Loss of Urgent Care</b>	<ul style="list-style-type: none"> <li>• A significant number of respondents oppose the proposal because it would result in the closure of the existing urgent care facility.</li> <li>• The loss of 24/7 emergency services is a major concern, especially for the aging population and those without transportation.</li> </ul>
<b>Need for More Information</b>	<ul style="list-style-type: none"> <li>• Several respondents feel that there is not enough tangible information being shared about the proposal.</li> <li>• They request more details about the terms of the sale, the involvement of developers, and the specific benefits for the community.</li> </ul>

## Q21. What do you think about the proposed approach to the City temporarily leasing space within Niagara Health's Port Colborne site to Lockview Medical Group in order to increase primary care services and attract new family physicians to Port Colborne?

Answered 1183  
Skipped 829

This was an open-ended question which allowed respondents to fill in comments. 1183 comments were received.

**Overall, the survey responses show mixed opinions on the proposal to lease space to Lockview Medical Group. Many support the idea as a way to attract new family physicians and improve primary care. However, there are significant concerns about losing urgent care services, potential tax increases, and the overall cost. Some respondents are skeptical and need more information. Overall, there is support, but also notable concerns and questions.**

A full list of comments is available at [www.portcolborne.ca/healthcare](http://www.portcolborne.ca/healthcare)

A summary of the comments is shown below.

Q21 Open-Ended Response Summary	
<b>Support for Leasing the Space to the Lockview Medical Group</b>	<ul style="list-style-type: none"> <li>Many respondents expressed support for the idea, considering it a good or great solution to attract new family physicians and improve primary care services in Port Colborne.</li> <li>Examples: "Good idea", "Great idea", "Fantastic idea".</li> </ul>
<b>Concerns About Urgent Care</b>	<ul style="list-style-type: none"> <li>A significant number of respondents emphasized the importance of maintaining urgent care services. They expressed concerns that the proposed approach may not adequately replace the Urgent Care Centre.</li> </ul>
<b>Cost and Tax Concerns</b>	<ul style="list-style-type: none"> <li>Several respondents were worried about the financial implications of the proposal, including potential increases in taxes and the overall cost of leasing the space.</li> </ul>
<b>Questions About Lockview Medical Group:</b>	<ul style="list-style-type: none"> <li>A few respondents raised questions about Lockview Medical Group, seeking more information about the organization and its role in the proposal.</li> </ul>

## Q22. What do you think about the City purchasing the Port Colborne site from Niagara Health for \$2, in exchange for the \$6.2-million local share for the South Niagara Hospital?

Answered 1130  
Skipped 882

This was an open-ended question which allowed respondents to fill in comments. 1130 comments were received.

**Overall, the survey responses show a mix of skepticism and cautious optimism about the proposal. Many respondents are concerned about financial implications, fairness, and the potential loss of local healthcare services. However, some support the deal as a necessary step to secure healthcare services and avoid tax increases. Overall, the community is worried about the financial impact but sees potential benefits in securing the site for future use.**

A full list of comments is available at [www.portcolborne.ca/healthcare](http://www.portcolborne.ca/healthcare)

A summary of the comments is shown below.

Q22 Open-Ended Response Summary	
<b>Financial Concerns</b>	<ul style="list-style-type: none"> <li>Many respondents expressed worries about the financial implications of the deal, particularly the \$6.2-million local share. Concerns included potential increases in property taxes and the overall cost of maintaining the aging facility.</li> <li>Some respondents felt that the deal was unfair and likened it to a form of ransom or extortion.</li> </ul>
<b>Fairness and Equity</b>	<ul style="list-style-type: none"> <li>A significant number of respondents felt that the deal was not fair, especially considering that the hospital was originally funded by the residents of Port Colborne.</li> <li>There were sentiments that Niagara Health should donate the site back to the city without any conditions.</li> </ul>
<b>Healthcare Services</b>	<ul style="list-style-type: none"> <li>Respondents emphasized the importance of maintaining healthcare services locally. Many were concerned about losing urgent care and</li> </ul>



Q22 Open-Ended Response Summary	
	<p>other medical services.</p> <ul style="list-style-type: none"> <li>• There were suggestions to use the site for medical purposes, such as walk-in clinics, urgent care centres, and specialist clinics.</li> </ul>
<b>Skepticism and Distrust</b>	<ul style="list-style-type: none"> <li>• Several respondents expressed distrust towards Niagara Health and the proposed deal, fearing hidden costs and potential negative impacts on the community.</li> <li>• Some felt that the deal was a way for Niagara Health to offload an old, costly building onto the City.</li> </ul>
<b>Support for the Deal</b>	<ul style="list-style-type: none"> <li>• Despite the concerns, there were respondents who supported the deal, seeing it as a necessary step to secure healthcare services and avoid tax increases.</li> <li>• Some felt that the deal was reasonable and a good investment for the City.</li> </ul>

**Q23. Do you have any concerns about the City pursuing some type of housing/medical development project that would ultimately help fund the \$6.2-million contribution to the South Niagara Hospital project, and generate additional income for the City?**

Answered 1058  
Skipped 954

This was an open-ended question which allowed respondents to fill in comments. 1058 comments were received.

**Overall, while some respondents support the project, viewing it as a beneficial initiative for generating income and development, others express concerns such as the potential financial burden on taxpayers, doubts about the City's infrastructure capacity to support the new development, and worries about the affordability of the proposed housing.**

A full list of comments is available at [www.portcolborne.ca/healthcare](http://www.portcolborne.ca/healthcare)

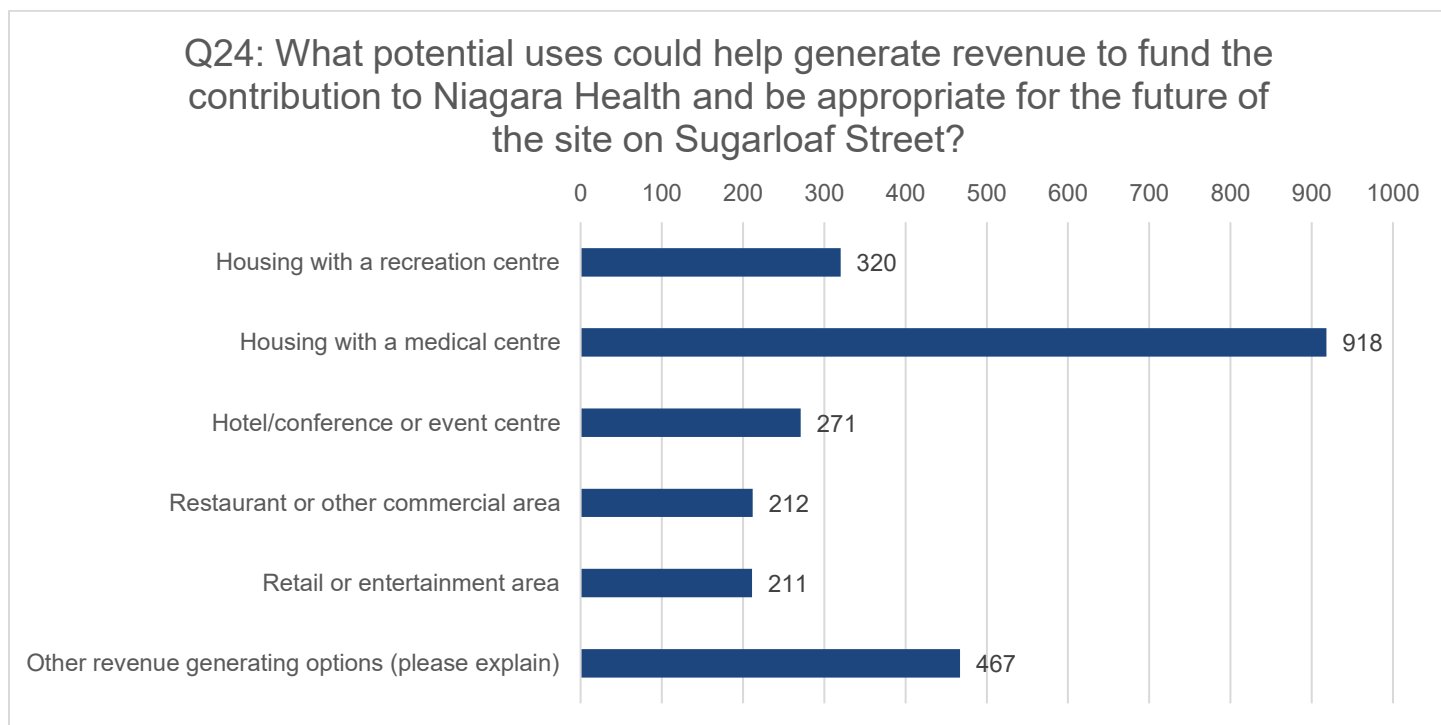
A summary of the comments is shown below.

Q23 Open-Ended Response Summary	
<b>Support for Some Type of Housing/Medical Development Project</b>	<ul style="list-style-type: none"> <li>Some respondents expressed support for the project, considering it a good or great idea.</li> <li>A few mentioned that they believe it could generate necessary income for the City.</li> </ul>
<b>Concerns About Funding</b>	<ul style="list-style-type: none"> <li>Concerns about the project not generating the expected income and the potential burden on taxpayers.</li> <li>Many respondents were worried about the financial implications, including the cost of the project and the potential for increased taxes.</li> </ul>
<b>Concerns About Infrastructure</b>	<ul style="list-style-type: none"> <li>Respondents questioned whether the City's current infrastructure could support the new development.</li> <li>Issues raised included the capacity of grocery stores, restaurants, parking, and other amenities.</li> </ul>
<b>Concerns About Affordability</b>	<ul style="list-style-type: none"> <li>There were concerns about the affordability of the new housing, with some respondents emphasizing the need for affordable housing rather than luxury developments.</li> </ul>

Q23 Open-Ended Response Summary	
	<ul style="list-style-type: none"><li>• Worries about the project benefiting developers more than the local community.</li></ul>
<b>Concerns About Transparency</b>	<ul style="list-style-type: none"><li>• Respondents expressed a lack of trust in the City's handling of the project and called for more transparency and accountability.</li><li>• Some mentioned the need for clear communication about the project's costs and benefits.</li></ul>
<b>Alternative Suggestions</b>	<ul style="list-style-type: none"><li>• Suggestions included involving local investors, ensuring the project does not burden taxpayers, and prioritizing affordable housing.</li><li>• Some respondents recommended exploring other funding options, such as federal grants or partnerships.</li></ul>

**Q24. Niagara Health will only sell its Port Colborne site to the City if there is a funding strategy in place for the \$6.2-million local share in return. With this in mind, what potential uses could help generate revenue to fund the contribution and be appropriate for the future of the site on Sugarloaf Street? Select all that apply.**

Answer Choices	Responses	86% of question respondents supported pursuing a housing development with a medical centre.
Housing with a recreation centre	320	
Housing with a medical centre	918	
Hotel/conference or event centre	271	
Restaurant or other commercial area	212	
Retail or entertainment area	211	
Other revenue generating options (please explain)	467	47% of total survey respondents skipped this question.
Answered	1070	
Skipped	942	



Question 24 also allowed respondents to offer “other” answers. 467 suggestions were provided.

Some of the suggestions of other potential uses of the property:

- Childcare
- Long-term care facility, retirement home, or some other senior's facility
- Affordable housing
- Casino
- Movie theatre
- Film lot to be rented to filmmakers
- Big box store (Walmart, Giant Tiger, etc.)
- Pool (indoor/outdoor)
- Expand H.H. Knoll Lakeview Park

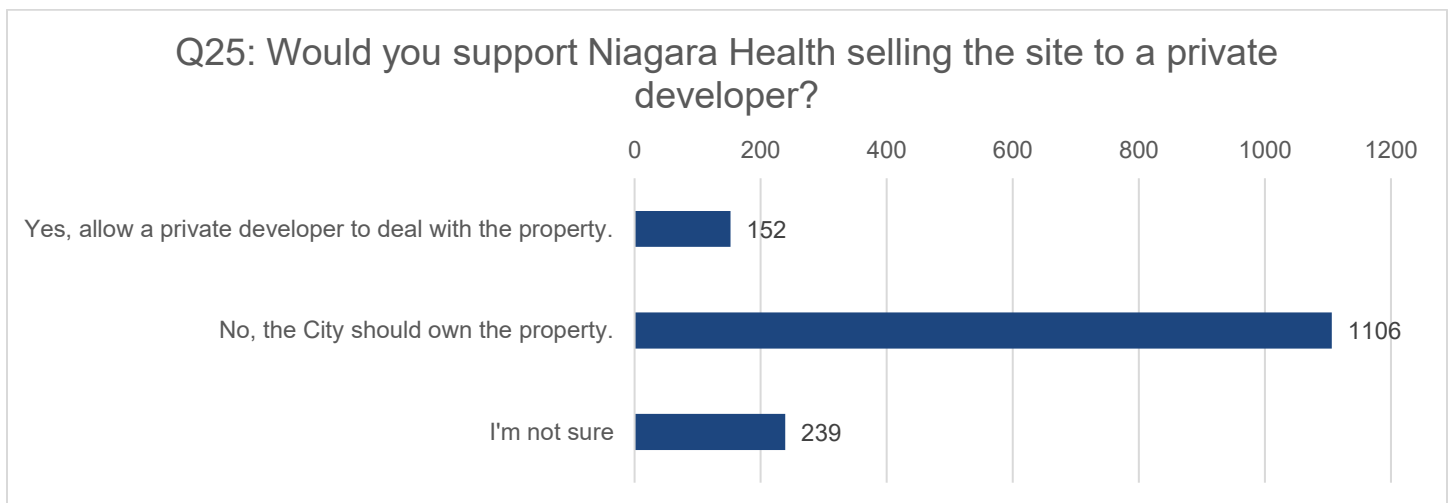
Some respondents provided alternate fundraising ideas, including:

- Hold lottery/fundraising to generate revenue for medical centre
- Sell the land to a developer and build a medical centre somewhere else
- Charge for Canal Days to generate revenue for medical centre
- Sell the Marina to generate revenue for medical centre

A full list of comments is available at [www.portcolborne.ca/healthcare](http://www.portcolborne.ca/healthcare)

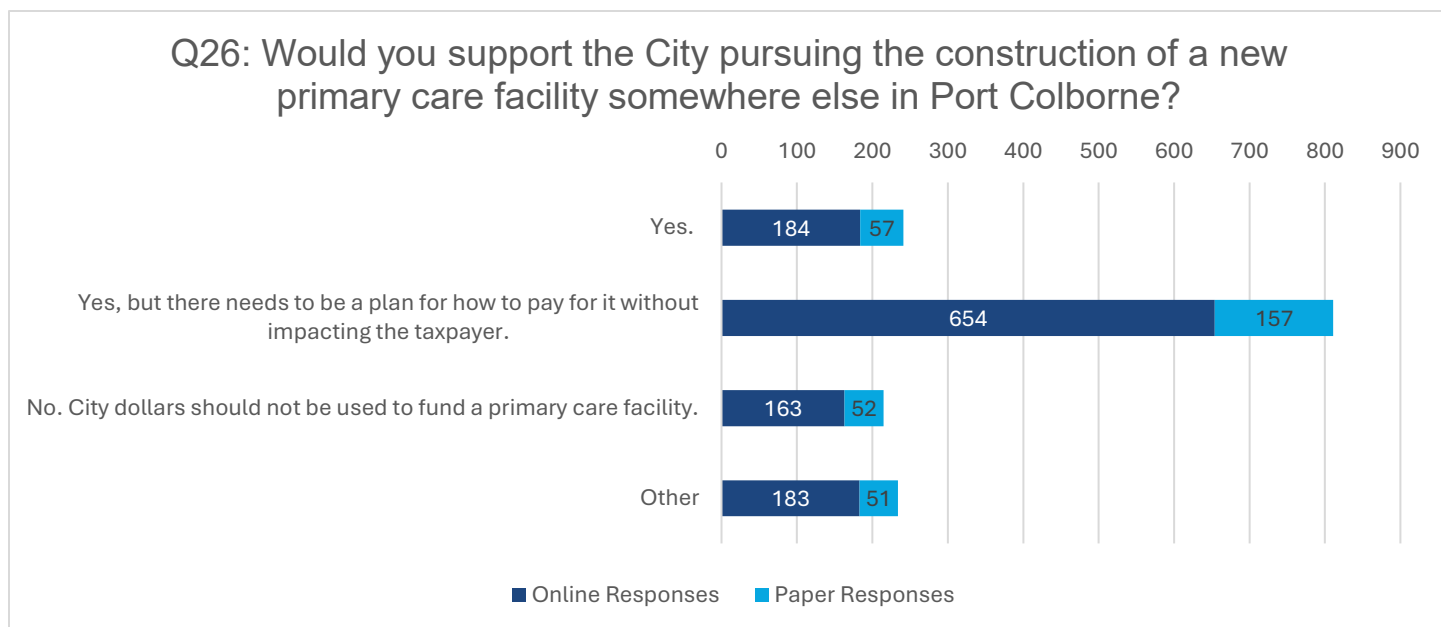
**Q25. If the City is unable to come up with a funding strategy for the \$6.2 million, Niagara Health could consider selling its Port Colborne site to a private developer, meaning the City and its residents would have less control over the future of the property (i.e. less control over height restrictions, setbacks, type of building, number of units, etc.) Would you support this option?**

Answer Choices	Responses	
Yes, allow a private developer to deal with the property.	152	<b>74% of respondents thought the City should own the property, instead of selling it to a private developer.</b>
No, the City should own the property.	1106	
I'm not sure	239	
	1497	
	515	
	Answered	
	Skipped	



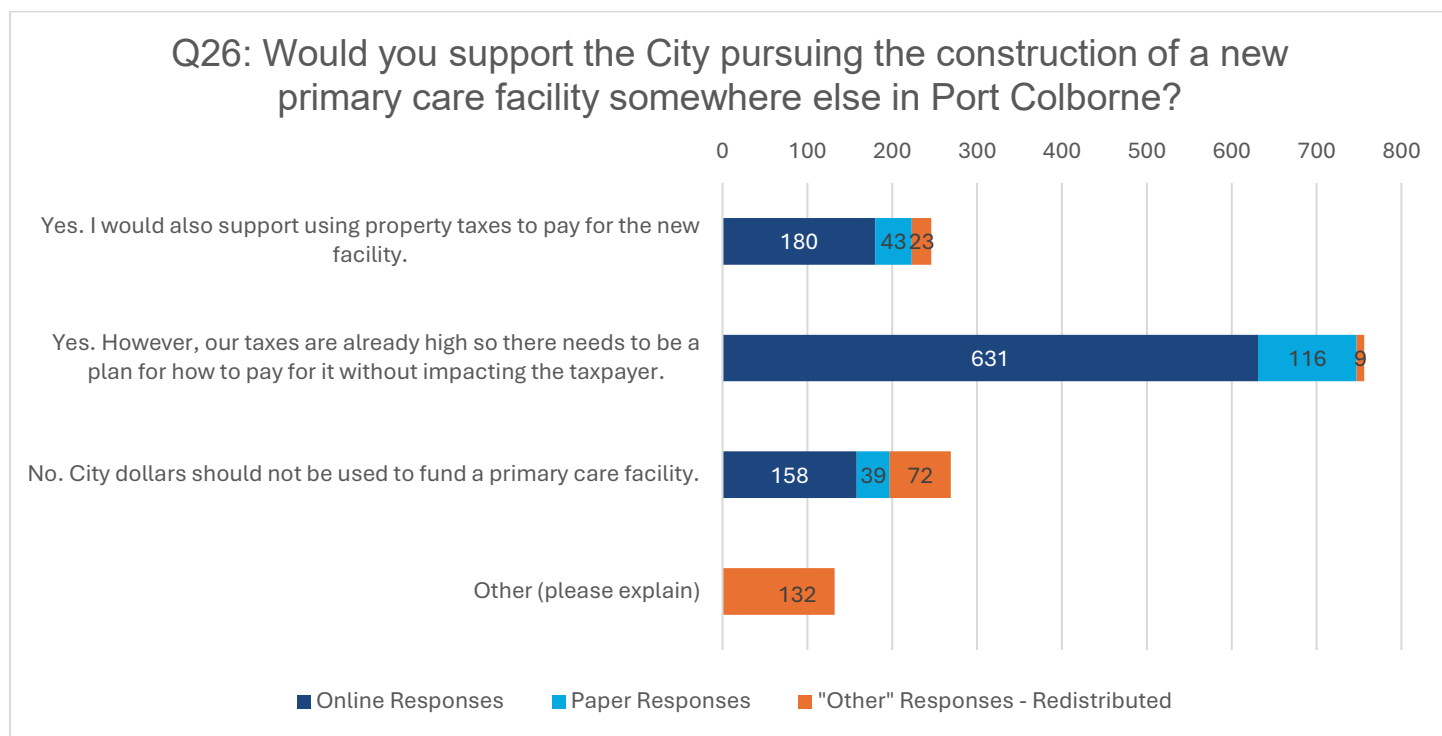
**Q26. If the partnership between the City, Niagara Health, and Lockview Medical Group does not proceed, would you support the City pursuing the construction of a new primary care facility somewhere else in Port Colborne?<sup>9</sup>**

	ONLINE	PAPER
<b>Answer Choices</b>	<b>Responses</b>	
Yes. I would also support using property taxes to pay for the new facility.	184	57
Yes. However, our taxes are already high so there needs to be a plan for how to pay for it without impacting the taxpayer.	654	157
No. City dollars should not be used to fund a primary care facility.	163	52
Other (please explain)	183	51
	Answered	1184
	Skipped	485
		59



<sup>9</sup> Please note, due to the uncontrolled nature of the paper survey environment, some paper responses included multiple answers to questions designed for a single response. Rather than excluding these surveys/questions from the final analysis, responses for nine survey questions have been recorded and presented separately to account for multiple selections on paper surveys. The affected questions are 4, 5, 7, 8, 11, 13, 16, 17, and 26.

This question allowed respondents to offer “other” answers. 234 suggestions were provided. Upon reviewing the comments, of the 234 comments received, 102 actually supported one of the options available in the question. The graph below shows the “other” responses redistributed, if they fit into one of the first three options in the question.



Overall, the remaining comments reflect a mix of concern about healthcare access and funding, with a preference for practical and financially responsible solutions.

A full list of comments is available at [www.portcolborne.ca/healthcare](http://www.portcolborne.ca/healthcare)

A summary of the responses received is shown below.

**56% of respondents supported the idea of the City pursuing the construction of a primary care facility somewhere else in Port Colborne, with a funding strategy that does not impact the taxpayer.**

**18% of respondents supported the idea of the City pursuing the construction of a primary care facility somewhere else in Port Colborne using funds from property taxes.**



Q26 Open-Ended Response Summary	
<b>Support for a New Facility</b>	<ul style="list-style-type: none"> <li>• Respondents who supported a new facility in a different location often highlighted the need for better healthcare services and were willing to consider new construction if it meant improved access to care.</li> </ul>
<b>Opposition to New Facility</b>	<ul style="list-style-type: none"> <li>• Those opposed to the idea of a new facility in a different location were primarily concerned about the financial implications, preferring to see existing facilities upgraded rather than new ones built.</li> </ul>
<b>Conditional Support</b>	<ul style="list-style-type: none"> <li>• Many respondents were open to the idea but wanted assurances about funding and the inclusion of essential services like urgent care.</li> </ul>
<b>Concerns About Funding</b>	<ul style="list-style-type: none"> <li>• Funding was a major concern, with many respondents insisting that the province or federal government should bear the cost rather than local taxpayers.</li> </ul>
<b>Suggestions for Existing Facility</b>	<ul style="list-style-type: none"> <li>• There was a strong preference for renovating existing facilities, with respondents suggesting that this would be a more cost-effective and practical solution.</li> </ul>

## Q27. Do you think Council should formally establish a committee to advise on healthcare issues in Port Colborne?

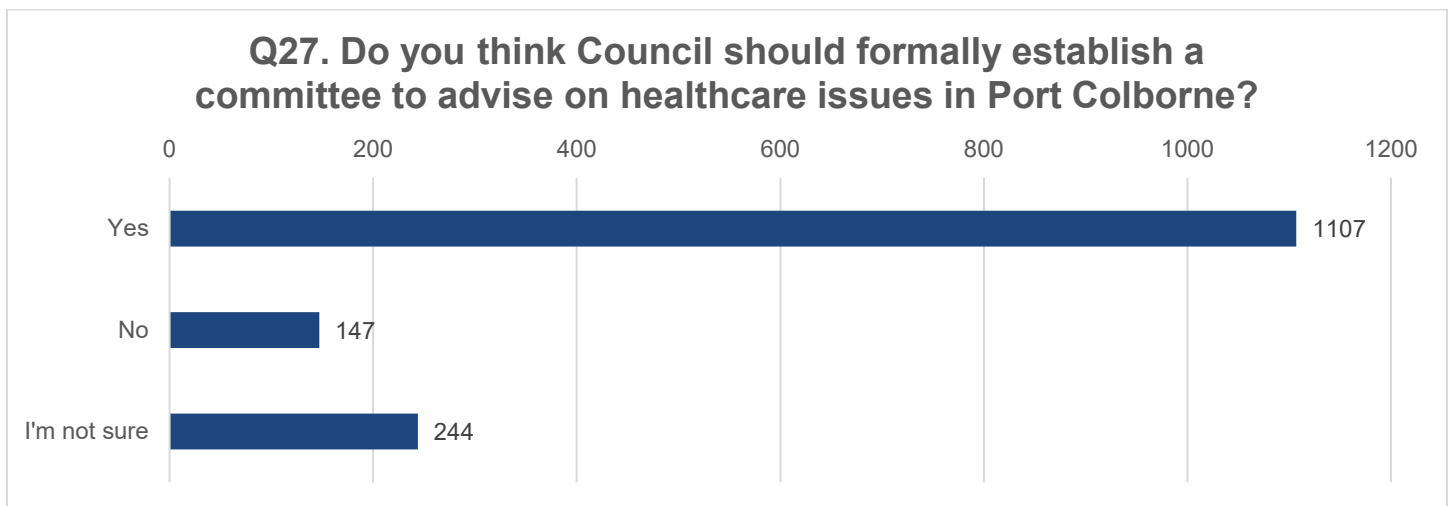
### Answer Choices

Yes  
No  
I'm not sure

### Responses

	1107
	147
	244
Answered	1498
Skipped	514

**74% of respondents supported the establishment of a committee to advise on healthcare issues in Port Colborne**



## Q28. Could you explain why or why not?

Answered 829  
Skipped 1183

This was an open-ended question which allowed respondents to fill in comments. 829 comments were received.

**Overall, the survey responses reveal strong support for forming a healthcare committee in Port Colborne, emphasizing the need for diverse representation, transparency, and community involvement. While some are skeptical about the effectiveness of a committee, fearing it might be influenced by political or financial interests, there is a clear call for public input and a collaborative approach to address healthcare issues in the community.**

A full list of comments is available at [www.portcolborne.ca/healthcare](http://www.portcolborne.ca/healthcare)

A summary of the comments is shown below.

Q28 Open-Ended Response Summary	
<b>Support for a Committee</b>	<ul style="list-style-type: none"> <li>Many respondents support the idea of forming a committee to address healthcare issues in Port Colborne. They believe it would provide a platform for diverse voices and ensure that residents' needs are considered.</li> <li>Some respondents emphasized the importance of including residents, healthcare professionals, and other stakeholders in the committee to ensure a well-rounded perspective.</li> </ul>
<b>Representation and Transparency</b>	<ul style="list-style-type: none"> <li>A recurring theme is the need for transparency and representation. Respondents want the committee to be transparent in its operations and include a diverse group of people, including residents, healthcare professionals, and local leaders.</li> <li>There is a strong desire for the committee to publish key points from meetings and avoid closed-door sessions.</li> </ul>
<b>Healthcare Accessibility and Quality</b>	<ul style="list-style-type: none"> <li>Many respondents expressed concerns about the accessibility and quality of healthcare in Port Colborne. They highlighted issues such as the lack of 24-hour healthcare services, the need for urgent care, and the importance of having local healthcare facilities.</li> </ul>

Q28 Open-Ended Response Summary	
	<ul style="list-style-type: none"> <li>Some respondents shared personal experiences and frustrations with the current healthcare system, emphasizing the need for improvements.</li> </ul>
<b>Skepticism and Concerns</b>	<ul style="list-style-type: none"> <li>A significant number of respondents are skeptical about the effectiveness of forming a committee. They worry that it might be a waste of time and resources, and that it may not lead to meaningful changes.</li> <li>Concerns were also raised about potential biases and conflicts of interest within the committee, with some respondents fearing that it might be influenced by political or financial interests.</li> </ul>
<b>Community Involvement and Input</b>	<ul style="list-style-type: none"> <li>Respondents emphasized the importance of involving the community in decision-making processes. They believe that residents should have a say in healthcare-related decisions and that their input should be valued.</li> <li>There is a call for more public consultations, surveys, and opportunities for residents to voice their opinions.</li> </ul>

**Q29. If you have any other thoughts you'd like to share about healthcare in Port Colborne, the future use of Niagara Health's Port Colborne site, or the contributions to the new South Niagara Hospital, please let us know in the comment box.**

Answered 443  
Skipped 1569

This was an open-ended question which allowed respondents to fill in comments. 443 comments were received.

**Overall, the responses reflect a strong community concern for maintaining accessible and comprehensive healthcare services in Port Colborne. There is a desire for more involvement in decision-making processes and for development plans that align with the community's needs.**

A full list of comments is available at [www.portcolborne.ca/healthcare](http://www.portcolborne.ca/healthcare)

A summary of the comments is shown below.

Q29 Open-Ended Response Summary	
<b>Urgent Care and Hospital Services</b>	<ul style="list-style-type: none"> <li>Many respondents emphasized the importance of maintaining urgent care services in Port Colborne. They expressed concerns about the potential closure of the Urgent Care Centre and the impact it would have on the community, especially seniors and those without transportation.</li> <li>There is a strong sentiment that the new South Niagara Hospital is too far for many residents, and the closure of local services would lead to longer wait times and increased pressure on other hospitals.</li> </ul>
<b>Accessibility and Transportation</b>	<ul style="list-style-type: none"> <li>Accessibility to healthcare services is a major concern. Respondents highlighted the difficulties faced by those who do not drive or have limited mobility, particularly seniors.</li> <li>There were suggestions to improve transportation options to ensure residents can access healthcare facilities in other cities.</li> </ul>
<b>Community Involvement and Transparency</b>	<ul style="list-style-type: none"> <li>Several respondents called for more transparency and community involvement in decision-making processes related to healthcare services. They want detailed information about plans, property boundaries, and the rationale behind decisions.</li> </ul>

Q29 Open-Ended Response Summary	
	<ul style="list-style-type: none"> <li>There is a desire for the City to have more control over the future use of Niagara Health's Port Colborne site and to ensure that any development aligns with the community's needs</li> </ul>
<b>Healthcare Infrastructure and Funding</b>	<ul style="list-style-type: none"> <li>Concerns were raised about the funding and management of healthcare services. Respondents questioned the allocation of funds and the impact on local taxes.</li> <li>There were suggestions to explore alternative funding options, such as government grants, fundraising, and partnerships with other municipalities.</li> </ul>
<b>Mental Health and Addictions Support</b>	<ul style="list-style-type: none"> <li>The need for more mental health and addictions support was highlighted. Respondents believe that improving these services would reduce pressure on the healthcare system and provide better care for residents.</li> </ul>
<b>Future Development and Use of the Port Colborne Site</b>	<ul style="list-style-type: none"> <li>Opinions varied on the future use of the Port Colborne site. Some respondents suggested maintaining it as a healthcare facility, while others proposed using it for affordable housing or commercial purposes.</li> <li>There is a strong preference for any development to benefit the community and address local needs, rather than being driven by profit.</li> </ul>

**Q30. Is there anything else you'd like to share with us about this topic that we didn't already ask? If you don't have enough space, please email us at [communityengagement@portcolborne.ca](mailto:communityengagement@portcolborne.ca)**

Answered 207  
Skipped 1805

This was an open-ended question which allowed respondents to fill in comments. 207 comments were received.

A full list of comments is available at [www.portcolborne.ca/healthcare](http://www.portcolborne.ca/healthcare)

A summary of the comments is shown below.

Q30 Open-Ended Response Summary	
<b>Urgent Care and Hospital Service</b>	<ul style="list-style-type: none"> <li>Many respondents expressed concerns about the potential closure of urgent care services in Port Colborne.</li> <li>There were numerous mentions of the need for a fully functioning hospital in the area, especially given the aging population and the increasing number of residents.</li> </ul>
<b>Healthcare System and Services</b>	<ul style="list-style-type: none"> <li>Respondents highlighted issues with the current healthcare system, including long wait times in emergency rooms and the need for more doctors and nurses.</li> <li>Some suggested upgrading existing facilities or building new ones to better serve the community.</li> </ul>
<b>Funding and Taxes</b>	<ul style="list-style-type: none"> <li>Several responses mentioned the need for better funding for healthcare services and questioned the allocation of tax dollars.</li> <li>There were concerns about property taxes and the financial burden on residents.</li> </ul>
<b>Quality of Service</b>	<ul style="list-style-type: none"> <li>Comments were made about the quality of healthcare services, including the need for more empathetic care and better working conditions for healthcare professionals.</li> <li>Some respondents mentioned the importance of maintaining high standards in healthcare facilities.</li> </ul>
<b>Community Involvement and Governance</b>	<ul style="list-style-type: none"> <li>There were calls for more community involvement in decision-making processes related to healthcare.</li> <li>Some respondents criticized local governance and expressed a desire for</li> </ul>

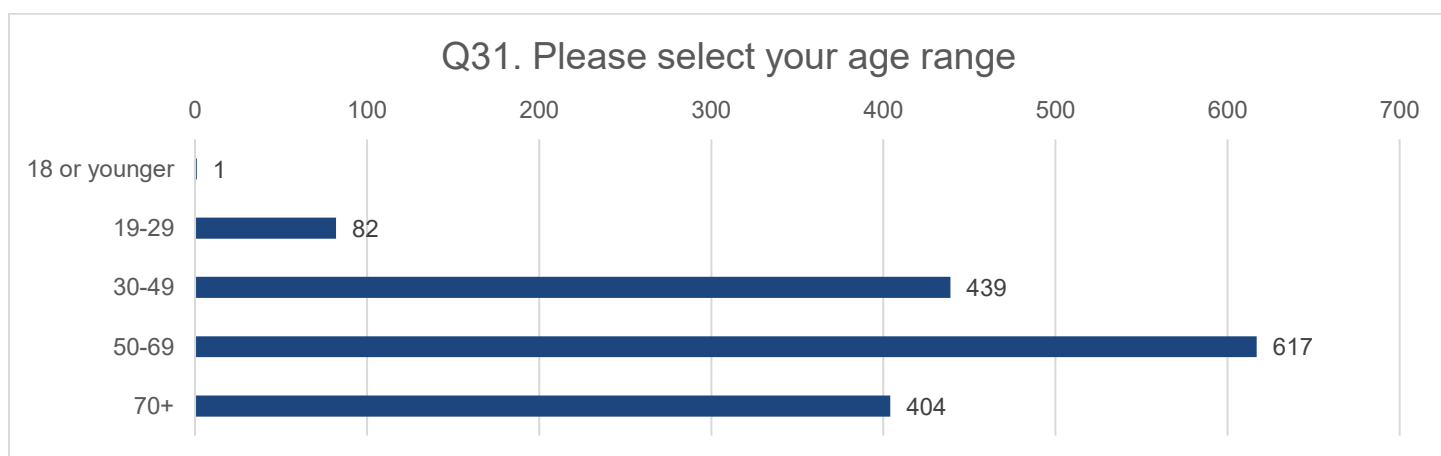
Q30 Open-Ended Response Summary	
	more transparency and accountability.
<b>Mental Health</b>	<ul style="list-style-type: none"> <li>• Mental health services and support were mentioned as important aspects of the healthcare system that need improvement.</li> </ul>
<b>Care for Seniors</b>	<ul style="list-style-type: none"> <li>• The need for better care and services for seniors was highlighted, given the aging demographic of Port Colborne.</li> </ul>
<b>Transportation</b>	<ul style="list-style-type: none"> <li>• Concerns about transportation routes and accessibility to healthcare facilities were raised, especially for those who may not have easy access to transportation.</li> </ul>



### Q31. Please select your age range

Answer Choices	Responses
18 or younger	1
19-29	82
30-49	439
50-69	617
70+	404
Answered	1425
Skipped	438

Of those respondents who provided their age, only one respondent was under the age of 18. The distribution of ages did not change with the additional surveys submitted between March 10 and April 30, now and April 30, 2025.



	Survey Respondents Ages	Ages in Port Colborne (StatsCan)
18 or younger	0%	18%
19-29	5%	10%
30-49	29%	21%
50-69	40%	32%
70+	26%	19%

This chart shows the age distribution of those who provided their age while answering the survey and the reported ages of residents in Port Colborne in the 2021 census.