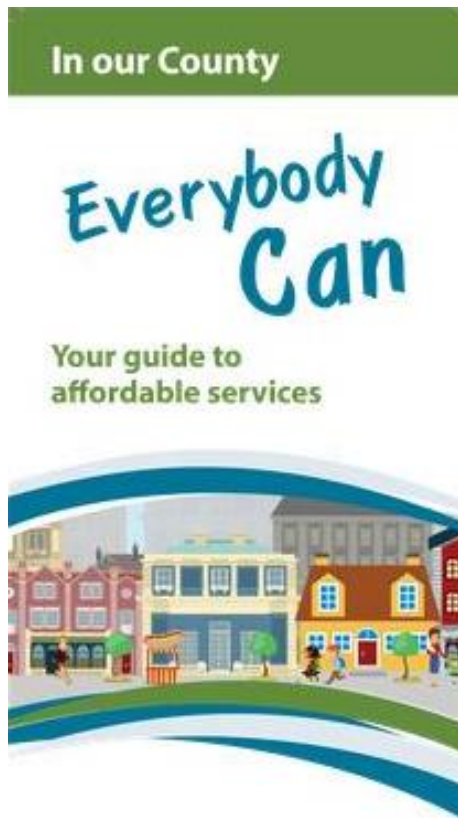




**STRATHCONA
COUNTY**

What We Heard Report 2021 Seniors Services and Supports Survey



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I. Introduction and Purpose of the Survey

In June 2021, Strathcona County conducted an online survey of seniors in order to obtain perceptions toward a variety of topics associated with the supports and services pertaining to seniors in the community. The purpose of this survey was to look at the various supports and services available to seniors in the County and to look at additional measures that could be implemented in the future.

Obtaining data directly from residents provides Strathcona County with information to make recommendations to staff and Council of what seniors require from the County based on the perspectives and attitudes of residents. This report provides a comprehensive review of all steps undertaken in the development and implementation of the survey, as well as a detailed summary of the results.

A review of the methodology associated in the development and implementation of the survey can be found in the next section of this report.

II. Methodology

A. The questionnaire

The questionnaire used in this study was newly created specifically for this study. In addition to demographics, a series of questions were asked in this survey pertaining to:

- Current satisfaction with various seniors' supports and services;
- Accessing information about seniors' supports and services and identification of any barriers preventing this;
- Accessibility to any seniors' supports and services;
- Affordability;
- Connecting with others and socializing;
- Current and future facility use; and
- Exploring the potential of a seniors-only facility in Strathcona County.

B. Sampling design and data collection procedure

The survey was made available through the Strathcona County Online Opinion Panel (SCOOP) and to others through Survey Gizmo (Alchemer). Paper version of the survey was also made available to those without computer access. The completed paper surveys were entered by selected staff from Family and Community Services. The survey could be completed by all age groups.

The online surveys ran between June 1 and June 22, 2021, during which 898 people took the time to answer. Although poll-based data is based on people who decide to participate and were not randomly selected and have access to either the online or paper surveys, the margin of error for a comparable probability-based random sample of the same size is $\pm 3.3\%$, 19 times out of 20. The data was analyzed by Strathcona County's Communications using SPSS for Windows.

III. RESULTS

This section of the report presents a summary of the results associated with this survey. Socio-demographic comparisons for urban/rural, age groups and household income are also done throughout this report.

A. Demographic Overview

This section of the report presents an overview of the type of people who completed the survey.

A breakdown by age¹ was as follows:

- 2.4% were under the age of 35
- 12.8% were 35 – 54 age group;
- 20.0% were in the 55 – 64 age group;
- 44.1% were in the 65-74 age group; and
- 20.7% were 75 or older.

The final urban/rural split was fairly close to the actual proportions, with 82.4% of the respondents being from Sherwood Park and 16.9% living in rural Strathcona County. An additional 0.7% did not live in Strathcona County.²

With respect to household income,³ the breakdown was as follows:

- 1.8% had an annual income of under \$20,000;
- 17.3% had \$20,000 to under \$40,000 annually;
- 15.9% had \$40,000 to under \$60,000 annually;
- 16.6% had \$60,000 to under \$80,000 annually;
- 13.0% had \$80,000 to under \$100,000 annually;
- 13.2% had \$100,000 to under \$120,000 annually;
- 6.8% had \$120,000 to under \$140,000 annually;
- 5.2% had \$140,000 to under \$160,000 annually; and

¹ This excludes 5.6% of the respondents who did not disclose their age.

² These figures exclude 3.8% of respondents who did not indicate where they lived within Strathcona County.

³ These figures exclude 38.2% of respondents who did not disclose their household income.

- 5.2% had \$160,000 or more in annual household income.

Initially, respondents were asked who they were answering the survey for. Overall, 52.2% were answering the survey on behalf of themselves and an additional 38.4% had answered the survey on behalf of themselves and their spouse. In addition, 6.5% filled it out on behalf of an older family member who was 65 or older, and 2% filled it out on behalf of an older friend. There were also 3.8% who completed the survey thinking about themselves as well as an older individual.

B. Satisfaction with Community Supports

In the first section of the survey, respondents were asked to rate their satisfaction with community supports pertaining to various difficulties that people might face within Strathcona County. An overall breakdown is shown in Table 1.

Table 1
Level of satisfaction for community support items⁴

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know (excluded)
Feeling safe in the community	33.1%	47.6%	11.0%	6.4%	1.8%	N=56
Recreation opportunities	25.0%	43.1%	15.2%	12.6%	4.1%	N=90
Volunteer opportunities	18.2%	46.1%	26.2%	7.9%	1.7%	N=199
Cultural opportunities	14.7%	44.1%	31.0%	8.6%	1.5%	N=179
Food/meal planning	13.6%	38.5%	37.6%	7.9%	2.5%	N=339
Multi-generational gathering spaces	13.6%	36.7%	30.0%	16.1%	3.6%	N=252
Public transit	12.8%	35.2%	32.5%	13.6%	6.0%	N=295
Finances	11.1%	41.5%	32.7%	11.7%	2.9%	N=250
Home care and home supports	10.4%	32.3%	31.9%	20.9%	4.5%	N=362
Mental health	9.0%	33.6%	32.2%	18.1%	7.0%	N=330

⁴ The satisfaction percentages shown in this table are based on people who knew enough about the item to give it a rating and excluded those individuals who "didn't know". The number of respondents who said they did not know or did not provide an answer are noted here as a reference point.

Table 1 (Continued)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know (excluded)
Social connection	6.7%	35.8%	33.5%	19.9%	4.1%	N=211
Addiction	6.4%	23.1%	50.3%	14.4%	5.8%	N=538
Affordable housing	5.8%	23.0%	28.0%	32.9%	10.3%	N=238
Seniors-only facilities	5.2%	21.0%	32.9%	25.5%	15.3%	N=303

It can be seen from Table 1 that the highest levels of satisfaction were *feeling safe in the community* (80.7% combined very satisfied/satisfied), followed by *recreation opportunities* (78.1% very satisfied/satisfied). *Volunteer opportunities* (64.3% very satisfied/satisfied) and *cultural opportunities* (58.9% very satisfied/satisfied) followed in third and fourth positions.

Satisfaction levels are not as strong when it comes to *multi-generational gathering spaces* (50.3% very satisfied/satisfied) and public transit (48% very satisfied/satisfied). Services associated with *finances* fared somewhat better (52.6% very satisfied/satisfied), while satisfaction with other personal services were lower: *Home care/home supports* (42.7%), *mental health* (42.6%), *social connection* (44.5%), *addiction* (29.5%) and *affordable housing* (28.8%). The lowest level of satisfaction occurred with *seniors-only facilities*, at 26.2%.

Urban Rural Comparisons

A comparison of these items by urban/rural is summarized in Table 2. For example, if one looks at *feeling safe in the community*, it can be seen that satisfaction in the rural area is considerably lower than in the urban setting. In general, satisfaction with seniors' services and supports was lower in the rural portions of the County compared to Sherwood Park. In particular, the width of the spread between the geographic areas was larger for *recreation opportunities*, *public transit* and *finances*.

Table 2
Level of satisfaction for community support items
Urban/rural comparisons⁵

	Urban	Rural
Feeling safe in the community		
Very satisfied/satisfied	83.2%	69.2%
Neutral	9.5%	17.6%
Dissatisfied/very dissatisfied	7.3%	13.2%
Total	100.0%	100.0%
Recreation opportunities		
Very satisfied/satisfied	70.8%	56.5%
Neutral	13.8%	21.4%
Dissatisfied/very dissatisfied	15.3%	22.2%
Volunteer opportunities		
Very satisfied/satisfied	66.9%	52.3%
Neutral	24.4%	37.6%
Dissatisfied/very dissatisfied	8.8%	10.1%
Cultural opportunities		
Very satisfied/satisfied	60.0%	53.9%
Neutral	30.4%	33.9%
Dissatisfied/very dissatisfied	9.5%	12.2%
Food/meal planning		
Very satisfied/satisfied	52.8%	49.5%
Neutral	36.5%	42.9%
Dissatisfied/very dissatisfied	10.7%	7.7%
Multi-generational gathering spaces		
Very satisfied/satisfied	51.7%	45.3%
Neutral	28.8%	36.8%
Dissatisfied/very dissatisfied	19.5%	18.0%
Public transit		
Very satisfied/satisfied	50.1%	39.0%
Neutral	31.7%	36.8%
Dissatisfied/very dissatisfied	18.2%	24.2%
Finances		
Very satisfied/satisfied	55.4%	39.9%
Neutral	30.5%	44.7%
Dissatisfied/very dissatisfied	14.0%	15.6%

⁵ The satisfaction percentages for each item (e.g. *Feeling Safe in the Community*) add up to 100% by column for each geographic area and item. The percentage totals for urban and rural responses is shown for *Feeling Safe in the Community* as an example. Please note that these percentages exclude those people who didn't know to rate an item, and also excludes those people who not live in the County or did not reveal where they lived within the County.

Table 2 (Continued)

	Urban	Rural
Home care and home supports		
Very satisfied/satisfied	43.7%	36.0%
Neutral	32.2%	32.6%
Dissatisfied/very dissatisfied	24.1%	31.5%
Mental health		
Very satisfied/satisfied	43.5%	35.8%
Neutral	32.1%	35.8%
Dissatisfied/very dissatisfied	24.3%	28.4%
Social connection		
Very satisfied/satisfied	43.0%	40.4%
Neutral	32.9%	38.6%
Dissatisfied/very dissatisfied	24.1%	21.0%
Addiction		
Very satisfied/satisfied	30.4%	23.4%
Neutral	50.5%	50.0%
Dissatisfied/very dissatisfied	19.0%	26.5%
Affordable housing		
Very satisfied/satisfied	29.5%	26.4%
Neutral	27.5%	30.2%
Dissatisfied/very dissatisfied	43.0%	43.4%
Seniors-only facilities		
Very satisfied/satisfied	25.7%	29.2%
Neutral	31.6%	40.6%
Dissatisfied/very dissatisfied	42.7%	30.2%

Age Comparisons

A comparison of these items by age group is summarized in Table 3. For example, if one looks at *feeling safe in the community*, it can be seen that people of all ages are satisfied with this, though these feelings increase as the individual gets older. Other patterns that are seen in this table include (but are not limited to) the following:

- Satisfaction with *food/meal planning* is strongest among those aged 75 or older;
- Satisfaction levels with *multi-generational gathering spaces* generally decreases as the age of the individual increases.
- Dissatisfaction levels with *seniors only facilities* generally increase as the age of the individual increases.

Table 3
Level of satisfaction for community support items
Age group comparisons⁶

	Under 55	55-64	65-74	75 or older
Feeling safe in the community				
Very satisfied/satisfied	76.8%	74.9%	82.9%	87.9%
Neutral	9.9%	13.8%	11.1%	7.8%
Dissatisfied/very dissatisfied	13.2%	11.4%	6.0%	4.2%
Recreation opportunities				
Very satisfied/satisfied	74.6%	63.7%	65.3%	74.2%
Neutral	12.7%	19.7%	14.3%	13.9%
Dissatisfied/very dissatisfied	12.7%	16.6%	20.4%	11.9%
Volunteer opportunities				
Very satisfied/satisfied	71.6%	62.8%	62.3%	66.7%
Neutral	23.2%	28.0%	27.6%	25.5%
Dissatisfied/very dissatisfied	5.3%	9.1%	10.1%	7.8%
Cultural opportunities				
Very satisfied/satisfied	62.8%	57.1%	58.6%	60.3%
Neutral	23.5%	32.9%	31.0%	31.9%
Dissatisfied/very dissatisfied	13.7%	10.0%	10.3%	7.8%
Food/meal planning				
Very satisfied/satisfied	51.2%	49.1%	49.1%	61.5%
Neutral	35.4%	39.5%	40.8%	32.1%
Dissatisfied/very dissatisfied	13.4%	11.4%	10.1%	6.5%
Multi-generational gathering spaces				
Very satisfied/satisfied	60.6%	44.7%	52.7%	43.1%
Neutral	20.2%	35.8%	27.1%	36.6%
Dissatisfied/very dissatisfied	19.2%	19.5%	20.2%	20.4%
Public transit				
Very satisfied/satisfied	58.0%	45.0%	47.6%	45.9%
Neutral	24.0%	30.0%	34.9%	36.9%
Dissatisfied/very dissatisfied	18.0%	25.0%	17.4%	17.1%
Finances				
Very satisfied/satisfied	58.7%	49.2%	53.2%	52.1%
Neutral	23.9%	38.5%	34.7%	29.4%
Dissatisfied/very dissatisfied	17.4%	12.3%	12.1%	18.4%

⁶ The satisfaction percentages for each item (e.g. *Feeling Safe in the Community*) add up to 100% by column for each age group and item. These percentages exclude those people who didn't know to rate an item, and also excludes those people who did not provide their age.

Table 3 (Continued)

	Under 55	55-64	65-74	75 or older
Home care and home supports				
Very satisfied/satisfied	47.4%	37.8%	41.3%	47.2%
Neutral	28.9%	33.0%	35.0%	27.2%
Dissatisfied/very dissatisfied	23.7%	29.1%	23.8%	25.6%
Mental health				
Very satisfied/satisfied	52.0%	36.4%	41.5%	42.9%
Neutral	21.0%	33.1%	35.5%	38.1%
Dissatisfied/very dissatisfied	27.0%	30.5%	23.0%	19.0%
Social connection				
Very satisfied/satisfied	50.9%	41.1%	40.8%	43.4%
Neutral	27.8%	38.0%	34.8%	30.1%
Dissatisfied/very dissatisfied	21.3%	20.9%	24.5%	26.4%
Addiction				
Very satisfied/satisfied	32.4%	23.1%	29.3%	30.2%
Neutral	42.6%	53.5%	51.4%	52.4%
Dissatisfied/very dissatisfied	25.0%	21.1%	19.3%	17.4%
Affordable housing				
Very satisfied/satisfied	31.7%	27.9%	28.6%	29.6%
Neutral	26.0%	29.5%	28.6%	26.4%
Dissatisfied/very dissatisfied	42.3%	42.6%	42.7%	44.0%
Seniors-only facilities				
Very satisfied/satisfied	32.4%	28.2%	21.9%	30.3%
Neutral	38.0%	40.9%	31.0%	27.3%
Dissatisfied/very dissatisfied	29.6%	30.9%	47.1%	42.4%

Household Income Comparisons

A comparison of these items by household income is summarized in Table 4. For example, if one looks at *recreation opportunities*, it can be seen that satisfaction increases as one's household income increases. Other patterns that are seen in this table include (but are not limited to) the following:

- Satisfaction with *volunteer opportunities, cultural opportunities, multi-generational gathering spaces, social connection, addiction services, affordable housing* and *seniors only facilities* increases as household income increases;
- Satisfaction levels is highest with *public transit* among those in the highest household income bracket (\$140K or more)

Table 4
Level of satisfaction for community support items
Household income comparisons⁷

	Under \$20K	\$20 - \$59.9K	\$60 - \$99.9K	\$100 - \$139.9K	\$140K or more
Feeling safe in the community					
Very satisfied/satisfied	44.4%	78.3%	86.5%	88.1%	75.9%
Neutral	44.4%	12.4%	7.1%	8.3%	12.7%
Dissatisfied/very dissatisfied	11.1%	9.4%	6.4%	3.7%	11.4%
Recreation opportunities					
Very satisfied/satisfied	22.2%	61.0%	70.6%	75.5%	81.9%
Neutral	66.7%	14.5%	13.7%	12.3%	10.4%
Dissatisfied/very dissatisfied	11.1%	24.5%	15.7%	12.2%	7.8%
Volunteer opportunities					
Very satisfied/satisfied	50.0%	60.9%	67.9%	66.7%	71.9%
Neutral	50.0%	28.3%	23.9%	27.8%	20.3%
Dissatisfied/very dissatisfied	0.0%	10.8%	8.2%	5.5%	7.8%
Cultural opportunities					
Very satisfied/satisfied	40.0%	56.8%	58.9%	65.6%	66.7%
Neutral	40.0%	33.8%	31.3%	25.6%	22.7%
Dissatisfied/very dissatisfied	20.0%	9.4%	9.7%	8.9%	10.7%
Food/meal planning					
Very satisfied/satisfied	33.4%	48.0%	62.7%	48.5%	59.7%
Neutral	50.0%	37.2%	31.8%	42.2%	34.6%
Dissatisfied/very dissatisfied	16.7%	14.9%	5.4%	9.4%	5.8%
Multi-generational gathering spaces					
Very satisfied/satisfied	25.0%	37.9%	50.4%	61.8%	64.3%
Neutral	50.0%	34.8%	30.4%	19.1%	25.0%
Dissatisfied/very dissatisfied	25.0%	27.3%	19.2%	19.1%	10.7%
Public transit					
Very satisfied/satisfied	40.0%	47.7%	47.9%	48.2%	60.3%
Neutral	20.0%	31.5%	37.8%	30.1%	19.0%
Dissatisfied/very dissatisfied	40.0%	20.8%	14.3%	21.7%	20.7%
Finances					
Very satisfied/satisfied	28.6%	45.3%	62.2%	57.7%	62.1%
Neutral	57.1%	33.8%	29.9%	26.9%	32.8%
Dissatisfied/very dissatisfied	14.3%	20.9%	7.9%	15.4%	5.1%
Home care and home supports					
Very satisfied/satisfied	0.0%	41.2%	48.6%	43.1%	54.2%
Neutral	20.0%	37.7%	31.1%	30.8%	29.2%
Dissatisfied/very dissatisfied	80.0%	21.0%	20.4%	26.2%	16.7%

⁷ The satisfaction percentages for each item (e.g. *Feeling Safe in the Community*) add up to 100% by column for each household income group and item. These percentages exclude those people who didn't know to rate an item, and also excludes those people who did not provide their household income.

Table 4 (Continued)

	Under \$20K	\$20 - \$59.9K	\$60 - \$99.9K	\$100 - \$139.9K	\$140K or more
Mental health					
Very satisfied/satisfied	0.0%	32.8%	52.3%	46.4%	56.0%
Neutral	20.0%	40.3%	28.4%	35.2%	16.9%
Dissatisfied/very dissatisfied	80.0%	26.9%	19.2%	18.3%	27.1%
Social connection					
Very satisfied/satisfied	0.0%	36.0%	45.1%	53.6%	55.0%
Neutral	83.3%	32.4%	36.6%	25.6%	27.5%
Dissatisfied/very dissatisfied	16.7%	31.7%	18.4%	20.8%	17.4%
Addiction					
Very satisfied/satisfied	0.0%	32.3%	30.0%	34.1%	39.0%
Neutral	50.0%	49.2%	57.1%	38.3%	48.8%
Dissatisfied/very dissatisfied	50.0%	18.4%	12.9%	27.7%	12.2%
Affordable housing					
Very satisfied/satisfied	14.3%	24.9%	30.8%	30.6%	46.8%
Neutral	28.6%	19.9%	28.3%	29.4%	29.0%
Dissatisfied/very dissatisfied	57.2%	55.3%	40.8%	40.0%	24.2%
Seniors-only facilities					
Very satisfied/satisfied	14.3%	22.0%	22.7%	31.4%	37.5%
Neutral	28.6%	29.1%	39.1%	30.0%	39.6%
Dissatisfied/very dissatisfied	57.2%	48.8%	38.2%	38.6%	23.0%

C. Access to Information

In the next section of the survey, respondents were asked two questions about how they preferred to get information about seniors' supports and services, and whether there were any barriers that were encountered when trying to access information.

An overall breakdown of the preferred information methods is summarized in Table 5. It can be seen that the newspaper was the most favored option, followed by email. Social media attracted almost 28% of the respondents, while word of mouth, posters/flyers and community events were methods used by between 20 and 22% of the respondents. Only small percentages of respondents got information directly from a service provider or from a recreation/wellness coordinator in their building.

Just over 16% had not heard about any seniors' supports and services from any source of information.

Table 5
Information preferences for seniors' supports and services⁸

	%
Newspaper	59.5%
Email	49.9%
Social media	27.5%
Word of mouth	21.6%
Posters and flyers	21.3%
At Strathcona County run community events	20.1%
Phone call directly with the service provider	8.6%
Recreation/wellness coordinator in their building	6.5%
Haven't heard about any seniors' supports and services	16.2%
Other	5.1%

Other sources included the public library, the Strathcona County website, information with utility bills and other websites.

An overall breakdown of any barriers for accessing information is summarized in Table 6. It can be seen that close to half of the respondents did not experience barriers accessing information. In terms of barriers, the largest encountered by respondents is that they didn't know where to find the information. A smaller percentage did not know what is meant for seniors, while just over 10% indicated that they had trouble using the internet or technology. An even smaller percentage felt there was too much information to navigate, while just under 6% didn't have access to the internet or have the technology to do so.

Just over 4% were not interested in accessing information about seniors supports and services.

⁸ Percentages add up to more than 100% due to people being able to pick more than one option.

Table 6
Barriers preventing access to information on seniors' supports and services⁹

	%
Don't experience any barriers to accessing information	46.3%
Don't know where to find the information	30.1%
Don't understand what is meant for seniors	11.5%
Have trouble using the internet or technology	10.7%
Too much information to navigate	7.1%
Don't have access to the internet or technology	5.9%
Not interested in accessing information about seniors supports and services	4.1%
Other	6.3%

Other comments generally elaborated on the frustration that some people were having trouble in finding relevant information on various websites, especially the County website.

Urban/Rural Comparisons

A comparison of these information sources by where respondents lived is summarized in Table 7. The newspaper is the most popular source for everyone regardless of where they lived. No other significant differences were observed with respect to location.

⁹ Percentages add up to more than 100% due to people being able to pick more than one option.

Table 7
Information preferences for seniors' supports and services
Urban/rural comparisons¹⁰

	Urban	Rural
Newspaper	50.6%	56.0%
Social media	37.6%	44.0%
Email	28.2%	32.0%
Posters and flyers	24.7%	16.0%
Word of mouth	16.5%	24.0%
At Strathcona County run community events	15.3%	12.0%
Recreation/wellness coordinator in their building	9.4%	24.0%
Phone call directly with the service provider	9.4%	4.0%
Haven't heard about any seniors' supports and services	30.6%	20.0%
Other	5.9%	4.0%

A comparison by urban/rural location with respect to barriers to accessing information is summarized in Table 8. While many of the differences between urban and rural residents had more to do with individual issues rather than where they lived, one of the most glaring differences was that on a proportionate basis, a higher percentage of rural residents did not have access to the internet or technology compared to those living in Sherwood Park.

¹⁰ Percentages add up to more than 100% due to people being able to pick more than one option. All percentages are calculated for each age group and are read by columns.

Table 8
Barriers preventing access to information on seniors' supports and services – rural/urban comparisons¹¹

	Urban	Rural
Don't experience any barriers to accessing information	29.8%	20.0%
Don't know where to find the information	40.0%	44.0%
Have trouble using the internet or technology	21.2%	8.0%
Don't understand what is meant for seniors	14.1%	32.0%
Too much information to navigate	12.9%	16.0%
Don't have access to the internet or technology	10.6%	24.0%
Not interested in accessing information about seniors supports and services	9.4%	16.0%
Other	2.4%	4.0%

Age Comparisons

A comparison of these information sources by age group is summarized in Table 9. The newspaper is the most popular source for everyone regardless of age, but its use increases substantially for those over the age of 65, compared to younger age groups. Social media sources decrease as the age of the individual increases, while email increases as the age of the individual increases. Posters and flyers generally attract a certain percentage regardless of age. Word of mouth becomes a stronger source for those 75 or older.

¹¹ Percentages add up to more than 100% due to people being able to pick more than one option. All percentages are calculated for each age group and are read by columns.

Table 9
Information preferences for seniors' supports and services
Age group comparisons¹²

	Under 55	55-64	65-74	75 or older
Newspaper	52.6%	49.1%	61.1%	70.3%
Social media	38.8%	37.0%	25.5%	17.7%
Email	29.3%	50.9%	53.6%	54.3%
Posters and flyers	23.3%	12.7%	24.4%	24.6%
Word of mouth	20.7%	17.0%	19.3%	30.3%
At Strathcona County run community events	15.5%	15.2%	23.3%	24.0%
Recreation/wellness coordinator in their building	13.8%	4.2%	4.6%	9.1%
Phone call directly with the service provider	7.8%	3.6%	8.3%	15.4%
Haven't heard about any seniors' supports and services	27.6%	20.0%	14.2%	9.7%
Other	6.0%	3.6%	3.8%	6.9%

A comparison by age group with respect to barriers to accessing information is summarized in Table 10. Those aged 55 or older generally were not experiencing any barriers to accessing information. A smaller percentage of those under 55 didn't experience any barriers, though it is possible, as noted below, that a larger percentage of younger people didn't know where to find the information, whereas older people had less difficulty in this regard. In general, most of the respondents did not have any trouble using the internet or technology, and most of the respondents had access to this, regardless of their age. A larger percentage of younger people (under 55) were not interested in accessing information about seniors, where as most people aged 55 or older were.

¹² Percentages add up to more than 100% due to people being able to pick more than one option. All percentages are calculated for each age group and are read by columns.

Table 10
Barriers preventing access to information on seniors' supports and services – Age group comparisons¹³

	Under 55	55-64	65-74	75 or older
Don't experience any barriers to accessing information	26.1%	55.2%	51.2%	47.4%
Don't know where to find the information	42.2%	27.9%	32.2%	22.3%
Have trouble using the internet or technology	20.7%	8.5%	7.2%	13.7%
Don't understand what is meant for seniors	19.0%	12.7%	11.5%	6.9%
Don't have access to the internet or technology	15.5%	4.8%	2.7%	7.4%
Too much information to navigate	15.5%	6.7%	5.9%	4.6%
Not interested in accessing information about seniors supports and services	10.3%	1.2%	2.4%	4.6%
Other	2.6%	3.0%	5.4%	9.7%

Household Income Comparisons

A comparison of these information sources by household income is summarized in Table 11. The newspaper is the most popular source for everyone regardless of income, but its use decreased substantially for those earning \$140,000 or more, compared to other income categories. Social media sources were more popular in higher income brackets. Posters and flyers generally decreased in importance as income increased.

¹³ Percentages add up to more than 100% due to people being able to pick more than one option. All percentages are calculated for each age group and are read by columns.

Table 11
Information preferences for seniors' supports and services
Household income comparisons¹⁴

	Under \$20K	\$20 - \$59.9K	\$60 - \$99.9K	\$100 - \$139.9K	\$140K or more
Newspaper	50.0%	61.4%	63.0%	58.3%	42.5%
Email	50.0%	44.6%	53.7%	57.4%	37.5%
Word of mouth	40.0%	25.5%	21.6%	19.4%	18.8%
Posters and flyers	30.0%	24.5%	22.2%	16.7%	16.3%
At Strathcona County run community events	30.0%	21.2%	24.7%	18.5%	17.5%
Social media	20.0%	19.6%	32.1%	28.7%	36.3%
Recreation/wellness coordinator in their building	10.0%	8.2%	4.9%	6.5%	7.5%
Phone call directly with the service provider	10.0%	9.8%	8.0%	8.3%	2.5%
Haven't heard about any seniors' supports and services	20.0%	15.2%	15.4%	16.7%	23.8%
Other	10.0%	6.5%	3.7%	0.9%	6.3%

A comparison by household income with respect to barriers to accessing information is summarized in Table 12. In general, people in higher income brackets were not experiencing any barriers to accessing information compared to those earning under \$60,000 per year. Those earning under \$20,000 per year were more likely to have trouble using the internet or technology (or didn't have it) compared to those in higher income brackets.

¹⁴ Percentages add up to more than 100% due to people being able to pick more than one option. All percentages are calculated for each income bracket and are read by columns.

Table 12
Information preferences for seniors' supports and services
Household income comparisons¹⁵

	Under \$20K	\$20 - \$59.9K	\$60 - \$99.9K	\$100 - \$139.9K	\$140K or more
Don't experience any barriers to accessing information	30.0%	35.9%	55.6%	51.9%	61.3%
Have trouble using the internet or technology	40.0%	15.8%	5.6%	8.3%	6.3%
Don't know where to find the information	40.0%	34.2%	27.2%	30.6%	25.0%
Don't have access to the internet or technology	30.0%	8.2%	2.5%	3.7%	2.5%
Don't understand what is meant for seniors	10.0%	12.0%	14.8%	7.4%	10.0%
Too much information to navigate	10.0%	7.6%	4.3%	7.4%	6.3%
Not interested in accessing information about seniors supports and services	0.0%	2.7%	2.5%	4.6%	7.5%
Other	0.0%	9.8%	4.9%	5.6%	0.0%

D. Barriers Preventing Accessibility

In the next section of the survey, respondents were asked what barriers (if any, outside of existing COVID restrictions at the time of the survey) were stopping them from accessing seniors' supports and services in Strathcona County. An overall breakdown is summarized in Table 13. It can be seen that there was nothing stopping 29.8% from accessing services, with an additional 6.6% who didn't want or need to access supports or services.

Of the remaining respondents, the most prominent barriers to accessibility were that people either didn't know about the services offered (33.3%) or that there wasn't enough programming specially geared toward their age and interests (25.5%). Smaller percentages of respondents encountered other barriers, as noted in Table 13.

¹⁵ Percentages add up to more than 100% due to people being able to pick more than one option. All percentages are calculated for each income bracket and are read by columns.

Table 13
Barriers stopping people from accessing seniors' supports and services¹⁶

	%
Nothing stops me	29.8%
I don't want/need to access seniors' supports and services	6.6%
Don't know about the services offered	33.3%
Not enough programming specially geared toward my age and interests	25.5%
I don't want to go alone, and I have no one to go with	13.7%
It's too expensive	12.4%
I find the facilities too loud and crowded	8.1%
It's too far away from where I live	7.7%
I'm too busy	7.4%
The supports/services I want are not provided locally	7.1%
Access to public transportation	5.3%
Barriers to physical access	4.4%
I find the facilities confusing	2.9%
Other	8.2%

Other reasons noted by respondents varied, though many of them indicated that they didn't classify themselves as seniors right now (though that would change in the future), or that COVID restrictions were preventing participation at the present time. There were a few of the respondents (and/or their spouses) who had mobility issues. However, a few of the respondents indicated that it would be nice if there was a dedicated seniors' centre or a facility that had program specifically geared to seniors.

With respect to what *supports/services I want are not provided locally*, many respondents used this part of the survey to express a need for a dedicated seniors' center. Some people also mentioned specific recreation activities geared specifically to seniors and/or to ensure that the programs were affordable.

¹⁶ Percentages add up to more than 100% due to people being able to pick more than one option.

Urban/Rural Comparisons

A comparison of barriers preventing accessing to seniors' supports and services by where respondents lived is summarized in Table 14. Urban and rural residents felt similar about barriers preventing accessibility, though a greater percentage of rural residents (on a proportionate basis) *didn't know about the services offered* or felt that these were *too expensive* compared to those living in Sherwood Park. The major difference though was that a considerably higher percentage of rural residents thought that the supports and services were *too far from where they lived* compared to those living in Sherwood Park.

Table 14
Barriers stopping people from accessing seniors' supports and services - Urban/rural comparisons¹⁷

	Urban	Rural
Nothing stops me	32.4%	23.0%
I don't want/need to access seniors' supports and services	7.3%	5.3%
Don't know about the services offered	32.6%	40.0%
Not enough programming specially geared toward my age and interests	26.5%	20.7%
I don't want to go alone, and I have no one to go with	13.2%	15.6%
It's too expensive	11.2%	18.5%
I'm too busy	7.4%	8.9%
I find the facilities too loud and crowded	7.4%	11.1%
The supports/services I want are not provided locally	6.8%	7.4%
Access to public transportation	4.4%	7.4%
Barriers to physical access	4.4%	3.7%
I find the facilities confusing	2.9%	2.2%
It's too far away from where I live	2.8%	31.1%
Other	7.1%	11.1%

¹⁷ Percentages add up to more than 100% due to people being able to pick more than one option. All percentages are calculated for each geographic area and are read by columns.

Age Comparisons

A comparison of barriers preventing accessing to seniors' supports and services by the age of respondents is summarized in Table 15. *Not wanting/needing these services* was highest for those under the age of 55. It can be seen that *not knowing about the services offered* decreased as the age of the respondent increased. Similarly, *not wanting to go alone* also decreased as the age of the respondent increased. There was also a trend, though small, of more people perceiving that there was *not enough programming specially geared toward one's age/interests* as they grew older.

Table 15
Barriers stopping people from accessing seniors' supports and services - Age group comparisons¹⁸

	Under 55	55-64	65-74	75 or older
Nothing stops me	20.8%	30.4%	31.4%	31.4%
I don't want/need to access seniors' supports and services	16.7%	4.3%	5.6%	10.4%
Don't know about the services offered	43.0%	38.5%	32.3%	30.9%
I don't want to go alone, and I have no one to go with	24.3%	16.8%	11.9%	9.7%
Not enough programming specially geared toward my age and interests	21.5%	25.5%	27.5%	28.0%
It's too expensive	15.0%	13.0%	12.9%	10.9%
I find the facilities too loud and crowded	11.2%	8.1%	7.5%	7.4%
It's too far away from where I live	10.3%	11.8%	6.2%	6.3%
Barriers to physical access	9.3%	2.5%	2.7%	7.4%
Access to public transportation	6.5%	5.0%	4.6%	7.4%
I'm too busy	6.5%	13.0%	6.7%	5.1%
I find the facilities confusing	3.7%	1.2%	3.0%	4.0%
The supports/services I want are not provided locally	3.7%	3.7%	8.4%	10.3%
Other	11.2%	6.8%	6.2%	9.1%

¹⁸ Percentages add up to more than 100% due to people being able to pick more than one option. All percentages are calculated for each age group and are read by columns.

Household Income Comparisons

A comparison of barriers preventing accessing to seniors' supports and services by household income is summarized in Table 16. *Nothing stopping those from accessing supports and services* increases dramatically as household income increases. Perceptions that there was *not enough programming available, it was too expensive, it's too far away from where people live* and *not wanting to go alone* was highest among those who had under \$20,000 in household income.

Table 16
Information preferences for seniors' supports and services
Household income comparisons¹⁹

	Under \$20K	\$20 - \$59.9K	\$60 - \$99.9K	\$100 - \$139.9K	\$140K or more
Nothing stops me	10.0%	21.3%	33.1%	30.8%	42.7%
I don't want/need to access seniors' supports and services	0.0%	5.8%	4.8%	5.9%	11.8%
Not enough programming specially geared toward my age and interests	40.0%	29.0%	25.0%	24.0%	15.8%
It's too expensive	40.0%	21.3%	9.4%	3.8%	2.6%
It's too far away from where I live	40.0%	7.7%	5.6%	10.6%	5.3%
I don't want to go alone, and I have no one to go with	40.0%	20.8%	11.9%	11.5%	10.5%
Don't know about the services offered	30.0%	39.9%	35.6%	29.8%	23.7%
Access to public transportation	20.0%	6.6%	1.9%	3.8%	2.6%
The supports/services I want are not provided locally	20.0%	7.7%	8.1%	3.8%	2.6%
I find the facilities too loud and crowded	10.0%	6.6%	6.3%	6.7%	1.3%
I'm too busy	0.0%	6.6%	7.5%	13.5%	11.8%
Barriers to physical access	0.0%	5.5%	3.1%	4.8%	0.0%
I find the facilities confusing	0.0%	1.6%	3.1%	1.9%	1.3%
Other	10.0%	9.3%	5.6%	9.6%	9.2%

¹⁹ Percentages add up to more than 100% due to people being able to pick more than one option. All percentages are calculated for each income bracket and are read by columns.

E. Affordability

In the next section of the survey, respondents were asked if there were expenses that they struggled with on a regular basis. An overall breakdown is summarized in Table 17. It can be seen that 56.1% of respondents were not struggling with their expenses.

Of the remaining respondents, the most prominent expenses were housing costs or the cost of food. Smaller percentages of respondents noted that there were sometimes difficulties with the cost of recreation, social opportunities, personal transportation or supporting family members.

Table 17
Expenses that people dealt with²⁰

	%
I don't struggle with my expenses	56.1%
Housing	19.6%
Cost of food	18.6%
Recreation	13.6%
Social opportunities	11.4%
Personal transportation	10.4%
Supporting family member(s)	9.5%
Public transit	3.7%
Other	4.7%

Other costs noted by most often by some respondents included taxes (both personal and property taxes) and the cost of utilities. Other costs mentioned included medical expenses.

²⁰ Percentages add up to more than 100% due to people being able to pick more than one option.

Urban/Rural Comparisons

A comparison of potential expenses by where respondents lived is summarized in Table 18. There were no major differences seen between urban and rural residents with respect to expenses.

Table 18
Expenses that people dealt with - Urban/rural comparisons²¹

	Urban	Rural
I don't struggle with my expenses	58.2%	54.5%
Housing	20.0%	17.9%
Cost of food	19.8%	13.4%
Recreation	13.6%	14.9%
Social opportunities	11.8%	11.9%
Personal transportation	10.8%	8.2%
Supporting family member(s)	9.3%	12.7%
Public transit	3.9%	2.2%
Other	3.6%	8.2%

²¹ Percentages add up to more than 100% due to people being able to pick more than one option. All percentages are calculated for each geographic area and are read by columns.

Age Comparisons

A comparison of potential expenses by the age of respondents is summarized in Table 19. It was found that the majority of respondents are not struggling with their expenses, and in this survey the ones who were under 55. The under 55's also had higher struggles with housing, the cost of food, social opportunities and personal transportation compared to older respondents.

Table 19
Expenses that people dealt with - Age group comparisons²²

	Under 55	55-64	65-74	75 or older
I don't struggle with my expenses	45.2%	52.2%	62.3%	59.4%
Housing	35.2%	22.4%	17.3%	16.6%
Cost of food	30.8%	19.3%	15.7%	20.0%
Social opportunities	21.0%	10.6%	10.8%	9.1%
Personal transportation	20.0%	9.3%	8.4%	11.4%
Recreation	18.1%	12.4%	13.8%	14.3%
Supporting family member(s)	16.2%	13.7%	8.1%	5.7%
Public transit	8.6%	3.1%	2.2%	5.7%
Other	1.9%	6.2%	3.0%	6.9%

Household Income Comparisons

A comparison of potential expenses by household income is summarized in Table 20. It can be seen that those who are not struggling with expenses increases as household income increases. In addition, as one's household income increases, any struggles with other expenses decreases.

²² Percentages add up to more than 100% due to people being able to pick more than one option. All percentages are calculated for each age group and are read by columns.

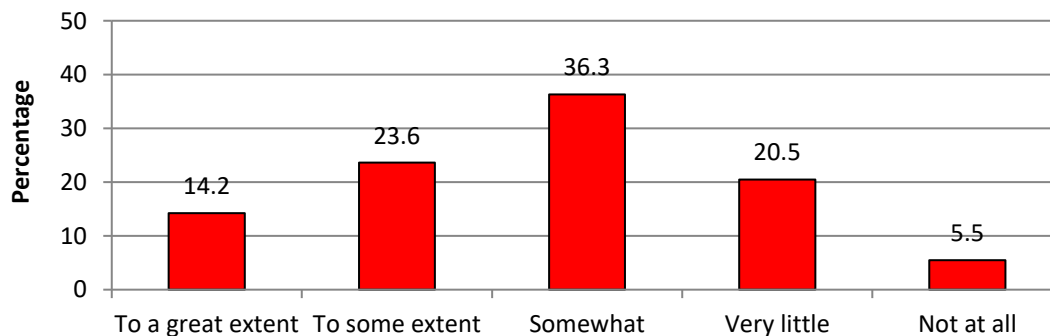
Table 20
Expenses that people dealt with - Household income comparisons²³

	Under \$20K	\$20 - \$59.9K	\$60 - \$99.9K	\$100 - \$139.9K	\$140K or more
I don't struggle with my expenses	20.0%	40.3%	67.5%	71.2%	63.5%
Recreation	50.0%	22.1%	10.6%	14.4%	10.7%
Cost of food	30.0%	33.1%	12.5%	7.7%	8.1%
Housing	30.0%	33.7%	14.4%	11.5%	13.3%
Social opportunities	30.0%	21.5%	8.8%	7.7%	10.7%
Personal transportation	20.0%	20.4%	5.0%	3.8%	5.3%
Public transit	10.0%	8.3%	1.3%	2.9%	4.0%
Supporting family member(s)	0.0%	9.4%	12.5%	9.6%	8.0%
Other	0.0%	5.5%	1.9%	2.9%	2.7%

F. Social Connections

In the next section of the survey, respondents were asked a series of questions pertaining to ways that they could connect with other people.²⁴ Initially, people were asked the extent that they felt there were opportunities for them to connect with others in the community. The overall results are shown in Figure 1.

FIGURE 1
Opportunities to connect with others in the community



²³ Percentages add up to more than 100% due to people being able to pick more than one option. All percentages are calculated for each income bracket and are read by columns.

²⁴ All of the questions in this section of the survey asked people to answer on what they would do outside of any current COVID-19 restrictions.

It can be seen that the overall results are somewhat mixed, as less than 38% felt that there were strong opportunities to connect with others in the community.

Respondents were asked how they prefer to contribute to their community (if at all). An overall breakdown is summarized in Table 21. Almost everyone chooses to contribute in some manner. It can be seen that the majority of people are contributing by helping out neighbours, friends and family, supporting local businesses or attending local events. Smaller percentages of people are volunteering for a variety of organizations.

Table 21
Contributing to the community²⁵

	%
Helping out my neighbours, friends, and family	68.4%
Supporting local businesses	65.3%
Attending local events	48.4%
Volunteering with a local community organization	38.5%
Providing monetary or material donations to local community organizations	33.7%
Volunteering with a faith-based organization	18.4%
Volunteering at County run or local events	15.4%
Volunteering with an arts and/or sport organization	12.8%
Other	3.5%
I don't know	3.2%
I prefer not to do any contributions to my community at this time	2.3%

Other ways of contributing noted by a few respondents included working with children, working in the community gardens. A few people also elaborated on reasons why they were not able to contribute (such as having mobility issues).

The next 3 sets of questions focused on the social, physical and intellectual wellness activities that respondents choose to do for themselves.

²⁵ Percentages add up to more than 100% due to people being able to pick more than one option.

Table 22 provides an overview of where people prefer to socialize with their peers. It can be seen that there are a variety of places that people like to go to socialize. In addition to what is listed here, in the “other” category, golf courses were mentioned by some of the respondents; other people noted that it would be nice if there was a seniors-only facility available in Sherwood Park for seniors to gather.

Table 22
Where do you prefer to socialize with your peers²⁶

	%
A coffee shop, restaurant, food court or bar	71.5%
My own home	69.2%
A friend/family member’s home	66.1%
Public outdoor spaces, such as parks or trails	55.6%
A multi-use facility (e.g. Glen Allan Rec. complex, the library)	39.3%
A local community hall/seniors centre	27.9%
A faith based establishment (e.g. church)	21.4%
The common areas of my building	10.5%
Other	4.4%

Table 23 provides an overview of where people prefer to do physical wellness activities. Most people are participating in some sort of physical activity, as only 5.6% of the respondents chose not to do any at this time. It can also be seen that there are a variety of places that people like to go to do physical activity. The top location noted by respondents were public outdoor spaces, followed by a multi-use facility or their own home. The high percentages of the outdoor spaces and home options are likely a reflection of the COVID restrictions in place, even though people were told in the survey to discount COVID when indicating the options. Private fitness clubs were quite low on the list of options.

²⁶ Percentages add up to more than 100% due to people being able to pick more than one option.

Other locations mentioned by respondents included the golf course, swimming pools and pickleball courts. A couple of people floated the idea of having a seniors' only centre so that one could work out with others of their generation.

Table 23
Where do you prefer to participate in physical wellness activities²⁷

	%
Public outdoor spaces, such as parks or trails	60.8%
A multi-use facility (e.g. Glen Allan Rec. complex)	52.2%
My own home	48.3%
A local community hall/seniors centre	18.2%
A private fitness club	8.3%
A friend/family member's home	5.9%
The common areas of my building	5.9%
Other	4.1%
I do not participate in physical wellness activities	5.6%

Table 24 provides an overview of where people prefer to do participate in arts and culture activities. Overall, 22.4% were not participating in any of these activities. For the remaining 77.6% who did, a public facility was the top location, followed by public outdoor spaces. Local community halls and their own home were also mentioned, though how these were used would be dependent on the type of arts/culture activities they were doing.

Other locations mentioned by respondents included Festival Place, the Edmonton Art Walk and other venues where one could listen to live music or see live theatre.

²⁷ Percentages add up to more than 100% due to people being able to pick more than one option.

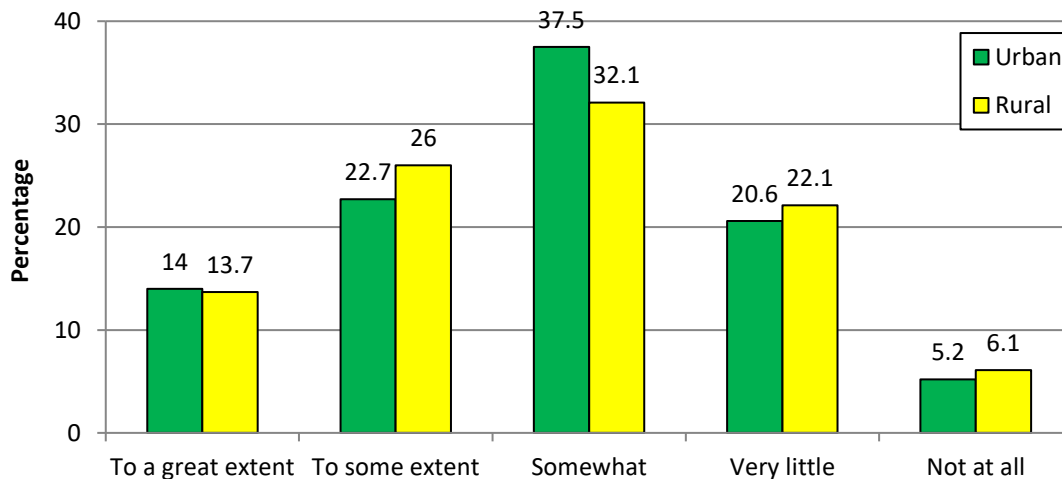
Table 24
Where do you prefer to participate in arts and culture activities²⁸

	%
A public facility (e.g. Gallery 501, Smeltzer House, Library)	48.9%
Public outdoor spaces, such as parks or trails	28.9%
A local community hall/seniors centre	26.7%
My own home	23.6%
A private organization	19.5%
A friend/family member’s home	11.7%
The common areas of my building	4.6%
Other	4.7%
I do not participate in arts and culture activities	22.4%

Urban/Rural Comparisons

Figure 2 presents a comparison of urban and rural residents on the extent that they felt there were opportunities for them to connect with others in the community. The perceptions are fairly similar regardless of where people lived.

FIGURE 2
Opportunities to connect with others in the community – Urban rural comparisons



²⁸ Percentages add up to more than 100% due to people being able to pick more than one option.

A comparison of preferences for contributing to the community based on where respondents lived is summarized in Table 25. There were no major differences in how people contributed to their community based on where they lived.

Table 25
Contributing to the community - Urban/rural comparisons²⁹

	Urban	Rural
Helping out my neighbours, friends, and family	70.1%	72.2%
Supporting local businesses	67.0%	65.4%
Attending local events	49.8%	48.9%
Volunteering with a local community organization	39.2%	42.1%
Providing monetary or material donations to local community organizations	36.1%	28.6%
Volunteering with a faith-based organization	20.2%	13.5%
Volunteering at County run or local events	15.5%	16.5%
Volunteering with an arts and/or sport organization	13.3%	13.5%
Other	3.5%	3.8%
I don't know	3.4%	3.0%
I prefer not to do any contributions to my community at this time	2.5%	2.3%

Table 26 provides a comparison of where people prefer to socialize with their peers, based on where they live. There wasn't much difference between urban and rural residents on locations, though people living in Sherwood Park had a higher tendency to include public outdoor spaces or multi-use facilities compared to those who lived in rural parts of Strathcona County.

²⁹ Percentages add up to more than 100% due to people being able to pick more than one option. All percentages are calculated for each geographic area and are read by columns.

Table 26
Where do you prefer to socialize with your peers - Urban/rural comparisons³⁰

	Urban	Rural
A coffee shop, restaurant, food court or bar	74.0%	72.0%
My own home	70.2%	76.5%
A friend/family member's home	67.8%	65.9%
Public outdoor spaces, such as parks or trails	59.3%	47.0%
A multi-use facility (e.g. Glen Allan Rec. complex, the library)	42.2%	33.3%
A local community hall/seniors centre	27.0%	35.6%
A faith based establishment (e.g. church)	23.0%	17.4%
The common areas of my building	10.9%	6.8%
Other	4.4%	3.8%

Table 27 provides an overview of where people prefer to do physical wellness activities, based on whether they lived in the urban or rural areas of Strathcona County. There wasn't much difference between urban and rural residents on locations, though people living in Sherwood Park had a higher tendency to include public outdoor spaces or multi-use facilities compared to those who lived in rural parts of Strathcona County.

Table 27
Where do you prefer to do physical wellness activities - Urban/rural comparisons³¹

	Urban	Rural
Public outdoor spaces, such as parks or trails	63.6%	54.5%
A multi-use facility (e.g. Glen Allan Recreation Complex)	55.6%	44.7%
My own home	48.7%	55.3%
The local community hall/seniors centre	17.5%	21.2%
A private fitness club (e.g. Fit Life)	8.5%	8.3%
The common areas of my building	5.6%	5.3%
A friend/family member's home	4.8%	9.8%
Other	4.0%	4.5%
I do not participate in physical wellness activities	5.8%	6.1%

³⁰ Percentages add up to more than 100% due to people being able to pick more than one option. All percentages are calculated for each geographic area and are read by columns.

³¹ Percentages add up to more than 100% due to people being able to pick more than one option. All percentages are calculated for each geographic area and are read by columns.

Table 28 provides an overview of where people prefer to do arts and culture activities, based on whether they lived in the urban or rural areas of Strathcona County. People living in Sherwood Park had a higher tendency to include public facilities as an option compared to those who lived in rural parts of Strathcona County. This is likely due to these facilities already being located in Sherwood Park, whereas those living in rural parts of the County faced longer travel times to get to these facilities. Outside of that, there was not a great deal of difference between urban and rural residents with respect to the other items noted in Table 28.

Table 28
Where do you prefer to do arts and culture activities - Urban/rural comparisons³²

	Urban	Rural
A public facility (e.g. Gallery 501, Smeltzer House, Library)	52.3%	41.7%
Public outdoor spaces, such as parks or trails	30.0%	26.5%
The local community hall/seniors centre	26.7%	28.8%
My own home	23.0%	28.8%
A private organization (e.g. Strathcona Art Society, church)	21.0%	15.9%
A friend/family member's home	11.9%	11.4%
The common areas of my building	4.5%	3.8%
Other	4.6%	5.3%
I do not participate in arts and culture activities	22.5%	26.5%

³² Percentages add up to more than 100% due to people being able to pick more than one option. All percentages are calculated for each geographic area and are read by columns.

Age Comparisons

Table 29 presents a comparison of age groups on the extent that they felt there were opportunities to connect with others in the community. The perceptions are fairly similar regardless of age.

Table 29
Opportunities to connect with others in the community – Age Group comparisons³³

	Under 55	55-64	65-74	75 or older
To a great extent	18.0%	13.5%	12.5%	14.6%
To some extent	18.0%	26.9%	22.8%	25.0%
Somewhat	37.0%	37.2%	35.9%	37.2%
Very little	21.0%	20.5%	23.1%	15.2%
Not at all	6.0%	1.9%	5.6%	7.9%

A comparison of preferences for contributing to the community based on age is summarized in Table 30. *Attending local events or volunteering with a local community organization* had the highest interest among those aged 55-74, though both drop off among those aged 75 or older. Otherwise, there are no major differences seen for age groups.

³³ All percentages are calculated for each age group and add up to 100% by columns.

Table 30
Contributing to the community - Age group comparisons³⁴

	Under 55	55-64	65-74	75 or older
Helping out my neighbours, friends, and family	75.2%	70.2%	72.6%	63.0%
Supporting local businesses	66.3%	70.8%	67.5%	61.3%
Attending local events	47.5%	55.9%	52.6%	39.9%
Volunteering with a local community organization	34.7%	40.4%	43.4%	31.8%
Providing monetary or material donations to local community organizations	29.7%	37.9%	33.9%	34.7%
Volunteering with a faith-based organization	24.8%	13.7%	17.6%	24.3%
Volunteering at County run or local events	15.8%	14.3%	17.6%	12.7%
Volunteering with an arts and/or sport organization	14.9%	15.5%	13.6%	9.2%
Other	3.0%	0.0%	3.5%	7.5%
I don't know	2.0%	3.7%	3.0%	4.6%
I prefer not to do any contributions to my community at this time	3.0%	1.9%	1.6%	4.6%

Table 31 provides a comparison of where people prefer to socialize with their peers, based on one's age. Socializing at a multi-use facility was lowest among those under the age of 55. It's likely that younger people see the facility as a destination to do a workout or a structured activity rather than a place to socialize. Interest in socializing at a bar or coffee shop becomes less appealing to those age 75 or older compared to younger age groups. Public outdoor spaces become less of an option as the age of the individual increases.

³⁴ Percentages add up to more than 100% due to people being able to pick more than one option. All percentages are calculated for each age group and are read by columns.

Table 31
Where do you prefer to socialize with your peers - Age group comparisons³⁵

	Under 55	55-64	65-74	75 or older
A friend/family member's home	75.0%	70.2%	66.8%	63.2%
My own home	73.0%	81.4%	69.0%	66.1%
A coffee shop, restaurant, food court or bar	71.0%	78.9%	74.5%	66.7%
Public outdoor spaces, such as parks or trails	60.0%	61.5%	57.1%	52.3%
A multi-use facility (e.g. Glen Allan Rec. complex, the library)	27.0%	46.6%	41.8%	40.2%
A faith based establishment (e.g. church)	25.0%	16.1%	18.2%	32.8%
A local community hall/seniors centre	24.0%	21.7%	30.4%	33.3%
The common areas of my building	16.0%	6.8%	6.8%	19.5%
Other	2.0%	2.5%	4.1%	7.5%

Table 32 provides a comparison of where people prefer to participate in physical wellness activities, based on one's age. The biggest difference was that those aged 65 or older had less of a tendency to use private fitness clubs compared to younger age groups.

Table 32
Where do you prefer to do physical wellness activities - Age group comparisons³⁶

	Under 55	55-64	65-74	75 or older
Public outdoor spaces, such as parks or trails	68.0%	66.5%	64.3%	50.9%
My own home	53.1%	55.9%	46.6%	48.0%
A multi-use facility (e.g. Glen Allan Rec. complex, the library)	49.5%	59.6%	52.6%	52.0%
A local community hall/seniors centre	21.6%	10.6%	20.2%	21.4%
A friend/family member's home	15.5%	5.6%	4.1%	5.2%
A private fitness club	15.5%	14.9%	5.7%	3.5%
The common areas of my building	10.3%	3.7%	4.6%	8.7%
Other	2.1%	4.3%	4.1%	6.4%
Don't do physical wellness activities	9.4%	3.1%	4.9%	8.1%

³⁵ Percentages add up to more than 100% due to people being able to pick more than one option. All percentages are calculated for each age group and are read by columns.

³⁶ Percentages add up to more than 100% due to people being able to pick more than one option. All percentages are calculated for each age group and are read by columns.

Table 33 provides a comparison of where people prefer to participate in arts and culture activities, based on one's age. One difference was that those aged 75 or older did not go to public facilities as much as those in younger age groups. The use of public outdoor spaces for these activities also diminished as the age of the individual increased. Those who chose not to participate in arts and culture activities was highest among those aged 75 or older compared to younger age groups.

Table 33
Where do you prefer to do arts and culture activities - Age group comparisons³⁷

	Under 55	55-64	65-74	75 or older
A public facility A public facility (e.g. Gallery 501, Smeltzer House, Library)	56.7%	54.0%	50.4%	42.2%
Public outdoor spaces, such as parks or trails	43.3%	32.3%	27.8%	23.1%
A local community hall/seniors centre	34.0%	24.2%	27.5%	27.7%
A private organization (e.g. Strathcona Art Society, church)	29.9%	23.0%	15.8%	20.2%
My own home	24.7%	23.6%	20.2%	31.2%
A friend/family member's home	17.5%	11.8%	9.5%	13.3%
The common areas of my building	12.4%	3.1%	2.2%	7.5%
A faith based establishment (e.g. church)	0.0%	3.7%	4.1%	8.1%
Other	21.9%	21.1%	24.5%	23.1%
I do not participate in arts and culture activities	24.7%	23.6%	20.2%	31.2%

³⁷ Percentages add up to more than 100% due to people being able to pick more than one option. All percentages are calculated for each age group and are read by columns.

Household Income Comparisons

Table 34 presents a comparison of household income brackets on the extent that they felt there were opportunities to connect with others in the community. Positive perceptions (to a great extent) increase substantially as household income increases.

Table 34
Opportunities to connect with others in the community – Household income comparisons³⁸

	Under \$20K	\$20 - \$59.9K	\$60 - \$99.9K	\$100 - \$139.9K	\$140K or more
To a great extent	0.0%	8.5%	12.1%	25.7%	28.2%
To some extent	10.0%	22.2%	31.2%	22.8%	19.7%
Somewhat	60.0%	40.3%	33.8%	29.7%	31.0%
Very little	30.0%	21.6%	19.1%	19.8%	14.1%
Not at all	0.0%	7.4%	3.8%	2.0%	7.0%

A comparison of preferences for contributing to the community based on household income is summarized in Table 35. *Volunteering with an arts and/or sports organization* increased as one's household income increased. Otherwise, there was no major differences seen for household income.

Table 35
Contributing to the community - Household income comparisons³⁹

	Under \$20K	\$20 - \$59.9K	\$60 - \$99.9K	\$100 - \$139.9K	\$140K or more
Helping out my neighbours, friends, and family	60.0%	68.3%	68.6%	81.6%	65.8%
Attending local events	60.0%	43.3%	47.2%	53.4%	56.2%
Volunteering with a local community organization	50.0%	38.9%	43.4%	38.8%	28.8%
Supporting local businesses	30.0%	62.8%	69.8%	69.9%	65.8%
Volunteering with a faith-based organization	20.0%	22.2%	18.9%	20.4%	16.4%
Volunteering at County run or local events	20.0%	15.0%	19.5%	12.6%	16.4%

³⁸ All percentages are calculated for each income bracket and add up to 100% by columns.

³⁹ Percentages add up to more than 100% due to people being able to pick more than one option. All percentages are calculated for each income bracket and are read by columns.

Table 35 (Continued)

	Under \$20K	\$20 - \$59.9K	\$60 - \$99.9K	\$100 - \$139.9K	\$140K or more
Providing monetary or material donations to local community organizations	20.0%	32.8%	34.0%	42.7%	37.0%
Volunteering with an arts and/or sport organization	10.0%	11.7%	11.3%	15.5%	19.2%
Other	0.0%	5.6%	2.5%	1.0%	2.7%
I don't know	0.0%	2.8%	4.4%	3.9%	2.7%
I prefer not to do any contributions to my community at this time	0.0%	3.3%	2.5%	1.0%	2.7%

Table 36 provides a comparison of where people prefer to socialize with their peers, based on household income. People having less than \$20,000 in annual income were less likely to socialize in bars or coffee shops than people in higher income brackets, though it was still the first choice among those in this income bracket (compared to the other choices). Public outdoor spaces were more appealing to those earning \$100,000 or more compared to those in lower income brackets, though this was still a popular option for all people regardless of income.

Table 36
Where do you prefer to socialize with your peers - Household income comparisons⁴⁰

	Under \$20K	\$20 - \$59.9K	\$60 - \$99.9K	\$100 - \$139.9K	\$140K or more
A coffee shop, restaurant, food court or bar	60.0%	68.5%	78.0%	72.5%	78.1%
Public outdoor spaces, such as parks or trails	50.0%	54.1%	51.6%	62.7%	67.1%
My own home	40.0%	58.0%	71.1%	85.3%	75.3%
A friend/family member's home	40.0%	55.8%	69.8%	78.4%	65.8%
A local community hall/seniors centre	40.0%	35.4%	25.2%	24.5%	17.8%
The common areas of my building	30.0%	14.4%	5.0%	8.8%	6.8%
A multi-use facility (e.g. Glen Allan Rec. complex, the library)	30.0%	45.9%	42.1%	40.2%	45.2%
A faith based establishment (e.g. church)	30.0%	26.0%	21.4%	19.6%	17.8%
Other	0.0%	3.9%	5.0%	4.9%	5.5%

Table 37 provides a comparison of where people prefer to participate in physical wellness activities, based on household income. Doing physical wellness activities at home seemed to increase as an option as household income increased. The local community hall was more popular among the lower income brackets (under \$60,000) than the higher ones. Not participating in physical wellness activities at all seemed to occur among lower income brackets, though most people tried to do something, regardless of household income level.

⁴⁰ Percentages add up to more than 100% due to people being able to pick more than one option. All percentages are calculated for each income bracket and are read by columns.

Table 37
Where do you prefer to do physical wellness activities - Household income comparisons⁴¹

	Under \$20K	\$20 - \$59.9K	\$60 - \$99.9K	\$100 - \$139.9K	\$140K or more
Public outdoor spaces, such as parks or trails	60.0%	59.7%	65.0%	64.0%	72.2%
My own home	40.0%	42.0%	48.4%	51.0%	61.1%
The local community hall/seniors centre	30.0%	26.0%	14.0%	15.0%	12.5%
A multi-use facility (e.g. Glen Allan Recreation Complex)	30.0%	51.4%	52.9%	56.0%	58.3%
A friend/family member's home	20.0%	6.1%	5.7%	6.0%	4.2%
The common areas of my building	20.0%	7.2%	2.5%	6.0%	5.6%
A private fitness club (e.g. Fit Life)	0.0%	6.6%	8.3%	10.0%	11.1%
Other	0.0%	3.9%	3.8%	10.0%	2.8%
I do not participate in physical wellness activities	20.0%	6.1%	7.0%	3.0%	1.4%

Table 38 provides a comparison of where people prefer to participate in arts and culture activities, based on household income. Not participating in any arts and culture activities was lowest among those earning \$140,000 or more compared to other household income brackets. Going to a public facility such as Gallery 501 grew in popularity as one's household income increased. Doing arts and culture activities at a private organization was highest among those earning \$140,000 or more compared to other household income brackets.

⁴¹ Percentages add up to more than 100% due to people being able to pick more than one option. All percentages are calculated for each income bracket and are read by columns.

Table 38
Where do you prefer to do arts and culture activities - Household income comparisons⁴²

	Under \$20K	\$20 - \$59.9K	\$60 - \$99.9K	\$100 - \$139.9K	\$140K or more
The local community hall/seniors centre	40.0%	28.7%	26.1%	28.0%	22.2%
My own home	20.0%	24.3%	24.2%	24.0%	22.2%
A friend/family member's home	20.0%	8.3%	9.6%	18.0%	9.7%
The common areas of my building	20.0%	7.2%	2.5%	2.0%	4.2%
Public outdoor spaces, such as parks or trails	20.0%	26.5%	25.5%	42.0%	37.5%
A public facility (e.g. Gallery 501, Smeltzer House, Library)	20.0%	46.4%	51.0%	53.0%	73.6%
A private organization (e.g. Strathcona Art Society, church)	0.0%	21.5%	16.6%	21.0%	29.2%
Other	0.0%	3.9%	1.9%	4.0%	5.6%
Don't participate in arts and culture activities	30.0%	21.5%	24.8%	20.0%	15.3%

⁴² Percentages add up to more than 100% due to people being able to pick more than one option. All percentages are calculated for each income bracket and are read by columns.

G. Facility Use

In the next section of the survey, respondents were asked a series of questions pertaining to their use of a multi-use facility. Initially, people indicated how often they accessed multi-use facilities prior to COVID restrictions. The overall results are shown in Table 39. It can be seen that 62.8% of respondents accessed multi-use facilities in Strathcona County either frequently or occasionally.

Table 39
Accessing multi-use facilities

	%
I accessed them frequently (at least once a week)	34.6%
I accessed them occasionally (1-3 times a month)	28.2%
Yes, but I rarely accessed them	27.2%
Never accessed any but might consider doing so	6.3%
Never accessed any and am not interested in doing so in the future	3.8%

As a follow-up, respondents were then asked to pick up to top three reasons for accessing a multi-facility from a list of 11 options. The overall results are shown in Table 40. The top three items that emerged from the options were *dedicated space time and programming, affordable* and *opportunity to interact with other people my age*. *Ample parking* was a fourth choice that was very close to the third overall pick.

Table 40
Top Reasons noted for accessing multi-use facilities

	%
Dedicated space, time, and programming specifically geared towards my age and interest	43.0%
Affordable	41.7%
Opportunity to interact with other people my age	34.6%
Ample parking	33.5%
Ability to access multiple services and supports in one location	24.2%
Ability to watch my family participate in sports	22.4%
Knowledgeable staff to provide support and programming	19.8%
A location where my whole family/all ages can gather and access programming	17.5%

Table 40 (continued)

	%
A dedicated quiet space	7.7%
Easily accessible spaces (e.g. ramps, elevators, etc.)	7.2%
I'm not interested in accessing a multi-use facility	7.8%

All respondents were then asked to indicate any challenges they might have in accessing a multi-use facility, apart from any current COVID restrictions. The overall results are shown in Table 41. It can be seen that the top three challenges noted were *crowds, not enough space and programming geared toward one's age and interest* and that it could be *too expensive*. It should also be noted that 30.3% of respondents did not face any challenges.

Table 41
Challenges when accessing multi-use facilities

	%
Too crowded	23.6%
Not enough space and programming specifically geared towards my age and interest	23.0%
Too expensive	21.0%
Too loud	14.0%
I'm hesitant to try it	9.4%
I'm too busy	7.7%
I'm not interested	7.6%
No opportunities to interact with my peers	6.7%
No staff to provide support and programming	6.4%
Not enough parking	5.6%
Barriers to physical access (e.g. no ramps, no elevators, enough accessible parking)	4.3%
Other	5.7%
I do not face any challenges	30.3%

Other challenges noted by respondents included personal barriers, including health factors (such as lack of mobility), no way to get to the facilities, not wanting to go alone, or that the facilities are too far away from where the individual lives.

Urban/Rural Comparisons

Table 42 presents a comparison of urban and rural residents with respect to accessing multi-use facilities in Strathcona County. It can be seen that in terms of a combined frequent/occasional use, urban residents accessed multi-use facilities more often (66.4%) compared to rural (47.7%).

Table 42
Accessing multi-use facilities – Urban/Rural comparisons⁴³

	Urban	Rural
I accessed them frequently (at least once a week)	36.4%	26.5%
I accessed them occasionally (1-3 times a month)	30.0%	21.2%
Yes, but I rarely accessed them	23.9%	40.9%
Never accessed any but might consider doing so	6.6%	4.5%
Never accessed any and am not interested in doing so in the future	3.0%	6.8%

Table 43 presents a comparison of urban and rural residents with respect to the top reasons people have for accessing multi-use facilities in Strathcona County. It can be seen that, regardless of where they live, the top three reasons noted by both urban and rural residents were *dedicated space time and programming, affordable* and *ample parking*. It can also be seen that a higher percentage of urban residents favored the *dedicated space time and programming* option to a much higher percentage on a proportionate bases compared to rural residents, even though both urban and rural picked this as the overall first choice.

⁴³ All percentages are calculated for each geographic area and add up to 100% by columns.

Table 43
Top reasons noted for accessing multi-use facilities
Urban/rural comparisons⁴⁴

	Urban	Rural
Dedicated space, time, and programming specifically geared towards my age and interest	46.7%	33.3%
Affordable	42.7%	42.4%
Ample parking	35.6%	30.3%
Opportunity to interact with other people my age	29.8%	26.5%
Ability to access multiple services and supports in one location	26.0%	21.2%
Ability to watch my family participate in sports	24.1%	18.9%
Knowledgeable staff to provide support and programming	21.3%	16.7%
A location where my whole family/all ages can gather and access programming	17.3%	17.4%
A dedicated quiet space	7.4%	10.6%
Easily accessible spaces (e.g. ramps, elevators, etc.)	7.1%	6.8%
I'm not interested in accessing a multi-use facility	6.7%	14.4%

Table 44 presents a comparison of urban and rural residents with respect to challenges that people might have for accessing multi-use facilities in Strathcona County. It can be seen that top challenges noted by both urban and rural residents were *crowds* and that it could be *too expensive*. Among urban residents, the number one challenge was that there was *not enough space and programming geared toward one's age and interest*; this was the fourth ranked among rural residents. It should also be noted that 31.3% of urban residents and 25.3% of rural residents did not face any challenges.

⁴⁴ Percentages add up to more than 100% by column due to people being able to pick more than one option. All percentages are calculated for each geographic area and are read by columns.

Table 44
Challenges noted for accessing multi-use facilities
Urban/rural comparisons⁴⁵

	Urban	Rural
Not enough space and programming specifically geared towards my age and interest	24.9%	15.2%
Too crowded	23.3%	29.5%
Too expensive	21.3%	22.0%
Too loud	13.3%	17.4%
I'm hesitant to try it	8.8%	14.4%
I'm too busy	7.9%	7.6%
I'm not interested	7.5%	8.3%
No opportunities to interact with my peers	7.0%	6.8%
No staff to provide support and programming	6.7%	5.3%
Not enough parking	5.2%	7.6%
Barriers to physical access (e.g. no ramps, no elevators, enough accessible parking)	4.6%	0.8%
Other	4.8%	9.8%
I do not face any challenges	32.4%	26.3%

⁴⁵ Percentages add up to more than 100% by column due to people being able to pick more than one option. All percentages are calculated for each geographic area and are read by columns.

Age Group Comparisons

Table 45 presents a comparison of residents with respect to accessing multi-use facilities in Strathcona County in terms of age. It can be seen that the percentage of frequent use of these facilities increases as age increases.

Table 45
Accessing multi-use facilities – Age Group comparisons⁴⁶

	Under 55	55-64	65-74	75 or older
I accessed them frequently (at least once a week)	26.3%	29.2%	36.6%	41.1%
I accessed them occasionally (1-3 times a month)	29.5%	27.3%	29.2%	25.0%
Yes, but I rarely accessed them	30.5%	35.4%	26.2%	19.0%
Never accessed any but might consider doing so	9.5%	4.3%	5.5%	8.9%
Never accessed any and am not interested in doing so in the future	4.2%	3.7%	2.5%	6.0%

Table 46 presents the top reasons people have for accessing multi-use facilities in Strathcona County and compares these across age groups. It can be seen that *affordability* and *dedicated space, time and programming* were in the top two spots regardless of age; however, *a location for the whole family* was the third choice for those under 55, those 55 to 74 picked *ample parking* as their third choice. Those people aged 75 or older picked the *opportunity to interact with other people my age* as their third choice.

⁴⁶ All percentages are calculated for each age group and add up to 100% by columns.

Table 46
Top reasons noted for accessing multi-use facilities – Age Group comparisons⁴⁷

	Under 55	55-64	65-74	75 or older
Affordable	42.3%	41.6%	43.3%	41.9%
Dedicated space, time, and programming specifically geared towards my age and interest	40.2%	44.1%	44.4%	46.5%
A location where my whole family/all ages can gather and access programming	36.1%	23.0%	15.3%	7.0%
Ability to watch my family participate in sports	33.0%	21.7%	24.8%	14.0%
Ample parking	24.7%	35.4%	37.9%	30.8%
Ability to access multiple services and supports in one location	20.6%	31.1%	25.3%	22.1%
Opportunity to interact with other people my age	17.5%	22.4%	32.7%	36.0%
Knowledgeable staff to provide support and programming	16.5%	16.8%	21.3%	22.7%
Easily accessible spaces (e.g. ramps, elevators, etc.)	14.4%	3.7%	6.8%	8.1%
A dedicated quiet space	6.2%	7.5%	9.5%	7.0%
I'm not interested in accessing a multi-use facility	8.2%	9.3%	5.4%	11.6%

Table 47 presents the challenges that people might have for accessing multi-use facilities in Strathcona County on the basis of age. It can be seen that top challenges noted by all age groups were *crowds, too expensive and not enough space and programming geared toward one's age and interest*. What varied was the magnitude that each age group placed on these items. For example, the *too crowded* challenge was at the top of the list for those under 55. However, the impact of this factor diminished as the age of the individual increased. Similarly, perceptions of *expense* at multi-use facilities dropped as individuals grew older. Those under 55 thought that these

⁴⁷ All percentages are calculated for each age group and add up to more than 100% by column due to people being able to pick up to three options. The percentages highlighted in bold are the top three items for each age category.

facilities were *too loud*, though this was not a major factor for those older than 55.

There was a higher percentage of those aged 65 or older that didn't perceive any challenges compared to those younger than 65.

Table 47
Challenges noted for accessing multi-use facilities – Age Group comparisons⁴⁸

	Under 55	55-64	65-74	75 or older
Too crowded	40.6%	26.1%	24.3%	12.9%
Too expensive	27.1%	28.0%	22.1%	12.3%
Not enough space and programming geared towards my age and interest	24.0%	19.3%	26.2%	23.4%
Too loud	24.0%	13.0%	13.4%	11.7%
I'm hesitant to try it	19.8%	9.3%	7.6%	8.2%
I'm too busy	12.5%	14.3%	6.3%	2.9%
No staff to provide support and programming	9.4%	4.3%	6.3%	8.8%
Not enough parking	8.3%	4.3%	5.7%	6.4%
Barriers to physical access (e.g. no ramps, no elevators, enough accessible parking)	7.3%	2.5%	4.1%	5.8%
I'm not interested	7.3%	7.5%	7.1%	9.9%
No opportunities to interact with my peers	5.2%	5.0%	7.6%	8.2%
Other	3.2%	6.2%	4.9%	8.8%
I do not face any challenges	22.7%	26.3%	32.4%	34.4%

⁴⁸ All percentages are calculated for each age group and add up to more than 100% by column. The percentages highlighted in bold are the top challenges noted in each age category.

Household Income Comparisons

Table 48 presents a comparison of residents with respect to accessing multi-use facilities in Strathcona County in terms of household income. No distinctive patterns were seen with respect to income brackets.

Table 48
Accessing multi-use facilities – Household income comparisons⁴⁹

	Under \$20K	\$20 - \$59.9K	\$60 - \$99.9K	\$100 - \$139.9K	\$140K or more
I accessed them frequently	33.3%	34.4%	34.2%	44.0%	33.8%
I accessed them occasionally	11.1%	29.4%	28.4%	24.0%	29.6%
Yes, but I rarely accessed them	44.4%	23.3%	31.6%	20.0%	35.2%
Never accessed any but might consider doing so	11.1%	8.3%	4.5%	6.0%	1.4%
Never accessed any and not interested in doing so	0.0%	4.4%	1.3%	6.0%	0.0%

Table 49 presents the top reasons people have for accessing multi-use facilities in Strathcona County and compares these across age groups. It can be seen that *affordability* and *dedicated space, time and programming* were in in two of the preferred spots regardless of income; however, *ample parking* was a third choice for most income brackets, with the exception of those earning \$20-59.9K. That income brackets' third choice was having the *opportunity to interact with other people my age*. This option was also the first choice for people earning under \$20,000 per year.

⁴⁹ All percentages are calculated for each income bracket and add up to 100% by columns.

Table 49
Top reasons noted for accessing multi-use facilities – Household income comparisons⁵⁰

	Under \$20K	\$20 - \$59.9K	\$60 - \$99.9K	\$100 - \$139.9K	\$140K or more
Opportunity to interact with other people my age	60.0%	35.9%	30.8%	28.0%	12.5%
Dedicated space, time, and programming specifically geared towards my age and interest	40.0%	44.8%	42.9%	49.0%	40.3%
Affordable	30.0%	43.1%	48.1%	45.0%	40.3%
Ample parking	30.0%	25.4%	41.0%	35.0%	45.8%
A location where my whole family/all ages can gather and access programming	20.0%	13.8%	12.2%	23.0%	23.6%
Ability to access multiple services and supports in one location	20.0%	23.8%	19.2%	26.0%	33.3%
Ability to watch my family participate in sports	10.0%	17.1%	26.9%	27.0%	37.5%
A dedicated quiet space	10.0%	7.2%	10.3%	4.0%	6.9%
Easily accessible spaces (e.g. ramps, elevators, etc.)	0.0%	7.2%	9.0%	5.0%	9.7%
Knowledgeable staff to provide support and programs	0.0%	18.2%	21.8%	26.0%	16.7%
I'm not interested in accessing a multi-use facility	10.0%	9.4%	6.4%	6.0%	2.8%

Table 50 presents the challenges that people might have for accessing multi-use facilities in Strathcona County on the basis of household income. It can be seen that perceptions of these facilities being *too expensive* were highest among those in the \$20-\$59.9K and under \$20K brackets. The challenge of *not having enough space and programming geared toward one's age and interest* was something that was somewhat of a problem for everyone regardless of their level of income. The *too crowded* challenge became more of a factor for those in higher income brackets.

⁵⁰ All percentages are calculated for each income bracket and add up to more than 100% by column due to people being able to pick up to three options. The percentages highlighted in bold are the top three items for each age category.

Higher percentages of those in income brackets of \$60,000 or more didn't perceive any challenges compared to those earning less than \$60,000 per year.

Table 50
Challenges noted for accessing multi-use facilities – Household income comparisons⁵¹

	Under \$20K	\$20 - \$59.9K	\$60 - \$99.9K	\$100 - \$139.9K	\$140K or more
Too expensive	40.0%	35.9%	18.1%	15.2%	15.3%
Not enough space and programming specifically geared towards my age and interest	20.0%	23.8%	21.9%	22.2%	20.8%
Too loud	20.0%	13.8%	11.6%	12.1%	15.3%
No staff to provide support and programming	20.0%	8.8%	6.5%	5.1%	1.4%
I'm hesitant to try it	20.0%	13.3%	9.0%	5.1%	9.7%
Too crowded	10.0%	21.5%	23.9%	20.2%	26.4%
Not enough parking	10.0%	3.9%	5.2%	8.1%	6.9%
I'm too busy	0.0%	7.2%	7.7%	8.1%	15.3%
No opportunities to interact with my peers	0.0%	8.8%	6.5%	6.1%	5.6%
Barriers to physical access (e.g. no ramps, no elevators, enough accessible parking)	0.0%	6.6%	3.9%	2.0%	6.9%
I'm not interested	0.0%	5.0%	7.7%	12.1%	4.2%
Other	10.0%	7.2%	2.6%	5.1%	9.9%
I do not face any challenges	11.1%	21.5%	43.1%	38.5%	37.3%

⁵¹ All percentages are calculated for each income bracket and add up to more than 100% by column due to people being able to pick multiple options. The percentages highlighted in bold are the top items seen within each income category.

H. Seniors-Only Facility in Strathcona County

In the final portion of the survey, respondents were asked a series of questions pertaining to the potential of having a seniors-only facility in Strathcona County. Initially, people were asked about their preference for the type of place that would best meet the needs of seniors among four choices. The overall results are shown in Table 51. It can be seen that given a preference, 41.2% would prefer to access the services that were most convenient to them, regardless of age.

Table 51
Preference for a seniors' facility

	%
I prefer to access seniors-specific programming or spaces inside a multi-generational facility.	9.0%
I prefer to access <u>any programming</u> where I can choose my ability level, in a multi-generational facility	26.6%
I prefer a seniors-specific facility.	23.3%
I prefer to access the services that are most convenient for me, regardless of ages.	41.2%

Those people that selected the *seniors-specific programming/spaces inside a multi-generational facility* or a *seniors-specific facility* were asked to elaborate on why they felt that either of these were the best choices. Of those who selected the seniors-specific programming/spaces option, the following reasons were mentioned multiple times:

- A multi generational facility has all that is required and can be used more effectively keeping costs down, since it would provide options for everyone, including seniors.
- Ability to offer more program specific activities for seniors, while maintaining easy, convenient access.
- One individual thought that as they aged, they might prefer a seniors-only facility, but at present they were still ok with multi generational.
- There were those who liked the idea of having an open access for everyone. Several people indicated that they enjoyed being around people of all ages, and to be able to go to the facility with other family members, even if they were enrolled in different programs running concurrently.

- One person wondered if a specific seniors-only facility would raise prices and exclude those who are not yet 65.
- I would like to have a space where seniors can do senior specific things I would like to come with my family but feel that I have a space for myself
- It makes sense, but the county needs to provide a much wider spectrum of services in order to meet the broad need of seniors in our community
- When I'm in the mood to socialize, I like to be where there are a variety of people around, even if I'm not interacting with all of them. But it's nice to have senior-friendly supports in place (accessible parking, washrooms handy, layouts that enable people to hear) when I'm trying to focus on something like a lecture or concert.

Of those who selected the seniors-specific facility option, the following reasons were mentioned numerous times:

- A multitude of recreational and educational and fitness activities with one's peer group, as well as many opportunities for social interaction.
- A seniors-only facility can offer exercise program geared to active older adults. It can also develop programs to meet the physical, mental, and social aspects that keep older adults active and healthy. I find Millennium Place to be better suited for younger people - it is a 'jock spot.' As lovely as it is, I am not comfortable with all the stairs and all the activity of physically fit people. I believe Strathcona County would benefit greatly by having a better understanding of active older adults, not specifically seniors but those of us who want to stay young and fit, but in an environment that best suits our generation. More programming of older adult classes is really important.
- A space dedicated to the needs of seniors could offer lots of different options for different interests and abilities on a regular, ongoing basis. Seniors want to have time to connect with their peers and this would be an important part of a seniors only facility. Also, spaces not filled with loud music or fitness buffs clanging weights.
- All are my age and we don't have to deal with teenagers and young children who also don't have to deal with us. It is not so hectic with so much traffic.
- All available in one building
- Because there is the need for a senior only facility with the number of seniors living here in the County. A quieter place which can adapt to our needs and wants.
- Centrally located with easy access.

- I have answered this survey where possible to reflect my interests as a 55-year-old Park resident and the interests of my 81-year-old mother. These two demographics should not be treated as one and have distinct interests. Programming and supports should reflect the older and younger 'senior'.
- I love young families and small children but when you get into these areas that are crowded with children, young people and young parents, it can be very daunting for seniors who are slower in walking pace and have balance issues. Constant drone of children yelling etc. can make a seniors hard of hearing even worse.
- In a group that may have the same problems that we have. Would not stand out as a people who handicapped. Feel less intimidated when in a group of peers
- It can be intimidating to be in a multi generational facility. Noisy and busy.
- Less intimidating and easier for me to fit in
- The other facilities are too crowded and noisy, the current facilities tend to cater to the young families.

Table 52 presents the results to a question pertaining to a potential seniors-only facility that offered social, recreation and wellness activities. Respondents were given a list of reasons to access such a facility and asked to pick their top three choices. Of the options provided, *space/programming specifically geared toward seniors' age and interests* was the top choice of 49.3% of respondents, followed closely by *opportunity to interact with other people their age (46%)* and *affordability (42.9%)*. The *ability to access multiple services and supports in one location* was a very close fourth choice overall at 42.6%.

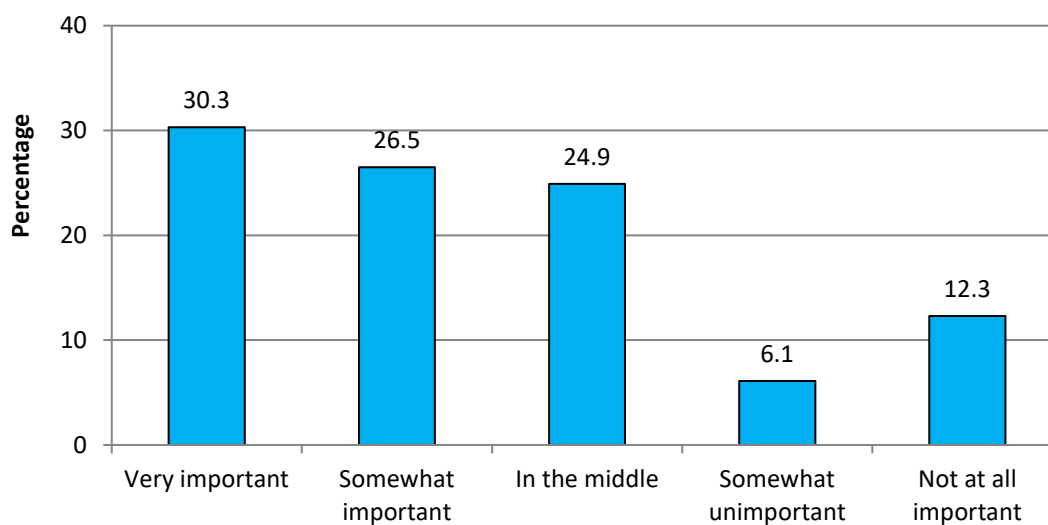
It should also be noted that most of the respondents were interested in having a seniors-only facility

Table 52
Top reasons for accessing a potential seniors-only facility

	%
Space and programming specifically geared towards seniors' age and interests	49.3%
Opportunity to interact with other people my age	46.0%
Affordability	42.9%
Ability to access multiple services and supports in one location	42.6%
Knowledgeable staff to provide support and programming	23.6%
Ample parking	16.9%
Easily accessible spaces (e.g. ramps, elevators, etc.)	8.3%
A dedicated quiet space	7.7%
I'm not interested in accessing a seniors-only facility	12.7%
I'm not sure	4.9%

The last question in this section of the survey asked respondents to indicate what the importance of a dedicated seniors' facility would be to them. The overall results are depicted in Figure 3. It can be seen that people are favoring the concept, but it's not something that people are overwhelmingly latched onto at the present time.

FIGURE 3
The importance of a dedicated seniors' facility



Urban/Rural Comparisons

Table 53 presents a comparison of urban and rural residents with respect preferences for a seniors' facility in Strathcona County. It can be seen that both urban and particularly rural residents preferred to *access the services that were most convenient to them, regardless of age.*

Table 53
Preference for a seniors' facility – Urban/Rural comparisons⁵²

	Urban	Rural
I prefer to access seniors-specific programming or spaces inside a multi-generational facility.	10.1%	3.9%
I prefer to access <u>any programming</u> where I can choose my ability level, in a multi-generational facility	26.8%	27.3%
I prefer a seniors-specific facility.	23.9%	18.0%
I prefer to access the services that are most convenient for me, regardless of ages.	39.2%	50.8%

Table 54 presents the results of the top options pertaining to a potential seniors-only facility on the basis of where people lived in the County. Of the options provided, *space/programming specifically geared toward seniors' age and interests* was the top choice by both urban and rural respondents, although rural respondents were equally enthused by *affordability* (which was the fourth choice among urban residents). The second choice consensus for both urban and rural residents was the *opportunity to interact with other people their age.* The *ability to access multiple services and supports in one location* was a clear third choice among urban residents and a fourth choice for rural residents.

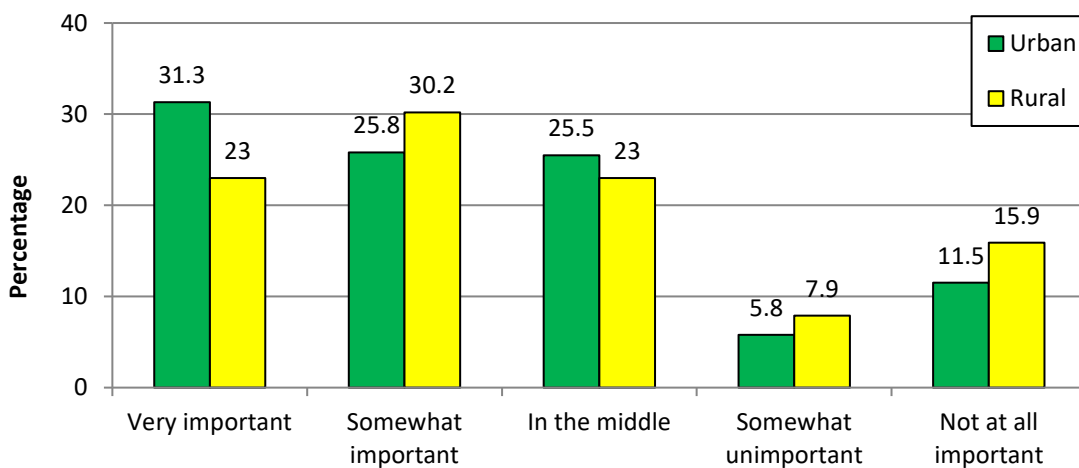
⁵² All percentages are calculated for each geographic area and add up to 100% by columns.

Table 54
Top reasons for accessing a potential seniors-only facility
Urban/Rural comparisons⁵³

	Urban	Rural
Space and programming specifically geared towards seniors' age and interests	52.1%	44.2%
Opportunity to interact with other people my age	48.2%	43.8%
Ability to access multiple services and supports in one location	44.8%	39.5%
Affordability	44.1%	44.2%
Knowledgeable staff to provide support and programming	24.8%	23.1%
Ample parking	17.9%	15.4%
Easily accessible spaces (e.g. ramps, elevators, etc.)	8.5%	6.9%
A dedicated quiet space	6.7%	14.0%
I'm not interested in accessing a seniors-only facility	12.7%	14.6%
I'm not sure	4.8%	6.9%

Figure 4 presents a comparison between urban and rural residents pertaining to the importance of a dedicated seniors' facility. It can be seen that there are similar views toward the concept regardless of where people lived, though it can be seen that a slightly higher percentage of rural people feel it's unimportant compared to those living in the urban area.

FIGURE 4
The importance of a dedicated seniors' facility – Urban/rural comparisons



⁵³ Percentages add up to more than 100% by column due to people being able to pick more than one option. All percentages are calculated for each geographic area and are read by columns.

Age Group Comparisons

Table 55 presents the preferences for a seniors' facility in Strathcona County by age groups. It can be seen that people regardless of age preferred to *access the services that were most convenient to them*. However, those under the age of 65 also favored accessing any programming in a multi-generational facility. This latter choice was less favored by those aged 65 or older.

Table 55
Preference for a seniors' facility – Age Group comparisons⁵⁴

	Under 55	55-64	65-74	75 or older
I prefer to access seniors-specific programming or spaces inside a multi-generational facility.	7.8%	10.9%	9.5%	8.2%
I prefer to access <u>any programming</u> where I can choose my ability level, in a multi-generational facility	36.7%	32.1%	23.4%	22.0%
I prefer a seniors-specific facility.	17.8%	15.4%	27.6%	25.8%
I prefer to access the services that are most convenient for me, regardless of ages.	37.8%	41.7%	39.6%	44.0%

Table 56 presents the results of the top options pertaining to a potential seniors-only facility on the basis of age. Of the options provided, *space/programming specifically geared toward seniors' age and interests* was the top choice by all age groups, though those under the age of 55 also equally favored the *ability to access multiple services and supports in one location*. This latter option was a third choice for those aged 55-64 and those aged 75 or older.

⁵⁴ Percentages add up to more than 100% by column due to people being able to pick more than one option. All percentages are calculated for each age group and are read by columns.

Table 56
Top reasons for accessing a potential seniors-only facility
Age Group comparisons⁵⁵

	Under 55	55-64	65-74	75 or older
Space and programming specifically geared towards seniors' age and interests	43.5%	48.7%	51.9%	56.5%
Ability to access multiple services and supports in one location	43.5%	41.1%	44.0%	48.0%
Opportunity to interact with other people my age	42.4%	40.3%	51.5%	48.5%
Affordability	41.3%	48.7%	46.0%	38.6%
Knowledgeable staff to provide support and programming	20.7%	28.3%	24.7%	20.5%
Easily accessible spaces (e.g. ramps, elevators, etc.)	18.5%	4.4%	8.0%	8.8%
A dedicated quiet space	16.3%	8.2%	7.5%	4.1%
Ample parking	14.1%	18.2%	18.8%	14.6%
I'm not interested in accessing a seniors-only facility	12.0%	17.6%	11.6%	11.1%
I'm not sure	10.9%	3.1%	5.0%	3.5%

Table 57 presents a comparison of the importance of a dedicated seniors' facility by respondents based on age. The combined very important/somewhat important is higher for those over the age of 65 than it is for those under 65.

Table 57
The importance of a dedicated seniors' facility
Age Group comparisons⁵⁶

	Under 55	55-64	65-74	75 or older
Very important	22.0%	19.6%	34.3%	36.4%
Somewhat important	32.9%	25.5%	26.4%	24.7%
In the middle	29.3%	30.1%	21.1%	25.3%
Somewhat unimportant	3.7%	8.5%	7.0%	3.1%
Not at all important	12.2%	16.3%	11.0%	10.5%

⁵⁵ Percentages add up to more than 100% by column due to people being able to pick more than one option. All percentages are calculated for each age group and are read by columns.

⁵⁶ Percentages add up to 100% for each age group and are read by columns.

Household Income Comparisons

Table 58 presents the preferences for a seniors' facility in Strathcona County by household income. It can be seen that people, regardless of household income, preferred to *access the services that were most convenient to them*. However, those earning under \$20,000 annually equally favored accessing any programming in a multi-generational facility.

Table 58
Preference for a seniors' facility – Household income comparisons⁵⁷

	Under \$20K	\$20 - \$59.9K	\$60 - \$99.9K	\$100 - \$139.9K	\$140K or more
I prefer to access seniors-specific programming or spaces inside a multi-generational facility.	0.0%	8.7%	10.5%	8.2%	5.8%
I prefer to access <u>any programming</u> where I can choose my ability level, in a multi-generational facility	44.4%	22.0%	24.8%	34.0%	36.2%
I prefer a seniors-specific facility.	11.1%	29.5%	24.2%	17.5%	17.4%
I prefer to access the services that are most convenient for me, regardless of ages.	44.4%	39.9%	40.5%	40.2%	40.6%

Table 59 presents the results of the top options pertaining to a potential seniors-only facility on the basis of household income. The top three rankings varied across all of the income categories, though *space/programming specifically geared toward seniors' age and interests* was a strong choice across all income brackets. *Affordability* was a viable option, but only among the lower household income brackets. The *opportunity to interact with other people my own age* was also a popular option among those earning \$20,000 or more.

⁵⁷ All percentages are calculated for each income bracket and add up to 100% by columns.

Table 59
Top reasons for accessing a potential seniors-only facility
Household income comparisons⁵⁸

	Under \$20K	\$20 - \$59.9K	\$60 - \$99.9K	\$100 - \$139.9K	\$140K or more
Affordability	60.0%	59.8%	41.7%	29.2%	28.2%
Ability to access multiple services and supports in one location	60.0%	45.8%	49.7%	44.8%	26.8%
Space and programming specifically geared towards seniors' age and interests	40.0%	50.3%	50.3%	50.0%	44.3%
Knowledgeable staff to provide support and programming	40.0%	17.9%	29.8%	26.0%	23.9%
Opportunity to interact with other people my age	20.0%	49.7%	48.3%	40.6%	46.5%
Ample parking	20.0%	16.2%	17.2%	17.7%	16.9%
A dedicated quiet space	0.0%	7.3%	7.3%	9.4%	7.0%
Easily accessible spaces (e.g. ramps, elevators, etc.)	0.0%	7.8%	9.9%	5.2%	15.5%
I'm not interested in accessing a seniors-only facility	0.0%	6.7%	11.9%	24.0%	23.9%
I'm not sure	10.0%	3.9%	2.6%	5.2%	7.0%

⁵⁸ Percentages add up to more than 100% by column due to people being able to pick more than one option. All percentages are calculated for each age group and are read by columns.

Table 60 presents a comparison of the importance of a dedicated seniors' facility by respondents based on household income. The combined very important/somewhat important is highest for those earning less than \$20,000 per year but decreases in importance as the annual household income increases.

Table 60
The importance of a dedicated seniors' facility
Household income comparisons⁵⁹

	Under \$20K	\$20 - \$59.9K	\$60 - \$99.9K	\$100 - \$139.9K	\$140K or more
Very important	44.4%	34.9%	28.9%	23.7%	16.2%
Somewhat important	44.4%	30.9%	32.2%	25.8%	22.1%
In the middle	11.1%	18.3%	22.8%	24.7%	33.8%
Somewhat unimportant	0.0%	7.4%	4.7%	6.5%	8.8%
Not at all important	0.0%	8.6%	11.4%	19.4%	19.1%

I. Other Comments about Seniors' Supports and Services in Strathcona County

The last question in the survey gave respondents an opportunity to provide additional comments or ideas about seniors' support and services in Strathcona County in their own words. The responses were analyzed and coded into the following themes presented in Table 61.

Table 61
Themes from open-ended responses regarding seniors' supports and services in Strathcona County

Theme	Comments
Support a new dedicated seniors' facility	It's time we had a dedicated Seniors complex. with SENIOR focus but availability to share with all ages.
	It would be so nice to have a place of our own where we could meet and take part in age related subjects, have lunch or supper, volunteer to help others, learn a new skill and be surrounded by happy, fulfilled seniors. Please hurry and build us a place as I'm almost too old now.
	We need these facilities now - open up a couple of spots and plan for a single facility in the future.
	We really need a multi functional seniors center. Council has been talking about it for ages now and nothing seems to be done about it. They keep pushing it to the 3rd quarter for further discussion

⁵⁹ All percentages are calculated for each income bracket and add up to 100% by columns.

	I believe we do have the population to support a senior centre similar to Edmonton and it would provide a local meeting place for seniors. I think a lot of seniors become isolated due too a lack of a facility to accommodate. i.e In the past had to go home as centre was too over crowd for event.
	I find our seniors centre lacking in the scope and variety of activities that some of the seniors facilities in Edmonton have. Classes to learn new things, variety of sports, clubs like walking or hiking etc. Also the facility is completely outdated and a new one is badly needed. The location in the oldest part of Sherwood Park is perfect though.
	It will be very beneficial to the well being of us seniors.
	It would be great to have a new larger centre for seniors...but along with that there must be a programmer, someone to set up the activities and to organize. Perhaps changing monthly activities. County Recreation has programmers, and at the log cabin now it is becoming too difficult for ppl to set up or think of new activities. A small fee could be charged to help with costs
	It would be nice to meet friends my own age, and get to socialize with them.
	Please have a large dedicated facility with many different areas to house sports, social activities, a reading room and a kitchen.
	Seniors are a growing age group and need separate spaces
	Sherwood Park really needs a dedicated seniors' facility. It's been long overdue. This demographic is increasing.
	So many NFP groups rely on donations and volunteers from seniors. By having a facility dedicated to seniors, many of these groups can bounce ideas for meeting their needs to the seniors who use the seniors centre. This way NFP have easy access to Seniors, and seniors get ideas for projects and activities that meet their needs.
	Strathcona County is behind the times in prioritizing meeting the needs of seniors. People cannot go to all the different places seeking out a variety of programs. Please build a model following Edmonton's plan - specific seniors centres which encompasses all physical, cultural and interesting activities.
	Supports for seniors are ok in the Park but we need a real seniors centre
	Thank you for providing a survey in order to gather thoughts from active people in our community. The current Sherwood Park seniors' facility is way too small, has very few classes, not near enough opportunity for active seniors to connect. We belong to one of the Edmonton Senior's Facilities so we can be engaged in a variety of activities, but would much prefer to belong to a facility in our own community.
	The existing 55+ facility is very small, crowded and provides very few opportunities for seniors compared other facilities in Edmonton. Time for the county to step up and do it right.
	There's too many families with kids that ruin things that were made for seniors.
	It was a big disappointment that the Seniors Outreach program was changed to Solutions Navigation; there really wasn't anything for seniors any longer. I strongly advocate a Seniors Only facility in Sherwood Park, one well advertised.
	There are supports offered within the County and we are happy about that, however we feel a Senior Centre would produce an association of Volunteers to make sure that all Seniors be provided with necessary information from incoming speakers and professionals. Meeting places like a Centre, would provide a platform for information sharing, first-hand. Senior Week has and could be a focal point for our generation, and not just for one week, but for the entire year. This issue before

	Council must be dealt with and approved this year, not 5 years down the road.
	A bigger facility, more dancing - have bands come in (county/western), search for talent for seniors where we can get up and sing.
	55 plus club needs a new and bigger facility to offer more sports/social/classes for seniors.
	A central seniors facility
	Central location.
	A dedicated senior facility is long over due. Very disappointed that planning for one has been ignored.
	I think a dedicated facility would be ideal, centrally located with decent transit, for art, cultural, and wellness activities and programs. it would also be a one stop shop for seniors to get information access to county support services if they were available on site as well.
	Having a seniors center that offers a variety of activities would be my lifeline to maintain mental, physical and social health.
	Having visited senior facilities in Edmonton, it felt more comfortable and they seemed to have offered many more type of activities for seniors that included all types of capabilities. The building was just for seniors...they could go to just visit or partake in any activity offered.
	Emerald Hills and Millennium pools are lengthy for people with special need walker, cane, etc.
	A senior's facility could offer programs geared to the interest & physical aspects of seniors
	Badly needed
	Build another Millennium
	Existing facilities such as Glen Allan are definitely not adequate for seniors and have limited parking. New facility is required !
	We need a larger senior centre that meets the needs of our growing population.
	If planning something like this not all seniors are morning people. Most need a care service in the AM so not all programs can start ASAP. It needs to have proper parking and drop off for seniors, it needs to have clear spoken staff as most wear hearing aids, it needs to be geared for seniors not just the young ones running it.
	It was a big disappointment that the Seniors Outreach program was changed to Solutions Navigation; there really wasn't anything for seniors any longer. I strongly advocate a Seniors Only facility in Sherwood Park, one well advertised.
	There's too many families with kids that ruin things that were made for seniors.
	We are the only large community in Alberta that does not have a community supported multi-use seniors facility. And it is very much needed here!
	The needs I expressed in #17 could easily be met in a multi generational facility. If a seniors only complex is to be considered - it should be located adjacent to a large population of seniors - like a lodge or seniors residence/condo. It should not be run on a 'private club/group' concept but by volunteers and staff.
	My wife has physical and mental health limitations which makes easy access to a facility a priority. This need to access and feel comfortable with the location is very important. She needs to get out with others more and in the future, I suspect I too will need similar opportunities.
	The Log Cabin is too small.
	At an age of eighty, I cannot wait too long for the council to fund a new seniors facility. By the time council makes the decision for the new facility, it will take over five years for the Mayor to inaugurate the building. I will be 85 and more feeble. The council should provide in

	Sherwood Park a temporary location - such as the Clover bar lodge for the 55+ Club.
	All senior support and services should be under one roof, regardless of where it is at. Most seniors do not have the ability or funds to drive from one facility to the next.
	My biggest concerns is I do not want loud or crowded facilities
	When we compare Strathcona County with what Edmonton offers (SEESA, NEESA, Lions Centre . West Edmonton Seniors Centre to name a few) provides for their Seniors Sherwood Park and Strathcona county falls extremely short of providing seniors what they need and should have. There are a lot of Seniors in the county and that population will be growing if there is enough affordable housing and as of yet we do not have a suitable home to call our own. The present log cabin is inadequate for what the seniors in this community need and want.
	We need to have a bigger and better facility then the Log Cabin.
Senior-specific programming	Drop in Curling for recreation only. Community courses and accommodating facility ex. Woodworking, quilting etc
	At ages 55-70, there weren't many interesting activities for us. Our winters in Arizona provided an active lifestyle with dancing, tennis, soft ball, hiking, swimming, kayaking, pickleball, and lawn bowling. Summers in Sherwood Park don't offer dances. Swimming and pickleball are so crowded that we can't get in. Broadmoor tennis drop-in has been fun and we can hike and kayak on our own. I worry that as we go through our 70s and 80s that there won't be interesting things to do at home when we are no longer able to winter in Arizona. Those long, dark months will be very lonely. Thank you for considering what Strathcona County can offer. Seniors need affordable delivery services for food, prescriptions, medical equipment, etc. Travel to medical appointments and the hospital is a problem. An affordable system of vehicles or busses dedicated to seniors would make aging in place possible.
	I would love to have dance classes for seniors, either regular dance or country & Western
	Seniors dances
	Seniors sports
	to be in comfortable surroundings, affordability, fun times with peers
	I want to find people interested in music. Playing guitar specifically.
	Programming needs to include forums to discuss end of life care and grief/loss issues
	A drop in maybe at library (or maybe already have) one night a month , for newcomers to the community like myself.
	Floor curling
	Bowling
	Cards
	I am in my early 60s and use programs from the county with friends. I currently don't look for senior activities, as instructors are very good at advising us different levels for our own body. However, it would be nice to be given information about as we age, first things that could change and what to expect. Movements that we may not be able to do as easily as we once did or now have to be careful when doing them, Injuries, arthritis, aches and pains that come with aging and old injuries that never bothered us until now. So we aren't panicking or running to the doctor with every minor ailment.
	Pain management support groups and disability activities.
	Programming needs to include forums to discuss end of life care and grief/loss issues.
	there needs to be pedways across Baseline, Lakeland, Wye that directly connect the trail systems in Sherwood Park for cyclists and for walking, other cities have them, time to expand those features.

It would be wonderful to have staff for the programming and different projects. More projects offered.
More social networking and activities
Men's Shed. I'd even help set it up!
It would be so nice to have a place of our own where we could meet and take part in age related subjects, have lunch or supper, volunteer to help others, learn a new skill and be surrounded by happy, fulfilled seniors. Please hurry and build us a place as I'm almost too old now.
Access to pool lane swimming, at reasonable times, are most important to me. the walking track is good
Swimming Pool with dedicated walking lanes at certain times
Do exercise then socialize with a coffee
Keep providing support the cross country skiing, running and walking trails
Looking forward to more outdoor fitness opportunities such as cycling (summer) and ice skating (winter).
There is more to life than playing cards.
I would like more open swimming times for seniors that are still working
I think there needs to be much more variety in what activities/events are available.
Perhaps there would be more fitness choices.
There needs to be pedways across Baseline, Lakeland, Wye that directly connect the trail systems in Sherwood Park for cyclists and for walking, other cities have them, time to expand those features.
Limited seniors' supports and services available outside of Sherwood Park.
All seniors, need A way to relax, to feel cared for, and, comfortable , it being a , hot tub, or , Massage Therapy/Foot Reflexology, even 10 mins. of Clothed, Shoulder Massage, Hand Reflexology once a week.
Other than regular trips to the Library and to watch my Grandkids play sports I don't access municipal facilities but I would go and play cards or that type of activity if I could access a place.
Homelessness, Women in poverty and diversity in the Strathcona County requires more resources starting with language barriers and disability barriers. Instead of referring the county population to greater Edmonton make resources available in Strathcona County. Enrich and build capacity of seniors in the community .
A drop in maybe at library (or maybe already have) one night a month , for newcomers to the community like myself.
Seniors need to be able to live in their own home as long as possible, and need to be able to access as many supports and services as possible from home. ie health care, pharma care. I suggest that you coordinate with seniors associations such as Alberta Retired Teachers Association (ARTA) or similar as they have many ideas as to support for seniors.
Is there a help line for seniors who may be house bound. After a pal is fracture, I felt completely cut off for a while, there may or may not be a help line, but I personally have never seen it. I am not talking about mental health, but a help line when a person may be injured and unable to fend for themselves.
The County provides ample opportunities for support and services. No additional programming is required. The taxes in the County need to be lowered for Seniors.
When I've reached out for support to deal with my wife's addiction I was constantly redirected and could not receive support. I ended up in a seniors facility alone rather than living with my wife because I couldn't handle her alone and she couldn't help me age in place. I am so lonely in my facility due to Covid restrictions and mobility issues.

Support to use or adapt existing County facilities	I think we need a seniors' Center in a building like the old Cloverbar or the boiled east of the school next to the library where the school system used to have their head office. The County is in there now. Do not build a new facility and spend more money than is necessary. Why does the new Cloverbar have NO balconies?
	For a start - council should re-consider the old "Clover bar lodge site" to be dedicated to the senior population of this community. Addressing to the whim of developers and our youth groups have had their turn!!!!"
	The vacant Clover Bar Lodge would be a perfect home for Seniors 55 plus group and other senior activities.
	I would like to see the vacant Cloverbar Lodge be assigned to a Senior's Activity Centre, like the one in North Edmonton, I use that one, but would like one located here in Sherwood Park,
	For activities - I am interested in a multi-generational facility that has a seniors dedicated space; we don't need new facilities that are only for seniors; we need to make the existing facilities more senior-friendly and inviting.
	I think the existing facilities are great, I would just like to see more seniors classes available to us.
	When you consider building a new seniors facility and/or a facility to include senior activities, please investigate to ensure there is AMPLE electrical plug ins for sewing/quilting/ironing/sewing machines/lamps as it only takes a few quilters with sewing machines, lights and irons to trip the breaker, so it would be much appreciated if this was considered when paying to build a new building. Most community halls are not built for this activity, so they only have 1 or two breakers in a hall which is nowhere near enough amperage. Many plug ins each on separate breakers. Thanks.
	As long as there are programs designed for seniors' they do not have to be in a specific space dedicated to seniors. A multi-generational facility allows all age groups to interact and doesn't treat seniors differently.
	I think that Seniors should be able to access Millennium Place and other recreation facilities at no charge.
	to be in comfortable surroundings, affordability, fun times with peers
	Please do not consider GARC as a seniors facility.
	spend some money improving the maintenance at Broadmoor.
	I prefer multi-generational facilities provided there is a dedicated space and dedicated programming for seniors.
	I think it best to integrate seniors' opportunities with other age groups, not isolate them., even if the integration is only with respect to where facilities are.
	Intergenerational interaction is mentally stimulating for all ages & the knowledge & interests that can be shared are infinite so isolating seniors by a stand alone facility is not appropriate in my estimation. As a caregiver I was often too exhausted to provide or meet the needs of my senior parent. I would have loved a program in a kitchen facility for
	I prefer to mingle with all age groups
	Our current seniors centre in Sherwood Park is far too small. Seniors have been supporting this community for generations and need a larger multiuser facility.
I'm not sure how the seniors facility would be different than what I can currently get at my seniors home, or at one of the recreation facilities. If this was part of a public/private partnership then it might be more interesting.... as in could it be within the Synergy Health Center?	
A multi recreational facility offers access to all ages and people. A dedicated facility would increase the cost to the community and actually isolate seniors. Strathcona County has a great number of different facilities and great staff.	

	<p>Wages and utilities and rent need to be paid for the facility. As a tax payer, I'm not interested in subsidizing a seniors' only facility. They should pay full fare, just like everyone else. Cost recovery. The balance sheet must match: number of participants must equal the fee they pay to operate the facility. I think there's more usage out of an all-age facility. Make facilities accommodate all ages and abilities, with ramps and senior parking and bus routes (though I don't think seniors would bus to a rec facility). Comfortable and accessible seating for seniors to watch activities. A senior doesn't need to participate in order to enjoy a day or evening out of the house. It's really nice to see engaged grandparents in the stands. As a taxpayer I don't like being eliminated from activities. There should not be seniors only yoga or swimming. We all pay taxes to those facilities and so everyone is welcome at any time.</p>
	<p>I would not want the County to spend money on a dedicated facility for seniors. The County could dedicate space/ programs etc in existing facilities or perhaps expand them (build an extension if necessary). I am not willing to have my taxes increased for new dedicated seniors facility projects.</p>
	<p>Use the GIGANTIC EMPTY Agora. Make it look and feel warmer instead of a stark place it is.</p>
	<p>I grew up in Edmonton where they had community halls. That something we really missed when we moved to Sherwood park to raise our family. Halls really provided as sense of community.</p>
	<p>I don't need a dedicated seniors place. I just would like a smaller place to get around in. Millennium place is too much walking for me. I like a place where this is still access to see the grandkids play or go to their scouts group or maybe a place where I could mentor someone.</p>
	<p>I think the existing facilities are great, I would just like to see more seniors classes available to us.</p>
	<p>While I think a facility dedicated to seniors would be great, I think that the scope of what would need to be provided in equipment, staffing and programming would be too costly to operate. Seniors in this day and age have such a huge variation in abilities and needs that it might make more sense to focus on programming based on needs and abilities.</p>
	<p>I have missed the Library greatly during Covid19. I especially like to plan a visit there during winter when it is bright, warm and I can have a coffee and something to eat. Often there are not enough tables at certain times of the day. Big booths (tables and seating is huge and often only 2 people sitting there) is a big waste of space. I do not want to eat in the hallway of the County building. I want to read and relax. Please take a look at seating. Recreation is not affordable for all families. 2 great facilities for recreation!! Right now I see \$124 a month for a family of 4. I don't think our son could afford this right now. They would use the skating, pool and fitness area for the adults. Please consider affordable family rates. Our Senior friends at Glen Allen have asked for seating in the Lobby to visit after classes. Eventually tables and chairs arrived to add to the blue cushioned seating. We would also love to have a beverage and treat and are not welcome in the restaurant upstairs because it 'belongs' to the Curling Club. We would LOVE a way to have coffee/muffin/cookie etc. after class and spend a 1/2 hr visiting. It's easy to do that at MP with the Coffee Shop there. Please give some thought to a solution at GARC. Thanks!</p>
	<p>Hope we can keep the Log Cabin. Lots of activities in one location, lots of parking and a central location.</p>
	<p>I am interested in a multi-generational facility that has a seniors dedicated space; we don't need new facilities that are only for seniors; we need to make the existing facilities more senior-friendly and inviting.</p>

	<p>Haven't used anything lately due to COVID, used to have dances once a month and that has been cancelled. I am an avid walker and my complaint is there is no public washroom for outside facilities (ex. Broadmoor, unless you can climb stairs), and an embarrassing outhouse in centennial park. Prefer to go to Ft. SK to walk as they have nice washrooms - Rundle and Goldbar park for same reasons. Always hear comments there is nothing in Sherwood park, no bathroom facilities. Often hear about others who use parks elsewhere (Ft. Sask, Edmonton) because of lack of Sherwood Park facilities. Very important to seniors and something the county has not addressed.</p>
	<p>There needs to be pedways across Baseline, Lakeland, Wye that directly connect the trail systems in Sherwood Park for cyclists and for walking, other cities have them, time to expand these features.</p>
	<p>Spend some money improving the maintenance at Broadmoor.</p>
	<p>Please don't isolate seniors in a stand alone facility. Dedicate space in a multi generational building.</p>
	<p>Rather than specific services and facilities directed to seniors, make ensure all public facilities are used to the max.</p>
<p>Seniors' needs are currently being met in the community</p>	<p>The County provides ample opportunities for support and services. No additional programming is required. The taxes in the County need to be lowered for Seniors.</p>
	<p>I'm not sure how the seniors facility would be different than what I can currently get at my seniors home, or at one of the recreation facilities. If this was part of a public/private partnership then it might be more interesting.... as in could it be within the Synergy Health Center?</p>
	<p>I love living in the Strathcona area. So much has been done to include seniors. I am concerned that with the covid almost being over, changes may be made with regard to costs of programs and the way they will be run. One cannot explain the loneliness and despair that is experienced without these programs. Thank you for listening!</p>
	<p>I think that our community does a great job of recreation and the programs are so good, There are things for all abilities of seniors and they make us feel welcome. There are better ways to spend all the County money then building a centre where we already have great spaces. Pickleball players need to be nicer to new players and the County should step in and make sure that their club doesn't get everything</p>
	<p>A recent resident to SC. My answers are tentative, at this time, as a result.</p>
	<p>At 68, I still don't consider myself a senior. Still manage to be very active. No known health issues.</p>
	<p>At the moment I am able to find and use what I need. That may change in the future as I get older or suffer ill health.</p>
	<p>At this time, both my Husband and I are healthy and in our early 70's. We keep busy in our own yard. As we go forward, we hope to stay in our home as long as we can. As we age, there will come a time when we will require extra support and will access what is available to us.</p>
	<p>For the most part, the County provides well for its' seniors. The Primary Care Network is particularly helpful.</p>
	<p>I find things ok, supports are there I know from my volunteer work. If I need any supports in the future I am happy they are in place.</p>
	<p>I have nothing but fulsome praise for the recreational opportunities we had prior to Covid at the Library, the swimming pools , Millenium Place and GARC . Staff all so well qualified too!</p>
	<p>I like to be in an all ages groups now but that may change as I age. I'm 62 and fairly active, my motives are to stay active and fit through winter so I can do back country hikes in the mountains.</p>

	I lived in the country and didn't come into town so much; now in an apartment. I will know the answer to this question better in a year's time once I experience more services.
	I love Sherwood park's recreation facilities, parks and trails. I enjoy the inclusive environment where I feel safe and included even as an older senior
	I think that seniors are well accommodated within Strathcona County. I prefer multi-generational activities that do not silo seniors.
	I think the County does an amazing job!
	No much to add. Everything is affordable, if an older person doesn't like a facility, there are options to move around to other facilities. I like working out when ALL ages are around, but I usually go mid-mornings. Can't people choose when and where to go without setting up special times or areas? I don't go between 3 pm and 7 pm because that's when the younger crowd works out. The County has great staff, clean facilities, and good support in their facilities.
	Overall trying to do a good job -work harder on senior housing for those with low income Thanks for surveying our opinions
	Perhaps others have a higher needs for a senior's only facility at this time whereas I may need it in the future.
	Praise is overdue to the county staff who keep the trails in Broadmoor Lake Park ice free (swept clear) in the winter!! A great place to walk (we enjoyed the lights as well). Keep it a priority please.
	Recently retired. We are aware of services but have not needed to access the services at this time. We moved here so we could enjoy these services in our retirement.
	So far I am independent and fulfill most of these needs without a facility. Maybe as one ages things could change but for now I can do most of this on my own.
	Some of the answers to these question really depend on how mobile you are. I am very mobile but my answers may change if I was not.
	The answers would change significantly if either of us were unable to drive and we had to move into Sherwood park from rural SC
	We are seniors who are currently healthy and mobile and content with the friendships and associations we have. However, we are glad that the county offers a variety of services that we would be able to access should our circumstances change.
	We currently are independent and can live our lives without needing support, but we hope that there will be safe, sufficient and affordable support available for those that need it now and maybe for us in the future. Covid has definitely shown that older people are not always well cared for and not always well treated. With a growing population of seniors we will have to look at ensuring wellbeing of seniors and developing systems to help each other. Support systems have to be affordable both for the individual and society.
	We use Emerald Hills and Kinsmen pools frequently. Also enjoy Strathcona wilderness centre and trails
	Having recently moved to the area not all that knowledgeable on the seniors support/services. I will say that Kingston Ont. has excellent seniors facilities and programs. A model to be copied.
	Very impressed with New Year's Eve celebration. Good all ages event. Area for seniors was great.
Need for accessible supports and services for seniors, including transportation	Not much for seniors in the north end of the county. You have to drive far to get to anything in the area or go as far as Sherwood park not all seniors live there.
	for Mobility Bus - minimum time to book should be 24 hours. 2. For transit buses - stop should not be long distance, it should be accessible within 200 meters

	Should support all people no matter what their physical position is. When you think of senior support and services.
	A key support for aging seniors would be a bus to pick us up as we age in our own home and take us to seniors activities.
	Ample free parking at any facility or centre is always a consideration for seniors. Also being on a bus route and/or in a central location.
	Driving is getting harder for seniors as Sherwood Park roads are much heavier with traffic than they were just a few years ago. Travel to medical appointments and the hospital is a problem. An affordable system of vehicles or busses dedicated to seniors would make aging in place possible.
	Transportation is an issue for many seniors. Affordability is an issue . Facility run by County or independent group rather than senior volunteers (which are elderly to a large degree)
	Better coordinated and more affordable transport to services and events in the county, especially those events happening in the rural areas - More financial support for people between low income and upper income households -More affordable recreation center membership/activities for people who do not qualify for a subsidy -Remember that not every senior has a computer or have access to receive information online or feels comfortable navigating online content; would like to see information shared in a newspaper or sent by mail. Would like to see a program that delivers meals to single seniors or meals I can pick up that would give me more control over how large are the portions and how often I want to receive them -Not enough affordable opportunities for seniors recreation -Would like to see volunteer opportunities for fun things; I have been a caregiver for 50 years and don't want to do more of that -more affordable fresh produce -More supports and opportunities for single seniors.
	Consider the costs and accessibility associated to transportation for a senior that chooses to live in their own home in the rural area for attending medical facilities and shopping for food and attending appointments and other amenities.
	I live in a Hamlet. I'm pretty mobile, but my wife and I want to be able to age in place. Having services available to us in the coming years, even if its just transit going to the Sherwood Park Mall and back each day as an example...would be helpful.
	Transportation help, especially in the winter.
	Not much for seniors in the north end of the county. You have to drive far to get to anything in the area or go as far as Sherwood park not all seniors live there.
	For Mobility Bus - minimum time to book should be 24 hours. 2. For transit buses - stop should not be long distance, it should be accessible within 200 meters
	Should support all people no matter what their physical position is. When you think of senior support and services.
	My wife has physical and mental health limitations which makes easy access to a facility a priority. This need to access and feel comfortable with the location in very important. She needs to get out with others more and in the future, I suspect I too will need similar opportunities.
	Why is it that all the lifeguards go through the handicap dressing room? I have been interrupted numerous times. I have asked many times and nothing is done.
	There are limited supports (space or variety) for seniors in the County.
	I would like to have better sidewalk access for wheelchairs into all shopping areas etc. For example if coming from Strathcona capital care to Superstore the path is deplorable and then there is no sidewalk to get from the post office to the store. We have to go on the road.

	Transportation help, especially in the winter.
	Limited seniors' supports and services available outside of Sherwood Park
	We are Ismaili Muslim and we have our religious place in North Edmonton (154ave&97st). Mobility Bus route does not go there and our specialist Doctor. Therefore we can't go for our prayer and facing problem going to the doctor. Taxis are very expenses. Thank you
	Strathcona County is a great place to live, let's make it better. Transit is so important, the less seniors have to drive the better.
Need for affordable supports and services in the community for seniors	Homelessness, Women in poverty and diversity in the Strathcona County requires more resources starting with language barriers and disability barriers. Instead of referring the county population to greater Edmonton make resources available in Strathcona County. Enrich and build capacity of seniors in the community .
	Thank you for asking. Affordability is key.
	Would be nice to see cheaper rates for seniors over 70 at Millennium Place. Also in Spruce Grove seniors over 80 get a free pass to their Leisure center.
	Recreation is not affordable for all families. 2 great facilities for recreation!! Right now I see \$124 a month for a family of 4. I don't think our son could afford this right now. They would use the skating, pool and fitness area for the adults. Please consider affordable family rates.
	More affordable programs.
	Facilities to be County operated.
	Not enough affordable opportunities for seniors recreation.
	Transportation is an issue for many seniors. Affordability is an issue. Facility run by County or independent group rather than senior volunteers (which are elderly to a large degree)
	Consider the costs and accessibility associated to transportation for a senior that chooses to live in their own home in the rural area for attending medical facilities and shopping for food and attending appointments and other amenities.
	Where is there any financial support for seniors without a ton of paper work that is not understandable.. ie reduction in property taxes, permanent senior discount card for groceries, clothes etc.. not just one day per month especially if a senior is not able to take advantage of that day... discounts on what ever is available to seniors being posted some where that it is easy to access.
	Better coordinated and more affordable transport to services and events in the county, especially those events happening in the rural areas. More financial support for people between low income and upper income households. More affordable recreation center membership/activities for people who do not qualify for a subsidy. Remember that not every senior has a computer or have access to receive information online or feels comfortable navigating online content; would like to see information shared in a newspaper or sent by mail. Would like to see a program that delivers meals to single seniors or meals I can pick up that would give me more control over how large are the portions and how often I want to receive them. Not enough affordable opportunities for seniors recreation. Would like to see volunteer opportunities for fun things; I have been a caregiver for 50 years and don't want to do more of that. More affordable fresh produce. More supports and opportunities for single seniors.
	Seniors used to get significant property tax breaks, then the stopped that and went to freezing the education portion of the property tax, then they eliminated that, and now our property taxes go sky high even

	<p>though our kids have long since departed school, and we have paid our dues for decades.</p> <p>The County provides ample opportunities for support and services. No additional programming is required. The taxes in the County need to be lowered for Seniors.</p> <p>The county should look at lowering the taxes. We get a lot for them but it is making homes not affordable.</p> <p>Recreation is not affordable for all families. 2 great facilities for recreation!! Right now I see \$124 a month for a family of 4. I don't think our son could afford this right now. They would use the skating, pool and fitness area for the adults. Please consider affordable family rates.</p> <p>Many seniors, who have lived here for many years, when they are moving out of their house in Sherwood Park and are looking for affordable next housing are unable to find it here and must go into the city.</p> <p>The cost of housing is outrageous in Sherwood Park. I had at one time inquired about doing a small home village for seniors (or even young people to get started). I would still like to see homes that are reasonable but not part of a condominium complex where they charge us high monthly fees.</p> <p>Affordable care people to come into home and clean, mow lawns and shovel snow services when i am no longer able to. right now these services are very expensive for a senior who is no longer working.</p> <p>The county should look at lowering the taxes. We get alot for them but it is making homes not affordable.</p> <p>I think that affordable housing for Seniors and an improvement to standards of care at long-term care homes are more pressing issues for Seniors in Strathcona County, rather that creating/building a new cultural/sports Seniors only facility.</p> <p>I'm now in my own home, but would like to be able to afford a nice seniors home that's not so expensive (4000.00) That is not right for a lot of seniors!</p>
<p>Need for continued and meaningful engagement with seniors</p>	<p>County does not do enough for seniors, we are a forgotten generation -I would like to be informed about senior specific supports and services and I feel I know or can access this information -County does not do enough for seniors who cannot drive any more -I don't feel welcome at seniors lodges, it is difficult to feel like I belong; it would be nice if someone would welcome new people who come to the door and introduce to other people and guide through facilities/programs/supports -I am not aware of what is available to seniors in the County or surrounding areas - County should take a survey to find out how many seniors live on their own, to have a better understanding of seniors population and supports needed -I don't feel that County cares about seniors, they care more about young people and their needs. for activities</p> <p>Seniors need to be included in the planning processes at all levels. Young people have never been old so while they may have formal training they do not have the most important ingredient which is experience.</p> <p>Listen to what the Seniors Advisory Committee provided to the County Priorities meeting earlier this year. That's the types of programs and services we need. Don't re-invent the wheel - listen to SAC!!!</p> <p>You can not treat a group of people with a age differential of 40 years as one homogenous group. My needs as a healthy 67 year old are dramatically different from a 90 year old mobility challenged individual.</p> <p>I have made several recommendations to staff etc. but nothing changes. Rather than focus on segregation focus on fun. Why is there no table tennis? Why is there no badminton? Why is there no tai chi?</p>

	When I ask , the answer is we took down the net for kids day?????? These are area where people can meet and have fun and exercise which is GREAT
	Thank you for considering senior needs!
	Thank you for the opportunity to respond.
	There are too many surveys and too little action taken as a result by Council and Administration
	As a young individual not needing support in a seniors facility currently but have worked in one I'd like to have more opportunity to be part of that vision and making impacting changes to better senior living. Is there opportunity for this?
	These surveys always seem to look for an excuse to spend more taxpayer's dollars. They are made up of questions designed to get the response required.
	What is the purpose of this survey? Really doesn't address seniors' supports and service. I live in rural and this only seems to focus on a dedicated seniors facility, which would not address the COUNTY as a whole. Total waste of time.
	Not about services - just want to comment this was a really long survey and not easy to do. It should have been broken into at least 2.. I debated whether or not to continue finishing it.
	Survey was physically hard to complete. I had to keep reducing then increasing screen size as I could not see the NEXT. button. Also the side bar slider seemed awfully thin and hard to use.
	I think you are doing the best you can. It's up to Council to make it a priority
	I have been answering surveys for 10 years and nothing has changed!
	Seniors are not just old people who sit in coffee shops. The county doesn't care about seniors.
Need for improved communication about available seniors' supports and services in the community	I believe the services are currently available but some people do not know how to access them. even though the county puts information in the sh pk news, many do not even read that paper, it goes from mailbox to garbage, in one fell swoop. People have to be informed how to stay informed. once the welcome wagon was the information carrier on where to find things, I don't know if they even still exist.
	Remember that not every senior has a computer or have access to receive information online or feels comfortable navigating online content; would like to see information shared in a newspaper or sent by mail.
	It seems that Sherwood Park/Strathcona County has funding for all ages except seniors. Notice the recreation booklets that come out every season with only a handful of classes dedicated to those over 55 years. Notice all the swimming classes for children. All the fitness classes for those 16 years and over. The recreation complexes here in Sherwood Park are geared for the young. It is way past time to look after your older generation who have contributed heavily into making this community what it is.
	I believe having a notice board, calendars, directories, etc. at Senior facilities and/or homes would be handy for informing seniors of what is going on in the County.
	Getting information can be a struggle. A centralized web page, or something similar, would be something I personally would visit. I am not going to use social media, so a button to press on the Strathcona County page would be something useful to someone like me, who has access to technology, but doesn't wish to use social media.
	It's hard to break into a new activity either not knowing what's available or how to do it.

	<p>I would like to try using these types of programmes when the pandemic is over, although I am shy and hesitant to attend without reading about it well in advance.</p>
	<p>I would like specific information about wellness programs, etc. as my husband has dementia and I do not know who can help for give me information regarding our situation.</p>
	<p>Is there a help line for seniors who may be house bound. After a pal is fracture, I felt completely cut off for a while, there may or may not be a help line, but I personally have never seen it. I am not talking about mental health, but a help line when a person may be injured and unable to fend for themselves.</p>
	<p>When I've reached out for support to deal with my wife's addiction I was constantly redirected and could not receive support. I ended up in a seniors facility alone rather than living with my wife because I couldn't handle her alone and she couldn't help me age in place. I am so lonely in my facility due to Covid</p>