



SIGNPOSTS II

A Survey of the Social Issues and Needs of Calgarians

ABORIGINAL PERSONS THEME REPORT



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**Data used in this publication were collected in 2009*

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INTRODUCTION

Signposts is an extensive survey of the social issues of concern to Calgarians as well as their service needs. The purpose of the survey is to understand what issues Calgarians are facing in their daily lives, what services they use and need to address those issues, and what barriers might prevent them from getting the services they need.

The information from Signpost provides an understanding of the changing and different needs of various groups of people and parts of the city over time. This report provides results from the 2009 survey, a follow-up to the first Signposts Survey conducted in 2006. In 2009 a total of 3,000 Calgarians over the age of 18 were surveyed, providing a high level of reliability and confidence in the results.

Signposts will be of interest to anyone seeking to understand the social fabric of Calgary. It will be especially useful to those who plan and deliver programs and services to meet the social service needs of our growing and changing population.

AREA OF FOCUS

- Individual and community quality of life
- Inclusion
- Concerns about individual and social issues
- Usage of and need for community facilities, programs and services
- Barriers to usage of community facilities, programs and services
- Demographics

ABORIGINAL PERSONS Theme Report

As of the 2011 National Household Survey, Aboriginal persons represented 2.6% of the population in Calgary. This translates into approximately 28,905 individuals who likely would have required the use of community facilities, programs and services in 2011. To properly serve this group it is important to understand their unique social concerns and service needs. While this theme report profiles the concerns and needs of Aboriginal persons in 2009, it is increasingly imperative to understand the complexities of this population as it is expected to grow. Growth of this population is expected to continue due to factors such as high birth rates, declining mortality rates, migration from reserves, improved enumeration, and increased reporting of Aboriginal identity.¹

The 2014 Aboriginal persons theme report is a supplement to the original 2009 Signposts II Report. The intent of this report is to delve deeper into the data and develop insight regarding the Aboriginal population in Calgary. A better understanding of the concerns and service needs of this specific population will help guide service-providers who design and deliver programs and services for this

¹ "Aboriginal Identity" refers to self-reported Aboriginal groups (First Nations / North American Indians, Métis and Inuit) in Canadian Census.

demographic. This report will draw comparisons between Aboriginal persons and the rest of the Calgary population.

Please note this survey is conducted over the phone in English only. The results do not necessarily represent the views of those Calgarians who *do not* speak English. For more details about the research methodology and limitations, please refer to Appendix C.

For the purposes of this report, Aboriginal persons and their counterpart, non-Aboriginal persons were defined as follows:

- Aboriginal persons: individuals over the age of 18, who belong to First Nations (North American Indians), Métis or Inuit populations (n=62)
- Non-Aboriginal persons: individuals over the age of 18 who do not belong to the Aboriginal population (n=2,907)

Overall Key Findings

- Almost all Aboriginal persons (93%) reported high satisfaction with life as a whole.
- Aboriginal persons reported that Calgary is a good place to live (97%) and that they feel a sense of belonging in Calgary (89%).
- A high proportion of Aboriginal persons also reported feeling safe in Calgary (88%) as well as in their neighbourhood (87%).
- Most Aboriginal persons perceived a good, very good or excellent health (71%).
- Most Aboriginal persons (88%) reported that there are enough community facilities, programs and services in Calgary to meet their needs.
- Although most of the Aboriginal population agreed that they can afford to buy the things they need, Aboriginal persons were significantly less likely to agree with this statement than the Non-Aboriginal population (71% and 84% respectively).
- The issues Aboriginal persons were most commonly concerned about were:
 - Not saving enough money for the future (74%)
 - Being stressed (72%)
 - Not contributing enough to the community (64%)
- Facilities, programs and services most commonly reported to be used by Aboriginal persons:
 - Medical doctor services (84%)
 - Recreation or leisure facilities, programs and services (64%)
 - Public transit (61%)

- The programs and services for which persons with Aboriginal persons expressed the highest need but reported not using in the previous year:
 - Medical doctor services (9% of those who did not use this service) [As a note of caution, the base size for Aboriginal persons on this question was only n=11, therefore, interpretations and conclusions should be made with caution.]
 - Recreation or leisure facilities, programs and services (5% of those who did not use this service) [As a note of caution, the base size for Aboriginal persons on this question was only n=23, therefore, interpretations and conclusions should be made with caution.]
 - Legal aid (4% of those who did not use this service) [Note: the base size for Aboriginal persons on this question was n=60.]



Executive Summary

Issues of Concern

- The most frequently reported concerns among Aboriginal persons were: not saving enough money for the future (73%), being stressed (72%) and not contributing enough to the community (64%).
- Eight of the top ten concerns among the Aboriginal population were shared with the non-Aboriginal population. One notable difference between the two populations was that not contributing enough to the community was ranked as the third most frequently reported concern for Aboriginal persons but not a top ten concern for non-Aboriginal persons. In contrast, having to care for a family member was the seventh top concern for the non-Aboriginal population but not a top ten concern for the Aboriginal population.
- Aboriginal persons had significantly greater concern than non-Aboriginal persons about not saving enough money for the future (73% and 52% respectively); not contributing enough to the community (64% and 38% respectively); having too much debt (59% and 41% respectively); not being able to care for oneself in older age (54% and 41% respectively); gaining or losing too much weight (51% and 39% respectively) and getting more education or training (51% and 34% respectively).

Service Use

- The top five community services used were the same for both Aboriginal persons and non-Aboriginal persons. They were medical doctor services (84% and 87% respectively); recreation or leisure facilities, programs and services (64% and 66% respectively); public transit (61% and 65% respectively); public library programs and services (48% and 57% respectively) and hospital services (40% and 46% respectively). The most highly used service for both groups was medical doctor services with reported usage by an estimated 16,848 Aboriginal persons and 733,298 non-Aboriginal persons.
- Usage was significantly higher within the Aboriginal population for three of the services measured, job search or training programs and services (34% and 14% respectively), financial counselling or education programs (27% and 9% respectively) and self-help or support groups and programs (20% and 7% respectively). Financial counselling or education programs were part of the top ten services used by Aboriginal persons but not within the top ten for non-Aboriginal persons.

Perceived Service Need²

- As identified above, medical doctor services was reported as the most highly used service by both the Aboriginal and non-Aboriginal populations. High service usage indicates that many Calgarians had access to the critical medical services that they required; however, medical doctor services also had the highest unmet need within both of these populations. Of the 16% of Aboriginal persons who did not use medical doctor services in the past 12 months prior to the survey, 9% reported a perceived need for this type of service (which was the same rate as non-Aboriginal persons). *[A note of caution, the base size for Aboriginals on the perceived need for medical doctor's question was only n=11, therefore, interpretations and conclusions should be made with caution.]*
- A 9% rate of unmet need translates into approximately 290 Aboriginal persons and 10,020 non-Aboriginal persons who did not use medical doctor services but reported a need for them.
- The services with the highest unmet need within the Aboriginal population, based on estimated number of persons needing services, were legal aid (approximately 740), home care or nursing care (approximately 670) and nutrition counselling or education programs (approximately 640).
- Reported need for services (out of those who did not use the services) could potentially be a result of the existence of barriers to these services within the community. Aboriginal persons who reported a need for services but did not use these services, most commonly identified that the top reasons for not doing so were that they were not aware of any facilities/services being available and because services cost too much.



² Please note the estimated need calculation is the percentage of persons who needed these programs or services out of the population who within a one year period did not use the programs and services in question. Therefore, estimated need values vary with levels of program and service usage.

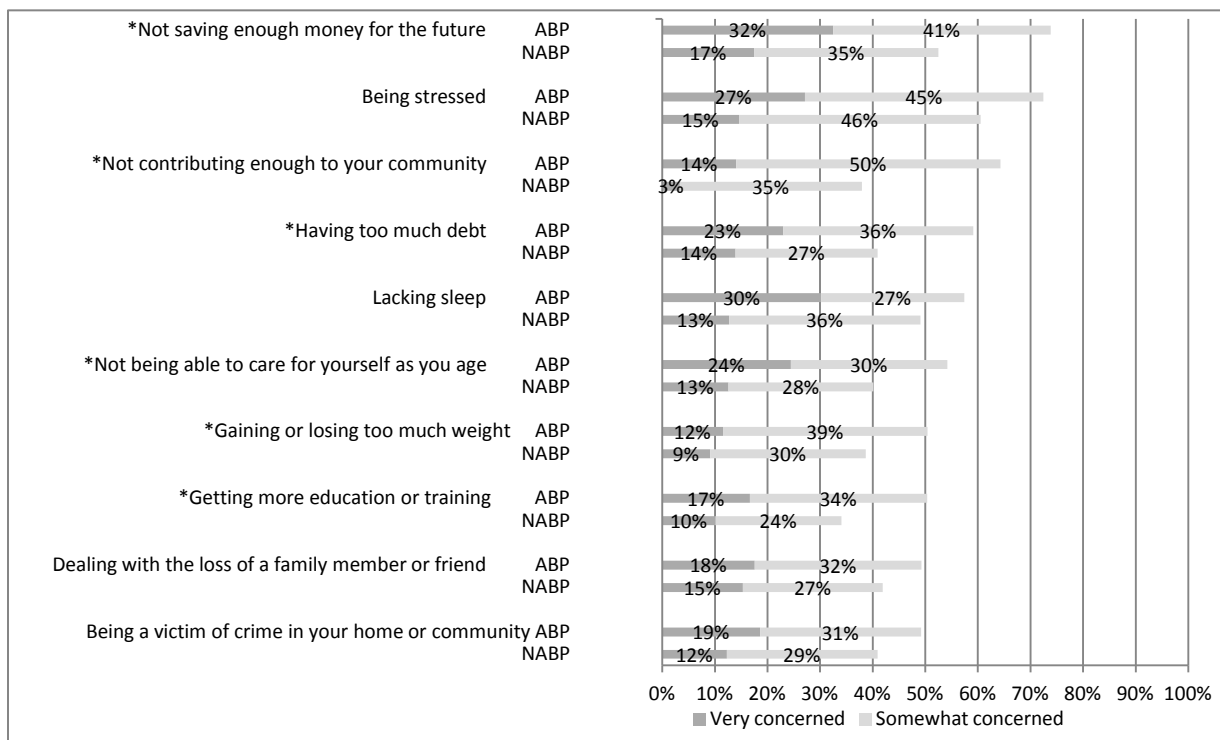
Top 10 Summary

The following summary identifies the top ten issues of concern, services used, and perceived need for services, facilities and programs within the Aboriginal population (18 years of age and older). For the purposes of group comparison, the 62 Aboriginal persons (ABP) surveyed in Signposts II were compared to the remaining sample of 2,907 non-Aboriginal persons (NABP).³

As illustrated in Figure 1, not saving enough money for the future (73%), being stressed (72%) and not contributing enough to your community (64%) were the top three issues of concern for ABP. Although not saving enough money for the future and being stressed were also top three issues for NABP, this was not true for the concern of not contributing enough to your community.

When comparing the two groups, ABP were significantly more likely to report concerns about not saving enough money for the future (73% and 52%), not contributing enough to the community (64% and 38%), having too much debt (59% and 41%), not being able to care for yourself as you age (54% and 41%), gaining or losing too much weight (51% and 39%) and getting more education or training (51% and 34%).

Figure 1: Top 10 – issues of concern



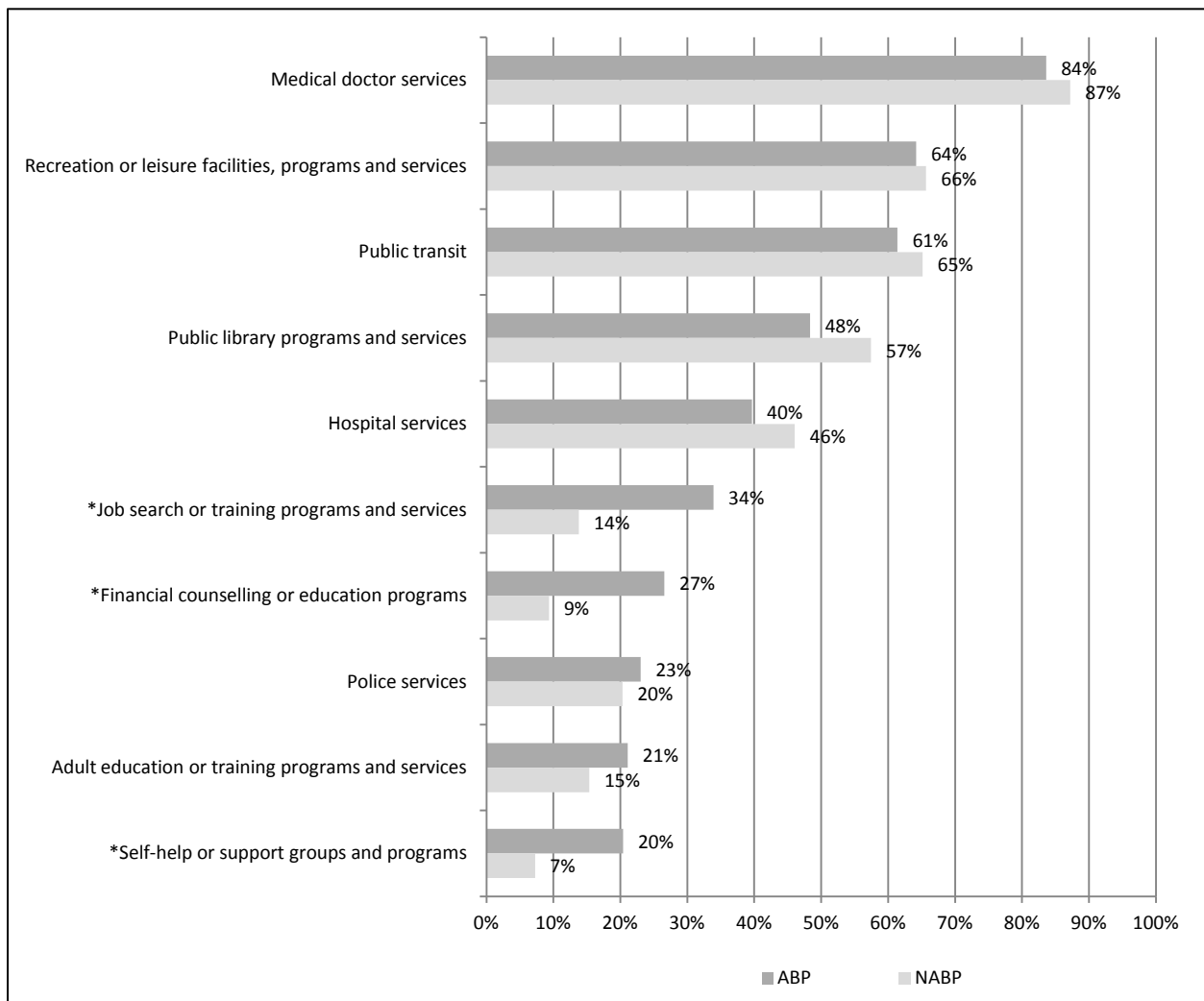
Note: if a result for Aboriginal Persons was significantly different than that of Non-Aboriginal Persons the result is indicated with an asterisk (*).

³ Of note, those who responded “do not know” and “not applicable” were excluded from the percentages.

Figure 2 illustrates that the community services used most commonly are the same for both ABP and NABP. The three most commonly used services for both ABP and NABP were medical doctor services (84% and 87%); recreation or leisure facilities, programs and services (64% and 66%) and public transit (61% and 65%).

When comparing the two groups, ABP reported significantly more often on the use of job search or training programs and services (34% and 14%), financial counselling or education programs (27% and 9%) and self-help or supporting groups and programs (20% and 7%).

Figure 2: Top 10 – service use



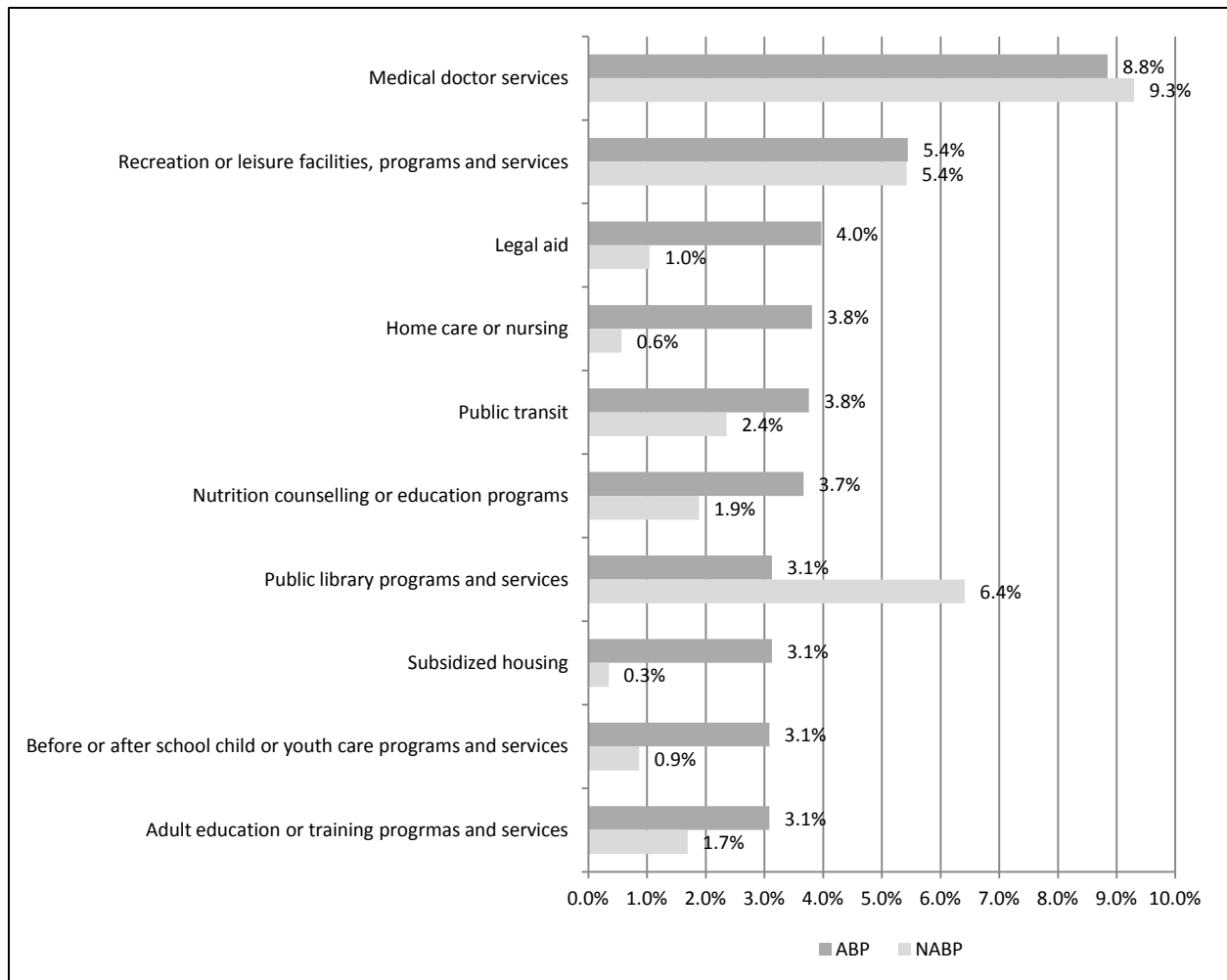
Note: if a result for Aboriginal Persons was significantly different than that of Non-Aboriginal Persons the result is indicated with an asterisk (*).

Participants who did not use a service were asked about their need for that type of service; the intention of this question was to assess the unmet service needs of Calgarians.

As illustrated in Figure 3, the service with the highest reported need for both ABP and NABP was medical doctor services (8.8% and 9.3%). All other services were reported as needed by 6% or less for ABP group.

Please note: due to the low number of respondents who expressed needing a service(s) or program(s) of which they did not use in the past 12 months prior to the survey, significance testing results are not provided. Interpret results with caution.

Figure 3: Top 10 – perceived service needs



Note: the percentages found in Figure 3 are based on those individuals who did not use the service in question.

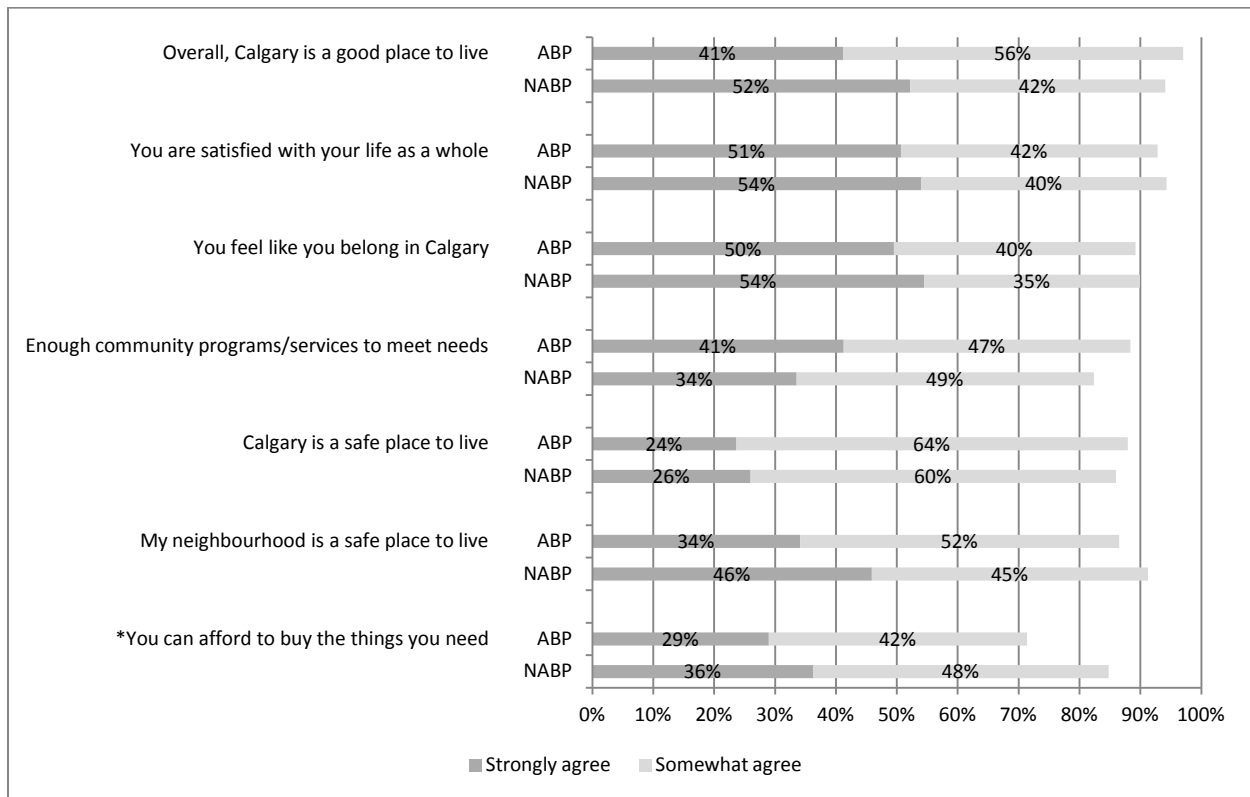
ABP who reported need for a specific service were asked a follow-up question about why they did not use that service. The most commonly reported reasons among the ABP population for not using services were that they were not aware of any facilities/services available, the services cost too much and the services are not very good/poor quality. While not being aware of any facilities or services available was also a most commonly reported reason for NABP. The other two common reasons reported by this group were: took care of things ourselves and no time to get assistance.

Individual & Community Quality of Life

To capture information about individual and community wellness, respondents were asked to indicate their degree of agreement with a variety of general statements regarding their satisfaction, safety, security and inclusion in Calgary.

Overall, both ABP and NABP reported high levels of individual and community wellness. ABP and NABP reported similar levels of agreement across most wellness attributes. The notable exception was that ABP reported significantly less agreement when asked if they can afford to buy the things they need (71% and 84%, Figure 4).

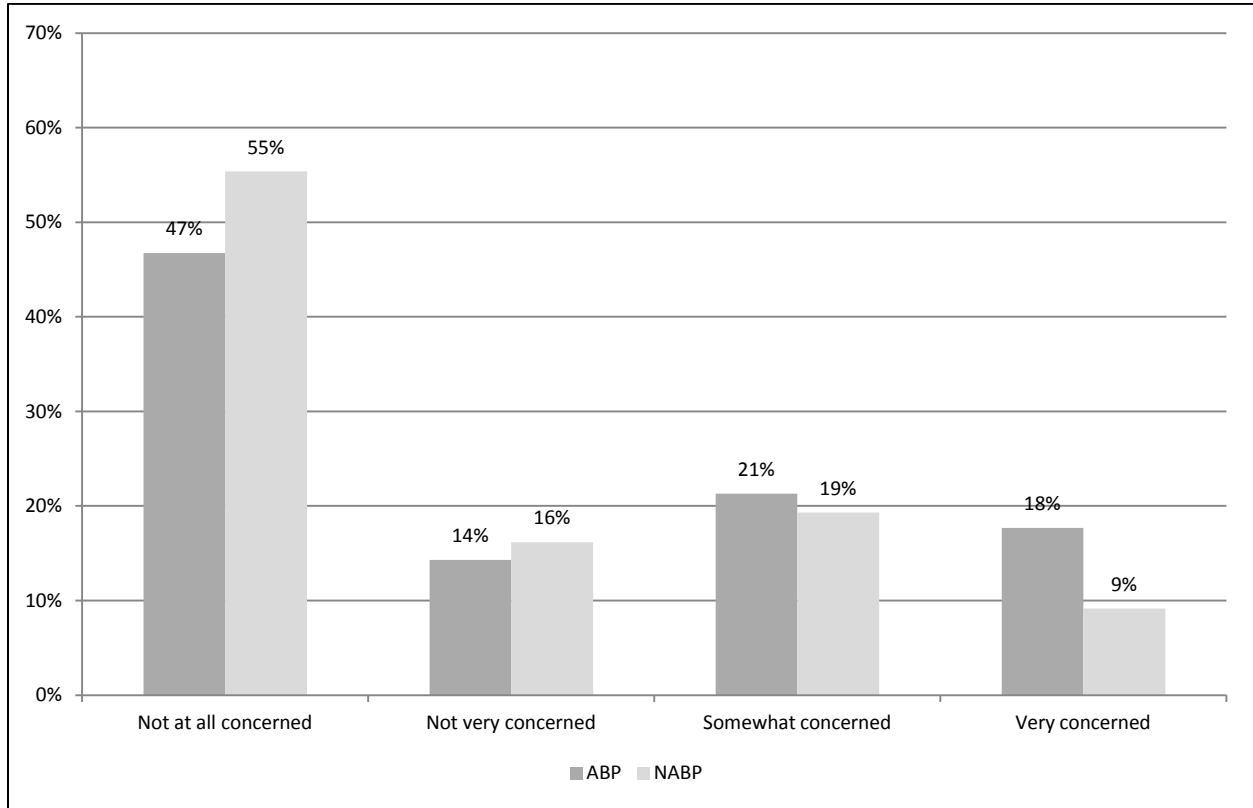
Figure 4: Individual & community quality of life



Note: if a result for Aboriginal Persons was significantly different than that of Non-Aboriginal Persons the result is indicated with an asterisk (*).

An additional attribute used to measure community quality of life was the availability of parks or green space in the community (see Figure 5). Both ABP and NABP had low levels of concern about the availability of parks or green space; 61% of ABP were not at all or not very concerned compared to 72% of NABP.

Figure 5: Issue of concern – not having parks or green space available in the community



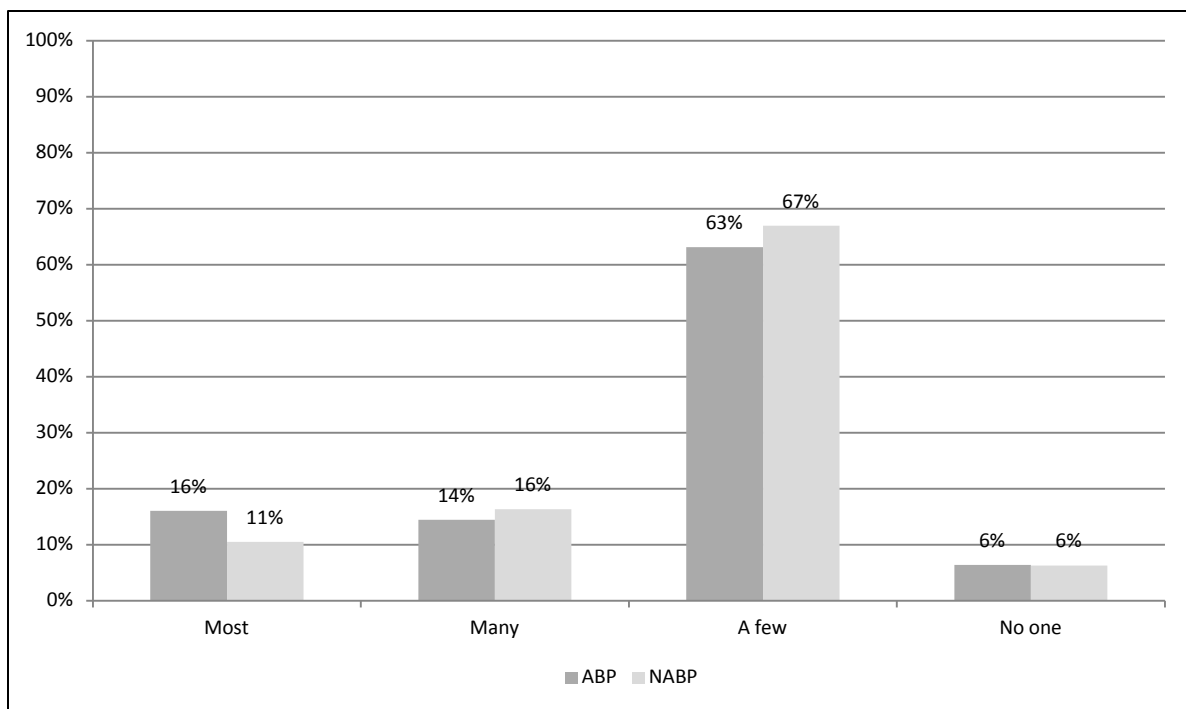
Note: categories were combined when conducting significance tests on this question. There were no significant differences between Aboriginal Persons and Non-Aboriginal Persons on the combined categories of not at all and not very concerned and somewhat and very concerned.

Community Inclusion

A key concept measured in the Signposts 2009 Survey to gauge quality of life was community inclusion. Community inclusion questions covered the topics of social inclusion, community involvement and volunteering.

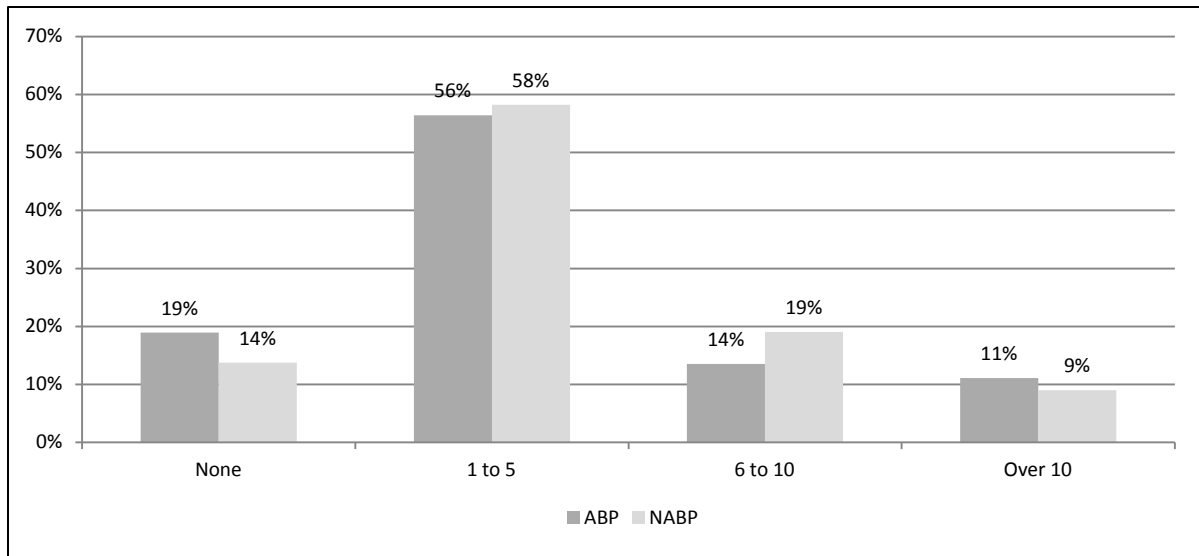
Social inclusion was measured by asking respondents about how many people they knew in their neighbourhood and how many people they knew well enough to ask a favour. Overall, the majority of both ABP and NABP reported knowing only a few people in their neighbourhood (63% and 67%) (see Figure 6). Also, as seen in Figure 7, most ABP and NABP identified knowing between one and five persons well enough to ask for a favour (56% and 58%).

Figure 6: Social inclusion – number of people known in the neighbourhood



Note: there were no significant differences between Aboriginal Persons and Non-Aboriginal Persons on this question.

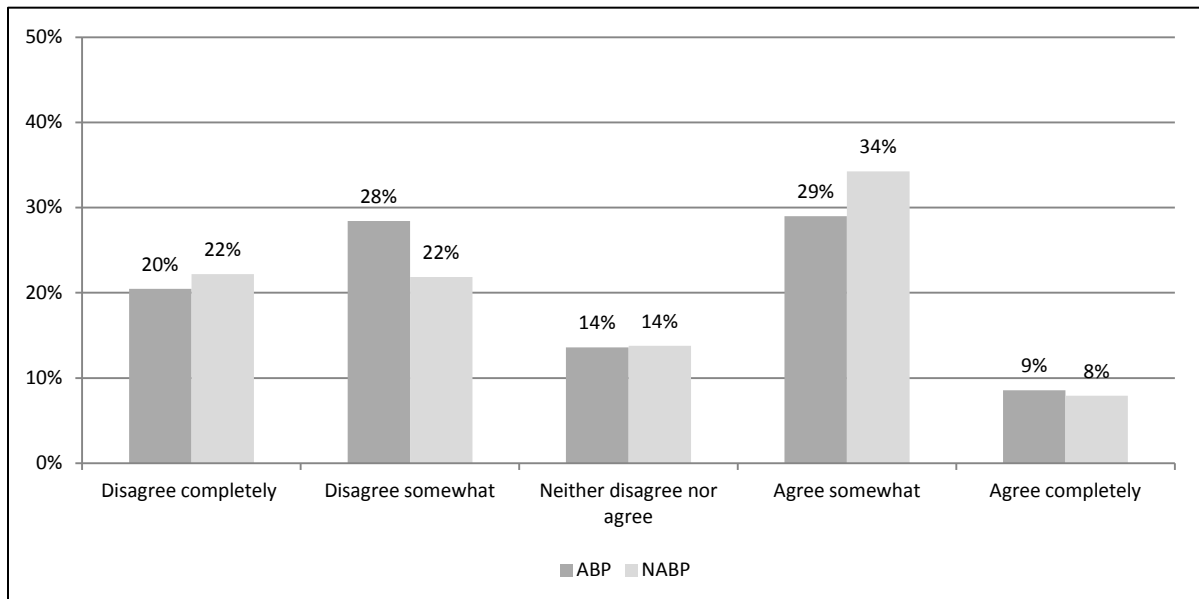
Figure 7: Social inclusion – number of people known well enough to ask a favour



Note: there were no significant differences between Aboriginal Persons and Non-Aboriginal Persons on this question.

In order to assess community involvement, respondents were asked to indicate the extent to which they agreed or disagreed with the following statement, “I get involved in neighbourhood events or activities”. As illustrated in Figure 8, almost half of ABP disagreed with the statement; they are not different from their counterpart in terms of significant difference (48% of ABP and 44% of NABP).

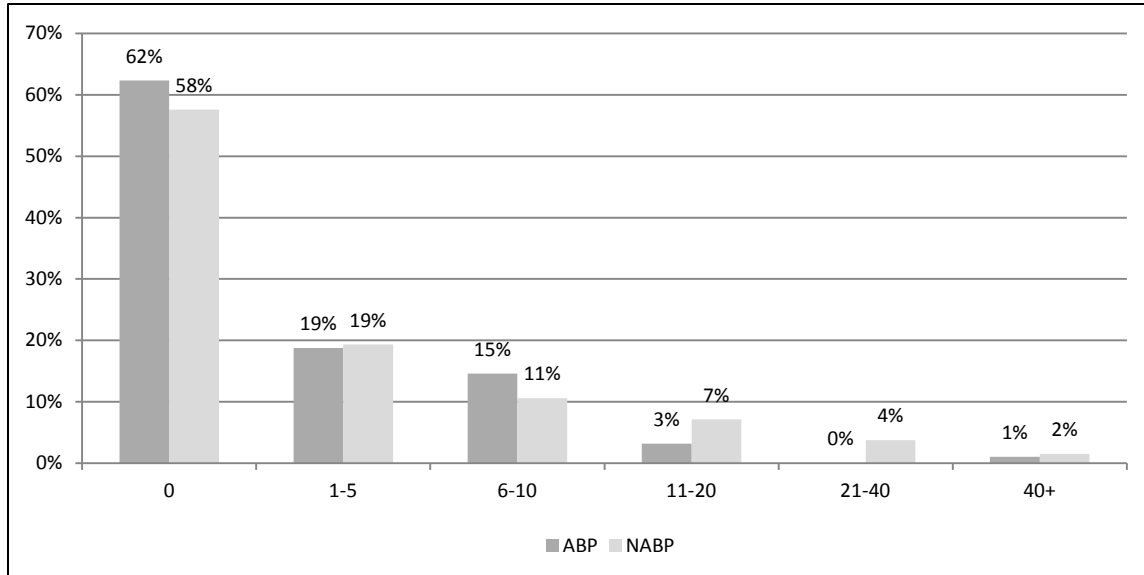
Figure 8: Involvement in neighbourhood events or activities



Note: categories were combined when conducting significance tests on this question. There were no significant differences between Aboriginal Persons and Non-Aboriginal Persons on the combined categories of completely and somewhat disagree and somewhat and completely agree.

Volunteerism in the community was another measure of community inclusion. As illustrated in Figure 9, the majority of both ABP and NABP were not volunteers for organizations in Calgary (62% and 58%). Of those who were volunteers, the average monthly time spent volunteering was 2.0 hours for ABP and 2.4 hours for NABP.

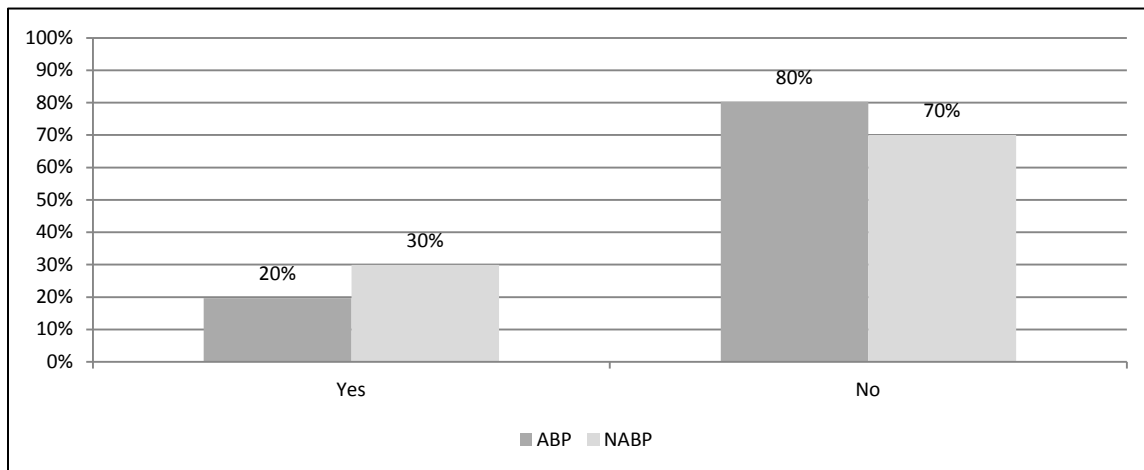
Figure 9: Average monthly time (in hours) volunteering for organizations in Calgary



Note: there was no significance testing conducted on this question.

The majority of both ABP (80%) and NABP (70%) reported not being involved with the local community association. There were no significant differences between ABP and NABP on community association membership (see Figure 10).

Figure 10: Members of their local community association



Note: there were no significant differences between Aboriginal Persons and Non-Aboriginal Persons on this question.

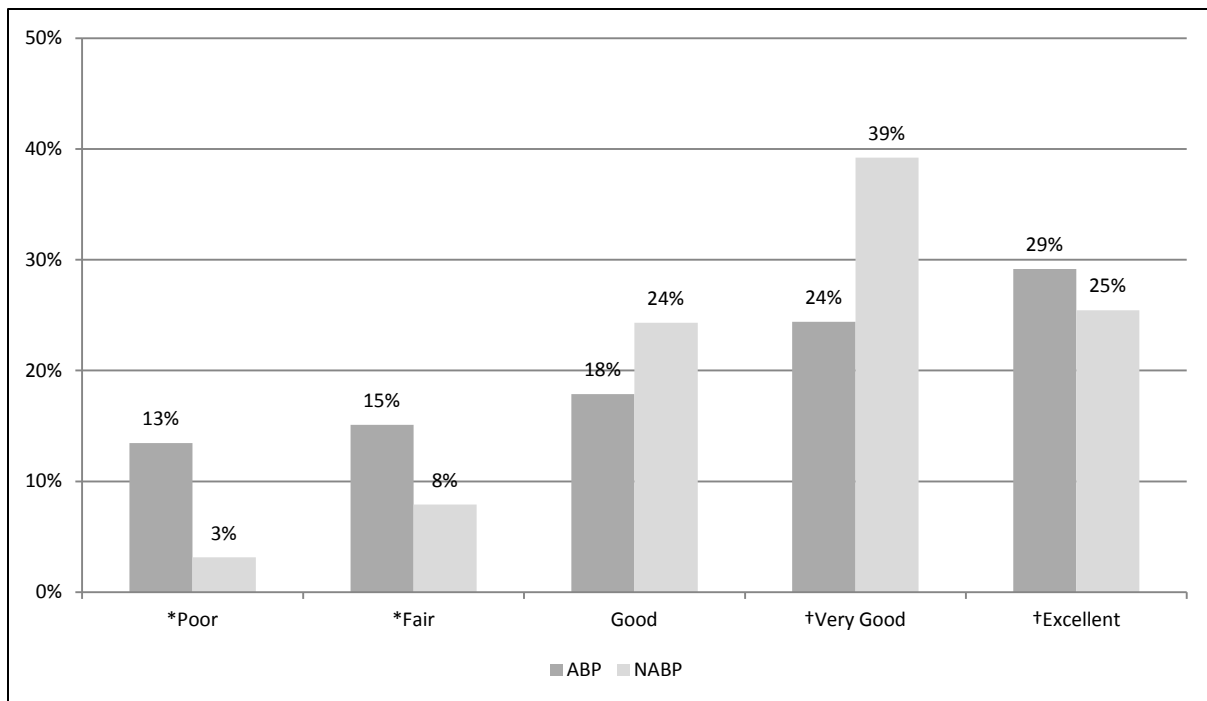
Health

GENERAL PERCEPTIONS ABOUT HEALTH

In order to capture perceptions of health, survey respondents were asked to indicate their level of overall physical, mental and spiritual well-being.

As illustrated in Figure 11, the majority of both ABP and NABP reported being in good, very good or excellent health (71% and 88% respectively). Indicating a positive perception of health received from the general public.

Figure 11: General perception of health



Note: categories were combined when conducting significance tests on this question. An asterisk (*) is used to signify that Aboriginal Persons were significantly different than Non-Aboriginal Persons on the combined categories of poor and fair. A dagger (†) is used to signify that Aboriginal Persons were significantly different than Non-Aboriginal Persons on the combined categories of very good and excellent. The category “Good” did not have significant difference between Aboriginal Persons and Non-Aboriginal Persons.

Physical Well-being

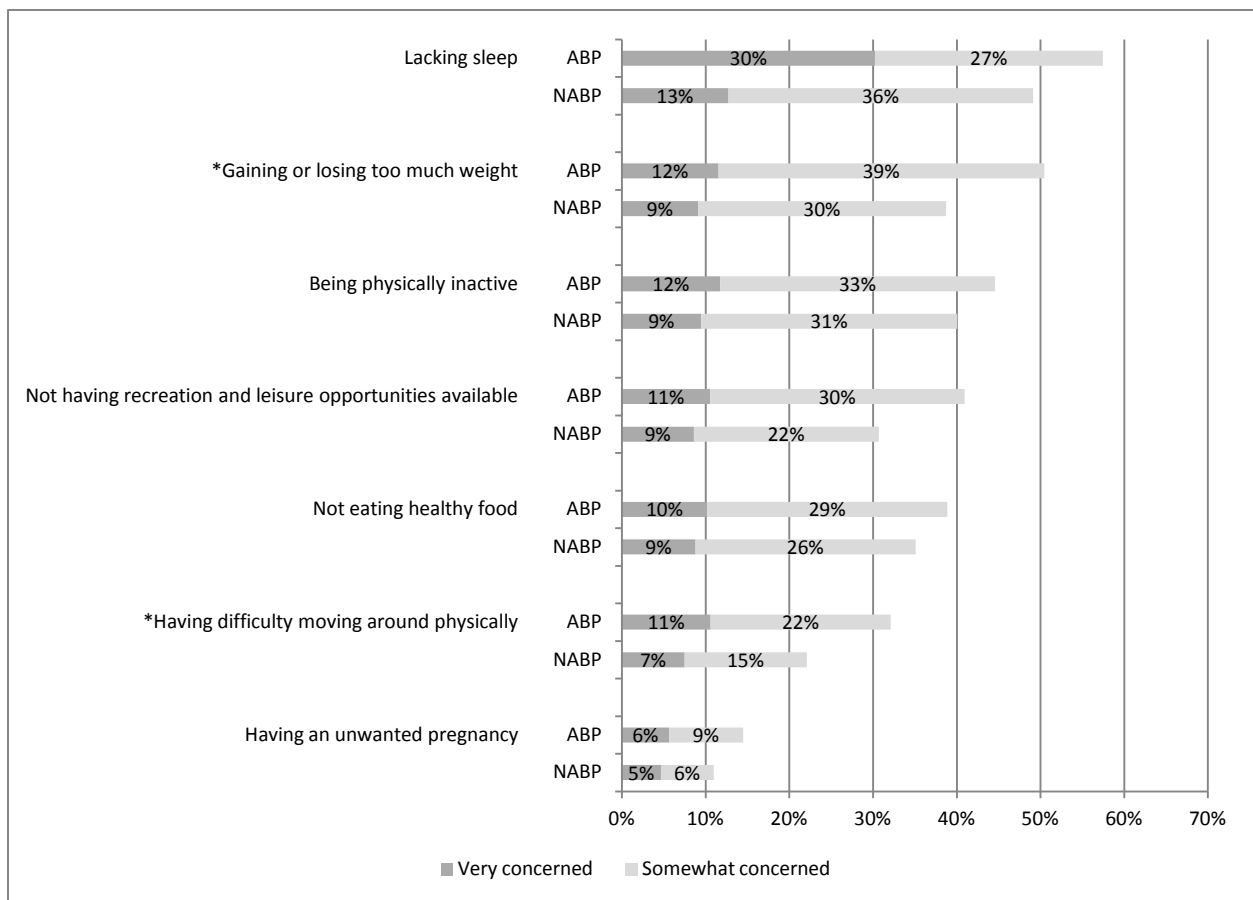
ISSUES OF CONCERN ABOUT PHYSICAL WELL-BEING

To understand the physical health needs of Calgarians, participants were asked about health concerns, health related services used and reasons for not using needed services.

The most commonly reported concerns for ABP were lacking sleep (57%), gaining or losing too much weight (51%) and being physically inactive (45%).

Overall, a higher percentage of ABP had expressed concerns to all physical well-being issues. There were also significant differences found between ABP and NABP on issues such as gaining or losing too much weight (51% and 39%) and having difficulty moving around physically (33% and 22%) (see Figure 12).

Figure 12: Physical well-being – issues of concern

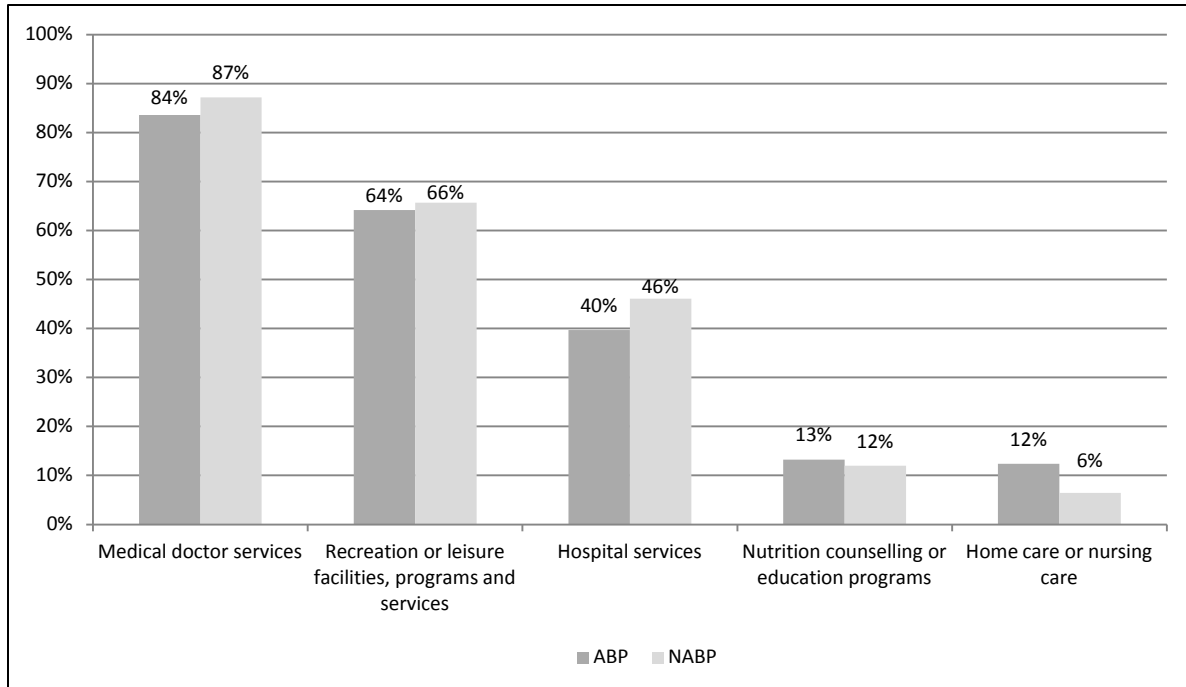


Note: if a result for Aboriginal Persons was significantly different than that of Non-Aboriginal Persons the result is indicated with an asterisk (*).

USE OF COMMUNITY FACILITIES, PROGRAMS AND SERVICES RELATED TO PHYSICAL WELL-BEING

The rates of usage for various health related services (during the year prior to the survey) are provided in Figure 13 for both ABP and NABP. Medical doctor services were commonly reported service to be used by both groups. Other services that were commonly used by both groups were recreation or leisure facilities/programs/services and hospital services.

Figure 13: Physical well-being – service use



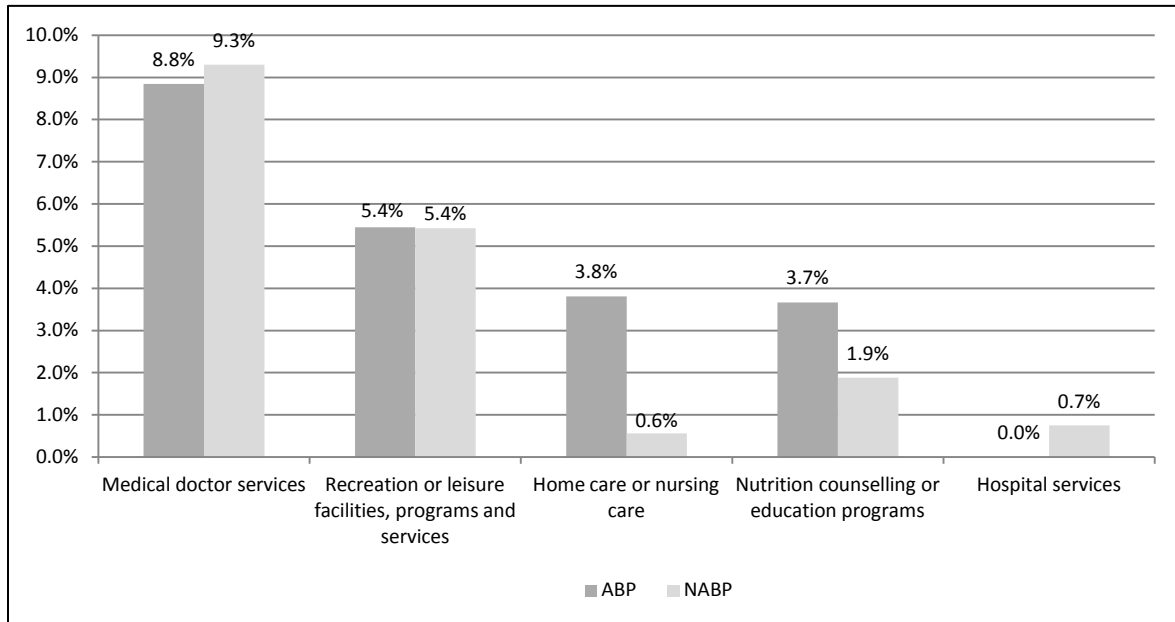
Note: there were no significant differences between Aboriginal Persons and Non-Aboriginal Persons on this question.

PERCEIVED NEED FOR COMMUNITY FACILITIES, PROGRAMS AND SERVICES RELATED TO PHYSICAL WELL-BEING

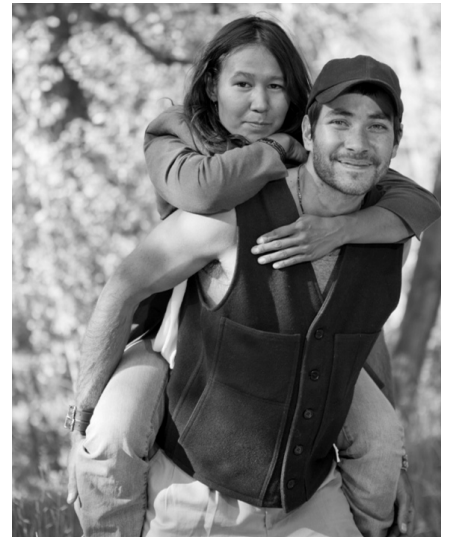
The reported need for health services was generally low with the exception of medical doctor services. Estimations suggest that approximately 290 ABP are in need of medical doctor services.

Caution: The base size for Aboriginal Persons on this question was only n=11, therefore, interpretations and conclusions should be made with caution.

Figure 14: Physical well-being – service need



Note: the percentages found in Figure 14 are based on individuals who did not use the service in question.

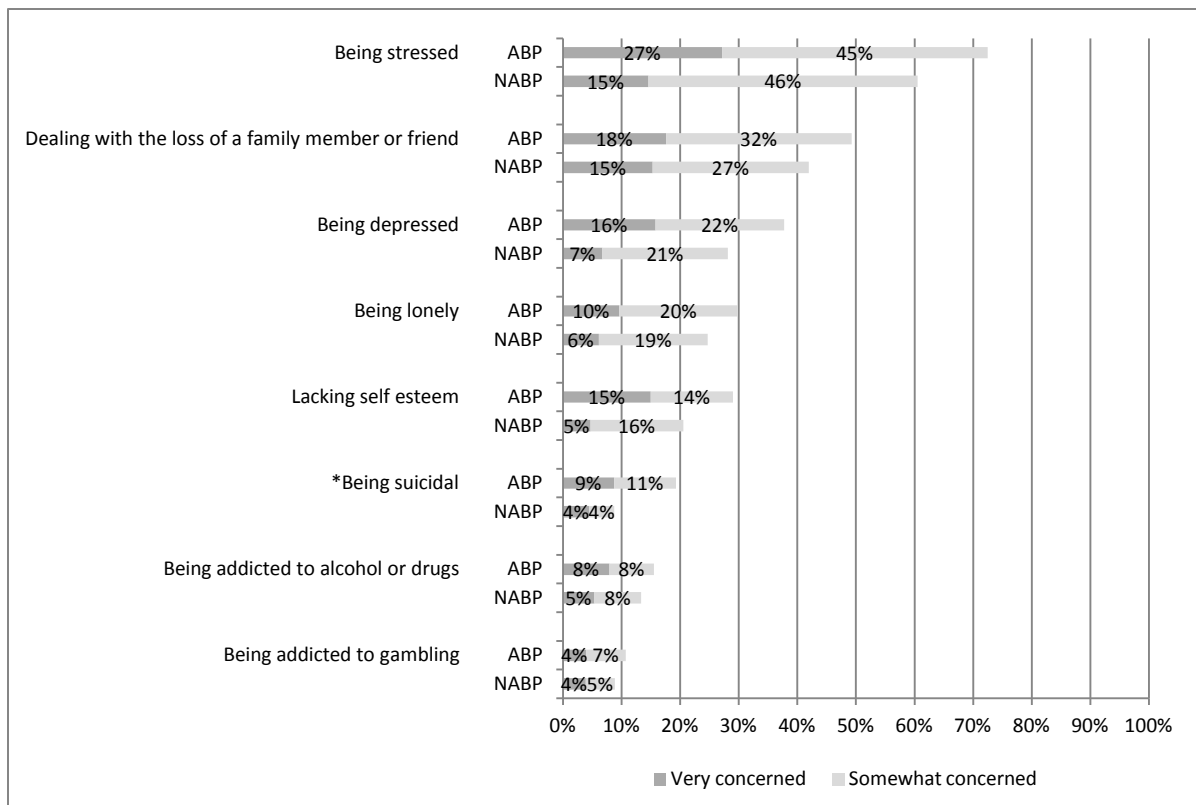


Mental Well-being and Addictions

ISSUES OF CONCERN ABOUT MENTAL WELL-BEING AND ADDICTIONS

ABP identified the same mental health concerns as NABP. The top three areas of concern for both groups were being stressed, dealing with the loss of a family member or friend and being depressed. Although not a top three concern among the ABP population, this group did report significantly greater concern of being suicidal (20% versus 8%).

Figure 15: Mental well-being and addictions – issues of concern

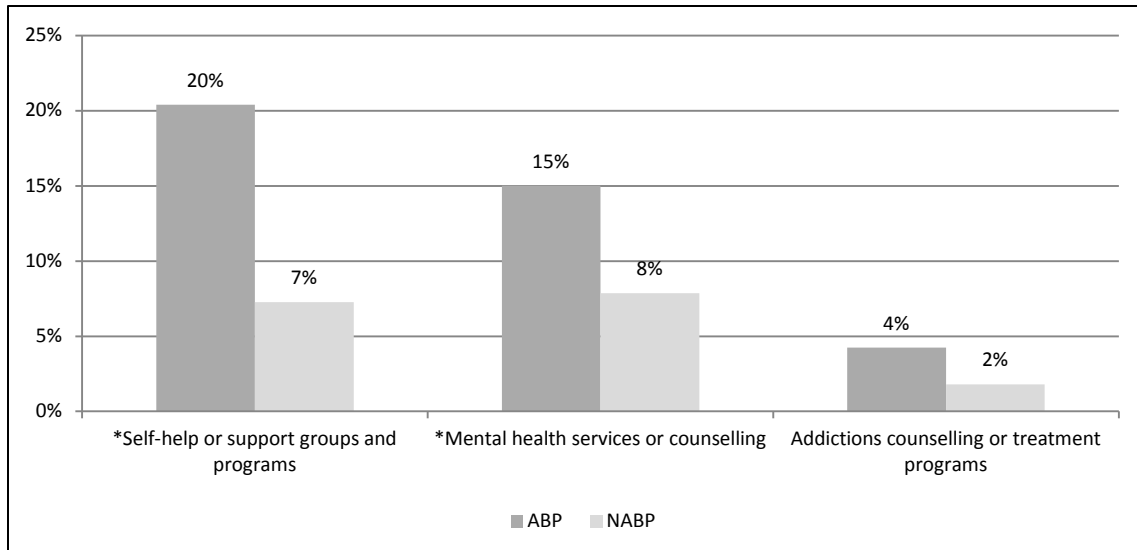


Note: if a result for Aboriginal Persons was significantly different than that of Non-Aboriginal Persons the result is indicated with an asterisk (*).

USE OF COMMUNITY FACILITIES, PROGRAMS AND SERVICES RELATED TO MENTAL WELL-BEING AND ADDICTIONS

As shown in Figure 16, the most highly used mental well-being services within the ABP population were self-help or support groups and programs (20%) and mental health services or counselling (15%). Self-help services were used by an estimated 4,110 ABP and mental health services were used by an estimated 3,030 ABP. This group reported significantly greater use of mental health services or counselling in comparison to the NABP population. Addictions counselling or treatment programs were used by less than 5% of both ABP and NABP.

Figure 16: Mental well-being and addictions – service use

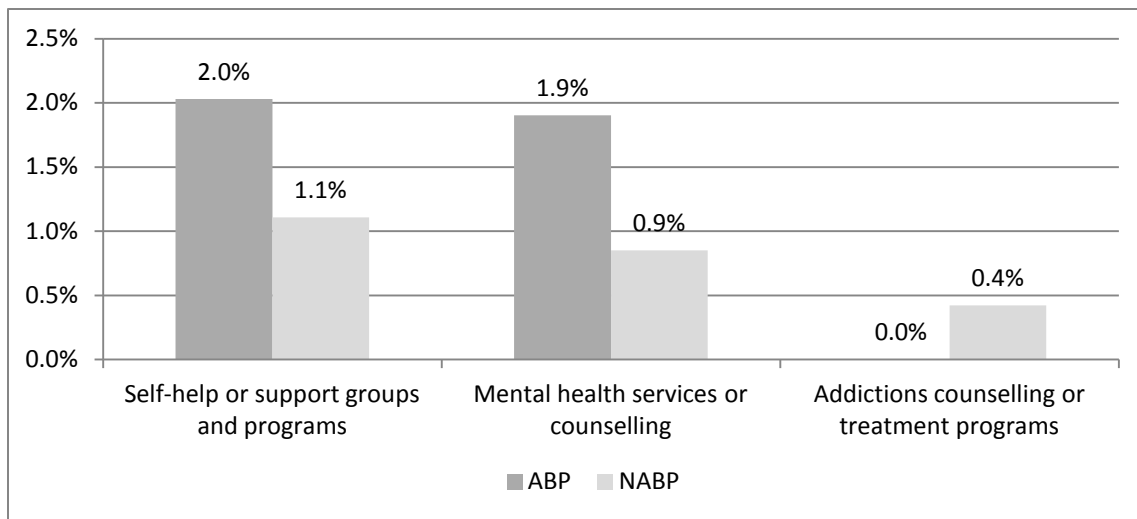


Note: if a result for Aboriginal Persons was significantly different than that of Non-Aboriginal Persons the result is indicated with an asterisk (*).

PERCEIVED NEED FOR COMMUNITY FACILITIES, PROGRAMS AND SERVICES RELATED TO MENTAL WELL-BEING AND ADDICTIONS

As shown in Figure 17, the rate of reported need across all mental health and addiction services (among those who did not use these services in the past 12 months) was 2% or less for both ABP and NABP. Although rates of usage for mental well-being services are low, a 2% perceived need for self-help or support groups and programs and mental health services or counselling translates into approximately 330 ABP.

Figure 17: Mental well-being and addictions – service need



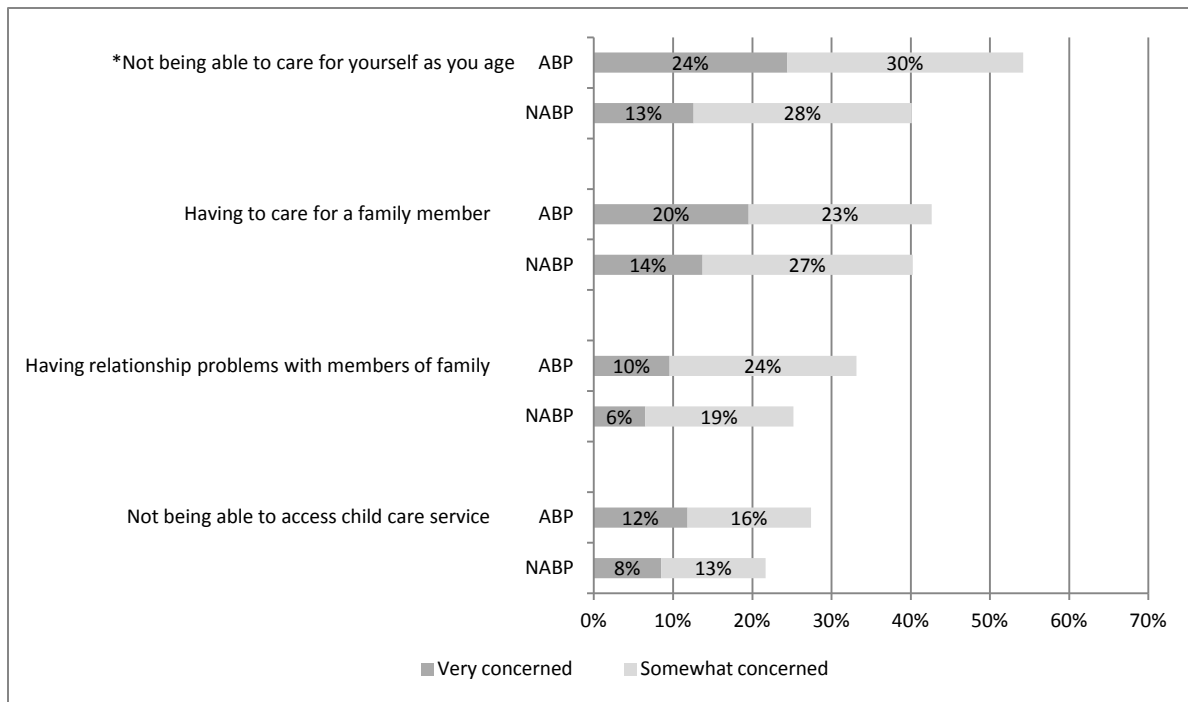
Note: the percentages found in Figure 17 are based on individuals who did not use the service in question.

Relationships

ISSUES OF CONCERN ABOUT RELATIONSHIPS

Overall, ABP reported having the same types of relationship related concerns as NABP, notably not being able to care for yourself as you age and having to care for a family member. The top relationship issue of concern—not being able to care for yourself as you age—was a greater concern within the ABP population than the NABP population (54% and 41%) (see Figure 18).

Figure 18: Relationships – issues of concern

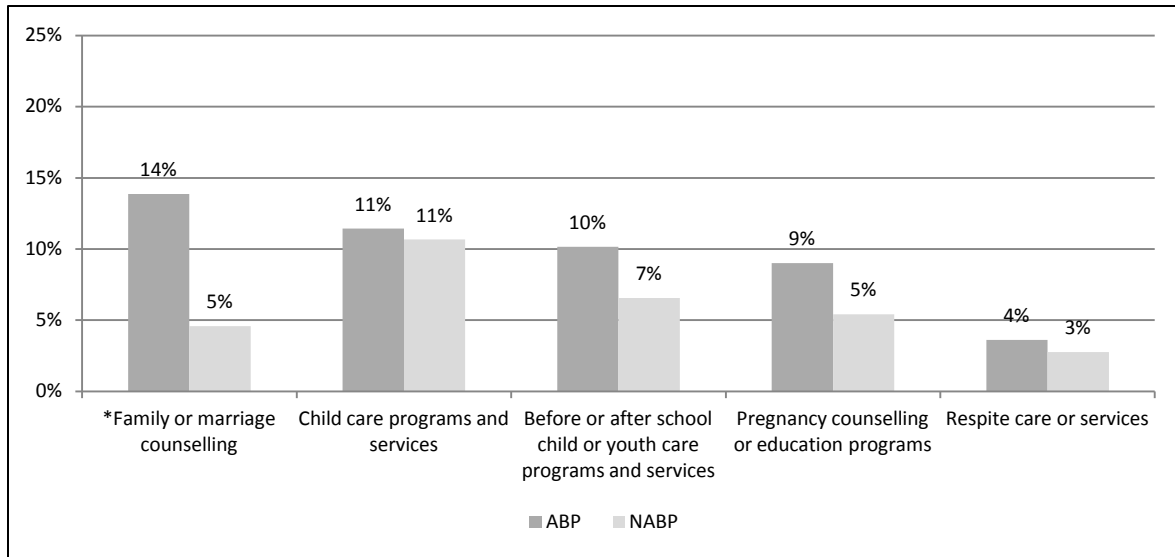


Note: if a result for Aboriginal Persons was significantly different than that of Non-Aboriginal Persons the result is indicated with an asterisk (*).

USE OF COMMUNITY FACILITIES, PROGRAMS AND SERVICES RELATED TO RELATIONSHIPS

Figure 19, illustrates that the usage of various relationship related services was below 15% for both ABP and NABP. The most common service reported by ABP was family or marriage counselling (14%). Approximately 11% of both groups also use child care programs and services. The rest of services were used by 10% or less for both populations.

Figure 19: Relationships – service use

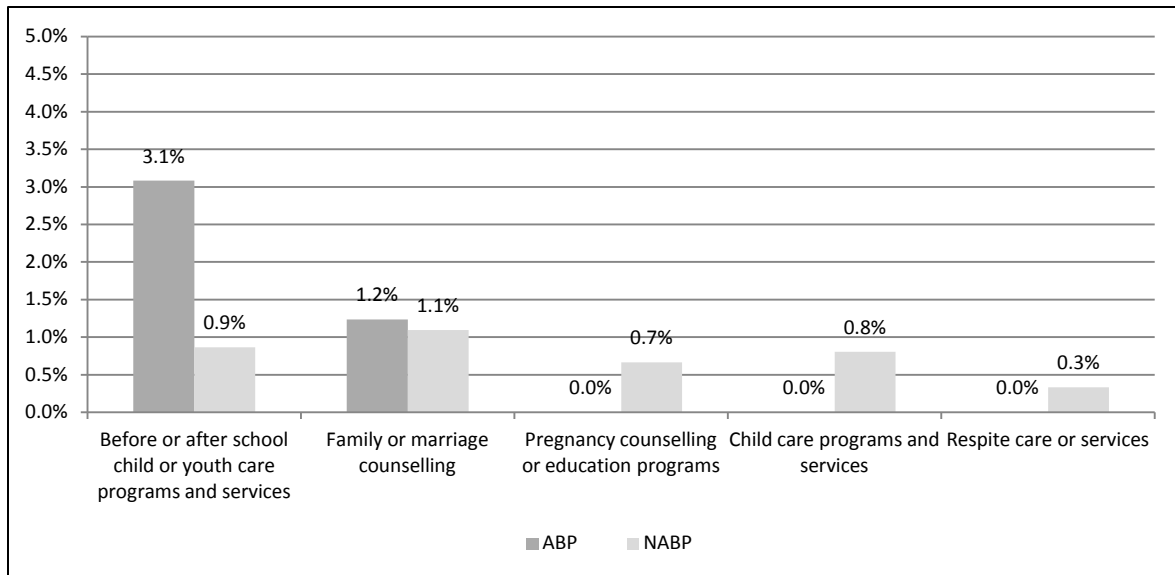


Note: if a result for Aboriginal Persons was significantly different than that of Non-Aboriginal Persons the result is indicated with an asterisk (*).

PERCEIVED NEED FOR COMMUNITY FACILITIES, PROGRAMS AND SERVICES RELATED TO RELATIONSHIPS

Perceived need across all relationship services was less than 5% for both ABP and NABP (see Figure 20). The highest service need perceived by ABP was before or after school child or youth care programs and services (3.1%), represents approximately 560 ABP.

Figure 20: Relationships – service need



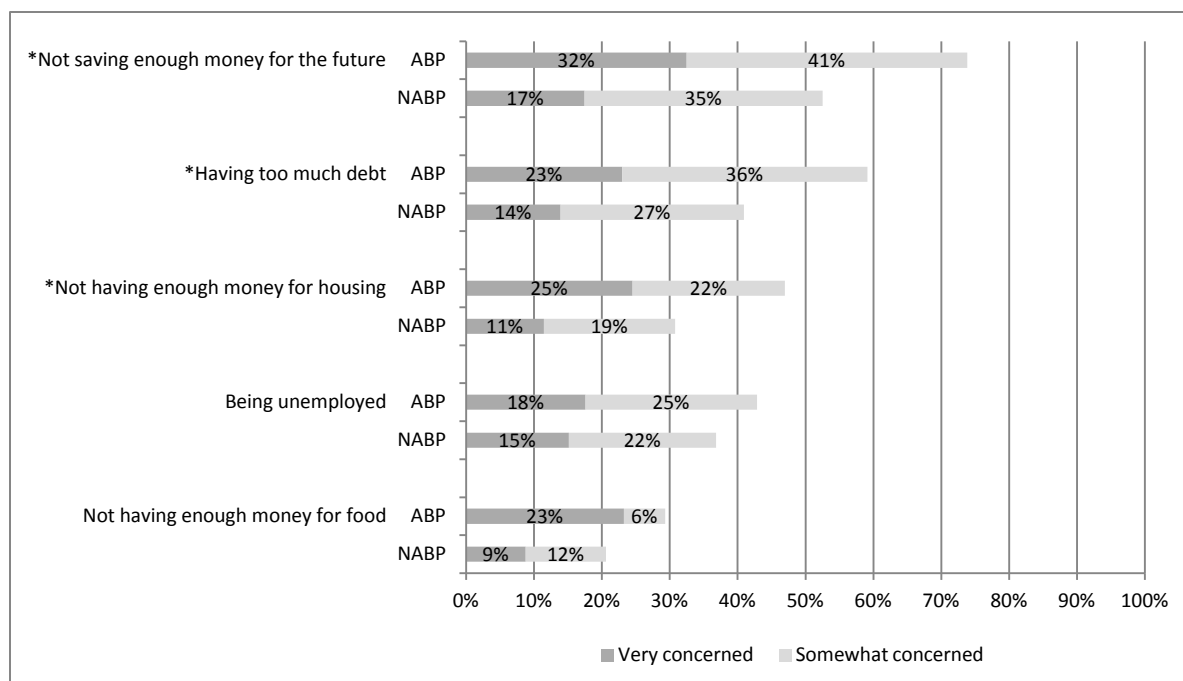
Note: the percentages found in Figure 20 are based on individuals who did not use the service in question.

Financial Well-being

ISSUES OF CONCERN ABOUT FINANCIAL WELL-BEING

ABP and NABP were most likely to report financial concerns of not saving enough money for the future and having too much debt (see Figure 21). Despite sharing similar concerns, there was a significantly higher percentage of people within the ABP population reported being concern about not saving enough money for the future (73% versus 52%), having too much debt (59% versus 41%) and not having enough money for housing (47% versus 30%).

Figure 21: Financial well-being – issues of concern



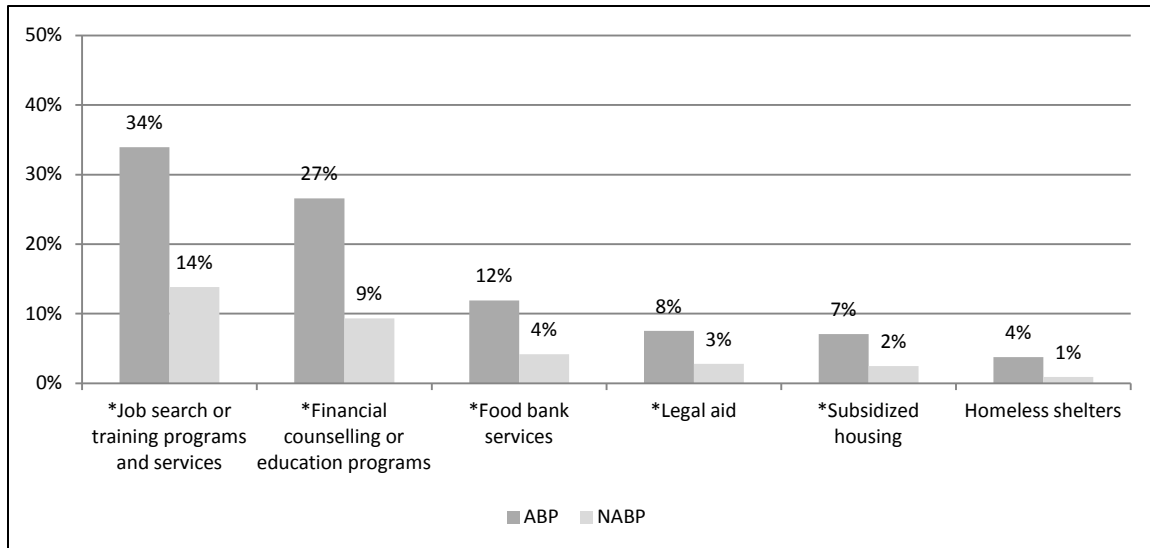
Note: if a result for Aboriginal Persons was significantly different than that of Non-Aboriginal Persons the result is indicated with an asterisk (*).

USE OF COMMUNITY FACILITIES, PROGRAMS AND SERVICES RELATED TO FINANCIAL WELL-BEING

Figure 22 illustrates that the financial well-being programs with the highest usage were the same for both ABP and NABP. Job search or training programs and services and financial counselling or education programs had the highest usage by both groups. A usage rate of 34% for job search or training programs and services translates into approximately 6,840 ABP using services and a rate of 27% for financial counselling or education programs translates into approximately 5,360 ABP using services.

Group comparisons highlight that ABP reported significantly greater use of all financial well-being services, with the exception of homeless shelter use.

Figure 22: Financial well-being – service use

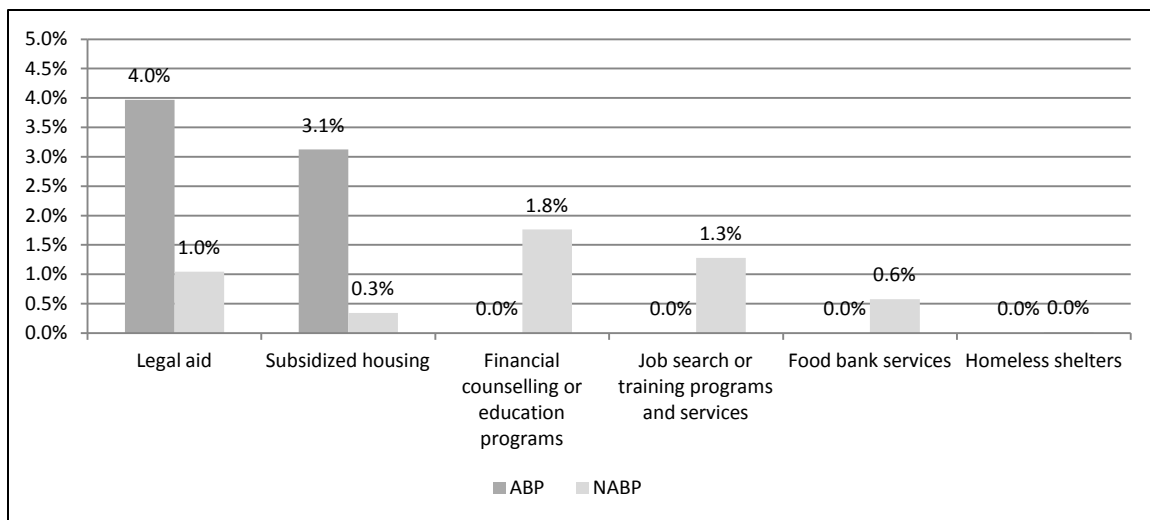


Note: if a result for Aboriginal Persons was significantly different than that of Non-Aboriginal Persons the result is indicated with an asterisk (*).

PERCEIVED NEED FOR COMMUNITY FACILITIES, PROGRAMS AND SERVICES RELATED TO FINANCIAL WELL-BEING

Reported need for financial services was low (less than 5%) for both ABP and NABP (see Figure 23). Of the financial services measured, only legal aid (4.0%) and subsidized housing (3.1%) had reported need within the ABP population. The estimated number of ABP with need for legal aid was approximately 740. Almost 600 ABP had a reported need for subsidized housing.

Figure 23: Financial well-being – service need



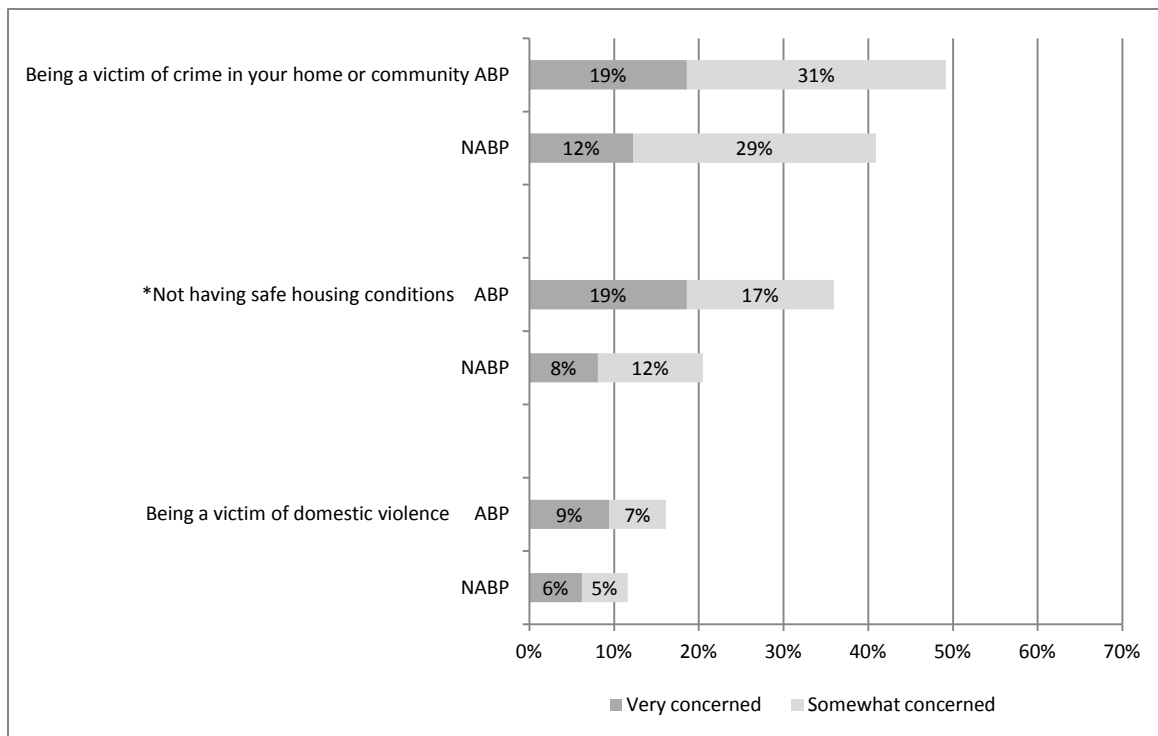
Note: the percentages found in Figure 23 are based on individuals who did not use the service in question.

Security

ISSUES OF CONCERN ABOUT SECURITY

Questions used to measure security concerns covered the areas of crime victimization, safe housing conditions and domestic violence. Overall, both ABP and NABP reported the same top security concerns. The most commonly reported security concerns among both ABP and NABP were being a victim of crime in the home or community, with total rates of concern of 50% and 41% respectively (see Figure 24). When compared, ABP were significantly more likely to express concerns than NABP about not having safe housing conditions (36% versus 20%).

Figure 24: security – issues of concern

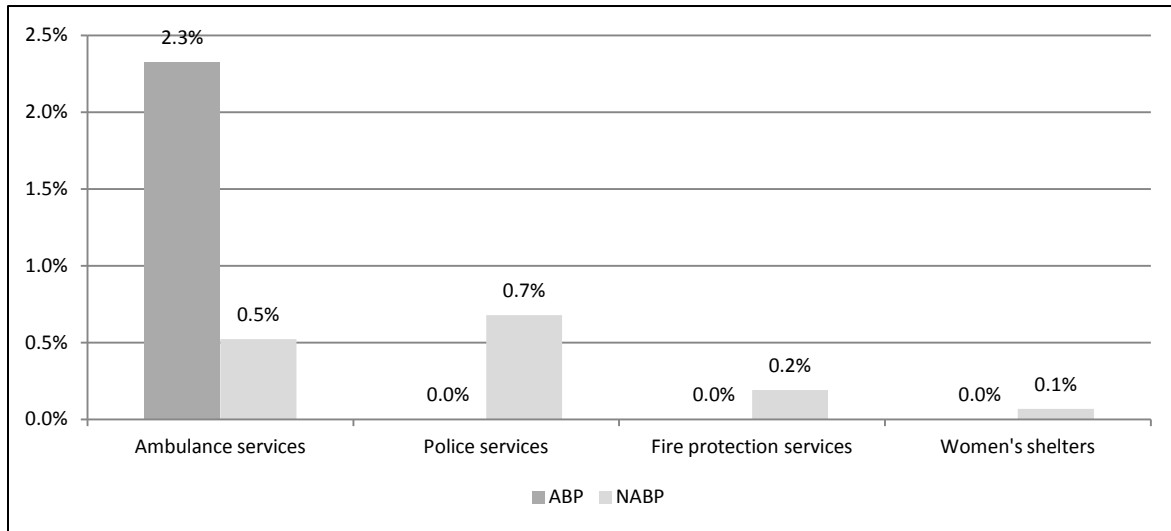


Note: if a result for Aboriginal Persons was significantly different than that of Non-Aboriginal Persons the result is indicated with an asterisk (*).

USE OF COMMUNITY FACILITIES, PROGRAMS AND SERVICES RELATED TO SECURITY

As identified in Figure 25, police and ambulance services were the two services used most often by both ABP and NABP (23% versus 20% and 16% versus 12%). An estimated 4,640 ABP reported use of police services and 3,260 ABP reported use of ambulance services.

Figure 25: Security – service use

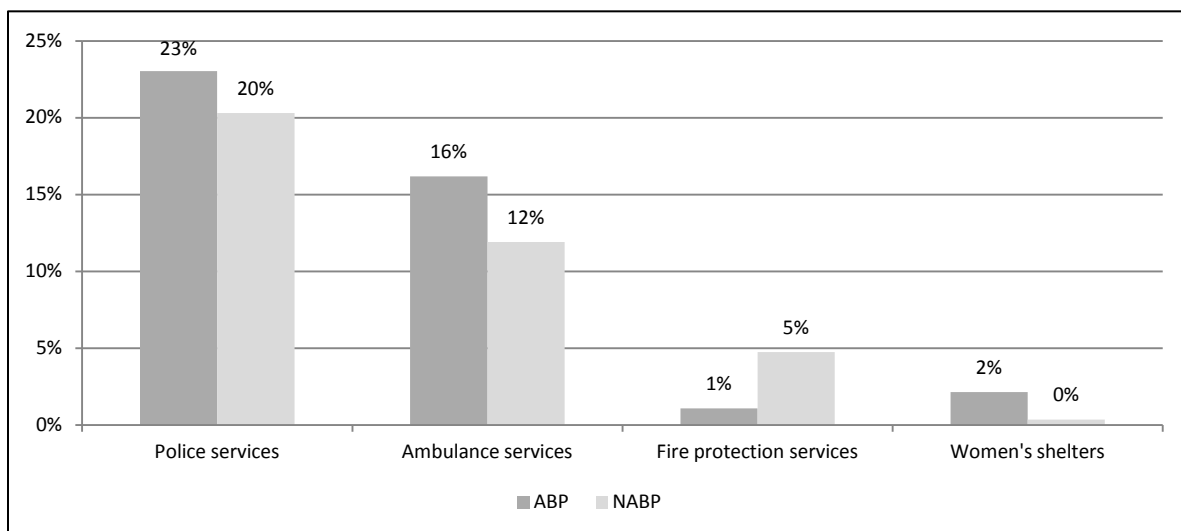


Note: there were no significant differences between Aboriginal Persons and Non-Aboriginal Persons on this question.

PERCEIVED NEED FOR COMMUNITY FACILITIES, PROGRAMS AND SERVICES RELATED TO SECURITY

Less than 3% of ABP and NABP reported an unmet need for any of the security related services. The only reported need for security services among the ABP population was ambulance services at 2.3%; which represents an estimated need of 390 Aboriginal persons.

Figure 26: Security – service need



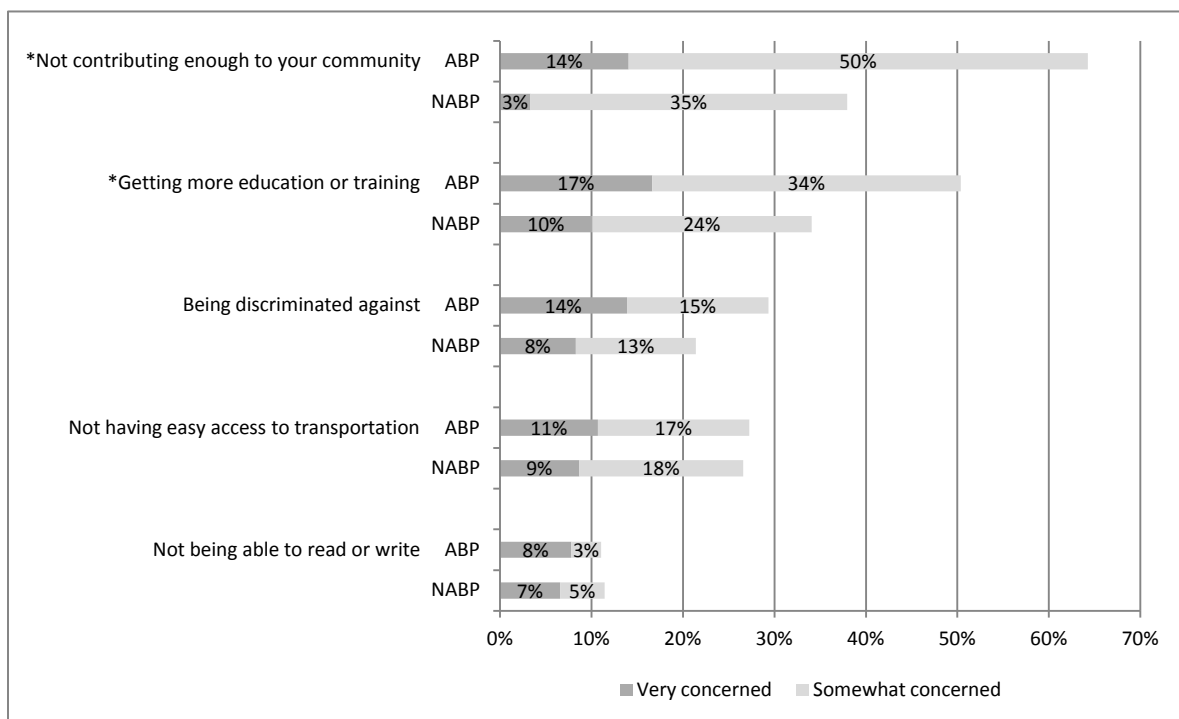
Note: the percentages found in Figure 26 are based on individuals who did not use the service in question.

Inclusion

ISSUES OF CONCERN ABOUT INCLUSION

As illustrated in Figure 27, the most commonly reported concerns related to inclusion issues by both groups were not contributing enough to your community (64% and 38%) and not getting enough education or training (51% and 34%). Although both groups expressed concerns to these two issues, there was a significantly higher percentage of ABP who reported being concern in comparison to the NABP population.

Figure 27: Inclusion – issues of concern

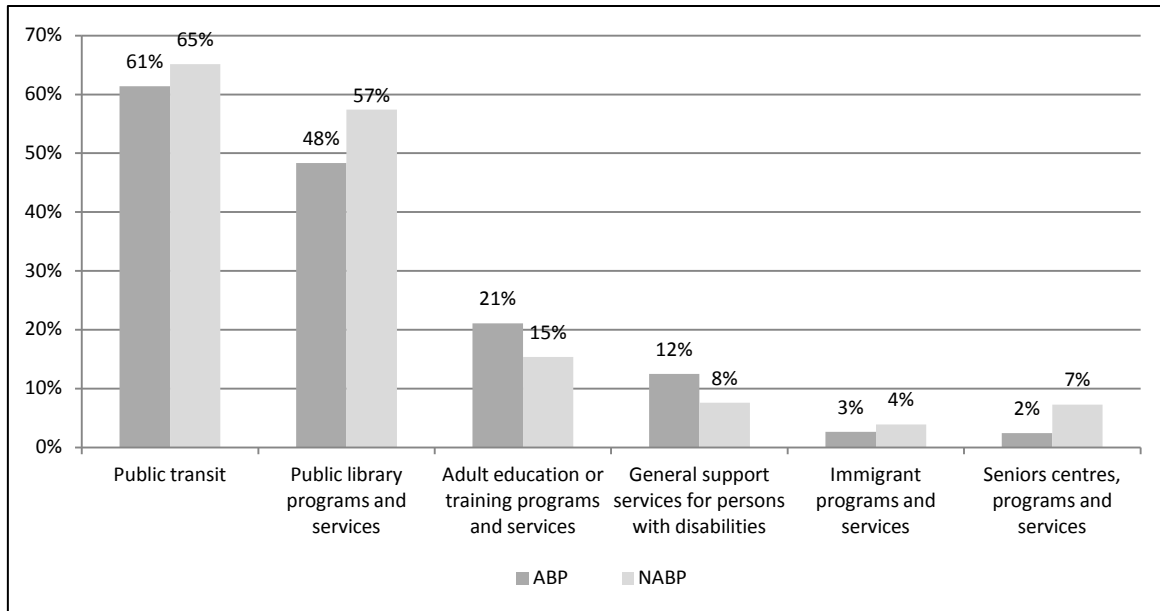


Note: if a result for Aboriginal Persons was significantly different than that of Non-Aboriginal Persons the result is indicated with an asterisk (*).

USE OF COMMUNITY FACILITIES, PROGRAMS AND SERVICES RELATED TO INCLUSION

A variety of community services can be linked to the concept of inclusion (see Figure 28). Both ABP and NABP frequently reported using the community services of public transit (61% and 65%) and public library programs and services (48% and 57%). The services less likely to be used by both groups were general support services for persons with disabilities, immigrant programs and services and seniors centres, programs and services (all with rates of use less than 15%).

Figure 28: Inclusion – service use

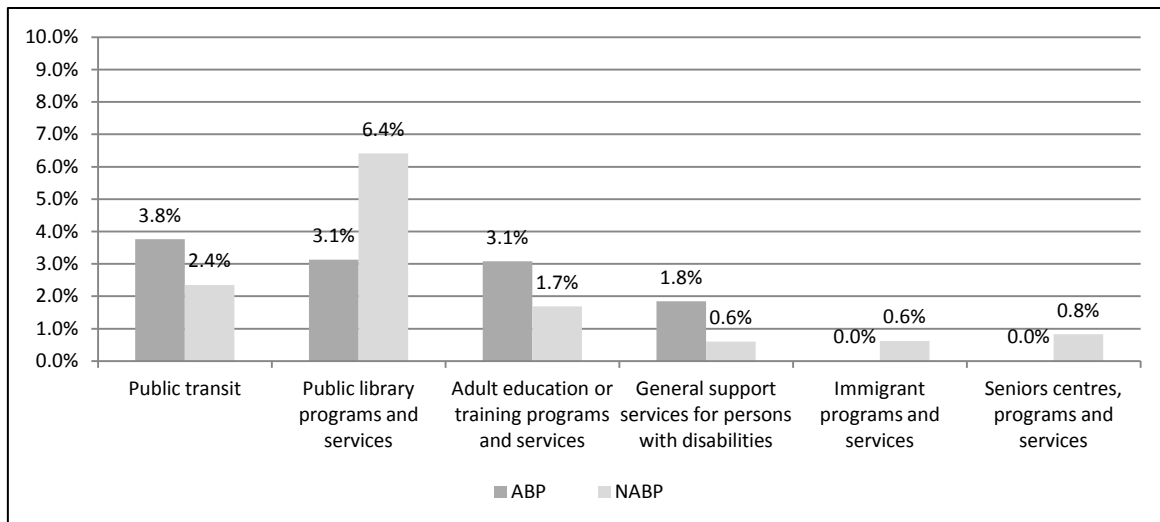


Note: there were no significant differences between Aboriginal Persons and Non-Aboriginal Persons on this question.

PERCEIVED NEED FOR COMMUNITY FACILITIES, PROGRAMS AND SERVICES RELATED TO INCLUSION

Similar to other service areas, the reported need for inclusion services was low overall at less than 10% need for services across both groups of interest. The inclusion service with the highest perceived need among ABP was public transit at 3.8%, translating to an estimate of 290 people. *[as a note of caution, the base size for Aboriginal persons on this question was only n=25, therefore, interpretations and conclusions should be made with caution].*

Figure 29: Inclusion – service need



Note: the percentages found in Figure 29 are based on individuals who did not use the service in question.

Demographics⁴

Table 1: Gender

GENDER	n	Male (%)	Female (%)
Signposts Aboriginal Persons	62	35%	65%
2011 NHS Aboriginal Population Profile	20,155	48%	52%
Signposts Non-Aboriginal Persons	2,907	50%	50%
2011 Census of Non-Aboriginal Persons	840,980	50%	50%

Source: Source: Statistics Canada, 2011 National Household Survey, Aboriginal Population Profile. Catalogue no. 99-011-X2011007. Statistics Canada, 2011 Census Profile. Table sc_cen-rec_2011_profil_csd-sdr

Table 2: Age

AGE	n	18-24 (%)	25-34 (%)	35-44 (%)	45-54 (%)	55-64 (%)	65+ (%)
Signposts Aboriginal Persons	61	17%	28%	22%	13%	14%	5%
2011 NHS Aboriginal Population Profile	20,155	20%	26%	21%	20%	9%	4%
Signposts Non-Aboriginal Persons	2,880	10%	23%	22%	21%	12%	12%
2011 Census of Non-Aboriginal Persons	840,980	12%	21%	20%	20%	14%	13%

Source: Statistics Canada, 2011 National Household Survey, Aboriginal Population Profile. Catalogue no. 99-011-X2011007. Statistics Canada, 2011 Census Profile. Table sc_cen-rec_2011_profil_csd-sdr

Table 3: Education

EDUCATION	n	No Diploma Certificate or Degree (%)	High School Certificate or Equivalent (%)	Post Secondary Certificate or Diploma (%)	University Certificate, Diploma or Degree (%)
Signposts Aboriginal Persons	61	15%	41%	21%	22%
2011 NHS Aboriginal Population Profile*	21,790	27%	29%	29%	15%
Signposts Non-Aboriginal Persons	2,891	5%	29%	29%	33%
2011 NHS Profile of Non-Aboriginal Persons*	864,055	15%	25%	25%	35%

Source: Statistics Canada, 2011 National Household Survey, Aboriginal Population Profile. Catalogue no. 99-011-X2011007. Statistics Canada, 2011 National Household Survey, NHS Profile. Catalogue no. 99-004-XWE * NHS Profile and Census includes population aged 15 years and over.

Table 4: Years Lived in Calgary

YEARS LIVED IN CALGARY	n	0-2 years (%)	3-5 years (%)	6-10 years (%)	11-20 years (%)	21-30 years (%)	Over 30 years (%)
Signposts Aboriginal Persons	62	7%	14%	13%	20%	24%	23%
2011 NHS Aboriginal Population Profile	Not available						
Signposts Non-Aboriginal Persons	2,907	3%	9%	13%	23%	20%	31%
2011 Census of Non-Aboriginal Persons	Not available						

⁴ With the exception of Table 1 and 2, the population aged 18 and 19 is estimated based on larger age groupings.

Table 5: Household Income

HOUSEHOLD INCOME	n	\$30,000 or less (%)	Over \$30,000 to \$60,000 (%)	Over \$60,000 (%)
Signposts Aboriginal Persons	52	27%	29%	44%
2011 NHS Aboriginal Population Profile	15,320	19%	24%	57%
Signposts Non-Aboriginal Persons	2,079	11%	23%	65%
2011 NHS Aboriginal Population Profile	408,095	15%	21%	65%

Source: Source: Statistics Canada, 2011 National Household Survey, Aboriginal Population Profile. Catalogue no. 99-011-X2011007. Statistics Canada, 2011 National Household Survey, NHS Profile. Catalogue no. 99-004-XWE Profile N is based on populations over 15 and above. The income scales of "Over \$60k to \$90K" and "Over \$90K" are combined to align with the source data's scale.

Table 6: Household Composition

HOUSEHOLD COMPOSITION	n	Couple with children living at home (%)	Couple without children at home (%)	Single parent household (%)	Living alone (%)	Living with roommate(s) (%)	Living with extended family (%)
Signposts Aboriginal Persons	62	31%	16%	12%	20%	14%	7%
2011 NHS Aboriginal Population Profile	Not available						
Signposts Non-Aboriginal Persons	2,894	41%	29%	5%	15%	4%	7%
2011 NHS Aboriginal Population Profile	Not available						

Table 7: Household Age Breakdown

HOUSEHOLD AGE BREAKDOWN	n	New born to 6 years (%)	7 to 12 years (%)	13 to 19 years (%)	20 to 44 years (%)	45 to 64 years (%)	Over 65 years (%)
Signposts Aboriginal Persons	62	24%	9%	17%	74%	41%	5%
2011 NHS Aboriginal Population Profile	Not available						
Signposts Non-Aboriginal Persons	2,900	19%	15%	21%	64%	48%	16%
2011 NHS Aboriginal Population Profile	Not available						

Table 8: Household Tenure

HOUSEHOLD TENURE	n	Rent (%)	Own (%)
Signposts Aboriginal Persons	62	51%	49%
2011 NHS Aboriginal Population Profile	15,325	46%	54%
Signposts Non-Aboriginal Persons	2,889	18%	82%
2011 NHS Aboriginal Population Profile	408,090	27%	73%

Source: Statistics Canada, 2011 National Household Survey, Aboriginal Population Profile. Catalogue no. 99-011-X2011007. Statistics Canada, 2011 National Household Survey, NHS Profile. Catalogue no. 99-004-XWE

Appendix A: Data Tables⁵

Table 1: Top 10 - issues of concern

CONCERNED	TOTAL POPULATION			ABORIGINAL PERSONS			NON-ABORIGINAL PERSONS		
	Very	Somewhat	Total	Very	Somewhat	Total	Very	Somewhat	Total
*Not saving enough money for the future	18%	35%	53%	32%	41%	74%	17%	35%	53%
Being stressed	15%	46%	61%	27%	45%	72%	15%	46%	61%
*Not contributing enough to your community	4%	35%	38%	14%	50%	64%	3%	35%	38%
*Having too much debt	14%	27%	41%	23%	36%	59%	14%	27%	41%
Lacking sleep	13%	36%	49%	30%	27%	57%	13%	36%	49%
*Not being able to care for yourself as you age	13%	27%	40%	24%	30%	54%	13%	28%	40%
*Gaining or losing too much weight	9%	30%	39%	12%	39%	50%	9%	30%	39%
*Getting more education or training	10%	24%	35%	17%	34%	50%	10%	24%	34%
Dealing with the loss of a family member or friend	15%	27%	42%	18%	32%	49%	15%	27%	42%
Being a victim of crime in your home or community	13%	29%	41%	19%	31%	49%	12%	29%	41%

⁵ Estimated #: The estimated service use values are determined by calculating the percentage of Aboriginal Persons and Non-Aboriginal Persons who used these services at the age of 18 and over. Population numbers are derived from using 2006 Federal Census data: Total Population (759,370), Aboriginal Persons (16,545) and Non-Aboriginal Persons (742,825).

Table 2: Top 10 - service use

	TOTAL POPULATION	ESTIMATED #	ABORIGINAL PERSONS	ESTIMATED #	NON-ABORIGINAL PERSONS	ESTIMATED #
Medical doctor services	87%	750,767	84%	16,848	87%	733,298
Recreation or leisure facilities, programs and services	65%	563,794	64%	12,933	66%	552,192
Public transit	65%	560,379	61%	12,372	65%	547,892
Public library programs and services	57%	492,862	48%	9,740	57%	483,003
Hospital services	46%	395,884	40%	7,994	46%	387,380
*Job search or training programs and services	14%	122,566	34%	6,835	14%	116,217
*Financial counselling or education programs	10%	84,200	27%	5,359	9%	78,414
Police services	20%	175,415	23%	4,642	20%	170,741
Adult education or training programs and services	16%	133,542	21%	4,253	15%	129,271
*Self-help or support groups and programs	8%	64,795	20%	4,111	7%	61,088

Table 3: Top 10 – perceived service needs

	TOTAL POPULATION			ABORIGINAL PERSONS			NON-ABORIGINAL PERSONS		
	% Did not use service	% Needed service	Estimated #	% Did not use service	% Needed service	Estimated #	% Did not use service	% Needed service	Estimated #
Medical doctor services	12.8%	9.2%	10,199	16.4%	8.8%	293	12.8%	9.3%	10,016
Recreation or leisure facilities, programs and services	34.5%	5.3%	15,886	35.8%	5.4%	393	34.3%	5.4%	15,662
Legal aid	97.1%	1.1%	9,145	92.5%	4.0%	739	97.2%	1.0%	8,526
Home care or nursing	93.4%	0.6%	5,042	87.6%	3.8%	673	93.5%	0.6%	4,450
Public transit	34.9%	2.4%	7,106	38.6%	3.8%	293	34.9%	2.4%	6,895
Nutrition counselling or education programs	88.1%	1.9%	14,495	86.7%	3.7%	641	88.0%	1.9%	13,933
Public library programs and services	42.8%	6.3%	23,047	51.7%	3.1%	326	42.6%	6.4%	22,949
Subsidized housing	97.4%	0.4%	3,356	92.9%	3.1%	585	97.5%	0.3%	2,833
Before or after school child or youth care programs and services	93.3%	0.9%	7,278	89.8%	3.1%	558	93.4%	0.9%	6,813
Adult education or training programs and services	84.5%	1.7%	12,383	78.9%	3.1%	490	84.6%	1.7%	12,028

Table 4: Individual & community quality of life

	TOTAL POPULATION			ABORIGINAL PERSONS			NON-ABORIGINAL PERSONS		
	Strongly agree	Somewhat agree	Total agree	Strongly agree	Somewhat agree	Total agree	Strongly agree	Somewhat agree	Total agree
Overall, Calgary is a good place to live	52%	42%	94%	41%	56%	97%	52%	42%	94%
You are satisfied with your life as a whole	54%	40%	94%	51%	42%	93%	54%	40%	94%
You feel like you belong in Calgary	54%	36%	90%	50%	40%	89%	54%	35%	90%
There are enough community facilities, programs and services in Calgary to meet your needs	34%	49%	83%	41%	47%	88%	34%	49%	82%
Calgary is a safe place to live	26%	60%	86%	24%	64%	88%	26%	60%	86%
My neighbourhood is a safe place to live	45%	46%	91%	34%	52%	87%	46%	45%	91%
*You can afford to buy the things you need	36%	48%	84%	29%	42%	71%	36%	48%	85%

Table 5: Issue of concern – not having parks or green space available in the community

	TOTAL POPULATION	ABORIGINAL PERSONS	NON-ABORIGINAL PERSONS
Not at all concerned	55%	47%	55%
Not very concerned	16%	14%	16%
Somewhat concerned	19%	21%	19%
Very concerned	10%	18%	9%

Table 6: Social inclusion – number of people known in the neighbourhood

	TOTAL POPULATION	ABORIGINAL PERSONS	NON-ABORIGINAL PERSONS
Most	11%	16%	11%
Many	16%	14%	16%
A few	67%	63%	67%
No one	6%	6%	6%

Table 7: Social inclusion – number of people known well enough to ask a favour

	TOTAL POPULATION	ABORIGINAL PERSONS	NON-ABORIGINAL PERSONS
None	14%	19%	14%
1 to 5	58%	56%	58%
6 to 10	19%	14%	19%
Over 10	9%	11%	9%

Table 8: Involvement in neighbourhood events or activities

	TOTAL POPULATION	ABORIGINAL PERSONS	NON-ABORIGINAL PERSONS
Disagree completely	22%	20%	22%
Disagree somewhat	22%	28%	22%
Neither disagree nor agree	14%	14%	14%
Agree somewhat	34%	29%	34%
Agree completely	8%	9%	8%

Table 9: Average monthly time volunteering for organizations in Calgary

HOURS	TOTAL POPULATION	ABORIGINAL PERSONS	NON-ABORIGINAL PERSONS
0	58%	62%	58%
1 - 5	19%	19%	19%
6 - 10	11%	15%	11%
11 - 20	7%	3%	7%
21 - 40	4%	0%	4%
40+	2%	1%	2%

Table 10: Members of their local community association

	TOTAL POPULATION	ABORIGINAL PERSONS	NON-ABORIGINAL PERSONS
Yes	30%	20%	30%
No	70%	80%	70%

Table 11: General perception of health

	TOTAL POPULATION	ABORIGINAL PERSONS	NON-ABORIGINAL PERSONS
*Poor	3%	13%	3%
*Fair	8%	15%	8%
Good	24%	18%	24%
†Very Good	39%	24%	39%
†Excellent	26%	29%	25%

Table 12: Physical well-being – issues of concern

CONCERNED	TOTAL POPULATION			ABORIGINAL PERSONS			NON-ABORIGINAL PERSONS		
	Very	Somewhat	Total	Very	Somewhat	Total	Very	Somewhat	Total
Lacking sleep	13%	36%	49%	30%	27%	57%	13%	36%	49%
*Gaining or losing to much weight	9%	30%	39%	12%	39%	50%	9%	30%	39%
Being physically inactive	10%	31%	40%	12%	33%	45%	9%	31%	40%
Not having recreation and leisure opportunities available	9%	22%	31%	11%	30%	41%	9%	22%	31%
Not eating healthy food	9%	26%	35%	10%	29%	39%	9%	26%	35%
*Having difficulty moving around physically	8%	15%	22%	11%	22%	32%	7%	15%	22%
Having an unwanted pregnancy	5%	6%	11%	6%	9%	14%	5%	6%	11%

Table 13: Physical well-being – service use

	TOTAL POPULATION	ESTIMATED #	ABORIGINAL PERSONS	ESTIMATED #	NON-ABORIGINAL PERSONS	ESTIMATED #
Medical doctor services	87%	750,767	84%	16,848	87%	733,298
Recreation or leisure facilities, programs & services	65%	563,794	64%	12,933	66%	552,192
Hospital services	46%	395,884	40%	7,994	46%	387,380
Nutrition counselling or education programs	12%	102,298	13%	2,673	12%	100,625
Home care or nursing care	7%	56,421	12%	2,491	6%	54,377

Table 14: Physical well-being – service need⁶

	TOTAL POPULATION			ABORIGINAL PERSONS			NON-ABORIGINAL PERSONS		
	% Did not use service	% Needed service	Estimated #	% Did not use service	% Needed service	Estimated #	% Did not use service	% Needed service	Estimated #
Medical doctor services	12.8%	9.2%	10,199	16.4%	8.8%	293	12.3%	9.6%	10,016
Recreation or leisure facilities, programs & services	34.5%	5.3%	15,886	35.8%	5.4%	393	33.1%	5.2%	15,662
Home care or nursing care	93.4%	0.6%	5,042	87.6%	3.8%	673	88.2%	2.0%	4,450
Nutritional counselling or education programs	88.1%	1.9%	14,495	86.7%	3.7%	641	93.0%	0.5%	13,933
Hospital services	54.0%	0.7%	3,366	60.3%	0.0%	0.0%	53.9%	0.7%	3,395

⁶ Estimated #: The estimated service need numbers are calculated based on the percentage of respondents who have not use the service in the 12 months prior to survey, but perceived a need to using it.

Table 15: Mental well-being and addictions – issues and concern

CONCERNED	TOTAL POPULATION			ABORIGINAL PERSONS			NON-ABORIGINAL PERSONS		
	Very	Somewhat	Total	Very	Somewhat	Total	Very	Somewhat	Total
Being stressed	15%	46%	61%	27%	45%	72%	15%	46%	61%
Dealing with the loss of a family member or friend	15%	27%	42%	18%	32%	49%	15%	27%	42%
Being depressed	7%	21%	28%	16%	22%	38%	7%	21%	28%
Being lonely	6%	19%	25%	10%	20%	30%	6%	19%	25%
Lacking self esteem	5%	16%	21%	15%	14%	29%	5%	16%	21%
*Being suicidal	5%	4%	9%	9%	11%	19%	4%	4%	9%
Being addicted to alcohol or drugs	5%	8%	13%	8%	8%	16%	5%	8%	13%
Being addicted to gambling	4%	5%	9%	4%	7%	11%	4%	5%	9%

Table 16: Mental well-being and addictions – service use

	TOTAL POPULATION		ABORIGINAL PERSONS		NON-ABORIGINAL PERSONS	
	ESTIMATED #	ESTIMATED #	ESTIMATED #	ESTIMATED #	ESTIMATED #	ESTIMATED #
*Self-help or support groups and programs	8%	64,795	20%	4,111	7%	61,088
*Mental health services or counselling	8%	69,216	15%	3,025	8%	66,166
Addictions counselling or treatment programs	2%	16,073	4%	855	2%	15,174

Table 17: Mental well-being and addictions – service need

	TOTAL POPULATION			ABORIGINAL PERSONS			NON-ABORIGINAL PERSONS		
	% Did not use service	% Needed service	Estimated #	% Did not use service	% Needed service	Estimated #	% Did not use service	% Needed service	Estimated #
Self-help or support group and programs	92.5%	1.1%	8,875	79.6%	2.0%	326	92.7%	1.1%	8,645
Mental health services or counselling	92.0%	0.9%	6,835	85.0%	1.9%	326	92.1%	0.9%	6,589
Addictions counselling or treatment programs	98.1%	0.4%	3,453	95.8%	0.0%	-	98.2%	0.4%	3,483

Table 18: Relationships – issues of concern

CONCERNED	TOTAL POPULATION			ABORIGINAL PERSONS			NON-ABORIGINAL PERSONS		
	Very	Somewhat	Total	Very	Somewhat	Total	Very	Somewhat	Total
*Not being able to care for yourself as you age	13%	27%	40%	24%	30%	54%	13%	28%	40%
Having to care for a family member	14%	26%	40%	20%	23%	43%	14%	27%	40%
Having relationship problems with members of your immediate family	7%	19%	25%	10%	24%	33%	6%	19%	25%
Not being able to access child care service	9%	13%	22%	12%	16%	27%	8%	13%	22%

Table 19: Relationships – service use

	TOTAL POPULATION	ESTIMATED #	ABORIGINAL PERSONS	ESTIMATED #	NON-ABORIGINAL PERSONS	ESTIMATED #
*Family or marriage counselling	5%	41,120	14%	2,796	5%	38,448
Child care programs and services	11%	92,043	11%	2,303	11%	89,670
Before or after school child or youth care programs and services	7%	57,984	10%	2,048	7%	55,200
Pregnancy counselling or education programs	5%	47,340	9%	1,815	5%	45,557
Respite care or services	3%	24,156	4%	729	3%	23,214

Table 20: Relationships – service need

	TOTAL POPULATION			ABORIGINAL PERSONS			NON-ABORIGINAL PERSONS		
	% Did not use service	% Needed service	Estimated #	% Did not use service	% Needed service	Estimated #	% Did not use service	% Needed service	Estimated #
Before or after school child or youth care programs and services	93.3%	0.9%	7,278	89.8%	3.1%	558	94.6%	0.9%	6,896
Family or marriage counselling	95.2%	1.1%	8,915	86.1%	1.2%	215	95.4%	1.1%	8,793
Pregnancy counselling or education programs	94.5%	0.6%	5,249	91.0%	0.0%	-	93.4%	0.7%	5,233
Child care programs and services	89.3%	0.8%	6,005	88.6%	0.0%	-	89.3%	0.8%	6,061
Respite care or services	97.2%	0.3%	2,688	96.4%	0.0%	-	97.2%	0.3%	2,712

Table 21: Financial well-being – issues of concern

CONCERNED	TOTAL POPULATION			ABORIGINAL PERSONS			NON-ABORIGINAL PERSONS		
	Very	Somewhat	Total	Very	Somewhat	Total	Very	Somewhat	Total
*Not saving money for the future	18%	35%	53%	32%	41%	74%	17%	35%	53%
*Having too much debt	14%	27%	41%	23%	36%	59%	14%	27%	41%
*Not having enough money for housing	12%	19%	31%	25%	22%	47%	11%	19%	31%
Being unemployed	15%	22%	37%	18%	25%	43%	15%	22%	37%
Not having enough money for food	9%	12%	21%	23%	6%	29%	9%	12%	21%

Table 22: Financial well-being – service use

	TOTAL POPULATION		ABORIGINAL PERSONS		NON-ABORIGINAL PERSONS	
	POPULATION	ESTIMATED #	PERSONS	ESTIMATED #	PERSONS	ESTIMATED #
*Job search or training programs and services	14%	122,566	34%	6,835	14%	116,217
*Financial counselling or education programs	10%	84,200	27%	5,359	9%	78,414
*Food bank services	4%	37,213	12%	2,401	4%	35,003
*Legal aid	3%	25,400	8%	1,520	3%	23,377
*Subsidized housing	3%	22,261	7%	1,430	2%	20,988
Homeless shelters	1%	8,401	4%	755	1%	7,766

Table 23: Financial well-being – service need

	TOTAL POPULATION			ABORIGINAL PERSONS			NON-ABORIGINAL PERSONS		
	% Did not use service	% Needed service	Estimated #	% Did not use service	% Needed service	Estimated #	% Did not use service	% Needed service	Estimated #
Legal aid	97.1%	1.1%	9,145	92.5%	4.0%	739	97.2%	1.0%	8,526
Subsidized housing	97.4%	0.4%	3,356	92.9%	3.1%	585	97.5%	0.3%	2,833
Financial counselling or education	90.2%	1.7%	13,346	73.4%	0.0%	-	90.7%	1.8%	13,462
Job search or training programs and services	85.8%	1.2%	9,182	66.1%	0.0%	-	86.2%	1.3%	9,257
Food bank services	95.7%	0.6%	5,279	88.1%	0.0%	-	95.8%	0.6%	4,647
Homeless shelters	99.0%	0.0%	125	96.3%	0.0%	-	99.1%	0.0%	126

Table 24: Security – issues of concern

CONCERNED	TOTAL POPULATION			ABORIGINAL PERSONS			NON-ABORIGINAL PERSONS		
	Very	Somewhat	Total	Very	Somewhat	Total	Very	Somewhat	Total
Being a victim of crime in your home or community	13%	29%	41%	19%	31%	49%	12%	29%	41%
*Not having safe housing conditions	8%	13%	21%	19%	17%	36%	8%	12%	20%
Being a victim of domestic violence	6%	5%	12%	9%	7%	16%	6%	5%	12%

Table 25: Security – service use

	TOTAL POPULATION	ESTIMATED #	ABORIGINAL PERSONS	ESTIMATED #	NON-ABORIGINAL PERSONS	ESTIMATED #
Police services	20%	175,415	23%	4,642	20%	170,741
Ambulance services	12%	104,451	16%	3,259	12%	100,137
Fire protection services	5%	39,754	1%	215	5%	39,913
Women's shelters	0%	3,272	2%	429	0%	2,898

Table 26: Security – service need

	TOTAL POPULATION			ABORIGINAL PERSONS			NON-ABORIGINAL PERSONS		
	% Did not use service	% Needed service	Estimated #	% Did not use service	% Needed service	Estimated #	% Did not use service	% Needed service	Estimated #
Ambulance services	87.9%	0.6%	4,201	83.8%	2.3%	393	88.1%	0.5%	3,866
Police services	79.6%	0.7%	4,502	77.0%	0.0%	-	79.7%	0.7%	4,541
Fire protection services	95.4%	0.2%	1,514	98.9%	0.0%	-	95.3%	0.2%	1,527
Women's shelters	99.6%	0.1%	567	97.9%	0.0%	-	99.7%	0.1%	527

Table 27: Inclusion – issues of concern

CONCERNED	TOTAL POPULATION			ABORIGINAL PERSONS			NON-ABORIGINAL PERSONS		
	Very	Somewhat	Total	Very	Somewhat	Total	Very	Somewhat	Total
*Not contributing enough to your community	4%	35%	38%	14%	50%	64%	3%	35%	38%
*Getting more education or training	10%	24%	35%	17%	34%	50%	10%	24%	34%
Being discriminated against	9%	13%	22%	14%	15%	29%	8%	13%	21%
Not having easy access to transportation	9%	18%	27%	11%	17%	27%	9%	18%	27%
Not being able to read or write	7%	5%	11%	8%	3%	11%	7%	5%	11%

Table 28: Inclusion – service use

	TOTAL POPULATION		ABORIGINAL PERSONS		NON-ABORIGINAL PERSONS	
	PERCENTAGE	COUNT	PERCENTAGE	COUNT	PERCENTAGE	COUNT
Public transit	65%	560,379	61%	12,372	65%	547,892
Public library programs and services	57%	492,862	48%	9,740	57%	483,003
Adult education or training programs & services	16%	133,542	21%	4,253	15%	129,271
General support services for persons with disabilities	8%	65,741	12%	2,519	8%	63,838
Immigrant programs and services	4%	34,091	3%	540	4%	33,015
Seniors centres, programs and services	7%	61,203	2%	490	7%	61,297

Table 29: Inclusion – service need

	TOTAL POPULATION			ABORIGINAL PERSONS			NON-ABORIGINAL PERSONS		
	% Did not use service	% Needed service	Estimated #	% Did not use service	% Needed service	Estimated #	% Did not use service	% Needed service	Estimated #
Public transit	34.9%	2.4%	7,106	38.6%	3.8%	293	34.9%	2.4%	6,895
Public library programs and services	42.8%	6.3%	23,047	51.7%	3.1%	326	42.6%	6.4%	22,949
Adult education or training programs and services	84.5%	1.7%	12,383	78.9%	3.1%	490	84.6%	1.7%	12,028
General support services for persons with disabilities	92.4%	0.6%	4,957	87.5%	1.8%	326	92.4%	0.6%	4,693
Immigrant programs and services	96.0%	0.6%	4,964	97.3%	0.0%	-	96.1%	0.6%	5,005
Seniors centres, programs and services	92.9%	0.8%	6,365	97.6%	0.0%	-	92.7%	0.8%	6,424

Appendix B: Questionnaire⁷

1. COMMUNITY AND INDIVIDUAL WELLNESS (COMMUNITY ASSETS)

1.a I am going to read you a list of statements about living in Calgary. I would like you to consider these statements based on your experiences in the past 12 months. Please state whether you strongly agree, somewhat agree, somewhat disagree or strongly disagree with each statement I will read to you.

In one of the statements, I use the term community facilities, programs and services. When I use this term, I am referring to things that are provided by governments, community associations or not-for-profit organizations.

	Strongly Agree	Somewhat Agree	Either agree nor Disagree	Strongly Disagree	Somewhat Disagree	N/A
Overall, Calgary is a good place to live						
You are satisfied with your life as a whole						
You feel like you belong in Calgary						
There are enough community facilities, programs and services in Calgary to meet your needs						
Calgary is a safe place to live						
My neighbourhood is a safe place to live						
You can afford to buy the things you need						

⁷ **Note:** When read each question respondents were not provided with don't know/unsure or not applicable as response options, however, these categories were used for coding purposes when necessary. These responses are not reported as valid responses.

1.b For the next question, I will use the term health, which refers to your physical, mental and spiritual health. In general, would you say that your health is:

- 1 ___ Excellent
- 2 ___ Very good
- 3 ___ Good
- 4 ___ Fair
- 5 ___ Poor
- 6 ___ Don't know

1.c On average, how many hours a month do you help out by volunteering for organization in Calgary?

hours: _____

1.d Would you say that you know most, many, a few or none of the people in your neighbourhood?

- 1 ___ Most of the people in your neighbourhood
- 2 ___ Many of the people in your neighbourhood
- 3 ___ A few of the people in your neighbourhood
- 4 ___ No one else in your neighbourhood
- 5 ___ Don't know

1.e About how many people in your neighbourhood do you know well enough to ask for a favour?
(e.g., picking up the mail, watering plants, shovelling, lending tools or garden equipment, carrying things, feeding pets when neighbours go on a holiday, shopping)

- 1 ___ None
- 2 ___ 1 to 5
- 3 ___ 6 to 10
- 4 ___ Over 10
- 5 ___ Don't know

1.f Please tell us if you disagree completely, disagree somewhat, neither disagree nor agree, agree somewhat, or agree completely with the following statement?

I get involved in neighbourhood events or activities.

- 1 ___ Disagree completely
- 2 ___ Disagree Somewhat
- 3 ___ Neither disagree nor agree
- 4 ___ Agree somewhat
- 5 ___ Agree completely
- 6 ___ Don't know

2. INDIVIDUAL AND SOCIAL ISSUES THAT MAY CONCERN CALGARIANS

Understanding issues that affect Calgary residents will help in developing programs and services. I am going to read you a list of issues that may have affected you directly or may have affected you because someone in your household is dealing with these issues. Please indicate how concerned you are with the following issues as they may have affected you in the past 12 months. Please use a scale of very concerned, somewhat concerned, not very concerned or not at all concerned.

	Very concerned	Somewhat concerned	Not very concerned	Not at all concerned	Don't know	N/A
Being lonely						
Having relationship problems with members of your immediate family						
Being discriminated against						
Not contributing enough to your community						
Being addicted to alcohol or drugs						
Being addicted to gambling						
Not being able to care for yourself as you age						
Having an unwanted pregnancy						
Gaining or losing too much weight						
Being physically inactive						
Having to care for a family member						
Being stressed						
Lacking self esteem						
Lacking sleep						
Being depressed						
Having difficulty moving around physically						
Not having easy access to transportation						
Being suicidal						
Dealing with the loss of a family member or friend						
Not eating healthy food						

	Very concerned	Somewhat concerned	Not very concerned	Not at all concerned	Don't know	N/A
Being a victim of domestic violence						
Being a victim of crime in your home or community						
Not having safe housing conditions						
Being unemployed						
Not having enough money for food						
Not having enough money for housing						
Not saving money for future						
Having too much debt						
Not being able to read or write						
Getting more education or training						
Not having recreation and leisure opportunities available						
Not having parks or green spaces available in your community						
Not being able to access child care services						

3. SOCIAL SERVICE USAGE, NEEDS AND BARRIERS

3.a In the past 12 months, have you used any of the following services?

	Yes	No	Don't Know
Public library programs and services			
Immigrant programs and services			
Recreation or leisure facilities, programs and services			
Seniors centres, programs and services			
Family or marriage counselling			
Legal aid			
Food bank services			
Addictions counselling or treatment programs			
Pregnancy counselling or education programs			
Home care or nursing care			
Medical doctor services			
Nutrition counselling or education programs			
Mental health services or counselling			
Self help or support groups and programs			
Respite care or services			
Fire protection services			
Police services			
Ambulance services			
Women's shelters			
Child care programs and services			
Before or after school child or youth care programs or services			
Financial counselling or education programs			
Job search or training programs and services			
Homeless shelters			
Public transit			
Adult education or training programs and services			
Subsidized housing			
General support services for persons with disabilities			
Hospital services			

3.b In the past 12 months, have there been any situations or circumstances in which you needed the following types of services?

(Respondents were asked this question for each attribute in 3a which they had not used.)

3.c Why did you not use _____ in the past 12 months? Anything else?

(Respondents were asked this question for each attribute in 3b which they had reported a need.)

- 1 ____ No time to get assistance
- 2 ____ Located too far away
- 3 ____ No car/difficult to get to by Transit / transportation challenges
- 4 ____ Takes too long to get to facilities / services
- 5 ____ Not aware of any facilities / services being available
- 6 ____ The types of services available do not meet my needs
- 7 ____ There is nothing organized / available
- 8 ____ Hours of operation of facilities / services are inconvenient
- 9 ____ Unable to understand information about facilities / services
- 10 ____ Costs too much
- 11 ____ Do not speak English well
- 12 ____ Not comfortable getting / embarrassed to ask for help
- 13 ____ Service provider does not respect my beliefs / values
- 14 ____ I am not treated well by staff who provide services
- 15 ____ The services are not very good / poor quality
- 16 ____ Poor health
- 17 ____ Services are not set up for persons with disabilities / special needs
- 18 ____ Other (specify) _____
- 19 ____ Don't know

4. DEMOGRAPHIC QUESTIONS

The last few questions are being asked so that we can group your answers with others provided in the survey. **All responses will be held strictly confidential.**

4.a How many years have you lived in Calgary? _____

4.b. Are you a member of your local community association?

- 1 ____ Yes
- 2 ____ No
- 3 ____ Don't know
- 4 ____ Refused

4.c. In what year were you born? _____

4.d What is the highest level of education you have completed? Is it ...

- 1 ____ Less than Grade 9
- 2 ____ Some secondary school
- 3 ____ High school graduate
- 4 ____ Some post secondary
- 5 ____ Post secondary certificate or diploma
- 6 ____ Bachelor's degree
- 7 ____ Above bachelor's degree
- 8 ____ Don't know
- 9 ____ Refused

4.e Are you a person with a long-term disability?

- 1 ____ Yes
- 2 ____ No
- 3 ____ Don't know
- 4 ____ Refused

4.f Do you have a physical, mental or another type of long-term disability?

- 1 ____ Physical
- 2 ____ Mental
- 3 ____ Other (specify) _____
- 4 ____ Don't know
- 5 ____ Refused

4.g How many people, including yourself, currently living in your household are:

- New born to 6 years of age: _____
- 7 to 12 years of age: _____
- 13 to 19 years of age: _____
- 20 to 44 years of age: _____
- 45 to 64 years of age: _____
- Over 65 years of age: _____

4.h Which of the following most closely describes your household?

- 1 Couple with children living at home
- 2 Couple without children living at home
- 3 Single Parent household
- 4 Living alone
- 5 Living with roommate(s)
- 6 Living with extended family
- 7 Other: _____
- 8 Don't know
- 9 Refused

4.i Do you rent or own your home?

- 1 Rent
- 2 Own
- 3 Don't know
- 4 Refused

To better service Calgarians and understand the cultural diversity of Calgary, I would now like to ask you about your cultural background. As I have already indicated, all information provided in the survey is strictly confidential.

4.j Were you born in Canada?

- 1 Yes
- 2 No
- 3 Don't know
- 4 Refused

4.k Have you immigrated or resettled in Canada within the past 5 years?

- 1 Yes
- 2 No
- 3 Don't know
- 4 Refused

4.l Would you consider yourself to be a visible minority?

- 1 Yes
- 2 No
- 3 Don't know
- 4 Refused

4.m Are you an Aboriginal person, that is, North American Indian, Métis or Inuit (Eskimo)?

- 1 Yes
- 2 No
- 3 Don't know
- 4 Refused

4.n Which of the following categories most closely represents your household's total income from all sources during 2008?

- 1 \$30,000 or less
- 2 Over \$30,000 to \$60,000
- 3 Over \$60,000 to \$90,000
- 4 Over \$90,000
- 5 Don't know
- 6 Refused

4.o Gender

- 1 Male
- 2 Female
- 3 Don't know

Appendix C: Methodology and Limitations

METHODOLOGY

In the spring of 2009, 3,000 Calgarians 18 years of age and older were selected using random sampling techniques and interviewed by telephone.

Survey questions focused on:

- **Individual and community quality of life**
 - Quality of life was measured using a variety of statements related to life satisfaction, belonging, safety, affordability and program and service availability.
 - A strongly agree to strongly disagree scale was used, including not applicable. For the purposes of significance testing 'strongly' and 'somewhat' agree/disagree were grouped into 'agree' or 'disagree' categories.
- **Inclusion**
 - Community inclusion questions gathered information about volunteerism in the community, community relationships and community involvement.
 - For the purposes of significance testing, the community involvement question (Q.1f) scale components were combined, with 'disagree completely' and 'disagree somewhat' grouped into 'disagree' and 'agree somewhat' and 'agree completely' grouped into 'agree'.
- **Concerns about individual and social issues**
 - Respondents were asked to rate their degree of concern on a variety of issues (either personal concern or concern for someone in the household dealing with these issues).
 - A very concerned to not at all concerned scale was used, including don't know and not applicable. For the purposes of significance testing 'very' and 'somewhat' concerned were grouped into 'concerned' and 'not very' and 'not at all' concerned were grouped into 'not concerned'.
- **Usage of and need for community facilities, programs and services**
 - Respondents were asked if they had used a variety of community resources in the 12 months prior to the survey. Those who had not used a resource were then asked if they had a need for that program or service during that time. Response categories for these questions were yes, no, don't know.
- **Barriers to usage of community facilities, programs and services**
 - Participants, who did not use community resources but reported need for those services, were then asked why they did not use those resources.
- **Demographics**
 - A variety of demographics were included for the purposes of assessing representativeness of the sample and for supporting further analysis of the results.

Estimated total demand for a service, program or facility was also calculated. Total demand is made up of population estimates for those that used a service and those that needed it but did not use it. The population estimate for each group is calculated by multiplying the percentage of survey respondents who used or expressed need for a service by the corresponding 18 plus population in Calgary⁸.

Within Calgary there are fifteen social districts which are comprised of communities with similar socio-demographic characteristics. In total, 200 respondents were sampled for this study from each of the 15 social districts. It was important that the Signposts data represent all social districts within Calgary; therefore, the data used for this analysis and reported throughout was weighted by district proportion within the population.

Statistical significance testing which allowed for drawing comparisons between groups was conducted using the Chi-square ($p < .05$) test of significance. If a result for Aboriginal Persons was significantly different than that of Non-Aboriginal Persons the result is indicated with an asterisk (*). The significance marker is placed beside each attribute where group differences were found. The margin of error for this study was ± 12.04 per cent for the Aboriginal Persons sub-group and ± 1.82 per cent for Non-Aboriginal Persons at a 95% confidence interval.

LIMITATIONS OF THE STUDY

The study does not necessarily represent the views of those Calgarians who do not speak English, as it is not possible with a survey of this size to provide second language interpretation. As well, use of a telephone methodology meant that the percentage of Calgarians without land-line service was excluded. Therefore, certain households are slightly overrepresented in the study, e.g. higher income households and households with a university degree. In addition, the perspectives of youth are limited in this research because the survey was restricted to adults aged 18 years of age and older.

Please note, respondents who reported using a service during the 12 months prior to the survey were not asked about their perceived need for that service. Therefore, we cannot identify any respondents who used a service but still perceived a need for additional service availability.

When drawing interpretations from the respondent group comparisons provided within this report please exercise caution as Aboriginal Persons have a higher margin of error (± 12.04) than Non-Aboriginal Persons (± 1.82). In order to obtain a more accurate comparison of the two groups (at the same level of error and confidence), a much larger sample size of Aboriginal Persons would have been required, however, this goes beyond the scope of this research study.

As identified above, the sample drawn for this study was purposely stratified by social district to support analysis by social-demographic boundaries. Due to this specific focus, the Signposts sample may not fully represent the Calgary population on all other demographic variables. Please refer to the Demographics section for sample and population comparisons.

⁸ 2011 NHS of 18+ populations: Total Calgarians (861,135), Aboriginal Persons (20,155) and Non-Aboriginal Persons (840,980)

Appendix D: Base Sizes⁹

	Aboriginal Persons	Non-Aboriginal Persons
	n	n
1a. Individual & Community Quality of Life		
Overall, Calgary is a good place to live	62	2901
You are satisfied with your life as a whole	62	2891
You feel like you belong in Calgary	62	2889
There are enough community facilities, programs and services in Calgary to meet your needs	60	2827
Calgary is a safe place to live	62	2894
My neighbourhood is a safe place to live	62	2901
You can afford to buy the things you need	62	2901
1b. Overall Perceptions of Health	61	2901
1c. Average # of Hours Volunteered for Calgary Organizations	62	2903
1d. Number of People Known in the Community	62	2897
1e. Number of People known well enough to ask a Favour	61	2898
1f. Involvement in Neighbourhood Events or Activities	62	2885
2. Issues of Concern		
Being lonely	62	2887
Having relationship problems with members of your immediate family	60	2885
Being discriminated against	62	2884
Not contributing enough to your community	61	2866
Being addicted to alcohol or drugs	62	2880
Being addicted to gambling	61	2875
Not being able to care for yourself as you age	62	2884
Having an unwanted pregnancy	58	2690
Gaining or losing too much weight	62	2883
Being physically inactive	62	2880
Having to care for a family member	62	2883
Being stressed	62	2895
Lacking self esteem	61	2876
Lacking sleep	62	2898
Being depressed	62	2890
Having difficulty moving around physically	62	2890

⁹ Please note, the base sizes in Appendix D are not weighted and therefore may be different from the base sizes that appear in the report.

	Aboriginal Persons	Non-Aboriginal Persons
	n	n
Not having easy access to transportation	62	2890
Being suicidal	60	2873
Dealing with the loss of a family member or friend	62	2871
Not eating healthy food	62	2887
Being a victim of domestic violence	62	2874
Being a victim of crime in your home or community	60	2890
Not having safe housing conditions	61	2879
Being unemployed	62	2853
Not having enough money for food	62	2889
Not having enough money for housing	62	2885
Not saving money for the future	62	2890
Having too much debt	62	2884
Not being able to read or write	60	2822
Getting more education or training	62	2861
Not having recreation and leisure opportunities available	62	2886
Not having parks or green spaces available in your community	62	2892
Not being able to access child care services	58	2664
3a. Service Use		
Public library programs and services	62	2904
Immigrant programs and services	62	2903
Recreation or leisure facilities, programs and services	62	2904
Seniors centres, programs and services	62	2904
Family or marriage counselling	62	2904
Legal aid	61	2903
Food bank services	62	2905
Addictions counselling or treatment programs	62	2903
Pregnancy counselling or education programs	62	2904
Home care or nursing care	62	2905
Medical doctor services	62	2905
Nutrition counselling or education programs	62	2905
Mental health services or counselling	62	2906
Self help or support groups and programs	62	2901
Respite care or services	60	2839
Fire protection services	62	2903
Police services	62	2903

	Aboriginal Persons	Non-Aboriginal Persons
	n	n
Ambulance services	62	2906
Women's shelters	62	2904
Child care programs and services	62	2901
Before or after school child or youth care programs and services	62	2902
Financial counselling or education programs	62	2900
Job search or training programs and services	62	2906
Homeless shelters	62	2906
Public transit	62	2907
Adult education or training programs and services	62	2904
Subsidized housing	62	2900
General support services for persons with disabilities	62	2899
Hospital services	62	2902
3b. Perceived Service Need		
Public library programs and services	32	1225
Immigrant programs and services	59	2782
Recreation or leisure facilities, programs and services	23	982
Seniors centres, programs and services	61	2692
Family or marriage counselling	54	2773
Legal aid	57	2820
Food bank services	55	2787
Addictions counselling or treatment programs	58	2846
Pregnancy counselling or education programs	57	2721
Home care or nursing care	54	2712
Medical doctor services	10	366
Nutrition counselling or education programs	53	2551
Mental health services or counselling	52	2677
Self help or support groups and programs	50	2689
Respite care or services	60	2805
Fire protection services	61	2756
Police services	47	2325
Ambulance services	52	2556
Women's shelters	60	2885
Child care programs and services	54	2586
Before or after school child or youth care programs and services	55	2697
Financial counselling or education programs	46	2633

	Aboriginal Persons	Non-Aboriginal Persons
	n	n
Job search or training programs and services	40	2500
Homeless shelters	59	2878
Public transit	23	982
Adult education or training programs and services	47	2446
Subsidized housing	57	2822
General support services for persons with disabilities	54	2685
Hospital services	36	1577
3c. Barriers to Accessing Services (combined)	12	458
4a. Years Lived in Calgary	62	2884
4b. Member of Local Community Association	62	2846
4c. Age	61	2880
4d. Education	61	2891
4e. Long Term Disability	60	2894
4f. Type of Long Term Disability	9	238
4g. Household Age Breakdown	62	2900
4h. Household Composition	62	2894
4i. Household Tenure	62	2889
4j. Immigration Status	62	2906
4k. Immigrants Who Have Settled in Canada in the Past Five Years	6	704
4l. Visible Minority	62	2831
4m. Aboriginal Heritage	62	2907
4n. Household Income	52	2079
4o. Gender	62	2907

SIGNPOSTS II

ABORIGINAL PERSONS THEME REPORT

