



SIGNPOSTS II

A Survey of the Social Issues and Needs of Calgarians

SENIORS 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

SENIORS (S) THEME REPORT

As of 2009, Seniors represented 12% of the population within Calgary¹. This translates into almost 98,600 Seniors who likely would have required the use of community facilities, programs and services in 2009. To properly serve this group it is important to understand their unique social concerns and service needs. While this report profiles the concerns and needs of Seniors as of 2009, it will become more imperative to understand the complexities of the senior population as it grows due to the baby boom generation starting the transition into the senior years.

The 2012 senior's theme report is a supplement to the original 2009 city-wide Signposts II Report. The intent of this report is to delve deeper into the data and develop insight regarding the Seniors' 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 demographic. This report will draw comparisons between Seniors and the rest of the Calgary population.

¹ Source: 2009 Calgary Civic Census

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, Seniors (S) and their counterpart Non-Seniors (NS) were defined as follows:

- Seniors: individuals 65 years of age and older (n=354)
- Non-Seniors: individuals 18 to 64 years of age (n=2612).

Overall Key Findings

- Almost all Seniors (98%) report high satisfaction with life as a whole.
- Most Seniors report that Calgary is a good place to live (95%).
- The majority of Seniors feel a sense of belonging in Calgary (94%).
- Most Seniors perceive their neighbourhood is a safe place to live (90%).
 - While the majority of Seniors agreed that Calgary is a safe place to live, this sub-group reported significantly less agreement when compared to the rest of Calgary; this indicates that a small segment of Seniors are concerned with their safety.
- Over three-quarters of the Seniors population (78%) reported their overall physical, mental and spiritual health as good, very good or excellent.
- The issues of greatest concern to Seniors:
 - Not being able to care for yourself as you age (43%)
 - Dealing with the loss of a family member or friend (43%)
 - Being physically inactive (41%)
- Facilities, programs and services used the most by Seniors:
 - Medical doctor services (92%)
 - Public library programs and services (49%)
 - Public transit (49%)
- The programs and services for which Seniors expressed the highest need but reported not using in the previous year:
 - Medical doctor services (16% of those who did not use this service)
 - Seniors centres, programs and services (3% of those who did not use this service)
 - Public library programs and services (2% of those who did not use this service)

Executive Summary

Issues of Concern

- Seniors reported different concerns about individual or community well-being than Non-Seniors. The top concerns for Seniors were not being able to care of themselves as they age (43%), dealing with the loss of a family member or friend (43%), and being physically inactive (41%). In contrast, the top issues of concern for Non-Seniors were being stressed (64%), not saving money for the future (56%) and lacking sleep (52%).
- The only area where Seniors had greater concern than Non-Seniors was having difficulty moving around physically (36% and 21% respectively).
- Seniors were equally concerned as Non-Seniors about dealing with the loss of a family member or friend, but they were less concerned with issues such as being stressed, being depressed and lacking self-esteem.
- Seniors reported significantly less concern across most of the mental well-being and addiction attributes.

Service Use

- The top community service used by an overwhelming proportion of both Seniors and Non-Seniors was medical doctor services (92% and 86% respectively). Seniors were significantly more likely to use these services than Non-Seniors. Usage of medical doctor services was reported by an estimated 90,780 Seniors and 638,530 Non-Seniors.
- Both groups also report moderate to high usage (approximately 50% and greater) of public libraries, public transit, recreation/leisure services and hospital services. There is significantly less reported usage of these services (with the exception of hospital services) by the Senior population.
- Seniors reported significantly greater use of services such as medical doctor services, ambulance services and senior's centres, programs and services.

Perceived Service Need²

- There was high usage of medical doctor services among Seniors and Non-Seniors which suggests that many Calgarians had access to the medical services they required, however, of the 8% of Seniors who had not used medical doctor services in the past month 16% reported a perceived need for this type of service (compared to 9% of Non-Seniors). Medical doctor services were the highest perceived unmet need among both Seniors and Non-Seniors. Estimates for unmet need

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.

indicate that 1,260 Seniors and 8,740 Non-Seniors who did not use medical doctor services reportedly had a need for them. *As a note of caution, the base size for Seniors on the perceived need for medical doctor's question was only n=27, therefore, interpretations and conclusions should be made with caution.*

- Other services needed within the Senior population (greater than 1%) were senior's centres, programs and services (3%), public library programs and services (2%) and general support services for persons with disabilities (2%).
- Although the proportion of Seniors reporting unmet needs across various services is relatively low, a service need of only 1% translates into hundreds of Seniors who are not accessing the services they need.
- Reported need for services (of those who had not used them) could potentially be a result of the existence of barriers to these services within the community. Seniors who reported a need for services but did not use these services, identified that the top reasons for not doing so were either the result of taking care of the issue themselves or the fact that the services were not organized or available. *As a note of caution, the base size for Seniors on the open-ended barriers question was only n=35, therefore, interpretations and conclusions should be made with caution.*



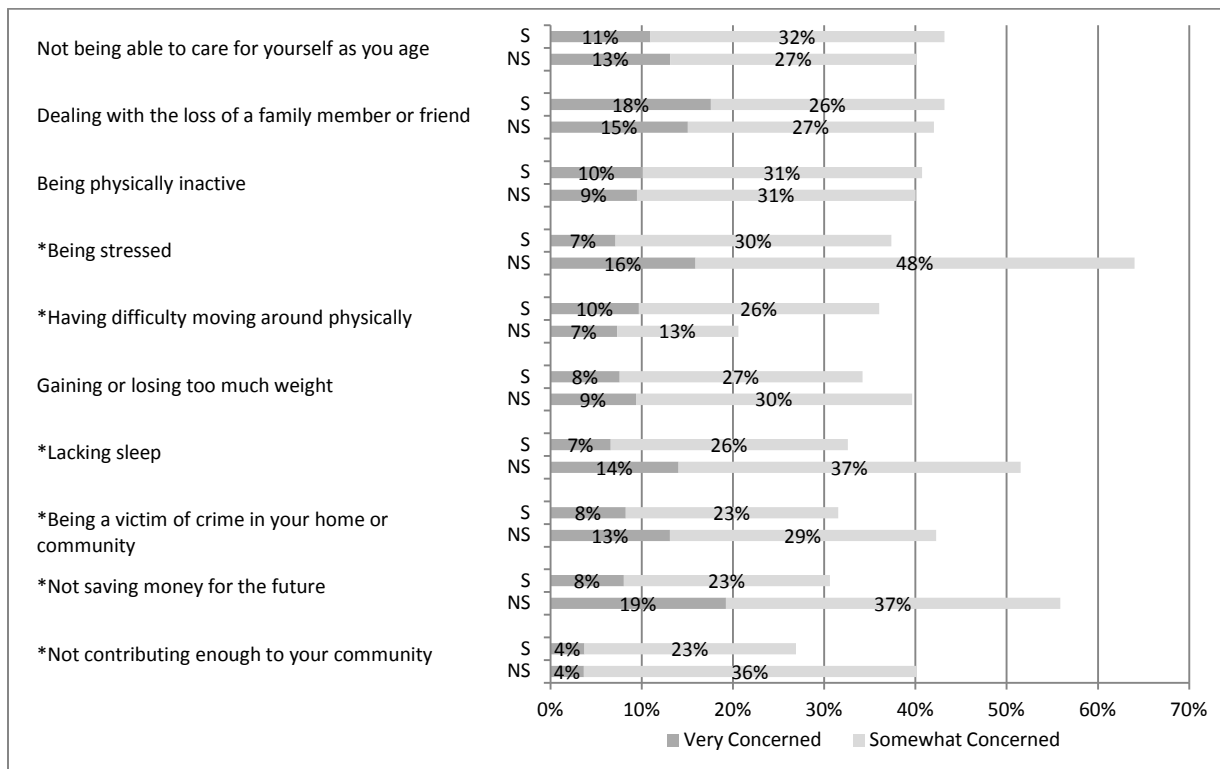
Top 10 Summary

The following summary identifies the top issues of concern, services used, and perceived need for services, facilities and programs within the Senior population (65 years of age and older). For the purposes of group comparison, the 354 Seniors (S) surveyed in Signposts II were compared to the remaining sample of 2,612 Non-Seniors (NS).³

As illustrated in Figure 1, not being able to care for yourself as you age (43%), dealing with the loss of a family member or friend (43%), and being physically inactive (41%) were the top three issues of concern for S. Of note, the top issues of concern differ between the S and NS populations. S reported significantly less concern for all three of the top issues of the NS population which were being stressed, not saving money for the future and lacking sleep.

Overall, S had similar or lower levels of concern when compared to the general population. The only area where S reported greater concern than NS was having difficulty moving around physically.

Figure 1: Top 10 – issues of concern



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

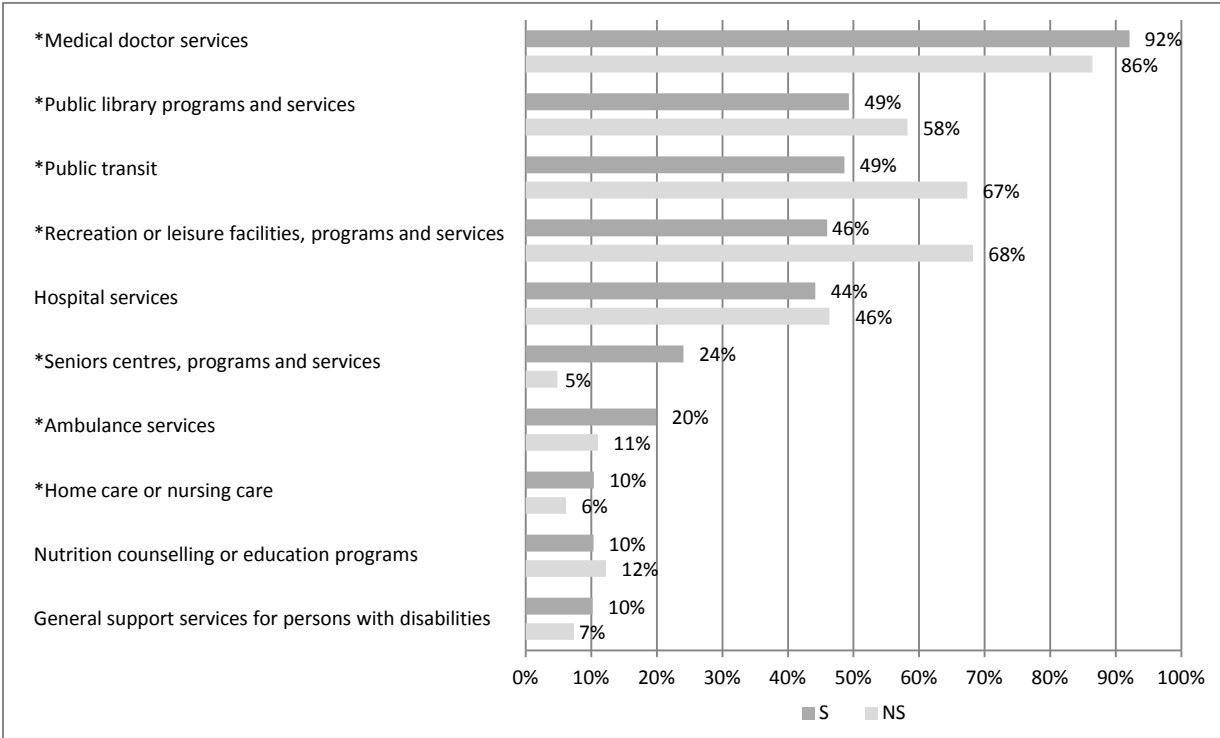
³ Of note, those who responded “do not know” and “not applicable” were excluded from the percentages.

Figure 2 illustrates that both S and NS report moderate to high usage of medical doctor services; public library programs and services; public transit; recreation or leisure facilities, programs and services and hospital services. Both groups report much lower usage of services such as general support services for persons with disabilities; nutrition counselling or education programs; and home care or nursing care.

When comparing the two groups, it should be noted that S reported significantly higher rates of usage than NS for medical doctor services (92% and 86% respectively); senior centres, programs and services (24% and 5% respectively); ambulance services (20% and 11% respectively) and home care or nursing care (10% and 6% respectively). S were less likely to use public library programs and services; public transit; or recreation or leisure facilities, programs and services.

The high proportion of both S and NS using medical doctor services is evidence of the high demand for health care services within the city of Calgary. These proportions translate into over 90,000 S and over 635,000 NS using medical doctor services.

Figure 2: Top 10 – service use



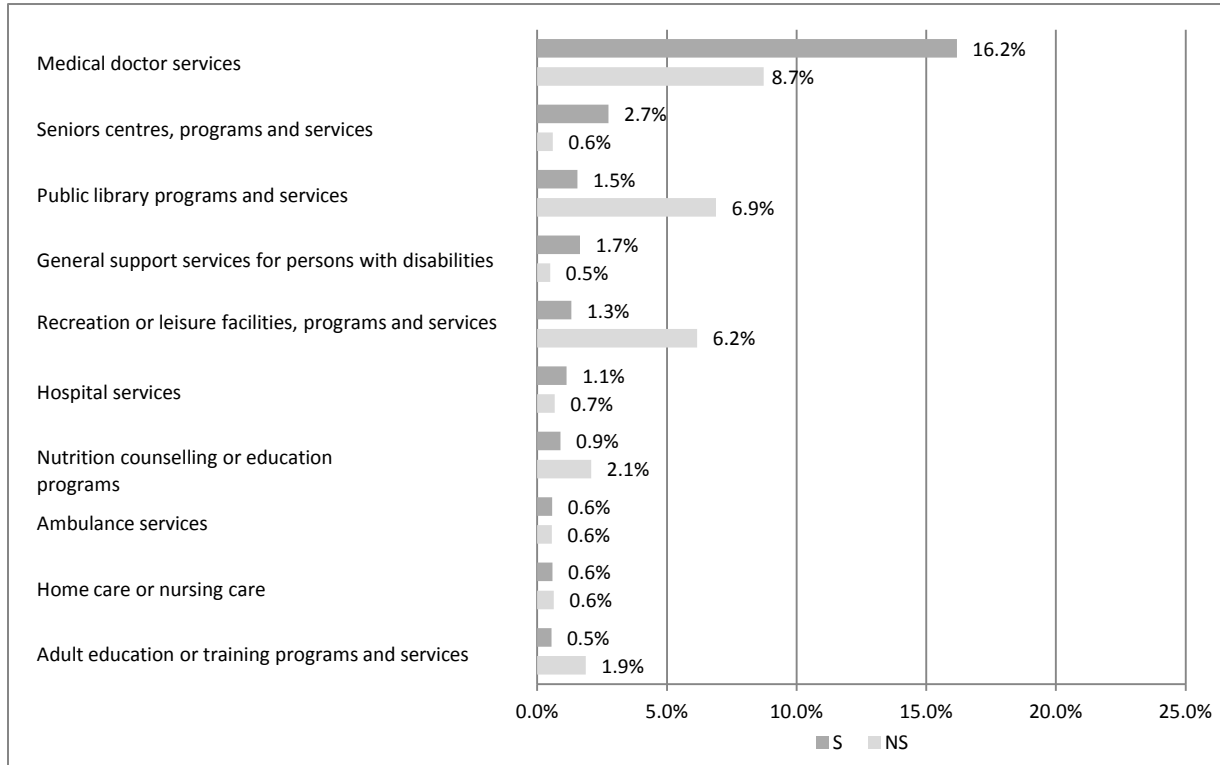
Note: if a result for Seniors was significantly different than that of Non-Seniors the result is indicated with an asterisk (*).

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 top perceived service need among S was medical doctor services (16.2%). All other services were needed by less than 5% of S. *As a note of caution, the base size for Seniors on the perceived need for medical doctor’s question was only n=27, therefore, interpretations and conclusions should be made with caution.*

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 out of those individuals who did not use the service in question.

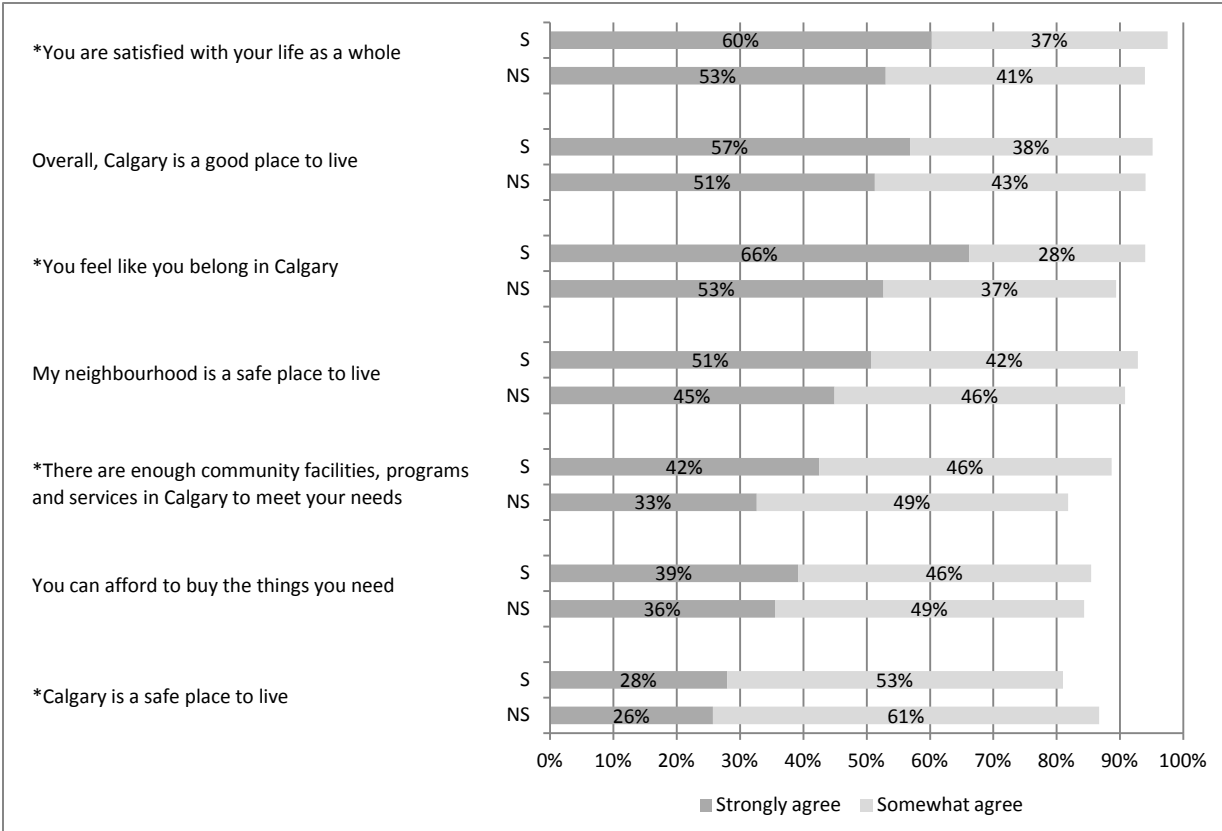
Respondents who reported a need for a specific service were asked a follow-up question about why they did not use that service. The most notable reasons among the S population for not using services were that S had taken care of things themselves and that there was nothing organized/available. While NS also identified taking care of things themselves as one of the top reasons, the top ranked reasons for this group were not being aware of any facilities/services available and having no time to get assistance. *As a note of caution, the base size for Seniors on the open-ended barriers question was only n=35, therefore, interpretations and conclusions should be made with caution.*

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 the S and NS populations reported high levels of individual and community wellness. S specifically reported notably higher agreement on most wellness attributes when compared to the general population. Figure 4 shows S were significantly more likely than NS to agree that they are satisfied with life as a whole (98% and 94% respectively), that they feel like they belong in Calgary (94% and 89% respectively) and that there are enough community facilities, programs and services in Calgary to meet their needs (89% and 82% respectively).

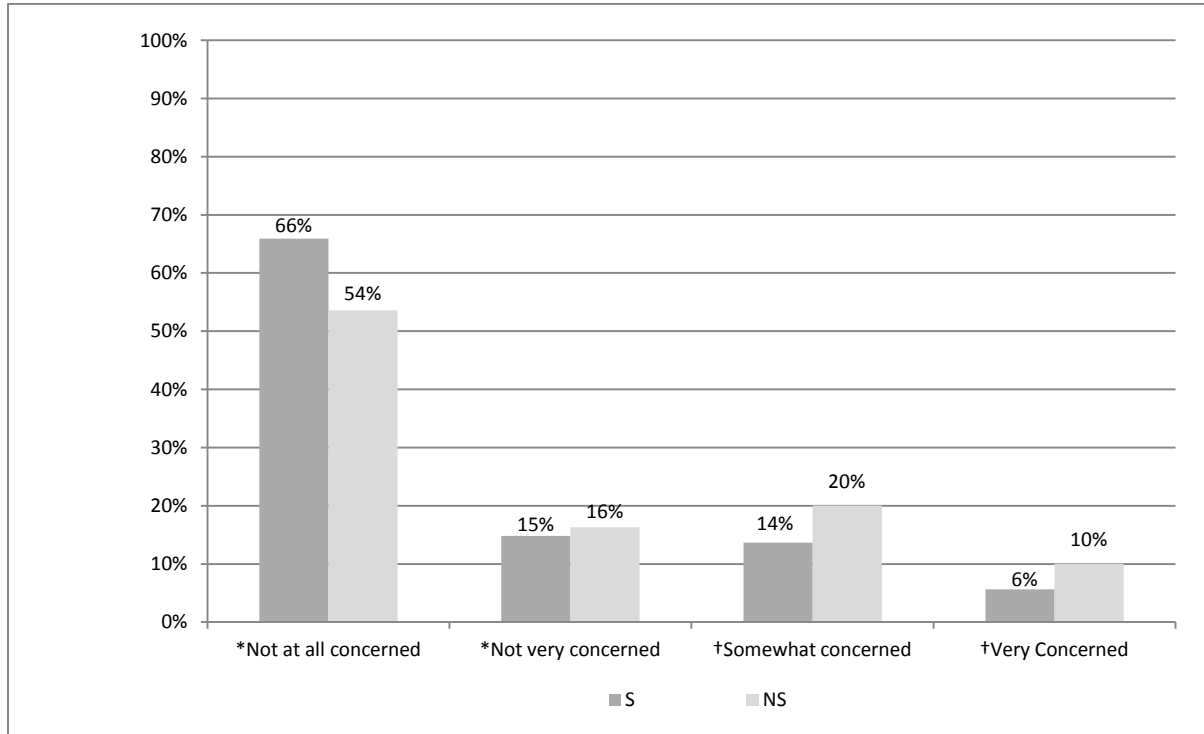
Figure 4: Individual & community quality of life



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

An additional component used to measure community quality of life was the availability of parks or green space in the community (see Figure 5). S when compared to NS reported significantly less concern about the availability of parks or green space; 81% of S were not at all or not very concerned compared to 70% of Non-Seniors.

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



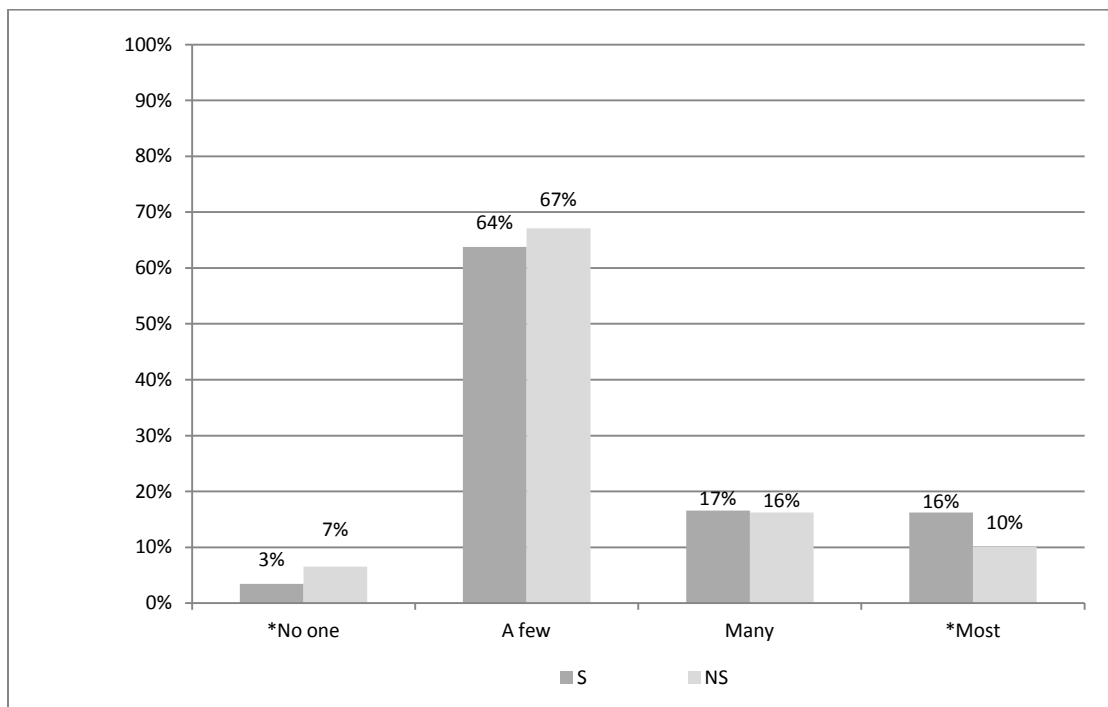
Note: categories were combined when conducting significance tests on this question. An asterisk (*) is used to signify that Seniors were significantly different than Non-Seniors on the combined categories of not at all and not very concerned. A dagger (†) is used to signify that Seniors were significantly different than Non-Seniors on the combined categories of somewhat and very concerned.

Community Inclusion

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

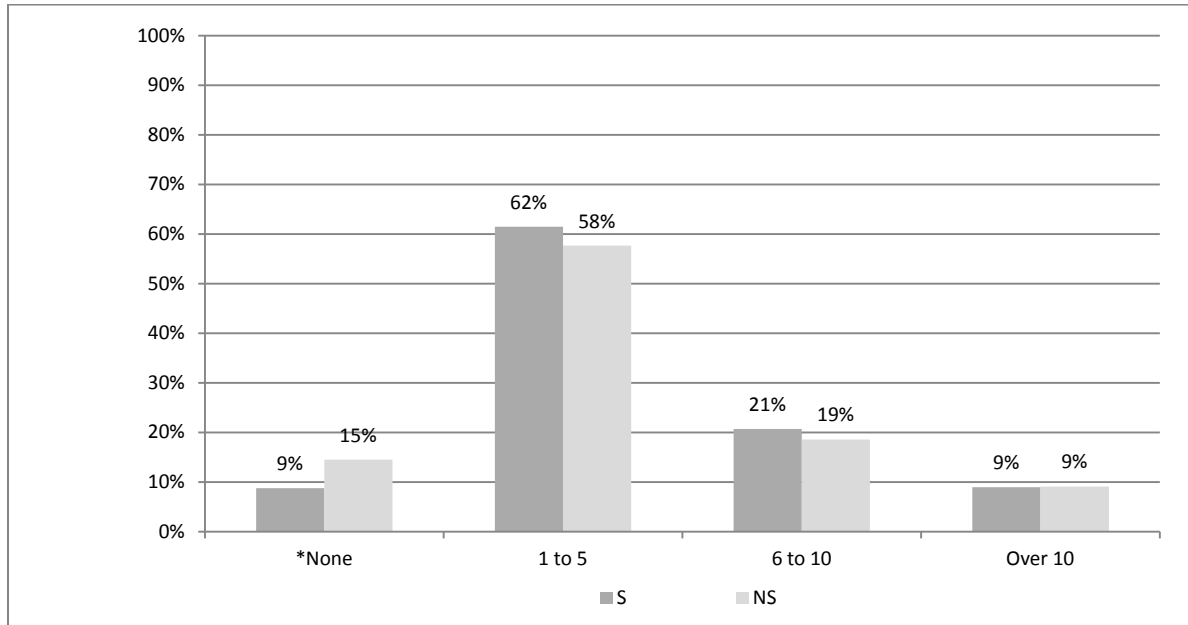
Social inclusion was measured by asking respondents about how many people they knew in their neighbourhood and how many they knew well enough to ask a favour. Overall, the majority of respondents reported knowing only a few people in their neighbourhood; this finding didn't differ between S and NS (64% and 67% respectively) (see Figure 6). Most S and NS knew between one and five people well enough to ask for a favour (62% and 58% respectively) (see Figure 7).

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



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

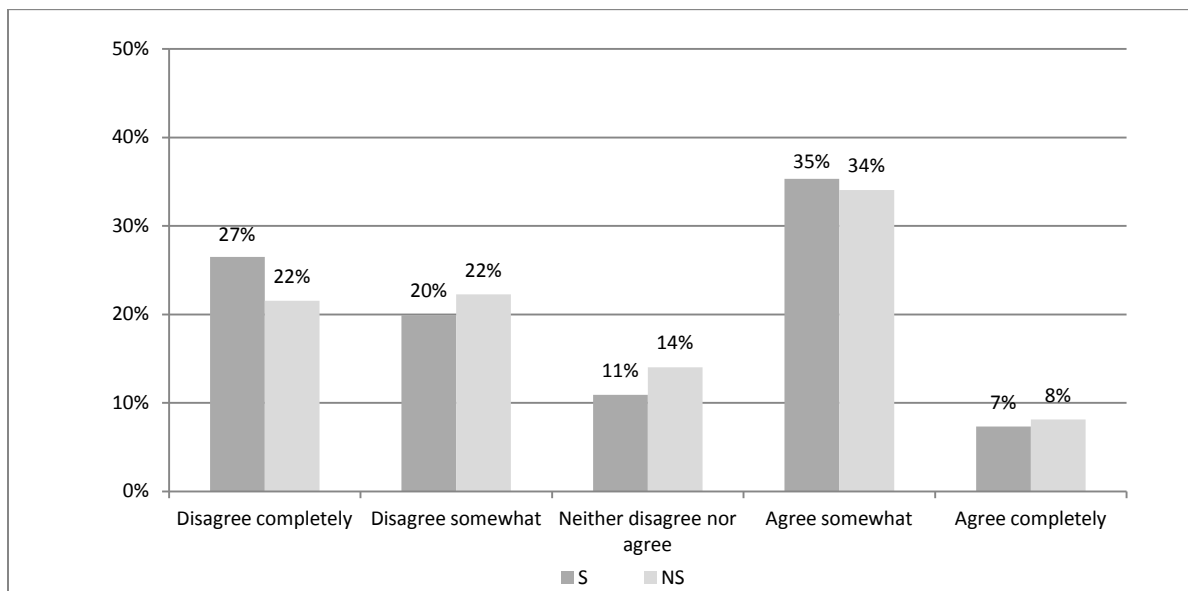
Figure 7: Social inclusion – number of people known well enough to ask a favour



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

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, over 40% of S and NS indicated that they get involved in neighbourhood events or activities. This is matched by an even greater number of individuals who do not get involved (46% and 44%, S and NS respectively).

Figure 8: Involvement in neighbourhood events or activities

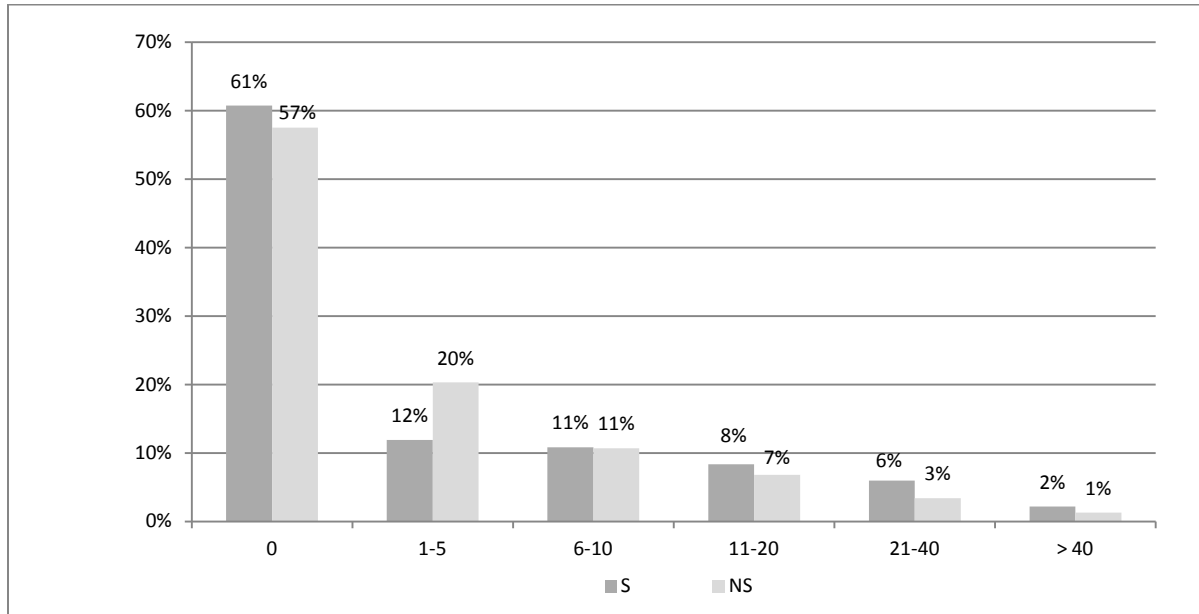


Note: categories were combined when conducting significance tests on this question. There were no significant differences between Seniors and Non-Seniors on the combined categories of completely and somewhat disagree and somewhat and completely agree.

Volunteerism in the community was another measure of community inclusion. As illustrated in Figure 9, the majority of S and NS did not volunteer for organizations in Calgary (61% and 57% respectively).

When the two groups were compared with the amount of time they volunteered at their local associations, both groups recorded similar numbers at 2.5 (S) and 2.4 (NS) hours per month.

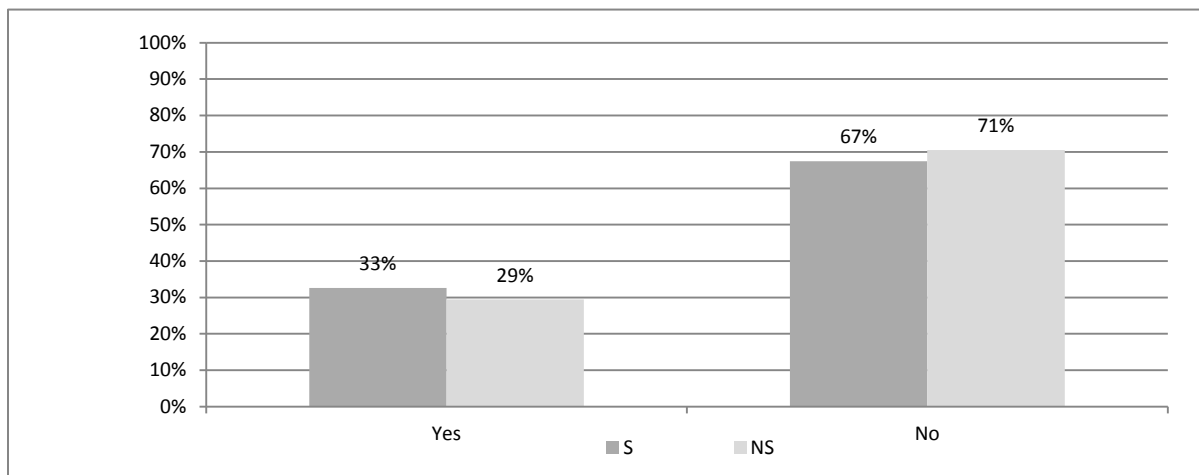
Figure 9: Average monthly time (in hours) volunteering for organizations in Calgary



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

As shown in Figure 10, a majority from both S and NS populations reported that they were not members of their local community association (67% and 71% respectively).

Figure 10: Members of their local community association



Note: there are no significant differences between Seniors and Non-Seniors on this question.

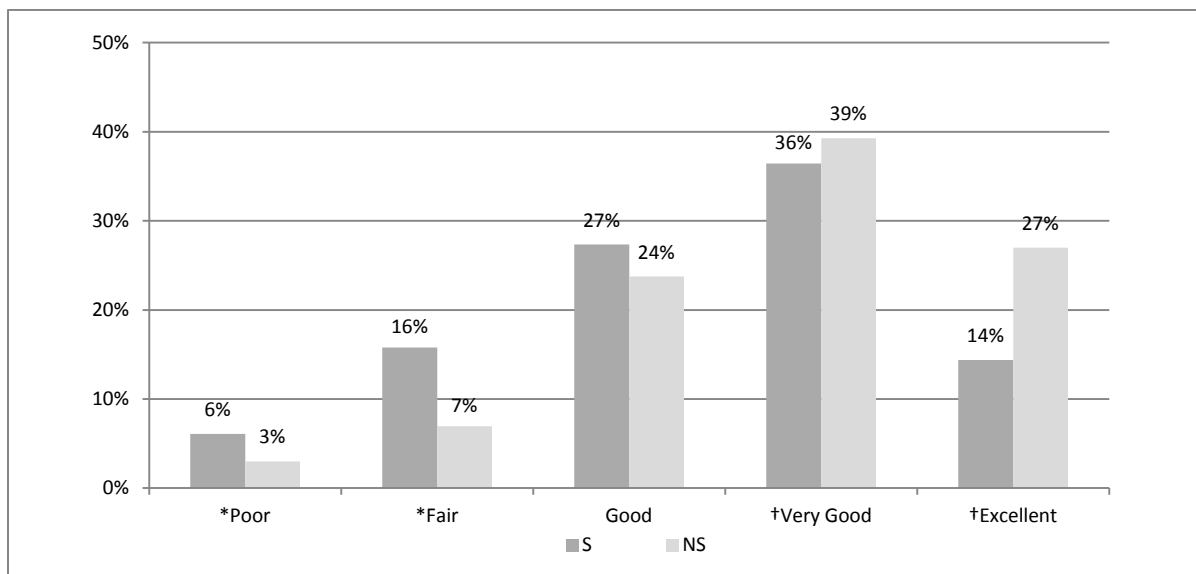
Health

GENERAL PERCEPTIONS ABOUT HEALTH

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

As illustrated in Figure 11, the majority of both S and NS report very good or excellent health (51% and 66% respectively). While S generally reported high levels of health, this group was more likely to report fair or poor health than NS (22% and 10% respectively).

Figure 11: General perception of health



Note: categories were combined when conducting significance tests on this question. An asterisk (*) is used to signify that Seniors were significantly different than Non-Seniors on the combined categories of poor and fair. A dagger (†) is used to signify that Seniors were significantly different than Non-Seniors on the combined categories of very good and excellent.



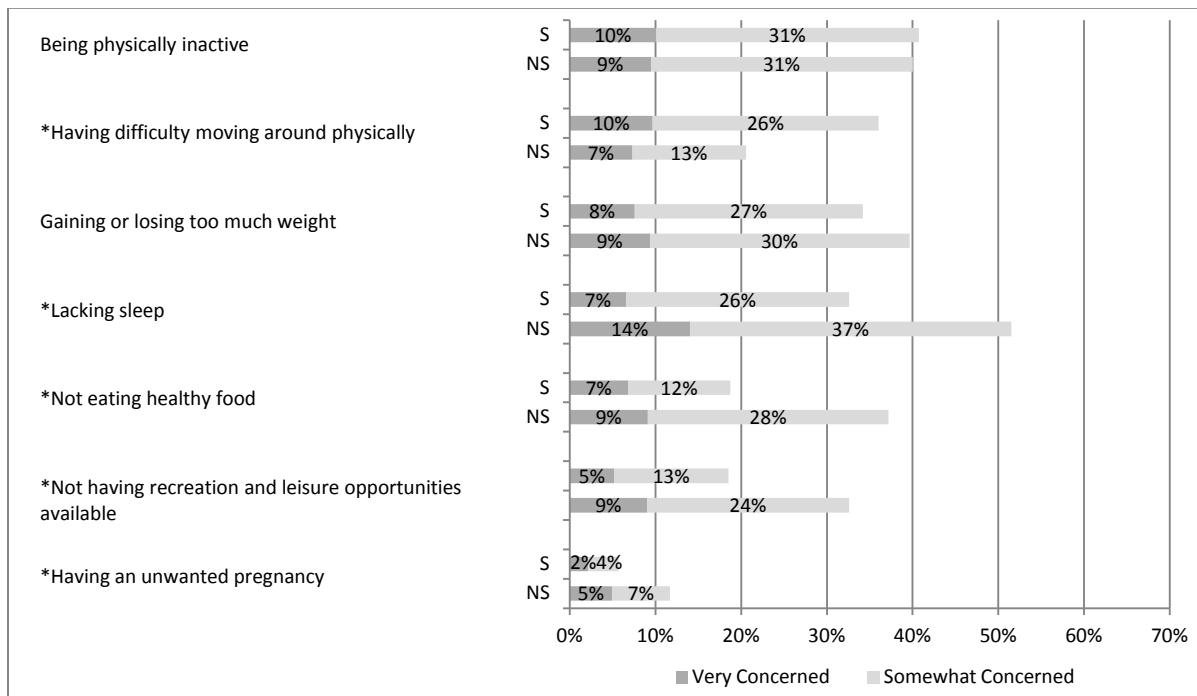
Physical Well-being

ISSUES OF CONCERN ABOUT PHYSICAL WELL-BEING

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

The top physical health concerns for S were being physically inactive (41%), having difficulty moving around physically (36%), gaining or losing too much weight (34%) and lacking sleep (33%) (see Figure 12). While both S and NS identified similar levels of concern regarding being physically inactive and gaining or losing too much weight, the S group identified a greater level of concern regarding difficulty moving around physically (36% and 21% respectively).

Figure 12: Physical well-being – issues of concern

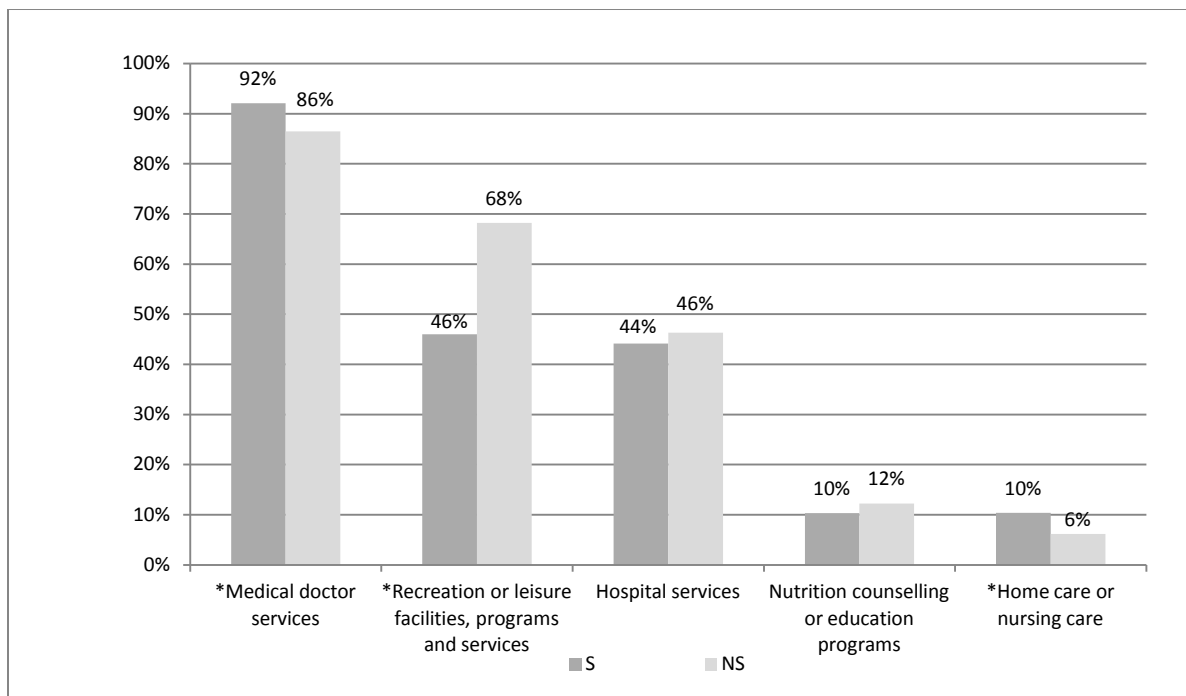


Note: if a result for Seniors was significantly different than that of Non-Seniors the result is indicated with an asterisk (*).

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

The rate of usage for various health related services (during the year prior to the survey) are provided in Figure 13 for both S and NS. Medical doctor services were highly used by both groups (92% and 86% respectively); however, S were significantly more likely to report using this type of service. Health services also frequently used by both groups were recreation or leisure facilities/programs/services and hospital services. Both of these services had high use among S with estimated recreation usage by 45,330 S and estimated hospital usage by 43,540 S. Almost half of S (46%) used recreation or leisure services, however, rates of usage were significantly lower than that reported by NS.

Figure 13: Physical well-being – service use



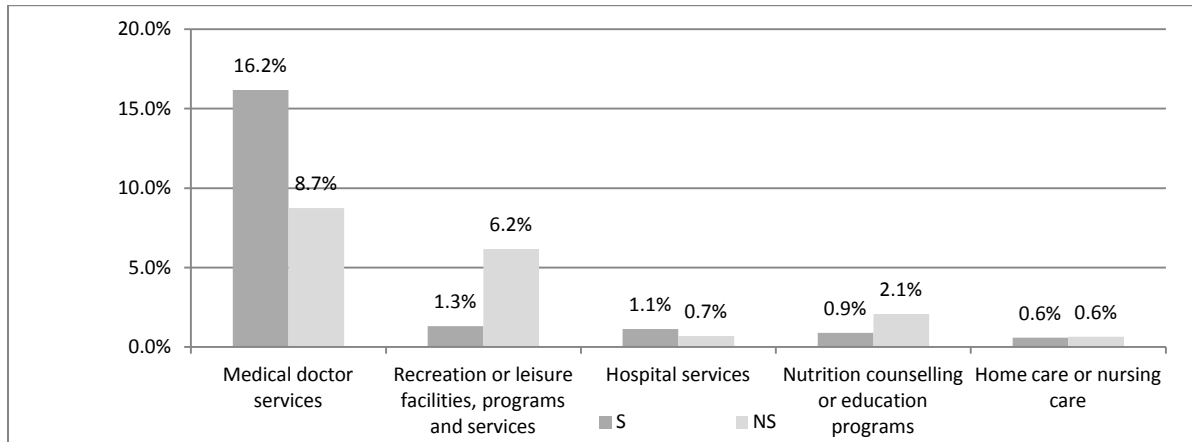
Note: if a result for Seniors was significantly different than that of Non-Seniors the result is indicated with an asterisk (*).

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

Figure 14 shows that the majority of individuals who did not use health services also reported not having needed those services. A finding of note is that there was 16% of S reporting an unmet need for medical doctor services.

Caution: The base size for Seniors on the need for medical doctor services question was only n=27, therefore, interpretations and conclusions should be made with caution.

Figure 14: Physical well-being – service need



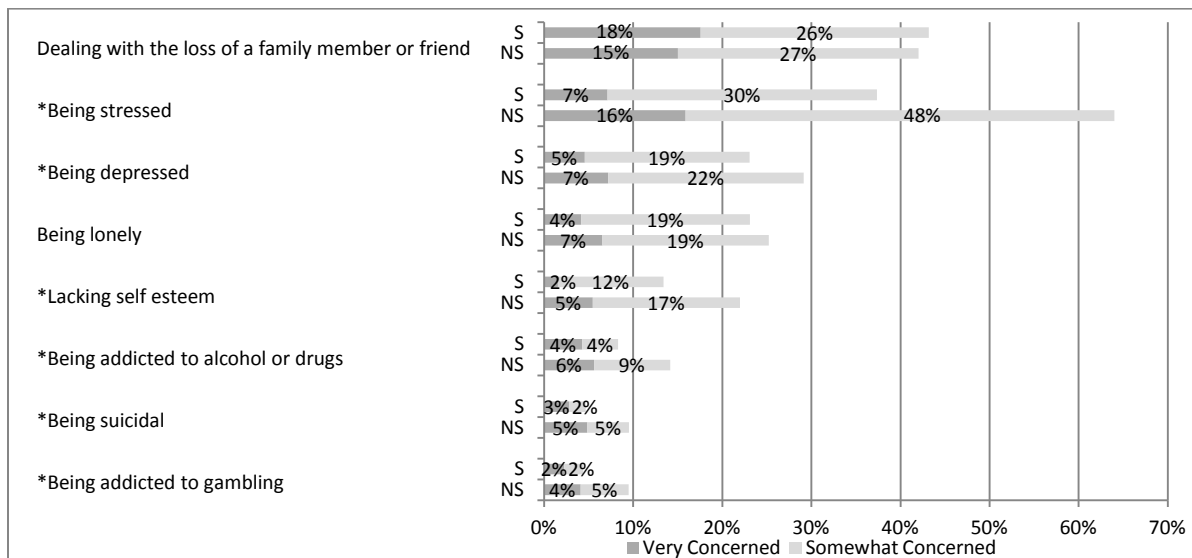
Note: the percentages found in Figure 14 are based out of those individuals who did not use the service in question.

Mental Well-being and Addictions

ISSUES OF CONCERN ABOUT MENTAL WELL-BEING AND ADDICTIONS

S reported being concerned with the same types of mental well-being issues as NS. Figure 15 illustrates that the top two concerns for both S and NS are dealing with the loss of a family member or friend (43% and 42% respectively) and being stressed (37% and 64% respectively). Overall, S report significantly less mental well-being or addiction related concerns. The S group reported significantly less concern with being stressed, being depressed, lacking self-esteem, being addicted to alcohol and drugs, being suicidal, and being addicted to gambling.

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

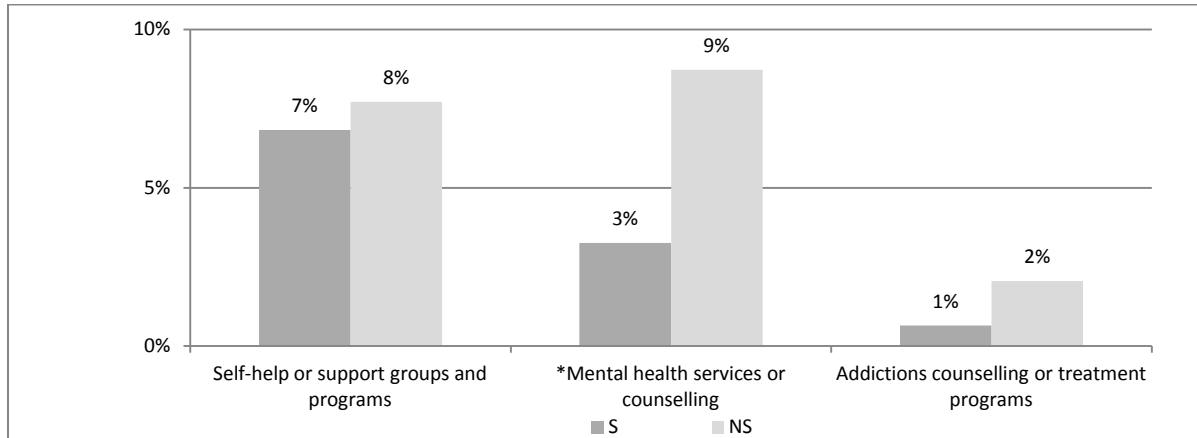


Note: if a result for Seniors was significantly different than that of Non-Seniors the result is indicated with an asterisk (*).

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

As shown in Figure 16, reported use of mental well-being services was low across all services for both S and NS. Less than 10% of participants used self-help or support groups and programs; mental health services or counselling; or addictions counselling or treatment programs. S are significantly less likely to use mental health services or counselling than NS.

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

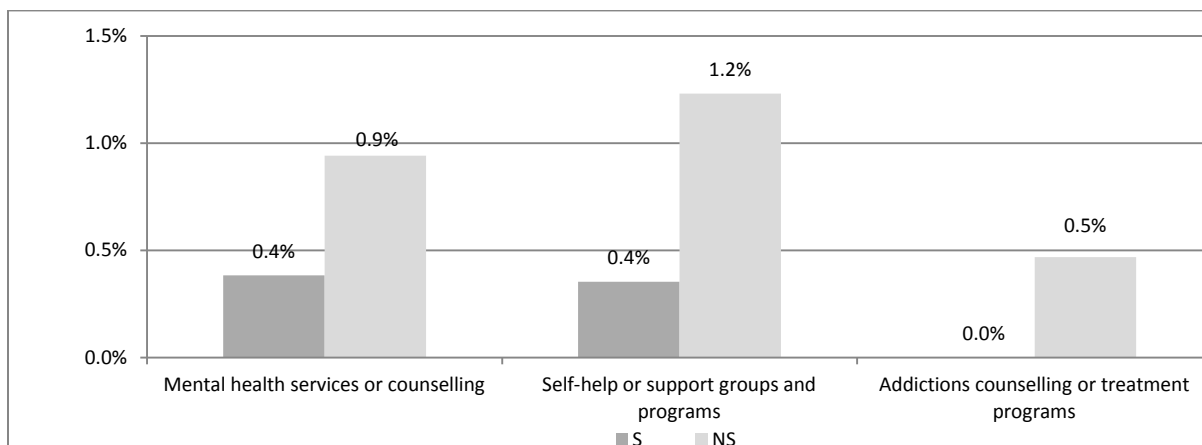


Note: if a result for Seniors was significantly different than that of Non-Seniors the result is indicated with an asterisk (*).

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 for mental health and addiction services (among those who did not use these services in the past 12 months) was 1% or less for both S and NS across all services.

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



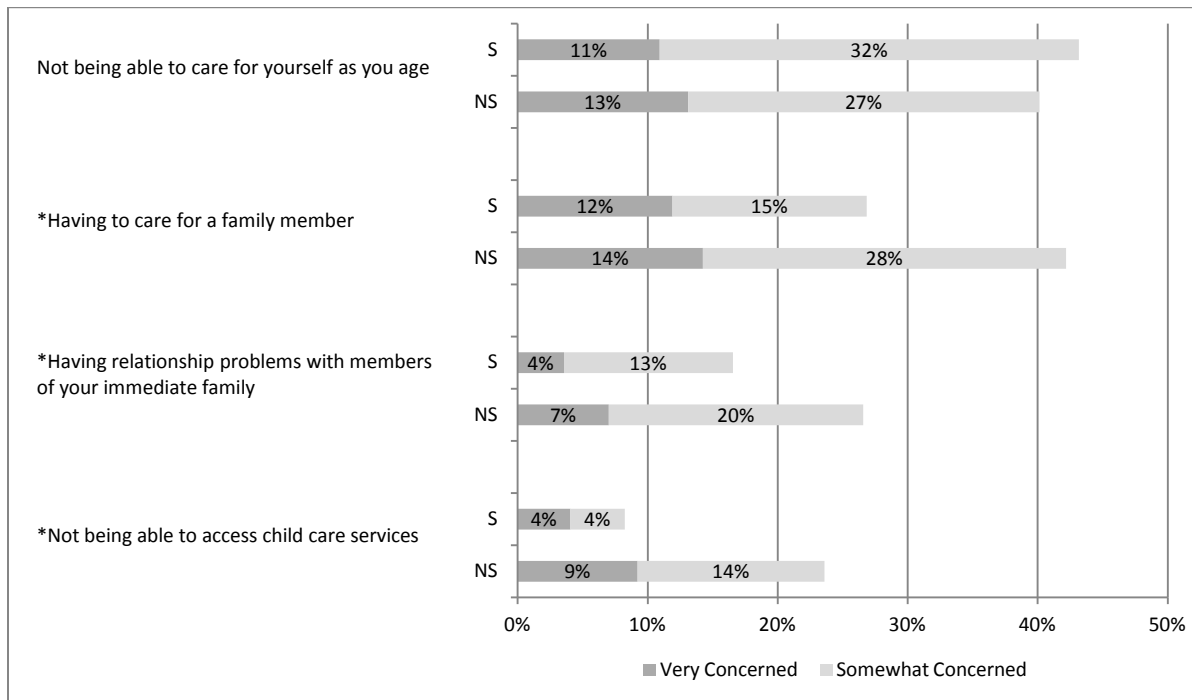
Note: the percentages found in Figure 17 are based out of those individuals who did not use the service in question.

Relationships

ISSUES OF CONCERN ABOUT RELATIONSHIPS

S reported having the same relationship related concerns as NS. As depicted in Figure 18, the top concerns for both S and NS populations were not being able to care for yourself as you age (43% and 40% respectively) and having to care for a family member (27% and 42% respectively). Similar to other findings in this study, S reported significantly lower levels of concern on most of the relationship related issues.

Figure 18: Relationships – issues of concern



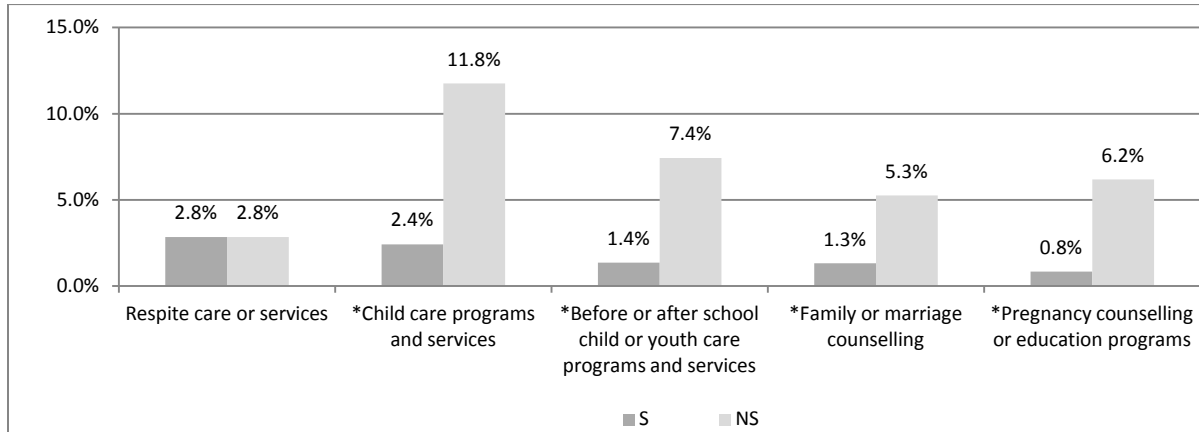
Note: if a result for Seniors was significantly different than that of Non-Seniors the result is indicated with an asterisk (*).



USE OF COMMUNITY FACILITIES, PROGRAMS AND SERVICES RELATED TO RELATIONSHIPS

Figure 19, illustrates that S reported having a lower need for most relationship related services. While S usage of respite care/services is similar to NS, this group reports significantly less use of family and child related programs and services.

Figure 19: Relationships – service use

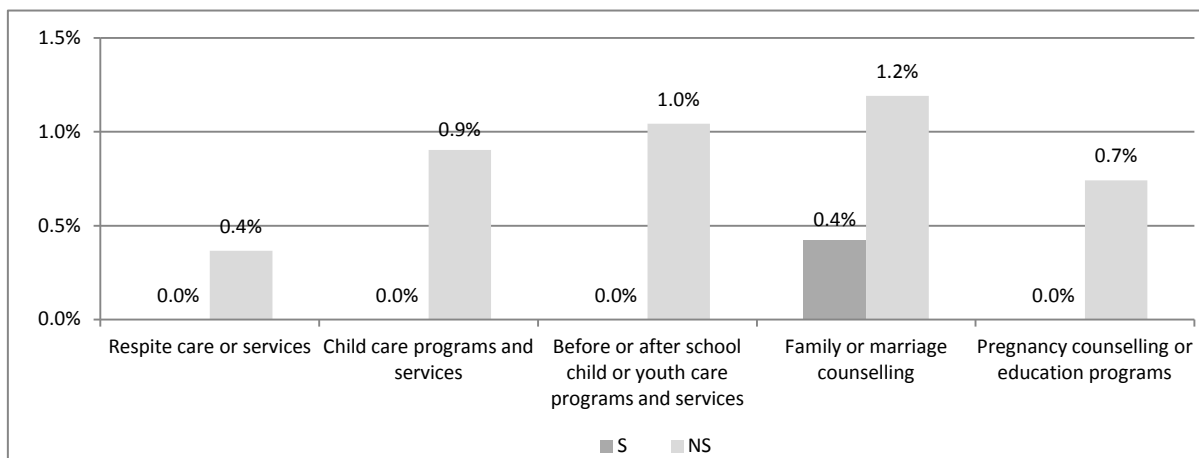


Note: if a result for Seniors was significantly different than that of Non-Seniors the result is indicated with an asterisk (*).

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

Perceived need for all relationship services was 1% or less for both the S and NS populations (see Figure 20). The only area among Seniors where a need was reported was for family or marriage counselling services.

Figure 20: Relationships – service need



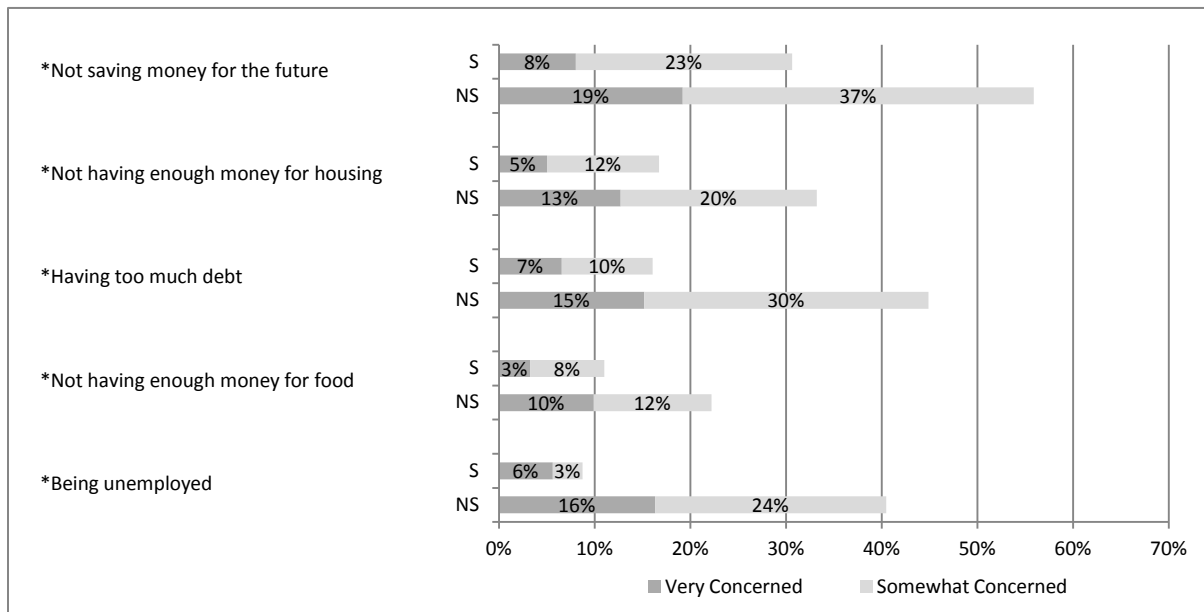
Note: the percentages found in Figure 20 are based out of those individuals who did not use the service in question

Financial Well-being

ISSUES OF CONCERN ABOUT FINANCIAL WELL-BEING

The S population reported significantly less concern across all indicators of financial well-being (see Figure 21). The top financial concern for both S and NS was not saving enough money for the future. When comparing S to NS it can be noted that not having enough money for housing is a higher level of concern for S (ranked 2nd) than Non-Seniors (ranked 4th). In contrast, being unemployed is a low level of concern for S but of moderate concern for NS.

Figure 21: Financial well-being – issues of concern



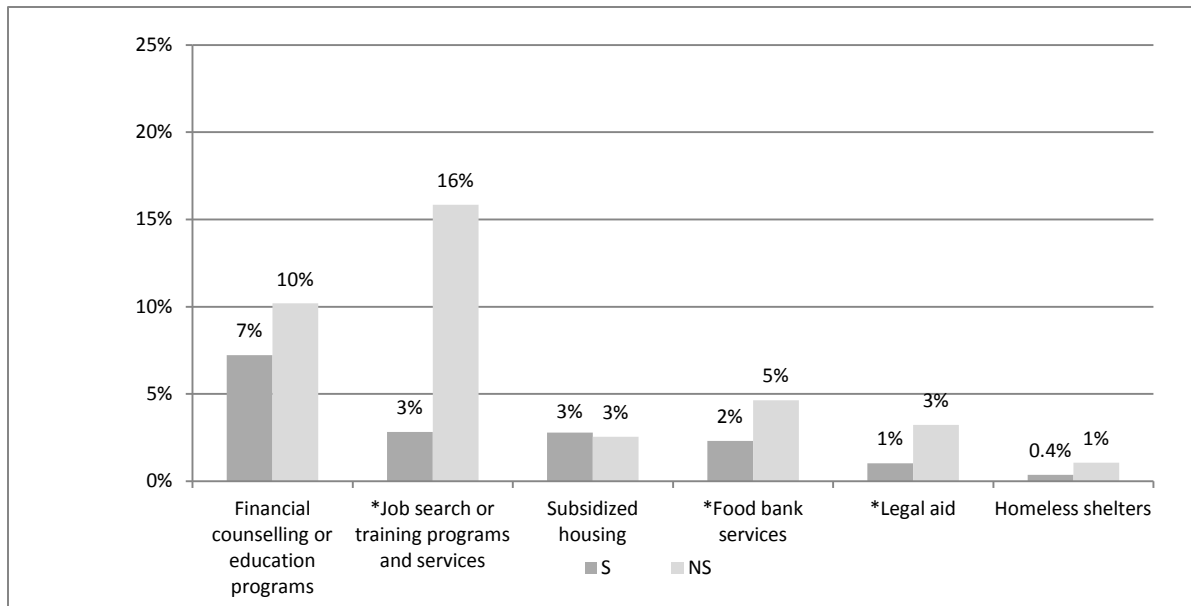
Note: if a result for Seniors was significantly different than that of Non-Seniors the result is indicated with an asterisk (*).



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

Figure 22 illustrates that financial counselling/education programs were the most predominantly used financial service amongst S (7% or approximately 7,120 people). Of note, S were significantly less likely to report using job search or training programs and services, food bank services or legal aid.

Figure 22: Financial well-being – service use



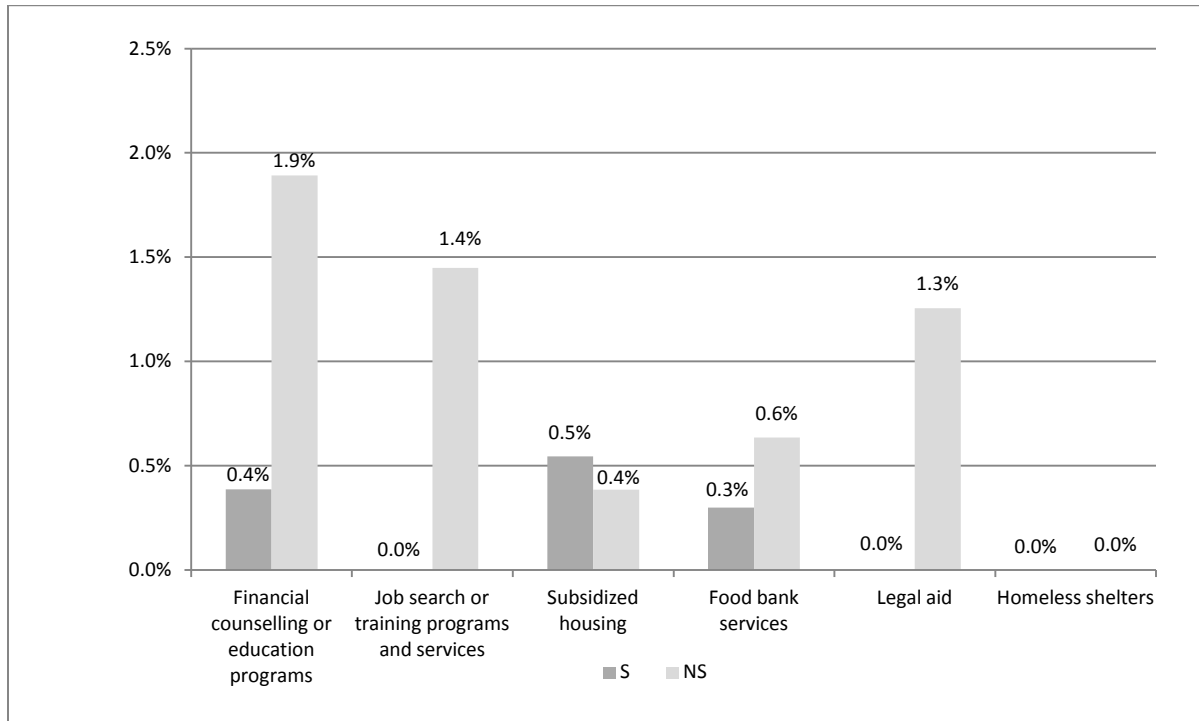
Note: if a result for Seniors was significantly different than that of Non-Seniors the result is indicated with an asterisk (*).

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

In relation to financial well-being service needs, respondents were asked if they had a need for a particular service even though they did not use such a service in the 12 months prior to the survey.

Reported need for financial services was low for both the S and NS populations (see Figure 23). The most commonly reported financial need for S was subsidized housing (0.5%). An estimated 520 S reported this as a financial need.

Figure 23: Financial well-being – service need



Note: the percentages found in Figure 23 are based out of those individuals who did not use the service in question

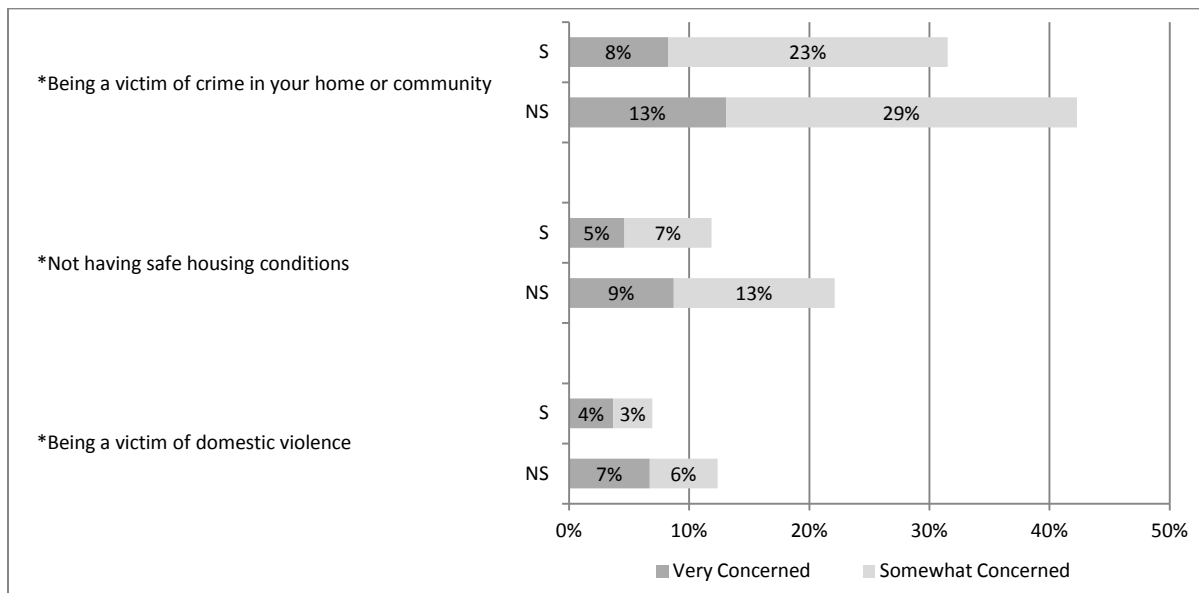


Security

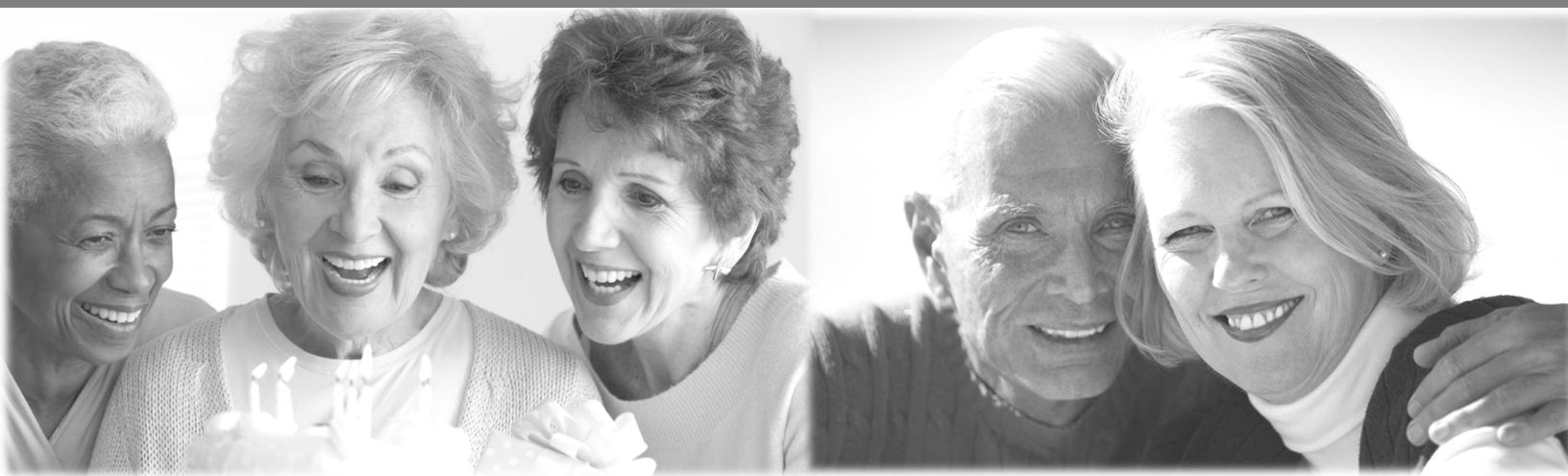
ISSUES OF CONCERN ABOUT SECURITY

Survey questions related to security issues included perceptions of crime, safe housing conditions and domestic violence. Similar to findings on health, relationships and finances, S reported less concern with security issues than others within the Calgary population (see Figure 24). Both groups of Calgarians identified that being a victim of crime in their home or community is the top security related concern (32% of S and 42% of NS).

Figure 24: security – issues of concern



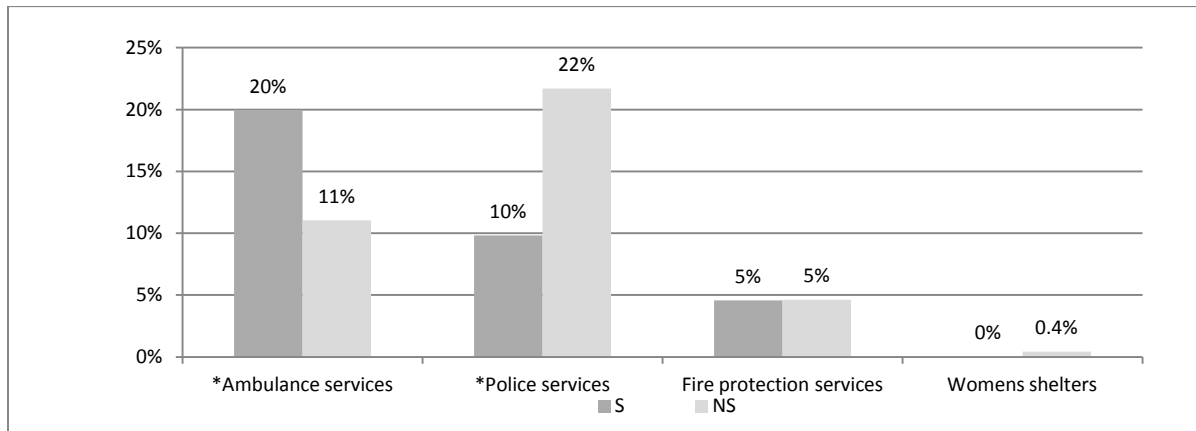
Note: if a result for Seniors was significantly different than that of Non-Seniors the result is indicated with an asterisk (*).



USE OF COMMUNITY FACILITIES, PROGRAMS AND SERVICES RELATED TO SECURITY

S reported using different security services than NS. As identified in Figure 25, S reported a greater prevalence for using ambulance services (20% and 11% respectively) but lower usage of police services (10% and 22% respectively) than NS. Ambulance and police services were the security services used most often by both groups. The estimated demand for ambulance services totalled almost 20,000 S within the total S population of Calgary.

Figure 25: Security – service use

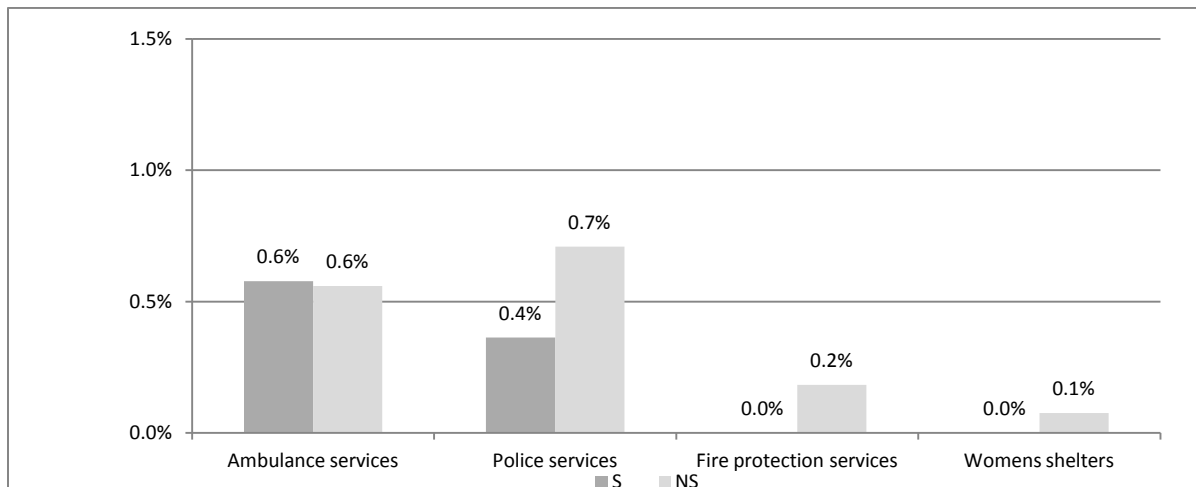


Note: if a result for Seniors was significantly different than that of Non-Seniors the result is indicated with an asterisk (*).

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

Less than 2% of S and NS reported an unmet need for any of the security related services. Ambulance service was the most frequently reported unmet need among S; and was identified as a need by 0.6% of this group (see Figure 26). This level of need translates into 460 S who did not use this type of service but reported a need for it.

Figure 26: Security – service need



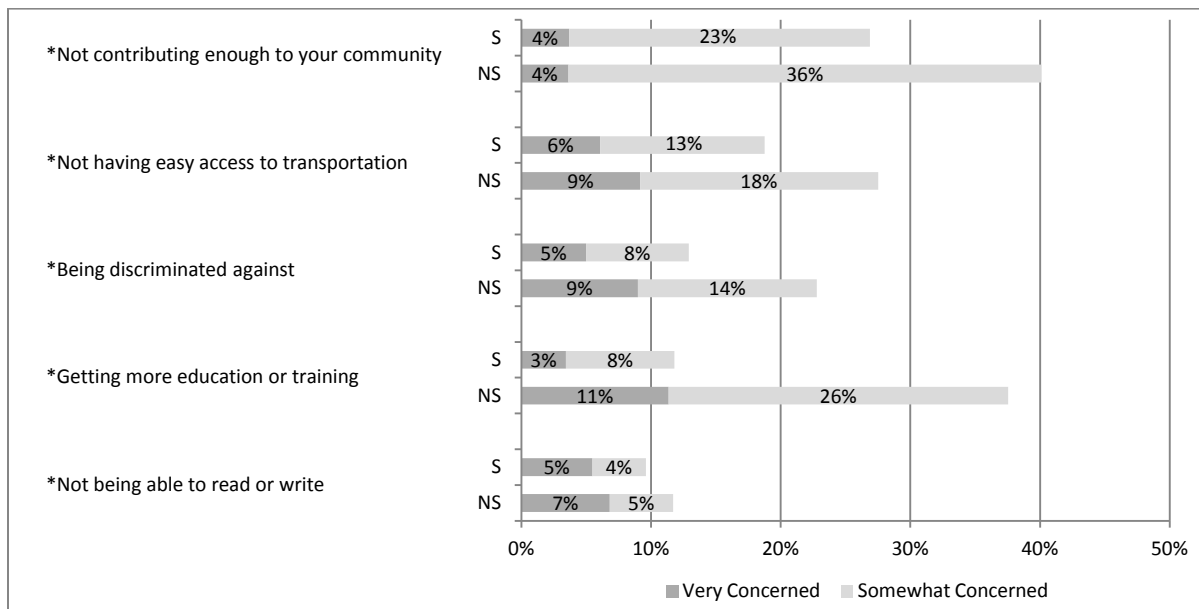
Note: the percentages found in Figure 26 are based out of those individuals who did not use the service in question.

Inclusion

ISSUES OF CONCERN ABOUT INCLUSION

S reported significantly less concern on all attributes related to community inclusion. The top concern for both groups, as illustrated in Figure 27, was not contributing enough to your community (27% of S and 40% of NS).

Figure 27: Inclusion – issues of concern



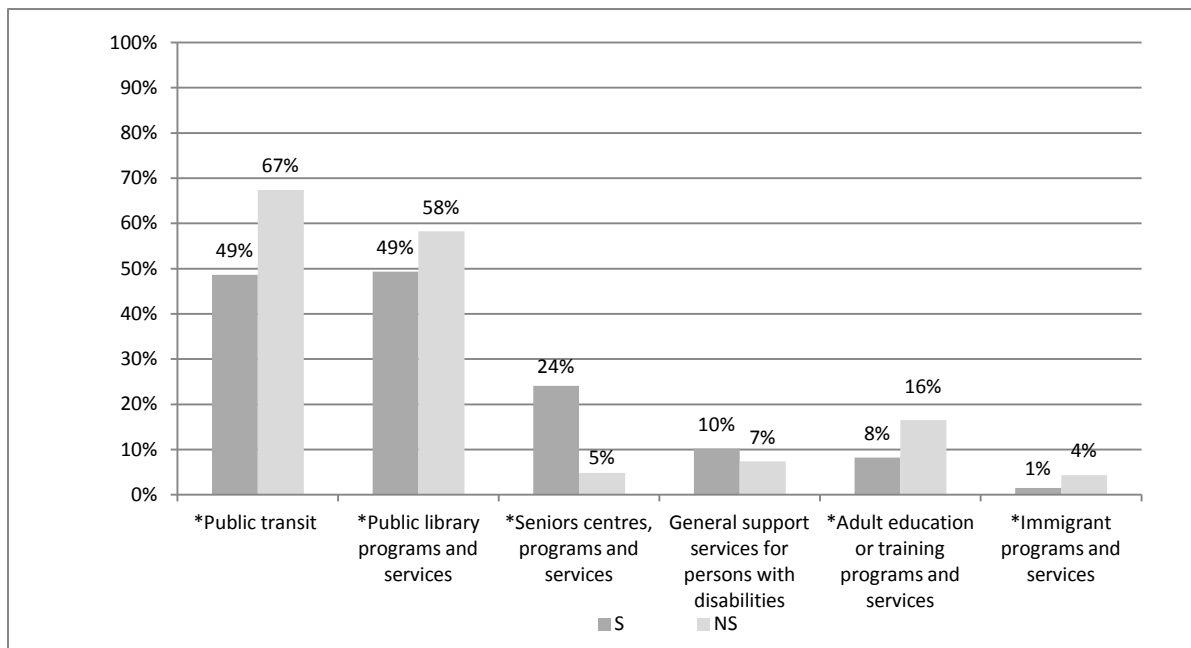
Note: if a result for Seniors was significantly different than that of Non-Seniors the result is indicated with an asterisk (*).



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 S and NS reported a high level of usage for public transit and library programs/services. Usage of inclusion services differed between the two groups with S having significantly higher usage of Seniors centres, programs and services (24% or 23,720 people) but significantly lower usage of public transit, public library programs/services, adult education or training programs/services and immigrant programs/services. Despite the fact that S reported lower usage of public transit and public library programs and services over 45,000 S reported using these types of services.

Figure 28: Inclusion – service use

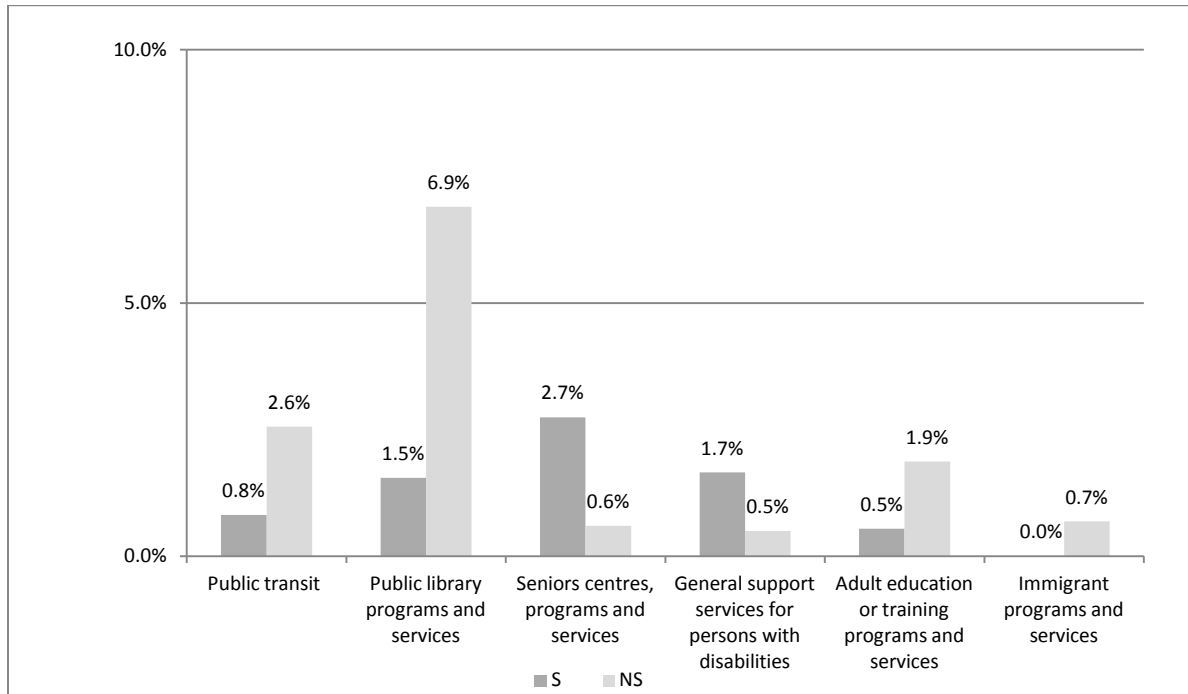


Note: if a result for Seniors was significantly different than that of Non-Seniors the result is indicated with an asterisk (*).

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

Second only to health services in terms of the unmet needs of S was inclusion services. As illustrated in Figure 29, the reported unmet need for inclusion services ranged from 0% to 2.7% for S and 0.5% to 6.9% for NS. The greatest need reported by S was for senior's centres, programs and services (2.7%). 1.5% of S also reported an unmet need for public library programs and services.

Figure 29: Inclusion – service need



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



Demographics⁴

Table 1: Gender

GENDER	n	Male (%)	Female (%)
Signposts Seniors	354	45%	55%
2009 Calgary Civic Census Seniors	98,572	44%	56%
Signposts Non-Seniors	2,612	50%	50%
2009 Calgary Civic Census Non-Seniors	738,546	51%	49%

Source: The City of Calgary, 2009, Civic Census

Table 2: Age

AGE	n	18-24 (%)	25-34 (%)	35-44 (%)	45-54 (%)	55-64 (%)	65+ (%)
Signposts Seniors	354	0%	0%	0%	0%	0%	100%
2009 Calgary Civic Census Seniors	98,572	0%	0%	0%	0%	0%	100%
Signposts Non-Seniors	2,612	11%	26%	25%	24%	14%	0%
2009 Calgary Civic Census Non-Seniors	738,546	15%	25%	24%	23%	14%	0%

Source: The City of Calgary, 2009 Civic Census

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 Seniors	353	12%	34%	29%	25%
2006 Calgary Civic Census Seniors	90,160	32%	23%	25%	19%
Signposts Non-Seniors	2,594	4%	33%	29%	34%
2006 Calgary Civic Census Non-Seniors	648,018	12%	25%	28%	35%

Source: Statistics Canada, 2006 Census of Canada. Table 97-560-XCB2006025

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 Seniors	352	1%	2%	4%	10%	15%	69%
2006 Census of Canada Seniors	Not available						
Signposts Non-Seniors	2,590	4%	10%	15%	25%	21%	25%
2006 Census of Canada Non-Seniors	Not available						

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

Table 5: Aboriginal Heritage

ABORIGINAL HERITAGE	n	Yes (%)	No (%)
Signposts Seniors	352	1%	99%
2006 Census of Canada Seniors	88,685	1%	99%
Signposts Non-Seniors	2,589	2%	98%
2006 Census of Canada Non-Seniors	667,795	2%	98%

Source: Statistics Canada, 2006 Census of Canada. Table 97-558-XCB2006022

Table 6: Visible Minority

VISIBLE MINORITY	n	Yes (%)	No (%)
Signposts Seniors	342	10%	90%
2006 Census of Canada Seniors	90,170	18%	82%
Signposts Non-Seniors	2,525	17%	83%
2006 Census of Canada Non-Seniors	668,385	23%	77%

Source: Statistics Canada, 2006 Census of Canada. Table 97-562-XCB2006011

Table 7: Immigration Status

IMMIGRATION STATUS	n	Born in Canada (%)	Immigrant (%)
Signposts Seniors	352	76%	24%
2006 Census of Canada Seniors	90,160	60%	40%
Signposts Non-Seniors	2,596	76%	24%
2006 Census of Canada Non-Seniors	668,388	71%	29%

Source: Statistics Canada, 2006 Census of Canada. Table 97-557-XCB2006015

Note: The Immigrant group provided from the 2006 Census of Canada includes both those with official Immigrant status and non-permanent residents. The Signposts immigrant data includes everyone who answered No to the question "were you born in Canada."

Table 8: Recent Immigration Status

IMMIGRANTS WHO HAVE SETTLED IN CANADA IN THE PAST FIVE YEARS	n	Yes (%)	No (%)
Signposts Seniors	88	5%	95%
2006 Census of Canada Seniors	36,000	5%	95%
Signposts Non-Seniors	618	20%	80%
2006 Census of Canada Non-Seniors	183,766	22%	78%

Source: Statistics Canada, 2006 Census of Canada. Table 97-560XCB2006026

Table 9: Household Income

HOUSEHOLD INCOME	n	\$30,000 or less (%)	\$30,001 - \$60,000 (%)	\$60,001 - \$90,000	Over \$90,000
Signposts Seniors	237	27%	38%	17%	18%
2006 Census of Canada Seniors	43,420	23%	37%	20%	20%
Signposts Non-Seniors	1,891	9%	22%	23%	46%
2006 Census of Canada Non-Seniors	231,170	7%	20%	24%	49%

Source: Statistics Canada, 2006 Census of Canada. Table 97-554-XCB2006048

Note: The 2006 Census of Canada data for Non-Seniors reflects the population 25 to 64.

Note: Household income categories from the 2006 Census of Canada were different by a value of \$1 per category. For example, \$30,000 or less as reported above is actually the percentage of households with \$29,999 or less for the Canadian Census data. 2006 Census of Canada figures reflect the population 25 and older.

Table 10: 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 Seniors	353	5%	47%	2%	38%	2%	7%
2006 Census of Canada Seniors	Not available						
Signposts Non-Seniors	2,596	45%	26%	5%	13%	4%	6%
2006 Census of Canada Non-Seniors	Not available						

Table 11: 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 Seniors	352	2%	2%	3%	9%	16%	96%
2006 Census of Canada Seniors	Not available						
Signposts Non-Seniors	2,590	21%	17%	24%	72%	52%	6%
2006 Census of Canada Non-Seniors	Not available						

Table 12: Household Tenure

HOUSEHOLD TENURE	n	Rent (%)	Own (%)
Signposts Seniors	352	15%	85%
2006 Census of Canada Seniors	55,880	22%	78%
Signposts Non-Seniors	2,585	19%	81%
2006 Census of Canada Non-Seniors	309,490	25%	75%

Source: Statistics Canada, 2006 Census of Canada. Table 97-554-XCB2006039

Note: The 2006 Census of Canada data for Non-Seniors reflects the population 25 to 64.

Note: in the 2006 Census of Canada the Housing tenure question was asked only of those individuals who were the primary household maintainer.

Table 13: Long Term Disability

LONG TERM DISABILITY	n	Yes (%)	No (%)
Signposts Seniors	349	18%	82%
2006 Census of Canada Seniors	98,572	52%	48%
Signposts Non-Seniors	2,594	8%	92%
2006 Census of Canada Non-Seniors	738,546	14%	86%

Source: Statistics Canada, 2006 Census of Canada. Table EO1213_2006_TGP_2A_CD_CSD

Note: Long term disability from the Signposts survey reflects respondents who selected 'yes' to the question, "are you a person with a long-term disability?" in comparison, the 2006 Census of Canada data specifically asks about difficulties or the reduction of activities due to conditions or health problems that have lasted or are expected to last six months or more.

Table 14: Type of Long Term Disability

TYPE OF LONG TERM DISABILITY MULTIPLE RESPONSE (OUT FO THOSE WHO IDENTIFIED HAVING A LT DISABILITY)	n	Physical (%)	Mental (%)
Signposts Seniors	55	100%	1%
2006 Census of Canada Seniors	Not available		
Signposts Non-Seniors	191	88%	19%
2006 Census of Canada Non-Seniors	Not available		

Appendix A: Data Tables⁵

Table 1: Top 10 - issues of concern

CONCERNED	TOTAL POPULATION			SENIORS			NON-SENIORS		
	Very	Somewhat	Total	Very	Somewhat	Total	Very	Somewhat	Total
Not being able to care for yourself as you age	13%	28%	40%	11%	32%	43%	13%	27%	40%
Dealing with the loss of a family member or friend	15%	27%	42%	18%	26%	43%	15%	27%	42%
Being physically inactive	10%	31%	40%	10%	31%	41%	9%	31%	40%
*Being stress	15%	46%	61%	7%	30%	37%	16%	48%	64%
*Having difficulty moving around physically	8%	15%	23%	10%	26%	36%	7%	13%	21%
Gaining or losing too much weight	9%	30%	39%	8%	27%	34%	9%	30%	40%
*Lacking sleep	13%	36%	49%	7%	26%	33%	14%	37%	52%
*Being a victim of crime in your home or community	13%	29%	42%	8%	23%	32%	13%	29%	42%
*Not saving money for the future	18%	35%	53%	8%	23%	31%	19%	37%	56%
*Not contributing enough to your community	4%	35%	39%	4%	23%	27%	4%	36%	40%

⁵ Estimated service use: The estimated service use values are determined by calculating the percentage of total Calgarians, seniors and non-seniors who used these services out of the population. These percentages were derived using the 2009 Civic Census population numbers: total Calgarians (837,118), seniors (98,572) and non-seniors (738,546).

Table 2: Top 10 - service use

	TOTAL POPULATION		SENIORS		NON-SENIORS	
	% Reporting usage	Estimated # of Calgarians	% Reporting usage	Estimated # of Seniors	% Reporting usage	Estimated # of Non-Seniors
*Medical doctor services	87%	729,828	92%	90,777	86%	638,529
*Public library programs and services	57%	479,116	49%	48,601	58%	430,088
*Public Transit	65%	544,750	49%	47,902	67%	497,386
*Recreation or leisure facilities, programs and services	65%	548,070	46%	45,328	68%	503,841
Hospital services	46%	384,843	44%	43,543	46%	342,139
*Seniors centres, programs and services	7%	59,496	24%	23,719	5%	35,605
*Ambulance services	12%	101,538	20%	19,641	11%	81,479
*Home care or nursing care	7%	54,848	10%	10,238	6%	45,319
Nutrition counselling or education programs	12%	99,445	10%	10,169	12%	90,403
General support services for persons with disabilities	8%	63,908	10%	10,069	7%	54,451

Table 3: Top 10 – perceived service needs

	TOTAL POPULATION			SENIORS			NON-SENIORS		
	% Not reporting usage	% Reporting need	Estimated # of Calgarians	% Not reporting usage	% Reporting need	Estimated # of Seniors	% Not reporting usage	% Reporting need	Estimated # of Non-Seniors
Medical doctor services	12.8%	9.0%	9,899	7.9%	16.2%	1,261	13.5%	8.7%	8,738
Seniors centres, programs and services	92.9%	1.0%	6,163	75.9%	2.7%	2,055	95.2%	0.6%	4,231
Public library programs and services	42.8%	6.0%	22,410	50.7%	1.5%	773	41.8%	6.9%	21,271
General support services for persons with disabilities	92.4%	1.0%	4,804	89.8%	1.7%	1,464	92.6%	0.5%	3,418
Recreation or leisure facilities, programs and services	34.5%	5.0%	15,465	54.0%	1.3%	700	31.8%	6.2%	14,475
Hospital services	54.0%	1.0%	3,262	55.8%	1.1%	624	53.7%	0.7%	2,687
Nutrition counselling or education programs	88.1%	2.0%	14,058	89.7%	0.9%	793	87.8%	2.1%	13,443
Ambulance services	87.9%	1.0%	4,071	80.1%	0.6%	456	89.0%	0.6%	3,673
Home care or nursing care	93.4%	1.0%	4,881	89.6%	0.6%	522	93.9%	0.6%	4,433
Adult education or training programs and services	84.5%	2.0%	12,004	91.8%	0.5%	493	83.5%	1.9%	11,544

Table 4: Individual & community quality of life

	TOTAL POPULATION			SENIORS			NON-SENIORS		
	Strongly agree	Somewhat agree	Total agree	Strongly agree	Somewhat agree	Total agree	Strongly agree	Somewhat agree	Total agree
*You are satisfied with your life as a whole	54%	40%	94%	60%	37%	98%	53%	41%	94%
Overall, Calgary is a good place to live	52%	42%	94%	57%	38%	95%	51%	43%	94%
*You feel like you belong in Calgary	54%	36%	90%	66%	28%	94%	53%	37%	89%
My neighbourhood is a safe place to live	45%	46%	91%	51%	42%	93%	45%	46%	91%
*There are enough community facilities, programs and services in Calgary to meet your needs	34%	49%	83%	42%	46%	89%	33%	49%	82%
You can afford to buy the things you need	36%	48%	84%	39%	46%	85%	36%	49%	84%
*Calgary is a safe place to live	26%	60%	86%	28%	53%	81%	26%	61%	87%

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

	GREEN SPACE		
	Total Population	Seniors	Non-Seniors
Not at all concerned	55%	66%	54%
Not very concerned	16%	15%	16%
Somewhat concerned	19%	14%	20%
Very concerned	10%	6%	10%

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

	SOCIAL INCLUSION		
	Total Population	Seniors	Non-Seniors
*No one	6%	3%	7%
A few	67%	64%	67%
Many	16%	17%	16%
*Most	11%	16%	10%

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

	SOCIAL INCLUSION		
	Total Population	Seniors	Non-Seniors
*None	14%	9%	15%
1 to 5	58%	62%	58%
6 to 10	19%	21%	19%
Over 10	9%	9%	9%

Table 8: Involvement in neighbourhood events or activities

	TOTAL POPULATION	SENIORS	NON-SENIORS
Disagree completely	22%	27%	22%
Disagree somewhat	22%	20%	22%
Neither disagree nor agree	14%	11%	14%
Agree somewhat	34%	35%	34%
Agree completely	8%	7%	8%

Table 9: Average monthly time volunteering for organizations in Calgary

HOURS	TOTAL POPULATION	SENIORS	NON-SENIORS
0	58%	61%	57%
1 - 5	19%	12%	20%
6 - 10	11%	11%	11%
11 - 20	7%	8%	7%
21 - 40	4%	6%	3%
40+	2%	2%	1%

Table 10: Members of their local community association

	TOTAL POPULATION	SENIORS	NON-SENIORS
Yes	30%	33%	29%
No	70%	67%	71%

Table 11: General perception of health

	TOTAL POPULATION	SENIORS	NON-SENIORS
Poor	3%	6%	3%
Fair	8%	16%	7%
Good	24%	27%	24%
Very Good	39%	36%	39%
Excellent	26%	14%	27%

Table 12: Physical well-being – issues of concern

CONCERNED	TOTAL POPULATION			SENIORS			NON-SENIORS		
	Very	Somewhat	Total	Very	Somewhat	Total	Very	Somewhat	Total
Being physically inactive	10%	31%	40%	10%	31%	41%	9%	31%	40%
*Having difficulty moving around physically	8%	15%	23%	10%	26%	36%	7%	13%	21%
Gaining or losing too much weight	9%	30%	39%	8%	27%	34%	9%	30%	40%
*Lacking sleep	13%	36%	49%	7%	26%	33%	14%	37%	52%
*Not eating healthy food	9%	26%	35%	7%	12%	19%	9%	28%	37%
*Not having recreation and leisure opportunities available	9%	22%	31%	5%	13%	19%	9%	24%	33%
*Having an unwanted pregnancy	5%	6%	11%	2%	4%	6%	5%	7%	12%

Table 13: Physical well-being – service use

	TOTAL POPULATION		SENIORS		NON-SENIORS	
	% Reporting usage	Estimated # of Calgarians	% Reporting usage	Estimated # of Seniors	% Reporting usage	Estimated # of Non-Seniors
*Medical doctor services	87%	729,828	92%	90,777	86%	638,529
*Recreation or leisure facilities, programs and services	65%	548,070	46%	45,328	68%	503,841
Hospital services	46%	384,843	44%	43,543	46%	342,139
Nutrition counselling or education programs	12%	99,445	10%	10,169	12%	90,403
*Home care or nursing care	7%	54,848	10%	10,238	6%	45,319

Table 14: Physical well-being – service need⁶

	TOTAL POPULATION			SENIORS			NON-SENIORS		
	% Not reporting usage	% Reporting need	Estimated # of Calgarians	% Not reporting usage	% Reporting need	Estimated # of Seniors	% Not reporting usage	% Reporting need	Estimated # of Non-Seniors
Medical doctor services	12.8%	9.0%	9,899	7.9%	16.2%	1,261	13.5%	8.7%	8,738
Recreation or leisure facilities, programs & services	34.5%	5.0%	15,465	54.0%	1.3%	700	31.8%	6.2%	14,475
Hospital services	54.0%	1.0%	3,262	55.8%	1.1%	624	53.7%	0.7%	2,687
Nutrition counselling or education programs	88.1%	2.0%	14,058	89.7%	0.9%	793	87.8%	2.1%	13,443
Needed Home care or nursing care	93.4%	1.0%	4,881	89.6%	0.6%	522	93.9%	0.6%	4,433

⁶ Estimated #: The estimated service need numbers are calculated based on the percentage of respondents who have not used 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			SENIORS			NON-SENIORS		
	Very	Somewhat	Total	Very	Somewhat	Total	Very	Somewhat	Total
Dealing with the loss of a family member or friend	15%	27%	42%	18%	26%	43%	15%	27%	42%
*Being stressed	15%	46%	61%	7%	30%	37%	16%	48%	64%
*Being depressed	7%	21%	28%	5%	19%	23%	7%	22%	29%
*Being lonely	6%	19%	25%	4%	19%	23%	7%	19%	25%
*Lacking self esteem	5%	16%	20%	2%	12%	13%	5%	17%	22%
*Being addicted to alcohol or drugs	5%	8%	13%	4%	4%	8%	6%	9%	14%
*Being suicidal	5%	4%	9%	3%	2%	5%	5%	5%	10%
*Being addicted to gambling	4%	5%	9%	2%	2%	4%	4%	5%	9%

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

	TOTAL POPULATION		SENIORS		NON-SENIORS	
	% Reporting usage	Estimated # of Calgarians	% Reporting usage	Estimated # of Seniors	% Reporting usage	Estimated # of Non-Seniors
Self-help or support groups and programs	8%	62,988	7%	6,729	8%	56,980
*Mental health services or counselling	8%	66,969	3%	3,206	9%	64,473
Addictions counselling or treatment programs	2%	15,624	1%	637	2%	15,153

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

	TOTAL POPULATION			SENIORS			NON-SENIORS		
	% Not reporting usage	% Reporting need	Estimated # of Calgarians	% Not reporting usage	% Reporting need	Estimated # of Seniors	% Not reporting usage	% Reporting need	Estimated # of Non-Seniors
Mental health services or counselling	92.0%	1.0%	6,630	96.7%	0.4%	365	91.3%	0.9%	6,350
Self-help or support groups and programs	92.5%	1.0%	8,601	93.2%	0.4%	326	92.3%	1.2%	8,387
Addictions counselling or treatment programs	98.1%	0.4%	3,347	99.4%	0.0%	0	97.9%	0.5%	3,387

Table 18: Relationships – issues of concern

CONCERNED	TOTAL POPULATION			SENIORS			NON-SENIORS		
	Very	Somewhat	Total	Very	Somewhat	Total	Very	Somewhat	Total
*Not being able to care for yourself as you age	13%	27%	40%	11%	32%	43%	13%	27%	40%
*Having to care for a family member	14%	26%	40%	12%	15%	27%	14%	28%	42%
*Having relationship problems with members of your immediate family	7%	19%	25%	4%	13%	17%	7%	20%	27%
*Not being able to access child care service	9%	13%	22%	4%	4%	8%	9%	14%	24%

Table 19: Relationships – service use

	TOTAL POPULATION		SENIORS		NON-SENIORS	
	% Reporting usage	Estimated # of Calgarians	% Reporting usage	Estimated # of Seniors	% Reporting usage	Estimated # of Non-Seniors
Respite care or services	3%	23,482	3%	2,798	3%	20,962
*Child care programs and services	11%	89,475	2%	2,386	12%	86,796
*Before or after school child or youth care programs and services	7%	56,367	1%	1,343	7%	54,923
*Family or marriage counselling	5%	39,974	1%	1,294	5%	38,777
*Pregnancy counselling or education programs	5%	46,019	1%	826	6%	45,664

Table 20: Relationships – service need

	TOTAL POPULATION			SENIORS			NON-SENIORS		
	% Not reporting usage	% Reporting need	Estimated # of Calgarians	% Not reporting usage	% Reporting need	Estimated # of Seniors	% Not reporting usage	% Reporting need	Estimated # of Non-Seniors
Respite care or services	97.2%	0.3%	2,688	97.2%	0.0%	0	97.2%	0.4%	2,637
Child care programs and services	89.3%	0.8%	6,536	97.6%	0.0%	0	88.2%	0.9%	5,889
Before or after school child or youth care programs and services	93.3%	0.9%	7,013	98.6%	0.0%	0	92.6%	1.0%	7,133
Family or marriage counselling	95.2%	1.1%	9,101	98.7%	0.4%	415	94.7%	1.2%	8,341
Pregnancy counselling or education programs	94.5%	0.6%	5,400	99.2%	0.0%	0	93.8%	0.7%	5,143

Table 21: Financial well-being – issues of concern

CONCERNED	TOTAL POPULATION			SENIORS			NON-SENIORS		
	Very	Somewhat	Total	Very	Somewhat	Total	Very	Somewhat	Total
*Not saving money for the future	18%	35%	53%	8%	23%	31%	19%	37%	56%
*Not having enough money for housing	12%	20%	31%	5%	12%	17%	13%	20%	33%
*Having too much debt	14%	27%	41%	7%	10%	16%	15%	30%	45%
*Not having enough money for food	9%	12%	21%	3%	8%	11%	10%	12%	22%
*Being unemployed	15%	22%	37%	6%	3%	9%	16%	24%	40%

Table 22: Financial well-being – service use

	TOTAL POPULATION		SENIORS		NON-SENIORS	
	% Reporting usage	Estimated # of Calgarians	% Reporting usage	Estimated # of Seniors	% Reporting usage	Estimated # of Non-Seniors
Financial counselling or education programs	10%	81,852	7%	7,123	10%	75,215
*Job search or training programs and services	14%	119,148	3%	2,784	16%	116,955
Subsidized housing	3%	21,641	3%	2,748	3%	18,794
*Food bank services	4%	36,175	2%	2,283	5%	34,284
*Legal aid	3%	24,692	1%	1,012	3%	23,753
Homeless shelters	1%	8,167	0.4%	365	1%	7,891

Table 23: Financial well-being – service use

	TOTAL POPULATION			SENIORS			NON-SENIORS		
	% Not reporting usage	% Reporting need	Estimated # of Calgarians	% Not reporting usage	% Reporting need	Estimated # of Seniors	% Not reporting usage	% Reporting need	Estimated # of Non-Seniors
Financial counselling or education programs	90.2%	1.7%	12,940	92.8%	0.4%	353	89.8%	1.9%	12,553
Job search or training programs and services	85.8%	1.2%	8,886	97.2%	0.0%	0	84.2%	1.4%	9,004
Subsidized housing	97.4%	0.4%	3,253	97.2%	0.5%	522	97.5%	0.4%	2,778
Food bank services	95.7%	0.6%	5,120	97.7%	0.3%	288	95.4%	0.6%	4,481
Legal aid	97.1%	1.1%	8,864	99.0%	0.0%	0	96.8%	1.3%	8,976
Homeless shelters	99.0%	0.0%	122	99.6%	0.0%	0	98.9%	0.0%	0

Table 24: Security – issues of concern

CONCERNED	TOTAL POPULATION			SENIORS			NON-SENIORS		
	Very	Somewhat	Total	Very	Somewhat	Total	Very	Somewhat	Total
*Being a victim of crime in your home or community	13%	29%	41%	8%	23%	32%	13%	29%	42%
*Not having safe housing conditions	8%	13%	21%	5%	7%	12%	9%	13%	22%
*Being a victim of domestic violence	6%	5%	12%	4%	3%	7%	7%	6%	12%

Table 25: Security – service use

	TOTAL POPULATION		SENIORS		NON-SENIORS	
	% Reporting usage	Estimated # of Calgarians	% Reporting usage	Estimated # of Seniors	% Reporting usage	Estimated # of Non-Seniors
*Ambulance services	12%	101,538	20%	19,641	11%	81,479
*Police services	20%	170,522	10%	9,688	22%	160,346
Fire protection services	5%	38,645	5%	4,497	5%	34,163
Women’s shelters	0.04%	3,181	0%	0	0.4%	3,215

Table 26: Security – service need

	TOTAL POPULATION			SENIORS			NON-SENIORS		
	% Not reporting usage	% Reporting need	Estimated # of Calgarians	% Not reporting usage	% Reporting need	Estimated # of Seniors	% Not reporting usage	% Reporting need	Estimated # of Non-Seniors
Ambulance services	87.9%	0.6%	4,071	80.1%	0.6%	456	89.0%	0.6%	3,673
Police services	79.6%	0.7%	4,369	90.2%	0.4%	323	78.3%	0.7%	4,100
Fire protection services	95.4%	0.2%	1,468	95.4%	0.0%	0	95.4%	0.2%	1,289
Women’s shelters	99.6%	0.1%	548	100.0%	0.0%	0	99.6%	0.1%	556

Table 27: Inclusion – issues of concern

CONCERNED	TOTAL POPULATION			SENIORS			NON-SENIORS		
	Very	Somewhat	Total	Very	Somewhat	Total	Very	Somewhat	Total
*Not contributing enough to your community	4%	35%	38%	4%	23%	27%	4%	36%	40%
*Not having easy access to transportation	9%	18%	27%	6%	13%	19%	9%	18%	28%
*Being discriminated against	9%	13%	22%	5%	8%	13%	9%	14%	23%
*Getting more education or training	10%	24%	35%	3%	8%	12%	11%	26%	38%
*Not being able to read or write	7%	5%	11%	5%	4%	10%	7%	5%	12%

Table 28: Inclusion – service use

	TOTAL POPULATION		SENIORS		NON-SENIORS	
	% Reporting usage	Estimated # of Calgarians	% Reporting usage	Estimated # of Seniors	% Reporting usage	Estimated # of Non-Seniors
*Public transit	65%	544,750	49%	47,902	67%	497,386
*Public library programs and services	57%	479,116	49%	48,601	58%	430,088
*Seniors centres, programs and services	7%	59,496	24%	23,719	5%	35,605
General support services for persons with disabilities	8%	63,908	10%	10,069	7%	54,451
*Adult education or training programs and services	16%	129,818	8%	8,086	16%	121,645
*Immigrant programs and services	4%	33,141	1%	1,451	4%	32,059

Table 29: Inclusion – service need

	TOTAL POPULATION			SENIORS			NON-SENIORS		
	% Not reporting usage	% Reporting need	Estimated # of Calgarians	% Not reporting usage	% Reporting need	Estimated # of Seniors	% Not reporting usage	% Reporting need	Estimated # of Non-Seniors
Public transit	34.9%	2.0%	19,779	51.4%	0.8%	413	32.7%	2.6%	6,167
Public library programs and services	42.8%	6.0%	22,410	50.7%	1.5%	773	41.8%	6.9%	21,271
Seniors centres, programs and services	92.9%	0.8%	6,163	75.9%	2.7%	2,055	95.2%	0.6%	4,231
General support services for persons with disabilities	92.4%	0.6%	4,804	89.8%	1.7%	1,464	92.6%	0.5%	3,418
Adult education or training programs and services	84.5%	1.7%	12,004	91.8%	0.5%	493	83.5%	1.9%	11,544
Immigrant programs and services	96.0%	0.6%	4,810	98.5%	0.0%	0	95.7%	0.7%	4,874

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?

- 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 were 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 provided. Total demand includes population estimates for both 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 Seniors was significantly different than that of Non-Seniors 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 ± 5.27 per cent for the Senior sub-group and ± 1.91 for Non-Seniors at a 95% confidence interval.

LIMITATIONS OF THE STUDY

The 2009 Signposts study does not necessarily represent the views of 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 small percentage of Calgary homes without telephone service was excluded. Therefore, certain households are slightly overrepresented in the study, e.g. higher income households and households with a university degree. We also acknowledge 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 Seniors have a higher margin of error (± 5.27) than Non-Seniors (± 1.91). 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 Seniors would have been required, however, this was 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 at the end of the report for sample and population comparisons.

⁸ The population figures for those 18 and older, from the 2009 Calgary Civic Census, are as follows: total Calgarians (837,118), Seniors (98,572) and Non-Seniors (738,546).

Appendix D: Base Sizes⁹

	Seniors	Non-Seniors
	n	n
1a. Individual & Community Quality of Life		
Overall, Calgary is a good place to live	353	2607
You are satisfied with your life as a whole	352	2599
You feel like you belong in Calgary	352	2596
There are enough community facilities, programs and services in Calgary to meet your needs	332	2552
Calgary is a safe place to live	351	2603
My neighbourhood is a safe place to live	352	2609
You can afford to buy the things you need	353	2606
1b. Overall Perceptions of Health	354	2606
1c. Average # of Hours Volunteered for Calgary Organizations	353	2609
1d. Number of People Known in the Community	351	2605
1e. Number of People known well enough to ask a Favour	351	2604
1f. Involvement in Neighbourhood Events or Activities	348	2596
2. Issues of Concern		
Being lonely	352	2596
Having relationship problems with members of your immediate family	349	2595
Being discriminated against	350	2594
Not contributing enough to your community	344	2582
Being addicted to alcohol or drugs	348	2592
Being addicted to gambling	348	2585
Not being able to care for yourself as you age	350	2594
Having an unwanted pregnancy	310	2439
Gaining or losing too much weight	349	2594
Being physically inactive	348	2592
Having to care for a family member	351	2592
Being stressed	350	2605
Lacking self esteem	350	2583
Lacking sleep	350	2608
Being depressed	350	2599
Having difficulty moving around physically	351	2599

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.

	Seniors	Non-Seniors
	n	n
Not having easy access to transportation	351	2598
Being suicidal	348	2582
Dealing with the loss of a family member or friend	350	2582
Not eating healthy food	348	2599
Being a victim of domestic violence	348	2588
Being a victim of crime in your home or community	351	2597
Not having safe housing conditions	347	2590
Being unemployed	325	2587
Not having enough money for food	348	2600
Not having enough money for housing	349	2594
Not saving money for the future	348	2600
Having too much debt	348	2596
Not being able to read or write	346	2534
Getting more education or training	338	2582
Not having recreation and leisure opportunities available	345	2599
Not having parks or green spaces available in your community	349	2602
Not being able to access child care services	298	2425
3a. Service Use		
Public library programs and services	354	2608
Immigrant programs and services	354	2607
Recreation or leisure facilities, programs and services	354	2607
Seniors centres, programs and services	353	2609
Family or marriage counselling	354	2609
Legal aid	353	2607
Food bank services	354	2610
Addictions counselling or treatment programs	354	2608
Pregnancy counselling or education programs	354	2609
Home care or nursing care	354	2609
Medical doctor services	354	2609
Nutrition counselling or education programs	354	2610
Mental health services or counselling	354	2611
Self help or support groups and programs	354	2606
Respite care or services	346	2548
Fire protection services	354	2607
Police services	353	2609

	Seniors	Non-Seniors
	n	n
Ambulance services	354	2610
Women's shelters	354	2608
Child care programs and services	353	2607
Before or after school child or youth care programs and services	352	2609
Financial counselling or education programs	354	2605
Job search or training programs and services	354	2610
Homeless shelters	354	2610
Public transit	354	2611
Adult education or training programs and services	354	2608
Subsidized housing	354	2604
General support services for persons with disabilities	351	2606
Hospital services	353	2607
3b. Perceived Service Need		
Public library programs and services	177	1080
Immigrant programs and services	347	2486
Recreation or leisure facilities, programs and services	194	809
Seniors centres, programs and services	267	2486
Family or marriage counselling	349	2474
Legal aid	351	2521
Food bank services	345	2492
Addictions counselling or treatment programs	351	2549
Pregnancy counselling or education programs	344	2429
Home care or nursing care	315	2446
Medical doctor services	27	350
Nutrition counselling or education programs	316	2284
Mental health services or counselling	343	2381
Self help or support groups and programs	330	2405
Respite care or services	341	2520
Fire protection services	336	2480
Police services	318	2053
Ambulance services	283	2320
Women's shelters	352	2590
Child care programs and services	340	2296
Before or after school child or youth care programs and services	342	2404
Financial counselling or education programs	330	2342

	Seniors	Non-Seniors
	n	n
Job search or training programs and services	341	2195
Homeless shelters	353	2581
Public transit	177	825
Adult education or training programs and services	322	2168
Subsidized housing	342	2534
General support services for persons with disabilities	318	2418
Hospital services	198	1409
3c. Barriers to Accessing Services (combined)	35	431
4a. Years Lived in Calgary	352	2590
4b. Member of Local Community Association	353	2553
4c. Age	354	2612
4d. Education	353	2594
4e. Long Term Disability	349	2594
4f. Type of Long Term Disability	55	191
4g. Household Age Breakdown	354	2605
4h. Household Composition	353	2596
4i. Household Tenure	352	2585
4j. Immigration Status	352	2596
4k. Immigrants Who Have Settled in Canada in the Past Five Years	88	618
4l. Visible Minority	342	2525
4m. Aboriginal Heritage	352	2589
4n. Household Income	237	1891
4o. Gender	354	2612

SIGNPOSTS II

SENIORS THEME REPORT

September, 2012

