



Services to Seniors Coalition

2017 SURVEY RESULTS

Purpose of the Survey

- ▶ **Explore**

- ▶ Membership
- ▶ Commitment to Coalition
- ▶ Convenience of meeting place

- ▶ **Analyze**

- ▶ Importance of Coalition to members
- ▶ Satisfaction with presentations
- ▶ Satisfaction with Coalition
- ▶ Acceptance of moving meeting place

Purpose of the Survey cont.

▶ **Improve**

- ▶ Use comments and suggestions to:
 - ▶ Increase attendance
 - ▶ Cultivate important key features as identified by members
 - ▶ Identify new topics to be discussed during meetings
 - ▶ Make recommendations for adjusting meeting format
 - ▶ Strengthen the Coalition overall

Creation of the Survey

- ▶ Free version of SurveyMonkey
 - ▶ 10 questions
 - ▶ Multiple choice
 - ▶ Rating scales
 - ▶ Open-ended
- ▶ Written by: Ian Pryzdial (Lionsview Summer Student)
- ▶ Supervised by: Margaret Coates (Lionsview Coordinator)



Results

Number of participants: 31

Q1: Are you a member of the Services to Seniors Coalition?

- ▶ 26 individuals (84%) were members
 - ▶ Two (6%) were not
- ▶ Membership for 39% (12 people) was ≤ 5 years
 - ▶ Five members (16%) had participated for over 10 years
- ▶ Interesting findings:
 - ▶ **Is the process of becoming a member difficult or unclear?**

Q2: Do you see yourself being a long-term member of the Coalition?

- ▶ Only six people (19%) said no
- ▶ Some reasons for long-term membership:
 - ▶ *“I learn a lot regarding seniors’ issues and what’s out there to solve problems!”*
 - ▶ *“I like to keep up on all new services as they come along.”*
 - ▶ *“There is a tremendous need for us to find synergies and creative ways to support the needs of seniors in our community”*

Q3: If you have not attended a Coalition meeting before, or have missed a meeting in the past, please indicate why.

- ▶ Prior commitments to work (48%)
 - ▶ ***“When you are a very small organization, unexpected work issues mean you need to stay to deal with those – rather than attend Coalition [meetings]”***
- ▶ Scheduled time was inconvenient (36%)
 - ▶ ***“Tuesday afternoon is a very difficult time for me to attend.”***
- ▶ Scheduled date was inconvenient (28%)

Q4: In your opinion, what are some of the most valuable key features of the Coalition?

- ▶ Information sharing (94%)
- ▶ Networking (81%)
- ▶ Working together on common themes and interests (81%)
- ▶ Collaboration (74%)
- ▶ Education opportunity (61%)
- ▶ Social Event (16%)

Q5: Please indicate at least one (1) example of how the Coalition has been useful and how it has not been useful.

▶ Useful

▶ Information sharing, education, and networking

▶ ***“Opportunity to learn about supports available”***

▶ Collaborating and learning what other groups/individuals are doing in the community

▶ Presentations

▶ ***“Deepen understanding of community projects”***

▶ ***“Give us greater awareness of what is going on”***

▶ Interesting finding:

▶ ***“Not duplicating services, addressing gaps/trends together”***

Q5: Please indicate at least one (1) example of how the Coalition has been useful and how it has not been useful. (cont.)

- ▶ Not useful

- ▶ Relevance

- ▶ ***“Some presentations are not a topic that is relevant to me”***

- ▶ Time management

- ▶ ***“Sometimes wastes time with some people monopolizing time and going off on tangents”***

- ▶ ***Instead of “introducing ourselves each time, just introduce the new person[s]; let us network”***

Q6: How would you rate the quality of presentations during the Coalition meetings?

- ▶ Good (48%)
- ▶ Excellent (41%)
- ▶ Satisfactory (10%)

Q7: What are some topics that should be discussed at future meetings?

- ▶ **“Creating long-term [action] plans”**
 - ▶ Pedestrian zones, washrooms, care centres, etc.
- ▶ Advocacy/lobbying MP's, MLA's, and Council
 - ▶ Funding
 - ▶ Meaningful change
- ▶ Improving pre-existing services and supports
- ▶ Guaranteed Income Supplement & Old Age Security programs
- ▶ **Organizational growth**
 - ▶ Fundraising tips, financial advice, and I&R Training

Q8: How convenient are the Coalition meeting places for you and/or others in your organization?

- ▶ At least somewhat convenient (48%)
- ▶ At least somewhat inconvenient (32%)
- ▶ New Delbrook Recreation Centre
 - ▶ Equally convenient (64%)
 - ▶ Less convenient (18%)
 - ▶ More convenient (9%)
- ▶ Interesting finding:
 - ▶ ***“Collaborative approach to hosting meetings at various Coalition member sites”***

Q9: On a scale 1-10, how would you rate the effectiveness of the Services to Seniors Coalition?

- ▶ At least somewhat effective (80%)
- ▶ Somewhat ineffective (13%)
- ▶ How do we improve?

Q10: What could be done to improve or strengthen the Coalition, in your opinion?

- ▶ ***“Provide more than just information sharing”***
 - ▶ Annual/quarterly work plans
- ▶ Inform the community about topics/themes/actions discussed
 - ▶ Lionsview website/Social Media
- ▶ ***“Increase time for networking and information sharing”***
 - ▶ Reduce length of presentations
 - ▶ Lunch socials
- ▶ Increase collaborations
- ▶ **Encourage new members to join**

Interesting findings and recommendation summary

- ▶ Is the process of becoming a Coalition member difficult or unclear?
- ▶ **Increase attendance**
 - ▶ More diverse topics and presenters
- ▶ Members value networking above all
 - ▶ Encourage more interdisciplinary collaborations
- ▶ Keep lines of communication open
 - ▶ **Reduce gaps and duplication of services**
 - ▶ More effective and efficient care and supports
- ▶ **Improve time management during meetings**

Interesting findings and recommendation summary (cont.)

- ▶ Take a goal-orientated position
 - ▶ Focus on concrete issues in healthcare and the community
 - ▶ **Create long term action plans**
 - ▶ Advocate/lobby government to complete
- ▶ **Presenters/information aimed at improving member organizations**
 - ▶ Help inform clients of available services and supports
 - ▶ Government financial assistance
 - ▶ Fundraising advice, financial advice, and I & R training
- ▶ Collaborative approach to housing Coalition meetings

Interesting findings and recommendation summary (cont.)

- ▶ Brainstorm and plan meeting topics
 - ▶ Presenters related to the topic of the day only
 - ▶ Increase understanding
 - ▶ Potential collaborations
- ▶ **Lunch socials**
 - ▶ Increase networking
 - ▶ Tight-knit community
 - ▶ Increase participation/collaboration
- ▶ ***“Pool resources for service delivery”***
 - ▶ Address overlap/gaps in services

Interesting findings and recommendation summary (cont.)

- ▶ ***“Advocate as a group for increased funding for non-profits”***
- ▶ Conduct public outreach as a group
 - ▶ **Make issues and the Coalition more visible**
 - ▶ Identify potential new members
- ▶ ***“Health service business [should be] excluded”***
 - ▶ Pros/cons?
 - ▶ Own agendas
 - ▶ **Encourage collaboration with those who can make a difference**

Thank you for participating!