



SENIORS TODAY Building a Better Tomorrow

Survey Results

November 2011



**LIONSVIEW SENIORS'
PLANNING SOCIETY**

A Strong Voice for Seniors on the North Shore

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Acknowledgments (continued)

■ Project Team

- Lionsview Board Steering Committee – Deanna Charlton, Anita Dadson, Dolly Cartwright, Pat Scarlett, Barb Brett, Vivien Christison, Wendy McCrea, Maureen Leyland
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 - Libraries: City of North Vancouver / District of North Vancouver - Capilano, Lynn Valley & Parkgate Libraries / West Vancouver Library
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- In-kind – Community
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Introduction

- Lionsview Seniors' Planning Society has undertaken an extensive needs assessment of seniors on the North Shore. Working with a variety of partners, Lionsview has conducted qualitative and quantitative research to explore seniors' needs.
- The following report presents the quantitative portion of this project. The report summarizes data collected from a large survey of seniors on the North Shore. The survey was written by Lux Insights, an independent market research company based in North Vancouver.
- The survey was based on an approach used by the World Health Organization to gather input on what seniors need to remain healthy, happy, independent and connected to each other and their community.



Introduction (continued)

- The survey covered 8 key areas (based on the World Health Organization approach)
 - Housing
 - Transportation
 - Outdoor spaces and public buildings
 - Civic participation and employment
 - Social participation
 - Communication and information
 - Community support and health services
 - Respect and social inclusion
- Survey results will be used to inform and influence planning and service delivery to North Shore seniors.



Methodology

- The survey questionnaire was written using the following inputs:
 - A series of focus groups conducted with North Shore seniors in February 2011
 - The World Health Organization approach discussed on the previous slide
 - Similar surveys used in other regions such as Halliburton County, ON
 - Feedback from the Lionsview Board
- A paper-based survey was piloted in the Lonsdale corridor in early April. A few minor changes were made and the survey was launched May 4, 2011.
- Paper surveys were distributed around the North Shore in libraries, community centres, seniors' homes, coffee shops, churches, etc. An extensive network of volunteers worked with seniors to help them fill out the survey as well as collect completed questionnaires.
- Seniors had the option of completing the survey online as well. BC-based company ResponseTek provided the software for the online survey.



Methodology (continued)

- Cut-off for survey completion was June 24 (a total of approximately 7 weeks in field.)
- Paper-based questionnaires were entered into the ResponseTek software and the data was compiled by NRG Research, another BC-based market research company.
- In total, **1123** surveys were received before the survey end date (1200 received overall). All respondents were over the age of 55 and all were residents of the North Shore.
- There are approximately 49,000 seniors on the North Shore according to the most recent census data (2006). As such, the margin of error for this study is a very healthy **+/-2.9%**, nineteen times out of twenty.
- Note that base sizes will change throughout the report as not all seniors answered all questions. Further, when appropriate, those who answered 'don't know' have been excluded.



Reading the Report

- The findings in this report are meant to convey an *overview* of North Shore seniors' needs. Results have been reported 'in total' and, where appropriate, differences between age groups and municipalities have been noted.
- Interpretation of the data has been kept to a minimum as the project's next phase will focus on a discussion and application of the data.
- An extensive data set has been created so that interested parties can assess results by:
 - Age
 - Municipality
 - Gender
 - Ethnicity
 - Mobility
 - Employment
 - Financial difficulty
 - Existence of support network
 - Seniors considering themselves 'informed'

Where appropriate, some significant differences between age groups and municipalities have been circled in red: ○

There are hundreds of open-ended comments in this study. Where appropriate, some of these comments have been added verbatim to the report.



Survey Respondents: Demographic Breakdown

Gender of Survey Respondents	%
Male	26
Female	74
Age of Survey Respondents	%
55 – 64 (Boomers)	18
65 – 74 (Junior Seniors)	33
75 -84 (Seniors)	35
85+ (Elderly)	14

Residency	%
City of North Vancouver	32
District of North Vancouver	48
District of West Vancouver	20
Ethnicity	%
Caucasian	81
Iranian	7
Asian	4
Other	8

No weighting was used in data analysis.

North Shore seniors discussing their needs in focus groups



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Section 1: Housing



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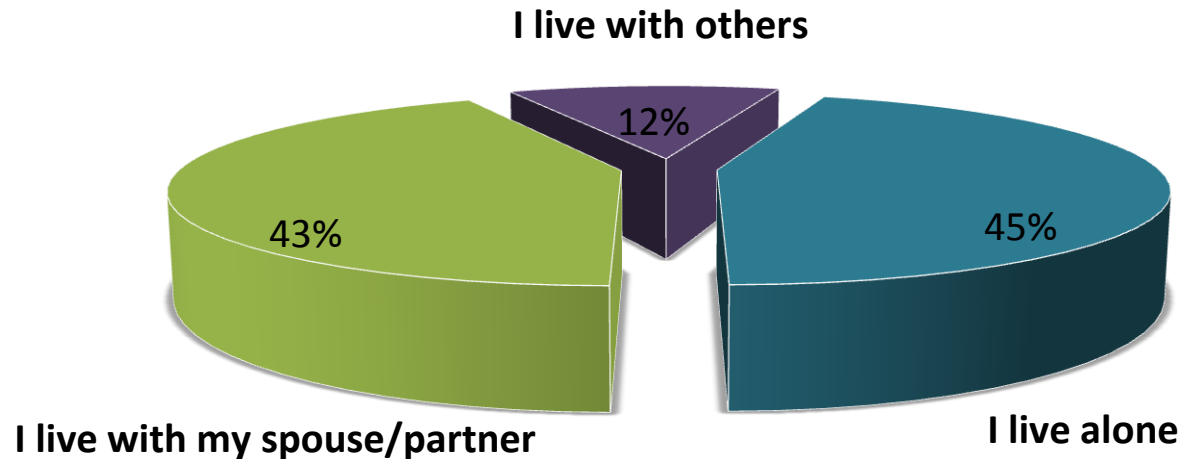
Housing: Key Findings

- Almost half of seniors live alone and almost two-thirds of the Elderly live by themselves.
- Most seniors own or rent their own residences and the majority say they have no long term plans to move.
- However, there is a sizeable portion who do plan on moving and most of these would prefer to live independently.
- Seniors feel there is not a wide enough range of housing on the North Shore. They also feel that there is a lack of affordable housing.
- If they do move, seniors will want housing located close to public transit, retail stores and their friends and family.



Almost one half of seniors live alone

Which of the following best describes your living arrangements?



N = 1111

- As seniors age, they are more likely to live alone

	% who live alone
Boomers	26
Junior Seniors	40
Seniors	52
Elderly	63

N=502

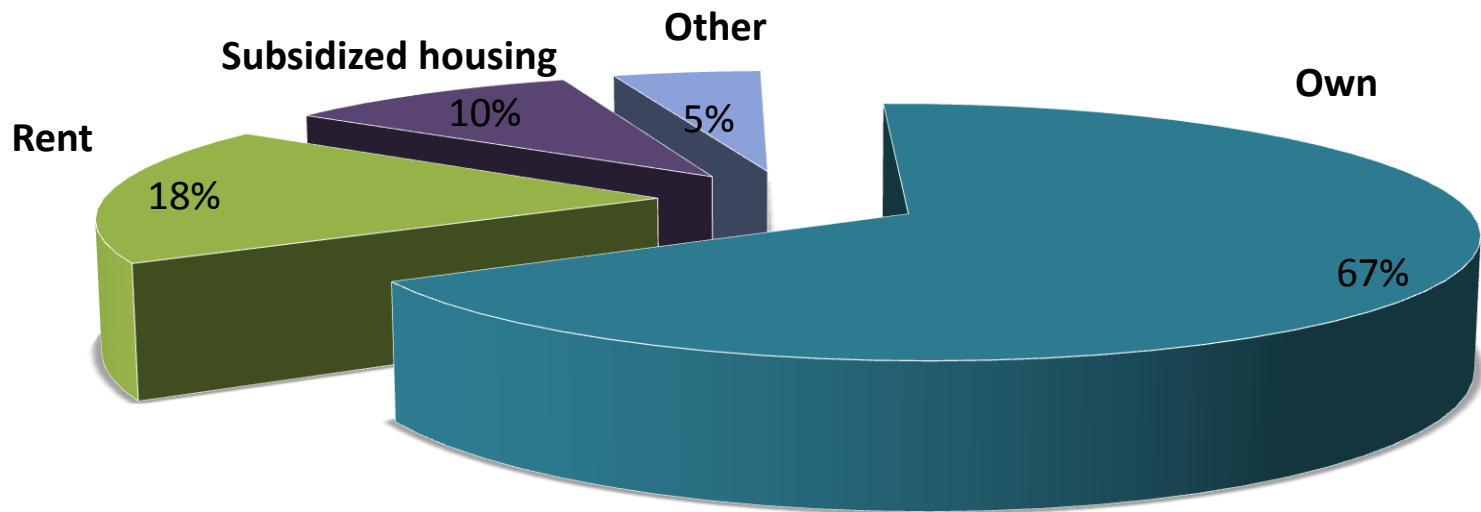


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Most own their own residences

Where do you live?

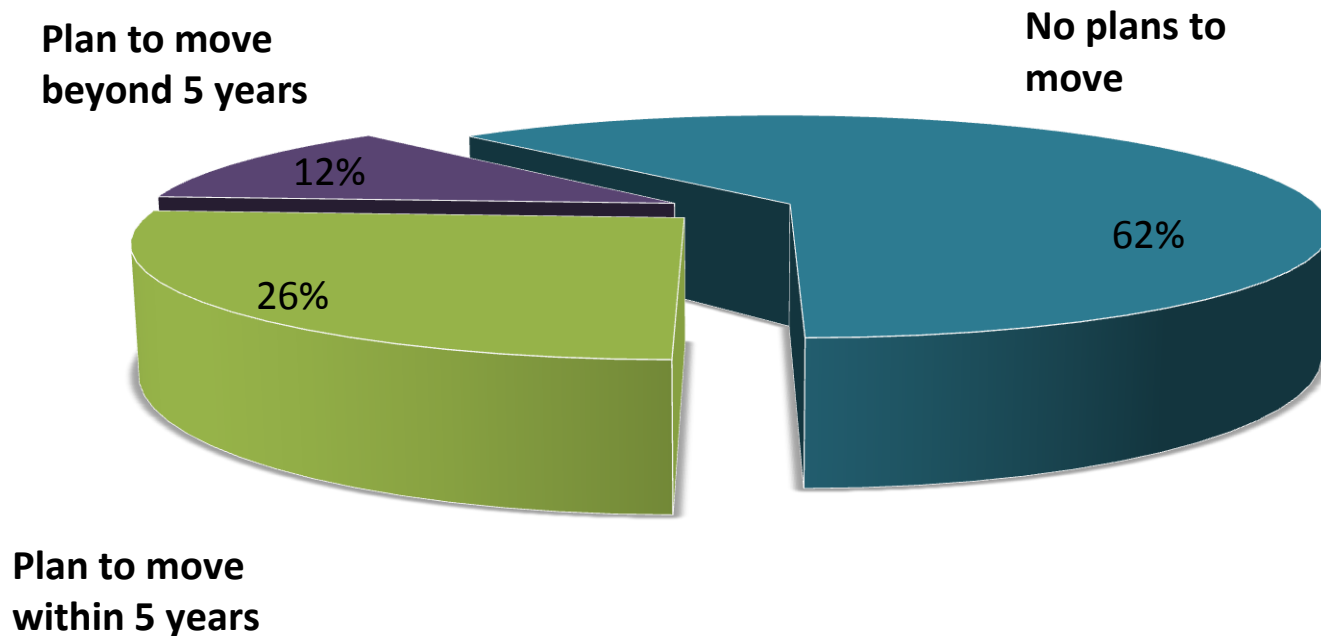


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More than one third plan to move within the North Shore

Do you plan to move to more suitable housing...?



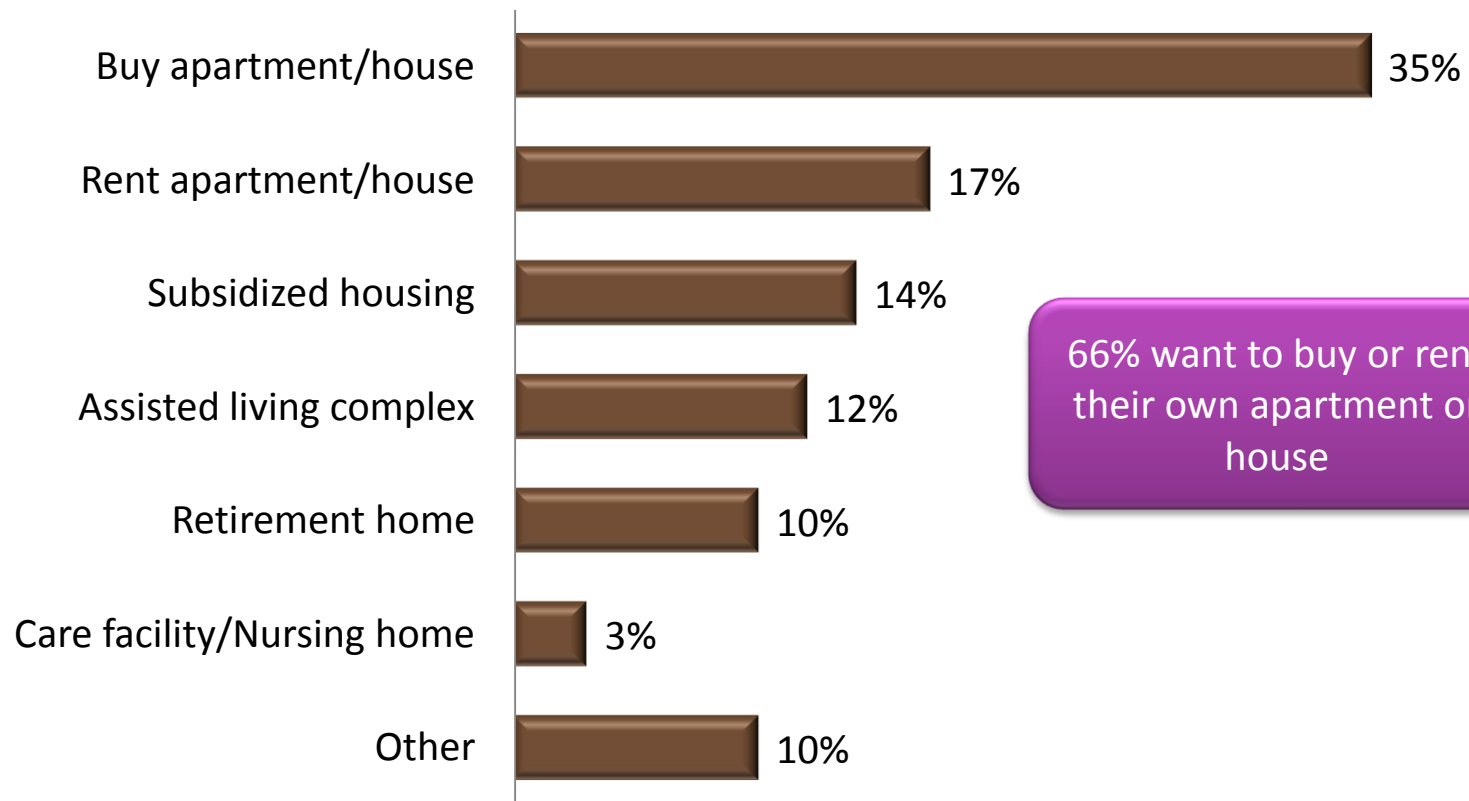
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Two thirds of those planning to move would prefer to live independently

What type of housing do you think you will need if you are planning a move within the North Shore?

Among those planning to move:



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Half of those planning to move would prefer to live independently: A closer look

What type of housing do you think you will need if you are planning a move within the North Shore?

	% Total	% Age				% Municipality		
		Boomers	Junior Seniors	Seniors	Elderly	CNV	DNV	DWV
Apartment/condo/town house that I will buy	30	39	38	28	3	16	40	25
Apartment/condo/town house that I will rent	16	15	16	21	3	19	13	17
Subsidized Housing	14	14	17	9	11	20	9	16
Assisted Living complex	12	2	6	17	33	16	9	12
Retirement Home	10	4	8	10	23	7	10	13
Smaller house that I will buy	5	10	6	1	3	3	6	6
Care facility/nursing home	3	0	1	5	8	2	3	3
Smaller house that I will rent	1	2	2	1	0	3	1	2

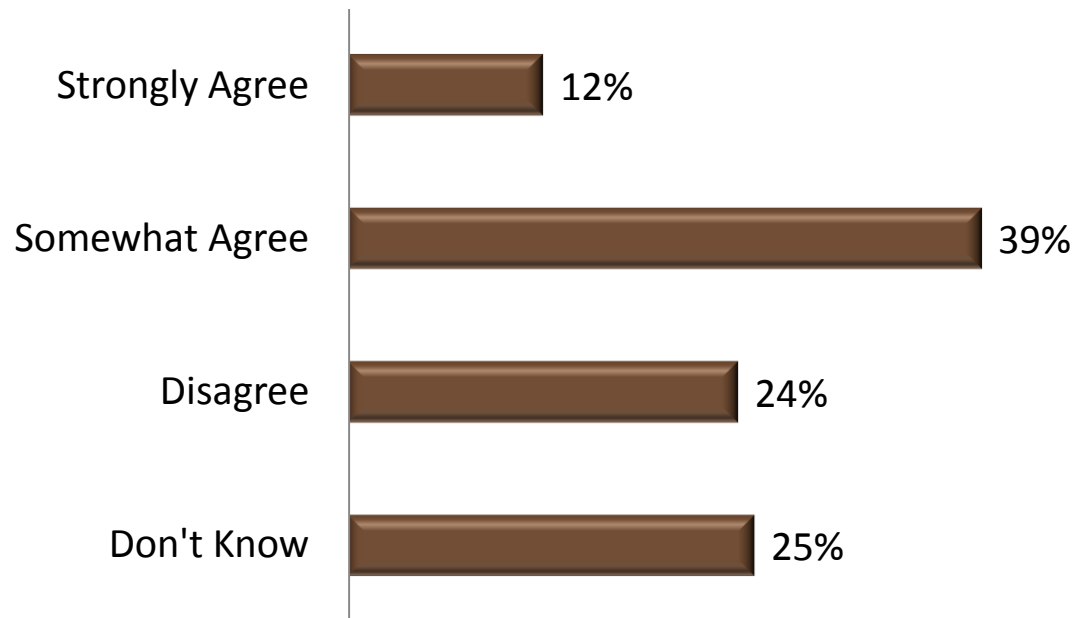


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Sizeable number feel they are not well informed of housing options

I am well-informed of the available housing options:

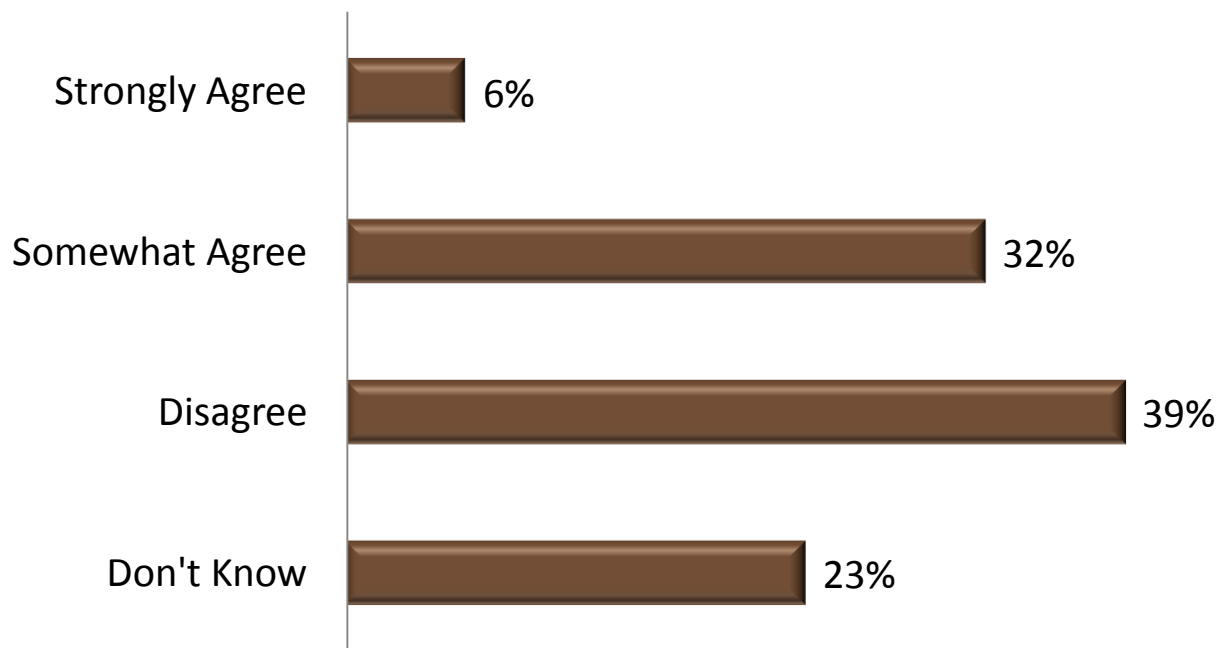


- Those least informed are those living in DNV
- 38% of elderly say they don't know if they are well-informed



Fewer than 4-in-10 feel there is a wide range of housing options

There is a wide range of housing options on the North Shore for Seniors:

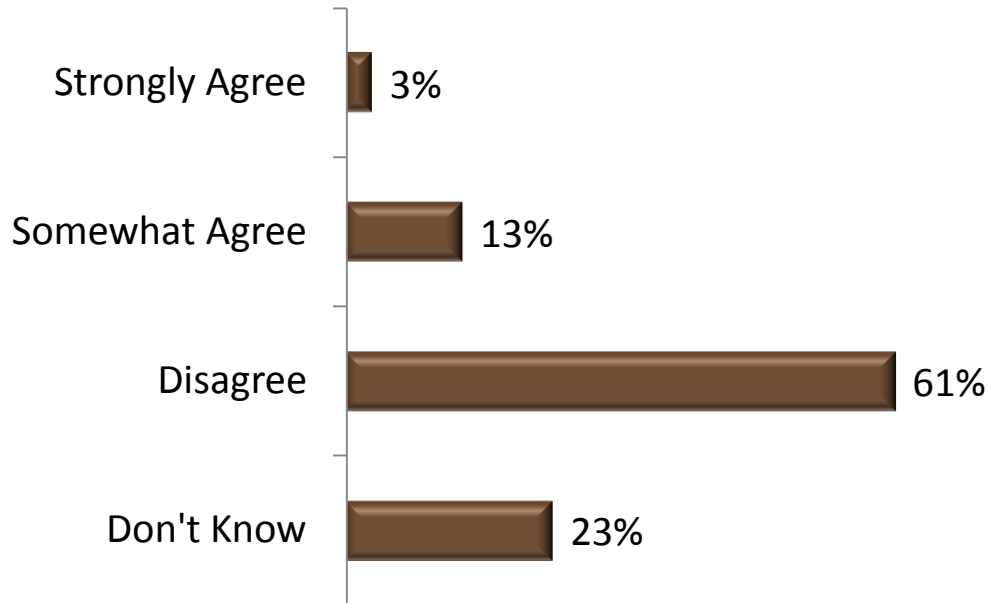


- Seniors in WV are more likely to disagree that there is a wide enough range of housing options: 49% disagree vs 36% in NV



Seniors are concerned about the amount of *affordable* housing

There is enough affordable housing on the North Shore:



More than 8-in-10 either disagree that there is enough affordable housing, or say they don't know.

- 69% of seniors in WV feel there is NOT enough affordable housing for seniors (compared to 59% in NV)



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Seniors are concerned about the amount of *affordable* housing (cont.)

In seniors' words....

"I am seriously worried about the type of housing that I will be able to afford."

"Smaller, more affordable house/condo to free up equity."

"As my condo fees and health needs continue to rise, i.e. dental, eye care and prescription drugs, will need to sell my condo and rent."

"There needs to be more townhouse options in West Van. Affordable options. We don't need gold taps and marble counters."

"People who have lived in W. Van all their lives are being displaced by wealthy offshore buyers."

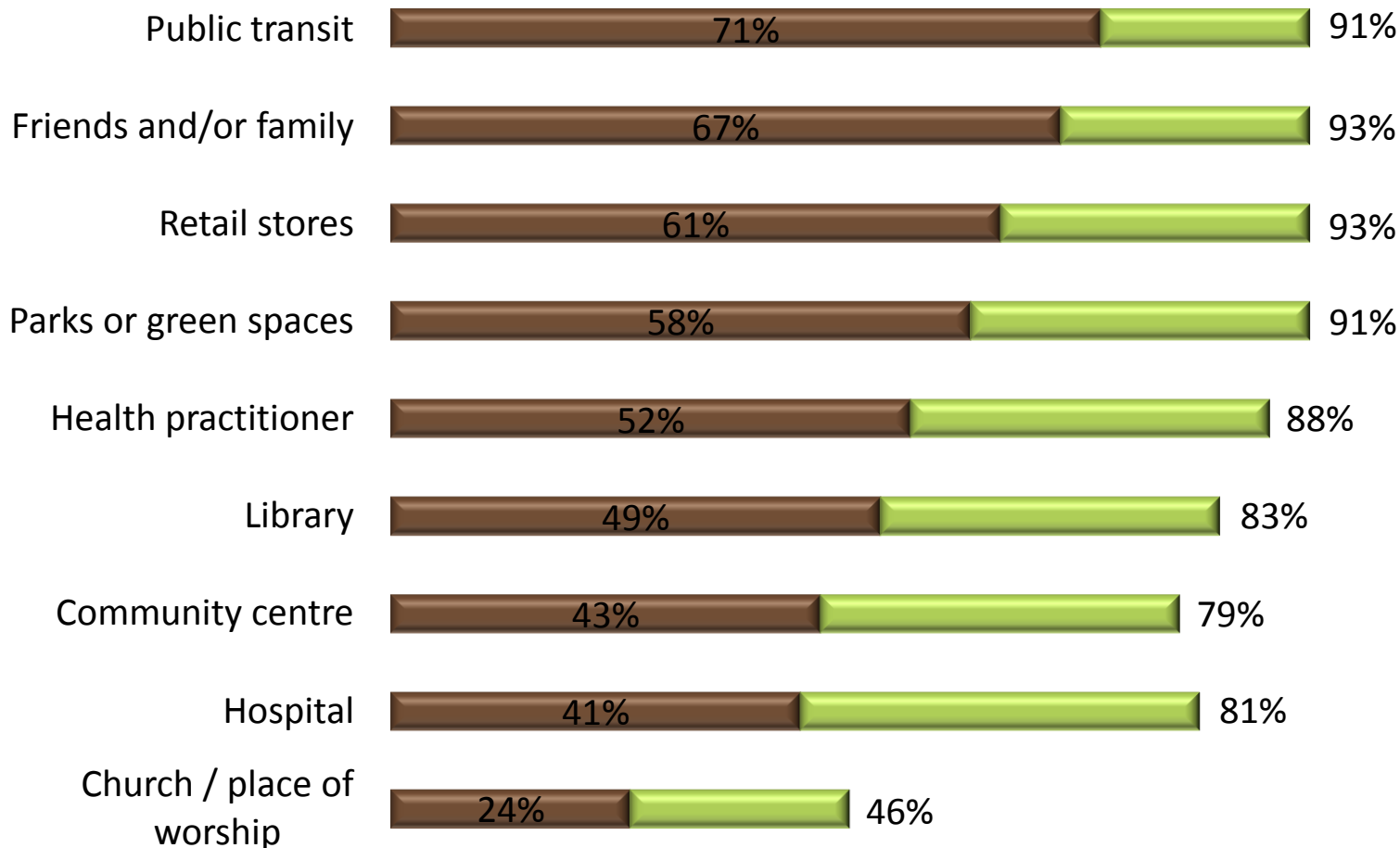
"[I] cannot afford to stay on North Shore even in smaller accommodations. Have to leave area I've lived in for 35 years to afford to buy another home - need to use some of home equity to fund retirement."



Being near to public transit and friends & family are key

When it comes to deciding where to live, how important is it to be near to the following:

% Who felt it important to be near...



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■ Very Important

■ Somewhat Important

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Taking a closer look...

When it comes to deciding where to live, how important is it to be near to the following:

To be near...	% who say it's "very important"							
	Total	Age				Municipality		
		Boomers	Junior Seniors	Seniors	Elderly	CNV	DNV	DWV
Public transit	71	61	74	72	69	73	67	76
Family & friends	67	57	66	71	75	67	69	64
Retail stores	61	50	60	68	62	68	58	60
Parks or green space	58	63	61	52	56	49	59	67
Health practitioner	52	40	46	60	61	60	48	49
Library	49	45	50	49	50	43	50	56
Community Centre	43	38	43	44	41	41	41	50
Hospital	41	30	39	46	47	53	39	26
Church/place of worship	24	9	22	28	34	28	20	24



Section 2: Transportation



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Transportation: Key Findings

- When possible, seniors appear to prefer to walk as their main form of transportation. However, most are relying on their personal vehicles for transportation.
- While the majority of seniors walk without difficulty, a quarter of seniors have mobility issues. This is an issue when it comes to having enough time to cross the street at crosswalks (one quarter say they do not have enough time.)
- Overall, seniors find it relatively easy to drive on the North Shore, including at night. They are generally satisfied with traffic signage and the conditions of the roads.
- While seniors are generally satisfied with the affordability and availability of transportation on the North Shore, most do not regularly use the age-friendly transportation services such as the Go Bus or the HandyDART Bus.



Seniors prefer to walk or drive

How often do you use the following modes of transportation...

	Daily (%)	Weekly (%)	Monthly (%)	Less than once a month (%)	Never (%)
Walking	56	28	7	4	5
My own personal vehicle	48	28	1	1	22
City Bus	10	19	17	29	25
Friends / family drive me	4	22	16	24	34
Bicycle	1	5	4	8	82
Scooter	1	1	1	1	95
Go Bus	1	3	2	6	89
HandyDART Bus	1	2	2	4	91
Taxi	1	3	7	36	54
Shuttle (eg. Hub)	0	3	1	3	93



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Most seniors never....

- **Use a bicycle (not surprisingly, given the hills on the North Shore)**

"[We need] safer bicycle lanes."

"It is dangerous for both bicyclists and motorists to allow bikes along Marine Drive from Horseshoe Bay to Dundarave."

"[We] need better weather for bicycles and scooters!"

- **Use the age-friendly transportation services** including the Go Bus (Never = 89%) or the HandyDART Bus (Never = 91%)

"I have been signed up for HandyDART but haven't used it because there is a half hour window for picking me up and getting me home. I don't have the stamina or energy to add that hour to what I want or have to do that requires transport."

"I live at least a mile away from public transportation so have no choice but to drive."

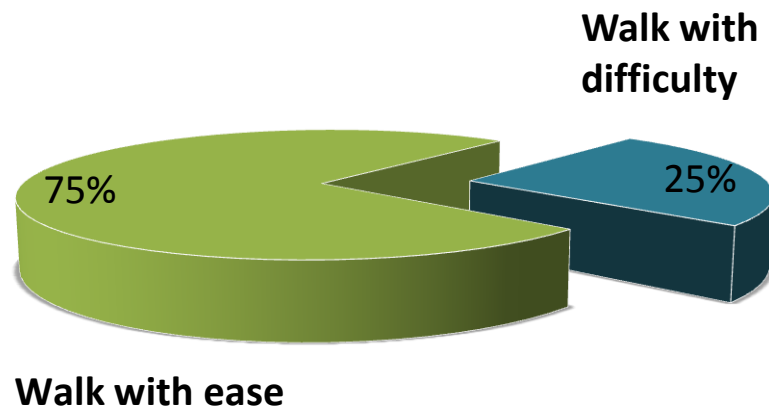
"If you want people to use the buses, they should be more frequent, especially on Sundays/holidays."

"HandyDART is good but costly. Most times the bus is nearly empty."



One quarter of seniors walk with difficulty

Please indicate your level of mobility...



Level of Mobility	%
Cane or Walker	15
Walk with difficulty, but use no aid	12
Scooter	2
Wheelchair	1
Other	3

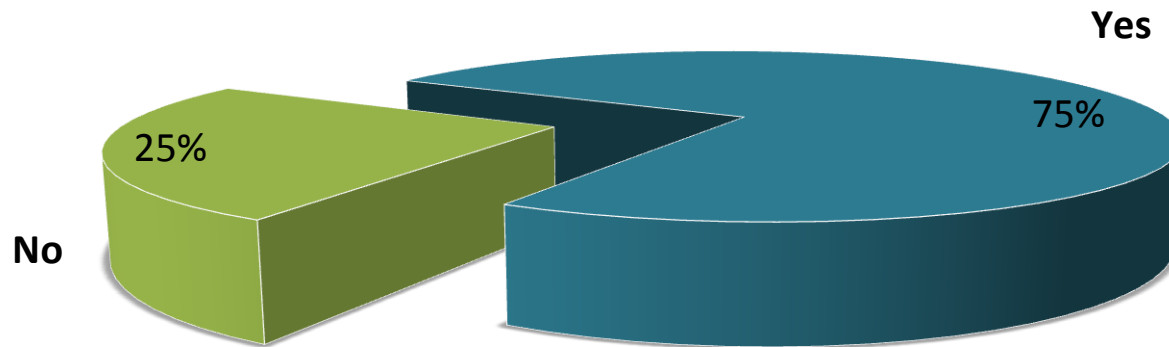
- As seniors age, they tend to have more difficulty walking. Currently, 59% of the Elderly have mobility issues, as opposed to Seniors (34%), Junior Seniors (15%) and Boomers (11%).



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One quarter don't have enough time at crosswalks

Do you generally feel you have enough time to cross the street?



- Almost one-half (47%) of those who say they walk with difficulty say they do not have enough time at crosswalks.
- About one-third of the Elderly (32%) say they do not have enough time to cross at crosswalks.



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One quarter don't have enough time at crosswalks (cont.)

In seniors' words...

"Drivers are so fast now, the roads & crosswalks are almost unsafe. On LV road cars are doing 80+ km/h with several revving up on amber lights & speeding through on red. Very scary."

"I walk very slowly and find I never have time to cross the wide streets."

"Light from North to South Park Royal is too fast for safe crossing by seniors. Many other crosswalks do not give sufficient time to cross safely."

"Many seniors use canes, walkers, or just shuffle across and the light has turned red before they finish crossing... Scary!"

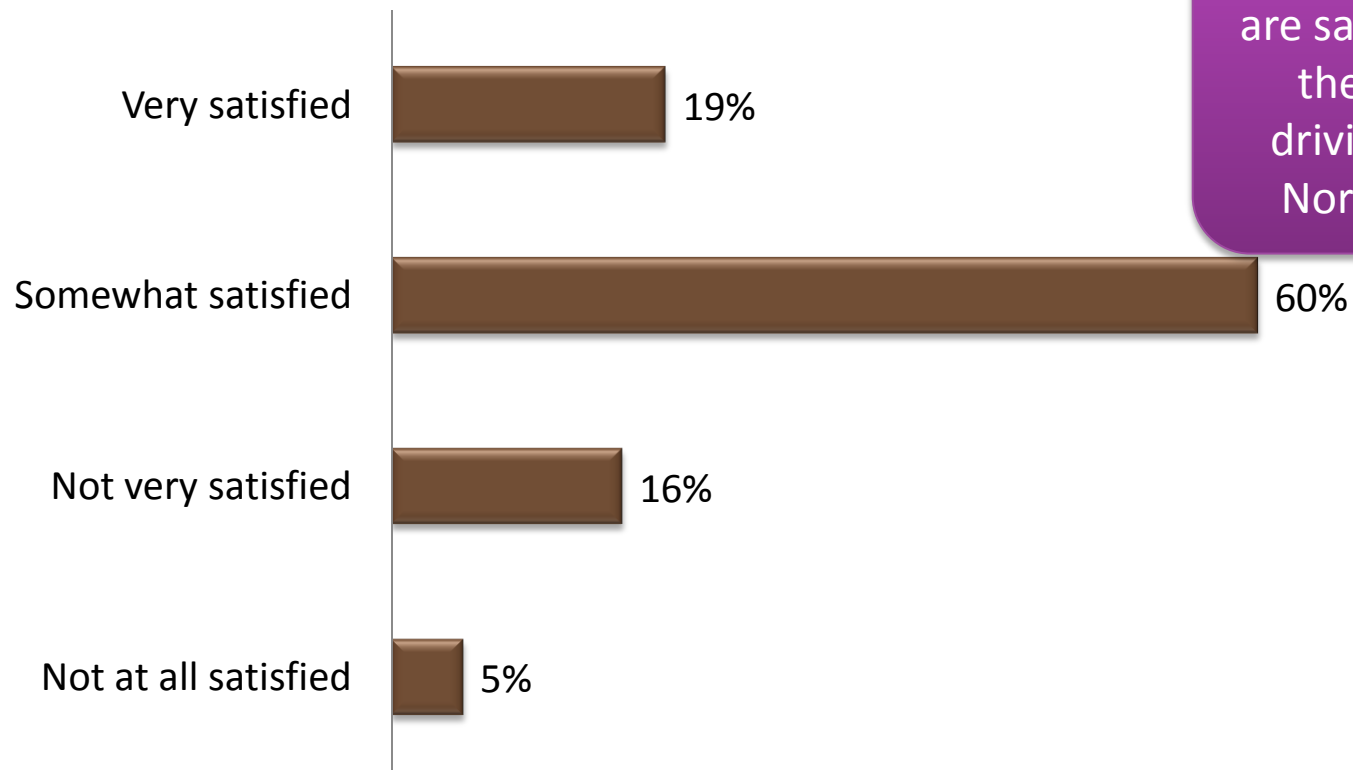
"I have had many close calls while crossing at crosswalks."

"No! Not sufficient time to cross roads. Drivers not considerate of elders."



Overall, seniors find it fairly easy to drive on the North Shore

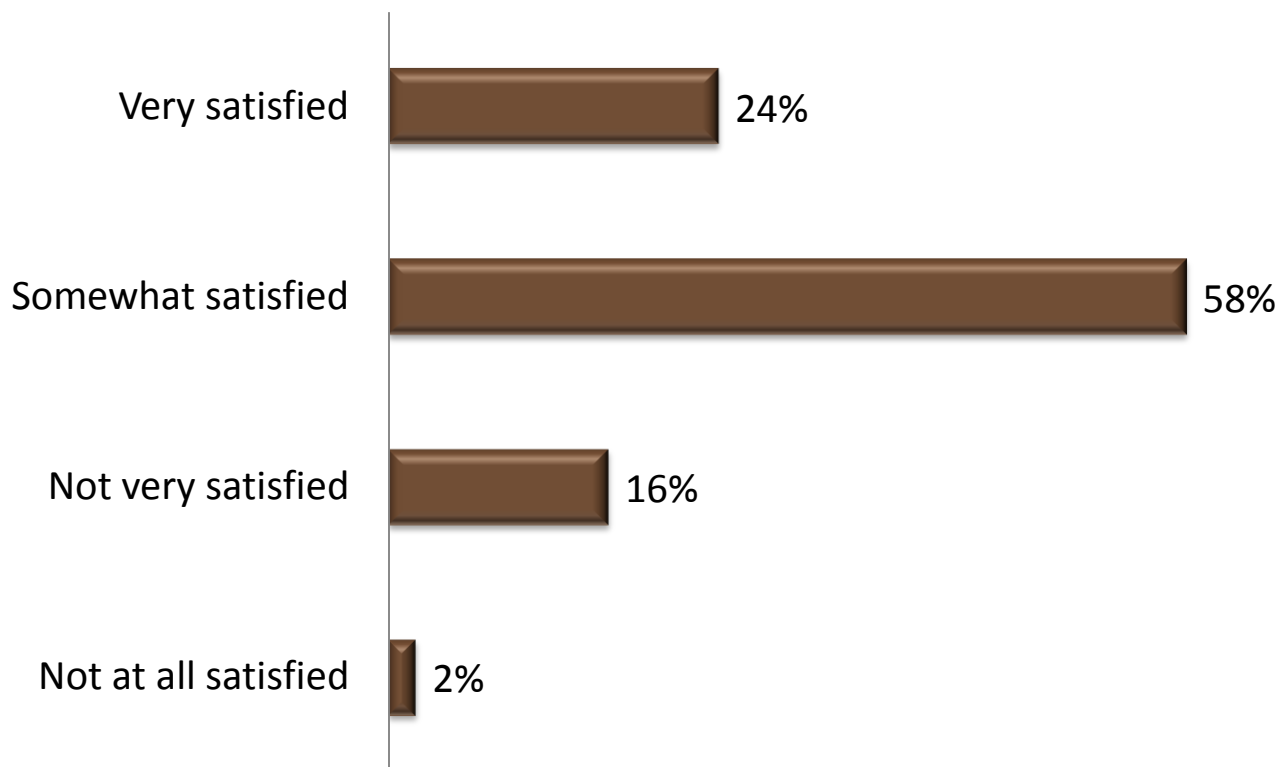
Based on your general experience, please rate the ease of driving on the North Shore:



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Seniors are generally satisfied with the condition of the roads

Based on your general experience, please rate the general conditions of the road:



82% of seniors are satisfied with road conditions.

- Those living in CNV are more likely to be dissatisfied with the general conditions of the roads (24% unsatisfied), as opposed to those living in DNV (16%) or DWV (15%).

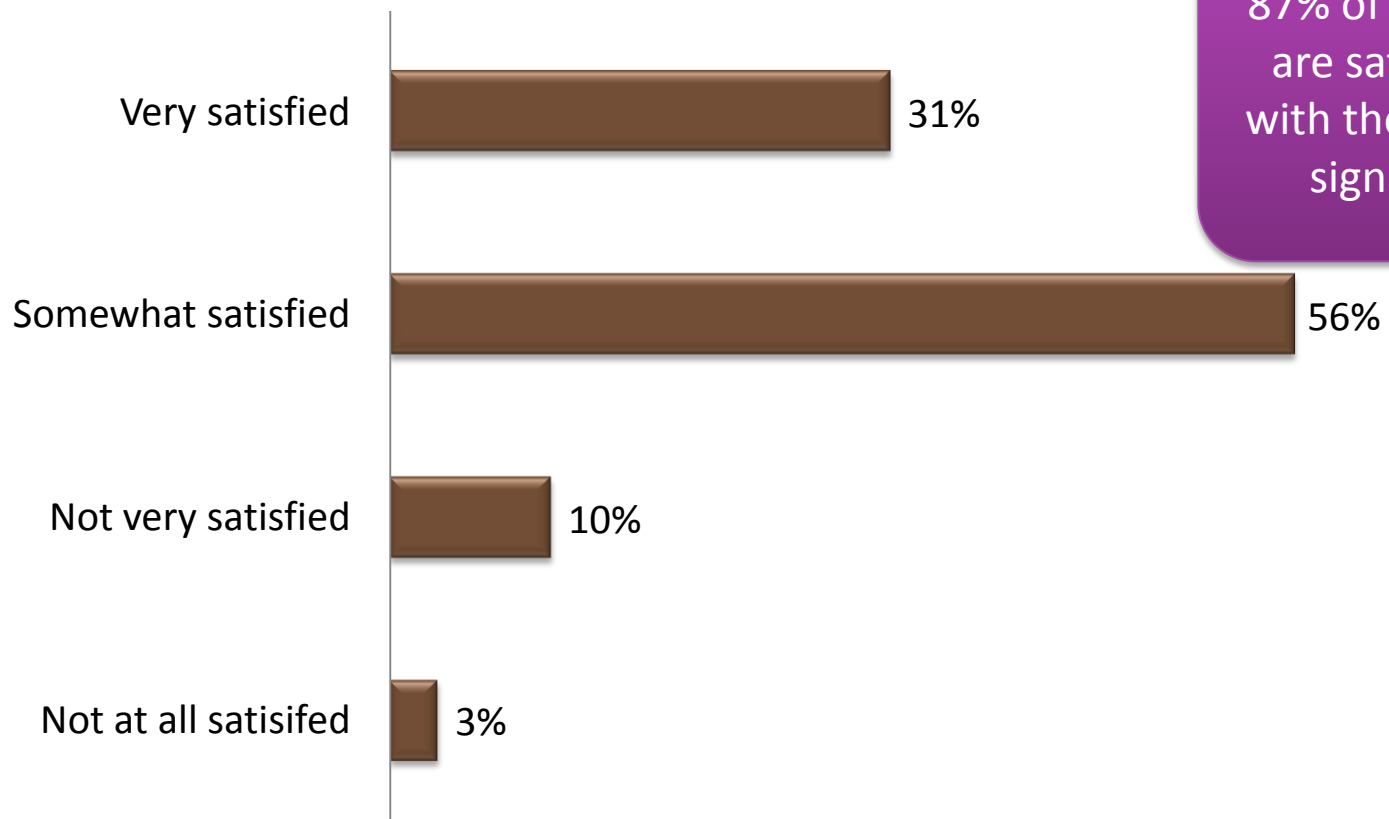


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Seniors also feel there is adequate traffic signage

Based on your general experience, please rate how satisfied you are with traffic signage:



87% of seniors
are satisfied
with the traffic
signage.



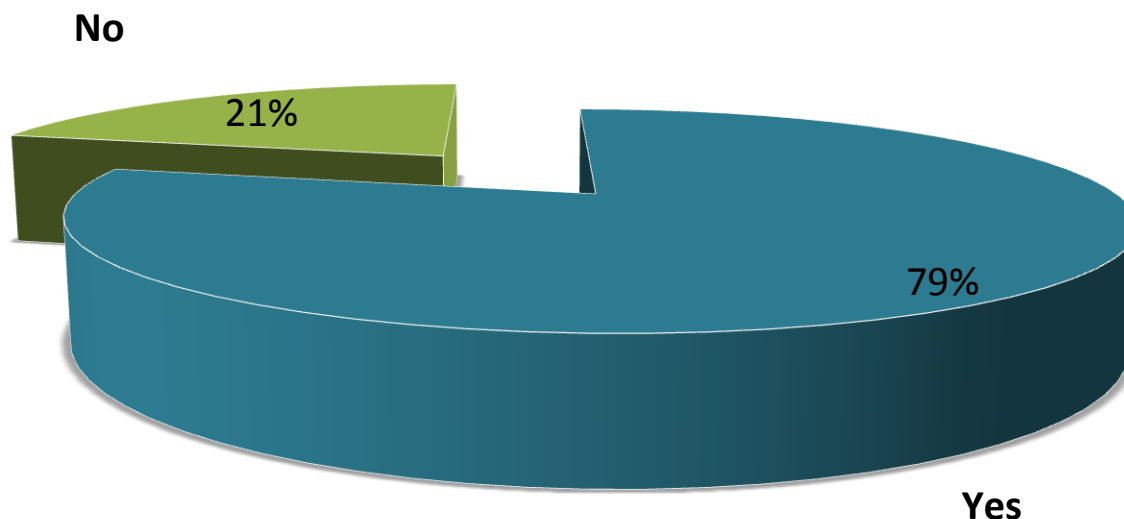
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Large majority of seniors feel safe driving at night

Do you generally feel safe while driving at night?

-Among those that drive-



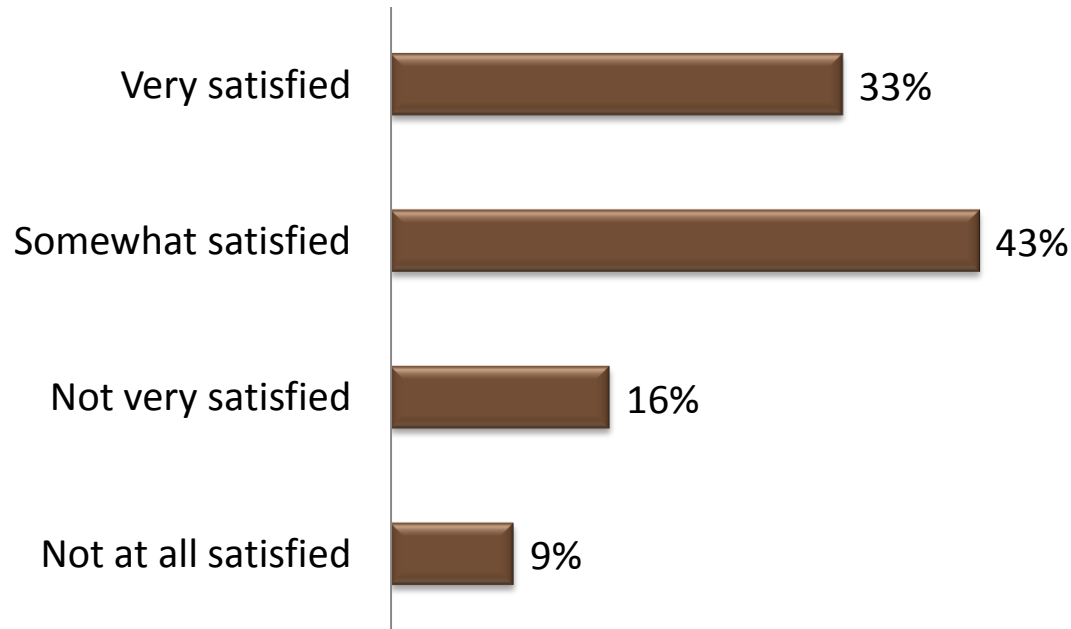
- The Elderly (39%) and Seniors (22%) are more likely to feel unsafe driving at night, as opposed to Junior Seniors (12%) and Boomers (7%).



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Public transportation is fairly available to seniors

Based on your experience, how available is public transportation:



Three quarters of seniors are satisfied with the availability of public transportation.

- However, Boomers (34%) and Junior Seniors (28%) are not as satisfied with the availability of public transportation, compared to Seniors (18%) and the Elderly (17%).

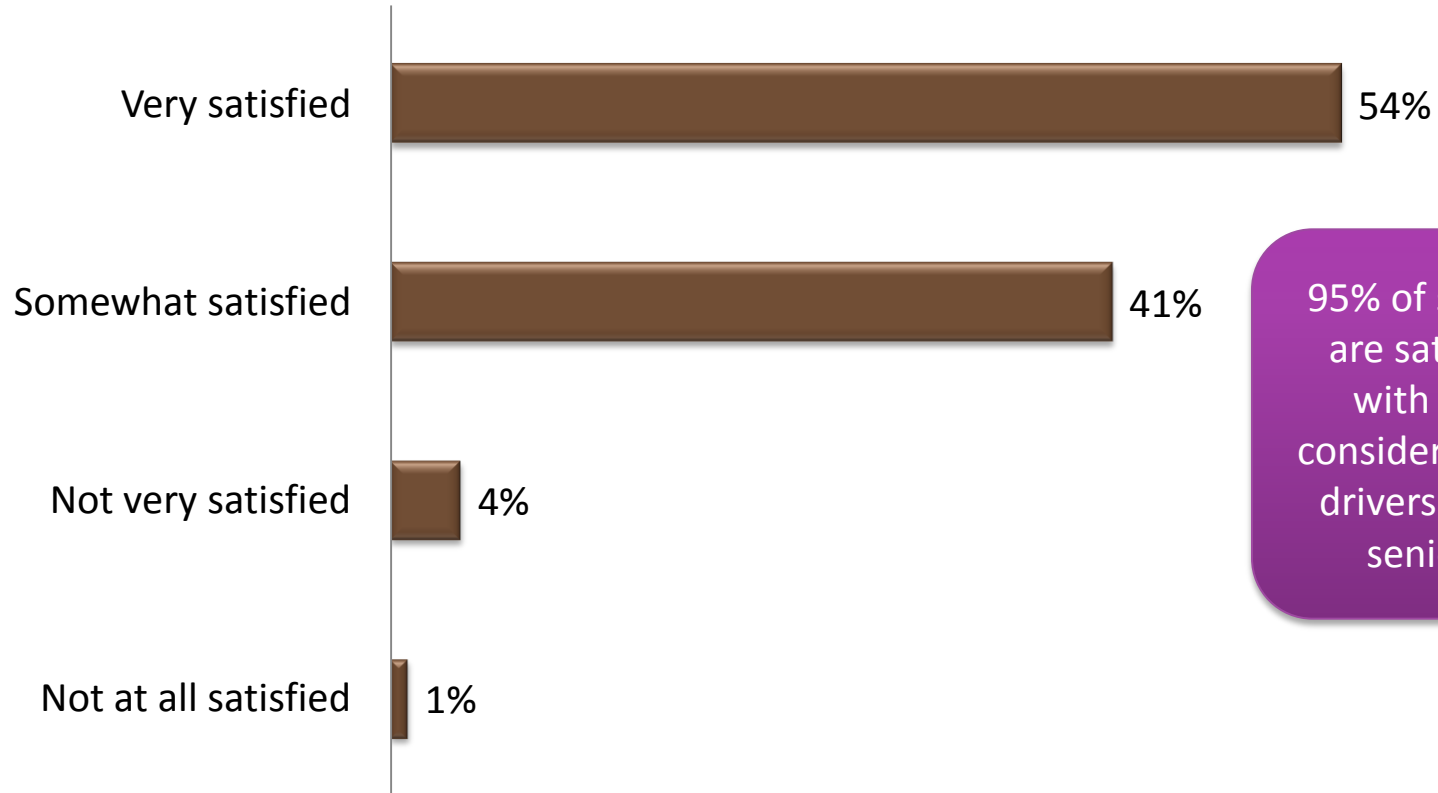


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Bus drivers perceived to be quite considerate of seniors' needs

Based on your experience, rate how considerate bus drivers are of seniors:



95% of seniors are satisfied with how considerate bus drivers are of seniors.

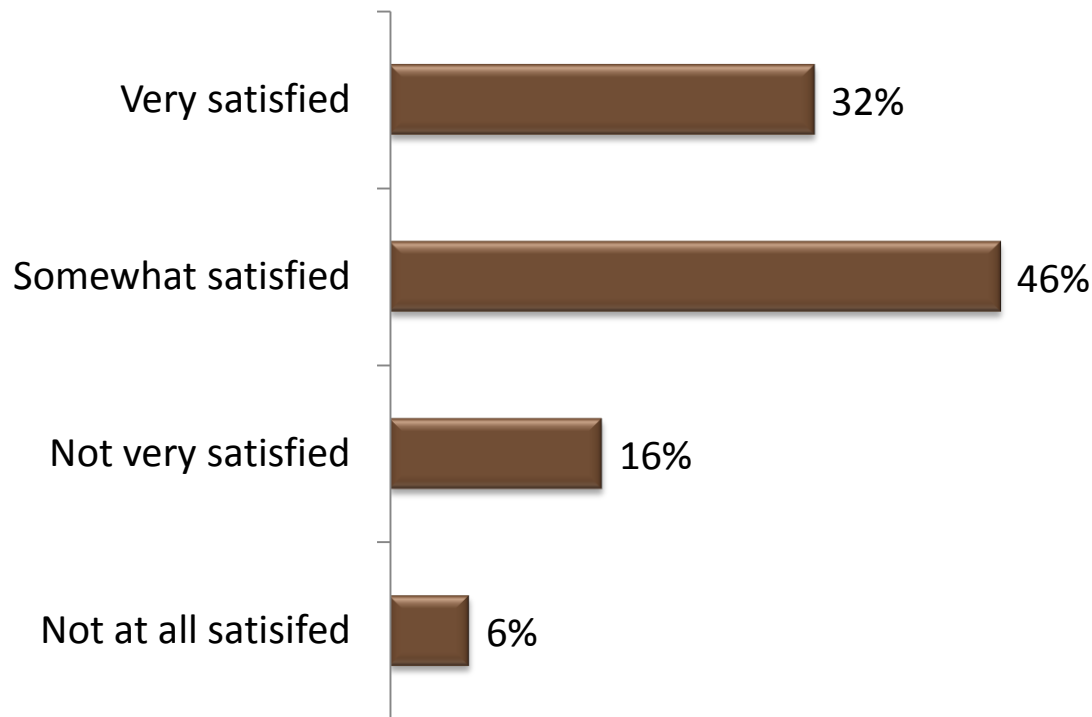


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Overall, public transportation is considered affordable by seniors

Based on your experience, rate how satisfied you are with the affordability of public transportation:



78% of seniors are satisfied with the affordability of public transportation on the North Shore.

- However, of those living in NV, 25% are not satisfied with the affordability of public transportation as opposed to those living in DWV (12%).



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Section 3: Outdoor Spaces and Public Buildings



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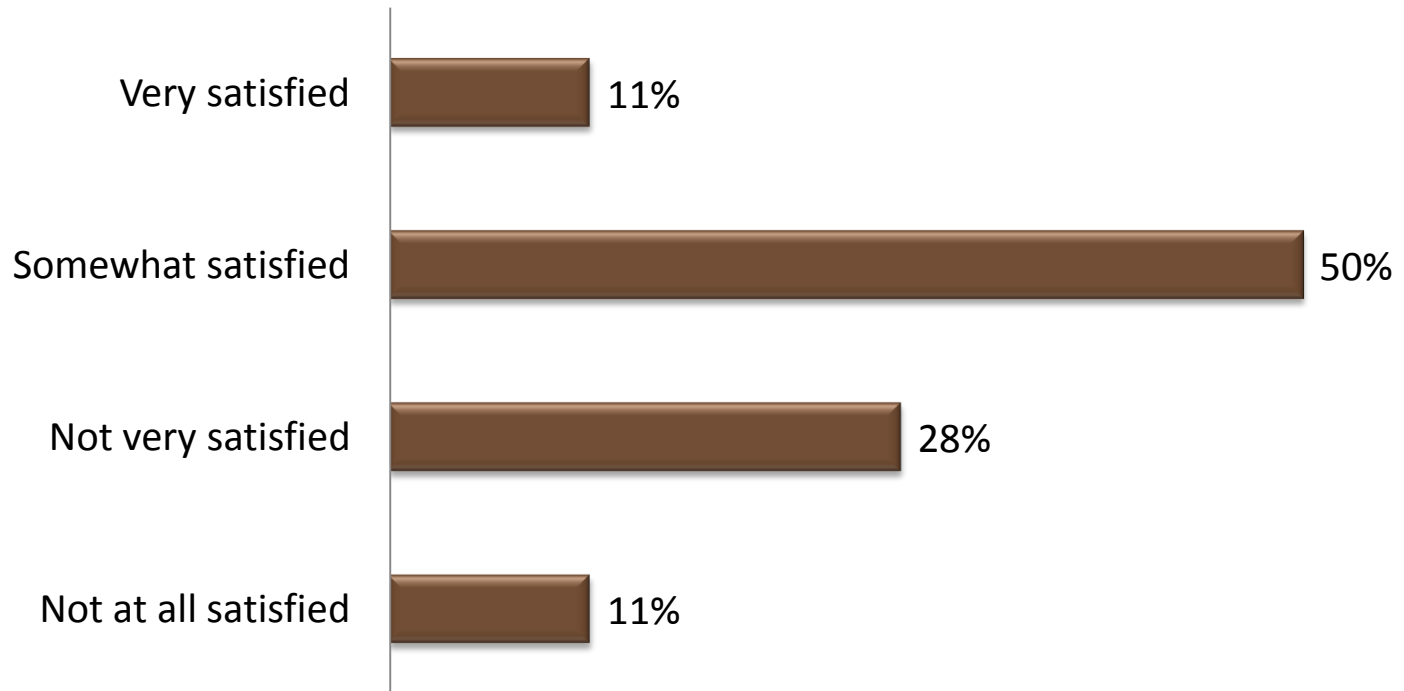
Outdoor Spaces and Public Buildings: Key Findings

- Overall, seniors are generally satisfied with outdoor spaces and public buildings on the North Shore.
- However, many seniors are not satisfied with the number of regular parking spaces or the number of disability parking spaces. The majority of those with mobility issues say there are not enough disability parking spaces.
- For the most part, seniors feel there are enough accessibility elements in public buildings, as well as enough wheelchair ramps. However, almost half of seniors say they aren't satisfied with the number of public toilets.
- CNV Seniors are most likely to be dissatisfied with parking spaces, accessibility elements and public toilets.
- Finally, Seniors seem to be more concerned with safety on the North Shore than they are with outdoor spaces. Safety appears to be more of an issue in NV than WV.



Satisfaction is not particularly high with the amount of parking on the North Shore

Rate your satisfaction on the number of parking spaces in general:

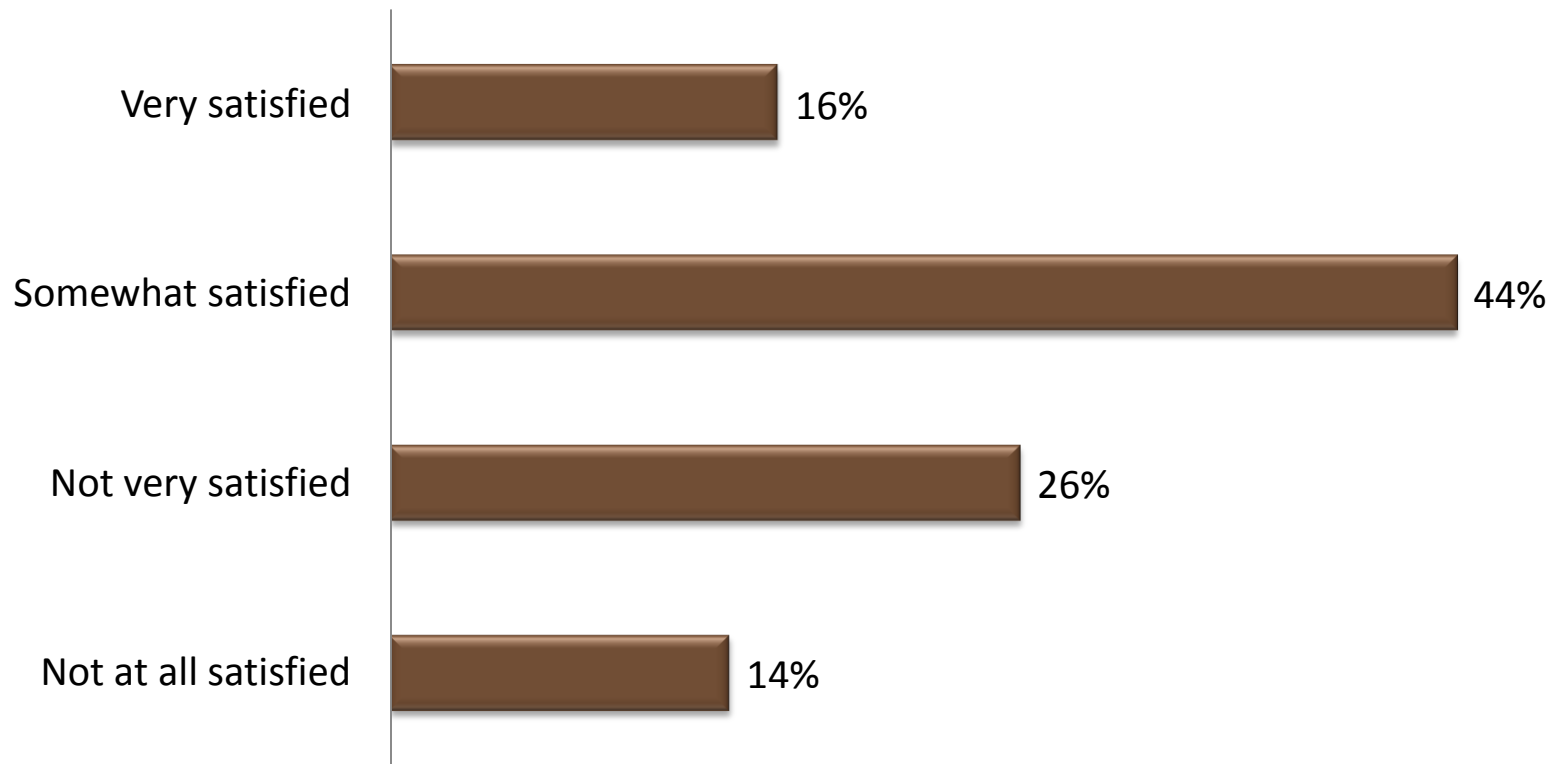


- This appears to be a bigger issue in CNV. Almost half (49%) of those living in CNV are not satisfied with the number of parking spaces, as opposed to DNV (35% not satisfied) and DWV (34% not satisfied).



Satisfaction is no better when it comes to parking spaces for people with disabilities

Rate your satisfaction of the number of parking spaces for people with disabilities:



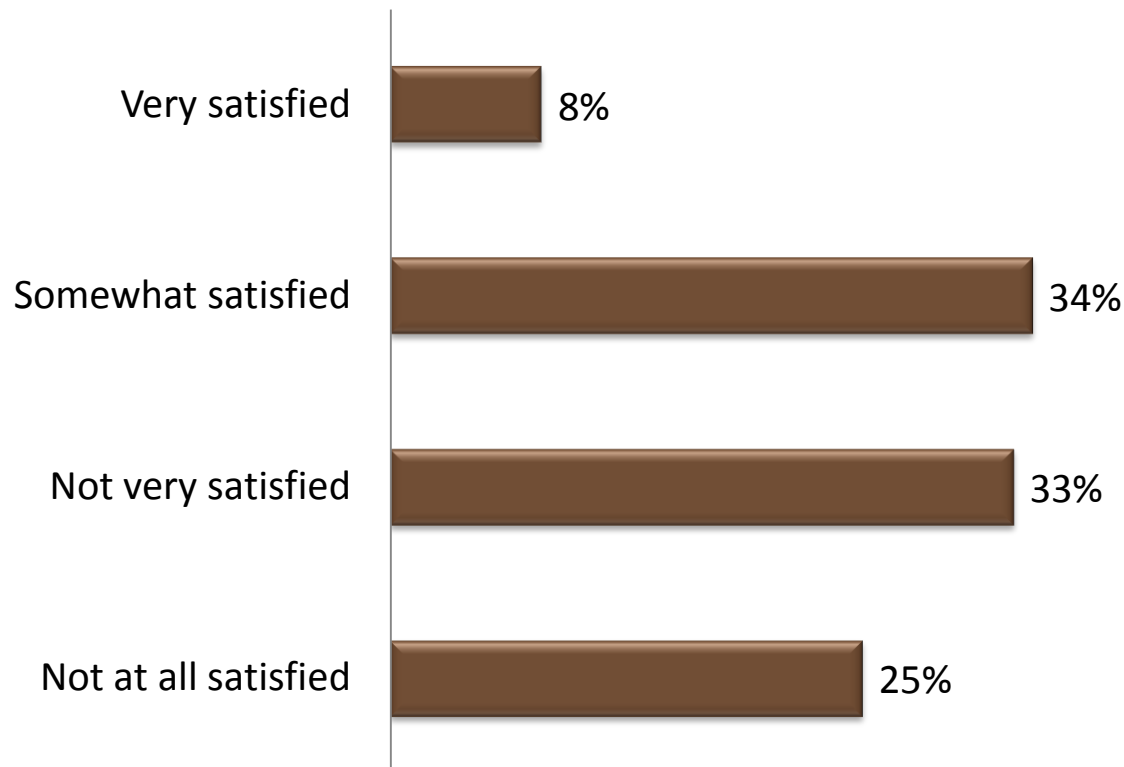
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Majority of those with mobility issues not satisfied with parking spaces

Rate your satisfaction of the number of parking spaces for people with disabilities:

-Among those who are less mobile-




Only 42% of those with mobility issues are satisfied with the number of disability parking spaces.



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Although majority are at least *somewhat* satisfied with parking, there is a significant percentage that is not

In seniors' words...

"Not enough parking around clinics, hospitals, etc. Hospital is not very good."

"Parking @ LGH outrageously expensive & not enough spaces."

"Parking is terrible on Lonsdale, that's why I walk."

"Parking very limited. Have to drive around to find a parking space."

"Parking around Community Centre and Senior Centre is totally inadequate."

"Should double the number of handicapped spaces available."

"More handicapped parking spaces would be helpful; especially at the West Van Rec. Centre - they are often full in the mornings and it is a very busy place!"

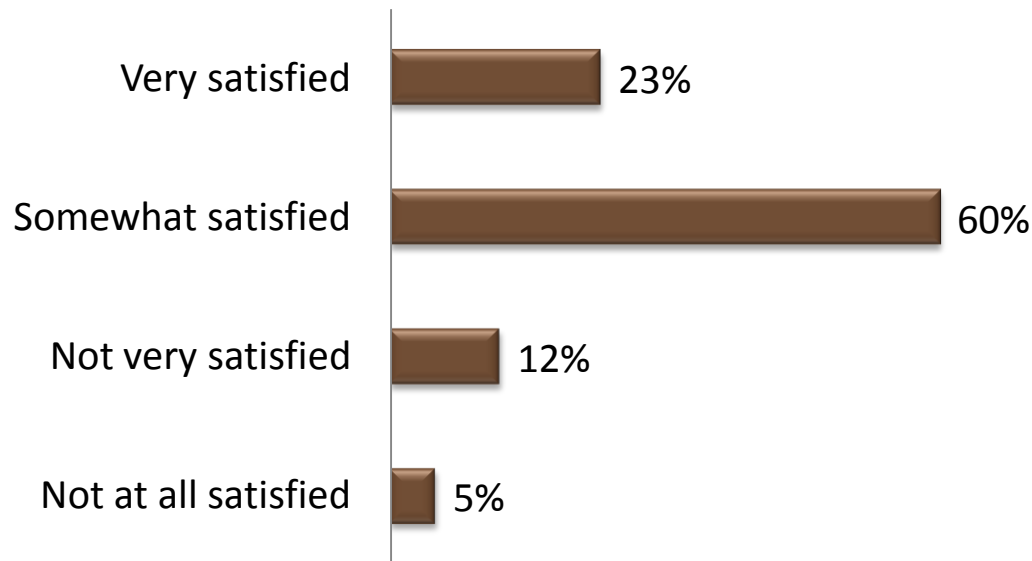
"Short of public parking for seniors with medical problems."

"Parking and access for people in wheelchairs or scooters is dreadful. Not enough or none!"



Seniors do feel there are enough accessibility elements in public buildings

Rate your satisfaction of the number of accessibility elements in public buildings:



83% of seniors are satisfied with the number of accessibility elements in public buildings.

- While the majority of seniors are likely to be satisfied with the number of accessibility elements in public buildings, 24% of those living in CNV are *not*, as opposed to 15% in DNV and 13% in DWV.
- 29% of those who are less mobile are not satisfied with the accessibility elements in public buildings, compared to 13% of those who are fully mobile.

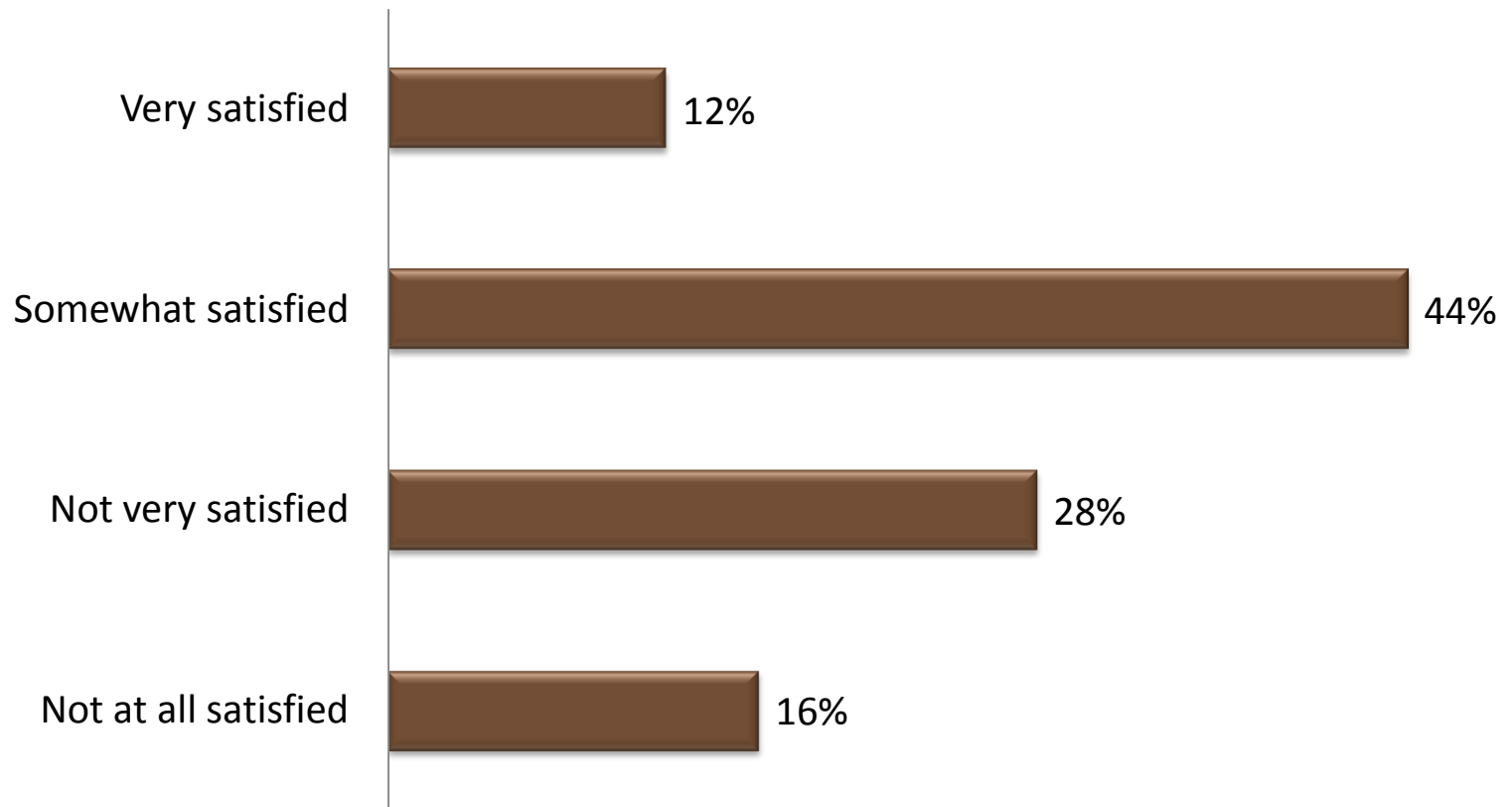


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Seniors could use more public toilets

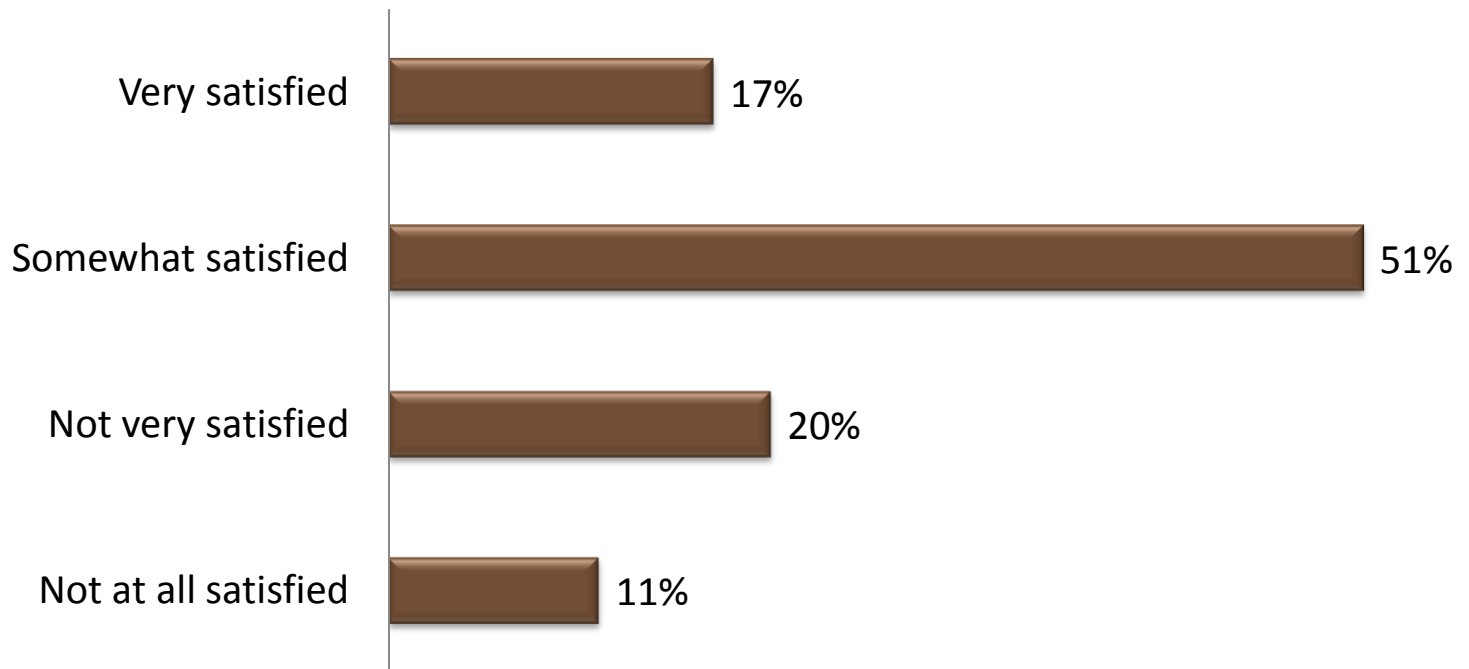
Rate your satisfaction of the number of public toilets:



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Accessibility elements in public toilets less concerning than the number of toilets

Rate your satisfaction of the number of accessibility elements in public toilets:




- Those living in CNV (40%) are more likely to be unsatisfied with the number of accessibility elements in public toilets, as opposed to DNV (29%) and DWV (24%).



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Almost half of seniors aren't satisfied with the number of public toilets, and one-third say public toilets don't have enough accessibility elements

In seniors' words...

"What public toilets? Except in libraries, where they are fine."

"No public toilets on the transit system except at the Seabus terminal."

"Public toilets in many places are not easily found or accessible."

"Difficult with back problems to maneuver. Hard to sit & get up with handrail & protect clothing at same time."

"There are often long line ups for toilets on holidays and Sundays. Public washrooms are a disgrace."

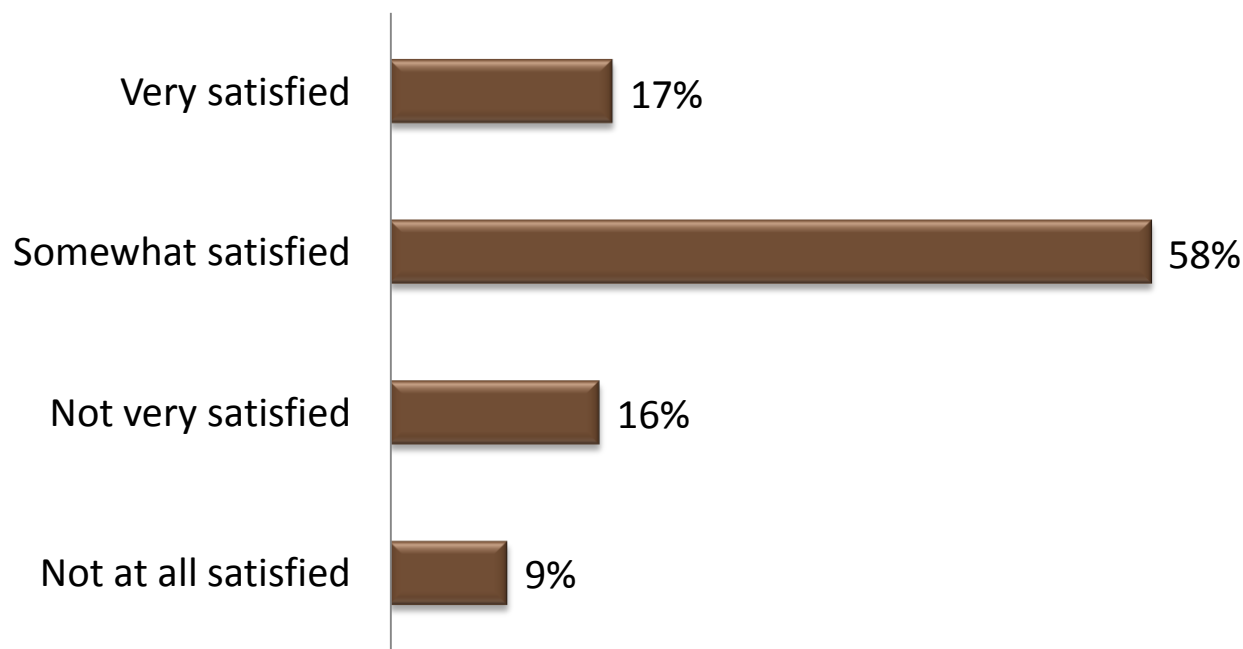


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Overall, there do appear to be enough wheelchair ramps for public buildings

Rate your satisfaction of the number of wheelchair ramps for public buildings:



- However, 37% of those who are less mobile are not satisfied with the number of wheelchair ramps for public buildings, compared to those who are fully mobile (19%).

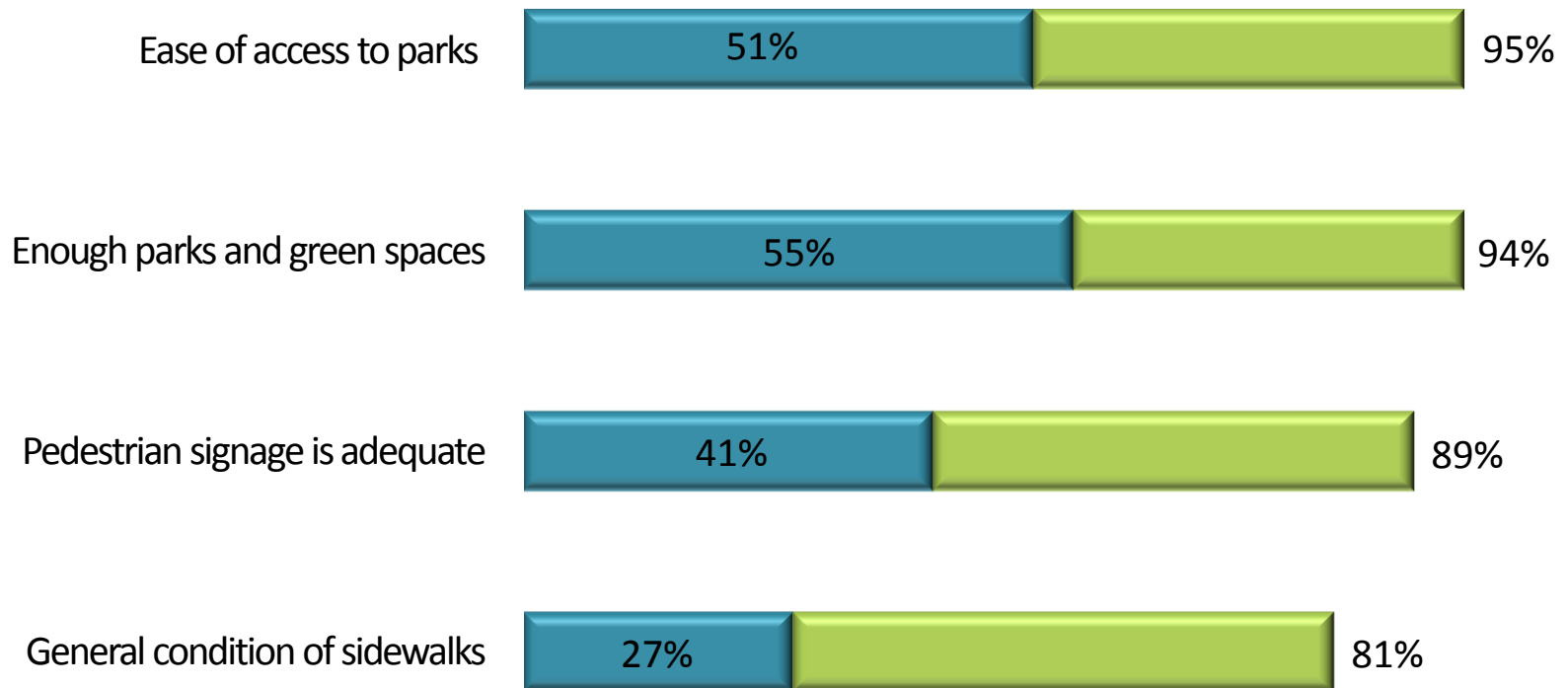


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Seniors are generally satisfied with outdoor spaces on the North Shore

Please rate the following based on your general experience on the North Shore:

% who are satisfied



■ % Very Satisfied ■ % Somewhat Satisfied

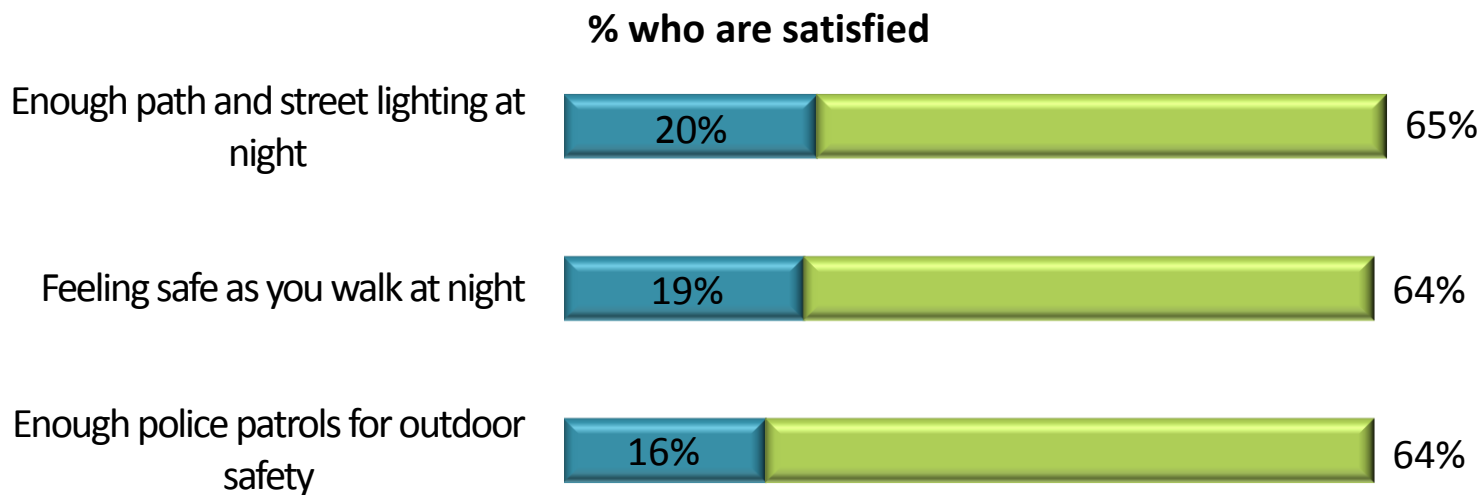


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Seniors more concerned with safety

Please rate the following based on your general experience on the North Shore:



■ % Very Satisfied ■ % Somewhat Satisfied

- Safety appears to be more of a concern for those living in NV than for those living in DWV: only 56% of those living in CNV feel safe walking at night, compared to 65% in DNV and 74% DWV.
- Furthermore, only 56% of CNV seniors feel there are enough police patrols, compared to 63% in DNV and 80% of those living in DWV.



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Section 4: Civic Participation and Employment



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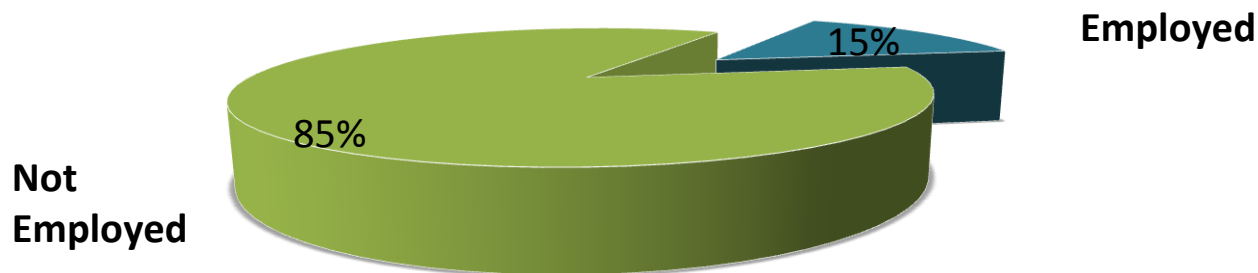
Civic Participation and Employment: Key Findings

- Outside of Boomers, almost all of the seniors surveyed are no longer employed.
- More than one-half of seniors volunteer at least one hour per week and almost 3-in-10 are looking for more volunteer opportunities.
- 50% of seniors don't know if there are enough volunteer opportunities available on the North Shore.
- While the majority of seniors never have difficulty paying bills, almost thirty percent do (though this 30% are more likely to be Boomers and Junior Seniors).



Most seniors are no longer employed

What is your employment status?



Employment Status	% Total	% Age			
		Boomers	Junior Seniors	Seniors	Elderly
Retired	76	29	78	92	91
Homemaker	10	13	10	8	12
Employed part-time	6	19	7	1	2
Employed full-time	5	21	2	1	--
Self-employed	4	9	6	2	1
Not employed but looking for work	3	8	3	1	--
Disability pension	3	8	1	1	1
Not employed by choice	2	1	2	3	3
Other	3	4	3	3	2

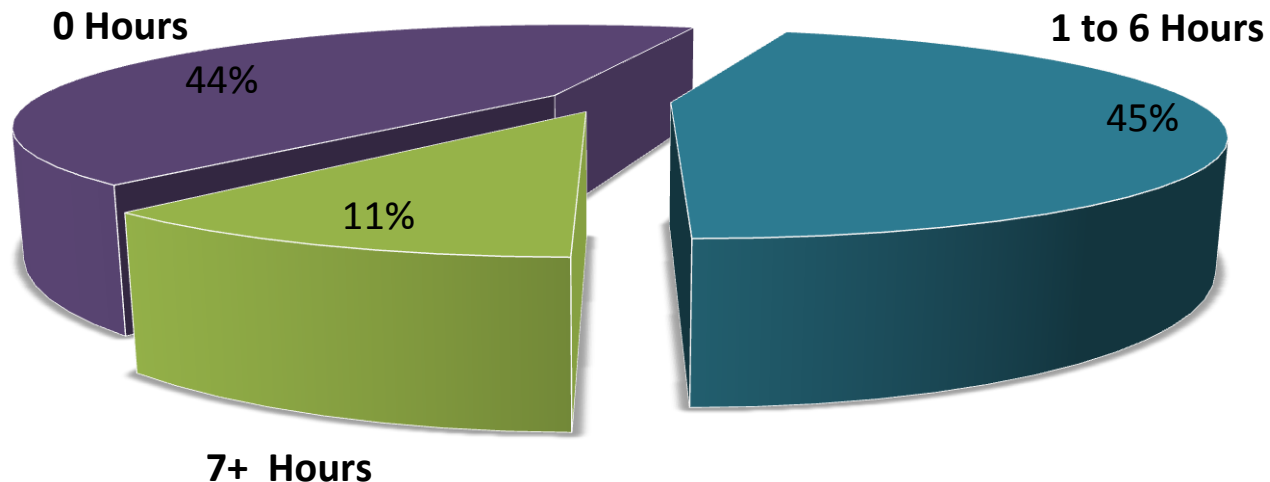


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More than one-half of seniors volunteer at least 1+ hour a week

On average, how many hours a week do you volunteer?



- The Elderly are the least likely to volunteer (57% do not), as opposed to Seniors (45%), Junior Seniors (36%) and Boomers (43%).
- About 14% of Boomers and Junior Seniors volunteer 7+ hours a week, as opposed to Seniors (10%) and the Elderly (6%).

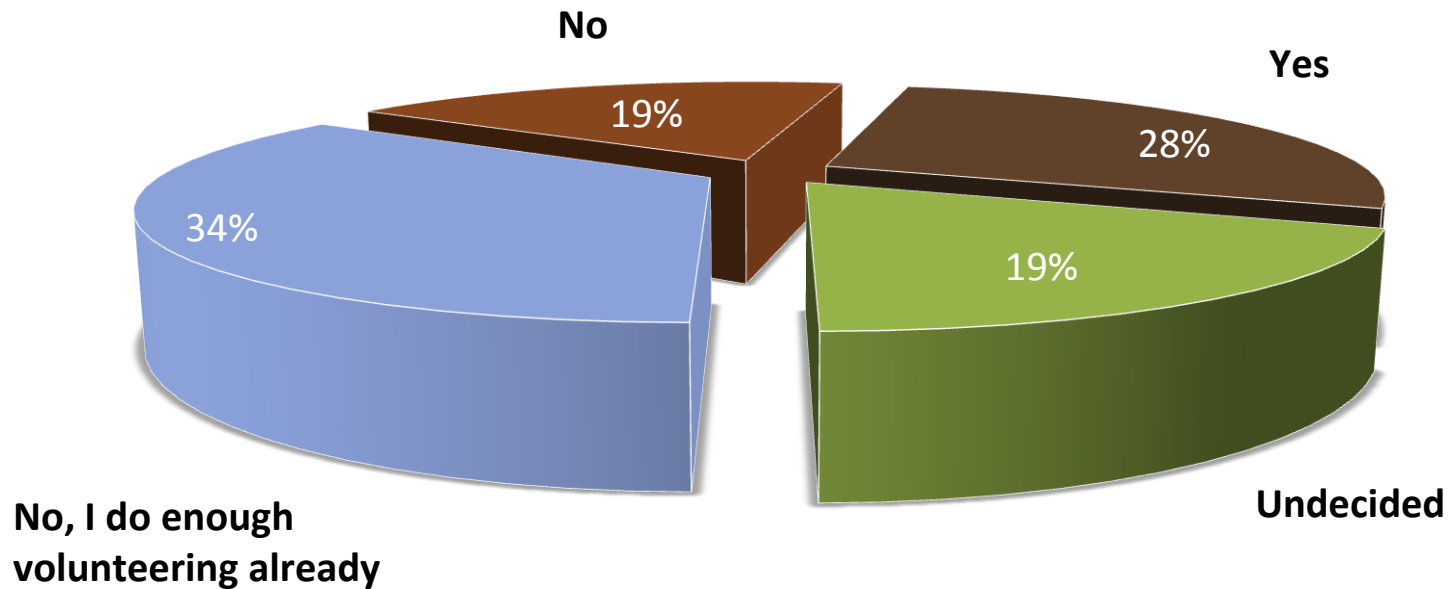


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Almost 3-in-10 are looking for more volunteer opportunities

Are you looking for volunteer opportunities within the community?

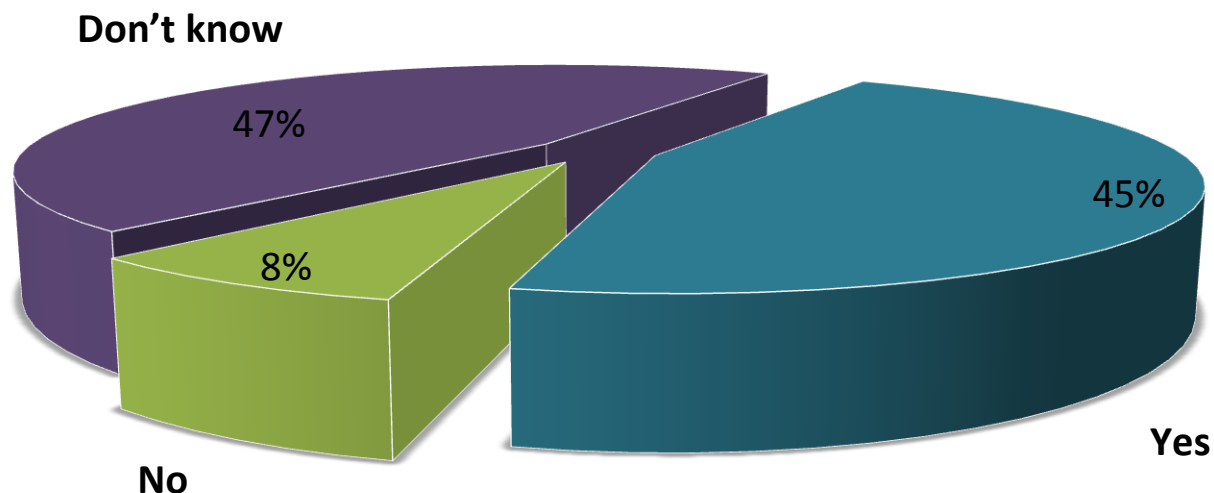


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Half of seniors do not know if there are enough volunteer opportunities

Do you think there are enough volunteer opportunities for older people on the North Shore?



- About 48% of those living in NV say they do not know if there are enough volunteer opportunities on the North Shore, as opposed to only 38% of those living in DWV.

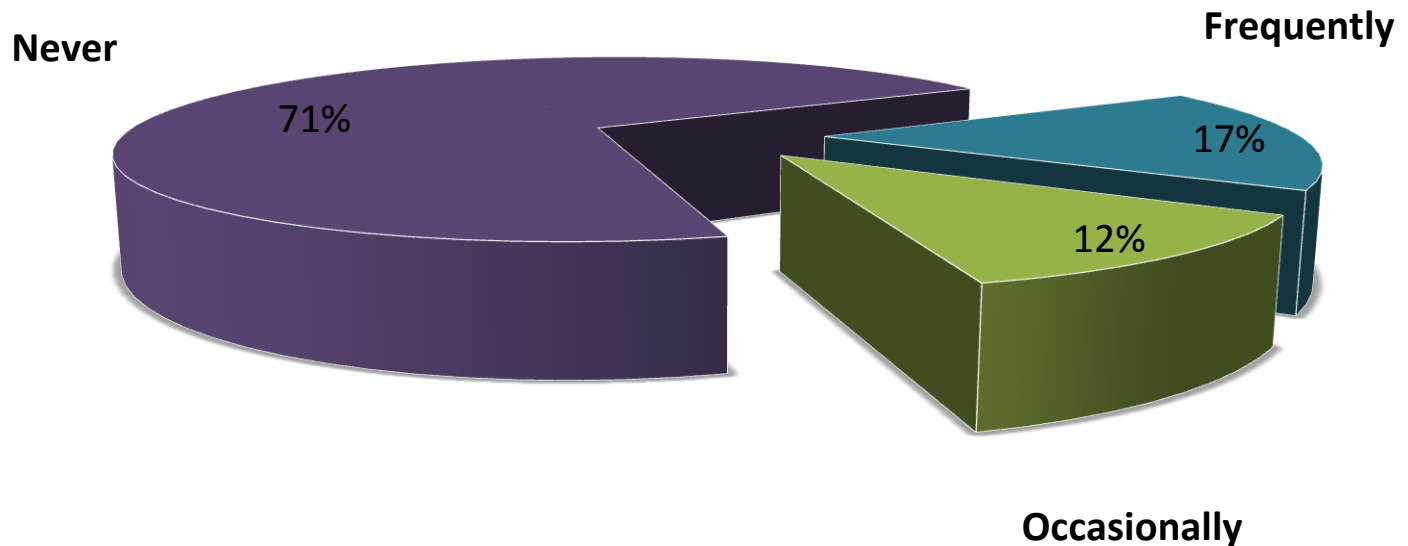


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While the majority of seniors never have difficulty paying bills, almost 3-in-10 do

How often would you say you don't have enough money to pay your monthly bills?



- 29% of Boomers and 18% of Junior Seniors frequently have difficulty paying their bills, as opposed to 12% of Seniors and 8% of the Elderly.
- 85% of the Elderly never have difficulty paying their bills, as opposed to 75% of Seniors, 70% of Junior Seniors and 57% of Boomers.



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While the majority of seniors never have difficulty paying bills, almost 3-in-10 do (cont.)

In seniors' words....

"Although collecting both senior pensions, it barely stretches enough to cover all expenses. Necessity to cut back and work part time."

"If [I] did not have private income - would be in tent on the beach!"

"It's a matter of priorities - food and shelter - then the "frills" - social and recreational."

"It takes both our pensions to operate our home/car etc. I worry about the future, when we need to spend money for help (as an aging person) and take care of responsibilities too."

"Apprehension that retirement savings will be insufficient in later years."

"Cost of living in the North Shore is difficult and is hard to keep up with."

"I am barely covering my monthly costs and every 3 months when I get my medicines refilled I am short."

"Big loss after husband passed away and his pensions went."



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Section 5: Social Participation



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Social Participation: Key Findings

- Seniors appear to be fairly involved in their communities. They are walking, exercising, visiting family and friends, shopping and going to community centres on a weekly basis.
- Seniors have a strong sense of community on the North Shore.
- Most seniors have a fairly strong support network of family and friends.
- The majority of seniors feel they socialize enough. Those who don't cite busy schedules, health, mobility, lack of transportation and cost as their major barriers.



Frequency of Activity

How often do you do or go to the following...

	Daily (%)	Weekly (%)	Monthly (%)	Less than once a month (%)	Never (%)
Walk or exercise	60	30	3	2	4
Grocery shop	13	77	7	1	2
Visit family/friends	9	53	24	10	4
Local Community Centre	8	45	12	17	18
Class	6	37	8	13	35
Shop for non-grocery items	3	44	38	14	1
Library	3	31	29	23	15
Church or religious group	2	27	9	13	50
Restaurant	2	28	35	30	5
Planned excursions / outings with seniors	1	10	15	24	51
Hospital/clinic	0	3	9	67	19
Doctor or health practitioner	0	5	21	72	2
Cultural events	0	9	32	41	18

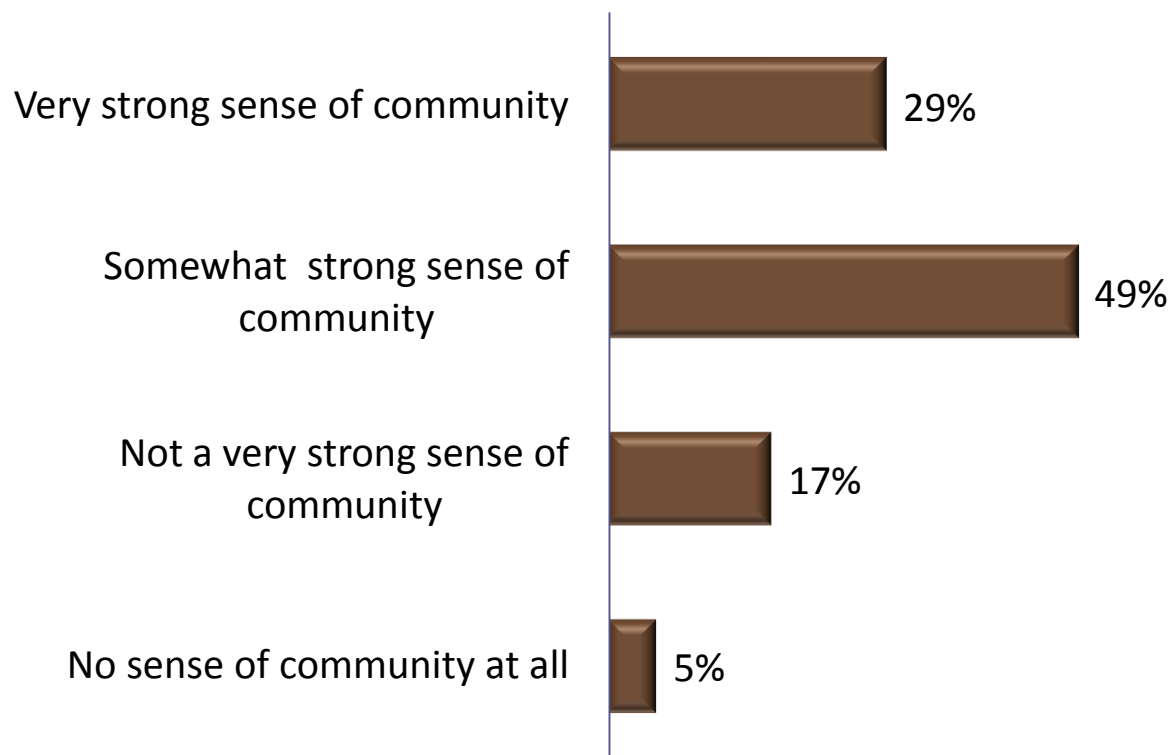


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Seniors generally feel a sense of community

Do you feel a sense of community with your friends / fellow seniors on the North Shore?



Close to 8-in-10 feel a sense of community among friends and fellow seniors on the North Shore.

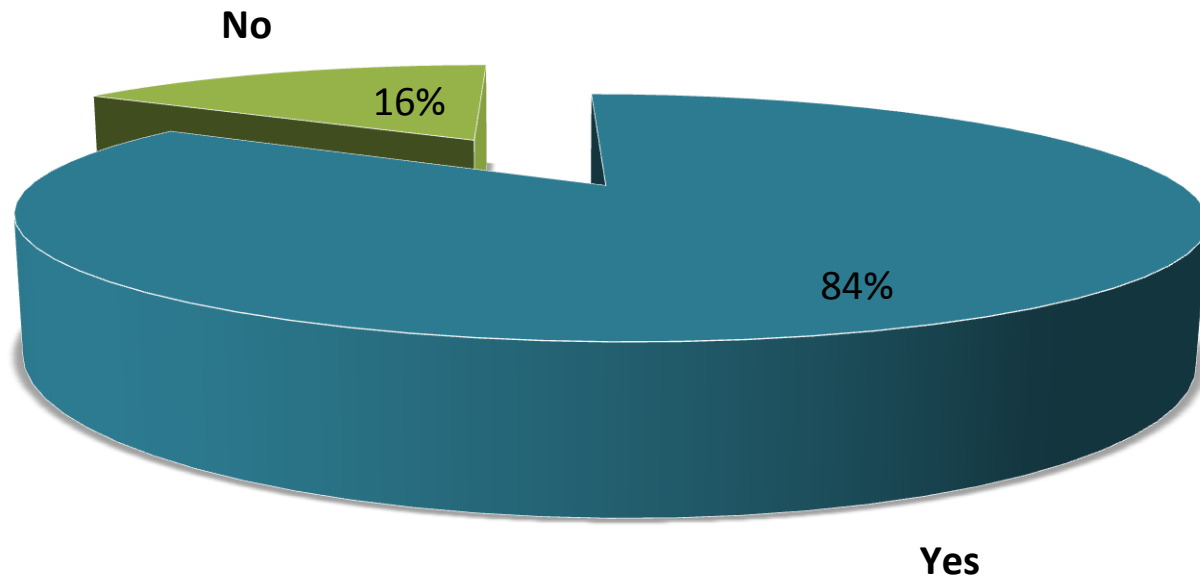


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The vast majority of seniors have a support network of family and friends

Do you have family or friends on the North Shore who provide you with a support network?



5% of seniors don't know if they have a support network of family and friends.

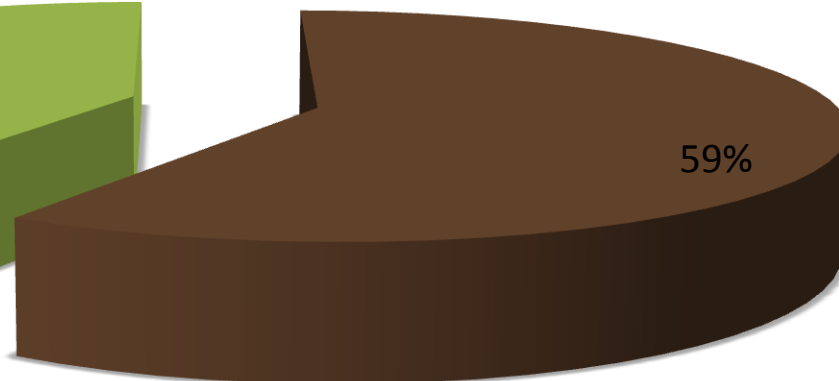
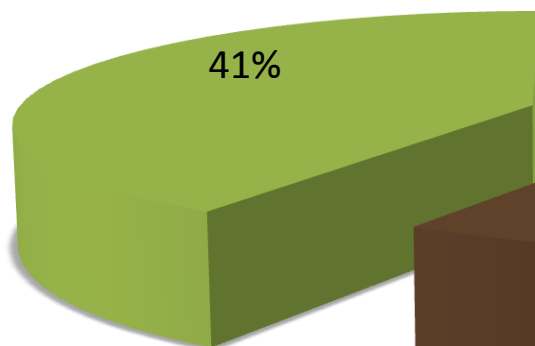


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However, 4-in-10 seniors feel they do not socialize enough

I am prevented from socializing more often



I feel I socialize enough



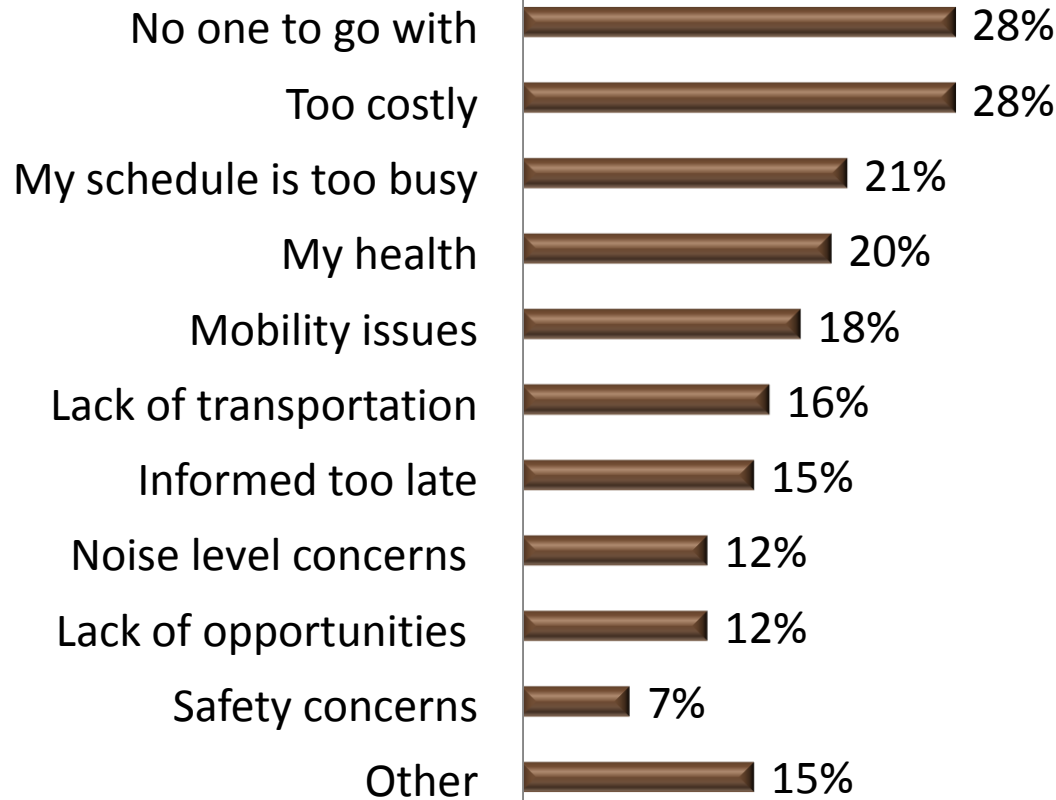
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However, 4-in-10 seniors feel they do not socialize enough (cont.)

What prevents you from socializing more:

-Among those that don't feel they socialize enough-



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Taking a closer look...

What prevents you from socializing more:

		-Among those who say they don't socialize enough-						
	Total	Age				Municipality		
		Boomers	Junior Seniors	Seniors	Elderly	CNV	DNV	DWV
No one to go out with	28	28	33	26	24	29	28	29
Too costly	28	33	28	30	13	35	26	21
My schedule is too busy	21	38	22	17	9	18	23	21
My health	20	13	16	26	26	21	20	21
Mobility issues	18	4	7	22	47	20	13	24
Lack of transportation	16	13	10	14	33	14	17	17
Find out about events too late	15	9	17	16	14	18	12	15
Noise level concerns	12	5	10	14	20	11	13	14
Lack of opportunities	12	17	13	10	7	11	15	5
Safety concerns	7	11	4	8	7	10	6	3



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Taking a closer look (cont.)

In seniors' words...

- **Health:**

"It is harder as an old person having to reach out constantly and of course hearing, eyesight slowly fail!"

- **Mobility Issues:**

"As I get older I would like to be within walking distance of recreational activities."

"Recently became disabled so I am just learning to adapt."

- **Lack of transportation:**

"North shore very well supplied with facilities. Transport a problem."

"Most social participation are oriented around the use of personal cars for transportation. In future, if geared toward seniors, transport to and from the events will have to be taken into account - as it often is when we want to vote at an election!"

- **Cost:**

"Many events are too costly and there aren't enough affordable ones and not enough variety in those that are affordable."

"Feeling isolated due to lack of money produces depression."



Section 6: Communication and Information



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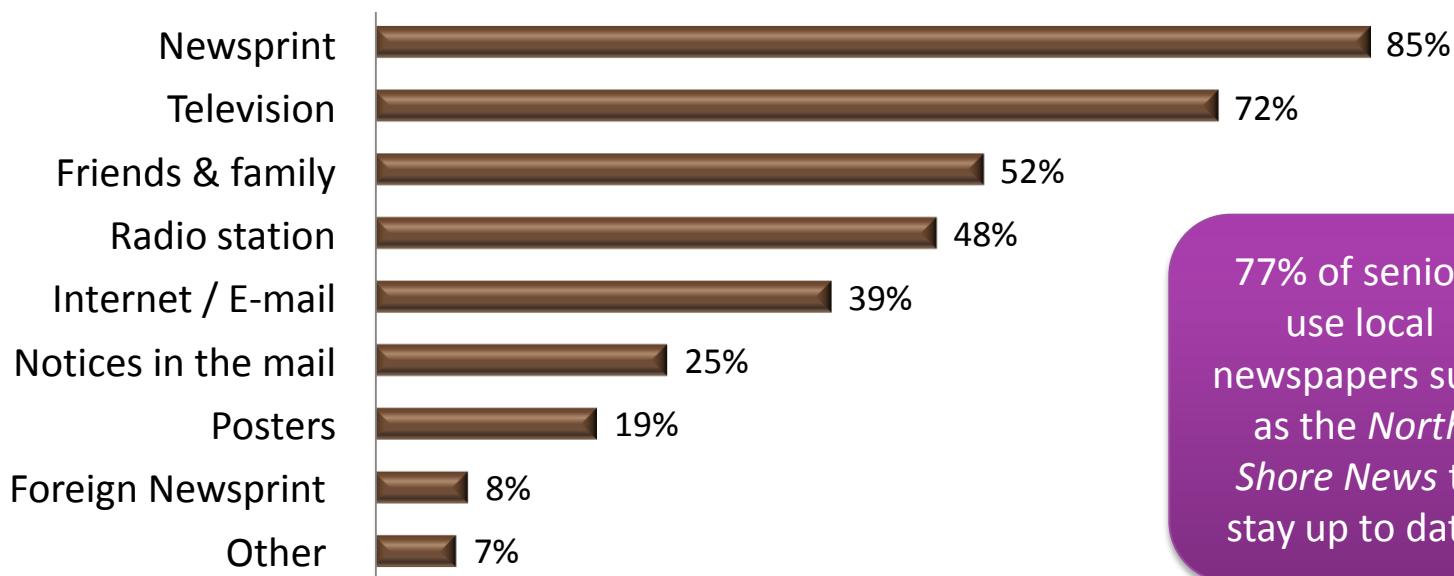
Communication and Information: Key Findings

- Seniors use a variety of information sources to stay up-to-date, including newspapers, television and family and friends.
- The majority (about 75%) read the local community newspapers.
- North Shore seniors are fairly informed about community events.
- The majority of seniors have access to the internet and do use email.



Seniors use a variety of information sources to stay up-to-date

How do you stay up-to-date with current events? (Multiple Mentions)



77% of seniors use local newspapers such as the *North Shore News* to stay up to date.

- About 82% of Seniors and the Elderly use television to stay up-to-date, as opposed to 69% of Junior Seniors and 55% of Boomers.
- Boomers (59%) are more likely to use Internet or email, as opposed to Junior Seniors (45%), Seniors (32%) and the Elderly (16%).
- 23% of those living in DWV will use a national newspaper to stay up-to-date, as opposed to DNV (14%) and CNV (10%).

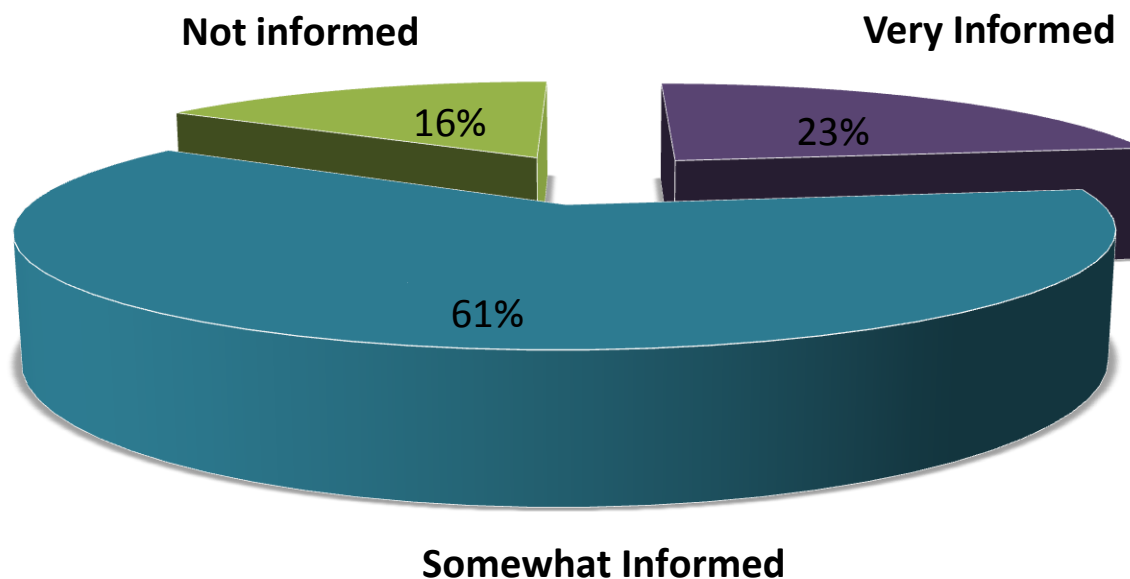


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Seniors are fairly informed about community events

How informed are you about community events?

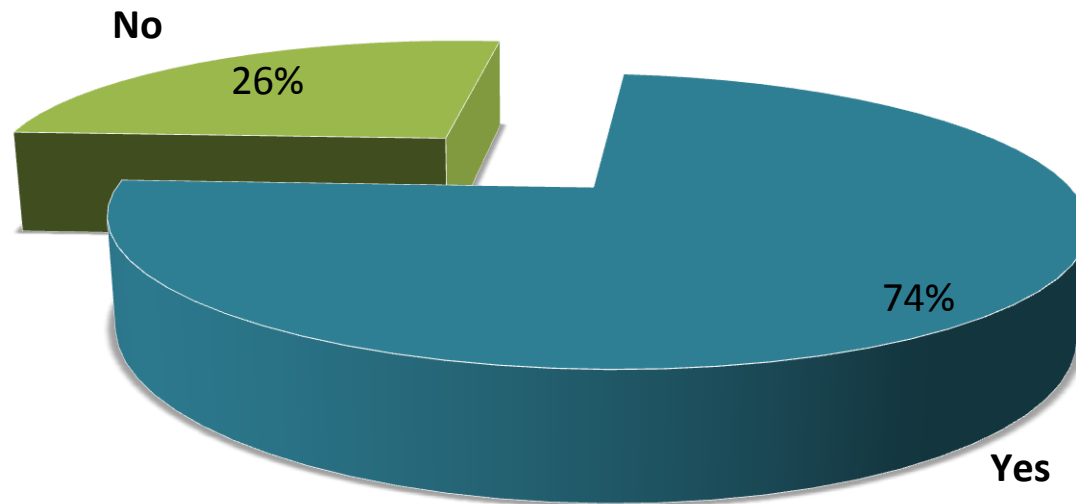


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The majority of seniors have access to the Internet

Do you have access to the internet?

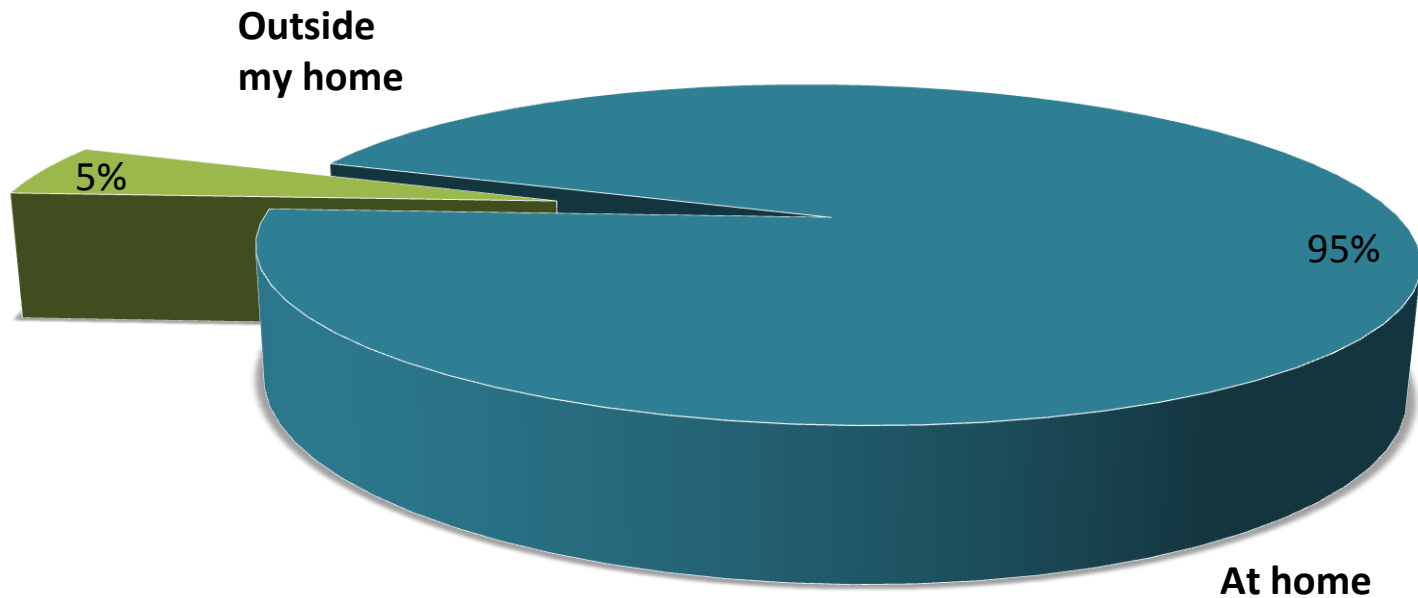


- However, 60% of the Elderly do not have access to the Internet.



The vast majority of seniors generally use the Internet at home

If you use the internet, where do you usually use it?

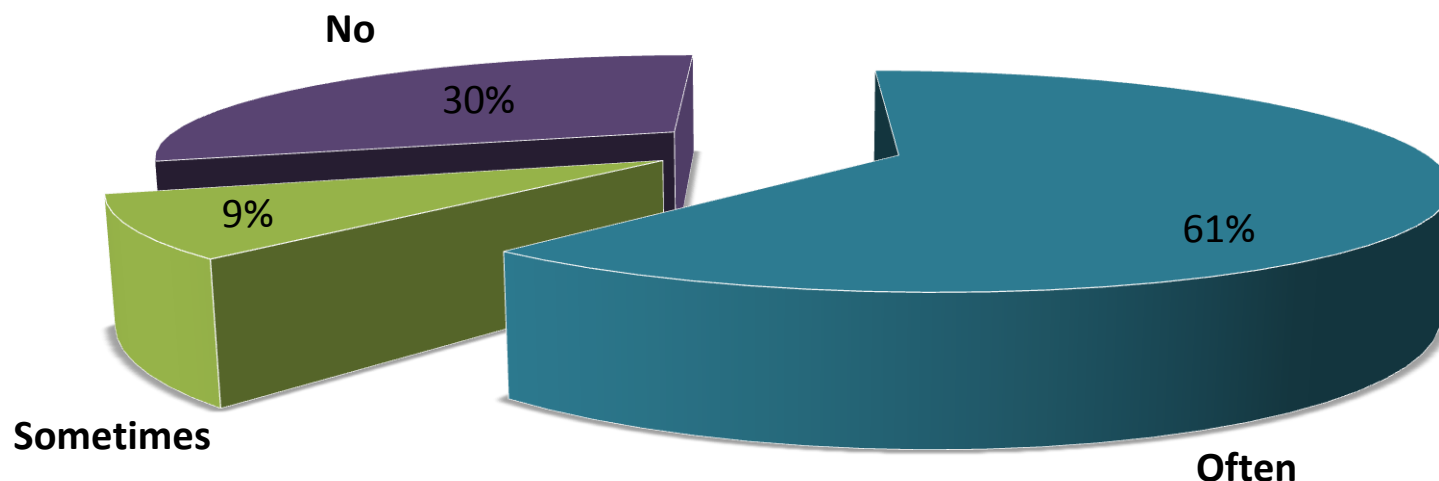


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While the majority of seniors use email, 3-in-10 do not

Do you use email?



- Boomers (78%) and Junior Seniors (54%) are more likely to use email than are Seniors (36%) and the Elderly (12%).
- Those living in CNV are less likely to use email (32% say they do not) as opposed to those living in DNV (22% do not) and DWV (24% do not).



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Section 7: Community Support and Health Services



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Community Support and Health Services: Key Findings

- The majority of seniors who take prescription medication can generally afford it.
- Almost half of seniors don't know much or anything at all about Fair PharmaCare.
- As people age, they are more likely to need help with daily activities, and for those who have needed help, it has been available.
- More than one quarter have had a slip, trip or fall.
- Most seniors have a doctor or nurse practitioner on the North Shore, and they generally think that Lions Gate Hospital is better than, or the same as, other hospitals in the Lower Mainland.



The majority of seniors who take prescription medication can generally afford it

Which of the following best describes your situation?

I take prescription medication
and I can afford it.

50%

I take prescription medication
and I can mostly afford it.

21%

Struggle or can't afford to take
prescription medication

10%

I am not on prescription
medication

19%

Seven-in-ten
seniors who take
prescription
medication can
afford it.

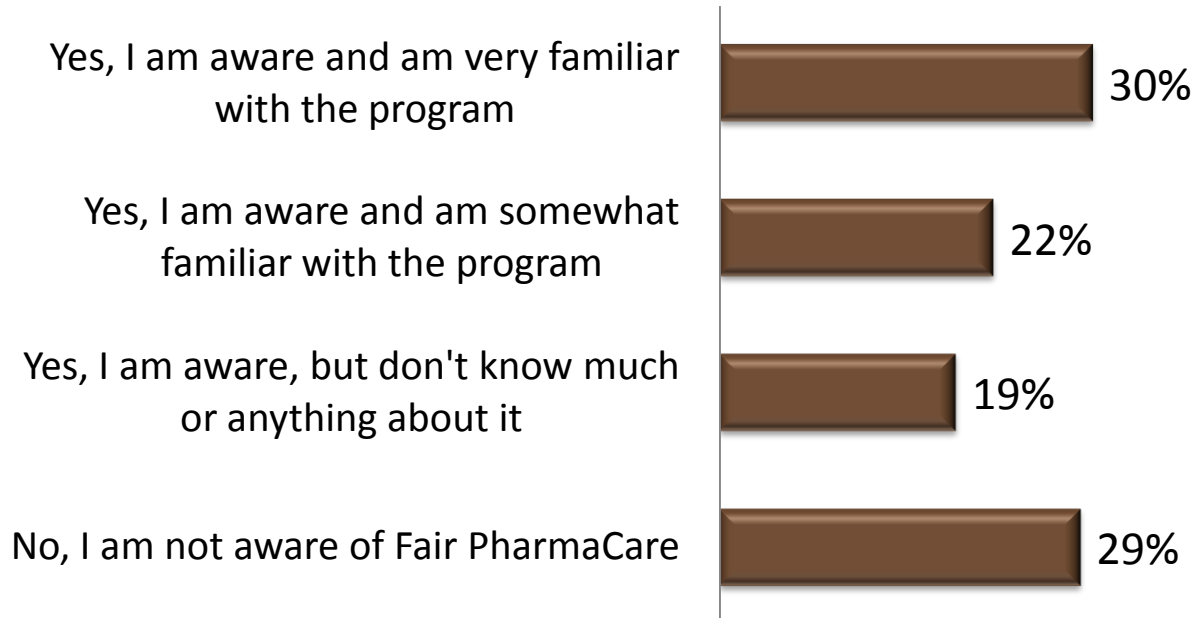


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Almost half of seniors don't know much (or anything at all) about Fair PharmaCare

Are you aware of Fair PharmaCare?



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As people age, they are more likely to need help with daily activities

In the last 12 months, have you needed help with the following?

	% who need help				
Activity	Total	Age			
		Boomers	Junior Seniors	Seniors	Elderly
Income tax preparation	66	52	61	74	79
Home repair & maintenance	51	40	49	55	62
House cleaning	36	20	21	46	66
Yard care / gardening	34	20	32	39	45
Transportation to and from events	24	10	16	28	55
Transportation to and from health facilities	24	10	15	28	52
Filling out forms	22	18	14	24	42
Grocery shopping	17	9	8	19	38



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As people age, they are more likely to need help with daily activities (cont.)

	% who need help				
Activity	Total	Age			
		Boomers	Junior Seniors	Seniors	Elderly
Garbage removal	15	7	12	16	31
Laundry	13	8	7	15	26
Preparing meals/meal delivery	12	9	9	13	25
Picking up medication from the pharmacy	11	6	6	11	23
Nursing care	10	5	8	12	17
Banking	9	4	6	11	20
Personal care	8	4	6	9	19
Mail	7	5	5	8	15
Respite care	7	6	6	5	16
Taking medication	6	3	5	6	14



However, for those who have needed help, it has generally been accessible

	I have needed help and help was accessible (%)	I have needed help and help was not accessible (%)	I have not needed any help (%)
Income tax preparation	65	2	34
Home repair and maintenance	45	6	49
House cleaning	30	5	64
Yard care/gardening	29	5	66
Transportation to and from events	23	2	76
Transportation to and from health facilities	22	2	76
Filling out forms	20	2	78
Grocery shopping	15	1	83
Garbage removal	14	1	85
Laundry	11	1	82
Preparing meals/meal delivery	11	2	88
Picking up medication from the pharmacy	10	1	89
Nursing care	9	1	90
Banking	9	0	91
Personal care	8	1	92
Mail	7	1	93
Respite care	6	2	93
Taking medication	6	0	94



For those who have needed help, it has generally been accessible (cont.)

- In seniors' words...

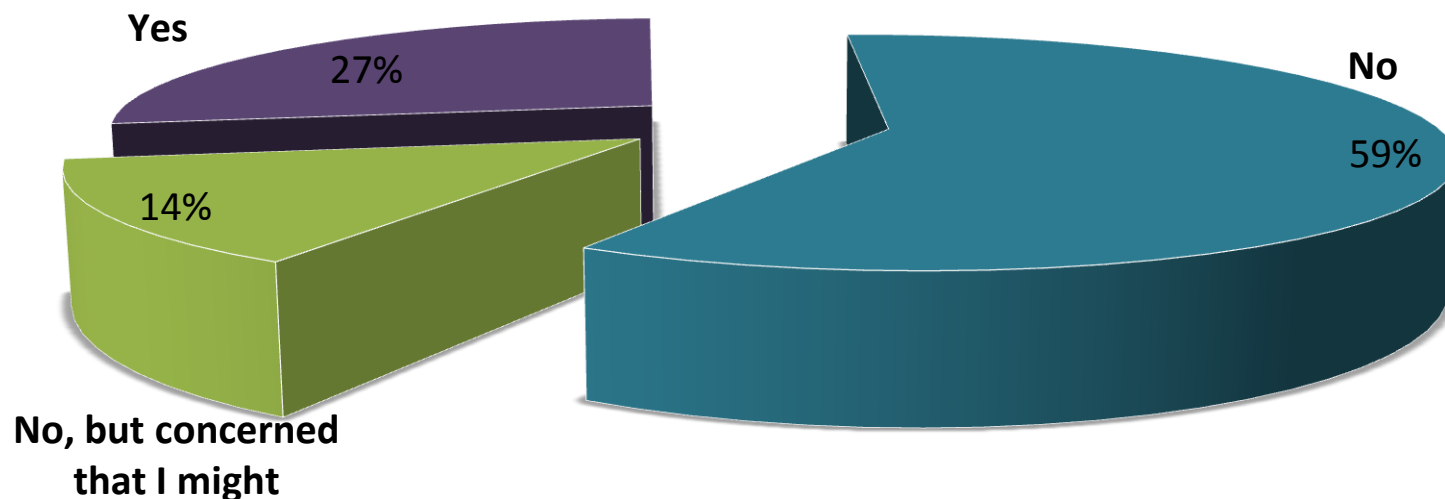
"I cannot praise enough the support and care I receive through my support teams, which are meshed together, entwined, excellent education available through doctors, counselors, occupational therapists, small groups. If we want help, it is there in both physical and mental health programs!!"

"I have arthritis so housework is difficult. My family helps but I am careful not to overburden them."



More than one quarter have had a slip, trip or fall

In the past 12 months, have you had a slip, trip or fall?



- Those who are most concerned that they might have a slip, trip or fall in the next 12 months are the Elderly (22%) and Seniors (20%), as opposed to Junior Seniors (10%) and Boomers (7%).

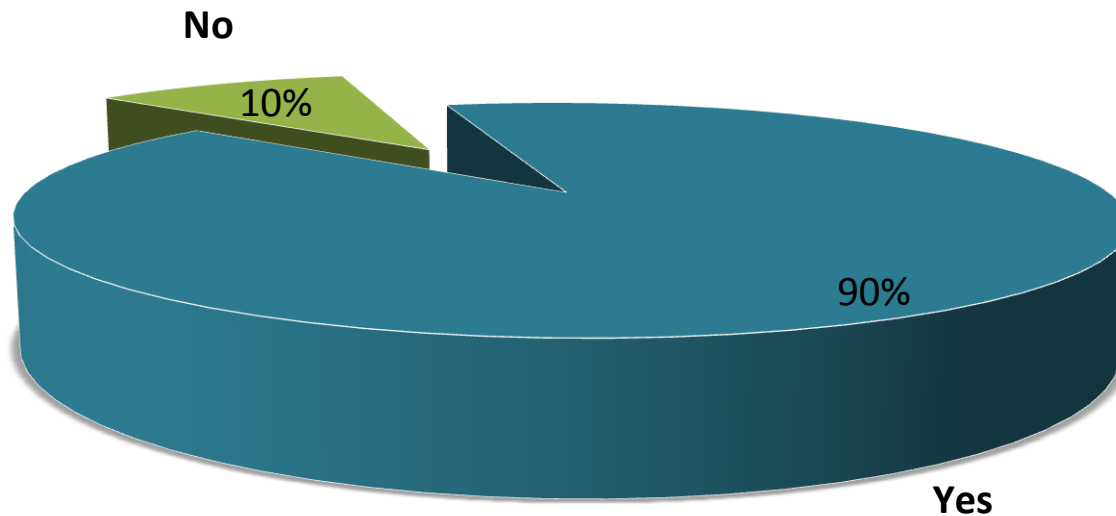


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Almost all seniors have a doctor or nurse practitioner on the North Shore

Do you have a family doctor or a nurse practitioner on the North Shore?



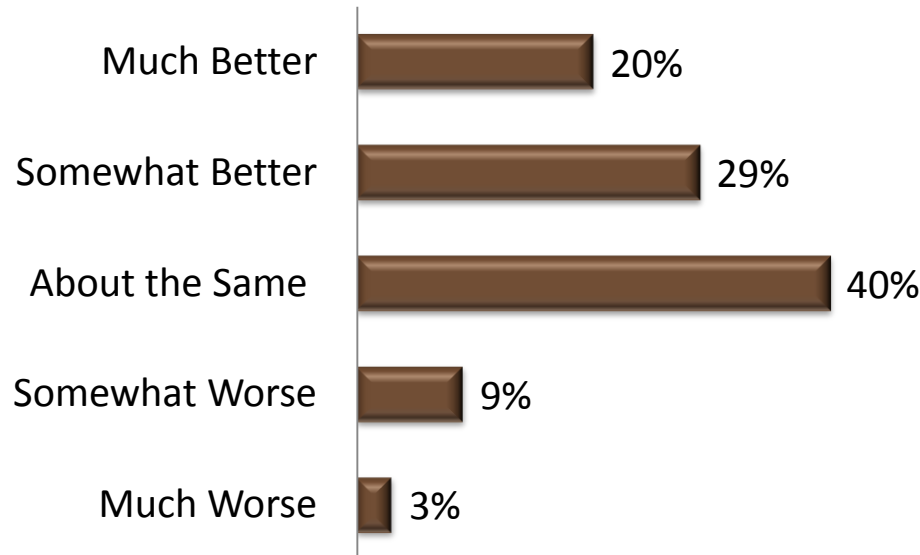
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Lions Gate Hospital perceived to be better than, or the same as, other Lower Mainland hospitals

Generally speaking, do you think Lions Gate Hospital is better, same or worse than other hospitals on the Lower Mainland?

-Among those with an opinion-



Respondents who don't know: 25%

- Boomers are more likely to say that Lions Gate (23%) is worse than other hospitals as opposed to 13% of Junior Seniors, 8% of Seniors and only 4% of the Elderly.



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Section 8: Respect and Social Inclusion



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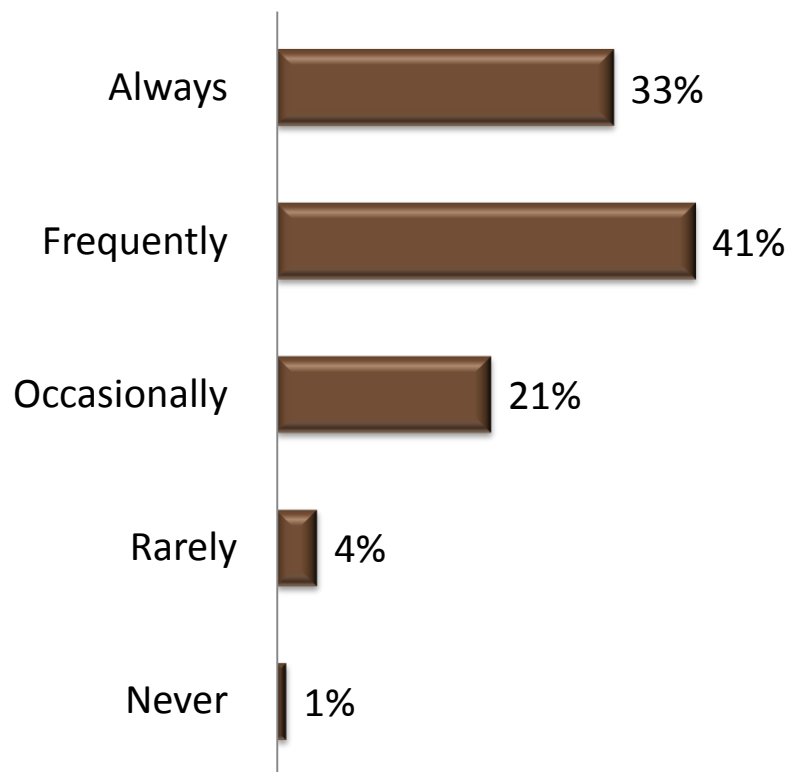
Respect and Social Inclusion: Key Findings

- The majority of North Shore seniors feel respected and have never been treated rudely.
- Various factors worry seniors, including health, incapacitation and loss of independence.
- While the majority of seniors are aware of income security provisions, one third are not.
- The majority of seniors are at least somewhat satisfied that the Federal, Provincial and Municipal Governments take care of their needs.
- Less than 2-in-10 feel there is very good awareness of seniors needs.



The majority of seniors generally feel valued and respected

Do you feel you are valued and respected as a senior on the North Shore?



More than 8-in-10 seniors feel valued and respected.

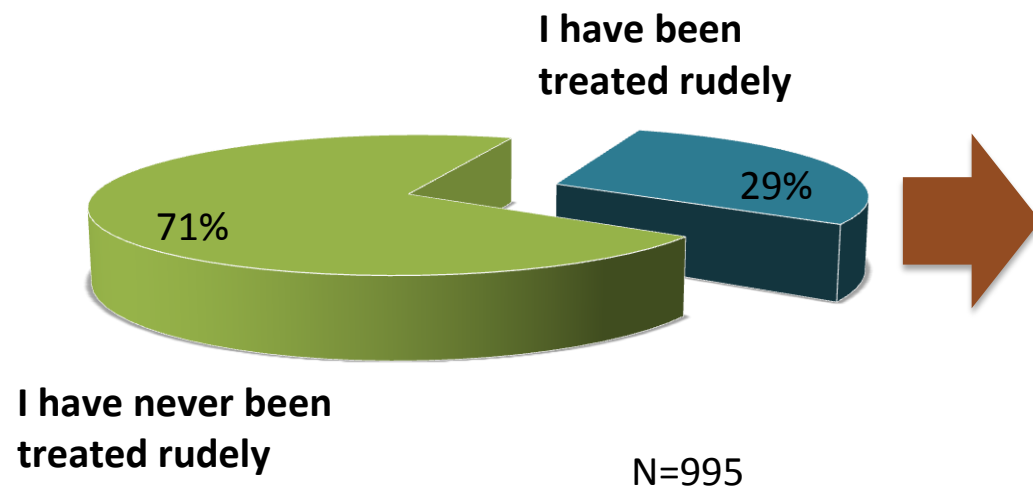


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Shop staff and youth most likely offenders when it comes to disrespect

On the North Shore, if you have ever been treated in a rude or disrespectful way due to your age, did the behavior come from...



Those who have been treated rudely

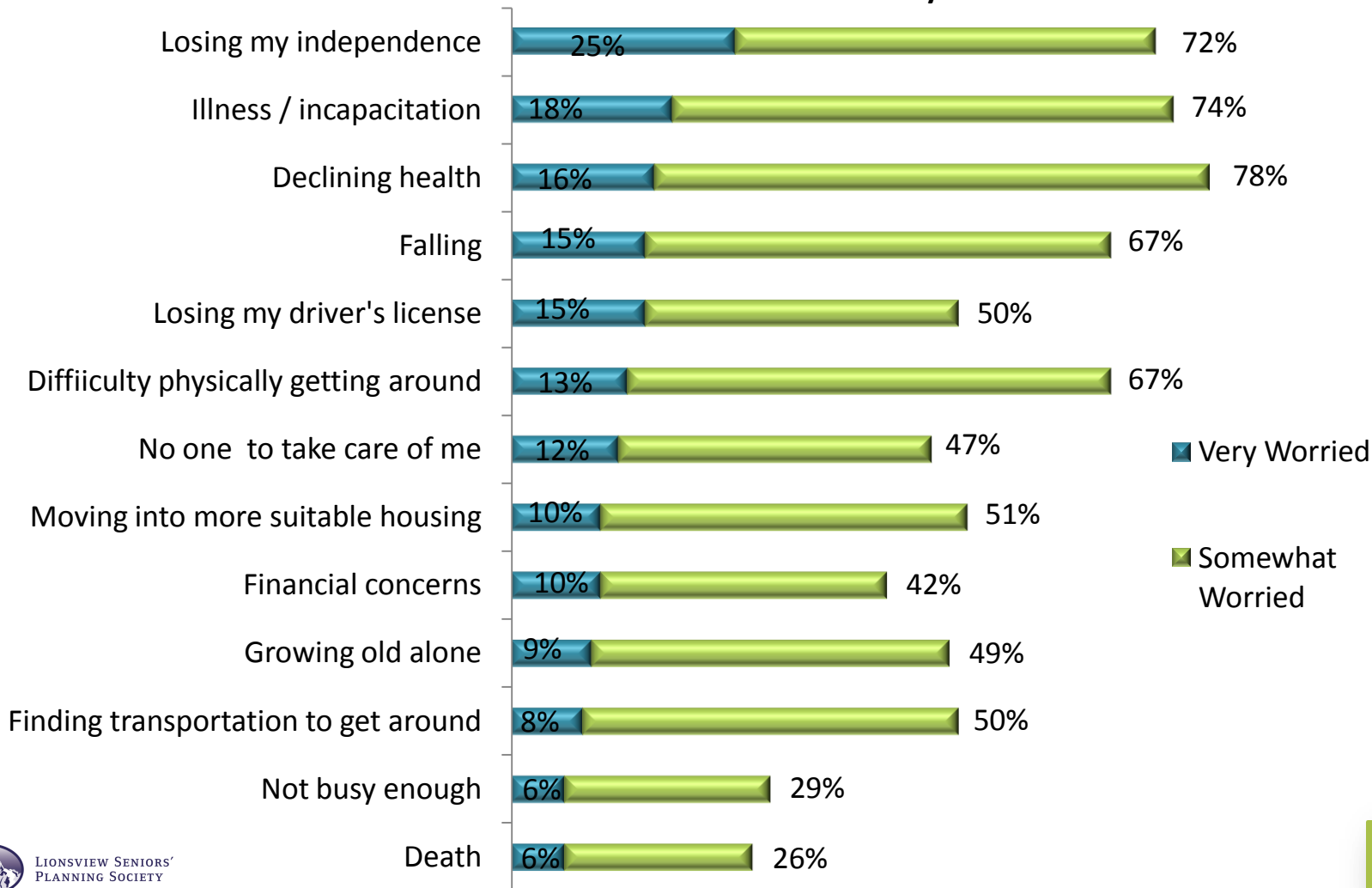
Source	%
Shop Staff	36
Youth	32
Adults	19
Public Service Provider	18
Family Member	11
Children	3
Other	23



Loss of independence and declining health top list of worries

As you think about your future, are you worried by:

% Who felt worried by...



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Loss of independence and declining health top list of worries(cont.)

As you think about your future, are you worried by:

	% who are worried				
		Age			
	Total	Boomers	Junior Seniors	Seniors	Elderly
Losing my independence	72	71	76	71	68
Illness/incapacitation	74	75	79	72	64
Declining health	78	85	83	74	64
Falling	67	61	66	69	73
Losing my driver's license	50	42	51	54	49
Difficulty physically getting around	67	68	67	65	66
No one to take care of me	47	57	52	42	36
Moving into more suitable housing	51	61	57	43	42
Financial concerns	42	64	45	35	22
Growing old alone	49	60	52	44	37
Finding transportation to get around	50	58	54	46	41
Not busy enough	29	38	29	28	20
Death	26	33	28	26	13

General Worries

In seniors' words...

"Worried that HST will go up."

"As I get older I feel less useful, less relevant, and sometimes invisible. Not disrespected, just invisible. I don't know how you could fix that, it's just part of our culture."

"I'm not 'worried' about the above but am aware of the ramifications of these things."

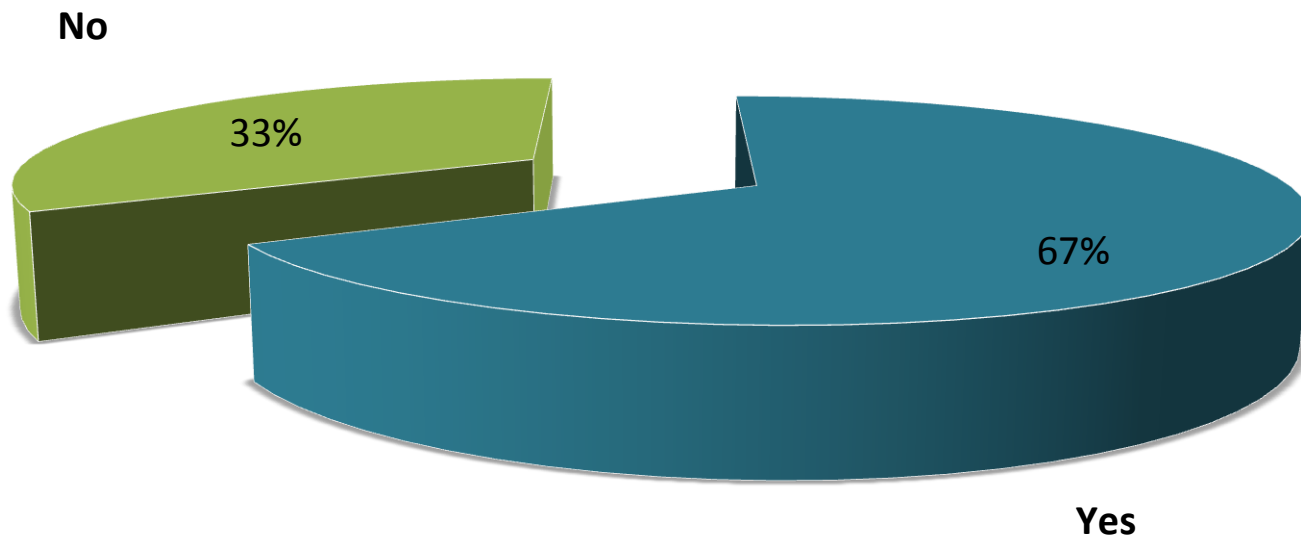
"'Worried' is probably not a suitable word to describe my recognition that all of the above points are very possible."

"Thinking about the future is difficult. I'm not very worried about the above items but they all could become an issue."



One third of seniors unaware of income security provisions

Are you aware of income security provisions?



- Almost half of Boomers (47%) say they are unaware of income security provisions, as opposed to 27% of Junior Seniors, 31% of Seniors and 36% of the Elderly.

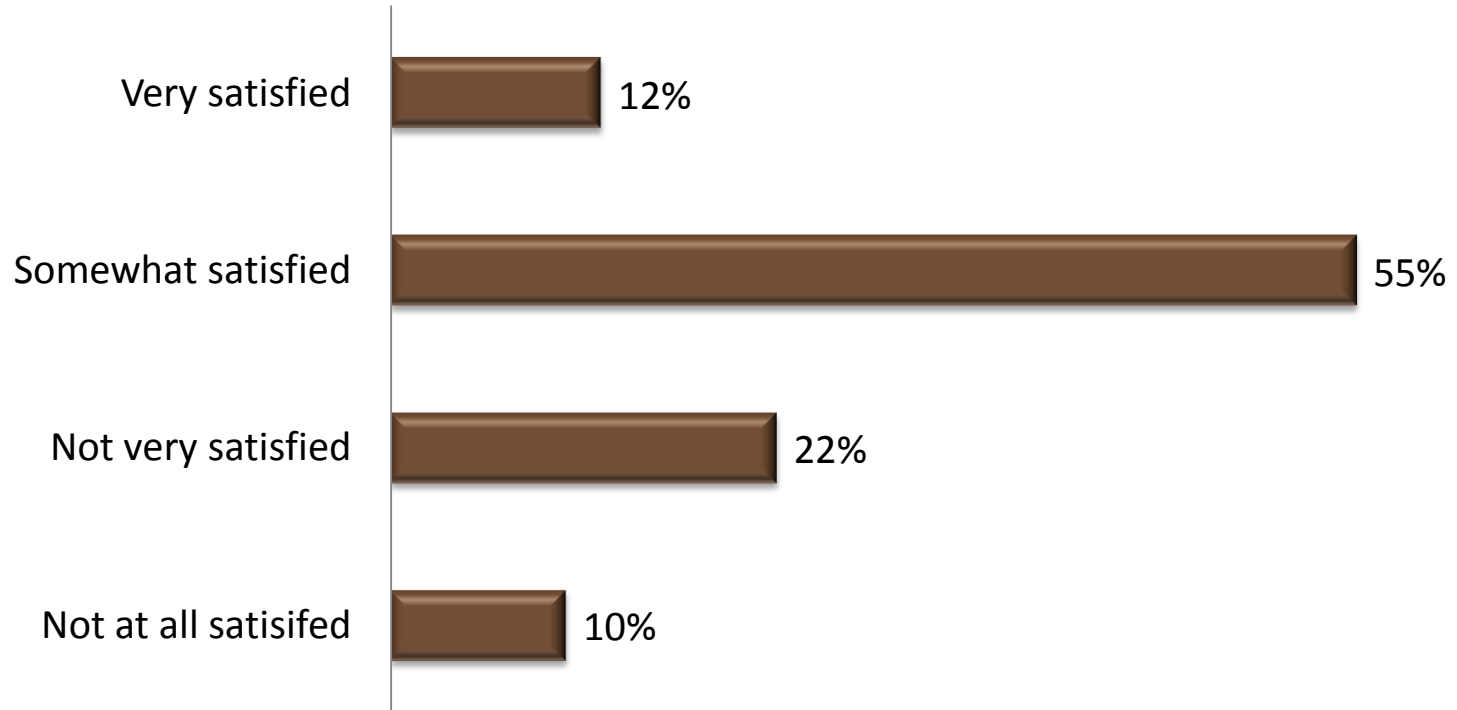


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lux
insights

Most seniors at least somewhat satisfied that the Federal Government takes care of their needs

Rate how satisfied you are with the Federal Government when it comes to taking care of your needs:



- 43% of Boomers are not satisfied with the Federal Government, as opposed to Junior Seniors (33%), Seniors (28%) and the Elderly (26%).

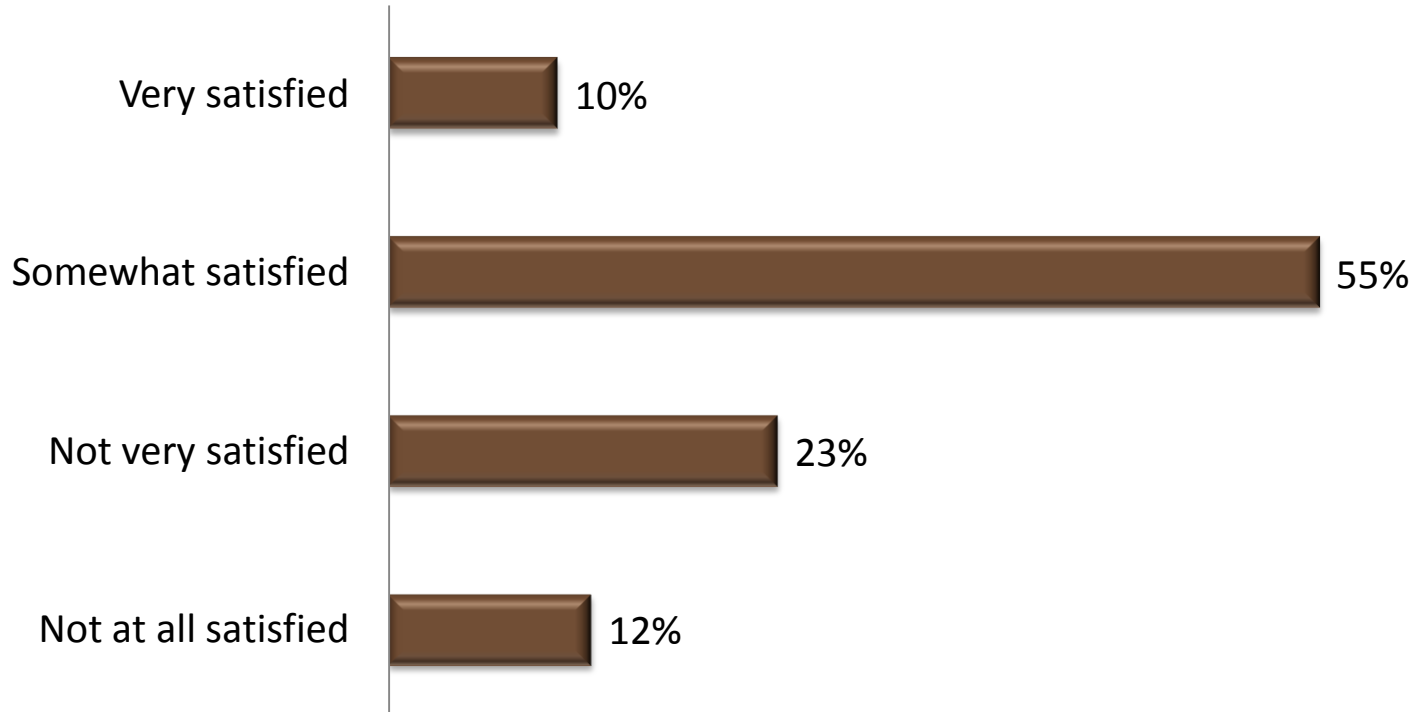


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Provincial Government also seen as at least somewhat satisfactory

Rate how satisfied you are with the Provincial Government when it comes to taking care of your needs:



- 41% of those living in CNV are not satisfied with the Provincial Government, as opposed to 33% of those living in DNV and 30% of those living in DWV.
- 42% of Boomers are not satisfied with the Provincial Government, as opposed to 38% of Junior Seniors, 31% of Seniors and 30% of the Elderly.

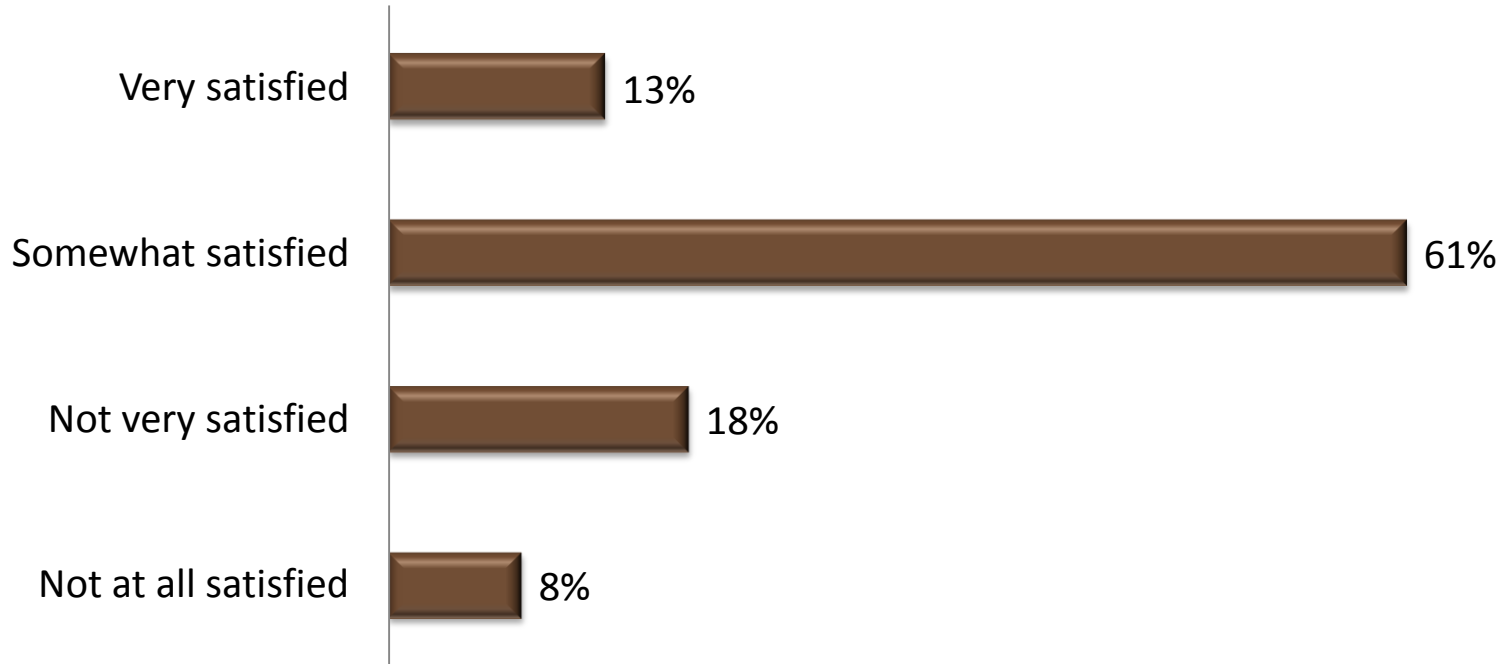


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The majority of seniors generally feel the Municipal Government meets their needs

Rate how satisfied you are with the Municipal Government when it comes to taking care of your needs:



- 25% of the Elderly are very satisfied with the Municipal Government, as opposed to 13% of Seniors, 12% of Junior Seniors, and 5% of Boomers.

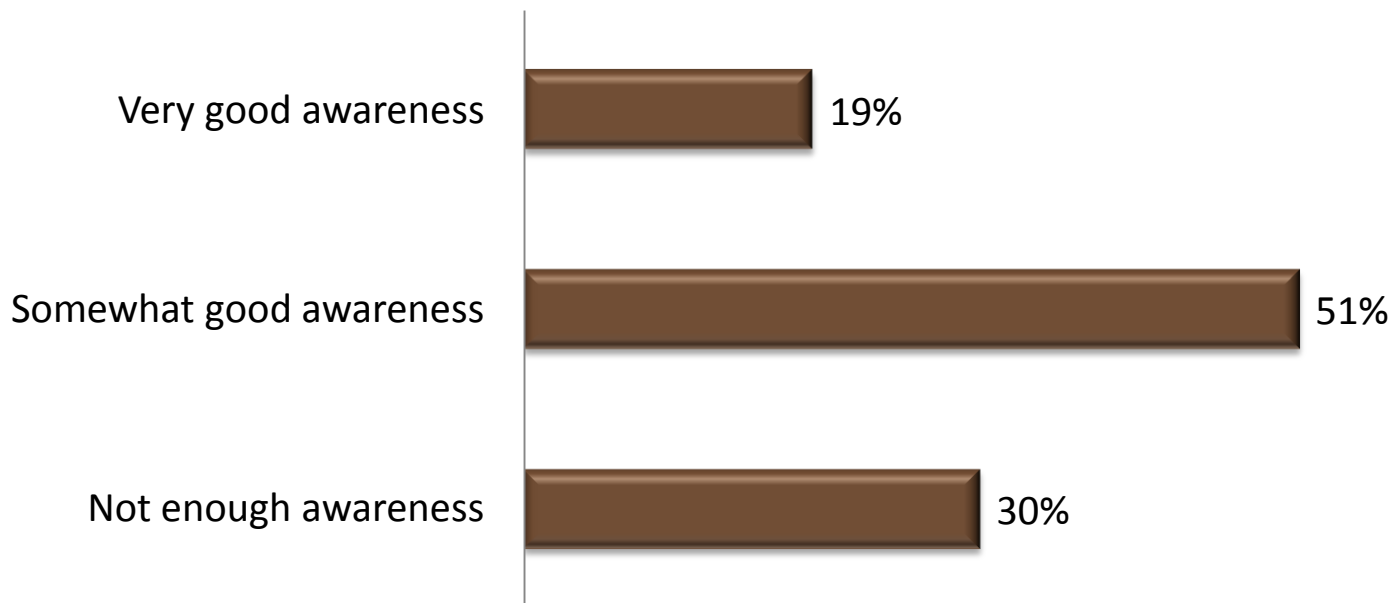


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Fewer than 2-in-10 feel there is very good awareness of senior needs

*Do you believe there is sufficient awareness of senior needs?
-Among those with an opinion-*



12% of seniors don't know if there is good awareness of senior needs

- 39% of Boomers feel there is not enough awareness, as opposed to 29% of Junior Seniors, 28% of Seniors and 21% of the Elderly.



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