



Services to Seniors Coalition: Survey Results 2021

LIONSVIEW SENIORS'
PLANNING SOCIETY

Intent of the survey

- ❖ Respondents: 28
- ❖ Number of Questions: 15 (1 question only for people that responded “no” for attending a Zoom Coalition).
- ❖ Lionsview Seniors Planning Society put out a survey for the Services to Seniors Coalition through July and August 2021.
- ❖ The intent of the survey was to assess members thoughts about the usefulness of the Coalition and how it can move forward. We also used the survey to understand members experiences regarding the Coalition and the effects of the pandemic.

Question 1

“Are you a participant and/or member of the Services to Seniors Coalition”

Question style: “Yes or No”

Number of Respondents: 27

Response:

25 (92.6%) people responded “Yes” and 2 (7.4%) responded “No”.

Question 2

“How long have you been a participant/member?”

Question style: Short Answer

Number of Respondents: 26

Response:

The average length of participant/membership is 5.45 years.

The longest memberships were over 20 years, and the newest membership was 4 months at the time of the survey.

Question 3

“Have you attended a Zoom Coalition meeting this past year?”

Question style: “Yes or No”

Number of Respondents: 28

Response:

21 (75%) of respondents answered “yes” and 7 (25%) respondents answered “no.”

Question 4

“What is/are the reason(s) for not attending Zoom Coalition meetings?”

*Only respondents that answered “no” to the previous question were asked this question.

Question style: “Multiple Selection, plus write in option”

Number of Respondents: 7

Response:

The main responses were “scheduling conflicts” and “illness”, with 2 votes respectively. Other responses included “troubles using Zoom” and being connected to Lionsview in other capacities.

Question 5

“How would you rate your experience of the Zoom Coalition meetings”

Question style: “1 to 10 scale, with 10 being the highest rating and, with comment section”

Number of Respondents: 22

Responses:

The mean (average) response is 8.68 and the median response is 9 with 10 being the highest rating.

Question 6

“Post-pandemic, what type of meeting style would you prefer the Coalition adopt?”

Question style: “Multiple Choice, with comment section”

Number of Respondents: 28

Response:

- ❖ 10 (35.7%) of respondents indicated they would prefer hybrid meetings.
- ❖ 9 (32.1%) would like to alternate between in-person and Zoom.
- ❖ 6 (21.4%) preferred Zoom meetings.
- ❖ 3 (10.7%) would like to have in-person meetings.

Question 7

“Rate the quality of guest speakers?”

Question style: “1 to 10 scale with comment section” with 10 being highest rating.

Number of Respondents: 23

Response:

- ❖ 11 (47.8%) of people responded “10”.
- ❖ 4 (17.4%) of people responded “9”.
- ❖ 6 (26.1%) of people responded “8”.
- ❖ 2 (8.7%) responded “7”.
- ❖ The mean (average) and median was 9.

Question 8

“Are there any presenters and topics you would like to see covered in future Coalition meetings?”

Question style: “Long Answer”

Number of Respondents: 13

Response:

- ❖ Seniors Housing, specifically given Covid-19
- ❖ Discrimination against seniors
- ❖ Combatting barriers that are newcomer seniors face.
- ❖ Reconciliation

Question 8 Continued

- ❖ Emergency preparedness
- ❖ Improving communication of senior's care teams
- ❖ Presentations from local politicians and the CEO of VCH
- ❖ Overview of the private senior's services on the North Shore
- ❖ Best social media platforms for non-profits
- ❖ Impacts of the climate crisis on seniors

Question 9

“Would you be interested in doing a presentation for the Coalition? If so, please email lions_view@telus.net”

Question style: “Yes, No or Other”

Number of Respondents: 24

Response:

- ❖ 5 (20.8) respondents indicated “yes”.
- ❖ 11 (45.8%) responded “no”.
- ❖ The remaining 8 people responded they had done a presentation, were potentially interested, or were not able to.

Question 10

“Rate the helpfulness of the email communications in disseminating information about seniors’ issues, programs etc.”

Question style: “1 to 10 scale”

Number of Respondents: 27

Response:

- ❖ 17 (63%) of people responded “10”,
- ❖ 4 (14.8%) responded “9” (14.8%),
- ❖ 5 (18.5%) responded “8” and 1 (3.7%) person responded “1”.
- ❖ The mean (average) response was 9.1 and the median response was 10.
median response was 10.

Question 11

“How could email communications be improved?”

Question style: “Long Answer”

Number of Respondents: 6

Response:

- ❖ The responses were very positive towards email communications
- ❖ Feedback included, wanting more information from VCH on waiting times for services.
- ❖ Requesting posters for events/initiatives far in advance to make promotion more effective.

Question 12

“In your opinion, what are some aspects of the Coalition that could be improved?”

Question style: “Long Answer with comment section”

Number of Respondents: 12

Response:

- ❖ Feedback was very positive overall
- ❖ Increasing diversity of members, including reaching out to Indigenous organizations
- ❖ Increasing the actionable items for organizations and community members to collaborate on
- ❖ Forming closer ties with local politicians
- ❖ More time for networking

Question 13

“In your opinion, what are the most valuable aspects of the Coalition”

Question style: “Multiple Selection”

Number of Respondents: 28

Responses:

- ❖ 24 (85.7%) responded “information sharing”.
- ❖ 20 (71.4%) indicated “networking”.
- ❖ 19 (67.9%) said “guest presenters”.
- ❖ 13 (46.4%) said “collaborating on common goals”.
- ❖ Other feedback included “planning projects together as a whole or smaller subset” and “participation, input and leadership on the part of local older adults”.

Question 14

“Rate the overall effectiveness of the Coalition”

Question style: “1 to 10 scale, with 10 being the highest rating”

Number of Respondents: 26

Responses:

- ❖ 9 (34.6%) responded “10”.
- ❖ 10 (38.5%) indicated “9”.
- ❖ 7 (26.9%) responded “8”.
- ❖ The average response was 9.04 and the median response was 9.

Question 15

“Write any final comments or thoughts that have not been addressed in the survey.”

Question style: “Long Answer”

Number of Respondents: 8

Responses:

- ❖ Feedback was very positive
- ❖ People are appreciative of the Coalition and see it as valuable to the North Shore
- ❖ More time for information sharing and collaboration.

Conclusion

- ❖ All questions rating aspects of the coalition had an average response above “8” including; Zoom meetings, guest speakers, email communications and overall effectiveness.
- ❖ 67.8% of respondents selected either “hybrid” or “alternating meetings” indicating people appreciate the efficiency of Zoom meetings, while acknowledging the benefits, particularly of networking, during in-person meetings.
- ❖ Overall, responses were positive.

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