

Survey Results  
Summer of 2020



# Services to Seniors Coalition Survey

Sponsored by Lionsview Seniors' Planning Society

# Summary

- ▶ In the summer months of 2020, in the midst of the COVID-19 pandemic a survey was sent to the Coalition participants. There were 31 overall respondents out of a total of 55 plus participants.
- ▶ The overall results showed that the Coalition was viewed as very important for the community of people who work with seniors. Most responses were favourable in terms of the Coalitions usefulness, and there were a number of helpful and constructive suggestions for Lionsview to act on in the future both during COVID-19 and post pandemic.

## Question 1:

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

The majority of respondents  
30 (96.8%) answered "yes,"  
1 respondent (3.2%)  
answered "no."

## Question 2:

How long have you been  
a participant/member?

Years of Participation	
	Participants
Over 20 years	2
11--20 years	4
6-10 years	6
2-5 years	9
1 Year or less	7
	28

Average length of participation  
6.55 years

2 respondents were unsure and a did not  
respond

### Question 3:

Have you attended a  
Coalition meeting  
over Zoom?

22 (71%) respondents  
indicated "yes"

9 individuals (29%)  
responded "no"

## Question 4:

Please indicate any factors related to the Zoom platform or technical difficulties that have been a barrier to attending virtual Coalition meetings. (Tell us your reasons in the comment section)

**\*Only respondents that had indicated they had not attended a Zoom meeting were directed to this question.**

## Question 4:

### Comments

The respondents to this question suggested technical difficulties were barriers to attending meetings, including;

- no or poor internet connection
- lack of support in learning how to use Zoom
- no camera, and
- trouble using the Zoom platform.

## Question 4:

### Comments

\*Some said scheduling conflicts were barriers including;

- time of meetings

- being too busy because of added responsibilities due to the pandemic.



## Question 5:

Did you find Zoom to be an effective platform for the Coalition meetings? (Tell us your reasons in the comment section)

A majority of people who attended virtual meetings responded that they did find Zoom to be an effective platform, with 20 (90.9%) responding "yes" and 2 people indicating "somewhat."

## Question 5:

### Comments

People were pleased with the lack of travel time and ease of attendance.

They appreciated Zoom as a safe and accessible platform during the pandemic.

In contrast, others noted that even if effective, ultimately, there is a loss of networking and face to face connection when meeting in person.

## Question 6:

Would you support using Zoom as a meeting platform for the Coalition post-pandemic? (Tell us your reasoning in the comment section)

Comments supporting in-person meetings post-pandemic included:

- increased inclusivity
- benefits of face to face interactions
- community and trust-building, and
- better networking and socialization.

## Question 6:

Other

comments

-no travel time and not risking people's safety.

-one suggestion that came up multiple times was alternating between Zoom and in-person meetings.

## Question 7:

Would you support a combination of Zoom and in-person?  
(Tell us your reasons in the comment section)

**\*27 respondents (90%) indicated that they would support having hybrid meetings, while 3 respondents (10%) said they would not support it.**

## Question 7:

### Comments

People thought that with a hybrid meeting we could maximize people's ability to participate.

1 person said they would prefer the meeting entirely online.

1 respondent indicated that they would not support it as it would be too challenging to follow the meeting and understand key information.

## Question 8:

During the COVID-19 pandemic, have you been attending meetings more or less frequently? (Tell us your reasons in the comment section)

11 respondents (42.3%) indicated that they had been attending meetings about the same as pre-pandemic. 7 people (26.9%) responded they had been attending less frequently, while 6 (23.1%) indicated they had been attending more regularly.

Some people suggested that they have been unable to attend because of increased workload due to the pandemic, while some said they had given increased priority to attending Coalition meetings.

## Question 9:

Prior to Covid-19, if you had NOT been attending/partially attending coalition meetings, please indicate why? (Tell us your reasons in the comment section)

9 responders (60%), indicated they had prior commitments. 3 people (20%) said they were unaware of the meetings.

Other comments included: during COVID they had less involvement in the community, they were disinterested in the topics being addressed, and their organization had been out of touch with the Coalition.



## Question 10:

How would you rate  
the quality of guest  
presentations during  
the Coalition  
meetings  
pre COVID-19?

\*The mean (average) is an overall rating of  
8.45.

## Question 11:

How would you rate the quality of guest presentations during the Coalition meetings during COVID-19?

\*The mean (average) rating is 8.29.

## Question 12:

Are there any topics you would like to see addressed at future coalition meetings?

Several themes emerged

### COVID Related:

- "Building intergenerational and seniors friendly communities both during and post-COVID."
- "How organizations are supporting Elders and preventing isolation, which is now more challenging because of COVID."
- "Anything COVID related in the near future. It is good to hear how other agencies are coping with revised programming and reopening."

## Question 12:

Several themes emerged

### Interagency Collaboration:

- "I would like to see a bit more joint planning (i.e. brainstorming solutions to issues, developing position statements, developing advocacy strategies)."
- "Better coordination and quicker responses in the community."
- "How we can work together as organizations to maximize benefit to the community."

## Question 12:

Several themes emerged

### Interagency Collaboration:

- "Issues connected with poverty, keeping seniors safe at home, information on the variety of cultures on the North Shore, etc."
- "VCH older adult mental health Team and Home community care, Working on this"
- "Safe Visitation rooms for family members at care facilities. Overmedication of seniors at care facilities."
- "Availability of meeting space."
- "Coping with ongoing changes to stay healthy."

## Question 13:

In your opinion, what are some aspects of the Coalition that could be improved upon?  
(Tell us your reasons in the comment section)

8 (53.3%) indicated they would like *increased time for networking*

3 (20%) indicated there could be *better dissemination of information*

3 people suggested

*more joint planning and strategizing*

*ensure that everyone has time to share what they are doing*

*let everyone choose what time and day in the week works best*

## Question 13:

### Comments

Some suggested

*-having less time dedicated to speakers and more time for sharing and collective brainstorming*

*-having the agenda sooner.*

## Question 14:

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

The majority of respondents commented on the Coalition's success, saying it is effective, with useful information and overall very helpful.

Information Sharing 27

Collaborating on common goals 22

Networking 20

Guest presentations 20

Q&A period 7



## Question 15:

How would you rate the overall effectiveness of the Coalition pre-COVID-19?

\*The mean (average) is 8.37 rating out of 10.

## Question 16:

How would you rate the overall effectiveness of the Coalition during COVID-19?

\*The mean (average) is 7.85 out of 10

Thoughts,  
additional  
comments or  
questions.





Thanks to everyone for their invaluable feedback.