



Edmonton

OLDER ADULTS NEEDS ASSESSMENT

FINAL REPORT

PREPARED BY

PIVOTAL RESEARCH INC

TABLE OF CONTENTS

List of Tables

Lit of Figures

I. Research Objective and Methodology	10
II. Results: Telephone Survey	14
III. Results: Focus Groups	54
IV. Results: In-Depth Interviews	63
V. Conclusions and Recommendations	72
Appendix A: Survey instrument (Telephone)	83
Appendix B: Focus Group Discussion Guide	95
Appendix C: In-Depth Interviews Discussion Guide	100
Appendix D: Telephone Survey Raw Data/Split by Age Group	103
Appendix E: In-Depth Interviews Summaries	139

LIST OF TABLES

Table 1. Age (n=713)	14
Table 2. Marital Status (n=713)	15
Table 3. Current Living Arrangement (n=713)	15
Table 4. Retirement Status (n=713)	15
Table 5. Monthly Income (n=713)	15
Table 6. Gender Identity (n=713)	16
Table 7. Ethnic or Cultural Background (n=713, Number of mentions=756)	16
Table 8. Physical Activities (n=713)	18
Table 9. Educational Activities (n=713)	18
Table 10. Spiritual Activities (n=713)	19
Table 11. Recreational/Leisure Activities (n=713)	20
Table 12. Civic Activities (n=713)	20
Table 13. Daily Living Activities (n=713)	21
Table 14. Other Additional Activities (n=713)	21
Table 15. Top Other Additional Activities (n=196)	22
Table 16. Kinds of Spaces Visited to Be Active (n=713)	22
Table 17. Top Other Kinds of Spaces Visited to Be Active (n=362)	23
Table 18. Main Reasons for Accessing the Specific Facilities (n=713)	25
Table 19. Top Other Main Reasons for Accessing the Specific Facilities (n=355)	25
Table 20. Interest in Being More Active (n=713)	26
Table 21. Main Reasons for Not Being More Active (n=313)	26
Table 22. Frequency of Using Digital Devices (n=713)	28
Table 23. Main Focus When Using Digital Devices (n=713)	29
Table 24. Volunteering (n=713)	31
Table 25. Most Frequently Mentioned Types of Volunteer Work (n=345)	32
Table 26. Barriers that Prevent from Volunteering More or Volunteering at All (n=713)	32
Table 27. Top 5 Other Barriers that Prevent you from Volunteering More or Volunteering at All (n=223)	33
Table 28. Number of People to Socialize with During an Average Week (n=713)	34
Table 29. Agreement that Respondent is Connected to Family, Friends/Community (n=713)	35

Table 30. Feeling Lonely (n=713).....	35
Table 31. Connecting with Other People Through Activities/Hobbies (n=713)	36
Table 32. Feeling Safe and Secure in Community (n=713)	37
Table 33. Reasons for Not Feeling Safe and Secure in Your Community (n=148)	38
Table 34. Top Other Reasons for Not Feeling Safe and Secure in Community (n=79)	38
Table 35. Agreement with Statement: "You are Financially Secure" (n=713).....	39
Table 36. Importance of Aspects Associated with Where to Live in Future (n=713)	41
Table 37. Importance of Aspects Associated with Where to Live in Future by Selected Demographics	41
Table 38. Type of Dwelling (n=713)	43
Table 39. Other Type of Dwelling (n=58)	43
Table 40. Own or Rent (n=713)	44
Table 41. Mortgage (n=713)	44
Table 42. Plan on Remaining in Current Residence (n=713).....	44
Table 43. Confidence in Ability to Afford and Continue to Live in Current Residence (n=713)	45
Table 44. Assistance Received from Someone Other Than Friends or Family (n=713).....	47
Table 45. Assistance Received from Someone Other Than Friends or Family By Gender and Selected Living Arrangement	49
Table 46. Difficulties Obtaining or Receiving Assistance (n=713)	50
Table 47. Difficulties Obtaining or Receiving Assistance by Income (n=713).....	50
Table 48. Discriminated Against Based on Age (n=713)	51
Table 49. Level of Satisfaction with Accessibility to City of Edmonton Services, Facilities, Programs (n=713)	52
Table 50. Reasons for Satisfaction/Dissatisfaction with Accessibility to City of Edmonton (n=682)	53
Table 51. Home and Community Related Aging-in Place Concerns and Needs	61
Table 52. In-Depth Interviews Respondents	63
Table 53. Ideas to Enhance Older Adult Participation in Activities	65
Table 54. Physical Activities.....	103
Table 55. Educational Activities.....	103
Table 56. Spiritual Activities	103
Table 57. Recreational/Leisure Activities.....	104
Table 58. Civic Activities	104
Table 59. Daily Living Activities	104

Table 60. Other Additional Activities	105
Table 61. Kinds of Spaces Visited to Be Active.....	105
Table 62. Days/Times Accessing Coffee Shop/Restaurant	105
Table 63. Days/Times Accessing Shopping Mall.....	106
Table 64. Days/Times Accessing Recreation Centre	106
Table 65. Days/Times Accessing Public Library	106
Table 66. Days/Times Accessing Senior Centre	107
Table 67. Days/Times Accessing Park	107
Table 68. Days/Times Accessing Place of Worship	107
Table 69. Days/Times Accessing Theatre.....	108
Table 70. Days/Times Accessing Educational Institution	108
Table 71. Days/Times Accessing Community League Hall	108
Table 72. Days/Times Accessing Gym/Fitness Centre.....	109
Table 73. Days/Times Accessing Sports Arena	109
Table 74. Days/Times Accessing Outdoors.....	109
Table 75. Main Reasons for Accessing the Specific Facilities	110
Table 76. Interest in Being More Active	110
Table 77. Reasons for Not Being More Active	110
Table 78. Frequency of Using Digital Devices	111
Table 79. Main Focus When Using Digital Devices	111
Table 80. Volunteering	111
Table 81. Type of Volunteer Work.....	111
Table 82. Barriers that Prevent from Volunteering More or Volunteering at All.....	112
Table 83. Number of People to Socialize with During an Average Week	112
Table 84. Agreement that Respondent is Connected to Family, Friends/Community	112
Table 85. Feeling Lonely	113
Table 86. Connecting with Other People Though Activities/Hobbies	113
Table 87. Feeling Safe and Secure in Community	113
Table 88. Reasons for Not Feeling Safe and Secure in Community.....	113
Table 89. Agreement with Statement: "You are Financially Secure"	114
Table 90. Importance of Aspects Considered Respondents Consider Where to Live in future....	114
Table 91. Type of Dwelling	114

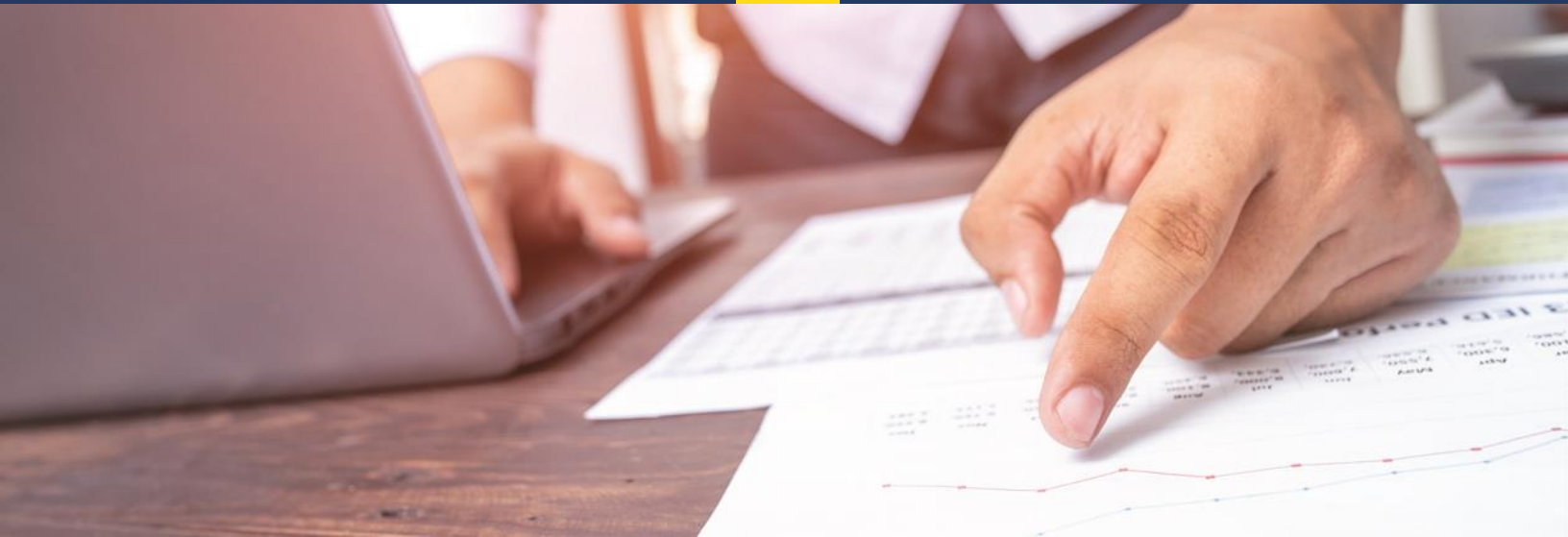
Table 92. Own or Rent	114
Table 93. Mortgage	115
Table 94. Plan on Remaining in Current Residence	115
Table 95. Confidence in Ability to Afford and Continue to Live in Current Residence	115
Table 96. Activities or Services Required to Stay in Own Home	115
Table 97. Assistance Received from Someone Other Than Friends or Family	116
Table 98. Difficulties Obtaining or Receiving Assistance	116
Table 99. Discriminated Against Based on Age	116
Table 100. Level of Satisfaction with Accessibility to City of Edmonton Services, Facilities, Programs	117
Table 101. Marital Status	117
Table 102. Current Living Arrangement	117
Table 103. Retirement Status	117
Table 104. Monthly Income	118
Table 105. Gender Identity	118
Table 106. Ethnic or Cultural Background	118
Table 107. Physical Activities	119
Table 108. Educational Activities	119
Table 109. Spiritual Activities	119
Table 110. Recreational/Leisure Activities	120
Table 111. Civic Activities	120
Table 112. Daily Living Activities	120
Table 113. Other Additional Activities	121
Table 114. Kinds of Spaces Visited to Be Active	121
Table 115. Days/Times Accessing Coffee Shop/Restaurant	121
Table 116. Days/Times Accessing Shopping Mall	122
Table 117. Days/Times Accessing Recreation Centre	122
Table 118. Days/Times Accessing Public Library	122
Table 119. Days/Times Accessing Senior Centre	123
Table 120. Days/Times Accessing Park	123
Table 121. Days/Times Accessing Place of Worship	123
Table 122. Days/Times Accessing Theatre	124

Table 123. Days/Times Accessing Educational Institution	124
Table 124. Days/Times Accessing Community League Hall	124
Table 125. Days/Times Accessing Gym/Fitness Centre	125
Table 126. Days/Times Accessing Sports Arena	125
Table 127. Days/Times Accessing Outdoors	125
Table 128. Main Reasons for Accessing the Specific Facilities.....	126
Table 129. Interest in Being More Active	126
Table 130. Reasons for Not Being More Active	127
Table 131. Frequency of Using Digital Devices.....	127
Table 132. Main Focus When Using Digital Devices	127
Table 133. Volunteering	128
Table 134. Barriers that Prevent from Volunteering More or Volunteering at All	128
Table 135. Number of People to Socialize with During an Average Week	128
Table 136. Agreement that Respondent is Connected to Family, Friends/Community	128
Table 137. Feeling Lonely	129
Table 138. Connecting with Other People Though Activities/Hobbies	129
Table 139. Feeling Safe and Secure in Community	129
Table 140. Reasons for Not Feeling Safe and Secure in Community.....	129
Table 141. Agreement with Statement: "You are Financially Secure"	130
Table 142. Importance of Aspects Considered Respondents Consider Where to Live in future ..	130
Table 143. Type of Dwelling	130
Table 144. Own or Rent.....	130
Table 145. Mortgage.....	131
Table 146. Plan on Remaining in Current Residence	131
Table 147. Confidence in Ability to Afford and Continue to Live in Current Residence.....	131
Table 148. Activities or Services Required to Stay in Own Home	131
Table 149. Assistance Received from Someone Other Than Friends or Family	132
Table 150. Difficulties Obtaining or Receiving Assistance	132
Table 151. Discriminated Against Based on Age	132
Table 152. Level of Satisfaction with Accessibility to City of Edmonton Services, Facilities, Programs	133
Table 153. Marital Status	133

Table 154. Current Living Arrangement.....	133
Table 155. Retirement Status.....	133
Table 156. Monthly Income	134
Table 157. Gender Identity	134
Table 158. Other Types of Activities that you Participate in that I Didn't Mention (n=196).....	134
Table 159. Other Kinds of Spaces Visited to be Active (n=362)	135
Table 160. Other Main Reasons for Accessing the Specific Facilities (n=355)	135
Table 161. Other Reasons for Not Being More Active (n=175).....	136
Table 162. Other Focus When Using Digital Devices (n=406)	136
Table 163. Other Barriers that Prevent you from Volunteering More or Volunteering at All (n=359)	137
Table 164. Activities/Hobbies that Connect you with People of Different Ages (n=592)	137
Table 165. Other Reasons for Not Feeling Safe and Secure in Community (n=79)	137
Table 166. Other Type of Dwelling (n=58)	138
Table 167. Reasons for Satisfaction/Dissatisfaction with the City of Edmonton (n=682)	138

LIST OF FIGURES

Figure 1. Research Methodology	13
Figure 2. Participation in Activities	17
Figure 3. Type of Space and Time of Activities	24
Figure 4. Reasons for Not Being More Active (n=313)	27
Figure 5. Focus When Using a Digital Device (multiple answer)	30
Figure 6. Activities/Hobbies that Connect you with People of Different Ages	36
Figure 7. Important Considerations about Where to Live in the Future	42
Figure 8. Activities or Services Required to Stay in Own Home (n=375)	46
Figure 9. Assistance Received from Someone Other Than Friends or Family	48



I. Research Objective and Methodology

Pivotal Research Inc. was contracted by the City of Edmonton (City) to conduct a needs assessment study to augment the City's understanding of older adults' needs in light of the various Age Friendly Edmonton (AFE) activities undertaken to date and informing the City of changes and improvements needed to ensure effective policies, programming, and service delivery for older adults.

Research Context and Objectives

The City has a particular interest in understanding the needs of Edmontonian older adults and how to best meet these needs for the many years to come as part of the AFE initiative. The needs assessment study builds on a 2015 AFE Older Adults Needs Assessment and further expands on various emerging issue areas specific to the needs of older adults. More specifically, the objectives of the study are to ascertain the following about older adults:

- Levels of participation in social and recreational activities, including volunteerism and use of technology;
- Perceived social isolation, loneliness and intergenerational connectedness;
- Perceived safety and security, including financial security;
- Access to community supports, including accessibility; and
- Housing and aging-in-place needs.

The aim is to ensure that the perspectives of a diverse group of older adults are captured to increase understanding about their current and future needs in order to bridge the gaps, where they exist, to most effectively meet the goals of AFE and build a city that actively seeks the well-being of its older adults. The research and its

outcomes will be considered by the City in making future plans for programming, services and facility designs targeting older adults.

Research Methodology

This needs assessment study entailed executing a multi-mode data collection approach that targeted seniors and older adults from within the general population, LGBTQ2S+ and Indigenous communities, and various ethnic communities.

The research was conducted from November 2018 - February 2019 and included collecting data across three data collection instruments:

- 1) Telephone Survey (713 responses);
- 2) Older Adults Focus Groups (5 Focus Groups with 48 participants); and
- 3) Older Adults In-Depth Interviews (31 participants).

Telephone Survey

The first data collection methodology entailed fielding a statistically-valid telephone survey with city of Edmonton residents who are over the age of 55 years. Residents across the city of Edmonton were randomly contacted by telephone and asked to participate in a 15- to 20-minute survey through Computer Assisted Telephone Interviewing (CATI) software. Respondents were asked to confirm that they are over the age of 55 years at the time the telephone survey was administered in order to qualify to participate in the study. A combination of cell phone and telephone landlines was employed in the sampling strategy.

Data collection took place between November 24, 2018 and December 4, 2018. Overall, 713 respondents participated in the study. The overall margin of error is within $\pm 3.47\%$ (19 times out of 20)¹.

The full survey questionnaire is available in Appendix A. Complete results split by age category as well as City of Edmonton quadrant are provided in Appendix D.

Focus Groups

Overall, five 2-hour focus group discussions were held with the following target groups between November 29, 2018 and January 22, 2019.

Group 1: 65 – 79 year olds;

Group 2: 55 – 64 year olds;

Group 3: 45 – 54 year olds;

Group 4: Older adults from the LGBTQ2S+ community; and

¹ The margin of error may vary for individual questions.

Group 5: Older adult participants from the Bent Arrow Traditional Healing Society.

The focus groups were recruited by trained recruiters using a screened questionnaire. Incentives were offered. A total of 48 individuals participated in the focus groups.

The moderator guide can be found in Appendix B.

In-Depth Interviews

Various older adult target groups were identified by the City for in-depth interviews, including specific older adult age groups, newcomers, and older adults from various ethnic communities. In-depth interview respondents were contacted by phone or online and provided with specific information pertaining to the project goals with a request for 30 to 45 minutes of their time to complete a telephone or an in-person interview with a senior member of the research team. See interview question guide included in Appendix C.

Interviews took place from January 26 to February 20, 2019. Pivotal Research interviewed 31 older adults living in Edmonton.

Recruitment was achieved through a variety of methods:

- Announcements at places of worship;
- Email broadcasts to organizations that serve seniors and multicultural ethnic communities; and
- Calls made directly to senior centers.

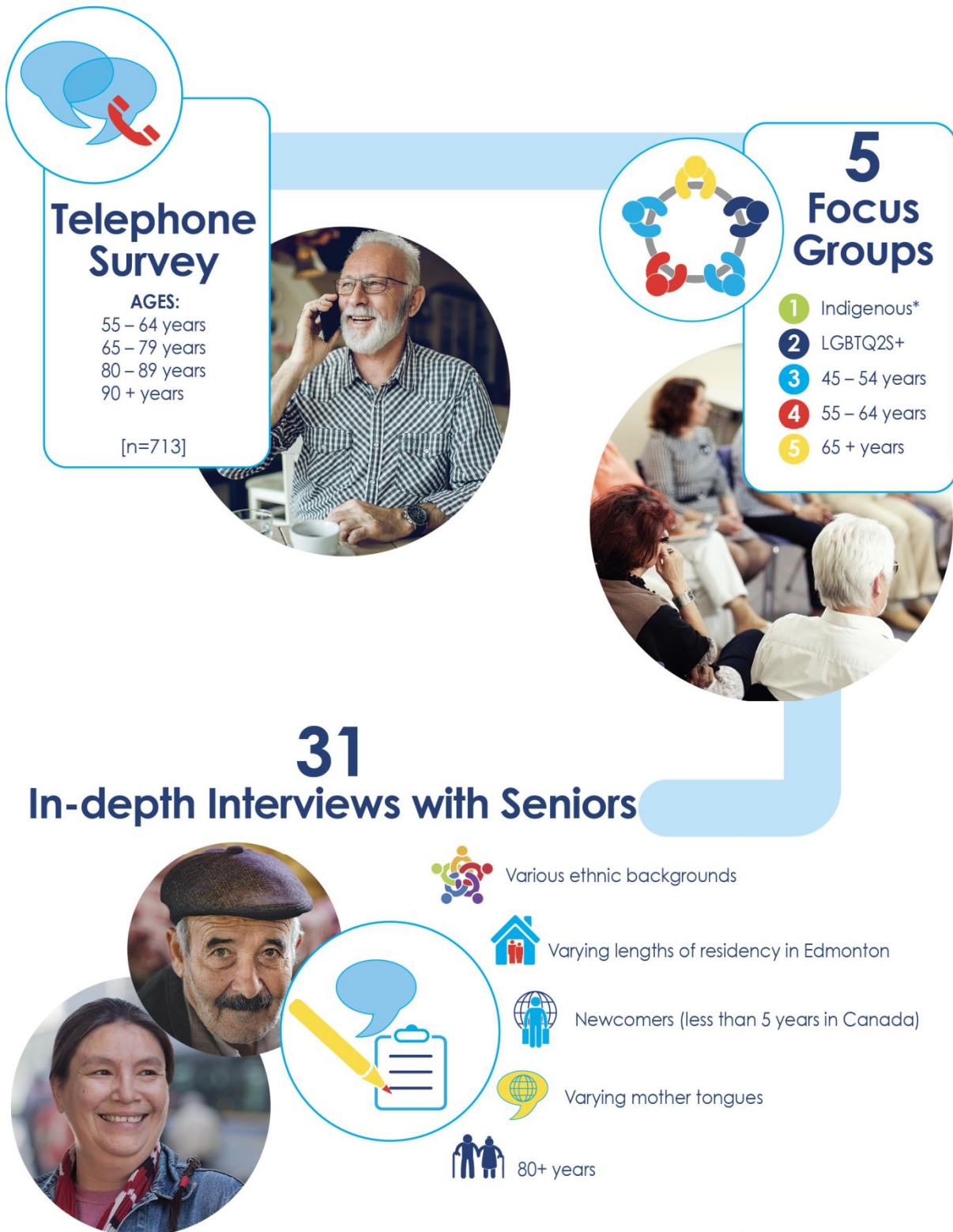
Convenience sampling was employed whereby at the end of each interview, we asked interviewees to connect our recruitment team to other older adults who fit the specific profile requirements for the study.

On the following page, Figure 1 depicts the various data collection modes used for this study.

Overview of Report

This report further details the study's key findings by data collection mode in **Chapters 3 through 5** and concluding remarks and recommendations to the City in **Chapter 6** to further bolster AFE and enhance its policies, programming and services in support of older adults and an age-friendly Edmonton.

Figure 1. Research Methodology



*The make-up of this group included 8 Indigenous and 4 non-Indigenous participants.



II. Results: Telephone Survey

This chapter details the characteristics of respondents who participated in the telephone panel survey and key findings split by key categories.

Characteristics of Participants

Overall, 713 respondents participated in the study between November 24, 2018 and December 4, 2018.

To ensure the results reflect the opinions of all Edmonton residents and mirror a statistically-valid distribution of the population of the city of Edmonton, results are weighted according to the 2016 Federal census.

Demographics

Tables 1 through 7 summarize the profiles of survey respondents.

Table 1. Age (n=713)

Age in years	%
55 – 64	50
65 – 79	36
80 – 89	11
90+	4
Total*	100

* May not add up to 100% due to rounding

Table 2. Marital Status (n=713)

Which of the following best describes your marital status?	55 – 64 (n=356)	65 – 79 (n=257)	80 – 89 (n=76)	90+ (n=26)	Overall (n=713)
Single, that is, never married	12%	6%	5%	18%	9%
Married or living together as a couple	72%	66%	46%	47%	66%
Widowed	3%	19%	41%	35%	14%
Separated	2%	15	2%	-	1%
Divorced	11%	9%	6%	-	9%
Refused	1%	0%	-	-	1%
Total*	100%	100%	100%	100%	100%

Table 3. Current Living Arrangement (n=713)

Do you live.....	55 – 64 (n=356)	65 – 79 (n=257)	80 – 89 (n=76)	90+ (n=26)	Overall (n=713)
Alone	18%	33%	46%	53%	28%
With others	82%	67%	54%	47%	72%
Total*	100%	100%	100%	100%	100%

Table 4. Retirement Status (n=713)

Are you currently retired, semi-retired or working?	55 – 64 (n=356)	65 – 79 (n=257)	80 – 89 (n=76)	90+ (n=26)	Overall (n=713)
Retired	31%	79%	97%	94%	57%
Semi-retired	17%	13%	2%	6%	14%
Working	52%	9%	2%	-	29%
Total*	100%	100%	100%	100%	100%

Table 5. Monthly Income (n=713)

What is your monthly income before taxes?	55 – 64 (n=356)	65 – 79 (n=257)	80 – 89 (n=76)	90+ (n=26)	Overall (n=713)
Under \$1,600	7%	8%	3%	12%	7%
\$1,600 to less than \$2,200	7%	13%	20%	29%	11%
\$2,200 to less than \$3,500	16%	17%	13%	35%	17%
\$3,500 to \$5,000	13%	17%	15%	-	14%
Over \$5,000	31%	19%	9%	-	23%
Prefer not to answer	26%	26%	39%	24%	27%
Total*	100%	100%	100%	100%	100%

* May not add up to 100% due to rounding

Table 6. Gender Identity (n=713)

How do you describe your gender identity?	55 – 64 (n=356)	65 – 79 (n=257)	80 – 89 (n=76)	90+ (n=26)	Overall (n=713)
Female	52%	58%	60%	53%	55%
Male	44%	40%	39%	41%	42%
Non-binary	0%	0%	-	-	0%
Prefer to self-describe	1%	1%	-	-	1%
Prefer not to say	2%	1%	1%	6%	2%
Total*	100%	100%	100%	100%	100%

Table 7. Ethnic or Cultural Background (n=713, Number of mentions=756)

Please describe your ethnic or cultural background? (Multiple Answers)	Number of mentions = 756
White/Caucasian	60%
Black/African	1%
Middle Eastern	2%
South-Central Asian	2%
Far-East Asian	1%
Indigenous	1%
Other/Mixed Race/Identify as Canadian	32%
Prefer not to say	3%

* May not add up to 100% due to rounding



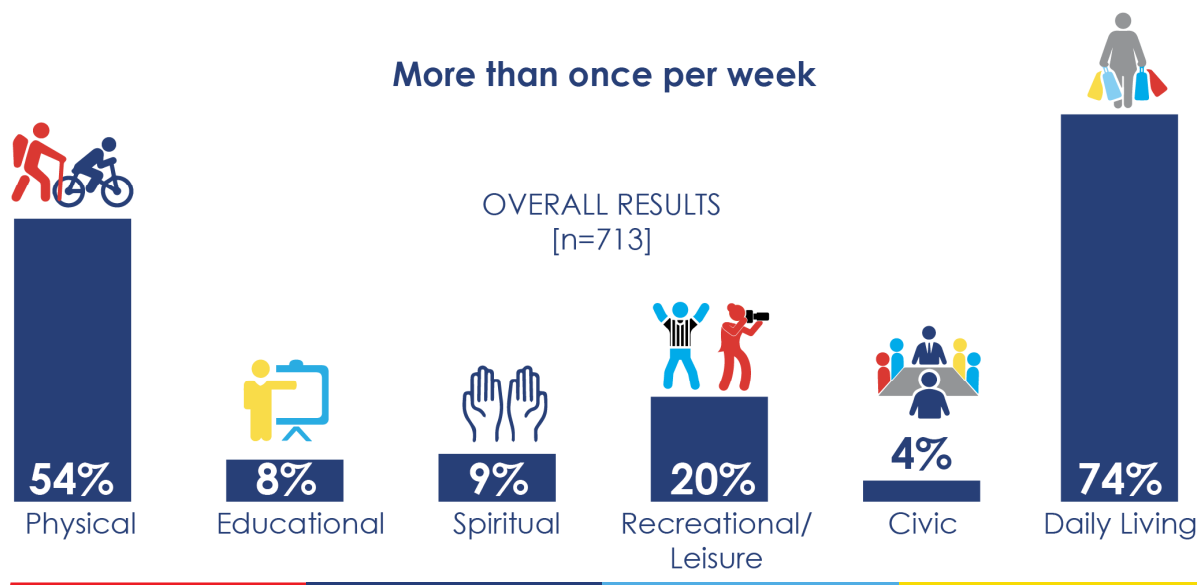
Participation in Activities

Interviewers read out to respondents a list of activity types including physical, educational, spiritual, recreation/leisure, and daily living activities and asked them to identify the specific activities that are meaningful to them and then asked them to identify the frequency of their participation in those activities.

Overall, the type of activities that respondents are involved in more than once a week were “daily living” activities, such as working, grocery shopping and in-person visits with family or friends (74%), followed by “physical activities” (54%) and “recreational/leisure” (20%). See Figure 2.

Older respondents who are over 90 years old (59%) and those who are in the lower income brackets with monthly incomes of less than \$1,600 (57%) or between \$1,600 and \$2,200 (62%) are less likely to be active than the rest of the older adults population when it comes to daily living activities and in other activities in general.

Figure 2. Participation in Activities



Physical Activities

Over one half of respondents (54%) participate in physical activities, such as fitness, sports, outdoors and indoors more than once a week. One-in-ten (11%) indicated they participate once a week. See Table 8.

Table 8. Physical Activities (n=713)

How often do you participate in a number of activities that you find meaningful to you? Physical Activities (fitness, sports, outdoors, indoors)	55 – 64 (n=356)	65 – 79 (n=257)	80 – 89 (n=76)	90+ (n=26)	Overall (n=713)
More than once a week	57%	51%	51%	59%	54%
Once a week	12%	12%	11%	6%	11%
Several times per month	7%	7%	7%	6%	7%
Once every few months	4%	3%	1%	-	3%
Occasionally (once or twice per year)	6%	6%	5%	-	6%
Rarely (less than once per year)	6%	4%	2%	12%	5%
Never	8%	18%	26%	18%	13%
Do not know	0%	1%	-	-	1%
Total*	100%	100%	100%	100%	100%

Educational Activities

When it comes to educational activities, such as courses, workshops or using the library, “never” was most frequently mentioned by just over one-third of respondents (34%). Only a small portion (8%) of respondents is engaged in such activities more than once a week. See Table 9.

Table 9. Educational Activities (n=713)

How often do you participate in a number of activities that you find meaningful to you? Educational activities (courses, workshops or using the library)	55 – 64 (n=356)	65 – 79 (n=257)	80 – 89 (n=76)	90+ (n=26)	Overall (n=713)
More than once a week	8%	9%	6%	6%	8%
Once a week	10%	9%	11%	6%	10%
Several times per month	11%	13%	15%	-	12%
Once every few months	14%	11%	4%	12%	12%
Occasionally (once or twice per year)	11%	14%	15%	-	12%
Rarely (less than once per year)	14%	11%	9%	12%	12%
Never	32%	32%	38%	65%	34%
Do not know	0%	1%	2%	-	0%
Total*	100%	100%	100%	100%	100%

* May not add up to 100% due to rounding

Spiritual Activities

Around one-half of respondents either never participate in spiritual activities (36%) or rarely do so (13%). One-in-five indicated that they participate in such activities once a week (19%). Full results are provided in Table 10.

Table 10. Spiritual Activities (n=713)

How often do you participate in a number of activities that you find meaningful to you? Spiritual activities (attending a place of worship)	55 – 64 (n=356)	65 – 79 (n=257)	80 – 89 (n=76)	90+ (n=26)	Overall (n=713)
More than once a week	10%	7%	7%	6%	9%
Once a week	16%	20%	27%	41%	19%
Several times per month	4%	6%	4%	12%	5%
Once every few months	4%	6%	9%	6%	6%
Occasionally (once or twice per year)	14%	11%	11%	-	12%
Rarely (less than once per year)	13%	14%	10%	6%	13%
Never	38%	36%	31%	24%	36%
Do not know	1%	-	1%	6%	0%
Total*	100%	100%	100%	100%	100%

Recreational/Leisure Activities

Most respondents appear to be active in recreational/leisure activities with over one half (54%) indicating to be active more than once a week (20%), once a week (15%), or several times per month (19%). Recreational/leisure activities include activities, such as attending sports events, going to a play/theatre, volunteering, and engaging in hobbies. Less than one-in-five (18%) are either rarely or never active in such activities. Respondents over the age of 80 are more likely to “rarely” (5%) or “never” (13%) participate in recreational/leisure activities. Complete results are found in Table 11 on the following page.

* May not add up to 100% due to rounding

Table 11. Recreational/Leisure Activities (n=713)

How often do you participate in a number of activities that you find meaningful to you? Recreational/Leisure activities (attending sports events, going to a play/theatre, volunteering, hobbies)	55 – 64 (n=356)	65 – 79 (n=257)	80 – 89 (n=76)	90+ (n=26)	Overall (n=713)
More than once a week	18%	23%	17%	18%	20%
Once a week	17%	12%	14%	12%	15%
Several times per month	19%	21%	15%	18%	19%
Once every few months	16%	16%	11%	18%	16%
Occasionally (once or twice per year)	13%	12%	9%	-	12%
Rarely (less than once per year)	4%	5%	10%	6%	5%
Never	13%	10%	21%	29%	13%
Do not know	0%	1%	2%	-	0%
Total*	100%	100%	100%	100%	100%

Civic Activities

When it comes to civic activities, such as involvement in community leagues, boards or political associations, the majority indicated that they “rarely” (13%) or “never” (50%) participate in such activities. See Table 12.

Table 12. Civic Activities (n=713)

How often do you participate in a number of activities that you find meaningful to you? Civic activities (community leagues, boards, political associations)	55 – 64 (n=356)	65 – 79 (n=257)	80 – 89 (n=76)	90+ (n=26)	Overall (n=713)
More than once a week	4%	4%	4%	6%	4%
Once a week	4%	7%	3%	-	5%
Several times per month	3%	5%	4%	-	3%
Once every few months	12%	7%	8%	-	9%
Occasionally (once or twice per year)	16%	14%	13%	12%	15%
Rarely (less than once per year)	14%	13%	13%	12%	13%
Never	48%	51%	53%	71%	50%
Do not know	0%	1%	2%	-	0%
Total*	100%	100%	100%	100%	100%

* May not add up to 100% due to rounding

Daily Living Activities

Around nine-in-ten respondents (89%) are involved in daily living activities at least once a week. Daily living activities include activities, such as working, buying groceries, and visiting family and friends in person. See Table 13.

Table 13. Daily Living Activities (n=713)

How often do you participate in a number of activities that you find meaningful to you? Daily living activities (working, buying groceries, visiting family and friends in person)	55 – 64 (n=356)	65 – 79 (n=257)	80 – 89 (n=76)	90+ (n=26)	Overall (n=713)
More than once a week	80%	73%	62%	29%	74%
Once a week	12%	16%	22%	35%	15%
Several times per month	6%	7%	9%	29%	7%
Once every few months	1%	1%	-	-	1%
Occasionally (once or twice per year)	0%	2%	2%	-	1%
Rarely (less than once per year)	-	1%	2%	-	1%
Never	-	1%	4%	-	1%
Do not know	0%	0%	-	6%	0%
Total*	100%	100%	100%	100%	100%

Other Activities

Close to one-third (29%) of respondents participate in additional activities (Table 14). The top themes are detailed in Table 15.

Table 14. Other Additional Activities (n=713)

Are there any other types of activities that you participate in that I didn't mention?	55 – 64 (n=356)	65 – 79 (n=257)	80 – 89 (n=76)	90+ (n=26)	Overall (n=713)
Yes	22%	35%	35%	35%	29%
No	76%	64%	62%	65%	70%
Don't know	2%	1%	3%	-	2%
Total*	100%	100%	100%	100%	100%

* May not add up to 100% due to rounding

Table 15. Top Other Additional Activities (n=196)

Other additional activities (Multiple answers)	n	Sample Comments
Volunteering and helping others	26	<i>We entertain the kids and teach girls baking skills at my church volunteering</i>
Caregiving	17	<i>Caregiving for family members, I don't know if that falls under family that's a big part of my life now</i>
Walking or hiking	15	<i>Walking our dogs for an hour</i>
Socializing	13	<i>Walk a lot, exercise group twice a week, we socialise</i>
Traveling	12	<i>Travel several times a year</i>
Attending movie theatre, theatre, or concert	12	<i>Big band, concert band, choir practice and choir</i>
Gardening	10	<i>Reading and writing cooking gardening</i>

Types of Spaces Visited

Respondents were asked to identify up to three places where they prefer to be active when provided with a list of potential spaces (as displayed in Table 16). Outdoors received the most mentions (27%). Gym/fitness centres followed (17%). Recreation centre, park and Shopping Mall equally followed at around fourteen (14) percent. The full list is provided in Table 16.

Table 16. Kinds of Spaces Visited to Be Active (n=713)

Based on the activities that you mentioned what kinds of spaces do you choose to visit to be active? (Multiple answers)	55 – 64 (n=622)	65 – 79 (n=449)	80 – 89 (n=125)	90+ (n=39)	Overall (n=713)
Outdoors	19%	12%	11%	8%	27%
Gym/Fitness Centre	12%	7%	6%	8%	17%
Recreation Centre	11%	7%	4%	-	14%
Park	11%	6%	3%	-	14%
Shopping Mall	5%	9%	14%	4%	13%
Senior Centre	2%	6%	10%	8%	7%
Coffee shop/Restaurant	2%	4%	4%	15%	6%
Place of Worship	3%	4%	3%	12%	6%
Theatre	3%	4%	3%	12%	6%
Sports Arena	3%	4%	4%	-	6%
Public Library	3%	3%	3%	-	5%
Community League Hall	2%	2%	3%	4%	4%
Educational institution/classroom	1%	0%	-	-	1%
Prefer not to answer	1%	4%	4%	4%	1%

In addition, respondents provided over additional mentions of other spaces they visit (362 in total). Home/someone else's home were most frequently mentioned (67) followed by neighbourhood /community (34) and swimming pool (26). See Table 17.

Table 17. Top Other Kinds of Spaces Visited to Be Active (n=362)

Other additional spaces (Multiple answers)	n	Sample Comments
Home and/or other people's home	67	Peoples' homes
Neighbourhood/community	34	Walk around my ravine in the neighbourhood
Swimming pool	26	Swimming, Sauna, and mineral pools
Recreation, community and/or senior centre	17	Walk from the community league hall about 4 and half kilometres
Golf course	17	Golf courses, cricket ball court
Church or church basement	17	Church basement and city hall
Mall and/or store	14	Mall, restaurants, bingo hall
Sports arena, field, rink, and or court	14	He said it depends, he said mostly sports fields

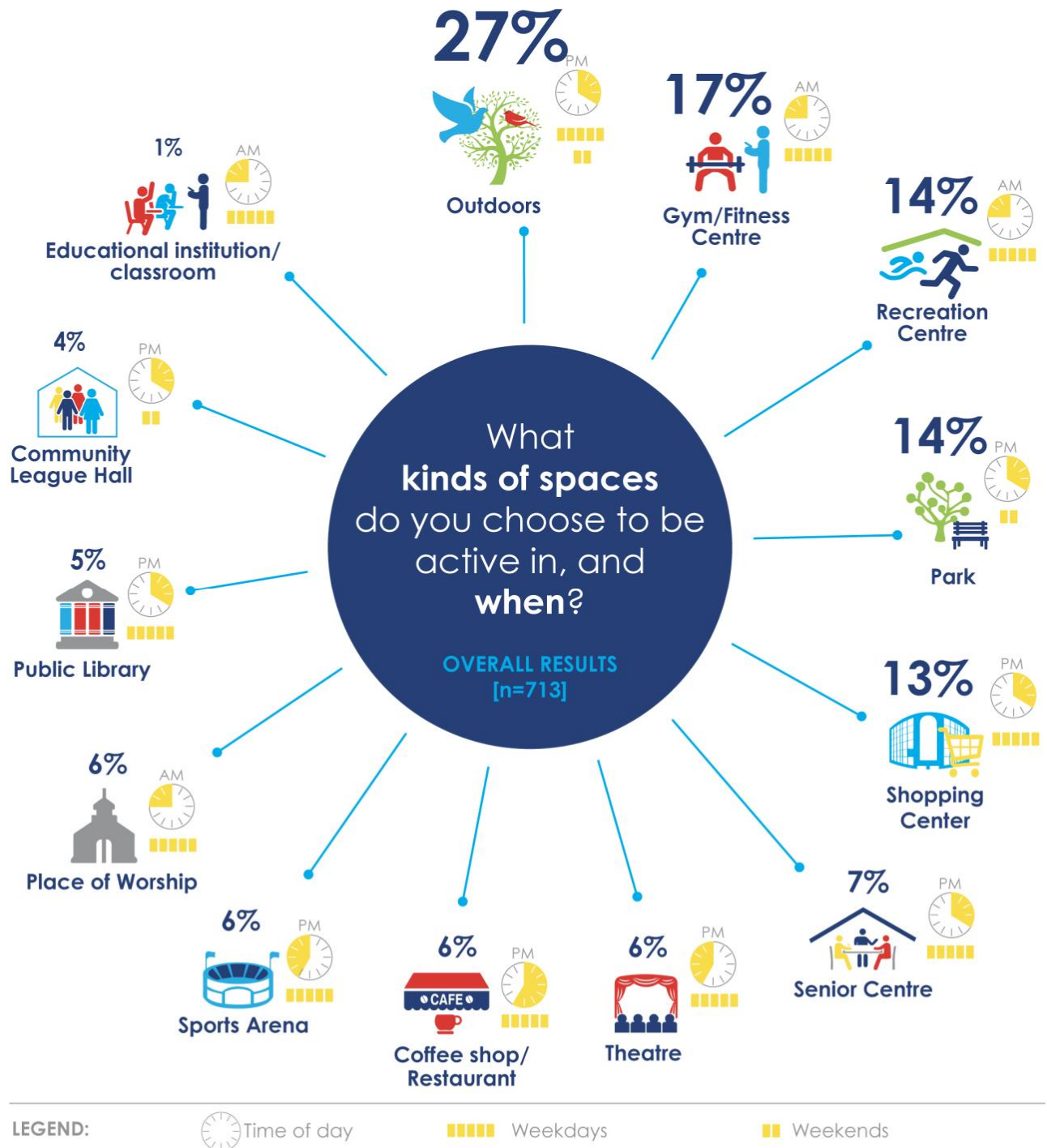
Days/Times of Activities

Respondents were asked to identify the time of day when they are likely to perform their activities and whether the activity is performed during weekdays or weekends. Figure 3 shows the types of space accessed by respondents along with the time.

The spaces that are accessed the most include:

- Outdoors, selected by more than a quarter of respondents (27%) and is most likely accessed weekdays and weekends between 12 PM and 4 PM;
- Gym/fitness centre came in at 17% and is most accessed weekdays between 9AM and 12 PM and
- Recreation centres (14%), mostly accessed weekdays between 9 AM and 12 PM.

Figure 3. Type of Space and Time of Activities



Reasons for Accessing Specific Facilities

Telephone survey interviewers asked older adults to list the main reasons that they choose a specific facility. Location is the most frequently stated reason for choosing a specific facility to attend/visit by respondents (35%). The second top reason for choosing to attend a specific facility is exercise/well-being (15%) and pleasure/enjoyment (12%).

Table 18. Main Reasons for Accessing the Specific Facilities (n=713)

What are the main reasons that you choose the facilities you do? (Multiple answers)	55 – 64 (n=521)	65 – 79 (n=359)	80 – 89 (n=109)	90+ (n=30)	Overall (n=713)
Location is convenient/close to home	29%	21%	16%	20%	35%
Exercise/health and well being	9%	11%	16%	15%	15%
For pleasure /entertainment	9%	7%	9%	15%	12%
Enjoy the activities offered (in general)	5%	5%	8%	10%	8%
Interaction with other people/meeting new people	3%	6%	7%	5%	7%
Good price/affordable	6%	4%	2%	-	6%
Family member/friends also attend facility	2%	5%	7%	10%	5%
Depends on activity/specific program/event only offered at specific facilities	3%	4%	1%	-	4%
Facility is accessible/close to transit	2%	3%	2%	-	4%
Offer good amenities/programs	2%	2%	1%	-	2%
Is a member of the facility/centre/worked there/ already involved	1%	1%	3%	-	2%

In addition, respondents provided more than three-hundred (355) reasons for choosing the specific facilities they visit. The most frequent reasons provided are detailed in Table 19.

Table 19. Top Other Main Reasons for Accessing the Specific Facilities (n=355)

Other main reasons for accessing the specific facilities. (Multiple answers)	n	Sample Comments
Location, such as proximity, accessibility, lots of parking	58	<i>Warm water and handicapped access. The program I go to is an easy for people with arthritis. It's called water works</i>
Preference and enjoyment	28	<i>Enjoy Nature, take pictures</i>
To be mentally and physically active and fit	26	<i>To be active in my society, share ideas and like to hear other peoples ideas and music</i>
Medical, health-related, or mobility reasons	19	<i>I keep myself in shape, health reasons</i>
Social connections and friendship	18	<i>Social thing, movies activities doing stuff together (with her daughter), and also for holidays</i>
Shopping for essentials/necessities and other items	18	<i>Basically shopping for groceries</i>

Respondents were also asked if they were interested in being more active. Overall, about half (44%) replied positively. The main reasons for lack of interest in being more active were: health (27%), work commitments (15%) and personal conditions (10%). See Tables 20 and 21 and Figure 4 for complete results.

Respondents at the lowest income level reported the highest interest in being more active in their community or everyday life (62%).

Table 20. Interest in Being More Active (n=713)

Do you wish you could be more active in your community life or in your everyday life?	55 – 64 (n=356)	65 – 79 (n=257)	80 – 89 (n=76)	90+ (n=26)	Overall (n=713)
Yes	45%	43%	40%	41%	44%
No	52%	56%	59%	59%	54%
Don't know	3%	1%	1%	-	2%
Total*	100%	100%	100%	100%	100%

Table 21. Main Reasons for Not Being More Active (n=313)

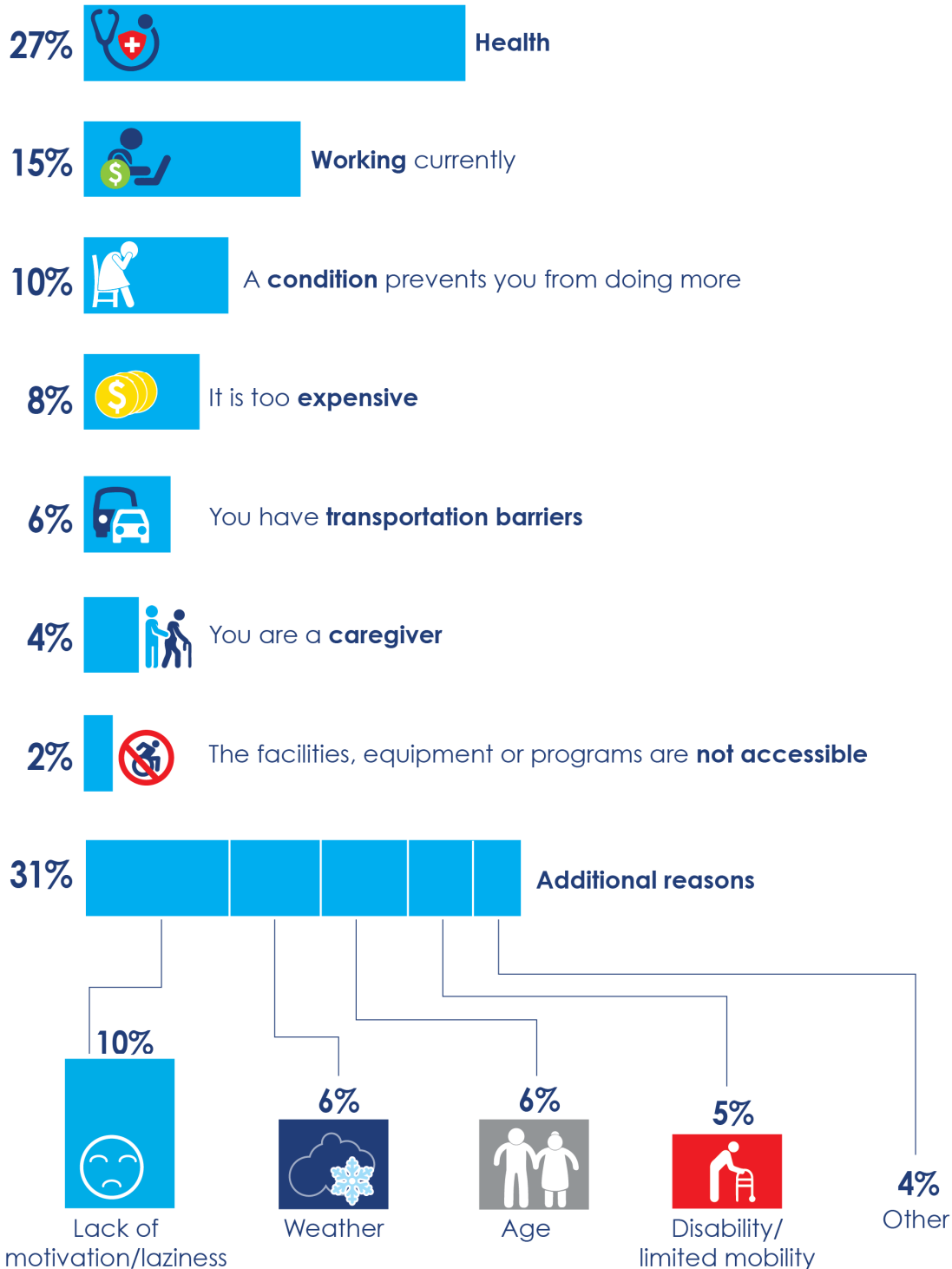
What prevents you from being more active? (Multiple answers)	55 – 64 (n=199)	65 – 79 (n=139)	80 – 89 (n=40)	90+ (n=14)	Overall (n=313)
Health	17%	19%	28%	56%	27%
Working currently	19%	3%	2%	-	15%
A condition prevents you from doing more	3%	13%	15%	11%	10%
It is too expensive	8%	5%	2%	-	8%
You have transportation barriers	5%	4%	8%	-	6%
I am a caregiver	2%	3%	2%	-	3%
The facilities, equipment or programs are not accessible	2%	-	-	-	2%
Don't know/Not stated	1%	4%	-	-	2%

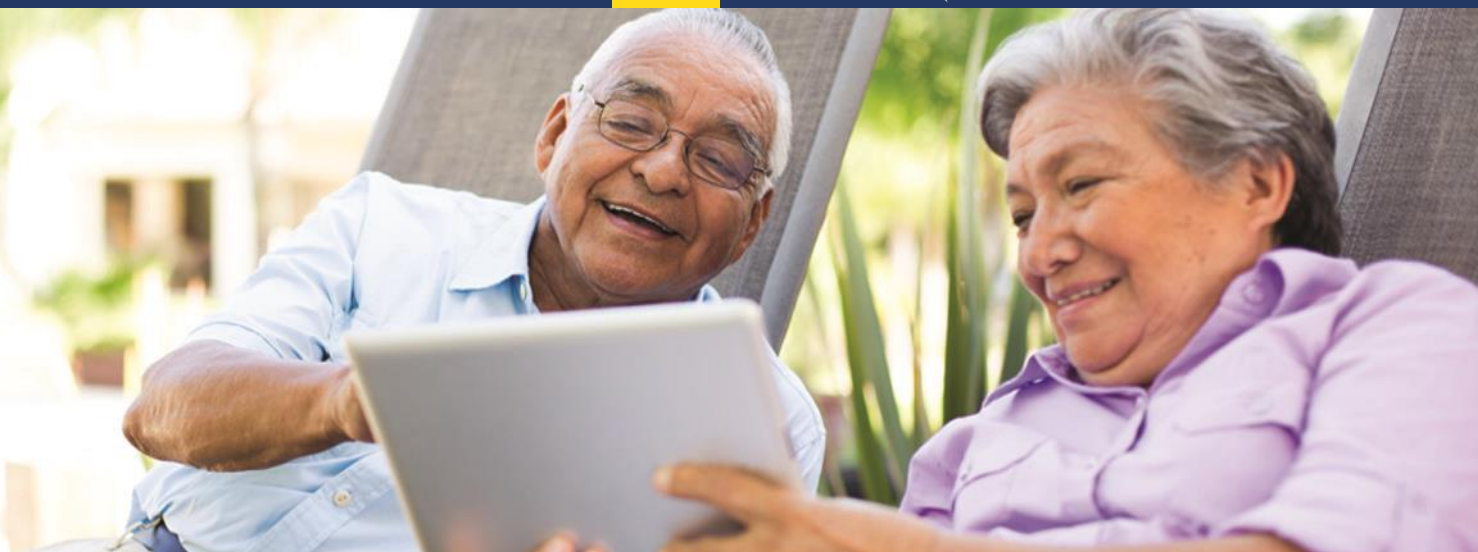
More than one-hundred additional reasons were also provided by respondents. The most frequently mentioned reasons are detailed in Figure 4. Note that “no time” mentions have been removed from the analysis since the survey specifically asked respondents to provide reasons other than lack of time.

* May not add up to 100% due to rounding

Figure 4. Reasons for Not Being More Active (n=313)

OVERALL RESULTS [n=313]





Technology

When asked about use of technology-based digital devices (defined as a computer, eReader (eg, Kindle), Smartphone, Tablet, and/or Fitbit), more than two-thirds (69%) use such devices 10 times or more per week. While the overall portion of respondents who do not use digital devices at all is small (9%), the proportion of non-users is much higher for those 80-89 years of age (23%) and 90+ (53%). See Table 22.

Respondents who reported monthly incomes of \$1,600 or less are least likely to use digital devices with almost one-in-five (21%) indicating that they do not at all use digital devices.

Table 22. Frequency of Using Digital Devices (n=713)

In the course of an average week, how often do you use a digital device? (Computer, eReader (eg. Kindle), Smartphone, Tablet, Fitbit)?	55 – 64 (n=356)	65 – 79 (n=257)	80 – 89 (n=76)	90+ (n=26)	Overall (n=713)
Not at all	6%	5%	23%	53%	9%
One or two times	2%	5%	6%	12%	4%
Three or four times	2%	5%	8%	6%	4%
Five or more times	10%	15%	19%	18%	13%
10 or more times	79%	69%	44%	12%	69%
Not stated/Don't know/Refused to Answer	0%	1%	-	-	1%
Total*	100%	100%	100%	100%	100%

When asked about the main focus when using digital devices, respondents indicated that the top main focus is for general purpose and entertainment, such as reading news or reading for pleasure (58%), followed by staying connected with families (49%). About one-third (31%) indicated that they use technology for professional work-related reasons. Table 23 and Figure 5 show the complete results.

* May not add up to 100% due to rounding

Table 23. Main Focus When Using Digital Devices (n=713)

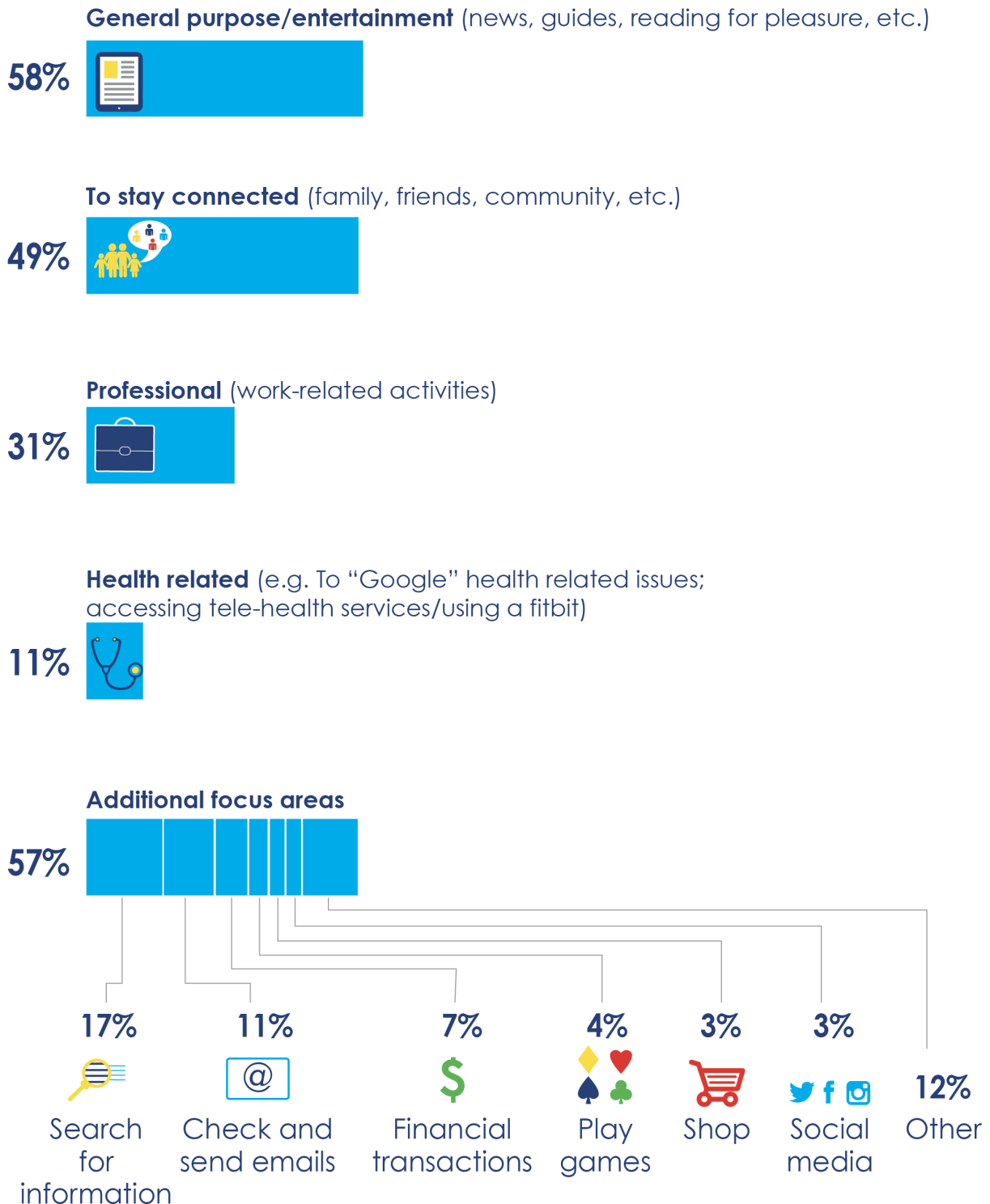
What is your focus when using a digital device? (Multiple answers)	55 – 64 (n=664)	65 – 79 (n=423)	80 – 89 (n=98)	90+ (n=27)	Overall (n=713)
General purpose/entertainment (news, guides, reading for pleasure, etc.)	29%	30%	32%	22%	58%
To stay connected (family, friends, community, etc.)	23%	27%	28%	28%	49%
Professional (work-related activities)	21%	10%	9%	-	31%
Health related (e.g. To “Google” health related issues; accessing tele-health services/ using a Fitbit)	6%	5%	6%	-	11%

More than four hundred (409) other mentions were provided by respondents. The top reasons are shown in Figure 5.

It is important to note that the survey did not ask respondents to identify which digital device they use for each type of focus area. In addition, respondents may have provided several mentions that fall within one focus area. Each mention was recorded separately. This may have inflated the number of additional mentions.

Figure 5. Focus When Using a Digital Device (multiple answer)

OVERALL RESULTS [n=713]





Volunteering

Almost half of respondents engage in volunteering (48%). See Table 24. The most frequent types of volunteering activities include: volunteering at a charity/not for profit agency; and donating time for a religious group. See Table 25 for complete details.

Table 24. Volunteering (n=713)

In general, do you volunteer?	55 – 64 (n=356)	65 – 79 (n=257)	80 – 89 (n=76)	90+ (n=26)	Overall (n=713)
Yes	49%	55%	35%	18%	48%
No	51%	45%	65%	82%	52%
Don't know	-	0%	-	-	0%
Total*	100%	100%	100%	100%	100%

Respondents provided close to three-hundred and fifty (345) mentions regarding the type of volunteering work they do. The most frequently mentioned themes are summarized in Table 25.

* May not add up to 100% due to rounding

Table 25. Most Frequently Mentioned Types of Volunteer Work (n=345)

In the last 12 months, what type of volunteer work did you do? (Multiple answers)	Overall (n=345)
Volunteer at a charity/not for profit agency	25%
Donated your time to or for a religious group	18%
Community based activities	14%
Fundraising with a local charity	10%
Sat on any community board or committee	9%
Helped and advise others	8%
Helping other seniors at seniors homes	8%
On an ongoing basis, for example volunteering weekly for the same organization	8%
Volunteered at any festivals, events or attractions	6%
Donated your time to or for an organization involved with youth, children or schools	6%
Volunteered time at schools	4%
Took care of family and friends	2%

Table 26. Barriers that Prevent from Volunteering More or Volunteering at All (n=713)

What barriers, if any, have prevented you from volunteering more frequently or volunteering at all? (Multiple answers)	55 – 64 (n=395)	65 – 79 (n=291)	80 – 89 (n=83)	90+ (n=29)	Overall (n=713)
Health	8%	16%	26%	26%	15%
Work schedule	22%	6%	3%		15%
Transportation	2%	4%	4%	5%	4%
Tired/Fatigued	2%	3%	8%	5%	4%
Mobility concerns	1%	4%	7%	5%	3%
Did not have the necessary skills	0%	1%	25%		1%
Lack of recognition	2%	0%	-		1%
Discrimination on the basis of age	-	1%	1%		0%
Workplaces are not adapted or accessible	-	1%	-		0%
Language barrier	-	-	-		-
None	14%	24%	-	5%	19%
Don't know/No response	2%	1%	-		2%

In addition, respondents provided over two-hundred (223) other mentions of barriers that prevent them from volunteering. The most frequently stated theme was lack of interest (54) followed by age (28). The top five barriers mentioned by respondents are listed in Table 27.

Table 27. Top 5 Other Barriers that Prevent you from Volunteering More or Volunteering at All (n=223)

Other barriers to volunteering (Multiple answers)	n	Sample Comments
Lack of interest	54	<i>Haven't found anything I'm interested in</i>
Age	28	<i>Reached the age where I don't volunteer anymore</i>
Looking after other family members/babysitting	23	<i>Commitment to family members Babysitting Taking care of my mother</i>
Health issues	22	<i>Health</i>
Scheduling	22	<i>Busy schedule</i>



Isolation/Intergenerational Connectedness

Most respondents tend to socialize with some friends/family members during an average week (96% indicated they socialize with two people or more). Close to one-half of respondents (47%) socialize with more than 10 people during the course of an average week. A quarter (26%) indicated they socialize with 6 to 10, while close to a quarter (23%) socializes with 2 to 5 people. See Table 28.

Low-income respondents are most likely to see none to 1 person during the course of an average week.

Table 28. Number of People to Socialize with During an Average Week (n=713)

In the course of an average week, how many different people, including friends, family, and/or neighbours do you socialize with or talk to?	55 – 64 (n=356)	65 – 79 (n=257)	80 – 89 (n=73)	90+ (n=26)	Overall (n=713)
None to 1	5%	2%	5%	-	4%
2 to 5	26%	19%	28%	12%	23%
6 to 10	21%	30%	21%	53%	26%
More than 10	48%	48%	44%	29%	47%
Not Stated/Don't know/Refused to Answer	-	1%	1%	6%	1%
Total*	100%	100%	100%	100%	100%

Three-quarters (75%) of respondents “agree” or “strongly agree” that they are connected to family, friends, and/or community. Complete results are in Table 29. The table shows the combined percentage of agree and strongly agree as a Top-Two Box Score. Lower-income respondents earning less than \$1,600 per month (66%) and those who live alone (69%) are less likely to agree that they are connected to family and friends compared to their counterparts.

* May not add up to 100% due to rounding

Table 29. Agreement that Respondent is Connected to Family, Friends/Community (n=713)

Do you agree that you are connected to your family, friends, and/or community, using a scale of 1 – 5 where 1 is strongly agree and 5 is strongly disagree?	55 – 64 (n=356)	65 – 79 (n=257)	80 – 89 (n=76)	90+ (n=26)	Overall (n=713)
Top-Two Box Score	72%	80%	79%	59%	75%
Strongly Agree	54%	62%	65%	53%	58%
Agree	18%	18%	15%	6%	17%
Neither Agree nor Disagree	15%	13%	6%	18%	13%
Disagree	5%	4%	7%	18%	5%
Strongly Disagree	7%	3%	3%	6%	5%
Total*	100%	100%	100%	100%	100%

One-third (33%) of respondents never feel lonely, while another third (38%) indicated they hardly ever feel lonely. Over a quarter (28%) feel either lonely some of the time (at least once a month) or often (at least once a week). Respondents over the age of 80 are the least likely to “never” feel lonely. See Table 30.

Respondents who reported the least monthly incomes are also very likely to feel lonely with twenty-two percent indicating that they often feel lonely and a further twenty six percent feel lonely some of the time. In addition, those who live alone reported (45%) feeling lonely either often or some of the time.

Table 30. Feeling Lonely (n=713)

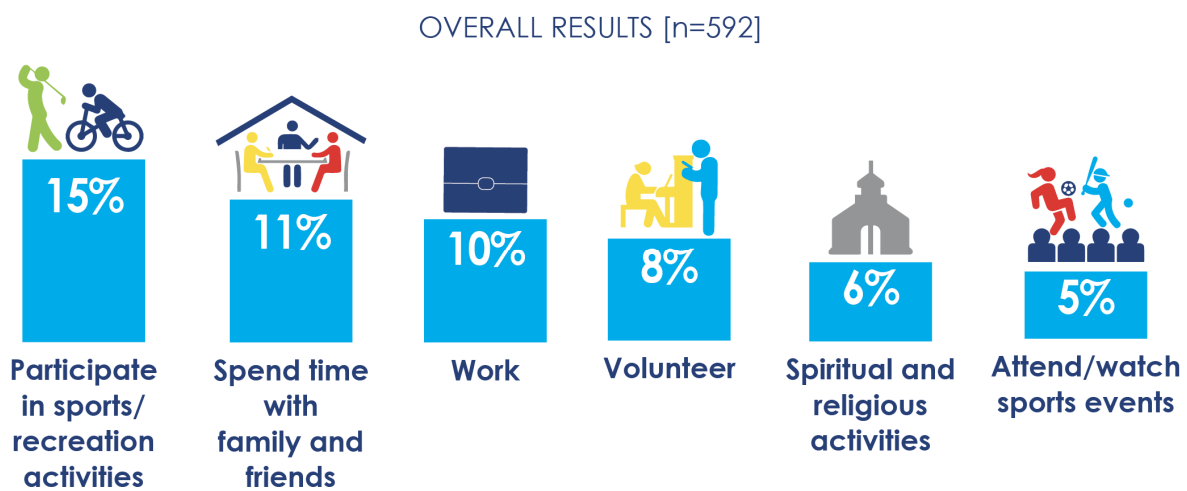
How often do you feel lonely?	55 – 64 (n=356)	65 – 79 (n=257)	80 – 89 (n=76)	90+ (n=26)	Overall (n=713)
Often (at least once a week)	13%	10%	15%	12%	12%
Some of the time (at least once a month)	15%	18%	17%	12%	16%
Hardly ever	37%	37%	42%	59%	38%
Never	34%	35%	24%	18%	33%
Don't know/Refused	1%	-	2%	-	1%
Total*	100%	100%	100%	100%	100%

Overall, six-in-ten respondents indicated that they are currently engaged in activities or hobbies that connect them with people of different ages. Respondents over the age of 80 are less likely to be engaged in such activities than younger respondents. The top activities and hobbies most frequently mentioned by respondents include: attending sports activities (15%) and activities with family and friends (11%). Complete results are shown in Table 31 and Figure 6.

* May not add up to 100% due to rounding

Table 31. Connecting with Other People Though Activities/Hobbies (n=713)

Are you currently engaged in any activities or hobbies that connect you with people of different ages?	55 – 64 (n=356)	65 – 79 (n=257)	80 – 89 (n=76)	90+ (n=26)	Overall (n=713)
Yes	64%	62%	50%	47%	61%
No	36%	36%	48%	53%	38%
Not stated/Don't know/Refused to answer	0%	1%	2%	-	1%
Total*	100%	100%	100%	100%	100%

Figure 6. Activities/Hobbies that Connect you with People of Different Ages

* May not add up to 100% due to rounding



Safety and Security

When asked to rate the extent to which they feel safe and secure using a scale of 1 to 5—where 1 is very safe and 5 is not at all safe - 79 percent responded with either a 1 (very safe) or 2, presented as a Top-Two Box Score in Table 32. Two (2) percent did not feel safe at all.

Table 32. Feeling Safe and Secure in Community (n=713)

Please rate the extent to which you feel safe and secure in your community. Please use a scale of 1 to 5, where 1 means very safe and 5 means not at all safe.	55 – 64 (n=356)	65 – 79 (n=257)	80 – 89 (n=76)	90+ (n=26)	Overall (n=713)
Top-Two Box Score	77%	82%	78%	88%	79%
Very Safe	46%	51%	56%	71%	50%
2	31%	31%	21%	18%	30%
3	14%	12%	15%	12%	14%
4	5%	5%	3%	-	4%
Not at All Safe	4%	1%	3%	-	2%
Total*	100%	100%	100%	100%	100%

Respondents who selected 5 (not at all safe), 4, and 3 were asked to share the reasons for not feeling safe and secure in their community. Criminal activity was selected by close to half (46%) of respondents who reported not feeling safe and secure in their community. Other reasons selected include: the physical environment is unsafe, such as having icy sidewalks (6%) and poor street lighting (4%). See Table 33. Based on further analysis of the results, males (85%) tend to feel safer and more secure than females (75%).

* May not add up to 100% due to rounding

Table 33. Reasons for Not Feeling Safe and Secure in Your Community (n=148)

Please tell us the reasons why you don't feel safe and secure in your community. (Multiple answers)	55 – 64 (n=103)	65 – 79 (n=55)	80 – 89 (n=19)	90+ (n=26)	Overall (n=148)
Criminal activity	38%	30%	55%	50%	46%
Physical environment is unsafe (e.g. icy sidewalk, too many stairs)	5%	4%	-	-	6%
Poor street lighting	5%	1%	-	-	4%
Feeling abused by others (e.g. Financial, physical or emotional abuse)	2%	3%	3%	-	3%
Feeling alone or isolated	-	3%	-	-	1%
Mobility limitations or health concerns	-	3%	3%	-	1%

Respondents provided additional reasons for not feeling safe and secure with strangers/homeless people mentioned most frequently (14), followed by lack of security (11). See Table 34.

Table 34. Top Other Reasons for Not Feeling Safe and Secure in Community (n=79)

Top 5 other reasons for not feeling safe and secure in community. (Multiple answers)	N	Sample Comments
Strangers	12	There are new people that I don't know. We had our garage broken into. There are a lot of rentals now.
Lack of security in neighbourhood/area	11	Never see police car in my neighborhood, scary people around my neighborhood
People on drugs/alcohol	8	I see a tremendous drug activity and a break in garage and also tried to get in the house they tried to go for the lock on the door, and smell the illegal drug in the neighborhood and by drug labs I mean illegal drug labs not just marijuana
Darkness	6	I don't think anyone would feel safe at night in the dark in their community

Financial Security

Respondents were asked to rate the level of agreement with the statement “You are financially secure”. Using a scale of 1 to 5—where 1 is strongly agree and 5 is strongly disagree—70 percent indicated they either strongly agree (45%) or agree (25%) that they are financially secure (Table 36). Twelve percent of respondents disagree or strongly disagree that they are financial secure.

Females are less likely to agree that they are financially secure (65%) compared to their male counterparts (75%). In addition, respondents at the lower income brackets (those earning less than \$1,600 and between \$1,600 and \$2,200 per month) are less likely to agree with that statement (39%, 59%, respectively) compared to the overall sample.

Table 35. Agreement with Statement: “You are Financially Secure” (n=713)

On a scale of 1 to 5, where 1 means strongly agree and 5 means strongly disagree, how much do you agree that you are financially secure?	55 – 64 (n=356)	65 – 79 (n=257)	80 – 89 (n=76)	90+ (n=26)	Overall (n=713)
Top-Two Box Score[▽]	68%	71%	69%	76%	70%
Strongly agree	41%	47%	52%	47%	45%
Agree	27%	24%	17%	29%	25%
Neither agree nor disagree	17%	17%	21%	18%	17%
Disagree	8%	7%	3%	-	7%
Strongly disagree	6%	4%	2%	-	5%
Don't know/no answer	1%	0%	6%	6%	2%
Total*	100%	100%	100%	100%	100%

[▽] The combined percentage of those respondents who selected either strongly agree or agree

* May not add up to 100% due to rounding



Aging in Place

Respondents were presented with a list of topics associated with housing while one ages and asked to indicate the level of importance of these topics. A five-point importance Likert scale was used—where 1 means "very important" and 5 means "not at all important". Importance ratings are derived from combining the percents of 1 and 2 ratings presented as top two-box scores in Table 36 and Figure 7.

Overall, respondents find staying in their own homes as very important (79%), followed by "affordability of housing" (77%), "being near or close to family and friends" (77%), and "being near or close to amenities, like shopping and restaurants" (76%).

Respondents ages 55-64 years and 65-79 years rated staying in their home" as the most important (76% and 84%, respectively). Respondents ages 80-89 years and those over 90 years old find that "being near or close to family and friends" is of highest importance (84% and 82%, respectively).

Table 36. Importance of Aspects Associated with Where to Live in Future (n=713)

For each of the following I would like you to indicated, on a scale of 1 to 5, where 1 means “very important” and 5 means “not at all important”, how important each aspect is to you when considering where to live in the future.	Top Two-Box Score				
	55 – 64 (n=356)	65 – 79 (n=257)	80 – 89 (n=76)	90+ (n=26)	Overall (n=713)
Staying in your home	76%	84%	80%	65%	79%
Affordability of housing	76%	79%	80%	59%	77%
Being near or close to family and friends	72%	81%	84%	82%	77%
Being near or close to amenities, like shopping, restaurants, etc.	73%	83%	68%	76%	76%
Being near or close to a physician	66%	74%	76%	59%	69%
Familiarity of neighbourhood or community	64%	74%	71%	65%	69%
The amount of upkeep required for your property	65%	70%	63%	47%	66%
Staying in your community	54%	72%	68%	76%	63%
Being near or close to public transportation	55%	55%	62%	65%	56%
Food or meal services	42%	51%	50%	59%	47%
Programs and/or activities offered within a seniors housing facility	45%	47%	46%	41%	46%

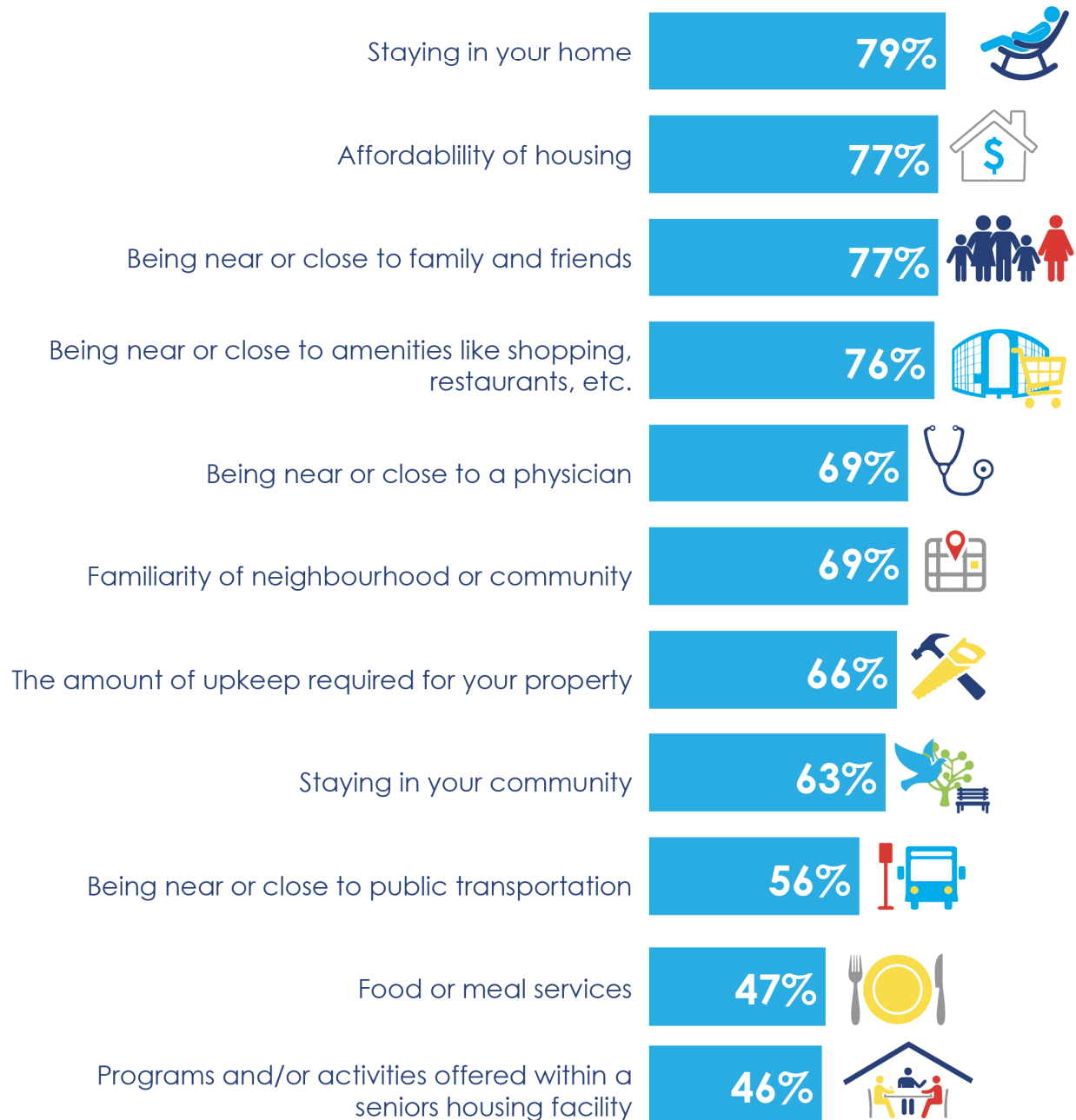
Based on further analysis, females (83%) as well as those who live alone (74%) are more likely to place more importance on “being near or close to amenities”. Females (84%) as well as lower income respondents earning less than \$1,600 per month (90%) place a great deal of importance on “affordability of housing”, compared to their counterparts. See Table 37.

Table 37. Importance of Aspects Associated with Where to Live in Future by Selected Demographics

For each of the following I would like you to indicated, on a scale of 1 to 5, where 1 means “very important” and 5 means “not at all important”, how important each aspect is to you when considering where to live in the future.	Top Two-Box Score		
	Female (n=391)	Live Alone (n=197)	Income (<\$1,600) (n=50)
Staying in your home	80%	80%	87%
Affordability of housing	84%	75%	90%
Being near or close to family and friends	81%	69%	79%
Being near or close to amenities, like shopping, restaurants, etc.	83%	74%	79%
Being near or close to a physician	73%	65%	79%
Familiarity of neighbourhood or community	71%	66%	58%
The amount of upkeep required for your property	71%	63%	69%
Staying in your community	68%	62%	68%
Being near or close to public transportation	64%	54%	56%
Food or meal services	54%	50%	62%
Programs and/or activities offered within a seniors housing facility	54%	44%	48%

Figure 7. Important Considerations about Where to Live in the Future

OVERALL RESULTS [n=713]





Living Arrangement

Current Living Arrangement

Most (86%) respondents indicated that they currently live in private homes (Table 38). Older respondents are more likely to be residing in collective dwellings, such as senior's housing, especially those over the age of 90 years of age (29%).

Table 38. Type of Dwelling (n=713)

Do you currently live in a collective dwelling such as senior's housing, or in a private home?	55 – 64 (n=356)	65 – 79 (n=257)	80 – 89 (n=76)	90+ (n=26)	Overall (n=713)
Private home	92%	84%	76%	53%	86%
Collective dwelling	1%	8%	14%	29%	6%
Other	7%	8%	10%	18%	8%
Total*	100%	100%	100%	100%	100%

Eight percent of respondents who selected "other" type of dwelling were asked to specify the type. More than 40 percent (43%) of those respondents live in a condominium and close to a quarter of respondents (24%) live in an apartment. See Table 39.

Table 39. Other Type of Dwelling (n=58)

Other type of dwelling	%
Condo	43%
Apartment	24%
Detached house	12%
Seniors home	7%
No answer	7%

Home Ownership

As shown in tables 40 and 41, most respondents indicated that they own their homes (91%). Almost one-in-five are still paying off their mortgage (19%).

Table 40. Own or Rent (n=713)

Do you currently own or rent your home in the City of Edmonton?	55 – 64 (n=356)	65 – 79 (n=257)	80 – 89 (n=76)	90+ (n=26)	Overall (n=713)
Own	90%	93%	90%	83%	91%
Rent	10%	7%	10%	17%	9%
Total*	100%	100%	100%	100%	100%

Table 41. Mortgage (n=713)

Are you still paying off a mortgage on the property where you currently reside?	55 – 64 (n=356)	65 – 79 (n=257)	80 – 89 (n=76)	90+ (n=26)	Overall (n=713)
Yes	23%	15%	9%	10%	19%
No	71%	83%	91%	80%	78%
Don't know	6%	2%	-	10%	4%
Total*	100%	100%	100%	100%	100%

Future Living Arrangement/Plan

When asked about plans to remain in their current residence in the next ten years, more than three-quarters (76%) of respondents replied positively. A small portion (5%) did not know. See Table 42. Additional analysis shows that three-quarters (76%) of those who currently live in private homes plan to remain in their current residences while almost nine-in-ten (85%) of those residing in other types of dwellings plan to remain in the current homes.

Table 42. Plan on Remaining in Current Residence (n=713)

As you get older, do you plan on remaining in your current residence in the next ten years?	55 – 64 (n=356)	65 – 79 (n=257)	80 – 89 (n=76)	90+ (n=26)	Overall (n=713)
Yes	78%	76%	64%	80%	76%
No	18%	19%	24%	20%	19%
Don't know	4%	5%	12%	-	5%
Total*	100%	100%	100%	100%	100%

* May not add up to 100% due to rounding

Respondents were also asked to indicate their level of confidence in their ability to afford and continue to live in their current residence in the next ten years, using a five-point Likert scale— where 1 means “very confident” and 5 means “not at all confident”. Importance ratings, presented as top two-box scores, are derived from combining the percents of 4 and 5 ratings (Table 43). The overall confidence score came in at 76%.

Table 43. Confidence in Ability to Afford and Continue to Live in Current Residence (n=713)

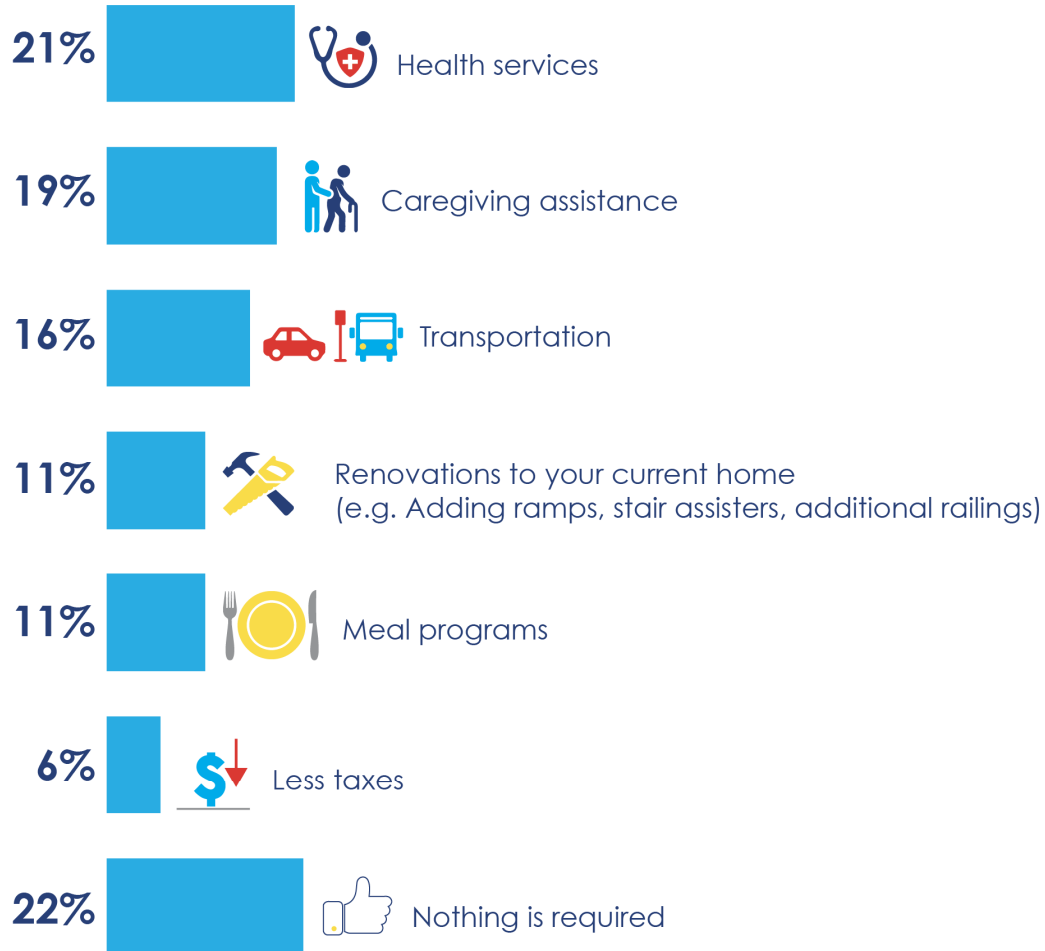
As you get older, how confident are you that you will be able to afford and continue to live in your current residence in the next ten years?	55 – 64 (n=356)	65 – 79 (n=257)	80 – 89 (n=76)	90+ (n=26)	Overall (n=713)
Top-Two Box Score	75%	78%	78%	63%	76%
Very Confident	49%	49%	60%	50%	50%
4	26%	29%	17%	13%	26%
3	19%	17%	12%	25%	18%
2	5%	3%	3%	13%	4%
Not Confident at all	2%	2%	5%	-	2%
Don't Know	-	1%	2%	-	1%
Total*	100%	100%	100%	100%	100%

When asked to identify activities or services that would be required for respondents to stay longer in their homes as they get older, health related services was most mentioned (21%) followed by caregiving assistance (19%), and transportation (16%). See Figure 8.

* May not add up to 100% due to rounding

Figure 8. Activities or Services Required to Stay in Own Home (n=375)

OVERALL RESULTS [n=375]





Seeking Assistance

Interviewers read out a list of services to respondents and asked them whether over the last 12 months they received assistance from someone other than friends or family to complete these services. The most frequently selected service is home and yard maintenance, such as mowing the lawn, snow removal, or window washing (27%). Sixteen percent of respondents selected “everyday housework, such as dusting, tidying up, and laundry”. Nine percent required assistance to get to appointments and run errands, such as shopping for groceries. See Table 44.

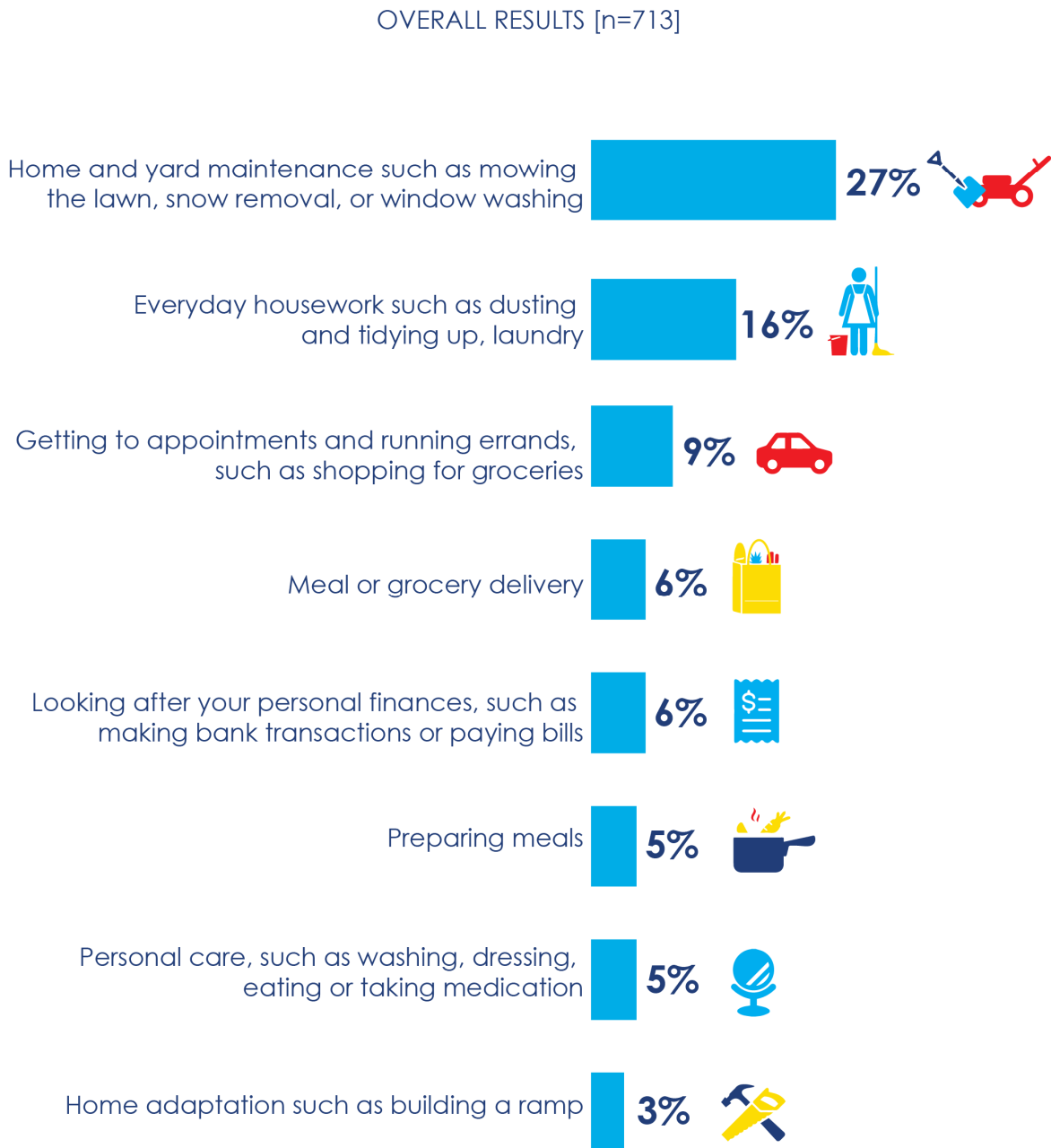
Table 44. Assistance Received from Someone Other Than Friends or Family (n=713)

For each one, can you tell me whether over the last 12 months you received assistance from someone other than friends or family.	55 – 64 (n=356)	65 – 79 (n=257)	80 – 89 (n=76)	90+ (n=26)	Overall (n=713)
Home and yard maintenance such as mowing the lawn, snow removal, or window washing	21%	33%	30%	35%	27%
Everyday housework such as dusting, tidying up, and laundry	13%	14%	26%	41%	16%
Getting to appointments and running errands, such as shopping for groceries	5%	8%	17%	35%	9%
Meal or grocery delivery	4%	5%	59%	12%	6%
Looking after your personal finances, such as making bank transactions or paying bills	4%	6%	10%	24%	6%
Preparing meals	3%	5%	12%	18%	5%
Personal care, such as washing, dressing, eating or taking medication	2%	7%	9%	24%	5%
Home adaptation such as building a ramp	2%	3%	8%	94%	3%
Other	2%	6%	5%	6%	4%

For older adult respondents between the ages of 80 and 89 years, the top service for which they seek assistance is “meal or grocery delivery” (59%). Ninety-four (94)

percent of respondents over 90 years old have sought home adaptation services, such as building a ramp in the last year. See Figure 9 for more details.

Figure 9. Assistance Received from Someone Other Than Friends or Family



Females are more likely to seek assistance than their male counterparts. Additionally, those who live alone are more likely to seek help than those who live with others. See Table 45.

Table 45. Assistance Received from Someone Other Than Friends or Family By Gender and Selected Living Arrangement

I will read out a list of services. For each one, can you tell me whether over the last 12 months you received assistance from someone other than friends or family.	Males (n=300)	Females (n=391)	Live Alone (n=197)	Live With Others (n=516)
Home and yard maintenance such as mowing the lawn, snow removal, or window washing	23%	31%	34%	24%
Everyday housework such as dusting, tidying up, and laundry	15%	17%	19%	15%
Getting to appointments and running errands, such as shopping for groceries	7%	10%	16%	6%
Meal or grocery delivery	5%	6%	8%	4%
Looking after your personal finances, such as making bank transactions or paying bills	7%	6%	10%	5%
Preparing meals	6%	5%	8%	4%
Personal care, such as washing, dressing, eating or taking medication	7%	5%	9%	4%
Home adaptation such as building a ramp	3%	3%	5%	2%
Other	4%	4%	5%	4%

Respondents were asked whether in the past 12 months they ever experienced any difficulties related to obtaining or receiving assistance (Table 46). Eleven percent of respondents indicated their top difficulty is “knowing where to look for help”. Other difficulties mentioned include: “Finding qualified help” (10%); “The cost of help” (10%); “Family or friends being unavailable” (10%); and “Difficulty asking for assistance” (9%).

Only 3 percent of respondents mentioned “not knowing where to look for financial assistance” as a difficulty that hampers the ability of older adults in obtaining or receiving assistance.

Respondents over the age of 90 years have the highest rate of having experienced difficulties of knowing where to look for help (29%).

Table 46. Difficulties Obtaining or Receiving Assistance (n=713)

In the past 12 months, did you ever experience any difficulties with any of the following, in regards to obtaining or receiving assistance?	55 – 64 (n=356)	65 – 79 (n=257)	80 – 89 (n=76)	90+ (n=26)	Overall (n=713)
Knowing where to look for help	10%	11%	15%	29%	11%
Finding qualified help	10%	11%	8%	12%	10%
The cost of help	10%	9%	15%	6%	10%
Family or friends being unavailable	8%	11%	15%	6%	10%
Difficulty asking for assistance	10%	8%	11%	12%	9%
Not knowing where to look for financial assistance	4%	3%	3%	6%	3%

Low-income respondents are more likely to have experienced difficulties in obtaining or receiving assistance in the last year, compared to their counterparts. Complete results are shown in Table 47.

Table 47. Difficulties Obtaining or Receiving Assistance by Income (n=713)

In the past 12 months, did you ever experience any difficulties with any of the following, in regards to obtaining or receiving assistance?	Income (<\$1,600) (n=50)	Income (\$1,600 - \$2,200) (n=80)
Knowing where to look for help	19%	17%
Finding qualified help	27%	17%
The cost of help	23%	16%
Family or friends being unavailable	20%	17%
Difficulty asking for assistance	27%	18%
Not knowing where to look for financial assistance	13%	9%



Ageism

Telephone survey interviewers asked respondents whether they have ever been in a situation where they felt they were discriminated against based on their age. The majority of respondents (85%) did not experience discrimination based on their age. Only fifteen percent affirmed they had. Complete results are provided in Table 48.

Table 48. Discriminated Against Based on Age (n=713)

Have you ever been in a situation where you felt that you were discriminated against based on your age?	55 – 64 (n=356)	65 – 79 (n=257)	80 – 89 (n=76)	90+ (n=26)	Overall (n=713)
Yes	16%	13%	16%	6%	15%
No	84%	87%	81%	94%	85%
Don't know	0%	-	3%		1%
Total*	100%	100%	100%	100%	100%

* May not add up to 100% due to rounding



Accessibility

In terms of accessibility, respondents were asked to indicate their level of satisfaction with the overall accessibility of the City of Edmonton's facilities, programs, website, and information using a five-point Likert scale—where 1 means "very satisfied" and 5 means "very dissatisfied". Accessibility is defined as the absence of barriers that prevent individuals or groups from fully participating in all social, economic, political and cultural aspects of society. The majority (60%) of respondents are either very satisfied (28%) or satisfied (32%). See Table 49.

Table 49. Level of Satisfaction with Accessibility to City of Edmonton Services, Facilities, Programs (n=713)

On a scale of 1-5, where 1 means very satisfied and 5 means very dissatisfied, how satisfied are you with the overall accessibility of the City of Edmonton's facilities, programs, website, and information?+	55 – 64 (n=356)	65 – 79 (n=257)	80 – 89 (n=76)	90+ (n=26)	Overall (n=713)
Top-Two Box Score	60%	61%	62%	47%	60%
Very Satisfied	27%	31%	29%	18%	28%
Satisfied	33%	30%	33%	29%	32%
Neither Satisfied nor Dissatisfied	23%	25%	17%	35%	23%
Dissatisfied	8%	4%	4%	-	6%
Very Dissatisfied	5%	4%	4%	-	4%
Don't know/Prefer not to Answer	4%	7%	12%	18%	7%
Total*	100%	100%	100%	100%	100%

+ Accessibility can be described as the absence of barriers that prevent individuals or groups from fully participating in all social, economic, political and cultural aspects of society.

* May not add up to 100% due to rounding

Respondents shared their reasons for satisfaction and dissatisfaction with overall accessibility of City of Edmonton's facilities, program offerings and information. A third of respondents (33%) have no problem accessing information. Other reasons include: difficulty to access information from the City, such as through its website and 311 (7%); easy to access information (7%); transit service barriers, such as routes, schedules, and waiting times (6%); and construction project delays (6%). See Table 50 below.

Table 50. Reasons for Satisfaction/Dissatisfaction with Accessibility to City of Edmonton (n=682)

Most frequently mentions for being satisfied/dissatisfied with accessibility to City of Edmonton	n	Sample Comments
No problems accessing information	33	<i>Well I have no problem getting information I know where to go and how to get it</i>
Difficulty accessing information (website and 311)	7	<i>Website is not easily accessible, and when you do get on it I sometimes find it difficult to understand what they're telling you. I read things at an academic level and I have no difficulty with comprehension of that material</i> <i>Sometimes it's very difficult through 311 to find the right person you need to talk to, they try hard but it's not always easy. and that's due to the training they get, if you have someone with lots of experience you'll get your answers right away</i>
Easy access to information (website, 311, etc.)	7	<i>When you go on the website you get whatever you need</i>
Transit service barriers (routes, schedule, waiting time)	6	<i>Couple of times, when I tried to complain about public transportation-specific bus drivers and bus schedules and municipal taxes and I pretty much was brushed off</i>
Construction projects/road infrastructure	6	<i>City is under construction, added useless congestion to downtown. waste of money and extremely inefficient</i> <i>I find going downtown by car is the only way I know of getting downtown, and once downtown what do I do with the car. It took them 2 and half years to rebuild that bridge; I don't appreciate the quality of looking after bridges and roads.</i>



III. Results: Focus Groups

This chapter provides results from focus group discussions conducted with 48 participants representing various older adults target groups. A mix of self-completion questionnaires and group discussion was used to ensure individual as well as group reaction to the subject matter. The moderator guide can be found in Appendix B.

Characteristics of Participants

Forty-eight (48) older adults residing in Edmonton participated in five- focus group discussions representing various older adult target groups;

- 1) 65 – 79 years olds (10 participants);
- 2) 55 – 64 years olds (10 participants);
- 3) “Pre-Seniors”, 45 – 54 years olds (10 participants);
- 4) The LGBTQ2S+ community(6 participants); and
- 5) The Indigenous Bent Arrow Traditional Healing Society (12 participants).

Groups 4 and 5 included older adults 55 years and older.

Group 5 included four participants who were of non-Indigenous descent. The remaining eight participants were of Indigenous ancestry and occupied varying degrees of proximity to and knowledge of Indigenous customs and traditions.

Group 5 also represented a more financially disadvantaged segment of society than those in all other groups. As a result, more time was spent discussing older adult needs that directly impact survival (health, physical safety, affordable housing) and less on those associated with quality of life (e.g., recreation).

Summary of Key Findings by Topic Area

Below is a summary of the key findings by topic area from the focus group discussions.

Social and Recreational Activities

This section presents details on types of activities and preferred spaces to engage in those activities, including top needs for healthy and active aging, as shared by focus group participants.

Types of Activities

The older adults and retirees shared extensively how they occupy their time and keep themselves active, busy and engaged. Among the many types of pastimes mentioned, the most popular are:

- Physical Activity (golf, outdoor walks, gym);
- Creative hobbies (writing, reading, crafts);
- Volunteering (with youth, older seniors, diversity or underprivileged communities); and
- Social gatherings within the senior community (e.g., bridge nights).

"I work out three times a week. I try to get out skiing a couple times a month with my son."

- 65-79 years Group Participant

The "pre-seniors" (ages 45-54) group envisioned that when older, they would keep physically active and enjoy creative hobbies.

Some participants insisted they are happier alone or engaged in solo activities (e.g., reading, crafts, and creative arts). These participants tended to be those who had no or fewer family members close by.

Maintaining physical health (outdoor walks, exercise, and sports) was rarely mentioned as activities that participants representing the Indigenous Bent Arrow Traditional Healing Society currently engaged in. While some appreciate being able to recreate with others in the Indigenous community, share in common traditions and activities, and keep their oral traditions alive together, others who had not been brought up within their traditions, feel uncomfortable in Indigenous community environments and afraid of being judged or ostracized.

Types of Space Preferred

Participants from the 65 years old+ group expressed a preference for spaces that are primarily adapted to seniors, as opposed to multi-generational settings or

facilities. Several shared having less patience for loud, busy, fast-paced environments that younger generations cope with more easily. For many of the older adults from the Bent Arrow Traditional Healing Society, recreation seemed to focus on access to community centres, such as Bent Arrow.

Top Needs for Healthy and Active Aging

The focus group discussions generated a list of needs, as expressed by participants that would enhance an environment for healthy and active aging. Top needs include:

- Increased awareness of where there are senior-adapted activities, especially referenced by those who are “pre-senior” or have not yet retired, because they are not “plugged in” and do not know from where to start;
- Better and more affordable public transportation, including more and extended routes and increased frequency of trips;
- Lower cost access to sports facilities and creative classes; and
- City-wide web-based resource that is easily accessible with information on all kinds of activities, facilities, and supports available to older adults.

“Have free transit like they have in England for those over 60 years of age.”
- “Pre-Senior” Group Participant

Volunteering

From the discussions, volunteering has a particularly beneficial impact on quality of life and a sense of purpose in aging. Also, volunteering is an activity that had to be instilled early on in order for it to play a significant role later on in someone’s life.

The participants who are most active and socially-engaged tend to be those who are actively engaged in volunteering. Many of the participants who engage in volunteering have also done so at a younger age.

A few participants from the Bent Arrow Traditional Healing Society mentioned volunteering with other community groups or in schools. A couple specifically mentioned volunteering with Indigenous community groups in order to contribute to, maintain and transmit Indigenous traditions, such as teaching and engaging in beading, language, smudging prayers, and being active on elder councils.

Intergenerational Connectedness

This section details focus group participants’ perceptions on intergenerational connectedness as it relates to older and younger generations, including family.

Connectedness with Peers and Older Generations

When asked about the importance and value of intergenerational contact, most participants primarily discussed contact with their peers or generations older than them. Some noted they enjoy having opportunities to be there for older people to provide them company and stimulation.

Specifically with regards to the Indigenous community, intergenerational contact and inclusion of elders is an integral part of traditional Indigenous culture and something all participants saw value in experiencing and reviving—though many did not have cohesive enough family dynamics to experience that themselves. A couple of female participants sought out opportunities to be called upon as elders within the community—opportunities that provide a sense of purpose, involvement and importance as they are seen as responsible for ensuring the transmission of traditions from one generation to the next.

Connectedness with Younger Generations

In terms of contact with younger generations, there was a mix of enthusiasm and hesitation. Some noted they enjoy spending time with young, school-age children as it helps them stay positive and happy. However, many have hesitations about spending time with younger generations, including being more easily overwhelmed by noise, having different interests, and the perception of feeling dependent or weaker.

A few older male participants noted their preference to spend time with younger men in their mid- to late 30s, 40s and 50s—a connection with that particular phase in life when they were the most economically and professionally active.

Connectedness with Family

Some participants across the various focus groups discussed how family dysfunction can leave them with limited intergenerational connectedness with family members:

- **Indigenous Older Adults Actively Cared for Grandchildren**
Bent Arrow Traditional Healing Society participants discussed how they are actively involved in raising or helping care for their grandchildren beyond occasional babysitting as with many of the other focus group participants. Few shared reasons that government social agencies would find parents unable to care for their children, so they had to step in. One also pointed out that in Indigenous traditions often it is the grandparents who stay with the grandchildren while the adult children take care of the livelihood of the community. Others, who had not played such roles, seemed intrigued when this discussion came up. Though they may not have much exposure to this aspect of their traditions, they certainly seemed to see value in the idea.
- **LGBTQ2S+ Older Adults Experience Less Family Intergenerational Connectedness**
For the LGBTQ2S+ older adult participants, they shared that many of today's

LGBTQ2S+ seniors never had children, which removes some of the main factors that help keep this cohort intergenerationally connected.

Loneliness and Social Isolation

Few focus group participants admitted to being lonely or socially isolated. Discussions revolved around other older peoples' experiences with loneliness and social isolation other than their own. Respondents from each focus group had different reactions to loneliness and social isolation in old age.

“Pre-Seniors”

The “pre-senior” group participants prioritize keeping family close, such as maintaining good relationships with their parents to ensure they do not wind up feeling lonely or isolated.

55 Years Old+ Older Adults

Participants from the 55-64 years old and the 65-79 years old groups focused the discussion more on maintaining good relationships with their peers (i.e., other people around my age or at a similar phase in life). A few divorced or widowed older adults mentioned the difficulty of finding places where they could meet future potential life-partners, which increased their sense of loneliness.

Indigenous Community

Despite cultural traditions that would tend to make isolation less prevalent among Indigenous communities, the effects of family separation and addiction on the community has left several participants effectively alone, without conjugal companionship, estranged from children and siblings and distrustful of others.

Some participants insisted they are happiest alone; however, these tended to be participants who have no or fewer family members close by or with strained or non-existent relationships with children or siblings. Several also showed signs of a high level of distrust of others, which is often observed in traumatized communities.

LGBTQ2S+ Community

Participants from the LGBTQ2S+ feel that they are even more isolated among people of their age, because they came out in a generation where gender and sexual orientation discrimination were much stronger than they are for younger LGBTQ2S+ persons. For them, associating with other seniors involves a high level of stress. Having to remake friends in a new environment among other seniors exposes them to an experience similar to “coming out all over again” with all of the stress and anxiety that process entails.

Another issue for LGBTQ2S+ older adults is having no specific gathering place for them to create contacts and decrease their sense of loneliness. For many, their social environments have adapted throughout their life as follows: coming out as a teen or young adult and socializing heavily within the LGBTQ2S+ community, then, for many, moving towards a more quiet, family life in later adulthood/professionally-active years, followed by retirement, when they find themselves single or widowed and having to recreate new friendships after losing touch with the LGBTQ2S+ community they socialized with when younger. Many LGBTQ2S+ focus group participants also have low affiliation to church or other religious communities and feel that the Pride Center tend to be younger and senior centres tend to be unwelcoming.

Loneliness and Isolation Scenarios of Concern

Across focus groups, respondents shared the types of isolation and loneliness scenarios that older adults would be most concerned with as they get older:

- Having little or no contact with immediate family;
- No longer having the energy, communication skills or personality traits to keep others close or recreate broken relationships;
- Having to move into high-level care facilities; and
- Falling, dying or having a medical emergency with no one around to notice.

Technology Use

The focus group discussions show that technology use varies by age, where seniors 55 years and older are less comfortable with technology beyond the computer. Many own a smartphone and have heard of ways smartphone applications and social media can enhance connectedness and convenience; however, they admit to their limited use. Participants from the Bent Arrow Traditional Healing Society noted they are less connected technologically compared to participants from other groups.

"I rely on my grandkids to teach me how to use my smartphone."

- 65-79 years Group Participant

Motivations to Adopt Technology

Participants who adopt technology and are active on social media and video communication tend to be motivated and attributed the need to connect with their children and grandchildren as the main reason for taking up technology. They also

attributed effective technology use to having access to children or grandchildren nearby who could easily and quickly show them how to do things.

Barriers to Increase Technology Use

Negative association with technology comes generally from past experiences of feeling frustrated, helpless, dependent and “out-of-touch”. Other barriers to increased use of technology include:

- Distrust, as in fear of hacking and identity theft;
- Lack of energy, mental ability, and patience to learn;
- Lack of support to learn and get “unstuck”, like not knowing how to do something on the internet/phone and relying on others for help or not having access to support while practicing.

Needs/Solutions to Overcome Barriers to Technology Use

Focus group respondents offered some solutions to overcome barriers to increased technology uptake by older adults. Some ideas included providing tech-support structure that is easily available and accessible “as a loving, capable set of grandkids”, including:

- Phone support with screen-sharing capabilities and trained staff to teach and troubleshoot; and
- Demonstrations/classes on effective use of technology devices to improve quality of life for older adults.

Aging-in-Place

The ability to choose a living environment to move to that can serve out the rest of their years was a highly desirable goal for many participants. Though most participants agreed that being able to age at home would be ideal, there is also agreement that the ideal home in which to age is often one that does not resemble the home in which families tend to spend their younger years. Several participants noted that moving to a home that has been adapted to aging-in-place makes more sense, instead of adapting the homes they raised their families in/lived in while they were professionally active (e.g., multistoried homes, neighborhoods that require cars).

As it relates to aging in senior facilities, of note is a “pre-senior” focus group participant who discussed the importance of bringing assisted-living facilities for seniors into every community in Edmonton so as not to have older adults who wish to relocate to a senior home be uprooted from their community that they are very familiar with.

While many participants had a clearer sense of aging-in-place needs, several focus group participants did not think about aging-in-place plans and have not looked

into what would be available to them and accessible if they should come to need supportive living housing. Some even admitted to having no one to rely on if they begin to need more support. One Bent Arrow Traditional Healing Society participant mentioned that housing allocation has often been an area of life in which they did not have a choice in the first place.

Home and Community Aspects of Aging-in-Place

As identified by various focus group participants, certain enhancements to the home and community are needed in order to make their homes and communities' attractive places to spend their aging years are noted below in Table 51.

Participants are concerned with affordability of maintaining their homes and services they require around the home in order to age-in-place, such as snow removal, lawn mowing and meal preparations. They also expressed the need for homes that are low-maintenance and have no stairs and include adapted bathrooms.

In terms of community-related aging-in-place concerns and needs, participants expressed the need to build more assisted-living facilities within established communities and to have nearby amenities and health facilities, safe pedestrian walkways, and affordable public transportation.

Table 51. Home and Community Related Aging-in Place Concerns and Needs

Home-Related Aging-in Place Concerns and Needs
Affordability of maintaining the home, such as paying property taxes and maintenance and utility fees
Need for a low-maintenance home
Need for a no-stairs home to enhance mobility
Need for adapted bathrooms including walk-in showers and bathtubs
Affordable services, such as snow removal, lawn mowing and meal preparation
Community-Related Aging-in-Place Concerns and Needs
Need to build more assisted-living facilities in communities across the city
Nearby amenities, such as stores and facilities, like community centres and gyms
Nearby health facilities, such as clinics or a hospital
Safe pedestrian walkways
Reliable, frequent and affordable public transportation

Safety and Security

This section discusses focus group participants' perceptions of safety and security in their homes and communities.

In-Home Safety and Security Concerns

Safety and security are second only to health among the concerns related to aging raised by all focus group participants. Among the top in-home safety and security issues raised are having homes that are adapted to the needs of older adults and, for those living alone, the protection against the risk of having a health emergency, a fall, or death going unnoticed.

Safety Issues in Community

The top safety issues in the community/neighbourhood are related to getting around by foot and on public transportation. Examples include lack of sidewalks, icy and uncleared sidewalks, and bikes and skateboards on pedestrian walkways.

While various focus group participants primarily focused on safety from falls or getting hurt while outdoors, Bent Arrow Traditional Healing Society participants voiced a different facet to safety and security. Participants are concerned with violent crime and feel the need for having surveillance cameras and security guards in buildings; addiction- and drug-free housing; and good lighting in streets and alleys when walking outdoors at night.

Ageism

The discussion on ageism was fairly limited in the various focus group discussions. Ageism is a phenomenon participants are aware of and mainly associate with the workforce. Few felt they personally have been victims of ageism. Several participants mentioned experiencing discrimination against older adults by younger generations.



IV. Results: In-Depth Interviews

This chapter provides results from the in-depth interviews conducted with 31 older adults representing various age groups and ethnic communities in the city of Edmonton.

Characteristics of Respondents

A total of 31 interviews were conducted with respondents with the following characteristics: 1) older adults between the ages of 65 and 80 years old; 2) older adults over 80 years of age; 3) newcomer older adults with no more than five years of residence in Canada; and 4) older adults from various ethnic communities whose first language is other than English, including participants of Arabic, French, Chinese, Hispanic, Punjabi, Tagalog, and Ukrainian heritage.

Interviews lasted anywhere between 30 minutes to 75 minutes. Some required the assistance of translators. Table 52 shows the breakdown of respondents' mother tongue. See the interview question guide included in Appendix C.

Table 52. In-Depth Interviews Respondents

	65 – 80	80+	< 5 years
Arabic	3	-	1
Chinese	3	-	-
English	-	4	-
French	4	1	2
Punjabi	2	-	1
Spanish	3	-	1
Tagalog	3	-	-
Ukrainian	3	-	-
Total	21	5	5

Participation in Activities

This section details interviewees' participation in activities, including types and locations of activities, volunteering, ways to get to activities, barriers to participation, and ideas to address those barriers.

Types and Locations of Activities

Exercising is the top physical activity referenced by interviewees, with swimming being the most popular exercise. Tai Chi also ranked highest for older adults of Chinese heritage.

Going to a leisure/recreation centre ranked second in popularity among respondents where they engage in a variety of recreational and sports activities, such as socializing, working out, swimming, and playing badminton or tennis. French-speaking older adult respondents referenced La Cite Francophone as the place where they prefer to attend for such activities.

Other popular activities that respondents cited include, in order of frequency:

- Taking care of grandchildren or sick family members, like a spouse;
- Attending church or place of worship;
- Socializing with other peers;
- Reading;
- Taking long walks;
- Studying English or Computer for newcomers and immigrants; and
- Working either full-time or part-time to make ends meet and/or to keep busy and engaged.

"Basically the activities I do on a normal day are: take care of my grandchildren for a couple of hours during the morning; then go swimming or do some exercise at the leisure centre and in the evening I can read a book or go to English classes."

- Chinese Speaking

"I am part of an organization called seniors helping seniors, and mainly what I do is to drive other seniors to their medical appointments."

- Spanish Speaking

To keep busy, a few respondents participated in choir; attended senior clubs/associations; participated in competitive groups/clubs; traveled to visit family members; danced at parties; attended the public library; and sewed/knitted.

Two newcomer older adults said they did not have a social life.

While the level of activity varied depending on the individual's physical and overall health condition, most respondents acknowledged the importance of being active and the joy they derive from being able to be engaged in society.

Volunteering

Based on the in-depth interviews, older adults tend to volunteer extensively at church, helping older or disabled seniors, and even coaching youth leagues.

Getting to Activities

Interviewees' responses with regard to how they get around are almost split in half between those who use a car and those who rely on public transportation.

Barriers to Activities

The top barriers cited by interviewees to be active in old age are:

- Language;
- Limited mobility due to health or old age;
- Cold climate;
- Public transportation, in terms of schedule and route changes and lack of frequency of buses; and
- Cultural differences for newcomer and immigrant older adults.

"Before I could go to more places, but now as I have to use a walker it is harder for me to move."

- French Speaking, 80 years old+

"I don't like much to go outside because I don't speak English well."

- Spanish Speaking Newcomer

Needs to Enhance Participation in Activities

Interviewees shared several ideas to enhance their engagement in physical and recreational activities, including organizing events for seniors, improving public transportation services, lowering the costs of certain activities, and raising awareness about different cultures. See Table 53 below.

Table 53. Ideas to Enhance Older Adult Participation in Activities

Ideas to Enhance Older Adult Participation in Activities
Organize events and festivals for seniors, including offering more multicultural activities
Improve public transportation system for seniors with special rates and schedules
Make costs to access recreational and sports facilities affordable for seniors
Design strategies to facilitate process of acculturation and raise awareness about different cultures

Loneliness and Social Isolation

More respondents cited not feeling lonely or socially isolated; however, a little less than half of interviewees said they feel lonely or socially isolated.

Reasons for Loneliness and Social Isolation

The top reasons cited for feelings of loneliness or social isolation are:

- Language and cultural barriers, including feeling isolated outside of the ethnic community for some immigrant older adults;
- Family separation, especially for newcomer and refugee older adults;
- Death of a spouse;
- Old age;
- Feeling lonely at nights or during winter months;
- Mental health; and
- Feeling out of place with younger generations.

"When you get old and you start to realize that many people from your generation and many of your loved ones have already left, it is inevitable to feel lonely."

- Ukrainian Speaking, 80 years old+

"I knew many seniors who forgot English as they grew older although they lived in Edmonton for many years and became fluent in English."

- French Speaking

A few respondents believed that isolation is a "mental state" or a "personal choice" and the way to overcome it is through increased social integration for newcomers and immigrants.

Needs to Address Feelings of Isolation

Respondents offered ideas to address loneliness and feelings of isolation among older adults:

- Promote more affordable and accessible English classes for older adults;
- Increase number of senior homes that offer services in languages other than English, such as French;
- Organize events for seniors where they can talk to others who speak their own language;
- Enhance health care service offerings to older adults in multiple languages; and
- Provide professional psychological/mental health support in different languages for older adults who are feeling lonely and difficult to communicate.

Technology Use

This section discusses older adults' habits with regards to technology use, including types of technological devices frequently used, reasons for use, and barriers to increased adoption of technology among older adults.

Types of Technology Used

In terms of technology use, the vast majority use a smartphone, followed by a tablet, and a desktop computer. These devices are used by older adults regularly to interact with family and friends, send and receive photos, write, read, play games, watch shows, and download coupons.

Other technological devices referenced include: laptop, hearing aid, and a digital blood pressure machine. Two respondents use a cellphone to communicate and one respondent (90+ years), does not use any technological device for communication.

I am not working, my husband is sick and we only receive the financial aid from the government."

- French Speaking

I have some savings back home, but they are not too much. I am economically dependent on my son."

- Punjabi Speaking

Reasons for Low Technology Uptake

Top reasons for low uptake of technology among older adults were: the feeling that they do not need these devices, followed by the inability to afford them; and the lack of confidence/intimidation in learning to use new technology.

Nonetheless, almost all of those interviewed expressed interest in learning how to be technologically-connected as they appreciate the benefits. Many do not know of free-of-charge courses or services that help seniors learn how to use new technology devices or where such courses would be offered.

"I use only my hearing aids, I don't know how to use other devices like smartphones, I don't feel confident and I don't have patience to be focused to learn."

- 80 years old+

"I use my smartphone daily to send and receive pictures from my family. I always relied on others to help me with technology."

- Arabic Speaking

Financial Security

On a scale of 1 to 10, most respondents ranked themselves as 5 out of 10 in terms of financial security, followed by those who felt more financially secure (scores of 7 to 9) and then by those who felt less financially secure (scores of 2 to 4).

Although many receive pension payments from government and/or their previous place of employment, perspectives on whether a pension cheque is sufficient as a source of income varied among respondents. Some felt their monthly pension payments are enough to ensure an adequate standard of living, while others need to supplement their pensions with their spouse's pension/income, financial support from their children, full-time or part-time employment, and/or savings.

In fact, most respondents from immigrant communities depend on a spouse or children for financial support, especially recent newcomer older adults who may not receive pension payments from the government. Some immigrant older adults also continue to either work past retirement age to receive a pension—because they started work in Canada at a late age—or to make ends meet.

Many newcomer older adults, including refugees, have come to Canada having “lost everything” and are currently unemployed or actively searching for work. Despite multiple barriers to entry into the labour market, they did not rank themselves low on the financial security spectrum, because they are either optimistic about their current life in general.

The habit of money saving also varied among respondents, with some interviewees referring to their savings as a way to ensure support in old age, while some others admitted to not having good saving habits.

“I set up my house for me and my wife to live for the rest of our lives, but if we have to move to a facility that provide care for us, my only concern is to find a place where French is the main language.”

- French Speaking

“I never thought about what I would when I grow old, because at home I never heard my parents talk about it.”

- Tagalog Speaking

“If I'm not able to walk up and down the stairs, I will figure out what to do...I have an office on the first floor that I can turn into a bedroom.”

- Arabic Speaking

Aging-in-Place

This section details interviewees' perspectives and plans on aging-in-place.

Aging at Home

The majority of respondents expressed their interest to stay at their current home for as long as possible. The most cited plan for aging is the confidence that children and/or spouse would take care of them in old age and help them age in either their own home or their children/immediate family member's home. In fact, the majority of respondents live with a spouse or alone in their own dwelling, followed by in their children or a relative's home.

For interviewees from various ethnic communities who have lived in Canada (and Edmonton) for many years, they tend to somewhat rely more on their immediate family and children to help them age in their own homes.

Recent newcomer older adults, having moved recently to Canada, do not have a strong emotional connection to a specific home in Edmonton that they plan to age in.

To facilitate the process for older adults to plan to age in their homes, one respondent noted the need for the City to offer programs that would help older adults retrofit their homes.

Aging in Senior Facility

For respondents who currently live in a senior home, they planned to continue aging there.

Some respondents were aware that they might need to move to a senior facility when they reach an advanced age or if their mobility is severely reduced. For a few who live with their children, they accept the notion that they might get moved to a facility by a relative if severely disabled and so they would not be a burden on their families. A few of these respondents were concerned that their pension payments would not be sufficient to cover senior home expenses.

No Aging-in-Place Planning

Close to one-third of respondents admitted to not having thought about or planned for aging-in-place.

Ageism

Most respondents perceive that they have not been discriminated against based on their old age and indicated that in general the public wants to be helpful to older adults and that Edmontonians in general are socially aware of discrimination.

Some interviewees cited incidents that they identified as societal including:

- Age discrimination by youth, such as mocking seniors for driving or walking too slow;
- Ageism in the workplace, such as feeling that employers may be less interested in hiring seniors or perhaps not committing the time and resources to train an older worker; and
- Indifference to older people, such as not directly addressing older adults who have language or cultural barriers and instead addressing those accompanying them.

It is important to note that most respondents did not perceive the issues or incidents they have previously encountered as “ageism”, but rather to cultural differences or language barriers that create the false perception of ageism. A French-speaking newcomer older adult cited an example where a person was rude to her on the bus, but she attributed this behaviour to the possibility to her not speaking English well.

Additionally, respondents admit that being older means not being as sharp and not as strong which may limit their ability to find specific types of jobs that require physical activities. While this may constitute ageism, respondents do not fully recognize it as so.

In terms of ways to tackle ageism, one interviewee suggested that it may be important to engage seniors in visiting schools and interacting with kids to help them appreciate the knowledge and experience of older adults.

I don't feel I have been discriminated against because of my age, once a person was very rude with me at the bus, but I think was because I don't speak English well.”

– French Speaking Newcomer

“Today, technology is a form of discrimination, because if you do not use it or you do not have access, you are simply out of context.”

–Ukrainian-Speaking, 80 year old+

Intergenerational Connectedness

Almost all respondents had a positive impression of intergenerational connectedness, noting that they actively engage with people of younger and older generations, through primarily volunteering, employment, and events at senior clubs and facilities, among others. They also enjoy socializing with their friends/peers, family and grandchildren.

Among some immigrant older adults who said they are not intergenerationally connected, they blamed language and technology barriers that inhibit their abilities to connect with young generations in their families. Another reason for low intergenerational connectedness is not having grandchildren around.

"With young people even if they are of my own culture, as I do not speak English well, I have problems interacting with them."

– Punjabi Speaking

"It has been difficult for me to find doctors and nurses who can explain the medical terminology in my own language."

– Chinese Speaking

Respondents offered several solutions that would enhance intergenerational connectedness among older adults in Edmonton, such as organizing more events to promote and encourage interaction among people of different ages, like chess tournaments, youth visits to senior homes, and volunteer opportunities for seniors at schools, reading books and telling stories. Other ideas included offering more programs where people frequently visit seniors who cannot go outside and/or who live alone.



V. Conclusions and Recommendations

This chapter provides key conclusions based on analysis of data captured across multiple instruments and identifies needs and recommended actions for consideration to meet the needs of older adults in Edmonton.

Participation in Activities

Key Insights

Older Adults in Edmonton Are Active

In general, participation in social, physical and recreational activities is high among the various older adult groups who participated in this needs assessment study. Around three quarters of telephone survey respondents engaged in daily living activities, a little more than half engaged in physical activities, and 20 per cent engaged in recreational/leisure activities more than once a week. These results are similarly reflected in the focus group discussions and in-depth interviews with a few exceptions.

Low-income Older Adults are Less Active

Analysis of telephone survey results show that low-income older adults tend to be less active, citing several barriers, including cost and transportation barriers. Despite multiple barriers, they have much higher interest in being active than older adults from higher income brackets.

Participation and Access for Indigenous Community a Concern

Maintaining physical health, such as taking outdoor walks, exercising, and engaging in sports, was rarely mentioned as activities Indigenous focus group respondents currently engaged in. The perception among Bent Arrow Traditional Healing Society participants was that access to recreation and physical activities may be constrained to certain neighbourhoods and less present in underprivileged communities. It is important to note that Bent Arrow Traditional Healing Society participants represented a more financially disadvantaged group of older adults in the Indigenous community compared to those in other focus groups with concerns less focused on quality of life, such as recreation.

Newcomers are More Engaged In Learning Activities

Immigrant newcomer older adults are engaged more in educational activities, such as studying English or computer studies and attending the public library, than the older adult population in Edmonton where telephone survey results showed low participation overall in educational activities (8 per cent engaged in educational activities “more than once a week”).

Awareness of Activities Offered Is Low Among “Pre-Seniors” and Limited-Technology Access Older Adults

“Pre-Seniors” and older adults who have not yet retired have low awareness of how and where to access activities geared to older adults. Similarly, newcomers, those with language barriers, and older adults who have limited access to technology participated less in social and recreational activities.

Identified Needs/Recommended Actions

Needs to enhance participation in activities for older adults tend to focus on addressing the main barriers that inhibit high levels of participation among certain older adult groups, such as low-income older adults, including those from the Indigenous community, and immigrant newcomer older adults. The City, the Edmonton Seniors Coordinating Council (ESCC), and the network of Age Friendly Edmonton™ partnerships can further enhance its current programs and policies and invest in new initiatives in support of increasing activity among this critical group of Edmontonians:

Develop a Multi-Pronged Communication Strategy to Increase Awareness of Activity Offerings

Increase awareness of where there are senior-adapted activities using a multi-media strategy in order to target all types of older adults. Communication strategies include: 1) developing a city-wide web-based resources that is easily accessible

with information on all kinds of activities, facilities, and supports available to older adults, and 2) tapping into traditional media sources and marketing tactics (including communicating in various languages) to promote offered activities for older adults who do not regularly access technological devices, are not plugged into social media, are newcomers, have language barriers, and/or regularly attend church or a place of worship and multicultural senior or recreation centres.

Organize Social Events with Focus on Increasing Multicultural Awareness

Continue to organize events around the city that appeal to older adults, including offering more multicultural activities that provide the opportunity for newcomers and immigrant older adults to mingle with other older adults in order to facilitate the process of acculturation and increase awareness about different cultures.

Make Participation in Activities Affordable and Accessible

Make costs to access recreational and sports facilities and creative classes affordable for seniors and facilitate access to these activities and programs by increasing location offerings and focusing on how to engage older adults who are lonely and with health and mobility barriers/disabilities.

Improve Public Transportation Service Offerings for Older Adults

Coordinate with Transportation Services to improve public transportation service offerings that are geared to older adults, such as offering special rates, free rides, extended routes and increased frequency of trips.

Volunteering

Key Insights

Volunteering Peaks at Ages 65-79 Years

Survey and in-depth interview results indicate that volunteering peaks at ages 65-79 years (55%) with volunteering activities significantly dropping for those over 80 years old (19%). Older adults'—ages 55-64 years—top barrier to volunteering is “work schedules” and for those over 80 years old, health is a main barrier.

“Pre-Seniors” Planned Less to Volunteer When Older

Results from the focus groups also show the “Pre-Senior” cohort discussed less their plans for volunteering as activities in which to engage in older age compared to having plans to continue to be active physically and socially.

Intergeneration Volunteering Is Beneficial for Connectedness But Participation is Low

Survey results also show that volunteering that connects older adults with youth is low with only 6 per cent of older adults donating time to an organization with youth and schools, even when volunteering ranked second in the survey and was extensively referenced in the in-depth interviews as an activity that enhances intergenerational connectedness and reduces ageism.

Identified Needs/Recommended Actions

The City, the Edmonton Seniors Coordinating Council (ESCC), and the network of Age Friendly Edmonton™ partnerships could further promote the culture of volunteering among older adults due to its stated benefits of increasing connectedness and instilling a sense of purpose.

Encourage Volunteerism Early On to Ensure High Participation by Older Adults

In general, the City can promote volunteering as an activity among the general public to ensure future older adults gravitate towards this kind of social involvement and to encourage those who have little contact with this world to discover it.

Increase Multi-Generational Volunteer Opportunities

Increase volunteer opportunities for seniors to go into schools to read and tell stories and to have youth visit senior homes to interact with seniors.

Loneliness and Social Isolation

Key Insights

Older adults in Edmonton generally do not feel lonely or socially isolated. Three-quarters (75%) agree/strongly agree that they are connected to friends, family and/or community and more than 60 per cent (61%) currently engage in activities or hobbies that connect older adults with people of different ages. However, data and feedback from older adults show that of those who report loneliness and social isolation, they face a myriad of barriers to connectedness.

Loneliness/Isolation is Highest among Low-Income and Older Adults Who Live Alone

Analysis of survey results indicate that loneliness and isolation are directly correlated with income levels and to current living arrangement (living alone).

Language and Cultural Barriers Increase Feelings of Isolation

Interviews with older adults whose first language is not English indicate increased feelings of social isolation outside of their ethnic or lingual community due to language and cultural barriers.

LGBTQ2S+ Older Adults Have High Degree of Social Isolation and Perceive No Gathering Place

Focus group discussions with older adults from the LGBTQ2S+ community show a high degree of social isolation compared to other people of their age. LGBTQ2S+ older adults came out in a generation where gender and sexual orientation discrimination were much stronger than they are for younger LGBTQ2S+ persons and as such, interaction with other older adults is more stressful and feels as if they are “coming out” all over again. Another issue for LGBTQ2S+ older adults is that they are not aware of any specific gathering places to create contacts and decrease their sense of loneliness.

Indigenous Community Older Adults' Unique Experience Amplifies Feelings of Loneliness

Despite cultural traditions that make loneliness and isolation less likely in the Indigenous community, in general, dysfunction within families, family separation, effects of addiction and residential schools were themes that were present in the group discussion with members of the Bent Arrow Traditional Healing Society. This left several participants effectively alone, without conjugal companionship, estranged from children and siblings, and distrustful of others.

Identified Needs/Recommended Actions

The City, the Edmonton Seniors Coordinating Council (ESCC), and the network of Age Friendly Edmonton™ partnerships could consider the following recommended actions based on identified needs articulated by research participants to address barriers that amplify feelings of loneliness and social isolation among certain older adults.

Address Language Barriers to Lessen Social Isolation among Older Adults from Ethnic Communities

Consider a number of strategies focused on providing services in multiple languages to improve feelings of social isolation among certain older adults:

- Promote more affordable and accessible English classes for older adults;
- Increase number of senior homes that offer services in languages other than English, such as French;

- Organize events for seniors where they can talk to others who speak their own language;
- Enhance health care service offerings to older adults in multiple languages; and
- Provide professional psychological/mental health support in different languages for older adults who are feeling lonely and have difficulty communicating in English.

Support and Increase Awareness of Gathering Spaces for Older Adults

In an era of increased technology where people connect and create relationships virtually, older adults continue to value the physical space. Consider a multi-pronged strategy for supporting and increasing awareness of organizations that provide physical and virtual gathering spaces that can alleviate the sense of loneliness for older adults, especially those who live alone. Examples include supporting and/or increasing awareness of:

- Physical spaces for divorced, widowed, and/or single older adults to meet future life partners;
- Physical and virtual spaces for the LGBTQ2S+ older adult community to socialize and feel a sense of belonging and pride with other peers and increasing awareness of welcoming programs offered at the Sage Seniors Association, South East Edmonton Senior Association and Edmonton Senior Centres; and
- Physical gathering spaces for older adults from the Indigenous community to express their unique experiences through art, stories, music, dance, and other means that increase connectedness.

Technology Use

Key Insights

Results across data collection instruments show high uptake of technology among older adults, such as smartphones, tablets, and desktop and laptop computers. More than two-thirds (69%) use such devices 10 times or more per week. Technology devices are used regularly by older adults for work, to interact with family and friends, send and receive photos, write, read, play games, watch shows, and download coupons.

Technology Use is not the Same for Every Older Adult

Focus group and interview data indicates that technology use is low among low-income, newcomer, Indigenous community, and 80 year old+ older adults. Barriers to technology use include the feeling that older adults do not need these devices;

inability to afford them; lack of confidence and patience to learn to use new technology; lack of support to learn; and distrust towards new technology.

Intergenerational Connectedness is a Motivation for Technology Use

Older adults who adopt technology tend to be motivated to learn in order to enhance their connectedness with their children and grandchildren. Also, having children and grandchildren around helps certain older adults adopt technology more easily.

Identified Needs/Recommended Actions

Several solutions may be considered to meet the needs for increased technology adoption by older adults.

Provide a Learning Structure Akin to “A Set of Grandchildren”

Consider providing learning, technology-support structure that is easily available and accessible, such as phone support with screen-sharing capabilities and trained staff to teach and troubleshoot.

Offer Affordable Technology Classes and Co-locate in Popular Places for Increased Accessibility

Offer affordable or free-of-charge courses/demonstrations/services that help older adults learn how to effectively use new technology devices to improve quality of life for older adults. These courses or demonstrations can take place at community public libraries where an infrastructure of computers and tablets already exists or at leisure/recreation centres and senior centres where older adults tend to often frequent for easier accessibility.

Financial Security and Safety

Key Insights

Older adults in Edmonton tend to feel generally safe in their homes and communities (79%) and financially secure (70%), with a few exceptions.

Income and Gender Influence Perceptions of Safety and Security

Analysis of survey results shows that financial security is directly correlated to current income levels. Females are also much more likely than males to feel less safe and financially secure.

Many Immigrant Older Adults Are Financially Dependent and Continue to Work in Old Age

Most respondents from immigrant communities depend on a spouse or children for financial support. Some immigrant older adults also continue to either work past retirement age to receive a pension or to make ends meet.

Newcomer and Refugee Older Adults are Optimistic despite Multiple Barriers

Many newcomer older adults, including refugees, have come to Canada having “lost everything” and are currently unemployed or actively searching for work. Despite multiple barriers to entry into the labour market, they tend to be optimistic in their outlook.

Indigenous Community Older Adults are Most Concerned with Violent Crime

Bent Arrow Traditional Healing Society participants shared a different facet to safety and security and voiced concerns with violent crime.

Identified Needs/Recommended Actions

Any of the following strategies may be considered to address safety and financial security concerns among older adults:

Address In-Home Safety Needs

Provide financial support for older adults who wish to adapt their homes for old age living. Also, increase technology use among older adults especially those living alone so they could use devices to alert others of health emergencies such as falls or other such emergencies. In public housing buildings, enforce drug-free zones and increase surveillance cameras and security guards.

Address Community Safety Needs

Increase the number of sidewalks in neighbourhoods, ensure efficient sidewalk ice/snow clearing services, enforce bike and skateboard rules in neighbourhoods, and provide good lighting in streets and alleys at night so older adults can be active and safe.

Increase Financial Literacy Among Vulnerable Older Adults

Increase support for existing financial literacy initiatives, including the Seniors Financial Empowerment Network, and focus their efforts on vulnerable older adults.

Aging-in-Place

Key Insights

Results across data collection instruments show an overwhelming desire by older adults in Edmonton to age-in-place. The most important consideration for aging-in-place for older adults in Edmonton is staying in their own home (79%). However, in order to stay in their homes and communities, older adults require specific needs and services that would make it attractive to spend their aging years where they currently live.

Older Adults Need to Renovate Their Homes for Aging

One of the activities or services that older adults need to age in their homes are specific home renovations to enhance accessibility—a need articulated across data collection instruments.

Older Adults Need to Know Where to Look for Help

Survey results show that older adults are having difficulty knowing where to look for help and to find qualified help.

Older Adults Require A Slew of Assistance and Services and Concerned with Costs

Survey results and focus group discussions point to the need for all kinds of assistance and services, such as caregiving assistance, meal programs, meal and grocery delivery, housework assistance, and getting to appointments and running errands, among others. Older adults are also concerned about the cost for such assistance.

Identified Needs/Recommended Actions

In general, certain enhancements to homes and communities are needed in order to make them attractive places for older adults to spend their aging years. Various strategies and actions to encourage aging-in-place should be considered.

Offer Programs to Help Older Adults Retrofit their Homes

Offer programs, through do-it-yourself tutorials, and financial assistance to allow older adults, including those who are low-income or those who solely depend on their government pension cheque, to stay in their homes longer as they age.

Incentivize Building More Assisted-Living Facilities in Local Communities

The City could incentivize building more assisted-living facilities in communities across the city as an alternative for older adults to age in their own homes, if the costs for retrofitting the homes for old age are prohibitive or not possible. Having

older adults stay in their communities, next to their family and social network and familiar amenities allows for healthier aging.

Increase Profile of Home Support Coordinators Role in Community Leagues

Increase the profile of current home support coordinators roles and senior coordinator positions across community leagues in Edmonton to help address challenges in obtaining or receiving assistance and knowing where to look for help.

Support Affordable Home-Care Services

Support affordable services required by older adults, such as snow removal, lawn mowing, housekeeping, caregiving, and meal preparation and delivery.

Support Community/Neighbourhood Planning to Include Older Adult-Friendly Design and Amenities

The City could support community/neighbourhood planning that includes design that is friendly to older adults, such as walkable and safe access to amenities and health services at close proximity to communities.

Ageism

Key Insights

Survey results show that 85 per cent of older adults have never been discriminated against because of their age. Only 15 per cent indicated that they have encountered ageism.

Ageism Primarily from Youth and Workplace

In-depth interviews and focus group discussions point to ageism that primarily comes from youth and at the workplace.

Identified Needs/Recommended Actions

The City, the Edmonton Seniors Coordinating Council (ESCC), and the network of Age Friendly Edmonton™ partnerships can further dispel hidden prejudices about older adults by taking some recommended actions.

Increase opportunities to Connect Older Adults with Youth

Consider increasing programming that engage seniors in visiting schools and interacting with children to help them appreciate the knowledge and experience of older adults.

Increase Awareness of Value of Older Adults in Society

There continues to be a need for addressing awareness of the value and experience that older adults from various backgrounds bring to the workplace and community.

Intergenerational Connectedness

Key Insights

Intergenerational connectedness is high among older adults in Edmonton. Three-quarters (75%) agree/strongly agree that they are connected to friends, family and/or community and more than 60 per cent (61%) currently engage in activities or hobbies that connect older adults with people of different ages. Reasons for low intergenerational connectedness include language barriers among different generations, especially for newcomer and immigrant older adults, and not having children or grandchildren, among others.

Identified Needs/Recommended Actions

Enhancing intergenerational connectedness could be considered through several strategies:

Support Mentorship Programs

Support mentoring between older adults and younger peers in a variety of areas, professional and social that would be beneficial for both the older adult and their younger counterpart. In fact, a few focus group older male participants noted their preference to spend time with younger men in their mid- to late 30s, 40s and 50s—a connection with that particular phase in life in which they were the most economically and professionally active.

Organize More Events to Promote and Encourage Intergenerational Interaction

Organize events, such as chess tournaments and Senior Home Visit Days where youth can interact with older adults, helping uplift their moods while allowing older adults the space to transmit experience and knowledge to younger generations.

Appendix A: Survey Instrument (Telephone)

Hello, my name is xx. I am with Pivotal Research Inc., a professional research company. We are conducting a survey on behalf of the City of Edmonton with adults aged 55 years and older to understand the needs of all Edmontonian older adults and how to best meet these needs for many years to come.

It will take approximately 15 minutes to complete the questionnaire. All questions are voluntary and your responses and personal information will be kept confidential.

[Interviewer note: If respondents have questions about the survey they can be referred to xx]

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A. For this study, I need to speak to a member of the household who is 55 years of age or older. Is there anyone in this household that meets that requirement available?

1. Yes, speaking **[CONTINUE]**
2. Yes, I'll get him/her **[REPEAT INTRODUCTION AND CONTINUE]**
3. Not now **[ARRANGE CALLBACK AND RECORD FIRST NAME OF RESPONDENT]**
4. No, there is no member of the household who is 55 years of age or older **[READ THE BELOW MESSAGE, THANK AND TERMINATE]**

[TERMINATE SCRIPT] "For this survey we are looking for responses from individuals who are 55 years of age or older. For that reason we are unable to use your household as part of our sample. Thank you for your time"

[TERMINATE]

B. **RECORD GENDER FOR QUOTA (DO NOT READ - SEE GENDER QUESTION AT END OF SURVEY):**

1. Male
2. Female

C1. Do you live within Edmonton's city limits?

Yes **(CONTINUE)**

No **(TERMINATE)**

Don't know/No response **(TERMINATE)**

C. What are the first 3 digits of your postal code? **(RECORD IN THE SPACE PROVIDED)**

___ **(CONTINUE)**

Don't know/No response **(TERMINATE)**

D. In what age category do you fall? **[AGE QUOTAS AS PER CENSUS]**
[READ LIST]

1. 55 to 64 (Older Adults)
2. 65 to 79 (Seniors)
3. 80-89 (Octogenarian)
4. 90+
5. Not Stated/Don't Know/Refused to Answer **[THANK AND TERMINATE]**
[IF QUOTA MET READ THE BELOW MESSAGE, THANK AND TERMINATE]

[TERMINATE SCRIPT] Unfortunately we have met our quotas for respondents in that age category. For that reason we are unable to use your household as part of our sample. Thank you for your time **[TERMINATE]**

E. This interview should take about 12 to 15 minutes. Is this a convenient time for us to talk, or should we call you back?

1. Convenient time **[CONTINUE]**
2. Not a convenient time **[ARRANGE CALLBACK]**

Section 1: Current Activity Level'

1) How often do you participate in a number of activities that you find meaningful to you? For each activity, please tell me if you participate:

- More than once a week
- Once a week
- Several times per month
- Once every few months
- Occasionally (once or twice per year)
- Rarely (less than once per year)
- Never

- Do not know
- Not Stated/Don't Know/Refused to Answer

The first one is: **[INSERT FROM LIST BELOW]**

[READ LIST AND ROTATE]

- a) Physical activities (fitness, sports, outdoors, indoors)
 - b) Educational activities (courses, workshops using the library)
 - c) Spiritual activities (attending a place of worship)
 - d) Recreational/Leisure activities (attending sports events, going to a play/theatre, volunteering, hobbies)
 - e) Civic activities (community leagues, boards, political associations)
 - f) Daily living activities (working, buying groceries, visiting family and friends in person)

- 2) Are there any other types of activities that you participate in that I didn't mention?
 - a) Yes; Specify **[RECORD VERBATIM]**
 - b) No
 - c) Don't know/No response

- 3) Based on the activities that you mentioned, what kinds of spaces do you choose to visit to be active? **[MAX 3 CHOICES, PRECODE LIST, DO NOT READ]**
 - a) Coffee shop/Restaurant
 - b) Shopping Mall
 - c) Recreation Centre
 - d) Public Library
 - e) Senior Centre
 - f) Park
 - g) Place of worship
 - h) Theatre
 - i) Educational institution/classroom
 - j) Community League Hall
 - k) Gym/Fitness Centre
 - l) Sports arena
 - m) Outdoors
 - n) Other. Specify **[RECORD VERBATIM]**
 - o) Prefer not to answer **[SKIP TO Q6]**

- 4) In general, during what days of the week and what times of day do you access these spaces you mentioned? **[READ LIST]**
- Weekdays:
- a. 5-9AM
 - b. 9AM-12PM
 - c. Noon-4PM
 - d. 4-7PM
 - e. After 7PM
- Weekends:
- f. 5-9AM
 - g. 9AM-12PM
 - h. Noon-4PM
 - i. 4-7PM
 - j. After 7PM
- 5) What are the main reasons that you choose the facilities you do? **MAX 3 RESPONSES, THEN MOVE ON, PRECODE LIST DO NOT READ**
- 1) Location is convenient/close to home
 - 2) Interaction with other people/meeting new people
 - 3) Exercise/health and well being
 - 4) For pleasure/enjoyment/interesting/entertainment
 - 5) Good price/affordable
 - 6) Depends on activity/specific program/ event only offered at specific facilities
 - 7) Facility is accessible/close to transit
 - 8) Offer good amenities/programs
 - 9) Family member/friends also attend facility
 - 10) Enjoy the activities offered (in general)
 - 11) Is a member of the facility/centre/worked there/already involved
 - 12) Other (Specify)
- 6) Do you wish you could be more active in your community life or in your everyday life?
- a) Yes **[GO TO Q7]**
 - b) No **[SKIP TO Q8]**
 - c) Don't know/No response **[SKIP TO Q8]**
- 7) What prevents you from being more active? **[MAX 3 RESPONSES, THEN MOVE ON, PRECODE LIST DO NOT READ] - [DO NOT ACCEPT: NO TIME. PROBE FURTHER]**

- a) A condition prevents you from doing more
 - b) You need specialized aid(s) or equipment that you don't have
 - c) You need someone's assistance
 - d) You have transportation barriers
 - e) Your community has no facilities or programs available
 - f) You do not want to go alone
 - g) The facilities, equipment or programs are not accessible
 - h) It is too expensive
 - i) Don't feel comfortable or welcome at the facility where the activity takes place
 - j) Not interested
 - k) Health
 - l) Digital literacy/access to web
 - m) Working currently
 - n) I am a caregiver
 - o) Language barrier
 - p) Other (Specify):
 - q) Don't know/Not stated
- 8) In the course of an average week, how often do you use a digital device? (Computer, eReader (eg, Kindle), Smartphone, Tablet, Fitbit)?
- a) Not at all **[SKIP TO Q10]**
 - b) One or two times
 - c) Three or four times
 - d) Five or more times
 - e) 10 or more times
 - f) Not Stated/Don't Know/Refused to Answer **[SKIP TO Q10]**
- 9) What is your focus when using a digital device? Please list all that apply: **[DO NOT READ LIST]**
- a) Health related (eg, to "Google" health related issues; accessing tele-health services, using a Fitbit)
 - b) General purpose/entertainment (news, guides, reading for pleasure, etc.)
 - c) To stay connected (family, friends, community, etc.)
 - d) Professional (work-related activities)
 - e) Other - please specify _____.
- 10) In general, do you volunteer?:
- a) Yes **[GO TO Q11]**
 - b) No **[SKIP TO Q12]**

c) Don't know/No response **[SKIP TO Q12]**

11) In the last 12 months, what type of volunteer work did you do? **[DO NOT READ LIST - SELECT ALL THAT APPLY]**

- a) On an ongoing basis, for example volunteering weekly for the same organization
- b) Helped someone outside of your house with yard work or snow shoveling
- c) Helped someone outside your house with errands or housework
- d) Donated your time to or for an organization involved with youth, children or schools
- e) Fundraising with a local charity
- f) Volunteered at any festivals, events or attractions
- g) Sat on any community board or committee
- h) Donated your time to or for a religious group
- i) Raised awareness for an environmental cause
- j) Organized neighbourhood events or get togethers
- k) Provided unpaid babysitting or tutoring for someone outside of the family
- l) Donated time for a community safety project or program
- m) Donated time at your local library
- n) Other: specify: _____

12) What barriers, if any, have prevented you from volunteering more frequently or volunteering at all? **[MULTIPLE RESPONSES] [PRECODE LIST DO NOT READ] [DO NOT ACCEPT: NO TIME. PROBE FURTHER]**

- a) Transportation
- b) Did not have the necessary skills
- c) Tired/Fatigued
- d) Health
- e) Discrimination on the basis of age
- f) Workplaces are not adapted or accessible
- g) Lack of recognition
- h) Mobility concerns
- i) Work schedule
- j) Language barrier
- k) Other (specify): **[RECORD VERBATIM]**
- l) None
- m) Don't know/No response

Section 2: Indicators of Isolation/intergenerational connectedness

- 13) In the course of an average week, how many different people, including friends, family, and/or neighbours do you socialize with or talk to?
- a) None to 1
 - b) 2 to 5
 - c) 6 to 10
 - d) More than 10
 - e) Not Stated/Don't Know/Refused to Answer
- 14) Do you agree that you are connected to your family, friends, and/or community, using a scale of 1 to 5 where 1 is strongly agree and 5 is strongly disagree?
- 1. Strongly agree
 - 2.
 - 3.
 - 4.
 - 5. Strongly disagree
 - 6. Don't know/no answer
- 15) How often do you feel lonely? **[READ LIST]**
- a) Often (at least once a week)
 - b) Some of the time (at least once a month)
 - c) Hardly ever
 - d) Never
 - e) DK/Refused
- 16) Are you currently engaged in any activities or hobbies that connect you with people of different ages?
- a) Yes, Please describe: _____
 - b) No
 - c) Not Stated/Don't know/Refused to Answer

Section 3: Safety and security

- 17) Please rate the extent to which you feel safe and secure in your community. Please use a scale of 1 to 5, where 1 means very safe and 5 means not at all safe
- 1. Very safe **[Go to Q19]**
 - 2. **[Go to Q19]**
 - 3. **[Skip to Q18]**
 - 4. **[Skip to Q18]**
 - 5. Not at all safe **[Skip to Q18]**

6. Don't know/No response **[Skip to Q18]**
- 18) Please tell us the reasons why you don't feel safe and secure in your community. **[MULTIPLE RESPONSES, PRE CODE LIST DO NOT READ]**
- a) Feeling alone or isolated
 - b) Feeling Abused by others (e.g. financial, physical or emotional abuse) [IF RESPONDENT MENTIONS ABUSE ADVISE THEM TO CALL 211 FOR ASSISTANCE]
 - c) Criminal activity
 - d) Physical environment is unsafe (e.g icy sidewalk, too many stairs)
 - e) Discrimination
 - f) Mobility limitations or health concerns
 - g) Poor Street Lighting
 - h) Other (Specify)
- 19) On a scale of 1 to 5, where 1 means strongly agree and 5 means strongly disagree, how much do you agree that you are financially secure?
- 1. Strongly agree
 - 2. Agree
 - 3. Neither agree nor disagree
 - 4. Disagree
 - 5. Strongly disagree
 - 6. Don't know/no answer

Section 4: Aging in place

- 20) I am going to read you a list of topics that are associated with housing while one ages. For each of the following I would like you to indicate, on a scale of 1 to 5, where 1 means 'very important' and 5 means 'not at all important' how important each aspect is to you when considering where to live in the future. First, how important is (**Read list. Randomly rotate**)
- 1. Very important
 - 2.
 - 3.
 - 4.
 - 5. Not at all important
 - 6. Don't know/No response
- a) Staying in your home
 - b) Staying in your community
 - c) Affordability of housing
 - d) The amount of upkeep required for your property

- e) Being near or close to a physician
 - f) Familiarity of neighbourhood or community
 - g) Being near or close to family and friends
 - h) Being near or close to public transportation
 - i) Being near or close to amenities like shopping, restaurants, etc.
 - j) Programs and/or activities offered within a seniors housing facility
 - k) Food or meal services
- 21) Do you currently live in a collective dwelling such as senior's housing, or in a private home? *Please select one.*
- a) Collective dwelling **[Skip to Q28]**
 - b) Private home **[Go to Q 22]**
 - c) Other (please specify) **[Go to Q 22]**
- 22) Do you currently own or rent your home in the City of Edmonton?
- a) Own **[Go to Q 23]**
 - b) Rent **[Skip to Q28]**
- 23) Are you still paying off a mortgage on the property where you currently reside?
- a) Yes
 - b) No
 - c) Don't know
- 25) As you get older, do you plan on remaining in your current residence in the next ten years? (**READ OUT ONLY TO THOSE WHO ARE LESS THAN 65: replace** in the next ten years **with after you reach 65 years of age? In question**)
- a) Yes **[Go to Q26]**
 - b) No **[Skip to Q28]**
 - c) Don't know **[Skip to Q28]**
- 26) As you get older, how confident are you that you will be able to afford and continue to live in your current residence in the next ten years? On a scale of 1 to 5 where 1 means very confident and 5 means not at all confident (**READ OUT ONLY TO THOSE WHO ARE LESS THAN 65: replace** in the next ten years **with after you reach 65 years of age? In question**)
- 1. Very Confident
 - 2.
 - 3.
 - 4.
 - 5. Not confident at all
 - 6. Don't know

- 27) What activities or services would be required in your opinion for you to stay longer in your home as you get older?:
- a) Renovations to your current home (e.g. adding ramps, stair assisters, additional railings)
 - b) Caregiving assistance
 - c) Meal programs
 - d) Other (Specify)
- 28) I will read out a list of services. For each one, can you tell me whether over the past 12 months you received assistance from someone other than friends or family:

- 1. Yes
- 2. No
- 3. Don't know/No response

The first one is: **[INSERT FROM LIST BELOW, READ LIST AND ROTATE]**

- a) Preparing meals
- b) Meal or grocery delivery
- c) Everyday housework such as dusting and tidying up, laundry
- d) Getting to appointments and running errands, such as shopping for groceries
- e) Looking after your personal finances, such as making bank transactions or paying bills
- f) Personal care, such as washing, dressing, eating or taking medication
- g) Home and yard maintenance such as mowing the lawn, snow removal, or window washing
- e) Home adaptation such as building a ramp
- f) Other: Please specify. **(PLEASE SPECIFY ON THE NEXT SCREEN)**

28A. You mentioned that over the past 12 months, you received assistance with some "other" services from someone other than friends or family. What were those "other" services?

(RECORD VERBATIM. PROBE FOR SPECIFIC DESCRIPTION. ACCEPT ALL RESPONSES.)

- 29) In the past 12 months, did you ever experience any difficulties with any of the following, in regards to obtaining or receiving assistance?

- 1. Yes
- 2. No
- 3. Don't know/Prefer not to answer

[READ LIST AND ROTATE]

- a) Finding qualified help
- b) Knowing where to look for help
- c) The cost of help

- d) Difficulty asking for assistance
- e) Family or Friends being unavailable
- f) Not knowing where to look for financial assistance

Section 5: Ageism

- 30) Have you ever been in a situation where you felt that you were discriminated against based on your age?
- a) Yes
 - b) No
 - c) Don't Know/Prefer not to answer

Section 6: Accessibility

- 31) On a scale of 1-5, where 1 means very satisfied and 5 means very dissatisfied, how satisfied are you with the overall accessibility of the City of Edmonton's facilities, programs, website, and information? Accessibility can be described as the absence of barriers that prevent individuals or groups from fully participating in all social, economic, political and cultural aspects of society.
- 1. Very Satisfied
 - 2.
 - 3.
 - 4.
 - 5. Very Dissatisfied
 - 6. Don't know/Prefer not to answer **[SKIP TO QD1]**

- 32) Can you please explain your answer? **(Open-ended)**

Demographics:

D1. Which of the following best describes your marital status? Are you

[READ LIST]

- a) Single, that is, never married
- b) Married or living together as a couple
- c) Widowed
- d) Separated
- e) Divorced
- f) Refused

D2. Do you live? **[READ LIST]**

- a) Alone
- b) With others

- D3. Are you currently retired, semi-retired or working?
- a) Retired
 - b) Semi-retired
 - c) Working
- D4. What is your **monthly** income before taxes? *Please select one.* **[READ LIST]**
- a) Under \$1,600
 - b) \$1,600 to less than \$2,200
 - c) \$2,200 to less than \$3,500
 - d) \$3,500 to \$5,000
 - e) Over \$5,000
 - f) Prefer not to answer
- D5. A purpose of this research project is to help inform service delivery for older adults in Edmonton. Because of this goal, we need to consider the diverse needs and experiences of Edmontonians. This includes recognition of the diverse gender identities we have in our communities. To ensure that our data collection practices are inclusive, respectful, and accepting of diverse gender identities, we would like you to consider the following optional question:
- How do you describe your gender identity? **(READ LIST)**
- a) Female
 - b) Male
 - c) Non-binary
 - d) Prefer to self-describe (please specify) _____
 - e) Prefer not to say
- D6. Please describe your ethnic or cultural background? **[PRE CODE LIST DO NOT READ MULTIPLE RESPONSES]**
- a) White/Caucasian
 - b) Black/African-American
 - c) Hispanic
 - d) Middle Eastern
 - e) South-Central Asian (Indian, Pakistani, etc)
 - f) Far-East Asian (Chinese, Japanese, etc)
 - g) Indigenous
 - h) Other
 - i) Prefer not to say

Appendix B: Focus Group Discussion Guide

Discussion Guide

Age Friendly Edmonton – Focus Groups

Context and Objectives

Age Friendly Edmonton™ (AFE) is an initiative focused on building a city that values, respects and actively supports the well-being of seniors.

The overall objective of this research project is to better understand older adults in Edmonton in terms of:

- participation in social and recreational activities
- perceived social isolation, safety, and security
- access to community supports
- aging in place principles

The project team is interested in understanding needs from diverse groups within the 'seniors' cohort.

The results from this study will be used to inform improvements to facilities, policies, programs, and services for older adults.

Group Composition

Group No	1	2	3	4	5
Date and Time	29 Nov. 12 PM	29 Nov. 3 PM	29 Nov. 6 PM	30 Nov. (TBD)	30 Nov. 5 PM
Segment	65-79	55-65	45-55	Indigenous	LGBTQ2S+
Location	Holiday Inn Conference centre Edmonton south - maple leaf room	Holiday Inn Conference centre Edmonton south - maple leaf room	Holiday Inn Conference centre Edmonton south - maple leaf room	TBD	PR office Suite 410 10339 - 124 Street

Introduction (10 min)

- Moderator intro
- Objectives: Exploring various aspects of aging. Research being conducted for the City of Edmonton creating a city that supports an exceptional quality of life for seniors
- Rules and flow:

- No right or wrong answers and no experts here; all answers are valid
- Your role: share openly and fully
- Moderator role: manage time, hear from everyone, ask questions
- Logistics set up: recording confidentiality, observers, notes
- Participant Introduction Round table: name, occupation, household composition, family living in city (adult children, siblings and parents);

Warm Up (15 min)

- Explain flow of word association / mind map with an example
- On a sheet of paper, have participants spend 2 min individually doing a rapid flow word association/mind map on the topic "Aging/growing old"
- Repeat on the topic "Growing old in Edmonton"
- Share results of mind maps around the table

(For 45-54 and 55-64 groups): Forethought and stage setting (5 min)

- How much have you thought about what life might look like for you when you grow older?
- What provoked you to think about it? [Probe for impact of financial planners or advisors on triggering this conversation if relevant. Check for impact of watching relatives/friends experiences]
- What aspects have you thought about?
 - Probe:
 - Where you would like to be living. If other than Edmonton, why?
 - How you would like to be occupying your time

Recreation / Social Life (20 min)

- Have participants call out answers and write on flipchart to begin a list under headings "what" and "where"
 - **What:** What do you expect your recreational/social life to look like as you get older [For groups 65+, ask about current and future expected experiences]
 - Spend your days doing what?
 - With whom?
 - How you travel around the city to do these things?
 - **Where:** Where would you most want to be spending this time? Probe for types of spaces, facilities/establishments they would like to be in. How far from home
 - **What:** What are some things you would like to be doing in an ideal world, but do not see as possible
 - What are the **barriers** that could prevent you from doing this? That could make it hard or complicated
 - Probe/listen for issues around:

- Transportation
- Facilities accessibility
- Environment/ambiance...being a place you could feel comfortable in/welcome in/a place where you belong vs. a place that is too young, noisy, other...
- Hand out individual worksheet and have each participant write out what applies for them personally, going beyond the list on the board if anything else comes to mind. Leave participants 3-4 minutes to fill out worksheet and then share if anything else came up not mentioned initially.

What I would like to spend my time doing	With whom	Where	Barriers (Situations/events/obstacles that could/do prevent that or make it difficult for me)
--	-----------	-------	---

Social Isolation (15 min)

- When you think of social isolation among the elderly, what comes to mind?
 - Probe for situations, environments, images that come to mind, people who come to mind, causes
- How much is this of concern to you personally? Why? Why not?
 - Probe for role of family? Friends?
- Are there aspects of the way Edmonton is as a city that could mitigate the risks of social isolation here?
- Are the aspects of the way Edmonton is as a city that could increase the risks of social isolation

Financial Security (15 min)

- When you think of financial security in old age, what comes to mind? (Do word association on sheet of paper before sharing).
- What do you think are some of the things that can contribute to people being/feeling more financial secure
- What can contribute to people being less financially secure? (Probe for factors related to planning and assets but also to unexpected or unplanned for risks and events)
- How do you personally feel about your financial security as you age? (Have participants write a number on a 1-10 scale before sharing. 1-I do not feel financially secure at all about my old age years and 10= I feel completely financially secure about my old age years.). Share scores and reasons for them around the table.
 - Probe for situations, environments, images that come to mind, people who come to mind, causes

Aging in place (10 min)

- If not already discussed, by a show of hands, how many of you plan to live in your current home right till the end? How many feel confident you will be able to?
 - Those who say no, why not? What factors could lead to your needing to move somewhere else? Would you like to be able to stay where you are now if you could
 - Those who say yes, what is behind your answer. What gives you the confidence you will be able to. What have you put in place. What else could be needed to make 100% sure it would be possible to stay there.

Brainstorming Break (30 min)

Ok, so we've talked quite a bit about dreams and expectations and even concerns and fears around life and quality of life in old age. Now, I want us all to completely switch gears and spend a little time brainstorming around ideals.

The rules of this process are that we want to come up with a complete list of ideas and solutions no matter how crazy or undoable they sound. Because even if your idea seems crazy or unachievable to you, your mentioning it might help someone else think of something that might be more doable or even better. (Think of the mind maps we did at the beginning of our discussion) So pretend you literally have a magic wand and could make anything happen. I'll go around the table. Call out anything that comes to mind and we'll keep building off each other. {Moderator to write ideas on board and paste on walls to keep adding} (Start freely and if necessary then more too person by person approach until ideation is exhausted).

Let's start with **aging in place (in your home)**. If you were the king/queen of the world and anything was possible, what would you do to make it possible for more seniors to live in their homes until the end:

Suggested probes:

- What information would you give people? To whom?
- What resources/programmes would you put in place
- What rules/laws/regulations might be put in place
- How could technology fit in?
- What kind of communities/support systems might you set up
- Thinking specifically about things that are specific to our city, what could the City of Edmonton do in this area?

What about **financial security**. If you were the king/queen of the world and anything was possible, what would you do to make seniors more financially secure:

Suggested probes:

- What information would you give people? To whom?
- What programs or events would you put in place
- What resources would you make available to people
- What kind of communities/support systems might you set up

- Thinking specifically about things that are specific to our city, what could the City of Edmonton do in this area?

Now let's talk about **social isolation**. . If you were the king/queen of the world and anything was possible, what would you do to make seniors less socially isolated?

Suggested probes:

- What information would you give people? To whom?
- What programs or events would you put in place
- What resources would you make available to people
- What kind of communities/support systems might you set up
- How could technology fit in?
- Thinking specifically about things that are specific to our city, what could the City of Edmonton do in this area?

Now let's talk about **recreation**. If you were the king/queen of the world and anything was possible, what would you do to make seniors less socially isolated?

Suggested probes:

- What information would you give people? To whom?
- What programs or events would you put in place
- What resources would you make available to people? Facilities? Spaces? What would this look and feel like?
- What kind of communities/support systems might you set up
- Thinking specifically about things that are specific to our city, what could the City of Edmonton do in this area?

While checking in with observers for final questions, have participants pick the 3 ideas in each area that appeal to them most and write them in so we can share what and why as wrap up

My favorite 3 ideas when it comes to...			
Aging in place	Improving Financial Security	Reducing Social Isolation	Enhancing Recreational and social life quality

Appendix C: In-Depth Interviews Discussion Guide

Discussion Guide

Age Friendly Edmonton – IDI

(30 to 45 minutes)

Introduction

- ☐ Interview/Study Purpose: Exploring various aspects of aging. Research being conducted for the City of Edmonton creating a city that supports an exceptional quality of life for older adults.
- ☐ Logistics set up: recording confidentiality, note-taking
- ☐ Tell me about yourself: Age, family make-up, residence
- ☐ What is your Current employment status
- ☐ How long have you lived in Canada/Edmonton for?
- ☐ What did you do in your home country/Previous occupation
- ☐ have you thought about what life might look like for you when you grow older?
- ☐ What aspects of growing old have you thought about?
 - ☐ Where you would like to be living. If other than Edmonton, why?
 - ☐ How you would like to be occupying your time?
 - **What:** What does your recreational/social life look like currently?
 - ☐ Spend your days doing what?
 - ☐ With whom?
 - ☐ How you travel around the city to do these things?
 - **Where:** Where do you spend your time? Probe for types of spaces, facilities/establishments they would like to be in, distance from home: How far from home?
 - **What:** What are some things you would like to be doing but do not see as possible?
 - What are the **barriers** that could prevent you from doing this?
 - ☐ Transportation
 - ☐ Facilities accessibility
 - ☐ Environment/ambiance...being a place you could feel comfortable in/welcome in/a place where you belong vs. a place that is too young, noisy, other...
 - ☐ Language/culture

Loneliness/Social Isolation

- ☐ Introduce loneliness/social isolation concepts
- ☐ Do you ever feel lonely and why?
- ☐ Do you ever feel socially isolated and why?
 - Probe for role of family? Friends?
- ☐ Are there aspects of the way society could mitigate the risks of social isolation / loneliness here?

Technology

- Handout list of technologies and have interviewee check off the ones they use at least 1x per day
- Probe for the areas where there is low level of use (as relevant by age of group)
 - What prevents you from using these devices / using them more often?
 - Probe/listen for:
 - Lack of knowledge of how to use
 - Lack of confidence (in use, in safety/information security)
 - Lack of time, patience, focus to learn to use
 - can't afford
 - not aware of the products
 - What do you see as the benefits such devices could provide in the context of an aging population? (To enhance social connectedness? Reduce Loneliness?)

Financial Security

- When you think of your financial security in old age, what comes to mind?
- How do you personally feel about your financial security as you age? Using a scale of 1-I do not feel financially secure at all about my old age years and 10= I feel completely financially secure about my old age years And why?

Aging in place

- Do you plan to live in your home right till the end? Are you confident you will be able to?
 - if no, why not? Would you like to be able to stay where you are now if you could
 - if yes, how have you prepared for this. What else could be needed ?

Ageism

- Have you faced a situation where you were a subject to discrimination based on your age?
 - Describe this situation?
- What can society do to reduce ageism? Do you have any ideas for how we can promote positive perceptions of aging in our communities?

Intergenerational connectedness

Do you currently have any social interactions with people of different ages? And how often?

Are you interested in programs that connect you with people from various generations (younger than your own cohort) ?

From your perspective, what are the benefits of intergenerational connectedness?

Wrap-up

Do you have any additional Thoughts in general about Aging in Edmonton and seniors life in Edmonton?

Name:

Technology Handout

Which of the following devices do you use at least once a day?

A

- Smart phone (a phone that has access to the Internet and runs programs or applications)
- Cell phone (other than smart phone)
- Tablet (e.g., iPad)
- Computer (desktop or laptop)

B

- Home alarms systems
- Automatic stove shutoff

C

- Activity trackers (e.g., Fitbit)
- eReader (e.g., Kindle)

D

- Medical (pendant) alarms
- Medical monitoring devices (e.g., blood pressure cuff, diabetes monitor, CHF scale)
- Hearing aids
- Electronic pill boxes

Appendix D: Telephone Survey Raw Data/Split by Age Group; Quadrant

Age Group

Table 54. Physical Activities

How often do you participate in a number of activities that you find meaningful to you? Physical Activities (fitness, sports, outdoors, indoors)	55 – 64 (n=356)	65 – 79 (n=257)	80 – 89 (n=76)	90+ (n=26)	Overall (n=713)
More than once a week	57%	51%	51%	59%	54%
Once a week	12%	12%	11%	6%	11%
Several times per month	7%	7%	7%	6%	7%
Once every few months	4%	3%	1%	-	3%
Occasionally (once or twice per year)	6%	6%	5%	-	6%
Rarely (less than once per year)	6%	4%	2%	12%	5%
Never	8%	18%	26%	18%	13%
Do not know	0%	1%	-	-	1%

Table 55. Educational Activities

How often do you participate in a number of activities that you find meaningful to you? Educational activities (courses, workshops using the library)	55 – 64 (n=356)	65 – 79 (n=257)	80 – 89 (n=76)	90+ (n=26)	Overall (n=713)
More than once a week	8%	9%	6%	6%	8%
Once a week	10%	9%	11%	6%	10%
Several times per month	11%	13%	15%	-	12%
Once every few months	14%	11%	4%	12%	12%
Occasionally (once or twice per year)	11%	14%	15%	-	12%
Rarely (less than once per year)	14%	11%	9%	12%	12%
Never	32%	32%	38%	65%	34%
Do not know	0%	1%	2%	-	0%

Table 56. Spiritual Activities

How often do you participate in a number of activities that you find meaningful to you? Spiritual activities (attending a place of worship)	55 – 64 (n=356)	65 – 79 (n=257)	80 – 89 (n=76)	90+ (n=26)	Overall (n=713)
More than once a week	10%	7%	7%	6%	9%
Once a week	16%	20%	27%	41%	19%
Several times per month	4%	6%	4%	12%	5%
Once every few months	4%	6%	9%	6%	6%
Occasionally (once or twice per year)	14%	11%	11%	-	12%
Rarely (less than once per year)	13%	14%	10%	6%	13%
Never	38%	23%	31%	24%	36%
Do not know	1%	-	1%	6%	0%

Table 57. Recreational/Leisure Activities

How often do you participate in a number of activities that you find meaningful to you? Recreational/Leisure activities (attending sports events, going to a play/theatre, volunteering, hobbies)	55 – 64 (n=356)	65 – 79 (n=257)	80 – 89 (n=76)	90+ (n=26)	Overall (n=713)
More than once a week	18%	23%	17%	18%	20%
Once a week	17%	12%	14%	12%	15%
Several times per month	19%	21%	15%	18%	19%
Once every few months	16%	16%	11%	18%	16%
Occasionally (once or twice per year)	13%	12%	9%	-	12%
Rarely (less than once per year)	4%	5%	10%	6%	5%
Never	13%	10%	21%	29%	13%
Do not know	0%	1%	2%	-	0%

Table 58. Civic Activities

How often do you participate in a number of activities that you find meaningful to you? Civic activities (community leagues, boards, political associations)	55 – 64 (n=356)	65 – 79 (n=257)	80 – 89 (n=76)	90+ (n=26)	Overall (n=713)
More than once a week	4%	4%	4%	6%	4%
Once a week	4%	7%	3%	-	5%
Several times per month	3%	5%	4%	-	3%
Once every few months	12%	7%	8%	-	9%
Occasionally (once or twice per year)	16%	14%	13%	12%	15%
Rarely (less than once per year)	14%	13%	13%	12%	13%
Never	48%	51%	53%	71%	50%
Do not know	0%	1%	2%	-	0%

Table 59. Daily Living Activities

How often do you participate in a number of activities that you find meaningful to you? Daily living activities (working, buying groceries, visiting family and friends in person)	55 – 64 (n=356)	65 – 79 (n=257)	80 – 89 (n=76)	90+ (n=26)	Overall (n=713)
More than once a week	80%	73%	62%	29%	74%
Once a week	12%	16%	22%	35%	15%
Several times per month	6%	7%	9%	29%	7%
Once every few months	1%	1%	-	-	1%
Occasionally (once or twice per year)	0%	2%	25	-	1%
Rarely (less than once per year)	-	1%	2%	-	1%
Never	-	1%	4%	-	1%
Do not know	0%	0%	-	6%	0%

Table 60. Other Additional Activities

Are there any other types of activities that you participate in that I didn't mention?	55 – 64 (n=356)	65 – 79 (n=257)	80 – 89 (n=76)	90+ (n=26)	Overall (n=713)
Yes	22%	35%	35%	35%	29%
No	76%	64%	62%	65%	70%
Don't know	2%	1%	3%	-	2%

Table 61. Kinds of Spaces Visited to Be Active

Based on the activities that you mentioned what kinds of spaces do you choose to visit to be active? (Multiple answers)	55 – 64 (n=622)	65 – 79 (n=449)	80 – 89 (n=125)	90+ (n=39)	Overall (n=713)
Coffee shop/Restaurant	2%	4%	4%	15%	6%
Shopping Mall	5%	9%	14%	4%	13%
Recreation Centre	11%	7%	4%	-	14%
Public Library	3%	3%	3%	-	5%
Senior Centre	2%	6%	10%	8%	7%
Park	11%	6%	3%	-	14%
Place of Worship	3%	4%	3%	12%	6%
Theatre	3%	4%	3%	12%	6%
Educational institution/classroom	1%	0%	-	-	1%
Community League Hall	2%	2%	3%	4%	4%
Gym/Fitness Centre	12%	7%	6%	8%	17%
Sports Arena	3%	4%	4%	-	6%
Outdoors	19%	12%	11%	8%	27%
Other	23%	25%	27%	27%	42%
Prefer not to answer	1%	4%	4%	4%	-

Table 62. Days/Times Accessing Coffee Shop/Restaurant

In general, during what days of the week and what times of day do you access these spaces you mentioned? Coffee Shop/Restaurant		55 – 64 (n=21)	65 – 79 (n=54)	80 – 89 (n=13)	90+ (n=17)	Overall (n=104)
Weekdays	5 - 9 AM	-	5%	-	-	3%
	9 AM – 12 PM	8%	15%	30%	-	13%
	Noon – 4 PM	23%	15%	5%	27%	17%
	4 – 7 PM	23%	15%	15%	18%	17%
	After 7 PM	15%	5%	5%	9%	8%
Weekends	5 - 9 AM	-	3%	-	-	15%
	9 AM – 12 PM	8%	12%	20%	-	10%
	Noon – 4 PM	8%	11%	5%	9%	9%
	4 – 7 PM	8%	12%	15%	27%	14%
	After 7 PM	8%	8%	5%	9%	8%

Table 63. Days/Times Accessing Shopping Mall

In general, during what days of the week and what times of day do you access these spaces you mentioned? Shopping Mall		55 – 64 (n=71)	65 – 79 (n=112)	80 – 89 (n=39)	90+ (n=2)	Overall (n=224)
Weekdays	5 - 9 AM	5%	6%	2%	-	5%
	9 AM – 12 PM	13%	19%	30%	100%	20%
	Noon – 4 PM	22%	24%	22%	-	23%
	4 – 7 PM	5%	12%	3%	-	8%
	After 7 PM	11%	4%	7%	-	7%
Weekends	5 - 9 AM	5%	4%	2%	-	4%
	9 AM – 12 PM	13%	10%	10%	-	11%
	Noon – 4 PM	16%	14%	13%	-	14%
	4 – 7 PM	5%	5%	7%	-	5%
	After 7 PM	7%	3%	5%	-	5%

Table 64. Days/Times Accessing Recreation Centre

In general, during what days of the week and what times of day do you access these spaces you mentioned? Recreation Centre		55 – 64 (n=139)	65 – 79 (n=67)	80 – 89 (n=9)	90+ (n=0)	Overall (n=215)
Weekdays	5 - 9 AM	14%	12%	14%	-	12%
	9 AM – 12 PM	14%	20%	43%	-	15%
	Noon – 4 PM	9%	17%	14%	-	10%
	4 – 7 PM	8%	9%	7%	-	7%
	After 7 PM	11%	12%	7%	-	10%
Weekends	5 - 9 AM	8%	4%	7%	-	7%
	9 AM – 12 PM	11%	5%	-	-	9%
	Noon – 4 PM	14%	10%	7%	-	9%
	4 – 7 PM	7%	4%	-	-	5%
	After 7 PM	5%	7%	-	-	4%

Table 65. Days/Times Accessing Public Library

In general, during what days of the week and what times of day do you access these spaces you mentioned? Public Library		55 – 64 (n=35)	65 – 79 (n=30)	80 – 89 (n=11)	90+ (n=0)	Overall (n=76)
Weekdays	5 - 9 AM	5%	5%	6%	-	5%
	9 AM – 12 PM	-	19%	24%	-	11%
	Noon – 4 PM	27%	27%	29%	-	27%
	4 – 7 PM	14%	12%	-	-	11%
	After 7 PM	14%	5%	6%	-	9%
Weekends	5 - 9 AM	5%	5%	6%	-	5%
	9 AM – 12 PM	5%	7%	65	-	6%
	Noon – 4 PM	27%	17%	18%	-	22%
	4 – 7 PM	-	5%	-	-	2%
	After 7 PM	5%	-	6%	-	3%

Table 66. Days/Times Accessing Senior Centre

In general, during what days of the week and what times of day do you access these spaces you mentioned? Senior Centre		55 – 64 (n=21)	65 – 79 (n=57)	80 – 89 (n=27)	90+ (n=11)	Overall (n=115)
Weekdays	5 - 9 AM	-	3%	2%	-	2%
	9 AM – 12 PM	8%	29%	34%	29%	25%
	Noon – 4 PM	30%	32%	29%	29%	31%
	4 – 7 PM	8%	10%	7%	14%	9%
	After 7 PM	8%	6%	5%	-	6%
Weekends	5 - 9 AM	8%	1%	2%	-	3%
	9 AM – 12 PM	8%	10%	5%	-	10%
	Noon – 4 PM	15%	5%	10%	14%	9%
	4 – 7 PM	8%	3%	5%	14%	4%
	After 7 PM	8%	1%	-	-	2%

Table 67. Days/Times Accessing Park

In general, during what days of the week and what times of day do you access these spaces you mentioned? Park		55 – 64 (n=207)	65 – 79 (n=82)	80 – 89 (n=8)	90+ (n=0)	Overall (n=297)
Weekdays	5 - 9 AM	5%	4%	-	-	5%
	9 AM – 12 PM	7%	9%	16%	-	8%
	Noon – 4 PM	11%	25%	24%	-	15%
	4 – 7 PM	15%	12%	8%	-	14%
	After 7 PM	8%	4%	-	-	6%
Weekends	5 - 9 AM	5%	4%	-	-	4%
	9 AM – 12 PM	15%	10%	16%	-	14%
	Noon – 4 PM	20%	20%	32%	-	20%
	4 – 7 PM	10%	9%	8%	-	10%
	After 7 PM	5%	4%	-	-	5%

Table 68. Days/Times Accessing Place of Worship

In general, during what days of the week and what times of day do you access these spaces you mentioned? Place of Worship		55 – 64 (n=25)	65 – 79 (n=41)	80 – 89 (n=4)	90+ (n=17)	Overall (n=87)
Weekdays	5 - 9 AM	-	4%	-	9%	3%
	9 AM – 12 PM	-	14%	-	9%	8%
	Noon – 4 PM	-	7%	-	18%	7%
	4 – 7 PM	-	7%	-	9%	5%
	After 7 PM	13%	11%	-	-	9%
Weekends	5 - 9 AM	6%	2%	-	9%	4%
	9 AM – 12 PM	57%	32%	65%	9%	36%
	Noon – 4 PM	19%	7%	16%	18%	13%
	4 – 7 PM	6%	12%	16%	18%	12%
	After 7 PM	-	5%	-	-	3%

Table 69. Days/Times Accessing Theatre

In general, during what days of the week and what times of day do you access these spaces you mentioned? Theatre		55 – 64 (n=24)	65 – 79 (n=44)	80 – 89 (n=5)	90+ (n=8)	Overall (n=80)
Weekdays	5 - 9 AM	7%	-	-	-	2%
	9 AM – 12 PM	-	2%	-	-	2%
	Noon – 4 PM	-	10%	-	-	7%
	4 – 7 PM	-	10%	13%	20%	8%
	After 7 PM	33%	33%	13%	20%	28%
Weekends	5 - 9 AM	-	-	-	-	0%
	9 AM – 12 PM	-	2%	-	20%	3%
	Noon – 4 PM	-	7%	13%	20%	6%
	4 – 7 PM	7%	12%	26%	20%	12%
	After 7 PM	53%	26%	26%	-	32%

Table 70. Days/Times Accessing Educational Institution

In general, during what days of the week and what times of day do you access these spaces you mentioned? Educational Institution		55 – 64 (n=6)	65 – 79 (n=3)	80 – 89 (n=0)	90+ (n=0)	Overall (n=9)
Weekdays	5 - 9 AM	-	24%	-	-	8%
	9 AM – 12 PM	26%	48%	-	-	34%
	Noon – 4 PM	26%	24%	-	-	26%
	4 – 7 PM	-	-	-	-	18%
	After 7 PM	26%	-	-	-	0%
Weekends	5 - 9 AM	-	-	-	-	0%
	9 AM – 12 PM	26%	-	-	-	18%
	Noon – 4 PM	-	-	-	-	0%
	4 – 7 PM	-	-	-	-	0%
	After 7 PM	-	-	-	-	0%

Table 71. Days/Times Accessing Community League Hall

In general, during what days of the week and what times of day do you access these spaces you mentioned? Community League Hall		55 – 64 (n=16)	65 – 79 (n=24)	80 – 89 (n=11)	90+ (n=2)	Overall (n=52)
Weekdays	5 - 9 AM	-	3%	12%	-	3%
	9 AM – 12 PM	19%	6%	18%	100%	16%
	Noon – 4 PM	-	18%	18%	-	11%
	4 – 7 PM	19%	6%	18%	-	13%
	After 7 PM	9%	21%	6%	-	15%
Weekends	5 - 9 AM	-	6%	-	-	4%
	9 AM – 12 PM	-	6%	6%	-	4%
	Noon – 4 PM	28%	15%	6%	-	17%
	4 – 7 PM	9%	6%	6%	-	7%
	After 7 PM	9%	12%	12%	-	11%

Table 72. Days/Times Accessing Gym/Fitness Centre

In general, during what days of the week and what times of day do you access these spaces you mentioned? Gym/Fitness Centre		55 – 64 (n=161)	65 – 79 (n=54)	80 – 89 (n=21)	90+ (n=3)	Overall (n=231)
Weekdays	5 - 9 AM	11%	12%	6%	-	11%
	9 AM – 12 PM	17%	27%	25%	100%	21%
	Noon – 4 PM	8%	16%	19%	-	11%
	4 – 7 PM	10%	4%	37%	-	8%
	After 7 PM	13%	5%	3%	-	10%
Weekends	5 - 9 AM	7%	5%	3%	-	6%
	9 AM – 12 PM	17%	15%	6%	-	16%
	Noon – 4 PM	11%	7%	-	-	9%
	4 – 7 PM	4%	4%	-	-	4%
	After 7 PM	4%	4%	-	-	4%

Table 73. Days/Times Accessing Sports Arena

In general, during what days of the week and what times of day do you access these spaces you mentioned? Sports Arena		55 – 64 (n=49)	65 – 79 (n=59)	80 – 89 (n=17)	90+ (n=0)	Overall (n=125)
Weekdays	5 - 9 AM	-	5%	11%	-	3%
	9 AM – 12 PM	6%	14%	11%	-	11%
	Noon – 4 PM	6%	10%	19%	-	9%
	4 – 7 PM	16%	9%	11%	-	13%
	After 7 PM	19%	17%	11%	-	18%
Weekends	5 - 9 AM	6%	4%	4%	-	5%
	9 AM – 12 PM	6%	14%	4%	-	9%
	Noon – 4 PM	10%	11%	4%	-	10%
	4 – 7 PM	10%	7%	11%	-	9%
	After 7 PM	19%	11%	11%	-	14%

Table 74. Days/Times Accessing Outdoors

In general, during what days of the week and what times of day do you access these spaces you mentioned? Outdoors		55 – 64 (n=416)	65 – 79 (n=190)	80 – 89 (n=44)	90+ (n=9)	Overall (n=658)
Weekdays	5 - 9 AM	8%	7%	9%	-	7%
	9 AM – 12 PM	10%	135	16%	-	11%
	Noon – 4 PM	12%	185	21%	33%	15%
	4 – 7 PM	12%	7%	7%	-	10%
	After 7 PM	10%	65	3%	-	8%
Weekends	5 - 9 AM	7%	75	6%	17%	7%
	9 AM – 12 PM	12%	12%	9%	17%	12%
	Noon – 4 PM	14%	16%	18%	33%	15%
	4 – 7 PM	9%	8%	7%	-	9%
	After 7 PM	8%	6%	4%	-	7%

Table 75. Main Reasons for Accessing the Specific Facilities

What are the main reasons that you choose the facilities you do? (Multiple answers)	55 – 64 (n=521)	65 – 79 (n=359)	80 – 89 (n=109)	90+ (n=30)	Overall (n=713)
Location is convenient/close to home	29%	21%	16%	20%	35%
Interaction with other people/meeting new people	3%	6%	7%	5%	7%
Exercise/health and well being	9%	11%	16%	15%	15%
For pleasure/enjoyment/interesting/entertainment	9%	7%	9%	15%	12%
Good price/affordable	6%	4%	2%	-	6%
Depends on activity/specific program/event only offered at specific facilities	3%	4%	1%	-	4%
Facility is accessible/close to transit	2%	3%	2%	-	4%
Offer good amenities/programs	2%	2%	1%	-	2%
Family member/friends also attend facility	2%	5%	7%	10%	5%
Enjoy the activities offered (in general)	5%	5%	8%	10%	8%
Is a member of the facility/centre/worked there/ already involved	1%	1%	3%	-	2%
Other	30%	32%	31%	25%	44%

Table 76. Interest in Being More Active

Do you wish you could be more active in your community life or in your everyday life?	55 – 64 (n=356)	65 – 79 (n=257)	80 – 89 (n=76)	90+ (n=26)	Overall (n=713)
Yes	45%	43%	40%	41%	44%
No	52%	56%	59%	59%	54%
Don't know	3%	1%	1%	-	2%

Table 77. Reasons for Not Being More Active

What prevents you from being more active? (Multiple answers)	55 – 64 (n=199)	65 – 79 (n=139)	80 – 89 (n=40)	90+ (n=14)	Overall (n=313)
Health	17%	19%	28%	56%	27%
Working currently	19%	3%	2%	-	15%
A condition prevents you from doing more	3%	13%	15%	11%	10%
It is too expensive	8%	5%	2%	-	8%
You have transportation barriers	5%	4%	8%	-	6%
I am a caregiver	2%	3%	2%	-	3%
The facilities, equipment or programs are not accessible	2%	-	-	-	2%
Don't know/Not stated	1%	4%	-	-	2%
Lack of motivation/laziness					10%
Weather					6%
Age					6%
Disability/limited mobility					5%
Other					4%

Table 78. Frequency of Using Digital Devices

In the course of an average week, how often do you use a digital device? (Computer, eReader (eg. Kindle), Smartphone, Tablet, Fitbit)?	55 – 64 (n=356)	65 – 79 (n=257)	80 – 89 (n=76)	90+ (n=26)	Overall (n=713)
Not at all	6%	5%	23%	53%	9%
One or two times	2%	5%	6%	12%	4%
Three or four times	2%	5%	8%	6%	4%
Five or more times	10%	15%	19%	18%	13%
10 or more times	79%	69%	44%	12%	69%
Not stated/Don't know/Refused to Answer	0%	1%	-	-	1%

Table 79. Main Focus When Using Digital Devices

What is your focus when using a digital device? (Multiple answers)	55 – 64 (n=664)	65 – 79 (n=423)	80 – 89 (n=98)	90+ (n=27)	Overall (n=713)
Health related (e.g. To "Google" health related issues; accessing tele-health services/ using a fitbit)	6%	5%	6%	-	11%
General purpose/entertainment (news, guides, reading for pleasure, etc.)	29%	30%	32%	22%	58%
To stay connected (family, friends, community, etc.)	23%	27%	28%	28%	49%
Professional (work-related activities)	21%	10%	9%	-	31%
Other	23%	28%	25%	50%	48%

Table 80. Volunteering

In general do you volunteer?	55 – 64 (n=356)	65 – 79 (n=257)	80 – 89 (n=76)	90+ (n=26)	Overall (n=713)
Yes	49%	55%	35%	18%	48%
No	51%	45%	65%	82%	52%
Don't know	-	0%	-	-	0%

Table 81. Type of Volunteer Work

In the last 12 months, what type of volunteer work did you do? (Multiple answers)	Overall (n=345)
Volunteer at a charity/not for profit agency	25%
Donated your time to or for a religious group	18%
Community based activities	14%
Fundraising with a local charity	10%
Sat on any community board or committee	9%
Helped and advise others	8%
Helping other seniors at seniors homes	8%
On an ongoing basis, for example volunteering weekly for the same organization	8%
Volunteered at any festivals, events or attractions	6%
Donated your time to or for an organization involved with youth, children or schools	6%
Volunteered time at schools	4%
Took care of family and friends	2%
Other	2%

Table 82. Barriers that Prevent from Volunteering More or Volunteering at All

What barriers, if any, have prevented you from volunteering more frequently or volunteering at all? (Multiple answers)	55 – 64 (n=395)	65 – 79 (n=291)	80 – 89 (n=83)	90+ (n=29)	Overall (n=713)
Health	8%	16%	26%	26%	15%
Work schedule	22%	6%	3%		15%
Transportation	2%	4%	4%	5%	4%
Tired/Fatigued	2%	3%	8%	5%	4%
Mobility concerns	1%	4%	7%	5%	3%
Did not have the necessary skills	0%	1%	25		1%
Lack of recognition	2%	0%	-		1%
Discrimination on the basis of age	-	1%	1%		0%
Workplaces are not adapted or accessible	-	1%	-		0%
Language barrier	-	-	-		-
None	14%	24%	-	5%	19%
Don't know/No response	2%	1%	-		2%

Table 83. Number of People to Socialize with During an Average Week

In the course of an average week, how many different people, including friends, family, and/or neighbours do you socialize with or talk to?	55 – 64 (n=356)	65 – 79 (n=257)	80 – 89 (n=73)	90+ (n=26)	Overall (n=713)
None to 1	5%	2%	5%	-	4%
2 to 5	26%	19%	28%	12%	23%
6 to 10	21%	30%	21%	53%	26%
More than 10	48%	48%	44%	29%	47%
Not Stated/Don't know/Refused to Answer	-	1%	1%	6%	1%

Table 84. Agreement that Respondent is Connected to Family, Friends/Community

Do you agree that you are connected to your family, friends, and/or community, using a scale of 1 – 5 where 1 is strongly agree and 5 is strongly disagree?	55 – 64 (n=356)	65 – 79 (n=257)	80 – 89 (n=76)	90+ (n=26)	Overall (n=713)
Top-Two Box Score	72%	80%	79%	59%	75%
Strongly Agree	54%	62%	65%	53%	58%
Agree	18%	18%	15%	6%	17%
Neither Agree nor Disagree	15%	13%	6%	18%	13%
Disagree	5%	4%	7%	18%	5%
Strongly Disagree	7%	3%	3%	6%	5%

Table 85. Feeling Lonely

How often do you feel lonely?	55 – 64 (n=356)	65 – 79 (n=257)	80 – 89 (n=76)	90+ (n=26)	Overall (n=713)
Often (at least once a week)	13%	10%	15%	12%	12%
Some of the time (at least once a month)	15%	18%	17%	12%	16%
Hardly ever	37%	37%	42%	59%	38%
Never	34%	35%	24%	18%	33%
Don't know/Refused	1%	-	2%	-	1%

Table 86. Connecting with Other People Through Activities/Hobbies

Are you currently engaged in any activities or hobbies that connect you with people of different ages?	55 – 64 (n=356)	65 – 79 (n=257)	80 – 89 (n=76)	90+ (n=26)	Overall (n=713)
Yes	64%	62%	50%	47%	61%
No	36%	36%	48%	53%	38%
Not stated/Don't know/Refused to answer	0%	1%	2%	-	1%

Table 87. Feeling Safe and Secure in Community

Please rate the extent to which you feel safe and secure in your community. Please use a scale of 1 to 5, where 1 means very safe and 5 means not at all safe.	55 – 64 (n=356)	65 – 79 (n=257)	80 – 89 (n=76)	90+ (n=26)	Overall (n=713)
Top-Two Box Score	77%	82%	78%	88%	79%
Very Safe	46%	51%	56%	71%	50%
4	31%	31%	21%	18%	30%
3	14%	12%	15%	12%	14%
2	5%	5%	3%	-	4%
Not Safe at All	4%	1%	3%	-	2%

Table 88. Reasons for Not Feeling Safe and Secure in Community

Please tell us the reasons why you don't feel safe and secure in your community. (Multiple answers)	55 – 64 (n=103)	65 – 79 (n=55)	80 – 89 (n=19)	90+ (n=26)	Overall (n=148)
Criminal activity	38%	30%	55%	50%	46%
Physical environment is unsafe (e.g. icy sidewalk, too many stairs)	5%	4%	-	-	6%
Poor street lighting	5%	1%	-	-	4%
Feeling abused by others (e.g. Financial, physical or emotional abuse)	2%	3%	3%	-	3%
Feeling alone or isolated	-	3%	-	-	1%
Mobility limitations or health concerns	-	3%	3%	-	1%
Unknown people					13%
Criminals					11%
People drunk or on drugs					9%
Darkness					6%
Dangerous neighborhoods					2%
Feel vulnerable for being woman					1%

Table 89. Agreement with Statement: “You are Financially Secure”

On a scale of 1 to 5, where 1 means strongly agree and 5 means strongly disagree, how much do you agree that you are financially secure?	55 – 64 (n=356)	65 – 79 (n=257)	80 – 89 (n=76)	90+ (n=26)	Overall (n=713)
Top-two Box Score	68%	71%	69%	76%	70%
Strongly agree	41%	47%	52%	47%	45%
Agree	27%	24%	17%	29%	25%
Neither agree nor disagree	17%	17%	21%	18%	17%
Disagree	8%	7%	3%	-	7%
Strongly disagree	6%	4%	2%	-	5%
Don't know/no answer	1%	0%	6%	6%	2%

Table 90. Importance of Aspects Considered Respondents Consider Where to Live in future

I am going to read you a list of topics that are associated with housing while one ages. For each of the following I would like you to indicated, on a scale of 1 to 5, where 1 means “very important” and 5 means “not at all important”, how important each aspect is to you when considering where to live in the future.	Top-Two Box Score				
	55 – 64 (n=356)	65 – 79 (n=257)	80 – 89 (n=76)	90+ (n=26)	Overall (n=713)
Staying in your home	76%	84%	80%	65%	79%
Staying in your community	54%	72%	68%	76%	63%
Affordability of housing	76%	79%	80%	59%	77%
The amount of upkeep required for your property	65%	7%	63%	47%	66%
Being near or close to a physician	66%	74%	76%	59%	69%
Familiarity of neighbourhood or community	64%	74%	71%	65%	69%
Being near or close to family and friends	72%	81%	84%	82%	77%
Being near or close to public transportation	55%	55%	62%	65%	56%
Being near or close to amenities like shopping, restaurants, etc.	73%	83%	68%	76%	76%
Programs and/or activities offered within a seniors housing facility	45%	47%	46%	41%	46%
Food or meal services	42%	51%	50%	59%	47%

Table 91. Type of Dwelling

Do you currently live in a collective dwelling such as senior's housing, or in a private home?	55 – 64 (n=356)	65 – 79 (n=257)	80 – 89 (n=76)	90+ (n=26)	Overall (n=713)
Private home	92%	84%	76%	53%	86%
Collective dwelling	1%	8%	14%	29%	6%
Other	7%	8%	10%	18%	8%

Table 92. Own or Rent

Do you currently own or rent your home in the City of Edmonton?	55 – 64 (n=356)	65 – 79 (n=257)	80 – 89 (n=76)	90+ (n=26)	Overall (n=713)
Own	90%	93%	90%	83%	91%
Rent	10%	7%	10%	17%	9%

Table 93. Mortgage

Are you still paying off a mortgage on the property where you currently reside?	55 – 64 (n=356)	65 – 79 (n=257)	80 – 89 (n=76)	90+ (n=26)	Overall (n=713)
Yes	23%	15%	9%	10%	19%
No	71%	83%	91%	80%	78%
Don't know	6%	2%	-	10%	4%

Table 94. Plan on Remaining in Current Residence

As you get older, do you plan on remaining in your current residence in the next ten years?	55 – 64 (n=356)	65 – 79 (n=257)	80 – 89 (n=76)	90+ (n=26)	Overall (n=713)
Yes	78%	76%	64%	80%	76%
No	18%	19%	24%	20%	19%
Don't know	4%	5%	12%	-	5%

Table 95. Confidence in Ability to Afford and Continue to Live in Current Residence

As you get older, how confident are you that you will be able to afford and continue to live in your current residence in the next ten years?	55 – 64 (n=356)	65 – 79 (n=257)	80 – 89 (n=76)	90+ (n=26)	Overall (n=713)
Top-two Box Score	75%	78%	78%	63%	76%
Very Confident	49%	49%	60%	50%	50%
4	26%	29%	17%	13%	26%
3	19%	17%	12%	25%	18%
2	5%	3%	3%	13%	4%
Not Confident at all	2%	2%	5%	-	2%
Don't Know	-	1%	2%	-	1%

Table 96. Activities or Services Required to Stay in Own Home

What activities or services would be required in your opinion for you to stay longer in your home as you get older?	Overall (n=713)
Nothing is required	22%
Health services	21%
Caregiving assistance	19%
Transportation	16%
Renovations to your current home (eg. Adding ramps, stair assisters, additional railings)	11%
Meal programs	11%
Less taxes	6%
Other	81%

Table 97. Assistance Received from Someone Other Than Friends or Family

I will read out a list of services. For each one, can you tell me whether over the last 12 months you received assistance from someone other than friends or family.	55 – 64 (n=356)	65 – 79 (n=257)	80 – 89 (n=76)	90+ (n=26)	Overall (n=713)
Home and yard maintenance such as mowing the lawn, snow removal, or window washing	21%	33%	30%	35%	27%
Everyday housework such as dusting and tidying up, laundry	13%	14%	26%	41%	16%
Getting to appointments and running errands, such as shopping for groceries	5%	8%	17%	35%	9%
Meal or grocery delivery	4%	5%	59%	12%	6%
Looking after your personal finances, such as making bank transactions or paying bills	4%	6%	10%	24%	6%
Preparing meals	3%	5%	12%	18%	5%
Personal care, such as washing, dressing, eating or taking medication	2%	7%	9%	24%	5%
Home adaptation such as building a ramp	2%	3%	8%	94%	3%
Other	2%	6%	5%	6%	4%

Table 98. Difficulties Obtaining or Receiving Assistance

In the past 12 months, did you ever experience any difficulties with any of the following, in regards to obtaining or receiving assistance?	55 – 64 (n=356)	65 – 79 (n=257)	80 – 89 (n=76)	90+ (n=26)	Overall (n=713)
Knowing where to look for help	10%	11%	15%	29%	11%
Finding qualified help	10%	11%	8%	12%	10%
The cost of help	10%	9%	15%	6%	10%
Family or friends being unavailable	8%	11%	15%	6%	10%
Difficulty asking for assistance	10%	8%	11%	12%	9%
Not knowing where to look for financial assistance	4%	3%	3%	6%	3%

Table 99. Discriminated Against Based on Age

Have you ever been in a situation where you felt that you were discriminated against based on your age?	55 – 64 (n=356)	65 – 79 (n=257)	80 – 89 (n=76)	90+ (n=26)	Overall (n=713)
Yes	16%	13%	16%	6%	15%
No	84%	87%	81%	94%	85%
Don't know	0%	-	3%		1%

Table 100. Level of Satisfaction with Accessibility to City of Edmonton Services, Facilities, Programs

On a scale of 1-5, where 1 means very satisfied and 5 means very dissatisfied, how satisfied are you with the overall accessibility of the City of Edmonton's facilities, programs, website, and information? Accessibility can be described as the absence of barriers that prevent individuals or groups from fully participating in all social, economic, political and cultural aspects of society.	55 – 64 (n=356)	65 – 79 (n=257)	80 – 89 (n=76)	90+ (n=26)	Overall (n=713)
Top-two Box Score	60%	61%	62%	47%	60%
Very Satisfied	27%	31%	29%	18%	28%
Satisfied	33%	30%	33%	29%	32%
Neither Satisfied nor Dissatisfied	23%	25%	17%	35%	23%
Dissatisfied	8%	4%	4%	-	6%
Very Dissatisfied	5%	4%	4%	-	4%
Don't know/Prefer not to Answer	4%	7%	12%	18%	7%

Table 101. Marital Status

Which of the following best describes your marital status?	55 – 64 (n=356)	65 – 79 (n=257)	80 – 89 (n=76)	90+ (n=26)	Overall (n=713)
Single, that is, never married	12%	6%	5%	18%	9%
Married or living together as a couple	72%	66%	46%	47%	66%
Widowed	3%	19%	41%	35%	14%
Separated	2%	15%	2%	-	1%
Divorced	11%	9%	6%	-	9%
Refused	1%	0%	-	-	1%

Table 102. Current Living Arrangement

Do you live.....	55 – 64 (n=356)	65 – 79 (n=257)	80 – 89 (n=76)	90+ (n=26)	Overall (n=713)
Alone	18%	33%	46%	53%	28%
With others	82%	67%	54%	47%	72%

Table 103. Retirement Status

Are you currently retired, semi-retired or working?	55 – 64 (n=356)	65 – 79 (n=257)	80 – 89 (n=76)	90+ (n=26)	Overall (n=713)
Retired	31%	79%	97%	94%	57%
Semi-retired	17%	13%	2%	6%	14%
Working	52%	9%	2%	-	29%

Table 104. Monthly Income

What is your monthly income before taxes?	55 – 64 (n=356)	65 – 79 (n=257)	80 – 89 (n=76)	90+ (n=26)	Overall (n=713)
Under \$1,600	7%	8%	3%	12%	7%
\$1,600 to less than \$2,200	7%	13%	20%	29%	11%
\$2,200 to less than \$3,500	16%	17%	13%	35%	17%
\$3,500 to \$5,000	13%	17%	15%	-	14%
Over \$5,000	31%	19%	9%	-	23%
Prefer not to answer	26%	26%	39%	24%	27%

Table 105. Gender Identity

How do you describe your gender identity?	55 – 64 (n=356)	65 – 79 (n=257)	80 – 89 (n=76)	90+ (n=26)	Overall (n=713)
Female	52%	58%	60%	53%	55%
Male	44%	40%	39%	41%	42%
Non-binary	0%	0%	-	-	0%
Prefer to self-describe	1%	1%	-	-	1%
Prefer not to say	2%	1%	1%	6%	2%

Table 106. Ethnic or Cultural Background

Please describe your ethnic or cultural background?	55 – 64 (n=356)	65 – 79 (n=257)	80 – 89 (n=76)	90+ (n=26)	Overall (n=713)
White/Caucasian	67%	60%	54%	41%	62%
Black/African-American	-	1%	-	-	0%
Hispanic	-	-	-	-	-
Middle Eastern	1%	0%	-	6%	1%
South-Central Asian (Indian, Pakistani, etc.)	1%	2%	-	-	1%
Far-East Asian (Chinese, Japanese, etc.)	0%	1%	-	-	0%
Indigenous	0%	-	-	-	0%
Other	27%	36%	40%	47%	32%
Prefer not to say	3%	1%	6%	6%	3%

Quadrant

Table 107. Physical Activities

How often do you participate in a number of activities that you find meaningful to you? Physical Activities (fitness, sports, outdoors, indoors)	NE (n=180)	NW (n=250)	SE (n=139)	SW (n=139)	Overall (n=)
More than once a week	63%	50%	45%	59%	54%
Once a week	12%	10%	16%	9%	11%
Several times per month	2%	6%	11%	10%	7%
Once every few months	3%	4%	3%	2%	3%
Occasionally (once or twice per year)	5%	6%	5%	6%	6%
Rarely (less than once per year)	5%	6%	5%	4%	5%
Never	10%	17%	14%	11%	13%
Do not know	-	0%	2%	-	1%

Table 108. Educational Activities

How often do you participate in a number of activities that you find meaningful to you? Educational activities (courses, workshops using the library)	NE (n=180)	NW (n=250)	SE (n=139)	SW (n=139)	Overall (n=713)
More than once a week	7%	7%	9%	10%	8%
Once a week	10%	10%	11%	9%	10%
Several times per month	17%	11%	8%	10%	12%
Once every few months	13%	9%	12%	14%	12%
Occasionally (once or twice per year)	12%	12%	16%	9%	12%
Rarely (less than once per year)	11%	15%	9%	11%	12%
Never	29%	34%	35%	37%	34%
Do not know	0%	2%	1%	-	0%

Table 109. Spiritual Activities

How often do you participate in a number of activities that you find meaningful to you? Spiritual activities (attending a place of worship)	NE (n=180)	NW (n=250)	SE (n=139)	SW (n=139)	Overall (n=713)
More than once a week	9%	8%	10%	8%	9%
Once a week	15%	22%	19%	21%	19%
Several times per month	6%	5%	4%	4%	5%
Once every few months	9%	6%	4%	2%	6%
Occasionally (once or twice per year)	11%	11%	13%	13%	12%
Rarely (less than once per year)	13%	12%	13%	14%	13%
Never	36%	36%	37%	36%	36%
Do not know	1%	1%	-	1%	0%

Table 110. Recreational/Leisure Activities

How often do you participate in a number of activities that you find meaningful to you? Recreational/Leisure activities (attending sports events, going to a play/theatre, volunteering, hobbies)	NE (n=180)	NW (n=250)	SE (n=139)	SW (n=139)	Overall (n=713)
More than once a week	18%	19%	18%	24%	20%
Once a week	20%	12%	16%	13%	15%
Several times per month	19%	17%	22%	19%	19%
Once every few months	16%	15%	14%	18%	16%
Occasionally (once or twice per year)	13%	14%	9%	9%	12%
Rarely (less than once per year)	3%	6%	7%	5%	5%
Never	10%	17%	13%	13%	13%
Do not know	-	1%	2%	1%	0%

Table 111. Civic Activities

How often do you participate in a number of activities that you find meaningful to you? Civic activities (community leagues, boards, political associations)	NE (n=180)	NW (n=250)	SE (n=139)	SW (n=139)	Overall (n=713)
More than once a week	2%	3%	5%	7%	4%
Once a week	3%	6%	5%	3%	5%
Several times per month	4%	2%	3%	6%	3%
Once every few months	9%	7%	9%	14%	9%
Occasionally (once or twice per year)	18%	14%	12%	15%	15%
Rarely (less than once per year)	16%	15%	11%	9%	13%
Never	47%	53%	53%	46%	50%
Do not know	2%	1%	1%	1%	0%

Table 112. Daily Living Activities

How often do you participate in a number of activities that you find meaningful to you? Daily living activities (working, buying groceries, visiting family and friends in person)	NE (n=180)	NW (n=250)	SE (n=139)	SW (n=139)	Overall (n=713)
More than once a week	81%	73%	71%	69%	74%
Once a week	11%	20%	11%	16%	15%
Several times per month	5%	4%	13%	11%	7%
Once every few months	0%	1%	1%	-	1%
Occasionally (once or twice per year)	0%	1%	3%	1%	1%
Rarely (less than once per year)	1%	1%	-	-	1%
Never	1%	1%	1%	2%	1%
Do not know	1%	-	1%	1%	0%

Table 113. Other Additional Activities

Are there any other types of activities that you participate in that I didn't mention?	NE (n=180)	NW (n=250)	SE (n=139)	SW (n=139)	Overall (n=713)
Yes	28%	27%	34%	28%	29%
No	71%	72%	63%	71%	70%
Don't know	1%	2%	3%	1%	2%

Table 114. Kinds of Spaces Visited to Be Active

Based on the activities that you mentioned what kinds of spaces do you choose to visit to be active? (Multiple answers)	NE (n=328)	NW (n=399)	SE (n=139)	SW (n=258)	Overall (n=713)
Coffee shop/Restaurant	5%	2%	3%	4%	6%
Shopping Mall	6%	8%	8%	9%	13%
Recreation Centre	10%	7%	8%	7%	14%
Public Library	4%	2%	2%	4%	5%
Senior Centre	2%	5%	3%	8%	7%
Park	6%	9%	12%	5%	14%
Place of Worship	4%	4%	4%	3%	6%
Theatre	4%	3%	2%	5%	6%
Educational institution/classroom	1%	-	-	1%	1%
Community League Hall	2%	3%	2%	2%	4%
Gym/Fitness Centre	12%	8%	10%	9%	17%
Sports Arena	3%	3%	4%	4%	6%
Outdoors	18%	16%	12%	15%	27%
Other	21%	27%	28%	22%	42%
Prefer not to answer	2%	2%	2%	3%	-

Table 115. Days/Times Accessing Coffee Shop/Restaurant

In general, during what days of the week and what times of day do you access these spaces you mentioned? Coffee Shop/Restaurant		NE (n=36)	NW (n=20)	SE (n=25)	SW (n=22)	Overall (n=104)
Weekdays	5 - 9 AM	-	4%	6%	17%	3%
	9 AM - 12 PM	12%	14%	11%	17%	13%
	Noon - 4 PM	13%	15%	14%	17%	17%
	4 - 7 PM	29%	15%	11%	6%	17%
	After 7 PM	2%	8%	15%	7%	8%
Weekends	5 - 9 AM	-	11%	3%	-	15%
	9 AM - 12 PM	12%	11%	6%	10%	10%
	Noon - 4 PM	10%	4%	14%	3%	9%
	4 - 7 PM	18%	11%	11%	13%	14%
	After 7 PM	4%	8%	9%	10%	8%

Table 116. Days/Times Accessing Shopping Mall

In general, during what days of the week and what times of day do you access these spaces you mentioned? Shopping Mall		NE (n=50)	NW (n=75)	SE (n=50)	SW (n=48)	Overall (n=224)
Weekdays	5 - 9 AM	3%	4%	4%	11%	5%
	9 AM – 12 PM	23%	15%	16%	28%	20%
	Noon – 4 PM	20%	25%	28%	14%	23%
	4 – 7 PM	9%	9%	8%	5%	8%
	After 7 PM	6%	9%	5%	6%	7%
Weekends	5 - 9 AM	3%	2%	5%	6%	4%
	9 AM – 12 PM	13%	12%	9%	11%	11%
	Noon – 4 PM	13%	14%	16%	13%	14%
	4 – 7 PM	4%	7%	5%	3%	5%
	After 7 PM	6%	5%	6%	3%	5%

Table 117. Days/Times Accessing Recreation Centre

In general, during what days of the week and what times of day do you access these spaces you mentioned? Recreation Centre		NE (n=57)	NW (n=73)	SE (n=39)	SW (n=46)	Overall (n=215)
Weekdays	5 - 9 AM	12%	12%	14%	15%	12%
	9 AM – 12 PM	22%	13%	14%	18%	15%
	Noon – 4 PM	5%	15%	18%	11%	10%
	4 – 7 PM	5%	10%	10%	8%	7%
	After 7 PM	12%	12%	12%	10%	10%
Weekends	5 - 9 AM	10%	4%	4%	10%	7%
	9 AM – 12 PM	5%	8%	12%	13%	9%
	Noon – 4 PM	14%	11%	14%	10%	9%
	4 – 7 PM	7%	10%	-	3%	5%
	After 7 PM	7%	6%	2%	3%	4%

Table 118. Days/Times Accessing Public Library

In general, during what days of the week and what times of day do you access these spaces you mentioned? Public Library		NE (n=23)	NW (n=27)	SE (n=6)	SW (n=20)	Overall (n=76)
Weekdays	5 - 9 AM	-	8%	-	8%	5%
	9 AM – 12 PM	15%	10%	24%	4%	11%
	Noon – 4 PM	32%	13%	36%	38%	27%
	4 – 7 PM	7%	16%	40%	-	11%
	After 7 PM	7%	13%	-	8%	9%
Weekends	5 - 9 AM	-	8%	-	8%	5%
	9 AM – 12 PM	13%	3%	-	4%	6%
	Noon – 4 PM	20%	21%	-	31%	22%
	4 – 7 PM	-	5%	-	-	2%
	After 7 PM	7%	2%	-	-	3%

Table 119. Days/Times Accessing Senior Centre

In general, during what days of the week and what times of day do you access these spaces you mentioned? Senior Centre		NE (n=16)	NW (n=46)	SE (n=17)	SW (n=0)	Overall (n=115)
Weekdays	5 - 9 AM	-	5%	-	-	2%
	9 AM – 12 PM	18%	27%	24%	-	25%
	Noon – 4 PM	18%	31%	32%	-	31%
	4 – 7 PM	10%	8%	16%	-	9%
	After 7 PM	-	6%	4%	-	6%
Weekends	5 - 9 AM	10%	2%	-	-	3%
	9 AM – 12 PM	10%	13%	8%	-	10%
	Noon – 4 PM	15%	6%	8%	-	9%
	4 – 7 PM	10%	2%	8%	-	4%
	After 7 PM	10%	2%	-	-	2%

Table 120. Days/Times Accessing Park

In general, during what days of the week and what times of day do you access these spaces you mentioned? Park		NE (n=66)	NW (n=111)	SE (n=83)	SW (n=0)	Overall (n=297)
Weekdays	5 - 9 AM	7%	6%	2%	-	5%
	9 AM – 12 PM	9%	8%	8%	-	8%
	Noon – 4 PM	15%	17%	11%	-	15%
	4 – 7 PM	7%	18%	14%	-	14%
	After 7 PM	8%	2%	12%	-	6%
Weekends	5 - 9 AM	6%	5%	4%	-	4%
	9 AM – 12 PM	16%	13%	14%	-	14%
	Noon – 4 PM	20%	19%	19%	-	20%
	4 – 7 PM	6%	11%	9%	-	10%
	After 7 PM	7%	2%	7%	-	5%

Table 121. Days/Times Accessing Place of Worship

In general, during what days of the week and what times of day do you access these spaces you mentioned? Place of Worship		NE (n=17)	NW (n=28)	SE (n=20)	SW (n=22)	Overall (n=87)
Weekdays	5 - 9 AM	4%	-	4%	7%	3%
	9 AM – 12 PM	13%	8%	4%	10%	8%
	Noon – 4 PM	-	3%	7%	17%	7%
	4 – 7 PM	4%	5%	4%	7%	5%
	After 7 PM	9%	8%	7%	10%	9%
Weekends	5 - 9 AM	-	6%	4%	7%	4%
	9 AM – 12 PM	53%	43%	34%	16%	36%
	Noon – 4 PM	-	11%	27%	13%	13%
	4 – 7 PM	13%	14%	7%	13%	12%
	After 7 PM	4%	3%	4%	-	3%

Table 122. Days/Times Accessing Theatre

In general, during what days of the week and what times of day do you access these spaces you mentioned? Theatre		NE (n=22)	NW (n=25)	SE (n=8)	SW (n=12)	Overall (n=80)
Weekdays	5 - 9 AM	-	6%	-	-	2%
	9 AM – 12 PM	-	-	-	6%	2%
	Noon – 4 PM	-	12%	-	12%	7%
	4 – 7 PM	6%	15%	-	12%	8%
	After 7 PM	38%	24%	30%	-	28%
Weekends	5 - 9 AM	-	-	-	-	0%
	9 AM – 12 PM	-	-	-	6%	3%
	Noon – 4 PM	6%	6%	-	19%	6%
	4 – 7 PM	16%	18%	-	12%	12%
	After 7 PM	34%	21%	70%	33%	32%

Table 123. Days/Times Accessing Educational Institution

In general, during what days of the week and what times of day do you access these spaces you mentioned? Educational Institution		NE (n=8)	NW (n=0)	SE (n=0)	SW (n=2)	Overall (n=9)
Weekdays	5 - 9 AM	10%	-	-	-	8%
	9 AM – 12 PM	19%	-	-	1%	34%
	Noon – 4 PM	30%	-	-	-	26%
	4 – 7 PM	-	-	-	-	18%
	After 7 PM	21%	-	-	-	0%
Weekends	5 - 9 AM	-	-	-	-	0%
	9 AM – 12 PM	21%	-	-	-	18%
	Noon – 4 PM	-	-	-	-	0%
	4 – 7 PM	-	-	-	-	0%
	After 7 PM	-	-	-	-	0%

Table 124. Days/Times Accessing Community League Hall

In general, during what days of the week and what times of day do you access these spaces you mentioned? Community League Hall		NE (n=14)	NW (n=19)	SE (n=7)	SW (n=13)	Overall (n=52)
Weekdays	5 - 9 AM	5%	4%	-	-	3%
	9 AM – 12 PM	9%	20%	23%	11%	16%
	Noon – 4 PM	15%	8%	-	16%	11%
	4 – 7 PM	14%	9%	23%	11%	13%
	After 7 PM	16%	8%	31%	17%	15%
Weekends	5 - 9 AM	5%	4%	-	6%	4%
	9 AM – 12 PM	5%	4%	-	6%	4%
	Noon – 4 PM	10%	29%	-	18%	17%
	4 – 7 PM	5%	4%	23%	6%	7%
	After 7 PM	16%	11%	-	11%	11%

Table 125. Days/Times Accessing Gym/Fitness Centre

In general, during what days of the week and what times of day do you access these spaces you mentioned? Gym/Fitness Centre		NE (n=81)	NW (n=46)	SE (n=52)	SW (n=47)	Overall (n=231)
Weekdays	5 - 9 AM	13%	10%	6%	13%	11%
	9 AM – 12 PM	25%	30%	17%	14%	21%
	Noon – 4 PM	16%	10%	6%	11%	11%
	4 – 7 PM	3%	17%	12%	5%	8%
	After 7 PM	12%	5%	15%	10%	10%
Weekends	5 - 9 AM	8%	2%	6%	8%	6%
	9 AM – 12 PM	12%	19%	14%	18%	16%
	Noon – 4 PM	8%	7%	12%	8%	9%
	4 – 7 PM	2%	-	6%	7%	4%
	After 7 PM	2%	2%	6%	7%	4%

Table 126. Days/Times Accessing Sports Arena

In general, during what days of the week and what times of day do you access these spaces you mentioned? Sports Arena		NE (n=35)	NW (n=26)	SE (n=27)	SW (n=37)	Overall (n=125)
Weekdays	5 - 9 AM	4%	-	5%	4%	3%
	9 AM – 12 PM	17%	3%	8%	12%	11%
	Noon – 4 PM	10%	3%	11%	10%	9%
	4 – 7 PM	11%	12%	5%	20%	13%
	After 7 PM	8%	28%	24%	16%	18%
Weekends	5 - 9 AM	4%	6%	8%	2%	5%
	9 AM – 12 PM	17%	6%	5%	8%	9%
	Noon – 4 PM	8%	14%	8%	8%	10%
	4 – 7 PM	11%	3%	8%	11%	9%
	After 7 PM	8%	26%	17%	10%	14%

Table 127. Days/Times Accessing Outdoors

In general, during what days of the week and what times of day do you access these spaces you mentioned? Outdoors		NE (n=235)	NW (n=229)	SE (n=89)	SW (n=106)	Overall (n=658)
Weekdays	5 - 9 AM	8%	8%	5%	5%	7%
	9 AM – 12 PM	11%	10%	13%	10%	11%
	Noon – 4 PM	15%	13%	16%	17%	15%
	4 – 7 PM	9%	12%	12%	7%	10%
	After 7 PM	9%	9%	2%	9%	8%
Weekends	5 - 9 AM	8%	7%	6%	4%	7%
	9 AM – 12 PM	11%	11%	14%	12%	12%
	Noon – 4 PM	14%	14%	17%	21%	15%
	4 – 7 PM	8%	9%	11%	8%	9%
	After 7 PM	7%	7%	5%	7%	7%

Table 128. Main Reasons for Accessing the Specific Facilities

What are the main reasons that you choose the facilities you do? (Multiple answers)	NE (n=261)	NW (n=359)	SE (n=198)	SW (n=193)	Overall (n=713)
Location is convenient/close to home	24%	24%	22%	27%	35%
Interaction with other people/meeting new people	3%	5%	5%	7%	7%
Exercise/health and well being	10%	11%	9%	14%	15%
For pleasure/enjoyment/interesting/entertainment	7%	10%	9%	7%	12%
Good price/affordable	4%	6%	4%	3%	6%
Depends on activity/specific program/event only offered at specific facilities	4%	35	4%	2%	4%
Facility is accessible/close to transit	4%	1%	3%	4%	4%
Offer good amenities/programs	3%	2%	1%	1%	2%
Family member/friends also attend facility	4%	3%	3%	5%	5%
Enjoy the activities offered (in general)	5%	5%	6%	6%	8%
Is a member of the facility/centre/worked there/ already involved	1%	1%	1%	2%	2%
Other	33%	30%	33%	25%	44%

Table 129. Interest in Being More Active

Do you wish you could be more active in your community life or in your everyday life?	NE (n=180)	NW (n=250)	SE (n=139)	SW (n=139)	Overall (n=713)
Yes	39%	47%	44%	43%	44%
No	60%	51%	53%	56%	54%
Don't know	0%	2%	3%	1%	2%

Table 130. Reasons for Not Being More Active

What prevents you from being more active? (Multiple answers)	NE (n=91)	NW (n=140)	SE (n=82)	SW (n=73)	Overall (n=313)
Health	18%	18%	23%	25%	27%
Working currently	9%	11%	13%	11%	15%
A condition prevents you from doing more	9%	10%	5%	7%	10%
It is too expensive	4%	9%	6%	4%	8%
You have transportation barriers	7%	4%	1%	8%	6%
I am a caregiver	-	6%	2%	7%	3%
The facilities, equipment or programs are not accessible	2%	1%	2%		2%
Don't know/Not stated	3%	1%	2%	2%	2%
Lack of motivation/laziness	-	-	-	-	10%
Weather	-	-	-	-	6%
Age	-	-	-	-	6%
Disability/limited mobility	-	-	-	-	5%
You need specialized aid(s) or equipment that you don't have	2%	1%	-	-	-
Your community has no facilities or programs available	-	1%	-	-	-
You need someone's assistance	2%	1%	1%	-	-
You do not want to go alone	-	1%	2%	-	-
Not interested	2%	1%	1%	-	-
Other	45%	38%	43%	36%	4%

Table 131. Frequency of Using Digital Devices

In the course of an average week, how often do you use a digital device? (Computer, eReader (eg. Kindle), Smartphone, Tablet, Fitbit)?	NE (n=180)	NW (n=250)	SE (n=139)	SW (n=139)	Overall (n=713)
Not at all	5%	12%	7%	12%	9%
One or two times	5%	4%	3%	4%	4%
Three or four times	4%	6%	1%	4%	4%
Five or more times	15%	12%	13%	13%	13%
10 or more times	72%	66%	73%	67%	69%
Not stated/Don't know/Refused to Answer	-	-	3%	-	1%

Table 132. Main Focus When Using Digital Devices

What is your focus when using a digital device? (Multiple answers)	NE (n=330)	NW (n=388)	SE (n=237)	SW (n=238)	Overall (n=713)
Health related (e.g. To "Google" health related issues; accessing tele-health services/ using a fitbit)	6%	4%	6%	6%	11%
General purpose/entertainment (news, guides, reading for pleasure, etc.)	28%	32%	30%	26%	58%
To stay connected (family, friends, community, etc.)	23%	26%	22%	27%	49%
Professional (work-related activities)	17%	12%	19%	16%	31%
Other	25%	26%	23%	25%	48%

Table 133. Volunteering

In general do you volunteer?	NE (n=180)	NW (n=250)	SE (n=139)	SW (n=139)	Overall (n=713)
Yes	49%	47%	46%	51%	48%
No	51%	53%	54%	49%	52%
Don't know	-	-	1%	-	0%

Table 134. Barriers that Prevent from Volunteering More or Volunteering at All

What barriers, if any, have prevented you from volunteering more frequently or volunteering at all? (Multiple answers)	NE (n=206)	NW (n=285)	SE (n=161)	SW (n=150)	Overall (n=713)
Health	10%	15%	13%	15%	15%
Work schedule	15%	11%	19%	10%	15%
Transportation	5%	3%	2%	2%	4%
Tired/Fatigued	1%	5%	4%	2%	4%
Mobility concerns	2%	4%	4%	1%	3%
Did not have the necessary skills	-	1%		0%	1%
Lack of recognition	2%	0%	1%	2%	1%
Discrimination on the basis of age	-	1%	0%	-	0%
Workplaces are not adapted or accessible	-	1%	-	-	0%
Language barrier	-	-	-	-	-
Other	46%	43%	41%	45%	19%
None	18%	17%	12%	20%	2%
Don't know/No response	1%	1%	4%	3%	-

Table 135. Number of People to Socialize with During an Average Week

In the course of an average week, how many different people, including friends, family, and/or neighbours do you socialize with or talk to?	NE (n=180)	NW (n=250)	SE (n=139)	SW (n=139)	Overall (n=713)
None to 1	-	6%	6%	2%	4%
2 to 5	28%	22%	21%	22%	23%
6 to 10	23%	27%	23%	28%	26%
More than 10	49%	45%	49%	47%	47%
Not Stated/Don't know/Refused to Answer	1%	1%	1%	1%	1%

Table 136. Agreement that Respondent is Connected to Family, Friends/Community

Do you agree that you are connected to your family, friends, and/or community, using a scale of 1 – 5 where 1 is strongly agree and 5 is strongly disagree?	NE (n=180)	NW (n=250)	SE (n=139)	SW (n=139)	Overall (n=713)
Top-Two Box Score	75%	77%	66%	82%	75%
Strongly Agree	60%	57%	52%	62%	58%
Agree	15%	19%	14%	20%	17%
Neither Agree nor Disagree	13%	14%	17%	9%	13%
Disagree	9%	3%	5%	4%	5%
Strongly Disagree	2%	6%	11%	4%	5%

Table 137. Feeling Lonely

How often do you feel lonely?	NE (n=180)	NW (n=250)	SE (n=139)	SW (n=139)	Overall (n=713)
Often (at least once a week)	10%	15%	13%	9%	12%
Some of the time (at least once a month)	14%	19%	15%	15%	16%
Hardly ever	40%	36%	36%	44%	38%
Never	35%	30%	36%	32%	33%
Don't know/Refused	1%	1%	-	1%	1%

Table 138. Connecting with Other People Through Activities/Hobbies

Are you currently engaged in any activities or hobbies that connect you with people of different ages?	NE (n=180)	NW (n=250)	SE (n=139)	SW (n=139)	Overall (n=713)
Yes	63%	56%	68%	62%	61%
No	37%	43%	31%	37%	38%
Not stated/Don't know/Refused to answer	-	1%	2%	1%	1%

Table 139. Feeling Safe and Secure in Community

Please rate the extent to which you feel safe and secure in your community. Please use a scale of 1 to 5, where 1 means very safe and 5 means not at all safe.	NE (n=180)	NW (n=250)	SE (n=139)	SW (n=139)	Overall (n=713)
Top-Two Box Score	86%	73%	80%	81%	79%
Very Safe	58%	45%	50%	51%	50%
4	29%	29%	30%	30%	30%
3	10%	17%	15%	11%	14%
2	3%	5%	3%	6%	4%
Not Safe at All	1%	4%	2%	3%	2%

Table 140. Reasons for Not Feeling Safe and Secure in Community

Please tell us the reasons why you don't feel safe and secure in your community. (Multiple answers)	NE (n=35)	NW (n=79)	SE (n=32)	SW (n=28)	Overall (n=148)
Criminal activity	35%	43%	37%	34%	46%
Physical environment is unsafe (e.g. icy sidewalk, too many stairs)	11%	2%	2%	3%	6%
Poor street lighting	5%	1%	5%	6%	4%
Feeling abused by others (e.g. Financial, physical or emotional abuse)	5%	1%	5%	-	3%
Feeling alone or isolated	-	-	2%	3%	1%
Mobility limitations or health concerns	2%	1%	-	3%	1%
Unknown people	-	-	-	-	13%
Criminals	-	-	-	-	11%
People drunk or on drugs	-	-	-	-	9%
Darkness	-	-	-	-	6%
Dangerous neighborhoods	-	-	-	-	2%
Feel vulnerable for being woman	-	-	-	-	1%

Table 141. Agreement with Statement: “You are Financially Secure”

On a scale of 1 to 5, where 1 means strongly agree and 5 means strongly disagree, how much do you agree that you are financially secure?	NE (n=180)	NW (n=250)	SE (n=139)	SW (n=139)	Overall (n=713)
Top-two Box Score	82%	59%	69%	72%	70%
Strongly agree	57%	36%	41%	47%	45%
Agree	25%	23%	28%	26%	25%
Neither agree nor disagree	13%	20%	19%	16%	17%
Disagree	2%	11%	7%	7%	7%
Strongly disagree	1%	7%	6%	4%	5%
Don't know/no answer	2%	3%	-	2%	2%

Table 142. Importance of Aspects Considered Respondents Consider Where to Live in future

I am going to read you a list of topics that are associated with housing while one ages. For each of the following I would like you to indicated, on a scale of 1 to 5, where 1 means “very important” and 5 means “not at all important”, how important each aspect is to you when considering where to live in the future.	Top-Two Box Score				
	NE (n=180)	NW (n=250)	SE (n=139)	SW (n=139)	Overall (n=713)
Staying in your home	80%	78%	78%	81%	79%
Staying in your community	63%	60%	62%	69%	63%
Affordability of housing	75%	77%	83%	73%	77%
The amount of upkeep required for your property	67%	68%	63%	64%	66%
Being near or close to a physician	65%	69%	72%	69%	69%
Familiarity of neighbourhood or community	75%	67%	62%	70%	69%
Being near or close to family and friends	78%	75%	73%	81%	77%
Being near or close to public transportation	52%	61%	54%	53%	56%
Being near or close to amenities like shopping, restaurants, etc.	75%	76%	78%	76%	76%
Programs and/or activities offered within a seniors housing facility	48%	45%	46%	44%	46%
Food or meal services	48%	46%	49%	46%	47%

Table 143. Type of Dwelling

Do you currently live in a collective dwelling such as senior's housing, or in a private home?	NE (n=180)	NW (n=250)	SE (n=139)	SW (n=139)	Overall (n=713)
Private home	93%	83%	85%	83%	86%
Collective dwelling	3%	7%	6%	9%	6%
Other	4%	9%	10%	9%	8%

Table 144. Own or Rent

Do you currently own or rent your home in the City of Edmonton?	NE (n=180)	NW (n=250)	SE (n=139)	SW (n=139)	Overall (n=713)
Own	97%	85%	88%	95%	91%
Rent	3%	15%	12%	5%	9%

Table 145. Mortgage

Are you still paying off a mortgage on the property where you currently reside?	NE (n=180)	NW (n=250)	SE (n=139)	SW (n=139)	Overall (n=713)
Yes	12%	20%	22%	23%	19%
No	85%	77%	75%	70%	78%
Don't know	3%	4%	3%	7%	4%

Table 146. Plan on Remaining in Current Residence

As you get older, do you plan on remaining in your current residence in the next ten years?	NE (n=180)	NW (n=250)	SE (n=139)	SW (n=139)	Overall (n=713)
Yes	70%	76%	79%	82%	76%
No	22%	19%	19%	14%	19%
Don't know	8%	6%	2%	3%	5%

Table 147. Confidence in Ability to Afford and Continue to Live in Current Residence

As you get older, how confident are you that you will be able to afford and continue to live in your current residence in the next ten years?	NE (n=180)	NW (n=250)	SE (n=139)	SW (n=139)	Overall (n=713)
Top-two Box Score	79%	73%	71%	82%	76%
Very Confident	52%	43%	49%	59%	50%
4	27%	30%	22%	24%	26%
3	17%	20%	20%	12%	18%
2	1%	5%	8%	3%	4%
Not Confident at all	3%	2%	1%	2%	2%
Don't Know	-	1%	1%	1%	1%

Table 148. Activities or Services Required to Stay in Own Home

What activities or services would be required in your opinion for you to stay longer in your home as you get older?	NE (n=151)	NW (n=181)	SE (n=110)	SW (n=116)	Overall (n=713)
Renovations to your current home (eg. Adding ramps, stair assisters, additional railings)	7%	8%	11%	12%	11%
Caregiving assistance	22%	15%	11%	14%	19%
Meal programs	9%	8%	11%	6%	11%
Other	62%	69%	66%	67%	81%
Nothing is required	-	-	-	-	22%
Health services	-	-	-	-	21%
Transportation	-	-	-	-	16%
Less taxes	-	-	-	-	6%

Table 149. Assistance Received from Someone Other Than Friends or Family

I will read out a list of services. For each one, can you tell me whether over the last 12 months you received assistance from someone other than friends or family.	NE (n=180)	NW (n=250)	SE (n=139)	SW (n=139)	Overall (n=713)
Home and yard maintenance such as mowing the lawn, snow removal, or window washing	31%	24%	25%	28%	27%
Everyday housework such as dusting and tidying up, laundry	23%	11%	18%	13%	16%
Getting to appointments and running errands, such as shopping for groceries	8%	7%	9%	13%	9%
Meal or grocery delivery	4%	6%	5%	7%	6%
Looking after your personal finances, such as making bank transactions or paying bills	5%	5%	8%	9%	6%
Preparing meals	5%	3%	6%	8%	5%
Personal care, such as washing, dressing, eating or taking medication	5%	5%	6%	5%	5%
Home adaptation such as building a ramp	2%	4%	5%	3%	3%
Other	6%	2%	5%	4%	4%

Table 150. Difficulties Obtaining or Receiving Assistance

In the past 12 months, did you ever experience any difficulties with any of the following, in regards to obtaining or receiving assistance?	NE (n=180)	NW (n=250)	SE (n=139)	SW (n=139)	Overall (n=713)
Knowing where to look for help	12%	10%	16%	10%	11%
Finding qualified help	9%	8%	15%	11%	10%
The cost of help	9%	8%	15%	10%	10%
Family or friends being unavailable	10%	11%	11%	8%	10%
Difficulty asking for assistance	6%	9%	11%	12%	9%
Not knowing where to look for financial assistance	2%	4%	5%	3%	3%

Table 151. Discriminated Against Based on Age

Have you ever been in a situation where you felt that you were discriminated against based on your age?	NE (n=180)	NW (n=250)	SE (n=139)	SW (n=139)	Overall (n=713)
Yes	15%	17%	11%	15%	15%
No	84%	83%	88%	85%	85%
Don't know	1%	0%	1%	-	1%

Table 152. Level of Satisfaction with Accessibility to City of Edmonton Services, Facilities, Programs

On a scale of 1-5, where 1 means very satisfied and 5 means very dissatisfied, how satisfied are you with the overall accessibility of the City of Edmonton's facilities, programs, website, and information? Accessibility can be described as the absence of barriers that prevent individuals or groups from fully participating in all social, economic, political and cultural aspects of society.	NE (n=180)	NW (n=250)	SE (n=139)	SW (n=139)	Overall (n=713)
Top-two Box Score	63%	58%	61%	58%	60%
Very Satisfied	34%	27%	29%	24%	28%
Satisfied	29%	31%	33%	35%	32%
Neither Satisfied nor Dissatisfied	20%	27%	22%	22%	23%
Dissatisfied	5%	5%	6%	8%	6%
Very Dissatisfied	3%	4%	8%	4%	4%
Don't know/Prefer not to Answer	9%	6%	3%	7%	7%

Table 153. Marital Status

Which of the following best describes your marital status?	NE (n=180)	NW (n=250)	SE (n=139)	SW (n=139)	Overall (n=713)
Single, that is, never married	5%	12%	12%	7%	9%
Married or living together as a couple	76%	59%	63%	68%	66%
Widowed	13%	15%	13%	14%	14%
Separated	1%	1%	3%	1%	1%
Divorced	5%	12%	9%	10%	9%
Refused	-	2%	-	1%	1%

Table 154. Current Living Arrangement

Do you live.....	NE (n=180)	NW (n=250)	SE (n=139)	SW (n=139)	Overall (n=713)
Alone	24%	29%	27%	29%	28%
With others	76%	71%	73%	71%	72%

Table 155. Retirement Status

Are you currently retired, semi-retired or working?	NE (n=180)	NW (n=250)	SE (n=139)	SW (n=139)	Overall (n=713)
Retired	56%	61%	53%	57%	57%
Semi-retired	13%	11%	18%	15%	14%
Working	31%	29%	30%	28%	29%

Table 156. Monthly Income

What is your monthly income before taxes?	NE (n=180)	NW (n=250)	SE (n=139)	SW (n=139)	Overall (n=713)
Under \$1,600	4%	7%	11%	7%	7%
\$1,600 to less than \$2,200	6%	14%	13%	13%	11%
\$2,200 to less than \$3,500	15%	17%	19%	15%	17%
\$3,500 to \$5,000	17%	14%	15%	9%	14%
Over \$5,000	30%	19%	24%	23%	23%
Prefer not to answer	28%	28%	19%	33%	27%

Table 157. Gender Identity

How do you describe your gender identity?	NE (n=180)	NW (n=250)	SE (n=139)	SW (n=139)	Overall (n=713)
Female	56%	57%	50%	53%	55%
Male	40%	41%	46%	43%	42%
Non-binary	1%	-	1%	-	0%
Prefer to self-describe	1%	2%	1%	-	1%
Prefer not to say	2%	0%	2%	3%	2%

Table 158. Other Types of Activities that you Participate in that I Didn't Mention (n=196)

Are there any other types of activities that you participate in that I didn't mention?	n
Volunteering and helping others	26
Caregiving	17
Walking/hiking	15
Socializing	13
Traveling	12
Attending movie theatre/theatre	12
Gardening	10
Playing music/singing in choir/performing	9
Playing cards/bridge/bingo/dice games	9
Exercising	9
Educational activities	8
Golfing	8
Working	8
Activities at recreation centre/senior centre/retirement organization	7
Fishing	6
Dog walking	6
Shoveling snow	6
Shopping	5
Watching TV	5
Housecleaning	5

Table 159. Other Kinds of Spaces Visited to be Active (n=362)

Based on the activities that you mentioned what kinds of spaces do you choose to visit to be active? Multiple answer	n
Home/other people's home	67
Neighbourhood/community	34
Swimming pool	26
Church/church basement	17
Recreation/senior/community centre	17
Golf course	17
Shopping mall/stores	14
Sports arena/field/court	14
Work	13
Movie theatre/theatre	12
River Valley/nature/wildlife	12
Hospital/medical centre or facility/clinic	10
Lounge/bar/restaurant	10
Clubs	9
Private gym/yoga	8
YMCA	7
Other	75

Table 160. Other Main Reasons for Accessing the Specific Facilities (n=355)

What are the main reasons that you choose the facilities you do? Multiple answer	n
Location, such as proximity, accessibility, lots of parking	58
Preference and enjoyment	28
To be mentally and physically active and fit	26
Medical, health-related, or mobility reasons	19
Social connections and friendship	18
Shopping for essentials/necessities and other items	18
Affordability and cost	17
Activity/program offered	16
Convenience	14
Quality of facilities/programs	13
Entertainment	10
Financial reasons	9
Taking care of a pet	9
Give back/support the community and volunteering	9
Spiritual reasons	9
Interests and hobbies	8
Availability	8
Membership	7
Other	59

Table 161. Other Reasons for Not Being More Active (n=175)

What prevents you from being more active? Multiple answer	%
Health	27%
Working currently	15%
A condition prevents you from doing more	10%
It is too expensive	8%
You have transportation barriers	6%
You are a caregiver	4%
The facilities, equipment or programs are not accessible	2%
Lack of motivation/laziness	10%
Weather	6%
Age	6%
Disability/limited mobility	5%
Other	4%

Table 162. Other Focus When Using Digital Devices (n=406)

What is your focus when using a digital device? Multiple answer	%
Search for information	17%
Check and send emails	11%
Financial transactions	7%
Play games	4%
Shop	3%
Social media	3%
Other	12%

Table 163. Other Barriers that Prevent you from Volunteering More or Volunteering at All (n=359)

What barriers, if any, have prevented you from volunteering more frequently or volunteering at all? Multiple answer	n
Lack of interest	54
Age	28
Looking after other family members/babysitting	23
Health issues	22
Scheduling	22
Limited mobility	12
Not many options, lack of knowledge/awareness of volunteering opportunities	11
Weather	7
Have done previously	5
Working	4
Personal issues	3
Never think about it	2
Don't like/want to drive	2
Time	2
Parking issues	2
Other	3
No Answer	19

Table 164. Activities/Hobbies that Connect you with People of Different Ages (n=592)

Are you currently engaged in any activities or hobbies that connect you with people of different ages?	%
Participate in sports/recreation activities	15%
Spend time with family and friends	11%
Work	10%
Volunteer	8%
Spiritual and religious activities	6%
Attend/watch sports events	5%
Social events	4%
Belongs to clubs	2%
Assisting others in programs/training/courses	2%

Table 165. Other Reasons for Not Feeling Safe and Secure in Community (n=79)

Please tell us the reasons why you don't feel safe and secure in your community. Multiple answer	n
Strangers/Homeless people	12
Lack of security in neighbourhood/area	11
People on drugs/alcohol	8
Darkness	6
Due to age and decreased mobility	2
Other	26
No answer/nothing	4

Table 166. Other Type of Dwelling (n=58)

Do you currently live in a collective dwelling such as senior's housing, or in a private home?	%
Condo	43%
Apartment	24%
Detached house	12%
Seniors home	7%
No answer	7%

Table 167. Reasons for Satisfaction/Dissatisfaction with the City of Edmonton (n=682)

How satisfied are you with the overall accessibility of the City of Edmonton's facilities, programs, website, and information?	%
No problems accessing information	33%
Difficulty accessing information (website and 311)	7%
Easy access to information (website, 311, etc.)	7%
Transit service barriers (routes, schedule, waiting time)	6%
Construction projects/road infrastructure	6%
Improve Accessibility for seniors, handicap to buildings and public transit	5%
Happy with the city and services	5%
Reduce prices of some facilities	4%
Free public transit for seniors	3%
More free events for seniors	2%

Appendix E: In-Depth Interview Summaries

Arabic Speaking

Date: February 1, 2019

Profile

Born in Lebanon

Has lived in Edmonton for over 28 years

Age: 69

General Information

She lives in Edmonton with her husband. She came to Edmonton with her family seeking a better opportunity. She has kids and grandkids in Edmonton and elsewhere in Canada. She also has other siblings living in Edmonton. In her home country she didn't work.

Currently she works part-time position as a cashier about twenty hours a week to keep connecting with others.

Participation in Activities

Generally, her activities in addition to working part time is doing workouts in her basement, looking after her grandchildren as well as traveling to see her other children who reside outside of Edmonton. She plans to stay in Edmonton for the rest of her life.

Loneliness and Social Isolation

With her being close to family, children and grandchildren as well as working part-time she rarely feels lonely or socially isolated. She sees less and less of her friends because she is busy and they are also busy with their own families.

Technology

She only uses her smart phone daily to send pictures and receive pictures from her family. She always relied on others to help her with technology.

Financial Security

With her house paid off, she doesn't feel that she is worried too much right now as she is still working part time. However she would give herself a 5 only because she has also saved some money, but she understands that she could never save enough especially that she started saving too late.

Aging in Place

She wants to stay in her house where she feels most comfortable.

Ageism

She has not had such incidents but she knows that people can be cruel when looking down at seniors.

Intergenerational Connectedness

In her work she meets and interacts with so many people and she learns about them and their lives and their stories. Work is very important to her as it keeps her busy and allows her to spend meaningful time outside the house.

Additional Thoughts

Only if the weather could be better, life would be a lot more enjoyable to seniors in Edmonton.

Arabic Speaking

Date: February 3, 2019

Profile

Born in Lebanon

Has lived in Edmonton for over 32 years

Age: 80

He has lived in Edmonton with his family since 1987. He has kids and grandchildren in Edmonton. He lives in his own house. He also has some many immediate family members and friends in the Edmonton area. Before he came to Canada he was an instructor in a technical school, but when he moved to Edmonton he did several low paying jobs to provide for his family until he retired.

Participation in Activities

He retired at the age of 62 while his wife continues to do casual work to support their income. His activities consist of driving his wife and picking her up from work, buying groceries and looking after grandkids when required. He also exercises on a daily basis to keep in shape. During the summer months, he goes for long walks. He travels two or three times a year to visit his kids and take time away from the cold weather. He plans to stay in Edmonton for the rest of his life.

Loneliness and Social Isolation

His daily schedule keeps him quite busy. With his children and grandchildren close by, he only feels lonely during the winter months when he prefers to stay home during the day to avoid the cold or slippage on ice. He keeps a network of friends that he doesn't see as often as he used to, but still manages to see some at least once a week at prayer times.

Technology

He has had to learn new technologies because the world runs on technology. While he is not very comfortable with new features, he manages to use his smartphone to receive and send pictures and messages. He also uses his laptop on a daily basis to check his email and to download coupons to use when buying groceries.

Financial Security

He currently receives his pension cheques and it's not enough to cover his expenses, but he has other savings and gets help from his family in addition to his wife's income. He gives himself a 5 and he is not too worried about this aspect of his life because he thinks if and when he

needs financial help, he will be able to tap into his family's savings and children. Also his expenses only consist of paying for groceries and utilities.

Aging in Place

This is something that he didn't think about much. He knows that he will stay in Edmonton and that he will continue to live in his home as long as he's able to. Since his house is mortgage free, he can't see why he would want to go somewhere else. But if he's not able to walk up and down the stairs, he will figure out what to do at that point especially that he has an office that he can turn into a bedroom.

Ageism

He has been in situations where usually younger people would disparage older people, but he's not bothered by this. It's a problem that has always existed.

Intergenerational Connectedness

While he's not active in clubs or volunteering activities, he sees many people of varying age groups. He enjoys conversations with people of all ages. He knows that he may not be able to understand the language that well (or at least as much as he did 25 years ago), but he's currently quite engaged in reading, watching the news and as such he's able to have meaningful talks with people of different ages.

Additional Thoughts

He is very thankful for everything that the City of Edmonton does to help older people. At this point, he would like for the City to have programs that would help older people in retrofitting their homes in order for them to live in and stay in their homes longer.

Arabic Speaking

Date February 17, 2019

Profile

Born in Lebanon

Has lived in Edmonton for over 42 years, in Canada for more than 43 years.

Age: 66

General Information

He lives with in Edmonton with his spouse. He came to Canada as a student and then moved to Edmonton while the economy was booming at the time. He has three grown children with only one living in Edmonton. He also has other siblings living in Edmonton. In his home country he didn't work.

Currently he is full retired after having worked for the EPSB for over 30 years.

He plans to stay in Edmonton for the rest of his life.

Participation in Activities

Generally, his activities in includes workouts in the basement, looking after her grandchildren as well as occasional travel to see his other children who reside outside of Edmonton.

Loneliness and Social Isolation

After retirement, life has changed substantially as interactions with others have decreased quite a bit. Being close to other siblings helps somewhat as he makes time to see them while he can. Most friends have become old and get-togethers are less frequent.

Technology

He uses his smart phone daily to send pictures and receives pictures from family. He also has a computer that he uses less often than he used to. IN general, he is not into technology that much. He still prefers to go to the bank rather than using online banking for example. At this point, the only technology that he is using (and thinks he will need) is his smart phone which he is quite familiar with to use for finding things on the internet or to get directions.

Financial Security

Having worked for EPSB, he has built a pension plan in addition to his retirement savings and having his house paid off; he isn't too worried about income for the time being. His wife left work many years ago, and when she becomes eligible to earn her pension, they will have a

decent monthly income. Nonetheless he gave himself a 6 as you don't know what tomorrow will bring.

Aging in Place

He has already spent the last two years fixing his house and updating the washrooms and the roof and many other little things around the house. While at this point he has no plans to leave his house, he doesn't know what the future will look like in 10 or 15 years. But this is the house in which he has lived for more than 30 years and he sees himself staying for many years to come.

He also built a gym in his house which will keep him active when it's too cold to go outside.

Ageism

He has just retired and still sees himself as not "old". But in general he has not experienced such incidents connected to him begin an older person.

Intergenerational Connectedness

At this point he is still connected with family and friends and he enjoys being around younger and older individuals. He understands that

Additional Thoughts

For the time being, he is in good health. He has access to family and he has not had to require help from any particular City-sponsored programs yet. If that should happen in the future, he will rely on his immediate family members to help out with that.

Arabic Speaking Newcomer

Date February 14th, 2019

Profile

Male Born in Syria

Has lived in Edmonton for almost a year and a half

Age: 71

General Information

He came to Canada in February 2016 as a refugee after having been in a refugee camp in Jordan. Living with his wife, also his son and family live here in Edmonton. He is not working. In Syria he used to work as an electrician and also he drove a taxi.

In Syria he worked for almost 30 years to receive a pension; he and his family acquired some properties that were the heritage for him, his wife and their children. But unfortunately they lost everything with the war.

He doesn't have plans to move from Edmonton, for him and his family, Edmonton is their new home and a safe place to live.

Participation in Activities

They have a car and they would like to use the City of Edmonton facilities as the leisure centers and public libraries. The main barrier is the language, however, he finds that people are very friendly and sometimes even with signs people seek to understand him.

They also volunteer for a nonprofit organization to help in the process to settle new families and participate in the activities and trips organized by the organization.

Loneliness and Social Isolation

At the beginning when he and his family arrived in Canada, they were afraid and did not know what the process of adaptation to a new country and new culture would be, but they were surprised at the way they have received them, he believes that people are friendly and that has made them feel welcome and has helped a lot to not feel alone or isolated. He greatly misses his family that stayed there in Syria, but he considers himself very fortunate to live here and be away from the horror of war.

Technology

He says he only has access to a smart phone that he uses to communicate and also for recreational activities. He is currently taking computer classes and can use a desktop

computer but only during class time. The rest of the devices he does not use, some because he doesn't need them (like the medical devices) and others because he doesn't know how to use them and could not pay for them either.

Financial Security

Now that he is receiving financial aid because he is not working, his income has improved a bit. However, it's still pretty tight, so he would say he's about a 4 or 5. And this situation produces some anxiety because of his age but he trusts that little by little the situation will improve, besides that he would not change anything to be here in a safe place.

Aging in Place

In his culture, the children see the parents through until the end, and this is the way and will continue.

Ageism

No, he has not experienced any kind of discrimination. He finds that people in Canada are very respectful and kind.

Intergenerational Connectedness

He and his wife have many younger friends, almost all are young families with young children and he has no problem interacting with them.

Chinese Speaking

Date: February 19th, 2019

Profile

Male Born in China

Has lived in Edmonton for over 30 years

Age: 68

General Information

He is living with his wife. He is retired. He used to work as university teacher in China.

He would like to live in Victoria, British Columbia because it has better weather than Edmonton, and also he has friends and family there.

Participation in Activities

He likes to sing, he is part of a semi-professional choir that performs at different cultural events. Also he volunteers helping seniors, driving them or just visiting them.

He drives his own car, but sometimes especially in winter times he uses the Edmonton Transit System to move around the city, he likes to go to swim at the leisure center and likes to practice Tai-Chi.

One of the main challenges and barriers is the language, especially the medical terminology since he has not found doctors or nurses to explain to him in his language.

Loneliness and Social Isolation

He does not feel lonely or isolated because he is with his wife and tries to keep busy, but he does know about many seniors who feel isolated because the language is their main barrier. He would like the city government to promote more affordable and accessible English classes for seniors and more multicultural activities.

Technology

He has access to a smartphone and a tablet which he uses daily. He also knows how to set up the alarm system at home. He uses regularly the device to measure blood pressure.

Financial Security

He would be placed in a 6 or 7 as he has a good pension, however financial security is always something to worry about.

Aging in Place

He wants to be in his place with his wife; however, maybe he needs to move to a senior home.

Ageism

So far he has never felt that someone has discriminated against him.

Intergenerational Connectedness

No problem interacting with people from different ages, he likes to participate in multicultural events and activities where he can connect with people of different ages.

Chinese Speaking

Date: February 19th, 2019

Profile

Female Born in China

Has lived in Edmonton for 15 years

Age: 74

General Information

She is a widow, came to Canada with her husband and daughter 15 years ago, but her husband passed away 3 years ago. She has been working at the T & T Super Market for 11 years, but 2 years working only part time. She lives in a condominium only for seniors but she is in contact with her daughter and granddaughter.

She is not thinking of moving to another city, only if her daughter went to live in another city. In China, she was an elementary school teacher, but came to Canada looking for better opportunities for their daughter. She never thought about growing old.

Participation in Activities

As recreational activities she likes painting and Chinese calligraphy, she practice Tai-Chi and attends English classes at least twice a week. She also likes to swim and attend the leisure center. For all these activities she uses the Transit System, which she thinks is good, but could improve, especially the buses frequency. During winter time transportation is really a big barrier and even walking because she is afraid of falling and breaking her hip. The language is a barrier; because she doesn't speak English very well.

Loneliness and Social Isolation

While she is outside the building for seniors, she has no problem because she is busy or with other people, but when the night comes and she is alone, it is when she misses her husband and feels loneliness. She would like that the city offer more free English classes for seniors and more English teachers who speak another language other than English.

Technology

She has access to smart phone, Ipad and desktop, which uses every day to read, communicate with other family members and play Sudoku. She doesn't need to use any other devices, including the medical devices.

Financial Security

As she has some savings and she is still working, she locates herself a 7 or 8 on the scale.

Aging in Place

Currently she lives in a seniors building apartment but, maybe later she has to move to a facility where she can receive medical care.

Ageism

She doesn't believe that so far someone has discriminated against her because of her age. But she has noticed that sometimes younger co-workers laugh because she is slower to finish some tasks. But this doesn't affect her.

Intergenerational Connectedness

She thinks that the language is a barrier to be able to interact with people of different ages, especially youth because she does not speak English very well, but beyond that, she likes knowing people from different ages.

Chinese Speaking

Date: February 19th, 2019

Profile

Female Born in China

Has lived in Edmonton for 6 years

Age: 61

General Information

She came to Canada with her husband and daughter 6 years ago.

She is living with her husband and she doesn't work. In China, she used to work as Human Resources Manager for a big retail store, but her daughter decided to come to Canada, and they decided to come to support her after their granddaughter was born.

Participation in Activities

As recreational activities she likes to read, practice Tai-Chi and attends to English classes twice a week. She also likes to swim and attends the leisure center to play badminton.

She drives, however, she is afraid to drive during winter time and then she prefers her husband to drive her to the different places.

She also takes care of her granddaughter.

Loneliness and Social Isolation

As she is with her husband, daughter, granddaughter and classmates in English, she does not feel isolated; however she is aware that outside of the family nucleus, she cannot communicate well because she cannot speak English very well.

Technology

She has access to smart phone and iPad. She uses them every day to read, communicate with other family members and watch movies. She doesn't use more devices because she doesn't need them.

Financial Security

Because she depends financially on her husband and also she has her own savings, she thinks her financial security level could be 8 or 9.

Aging in Place

She hopes to be with her husband as long as possible taking care of each other until one dies, if she were to survive her husband, then surely her daughter will take care of her until the end.

Ageism

She does not think that someone has ever discriminated against her because of her age, maybe because she did not speak English but not because of her age.

Intergenerational Connectedness

She feels that so far the time she has lived in Canada, has lived in a protected bubble where she has not needed to speak much English and has interacted well with people of different ages but who only speak Chinese, however she has proposed to challenge herself and connect with people of different ages who speak English.

English Speaking 80+

Date: February 21, 2019

Profile

Born in Canada

Has lived in Edmonton for the last 10 years

Age: 87

General Information

He lives in Edmonton with his wife. He is retired and he used to work as a Reverend and Superintendent of schools.

He thought about the process of transitioning from home to senior's center and death.

He doesn't plan to move because his family is here. He likes spending time with family and friends; running daily errands, going to the mall for exercise, visiting family and friends.

He is always with his wife and he still drives to the malls, restaurants, 10 – 15 minute drive at most.

His only barriers are age related concerns.

Loneliness and Social Isolation

He doesn't feel isolated he feels very connected to his spouse and family.

Because he still able to drive. He does everything with his spouse. Their family assists them if they need help in attending appointments or require help around the home.

Technology

He only uses hearing aids.

He does not use other devices because of his lack of knowledge, confidence, time, patience, focus to learn and not aware of the products.

Financial Security

No answer.

Aging in Place

Would like to stay at home but knows it may not be a reality once needs change.

Ageism

No.

Intergenerational Connectedness

He makes connections with others through attendance at church and regular interactions with staff at the restaurants and businesses he frequents.

English Speaking 80+

Date: February 20th, 2019

Profile

Male Born in Canada

Has lived in Edmonton for 45 years

Age: 90

General Information

He was born in Ontario, he moved with his wife to Edmonton in 1974.

He has practiced journalism for almost 70 years, he is still active. For many years his wife who was also a journalist was an editor.

Participation in Activities

Currently he is an active member of the board of directors of his church. As part of their social activities he is part of a group of "expert beer drinkers" as he calls it, who meets every Friday to taste the best craft beer in the region.

He liked to walk long distances however he can't do it anymore because he feels weaker every day. He also used to drive until last summer but he doesn't do it anymore.

Now he spends most of his time, writing and reading.

Loneliness and Social Isolation

He thinks loneliness is inherent to aging as the older you are the more lonely you are. When you are 90 or over 90 it is difficult to find people of your generation and then it is even more difficult when you lose many loved ones. He misses his wife and other family members and friends.

Technology

He has access to smartphone, iPad and desktop computers which he accesses every day. He uses his iPad to read and the desktop to write. He uses hearing aids and used medical alarms, but not anymore.

Financial Security

A few years ago he mortgaged his house to finance one of his most ambitious projects and has not been able to recover economically yet, so he would be at a level of 3 or 4.

Aging in Place

He is living with his youngest son and his family and he is sure that they will take care of him until the last day.

Ageism

He wonders if having tolerated the same question for many people during the last 30 or 35 years, when you retire? It is a form of discrimination by age, and then if it is, he has been discriminated against because of his age. Even some other journalists have opined that he should no longer write, but he feels mentally capable to continue to write, although physically he feels weaker each day.

Intergenerational Connectedness

He jokes a little about this when he says that he does not have much choice not to do it, because it is very difficult to find people of his generation either alive or mentally healthy to interact. In general terms, he has no problems connecting with people of different ages, sometimes he has perceived that young people find it so fascinating to talk to someone who lived a large part of his life without cell phones, computers or any other modern technological devices.

English Speaking 80+

Date: February 18th, 2019

Profile

Born in Canada

Has lived in Edmonton for the last 10 years

Age: 87

General Information

She lives in Edmonton with her husband. She has always taking care of the home and children. She has thought about the process of transitioning from home to senior's center and eventually death.

She has no plans to move as her family is here. She likes spending time with family and friends, and going to the mall for exercise.

Participation in Activities

She is always with her husband who still drives to the malls and restaurants a 10 – 15 minute drive at most.

Her only barriers are age related.

Loneliness and Social Isolation

She doesn't feel isolated as she feels very connected to her spouse and family.

Their family assists them if they need help in attending appointments or require help around the home.

Technology

She does not use any of the devices because she lacks the knowledge, confidence, time, patience, focus to learn and just not aware of the products.

Financial Security

No answer.

Aging in Place

Would like to stay at home but knows it may not be a reality once needs change.

Ageism

No, she has never felt discrimination against because of her age.

Intergenerational Connectedness

She makes connections with others through attendance at church and regular interactions with staff at the restaurants they visit.

English Speaking 80+ with Ukrainian Ancestors

Date: February 18th, 2019

Profile

Female Born in Canada

Has lived in Edmonton for 60 years

Age: 82

General Information

She was born in Saskatchewan from Ukrainian parents who arrived in Canada at the end of the 20's of the last century. She married a Ukrainian and they move to Edmonton in 1958 and here her only son was born.

She worked as a nurse and later as an elementary teacher for the Edmonton Catholic School Board.

Participation in Activities

She and her husband were founders of her church in which they volunteered for many years in different positions until her husband died; she founded the church school for which she volunteered for many years. Now she continues to volunteer in some activities but less and less since her health has deteriorated since she had a knee surgery 3 years ago and problems with her hip.

She would like to continue doing more activities but mobility is more and more a serious limitation. She drives her car but is sure that very soon she will not do it anymore.

Loneliness and Social Isolation

She thinks that when you get older, isolation is a process that is linked to aging, because when you start to realize that many of the people of your generation and many of your loved ones have already left, it is inevitable not to feel alone. She attends church and interacts with many people, as well as receives frequent visits from her son and family. However, there is something that makes her feel a bit out of place with the new generations.

Technology

She knows how to operate the alarm system at her place and also she uses the device to measure her blood pressure and uses hear aids. The rest of the devices such as cell phones,

iPads or computers she resists to use them mainly because she does not know how to use them and she is afraid to make an error that makes her feel foolish before the eyes of people who know how to use them.

Financial Security

Because her husband gave her a good pension and she has her own pension, she feels that financial stability is not a problem for her, so she would say that she is a 9 or 10.

Aging in Place

She plans to stay in her house as much as she can, but she is aware that maybe one day she may have to go to a senior or nursing home when she can't take care of herself and neither does she want to overwhelm her son and family.

Ageism

She thinks that discrimination for any reason is nothing but ignorance, so if someone ever discriminates against her because of her age, she would not take it as personal, since that ignorant person can rectify and remove those prejudices.

Intergenerational Connectedness

As she mentioned before, she does not have problems interacting with people of different ages, however she does not stop feeling a bit out of place or out of date since there are not many people of her generation alive or in acceptable physical and mental conditions.

French Speaking Newcomer

Date February 14th, 2019

Profile

Born in Congo

Has lived in Edmonton for nine months

Age: 70

General Information

He came as a refugee following his wife and daughter and now they live together. He is not working, he is taking English class in order to learn English and get a job. He used to work in the financial field in his Country.

Due to the situation of poverty and war in the Congo, he does not think they can return there, and for now with nine months here it is very difficult to consider moving from Edmonton.

He likes to keep active both physically and mentally, always looking to update his knowledge in the financial field, is currently reading to better understand the financial and accounting system of Canada. He likes to go swimming in the leisure center.

Participation in Activities

Currently he participates actively as a volunteer in nine French-speaking organizations at local, provincial and national levels; In addition to helping in his church. He mainly uses buses as conveyance without problems. He would like to work but feels that for now the main barrier is the language but he is working hard to overcome the barrier.

Loneliness and Social Isolation

The activities he does help him not to feel isolated, but he cannot avoid missing his other children who are in Congo, and that makes him feel lonely. He thinks the integration is very important to reduce isolation but new comers have to look for this process of integration and not leave everything in the hands of the City.

Technology

He uses his smartphone and an iPad every day. He doesn't use other devices as so far he doesn't need them. Maybe he might consider using the device to measure blood pressure, but he has more confidence with the doctor or a nurse.

Financial Security

He lost almost everything back home, is not working here, right now his level of financial security is 2 or 3. He hopes as soon as he can start working his level could be 5 or 6.

Aging in Place

He is confident his wife and daughter can take care of him when he is no longer able to take care of himself.

Ageism

He considers that any type of discrimination is an insult to human intelligence, and that if someone ever discriminates against him for any reason he would simply ignore that person.

Intergenerational Connectedness

In the different organizations for which he is volunteering, he interacts with people of all ages, from children to seniors and he is able to connect with everybody.

French Speaking Newcomer

Date February 14th, 2019

Profile

Born in Congo

Has lived in Edmonton for one year

Age: 65

General Information

She came as a refugee with her daughter and they came straight to Edmonton and her husband joined them three months later and now they live together. She is not working and is learning English. She worked as a teacher for some years but then she dedicated herself to housework and raising children, since in total they have seven children.

She cannot think of living in another city if her husband and daughter are living in Edmonton and they are well here. As a mother of a family who always used to work, here she likes to keep busy with home duties, sometimes she volunteers taking care of other children.

Participation in Activities

She likes to attend her church and help other women and children, prepare food and some manual activities. She uses public transport but for her there are some difficulties because she always has problems with the schedule. The language is her main barrier although people are very friendly and try to understand her; she does not stop being frustrated by not being able to communicate properly.

Loneliness and Social Isolation

For her there is a lot of loneliness and she greatly misses the children she left behind. She would like to be able to bring them here, but it is very complicated. Although she tries hard to not isolate herself, it is almost impossible due to the fact she speaks and understands very little English.

Technology

She has access to a smart phone and lap top every day and sometimes uses the desktop computers at the public library to study English. The rest of devices, she thinks that for now she doesn't need them.

Financial Security

She would be placed at a level of 1 or 2 because she does not work and they lost almost everything they had in Congo.

Aging in Place

The custom in her culture is the children take care of the parents when they are old and they do not move to another place.

Ageism

She does not feel that anyone has discriminated against her because of her age, but she says that once on the bus a person was very rude to her, she does not know why, but she thinks it was because she did not speak English.

Intergenerational Connectedness

She likes interacting with people of different ages, in her church she helps seniors and takes care of children.

French Speaking 80+

Date: February 11th, 2019

Profile

Male Born in Ontario

Has lived in Edmonton for 15 years

Age: 86

General Information

He lives with his wife. He came to Edmonton in 2004 because here taxes are lower and apartment rents are lower too. He used to work as electrician in Quebec but now is retired.

He would like to live in Ottawa, because it is the capital of Canada and because they are very respectful of the environment.

He thinks he will be here in Edmonton until the end.

Participation in Activities

He used to enjoy walking long distances, but now he is using a walker and has less mobility. As recreational activities he likes to go to Bonnie Doon leisure center and do some exercise, and go to La Cité Francophone to read, or sometimes just to chat or drink coffee. He is also part of a choir and sings and practices at least twice a week.

For all these activities he uses the bus (ETS) and he identifies as his main barrier the limited mobility because he uses a walker.

Loneliness and Social Isolation

So far he has not experienced loneliness or social isolation, since he has his wife and several friends like the other members of the choir with whom he frequently meets. But he knows people whose husbands or wives have died and they feel alone, he could not imagine how he would feel if his wife died before him, he thinks he would feel very lonely.

The society and in particular the city can help by organizing events and festivals for seniors, but if the people themselves do not want to go or cannot go, they will not be very successful.

Technology

He uses a smartphone and iPad every day to research some information. He knows how to use most of the devices, but he doesn't use them, first of all because he can't afford them and secondly because he doesn't need some of them.

Financial Security

Financial security will always be a topic that causes anxiety, especially for seniors because almost always pensions are not enough.

On the mentioned scale he would get a 4 or 5 as his pension is very low and needs extra support from the government for him and his wife.

Aging in Place

He would like to be in his house until the last day, besides that he believes that with his pension he could not afford the care services in a senior's home.

Ageism

Directly to him, he does not believe that someone has discriminated against him, but he thinks that in general terms people are always discriminating because they make jokes about old people.

Intergenerational Connectedness

The connection with people of different generations is something that in particular he has not experienced much, because he has no grandchildren here and he spends more time with adults. However, he firmly believes that it is a positive experience as each person has something to contribute regardless of their age.

French Speaking

Date: February 2nd, 2019

Profile

Born in Congo

Has lived in Edmonton since 1999

Age: 65

General Information

He lives with his wife and daughter. In his country he was a teacher at elementary level. Now he works for Service Canada and he likes to exercise, volunteer for a non-for-profit organization and on weekends he attends his daughter's sports activities and likes to read.

Participation in Activities

He likes to go to the leisure center to which you can go walking or cycling. He does not think he has barriers to doing his activities. Just thinks that maybe the costs of accessing the facilities of the City should be more affordable for seniors.

Loneliness and Social Isolation

He declared not feeling lonely or having experienced social isolation since he has a daughter and does many activities with her. Also, he volunteers for a nonprofit organization where he helps new immigrants in the settlement process. He thinks that the city should organize events for seniors where they can do activities with other seniors and can also talk with people who speak their own language.

Technology

He has access to a smartphone, tablet and a desktop computer, which he uses daily both for his work and personally. He does not use any of the other devices so far because some are expensive (like the Fitbit or appliances controlled by phone) and does not need the others.

Financial Security

Regarding his financial security he locates himself in a 6, because for now he has a stable job with good benefits and where he believes he will receive a good pension, but since he came to Canada when he was 40, he has to work longer to receive a good pension.

Aging in Place

He lives with his wife and daughter and has not thought well into the future but he is sure that his family will be taking care of him until the end.

Ageism

He has never been discriminated against because of his age or for any other reason. He thinks that in Canada and specifically in Edmonton, people are socially aware of issues such as discrimination.

Intergenerational Connectedness

He does not have problems relating with people of different ages, since when he volunteers, he helps families with members of different ages and also his background as elementary teacher in his country. He does think that the city should promote more socialization of people of different ages, perhaps in events or strategies such as visits of young people and children to senior's homes and visits of the seniors to schools.

French Speaking

Date: February 2nd, 2019

Profile

Born in Congo

Has lived in Edmonton since 2016

Age: 60

General Information

She came to Canada directly to Edmonton to take care of her husband as he is sick. In her country she was a business entrepreneur. She isn't working; she is taking English class in order to get a job as soon as possible. In general she likes the city, only now she feels very cold and would like to live in another city like Toronto or some city in Europe not so cold, but right now she has no choice until her husband improves his health.

Participation in Activities

She spends most of her free time, reading in English as much as she can, because she needs to speak English soon to be able to work.

The rest of the time she has to take care of her husband, take him to medical appointments and do housework. As recreational activities she regularly watches T.V. at night or uses the computer to communicate with her family in Congo. Also on the weekend they attend the Francophone center to some of the recreational activities that they have there. She does not use the facilities of the city because language is her main barrier, since many of the people who work for the city do not speak French although the City announces that the services are offered in the two official languages of Canada.

Loneliness and Social Isolation

She sometimes feels lonely because she misses her family and friends in Congo, here in Edmonton she cannot socialize a lot because she does not speak English well, but she is usually very busy and that makes her forget the feeling of loneliness.

She thinks that the city should offer more and better transportation services for seniors free or with a low rate, especially in the winter because the vast majority cannot be outside because they do not have transportation and then they are isolated.

Technology

She disclosed the use of a smartphone and a desktop computer every day to communicate, use internet and to study English. She does not use the other devices on the list, because she does not need them or cannot pay for some of them.

Financial Security

Because she does not work and her husband does not either because he is sick, she is on the scale of 5, she could feel more comfortable when she starts working.

Aging in Place

She has never thought about this; because she is now very busy looking after her husband.

Ageism

She hasn't felt until now that someone has discriminated her because of her age. However she disclosed a bad experience she had when a bus driver did not want to wait for her when she was a few meters from the bus stop, and he saw her in the rearview mirror and did not want to stop, she thinks maybe because she is black.

Intergenerational Connectedness

She is good connecting with people from different ages, in her building sometimes she helps people who are older than her to walk or prepare some meals for them. Also, with people younger isn't an issue as when she attended to the Francophone center sometimes some parents ask her to take look after their children when they are busy with some activities.

She thinks the city needs to organize more festivals to attract people from different ages and not only events for seniors or youth separately.

French Speaking

Date: January 31, 2019

Profile

Born in Quebec

Has lived in Edmonton for over 10 years

Age: 66

General Information

He lives in the Edmonton area alone. He came to Edmonton looking for a better job opportunity more than 10 years ago as an electrician. He was laid off due to the economic conditions. Currently he is working less than 20 hours per week and collects pension which is not enough to keep him living comfortably.

He plans to stay in Edmonton for the rest of his life.

Participation in Activities

He currently volunteers at an organization in La Cite Francophone to keep himself busy and meet other French speaking people that can connect him to doing more work. He also has a sister in Sherwood Park whom he visits often.

Generally, he is not very active in terms of exercising or doing any sports activities.

Loneliness and Social Isolation

With not much work, he feels lonely and sometimes socially isolated. About a year ago, he started imagining things that did not exist or not actually in his house. He started speaking a lot to his dog. He is hoping to move closer to the La Cite Francophone so that he is closer to services that he will need when he gets older.

Technology

He uses technology a few times per week including smart phone, tablets and computers. He considers that his knowledge of technology is limited and he would like to learn if it is offered to someone his age and he doesn't know how and he is a bit intimidated by his exposure to technology. He actually thinks he needs someone to push him to learn more.

Financial Security

He gave himself a 2 or 3. He doesn't think that he is financially secure at all. His language is a barrier but he would rather stay here in Edmonton than going back to Quebec because at his age, he won't find a job in Quebec anyway.

Aging in Place

He is looking at moving closer to the La Cite Francophone and he has not thought enough about him aging. For now, he wants to pay less rent and be closer to La Cite Francophone.

Ageism

People are somewhat indifferent towards older people in general. There's nothing that can be done about it.

Intergenerational Connectedness

He enjoys connecting with people in general and that is why he is involved in volunteering.

Additional Thoughts

He would like for the City to make it easier for older people to meet people their age (in his case, more woman friends) to interact with.

French Speaking

Date January 27, 2019

Profile

Born in Quebec

Has lived in Edmonton for over 50 years

Age: 70

General Information

He lives with his wife in Millwoods, in the house he built 52 years ago.

He came to Edmonton looking for a new opportunity, learned English then studied at the University of Alberta and then became an instructor.

He plans to stay in Edmonton for the rest of his life.

He is very interested in genealogy and currently volunteers at an organization dedicated to help people trace their francophone roots in Western Canada. He is also active with Knights of Columbus raising money to help fund programs geared towards healthcare. He is also involved with his grandchildren by providing some babysitting when needed.

Loneliness and Social Isolation

With the volunteer work and his family (4 children and 11 grandchildren), he is quite busy. His family consists of Spanish and Chinese speaking members so the conversation is always interesting and he doesn't feel isolated. But he fears this could happen and he already knows many of his family members in Quebec that are completely isolated.

Technology

He uses technology every day including smart phone, tablets and computers. Usage is mostly centered on reading news, checking emails and connecting with some friends. In fact, in prior years he managed two apartment buildings and he made it easy to provide Wi-Fi in those buildings for seniors to be able to connect with their families.

Financial Security

Overall, he thinks he did quite well and he will give himself a 7 because you never know especially with illness and other things that he or his wife or family may encounter. He has a pension plan and his wife continues to work as a nurse so they rely on a good source of income for the time being. And when they are both retired, they think their pensions and other investments will keep them somewhat living comfortably.

Aging in Place

He set up his house for him and his wife to live there for the rest of their lives. He is hopeful that he doesn't need to be transferred to a facility that provides care for the elderly when he gets older. In fact his only concern is that if he needed such service in the future, he will be interested in a facility where French is the main language.

Ageism

Mostly has to do with younger kids/youth making fun of older people. And it is more of a perception that they drive slow or walk too slow. He thinks that this is more of an education issue, but he recognizes that youth are just youth.

Intergenerational Connectedness

In his role at two organizations he gets to interact with so many people of different ages in addition to his grandchildren. This type of interaction keeps him engaged in conversations and it helps him keep up with new things in life.

Additional Thoughts

His only wish is to have more health care facilities that will allow non-English speaking (or those whose first language is not English) to have access to nurses/care in their own language. He knew many older people/seniors who forgot English as they grew older although they lived many years in Edmonton and became fluent in English. That is something that he would like the City to investigate further with other levels of government.

Punjabi Speaking

Date: February 20th, 2019

Profile

Male Born in India

Has lived in Edmonton for 12 years

Age: 66

General Information

He lives with his wife, son and daughter-in-law. He is not working but he used to work as a farmer in India.

He began to think about getting old when he turned 65 since psychologically in his culture is the age at which people start to be considered old. He doesn't plan to move from Edmonton because his family is here.

He occupies his time exercising in the mornings, attends to the activities at the Millwood's senior center and takes care of his grandchildren.

To move around to the different activities he uses the ETS and normally, the distance from the places he attends to his house is 20 minutes to half an hour maximum.

Loneliness and Social Isolation

Language and culture are the main barriers and sources of social isolation. While he is with a group that speaks the same language, there is no problem, but when he has to interact with other groups is when he notices barriers. The family does not help much in this because they speak English and do not pay much attention to the problems he faces. The society as a whole is quite friendly and they are willing to understand you even with signs.

Technology

He has a normal cellphone which he uses every day basically to communicate. He knows how to operate the alarm system in his house. He does not use more technological devices, mainly because of the cost involved, as well as the lack of confidence to operate them.

Financial Security

He receives a pension however he is economically dependent on his son.

Aging in Place

In his culture the children take care of the parents until the last day.

Ageism

In his cultural circle, they treat the seniors with respect because they consider that seniors have some wisdom.

Intergenerational Connectedness

He thinks they have a lot to learn from the new generations but language is the main barrier to establishing good communication.

Punjabi Speaking

Date: February 20th, 2019

Profile

Male Born in India

Has lived in Edmonton for 7 years

Age: 77

General Information

He lives with his son and family. He is not working and he used to do some business in India.

He doesn't think he will move from Edmonton because his family is here. He never thought before about the process of aging until recently when his wife passed away.

He uses the ETS to move to his different activities whose distance is no more than 20 minutes from his home.

Participation in Activities

As recreational activities he likes to go to the Millwood's Seniors Center and be part of the different activities, also he likes to go to the leisure center and do some exercise.

Loneliness and Social Isolation

With the loss of his wife and having the language barrier he feels lonely and isolated when he is not with the group of seniors who speak his own language, because then he cannot talk to anyone else.

Technology

Every day he has access to a simple cell phone, and he does not use other electronic devices because he does not feel confident using them and because he does not have money to afford them.

Financial Security

He depends economically on his son and the pension he receives, but really the pension is very low.

Aging in Place

He doesn't plan to leave his son's house.

Ageism

Usually in his culture seniors are treated with respect and he does not feel that someone has discriminated against him because of his age.

Intergenerational Connectedness

He would like to interact with more people of different ages but he does not do it because he does not feel confident speaking English.

Punjabi Speaking

Date: February 20th, 2019

Profile

Male Born in India

Has lived in Edmonton for 4 months

Age: 68

General Information

He lives with his wife and son. He is not working and he used to work as a farmer in India.

He likes Edmonton because family is here and he thinks is too early to think about moving to another place.

Participation in Activities

He participates in the same activities as the other members of the group and uses the ETS but always accompanied by others since he does not feel confident of moving alone.

Loneliness and Social Isolation

When he is with other seniors who speak his language and are from his same culture he does not feel isolated, but until now he has been in a protected environment since he does not feel confident to speak with someone who does not speak his language, what is outside the group is isolated.

Technology

He has access to a normal cell phone and the high costs as well as the lack of confidence prevent him from using other types of electronic devices.

Financial Security

He depends economically on his son, he has some properties in India, which he can sell if he needs to.

Aging in Place

He doesn't plan to leave his son's house.

Ageism

Until now all the people including those who do not speak their language have treated them well and respectfully.

Intergenerational Connectedness

For now he doesn't think about interacting with more people beyond the group of seniors who speak his own language, he needs more time to learn English and get confidence to interact with more people.

Spanish Speaking Newcomer

Date February 5th, 2019

Profile

Born in El Salvador

Has lived in Edmonton for almost a year and a half

Age: 68

General Information

He came to Canada after having lived for more than 25 years in Los Angeles California, but his wife died and has had other family issues that forced him to come to Edmonton with his youngest son.

Participation in Activities

He does not work for now, just doing some temporary construction work last summer. His main barrier is the language, since in Los Angeles he never needed to learn English, as everyone speaks Spanish. He does not have much of a social life, only with his son's family and some friends of him who meet on weekends. In his spare time he likes to watch the T.V. in Spanish and playing with his grandchildren.

He does not like to go out because he does not speak or understand much English, so he thinks that his main barriers are the language and the culture because he does not adapt to the Canadian style.

He would like very much to be able to return to Los Angeles or his country but he does not think he can do it for a long time.

Loneliness and Social Isolation

Yes, most of the time he's alone because his son and family go to work and school, so he thinks a lot about his wife and other children who are living in Los Angeles, and he misses them a lot. He thinks he is isolated because he hardly goes out and does not interact with many people. Just started attending English classes, but since there is only one more person who speaks Spanish; he does not feel like he can talk to more people. He thinks maybe the city should have more services and people who speak Spanish and maybe it would encourage him to go out more often.

Technology

He has access to a smart phone which he uses every day to communicate and spend time playing games. He also has a tablet that his son gave him for Christmas and there he can watch movies and soccer in Spanish. His son has lap tops and a desktop computer at home but he does not use it. He does not use any other devices because he thinks he does not need them and also if the instructions are in English, he would not know how to use them.

Financial Security

His financial situation is very unstable; maybe a 2 or 3 because he does not work and he lost his house in Los Angeles and now depend on his children. He wants to learn a bit of English to get a job in cleaning that allows him to have his own income.

Aging in Place

He believes that he will be with one of his children and that they will see him until the end, just as he saw his parents and his parent-in-laws.

Ageism

He has not felt discriminated against because of his age, but maybe because he does not speak English, and then they do not give him work; although maybe because of his age, as in construction they did not always call him, maybe because they thought that he was old for that kind of work.

Intergenerational Connectedness

He can relate to all people regardless of age, the problem is that if they do not understand him or he does not understand them, and then there is no connection even if he wants.

Spanish Speaking

Date: January 26, 2019

Profile

Born in Cuba

Has lived in Edmonton for 7 years

Age: 62

General Information

She lives with her husband, daughter, son-in-law and granddaughter. Currently doesn't work formally as she helps at home to take care of the granddaughter and domestic chores.

In Cuba she studied veterinary and worked for many years for the Health ministry as an officer.

She came to Edmonton with her husband because their only daughter moved here after she married.

She doesn't plan to return to Cuba, she only spends some time there because her mother lives there, but she thinks when her mother dies she will stay here because the most important people in her life are here.

Participation in Activities

As recreational activities she sometimes attends the City Leisure Center with her husband or the whole family. Saturdays she loves to attend the Latino Seniors Association facilities and spend time with other seniors who speak Spanish, singing, playing table games, crafts or just talking with others.

She never thought about what will happen when she gets older.

She doesn't feel so far, any barrier that prevents her from doing what she wants. Usually her husband or daughter drives her for the activities, but she also drives. She doesn't like to do it, especially in winter, however if there isn't an alternative she does it.

However, she notes that for other seniors from Latin America, transportation, culture and language are barriers that prevent them from being more socially active.

She thinks that the city should offer more services in different languages as a way to eliminate barriers.

Loneliness and Social Isolation

So far she hasn't experienced loneliness or social isolation, she thinks that loneliness and isolation is more a personal decision, as the individual him/herself is the one who has to integrate and not isolate him/herself.

Technology

Regarding the use of technology, she said she uses a smart phone every day and a tablet at least two to three times a week to communicate, read, play games and watch movies.

Her husband and daughter at home have laptops and desktops computers, but she doesn't use them.

She stated that she doesn't have any of the other devices listed; however she doesn't see any problem using some of them if she had to.

Financial Security

As she doesn't generate any income and doesn't have any pension and depends on her husband, she considers that she would be a 7 or 8 on the scale.

Aging in Place

She wants and sees herself living in her current place with her family until her last day. However she stated no one can know about the physical and mental conditions at the end of the life, and that maybe she has to go somewhere else by decision of her relatives.

Ageism

So far, she doesn't consider that she has been discriminated against because of her age or for any other reason. However, she thinks the city should encourage more interaction of people from different generations.

Intergenerational Connectedness

She interacts with people of different ages on a regular base, as she spends time with her granddaughter and some other young children who visit her daughter's house, and also at the seniors group where other younger adults attend. She thinks that there should be more volunteer opportunities for seniors in schools with children, such as telling stories or read books.

Spanish Speaking

Date: January 26, 2019

Profile

Born in Chile

Has lived in Edmonton for 40 years

Age: 73

General Information

She lives with her husband, husband is Canadian. Currently she is retired and volunteering for an organization called "Seniors helping Seniors", doing several tasks, but mainly driving people to their medical or laboratory appointments.

In Chile she studied and worked as a hairdresser, but only for a short time until she got married. She came to Edmonton, with her first husband fleeing the Economic and Political situation after the military coup that established a dictatorial government in Chile in the 70's.

She never imagined immigrating to another country, but the circumstances occurred and now she is happy here because here is her husband, her children, grandchildren and her best friends.

She wouldn't like to live in another place because she would always be thinking and missing her children and grandchildren here.

Participation in Activities

She plays floor curling with her husband twice a week and every Tuesday they go to Onoway, Alberta as they belong to a group of seniors who come together to play cards.

She also does her choir at home; takes care of her husband who is 14 years older and sometimes watches her grandchildren.

She drives, so she has no impediments to move to different places around the city.

Loneliness and Social Isolation

She is concerned that many Spanish-speaking seniors can't attend to the association every Saturday because they do not have transportation and the public transport system is not efficient, especially on Weekends, and they have to stay at home alone and isolated.

She points out that the city should invest to improving the transportation system for seniors, with special routes and schedules for them.

She thinks Spanish-speaking seniors with social isolation or loneliness are mainly due to the process of acculturation through language and customs such as giving hugs or having more physical contact.

She suggested the City should design strategies to facilitate the process of acculturation and raise awareness about the way people from Latin American countries interact among themselves and other people.

Technology

From the different devices listed, she uses her smart phone every day; two or three times a week her tablet to read the news and almost never the desktop computer.

She doesn't use any other devices.

Financial Security

She and her husband receive their pension, then, she feels completely safe for the future.

Aging in Place

She thinks that she and her husband are prepared to live in their house until the last day, it would be normal if her husband died first as he is older than her and then she would continue in the same place as far as possible. She doesn't think about moving only if it is necessary or when she can't make decisions.

Ageism

She doesn't remember having been subject to any type of discrimination much less because of her age. She only mentions that sometimes she notices that when she goes shopping with her daughter, the person who attends them usually only talks with her daughter.

Intergenerational Connectedness

Something that she has always liked is talking and helping people no matter how old they are. However, she would like to see more interaction among seniors and youth. She thinks the technology is a barrier as young people are always on their smart phones and have no time to talk and old people prefer talk. The city should organize more events to promote and encourage this interaction among people from different ages, such as chess tournaments.

Spanish Speaking

Date: January 26, 2019

Profile

Born in Peru

Has lived in Edmonton for 5 years

Age: 73

General Information

She lives with her daughter, two granddaughters and a daughter's friend.

She helps her daughter with domestic chores caring of her youngest granddaughter. Also she has some activities that pay her an economic remuneration such as supervising student's lunch in an elementary school close to her place and for a company who hires her to substitute absent workers in the retail area for few hours a week. In Peru, she performed different jobs, being the last one as a logistic technician for the ministry of Education.

She came to Edmonton because her daughter moved her. And even though she misses her other children and grandchildren in Peru, she hasn't considered back to Peru. She feels happy, likes the cold.

Participation in Activities

She likes to attend one of the City's facilities for swimming, playing tennis or badminton with her granddaughters and also going shopping. She uses the bus to transport herself but because recently the association of seniors moved she still does not learn the new route and then her daughter or some other member of the group drives her. She believes that until today her only barrier is transport since she doesn't drive and public transit is not very efficient, especially on weekends that the schedules are more spaced and less routes are available.

Loneliness and Social Isolation

Concerning the issue of loneliness and social isolation, she thinks that the same people are who isolated themselves and put barriers to integrate, because even here in Canada, language and culture are a normal barrier for Latin Americans, especially seniors who do not speak English, the same people should use strategies to communicate and integrate socially. If the person spends much time alone, she believes that it is necessary to get professional psychological support and here is where the city could provide this service in different languages. She personally, despite her husband died almost two years ago, has not experienced the loneliness or social isolation, but she knows people that are isolated because

lack of transportation. She enjoys going to the Association and spend time with other seniors, speaking in Spanish and helping those in need.

Technology

She disclose have and use daily a smart phone and a tablet, she uses the tablet to communicate to her country, watch news from Peru and some movies and games.

She also has a Kobo to read however she doesn't use it to much as she prefers to read books on paper. She likes to use Kobo to play Sudoku.

Regarding other devices she only uses the one that is for measure blood pressure, but doesn't trust it too much because it uses batteries and when the batteries are down, its provides erroneous measures.

Financial Security

Regarding financial stability, she would locate herself with a 4 on the scale, since she has very little money saved and her husband's pension is in Peruvian currency and therefore when converting it to Canadian dollars, this amount become only around \$300.00 Canadian dollars.

Aging in Place

She wants to continue living in her daughter's house, as far as her physical and mental health allows, but she is aware that in the future she may have to move to a nursery home. She thinks, health in old age is very complicated and fragile and sometimes the family doesn't have the time and the equipment to take care properly of a person who is terminally ill.

Ageism

She does not feel that she has been discriminated because of her age, a little bit sometimes because of the language since some people have told her not very kindly that they do not understand her when she speaks in English.

Intergenerational Connectedness

She is a person convinced that intergenerational connection is very important since you can always learn from others no matter how old they are. She spends good time with her granddaughters and their friends without any problem. It just catches her attention that young people (teenagers) are no longer accustomed to greet adults when they just arrive at a place and the adults are already there. But maybe is just culture.

Tagalog Speaking

Date: February 17th, 2019

Profile

Male Born in Philippines

Has lived in Edmonton for over 30 years

Age: 67

General Information

He is living with his wife who is 15 years younger than him. He used to work as a school custodian for the Edmonton Catholic School Board but now he is retired. He was a navy officer in the Philippines. He came to Canada looking for better options.

When he was in his 40's he was making some plans for when he got old but never concrete on that and the truth is he did not worry much, since he always thought maybe he was not going to live until he got old.

He would like to live in Vancouver because it has better weather than Edmonton, and there are many fishing options, since he loves fishing.

Participation in Activities

Currently as recreational activities he likes to go dancing and parties with his wife and friends, he also goes to the sports facilities of the city to swim. He is also an active basketball referee for youth leagues.

He drives his own car and regularly the places he attends are close to home, maximum 20 minutes away.

He would like to be able to go back to school and study something, but he does not have enough money to pay and he does not want to get into debt either.

Loneliness and Social Isolation

He does not feel alone or isolated because he is always with his wife, brother or friends, he tries to keep himself always occupied. He thinks that maybe other seniors who do not speak English can be isolated and the city should help them with free English classes and other free activities.

Technology

He has access to a smartphone, an iPad which he uses every day. At home he has an alarm system very simple nothing really sophisticated. Until now he is healthy in general terms and doesn't use any medical devices.

Financial Security

He receives a pension, but it is not enough, besides that he does not consider himself as a person with good savings habits, so he would be placed in a 4 on the scale.

Aging in Place

He does not worry about that, because he is sure that his wife will take care of him when he can no longer be active.

Ageism

He thinks that discrimination by age is normal in society, since people's abilities diminish with age, for example in basketball; they no longer assign him high school games to referee because he can no longer run fast, but he is aware and accepts it. You cannot evade reality. One gets old sooner or later.

Intergenerational Connectedness

No problem interacting with people from different ages, at dancing activities seniors attend and in basketball he interacts with youth.

Tagalog Speaking

Date: February 17th, 2019

Profile

Male Born in Philippines

Has lived in Edmonton for 28 years

Age: 67

General Information

He is living with his brother. He works as a school custodian for the Edmonton Catholic School Board. He was a navy marine merchant in the Philippines. He came to Canada because his brother came before him.

He would like to live in Prince Edward Island because he loves to fish and the beautiful landscapes there.

Participation in Activities

He likes to go dancing and parties with his brother and friends, he also goes to the sports facilities of the city to swim and use the gym. He is also an active basketball referee for youth leagues.

He drives his own car and he likes to go to different places around the city. He likes to watch movies.

He would like to have a boat and navigate to several places, but he doesn't have enough money to get the boat.

He never thought about what he would do when he grew old.

Loneliness and Social Isolation

He likes to always be surrounded by friends, so he doesn't feel alone or isolated. He always tries to keep himself busy, working, reading or watching movies.

Technology

He has a smartphone which he uses every day. Also he has a lap top and he uses it twice a week. He doesn't have access to more devices.

Financial Security

He would be placed in a 5 on the scale as he will receive the CPP pension.

Aging in Place

He thinks in the future he will need to move to a senior home as he doesn't have children here in Canada. And he is divorced.

Ageism

He thinks that sometimes children are the ones who more discriminate against others because of their age, in school several times children have told him that he looks very old, but it does not affect him, because for children age is very subjective, since from their perspective, any person who looks more than 30 years old would be considered as an old person.

Intergenerational Connectedness

No problem interacting with people from different ages, he has several friends younger than him and also at school he interacts with children very well.

Tagalog Speaking

Date: February 17th, 2019

Profile

Male Born in Philippines

Has lived in Edmonton for 27 years

Age: 76

General Information

He is living with his sisters. He is retired. He used to work as an elementary teacher in the Philippines

He would like to live in Toronto because he has more family there and he would like to work in one of the biggest casinos there.

Participation in Activities

He likes to sing, dance and socialize with other seniors. He belongs to the Filipinos Seniors Club in which he is an active member who always supports the organization's different events.

He uses the Edmonton Transit System to move around the city, he likes to use the different facilities of the city like leisure centers and public libraries. He also attends church every Sunday.

He would like to hold a position in the clergy of his church, but age is the main barrier.

He never thought about what he would do when he grew old because at home he never heard his parents or another family member talk about it.

Loneliness and Social Isolation

He always seeks to be active, participating in events for the senior club or for his church. He also likes to visit seniors who can no longer go out and help them not to feel alone or isolated.

Technology

He has a normal cellphone which he uses every day. He doesn't use smartphones or IPad and computers because he can't afford them and so far he doesn't need any medical device.

Financial Security

He would be placed in a 5 or 6 on the scale as his only source of income is his pension.

Aging in Place

He is sure that his sisters or another family member will take care of him.

Ageism

So far he does not remember being discriminated against because of his age.

Intergenerational Connectedness

No problem interacting with people from different ages, but sometimes he thinks that young people put a barrier to older adults with the use of technology, because if you are not able to use the new technology you are totally ignored by young people.

Ukrainian Speaking

Date: February 1, 2019

Profile

Born in Ukraine

Has lived in Edmonton for 70 years

Age: 94

General Information

She lives with her daughter, she is a widow and retired and doesn't have any other source of income other than the pension and government support for low income persons.

She was taken by the Nazis when she was 16 years old to work in Germany in a labor camp in very difficult and deplorable conditions.

After the end of the Second World War she was located in Belgium where she met her husband, they got married, their eldest son was born and they came to Canada, directly to Edmonton.

Here in Edmonton, she worked for more than 25 years in a Ukrainian bookstore, doing everything from cleaning to accommodating and classifying books.

She never thought about how her old age would be. If she had the option of living somewhere other than Edmonton, surely she would like to live in Ukraine, because her roots are there.

Participation in Activities

Previously she did a lot of volunteer work for a group of seniors where she taught traditional Ukrainian embroidery, quilted and promoted the language and culture among Canadian families of Ukrainian origin, but unfortunately her health has been getting worse and she is almost blind.

Loneliness and Social Isolation

She currently lives with her youngest daughter, but the daughter works, she spends most of her time alone at home. This winter has been quite difficult because due to health problems, she can't go outside. However, she phones some friends who are neighbors to talk and not feel isolated. She thinks that there should be a program coordinated by the city where people frequently visit seniors who can't go outside and/or who live alone.

She feels a little afraid of being alone because she fears that someone could get into her house and hurt her, because she says she does not have many things of value.

Technology

She does not have access to any kind of technology, her daughter has a cell phone, she doesn't know what type, and she also thinks her daughter has a computer but she is not sure. She believes that it is too late to learn to use technological devices, besides that she can't afford them.

She just uses hearing aids every day.

Financial Security

Her financial situation isn't very stable as she depends on the government pension and government support for low income people.

Aging in Place

She wants to continue living in her house but she is aware that due to her health condition, she needs to move to a place where they can take care of her, however she cannot afford the installation in a private place and she plans to apply for the places that the government has, she will ask her doctor how to do it.

Ageism

She thinks that she is always treated with respect and has never felt that she was discriminated against because of her age.

Intergenerational Connectedness

She feels that she has no problems interacting with people of different ages, since when she volunteered she had contact with old and young people. Sometimes she has a certain fear towards young people who walk in the streets because not all of them have a good attitude towards the elderly; some are disrespectful and rude with the seniors.

Ukrainian Speaking

Date: February 5, 2019

Profile

Born in Ukraine

Has lived in Edmonton for 54 years

Age: 88

General Information

He fled from Ukraine as a child during the Second World War and lived until he was 18 years old in Germany with a family that was dedicated to felling trees and that was what he did all the time, without receiving any pay. He moved to Canada, directly to Saskatoon and move to Toronto to go to University and then he back to Saskatoon to get married and he and his wife move to Edmonton in 1965.

Currently is retired. In Toronto he studied at Theological College and he became a Pastor for different churches. When he moved to Edmonton he went to study at NAIT and then worked for NAIT as a technician in the area of civil engineering.

Because he had a secure job with NAIT for more than 20 years and knew that when he retired he would receive a good pension, he never really thought about what would happen to him when he grew old. He only worried about getting healthy at retirement age.

He feels good and is happy to live in Edmonton, here is family and friends, he likes the city and the weather and he thinks that in general terms the health system is not as bad as they say.

Participation in Activities

He likes to walk outdoors, even in winter; he does not like to use the treadmills, because he is using a pacemaker he needs to do exercise every day. The rest of the time is dedicated to translating books from Ukrainian to English as well as writing poetry in Ukrainian.

He attends the church where he does voluntary work; he is also a member of an association that helps people in the Ukraine who need humanitarian help. He also helps in his building with some minor repairs.

Most of the places where he attends are relatively close so he can drive.

Loneliness and Social Isolation

He pointed out that he had not experienced loneliness or social isolation since he always seeks to keep busy mainly by writing, besides, his family and the church are his main support.

He thinks that loneliness is more of a mental concept, since there is always something to do or someone to help.

Technology

From the different technological devices on the list, he disclosed that he only uses the desktop computer, every day to write mainly. He has and knows how to use the device to measure blood pressure, but since he has the pacemaker, he does not need to use it. He also said he has hearing aids but he does not use them.

Financial Security

He considers that his financial situation is completely stable since he receives his pension every month.

Aging in Place

He plans to continue living in his apartment in the company of his wife and does not want to move. Because his wife is almost 15 years younger than him, he is very confident that she can take care of him until the end.

Ageism

So far, he said he has not been discriminated against because of his age. However, he thinks that today technology is a form of discrimination, because if you do not use it or you do not have access, you are simply out of context.

Intergenerational Connectedness

He said he has no problems connecting with people of different ages, currently in the church he participates in a discussion group that includes people of all ages, also likes to talk with their grandchildren and attend some of their events.

Ukrainian Speaking

Date: February 9, 2019

Profile

Born in Ukraine

Has lived in Edmonton since 1990

Age: 67

General Information

She is a widow and lives by her-self in a senior home because she needs some medical care as she is diabetic and has four injured discs of the spine that always have her in a lot of pain.

Participation in Activities

Most of her time is devoted to reading, she mentions that books for her are like food.

She also likes to knit and sew besides talking with people. Now she cannot go outside as the back injury reduces her mobility. She only leaves to go to medical appointments and her son is the one who drives her.

Loneliness and Social Isolation

She does not feel lonely and socially isolated as she talks with other residents and employees at the senior home. Also, sometimes she prefers to be alone since she likes to write poetry and when she is alone she has better inspiration.

Technology

The only technological devices she uses are: the medical alarm on her wrist, the device to measure blood pressure and to monitor her glucose levels every day.

Financial Security

The administration of the building for the elderly is responsible for covering all their expenses, every month she receives her pension. Then, she feels she is financially stable.

Aging in Place

She has no plans to leave the seniors home because her health requires her to continue living there.

Ageism

She has never experienced any type of discrimination; there in the house of seniors, many people come to her table to talk.

Intergenerational Connectedness

She thinks that most people have a good heart and that no matter how old they all deserve to be listened to and shown interest in their problems. For her it is not difficult to understand the young people because she believes that the problems of the young people of today are the same in some way of the young people before, only the context changes; and the same applies for seniors.



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