

Appendix E – Toronto Seniors Strategy Version 2.0 Survey

The City of Toronto and its community partners are developing a revised plan to improve City services for older persons and make Toronto a more age-friendly city. To achieve this, we ask you to complete this questionnaire which should take no more than 3 or 4 minutes.

You may complete this questionnaire if you are a resident of the City of Toronto and:

- You are an older Torontonian; or
- You work with older Torontonians; or
- You provide support to an older person, for example as an unpaid caregiver and can answer on their behalf.

Your privacy is important to us. Although some of the questions ask about your gender, age category, etc., we have no way of tracking your responses on the questionnaire back to you. The questionnaire is completely anonymous and all the information collected will only be presented as summaries.

The purpose of this questionnaire is to engage older Torontonians to better understand and identify issues that could be addressed by the municipal (local) government of Toronto. The results will help to inform the next version of the Toronto Seniors Strategy - 2.0.

Questions about this questionnaire can be directed to Andrea Austen, Project Lead for the Toronto Seniors Strategy at City Hall by telephone 416-392-5140.

1. In the past 3 months, how often did you participate in physical activities like walking?

- At least once a day
- At least a few times each week
- At least once a week
- At least once a month
- Never

2. Are you aware that Toronto Public Health and your Local Health Integration Network offer free exercise and falls prevention programs?

Yes

No

3. In the past year have you visited a library branch, accessed the library online or contacted the library by telephone?

Yes

No

4. How often do you use the Internet?

At least once a day

At least a few times each week

At least once a week

At least once a month

Never

5. During the past 3 months, how often did you participate in volunteer or charity work?

At least once a day

At least a few times each week

At least once a week

At least once a month

Never

6. To get around the city of Toronto, what modes of transportation do you use frequently? (Please select all that apply)

TTC (bus, subway or streetcar)

Walk

- Drive
- Cycle
- Taxi or Uber
- Community Transportation Program, for example Toronto Ride or iRIDE
- Wheel-Trans
- Rides from family, friends or neighbours

7. Do you frequently use the TTC? (Note: "frequently" means at least once or twice a week; this question is about the TTC and does not include Wheel-Trans)

- Yes
- No

If no, why not? (Check all that apply)

- I have access to other transportation services that serve me well
- It is quicker to drive (it takes less time)
- I prefer to drive
- TTC is not affordable for me
- The nearest TTC stop/station is too far away
- The nearest TTC stop/station is not accessible
- TTC vehicles are not accessible for me
- The TTC is too crowded
- TTC announcements are hard to hear
- I don't feel safe using the TTC

8. In the past year have you had to delay home repairs or modifications because they were unaffordable? (Please select all that apply)

- A major home repair such as a new roof, furnace, or plumbing or electrical problems?
- Modifications to make your home more accessible, for example, converting a bathtub to a shower, a ramp, grab bars in the bathroom, or better lighting to improve visibility?

- No or not applicable

9. In the last year, have you had difficulty paying your rent, mortgage, Hydro bill or other housing costs? For example, have you had to go without groceries to pay for rent or other monthly housing expenses?

- Yes
- No

10. Which term(s) do you prefer when referring to people aged 65 and older?

- Elders
- Mature Adults
- Older Adults
- Older Persons
- Older Residents
- Older Torontonians
- Senior Citizens
- Seniors

11. What are your top three concerns related to older persons in Toronto? (Please select only three of the topic areas listed below)

- ___ Accessibility
- ___ Civic Engagement
- ___ Communication and Information
- ___ Food Access
- ___ Health Care and Home Care Services
- ___ Housing Affordability and Availability

- Income and Employment
- Recreation and Community Services including Libraries
- Respect and Social Inclusion
- Safety and Security
- Transportation issues (for example, pedestrian safety, sidewalks, TTC)

12. Have you ever used any of the following to learn about City of Toronto/municipal government services for older persons? (Please select all that apply)

- City of Toronto website www.toronto.ca
- Internet search engine, for example Google
- By calling 311 (information on City services, for example garbage collection)
- By calling 211 (information on provincial health and community services)
- Local Ward Councillor
- Services for Seniors in Toronto* (Service Directory)
- Posters, brochures, pamphlets
- Community Agencies, Doctors, Nurses, or Social Workers
- Faith group, for example, Church, Mosque, Temple
- Word of mouth

13. Do you have people in your life who you can call on for help if you need it?

- Yes
- No

14. What are the first three characters of your postal code?

— — —

- Prefer not to answer
- Do not know

15. What is your current employment status?

- Employed full-time
- Employed part-time
- Unemployed, looking for work
- Retired
- Unable to work for health or other reasons

16. What is your sex/gender?

- Male
- Female
- Transgender
- Other: _____

17. Can you understand, speak or read English? (Please select all that apply)

- I understand spoken English
- I speak English
- I read English
- None of the above

18. In what language(s) would you feel most comfortable to receive services?

- | | | |
|----------------------------------|----------------------------------|--|
| <input type="checkbox"/> Amharic | <input type="checkbox"/> ASL | <input type="checkbox"/> Chinese (Cantonese) |
| <input type="checkbox"/> Arabic | <input type="checkbox"/> Bengali | <input type="checkbox"/> Chinese (Mandarin) |

- | | | |
|------------------------------------|-------------------------------------|---|
| <input type="checkbox"/> Czech | <input type="checkbox"/> Nepali | <input type="checkbox"/> Tigrinya |
| <input type="checkbox"/> Dari | <input type="checkbox"/> Polish | <input type="checkbox"/> Turkish |
| <input type="checkbox"/> English | <input type="checkbox"/> Portuguese | <input type="checkbox"/> Twi |
| <input type="checkbox"/> Farsi | <input type="checkbox"/> Punjabi | <input type="checkbox"/> Ukrainian |
| <input type="checkbox"/> French | <input type="checkbox"/> Russian | <input type="checkbox"/> Urdu |
| <input type="checkbox"/> Greek | <input type="checkbox"/> Serbian | <input type="checkbox"/> Vietnamese |
| <input type="checkbox"/> Hindi | <input type="checkbox"/> Slovak | <input type="checkbox"/> Prefer not to answer |
| <input type="checkbox"/> Hungarian | <input type="checkbox"/> Somali | <input type="checkbox"/> Do not know |
| <input type="checkbox"/> Italian | <input type="checkbox"/> Spanish | <input type="checkbox"/> Other: |
| <input type="checkbox"/> Karen | <input type="checkbox"/> Tagalog | |
| <input type="checkbox"/> Korean | <input type="checkbox"/> Tamil | |

19. Which age category do you belong to?

- Less than 54 years
- 55 – 59 years
- 60 – 64 years
- 65 – 69 years
- 70 – 74 years
- 75 – 79 years
- 80 – 84 years
- 85 years or older

Thank you for your valuable time and energy to create an age-friendly Toronto.