

RESEARCH REPORT



Housing Options for Older Canadians: User Satisfaction Study Part 3: Appendices



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Housing Options for Older Canadians: User Satisfaction Study

Part 3: Appendices

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ABSTRACT

This research included 24 case studies of housing options for older Canadians from across the country. During site visits to each of these housing options, focus groups were held with key stakeholders involved in establishing and operating the projects (planners, managers, owners, service-providers, etc.), a sample of residents participated in "walk and talk" evaluations of their dwelling units, and study staff completed an architectural checklist. Additionally, photos, architectural drawings, brochures and policy manuals were collected from each of the 24 sites and a resident satisfaction survey was distributed (n=544 respondents from across the 24 sites)

This report is Part 3 of three prepared by the Study Team under direction and contract from Canada Mortgage and Housing Corporation. It contains the frequency tables from which the data in Parts 1 and 2 reports derived, as well as the various forms, checklists, and research and survey tools that were used to carry out the study.

Part 1 report, entitled "*Housing Options for Older Canadians: User Satisfaction Study –Part 1: Case Studies*" presents the findings from the 24 case studies that were carried out, emphasizing the projects' design characteristics and development process, as well as the residents' level of satisfaction with their housing. The results are grouped under six categories of housing.

Part 2 report, entitled "*Housing Options for Older Canadians: User Satisfaction Study -Part 2: Resident Satisfaction Survey Results*" presents detailed findings from the Resident Satisfaction Survey that was carried out. These are discussed under the following nine headings: Respondent Characteristics, Personal Housing History, Current Housing, Satisfaction with Housing Features, Satisfaction with Tenure Arrangement, Satisfaction with Social Involvement and Interaction, Satisfaction with Management and Operational Approaches, Satisfaction with Support Services and Amenities and Overall Satisfaction with Housing Project.

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INTRODUCTION AND ACKNOWLEDGEMENTS

The numbers that constitute the numerators in the percentages presented in the two other reports of this study (Part 1- Case Studies and Part 2: Resident Satisfaction Survey Results) derive from the series of frequency tables presented here.

It should be noted that these are working tables. They reflect the data, in most cases, exactly as transcribed from the returned questionnaires and as such, contain some inconsistencies that have been corrected in the percentage tables that are presented in Reports 1 and 2.

Each table shows the question number and the question exactly as worded in the Resident Satisfaction Survey. The tables are arranged in the order in which the questions were asked.

There are no tables for 22 questions: specifically, questions 16-18, 22, 26, 35-38, 40-41, 43, 51; 54, 86, 130, 135, 146, and 148-151. As a quick examination of the Resident Satisfaction Survey indicates (see Appendix I) all are open-ended questions. All had very low response rates.

As indicated in the Introduction to Report 1 seniors are selective in questions that they chose to respond to. Where they think a question is redundant, or irrelevant to their situation they will refrain from answering it. They, and other self-report questionnaire respondents, seem especially likely to omit open-ended questions, which seek elaboration on questions that have been asked previously in a fixed-alternative format.

There is a wealth of detail in the tables that are presented here. CMHC and the study team wish to take this opportunity to thank the administration of the 23 sites where questionnaires were completed for their assistance in recruiting Resident Satisfaction Survey respondents. We also want to thank the 544 respondents who so graciously gave of their time to fill out the 24 page, 156-item questionnaire.

Additionally, we wish to thank those who participated in the other data collection methods -the mailed requests for information, follow-up telephone interviews, focus groups, "walk and talk" and at the outset, in the nomination process.

We also wish to thank Eileen Albang who served as Research Assistant to the project, and handled among other things, all coding of the data, Dr. Mark Groves, Visiting Professor with the Simon Fraser University Gerontology Research Centre and Programs, who compiled the frequency table and Jeevan Birk, Clare Laughy and Susannah Tredwell who assisted with production of the text and tables contained in Parts 1 and 2 of the study.

Q1 - Gender

category	case #	project name/type & location			n (n)*
			female	male	
A	1	Accessory Apartment, New Westminster BC	1		1 (1)
	2	Garden Suite, Sackville NB	1		1 (1)
	3	Maison Bi-Familiale, Ste-Foy QC	1		1 (1)
B	4	Heritage & Coach Abbeyfield Houses, Vancouver BC	9	1	10 (10)
	5	Jean Dudley House, Toronto ON	1	3	4 (4)
	6	L'Oasis des Batisseurs, St-Nazaire QC	8		8 (8)
C	7	Brinkeworthy Place, Salt Spring Island BC	26	10	36 (36)
	8	Heritage Village, Vineland ON	9	5	14 (14)
	9	Woodside on the Green, Airdrie AB	11	8	19 (19)
D	10	Cedar Hill Court, Saanich BC	16	1	17 (18)
	11	Garden Suites (converted motel), New Glasgow NS	7	1	8 (8)
	13	Sandalwood Adult Resort, Kelowna BC	5	7	12 (12)
E	14	The Wellington, Winnipeg MB	17	6	23 (23)
	15	Suomi-Koti, Toronto ON	20	8	28 (30)
	16	Harmer House, Nepean ON	13	7	20 (20)
F	17	Residence Wilfrid-Lécoeur, Quebec QC	31	5	36 (37)
	18	Fenelon Falls Independent Living Ctr, Fenelon Falls ON	7	1	8 (8)
	19	La Maison des Ainés 1, Montreal QC	18	5	23 (24)
G	20	South Side Manor, Edmonton AB	25	1	26 (26)
	21	Aven Court, Yellowknife NT	7	1	8 (8)
	22	Holland Christian Homes, Brampton ON	132	63	195 (197)
H	23	Whisperwood Villa, Sherwood PE	6	4	10 (10)
	24	The Elliot, Guelph ON	20	8	28 (29)
			391	145	536 (544)

* (n) = full sample including respondents who did not answer this question

Q2 - Age

category	case #	project name/type & location	mean	median	std dev	min	max	n	(n)*
A	1	Accessory Apartment, New Westminster BC	82					1	(1)
	2	Garden Suite, Sackville NB	69					1	(1)
	3	Maison Bi-Familiale, Ste-Foy QC	68					1	(1)
B	4	Heritage & Coach Abbeyfield Houses, Vancouver BC	86.40	88	7.29	70	97	10	(10)
	5	Jean Dudley House, Toronto ON	79.00	78.5	7.16	72	87	4	(4)
	6	L'Oasis des Batisseurs, St-Nazaire QC	80.38	81	4.27	74	87	8	(8)
C	7	Brinkeworthy Place, Salt Spring Island BC	74.43	75	6.40	60	84	35	(36)
	8	Heritage Village, Vineland ON	73.14	74.5	5.49	60	80	14	(14)
	9	Woodside on the Green, Airdrie AB	73.26	76	7.59	58	84	19	(19)
D	10	Cedar Hill Court, Saanich BC	79.65	79	6.72	63	89	17	(18)
	11	Garden Suites (converted motel), New Glasgow NS	79.13	79	5.74	68	89	8	(8)
	13	Sandalwood Adult Resort, Kelowna BC	63.55	64	6.95	47	70	11	(12)
E	14	The Wellington, Winnipeg MB	82.41	82	4.27	73	90	22	(23)
	15	Suomi-Koti, Toronto ON	77.90	76	7.70	64	90	29	(30)
	16	Harmer House, Nepean ON	77.55	79	6.66	64	86	20	(20)
F	17	Residence Wilfrid-Lecours, Quebec QC	73.17	74.5	10.44	41	92	36	(37)
	18	Fenelon Falls Independent Living Ctr, Fenelon Falls ON	77.38	77.5	13.05	57	95	8	(8)
	19	La Maison des Aînés 1, Montreal QC	76.70	77	6.02	66	87	23	(24)
G	20	South Side Manor, Edmonton AB	78.04	79	6.11	63	88	25	(26)
	21	Aven Court, Yellowknife NT	70.13	69.5	6.90	62	81	8	(8)
	22	Holland Christian Homes, Brampton ON	79.5	80	6.74	62	94	186	(197)
H	23	Whisperwood Villa, Sherwood PE	84.11	83	4.46	80	92	9	(10)
	24	The Elliot, Guelph ON	81.86	83.5	6.56	65	93	28	(29)
			77.89	79	7.85	41	97	523	(544)

* (n) = full sample including respondents who did not answer this question

Q3 - Marital Status

category	case #	project name/type & location	married	separated divorced	widowed	never married	n	(n)*
A	1	Accessory Apartment, New Westminster BC			1		1	(1)
	2	Garden Suite, Sackville NB			1		1	(1)
	3	Maison Bi-Familiale, Ste-Foy QC			1		1	(1)
B	4	Heritage & Coach Abbeyfield Houses, Vancouver BC			7	3	10	(10)
	5	Jean Dudley House, Toronto ON			2	2	4	(4)
	6	L'Oasis des Bâtisseurs, St-Nazaire QC			3	3	8	(8)
C	7	Brinkworthy Place, Salt Spring Island BC	14	4	14	4	36	(36)
	8	Heritage Village, Vineland ON	7		7		14	(14)
	9	Woodside on the Green, Airdrie AB	11		8		19	(19)
D	10	Cedar Hill Court, Saanich BC	5		11	1	17	(18)
	11	Garden Suites (converted motel), New Glasgow NS	2		6		8	(8)
	12	Sandalwood Adult Resort, Kelowna BC	10		2		12	(12)
E	13	The Wellington, Winnipeg MB	8	1	12	2	23	(23)
	14	Suomi-Koti, Toronto ON	8	1	17	4	30	(30)
	15	Harmer House, Nepean ON	7	3	9	1	20	(20)
F	16	Residence Wilfrid-Lecours, Quebec QC	3	7	20	6	36	(37)
	17	Fenelon Falls Independent Living Ctr, Fenelon Falls ON	4	2	2		8	(8)
	18	La Maison des Aînés 1, Montreal QC	6	2	13	2	23	(24)
G	19	South Side Manor, Edmonton AB	7	2	17		26	(26)
	20	Aven Court, Yellowknife NT	2	2	4		8	(8)
	21	Holland Christian Homes, Brampton ON	65	6	116	9	196	(197)
H	22	Whisperwood Villa, Sherwood PE		1	9		10	(10)
	23	The Elliot, Guelph ON	9	2	15	3	29	(29)
	24		170	33	297	40	540	(544)

* (n) = full sample including respondents who did not answer this question

Q4 - Primary Life Occupation

	Case Number																								Total	
	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24		
Senior Management											1		1						1						2	5
Middle & other management											1	2		2	2	1	1	2			3				13	
Business, finance professional											1		1	1	1										1	5
Skilled administrative & business											1	2	1	1	2	2	3	1	1	2	2	7	3	3	35	
Clerical occupations											2	1	4	1	3	3		2	2			9	1		30	
Natural & applied sciences professional											2	3	1	1	1						5	1			14	
Natural & applied sciences technologists & technicians											1															1
Health professional											3	5	1	2	2	1	2	1			2	10	2	4	35	
Health - technical & skilled											1															1
Health - assisting											3		1	1	6	3	3	1	2	2	1	9	1	4	37	
Professional - social science, government, education																					2					3
Paraprofessional - law, social services, education																					1					8
Professional - art & culture																										2
Technical & skilled occupations in art, culture, recreation																										1
Skilled sales & service																										21
Intermediate sales & service											1															19
Elemental sales & service											1															10
Skilled trades, transport & equipment operations																										4
Intermediate transport & equipment operators																										2
Trades helpers & labourers																										1
Skilled occupations in primary industry																										21
Intermediate primary industry																										1
Labourer in primary industry																										1
Manufacturing & utilities - skilled																										1
Manufacturing & utilities - labourer																										1
Homemaker																										6
Self-employed																										3
(n)	1	1	8	4	4	29	14	15	13	5	12	19	18	17	18	6	10	24	4	149	9	25	405			
(n)*	(1)	(1)	(1)	(1)	(1)	(10)	(4)	(8)	(36)	(14)	(19)	(8)	(12)	(23)	(30)	(20)	(37)	(8)	(24)	(26)	(8)	(197)	(10)	(29)	(544)	

* (n) = full sample including respondents who did not answer this question

Respondent Characteristics

Q5 - Current Employment Status

category	case #	Project name/type & location	Working	Not Working	n	(n)*
A	1	Accessory Apartment, New Westminster BC			1	(1)
	2	Garden Suite, Sackville NB			1	(1)
	3	Maison Bi-Familiale, Ste-Foy QC			1	(1)
B	4	Heritage & Coach Abbeyfield Houses, Vancouver BC			10	(10)
	5	Jean Dudley House, Toronto ON			4	(4)
	6	L'Oasis des Batisseurs, St-Nazaire QC			7	(8)
C	7	Brinkeworthy Place, Salt Spring Island BC	2	34	36	(36)
	8	Heritage Village, Vineland ON			14	(14)
	9	Woodside on the Green, Airdrie AB			19	(19)
D	10	Cedar Hill Court, Saanich BC			16	(18)
	11	Garden Suites (converted motel), New Glasgow NS	1	7	8	(8)
	13	Sandalwood Adult Resort, Kelowna BC	1	11	12	(12)
E	14	The Wellington, Winnipeg MB			22	(23)
	15	Suomi-Koti, Toronto ON	1	29	30	(30)
	16	Harrmer House, Nepean ON	1	19	20	(20)
F	17	Residence Wilfrid-Lecours, Quebec QC			2	(37)
	18	Fenelon Falls Independent Living Ctr, Fenelon Falls ON			8	(8)
	19	La Maison des Aimés 1, Montreal QC			19	(24)
G	20	South Side Manor, Edmonton AB			26	(26)
	21	Aven Court, Yellowknife NT			8	(8)
	22	Holland Christian Homes, Brampton ON	5	192	197	(197)
	23	Whisperwood Villa, Sherwood PE			10	(10)
	24	The Elliot, Guelph ON	1	28	29	(29)
			16	519	535	(544)

(n) = full sample including respondents who did not answer this question

Q6 - Highest Level of Education

category	case #	Project name/type & location	less than grade 9					some high school		high school graduate		trade school diploma		some college or university		college or university		post graduate degree		n (n)*
			1	1	1	1	1	3	1	1	1	1	1	1	1	1	1	1	1	
A	1	Accessory Apartment, New Westminster BC																		1 (1)
	2	Garden Suite, Sackville NB																		1 (1)
	3	Maison Bi-Familiale, Ste-Foy QC																		1 (1)
B	4	Heritage & Coach Abbeyfield Houses, Vancouver BC	2	2				1		3										10 (10)
	5	Jean Dudley House, Toronto ON	1	2				1		1										4 (4)
	6	L'Oasis des Batisseurs, St-Nazaire QC	5		1			1		1										8 (8)
C	7	Brinkworth Place, Salt Spring Island BC	3	6	11			3		6		6		6		1				36 (36)
	8	Heritage Village, Vineland ON	2	2	4			1		1		4								14 (14)
	9	Woodside on the Green, Airdrie AB	1	7	4			2		3		1								18 (19)
D	10	Cedar Hill Court, Seanchie BC	1	3	5			3		4		1								17 (18)
	11	Garden Suites (converted motel), New Glasgow NS	3		1			1		3										8 (8)
	12	Sandalwood Adult Resort, Kelowna BC	1		6					5										12 (12)
E	13	Suomi-Koti, Toronto ON			6	1				5		5								23 (23)
	14	The Wellington, Winnipeg MB			12	9	1	2				3		2						29 (30)
	15	Harmer House, Nepean ON			1	2	5	3		4		1		4						20 (20)
F	16	Residence Wilfrid-Lecours, Quebec QC	24	5		6						2								37 (37)
	17	Fenelon Falls Independent Living Ctr, Fenelon Falls ON	1	3	1			2		1		1								8 (8)
	18	La Maison des Ainés 1, Montreal QC	13	3	2			1		1		1		1						22 (24)
G	19	South Side Manor, Edmonton AB	9	6	8			2				1								26 (26)
	20	Aven Court, Yellowknife NT	3					1		3		1								8 (8)
	21	Holland Christian Homes, Brampton ON	81	40	14			26		16		12		3						192 (197)
H	22	Whisperwood Villa, Sherwood PE	1	3	2			1		1		2							10 (10)	
	23	The Elliot, Guelph ON	1	5	5			2		8		5		3					29 (29)	
	24		160	105	83	54	65	50	50	17				534 (544)						

* (n) = full sample including respondents who did not answer this question

Q7 - Self-rated Health Compared to Others Same Age

category	case #	project name/type & location	excellent			fair	poor	very poor	n	(n)*
			good	1						
A	1	Accessory Apartment, New Westminster BC							1	(1)
	2	Garden Suite, Sackville NB		1					1	(1)
	3	Maison Bi-Familiale, Ste-Foy QC	1						1	(1)
B	4	Heritage & Coach Abbeyfield Houses, Vancouver BC	2	4	3				10	(10)
	5	Jean Dudley House, Toronto ON		3	1				4	(4)
	6	L'Oasis des Batisseurs, St-Nazaire QC	1	3	2	1	1	1	8	(8)
C	7	Brinkworthy Place, Salt Spring Island BC	13	16	6	1			36	(36)
	8	Heritage Village, Vineland ON	7	5	1	1			14	(14)
	9	Woodside on the Green, Airdrie AB	9	6	4				19	(19)
D	10	Cedar Hill Court, Saanich BC	2	8	7				17	(18)
	11	Garden Suites (converted motel), New Glasgow NS		2	5			1	8	(8)
	13	Sandalwood Adult Resort, Kelowna BC	5	5	2				12	(12)
E	14	The Wellington, Winnipeg MB	5	15	3				23	(23)
	15	Suomi-Koti, Toronto ON	8	12	8	2			30	(30)
	16	Harmer House, Nepean ON	2	13	5				20	(20)
F	17	Residence Wilfrid-Lecours, Quebec QC	6	9	14	5		3	37	(37)
	18	Fenelon Falls Independent Living Ctr, Fenelon Falls ON	1	2	5			8	8	(8)
	19	La Maison des Ainés 1, Montreal QC	3	10	9	2			24	(24)
G	20	South Side Manor, Edmonton AB	7	14	2	2	1	1	26	(26)
	21	Aven Court, Yellowknife NT	2		5	1		8	(8)	
	22	Holland Christian Homes, Brampton ON	51	92	50	4			197	(197)
H	23	Whisperwood Villa, Sherwood PE		6	4				10	(10)
	24	The Elliot, Guelph ON	7	14	7	1			29	(29)
			132	241	143	21	6	543	(544)	

* (n) = full sample including respondents who did not answer this question

Q8 - Use of Mobility Aids

category	case #	Project name/type & location	cane	walker	wheelchair	scooter	white cane for vision impairment	crutches	other	life line	oxygen	none	(n)*
A	1	Accessory Apartment, New Westminster BC										1	(1)
	2	Garden Suite, Sackville NB										1	(1)
	3	Maison Bi-Familiale, Ste-Foy QC										1	(1)
B	4	Heritage & Coach Abbeyfield Houses, Vancouver BC	7	4	1							2	(10)
	5	Jean Dudley House, Toronto ON										3	(4)
C	6	L'Oasis des Bâtisseurs, St-Nazaire QC	4	1								3	(8)
	7	Brinkworthy Place, Salt Spring Island BC	2	1								33	(36)
D	8	Heritage Village, Vineland ON	3	1								11	(14)
	9	Woodside on the Green, Airdrie AB	2									1	(19)
E	10	Cedar Hill Court, Saanich BC	6									10	(18)
	11	Garden Suites (converted motel), New Glasgow NS	3									5	(8)
F	12	Sandalwood Adult Resort, Kelowna BC										12	(12)
	13	The Wellington, Winnipeg MB	9	4			1					12	(23)
G	14	Suomi Koti, Toronto ON	4	1								23	(30)
	15	Harmer House, Nepean ON	6	1			1	2				11	(20)
H	16	Residence Wilfrid-Lécuroux, Quebec QC	14	6			6	2				14	(37)
	17	Fenelon Falls Independent Living Ctr, Fenelon Falls ON	5	1			1					3	(8)
I	18	La Maison des Ainés 1, Montreal QC	6	1			4	1				9	(24)
	19	South Side Manor, Edmonton AB	7	2			2	1				14	(26)
J	20	Aven Court, Yellowknife NT	1	2								5	(8)
	21	Holland Christian Homes, Brampton ON	47	40			6	8	1			116	(197)
	22	Whisperwood Villa, Sherwood PE	3	1			5		1			1	(10)
	23	The Elliot, Guelph ON	5	2				1				21	(29)
	24		135	68	26	15	3	1	1	1	1	325	(544)

Note: Multiple responses were permitted
 * (n) = full sample including respondents who did not answer this question

Q9 - How long have you lived in your current home?

category	case #	project name/type & location	less than 1 year			between 1-2 years			between 4-6 years			between 6-8 years			more than 10 years			(n)*
			years	years	years	years	years	years	years	years	years	years	years	years	years	years	years	
A	1	Accessory Apartment, New Westminster BC																1 (1)
	2	Garden Suite, Sackville NB																1 (1)
B	3	Maison Bi-Familiale Ste-Foy QC																1 (1)
	4	Heritage & Coach Abbeyfield Houses, Vancouver BC	3	3	2													8 (10)
C	5	Jean Dudley House, Toronto ON	2	1														4 (4)
	6	L'Oasis des Batisseurs, St Nazaire QC		1	6													7 (8)
D	7	Brinkworthy Place, Salt Spring Island BC	5	3	2													36 (36)
	8	Heritage Village, Vineland ON		4	1													14 (14)
E	9	Woodside on the Green, Airdrie AB		1														19 (19)
	10	Cedar Hill Court, Saanich BC		1	2													17 (18)
F	11	Garden Suites (converted motel), New Glasgow NS	2	4	2													8 (8)
	12	Sandalwood Adult Resort, Kelowna BC	6	6														12 (12)
G	13	The Wellington, Winnipeg MB	7	4	6													23 (23)
	14	Suomi-Koti, Toronto ON	2	8	6													28 (30)
H	15	Hartner House, Nepean ON		6	1													20 (20)
	16	Residence Wilfrid-Lecours, Quebec QC	3	6	25													34 (37)
I	17	Fenelon Falls Independent Living Assn, Fenelon Falls ON		1	2													8 (8)
	18	La Maison des Aînés 1, Montreal QC	4	2	4													22 (24)
J	19	South Side Manor, Edmonton AB	3	10	9													25 (26)
	20	Aven Court, Yellowknife NT	2	3	2													
K	21	Holland Christian Homes, Brampton ON	14	27	69													187 (197)
	22	Whisperwood Villa, Sherwood PE	3	1	2													10 (10)
L	23	The Elliot, Guelph ON	4	5	5													28 (29)
	24		62	97	164													56 (544)

* (n) = full sample including respondents who did not answer this question

**Q10 - Who else do you live with in your household?
(e.g. in your dwelling unit)**

category	case #	project name/type & location	lives alone	with spouse or relative	with non- relative	with son or daughter	n	(n)*
A	1	Accessory Apartment, New Westminster BC	1				1	(1)
	2	Garden Suite, Sackville NB	1				1	(1)
	3	Maison Bi-Familiale, Ste-Foy QC	1				1	(1)
B	4	Heritage & Coach Abbeyfield Houses, Vancouver BC	6		2		8	(10)
	5	Jean Dudley House, Toronto ON	2		2		4	(4)
	6	L'Oasis des Batisseurs, St Nazaire QC	7	1			8	(8)
C	7	Brinkeworthy Place, Salt Spring Island BC	22	13			36	(36)
	8	Heritage Village, Vineland ON	7	7			14	(14)
	9	Woodside on the Green, Airdrie AB	8	11			19	(19)
D	10	Cedar Hill Court, Saanich BC	14	3			17	(18)
	11	Garden Suites (converted motel), New Glasgow NS	6	2			8	(8)
	13	Sandalwood Adult Resort, Kelowna BC	2	10			12	(12)
E	14	The Wellington, Winnipeg MB	17	5	1		23	(23)
	15	Suomi-Koti, Toronto ON	19	9		2	30	(30)
	16	Harrner House, Nepean ON	13	7			20	(20)
F	17	Residence Wilfrid-Lecours, Quebec QC	32	3		1	36	(37)
	18	Fenelon Falls Independent Living Assn, Fenelon Falls ON	4	4			8	(8)
	19	La Maison des Ainés 1, Montreal QC	15	7			22	(24)
G	20	South Side Manor, Edmonton AB	20	6			26	(26)
	21	Aven Court, Yellowknife NT	6	2			8	(8)
	22	Holland Christian Homes, Brampton ON	129	63	3		195	(197)
	23	Whisperwood Villa, Sherwood PE	6		4		10	(10)
	24	The Elliot, Guelph ON	19	9			28	(29)
			357	162	12	3	534	(544)

* (n) = full sample including respondents who did not answer this question

Q11 - Where did you live before moving here?

category	case #	project name/type & location	in this town/city	in an area surrounding this town/city	elsewhere in another town/city	in another province	in another country	n	(n)*
A	1	Accessory Apartment, New Westminster BC	1					1	(1)
	2	Garden Suite, Sackville NB	1					1	(1)
	3	Maison Bi-Familiale Ste-Foy QC	1					1	(1)
B	4	Heritage & Coach Abbeyfield Houses, Vancouver BC	8	1	1		1	10	(10)
	5	Jean Dudley House, Toronto ON	3		1			4	(4)
	6	L'Oasis des Batisseurs, St Nazaire QC	4	3	1			8	(8)
C	7	Brinkeworthy Place, Salt Spring Island BC	16	6	10	4		36	(36)
	8	Heritage Village, Vineland ON	2	3	9			14	(14)
	9	Woodside on the Green, Airdrie AB	2	10	4	3		19	(19)
D	10	Cedar Hill Court, Saanich BC	15	1	1	1		18	(18)
	11	Garden Suites (converted motel), New Glasgow NS	3	3	1	1		8	(8)
	13	Sandalwood Adult Resort, Kelowna BC	2		2	8		12	(12)
E	14	The Wellington, Winnipeg MB	18		1	3	1	23	(23)
	15	Suomi-Koti, Toronto ON	19	5	6			30	(30)
	16	Harmer House, Nepean ON	10	7	3			20	(20)
F	17	Residence Wilfrid-L'Ecours, Quebec QC	35	2				37	(37)
	18	Fenelon Falls Independent Living Assn, Fenelon Falls ON	4	2	2			8	(8)
	19	La Maison des Ainés 1, Montreal QC	23	1				24	(24)
G	20	South Side Manor, Edmonton AB	16	4	2	4		26	(26)
	21	Aven Court, Yellowknife NT	6		2			8	(8)
	22	Holland Christian Homes, Brampton ON	32	62	94	6	3	197	(197)
H	23	Whisperwood Villa, Sherwood PE	4	1	2	2	1	10	(10)
	24	The Elliot, Guelph ON	18	3	5	2	1	29	(29)
			242	114	145	36	7	544	(544)

* (n) = full sample including respondents who did not answer this question

Q12 - What kind of housing did you live in immediately before moving here?

category case #	project name/type & location	single family detached house	high-rise apartment	low-rise apartment	semi-detached house	town house	secondary suite	manufactured mobile home	condominium	vacation cottage	supportive retirement home	n	(n)*
A	1 Accessory Apartment, New Westminster BC	1										1	(1)
	2 Garden Suite, Sackville NB		1									1	(1)
	3 Maison Bi-Familiale Ste-Foy QC		1									1	(1)
B	4 Heritage & Coach Abbeyfield Houses, Vancouver BC	3	2	3	1						1	10	(10)
	5 Jean Dudley House, Toronto ON		2	1							1	4	(4)
	6 L'Oasis des Batisseurs, St Nazaire QC	4	3	1								8	(8)
C	7 Brinkworthy Place, Salt Spring Island BC	25	3	2	1	3	1	1				36	(36)
	8 Heritage Village, Vineland ON	8	1	1	2							14	(14)
	9 Woodside on the Green, Airdrie AB	17			1	1						19	(19)
	10 Cedar Hill Court, Saanich BC	13		1	1	1	3					18	(18)
D	11 Garden Suites (converted motel), New Glasgow NS	4	1	2			1					8	(8)
	13 Sandalwood Adult Resort, Kelowna BC	10		2								12	(12)
E	14 The Wellington, Winnipeg MB	14	5	1		1			1	1	1	23	(23)
	15 Suomi-Koti, Toronto ON	19	6	3	1	1						30	(30)
	16 Harmer House, Nepean ON	5	5	2	2	4						20	(20)
	17 Residence Wilfrid-Lecours, Quebec QC	3	15	10	1	6						37	(37)
	18 Fenelon Falls Independent Living Assn, Fenelon Falls ON	4		2							1	7	(8)
	19 La Maison des Ainés 1, Montreal QC	2	3	8	9	2						24	(24)
	20 South Side Manor, Edmonton AB	15	5	3	1	1						25	(26)
F	21 Aven Court, Yellowknife NT	1	2		1		2	1				8	(8)
	22 Holland Christian Homes, Brampton ON	115	43	11	7	7	5	1	3	1	1	194	(197)
	23 Whisperwood Villa, Sherwood PE	7		1		1			1			10	(10)
	24 The Elliot, Guelph ON	15	8	2	1				2	1		29	(29)
		285	102	57	31	30	11	9	7	3	4	539	(544)

* (n) = full sample including respondents who did not answer this question.

Q13 - Who did you live with immediately before living here?

category	case #	project name/type & location	lived with spouse	lived alone	lived with children	lived with other relatives	unrelated individuals	girlfriend/boyfriend	n	(n)*
A	1	Accessory Apartment, New Westminster BC		1	1				1	(1)
	2	Garden Suite, Sackville NB		1	1				1	(1)
	3	Maison Bi-Familiale Ste-Foy QC		1	9				1	(1)
B	4	Heritage & Coach Abbeyfield Houses, Vancouver BC		1	1				10	(10)
	5	Jean Dudley House, Toronto ON		1	1				4	(4)
	6	L'Oasis des Batisseurs, St Nazaire QC		3	4		1		8	(8)
C	7	Brinkeworthy Place, Salt Spring Island BC		21	12	1	2		36	(36)
	8	Heritage Village, Vineland ON		12	2				14	(14)
	9	Woodside on the Green, Airdrie AB		16	2				18	(19)
D	10	Cedar Hill Court, Saanich BC		9	9				18	(18)
	11	Garden Suites (converted motel), New Glasgow NS		2	6				8	(8)
	13	Sandalwood Adult Resort, Kelowna BC		11	1				12	(12)
E	14	The Wellington, Winnipeg MB		10	13				23	(23)
	15	Suomi-Koti, Toronto ON		16	12	2			30	(30)
	16	Harmer House, Nepean ON		11	7	1			19	(20)
F	17	Residence Wilfrid-Lecours, Quebec QC		4	29	4			37	(37)
	18	Fenelon Falls Independent Living Assn, Fenelon Falls ON		6	1	1			8	(8)
	19	La Maison des Ainés 1, Montreal QC		9	14		1		24	(24)
G	20	South Side Manor, Edmonton AB		11	15				26	(26)
	21	Aven Court, Yellowknife NT		2	4	2			8	(8)
	22	Holland Christian Homes, Brampton ON		128	52	9	2	4	195	(197)
H	23	Whisperwood Villa, Sherwood PE		5	5				10	(10)
	24	The Elliot, Guelph ON		13	13	2	1		29	(29)
			291	213	23	7	5	1	540	(544)

* (n) = full sample including respondents who did not answer this question

Q14 - Why did you move out of your previous home?

			(1)	(1)	(1)	(1)	(10)
divorced/separated							
to be closer to amenities							
political climate of previous province							
for a better climate							
attraction of specific site/area							
attraction of seniors housing							
desire for change							
anticipating future needs							
to gain freedom from responsibilities							
to be closer to health services							
increased safety and security							
previous residence became unavailable							
difficulty with stairs in previous residence							
dissatisfaction with previous residence							
loneliness							
death of other relative who shared residence							
empty nest							
to be near family							
wished to be with others some age							
death of spouse							
needs or wishes of spouse							
change in health or physical strength							
financial reasons							
residence too large							
difficulty looking after residence							
dissatisfaction with neighborhood							
Accessory Apartment, New Westminster BC	1	1	1	1	1	1	1
Garden Suite, Sackville NB	1	1	1	1	1	1	1
Maison Bi-Familiale Ste-Foy QC	1	1	1	1	1	1	1
BC	1	1	1	1	1	1	1
Jean Dudley House, Toronto ON	1	1	1	1	1	1	1
L'Oasis des Batisseurs, St Nazaire QC	1	1	1	1	1	1	1
Brinkworthy Place, Salt Spring Island BC	1	1	1	1	1	1	1
Heritage Village, Vineland ON	1	1	1	1	1	1	1
Woodside on the Green, Airdrie AB	1	1	1	1	1	1	1
Cedar Hill Court, Saanich BC	1	1	1	1	1	1	1
Garden Suites (converted motel), New Glasgow NS	1	1	1	1	1	1	1
Sandalwood Adult Resort, Kelowna BC	1	1	1	1	1	1	1
The Wellington, Winnipeg MB	1	1	1	1	1	1	1
Suomi-Koti, Toronto ON	1	1	1	1	1	1	1
Harmer House, Nepean ON	1	1	1	1	1	1	1
Residence Wilfrid-Lecours, Quebec QC	1	1	1	1	1	1	1
Fenelon Falls Independent Living Assn, Fenelon Falls ON	1	1	1	1	1	1	1
La Maison des Ainés 1, Montreal ON	1	1	1	1	1	1	1
South Side Manor, Edmonton AB	1	1	1	1	1	1	1
Aven Court, Yellowknife NT	1	1	1	1	1	1	1
Holland Christian Homes, Brampton ON	1	1	1	1	1	1	1
Whisperwood Villa, Sherwood PE	1	1	1	1	1	1	1
The Elliot, Guelph ON	1	1	1	1	1	1	1
24	111	93	23	155	64	66	113
48	13	9	4	6	9	5	19
14	1	1	3	1	1	1	3
							(544)

Q15 - Why did you move to this housing complex?

Accessory Apartment, New Westminster BC																				
Garden Suite, Sackville NB	1																			
Maison Bi-Familiale Ste-Foy QC	1																			
Heritage & Coach Abbeyfield Houses, Vancouver BC	1																			
Jean Dudley House, Toronto ON	1																			
L'Oasis des Bâtisseurs, St Nazaire QC	3																			
Brinkworthy Place, Salt Spring Island BC	5	23	13	6	13	15	16	6	6	1	1	1	1	4	4	2	2	3	1	(8)
Heritage Village, Vineland ON	1	3	3	2	5	10	6	6	1	1	1	1	1	1	1	1	1	1	1	(36)
Woodside on the Green, Airdrie AB	3	9	3	8	2	4	8	7	7	2	1	1	1	1	1	2	2	2	1	(14)
Cedar Hill Court, Saanich BC	5	9	3	4	1	7	6	4	4	2	1	1	1	1	1	6	2	5	2	(19)
Garden Suites (converted motel), New Glasgow NS	1	3	3	4	5	6	5	5	5	1	1	1	1	1	1	2	2	2	1	(10)
Sandalwood Adult Resort, Kelowna BC	3	2	5	1	7	8	10	10	10	1	1	1	1	1	1	2	2	2	1	(4)
The Wellington, Winnipeg MB	4	4	2	11	1	14	14	10	10	1	1	1	1	1	1	13	11	6	1	(26)
Suomi-Koti, Toronto ON	2	14	11	7	2	10	9	10	10	1	2	1	1	1	1	7	3	5	1	(8)
Hamer House, Nepean ON	6	7	5	8	6	5	7	2	2	1	1	1	1	1	1	4	2	3	1	(30)
Residence Wilfrid-Léveillé, Québec QC	5	10	1	9	23	7	2	2	2	1	1	1	1	1	1	13	7	4	1	(20)
Fenelon Falls Independent Living Assn., Fenelon Falls ON	2	4	1	1	3	3	2	1	1	1	1	1	1	1	1	1	10	9	1	(37)
La Maison des Ainés 1, Montreal ON	7	9	1	7	13	11	16	16	16	1	1	1	1	1	1	1	1	1	1	(24)
South Side Manor, Edmonton AB	7	17	3	7	4	2	4	4	4	4	2	2	2	2	2	6	5	3	2	(26)
Aven Court, Yellowknife NT	1	1	2	5	4	3	2	1	1	1	1	1	1	1	1	1	1	1	1	(8)
Holland Christian Homes, Brampton ON	23	59	78	56	19	74	81	80	80	1	1	15	7	2	1	89	12	1	73	(197)
Whisperwood Villa, Sherwood PE	2	3	1	3	1	1	1	1	1	1	1	1	1	1	1	2	1	1	1	(10)
The Elliot, Guelph ON	5	14	8	1	16	17	6	6	6	1	1	1	1	1	1	11	3	6	3	(29)
84	197	146	146	75	219	213	171	4	4	1	3	19	2	12	7	3	1	1	2	(544)

(n) = community services (e.g. banking, store)

religious services

Transportation

Security

Personal care

Health/medical services

Housekeeping/Launder

Meals

Grounds maintenance

Services available on the premises

Utilities (water, sewer)

Established from family

Dissatisfaction with previous residence

Privacy

Attractiveness of setting/climate

For health/strength needs

To be in seniors housing

Religious atmosphere / close to church

Familiarity with project

Recommended by family member

Recommenced by professional

Availability

Recreational facilities and activities

Attractiveness for the project

Quality of the dwelling units

The cost

Children or relatives live nearby

Friends or relatives live here

Close to facilities and services

Familiar neighborhood

Q19 - How do you like the idea of living in housing that is for older adults only?

category	case #	project name/type & location	a lot	somewhat	not at all	n	(n)*
A	1	Accessory Apartment, New Westminster BC					(1)
	2	Garden Suite, Sackville NB					(1)
	3	Maison Bi-Familiale, Ste-Foy QC					(1)
B	4	Heritage & Coach Abbeyfield Houses, Vancouver BC	5	4	1	10	(10)
	5	Jean Dudley House, Toronto ON	3	1		4	(4)
	6	L'Oasis des Batisseurs, St Nazaire QC	3	5		8	(8)
C	7	Brinkworthy Place, Salt Spring Island BC	18	15	3	36	(36)
	8	Heritage Village, Vineland ON	9	5		14	(14)
	9	Woodside on the Green, Airdrie AB	16	3		19	(19)
D	10	Cedar Hill Court, Saanich BC	12	5		17	(18)
	11	Garden Suites (converted motel), New Glasgow NS	8			8	(8)
	13	Sandalwood Adult Resort, Kelowna BC	9	3		12	(12)
E	14	The Wellington, Winnipeg MB	13	10		23	(23)
	15	Suomi-Koti, Toronto ON	23	5	2	30	(30)
	16	Harmer House, Nepean ON	12	5	3	20	(20)
F	17	Residence Wilfrid-Lecours, Quebec QC	22	14		36	(37)
	18	Fenelon Falls Independent Living Assn, Fenelon Falls ON	7		1	8	(8)
	19	La Maison des Ainés 1, Montreal QC	20	4		24	(24)
F	20	South Side Manor, Edmonton AB	22	3		25	(26)
	21	Aven Court, Yellowknife NT	4	2	2	8	(8)
	22	Holland Christian Homes, Brampton ON	128	50	9	187	(197)
	23	Whisperwood Villa, Sherwood PE	6	3	1	10	(10)
	24	The Elliot, Guelph ON	20	9		29	(29)
			360	146	22	528	(544)

*(n) = full sample including respondents who did not answer this question

Q20 - If you could do it over, would you still move here?

category	case #	project name/type & location	yes	no	maybe	n	(n)*
A	1	Accessory Apartment, New Westminster BC	1			1	(1)
	2	Garden Suite, Sackville NB	1			1	(1)
	3	Maison Bi-Familiale, Ste-Foy QC	1			1	(1)
B	4	Heritage & Coach Abbeyfield Houses, Vancouver BC	7	2		9	(10)
	5	Jean Dudley House, Toronto ON	4			4	(4)
	6	L'Oasis des Batisseurs, St Nazaire QC	7	1		8	(8)
C	7	Brinkeworthy Place, Salt Spring Island BC	33	2	1	36	(36)
	8	Heritage Village, Vineland ON	13	1		14	(14)
	9	Woodside on the Green, Airdrie AB	18			18	(19)
D	10	Cedar Hill Court, Saanich BC	15	2		17	(18)
	11	Garden Suites (converted motel), New Glasgow NS	8			8	(8)
	12	Sandalwood Adult Resort, Kelowna BC	11		1	12	(12)
E	13	The Wellington, Winnipeg MB	23			23	(23)
	14	Suomi-Koti, Toronto ON	25	5		30	(30)
	15	Harmer House, Nepean ON	14	6		20	(20)
F	16	Residence Wilfrid-Lecours, Quebec QC	29	4		33	(37)
	17	Fenelon Falls Independent Living Assn, Fenelon Falls ON	8			8	(8)
	18	La Maison des Aînés 1, Montreal QC	21	2		23	(24)
	19	South Side Manor, Edmonton AB	24		1	25	(26)
	20	Aven Court, Yellowknife NT	8			8	(8)
	21	Holland Christian Homes, Brampton ON	174	16	1	191	(197)
	22	Whisperwood Villa, Sherwood PE	7	1		8	(10)
	23	The Elliot, Guelph ON	28	1		29	(29)
	24		480	43	4	527	(544)

*(n) = full sample including respondents who did not answer this question

Q21 - Have you ever thought seriously about moving out?

Category	case #	project name/type & location	yes		no		n	n*
			yes	no	yes	no		
A	1	Accessory Apartment, New Westminster BC			1	1	(1)	(1)
	2	Garden Suite, Sackville NB			1	1	(1)	(1)
	3	Maison Bi-Familiale, Ste-Foy QC			1	1	(1)	(1)
B	4	Heritage & Coach Abbeyfield Houses, Vancouver BC	3	6	9	9	(10)	
	5	Jean Dudley House, Toronto ON			4	4	(4)	
	6	L'Oasis des Batisseurs, St Nazaire QC			1	18	19	(19)
C	7	Brinkeworthy Place, Salt Spring Island BC	6	30	36	36	(36)	
	8	Heritage Village, Vineland ON	4	10	14	14	(14)	
	9	Woodside on the Green, Airdrie AB	1	18	19	19	(19)	
D	10	Cedar Hill Court, Saanich BC	3	14	17	17	(18)	
	11	Garden Suites (converted motel), New Glasgow NS	2	6	8	8	(8)	
	13	Sandalwood Adult Resort, Kelowna BC	1	11	12	12	(12)	
E	14	The Wellington, Winnipeg MB	4	19	23	23	(23)	
	15	Suomi-Koti, Toronto ON	3	27	30	30	(30)	
	16	Hamer House, Nepean ON	4	16	20	20	(20)	
F	17	Residence Wilfrid-Lecours, Quebec QC	8	29	37	37	(37)	
	18	Fenelon Falls Independent Living Assn, Fenelon Falls ON			8	8	(8)	
	19	La Maison des Ainés 1, Montreal QC	4	18	22	22	(24)	
G	20	South Side Manor, Edmonton AB	7	18	25	25	(26)	
	21	Aven Court, Yellowknife NT	2	6	8	8	(8)	
	22	Holland Christian Homes, Brampton ON	12	178	190	190	(197)	
H	23	Whisperwood Villa, Sherwood PE	3	7	10	10	(10)	
	24	The Elliot, Guelph ON	2	27	29	29	(29)	
			70	462	532	532	(544)	

*(n) = full sample including respondents who did not answer this question

Q23 - What form of housing do you currently live in?

category	case #	project name/type & location	Single detached house	Semi-detached (duplex, triplex, fourplex)	Town house	High-rise apartment	Low-rise apartment (3 storeys or less)	Manufactured / mobile home	Group home, Abbeyfield, communal dwelling	Accessory suite	n (n)*
A	1	Accessory Apartment, New Westminster BC								1	1 (1)
	2	Garden Suite, Sackville NB								1	1 (1)
	3	Maison Bi-Familiale, Ste-Foy QC								1	1 (1)
B	4	Heritage & Coach Abbeyfield Houses, Vancouver BC						10		10	(10)
	5	Jean Dudley House, Toronto ON						4		4	(4)
C	6	L'Oasis des Batisseurs, St Nazaire QC						8		8	(8)
	7	Brinkworthy Place, Salt Spring Island BC						36		36	(36)
D	8	Heritage Village, Vineland ON	2	5	9	3				14	(14)
	9	Woodside on the Green, Airdrie AB	14							19	(19)
	10	Cedar Hill Court, Saanich BC				18				18	(18)
E	11	Garden Suites (converted motel), New Glasgow NS			8					8	(8)
	12	Sandalwood Adult Resort, Kelowna BC					23			12	(12)
F	13	The Wellington, Winnipeg MB					30			23	(23)
	14	Suomi-Koti, Toronto ON					20			30	(30)
	15	Harmer House, Nepean ON					37			20	(20)
	16	Residence Wilfrid-Lecours, Quebec QC					8			37	(37)
G	17	Fenelon Falls Independent Living Assn, Fenelon Falls ON					24			8	(8)
	18	La Maison des Aimés 1, Montreal QC					26			24	(24)
	19	South Side Manor, Edmonton AB								26	(26)
	20	Aven Court, Yellowknife NT	8							8	(8)
H	21	Holland Christian Homes, Brampton ON								196	(197)
	22	Whisperwood Villa, Sherwood PE								10	(10)
	23	The Elliot, Guelph ON								29	(29)
	24		28	13	17	278	145	36	23	3	543 (544)

* (n) = full sample including respondents who did not answer this question

Q24 - What type of unit do you live in?

category	case #	project name/type & location	two bedroom	one bedroom plus den	one bedroom	studio	bed-sitting room with full bath	bed-sitting room with half bath	other	n	(n)*
A	1	Accessory Apartment, New Westminster BC	1		1					1	(1)
	2	Garden Suite, Sackville NB		1						1	(1)
	3	Maison Bi-Familiale, Ste-Foy QC		1						1	(1)
B	4	Heritage & Coach Abbeyfield Houses, Vancouver BC		1			2	7		10	(10)
	5	Jean Dudley House, Toronto ON									
	6	L'Oasis des Bâtisseurs, St Nazaire QC					1				
C	7	Brinkworth Place, Salt Spring Island BC	32						4	36	(36)
	8	Heritage Village, Vineland ON	10	3	1					14	(14)
	9	Woodside on the Green, Airdrie AB	17	1	1					19	(19)
D	10	Cedar Hill Court, Saanich BC	8	10						18	(18)
	11	Garden Suites (converted motel), New Glasgow NS	3	1	4					8	(8)
	13	Sandalwood Adult Resort, Kelowna BC	9						2	11	(12)
E	14	The Wellington, Winnipeg MB	1	19	2					22	(23)
	15	Suomi-Koti, Toronto ON	9	15	1	3			2	30	(30)
	16	Harmer House, Nepean ON	13	6			1			20	(20)
	17	Residence Wilfrid-Léonard, Quebec QC	2	33	2					37	(37)
	18	Fenelon Falls Independent Living Assn, Fenelon Falls ON	5	3						8	(8)
	19	La Maison des Ainés 1, Montreal QC		9	13						
	20	South Side Manor, Edmonton AB	14	12						22	(24)
F	21	Aven Court, Yellowknife NT		5	3					26	(26)
	22	Holland Christian Homes, Brampton ON	102	87	2	1				8	(8)
	23	Whisperwood Villa, Sherwood PE	4	4	2	6	1	3	1	192	(197)
	24	The Elliot, Guelph ON	9	6					1	10	(10)
			239	217	16	24	6	10	5	10	527 (544)

* (n) = full sample including respondents who did not answer this question

Q24 - What type of unit do you live in?

Q87 - What type of tenure arrangement do you have at your current home?

Unit type	own	rent	life-lease agreement	freehold ownership on land lease	condo	other	n
two bedroom	24	133	35	39	7	1	239
one bedroom	4	177	30	1			212
one bedroom plus den	2	12	2				16
studio		20	3	1			24
bed-sitting room with full bath		5	1				6
bed-sitting room with half bath		10					10
bed-sitting room with no private bath		4					4
two bedroom plus den			1				4
three bedroom			2	3			5
shared unit (in care unit)	1					1	
	31	361	74	45	9	1	521

Q25 - How is the size of your unit?

category	case #	project name/type & location	about the right size			n (n)*
			1	1	too small	
A	1	Accessory Apartment, New Westminster BC	1	1		1 (1)
	2	Garden Suite, Sackville NB		1		1 (1)
	3	Maison Bi-Familiale Ste-Foy QC		1		1 (1)
B	4	Heritage & Coach Abbeyfield Houses, Vancouver BC	2	5		7 (10)
	5	Jean Dudley House, Toronto ON		question not asked		4 (4)
C	6	L'Oasis des Batisseurs, St Nazaire QC	7			7 (8)
	7	Brinkworthy Place, Salt Spring Island BC	31	1	1	33 (36)
	8	Heritage Village, Vineland ON	13	1		14 (14)
D	9	Woodside on the Green, Airdrie AB	18		1	19 (19)
	10	Cedar Hill Court, Saanich BC	15	3		18 (18)
	11	Garden Suites (converted motel), New Glasgow NS	7	1		8 (8)
E	12	Sandalwood Adult Resort, Kelowna BC	11			11 (12)
	13	The Wellington, Winnipeg MB	22	1		23 (23)
	14	Suomi-Koti, Toronto ON	20	7	2	29 (30)
F	15	Hartmer House, Nepean ON	14	6		20 (20)
	16	Residence Wilfrid-Lecours, Quebec QC	33	2		35 (37)
	17	Fenelon Falls Independent Living Assn, Fenelon Falls ON	8			8 (8)
G	18	La Maison des Ainés 1	21	1		22 (24)
	19	South Side Manor, Edmonton AB	25	1		26 (26)
	20	Aven Court, Yellowknife NT	7	1		8 (8)
H	21	Holland Christian Homes, Brampton ON	159	32		191 (197)
	22	Whisperwood Villa, Sherwood PE	6	2		8 (10)
	23	The Elliot, Guelph ON	27	2		29 (29)
	24		447	68	4	519 (544)

* (n) = full sample including respondents who did not answer this question

Q28 - If your unit has stairs (i.e., yes to q27), do you have any problems using them?

category	case #	Q27: dwelling unit/ apartment has stairs?		n	(n)*
A	1 Accessory apt., New Westminster BC			1	(1)
	2 Garden Suite, Sackville NB			1	(1)
	3 Maison Bi-Familiale, St-Foy QC			1	(1)
B	4 Heritage & Coach Abbeyfield, Vancouver BC	1		1	(10)
	5 Jean Dudley House, Toronto ON	2		1	(4)
	6 L'Oasis des Batisseurs, St Nazaire QC			1	(8)
C	7 Brinkworthly Place, Salt Spring Island BC			1	(36)
	8 Heritage Village, Vineland ON	8	1	7	8 (14)
	9 Woodside on the Green, Airdrie AB	11	3	7	10 (19)
D	10 Cedar Hill Court, Saanich BC	2		2	2 (18)
	11 Garden Suites, New Glasgow NS			2	(8)
	13 Sandalwood Adult Resort, Kelowna BC			1	(12)
E	14 The Wellington, Winnipeg MB	2	1	1	2 (23)
	15 Suomi-Koti, Toronto ON	3		3	3 (30)
	16 Harmer House, Nepean ON	1		1	1 (20)
F	17 Residence Wilfrid-Lecours, Quebec City QC	3	1	2	3 (37)
	18 Fenelon Falls Independent Living Assn, Fenelon Falls ON	2	1	1	1 (8)
	19 La Maison des Ainés 1, Montreal ON	1		1	1 (24)
G	20 South Side Manor, Edmonton AB	11	4	7	11 (26)
	21 Aven Court, Yellowknife NT			1	(8)
	22 Holland Christian Homes, Brampton ON	17		15	16 (197)
H	23 Whisperwood Villa, Sherwood PE	2	1	1	2 (10)
	24 The Elliot, Guelph ON	5		4	5 (29)
	Total	71	13	51	67 (544)

* (n) = full sample including respondents who did not answer this question

Q29 - How satisfied are you with the level of visual privacy in your dwelling unit (i.e. from the street, from neighbours, from the hallway)?

category	case #	project name/type & location	very satisfied			somewhat satisfied	not at all satisfied	n	(n)*
			1	1	1				
A	1	Accessory Apartment, New Westminster BC						1	(1)
	2	Garden Suite, Sackville NB						1	(1)
	3	Maison Bi-Familiale Ste-Foy QC						1	(1)
B	4	Heritage & Coach Abbeyfield Houses, Vancouver BC	8					8	(10)
	5	Jean Dudley House, Toronto ON		3	1			4	(4)
C	6	L'Oasis des Batisseurs, St Nazaire QC		6	2			8	(8)
	7	Brinkeworthy Place, Salt Spring Island BC	25	11				36	(36)
	8	Heritage Village, Vineland ON	10	4				14	(14)
D	9	Woodside on the Green, Airdrie AB	10	7				17	(19)
	10	Cedar Hill Court, Saanich BC	13	2	1			16	(18)
	11	Garden Suites (converted motel), New Glasgow NS	8					8	(8)
E	12	Sandalwood Adult Resort, Kelowna BC	6	5				11	(12)
	13	The Wellington, Winnipeg MB	23					23	(23)
F	14	Suomi-Koti, Toronto ON	24	3	1			28	(30)
	15	Harmer House, Nepean ON	15	2	3			20	(20)
	16	Residence Wilfrid-Lecours, Quebec QC	20	15	1			36	(37)
G	17	Fenelon Falls Independent Living Assn, Fenelon Falls ON	7	1				8	(8)
	18	La Maison des Ainés 1	14	10				24	(24)
	19	South Side Manor, Edmonton AB	21	3				24	(26)
H	20	Aven Court, Yellowknife NT	7	1				8	(8)
	21	Holland Christian Homes, Brampton ON	164	22				186	(197)
	22	Whisperwood Villa, Sherwood PE	8	1				9	(10)
	23	The Elliot, Guelph ON	27	2				29	(29)
			422	92	6			520	(544)

* (n) = full sample including respondents who did not answer this question

Q30 - How satisfied are you with the quality of soundproofing between your unit and your neighbours' units?

category	case #	project name/type & location	very satisfied	somewhat satisfied	not at all satisfied	n	(n)*
A	1	Accessory Apartment, New Westminster BC	1			1	(1)
	2	Garden Suite, Sackville NB				1	(1)
	3	Maison Bi-Familiale Ste-Foy QC	1			1	(1)
B	4	Heritage & Coach Abbeyfield Houses, Vancouver BC	6	4		10	(10)
	5	Jean Dudley House, Toronto ON	3	1		4	(4)
	6	L'Oasis des Batisseurs, St Nazaire QC	8			8	(8)
C	7	Brinkworthy Place, Salt Spring Island BC	27	6	1	36	(36)
	8	Heritage Village, Vineland ON	6	6		14	(14)
	9	Woodside on the Green, Airdrie AB	8	4		16	(19)
D	10	Cedar Hill Court, Saanich BC	11	4	2	17	(18)
	11	Garden Suites (converted motel), New Glasgow NS	7	1		8	(8)
	13	Sandalwood Adult Resort, Kelowna BC	9			11	(12)
E	14	The Wellington, Winnipeg MB	21	2		23	(23)
	15	Suomi-Koti, Toronto ON	25	1	1	27	(30)
	16	Harmer House, Nepean ON	10	7	3	20	(20)
F	17	Residence Wilfrid-Lecours, Quebec QC	25	12		37	(37)
	18	Fenelon Falls Independent Living Assn, Fenelon Falls ON	8			8	(8)
	19	La Maison des Ainés 1	19	4		23	(24)
	20	South Side Manor, Edmonton AB	21	4		25	(26)
F	21	Aven Court, Yellowknife NT	7	1		8	(8)
	22	Holland Christian Homes, Brampton ON	164	21	5	190	(197)
	23	Whisperwood Villa, Sherwood PE	5	4		9	(10)
	24	The Elliot, Guelph ON	28	1		29	(29)
			420	83	12	526	(544)

* (n) = full sample including respondents who did not answer this question

Q31 – In your unit, how easy is it for you to open/close:

category	case #	project name/type & location	windows		doors		closets		cupboards		(n)*
			easy	difficult	easy	difficult	easy	difficult	easy	difficult	
A	1	Accessory Apartment, New Westminster BC	1		1		1		1		(1)
	2	Garden Suite, Sackville NB	1		1		1		1		(1)
	3	Maison Bi-Familiale Ste-Foy QC	1		1		1		1		(1)
B	4	Heritage & Coach Abbeyfield Houses, Vancouver BC	7	3	7	2	7	1	6		(10)
	5	Jean Dudley House, Toronto ON	3		4		4		1		(4)
	6	L'Oasis des Bâtisseurs, St Nazaire QC	8		7		8		8		(8)
C	7	Brinkeworthy Place, Salt Spring Island BC	34		33		33		31		(36)
	8	Heritage Village, Vineland ON	14		14		14		14		(14)
	9	Woodside on the Green, Airdrie AB	17		15		15		15		(19)
D	10	Cedar Hill Court, Saanich BC	11	7	14		14		13		(18)
	11	Garden Suites (converted motel), New Glasgow NS	7		6		6		6		(8)
	13	Sandalwood Adult Resort, Kelowna BC	12		12		11		12		(12)
E	14	The Wellington, Winnipeg MB	22	1	21		21		20		(23)
	15	Suomi-Koti, Toronto ON	27	3	27	1	27	1	27	1	(30)
	16	Harmer House, Nepean ON	16	3	19		16	2	17		(20)
F	17	Residence Wilfrid-Lecours, Quebec QC	34		31		31		31		(37)
	18	Fenelon Falls Independent Living Assn, Fenelon Falls ON	8		6	2	8		8		(8)
	19	La Maison des Ainés I	23	1	21		21		21		(24)
G	20	South Side Manor, Edmonton AB	20	6	23	2	24	1	24	1	(26)
	21	Aven Court, Yellowknife NT	8		3	5	8		7		(8)
	22	Holland Christian Homes, Brampton ON	159	34	177	6	182	3	181	3	(197)
H	23	Whisperwood Villa, Sherwood PE	7	3	9	1	7	3	9	1	(10)
	24	The Elliot, Guelph ON	29		27		27		26	1	(29)
			469	61	479	19	486	13	480	9	(544)

* (n) = full sample including respondents who did not answer this question

Q32 - Is the kitchen easy to use?

category	case #	project name/type & location	yes	no	not applicable	
			1	1	1	1 (1)
A	1	Accessory Apartment, New Westminster BC	1			1 (1)
	2	Garden Suite, Sackville NB	1			1 (1)
	3	Maison Bi-Familiale Ste-Foy QC	1			1 (1)
B	4	Heritage & Coach Abbeyfield Houses, Vancouver BC		10	10	(10)
	5	Jean Dudley House, Toronto ON		4	4	(4)
	6	L'Oasis des Batisseurs, St Nazaire QC		8	8	(8)
C	7	Brinkeworthy Place, Salt Spring Island BC	33	1		34 (36)
	8	Heritage Village, Vineland ON	11	3		14 (14)
	9	Woodside on the Green, Airdrie AB	18	1		19 (19)
D	10	Cedar Hill Court, Saanich BC	14	2		16 (18)
	11	Garden Suites (converted motel), New Glasgow NS	6	1		7 (8)
	13	Sandalwood Adult Resort, Kelowna BC	11			11 (12)
E	14	The Wellington, Winnipeg MB	22	1		23 (23)
	15	Suomi-Koti, Toronto ON	28	1		29 (30)
	16	Harmer House, Nepean ON	14	4		18 (20)
F	17	Residence Wilfrid-Lecours, Quebec QC	33		2	35 (37)
	18	Fenelon Falls Independent Living Assn, Fenelon Falls ON	6	1		7 (8)
	19	La Maison des Aînés 1	22			22 (24)
	20	South Side Manor, Edmonton AB	20	2		22 (26)
	21	Aven Court, Yellowknife NT	8			8 (8)
	22	Holland Christian Homes, Brampton ON	181	9		190 (197)
	23	Whisperwood Villa, Sherwood PE	4	2	3	9 (10)
	24	The Elliot, Guelph ON	27	2		29 (29)
			460	31	27	518 (544)

* (n) = full sample including respondents who did not answer this question

Q33 - If no to Q32, what about kitchen that makes it difficult to use (check all that apply)?

Cat. case #	not enough counter-top space	too many hard-to-reach areas	layout of kitchen is awkward	kitchen is too small over all space	not enough cupboard space	surface is too large	unsatisfactory	need to clean	cupboard doors	poor ventilation	poor lighting	poor sink	poor n open	poor floor	not accessible	(n)*
A 1 Accessory apt., New Westminster BC																(1)
2 Garden Suite, Sackville NB																(1)
3 Maison Bi-Familiale, St-Foy QC																(1)
B 4 Heritage & Coach Abbeyfield, Vancouver BC																(10)
5 Jean Dudley House, Toronto ON																(4)
6 L'Oasis des Batisseurs, St Nazaire QC																(8)
C 7 Brinkeworthy Place, Salt Spring Island BC	5	2	1													(36)
8 Heritage Village, Vineland ON	2	1	1	1												(14)
9 Woodside on the Green, Airdrie AB	1		1	1												(19)
10 Cedar Hill Court, Saanich BC		3														(18)
D 11 Garden Suites, New Glasgow NS	1															(8)
13 Sandalwood Adult Resort, Kelowna BC	1	1														(12)
E 14 The Wellington, Winnipeg MB	1	4		1			1	2	1	1	2					(23)
15 Suomi-Koti, Toronto ON	1		1	1			1	1	1							(30)
16 Harmer House, Nepean ON	5	2	1													(20)
17 Residence Wilfrid-Lecours, Quebec City QC																(37)
18 Fenelon Falls Independent Living Assn, Fenelon Falls ON																(8)
19 La Maison des Aînés 1., Montreal ON																(24)
20 South Side Manor, Edmonton AB	3	2	2	2												
F 21 Aven Court, Yellowknife NT	17	1	1	1												(8)
22 Holland Christian Homes, Brampton ON	5	3	5	2												(19)
23 Whisperwood Villa, Sherwood PE	2	1	3													(10)
24 The Elliot, Guelph ON	2															(29)
	38	26	13	9	6	5	5	4	3	2	1	1	1	1		(544)

* (n) = full sample including respondents who did not answer this question

Q34 - How safe do you think your kitchen is?

category	case #	project name/type & location	very safe	adequate	not very safe	not applicable	n	(n)*
A	1	Accessory Apartment, New Westminster BC	1	1			1	(1)
	2	Garden Suite, Sackville NB					1	(1)
	3	Habitation deux générations, Ste-Foy QC	1				1	(1)
B	4	Heritage & Coach Abbeyfield Houses, Vancouver BC			10	10	10	(10)
	5	Jean Dudley House, Toronto ON			4	4	4	(4)
	6	L'Oasis des Batisseurs, St Nazaire QC			8	8	8	(8)
C	7	Brinkworth Place, Salt Spring Island BC	23	11	2		34	(36)
	8	Heritage Village, Vineland ON	8	4			14	(14)
	9	Woodside on the Green, Airdrie AB	11	7			18	(19)
D	10	Cedar Hill Court, Saanich BC	10	6			16	(18)
	11	Garden Suites (converted motel), New Glasgow NS	5	1	1		7	(8)
	13	Sandalwood Adult Resort, Kelowna BC	8	3			11	(12)
E	14	The Wellington, Winnipeg MB	14	9			23	(23)
	15	Suomi-Koti, Toronto ON	21	8			29	(30)
	16	Hartner House, Nepean ON	5	9	4		18	(20)
F	17	Residence Wifrid-Lescours, Quebec QC	26	8			34	(37)
	18	Fenelon Falls Independent Living Assn, Fenelon Falls ON	6	1			7	(8)
	19	La Maison des Ainés 1, Montreal QC	20	2			22	(24)
G	20	South Side Manor, Edmonton AB	15	8			23	(26)
	21	Aven Court, Yellowknife NT	7	1			8	(8)
	22	Holland Christian Homes, Brampton ON	154	36	1		191	(197)
H	23	Whisperwood Villa, Sherwood PE	5	3	1		9	(10)
	24	The Elliot, Guelph ON	22	6	1		29	(29)
			361	123	10	15	509	(544)

*(n) = full sample including respondents who did not answer this question

Q39 - How safe do you think your bathroom(s) is (are)?

category	case #	project name/type & location	very safe	adequate	not very safe	n	(n)*
A	1	Accessory Apartment, New Westminster BC	1	1	1	1	(1)
	2	Garden Suite, Sackville NB			1	1	(1)
	3	Habitation deux générations, Ste-Foy QC					(1)
B	4	Heritage & Coach Abbeyfield Houses, Vancouver BC	2	6	1	9	(10)
	5	Jean Dudley House, Toronto ON	4			4	(4)
	6	L'Oasis des Batisseurs, St Nazaire QC	7	1		8	(8)
	7	Brinkeworthy Place, Salt Spring Island BC	14	21	1	36	(36)
C	8	Heritage Village, Vineland ON	6	7	1	14	(14)
	9	Woodside on the Green, Airdrie AB	11	7	1	19	(19)
	10	Cedar Hill Court, Saanich BC	6	7	4	17	(18)
	11	Garden Suites (converted motel), New Glasgow NS	7	1		8	(8)
D	13	Sandalwood Adult Resort, Kelowna BC	6	6		12	(12)
	14	The Wellington, Winnipeg MB	9	14		23	(23)
	15	Suomi-Koti, Toronto ON	23	5	2	30	(30)
	16	Harmer House, Nepean ON	7	13		20	(20)
E	17	Residence Wilfrid-Lecours, Quebec QC	26	9	1	36	(37)
	18	Fenelon Falls Independent Living Assn, Fenelon Falls ON	7	1		8	(8)
	19	La Maison des Ainés 1, Montreal QC	23	1		24	(24)
	20	South Side Manor, Edmonton AB	6	17	2	25	(26)
F	21	Aven Court, Yellowknife NT	5	3		8	(8)
	22	Holland Christian Homes, Brampton ON	139	50	3	192	(197)
	23	Whisperwood Villa, Sherwood PE	4	6		10	(10)
	24	The Elliot, Guelph ON	19	8		27	(29)
			332	184	16	532	(544)

*(n) = full sample including respondents who did not answer this question

Q42 - In general, how satisfactory is the lighting in your unit?

category	case #	project name/type & location	very satisfactory	somewhat satisfactory	not satisfactory	don't know (blind)	n	(n)*
A	1	Accessory Apartment, New Westminster BC		1			1	(1)
	2	Garden Suite, Sackville NB		1			1	(1)
	3	Maison Bi-Familiale Ste-Foy QC	1				1	(1)
B	4	Heritage & Coach Abbeyfield Houses, Vancouver BC	6	2			8	(10)
	5	Jean Dudley House, Toronto ON	4				4	(4)
	6	L'Oasis des Batisseurs, St Nazaire QC	6	2			8	(8)
C	7	Brinkeworthy Place, Salt Spring Island BC	21	14			35	(36)
	8	Heritage Village, Vineland ON	8	6			14	(14)
	9	Woodside on the Green, Airdrie AB	14	4			18	(19)
D	10	Cedar Hill Court, Saanich BC	12	5			17	(18)
	11	Garden Suites (converted motel), New Glasgow NS	8				8	(8)
	13	Sandalwood Adult Resort, Kelowna BC	10	2			12	(12)
E	14	The Wellington, Winnipeg MB	16	4			1	(23)
	15	Suomi-Koti, Toronto ON	22	7			29	(30)
	16	Harmer House, Nepean ON	11	7	1		19	(20)
F	17	Residence Wilfrid-Lécuru, Quebec QC	17	16	2		35	(37)
	18	Fenelon Falls Independent Living Assn, Fenelon Falls ON	7	1			8	(8)
	19	La Maison des Ainés 1	21	3			24	(24)
G	20	South Side Manor, Edmonton AB	15	7	1		23	(26)
	21	Aven Court, Yellowknife NT	7	1			8	(8)
	22	Holland Christian Homes, Brampton ON	132	48	13		193	(197)
	23	Whisperwood Villa, Sherwood PE	8	2			10	(10)
	24	The Elliot, Guelph ON	25	3			28	(29)
			371	136	17	1	525	(544)

* (n) = full sample including respondents who did not answer this question

Q44 - How would you rate the lighting in the area outside your unit?

category	case #	project name/type & location	good	barely adequate	poor	not applicable	don't know	n	(n)*
A	1	Accessory Apartment, New Westminster BC	1					1	(1)
	2	Garden Suite, Sackville NB	1					1	(1)
	3	Maison Bi-Familiale Site-Foy QC	1					1	(1)
B	4	Heritage & Coach Abbeyfield Houses, Vancouver BC	9					9	(10)
	5	Jean Dudley House, Toronto ON	4					4	(4)
C	6	L'Oasis des Bâtisseurs, St Nazaire QC	6	1				7	(8)
	7	Brinkeworthy Place, Salt Spring Island BC	26	7	1			34	(36)
D	8	Heritage Village, Vineland ON	14					14	(14)
	9	Woodside on the Green, Airdrie AB	17	2				19	(19)
E	10	Cedar Hill Court, Saanich BC	17					1	(18)
	11	Garden Suites (converted motel), New Glasgow NS	7		1			8	(8)
F	12	Sandalwood Adult Resort, Kelowna BC	7	5				12	(12)
	13	The Wellington, Winnipeg MB	23					23	(23)
G	14	Suomi-Koti, Toronto ON	27	2				29	(30)
	15	Harmer House, Nepean ON	11	4	4			19	(20)
H	16	Residence Wilfrid-Léacock, Quebec QC	27	8				36	(37)
	17	Fenelon Falls Independent Living Assn, Fenelon Falls ON	8		1			8	(8)
I	18	La Maison des Ainés 1, Montreal QC	19	3				22	(24)
	19	South Side Manor, Edmonton AB	17	2	1			20	(26)
J	20	Aven Court, Yellowknife NT	6		1			7	(8)
	21	Holland Christian Homes, Brampton ON	170	5	1		1	177	(197)
K	22	Whisperwood Villa, Sherwood PE	8					9	(10)
	23	The Elliot, Guelph ON	28	1				29	(29)
			454	40	9	2	2	507	(544)

*(n) = full sample including respondents who did not answer this question

Q45 - How would you rate the lighting in the hallways?

category	case #	project name/type & location	good	barely adequate	poor	not applicable	don't know	n	(n)*
A	1	Accessory Apartment, New Westminster BC			1			1	(1)
	2	Garden Suite, Sackville NB			1			1	(1)
	3	Maison Bi-Familiale Ste-Foy QC	1					1	(1)
B	4	Heritage & Coach Abbeyfield Houses, Vancouver BC	8					8	(10)
	5	Jean Dudley House, Toronto ON	4					4	(4)
C	6	L'Oasis des Bâtisseurs, St Nazaire QC	7					7	(8)
	7	Brinkworthy Place, Salt Spring Island BC	23	1	1	8		33	(36)
D	8	Heritage Village, Vineland ON	8			5		13	(14)
	9	Woodside on the Green, Airdrie AB	13			3		16	(19)
	10	Cedar Hill Court, Saanich BC	16				2	18	(18)
E	11	Garden Suites (converted motel), New Glasgow NS	6			2		8	(8)
	13	Sandalwood Adult Resort, Kelowna BC	9	1		1		11	(12)
F	14	The Wellington, Winnipeg MB	23					23	(23)
	15	Suomi-Koti, Toronto ON	26	2				28	(30)
	16	Harmer House, Nepean ON	10	7	2			19	(20)
G	17	Residence Wilfrid-L'Ecours, Quebec QC	31	6				37	(37)
	18	Fenelon Falls Independent Living Assn, Fenelon Falls ON	8				8	(8)	
	19	La Maison des Aînés 1, Montreal QC	23	1				24	(24)
H	20	South Side Manor, Edmonton AB	19	3	1			23	(26)
	21	Aven Court, Yellowknife NT	6					6	(8)
	22	Holland Christian Homes, Brampton ON	177	1	2		1	181	(197)
I	23	Whisperwood Villa, Sherwood PE	10					10	(10)
	24	The Elliot, Guelph ON	28	1				29	(29)
			456	23	6	21	3	509	(544)

*(n) = full sample including respondents who did not answer this question

Q46 - How would you rate the lighting at the building entrance at night?

category	case #	project name/type & location	good	barely adequate	poor	not applicable	don't know	n	(n)*
A	1	Accessory Apartment, New Westminster BC	1					1	(1)
	2	Garden Suite, Sackville NB	1					1	(1)
	3	Maison Bi-Familiale Ste-Foy QC			1			1	(1)
B	4	Heritage & Coach Abbeyfield Houses, Vancouver BC	6	1				7	(10)
	5	Jean Dudley House, Toronto ON	4					4	(4)
	6	L'Oasis des Batisseurs, St Nazaire QC	7					7	(8)
C	7	Brinkeworthy Place, Salt Spring Island BC	24		2	5		31	(36)
	8	Heritage Village, Vineland ON	11		1			12	(14)
	9	Woodside on the Green, Airdrie AB	12	2		3		17	(19)
D	10	Cedar Hill Court, Saanich BC	15	1			2	18	(18)
	11	Garden Suites (converted motel), New Glasgow NS	7		1			8	(8)
	13	Sandalwood Adult Resort, Kelowna BC	7	4		1		12	(12)
E	14	The Wellington, Winnipeg MB	17	3				1	(23)
	15	Suomi-Koti, Toronto ON	26	1	1			28	(30)
	16	Harmer House, Nepean ON	11	7	1			19	(20)
F	17	Residence Wilfrid-Lécaours, Quebec QC	26	8			2	36	(37)
	18	Fenelon Falls Independent Living Assn, Fenelon Falls ON	7	1				8	(8)
	19	La Maison des Ainés 1, Montreal QC	21	2				23	(24)
G	20	South Side Manor, Edmonton AB	18	3				21	(26)
	21	Aven Court, Yellowknife NT	5	1				6	(8)
	22	Holland Christian Homes, Brampton ON	171	5		2	1	179	(197)
H	23	Whisperwood Villa, Sherwood PE	8	1		1		10	(10)
	24	The Elliot, Guelph ON	26			1		27	(29)
			431	40	4	16	6	497	(544)

*(n) = full sample including respondents who did not answer this question

Q47 - How would you rate the lighting outside on the grounds at night?

category	case #	project name/type & location	good	barely adequate	poor	not applicable	don't know	n	(n)*
A	1	Accessory Apartment, New Westminster BC				1		1	(1)
	2	Garden Suite, Sackville NB	1					1	(1)
	3	Maison Bi-Familiale Ste-Foy QC	1					1	(1)
B	4	Heritage & Coach Abbeyfield Houses, Vancouver BC						7	(10)
	5	Jean Dudley House, Toronto ON	3	2		1	1		
	6	L'Oasis des Bâtisseurs, St Nazaire QC	8		2			4	(4)
C	7	Brinkeworthy Place, Salt Spring Island BC						8	(8)
	8	Heritage Village, Vineland ON	23	6	2	2		33	(36)
	9	Woodside on the Green, Airdrie AB	13	1				14	(14)
D	10	Cedar Hill Court, Saanich BC	11	2	2			17	(19)
	11	Garden Suites (converted motel), New Glasgow NS	14	1				3	(18)
	13	Sandalwood Adult Resort, Kelowna BC	7		1			33	(36)
E	14	The Wellington, Winnipeg MB	5	5	2			12	(12)
	15	Suomi-Koti, Toronto ON	20		1			2	(23)
	16	Harmer House, Nepean ON	24	3				27	(30)
F	17	Residence Wilfrid-L'Ecours, Quebec QC	7	8	2			17	(20)
	18	Fenelon Falls Independent Living Assn, Fenelon Falls ON	24	8	2	2		36	(37)
	19	La Maison des Ainés 1, Montreal QC	7		2	1		8	(8)
G	20	South Side Manor, Edmonton AB	17	2	2			21	(24)
	21	Aven Court, Yellowknife NT	14	6				20	(26)
	22	Holland Christian Homes, Brampton ON	5	1				6	(8)
H	23	Whisperwood Villa, Sherwood PE	142	22	7	2	1	174	(197)
	24	The Elliot, Guelph ON	7	1		2		10	(10)
			25		1			26	(29)
			380	68	19	18	7	492	(544)

*(n) = full sample including respondents who did not answer this question

Q48 - How would you rate the lighting in the parking areas at night?

category	case #	project name/type & location	good	barely adequate	poor	not applicable	don't know	n	(n)*
A	1	Accessory Apartment, New Westminster BC	1					1	(1)
	2	Garden Suite, Sackville NB	1					1	(1)
	3	Maison Bi-Familiale Ste-Foy QC	1					1	(1)
B	4	Heritage & Coach Abbeyfield Houses, Vancouver BC	2		4			6	(10)
	5	Jean Dudley House, Toronto ON	1		3			4	(4)
	6	L'Oasis des Bâtisseurs, St Nazaire QC	8					8	(8)
C	7	Brinkeworthy Place, Salt Spring Island BC	18	5	2	6		31	(36)
	8	Heritage Village, Vineland ON	9	1	2		1	13	(14)
	9	Woodside on the Green, Airdrie AB	5	1	5			11	(19)
D	10	Cedar Hill Court, Saanich BC	14				4	18	(18)
	11	Garden Suites (converted motel), New Glasgow NS	6		1	1		8	(8)
	13	Sandalwood Adult Resort, Kelowna BC	6	3	3			12	(12)
E	14	The Wellington, Winnipeg MB	17		5	1		23	(23)
	15	Suomi-Koti, Toronto ON	22	3	1	1		27	(30)
	16	Harmer House, Nepean ON	6	6	4	1		17	(20)
F	17	Residence Wilfrid-Lecours, Quebec QC	12	4	1	4	12	33	(37)
	18	Fenelon Falls Independent Living Assn, Fenelon Falls ON	6		1			7	(8)
	19	La Maison des Ainés 1, Montreal QC	10	2	4			16	(24)
G	20	South Side Manor, Edmonton AB	14	4	3			21	(26)
	21	Aven Court, Yellowknife NT	4		1	1		6	(8)
	22	Holland Christian Homes, Brampton ON	122	19	14	6	1	162	(197)
H	23	Whisperwood Villa, Sherwood PE	5		2			7	(10)
	24	The Elliot, Guelph ON	23		1			24	(29)
			313	47	24	53	20	457	(544)

*(n) = full sample including respondents who did not answer this question

Q49 - How satisfactory is the ventilation in your unit? (i.e. Do you get enough fresh air?)

category	case #	project name/type & location	very satisfactory	somewhat satisfactory	not satisfactory	n	(n)*
A	1	Accessory Apartment, New Westminster BC	1	1	1	1	(1)
	2	Garden Suite, Sackville NB	1	1	1	1	(1)
	3	Maison Bi-Familiale Ste-Foy QC	1	1	1	1	(1)
B	4	Heritage & Coach Abbeyfield Houses, Vancouver BC	5	4	9	9	(10)
	5	Jean Dudley House, Toronto ON	3	1	4	4	(4)
C	6	L'Oasis des Bâtisseurs, St Nazaire QC	4	4	8	8	(8)
	7	Brinkworth Place, Salt Spring Island BC	31	4	35	35	(36)
	8	Heritage Village, Vineland ON	11	1	1	13	(14)
D	9	Woodside on the Green, Airdrie AB	13	4	17	17	(19)
	10	Cedar Hill Court, Saanich BC	12	3	2	17	(18)
	11	Garden Suites (converted motel), New Glasgow NS	6	2	8	8	(8)
E	13	Sandalwood Adult Resort, Kelowna BC	12	12	12	12	(12)
	14	The Wellington, Winnipeg MB	17	6	23	23	(23)
	15	Suomi-Koti, Toronto ON	23	5	1	29	(30)
F	16	Harmer House, Nepean ON	8	8	2	18	(20)
	17	Residence Wilfrid-Lecours, Quebec QC	14	17	4	35	(37)
	18	Fenelon Falls Independent Living Assn, Fenelon Falls ON	8	8	8	8	(8)
G	19	La Maison des Ainés 1	17	7	7	24	(24)
	20	South Side Manor, Edmonton AB	8	10	7	25	(26)
	21	Aven Court, Yellowknife NT	6	2	8	8	(8)
H	22	Holland Christian Homes, Brampton ON	143	40	6	189	(197)
	23	Whisperwood Villa, Sherwood PE	6	4	10	10	(10)
	24	The Elliot, Guelph ON	25	3	1	29	(29)
			375	125	24	524	(544)

* (n) = full sample including respondents who did not answer this question

Q50 - About how often do you sit on your balcony, patio or deck in summer?

Category	Case #	project name/type & location	often	occasionally	never	do not have a balcony/patio/deck	n	(n)*
A	1	Accessory Apartment, New Westminster BC	1				1	(1)
	2	Garden Suite, Sackville NB	1				1	(1)
	3	Maison Bi-Familiale Ste-Foy QC	1				1	(1)
B	4	Heritage & Coach Abbeyfield Houses, Vancouver BC	1	4	1	3	9	(10)
	5	Jean Dudley House, Toronto ON	1	1		1	3	(4)
	6	L'Oasis des Batisseurs, St Nazaire QC				8	8	(8)
C	7	Brinkeworthy Place, Salt Spring Island BC	20	14	1		35	(36)
	8	Heritage Village, Vineland ON	6	7		1	14	(14)
	9	Woodside on the Green, Airdrie AB	10	8		1	19	(19)
D	10	Cedar Hill Court, Saanich BC	7	8		3	18	(18)
	11	Garden Suites (converted motel), New Glasgow NS	6	1		1	8	(8)
	13	Sandalwood Adult Resort, Kelowna BC	6	5			11	(12)
E	14	The Wellington, Winnipeg MB	1	2	1	18	22	(23)
	15	Suomi Koti, Toronto ON	9	17	1	1	28	(30)
	16	Harmer House, Nepean ON	4	3	2	7	16	(20)
F	17	Residence Wilfrid-Léonard, Quebec QC				37	37	(37)
	18	Fenelon Falls Independent Living Assn, Fenelon Falls ON	4	3		1	8	(8)
	19	La Maison des Ainés 1	12	9			21	(24)
F	20	South Side Manor, Edmonton AB	5	15		5	25	(26)
	21	Aven Court, Yellowknife NT	6		1		7	(8)
	22	Holland Christian Homes, Brampton ON	91	85	10	5	191	(197)
	23	Whisperwood Villa, Sherwood PE	1	5		3	9	(10)
	24	The Elliot, Guelph ON	3	3		19	25	(29)
			195	191	17	114	517	(544)

* (n) = full sample including respondents who did not answer this question

Q52 – Do you like the view from your unit?

category	case #	project name/type & location	very much	somewhat	not at all	not applicable	n	(n)*
A	1	Accessory Apartment, New Westminster BC	1				1	(1)
	2	Garden Suite, Sackville NB	1				1	(1)
	3	Maison Bi-Familiale Ste-Foy QC	1				1	(1)
B	4	Heritage & Coach Abbeyfield Houses, Vancouver BC	4	2	2		8	(10)
	5	Jean Dudley House, Toronto ON	4				4	(4)
	6	L'Oasis des Batisseurs, St Nazaire QC					0	(8)
C	7	Brinkeworthy Place, Salt Spring Island BC	23	12			35	(36)
	8	Heritage Village, Vineland ON	7	6	1		14	(14)
	9	Woodside on the Green, Airdrie AB	12	4			16	(19)
D	10	Cedar Hill Court, Saanich BC	9	6	3		18	(18)
	11	Garden Suites (converted motel), New Glasgow NS	4	4			8	(8)
	13	Sandalwood Adult Resort, Kelowna BC	8	3			11	(12)
E	14	The Wellington, Winnipeg MB	16	7			23	(23)
	15	Suomi Koti, Toronto ON	16	10	2		28	(30)
	16	Harner House, Nepean ON	5	11	1		17	(20)
F	17	Residence Wilfrid-Lecours, Quebec QC				2	2	(37)
	18	Fenelon Falls Independent Living Assn, Fenelon Falls ON	8				8	(8)
	19	La Maison des Ainés 1	6	8	5		19	(24)
F	20	South Side Manor, Edmonton AB	13	11	2		26	(26)
	21	Aven Court, Yellowknife NT	6	2			8	(8)
	22	Holland Christian Homes, Brampton ON	130	52	10		192	(197)
	23	Whisperwood Villa, Sherwood PE	6	4			10	(10)
	24	The Elliot, Guelph ON	18	10	1		29	(29)
			298	152	27	2	479	(544)

* (n) = full sample including respondents who did not answer this question

Q53 - If you had your choice of units in this project would you stay in this one, or move to another?

category	case #	project name/type & location	stay in this one	move to another	not applicable	could either stay or move	n	(n)*
A	1	Accessory Apartment, New Westminster BC			1	1	1	(1)
	2	Garden Suite, Sackville NB			1	1	1	(1)
	3	Maison Bi-Familiale Ste-Foy QC	1				1	(1)
B	4	Heritage & Coach Abbeyfield Houses, Vancouver BC	9				9	(10)
	5	Jean Dudley House, Toronto ON	4				4	(4)
	6	L'Oasis des Bâtisseurs, St Nazaire QC						(8)
C	7	Brinkeworthy Place, Salt Spring Island BC	30	4			34	(36)
	8	Heritage Village, Vineland ON	13	1			14	(14)
	9	Woodside on the Green, Airdrie AB	16	1	2		19	(19)
D	10	Cedar Hill Court, Saanich BC	15	2			17	(18)
	11	Garden Suites (converted motel), New Glasgow NS	8				8	(8)
	13	Sandalwood Adult Resort, Kelowna BC	9	3			12	(12)
E	14	The Wellington, Winnipeg MB	18	5			23	(23)
	15	Suomi-Koti, Toronto ON	23	6	1		30	(30)
	16	Harmer House, Nepean ON	13	4	1		18	(20)
F	17	Residence Wilfrid-Lécoeur, Quebec QC	26	5			31	(37)
	18	Fenelon Falls Independent Living Assn, Fenelon Falls ON	8				8	(8)
	19	La Maison des Ainés I	19	3			22	(24)
G	20	South Side Manor, Edmonton AB	21	3			24	(26)
	21	Aven Court, Yellowknife NT	7	1			8	(8)
	22	Holland Christian Homes, Brampton ON	165	28			193	(197)
	23	Whisperwood Villa, Sherwood PE	8	1			1	(10)
	24	The Elliot, Guelph ON	24	2			27	(29)
			437	69	6	2	514	(544)

* (n) = full sample including respondents who did not answer this question

Q55 - Is it easy for you to get in and out the front door of the building?

category	case #	project name/type & location	yes	no	not applicable	n	(n)*
A	1	Accessory Apartment, New Westminster BC			1	1	(1)
	2	Garden Suite, Sackville NB			1	1	(1)
	3	Maison Bi-Familiale, Ste-Foy QC			1	1	(1)
B	4	Heritage & Coach Abbeyfield Houses, Vancouver BC	8	2		10	(10)
	5	Jean Dudley House, Toronto ON	3	1		4	(4)
	6	L'Oasis des Bâtisseurs, St Nazaire QC	7			7	(8)
C	7	Brinkworthy Place, Salt Spring Island BC	23	1	9	33	(36)
	8	Heritage Village, Vineland ON	11		3	14	(14)
	9	Woodside on the Green, Airdrie AB	13		5	18	(19)
D	10	Cedar Hill Court, Saanich BC	17			17	(18)
	11	Garden Suites (converted motel), New Glasgow NS	8			8	(8)
	13	Sandalwood Adult Resort, Kelowna BC	9		3	12	(12)
E	14	The Wellington, Winnipeg MB	19	4		23	(23)
	15	Suomi-Koti, Toronto ON	29	1		30	(30)
	16	Harmer House, Nepean ON	18			18	(20)
F	17	Residence Wilfrid-Lécaux, Quebec QC	35	1		36	(37)
	18	Fenelon Falls Independent Living Assn, Fenelon Falls ON	8			8	(8)
	19	La Maison des Aînés 1, Montreal QC	24			24	(24)
	20	South Side Manor, Edmonton AB	22	3		25	(26)
	21	Aven Court, Yellowknife NT	4	3		7	(8)
	22	Holland Christian Homes, Brampton ON	191	3		194	(197)
	23	Whisperwood Villa, Sherwood PE	10			10	(10)
	24	The Elliot, Guelph ON	29			29	(29)
			489	19	22	530	(544)

*(n) = full sample including respondents who did not answer this question

Q56 - Is there a waiting area inside the front entrance?

category	case #	project name/type & location	yes	no	not applicable	n	(n)*
A	1	Accessory Apartment, New Westminster BC			1	1	(1)
	2	Garden Suite, Sackville NB			1	1	(1)
	3	Maison Bi-Familiale, Ste-Foy QC			1	1	(1)
B	4	Heritage & Coach Abbeyfield Houses, Vancouver BC	7	1	2	10	(10)
	5	Jean Dudley House, Toronto ON	2	2	4	4	(4)
	6	L'Oasis des Batisseurs, St Nazaire QC		7	7	7	(8)
C	7	Brinkworthy Place, Salt Spring Island BC	8	8	18	34	(36)
	8	Heritage Village, Vineland ON	8	1	4	13	(14)
	9	Woodside on the Green, Airdrie AB	9	1	8	18	(19)
D	10	Cedar Hill Court, Saanich BC	17			17	(18)
	11	Garden Suites (converted motel), New Glasgow NS	5	1	2	8	(8)
	13	Sandalwood Adult Resort, Kelowna BC	7		5	12	(12)
E	14	The Wellington, Winnipeg MB	23			23	(23)
	15	Suomi-Koti, Toronto ON	30			30	(30)
	16	Harmer House, Nepean ON	18			18	(20)
F	17	Residence Wilfrid-Jeannot, Quebec QC	30	4	1	35	(37)
	18	Fenelon Falls Independent Living Assn, Fenelon Falls ON	8			8	(8)
	19	La Maison des Ainés 1, Montreal QC	22	1		23	(24)
F	20	South Side Manor, Edmonton AB	23	2		25	(26)
	21	Aven Court, Yellowknife NT	6			6	(8)
	22	Holland Christian Homes, Brampton ON	187	4		191	(197)
	23	Whisperwood Villa, Sherwood PE	9			9	(10)
	24	The Elliot, Guelph ON	27		2	29	(29)
			446	32	45	523	(544)

*(n) = full sample including respondents who did not answer this question

Q57a - If there is a waiting area, are you satisfied with its appearance, e.g. decor?

category	case #	project name/type & location	yes	no	not applicable	n	(n)*
A	1	Accessory Apartment, New Westminster BC			1	1	(1)
	2	Garden Suite, Sackville NB			1	1	(1)
	3	Maison Bi-Familiale, Ste-Foy QC			1	1	(1)
B	4	Heritage & Coach Abbeyfield Houses, Vancouver BC	6	1	2	9	(10)
	5	Jean Dudley House, Toronto ON	2		2	4	(4)
	6	L'Oasis des Batisseurs, St Nazaire QC			8	8	(8)
C	7	Brinkworth Place, Salt Spring Island BC	8		25	33	(36)
	8	Heritage Village, Vineland ON	9		3	12	(14)
	9	Woodside on the Green, Airdrie AB	6		7	13	(19)
D	10	Cedar Hill Court, Saanich BC	13			13	(18)
	11	Garden Suites (converted motel), New Glasgow NS	3		3	6	(8)
	13	Sandalwood Adult Resort, Kelowna BC	7		5	12	(12)
E	14	The Wellington, Winnipeg MB	20			20	(23)
	15	Suomi-Koti, Toronto ON	25			25	(30)
	16	Harmer House, Nepean ON	11	4		15	(20)
F	17	Residence Wilfrid-L'ecours, Quebec QC	23		1	24	(37)
	18	Fenelon Falls Independent Living Assn, Fenelon Falls ON	4			4	(8)
	19	La Maison des Aimés 1, Montreal QC	20			20	(24)
F	20	South Side Manor, Edmonton AB	14	5		19	(26)
	21	Aven Court, Yellowknife NT	5			5	(8)
	22	Holland Christian Homes, Brampton ON	171	2	1	174	(197)
F	23	Whisperwood Villa, Sherwood PE	8			8	(10)
	24	The Elliot, Guelph ON	28		1	29	(29)
			383	12	61	456	(544)

*(n) = full sample including respondents who did not answer this question

Q57b - If there is a waiting area, are you satisfied with its location?

category	case #	project name/type & location	yes	no	not applicable	n	(n)*
A	1	Accessory Apartment, New Westminster BC			1	1	(1)
	2	Garden Suite, Sackville NB			1	1	(1)
	3	Maison Bi-Familiale, Ste-Foy QC			1	1	(1)
B	4	Heritage & Coach Abbeyfield Houses, Vancouver BC	6	2	2	10	(10)
	5	Jean Dudley House, Toronto ON	2		2	4	(4)
	6	L'Oasis des Bâtisseurs, St Nazaire QC			8	8	(8)
C	7	Brinkworthy Place, Salt Spring Island BC	4		26	30	(36)
	8	Heritage Village, Vineland ON	8		3	11	(14)
	9	Woodside on the Green, Airdrie AB	2		7	9	(19)
D	10	Cedar Hill Court, Saanich BC	13			13	(18)
	11	Garden Suites (converted motel), New Glasgow NS	5		3	8	(8)
	13	Sandalwood Adult Resort, Kelowna BC	7		5	12	(12)
E	14	The Wellington, Winnipeg MB	19	1		20	(23)
	15	Suomi-Koti, Toronto ON	19			19	(30)
	16	Harmer House, Nepean ON	10	1		11	(20)
F	17	Residence Wilfrid-L'ecours, Quebec QC	20		1	21	(37)
	18	Fenelon Falls Independent Living Assn, Fenelon Falls ON	5			5	(8)
	19	La Maison des Ainés 1, Montreal QC	11			11	(24)
F	20	South Side Manor, Edmonton AB	15			15	(26)
	21	Aven Court, Yellowknife NT	4			4	(8)
	22	Holland Christian Homes, Brampton ON	130			130	(197)
F	23	Whisperwood Villa, Sherwood PE	8			8	(10)
	24	The Elliot, Guelph ON	22		1	23	(29)
			310	4	61	375	(544)

*(n) = full sample including respondents who did not answer this question

Q57c - If there is a waiting area, are you satisfied with its size?

category	case #	project name/type & location	yes	no	not applicable	n	(n)*
A	1	Accessory Apartment, New Westminster BC			1	1	(1)
	2	Garden Suite, Sackville NB			1	1	(1)
	3	Maison Bi-Familiale, Ste-Foy QC			1	1	(1)
B	4	Heritage & Coach Abbeyfield Houses, Vancouver BC	5	1	2	8	(10)
	5	Jean Dudley House, Toronto ON	2		2	4	(4)
C	6	L'Oasis des Bâtisseurs, St Nazaire QC			8	8	(8)
	7	Brinkworth Place, Salt Spring Island BC	3		26	29	(36)
D	8	Heritage Village, Vineland ON	6	2	3	11	(14)
	9	Woodside on the Green, Airdrie AB	1	1	6	8	(19)
	10	Cedar Hill Court, Saanich BC	12			12	(18)
E	11	Garden Suites (converted motel), New Glasgow NS	3		3	6	(8)
	13	Sandalwood Adult Resort, Kelowna BC	4	3	5	12	(12)
F	14	The Wellington, Winnipeg MB	21			21	(23)
	15	Suomi-Koti, Toronto ON	19			19	(30)
G	16	Harmer House, Nepean ON	10	1		11	(20)
	17	Residence Wilfrid-Lécares, Quebec QC	21	1	1	23	(37)
H	18	Fenelon Falls Independent Living Assn, Fenelon Falls ON	5			5	(8)
	19	La Maison des Ainés 1, Montreal QC	8	1		9	(24)
I	20	South Side Manor, Edmonton AB	14	1		15	(26)
	21	Aven Court, Yellowknife NT	4			4	(8)
J	22	Holland Christian Homes, Brampton ON	125	3		128	(197)
	23	Whisperwood Villa, Sherwood PE	7			7	(10)
	24	The Elliot, Guelph ON	22	1		23	(29)
			292	14	60	366	(544)

*(n) = full sample including respondents who did not answer this question

Q58 - Q62 — Mail

cat.	case #	project name/type & location	Is there a central mail delivery area?			Is it easy to get your mail?			Is there enough light there to see who your letters are from?			Is there a ledge or table nearby for setting down parcels?			Is there a mailbox conveniently located, for all weather?		
			yes	no	n/a	yes	no	n/a	yes	no	n/a	yes	no	n/a	yes	no	n/a
A	1	Accessory Apartment, New Westminster BC		1		1			1			1			1		(1)
	2	Garden Suite, Sackville NB		1		1			1			1			1		(1)
	3	Maison Bi-Familiale, Ste-Foy QC		1		1			1			1			1		(1)
B	4	Heritage & Coach Abbeyfield Houses, Vancouver BC	10	8		5	2		4	2		5	1				(10)
	5	Jean Dudley, Toronto ON	3	1	3	1	3		1	2	1	1	2		2		(4)
	6	L'Oasis des Batisseurs, St-Nazaire QC	8		8		8		8		8			8		8	(8)
C	7	Brinkeworthy Place, Salt Spring Island BC	29	2	31	2	26	2	2	25	2	27	2	27	2	2	(36)
	8	Heritage Village, Vineland ON	11	1	12		10	2	3	9		9	3		3		(14)
	9	Woodside on the Green, Airdrie AB	10	1	5	10	6	4	7	5	7	3	2	7	7		(19)
D	10	Cedar Hill Court, Saanich BC	16	1	16		13		2	11		5	10				(18)
	11	Garden Suites (converted motel), New Glasgow NS	8	8		7		7		7		7	1		1		(8)
	13	Sandalwood Adult Resort, Kelowna BC	12	12		12		12		3	9	12					(12)
E	14	The Wellington, Winnipeg MB	23	22		20	1		19	2		22					(23)
	15	Suomi-Koti, Toronto ON	28	30		24			23			27					(30)
	16	Harrmer House, Nepean ON	17	18		12	2		13	2		12	4				(20)
F	17	Residence Wilfrid-L'ecours, Quebec QC	33	4	36		34	1	14	22		12	21				(37)
	18	Fenelon Falls Independent Living Assn, Fenelon Falls ON	8	8		7		7		18	3	6	1		1		(8)
	19	La Maison des Aimés 1, Montreal QC	23	1	23		22		18	3	11	8	1				(24)
G	20	South Side Manor, Edmonton AB	25	1	25		20		7	15	9	13					(26)
	21	Aven Court, Yellowknife NT	7	5		3	1	1	4	4	4	1					(8)
	22	Holland Christian Homes, Brampton ON	180	191	2	170	2		136	34		174	5				(197)
H	23	Whisperwood Villa, Sherwood PE	9	1	9		6		4	1		5	1				(10)
	24	The Elliot, Guelph ON	28	1	28		22	2	5	20	21	4					(29)
	480	18 12 495 2 20 420 13 21 268 165 21 373 77 23														(544)	

*(n) = full sample including respondents who did not answer this question

Q63a – Use of Recreational & Special Activity Common Areas in Multi-Unit Projects
mean hours per week in each area

category	case #	project name/type & location	Lounge	Library	Craft room	Club	Work shop	Games room	Music room	Exercise room	Green house	Pool/ spa	Chapel or mediat. room	Other small meetin g rooms	Gift shop	Café/ snack bar	Beauty parlor/ barber shop	Other
A	1	Accessory Apartment, New Westminster BC																
	2	Garden Suite, Sackville NB																
	3	Maison Bi-Familiale, Ste-Foy QC																
B	4	Heritage & Coach Abbeyfield Houses, Vancouver BC	16.00													2.00		
	5	Jean Dudley, Toronto ON	7.50													2.00		
	6	L'Oasis des Batisseurs, St-Nazaire QC	4.00														1.00	
C	7	Brinkeworthy Place, Salt Spring Island BC	1.00														5.29	
	8	Heritage Village, Vineland ON	1.40	1.00													2.50	
	9	Woodside on the Green, Airdrie AB	1.00															
	10	Cedar Hill Court, Saanich BC	5.38	1.67	1.80												2.00	
D	11	Garden Suites (converted motel), New Glasgow NS	3.50														5.00	
	12	Sandalwood Adult Resort, Kelowna BC	2.80	1.00	2.00	5.18											8.00	
E	14	The Wellington, Winnipeg MB	6.14	1.85	1.00													
	15	Suomi-Koti, Toronto ON	3.42	2.15	2.00												2.00	
	16	Harmer House, Nepean ON	4.33	1.14	1.75	10.00												
	17	Residence Wilfrid-Léours, Quebec QC	5.40	88.00														
	18	Fenelon Falls Independent Living Assn, Fenelon Falls ON	3.67	1.00												3.00		
	19	La Maison des Ainés 1, Montreal QC	8.29													13.67		
	20	South Side Manor, Edmonton AB	3.83	1.50													3.25	
F	21	Aven Court, Yellowknife NT																
	22	Holland Christian Homes, Brampton ON	5.14	1.78	2.72													
	23	Whisperwood Villa, Sherwood PE	2.00	1.00	3.50	5.00											1.25	
	24	The Elliot, Guelph ON	4.70	1.75	1.00	2.00	17.00										3.00	
			4.77	2.57	2.35	3.95	7.83	3.48	2.41	2.56	4.43	3.06	2.47	3.36	1.46	3.40	6.43	

Q63b – Use of Recreational & Special Activity Common Areas in Multi-Unit Projects
No. of residents who indicate hours per week in each area

category	case #	project name/type & location	(n)*	Loung e room	Craft y room	Club house	Work shop	Game s room	Music room	Exercise e room	Green house	Pool/ spa	Other 1 or small media room	Gift shop	Café snack bar	Beaut y parlor/	Other barber shop	
A	1	Accessory Apartment, New Westminster BC	(1)															
	2	Garden Suite, Sackville NB	(1)															
	3	Maison Bi-Familiale, Ste-Foy QC	(1)															
B	4	Heritage & Coach Abbeyfield Houses, Vancouver BC	(10)	1														
	5	Jean Dudley, Toronto ON	(4)	2														
	6	L'Oasis des Bâtisseurs, St-Nazaire QC	(8)	4														
C	7	Brinkworthy Place, Salt Spring Island BC	(36)	2				9			3							
	8	Heritage Village, Vineland ON	(14)	5	8			6	1	7		3					2	
	9	Woodside on the Green, Airdrie AB	(19)	1				8		1		1						
	10	Cedar Hill Court, Saanich BC	(18)	8	3	5				2	1							
D	11	Garden Suites (converted motel), New Glasgow NS	(8)	2				1	3		5							
	12	Sandalwood Adult Resort, Kelowna BC	(12)	5	4	1	11		8		9							
E	14	The Wellington, Winnipeg MB	(23)	14	13	2		7	5	10			2	6	3	3	2	
	15	Suomi-Koti, Toronto ON	(30)	12	13	7		5	6	3	7		13	11	5	1	9	
	16	Harrmer House, Nepean ON	(20)	12	7	4	1	5	5		2	3		8	10	1	11	
	17	Residence Wilfrid-Lecours, Quebec QC	(37)	5	1			1	3			4			6	1	1	
	18	Fenelon Falls Independent Living Assn, Fenelon Falls ON	(8)	3	1				2			1						
	19	La Maison des Ainés 1, Montreal QC	(24)	7						1					3			
	20	South Side Manor, Edmonton AB	(26)	12	2				5	5	2		1			4		
F	21	Aven Court, Yellowknife NT	(8)								1							
	22	Holland Christian Homes, Brampton ON	(197)	35	27	18		10	44	14	32	4	5	72	36	33	53	84
	23	Whisperwood Villa, Sherwood PE	(10)	3	3	2	1	1	1	1				2		4		
	24	The Elliot, Guelph ON	(29)	20	8	1	1	2	8	5			11	1	3	4	2	
			(544)	151	92	43	38	24	106	29	78	7	33	118	66	37	77	134
																	28	

Q63c – Use of Recreational & Special Activity Common Areas in Multi-Unit Projects
No. of residents who indicate use of areas, but time not specified

category	case #	project name/type & location	(n)*	Lounge	Library	Craft	Work	Games	Music	Exercis	Green	Pool/	Chapel	Other	Gift	Cafe/	Beauty	Other
				room	house	shop	room	room	room	room	spa	or	small	shop	snack	parlor/	barber	shop
A	1	Accessory Apartment, New Westminster BC	(1)															
	2	Garden Suite, Sackville NB	(1)															
	3	Maison Bi-Familiale, Ste-Foy QC	(1)															
B	4	Heritage & Coach Abbeyfield Houses, Vancouver BC	(10)	1	2										1	1	1	2
	5	Jean Dudley, Toronto ON	(4)	1														
	6	L'Oasis des Batisseurs, St-Nazaire QC	(8)	2														
C	7	Brinkworthy Place, Salt Spring Island BC	(36)															
	8	Heritage Village, Vineland ON	(14)	3	1	2		2			2				1			
	9	Woodside on the Green, Airdrie AB	(19)															
	10	Cedar Hill Court, Saanich BC	(18)	2	1													
D	11	Garden Suites (converted motel), New Glasgow NS	(8)	1	1	1									1	1	1	2
	12	Sandalwood Adult Resort, Kelowna BC	(12)															1
E	13	The Wellington, Winnipeg MB	(23)	4	3										1	1	2	
	14	Suomi-Koti, Toronto ON	(30)	3	4	2	1	2	1	2					3	3	3	1
	15	Hamer House, Nepean ON	(20)	2	3	1									1	5	2	3
	16	Residence Wilfrid-Léveillé, Quebec QC	(37)	1											1	2	2	4
	17	Fenelon Falls Independent Living Assn, Fenelon Falls ON	(8)	1	1										2	2	4	1
	18	La Maison des Ainés 1, Montreal QC	(24)															
	19	South Side Manor, Edmonton AB	(26)	1	3										2	2	3	
F	20	Aven Court, Yellowknife NT	(8)												1			
	21	Holland Christian Homes, Brampton ON	(197)	20	24	9	3	8	21	3	19	4	8	36	24	31	41	34
	22	Whisperwood Villa, Sherwood PE	(10)	1	2	3	1	1	2	3				1	1	1	1	
	23	The Elliot, Guelph ON	(29)	5	2	1								1	3	1	4	1
	24	(54)	47	45	20	16	11	40	13	35	5	14	53	37	34	51	45	9

Q63d – Use of Recreational & Special Activity Common Areas in Multi-Unit Projects
No. of residents who indicate the area is N/A

category	case #	project name/type & location	(n)*	Lounge	library	Craft room	Club house	Work shop	Games room	Music room	Exercise room	Green room	Pool house	Spa room	Chapel room	Other small room	Gift shop	Cafe/ snack bar	Beauty parlor/ barber shop	Other
A	1	Accessory Apartment, New Westminster BC	(1)	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	
	2	Garden Suite, Sackville NB	(1)	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	
B	3	Maison Bi-Familiale, Ste-Foy QC	(1)	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	
	4	Heritage & Coach Abbeyfield Houses, Vancouver BC	(10)	3	5	1	4	5	5	3	4	4	4	4	4	3	5	4	5	
	5	Jean Dudley, Toronto ON	(4)	2	3	4	4	4	3	4	4	4	4	4	4	3	4	4	3	
C	6	L'Oasis des Batisseurs, St-Nazaire QC	(8)	8	8	8	8	8	8	8	8	8	8	8	8	8	8	8	8	
	7	Brinkeworthy Place, Salt Spring Island BC	(36)	27	24	27	16	27	22	26	26	27	27	27	27	27	27	27	26	
	8	Heritage Village, Vineland ON	(14)	2	2	2	2	2	1	5	2	6	2	7	3	8	8	8	3	
	9	Woodside on the Green, Airdrie AB	(19)	6	7	7	6	7	6	7	7	8	8	8	8	8	8	8	8	
D	10	Cedar Hill Court, Saanich BC	(18)	5	4	8	8	6	8	6	8	8	8	8	4	5	8	7	6	
	11	Garden Suites (converted motel), New Glasgow NS	(8)	1	3	3	2	3	1	2	1	2	1	2	2	2	2	2	2	
	12	Sandalwood Adult Resort, Kelowna BC	(12)	4	5	8	9	1	9	9	9	9	9	9	9	9	9	9	8	
E	13	The Wellington, Winnipeg MB	(23)	1	4	16	16	16	7	10	8	14	15	14	9	12	9	7	4	
	14	Suomi-Koti, Toronto ON	(30)	4	6	10	11	11	9	11	8	12	6	6	9	12	8	6	7	
	15	Hammer House, Nepean ON	(20)	5	8	9	11	10	7	14	11	10	15	4	3	11	10	5	5	
	16	Residence Wilfrid-Lecours, Quebec QC	(37)	14	14	15	15	15	10	15	14	15	15	12	12	15	9	14	8	
	17	Fenelon Falls Independent Living Assn, Fenelon Falls ON	(8)	2	3	3	4	4	2	3	3	4	4	4	3	4	4	3	2	
	18	La Maison des Ainés 1, Montreal QC	(24)																	
	19	South Side Manor, Edmonton AB	(26)	1	6	7	8	8	5	5	5	7	7	6	6	7	6	7	3	
F	20	21 Aven Court, Yellowknife NT	(8)	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	
	22	Holland Christian Homes, Brampton ON	(197)	24	29	41	50	41	20	40	27	42	44	15	23	23	22	20	16	
	23	Whisperwood Villa, Sherwood PE	(10)																	
	24	The Elliot, Guelph ON	(29)	3	11	13	13	14	8	13	8	13	14	5	9	12	11	10	5	
			(544)	103	147	207	207	222	149	212	174	224	213	169	137	205	186	168	140	

Q64 - Q69 — Elevators

category	case #	project name/type & location	Are there elevators in your building?	Have you had any problems with the elevators in your building?	Are the elevators easy to get on and off?	Are there enough elevators?	Do the elevators come quickly enough for you?	Are the elevator buttons visible and easy to reach?	(n)*
			yes	no	yes	no	yes	no	
A	1	Accessory Apartment, New Westminster BC	1	1					(1)
	2	Garden Suite, Sackville NB							(1)
	3	Maison Bi-Familiale, Ste-Foy QC							(1)
B	4	Heritage & Coach Abbeyfield Houses, Vancouver BC	10	6	4	10	8	9	(10)
	5	Jean Dudley, Toronto ON	3	1	1	2	2	1	(4)
C	6	L'Oasis des Bâtisseurs, St-Nazaire QC	8	1	5	4	4	8	(8)
	7	Brinkworth Place, Salt Spring Island BC							(36)
	8	Heritage Village, Vineland ON	10	4	2	5	8	7	(14)
D	9	Woodside on the Green, Airdrie AB		18					(19)
	10	Cedar Hill Court, Saanich BC	17	3	13	17	17	18	(18)
	11	Garden Suites (converted motel), New Glasgow NS		8					(8)
E	13	Sandalwood Adult Resort, Kelowna BC		12					(12)
	14	The Wellington, Winnipeg MB	22	1	2	20	21	22	(23)
F	15	Suomi-Koti, Toronto ON	30	11	19	28	30	25	(30)
	16	Harmer House, Nepean ON	20	7	13	20	11	9	(20)
	17	Residence Wilfrid-Lecours, Quebec QC	37	6	28	31	4	35	(37)
G	18	Fenelon Falls Independent Living Assn, Fenelon Falls ON	8		7	7	7	8	(8)
	19	La Maison des Aînés 1, Montreal QC	23	4	18	22	1	21	(24)
	20	South Side Manor, Edmonton AB	26	16	7	25	23	2	(26)
H	21	Aven Court, Yellowknife NT		8					(8)
	22	Holland Christian Homes, Brampton ON	197	72	108	186	2	161	(197)
	23	Whisperwood Villa, Sherwood PE	10	1	7	8	8	9	(10)
	24	The Elliot, Guelph ON	29	3	22	27	1	26	(29)
			450	91	135	280	414	16	(544)

*(n) = full sample including respondents who did not answer this question.

Q70 & 71 — Orientation and Wayfinding

cat.	case #	project name/type & location	Is it easy or hard for you to find your way around in this residence?						If hard, how could it be improved?				(n)*
			easy	hard	n/a	n	more signs	better signs	more logical numbering system	orientation for new tenants	shorter centrally located corridor	elevator	
A	1	Accessory Apartment, New Westminster BC				1	1						(1)
	2	Garden Suite, Sackville NB				1	1						(1)
	3	Maison Bi-Familiale, Ste-Foy QC				1	1						(1)
B	4	Heritage & Coach Abbeyfield Houses, Vancouver BC	8			8			1	1	1		3 (10)
	5	Jean Dudley, Toronto ON	4			4							(4)
	6	L'Oasis des Batisseurs, St-Nazaire QC	8			8	1					1	(8)
C	7	Brinkworthy Place, Salt Spring Island BC	27		9	36			3				3 (36)
	8	Heritage Village, Vineland ON	11		3	14							(14)
	9	Woodside on the Green, Airdrie AB	10		8	18							(19)
D	10	Cedar Hill Court, Saanich BC	18			18							(18)
	11	Garden Suites (converted motel), New Glasgow NS	7		1	8							(8)
	13	Sandalwood Adult Resort, Kelowna BC	10		2	12							(12)
E	14	The Wellington, Winnipeg MB	23			23	2						2 (23)
	15	Suomi-Koti, Toronto ON	29	1		30	1	2		1			4 (30)
	16	Hammer House, Nepean ON	18	2		20	1		2				3 (20)
F	17	Residence Wilfrid-Lécoeur, Quebec QC	34	1		35	1				2	3	(37)
	18	Fenelon Falls Independent Living Assn, Fenelon Falls ON	8			8							(8)
	19	La Maison des Ainés 1, Montreal QC	24			24	5					5	(24)
G	20	South Side Manor, Edmonton AB	25	1		26	1		1			2	(26)
	21	Aven Court, Yellowknife NT	5			5							(8)
	22	Holland Christian Homes, Brampton ON	193	2		195	2	3		1		6	(197)
H	23	Whisperwood Villa, Sherwood PE	9			9			1			1	(10)
	24	The Elliot, Guelph ON	29			29				1	1	2	(29)
	501		7	25		533	14	6	6	5	1	3	35 (544)

*(n) = full sample including respondents who did not answer this question.

Q72 — How satisfied are you with the hallway/walkway surfaces?

cat.	case #	project name/type & location	very satisfied	somewhat satisfied	not at all satisfied	n/a	n	(n)*
A	1	Accessory Apartment, New Westminster BC				1	1	(1)
	2	Garden Suite, Sackville NB				1	1	(1)
	3	Maison Bi-Familiale, Ste-Foy QC				1	1	(1)
B	4	Heritage & Coach Abbeyfield Houses, Vancouver BC	4	4		8	8	(10)
	5	Jean Dudley, Toronto ON	3	1		4	4	(4)
	6	L'Oasis des Bâtisseurs, St-Nazaire QC	6	2		8	8	(8)
C	7	Brinkeworthy Place, Salt Spring Island BC	12	5		18	35	(36)
	8	Heritage Village, Vineland ON	9	2		3	14	(14)
	9	Woodside on the Green, Airdrie AB	1	2		14	17	(19)
D	10	Cedar Hill Court, Saanich BC	16	2		18	18	(18)
	11	Garden Suites (converted motel), New Glasgow NS	5	1		2	8	(8)
	13	Sandalwood Adult Resort, Kelowna BC	8	1		3	12	(12)
E	14	The Wellington, Winnipeg MB	23			23	23	(23)
	15	Suomi-Koti, Toronto ON	21	6	1	28	28	(30)
	16	Hamner House, Nepean ON	5	13	2	20	20	(20)
F	17	Residence Wilfrid-L'ecours, Quebec QC	18	13	1	32	32	(37)
	18	Fenelon Falls Independent Living Assn, Fenelon Falls ON	8			8	8	(8)
	19	La Maison des Ainés 1, Montreal QC	19	4		23	23	(24)
G	20	South Side Manor, Edmonton AB	7	16	2	25	25	(26)
	21	Aven Court, Yellowknife NT	3	2		5	5	(8)
	22	Holland Christian Homes, Brampton ON	171	22		193	193	(197)
H	23	Whisperwood Villa, Sherwood PE	7	2	1	10	10	(10)
	24	The Elliot, Guelph ON	27	2		29	29	(29)
	374		100	6	43	523	523	(544)

*(n) = full sample including respondents who did not answer this question.

Q73 - Q74 — Project Appearance

category	case #	project name/type & location	How attractive do you find the architectural design of this building?			How satisfied are you living in a housing project of this size? (n)*		
			very attractive	average	unattractive	n	very satisfied	somewhat satisfied
A	1	Accessory Apartment, New Westminster BC	1			1	1	1
	2	Garden Suite, Sackville NB	1			1		1
	3	Maison Bi-Familiale, Ste-Foy QC		1		1		1
B	4	Heritage & Coach Abbeyfield Houses, Vancouver BC	6	3		9	6	2
	5	Jean Dudley, Toronto ON	3	1		4	4	4
	6	L'Oasis des Bâtisseurs, St-Nazaire QC	7	1		8	8	8
C	7	Brinkeworthy Place, Salt Spring Island BC	13	9		22	21	5
	8	Heritage Village, Vineland ON	12	1		13	9	4
	9	Woodside on the Green, Airdrie AB	5	4		9	6	2
D	10	Cedar Hill Court, Saanich BC	13	5		18	12	6
	11	Garden Suites (converted motel), New Glasgow NS	8			8	8	8
	13	Sandalwood Adult Resort, Kelowna BC	7	3		10	10	10
E	14	The Wellington, Winnipeg MB	23			23	20	3
	15	Suomi-Koti, Toronto ON	19	10		29	24	3
	16	Harmer House, Nepean ON	7	10	2	19	12	5
F	17	Residence Wilfrid-Lecours, Quebec QC	24	10		34	25	10
	18	Fenelon Falls Independent Living Assn, Fenelon Falls ON	6	2		8	8	8
	19	La Maison des Ainés 1, Montreal QC	19	4		23	19	5
G	20	South Side Manor, Edmonton AB	23			23	19	6
	21	Aven Court, Yellowknife NT	8			8	6	1
	22	Holland Christian Homes, Brampton ON	125	66		191	168	24
	23	Whisperwood Villa, Sherwood PE	4	6		10	5	4
	24	The Elliot, Guelph ON	23	5		28	27	2
			334	164	2	500	419	82
							4	505
								(544)

*(n) = full sample including respondents who did not answer this question

Q75 - Q76 — The Outdoor Environment

category	case #	project name/type & location	How important are the outdoor areas of your housing to you?					Are you satisfied with the grounds (gardens, walkways)?			(n)*
			very important	somewhat important	not important	n	very satisfied	somewhat satisfied	not satisfied	satisfied	
A	1	Accessory Apartment, New Westminster BC	1			1	1	1	1	1	(1)
	2	Garden Suite, Sackville NB	1			1	1	1	1	1	(1)
	3	Maison Bi-Familiale, Ste-Foy QC	1			1	1	1	1	1	(1)
B	4	Heritage & Coach Abbeyfield Houses, Vancouver BC	4	3		7	7	7	7	7	(10)
	5	Jean Dudley, Toronto ON	1	3		4	3	1	4	4	(4)
	6	L'Oasis des Batisseurs, St-Nazaire QC	7	1		8	4	4	4	8	(8)
C	7	Brinkeworthy Place, Salt Spring Island BC	22	7		29	13	9	4	4	26 (36)
	8	Heritage Village, Vineland ON	10	3		13	9	4	1	14	(14)
	9	Woodside on the Green, Airdrie AB	8	5		13	5	7		12	(19)
D	10	Cedar Hill Court, Saanich BC	12	5		17	12	4	1	17	(18)
	11	Garden Suites (converted motel), New Glasgow NS	4	2		6	7	1	1	8	(8)
	13	Sandalwood Adult Resort, Kelowna BC	9	3		12	8	4		12	(12)
E	14	The Wellington, Winnipeg MB	13	7	2	22	19	2	1	1	22 (23)
	15	Suomi-Koti, Toronto ON	14	11	1	26	8	12	6	26	(30)
	16	Harmar House, Nepean ON	15	4	1	20	5	11	4	20	(20)
F	17	Residence Wilfrid-Lécaours, Quebec QC	14	16	1	31	13	18	3	34	(37)
	18	Ferelon Falls Independent Living Assn, Fenelon Falls ON	5	1	1	7	7	1	1	8	(8)
	19	La Maison des Ainés 1, Montreal QC	19	4		23	16	7		23	(24)
	20	South Side Manor, Edmonton AB	8	8	2	18	3	10	5	18	(26)
	21	Aven Court, Yellowknife NT	8			8	6	1	1	7	(8)
	22	Holland Christian Homes, Brampton ON	145	38	3	186	165	22	3	190	(197)
	23	Whisperwood Villa, Sherwood PE	3	4	1	8	5	4		9	(10)
	24	The Elliot, Guelph ON	22	4	1	27	25	2		27	(29)
			346	129	13	488	343	124	28	495	(544)

*(n) = full sample including respondents who did not answer this question

Q77 - If not satisfied with the grounds, please explain why:

cat.	case #	project name/type & location	n/a	still under construction	not expected	not enough space between buildings	no common green space	no flower beds	not enough trees	not hazards	protected walkways	no insects	mainly seating areas	too many insects	not used for parking	needs better maintenance	public access	icy/slippery roads	overgrown vegetation	(n)*
A	1	Accessory Apartment, New Westminster BC	1																	(1)
	2	Garden Suite, Sackville NB	1																	(1)
	3	Maison Bi-Familiale, Ste-Foy QC																		(1)
B	4	Heritage & Coach Abbeyfield Houses, Vancouver BC	7																	(10)
	5	Jean Dudley, Toronto ON	4																	(4)
C	6	L'Oasis des Bâtisseurs, St-Nazaire QC	6	2																(8)
	7	Brinkworth Place, Salt Spring Island BC	20																	(36)
D	8	Heritage Village, Vineland ON	9	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1		(14)
	9	Woodside on the Green, Airdrie AB	13																	(19)
E	10	Cedar Hill Court, Saanich BC	16																	(18)
	11	Garden Suites (converted motel), New Glasgow NS	8																	(8)
F	13	Sandalwood Adult Resort, Kelowna BC	9	2																(12)
	14	The Wellington, Winnipeg MB	17																	(23)
G	15	Suomi-Koti, Toronto ON	17																	(30)
	16	Harmer House, Nepean ON	14																	(20)
H	17	Residence Wilfrid-Léacock, Quebec QC	28	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1		(37)
	18	Fenelon Falls Independent Living Assn, Fenelon Falls ON	8																	(8)
I	19	La Maison des Ainés 1, Montreal QC	24																	(24)
	20	South Side Manor, Edmonton AB	11																	(26)
J	21	Aven Court, Yellowknife NT	7																	(8)
	22	Holland Christian Homes, Brampton ON	178																	(197)
	23	Whisperwood Villa, Sherwood PE	8																	(10)
	24	The Elliot, Guelph ON	25																	(29)
			431	5	1	5	9	5	2	5	5	3	3	2	20	2	4	2	(544)	

*(n) = full sample including respondents who did not answer this question

**Q78 – In choosing a residence, what is important to you about its location?
(tick all that apply)**

cat.	case #	project name/type & location	accessibility to transportation	accessibility to outside services	quality of neighborhood	safety and security	proximity to family and friends	the view of recreation facilities	availability of neighbours	compatible air quality	privacy/quiet	pride in residence	(n)*
A	1	Accessory Apartment, New Westminster BC		1	1	1	1	1	1	1	1	1	(1)
	2	Garden Suite, Sackville NB		1	1	1	1	1	1	1	1	1	(1)
	3	Maison Bi-Familiale, Ste-Foy QC		1	1	1	1	1	1	1	1	1	(1)
B	4	Heritage & Coach Abbeyfield Houses, Vancouver BC	7	7	4	6	2	1	1	1	1	1	(10)
	5	Jean Dudley, Toronto ON	2	3	3	3	3	3	3	3	2	4	(4)
C	6	L'Oasis des Batisseurs, St-Nazaire QC	2	5	4	5	5	5	5	6	6	8	(8)
	7	Brinkeworthy Place, Salt Spring Island BC	11	24	24	23	13	14	14	14	14	14	(36)
D	8	Heritage Village, Vineland ON	7	10	11	14	9	9	6	6	6	14	(14)
	9	Woodside on the Green, Airdrie AB	8	8	14	9	9	9	9	9	9	9	(19)
E	10	Cedar Hill Court, Saanich BC	13	14	13	12	7	7	8	8	1	1	(18)
	11	Garden Suites (converted motel), New Glasgow NS	2	4	4	8	5	5	3	3	1	1	(8)
F	12	Sandalwood Adult Resort, Kelowna BC	4	9	9	12	7	7	5	1	1	1	(12)
	13	The Wellington, Winnipeg MB	15	12	17	22	19	17	17	17	17	17	(23)
G	14	Suomi-Koti, Toronto ON	22	14	17	20	10	8	8	8	1	1	(30)
	15	Harmer House, Nepean ON	18	13	14	18	14	14	6	6	6	6	(20)
H	16	Residence Wilfrid-Lecours, Quebec QC	15	15	8	27	9	9	6	6	2	2	(37)
	17	Fenelon Falls Independent Living Asn, Fenelon Falls ON	3	4	2	5	2	1	1	1	1	1	(8)
I	18	La Maison des Ainés 1, Montreal QC	16	10	10	17	3	3	10	10	10	10	(24)
	19	South Side Manor, Edmonton AB	23	18	17	19	14	14	10	10	10	10	(26)
J	20	Aven Court, Yellowknife NT	5	4	6	6	7	6	6	6	6	6	(8)
	21	Holland Christian Homes, Brampton ON	143	101	105	141	109	115	115	115	115	115	2
K	22	Whisperwood Villa, Sherwood PE	4	5	5	6	8	8	2	2	2	2	(10)
	23	The Elliot, Guelph ON	26	21	20	24	14	14	16	16	16	16	(29)
L	24		346	303	310	399	272	254	1	5	2	3	(544)
	25												

*(n) = full sample including respondents who did not answer this question

Q79 – How satisfied are you with the location of your housing in terms of convenience for you?

category	case #	project name/type & location	Satisfaction with location of housing in terms of convenience				n	(n)*
			very satisfied	somewhat satisfied	not at all satisfied	not applicable		
A	1	Accessory Apartment, New Westminster BC	1	1	1	1	1	(1)
	2	Garden Suite, Sackville NB					1	(1)
	3	Maison Bi-Familiale, Ste-Foy QC		1			1	(1)
B	4	Heritage & Coach Abbeyfield Houses, Vancouver BC	2	5			7	(10)
	5	Jean Dudley House, Toronto ON		4			4	(4)
	6	L'Oasis des Bâtisseurs, St Nazaire QC		5	3		8	(8)
C	7	Brinkworthy Place, Salt Spring Island BC	23	8			31	(36)
	8	Heritage Village, Vineland ON		8	5	1	14	(14)
	9	Woodside on the Green, Airdrie AB		12	5		17	(19)
D	10	Cedar Hill Court, Saanich BC		13	3		16	(18)
	11	Garden Suites (converted motel), New Glasgow NS	7	1			8	(8)
	13	Sandalwood Adult Resort, Kelowna BC	11	1			12	(12)
E	14	The Wellington, Winnipeg MB	19	3			22	(23)
	15	Suomi-Koti, Toronto ON	26	3			29	(30)
	16	Harmer House, Nepean ON	10	7	3		20	(20)
F	17	Residence Wilfrid-Lecours, Quebec QC	14	16	3		33	(37)
	18	Fenelon Falls Independent Living Assn, Fenelon Falls ON	7	1			8	(8)
	19	La Maison des Aimés 1, Montreal QC	18	6			24	(24)
G	20	South Side Manor, Edmonton AB	20	3			23	(26)
	21	Aven Court, Yellowknife NT	7				7	(8)
	22	Holland Christian Homes, Brampton ON	159	31			190	(197)
H	23	Whisperwood Villa, Sherwood PE	7	2			9	(10)
	24	The Elliot, Guelph ON	26	1			27	(29)
			401	104	7		512	(544)

*(n) = full sample including respondents who did not answer this question

Location

Q80 – How satisfied are you with this neighbourhood?

category	case #	project name/type & location	Satisfaction with neighbourhood			n	(n)*
			very satisfied	somewhat satisfied	not at all satisfied		
A	1	Accessory Apartment, New Westminster BC	1	1	1	1	(1)
	2	Garden Suite, Sackville NB	1	1	1	1	(1)
	3	Maison Bi-Familiale, Ste-Foy QC	1	1	1	1	(1)
B	4	Heritage & Coach Abbeyfield Houses, Vancouver BC	5	3	3	8	(10)
	5	Jean Dudley House, Toronto ON	4	4	4	4	(4)
	6	L'Oasis des Batisseurs, St Nazaire QC	2	3	1	6	(8)
C	7	Brinkeworthy Place, Salt Spring Island BC	23	6	6	29	(36)
	8	Heritage Village, Vineland ON	11	3	3	14	(14)
	9	Woodside on the Green, Airdrie AB	15	2	2	17	(19)
D	10	Cedar Hill Court, Saanich BC	13	4	4	17	(18)
	11	Garden Suites (converted motel), New Glasgow NS	4	2	1	7	(8)
	13	Sandalwood Adult Resort, Kelowna BC	11	11	11	11	(12)
E	14	The Wellington, Winnipeg MB	21	2	2	23	(23)
	15	Suomi-Koti, Toronto ON	16	9	9	25	(30)
	16	Harmer House, Nepean ON	8	12	12	20	(20)
F	17	Residence Wilfrid-Lecours, Quebec QC	12	22	1	35	(37)
	18	Fenelon Falls Independent Living Assn, Fenelon Falls ON	4	2	2	6	(8)
	19	La Maison des Ainés 1, Montreal QC	15	8	8	23	(24)
G	20	South Side Manor, Edmonton AB	19	5	5	24	(26)
	21	Aven Court, Yellowknife NT	7	1	1	8	(8)
	22	Holland Christian Homes, Brampton ON	86	76	12	174	(197)
H	23	Whisperwood Villa, Sherwood PE	5	5	5	10	(10)
	24	The Elliot, Guelph ON	25	1	1	26	(29)
			308	167	15	490	(544)

*(n) = full sample including respondents who did not answer this question

Q81 - Is public transport easily accessible to you?

category	case #	project name/type & location	yes	no	do not know	n/a	n	(n)*
A	1	Accessory Apartment, New Westminster BC	1				1	(1)
	2	Garden Suite, Sackville NB		1			1	(1)
	3	Maison Bi-Familiale, Ste-Foy QC	1				1	(1)
B	4	Heritage & Coach Abbeyfield Houses, Vancouver BC	6	2			8	(10)
	5	Jean Dudley, Toronto ON	2		2		4	(4)
	6	L'Oasis des Batisseurs, St-Nazaire QC	1	5			6	(8)
C	7	Brinkeworthy Place, Salt Spring Island BC	21			10	31	(36)
	8	Heritage Village, Vineland ON	1	12		1	14	(14)
	9	Woodside on the Green, Airdrie AB	9	1	2	7	19	(19)
D	10	Cedar Hill Court, Saanich BC	11	4	1		16	(18)
	11	Garden Suites (converted motel), New Glasgow NS	4			1	5	(8)
	12	Sandalwood Adult Resort, Kelowna BC	11			1	12	(12)
E	13		13	1	2	4	20	(23)
	14	The Wellington, Winnipeg MB					1	(30)
	15	Suomi-Koti, Toronto ON	28				29	
F	16	Harmer House, Nepean ON	18	1		1	20	(20)
	17	Residence Wifrid-Lecours, Quebec QC	10	11	3	8	32	(37)
	18	Fenelon Falls Independent Living Assn, Fenelon Falls ON	2	2		3	7	(8)
G	19	La Maison des Ainés 1, Montreal QC	18	2		2	22	(24)
	20	South Side Manor, Edmonton AB	22			2	24	(26)
	21	Aven Court, Yellowknife NT	5	1	2	8	(8)	
H	22	Holland Christian Homes, Brampton ON	155	3	10	16	184	(197)
	23	Whisperwood Villa, Sherwood PE	2	3	4	1	10	(10)
	24	The Elliot, Guelph ON	25	1	2	28	(29)	
			341	72	24	65	502	(544)

*(n) = full sample including respondents who did not answer this question

Q82 - What do you use most often for transportation?

category	case #	project name/type & location	public transit	own car	walk	transportation by housing staff	rides by friends, family, volunteers	handi transit	taxi	borrow other friends car	n	(n)*
A	1	Accessory Apartment, New Westminster BC			1						1	(1)
	2	Garden Suite, Sackville NB			1						1	(1)
	3	Maison Bi-Familiale, Ste-Foy QC			1						1	(1)
B	4	Heritage & Coach Abbeyfield Houses, Vancouver BC	3	1	1	1	5	2			13	(10)
	5	Jean Dudley, Toronto ON		1		2		1			4	(4)
	6	L'Oasis des Bâtisseurs, St-Nazaire QC		1	2		5	1			9	(8)
C	7	Brinkworth Place, Salt Spring Island BC		26	6		4				36	(36)
	8	Heritage Village, Vineland ON		14	3						17	(14)
	9	Woodside on the Green, Airdrie AB		19	2						21	(19)
	10	Cedar Hill Court, Saanich BC		9	6	11					30	(18)
D	11	Garden Suites (converted motel), New Glasgow NS		1	5	1			2		13	(8)
	13	Sandalwood Adult Resort, Kelowna BC		12	2						14	(12)
E	14	The Wellington, Winnipeg MB	4	7	1	14	9	2	3		40	(23)
	15	Suomi-Koti, Toronto ON		21	12	6		6	1	1	47	(30)
	16	Harmer House, Nepean ON		5	11	4	1	5	2		28	(20)
	17	Residence Wilfrid-L'ecours, Quebec QC		12	2	9	1	7	5	4	1	41 (37)
	18	Fenelon Falls Independent Living Assn, Fenelon Falls ON		1	3	1		6			11	(8)
	19	La Maison des Aînés 1, Montreal QC		14	2	5	6	6			1	34 (24)
	20	South Side Manor, Edmonton AB		8	11	8		11	2		40	(26)
F	21	Aven Court, Yellowknife NT		3	5			3	1		12	(8)
	22	Holland Christian Homes, Brampton ON		34	95	61	2	79	2	2	275	(197)
	23	Whisperwood Villa, Sherwood PE		1	1	2	3		7		14	(10)
	24	The Elliot, Guelph ON		13	15	5	1	6	2		42	(29)
			127	246	139	32	166	18	13	1	2	744 (544)

*(n) = full sample including respondents who did not answer this question

Location

Q83 & Q84 Parking

category	case #	project name/type & location	If you own a car, how satisfied are you with the parking facilities for yourself?					How satisfied are you with the parking facilities for visitors?				
			very satisfied	some-what satisfied	not at all satisfied	n/a	n	very satisfied	some-what satisfied	not at all satisfied	n/a	n
A	1	Accessory Apartment, New Westminster BC	1					1	1			1 (1)
	2	Garden Suite, Sackville NB	1					1	1			1 (1)
	3	Maison Bi-Familiale, Ste-Foy QC	1					1	1			1 (1)
	4	Heritage & Coach Abbeyfield Houses, Vancouver BC	1					3	4	2	1	2 (10)
C	5	Jean Dudley, Toronto ON						4	4	1	1	4 (4)
	6	LOasis des Batisseurs, St-Nazaire QC	1					3	4	5		5 (8)
	7	Brinkworthy Place, Salt Spring Island BC	26	4				34	12	16	3	34 (36)
	8	Heritage Village, Vineland ON	14					14	8	5	1	14 (14)
D	9	Woodside on the Green, Airdrie AB	14	1				4	19	6	10	2 (19)
	10	Cedar Hill Court, Saanich BC	3	2	1	12	18	6	8	1	3	2 (18)
	11	Garden Suites (converted motel), New Glasgow NS	5					3	8	7		1 8 (8)
	13	Sandalwood Adult Resort, Kelowna BC	7	4				1	12	5	5	1 12 (12)
E	14	The Wellington, Winnipeg MB	7	2				9	18	14	4	1 2 (23)
	15	Suomi-Koti, Toronto ON	9	5				15	29	6	10	3 1 29 (30)
	16	Harmer House, Nepean ON	1	7	3			9	20	1	7	11 1 20 (20)
	17	Residence Wilfrid-Lecours, Quebec QC	1					32	33		1	30 2 33 (37)
F	18	Fenelon Falls Independent Living Assn, Fenelon Falls ON	2					6	8	4	2	2 8 (8)
	19	La Maison des Aimés 1, Montreal QC	1					6	7	1	3	2 3 9 (24)
	20	South Side Manor, Edmonton AB	2	8				15	25	4	12	2 8 26 (26)
	21	Aven Court, Yellowknife NT	1	1	1			5	8	1	3	8 (8)
G	22	Holland Christian Homes, Brampton ON	68	26	2	98	194	65	76	12	43	196 (197)
	23	Whisperwood Villa, Sherwood PE	1			9	10	6	2		2	10 (10)
	24	The Elliot, Guelph ON	13	2		14	29	9	10	3	7	29 (29)
	180		180	62	7	252	501	164	175	42	119	10 510 (544)

* (n) = full sample including respondents who did not answer this question

Q85a - How safe do you feel inside your home?

category	case #	project name/type & location	How safe does the resident feel inside the home				n	(n)*
			very safe	moderately safe	not very safe	not applicable		
A	1	Accessory Apartment, New Westminster BC	1				1	(1)
	2	Garden Suite, Sackville NB	1				1	(1)
	3	Habitation deux générations, Ste-Foy QC	1				1	(1)
B	4	Heritage & Coach Abbeyfield Houses, Vancouver BC	7	1			8	(10)
	5	Jean Dudley House, Toronto ON	4				4	(4)
C	6	L'Oasis des Bâtisseurs, St Nazaire QC	8				8	(8)
	7	Brinkeworthy Place, Salt Spring Island BC	30	3			33	(36)
	8	Heritage Village, Vineland ON	13	1			14	(14)
D	9	Woodside on the Green, Airdrie AB	14	5			19	(19)
	10	Cedar Hill Court, Saanich BC	14	3	1		18	(18)
	11	Garden Suites (converted motel), New Glasgow NS	7	1			8	(8)
E	12	Sandalwood Adult Resort, Kelowna BC	8	3			11	(12)
	13	The Wellington, Winnipeg MB	23				23	(23)
F	14	Suomi-Koti, Toronto ON	25	2			27	(30)
	15	Harrmer House, Nepean ON	14	4	1		19	(20)
	16	Residence Wilfrid-Lécares, Quebec QC	24	9	2		35	(37)
G	17	Fenelon Falls Independent Living Assn, Fenelon Falls ON	6	1			7	(8)
	18	La Maison des Ainés 1, Montreal QC	21	2	1		24	(24)
	19	South Side Manor, Edmonton AB	20	5			25	(26)
H	20	Aven Court, Yellowknife NT	7	1			8	(8)
	21	Holland Christian Homes, Brampton ON	170	23			193	(197)
	22	Whisperwood Villa, Sherwood PE	5	3			8	(10)
	23	The Elliot, Guelph ON	26	2			28	(29)
			448	70	5	0	523	(544)

*(n) = full sample including respondents who did not answer this question

Q85b - How safe do you feel in the common areas of the project?

category	case #	project name/type & location	How safe does the resident feel in the common areas of the project				n	(n)*
			very safe	moderately safe	not very safe	not applicable		
A	1	Accessory Apartment, New Westminster BC				1	1	(1)
	2	Garden Suite, Sackville NB				1	1	(1)
	3	Habitation deux générations, Ste-Foy QC				1	1	(1)
B	4	Heritage & Coach Abbeyfield Houses, Vancouver BC	6	1			7	(10)
	5	Jean Dudley House, Toronto ON	4			4	4	(4)
	6	L'Oasis des Bâtisseurs, St Nazaire QC	8			8	8	(8)
C	7	Brinkeworthy Place, Salt Spring Island BC	25	2			27	(36)
	8	Heritage Village, Vineland ON	12	2		14	14	(14)
	9	Woodside on the Green, Airdrie AB	8	5		4	17	(19)
D	10	Cedar Hill Court, Saanich BC	11	2			13	(18)
	11	Garden Suites (converted motel), New Glasgow NS	6				6	(8)
	13	Sandalwood Adult Resort, Kelowna BC	6	5			11	(12)
E	14	The Wellington, Winnipeg MB	22	1			23	(23)
	15	Suomi-Koti, Toronto ON	16	5			21	(30)
	16	Harmar House, Nepean ON	9	8		2	19	(20)
F	17	Residence Wilfrid-Léonard, Quebec QC	20	10		1	31	(37)
	18	Fenelon Falls Independent Living Assn, Fenelon Falls ON	4	1			5	(8)
	19	La Maison des Ainés 1, Montreal QC	19	3			22	(24)
G	20	South Side Manor, Edmonton AB	12	6			18	(26)
	21	Aven Court, Yellowknife NT	6	1			7	(8)
	22	Holland Christian Homes, Brampton ON	124	30	7		161	(197)
H	23	Whisperwood Villa, Sherwood PE	4	2			6	(10)
	24	The Elliot, Guelph ON	26	1			27	(29)
			348	85	9	8	450	(544)

*(n) = full sample including respondents who did not answer this question

Q85c - How safe do you feel on the grounds of the project?

category	case #	project name/type & location	very safe	moderately safe	not very safe	not applicable	n	(n)*
A	1	Accessory Apartment, New Westminster BC	1			1	1	(1)
	2	Garden Suite, Sackville NB	1			1	1	(1)
	3	Habitation deux générations, Ste-Foy QC	1			1	1	(1)
B	4	Heritage & Coach Abbeyfield Houses, Vancouver BC	5	1			6	(10)
	5	Jean Dudley House, Toronto ON	1	3			4	(4)
	6	L'Oasis des Bâtisseurs, St Nazaire QC	6			1	7	(8)
C	7	Brinkworthy Place, Salt Spring Island BC	22	7			29	(36)
	8	Heritage Village, Vineland ON	11	3			14	(14)
	9	Woodside on the Green, Airdrie AB	6	4		6	16	(19)
D	10	Cedar Hill Court, Saanich BC	8	6			14	(18)
	11	Garden Suites (converted motel), New Glasgow NS	6	1			7	(8)
	13	Sandalwood Adult Resort, Kelowna BC	5	5	1		11	(12)
E	14	The Wellington, Winnipeg MB	14	7	1	1	23	(23)
	15	Suomi-Koti, Toronto ON	16	4	2		22	(30)
	16	Harmer House, Nepean ON	7	9	3		19	(20)
F	17	Residence Wiffrid-Léours, Quebec QC	12	13			25	(37)
	18	Fenelon Falls Independent Living Assn, Fenelon Falls ON	3	3			6	(8)
	19	La Maison des Aimés 1, Montreal QC	7	9	1	1	18	(24)
G	20	South Side Manor, Edmonton AB	10	6	1		17	(26)
	21	Aven Court, Yellowknife NT	7	1			8	(8)
	22	Holland Christian Homes, Brampton ON	88	68	11	1	168	(197)
H	23	Whisperwood Villa, Sherwood PE	3	3		1	7	(10)
	24	The Elliot, Guelph ON	22	3			25	(29)
			261	156	20	12	449	(544)

*(n) = full sample including respondents who did not answer this question

Q85d - How safe do you feel in the parking area?

category	case #	project name/type & location	very safe	moderately safe	not very safe	not applicable	n	(n)*
A	1	Accessory Apartment, New Westminster BC	1			1	1	(1)
	2	Garden Suite, Sackville NB	1			1	1	(1)
	3	Habitation deux générations, Ste-Foy QC	1			1	1	(1)
B	4	Heritage & Coach Abbeyfield Houses, Vancouver BC	2	1		2	5	(10)
	5	Jean Dudley House, Toronto ON				4	4	(4)
	6	L'Oasis des Bâtisseurs, St Nazaire QC	6	1		1	8	(8)
C	7	Brinkeworthy Place, Salt Spring Island BC	17	5		3	25	(36)
	8	Heritage Village, Vineland ON	12	2			14	(14)
	9	Woodside on the Green, Airdrie AB	2	1		11	14	(19)
D	10	Cedar Hill Court, Saanich BC	3	8	3		14	(18)
	11	Garden Suites (converted motel), New Glasgow NS	5			1	6	(8)
	13	Sandalwood Adult Resort, Kelowna BC	4	6		1	11	(12)
E	14	The Wellington, Winnipeg MB	12	7		2	21	(23)
	15	Suomi-Koti, Toronto ON	11	6	2	1	20	(30)
	16	Harmer House, Nepean ON	5	8	3	1	17	(20)
F	17	Residence Wilfrid-L'ecours, Quebec QC	5	9	2	5	21	(37)
	18	Fenelon Falls Independent Living Assn, Fenelon Falls ON	2	3		1	6	(8)
	19	La Maison des Ainés 1, Montreal QC	2	3	1	3	9	(24)
G	20	South Side Manor, Edmonton AB	8	6	1		15	(26)
	21	Aven Court, Yellowknife NT	4			1	5	(8)
	22	Holland Christian Homes, Brampton ON	68	70	12	6	156	(197)
H	23	Whisperwood Villa, Sherwood PE	3	2		2	7	(10)
	24	The Elliot, Guelph ON	17	3			20	(29)
			190	141	24	46	401	(544)

*(n) = full sample including respondents who did not answer this question

Q85e - How safe do you feel in the streets in your neighborhood?

category	case #	project name/type & location	very safe	moderately safe	not very safe	not applicable	
A	1	Accessory Apartment, New Westminster BC	1				1 (1)
	2	Garden Suite, Sackville NB	1				1 (1)
	3	Habitation deux générations, Ste-Foy QC	1				1 (1)
B	4	Heritage & Coach Abbeyfield Houses, Vancouver BC	5	2			7 (10)
	5	Jean Dudley House, Toronto ON		3		1	4 (4)
C	6	L'Oasis des Bâtisseurs, St Nazaire QC	6	1			7 (8)
	7	Brinkeworthy Place, Salt Spring Island BC	22	7			29 (36)
D	8	Heritage Village, Vineland ON	9	5			14 (14)
	9	Woodside on the Green, Airdrie AB	9	4		3	16 (19)
E	10	Cedar Hill Court, Saanich BC	4	10	2		16 (18)
	11	Garden Suites (converted motel), New Glasgow NS	2	1	2	2	7 (8)
F	13	Sandalwood Adult Resort, Kelowna BC	3	7		1	11 (12)
	14	The Wellington, Winnipeg MB	8	4	4	5	21 (23)
G	15	Suomi-Koti, Toronto ON	14	7	2		23 (30)
	16	Hammer House, Nepean ON	5	10	3		18 (20)
H	17	Residence Wilfrid-L'ecours, Quebec QC	1	9	15	4	29 (37)
	18	Fenelon Falls Independent Living Assn, Fenelon Falls ON	1	2		1	4 (8)
I	19	La Maison des Aimés 1, Montreal QC	4	8	2	1	15 (24)
	20	South Side Manor, Edmonton AB	6	8	4		18 (26)
J	21	Aven Court, Yellowknife NT	4	1		1	6 (8)
	22	Holland Christian Homes, Brampton ON	33	79	33	13	158 (197)
	23	Whisperwood Villa, Sherwood PE	2	3	1	1	7 (10)
	24	The Elliot, Guelph ON	14	9		2	25 (29)
			154	181	68	35	438 (544)

*(n) = full sample including respondents who did not answer this question

Q87 - What type of tenure arrangement do you have at your current home?

category	case #	project name /type & location	own	rent	life-lease agreement	freehold ownership on land lease	condo	other	n	(n)*
A	1	Accessory Apartment, New Westminster BC							1	1 (1)
	2	Garden Suite, Sackville NB	1						1	1 (1)
	3	Maison Bi-Familiale, Ste-Foy QC					1		1	(1)
B	4	Heritage & Coach Abbeyfield Houses, Vancouver BC	10						10	(10)
	5	Jean Dudley, Toronto ON	4						4	(4)
	6	L'Oasis des Bâtisseurs, St-Nazaire QC	7						7	(8)
C	7	Brinkeworthy Place, Salt Spring Island BC							36	(36)
	8	Heritage Village, Vineland ON	2	1					11	
	9	Woodside on the Green, Airdrie AB	19							
D	10	Cedar Hill Court, Saanich BC								
	11	Garden Suites (converted motel), New Glasgow NS	8						11	
	13	Sandalwood Adult Resort, Kelowna BC	3				9			
E	14	The Wellington, Winnipeg MB							8	(8)
	15	Suomi-Koti, Toronto ON							12	(12)
	16	Hamer House, Nepean ON								
F	17	Residence Wilfrid-Lécoeur, Quebec QC							23	(23)
	18	Fenelon Falls Independent Living Assn, Fenelon Falls ON							30	(30)
	19	La Maison des Aimés I, Montreal QC							20	(20)
G	20	South Side Manor, Edmonton AB							37	(37)
	21	Aven Court, Yellowknife NT	8						8	(8)
	22	Holland Christian Homes, Brampton ON							22	(24)
H	23	Whisperwood Villa, Sherwood PE		7					25	(26)
	24	The Elliot, Guelph ON		13	16					
									8	(8)
			24	390	65	45	11	2	537	(544)

*(n) = full sample including respondents who did not answer this question

Q88 - What do you like about your current tenure arrangement?

Q87 - What type of tenure arrangement do you have at your current home?

Liked features	own	rent	life-lease agreement	freehold ownership on land lease	condo	other	n
satisfactory	3	91	19	11	2		126
suits needs		5		1			6
familiarity		1					1
flexibility	1	14					15
simple convenient		25	4				29
maintenance taken care of	2	15	1	2			20
utilities covered by rent		3					3
affordable	13		5		1		19
good as long as rent stays affordable		2		1			2
3 months notice of rent increase		2					3
receive subsidy	1						1
yearly lease	9			1			10
no investment of capital	2						2
lower cost of land				5			5
sense of ownership		4		2	1		7
management handles resale			11		2		11
freehold ownership	6		4	1			8
security		2					7
had no other alternative	3		1	1			3
nothing		2					4
n/a	6	7					13
	18	195	47	29	5	1	295

Q89 - What do you dislike about your current tenure arrangement?

by

Q87 - What type of tenure arrangement do you have at your current home?

Disliked features	own	rent	life-lease agreement	freehold ownership on land lease	condo	other	n
nothing	11	83	14	12	1	1	122
inflexibility of movement		4	1				5
lack of security (lease)		2	1	2			5
too expensive		5	2	1	1		9
increases in rent/fees	9			6			15
regulations of condominium				5			5
management	2	2					4
not having freehold ownership			1				5
confusing arrangement (life lease)				3			3
must rely on management of unit sales (take %)				2			2
dissatisfied	1	1					2
	11	106	27	25	7	1	177

Q90 - What arrangement would you prefer?

Q87 - What type of tenure arrangement do you have at your current home?

	own	rent	life-lease agreement	freehold ownership on land lease	condo	other	n
no other arrangement receipt given for payments	9	73	11	10	3	1	107
less expensive		1					1
take care of own maintenance		3		2			5
less interference from management				1			1
better management		2	1				3
more flexibility of movement		3					3
prefer renting			1			1	1
prefer condominium			1				1
prefer freehold ownership		3	4	1			8
prefer a different arrangement		1		1			2
unaware of other options		6		1		7	
	9	89	18	18	5	1	140

Q91 - If you are a shareholder in a group that owns the dwellings, or if you have a life-lease arrangement, did you contribute a capital amount or down payment?

by

**Q92 - If you did contribute a capital amount or down payment, what was the amount?
Q93 – If you made a capital payment for your dwelling, what will happen when you, or your estate, wish to end the tenure arrangement?
Q94 - How satisfied are you with the arrangement for the return of your capital payment? (Life Lease Holders only)**

cat.	case #	project name and location	Q92			Q93			Q94			(n)*
			\$10,000 or less	\$10,000-\$50,000	more than \$100K	na/dk	Origin. amt refunded no int	Origin. amt refunded w/small increase	Can sell at market value	Nothing is returned	Very satis. w/ return arrang	
C	10	Cedar Hill Court, Saanich BC	5	2	9	2	3	8	3	4	5	6 (18)
E	15	Suomi-Koti, Toronto ON	2	1	6	7	4	1	11	1	9	7 (20)
E	16	Hartmer House, Nepean ON		1	4		2		3		3	2 (5)
E	20	South Side Manor, Edmonton AB		5	1		1	5		1	1	2 (6)
F	24	The Elliot, Guelph ON	3	10	2		3	6	1	6	11	2 (16)
Total			8	6	7	35	9	7	27	13	1	18 (65)
26 21 1 17												

* (n) = full sample including respondents who did not answer this question

Q95 - How much is your monthly rent and utilities, or if you own, your mortgage payments, utilities and maintenance fees?

Q96 What services, in addition to the “rent” are covered by your monthly payments (check all that apply).

Q97 - Do you make regular use of the services covered by your monthly payments?
Q98 - Does the cost of your housing (including monthly fees and/or capital payment) leave you with adequate spending money?
(Life Lease Holders only)

cat.	Case #	Project type/name & location	Q95			Q96			Q97			Q98						
			<\$500	\$500-\$999	\$1000-\$1499	\$1500-\$1999	\$2000+	n/a or dk	Meals	House keeping	Bldg & grounds	Person care	Health Care	Rec Progs	None	Use Services	Has adeq.\$	(n)*
C	10	Cedar Hill Court, Saanich BC	14	1				3		2	15		5	7		9 (50%)	14 (78%)	(18)
			yes													5 (28%)	2 (11%)	
			no													4 (22%)	2 (11%)	
E	15	Suomi-Koti, Toronto ON	14	5				1	2	1	20		2	3	1	15 (75%)	17 (85%)	(20)
			yes													1 (5%)	1 (5%)	
			no													4 (20%)	2 (10%)	(5)
E	16	Harmer House, Nepean ON	1	2		1	1		2	2	5			2		5 (100%)	5 (100%)	
			yes															
			no															
E	20	South Side Manor, Edmonton AB	3	1				1	1				3		1	3 (50%)	4 (67%)	(6)
			yes													2 (33%)	1 (17%)	
			no													1 (17%)	1 (17%)	
F	24	The Elliot, Guelph ON	8	4				1	3	2	10	2	2	3		11 (69%)	15 (94%)	(16)
			yes													3 (19%)	1 (6%)	
			no													2 (12%)		
			40	13	1	3	8		6	7	53	2	9	16	1			(65)
			(61%)	(20%)	(1%)	(5%)	(12%)	(9%)	(11%)	(81%)	(3%)	(3%)	(14%)	(25%)	(1%)			

* (n) = full sample including respondents who did not answer this question

Q99 - Do you consider yourself a sociable person?

category	case #	project name/type & location	yes, very sociable	somewhat sociable	I have just a few close friends	I tend to keep mostly to myself	n	(n)*
A	1	Accessory Apartment, New Westminster BC					1	(1)
	2	Garden Suite, Sackville NB	1					
	3	Maison Bi-Familiale, Ste-Foy QC					1	(1)
B	4	Heritage & Coach Abbeyfield Houses, Vancouver BC	3	4		2	9	(10)
	5	Jean Dudley, Toronto ON		2	1	1	4	(4)
C	6	L'Oasis des Batisseurs, St-Nazaire QC	3	4			7	(8)
	7	Brinkeworthy Place, Salt Spring Island BC	12	17	3	3	35	(36)
D	8	Heritage Village, Vineland ON	7	6		1	14	(14)
	9	Woodside on the Green, Airdrie AB	14	5			19	(19)
	10	Cedar Hill Court, Saanich BC	5	10	1	1	17	(18)
	11	Garden Suites (converted motel), New Glasgow NS	2	4			6	(8)
E	13	Sandalwood Adult Resort, Kelowna BC	4	8			12	(12)
	14	The Wellington, Winnipeg MB	10	8	2	3	23	(23)
F	15	Suomi-Koti, Toronto ON	12	13	3	1	29	(30)
	16	Harmar House, Nepean ON	9	9	2		20	(20)
	17	Residence Wilfrid-Lecours, Quebec QC	22	10	2	2	36	(37)
	18	Fenelon Falls Independent Living Assn, Fenelon Falls ON	2	4	2		8	(8)
	19	La Maison des Ainés 1, Montreal QC	14	8		1	23	(24)
	20	South Side Manor, Edmonton AB	13	9	3	1	26	(26)
	21	Aven Court, Yellowknife NT	2	5		1	8	(8)
G	22	Holland Christian Homes, Brampton ON	72	80	27	9	188	(197)
	23	Whisperwood Villa, Sherwood PE	5	4			9	(10)
	24	The Elliot, Guelph ON	13	13	1	1	28	(29)
			224	224	47	27	522	(544)

*(n) = full sample including respondents who did not answer this question.

Q100 - During the past three days, how many other residents from the housing project did you talk with, either in person or on the phone?

category	case#	project name/type & location	none	1-5	6-10	11-15	16-20	21-25	over 25	many, several, a lot, etc.	n/a	n	(n)*
A	1	Accessory Apartment, New Westminster BC								1	1	1	(1)
	2	Garden Suite, Sackville NB								1	1	1	(1)
	3	Maison Bi-Familiale, Ste-Foy QC								1	1	1	(1)
B	4	Heritage & Coach Abbeyfield Houses, Vancouver BC	1	2	2					1		6	(10)
	5	Jean Dudley, Toronto ON	1	2	1							4	(4)
	6	L'Oasis des Batisseurs, St-Nazaire QC										7	(8)
C	7	Brinkworthy Place, Salt Spring Island BC	7	8	5					5	2	27	(36)
	8	Heritage Village, Vineland ON	2	2	2	1	4	3				14	(14)
	9	Woodside on the Green, Airdrie AB	1	2		6	1	4	2			16	(19)
D	10	Cedar Hill Court, Saanich BC	2	4			1		4			11	(18)
	11	Garden Suites (converted motel), New Glasgow NS	1	6								7	(8)
	13	Sandalwood Adult Resort, Kelowna BC	1	1	4	5		1				12	(12)
E	14	The Wellington, Winnipeg MB			5	3		1	1	3	10		23 (23)
	15	Suomi-Koti, Toronto ON		5	5	1	1	1		4		17	(30)
	16	Harmer House, Nepean ON	1	1	7	1	1	3	1	3		18	(20)
F	17	Residence Wilfrid-Lecours, Quebec QC		8	3	4			2	7		24	(37)
	18	Fenelon Falls Independent Living Assn, Fenelon Falls ON		3	2					1		6	(8)
	19	La Maison des Aînés 1, Montreal QC	1	2	1	3	1			3		11	(24)
G	20	South Side Manor, Edmonton AB		4	1	8	1		2	2		18	(26)
	21	Aven Court, Yellowknife NT	6									6	(8)
	22	Holland Christian Homes, Brampton ON	2	34	37	13	11	4	12	36		149	(197)
H	23	Whisperwood Villa, Sherwood PE			1	1			1	2		5	(10)
	24	The Elliot, Guelph ON	1	3	7	1	2	3	2	3		22	(29)
			9	85	96	47	25	19	30	90	5	406	(544)

*(n) = full sample including respondents who did not answer this question.

**Q101 - About how many residents from the housing project do you know well enough to visit in their units,
or to invite into yours?**

category	case #	project name/type & location	none	1-4	5-8	9-15	15 or more	n/a	n (n)*
A	1	Accessory Apartment, New Westminster BC						1	1 (1)
	2	Garden Suite, Sackville NB						1	1 (1)
	3	Maison Bi-Familiale, Site-Foy QC						1	1 (1)
B	4	Heritage & Coach Abbeyfield Houses, Vancouver BC	1	3	1	1	1	6	6 (10)
	5	Jean Dudley, Toronto ON	1	2	1	1	1	4	4 (4)
	6	L'Oasis des Batisseurs, St-Nazaire QC				1	1	7	7 (8)
C	7	Brinkeworthy Place, Salt Spring Island BC	2	8	12	7	4	1	34 (36)
	8	Heritage Village, Vineland ON		3	1	2	8	8	14 (14)
	9	Woodside on the Green, Airdrie AB		3	4	3	8	8	18 (19)
D	10	Cedar Hill Court, Saanich BC		7	6	5	5	5	18 (18)
	11	Garden Suites (converted motel), New Glasgow NS	2	3	2	2	2	7	7 (8)
	13	Sandalwood Adult Resort, Kelowna BC	1	3	5	2	2	11	11 (12)
E	14	The Wellington, Winnipeg MB	2	8	6	2	5	5	23 (23)
	15	Suomi-Koti, Toronto ON	1	13	3	5	8	8	30 (30)
	16	Harmer House, Nepean ON	3	2	7	3	5	5	20 (20)
F	17	Residence Wilfrid-Lécaux, Quebec QC	15	15		3	3	3	33 (37)
	18	Fenelon Falls Independent Living Assn, Fenelon Falls ON	4	11	2	1	2	2	8 (8)
	19	La Maison des Ainés 1, Montreal QC	4	11	2	1	2	2	20 (24)
G	20	South Side Manor, Edmonton AB	3	7	5	3	5	5	23 (26)
	21	Aven Court, Yellowknife NT		3	5	5	5	5	8 (8)
	22	Holland Christian Homes, Brampton ON	4	43	59	35	41	41	182 (197)
H	23	Whisperwood Villa, Sherwood PE	3	4	2	3	3	9	9 (10)
	24	The Elliot, Guelph ON		12	3	3	9	9	27 (29)
			39	156	123	74	109	4	505 (544)

*(n) = full sample including respondents who did not answer this question.

Q102 - How often do you socialize with the other people who live in the same housing project?

category	case #	project name/type & location	every day	a few times a week	perhaps once a month	every couple weeks	once a month	rarely once a month	n/a	n	(n)*
A	1	Accessory Apartment, New Westminster BC								1	(1)
	2	Garden Suite, Sackville NB	1						1	1	(1)
	3	Maison Bi-Familiale, Ste-Foy QC							1	1	(1)
B	4	Heritage & Coach Abbeyfield Houses, Vancouver BC	5	3		1				8	(10)
	5	Jean Dudley, Toronto ON	3						4	4	(4)
	6	L'Oasis des Bâtisseurs, St-Nazaire QC	6	2					8	8	(8)
C	7	Brinkeworthy Place, Salt Spring Island BC	7	9	7	1	1	5	4	1	35 (36)
	8	Heritage Village, Vineland ON	6	5	2		1			14	(14)
	9	Woodside on the Green, Airdrie AB	1	8	5	2	2			18	(19)
D	10	Cedar Hill Court, Saanich BC	2	11	2	2		1		18	(18)
	11	Garden Suites (converted motel), New Glasgow NS	1	5	1					7	(8)
	13	Sandalwood Adult Resort, Kelowna BC	3	5	1	1	1			11	(12)
E	14	The Wellington, Winnipeg MB	14	2	3		4			23	(23)
	15	Suomi-Koti, Toronto ON	14	8	4	1		1		28	(30)
	16	Harmer House, Nepean ON	7	8	2			1	2	20	(20)
F	17	Residence Wilfrid-Lecours, Quebec QC	28	3				4		35	(37)
	18	Fenelon Falls Independent Living Assn, Fenelon Falls ON	4	2	1					7	(8)
	19	La Maison des Ainés 1, Montreal QC	10	11						21	(24)
G	20	South Side Manor, Edmonton AB	8	11	3			2		24	(26)
	21	Aven Court, Yellowknife NT	1	1	3	1				6	(8)
	22	Holland Christian Homes, Brampton ON	77	70	21	8	4	3	5	188	(197)
H	23	Whisperwood Villa, Sherwood PE	6	2	1					9	(10)
	24	The Elliot, Guelph ON	11	7	4	1	1	3	1	28	(29)
			214	174	60	18	10	16	20	3	515 (544)

*(n) = full sample including respondents who did not answer this question.

**Q103 - With regards to opportunities to socialize with other residents living in the building,
would you say you have:**

category	case #	project name/type & location	enough opportunities	not enough opportunities	too many opportunities	n/a	n (n)*
A	1	Accessory Apartment, New Westminster BC				1	1 (1)
	2	Garden Suite, Sackville NB				1	1 (1)
	3	Maison Bi-Familiale, Ste-Foy QC				1	1 (1)
B	4	Heritage & Coach Abbeyfield Houses, Vancouver BC	5			1	6 (10)
	5	Jean Dudley, Toronto ON	4			4	4 (4)
	6	L'Oasis des Batisseurs, St-Nazaire QC	6	1		7	7 (8)
C	7	Brinkworthy Place, Salt Spring Island BC	26	1		1	28 (36)
	8	Heritage Village, Vineland ON	13			13	13 (14)
	9	Woodside on the Green, Airdrie AB	12	1		2	15 (19)
D	10	Cedar Hill Court, Saanich BC	16				16 (18)
	11	Garden Suites (converted motel), New Glasgow NS	7			7	7 (8)
	13	Sandalwood Adult Resort, Kelowna BC	11				11 (12)
E	14	The Wellington, Winnipeg MB	21	1			22 (23)
	15	Suomi-Koti, Toronto ON	25	3			28 (30)
	16	Harmer House, Nepean ON	17	2	1		20 (20)
F	17	Residence Wilfrid-Lecours, Quebec QC	29	5			34 (37)
	18	Fenelon Falls Independent Living Assn, Fenelon Falls ON	7			7	7 (8)
	19	La Maison des Ainés I, Montreal QC	22			22	22 (24)
G	20	South Side Manor, Edmonton AB	21				21 (26)
	21	Aven Court, Yellowknife NT	8				8 (8)
	22	Holland Christian Homes, Brampton ON	171	4	6		181 (197)
H	23	Whisperwood Villa, Sherwood PE	7		1		8 (10)
	24	The Elliot, Guelph ON	28				28 (29)
			456	18	8	7	489 (544)

*(n) = full sample including respondents who did not answer this question.

**Q104 - Where do you socialize with other residents from the housing project?
(Check all that apply)**

category	case #	project name/type & location	in our homes	in common space (corridor, activity area, laundry)	in public space (parking area, common garden, sidewalk)	n/a	(n)*
A	1	Accessory Apartment, New Westminster BC				1	(1)
	2	Garden Suite, Sackville NB				1	(1)
	3	Maison Bi-Familiale, Ste-Foy QC				1	(1)
B	4	Heritage & Coach Abbeyfield Houses, Vancouver BC	3	8	2		(10)
	5	Jean Dudley, Toronto ON	1	4			(4)
	6	L'Oasis des Batisseurs, St-Nazaire QC	4	5			(8)
C	7	Brinkeworthy Place, Salt Spring Island BC	12	7	18	1	(36)
	8	Heritage Village, Vineland ON	11	9	13		(14)
	9	Woodside on the Green, Airdrie AB	14	7	5		(19)
D	10	Cedar Hill Court, Saanich BC	6	15	6		(18)
	11	Garden Suites (converted motel), New Glasgow NS	6	5	1		(8)
	13	Sandalwood Adult Resort, Kelowna BC	9	7	8		(12)
E	14	The Wellington, Winnipeg MB	10	22	8		(23)
	15	Suomi-Koti, Toronto ON	16	26	7		(30)
	16	Harmer House, Nepean ON	10	18	8		(20)
F	17	Residence Wilfrid-Lecours, Quebec QC	7	28	7		(37)
	18	Fenelon Falls Independent Living Assn, Fenelon Falls ON	3	6	1		(8)
	19	La Maison des Aimés 1, Montreal QC	9	17	5		(24)
G	20	South Side Manor, Edmonton AB	9	21	10		(26)
	21	Aven Court, Yellowknife NT	7		1		(8)
	22	Holland Christian Homes, Brampton ON	150	144	79		(197)
H	23	Whisperwood Villa, Sherwood PE	2	10	3		(10)
	24	The Elliot, Guelph ON	13	23	13		(29)
			302	382	195	4	(544)

*(n) = full sample including respondents who did not answer this question.

Q105 - In the past three months did you and your neighbours ever help one another by (check all that apply):

cat.	case #	project name/type & location	picking borrow giving looking helping in on out after up mail ing news- paper	Bring ing	Listen ing	Phon ing	driving helping new	help new	volun- teer at a residen- tis func- adjust ns	serve as a nursing board home mem- ber	n/a	(n)*
A	1	Accessory Apartment, New Westminster BC	1	1	1	1					1	(1)
	2	Garden Suite, Sackville NB									1	(1)
	3	Maison Bi-Familiale, Ste-Foy QC									1	(1)
B	4	Heritage & Coach Abbeyfield Houses, Vancouver BC	5	4	1	4	3					(10)
	5	Jean Dudley, Toronto ON	2	3	2	3	2					(4)
	6	L'Oasis des Batisseurs, St-Nazaire QC	2	3	3	4	5					(8)
C	7	Brinkworthy Place, Salt Spring Island BC	12	15	9	19	13	20				(36)
	8	Heritage Village, Vineland ON	8	7	7	10	6	8	2	1	1	(14)
	9	Woodside on the Green, Airdrie AB	4	6	3	8	5	11			1	(19)
	10	Cedar Hill Court, Saanich BC	11	4	6	8	9	6			1	(18)
D	11	Garden Suites (converted motel), New Glasgow NS	6	3	6	5						(8)
	12	Sandalwood Adult Resort, Kelowna BC	3	6	10	5	1	8				(12)
E	13	The Wellington, Winnipeg MB	8	6	6	8	8	2			1	(23)
	14	Suomi-Koti, Toronto ON	13	1	5	10	12	8	1		1	(30)
	15	Harmer House, Nepean ON	11	8	9	14	10	5			1	(20)
	16	Residence Wilfrid-Lecours, Quebec QC	9	1	8	3	5	1			1	(37)
	17	Fenelon Falls Independent Living Assn, Fenelon Falls ON	2	2	1	5					1	(8)
	18	La Maison des Aînés 1, Montreal QC	11	1	3	3	6	2				(24)
	19	South Side Manor, Edmonton AB	10	6	4	15	8	4				(26)
F	20	21 Aven Court, Yellowknife NT	2	1	1	4	2	2	1			(8)
	21	Holland Christian Homes, Brampton ON	90	34	66	99	64	69	2	1	9	(197)
	22	Whisperwood Villa, Sherwood PE	3	4	1	7	2		1		1	(10)
	23	The Elliot, Guelph ON	13	12	8	15	9	7			1	(29)
	24		226	124	153	251	177	154	5	2	3	(544)

*(n) = full sample including respondents who did not answer this question.

Q106 - In general, how satisfied are you with your social life?

category	case #	project name/type & location	very satisfied	somewhat satisfied	not very satisfied	not at all satisfied	n	(n)*
A	1	Accessory Apartment, New Westminster BC		1			1	(1)
	2	Garden Suite, Sackville NB	1				1	(1)
	3	Maison Bi-Familiale, Ste-Foy QC	1				1	(1)
B	4	Heritage & Coach Abbeyfield Houses, Vancouver BC	2	7			9	(10)
	5	Jean Dudley, Toronto ON	1	3			4	(4)
	6	L'Oasis des Batisseurs, St-Nazaire QC	4	4			8	(8)
C	7	Brinkworthy Place, Salt Spring Island BC	22	11		1	34	(36)
	8	Heritage Village, Vineland ON	9	5			14	(14)
	9	Woodside on the Green, Airdrie AB	11	7			18	(19)
D	10	Cedar Hill Court, Saanich BC	10	4	1		15	(18)
	11	Garden Suites (converted motel), New Glasgow NS	6	2			8	(8)
	13	Sandalwood Adult Resort, Kelowna BC	8	3			11	(12)
E	14	The Wellington, Winnipeg MB	19	3	1		23	(23)
	15	Suomi-Koti, Toronto ON	19	9	2		30	(30)
	16	Hammer House, Nepean ON	12	5		1	18	(20)
F	17	Residence Wilfrid-Lecours, Quebec QC	16	18	2	1	37	(37)
	18	Fenelon Falls Independent Living Assn, Fenelon Falls ON	5	2			7	(8)
	19	La Maison des Aimés 1, Montreal QC	14	8	1		23	(24)
	20	South Side Manor, Edmonton AB	16	8			24	(26)
	21	Aven Court, Yellowknife NT	7	1			8	(8)
	22	Holland Christian Homes, Brampton ON	141	47	4		192	(197)
	23	Whisperwood Villa, Sherwood PE	4	5	1		10	(10)
	24	The Elliot, Guelph ON	20	6	1		27	(29)
			348	159	13	3	523	(544)

*(n) = full sample including respondents who did not answer this question.

Q107 - How often would you say that you feel lonely?

category	case #	project name/type & location	often	sometimes	rarely	never	n	(n)*
A	1	Accessory Apartment, New Westminster BC				1	1	(1)
	2	Garden Suite, Sackville NB				1	1	(1)
	3	Maison Bi-Familiale, Ste-Foy QC				1	1	(1)
B	4	Heritage & Coach Abbeyfield Houses, Vancouver BC		7	2	9	9	(10)
	5	Jean Dudley, Toronto ON	1	2	1	4	4	(4)
	6	L'Oasis des Bâtisseurs, St-Nazaire QC	4	2	1	8	8	(8)
C	7	Brinkeworthy Place, Salt Spring Island BC	1	13	12	7	33	(36)
	8	Heritage Village, Vineland ON	1	2	7	4	14	(14)
	9	Woodside on the Green, Airdrie AB	2	6	5	5	18	(19)
D	10	Cedar Hill Court, Saanich BC	2	5	3	7	17	(18)
	11	Garden Suites (converted motel), New Glasgow NS		3	4	1	8	(8)
	13	Sandalwood Adult Resort, Kelowna BC	2	7	2	11	11	(12)
E	14	The Wellington, Winnipeg MB	3	6	6	8	23	(23)
	15	Suomi-Koti, Toronto ON	2	11	6	11	30	(30)
	16	Harmer House, Nepean ON	1	6	7	4	18	(20)
F	17	Residence Wilfrid-Lecours, Quebec QC	7	10	9	10	36	(37)
	18	Fenelon Falls Independent Living Assn, Fenelon Falls ON		4	2	2	8	(8)
	19	La Maison des Ainés 1, Montreal QC	4	8	5	6	23	(24)
G	20	South Side Manor, Edmonton AB		7	13	5	25	(26)
	21	Aven Court, Yellowknife NT			5	3	8	(8)
	22	Holland Christian Homes, Brampton ON	12	66	65	52	195	(197)
H	23	Whisperwood Villa, Sherwood PE	2	5	3	10	10	(10)
	24	The Elliot, Guelph ON	2	4	10	11	27	(29)
			44	162	177	144	527	(544)

*(n) = full sample including respondents who did not answer this question.

Q108 - Since coming here to live, has your social life:

category	case #	project name/type & location	increased	stayed the same	decreased	increased inside/decreased outside	n	(n)*
A	1	Accessory Apartment, New Westminster BC				1	1	(1)
	2	Garden Suite, Sackville NB		1			1	(1)
	3	Maison Bi-Familiale, Ste-Foy QC		1			1	(1)
B	4	Heritage & Coach Abbeyfield Houses, Vancouver BC	2	4	3		9	(10)
	5	Jean Dudley, Toronto ON	2	2			4	(4)
	6	LOasis des Batisseurs, St-Nazaire QC	3	2	3		8	(8)
C	7	Brinkworth Place, Salt Spring Island BC	6	19	7		32	(36)
	8	Heritage Village, Vineland ON	13	1			14	(14)
	9	Woodside on the Green, Airdrie AB	9	6	3		18	(19)
D	10	Cedar Hill Court, Saanich BC	6	11			17	(18)
	11	Garden Suites (converted motel), New Glasgow NS	5	2	1		8	(8)
	13	Sandalwood Adult Resort, Kelowna BC	7	4			11	(12)
E	14	The Wellington, Winnipeg MB	5	8	8	1	22	(23)
	15	Suomi-Koti, Toronto ON	16	7	7		30	(30)
	16	Harmer House, Nepean ON	8	7	4		19	(20)
F	17	Residence Wilfrid-Lecours, Quebec QC	13	17	5		35	(37)
	18	Fenelon Falls Independent Living Assn, Fenelon Falls ON	2	6			8	(8)
	19	La Maison des Ainés 1, Montreal QC	10	10	2		22	(24)
G	20	South Side Manor, Edmonton AB	12	11			23	(26)
	21	Aven Court, Yellowknife NT		8			8	(8)
	22	Holland Christian Homes, Brampton ON	100	70	22		192	(197)
H	23	Whisperwood Villa, Sherwood PE	1	2	7		10	(10)
	24	The Elliot, Guelph ON	5	18	4		27	(29)
			225	217	76	2	520	(544)

*(n) = full sample including respondents who did not answer this question.

Q109 - If there is a common dining room, how often do you eat there?

category	case #	project name/type & location	daily	a few times a week	1-3 times a month	rarely or never	n/a	n	(n)*
A	1	Accessory Apartment, New Westminster BC					1	1	(1)
	2	Garden Suite, Sackville NB					1	1	(1)
	3	Maison Bi-Familiale, Ste-Foy QC					1	1	(1)
B	4	Heritage & Coach Abbeyfield Houses, Vancouver BC	9					9	(10)
	5	Jean Dudley, Toronto ON		4				4	(4)
	6	L'Oasis des Batiseurs, St-Nazaire QC		8				8	(8)
C	7	Brinkeworthy Place, Salt Spring Island BC		2			34	36	(36)
	8	Heritage Village, Vineland ON					14	14	(14)
	9	Woodside on the Green, Airdrie AB					18	19	(19)
D	10	Cedar Hill Court, Saanich BC					18	18	(18)
	11	Garden Suites (converted motel), New Glasgow NS			4		3	7	(8)
	13	Sandalwood Adult Resort, Kelowna BC				1	11	12	(12)
E	14	The Wellington, Winnipeg MB					1	22	(23)
	15	Suomi-Koti, Toronto ON	2	12	6	9	1	30	(30)
	16	Harmer House, Nepean ON		4	1	3	12	20	(20)
F	17	Residence Wilfrid-Lecours, Quebec QC	32	1		3		36	(37)
	18	Fenelon Falls Independent Living Assn, Fenelon Falls ON	3		3	2		8	(8)
	19	La Maison des Ainés 1, Montreal QC	21	2				23	(24)
F	20	South Side Manor, Edmonton AB	7	3	8	8		26	(26)
	21	Aven Court, Yellowknife NT			1	7		8	(8)
	22	Holland Christian Homes, Brampton ON	39	2	7	100	46	194	(197)
	23	Whisperwood Villa, Sherwood PE	10					10	(10)
	24	The Elliot, Guelph ON	13		1	3	11	28	(29)
			168	33	41	132	161	535	(544)

*(n) = full sample including respondents who did not answer this question.

Q110 - Living here, do you feel you are part of a community?

category	case #	project name/type & location	always	sometimes	never	n/a	n	(n)*
A	1	Accessory Apartment, New Westminster BC			1		1	(1)
	2	Garden Suite, Sackville NB	1				1	(1)
	3	Maison Bi-Familiale, Ste-Foy QC				1	1	(1)
B	4	Heritage & Coach Abbeyfield Houses, Vancouver BC	4	3	2		9	(10)
	5	Jean Dudley, Toronto ON	3	1			4	(4)
	6	L'Oasis des Batisseurs, St-Nazaire QC	4	1	2		7	(8)
C	7	Brinkeworthy Place, Salt Spring Island BC	16	9		5	30	(36)
	8	Heritage Village, Vineland ON	12	1			13	(14)
	9	Woodside on the Green, Airdrie AB	9	4		5	18	(19)
D	10	Cedar Hill Court, Saanich BC	11	6		1	18	(18)
	11	Garden Suites (converted motel), New Glasgow NS	6				6	(8)
	13	Sandalwood Adult Resort, Kelowna BC	9	2		1	12	(12)
E	14	The Wellington, Winnipeg MB	14	4	2	2	22	(23)
	15	Suomi-Koti, Toronto ON	22	6			28	(30)
	16	Harmer House, Nepean ON	10	7	2	1	20	(20)
F	17	Residence Wilfrid-Lecours, Quebec QC	13	16	6		35	(37)
	18	Fenelon Falls Independent Living Assn, Fenelon Falls ON	7	1			8	(8)
	19	La Maison des Ainés 1, Montreal QC	18	3			21	(24)
G	20	South Side Manor, Edmonton AB	18	6		1	25	(26)
	21	Aven Court, Yellowknife NT	4		1	2	7	(8)
	22	Holland Christian Homes, Brampton ON	144	42	3	1	190	(197)
H	23	Whisperwood Villa, Sherwood PE	4	4			8	(10)
	24	The Elliot, Guelph ON	20	7	1		28	(29)
			349	123	19	21	512	(544)

*(n) = full sample including respondents who did not answer this question.

Q111 - Are you involved in making decisions about your housing (e.g. do you participate in a housing or similar committee within the project)?

category	case #	project name/type & location	very involved	somewhat involved	not at all involved	n	(n)*
A	1	Accessory Apartment, New Westminster BC	1	1		1	(1)
	2	Garden Suite, Sackville NB			1	1	(1)
	3	Maison Bi-Familiale Ste-Foy QC					(1)
B	4	Heritage & Coach Abbeyfield Houses, Vancouver BC	7	1		8	(10)
	5	Jean Dudley House, Toronto ON	2	2		4	(4)
C	6	L'Oasis des Bâtisseurs, St Nazaire QC	1	7		8	(8)
	7	Brinkworth Place, Salt Spring Island BC	1	11	14	26	(36)
D	8	Heritage Village, Vineland ON	3	6	4	13	(14)
	9	Woodside on the Green, Airdrie AB	4	1	3	8	(19)
E	10	Cedar Hill Court, Saanich BC	1	8	5	14	(18)
	11	Garden Suites (converted motel), New Glasgow NS	1	2	3	6	(8)
F	12	Sandalwood Adult Resort, Kelowna BC	1	7	3	11	(12)
	13	The Wellington, Winnipeg MB	1	10	10	21	(23)
G	14	Suomi-Koti, Toronto ON	18	9		27	(30)
	15	Harmer House, Nepean ON	5	7	8	20	(20)
H	16	Residence Wilfrid-Léacock, Quebec QC	3	4	24	31	(37)
	17	Fenelon Falls Independent Living Assn, Fenelon Falls ON	2	3	2	7	(8)
I	18	La Maison des Ainés I, Montreal QC	4	2	11	17	(24)
	19	South Side Manor, Edmonton AB	1	7	13	21	(26)
J	20	Aven Court, Yellowknife NT		4		4	(8)
	21	Holland Christian Homes, Brampton ON	5	29	135	169	(197)
	22	Whisperwood Villa, Sherwood PE		2	6	8	(10)
	23	The Elliot, Guelph ON	4	7	14	25	(29)
	24		38	134	278	450	(544)

*(n) = full sample including respondents who did not answer this question

Q112 - How important is it to you to be involved in decisions that affect your housing?

category	case #	project name/type & location	very important	somewhat important	not at all important	n	(n)*
A	1	Accessory Apartment, New Westminster BC	1		1	1	(1)
	2	Garden Suite, Sackville NB			1	1	(1)
	3	Maison Bi-Familiale Ste-Foy QC					(1)
B	4	Heritage & Coach Abbeyfield Houses, Vancouver BC	5	4		9	(10)
	5	Jean Dudley House, Toronto ON	2	2		4	(4)
C	6	L'Oasis des Bâtisseurs, St Nazaire QC		2	6	8	(8)
	7	Brinkworth Place, Salt Spring Island BC	16	10	1	27	(36)
D	8	Heritage Village, Vineland ON	8	4	1	13	(14)
	9	Woodside on the Green, Airdrie AB	6	4	1	11	(19)
E	10	Cedar Hill Court, Saanich BC	9	7	1	17	(18)
	11	Garden Suites (converted motel), New Glasgow NS	3	3		6	(8)
F	13	Sandalwood Adult Resort, Kelowna BC	7	3	1	11	(12)
	14	The Wellington, Winnipeg MB	8	13	1	22	(23)
G	15	Suomi-Koti, Toronto ON	12	9	7	28	(30)
	16	Harmer House, Nepean ON	11	7	1	19	(20)
H	17	Residence Wilfrid-Lécuroux, Quebec QC	9	10	7	26	(37)
	18	Fenelon Falls Independent Living Assn, Fenelon Falls ON	6		1	7	(8)
I	19	La Maison des Ainés 1, Montreal QC	9	5	2	16	(24)
	20	South Side Manor, Edmonton AB	15	5	1	21	(26)
J	21	Aven Court, Yellowknife NT	2	4		6	(8)
	22	Holland Christian Homes, Brampton ON	49	61	49	159	(197)
	23	Whisperwood Villa, Sherwood PE		6	1	7	(10)
	24	The Elliot, Guelph ON	9	11	5	25	(29)
			187	170	87	444	(544)

*(n) = full sample including respondents who did not answer this question

Q113 - Do you feel that your opinions are listened to?

category	case #	project name/type & location	yes my opinion is counted	I feel I have some influence	no I don't feel listened to	I have no opportunity to contribute opinions	it does not matter to me	n	(n)*
A	1	Accessory Apartment, New Westminster BC	1					1	(1)
	2	Garden Suite, Sackville NB						1	(1)
	3	Maison Bi-Familiale Ste-Foy QC						1	(1)
B	4	Heritage & Coach Abbeyfield Houses, Vancouver BC	2	3	2		1	8	(10)
	5	Jean Dudley House, Toronto ON	2	2				4	(4)
	6	L'Oasis des Bâtisseurs, St Nazaire QC	3		2	4	3	8	(8)
C	7	Brinkworthy Place, Salt Spring Island BC	5	15	2			26	(36)
	8	Heritage Village, Vineland ON	2	8	1		2	13	(14)
	9	Woodside on the Green, Airdrie AB	1	5	2	1	2	9	(9)
D	10	Cedar Hill Court, Saanich BC	4	9	1	2		16	(18)
	11	Garden Suites (converted motel), New Glasgow NS	2	2				4	(8)
	13	Sandalwood Adult Resort, Kelowna BC	1	9		1		11	(12)
E	14	The Wellington, Winnipeg MB	3	12		2	4	21	(23)
	15	Suomi-Koti, Toronto ON	5	16	2	2	4	29	(30)
	16	Harmer House, Nepean ON	2	6	10		1	19	(20)
F	17	Residence Wilfrid-Lécaux, Quebec QC	6	2	7	3	3	10	(37)
	18	Fenelon Falls Independent Living Assn, Fenelon Falls ON	4	1			1	6	(8)
	19	La Maison des Aimés 1, Montreal QC	7	4	2	3	3	19	(24)
	20	South Side Manor, Edmonton AB	2	7	4	4	2	19	(26)
	21	Aven Court, Yellowknife NT	2		1			3	(8)
	22	Holland Christian Homes, Brampton ON	30	61	13	21	25	150	(197)
	23	Whisperwood Villa, Sherwood PE	2	5		1		8	(10)
	24	The Elliot, Guelph ON	8	12	1	2	2	25	(29)
			90	182	51	46	58	427	(544)

*(n) = full sample including respondents who did not answer this question

Q114 - How welcome do you feel going into the administrative area?

category	case #	project name/type & location	Very welcome	Somewhat welcome	Unwelcome	n/a	n	(n)*
A	1	Accessory Apartment, New Westminster BC				1	1	(1)
	2	Garden Suite, Sackville NB				1	1	(1)
	3	Maison Bi-Familiale Ste-Foy QC						(1)
B	4	Heritage & Coach Abbeyfield Houses, Vancouver BC	1	1	3	5	5	(10)
	5	Jean Dudley House, Toronto ON		1	3	4	4	(4)
	6	L'Oasis des Batisseurs, St Nazaire QC	6	2	2	10	8	(8)
C	7	Brinkeworthy Place, Salt Spring Island BC	11	5	2	10	28	(36)
	8	Heritage Village, Vineland ON	12	2			14	(14)
	9	Woodside on the Green, Airdrie AB	3	5		6	14	(19)
D	10	Cedar Hill Court, Saanich BC	8	5		3	16	(18)
	11	Garden Suites (converted motel), New Glasgow NS	1			3	4	(8)
	13	Sandalwood Adult Resort, Kelowna BC	10			2	12	(12)
E	14	The Wellington, Winnipeg MB	18		1	1	20	(23)
	15	Suomi-Koti, Toronto ON	16	10		1	27	(30)
	16	Harmer House, Nepean ON	10	7	2	1	20	(20)
F	17	Residence Wilfrid-Lecours, Quebec QC	19	7		1	27	(37)
	18	Fenelon Falls Independent Living Asn, Fenelon Falls ON	5	2		7	7	(8)
	19	La Maison des Ainés 1, Montreal QC	18	2			20	(24)
G	20	South Side Manor, Edmonton AB	1	6	3	9	19	(26)
	21	Aven Court, Yellowknife NT	5		1	1	7	(8)
	22	Holland Christian Homes, Brampton ON	92	56	1	21	170	(197)
H	23	Whisperwood Villa, Sherwood PE	5	3			8	(10)
	24	The Elliot, Guelph ON	24	3	1		28	(29)
			265	116	12	67	460	(544)

*(n) = full sample including respondents who did not answer this question

Q115 - Frequency of Use & Satisfaction with Quality of Meal Service

<u>category</u>	<u>case #</u>	<u>project name/type of location</u>	daily	weekly	monthly	less often	never	n/a	n
A	1	Accessory Apartment, New Westminster BC	n/a					1	1
	2	Garden Suite, Sackville NB	n/a					1	1
	3	Maison Bi-Familiale, Ste-Foy QC	n/a					1	1
B	4	Heritage & Coach Abbeyfield Houses, Vancouver BC	yes	2					7
			no	5					
	5	Jean Dudley, Toronto ON	yes	4					4
	6	L'Oasis des Batisseurs, St Nazaire QC	yes	7					8
			no	1					
C	7	Brinkworthy Place, Salt Spring Island BC	n/a					35	35
	8	Heritage Village, Vineland ON	n/a				2	12	14
	9	Woodside on the Green, Airdrie AB	n/a					19	19
	10	Cedar Hill Court, Saanich BC	yes	1	9	2	2		18
			no	1			1		
			n/a					2	
D	11	Garden Suites (converted motel), New Glasgow NS	n/a					8	8
	13	Sandalwood Adult Resort, Kelowna BC	n/a					12	12
E	14	The Wellington, Winnipeg MB	yes	19					19
			no	1					1
			n/a					2	2
	15	Suomi-Koti, Toronto ON	yes	5	3	2	1	1	12
			no					1	1
			n/a					8	5
	16	Harmer House, Nepean ON	yes		2				2
			no					1	1
			n/a					3	11
	17	Residence Wilfrid-Lecours, Quebec QC	yes	21					21
			no	9	2		1		12
F	18	Fenelon Falls Independent Living Assn, Fenelon Falls ON	yes	3	2		1		6
			n/a					1	1
	19	La Maison des Ainés 1, Montreal QC	yes	12	1				13
			no	7					7
	20	South Side Manor, Edmonton AB	yes	6	1	1	2		10
			no		1				1
			n/a					3	6
	21	Aven Court, Yellowknife NT	n/a				5	3	8
G	22	Holland Christian Homes, Brampton ON	yes	36	8	5	12	4	65
			no	2			1	1	4
			n/a					73	40
	23	Wisperwood Villa, Sherwood PE	yes	7					7
			no	2					2
H	24	The Elliot, Guelph ON	yes	9			3		12
			n/a					6	11

Q116 - Frequency of Use & Satisfaction with Quality of Housekeeping Service

<u>category</u>	<u>case #</u>	<u>project name/type of location</u>		daily	weekly	monthly	less often	never	n/a
A	1	Accessory Apartment, New Westminster BC	n/a					1	1
	2	Garden Suite, Sackville NB	n/a					1	1
	3	Maison Bi-Familiale, Ste-Foy QC	n/a					1	1
B	4	Heritage & Coach Abbeyfield Houses, Vancouver BC	yes		2	1			3
			n/a				3	3	6
	5	Jean Dudley, Toronto ON	yes	1	2				3
			no			1			1
C	6	L'Oasis des Batisseurs, St Nazaire QC	yes		6				6
			no		1				1
	7	Brinkworthy Place, Salt Spring Island BC	n/a				1	34	35
D	8	Heritage Village, Vineland ON	n/a				2	12	14
	9	Woodside on the Green, Airdrie AB	n/a					19	19
	10	Cedar Hill Court, Saanich BC	yes				1		1
E	11	Garden Suites (converted motel), New Glasgow NS	n/a					8	8
	13	Sandalwood Adult Resort, Kelowna BC	n/a					12	12
	14	The Wellington, Winnipeg MB	yes		17				17
F			no		2				2
			n/a				1		2
	15	Suomi-Koti, Toronto ON	yes				1		1
			no					1	1
G			n/a				14	13	27
	16	Harmer House, Nepean ON	yes	1	2		1		4
			n/a					3	11
	17	Residence Wilfrid-Lecours, Quebec QC	yes	1	3	2		4	10
H			n/a					4	17
	18	Fenelon Falls Independent Living Assn, Fenelon Falls ON	yes				1		1
			no					1	1
			n/a				2	3	5
I	19	La Maison des Ainés 1, Montreal QC	yes		1		1		2
			n/a					22	22
	20	South Side Manor, Edmonton AB	yes	1	1		2		4
			n/a					11	10
J	21	Aven Court, Yellowknife NT	n/a					2	5
	22	Holland Christian Homes, Brampton ON	yes	1	8	4		3	16
			n/a					102	75
	23	Wisperwood Villa, Sherwood PE	yes	3	2				5
K			no		1				1
			n/a						1
	24	The Elliot, Guelph ON	yes		9				9
			n/a				6	10	16

Q117 - Frequency of Use & Satisfaction with Quality of Sports/Recreational Amenities

category	case #	project name/type of location		daily	weekly	monthly	less often	never	n/a
A	1	Accessory Apartment, New Westminster BC	n/a					1	1
	2	Garden Suite, Sackville NB	n/a					1	1
	3	Maison Bi-Familiale, Ste-Foy QC	n/a					1	1
B	4	Heritage & Coach Abbeyfield Houses, Vancouver BC	yes	2		1			3
	5	Jean Dudley, Toronto ON	n/a					7	7
	6	L'Oasis des Batisseurs, St Nazaire QC	yes	1	1				2
			n/a					2	2
C	7	Brinkworthy Place, Salt Spring Island BC	yes	2	1	1	1		4
	8	Heritage Village, Vineland ON	n/a		1	1	2	27	29
			yes	4	5				9
			no		2				2
			n/a				1		1
	9	Woodside on the Green, Airdrie AB	yes		3				3
			no			1		1	2
			n/a				2	11	13
	10	Cedar Hill Court, Saanich BC	yes		1				1
			no				2		2
D	11	Garden Suites (converted motel), New Glasgow NS	n/a					3	9
			yes	4					4
	13	Sandalwood Adult Resort, Kelowna BC	n/a					2	2
			yes	3	5	1			9
E	14	The Wellington, Winnipeg MB	n/a					1	1
	15	Suomi-Koti, Toronto ON	yes	3	5	2	3	1	14
			n/a					2	5
			yes		7			1	7
			no				1	1	8
			n/a					7	7
	16	Harmer House, Nepean ON	yes		3	1			4
			no		1	1			2
			n/a				5	6	11
	17	Residence Wilfrid-Lecours, Quebec QC	yes	3	8		3	2	16
F			no		3	1		4	8
			n/a				1	5	6
	18	Fenelon Falls Independent Living Assn, Fenelon Falls ON	yes		2				2
			no					1	1
			n/a				1	4	5
	19	La Maison des Ainés 1, Montreal QC	yes	6	4	1	3		14
			no		1				1
			n/a				1		1
	20	South Side Manor, Edmonton AB	yes	1	1		1	1	4
			n/a				6	14	20
G	21	Aven Court, Yellowknife NT	yes		1		1		2
			n/a					1	5
	22	Holland Christian Homes, Brampton ON	yes	10	31	4	10	3	58
			no			1		1	2
			n/a				63	52	115
	23	Wisperwood Villa, Sherwood PE	yes	6	1				7
			no		1			1	2
H	24	The Elliot, Guelph ON	yes	3	5	1			9
			no		1		2		3
			n/a					12	12

Q118 - Frequency of Use & Satisfaction with Quality of Transportation Service

category	case #	project name/type of location		daily	weekly	monthly	less often	never	n/a
A	1	Accessory Apartment, New Westminster BC	n/a					1	1
	2	Garden Suite, Sackville NB	n/a					1	1
	3	Maison Bi-Familiale, Ste-Foy QC	n/a					1	1
B	4	Heritage & Coach Abbeyfield Houses, Vancouver BC	n/a				4	6	10
	5	Jean Dudley, Toronto ON	yes	1	1				2
			n/a				1	1	2
	6	L'Oasis des Batisseurs, St Nazaire QC	yes			1			1
			n/a				4		4
C	7	Brinkworthy Place, Salt Spring Island BC	n/a				1	35	36
	8	Heritage Village, Vineland ON	no				1	2	3
			n/a					11	11
	9	Woodside on the Green, Airdrie AB	n/a				4	15	19
	10	Cedar Hill Court, Saanich BC	yes			1			1
			no					1	1
			n/a				3	10	13
D	11	Garden Suites (converted motel), New Glasgow NS	n/a				1	7	8
	13	Sandalwood Adult Resort, Kelowna BC	yes					1	1
			n/a				1	10	11
E	14	The Wellington, Winnipeg MB	yes	10	2	3	1		16
			n/a				2	2	4
	15	Suomi-Koti, Toronto ON	yes	2	1	1		1	5
			no					2	2
			n/a				9	10	19
	16	Harmer House, Nepean ON	yes	2	4	4		1	11
			no			1			1
			n/a				3	4	7
	17	Residence Wilfrid-Lecours, Quebec QC	yes	4		5			9
			no			2	1		3
			n/a				5	11	16
F	18	Fenelon Falls Independent Living Assn, Fenelon Falls ON	yes		3				3
			n/a				1	2	3
	19	La Maison des Ainés 1, Montreal QC	yes	3	1	7			11
			n/a				3		3
	20	South Side Manor, Edmonton AB	yes	1					1
			n/a				6	18	24
	21	Aven Court, Yellowknife NT	n/a				3	5	8
	22	Holland Christian Homes, Brampton ON	yes	3	1		4	4	13
			no				2	1	3
			n/a				66	110	176
G	23	Wisperwood Villa, Sherwood PE	yes	1		1	1		3
			n/a				2	5	7
	24	The Elliot, Guelph ON	yes	1		1			2
			n/a				2	22	24

Q119 - Frequency of Use & Satisfaction with Quality of Personal Care Services (e.g. help with bathing, dressing)

<u>category</u>	<u>case #</u>	<u>project name/type of location</u>		<u>daily</u>	<u>weekly</u>	<u>monthly</u>	<u>less often</u>	<u>never</u>	<u>n/a</u>
A	1	Accessory Apartment, New Westminster BC	n/a					1	1
	2	Garden Suite, Sackville NB	n/a					1	1
	3	Maison Bi-Familiale, Ste-Foy QC	n/a					1	1
B	4	Heritage & Coach Abbeyfield Houses, Vancouver BC	yes	1					1
			n/a				2	7	9
	5	Jean Dudley, Toronto ON	yes	3					3
			n/a				1		1
C	6	L'Oasis des Batisseurs, St Nazaire QC	n/a					8	8
	7	Brinkworthy Place, Salt Spring Island BC	n/a				2	34	36
	8	Heritage Village, Vineland ON	n/a				2	12	14
	9	Woodside on the Green, Airdrie AB	n/a				4	15	19
	10	Cedar Hill Court, Saanich BC	yes				1		1
D			n/a				6	11	17
	11	Garden Suites (converted motel), New Glasgow NS	n/a				2	6	8
	13	Sandalwood Adult Resort, Kelowna BC	yes					1	1
E			n/a					11	11
	14	The Wellington, Winnipeg MB	yes			1			1
			n/a				15	7	22
	15	Suomi-Koti, Toronto ON	yes		2		2	1	5
			n/a				15	10	25
	16	Harmer House, Nepean ON	n/a				10	10	20
	17	Residence Wilfrid-Lecours, Quebec QC	yes	4	1		1	2	8
			n/a				5	16	21
	18	Fenelon Falls Independent Living Assn, Fenelon Falls ON	yes				1		1
			n/a				3	4	7
F	19	La Maison des Ainés 1, Montreal QC	n/a					24	24
	20	South Side Manor, Edmonton AB	yes	1					1
			n/a				14	11	25
	21	Aven Court, Yellowknife NT	yes	1					1
			n/a				1	6	7
G	22	Holland Christian Homes, Brampton ON	yes	5	12		7	10	2
			no					1	1
			n/a				97	57	154
	23	Wisperwood Villa, Sherwood PE	yes	5	1				6
H			no	1					1
			n/a				3		3
	24	The Elliot, Guelph ON	yes	1			1		2
			n/a				10	14	24

Q120 - Frequency of Use & Satisfaction with Quality of Laundry Service

<u>category</u>	<u>case #</u>	<u>project name/type of location</u>		<u>daily</u>	<u>weekly</u>	<u>monthly</u>	<u>less often</u>	<u>never</u>	<u>n/a</u>
A	1	Accessory Apartment, New Westminster BC	n/a					1	1
	2	Garden Suite, Sackville NB	n/a					1	1
	3	Maison Bi-Familiale, Ste-Foy QC	n/a					1	1
B	4	Heritage & Coach Abbeyfield Houses, Vancouver BC	yes	4	1			5	
			n/a					5	5
	5	Jean Dudley, Toronto ON	yes		2				2
			n/a				1	1	2
	6	L'Oasis des Batisseurs, St Nazaire QC	yes		3		1		4
			n/a				2		2
C	7	Brinkworthy Place, Salt Spring Island BC	n/a				6	29	35
	8	Heritage Village, Vineland ON	n/a				1	13	14
	9	Woodside on the Green, Airdrie AB	n/a				1	18	19
	10	Cedar Hill Court, Saanich BC	yes	6					6
			n/a				4	6	10
D	11	Garden Suites (converted motel), New Glasgow NS	yes					1	1
			n/a	1			1	5	7
	13	Sandalwood Adult Resort, Kelowna BC	n/a					12	12
E	14	The Wellington, Winnipeg MB	yes	12	1				13
			no	1					1
			n/a				1	7	8
	15	Suomi-Koti, Toronto ON	yes	4	4		1		9
			no	1					1
			n/a				7	10	17
	16	Harmer House, Nepean ON	yes	10					10
			n/a					5	5
	17	Residence Wilfrid-Lecours, Quebec QC	yes	1	10	4			15
			no	3					3
			n/a				2	9	11
F	18	Fenelon Falls Independent Living Assn, Fenelon Falls ON	yes	2					2
			n/a					3	3
	19	La Maison des Ainés 1, Montreal QC	yes	1			1		2
			n/a					21	21
	20	South Side Manor, Edmonton AB	yes	9	2				11
			no	2	1				3
			n/a				5	2	7
F	21	Aven Court, Yellowknife NT	n/a				1	6	7
	22	Holland Christian Homes, Brampton ON	yes	1	87	15			103
			no	2					2
			n/a				16	32	48
	23	Wisperwood Villa, Sherwood PE	yes	2	5				7
			n/a					1	1
F	24	The Elliot, Guelph ON	yes	6		1			7
			n/a	1			1	16	18

Q121 - Frequency of Use & Satisfaction with Quality of Fitness/Exercise Equipment

category	case #	project name/type of location		daily	weekly	monthly	less often	never	n/a
A	1	Accessory Apartment, New Westminster BC	n/a					1	1
	2	Garden Suite, Sackville NB	n/a					1	1
	3	Maison Bi-Familiale, Ste-Foy QC	n/a					1	1
B	4	Heritage & Coach Abbeyfield Houses, Vancouver BC	n/a				1	9	10
	5	Jean Dudley, Toronto ON	yes			1			1
	6	L'Oasis des Batisseurs, St Nazaire QC	n/a					3	3
			yes		5				5
C	7	Brinkworthy Place, Salt Spring Island BC	n/a				2		2
	8	Heritage Village, Vineland ON	yes		3				36
	9	Woodside on the Green, Airdrie AB	n/a				6	1	7
	10	Cedar Hill Court, Saanich BC	no					2	2
			n/a				10	4	14
D	11	Garden Suites (converted motel), New Glasgow NS	yes	2					2
			n/a				1	2	3
	13	Sandalwood Adult Resort, Kelowna BC	yes	1	6	2			9
E	14	The Wellington, Winnipeg MB	yes	3			1	1	5
			no	1					1
			n/a				12	4	16
	15	Suomi-Koti, Toronto ON	yes	2	2	1		1	6
			no				2		2
			n/a				15	2	17
	16	Harmer House, Nepean ON	yes	1					1
			no	2				2	4
			n/a				6	8	14
	17	Residence Wilfrid-Lecours, Quebec QC	no				1		1
F	18	Fenelon Falls Independent Living Assn, Fenelon Falls ON	n/a				4	23	27
			yes				1		1
			no					1	1
			n/a				1	5	6
	19	La Maison des Ainés 1, Montreal QC	yes	4	1	2	1		8
G	20	South Side Manor, Edmonton AB	n/a				8		8
			yes			1			1
			no				1		1
			n/a				17	3	20
	21	Aven Court, Yellowknife NT	yes				1		1
H			n/a				1	5	6
	22	Holland Christian Homes, Brampton ON	yes	8	10		6	5	29
			no	1	1			3	5
			n/a				100	47	147
I	23	Wisperwood Villa, Sherwood PE	yes	2	2				4
			no	1					1
			n/a				4	1	5
	24	The Elliot, Guelph ON	yes		2				2
J			no				1		1
			n/a				8	17	25

Q122 - Frequency of Use & Satisfaction with Quality of Beauty/hair Care Salon

category	case #	project name/type of location	weekly	monthly	less often	never	n/a
A	1	Accessory Apartment, New Westminster BC	n/a				1 1
	2	Garden Suite, Sackville NB	n/a				1 1
	3	Maison Bi-Familiale, Ste-Foy QC	n/a				1 1
B	4	Heritage & Coach Abbeyfield Houses, Vancouver BC	n/a			1 9	10
	5	Jean Dudley, Toronto ON	yes	1			1
	6	L'Oasis des Batisseurs, St Nazaire QC	n/a				3 3
C	7	Brinkworthy Place, Salt Spring Island BC	n/a				36 36
	8	Heritage Village, Vineland ON	n/a			1 13	14
	9	Woodside on the Green, Airdrie AB	n/a			1 18	19
	10	Cedar Hill Court, Saanich BC	yes	1 3	3		7
D	11	Garden Suites (converted motel), New Glasgow NS	n/a			1 7	8
	13	Sandalwood Adult Resort, Kelowna BC	n/a				12 12
	14	The Wellington, Winnipeg MB	yes	6 5	3		14
E	15	Suomi-Koti, Toronto ON	n/a			3 2	5
	16	Harmer House, Nepean ON	yes	1 9	1		11
	17	Residence Wilfrid-Lecours, Quebec QC	no		1		1
F	18	Fenelon Falls Independent Living Assn, Fenelon Falls ON	n/a			3 19	22
	19	La Maison des Ainés 1, Montreal QC	yes	2 5			7
	20	South Side Manor, Edmonton AB	no		1		1
G	21	Aven Court, Yellowknife NT	n/a			2 2	26
	22	Holland Christian Homes, Brampton ON	yes	21 39	44		104
	23	Wisperwood Villa, Sherwood PE	no	1	1	2	4
	24	The Elliot, Guelph ON	n/a			27 17	44
			yes	1 5			6
			n/a			3	3
			yes	3 2	1	2	8
			n/a			7 12	19

Q123 - Frequency of Use & Satisfaction with Quality of On-site Physiotherapy Service

<u>category</u>	<u>case #</u>	<u>project name/type of location</u>		daily	weekly	monthly	less often	never	n/a
A	1	Accessory Apartment, New Westminster BC	n/a					1	1
	2	Garden Suite, Sackville NB	n/a					1	1
	3	Maison Bi-Familiale, Ste-Foy QC	n/a					1	1
B	4	Heritage & Coach Abbeyfield Houses, Vancouver BC	n/a				1	9	10
	5	Jean Dudley, Toronto ON	n/a				1	3	4
	6	L'Oasis des Batisseurs, St Nazaire QC	n/a					8	8
C	7	Brinkworthy Place, Salt Spring Island BC	n/a				1	34	35
	8	Heritage Village, Vineland ON	n/a				4	9	13
	9	Woodside on the Green, Airdrie AB	n/a				1	18	19
	10	Cedar Hill Court, Saanich BC	n/a				6	12	18
D	11	Garden Suites (converted motel), New Glasgow NS	n/a				1	7	8
	13	Sandalwood Adult Resort, Kelowna BC	n/a					12	12
E	14	The Wellington, Winnipeg MB	n/a				8	13	21
	15	Suomi-Koti, Toronto ON	yes	1	1				
			no			1			1
			n/a				12	13	25
	16	Harmer House, Nepean ON	no					1	1
			n/a				7	12	19
	17	Residence Wilfrid-Lecours, Quebec QC	n/a				1	25	26
	18	Fenelon Falls Independent Living Assn, Fenelon Falls ON	n/a				2	6	8
	19	La Maison des Ainés 1, Montreal QC	n/a					24	24
	20	South Side Manor, Edmonton AB	n/a				10	16	26
F	21	Aven Court, Yellowknife NT	n/a				1	7	8
	22	Holland Christian Homes, Brampton ON	yes	18	2	1	12	5	38
			no		1		2		3
			n/a					96	43
	23	Wisperwood Villa, Sherwood PE	no				2		2
			n/a				3	5	8
	24	The Elliot, Guelph ON	n/a				7	21	28

Q124 - Frequency of Use & Satisfaction with Quality of On-site Counselling

<u>category</u>	<u>case #</u>	<u>project name/type of location</u>	weekly	monthly	less often	never	n/a
A	1	Accessory Apartment, New Westminster BC	3			1	1
	2	Garden Suite, Sackville NB	3			1	1
	3	Maison Bi-Familiale, Ste-Foy QC	3			1	1
B	4	Heritage & Coach Abbeyfield Houses, Vancouver BC	3		1	9	10
	5	Jean Dudley, Toronto ON	1	1	1		2
	6	L'Oasis des Batisseurs, St Nazaire QC	3		6		6
C	7	Brinkworthy Place, Salt Spring Island BC	3		1	35	36
	8	Heritage Village, Vineland ON	3		2	12	14
	9	Woodside on the Green, Airdrie AB	3		2	17	19
	10	Cedar Hill Court, Saanich BC	3		4	12	16
D	11	Garden Suites (converted motel), New Glasgow NS	3		2	6	8
	13	Sandalwood Adult Resort, Kelowna BC	1		1		1
			3			11	11
E	14	The Wellington, Winnipeg MB	3		8	15	23
	15	Suomi-Koti, Toronto ON	1	1			1
	16	Harmer House, Nepean ON	1		1		1
	17	Residence Wilfrid-Lecours, Quebec QC	1		1		1
	18	Fenelon Falls Independent Living Assn, Fenelon Falls ON	3		2	6	8
	19	La Maison des Ainés 1, Montreal QC	1	1	3		4
			2		1		1
			3			3	3
	20	South Side Manor, Edmonton AB	1		1		1
			3		8	17	25
F	21	Aven Court, Yellowknife NT	3		2	6	8
	22	Holland Christian Homes, Brampton ON	1		8	6	1
			3		114	60	174
	23	Wisperwood Villa, Sherwood PE	1		1		1
			3		5	4	9
G	24	The Elliot, Guelph ON	1		1		1
			3		8	18	26

Q125 - Frequency of Attendance & Satisfaction with Quality of On-site Religious Services

<u>category</u>	<u>case #</u>	<u>project name/type of location</u>	<u>daily</u>	<u>weekly</u>	<u>monthly</u>	<u>less often</u>	<u>never</u>	<u>n/a</u>
A	1	Accessory Apartment, New Westminster BC	n/a				1	1
	2	Garden Suite, Sackville NB	n/a				1	1
	3	Maison Bi-Familiale, Ste-Foy QC	n/a				1	1
B	4	Heritage & Coach Abbeyfield Houses, Vancouver BC	n/a				10	10
	5	Jean Dudley, Toronto ON	n/a				4	4
	6	L'Oasis des Batisseurs, St Nazaire QC	yes	4				4
			no	1				1
C	7	Brinkworthy Place, Salt Spring Island BC	n/a			2	34	36
	8	Heritage Village, Vineland ON	n/a			1	13	14
	9	Woodside on the Green, Airdrie AB	n/a				19	19
	10	Cedar Hill Court, Saanich BC	yes	8				8
			n/a			5	2	7
D	11	Garden Suites (converted motel), New Glasgow NS	n/a			1	7	8
	13	Sandalwood Adult Resort, Kelowna BC	n/a				11	11
E	14	The Wellington, Winnipeg MB	yes	1	5	1		7
			n/a				5	9
	15	Suomi-Koti, Toronto ON	yes	7	2	1		10
			no	2				2
			n/a			3	1	4
	16	Harmer House, Nepean ON	yes	3	2	3	1	9
			n/a			5	2	7
	17	Residence Wilfrid-Lecours, Quebec QC	yes	1	19	3		23
			no	1				1
			n/a			3	2	5
	18	Fenelon Falls Independent Living Assn, Fenelon Falls ON	yes			1		1
			n/a				5	5
	19	La Maison des Ainés 1, Montreal QC	yes	5	2	1		8
			n/a				8	8
	20	South Side Manor, Edmonton AB	yes	9		2		11
			n/a			7	4	11
	21	Aven Court, Yellowknife NT	n/a				1	6
	22	Holland Christian Homes, Brampton ON	yes	114	1	10	1	126
			no	2		1	1	4
			n/a				14	15
	23	Wisperwood Villa, Sherwood PE	yes	3				3
			no	2				2
			n/a			5		5
	24	The Elliot, Guelph ON	yes	10		2		12
			n/a			6	5	11

Q126 - Frequency of Use & Satisfaction with Quality of Organized Outings/Travel

<u>category</u>	<u>case #</u>	<u>project name/type of location</u>	weekly	monthly	less often	never	n/a
A	1	Accessory Apartment, New Westminster BC	n/a			1	1
	2	Garden Suite, Sackville NB	n/a			1	1
	3	Maison Bi-Familiale, Ste-Foy QC	n/a			1	1
B	4	Heritage & Coach Abbeyfield Houses, Vancouver BC	yes		1	1	2
			n/a			8	8
	5	Jean Dudley, Toronto ON	yes	1	2		3
			n/a			1	1
	6	L'Oasis des Batisseurs, St Nazaire QC	n/a			8	8
C	7	Brinkworthy Place, Salt Spring Island BC	n/a		5	29	34
	8	Heritage Village, Vineland ON	yes	6	6		12
	9	Woodside on the Green, Airdrie AB	yes	1	1		2
			n/a			1	13
	10	Cedar Hill Court, Saanich BC	yes		1		1
			no		1		1
			n/a		2	7	9
D	11	Garden Suites (converted motel), New Glasgow NS	yes		1		1
			n/a			1	7
	13	Sandalwood Adult Resort, Kelowna BC	yes	1	3	1	5
			no		1		1
			n/a			1	4
E	14	The Wellington, Winnipeg MB	yes	2	3	1	11
			n/a			3	7
	15	Suomi-Koti, Toronto ON	yes		8		8
			no		1		1
			n/a			3	5
	16	Harmer House, Nepean ON	yes	3	4	1	8
			no		1		1
			n/a			5	6
	17	Residence Wilfrid-Lecours, Quebec QC	yes		5	1	6
			no		1		1
F	18	Fenelon Falls Independent Living Assn, Fenelon Falls ON	yes			4	11
			n/a			1	1
	19	La Maison des Ainés 1, Montreal QC	yes	3	4		6
			n/a			5	6
	20	South Side Manor, Edmonton AB	yes	2			2
			no		1		1
			n/a			11	19
	21	Aven Court, Yellowknife NT	n/a			3	4
		Holland Christian Homes, Brampton ON	yes	11	37	3	52
	22		no	1	2	2	5
G	23	Wisperwood Villa, Sherwood PE	n/a			71	30
			yes	1	1	4	6
			n/a			2	4
	24	The Elliot, Guelph ON	yes	2	2		4
			no		1		1
			n/a			11	20

Q127 - Frequency of Use & Satisfaction with Quality of Cultural Events/ Entertainment

category	case #	project name/type of location		daily	weekly	monthly	less often	never	n/a
A	1	Accessory Apartment, New Westminster BC	n/a					1	1
	2	Garden Suite, Sackville NB	n/a					1	1
	3	Maison Bi-Familiale, Ste-Foy QC	n/a					1	1
B	4	Heritage & Coach Abbeyfield Houses, Vancouver BC	yes		1				1
			n/a					9	9
	5	Jean Dudley, Toronto ON	yes		1				1
			n/a					3	3
	6	L'Oasis des Batisseurs, St Nazaire QC	yes	1		2	1		4
			no				2		2
			n/a				1		1
C	7	Brinkworthy Place, Salt Spring Island BC	yes		1		1		2
			n/a				2	27	29
	8	Heritage Village, Vineland ON	yes	1	1	5			7
			no			1			1
			n/a					1	1
	9	Woodside on the Green, Airdrie AB	yes			1			1
			n/a				1	13	14
	10	Cedar Hill Court, Saanich BC	yes			2			2
			no			2		1	3
			n/a				2	7	9
D	11	Garden Suites (converted motel), New Glasgow NS	yes			2			2
			n/a					5	5
	13	Sandalwood Adult Resort, Kelowna BC	yes	1	2	1			4
			n/a					5	5
E	14	The Wellington, Winnipeg MB	yes	1	6	5	2		14
			no				1		1
			n/a					1	4
	15	Suomi-Koti, Toronto ON	yes	3	7	2			12
			no		1				1
			n/a					2	2
	16	Harmer House, Nepean ON	yes	4	2				6
			no		1	1			2
			n/a				3	3	6
	17	Residence Wilfrid-Lecours, Quebec QC	yes	6	1	7	1	1	16
			no			3	2	1	6
			n/a					6	6
	18	Fenelon Falls Independent Living Assn, Fenelon Falls ON	yes			1			1
			n/a					4	4
	19	La Maison des Ainés 1, Montreal QC	yes	1	3	1	5		10
			n/a					2	2
	20	South Side Manor, Edmonton AB	yes	5	1				6
			n/a					7	13
F	21	Aven Court, Yellowknife NT	n/a				3	5	8
	22	Holland Christian Homes, Brampton ON	yes	2	28	26	24		80
			no			1		1	2
			n/a					28	29
	23	Wisperwood Villa, Sherwood PE	yes	2	1	4			7
			n/a				1	1	2
	24	The Elliot, Guelph ON	yes	3	2	1			6
			no				1		1
			n/a				2	11	13

Q128 - Frequency of Use & Satisfaction with Quality of the workshop/activity areas

category	case #	project name/type of location	daily	weekly	monthly	less often	never	n/a
A	1	Accessory Apartment, New Westminster BC	n/a				1	1
	2	Garden Suite, Sackville NB	n/a				1	1
	3	Maison Bi-Familiale, Ste-Foy QC	n/a				1	1
B	4	Heritage & Coach Abbeyfield Houses, Vancouver BC	yes	1				1
			n/a				9	9
	5	Jean Dudley, Toronto ON	yes	1				1
			n/a				3	3
	6	L'Oasis des Batisseurs, St Nazaire QC	yes	3	1			4
			no				1	1
C	7	Brinkworthy Place, Salt Spring Island BC	yes				1	1
			n/a				1	33 34
	8	Heritage Village, Vineland ON	no	1			1	2
			n/a				2	6 8
	9	Woodside on the Green, Airdrie AB	n/a				18	18
D	10	Cedar Hill Court, Saanich BC	yes	1				1
			n/a				4	13 17
	11	Garden Suites (converted motel), New Glasgow NS	yes	1				1
			n/a				1	6 7
	13	Sandalwood Adult Resort, Kelowna BC	n/a				10	10
E	14	The Wellington, Winnipeg MB	n/a				4	17 21
	15	Suomi-Koti, Toronto ON	yes	1	2	2	2	7
			n/a				9	5 14
	16	Harmer House, Nepean ON	yes	2				2
			no	1				1
			n/a				6	9 15
	17	Residence Wilfrid-Lecours, Quebec QC	yes	4		1	1	6
			no			1	2	3
			n/a					15 15
	18	Fenelon Falls Independent Living Assn, Fenelon Falls ON	n/a				1	6 7
F	19	La Maison des Ainés 1, Montreal QC	yes	1	5	1	2	9
			n/a				6	6
	20	South Side Manor, Edmonton AB	yes		1			1
			n/a				6	19 25
	21	Aven Court, Yellowknife NT	n/a				2	6 8
G	22	Holland Christian Homes, Brampton ON	yes	5	8	1	2	4 20
			no	1			1	2
			n/a				105	56 161
	23	Wisperwood Villa, Sherwood PE	yes	1	1	1		3
			no				1	1
H	24	The Elliot, Guelph ON	n/a				2	4 6
			yes	1	3		1	1 6
			no		1		1	2
			n/a				8	10 18

Q129 - Frequency of Use & Satisfaction with Quality of Convenience Store

<u>category</u>	<u>case #</u>	<u>project name/type of location</u>		daily	weekly	monthly	less often	never	n/a
A	1	Accessory Apartment, New Westminster BC	n/a					1	1
	2	Garden Suite, Sackville NB	n/a					1	1
	3	Maison Bi-Familiale, Ste-Foy QC	n/a					1	1
B	4	Heritage & Coach Abbeyfield Houses, Vancouver BC	n/a				2	8	10
	5	Jean Dudley, Toronto ON	yes	1					1
	6	L'Oasis des Batisseurs, St Nazaire QC	n/a					3	3
	7	Brinkworthy Place, Salt Spring Island BC	n/a					8	8
C	8	Heritage Village, Vineland ON	n/a					14	14
	9	Woodside on the Green, Airdrie AB	yes	1					1
	10	Cedar Hill Court, Saanich BC	n/a					18	18
			yes	3					3
			n/a					13	13
D	11	Garden Suites (converted motel), New Glasgow NS	n/a					8	8
	13	Sandalwood Adult Resort, Kelowna BC	n/a					11	11
E	14	The Wellington, Winnipeg MB	yes	4	11	1			16
			n/a					3	3
	15	Suomi-Koti, Toronto ON	yes	1	2	3	2		8
			no	1				1	2
			n/a					5	9
	16	Harmer House, Nepean ON	yes	1					1
			n/a					5	14
	17	Residence Wilfrid-Lecours, Quebec QC	yes	1					1
			n/a					26	26
	18	Fenelon Falls Independent Living Assn, Fenelon Falls ON	yes					1	1
F			n/a					1	5
	19	La Maison des Ainés 1, Montreal QC	yes	1					1
			n/a					23	23
	20	South Side Manor, Edmonton AB	n/a					5	20
								25	
	21	Aven Court, Yellowknife NT	n/a				1	6	7
	22	Holland Christian Homes, Brampton ON	yes	7	69	14	20		110
			no	3	1	2	4		10
			n/a				1	7	22
	23	Wisperwood Villa, Sherwood PE	yes	1		2			3
G			no				1		1
			n/a					3	6
	24	The Elliot, Guelph ON	yes	2				1	3
			n/a					5	20

Q131-Q134 — Access to Services/Amenities

category	case #	project name/type & location	easy to get to					available when needed					responded to quickly (n)*				
			yes	no	don't know	n/a	yes	no	don't know	n/a	yes	no	don't know	yes	no	don't know	n/a
A	1	Accessory Apartment, New Westminster BC			1				1				1		1	(1)	
	2	Garden Suite, Sackville NB			1				1				1		1	(1)	
	3	Maison Bi-Familiale Ste-Foy QC			1				1				1		1	(1)	
B	4	Heritage & Coach Abbeyfield Houses, Vancouver BC			7	2	1		7	2	1		7		1	9	(10)
	5	Jean Dudley, Toronto ON	4					2	2			4			4		(4)
C	6	L'Oasis des Batisseurs, St Nazaire QC	7	1				6	1			8			8		(8)
	7	Brinkworthy Place, Salt Spring Island BC	13		23	5	2		27	5	1		30	3	1	31	(36)
D	8	Heritage Village, Vineland ON	10		4	10			4	3			8	4		8	(14)
	9	Woodside on the Green, Airdrie AB	8		11	4	1		14	4	1		14	5		14	(19)
E	10	Cedar Hill Court, Saanich BC	11	1	6	7	1		10	6			12	4		14	(18)
	11	Garden Suites (converted motel), New Glasgow NS	5		3	5			3	3			5	2		6	(8)
F	12	Sandalwood Adult Resort, Kelowna BC	10		2	9			3	9			3	6	1	5	(12)
	13	The Wellington, Winnipeg MB	18	1	1	16	1		1	13			1	15		1	(23)
G	14	Suomi-Koti, Toronto ON	26	1	3	22	2		3	21	2		3	20	1	3	(30)
	15	Harmer House, Nepean ON	14		5	11	3		6	10	1		6	10	1	5	(20)
H	16	Residence Wilfrid-Lecours, Quebec QC	29	2	1	27	1	1		24	2	1		21	1	3	(37)
	17	Fenelon Falls Independent Living Assn, Fenelon Falls ON	4		4	3			4	6			2	5		3	(8)
I	18	La Maison des Ainés, Montreal QC	22		20				21				19	2		(24)	
	19	South Side Manor, Edmonton AB	16	1	9	12	1		13	4	3	1	18	3		22	(26)
J	20	Aven Court, Yellowknife NT	4		4	2	1		5	1	1		6	1	1	6	(8)
	21	Holland Christian Homes, Brampton ON	152	5	33	145	7		34	134	5		34	101	3	35	(197)
K	22	Wisperwood Villa, Sherwood PE	8	1	1	3	2		3	6			3	7		3	(10)
	23	The Elliot, Guelph ON	19	1	7	15	1		9	16	1		8	13	9	9	(29)
L	24	383	14	1	126	326	27	1	149	300	18	2	163	248	13	5	177 (544)

*(n) full sample including respondents who did not answer this question

Q136 - Q138 : Are services available in language of choice? Is information easy to understand?

category	case #	project name/type & location	in language of choice						given by service providers			easy to understand			(n)*
			yes	no	usually n/a	yes	no	usually n/a	yes	no	usually n/a	yes	no	usually n/a	
A	1	Accessory Apartment, New Westminster BC			1			1			1		1		(1)
	2	Garden Suite, Sackville NB			1			1			1		1		(1)
	3	Maison Bi-Familiale Ste-Foy QC			1			1			1		1		(1)
B	4	Heritage & Coach Abbeyfield Houses, Vancouver BC	1		9	1		9	1		9	1	9		(10)
	5	Jean Dudley, Toronto ON	4		3	1		3	1		3	1	1		(4)
	6	L'Oasis des Batisseurs, St Nazaire QC	7		7		1	7		7		1		1	(8)
C	7	Brinkworthy Place, Salt Spring Island BC	9		27	4		2	30	5		1	30		(36)
	8	Heritage Village, Vineland ON	7		7	2		1	9	2		2	9		(14)
	9	Woodside on the Green, Airdrie AB	8		11		1	18		1		1	18		(19)
	10	Cedar Hill Court, Saanich BC	10		8	4		14	5		6		13		(18)
D	11	Garden Suites (converted motel), New Glasgow NS	2		6	2		6	2		6		6		(8)
	12	Sandalwood Adult Resort, Kelowna BC	5	1	6	3	1	2	6	3	1	3	5		(12)
E	14	The Wellington, Winnipeg MB	20		1	11		1	12		1		1		(23)
	15	Suomi-Koti, Toronto ON	27	1	1	17		3	2	21		2	2		(30)
	16	Harmar House, Nepean ON	15		4	6	1	2	4	6		2	4		(20)
	17	Residence Wilfrid-Lecours, Quebec QC	29			20		4		20	1	3		3	(37)
	18	Fenelon Falls Independent Living Assn, Fenelon Falls ON	4		4	3		5	3		5		5		(8)
	19	La Maison des Ainés, Montreal QC	22	1	19		2		21		1		1		(24)
	20	South Side Manor, Edmonton AB	14		12	2		2	21	4		1	20		(26)
F	21	Aven Court, Yellowknife NT	2		6	1		1	6	2		1	5		(8)
	22	Holland Christian Homes, Brampton ON	156	2	11	23	108	19	29	120	1	16	29		(197)
	23	Wisperwood Villa, Sherwood PE	8	1		1	5	1	3	6		3	3		(10)
	24	The Elliot, Guelph ON	21		7	12	1	11	14		11	11		11	(29)
	371		4	13	136	230	4	41	177	257	3	34	174		(544)

*(n) full sample including respondents who did not answer this question

Q139 - Q143 : Satisfaction with On-site Staff

category case #	project name/type of location	assistance available				courteous & helpful				knowledgeable/ competent				well informed		spend enough time		
		yes	no	usually	n/a	yes	no	usually	n/a	yes	no	usually	n/a	yes	no	usually	n/a	
A	1 Accessory Apartment, New Westminster BC			1			1			1			1		1		1 (1)	
	2 Garden Suite, Sackville NB			1			1			1			1		1		1 (1)	
	3 Maison Bi-Familiale Ste-Foy QC			1			1			1			1		1		1 (1)	
	4 Heritage & Coach Abbeyfield Houses, Vancouver BC			1	9	2	8	2	8	1	1	8	2	8	2	8	8 (10)	
B	5 Jean Dudley, Toronto ON	4			4			4			4			4		4		(4)
	6 L'Oasis des Batisseurs, St Nazaire QC	8			6			5			4			3		4		(8)
	7 Brinkeworthy Place, Salt Spring Island BC	3	1	1	31	7	1	28	3	1	32	2		33	1		34	(36)
	8 Heritage Village, Vineland ON	4	1	8	8	1	5	6	2	6	7	1	6	6	1	7	(14)	
C	9 Woodside on the Green, Airdrie AB			19	1		18			19			19		19		19 (19)	
	10 Cedar Hill Court, Saanich BC	7		11	15		3	11		6	6		7	5	6	6	5 (18)	
	11 Garden Suites (converted motel), New Glasgow NS	2			6	4		4	4		4	3		5	2	6	6 (8)	
	13 Sandalwood Adult Resort, Kelowna BC	4	1	1	6	6	6	4	2	6	2		4	6	4	1	6 (12)	
D	14 The Wellington, Winnipeg MB	18	1	1	22		1	21		1	20	1	1	18		2	1 (23)	
	15 Suomi-Koti, Toronto ON	18	1	2	24		3	1	23		2	1	18	1	7	1	8 (1)	
	16 Harmer House, Nepean ON	8	1	3	2	14	2	3	1	9	3	4	1	11	6	1	(20)	
	17 Residence Wilfrid-Léonard, Quebec QC	22	4	24	1	1	18	2	1	1	21	1	1	12	6	2	(37)	
E	18 Fenelon Falls Independent Living Assn, Fenelon Falls ON	4		4	6		2	6		2	4		1	3	5	3	(8)	
	19 La Maison des Ainés 1, Montreal QC	21		1	21		3		22		22		2	13	2	6	(24)	
	20 South Side Manor, Edmonton AB	8	3	15	14	3	9	8	1	3	14	5	8	3	10	2	4 (26)	
	21 Aven Court, Yellowknife NT	3	1	4	6	2	5	1	1	5	2		1	5	2	1	(8)	
F	22 Holland Christian Homes, Brampton ON	140	17	24	151		23	19	130	1	26	27	123	4	33	27	100	9 (197)
	23 Whisperwood Villa, Sherwood PE	8		2	7		1	2	6		2	4	4	2	6	2	2 (10)	
	24 The Elliot, Guelph ON	13	1	1	11	25	3	23	1	4	21	1	6	16	5	7	(29)	
	295	5	37	158	367	3	43	114	310	10	48	138	283	27	66	138	229 (544)	

*(n) full sample including respondents who did not answer this question

Q144,145 & 147 - Amenities & Services

cat.	case #	project name/type & location	Do the amenities and services you receive support your everyday activities?				Do these amenities and services make it easier to socialize with other residents and/or visitors?				If any of the previously listed amenities or services were not available, would you still be comfortable living in this housing project?						
			yes	no	n/a	n	(n)*	yes	no	n/a	n	(n)*	yes	no	n/a	n	(n)*
A	1	Accessory Apartment, New Westminster BC		1	1	(1)			1	1	(1)		1	1	1	1	(1)
	2	Garden Suite, Sackville NB		1	1	(1)			1	1	(1)		1	1	1	1	(1)
	3	Maison Bi-Familiale, Ste-Foy QC		1	1	(1)			1	1	(1)		1	1	1	1	(1)
B	4	Heritage & Coach Abbeyfield Houses, Vancouver BC	2	1	7	10	(10)	2	1	7	10	(10)	1	3	6	10	(10)
	5	Jean Dudley, Toronto ON	4		4	(4)	4			4	(4)	2	2		4	4	(4)
	6	L'Oasis des Bâtisseurs, St-Nazaire QC	5	2	7	(8)	8			8	(8)	2	6		8	8	(8)
C	7	Brinkworth Place, Salt Spring Island BC	4	32	36	(36)	1	1	34	36	(36)	13		23	36	36	(36)
	8	Heritage Village, Vineland ON	5	1	8	14	(14)	6	1	7	14	(14)	4	3	7	14	(14)
	9	Woodside on the Green, Airdrie AB	3		16	19	(19)	2		16	18	(19)	3	1	15	19	(19)
	10	Cedar Hill Court, Saanich BC	10	2		12	(18)	12	1		13	(18)	11	3	4	18	(18)
D	11	Garden Suites (converted motel), New Glasgow NS	3	5	8	(8)	3		5	8	(8)	5	1	2	8	8	(8)
	13	Sandalwood Adult Resort, Kelowna BC	9	3	12	(12)	10		2	12	(12)	7	4	1	12	(12)	
E	14	The Wellington, Winnipeg MB	20	1	1	22	(23)	19	1	1	21	(23)	9	6	1	16	(23)
	15	Suomi-Koti, Toronto ON	19	6	1	26	(30)	26		1	27	(30)	19	5	1	25	(30)
	16	Hamer House, Nepean ON	12	3	3	18	(20)	10	3	3	16	(20)	10	5	3	18	(20)
	17	Residence Wilfrid-Léonard, Quebec QC	14	7	1	22	(37)	22	5		27	(37)	19	5		24	(37)
	18	Fenelon Falls Independ, Living Assn, Fenelon Falls ON	4		1	5	(8)	3		2	5	(8)	7		1	8	(8)
	19	La Maison des Ainés 1, Montreal QC	17	3		20	(24)	16	4		20	(24)	16	6		22	(24)
	20	South Side Manor, Edmonton AB	11	1	10	22	(26)	9	3	10	22	(26)	9	3	14	26	(26)
F	21	Aven Court, Yellowknife NT	4	4	8	(8)	3		5	8	(8)	5	1	2	8	8	(8)
	22	Holland Christian Homes, Brampton ON	111	14	39	164	(197)	109	9	40	159	(197)	102	39	27	168	(197)
	23	Whisperwood Villa, Sherwood PE	8	1	1	10	(10)	8		2	10	(10)	5	4	9	9	(10)
	24	The Elliot, Guelph ON	23	3	2	28	(29)	21	2	4	27	(29)	13	3	5	21	(29)
			288	45	137	470	(544)	293	31	142	468	(544)	262	101	114	477	(544)

*(n) full sample including respondents who did not answer this question

Q152 - Q153 : Overall Satisfaction with Quality/Kinds of Services & Amenities

category	case #	project name/type of location	quality of services			kinds of services			(n)*
			very satisfied	somewhat satisfied	not satisfied	n/a	very satisfied	somewhat satisfied	
A	1	Accessory Apartment, New Westminster BC	1			1			1 (1)
	2	Garden Suite, Sackville NB				1			1 (1)
	3	Maison Bi-Familiale, Ste-Foy QC				1			1 (1)
B	4	Heritage & Coach Abbeyfield Houses, Vancouver BC	1	2	2	4	1	3	1 (10)
	5	Jean Dudley, Toronto ON	4			4			4 (4)
C	6	L'Oasis des Batisseurs, St Nazaire QC	4	4			4	4	8 (8)
	7	Brinkworth Place, Salt Spring Island BC	10	6			9	4	2 (36)
D	8	Heritage Village, Vineland ON	7	3		4	7	1	6 (14)
	9	Woodside on the Green, Airdrie AB	2	3		8	3	3	8 (19)
E	10	Cedar Hill Court, Saanich BC	9	5	1		8	6	18 (18)
	11	Garden Suites (converted motel), New Glasgow NS	5				5		8 (8)
F	12	Sandalwood Adult Resort, Kelowna BC	11				9	1	1 (12)
	13	The Wellington, Winnipeg MB	19				17	2	23 (23)
G	14	Suomi-Koti, Toronto ON	20	3			18	4	30 (30)
	15	Harmer House, Nepean ON					5	6	20 (20)
H	16	Residence Wilfrid-Lecours, Quebec QC	8	5	6		11	20	37 (37)
	17	Fenelon Falls Independent Living Assn, Fenelon Falls ON	13	16	1		6		8 (8)
I	18	La Maison des Aînés 1, Montreal QC	5	1			13	9	1 (24)
	19	South Side Manor, Edmonton AB	16	7			1	11	1 (26)
J	20	Aven Court, Yellowknife NT	4	12			2	3	8 (8)
	21	Holland Christian Homes, Brampton ON	137	22	1		127	27	197 (197)
K	22	Wisperwood Villa, Sherwood PE	6	2			5	2	1 (10)
	23	The Elliot, Guelph ON	20	2	1		19	1	29 (29)
L	24	304	96	12	19		276	107	11 27 (544)

*(n) full sample including respondents who did not answer this question

Q154 & Q155 : Are you proud/happy living here?

category	case #	project name/type & location	proud to live here?			happy living here?			n	(n)*
			yes	no	indifferent	n	very happy	somewhat happy	not very happy	
A	1	Accessory Apartment, New Westminster BC		1		1	1		1	(1)
	2	Garden Suite, Sackville NB		1		1	1		1	(1)
	3	Maison Bi-Familiale, Ste-Foy QC		1		1	1		1	(1)
B	4	Heritage & Coach Abbeyfield Houses, Vancouver BC	2	4	6	4	4		8	(10)
	5	Jean Dudley, Toronto ON	3	1		4	4		4	(4)
C	6	L'Oasis des Bâtisseurs, St Nazaire QC	7	1	8	4	3	1	8	(8)
	7	Brinkworthy Place, Salt Spring Island BC	25	2	4	31	23	10	33	(36)
D	8	Heritage Village, Vinaland ON	12	2	14	10	4		14	(14)
	9	Woodside on the Green, Airdrie AB	11		11	11	1		12	(19)
	10	Cedar Hill Court, Saanich BC	14	3	17	9	6	1	16	(18)
E	11	Garden Suites (converted motel), New Glasgow NS	8		8	8			8	(8)
	13	Sandalwood Adult Resort, Kelowna BC	11	1	12	10	2		12	(12)
F	14	The Wellington, Winnipeg MB	17	3	20	14	5		19	(23)
	15	Suomi-Koti, Toronto ON	23	3	2	28	23	7	30	(30)
G	16	Harmer House, Nepean ON	8	2	7	17	10	7	2	(20)
	17	Residence Wilfrid-Lécuroux, Quebec QC	28	1	5	34	18	14	1	33
H	18	Fenelon Falls Independent Living Assn, Fenelon Falls ON	7		7	7			7	(8)
	19	La Maison des Ainés 1, Montreal QC	23	1	24	21	3		24	(24)
I	20	South Side Manor, Edmonton AB	16	5	21	16	7		23	(26)
	21	Aven Court, Yellowknife NT	5	1	6	6	1		7	(8)
J	22	Holland Christian Homes, Brampton ON	170	1	9	180	154	29	3	186 (197)
	23	Whisperwood Villa, Sherwood PE	5	2	7	3	4		7	(10)
	24	The Elliot, Guelph ON	26		26	25	1		26	(29)
K	424		11	49	484	383	108	8	499	(544)

*(n) = full sample including respondents who did not answer this question

APPENDIX A

NOMINATION FORM

N O M I N A T I O N F O R M:

EXAMPLES OF INNOVATIVE OR EXEMPLARY HOUSING FOR OLDER CANADIANS

Please copy as many forms as you will require to allow one form per nomination. Thank you!

Nominator's Name: _____

Organization: _____

Address: _____

(Postal Code) _____

Housing Project Name: _____

Address: _____

(Postal Code) _____

Key Contact name: _____

Title: - _____

Address: _____

(Postal Code) _____

Contact Telephone and Fax: Tel: () _____ Fax: () _____

Contact E-Mail Address: _____

Which housing category does this nomination fall into? Please check (✓) the definition below that most closely matches the housing project you wish to nominate.

- Housing that allows older persons to live in close proximity to their family (such as accessory apartments, bi-family units or "granny flats").
- A large dwelling shared by approximately 7 to 10 unrelated persons, each with their own private living quarters (such as Abbeyfield housing, group homes and shared housing).
- A planned retirement community (such as a retirement sub-division, retirement residence, mobile home community, or university-linked retirement community.)
- Low density housing for persons aged 55+ that emphasizes lifestyle and provides a wide range of social and recreational amenities and opportunities.
- Housing that includes services (such as congregate housing, sheltered housing and assisted living).
- Accommodation that guarantees increasing levels of health service (such as continuing care and life-care communities).
- Housing that is in proximity to and/or formally affiliated with community-based or facility-based services that can be accessed by residents when needed (such as Ontario's Satellite Homes).
- Other, please specify _____

Please turn over. Continued on reverse.

*In what ways do you think this project is innovative or exemplary in terms of:
architectural design (e.g., layout, aesthetics, accessibility, adaptable design features)? _____*

*financing or tenure (e.g., life lease, resident-funded non-profit, equity co-op, co-housing,
mixed-use)? _____*

*support services (e.g., housekeeping, meals, personal or health care, access to services,
transportation)? _____*

*amenities (e.g., recreational, social, cultural, educational, health and fitness facilities and/or
programs)? _____*

*management or operations (e.g., philosophy, participation of residents, structure of
committees)? _____*

other features or characteristics? _____

Please send the completed form(s) to the following address:

Attn: Seniors Housing Options Study
Gerontology Research Centre
Simon Fraser University at Harbour Centre
515 West Hastings Street,
Vancouver, BC
V6B 5K3

Thank you very much for your time and support!

APPENDIX B

FOLLOW UP TELEPHONE INTERVIEW QUESTIONS



SIMON FRASER
UNIVERSITY
AT HARBOUR CENTRE

Gerontology Research Centre
Gerontology Diploma Program
Gerontology Masters Program

2800 - 515 West Hastings Street
Vancouver, British Columbia
Canada V6B 5K3

Tel: 604/291 5062
Fax: 604/291 5066

E-mail: gero@sfu.ca
<http://www.harbour.sfu.ca/gero/>

Mr/Mdm Doe
123 Main Street
City, PV A1A 1A1

Dear [name of contact(s)].

The Gerontology Research Centre at Simon Fraser University has been contracted by Canada Mortgage and Housing Corporation (CMHC) to conduct a national study, *Housing Options for Older Canadians: Case Studies and User Satisfaction*. The research project will: a) provide a rich and detailed picture of new and innovative housing options for seniors in Canada, and b) ascertain residents' and sponsor/developers' satisfaction with them. Data from the study will be used by CMHC to develop a set of booklets that will aid individuals and groups wishing to develop these options in their own communities.

Your seniors' housing project [name of project] in [town, province] has been short-listed as an exemplary seniors' housing project to be included as a detailed case study in this national project.

We have gathered some information on your project from [name of contact(s)]. Now we are seeking more detailed information to help us make our final case study selections and to help us frame our individualized case study questions.

Would you please mail, fax or courier to the address above, **as soon as possible**:

- a list of the names of people involved in the development, design, financing and management of the housing project, and their contact numbers
- drawings, floor plans, photographs
- any written history on the development of the project
- annual reports and/or other documentation that explains financing
- lists or charts that explain the organizational structure
- any articles that have been published in a newsletter, newspaper or magazine on your exemplary seniors housing project.

Thank you very much in advance for your co-operation. We look forward to hearing from you soon!

Sincerely,

Dr. Gloria Gutman
Director, Gerontology Research Centre

Mary Ann Clarke Scott, MAIBC
REFBC Research Fellow in Environmental Gerontology

Nancy Gnaedinger,
Consultant in Gerontology

APPENDIX C

LIST OF CASE STUDIES

**CASE STUDIES FOR CMHC PROJECT
"HOUSING OPTIONS FOR OLDER CANADIANS"**

CATEGORY A: Housing that allows older persons to live in close proximity to their family (such as accessory apartments, bi-family units or garden suites).

Case 01 = Accessory Apartment, New Westminster BC

Contact: Emily Clarke (the occupant), 1402 10th Avenue, New Westminster BC

Tel. (604) 526-6757

Two-bedroom accessory apartment, custom designed and built for elderly widow, on the ground level of the raised single family home of her adult child.

Date of case study: January 22, 1997

Number of resident satisfaction questionnaires completed: 1 (100% of units)

Case 02 = Garden Suite, Sackville NB

Contact: Bill O'Neill, Atlantic People's Housing, 960 St. George Blvd., Moncton, NB E1E BY3. Tel. (506) 852-7832. Fax (506) 852-7833. (Occupant) Shirley Purdy, 125 York Street, Sackville, NB E0A 3C0. Tel (506) 536-2716. Kids' Tel.(506) 536-2889.

One-bedroom garden suite situated on a large corner lot, near the original home now occupied by the son and family of the garden suite occupant, a widow.

Date of case study: April 14, 1997

Number of resident satisfaction questionnaires completed: 1 (100% of units)

Case 03 = Maison Bi-familiale, Ste-Foy, QC

Contact: Mme. Jonanne Moisan, 1561 rue Rafales, St. Foy, Québec.

Fax (418) 648-6213

Two-family house, custom built for a single mother with one child and her mother who lives in a connected but separate one-bedroom unit.

Date of case study: May 15, 1997

Number of resident satisfaction questionnaires completed: 1 (100% of units)

CATEGORY B: A large dwelling shared by approximately seven to ten unrelated persons, each with their own private living quarters (such as Abbeyfield houses, group homes and shared housing)

Case 04 = Heritage & Coach Abbeyfield Houses, Vancouver, BC

Contact: Mr. Dick Shirran, President, Heritage and Coach Houses, Abbeyfield, 8264 Hudson Street, Vancouver BC V6P 4M1. Tel. 604-263-6176. Fax c/o Judy Davis 604-224-1517.

Renovated, large heritage home, with new purpose-built "coach house" attached, comprising two Abbeyfield houses of nine residents each. The built space between the two houses contains an elevator and greenhouse/sunroom.

Date of case study: January 23, 24, 1997

Number of resident satisfaction questionnaires completed: 10 (56% of units)

Case 05 = Jean Dudley House, Toronto, ON

Contact: David Kelly, Policy Officer, Jean Dudley House, 143A Stephenson Ave., Toronto, ON M4C 1L2. Tel (416) 691-7407, Fax (416) 691-6827.

Two townhomes in modest part of town, converted to a 10-bedroom supportive group home with a communal dining room and living room, for unattached seniors.

Date of case study: March 6, 7, 1997

Number of resident satisfaction questionnaires completed: 4 (40% of units)

Case 06 = L'Oasis des Batisseurs, St-Nazaire, QC

Contact: Le Groupe de Soutien de St-Nazaire, 159 1^e rue sud, St-Nazaire, QC G0W 2V0.

Tel (418) 662-6793 no fax

15-room project funded by the private sector and through fund-raising in a village (\$150,000 raised in a village of 2000). The project continues to depend on community support, especially volunteer labour.

Date of case study: May 26, 27, 1997

Number of resident satisfaction questionnaires completed: 8 (53% of units)

CATEGORY C: A planned retirement community (such as a retirement sub-division or village, retirement residence, mobile home community, or university-linked retirement community).

Case 07 = Brinkworthy Place, Salt Spring Island, BC

Contact: Mr. Jock Volkommmer, 2118 - 135 Brinkworthy Road, Salt Spring Island BC V8K 1S3. Tel. (250) 537-5089, Fax. (250) 537-5089.

Community of 137 single storey, level-entry manufactured and mobile homes owned by occupants, on land leased from developer/builder, within .7 km. of shops and services. Many residents over 80 years of age; most from Salt Spring Island.

Date of case study: September 29, 30, 1997

Number of resident satisfaction questionnaires completed: 36 (26% of units)

Case 08 = Heritage Village, Vineland, ON

Contact: Mr. Victor Heinrichs, Architect, 156 Front Street West, 6th Floor, Toronto ON M5J 2L6. Tel (416) 586-0895. Fax (416) 599-2884. Car tel. (416) 720-6416.

Planned retirement village of approximately 250 units - two-bedroom bungalows and townhomes, one-and two bedroom apartments - with variety of tenure. Village includes large, luxurious club house, restaurant, bank, municipal library. Average age 70-72.

Date of case study: March 13, 14, 1997

Number of resident satisfaction questionnaires completed: 14 (6% of units)

Case 09 = Woodside on the Green, Airdrie, AB

Contact: George Robertson, President, Woodside Seniors Association, 60 Woodside Close, Airdrie, AB T4B 2C7. Tel (403) 948-2608. Fax c/o daughter, (403) 640-1132.

Planned retirement sub-division on a flat site next to a golf course, one km. from town, with 55 bungalows and 16 duplexes. (Also, 19 townhouses and a 40 unit apartment building on the same site, but not part of same residents' association.)

Date of case study: February 13, 14 1997

Number of resident satisfaction questionnaires completed: 19 (27% of units)

Case 10 = Cedar Hill Court, Saanich, BC

Contact: Linda Baird, Administrator, Cedar Hill Court, 1505 Church Street, Saanich BC Tel. (250) 477-2102, Fax. (250) 477-1172.

41-unit, purpose-built, low rise life-lease retirement residence for persons aged 60+, with one- and two-bedroom units and a wide range of recreational and supportive opportunities on-site, next to a church and nursing home managed by the same non-profit society, and within one block of a shopping centre.

Date of case study: July 10, 11, 1997

Number of resident satisfaction questionnaires completed: 18 (44% of units)

CATEGORY D: Low density housing for persons aged 55+ that emphasises lifestyle and provides a wide range of social and recreational amenities and opportunities.

Case 11 = Garden Suites, New Glasgow, NS

Contact: Don Mingo, President, The Mingo Group Inc., P.O. Box 486, New Glasgow, NS. Tel (902) 752-5644. Fax (902) 755-2226.

Converted motel on five acres of land, with 16 high quality rental units, an activity centre/clubhouse, outdoor pool, located on the edge of a wood, near a shopping centre in a small town. One resident is on-site manager in exchange for reduced rent.

Date of case study: April 15, 16, 1997

Number of resident satisfaction questionnaires completed: 8 (50% of units)

Case 12 = Jimmy Erasmus Senior Citizens' Home, Rae-Edzo, NT

Contacts: Manager, Jimmy Erasmus Seniors Housing, Rae NT X0E 0Y0
Tel. (403) 392-6708. Fax c/o Dogrib Band office (403) 392-6150.

Gino Pin, Architect, Pin/Matthews Architects, Tel. (403) 920-2728. Fax (403) 873-3816. 14-unit seniors' complex of joined, one-storey, open-concept, level entry cabins, designed for rural, aboriginal lifestyle. Clustered next to an eight unit nursing home and seniors' centre, near a church and the main commercial buildings in town. Many special activities. Occupied by Dogrib (aboriginal) seniors. Free rent.

Date of case study: April 15, 16, 1997

Number of resident satisfaction questionnaires completed: Questions were translated into focus group format. Twelve seniors participated in the focus group (86% of units)

Case 13 = Sandalwood Adult Resort, Kelowna, BC

Contact: Brian Cox, Project Manager, Sandalwood Adult Resort, 227 - 550 Yates Road, Kelowna BC V1V 1Z4. Tel. (250) 762-7344. Fax (250) 762-2997.

"High-end" retirement resort-style adult community, with 55 detached one storey houses for older adults (age 55+) surrounding a large club house with pool, exercise room, billiards room, library. The complex is near a shopping centre and close to several golf courses.

Date of case study: April 24, 25, 1997

Number of resident satisfaction questionnaires completed: 12 (22% of units)

CATEGORY E: Housing that includes services (such as congregate housing, sheltered housing and assisted living)

Case 14 = The Wellington, Winnipeg, MB

Contact: Geri Lowe, Administrator, The Wellington, 3161 Grant Ave., Winnipeg, MB R3R 3R1. Tel (204) 831-0788. Fax (204) 896-0576

Private for-profit supportive housing complex for upper income seniors, with 104 one-bedroom and 13 two-bedroom self-contained rental apartments in a hotel-style building with dining room, library, meeting and activity rooms and convenience store, on a main street near a shopping centre.

Date of case study: March 26, 27, 1997

Number of resident satisfaction questionnaires completed: 23 (20% of units)

- Case 15 = Suomi-Koti, Toronto, ON**
Contacts: 1) Raija Kelar, Office Manager, or Lea Pyykkonen, Vice President, Suomi-Koti, 795 Eglinton Ave. East, Toronto ON M4G 2K9. Tel (416) 425-4134. Fax. (416) 425-6319). Ian Ellington, Property Manager, Elfield Development, Toronto. Tel (416) 484-4584, Fax. (416) 484-6099.
Private non-profit housing and care complex for Finnish-Canadian seniors, with 88 apartments, a 34-bed nursing home, and 4 respite beds, and mixed tenure, located on a main street of Toronto.
Date of case study: March 4, 5, 1997
Number of resident satisfaction questionnaires completed: 30 (34% of apartments)
- Case 16 = Harmer House, Nepean, ON**
Contact: Mrs. Kearney, Administrator, Harmer House, 848 Seyton Drive, Nepean, ON K2H 9G6. Tel (613) 726-8882. Fax. (613) 726-9527.
Suburban complex for seniors with 60 rental apartments and 17 life lease condo apartments, an activity room and large hotel-style dining room; and attached, a 10-unit Abbeyfield style building with a small dining room.
Date of case study: March 24, 25, 1997
Number of resident satisfaction questionnaires completed: 20 (23% of units)
- Case 17 = Résidence Wilfred-Lecours, Québec, QC**
Contact: Office Municipale d'habitation de Québec, 350 boul. Charest est, Bureau 600, Québec, Québec G1K 3H5. Tel (418) 691-6140 Fax (418) 691-7358
115-unit project situated in an old technology college with interior courtyard. Owned and operated by the municipal housing corporation.
Date of case study: May 14, 15, 1997
Number of resident satisfaction questionnaires completed: 37 (32% of units)
- Case 18 = Fenelon Falls Independent Living Centre, Fenelon Falls ON**
Contact: Sandra Barrett, Chair, Fenelon Area Independent Living Association, c/o 70 Murray St., Fenelon Falls, ON K0M 1N0. Tel (705) 887-1122. Fax. (705) 887-9604
25-unit, three-storey apartment building with a dining room offering one meal per day prepared by volunteers and attached to the local support services office and a respite care unit. In a small town in rural Ontario.
Date of case study: March 10, 11, 1997
Number of resident satisfaction questionnaires completed: 8 (32% of units)
- Case 19 = Maison des Ainés #1, Montréal, QC**
Contact: Habitations Deux Volets Inc., 6240 Christophe Colomb, Montréal, Québec H2S 2G7.
Tel (514) 273-2521 Fax (514) 273-4625
45-unit non-profit housing project in one of the older neighbourhoods in Montréal which is well integrated into the community by offering space and support for community projects such as collective kitchens.
Date of case study: May 20, 21, 1997
Number of resident satisfaction questionnaires completed: 24 (53% of units)
- Case 20 = Southside Manor, Edmonton, AB**
Contact: Mr. Herbert Haut, Executive Director, Shepherd's Care Centre, 6620 - 28th Ave., Edmonton AB T6K 2R1. Tel (403) 463-9810. Fax (403) 462-1643.
South Side Manor consists of two, three-storey 38-unit apartment buildings, joined by new construction of a four-storey building with 9 life lease apartments, a dining room offering two optional meals per day, activity rooms and an elevator. Associated with a long term care facility owned and operated by the same non-profit organization.
Date of case study: February 3, 4, 1997

Number of resident satisfaction questionnaires completed: 26 (31% of units)

CATEGORY F: Accommodation that guarantees increasing levels of health service (such as continuing care and life-care communities).

Case 21 = Aven Court, Yellowknife, YT

Mr. Wade Were, Executive Director, Aven Court, Box 1564, 5710 50th Ave., Yellowknife NT X1A 2P2. Tel. (403) 920-2443. Fax (403) 873-9915

Twenty-four one-bedroom-plus-den units (6 single storey four-plexes) clustered on a nine acre campus shared with a long term care facility and seniors' community centre. Tenure is subsidized rental.

Date of case study: February 10, 11, 1997

Number of resident satisfaction questionnaires completed: 8 (33%)

Case 22 = Holland Christian Homes, Brampton, ON

Contact: John Kalverda, Executive Director, Holland Christian Homes, 7900 McLaughlin Road South, Brampton, ON L6V 3N2. Tel (905) 459-3333. Fax (905) 459-8667.

Four rental apartment buildings with 550 residents and a nursing home with 120 beds, for Dutch Reform seniors, on a ten acre site in the suburbs. Also offers some supportive housing, activities, banking, optional meals, other activities. A self-contained continuing care community.

Date of case study: March 17, 18, 1997

Number of resident satisfaction questionnaires completed: 197 (36% of units)

Case 23 = Whisperwood Villa, Sherwood, PE

Contact: Scott Ryan, Office Manager, Whisperwood Villa, 160 St. Peter Road, Sherwood PE C1A 5P8. Tel (902) 566-5556. Fax (902) 628-6888.

Continuing care on a campus: one 8-unit independent apartment building, two supportive housing apartment buildings of 10 and 12 units, joined by common lounges to a 45 unit nursing home.

Date of case study: April 17, 18, 1997

Number of resident satisfaction questionnaires completed: 10 (33% apartments & supportive living units)

Case 24 = The Elliot Group, Guelph, ON

Contact: Mr. David Hicks, CEO, The Elliott Group, 170 Metcalfe Street, Guelph, ON N1E 4Y3. Tel. (519) 822-0491. Fax (519) 822-5658.

Eight acre campus with original nursing home at the centre, and a new independent apartment building (79 life lease units), and a new supportive housing complex (85 rental units, plus dining room, activity and amenity spaces) added at the periphery of the property. Owned and operated by private, not-for-profit organization. In the heart of Guelph, near the general hospital.

Date of case study: March 20, 21, 1997

Number of resident satisfaction questionnaires completed: 29 (18% of apartment & supportive living units)

APPENDIX D

CASE STUDIES BY GEOGRAPHIC REGION AND HOUSING CATEGORY

Housing Options for Older Canadians: Case Studies and User Satisfaction

CASE STUDY MATRIX BY GEOGRAPHIC REGION AND HOUSING CATEGORY

APPENDIX E

SUMMARY OF RESEARCH INSTRUMENTS

Simon Fraser University Gerontology Research Centre
CMHC USER SATISFACTION STUDY of HOUSING OPTIONS for OLDER CANADIANS

Summary of Project History and Management Questionnaire

The Project History and Management questionnaire can be completed by the project administrator, board members, the developer, the sponsoring organization, and/or any other individuals who are knowledgeable with respect to the history of the project. While the respondent may need to look up some facts and figures, the questionnaire should only take approximately one hour to complete.

This questionnaire was developed as a complement to the Focus Group session. The survey begins by asking about the development history of the project, for example, how long it has been in operation, what organizations it is affiliated with, what type of consultants were retained during development, who else was involved, and whether there were committees with specific responsibilities.

The following section enquires about the financial data for the project, for instance, what was the total estimated budget, what was the cost of each component of the project, and what types of financing were received, whether donations, pre-sales, mortgage, or government subsidy.

The next part of the questionnaire concerns the process of site location and land acquisition, that is, who found the site, and what were the site location criteria. The survey then considers the planning and design of the project, whether a needs assessment was ever conducted, and what precedents there were. Following this, there are questions regarding the types of housing and number of units included in the project.

The next section deals with the government approvals that were required for the project, and who was responsible for representing the organization during this process. Part of this section includes a "Project Development Timetable", enquiring as to how long each stage of development took, from the pre-design planning stage, through the approvals processes, to the construction phase.

The questionnaire also addresses the services that are offered on-site, what package options are available, and how much they cost. In the management and operations section which follows, the survey asks who is responsible for managing the operation of the project, and what staff is required. This section also asks about resident committees and volunteers. The questionnaire then considers the resident selection process and eligibility criteria.

The survey concludes with questions about the ongoing operation and maintenance of the project, asking what annual costs are, and what sources of income the project continues to receive.

Simon Fraser University Gerontology Research Centre
CMHC USER SATISFACTION STUDY of HOUSING OPTIONS for OLDER CANADIANS

Summary of Focus Group Guide

The Focus Group session will be facilitated by the researchers. Participants will include project stakeholders, such as planners, administrators, managers, owners, service providers, and any others who were involved in the development of the project. This is intended to be a group discussion, lasting approximately one and a half hours. During this time, the researchers will be making notes, as well as possibly tape-recording the session. Core questions to guide the discussion will cover the following areas:

- What were the objectives of the group in developing the project?
- How was the type of project and the number of units decided upon?
- What organizations were involved in the development and design of the project?
- Who were the key players, and what was their expertise?
- What opportunities and/or difficulties arose during development?
- Were there any difficulties in finding residents for the project?
- Are there currently any difficulties in the on-going operation of the project?
- What are the best and not-so-good features of the project?
- Why do seniors choose to live in this residence?
- Have the project objectives been met?
- What aspects of the project could be changed or improved?
- If developing the project over again, would the group follow the same course?
- What advice would this group give to others who were interested in developing a similar housing project?

For each of these key issues, the researchers will provide prompts, if necessary, to stimulate the discussion. The information from this session will be analyzed in conjunction with the factual information provided in the Project History and Management Questionnaire.

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Summary of Resident Satisfaction Survey

The Resident Satisfaction Survey is to be completed by residents of the project, in a group setting, with researchers on hand for consultation if necessary. The questionnaire takes approximately one hour to complete. The researchers will begin the session with an informal introduction regarding the national study and the satisfaction survey.

The first part of the questionnaire requires the respondent to answer some general demographic questions. It then proceeds to ask about the resident's personal housing history, including questions about their former and present living arrangements, and their general satisfaction with their current situation.

The survey goes on to examine the built environment of the housing complex, first considering specific aspects inside the unit itself, for example, the ease of use, and level of safety in particular areas such as the kitchen and bathroom, as well as the resident's satisfaction with aspects such as the lighting and ventilation in the unit as a whole. This section also makes provision for the resident to make suggestions as to how some of these aspects could be improved. The resident is then asked about their access to private outdoor space, and their satisfaction with the view from their unit.

The questionnaire moves on to cover the common areas of the housing project (if it is a multi-unit project), including the lobby, elevators, and circulation areas. This portion of the survey concludes by asking about the resident's satisfaction with the general appearance of the project, with the surrounding outdoor environment, the location of the project within its neighbourhood, the accessibility of transportation, availability of parking, the safety of the environment, and finally, about their general satisfaction with the project as a whole.

The next section asks for details about the resident's tenure arrangement and their satisfaction with these arrangements. Following this, the survey enquires about the resident's level of social involvement and interaction with others in the complex, and also about the resident's participation in making decisions about management operations.

The next major portion of the questionnaire considers the resident's use of support services available at the complex, their satisfaction with the delivery of these services from the service providers, and how these services are perceived to contribute to their quality of life. The survey concludes by asking the resident what kinds of facilities and services they would recommend to be included in the design of another similar seniors' housing complex.

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Summary of Walk and Talk Instrument

This form is to be completed by a member of the research team, who will tour several units at each case study site, accompanied by the resident of each unit. The survey takes about one hour, and is divided into two major sections. The first section will be completed by the researcher based upon her observations within the unit, and the second will be based upon the resident's responses to questions about the unit, posed by the researcher. The Walk and Talk session begins with an informal introduction to the study.

The researcher will first ask the resident for some general demographic information. She will then take photographs, make measurements, and take notes about various aspects of the unit, starting with the kitchen, considering, for example, the dimensions and layout of the kitchen, and the types of hardware and appliances. The researcher will continue on to the living, dining and sleeping areas, sketching the configuration of the rooms, noting what furniture the rooms contain, as well as any specific activity areas that may be evident. The researcher will then move to the bathroom, again making note of the layout, and the facilities provided. After finishing with the individual rooms, the researcher will make some observations regarding the balcony/patio area, if there is one. The researcher will then go back inside to consider the overall environmental features of the unit, such as the type of lighting in each room, the availability of electrical, telephone, and cable outlets, as well as the types of windows and doors.

In the second part of the session, the researcher will return to the resident to ask questions regarding the resident's feelings toward certain aspects of their unit. This will begin with an overall assessment of each room in the unit with respect to its size, the amount of lighting and storage space, and whether the design of each room is convenient for the resident. The session will continue with the researcher and resident going together through the unit room by room, again beginning with the kitchen, and moving through to the living, dining and sleeping areas. In each of these areas the researcher will ask how much the resident likes the space, whether it meets their needs, whether they have any problems with specific aspects of the room, and whether the space accommodates their furniture in a desirable way. Similar questions will be asked concerning the bathroom, laundry and storage areas, and the balcony/patio area, if present. The researcher will then ask whether the overall environmental features of the unit are convenient for the resident. As the session winds down, the researcher will enquire about some safety issues. Finally, the researcher will ask the resident if they have made any major changes to the unit since moving in, and how they feel their dwelling might be improved.

Simon Fraser University Gerontology Research Centre
CMHC USER SATISFACTION STUDY of HOUSING OPTIONS for OLDER CANADIANS

Summary of Architectural Checklist

The Architectural Checklist will be completed by the research team, and is intended to provide a systematic format for recording the design features and amenities of each case study project. Some assistance may be required from a caretaker to provide orientation, access to locked rooms, help with room dimensions, and some knowledge of the local area.

The checklist begins by examining the neighbourhood context of the project, including what type of neighbourhood the project is located in, whether public transportation is easily accessible, and what community services are located nearby. The checklist then focuses in on the project site, considering the site grounds, and the overall architectural design of the building(s). The next section looks more closely at the landscaping surrounding the building and the outdoor recreational amenities that are offered, such as barbecue and gardening areas. This part also considers the availability of parking on-site.

The checklist then moves into the interior of the building, reviewing the entrance lobby, hall and stairway areas, including fire exit stairs, and evaluating the ease of orientation within the building. The checklist goes on to investigate the communal areas in the building, and any other recreational or special activity areas, as to what types of spaces are available, briefly describing the service areas and equipment they contain, and noting whether they incorporate any special or innovative features. Immediately following is an observation of the communal dining areas, if present. The checklist then reviews the staff and office areas of the building, and how functional they are for staff. If the project includes any shared bathing areas, these will then be examined for their accessibility, and usage.

The researcher will then make some ratings of the overall environmental characteristics of the common areas, considering the lighting, noise levels, window areas, and views out of these spaces. Having completed the “Walk and Talk” prior to this session the researcher will then make some concluding ratings regarding the residents’ units, in terms of the variation in design, and the residents’ personalization of their units. Finally, the researcher will rate the project overall, in terms of its attractiveness, and the distinctiveness of the common living spaces.

APPENDIX F

HOUSING PROJECT HISTORY AND MANAGEMENT SURVEY

Simon Fraser University
Gerontology Research Centre
**CMHC User Satisfaction Study of
Housing Options for Older Canadians**

PROJECT HISTORY AND MANAGEMENT

Name of project: _____

City/Town: _____

Project ID: _____

This questionnaire should be completed by the Project Administrator, Board Members, Developer, Sponsoring Organization and/or other individuals knowledgeable with respect to the history of the project.

Respondent's name: _____

Respondent's position: _____

Respondent's name: _____

Respondent's position: _____

Respondent's name: _____

Respondent's position: _____

Date: _____

Please return the completed questionnaire to a research team member at the end of Day 2 of the site visit. If you have any questions please contact:
Mary Ann Clarke Scott (604) 291-5180 Tel. / (604) 291- 5066 Fax
Gerontology Research Centre, Simon Fraser University at Harbour Centre
Suite 2800 - 515 West Hastings Street, Vancouver, B.C. V6B 5K3

Project Development History

1. How long has this housing project been in operation?

months: _____ # years: _____

2. In what year did planning for this project begin?

_____ year

3. What type of sponsoring organization does the project have:

Private Public Not for profit

4. Is this project affiliated with any other organizations? Yes No
If yes, specify: (If there is a formal agreement, please attach a copy).

5. Does the organization have a Board of Directors? Yes No

Financial Data

6. What was the total estimate for the project, including land, construction and consultant fees? \$ _____

7. What was the approximate cost of the following components of the project?

- | | |
|----------------------------------|-----------------|
| a. Land | \$ _____ |
| b. Existing building(s) | \$ _____ |
| c. Consultant fees | \$ _____ |
| d. Construction costs | \$ _____ |
| e. Start-up, marketing, etc. | \$ _____ |
| f. Other | \$ _____ |
| g. Total development cost | \$ _____ |

Financial Data cont.

8. What types of financing did you use?

a.) Donations

Yes

No

a(i). If yes, what amount, and from whom:

b.) Pre-sales to residents

Yes

No

c.) Loan or mortgage

Yes

No

If yes:

- c(i). What was the amount of this loan or mortgage? \$_____
- c(ii). What are the monthly payments, including principle and interest? \$_____ /month
- c(iii). What is the repayment period? _____ years

d.) Government funding or subsidy

Yes

No

What amount:

Source (e.g. CMHC,
provincial dept.):

Conditions:

d(i)._____

d(ii)._____

d(iii)._____

d(iv)._____

Site Location and Land Acquisition

9. How did you learn about the site?

10. How was the land acquired? (e.g. Donated, purchased, leased).

Site Location and Land Acquisition cont.

- 11a. Did the developing organization have site location criteria before embarking on a land search? Yes No
- 11b. If yes, what were these criteria?

12. Who was responsible for finding the site?

Neighbourhood Context

13. Is there a public transportation stop within easy walking distance (1/2 km) of the housing development?

Yes No No public transit available

If Yes:

14. Does it have benches? Yes No N/A
15. Is there appropriate lighting at night? Yes No N/A
16. Does it have a weather shelter? Yes No N/A

17. Are the following community services located within easy walking distance of the project (+/- 1/2 km)?

	Yes	No	If yes: Wheelchair Accessible?	If yes: Absence of hazards?
a. Supermarket	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Convenience store	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Drugstore	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Community or senior citizens' centre	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Movie theatre	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Place of worship	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Public library	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Bank	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. Hospital	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
j. Medical centre (Doctor/Dentist office)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
k. Post office	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
l. Park	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
m. Restaurants/ cafes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
n. Recreational/ fitness facility	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Project Planning and Design

18a. Was a needs assessment ever conducted?

Yes

No

18b. If yes, describe:

19. Is the project:

- A renovation of an existing residential building
- Adaptive reuse of a non-residential building
- Purpose-built
- A combination of renovation and new building?

Reasons for this choice: (e.g. use of heritage building, good location available).

Housing Types

20. What type of housing is included in this project?

Housing Type	# Bldgs	#Units/Bldg
a. Single detached dwellings	_____	_____
b. Group homes	_____	_____
c. Semi-detached	_____	_____
d. Attached rowhouse/townhouse	_____	_____
e. Low-rise apartments (1-3 storeys)	_____	_____
f. High-rise apartments (4 + storeys)	_____	_____
g. Mobile/manufactured home	_____	_____
h. Other (specify)	_____	_____

21. If the project has only one building:

- a. How many storeys does the building have? _____
- b. How old is the building? _____

22. If the project has more than one building:

- a. How many storeys does the lowest building have? _____
- b. How many storeys does the tallest building have? _____
- c. How old is the oldest building on the site? _____

Housing Types cont.

23. How many of the following types of units does the facility have?

- a. Bachelor/studio units: _____
- b. One bedroom units: _____
- c. Two bedroom units: _____
- d. One bedroom plus den units: _____
- e. Bed-sitting rooms (no kitchen): _____
- f. Other (specify): _____
- g. Total number of units: _____

24. Are there any shared rooms? Yes No

25. If yes, how many? _____

26. What is the size of the smallest room or apartment? _____ sq. ft.

27. What is the size of the largest room or apartment? _____ sq. ft.

28. Are there furnished units? Yes No

29. If yes, how many? _____

Government Approvals

30. What municipal, provincial, or federal departments/agencies were dealt with in the development of this project?

Municipal Depts.	Provincial Ministries or Agencies	Federal Agencies
a. _____	_____	_____
b. _____	_____	_____
c. _____	_____	_____

31. Who represented your organization in meetings/negotiations/applications with the municipality/jurisdiction responsible for this project?

32. Which of the following municipal approvals were required for this project?

- Development permit
- Rezoning
- Building permit
- Other (specify): _____

33. If rezoning was required:

- a. What was the previous zoning? _____
- b. What is the new zoning? _____

34. Project Development Timetable:

	Start Date (month/year)	Finish Date (month/year)
a. Pre-design planning stage:		
b. Design stage:		
c. Rezoning:		
d. Development Permit:		
e. Building Permit:		
f. Contract Tendering:		
g. Construction:		

35. How long did it take to fill the project? # months: _____ # years: _____

On-Site Services

36. Which of the following services are offered on-site, and how frequently are they offered?

Service	Availability	Frequency
a. Meals	<input type="checkbox"/> Yes	<input type="checkbox"/> No
b. Housekeeping	<input type="checkbox"/> Yes	<input type="checkbox"/> No
c. Transportation	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Recreational programs:		
d. Exercise	<input type="checkbox"/> Yes	<input type="checkbox"/> No
e. Movie night	<input type="checkbox"/> Yes	<input type="checkbox"/> No
f. Pub nites	<input type="checkbox"/> Yes	<input type="checkbox"/> No
g. Interest groups	<input type="checkbox"/> Yes	<input type="checkbox"/> No
h. Outings/travel	<input type="checkbox"/> Yes	<input type="checkbox"/> No
i. Cultural events	<input type="checkbox"/> Yes	<input type="checkbox"/> No
j. Education/classes	<input type="checkbox"/> Yes	<input type="checkbox"/> No
k. Religious services	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Health care services:		
l. Personal care	<input type="checkbox"/> Yes	<input type="checkbox"/> No
m. Physiotherapy/		
n. Occupational therapy	<input type="checkbox"/> Yes	<input type="checkbox"/> No
o. Podiatry	<input type="checkbox"/> Yes	<input type="checkbox"/> No
p. Physician/nurse	<input type="checkbox"/> Yes	<input type="checkbox"/> No
q. Hair/beauty salon	<input type="checkbox"/> Yes	<input type="checkbox"/> No
r. Laundry	<input type="checkbox"/> Yes	<input type="checkbox"/> No
s. Counselling	<input type="checkbox"/> Yes	<input type="checkbox"/> No

On-Site Services cont.

Other services offered (specify):

- t. _____
- u. _____
- v. _____
- w. _____

Frequency

37. Are some services grouped in packages? Yes No

38. What package options are available to the residents?

- Residents choose only the services they want
- Residents can choose pre-packaged services
- Some services are mandatory
- Basic services are included, additional services cost extra
- Other (specify) _____

39. If basic services are included and additional services cost extra, indicate which of the following services are covered by the residents' monthly fees, which are extra, and how much is the additional fee for each service:

Service	Included/Extra	Additional cost
a. Meals	<input type="checkbox"/> Included <input type="checkbox"/> Extra	_____
b. Housekeeping	<input type="checkbox"/> Included <input type="checkbox"/> Extra	_____
c. Transportation	<input type="checkbox"/> Included <input type="checkbox"/> Extra	_____
Recreational programs:		
d. Exercise	<input type="checkbox"/> Included <input type="checkbox"/> Extra	_____
e. Movie night	<input type="checkbox"/> Included <input type="checkbox"/> Extra	_____
f. Pub nites	<input type="checkbox"/> Included <input type="checkbox"/> Extra	_____
g. Interest groups	<input type="checkbox"/> Included <input type="checkbox"/> Extra	_____
h. Outings/travel	<input type="checkbox"/> Included <input type="checkbox"/> Extra	_____
i. Cultural events	<input type="checkbox"/> Included <input type="checkbox"/> Extra	_____
j. Education/classes	<input type="checkbox"/> Included <input type="checkbox"/> Extra	_____
k. Religious services	<input type="checkbox"/> Included <input type="checkbox"/> Extra	_____
Health care services:		
l. Personal care assistance	<input type="checkbox"/> Included <input type="checkbox"/> Extra	_____
m. Physiotherapy/		
n. Occupational therapy	<input type="checkbox"/> Included <input type="checkbox"/> Extra	_____
o. Podiatry	<input type="checkbox"/> Included <input type="checkbox"/> Extra	_____
p. Physician/nurse	<input type="checkbox"/> Included <input type="checkbox"/> Extra	_____
q. Hair/beauty salon	<input type="checkbox"/> Included <input type="checkbox"/> Extra	_____
r. Laundry	<input type="checkbox"/> Included <input type="checkbox"/> Extra	_____
s. Counselling	<input type="checkbox"/> Included <input type="checkbox"/> Extra	_____

On-Site Services cont.**Additional cost**

Other services (specify):

t. _____	<input type="checkbox"/> Included <input type="checkbox"/> Extra	_____
u. _____	<input type="checkbox"/> Included <input type="checkbox"/> Extra	_____
v. _____	<input type="checkbox"/> Included <input type="checkbox"/> Extra	_____
w. _____	<input type="checkbox"/> Included <input type="checkbox"/> Extra	_____

40. Are services adaptable for residents with special needs? Yes No41. For meal service, are special dietary needs accommodated, (e.g. diabetic, kosher, vegetarian)? Yes No

42. Are there special programs for persons with:

- a. Cognitive impairments? Yes No
b. Different physical abilities? Yes No

Management and Operations43. Who has overall responsibility for managing the operation of the project?

_____44. Does the project have a Board of Directors? Yes No45. How many staff members are there in each of the following positions?
(Indicate number of full-time and part-time).

- a. On-site administrators/managers _____
b. Registered nurses _____
c. Nurse's aides/attendants _____
d. Physicians _____
e. Psychologists or psychiatrists _____
f. Social workers _____
g. Occupational or physical therapists _____
h. Activity director/recreational therapists _____
i. Clergy or religious counselors _____
j. Office assistants or secretaries _____
k. Superintendent _____
l. Janitorial and maintenance workers _____
m. Day guards/security _____
n. Night guards/security _____
o. Nutritionists or dieticians _____
p. Cooks and kitchen staff _____
q. Other (please specify) _____

Management and Operations cont.

Does the project have:

46. An orientation program for new staff? Yes No

47. A policy and procedures manual for staff? Yes No

48. Formal staff meetings? Yes No

49. Do any staff regularly attend Board meetings? Yes No

50a. Are any services contracted out? Yes No

50b. If yes, specify:

51. Do the residents have regular meetings? Yes No

52a. Are there any residents' committees? Yes No

52b. If yes, what are the committees?

Committees:

Resident Selection/Eligibility

53. What are the resident eligibility criteria for the following categories:

a. Age: _____

b. Physical and psychological health: _____

c. Level of independence: _____

d. Financial status: _____

Resident Selection/Eligibility cont.

e. Behaviour: _____

f. Other: _____

54. Is there an orientation program for new residents? Yes No

55. Is there a handbook for residents regarding rules, emergency procedures etc.? Yes No

56. Is there a waiting list for potential residents? Yes No

Operating and Maintenance

57. What are the approximate annual costs for each of the following?

a.) Mortgage payment \$_____

b.) Taxes \$_____

c.) Insurance \$_____

d.) Salaries and benefits \$_____

e.) Utilities \$_____

f.) Supplies and services \$_____

g.) Maintenance and repairs \$_____

h.) Other \$_____

i.) Total Operating / Maintenance costs \$_____

58. What ongoing sources of income does the project receive?

- Rent
- Government subsidies
- Maintenance fees
- Fees for specific services, e.g. meals
- Donations
- Fund-raising e.g. bingo, lotteries, casinos
- Other (specify) _____

THANK YOU FOR YOUR PARTICIPATION IN THIS STUDY

APPENDIX G

ARCHITECTURAL CHECKLIST

Simon Fraser University Gerontology Research Centre
CMHC User Satisfaction Study of
Housing Options for Older Canadians

ARCHITECTURAL CHECKLIST

Name of project: _____

City/Town: _____

Project ID: _____

Date: _____

To be completed by research team

SECTION I: THE NEIGHBOURHOOD CONTEXT

1. Is the neighbourhood primarily:

- (1) Urban (2) Suburban (3) In a small town (3) Rural

2. If rural, how far is it to the nearest town with a bank, drugstore, and grocery?

(Leave blank)

3. What type of neighbourhood is the housing development located in?

- (1) Single family
 (2) Low-rise apartment residential
 (3) High-rise apartment residential
 (4) Business/commercial
 (5) Both business and residential
 (6) Other (specify)

4. Does the site have any unique locational characteristics or amenities?

- (1) Yes (2) No If yes, describe:

5. Additional comments on the neighbourhood context:

Rating of the Overall Site

6. As a neighbourhood for living, how does the area around this site look?

- (1) Very attractive
 (2) Average
 (3) Unattractive (specify) _____

7. How attractive are the site grounds?

- | | |
|--|---|
| <input type="checkbox"/> (1) Very attractive | Very attractive landscaping or natural growth |
| <input type="checkbox"/> (2) Average | Somewhat attractive, but ordinary landscaping |
| <input type="checkbox"/> (3) Unattractive | Little or no landscaping; poorly laid out |

Rating of the Overall Site cont.

8. How well-maintained are the site grounds?

- | | |
|---|---|
| <input type="checkbox"/> (1) Very well-maintained | Shows signs of care and frequent maintenance; no litter or weeds, clean paths, etc. |
| <input type="checkbox"/> (2) Average | Relatively tidy but otherwise not notably maintained |
| <input type="checkbox"/> (3) Poorly maintained | Shows signs of neglect; deteriorated, littered, weedy |

9. How well-maintained are the site buildings?

- | | |
|---|--|
| <input type="checkbox"/> (1) Very well-maintained | Excellent maintenance; frequent upkeep |
| <input type="checkbox"/> (2) Average | Relatively clean but may show some deterioration on close inspection |
| <input type="checkbox"/> (3) Poorly maintained | Buildings are deteriorated and in disrepair |

Architectural Design

10. How attractive is the architectural design of the project?

- | | |
|--|---|
| <input type="checkbox"/> (1) Very attractive | Unique and attractive design |
| <input type="checkbox"/> (2) Average | Design is adequate but not unusually attractive |
| <input type="checkbox"/> (3) Unattractive | Buildings are poorly designed, monotonous |

11. Are all the buildings on the site identical to each other in appearance?

- | |
|---|
| <input type="checkbox"/> (1) Yes, they are identical |
| <input type="checkbox"/> (2) No, there is some variation, but they all seem to be related |
| <input type="checkbox"/> (3) No, they are all unique |
| <input type="checkbox"/> (4) Not applicable |

12. How could the character of the project's architecture be described?

- | | | |
|--|--|---|
| <input type="checkbox"/> (1) Institutional | <input type="checkbox"/> (2) Residential | <input type="checkbox"/> (3) Other (Specify): |
|--|--|---|

Architectural Design cont.

13. How could the architectural vocabulary of the project be described?

<input type="checkbox"/> (1) Classical / traditional
<input type="checkbox"/> (2) Vernacular (e.g. local materials etc.)
<input type="checkbox"/> (3) Modern (e.g. International Style)
<input type="checkbox"/> (4) Contemporary
<input type="checkbox"/> (5) Other (Please specify): _____ _____

14. Does the architectural design of the project blend in with the neighbourhood context?

<input type="checkbox"/> (1) Yes	<input type="checkbox"/> (2) No	Additional comments:

15. Is the overall design of the project appropriate to its intended use?

<input type="checkbox"/> (1) Yes	<input type="checkbox"/> (2) No	Additional comments:

16. Does the overall project design include any distinctive or otherwise remarkable architectural features?

<input type="checkbox"/> (1) Yes	<input type="checkbox"/> (2) No
If yes, please describe:	

17. Additional comments on the architectural design:

SECTION II: EXTERIOR of the BUILDING

Is the main entrance:

18. Sheltered from sun and rain?	<input type="checkbox"/> (1) Yes	<input type="checkbox"/> (2) No
19. Well lighted at night?	<input type="checkbox"/> (1) Yes	<input type="checkbox"/> (2) No
20. Visible from seating in the lobby?	<input type="checkbox"/> (1) Yes	<input type="checkbox"/> (2) No
21. Visible from the station of an employee?	<input type="checkbox"/> (1) Yes	<input type="checkbox"/> (2) No
22. Barrier free?	<input type="checkbox"/> (1) Yes	<input type="checkbox"/> (2) No

23. Is there outside seating in front of the building?

<input type="checkbox"/> (1) Yes	<input type="checkbox"/> (2) No
----------------------------------	---------------------------------

If yes, is it:

24. Visible from the entrance lobby?	<input type="checkbox"/> (1) Yes	<input type="checkbox"/> (2) No	<input type="checkbox"/> (3) N/A
25. Visible from the station of an employee?	<input type="checkbox"/> (1) Yes	<input type="checkbox"/> (2) No	<input type="checkbox"/> (3) N/A
26. Protected from the weather?	<input type="checkbox"/> (1) Yes	<input type="checkbox"/> (2) No	
27. Provided with a view of pedestrians, etc.?	<input type="checkbox"/> (1) Yes	<input type="checkbox"/> (2) No	

28. Is there a communal patio or open courtyard?

<input type="checkbox"/> (1) Yes	<input type="checkbox"/> (2) No
----------------------------------	---------------------------------

If there is an outside area:

29. Is there seating for residents?	<input type="checkbox"/> (1) Yes	<input type="checkbox"/> (2) No
30. Are tables available?	<input type="checkbox"/> (1) Yes	<input type="checkbox"/> (2) No
31. Is the outdoor furniture in good condition?	<input type="checkbox"/> (1) Yes	<input type="checkbox"/> (2) No
32. Is there a covered/rainproof area?	<input type="checkbox"/> (1) Yes	<input type="checkbox"/> (2) No
33. Is there an area with protection from the sun?	<input type="checkbox"/> (1) Yes	<input type="checkbox"/> (2) No
34. Is there a barbecue?	<input type="checkbox"/> (1) Yes	<input type="checkbox"/> (2) No
35. Is there a greenhouse?	<input type="checkbox"/> (1) Yes	<input type="checkbox"/> (2) No
36. Is there an area for residents to do gardening?	<input type="checkbox"/> (1) Yes	<input type="checkbox"/> (2) No
37. Are there raised garden beds?	<input type="checkbox"/> (1) Yes	<input type="checkbox"/> (2) No
38. Is there a lawn?	<input type="checkbox"/> (1) Yes	<input type="checkbox"/> (2) No
39. Is there a landscaped area in which residents can sit or stroll?	<input type="checkbox"/> (1) Yes	<input type="checkbox"/> (2) No
40. Is it accessible to people using wheelchairs or walkers?	<input type="checkbox"/> (1) Yes	<input type="checkbox"/> (2) No

41. Are other outdoor recreational amenities available?

<input type="checkbox"/> (1) Yes	<input type="checkbox"/> (2) No
----------------------------------	---------------------------------

42. If yes, please elaborate:

Building Exterior cont.

With regard to the landscaping around the site:

43. Does it contain a variety of natural plantings?	<input type="checkbox"/> (1) Yes <input type="checkbox"/> (2) No
44. Are the plantings appropriate for the area climate?	<input type="checkbox"/> (1) Yes <input type="checkbox"/> (2) No
45. Are the plantings non-toxic?	<input type="checkbox"/> (1) Yes <input type="checkbox"/> (2) No
46. Is there an area with soft ground cover?	<input type="checkbox"/> (1) Yes <input type="checkbox"/> (2) No
47. Is there an area with hard ground cover?	<input type="checkbox"/> (1) Yes <input type="checkbox"/> (2) No
48. Are there paths/walkways?	<input type="checkbox"/> (1) Yes <input type="checkbox"/> (2) No
49. Are the trees and shrubs mature (i.e. established/ large)?	<input type="checkbox"/> (1) Yes <input type="checkbox"/> (2) No
50. Are there trees that provide a shaded area?	<input type="checkbox"/> (1) Yes <input type="checkbox"/> (2) No
51. Is it attractive?	<input type="checkbox"/> (1) Yes <input type="checkbox"/> (2) No
52. Is it well-maintained?	<input type="checkbox"/> (1) Yes <input type="checkbox"/> (2) No

53. Are the gardens/grounds well-lighted at night?

(1) Yes (2) No

54. Additional comments regarding the details and quality of the landscaping around the grounds:

(Four blank lines for comments)

55. Is parking available:

of spaces

a. For residents?	<input type="checkbox"/> (1) Indoor <input type="checkbox"/> (2) Outdoor <input type="checkbox"/> (3) No <input type="checkbox"/> (4) N/A	
b. For handicapped?	<input type="checkbox"/> (1) Indoor <input type="checkbox"/> (2) Outdoor <input type="checkbox"/> (3) No <input type="checkbox"/> (4) N/A	
c. For staff?	<input type="checkbox"/> (1) Indoor <input type="checkbox"/> (2) Outdoor <input type="checkbox"/> (3) No <input type="checkbox"/> (4) N/A	
d. For visitors?	<input type="checkbox"/> (1) Indoor <input type="checkbox"/> (2) Outdoor <input type="checkbox"/> (3) No <input type="checkbox"/> (4) N/A	
e. For RV.s?	<input type="checkbox"/> (1) Indoor <input type="checkbox"/> (2) Outdoor <input type="checkbox"/> (3) No <input type="checkbox"/> (4) N/A	

56. Is the parking area well-lighted at night?

(1) Yes (2) No (3) N/A

57. What is the area (in km²) of the grounds?

(One blank line for answer)

58. Additional comments on the exterior of the building:

(Four blank lines for comments)

SECTION III: INTERIOR of the BUILDING

Part 1: Lobby and Entrance Area

At the entrance to the building:

59. Is there a bell or call system at the front entrance?	<input type="checkbox"/> (1) Yes <input type="checkbox"/> (2) No
60. Is a locked front door opened by a buzzer system in each suite?	<input type="checkbox"/> (1) Yes <input type="checkbox"/> (2) No
61. Does the front door open automatically?	<input type="checkbox"/> (1) Yes <input type="checkbox"/> (2) No
62. Does the front door swing closed by itself?	<input type="checkbox"/> (1) Yes <input type="checkbox"/> (2) No
63. Is the front door wide enough for a wheelchair?	<input type="checkbox"/> (1) Yes <input type="checkbox"/> (2) No
64. Is access to the building monitored?	<input type="checkbox"/> (1) Yes <input type="checkbox"/> (2) No <input type="checkbox"/> (3) N/A
65. Is there a reception area or reception desk?	<input type="checkbox"/> (1) Yes <input type="checkbox"/> (2) No <input type="checkbox"/> (3) N/A
66. Is there a place for visitors to sign in?	<input type="checkbox"/> (1) Yes <input type="checkbox"/> (2) No <input type="checkbox"/> (3) N/A
67. Is there an area for posters and notices?	<input type="checkbox"/> (1) Yes <input type="checkbox"/> (2) No <input type="checkbox"/> (3) N/A
68. Is there an adjacent room for a visiting doctor?	<input type="checkbox"/> (1) Yes <input type="checkbox"/> (2) No <input type="checkbox"/> (3) N/A
69. Is there a washroom nearby?	<input type="checkbox"/> (1) Yes <input type="checkbox"/> (2) No
70. Is there a pick-up mail area?	<input type="checkbox"/> (1) Yes <input type="checkbox"/> (2) No

71. Does the building have a lobby?

<input type="checkbox"/> (1) Yes <input type="checkbox"/> (2) No <input type="checkbox"/> (3) N/A

If yes:

72. Is there seating in the lobby?	<input type="checkbox"/> (1) Yes <input type="checkbox"/> (2) No <input type="checkbox"/> (3) N/A
73. Is there a large face clock in the lobby area?	<input type="checkbox"/> (1) Yes <input type="checkbox"/> (2) No <input type="checkbox"/> (3) N/A

74. Approximately what size is the lobby?

m^2 (1) N/A

75. Is there a lounge near the entrance (other than the lobby)?

<input type="checkbox"/> (1) Yes <input type="checkbox"/> (2) No <input type="checkbox"/> (3) N/A

If yes:

76. Is the lounge furnished?	<input type="checkbox"/> (1) Yes <input type="checkbox"/> (2) No <input type="checkbox"/> (3) N/A
77. Do the furnishings seem comfortable for residents?	<input type="checkbox"/> (1) Yes <input type="checkbox"/> (2) No <input type="checkbox"/> (3) N/A
78. Is the decor attractive?	<input type="checkbox"/> (1) Yes <input type="checkbox"/> (2) No <input type="checkbox"/> (3) N/A
79. Is the decor homey, cozy and inviting?	<input type="checkbox"/> (1) Yes <input type="checkbox"/> (2) No <input type="checkbox"/> (3) N/A
80. Are the furnishings & finishings attractive but impersonal?	<input type="checkbox"/> (1) Yes <input type="checkbox"/> (2) No <input type="checkbox"/> (3) N/A
81. Does the decor reflect the architectural style of the building?	<input type="checkbox"/> (1) Yes <input type="checkbox"/> (2) No <input type="checkbox"/> (3) N/A
82. Does the decor reflect the vernacular of the region?	<input type="checkbox"/> (1) Yes <input type="checkbox"/> (2) No <input type="checkbox"/> (3) N/A

83. Additional comments on the interior of the building (provide brief description of the decor, furniture, and colour schemes):

(1) N/A

Part 2: Hall and Stairway Areas

84. How wide are the hallways (in metres)?

Are the hallways:

85. Crowded or obstructed?	<input type="checkbox"/> (1) Yes	<input type="checkbox"/> (2) No
86. Equipped with handrails?	<input type="checkbox"/> (1) Yes	<input type="checkbox"/> (2) No
87. Decorated, e.g. with pictures or plants?	<input type="checkbox"/> (1) Yes	<input type="checkbox"/> (2) No
88. Equipped with smoke detection devices?	<input type="checkbox"/> (1) Yes	<input type="checkbox"/> (2) No
89. Adequately lighted?	<input type="checkbox"/> (1) Yes	<input type="checkbox"/> (2) No
90. Attractive?	<input type="checkbox"/> (1) Yes	<input type="checkbox"/> (2) No

91. Are there drinking fountains?

(1) Yes (2) No (3) N/A **If yes:**

92. Are they accessible to wheelchair residents? (1) Yes (2) No (3) N/A

93. How many are there per floor? (1) N/A

94. Are there public telephones?

(1) Yes (2) No (3) N/A

If yes:

95. Is one accessible to wheelchair residents?	<input type="checkbox"/> (1) Yes	<input type="checkbox"/> (2) No	<input type="checkbox"/> (3) N/A
96. Does one have volume control for the hard of hearing?	<input type="checkbox"/> (1) Yes	<input type="checkbox"/> (2) No	<input type="checkbox"/> (3) N/A
97. Is there a writing surface by the telephone?	<input type="checkbox"/> (1) Yes	<input type="checkbox"/> (2) No	<input type="checkbox"/> (3) N/A
98. Is there a public phone on every floor?	<input type="checkbox"/> (1) Yes	<input type="checkbox"/> (2) No	<input type="checkbox"/> (3) N/A

99. How many public phones are there per floor?

(1) N/A

Part 2: Hall and Stairway Areas cont.

100. Must any stairs be climbed in order to have access to any areas for resident use?

(1) Yes (2) No

101. If yes, where?

Including fire exit stairs:

102. Do the stairs look safe?	<input type="checkbox"/> (1) Yes <input type="checkbox"/> (2) No
103. Are the stairs well lighted?	<input type="checkbox"/> (1) Yes <input type="checkbox"/> (2) No
104. Are there nonskid surfaces on stairs and ramps?	<input type="checkbox"/> (1) Yes <input type="checkbox"/> (2) No
105. Are there appropriate handrails?	<input type="checkbox"/> (1) Yes <input type="checkbox"/> (2) No
106. Do the handrails contrast with the wall colour?	<input type="checkbox"/> (1) Yes <input type="checkbox"/> (2) No
107. Are there tactile warnings at changes in level?	<input type="checkbox"/> (1) Yes <input type="checkbox"/> (2) No
108. What is the rise?	
109. What is the run?	

For ease of orientation within the building:

110. Is the building small and uncomplicated?	<input type="checkbox"/> (1) Yes <input type="checkbox"/> (2) No
111. Is each floor /corridor adequately colour-coded ?	<input type="checkbox"/> (1) Yes <input type="checkbox"/> (2) No <input type="checkbox"/> (3) N/A
112. Is each floor adequately numbered?	<input type="checkbox"/> (1) Yes <input type="checkbox"/> (2) No <input type="checkbox"/> (3) N/A
113. Are residents' names on or next to their doors?	<input type="checkbox"/> (1) Yes <input type="checkbox"/> (2) No <input type="checkbox"/> (3) N/A
114. Does the building have easily readable signage?	<input type="checkbox"/> (1) Yes <input type="checkbox"/> (2) No <input type="checkbox"/> (3) N/A
115. Is wayfinding easy?	<input type="checkbox"/> (1) Yes <input type="checkbox"/> (2) No <input type="checkbox"/> (3) N/A
116. Is there a bulletin board in a public location?	<input type="checkbox"/> (1) Yes <input type="checkbox"/> (2) No <input type="checkbox"/> (3) N/A
117. Is there a sound system or public address system?	<input type="checkbox"/> (1) Yes <input type="checkbox"/> (2) No <input type="checkbox"/> (3) N/A

118. Additional comments on the hall and stairway areas:

Part 3: Communal and Recreational Areas

119. What kinds of communal rooms and recreational or special activity areas are there?

	Size	Capacity	Wheelchair accessible?	Additional comments e.g. equipment etc.
Social/common areas:				
<input type="checkbox"/> (a) Main lounge			<input type="checkbox"/> (1)Y <input type="checkbox"/> (2)N	
<input type="checkbox"/> (b) TV lounge			<input type="checkbox"/> (1)Y <input type="checkbox"/> (2)N	
<input type="checkbox"/> (c) Dining room			<input type="checkbox"/> (1)Y <input type="checkbox"/> (2)N	
<input type="checkbox"/> (d) Kitchen			<input type="checkbox"/> (1)Y <input type="checkbox"/> (2)N	
<input type="checkbox"/> (e) Clubhouse			<input type="checkbox"/> (1)Y <input type="checkbox"/> (2)N	
<input type="checkbox"/> (f) Cafe/snack bar			<input type="checkbox"/> (1)Y <input type="checkbox"/> (2)N	
<input type="checkbox"/> (g) Tea room			<input type="checkbox"/> (1)Y <input type="checkbox"/> (2)N	
<input type="checkbox"/> (h) Chapel/meditation room			<input type="checkbox"/> (1)Y <input type="checkbox"/> (2)N	
Recreational areas:				
<input type="checkbox"/> (i) Library/reading room			<input type="checkbox"/> (1)Y <input type="checkbox"/> (2)N	
<input type="checkbox"/> (j) Music/listening room			<input type="checkbox"/> (1)Y <input type="checkbox"/> (2)N	
<input type="checkbox"/> (k) Games room			<input type="checkbox"/> (1)Y <input type="checkbox"/> (2)N	
<input type="checkbox"/> (l) Exercise room			<input type="checkbox"/> (1)Y <input type="checkbox"/> (2)N	
<input type="checkbox"/> (m) Pool/spa			<input type="checkbox"/> (1)Y <input type="checkbox"/> (2)N	
<input type="checkbox"/> (n) Arts and crafts			<input type="checkbox"/> (1)Y <input type="checkbox"/> (2)N	
<input type="checkbox"/> (o) Workshop			<input type="checkbox"/> (1)Y <input type="checkbox"/> (2)N	
<input type="checkbox"/> (p) Greenhouse			<input type="checkbox"/> (1)Y <input type="checkbox"/> (2)N	
Special activity areas:				
<input type="checkbox"/> (q) Beauty parlor/barber			<input type="checkbox"/> (1)Y <input type="checkbox"/> (2)N	
<input type="checkbox"/> (r) Gift shop/store			<input type="checkbox"/> (1)Y <input type="checkbox"/> (2)N	
<input type="checkbox"/> (s) Common laundry room			<input type="checkbox"/> (1)Y <input type="checkbox"/> (2)N	
Other (specify):				
<input type="checkbox"/> (t)			<input type="checkbox"/> (1)Y <input type="checkbox"/> (2)N	
<input type="checkbox"/> (u)			<input type="checkbox"/> (1)Y <input type="checkbox"/> (2)N	
<input type="checkbox"/> (v)			<input type="checkbox"/> (1)Y <input type="checkbox"/> (2)N	
<input type="checkbox"/> (w)			<input type="checkbox"/> (1)Y <input type="checkbox"/> (2)N	
<input type="checkbox"/> (x)			<input type="checkbox"/> (1)Y <input type="checkbox"/> (2)N	

Part 3: Communal and Recreational Areas cont.

120. Altogether, how many lounges are there?

(1) N/A

121. Where are the lounges located?

(1) N/A

What size:

122. Is the smallest lounge?	m ²	<input type="checkbox"/> (1) N/A
123. Is the largest lounge?	m ²	<input type="checkbox"/> (1) N/A
124. Are the lounges together?	m ²	<input type="checkbox"/> (1) N/A

125. If the building is more than one storey, are there additional lounges on each floor?

(1) Yes (2) No (3) N/A

Within the lounges:

126. Are there seating areas?	<input type="checkbox"/> (1) Yes	<input type="checkbox"/> (2) No	<input type="checkbox"/> (3) N/A
127. Are there folding tables?	<input type="checkbox"/> (1) Yes	<input type="checkbox"/> (2) No	<input type="checkbox"/> (3) N/A
128. Are there writing desks or tables?	<input type="checkbox"/> (1) Yes	<input type="checkbox"/> (2) No	<input type="checkbox"/> (3) N/A
129. Is reading material available on tables or shelves?	<input type="checkbox"/> (1) Yes	<input type="checkbox"/> (2) No	<input type="checkbox"/> (3) N/A
130. Are there table lamps?	<input type="checkbox"/> (1) Yes	<input type="checkbox"/> (2) No	<input type="checkbox"/> (3) N/A
131. Is furniture spaced wide enough for wheelchairs?	<input type="checkbox"/> (1) Yes	<input type="checkbox"/> (2) No	<input type="checkbox"/> (3) N/A
132. Is there a quiet lounge with no television?	<input type="checkbox"/> (1) Yes	<input type="checkbox"/> (2) No	<input type="checkbox"/> (3) N/A
133. Is the decor and furnishing home-like?	<input type="checkbox"/> (1) Yes	<input type="checkbox"/> (2) No	<input type="checkbox"/> (3) N/A
134. Is the atmosphere cosy and inviting?	<input type="checkbox"/> (1) Yes	<input type="checkbox"/> (2) No	<input type="checkbox"/> (3) N/A
135. Is the lighting adequate?	<input type="checkbox"/> (1) Yes	<input type="checkbox"/> (2) No	<input type="checkbox"/> (3) N/A
136. Is there a kitchenette?	<input type="checkbox"/> (1) Yes	<input type="checkbox"/> (2) No	<input type="checkbox"/> (3) N/A
137. Is there cupboard space?	<input type="checkbox"/> (1) Yes	<input type="checkbox"/> (2) No	<input type="checkbox"/> (3) N/A
138. Is there chair storage?	<input type="checkbox"/> (1) Yes	<input type="checkbox"/> (2) No	<input type="checkbox"/> (3) N/A
139. Are there washrooms nearby?	<input type="checkbox"/> (1) Yes	<input type="checkbox"/> (2) No	<input type="checkbox"/> (3) N/A

Part 3: Communal and Recreational Areas cont.

140. Are there any additional accessibility features and/or technologies in the lounge/communal areas?

(1) Yes (2) No (3) N/A

141. If yes, please describe:

(1) N/A

**142. Where are laundry facilities located?
Check all that apply.**

	# Washers	# Dryers
<input type="checkbox"/> (1) One main laundry room on main floor		
<input type="checkbox"/> (2) On each floor		
<input type="checkbox"/> (3) On alternate floors		
<input type="checkbox"/> (4) Elsewhere (please specify):		

143. What is the ratio of washers and dryers to units?

washers: # dryers: # units:

144. Additional comments on the lounge and community room areas:

145. If there is an arts and crafts area and/or workshop, are they:

- | | |
|--------------------------------------|---|
| a. Equipped with work benches? | <input type="checkbox"/> (1) Yes <input type="checkbox"/> (2) No <input type="checkbox"/> (3) N/A |
| b. Equipped with sinks? | <input type="checkbox"/> (1) Yes <input type="checkbox"/> (2) No <input type="checkbox"/> (3) N/A |
| c. Equipped with electrical outlets? | <input type="checkbox"/> (1) Yes <input type="checkbox"/> (2) No <input type="checkbox"/> (3) N/A |
| d. Equipped with lockers/cupboards? | <input type="checkbox"/> (1) Yes <input type="checkbox"/> (2) No <input type="checkbox"/> (3) N/A |
| e. Accessible at all times? | <input type="checkbox"/> (1) Yes <input type="checkbox"/> (2) No <input type="checkbox"/> (3) N/A |

Part 3: Communal and Recreational Areas cont.

146. If the arts and crafts area and/or workshop are locked and not accessible at all times:

- | | |
|------------------------------|----------------------------------|
| a. Who holds the key? | <input type="checkbox"/> (1) N/A |
| b. When are they accessible? | <input type="checkbox"/> (1) N/A |

147. Are there any special or innovative features within any of the recreational areas?

- | | | |
|----------------------------------|---------------------------------|----------------------------------|
| <input type="checkbox"/> (1) Yes | <input type="checkbox"/> (2) No | <input type="checkbox"/> (3) N/A |
|----------------------------------|---------------------------------|----------------------------------|

148. If yes, please describe:

149. Additional comments on recreation or special activity areas:

<input type="checkbox"/> (1) N/A

Part 4: Communal Dining Areas

If there are communal dining areas:

- | | |
|--|---|
| 150. How many are there? | <input type="checkbox"/> (1) N/A |
| 151. Are there small tables which seat fewer than six? | <input type="checkbox"/> (1) Yes <input type="checkbox"/> (2) No <input type="checkbox"/> (3) N/A |
| 152. Are there large tables which seat more than six? | <input type="checkbox"/> (1) Yes <input type="checkbox"/> (2) No <input type="checkbox"/> (3) N/A |
| 153. Are the decor and furnishings home-like? | <input type="checkbox"/> (1) Yes <input type="checkbox"/> (2) No <input type="checkbox"/> (3) N/A |
| 154. Is the atmosphere cozy and inviting? | <input type="checkbox"/> (1) Yes <input type="checkbox"/> (2) No <input type="checkbox"/> (3) N/A |
| 155. Is the lighting adequate? | <input type="checkbox"/> (1) Yes <input type="checkbox"/> (2) No <input type="checkbox"/> (3) N/A |

Part 4: Communal Dining Areas cont.

156. Additional comments on dining room areas:

(1) N/A

Part 5: Staff and Office Areas

157. Is there office space for:

- | | | | |
|--|----------------------------------|---------------------------------|----------------------------------|
| a. The administrative staff? | <input type="checkbox"/> (1) Yes | <input type="checkbox"/> (2) No | <input type="checkbox"/> (3) N/A |
| b. The secretarial and clerical staff? | <input type="checkbox"/> (1) Yes | <input type="checkbox"/> (2) No | <input type="checkbox"/> (3) N/A |
| c. Social services and counseling staff? | <input type="checkbox"/> (1) Yes | <input type="checkbox"/> (2) No | <input type="checkbox"/> (3) N/A |
| d. Other staff, e.g. volunteers, part-time staff etc.? | <input type="checkbox"/> (1) Yes | <input type="checkbox"/> (2) No | <input type="checkbox"/> (3) N/A |

158. Are there additional rooms for:

- | | | | |
|---|----------------------------------|---------------------------------|----------------------------------|
| a. Handling mail, copying, or printing? | <input type="checkbox"/> (1) Yes | <input type="checkbox"/> (2) No | <input type="checkbox"/> (3) N/A |
| b. A conference room? | <input type="checkbox"/> (1) Yes | <input type="checkbox"/> (2) No | <input type="checkbox"/> (3) N/A |
| c. A staff lounge? | <input type="checkbox"/> (1) Yes | <input type="checkbox"/> (2) No | <input type="checkbox"/> (3) N/A |

159. Do these spaces function well? (Ask staff).

(1) Yes (2) No (3) N/A

160. If no, why not?

161. Additional comments on staff and office areas:

(1) N/A

Part 6: Shared Bathroom and Toilet Areas

162. Are there any shared bathing areas: (1) Yes (2) No (3) N/A

163. If yes, where in the project are they located?

If yes:

	All or Almost all	Some	Few or None	N/A
--	-------------------------	------	-------------------	-----

164. Are they wheelchair accessible?	<input type="checkbox"/> (1)	<input type="checkbox"/> (2)	<input type="checkbox"/> (3)	<input type="checkbox"/> (4)
165. Do areas subject to wetness have non-slip surfaces?	<input type="checkbox"/> (1)	<input type="checkbox"/> (2)	<input type="checkbox"/> (3)	<input type="checkbox"/> (4)
166. Are there call buttons?	<input type="checkbox"/> (1)	<input type="checkbox"/> (2)	<input type="checkbox"/> (3)	<input type="checkbox"/> (4)
167. Is there adequate lighting?	<input type="checkbox"/> (1)	<input type="checkbox"/> (2)	<input type="checkbox"/> (3)	<input type="checkbox"/> (4)

168. What kind of lighting is there in the shared bathing areas?

(1) Incandescent (2) Fluorescent (3) Daylight (4) Not applicable

169. What size is:

a. The smallest bathroom?	m ²	<input type="checkbox"/> (1) N/A
b. The largest bathroom?	m ²	<input type="checkbox"/> (1) N/A

170. What is the largest number of residents who share one bathing area?

(1) N/A

171. Does the shared bathing area have:

	All or Almost all	Some	Few or None	N/A
--	-------------------------	------	-------------------	-----

a. Both a bathtub and a shower?	<input type="checkbox"/> (1)	<input type="checkbox"/> (2)	<input type="checkbox"/> (3)	<input type="checkbox"/> (4)
b. A flexible shower handle?	<input type="checkbox"/> (1)	<input type="checkbox"/> (2)	<input type="checkbox"/> (3)	<input type="checkbox"/> (4)
c. A seat included in the shower?	<input type="checkbox"/> (1)	<input type="checkbox"/> (2)	<input type="checkbox"/> (3)	<input type="checkbox"/> (4)
d. A wheelchair-accessible shower?	<input type="checkbox"/> (1)	<input type="checkbox"/> (2)	<input type="checkbox"/> (3)	<input type="checkbox"/> (4)

172. How many bathtubs are there? (1) N/A

173. How many showers are there? (1) N/A

174. Additional comments on the bathing areas:

(1) N/A

OVERALL ENVIRONMENTAL CHARACTERISTICS of COMMON AREAS

Levels of Illumination:

- | | | |
|----------|---------------------|--|
| 1 | Good lighting | Brightly illuminated, but without glare; reading would be easy in all areas of the room |
| 2 | Barely adequate | Lighting is low, uneven or glaring; reading is difficult or possible only in certain areas of the room |
| 3 | Inadequate lighting | Illumination very low or glaring in most areas of the room; reading would be difficult or impossible |
| 4 | Not applicable | |

175. Rating of levels of illumination in:

- | | | |
|----|------------------------------------|---|
| a. | The main lounge/sitting room: | <input type="checkbox"/> (1) <input type="checkbox"/> (2) <input type="checkbox"/> (3) <input type="checkbox"/> (4) |
| b. | The secondary lounge/sitting room: | <input type="checkbox"/> (1) <input type="checkbox"/> (2) <input type="checkbox"/> (3) <input type="checkbox"/> (4) |
| c. | The common dining room: | <input type="checkbox"/> (1) <input type="checkbox"/> (2) <input type="checkbox"/> (3) <input type="checkbox"/> (4) |
| d. | The hallways: | <input type="checkbox"/> (1) <input type="checkbox"/> (2) <input type="checkbox"/> (3) <input type="checkbox"/> (4) |
| e. | Communal bathing areas: | <input type="checkbox"/> (1) <input type="checkbox"/> (2) <input type="checkbox"/> (3) <input type="checkbox"/> (4) |
| f. | Other activity areas (specify): | <input type="checkbox"/> (1) <input type="checkbox"/> (2) <input type="checkbox"/> (3) <input type="checkbox"/> (4) |

Noise Levels:

- | | | |
|----------|----------------|--|
| 1 | Quiet | Some sounds present, but reading would be easy |
| 2 | Somewhat noisy | Many sounds present or occasional loud interruptions |
| 3 | Very noisy | Sounds are loud and distracting, e.g. sustained noise from buzzers, cleaning equipment, etc. |
| 4 | Not applicable | |

176. Rating of levels of noise in:

- | | | |
|----|------------------------------------|---|
| a. | The main lounge/sitting room: | <input type="checkbox"/> (1) <input type="checkbox"/> (2) <input type="checkbox"/> (3) <input type="checkbox"/> (4) |
| b. | The secondary lounge/sitting room: | <input type="checkbox"/> (1) <input type="checkbox"/> (2) <input type="checkbox"/> (3) <input type="checkbox"/> (4) |
| c. | The common dining room: | <input type="checkbox"/> (1) <input type="checkbox"/> (2) <input type="checkbox"/> (3) <input type="checkbox"/> (4) |
| d. | The hallways: | <input type="checkbox"/> (1) <input type="checkbox"/> (2) <input type="checkbox"/> (3) <input type="checkbox"/> (4) |
| e. | Other (specify): | <input type="checkbox"/> (1) <input type="checkbox"/> (2) <input type="checkbox"/> (3) <input type="checkbox"/> (4) |

OVERALL ENVIRONMENTAL CHARACTERISTICS of COMMON AREAS cont.**Window Areas:**

- | | |
|---------------------------|--|
| 1 Many windows | Living space has large window areas which give an open feeling |
| 2 Adequate windows | Windows are sufficient to allow good light; there is no closed-in feeling |
| 3 Few windows | Room tends to be dark, even on sunny days; there is a feeling of being closed-in |
| 4 No windows | There are no windows, or the windows are non-functional |
| 5 Not applicable | |

177. Rating of window areas in:

- | | | | | | |
|---------------------------------------|------------------------------|------------------------------|------------------------------|------------------------------|------------------------------|
| a. The main lounge/sitting room: | <input type="checkbox"/> (1) | <input type="checkbox"/> (2) | <input type="checkbox"/> (3) | <input type="checkbox"/> (4) | <input type="checkbox"/> (5) |
| b. The secondary lounge/sitting room: | <input type="checkbox"/> (1) | <input type="checkbox"/> (2) | <input type="checkbox"/> (3) | <input type="checkbox"/> (4) | <input type="checkbox"/> (5) |
| c. The common dining room: | <input type="checkbox"/> (1) | <input type="checkbox"/> (2) | <input type="checkbox"/> (3) | <input type="checkbox"/> (4) | <input type="checkbox"/> (5) |
| d. The hallways: | <input type="checkbox"/> (1) | <input type="checkbox"/> (2) | <input type="checkbox"/> (3) | <input type="checkbox"/> (4) | <input type="checkbox"/> (5) |
| e. Other (specify): | <input type="checkbox"/> (1) | <input type="checkbox"/> (2) | <input type="checkbox"/> (3) | <input type="checkbox"/> (4) | <input type="checkbox"/> (5) |

Views from Windows - Interest:

- | | |
|---------------------------|--|
| 1 Very interesting | View overlooks very interesting and continuous activities, e.g. children playing |
| 2 Interesting | View overlooks some activities which draw mild attention, e.g. pedestrians or cars passing |
| 3 Lacks interest | View is fairly dull or only rarely captures interest |
| 4 Not applicable | |

178. Rating of view from windows - interest

- | | | | | |
|---------------------------------------|------------------------------|------------------------------|------------------------------|------------------------------|
| a. The main lounge/sitting room: | <input type="checkbox"/> (1) | <input type="checkbox"/> (2) | <input type="checkbox"/> (3) | <input type="checkbox"/> (4) |
| b. The secondary lounge/sitting room: | <input type="checkbox"/> (1) | <input type="checkbox"/> (2) | <input type="checkbox"/> (3) | <input type="checkbox"/> (4) |
| c. The common dining room: | <input type="checkbox"/> (1) | <input type="checkbox"/> (2) | <input type="checkbox"/> (3) | <input type="checkbox"/> (4) |
| d. The hallways: | <input type="checkbox"/> (1) | <input type="checkbox"/> (2) | <input type="checkbox"/> (3) | <input type="checkbox"/> (4) |
| e. Other (specify): | <input type="checkbox"/> (1) | <input type="checkbox"/> (2) | <input type="checkbox"/> (3) | <input type="checkbox"/> (4) |

CONCLUDING RATING: RESIDENTS' UNITS

(To be filled in after Walk & Talks)

179. Variation in design of residents' units:

- | | |
|---|--|
| <input type="checkbox"/> (1) Distinct variation | As if effort was made to vary style and decor from room to room |
| <input type="checkbox"/> (2) Moderate variation | Rooms/apartments are distinct, but there is a general decor throughout |
| <input type="checkbox"/> (3) Nearly identical | Some variation in size, shape or furniture arrangement; not noticeable unless looked for |
| <input type="checkbox"/> (4) Not applicable | |

180. Personalization of residents' units:

- | | |
|---|--|
| <input type="checkbox"/> (1) Much personalization | Most of the furnishings and objects in the room belong to the individual; time and energy have been spent in personalizing the rooms |
| <input type="checkbox"/> (2) Some personalization | Residents have added personal objects such as rugs, pictures, chairs, favorite objects |
| <input type="checkbox"/> (3) Little personalization | Some family pictures or personal articles, but room does not seem to "belong" to an individual |
| <input type="checkbox"/> (4) No personalization | No personalization is evident |

181. Personalization of entryways to residents' units:

- | | |
|---|---|
| <input type="checkbox"/> (1) Much personalization | Distinctly different treatment of each entryway; decorated with favorite personal objects |
| <input type="checkbox"/> (2) Some personalization | e.g. Doorways painted different favorite colors; individualized nameplates to identify resident |
| <input type="checkbox"/> (3) Little personalization | e.g. Some variation in color schemes, or nameplates only |
| <input type="checkbox"/> (4) No personalization | No personalization is evident |

CONCLUDING RATING: PROJECT OVERALL

182. Distinctiveness of common living spaces:

- | | |
|---|---|
| <input type="checkbox"/> (1) Much distinctiveness | A concerted effort has been made to vary the decor from room to room |
| <input type="checkbox"/> (2) Moderate distinctiveness | Furnishings vary from room to room, but the overall room design is the same; wall texture and floor coverings show little variation |
| <input type="checkbox"/> (3) Little distinctiveness | Institutional appearances; most areas are quite similar, as in a hospital (without furniture, all rooms look about the same) |
| <input type="checkbox"/> (4) Not applicable | |

183. Overall attractiveness of the facility:

- | | |
|---|---|
| <input type="checkbox"/> (1) Attractive | Attractive enough to be desirable for one's own home |
| <input type="checkbox"/> (2) Average | Fairly comfortable, although there may be some drawbacks (e.g. old furnishings); neither positive or negative features especially stand out |
| <input type="checkbox"/> (3) Unattractive | Physical plant is unattractive or unappealing; it may be cold or somewhat sterile; arouses negative feelings |

APPENDIX H

FOCUS GROUP GUIDE AND PROMPTS

FOCUS GROUP QUESTIONS
HOUSING OPTIONS FOR OLDER CANADIANS:
CASE STUDIES AND USER SATISFACTION

- 1. What were your objectives in developing this housing project?**
- 2. How did you decide what type of project to build?**
- 3. How did you decide how many units to build?**
- 4. What organizations were involved in the development and design of the project?**
- 5. Who were the key players in the project and what was their expertise?**
- 6. During development:**
 - a) what aspects were easiest?**
 - b) what opportunities were you able to take advantage of?**
 - c) did you have any difficulties deciding on the site?**
 - d) what were the outstanding issues?**
- 7. Did you have any difficulty with rent-up or sales?**
- 8. How are things going now?
What kinds of difficulties, if any, is the project currently encountering?**
- 9. In your opinion, what are the best features of this project?**
- 10. What are the not-so-good features?**
- 11. What do you think are the main reasons that seniors choose to live here?**
- 12. Do you think your objectives have been met for this project?**
- 13. What things would you like to see changed or improved, added or removed?**
- 14. If you had it to do all over again, what would you do the same? differently?**
- 15. What advice would you give to others who may consider developing a housing project similar to this one?**

Simon Fraser University Gerontology Research Centre

Housing Options For Older Canadian Study

Focus Group Guide

1. What were your objectives in developing this housing project?

[If necessary prompt with: What needs were you trying to meet?]

2. How did you decide what type of project to build?

[Prompt: Did you get inspiration from other housing projects?]

3. How did you decide how many units to build?

4..What organizations were involved in the development and design of the project? what were their roles? how did they work together?

5. Who were the key players in the project and what was their expertise?

[Prompt: In some projects these have included a certain Board member, a volunteer with training in architecture, paid consultants, developers, or future residents.]

[Probe to ascertain occupation, affiliation, prior experience of key individuals identified by the group, volunteers and consultants and their prior experince, committees formed and their responsibilities.]

6.During development:

a). What aspects were easiest?

b). What opportunities were you able to take advantage of?

c) Did you have any difficulties deciding on the site?

d) What were the most outstanding issues?

[Prompt 1: what difficulties arose? unexpected problems?]

[Prompt 2: for many groups, key issues include financing or fund-raising, co-operation among sectors, zoning problems, development approvals, neighbour opposition, and cost overruns. Were any of these difficulties your project encountered?]

7. Did you have any difficulty with rent-up or sales?

8. What kinds of difficulties do you face now after being in operation for some time?

[Prompt: Some projects have had difficulty finding appropriate staff, with staff retention, or with resident turnover. Others have had problems with building maintenance or management, or the involvement of volunteers. Still others have had financial difficulties. Another set of problems concern needs of residents who have become frail as they have aged in place. Do any of these problems apply to this project ?

9. In your opinion, what are the best features of the project?

10. What are the not-so-good features?

[Prompts for questions 9 and 10 Examples could include the architectural design, location, amenities and services, management philosophy, management or staff , way the project is maintained, the neighbourhood, the operating costs, or the costs to residents,]

11. What do you think are the main reasons that seniors choose to live here?

12. Do you think you met your objectives with this project?

[Probe to find out how they know]

13. What things would you like to see changed or improved, added or removed?

14. If you had it to do it over again, what would you do the same? Differently?

[Prompt: Some groups say they would build new rather than renovate, finance differently, design differently, locate elsewhere]

15. What advice would you give to others who may consider developing a housing project similar to this one?

APPENDIX I

USER (RESIDENT) SATISFACTION SURVEY

Simon Fraser University
Gerontology Research Centre
**CMHC User Satisfaction Study of
Housing Options for Older Canadians**

RESIDENT SATISFACTION SURVEY

This questionnaire to be completed by a resident of the project.

Name of project: _____

City/Town: _____

Project ID: _____

Date: _____

Respondent Characteristics

1. Gender:

- (1) Female (2) Male

2. Age: _____ years

3. Marital status:

- (1) Married
 (2) Separated/divorced
 (3) Widowed
 (4) Never married

4. Primary life occupation:_____

5. Are you currently working? (1) Yes (2) No

6. What was your highest level of education?

- (1) Less than Grade 9
 (2) Some high school
 (3) High school graduate
 (4) Trade school/diploma
 (5) Some college or university
 (6) College/university degree
 (7) Post graduate degree

7. How would you rate your health compared to others your age?

- (1) Excellent
 (2) Good
 (3) Fair
 (4) Poor
 (5) Very poor

8. Do you use any of the following mobility aids?

- (1) Wheelchair
 (2) Walker
 (3) Scooter
 (4) Cane
 (5) Other (specify) _____
 (6) None of the above

Personal Housing History

9. How long have you lived in your current home?

(years)

10. Who else do you live with in this household? (e.g. In your dwelling unit).

- (1) I live alone
- (2) Spouse
- (3) Son or daughter
- (4) Other family members (please specify) _____
- (5) Non-relatives

11. Where did you live immediately before moving here? Check one answer.

- (1) In this town/city
- (2) In an area surrounding this town/city
- (3) Elsewhere in the province
- (4) In another province (please specify) _____
- (5) In another country (please specify) _____

12. What type of housing did you live in immediately before moving here? Check one answer.

- (1) Single family detached house
- (2) Semi-detached duplex/triplex/fourplex
- (3) Townhouse
- (4) High-rise apartment
- (5) Low-rise apartment (3 storeys or less)
- (6) Secondary suite (e.g. basement suite, in-law suite, above garage etc.)
- (7) Manufactured/mobile home
- (8) Other (please specify) _____

13. Who did you live with immediately before moving here? Check one answer.

- (1) Lived alone
- (2) Lived with my children
- (3) Lived with spouse
- (4) Lived with other relatives (please specify) _____
- (4) Other (please specify) _____

Personal Housing History cont.

14. Why did you move out of your previous home? Check all that apply.

- (0) Dissatisfaction with neighbourhood
- (1) Difficulty looking after residence
- (2) Residence too large
- (3) Financial reasons
- (4) Change in health or physical strength
- (5) Needs or wishes of spouse
- (6) Death of spouse
- (7) Wished to be with others my age
- (8) Pressure from children or other relatives
- (9) Other (please specify) _____

15. Why did you move to this housing complex? Check all that apply.

- (0) Familiar neighbourhood
- (1) Close to facilities and services
- (2) Friends or relatives live here
- (3) Children or relatives live nearby
- (4) The cost
- (5) Quality of the dwelling units
- (6) Attractiveness of the project
- (7) Recreational facilities and activities that are available
- (8) Services available on the premises (please specify which services) _____
- (9) Other (please specify) _____

Housing Satisfaction

16. Before moving in, what did you think you would like best about living here?

17. What do you like best about living here now?

Housing Satisfaction cont.

18. What do you like least about living here?

19. How do you like the idea of living in housing that is for older adults only?

- (1) A lot
- (2) Somewhat
- (3) Not at all

20. If you could do it over, would you still move here?

- (1) Yes
- (2) No

Why or why not?

21. Have you ever thought seriously about moving out?

- (1) Yes
- (2) No

22. If yes, why?

Current Living Unit

23. What form of housing do you currently live in? Check one answer.

- (1) Single detached house
- (2) Semi-detached (duplex, triplex, fourplex)
- (3) Townhouse
- (4) High-rise apartment
- (5) Low-rise apartment (3 storeys or less)
- (6) Manufactured/mobile home
- (7) Group home, Abbeyfield house, communal dwelling
- (8) Congregate housing project
- (9) Other (please specify) _____

Current Living Unit

24. What type of unit do you live in? Check one answer.

- (1) Two bedroom
- (2) One bedroom
- (3) One bedroom plus den
- (4) Studio
- (5) Bed-sitting room (no kitchen) with full private bath
- (6) Bed-sitting room with partial private bath (toilet & basin)
- (7) Bed-sitting room with no private bath facilities
- (8) Other (please specify) _____

25. How is the size of your unit? Check one answer.

- (1) About the right size (SKIP TO Q. 27)
- (2) Too small
- (3) Too large

26. If too small, which parts of the unit are too small? Check all that apply.

- (1) Bedroom(s)/sleeping area
- (2) Living room
- (3) Dining area
- (4) Bathroom
- (5) Kitchen
- (6) Storage space
- (7) Other (please specify) _____

27. Is your dwelling unit/apartment all on one level, or are there stairs?

- (1) On one level
- (2) Has stairs

28. If your unit has stairs, do you have any problems using them?

- (1) Yes
- (2) No

29. How satisfied are you with the level of visual privacy in your dwelling unit (i.e. from the street, from neighbours, from the hallway)?

- (1) Very satisfied
- (2) Somewhat satisfied
- (3) Not at all satisfied

30. How satisfied are you with the quality of the soundproofing between your unit and your neighbours' units?

- (1) Very satisfied
- (2) Somewhat satisfied
- (3) Not at all satisfied
- (4) Not applicable

Living Unit cont.

31. In your unit, how easy is it for you to:

- | | | |
|----------------------|-----------------------------------|--|
| Open/close windows | <input type="checkbox"/> (1) Easy | <input type="checkbox"/> (2) Difficult |
| Open/close doors | <input type="checkbox"/> (1) Easy | <input type="checkbox"/> (2) Difficult |
| Open/close closets | <input type="checkbox"/> (1) Easy | <input type="checkbox"/> (2) Difficult |
| Open/close cupboards | <input type="checkbox"/> (1) Easy | <input type="checkbox"/> (2) Difficult |

Kitchen

If your unit does not have a kitchen(ette), please skip to Q. 37

32. Is the kitchen easy to use?

- (1) Yes (2) No

33. If no, what is it about your kitchen that makes it difficult to use?

Check all that apply.

- (1) Layout of kitchen is awkward
 (2) Surfaces are difficult to keep clean
 (3) Too many hard-to-reach-areas
 (4) Not enough counter-top space
 (5) Other (please specify) _____

34. How safe do you think your kitchen is?

- (1) Very safe (2) Adequate (3) Not very safe

35. If not very safe, what makes it unsafe? Check all that apply.

- (1) Floor coverings are slippery
 (2) Stove controls are awkwardly located
 (3) Cabinets are difficult to reach
 (4) Lighting is inadequate
 (5) Other (please specify) _____

36. What would you change in the kitchen to make it safer or more convenient for you?

Bathroom

37. What do you like best about the bathroom(s)?

38. What do you like least about the bathroom(s)?

39. How safe do you think your bathroom(s) is(are)?

- (1) Very safe (2) Adequate (3) Not very safe

40. If you feel that your bathroom(s) is(are) not very safe, what makes it(them) unsafe? Check all that apply.

- (1) Floor coverings are slippery
 (2) Bathtub is difficult to get in and out of
 (3) There are not enough grab bars
 (4) Lighting is inadequate
 (5) Other (please specify) _____

41. What would you change in the bathroom(s) to make it(them) safer or more convenient for you?

Lighting

42. In general, how satisfactory is the lighting in your unit?

- (1) Very satisfactory
 (2) Somewhat satisfactory
 (3) Not satisfactory

43. If less than very satisfactory, how could it be improved?

Lighting cont.

44. How would you rate the lighting in the area outside your unit?

- (1) Good (2) Barely adequate (3) Poor (4) Not applicable

45. How would you rate the lighting in the hallways?

- (1) Good (2) Barely adequate (3) Poor (4) Not applicable

46. How would you rate the lighting at the building entrance at night?

- (1) Good (2) Barely adequate (3) Poor (4) Not applicable

47. How would you rate the lighting outside on the grounds at night?

- (1) Good (2) Barely adequate (3) Poor (4) Not applicable

48. How would you rate the lighting in the parking areas at night?

- (1) Good (2) Barely adequate (3) Poor (4) Not applicable

Ventilation

49. How satisfactory is the ventilation in your unit ? (i.e. Do you get enough fresh air?):

- (1) Very satisfactory
 (2) Somewhat satisfactory
 (3) Not satisfactory

Private Outdoor Space

50. About how often do you sit on your balcony, patio or deck in summer?

- (1) Often
 (2) Occasionally
 (3) Never
 (4) Do not have a balcony/patio/deck

51. Please describe the view out of your unit:

52. Do you like the view from your unit?

- (1) Very much (2) Somewhat (3) Not at all

General Satisfaction with Unit

53. If you had your choice of units in this project would you stay in this one, or move to another?

- (1) Stay in this one (2) Move to another (3) Not applicable

54. Explain why:

Common Areas in Multi-Unit Projects

55. Is it easy for you to get in and out the front door of the building?

- (1) Yes (2) No (If no, please explain)

56. Is there a waiting area inside the front entrance?

- (1) Yes (2) No (3) Not applicable

57. If there is a waiting area, are you satisfied with its:

Appearance, e.g. decor (1) Yes (2) No

Location (1) Yes (2) No

Size (1) Yes (2) No

If no to any of the above, explain why:

58. Is there a central mail delivery area?

- (1) Yes (2) No

If yes:

59. Is it easy to get your mail? (1) Yes (2) No

60. Is there enough light there to see who your letters are from? (1) Yes (2) No

61. Is there a ledge/table nearby for setting down parcels? (1) Yes (2) No

62. Is there a mailbox conveniently located, for all weather? (1) Yes (2) No

Common Areas in Multi-Unit Projects cont.

63. How often do you usually use the following recreational or special activity areas? (N/A = Not applicable).

- | | | |
|------------------------------|---|----------------------------------|
| a. Lounge | <input type="checkbox"/> (1) _____ Hrs/wk | <input type="checkbox"/> (2) N/A |
| b. Library | <input type="checkbox"/> (1) _____ Hrs/wk | <input type="checkbox"/> (2) N/A |
| c. Craftroom | <input type="checkbox"/> (1) _____ Hrs/wk | <input type="checkbox"/> (2) N/A |
| d. Clubhouse | <input type="checkbox"/> (1) _____ Hrs/wk | <input type="checkbox"/> (2) N/A |
| e. Workshop | <input type="checkbox"/> (1) _____ Hrs/wk | <input type="checkbox"/> (2) N/A |
| f. Games room | <input type="checkbox"/> (1) _____ Hrs/wk | <input type="checkbox"/> (2) N/A |
| g. Music room | <input type="checkbox"/> (1) _____ Hrs/wk | <input type="checkbox"/> (2) N/A |
| h. Exercise room | <input type="checkbox"/> (1) _____ Hrs/wk | <input type="checkbox"/> (2) N/A |
| i. Greenhouse | <input type="checkbox"/> (1) _____ Hrs/wk | <input type="checkbox"/> (2) N/A |
| j. Pool/spa | <input type="checkbox"/> (1) _____ Hrs/wk | <input type="checkbox"/> (2) N/A |
| k. Chapel or meditation room | <input type="checkbox"/> (1) _____ Hrs/wk | <input type="checkbox"/> (2) N/A |
| l. Other small meeting rooms | <input type="checkbox"/> (1) _____ Hrs/wk | <input type="checkbox"/> (2) N/A |
| m. Gift shop | <input type="checkbox"/> (1) _____ Hrs/wk | <input type="checkbox"/> (2) N/A |
| n. Cafe/snack bar | <input type="checkbox"/> (1) _____ Hrs/wk | <input type="checkbox"/> (2) N/A |
| o. Beauty parlor/barber shop | <input type="checkbox"/> (1) _____ Times/mnth | <input type="checkbox"/> (2) N/A |
| p. Other (specify) | <input type="checkbox"/> (1) _____ Hrs/wk | <input type="checkbox"/> (2) N/A |

Elevators

64. Are there elevators in your building?

- (1) Yes (2) No (*If no, skip to question 70.*)

65. Have you had any problems with the elevators in your building?

- (1) Yes (2) No

66. Are elevators easy to get on and off?

- (1) Yes (2) No

67. Are there enough elevators?

- (1) Yes (2) No

Elevators cont.

68. Do the elevators come quickly enough for you?

- (1) Yes (2) No

69. Are the elevator buttons visible and easy to reach?

- (1) Yes (2) No

Circulation Areas

70. Is it easy or hard for you to find your way around in this residence?

- (1) Easy (2) Hard

71. If hard, how could it be improved?

- (1) More signs
 (2) Better signs
 (3) More logical numbering system
 (4) Other (please specify) _____

72. How satisfied are you with the hallway/walkway surfaces?

- (1) Very satisfied
 (2) Somewhat satisfied
 (3) Not at all satisfied
 (4) Not applicable

Project Appearance

73. How attractive do you find the architectural design of this building?

- (1) Very attractive
 (2) Average
 (3) Unattractive

74. How satisfied are you living in a housing project of this size?

- (1) Very satisfied (2) Somewhat satisfied (3) Not at all satisfied

The Outdoor Environment

75. How important are the outdoor areas of your housing to you?

- (1) Very important (2) Somewhat important (3) Not important

76. Are you satisfied with the grounds (gardens, walkways)?

- (1) Very satisfied (2) Somewhat satisfied (3) Not satisfied

77. If not satisfied with the grounds, please explain why:

Location

78. In choosing a residence, what is important to you about its location?

Check all that apply.

- (1) Accessibility to transportation
 (2) Accessibility of services and amenities outside the project
 (3) Quality of the neighbourhood
 (4) Safety and security
 (5) Proximity to family or friends
 (6) The view
 (7) Other (please specify) _____

79. How satisfied are you with the location of your housing, in terms of convenience for you?

- (1) Very satisfied (2) Somewhat satisfied (3) Not at all satisfied

80. How satisfied are you with this neighbourhood?

- (1) Very satisfied (2) Somewhat satisfied (3) Not at all satisfied

Transportation

81. Is public transit easily accessible to you?

- (1) Yes (2) No (3) Do not know (4) Not applicable

82. What do you use most often for transportation?

- (1) Public transit
 (2) Own car
 (3) Walk
 (4) Special transportation provided by housing staff
 (5) Rides provided by friends, family, or volunteers
 (6) Other (please specify) _____

Parking

83. If you own a car, how satisfied are you with the parking facilities for yourself?

- (1) Very satisfied
- (2) Somewhat satisfied
- (3) Not at all satisfied
- (4) Not applicable

84. How satisfied are you with the parking facilities for visitors?

- (1) Very satisfied
- (2) Somewhat satisfied
- (3) Not at all satisfied
- (4) Do not know

Safety

85. How safe do you feel in the following places?

	Very safe	Moderately safe	Not very safe	Not Applicable
a. Inside your home	<input type="checkbox"/> (1)	<input type="checkbox"/> (2)	<input type="checkbox"/> (3)	
b. In the common areas of the project	<input type="checkbox"/> (1)	<input type="checkbox"/> (2)	<input type="checkbox"/> (3)	<input type="checkbox"/> (4)
c. On the grounds of the project	<input type="checkbox"/> (1)	<input type="checkbox"/> (2)	<input type="checkbox"/> (3)	<input type="checkbox"/> (4)
d. In the parking area	<input type="checkbox"/> (1)	<input type="checkbox"/> (2)	<input type="checkbox"/> (3)	<input type="checkbox"/> (4)
e. On the streets in your neighbourhood	<input type="checkbox"/> (1)	<input type="checkbox"/> (2)	<input type="checkbox"/> (3)	<input type="checkbox"/> (4)

General Satisfaction

86. If you were to make changes or improvements to the project, what would these changes or improvements be?

Satisfaction with Tenure

87. What type of tenure arrangement do you have at your current home?

- (1) Own
- (2) Rent
- (3) Live with family members (other than spouse) who own or rent
- (4) Member of a non-profit cooperative that owns the dwellings
- (5) Shareholder in an equity coop, corporation or society
that owns the dwellings
- (6) Life-lease agreement
- (7) Freehold ownership on unit but on a land lease
- (8) Condominium
- (9) Other (please specify) _____

88. What do you like about your current tenure arrangement?

89. What do you dislike about your current tenure arrangement?

90. What arrangement would you prefer?

**91. If you are a shareholder in a group that owns the dwellings, or if
you have a life-lease arrangement, did you contribute a capital
amount or downpayment?**

- (1) Yes
- (2) No
- (3) Not applicable (*Skip to question 95*).

92. If you did contribute a capital amount or downpayment, was the amount:

- (1) \$10,000 or less
- (2) \$10,000 - \$50,000
- (3) \$50,000 - \$100,000
- (4) More than \$100,000

Satisfaction with Tenure cont.

93. If you made a capital payment for your dwelling, what will happen when you, or your estate, wish to end the tenure arrangement?

- (1) The original amount will be refunded with no interest
- (2) The original amount will be refunded with a small increase for inflation
- (3) I can sell my interest for whatever the market will bear
- (4) Nothing is returned
- (5) Other (please specify) _____

94. How satisfied are you with the arrangement for the return of your capital payment?

- (1) Very satisfied
- (2) Somewhat satisfied
- (3) Not at all satisfied

95. How much is your monthly rent and utilities, or if you own, your mortgage payments, utilities, and maintenance fees?

- (1) Less than \$500
- (2) \$500 - \$999
- (3) \$1,000 - \$1,499
- (4) \$1,500 - \$1,999
- (5) More than \$2,000

96. What services, in addition to the "rent" are covered by your monthly payments? (Check all that apply).

- (1) Meals
- (2) Housekeeping
- (3) Building and grounds maintenance
- (4) Personal care
- (5) Health care
- (6) Recreational programmes
- (7) Other (please specify) _____
- (8) None

97. Do you make regular use of the services covered by your monthly payments?

- (1) Yes
- (2) No

98. Does the cost of your housing (including monthly fees and/or capital payment) leave you with adequate spending money?

- (1) Yes
- (2) No

Social Involvement and Interaction

99. Do you consider yourself a sociable person?

- (1) Yes, very sociable
- (2) Somewhat sociable
- (3) I have just a few close friends
- (4) I tend to keep to myself, mostly

100. During the past three days how many other residents from the housing project did you talk with, either in person or on the phone?

101. About how many residents from the housing project do you know well enough to visit in their units, or to invite into yours?

- (1) None
- (2) 1-4
- (3) 5-8
- (4) 9-15
- (5) 15 or more

102. How often do you socialize with the other people who live in the same housing project?

- (1) Every day
- (2) A few times a week
- (3) Perhaps once a week
- (4) Every couple of weeks
- (5) Once a month
- (6) Less than once a month
- (7) Rarely or never

103. With regard to opportunities to socialize with other residents living in the building, would you say you have:

- (1) Enough opportunities
- (2) Not enough opportunities
- (3) Too many opportunities

Social Involvement and Interaction cont.

**104. Where do you socialize with other residents from the housing project?
Check all that apply.**

- (1) In our homes
- (2) In the shared areas of the building (e.g. corridor, activity area, laundry)
- (3) In public space (e.g. parking area, common garden, sidewalk)

105. In the past three months did you and your neighbours ever help one another by (check all that apply):

- (1) Picking things up at a store?
- (2) Borrowing or lending things?
- (3) Giving advice?
- (4) Looking in on one another?
- (5) Helping out when someone is sick?
- (6) Looking after one another's home when someone is away?
- (7) Other ways: (please specify) _____
- (8) None of the above

106. In general, how satisfied are you with your social life?

- (1) Very satisfied
- (2) Somewhat satisfied
- (3) Not very satisfied
- (4) Not at all satisfied

107. How often would you say that you feel lonely?

- (1) Often
- (2) Sometimes
- (3) Rarely
- (4) Never

108. Since coming here to live, has your social life:

- (1) Increased
- (2) Decreased
- (3) Stayed the same

Social Involvement and Interaction cont.

109. If there is a common dining room, how often do you eat there?

- (1) Daily
- (2) A few times a week
- (3) 1 - 3 times a month
- (4) Rarely or never
- (5) Not applicable

110. Living here, do you feel you are part of a community?

- (1) Always
- (2) Sometimes
- (3) Never
- (4) Not applicable

Your Participation in Management Operations

111. Are you involved in making decisions about your housing (e.g. do you participate in a housing or similar committee within the project)?

- (1) Very involved
- (2) Somewhat involved
- (3) Not at all involved

112. How important is it to you to be involved in decisions that affect your housing?

- (1) Very important
- (2) Somewhat important
- (3) Not at all important

113. Do you feel that your opinions are listened to?

- (1) Yes, my opinion is counted
- (2) I feel I have some influence
- (3) No, I don't feel listened to
- (4) I have no opportunity to contribute opinions
- (5) It does not matter to me

114. How welcome do you feel going into the administrative area?

- (1) Very welcome
- (2) Somewhat welcome
- (3) Unwelcome
- (4) Not applicable

Use and Satisfaction with Services and Amenities

The following questions are concerned with the services and amenities available to you through your housing. Some may not be applicable (N/A).

115 a. How often do you use the meal service?

(1) Daily (2) Weekly (3) Monthly (4) Less often (5) Never (5) N/A

b. Are you satisfied with the quality of this service? (1) Yes (2) No

c. If no, please explain: _____

116 a. How often do you use the housekeeping service?

(1) Daily (2) Weekly (3) Monthly (4) Less often (5) Never (5) N/A

b. Are you satisfied with the quality of this service? (1) Yes (2) No

c. If no, please explain: _____

117 a. How often do you take advantage of the sports/ recreational amenities?

(1) Daily (2) Weekly (3) Monthly (4) Less often (5) Never (5) N/A

b. Are you satisfied with the quality of this service? (1) Yes (2) No

c. If no, please explain: _____

118 a. How often do you use the transportation that is part of your housing?

(1) Daily (2) Weekly (3) Monthly (4) Less often (5) Never (5) N/A

b. Are you satisfied with the quality of this service? (1) Yes (2) No

c. If no, please explain: _____

119 a. How often do you use the personal care services?

(e.g. Assistance with bathing, dressing)

(1) Daily (2) Weekly (3) Monthly (4) Less often (5) Never (5) N/A

b. Are you satisfied with the quality of this service? (1) Yes (2) No

c. If no, please explain: _____

Satisfaction with Services cont.

120 a. How often do you use the laundry service?

(1) Daily (2) Weekly (3) Monthly (4) Less often (5) Never (5) N/A

b. Are you satisfied with the quality of this service? (1) Yes (2) No

c. If no, please explain: _____

121 a. How often do you use the fitness/exercise equipment?

(1) Daily (2) Weekly (3) Monthly (4) Less often (5) Never (5) N/A

b. Are you satisfied with the quality of this service? (1) Yes (2) No

c. If no, please explain: _____

122 a. How often do you use the beauty/hair care salon?

(1) Daily (2) Weekly (3) Monthly (4) Less often (5) Never (5) N/A

b. Are you satisfied with the quality of this service? (1) Yes (2) No

c. If no, please explain: _____

123 a. How often do you use the physiotherapy on-site?

(1) Daily (2) Weekly (3) Monthly (4) Less often (5) Never (5) N/A

b. Are you satisfied with the quality of this service? (1) Yes (2) No

c. If no, please explain: _____

124 a. How often do you use the counseling on-site?

(1) Daily (2) Weekly (3) Monthly (4) Less often (5) Never (5) N/A

b. Are you satisfied with the quality of this service? (1) Yes (2) No

If no, please explain: _____

Satisfaction with Services cont.

125 a. How often do you attend the religious services on-site?

(1) Daily (2) Weekly (3) Monthly (4) Less often (5) Never (5) N/A

b. Are you satisfied with the quality of this service? (1) Yes (2) No

c. If no, please explain: _____

126 a. How often do you participate in organized outings or travel?

(1) Daily (2) Weekly (3) Monthly (4) Less often (5) Never (5) N/A

b. Are you satisfied with the quality of this service? (1) Yes (2) No

c. If no, please explain: _____

127 a. How often do you attend cultural events and entertainment?

(1) Daily (2) Weekly (3) Monthly (4) Less often (5) Never (5) N/A

b. Are you satisfied with the quality of this service? (1) Yes (2) No

c. If no, please explain: _____

128 a. How often do you use the workshop/activity areas?

(1) Daily (2) Weekly (3) Monthly (4) Less often (5) Never (5) N/A

b. Are you satisfied with the quality of this service? (1) Yes (2) No

c. If no, please explain: _____

129 a. How often do you use the convenience store?

(1) Daily (2) Weekly (3) Monthly (4) Less often (5) Never (5) N/A

b. Are you satisfied with the quality of this service? (1) Yes (2) No

c. If no, please explain: _____

130. OTHER: (specify) _____

a. How often do you use this service?

(1) Daily (2) Weekly (3) Monthly (4) Less often (5) Never (5) N/A

b. Are you satisfied with the quality of this service? (1) Yes (2) No

c. If no, please explain: _____

Satisfaction with Services cont.

About access to services/amenities:

- 131.** Are services (e.g. social programs) easy for you to get to? (1) Yes (2) No
132. Are they easy to get to during the winter? (1) Yes (2) No
133. Are services available when you need them? (1) Yes (2) No
134. Are requests for services responded to quickly? (1) Yes (2) No
135. If no to any of the above questions, please explain :
-
-

About service information:

- 136.** Are they available in your language of choice? (1) Yes (2) No (3) Usually
137. Is information given by service providers? (1) Yes (2) No (3) Usually
138. Is the information easy to understand? (1) Yes (2) No (3) Usually
139. Is assistance from staff/ volunteers available? (1) Yes (2) No (3) Usually

About the on-site staff:

- 140.** Are they courteous and helpful? (1) Yes (2) No (3) Usually
141. Are they knowledgeable and competent? (1) Yes (2) No (3) Usually
142. Do they keep you well informed? (1) Yes (2) No (3) Usually
143. Do they spend enough time with you? (1) Yes (2) No (3) Usually

144. Do the amenities and services you receive support your everyday activities?

(1) Yes (2) No

145. Do these amenities and services make it easier to socialize with other residents and/or visitors?

(1) Yes (2) No

(Please elaborate):

146. How have these amenities and services contributed to your quality of life or your sense of well-being?

Satisfaction with Services cont.

147. If any of the previously listed amenities or services were not available, would you still be comfortable living in this housing project?

(1) Yes (2) No (If no, please specify which services and why):

148. Which are the most important amenities or services that you need?

149. Are there any other services or amenities that you need that are not available here in the housing project?

(1) Yes (2) No If yes, list:

150. What community-based services are more accessible because of living here?

151. Which, if any community-based services would you like to have made available within your housing project?

152. Overall how satisfied are you with the quality of services and amenities you receive at this housing project?

(1) Very satisfied (2) Somewhat satisfied (3) Not satisfied

153. How satisfied are you with the kinds of services and amenities you receive?

(1) Very satisfied (2) Somewhat satisfied (3) Not satisfied

General Satisfaction

154. Do you feel proud to live here? Please explain your answer.

- (1) Yes (2) No (3) Indifferent
-
-

155. In general, how happy are you living here?

- (1) Very happy (2) Somewhat happy (3) Not very happy

Recommended Facilities and Services

156. If you were advising an architect about the design of a housing complex similar to this one, which facilities and services would you recommend be included?

THANK YOU VERY MUCH FOR YOUR PARTICIPATION IN THIS STUDY

APPENDIX J

WALK AND TALK SURVEY

Simon Fraser University
Gerontology Research Centre

**CMHC User Satisfaction Study of
Housing Options for Older Canadians**

WALK AND TALK

Name of project: _____

City/Town: _____

Project ID: _____

Date: _____

Instructions: This form is to be completed by a member of the research team who will tour several units at each site, accompanied by the resident of each unit. **Items in bold type represent questions that the researcher will ask the resident.** Items in plain type are completed by the researcher based solely on her own judgement and/or observations.

Introduction to Walk and Talk:

Thank you so much for letting me come into your home. This part of the study is extremely important. It's the only time we get to see how residents use their space. What I'm going to do is record some of the details of your home, for example, the size and arrangement of cupboards; but most important, I'm going to ask your opinion about how the design features meet your needs. I would be grateful if you would walk around with me and answer some questions about each room. We'll start with the kitchen [if no kitchen, start with the living room].

Just before I measure the room and ask about your home, I'll need to ask a few questions about you personally. We don't need your name but we do need some personal characteristics so that we can describe the kinds of people who participated in the study. All of the information you give me is strictly confidential. No names or identifying information will be given to anyone. The reports will simply say, so many % were satisfied with a particular feature of the unit, and so many % suggested certain improvements.

RESPONDENT CHARACTERISTICS

1. Gender:

- (1) Female (2) Male

• 2. Are you currently:

- (1) Married?
 (2) Separated/divorced?
 (3) Widowed?
 (4) Never married?

• 3. Who else do you live with in this household?

- (1) I live alone
 (2) Spouse
 (3) Son or daughter
 (4) Other family members (specify) _____
 (5) Non-relatives

• 4. What was your primary life occupation? _____

• 5. Are you currently working? (1) Yes (2) No

• 6. What was your highest level of education?

- (1) Less than grade 9
 (2) Some high school
 (3) High school graduation
 (4) Trade school/diploma
 (5) Some college or university
 (6) College/university degree
 (7) University post-graduate degree

• 7. How would you rate your health compared to others your age?

- (1) Excellent
 (2) Good
 (3) Fair
 (4) Poor
 (5) Very poor

RESPONDENT CHARACTERISTICS cont.

• 8. Do you have any of the following health problems?

- (1) Arthritis
- (2) Back problems
- (3) Osteoporosis
- (4) Vision problems (that cannot be corrected with eyeglasses)
- (5) Other (specify) _____
- (6) None of the above

• 9. Do you use any of the following mobility aids?

- (1) Wheelchair
- (2) Walker
- (3) Scooter
- (4) Cane
- (5) Other (specify) _____
- (6) None of the above

• 10. How old were you on your last birthday? _____ years

• 11. How tall are you? _____ feet _____ inches (_____ m)

Now I'm going to take some photographs, do some measuring and make some notes about your home.

Questions 12 - 90 are to be answered according to the researcher's observations.

LIVING UNIT

12. Type of unit:

- (1) Bachelor/studio (4) One bedroom plus den
- (2) One bedroom (5) Bed-sitting room (no kitchen)
- (3) Two bedroom (6) Other (specify): _____

13. Note where unit is located within the building; e.g. floor level, proximity to elevators, etc.

Kitchen

14. Dimensions of the kitchen:

Width: Length:

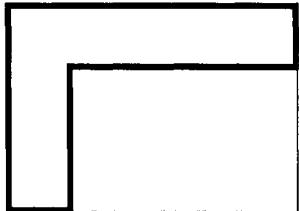
15. Are the kitchen dimensions sufficient to allow full use of the appliances
(e.g. does the refrigerator open wide enough to allow shelves to be pulled out)?

(1) Yes (2) No

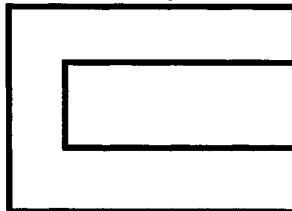
16. What type of layout does the kitchen have? (See diagrams below)

- (1) L-shaped
- (2) U-shaped
- (3) Walk-through/galley style
- (4) Along one wall
- (5) L-shaped with island
- (6) Other (specify)

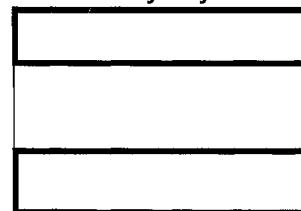
L-shaped



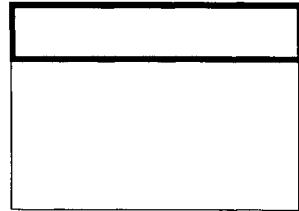
U-shaped



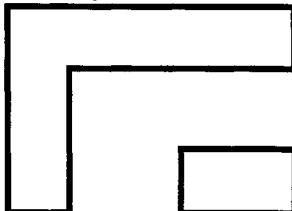
Galley style



Along one wall



L-shaped with island



Other (draw layout)



(Sketch in placement of stove, refrigerator and sink)

17. Dimensions of the kitchen counter:

Depth: _____ inches (_____ cm) Length: _____ inches (_____ cm)

Kitchen cont.

18. Is there a work area in the kitchen that can be used while seated?

(1) Yes (2) No

19. If yes, describe:

20. Is there a place in the kitchen for the resident to sit and eat?

(1) Yes (2) No

21a. Is there a full height pantry cupboard? (1) Yes (2) No

21b. If yes, what type door does it have?

(1) Bi-fold (2) Swing (3) Sliding (4) Manifold (5) None

22. What is the height of the top shelf above the floor in the cupboards over the counter? _____ inches (_____ cm)

23. What is the depth of the shelves in the cupboards above the counter?

_____ inches (_____ cm)

24. Are the shelves:

(1) Adjustable? (2) Fixed?

25. What is the height of the lowest shelf from the floor? _____ inches (_____ cm)

26. Type of shelf in cupboards under counter:

(1) Fixed
 (2) Pull-out type
 (3) Lazy susan
 (4) Other (PLEASE SPECIFY): _____
 (5) No shelf

27. What is the depth of the shelves in the cupboards below the counter?

_____ inches (_____ cm)

Kitchen cont.

28. What type of door hardware do the kitchen cupboards have?

- (1) Knobs
- (2) Pull handles
- (3) Levers
- (4) Magnetic push closers
- (5) None/concealed grooves
- (6) Other (specify): _____

The kitchen sink:

- | | |
|--|--|
| 29. Is there a light over the kitchen sink? | <input type="checkbox"/> (1) Yes <input type="checkbox"/> (2) No |
| 30. Is there knee space under the kitchen sink? | <input type="checkbox"/> (1) Yes <input type="checkbox"/> (2) No |
| 31. Is the underside of the sink and plumbing enclosed? | <input type="checkbox"/> (1) Yes <input type="checkbox"/> (2) No |

32. If there is knee space under the kitchen sink, what is the width?

_____ inches (_____ cm)

33. What type of faucets does the kitchen sink have?

- (1) Lever-type (hot and cold separate)
- (2) Lever-type (hot and cold combined)
- (3) Knob-type with projections
- (4) Knob-type without projections
- (5) Diamond-shaped

Appliances:

34. Type of stove:

- (1) Electric
- (2) Gas
- (3) No stove
- (4) Microwave oven

35. Where are the stove controls situated?

- (1) At the front of the unit
- (2) At the back of the unit
- (3) On the top/level with the elements
- (4) Other (specify) _____

36. Type of refrigerator:

- (1) A standard upright unit
- (2) A small under-counter unit
- (3) A small over-counter unit
- (4) Other (specify) _____
- (5) No fridge

Living-Dining Areas

37. Sketch the configuration of the living/dining areas:

38. Dimensions of the living/dining areas:

Is the living-dining area:

- | | |
|---|--|
| 39. Combined with/open to the kitchen area? | <input type="checkbox"/> (1) Yes <input type="checkbox"/> (2) No |
| 40. If yes, is there a screen of any kind between the two areas? | <input type="checkbox"/> (1) Yes <input type="checkbox"/> (2) No |

41. What furniture does the living/dining area contain?

- | |
|--|
| <input type="checkbox"/> (0) Couch |
| <input type="checkbox"/> (1) Loveseat |
| <input type="checkbox"/> (2) Chair(s) |
| <input type="checkbox"/> (3) Coffee table |
| <input type="checkbox"/> (4) End tables |
| <input type="checkbox"/> (5) Entertainment unit |
| <input type="checkbox"/> (6) Television |
| <input type="checkbox"/> (7) Dining table |
| <input type="checkbox"/> (8) Bed |
| <input type="checkbox"/> (9) Other (specify) _____ |

42. Indicate specific activity areas observed:

Bedroom

43. Type of sleeping area :

- (1) A separate bedroom
- (2) A bed-alcove
- (3) A bed in the bed-living area

44. Dimensions of the bedroom/sleeping area:

Width:

Length:

45. What furniture does the bedroom/sleeping area contain? (Check all that apply).

- (0) Single bed
- (1) Double bed
- (2) Twin beds
- (3) Dresser
- (4) Night table(s)
- (5) Chair
- (6) Television
- (7) Trunk or chest
- (8) Highboy dresser
- (9) Other (please specify): _____

46. Indicate specific activity areas observed:

47. Do windows provide a view from the bed?

- (1) Yes
- (2) No

48. Do windows provide a view from a sitting position?

- (1) Yes
- (2) No

Bathroom

49. Is the route from the bedroom to the bathroom direct and unobstructed?

- (1) Yes
 (2) No (specify): _____

50. Width of the bathroom door: _____ inches (_____ cm)

51. Which way does the bathroom door open?

- (1) Inward (2) Outward (3) By sliding

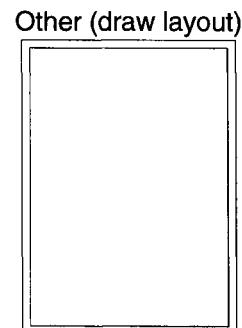
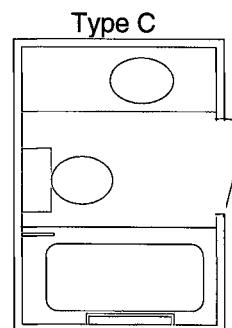
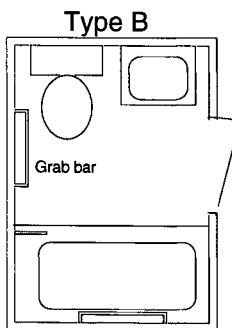
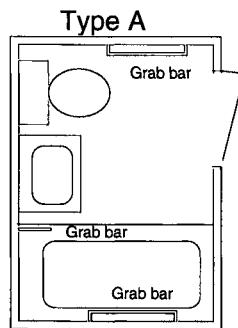
52. Is the bathroom equipped with:

- (1) A shower stall only with fixed head shower
 (2) A shower stall only with flexible hand-held shower
 (3) A shower stall only with adaptor for telephone shower
 (4) A bathtub only
 (5) A bathtub with fixed head shower
 (6) A bathtub with flexible hand-held shower
 (7) A bathtub with adaptor for telephone shower
 (8) A bathtub and shower stall separate from each other

53. Dimensions of the bathroom:

54. Design of the bathroom (see diagrams below):

- (1) Type A
 (2) Type B
 (3) Type C
 (4) Other (specify)



Bathroom cont.

In the bathroom:

55.	Is the lock on the door operable from the outside?	<input type="checkbox"/> (1) Yes <input type="checkbox"/> (2) No
56.	Does the bathtub/shower have a non-slip bottom?	<input type="checkbox"/> (1) Yes <input type="checkbox"/> (2) No
57.	Is there a vertical grab bar near the bathtub faucets?	<input type="checkbox"/> (1) Yes <input type="checkbox"/> (2) No
58.	Is there a grab bar mounted on the bathtub/shower wall?	<input type="checkbox"/> (1) Yes <input type="checkbox"/> (2) No
59.	Is there an angled grab bar on the wall by the toilet?	<input type="checkbox"/> (1) Yes <input type="checkbox"/> (2) No
60.	Are there any grab bars other than those mentioned?	<input type="checkbox"/> (1) Yes <input type="checkbox"/> (2) No
61.	If yes, specify:	
62.	Is the toilet paper holder mounted next to the toilet?	<input type="checkbox"/> (1) Yes <input type="checkbox"/> (2) No
63.	If no, where is it located?	
64.	Is there a heat lamp in the ceiling?	<input type="checkbox"/> (1) Yes <input type="checkbox"/> (2) No
65.	Is there a medicine cabinet in the bathroom?	<input type="checkbox"/> (1) Yes <input type="checkbox"/> (2) No

If yes:

66.	Is the medicine cabinet recessed into the wall?	<input type="checkbox"/> (1) Yes <input type="checkbox"/> (2) No
67.	Does the cabinet have sliding doors?	<input type="checkbox"/> (1) Yes <input type="checkbox"/> (2) No
68.	Does the cabinet have glass shelves?	<input type="checkbox"/> (1) Yes <input type="checkbox"/> (2) No

69. What is the height of the toilet? _____ inches (_____ cm)

70. Has the height been adjusted with a device? (1) Yes (2) No

71. What height is the wash basin mounted at?

_____ inches (_____ cm)

72. Type of faucets in the wash basin:

- | |
|---|
| <input type="checkbox"/> (1) Lever-type (hot and cold separate) |
| <input type="checkbox"/> (2) Lever-type (hot and cold combined) |
| <input type="checkbox"/> (3) Knob-type without projections |
| <input type="checkbox"/> (4) Knob-type with projections |

73. Type of faucets in the bathtub:

- | |
|---|
| <input type="checkbox"/> (1) Lever-type (hot and cold separate) |
| <input type="checkbox"/> (2) Lever-type (hot and cold combined) |
| <input type="checkbox"/> (3) Knob-type without projections |
| <input type="checkbox"/> (4) Knob-type with projections |

Balconies

74a. Does the unit have:

- (1) A balcony that is big enough for a table and chairs?
- (2) A balcony that is only wide enough to sit on?
- (3) A balcony that only permits opening the door?
- (4) A patio at grade?
- (5) No balcony/patio/? (If there is no balcony, skip to question # 78).

74b. Where is the balcony/patio door?

- (1) Off the living room
- (2) Off the kitchen
- (3) Off the bedroom

75. If there is a balcony, does the design of the railing obstruct the view from a seated position?

- (1) Yes
- (2) No

76. Dimensions of the balcony:

Width: _____ Length: _____

77. Height of the threshold to the balcony: _____ inches (_____ cm)

Questions 78 & 79 have been eliminated.

Electrical

80. In rooms other than the kitchen and bathroom, what height are the electrical outlets located at?

_____ inches (_____ cm)

Questions 81 & 82 have been eliminated.

Windows

83. Is there a window sill that is 30" (76cm) or less from the floor? (1) Yes (2) No

84. What type of opening mechanism do the windows have? Check all that apply.

- (1) Sliding
- (2) Casement
- (3) Awning window (hinges at top)
- (4) Double-hung
- (5) Windows do not open
- (6) Sliding or french doors

Doors

85. What kind of hardware do the doors have?

- | | |
|---|---|
| <input type="checkbox"/> (1) Round knobs | <input type="checkbox"/> (2) Lever handles |
| <input type="checkbox"/> (3) Pull on sliding door | <input type="checkbox"/> (4) Other (specify): _____ |

Environmental Features

Does the unit have:

- | | |
|--|--|
| 86. Individual heating controls? | <input type="checkbox"/> (1) Yes <input type="checkbox"/> (2) No |
| 87a. Air conditioning? | <input type="checkbox"/> (1) Yes <input type="checkbox"/> (2) No |
| 87b. Individual air-conditioning controls? | <input type="checkbox"/> (1) Yes <input type="checkbox"/> (2) No |
| 88. Smoke detection devices? | <input type="checkbox"/> (1) Yes <input type="checkbox"/> (2) No |

89. Does the unit have an intercom connecting it to the:

- | | |
|---|--|
| <input type="checkbox"/> (1) Front desk | <input type="checkbox"/> (2) Front door |
| <input type="checkbox"/> (3) Other (specify): _____ | <input type="checkbox"/> (4) No intercom |

90. Where in the unit are emergency call buttons located?

- | | |
|---|--------------------------------------|
| <input type="checkbox"/> (1) Bathroom | <input type="checkbox"/> (2) Kitchen |
| <input type="checkbox"/> (3) Living room | <input type="checkbox"/> (4) Bedroom |
| <input type="checkbox"/> (5) Other (specify): _____ | |

(NOTE: Table A to be filled in by researcher/interviewer, after asking resident questions)

Table A.

(1) = Yes; (2) = No; (3) = Not applicable

	91. Kitchen	92. Dining room	93. Living room	94. Bed- room	95. Full bath	96. Half bath	97. Other (specify)
a. Is this room included in this home?	<input type="checkbox"/> (1) <input type="checkbox"/> (2)						
● b. Is this room large enough?	<input type="checkbox"/> (1) <input type="checkbox"/> (2)						
● c. Does it have sufficient artificial lighting?	<input type="checkbox"/> (1) <input type="checkbox"/> (2)						
● d. Does it get sufficient natural light? (N/A = no windows)	<input type="checkbox"/> (1) <input type="checkbox"/> (2) <input type="checkbox"/> (3)						
● e. Does this room have enough storage space?	<input type="checkbox"/> (1) <input type="checkbox"/> (2) <input type="checkbox"/> (3)						

Answers to questions 98 - 198 are to be based upon the resident's responses.

LIVING UNIT

•98a. Overall, how do you like your dwelling unit?

Not at all

Very much

<input type="checkbox"/> (1)	<input type="checkbox"/> (2)	<input type="checkbox"/> (3)	<input type="checkbox"/> (4)	<input type="checkbox"/> (5)
------------------------------	------------------------------	------------------------------	------------------------------	------------------------------

•98b. How long have you lived in this dwelling unit? _____

Question 99 has been eliminated.

Kitchen

•100. How do you like your kitchen?

Not at all

Very much

<input type="checkbox"/> (1)	<input type="checkbox"/> (2)	<input type="checkbox"/> (3)	<input type="checkbox"/> (4)	<input type="checkbox"/> (5)
------------------------------	------------------------------	------------------------------	------------------------------	------------------------------

•101. Approximately how much time do you spend in the kitchen every day?

--

•102. What do you use your kitchen for? Check all that apply.

- (1) Just beverages and snacks
- (2) Breakfast
- (3) Lunch
- (4) Dinner
- (5) Entertaining guests
- (6) Other (specify):

•103. Is there enough counter space to meet your needs?

(Check all that apply).

<input type="checkbox"/> (1) Yes	<input type="checkbox"/> (2) No, too small	<input type="checkbox"/> (3) No, poor configuration
----------------------------------	--	---

•104. How do you usually prepare your food?

<input type="checkbox"/> (1) Standing up	<input type="checkbox"/> (2) Sitting down
--	---

Kitchen cont.

[If the kitchen has a work area that can be used while seated, ask:]

- **105. Do you ever use this area to prepare food from a seated position?**

(1) Yes (2) No

[If the kitchen does not have a work area that can be used while seated, ask:]

- **106. Would you prepare food while seated if there was an area in the kitchen to do so?**

(1) Yes (2) No

- **107. Where in your unit do you usually eat?**
-

- **108. Do you ever use this area for anything other than eating or food preparation?**

(1) Yes (2) No

- **109. [If yes] What are these activities?**
-
-

Cupboards:

- **110. Do you have any problems using the cupboards in the kitchen?**

(1) Yes (specify) _____
 (2) No

- **111. Are the cupboard doors and drawers easy or hard for you to open?**

(1) Easy (2) Hard

Kitchen cont.

Show me how you use your kitchen cupboards, both the high ones and the low ones:

		a.	b.	c.	d.
	Cupboard placement	Do you use?	[If yes] What for?	Are they easy to reach?	How do you reach into this cupboard?
● 112.	Cupboards over stove	<input type="checkbox"/> (1) Yes <input type="checkbox"/> (2) No <input type="checkbox"/> (3) N/A	<input type="checkbox"/> (1) N-P* food items <input type="checkbox"/> (2) Frequently used items <input type="checkbox"/> (3) Infrequently used items	<input type="checkbox"/> (1) Yes <input type="checkbox"/> (2) No	<input type="checkbox"/> (1) Stand comfortably <input type="checkbox"/> (2) Have to stretch <input type="checkbox"/> (3) Using a step etc. <input type="checkbox"/> (4) With a reacher etc. <input type="checkbox"/> (5) With assistance
● 113.	Cupboards over fridge	<input type="checkbox"/> (1) Yes <input type="checkbox"/> (2) No <input type="checkbox"/> (3) N/A	<input type="checkbox"/> (1) N-P* food items <input type="checkbox"/> (2) Frequently used items <input type="checkbox"/> (3) Infrequently used items	<input type="checkbox"/> (1) Yes <input type="checkbox"/> (2) No	<input type="checkbox"/> (1) Stand comfortably <input type="checkbox"/> (2) Have to stretch <input type="checkbox"/> (3) Using a step etc. <input type="checkbox"/> (4) With a reacher etc. <input type="checkbox"/> (5) With assistance
● 114.	Cupboards over counter	<input type="checkbox"/> (1) Yes <input type="checkbox"/> (2) No <input type="checkbox"/> (3) N/A	<input type="checkbox"/> (1) N-P* food items <input type="checkbox"/> (2) Frequently used items <input type="checkbox"/> (3) Infrequently used items	<input type="checkbox"/> (1) Yes <input type="checkbox"/> (2) No	<input type="checkbox"/> (1) Stand comfortably <input type="checkbox"/> (2) Have to stretch <input type="checkbox"/> (3) Using a step etc. <input type="checkbox"/> (4) With a reacher etc. <input type="checkbox"/> (5) With assistance
● 115.	Cupboards under counter	<input type="checkbox"/> (1) Yes <input type="checkbox"/> (2) No <input type="checkbox"/> (3) N/A	<input type="checkbox"/> (1) N-P* food items <input type="checkbox"/> (2) Frequently used items <input type="checkbox"/> (3) Infrequently used items	<input type="checkbox"/> (1) Yes <input type="checkbox"/> (2) No	<input type="checkbox"/> (4) With reacher etc. <input type="checkbox"/> (5) With assistance <input type="checkbox"/> (6) Bending <input type="checkbox"/> (7) Kneeling

* N-P = Non-perishable

Kitchen cont.

Questions 116 - 119 have been eliminated.

The kitchen sink:

- 120. Do you have enough light for working at the sink? (1) Yes (2) No

[For mobility aid users only, if there is knee space under the kitchen sink ask]:

- 121. Is this enough space for you? (1) Yes (2) No

- 122. Do you find the faucets in the kitchen sink easy or hard to use?

(1) Easy (2) Hard

Question 123 has been eliminated.

Appliances:

- 124. What type of stove do you prefer?

(1) Electric (2) Gas (3) Microwave oven

- 125. Are the stove controls easy for you to reach as they are, or would you prefer to have them arranged differently?

(1) The stove controls are fine where they are
 (2) I would prefer the stove controls at the front of the unit
 (3) I would prefer the stove controls at the back of the unit
 (4) I would prefer the stove controls on the top/level with the elements
 (5) I would prefer another arrangement (specify) _____

- 126. Are the stove controls easy to see? (1) Yes (2) No

[If not]

- 127. Do you use them by touch? (1) Yes (2) No

- 128. Do you use them by sound? (1) Yes (2) No

Kitchen cont.

- 129. Do you have any problems using the stove?

<input type="checkbox"/> (1) Yes (specify)	_____
<input type="checkbox"/> (2) No	_____

- 130. Is the refrigerator size adequate for you?

<input type="checkbox"/> (1) Yes	<input type="checkbox"/> (2) No, too big	<input type="checkbox"/> (3) No, too small
----------------------------------	--	--

- 131. Do you have any problems using the fridge?

<input type="checkbox"/> (1) Yes (specify)	_____
<input type="checkbox"/> (2) No	_____

Living-Dining Areas

- 132. Does the layout of this room give you many options to arrange your furniture in the way you like it?

<input type="checkbox"/> (1) Many options
<input type="checkbox"/> (2) A few options
<input type="checkbox"/> (3) One option only

- 133. [If the living/dining area is open to the kitchen area, and there is no screen between the two areas, ask]: Would you like some kind of separation here, or is it fine the way it is?

<input type="checkbox"/> (1) Would like screen/separation
<input type="checkbox"/> (2) Fine as is

- 134. How do you like your living/dining area?

Not at all	Very much			
<input type="checkbox"/> (1)	<input type="checkbox"/> (2)	<input type="checkbox"/> (3)	<input type="checkbox"/> (4)	<input type="checkbox"/> (5)

Question 135 has been eliminated.

Bedroom

- 136. Does the layout of this bedroom/sleeping area give you many options to arrange your furniture in the way you like it?

(1) Many options
 (2) A few options
 (3) One option only

- 137. On average how many daytime hours do you spend in your bedroom?

- 138. How do you like your bedroom/sleeping area?

Not at all Very much

(1) (2) (3) (4) (5)

- 139. Do you have any problems using your bedroom/sleeping area?

(1) Yes (specify) _____
 (2) No

Bathroom

- 140. How do you like your bathroom?

Not at all Very much

(1) (2) (3) (4) (5)

- 141. Do you have any problems using the bathroom?

(1) Yes (specify) _____
 (2) No

- 142. [Mobility aid users only]: Is the door an adequate width for you?

(1) Yes (2) No

- 143. Do you have any problems using the bathtub and/or shower?

(1) Yes (specify) _____
 (2) No

Bathroom cont.

In the bathroom:

- 144. Is the bathroom floor ever slippery? (1) Yes (2) No

Question 145 has been eliminated.

- 146. Do you regularly use the ceiling heat lamp? (1) Yes (2) No (3) N/A

- 147. Is the toilet at a comfortable height for you? (1) Yes (2) No

- 148. Is the wash basin at a comfortable height for you? (1) Yes (2) No

- 149. Is the location of the toilet paper holder convenient for you?

(1) Yes (2) No

- 150. Do you have any problems getting on and off the toilet?

(1) Yes (specify) _____

(2) No _____

- 151. Do you feel safe when using the bathroom?

(1) Yes

(2) No (please explain) _____

- 152. Do you find the grab bars helpful?

(1) Yes (2) No (3) Do not use (4) Not applicable

- 153. [If there are no grab bars, ask]: Would you like to have grab bars?

(1) Yes (2) No

- 154. Is the medicine cabinet convenient for you to use?

(1) Yes

(2) No (please explain): _____

- 155. Is the type of faucet in the wash basin easy for you to use?

(1) Yes

(2) No (please explain): _____

- 156. Is the type of faucet in the bathtub easy for you to use?

(1) Yes

(2) No (please explain): _____

Question 157 has been eliminated.

Storage Space

- 158. Is there enough storage space for you? (1) Yes (2) No

- 159. Is there a storage room in addition to closets and cupboards in this unit?

(1) Yes (specify): _____
 (2) No

- 160. Is there a storage area outside this unit? (1) Yes (2) No

- 161. [If yes] What kind?

(1) A storage closet outside the unit
 (2) A locker in a common area
 (3) A common storage room
 (4) Other (specify) _____

- 162. Is this storage area convenient for you? (1) Yes (2) No

- 163. If no, why not?

Laundry

- 164. Are there laundry facilities in the unit? (1) Yes (2) No

- 165. Do you have any problems doing the laundry?

(1) Yes (specify): _____
 (2) No
 (3) N/A

Balconies

- 166. How do you like your balcony/patio area?

Not at all

Very much

<input type="checkbox"/> (1)	<input type="checkbox"/> (2)	<input type="checkbox"/> (3)	<input type="checkbox"/> (4)	<input type="checkbox"/> (5)
------------------------------	------------------------------	------------------------------	------------------------------	------------------------------

- 167. Do you have any problems using your balcony/patio area?

(1) Yes (specify)

(2) No

- 168. Does the height of the balcony threshold cause a problem for you?

(1) Yes (specify)

(2) No

Question 169 has been eliminated.

- 170. [If there is no balcony, ask]: Would you like to have a balcony/patio?

(1) Yes (2) No

Lighting

- 171. Do you have any problems with the lighting in your unit?

(1) Yes (specify)

(2) No

Electrical

- 172. Are there enough electrical outlets for your needs?

(1) Yes (2) No

- 173. If no, where would you like more?

Electrical cont.

- 174. Are the outlets at a height that you can reach easily?

(1) Yes (2) No

Questions 175 - 176 have been eliminated.

- 177. On average how many hours a day do you watch T.V.?

- 178. Do you have enough cable outlets?

(1) Yes (2) No

- 179. If there are not enough cable outlets, where would you like more?

Windows

- 180. How do you like your windows?

Not at all

Very much

(1) (2) (3) (4) (5)

Question 181 has been eliminated.

- 182. Are the windows easy or difficult to open and close?

(1) Easy (2) Difficult

- 183. How do you like the view from your windows?

Not at all

Very much

(1) (2) (3) (4) (5)

Doors

- 184. Do you have any trouble using the doors in your unit?

<input type="checkbox"/> (1) Yes (specify): _____
<input type="checkbox"/> (2) No

- 185. [If the resident uses a mobility aid, ask:] Are the doors in your unit wide enough for you?

<input type="checkbox"/> (1) Yes	<input type="checkbox"/> (2) No
----------------------------------	---------------------------------

Question 186 has been eliminated.

- 187. Have you had any accidents/falls in your home here?

<input type="checkbox"/> (1) Yes (specify): _____
<input type="checkbox"/> (2) No

Alarm

[If there is an alarm, ask:]

- 188. Have you ever used the alarm button? (1) Yes (2) No

- 189. [If yes] Why?

Question 190 has been eliminated.

- 191. Is the alarm button easy to use?

<input type="checkbox"/> (1) Yes
<input type="checkbox"/> (2) No (specify) _____

Environmental Features

- 192. Can you get your home warm enough in cold weather?

<input type="checkbox"/> (1) Yes	<input type="checkbox"/> (2) No (specify) _____
----------------------------------	---

- 193. Can you get your home cool enough in warm weather?

<input type="checkbox"/> (1) Yes	<input type="checkbox"/> (2) No (specify) _____
----------------------------------	---

- 194. Is your home ever too humid?

<input type="checkbox"/> (1) Yes	<input type="checkbox"/> (2) No
----------------------------------	---------------------------------

- 195. Is your home ever too dry?

<input type="checkbox"/> (1) Yes	<input type="checkbox"/> (2) No
----------------------------------	---------------------------------

- 196. How is the ventilation in your home?

<input type="checkbox"/> (1) Good	<input type="checkbox"/> (2) Adequate	<input type="checkbox"/> (3) Poor
-----------------------------------	---------------------------------------	-----------------------------------

- 197. Have you made any major changes to your home? (1) Yes (2) No

If yes, specify:	_____
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- 198. In what ways do you feel your unit could be improved?

THANK YOU FOR YOUR PARTICIPATION IN THIS STUDY