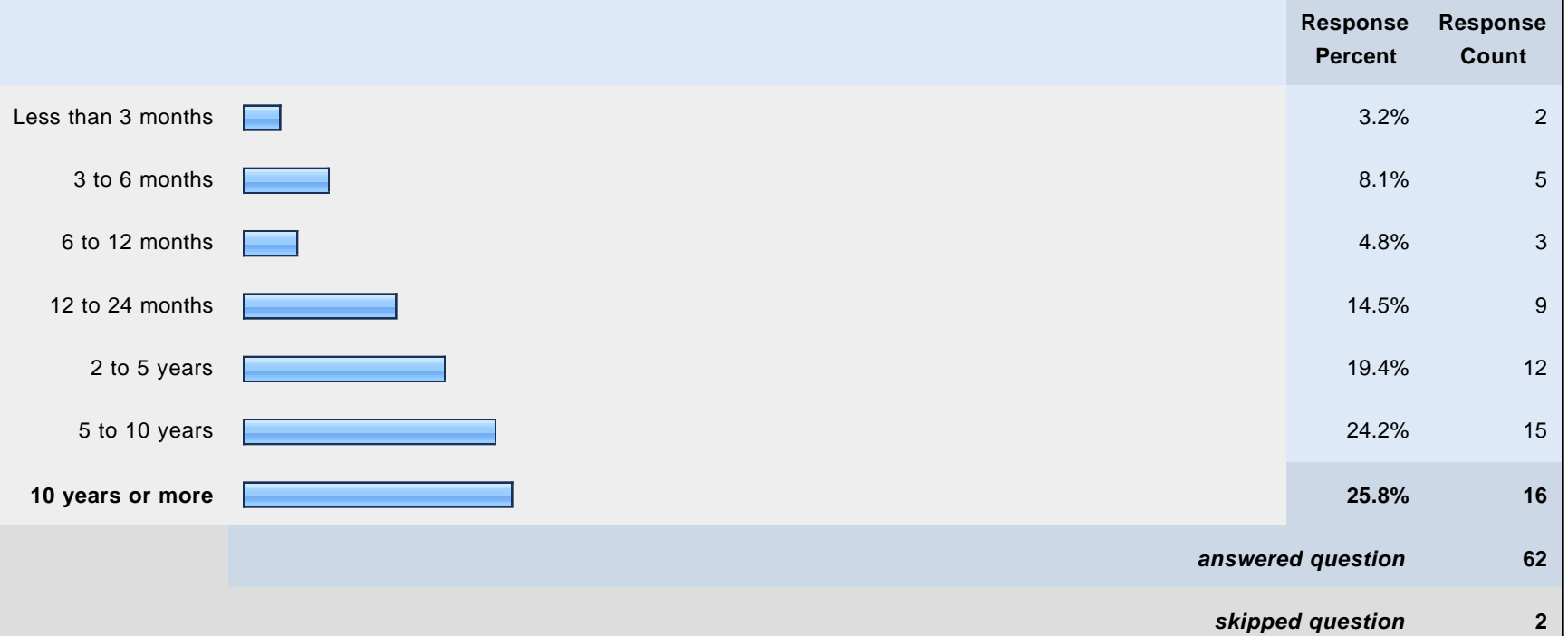


### 1. How many years have you been attending or participating in programs, groups or activities at Stonegate CHC?



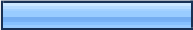

## 2. How do you normally get to the Health Centre for programs, groups or activities?

	Response Percent	Response Count
Walk	40.3%	25
<b>Car</b>	<b>54.8%</b>	<b>34</b>
TTC	6.5%	4
Other	3.2%	2
Other (please specify)		1
<b>answered question</b>		<b>62</b>
<b>skipped question</b>		<b>2</b>


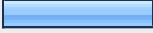


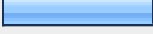

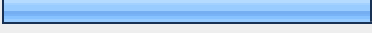
## 3. In general, how would you rate your overall health now?

	Response Percent	Response Count
Excellent	18.3%	11
<b>Very good</b>	<b>30.0%</b>	<b>18</b>
Good	28.3%	17
Fair	21.7%	13
Poor	1.7%	1
<b>answered question</b>		<b>60</b>
<b>skipped question</b>		<b>4</b>

#### 4. Are you?

	Response Percent	Response Count
Male 	16.4%	10
Female 	83.6%	51
	<i>answered question</i>	61
	<i>skipped question</i>	3

## 5. What is your age now?

	Response Percent	Response Count
12 to 24 years	0.0%	0
12 to 18 years	0.0%	0
19 to 24 years 	3.2%	2
25 to 34 years 	12.9%	8
35 to 44 years 	8.1%	5
45 to 54 years 	6.5%	4
55 to 64 years 	12.9%	8
65 to 74 years 	24.2%	15
<b>75 or older</b> 	<b>32.3%</b>	<b>20</b>
<b>answered question</b>		<b>62</b>
<b>skipped question</b>		<b>2</b>





## 6. What is the highest grade or level of school that you have completed?

	Response Percent	Response Count
Pre-school	0.0%	0
Primary School (grades 1 - 8) or equivalent	6.8%	4
<b>Secondary school (grades 9 - 12) or equivalent</b>	<b>47.5%</b>	<b>28</b>
College or University (diploma or degree)	40.7%	24
None	0.0%	0
Other	5.1%	3
Other (please specify)		3
<b>answered question</b>		<b>59</b>
<b>skipped question</b>		<b>5</b>

## 7. Do you require access to programs, groups or activities in a language other than English?

	Response Percent	Response Count
Yes (if yes, please check the language below)	18.3%	11
Polish	21.7%	13
Spanish	1.7%	1
Albanian	1.7%	1
Russian	3.3%	2
Ukrainian	3.3%	2
Czech	0.0%	0
<b>No</b>	<b>75.0%</b>	<b>45</b>
Other (please specify)		1
	<b><i>answered question</i></b>	<b>60</b>
	<b><i>skipped question</i></b>	<b>4</b>

## 8. What is your household's source of income?

	Response Percent	Response Count
No income	0.0%	0
Social assistance 	13.8%	8
<b>Retirement pension</b> 	<b>56.9%</b>	<b>33</b>
Other Pension 	8.6%	5
Employment income 	20.7%	12
Other (please specify)		2
<b>answered question</b>		<b>58</b>
<b>skipped question</b>		<b>6</b>



## 9. What is the total amount of household income?

		Response Percent	Response Count
less than \$15,000		22.9%	11
\$15,000 to \$19,999		22.9%	11
\$20,000 to \$29,999		18.8%	9
\$30,000 to \$39,999		16.7%	8
\$40,000 to \$49,999		0.0%	0
\$50,000 to \$59,999		4.2%	2
\$60,000 and over		12.5%	6
other income.		2.1%	1



***answered question*** 48

***skipped question*** 16

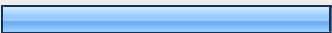
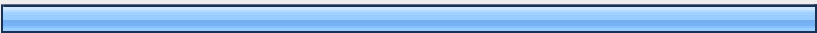
### 10. Do you rent or own your home in the Stonegate neighbourhood?

	Response Percent	Response Count
rent an apartment/ house/ condo 	53.8%	28
own my own house/condo. 	46.2%	24
Please give us your postal code:		51
<b>answered question</b>		<b>52</b>
<b>skipped question</b>		<b>12</b>

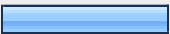

### 11. Do you have a computer and internet access with e-mail at home?

	Response Percent	Response Count
Yes 	53.3%	32
No 	46.7%	28
<b>answered question</b>		<b>60</b>
<b>skipped question</b>		<b>4</b>

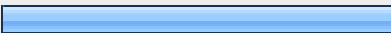

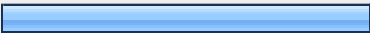
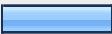

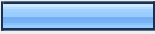



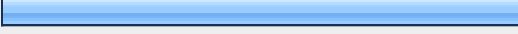
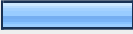


## 12. Would you like to receive health and other program and service information electronically (e-mail) ?

	Response Percent	Response Count
Yes 	28.6%	16
No 	71.4%	40
If yes, please give us your e-mail address:		15
<b>answered question</b>		<b>56</b>
<b>skipped question</b>		<b>8</b>

## 13. Have you visited the Stonegate CHC website?

	Response Percent	Response Count
Yes 	14.3%	8
No 	85.7%	48
<b>answered question</b>		<b>56</b>
<b>skipped question</b>		<b>8</b>

**14. What do you think are the three most serious problems in the Stonegate Community? (please check only 3)**





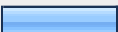
		Response Percent	Response Count
Low income/poverty		34.0%	18
Lack of social/recreational space for children, families and seniors		15.1%	8
High rents and lack of affordable housing		32.1%	17
Apartment building maintenance and repairs		9.4%	5
Community safety and crime		18.9%	10
Access to health care and other community services		13.2%	7
Environmental issues (air, water, pollution)		9.4%	5
Lack of Public Transit or other transportation issues		13.2%	7
Lack of Dental Services		20.8%	11
<b>Affordable food and groceries</b>		<b>45.3%</b>	<b>24</b>
Employment		11.3%	6
English as a Second Language (ESL) Programs		13.2%	7
Other (please specify)		7.5%	4

answered question 53





skipped question 11

### 15. Which programs, groups or activities have you attended or participated in? (please check all that apply)

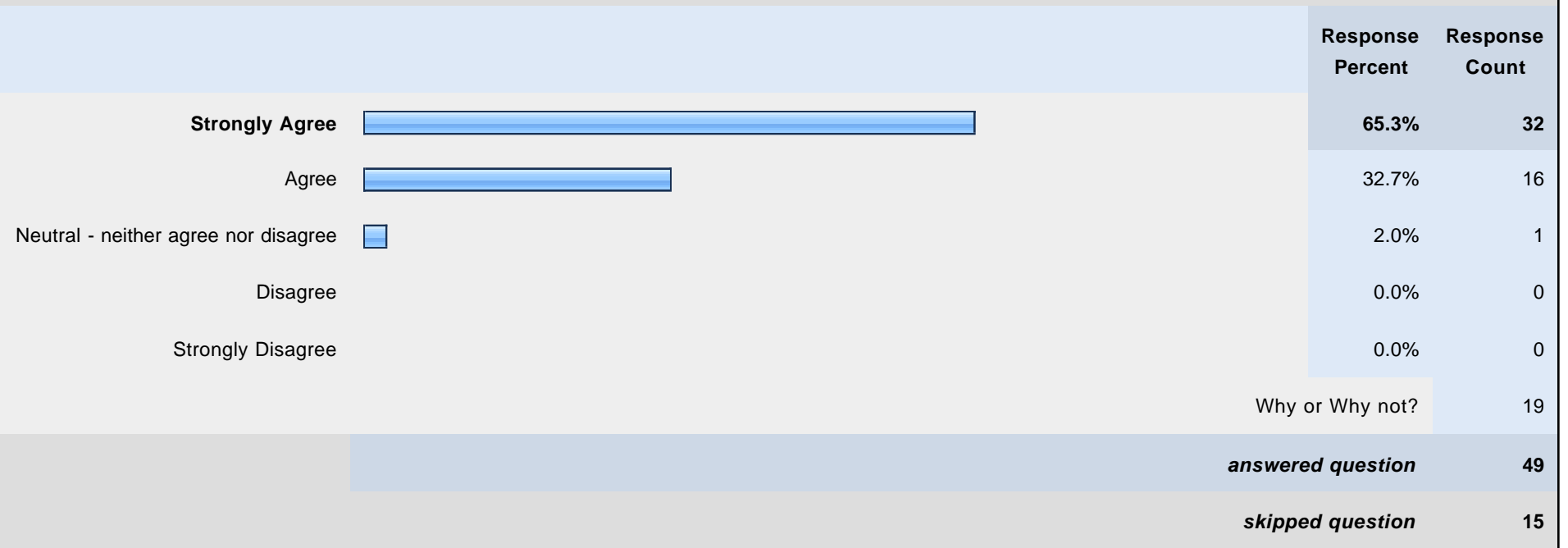
	Response Percent	Response Count
Weekly Woman's Program	32.8%	20
<b>Senior's Brunch</b>	<b>47.5%</b>	<b>29</b>
2000 Seniors Club (Polish)	23.0%	14
Stonegate Plus Club	23.0%	14
Housing Workshops	8.2%	5
Healthy Cooking Classes	27.9%	17
Gardening Workshops	14.8%	9
Health Education Workshops & Events	14.8%	9
Stonegate Farmers' Market	39.3%	24
Good Food Box	13.1%	8
Colour It Up Stroke Prevention	13.1%	8
Eating for Two	14.8%	9
Parent Relief	3.3%	2
Sunnylea Children Drop-in	1.6%	1

Sunnylea Baby Club		0.0%	0
Stonegate Children Drop-in		8.2%	5
Tools for School		0.0%	0
Exploring Hands		8.2%	5
Incredible Years Parenting Program		1.6%	1
Time Together for parents and babies		1.6%	1
Prenatal Classes		9.8%	6
Children & Youth Programs		0.0%	0
<b>answered question</b>			<b>61</b>
<b>skipped question</b>			<b>3</b>

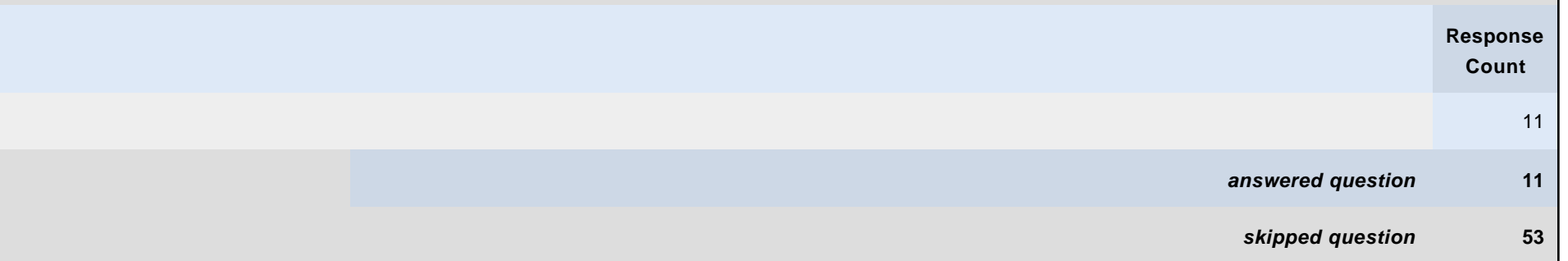
**16. Overall, I am satisfied with the programs, groups and activities offered at Stonegate CHC.**

	Response Percent	Response Count
Strongly Agree 	66.7%	38
Agree 	29.8%	17
Neutral - neither agree nor disagree 	1.8%	1
Disagree	0.0%	0
Strongly Disagree 	1.8%	1
<i>answered question</i>		<b>57</b>
<i>skipped question</i>		<b>7</b>

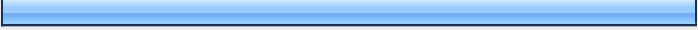
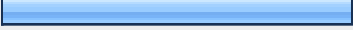



**17. I would refer and encourage a family member, friend or neighbour to attend or participate in the programs, groups and activities offered at Stonegate CHC.**




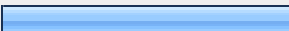



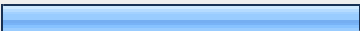
**18. Please offer any additional comments:**



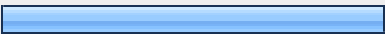





## 19. Programs, groups and activities are available at times that make sense for me.

	Response Percent	Response Count
Strongly Agree 	60.9%	28
Agree 	30.4%	14
Neutral - neither agree nor disagree 	4.3%	2
Disagree 	2.2%	1
Strongly Disagree 	2.2%	1
Don't know	0.0%	0
Not Applicable	0.0%	0
<b>answered question</b>		<b>46</b>
<b>skipped question</b>		<b>18</b>

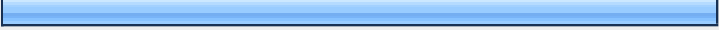
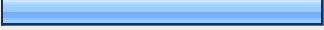


**20. I have difficulty accessing, attending or participating in programs, groups or activities because:**

	Response Percent	Response Count
they are held too early in the day 	18.8%	3
they are held too late in the evening 	25.0%	4
The Health Centre is too far 	6.3%	1
I need child care 	25.0%	4
I have trouble getting around and need a ride	0.0%	0
I need TTC fare	0.0%	0
I don't know anyone and feel uncomfortable	0.0%	0
Current programs, groups and activities don't really interest me 	6.3%	1
<b>Other (please specify)</b> 	<b>31.3%</b>	<b>5</b>
<b><i>answered question</i></b>		<b>16</b>
<b><i>skipped question</i></b>		<b>48</b>





**21. The telephone registration system to sign up for programs, groups and activities is easy to understand and use.**

	Response Percent	Response Count
Strongly Agree 	33.3%	12
<b>Agree</b> 	<b>41.7%</b>	<b>15</b>
Neutral 	8.3%	3
Disagree 	5.6%	2
Strongly Disagree	0.0%	0
Don't Know 	2.8%	1
Not Applicable 	8.3%	3
Please comment on the registration process:		1
<b><i>answered question</i></b>		<b>36</b>
<b><i>skipped question</i></b>		<b>28</b>




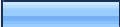
**22. The staff help me get the services I need at Stonegate CHC or in my community.**

	Response Percent	Response Count
Strongly Agree 	62.8%	27
Agree 	27.9%	12
Neutral - neither agree nor disagree 	7.0%	3
Disagree	0.0%	0
Strongly Disagree	0.0%	0
Don't know	0.0%	0
Not Applicable 	2.3%	1
<b><i>answered question</i></b>		<b>43</b>
<b><i>skipped question</i></b>		<b>21</b>

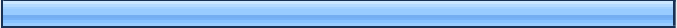



**23. The programs, groups and activities are provided in a language that is comfortable for me.**

	Response Percent	Response Count
Strongly Agree 	76.2%	32
Agree 	19.0%	8
Neutral - neither agree nor disagree 	2.4%	1
Disagree	0.0%	0
Strongly Disagree	0.0%	0
Don't know	0.0%	0
Not Applicable 	2.4%	1
<b><i>answered question</i></b>		<b>42</b>
<b><i>skipped question</i></b>		<b>22</b>

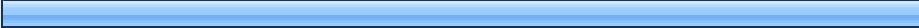

**24. The programs, groups and activities are delivered in a way that is sensitive to my culture.**

	Response Percent	Response Count
<b>Strongly Agree</b> 	55.0%	22
Agree 	22.5%	9
Neutral - neither agree nor disagree 	12.5%	5
Disagree	0.0%	0
Strongly Disagree	0.0%	0
Don't know	0.0%	0
Not Applicable 	10.0%	4
<b><i>answered question</i></b>		<b>40</b>
<b><i>skipped question</i></b>		<b>24</b>




**25. The programs, groups and activities are delivered in a way that accommodates my physical disability (if applicable).**

	Response Percent	Response Count
<b>Strongly Agree</b> 	59.0%	23
Agree 	17.9%	7
Neutral - neither agree nor disagree 	2.6%	1
Disagree	0.0%	0
Strongly Disagree	0.0%	0
Don't know	0.0%	0
Not Applicable 	20.5%	8
<b><i>answered question</i></b>		<b>39</b>
<b><i>skipped question</i></b>		<b>25</b>

**26. The staff supporting programs, groups and activities always provide courteous and professional service.**

	Response Percent	Response Count
Strongly Agree 	80.4%	37
Agree 	19.6%	9
Neutral	0.0%	0
Disagree	0.0%	0
Strongly Disagree	0.0%	0
Don't Know	0.0%	0
Not Applicable	0.0%	0
<i>answered question</i>		<b>46</b>
<i>skipped question</i>		<b>18</b>

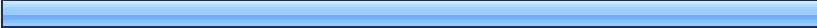



**27. The receptionists/secretaries always provide courteous and professional service.**

	Response Percent	Response Count
Strongly Agree 	73.5%	36
Agree 	24.5%	12
Neutral	0.0%	0
Disagree	0.0%	0
Strongly Disagree	0.0%	0
Don't Know	0.0%	0
Not Applicable 	2.0%	1
<b>answered question</b>		<b>49</b>
<b>skipped question</b>		<b>15</b>




**28. Please offer any additional comments:**

	Response Count
	8
<b>answered question</b>	<b>8</b>
<b>skipped question</b>	<b>56</b>

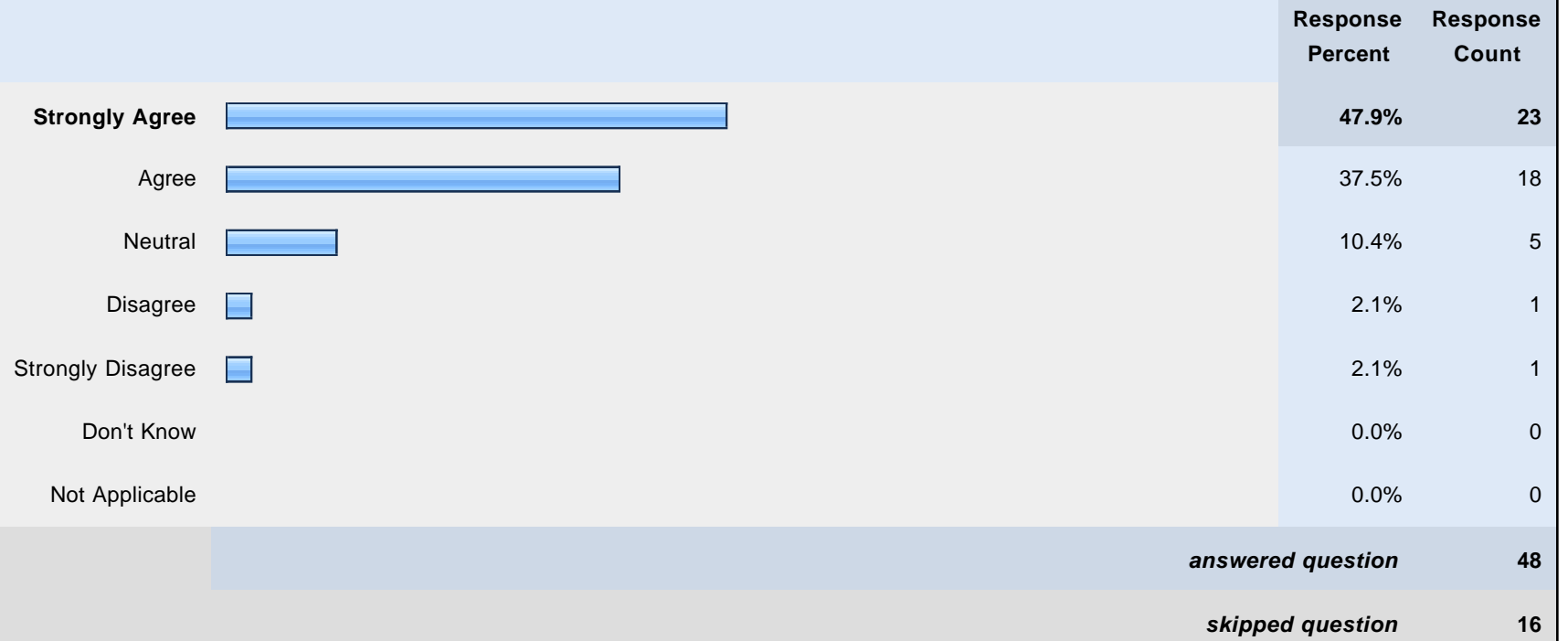
**29. The staff supporting programs, groups and activities are easy to talk to and encourage me to ask questions.**

	Response Percent	Response Count
Strongly Agree 	71.7%	38
Agree 	24.5%	13
Neutral - neither agree nor disagree 	1.9%	1
Disagree	0.0%	0
Strongly Disagree	0.0%	0
Don't know 	1.9%	1
Not Applicable	0.0%	0
<b><i>answered question</i></b>		<b>53</b>
<b><i>skipped question</i></b>		<b>11</b>

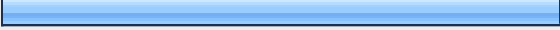
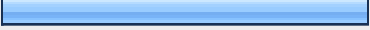
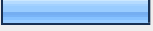


**30. The staff supporting programs, groups and activities explain things in a way I can understand.**

	Response Percent	Response Count
Strongly Agree 	70.6%	36
Agree 	27.5%	14
Neutral - neither agree nor disagree 	2.0%	1
Disagree	0.0%	0
Strongly Disagree	0.0%	0
Don't know	0.0%	0
Not Applicable	0.0%	0
<b><i>answered question</i></b>		<b>51</b>
<b><i>skipped question</i></b>		<b>13</b>

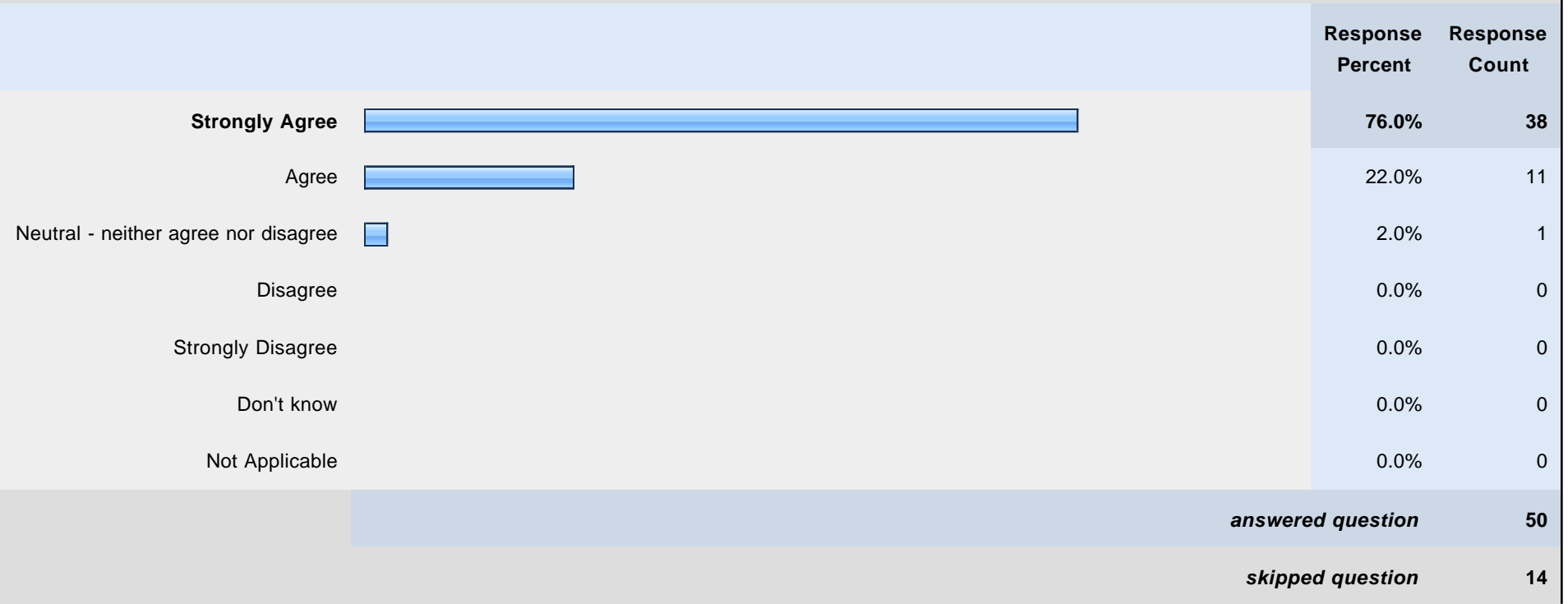
### 31. Information about new or upcoming programs, groups or activities is easy to find.



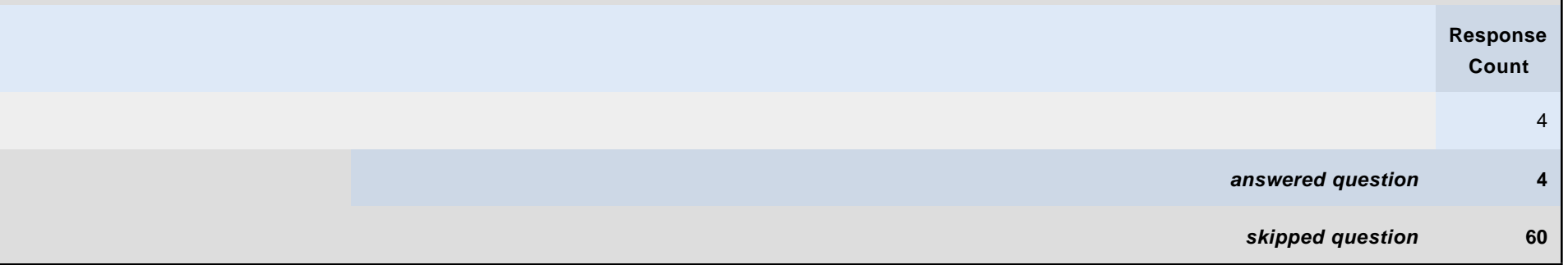
### 32. I know how to make a suggestion or complaint about something I am concerned about.

	Response Percent	Response Count
Strongly Agree 	48.9%	23
Agree 	31.9%	15
Neutral - neither agree nor disagree 	12.8%	6
Disagree	0.0%	0
Strongly Disagree	0.0%	0
Don't know 	4.3%	2
Not Applicable 	2.1%	1
<b>answered question</b>		<b>47</b>
<b>skipped question</b>		<b>17</b>

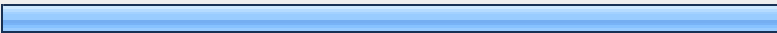

**33. I trust that staff will protect the privacy of my personal and health information and will ask me before sharing confidential information about me outside Stonegate CHC.**



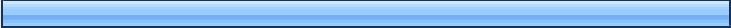



**34. Please offer any additional comments:**



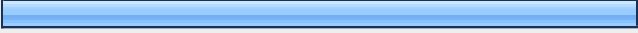



**35. I can use the information that I received by participating or attending programs, groups and activities to improve my health and well-being.**

	Response Percent	Response Count
<b>Strongly Agree</b> 	<b>68.0%</b>	<b>34</b>
Agree 	32.0%	16
Neutral - neither agree nor disagree	0.0%	0
Disagree	0.0%	0
Strongly Disagree	0.0%	0
Don't know	0.0%	0
Not Applicable	0.0%	0
<b><i>answered question</i></b>		<b>50</b>
<b><i>skipped question</i></b>		<b>14</b>

**36. I am asked to give input and feedback regarding the programs, groups or activities I participate in or attend.**

	Response Percent	Response Count
Strongly Agree 	63.8%	30
Agree 	31.9%	15
Neutral - neither agree nor disagree 	2.1%	1
Disagree	0.0%	0
Strongly Disagree	0.0%	0
Don't know 	2.1%	1
Not Applicable	0.0%	0
<b><i>answered question</i></b>		<b>47</b>
<b><i>skipped question</i></b>		<b>17</b>

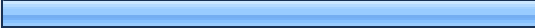



**37. The programs, groups and activities provided by Stonegate CHC are centered on and responsive to my needs.**

	Response Percent	Response Count
Strongly Agree 	55.6%	25
Agree 	37.8%	17
Neutral - neither agree nor disagree 	4.4%	2
Disagree 	2.2%	1
Strongly Disagree	0.0%	0
Don't know	0.0%	0
Not Applicable	0.0%	0
<i>answered question</i>		<b>45</b>
<i>skipped question</i>		<b>19</b>

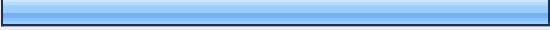
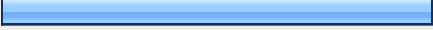
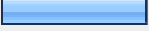

**38. Please offer any additional comments:**

	Response Count
	3
<i>answered question</i>	
<b>3</b>	
<i>skipped question</i>	
<b>61</b>	





**39. I feel my quality of life is better because of the programs, groups and activities I participate in or attend at Stonegate CHC.**

	Response Percent	Response Count
Strongly Agree 	46.8%	22
Agree 	36.2%	17
Neutral - neither agree nor disagree 	12.8%	6
Disagree	0.0%	0
Strongly Disagree	0.0%	0
Don't know	0.0%	0
Not Applicable 	4.3%	2
<b><i>answered question</i></b>		<b>47</b>
<b><i>skipped question</i></b>		<b>17</b>

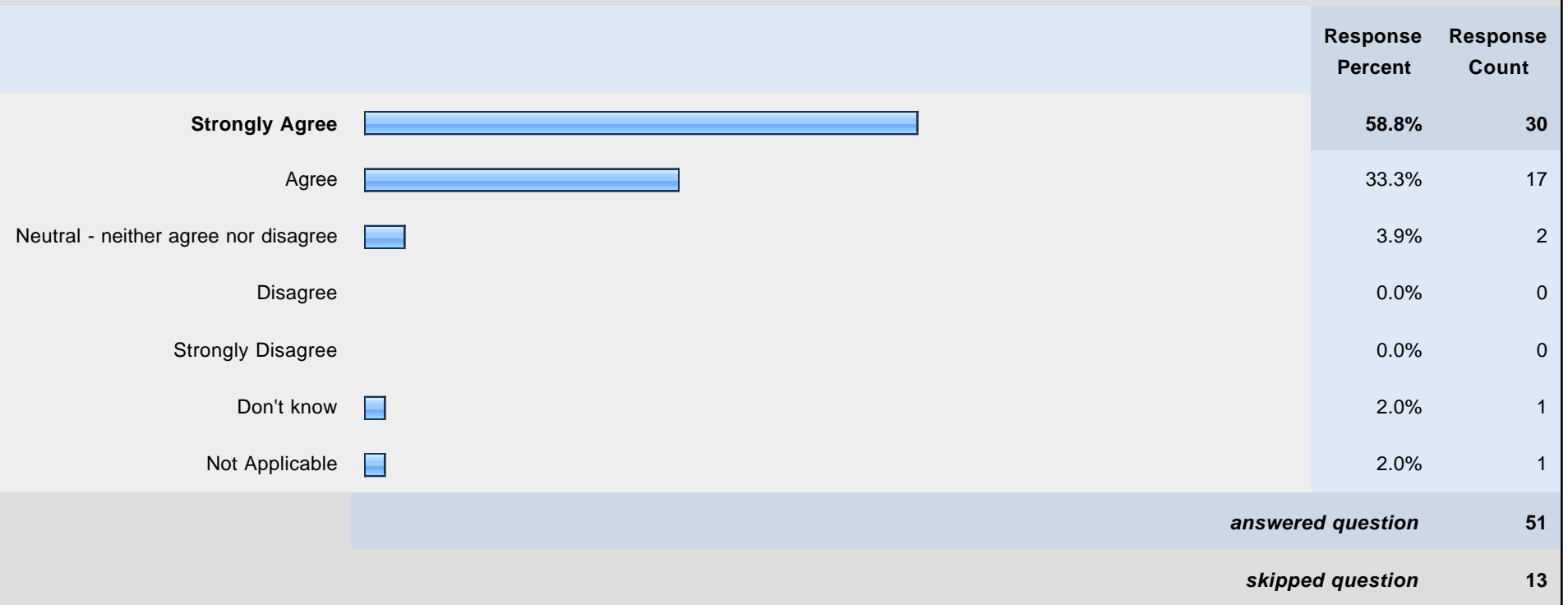
#### 40. The programs, groups and activities helped me with things I was worried about.

	Response Percent	Response Count
Strongly Agree 	47.9%	23
Agree 	37.5%	18
Neutral - neither agree nor disagree 	12.5%	6
Disagree	0.0%	0
Strongly Disagree	0.0%	0
Don't know	0.0%	0
Not Applicable 	2.1%	1
<b><i>answered question</i></b>		<b>48</b>
<b><i>skipped question</i></b>		<b>16</b>

### 41. The programs, groups and activities have helped me improve my well-being.

	Response Percent	Response Count
Strongly Agree 	51.1%	24
Agree 	38.3%	18
Neutral - neither agree nor disagree 	8.5%	4
Disagree	0.0%	0
Strongly Disagree	0.0%	0
Don't know	0.0%	0
Not Applicable 	2.1%	1
<b><i>answered question</i></b>		<b>47</b>
<b><i>skipped question</i></b>		<b>17</b>

**42. The programs, groups and activities offered at Stonegate CHC have a positive impact on the health of our community.**



**43. In your opinion what is Stonegate CHC doing well?**



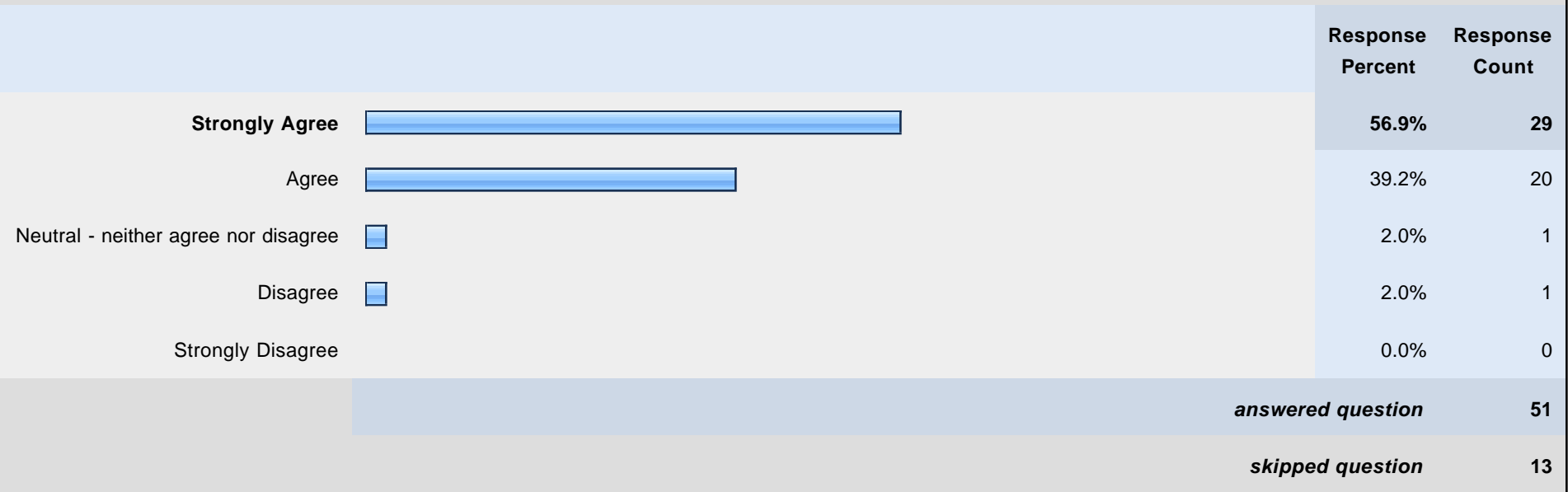
**44. In your opinion, what would you like to see Stonegate CHC do differently? How can we improve?**

	Response Count
	23
<i>answered question</i>	23
<i>skipped question</i>	41

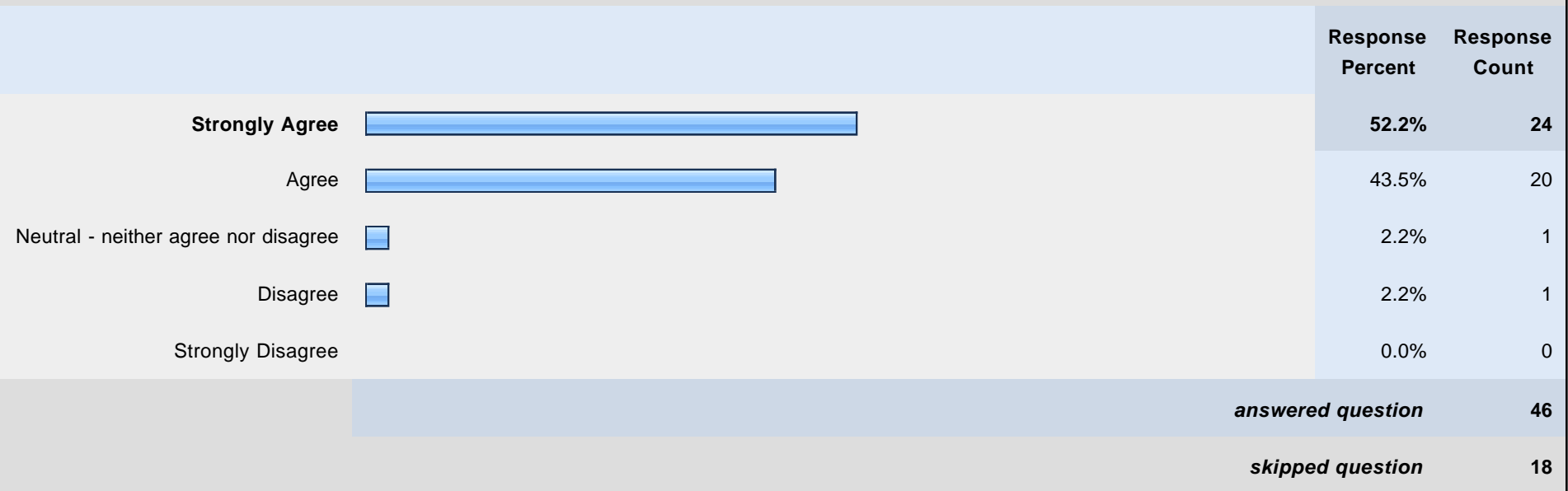
**45. Please offer any additional comments:**

	Response Count
	11
<i>answered question</i>	11
<i>skipped question</i>	53

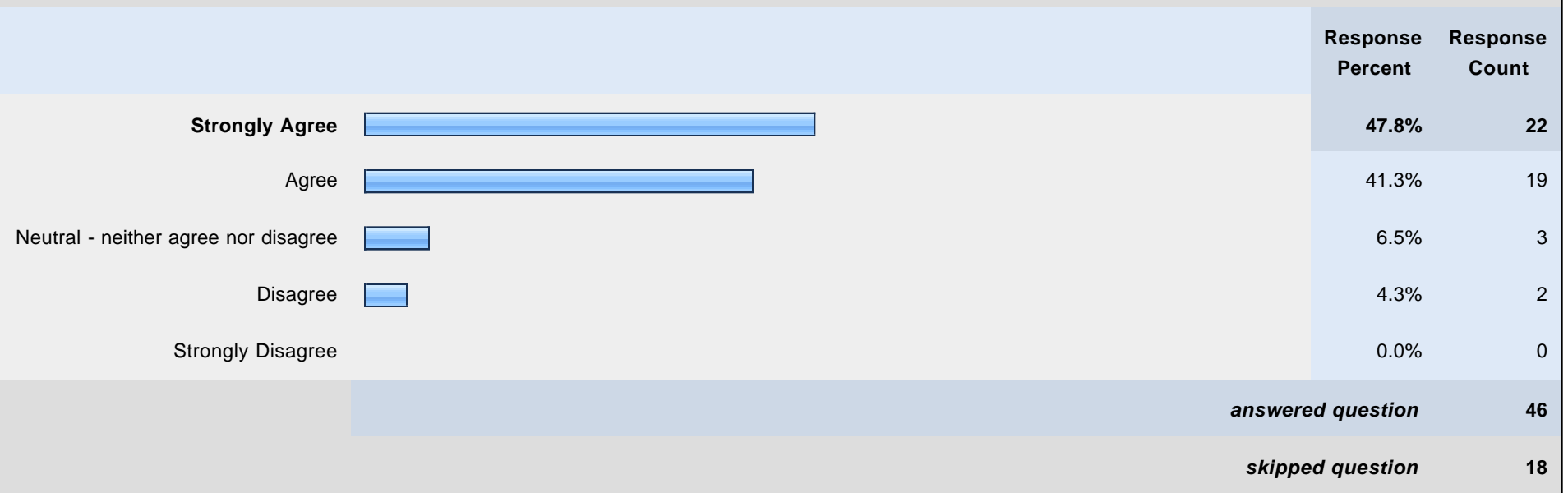
**46. The survey was easy to understand.**



**47. The survey gave me the chance to express my opinions about Stonegate CHC.**



**48. The survey was about the right length.**



**49. Thank you for taking our survey! This is OPTIONAL, but you are welcome to give us your name & telephone number if you would like us to follow-up with you about something:**

