



National Seniors Council

Conseil national des aînés

## Supporting Canadians Aging at Home Survey

Print and complete the questionnaire below by hand. Mail the completed questionnaire to:

National Seniors Council  
Employment and Social Development Canada  
140 Promenade du Portage, Phase IV  
Gatineau, QC  
K1A 0J9  
(send by April 10, 2023)

### INTRODUCTION TO THE SURVEY

Canadians are living longer and healthier lives than previous generations. Many older adults prefer to stay in their homes and communities for as long as possible.

The Minister of Seniors and Minister of Health have asked the National Seniors Council to identify ways the government can further support Canadians who wish to age in their homes and communities. The National Senior Council will use information collected as part of this survey to prepare advice to the federal government on this matter.

### Key definitions – specific to this survey:

- **Aging in place or at home** is defined as “the ability to live in one’s home and community safely, independently, and comfortably, regardless of age, income or level of capacity” (World Health Organization). It is about living in a place that is adapted to you, while having the right health and social supports and opportunities to remain actively engaged with others and your community.
- A “**home**”, for the purpose of this survey, refers to a place where an older adult can live independently as long as possible. It is a setting in the community in which someone resides, including: a private home (owned, rented, or leased); a residence shared with others (co-owned, rented, leased or not); including multi-generational homes, seniors’ residences and retirement homes. *The National Seniors Council recognizes that other places (such as nursing homes, long-term care settings, and acute care hospitals) may be considered home to some; these settings are not included in the concept of “home” for the purpose of this survey.*

- Although there is no universal definition of “**seniors / older adults**”, and while life circumstances and the situation of older persons can influence the aging process, the age of 65 is widely considered as the age of retirement by provisions in the retirement income system and by society at large.
- “**Services and supports**” to age at home refer to all types of care, resources, help, and opportunities available to individuals wishing to live at home or in their community for as long as possible. These may include medical, mental health-related, personal care, domestic, social, spiritual, or financial services and supports.

**This survey is organized in three sections:**

- **Access:** being aware of services and supports to age at home and how to find and use them.
- **Availability:** getting the services and supports to age at home regardless of your needs, geographic location, culture, language, etc.
- **Affordability:** having the ability to pay for services and supports to age at home.

The approximate time to complete the survey is 15 to 20 minutes.

We appreciate you taking the time to share your views.

**Privacy notice statement**

The purpose of the collection of information is to help develop better, more informed, and more effective policies, programs, and services. Participation is voluntary. Your personal information is collected under the authority of the *Financial Administration Act* (FAA). Your personal information will be managed and administered in accordance with *Department of Employment and Social Development Act* (DESDA), the *Privacy Act* and other applicable laws. For more information, visit our survey and engagement activities privacy notice statement (<https://www.canada.ca/en/employment-social-development/corporate/transparency/consultation-privacy-policy.html>).

Please note:

- Any findings or reports produced from this survey will not name individuals or organizations.
- If quotes from submissions are published in a report, identifying information will be removed unless written permission has been obtained from the respondent.
- The data gathered in this survey may be used by Employment and Social Development Canada, other Government of Canada departments or other levels of government for policy analysis, research, program operations and/or communications.

**ACCESS: Being aware of services and supports to age at home and how to find and use them**

1. Please rate the importance of each of the following, when it comes to accessing programs, services, and supports to age at home.

**Definitions:**

**Services and supports:** for example, calling and scheduling, completing application forms

**Eligibility:** whether I or the older person qualify for the services or supports (such as age, income, geographic location)

**Electronic devices:** for example, computer, tablet, smart phone, etc.

	1- Not at all important	2- Slightly important	3- Somewhat important	4- Very important	5- Don't know	6- Prefer not to answer
<b>Finding information about available services and supports and how to access them</b>	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>
<b>Understanding the information about available services and supports</b>	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>
<b>Arranging or organizing services and supports</b>	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>
<b>Confirming eligibility for services or supports</b>	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>
<b>Having services and supports close to home</b>	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>

	1- Not at all important	2- Slightly important	3- Somewhat important	4- Very important	5- Don't know	6- Prefer not to answer
<b>Having services and supports available when they are needed</b>	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>
<b>Having access to a reliable internet connection and/or a computer to access online information, services and supports</b>	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>
<b>Knowing how to use <i>electronic devices</i> to access online information, services and supports</b>	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>
<b>Having access to transportation to get to appointments, activities, or programs</b>	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>
<b>Other, please specify (optional):</b> _____ _____ _____ _____ _____	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>		

## IMPROVING ACCESS

2. Which of the following items would most help improve access to services and supports to age at home? Choose up to three (3).

- Having one central list or directory of services and supports for older adults
- Making information available in different formats (such as online, via phone, social media, in print, etc.)
- Providing someone (paid or volunteer) to assist older adults in finding the right services and supports
- Providing someone (paid or volunteer) to assist with making calls and arrangements for services or supports
- Providing more transportation services or supports to get to appointments, activities, or programs
- Offering computer training/mentoring and technology support programs
- Having services and supports close to home
- Having services and supports available when they are needed
- Having services and supports in the preferred official language (English or French)
- Having services and supports in a language other than English or French
- Offering more supports respectful of cultural and religious norms and traditions
- None, services and supports are adequately accessible
- Other, please specify:

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**AVAILABILITY:** Getting the services and supports to age at home regardless of needs, geographic location, culture, language, etc.

**3. How important is it for the following supports to be available to older adults aging at home?**

**Definitions:**

**Domestic services:** for example, housekeeping, laundry, meal preparation

**Maintenance services:** for example, yard maintenance, snow shoveling, basic home repairs

**Personal care:** such as bathing, dressing, feeding

**Health care services:** such as nursing, physiotherapy, occupational therapy, speech therapy, social work

**Mental health services:** for example, counselling, support groups

**Social supports:** for example, support to assist with feelings of loneliness or isolation, spiritual support, companionship

**Family health team:** for example, nurse practitioner

**Supports:** for example, in-home respite, adult day programs

**Mobility aids:** such as canes, wheelchairs, walkers, stairlifts

**Medical equipment and devices:** such as lifelines or personal emergency response devices, hearing aids, blood pressure machines, oxygen tanks, commode, hospital bed, CPAP machine

**Home renovations or adaptations:** for example, installing ramps, railings, grab-bars, renovating a bathroom or kitchen to make more accessible

	1- Not at all important	2- Slightly important	3- Somewhat important	4- Very important	5- Don't know	6- Prefer not to answer
<b>In-home domestic services or home maintenance services</b>	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>
<b>In home personal care services</b>	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>
<b>In-home health care services</b>	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>
<b>In-home or community mental health services or social supports</b>	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>

	1- Not at all important	2- Slightly important	3- Somewhat important	4- Very important	5- Don't know	6- Prefer not to answer
<b>Family doctor or family health team services</b>	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>
<b>Community- based social activities or recreational programs and services</b>	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>
<b>Supports for family/friend caregivers</b>	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>
<b>Mobility aids or medical equipment and devices</b>	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>
<b>Shorter wait lists for services and supports</b>	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>
<b>Home renovations or adaptations</b>	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>
<b>Transportation services to get around the community or to appointments</b>	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>
<b>Other, please specify (optional):</b> _____ _____ _____ _____ _____	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>		

## IMPROVING AVAILABILITY

### 4. Which of the following services and supports should be made more available to older adults aging at home? Choose up to three (3).

#### **Definitions:**

***Domestic services:*** for example, housekeeping, laundry, meal preparation

***Maintenance services:*** for example, yard maintenance, snow shoveling, basic home repairs

***Personal care:*** such as bathing, dressing, feeding

***Health care services:*** such as nursing, physiotherapy, occupational therapy, speech therapy, social work

***Mental health services:*** for example, counselling, support groups

***Social supports:*** for example, support to assist with feelings of loneliness or isolation, spiritual support, companionship

***Family health team:*** for example, nurse practitioner

***Supports:*** for example, in-home respite, adult day programs

***Mobility aids:*** such as canes, wheelchairs, walkers, stairlifts

***Medical equipment and devices:*** such as lifelines or personal emergency response devices, hearing aids, blood pressure machines, oxygen tanks, commode, hospital bed, CPAP machine

***Home renovations or adaptations:*** for example, installing ramps, railings, grab-bars, renovating a bathroom or kitchen to make more accessible

- In-home *domestic services* or home *maintenance services*
- In home *personal care* services
- In-home *health care services*
- In-home or community *mental health services* or *social supports*
- Family doctor or *family health team* services
- Community-based social activities or recreational programs and services
- Supports* for family/friend caregivers
- Mobility aids* or *medical equipment and devices*
- Shorter wait lists for services and supports
- Home renovations or adaptations*
- Transportation services to get around the community or to appointments
- None, services and supports are adequately available
- Other, please specify:

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**AFFORDABILITY: Having the ability to pay for services and supports to age at home.**

**5. How concerned are you that you or older adults in general will be able to afford the following services and supports to age at home?**

**Definitions:**

***Domestic services:*** for example, housekeeping, laundry, meal preparation

***Maintenance services:*** for example, yard maintenance, snow shoveling, basic home repairs

***Personal care:*** such as bathing, dressing, feeding

***Health care services:*** such as nursing, physiotherapy, occupational therapy, speech therapy, social work

***Mental health services:*** for example, counselling, support groups

***Social supports:*** for example, support to assist with feelings of loneliness or isolation, spiritual support, companionship

***Mobility aids:*** such as canes, wheelchairs, walkers, stairlifts

***Medical equipment and devices:*** such as lifelines or personal emergency response devices, hearing aids, blood pressure machines, oxygen tanks, commode, hospital bed, CPAP machine

***Home renovations or adaptations:*** for example, installing ramps, railings, grab-bars, renovating a bathroom or kitchen to make more accessible

***Home expenses:*** such as electricity, gas, telephone bills

	1- Not at all concerned	2- Slightly concerned	3- Somewhat concerned	4- Very concerned	5- Don't know	6- Prefer not to answer
<b><i>In-home domestic services or home maintenance services</i></b>	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>
<b><i>In home personal care services</i></b>	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>
<b><i>In-home health care services</i></b>	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>
<b><i>In-home or community mental health services or social supports</i></b>	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>

	1- Not at all concerned	2- Slightly concerned	3- Somewhat concerned	4- Very concerned	5- Don't know	6- Prefer not to answer
<b><i>Mobility aids or medical equipment and devices</i></b>	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>
<b><i>Home renovations or adaptations</i></b>	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>
<b>Transportation services to get around the community</b>	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>
<b>Rent, mortgage, property taxes, or other living at home expenses</b>	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>
<b>Membership or fees to participate in community-based social activities or recreational programs and services</b>	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>

6. If more financial supports were available to age at home, what would you use these additional funds for?

**ADDITIONAL COMMENTS**

7. Do you have any final comments on ways to further support older adults who wish to age in their home or community for as long as possible? (optional)

## **DEMOGRAPHIC QUESTIONS**

**8. Are you participating in this questionnaire as an individual or as a representative of an organization? Choose one.**

- Individual (answer questions 9 to 17)
- Representative of an organization (answer questions 18 to 24)

**9. If "Individual" selected in question 8:**

**Where do you live? Choose one.**

- British Columbia
- Alberta
- Saskatchewan
- Manitoba
- Ontario
- Quebec
- New Brunswick
- Nova Scotia
- Newfoundland and Labrador
- Prince Edward Island
- Yukon
- Northwest Territories
- Nunavut
- Prefer not to answer
- Other, please specify where you live (i.e. country): \_\_\_\_\_

**10. If "Individual" is selected in question 8:**

**Are you a caregiver or care provider? Select all that apply.**

- I am a caregiver (for a friend or family member)
- I am a paid care provider (an individual who provides supports to an older adult aging at home as part of a service offered through an organization or on a self-employed basis)
- I am a volunteer care provider (unpaid individual who provides supports to an older adult aging at home as part of a service offered through an organization)
- I am not a caregiver or care provider
- Don't know

11. If "Individual" (question 8) and if "I am not a caregiver or care provider" (question 10) are selected:

**Which of the following best represents your current living arrangements?**

**Definition:**

***Institutional care:*** for example, long term care setting, acute care hospital

- You own your home
- You are renting
- You are living with a friend or family member(s)
- You are living in a retirement home or seniors residence
- You are living in an assisted living facility
- You live in *institutional care*
- Prefer not to answer
- Other, please specify: \_\_\_\_\_

12. If "Individual" is selected in Q question 8:

**What is the size of the community where you live? Is it in a...?**

- Big city with a population of over one million
- Small city with a population of between 100,000 and one million
- City/town with a population of between 30,000 and 99,999
- Small town with a population between 1,000 and 29,999
- Rural or remote area with a population of less than 1,000
- Don't know
- Prefer not to answer
- Other, please specify: \_\_\_\_\_

13. If "Individual" is selected in question 8:

**In which age category do you fall?**

- 18 to 24
- 25 to 34
- 35 to 44
- 45 to 54
- 55 to 64
- 65 to 69
- 70 to 74
- 75 to 79
- 80 to 84
- 85 to 89
- 90 to 94
- 95 to 99
- 100 or older
- Prefer not to answer

14. If "Individual" is selected in question 8:

**Do you identify as:**

**Definitions:**

**Female:** cisgenders and transgenders

**Male:** cisgenders and transgenders

**Non-binary:** this category includes persons whose reported gender is not exclusively male or female

- Female
- Male
- Non-binary
- Prefer not to answer

15. If "Individual" is selected in question 8:

**Do you identify with any of the following groups? Select all that apply.**

**Definitions:**

**2SLGBTQI+:** Two-Spirit, Lesbian, Gay, Bisexual, Transgender, Queer, Intersex, Plus

**Recent immigrant:** refers to a person who obtained a landed immigrant or permanent resident status in the last five years

**Refugee:** includes immigrants who were granted permanent resident status on the basis of a well-founded fear of returning to their home country

**Official language minority community:** French-speaking communities outside Quebec and English-speaking communities in Quebec

- First Nations
- Inuk (Inuit)
- Métis citizen
- A member of an ethno-cultural or a racialized group
- A member of the 2SLGBTQI+ Community
- A person with a disability
- Recent immigrant or refugee
- A member of an official language minority community
- None of the above
- Prefer not to answer
- Other, please specify: \_\_\_\_\_

16. *If "Individual" is selected in question 8:*

**Which of the following best describes your total household income last year, before taxes, from all sources?**

- Under \$20,000
- \$20,000 to just under \$40,000
- \$40,000 to just under \$60,000
- \$60,000 to just under \$80,000
- \$80,000 to just under \$100,000
- \$100,000 to just under \$150,000
- \$150,000 and above
- Don't know
- Prefer not to answer

17. *If "Individual" is selected in question 8:*

**Including yourself, how many people are supported by the total household income?**

- 1 person
- 2 people
- 3 people
- 4 people
- 5 people
- More than 5 people
- Prefer not to answer

18. *If "Representative of an organization" is selected in question 8:*

**What is the name of the organization that you represent? (optional)**

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19. If "Representative of an organization" is selected in question 8:

**In which province or territory does your organization provide programs and/or services? Select all that apply.**

- British Columbia
- Alberta
- Saskatchewan
- Manitoba
- Ontario
- Quebec
- New Brunswick
- Nova Scotia
- Newfoundland and Labrador
- Prince Edward Island
- Yukon
- Northwest Territories
- Nunavut
- Prefer not to answer
- Other, please specify what other location your organization provides programs and/or services: \_\_\_\_\_

20. If "Representative of an organization" is selected in question 8:

**What is the size of the community your organization serves?**

- National
- Provincial or territorial
- Big city with a population of over one million
- Small city with a population of between 100,000 and one million
- City/town with a population of between 30,000 and 99,999
- Small town with a population between 1,000 and 29,999
- Rural, remote or northern area with a population of less than 1,000
- Don't know
- Prefer not to answer
- Other, please specify what other size of community your organization serves: \_\_\_\_\_

21. *If “Representative of an organization” is selected in question 8:*

**What type of organization or group do you represent?**

- Community group (such as an older adults group)
- Caregiver organization
- Care provider organization
- Care or community service delivery organization
- Advocacy group
- Academic
- Health
- Government (federal, provincial/territorial, municipal)
- Indigenous organization, community, or government
- Other, please specify: \_\_\_\_\_

22. *If “Representative of an organization” is selected in question 8:*

**To the best of your knowledge, how many employees (including full-time, part-time, seasonal, casual, and temporary employees) are currently employed in your organization?**

- 1-9 employees
- 10-29 employees
- 30-49 employees
- 50-99 employees
- 100-149 employees
- 150-500 employees
- 500+ employees
- We don't have any employees, only volunteers
- Don't know
- Prefer not to answer

23. *If “Representative of an organization” is selected in question 8:*

**To the best of your knowledge, how many people volunteer with your organizations?**

- 1-9 volunteers
- 10-29 volunteers
- 30-49 volunteers
- 50-99 volunteers
- 100-149 volunteers
- 150-500 volunteers
- 500+ volunteers
- We don't have any volunteers, only employees
- Don't know
- Prefer not to answer

24. If “Representative of an organization” is selected in question 8:

**What population group does your organization serve? Choose all that apply.**

**Definition:**

**2SLGBTQI+:** Two-Spirit, Lesbian, Gay, Bisexual, Transgender, Queer, Intersex, Plus

- Older persons
  - Women
  - 2SLGBTQI+
  - People with disabilities
  - Members of Indigenous, Inuit, or Metis communities
  - Immigrants
  - Veterans
  - Visible minorities
  - Prefer not to answer
  - Other, please specify what other population group:
- 

The survey is now complete. Thank you for sharing your insights on supporting Canadians to age at home.

Should you require additional information please contact: [NC-SENIORS-AINES-GD@hrsdc-rhdcc.gc.ca](mailto:NC-SENIORS-AINES-GD@hrsdc-rhdcc.gc.ca)