

2022-23 Community Health Assessment Survey



Regional Results Summary

Tracey Wells-Stratton
Regional Manager, Research and Evaluation
People, Quality and Safety
January 2023

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Introduction

A Community Health Assessment (CHA) is a dynamic and on-going process undertaken to identify the strengths and needs of a community, and to establish its health and wellness priorities. CHAs provide information about local areas as well as contribute to a broader understanding of health and wellness in Newfoundland and Labrador. Western Health uses CHAs to help prioritize, plan and act on unmet community needs to improve the health of residents of the Western region.

The CHA process involves:

- Gathering information about health and wellness (facts and opinions)
- Collecting information about health and community resources (assets)
- Evaluating the information to determine strengths, needs, and the community's priorities
- Building partnerships and strategizing together to address health and wellness needs using assets and resources within the community.

In keeping with provincial direction, Western Health followed the *Community Health Assessment Guidelines* - a draft provincial framework for conducting CHAs. This draft guideline was a partnered effort to standardize the CHA process. The partners involved in the original guideline development included the Regional Health Authorities (RHAs), the Newfoundland and Labrador Centre for Health Information (NLCHI), and the Department of Health and Community Services (HCS). The partners agreed on common indicators, methodology, data sources, and the unique and defined geographic regions across the province. For the 2022-23 CHA, partners from Central Health, Eastern Health, and Western Health reviewed the 2019 survey tool and developed a revised document, based on the experience with the previous survey and feedback from the advisors on the Western Health Person and Family Centred Care (PFCC) Steering Committee.

Western Health partnered with the Newfoundland and Labrador Statistics Agency (NLSA) for the 2022-23 CHA survey. The survey tool was adapted slightly to fit with the NLSA's survey platform requirements and to gather regional strategic planning feedback.

Methodology

The Western Health CHA survey was used to collect quantitative and qualitative data from residents of the region about where they find health-related information, where they go for care, satisfaction with health care services, community concerns, satisfaction with health and wellness resources, and health behaviors.

In partnership with the NLSA, the CHA survey was distributed in July 2022 to 9,263 selected individuals, age 16 and over, who resided in the Western region. Survey distribution was calculated using a stratified random sampling method based on the populations within each of Western Health's seven Health Neighbourhood geographic areas, stratified across age and gender demographics. The sample size was based on an anticipated 30% completion rate to obtain a 95% confidence level, $\pm 7\%$. Data collection ended on September 9, 2022.

A robust communication plan was developed by Western Health to disseminate survey information and promote uptake among those who were selected for the survey. A survey implementation team was established and the team received frequent response rate updates for the region and each Health Neighbourhood. The implementation team worked together to ensure ongoing promotion across the region. To encourage survey completion, Western Health's Wellness Facilitators and community partners were provided promotional materials and asked to share within their networks and on social media. In addition, Western Health shared survey promotions on social media multiple times and a media release was issued. To ensure all residents were able to complete the survey, phone numbers for both the NLSA and the Wellness Facilitators were provided in the survey letter so that respondents could ask questions and/or request paper copies of the survey. The NLSA also completed telephone reminder calls, during which offers were made to email the survey link or mail out a paper copy of the survey with a return envelope.

The CHA survey implementation team, utilizing the stratified randomized sampling method with supplemental local promotional campaigns, experienced overall success in uptake of the survey. While there was an approximately 15% decrease in overall survey completion from the previous CHA survey cycle implemented in 2019, the survey method did see improvements in the representative sample. The survey method was successful in obtaining results that were well stratified across the seven Health Neighbourhoods, as well as addressing concerns about a disproportionately large percentage of females

completing the survey in prior survey cycles. Respondents in the 2022 survey cycle were also more closely aligned in comparison to the overall population of the Western region in regards to education level and employment status. While there was a significant increase in responses from seniors, the 2022 survey was disproportionate to the overall population, with 37.7% of respondents being age 65+ in comparison to only 26.6% of residents the Western region being in this age group.

Table 1. Demographic Profiles of Western Region and Survey Respondents

Demographic	Regional Profile (%)	2019 Survey Respondent Profile (%)	2022 Survey Respondent Profile (%)
Age - % Seniors (age 65+)	26.6 (2020 – % of total Western Health population age 65+)	12.2 (age 66+)	37.7 (age 65+)
Gender - % Female	51.5 (2016 – % of total Western Health population)	79.9	55.2
Education – % Completed high school or higher	72 (2016 % of total Western Health population age 15+)	95.1 (age 16+)	79.5 (age 16+)
Employment – Overall employment rate (% of total population employed)	42 (2016 % of total Western Health population age 15+)	71.9 (age 16+)	47.4 (age 16+)

Sources: CIHI, 2022

Stats Canada, 2016 - Retrieved from Stats Canada and Community Accounts, 2022

Following the survey completion deadline, the survey data was compiled by the NLSA and the results tables, including coded themes from ‘other’ and open-ended responses, were provided to Western Health. The following results section highlights the main themes and areas of interest for the region as identified by the CHA survey. Unless otherwise noted, questions do not include missing data. To view full detailed CHA results tables, refer to Appendix A. A copy of the CHA survey can be found in Appendix B.

Results

Demographics

A total of 1172 surveys were completed throughout the Western region, which includes communities from Port aux Basques, southeast to Francois, northwest to Bartlett’s Harbour, and on the eastern boundary north to Jackson’s Arm. This represents a total overall response rate of 12.7%. The Western region is divided into seven Health Neighbourhood geographic areas. Table 2 outlines the number of respondents from each area, while Table 3 outlines the total surveys distributed and response rates for each area.

Table 12. Respondents by Health Neighbourhood

Health Neighbourhood	# Responses	Percentage (%) of Total
1 - Port Saunders	104	8.9
2 - Bonne Bay	144	12.3
3 - Humber Valley / White Bay	204	17.4
4 - Corner Brook / Bay of Islands	211	18.0
5 – Stephenville / Bay St. George	194	16.6
6 - Burgeo	148	12.6
7 - Port aux Basques	167	14.2
Total	1172	100.0

Table 3. Survey Distribution and Response Rates within each Health Neighbourhood

Health Neighbourhood	Sample Size	Completed	Response Rate (%)
1 - Port Saunders	1,181	104	8.8
2 - Bonne Bay	1,327	144	10.9
3 - Humber Valley / White Bay	1,392	204	14.7
4 - Corner Brook / Bay of Islands	1,398	211	15.1
5 – Stephenville / Bay St. George	1,390	194	14.0
6 - Burgeo	1,210	148	12.2
7 - Port aux Basques	1,365	167	12.2
Total	9,263	1,172	12.7

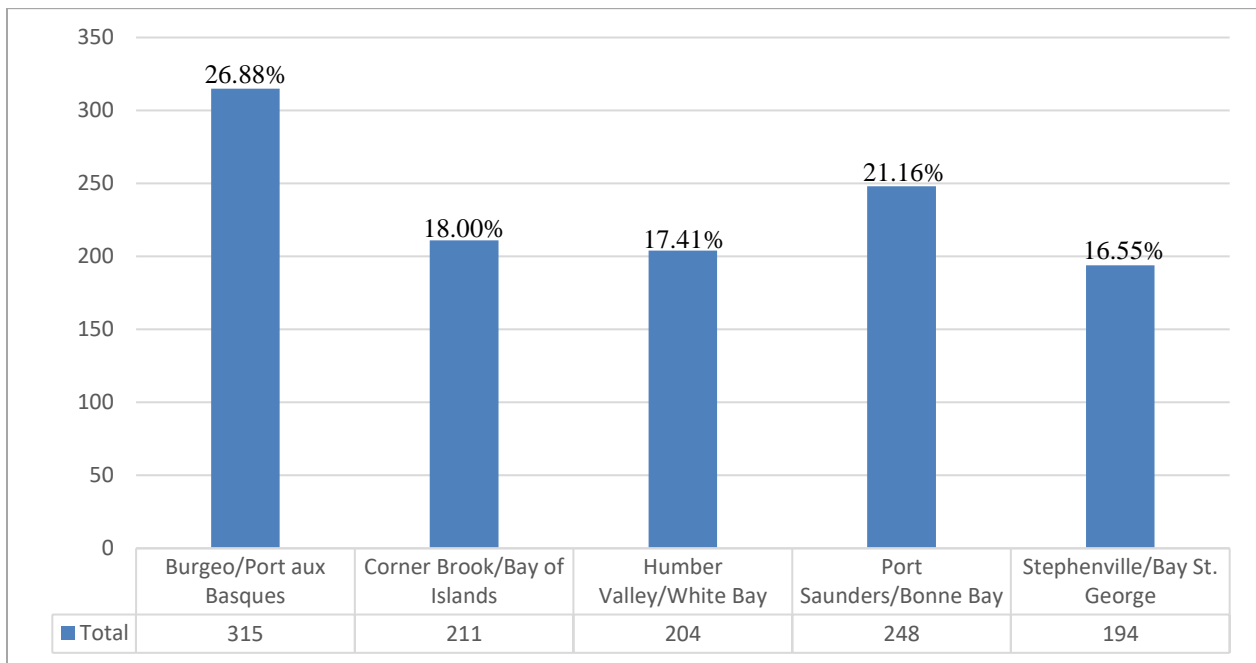
The response goals needed to ensure confidence in the results for the regional report, as well as for most of the individual Health Neighbourhoods, were met or exceeded. However, responses for some of the rural Health Neighbourhoods had to be grouped in order to ensure they met the minimum confidence level. As such, five Health Neighbourhood(s) reports will be completed for the following areas:

1. Port aux Basques and Burgeo combined
2. Stephenville / Bay St. George

3. Humber Valley / White Bay
4. Corner Brook / Bay of Islands
5. Bonne Bay and Port Saunders combined

Figure 1 shows the response counts and percentage of total responses based on the revised Health Neighbourhood reporting format.

Figure 1. Response Count for Health Neighbourhood(s) Reports

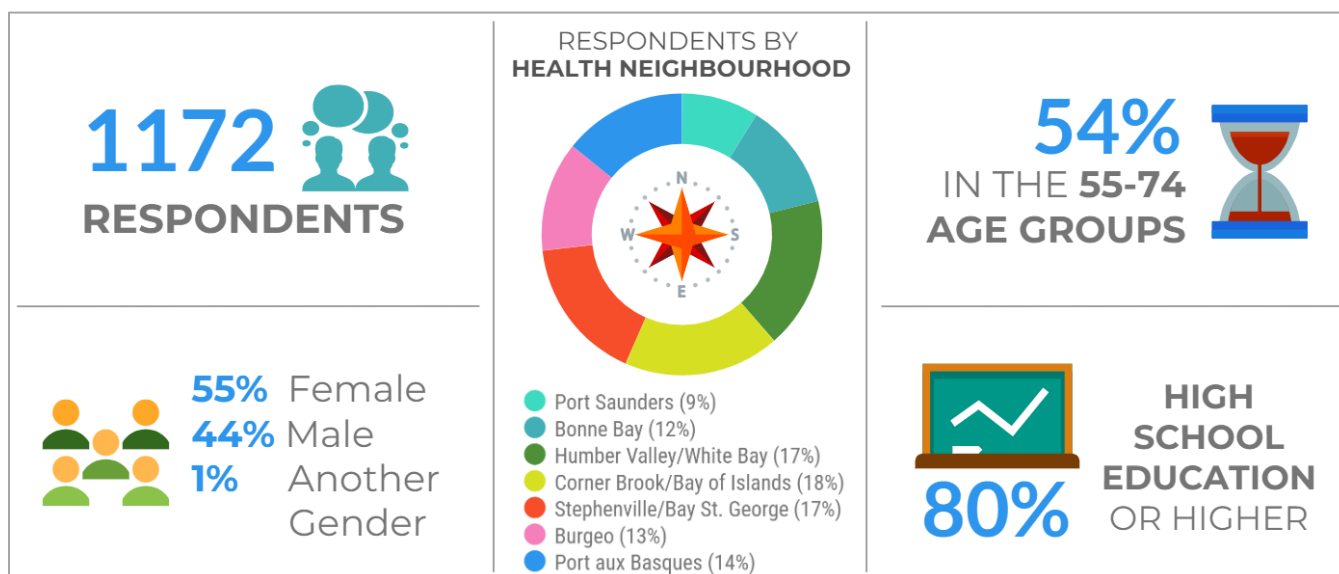


The survey asked a variety of questions to describe the population of respondents, as well as to determine the degree to which the respondent sample was comparable to the overall demographics within the region. Figure 2 provides a graphic representation of the survey response rate and respondent demographics, while the following section provides a more detailed profile of survey respondents. The majority of survey respondents:

- Were from the Corner Brook / Bay of Islands Health Neighbourhoods (18.0%)
- Lived in their community for more than 20 years (68.7%)
- Were in the 65-74 age group (28.8%), followed closely by the 55-64 age group (25.3%)
- Identify as female (55.2%)

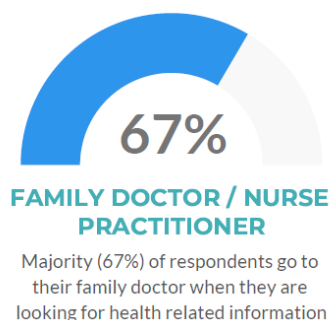
- Reported their highest level of education completed as technical, vocational, or community college program (31.7%)
- Were retired from work (38.2%), followed closely by employed full time (30.1%)

Figure 2. Survey Respondent Demographics



Primary Care Provider

The first section of the CHA survey focused on questions related to access to primary care providers (family/primary care doctor or nurse practitioner in a community-based office or Western Health clinic) and level of satisfaction with the quality of services received.



According to the survey results, when respondents are looking for health-related information, the majority:

1. Ask a family doctor/nurse practitioner (66.6%)
2. Search the internet (e.g. WebMD, Google search) (47.1%)
3. Ask a pharmacist (41.0%).

The last time respondents needed care for a minor health problem (e.g., fever or unexplained rash), the majority went to:

1. Family/primary care doctor or nurse practitioner (51.1%)

2. Hospital emergency department (15.3%)
3. Pharmacist (4.4%)

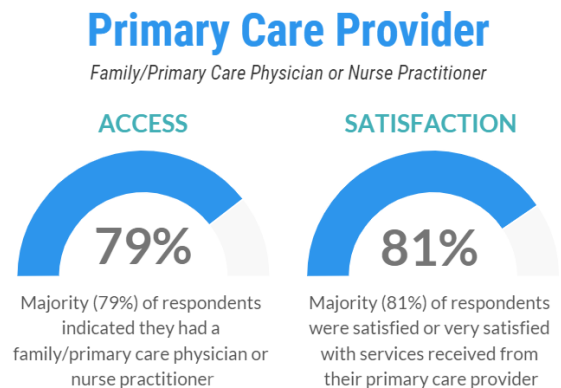
*In addition, 12.9% chose not to seek treatment.

When asked how long it took to receive treatment for their last minor health problem, 48.8% reported that they received treatment the same day, while 9.7% reported that they received treatment the next day. Additionally, 34.3% reported that it took two days or more to receive treatment and 7.2% reported that they never received treatment or left before receiving treatment.

Respondents were asked if they currently have a family/primary care doctor or nurse practitioner and their level of satisfaction with their provider. Results indicate that 79.2% have a family doctor or nurse practitioner.

➤ Of this 79.2%:

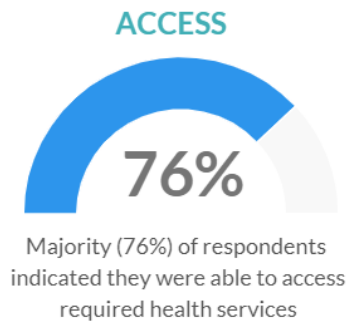
- 80.5% reported being satisfied or very satisfied with their family/primary care doctor or nurse practitioner
- 7.7% reported being dissatisfied or very dissatisfied with their family/primary care doctor or nurse practitioner and indicated the following reasons most commonly:
 - The wait list for an appointment is too long (64.8%)
 - Unable to easily contact the clinic/office (52.1%)
 - Health-care appointment(s) were rushed or limited to one issue per visit (32.4%)



Health Care

The health care system provides a full continuum of health and community services, including public health, long-term care, acute (hospital) care, and private health care providers (e.g. pharmacy, private specialist clinics, vision/dental clinics). Survey respondents were asked about access to the health care system and satisfaction with the quality of services received.

When asked about accessing health care services within the last 12 months, the majority of participants (75.8%) indicated they were able to access the required health services, while 24.2% of respondents indicated that there were health services that they required and were unable to access.



The following are the top three reasons respondents were unable to access a required health service:

1. Wait time for service was too long (68.0%)
2. Unable to get a referral (20.8%)
3. Too far to travel (18.3%)



According to survey results, the majority of respondents (61.9%) were satisfied or very satisfied with the health care services they have used in the past 12 months, while 12.8% of respondents were dissatisfied or very dissatisfied. The respondents that indicated they were dissatisfied or very dissatisfied with the health care services they used in the past 12 months, were asked to indicate the reasons why they were dissatisfied.

The following are the top three reasons respondents were dissatisfied:

1. Wait list for an appointment was too long (54.7%)
2. Unable to easily contact the clinic/office (41.3 %)
3. Wait time in the clinic/office or window for virtual care visit was too long (28.7%)

Community Health and Wellness

Survey respondents were asked questions about the health and wellness of their community as well as their satisfaction with the resources and services available within their community. Respondents were provided a list of various areas/issues and were asked to indicate which ones they were most concerned about in their community. The most commonly selected areas/issues were:

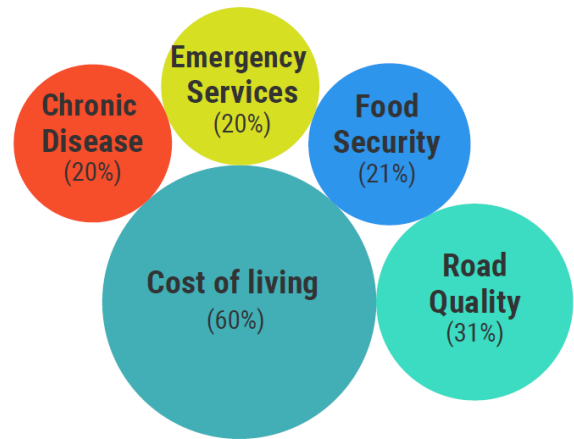
1. Cost of living (75.6%)
2. Road quality (61.0%)

3. Food security (42.0%)
4. Mental health (40.2%)
5. Chronic diseases (39.9%)

Of the issues/areas that respondents selected, they were then asked to rank their top three areas/issues they are most concerned about. The top five ranked answers were:

1. Cost of living (59.5%)
2. Road quality (30.5%)
3. Food security (20.5%)
4. Emergency services (19.7%)
5. Chronic diseases (19.5%)

TOP FIVE COMMUNITY CONCERNS:

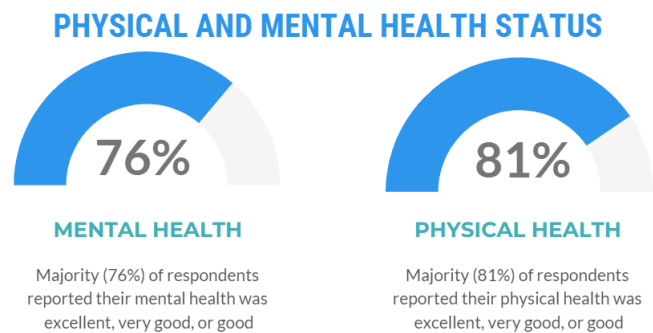


There are many different groups and resources that aim to improve the health and wellness of a community. These include Western Health, private health clinics, churches, schools, town councils, resource centers, Community Advisory Committees, recreation spaces/gyms, and other community groups. Respondents were asked to rate their level of satisfaction with the resources available to help deal with the health and wellness challenges in their communities. The majority of respondents (39.5%) were satisfied or very satisfied with the resources available, while 36.8% were neither satisfied nor dissatisfied, and 23.7% were dissatisfied or very dissatisfied. Respondents who indicated they were either dissatisfied or very dissatisfied were asked to explain which aspects of the health and wellness resources they are dissatisfied with. The following were the most common responses:

1. Community resources/supports are not available (64.4%)
2. Community resources/supports are not effective (38.8%)
3. Hours of service(s) are inconvenient (23.7%)

Health Status

The following section of the CHA survey asked questions to understand the health of the population who completed the survey. The majority of respondents reported that their physical health was excellent or very good/good (6.4% and 69.2% respectively). The majority of respondents also reported that their mental health was excellent or very good/good (13.4% and 66.1% respectively).



Survey respondents were asked what they would like to do to improve their physical and/or mental health and what was making it difficult to make the changes they identified.

The top three things individuals would like to do to improve the physical and/or mental health were:

1. Eat healthier/eat more fruits and vegetables (59.1%)
2. Start/increase exercise, sports or physical activity (48.5%)
3. Reduce stress (38.1%)

While 29.8% of respondents indicated that there was nothing in particular making it difficult to make these changes, the following were the top three barriers identified by respondents:

1. Cost is too high (27.9%)
2. Not enough time available (25.1%)
3. Community resources/supports are not available (20.8%)

Health Care Planning

Western Health is currently in the process of developing its Strategic Plan for 2023-2026. The plan will outline the main priorities and focus areas for Western Health over the next three years. To seek public feedback on potential priorities of the strategic plan, the CHA survey asked respondents to provide feedback on Western Health's vision, values, and priorities.

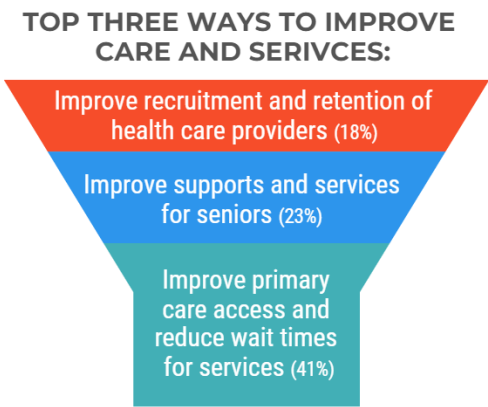
Respondents were provided an explanation of vision statements and an overview of Western Health’s current vision (Our People, Our Communities – Healthy Together). Respondents were asked if Western Health should keep the current vision or make changes and the majority (82.5%) identified that the organization should keep the current vision statement. The 17.5% who recommended a change were asked to suggest changes. The following were the most common suggestions:

- 1. Need more doctors/nurses/healthcare professionals/increased availability/access to healthcare (35.6%)
- 2. Follow through on vision statement (i.e., taking action, making changes) (8.8%)
- 3. Reduce wait times/wait lists for appointments/tests/procedures/referrals, etc. (8.3%)

Respondents were provided an explanation of core values and an outline of Western Health’s current values (accountability, care, collaboration, excellence, respect, and transparency). They were then provided with detailed list of various values and were asked to indicate which ones they thought should be included as Western Health’s core values. The most commonly selected values were:

- 1. Accountability (67.3%)
- 2. Care (64.7%)
- 3. Compassion (kind, caring, empathy) (45.8%)
- 4. Respect (37.5%)
- 5. Communication (36.6%)

When respondents were asked to report the one priority area that Western Health should focus on over the next three years to improve the care and services delivered, the most common responses were:



- 1. Primary Care access and wait time reduction - easier and faster access to services such as family/primary care doctors, nurse practitioners and collaborative care clinics (41.3%)
- 2. Aging population - improve supports and services for seniors (22.5%)
- 3. Recruitment and retention - improve staffing through actions such as hiring incentives, additional scheduling options and other methods (17.8%)

Concluding Remarks

To conclude the survey, respondents were asked if there was anything else they would like to add. From the 25.6% of respondents who provided an additional comment, the most common responses were:

1. Need more doctors/nurses/healthcare professionals/increased availability/access to healthcare (42.0%)
2. Reduce wait lists/wait times for appointments/tests/procedures/referrals, etc. (16.3%)
3. Focus on recruitment/retention for skilled healthcare professionals (e.g., offer higher wages, more incentives, etc.) (7.7%)
4. More resources/supports available for seniors (e.g., access to home care, more personal care homes, etc.) (6.7%)
5. Patients need more respect/compassion, better treatment/communication from doctors/nurses etc. (5.3%)
6. More awareness/education/collaboration with people/communities (e.g., promoting active living, eating healthier, etc.) (5.0%)
7. Find more efficiencies in the healthcare system (with respect to cost, resources, management, etc.) (3.3%)
8. More focus on mental health (e.g., providing adequate resources/support for those with mental health issues) (2.7%)
9. Better working conditions for doctors/nurses/health professionals (e.g., more time off, less overtime, etc.) (2.0%)

Following the demographics section, respondents were provided with a final opportunity to share any further comments related to the survey or its content. The most common responses were:

1. Need more doctors/nurses/healthcare professionals/increased availability/access to healthcare (3.2%)
2. Follow through on recommendations/feedback in the survey (i.e., taking action, making changes) (1.3%)
3. Reduce wait lists/wait times for appointments/tests/procedures/referrals, etc. (0.9%)

*An additional 89.2% of respondents did not provide a comment.

Limitations and Recommendations

While the CHA survey implementation team experienced overall success in uptake of the survey and the survey methodology resulted in improvements in the representative sample, there were also limitations in the methodology and opportunities for improvement were identified by the team.

The initial launch for the survey cycle was delayed from spring to summer due to delays in the process to finalize the survey in the new platform, as well as developing the survey sample and mail out process. The promotional campaign was developed and intended to be released prior to the initial mail out of the surveys. However, due to the delays with the mailing processes and a communication issue with the NLSA mailroom, the surveys were received at some homes prior to the launch of the promotional campaign.

The implementation team recommended ensuring the survey is launched and completed during the spring and that the promotional campaign is released prior to the survey mail-out. As the issues leading to the delays have now been addressed, it is anticipated that these process delays and misalignment of the timing for promotions should not be concerns for subsequent survey cycles. The continued use of telephone reminders, easy access to paper copies of the survey, and support for completion by telephone were also recommended by team members.

Conclusion

The CHA survey is an important step in determining the needs and resources of residents in the Western region. The survey included qualitative and quantitative questions, providing residents with an opportunity to express their views of the health and community services offered in the region. Overall findings of the survey indicated that residents have concerns related to cost of living, road quality, food security, emergency services, chronic diseases, and mental health. Additional findings, including the themes identified from the comments indicated respondents were also concerned about access to services such as primary care providers, wait times for services, recruitment and retention of health care providers, and services and supports for the aging population. The survey also demonstrated positive feedback including a majority of respondents that indicated they have a primary care provider and that they were satisfied with their health care provider and the health care services they used within the past 12 months.

Data obtained from the CHA for the Health Neighbourhoods and this regional summary will support planning at the local Health Neighbourhood level, as well as organizational strategic, branch, and program planning. Survey results will be used by service providers and programs, Community Advisory Committees, and primary health care teams to determine key priorities and to inform planning. Results will also be shared with relevant community partners to help inform their planning and service delivery processes.

Appendix A:
Full Regional Survey Results

WESTERN HEALTH
Community Health Assessment 2022
Total Results

SECTION A - PRIMARY CARE PROVIDER

A1. If you needed to find health-related information for yourself or someone else today, how would you get that information? (Select all that apply.)

	Total	
	N	%
Ask a family doctor/nurse practitioner	780	66.6%
Ask a pharmacist	552	47.1%
Ask a community or public health nurse	238	20.3%
Call/visit a hospital/clinic	480	41.0%
Search the internet (e.g., WebMD, Google search)	531	45.3%
Western Health website	98	8.4%
Social media (e.g., Facebook, Twitter)	51	4.4%
Use 811 HealthLine	396	33.8%
Contact a not-for-profit agency (e.g., Cancer Society, Mental Health Association) or a community group, church group or library	44	3.8%
Ask a friend or family member	338	28.8%
Ask another health professional (please specify):	52	4.4%

Source: Western Health - Community Health Assessment Survey 2022. Totals may exceed 100% due to multiple responses. Compiled by the NLSA on 9/13/2022

Asked to all respondents

A1. If you needed to find health-related information for yourself or someone else today, how would you get that information? (Other)

	Count	%
Registered Nurse/Licensed Practical Nurse/Other Nurse – unspecified	22	42.3%
Online/virtual health clinic (e.g., Medicuro)	4	7.7%
Other health professional (e.g., physiotherapist, dentist, etc.)	22	42.3%
Other	4	7.7%
Total	52	100.0%

Source: Western Health - Community Health Assessment Survey 2022. Compiled by NLSA on 9/13/2022

Subset: respondents who chose "ask another health professional (please specify)" in A1.

A2. The last time you needed care for a minor health problem (e.g., fever or unexplained rash), where did you go? (Select one response only.)

	Count	%
Family/primary care doctor or nurse practitioner	599	51.1%
Private-pay physician or nurse practitioner	22	1.9%
Walk-in clinic	36	3.1%
Community Based Medical Clinic	35	3.0%
Hospital emergency department	179	15.3%
811 HealthLine	21	1.8%
Pharmacist	51	4.4%
I do not have a place to get care for a minor health problem	48	4.1%
I chose not to seek treatment	151	12.9%
Other (please specify):	30	2.6%
Total	1172	100.0%

Source: Western Health - Community Health Assessment Survey 2022. Compiled by NLSA on 9/13/2022

Asked to all respondents

A2. The last time you needed care for a minor health problem (e.g., fever or unexplained rash), where did you go? (Other)

	Count	%
Friend or family member	6	20.0%
Searched the Internet (e.g., Google, WebMD)	3	10.0%
Used an online virtual health care clinic (e.g., Medicuro app)	4	13.3%
Self-treatment (using over-the-counter medications - e.g., Tylenol)	3	10.0%
Other	14	46.7%
Total	30	100.0%

Source: Western Health - Community Health Assessment Survey 2022. Compiled by NLSA on 9/13/2022

Subset: respondents who chose "Other (please specify)" in A2.

A3. The last time you needed care for a minor health problem (e.g., fever or unexplained rash), how long did it take you to receive treatment? (Select one response only.)

	Count	%
Received treatment the same day	475	48.8%
Received treatment the next day	94	9.7%
Took two days or more to receive treatment	334	34.3%
Never received treatment/left before receiving treatment	70	7.2%
Total	973	100.0%

Source: Western Health - Community Health Assessment Survey 2022. Compiled by NLSA on 9/13/2022

Subset: excludes respondents who chose "I do not have a place to get care for a minor health problem" or "I chose not to seek treatment" in A2.

A4. Do you currently have a family/primary care doctor or nurse practitioner?

	Count	%
Yes	928	79.2%
No	244	20.8%
Total	1172	100.0%

Source: Western Health - Community Health Assessment Survey 2022. Compiled by NLSA on 9/13/2022

Asked to all respondents

A5. Overall, how satisfied are you with the services provided by your family/primary care doctor or nurse practitioner?

	Count	%
Very satisfied	368	39.7%
Satisfied	379	40.8%
Neither satisfied nor dissatisfied	110	11.9%
Dissatisfied	46	5.0%
Very dissatisfied	25	2.7%
Total	928	100.0%

Source: Western Health - Community Health Assessment Survey 2022. Compiled by NLSA on 9/13/2022

Subset: respondents who chose "Yes" in A4.

A6. Why are you dissatisfied with the services provided by your family/primary care doctor or nurse practitioner? (Select all that apply.)

	Total	
	N	%
Unable to easily contact the clinic/office	37	52.1%
Virtual visit when in-person visit preferred	17	23.9%
Wait list for an appointment was too long	46	64.8%
Wait time in the clinic/office or window for virtual care visit was too long	14	19.7%
Too far to travel	4	5.6%
Hours of service were inconvenient	9	12.7%
Communication barrier	5	7.0%
Equipment quality was poor	1	1.4%
You do not have trust and confidence in your health-care provider(s)	17	23.9%
Health-care provider(s) did not give you a chance to ask questions	9	12.7%
Health-care provider(s) did not treat you with respect	8	11.3%
Health-care provider(s) did not explain things in a way that is easy to understand	3	4.2%
Health-care provider(s) did not involve you in decisions about your care	4	5.6%
Health-care appointment(s) were rushed or limited to one issue per visit	23	32.4%
Other (please specify):	8	11.3%

Source: Western Health - Community Health Assessment Survey 2022. Totals may exceed 100% due to multiple responses. Compiled by the NLSA on 9/13/2022

Subset: respondents who chose "Dissatisfied" or "Very Dissatisfied" in A5.

SECTION B - HEALTHCARE

B1. Sometimes we require health-care services but are unable to access them. Have you required any health-care service that you were unable to access during the past 12 months?

	Count	%
Yes	284	24.2%
No	888	75.8%
Total	1172	100.0%

Source: Western Health - Community Health Assessment Survey 2022. Compiled by NLSA on 9/13/2022

Asked to all respondents

B2. Why were you unable to access services that you required during the past 12 months? (Select all that apply.)

	Total	
	N	%
Wait time for service was too long	193	68.0%
Cost of service was too high	18	6.3%
Transportation issues	26	9.2%
Too far to travel	52	18.3%
Unable to leave the house due to health problems	2	.7%
Unable to access the services during scheduled time/hours of service	25	8.8%
Unable to get a referral	59	20.8%
Unable to contact the service	30	10.6%
Communication barrier	10	3.5%
Did not know the service was available at the time	7	2.5%
Service not available	51	18.0%
Other (please specify):	43	15.1%

Source: Western Health - Community Health Assessment Survey 2022. Totals may exceed 100% due to multiple responses. Compiled by the NLSA on 9/13/2022

Subset: respondents who chose "Yes" in B1.

B2. Why were you unable to access services that you required during the past 12 months? (Other)

	Count	%
No family doctor/physician/healthcare professional available	16	37.2%
Waiting for an appointment/follow-up/referral/response to referral, etc.	10	23.3%
Appointments were cancelled or postponed/waiting for it to be rescheduled	4	9.3%
Other	13	30.2%
Total	43	100.0%

Source: Western Health - Community Health Assessment Survey 2022. Compiled by NLSA on 9/13/2022

Subset: respondents who chose "Other (please specify)" in B2.

B3. Overall, how satisfied were you with the health-care services that you did use during the past 12 months?

	Count	%
Very satisfied	231	19.7%
Satisfied	495	42.2%
Neither satisfied nor dissatisfied	170	14.5%
Dissatisfied	80	6.8%
Very dissatisfied	70	6.0%
I have not used any health-care services in the past 12 months	126	10.8%
Total	1172	100.0%

Source: Western Health - Community Health Assessment Survey 2022. Compiled by NLSA on 9/13/2022

Asked to all respondents

**B4. Why were you dissatisfied with the health-care services that you did use during the past 12 months?
(Select all that apply.)**

	Total	
	N	%
Unable to easily contact the clinic/office	62	41.3%
Virtual visit when in-person visit preferred	24	16.0%
Wait list for an appointment was too long	82	54.7%
Wait time in the clinic/office or window for virtual care visit was too long	43	28.7%
Too far to travel	26	17.3%
Hours of service were inconvenient	13	8.7%
Cost of service was too high	10	6.7%
Communication barrier	11	7.3%
Equipment quality was poor	11	7.3%
You did not have trust and confidence in your health-care provider(s)	37	24.7%
Health-care provider(s) did not give you a chance to ask questions	22	14.7%
Health-care provider(s) did not treat you with respect	21	14.0%
Health-care provider(s) did not explain things in a way that was easy to understand	21	14.0%
Health-care provider(s) did not involve you in decisions about your care	12	8.0%
Health-care appointment(s) were rushed or limited to one issue per visit	31	20.7%
Other (please specify):	30	20.0%

Source: Western Health - Community Health Assessment Survey 2022. Totals may exceed 100% due to multiple responses. Compiled by the NLSA on 9/13/2022

Subset: respondents who chose "Dissatisfied" or "Very Dissatisfied" in B3.

**B4O. Why were you dissatisfied with the health-care services that you did use during the past 12 months?
(Other)**

	Count	%
No family doctor/physician/healthcare professional available	10	33.3%
Unable to get appointment with family dr/physician/health care professional/appts were cancelled/postponed	2	6.7%
Other	18	60.0%
Total	30	100.0%

Source: Western Health - Community Health Assessment Survey 2022. Compiled by NLSA on 9/13/2022

Subset: respondents who chose "Other (please specify)" in B4.

SECTION C - COMMUNITY HEALTH AND WELLNESS

C1. Please select the areas/issues that you are concerned about in your community. (Select all that apply.)

	Total	
	N	%
Addictions and substance abuse (e.g., alcohol and/or drug misuse and abuse, gambling)	389	33.2%
Bullying	226	19.3%
Childcare (including affordability, lack of accessibility)	187	16.0%
Chronic diseases (e.g., prevalence of diabetes, high blood pressure, cancer, etc.)	468	39.9%
Crime and violence	188	16.0%
Cost of living	886	75.6%
Clean water supply	240	20.5%
Distracted driving of any vehicle (e.g., texting or talking on cell phone while driving car, motorcycle, ATV, snowmobile, etc.)	448	38.2%
Drug/alcohol impaired driving of any vehicle (e.g., car, motorcycle, ATV, snowmobile, etc.)	388	33.1%
Education system	207	17.7%
Emergency services	423	36.1%
Environmental issues (e.g., contaminants in the air, water and soil)	177	15.1%
Food security (access to sufficient, affordable, nutritious food)	492	42.0%
Homelessness (including couch surfing)	86	7.3%
Housing conditions	186	15.9%
Low literacy levels	106	9.0%
Mental health of community residents	471	40.2%
Outmigration	192	16.4%
Physical health of community residents	268	22.9%
Poverty	216	18.4%
Public transportation (including affordability, lack of accessibility)	240	20.5%
Recreation programs/spaces	174	14.8%
Resources for people with disabilities (e.g., accessible buildings)	260	22.2%
Road quality	715	61.0%

Seniors' resources/programs	427	36.4%
Sexual health (including unplanned pregnancy, Sexually Transmitted Infections)	93	7.9%
Social isolation and lack of community involvement	191	16.3%
Suicide	148	12.6%
Tobacco use/smoking/vaping	220	18.8%
Unemployment	309	26.4%
Violence in the home (e.g., child abuse/neglect, domestic)	115	9.8%
Working conditions (e.g., risks for injury on the job)	76	6.5%
I am not concerned about the health and wellness of my community	62	5.3%
Other (please specify):	32	2.7%

Source: Western Health - Community Health Assessment Survey 2022. Totals may exceed 100% due to multiple responses. Compiled by the NLSA on 9/14/2022

Asked to all respondents

C1. Please select the areas/issues that you are concerned about in your community. (Other)

	Count	%
Shortage of doctors/physicians/specialists,etc/difficulty in accessing health care	12	37.5%
Affordable housing/access to housing	3	9.4%
Other health care (e.g., shortage of medications, access to dental care, working conditions of healthcare staff, etc.)	10	31.3%
Other	7	21.9%
Total	32	100.0%

Source: Western Health - Community Health Assessment Survey 2022. Compiled by NLSA on 9/14/2022

Subset: respondents who chose "Other (please specify)" in C1.

Number of areas/issues selected in C1

	Count	%
0 (Chose "I am not concerned about the health and wellness of my community" in C1)	62	5.3%
1	67	5.7%
2	81	6.9%
3 or more	962	82.1%
Total	1172	100.0%

Source: Western Health - Community Health Assessment Survey 2022. Compiled by NLSA on 9/14/2022

C2. Of the issues selected in the previous question, please rank the 3 that you are most concerned about. (1st Choice)

	Count	%
Addictions and substance abuse (e.g., alcohol and/or drug misuse and abuse, gambling)	46	4.1%
Bullying	9	.8%
Childcare (including affordability, lack of accessibility)	15	1.4%

Chronic diseases (e.g., prevalence of diabetes, high blood pressure, cancer, etc.)	78	7.0%
Crime and violence	5	.5%
Cost of living	357	32.2%
Clean water supply	37	3.3%
Distracted driving of any vehicle (e.g., texting or talking on cell phone while driving car, motorcycle, ATV, snowmobile, etc.)	24	2.2%
Drug/alcohol impaired driving of any vehicle (e.g., car, motorcycle, ATV, snowmobile, etc.)	29	2.6%
Education system	10	.9%
Emergency services	102	9.2%
Environmental issues (e.g., contaminants in the air, water and soil)	7	.6%
Food security (access to sufficient, affordable, nutritious food)	46	4.1%
Homelessness (including couch surfing)	2	.2%
Housing conditions	8	.7%
Low literacy levels	1	.1%
Mental health of community residents	62	5.6%
Outmigration	11	1.0%
Physical health of community residents	27	2.4%
Poverty	11	1.0%
Public transportation (including affordability, lack of accessibility)	10	.9%
Recreation programs/spaces	4	.4%
Resources for people with disabilities (e.g., accessible buildings)	17	1.5%
Road quality	87	7.8%
Seniors' resources/programs	34	3.1%
Sexual health (including unplanned pregnancy, Sexually Transmitted Infections)	1	.1%
Social isolation and lack of community involvement	4	.4%
Suicide	4	.4%
Tobacco use/smoking/vaping	14	1.3%
Unemployment	16	1.4%
Violence in the home (e.g., child abuse/neglect, domestic)	5	.5%
Working conditions (e.g., risks for injury on the job)	3	.3%
Shortage of doctors/physicians/specialists,etc/difficulty in accessing health care	11	1.0%
Affordable housing/access to housing	1	.1%
Other health care (e.g., shortage of medications, access to dental care, working conditions of healthcare staff, etc.)	6	.5%
Other	6	.5%
Total	1110	100.0%

Source: Western Health - Community Health Assessment Survey 2022. Compiled by NLSA on 9/14/2022

Subset: respondents who chose one or more area/issue in C1.

C2. Of the issues selected in the previous question, please rank the 3 that you are most concerned about. (2nd Choice)

	Count	%
Addictions and substance abuse (e.g., alcohol and/or drug misuse and abuse, gambling)	38	3.6%
Bullying	12	1.2%
Childcare (including affordability, lack of accessibility)	13	1.2%
Chronic diseases (e.g., prevalence of diabetes, high blood pressure, cancer, etc.)	76	7.3%
Crime and violence	12	1.2%
Cost of living	188	18.0%
Clean water supply	36	3.5%
Distracted driving of any vehicle (e.g., texting or talking on cell phone while driving car, motorcycle, ATV, snowmobile, etc.)	39	3.7%
Drug/alcohol impaired driving of any vehicle (e.g., car, motorcycle, ATV, snowmobile, etc.)	39	3.7%
Education system	23	2.2%
Emergency services	72	6.9%
Environmental issues (e.g., contaminants in the air, water and soil)	12	1.2%
Food security (access to sufficient, affordable, nutritious food)	109	10.5%
Homelessness (including couch surfing)	3	.3%
Housing conditions	8	.8%
Mental health of community residents	57	5.5%
Outmigration	6	.6%
Physical health of community residents	26	2.5%
Poverty	16	1.5%
Public transportation (including affordability, lack of accessibility)	10	1.0%
Recreation programs/spaces	5	.5%
Resources for people with disabilities (e.g., accessible buildings)	13	1.2%
Road quality	121	11.6%
Seniors' resources/programs	44	4.2%
Sexual health (including unplanned pregnancy, Sexually Transmitted Infections)	2	.2%
Social isolation and lack of community involvement	9	.9%
Suicide	8	.8%
Tobacco use/smoking/vaping	6	.6%
Unemployment	24	2.3%
Violence in the home (e.g., child abuse/neglect, domestic)	7	.7%
Working conditions (e.g., risks for injury on the job)	5	.5%
Shortage of doctors/physicians/specialists,etc/difficulty in accessing health care	1	.1%
Affordable housing/access to housing	2	.2%
Other health care (e.g., shortage of medications, access to dental care, working conditions of healthcare staff, etc.)	1	.1%
Total	1043	100.0%

Source: Western Health - Community Health Assessment Survey 2022. Compiled by NLSA on 9/14/2022

Subset: respondents who chose two or more areas/issues in C1.

C2. Of the issues selected in the previous question, please rank the 3 that you are most concerned about. (3rd Choice)

	Count	%
Addictions and substance abuse (e.g., alcohol and/or drug misuse and abuse, gambling)	41	4.3%
Bullying	16	1.7%
Childcare (including affordability, lack of accessibility)	18	1.9%
Chronic diseases (e.g., prevalence of diabetes, high blood pressure, cancer, etc.)	62	6.4%
Crime and violence	12	1.2%
Cost of living	116	12.1%
Clean water supply	20	2.1%
Distracted driving of any vehicle (e.g., texting or talking on cell phone while driving car, motorcycle, ATV, snowmobile, etc.)	57	5.9%
Drug/alcohol impaired driving of any vehicle (e.g., car, motorcycle, ATV, snowmobile, etc.)	41	4.3%
Education system	18	1.9%
Emergency services	45	4.7%
Environmental issues (e.g., contaminants in the air, water and soil)	7	.7%
Food security (access to sufficient, affordable, nutritious food)	72	7.5%
Homelessness (including couch surfing)	3	.3%
Housing conditions	9	.9%
Low literacy levels	6	.6%
Mental health of community residents	73	7.6%
Outmigration	15	1.6%
Physical health of community residents	17	1.8%
Poverty	12	1.2%
Public transportation (including affordability, lack of accessibility)	17	1.8%
Recreation programs/spaces	12	1.2%
Resources for people with disabilities (e.g., accessible buildings)	13	1.4%
Road quality	130	13.5%
Seniors' resources/programs	52	5.4%
Sexual health (including unplanned pregnancy, Sexually Transmitted Infections)	3	.3%
Social isolation and lack of community involvement	16	1.7%
Suicide	7	.7%
Tobacco use/smoking/vaping	13	1.4%
Unemployment	28	2.9%
Violence in the home (e.g., child abuse/neglect, domestic)	4	.4%
Working conditions (e.g., risks for injury on the job)	5	.5%
Other health care (e.g., shortage of medications, access to dental care, working conditions of healthcare staff, etc.)	1	.1%
Other	1	.1%
Total	962	100.0%

Source: Western Health - Community Health Assessment Survey 2022. Compiled by NLSA on 9/14/2022

Subset: respondents who chose three or more areas/issues in C1.

C2. Total Number of Mentions in Top 3

	Total	
	N	%
Addictions and substance abuse (e.g., alcohol and/or drug misuse and abuse, gambling)	125	11.3%
Bullying	37	3.3%
Childcare (including affordability, lack of accessibility)	46	4.1%
Chronic diseases (e.g., prevalence of diabetes, high blood pressure, cancer, etc.)	216	19.5%
Crime and violence	29	2.6%
Cost of living	661	59.5%
Clean water supply	93	8.4%
Distracted driving of any vehicle (e.g., texting or talking on cell phone while driving car, motorcycle, ATV, snowmobile, etc.)	120	10.8%
Drug/alcohol impaired driving of any vehicle (e.g., car, motorcycle, ATV, snowmobile, etc.)	109	9.8%
Education system	51	4.6%
Emergency services	219	19.7%
Environmental issues (e.g., contaminants in the air, water and soil)	26	2.3%
Food security (access to sufficient, affordable, nutritious food)	227	20.5%
Homelessness (including couch surfing)	8	.7%
Housing conditions	25	2.3%
Low literacy levels	7	.6%
Mental health of community residents	192	17.3%
Outmigration	32	2.9%
Physical health of community residents	70	6.3%
Poverty	39	3.5%
Public transportation (including affordability, lack of accessibility)	37	3.3%
Recreation programs/spaces	21	1.9%
Resources for people with disabilities (e.g., accessible buildings)	43	3.9%
Road quality	338	30.5%
Seniors' resources/programs	130	11.7%
Sexual health (including unplanned pregnancy, Sexually Transmitted Infections)	6	.5%
Social isolation and lack of community involvement	29	2.6%
Suicide	19	1.7%
Tobacco use/smoking/vaping	33	3.0%
Unemployment	68	6.1%
Violence in the home (e.g., child abuse/neglect, domestic)	16	1.4%
Working conditions (e.g., risks for injury on the job)	13	1.2%
Shortage of doctors/physicians/specialists,etc/difficulty in accessing health care	12	1.1%
Affordable housing/access to housing	3	.3%
Other health care (e.g., shortage of medications, access to dental care, working conditions of healthcare staff, etc.)	8	.7%
Other	7	.6%

Source: Western Health - Community Health Assessment Survey 2022. Totals may exceed 100% due to multiple responses. Compiled by the NLSA on 9/14/2022

Total number of times each area/issue appeared in the top 3

C3. Overall, how satisfied are you with the resources available to help deal with the health and wellness challenges in your community?

	Count	%
Very satisfied	55	4.7%
Satisfied	408	34.8%
Neither satisfied nor dissatisfied	431	36.8%
Dissatisfied	216	18.4%
Very dissatisfied	62	5.3%
Total	1172	100.0%

Source: Western Health - Community Health Assessment Survey 2022. Compiled by NLSA on 9/14/2022

Asked to all respondents

C4. Why are you dissatisfied with the resources available? (Select all that apply.)

	Total	
	N	%
Community resources/supports are not available	179	64.4%
Community resources/supports are not effective	108	38.8%
Hours of service(s) are inconvenient	66	23.7%
Cost is too high	47	16.9%
Other (please specify):	52	18.7%

Source: Western Health - Community Health Assessment Survey 2022. Totals may exceed 100% due to multiple responses. Compiled by the NLSA on 9/14/2022

Subset: respondents who chose "Dissatisfied" or "Very Dissatisfied" in C3.

C4. Why are you dissatisfied with the resources available? (Other)

	Count	%
Not enough resources/supports available/need more resources/supports	12	23.1%
Waitlists/wait times are too long (e.g., to get an appointment, to see a doctor/healthcare professional, etc.)	12	23.1%
Too far to travel to access resources/supports/lack of transportation options	4	7.7%
Not enough/need more doctors/physicians/healthcare professionals/clinics, etc.	13	25.0%
Other	11	21.2%
Total	52	100.0%

Source: Western Health - Community Health Assessment Survey 2022. Compiled by NLSA on 9/14/2022

Subset: respondents who chose "Other (please specify)" in C4.

SECTION D - HEALTH STATUS

D1. In general, would you say your personal physical health is...?

	Count	%
Excellent	75	6.4%
Very good	375	32.0%
Good	436	37.2%
Fair	239	20.4%
Poor	46	3.9%
No response	1	.1%
Total	1172	100.0%

Source: Western Health - Community Health Assessment Survey 2022. Compiled by NLSA on 9/15/2022

Asked to all respondents

D2. In general, would you say your personal mental health is...?

	Count	%
Excellent	157	13.4%
Very good	408	34.8%
Good	379	32.3%
Fair	156	13.3%
Poor	51	4.4%
No response	21	1.8%
Total	1172	100.0%

Source: Western Health - Community Health Assessment Survey 2022. Compiled by NLSA on 9/15/2022

Asked to all respondents

D3. What would you like to do to improve your personal physical or mental health? (Select all that apply.)

	Total	
	N	%
Start/increase exercise, sports or physical activity	569	48.5%
Eat healthier/eat more fruits and vegetables	693	59.1%
Drink less alcohol	100	8.5%
Reduce smoking (not including cannabis)	67	5.7%
Reduce vaping (not including cannabis)	20	1.7%
Reduce cannabis use (in any form)	17	1.5%
Reduce illicit drug use	6	.5%
Reduce prescription drug misuse	14	1.2%
Gamble less	7	.6%
Reduce stress	446	38.1%

Enhance self-care	286	24.4%
Reduce screen time (computer, Smartphone, TV)	157	13.4%
Get the flu shot	75	6.4%
Seek physical or mental health treatment	133	11.3%
Get more sleep	374	31.9%
Connect more with family, friends or community	292	24.9%
There is nothing I would like to do	166	14.2%
Other (please specify):	44	3.8%
No response	13	1.1%

Source: Western Health - Community Health Assessment Survey 2022. Totals may exceed 100% due to multiple responses. Compiled by the NLSA on 9/15/2022

Asked to all respondents

D30. What would you like to do to improve your personal physical or mental health? (Other-Coded)

	Count	%
Access to a doctor/physician/specialist/make healthcare more accessible/cheaper, etc	18	40.9%
Less wait times for appointments/tests/procedures/surgeries, etc.	4	9.1%
Better work-life balance	4	9.1%
Improve food security/access to nutritious food	2	4.5%
Spend more time outside (e.g., travelling, enjoying the great outdoors, etc.)	3	6.8%
Nothing/not much can be done (due to health issues, lack of family/community support, etc.)	5	11.4%
Other	8	18.2%
Total	44	100.0%

Source: Western Health - Community Health Assessment Survey 2022. Compiled by NLSA on 9/15/2022

Subset: respondents who chose "Other (please specify)" in D3.

D4. What is making it difficult for you to make the change(s) you identified in the previous question? (Select all that apply.)

	Total	
	N	%
Community resources/supports are not available	209	20.8%
Community resources/supports are not effective	86	8.5%
Not enough time available	253	25.1%
Medical condition/injury	134	13.3%
Lack of childcare	33	3.3%
Cost is too high	281	27.9%
Other (please specify):	69	6.9%
Nothing in particular	300	29.8%
No response	12	1.2%

Source: Western Health - Community Health Assessment Survey 2022. Totals may exceed 100% due to multiple responses. Compiled by the NLSA on 9/15/2022

Subset: excludes respondents who chose "There is nothing I would like to do" in D3.

D4O. What is making it difficult for you to make the change(s) you identified in the previous question? (Other-Coded)

	Count	%
Lack of motivation/self-discipline	19	27.5%
Need better time-management/taking time for oneself	6	8.7%
Covid-19 restrictions/fear of getting COVID-19	5	7.2%
Family/work responsibilities	7	10.1%
Lack of transportation/too far to travel	4	5.8%
No doctor/physician/health care professional available/lack of accessibility to healthcare	11	15.9%
Not sure what to do/not knowing what is available	2	2.9%
Other	15	21.7%
Total	69	100.0%

Source: Western Health - Community Health Assessment Survey 2022. Compiled by NLSA on 9/15/2022

Subset: respondents who chose "Other (please specify)" in D4.

SECTION E - HEALTH CARE PLANNING

E1. In your opinion, should Western Health make any changes to its vision statement?

	Count	%
No, keep the current vision	967	82.5%
Yes, I suggest the following changes:	205	17.5%
Total	1172	100.0%

Source: Western Health - Community Health Assessment Survey 2022. Compiled by NLSA on 9/20/2022

Asked to all respondents

E10. What changes should Western Health make to its vision statement? (Coded)

	Count	%
Follow through on vision statement (i.e., taking action, making changes)	18	8.8%
Need more doctors/nurses/healthcare professionals/increased availability/access to healthcare	73	35.6%
Reduce wait times/wait lists for appointments/tests/procedures/referrals, etc.	17	8.3%
Focus on recruitment/retention for skilled healthcare professionals (e.g., offer higher wages, more incentives, etc.)	10	4.9%
More resources/supports available for seniors (e.g., access to home care, more personal care homes, etc.)	8	3.9%
More awareness/education/collaboration with people/communities (e.g., promoting active living, eating healthier, etc)	8	3.9%

Don't know/not sure	6	2.9%
Other	65	31.7%
Total	205	100.0%

Source: Western Health - Community Health Assessment Survey 2022. Compiled by NLSA on 9/20/2022

Subset: respondents who chose "Yes, I suggest the following changes" in E1.

**E2. Western Health is reviewing its core values. What do you think Western Health's core values should be?
(Select up to five.)**

	Total	
	N	%
Accountability	789	67.3%
Advocacy	110	9.4%
Bilingual Communication	24	2.0%
Care	758	64.7%
Collaboration	163	13.9%
Communication	429	36.6%
Community-focused	217	18.5%
Compassion (kind, caring, empathy)	537	45.8%
Dedication	189	16.1%
Dignity	107	9.1%
Diversity	35	3.0%
Empowerment	30	2.6%
Engagement	58	4.9%
Equity	46	3.9%
Excellence	219	18.7%
Harm Reduction	32	2.7%
Inclusive	59	5.0%
Innovation (progressive)	59	5.0%
Person and Family Centered (client/patient/resident focused)	301	25.7%
Privacy	167	14.2%
Quality	273	23.3%
Respect	440	37.5%
Teamwork	166	14.2%
Transparency/Openness	232	19.8%

Source: Western Health - Community Health Assessment Survey 2022. Totals may exceed 100% due to multiple responses. Compiled by the NLSA on 9/20/2022

Asked to all respondents

E3. Please select the priority that, in your opinion, is the one priority area that Western Health should focus on over the next three years to improve the care and services we deliver:

	Count	%
Aging population (improve supports and services for seniors)	264	22.5%
Continuity of care (improve collaboration and information sharing across services)	19	1.6%
Mental Health and Addiction Services access and wait time reduction (easier and faster access)	104	8.9%
Prevention and healthy living (improve health practices and skills such as physical activity, healthy eating, decision-making, coping, relaxation, and sleep)	39	3.3%
Primary Care access and wait time reduction (easier and faster access to services such as family/primary care doctors, nurse practitioners and collaborative care clinics)	484	41.3%
Recruitment and retention (improve staffing through actions such as hiring incentives, additional scheduling options and other methods)	209	17.8%
Service navigation supports (enhance services to better direct patients and clients in finding services or contact information)	17	1.5%
Social determinants of health (address concerns such as housing, food security, poverty/low income, physical environments)	36	3.1%
Total	1172	100.0%

Source: Western Health - Community Health Assessment Survey 2022. Compiled by NLSA on 9/20/2022

Asked to all respondents

E4. Is there anything else that you would like to add about the health of the population and the health care services provided in the Western Health region?

	Count	%
Yes (enter comments):	300	25.6%
No	872	74.4%
Total	1172	100.0%

Source: Western Health - Community Health Assessment Survey 2022. Compiled by NLSA on 9/20/2022

Asked to all respondents

E4O. Is there anything else that you would like to add about the health of the population and the health care services provided in the Western Health region? (Coded)

	Count	%
Need more doctors/nurses/healthcare professionals/increased availability/access to healthcare	126	42.0%
Reduce wait lists/wait times for appointments/tests/procedures/referrals, etc.	49	16.3%
Better working conditions for doctors/nurses/health professionals (e.g., more time off, less overtime, etc.)	6	2.0%
Patients need more respect/compassion, better treatment/communication from doctors/nurses etc.	16	5.3%
Focus on recruitment/retention for skilled healthcare professionals (e.g., offer higher wages, more incentives, etc.)	23	7.7%

More resources/supports available for seniors (e.g., access to home care, more personal care homes, etc.)	20	6.7%
Find more efficiencies in the healthcare system (with respect to cost, resources, management, etc.)	10	3.3%
More awareness/education/collaboration with people/communities (e.g., promoting active living, eating healthier, etc)	15	5.0%
More focus on mental health (e.g., providing adequate resources/support for those with mental health issues)	8	2.7%
Other	27	9.0%
Total	300	100.0%

Source: Western Health - Community Health Assessment Survey 2022. Compiled by NLSA on 9/20/2022

Subset: respondents who chose "Yes" in E4.

E5. How did you hear about this survey? (Select all that apply.)

	Total	
	N	%
Community group/organization	2	.2%
Western Health event	1	.1%
Western Health staff member or volunteer	16	1.4%
Western Health website	7	.6%
Received a letter through the mail	1131	96.5%
Facebook	4	.3%
Family/friend/colleague	7	.6%
News outlet (e.g., vocm.com, ntv.ca, cbc.ca)	3	.3%
Printed sign/business card	1	.1%
Radio	2	.2%
Other (please specify):	16	1.4%

Source: Western Health - Community Health Assessment Survey 2022. Totals may exceed 100% due to multiple responses. Compiled by the NLSA on 9/20/2022

Asked to all respondents

E5O. How did you hear about this survey? (Other-Coded)

	Count	%
Phone call	10	62.5%
Email	2	12.5%
School	3	18.8%
Other	1	6.3%
Total	16	100.0%

Source: Western Health - Community Health Assessment Survey 2022. Compiled by NLSA on 9/20/2022

Subset: respondents who chose "Other (please specify)" in E5.

SECTION F - DEMOGRAPHICS

F1. How long have you lived in your current community?

	Count	%
Less than 2 years	33	2.8%
2 - 5 years	77	6.6%
6 - 10 years	99	8.4%
11 - 20 years	157	13.4%
More than 20 years	805	68.7%
No response	1	.1%
Total	1172	100.0%

Source: Western Health - Community Health Assessment Survey 2022. Compiled by NLSA on 9/21/2022

Asked to all respondents

F2. Please indicate your age.

	Count	%
16 - 24	66	5.6%
25 - 34	87	7.4%
35 - 44	115	9.8%
45 - 54	164	14.0%
55 - 64	296	25.3%
65 - 74	337	28.8%
75 - 84	104	8.9%
No response	3	.3%
Total	1172	100.0%

Source: Western Health - Community Health Assessment Survey 2022. Compiled by NLSA on 9/21/2022

Asked to all respondents

F3. What is your gender identity? (Select all that apply.)

	Total	
	N	%
Man	518	44.2%
Woman	647	55.2%
Transgender	2	.2%
Non-Binary	4	.3%
Agender	1	.1%
Genderqueer	1	.1%
Genderfluid	3	.3%

Gender nonconforming	1	.1%
Other identity (please specify):	3	.3%
No response	5	.4%

Source: Western Health - Community Health Assessment Survey 2022. Totals may exceed 100% due to multiple responses. Compiled by the NLSA on 9/21/2022

Asked to all respondents

F4. What is the highest level of education you have completed? (Select one response only.)

	Count	%
Some secondary school or high school	252	21.5%
Completed secondary school or high school	239	20.4%
Started university or college education but did not complete it	77	6.6%
Completed a technical, vocational or community college program	372	31.7%
Completed a bachelor's degree	121	10.3%
Completed a graduate or professional degree	100	8.5%
No response	11	.9%
Total	1172	100.0%

Source: Western Health - Community Health Assessment Survey 2022. Compiled by NLSA on 9/21/2022

Asked to all respondents

F5. Which of the following describes your employment status? (Select one response only.)

	Count	%
Employed full time (including self-employed or on a work training program)	353	30.1%
Employed part time (including self-employed or on a work training program)	85	7.3%
Seasonal worker	102	8.7%
Commuting/rotational worker	15	1.3%
Student	28	2.4%
Unemployed and looking for work	32	2.7%
Unemployed and not looking for work	18	1.5%
Unable to work due to a long-term sickness or disability	45	3.8%
Looking after my home/family	42	3.6%
Retired from paid work	448	38.2%
No response	4	.3%
Total	1172	100.0%

Source: Western Health - Community Health Assessment Survey 2022. Compiled by NLSA on 9/21/2022

Asked to all respondents

SECTION G - RESPONDENT FEEDBACK

G1. Do you have any further comments related to this survey or its content? (Coded)

	Count	%
Need more doctors/nurses/healthcare professionals/increased availability/access to healthcare	38	3.2%
Reduce wait lists/wait times for appointments/tests/procedures/referrals, etc.	10	.9%
Better working conditions for doctors/nurses/health professionals (e.g., more time off, less overtime, etc.)	1	.1%
Patients need more respect/compassion, better treatment/communication from doctors/nurses etc.	2	.2%
Focus on recruitment/retention for skilled healthcare professionals (e.g., offer higher wages, more incentives, etc.)	3	.3%
More resources/supports available for seniors (e.g., access to home care, more personal care homes, etc.)	3	.3%
Find more efficiencies in the healthcare system (with respect to cost, resources, management, etc.)	9	.8%
More awareness/education/collaboration with people/communities (e.g., promoting active living, eating healthier, etc)	4	.3%
More focus on mental health (e.g., providing adequate resources/support for those with mental health issues)	2	.2%
Follow through on recommendations/feedback in the survey (i.e., taking action, making changes)	15	1.3%
Glad to have participated in the survey, having the opportunity to give feedback, etc.	8	.7%
Other	32	2.7%
No comments	1045	89.2%
Total	1172	100.0%

Source: Western Health - Community Health Assessment Survey 2022. Compiled by NLSA on 9/21/2022

Asked to all respondents

Appendix B:
Western Health Community Health Assessment Survey



WESTERN HEALTH
COMMUNITY HEALTH ASSESSMENT 2022

PURPOSE

Western Health, in partnership with the Newfoundland and Labrador Statistics Agency (NLSA), is doing a survey to help us understand the community health needs in the Western Health region.

CONFIDENTIALITY

The information is being collected and protected under the authority of the [Access to Information and Protection of Privacy Act 2015](#) (ATIPPA, 2015) of the Province of Newfoundland and Labrador. Information collected will be shared with Western Health for the purposes of assessing specific community health needs. Please be assured that your answers will be kept strictly confidential, and any results published from this survey will be reported collectively. No identifying information will be published. The survey will take approximately 15 minutes to complete.

If you have any questions concerning privacy or confidentiality, have difficulty accessing or completing the survey, or would like to be sent an electronic link or paper copy, you can contact the Newfoundland and Labrador Statistics Agency by email at NLSASurveys@gov.nl.ca or by telephone, toll-free, at 1-888-461-5244. Please note that if you call the toll-free number, you will be asked to leave a message. Western Health's Wellness Facilitators are also available to answer any other questions you may have about the survey:

- Port aux Basques, Burgeo, and Stephenville areas: 709-649-7921
- Corner Brook, Humber Valley and White Bay areas: 709-640-1874
- Bonne Bay and Port Saunders areas: 709-458-2381

INSTRUCTIONS

For the purposes of navigating through the survey, the arrow pointing to the right will take you forward to the survey's next page, and the arrow pointing to the left will return you to the survey's previous page.

While completing the survey, you may exit at any time by closing your internet browser. When you are ready to resume, simply use the link and Survey Access Code provided to again access the survey. Your previous responses will be saved, and you will resume where you left off. However, once the final question has been answered and the responses submitted, the survey will no longer be accessible. If this occurs, and you would like to change one or more of your responses, please contact the NLSA at NLSASurveys@gov.nl.ca.

[Please proceed to the next page to begin the survey.]

SECTION A – PRIMARY CARE PROVIDER

AR1. The following questions ask about your access to a primary care provider (family doctor or nurse practitioner in a community-based office or Western Health clinic) and your satisfaction with the quality of services received. Of note: this section applies to both virtual and in-person care. *[Please proceed to the next page.]*

A1. If you needed to find health-related information for yourself or someone else today, how would you get that information? (Select all that apply)

- 1 Ask a family doctor
- 2 Ask a nurse practitioner
- 3 Ask a pharmacist
- 4 Ask a community or public health nurse
- 5 Call/visit a hospital/clinic
- 6 Search the internet (e.g., WebMD, Google search)
- 7 Western Health website
- 8 Social media (e.g., Facebook, Twitter)
- 9 Use 811 HealthLine
- 10 Contact a not-for-profit agency (e.g., Cancer Society, Mental Health Association) or a community group, church group, or library
- 11 Ask a friend or family member
- 12 Ask another health professional (please specify): _____

A2. The last time you needed care for a minor health problem (e.g., fever or unexplained rash), where did you go? (Select one response)

- 1 Family/primary care doctor or nurse practitioner
- 2 Private-pay physician or nurse practitioner
- 3 Walk-in clinic
- 4 Community Based Medical Clinic
- 5 Hospital emergency department
- 6 811 HealthLine
- 7 Pharmacist
- 8 I do not have a place to get care for a minor health problem *[Go to A4]*
- 9 I chose not to seek treatment *[Go to A4]*
- 97 Other (please specify): _____

A3. The last time you needed care for a minor health problem (e.g., fever or unexplained rash), how long did it take you to receive treatment? (Select one response only)

- 1 Received treatment the same day
- 2 Received treatment the next day
- 3 Took two days or more to receive treatment
- 4 Never received treatment/left before receiving treatment

A4. Do you currently have a family/primary care doctor or nurse practitioner?

- 1 Yes
- 2 No [Go to BR1]

A5. Overall, how satisfied are you with the services provided by your family/primary care doctor or nurse practitioner?

- 1 Very satisfied [Go to BR1]
- 2 Satisfied [Go to BR1]
- 3 Neither satisfied nor dissatisfied [Go to BR1]
- 4 Dissatisfied
- 5 Very dissatisfied

A6. Why are you dissatisfied with the services provided by your family/primary care doctor or nurse practitioner? (Select all that apply)

- 1 Unable to easily contact the clinic/office
- 2 Virtual visit when in-person visit preferred
- 3 Wait list for an appointment was too long
- 4 Wait time in the clinic/office or window for virtual care visit was too long
- 5 Too far to travel
- 6 Hours of service were inconvenient
- 7 Communication barrier
- 8 Equipment quality was poor

A6. (cont.)

- 9 You do not have trust and confidence in your health care provider(s)
- 10 Health-care provider(s) did not give you a chance to ask questions
- 11 Health care provider(s) did not treat you with respect
- 12 Health care provider(s) did not explain things in a way that is easy to understand
- 13 Health care provider(s) did not involve you in decisions about your care
- 14 Health care appointment(s) were rushed or limited to one issue per visit
- 97 Other (please specify): _____

SECTION B – HEALTHCARE

BR1. The health care system provides a full continuum of health and community services, including public health, long-term care, acute (hospital) care, and private health care providers (e.g. pharmacy, private specialist clinics, vision/dental clinics). The following questions ask about your access to the health-care system and your satisfaction with the quality of services received (please DO NOT include Family Doctor/Nurse Practitioner services, as these were indicated previously). *[Please proceed to the next page.]*

B1. Sometimes we require health-care services but are unable to access them. Have you required any health-care service that you were unable to access during the past 12 months?

- 1 Yes
- 2 No [Go to B3]

B2. Why were you unable to access services that you required during the past 12 months? (Select all that apply)

- | | |
|---|---|
| 1 <input type="radio"/> Wait time for service was too long | 7 <input type="radio"/> Unable to get a referral |
| 2 <input type="radio"/> Cost of service was too high | 8 <input type="radio"/> Unable to contact the service |
| 3 <input type="radio"/> Transportation issues | 9 <input type="radio"/> Communication barrier |
| 4 <input type="radio"/> Too far to travel | 10 <input type="radio"/> Did not know the service was available at the time |
| 5 <input type="radio"/> Unable to leave the house due to health problems | 11 <input type="radio"/> Service not available |
| 6 <input type="radio"/> Unable to access the services during scheduled time /hours of service | 97 <input type="radio"/> Other (please specify): _____ |

B3. Overall, how satisfied were you with the health-care services that you did use during the past 12 months?

- 1 **Very satisfied** [Go to CR1]
- 2 **Satisfied** [Go to CR1]
- 3 **Neither satisfied nor dissatisfied** [Go to CR1]
- 4 **Dissatisfied**
- 5 **Very dissatisfied**
- 6 **I have not used any health-care services in the past 12 months** [Go to CR1]

B4. Why were you dissatisfied with the health-care services that you did use during the past 12 months? (Select all that apply)

- 1 **Unable to easily contact the clinic/office**
- 2 **Virtual visit when in-person visit preferred**
- 3 **Wait list for an appointment was too long**
- 4 **Wait time in the clinic/office or window for virtual care visit was too long**
- 5 **Too far to travel**
- 6 **Hours of service were inconvenient**
- 7 **Cost of service was too high**
- 8 **Communication barrier**
- 9 **Equipment quality was poor**
- 10 **You did not have trust and confidence in your health-care provider(s)**
- 11 **Health-care provider(s) did not give you a chance to ask questions**
- 12 **Health-care provider(s) did not treat you with respect**
- 13 **Health-care provider(s) did not explain things in a way that was easy to understand**
- 14 **Health-care provider(s) did not involve you in decisions about your care**
- 15 **Health care appointment(s) were rushed or limited to one issue per visit**
- 97 **Other (please specify): _____**

SECTION C – COMMUNITY HEALTH AND WELLNESS

CR1. The following questions ask about the health and wellness of your community, as well as your satisfaction with the resources and services available within your community. *[Please proceed to the next page.]*

C1. Please select the areas/issues that you are concerned about in your community. (Select all that apply)

- 1 Addictions and substance use (e.g., alcohol and/or drug misuse and abuse, gambling)
- 2 Bullying
- 3 Childcare (including affordability, lack of accessibility)
- 4 Chronic diseases (e.g., prevalence of diabetes, high blood pressure, cancer, etc.)
- 5 Crime and violence
- 6 Cost of living
- 7 Clean water supply
- 8 Distracted driving of any vehicle (e.g. texting or talking on cell phone while driving car, motorcycle, ATV, snowmobile, etc.)
- 9 Drug/alcohol impaired driving of any vehicle (e.g. car, motorcycle, ATV, snowmobile, etc.)
- 10 Education system
- 11 Emergency services
- 12 Environmental issues (e.g., contaminants in the air, water and soil)
- 13 Food security (access to sufficient, affordable, nutritious food)
- 14 Homelessness (including couch surfing)
- 15 Housing conditions
- 16 Low literacy levels
- 17 Mental health of community residents
- 18 Outmigration
- 19 Physical health of community residents
- 20 Poverty
- 21 Public transportation (including affordability, lack of accessibility)
- 22 Recreation programs/spaces
- 23 Resources for people with disabilities (e.g., accessible buildings)
- 24 Road quality
- 25 Seniors' resources/programs
- 26 Sexual health (including unplanned pregnancy, Sexually Transmitted Infections)

C1. (cont.)

- 27 Social isolation and lack of community involvement
- 28 Suicide
- 29 Tobacco use/smoking/vaping
- 30 Unemployment
- 31 Violence in the home (e.g., child abuse/neglect, domestic)
- 32 Working conditions (e.g., risks for injury on the job)
- 97 Other (please specify): _____
- 33 I am not concerned about the health and wellness of my community [Exclusive Response] [Go to C3]

[Programming note: if the respondent only chooses one option in C1, they will skip to C3]

C2A. (If number of options chosen in C1>=3) **Of the issues selected in the previous question, please rank the 3 that you are most concerned about.**

One at a time, click and drag an issue from the left column and drop it in the empty box on the right until the box contains the 3 issues you are most concerned about. Next, arrange the 3 issues in the box on the right in order so that the issue you are most concerned about is first, the one of next concern is second and the one of least concern is third.

C2B. (If number of options chosen in C1=2) **Next, we want you to please rank the 2 issues from the previous question that you are most concerned about.**

One at a time, click and drag an issue from the left column and drop it in the empty box on the right until the box contains the 2 issues you are most concerned about. Next, arrange the 2 issues in the box on the right in order so that the issue you are most concerned about is first and the one of lesser concern is second.

- 1 Addictions and substance use (e.g., alcohol and/or drug misuse and abuse, gambling)
- 2 Bullying
- 3 Childcare (including affordability, lack of accessibility)
- 4 Chronic diseases (e.g., prevalence of diabetes, high blood pressure, cancer, etc.)
- 5 Crime and violence
- 6 Cost of living
- 7 Clean water supply
- 8 Distracted driving of any vehicle (e.g. texting or talking on cell phone while driving car, motorcycle, ATV, snowmobile, etc.)
- 9 Drug/alcohol impaired driving of any vehicle (e.g. car, motorcycle, ATV, snowmobile, etc.)
- 10 Education system

C2A/C2B. (cont.)

- 11 **Emergency services**
- 12 **Environmental issues (e.g., contaminants in the air, water and soil)**
- 13 **Food security (access to sufficient, affordable, nutritious food)**
- 14 **Homelessness (including couch surfing)**
- 15 **Housing conditions**
- 16 **Low literacy levels**
- 17 **Mental health of community residents**
- 18 **Outmigration**
- 19 **Physical health of community residents**
- 20 **Poverty**
- 21 **Public transportation (including affordability, lack of accessibility)**
- 22 **Recreation programs/spaces**
- 23 **Resources for people with disabilities (e.g., accessible buildings)**
- 24 **Road quality**
- 25 **Seniors' resources/programs**
- 26 **Sexual health (including unplanned pregnancy, Sexually Transmitted Infections)**
- 27 **Social isolation and lack of community involvement**
- 28 **Suicide**
- 29 **Tobacco use/smoking/vaping**
- 30 **Unemployment**
- 31 **Violence in the home (e.g., child abuse/neglect, domestic)**
- 32 **Working conditions (e.g., risks for injury on the job)**
- 97 **Other (please specify): _____**

C3. There are many different groups and resources that aim to improve the health and wellness of a community. These include Western Health/Regional Health Authority, private health clinics (e.g., pharmacy, private specialist clinics, vision/dental clinics), churches, school town councils, resource centres, community advisory committees, recreation spaces/gyms, and other community groups.

Overall, how satisfied are you with the resources available to help deal with the health and wellness challenges in your community?

- 1 Very satisfied [Go to DR1]
- 2 Satisfied [Go to DR1]
- 3 Neither satisfied nor dissatisfied [Go to DR1]
- 4 Dissatisfied
- 5 Very dissatisfied

C4. Why are you dissatisfied with the resources available? (Select all that apply)

- 1 Community resources/supports are not available
- 2 Community resources/supports are not effective
- 3 Hours of service(s) are inconvenient
- 4 Cost is too high
- 7 Other (please specify): _____

SECTION D – HEALTH STATUS

DR1. This section will help us describe the health of the population who completed the survey.
[Please proceed to the next page.] [Programming note: non-response will be allowed for questions in this section.]

D1. In general, would you say your personal physical health is...?

- 1 Excellent
- 2 Very good
- 3 Good
- 4 Fair
- 5 Poor

D2. In general, would you say your personal mental health is...?

- 1 Excellent
- 2 Very good
- 3 Good
- 4 Fair
- 5 Poor

D3. What would you like to do to improve your personal physical or mental health? (Select all that apply)

- 1 Start/increase exercise, sports or physical activity
- 2 Eat healthier/eat more fruits and vegetables
- 3 Drink less alcohol
- 4 Reduce smoking (not including cannabis)
- 5 Reduce vaping (not including cannabis)
- 6 Reduce cannabis use (in any form)
- 7 Reduce illicit drug use
- 8 Reduce prescription drug misuse
- 9 Gamble less
- 10 Reduce stress
- 11 Enhance self-care
- 12 Reduce screen time (computer, Smartphone, TV)
- 13 Get the flu shot
- 14 Seek physical or mental health treatment
- 15 Get more sleep
- 16 Connect more with family, friends or community
- 17 Other (please specify): _____
- 17 There is nothing I would like to do [Exclusive Response] [Go to ER1]

D4. What is making it difficult for you to make the change(s) you identified in the previous question? (Select all that apply)

- 1 Community resources/supports are not available
- 2 Community resources/supports are not effective
- 3 Not enough time available
- 4 Medical condition/injury
- 5 Lack of childcare
- 6 Cost is too high

7 Other (please specify): _____

8 Nothing in particular [Exclusive Response]

SECTION E – HEALTH CARE PLANNING

ER1. Western Health is in the process of developing its Strategic Plan for 2023-2026. The plan will outline the main priorities and focus areas for Western Health for the next three years. We would appreciate your feedback on Western Health's vision, values, and priorities. [Please proceed to the next page.]

E1. The purpose of developing a vision statement is to help people think ahead to future possibilities, rather than being limited by the current reality. It is our future desire, not our current situation. The current vision statement of Western Health is: Our People, Our Communities - Healthy Together

In your opinion, should Western Health make any changes to its vision statement?

1 No, keep the current vision

2 Yes, I suggest the following changes: _____

E2. Western Health's core values set the standards of conduct that are considered important and guide the behavior of all individuals (physicians, employees and volunteers) in the organization and influence decision making. Values are at the heart of the organization's culture and should be reflected throughout the organization.

Western Health's current core values are:

1. Accountability
2. Care
3. Collaboration
4. Excellence
5. Respect
6. Transparency

Western Health is reviewing its core values. What do you think Western Health's core values should be? (Select up to five)

1 Accountability

2 Advocacy

3 Bilingual Communication

4 Care

5 Collaboration

6 Communication

7 Community-focused

8 Compassion (kind, caring, empathy)

9 Dedication

10 Dignity

12 Diversity

13 Empowerment

14 Engagement

15 Equity

16 Excellence

17 Harm Reduction

18 Inclusive

19 Innovation (progressive)

20 Person-and Family Centred (client/patient/resident focused)

21 Privacy

22 Quality

23 Respect

24 Teamwork

25 Transparency/Openness

E3. Western Health's Strategic Plan for 2023-2026 will outline the main priorities for Western Health for the next three years. In its current plan, there are three priority areas: Our People, Quality and Safety, and Innovation.

During our recent Community Engagement Sessions with each of the seven Health Neighbourhoods, community partners recommended the following areas as priorities for improvement.

Please select the priority that, in your opinion, is the one priority area that Western Health should focus on over the next three years to improve the care and services we deliver:

- 1 Aging population (improve supports and services for seniors)
- 2 Continuity of care (improve collaboration and information sharing across services)
- 3 Mental Health and Addiction Services access and wait time reduction (easier and faster access)
- 4 Prevention and healthy living (improve health practices and skills such as physical activity, healthy eating, decision-making, coping, relaxation, and sleep)
- 5 Primary Care access and wait time reduction (easier and faster access to services such as family/primary care doctors, nurse practitioners, and collaborative care clinics)
- 6 Recruitment and retention (improve staffing through actions such as hiring incentives, additional scheduling options, and other methods)
- 7 Service navigation supports (enhance services to better direct patients and clients in finding services or contact information)
- 8 Social determinants of health (address concerns such as housing, food security, poverty/low income, physical environments)

E4. Is there anything else that you would like to add about the health of the population and the health care services provided in the Western Health region?

- 1 Yes (enter comments): _____
- 2 No

E5. How did you hear about this survey? (Select all that apply)

- | | |
|--|---|
| 1 <input type="radio"/> Community group/organization | 8 <input type="radio"/> News outlet (e.g., vocm.com; ntv.ca; cbc.ca) |
| 2 <input type="radio"/> Western Health event | 9 <input type="radio"/> Printed sign/business card |
| 3 <input type="radio"/> Western Health staff member or volunteer | 10 <input type="radio"/> Radio |
| 4 <input type="radio"/> Western Health website | 11 <input type="radio"/> Television screen at a Western Health facility |
| 5 <input type="radio"/> Received a letter through the mail | 11 <input type="radio"/> Twitter |
| 6 <input type="radio"/> Facebook | 97 <input type="radio"/> Other (please specify): _____ |
| 7 <input type="radio"/> Family/friend/colleague | |

SECTION F – DEMOGRAPHICS

FR1. This section will help us describe the population who completed the survey. Questions are being asked for research and statistical purposes only. Please be assured that your answers will be kept strictly confidential.

[Please proceed to the next page.] [Programming note: non-response will be allowed for questions in this section.]

F1. How long have you lived in your current community?

- 1 Less than 2 years
- 2 2 - 5 years
- 3 6 - 10 years
- 4 11 - 20 years
- 5 More than 20 years

F2. Please indicate your age.

- | | |
|-------------------------------|-------------------------------|
| 1 <input type="radio"/> 16-24 | 5 <input type="radio"/> 55-64 |
| 2 <input type="radio"/> 25-34 | 6 <input type="radio"/> 65-74 |
| 3 <input type="radio"/> 35-44 | 7 <input type="radio"/> 75-84 |
| 4 <input type="radio"/> 45-54 | 8 <input type="radio"/> 85+ |

F3. What is your gender identity? (Select all that apply)

- 1 Man
- 2 Woman
- 3 Transgender
- 4 Two Spirit
- 5 Non-Binary
- 6 Agender
- 7 Genderqueer
- 8 Genderfluid
- 9 Gender nonconforming
- 97 Other identity (please specify): _____

F4. What is the highest level of education you have completed? (Select one response only)

- 1 Some secondary school or high school
- 2 Completed secondary school or high school
- 3 Started university or college education but did not complete it
- 4 Completed a technical, vocational or community college program
- 5 Completed a bachelor's degree
- 6 Completed a graduate or professional degree

F5. Which of the following describes your employment status? (Select one response only)

- 1 Employed full time (including self-employed or on a work training program)
- 2 Employed part time (including self-employed or on a work training program)
- 3 Seasonal worker
- 4 Commuting/rotational worker
- 5 Student
- 6 Unemployed and looking for work
- 7 Unemployed and not looking for work
- 8 Unable to work due to a long-term sickness or disability
- 9 Looking after my home/family
- 10 Retired from paid work

SECTION G – RESPONDENT FEEDBACK

G1. Do you have any further comments related to this survey or its content?

- 1 Yes (enter comments): _____
- 2 No

Please proceed to the next page to submit your responses and exit the survey.

Thank you for participating.

We appreciate the time you took to complete this survey.

The results will be available on the Western Health website in the fall of 2022.

[Respondents will be re-directed to: <https://westernhealth.nl.ca/>]