



# Community Health Needs and Resources

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Survey Summary: Port aux Basques Area

**Danielle Shea, Cathy Buffett**

**Community Health Managers**

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## Introduction

A community health needs and resource assessment (CHNRA) is a method to identify key health needs, community issues and assets through collecting and analyzing information about communities and the people that live in them. Western Health uses CHNRAs to help prioritize, plan and act on unmet community needs to improve the health of residents of the Western Region.

Western Health's CHNRA process uses a mixed methods approach to compile data on the community health needs and resources of the Western region of Newfoundland and Labrador which includes the collection of quantitative and qualitative data. There are four components of the CHNRA: the *health needs* of the region are determined through the dissemination of the CHNRA survey; *public feedback* is obtained through focus groups; the *health status* of Western region community residents is assessed through data from various statistical sources and relevant regional reports; and finally, a list of community assets is compiled in consultation with Community Advisory Committees (CACs), Western Health staff, key stakeholders and community members. The CHNRA process is an ongoing process that is completed over a six year cycle. Information obtained in each component is used by Western Health in service planning on an ongoing basis.

The following report is a summary of the CHNRA survey (Appendix A) for the Port aux Basques area, which is the first component of the CHNRA process. The survey was used to collect quantitative and qualitative data from residents of the region about their perceptions of health and community services, available resources, barriers to accessing these services, identification of top health and community concerns, how communities help deal with these concerns, where individuals go for routine health care, where they obtain health information, information on the Western Health website, and other comments about community health needs and resources.

The following report provides a summary of the CHNRA surveys completed in the Port Aux Basques Primary Health Care Area. This area includes the following communities: Port aux Basques, LaPoile, Rose Blanche, Burnt Islands, Ise Aux Morts, Grand Bay West, Grand Bay East, Codroy Valley, Doyles, Cape Ray, Searston, Cape Anguille, Margaree, Red Rocks, Tompkins, Mouse Island, Newtown, Fox Roost, Diamond Cove, Harbour Le Cou, Benoit's Siding, Loch Lomond, Millville, O'Regan's, Upper Ferry and Woodville.

## Methodology

The survey tool and method of administration were modified over the last two CHNRA processes based on the needs of stakeholders and the 2013 CHNRA evaluation. In the current CHNRA cycle, surveys were made available on the Western Health website for electronic completion between January 1 and February 29, 2016. The target audience for surveys was individuals residing in the Western region, aged 18 and older. (Information from individuals under the age of 18 is obtained through student health surveys completed as a part of the comprehensive school health assessment). Communications, Information and Quality, and Population Health developed a detailed communication plan to disseminate the availability of the CHNRA survey. The communication plan included articles in the Western Health newsletters, posters, tweets through Western's twitter account, the Western Health website, local newspapers, radio announcements, local bulletins (e.g., church), interviews with the media, and the distribution of survey information sheets throughout the Primary Health Care (PHC) areas. To enhance collaboration with the Qalipu Mi'kmaq population, the Manager of Health Services with the Qalipu Mi'kmaq First Nation Band was contacted and the survey link was provided for distribution to members. In addition, a partnership with the Francophone Association on the Port Au Port Peninsula resulted in the translation of the CHNRA survey to French. The French survey was made available electronically and uploaded to the Western Health website. Members of the francophone population were emailed to communicate the availability of the survey in French and provided with the survey link.

To ensure that each PHC area was represented, the Community Health Managers received a weekly update on respondent demographics. Efforts were made to enhance the number of participants in low response PHC areas.

Feedback from community representatives indicated concern with lack of accessibility for some individuals as the survey was only available online. As a result, members of the Regional Primary Health Care Management Committee agreed that the online survey should be available in paper format for those who requested a paper survey. On February 1, 2016, Western Health provided a media release to the public indicating that paper surveys were available and who to contact for the surveys. The availability of the survey in paper was also tweeted through Western Health's Twitter account.

Following the survey completion deadline of February 29, 2016, the Regional Manager Research and Evaluation compiled all of the data from Google Forms and transferred it to a Statistical Package for Social Science (SPSS) data file. SPSS was then used to analyze the data frequencies by PHC area and the overall region. The results and output of each PHC area was forwarded to the appropriate Community Health Manager. To analyze the qualitative data, each Community Health Manager reviewed question comments and identified themes. All identifying information was deleted (e.g., names, specific situations that could identify the person, reference to specific people and so on). A PHC Summary Report was prepared by the appropriate Community Health Manager for each of the seven PHC areas. The Regional Manager Research and Evaluation reviewed the survey results on a regional basis and the individual PHC area reports to complete a summary report for the overall Western region.

The following sections provide a summary of the CHNRA surveys completed from the Port aux Basques area.

## Demographics

A total of 71 surveys were completed in the Port aux Basques Area and all surveys were completed electronically. Respondents reported being from the following communities; Port aux Basques, Codroy Valley, Doyles, Margaree, and Rose Blanche.

Of the 71 surveys completed, 83.1% of the respondents were female, 16.9% were male. There were no respondents who indicated they were transgender or who did not report their gender. When respondents were asked to indicate their race or ethnicity, 97.2% of respondents were white/Caucasian, 2.8% was aboriginal, there were no respondents who indicated they were Other including Indigenous/European or who did not report their race or ethnicity. When asked how long they lived in the community, 0% reported less than one year, 2.8% reported 1-5 years, 26.8% reported 6-20 years, 67.8% reported over 20 years and 2.8% did not report. The majority of respondents were from the 36-40 age groups (22.5%). See table 1 for age groups, percentages, and frequencies of respondents.

Table 1. Respondent Age Groups, Percentages, and Frequencies

<b>Age Group</b>	<b>Percentage (%)</b>	<b>Frequency</b>
16-20	0	0
21-25	2.8	2
26-30	2.8	2
31-35	12.7	9
36-40	22.5	16
41-45	7.0	5
46-50	9.9	7
51-55	19.7	14
56-60	9.9	7
61-65	7.0	5
66-70	5.6	4
71-75	0	0
76+	0	0
Did not report	0	0

## Community Services

Respondents were provided with a list of community services. They were asked to indicate whether they were satisfied or not satisfied with the services that they used or required. See table 2 for those who responded that they were satisfied or not satisfied with each community service. Respondents were most satisfied with Recreation programs with 85.1% satisfied. The highest rates of not satisfied were for child care/day care (76.7%) however this represented only 23 respondents who were unsatisfied. A high number of respondents were also not satisfied with grocery stores (37) and public transportation (28).

Table 2. Percentage and Frequency of Satisfied and Not Satisfied with each Community Service

Community Service	Satisfied % (N)	Not satisfied % (N)
Education	77.1 (37)	22.9(11)
Child care/day care	23.3 (7)	76.7 (23)
Children/youth programs	63.6 (28)	36.4(16)
Seniors programs (65+)	61.1 (22)	38.9 (14)
Grocery stores	44.8 (30)	55.2 (37)
Public transportation (e.g., buses, taxis)	50 (28)	50 (28)
Recreation programs (e.g., soccer, hockey, walking trails, darts)	85.1 (57)	14.9 (10)
Food bank	68.8 (22)	31.3(10)
Environmental services (e.g., recycling, water, sewer)	63.3 (38)	36.7 (22)
Emergency services (e.g., police, fire department, emergency preparedness)	68.3 (41)	31.7 (19)

Survey respondents were asked to provide comments as to why they were satisfied with the community services listed. The comments were themed and the following themes were identified:

- The recreation facilities in the Town of Port aux Basques are excellent.
- Recreation programs for school aged children are excellent (CYN Rec House, Bruce II Recreation Complex).
- Schools in the area care about their students and provide an excellent education.

Survey respondents were asked to provide comments as to why they were not satisfied with the community services listed. The comments were themed and the following themes were identified from the comments;

- Lack of child care/day care and cost of child care/day care is an issue and may be a barrier for accessing community services.
- Cost and limited selection of food at local grocery stores is a concern.
- Need more services for autism in the community and education system.
- Need more recycling programs.
- Ambulance services have long response times.

Survey respondents were also asked to indicate if there were any community services that they had/have trouble getting and 29.7% reported yes and 70.3% reported no. The community services that respondents reported having trouble getting were (all had just one response):

- Affordable day care
- Home care for parents
- Autism services
- Better healthcare/Visiting specialists
- Gynecology
- Radiation
- Mental health services
- Mental health services for behavior modification
- Mental health/Addiction counselling
- Specialized mental health services
- Occupational therapy
- Help for persons with challenges
- Services for youth and adults with disabilities

Respondents were asked what prevented them from getting these services and were provided with a list of options including an “other” option. 10.5% of respondents reported that they did not know the service was available, 15.8% reported transportation related issues, 47.4% reported wait time for service, 15.8% reported that the service was too difficult to arrange, and 0% reported that they were not ready or prepared to get this service. The “other” categories that were identified included: not available or offered, distance, weather, and do not fit into criteria.

Survey respondents were asked to report the top three problems in their communities. The top three problems identified were: (1) alcohol and/or drug abuse (49.4%), (2) unemployment (26.8%) and (3) care of older persons (22.5 %). Table 3 provides a complete listing of community problems and the frequencies and percentages of respondents who reported them to be community problems.

Table 3. Frequencies and Percentages of Respondent Reported Community Problems

<b>Community Problems</b>	<b>Percentage (%)</b>	<b>Frequency</b>
Absence of an age/senior friendly environment	5.6	4
Alcohol and/or drug abuse	49.4	35
Bullying	19.7	14
Care of people with disabilities	14.1	10
Care of the older person	22.5	16
Child abuse/neglect	2.8	2
Crime (including vandalism)	1.4	1
Distracted driving	12.7	9
Drinking and driving	11.3	8
Environment	5.6	4

<b>Community Problems</b>	<b>Percentage (%)</b>	<b>Frequency</b>
Gambling	4.2	3
Homelessness (e.g., couch surfing)	1.4	1
Illiteracy	4.2	3
Issues with Day care	15.5	11
Issues with the Education system	8.5	6
Lack of access for people with disabilities (e.g., accessible buildings, wheelchair ramps, sidewalks in disrepair)	14.1	10
Loneliness	4.9	3
Outmigration	4.2	10
Poor housing conditions	14.1	2
Poor parenting skills	2.8	6
Poverty	8.5	4
Risks for injury on the job	5.6	1
Suicide	4.2	3
Unemployment	26.8	19
Unplanned pregnancy	2.8	2
Violence in the community	1.4	1
Violence in the home	2.8	2
Young people in trouble with the law	4.2	3
Other	4.2	3

In the “other” category respondents indicated:

- Access to health care providers
- Lack of toddler activities
- Potential loss of essential services

When asked how the community helps deal with these challenges, comments indicated the following:

- Churches in the area do what they can for people
- Local seniors clubs do a lot of good work
- Local Autism support group
- Food Bank is available for those who needs it

Some comments reflected a need for improvement such as:

- Mental Health and Addictions needs to have targeted approach and education
- There needs to be more awareness of the programs and services available in our area
- More education around autism is required



## Health Services

Respondents were provided with a list of health services. They were asked to indicate whether they were satisfied or not satisfied with the services that they used or required. See table 4 for those who responded that they were satisfied or not satisfied with each community service. Respondents were most satisfied with Pharmacy Services and Immunization Services both at 100% and Nurse Practitioner Services were also highly rated at 98.3% satisfied. The service with the lowest rate of satisfaction was Meals on Wheels Type Services at 89.5%, this however is based on only 17 respondents who indicated they used/required this service. There were higher numbers of respondents overall who were not satisfied with services such as specialist services (41) and rehabilitation services (32).

Table 4. Percentage and Frequency of Satisfied and Not Satisfied with each Health Service

Health Related Community Service	Satisfied % (N)	Not satisfied % (N)
Mental health and addiction services (including counseling services)	27.8 (10)	72.2 (26)
Ambulance services	51.2 (22)	48.8 (21)
Emergency department services	82.7 (43)	17.3 (9)
Dental care services	78.3 (47)	21.7(13)
Pharmacy services	100 (65)	0
Immunization services	100 (55)	0
Family doctor services	83.1 (54)	16.9 (11)
Specialist services (e.g., surgeon, internists)	19.6 (10)	80.4(41)
Nurse practitioner services	98.3 (57)	1.7 (1)
Nutrition services (e.g., dietitians)	69 (29)	31(13)
Respiratory services	30.8 (8)	69.2 (18)
Rehabilitation services (e.g., physiotherapy, occupational therapy, speech and language, and social work)	28.9 (13)	71.1(32)
Diagnostic services (e.g., x-ray, blood collection)	83.6 (46)	16.4 (9)
Vision services	80.4 (41)	19.6(10)
Women's wellness (e.g., cervical screening, breast screening)	73.1 (38)	26.9 (14)
Home support services/Home care	63.3 (19)	36.7 (11)
Respite services (e.g., adult day support programs, children's respite services)	40 (8)	60 (12)
Meals on wheels type services	10.5 (2)	89.5 (17)
Supportive housing (e.g., personal care homes, alternate family care)	25 (6)	75 (18)
Long term care	38.5 (10)	61.5 (16)
Services for pregnant mothers/new mothers/babies	65.4(17)	34.6 (9)
Services for people with chronic diseases (disease longer than 3 months, e.g., asthma, diabetes, cancer)	41.9 (13)	58.1 (18)

<b>Health Related Community Service</b>	<b>Satisfied % (N)</b>	<b>Not satisfied % (N)</b>
Intervention services (including services for people with developmental and physical disabilities and autism)	50 (14)	50 (14)
Community supports (services for seniors and adults with intellectual and physical disabilities)	41.7 (10)	58.3 (14)
HealthLine	88.9 (24)	11.1 (3)
Telehealth services	88.9(24)	11.1 (3)
School health services (e.g., school health nurses, immunization, sexually transmitted infections, stress management, health promotion)	59.3 (16)	40.7(11)

Survey respondents were asked to provide comments as to why they were satisfied with the health services listed. The comments were themed and the following themes were identified from the comments;

- Pleased with the amount of services for a small community
- Staff at Western Health are professional and helpful
- Very satisfied with Nurse Practitioner services
- NL HealthLine is helpful

Survey respondents were asked to provide comments as to why they were not satisfied with the health services listed. The comments were themed and the following themes were identified from the comments;

- More mental health services for children and adults
- Mental Health and Addictions has a long wait list
- Concerns about Family Physicians leaving the area
- Concerns about lack of services for autism
- Travelling to WMRH for specialists and tests (Oncology, Mammograms, MRI)
- Long response times for ambulance services

Survey respondents were also asked to indicate if there were any health services that they had/have trouble getting and 47.5% reported yes and 52.5% reported no. The health services that respondents reported having trouble getting were:

- Specialist appointments
- Chronic pain assessment and management
- Foot care
- Mental health counseling

Respondents were asked what prevented them from getting these services and were provided with a list of options including an “other” option. No respondents reported that they did not know the service was available, 17.2% reported transportation related issues, 75.9% reported wait time for service, 17.2% reported that the service was too difficult to arrange, and no respondents reported that they were not ready or prepared to get this service. 17.2% reported “other” and the following categories were identified:

- Service is not available in Port aux Basques area
- Transportation and distance is an issue

Survey respondents were asked to report the top three health problems in their communities. The top three problems identified were: (1) Mental Health (50.7%), (2) Cancer (47.9%) and (3) Addictions (35.2%). See table 5 for list of potential health problems and percentages and frequencies of respondents who indicated that they were most concerned about them.

Table 5. Frequencies and Percentages of Health Problems

<b>Health Problems</b>	<b>Percentage (%)</b>	<b>Frequency</b>
Addictions	35.2	25
Arthritis	2.8	2
Cancer	47.9	34
Chronic pain	4.2	3
Diabetes	33.8	24
Eating disorders	1.4	1
Heart disease	12.7	9
High blood pressure	7	5
HIV/Aids	0	0
Kidney disease	4.2	3
Lack of physical activity	15.5	11
Lung disease	1.4	1
Mental health	50.7	36
Overweight/obesity	23.9	17
Sexually transmitted infections	7	5
Smoking	9.9	7
Stroke	4.2	3
Suicide	2.8	2
Unhealthy eating habits	15.5	11
Other	4.2	3

In the “other” category, respondents indicated:

- All of the above
- Immune Disorder
- Not enough health resources

When asked how the community helps deal with these challenges, comments indicated that there are a lot of support groups in the community.

The final question in this section was “Where do you go for routine healthcare?” and included a list of options. 90.1% reported family physician, 7.0% reported hospital emergency department/health centre, 28.2% reported nurse practitioner, 1.4% reported I do not receive routine healthcare, and 1.4% reported other and indicated they go out of town for all health care.

## Health Information

Survey respondents were asked where they get their health related information. The top three sources were: (1) Physicians (84.5%), (2) Internet (64.8%), and (3) Pharmacy (47.9%). See table 6 for percentages and frequencies of sources selected. No respondents reported other sources in the “other” category.

Table 6. Percentages and Frequencies of Sources Selected

Sources	Percentage (%)	Frequency
Internet	64.8	46
Facebook or Twitter	5.6	4
Other social media	4.2	3
Physicians	84.5	60
Community Health Nurse (e.g., Public health nurse or community support nursing)	38	27
Nurse practitioner	40.8	29
Pharmacy	47.9	34
Friends/Family	16.9	12
Library	0	0
Newspaper/magazine	8.5	6
Radio/television	5.6	4
Church group	0	0
School/university/college	5.6	4
HealthLine	9.9	7
Other	0	0

When respondents were asked to report if the Western Health website provides the health related information that they need, 26.1% responded yes, 17.4% responded no, 18.8% responded that they did not know that Western Health had a website, and 36.6% reported that they have not been to the Western Health website. Respondents indicated that they would like the following information to be on the Western Health website:

- Basic healthcare tips
- Commonly asked questions such as “what do I do if I have chest pain?”
- Information on local and provincial support groups
- Information on wait times for various services
- A directory of family physicians who are taking new patients
- Online booking of appointments
- Immunization clinic times

## Overall Comments

Respondents were also asked to provide other comments related to community health needs and resources in the community. The comments were themed and the following themes were identified:

- There is a need to address the availability/accessibility of mental health services. (Several noted that providers are great but there needs to be more available in the area)
- There is a need to have a joint effort with community and local agencies to ensure we know what services are available
- There is a need to have more travelling clinics or utilize telehealth more in the area.
- There is a concern about centralization of services in Corner Brook for the western region
- There is a need for continued focus on health promotion and helping people stay healthy

## Conclusion

The issues identified through the CHNRA are an essential part of engaging the community in moving towards a healthier population in the Port aux Basques area. Overall the respondents felt that there was strong community support network through the actions of local groups such as the autism and cancer support groups, church groups, seniors groups, and the Community Advisory Committee. The Bruce II Recreation facility and local schools were identified as the heart of the community.

The overall findings show that there is growing community concern about mental health and addictions in the community. In addition there are concerns about access to child care, fresh healthy foods in local grocery stores and the related costs, and the costs and time associated with travel for health services that are not available in the local area.

Some highlights from each section of the survey are as follows:

### Community Services

- Respondents were very satisfied with opportunities for recreation in the area and specifically with the Bruce II Recreation Complex
- Respondents were very satisfied with the local school and educational opportunities
- Respondents were concerned with the lack of day care and child care in the area
- Respondents were concerned about grocery stores and access to affordable healthy foods
- Respondents indicated concerns regarding public transportation
- Respondents felt the need for more services for autism in the local area
- Respondents felt the need for more advanced recycling programs

### Community Problems

- Respondents had an overall concern for alcohol and drug abuse in the local area. There was an identified need to have more targeted approach to prevention and mental health promotion.
- Respondents had a concern for unemployment
- Respondents had a concern about care for the older person

### Health Services

- Respondents were very satisfied with local Pharmacy services
- Respondents were very satisfied with immunization services
- Respondents also stated they were satisfied with the health services that are located in the local area and specifically the Nurse Practitioner services
- Respondents were concerned about access to specialist services
- Respondents were concerned about rehabilitation services
- Respondents were concerned about the perceived wait times for ambulances
- Respondents were concerned about mental health and addiction services. Specifically they identified the perceived wait times and need for more services in the area for children and adults.

### Health Problems

- Respondents identified that their top health concerns in their community were:
  1. Mental Health
  2. Cancer
  3. Addictions

### Health Information

The majority of respondents indicated they get their health information from physicians or on the internet. When they were specifically asked about Western Health's website there was a significant amount that had never used it or did not know there was a website.

Data obtained from the CHNRA for each PHC area and this regional summary will support planning both at the local PHC level as well as organizational strategic, branch, and program planning. While the CHNRA survey results are only one piece of the overall CHNRA process, the survey results will be used by service providers/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 inform their planning and service delivery processes.

Moving forward, the next step of the CHNRA process will be to conduct focus groups to validate and strengthen survey results.

## **Appendix A**

### Community Health Needs and Resources Assessment Survey



# Community Health Needs and Resources Assessment Survey

Western Health is conducting a survey about the health needs and resources of our communities to help us plan our programs and services. We will be asking for your thoughts about health and community services in your area.

Participation in the survey is voluntary and will not affect your health care. It is anonymous - participants cannot be identified. Any potentially identifying information that you provide will be excluded from the report.

All comments and recommendations will be summarized in a report. This report will be posted on the Western Health website. The survey should take about 15 minutes to complete. The deadline for completing the survey is February 29, 2016.

If you have any questions, or you would like to discuss this survey further, please contact Darlene Welsh (Regional Director Planning and Research) by calling (709) 634-4350 or e-mailing [darlenewelsh@westernhealth.nl.ca](mailto:darlenewelsh@westernhealth.nl.ca).

## Demographics

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### 1. What is your age?

*Mark only one oval.*

- 16-20
- 21-25
- 26-30
- 31-35
- 36-40
- 41-45
- 46-50
- 51-55
- 56-60
- 61-65
- 66-70
- 71-75
- 76+

### 2. What is your gender?

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**3. What is your race or ethnicity?**

*Mark only one oval.*

- White/Caucasian
- Aboriginal
- Other: \_\_\_\_\_

**4. What is your primary language?**

*Mark only one oval.*

- English
- French
- Other: \_\_\_\_\_

**5. What community do you live in?**

\_\_\_\_\_

**6. How many years have you lived in this community?**

*Mark only one oval.*

- less than one year
- 1-5 years
- 6-20 years
- 21+ years

## Community Services

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**7. For each of the following community services that you USE or REQUIRE, please indicate if you are satisfied or not satisfied with that service. If you do not use or require the service, skip and go to the next service.**

*Mark only one oval per row.*

	Satisfied	Not satisfied
Education	<input type="radio"/>	<input type="radio"/>
Child care/day care	<input type="radio"/>	<input type="radio"/>
Children/youth programs	<input type="radio"/>	<input type="radio"/>
Seniors programs (65+)	<input type="radio"/>	<input type="radio"/>
Grocery stores	<input type="radio"/>	<input type="radio"/>
Public transportation (e.g., buses, taxis)	<input type="radio"/>	<input type="radio"/>
Recreation programs (e.g., soccer, hockey, walking trails, darts)	<input type="radio"/>	<input type="radio"/>
Food bank	<input type="radio"/>	<input type="radio"/>
Environmental services (e.g., recycling, water, sewer)	<input type="radio"/>	<input type="radio"/>
Emergency services (e.g., police, fire department, emergency preparedness)	<input type="radio"/>	<input type="radio"/>

8. Please provide comments about why you are satisfied with the community services listed above.

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9. Please provide comments about why you are not satisfied with the community services listed above.

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.....  
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10. Are there any community services that you had/have trouble getting?

*Mark only one oval.*

- yes
- no

11. What are they?

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.....  
.....  
.....  
.....

12. What prevented you from getting these services?

*Tick all that apply.*

- Did not know if service was available
- Transportation related issues
- Wait time for service
- Too difficult to arrange
- I was not ready or prepared to get this service
- Other: .....

**13. Please select the 3 problems you are most concerned about in your community.**

*Tick all that apply.*

- Absence of an age/senior friendly environment
- Alcohol and/or drug abuse
- Bullying
- Care of people with disabilities
- Care of the older person
- Child abuse/neglect
- Crime (including vandalism)
- Distracted driving
- Drinking and driving
- Environment
- Gambling
- Homelessness (e.g., couch surfing)
- Illiteracy
- Issues with day care
- Issues with the education system
- Lack of access for people with disabilities (e.g., accessible buildings, wheelchair ramps, sidewalks in disrepair)
- Loneliness
- Outmigration
- Poor housing conditions
- Poor parenting skills
- Poverty
- Risks for injury on the job
- Suicide
- Unemployment
- Unplanned pregnancy
- Violence in the community
- Violence in the home
- Young people in trouble with the law
- Other: \_\_\_\_\_

**14. How does your community help deal with these challenges? (e.g., community groups, community belonging)**

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.....

15. For each of the following health services that you **USE** or **REQUIRE**, please indicate if you are satisfied or not satisfied with that service. If you do not use or require the service, skip and go to the next service.

Mark only one oval per row.

	Satisfied	Not satisfied
Mental health and addiction services (including counselling services)	<input type="radio"/>	<input type="radio"/>
Ambulance services	<input type="radio"/>	<input type="radio"/>
Emergency department services	<input type="radio"/>	<input type="radio"/>
Dental care services	<input type="radio"/>	<input type="radio"/>
Pharmacy services	<input type="radio"/>	<input type="radio"/>
Immunization services	<input type="radio"/>	<input type="radio"/>
Family doctor services	<input type="radio"/>	<input type="radio"/>
Specialist services (e.g., surgeon, internists)	<input type="radio"/>	<input type="radio"/>
Nurse practitioner services	<input type="radio"/>	<input type="radio"/>
Nutrition services (e.g., dietitians)	<input type="radio"/>	<input type="radio"/>
Respiratory services	<input type="radio"/>	<input type="radio"/>
Rehabilitation services (e.g., physiotherapy, occupational therapy, speech/language, and social work)	<input type="radio"/>	<input type="radio"/>
Diagnostic services (e.g., x-ray, blood collection)	<input type="radio"/>	<input type="radio"/>
Vision services	<input type="radio"/>	<input type="radio"/>
Women's wellness (e.g., cervical screening, breast screening)	<input type="radio"/>	<input type="radio"/>
Home support services/Home care	<input type="radio"/>	<input type="radio"/>
Respite services (e.g., adult day support programs, children's respite services)	<input type="radio"/>	<input type="radio"/>
Meals on wheels type services	<input type="radio"/>	<input type="radio"/>
Supportive housing (e.g., personal care homes, alternate family care)	<input type="radio"/>	<input type="radio"/>
Long term care	<input type="radio"/>	<input type="radio"/>
Services for pregnant mothers/new mothers/babies	<input type="radio"/>	<input type="radio"/>
Services for people with chronic diseases (disease longer than 3 months, e.g., asthma, diabetes, cancer)	<input type="radio"/>	<input type="radio"/>
Intervention services (including services for people with developmental and physical disabilities and autism)	<input type="radio"/>	<input type="radio"/>
Community supports (services for seniors and adults with intellectual and physical disabilities)	<input type="radio"/>	<input type="radio"/>
HealthLine	<input type="radio"/>	<input type="radio"/>
Telehealth services	<input type="radio"/>	<input type="radio"/>
School health services (e.g., public health nurses, immunization, sexually transmitted infections, stress management, health promotion)	<input type="radio"/>	<input type="radio"/>

16. Please provide comments about why you are satisfied with the health services listed above.

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17. Please provide comments about why you are not satisfied with the health services listed above.

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18. Are there any health services that you had/have trouble getting?

*Mark only one oval.*

- Yes  
 No

19. What are they?

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20. What prevented you from getting these services?

*Tick all that apply.*

- Did not know if service was available  
 Transportation related issues  
 Wait time for service  
 Too difficult to arrange  
 I was not ready or prepared to get this service  
 Other: \_\_\_\_\_

21. Please select the 3 health problems you are most concerned about in your community.

*Tick all that apply.*

- Addictions
- Arthritis
- Cancer
- Chronic pain
- Diabetes
- Eating disorders
- Heart disease
- High blood pressure
- HIV/AIDS
- Kidney disease
- Lack of physical activity
- Lung disease
- Mental health
- Overweight/obesity
- Sexually transmitted infections
- Smoking
- Stroke
- Suicide
- Unhealthy eating habits
- Other: \_\_\_\_\_

22. How does your community help deal with these health challenges? (e.g., community groups, community belonging)

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23. Where do you go for routine healthcare?

*Tick all that apply.*

- Family physician
- Hospital emergency department/health centre
- Nurse practitioner
- I do not receive routine healthcare
- Other: \_\_\_\_\_

**24. Where do you get your health related information?**

*Tick all that apply.*

- Internet
- Facebook or Twitter
- Other social media
- Physicians
- Community health nurse (e.g., public health nurse or community support nurse)
- Nurse practitioner
- Pharmacy
- Friends/family
- Library
- Newspaper/magazine
- Radio/television
- Church group
- School/university/college
- Healthline
- Other: \_\_\_\_\_

**25. Does the Western Health website provide you with the health related information that you need?**

*Mark only one oval.*

- Yes
- No
- I did not know that Western Health had a website
- I have not been to the Western Health website

**26. What types of information would you like to see on the Western Health website?**

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**Overall Comments**

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27. Please provide any other comments that relate to community health needs and resources in your community.

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**Thank you.**

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