

Measuring and Monitoring Wellbeing in Waterloo Region

Results of the Partner Agency Wellbeing Survey

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August 2017



Acknowledgements

We would like to thank the Region of Waterloo for its support in making this report possible.

Special thanks also go out to the eleven agencies – partners in Wellbeing Waterloo Region – that volunteered to help distribute the survey and thereby demonstrated their interest in better understanding the wellbeing of their members and users.

Thanks also to Jessie Gao, a doctoral candidate in the Department of Recreation and Leisure Studies at the University of Waterloo, who most thoroughly and carefully assisted in compiling the results of the survey.

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When referring to this document, please use the following citation:

Smale, B. (2017). *Measuring and Monitoring Wellbeing in Waterloo Region: Results of the Partner Agency Wellbeing Survey*. Waterloo, ON: Canadian Index of Wellbeing and University of Waterloo.

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Contents

Introduction	1
What is Wellbeing?	3
Demographic Profile	5
Community Vitality	9
Democratic Engagement	13
Education	14
Environment	15
Healthy Populations	17
Leisure and Culture	21
Living Standards	23
Time Use	25
Overall Life Satisfaction	26
Appendix: Respondents' Comments	27

Introduction

The purpose of this pilot project was to survey members and users of selected agencies within Waterloo Region, using a short version of the CIW's Community Wellbeing Survey (CWS), with the intention of developing a "snapshot" of their overall wellbeing. By doing so, the results will help inform the planning, development, and implementation of programs and services that are most likely to improve the lives of residents, especially those who might be most marginalised. The participating agencies provide support, services, and programs to residents of the Region of Waterloo, including youth, older adults, people living with disabilities, and recent immigrants to Canada.

The short version of the CWS was developed based on the advice of eleven participating agencies, which identified selected questions that would: (1) represent each of the eight domains of the Canadian Index of Wellbeing (CIW), and (2) capture aspects of particular interest and value to the agencies. The final version – the WWR Partner Agency Wellbeing Survey – launched in the late spring of 2017 when the eleven agencies began distributing questionnaires to their members and users. To accommodate survey participants for whom English is not their first language, the questionnaire was translated into five other languages: Arabic, Farsi, Mandarin, Spanish, and Tigrinya.

A total of 530 questionnaires were completed and deemed usable. Almost half of the responses were provided by two agencies: the Children's Planning Table ($n = 139$, 26.2%) and Aging Well in Wilmot ($n = 107$, 20.2%).

Table 1
Respondents from each of the participating agencies

Partner Agency	n	Pct.
Children's Planning Table	139	26.2
Aging Well in Wilmot	107	20.2
House of Friendship	46	8.7
Cambridge Neighbourhood Organizations	45	8.5
Post-Secondary Pilot	44	8.3
Homelessness and Housing Umbrella Group	41	7.7
Kitchener Youth Action Council	39	7.4
Multicultural Centre	38	7.2
Single adults	16	3.0
Life Without Limits	9	1.7
Single parents	6	1.1
TOTAL	530	100.0

On the pages that follow, the participants' responses to the survey, compared by partner agency, are presented in tables as summary, descriptive statistics. Results for three sets of respondents – single adults, single parents, and members of Life Without Limits – are *not* included in the results that follow

because the number of respondents was not sufficient for valid comparisons. These respondents *are* included, however, in the summary results for the Region as a whole (i.e., the results reported at the bottom of each table). When the reported number of respondents in a table is less than the 530 who participated, the difference is due to non-response (i.e., individuals choosing not to answer a certain question) or a question not being applicable.

The tables are organised by the eight domains comprising the Canadian Index of Wellbeing (CIW) conceptual framework: *Community Vitality, Democratic Engagement, Education, Environment, Healthy Populations, Leisure and Culture, Living Standards, and Time Use*. A brief demographic profile of the respondents is presented first and a measure of life satisfaction – a commonly used measure of wellbeing by the Organisation for Economic Co-operation and Development (OECD) – are reported to conclude the main body of the report. Finally, an appendix is included with the unedited comments of survey participants, organised by partner agency.

A Cautionary Note

Even though the sample of survey participants *is not necessarily representative of the target populations*, the results can provide important insights into the wellbeing of the agencies' members and users as long as they are considered with caution. More critically, the partner agency survey and the results generated provide an important demonstration of the potential of the Community Wellbeing Survey, which would be representative of the residents of Waterloo Region.

What is Wellbeing?

There are many definitions of wellbeing. *The Canadian Index of Wellbeing* has adopted the following as its working definition:

The presence of the highest possible quality of life in its full breadth of expression focused on but not necessarily exclusive to: good living standards, robust health, a sustainable environment, vital communities, an educated populace, balanced time use, high levels of democratic participation, and access to and participation in leisure and culture.

Demographic Profile

Table 2
Respondents' gender

Partner Agency ^a	n	Gender (Pct.)		
		Male	Female	Trans-gender
Post-Secondary Pilot	44	54.5	45.5	0.0
Children's Planning Table	137	54.0	42.3	3.6
Kitchener Youth Action Council	39	51.3	48.7	0.0
Multicultural Centre	36	47.2	52.8	0.0
House of Friendship	44	40.9	59.1	0.0
Homelessness and Housing Umbrella Group	40	30.0	70.0	0.0
Aging Well in Wilmot	102	29.4	70.6	0.0
Cambridge Neighbourhood Organizations	45	11.1	88.9	0.0
TOTAL^b	517	40.4	58.6	1.0

^a Agencies listed in rank order according to highest percentage of male respondents.

^b Total includes respondents from Life Without Limits, and agencies representing single adults and single parents ($n = 31$).

Table 3
Respondents' age

Partner Agency ^a	n	Mean	SD	Minimum	Maximum
Aging Well in Wilmot	102	78.24	7.49	60	95
House of Friendship	43	44.05	12.32	23	71
Cambridge Neighbourhood Organizations	45	39.73	11.77	20	62
Multicultural Centre	34	37.44	9.04	21	57
Homelessness and Housing Umbrella Group	40	37.28	12.70	15	57
Post-Secondary Pilot	41	26.20	6.65	19	47
Kitchener Youth Action Council	39	21.41	2.85	15	27
Children's Planning Table	135	15.10	2.25	11	23
TOTAL^b	508	38.56	24.06	11	95

^a Agencies listed in rank order according to mean score.

^b Total includes respondents from Life Without Limits, and agencies representing single adults and single parents ($n = 31$).

Table 4
 Respondents' perception of their current financial situation

Partner Agency ^a	n	Current financial situation (Pct.)					Mean	SD
		Barely enough	Enough to get by	A little left over	Quite comfortable	All I need and more		
Aging Well in Wilmot	97	4.1	6.2	12.4	46.4	30.9	3.94	1.03
Children's Planning Table	134	6.7	16.4	9.7	35.1	32.1	3.69	1.26
Kitchener Youth Action Council	38	10.5	39.5	13.2	26.3	10.5	2.87	1.23
Post-Secondary Pilot	43	11.6	34.9	20.9	27.9	4.7	2.79	1.13
Cambridge Neighbourhood Organizations	45	20.0	31.1	28.9	17.8	2.2	2.51	1.08
Multicultural Centre	33	42.4	24.2	18.2	12.1	3.0	2.09	1.18
House of Friendship	43	53.5	25.6	9.3	9.3	2.3	1.81	1.10
Homelessness and Housing Umbrella Group	41	53.7	24.4	12.2	7.3	2.4	1.80	1.08
TOTAL^b	503	19.5	20.9	14.1	28.8	16.7	3.02	1.40

^a Agencies listed in rank order according to mean score.

^b Total includes respondents from Life Without Limits, and agencies representing single adults and single parents ($n = 31$).

Table 5
Respondents who were born in Canada

Partner Agency	n	Pct.
Homelessness and Housing Umbrella Group	38	92.7
Cambridge Neighbourhood Organizations	37	82.2
Aging Well in Wilmot	84	80.0
House of Friendship	34	77.3
Children's Planning Table	103	75.2
Kitchener Youth Action Council	26	66.7
Post-Secondary Pilot	28	66.7
Multicultural Centre	0	0.0
TOTAL^a	377	72.8

^a Total includes respondents from Life Without Limits, and agencies representing single adults and single parents ($n = 31$).

Table 6
Years residing in *Canada*

Partner Agency^a	n	Mean	SD	Minimum	Maximum
Aging Well in Wilmot	89	74.43	10.80	36.0	95.5
Cambridge Neighbourhood Organizations	40	37.81	13.63	8.0	62.0
House of Friendship	41	36.04	15.87	3.5	65.0
Homelessness and Housing Umbrella Group	34	35.71	14.55	9.0	57.8
Post-Secondary Pilot	43	20.77	8.02	2.0	34.3
Kitchener Youth Action Council	37	17.72	6.33	3.0	27.0
Children's Planning Table	135	12.60	5.10	0.0	23.7
Multicultural Centre	35	6.45	4.22	0.3	14.0
TOTAL^b	480	31.97	25.12	0.0	95.5

^a Agencies listed in rank order according to mean score. Mean years based on combine years and months reported on survey by respondents.

^b Total includes respondents from Life Without Limits, and agencies representing single adults and single parents ($n = 31$).

Table 7
Years residing in *Waterloo Region*

Partner Agency ^a	n	Mean	SD	Minimum	Maximum
Aging Well in Wilmot	94	45.23	26.37	4.0	89.0
Cambridge Neighbourhood Organizations	43	26.82	15.32	0.2	59.0
House of Friendship	42	22.31	17.35	0.0	56.0
Homelessness and Housing Umbrella Group	37	20.29	16.46	0.2	57.8
Kitchener Youth Action Council	38	11.92	8.16	0.0	27.0
Post-Secondary Pilot	44	11.44	10.36	0.1	34.3
Children's Planning Table	134	10.62	5.85	0.0	23.0
Multicultural Centre	32	6.13	4.29	0.1	14.0
TOTAL^b	493	21.32	20.35	0.0	89.0

^a Agencies listed in rank order according to mean score. Mean years based on combine years and months reported on survey by respondents.

^b Total includes respondents from Life Without Limits, and agencies representing single adults and single parents ($n = 31$).

Table 8
The age of the youngest child

Partner Agency ^a	n	Mean	SD	Minimum	Maximum
Aging Well in Wilmot	99	47.29	7.41	23	65
House of Friendship	30	17.63	11.66	2	38
Homelessness and Housing Umbrella Group	27	14.33	11.18	1	36
Cambridge Neighbourhood Organizations	38	12.05	10.80	1	37
Multicultural Centre	30	6.21	5.68	0	22
Post-Secondary Pilot	12	5.33	4.94	1	14
Children's Planning Table	5	4.00	2.74	1	8
Kitchener Youth Action Council	–	–	–	–	–
TOTAL^b	257	25.71	19.89	0	65
TOTAL <i>without</i> Aging Well in Wilmot^c	158	12.19	11.53	0	38

^a Agencies listed in rank order according to mean score.

^b Total includes respondents from Life Without Limits, and agencies representing single adults and single parents ($n = 31$).

^c Members of Aging Well in Wilmot are predominantly retired older adults (Mean age = 78 years) so removing them from the total provides a clearer picture of the average age of the youngest child in Waterloo Region families.

Community Vitality

Table 9
Respondents who volunteered in the past 12 months

Partner Agency	n	Pct.
Kitchener Youth Action Council	29	76.3
Children's Planning Table	91	68.9
Aging Well in Wilmot	66	68.0
Post-Secondary Pilot	23	53.5
Cambridge Neighbourhood Organizations	23	51.1
Homelessness and Housing Umbrella Group	19	47.5
House of Friendship	16	35.6
Multicultural Centre	9	25.0
TOTAL^a	293	57.8

^a Total includes respondents from Life Without Limits, and agencies representing single adults and single parents ($n = 31$).

Table 10
Respondents who participated in a local event in support of a charitable organization in the past 12 months

Partner Agency	n	Pct.
Kitchener Youth Action Council	12	34.3
Aging Well in Wilmot	30	33.7
Post-Secondary Pilot	12	27.3
Children's Planning Table	34	25.8
House of Friendship	10	22.2
Cambridge Neighbourhood Organizations	8	18.6
Multicultural Centre	6	17.6
Homelessness and Housing Umbrella Group	5	12.5
TOTAL^a	132	26.8

^a Total includes respondents from Life Without Limits, and agencies representing single adults and single parents ($n = 31$).

Table 11

Respondents who participated in a local event in support of their community in the past 12 months

Partner Agency	n	Pct.
Kitchener Youth Action Council	22	59.5
Children's Planning Table	70	53.4
Cambridge Neighbourhood Organizations	21	46.7
Post-Secondary Pilot	19	44.2
Aging Well in Wilmot	32	35.6
Homelessness and Housing Umbrella Group	14	34.1
House of Friendship	12	30.8
Multicultural Centre	8	22.2
TOTAL^a	216	44.0

^a Total includes respondents from Life Without Limits, and agencies representing single adults and single parents ($n = 31$).

Table 12

Number of close friends reported by respondents

Partner Agency ^a	n	Mean	SD	Minimum	Maximum
Aging Well in Wilmot	72	9.13	9.29	0	52
Children's Planning Table	130	7.72	9.21	0	60
Kitchener Youth Action Council	36	7.08	4.07	2	20
Multicultural Centre	34	5.65	10.95	0	50
Post-Secondary Pilot	43	5.53	4.90	0	30
House of Friendship	42	5.43	7.86	0	40
Cambridge Neighbourhood Organizations	43	4.49	2.60	0	10
Homelessness and Housing Umbrella Group	39	2.51	2.35	0	10
TOTAL^b	465	6.78	8.40	0	60

^a Agencies listed in rank order according to mean score.

^b Total includes respondents from Life Without Limits, and agencies representing single adults and single parents ($n = 31$).

Table 13
 Respondents' feelings of safety when walking alone in their neighbourhood after dark

Partner Agency ^a	n	Feelings of safety walking alone after dark (Pct.)							Mean	SD
		Very unsafe	Unsafe	Some-what unsafe	Unsure	Some-what safe	Safe	Very safe		
Multicultural Centre	38	2.6	2.6	5.3	7.9	10.5	36.8	34.2	5.68	1.51
Aging Well in Wilmot	104	1.9	3.8	5.8	6.7	22.1	47.1	12.5	5.35	1.35
Post-Secondary Pilot	44	0.0	2.3	20.5	11.4	18.2	20.5	27.3	5.16	1.57
Kitchener Youth Action Council	39	2.6	7.7	7.7	5.1	30.8	25.6	20.5	5.13	1.61
Children's Planning Table	138	5.8	4.3	12.3	8.7	18.1	31.2	19.6	5.01	1.74
Cambridge Neighbourhood Organizations	45	2.2	4.4	13.3	11.1	37.8	22.2	8.9	4.80	1.41
House of Friendship	45	8.9	8.9	15.6	8.9	24.4	22.2	11.1	4.42	1.83
Homelessness and Housing Umbrella Group	41	17.1	4.9	9.8	9.8	24.4	19.5	14.6	4.37	2.03
TOTAL^b	525	5.1	4.6	11.4	8.2	22.3	30.5	17.9	5.01	1.67

^a Agencies listed in rank order according to mean score.

^b Total includes respondents from Life Without Limits, and agencies representing single adults and single parents ($n = 31$).

Table 14
 Respondents' sense of belonging to their community

Partner Agency ^a	n	Sense of belonging to community (Pct.)							Mean	SD
		Very weak	Weak	Some-what weak	Unsure	Some-what strong	Strong	Very strong		
Aging Well in Wilmot	104	0.0	0.0	7.7	12.5	32.7	35.6	11.5	5.31	1.08
Children's Planning Table	138	0.0	0.7	4.3	21.0	33.3	29.0	11.6	5.20	1.08
Kitchener Youth Action Council	39	0.0	7.7	5.1	10.3	30.8	35.9	10.3	5.13	1.34
Cambridge Neighbourhood Organizations	45	2.2	0.0	6.7	26.7	26.7	24.4	13.3	5.02	1.31
Multicultural Centre	36	5.6	5.6	11.1	16.7	25.0	25.0	11.1	4.69	1.64
Post-Secondary Pilot	44	2.3	9.1	15.9	25.0	25.0	18.2	4.5	4.34	1.43
House of Friendship	45	6.7	6.7	11.1	33.3	13.3	22.2	6.7	4.33	1.60
Homelessness and Housing Umbrella Group	41	4.9	14.6	12.2	26.8	19.5	12.2	9.8	4.17	1.66
TOTAL^b	523	1.9	3.8	8.0	20.5	28.1	27.0	10.7	4.93	1.37

^a Agencies listed in rank order according to mean score.

^b Total includes respondents from Life Without Limits, and agencies representing single adults and single parents ($n = 31$).

Democratic Engagement

Table 15

Respondents' feeling that programs and services of the municipal and regional government have made them better off

Partner Agency ^a	n	Programs and services made things better (Pct.)							Mean	SD
		Much worse off	Worse off	A little worse off	Not made any difference	A bit better off	Better off	Much better off		
Multicultural Centre	37	0.0	0.0	0.0	21.6	16.2	32.4	29.7	5.70	1.13
Aging Well in Wilmot	101	0.0	1.0	0.0	13.9	21.8	44.6	18.8	5.65	1.00
Kitchener Youth Action Council	39	0.0	2.6	0.0	23.1	23.1	48.7	2.6	5.23	1.01
Cambridge Neighbourhood Organizations	45	0.0	0.0	2.2	26.7	31.1	33.3	6.7	5.16	0.98
Homelessness and Housing Umbrella Group	40	2.5	5.0	2.5	25.0	17.5	30.0	17.5	5.10	1.50
House of Friendship	44	4.5	4.5	4.5	18.2	34.1	20.5	13.6	4.89	1.51
Post-Secondary Pilot	44	0.0	0.0	4.5	36.4	29.5	25.0	4.5	4.89	0.99
Children's Planning Table	132	0.8	0.8	2.3	37.1	33.3	21.2	4.5	4.83	1.01
TOTAL^b	512	0.8	1.8	1.8	26.0	27.5	30.9	11.3	5.16	1.16

^a Agencies listed in rank order according to mean score.

^b Total includes respondents from Life Without Limits, and agencies representing single adults and single parents ($n = 31$).

Education

Table 16

Respondents who took *courses for interest* in the community or online in the past year

Partner Agency	n	Pct.
Children's Planning Table	59	43.7
Kitchener Youth Action Council	15	39.5
Post-Secondary Pilot	13	29.5
House of Friendship	10	21.7
Cambridge Neighbourhood Organizations	9	20.0
Aging Well in Wilmot	17	16.3
Multicultural Centre	5	13.9
Homelessness and Housing Umbrella Group	3	7.3
TOTAL^a	142	27.3

^a Total includes respondents from Life Without Limits, and agencies representing single adults and single parents ($n = 31$).

Table 17

Respondents who took *formal education courses* to improve skills or to prepare for a job in the past year

Partner Agency	n	Pct.
Kitchener Youth Action Council	37	94.9
Post-Secondary Pilot	39	88.6
Children's Planning Table	57	42.9
Homelessness and Housing Umbrella Group	12	30.8
Multicultural Centre	10	27.0
Cambridge Neighbourhood Organizations	12	26.7
House of Friendship	19	24.4
Aging Well in Wilmot	3	3.2
TOTAL^a	185	36.9

^a Total includes respondents from Life Without Limits, and agencies representing single adults and single parents ($n = 31$).

Environment

Table 18
Respondents' frequency of taking a bus rather than using a car in the past 12 months

Partner Agency ^a	n	Taking bus rather than car (Pct.)					Mean	SD
		Never	Some-times	Regularly	Quite often	All of the time		
Multicultural Centre	38	15.8	28.9	10.5	13.2	31.6	3.16	1.53
Homelessness and Housing Umbrella Group	41	19.5	24.4	12.2	22.0	22.0	3.02	1.48
Children's Planning Table	137	22.6	27.7	18.2	10.9	20.4	2.79	1.44
Kitchener Youth Action Council	39	25.6	28.2	7.7	25.6	12.8	2.72	1.43
House of Friendship	46	28.3	32.6	10.9	10.9	17.4	2.57	1.46
Post-Secondary Pilot	44	38.6	22.7	15.9	9.1	13.6	2.36	1.43
Cambridge Neighbourhood Organizations	45	68.9	13.3	2.2	4.4	11.1	1.76	1.37
Aging Well in Wilmot	103	84.5	10.7	1.0	2.9	1.0	1.25	0.71
TOTAL^b	524	41.4	22.3	9.9	11.1	15.3	2.36	1.48

^a Agencies listed in rank order according to mean score.

^b Total includes respondents from Life Without Limits, and agencies representing single adults and single parents ($n = 31$).

Table 19
Respondents' feelings that they have a responsibility to help protect the natural environment

Partner Agency ^a	n	Protect the natural environment (Pct.)					Mean	SD
		Strongly disagreed	Disagreed	Neutral/Do not know	Agree	Strongly agree		
Homelessness and Housing Umbrella Group	38	2.6	2.6	2.6	47.4	44.7	4.29	0.87
Multicultural Centre	37	5.4	0.0	13.5	29.7	51.4	4.22	1.06
House of Friendship	45	2.2	2.2	15.6	35.6	44.4	4.18	0.94
Aging Well in Wilmot	99	4.0	2.0	5.1	49.5	39.4	4.18	0.93
Kitchener Youth Action Council	37	0.0	0.0	21.6	45.9	32.4	4.11	0.74
Cambridge Neighbourhood Organizations	45	2.2	2.2	15.6	48.9	31.1	4.04	0.88
Post-Secondary Pilot	44	0.0	0.0	22.7	52.3	25.0	4.02	0.70
Children's Planning Table	133	0.8	4.5	20.3	48.1	26.3	3.95	0.85
TOTAL^b	509	2.0	2.2	14.1	46.4	35.4	4.11	0.86

^a Agencies listed in rank order according to mean score.

^b Total includes respondents from Life Without Limits, and agencies representing single adults and single parents ($n = 31$).

Healthy Populations

Table 20
Respondents' ratings of the *overall quality* of the health care services in their community

Partner Agency ^a	n	Quality of health care services (Pct.)					Mean	SD
		Poor	Fair	Good	Very good	Excellent		
Aging Well in Wilmot	106	0.0	2.8	26.4	54.7	16.0	3.84	0.72
Children's Planning Table	137	3.6	4.4	31.4	45.3	15.3	3.64	0.92
Kitchener Youth Action Council	39	2.6	5.1	35.9	46.2	10.3	3.56	0.85
Post-Secondary Pilot	44	0.0	13.6	45.5	34.1	6.8	3.34	0.81
Multicultural Centre	38	7.9	7.9	36.8	39.5	7.9	3.32	1.02
House of Friendship	45	15.6	11.1	35.6	31.1	6.7	3.02	1.16
Cambridge Neighbourhood Organizations	45	8.9	22.2	44.4	15.6	8.9	2.93	1.05
Homelessness and Housing Umbrella Group	41	9.8	26.8	48.8	12.2	2.4	2.71	0.90
TOTAL^b	526	4.9	10.1	34.2	39.5	11.2	3.42	0.98

^a Agencies listed in rank order according to mean score.

^b Total includes respondents from Life Without Limits, and agencies representing single adults and single parents ($n = 31$).

Table 21
Respondents' ratings of the *accessibility* of the health care services in their community

Partner Agency ^a	n	Accessibility of health care services (Pct.)					Mean	SD
		Poor	Fair	Good	Very good	Excellent		
Aging Well in Wilmot	103	0.0	9.7	33.0	42.7	14.6	3.62	0.85
Children's Planning Table	135	3.7	11.1	39.3	28.9	17.0	3.44	1.02
Multicultural Centre	37	5.4	16.2	29.7	29.7	18.9	3.41	1.14
Kitchener Youth Action Council	38	2.6	21.1	31.6	28.9	15.8	3.34	1.07
Post-Secondary Pilot	44	2.3	15.9	45.5	31.8	4.5	3.20	0.85
Cambridge Neighbourhood Organizations	45	4.4	31.1	37.8	22.2	4.4	2.91	0.95
House of Friendship	45	20.0	17.8	28.9	26.7	6.7	2.82	1.23
Homelessness and Housing Umbrella Group	41	7.3	39.0	41.5	9.8	2.4	2.61	0.86
TOTAL^b	519	4.8	17.5	36.0	30.1	11.6	3.26	1.03

^a Agencies listed in rank order according to mean score.

^b Total includes respondents from Life Without Limits, and agencies representing single adults and single parents ($n = 31$).

Table 22
 Respondents' ratings of their *physical health*

Partner Agency ^a	n	Physical health (Pct.)					Mean	SD
		Poor	Fair	Good	Very good	Excellent		
Kitchener Youth Action Council	39	2.6	5.1	33.3	41.0	17.9	3.67	0.93
Children's Planning Table	135	3.7	8.1	31.1	34.1	23.0	3.64	1.04
Aging Well in Wilmot	102	0.0	12.7	50.0	30.4	6.9	3.31	0.78
Multicultural Centre	37	5.4	24.3	27.0	29.7	13.5	3.22	1.13
Post-Secondary Pilot	43	2.3	20.9	46.5	23.3	7.0	3.12	0.91
Cambridge Neighbourhood Organizations	44	9.1	18.2	40.9	22.7	9.1	3.05	1.08
House of Friendship	45	17.8	24.4	28.9	15.6	13.3	2.82	1.28
Homelessness and Housing Umbrella Group	40	17.5	22.5	42.5	12.5	5.0	2.65	1.08
TOTAL^b	515	5.6	15.1	38.1	27.8	13.4	3.28	1.06

^a Agencies listed in rank order according to mean score.

^b Total includes respondents from Life Without Limits, and agencies representing single adults and single parents ($n = 31$).

Table 23
Respondents' ratings of their *mental health*

Partner Agency ^a	n	Mental health (Pct.)					Mean	SD
		Poor	Fair	Good	Very good	Excel- lent		
Aging Well in Wilmot	92	2.2	8.7	33.7	38.0	17.4	3.60	0.95
Kitchener Youth Action Council	38	5.3	21.1	21.1	26.3	26.3	3.47	1.25
Children's Planning Table	137	5.8	15.3	25.5	33.6	19.7	3.46	1.14
Multicultural Centre	35	11.4	11.4	40.0	17.1	20.0	3.23	1.24
Post-Secondary Pilot	42	2.4	19.0	38.1	38.1	2.4	3.19	0.86
Cambridge Neighbourhood Organizations	42	11.9	19.0	31.0	19.0	19.0	3.14	1.28
House of Friendship	42	11.9	26.2	31.0	19.0	11.9	2.93	1.20
Homelessness and Housing Umbrella Group	39	12.8	43.6	28.2	10.3	5.1	2.51	1.02
TOTAL^b	496	6.9	18.3	29.8	28.6	16.3	3.29	1.15

^a Agencies listed in rank order according to mean score.

^b Total includes respondents from Life Without Limits, and agencies representing single adults and single parents ($n = 31$).

Leisure and Culture

Table 24
 Respondents' ratings of *accessibility* of recreation and culture facilities: **Easy to get to**

Partner Agency ^a	n	Recreation/culture facilities easy to get to (Pct.)					Mean	SD
		Strongly disagree	Disagree	Neutral/ Do not know	Agree	Strongly agree		
Aging Well in Wilmot	98	1.0	5.1	7.1	60.2	26.5	4.06	0.80
Kitchener Youth Action Council	38	0.0	5.3	21.1	60.5	13.2	3.82	0.73
Cambridge Neighbourhood Organizations	44	2.3	2.3	36.4	36.4	22.7	3.75	0.92
Post-Secondary Pilot	44	0.0	4.5	29.5	52.3	13.6	3.75	0.75
Multicultural Centre	38	10.5	2.6	23.7	34.2	28.9	3.68	1.23
Children's Planning Table	136	0.7	7.4	36.8	42.6	12.5	3.59	0.83
House of Friendship	44	4.5	13.6	36.4	38.6	6.8	3.30	0.95
Homelessness and Housing Umbrella Group	41	7.3	19.5	39.0	31.7	2.4	3.02	0.96
TOTAL^b	513	2.3	7.2	28.1	45.8	16.6	3.67	0.92

^a Agencies listed in rank order according to mean score.

^b Total includes respondents from Life Without Limits, and agencies representing single adults and single parents ($n = 31$).

Table 25
 Respondents' ratings of *accessibility* of public recreation and culture programs: **Cost prevents participation**

Partner Agency ^a	n	Cost prevents participation (Pct.)					Mean	SD
		Strongly disagree	Disagree	Neutral/ Do not know	Agree	Strongly agree		
Homelessness and Housing Umbrella Group	41	9.8	12.2	29.3	31.7	17.1	3.34	1.20
Multicultural Centre	34	14.7	11.8	23.5	26.5	23.5	3.32	1.36
House of Friendship	40	7.5	15.0	37.5	27.5	12.5	3.22	1.10
Cambridge Neighbourhood Organizations	44	18.2	15.9	18.2	38.6	9.1	3.05	1.29
Post-Secondary Pilot	44	4.5	31.8	43.2	13.6	6.8	2.86	0.96
Children's Planning Table	132	9.8	28.0	42.4	12.9	6.8	2.79	1.02
Kitchener Youth Action Council	38	21.1	26.3	31.6	21.1	0.0	2.53	1.06
Aging Well in Wilmot	82	22.0	26.8	31.7	15.9	3.7	2.52	1.11
TOTAL^b	484	13.2	23.8	33.5	20.5	9.1	2.88	1.15

^a Agencies listed in rank order according to mean score.

^b Total includes respondents from Life Without Limits, and agencies representing single adults and single parents ($n = 31$).

Living Standards

Table 26
Respondents' experience in past year of eating less due to not enough food or money for food

Partner Agency ^a	n	Experience of eating less (Pct.)					Mean	SD
		Never	Once in past year	At least once every 6 months	At least once every 3 months	At least once a month		
House of Friendship	45	15.6	6.7	8.9	24.4	44.4	3.76	1.48
Homelessness and Housing Umbrella Group	41	22.0	12.2	9.8	12.2	43.9	3.44	1.66
Multicultural Centre	36	63.9	8.3	0.0	5.6	22.2	2.14	1.71
Kitchener Youth Action Council	39	51.3	20.5	7.7	17.9	2.6	2.00	1.26
Children's Planning Table	138	68.1	9.4	8.0	4.3	10.1	1.79	1.35
Cambridge Neighbourhood Organizations	44	63.6	18.2	9.1	4.5	4.5	1.68	1.12
Post-Secondary Pilot	44	70.5	18.2	2.3	4.5	4.5	1.55	1.07
Aging Well in Wilmot	96	96.9	1.0	1.0	0.0	1.0	1.07	0.46
TOTAL^b	513	63.0	9.7	6.0	7.0	14.2	2.00	1.50

^a Agencies listed in rank order according to mean score.

^b Total includes respondents from Life Without Limits, and agencies representing single adults and single parents ($n = 31$).

Table 27
 Respondents' experience in past year of not having enough money to buy needed things

Partner Agency ^a	n	Not enough money to buy needed things (Pct.)					Mean	SD
		Never	Once in past year	At least once every 6 months	At least once every 3 months	At least once a month		
House of Friendship	44	13.6	2.3	13.6	13.6	56.8	3.98	1.44
Homelessness and Housing Umbrella Group	39	17.9	5.1	5.1	12.8	59.0	3.90	1.59
Multicultural Centre	33	36.4	21.2	6.1	0.0	36.4	2.79	1.78
Kitchener Youth Action Council	38	44.7	21.1	15.8	13.2	5.3	2.13	1.28
Children's Planning Table	137	50.4	20.4	9.5	10.9	8.8	2.07	1.35
Cambridge Neighbourhood Organizations	43	58.1	14.0	11.6	4.7	11.6	1.98	1.41
Post-Secondary Pilot	44	56.8	25.0	2.3	2.3	13.6	1.91	1.40
Aging Well in Wilmot	95	91.6	2.1	2.1	0.0	4.2	1.23	0.86
TOTAL^b	501	52.9	13.4	7.6	6.8	19.4	2.26	1.60

^a Agencies listed in rank order according to mean score.

^b Total includes respondents from Life Without Limits, and agencies representing single adults and single parents ($n = 31$).

Time Use

Table 28
Respondents' frequency of feeling rushed

Partner Agency ^a	n	Feeling rushed (Pct.)						Mean	SD
		Never	Less than once a month	About once a month	About once a week	A few times per week	Everyday		
Cambridge Neighbourhood Organizations	45	0.0	4.4	6.7	20.0	33.3	35.6	4.89	1.11
Kitchener Youth Action Council	39	0.0	0.0	12.8	23.1	51.3	12.8	4.64	0.87
Homelessness and Housing Umbrella Group	41	2.4	14.6	4.9	22.0	31.7	24.4	4.39	1.43
Post-Secondary Pilot	44	9.1	6.8	4.5	29.5	25.0	25.0	4.30	1.53
Multicultural Centre	34	8.8	8.8	11.8	8.8	38.2	23.5	4.29	1.61
Children's Planning Table	138	3.6	10.1	17.4	19.6	26.8	22.5	4.23	1.43
House of Friendship	46	10.9	8.7	4.3	28.3	32.6	15.2	4.09	1.53
Aging Well in Wilmot	101	11.9	14.9	16.8	20.8	27.7	7.9	3.61	1.52
TOTAL^b	519	5.8	9.1	11.6	21.6	31.6	20.4	4.25	1.44

^a Agencies listed in rank order according to mean score.

^b Total includes respondents from Life Without Limits, and agencies representing single adults and single parents ($n = 31$).

Overall Life Satisfaction

Table 29
Respondents' ratings of their life satisfaction

Partner Agency ^a	n	Life satisfaction (Pct.)										Mean	SD
		Very dissatisfied 1	2	3	4	5	6	7	8	9	Very satisfied 10		
Aging Well in Wilmot	98	1.0	0.0	0.0	0.0	4.1	6.1	10.2	33.7	15.3	29.6	8.33	1.57
Kitchener Youth Action Council	39	0.0	0.0	2.6	0.0	2.6	7.7	38.5	25.6	10.3	12.8	7.62	1.44
Cambridge Neighbourhood Organizations	45	2.2	0.0	0.0	2.2	4.4	15.6	20.0	26.7	8.9	20.0	7.60	1.86
Children's Planning Table	138	2.2	1.4	3.6	5.8	6.5	9.4	8.7	24.6	13.0	24.6	7.50	2.32
Post-Secondary Pilot	43	0.0	0.0	2.3	7.0	4.7	7.0	7.0	30.2	30.2	9.3	7.30	1.66
Multicultural Centre	38	7.9	2.6	5.3	0.0	13.2	18.4	7.9	5.3	13.2	26.3	6.84	2.86
House of Friendship	45	8.9	2.2	4.4	6.7	20.0	17.8	22.2	6.7	6.7	4.4	5.73	2.30
Homelessness and Housing Umbrella Group	40	2.5	7.5	17.5	10.0	10.0	10.0	27.5	7.5	2.5	5.0	5.45	2.31
TOTAL^b	515	2.5	1.4	3.5	4.1	7.0	11.8	16.7	22.9	10.9	19.2	7.28	2.21

^a Agencies listed in rank order according to mean score.

^b Total includes respondents from Life Without Limits, and agencies representing single adults and single parents ($n = 31$).

Appendix:

Respondents' Comments

All of the comments provided by the respondents in response to the question, "Do you have any suggestions how to improve wellbeing in Waterloo Region?", are presented below *unedited*.

Children's Planning Table

- More transportation in rural areas.
- More community programs. More transit routes.
- More cultural activities and celebrations.
- No.
- More inclusive with other cultures.
- No.
- Improve accessibility (especially to food banks and shelters) and sidewalk conditions. Repair public facilities.
- No.
- More transportation.
- No.
- More recreational programs. Free programs. More swimming pools and trails.
- No, its great.
- Get rid of LRT. Make neighbourhood safer. More paid intern jobs for teens. More night lights around city, many streets are too dark at night and I feel scared.
- N/A
- Nothing.
- No.
- I think that they should add more municipal snow cleaning in more of the Kitchener streets.
- Nope.
- No.
- Nope.
- No.
- None.
- No.
- No.

- Not really.
- Make a Wonderland in Waterloo Region.
- No.
- Make the city more pedestrian friendly.
- No.
- Being more considerate in city project planning (e.g. the LRT, which is arguably causing more problems than it will fix).
- No.
- More open Wi-fi outside.
- Nope.
- Make more hybrid vehicles.
- Need to add more parks.
- No construction.
- No.
- Preston needs more stuff to do at night.
- No.
- Less schools.
- No.
- More neighbourhood watch to prevent bullying in your neighbourhood/make extracurricular activities less expensive.
- No.
- No comment.
- Nope.
- n/a
- No.
- 3 Gender options isn't enough. My transport decisions don't hinge on environmentalism, it hinges on money. I think it's important in future surveys to know that I'm white. My income is about \$20,000/ year. I have no dependants and live really minimally. I feel fortunate to have what I have because I know so many people who have less but I want you to know that I feel grateful not because I have a lot but merely because I'm not starving. Answers to these Qs are so relative to what you consider to be needs.
- When asking for someone's gender 'Transgender' is an umbrella term for many gender identities NOT a gender itself. There are no available doctors in Waterloo Region who provide Trans healthcare.
- Re. the transportation question, I rarely have enough money to take the bus. Why are there only 3 uncomprehensive gender option? This survey is NOT intersectional and doesn't take into account the nuances of my poverty and identity at all.

- Increase amount folx get while on OW so they can afford to eat. Increase education on gender identity and sexuality (see question where gender options are m/f or trans. I didn't know what to pick). Increase understanding of intersecting identities because this survey did not reflect my experiences as an intersex sex worker living in poverty, whatsoever. Increase accessibility of sexual health services.
- This survey is poorly done + does not consider the varying intersections of identity that folks of WR have and the experiences of their day-to-day. It is super frustrating that the definition of wellbeing reflected in this survey comes from a really privileged place.-Inclusive surveys-Inclusive services-More services-Be better.
- Nah.
- I think that the city of waterloo region should have more programs that could turn kids of today into leaders of the future.
- N/A
- Better access to recreation when on ODSP.
- No.
- No.
- Deal with more community based problems such as gang (Like having intervention at community centres with police and civilians to deal with the conflicts.)
- Spreading the word about community programs in a more efficient way.
- The basketball court needs improvement. Lights at the basketball court should be prolonged.

Aging Well in Wilmot

- More for the in betweens. Too young for the 80's, too old for the 30-50's. Not much in the day for in betweens i.e: young seniors.
- None.
- Re-examine time setting abilities. Not synchronized for accuracy.
- Keep doing what you're doing.
- More workers.
- Marvelous what you are doing. The individual has a responsibility to take advantage of your skills.
- More senior housing - when people down-size but do not need assisted living and do not want to move to larger cities.
- No.
- I live on a farm and feel a lack of mental stimulation.
- Good stuff.
- Many years in Waterloo Region.
- Enhance the EMS services.

- I think things are running smoothly.
- I think things are running smoothly.
- Extended care and assisted living. Availability when need arises.
- More Doctors and nurses.
- No.

House of Friendship

- Stop the business of poverty. A living wage. Legal aid that represents the client - not the crown to cover up wrongdoing/ human rights abuse/ *disability abuse*.
- More low income summer programs for children. Better or more daycare subsidy.
- Reduce waiting time at the A&E dept. Increase quick access to specialist doctors. Help newcomers to get jobs quickly.
- Hospitals should hire more staff so people don't have to wait so long.
- More doctors + health services.
- More awareness around opportunities in community.
- Affordable housing, transportation and food to meet lower incomes needs. Thank you.
- Help those less fortunate, help the homeless.
- Making sure all places of recreation have accessible options for individuals with disabilities (options other than stairs). More rent geared to income housing. Extend mobility plus border (St. Jacob's, Bresslau, etc).
- More programs and resources for low income people.
- Rise O.W.
- Build affordable housing for people on ODSP and OW. ODSP doesn't give me enough so I have been homeless since September 2015.
- Share the wealth with the poor.
- Stop all the [unclear]. Look after people. More housing- None full of refugees have 2 cars 3 phones don't work [unclear] everything.
- Have a program that is geared specifically for mental and physically challenged to find housing and facilities like they have established in Alberta.

Cambridge Neighbourhood Organizations

- Make programs cheaper for single low income families with no children, more services/support for singles living in low income.
- Have more services available for small families... i.e. housing.

- Family doctors/ health care.
- Create more job opportunities for new graduates.
- More employment opportunities.
- Cheaper fares for low income/student family households.
- Great work!
- Easier access with regards to wait time.
- Provide funding to those families in need. Provide counselling to those families in need.
- Make it easier for low income to live. Raise min. wage.
- Not that I can think of at the moment.
- More family outreach for the broke middle class and to have more assistance by family, not financial class.
- We need to do something about the homeless. We have them trying to camp out by my house.

Post-Secondary Pilot

- Financial support for low income families. Financial support forest-secondary education. Access to sports and recreational facilities.
- Yes, more affordable facilities (sports) for low income families. Dental & eye care support for unemployed, and people without insurance coverage.
- So many bills every month, give us some relief. Child support isn't enough. Comprehensive health coverage.
- Better publication to the residents about programs being offered. I often don't find out about events until someone else has joined. Affordability is key!
- Community specific advertising.
- More daycare centres for single parents in close proximity. Reduce waiting time in the hospitals, as well as to regulate private clinics and family doctors to book appointments/referrals for patients on priority basis.
- More community involvement, job opportunities and reducing living cost.
- No.
- Basic income.
- Free childcare! More activities for mummies and young children. Winter activities.
- More festivals and celebrations!!
- Giving free membership to recreational facilities to families with low income. Giving discount to community-based groups to rent gyms around Region (our community-based groups rented a school gym in Cambridge from Sep./16 to June/17 for 2days/week, 2 hours/day to play volleyball. Cost were over \$4000. Many members of the community could not afford and so did not participate).

- More public awareness of programs offered by the Region.

Homelessness and Housing Umbrella Group

- More ways to add money to social assistance if you are in training programs/trying to better yourself.
- More Rec programs, community festivals (free). More rent supplements.
- Volunteer at shelters, at-risk communities and get a sense of perception first-hand. Reading people off a paper won't save the world. We also need recreational activities that will volunteer time to get the youth involved.
- Reach out to people if they are not. Some people prefer struggling and not telling about their situations.
- Not now.
- No. For the most part quite satisfied.
- Have more food banks.
- I wish the HOF would stop throwing all our belongings away when we arrive an hour late. We screw up and that is everything we own. It's WRONG.
- Services should be geared to helping people that try to help themselves.
- More support options and better accessibility for youth struggling with mental health.
- There needs to be more access to programs/events that are free and there needs to be less judgement from those in the community that don't need these programs/assistance, but are the people unfortunately handling the programs/doing the intakes.
- More investments in Public Transport to ensure buses are on time would make life a little easier. I also think there should be a bit more city clean up to deal with litter.
- Increase ODSP payments.
- Improved travel down 401 from Cambridge to Kitchener. More doctors. Better access to mental health esp. for suicidal youth.
- Have more community events for people to get involved. Have more people available to receive help.
- Extra funding for rent!!!
- Yes.
- More safe deposit boxes for needles.
- I believe the Region should concentrate more on helping with affordable housing. Rather than just handing out a street allowance to the homeless to support their drug use.
- I feel like we need more job opportunities.
- Raise the funding for shelters and mental health again.

Kitchener Youth Action Council

- Not at this moment.
- Grants, subsidies for millennials. We have lots of debt!
- More security guards during night hours + surround and protect my neighbourhood.
- City wide events for younger adults to get involved in such as: try-athlon, athletic obstacle course, mini olympics, more outdoor.
- Create better outdoor facilities, cleaner basketball courts with proper nets and soccer fields.
- More grants and funds for students.
- Clean the graffiti from McLennan skatepark. It is offensive and an eyesore to skateboarders and pedestrians.
- More support from the city for youth around the ages of 19-25 instead of just non-profits. Not enough resources to get started on our own.
- no.

Multicultural Centre

- NO
- Everything is fine at the moment.
- Facilities are excellent, lack of personnel. I'm scared if something happens to my family or myself, and I have to use the Emergency room - My friends have had bad experiences there. In other areas, the people of Canada and the Canadian government are one of a kind, lovely and loving. My family and I are very happy to have immigrated to Canada.
- High taxes are bothering us.
- Housing problems are growing day by day because investors from other countries bring lots of money with themselves and this causes a spike in housing prices.
- A service, free from race and superiority, that can unify Waterloo region; and to supply demands to all residents in their language and that can easily be accessed. For example, I got this survey only because I came to the KW Multicultural Centre. So, I would say, to develop the ability of the residents of Waterloo Region, It is important to do a more wider out reach.
- Because I am new to the Region, I don't have enough knowledge.
- In health centers, you wait for long time to see a Doctor.
- There are just the specialist doctors' appointments that takes a long time to set, I wish concerning the appointments that it would be a little shorter.
- Instead of collecting household dry garbage with bags put big bins in neighbourhoods that everyone can throw garbage in them.
- Weakness in terms of helathcare and access to it.

- Recreation activities for children are so expensive. Single mom with one daughter is a big responsibility and expensive. The lack of subsidies for moms in my situations puts obstacles in front of us.
- Health care needs to improve and also recreational programs for kids should be less expensive.
- More community activities More help for others Civic engagement forum.
- No.
- I would like for the latin american community to be more informed about what happens in the KW community. Programs we can participate in, maybe a website where we can find programs and events.
- Should assign recycling bin in townhouses to help keep community houses and family clean. Townhouses in the area of Kinzie and Thaler Avenue Kitchener, ON.

Single adults

- More free parking. Libraries in all communities. Grocery stores in all communities. More parks.
- No.
- Listen to the people in the region instead of looking after your own needs.
- Make sure that people know about various supports and activities (better advertising). Some of your websites are very difficult to access e.g. I had great difficulty finding senior's activities for my elderly Dad.
- Inexpensive transportation. More community centres, libraries, recreation centres. More emphasis on healthy living (fitness, healthy eating). More green spaces (parks, trails, gardens). Transportation from suburbs to downtown.
- Address the housing situation for all income levels.
- Wellbeing policies should be the same for singles and couples.
- We need a more approach to connecting the both cities as ONE - Waterloo is very separated from Kitchener.
- I hope the region is aware of the changing demographics with Baby Boomers aging and how much bigger this group is than previous seniors.
- More community access sites for supports.
- Improve and/or eradicate homelessness.
- Provide better advertising for community programs to provide more exposure for these programs.
- Festivals, restaurants, nightlife / Housing prices, construction / Cost of housing.
- Clean environment Caring leaders always lots to get involved in (parades, carnivals, festivals, events).

Life Without Limits

- Continue to develop community. Focus on building strong neighbourhoods where people volunteer and can contribute to others.
- Attitude - keep a happy attitude.
- Access to list of service providers, funding for accessible/inclusive arts and leisure.
- More police walking the streets.
- I do not know yet

Single parents

- More resources for single parents. More information about resources.
- Balconies need to be up to code and not Grandfathered in as they are unsafe for height and spacing.



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