



SIGNPOSTS II

A Survey of the Social Issues and Needs of Calgarians

PERSONS WITH DISABILITIES THEME REPORT



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**Data used in this publication were collected in 2009*

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INTRODUCTION

Signposts is an extensive survey of the social issues of concern to Calgarians as well as their service needs. The purpose of the survey is to understand what issues Calgarians are facing in their daily lives, what services they use and need to address those issues, and what barriers might prevent them from getting the services they need.

The information from Signposts provides an understanding of the changing and different needs of various groups of people and parts of the city over time. This report provides results from the 2009 survey, a follow-up to the first Signposts Survey conducted in 2006. In 2009 a total of 3,000 Calgarians over the age of 18 were surveyed, providing a high level of reliability and confidence in the results.

Signposts will be of interest to anyone seeking to understand the social fabric of Calgary. It will be especially useful to those who plan and deliver programs and services to meet the social service needs of our growing and changing population.

AREAS OF FOCUS

- Individual and community quality of life
- Inclusion
- Concerns about individual and social issues
- Usage of and need for community facilities, programs and services
- Barriers to usage of community facilities, programs and services
- Demographics

PERSONS WITH DISABILITIES THEME REPORT

As of 2006, persons with disabilities represented approximately 19% of the 18 and older population within Calgary¹. This translates into approximately 143,900 persons with disabilities who likely would have required the use of community facilities, programs and services in 2006. To properly serve this group it is important to understand their unique social concerns and service needs. While this report profiles the concerns and needs of persons with disabilities as of 2009, it is increasingly imperative to understand the complexities of the persons with disabilities population as this group is expected to grow in the future. Part of this forecasted growth will be due in part to an increasing number of senior's within the Calgary population as the baby boom generation transitions into their senior years.

The 2012 persons with disabilities theme report is a supplemental to the original 2009 Signposts II Report. The intent of this report is to delve deeper into the data and develop insight regarding the persons with disabilities population in Calgary. A better understanding of the concerns and service needs of this specific population will help guide service-providers who design and deliver programs and services

¹ Source: 2006 Census of Canada (for the Census Sub-Division of Calgary)

for this demographic. This report will draw comparisons between persons with disabilities and the rest of the Calgary population.

Please note this survey is conducted over the phone in English only. The results do not necessarily represent the views of those Calgarians who *do not* speak English. For more details about the research methodology and limitations, please refer to Appendix C.

For the purposes of this report, persons with disabilities and their counterpart, persons without disabilities, were defined as follows:

- Persons with Disabilities: individuals 18 and older who reported having a long-term disability (n=253)
- Persons without Disabilities: individuals 18 and older who did not report having a long-term disability (those responding don't know or refused are excluded) (n=2720).

Overall Key Findings

- Almost all persons with disabilities reported that Calgary is a good place to live (90%).
- The majority of persons with disabilities reported they feel a sense of belonging in Calgary (88%).
- Most persons with disabilities (86%) reported high satisfaction with life as a whole.
- Many persons with disabilities reported they perceive their neighbourhood is a safe place to live (84%).
- Over half (55%) of the persons with disabilities population reported their overall physical, mental and spiritual health as poor or fair. The persons with disabilities population were significantly more likely to report poor or fair health than those without a disability.
- Persons with disabilities reported a significantly lower incidence of neighbourhood involvement and membership with the local community association.
- Persons with disabilities reported significantly greater levels of concern across a range of individual and community wellness measures when compared to the general population.
- The issues persons with disabilities were most commonly concerned about were:
 - Being stressed (70%)
 - Being physically inactive (68%)
 - Having difficulty moving around physically (67%)
 - Not being able to care for one-self as you age (66%)
- Facilities, programs and services most commonly reported to be used by persons with disabilities:
 - Medical doctor services (96%)
 - Hospital services (63%)
 - Public transit (51%)

- The programs and services for which persons with disabilities indicated the highest need but reported not using in the previous year:
 - Medical doctor services (36% of those who did not use this service) [*As a note of caution, the base size for persons with disabilities on this question was only n=11, therefore, interpretations and conclusions should be made with caution.*]
 - Recreation or leisure facilities, programs and services (6% of those who did not use this service)
 - General support services for persons with disabilities (6% of those who did not use this service)



Executive Summary

Issues of Concern

- The most frequently reported concerns among persons with disabilities were: being stressed (70%), being physically inactive (68%), having difficulty moving around physically (67%) and not being able to care for yourself as you age (66%). While being stressed was also the top issue of concern for persons without disabilities (60%), this group's other primary concerns were not saving money for the future (52%) and lacking sleep (48%).
- Persons with disabilities reported higher concern than persons without disabilities across a range of both individual and community well-being attributes. This was notably true in the areas of physical, mental and financial well-being.
- The areas where persons with disabilities had the greatest difference in concern from its counterpart were: having difficulty moving around physically (49% difference), being physically inactive (31% difference), not being able to care for yourself as you age (28% difference) and being depressed (23% difference).

Service Use

- The top community service used by an overwhelming proportion of both persons with disabilities and persons without disabilities was medical doctor services (96% and 86% respectively). Persons with disabilities were significantly more likely to use these services than persons without disabilities. Usage of medical doctor services was reported by an estimated 137,770 persons with disabilities and 540,180 persons without disabilities.
- The other most commonly used community services among persons with disabilities were similar to those most commonly used among the general population: hospitals, public transit, recreation, and public libraries.
- Persons with disabilities, compared with people without disabilities, were significantly more likely to report using health and wellness services such as hospital services but significantly less likely to report using services such as public transit, recreation or leisure and public libraries

Perceived Service Need²

- Overall service need reported among persons with disabilities and persons without disabilities was low, with most service need below 10%. The one exception was the reported need for medical doctor services. Of the small number of persons with disabilities (4%) who did not use medical doctor services in the past year, 36% of this group reported a need for these services.

² Please note the estimated need calculation is the percentage of persons who needed these programs or services out of the population who within a one year period did not use the programs and services in question. Therefore, estimated need values vary with levels of program and service usage.

This was the highest perceived unmet need among persons with disabilities. *As a note of caution, the base size for Persons with Disabilities on the perceived need for medical doctors question was only n=11, therefore, interpretations and conclusions should be made with caution.*

- While the proportion of persons with disabilities reporting unmet needs across various services is relatively low, a reported service need of only 5% translates into thousands of individuals who are not accessing these services despite their reported need for them.
- Reported need for services (of those who did not use them) could potentially be a result of the existence of barriers to these services within the community. Persons with disabilities who reported a need for services but did not use these services, most commonly identified that the reasons for not doing so were: that they (programs/services) cost too much, they hadn't got around to it/expect to use them soon, and the services were not very good/poor quality.



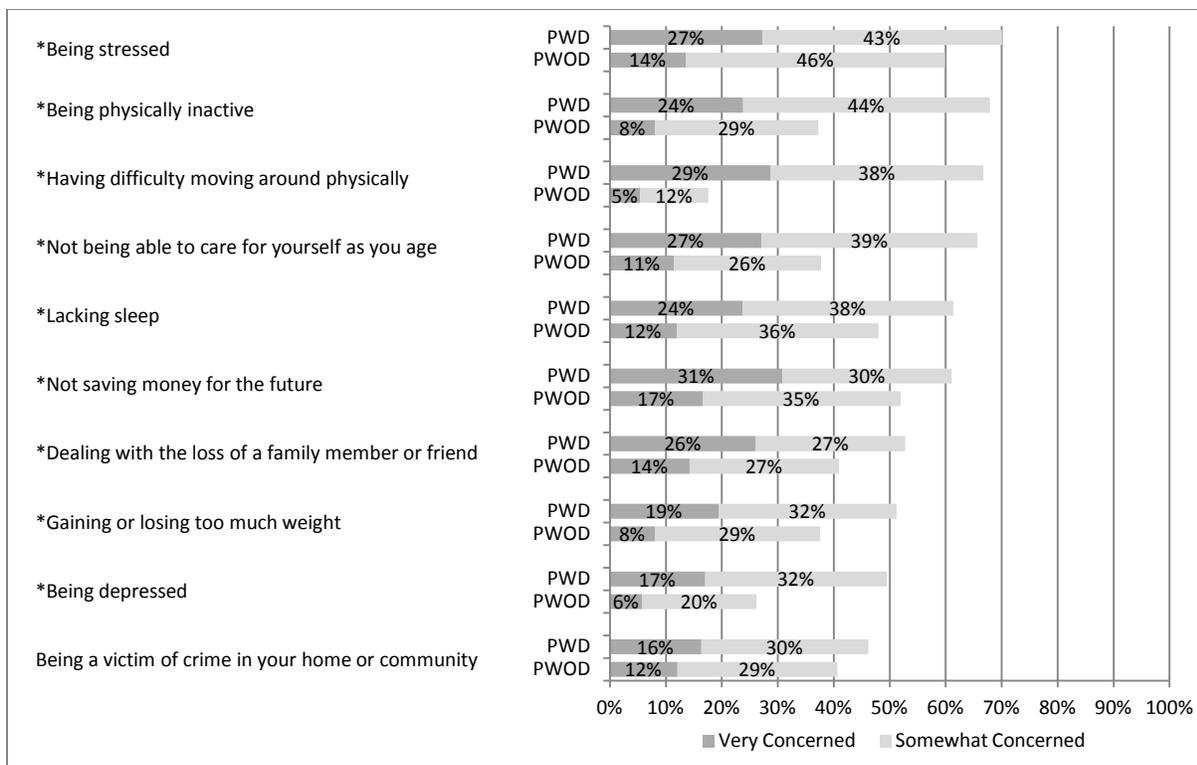
Top 10 Summary

The following summary identifies the top issues of concern, services used and perceived need for services, facilities and programs within the persons with disabilities population. For the purposes of group comparison, the 253 persons with disabilities (PWD) surveyed in Signposts II were compared to the remaining sample of 2,720 persons without disabilities (PWOD).³

As illustrated in Figure 1, being stressed (70%), being physically inactive (68%), having difficulty moving around physically (67%) and not being able to care for oneself as you age (66%) were the top four issues of concern for PWD. While being stressed was the top issue of concern for both groups, the other primary concerns for PWD were unique concerns for this population.

Overall, PWD were significantly more likely to report concern on all but one of the top 10 concerns for this group when compared to the general population. The only area where PWD reported similar frequency of concern to PWOD was being a victim of crime in your home or community.

Figure 1: Top 10 – issues of concern



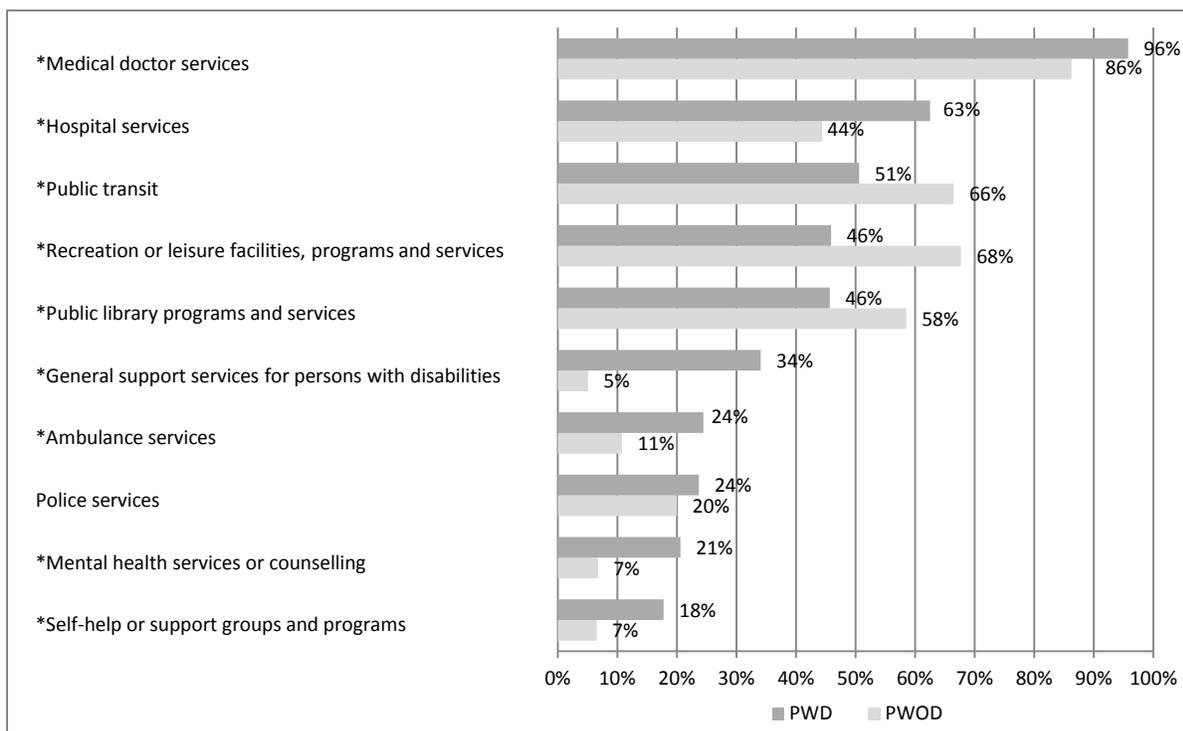
Note: if a result for Persons with Disabilities was significantly different than that of Persons without Disabilities the result is indicated with an asterisk (*).

³ Of note, those who responded “do not know” and “not applicable” were excluded from the percentages.

Figure 2 illustrates that the community services used most commonly are similar for both PWD and PWOD. The services used most commonly were medical doctor services; hospital services; public transit; recreation or leisure facilities, programs and services and public library programs and services. While hospital services had high usage by both groups, this was the second most commonly used service among the PWD versus the fifth highest used service within the general population.

When comparing the two groups, it should be noted that PWD report significantly higher rates of usage across most services, with the exception of public transit; recreation or leisure facilities, programs and services; and public library programs and services (which are used by significantly less PWD).

Figure 2: Top 10 – service use



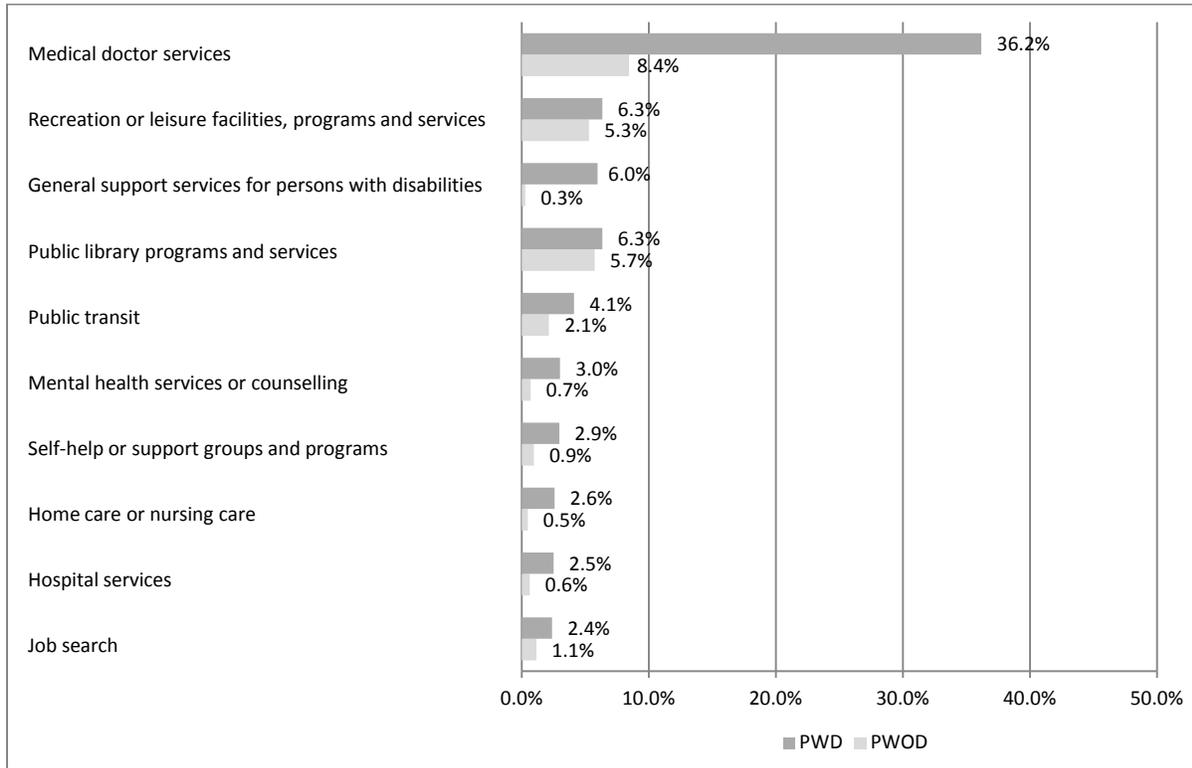
Note: if a result for Persons with Disabilities was significantly different than that of Persons without Disabilities the result is indicated with an asterisk (*).

Participants who did not use a service were asked about their need for that type of service; the intention of this question was to assess the unmet service needs of Calgarians.

As illustrated in Figure 3, the top perceived service need among PWD was medical doctor services (36.2%). All other services were reported as needed by 6% or less of PWD. In comparison, perceived service need for medical doctor services was only reported by 8.4% of PWOD.

Please note: due to the low number of respondents who expressed need for a service(s) or program(s) (out of those who did not use the service/program in the past 12 months prior to survey), significance testing results are not provided. Interpret results with caution.

Figure 3: Top 10 – perceived service needs



Note: the percentages found in Figure 3 are based on those individuals who did not use the service in question.

Respondents who reported need for a specific service were asked a follow-up question about why they did not use that service. The most commonly reported reasons among the PWD population for not using programs and services were: they cost too much, hadn't got around to it/expect to use them soon, and the services were not very good/poor quality. These reasons were also noted by PWOD but were not the most common reasons. The most common reasons reported by PWOD were: not being aware of any facilities/services being available, not having time to get assistance, and that they took care of things themselves.

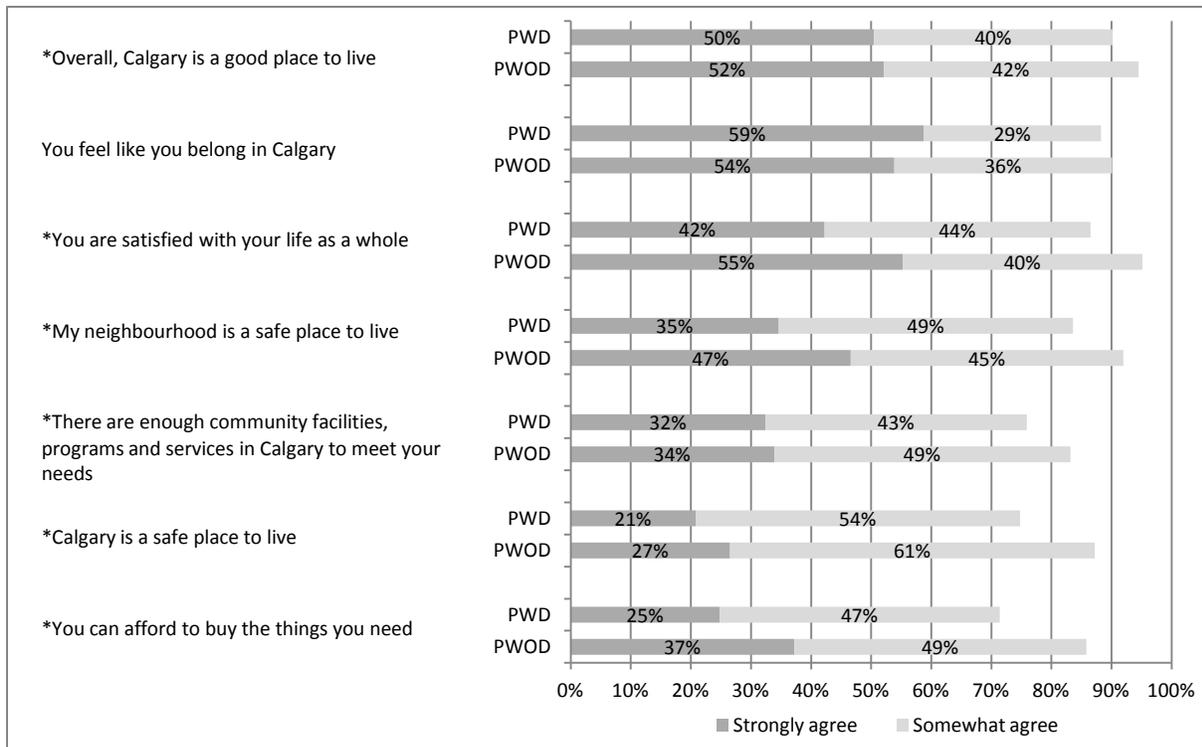
Please note, only a small number of persons from both groups answered why they did not use a service, interpretation should be exercised with caution.

Individual & Community Quality of Life

To capture information about individual and community wellness, respondents were asked to indicate their degree of agreement with a variety of general statements regarding their satisfaction, safety, security and inclusion in Calgary.

Overall, both the PWD and PWOD populations reported high levels of individual and community wellness, however, PWD reported significantly lower agreement on all but one wellness attribute (you feel like you belong in Calgary) when compared to PWOD. The greatest differences between PWD and PWOD were on the attributes of you can afford to buy the things you need (72% and 86%) and Calgary is a safe place to live (75% and 88%) (see Figure 4 for results).

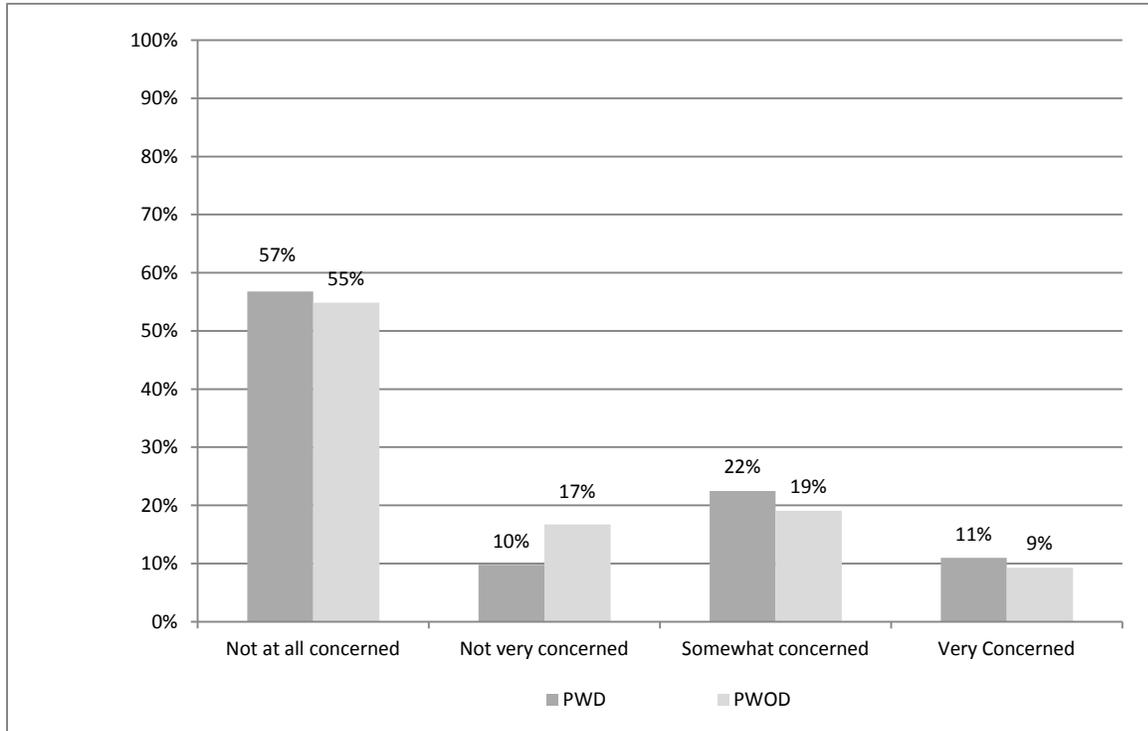
Figure 4: Individual & community quality of life



Note: if a result for Persons with Disabilities was significantly different than that of Persons without Disabilities the result is indicated with an asterisk (*).

An additional component used to measure community quality of life was the availability of parks or green space in the community (see Figure 5). Both PWD and PWOD reported little to no concern about having available parks or green space in the community (67% and 72%, respectively).

Figure 5: Issue of concern – not having parks or green space available in the community



Note: categories were combined when conducting significance tests on this question. There were no significant differences between Persons with Disabilities and Persons without Disabilities on the combined categories of not at all and not very concerned and somewhat and very concerned.

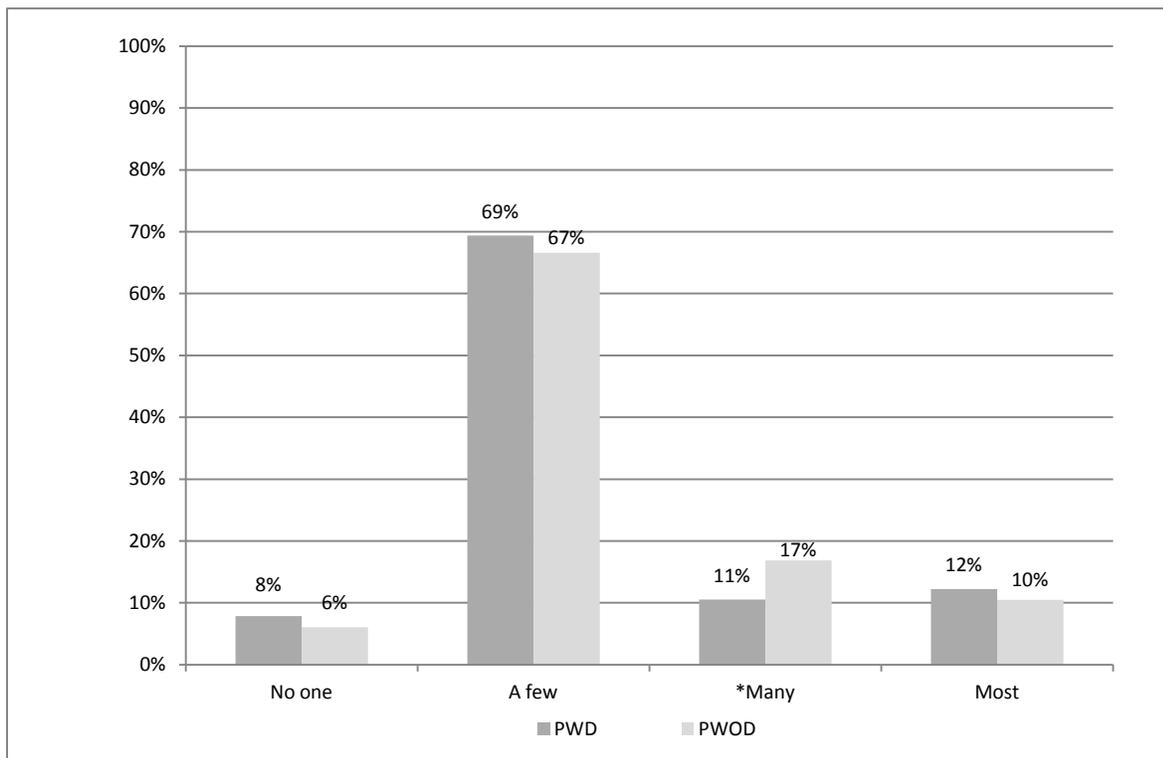


Community Inclusion

A key concept which was measured in the Signposts 2009 Survey to gauge quality of life was community inclusion. Community inclusion questions covered the topics of social inclusion, community involvement, and volunteering.

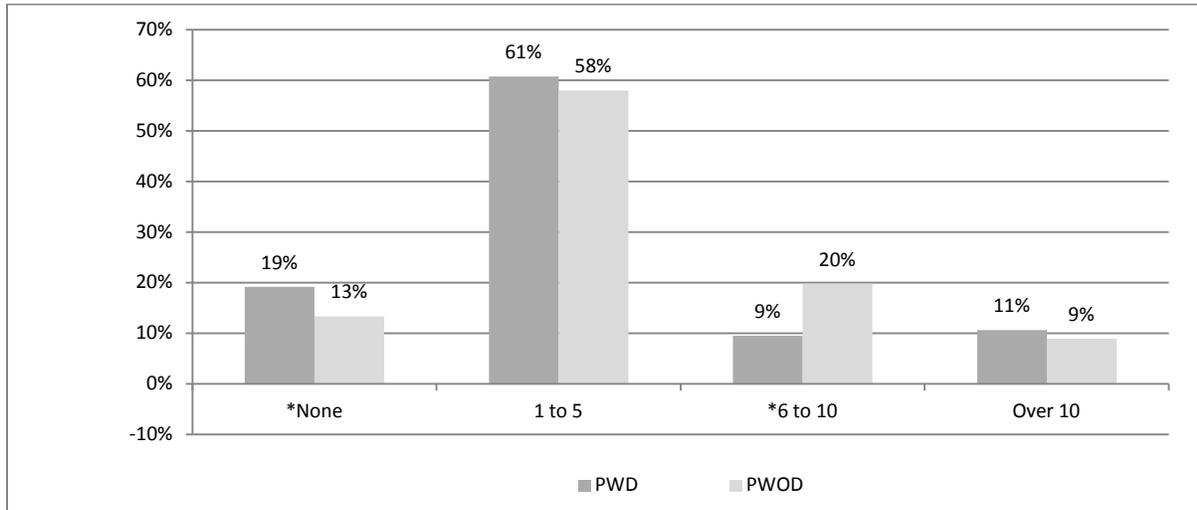
Social inclusion was measured by asking respondents about how many people they knew in their neighbourhood and how many they knew well enough to ask a favour. Overall, the majority of respondents reported knowing only a few persons in their neighbourhood; this finding didn't differ between PWD and PWOD (69% and 67% respectively); however, PWD were significantly less likely to know many persons in their community (see Figure 6). Most PWD and PWOD knew between one and five persons well enough to ask for a favour (61% and 58% respectively). There were group differences on this question with PWD more likely to report knowing no one well enough to ask a favour and PWOD more likely to report knowing six to ten persons well enough to ask a favour (see Figure 7).

Figure 6: Social inclusion – number of people known in the neighbourhood



Note: if a result for Persons with Disabilities was significantly different than that of Persons without Disabilities the result is indicated with an asterisk (*).

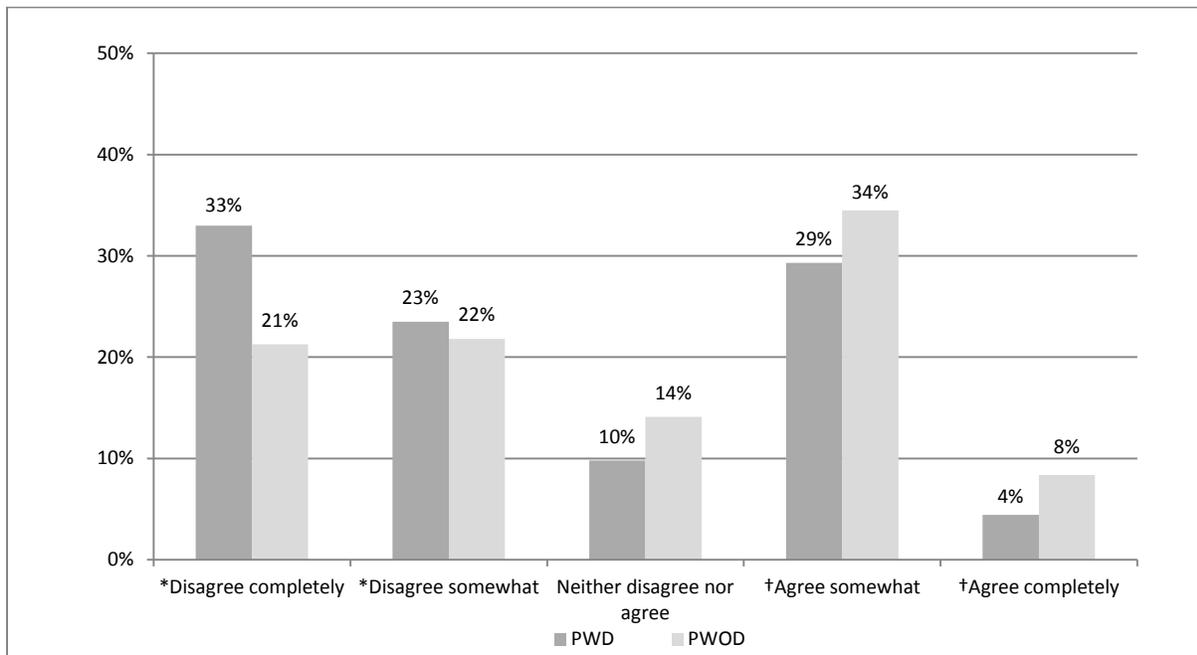
Figure 7: Social inclusion – number of people known well enough to ask a favour



Note: if a result for Persons with Disabilities was significantly different than that of Persons without Disabilities the result is indicated with an asterisk (*).

In order to assess community involvement, respondents were asked to indicate the extent to which they agreed or disagreed with the following statement, “I get involved in neighbourhood events or activities”. As illustrated in Figure 8, PWD were significantly more likely to disagree (completely or somewhat) that they get involved in neighbourhood events or activities.

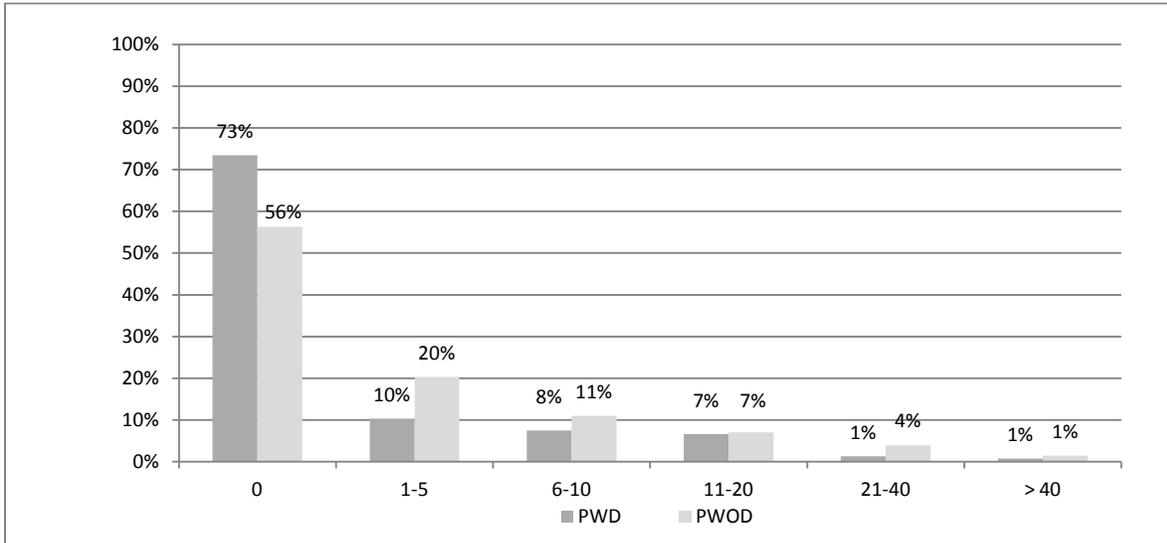
Figure 8: Involvement in neighbourhood events or activities



Note: categories were combined when conducting significance tests on this question. An asterisk (*) is used to signify that Persons with Disabilities were significantly different than Persons without Disabilities on the combined categories of completely and somewhat disagree. A dagger (†) is used to signify that Persons with Disabilities were significantly different than Persons without Disabilities on the combined categories of somewhat and completely agree.

Volunteerism in the community was another measure of community inclusion. As illustrated in Figure 9, the majority of both PWD and PWOD were not volunteers for organizations in Calgary (73% and 56% respectively). Of those who were volunteers, the average monthly time spent volunteering was 1.8 hours for PWD and 2.5 hours for PWOD.

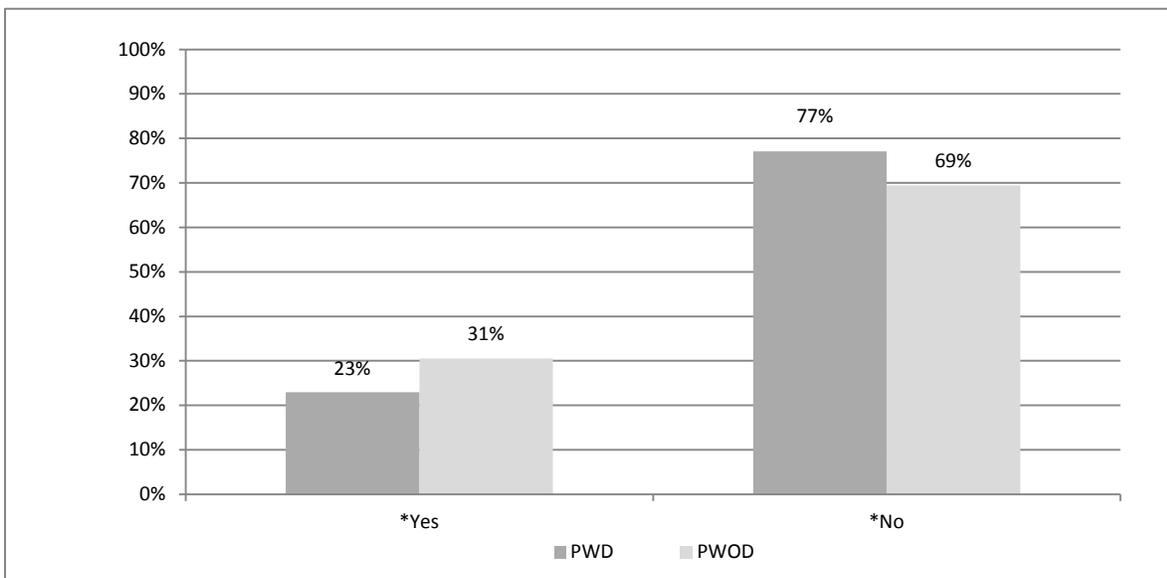
Figure 9: Average monthly time (in hours) volunteering for organizations in Calgary



Note: there was no significance testing conducted on this question.

The majority of both PWD and PWOD reported not being involved with the local community association; however, PWD were significantly more likely to report not being involved (see Figure 10).

Figure 10: Members of their local community association



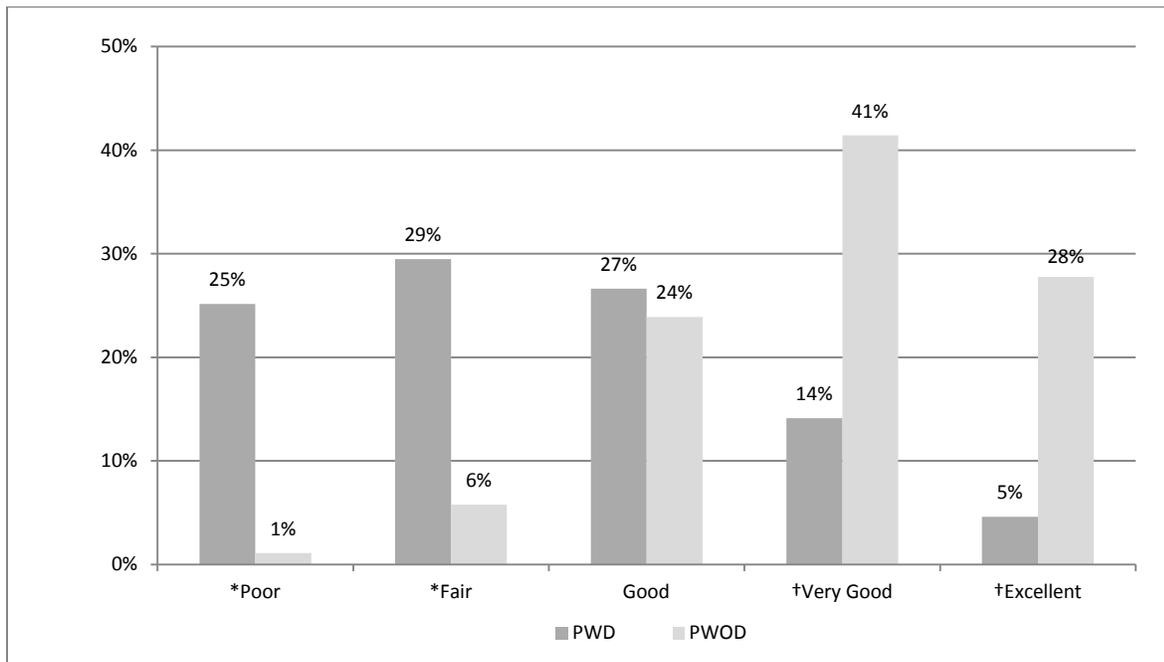
Note: if a result for Persons with Disabilities was significantly different than that of Persons without Disabilities the result is indicated with an asterisk (*).

Health

GENERAL PERCEPTIONS ABOUT HEALTH

In order to capture perceptions of health, survey respondents were asked to indicate their level of overall physical, mental and spiritual well-being. While the PWOD population primarily reported very good or excellent health, the PWD population was significantly more likely to report fair or poor health (see Figure 11).

Figure 11: General perception of health



Note: categories were combined when conducting significance tests on this question. An asterisk (*) is used to signify that Persons with Disabilities were significantly different than Persons without Disabilities on the combined categories of poor and fair. A dagger (†) is used to signify that Persons with Disabilities were significantly different than Persons without Disabilities on the combined categories of very good and excellent.



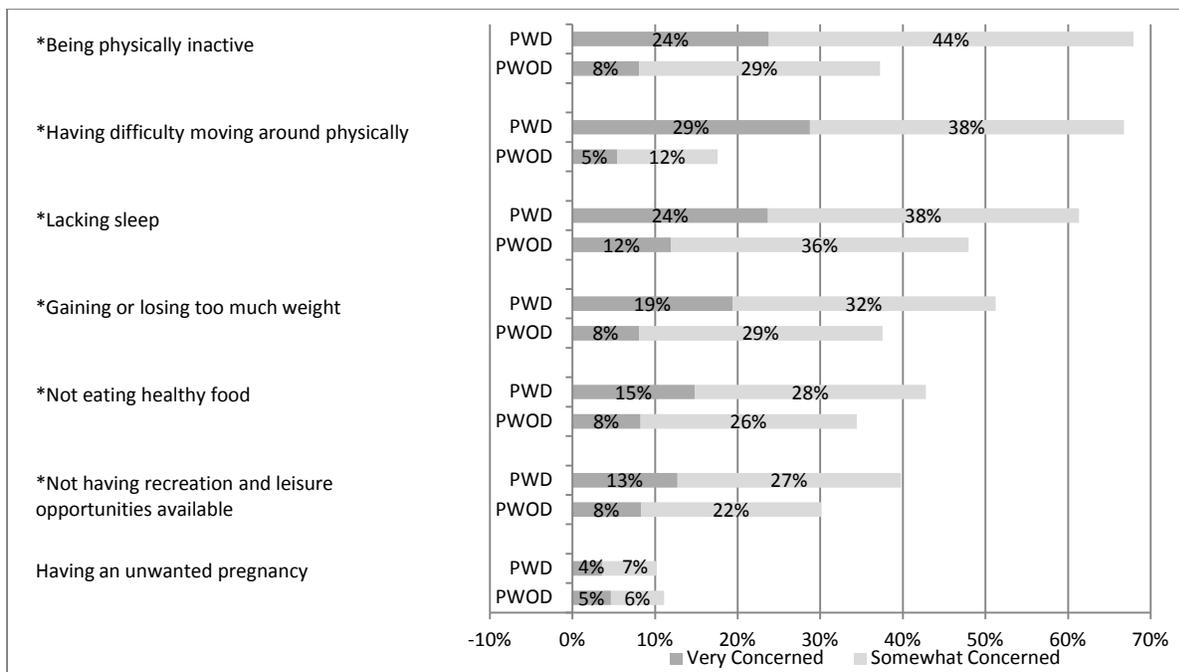
Physical Well-being

ISSUES OF CONCERN ABOUT PHYSICAL WELL-BEING

To understand the physical health needs of Calgary participants were asked about health concerns, health related services used and reasons for not using needed services.

The most commonly reported physical health concerns for PWD were being physically inactive (68%), having difficulty moving around physically (67%) and lacking sleep (62%). The PWD population had a greater proportion of people reporting high concern across all but one physical well-being attribute (that of having an unwanted pregnancy) (see Figure 12). The greatest differences in health concern were related to physical activity and mobility; however, there were also considerable differences in concern about body weight management and sleep patterns.

Figure 12: Physical well-being – issues of concern

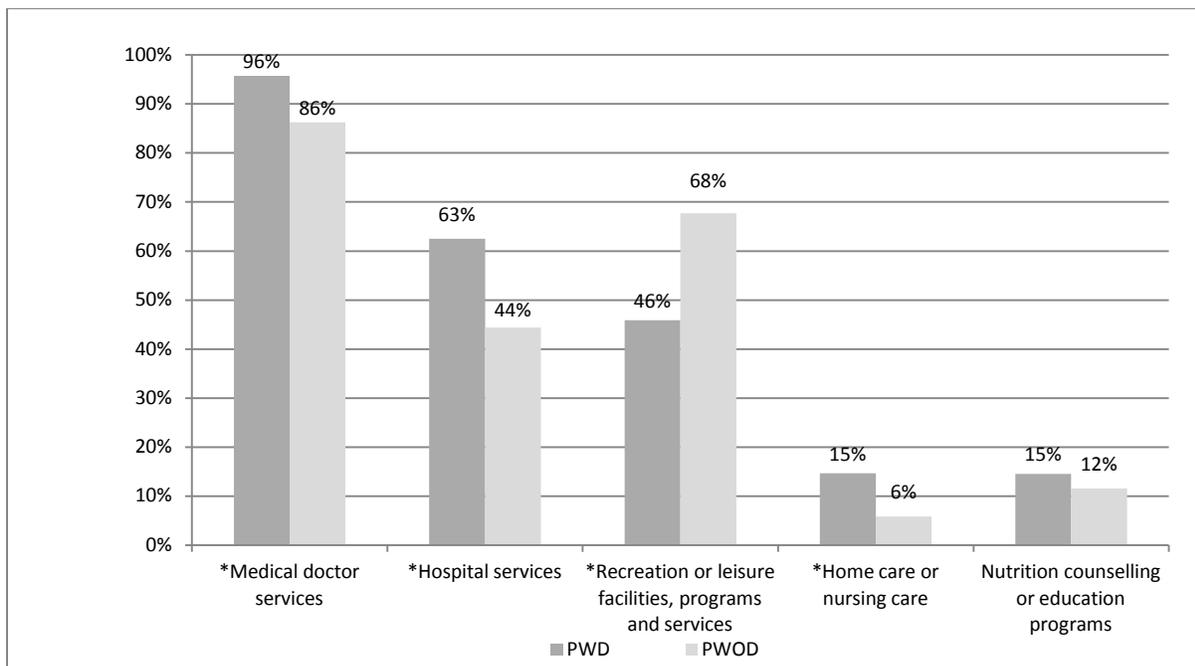


Note: if a result for Persons with Disabilities was significantly different than that of Persons without Disabilities the result is indicated with an asterisk (*).

USE OF COMMUNITY FACILITIES, PROGRAMS AND SERVICES RELATED TO PHYSICAL WELL-BEING

The rate of usage for various health related services (during the year prior to the survey) are provided in Figure 13 for both PWD and PWOD. Medical doctor services were commonly reported to be used by both groups (96% and 86% respectively); however, PWD were significantly more likely to report using this type of service. Health services commonly reported to be used by both groups were hospital services and recreation or leisure facilities/programs/services. It is important to note that PWD were more likely than the PWOD population to report using hospital services but less likely to report using recreation or leisure facilities, programs and services.

Figure 13: Physical well-being – service use



Note: if a result for Persons with Disabilities was significantly different than that of Persons without Disabilities the result is indicated with an asterisk (*).

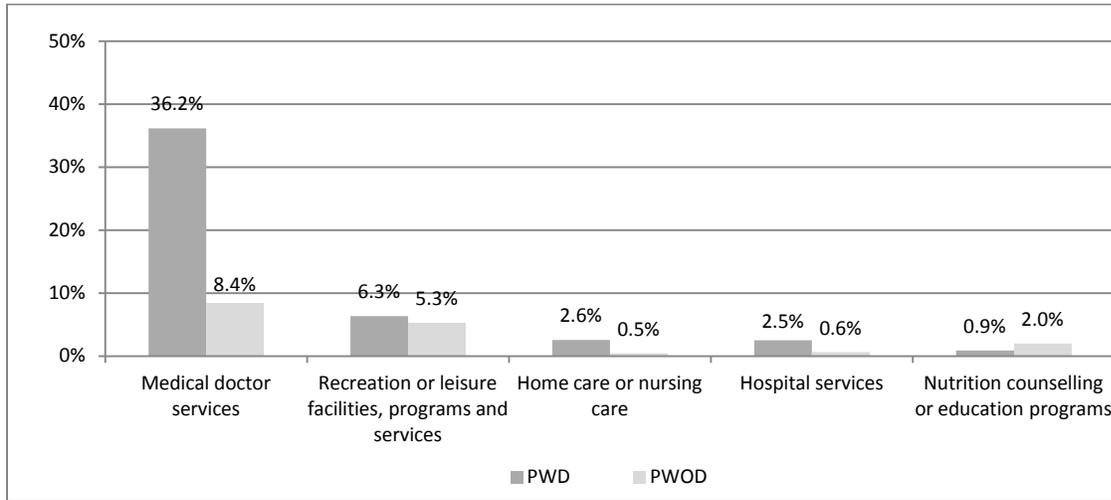
PERCEIVED NEED FOR COMMUNITY FACILITIES, PROGRAMS AND SERVICES RELATED TO PHYSICAL WELL-BEING

The reported need for health services was generally low with the exception of medical doctor services (see Figure 14).

*Caution: The base size for Persons with Disabilities on the medical doctor services question was only n=11, therefore, interpretations and conclusions should be made with caution.*⁴

⁴ Please note, significance testing results are not provided for the medical doctor services variable as the statistical assumptions required for chi-square testing were not met.

Figure 14: Physical well-being – service need



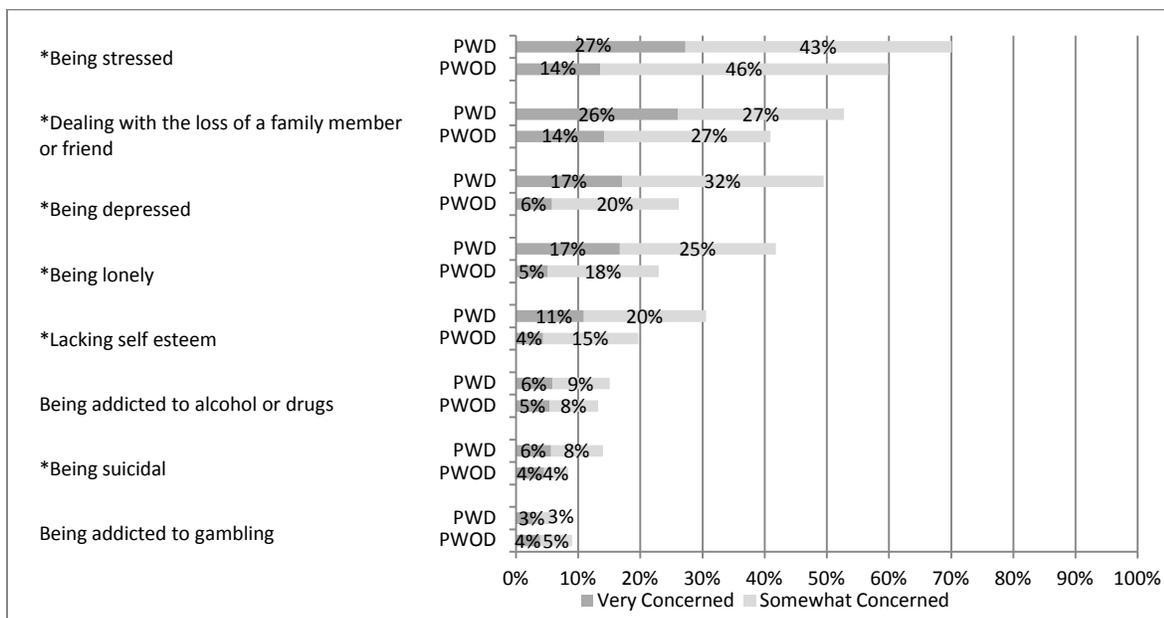
Note: the percentages found in Figure 14 are based on those individuals who did not use the service in question.

Mental Well-being and Addictions

ISSUES OF CONCERN ABOUT MENTAL WELL-BEING AND ADDICTIONS

Persons with and without disabilities identified the same top concerns within the area of mental health, although PWD reported significantly greater concern across a number of areas (see Figure 15). Areas where persons with disabilities reported the greatest difference in concern were being depressed (49% versus 26%) and being lonely (42% versus 23%).

Figure 15: Mental well-being and addictions – issues of concern

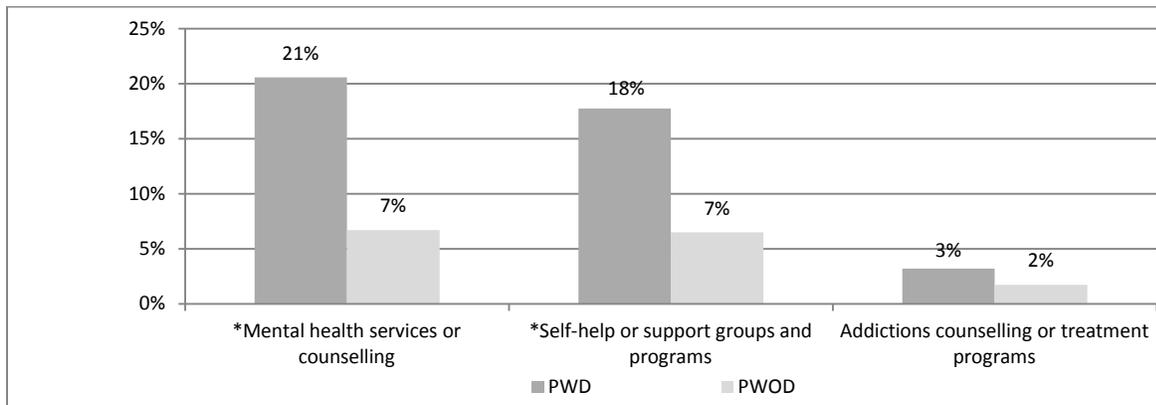


Note: if a result for Persons with Disabilities was significantly different than that of Persons without Disabilities the result is indicated with an asterisk (*).

USE OF COMMUNITY FACILITIES, PROGRAMS AND SERVICES RELATED TO MENTAL WELL-BEING AND ADDICTIONS

As shown in Figure 16, reported use of mental health services or counselling and self-help or support groups and programs is significantly higher among PWD than PWOD. These two mental well-being services were each used by approximately one-fifth of the PWD population.

Figure 16: Mental well-being and addictions – service use

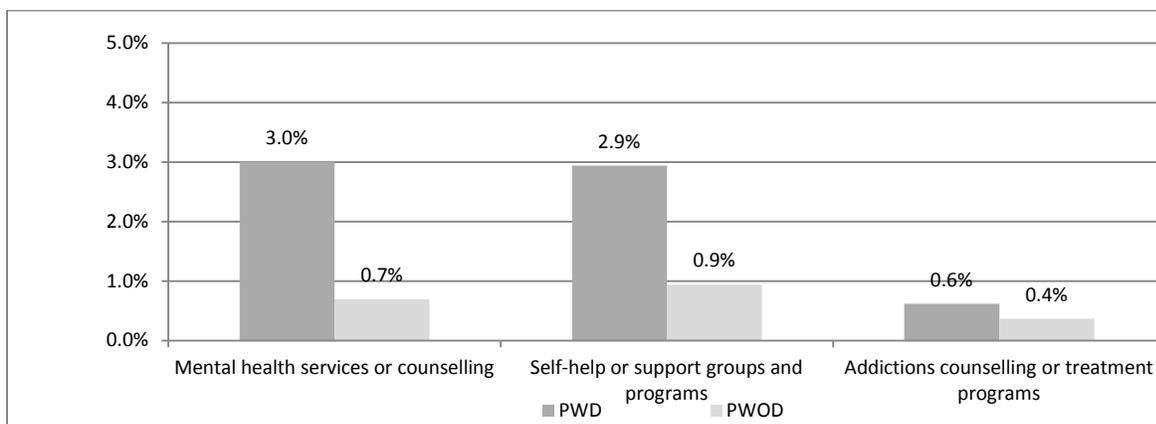


Note: if a result for Persons with Disabilities was significantly different than that of Persons without Disabilities the result is indicated with an asterisk (*).

PERCEIVED NEED FOR COMMUNITY FACILITIES, PROGRAMS AND SERVICES RELATED TO MENTAL WELL-BEING AND ADDICTIONS

As shown in Figure 17, the rate of reported need for mental health and addiction services (among those who did not use these services in the past 12 months) was 5% or less for both PWD and PWOD across all services. Although rates of usage for mental well-being services are low, a 3% perceived need for mental health services or counselling translates into approximately 3,500 PWD.

Figure 17: Mental well-being and addictions – service need



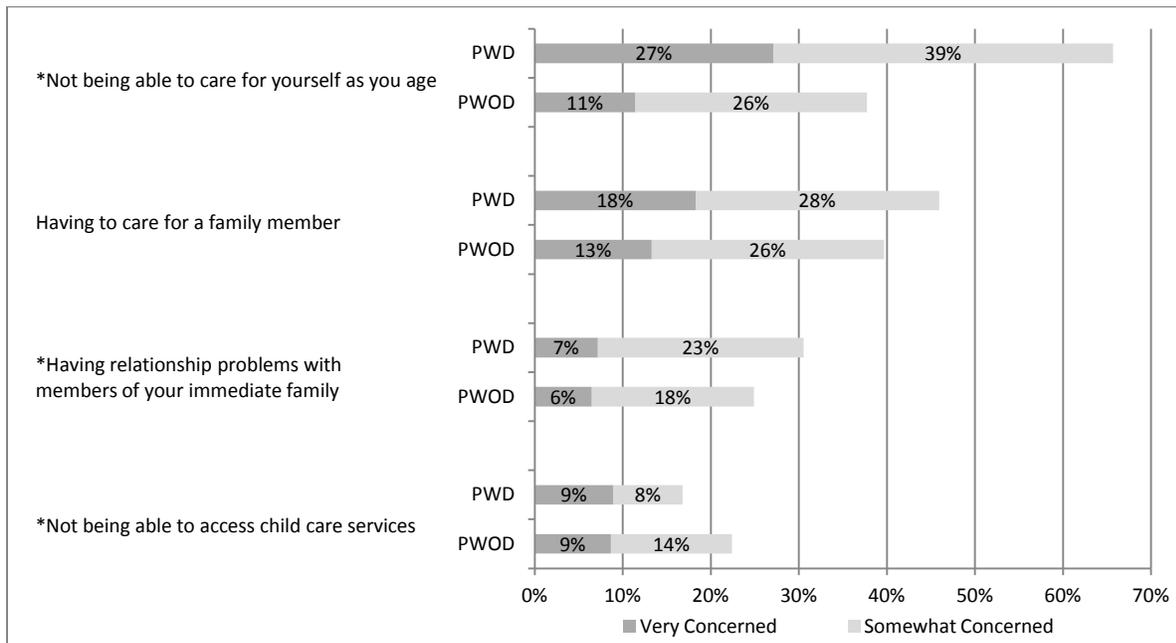
Note: the percentages found in Figure 17 are based on those individuals who did not use the service in question.

Relationships

ISSUES OF CONCERN ABOUT RELATIONSHIPS

PWD reported having the same types of relationship related concerns as PWOD; however, some concerns were held by a significantly greater number of people within the PWD population. Most notably, 66% of the PWD population were somewhat or very concerned with not being able to care for themselves as they age. While this was also a top concern for PWOD, it was only true for 37% of this group, which is a difference of 28% between the groups (see Figure 18).

Figure 18: Relationships – issues of concern



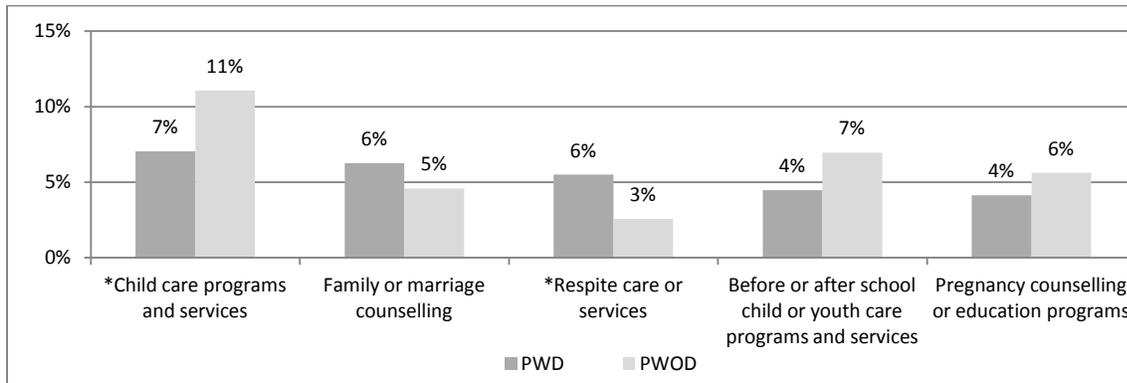
Note: if a result for Persons with Disabilities was significantly different than that of Persons without Disabilities the result is indicated with an asterisk (*).



USE OF COMMUNITY FACILITIES, PROGRAMS AND SERVICES RELATED TO RELATIONSHIPS

Figure 19, illustrates that the use of most relationship related services is low for both persons with and without disabilities. Some group differences were found, with PWD g significantly less likely to report using child care programs and services and significantly more likely to report using respite care or services.

Figure 19: Relationships – service use

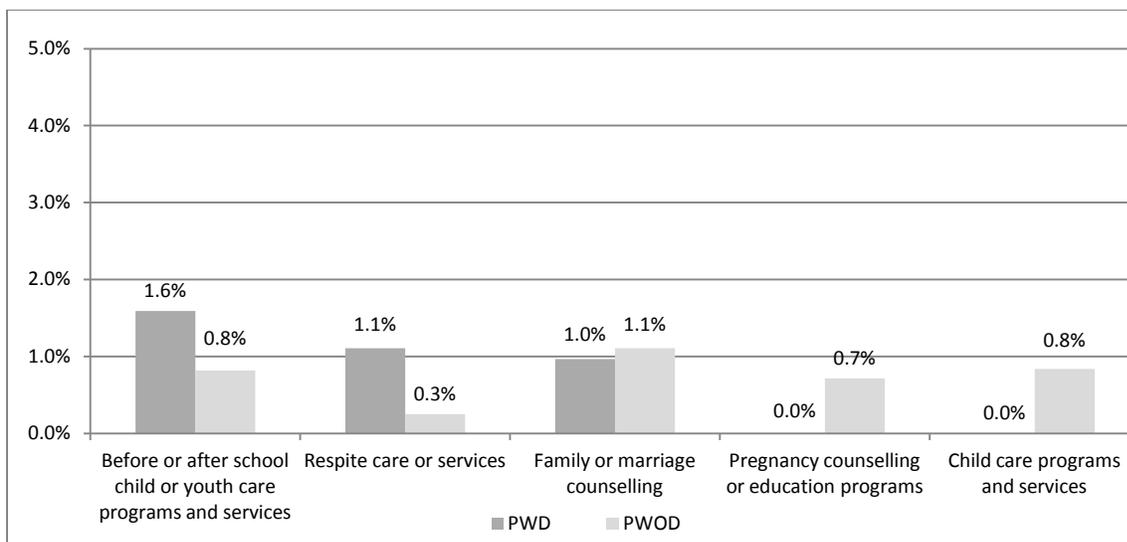


Note: if a result for Persons with Disabilities was significantly different than that of Persons without Disabilities the result is indicated with an asterisk (*).

PERCEIVED NEED FOR COMMUNITY FACILITIES, PROGRAMS AND SERVICES RELATED TO RELATIONSHIPS

Perceived need across all relationship services was less than 2% for both PWD and PWOD (see Figure 20). There were no group differences in relationship service use.

Figure 20: Relationships – service need



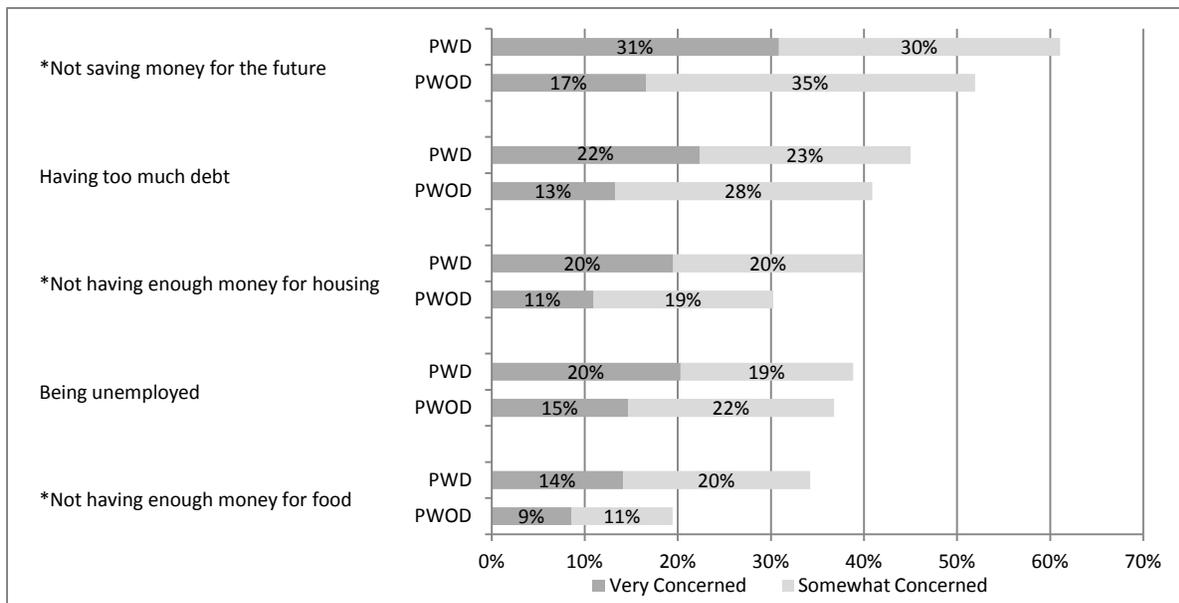
Note: the percentages found in Figure 20 are based on those individuals who did not use the service in question.

Financial Well-being

ISSUES OF CONCERN ABOUT FINANCIAL WELL-BEING

Persons with and without disabilities were most likely to report financial concerns of not saving enough money for the future and having too much debt (see Figure 21). Of greater importance is the finding that the PWD population has a significantly higher proportion of people concerned with not having enough money for housing (40% versus 30%) and not having enough money for food (34% versus 19%). These are not the top concerns among this group; however, they are more prevalent within this group than within the general population.

Figure 21: Financial well-being – issues of concern



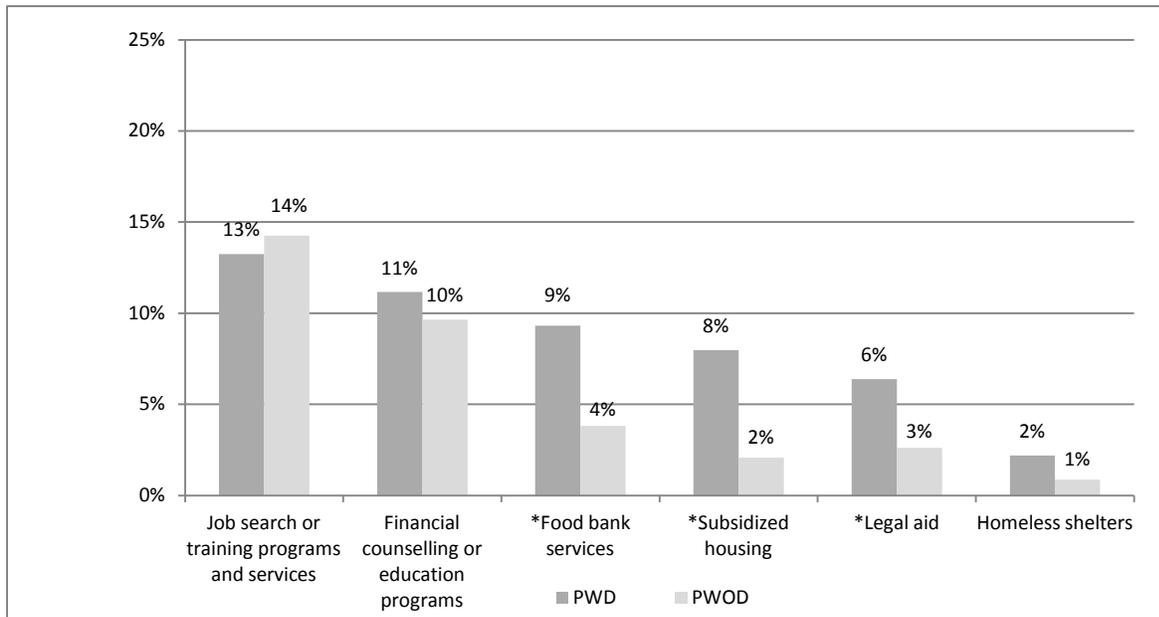
Note: if a result for Persons with Disabilities was significantly different than that of Persons without Disabilities the result is indicated with an asterisk (*).



USE OF COMMUNITY FACILITIES, PROGRAMS AND SERVICES RELATED TO FINANCIAL WELL-BEING

Figure 22 illustrates that the types of financial counselling/education programs used most are similar among persons with or without disabilities. Important differences between the groups to note are that PWD were significantly more likely to report using food bank services, subsidized housing and legal aid.

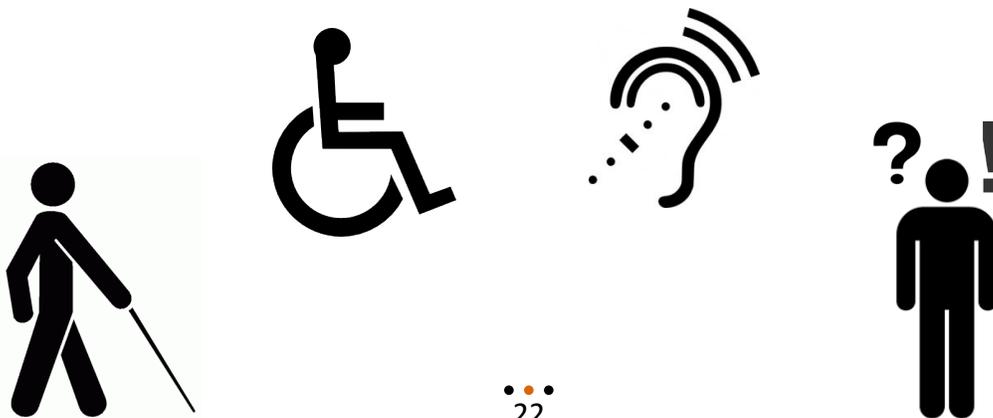
Figure 22: Financial well-being – service use



Note: if a result for Persons with Disabilities was significantly different than that of Persons without Disabilities the result is indicated with an asterisk (*).

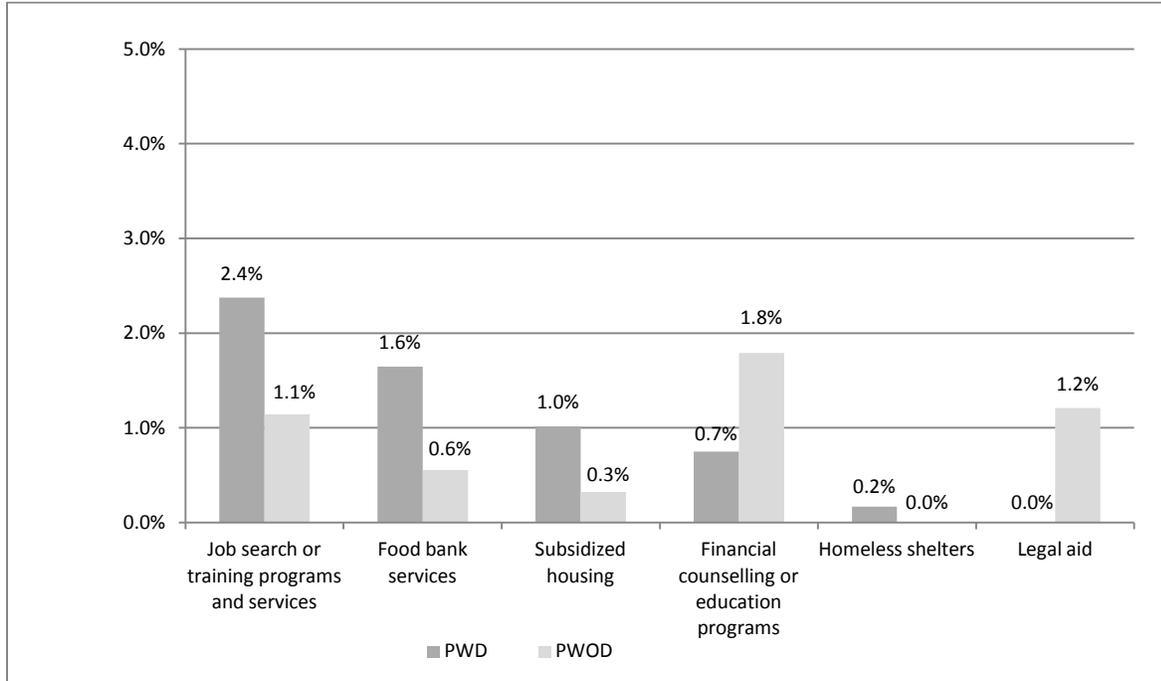
PERCEIVED NEED FOR COMMUNITY FACILITIES, PROGRAMS AND SERVICES RELATED TO FINANCIAL WELL-BEING

In relation to financial well-being service needs, respondents were asked if they had a need for a particular service even though they did not use such a service in the 12 months prior to survey.



Reported need for financial services was low (less than 5%) for both the PWD and PWOD populations (see Figure 23). The most commonly reported financial needs among the PWD group were job search or training programs and services (2.4%) and food bank services (1.6%).

Figure 23: Financial well-being – service need



Note: the percentages found in Figure 23 are based on those individuals who did not use the service in question



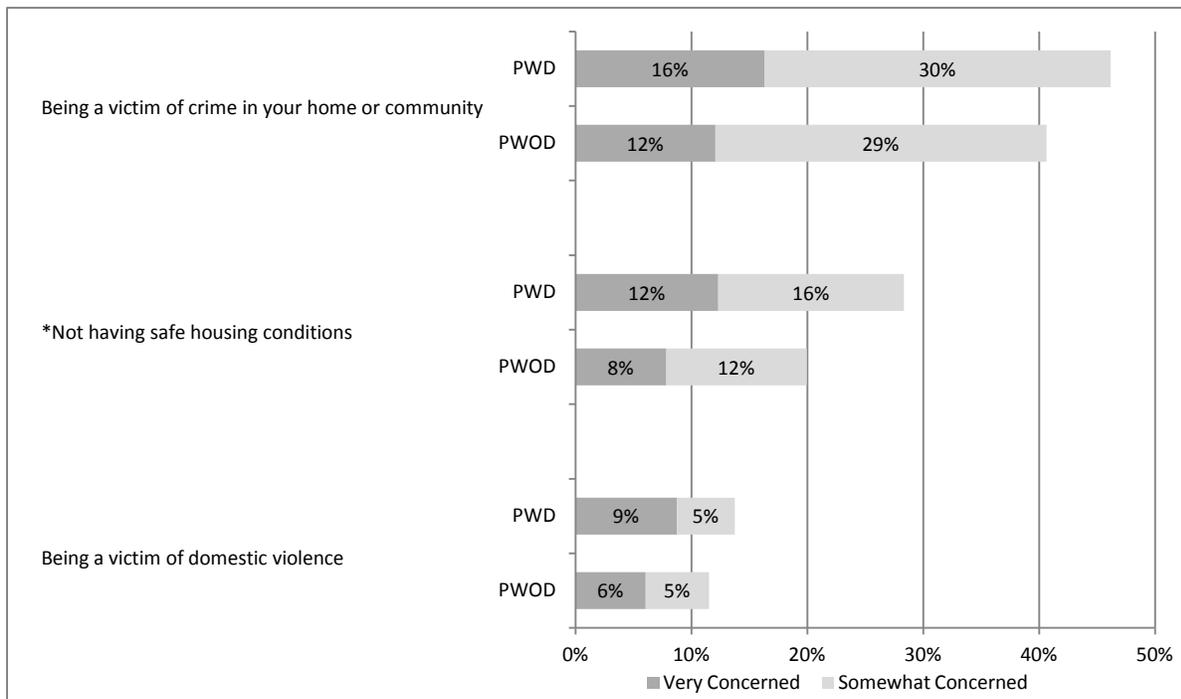
Security

ISSUES OF CONCERN ABOUT SECURITY

Survey questions related to security issues included perceptions of crime, safe housing conditions and domestic violence.

As illustrated in Figure 24, both persons with and without disabilities identify that being a victim of crime in their home or community is the top safety related concern, held by 46% and 41% respectively. While not having safe housing conditions is of lesser concern among both groups overall, a significantly greater proportion of PWD identify this as an issue of concern (28% versus 20%).

Figure 24: security – issues of concern

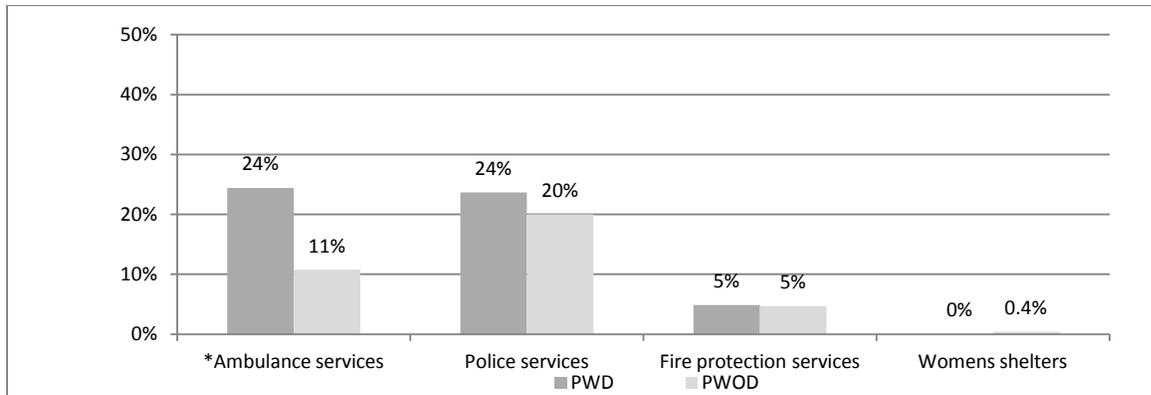


Note: if a result for Persons with Disabilities was significantly different than that of Persons without Disabilities the result is indicated with an asterisk (*).

USE OF COMMUNITY FACILITIES, PROGRAMS AND SERVICES RELATED TO SECURITY

The highest security related service used by PWD was ambulance services (see Figure 25). This service was used by a significantly greater proportion of PWD compared to the general population. At a usage rate of 24% by this population, the estimated demand for ambulance services represents over 35,000 PWD who required these services. PWD reported similar usage rates as PWOD for the other security services, including: police services, fire protection services and women’s shelters.

Figure 25: Security – service use

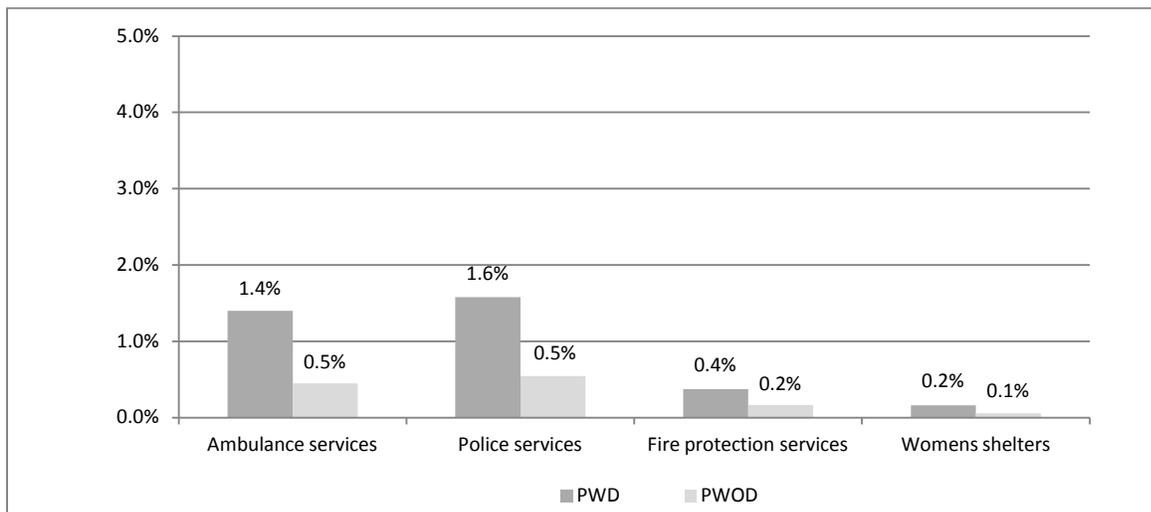


Note: if a result for Persons with Disabilities was significantly different than that of Persons without Disabilities the result is indicated with an asterisk (*).

PERCEIVED NEED FOR COMMUNITY FACILITIES, PROGRAMS AND SERVICES RELATED TO SECURITY

Figure 26 illustrates that less than 2% of persons both with and without disabilities reported an unmet need for any of the security related services. Of the security related services, ambulance (1.4%) and police services (1.6%) were the most frequently reported unmet service needs among PWD. At this rate of unmet need, an estimated 2,020 PWD needed ambulance services and 1,730 needed police services.

Figure 26: Security – service need



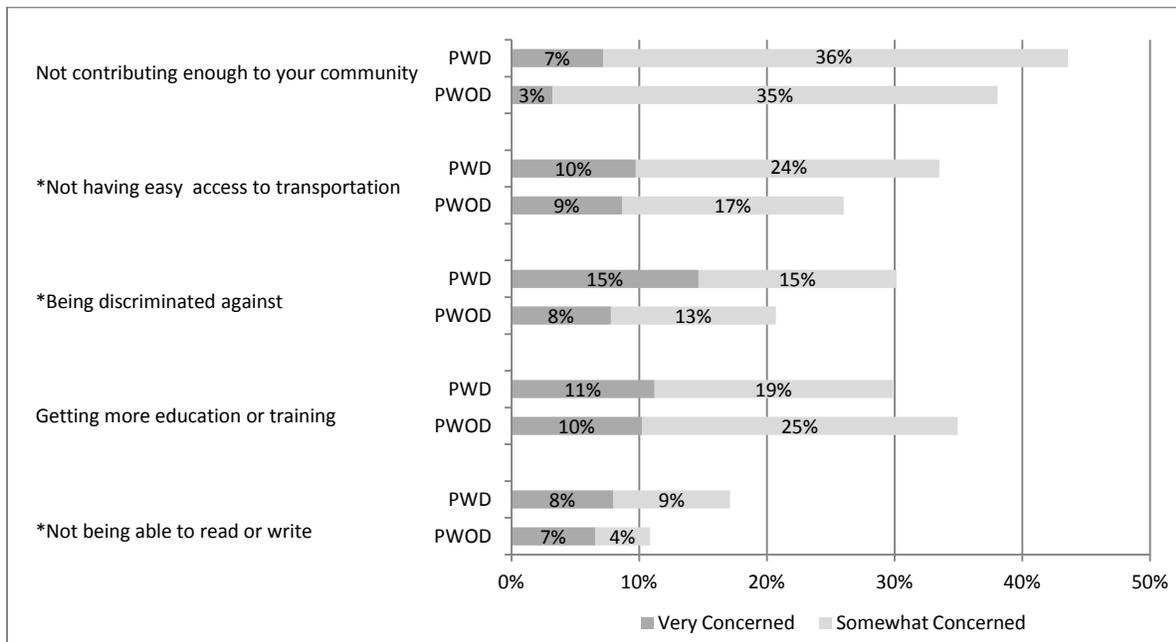
Note: the percentages found in Figure 26 are based on those individuals who did not use the service in question.

Inclusion

ISSUES OF CONCERN ABOUT INCLUSION

The Signposts II Survey used a variety of concern measures to evaluate issues with inclusion in the community (see Figure 27). Both persons with and without disabilities most commonly reported concern for not contributing enough to their community (43% and 38%). A similar proportion of the two groups reported concern about their community contribution. The groups were different on other attributes of inclusion, such as the finding that PWD were significantly more likely as a group to be concerned with not having easy access to transportation (34% versus 26%), being discriminated against (30% versus 21%) and not being able to read or write (17% versus 11%).

Figure 27: Inclusion – issues of concern

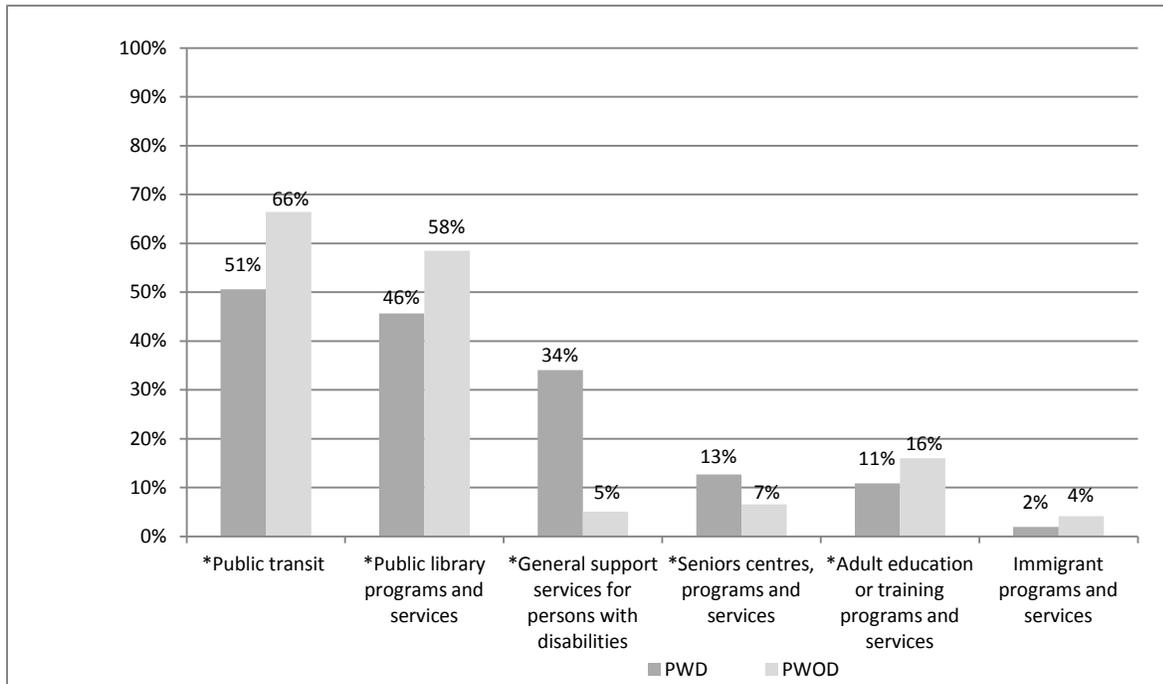


Note: if a result for Persons with Disabilities was significantly different than that of Persons without Disabilities the result is indicated with an asterisk (*).

USE OF COMMUNITY FACILITIES, PROGRAMS AND SERVICES RELATED TO INCLUSION

Both PWD and PWOD frequently reported using the community services of public transit and public library programs/services (see Figure 28). The usage of various inclusion services differed between the two groups, with PWD significantly more likely to report using support services for persons with disabilities and senior’s centres, programs and services but significantly less likely to use public transit, public library programs/services and adult education. Although a smaller proportion of PWD reported using public transit and public library programs and services, 51% and 46% translates into over 72,000 using public transit and 65,000 using public library programs and services.

Figure 28: Inclusion – service use



Note: if a result for Persons with Disabilities was significantly different than that of Persons without Disabilities the result is indicated with an asterisk (*).

PERCEIVED NEED FOR COMMUNITY FACILITIES, PROGRAMS AND SERVICES RELATED TO INCLUSION

As illustrated in Figure 29, the inclusion service with the greatest unmet need among PWD was general support services for PWD. This service was reported as an unmet need by 6.0%, which translates into approximately 5,660 individuals from this population. Of equal proportion among PWD and PWOD was the reported 6% unmet need for public library programs and services. The two groups had low unmet needs for all other inclusion services (less than 5%).

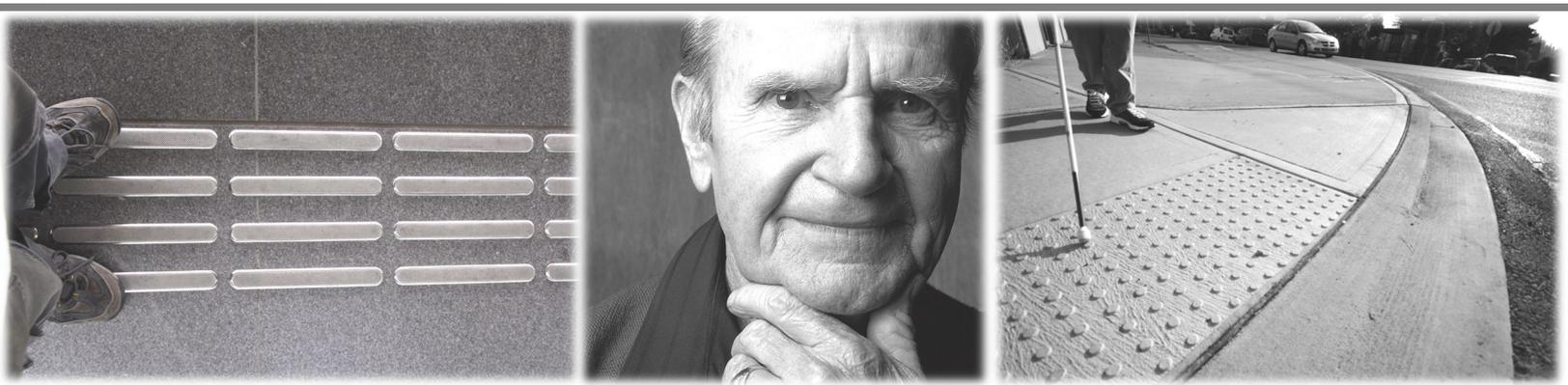
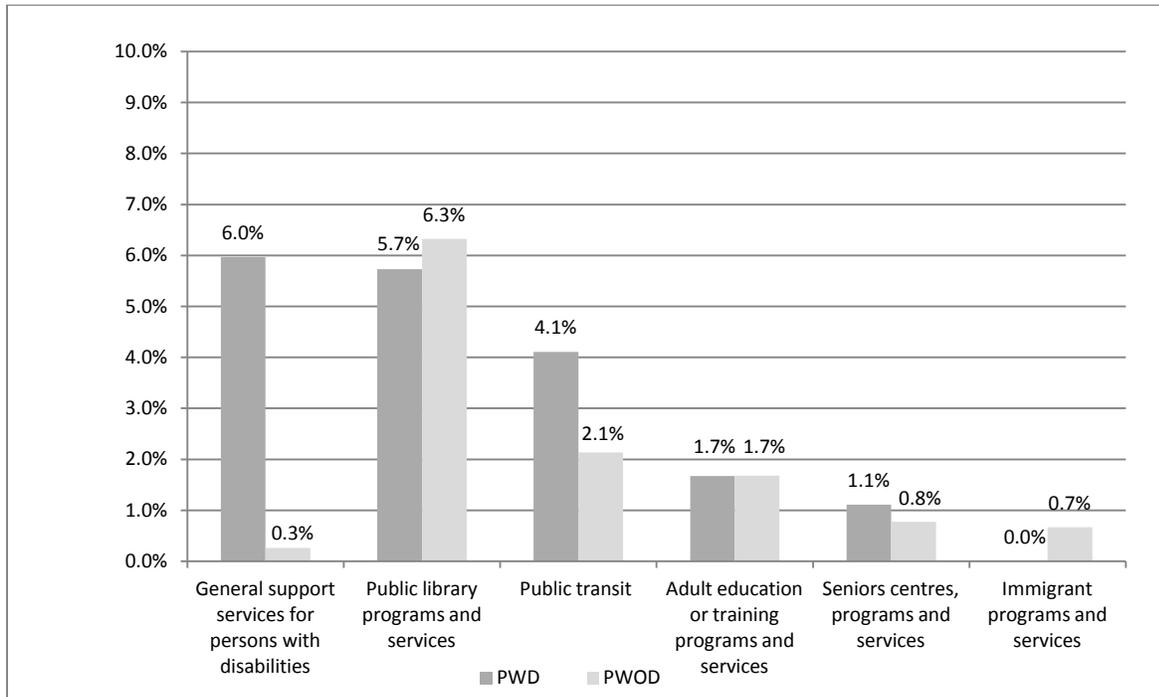


Figure 29: Inclusion – service need



Note: the percentages found in Figure 29 are based on those individuals who did not use the service in question.



Demographics⁵

Table 1: Gender

GENDER	n	Male (%)	Female (%)
Signposts Persons with Disabilities	253	48%	52%
2006 Census of Canada Persons with Disabilities	143,906	46%	54%
Signposts Persons without Disabilities	2720	50%	50%
2006 Census of Canada Persons without Disabilities	626,426	50%	50%

Source: Statistics Canada, 2006 Census of Canada. Table EO1213_2006_TGP_2A_CD_CSD & Table 94-581-XCB2006001

Table 2: Age

AGE	n	18-24 (%)	25-34 (%)	35-44 (%)	45-54 (%)	55-64 (%)	65+ (%)
Signposts Persons with Disabilities	252	3%	9%	15%	29%	20%	23%
2006 Census of Canada Persons with Disabilities	143,906	6%	9%	14%	19%	17%	34%
Signposts Persons without Disabilities	2691	11%	24%	23%	20%	11%	10%
2006 Census of Canada Persons without Disabilities	626,426	15%	24%	23%	20%	11%	7%

Source: Statistics Canada, 2006 Census of Canada. Table EO1213_2006_TGP_2A_CD_CSD & Table 94-581-XCB2006001

Table 3: Education

EDUCATION	n	No Diploma Certificate or Degree (%)	High School Certificate or Equivalent (%)	Post Secondary Certificate or Diploma (%)	University Certificate. Diploma or Degree (%)
Signposts Persons with Disabilities	251	12%	39%	31%	18%
2006 Census of Canada Persons with Disabilities	143,592	26%	24%	28%	22%
Signposts Persons without Disabilities	2703	4%	32%	29%	35%
2006 Census of Canada Persons without Disabilities	614,956	15%	25%	26%	34%

Source: Statistics Canada, 2006 Census of Canada. Table EO1213_2006_TGP_2A_CD_CSD & Table 94-581-XCB2006001

⁵ **Note:** The Signposts demographic data includes only individuals 18 years of age and older. Unless otherwise specified, the same age categories were used with the 2006 Census of Canada data provided; please note that in some instances the Persons without Disabilities age group is estimated as the age split required was not available. The Signposts demographic data is weighted by district; however, the un-weighted N values were provided.

Table 4: Years Lived in Calgary

YEARS LIVED IN CALGARY	n	0-2 years (%)	3-5 years (%)	6-10 years (%)	11-20 years (%)	21-30 years (%)	Over 30 years (%)
Signposts Persons with Disabilities	252	2%	3%	6%	15%	24%	50%
2006 Census of Canada Persons with Disabilities	Not available						
Signposts Persons without Disabilities	2697	4%	10%	14%	24%	20%	29%
2006 Census of Canada Persons without Disabilities	Not available						

Table 5: Aboriginal Heritage

ABORIGINAL HERITAGE	n	Yes (%)	No (%)
Signposts Persons with Disabilities	253	4%	96%
2006 Census of Canada Persons with Disabilities	159,035	3%	97%
Signposts Persons without Disabilities	2701	2%	98%
2006 Census of Canada Persons without Disabilities	820,450	2%	98%

Source: Statistics Canada, 2006 Census of Canada. Table EO1213_2006_TGP_2A_CD_CSD & Table 94-581-XCB2006001

Note: The 2006 Census of Canada data includes all ages in contrast to the Signposts data which captured only those 18 and over.

Table 6: Visible Minority

VISIBLE MINORITY	n	Yes (%)	No (%)
Signposts Persons with Disabilities	239	18%	82%
2006 Census of Canada Persons with Disabilities	159,035	22%	78%
Signposts Persons without Disabilities	2641	16%	84%
2006 Census of Canada Persons without Disabilities	820,450	24%	76%

Source: Statistics Canada, 2006 Census of Canada. Table EO1213_2006_TGP_2A_CD_CSD & Table 94-581-XCB2006001

Note: The 2006 Census of Canada data includes all ages in contrast to the Signposts data which captured only those 18 and over.

Table 7: Immigration Status

IMMIGRATION STATUS	n	Born in Canada (%)	Immigrant (%)
Signposts Persons with Disabilities	253	79%	21%
2006 Census of Canada Persons with Disabilities	159,035	70%	30%
Signposts Persons without Disabilities	2706	76%	24%
2006 Census of Canada Persons without Disabilities	820,445	75%	25%

Source: Statistics Canada, 2006 Census of Canada. Table EO1213_2006_TGP_2A_CD_CSD & Table 94-581-XCB2006001

Note: The Immigrant group provided from the 2006 Census of Canada includes both those with official Immigrant status and non-permanent residents. The Signposts immigrant data includes everyone who answered No to the question "were you born in Canada."

Note: The 2006 Census of Canada data includes all ages in contrast to the Signposts data which captured only those 18 and over.

Table 8: Recent Immigration Status

IMMIGRANTS WHO HAVE SETTLED IN CANADA IN THE PAST FIVE YEARS	n	Yes (%)	No (%)
Signposts Persons with Disabilities	56	7%	93%
2006 Census of Canada Persons with Disabilities	47,575	13%	87%
Signposts Persons without Disabilities	653	19%	81%
2006 Census of Canada Persons without Disabilities	195,175	26%	74%

Source: Statistics Canada, 2006 Census of Canada. Table EO1213_2006_TGP_2A_CD_CSD & Table 94-581-XCB2006001

Note: The 2006 Census of Canada data includes all ages in contrast to the Signposts data which captured only those 18 and over.

Table 9: Household Income

HOUSEHOLD INCOME	n	\$30,000 or less (%)	\$30,001 - \$60,000 (%)	\$60,001 - \$90,000	Over \$90,000
Signpost Persons with Disabilities	195	33%	28%	18%	21%
2006 Census of Canada Persons with Disabilities	Not available				
Signposts Persons without Disabilities	1,931	9%	23%	23%	45%
2006 Census of Canada Persons without Disabilities	Not available				

Table 10: Household Composition

HOUSEHOLD COMPOSITION	n	Couple with children living at home (%)	Couple without children at home (%)	Single parent household (%)	Living alone (%)	Living with roommate(s) (%)	Living with extended family (%)
Signposts Persons with Disabilities	252	23%	30%	6%	28%	5%	8%
2006 Census of Canada Persons with Disabilities	Not available						
Signposts Persons without Disabilities	2709	42%	29%	5%	14%	4%	6%
2006 Census of Canada Persons without Disabilities	Not available						

Table 11: Household Age Breakdown

HOUSEHOLD AGE BREAKDOWN	n	New Born to 6 Years (%)	7 to 12 Years (%)	13 to 19 Years (%)	20 to 44 Years (%)	45 to 64 Years (%)	Over 65 Years (%)
Signposts Persons with Disabilities	253	6%	6%	15%	40%	66%	31%
2006 Census of Canada Persons with Disabilities	Not available						
Signposts Persons without Disabilities	2715	21%	16%	22%	67%	47%	15%
2006 Census of Canada Persons without Disabilities	Not available						

Table 12: Household Tenure

HOUSEHOLD TENURE	n	Rent (%)	Own (%)
Signposts Persons with Disabilities	249	29%	71%
2006 Census of Canada Persons with Disabilities	Not available		
Signposts Persons without Disabilities	2,699	17%	83%
2006 Census of Canada Persons without Disabilities	Not available		



Appendix A: Data Tables⁶

Table 1: Top 10 - issues of concern

CONCERNED	TOTAL POPULATION			PERSONS WITH DISABILITIES			PERSONS WITHOUT DISABILITIES		
	Very	Somewhat	Total	Very	Somewhat	Total	Very	Somewhat	Total
*Being stressed	15%	46%	61%	27%	43%	70%	14%	46%	60%
*Being physically inactive	10%	31%	40%	24%	44%	68%	8%	29%	37%
*Having difficulty moving around physically	8%	15%	22%	29%	38%	67%	5%	12%	18%
*Not being able to care for yourself as you age	13%	27%	40%	27%	39%	66%	11%	26%	38%
*Lacking sleep	13%	36%	49%	24%	38%	61%	12%	36%	48%
*Not saving money for the future	18%	35%	53%	31%	30%	61%	17%	35%	52%
*Dealing with the loss of a family member or friend	15%	27%	42%	26%	27%	53%	14%	27%	41%
*Gaining or losing too much weight	9%	30%	39%	19%	32%	51%	8%	29%	38%
*Being depressed	7%	21%	28%	17%	32%	49%	6%	20%	26%
Being a victim of crime in your home or community	13%	29%	41%	16%	30%	46%	12%	29%	41%

Note: if a result for Persons with Disabilities was significantly different than that of Persons without Disabilities the result is indicated with an asterisk (*).

⁶ Estimated service use: The estimated service use values are determined by calculating the percentage of total Calgarians, Persons with Disabilities and Persons without Disabilities who used these services out of the population. These percentages are estimates derived from the 2006 Census of Canada population numbers: total Calgarians (770,332), Persons with Disabilities (143,906) and Persons without Disabilities (626,426).

Table 2: Top 10 - service use

	TOTAL POPULATION		PERSONS WITH DISABILITIES		PERSONS WITHOUT DISABILITIES	
	% Reporting usage	Estimated # of Calgarians	% Reporting usage	Estimated # of Persons with Disabilities	% Reporting usage	Estimated # of Persons without Disabilities
*Medical doctor services	87%	729,828	96%	137,769	86%	540,184
*Hospital services	46%	384,843	63%	89,966	44%	277,927
*Public transit	65%	544,750	51%	72,806	66%	416,282
*Recreation or leisure facilities, programs and services	65%	548,070	46%	65,981	68%	423,924
*Public library programs and services	57%	479,116	46%	65,694	58%	366,417
*General support services for persons with disabilities	8%	63,908	34%	49,022	5%	31,669
*Ambulance services	12%	101,538	24%	35,150	11%	67,411
Police services	20%	170,522	24%	34,072	20%	125,242
*Mental health services or counselling	8%	66,969	21%	29,617	7%	42,066
*Self-help or support groups and programs	8%	62,988	18%	25,541	7%	40,726

Note: if a result for Persons with Disabilities was significantly different than that of Persons without Disabilities the result is indicated with an asterisk (*).

Table 3: Top 10 – perceived service needs

	TOTAL POPULATION			PERSONS WITH DISABILITIES			PERSONS WITHOUT DISABILITIES		
	% Not reporting usage	% Reporting need	Estimated # of Calgarians	% Not reporting usage	% Reporting need	Estimated # of Persons with Disabilities	% Not reporting usage	% Reporting need	Estimated # of Persons without Disabilities
Medical doctor services	13%	9.0%	9,899	4%	36.2%	2,220	14%	8.4%	7,273
Recreation or leisure facilities, programs and services	35%	5.0%	15,465	54%	6.3%	4,930	32%	5.3%	10,690
General support services for persons with disabilities	92%	1.0%	4,804	66%	6.0%	5,660	95%	0.3%	1,554
Public library programs and services	43%	6.0%	22,410	54%	6.3%	4,947	42%	5.7%	14,893
Public transit	35%	2.0%	19,779	49%	4.1%	2,922	34%	2.1%	4,484
Mental health services or counselling	92%	1.0%	6,630	79%	3.0%	3,436	93%	1.7%	4,039
Self-help or support groups and programs	92%	1.0%	8,601	82%	2.9%	3,482	93%	0.9%	5,514
Home care or nursing care	93%	1.0%	4,881	85%	2.6%	3,156	94%	0.5%	2,709
Hospital services	54%	1.0%	3,262	37%	2.5%	1,345	56%	0.6%	2,135
Job search or training programs and services	86%	1.0%	8,886	87%	2.4%	2,966	86%	1.1%	6,133

Table 4: Individual & community quality of life

	TOTAL POPULATION			PERSONS WITH DISABILITIES			PERSONS WITHOUT DISABILITIES		
	Strongly agree	Somewhat agree	Total agree	Strongly agree	Somewhat agree	Total agree	Strongly agree	Somewhat agree	Total agree
*Overall, Calgary is a good place to live	52%	42%	94%	50%	40%	90%	52%	42%	94%
You feel like you belong in Calgary	54%	36%	90%	59%	29%	88%	54%	36%	90%
*You are satisfied with your life as a whole	54%	40%	94%	42%	44%	86%	55%	40%	95%
*My neighbourhood is a safe place to live	45%	46%	91%	35%	49%	84%	47%	45%	92%
*There are enough community facilities, programs and services in Calgary to meet your needs	34%	49%	83%	32%	43%	76%	34%	49%	83%
*Calgary is a safe place to live	26%	60%	86%	21%	54%	75%	27%	61%	87%
*You can afford to buy the things you need	36%	48%	84%	25%	47%	71%	37%	49%	86%

Note: if a result for Persons with Disabilities was significantly different than that of Persons without Disabilities the result is indicated with an asterisk (*).

Table 5: Issue of concern – not having parks or green space available in the community

	GREEN SPACE		
	Total Population	Persons with Disabilities	Persons without Disabilities
Not at all concerned	55%	57%	55%
Not very concerned	16%	10%	17%
Somewhat concerned	19%	22%	19%
Very concerned	10%	11%	9%

Table 6: Social inclusion – number of people known in the neighbourhood

	SOCIAL INCLUSION		
	Total Population	Persons with Disabilities	Persons without Disabilities
No one	6%	8%	6%
A few	67%	69%	67%
*Many	16%	11%	17%
Most	11%	12%	10%

Note: if a result for Persons with Disabilities was significantly different than that of Persons without Disabilities the result is indicated with an asterisk (*).

Table 7: Social inclusion – number of people known well enough to ask a favour

	SOCIAL INCLUSION		
	Total Population	Persons with Disabilities	Persons without Disabilities
*None	14%	19%	13%
1 to 5	58%	61%	58%
*6 to 10	19%	9%	20%
Over 10	9%	11%	9%

Note: if a result for Persons with Disabilities was significantly different than that of Persons without Disabilities the result is indicated with an asterisk (*).

Table 8: Involvement in neighbourhood events or activities

	TOTAL POPULATION	PERSONS WITH DISABILITIES	PERSONS WITHOUT DISABILITIES
Disagree completely	22%	33%	21%
Disagree somewhat	22%	23%	22%
Neither disagree nor agree	14%	10%	14%
Agree somewhat	34%	29%	34%
Agree completely	8%	4%	8%

Table 9: Average monthly time volunteering for organizations in Calgary

HOURS	TOTAL POPULATION	PERSONS WITH DISABILITIES	PERSONS WITHOUT DISABILITIES
0	58%	73%	56%
1 - 5	19%	10%	20%
6 - 10	11%	8%	11%
11 - 20	7%	7%	7%
21 - 40	4%	1%	4%
40+	1%	1%	1%

Table 10: Members of their local community association

	TOTAL POPULATION	PERSONS WITH DISABILITIES	PERSONS WITHOUT DISABILITIES
*Yes	30%	23%	31%
*No	70%	77%	69%

Note: if a result for Persons with Disabilities was significantly different than that of Persons without Disabilities the result is indicated with an asterisk (*).

Table 11: General perception of health

	TOTAL POPULATION	PERSONS WITH DISABILITIES	PERSONS WITHOUT DISABILITIES
Poor	3%	25%	1%
Fair	8%	29%	6%
Good	24%	27%	24%
Very Good	39%	14%	41%
Excellent	26%	5%	28%

Table 12: Physical well-being – issues of concern

CONCERNED	TOTAL POPULATION			PERSONS WITH DISABILITIES			PERSONS WITHOUT DISABILITIES		
	Very	Somewhat	Total	Very	Somewhat	Total	Very	Somewhat	Total
*Being physically inactive	10%	31%	40%	24%	44%	68%	8%	29%	37%
*Having difficulty moving around physically	8%	15%	22%	29%	38%	67%	5%	12%	18%
*Lacking sleep	13%	36%	49%	24%	38%	61%	12%	36%	48%
*Gaining or losing too much weight	9%	30%	39%	19%	32%	51%	8%	29%	38%
*Not eating healthy food	9%	26%	35%	15%	28%	43%	8%	26%	34%
*Not having recreation and leisure opportunities available	9%	22%	31%	13%	27%	40%	8%	22%	30%
Having an unwanted pregnancy	5%	6%	11%	4%	7%	10%	5%	6%	11%

Note: if a result for Persons with Disabilities was significantly different than that of Persons without Disabilities the result is indicated with an asterisk (*).

Table 13: Physical well-being – service use

	TOTAL POPULATION		PERSONS WITH DISABILITIES		PERSONS WITHOUT DISABILITIES	
	% Reporting usage	Estimated # of Calgarians	% Reporting usage	Estimated # of Persons with Disabilities	% Reporting usage	Estimated # of Persons without Disabilities
*Medical doctor services	87%	729,828	96%	137,769	86%	540,184
*Hospital services	46%	384,843	63%	89,966	44%	277,927
*Recreation or leisure facilities, programs and services	65%	548,070	46%	65,981	68%	423,924
*Home care or nursing care	7%	54,848	15%	21,126	6%	36,333
Nutrition counselling or education programs	12%	99,445	15%	20,951	12%	72,437

Note: if a result for Persons with Disabilities was significantly different than that of Persons without Disabilities the result is indicated with an asterisk (*).

Table 14: Physical well-being – service need⁷

	TOTAL POPULATION			PERSONS WITH DISABILITIES			PERSONS WITHOUT DISABILITIES		
	% Not reporting usage	% Reporting need	Estimated # of Calgarians	% Not reporting usage	% Reporting need	Estimated # of Persons with Disabilities	% Not reporting usage	% Reporting need	Estimated # of Persons without Disabilities
Medical doctor services	13%	9.0%	9,899	4%	36.2%	2,220	14%	8.4%	7,273
Recreation or leisure facilities, programs and services	35%	5.0%	15,465	54%	6.3%	4,930	32%	5.3%	10,690
Home care or nursing care	93%	1.0%	4,881	85%	2.6%	3,156	94%	0.5%	2,709
Hospital services	54%	1.0%	3,262	37%	2.5%	1,345	56%	0.6%	2,135
Nutrition counselling or education programs	88%	2.0%	14,058	85%	0.9%	1,087	88%	2.0%	11,154

⁷ Estimated #: The estimated service need numbers are calculated based on the percentage of respondents who have not used the service in the 12 months prior to survey, but perceived a need to using it.

Table 15: Mental well-being and addictions – issues and concern

CONCERNED	TOTAL POPULATION			PERSONS WITH DISABILITIES			PERSONS WITHOUT DISABILITIES		
	Very	Somewhat	Total	Very	Somewhat	Total	Very	Somewhat	Total
*Being stressed	15%	46%	61%	27%	43%	70%	14%	46%	60%
*Dealing with the loss of a family member or friend	15%	27%	42%	26%	27%	53%	14%	27%	41%
*Being depressed	7%	21%	28%	17%	32%	49%	6%	20%	26%
*Being lonely	6%	19%	25%	17%	25%	42%	5%	18%	23%
*Lacking self esteem	5%	16%	21%	11%	20%	31%	4%	15%	20%
Being addicted to alcohol or drugs	5%	8%	13%	6%	9%	15%	5%	8%	13%
*Being suicidal	5%	4%	9%	6%	8%	14%	4%	4%	8%
Being addicted to gambling	4%	5%	9%	3%	3%	6%	4%	5%	9%

Note: if a result for Persons with Disabilities was significantly different than that of Persons without Disabilities the result is indicated with an asterisk (*).

Table 16: Mental well-being and addictions – service use

	TOTAL POPULATION		PERSONS WITH DISABILITIES		PERSONS WITHOUT DISABILITIES	
	% Reporting usage	Estimated # of Calgarians	% Reporting usage	Estimated # of Persons with Disabilities	% Reporting usage	Estimated # of Persons without Disabilities
*Mental health services or counselling	8%	67,286	21%	29,617	7%	42,066
*Self-help or support groups and programs	8%	62,988	18%	25,541	7%	40,726
Addictions counselling or treatment programs	2%	15,624	3%	4,642	2%	10,970

Note: if a result for Persons with Disabilities was significantly different than that of Persons without Disabilities the result is indicated with an asterisk (*).

Table 17: Mental well-being and addictions – service need

	TOTAL POPULATION			PERSONS WITH DISABILITIES			PERSONS WITHOUT DISABILITIES		
	% Not reporting usage	% Reporting need	Estimated # of Calgarians	% Not reporting usage	% Reporting need	Estimated # of Persons with Disabilities	% Not reporting usage	% Reporting need	Estimated # of Persons without Disabilities
Mental health services or counselling	92%	1.0%	6,630	79%	3.0%	3,436	93%	0.7%	4,039
Self-help or support groups and programs	92%	1.0%	8,601	82%	2.9%	3,482	93%	0.9%	5,514
Addictions counselling or treatment programs	98%	0.4%	3,347	97%	0.6%	859	98%	0.4%	2,254

Table 18: Relationships – issues of concern

CONCERNED	TOTAL POPULATION			PERSONS WITH DISABILITIES			PERSONS WITHOUT DISABILITIES		
	Very	Somewhat	Total	Very	Somewhat	Total	Very	Somewhat	Total
*Not being able to care for yourself as you age	13%	27%	40%	27%	39%	66%	11%	26%	38%
Having to care for a family member	14%	26%	40%	18%	28%	46%	13%	26%	40%
*Having relationship problems with members of your immediate family	7%	19%	25%	7%	23%	31%	6%	18%	25%
*Not being able to access child care services	9%	13%	22%	9%	8%	17%	9%	14%	22%

Note: if a result for Persons with Disabilities was significantly different than that of Persons without Disabilities the result is indicated with an asterisk (*).

Table 19: Relationships – service use

	TOTAL POPULATION		PERSONS WITH DISABILITIES		PERSONS WITHOUT DISABILITIES	
	% Reporting usage	Estimated # of Calgarians	% Reporting usage	Estimated # of Persons with Disabilities	% Reporting usage	Estimated # of Persons without Disabilities
*Child care programs and services	11%	89,475	7%	10,135	11%	69,294
Family or marriage counselling	5%	39,974	6%	9,020	5%	28,748
*Respite care or services	3%	23,482	6%	7,917	3%	16,095
Before or after school child or youth care programs and services	7%	56,367	4%	6,450	7%	43,659
Pregnancy counselling or education programs	5%	46,019	4%	5,945	6%	35,302

Note: if a result for Persons with Disabilities was significantly different than that of Persons without Disabilities the result is indicated with an asterisk (*).

Table 20: Relationships – service need

	TOTAL POPULATION			PERSONS WITH DISABILITIES			PERSONS WITHOUT DISABILITIES		
	% Not reporting usage	% Reporting need	Estimated # of Calgarians	% Not reporting usage	% Reporting need	Estimated # of Persons with Disabilities	% Not reporting usage	% Reporting need	Estimated # of Persons without Disabilities
Before or after school child or youth care programs and services	93%	0.9%	7,013	96%	1.6%	2,187	93%	0.8%	4,767
Respite care or services	97%	0.3%	2,688	94%	1.1%	1,504	97%	0.3%	1,529
Family or marriage counselling	95%	1.1%	9,101	94%	1.0%	1,307	95%	1.1%	6,630
Pregnancy counselling or education programs	95%	0.6%	5,400	96%	0.0%	0	94%	0.7%	4,229
Child care programs and services	89%	0.8%	6,536	93%	0.0%	0	89%	0.8%	4,684

Table 21: Financial well-being – issues of concern

CONCERNED	TOTAL POPULATION			PERSONS WITH DISABILITIES			PERSONS WITHOUT DISABILITIES		
	Very	Somewhat	Total	Very	Somewhat	Total	Very	Somewhat	Total
*Not saving money for the future	18%	35%	53%	31%	30%	61%	17%	35%	52%
Having too much debt	14%	27%	41%	22%	23%	45%	13%	28%	41%
*Not having enough money for housing	12%	19%	31%	20%	20%	40%	11%	19%	30%
Being unemployed	15%	22%	37%	20%	19%	39%	15%	22%	37%
*Not having enough money for food	9%	12%	21%	14%	20%	34%	9%	11%	19%

Note: if a result for Persons with Disabilities was significantly different than that of Persons without Disabilities the result is indicated with an asterisk (*).

Table 22: Financial well-being – service use

	TOTAL POPULATION		PERSONS WITH DISABILITIES		PERSONS WITHOUT DISABILITIES	
	% Reporting usage	Estimated # of Calgarians	% Reporting usage	Estimated # of Persons with Disabilities	% Reporting usage	Estimated # of Persons without Disabilities
Job search or training programs and services	14%	119,148	13%	19,056	14%	89,348
Financial counselling or education programs	10%	81,852	11%	16,062	10%	60,461
*Food bank services	4%	36,175	9%	13,403	4%	23,955
*Subsidized housing	3%	21,641	8%	11,480	2%	12,926
*Legal aid	3%	24,692	6%	9,186	3%	16,313
Homeless shelters	1%	8,167	2%	3,167	1%	5,416

Note: if a result for Persons with Disabilities was significantly different than that of Persons without Disabilities the result is indicated with an asterisk (*).

Table 23: Financial well-being – service use

	TOTAL POPULATION			PERSONS WITH DISABILITIES			PERSONS WITHOUT DISABILITIES		
	% Not reporting usage	% Reporting need	Estimated # of Calgarians	% Not reporting usage	% Reporting need	Estimated # of Persons with Disabilities	% Not reporting usage	% Reporting need	Estimated # of Persons without Disabilities
Job search or training programs and services	86%	1.2%	8,886	87%	2.4%	2,966	86%	1.1%	6,133
Food bank services	96%	0.6%	5,120	91%	1.6%	2,149	96%	0.6%	3,332
Subsidized housing	97%	0.4%	3,253	92%	1.0%	1,344	98%	0.3%	1,969
Financial counselling or education programs	90%	1.7%	12,940	89%	0.7% ¹	958	90%	1.8%	10,129
Homeless shelters	99%	0.01%	122	98%	0.2%	235	99%	0.0%	0
Legal aid	97%	1.1%	8,864	94%	0.0%	0	97%	1.2%	7,376

Table 24: Security – issues of concern

CONCERNED	TOTAL POPULATION			PERSONS WITH DISABILITIES			PERSONS WITHOUT DISABILITIES		
	Very	Somewhat	Total	Very	Somewhat	Total	Very	Somewhat	Total
Being a victim of crime in your home or community	13%	29%	41%	16%	30%	46%	12%	29%	41%
*Not having safe housing conditions	8%	13%	21%	12%	16%	28%	8%	12%	20%
Being a victim of domestic violence	6%	5%	12%	9%	5%	14%	6%	5%	12%

Note: if a result for Persons with Disabilities was significantly different than that of Persons without Disabilities the result is indicated with an asterisk (*).

Table 25: Security – service use

	TOTAL POPULATION		PERSONS WITH DISABILITIES		PERSONS WITHOUT DISABILITIES	
	% Reporting usage	Estimated # of Calgarians	% Reporting usage	Estimated # of Persons with Disabilities	% Reporting usage	Estimated # of Persons without Disabilities
*Ambulance services	12%	101,538	24%	35,150	11%	67,411
Police services	20%	170,522	24%	34,072	20%	125,242
Fire protection services	5%	38,645	5%	7,005	5%	29,061
Women’s shelters	0.4%	3,181	0%	0	0.4%	2,640

Note: if a result for Persons with Disabilities was significantly different than that of Persons without Disabilities the result is indicated with an asterisk (*).

Table 26: Security – service need

	TOTAL POPULATION			PERSONS WITH DISABILITIES			PERSONS WITHOUT DISABILITIES		
	% Not reporting usage	% Reporting need	Estimated # of Calgarians	% Not reporting usage	% Reporting need	Estimated # of Persons with Disabilities	% Not reporting usage	% Reporting need	Estimated # of Persons without Disabilities
Ambulance services	88%	0.6%	4,071	76%	1.4%	2,020	89%	0.5%	2,520
Police services	80%	0.7%	4,369	76%	1.6%	1,733	80%	0.5%	2,726
Fire protection services	95%	0.2%	1,468	95%	0.4%	515	95%	0.2%	1,000
Women’s shelters	100%	0.1%	548	100%	0.2%	235	100%	0.1%	356

Table 27: Inclusion – issues of concern

CONCERNED	TOTAL POPULATION			PERSONS WITH DISABILITIES			PERSONS WITHOUT DISABILITIES		
	Very	Somewhat	Total	Very	Somewhat	Total	Very	Somewhat	Total
Not contributing enough to your community	4%	35%	38%	7%	36%	44%	3%	35%	38%
*Not having easy access to transportation	9%	18%	27%	10%	24%	33%	9%	17%	26%
*Being discriminated against	9%	13%	22%	15%	15%	30%	8%	13%	21%
Getting more education or training	10%	24%	35%	11%	19%	30%	10%	25%	35%
*Not being able to read or write	7%	5%	11%	8%	9%	17%	7%	4%	11%

Note: if a result for Persons with Disabilities was significantly different than that of Persons without Disabilities the result is indicated with an asterisk (*).

Table 28: Inclusion – service use

	TOTAL POPULATION		PERSONS WITH DISABILITIES		PERSONS WITHOUT DISABILITIES	
	% Reporting usage	Estimated # of Calgarians	% Reporting usage	Estimated # of Persons with Disabilities	% Reporting usage	Estimated # of Persons without Disabilities
*Public transit	65%	544,750	51%	72,806	66%	416,282
*Public library programs and services	57%	479,116	46%	65,694	58%	366,417
*General support services for persons with disabilities	8%	63,908	34%	49,022	5%	31,669
*Seniors centres, programs and services	7%	59,496	13%	18,272	7%	41,312
*Adult education or training programs and services	16%	129,818	11%	15,671	16%	100,459
Immigrant programs and services	4%	33,141	2%	2,777	4%	26,150

Note: if a result for Persons with Disabilities was significantly different than that of Persons without Disabilities the result is indicated with an asterisk (*).

Table 29: Inclusion – service need

	TOTAL POPULATION			PERSONS WITH DISABILITIES			PERSONS WITHOUT DISABILITIES		
	% Not reporting usage	% Reporting need	Estimated # of Calgarians	% Not reporting usage	% Reporting need	Estimated # of Persons with Disabilities	% Not reporting usage	% Reporting need	Estimated # of Persons without Disabilities
General support services for persons with disabilities	92%	0.6%	4,804	66%	6.0%	5,660	95%	0.3%	1,554
Public library programs and services	43%	6.0%	22,410	54%	5.7%	4,480	42%	6.3%	16,447
Public transit	35%	2.0%	19,779	49%	4.1%	2,922	34%	2.1%	4,484
Adult education or training programs and services	84%	1.7%	12,004	89%	1.7%	2,148	84%	1.7%	8,842
Seniors centres, programs and services	93%	0.8%	6,163	87%	1.1%	1,395	93%	0.8%	4,535
Immigrant programs and services	96%	0.6%	4,810	98%	0.0%	0	96%	0.7%	4,004

Appendix B: Questionnaire⁸

1. COMMUNITY AND INDIVIDUAL WELLNESS (COMMUNITY ASSETS)

1.a I am going to read you a list of statements about living in Calgary. I would like you to consider these statements based on your experiences in the past 12 months. Please state whether you strongly agree, somewhat agree, somewhat disagree or strongly disagree with each statement I will read to you.

In one of the statements, I use the term community facilities, programs and services. When I use this term, I am referring to things that are provided by governments, community associations or not-for-profit organizations.

	Strongly Agree	Somewhat Agree	Either agree nor Disagree	Strongly Disagree	Somewhat Disagree	N/A
Overall, Calgary is a good place to live						
You are satisfied with your life as a whole						
You feel like you belong in Calgary						
There are enough community facilities, programs and services in Calgary to meet your needs						
Calgary is a safe place to live						
My neighbourhood is a safe place to live						
You can afford to buy the things you need						

⁸ Note: When read each question respondents were not provided with don't know/unsure or not applicable as response options, however, these categories were used for coding purposes when necessary. These responses are not reported as valid responses.

1.b For the next question, I will use the term health, which refers to your physical, mental and spiritual health. In general, would you say that your health is:

- 1 ___ Excellent
- 2 ___ Very good
- 3 ___ Good
- 4 ___ Fair
- 5 ___ Poor
- 6 ___ Don't know

1.c On average, how many hours a month do you help out by volunteering for organization in Calgary?

hours: _____

1.d Would you say that you know most, many, a few or none of the people in your neighbourhood?

- 1 ___ Most of the people in your neighbourhood
- 2 ___ Many of the people in your neighbourhood
- 3 ___ A few of the people in your neighbourhood
- 4 ___ No one else in your neighbourhood
- 5 ___ Don't know

1.e About how many people in your neighbourhood do you know well enough to ask for a favour?
(e.g., picking up the mail, watering plants, shovelling, lending tools or garden equipment, carrying things, feeding pets when neighbours go on a holiday, shopping)

- 1 ___ None
- 2 ___ 1 to 5
- 3 ___ 6 to 10
- 4 ___ Over 10
- 5 ___ Don't know

1.f Please tell us if you disagree completely, disagree somewhat, neither disagree nor agree, agree somewhat, or agree completely with the following statement?

I get involved in neighbourhood events or activities.

- 1 ___ Disagree completely
- 2 ___ Disagree Somewhat
- 3 ___ Neither disagree nor agree
- 4 ___ Agree somewhat
- 5 ___ Agree completely
- 6 ___ Don't know

2. INDIVIDUAL AND SOCIAL ISSUES THAT MAY CONCERN CALGARIANS

Understanding issues that affect Calgary residents will help in developing programs and services. I am going to read you a list of issues that may have affected you directly or may have affected you because someone in your household is dealing with these issues. Please indicate how concerned you are with the following issues as they may have affected you in the past 12 months. Please use a scale of very concerned, somewhat concerned, not very concerned or not at all concerned.

	Very concerned	Somewhat concerned	Not very concerned	Not at all concerned	Don't know	N/A
Being lonely						
Having relationship problems with members of your immediate family						
Being discriminated against						
Not contributing enough to your community						
Being addicted to alcohol or drugs						
Being addicted to gambling						
Not being able to care for yourself as you age						
Having an unwanted pregnancy						
Gaining or losing too much weight						
Being physically inactive						
Having to care for a family member						
Being stressed						
Lacking self esteem						
Lacking sleep						
Being depressed						
Having difficulty moving around physically						
Not having easy access to transportation						
Being suicidal						
Dealing with the loss of a family member or friend						
Not eating healthy food						

	Very concerned	Somewhat concerned	Not very concerned	Not at all concerned	Don't know	N/A
Being a victim of domestic violence						
Being a victim of crime in your home or community						
Not having safe housing conditions						
Being unemployed						
Not having enough money for food						
Not having enough money for housing						
Not saving money for future						
Having too much debt						
Not being able to read or write						
Getting more education or training						
Not having recreation and leisure opportunities available						
Not having parks or green spaces available in your community						
Not being able to access child care services						

3. SOCIAL SERVICE USAGE, NEEDS AND BARRIERS

3.a In the past 12 months, have you used any of the following services?

	Yes	No	Don't Know
Public library programs and services			
Immigrant programs and services			
Recreation or leisure facilities, programs and services			
Seniors centres, programs and services			
Family or marriage counselling			
Legal aid			
Food bank services			
Addictions counselling or treatment programs			
Pregnancy counselling or education programs			
Home care or nursing care			
Medical doctor services			
Nutrition counselling or education programs			
Mental health services or counselling			
Self help or support groups and programs			
Respite care or services			
Fire protection services			
Police services			
Ambulance services			
Women's shelters			
Child care programs and services			
Before or after school child or youth care programs or services			
Financial counselling or education programs			
Job search or training programs and services			
Homeless shelters			
Public transit			
Adult education or training programs and services			
Subsidized housing			
General support services for persons with disabilities			
Hospital services			

3.b In the past 12 months, have there been any situations or circumstances in which you needed the following types of services?

(Respondents were asked this question for each attribute in 3a which they had not used.)

3.c Why did you not use _____ in the past 12 months? Anything else?

- 1 ____ No time to get assistance
- 2 ____ Located too far away
- 3 ____ No car/difficult to get to by Transit / transportation challenges
- 4 ____ Takes too long to get to facilities / services
- 5 ____ Not aware of any facilities / services being available
- 6 ____ The types of services available do not meet my needs
- 7 ____ There is nothing organized / available
- 8 ____ Hours of operation of facilities / services are inconvenient
- 9 ____ Unable to understand information about facilities / services
- 10 ____ Costs too much
- 11 ____ Do not speak English well
- 12 ____ Not comfortable getting / embarrassed to ask for help
- 13 ____ Service provider does not respect my beliefs / values
- 14 ____ I am not treated well by staff who provide services
- 15 ____ The services are not very good / poor quality
- 16 ____ Poor health
- 17 ____ Services are not set up for persons with disabilities / special needs
- 18 ____ Other (specify) _____
- 19 ____ Don't know

4. DEMOGRAPHIC QUESTIONS

The last few questions are being asked so that we can group your answers with others provided in the survey. **All responses will be held strictly confidential.**

4.a How many years have you lived in Calgary? _____

4.b. Are you a member of your local community association?

- 1 ____ Yes
- 2 ____ No
- 3 ____ Don't know
- 4 ____ Refused

4.c. In what year were you born? _____

4.d What is the highest level of education you have completed? Is it ...

- 1 ____ Less than Grade 9
- 2 ____ Some secondary school
- 3 ____ High school graduate
- 4 ____ Some post secondary
- 5 ____ Post secondary certificate or diploma
- 6 ____ Bachelor's degree
- 7 ____ Above bachelor's degree
- 8 ____ Don't know
- 9 ____ Refused

4.e Are you a person with a long-term disability?

- 1 ____ Yes
- 2 ____ No
- 3 ____ Don't know
- 4 ____ Refused

4.f Do you have a physical, mental or another type of long-term disability?

- 1 ____ Physical
- 2 ____ Mental
- 3 ____ Other (specify) _____
- 4 ____ Don't know
- 5 ____ Refused

4.g How many people, including yourself, currently living in your household are:

- New born to 6 years of age: _____
- 7 to 12 years of age: _____
- 13 to 19 years of age: _____
- 20 to 44 years of age: _____
- 45 to 64 years of age: _____
- Over 65 years of age: _____

4.h Which of the following most closely describes your household?

- 1 Couple with children living at home
- 2 Couple without children living at home
- 3 Single Parent household
- 4 Living alone
- 5 Living with roommate(s)
- 6 Living with extended family
- 7 Other: _____
- 8 Don't know
- 9 Refused

4.i Do you rent or own your home?

- 1 Rent
- 2 Own
- 3 Don't know
- 4 Refused

To better service Calgarians and understand the cultural diversity of Calgary, I would now like to ask you about your cultural background. As I have already indicated, all information provided in the survey is strictly confidential.

4.j Were you born in Canada?

- 1 Yes
- 2 No
- 3 Don't know
- 4 Refused

4.k Have you immigrated or resettled in Canada within the past 5 years?

- 1 Yes
- 2 No
- 3 Don't know
- 4 Refused

4.l Would you consider yourself to be a visible minority?

- 1 Yes
- 2 No
- 3 Don't know
- 4 Refused

4.m Are you an Aboriginal person, that is, North American Indian, Métis or Inuit (Eskimo)?

- 1 Yes
- 2 No
- 3 Don't know
- 4 Refused

4.n Which of the following categories most closely represents your household's total income from all sources during 2008?

- 1 \$30,000 or less
- 2 Over \$30,000 to \$60,000
- 3 Over \$60,000 to \$90,000
- 4 Over \$90,000
- 5 Don't know
- 6 Refused

4.o Gender

- 1 Male
- 2 Female
- 3 Don't know

Appendix C: Methodology and Limitations

METHODOLOGY

In the spring of 2009, 3,000 Calgarians 18 years of age and older were selected using random sampling techniques and were interviewed by telephone.

Survey questions focused on:

- **Individual and community quality of life**
 - Quality of life was measured using a variety of statements related to life satisfaction, belonging, safety, affordability and program and service availability.
 - A strongly agree to strongly disagree scale was used, including not applicable. For the purposes of significance testing 'strongly' and 'somewhat' agree/disagree were grouped into 'agree' or 'disagree' categories.
- **Inclusion**
 - Community inclusion questions gathered information about volunteerism in the community, community relationships and community involvement.
 - For the purposes of significance testing, the community involvement question (Q.1f) scale components were combined, with 'disagree completely' and 'disagree somewhat' grouped into 'disagree' and 'agree somewhat' and 'agree completely' grouped into 'agree'.
- **Concerns about individual and social issues**
 - Respondents were asked to rate their degree of concern on a variety of issues (either personal concern or concern for someone in the household dealing with these issues).
 - A very concerned to not at all concerned scale was used, including don't know and not applicable. For the purposes of significance testing 'very' and 'somewhat' concerned were grouped into 'concerned' and 'not very' and 'not at all' concerned were grouped into 'not concerned'.
- **Usage of and need for community facilities, programs and services**
 - Respondents were asked if they had used a variety of community resources in the 12 months prior to the survey. Those who had not used a resource were then asked if they had a need for that program or service during that time. Response categories for these questions were yes, no, don't know.
- **Barriers to usage of community facilities, programs and services**
 - Participants, who did not use community resources but reported need for those services, were then asked why they did not use those resources.
- **Demographics**
 - A variety of demographics were included for the purposes of assessing representativeness of the sample and for supporting further analysis of the results.

Estimated total demand for a service, program or facility was also provided. Total demand includes population estimates for both those that used a service and those that needed it but did not use it. The population estimate for each group is calculated by multiplying the percentage of survey respondents who used or expressed need for a service by the corresponding 18 plus population in Calgary⁹.

Within Calgary there are fifteen social districts which are comprised of communities with similar socio-demographic characteristics. In total, 200 respondents were sampled for this study from each of the 15 social districts. It was important that the Signposts data represent all social districts within Calgary; therefore, the data used for this analysis and reported throughout was weighted by district proportion within the population.

Statistical significance testing which allowed for drawing comparisons between groups was conducted using the Chi-square ($p < .05$) test of significance. If a result for Persons with Disabilities was significantly different than that of Persons without Disabilities the result is indicated with an asterisk (*). The significance marker is placed beside each attribute where group differences were found. The margin of error for this study was ± 6.16 per cent for the Persons with Disabilities sub-group and ± 1.87 for Persons without Disabilities at a 95% confidence interval.

LIMITATIONS OF THE STUDY

The 2009 Signposts study does not necessarily represent the views of Calgarians who do not speak English, as it is not possible with a survey of this size to provide second language interpretation. As well, use of a telephone methodology meant that the small percentage of Calgary homes without telephone service was excluded. Therefore, certain households are slightly overrepresented in the study, e.g. higher income households and households with a university degree. We also acknowledge the perspectives of youth are limited in this research because the survey was restricted to adults aged 18 years of age and older.

Please note, respondents who reported using a service during the 12 months prior to the survey were not asked about their perceived need for that service. Therefore, we cannot identify any respondents who used a service but still perceived a need for additional service availability.

When drawing interpretations from the respondent group comparisons provided within this report please exercise caution as Persons with Disabilities have a higher margin of error (± 6.16) than Persons without Disabilities (± 1.87). In order to obtain a more accurate comparison of the two groups (at the same level of error and confidence), a much larger sample size of Persons with Disabilities would have been required—this was beyond the scope of this research study.

As identified above, the sample drawn for this study was purposely stratified by social district to support analysis by social-demographic boundaries. Due to this specific focus, the Signposts sample may not fully represent the Calgary population on all other demographic variables. Please refer to the Demographics section at the end of the report for sample and population comparisons.

⁹ The estimated population figures for those 18 and older, from the 2006 Federal Census of Canada, are as follows: total Calgarians (770,332), Persons with Disabilities (143,906) and Persons without Disabilities (626,426).

Appendix D: Base Sizes¹⁰

	Persons with Disabilities	Persons without Disabilities
	n	n
1a. Individual & Community Quality of Life		
Overall, Calgary is a good place to live	253	2714
You are satisfied with your life as a whole	253	2704
You feel like you belong in Calgary	252	2703
There are enough community facilities, programs and services in Calgary to meet your needs	244	2646
Calgary is a safe place to live	253	2707
My neighbourhood is a safe place to live	253	2715
You can afford to buy the things you need	253	2714
1b. Overall Perceptions of Health	252	2714
1c. Average # of Hours Volunteered for Calgary Organizations	253	2716
1d. Number of People Known in the Community	250	2712
1e. Number of People known well enough to ask a Favour	252	2711
1f. Involvement in Neighbourhood Events or Activities	249	2702
2. Issues of Concern		
Being lonely	252	2701
Having relationship problems with members of your immediate family	252	2697
Being discriminated against	252	2689
Not contributing enough to your community	248	2682
Being addicted to alcohol or drugs	252	2694
Being addicted to gambling	250	2689
Not being able to care for yourself as you age	252	2699
Having an unwanted pregnancy	235	2517
Gaining or losing too much weight	252	2697
Being physically inactive	251	2695
Having to care for a family member	252	2697
Being stressed	252	2709
Lacking self esteem	253	2688
Lacking sleep	252	2712
Being depressed	252	2704
Having difficulty moving around physically	253	2703

¹⁰ Please note, the base sizes in Appendix D are not weighted and therefore may be different from the base sizes that appear in the report.

	Persons with Disabilities	Persons without Disabilities
	n	n
Not having easy access to transportation	253	2703
Being suicidal	250	2687
Dealing with the loss of a family member or friend	252	2686
Not eating healthy food	252	2701
Being a victim of domestic violence	250	2691
Being a victim of crime in your home or community	252	2702
Not having safe housing conditions	253	2692
Being unemployed	239	2680
Not having enough money for food	253	2702
Not having enough money for housing	252	2698
Not saving money for the future	251	2705
Having too much debt	253	2697
Not being able to read or write	251	2636
Getting more education or training	246	2682
Not having recreation and leisure opportunities available	248	2703
Not having parks or green spaces available in your community	250	2709
Not being able to access child care services	221	2506
3a. Service Use		
Public library programs and services	253	2717
Immigrant programs and services	253	2716
Recreation or leisure facilities, programs and services	252	2717
Seniors centres, programs and services	252	2718
Family or marriage counselling	253	2717
Legal aid	253	2715
Food bank services	252	2719
Addictions counselling or treatment programs	253	2716
Pregnancy counselling or education programs	253	2717
Home care or nursing care	253	2718
Medical doctor services	253	2718
Nutrition counselling or education programs	253	2718
Mental health services or counselling	253	2719
Self help or support groups and programs	253	2714
Respite care or services	245	2658
Fire protection services	252	2717
Police services	252	2717

	Persons with Disabilities	Persons without Disabilities
	n	n
Ambulance services	253	2719
Women's shelters	253	2717
Child care programs and services	252	2715
Before or after school child or youth care programs and services	251	2717
Financial counselling or education programs	252	2714
Job search or training programs and services	253	2719
Homeless shelters	253	2719
Public transit	253	2720
Adult education or training programs and services	253	2717
Subsidized housing	252	2714
General support services for persons with disabilities	250	2715
Hospital services	251	2717
3b. Perceived Service Need		
Public library programs and services	139	1117
Immigrant programs and services	248	2595
Recreation or leisure facilities, programs and services	139	866
Seniors centres, programs and services	222	2536
Family or marriage counselling	237	2595
Legal aid	235	2645
Food bank services	229	2617
Addictions counselling or treatment programs	243	2664
Pregnancy counselling or education programs	238	2543
Home care or nursing care	213	2556
Medical doctor services	11	366
Nutrition counselling or education programs	213	2398
Mental health services or counselling	197	2538
Self help or support groups and programs	202	2542
Respite care or services	232	2636
Fire protection services	238	2583
Police services	193	2184
Ambulance services	192	2419
Women's shelters	252	2697
Child care programs and services	233	2408
Before or after school child or youth care programs and services	240	2512
Financial counselling or education programs	224	2457

	Persons with Disabilities	Persons without Disabilities
	n	n
Job search or training programs and services	216	2330
Homeless shelters	247	2694
Public transit	118	889
Adult education or training programs and services	220	2274
Subsidized housing	229	2654
General support services for persons with disabilities	166	2580
Hospital services	98	1515
3c. Barriers to Accessing Services (combined)	49	347
4a. Years Lived in Calgary	252	2697
4b. Member of Local Community Association	251	2660
4c. Age	252	2691
4d. Education	251	2703
4e. Long Term Disability	253	2720
4f. Type of Long Term Disability	247	0
4g. Household Age Breakdown	253	2715
4h. Household Composition	252	2709
4i. Household Tenure	249	2699
4j. Immigration Status	253	2706
4k. Immigrants Who Have Settled in Canada in the Past Five Years	56	653
4l. Visible Minority	239	2641
4m. Aboriginal Heritage	253	2701
4n. Household Income	195	1931
4o. Gender	253	2720

SIGNPOSTS II

PERSONS WITH DISABILITIES THEME REPORT

December, 2012

