



SIGNPOSTS II

A Survey of the Social Issues and Needs of Calgarians

VISIBLE MINORITIES 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 Signpost 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.

AREA 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

VISIBLE MINORITIES (VM) THEME REPORT

Based on the 2006 Federal Census, Visible Minorities represented 22% of the population within Calgary. This translates into approximately 168,605 Visible Minority individuals who likely would have required the use of community facilities, programs and services in Calgary. In order to serve this demographic it is important to understand their unique issues of concern and service needs. This population is expected to grow significantly over the next two decades¹, therefore it is imperative to understand the issues of concern and service needs of this population.

The 2012 Visible Minorities theme report is a supplement to the original 2009 city-wide Signposts II Report. The intent of this report is to delve deeper into the data and develop insight regarding the Visible Minorities population in Calgary. A better understanding of the concerns and service needs of this specific population will help guide service-providers to design and deliver quality programs and services to this demographic. This report will draw comparisons between Visible Minorities and the rest of the Calgary population.

¹ Projections of the Diversity of the Canadian Population, 2006 to 2031 (91-551-XWE)

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, Visible Minorities (VM) and their counterpart Non-Visible Minorities (NVM) were defined as follows:

- Visible Minorities: individuals over the age of 18, other than Aboriginal peoples, who are non-Caucasian in race or non-white in colour (n=470)²
- Non-Visible Minorities: individuals over the age of 18 who do not belong to the Visible Minority population (n=2,425)

Overall Key Findings

- Most VM perceive Calgary to be a good place to live (91%).
- Most VM are satisfied with their life as a whole (90%).
- Most VM perceive their neighbourhood is a safe place to live (90%).
- Most VM perceived a good, very good or excellent overall health (85%).
- The biggest issues concerning VM are:
 - Being stressed (65%)
 - Not saving money for the future (63%)
 - Not getting enough education or training (54%)
 - Having too much debt (53%)
- Facilities, programs and services in Calgary used the most are:
 - Medical doctor services (85%)
 - Public Transit (69%)
 - Recreation or leisure facilities, programs and services (62%)
- The programs and services for which Visible Minorities expressed the highest need but reported not using in the previous year:
 - Medical doctor services (9% of those who did not use this service)
 - Public library programs and services (7% of those who did not use this service)
 - Recreation or leisure facilities, programs and services (5% of those who did not use the service)

² Definition: http://www12.statcan.ca/census-recensement/2006/ref/rp-guides/visible_minority-minorites_visibles-eng.cfm

Executive Summary

Issues of Concern

- The most prevalent issues of concern for Visible Minorities were being stressed (65%), not saving enough money for the future (63%) and having too much debt (53%). While these issues were also top concerns for Non-Visible Minorities, concerns among Visible Minorities were significantly higher than its counterparts.
- More than half of Visible Minorities were concerned with inclusion issues such as not getting enough education or training (54%) and not contributing enough to their community (50%). The level of concern was significantly higher than that of Non-Visible Minorities.

Service Use

- The highest reported usage for Visible Minorities and Non-Visible Minorities, respectively were medical doctor services (85% and 88%), public transit services (69% and 64%) and recreation or leisure facilities, programs and services (62% and 67%). The differences between two groups were small and were generally indifferent from each other.
- Public library programs and services also had a high usage rate for both Visible Minorities and Non-Visible Minorities (58% and 57%).
- Job search or training programs and services was used by almost twice as many Visible Minorities as Non-Visible Minorities (23% and 12%) and were statistically different.

Perceived Service Need³

- A high proportion of Visible Minorities and Non-Visible Minorities reported using medical doctor services, however, of the people who did not use this type of service, 9% or an estimated 2,410 VM perceived a need. This was the highest perceived unmet need among VM and NVM (10% or estimated 7,020 individuals for NVM population).
- Similarly, public library programs and services was another commonly used service by both groups. However, of the people who did not use this service, 7% or an estimated 5,180 VM and 6% or estimated 15,730 NVM reported a perceived need for library services.
- Ambulance services was used by approximately 12% by each group in the past twelve months prior to the survey, however, of those who did not use this service, 2% of VM and 0.3% of NVM expressed a need for this service. Although the percentages are small, this translates to over 2,640 VM and 1,750 NVM who needed the service but did not use it due to different reasons or barriers. This is the biggest gap of service need perception between the two groups.

³ 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.

- Visible Minorities who reported a need for a service but did not use the service reported the reason being lack of awareness or the service costing too much. Non-Visible Minorities reported the reason as taking care of things themselves or having no time to get assistance.



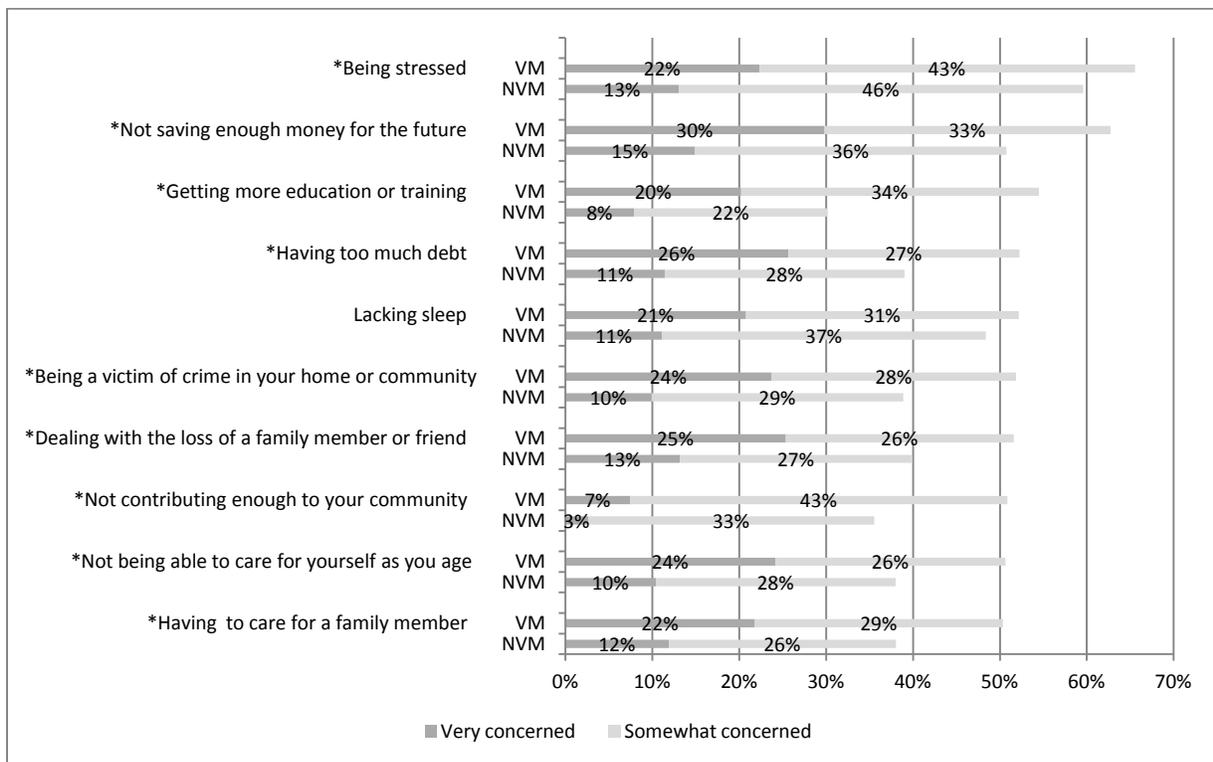
Top 10 Summary

The following summary identifies the top issues of concern, services used, and perceived need for services, facilities and programs within the Visible Minority population (18 years of age and older). For the purpose of population comparison, the 470 Visible Minorities surveyed in Signposts were compared to the remaining sample of 2,425 Non-Visible Minorities.⁴

As illustrated in Figure 1, being stressed (65%), not saving enough money for the future (63%) and getting more education or training (54%) were the top three issues of concern for VM. For NVM, the top issues of concern were similar to the VM population, although getting enough education or training (30%) was not a major concern for NVM.

When compared with NVM, VM population had higher percentage of concerns in every top 10 issues. The differences between the two groups were statistically significant, with the only exception being lack of sleep where both groups expressed similar levels.

Figure 1: Top 10 – issues of concern



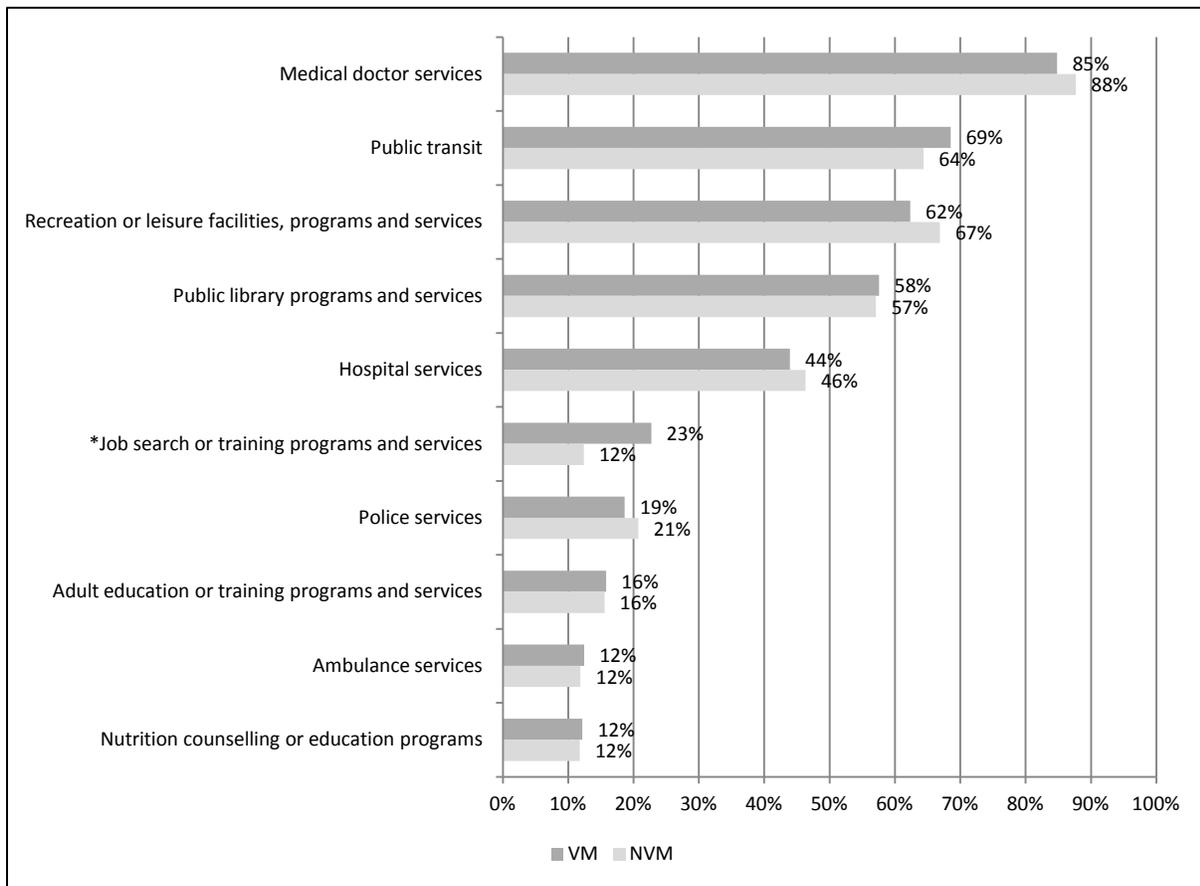
Note: if a result for Visible Minorities was significantly different than that of Non-Visible Minorities the result is indicated with an asterisk (*).

⁴ Of note, those who responded “do not know” and “not applicable” were excluded from the percentages.

There was a greater variability in the top 10 services used by VM during the 12 months prior to the survey. As shown in Figure 2, the majority of VM reported using medical doctor services (85%), public transit (69%), recreation or leisure facilities, programs and services (62%) and public library programs and services (58%).

Both groups reported similar usage of community services, with the difference of up to 5% points. However, job search or training programs and services was used by significantly more individuals from the VM population, as the usage rate of this service was almost doubled of NVM (23% vs. 12%).

Figure 2: Top 10 – service use



Note: if a result for Visible Minorities was significantly different than that of Non-Visible Minorities the result is indicated with an asterisk (*).

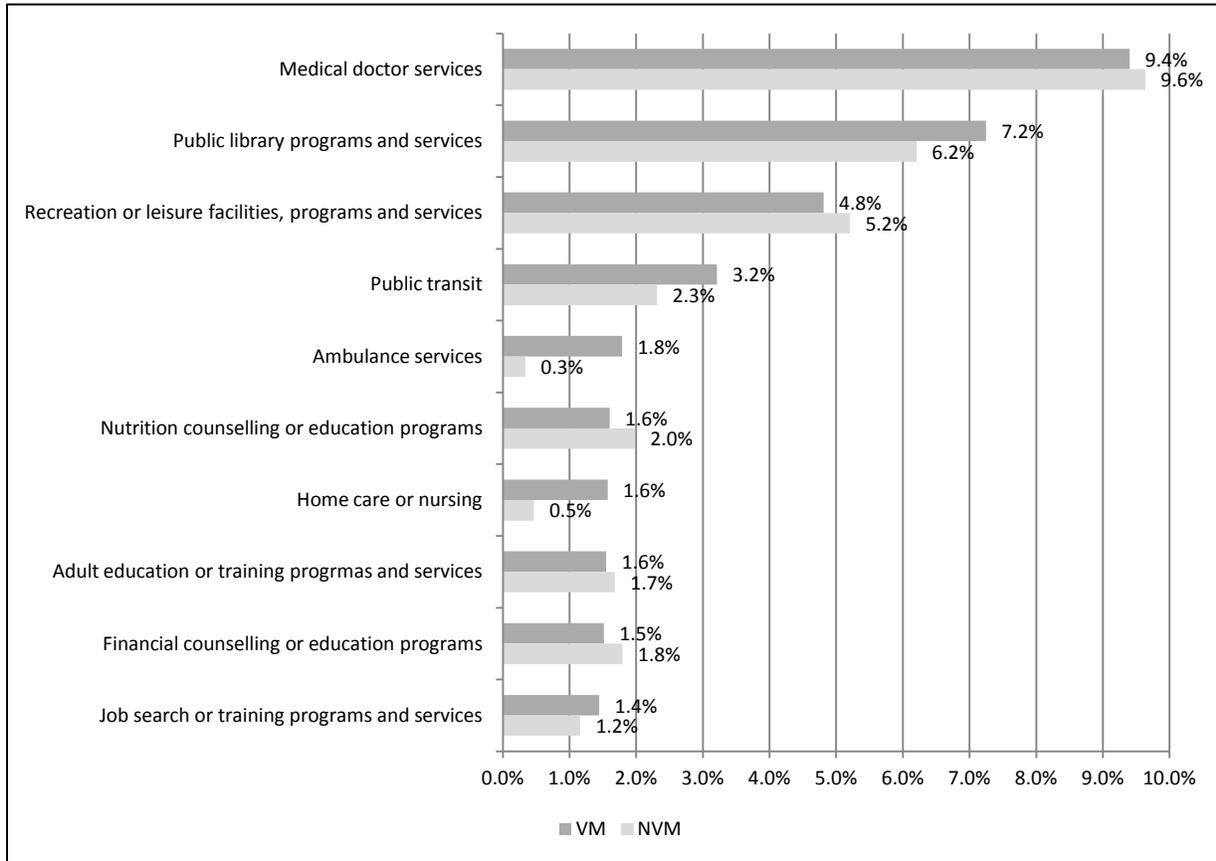
Participants who did not use a service were asked about their need for that type of service; the intention of this question was to assess the unmet service needs of Calgarians.

As illustrated in Figure 3, 9.4% or estimated 2,410 VM reported needing medical doctor service, 7.2% or estimated 5,180 VM reported needing public library programs and services and 4.8% or estimated 3,050 VM reported needing recreation or leisure facilities, programs and services. Generally, VM reported similar perceptions of service needs as NVM, with the differences between the two groups being less

than 2% points. However, VM were five times more likely than NVM to perceive a need to use ambulance services (1.8% vs. 0.3%), despite more than 88% from each population reported not using Ambulance services during the 12 months prior to survey.

Please note: due to the low number of respondents who expressed needing a service(s) or program(s) of which they did not use in the past 12 months prior to the 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 out of those individuals who did not use the service in question.

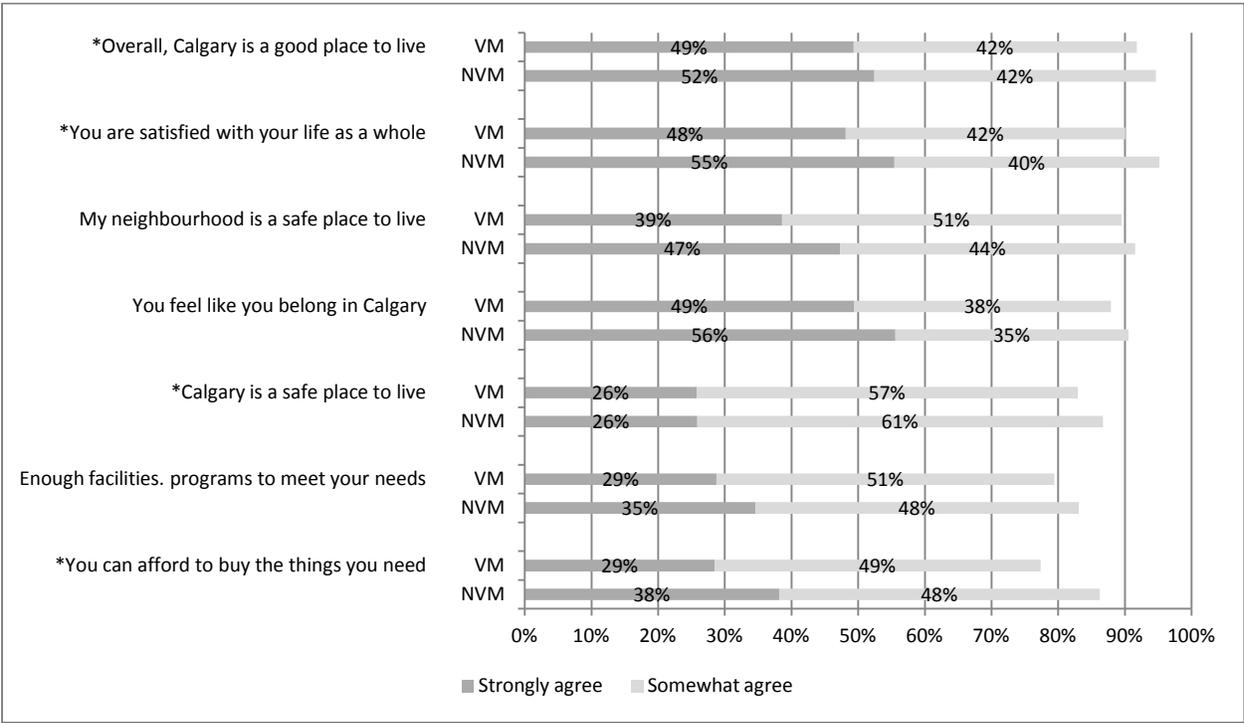
VM who reported a need for a specific service were asked a follow-up question about why they did not use that service. The most notable reasons among the VM population for not using services were lack of awareness of available facilities, services, or programs; the cost of programs or services was too much; and, taking care of things themselves. NVM also identified the lack of awareness of available facilities, services or programs and taking care of things themselves. This group also identified not having time to get assistance as an additional reason.

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 groups reported high levels of individual and community wellness, with a satisfaction of at least 78% recorded for every indicator. When the levels of agreement between the two groups were compared, Non-Visible Minorities generally reported higher agreement on quality of life indicators as shown in Figure 4. Of note, the statement about being able to afford necessities had the least agreement by both groups, with significantly less agreement among Visible Minorities (78% and 86% respectively).

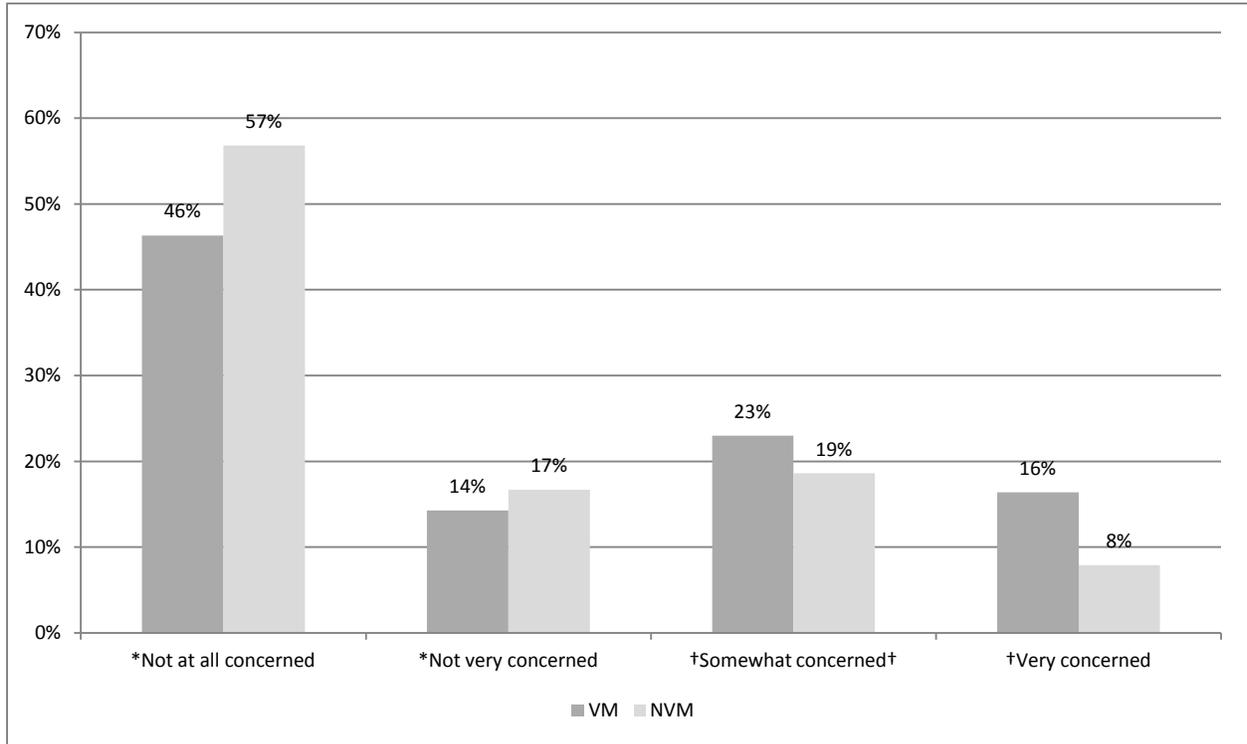
Figure 4: Individual & community quality of life



Note: if a result for Visible Minorities was significantly different than that of Non-Visible Minorities the result is indicated with an asterisk (*).

The 2009 Signposts survey respondents were asked to indicate their level of concern regarding the availability of parks and green space in their community. As illustrated in Figure 5, majority of VM reported little to no concern about having parks or green space available in the community (60%), while significantly more NVM reported being not very or not at all concerned about this issue (74%).

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. An asterisk (*) is used to signify that Visible Minorities were significantly different than Non-Visible Minorities on the combined categories of not at all and not very concerned. A dagger (†) is used to signify that Visible Minorities were significantly different than Non-Visible Minorities on the combined categories of somewhat and very concerned.

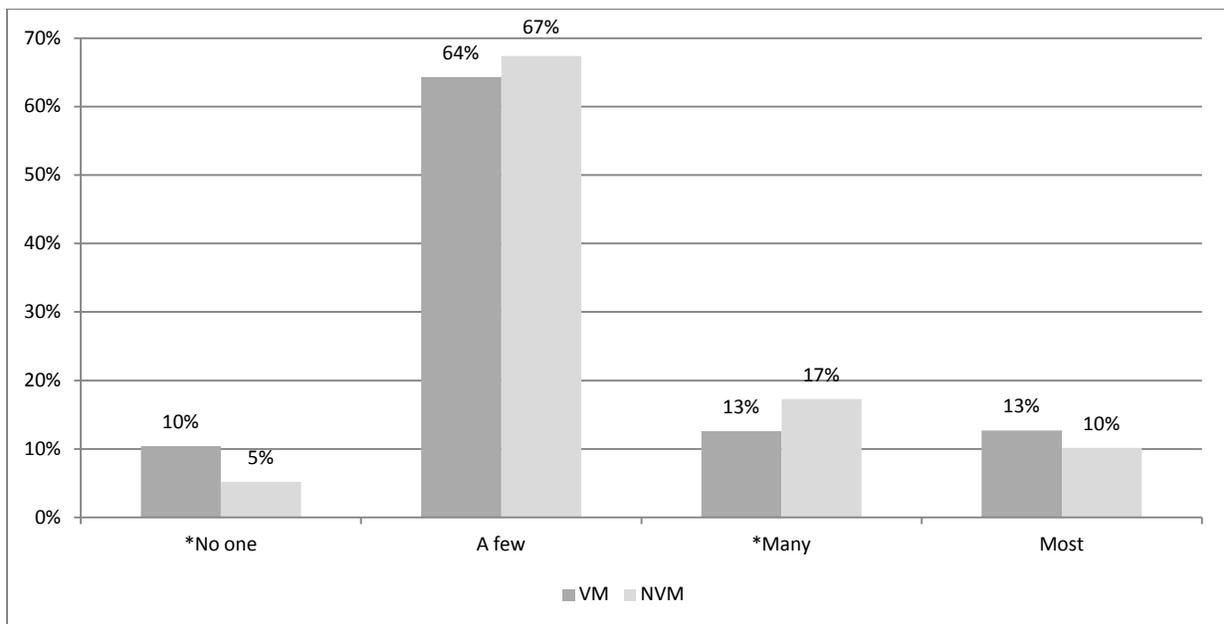
Community Inclusion

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

Overall, the majority of both VM and NVM respondents reported knowing only a few people in their neighbourhood (64% and 67% respectively), however, VM were significantly less likely to report about knowing many people in their neighbourhood (see Figure 6).

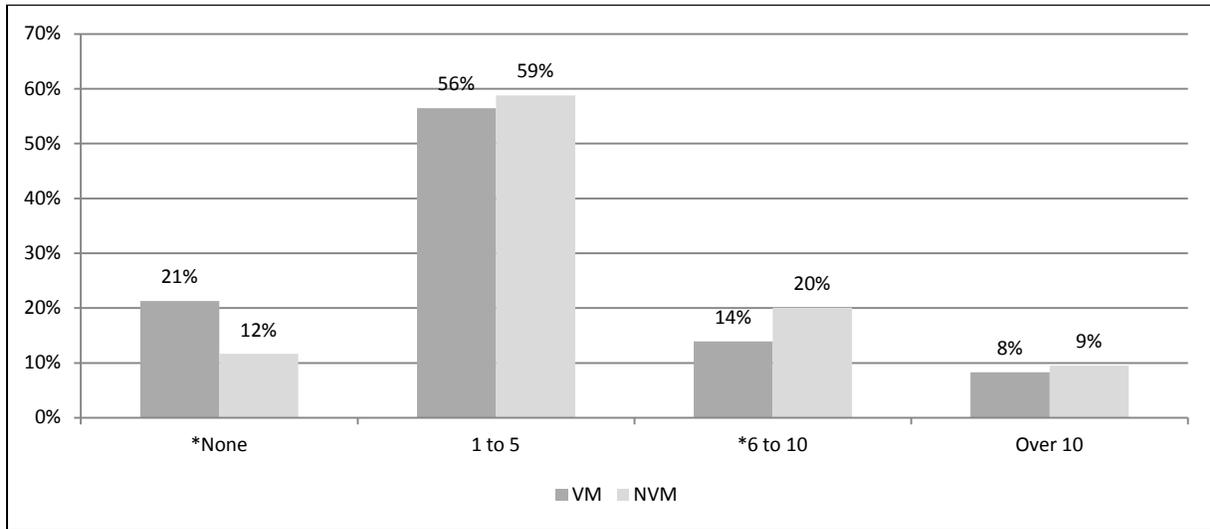
As illustrated in Figure 7, almost three in five people from both populations indicated knowing 1 to 5 people well enough to ask a favour, however, VM were almost twice as likely as NVM to indicate that they do not know anyone well enough to ask a favour (21% and 12% respectively).

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



Note: if a result for Visible Minorities was significantly different than that of Non-Visible Minorities the result is indicated with an asterisk (*).

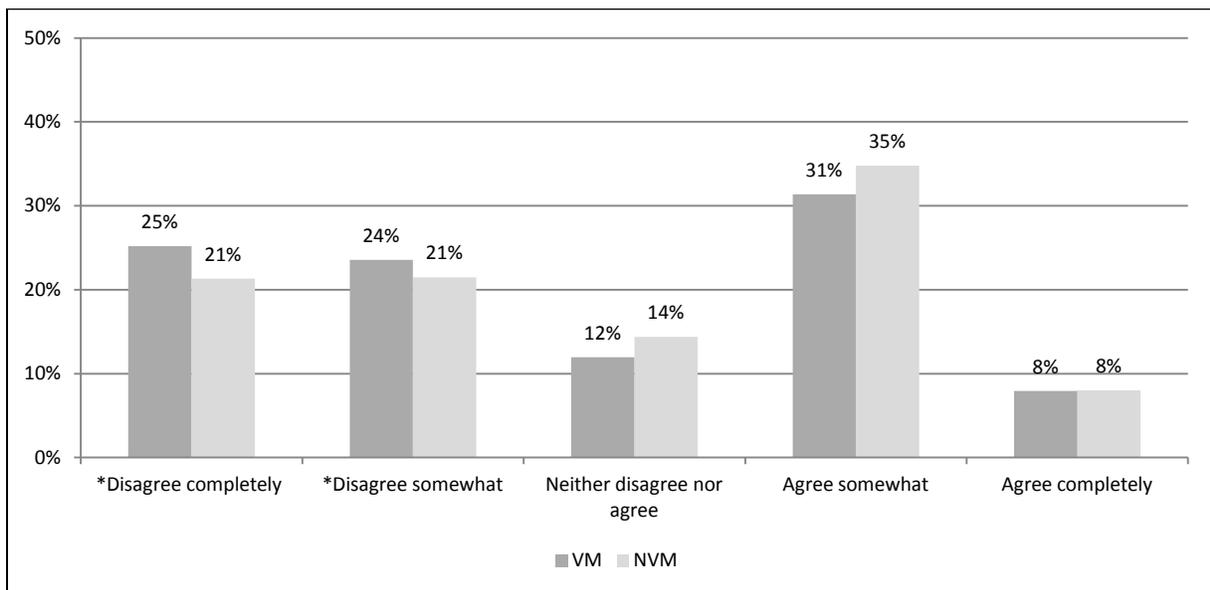
Figure 7: Social inclusion – number of people known well enough to ask a favour



Note: if a result for Visible Minorities was significantly different than that of Non-Visible Minorities 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 shown in Figure 8, almost half of VM disagreed with the statement, which was significantly higher than its counterparts (49% and 43% respectively).

Figure 8: Involvement in neighbourhood events or activities

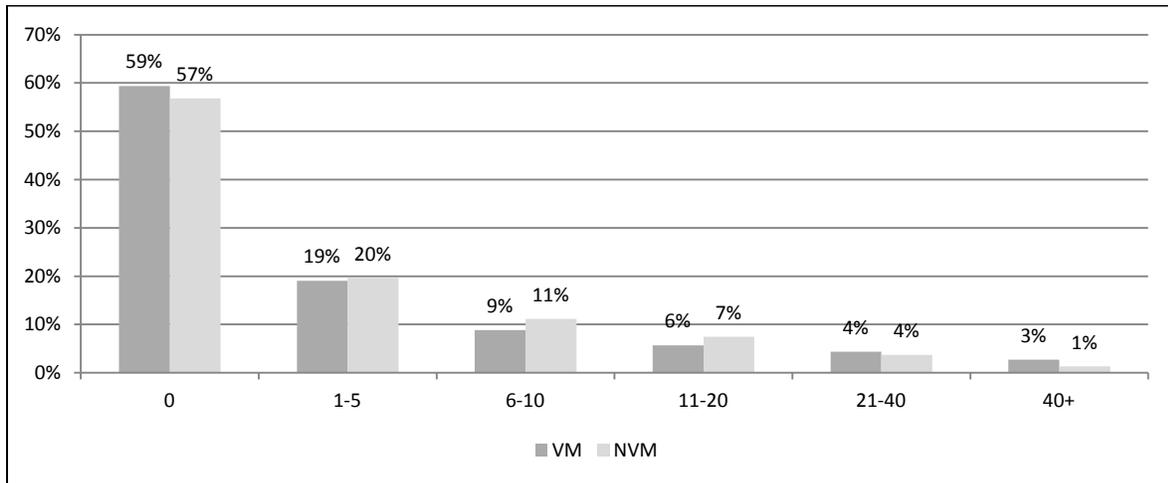


Note: categories were combined when conducting significance tests on this question. An asterisk (*) is used to signify that Visible Minorities were significantly different than Non-Visible Minorities on the combined categories of somewhat and completely disagree.

Volunteerism in the community was another measure of community inclusion. As shown in Figure 9, the majority of VM and NVM did not volunteer for organizations in Calgary (59% and 57% respectively) while 12% to 13% volunteered more than ten hours per month.

When the two groups were compared with the amount of time they volunteered at their local associations, both group recorded similar numbers at 2.4 (VM) and 2.5 (NVM) hours per month.

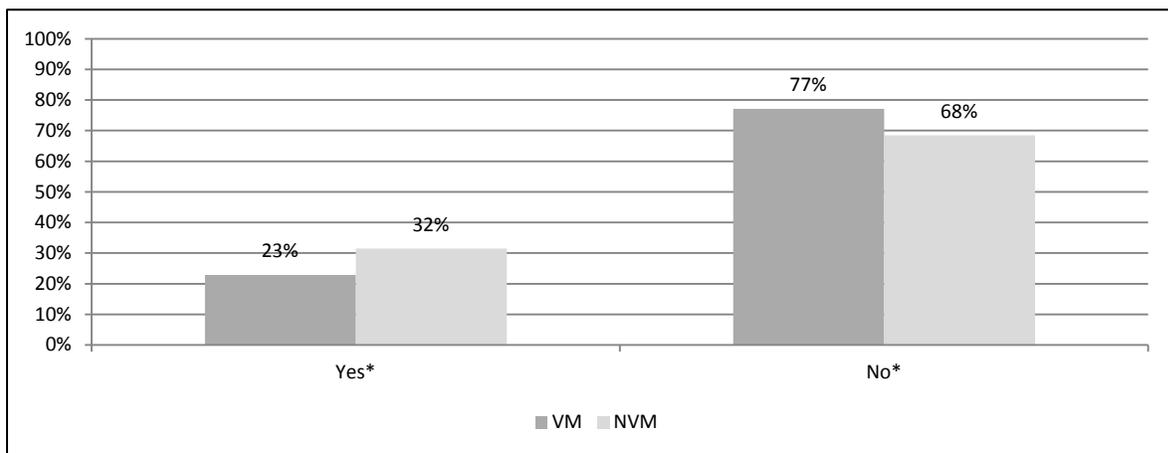
Figure 9: Average monthly time (in hours) volunteering for organizations in Calgary



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

Similarly, a majority from each population reported that they were not members of their local community associations. However, as shown in Figure 10, despite the low percentage points of being members of their local community associations, there were significantly more individuals from the NVM population who reported being a community association member (23% and 32% respectively).

Figure 10: Members of their local community association



Note: if a result for Visible Minorities was significantly different than that of Non-Visible Minorities the result is indicated with an asterisk (*).

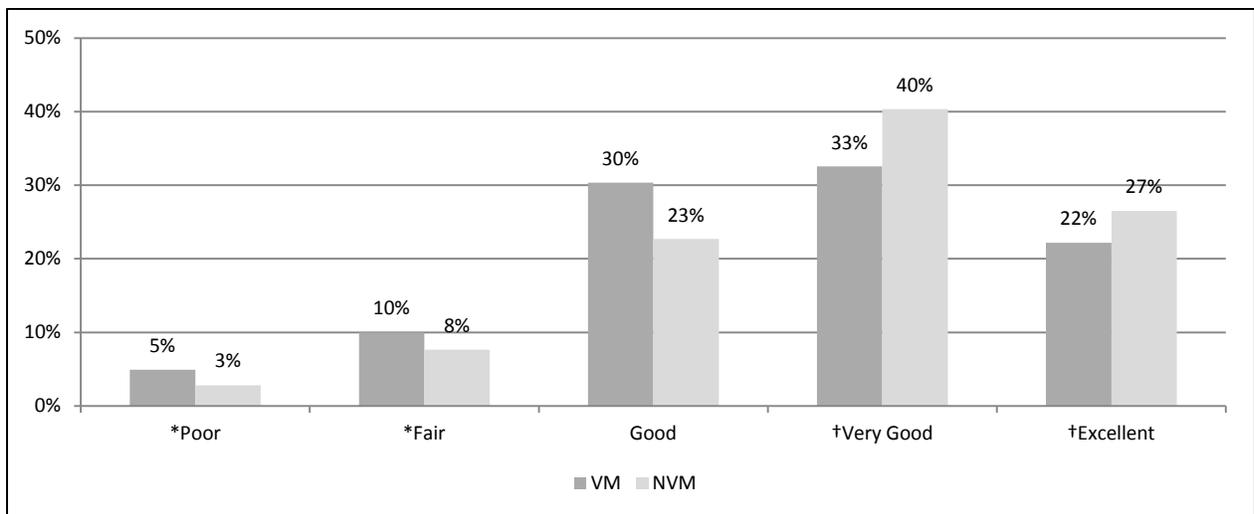
Health

GENERAL PERCEPTIONS ABOUT HEALTH

In order to capture perceptions of health, survey respondents were asked to indicate their level of physical, mental and spiritual health.

As illustrated in Figure 11, the vast majority of both VM and NVM reported being in good, very good or excellent health (85% and 90% respectively). Indicating a positive perception of health is received from the general public.

Figure 11: General perception of health



Note: categories were combined when conducting significance tests on this question. An asterisk (*) is used to signify that Visible Minorities were significantly different than non-visible Minorities on the combined categories of poor and fair. A dagger (†) is used to signify that Visible Minorities were significantly different than Non-Visible Minorities on the combined categories of very good and excellent.



Physical Well-being

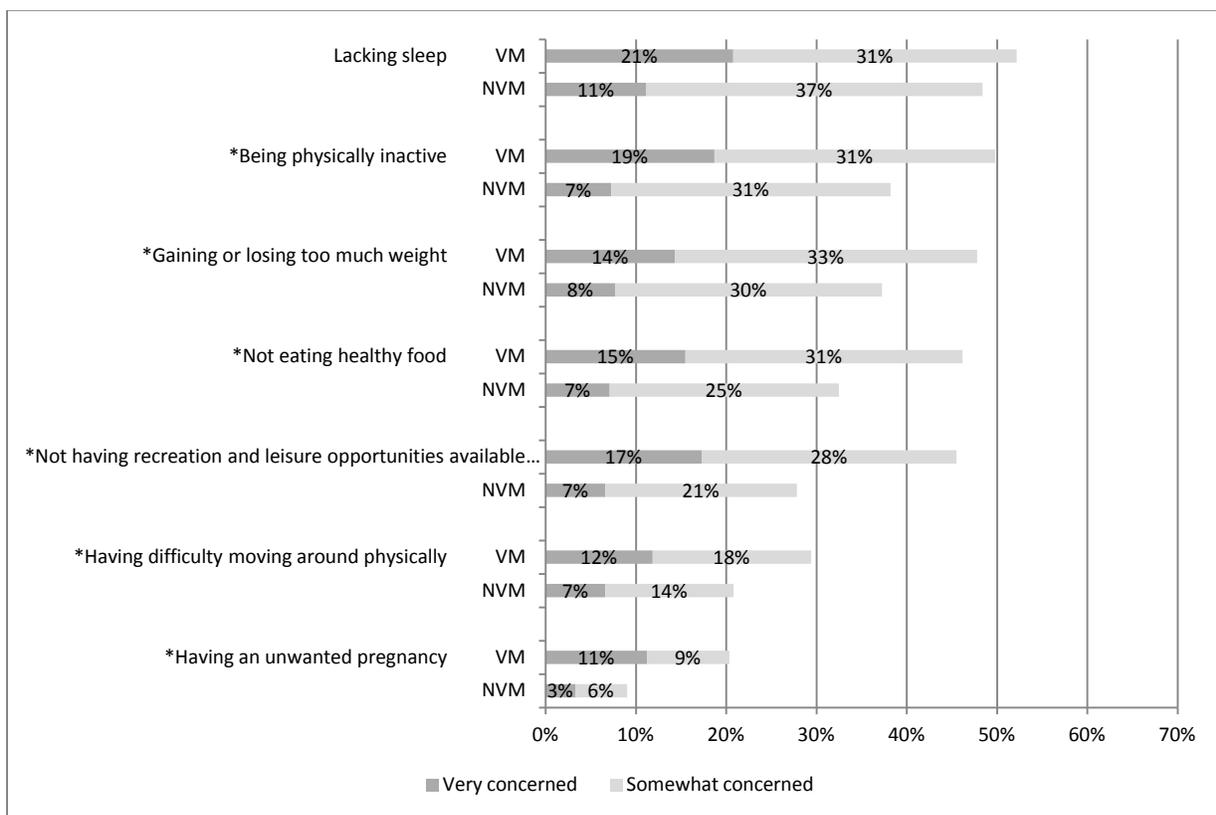
ISSUES OF CONCERN ABOUT PHYSICAL WELL-BEING

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

As illustrated in Figure 12, the top five issues of concern regarding physical well-being showed little variability among VM, with the most prevalent concerns being lack of sleep (52%), being physically inactive (50%), gaining or losing too much weight (48%), not eating healthy food (46%) and not having recreation and leisure opportunities available (46%).

Overall, VM had expressed significantly higher concerns relating to all physical well-being issues, except when asked how concern they were with the issue of lack of sleep, both groups recorded similar rates of 52% (VM) and 48% (NVM).

Figure 12: Physical well-being – issues of concern



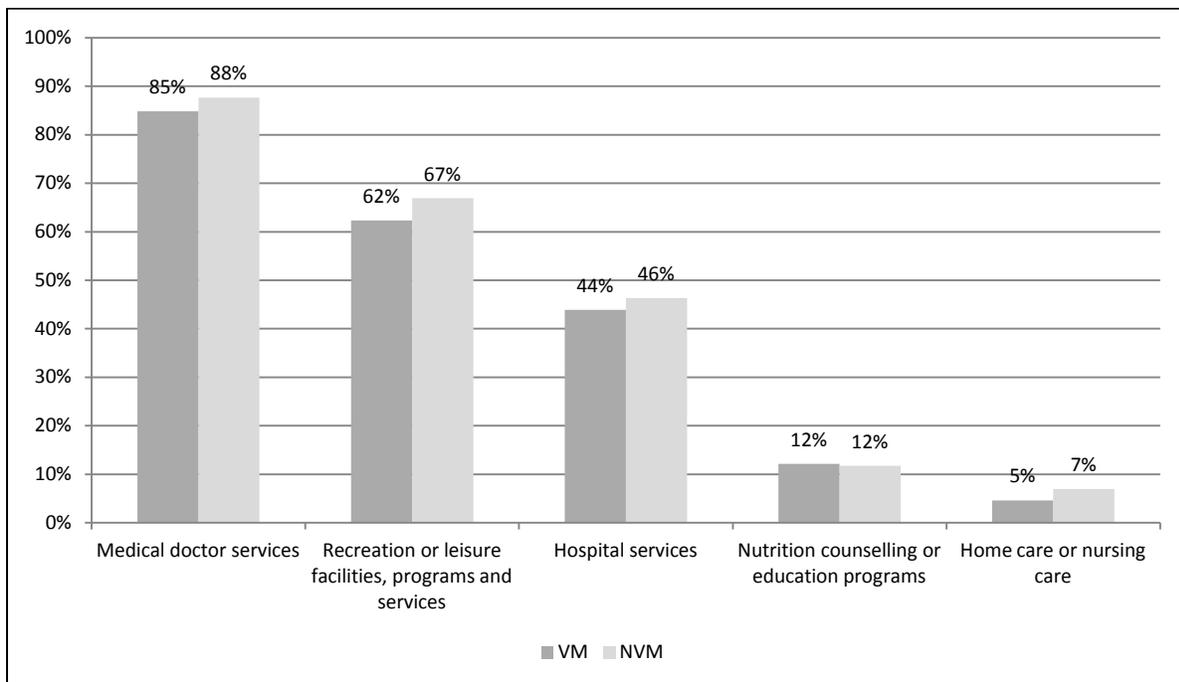
Note: if a result for Visible Minorities was significantly different than that of Non-Visible Minorities the result is indicated with an asterisk (*).

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 VM and NVM. Medical doctor services (85% and 88% respectively) and recreation or leisure facilities programs and services (62% and 67% respectively) were the most commonly used facilities and services related to physical well-being.

These numbers translate to an estimate of 143,000 medical service users and about 105,130 users for recreation services during the same time frame. Markedly fewer individuals reported using nutrition counseling or education programs (12% or about 20,530 individuals) and home care or nursing care (5% or 7,806 individuals).

Figure 13: Physical well-being – service use



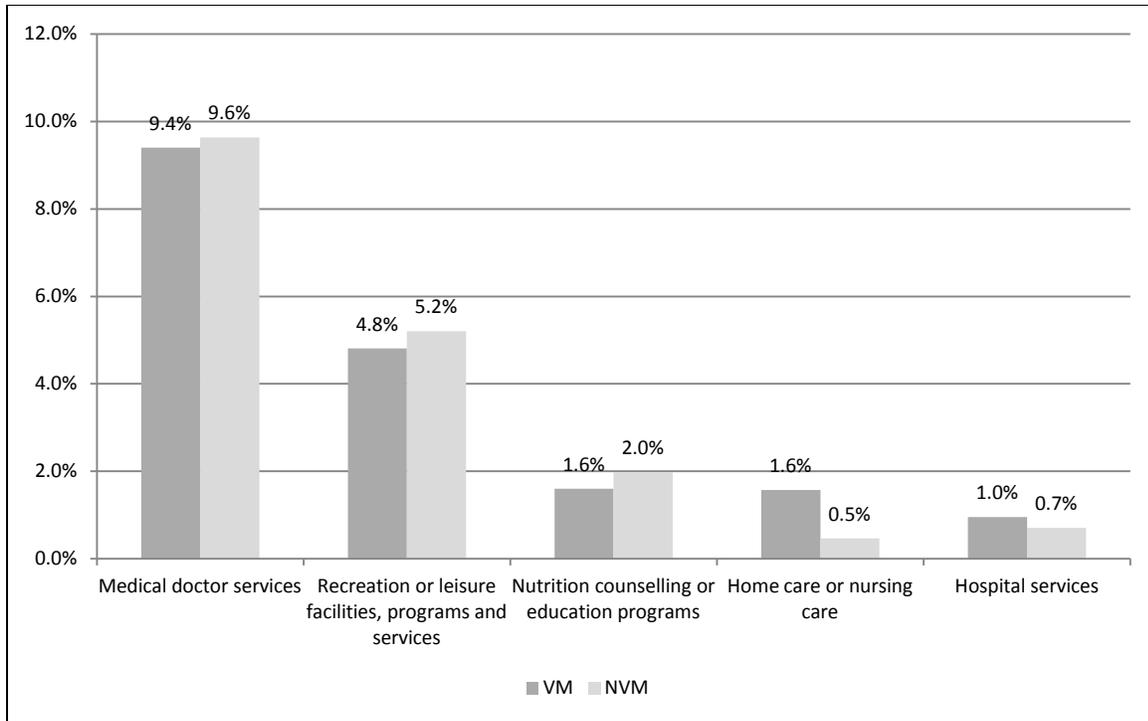
Note: if a result for Visible Minorities was significantly different than that of Non-Visible Minorities the result is indicated with an asterisk (*).

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

Of those individuals who did not report using medical doctor services during the 12 months prior to the survey, 9.4% reported needing this service. This translates to approximately 2,410 VM who needed medical doctor services but did not receive it. Recreation or leisure facilities, programs and services were reported as being needed by 4.8% of VM who did not use this service, translating to an estimated 3,050 VM in need. Of note, VM were more than three times as likely as NVM to perceive a need for home care or nursing care.

Of note, almost all service needs (except hospital services) in this category were listed in the top-10 overall rankings, with medical doctor services ranked highest in needs and home care or nursing ranked as the 7th highest in needs.

Figure 14: Physical well-being – service need



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

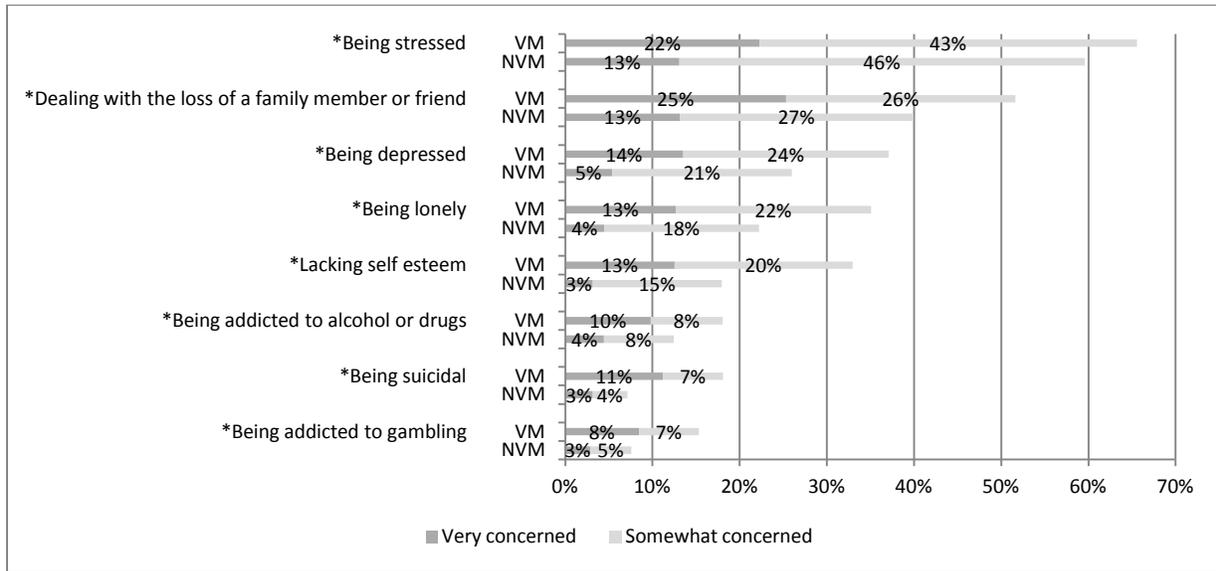
Mental Well-being and Addictions

ISSUES OF CONCERN ABOUT MENTAL WELL-BEING AND ADDICTIONS

Both groups identified the same top concerns related to mental well-being and addictions, as illustrated in Figure 15, being stressed (66% and 60% respectively) and dealing with the loss of a family member or friend (52% and 40% respectively) were the top two concerns for both groups.

VM were also significantly more likely to express concern to any of the categories corresponding to mental well-beings. In particular, VM were more than twice as likely as their counterparts to report concerns about being suicidal (18%) and being addicted to gambling (15%).

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

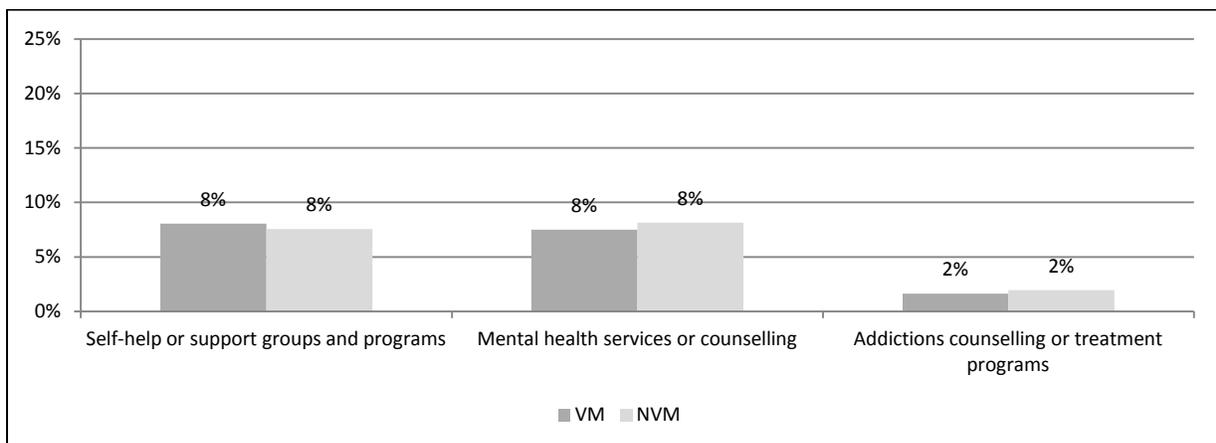


Note: if a result for Visible Minorities was significantly different than that of Non-Visible Minorities the result is indicated with an asterisk (*).

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

As shown in Figure 16, reported use of mental well-being services was low across all services for both Visible and Non-Visible Minorities. Less than 10% of participants used self-help or support groups and programs; mental health services or counselling; or addictions counselling or treatment programs. The estimated number of service recipients ranged from about 2,720 VM who used addictions counselling or treatment programs to approximately 13,590 VM who used self-help or support groups and programs. Both groups reported similar usage during the past twelve months prior to survey.

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

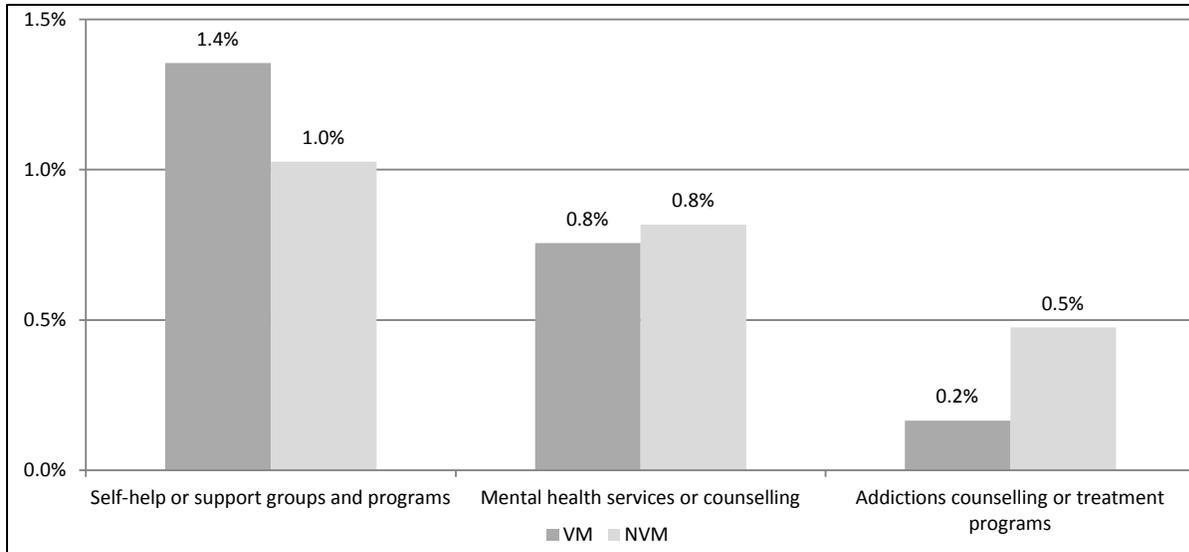


Note: if a result for Visible Minorities was significantly different than that of Non-Visible Minorities the result is indicated with an asterisk (*).

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

As shown in Figure 17, the rate of perceived need for respondents reporting on mental health and addiction services ranged from 0.2% to 1.4% among VM. This translates to an estimated need for addictions counselling or treatment programs by 270 individuals; mental health services or counselling by 1,180 individuals and self-help or support groups and programs by 2,100 individuals.

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



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



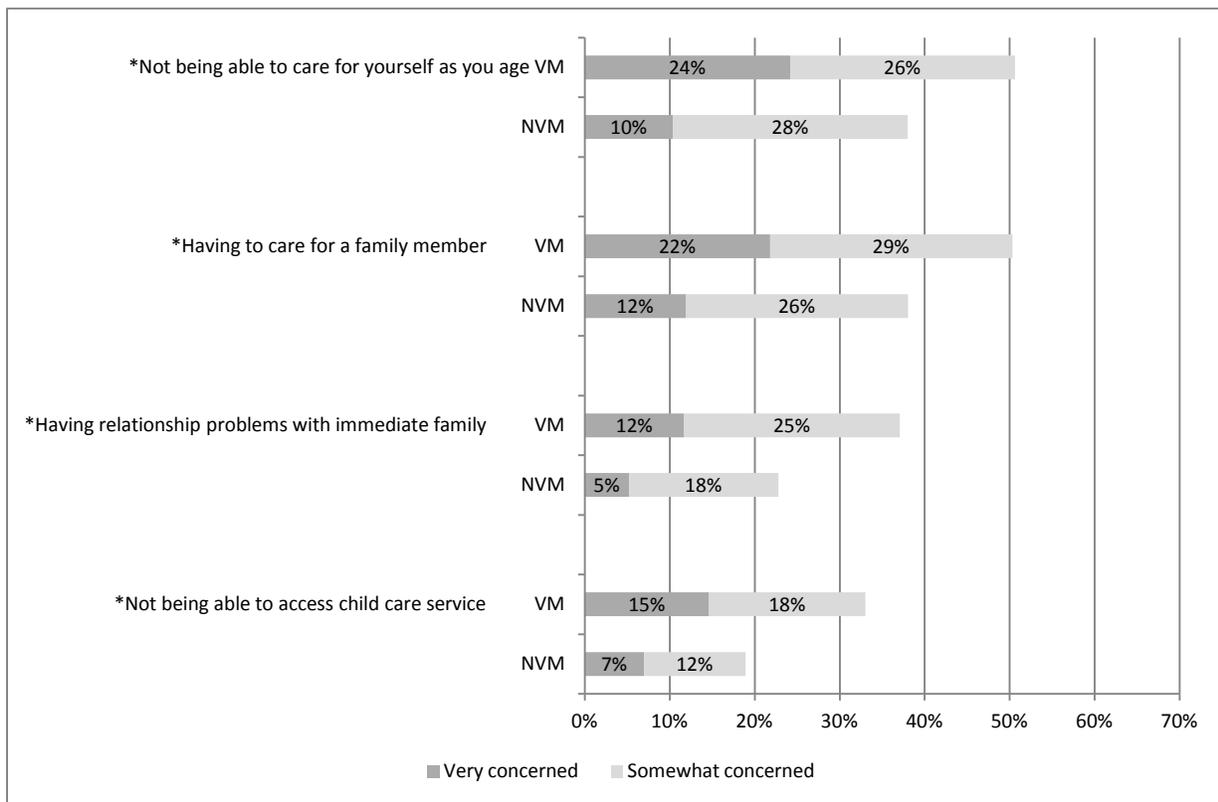
Relationships

ISSUES OF CONCERN ABOUT RELATIONSHIPS

VM expressed significantly higher concerns to all relationship issues when compared with NVM, ranging from 12% to 14% point difference. As illustrated in Figure 18, half of VM were concerned about not being able to care for themselves as they age and having to care for a family member. These two concerns were ranked within top 10 of highest overall issues of concerns (9th and 10th respectively).

Of note, the issue of not being able to access child care services was obviously a more prevalent concern for families with children living at home⁵. Almost 40% of VM families expressed this as a concern compared with 28% of NVM families with children living at home.

Figure 18: Relationships – issues of concern



Note: if a result for Visible Minorities was significantly different than that of Non-Visible Minorities the result is indicated with an asterisk (*).

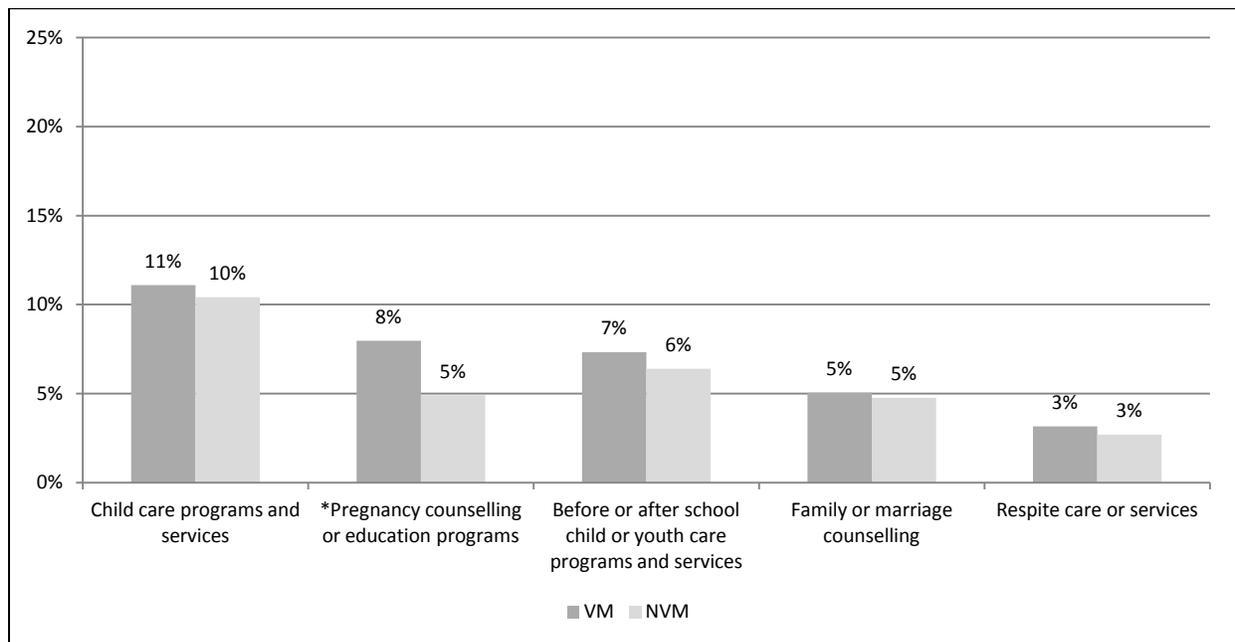
⁵ Includes couples with children living at home and single parents

USE OF COMMUNITY FACILITIES, PROGRAMS AND SERVICES RELATED TO RELATIONSHIPS

Respondents were asked if they had used any of the services or programs related to family and relationships. As illustrated in Figure 19, the most prevalent service reported by VM was child care programs and services, with over 10% or an estimate of 18,710 individuals reported using this service. The second most frequently used service was pregnancy counselling or education programs (8% or estimated 13,430 individuals), followed by before or after school child or youth care programs and services (7% or estimated 12,350 individuals). Other services, including family or marriage counselling and respite care or services, were reported as being used by 5% or estimated 8,530 individuals and 3% or 5,340 individuals respectively.

Obviously, the use of child care programs and services would be pertinent to families with children living at home. Of these families, 15% of VM and 21% of NVM reported using child care programs and services, 11% of VM and 12% of NVM reported using before/after school child care programs and services during the 12 months prior to survey.

Figure: 19: Relationships – service use

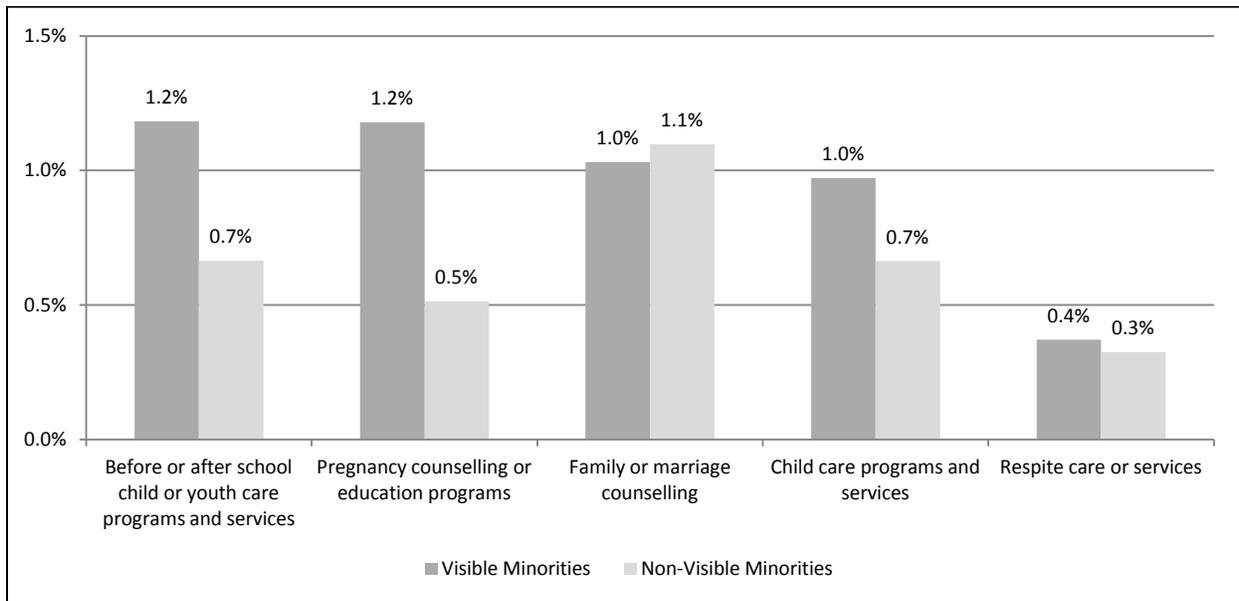


Note: if a result for Visible Minorities was significantly different than that of Non-Visible Minorities the result is indicated with an asterisk (*).

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

Perceived need for family and relationship related services ranged from 0.4% to 1.2%. This translates to an estimate of 610 to 1,850 VM who needed relationship services but did not use them during the 12 months prior to the survey.

Figure 20: Relationships – service need



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



Financial Well-being

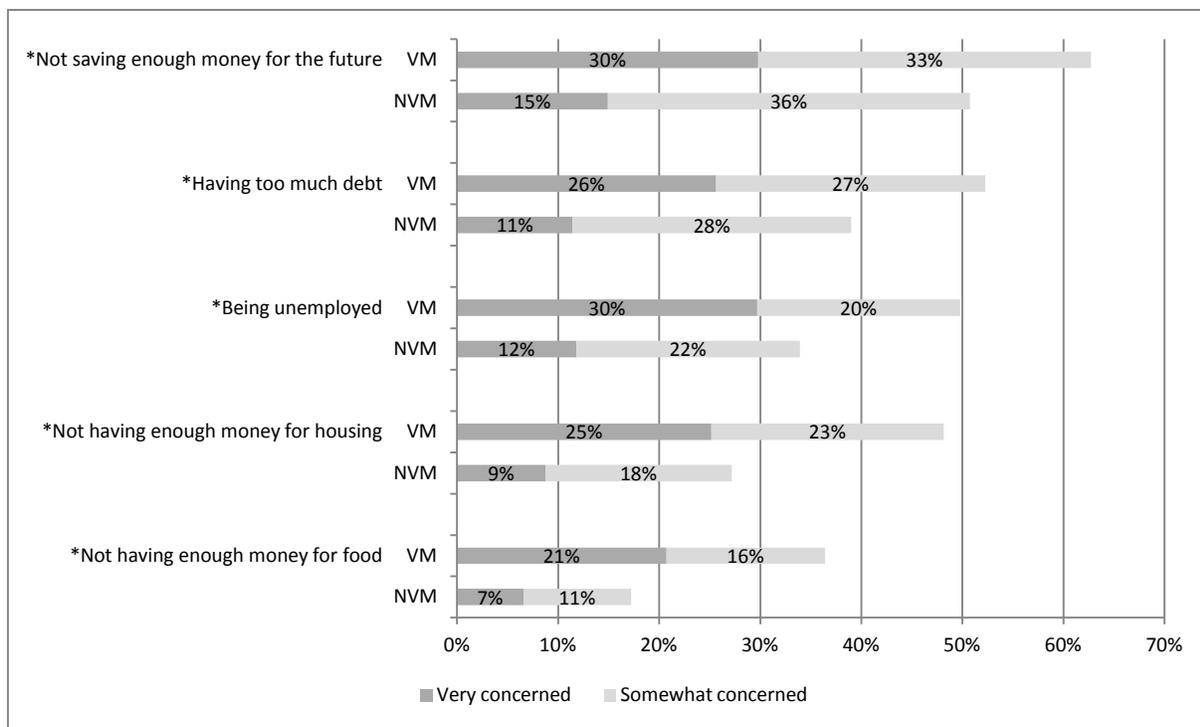
ISSUES OF CONCERN ABOUT FINANCIAL WELL-BEING

During the survey, respondents were presented with a list of issues pertaining to financial well-being and asked to rate the degree of concern they have with these issues. As outlined in Figure 21, the majority of VM reported having concerns about not saving enough money for the future (63%), having too much debt (53%) and being unemployed (50%).

VM were also significantly more likely to express concern about other financial well-being measures than their counterparts, with the largest disparity being not having enough money for food. VM were more than twice as likely as NVM to report concern about this issue (37% and 18% respectively).

Of note, issues of not saving enough money for the future and having too much debt were ranked 2nd and 4th highest in regards to their overall concerns.

Figure 21: Financial well-being – issues of concern



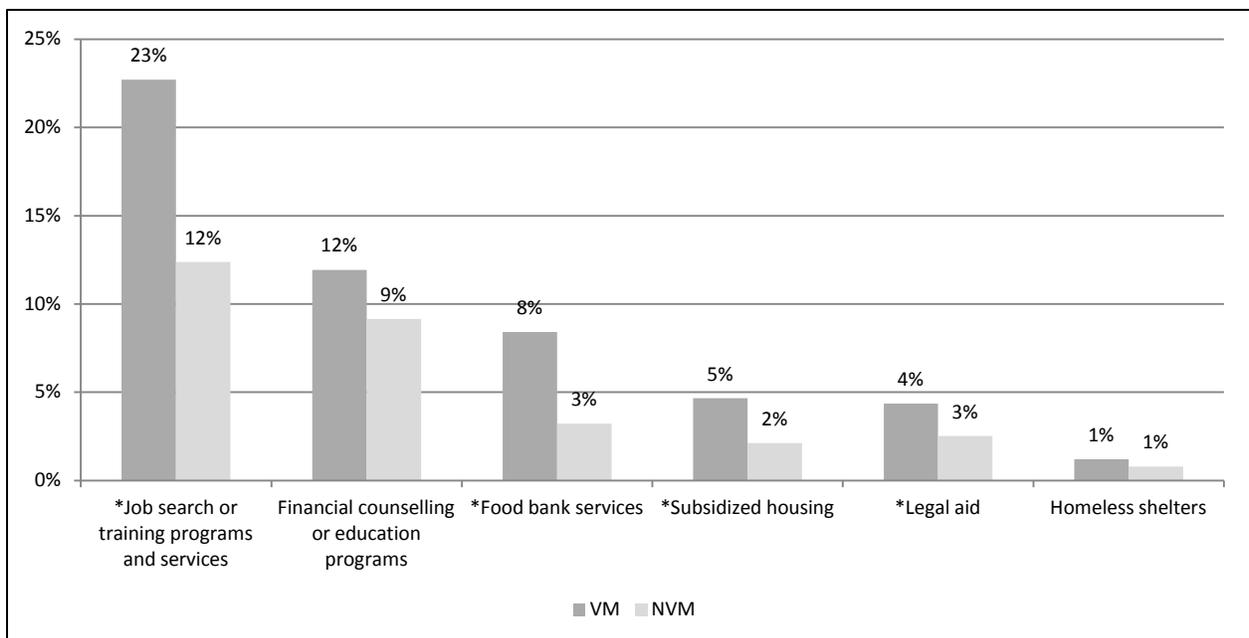
Note: if a result for Visible Minorities was significantly different than that of Non-Visible Minorities the result is indicated with an asterisk (*).

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

Respondents were also asked to identify the financial programs or services they had used in the 12 months prior to the survey. As shown in Figure 22, job search or training programs and services were the most predominately used financial service among VM (23% or estimated 38,230 individuals); followed by financial counselling or education programs (12% or estimated 20,120 individuals); and food bank services (8% or estimated 14,190 individuals).

In particular, VM were about or more than twice as likely as NVM to have used food bank, subsidized housing services and job search or training programs and services within the 12 month period of the survey.

Figure 22: Financial well-being – service use



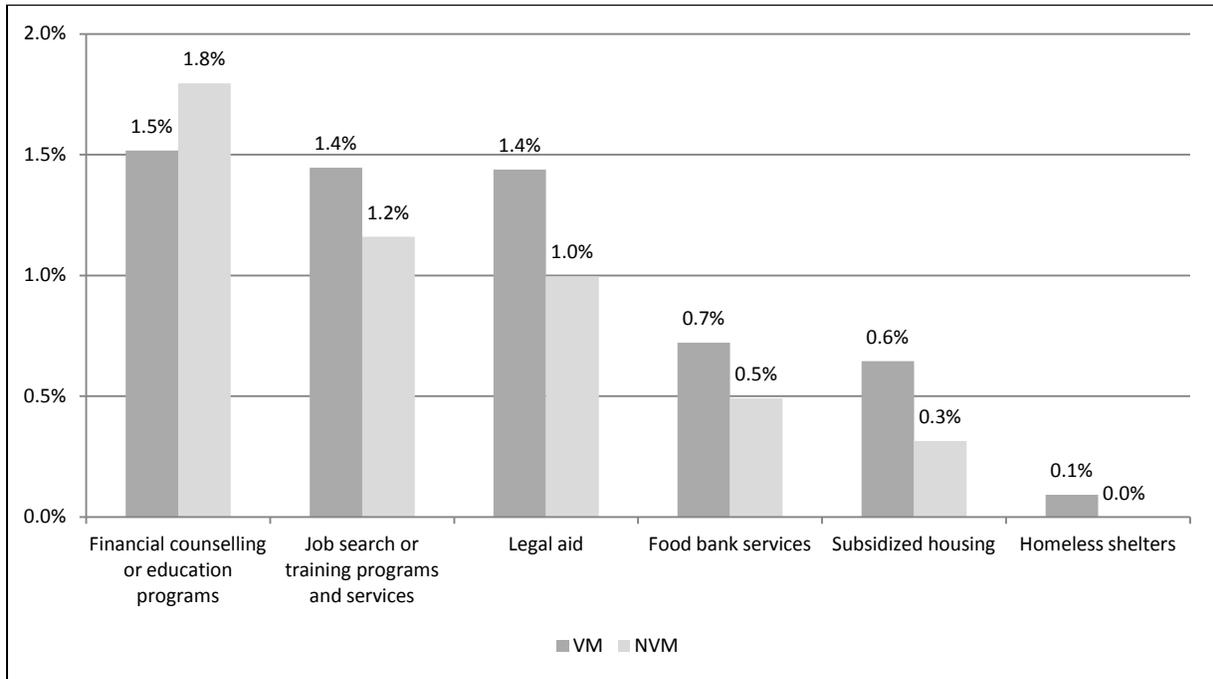
Note: if a result for Visible Minorities was significantly different than that of Non-Visible Minorities the result is indicated with an asterisk (*).

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

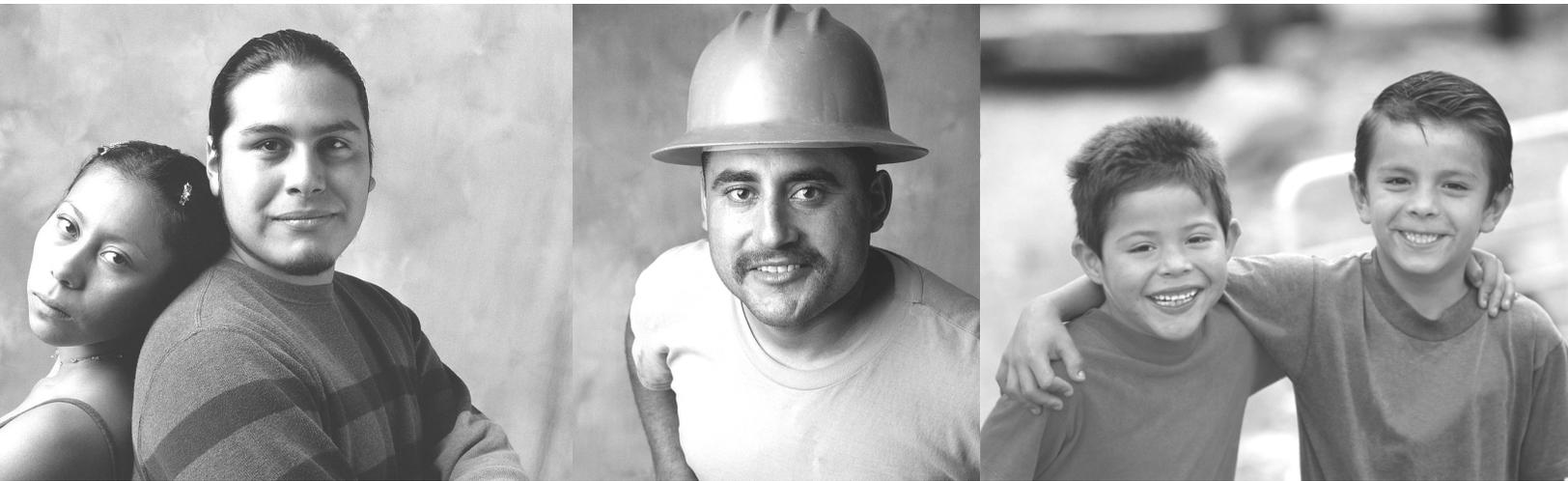
In relation to financial well-being service needs, respondents were asked if they had a need for a particular service even though they did not use such service in the 12 months prior to survey.

As outlined in Figure 23, less than 2% of VM perceived a need for any of the financial services. Financial counselling or education programs was the most commonly reported perceived need among VM (1.5% or an estimated 2,250 individuals) and NVM (1.8% or an estimated 9,640 individuals).

Figure 23: Financial well-being – service need



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



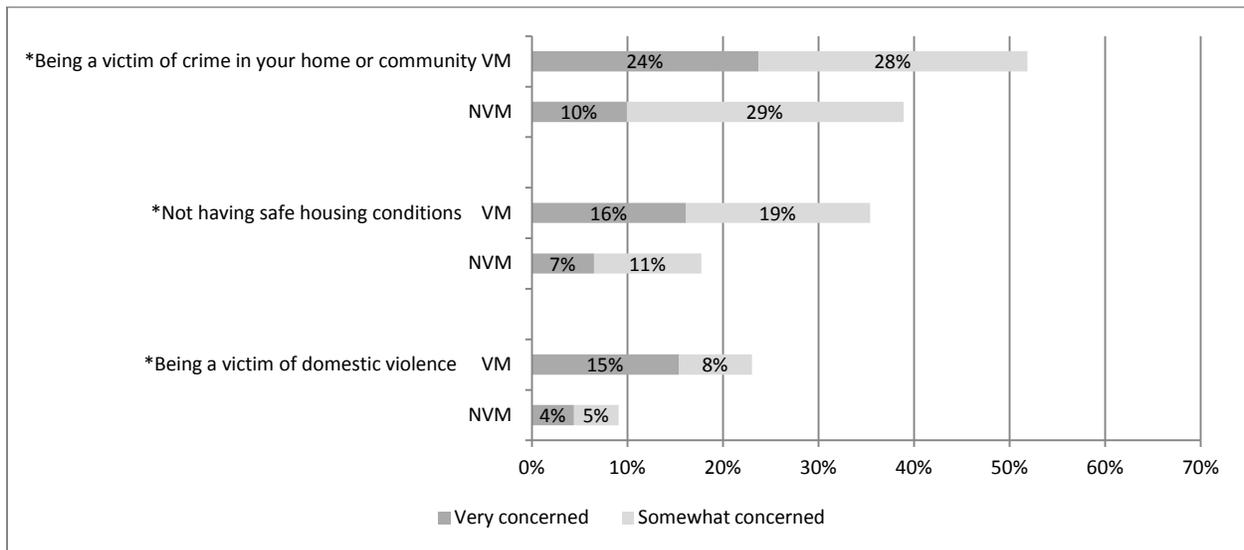
Security

ISSUES OF CONCERN ABOUT SECURITY

Survey questions related to security issues included perceptions of crime, safe housing conditions and domestic violence. The most commonly reported security concern among VM and NVM was being a victim of crime in their home or community, with rates of concern of 52% and 39% respectively (Figure 24). This concern was ranked as the 6th highest overall concern for both populations.

Almost twice as many VM expressed concerns about not having safe housing conditions as NVM, (35% and 18% respectively) and almost three times as many to express concern about being a victim of domestic violence (23% and 9% respectively).

Figure 24: security – issues of concern



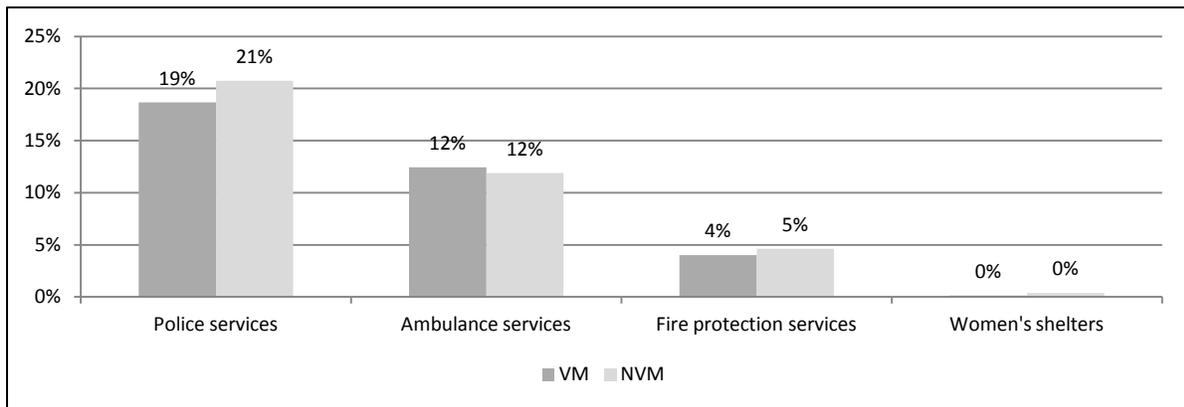
Note: if a result for Visible Minorities was significantly different than that of Non-Visible Minorities the result is indicated with an asterisk (*).

USE OF COMMUNITY FACILITIES, PROGRAMS AND SERVICES RELATED TO SECURITY

Figure 25 shows the percentages of all respondents who used security related services 12 months prior to the survey.

Police services was the most commonly used service related to security, with 19% of VM reporting use, an estimated usage of 31,500 individuals. The second most frequently used service was ambulance services where 12% or estimated 20,960 individuals reported use. Furthermore, 4% or estimated 6,800 individuals reported using fire protection services and less than 1% reported using a woman’s shelter, which translated to approximately 250 individuals.

Figure 25: Security – service use

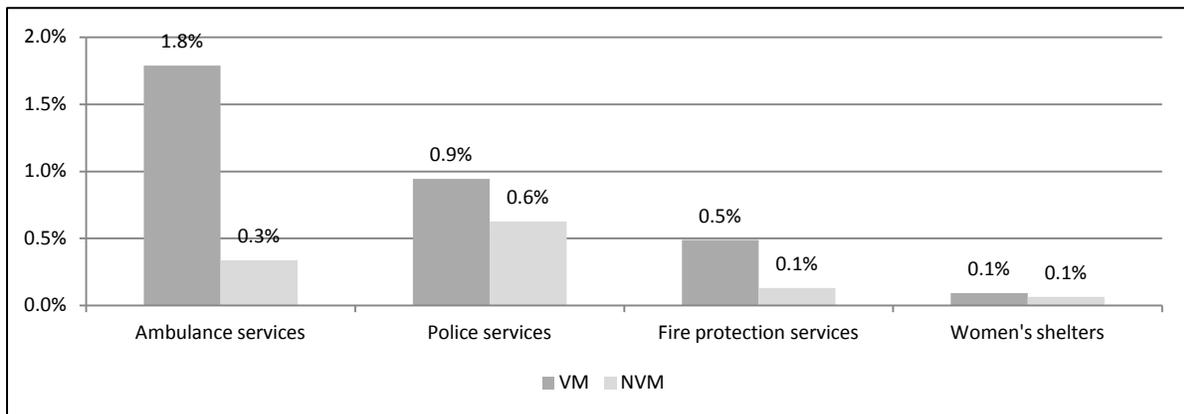


Note: if a result for Visible Minorities was significantly different than that of Non-Visible Minorities the result is indicated with an asterisk (*).

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

Ambulance services had the highest perceived need recorded by the VM population, at 1.8% which translates to an estimate of 2,640 individuals, more than five times higher than NVM’s service need perception. The remaining services were perceived by a relatively smaller number of individuals, ranging below 1%.

Figure 26: Security – service need



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

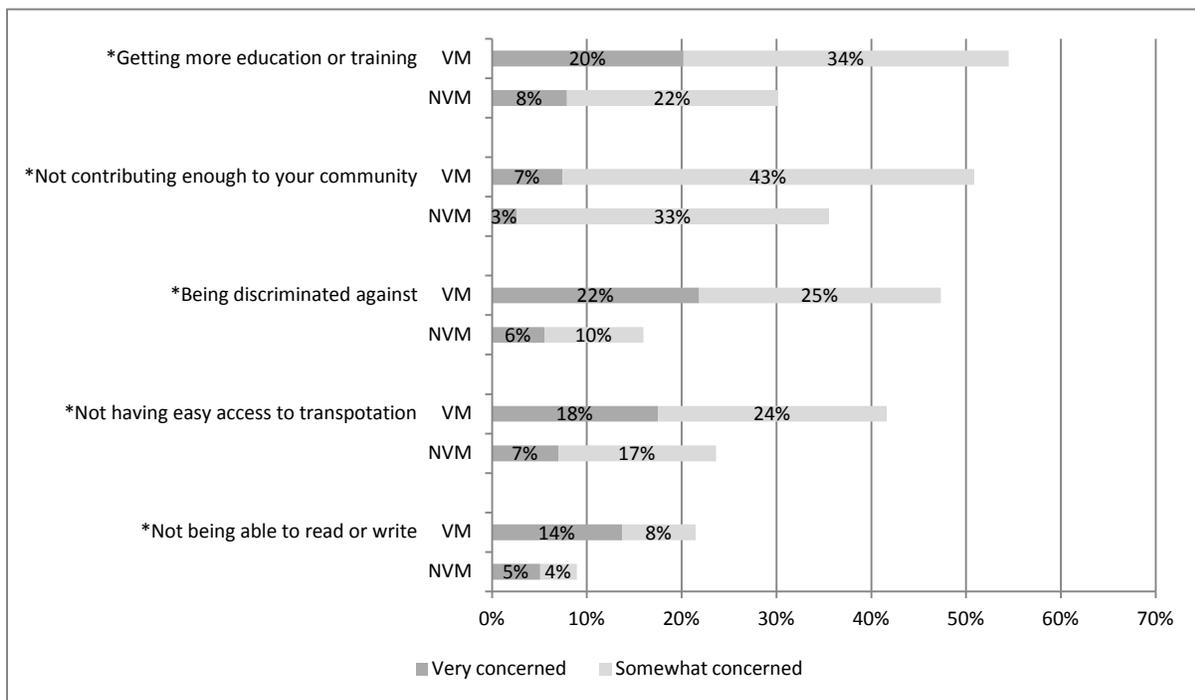
Inclusion

ISSUES OF CONCERN ABOUT INCLUSION

The top issues of concern related to inclusion were getting more education or training (54%) and not contributing enough to the community (50%). These issues were ranked as the 3rd and 8th top concern overall.

VM expressed relatively higher levels of concern about all issues related to community inclusion. In particular, VM were almost three times as likely as NVM to cite concerns regarding discrimination (47% and 16% respectively), and more than twice as likely to report concerns regarding reading and writing proficiency (22% and 9% respectively).

Figure 27: Inclusion – issues of concern



Note: if a result for Visible Minorities was significantly different than that of Non-Visible Minorities the result is indicated with an asterisk (*).

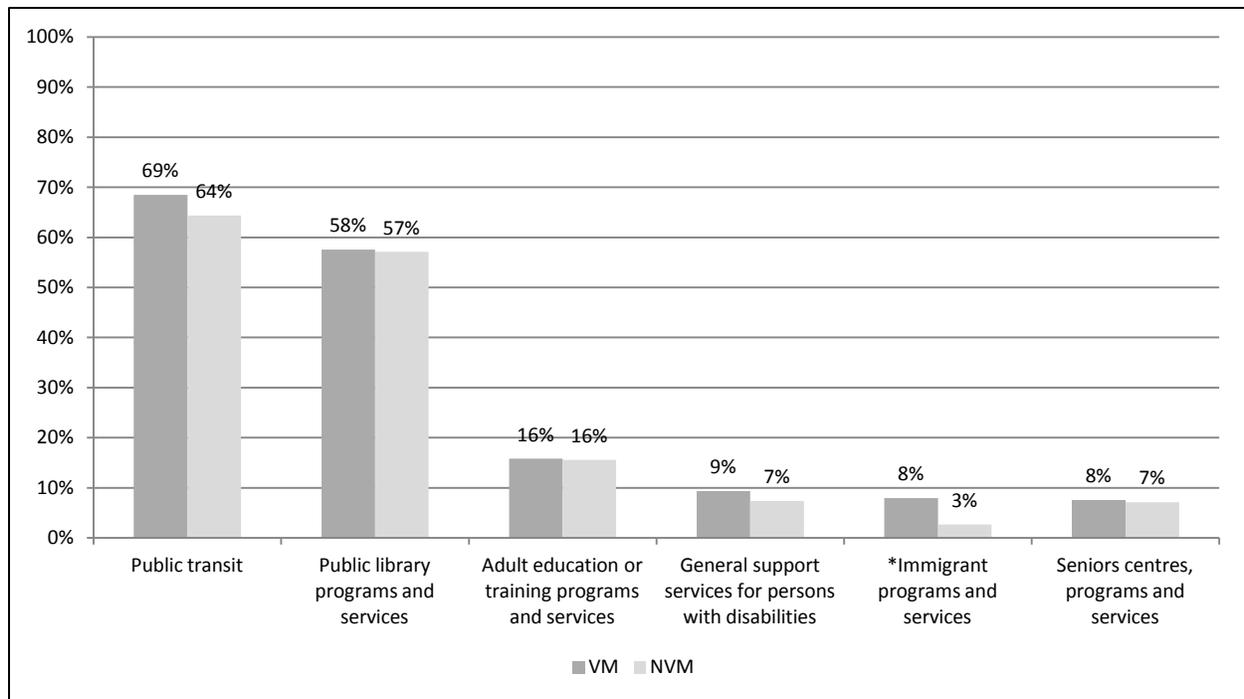
USE OF COMMUNITY FACILITIES, PROGRAMS AND SERVICES RELATED TO INCLUSION

The following chart shows the percentage of all respondents who used resources related to inclusion in the 12 months prior to the survey (Figure 28).

The most commonly reported services used by VM included public transit (69% or estimated 115,510 individuals) and public library programs and services (58% or estimated 7,060 individuals). Markedly, fewer individuals reported using general support services for persons with disabilities (9% or estimated 15,750 individuals) and seniors centres, programs and services (8% or estimated 12,740 individuals).

Although both groups of respondents had identified immigrant programs and services as the least used service, VM were almost three times as likely as NVM to report using this service (8% vs. 3%).

Figure 28: Inclusion – service use



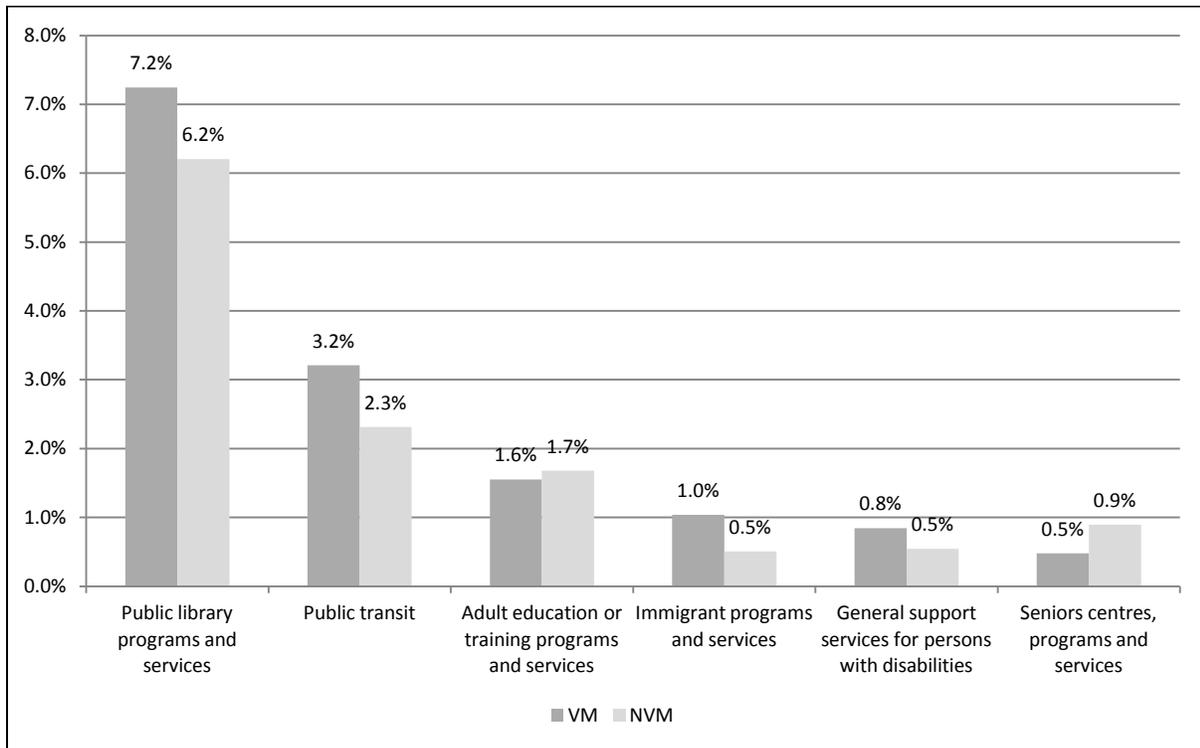
Note: if a result for Visible Minorities was significantly different than that of Non-Visible Minorities the result is indicated with an asterisk (*).

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

By far, public library programs and services was the most commonly reported service for which VM perceived a need but did not use the service within the 12 months prior to the survey. The need for this service was ranked as the second highest overall among VM (7.2% or an estimated 5,180 individuals) and NVM (6.2% or an estimated 15,730 individuals), second only to the need for medical doctor services.

Public transit service was perceived as a need by 3.2% of VM who did not use such service; it was ranked the second within the inclusion category and fourth overall, translating to approximately 1,710 individuals who needed this service city-wide.

Figure 29: Inclusion – service need



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



Demographics⁶

Table 1: Gender

GENDER	n	Male (%)	Female (%)
Signposts Visible Minorities	470	49.4	50.6
2006 Census of Visible Minorities	168,605	48.5%	51.5%
Signposts Non-Visible Minorities	2,425	50.3	49.7
2006 Census of Non-Visible Minorities	590,765	49.7%	50.3%

Source: Statistics Canada, 2006 Census of Canada. Table UPP_UPP06_Table-01_CSD

Table 2: Age

AGE	n	18-24 (%)	25-34 (%)	35-44 (%)	45-54 (%)	55-64 (%)	65+ (%)
Signposts Visible Minorities	465	15.7	26.2	21.7	19.1	10.1	7.2
2006 Census of Visible Minorities	168,605	13.9	23.8	24.5	17.9	10.5	9.5
Signposts Non-Visible Minorities	2,402	9.1	22.2	22.5	21.3	12.5	12.5
2006 Census of Non-Visible Minorities	590,765	13.4	20.4	20.5	21.1	12.3	12.3

Source: Statistics Canada, 2006 Census of Canada. Table UPP_UPP06_Table-01_CSD

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 Visible Minorities	466	7.8	37.5	21.6	33.0
2006 Census of Visible Minorities	168,940	21.7	22.7	16.9	38.7
Signposts Non-Visible Minorities	2,413	4.1	31.7	30.8	33.4
2006 Census of Non-Visible Minorities	589,613	15.7	25.3	29.6	29.3

Source: Statistics Canada, 2006 Census of Canada. TBT_97-562-XCB2006014_Manitoba+AlbertaCSD

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 Visible Minorities	470	5.6	16.3	15.0	19.9	20.0	23.2
2006 Census of Visible Minorities	Not available						
Signposts Non-Visible Minorities	2,425	2.9	7.6	12.5	23.6	20.3	33.2
2006 Census of Non-Visible Minorities	Not available						

⁶ With the exception of Table 1 and 2, the population aged 18 and 19 is estimated based on larger age groupings.

Table 5: Immigration Status

BORN IN CANADA	n	Yes (%)	No (%)
Signposts Visible Minorities	470	49.6	50.4
2006 Census of Visible Minorities	168,932	15.4	84.6
Signposts Non-Visible Minorities	2,424	82.7	17.3
2006 Census of Non-Visible Minorities	589,618	85.5	14.5

Source: Statistics Canada, 2006 Census of Population, Statistics Canada catalogue no. 97-562-XCB2006016

Table 6: Recent Immigration Status

IMMIGRANTS WHO HAVE SETTLED IN CANADA IN THE PAST FIVE YEARS	n	Yes (%)	No (%)
Signposts Visible Minorities	241	26.1	73.9
2006 Census of Visible Minorities	168,932	20.1	79.9
Signposts Non-Visible Minorities	423	13.2	86.8
2006 Census of Non-Visible Minorities	589,618	1.5	98.5

Source: Statistics Canada, 2006 Census of Population, Statistics Canada catalogue no. 97-562-XCB2006016

Table 7: Household Income

HOUSEHOLD INCOME	n	\$30,000 or less (%)	Over \$30,000 to \$60,000 (%)	Over \$60,000 (%)
Signposts Visible Minorities	357	16.1	30.2	53.7
2006 Census of Visible Minorities	Not available			
Signposts Non-Visible Minorities	1,736	10.3	22.0	67.7
2006 Census of Non-Visible Minorities	Not available			

Table 8: 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 Visible Minorities	467	46.7	20.5	6.0	12.1	5.0	9.8
2006 Census of Visible Minorities	232,320*	Not available			4.5	3.7	3.9
Signposts Non-Visible Minorities	2,416	38.8	31.0	4.6	16.2	3.7	5.8
2006 Census of Non-Visible Minorities	745,000*	Not available			12.0	6.2	2.2

Source: Statistics Canada, 2006 Census of Canada. EO1213_2006_TGP_3A_WesternCustom, PROFILE_EO1306_SCProfile_Alberta_2006. *Census N includes persons who are less than 18 years of age

Table 9: 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 Visible Minorities	468	24.8	18.7	26.9	72.9	50.3	14.4
2006 Census of Visible Minorities	Not available						
Signposts Non-Visible Minorities	2,420	17.7	13.8	19.9	62.7	47.8	16.3
2006 Census of Non-Visible Minorities	Not available						

Table 10: Household Tenure

HOUSEHOLD TENURE	n	Rent (%)	Own (%)
Signposts Visible Minorities	469	23.6	76.4
2006 Census of Visible Minorities	Not available		
Signposts Non-Visible Minorities	2,409	17.3	82.7
2006 Census of Non-Visible Minorities	Not available		

Table 11: Long Term Disability

LONG TERM DISABILITY	n	Yes (%)	No (%)
Signposts Visible Minorities	467	9.5	90.5
2006 Census of Visible Minorities	Not available		
Signposts Non-Visible Minorities	2,413	8.5	91.5
2006 Census of Non-Visible Minorities	Not available		

Table 12: Type of Long Term Disability

TYPE OF LONG TERM DISABILITY MULTIPLE RESPONSE (OUT OF THOSE WHO IDENTIFIED HAVING A LT DISABILITY)	n	Physical (%)	Mental (%)
Signposts Visible Minorities	42	95.5	9.1
2006 Census of Visible Minorities	Not available		
Signposts Non-Visible Minorities	191	90.5	15.0
2006 Census of Non-Visible Minorities	Not available		

Appendix A: Data Tables⁷

Table 1: Top 10 - issues of concern

CONCERNED	TOTAL POPULATION			VISIBLE MINORITIES			NON-VISIBLE MINORITIES		
	Very	Somewhat	Total	Very	Somewhat	Total	Very	Somewhat	Total
*Being stressed	15%	46%	61%	22%	43%	66%	13%	46%	60%
*Not saving enough money for the future	18%	35%	53%	30%	33%	63%	15%	36%	51%
*Getting more education or training	10%	24%	35%	20%	34%	54%	8%	22%	30%
*Having too much debt	14%	27%	41%	26%	27%	52%	11%	28%	39%
Lacking sleep	13%	36%	49%	21%	31%	52%	11%	37%	48%
*Being a victim of crime in your home/community	13%	29%	41%	24%	28%	52%	10%	29%	39%
*Dealing with the loss of a family member or friend	15%	27%	42%	25%	26%	52%	13%	27%	40%
*Not contributing enough to your community	4%	35%	38%	7%	43%	51%	3%	33%	36%
*Not being able to care for yourself as you age	13%	27%	40%	24%	26%	51%	10%	28%	38%
*Having to care for a family member	14%	26%	40%	22%	29%	50%	12%	26%	38%

⁷ Estimated #: The estimated service use values are determined by calculating the percentage of Visible Minorities and Non-Visible Minorities who used these services at the age of 18 and over. Population numbers are derived from using 2006 Federal Census data: Total Population (759,370), Visible Minorities (168,605) and Non-Visible Minorities (590,765).

Table 2: Top 10 - service use

	TOTAL POPULATION	ESTIMATED #	VISIBLE MINORITIES	ESTIMATED #	NON-VISIBLE MINORITIES	ESTIMATED #
Medical doctor services	87%	662,045	85%	142,995	88%	517,873
Public transit	65%	494,156	69%	115,511	64%	380,293
Recreation or leisure facilities, programs and services	65%	497,167	62%	105,128	67%	395,193
Public library programs and services	57%	434,618	58%	97,064	57%	337,227
Hospital services	46%	349,100	44%	74,069	46%	273,688
*Job search or training programs and services	14%	108,082	23%	38,297	12%	73,142
Police services	20%	154,685	19%	31,460	21%	122,487
Adult education or training programs and services	16%	117,761	16%	26,666	16%	91,882
Ambulance services	12%	92,108	12%	20,957	12%	70,166
Nutrition counselling or education programs	12%	90,209	12%	20,531	12%	69,558

Table 3: Top 10 – perceived service needs

	TOTAL POPULATION			VISIBLE MINORITIES			NON-VISIBLE MINORITIES		
	% Did not use service	% Needed service	Estimated #	% Did not use service	% Needed service	Estimated #	% Did not use service	% Needed service	Estimated #
Medical doctor services	12.8%	9.2%	9,899	15.2%	9.4%	2,408	12.3%	9.6%	7,023
Public library programs & services	42.8%	6.3%	22,410	42.4%	7.2%	5,183	42.9%	6.2%	15,729
Recreation or leisure facilities, programs & services	34.5%	5.3%	15,465	37.6%	4.8%	3,053	33.1%	5.2%	10,179
Public transit	34.9%	2.4%	19,779	31.5%	3.2%	1,705	35.6%	2.3%	4,868
Ambulance services	87.9%	0.6%	4,071	87.6%	1.8%	2,641	88.1%	0.3%	1,753
Nutrition counselling or education programs	88.1%	1.9%	14,058	87.8%	1.6%	2,373	88.2%	2.0%	10,318
Home care or nursing care	93.4%	0.6%	4,881	95.4%	1.6%	2,527	93.0%	0.5%	2,554
Adult education or training programs & services	84.5%	1.7%	12,004	84.2%	1.6%	2,203	84.4%	1.7%	8,379
Financial counselling or education programs	90.2%	1.7%	12,940	88.1%	1.5%	2,253	90.8%	1.8%	9,635
Job search or training programs & services	85.8%	1.2%	8,886	77.3%	1.4%	1,885	87.6%	1.2%	6,004

Table 4: Individual & community quality of life

	TOTAL POPULATION			VISIBLE MINORITIES			NON-VISIBLE MINORITIES		
	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%	49%	42%	92%	52%	42%	95%
*You are satisfied with your life as a whole	54%	40%	94%	48%	42%	90%	55%	40%	95%
My neighbourhood is a safe place to live	45%	46%	91%	39%	51%	89%	47%	44%	92%
You feel like you belong in Calgary	54%	36%	90%	49%	38%	88%	56%	35%	91%
*Calgary is a safe place to live	26%	60%	86%	26%	57%	83%	26%	61%	87%
*You can afford to buy the things you need	36%	48%	84%	29%	49%	77%	38%	48%	86%
There are enough community facilities, programs and services in Calgary to meet your needs	34%	49%	83%	29%	51%	79%	35%	48%	83%

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

	TOTAL POPULATION	VISIBLE MINORITIES	NON-VISIBLE MINORITIES
Not at all concerned	55%	46%	57%
Not very concerned	16%	14%	17%
Somewhat concerned	19%	23%	19%
Very concerned	10%	16%	8%

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

	TOTAL POPULATION	VISIBLE MINORITIES	NON-VISIBLE MINORITIES
Most	11%	13%	10%
Many	16%	13%	17%
A few	67%	64%	67%
No one	6%	10%	5%

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

	TOTAL POPULATION	VISIBLE MINORITIES	NON-VISIBLE MINORITIES
None	14%	21%	12%
1 to 5	58%	56%	59%
6 to 10	19%	14%	20%
Over 10	9%	8%	9%

Table 8: Involvement in neighbourhood events or activities

	TOTAL POPULATION	VISIBLE MINORITIES	NON-VISIBLE MINORITIES
Disagree completely	22%	25%	21%
Disagree somewhat	22%	24%	21%
Neither disagree nor agree	14%	12%	14%
Agree somewhat	34%	31%	35%
Agree completely	8%	8%	8%

Table 9: Average monthly time volunteering for organizations in Calgary

HOURS	TOTAL POPULATION	VISIBLE MINORITIES	NON-VISIBLE MINORITIES
0	58%	59%	57%
1 - 5	19%	19%	20%
6 - 10	11%	9%	11%
11 - 20	7%	6%	7%
21 - 40	4%	4%	4%
40+	2%	3%	1%

Table 10: Members of their local community association

	TOTAL POPULATION	VISIBLE MINORITIES	NON-VISIBLE MINORITIES
Yes	30%	23%	32%
No	70%	77%	68%

Table 11: General perception of health

	TOTAL POPULATION	VISIBLE MINORITIES	NON-VISIBLE MINORITIES
Poor	3%	5%	3%
Fair	8%	10%	8%
Good	24%	30%	23%
Very Good	39%	33%	40%
Excellent	26%	22%	27%

Table 12: Physical well-being – issues of concern

CONCERNED	TOTAL POPULATION			VISIBLE MINORITIES			NON-VISIBLE MINORITIES		
	Very	Somewhat	Total	Very	Somewhat	Total	Very	Somewhat	Total
Lacking sleep	13%	36%	49%	21%	31%	52%	11%	37%	48%
*Being physically inactive	10%	31%	40%	19%	31%	50%	7%	31%	38%
*Gaining or losing too much weight	9%	30%	39%	14%	33%	48%	8%	30%	37%
*Not eating healthy food	9%	26%	35%	15%	31%	46%	7%	25%	32%
*Not having recreation and leisure opportunities available	9%	22%	31%	17%	28%	46%	7%	21%	28%
*Having difficulty moving around physically	8%	15%	22%	12%	18%	29%	7%	14%	21%
*Having an unwanted pregnancy	5%	6%	11%	11%	9%	20%	3%	6%	9%

Table 13: Physical well-being – service use

	TOTAL POPULATION	ESTIMATED #	VISIBLE MINORITIES	ESTIMATED #	NON-VISIBLE MINORITIES	ESTIMATED #
Medical doctor services	87%	729,828	85%	142,995	88%	517,873
Recreation or leisure facilities, programs & services	65%	548,070	62%	105,128	67%	395,193
Hospital services	46%	384,843	44%	74,069	46%	273,688
Nutrition counselling or education programs	12%	99,445	12%	20,531	12%	69,558
Home care or nursing care	7%	54,848	5%	7,806	7%	41,381

Table 14: Physical well-being – service need⁸

	TOTAL POPULATION			VISIBLE MINORITIES			NON-VISIBLE MINORITIES		
	% Did not use service	% Needed service	Estimated #	% Did not use service	% Needed service	Estimated #	% Did not use service	% Needed service	Estimated #
Medical doctor services	12.8%	9.2%	9,899	15.2%	9.4%	2,408	12.3%	9.6%	7,023
Recreation or leisure facilities, programs & services	34.5%	5.3%	15,465	37.6%	4.8%	3,053	33.1%	5.2%	10,179
Nutrition counselling or education programs	88.1%	1.9%	14,058	87.8%	1.6%	2,373	88.2%	2.0%	10,318
Home care or nursing care	93.4%	0.6%	4,881	95.4%	1.6%	2,527	93.0%	0.5%	2,554
Hospital services	54.0%	0.7%	3,262	56.1%	1.0%	902	53.7%	0.7%	2,245

⁸ 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			VISIBLE MINORITIES			NON-VISIBLE MINORITIES		
	Very	Somewhat	Total	Very	Somewhat	Total	Very	Somewhat	Total
*Being stressed	15%	46%	61%	22%	43%	66%	13%	46%	60%
*Dealing with the loss of a family member or friend	15%	27%	42%	25%	26%	52%	13%	27%	40%
*Being depressed	7%	21%	28%	14%	24%	37%	5%	21%	26%
*Being lonely	6%	19%	25%	13%	22%	35%	4%	18%	22%
*Lacking self esteem	5%	16%	21%	13%	20%	33%	3%	15%	18%
*Being addicted to alcohol or drugs	5%	8%	13%	10%	8%	18%	4%	8%	12%
*Being suicidal	5%	4%	9%	11%	7%	18%	3%	4%	7%
*Being addicted to gambling	4%	5%	9%	8%	7%	15%	3%	5%	8%

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

	TOTAL POPULATION	ESTIMATED #	VISIBLE MINORITIES	ESTIMATED #	NON-VISIBLE MINORITIES	ESTIMATED #
Self-help or support groups and programs	8%	62,988	8%	13,586	8%	44,568
*Mental health services or counselling	8%	67,286	8%	12,661	8%	48,026
Addictions counselling or treatment programs	2%	15,624	2%	2,719	2%	11,432

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

	TOTAL POPULATION			VISIBLE MINORITIES			NON-VISIBLE MINORITIES		
	% Did not use service	% Needed service	Estimated #	% Did not use service	% Needed service	Estimated #	% Did not use service	% Needed service	Estimated #
Self-help or support group and programs	92.5%	1.1%	8,601	91.9%	1.4%	2,101	92.5%	1.0%	5,610
Mental health services or counselling	92.0%	0.9%	6,630	92.5%	0.8%	1,178	91.9%	0.8%	4,434
Addictions counselling or treatment programs	98.1%	0.4%	3,347	98.4%	0.2%	274	98.1%	0.5%	2,750

Table 18: Relationships – issues of concern

CONCERNED	TOTAL POPULATION			VISIBLE MINORITIES			NON-VISIBLE MINORITIES		
	Very	Somewhat	Total	Very	Somewhat	Total	Very	Somewhat	Total
*Not being able to care for yourself as you age	13%	27%	40%	24%	26%	51%	10%	28%	38%
*Having to care for a family member	14%	26%	40%	22%	29%	50%	12%	26%	38%
*Having relationship problems with members of your immediate family	7%	19%	25%	12%	25%	37%	5%	18%	23%
*Not being able to access child care service	9%	13%	22%	15%	18%	33%	7%	12%	19%

Table 19: Relationships – service use

	TOTAL POPULATION	ESTIMATED #	VISIBLE MINORITIES	ESTIMATED #	NON-VISIBLE MINORITIES	ESTIMATED #
Child care programs and services	11%	89,475	11%	18,710	10%	61,530
*Pregnancy counselling or education programs	5%	46,019	8%	13,427	5%	29,015
Before or after school child or youth care programs and services	7%	56,367	7%	12,349	6%	37,783
Family or marriage counselling	5%	39,974	5%	8,534	5%	28,164
Respite care or services	3%	23,482	3%	5,337	3%	15,989

Table 20: Relationships – service need

	TOTAL POPULATION			VISIBLE MINORITIES			NON-VISIBLE MINORITIES		
	% Did not use service	% Needed service	Estimated #	% Did not use service	% Needed service	Estimated #	% Did not use service	% Needed service	Estimated #
Before or after school child or youth care programs and services	93.3%	0.9%	7,013	92.7%	1.2%	1,849	93.6%	0.7%	3,675
Pregnancy counselling or education programs	94.5%	0.6%	5,400	92.0%	1.2%	1,830	95.1%	0.5%	2,883
Family or marriage counselling	95.2%	1.1%	9,101	94.9%	1.0%	1,651	95.2%	1.1%	6,176
Child care programs and services	89.3%	0.8%	6,536	88.9%	1.0%	1,457	89.6%	0.7%	3,509
Respite care or services	97.2%	0.3%	2,688	96.8%	0.4%	606	97.3%	0.3%	1,868

Table 21: Financial well-being – issues of concern

CONCERNED	TOTAL POPULATION			VISIBLE MINORITIES			NON-VISIBLE MINORITIES		
	Very	Somewhat	Total	Very	Somewhat	Total	Very	Somewhat	Total
*Not saving money for the future	18%	35%	53%	30%	33%	63%	15%	36%	51%
*Having too much debt	14%	27%	41%	26%	27%	52%	11%	28%	39%
*Being unemployed	15%	22%	37%	30%	20%	50%	12%	22%	34%
*Not having enough money for housing	12%	19%	31%	25%	23%	48%	9%	18%	27%
*Not having enough money for food	9%	12%	21%	21%	16%	36%	7%	11%	17%

Table 22: Financial well-being – service use

	TOTAL POPULATION	ESTIMATED #	VISIBLE MINORITIES	ESTIMATED #	NON-VISIBLE MINORITIES	ESTIMATED #
*Job search or training programs and services	14%	119,148	23%	38,297	12%	73,142
Financial counselling or education programs	10%	81,852	12%	20,119	9%	54,071
*Food bank services	4%	36,175	8%	14,193	3%	19,081
*Subsidized housing	3%	21,641	5%	7,861	2%	12,499
*Legal aid	3%	24,692	4%	7,337	3%	14,921
Homeless shelters	1%	8,167	1%	2,016	1%	4,648

Table 23: Financial well-being – service use

	TOTAL POPULATION			VISIBLE MINORITIES			NON-VISIBLE MINORITIES		
	% Did not use service	% Needed service	Estimated #	% Did not use service	% Needed service	Estimated #	% Did not use service	% Needed service	Estimated #
Financial counselling or education programs	90.2%	1.7%	12,940	88.1%	1.5%	2,253	90.8%	1.8%	9,635
Job search or training programs and services	85.8%	1.2%	8,886	77.3%	1.4%	1,885	87.6%	1.2%	6,004
Legal aid	97.1%	1.1%	8,864	95.6%	1.4%	2,319	97.5%	1.0%	5,738
Food bank services	95.7%	0.6%	5,120	91.6%	0.7%	1,116	96.8%	0.5%	2,812
Subsidized housing	97.4%	0.4%	3,253	95.3%	0.6%	1,037	97.9%	0.3%	1,820
Homeless shelters	99.0%	0.0%	122	98.8%	0.1%	155	99.2%	0.0%	-

Table 24: Security – issues of concern

CONCERNED	TOTAL POPULATION			VISIBLE MINORITIES			NON-VISIBLE MINORITIES		
	Very	Somewhat	Total	Very	Somewhat	Total	Very	Somewhat	Total
*Being a victim of crime in your home or community	13%	29%	41%	24%	28%	52%	10%	29%	39%
*Not having safe housing conditions	8%	13%	21%	16%	19%	35%	7%	11%	18%
*Being a victim of domestic violence	6%	5%	12%	15%	8%	23%	4%	5%	9%

Table 25: Security – service use

	TOTAL POPULATION	ESTIMATED #	VISIBLE MINORITIES	ESTIMATED #	NON-VISIBLE MINORITIES	ESTIMATED #
Police services	20%	170,522	19%	31,460	21%	122,487
Ambulance services	12%	101,538	12%	20,957	12%	70,166
Fire protection services	5%	38,645	4%	6,759	5%	27,270
Women's shelters	0%	3,181	0%	248	0%	2,274

Table 26: Security – service need

	TOTAL POPULATION			VISIBLE MINORITIES			ALL OTHER CALGARIANS		
	% Did not use service	% Needed service	Estimated #	% Did not use service	% Needed service	Estimated #	% Did not use service	% Needed service	Estimated #
Ambulance services	87.9%	0.6%	4,071	87.6%	1.8%	2,641	88.1%	0.3%	1,753
Police services	79.6%	0.7%	4,369	81.3%	0.9%	1,295	79.3%	0.6%	2,938
Fire protection services	95.4%	0.2%	1,468	96.0%	0.5%	790	95.4%	0.1%	743
Women's shelters	99.6%	0.1%	548	99.9%	0.1%	156	99.6%	0.1%	375

Table 27: Inclusion – issues of concern

CONCERNED	TOTAL POPULATION			VISIBLE MINORITIES			NON-VISIBLE MINORITIES		
	Very	Somewhat	Total	Very	Somewhat	Total	Very	Somewhat	Total
*Getting more education or training	10%	24%	35%	20%	34%	54%	8%	22%	30%
*Not contributing enough to your community	4%	35%	38%	7%	43%	51%	3%	33%	36%
*Being discriminated against	9%	13%	22%	22%	25%	47%	6%	10%	16%
*Not having easy access to transportation	9%	18%	27%	18%	24%	42%	7%	17%	24%
*Not being able to read or write	7%	5%	11%	14%	8%	21%	5%	4%	9%

Table 28: Inclusion – service use

	TOTAL POPULATION	ESTIMATED #	VISIBLE MINORITIES	ESTIMATED #	NON-VISIBLE MINORITIES	ESTIMATED #
Public transit	65%	544,750	69%	115,511	64%	380,293
Public library programs and services	57%	479,116	58%	97,064	57%	337,227
Adult education or training programs & services	16%	129,818	16%	26,666	16%	91,882
General support services for persons with disabilities	8%	69,908	9%	15,752	7%	43,585
*Immigrant programs and services	4%	33,141	8%	13,373	3%	15,867
Seniors centres, programs and services	7%	59,496	8%	12,738	7%	42,159

Table 29: Inclusion – service need

	TOTAL POPULATION			VISIBLE MINORITIES			NON-VISIBLE MINORITIES		
	% Did not use service	% Needed service	Estimated #	% Did not use service	% Needed service	Estimated #	% Did not use service	% Needed service	Estimated #
Public library programs & services	42.8%	6.3%	22,410	42.4%	7.2%	5,183	42.9%	6.2%	15,729
Public transit	34.9%	2.4%	19,779	31.5%	3.2%	1,705	35.6%	2.3%	4,868
Adult education or training programs & services	84.5%	1.7%	12,004	84.2%	1.6%	2,203	84.4%	1.7%	8,379
Immigrant programs & services	96.0%	0.6%	4,810	92.1%	1.0%	1,612	97.3%	0.5%	2,925
General support services for persons with disabilities	92.4%	0.6%	4,804	90.7%	0.8%	1,290	92.6%	0.5%	2,970
Seniors centres, programs & services	92.9%	0.8%	6,163	92.4%	0.5%	743	92.9%	0.9%	4,903

Appendix B: Questionnaire⁹

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						

⁹ 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 calculated. Total demand is made up of population estimates for 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+ population in Calgary¹⁰.

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 Visible Minorities was significantly different than that of Non-Visible Minorities 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 ± 4.51 per cent for the Visible Minorities sub-group and ± 1.99 for Non-Visible Minorities at a 95% confidence interval.

LIMITATIONS OF THE STUDY

The 2009 Signposts study does not necessarily represent the views of those Calgarians who do not speak English, as it is not possible with a survey of this size to provide second language interpretation, this may have particularly impacted the sampling of participants who were Visible Minorities. 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 Visible Minorities have a higher margin of error (± 4.51) than Non-Visible Minorities (± 1.99). 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 Visible Minorities would have been required, however, 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 for sample and population comparisons.

¹⁰ 2006 Federal Census of 18+ populations: Total Calgarians (759,370), Visible Minorities (168,605) and Non-visible Minorities (590,765).

Appendix D: Base Sizes¹¹

	Visible Minorities	Non-Visible Minorities
	n	n
1a. Individual & Community Quality of Life		
Overall, Calgary is a good place to live	468	2421
You are satisfied with your life as a whole	466	2413
You feel like you belong in Calgary	467	2412
There are enough community facilities, programs and services in Calgary to meet your needs	454	2363
Calgary is a safe place to live	468	2414
My neighbourhood is a safe place to live	470	2419
You can afford to buy the things you need	468	2421
1b. Overall Perceptions of Health	469	2419
1c. Average # of Hours Volunteered for Calgary Organizations	468	2423
1d. Number of People Known in the Community	469	2416
1e. Number of People known well enough to ask a Favour	468	2417
1f. Involvement in Neighbourhood Events or Activities	467	2407
2. Issues of Concern		
Being lonely	469	2406
Having relationship problems with members of your immediate family	465	2406
Being discriminated against	466	2408
Not contributing enough to your community	463	2396
Being addicted to alcohol or drugs	465	2403
Being addicted to gambling	465	2399
Not being able to care for yourself as you age	464	2409
Having an unwanted pregnancy	440	2236
Gaining or losing too much weight	469	2403
Being physically inactive	465	2404
Having to care for a family member	467	2405
Being stressed	468	2415
Lacking self esteem	461	2406
Lacking sleep	470	2416
Being depressed	468	2410
Having difficulty moving around physically	467	2411

¹¹ 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.

	Visible Minorities	Non-Visible Minorities
	n	n
Not having easy access to transportation	468	2410
Being suicidal	462	2402
Dealing with the loss of a family member or friend	461	2399
Not eating healthy food	466	2409
Being a victim of domestic violence	467	2396
Being a victim of crime in your home or community	467	2410
Not having safe housing conditions	461	2405
Being unemployed	465	2380
Not having enough money for food	468	2409
Not having enough money for housing	468	2405
Not saving money for the future	468	2410
Having too much debt	466	2407
Not being able to read or write	462	2346
Getting more education or training	463	2386
Not having recreation and leisure opportunities available	466	2410
Not having parks or green spaces available in your community	466	2414
Not being able to access child care services	446	2205
3a. Service Use		
Public library programs and services	470	2422
Immigrant programs and services	469	2423
Recreation or leisure facilities, programs and services	469	2423
Seniors centres, programs and services	468	2424
Family or marriage counselling	470	2424
Legal aid	469	2423
Food bank services	469	2424
Addictions counselling or treatment programs	470	2422
Pregnancy counselling or education programs	469	2423
Home care or nursing care	469	2424
Medical doctor services	470	2423
Nutrition counselling or education programs	470	2424
Mental health services or counselling	470	2424
Self help or support groups and programs	468	2422
Respite care or services	454	2380
Fire protection services	468	2424
Police services	468	2423

	Visible Minorities	Non-Visible Minorities
	n	n
Ambulance services	470	2424
Women's shelters	469	2424
Child care programs and services	470	2419
Before or after school child or youth care programs and services	470	2420
Financial counselling or education programs	470	2419
Job search or training programs and services	470	2425
Homeless shelters	470	2424
Public transit	470	2425
Adult education or training programs and services	470	2423
Subsidized housing	470	2420
General support services for persons with disabilities	469	2418
Hospital services	469	2421
3b. Perceived Service Need		
Public library programs and services	196	1031
Immigrant programs and services	430	2351
Recreation or leisure facilities, programs and services	176	789
Seniors centres, programs and services	433	2251
Family or marriage counselling	444	2312
Legal aid	449	2357
Food bank services	433	2344
Addictions counselling or treatment programs	460	2371
Pregnancy counselling or education programs	431	2279
Home care or nursing care	445	2251
Medical doctor services	71	293
Nutrition counselling or education programs	409	2134
Mental health services or counselling	435	2225
Self help or support groups and programs	432	2237
Respite care or services	453	2343
Fire protection services	450	2301
Police services	384	1928
Ambulance services	412	2130
Women's shelters	465	2408
Child care programs and services	415	2164
Before or after school child or youth care programs and services	432	2254
Financial counselling or education programs	414	2201

	Visible Minorities	Non-Visible Minorities
	n	n
Job search or training programs and services	364	2116
Homeless shelters	465	2402
Public transit	146	836
Adult education or training programs and services	394	2033
Subsidized housing	447	2363
General support services for persons with disabilities	427	2244
Hospital services	260	1309
3c. Barriers to Accessing Services (combined)	70	302
4a. Years Lived in Calgary	464	2408
4b. Member of Local Community Association	464	2370
4c. Age	465	2402
4d. Education	466	2413
4e. Long Term Disability	467	2413
4f. Type of Long Term Disability	42	191
4g. Household Age Breakdown	468	2420
4h. Household Composition	467	2416
4i. Household Tenure	469	2409
4j. Immigration Status	470	2424
4k. Immigrants Who Have Settled in Canada in the Past Five Years	241	423
4l. Visible Minority	470	2425
4m. Aboriginal Heritage	470	2423
4n. Household Income	357	1736
4o. Gender	470	2425

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VISIBLE MINORITIES THEME REPORT

August, 2012

