

# Communications Survey

January 2024

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To help improve communications with older adults living in Hamilton, the City of Hamilton's Seniors Advisory Committee has developed this Communications Survey. The questions below were designed based on responses to a survey the Seniors Advisory Committee conducted at the Senior's Kickoff Event in June 2023. This survey has been designed to help gain a broader understanding of the methods of communication preferred by older adults living in Hamilton.

*Please indicate if you are filling out this survey as an individual or as a representative of an organization. Please check only one with an 'X'.*

*Individual* \_\_\_\_\_

*Organization* \_\_\_\_\_

*If you checked Organization, please fill out the survey based on your knowledge of your clients who are seniors.*

1. Age range? Please circle your age range (not to be completed if you checked "Organization").
  - a. 55 to 65 years
  - b. 66 to 75 years
  - c. 76 to 85 years
  - d. 86 to 95 years
  - e. 96 years and older

2. How do you receive information that is of interest to you? Please indicate by using a number to identify the method you use the most. For example, if newspapers are what you use most often then put a '1' in the box to its right. Please identify your top four.

- a. Email
- b. Community Newsletter
- c. Website
- d. Social Media, such as Facebook
- e. Newspapers (daily and/or weekly)
- f. Television
- g. Radio
- h. Other (please list) \_\_\_\_\_

3. What kind of information would be of most interest and importance to you? Please indicate by using a number to identify the one that is of most interest and importance. For example, if your Family Physician is of most interest then put a '1' in the box to its right. Please identify your top five.

- a. Family Physician
- b. Dentist
- c. Vision Care
- d. Police Services, Fraud Prevention
- e. Elder Abuse
- f. Programs and Services, such as Caregiver
- g. Financial Services
- h. OHIP
- i. Legal Information, such as Wills
- j. Public transportation, such as the bus or Darts

- k. Housing, such as retirement living options
  - l. Long-term care home option
  - m. Services, such as lawn care and snow removal
  - n. Free workshops
  - o. Outings – Trails, Botanical Gardens, Dundurn Castle
  - p. Exercise and Fitness, such as Yoga, Tai Chi
  - q. Heating and cooling for your home
  - r. Other ( \_\_\_\_\_ )
4. Do you own or have daily access to the following technologies? Please check all that apply.
- a. Personal Computer
  - b. Tablet
  - c. Smart Phone
5. Do you consider yourself... (please check only one)?
- a. Very knowledgeable and comfortable with technology
  - b. Knowledgeable and comfortable with technology
  - c. Somewhat knowledgeable and comfortable with technology
  - d. Not at all knowledgeable and comfortable with technology
6. Do you use the City of Hamilton's website to get information? Please circle **'yes'** or **'no'**.

If you circled 'yes', please answer the following questions below:

- a. What do you like about the City of Hamilton's website? Please check all that apply.
  - i. Layout and design
  - ii. Colour

- iii. Font size
- iv. Level of detail provided
- v. Easy to find information
- vi. Search capability

b. What do you dislike about the City's website? Please check all that apply.

- i. Layout
- ii. Colour
- iii. Font size
- iv. Level of detail provided
- v. Easy to find information
- vi. Search capability

7. What is your preferred language? Please check your first and second choice by using a number ('1' and '2').

- a. English
- b. French
- c. Italian
- d. Portuguese
- e. Croatian
- f. Simplified Chinese
- g. Polish
- h. Hindi
- i. Arabic

8. What other barriers get in the way of communications?

9. Optional question:

Would you be interested in volunteering to help with translating?

Please circle **'yes'** or **'no'**.

If you circled yes, please provide your contact information.

Name \_\_\_\_\_

Phone Number \_\_\_\_\_

Email \_\_\_\_\_