

The
**CO-OPERATIVE
HOUSING
FEDERATION**
of Canada



AGING IN OUR CO-OP COMMUNITIES

A survey of housing co-ops in Canada, April 2011





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Foreword

We were pleased to join this Committee when it began in early 2010. The Committee is the result of a resolution approved by CHF Canada's members at the 2009 annual meeting. CHF Canada has long been committed to working on issues of importance to its older members for a decade, and the formation of this two-year ad-hoc Committee shows its ongoing commitment to the issue.

The Committee decided that a survey of the needs of older co-op members would be a good place to begin the Committee's mandate. Separate Aging in Place surveys were distributed to managers and members. The quantity and quality of feedback was remarkable.

Older members were enthusiastic survey participants, pleased to be asked these questions. They spoke of the tremendous sense of community and support they receive living in co-ops, and they also talked about some of the challenges. Co-op managers also shared important information about the challenges housing co-ops must face as older members age in place. An absence of long-term planning was also raised by both groups.

It is the Committee's hope that the information contained in this Report will help inform CHF Canada and its members about the strengths of living co-operatively. We are also optimistic that the next steps identified from the survey's findings—engaging in ongoing advocacy, promoting good governance and planning—will help co-ops to prepare for a bright future. One that promotes strong, accessible housing for all members, allowing them to age in place in their co-op homes.

Christine Mounstevan, Co-Chair

Dianne Brubaker, Co-Chair

Aging in Place Committee







A. Summary

Aging in place has become a prominent topic as the population of Canadian seniors has grown significantly in the last 10 years. More and more seniors would like to remain in their own homes as long as possible without having to move into facilities for assisted living. This often means that seniors require some in-home support, assisted living devices, and modifications to their homes.

Since 2001, the members of the Co-operative Housing Federation of Canada have adopted resolutions about seniors in housing co-ops, including *Seniors and Housing Co-ops: A Statement of Principles* and *Protecting seniors housing*.

At the 2009 Annual Meeting, CHF Canada's members approved the creation of an Aging in Place Committee. As the national member services organization for housing co-operatives, the Co-operative Housing Federation of Canada is well aware of the nation's aging population. In November 2009, the CHF Canada Board appointed five members to the newly formed ad hoc Aging in Place Committee. The committee has a two-year mandate.

The role of the committee is to guide CHF Canada's work plan on aging in place within the framework of the values and principles of co-operation including:

- ❖ developing a unified picture of seniors' issues in housing co-ops
- ❖ promoting to all levels of government the need to maintain the capacity of housing co-ops to continue to offer low-cost housing to low-income members, including seniors when operating agreements end
- ❖ developing tools that will assist new housing co-op design using the principles of universal design or visitability
- ❖ creating guidelines and information for housing co-ops to respond to the changing needs of their members as they age in place, drawing on appropriate existing resources and networking with advocacy groups inside and outside CHF Canada



“I think (the survey) is very beneficial because social housing should allow members to remain (in their homes) into their senior years. At this point in time, it is not always the case. It is sad to see a member who has made the co-op their home for many years be forced to transfer somewhere else where they do not have the support of the friends they have gained over the years.”

—*Co-op manager*

- ❖ gathering and promoting information on community support and referral services for seniors so they can remain in their co-op homes
- ❖ documenting best practices on aging in place.

The Aging in Place Committee is comprised of five members: Melody Alderwick (ON), Dianne Brubaker (Co-chair, BC), Christine Mounstevan (Co-Chair, ON), Wilbie Shepherd (AB), and Frank Springer (NB).

This report is the committee’s first project.

B. Background

In February 2010, the newly formed Aging in Place Committee met for the first time to develop a work plan. The committee decided to carry out a survey on aging in place.

The goal of the survey was to gather data to identify the needs of older co-op members and create an overall view of the supports, accommodations, and challenges experienced by members as they age in place. The results have informed CHF Canada’s aging in place work plan and next steps for the Committee.

Two surveys were created: one survey was distributed to co-op members aged 60+ to collect information about their experience with aging in place; another survey for co-op managers gathered information about the housing needs of older co-op residents.

See Appendices A and B for copies of the surveys.



C. Project Methodology

Both surveys were distributed in early June 2010. The deadline for completion was July 5, 2010. Surveys received after the deadline were not included in the data set.

Survey Distribution

Survey for Co-op Members Aged 60+: Method of distribution

- ❖ The survey was available to older co-op members on the CHF Canada website.
- ❖ A printable version of the survey was available for download, and older co-op members were encouraged to fax or mail their completed surveys to CHF Canada. The website also included a link to Survey Monkey so surveys could be completed online.
- ❖ Hard copies of the survey were distributed at the CHF Canada annual meeting. Surveys were available for members at the Diversity table and distributed to eligible participants at all diversity-related workshops.
- ❖ A printable version was emailed to co-op managers for distribution to older co-op members. The email also included a link to the online version (Survey Monkey) of the survey.

A total of 472 surveys were received from co-op members.

Survey for Co-op Managers: Method of distribution

- ❖ Hard copies of the survey were distributed at the CHF Canada annual meeting. They were available for managers participating in the Aging in our Co-op Homes workshop.
- ❖ A printable version of the survey was emailed to co-op managers. The email also included a link to the online version (Survey Monkey).

A total of 759 co-ops received the survey and 162 surveys were completed.

“This survey is much needed and should be sent out to each co-op member. I truly hope the comments will not fall on deaf ears.”

—Older co-op member

“This is a good survey. For co-ops like (ours), this is certainly a wake-up call. We are a small co-op and we probably are not ready for what might be coming up in the next seven or so years.”

—Co-op manager



“Thanks for asking. The (survey) results will be important to helping our co-ops understand our members’ needs.”
—Older co-op member

D. Highlights of the Survey Results

The surveys asked questions about member and co-op demographics, residents’ housing needs, member satisfaction, the involvement by older members, and support for older members in co-op communities.

Survey Highlights

Co-op Member Demographics	Older co-op members from ten provinces and territories responded to the survey:
	<ul style="list-style-type: none"> • Alberta • British Columbia • Manitoba • New Brunswick • Newfoundland • Nova Scotia • Ontario • Quebec • Saskatchewan • Yukon
	74% of respondents live in Ontario.
	Toronto was the most frequently named hometown.
	Respondents were between the ages of 60 and 93.
	The average age of member respondents was 68.8.
	The most frequently occurring age of respondents was 63.
	35% of member respondents do receive in-home support from neighbours. The most frequently cited forms of support were:
	<ul style="list-style-type: none"> • snow shoveling; • grass cutting; • being checked in on regularly.
	30% said that they live with their spouse.
	Respondents have lived in their co-ops and units for a very long time: 34% in their co-op for more than 20 years, and 23% in their units for the same length of time.
	57% of respondents did not know how long they plan on remaining in their co-op.
35% of respondents anticipate staying in their units for 10 years or more.	



Survey Highlights

Co-op Demographics Data from managers	Nearly three-quarters of the co-ops surveyed were located in Ontario.
	The provinces of Alberta, Manitoba, British Columbia, Nova Scotia, Quebec and Saskatchewan were also represented.
	Most of the co-ops that responded are more than 20 years old (64%), and only 5% were from seniors' co-ops.
	86% of co-op manager respondents said that their co-op had no units designated for seniors.
	64% of co-ops did have accessible units allocated for members with disabilities. Of those, 58% said that the allocation was for less than 5% of the units.
	45% of managers said that 11%-30% of households had residents over the age of 60.
	61% said that less than 10% of units were occupied by residents over the age of 70.
	103 co-ops were comprised of townhouses, 29 had walk-up apartments, and 55 had elevatored apartments. It should be noted that co-ops could answer that they are comprised of a combination of these three.
	Occupancy standards for single person households are usually one person per one-bedroom unit or studio (42%), with occupancy standards only applying to persons receiving subsidy (47%).
	Occupancy standards for couples or roommates are usually two roommates per two-bedroom unit (45%), with occupancy standards only applying to persons receiving subsidy (45%).
28% of co-ops allow members to live in a larger unit if a surcharge is paid.	

“As a person grows older, we don’t require them to relocate unless they request an internal transfer or if they are over-housed and looking for subsidy assistance.”

—Co-op manager



“We want to develop a six-plex of two-bedroom wheelchair-accessible apartments to help with the increased number of our members that require these units. We only have five three-bedroom townhomes and the apartments are what they require.”

—Co-op manager

Survey Highlights

Meeting Housing Needs	The vast majority (94%) of older co-op members said that the size of their unit met their housing needs.
Data from older co-op members	86% of members said that their household fulfilled the co-op’s occupancy standards for the unit.
	Only 8% anticipate that they will have to move to a smaller unit due to health or mobility reasons, and only 5% anticipate moving to an accessible unit.
	The most commonly cited reasons why a member may have to leave their housing co-op were: <ul style="list-style-type: none"> • high housing charges (39% of respondents); • not enough subsidy available (36%); • health reasons (22%).
Data from co-op managers	According to co-op managers, the two most common reasons why members over the age of 60 had to move out in the past year were: <ul style="list-style-type: none"> • to be closer to family or another support network (24%); • an inability to live independently (23%).
	Managers were asked if the co-ops they managed had plans to redevelop or expand. Of those that responded, 9% had plans to do so, and of these, 27% (11 co-ops) planned to increase the number of smaller units. <i>*See comments on co-op development on page 7.</i>
	Only 17 of the co-ops had received funding from the HASI or RRAP-D programs to make unit modifications for the members. <i>*For more information see page 7.</i>
	Managers reported that common areas of the co-op are largely fully accessible to the members.
	75% of co-ops do not have a plan to help their members remain in their co-op homes as they age in place.
	85% of co-ops do not have a plan for their long-term subsidy needs.
	The most common modifications co-ops make for their older co-op members are: <ul style="list-style-type: none"> • installation of grab bars (107 instances); • lever-handled taps (59 instances).



***A note about the Home Adaptations for Seniors Independence (HASI) and Residential Rehabilitation Assistance Programs for Persons with Disabilities (RRAP-D)**

Co-op managers were asked to comment on their experiences with two funding programs for seniors provided by the Canada Mortgage and Housing Corporation: HASI and RRAP-D.

HASI helps homeowners and landlords pay for minor home adaptations to extend the time low-income seniors can live in their own homes independently. Co-ops must apply for individual members who may qualify for assistance provided they meet certain criteria.

The RRAP-D program provides financial assistance to help bring sub-standard housing up to minimum health and safety levels, and make homes physically barrier-free and accessible for persons with disabilities. Modifications must be related to housing and the occupant's disability. Co-ops must apply for individual members.

Managers were asked to share their experiences with these funding programs, and most commented that they found the process time consuming, but largely effective.

***A note about co-op development**

When asked why co-ops were considering expanding, co-op managers frequently cited the need to accommodate seniors in more appropriate housing.

"The paperwork was a bit onerous, but the funds were received quickly once everything was in place."

"The process was very paper intensive, but the funding arrived within a couple of weeks once the work was done."

"I have done it at least three times and it was easy. Once all the paperwork was in to CMHC, it took less than a month for approval."

"RRAP is a nightmare."

—Co-op managers



Survey Highlights

Member Satisfaction	80% of older co-op members said that they were satisfied to very satisfied with general maintenance in the co-op.
Data from older co-op members	87% said they were satisfied to very satisfied with their unit size.
	82% said they were satisfied to very satisfied about safety in their unit.
	19% of members requested modifications be made to their homes to accommodate health related issues.
	61% of these members had their requested modifications completed. Those who did not stated that this was due to budget constraints.
	57% of respondents live in a multi-level unit.
	Only 16% of respondents live in units designated by the co-op as accessible.
	12% of members reported that they could not access some of their co-op's units.
	The majority of members were able to access all of their co-op's common areas, laundry facilities, co-op office, meeting room, and garbage and recycling rooms



Survey Highlights

<p>Older co-op members and the co-op community</p> <p>Data from older co-op members</p>	<p>78% of members felt included to very included in their co-op community.</p>
	<p>Of those that are involved in their co-op:</p> <ul style="list-style-type: none"> • 79% attend members’ meetings regularly; • 57% are committee members; • 30% are board members.
	<p>Only 5% of older co-op members said that they felt not at all included in the co-op’s activities.</p>
	<p>Safety:</p> <ul style="list-style-type: none"> • 88% of seniors feel safe to very safe within their co-op homes • 83% feel safe to very safe in the co-op’s building and interior common spaces • 78% felt safe in the co-op’s shared outdoor spaces
	<p>Members were asked if living in a co-op had improved their lives. They responded positively to the following:</p> <ul style="list-style-type: none"> 65% – financial stability 61% – ability to live independently 58% – personal safety 50% – access to activities and entertainment 58% – contact with friends 54% – personal privacy 28% – physical health 12% – education 6% – employment opportunities
	<p>92% of co-ops have not organized any specific programs (e.g., flu clinics, social events, homecare) for their older members.</p>
<p>Data from co-op managers</p>	<p>69% of co-op managers said that their members offer informal supports for older co-op members, with the most common support being snow shoveling and checking in regularly (48% for each).</p>
	<p>According to managers, the most common barriers to older member involvement in co-op gatherings were health (49%) and mobility issues (14%).</p>
	<p>Co-op managers reported that older members are generally equally involved in the governance of the co-op and in other co-op activities as compared to other members.</p>

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Older co-op members were asked to describe other ways in which living in a co-op had improved their lives. The following were common themes in respondents' answers.

Sense of community, security and belonging

"Community is important to me; living in a co-op provides that if you work at it."

"Long-term security of tenure, control over my living circumstances contributes to overall well-being, peace of mind."

"(I have a) small circle of young neighbours who check if I am fine or bring soup when I am sick. (It) makes me feel very secure, especially that I have no one here."

Education

"Education. Learning to work collectively in committees has opened a world of possibilities. There is nothing comparable to working with your neighbours to achieve shared goals. When all the people in the neighborhood are there to create a better way of living, the rewards are above measurement."

Friendships

"The social benefits are many. We know everyone in our (around 30) small co-op and work with them on the board and on committees. It's truly a community. It would be difficult to age in isolation here unless one chose to do so."

Stress

"Living in this co-op has caused me so much stress over one thing or another that it caused physical breakdown to the point I had to stop working and I had to go on ODSP."



Co-op managers identified other reasons why older members may not be involved in co-op gatherings:

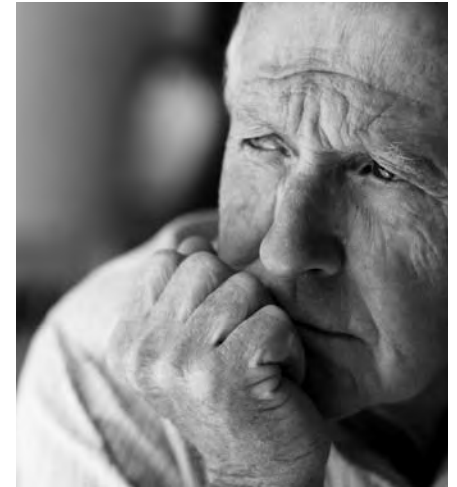
“They can no longer keep up with meetings, and the noise level bothers many of them.”

“Hearing problems at meetings seem to be a particular problem. Hearing aids don’t seem to work well when a large group of people are talking, so members feel embarrassed when they miss things that are said, or mishear things and respond incorrectly.”

“Older members seem to lack patience with co-operative processes and seem to be inflexible in their approach to issues.”

“A lot of our older members feel they have already donated their time and it is time for others to do the work.”

“Most have been here a long time and feel they have done their part.”



Members shared other comments, as well as their thoughts about the survey itself.

Other themes included:

- ❖ Concern for the future given the end of operating agreements and loss of subsidy.
- ❖ Concern that there are not enough suitable or accessible units in the co-op.
- ❖ Members enjoy the quality of life that comes from living in a co-op.
- ❖ Concern about poor governance practices and ineffective boards.

About the survey itself, common themes included:

- ❖ Members were pleased that the survey was distributed and that the co-op sector is interested in seniors’ issues.
- ❖ Members wondered how the survey results will tangibly impact older members living in housing co-ops.
- ❖ Members were pleased to be consulted about their housing experiences.



Other comments from co-op managers:

“Seniors are the backbone to our co-op. Their housing charges are ALWAYS paid on time. They easily participate in everything and are the driving force behind our co-op.”

“I have been here for five years as manager. I have felt that the prevailing opinion is that seniors who need extra care should go somewhere else where that care is provided. When I got the two grants for stair chair elevators, there were a number of comments that I am ‘turning this co-op into a nursing home.’ I have had a couple of ideas that would help the senior population to, for instance, access the laundry room more safely. These have been turned down so far.”

“We are very concerned about what will happen when there is no subsidy left to distribute. Our co-op has an aging population that will require more subsidy due to the fixed rate of senior’s income.”

“Our co-op is going all out for the children and not thinking about the feelings of the rest of the co-op. Seniors feel unwelcome.”

“Our co-op has more families than seniors, although we always do our best to treat the seniors with dignity and respect.”

“The seniors living at this co-op want their independence. Most only require assistance now and then and are proud to be able to manage on their own. They realize that this is not an alternative to a seniors’ home and don’t expect special modifications.”



E. Key Findings

The purpose of this project was to develop a unified picture of seniors in co-op communities and identify specific areas of need.

The survey data creates a clear picture of the value of living in co-operative housing as described by the more than 450 older co-op members who participated in the survey. Areas of specific need were clearly described by older members aging in their co-op communities and the many co-op managers that responded.

Co-op members are aging in place. And the co-op housing movement must become better equipped to help housing co-ops support their needs. The need for appropriate, affordable and accessible housing continues to grow.

And demand for subsidies to assist older low-income co-op households is of particular and increasing importance at a time when availability is declining. This is a major challenge to the co-op housing sector.

1. Older co-op members value and are satisfied with co-operative living.

The surveys found that housing co-operatives work very well for older co-op members in terms of the quality of housing and services received, and the social benefits.

Members expressed a high level of satisfaction with the overall condition of their units and their co-op's management. This includes satisfaction about response time to maintenance requests, and the level of courtesy and professionalism present in co-op communications. Older co-op members feel safe in their homes, within the co-op and in its shared outdoor spaces. And they are involved and valued members of their co-ops.

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The surveys' results confirm that housing co-ops meet their members' needs, with 35% of members planning on remaining in their co-op homes for at least another 10 years.

Older co-op members said that co-op living has improved their lives in a variety of meaningful ways including:

- ❖ financial stability
- ❖ the ability to live independently
- ❖ access to activities and entertainment
- ❖ contact with friends
- ❖ personal privacy
- ❖ a sense of personal safety.

The surveys' results confirm that housing co-ops meet their members' needs, with 35% of members planning on remaining in their co-op homes for at least another 10 years.

It is important to share this information within the co-op housing sector and include this in CHF Canada's work to ensure that low-income households can continue to live in housing co-ops. Over the next 10 to 15 years, many co-ops will face the end of their operating agreements and the loss of accompanying subsidy funding.

In addition, the co-op housing sector can lend its support to organizations working on aging in place, and encourage new and existing aging in place initiatives.



2. Older co-op members are involved in the governance of their co-op homes.

The key to good governance in any co-op is having a board of directors that has a strategic focus, is responsive to members' needs, and ensures meaningful member involvement. Survey results indicate that older co-op members are actively engaged in the governance of their co-ops, with many of them in leadership roles.

Co-op boards should understand the changing needs and abilities of their members: all members should be able to participate meaningfully in the governance of their co-op. CHF Canada can help co-ops better understand the barriers to involvement experienced by older members, including hearing impairment and mobility issues. Messaging about these barriers can be included in effective meeting and board training materials.

CHF Canada encourages co-op boards to understand the needs of all of their members in order to best meet their needs. This is especially important for older members whose housing needs are changing over time. Co-op boards can distribute a member satisfaction survey, available in the CHF Canada Resource Centre, and use the feedback to plan for the members' and the co-ops' future needs.

3. Most co-op members and housing co-ops have not made plans that include an aging membership.

The survey results clearly indicate that neither housing co-ops nor their older members have carried out significant long-term planning to address aging in place.

A total of 57% of members do not know how long they plan on remaining in their co-op, and 85% of co-ops do not have a plan for their long-term subsidy needs. Only 8% of members anticipate having to move to a smaller unit due to health or mobility reasons, and 5% anticipate having to move to an accessible unit.





Co-ops that engage in long-term planning to secure affordable, appropriate housing for older members can directly affect member uncertainty and stress about the future.

Many older members are still very able bodied and may not be aware of how aging may affect their housing needs (decreased mobility, loss of visions and hearing). The average age of survey respondents was 68.8, 57% of members live in multi-level units, and 57% do not know how long they plan to remain in the co-op. It is generally the case that seniors in the later stages of aging do require accessible units, or at the very least single-level units in elevatored buildings.

Housing co-ops must plan for a future that takes into account the stages of aging. CHF Canada's aging in place resources should include tools that help co-ops start thinking in a coordinated way about how they can assist their older members to age in place. CHF Canada has already created tools that would be especially useful in this context:

- ❖ the long-term subsidy calculation tool enables co-ops to identify their long-term subsidy needs and plan appropriately
- ❖ the long-term capital planning tool allows co-ops to plan for and make long-term investments in units to support aging in place.

Another priority is to share and discuss the survey's feedback on the HASI and RRAP-D programs with CMHC to potentially simplify and improve the application process for co-ops. Of the 162 co-ops that responded, only 17 had applied to these programs. CHF Canada can play an important role in promoting these programs: offering information and support to co-ops applying for program funding, and encouraging co-ops to consider these programs when planning for aging in place.

Strategic planning that is undertaken by a board of directors can have very real implications on the housing and uncertainty felt by older members. Co-ops that engage in long-term planning to secure affordable, appropriate housing for older members can directly affect member uncertainty and stress about the future.



4. There is a shortage of appropriate accessible units for older members within the existing co-op housing stock.

Older co-op members responding to the survey indicated that they lived in multi-level homes. And the majority of co-op managers reported that while the co-op had units modified for accessibility, on average less than 5% of the co-ops' units were accessible to residents with disabilities.

Housing co-ops are aging along with their members. In the near future, there may be opportunities for some co-ops to redevelop or expand. Co-ops should ensure that plans for redevelopment or expansion include smaller units and units modified for accessibility. New co-op development should be developed using the principles of universal design and visitability.

Co-ops should ensure that plans for redevelopment or expansion include smaller units and units modified for accessibility. New co-op development should be developed using the principles of universal design and visitability.

F. Next Steps

Based on the results of the Aging in Place surveys, the Aging in Place Committee recommends action in three areas to focus CHF Canada's efforts to support housing co-ops.

1. Advocacy – Engage in ongoing government relations efforts and support of public policy initiatives and organizations that encourage aging in place as a best practice.
2. Good Governance – Promoting and creating tools that support good governance in co-ops, especially those that increase awareness of the needs of older co-op members, and ensuring that co-ops include older members in governance and strategic planning.
3. Planning – Promoting planning tools for co-ops that support both the affordability and accessibility needs of their members as they age in place.



By thinking ahead and planning strategically, housing co-ops will be able to support their members to age in place.

F. Conclusion

Over the next few years the number of older members in housing co-ops will grow. Housing co-ops need to be ready so that they remain a good place for older members to live. The demand for both simple and more complex modifications to units and programs that support older members will also increase.

One of the biggest challenges ahead will be the end of government subsidies that support low-income households. And CHF Canada is working hard to ensure that housing co-ops will continue to be home to low-income households, many of whom will be older members.

CHF Canada along with its other sector partners must be prepared to support their member co-ops as they face these future challenges. By thinking ahead and planning strategically, housing co-ops will be able to support their members to age in place.







Table 1 THE AGE OF CO-OPS SURVEYED

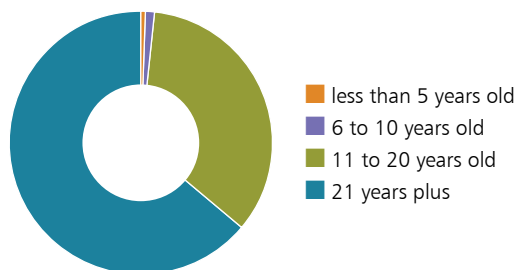


Table 2 ESTIMATED PERCENTAGE OF UNITS WITH MEMBERS AGED 60+ AND 70+

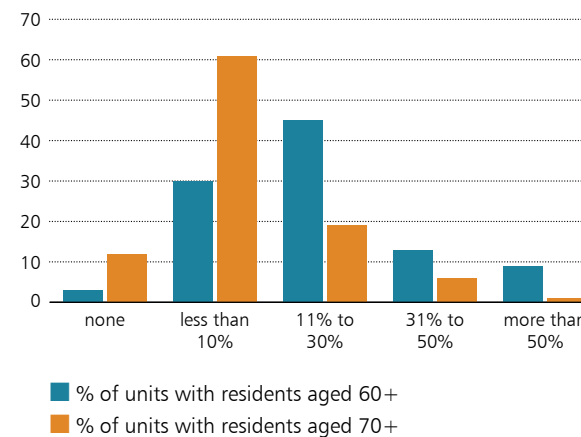


Table 3 KINDS OF HOUSING PROVIDED BY SURVEYED CO-OPS (%)

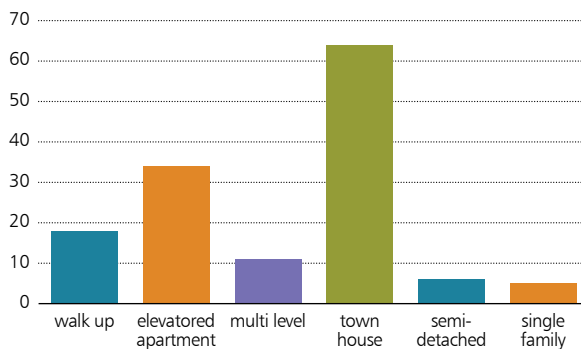


Table 4 MODIFICATIONS MADE BY CO-OPS FOR SENIORS—BY INSTANCE

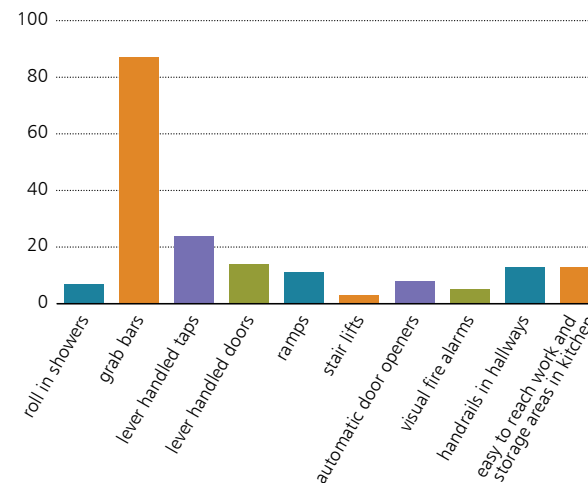




Table 5 DEGREE OF ACCESSIBILITY IN CO-OP COMMON AREAS (%)

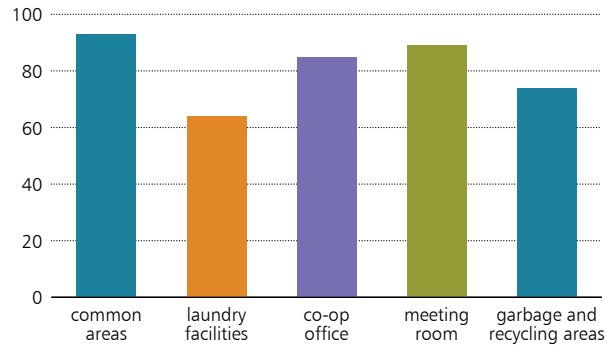


Table 6 KINDS OF INFORMAL SUPPORT PROVIDED BY NEIGHBOURS BY INSTANCE

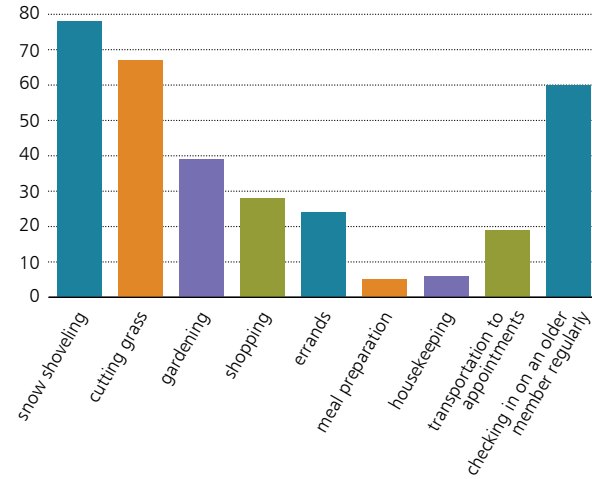


Table 7 HOW LONG MEMBERS HAVE LIVED IN THEIR UNITS AND CO-OPS (%)

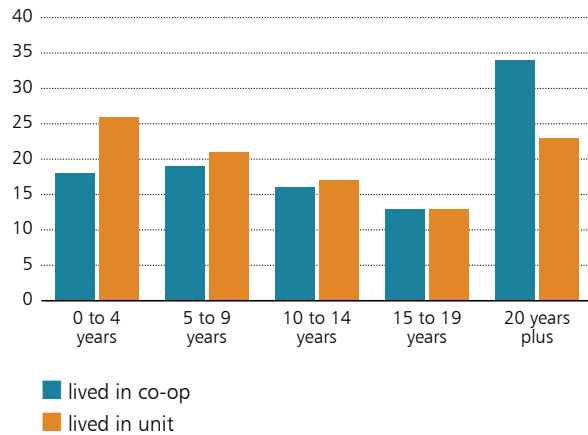


Table 8 HOW LONG MEMBERS PLAN ON REMAINING IN THEIR CO-OP (%)

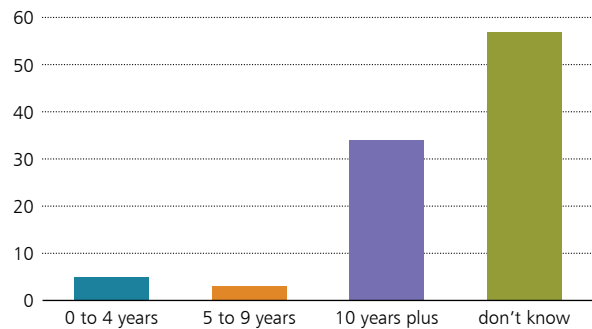




Table 9 MEMBERS ANTICIPATING THAT THEY WILL HAVE TO MOVE TO SMALLER OR ACCESSIBLE UNITS (%)

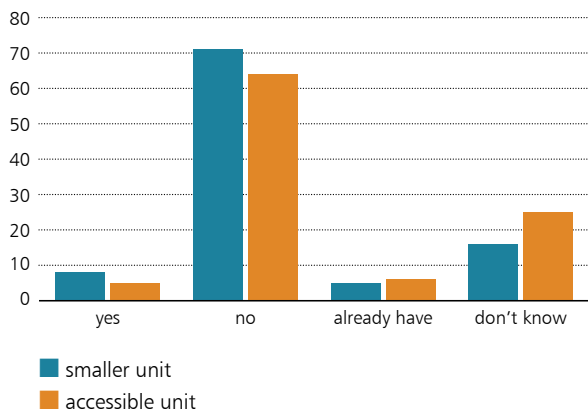
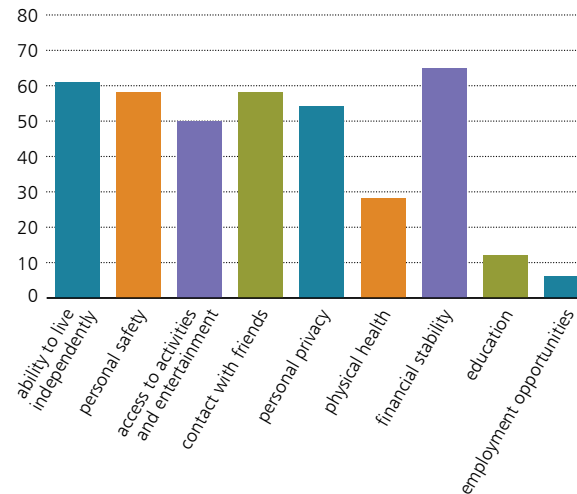


Table 10 MEMBERS WHO ANSWERED THAT LIVING IN A CO-OP HAD IMPROVED VARIOUS ASPECTS OF THEIR LIVES (%)





Appendix A

Aging in place:

A survey for co-op housing members 60+

CHF Canada is carrying out a survey to assist the Aging in Place Committee in determining the needs of seniors living in housing co-ops.

We are asking members aged 60+ to share their experience of living in a housing co-op as they grow older in their homes. Information gathered will be used to create an overall view of the supports, accommodations, and challenges experienced by co-op members as they age in place in our Canadian co-operative housing community.

The survey will take about 5–10 minutes to complete.

Please note that this survey is anonymous; information provided cannot be used to identify specific individuals.

1. About the member

1. What province/territory do you live in?

- Newfoundland
- New Brunswick
- Nova Scotia
- Prince Edward Island
- Quebec
- Ontario
- Manitoba
- Saskatchewan
- Alberta
- British Columbia
- Yukon
- Northwest Territories
- Nunavut

2. What town or city do you live in?

3. How many people live in your unit?

- Children under 18 _____
- Other adults _____

4. Do you live with a spouse?

- Yes
- No
- Prefer not to answer



5. How many years have you lived in your co-op?

- 0 to 4 years
- 5 to 9 years
- 10 to 14 years
- 15 to 19 years
- 20 years plus

6. How many years have you lived in your unit?

- 0 to 4 years
- 5 to 9 years
- 10 to 14 years
- 15 to 19 years
- 20 years plus

7. How long do you plan on remaining in your co-op?

- 0 to 4 years
- 5 to 9 years
- 10 years plus
- Don't know

8. Do you receive in-home support?

- Yes
- No

9. If you do receive in-home support, please check all that apply.

- Meal preparation
- Medical services
- Housekeeping
- Homecare
- Hairdresser

- Foot care specialist
 - Other. Please specify.
-

10. Do you have a therapy or guide dog?

- Yes
- No

11. Do you receive informal support from your co-op neighbours?

- Yes
- No

12. If you do receive informal support from your co-op neighbours, please check all that apply.

- Snow shoveling
 - Cutting grass
 - Gardening
 - Shopping
 - Errands
 - Meal preparation
 - Housekeeping
 - Transportation to appointments
 - Checking in regularly
 - Other. Please specify.
-
-

13. What is your age?



2. Your housing needs

1. Does the size of your unit meet your needs?
 - Yes
 - No

2. Do you think you will have to move to a smaller unit because of health or mobility reasons?
 - Yes
 - No
 - Already have
 - Don't know

3. According to your co-op's by-laws/rules, does your household size meet the occupancy standards for your unit?
 - Yes
 - No
 - Don't know

4. Do you anticipate having to move to a smaller unit in the co-op?
 - Yes
 - No
 - Already have
 - Don't know

5. Do you anticipate having to move to an accessible unit in the co-op?
 - Yes
 - No
 - Already have
 - Don't know

6. Do you think you will have to leave the co-op for any of the following reasons? (Check all that apply)
 - Health reasons
 - Shortage of suitable units
 - Housing charges are too high
 - Not enough subsidy available
 - Feeling unwelcome and/or not included in the co-op community
 - Other. Please specify.



3. Your unit

1. How would you rate your unit?

	Very dissatisfied	Somewhat satisfied	Satisfied	Very satisfied
General maintenance				
Size				
Safety hazards				

2. Have you requested any modifications to your unit to accommodate health-related issues?

- Yes
- No

3. If you have requested modifications, please check all of the following that apply.

- Roll in showers
- Garb bars in washrooms
- Lever-handled taps
- Lever-handled doors
- Ramps
- Stair lifts
- Automatic door openers
- Visual fire alarms

- Handrails in hallways
 - Easy-to-reach work and storage areas in the kitchen
 - Other. Please specify.

4. Did the co-op make the requested modifications?

- Yes
- No
- Not applicable

If the co-op did not make the requested modifications, were you told why? Please explain.

5. Is your unit designated by the co-op as accessible?

- Yes
- No

6. Is your home on one level or more than one level?

- One level
- More than one level



7. Are you able to access your co-op's:

	Yes	No	Not applicable
Common areas			
Laundry facilities			
Office			
Meeting room			
Garbage and recycling areas			

8. Are any of the co-op's units inaccessible to you?

- Yes
- No
- Some

4. You and your co-op community

1. How included do you feel in your co-op's activities?

- Not at all included
- Somewhat included
- Included
- Very included

2. How are you involved in your co-op? (check all that apply)

- Board member
- Attend members' meetings regularly
- Delegate to federation or CHF Canada
- Committee member
- Other. Please specify.

3. How safe do you feel?

	Very unsafe	Somewhat safe	Safe	Very safe
In your unit				
Inside the co-op's buildings and interior common areas				
In the co-op's shared outdoor spaces				



4. Please rate your level of satisfaction with the following services your co-op provides:

	Very dissatisfied	Somewhat satisfied	Satisfied	Very satisfied
Response time to repair requests				
Response to housing inquires (such as internal move applications), suggestions or requests				
Quality of repairs or requested modifications to your unit				
Eliminating safety hazards (e.g. replacing exterior light bulbs, ice removal)				
Providing information on a regular basis (board reports, notice of upcoming meetings)				
Level of courtesy and professionalism in the co-op's communications				

5. Has living in a housing co-op improved your: (check all that apply)

- Ability to live independently?
- Personal safety?
- Access to activities and entertainment?
- Contact with friends?
- Personal privacy?
- Physical health?
- Financial stability?
- Education?
- Employment opportunities?
- Other. Please specify.

6. Is there anything else you would like to add?

7. Please share with us any comments you have about this survey.



Appendix B

Aging in place:

A survey for managers of housing co-ops

CHF Canada is carrying out a survey to assist the Aging in Place Committee in determining the needs of seniors living in housing co-ops.

Information gathered will be used to create an overall view of the accommodations, supports and challenges experienced by co-op members aging in place.

We encourage managers, or other individuals responsible for managing the co-op to take 10-15 minutes to complete this survey.

Managers working with more than one co-op are asked to complete a separate survey for each co-op.

1. About your co-op

1. Your co-op's name

2. Province/territory

- Newfoundland
- New Brunswick
- Nova Scotia
- Quebec
- Ontario
- Manitoba
- Saskatchewan
- Alberta
- British Columbia
- Yukon
- Northwest Territories
- Nunavut

3. How old is the co-op?

- Less than 5 years old
- 6 to 10 years
- 11 to 20 years old
- 21 years plus

4. Is it a seniors' co-op?

- Yes
- No



5. If your co-op is a seniors' co-op, how old must an applicant be to be eligible to move into your co-op?
- 50 years old
 - 55 years old
 - 60 years old
 - 65 years old
6. If your co-op is not a seniors' co-op, what percentage of units are designated for seniors?
- None
 - Less than 5%
 - 6% to 10%
 - 11% to 25%
 - More than 26%
7. Are a percentage of the co-op's units designated for members with disabilities?
- Yes
 - No
8. If yes, what percentage of units is designated for members with disabilities?
- None
 - Less than 5%
 - 6% to 10%
 - 11% to 25%
 - More than 26%
9. What is the (estimated) percentage of units where at least one of the residents is over the age of 60?
- None
 - Less than 10%
 - 11% to 30%
 - 31% to 50%
 - More than 50%
10. What is the (estimated) percentage of units where at least one of the residents is over the age of 70?
- None
 - Less than 10%
 - 11% to 30%
 - 31% to 50%
 - More than 50%
11. Please describe your co-op by unit type
- Number of studio units _____
- Number of 1 bedroom units _____
- Number of 2 bedroom units _____
- Number of 3 bedroom units _____
- Number of 4 bedroom units _____
- Number of 5 bedroom units _____
12. Please describe your co-op by housing type. (Check all that apply)
- Walk-up apartment
 - Elevator apartment
 - Multi-level apartment with stairs
 - Town house
 - Semi-detached
 - Single family



13. What are your co-op's occupancy standards for single person households? (Check all that apply)

- 1 person may occupy a 1 bedroom or studio unit
- 1 person may occupy a 2 bedroom unit
- 1 person may occupy a 3 bedroom unit
- The co-op has no occupancy standards
- Occupancy standards only apply to persons receiving a subsidy
- Don't know

14. What are your co-op's occupancy standards for couples and roommates? (Check all that apply)

- A couple may occupy a 1 bedroom unit
- A couple may occupy a 2 bedroom unit
- A couple may occupy a 3 bedroom unit
- 2 roommates may occupy a 2 bedroom unit
- 2 roommates may occupy a 3 bedroom unit
- Co-op has no occupancy standards
- Occupancy standards only apply to persons receiving a subsidy
- Don't know

15. Does your co-op allow members to live in a larger unit if a surcharge is paid?

- Yes
- No

16. Has the co-op developed a plan identifying its long term subsidy needs?

- Yes
- No

2. Seniors in your co-op—meeting their housing needs

1. Does your co-op have a plan to help its members remain in their co-op homes as they age in place?

- Yes
- No

If yes, please describe

2. Does your co-op make the following modifications upon request? (Check all that apply)

- Roll-in showers
- Grab bars in washrooms
- Lever-handled taps
- Lever-handled doors
- Ramps
- Stair lifts
- Automatic door openers
- Visual fire alarms
- Handrails in hallways
- Easy-to-reach work and storage areas in the kitchen
- Other. Please specify.



3. In the past five years has your co-op received funding to modify units? Check all programs that apply.

- Home Adaptations for Seniors' Independence (HASI)
- Residential Rehabilitation Assistance Program for Persons with Disabilities (RRAP)
- None of the above
- Other programs. Please specify.

4. Please tell us a bit about your experience with these funding programs. For example: Was the application process complicated? How quickly did you receive the funding?

5. Are the following areas of the co-op fully accessible to all members? (Check all that apply)

- Common areas
- Laundry facilities
- Co-op office
- Meeting room
- Garbage and recycling areas

6. In the last year, did any resident over the age of 60 move out of the co-op for any of the following reasons: (Check all that apply)

- The co-op was no longer able to meet their housing needs
- No subsidy available
- No smaller units available
- Unit accessibility issues (e.g.: unable to use stairs, lack of ramp)
- Housing charges too high unable to live independently
- Feeling unwelcome and/or not included in the co-op community
- Moving closer to extended family or other support network
- Other. Please specify.

7. Does the co-op maintain an internal waiting list?

- Yes
- No

8. Does the housing co-op have plans to redevelop or expand?

- Yes
- No

9. If the co-op has plans to redevelop or expand, do these plans include increasing the number of smaller units?

- Yes
- No

10. Please tell us more about why you chose to develop or expand.



3. Seniors and your co-op community

1. Has the co-op co-ordinated with social service or health care providers to provide care for residents over 60?

- Yes
- No

If yes, please describe.

2. Has the co-op collaborated with other housing providers to provide care for residents over 60?

- Yes
- No

If yes, please describe.

3. Has the co-op co-ordinated any programs specifically for residents over 60?

- Yes
- No

4. If yes, check all that apply:

- Flu clinics
- Social events
- Organized group grocery/shopping trips
- Collective kitchen
- Homecare
- Meal preparation
- Medical services
- Housekeeping
- Hairdresser
- Foot care specialist
- Nurse/doctor visits
- Other. Please specify.

5. Are any informal supports provided by neighbours assisting neighbours to age in place?

- Yes
- No

6. If there is informal support provided by neighbours, please check all that apply:

- Snow shoveling
- Cutting grass
- Gardening
- Shopping
- Errands
- Meal preparation



- Housekeeping
- Transportation to appointments
- Checking in on a senior regularly
- Other. Please specify.

7. Compared to the average member, are residents aged 60 and over in your co-op community more, less or equally involved:

	More	Less	Equally
In the governance of the co-op			
In other co-op activities			

8. Do you think any of the following are keeping seniors from being involved in co-op gatherings?

- Meeting times
- Meeting locations
- Mobility issues
- Feeling unwelcome
- Health issues
- Other. Please specify.

9. Is there anything else you would like to add?

10. Please share with us any comments you have about this survey.



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