

# BRIGHTSIDE 2020 RESIDENT SURVEY RESULTS

Feb 2021

Prepared by SFU Research Team



# OVERVIEW OF BRIGHTSIDE 2020 RESIDENT SURVEY

Target population	Municipality	Survey Tool & responses per tool	Survey Language & responses per language	Duration of data collection	Number of survey questions & sections	Response rate
26 buildings (871 units)	Vancouver	- Paper: 219 - Online: 4 - Phone: 0	- English: 210 - Russian: 1 - Chinese: 12	11 August to November 2020	47 questions	25.6 % (223 responses)

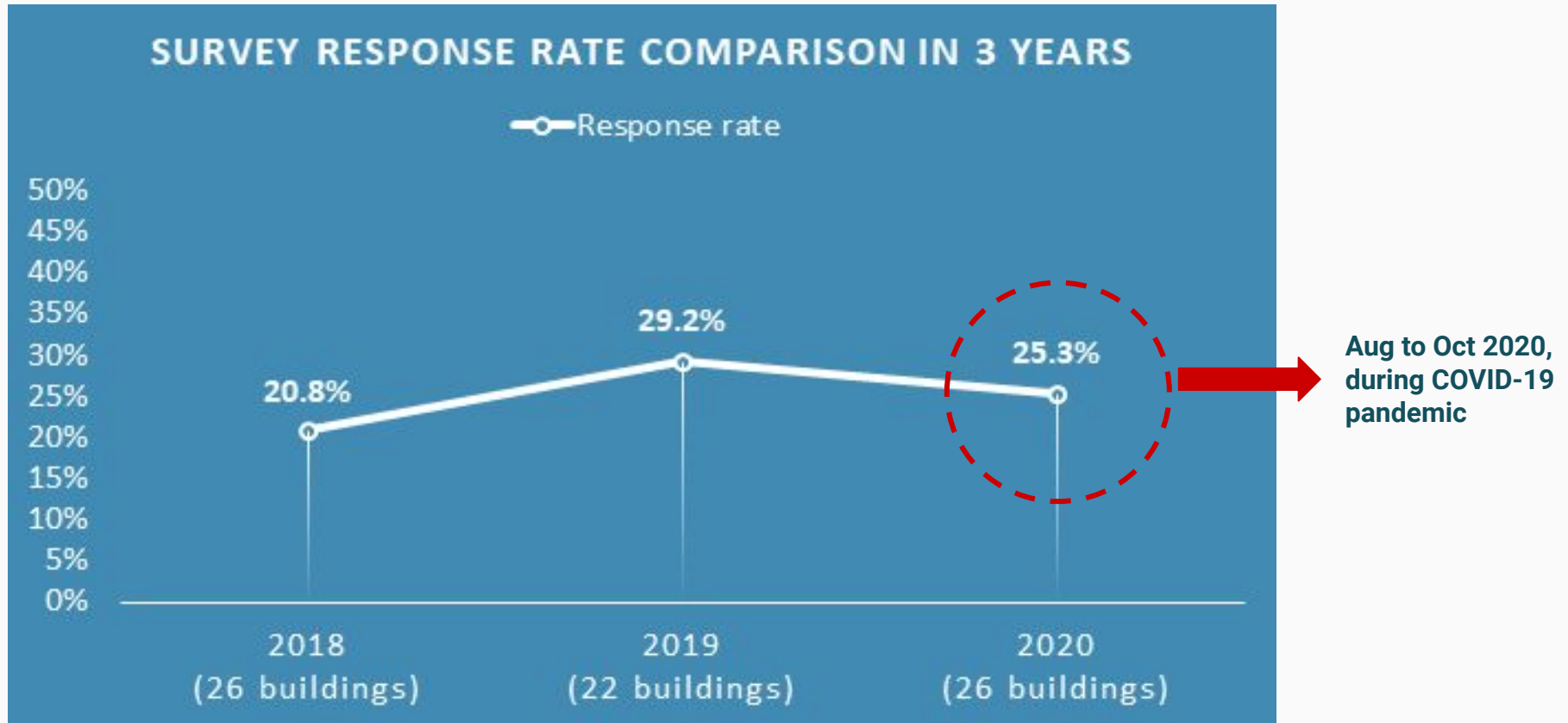
\*\*\* We received 3 of the completed paper English surveys after the closing date deadline (5 October 2020). These results were provided to Brightside to include all the residents' input.

\*\*\* The result of this report is based on the 220 responses collected by 5 October 2020 (25.3% response rate).

## 2020 Survey Sections

- Demographics
- Impacts of COVID-19
- Housing and Infrastructure
- Communication and Operation
- Health and Well-being
- Social Connections and Sense of Belonging and Safety

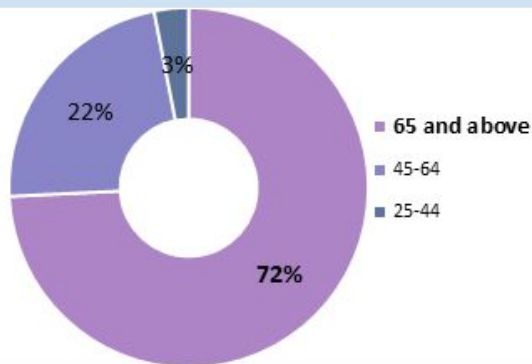
# COMPARISON OF BRIGHTSIDE SURVEY RESPONSE RATES



# DEMOGRAPHIC PROFILE

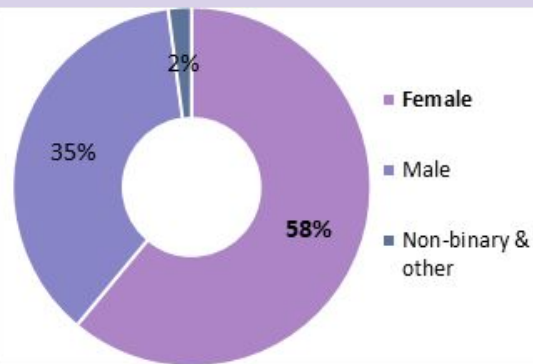
## AGE (N=213)

- **72% are 65 and above**
- 22% are 45-64
- 3% are 25-44



## Gender (N=212)

- **58% are female**
- 35% are male
- 2% non-binary and other



## Ethnicity (N=212)

- **White 62%**
- **Chinese 15%**
- Latin American 3%
- Indigenous 2%
- Southeast Asian 2%

## Household composition (N=211), (N=202)

- **Single-person household 85%**
- 2 to 4 people in the household 10%
- **No children under age of 18 in the household 94%**
- 1 or 2 children under 18 in the household 3%

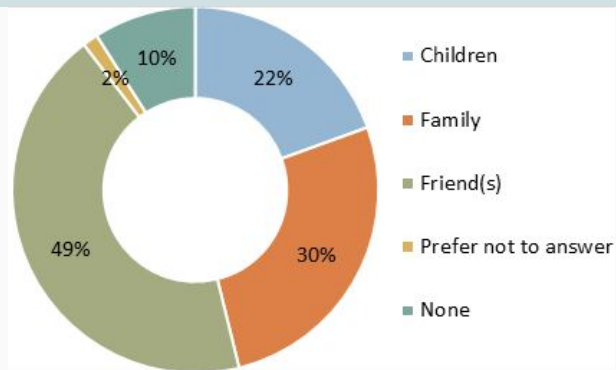
## Relationship status (N=204)

- **Many of the respondents (49%) are single.**
- **27% are divorced/separated, and 12% are widowed.**
- 8% reported they are married or living common law.
- Other (1%) reported they have a partner but living apart (e.g. partner living in a nursing room).

# DEMOGRAPHIC PROFILE

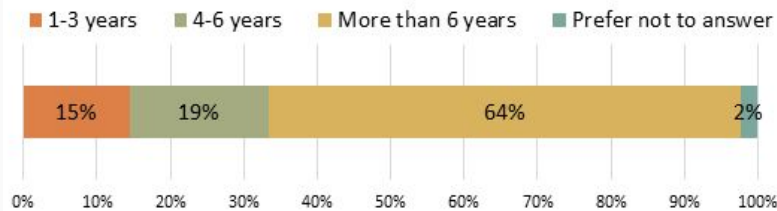
## Social supports nearby (N=197)

- 10% have no social supports nearby



## Length of tenure (N=213)

- 15% are new to Brightside



## Sub-population of interest (N=204)

- Seniors 79%
- People with disabilities 26%
- Poor mental health 11%
- LGBTQ2+ 7%
- People who have experienced homelessness 7%
- Indigenous peoples 6%

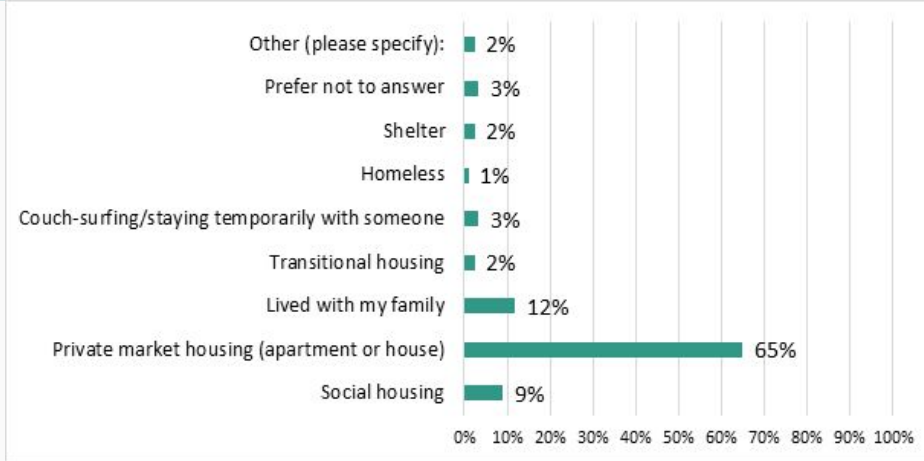
## Top languages spoken at home (N=214)

- English 80%
- Cantonese 11%
- Mandarin 7%
- French 6%
- Spanish 4%
- Russian 2%
- Vietnamese 2%

# DEMOGRAPHIC PROFILE

## Housing type before moving to Brightside (N=213)

**Other previous housing type:** living in a car, a garage, a hotel.



## Municipality before moving to Brightside (N=217)

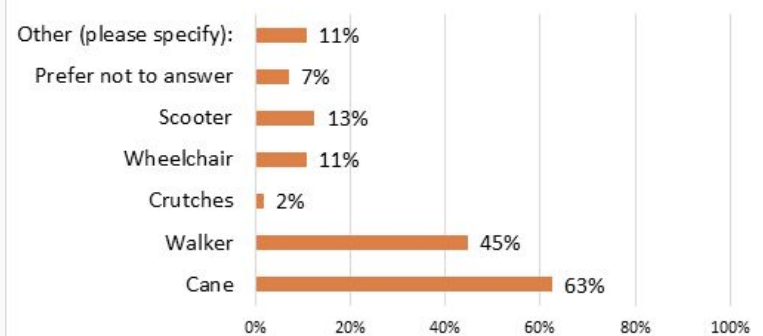
- **About 80%, lived in Vancouver before moving to a Brightside building.**
- **Other top municipalities among the responses are Burnaby, Richmond, and North Vancouver, respectively.**

## Mobility aid (N=212)

**24% use mobility aids while walking**

## Mobility aid type (N=56)

- **63% use a cane**
- **45% rely on a walker**
- **Other mobility aids:** Braces, walking poles, power wheelchair, two canes, white cane for the blind.



# DEMOGRAPHIC PROFILE

## Employment status

### Current paid work (N=211)

- **83% of respondents are retired or not doing any paid work currently.**
- **Only 3% of respondents are doing full-time jobs and 9% work in part-time jobs.**

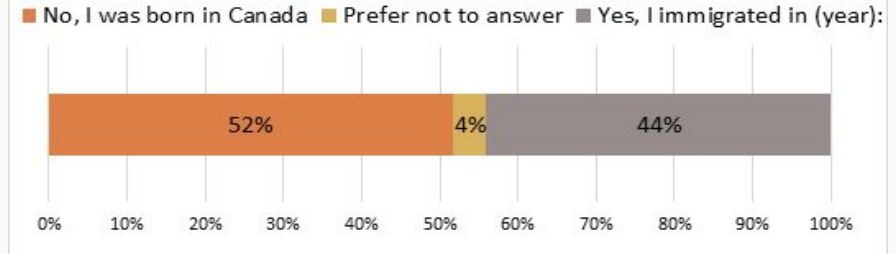
### Current volunteer work (N=212)

**79% are not doing any volunteer work currently. Some of them mentioned the pandemic as the reason for not doing volunteer work.**

**15% said they do part-time and 1% reported doing full-time volunteer work.**

## Immigration status (N=211)

### • **Immigrants to Canada 44%**



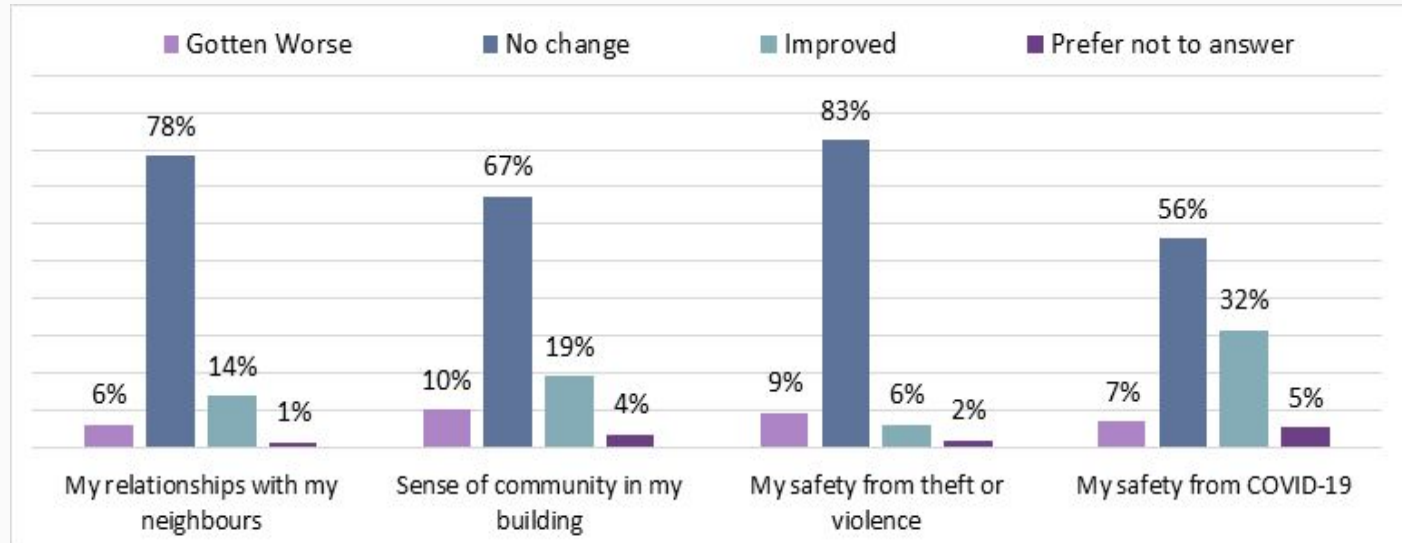
## Education (N=211)

- **More than half of respondents (59%) have some college and university education, university degrees, or a technical diploma.**
- **18% of respondents have a high school diploma**
- **14% did not complete high school.**

# IMPACTS OF COVID-19

## Sense of community and safety (N=214)

- The majority reported no change in the following indicators.
- 9% reported their safety from theft or violence and 10% reported their sense of community in their buildings have gotten worse during COVID-19 pandemic.

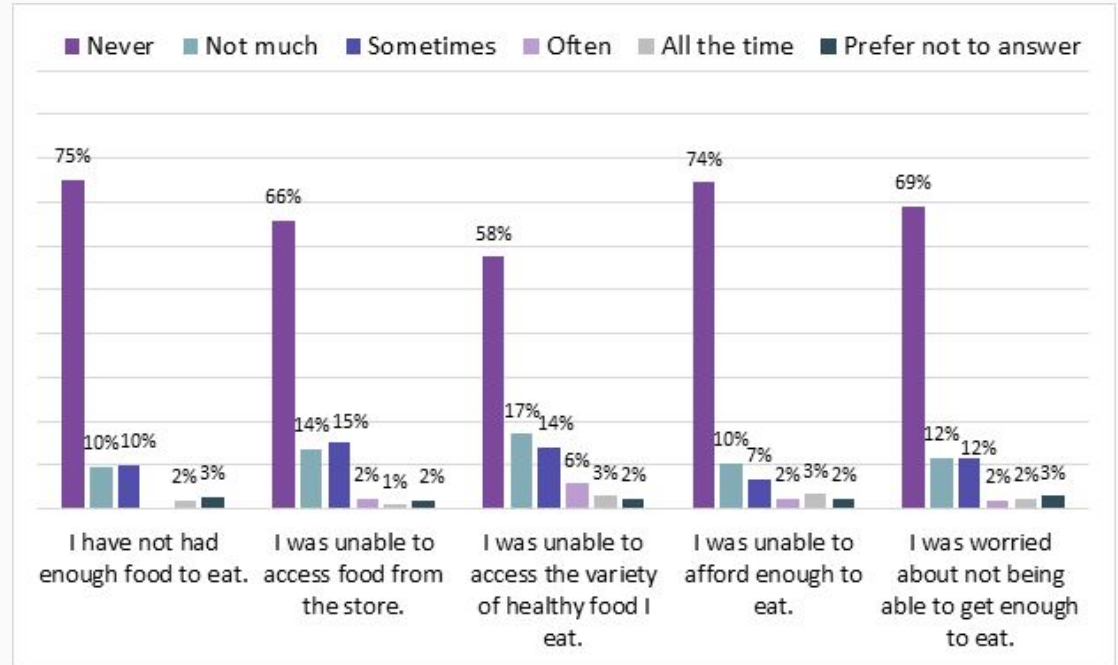




# IMPACTS OF COVID-19

## Food security (N=215)

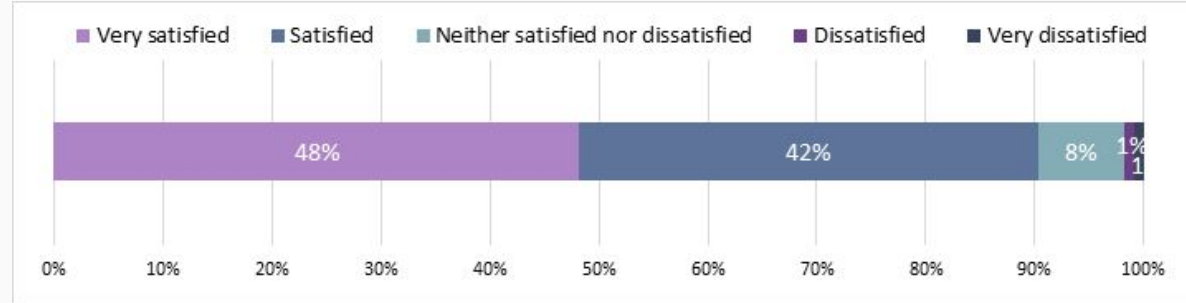
- Over two thirds of respondents (68%) reported no experience of food insecurity during the pandemic
- An average of 28.8% experience some levels and forms of food insecurity.
- 2% of the respondents reported that they experience a form of food insecurity all of the time.
- 40% not able to access the variety of healthy food they wished all of the time, and 32% not always able to access food from the store.



# IMPACTS OF COVID-19

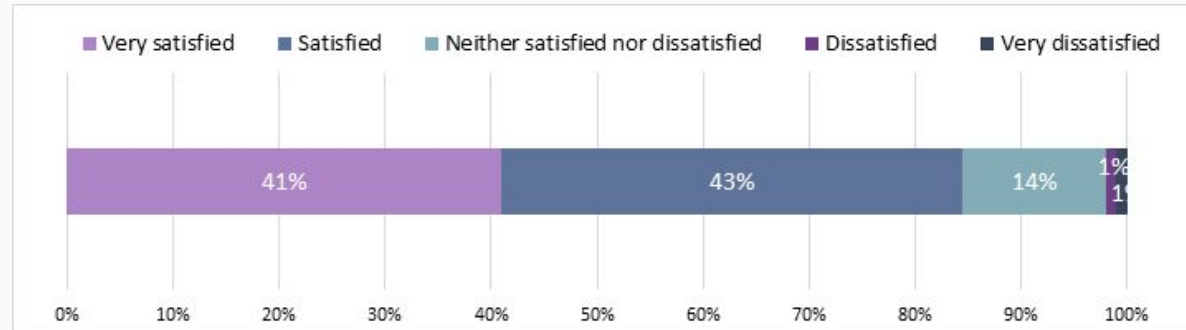
## Satisfaction with Brightside COVID-19 information (N=218)

- 90% reported being satisfied or very satisfied.
- Only 2% reported some degree of dissatisfaction.



## Satisfaction with Brightside COVID-19 brief (N=205)

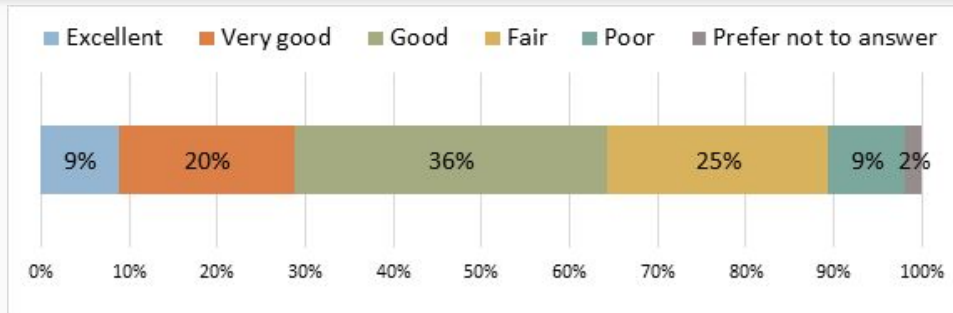
- 84% of the respondents reported being satisfied or very satisfied with the COVID-19 briefs.
- Only 2% reported some degree of dissatisfaction.



# HEALTH & WELLBEING

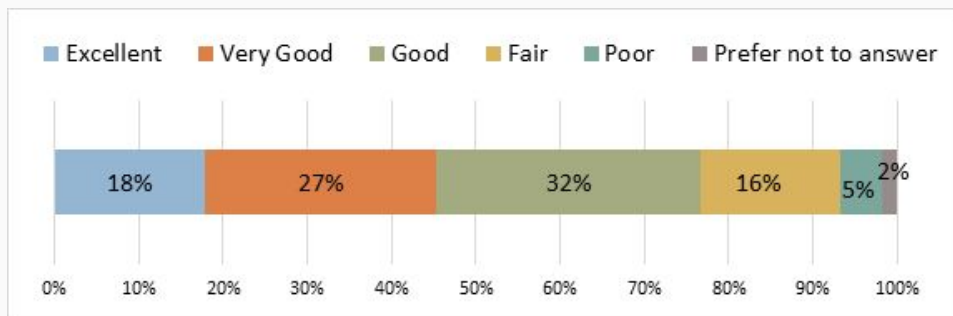
## Physical health (N=216)

- Two thirds (65%) reported good, very good, or excellent physical health.
- One third (34%) had fair to poor physical health.



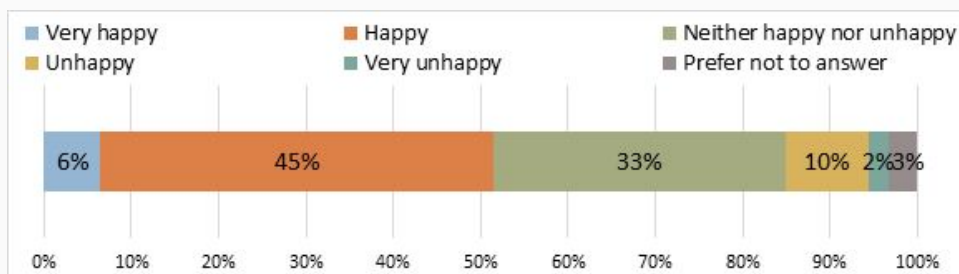
## Mental health (N=219)

- 77% reported good, very good, or excellent mental health.
- 21% had fair to poor mental health.



## Happiness (N=218)

- Half of the respondents (51%) reported feeling happy or very happy these days.
- 12% are very unhappy or unhappy.
- 33% are neither happy nor unhappy.



# HEALTH & WELLBEING

## Needs for supports for independent aging in-place (N=186)

- Assistance with in-suite maintenance: 41%
- Assistance with in-suite cleaning: 34%
- Grocery shopping: 18%
- Following/taking medication: 14%
- Meal preparation: 11%
- Personal care: 8%
- Other (38%): Similar to the comments in boxes

## Current home supports accessed by residents currently (N=207)

- 75%, reported that they do not access any home supports. Some reported barriers: lack of knowledge/money
- The respondents use food delivery (6%) and cleaning services (5%) more than other supports.
- Daily nurse (1%), weekly nurse (4%), outreach worker (3%)
- Other (12%): a family member/friend, counselor, peer support worker.

## Other health and wellness needs (N=207)

11% reported having other health and wellness needs that Brightside may be able to help meet.

**Conflict resolution:** *More peace and less noise made by other tenants in the building, managing neighbours with abusive behaviour.*

**Communication:** *language (especially Chinese), help with the government annual income application. Notices such as water shutoffs should be provided to all suites directly.*

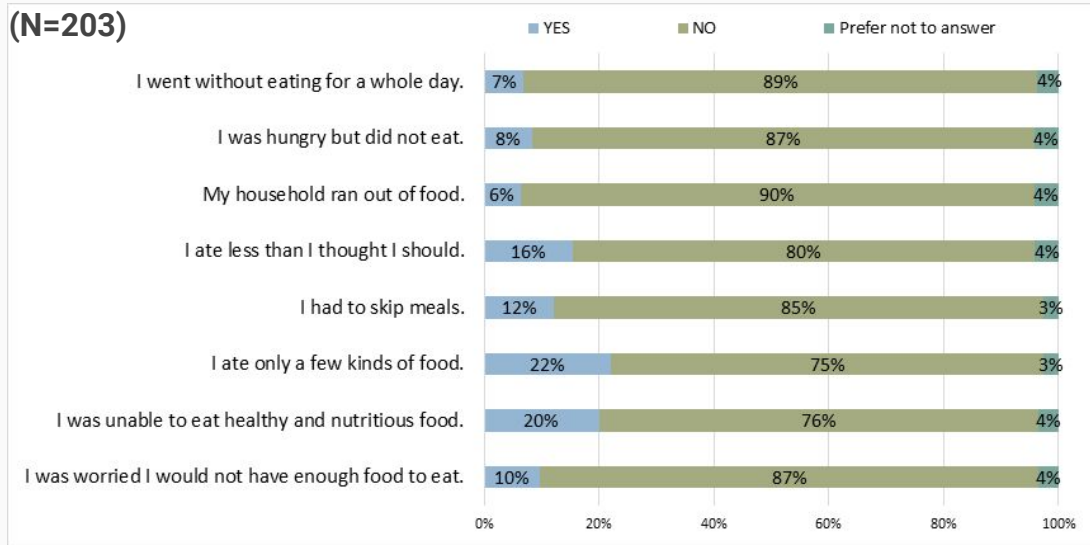
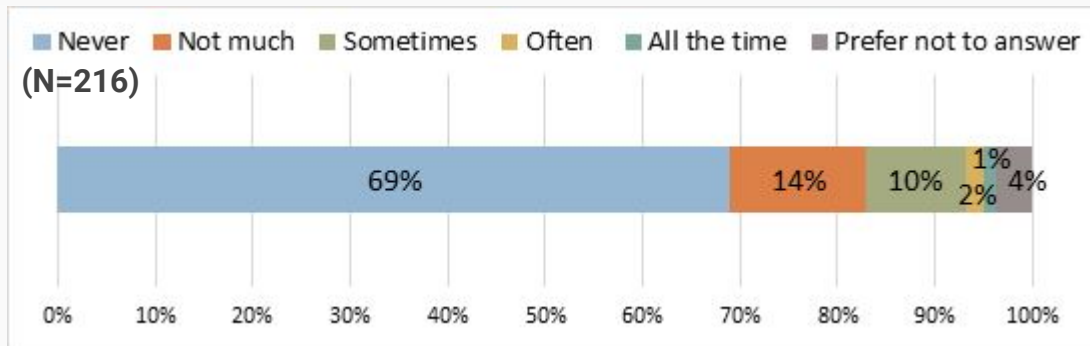
**Accessibility:** *On-site caretaker, help with laundry and in-suite maintenance, nurse, remote door openers, technology-based needs (cell phone, computer access and learning).*

**Health:** *Mental and physical checkups, nutritionist, dental check, regular wellness check.*

# HEALTH & WELLBEING: Food Security

## Eating less because of affordability in the last 12 month

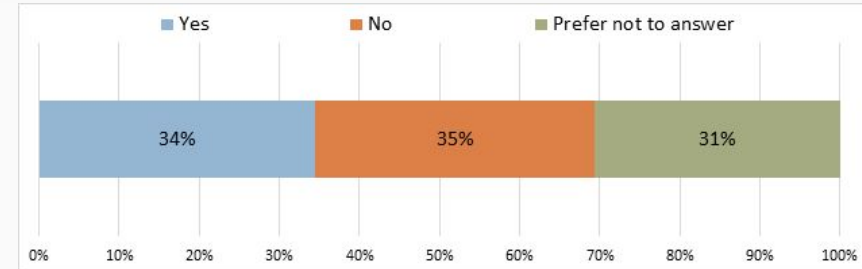
- 69% never experienced eating less than they felt they should because of not being able to afford food.
- 27% reported food insecurity due to affordability to some degree.
- An average of 21% ate only a few kinds of food/were unable to eat healthy and nutritious food.
- About 13% ate less than they should have, skipped meals, or were worried about not having enough to eat.
- About 7% said they were hungry but did not eat, went without eating for a whole day, or that their household ran out of food.



# SOCIAL INTERACTION & SENSE OF BELONGING

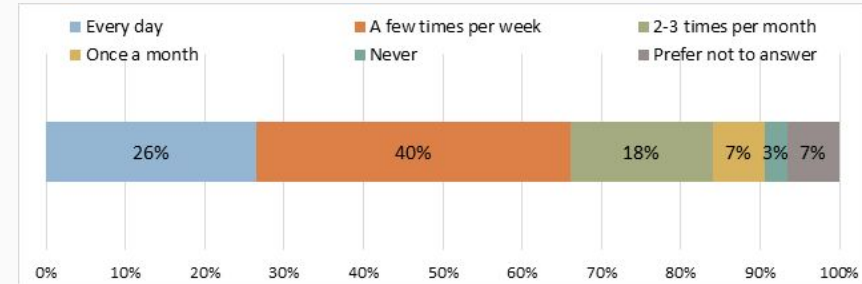
## Willingness to get to know neighbours better (N=209)

- 35% do not seek to get to know their neighbours better.
- Among the 66% who responded No or Prefer not to answer, maintaining privacy is the main reason for unwillingness.



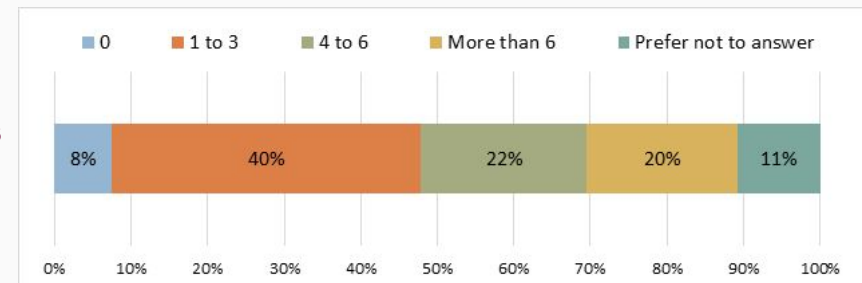
## Frequency of conversation with neighbours (N=212)

- 40% have conversations with their neighbours a few times per week.
- Surprisingly, 3% reported never having conversations with their neighbours.



## Number of close friends (N=213)

- The most common number of friends (40%) is 1 to 3 friends
- 22% have 4 to 6 friends, and 20% have more than 6 friends.
- 8% have no friends.

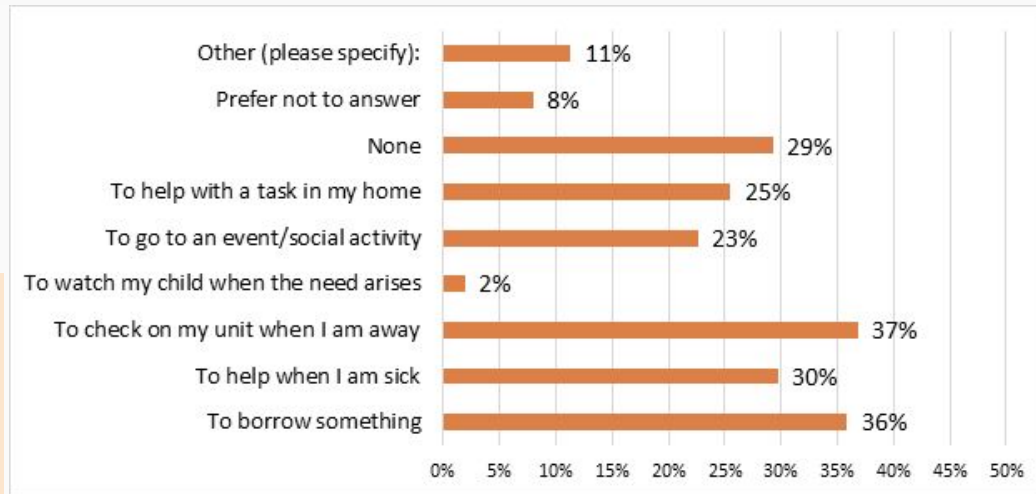


# SOCIAL INTERACTION & SENSE OF BELONGING

## Feeling comfortable to ask neighbours for a favour/to do a common activity (N=212)

- **29% do not feel comfortable asking anything.**
- **Others say: checking on their units (37%), to borrow something (36%), help when sick (30%)**

**Other favours:** *checking/collecting mail, small delivery/shopping, asking/offering help in time of emergency, asking for information/translation assistance.*



## Perceptions of sense of belonging, safety, loneliness (N=213)

- **78% agree/strongly agree that they feel safe living in their building.**
- **69% agree/strongly agree that they feel safe about their belongings in the building.**
- **63% feel welcome and/or have a sense of belonging in the building community.**
- **Only 30% agree/strongly agree that residents in Brightside buildings work together to solve conflicts.**
- **19% think residents do not work together to solve conflicts.**
- **16% do not have a close relationship that gives them emotional security.**
- **14% of the respondents feel lonely.**

# SOCIAL INTERACTION & SENSE OF BELONGING

## Place of conversation (N=208)

\*\*\* Residents reported having conversations in places including:

- Lobby
- Hallway
- Laundry room
- Outside of the entrance/building
- Amenity room
- Yard
- Garage
- Building stairs
- Outside/by the elevator
- Cemented area at top of building

In a common area in my building, 82%

In the community garden,  
24%

In my  
neighbour's  
suite, 9%

Out in the  
city, 11%

In my suite, 5%

## Unsafe areas in the building (N=205)

23% identified some areas in their buildings that make them feel unsafe.

**Areas:** Entrance, alley, backyard, garage, storage, laundry, elevator, stairs.

**Reasons:** Darkness of the area and lack of light, addiction behaviors.



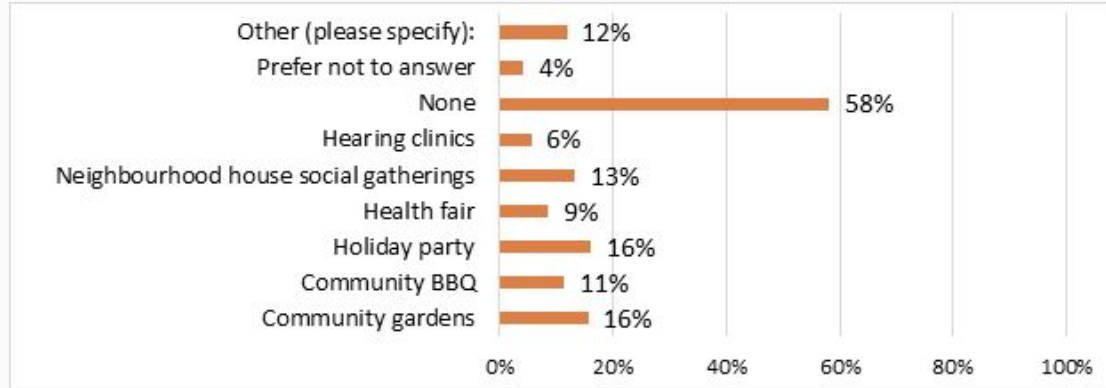
# SOCIAL INTERACTION & SENSE OF BELONGING: Brightside programs

## Brightside programs that residents participated in over the last year (N=210)

- **Community gardens 16%**
- **Holiday party 16%**
- **Neighbourhood social gatherings 13%**

### **58% did not participate in any because of:**

*Being busy, not knowing the locations, not knowing how to attend, not leaving the home often or when it is dark, not feeling well, or because there were no wheelchair services offered.*



## Feedback on the programs (N=71)

- **77% strongly agree/agree they enjoyed the event and look forward to the next one.**
- **76% believe the time of the event was convenient for them.**
- **Around 3% strongly disagreed with that Brightside made it easy to get to the event.**
- **2% strongly disagreed that the events were inclusive of all residents.**

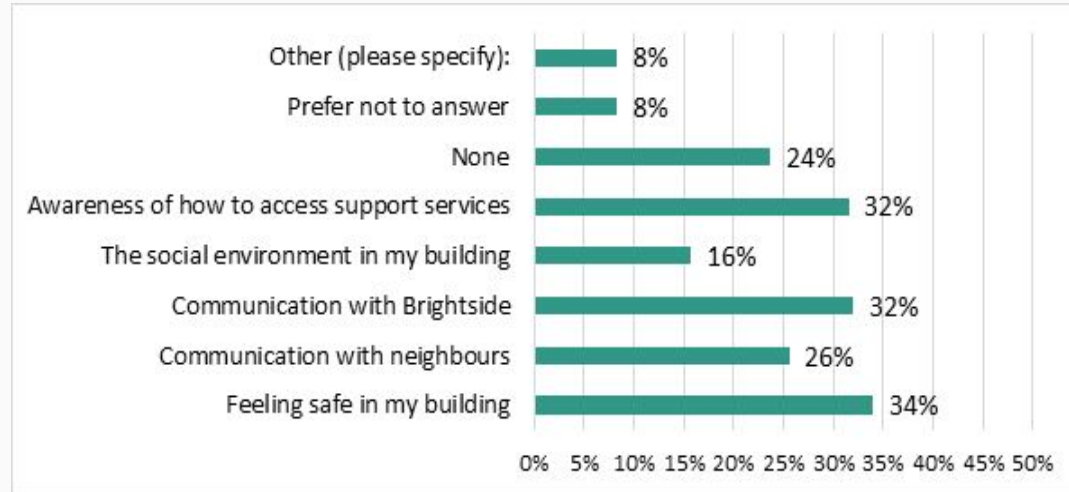
# SOCIAL INTERACTION & SENSE OF BELONGING: Brightside programs

## Improvements of the following areas since the launch of Brightside programs (N=203)

Feeling safe in the building (34%), Awareness of how to access support services (32%), Communication with Brightside (32%)

24% do not see improvements in any of the areas, since the launch of Brightside programs.

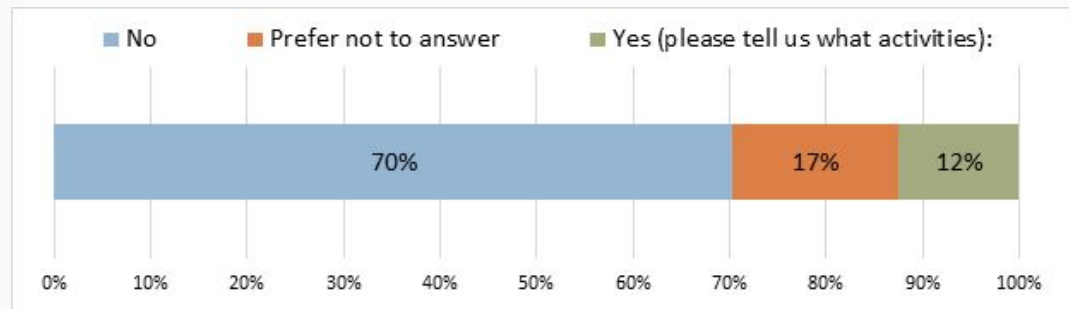
**Reasons:** *No help given after accessing the services, not knowing how to participate, the timing of programs (mostly weekdays rather than weekends), COVID-19 restrictions.*



## Spending time with neighbours since the launch of Brightside programs (N=209)

12% reported spending more time with their neighbours.

**Activities:** Talking, walking, shopping, gardening, having coffee/meal together.



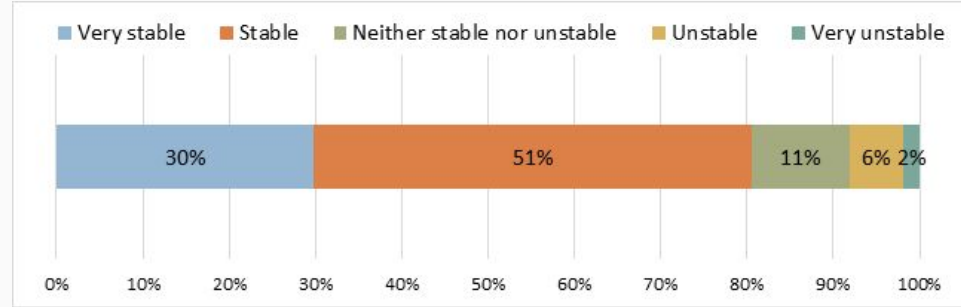
# HOUSING AND INFRASTRUCTURE

## Current housing stability (N=209)

- 81% very stable/stable housing situations.

8% unstable/very unstable housing situations.

**Reasons:** building demolition and resident relocation (the main issue), income review stress and bank statement hardship, uncertain job and financial outlook.



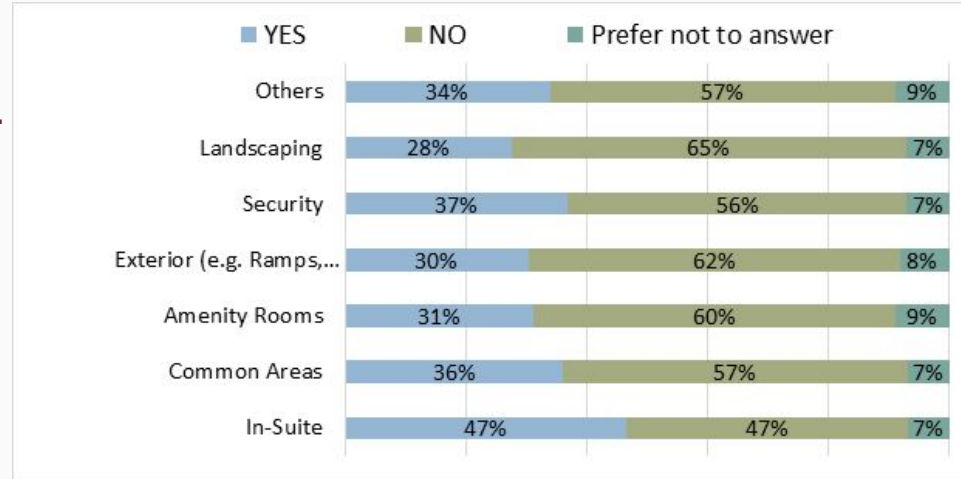
## Maintenance and improvements needed (N=209)

- In-suite maintenance (47%), security (37%) & common areas (36%) are the most common requested areas for maintenance and improvements.

### Improvement suggestions by respondents:

On-site manager to address security, emergency, and home care service. Following up with requests, upgrading and renovations, and cleaning (buildings are old).

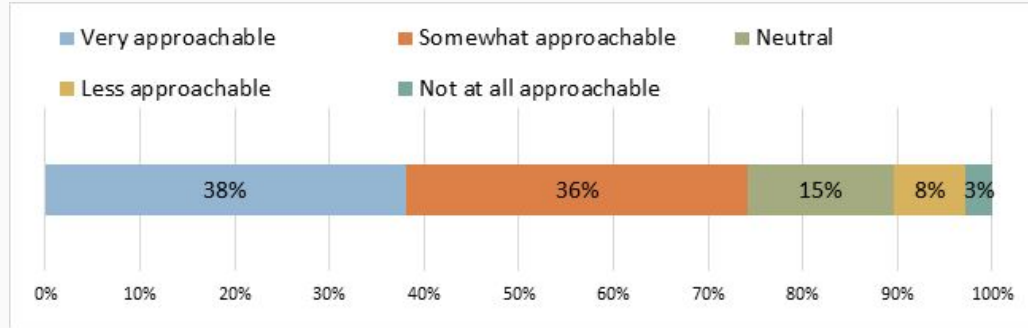
Accommodating amenity rooms with facilities for socializing. Providing gardening beds.



# COMMUNICATION & OPERATION

## Brightside approachability (N=213)

- 74% of respondents reported Brightside as being very or somewhat approachable.
- 11% believe that Brightside is less or not at all approachable.



## Ratings of communication with Brightside departments (N=206)

- The operations (67%), accounting (63%), administration (62%), community development (55%), and residential relocation (32%) departments were rated good or excellent.
- 18% rated the residential relocation department as fair or poor, the largest negative response.

## Communication & Operation improvement suggestions by respondents (N=206)

- More and faster follow-ups with residents' complaints and requests, one-on-one communications.
- Verbal communications with more dignity, respect, compassionate, non-threatening.
- On-site caretaker for security, conflict resolution, and addressing repair requests.
- Staffing able to speak top priority languages to permit better communication with residents.
- More social gatherings in the amenity space of the building and accessible events managed by Brightside.

# COMMUNICATION & OPERATION

## Ways that respondents communicate with Brightside (N=206)

### All the time, Often, or Sometimes

- Notice dropped at the apartment: 77%
- Phone: 66%
- Newsletter: 62%
- Notice on the boards: 59%

### Never or infrequently

- Email: 68%
- One-on-one meetings: 63%

*“Most of these communications are one-way, from Brightside to residents, not residents with Brightside. The residents are not allowed to touch the notice boards in the building common areas as an example.” resident*

## Willingness to have regular communication via email (N=205)

- 34% are interested and 59% are not interested in using email for regular communication with Brightside.
- Barriers: Not knowing how to use a computer, not having access to a computer.

## Satisfaction with the quarterly community newsletter prior to COVID-19 (N=210)

- 80%, were very satisfied/satisfied.
- 20% were dissatisfied/very dissatisfied.

*“It is too much use of paper, the newsletter is not environmentally friendly.” resident*