Waterloo Regional Area Survey
Final Report

Date: July, 2011
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**Waterloo Regional Area Survey Summary**

Survey in Field: May 26 to July 14, 2011

<table>
<thead>
<tr>
<th></th>
<th></th>
<th>Station Hours</th>
<th>Completes/Hour</th>
</tr>
</thead>
<tbody>
<tr>
<td>Completes</td>
<td>610</td>
<td>818</td>
<td>0.75</td>
</tr>
<tr>
<td>Partial</td>
<td>34</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cell Completes</td>
<td>70</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Landline Completes</td>
<td>540</td>
<td>Survey Length</td>
<td>39.5 minutes</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th></th>
<th>Cell</th>
<th>Landline</th>
<th>Overall</th>
</tr>
</thead>
<tbody>
<tr>
<td>Contact Rate</td>
<td>50.4%</td>
<td>49.6%</td>
<td></td>
</tr>
<tr>
<td>Cooperation Rate</td>
<td>30.7%</td>
<td>19.3%</td>
<td></td>
</tr>
<tr>
<td>Response Rate</td>
<td>21.5%</td>
<td>11.7%</td>
<td>12.3%</td>
</tr>
</tbody>
</table>
Section One: Study Description

The study was a partnership between academic and community researchers, including the Cities of Waterloo and Kitchener, Women’s Crisis Services of Waterloo Region, the Crime Prevention Council of Waterloo Region, and researchers from the University of Waterloo and Wilfred Laurier University.

The goals of this survey were:

To obtain a random sample of residents in Waterloo Region to conduct the omnibus survey by telephone rather than mailed survey.

To include cell phone records in this iteration of the Area Survey, to increase the participation of young and more transient people.

The survey collected information on the following:

- Mental health measures
- Political participation and political attitudes
- Perceptions of crime in the Region
- Awareness of crisis services in the area
- Demographic data
Section Two: Methodology

Sample was purchased from ASDE Survey Sampler, Gatineau, Quebec.

Telephone sample was provided by ASDE of Gatineau, Quebec. ASDE has developed an enhanced methodology for RDD sample creation that combines the statistical advantages of a traditional RDD sample and the practical advantages of a listed general phone sample. This is achieved by:

1. Using phonebook listing data when available to replace any number that can be identified as out of the area, or as belonging to a business.
2. Providing a connection probability for all numbers not found in the phonebook (non listed).

These practices do not apply to cell phone number generation since no listing is available for comparison. The cell listing is created by randomly generating phone numbers within all working banks of 100 sequential phone numbers.

Household Selection

There are two types of respondents in the study this year – a randomly selected adult using a landline phone and an adult answering a cell phone. The sample purchased from ASDE contained a flag to indicate the type of record being processed. Additionally, the first question following the introduction was to confirm which type of phone the person was using, and if cell, to determine whether the situation was safe to conduct a survey. For the land-line users, the next birthday method provided randomization within the household. No random selection occurred for the respondents by cell. Children under 18 years of age were ineligible for the study.

Among the best practices in place for this study were:

- use of cell phone numbers
- at least 8 call attempts per record
- next birthday method of random selection within the household for landline households

Profile of the Sample

Although telephone records are processed randomly in the CATI system, some bias can occur in data collection given the differential response rates from various groups within the community. For example, women are more likely to respond to telephone surveys than men. In the following tables, the 2011 Waterloo Region Area Survey sample is compared to Census data on a number of demographic factors, to illustrate how well it represents or differs from the population in the Region. In terms of city or township of residence, Cambridge is somewhat underrepresented and Waterloo is overrepresented.
On age and gender, the table below compares 2006 and Census data for Kitchener CMA with the sample composition. Two participants are not included in the total N – one refused to indicate an age group, but did confirm she was at least 18 years old, and another respondent indicated “transgendered” when asked to confirm gender. As expected, women were more likely to complete the survey, despite random selection within the household – women make up 51.4% of the local population but are almost 59% of the sample. Younger people are underrepresented, both for men and women.

<table>
<thead>
<tr>
<th>Place of Residence</th>
<th>Population</th>
<th>Sample</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cambridge</td>
<td>24.0%</td>
<td>114</td>
</tr>
<tr>
<td>Kitchener</td>
<td>42.0%</td>
<td>266</td>
</tr>
<tr>
<td>Waterloo</td>
<td>22.6%</td>
<td>158</td>
</tr>
<tr>
<td>Townships</td>
<td>11.4%</td>
<td>72</td>
</tr>
<tr>
<td>Total</td>
<td>100%</td>
<td>610</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Gender and Age</th>
<th>Census 2006</th>
<th>Sample</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>%Male</td>
<td>%Female</td>
</tr>
<tr>
<td>18 to 24</td>
<td>14.1%</td>
<td>13.0%</td>
</tr>
<tr>
<td>25 to 34</td>
<td>18.9%</td>
<td>17.9%</td>
</tr>
<tr>
<td>35 to 44</td>
<td>21.3%</td>
<td>20.4%</td>
</tr>
<tr>
<td>45 to 54</td>
<td>19.3%</td>
<td>18.8%</td>
</tr>
<tr>
<td>55 to 64</td>
<td>13.1%</td>
<td>13.0%</td>
</tr>
<tr>
<td>65+</td>
<td>13.3%</td>
<td>16.8%</td>
</tr>
<tr>
<td>Total adult</td>
<td>100.0%</td>
<td>100.0%</td>
</tr>
</tbody>
</table>

Home ownership is above the population level of 70% for Kitchener CMA, but this year’s data collection using the telephone mode has greatly improved access to renters compared to previous versions done by mail. The proportion of Canadian-born respondents is also above the population value from the 2006 Census. The table below shows both these attributes.

<table>
<thead>
<tr>
<th>Home Ownership</th>
<th>Census</th>
<th>Sample</th>
</tr>
</thead>
<tbody>
<tr>
<td>Own</td>
<td>70%</td>
<td>465</td>
</tr>
<tr>
<td>Rent</td>
<td>30%</td>
<td>143</td>
</tr>
<tr>
<td></td>
<td></td>
<td>608</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Country of Birth</th>
<th>Census</th>
<th>Sample</th>
</tr>
</thead>
<tbody>
<tr>
<td>Canada</td>
<td>75.8%</td>
<td>489</td>
</tr>
<tr>
<td>Another country</td>
<td>18.8%</td>
<td>121</td>
</tr>
<tr>
<td></td>
<td></td>
<td>610</td>
</tr>
</tbody>
</table>
Section Three: Survey Fieldwork

Overview
Approximate breakdown of scheduled call volume:

<table>
<thead>
<tr>
<th>Calling Time</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>10 – 4 Monday-Friday</td>
<td>15</td>
</tr>
<tr>
<td>4-12 Monday-Friday</td>
<td>65</td>
</tr>
<tr>
<td>12 - 8 Sunday</td>
<td>20</td>
</tr>
</tbody>
</table>

Call Attempts
The following table looks at the number of call attempts needed to reach completes.

<table>
<thead>
<tr>
<th># Call Attempts</th>
<th>Number of completes</th>
<th>% of Total Completes</th>
<th>Cumulative %</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>176</td>
<td>28.9</td>
<td>28.9</td>
</tr>
<tr>
<td>2</td>
<td>179</td>
<td>29.3</td>
<td>58.2</td>
</tr>
<tr>
<td>3</td>
<td>140</td>
<td>23.0</td>
<td>81.1</td>
</tr>
<tr>
<td>4</td>
<td>58</td>
<td>9.5</td>
<td>90.7</td>
</tr>
<tr>
<td>5</td>
<td>28</td>
<td>4.6</td>
<td>95.2</td>
</tr>
<tr>
<td>6</td>
<td>10</td>
<td>1.6</td>
<td>96.9</td>
</tr>
<tr>
<td>7</td>
<td>10</td>
<td>1.6</td>
<td>98.5</td>
</tr>
<tr>
<td>8</td>
<td>0</td>
<td>0.0</td>
<td>98.5</td>
</tr>
<tr>
<td>9</td>
<td>3</td>
<td>0.5</td>
<td>99.0</td>
</tr>
<tr>
<td>10</td>
<td>3</td>
<td>0.5</td>
<td>99.5</td>
</tr>
<tr>
<td>12</td>
<td>1</td>
<td>0.2</td>
<td>99.7</td>
</tr>
<tr>
<td>15</td>
<td>1</td>
<td>0.2</td>
<td>99.8</td>
</tr>
<tr>
<td>18</td>
<td>1</td>
<td>0.2</td>
<td>100.0%</td>
</tr>
<tr>
<td>total</td>
<td>610</td>
<td>100%</td>
<td></td>
</tr>
<tr>
<td>average</td>
<td>2.6</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Final Dispositions
A total of 7,800 records were loaded into the CATI system to be called. At the end of the calling period, 1,288 of these records had not been dialed more than twice, and are removed from the total, leaving 6,505 processed records, where 486 were cell and 6,019 were landline numbers. The following table displays the final dispositions for these records.

<table>
<thead>
<tr>
<th>Interview 1.0</th>
<th>Cell</th>
<th>Landline</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.0 Complete</td>
<td>70</td>
<td>540</td>
</tr>
<tr>
<td>1.1 Partial</td>
<td>3</td>
<td>31</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Eligible, Non-Interview 2.0</th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>2.1 Refusal – cell phone*</td>
<td>25</td>
<td>0</td>
</tr>
<tr>
<td>2.2 Refusal – no interview started</td>
<td>87</td>
<td>1537</td>
</tr>
<tr>
<td>2.3 Break-off – intro not read</td>
<td>43</td>
<td>695</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Unknown Eligibility, Non-Interview 3.0</th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>3.1 Unknown eligibility – No answer, Busy, Answering machine</td>
<td>132</td>
<td>2193</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Not Eligible 4.0</th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>4.1 Contact, person incompetent</td>
<td>1</td>
<td>16</td>
</tr>
<tr>
<td>4.2 Contact, language problem</td>
<td>0</td>
<td>102</td>
</tr>
<tr>
<td>4.3 Fax/modem, Not-in-service, number changed, Business</td>
<td>109</td>
<td>888</td>
</tr>
<tr>
<td>4.4 Ineligible</td>
<td>16</td>
<td>17</td>
</tr>
</tbody>
</table>

Total | 486  | 6019    |

* Person specifically stated the refusal was due to being on a cell phone

Response Rates

Cell Records

We assume that a proportion of all cases with unknown eligibility would be ineligible. Under not eligible, code 4.0, these include: person incompetent, language barrier, out of sample or ineligible, and fax/business numbers.

The proportion of not eligible (ne):

\[
\frac{4.0}{\text{all}} = \frac{126}{486} = 0.259
\]
Therefore, of the number of unknown eligibility (3.0), we assume that, if they were contacted, 25.9% would be not eligible. Of the 132 numbers, 34 would be not eligible, leaving 98 possible eligible records.

These 98 records are included in calculating response rates.

**Contact Rate**
This measurement considers how successful we were at reaching a person.

\[
\text{Completes and Refusals} = \frac{73 + 155}{73 + 155 + 126 + 98} = 0.504 = 50.4\%
\]

**Cooperation Rate**
This measurement considers how likely it was that the person we reached would complete the survey.

\[
\text{Completes} = \frac{73}{73 + 155 + 126 + 98} = 0.307 = 32.0\%
\]

**Response Rate**

\[
\frac{\text{Completes}}{73} = \frac{73}{73 + 155 + 98} = 0.224 = 22.4\%
\]

The response rate for cell phone records was 22.4%. 
Landline Records

The proportion of not eligible (ne):

\[
\frac{4.0}{6019} = \frac{1023}{0.170}
\]

Therefore, of the number of unknown eligibility (3.0), we assume that, if they were contacted, 17% would be not eligible. Of the 2,193 numbers, 373 would be not eligible, leaving 1,820 possible eligible records.

These 1,820 records are included in calculating response rates.

Contact Rate
This measurement considers how successful we were at reaching a person.

Completes and Refusals
Completes and Refusals and Not Eligible and % Eligible

\[
\frac{571+2232}{571+2232+1023+1820} = \frac{2803}{5646} = 0.496 = 49.6\%
\]

Cooperation Rate
This measurement considers how likely it was that the person we reached would complete the survey.

Completes
Completes and Refusals

\[
\frac{571}{2803} = 0.204 = 20.4\%
\]

Response Rate

Completes
Completes and Refusals and % Eligible Unknowns

\[
\frac{571}{571+2232+1820} = \frac{571}{4623} = 0.124 = 12.4\%
\]

The response rate for landline phone records was 11.7%.

Calculating the response rate overall using both types of records with the above formulas indicates the final response rate of 13.0%.
Quality Control
During an interviewing shift, interviewers are subject to several quality control measures. These measures allow us to maintain data quality, and maximize efficiency. These measures include:

Data Collection Monitoring: Supervisors are able to monitor the screens of the interviewers from a second station. This allows the supervisor to identify any potential problems an interviewer may encounter and offer valuable feedback. Supervisor may monitor approximately 10% of the completed cases during a shift.

Telephone Monitoring: Supervisors are able to listen to the interviews as a silent third party. In doing so, the supervisors are able to identify if protocols are being followed correctly. Supervisors attempt to monitor 5-10% of an interviewer’s shift on the phone.

Floor Monitoring: The supervisor spends more than 50% of their time on the floor monitoring interviewers during their calling shifts, visible to all staff.

Productivity Checks: Interviewer productivity is checked throughout each shift, after the completion of each shift and at the end of each week. Interviewers are monitored closely so that the project can maintain its productivity goals. If there are problems with an individual’s productivity, a supervisor meets with the interviewer to review our quality standards and suggest specific improvements.

Interviewer Evaluation: Interviewers are evaluated on the majority of their shifts. These evaluations are the summation of the different types of monitoring that is done during a given shift. They are evaluated on: reading of introduction, encouraging participation, phone manner, impartiality and objectivity, probing skills and other facets of effective interviewing.
Section Four: Survey Conduct

Refusals are high in this study, most likely due to the length of the survey. Within the landline records for households we were able to reach and read the introduction, there were three times as many refusals as completes. For cell phone users, the refusal to complete ratio was just under 2:1. Overall, the response rate was lower than normally seen in a local telephone study and this reflects the higher refusal rate. The rate was also considerably lower than usually seen in the mailed survey.

The inclusion of cell phone records has increased the proportion of younger respondents, and renters, compared with the mail mode of data collection. The bias towards older respondents who were more likely to be home owners in the mailed survey reflected the composition of the address-based sampling frame. The purpose of choosing a telephone survey was to have access to previously under-surveyed segments of the population. While this has been achieved, the trade off, however, has been the response rate.

The difference in response rates between the two modes is the result of a number of factors. In the past, the mailed survey has included a $5 bill in the initial mailing, to encourage participation. Pre-paid incentives are not possible with a telephone survey, and the cost-benefit analysis of a post-paid incentive suggested it would not be worth the extra labour and expense. A second factor influencing the response rate is the convenience of a mailed survey for the respondent, compared with the immediacy of the telephone survey request, which is perceived as more burdensome by the potential participant. And finally, the mailed version allowed reminders to be sent as a follow up contact. While a telephone study can accommodate callbacks for hesitant participants, they are generally not directed at people who have refused.

Despite the low response rate, SRC is confident the sample represents Waterloo Region residents reasonably well. Weights could be applied based on age and sex within cities if needed.
Section Five: Questionnaire

Legend example: Q: C8_A (C8_1)
Question name in data Question on screen as seen by interviewers

Q: INTRODUCTION

Hello, my name is ___________. I'm calling from the University of Waterloo Survey Research Centre and we are conducting a survey about living in Waterloo Region. The survey should take on average approximately 25-30 minutes to complete. We are not asking for money or selling anything. A number of university researchers, local organizations and government agencies have partnered on this project to learn more about region-wide opinions on different topics. Your opinion is important.

1 - Continue
2 - No Answer
3 - Answering Machine
4 - FAX/NIS/Business
5 - Language Barrier
6 - Busy
7 - Break Off
8 - Person Incompetent
9 - Number Changed

Help Screen:
For people requesting contact information for Women's crisis centres:
Anselma House - 519-742-5894
Haven House - 519-653-2422

For people requesting contact information for Grief Counseling:
Grand River Hospital Psychiatric and Mental Health Program (available 24 hours)
519-742-3611

For people requesting contact information for Victim's Services:
Victim Services of Waterloo Region
Division 1 - Kitchener: 519-650-8500 Ext 4464
Division 2 - Cambridge: 519-650-8500 Ext 2264
Division 3 - Waterloo: 519-585-2363 Ext 3364

For people requesting contact information of Office of Research Ethics:
Susan Sykes - 519-888-4567 ext. 36005

For people requesting more information on the study:
Survey Research Centre - 519-888-4072

Q: R1

Could you tell me whether I have contacted you on your cell phone or your home phone? [Note: if person asks what sort of questions about living in Waterloo Region indicate 'things like your opinion about health care, access to services, and crime in the region.]

1 - Cell Phone
2 - Home Phone
9 – Refused
Q: R2

Do you have a few minutes to do our survey?
[Interviewer note: if person refuses, offer to call back at another number - ie. landline]

1 - No
2 - Yes, but callback
3 - Yes
4 - Willing but engaged in something potentially hazardous (ie: driving)

Q: R3

In order to randomly select individuals, we'd like to speak with the adult in your household, age 18 or older, who has the next birthday. Would that person be available?

1 - No, person is not available
2 - Yes, person speaking
3 - Yes, Other person is available
4 - No, Refusal

Q: R3b

Do you have a few minutes right now to answer some questions?

1 - Yes
2 - No, Callback
3 - No, Refusal

Q: R3int

Hello, my name is ___________. I'm calling from the University of Waterloo Survey Research Centre and we are conducting a 25-30 minute survey about living in Waterloo Region. We are not asking for money or selling anything. In order to randomly select individuals, we need to speak with the adult in your household, age 18 or older, who has the next birthday. I understand that person is you. Do you have a few minutes?

1 - Yes
2 - No, Callback
3 - No, Refusal

Q: Rebuttal

Every household is important to us. We are not asking for money or selling anything. This survey is being conducted by the Survey Research Centre at the University of Waterloo on behalf of a number of university researchers, regional organizations, and government agencies, in order to learn more about region-wide opinions on several different topics. Would you be willing to participate? (If yes and first person, Go back one screen)

1 - Continue
2 - Callback
3 - Refuse
**Q: REFUSAL**

Thank you for your time. Good bye.

(PLEASE RECORD):

1 - Male  
2 - Female  
9 - Don't know/unsure

**Q: CALLBACK**

When is a better time to call [you/him/her] back to conduct the interview?  
Could you tell me your/his/her first name so I know who to ask for when I call back?

**Q: ETHICS**

This survey is confidential. It has been reviewed and received ethics clearance through the University of Waterloo Office of Research Ethics. Your participation is voluntary. You may refuse to answer any questions you do not wish to answer. This call may be monitored by my supervisor for quality assurance purposes.

Should you have any comments or concerns resulting from your participation in this study, I can provide the phone number of the University of Waterloo Office of Research Ethics.

NOTE: If respondent asks where we got their number: Your phone number was chosen from a randomly generated list. We do not have any information on you or your household beyond this phone number.

**Q: QUALIFYING**

We'll start with a few classifying questions to ensure that questions later in the survey are relevant for you.

**Q: A_1**

Can you tell me which age group you belong to? Are you...

01 - 18 to 24  
02 - 25 to 34  
03 - 35 to 44  
04 - 45 to 54  
05 - 55 to 64  
06 - 65 or older  
07 - Under 18  
88 - Don't Know  
99 - Refused

**Q: A_1b**

To qualify for this survey we must confirm that you are 18 years of age or older.
Are you 18 or older?
1 - Yes
2 - No

Q: A_2
In which city or township do you live?
[READ LIST IF NECESSARY]
[IF TOWN IS OFFERED, CONFIRM IN WHICH TOWNSHIP IT IS LOCATED]
01 - Cambridge
02 - Kitchener
03 - North Dumfries
04 - Waterloo
05 - Wellesley
06 - Wilmot
07 - Woolwich
08 - Other city or township
88 - Don't Know
99 – Refused

Q: A_3
Please confirm your gender:
01 - Male
02 - Female
03 - Transgendered
88 - Don't Know
99 - Refused

Q: GENERALPOP
The first set of questions asks opinions about society in general and Canada as a whole.

Q: C8_A (C8_1)
Please indicate if you strongly agree, agree, disagree, or strongly disagree with the following statements:
We have gone too far in pushing equal rights in this society.
04 - Strongly Agree
03 - Agree
02 - Disagree
01 - Strongly Disagree
88 - Don't Know
99 - Refused
Q: C8_B (C8_2)

Please indicate if you strongly agree, agree, disagree, or strongly disagree with the following statements:

This country would have many fewer problems if there were more emphasis on traditional family values.

04 - Strongly Agree
03 - Agree
02 - Disagree
01 - Strongly Disagree
88 - Don't Know
99 - Refused

Q: C8_C (C8_3)

Please indicate if you strongly agree, agree, disagree, or strongly disagree with the following statements:

Newer lifestyles are contributing to the breakdown of society.

04 - Strongly Agree
03 - Agree
02 - Disagree
01 - Strongly Disagree
88 - Don't Know
99 - Refused

Q: C8_D (C8_4)

Please indicate if you strongly agree, agree, disagree, or strongly disagree with the following statements:

Governments should leave job creation entirely to the private sector

04 - Strongly Agree
03 - Agree
02 - Disagree
01 - Strongly Disagree
88 - Don't Know
99 - Refused

Q: C8_E (C8_5)

Please indicate if you strongly agree, agree, disagree, or strongly disagree with the following statements:

People who don't get ahead should just blame themselves, not the system

04 - Strongly Agree
03 - Agree
02 - Disagree
01 - Strongly Disagree
88 - Don't Know
99 - Refused
Q: C8_F (C8_6)

Please indicate if you strongly agree, agree, disagree, or strongly disagree with the following statements:
People who are willing to pay should be able to get medical treatment faster

04 - Strongly Agree
03 - Agree
02 - Disagree
01 - Strongly Disagree
88 - Don't Know
99 - Refused

Q: C8_G (C8_7)

Please indicate if you strongly agree, agree, disagree, or strongly disagree with the following statements:
Tax cuts are more important than spending on services like health care and education.

04 - Strongly Agree
03 - Agree
02 - Disagree
01 - Strongly Disagree
88 - Don't Know
99 - Refused

Q: C8_H (C8_8)

Please indicate if you strongly agree, agree, disagree, or strongly disagree with the following statements:
Our society would be better off if the distribution of wealth was more equal.

04 - Strongly Agree
03 - Agree
02 - Disagree
01 - Strongly Disagree
88 - Don't Know
99 - Refused

Q: C8_I (C8_9)

Please indicate if you strongly agree, agree, disagree, or strongly disagree with the following statements:
We need to dramatically reduce inequalities between the rich and the poor, whites and people of color, and men and women.

04 - Strongly Agree
03 - Agree
02 - Disagree
01 - Strongly Disagree
88 - Don't Know
99 - Refused
Q: C8_J (C8_10)

Please indicate if you strongly agree, agree, disagree, or strongly disagree with the following statements:

Discrimination against minorities is still a very serious problem in our society.

04 - Strongly Agree
03 - Agree
02 - Disagree
01 - Strongly Disagree
88 - Don't Know
99 - Refused

Q: C8_K (C8_11)

Please indicate if you strongly agree, agree, disagree, or strongly disagree with the following statements:

The government should stop telling people how to live their lives

04 - Strongly Agree
03 - Agree
02 - Disagree
01 - Strongly Disagree
88 - Don't Know
99 - Refused

Q: C8_L (C8_12)

Please indicate if you strongly agree, agree, disagree, or strongly disagree with the following statements:

It's not the government's business to try to protect people from themselves

04 - Strongly Agree
03 - Agree
02 - Disagree
01 - Strongly Disagree
88 - Don't Know
99 - Refused

Q: C8_M (C8_13)

Please indicate if you strongly agree, agree, disagree, or strongly disagree with the following statements:

The government should do more to advance society's goals, even if that means limiting the freedom and choices of individuals.

04 - Strongly Agree
03 - Agree
02 - Disagree
01 - Strongly Disagree
88 - Don't Know
99 - Refused
Q: C8_N (C8_14)

Please indicate if you strongly agree, agree, disagree, or strongly disagree with the following statements:

The government interferes far too much in our everyday lives.

04 - Strongly Agree
03 - Agree
02 - Disagree
01 - Strongly Disagree
88 - Don't Know
99 - Refused

Q: C8_O (C8_15)

Please indicate if you strongly agree, agree, disagree, or strongly disagree with the following statements:

We can trust the government to do what is right.

04 - Strongly Agree
03 - Agree
02 - Disagree
01 - Strongly Disagree
88 - Don't Know
99 - Refused

Q: C8_P (C8_16)

Please indicate if you strongly agree, agree, disagree, or strongly disagree with the following statements:

People running the government are a little crooked
[interviewer note ONLY if person asks for clarification]
[explain “a little bit crooked means that they have questionable morals”]

04 - Strongly Agree
03 - Agree
02 - Disagree
01 - Strongly Disagree
88 - Don't Know
99 - Refused

Q: C8_Q (C8_17)

Please indicate if you strongly agree, agree, disagree, or strongly disagree with the following statements:

People running the government are smart people who usually know what they are doing.

04 - Strongly Agree
03 - Agree
02 - Disagree
01 - Strongly Disagree
88 - Don't Know
99 - Refused
Q: C8_R (C8_18)

Please indicate if you strongly agree, agree, disagree, or strongly disagree with the following statements:

Vaccines are just too much for young children to handle. It is better to let their natural immune systems develop.

04 - Strongly Agree  
03 - Agree  
02 - Disagree  
01 - Strongly Disagree  
88 - Don't Know  
99 - Refused

Q: C8_S (C8_19)

Please indicate if you strongly agree, agree, disagree, or strongly disagree with the following statements:

Genetically modified foods are too risky to be sold in Canada.

04 - Strongly Agree  
03 - Agree  
02 - Disagree  
01 - Strongly Disagree  
88 - Don't Know  
99 - Refused

Q: C8_T (C8_20)

Please indicate if you strongly agree, agree, disagree, or strongly disagree with the following statements:

Human activity is causing global warming or climate change.

04 - Strongly Agree  
03 - Agree  
02 - Disagree  
01 - Strongly Disagree  
88 - Don't Know  
99 - Refused

Q: C8_U (C8_21)

Please indicate if you strongly agree, agree, disagree, or strongly disagree with the following statements:

Women who get an abortion could endanger their health.

04 - Strongly Agree  
03 - Agree  
02 - Disagree  
01 - Strongly Disagree  
88 - Don't Know  
99 - Refused
Q: E5_A (E5_1)

The following questions deal with your feelings about the community you live in and your opinions about issues facing Canadians.

For each statement I read, please tell me if you feel that way:
Never, Rarely, Sometimes, Most of the time or Always.

The first statement is... I feel part of my community
[Repeat Scale for First 2 Statements and as needed]

01 - Never
02 - Rarely
03 - Sometimes
04 - Most of the time
05 - Always
88 - Don't Know
99 - Refused

Q: E5_B (E5_2)

The following questions deal with your feelings about the community you live in.

For each statement I read, please tell me if you feel that way:
Never, Rarely, Sometimes, Most of the time or Always.

The next statement is... I participate in community activities

01 - Never
02 - Rarely
03 - Sometimes
04 - Most of the time
05 - Always
88 - Don't Know
99 - Refused

Q: E5_C (E5_3)

The following questions deal with your feelings about the community you live in.

For each statement I read, please tell me if you feel that way:
Never, Rarely, Sometimes, Most of the time or Always.

I have a good place to live

01 - Never
02 - Rarely
03 - Sometimes
04 - Most of the time
05 - Always
88 - Don't Know
99 - Refused
Q: E5_D (E5_4)

The following questions deal with your feelings about the community you live in.

For each statement I read, please tell me if you feel that way:
Never, Rarely, Sometimes, Most of the time or Always.

I feel safe and comfortable in my home

01 - Never
02 - Rarely
03 - Sometimes
04 - Most of the time
05 - Always
88 - Don't Know
99 - Refused

Q: E6_A (E6_1)

Sometimes people have difficult life challenges. Think about your own experiences dealing with others and your current life circumstances.

Please tell me if you experience the following situations:
Never, Rarely, Sometimes, Most of the time or Always.

The first statement is... I experience discrimination against me

[Repeat Scale for First 2 Statements and as needed]

01 - Never
02 - Rarely
03 - Sometimes
04 - Most of the time
05 - Always
88 - Don't Know
99 - Refused

Q: E6_B (E6_2)

Sometimes people have difficult life challenges. Think about your own experiences dealing with others and your current life circumstances.

Please tell me if you experience the following situations:
Never, Rarely, Sometimes, Most of the time or Always.

The next statement is... I feel valued and respected by others

01 - Never
02 - Rarely
03 - Sometimes
04 - Most of the time
05 - Always
88 - Don't Know
99 - Refused
Q: E6_C (E6_3)

Sometimes people have difficult life challenges. Think about your own experiences dealing with others and your current life circumstances.

Please tell me if you experience the following situations:
Never, Rarely, Sometimes, Most of the time or Always.

I am concerned about how others will treat me

01 - Never
02 - Rarely
03 - Sometimes
04 - Most of the time
05 - Always
88 - Don't Know
99 - Refused

Q: E6_D (E6_4)

Sometimes people have difficult life challenges. Think about your own experiences dealing with others and your current life circumstances.

Please tell me if you experience the following situations:
Never, Rarely, Sometimes, Most of the time or Always.

I am worried about making ends meet

01 - Never
02 - Rarely
03 - Sometimes
04 - Most of the time
05 - Always
88 - Don't Know
99 - Refused

Q: E6_E (E6_5)

Sometimes people have difficult life challenges. Think about your own experiences dealing with others and your current life circumstances.

Please tell me if you experience the following situations:
Never, Rarely, Sometimes, Most of the time or Always.

I face barriers in my day to day life

01 - Never
02 - Rarely
03 - Sometimes
04 - Most of the time
05 - Always
88 - Don't Know
99 - Refused
Sometimes people have difficult life challenges. Think about your own experiences dealing with others and your current life circumstances.

Please tell me if you experience the following situations:
Never, Rarely, Sometimes, Most of the time or Always.

I get enough food to eat

01 - Never
02 - Rarely
03 - Sometimes
04 - Most of the time
05 - Always
88 - Don't Know
99 - Refused

Now I'm going to read you a list of institutions in Canadian society. Please tell me if you have no confidence, some confidence or a lot of confidence in them?

Environmental organizations

01 - No confidence
02 - Some confidence
03 - A lot of confidence
88 - Don't Know
99 - Refused

Labour unions

01 - No confidence
02 - Some confidence
03 - A lot of confidence
88 - Don't Know
99 - Refused

Doctors

01 - No confidence
02 - Some confidence
03 - A lot of confidence
88 - Don't Know
99 - Refused
Q: C9_D (C9_4)
Now I'm going to read you a list of institutions in Canadian society. Please tell me if you have no confidence, some confidence or a lot of confidence in them?

Courts and judges

01 - No confidence
02 - Some confidence
03 - A lot of confidence
88 - Don't Know
99 - Refused

Q: C9_E (C9_5)
Now I'm going to read you a list of institutions in Canadian society. Please tell me if you have no confidence, some confidence or a lot of confidence in them?

Police officers

01 - No confidence
02 - Some confidence
03 - A lot of confidence
88 - Don't Know
99 - Refused

Q: C9_F (C9_6)
Now I'm going to read you a list of institutions in Canadian society. Please tell me if you have no confidence, some confidence or a lot of confidence in them?

Pharmaceutical companies

01 - No confidence
02 - Some confidence
03 - A lot of confidence
88 - Don't Know
99 - Refused

Q: C9_G (C9_7)
Now I'm going to read you a list of institutions in Canadian society. Please tell me if you have no confidence, some confidence or a lot of confidence in them?

Banks

01 - No confidence
02 - Some confidence
03 - A lot of confidence
88 - Don't Know
99 – Refused
Q: C9_H (C9_8)

Now I'm going to read you a list of institutions in Canadian society. Please tell me if you have no confidence, some confidence or a lot of confidence in them?

Teachers

01 - No confidence
02 - Some confidence
03 - A lot of confidence
88 - Don't Know
99 - Refused

Q: WCSWR

This next set of questions deal specifically with women's crisis services available in the Region of Waterloo.

Q: D1_A (D1_1)

Are you aware that Women's Crisis Services of Waterloo Region operates 2 shelters for abused women and their children: Anselma House in Kitchener and Haven House in Cambridge?

01 - Yes
02 - No
88 - Don't Know
99 - Refused

Q: D1_B (D1_2)

How did you learn about Women's Crisis Services?
[Check all the answers that apply]

01 - Bus Ads
02 - Doctor
03 - Family
04 - Friend
05 - Newspaper
06 - Police
07 - Radio
08 - Other (Specify)
88 - Don't Know
99 - Refused

Q: D2

Are you aware "abuse" includes: verbal, emotional, spiritual, and financial abuse as well as physical abuse?

01 - Yes
02 - No
88 - Don't Know
99 - Refused
Q: D3
Are you aware that "abuse" also includes forms of control, isolation, manipulation and cruelty toward animals?

01 - Yes
02 - No
88 - Don't Know
99 - Refused

Q: D4_A (D4_1)
If you found yourself in an abusive relationship, would you access safe shelter at Anselma House or Haven House?

01 - Yes
02 - No
88 - Don't Know
99 - Refused

Q: D4_B (D4_2)
Why wouldn't you access a safe shelter?
[DO NOT READ LIST - Check all the reasons that apply]

01 - If was able to access alternate safe housing
02 - If going to a shelter would be too disruptive to my children
03 - If my pets would have no safe place to go
04 - If my abuser threatened to harm me and/or my children if I/we left
05 - Because of my religious beliefs
06 - Because of my cultural beliefs
07 - If I could not leave due to lack of finances
08 - Because of the location of the shelter(s)
09 - Because I feared what life in the shelter would be like
10 - Other (Specify)
88 - Don't Know
99 - Refused

Q: D5_1
Are you aware that Women's Crisis Services is the only agency in Waterloo Region that provides safe shelter for abused women and their children?

01 - Yes
02 - No
88 - Don't Know
99 - Refused
Q: E7_A (E7_1)

Let's consider your ability to access the services you need.

Please tell me if you experience the following situations:
Never, Rarely, Sometimes, Most of the time or Always.

The first statement is... If I need help right away, I can get it
[Repeat Scale for First 2 Statements and as needed]
[NOTE: These statements could refer to any situation, not just women's crisis issues]

01 - Never
02 - Rarely
03 - Sometimes
04 - Most of the time
05 - Always
88 - Don't Know
99 - Refused

Q: E7_B (E7_2)

Let's consider your ability to access the services you need.

Please tell me if you experience the following situations:
Never, Rarely, Sometimes, Most of the time or Always.

The next statement is... In a crisis, I know where to get help

01 - Never
02 - Rarely
03 - Sometimes
04 - Most of the time
05 - Always
88 - Don't Know
99 – Refused

Q: E7_C (E7_3)

Let's consider your ability to access the services you need.

Please tell me if you experience the following situations:
Never, Rarely, Sometimes, Most of the time or Always.

I am able to access necessary health services

01 - Never
02 - Rarely
03 - Sometimes
04 - Most of the time
05 - Always
88 - Don't Know
99 – Refused
Q: E7_D (E7_4)

Let’s consider your ability to access the services you need.

Please tell me if you experience the following situations:
Never, Rarely, Sometimes, Most of the time or Always.

I am satisfied with the health and social services I get in my community

01 - Never
02 - Rarely
03 - Sometimes
04 - Most of the time
05 - Always
88 - Don’t Know
99 - Refused

Q: UOW

Now we would like to ask your opinion with respect to different aspects of your life.

Q: E1_A (E1_1)

First, let’s consider how you feel about your life in general.

For each statement I read, please tell me if you feel that way:
Never, Rarely, Sometimes, Most of the time or Always.

The first statement is... I am hopeful about my future.
[Repeat Scale for First 2 Statements and as needed]

01 - Never
02 - Rarely
03 - Sometimes
04 - Most of the time
05 - Always
88 - Don’t Know
99 - Refused

Q: E1_B (E1_2)

First, let’s consider how you feel about your life in general.

For each statement I read, please tell me if you feel that way:
Never, Rarely, Sometimes, Most of the time or Always.

The next statement is... My life is getting better

01 - Never
02 - Rarely
03 - Sometimes
04 - Most of the time
05 - Always
88 - Don’t Know
99 – Refused
**Q: E1_C (E1_3)**

First, let's consider how you feel about your life in general.

For each statement I read, please tell me if you feel that way:
Never, Rarely, Sometimes, Most of the time or Always.

I am confident enough to try new things

01 - Never
02 - Rarely
03 - Sometimes
04 - Most of the time
05 - Always
88 - Don't Know
99 - Refused

**Q: E1_D (E1_4)**

First, let's consider how you feel about your life in general.

For each statement I read, please tell me if you feel that way:
Never, Rarely, Sometimes, Most of the time or Always.

I feel good about myself

01 - Never
02 - Rarely
03 - Sometimes
04 - Most of the time
05 - Always
88 - Don't Know
99 - Refused

**Q: E1_E (E1_5)**

First, let's consider how you feel about your life in general.

For each statement I read, please tell me if you feel that way:
Never, Rarely, Sometimes, Most of the time or Always.

On the whole my life is good

01 - Never
02 - Rarely
03 - Sometimes
04 - Most of the time
05 - Always
88 - Don't Know
99 - Refused
Q: E2_A (E2_1)

Let's also consider your sense of control over your life.

For each statement I read, please tell me if you feel that way: Never, Rarely, Sometimes, Most of the time or Always.

The first statement is... I am in control of my thoughts and feelings

[Repeat Scale for First 2 Statements and as needed]

01 - Never
02 - Rarely
03 - Sometimes
04 - Most of the time
05 - Always
88 - Don't Know
99 - Refused

Q: E2_B (E2_2)

Let's also consider your sense of control over your life.

For each statement I read, please tell me if you feel that way: Never, Rarely, Sometimes, Most of the time or Always.

The next statement is... I manage the stresses in my life

01 - Never
02 - Rarely
03 - Sometimes
04 - Most of the time
05 - Always
88 - Don't Know
99 - Refused

Q: E2_C (E2_3)

Let's also consider your sense of control over your life.

For each statement I read, please tell me if you feel that way: Never, Rarely, Sometimes, Most of the time or Always.

I am working towards meaningful goals

01 - Never
02 - Rarely
03 - Sometimes
04 - Most of the time
05 - Always
88 - Don't Know
99 - Refused
Q: E2_D (E2_4)

Let's also consider your sense of control over your life.

For each statement I read, please tell me if you feel that way: Never, Rarely, Sometimes, Most of the time or Always.

I know how to make my life better

01 - Never
02 - Rarely
03 - Sometimes
04 - Most of the time
05 - Always
88 - Don't Know
99 - Refused

Q: E2_E (E2_5)

Let's also consider your sense of control over your life.

For each statement I read, please tell me if you feel that way: Never, Rarely, Sometimes, Most of the time or Always.

I make choices about things that matter to me

01 - Never
02 - Rarely
03 - Sometimes
04 - Most of the time
05 - Always
88 - Don't Know
99 - Refused

Q: E3_A (E3_1)

Now we'll move on to the types of activity you are involved in each day.

For each statement I read, please tell me if you feel that way: Never, Rarely, Sometimes, Most of the time or Always.

The first statement is... I participate in meaningful activities
[Repeat Scale for First 2 Statements and as needed]

01 - Never
02 - Rarely
03 - Sometimes
04 - Most of the time
05 - Always
88 - Don't Know
99 - Refused
Q: E3_B (E3_2)

Now we'll move on to the types of activity you are involved in each day.

For each statement I read, please tell me if you feel that way:
Never, Rarely, Sometimes, Most of the time or Always.

The next statement is... I have opportunities to work or go to school

01 - Never
02 - Rarely
03 - Sometimes
04 - Most of the time
05 - Always
88 - Don't Know
99 - Refused

Q: E3_C (E3_3)

Now we'll move on to the types of activity you are involved in each day.

For each statement I read, please tell me if you feel that way:
Never, Rarely, Sometimes, Most of the time or Always.

I am motivated to participate in everyday activities

01 - Never
02 - Rarely
03 - Sometimes
04 - Most of the time
05 - Always
88 - Don't Know
99 - Refused

Q: E3_D (E3_4)

Now we'll move on to the types of activity you are involved in each day.

For each statement I read, please tell me if you feel that way:
Never, Rarely, Sometimes, Most of the time or Always.

What I do is valued by others

01 - Never
02 - Rarely
03 - Sometimes
04 - Most of the time
05 - Always
88 - Don't Know
99 - Refused
Q: E4_A (E4_1)

Next, think about your relationships with friends and family members.

For each statement I read, please tell me if you feel that way: Never, Rarely, Sometimes, Most of the time or Always.

The first statement is... My family and friends believe in me
[Repeat Scale for First 2 Statements and as needed]

01 - Never
02 - Rarely
03 - Sometimes
04 - Most of the time
05 - Always
88 - Don’t Know
99 - Refused

Q: E4_B (E4_2)

Next, think about your relationships with friends and family members.

For each statement I read, please tell me if you feel that way: Never, Rarely, Sometimes, Most of the time or Always.

The next statement is... My relationships with family and friends are good.

01 - Never
02 - Rarely
03 - Sometimes
04 - Most of the time
05 - Always
88 - Don’t Know
99 - Refused

Q: E4_C (E4_3)

Next, think about your relationships with friends and family members.

For each statement I read, please tell me if you feel that way: Never, Rarely, Sometimes, Most of the time or Always.

I am an important part of other people’s lives

01 - Never
02 - Rarely
03 - Sometimes
04 - Most of the time
05 - Always
88 - Don’t Know
99 - Refused
Q: E4_D (E4_4)

Next, think about your relationships with friends and family members.

For each statement I read, please tell me if you feel that way: Never, Rarely, Sometimes, Most of the time or Always.

I help my family and friends when they need it

01 - Never
02 - Rarely
03 - Sometimes
04 - Most of the time
05 - Always
88 - Don't Know
99 - Refused

Q: E4_E (E4_5)

Next, think about your relationships with friends and family members.

For each statement I read, please tell me if you feel that way: Never, Rarely, Sometimes, Most of the time or Always.

I feel safe and comfortable around my family and friends

01 - Never
02 - Rarely
03 - Sometimes
04 - Most of the time
05 - Always
88 - Don't Know
99 - Refused

Q: E4_F (E4_6)

Next, think about your relationships with friends and family members.

For each statement I read, please tell me if you feel that way: Never, Rarely, Sometimes, Most of the time or Always.

I get support for the decisions I make about my life

01 - Never
02 - Rarely
03 - Sometimes
04 - Most of the time
05 - Always
88 - Don't Know
99 - Refused
Q: E4_G (E4_7)

Next, think about your relationships with friends and family members.

For each statement I read, please tell me if you feel that way: Never, Rarely, Sometimes, Most of the time or Always.

I have people I can count on

01 - Never
02 - Rarely
03 - Sometimes
04 - Most of the time
05 - Always
88 - Don't Know
99 – Refused

Q: GAMBLING

Now we would like to ask about gambling.

Q: E14

In the last three months, have you gambled (including casino or online gambling, horse races, bingo, buying lottery tickets)?

01 - Yes
02 - No
88 - Don't Know
99 - Refused

Q: E14_B

Did you gamble more than you intended even if it had negative consequences for you (for example, loss of money; arguments with family/friends; interference with work; school or social activities)?

01 - Yes
02 - No
88 - Don't Know
99 - Refused

Q: HEALTH

Next, we’d like to ask you some questions about your health, and decisions that may affect your health.
Q: E8

In general, how would you rate your health? Would you say it is...

04 - Excellent
03 - Good
02 - Fair
01 - Poor
88 - Don't Know
99 - Refused

Q: E9_A (E9_1)

In the last 3 days, how often have you experienced:

Difficulty falling asleep, staying asleep, waking up too early or having non-restful sleep

01 - Not at all
02 - Not in the last 3 days, but often have the problem
03 - In 1-2 of the last 3 days
04 - Daily in the last 3 days
88 - Don't Know
99 - Refused

Q: E9_B (E9_2)

In the last 3 days, how often have you experienced:

Too much sleep

01 - Not at all
02 - Not in the last 3 days, but often have the problem
03 - In 1-2 of the last 3 days
04 - Daily in the last 3 days
88 - Don't Know
99 - Refused

Q: E9_C (E9_3)

In the last 3 days, how often have you experienced:

Daytime drowsiness

01 - Not at all
02 - Not in the last 3 days, but often have the problem
03 - In 1-2 of the last 3 days
04 - Daily in the last 3 days
88 - Don't Know
99 - Refused
Q: E9_D (E9_4)
In the last 3 days, how often have you experienced:

Dizziness

01 - Not at all
02 - Not in the last 3 days, but often have the problem
03 - In 1-2 of the last 3 days
04 - Daily in the last 3 days
88 - Don't Know
99 - Refused

Q: E9_E (E9_5)
In the last 3 days, how often have you experienced:

Unsteadiness on my feet

01 - Not at all
02 - Not in the last 3 days, but often have the problem
03 - In 1-2 of the last 3 days
04 - Daily in the last 3 days
88 - Don't Know
99 - Refused

Q: E9_F (E9_6)
In the last 3 days, how often have you experienced:

Chest pain

01 - Not at all
02 - Not in the last 3 days, but often have the problem
03 - In 1-2 of the last 3 days
04 - Daily in the last 3 days
88 - Don't Know
99 - Refused

Q: E9_G (E9_7)
In the last 3 days, how often have you experienced:

Loss of appetite

01 - Not at all
02 - Not in the last 3 days, but often have the problem
03 - In 1-2 of the last 3 days
04 - Daily in the last 3 days
88 - Don't Know
99 - Refused
Q: E9_H (E9_8)
In the last 3 days, how often have you experienced:

Blurred vision

01 - Not at all
02 - Not in the last 3 days, but often have the problem
03 - In 1-2 of the last 3 days
04 - Daily in the last 3 days
88 - Don't Know
99 - Refused

Q: E9_I (E9_9)
In the last 3 days, how often have you experienced:

Headache

01 - Not at all
02 - Not in the last 3 days, but often have the problem
03 - In 1-2 of the last 3 days
04 - Daily in the last 3 days
88 - Don't Know
99 - Refused

Q: E9_J (E9_10)
In the last 3 days, how often have you experienced:

Shortness of breath

01 - Not at all
02 - Not in the last 3 days, but often have the problem
03 - In 1-2 of the last 3 days
04 - Daily in the last 3 days
88 - Don't Know
99 - Refused

Q: E9_K (E9_11)
In the last 3 days, how often have you experienced:

Fatigue

01 - Not at all
02 - Not in the last 3 days, but often have the problem
03 - In 1-2 of the last 3 days
04 - Daily in the last 3 days
88 - Don't Know
99 - Refused
Q: E9_L (E9_12)
In the last 3 days, how often have you experienced:
Gastro-intestinal problems, including constipation, diarrhea, vomiting, nausea, or heartburn
01 - Not at all
02 - Not in the last 3 days, but often have the problem
03 - In 1-2 of the last 3 days
04 - Daily in the last 3 days
88 - Don't Know
99 - Refused

Q: E9_M (E9_13)
In the last 3 days, how often have you experienced:
Problems with thinking, including thoughts going fast or slow, or forgetting what you were thinking
01 - Not at all
02 - Not in the last 3 days, but often have the problem
03 - In 1-2 of the last 3 days
04 - Daily in the last 3 days
88 - Don't Know
99 - Refused

Q: E10_A (E10_1)
In the last three days, how often have you felt:
Little interest or pleasure in things you normally enjoy
01 - Not at all
02 - Not in the last 3 days, but often have the problem
03 - In 1-2 of the last 3 days
04 - Daily in the last 3 days
88 - Don't Know
99 - Refused

Q: E10_B (E10_2)
In the last three days, how often have you felt:
Anxious, restless or uneasy
01 - Not at all
02 - Not in the last 3 days, but often have the problem
03 - In 1-2 of the last 3 days
04 - Daily in the last 3 days
88 - Don't Know
99 - Refused
Q: E10_C (E10_3)
In the last three days, how often have you felt:

Sad, depressed or hopeless

01 - Not at all
02 - Not in the last 3 days, but often have the problem
03 - In 1-2 of the last 3 days
04 - Daily in the last 3 days
88 - Don't Know
99 - Refused

Q: E10_D (E10_4)
In the last three days, how often have you felt:

Short tempered or easily upset

01 - Not at all
02 - Not in the last 3 days, but often have the problem
03 - In 1-2 of the last 3 days
04 - Daily in the last 3 days
88 - Don't Know
99 - Refused

Q: E10_E (E10_5)
In the last three days, how often have you felt:

Lonely

01 - Not at all
02 - Not in the last 3 days, but often have the problem
03 - In 1-2 of the last 3 days
04 - Daily in the last 3 days
88 - Don't Know
99 - Refused

Q: E10_F (E10_6)
In the last three days, how often have you felt:

Angry with yourself or others

01 - Not at all
02 - Not in the last 3 days, but often have the problem
03 - In 1-2 of the last 3 days
04 - Daily in the last 3 days
88 - Don't Know
99 - Refused
Q: E11_A (E11_1)

Now we would like to ask about some common household tasks. For each task please tell me if you have received any help in the last 3 days. By help we mean that you received assistance because you were physically unable to complete the task yourself.

Preparing meals

01 - Yes
02 - No
88 - Don't Know
99 - Refused

Q: E11_B (E11_2)

Now we would like to ask about some common household tasks. For each task please tell me if you have received any help in the last 3 days. By help we mean that you received assistance because you were physically unable to complete the task yourself.

Ordinary work around the house

01 - Yes
02 - No
88 - Don't Know
99 - Refused

Q: E11_C (E11_3)

Now we would like to ask about some common household tasks. For each task please tell me if you have received any help in the last 3 days. By help we mean that you received assistance because you were physically unable to complete the task yourself.

Managing finances

01 - Yes
02 - No
88 - Don't Know
99 - Refused

Q: E11_D (E11_4)

Now we would like to ask about some common household tasks. For each task please tell me if you have received any help in the last 3 days. By help we mean that you received assistance because you were physically unable to complete the task yourself.

Bathing, including getting in and out of the tub or shower

01 - Yes
02 - No
88 - Don't Know
99 - Refused
Q: E11_E (E11_5)
Now we would like to ask about some common household tasks. For each task please tell me if you have received any help in the last 3 days. By help we mean that you received assistance because you were physically unable to complete the task yourself.

Combing hair, brushing teeth or washing your face and hands

01 - Yes
02 - No
88 - Don't Know
99 - Refused

Q: E11_F (E11_6)
Now we would like to ask about some common household tasks. For each task please tell me if you have received any help in the last 3 days. By help we mean that you received assistance because you were physically unable to complete the task yourself.

Walking or using a wheelchair indoors

01 - Yes
02 - No
88 - Don't Know
99 - Refused

Q: E11_G (E11_7)
Now we would like to ask about some common household tasks. For each task please tell me if you have received any help in the last 3 days. By help we mean that you received assistance because you were physically unable to complete the task yourself.

Dressing or undressing the lower part of your body

01 - Yes
02 - No
88 - Don't Know
99 - Refused

Q: C6_A (C6_1)
I'm going to read you a list of some common vaccines. Please answer "yes" if you have received the vaccine or "no" if you have not.

Regular influenza vaccine last winter

01 - Yes
02 - No
88 - Don't Know
99 - Refused
Q: C6_B (C6_2)

I'm going to read you a list of some common vaccines. Please answer "yes" if you have received the vaccine or "no" if you have not.

Human Papilloma Virus vaccine (or HPV vaccine)

01 - Yes
02 - No
88 - Don't Know
99 - Refused

Q: C6_C (C6_3)

I'm going to read you a list of some common vaccines. Please answer "yes" if you have received the vaccine or "no" if you have not.

H1N1 or swine flu vaccine

01 - Yes
02 - No
88 - Don't Know
99 - Refused

Q: C6_D (C6_4)

I'm going to read you a list of some common vaccines. Please answer "yes" if you have received the vaccine or "no" if you have not.

Measles, Mumps, Rubella vaccine (or MMR vaccine)

01 - Yes
02 - No
88 - Don't Know
99 - Refused

Q: C7_A (C7_1)

I'm going to read you the same list of some common vaccines. Please answer "yes" if your children have received the vaccine or "no" if they have not. Please include ONLY children under 18 years of age who live with you all or most of the time.

Regular influenza vaccine in the year 2010

01 - Yes, all of my children
02 - Yes, some of my children
03 - No, none of my children
77 - Do not have children
88 - Don't Know
99 - Refused
Q: C7_B (C7_2)
I'm going to read you the same list of some common vaccines. Please answer "yes" if your children have received the vaccine or "no" if they have not. Please include ONLY children under 18 years of age who live with you all or most of the time.

Human Papilloma Virus vaccine (or HPV vaccine)

01 - Yes, all of my children
02 - Yes, some of my children
03 - No, none of my children
04 - No female children
77 - Do not have children
88 - Don't Know
99 - Refused

Q: C7_C (C7_3)
I'm going to read you the same list of some common vaccines. Please answer "yes" if your children have received the vaccine or "no" if they have not. Please include ONLY children under 18 years of age who live with you all or most of the time.

H1N1 or swine flu vaccine

01 - Yes, all of my children
02 - Yes, some of my children
03 - No, none of my children
77 - Do not have children
88 - Don't Know
99 - Refused

Q: C7_D (C7_4)
I'm going to read you the same list of some common vaccines. Please answer "yes" if your children have received the vaccine or "no" if they have not. Please include ONLY children under 18 years of age who live with you all or most of the time.

Measles, Mumps, Rubella vaccine (or MMR vaccine)

01 - Yes, all of my children
02 - Yes, some of my children
03 - No, none of my children
77 - Do not have children
88 - Don't Know
99 - Refused

Q: EXPERIENCE
Now we would like to ask about some important events or situations that you may have experienced in your life. Some of these events are distressing in nature; please remember that you do not have to answer if you do not wish to.
Q: E12_A (E12_1)
For the following life events, please indicate the most recent time you experienced the event, if ever.

Serious accident or physical impairment

01 - Never
02 - More than 1 year ago
03 - Within the last year
04 - Within the last week
88 - Don't Know
99 - Refused

Q: E12_B (E12_2)
For the following life events, please indicate the most recent time you experienced the event, if ever.

Distress about the health of another person

01 - Never
02 - More than 1 year ago
03 - Within the last year
04 - Within the last week
88 - Don't Know
99 - Refused

Q: E12_C (E12_3)
For the following life events, please indicate the most recent time you experienced the event, if ever.

Death of a close family member or friend

01 - Never
02 - More than 1 year ago
03 - Within the last year
04 - Within the last week
88 - Don't Know
99 - Refused

Q: E12_D (E12_4)
For the following life events, please indicate the most recent time you experienced the event, if ever.

Child custody issues, birth or adoption of a child

01 - Never
02 - More than 1 year ago
03 - Within the last year
04 - Within the last week
88 - Don't Know
99 - Refused
Q: E12_E (E12_5)
For the following life events, please indicate the most recent time you experienced the event, if ever.

Break-up or conflict-laden relationship, including divorce

01 - Never
02 - More than 1 year ago
03 - Within the last year
04 - Within the last week
88 - Don't Know
99 - Refused

Q: E12_F (E12_6)
For the following life events, please indicate the most recent time you experienced the event, if ever.

Major loss of income or serious economic hardship due to poverty

01 - Never
02 - More than 1 year ago
03 - Within the last year
04 - Within the last week
88 - Don't Know
99 - Refused

Q: E12_G (E12_7)
For the following life events, please indicate the most recent time you experienced the event, if ever.

Immigration, including refugee status

01 - Never
02 - More than 1 year ago
03 - Within the last year
04 - Within the last week
88 - Don't Know
99 - Refused

Q: E12_H (E12_8)
For the following life events, please indicate the most recent time you experienced the event, if ever.

Lived in a war zone or area of violent conflict
(either as a combatant or civilian)

01 - Never
02 - More than 1 year ago
03 - Within the last year
04 - Within the last week
88 - Don't Know
99 - Refused
Q: E12_I (E12_9)
For the following life events, please indicate the most recent time you experienced the event, if ever.

Witnessed severe accident, disaster, terrorism, violence or abuse

01 - Never
02 - More than 1 year ago
03 - Within the last year
04 - Within the last week
88 - Don't Know
99 - Refused

Q: E12_J (E12_10)
For the following life events, please indicate the most recent time you experienced the event, if ever.

Victim of crime or abuse

01 - Never
02 - More than 1 year ago
03 - Within the last year
04 - Within the last week
88 - Don't Know
99 - Refused

Q: E13
Because of limited funds, during the last 30 days have you made trade-offs among purchasing any of the following: adequate food, shelter, clothing, prescribed medications, sufficient home heat or cooling, necessary health care?

01 - Yes
02 - No
88 - Don't Know
99 - Refused

Q: CPC
The next set of questions ask your opinion about crime and safety within the Waterloo region.

Q: F1
During the last five years, do you think that crime in Waterloo region has...

03 - Increased,
02 - Decreased, or
01 - Remained about the same?
88 - Don't Know
99 - Refused
Q: F2

During the last five years, do you think that crime in your neighbourhood has...

03 - Increased
02 - Decreased, or
01 - Remained about the same?
88 - Don't Know
99 - Refused

Q: F3

How safe do you feel from crime walking ALONE in your area after dark?

04 - Very safe,
03 - Reasonably safe
02 - Somewhat unsafe, or
01 - Very unsafe
88 - Don't Know
99 - Refused

Q: F4

If alone in your home in the evening or at night how do you feel about your safety from crime?

03 - Very worried,
02 - Somewhat worried, or
01 - Not at all worried?
88 - Don't Know
99 - Refused

Q: F5

In general how satisfied are you with your personal safety from crime?

04 - Very satisfied
03 - Somewhat satisfied
02 - Somewhat dissatisfied, or
01 - Very dissatisfied
88 - Don't Know
99 - Refused

Q: F6

In thinking about your feelings of safety in your downtown area at night, do you feel…

04 - Very safe,
03 - Somewhat safe,
02 - Somewhat unsafe, or
01 - Very unsafe
88 - Don't Know
99 - Refused
Q: F7
In your opinion, is substance use and addiction better managed in our society using:

01 - Health approaches,  
02 - Criminal justice approaches, or  
03 - A combination of both  
88 - Don't Know  
99 - Refused

Q: F8
Which of the ways listed would in your view be the single most effective way to control crime?

Answer:

RANDOMIZED:

01 - Reduce level of unemployment  
02 - Make sentences harsher  
03 - Increase the use of alternatives to incarceration  
04 - Increase the number of social programs  
05 - Increase the number of police

Q: F9
Although reducing crime is a responsibility shared by many, where do you think the main responsibility lies?

Answer:

RANDOMIZED:

01 - Society generally  
02 - Courts  
03 - Community programs  
04 - Police  
05 - Corrections

Q: POLITICS
Now we would like to ask some questions about politics.

Q: C3
In federal politics, do you usually think of yourself as a:

01 - Liberal  
02 - Conservative  
03 - New Democrat  
04 - Green  
05 - None  
06 - Other  
88 - Don't know  
99 - Refused
Q: C4
Did you vote in the federal election held on May 2nd?
01 - Yes
02 - No
88 - Don't Know
99 - Refused

Q: C5
Which party did you vote for?
01 - Liberal Party
02 - Conservative Party
03 - New Democratic Party
04 - Green Party
05 - Other party
88 - Don't know
99 - Refused

Q: C1_A (C1_1)
Voters in the last municipal election were asked the referendum question: "Should the Region of Waterloo Fluoridate Your Municipal Water?"
How did you vote in that referendum?
01 - I voted YES
02 - I voted NO
03 - I did not vote
88 - Don't Know
99 - Refused

Q: C2_A (C2_1)
Please indicate if you strongly agree, agree, disagree, or strongly disagree with the following statements:

Fluoride in the municipal water supply is not good for people
04 - Strongly Agree
03 - Agree
02 - Disagree
01 - Strongly Disagree
88 - Don't Know
99 - Refused
Q: C2_B (C2_2)

Please indicate if you strongly agree, agree, disagree, or strongly disagree with the following statements:

Fluoride in municipal water supply helps to reduce cavities

04 - Strongly Agree
03 - Agree
02 - Disagree
01 - Strongly Disagree
88 - Don't Know
99 - Refused

Q: C2_C (C2_3)

Please indicate if you strongly agree, agree, disagree, or strongly disagree with the following statements:

Government should not oblige medical treatments on its citizens, even if there are health benefits

04 - Strongly Agree
03 - Agree
02 - Disagree
01 - Strongly Disagree
88 - Don't Know
99 - Refused

Q: KW

The following section of questions relate to stormwater management in Kitchener and Waterloo. The information collected will be used by City staff to help shape policy decisions related to the Stormwater Utility.

Q: I1_intro

The next few questions are about sources of water pollution from runoff from land sources. I am going to read you a list of possible sources of water pollution that collects in local ponds, rivers and lakes.

For each one, I want you to tell me how important you think it is to prevent this pollutant from entering ponds, rivers and lakes in our community.
Q: I1_A (I1_1)

The first/next source of pollution is...

Rainfall runoff from residential lawns and gardens?

[Only read for first two items]
Is that very important, somewhat important, somewhat unimportant, or very unimportant to you that something be done to reduce this source of pollution from entering our water ways?

04 - Very Important
03 - Somewhat Important
02 - Somewhat Unimportant
01 - Very Unimportant
88 - Don't Know
99 - Refused

Q: I1_B (I1_2)

The first/next source of pollution is...

Rainfall runoff from construction sites?

[Only read for first two items]
Is that very important, somewhat important, somewhat unimportant, or very unimportant to you that something be done to reduce this source of pollution from entering our water ways?

04 - Very Important
03 - Somewhat Important
02 - Somewhat Unimportant
01 - Very Unimportant
88 - Don't Know
99 - Refused

Q: I1_C (I1_3)

The first/next source of pollution is...

Rainfall runoff from hard surfaces such as rooftops, driveways, parking lots, and streets?

[Only read for first two items]
Is that very important, somewhat important, somewhat unimportant, or very unimportant to you that something be done to reduce this source of pollution from entering our water ways?

04 - Very Important
03 - Somewhat Important
02 - Somewhat Unimportant
01 - Very Unimportant
88 - Don't Know
99 - Refused
Q: I1_D (I1_4)

The first/next source of pollution is ...

Rainfall runoff from farmlands?

[Only read for first two items]
Is that very important, somewhat important, somewhat unimportant, or very unimportant to you that something be done to reduce this source of pollution from entering our water ways?

04 - Very Important
03 - Somewhat Important
02 - Somewhat Unimportant
01 - Very Unimportant
88 - Don't Know
99 - Refused

Q: I1_E (I1_5)

The first/next source of pollution is ...

Rainfall runoff from industrial or commercial land?

[Only read for first two items]
Is that very important, somewhat important, somewhat unimportant, or very unimportant to you that something be done to reduce this source of pollution from entering our water ways?

04 - Very Important
03 - Somewhat Important
02 - Somewhat Unimportant
01 - Very Unimportant
88 - Don't Know
99 - Refused

Q: I3

The next few questions are about how you handle jobs around the house, like yard work. Do you have a lawn that you mow?

01 - Yes
02 - No
88 - Don't Know
99 - Refused

Q: I4

When you mow your grass, what do you do with the grass clippings?

[DO NOT READ LIST - CHECK ALL THAT APPLY]

01 - Leave them on the lawn
02 - Collect them and throw them in the garbage
03 - Rake or blow them into a drain or onto the street
04 - Mulch them
05 - Compost them on your own property
Q: I5_A (I5_1)

Do you ever use fertilizer on your lawn?

01 - Yes
02 - No
88 - Don't Know
99 - Refused

Q: I5_B (I5_2)

About how often do you use fertilizer on your lawn? Would you say it's...

01 - Once a month or more often
02 - Less than once a month, but more than 3 times a year
03 - Two or three times a year
04 - Once a year
05 - Less than once a year
88 - Don't Know
99 - Refused

Q: I7_1

The next few questions are about taking care of your vehicle.
Do you have a car, truck or other vehicle?

01 - Yes
02 - No
88 - Don't Know
99 - Refused

Q: I8

Do you wash your vehicle at home, or do you take it to a car wash?

01 - Wash vehicle at home only
02 - Wash vehicle both at home and at a car wash
03 - Take it to a car wash only
04 - Never wash my vehicle
05 - Other location (Specify)
88 - Don't Know
99 - Refused

Q: I9_A (I9_1)

Do you change the oil in your vehicle at home?

01 - Yes
02 - No
88 - Don't Know
99 - Refused
Q: I9_B (I9_2)

How do you dispose of the used vehicle oil?
[DO NOT READ LIST - CHECK ALL THAT APPLY]

01 - Dispose of it at home, in the garbage
02 - Dispose of it at home by pouring it down the drain
03 - Dispose of it outside, by pouring it down a storm drain
04 - Dispose of it outside, by pouring it in an area in my yard
05 - Take it to a garage so it can be recycled
06 - Take it to the City Landfill where it can be disposed of
07 - Other (Specify)
88 - Don't Know
99 - Refused

Q: I10

Next, please think about the winter that just ended. How many times was salt applied to your driveway or sidewalks to eliminate ice?
[DO NOT READ LIST]
[IF RESPONDENT SAYS "After every snow storm."]
[Say: "Would that be 5 times or more during this past winter?"]
[IF 'No', THEN CONTINUE TO PROBE RESPONDENT WITH SMALLER LIST OPTIONS UNTIL APPROPRIATE NUMBER IS REACHED]

01 - Never
02 - Once or twice
03 - Three or Four times
04 - Five times or more
88 - Don't Know/Don't Remember
99 - Refused

Q: I15

Now I'd like to talk to you specifically about stormwater.

Stormwater is defined as all the water that collects on streets and parking lots after a rain storm and then runs into storm drains.

Are you aware that there is a stormwater management fee charged on your utility bill?

01 - Yes
02 - No
03 - I don't get a utility bill
04 - I don't pay/see the utility bill
88 - Don't Know
99 - Refused

Q: I16

How much do you think the monthly fee is?

01 - Record Amount ($)
88 - Don't Know
99 - Refused
Q: I18

The City is responsible for managing and controlling runoff from rain and melted snow for flood control and water quality improvement. Currently the fee for this is

Overall, how would you rate the value of this service, based on the fee that residents pay? Is it....

04 - Very high value
03 - Moderately high value
02 - Moderately low value
01 - Or, very low value
88 - Don't Know
99 - Refused

Q: I19_A (I19_1)

Using the same scale, how would you rate the value of each of the following services, with respect to the monthly fee paid?

The first service is cleaning sewers, catchbasins and ponds to improve water quality flowing to rivers.

04 - Very high value
03 - Moderately high value
02 - Moderately low value
01 - Or, very low value
88 - Don't Know
99 - Refused

Q: I19_B (I19_2)

Using the same scale, how would you rate the value of each of the following services, with respect to the monthly fee paid?

The next service is removing obstructions in creeks and rivers to reduce flooding and property damage

04 - Very high value
03 - Moderately high value
02 - Moderately low value
01 - Or, very low value
88 - Don't Know
99 - Refused

Q: I19_C (I19_3)

Using the same scale, how would you rate the value of each of the following services, with respect to the monthly fee paid?

Sweeping streets to eliminate dirt, garbage, and leaves that may enter the creeks and wetlands.

04 - Very high value
03 - Moderately high value
02 - Moderately low value
01 - Or, very low value
88 - Don't Know
99 - Refused
Q: I19_D (I19_4)

Using the same scale, how would you rate the value of each of the following services, with respect to the monthly fee paid?

Responding to reported pollution spills such as oil into natural areas to prevent further damage to the environment

04 - Very high value
03 - Moderately high value
02 - Moderately low value
01 - Or, very low value
88 - Don't Know
99 - Refused

Q: I19_E (I19_5)

Using the same scale, how would you rate the value of each of the following services, with respect to the monthly fee paid?

Providing education to residents to show how they can contribute to stormwater management

04 - Very high value
03 - Moderately high value
02 - Moderately low value
01 - Or, very low value
88 - Don't Know
99 - Refused

Q: I20_A (I20_1)

There are a number of ways that a residential property owner can manage storm water on their property. How likely would you be to implement each of the following alternatives?

Would you be Very likely, Somewhat likely, Somewhat unlikely, or Very unlikely to ...

Sweep dirt from driveways and sidewalks and put it in the garbage, instead of sweeping it into the street

04 - Very likely
03 - Somewhat likely
02 - Somewhat unlikely
01 - Very unlikely
88 - Don't Know
99 - Refused
Q: I20_B (I20_2)

There are a number of ways that a residential property owner can manage storm water on their property. How likely would you be to implement each of the following alternatives?

Would you be Very likely, Somewhat likely, Somewhat unlikely, or Very unlikely to ...

Ensure that downspouts go onto the lawn or garden and not onto the driveway

04 - Very likely
03 - Somewhat likely
02 - Somewhat unlikely
01 - Very unlikely
88 - Don't Know
99 - Refused

Q: I20_C (I20_3)

There are a number of ways that a residential property owner can manage storm water on their property. How likely would you be to implement each of the following alternatives?

Would you be Very likely, Somewhat likely, Somewhat unlikely, or Very unlikely to ...

Stop using salt for melting ice in the winter

04 - Very likely
03 - Somewhat likely
02 - Somewhat unlikely
01 - Very unlikely
88 - Don't Know
99 - Refused

Q: I20_D (I20_4)

There are a number of ways that a residential property owner can manage storm water on their property. How likely would you be to implement each of the following alternatives?

Would you be Very likely, Somewhat likely, Somewhat unlikely, or Very unlikely to ...

Buy a rain barrel and put it under a downspout to collect water.
This could cost up to one hundred dollars.

04 - Very likely
03 - Somewhat likely
02 - Somewhat unlikely
01 - Very unlikely
88 - Don't Know
99 - Refused
Q: I20_E (I20_5)

There are a number of ways that a residential property owner can manage storm water on their property. How likely would you be to implement each of the following alternatives?

Would you be Very likely, Somewhat likely, Somewhat unlikely, or Very unlikely to ... 

Build a rain garden or landscape your property to maximize the amount of runoff that stays on your property. This could cost from one hundred up to one thousand dollars.

04 - Very likely  
03 - Somewhat likely  
02 - Somewhat unlikely  
01 - Very unlikely  
88 - Don't Know  
99 - Refused

Q: I20_F (I20_6)

There are a number of ways that a residential property owner can manage storm water on their property. How likely would you be to implement each of the following alternatives?

Would you be Very likely, Somewhat likely, Somewhat unlikely, or Very unlikely to ... 

Install a stormwater storage tank to significantly reduce the amount of runoff coming from your property. This could cost over one thousand dollars.

04 - Very likely  
03 - Somewhat likely  
02 - Somewhat unlikely  
01 - Very unlikely  
88 - Don't Know  
99 - Refused

Q: I20_G (I20_7)

There are a number of ways that a residential property owner can manage storm water on their property. How likely would you be to implement each of the following alternatives?

Would you be Very likely, Somewhat likely, Somewhat unlikely, or Very unlikely to ... 

Install a driveway that can absorb rainwater to significantly reduce the amount of runoff coming from your property. This could cost over one thousand dollars.

04 - Very likely  
03 - Somewhat likely  
02 - Somewhat unlikely  
01 - Very unlikely  
88 - Don't Know  
99 - Refused
Q: I21

How likely would you be to undertake stormwater management practices on your property to take advantage of an incentive program? Would you be ...

[IF RESPONDENT SAYS: "What type of practices?"]
[Probe with: "For example, any of the practices previously mentioned, such as]
[a buying rain barrel, building a rain garden, installing a stormwater storage]
[tank, or installing a driveway that absorbs rainwater."]

04 - Very likely
03 - Somewhat likely
02 - Somewhat unlikely
01 - Very unlikely
77 - Depends on what the incentive is
88 - Don't Know
99 - Refused

Q: SURVEYS

Now just a few questions about surveys in general

Q: G1

If you had to participate in a survey, but were offered the choice of having a questionnaire arrive through the mail, an interviewer call at the door, a telephone interview, or a survey by Internet, which would you prefer?

01 - Mail Questionnaire
02 - Personal Interview (at the door)
03 - Telephone Survey
04 - Internet
88 - Don't Know
99 - Refused

Q: G2_A (G2_1)

On any survey, some people agree to be interviewed and some do not. Could you say, for yourself personally, whether each of the following would be extremely important, very important, moderately important, or of little or no importance, in deciding whether to grant an interview:

Whether the topic of the survey is interesting

04 - Extremely Important
03 - Very Important
02 - Moderately Important
01 - Of little or no importance
88 - Don't Know
99 – Refused
Q: G2_B (G2_2)

On any survey, some people agree to be interviewed and some do not. Could you say, for yourself personally, whether each of the following would be extremely important, very important, moderately important, or of little or no importance, in deciding whether to grant an interview:

Whether the topic of the survey is socially important

04 - Extremely Important
03 - Very Important
02 - Moderately Important
01 - Of little or no importance
88 - Don't Know
99 - Refused

Q: G2_C (G2_3)

On any survey, some people agree to be interviewed and some do not. Could you say, for yourself personally, whether each of the following would be extremely important, very important, moderately important, or of little or no importance, in deciding whether to grant an interview:

What you are doing when the interviewer calls

04 - Extremely Important
03 - Very Important
02 - Moderately Important
01 - Of little or no importance
88 - Don't Know
99 - Refused

Q: G2_D (G2_4)

On any survey, some people agree to be interviewed and some do not. Could you say, for yourself personally, whether each of the following would be extremely important, very important, moderately important, or of little or no importance, in deciding whether to grant an interview:

The time of year

04 - Extremely Important
03 - Very Important
02 - Moderately Important
01 - Of little or no importance
88 - Don't Know
99 - Refused
Q: G2_E (G2_5)
On any survey, some people agree to be interviewed and some do not. Could you say, for yourself personally, whether each of the following would be extremely important, very important, moderately important, or of little or no importance, in deciding whether to grant an interview:

Whether the survey is sponsored by the government

04 - Extremely Important
03 - Very Important
02 - Moderately Important
01 - Of little or no importance
88 - Don't Know
99 - Refused

Q: G2_F (G2_6)
On any survey, some people agree to be interviewed and some do not. Could you say, for yourself personally, whether each of the following would be extremely important, very important, moderately important, or of little or no importance, in deciding whether to grant an interview:

Whether the survey is sponsored by a university

04 - Extremely Important
03 - Very Important
02 - Moderately Important
01 - Of little or no importance
88 - Don't Know
99 - Refused

Q: G2_G (G2_7)
On any survey, some people agree to be interviewed and some do not. Could you say, for yourself personally, whether each of the following would be extremely important, very important, moderately important, or of little or no importance, in deciding whether to grant an interview:

Your initial impression of the interviewer

04 - Extremely Important
03 - Very Important
02 - Moderately Important
01 - Of little or no importance
88 - Don't Know
99 - Refused
Q: G2_H (G2_8)
On any survey, some people agree to be interviewed and some do not. Could you say, for yourself personally, whether each of the following would be extremely important, very important, moderately important, or of little or no importance, in deciding whether to grant an interview:

How persistent the interviewer is

04 - Extremely Important
03 - Very Important
02 - Moderately Important
01 - Of little or no importance
88 - Don't Know
99 - Refused

Q: G2_I (G2_9)
On any survey, some people agree to be interviewed and some do not. Could you say, for yourself personally, whether each of the following would be extremely important, very important, moderately important, or of little or no importance, in deciding whether to grant an interview:

How long the interviewer says it will take

04 - Extremely Important
03 - Very Important
02 - Moderately Important
01 - Of little or no importance
88 - Don't Know
99 - Refused

Q: DEMOGRAPHICS
This last section asks about you and your household. The answers to these questions are used only for broad analysis purposes.

The information you provide is confidential.

Q: H1
In which business, industry or service are you currently working?
If you are not currently working, please refer to the last paid employment you had.

01 - I have never worked
02 - Agriculture
03 - Construction
04 - Education
05 - Health care/support services
06 - Hospitality (restaurants, bars, hotels)
07 - Government
08 - Insurance/high-tech
09 - Manufacturing
10 - Service/retail
11 - Transportation
12 - Other (please specify)
88 - Don't Know
99 – Refused
Q: H2_A (H2_1)
What is the name or title of your job?
The name of the job is:

Q: H2_B (H2_2)
And what kind of work do/did you do?

Q: H3
What is your current employment status? Are you ...

01 - Full-time
02 - Part-time
03 - Retired
04 - Unemployed
05 - Student
06 - Homemaker
07 - Other (specify)
88 - Don't Know
99 - Refused

Q: H4
What is the highest level of formal education that you have completed.

01 - Grade school
02 - High school
03 - College or trade apprenticeship
04 - University degree
05 - Other (specify)
88 - Don't Know
99 - Refused

Q: H5_A (H5_1)
What type of dwelling most closely describes where you live.
[READ LIST]

01 - Detached house
02 - Semi-detached house
03 - Townhouse complex
04 - Duplex/Triplex
05 - Multi-unit apartment/condominium building
06 - Other (specify)
88 - Don't Know
99 - Refused
Q: H5_B (H5_2)

Is this considered a condominium?

01 - Yes
02 - No
88 - Don't Know
99 - Refused

Q: H6

Do you own or rent?

01 - Own
02 - Rent
88 - Don't Know
99 - Refused

Q: H7

5 years ago today, did you live...

01 - at the same address as now
02 - at a different address in the same city/town/village/township
03 - in a different city/town/village/township in Canada
04 - outside Canada
88 - Don't Know
99 - Refused

Q: H8_A (H8_1)

Were you born in Canada or another country?

01 - Canada
02 - Another Country
88 - Don't Know
99 - Refused

Q: H8_B (H8_2)

In what country were you born?

Q: H8_C (H8_3)

In what year did you emigrate to Canada?

Q: H10

Not including yourself, how many people live in your household?
Please include all adults, other than yourself, and any children that live with you all or most of the time. [Enter 88 for Don't Know, and 99 for Refused]

# in household:
Q: H11_1

Now I'd like you to think about the other ____ people who live in your household.
For each person, please tell me their relationship to you, their gender and their age category.
[IF RESPONDENT IS HESITANT ABOUT GIVING INFORMATION SAY: "This information will be kept
confidential and it will only be used to group the information you provide with information from other
people participating in the survey."]

Q: H12_A (H12_1)

For the first person in your household ....

What is their relationship to you?

01 - Spouse
02 - Child
03 - Lodger
04 - Roommate
05 - Parent
06 - Sibling or other blood relative
07 - In-Law
08 - Other (Specify)
88 - Don't Know
99 - Refused

Q: H13_A (H13_1)

Please confirm their gender.

01 - Male
02 - Female
03 - Transgendered
88 - Don't Know
99 - Refused

Q: H14_A (H14_1)

Can you tell me which age group they belong to?
Are they..

01 - 0 to 17
03 - 18 to 24
04 - 25 to 44
06 - 45 to 64
08 - 65 or older
88 - Don't Know
99 - Refused
Q: H12_B (H12_2)

For the next person in your household...

What is their relationship to you?

01 - Spouse
02 - Child
03 - Lodger
04 - Roommate
05 - Parent
06 - Sibling or other blood relative
07 - In-Law
08 - Other (Specify)
88 - Don't Know
99 - Refused

Q: H13_B (H13_2)

Please confirm their gender.

01 - Male
02 - Female
03 - Transgendered
88 - Don't Know
99 - Refused

Q: H14_B (H14_2)

Can you tell me which age group they belong to?

Are they...

01 - 0 to 17
03 - 18 to 24
04 - 25 to 44
06 - 45 to 64
08 - 65 or older
88 - Don't Know
99 - Refused

Q: H12_C (H12_3)

For the next person in your household...

What is their relationship to you?

01 - Spouse
02 - Child
03 - Lodger
04 - Roommate
05 - Parent
06 - Sibling or other blood relative
07 - In-Law
08 - Other (Specify)
88 - Don't Know
99 – Refused
Q: H13_C (H13_3)

Please confirm their gender.

01 - Male
02 - Female
03 - Transgendered
88 - Don't Know
99 - Refused

Q: H14_C (H14_3)

Can you tell me which age group they belong to?
Are they...

01 - 0 to 17
03 - 18 to 24
04 - 25 to 44
06 - 45 to 64
08 - 65 or older
88 - Don't Know
99 - Refused

Q: H12_D (H12_4)

For the next person in your household...

What is their relationship to you?

01 - Spouse
02 - Child
03 - Lodger
04 - Roommate
05 - Parent
06 - Sibling or other blood relative
07 - In-Law
08 - Other (Specify)
88 - Don't Know
99 - Refused

Q: H13_D (H13_4)

Please confirm their gender.

01 - Male
02 - Female
03 - Transgendered
88 - Don't Know
99 - Refused
Q: H14_D (H14_4)

Can you tell me which age group they belong to? Are they...
01 - 0 to 17
03 - 18 to 24
04 - 25 to 44
06 - 45 to 64
08 - 65 or older
88 - Don't Know
99 - Refused

Q: H12_E (H12_5)

For the next person in your household...
What is their relationship to you?
01 - Spouse
02 - Child
03 - Lodger
04 - Roommate
05 - Parent
06 - Sibling or other blood relative
07 - In-Law
08 - Other (Specify)
88 - Don't Know
99 - Refused

Q: H13_E (H13_5)

Please confirm their gender.
01 - Male
02 - Female
03 - Transgendered
88 - Don't Know
99 - Refused

Q: H14_E (H14_5)

Can you tell me which age group they belong to? Are they...
01 - 0 to 17
03 - 18 to 24
04 - 25 to 44
06 - 45 to 64
08 - 65 or older
88 - Don't Know
99 - Refused
Q: H12_F (H12_6)

For the next person in your household...

What is their relationship to you?

01 - Spouse
02 - Child
03 - Lodger
04 - Roommate
05 - Parent
06 - Sibling or other blood relative
07 - In-Law
08 - Other (Specify)
88 - Don't Know
99 - Refused

Q: H13_F (H13_6)

Please confirm their gender.

01 - Male
02 - Female
03 - Transgendered
88 - Don't Know
99 - Refused

Q: H14_F (H14_6)

Can you tell me which age group they belong to? Are they...

01 - 0 to 17
03 - 18 to 24
04 - 25 to 44
06 - 45 to 64
08 - 65 or older
88 - Don't Know
99 - Refused

Q: H15_A (H15_1)

How many cell phones are currently being used in your household. Please include all cell phones that are currently in use.

01 - Enter number of cell phones
02 - No cell phones
88 - Don't know
99 - Refused
Q: H15_B (H15_2)
What proportion of the day would you say any of the cell phones owned by adults are turned on? Is that ....

01 - Less than 25% of the day
02 - 25 to less than 50% of the day
03 - 50 to less than 75% of the day
04 - 75 to 100% of the day
05 - Don't know, I don't use any of the cell phones
88 - Don't know
99 - Refused

Q: H15_C (H15_3)
And how many land lines do you currently have in your household?

01 - Enter number of land lines
02 - No land lines
88 - Don't know
99 - Refused

Q: H16_A (H16_1)
Do you have regular access to a computer?

01 - Yes
02 - No
88 - Don't Know
99 - Refused

Q: H16_B (H16_2)
Is that at home, work, school and/or other (e.g., Internet café)? [CHECK ALL THAT APPLY]

01 - Home
02 - Work/School
03 - Other
88 - Don't Know
99 - Refused

Q: H17
Do you have regular Internet access, whether at home, work or school or some other means?

01 - Yes
02 - No
88 - Don't Know
99 - Refused
Q: H18_A (H18_1)

Would you consent to participating in an in-depth follow up interview with a researcher on the same subjects discussed today, if $20 compensation was provided for your time? The interview will take approximately one hour, and you will be contacted in the next 3 months by one of our regional research partners. The survey will ask questions about crime and safety in your community. Agreeing right now does not mean that you are obligated to complete the survey later. If you are no longer interested, you may refuse when you are contacted without any consequences.

01 - Yes
02 - No

Q: H18_B (H18_2)

In order for us to contact you for that survey, Could you give me your first and last name, and the telephone number that you prefer be reached at?

Name:
Telephone Number:
Extension:

Q: CLOSE

That is the end of the survey. On behalf of our research partners, I'd like to thank you very much for your time.

If the research partners choose to make the results of the survey public, an announcement will be posted on the University of Waterloo Survey Research Centre website at: www.src.uwaterloo.ca

I can repeat that for you if you would like to write it down for future reference.