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**Waterloo Regional Area Survey
Final Report**

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Waterloo Regional Area Survey Summary

Survey in Field: May 26 to July 14, 2011

Completes	610	Station Hours	818
Partials	34	Completes/Hour	0.75
Cell Completes	70		
Landline Completes	540	Survey Length	39.5 minutes

	Cell	Landline	Overall
Contact Rate	50.4%	49.6%	
Cooperation Rate	30.7%	19.3%	
Response Rate	21.5%	11.7%	12.3%

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 land-line 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.

Place of Residence

	Population	Sample	
Cambridge	24.0%	114	18.7%
Kitchener	42.0%	266	43.6%
Waterloo	22.6%	158	25.9%
Townships	11.4%	72	11.8%
Total	100%	610	100%

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.

Gender and Age

	Census 2006		Sample			
	%Male	%Female	Male	Female	%Male	%Female
18 to 24	14.1%	13.0%	28	15	11.2%	4.2%
25 to 34	18.9%	17.9%	32	38	12.9%	10.6%
35 to 44	21.3%	20.4%	30	78	12.0%	21.7%
45 to 54	19.3%	18.8%	55	71	22.1%	19.8%
55 to 64	13.1%	13.0%	49	64	19.7%	17.8%
65+	13.3%	16.8%	55	93	22.1%	25.9%
Total adult	100.0%	100.0%	249	359	100.0%	100.0%

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.

	Census	Sample	
Home Ownership			
Own	70%	465	76.2%
Rent	30%	143	23.4%
		608	
Country of Birth			
Canada	75.8%	489	80.2%
Another country	18.8%	121	19.8%
		610	

Section Three: Survey Fieldwork

Overview

Approximate breakdown of scheduled call volume:

Calling Time	Percentage
10 – 4 Monday-Friday	15
4-12 Monday-Friday	65
12 - 8 Sunday	20

Call Attempts

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

# Call Attempts	Number of completes	% of Total Completes	Cumulative %
1	176	28.9	28.9
2	179	29.3	58.2
3	140	23.0	81.1
4	58	9.5	90.7
5	28	4.6	95.2
6	10	1.6	96.9
7	10	1.6	98.5
8	0	0.0	98.5
9	3	0.5	99.0
10	3	0.5	99.5
12	1	0.2	99.7
15	1	0.2	99.8
18	1	0.2	100.0%
total	610	100%	
average	2.6		

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.

Interview 1.0		Cell	Landline
1.0	Complete	70	540
1.1	Partial	3	31
Eligible, Non-Interview 2.0			
2.1	Refusal – cell phone*	25	0
2.2	Refusal – no interview started	87	1537
2.3	Break-off – intro not read	43	695
Unknown Eligibility, Non-Interview 3.0			
3.1	Unknown eligibility – No answer, Busy, Answering machine	132	2193
Not Eligible 4.0			
4.1	Contact, person incompetent	1	16
4.2	Contact, language problem	0	102
4.3	Fax/modem, Not-in-service, number changed, Business	109	888
4.4	Ineligible	16	17
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.

Completes and Refusals

Completes and Refusals and Not Eligible and % Eligible

$$\frac{73+155}{73+155+126+98} = \frac{228}{452} = 0.504 = 50.4\%$$

Cooperation Rate

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

$$\frac{\text{Completes}}{\text{Completes and Refusals}} = \frac{73}{228} = 0.307 = 32.0\%$$

Response Rate

Completes

Completes and Refusals and % Eligible Unknowns

$$= \frac{73}{73 + 155 + 98} = \frac{73}{326} = 0.224 = 22.4\%$$

The response rate for cell phone records was 22.4%.

Landline Records

The proportion of not eligible (ne):

$$\frac{4.0}{\text{all}} = \frac{1023}{6019} = 0.170$$

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.

$$\frac{\text{Completes}}{\text{Completes and Refusals}} = \frac{571}{2803} = 0.204 = 20.4\%$$

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.

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

Q: E6_F (E6_6)

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

Q: C9_A (C9_1)

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

Q: C9_B (C9_2)

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?

Labour unions

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

Q: C9_C (C9_3)

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?

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

- 06 - Bag them for yard waste collection
- 07 - Other (specify)
- 88 - Don't Know
- 99 - Refused

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.