



Collingwood Neighbourhood House Participant Survey 2024

Collingwood Neighbourhood House (CNH) is committed to working with you to create a safe, healthy and inclusive neighborhood. We want to know how we are doing and know if we are meeting the goals of our [CNH Strategic Plan](#). We invite you to fill out this survey to give us your feedback on your experiences with CNH programs and services. This survey is anonymous, your responses will be reported collectively with other responses. Your thoughts and ideas are very important to us. Thank you for taking the time to give your feedback!

NOTE: If you receiving this email on behalf of your family members, we encourage you to answer on behalf of your own experience, and help them answer the questions for themselves (if possible), so we hear each person's unique experience. You can do so by sending the survey link to your family members, by picking up a paper copy of the survey at any CNH site, or by helping them answer and respond to the questions by survey or paper. You should be able to open the link multiple times to allow multiple family members to respond.

* 1. How are you involved in CNH? Please check as many as apply.

- I am a parent of a child who attends CNH programs/services
- I participate in group programs
- I receive individual support services
- I participate in special events
- I volunteer at CNH
- I apply for Neighbourhood House Small Grants
- I rent or use space for my own programs at CNH

* 2. Which CNH programs/services/events have you used or been involved with? (please check all that apply)

- Arts & Culture
- Renfrew Collingwood Food Justice - Food & Community Gardens
- Systems Change
- Family Programs
- Child Care
- RISE Community Health Centre and/or Pharmacy
- Settlement Services/LINC
- Housing Outreach
- Literacy Outreach
- Recreation and leisure programs
- Seniors Programs
- Youth Programs
- Collingwood Days
- Other (please specify): _____

* 3. Which program, service or activity do you participate in the most often with CNH?

* 4. How long have you been connected to CNH?

- Less than 1 year
- At least 1 year and less than 5 years
- At least 5 years and less than 10 years
- 10 years or more

* 5. How often do you participate in CNH programs and services? Please check the answer that applies best.

- 1-2 times per week
- 3-4 times per week
- More than 4 times per week
- 1-2 times per month
- Less than once per month
- This is my first time here

* 6. Please indicate how much you agree with the following statements. If the question does not apply to you, please check N/A (not applicable).

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A
By participating at CNH, I have met people of different cultures, ages, income levels and/or abilities.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
CNH provides me with the information and support I require to access a service or program.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I have made new friends through participating at CNH.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
CNH has given me the opportunity to share my skills, ideas and/or culture with others.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
CNH (including offsite programs and services) is a place where I feel I belong.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
CNH (including offsite programs and services) is a place where I feel supported to grow.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

* 7. I have opportunities to become involved or give input in to CNH's future direction.

Yes

No

If Yes, please answer question 8. If No, skip to Question 9.

We are asking the following set of questions to help us understand the results of our survey, and to let us know who we are reaching and not reaching.

14. Where do you live?

- Renfrew-Collingwood Neighbourhood (postal code starts with V5R or V5M)
 - Vancouver, but not in Renfrew-Collingwood
 - Burnaby
 - Another part of the lower mainland
 - Prefer not to say
 - Other (please specify):
-

15. What is your age?

- 12 years old or younger
- 13 to 24 years old
- 25-64 years old
- 65 years old or more
- Prefer not to say

16. Gender: how do you identify?

- Man/boy
 - Woman/girl
 - Transgender woman/girl
 - Transgender man/boy
 - Non-Binary
 - Prefer not to say
 - Other (please specify):
-

17. Which country were you born in?

18. What languages do you speak (check all that apply):

- English
 - French
 - Spanish
 - Cantonese
 - Mandarin
 - Punjabi
 - Hindi
 - Tagalog
 - Vietnamese
 - Portuguese
 - Other (please specify):
-

19. In our society, people are often described by their race or racial background. These are not based in science, but our race may influence the way we are treated by individuals and institutions. Which category(ies) best describes you? Check all that apply:

- Black (ex: African, African Canadian, Afro-Caribbean or other Black descent)
 - East Asian (ex: Chinese, Japanese, Korean, Taiwanese or other East Asian descent)
 - Indigenous (First Nations, Inuk/Inuit, Metis)
 - Latin American (Hispanic or Latin American Descent)
 - Middle Eastern (ex: Afghan, Egyptian, Iranian, Kurdish, Lebanese, Turkish or other middle Eastern)
 - South Asian (ex: Bangladeshi, Indian, Indo-Caribbean, Pakistani, Sri Lankan or other South Asian descent)
 - Southeast Asian (Cambodian, Filipino, Indonesian, Thai, Vietnamese, or other Southeast Asian descent)
 - White (European or other white descent)
 - Don't know
 - Prefer not to answer
 - Other (please specify):
-

20. I would not be able to participate in CNH if the program/service did not provide (check all that apply):

- Wheelchair accessible facilities
- Language interpretation or translation

If checked, for which language do you require interpretation or translation?

- Gender neutral washrooms
- Change tables
- Braille
- Financial Subsidy/discounted or free services
- Other (please specify):

21. What did you think of this survey? Please provide your feedback.



Please add your comments: