



Winnipeg Regional
Health Authority
Office régional de la
santé de Winnipeg

Manitoba
Family Services
and Housing



Services à la famille
et Logement
Manitoba

ACCESS TRANSCONA SURVEY RESULTS (based on 132 completed surveys completed during August and September of 2002)

1. What is your age:

17 & under:	1%
18-34	30%
35-49	45%
50-64	14%
65-over	10%

2. What is your gender:

Male	32%
Female	54%
N/A	14%

3. Marital Status:

Single	14%
Married/Common Law	73%
Separated/Divorced	11%
Widowed	2%
N/A	3%

4. Children under the age of 18 currently living in your household:

No	36%
Yes	62%
N/A	2%

5. Postal Codes (not included here).

6. I am very knowledgeable about health and social services in Transcona:

Strongly agree	11%
Agree	36%
Disagree	40%
Strongly Disagree	11%
N/A	2%

7. I am very knowledgeable about the concept of health and social service access centres:

Strongly agree	15%
Agree	36%
Disagree	33%
Strongly Disagree	14%
N/A	2%

8. In the provision of health and social services in Transcona, how important to you are the following:

a) To have access to a wide range of health and social services and programs at one location:

Not very important 1; 2	1=3%	2=12%
Extremely important 3; 4	3=39%	4=44%
N/A	2%	

b) To have all services accessible from a location within the community:

Not very important 1; 2	1=4%	2=5%
Extremely important 3; 4	3=40%	4=50%
N/A	1%	

c) To have access to services beyond normal working hours – that is, beyond the hours of 8:30am-4:30pm Monday – Friday:

Not very important 1; 2	1=3%	2=8%
Extremely important 3; 4	3=36%	4=52%
N/A	1%	

10. In determining the best location for a health and social services access centre in your community, how important are the following to you:

a) Locating the access centre on major bus route:

Not very important 1; 2	1=15%	2=17%
Extremely important 3; 4	3=29%	4=37%
N/A	2%	

b) Locating the access centre on a major throughfare:

Not very important 1; 2	1=10%	2=31%
Extremely important 3; 4	3=31%	4=26%
N/A	2%	

c) Locating the access centre on a site with lots of free parking:

Not very important 1; 2	1=3%	2=13%
Extremely important 3; 4	3=39%	4=43%
N/A	2%	

d) Locating the access centre in a well-lit highly visible location:

Not very important 1; 2	1=2%	2=8%
Extremely important 3; 4	3=32%	4=53%
N/A	5%	

e) Locating the access centre in downtown Transcona:

Not very important 1; 2	1=5%	2=18%
Extremely important 3; 4	3=41%	4=34%
N/A	2%	

Comments

9. As a resident of Transcona what are the three most important a) health services and b) social services to you?

- A) Extra doctors
More doctors
Teen clinics
Female doctors
Drop-in centres
Walk-in centres
Child care
House-call doctors
Post Natal Follow-up
Public health
Home care
Pregnancy and new mothers
First time parents
STD's
Availability of appointments for doctors
Housing
Free drugs
Transit
Better home care
Child Care
Family services housing
Public health nurse
Resources
Health
Medical
Family health
Nutrition
Safety
Social services
All
Location
Easily accessible
Flexibility
Emergency (police, ambulance, fire)
Affordable rent for seniors
Clinics for doctors (accessible)
House calls in winter for house arrest and kids
Community nursing home care

Dental
Mental healthy
Pollution – environment
Respiratory
Early childhood education
Access to immediate medical services
Child
Primary Care / Acute Care
x-ray and lab
Service after normal working hours
Children' services (see doctor ASAP)
Own MD – long wait list to get in! (weeks)
Primary Health
Home care
Wellness
Prevention public health
Mental health
Long term care
Foot care
Cholesterol checks
Walk-in clinics
General health information
Accessible public health nurse
Youth health
Day care – especially respite
Medical (primary) care
Health promotion and prevention
Youth services i.e. family planning
Nursing services
Help when needed transportation when needed to go to the hospital when you do not have blue cross
More dentists
Access to hospitals
Access to services of VON, Day care and foot care
Alternative health care
Not interested in nurse practitioner availability
Timely access to physicians
Pediatric doctors
Information and programs of a preventative nature – i.e. stress reduction, exercise, diet education
User friendly conference rooms large enough to conduct various classes / programs
Home care referrals in a timely manner
Access to information
Access to doctor or health nurse
Medical emergency services
Access to health services outside of 9-5 hours
On-site physician
Service to seniors
Parenting strategies (adolescent)
Seniors programming
Health nurse
Envoy medical dispatch
Employment insurance
Disability insurance
Pharmacare availability
Elderly care

Emotional care
Children's special services
Long term care
Dental without dang wait
Emergency medical
Nutrition
Emergency aid
CFS
Health
VON
Knowledgeable hours
Children, adolescent supports
Speech therapy
OT/PT
Walk-in clinics without long waits
Public health / to address the wellbeing of the physical and emotional needs of the community
Injury prevention at home/ work/leisure & vitality/participation
Environmental impacts in our community on our health
More female doctors

- B) Teen centres
Play groups
Preschool
Community development
Welfare
Employment income services
Childcare
All
Family support
Groups
Doctor offices – not having to wait weeks!! For an appt.
Daycare after school at the school
Safer streets for children more school patrols (adults)
Dealing with bullies and kids vandels
Family counseling (school off daycare)
Breakfast program for kids with school day care (preschool)
Immunization
Low cost dental care availability
Handicap access
Low cost housing seniors
Child and Family Services
Child Day Care
Children / Special needs adults
Housing – seniors
Child specialist services
Family services
Services to seniors
Services to peers with disabilities
Housing
Casual child care – affordable, licensed, flexible
Quality of life enhancement
Development and living
Housing
Income and Employment Assistance
Help to deal with aging parents

Access to legal services, to affordable housing
 Daily living needs
 Transportation
 Centralized office for family services i.e. children's special services
 Flexible child care
 At home support services suited to peoples varying needs
 Counseling services
 Access centre for youth and young adults
 Access services for seniors
 Community mental health
 Employment and income services
 Children's specialty services
 Community development
 Child and family services
 Services not covered by pharmacare and MHSC
 Employment services for persons with disabilities
 Housing
 Child and family services
 Sport programs for kids
 Daycare's
 Drop-in child centres
 Help centres – (work)
 Information regarding children's well-being and development
 Location
 Access
 Hours
 Home care support or networking for caregivers of the elderly/disabled/children
 Awareness for young people for the prevention of substance abuse
 Intervention, education, counseling, and support services to families who are experiencing crisis

11. What other types of services would you like to see located beside or near the Community Access Centre in Transcona?

- Extra doctors in the Transcona area
- Family medicine in Transcona area
- Teen clinics where teens can get birth control
- Pharmacy
- Small café/restaurant (a McDonald's with play centre would be a 'dream')
- Daycare centre where you can drop off your kids while you go get some information or even a supervised play centre
- Health centre
- Tear down the old Extra Foods – build a building on site front on Victoria – parking off Yale Avenue. – Two floors with elevator or the old Dominion Lumber site
- Drug stores
- Grocery site
- One department close to another department
- Love Transcona
- Health and social services
- Near Transcona
- Park for kids
- Maybe coffee shop
- Banking, doctor, dental
- More summer activities that are free for children 12-18
- Meeting parent group
- Food banks. Support services for seniors

- A reh-fit centre
- A pediatrician
- School guidance centre
- Adult literacy program
- More doctors in Transcona
- Someone to talk to about children issues e.g.) giving food, discipline
- Youth achieving programs
- Physician specialist building e.g. – ortho, obs/gynecology, ophthalmology
- Employment / EI offices
- Labs / x-ray
- Counseling services – family / martial etc.
- Medical attention to routine monthly checks
- Shots, blood test, x-ray
- Wellness for 55+
- Rental housing development for 55+
- Nurse practitioner service
- Additional partners i.e. Diabetes Alzheimer, Arthritis, etc
- Addictions issues
- Hearing, blood testing, regular check ups for fixed income, doctors are not taking on any new clients, because shortage of doctors, heart other check ups
- Children's speech and hearing services
- Special needs services for children
- We really need more seniors living accommodations that are affordable and offer reasonable services i.e. meals, not outdoor parking, etc..
- Parent / Child care
- Drop-in / organized activities for teens
- Dietary and nutrition
- Pharmacy
- Groceries
- Wellness resources
- Mental health services
- Physicians / Primary care
- I would like to see more drop-in programs – support for single parents, support groups for widows, nutrition classes for preschools, access to birth control and sexuality education for our teenagers, providing support
- The public library branch
- Legal services
- Community police services, physician or primary care, laboratory services and x-ray facility
- Public health nurse
- Nurse that is able to give B12 needles once a month
- Affordable housing for handicapped
- More reliable transportation (wheelchairs)
- Fitness facility such as Seven Oaks Wellness Centre
- After school and evening social programs for teens with developmental delays, needs with transportation
- Summer programming for teens with developmental delays
- Counseling
- Physio-therapy, massage, acupuncture, child care, legal aid
- Access to a Dietician this is a major concern in the promotion of health nutrition need to play a large role
- Push to health living and healthy lifestyles
- Extra doctors in the Transcona area
- Family medicine in Transcona
- Teen clinics where teens can get birth control
- Housing department; daycare

- What about a drop-in centre for school age children where kid's can drop-in to do crafts or play a sport or board games or talk about kids stuff, etc. (these should be available for a lot less than what community clubs city charge for their programs).
- Pharmacy, bus route
- Community awareness
- Drop-in centre
- Drop-in centre for youth, parents and young children and seniors
- Employment and income assistance
- Counseling services
- x-rays
- Dental services
- Eye services
- Doctors offices, dental offices, optometrist, handi-transit for disabled / or elderly – "safe" place for children who may need help
- Banking, restaurants, bus route, pharmacy
- REC Centre
- Pharmacy, bus routes
- A walk-in clinic where I could see the doctor without an eight hour wait
- Primary care (not necessarily 'walk-in') to assist with routine blood and wine testing (i.e. far /NR etc.)
- Near long term care facilities, seniors complex centres so that by being in close proximity they may feel more inclined to make use of the centre
- Training centre for people who have a background in the medical field but would like to be upgrade to prevent lack of team players in the health care field. There are health professionals out there who would like a chance to get into the health care in Transcona but due to family obligations, have been out of the workforce and would like to reclaim their skills
- Housing that would be accessible for the young disabled; wherein it would accommodate them for respite

12. Please use space below to add any comments or suggestions about the Community Access Centre in Transcona:

- I Personally think it is a good idea instead of going all the way downtown when you can go just down the street.
- No increase in taxes or no school tax for seniors
- Very good idea
- Necessary
- Very good idea
- Would like to see it develop and expand
- Need a drop in centre for kids with no adult supervision
- The community access centre in Transcona should truly allow access for the local people in Transcona. In other words, the centre should, at the further and west, be on or near Plessis road.
- North of Costco
- ++ Concern for staff in patient safety with regards to income security and mental health clients
- I feel this very important and long overdue. Transcona is a large, growing community with a lot of needs for various ages – children, families, seniors, disabled, low income, etc..
- Confidentiality may be an issue for some of your target population. A valid assessment or 'measures' system is crucial. From services and housing is currently lacking a comprehensible system of recourse for clients who have an issue or concern
- It seems most services especially in the realm of family services, are for families or children at risk. Perhaps as this process evolves, consideration can be given to more

- preventative types of programs or enhancements for families that are not at risk but could do better
- I'm looking forward to the opening of the Community Access Centre. I feel it will provide a much needed service to the residents of Transcona
 - If I understand, this would be similar to British Family Centres
 - To be in downtown Transcona rather crossroads or other mall
 - Influence by the community access program to urge the building of rental apartments for families and seniors
 - General feeling that its taking to long to get building program underway
 - Need to build active ties between family services and education
 - Broaden accessibility to respite i.e. on a young budget not a 6 month budget
 - It might be nice if it would be close to a grocery store have a welcoming staff – but please refrain from including child and family services. So this is an agency of negativity in general except general information
 - Wish you every success – it is needed
 - Go for a demonstration project
 - Transcona people will support you
 - I think that it is very important to have one here especially for families with children. I think that this is an important thing needed for our community
 - Have informational evenings/meetings where health professionals can talk to various groups i.e. like parents of kids being immunized
 - Have a nurse resource centre like the one in Ethelbert, MB
 - I would hope that whatever services that will be available will be either free or for a small fee. Also that the services will be available to help people without judgement and complete confidentiality
 - I would also like to have more in depth knowledge of the services provided i.e. handbook or some type of a more in depth info. Package
 - I think it would be great to have one in Transcona
 - Please allow for elderly and disabled access first. Put elderly / disabled on board for greater input
 - Hopefully, it will become a reality very soon in Transcona
 - To be accessible to all ages, to be more informed about the services provided. Family oriented. More information i.e. brochures, Transcona views, community involvement
 - Possible location could be School Board Offices its located near Murdoch McKay. To also be more aware of services provided i.e. brochure, in Transcona View etc.
 - Really need to look at 'whole person and whole family' Remember all family physicians are not located in Transcona
 - Public Access to such programs as: CPR Education, meeting facilities for the Community Health Advisory Council for River East and Transcona
 - Transcona Springfield Employment networks
 - Primary Health Programs as follows: Diabetes Education, Nutritional Counseling (for the prevention of congestive heart disease), Chronic Pulmonary Lung Disease (C.P.L.D). in conjunction with a smoking cessation program
 - Footcare clinic
 - Blood pressure clinic
 - Community services – Audiology clinic, Physiotherapy clinic, Reproductive Health Programs – in conjunction with a teen clinic
 - Community mental health program such as the program of assertive community treatment
 - Other services – midwifery program, occupational health program in partnership with occupational health centre
 - Volunteer, student “fine option and other work placements
 - Parenting student program to assist young parents (15-22 years) to continue their education
 - By being a Community Access Centre please encourage and make use of the businesses, community clubs, schools, and religious organizations of Transcona because

they are the community. Whatever sessions, open meetings, forums, etc. are being provided inform the community through these venues. I heard about the Community Access Centre through our community newspaper, I informed others through our parish, through my workplace; this is a very effective way of communicating and enlisting the help of the community to better the health and welfare of the community of Transcona. Awareness will be one of the keys to the success of our Community Access Centre, please keep the public informed and encourage their involvement

- As the growing number of people in the Transcona are aging, there are not enough social services or residence for these people who would like to keep their homes within this area. There are numerous people who would enjoy working with the elderly, but you people always have the need for someone with an university degree. What about the people who really care, that is us. Give people a chance to show community support by hiring people that live in the community
- If you do not strongly agree to the above points being needed in building a health access centre, the end product would not be considered a health access centre i.e. would not accessible to all
- Community access services have been long overdue. Let us all work together to make this a reality