

2017 SURVEY RESULTS
WHATCOM COUNTY PARKS AND RECREATION
WHATCOM COUNCIL ON AGING



The following information was obtained through the 2017 Senior Center Participant Surveys conducted online and at the Whatcom County Senior Activity Centers including:

Bellingham Senior Activity Center

Contracted by: Whatcom Council on Aging
315 Halleck Street
Bellingham, WA 98225

Meal Program Provided by: Meals on Wheels and More

Center Hours: Monday – Friday
8:00 am – 4:30 pm
Saturday 9:00 am – 1:00 pm

2017 Volunteer Hours: 28,437
2017 Attendance: 84,786

Lynden Community and Senior Center

Contracted by: City of Lynden
300 4th Street
Lynden, WA 98264

Meal Program Provided by: Lynden Senior Center

Center Hours: Monday – Friday
8:00 am – 4:00 pm

2017 Volunteer Hours: 6,538
2017 Attendance: 30,899

Blaine Senior Center

Contracted by: City of Blaine
435 Martin Street
Blaine, WA 98230

Meal Program Provided by: Meals on Wheels and More

Center Hours: Monday – Friday
8:00 am – 4:00 pm
Saturday
9:00 am – 1:00 pm

2017 Volunteer Hours: 7,701
2017 Attendance: 41,333

Point Roberts Senior Activity Center

Operated by: Pt Roberts Parks & Rec Dist /
Whatcom County Parks & Rec
1487 Gulf Road
Point Roberts, WA 98281

Meal Program Provided by: Meals on Wheels and More

Center Hours: Wednesday & Friday
10:30 am – 2:30 pm

2017 Volunteer Hours: 260
2017 Attendance: 3,303

Everson Senior Activity Center

Operated by: City of Everson / Whatcom County
Parks & Recreation
111 W. Main Street
Everson, WA 98247

Meal Program Provided by: Meals on Wheels and More

Center Hours: Monday & Friday
10:30 am – 1:30 pm

2017 Volunteer Hours: 713
2017 Attendance: 1,220

Sumas Senior Activity Center

Operated by: City of Sumas /
Whatcom County Parks & Rec
461 2nd Street
Sumas, WA 98295

Meal Program Provided by: Meals on Wheels and More

Center Hours: Monday & Friday
10:30 am – 1:30 pm
Wednesdays
4:00 pm to 8:00 pm

2017 Volunteer Hours: 1,614
2017 Attendance: 4,592

Ferndale Senior Activity Center

Contracted by: Jet Oldsters
1999 Cherry Street
Ferndale, WA 98248

Meal Program Provided by: Meals on Wheels and More

Center Hours: Monday – Friday
8:00 am – 4:00 pm

2017 Volunteer Hours: 5,868
2017 Attendance: 19,515

Welcome Senior Activity Center

Operated by: Whatcom County Parks & Rec
5103 Mosquito Lake Road
Deming, WA 98244

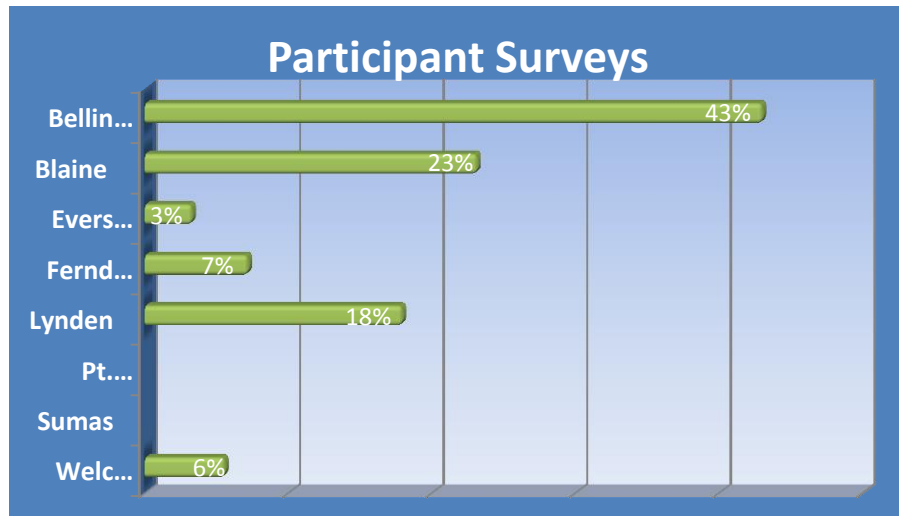
Meal Program Provided by: Welcome Senior Center

Center Hours: Thursday
9:00 am – 3:00 pm

2017 Volunteer Hours: 0
2017 Attendance: 1,118

❖ **Survey Sample**

A total of 307 surveys were completed and returned to Whatcom County Parks and Recreation. There were no responses from the Point Roberts and Sumas Senior Centers.



*Some participants reported attending more than one center

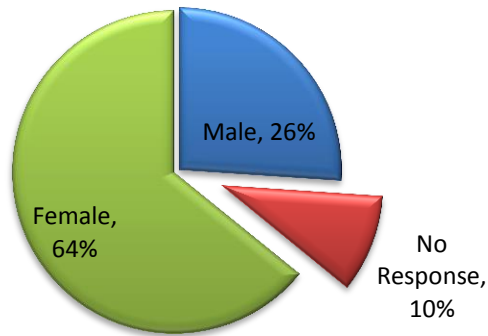
❖ **Demographic Information**

Participants were asked general demographic information:

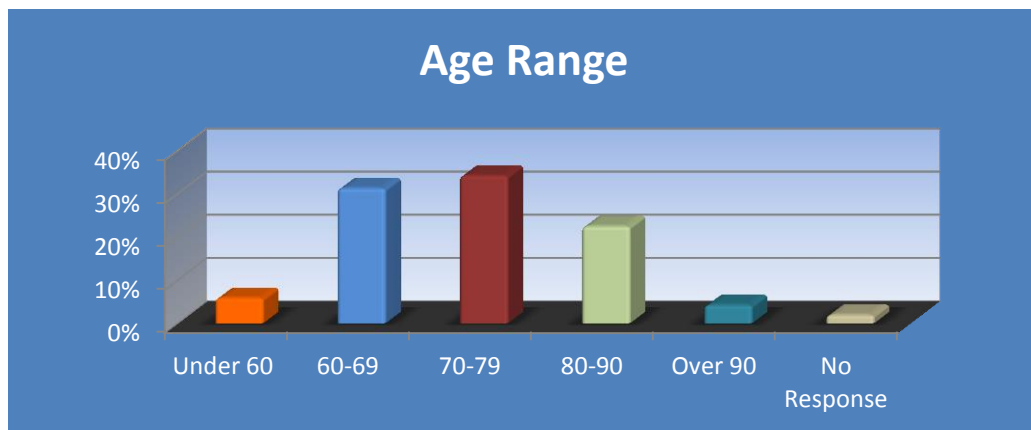
How long have you been coming to the Center?

Senior Center	Less than 1 year	1 - 3 years	3 - 5 years	5 - 10 years	Over 10 years	No Response
Bellingham	18%	20%	22%	14%	20%	6%
Blaine	11%	28%	14%	21%	18%	7%
Everson	0%	0%	30%	20%	40%	10%
Ferndale	9%	14%	23%	23%	32%	0%
Lynden	9%	16%	9%	24%	16%	25%
Pt. Roberts	0%	0%	0%	0%	0%	0%
Sumas	0%	0%	0%	0%	0%	0%
Welcome	6%	0%	29%	18%	41%	6%

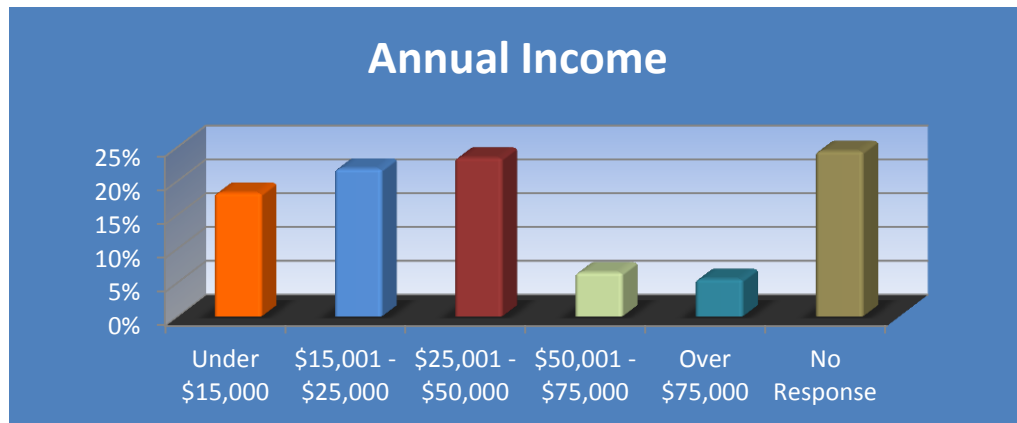
What is your gender?



What is your age range?



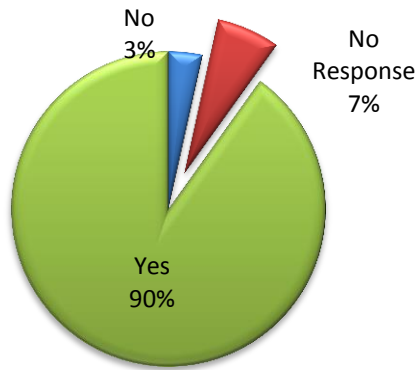
What is your annual income range?



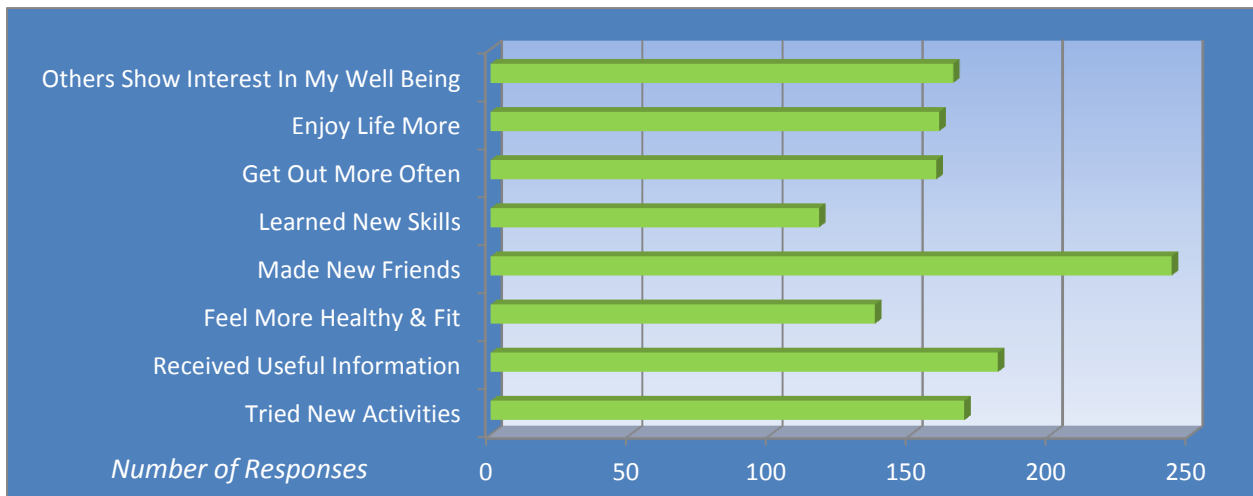
❖ **Participant Satisfaction**

Overall surveys indicated that the senior centers are making a difference in participant's lives and are encouraging others to attend.

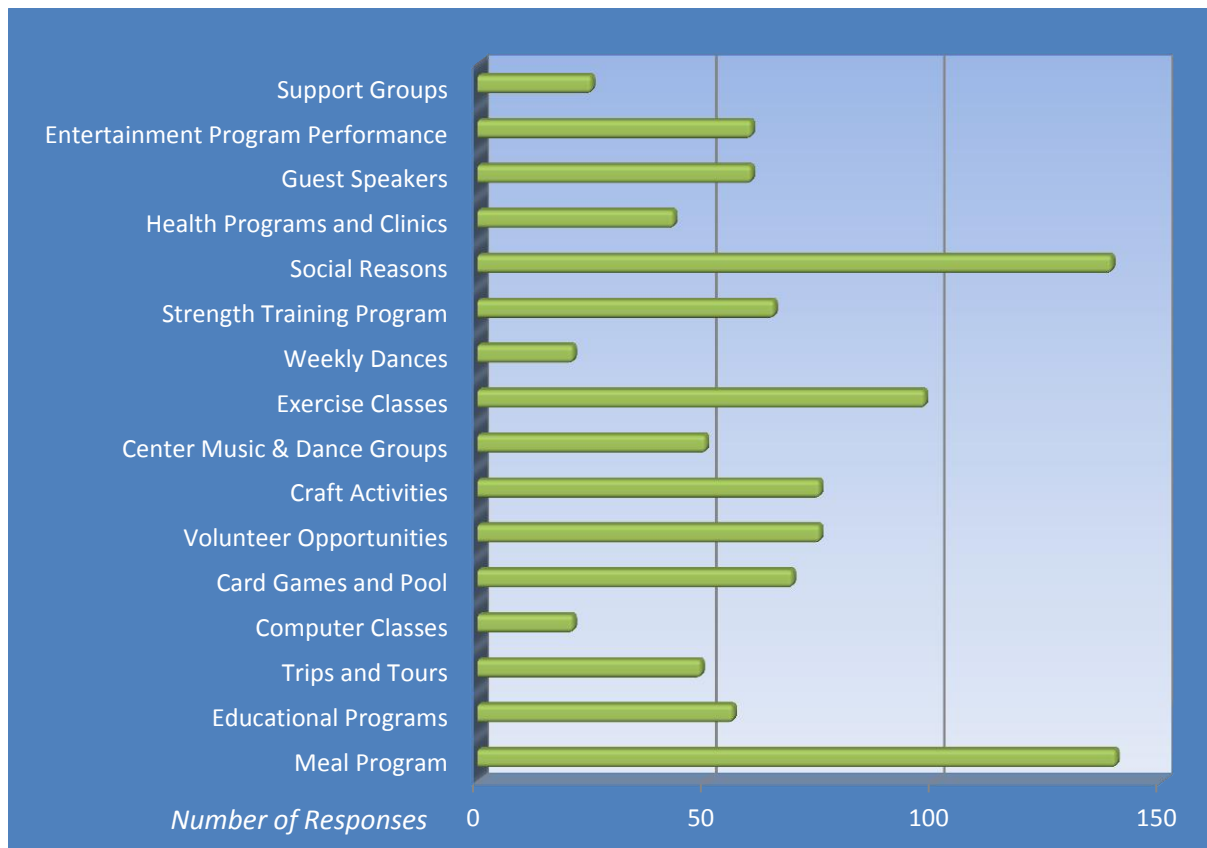
Participants were asked if they encourage others to come to the senior center:



Participants were asked how the senior center made a difference in their lives:



Participants were asked what the primary reasons you attend the senior center:



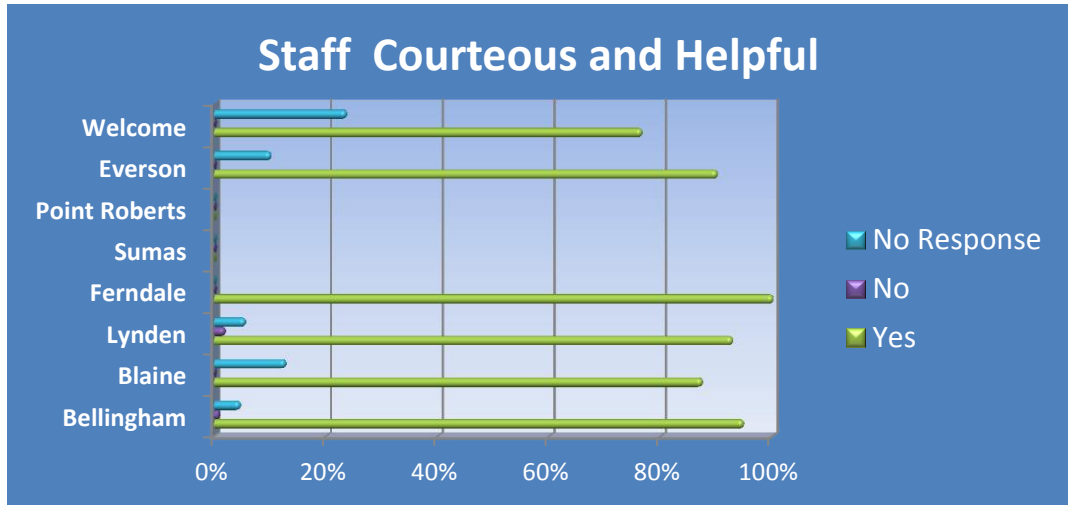
Participants were asked how satisfied they were with the senior center:

Senior Center	Point							
	Bellingham	Blaine	Lynden	Ferndale	Sumas	Roberts	Everson	Welcome
Very Satisfied	57%	69%	60%	68%	0%	0%	30%	82%
Satisfied	26%	20%	24%	23%	0%	0%	10%	0%
Somewhat Satisfied	7%	3%	9%	9%	0%	0%	30%	0%
Somewhat Dissatisfied	3%	1%	4%	0%	0%	0%	0%	0%
Very Dissatisfied	1%	0%	4%	0%	0%	0%	0%	0%
Didn't Respond	7%	7%	0%	0%	0%	0%	30%	18%

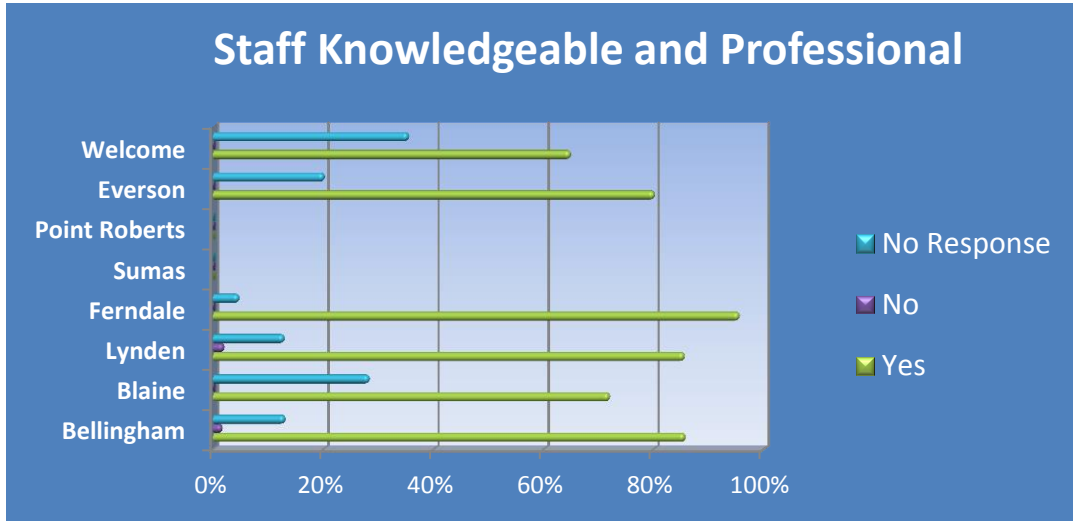
❖ **Staff and Volunteer Performance**

Participants expressed that they feel the staff is courteous, helpful, knowledgeable and professional. They also expressed that volunteers are courteous and helpful.

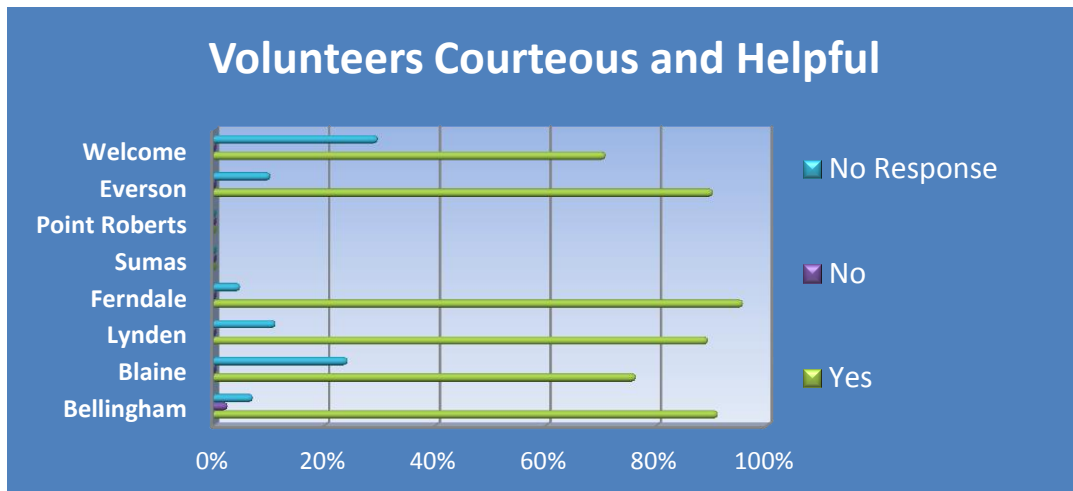
Is the staff courteous and helpful?



Is the staff knowledgeable and professional?

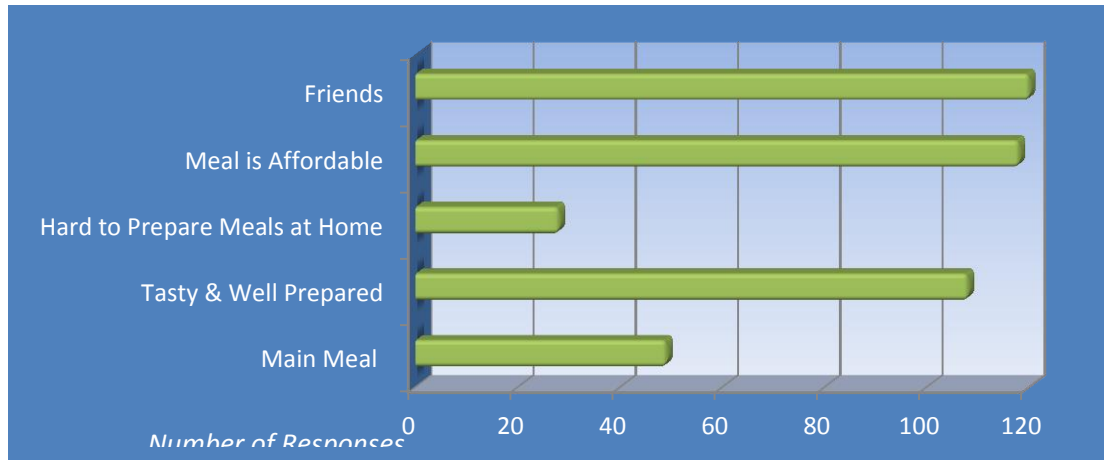


Are volunteers courteous and helpful?

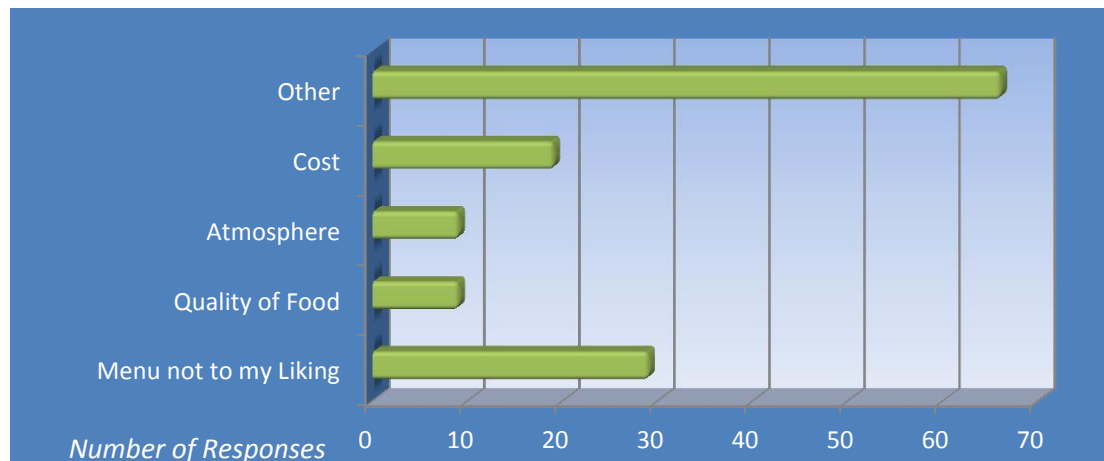


❖ **Senior Center Lunch**

Participants were asked why they come to lunch at the senior center:



Of those not participating in lunch, why not:



❖ **2017 Survey Comments**

Bellingham Senior Activity Center

Has participation made a difference in your life in any of the following ways?

- I love to volunteer
- I love coming to this center I feel useful
- Great Place.
- Huge difference
- I believe the senior center is something Bham can be proud of
- Friends with common interests. Good conversation.
- Yes. There was an Alzheimer's/dementia presentation which was not very informative or helpful some months ago
- Am in a writers and singing group... these classes enrich my life and help me be more creative and happy.
- Just starting
- Practiced old skills
- I can't brag enough on how great BSAC is.
- I think it is great there are senior centers but I don't feel old enough. Yet.
- Great place period! Love to go there!

- The Bellingham Senior center is an essential part of many Seniors lives.
- I do mostly volunteer work at the center
- The new gym is a wonderful improvement. Hopefully the HVAC will be fixed.
- Love the tours, love the exercises classes (and I will get around to them again), love the variety of classes and events.
- Love hiking with a group
- I teach ballroom dance lessons before the dance on the 2nd and 4th Saturday of each month. I enjoy the Bellingham facility and I appreciate the director letting us use it on a non-open evening. I wish the other senior centers would allow the same. Some of us 'seniors' work all week so we cannot attend activities during the hours of operation.
- I joined for the book discussion group. It is great
- We are very lucky that senior centers exist. They didn't used to and there was only what churches provided.

Do you encourage others to come to the senior center?

- BSAC is the best
- I live on Lummi Is. I want to move to Bham. 1st I need help learning and knowing what to do.
- Occasionally
- Nice place to go and meet new people.
- Even the 90 some person said "I don't want to be with those old people!" Some are loners.
- Its good to share and receive. I wish ere were classes for learning new equipment
- The facility is so old and run-down, it is not appealing at all.
- Absolutely
- The word 'Senior' in the name is the single greatest obstacle to getting the newly retired to come in the door. I will never be a senior and I'm not interested in any of the activities of my parent's generation.
- Until the senior center is more appealing environmentally, I don't encourage people to come. The activities are great by the environment is not appealing. The building needs an overhaul.
- Everyone seems to have a common goal...our well being
- Yes and no. I'm grateful to have a social community available. I wish it had more interesting activities.
- If I could retire, I would take classes at the senior center
- I feel the activity center should let the community know that the center is open from age 50 years old. A lot of people don't know that or that there is a new larger Bellingham gym.

Which are the primary reasons you attend the Senior Center?

- Button walkers
- Writing & Theater groups
- Hiking (3 responses)
- Tap
- Walks?
- Love the Bocce Ball group
- I attend SPIN Dances. I am glad the county partners to host these.
- Trailblazers (3 responses)
- Writing groups
- Weekly walks
- Writing classes and others that I attend want to attend but haven't had the time yet to do so.
- I would never have traveled to the places had it not been for the tour opportunities
- The Speak Spanish group is delightful
- Spanish conversation class (2 responses)
- Book discussion group
- I enjoy walking with the Button Walkers and having lunch at the Center after the walks. This provides exercise and socialization

Which statement best describes your experience with the Senior Center?

- I need help...personal help isn't available in warm easy ways.
- I have just joined. Ask me after I have been here a bit longer
- Lunch servers are friendly & polite. The lunches are almost always good.

- No consultation with members about any contemplated 'improvements' Rudeness to members by staff & volunteers
- I came to Bham as a total stranger 5 years ago. Because of BSAC, Bham is HOME!
- Exercise classes have increased in cost. Not as competitive as they used to be.
- The center has saved my life in a way. Without it I would be alone and lonely.
- Never eat meals – lack of vegetarian. Prefer more active music & dance
- The facility is very unattractive, tired, poorly furnished, poorly decorated. Smells from the kitchen waft all over.
- The center needs to change it's programming to be relevant to new members, while at the same time continuing to fulfill the needs of the older members, not an easy task. The next generation coming up are active, connected to online communities and more independent than previous generations. It will take some create programs to entice them to the center.
- The activities are good but the building needs improvement
- Friendly, clean, so many activities and classes available...
- Cost is a issue for travel
- I wish it was more contemporary, a little rock and roll now and then, vegetarian meals, kayaking, bike riding, skill shares.
- Activities are during the day so those of us who work cannot spend as much time at the senior center as we would like. More evening activities' would be nice. We're getting older but a lot of seniors are still very active and are looking for evening activities with people our own age.
- Wonderful facility and staff! Could use a cosmetic update, more maintenance, more space and more conference rooms. Ideally would partner better with other sr services in town.
- Yearly renewal rate for 2018 is too high!
- I tried the meals and the coffee bar. The meals do not seem worth it to me. Poor quality, and too rigid on choices. Not tasty not well prepared. The donuts at the coffee bare are more like week old than day old, very stale and hard.

Tell us how senior center staff and volunteers are performing:

- The few times I was there, everyone was nice, courteous and helpful, but there was the time the lady at the reception desk wasn't sure what was going on. I still laugh about that one!
- Volunteers in the coffee bar are not courteous
- The coffee bar volunteers tend to be grouchy
- The staff should know all about all the programs that are happening that day and their times. The open gym hours should be available to them each day right at the desk. Or else they should have the strength training classes only at night when the center is closed.
- One staff member used to be terribly rude & angry but she has improved
- Volunteers are amazing
- Depends on who
- Barbara @ BSAC is superb! So knowledgeable & professional
- Wonderful group of volunteers!
- The County should give more financial support to the Bellingham Senior Center. The population of seniors is growing!
- The coffee bar volunteers are often rude and overall just plain indifferent to customers
- The staff needs more help. They need a marketing and fundraising person on staff for networking and consistency in the community. The new tour director is turning people off.
- I appreciate this survey to request my opinion
-

If you do not come to lunch, why not?

- Eat at home
- Prefer food at home
- Lunch at Lincoln Square
- Just move to Leopold – meals provided
- I'm vegan. Food is not appropriate
- Come 2-3x mo. Quality lessening. More breaded meats overdone vegetables
- Don't eat that much for lunch. Not my main meal.
- I am a much better cook!
- Diet for diabetics
- I am vegan – no offerings

- I cook
- Eat at home with family
- Many times I have other activities or the menu is food I cannot eat

Blaine Senior Activity Center

Has participation made a difference in your life in any of the following ways?

- So well run, friendly people, great staff
- Great place
- Blaine is the best senior center I've ever seen
- I have met certain members that have made me feel very loved and wanted
- Healthy lunches
- Enjoy the healthy meals
- Staff at Blaine Senior center are tremendous!!
- I have fun going there
- A lot of friendly people!
- No comment but wonderful!

Do you encourage others to come to the senior center?

- To meet new friends. To be more healthy and alert
- Need more working volunteers
- Every opportunity I can.
- Staff are very good behave with everyone
- When I meet them
- All the time
- Given me a social life!
- Thank you!

Which statement best describes your experience with the Senior Center?

- Feel very welcome
- Staff is very helpful & friendly Cathy (director) is awesome
- With the new director has made a difference
- Thank God for the center in my case
- Everyday many peoples come to lunch. Every Wednesday has comment diner
- We have a very good Director. She really tries to get things that will interest everyone

Tell us how senior center staff and volunteers are performing:

- Very helpful
- Staff are an intelligent & wise

If you do not come to lunch why not?

- Food too salty
- Too healthy food
- Travel
- Med problems with appetite at noon

Everson Senior Activity Center

Do you encourage others to come to the senior center?

- Nice place to go to meet new people

Which statement best describes your experience with the Senior Center?

- Can't get more to come

If you do not come to lunch, why not?

- Gluten free not an option

Ferndale Senior Activity Center

Has participation made a difference in your life in any of the following ways?

- Great place to come and have fun
- FSAC is a clean, friendly place to get together with good friends. We lift each other up!!!

Do you encourage others to come to the senior center?

- Very friendly public – lots of activities

Which statement best describes your experience with the Senior Center?

- The Ferndale SC is a wonderful place to be with good friends

Tell us how senior center state and volunteers are performing:

- Very welcoming
- Strong yes!

If you do not come to lunch, why not?

- Usually have to be somewhere
- Too many diet restrictions

Lynden Senior Activity Center

Has participation made a difference in your life in any of the following ways?

- A very pleasant place to come and enjoy others
- Enjoy volunteering
- Come into buy cheap yarn! Not available in Lynden anymore
- Feel very welcome and I enjoy being around all these nice people
- I feel very much that I enjoy my life more
- Life wouldn't be the same without the senior center
- I am new in town & have met dozens of new friends. Everyone is wonderful.
- Great lunch after work at the Dollar Tree

Do you encourage others to come to the senior center?

- Nice place to go to meet new people
- Sometimes
- Love the bible study and appreciate the flag pledge & prayer before meals
- The center is a wonderful place
- Yes, I definitely encourage friends to come join in the fun
- Love the exercise equipment
- Especially for aerobics & weight training & to meet new people

Which statement best describes your experience with the Senior Center?

- Some non-volunteers could be more friendly
- For my desire it's good. I fear we are dwindling away as people die & are not replaced
- It adds a great deal to my life
- There is a need for attracting more people

Tell us how senior center state and volunteers are performing:

- Everyone goes out of their way to be nice
- Some do not have a serving attitude for the benefit of those coming to the SR. center but are more interested in the benefit of the bldg. & program than the users who come
- I volunteer

- Now that Tina is gone

If you do not come to lunch, why not?

- Eat at home
- Dietary restrictions
- Would like the meal to be more tender
- I'm kind of a fussy eater
- Many times I have other activities or the menu is food I cannot eat
- Eat at home
- I'm low income & can't afford
- Always eat at home

Welcome Senior Activity Center

Has participation made a difference in your life in any of the following ways?

- Love the group

Do you encourage others to come to the senior center?

- A very nice break in the week