

2018 SURVEY RESULTS  
WHATCOM COUNTY PARKS AND RECREATION  
WHATCOM COUNCIL ON AGING



The following information was obtained through the 2018 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

2018 Volunteer Hours: 23,139  
2018 Attendance: 81,191

**Lynden Community and Senior Center**

Contracted by: City of Lynden  
300 4<sup>th</sup> Street  
Lynden, WA 98264

Meal Program Provided by: Lynden Senior Center

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

2018 Volunteer Hours: 6,670  
2018 Attendance: 33,468

**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

2018 Volunteer Hours: 6,424  
2018 Attendance: 37,626

**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

2018 Volunteer Hours: 181  
2018 Attendance: 4,086

**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

2018 Volunteer Hours: 700  
2018 Attendance: 1,201

**Sumas Senior Activity Center**

Operated by: City of Sumas /  
Whatcom County Parks & Rec  
461 2<sup>nd</sup> 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

2018 Volunteer Hours: 439  
2018 Attendance: 4,018

**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

2018 Volunteer Hours: 4,271  
2018 Attendance: 21,700

**Welcome Senior Activity Center**

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

Meal Program Provided by: Welcome Senior Center

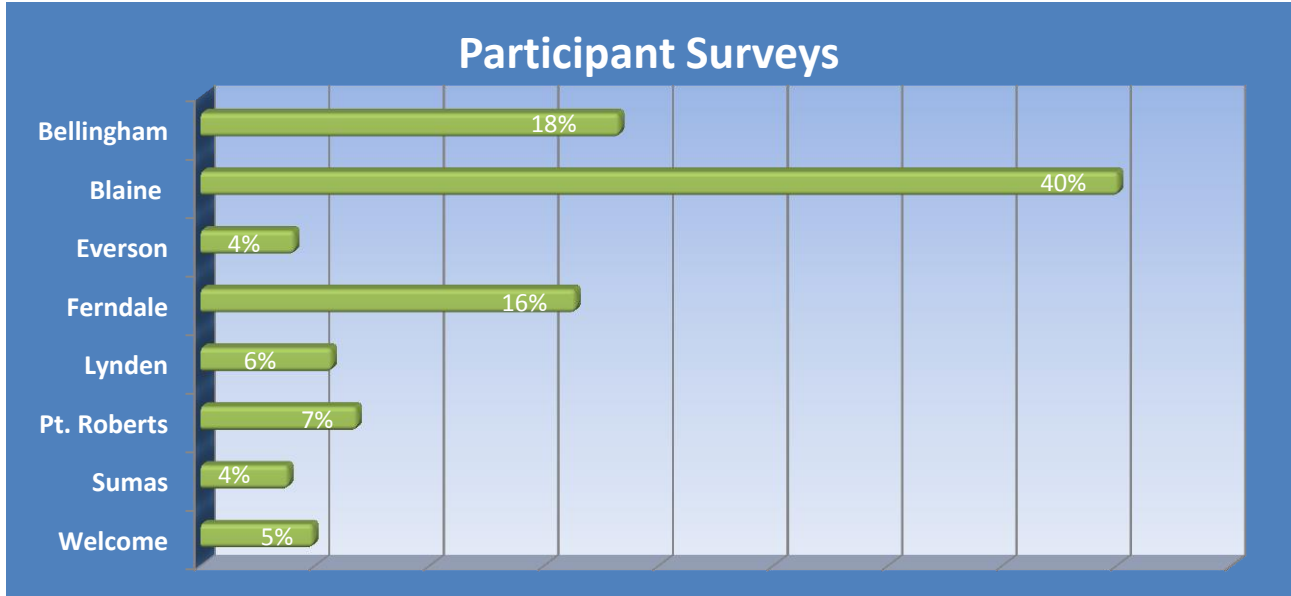
Center Hours: Thursday  
9:00 am – 3:00 pm

2018 Volunteer Hours: 0  
2018 Attendance: 1,157

❖ **Survey Sample**

A total of 367 surveys were completed and returned to Whatcom County Parks and Recreation.

❖



\*Some participants reported attending more than one center

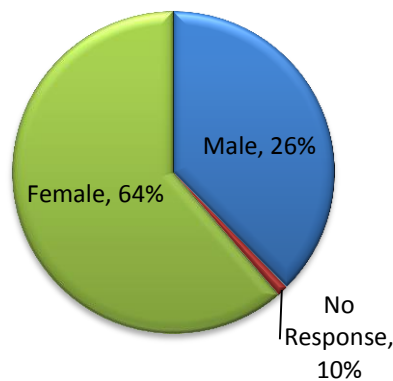
❖ **Demographic Information**

Participants were asked general demographic information:

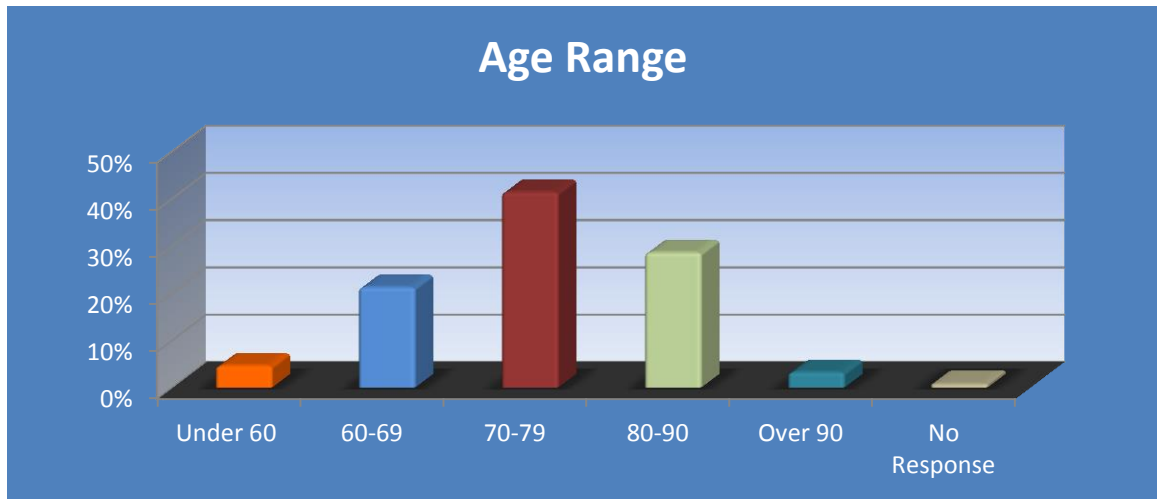
**How long have you been coming to the Center?**

Senior Center	Less than 1 year	1 - 3 years	3 - 5 years	5 - 10 years	Over 10 years	No Response
<b>Bellingham</b>	24%	19%	10%	18%	27%	1%
<b>Blaine</b>	16%	24%	21%	20%	18%	1%
<b>Everson</b>	0%	27%	40%	20%	13%	0%
<b>Ferndale</b>	3%	13%	25%	20%	33%	5%
<b>Lynden</b>	14%	29%	14%	19%	24%	0%
<b>Point Roberts</b>	0%	0%	0%	0%	0%	0%
<b>Sumas</b>	0%	0%	0%	0%	0%	0%
<b>Welcome</b>	11%	6%	11%	22%	44%	6%

**What is your gender?**



What is your age range?



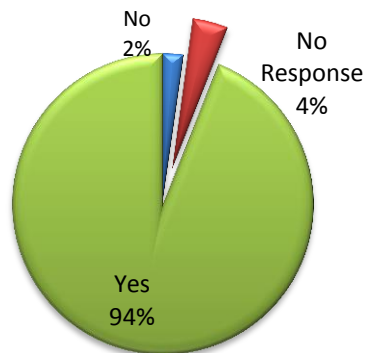
What is your annual income range?



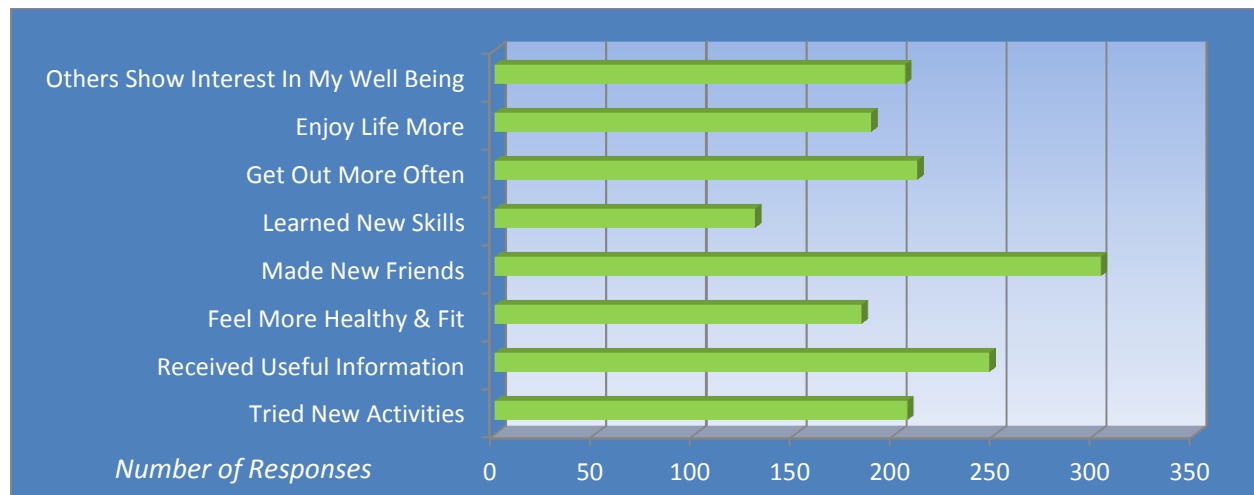
❖ **Participant Satisfaction**

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

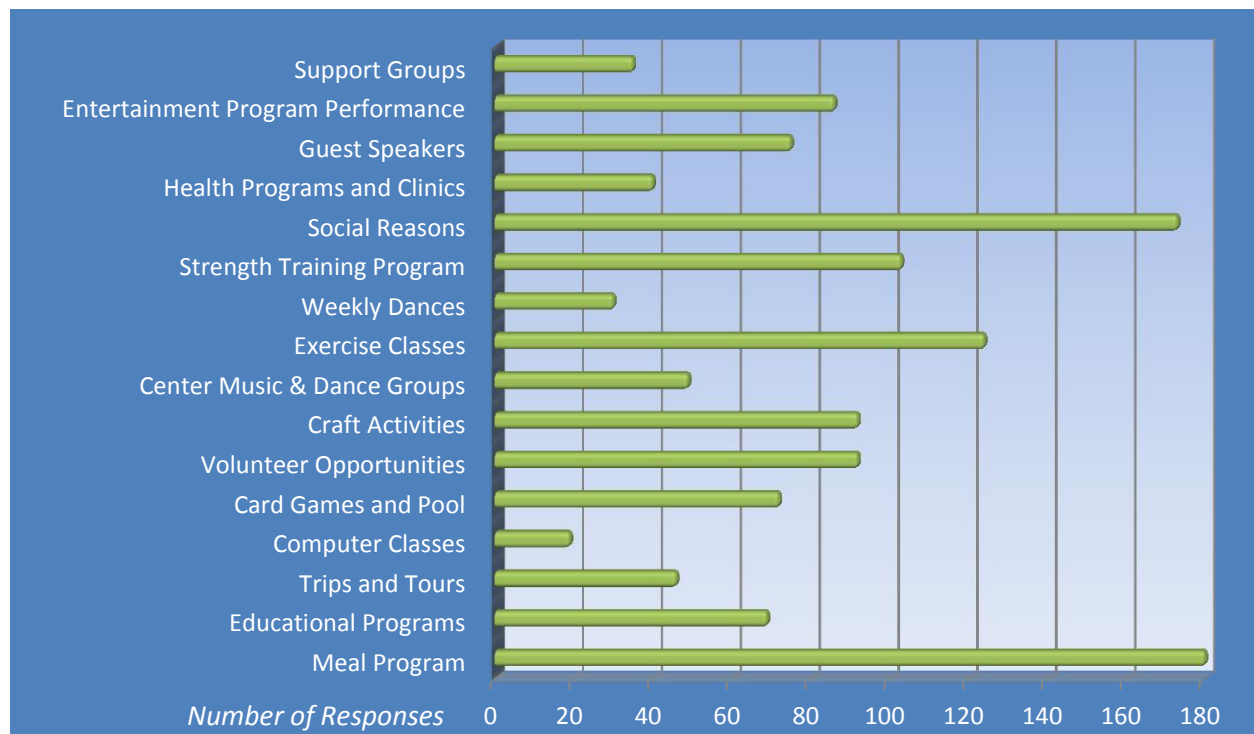
Participants were asked if they encourage others to come to the senior center:



**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:**



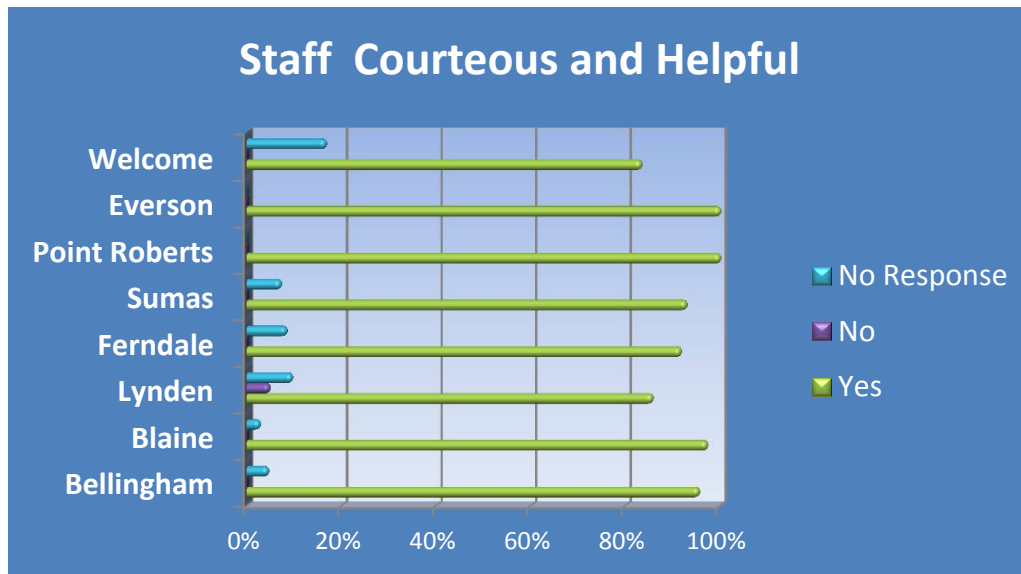
**Participants were asked how satisfied they were with the senior center:**

Senior Center	Bellingham	Blaine	Lynden	Ferndale	Sumas	Point Roberts	Everson	Welcome
Very Satisfied	63%	76%	52%	62%	86%	76%	33%	61%
Satisfied	27%	20%	19%	37%	14%	12%	60%	28%
Somewhat Satisfied	7%	4%	24%	2%	0%	8%	0%	6%
Somewhat Dissatisfied	1%	0%	5%	0%	0%	4%	0%	0%
Very Dissatisfied	1%	0%	0%	0%	0%	0%	0%	0%
Didn't Respond	0%	0%	0%	0%	0%	0%	7%	6%

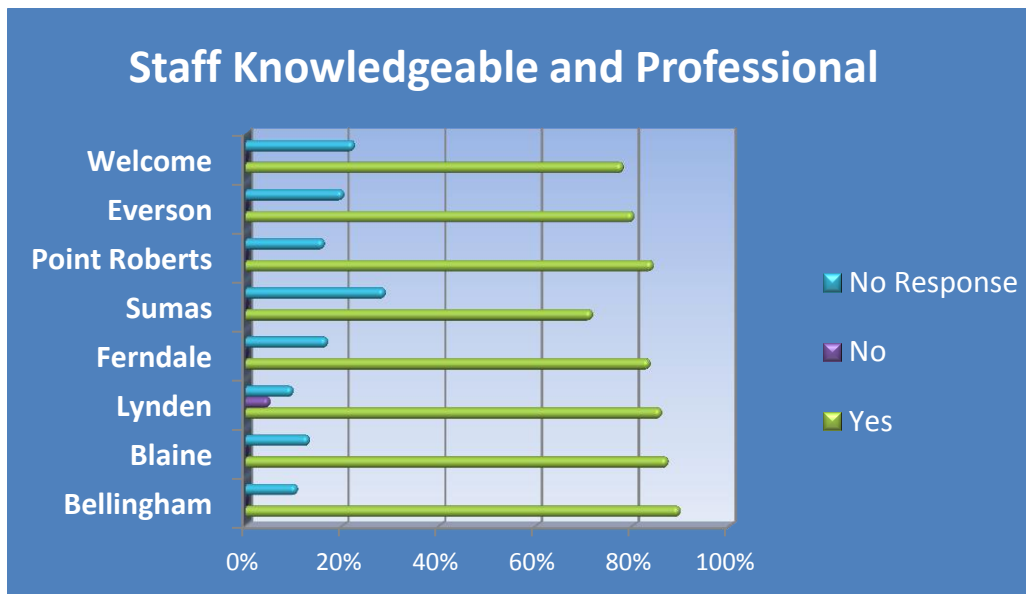
❖ **Staff and Volunteer Performance**

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

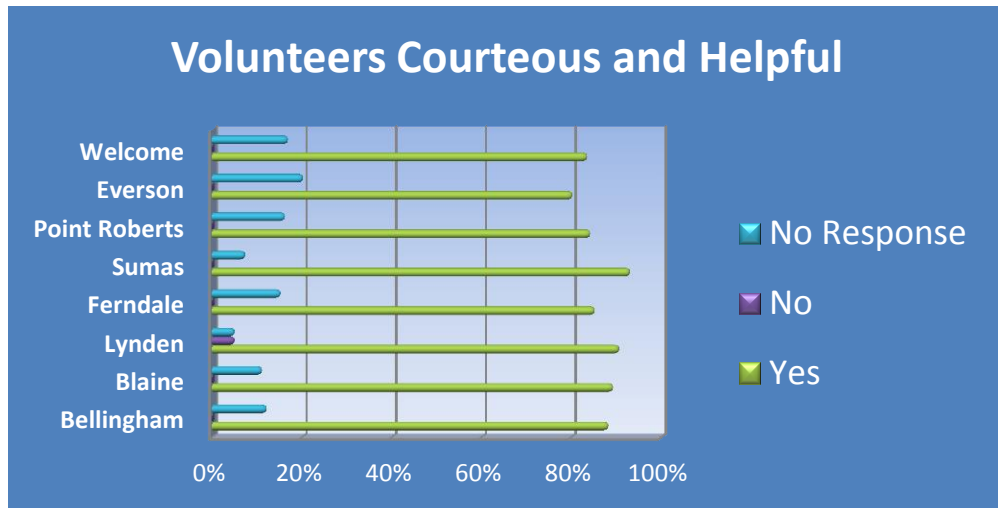
**Is the staff courteous and helpful?**



**Is the staff knowledgeable and professional?**

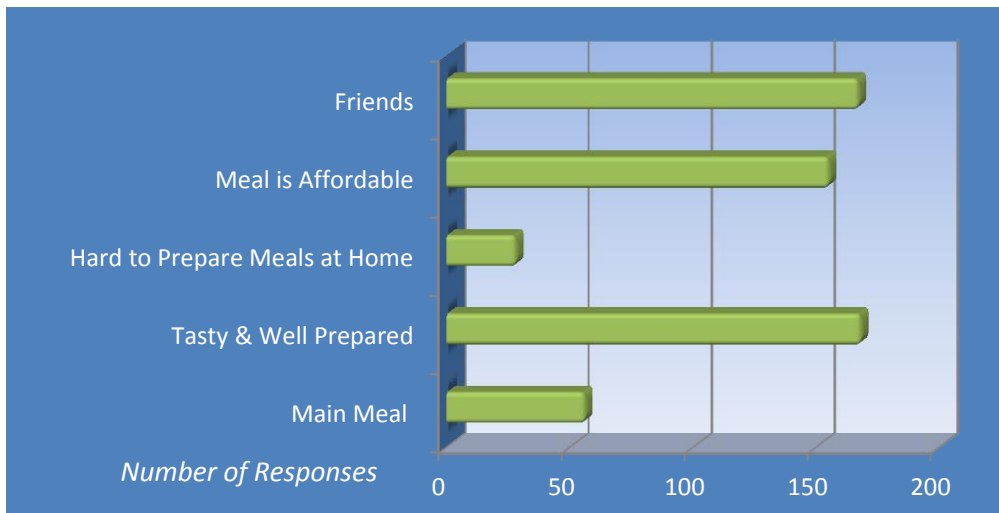


**Are volunteers courteous and helpful?**

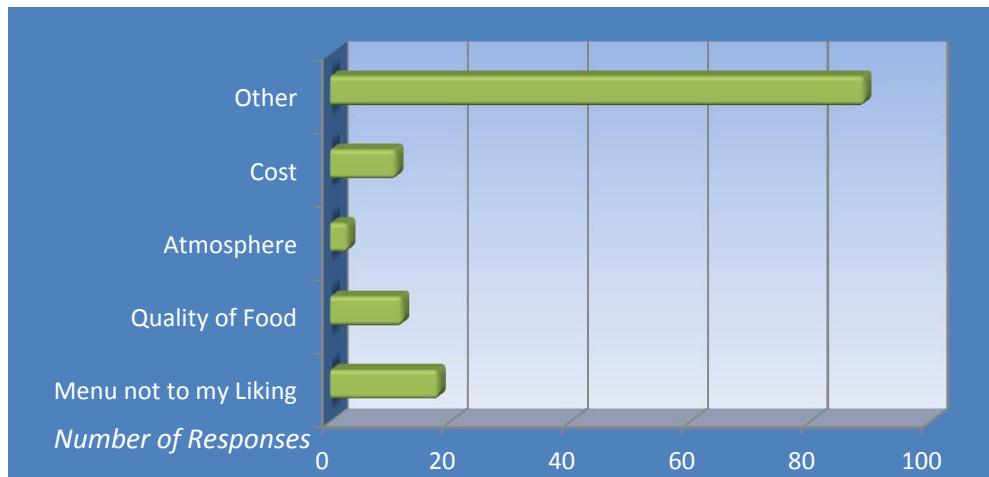


❖ **Senior Center Lunch**

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



Of those not participating in lunch, why not:



## ❖ 2018 Survey Comments

### Bellingham Senior Activity Center

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

- Computer help is great. I love dances & Ted Talks & discussion groups
- I would like to see more people
- I look forward in taking part in more than lunches when my schedule of senior medical & dental services changes. Because of my diabetic cat meds & my own, afternoon activities are more possible 1.Tai Chi 2 memoir' writing3. physical training 4. Tech help
- This center is the best for me. My second home
- The Bellingham Senior Center is a very vibrant place with so much to offer
- Everyone at the SC is nice and fun to talk to
- All of these question are now not appropriate for our LGBTQ social scene
- Like routine-socializing is stimulating-challenges to belief system & coping abilities
- Aren't there centers on tribal lands?
- Love it -Enjoy diversity of all the people
- BSAC is flourishing - lot of people with a wealth of wisdom, talents and life experiences
- Good friends
- The management is too concerned with the bureaucratization of the center. The membership is not so large that the management needs the data of what each member is there for. It is just nonsense.
- We are active volunteers at the center but still have many activities outside the center.
- It has been life changing. I was at home, alone all the time. I had no friends. When I was accepted with the WTA Paratransit System I started coming to the Senior Center. I love it here.

Do you encourage others to come to the senior center?

- Excellent source of information for Seniors
- I spread the word to friends & strangers ex: WTA passengers
- I think there is a stigma attached to the senior center "it's for old people" maybe we could change the name.
- Occasionally
- The bus line announces B'ham High School while not Sr. Center! Plz ask bus to announce Sr. Center THX
- Feel stimulation is necessary for seniors -less isolation is important as we age
- I have brought many friends here, some are involved volunteers
- People don't always know that 50 is magic age they can join!
- Being a boomer, our friends mostly won't go near the place because of the "senior" in the name. I feel this is really holding back membership with the boomer generation.
- I didn't have any friends to tell.

Which are the primary reasons you attend the Senior Center?

- Enhance Fitness
- Ted
- Flu shots
- Hiking groups
- The writing groups were the most alluring of activities available. Why you need to know other details is beyond me.
- As my kids get off to college I expect to use more of the center's offerings.

Which statement best describes your experience with the Senior Center?

- The range of activities services & tours healthy, generous servings which I am able to take half home for another day. It saves me money
- I make very limited use of the center because I don't live close by
- The Sr Center is really about when staff is willing to work. Many seniors would enjoy weekend hrs as alone then
- I never found the employees comfortably fit the circumstance of dealing with the elderly.
- While the present activities of the center do a good job of catering to the previous generations they are essentially my parent's and grandparent's activities. I don't think many boomers will find much they enjoy doing at the center.

Tell us how senior center staff and volunteers are performing:

- Friends are hard to make -many cliques exist
- Policy enforcer is harsh & strident, especially when demanding that seniors who have occasionally & briefly dozed off "WAKE UP or GET OUT" and ordering service dogs "LEAVE, IT IS AGAINST THE RULES"
- Thanks Volunteers
- Staff and volunteers are wonderful
- Vicki has difficulty staffing hospitality desk with committed volunteers
- Occasionally volunteers can be questionable, but that can be a challenge for my own belief system
- I am a volunteer and do my best and be kind to everyone and so are the 50% who are unpaid workers here
- 10. sometimes 11. professional--whatever does that mean? Sufficiently alienated from the consequences of their acts?
- Thank you!!!!
- Everyone is great and works hard to make it easy and fun for us.

If you do not come to lunch, why not?

- I like to cook
- I like eating at home - there are things that need to be done also
- Meal is free for me
- eat at home
- cost is good
- Not in neighborhood
- Don't feel the need to partake
- Not here, cook doesn't understand lacto vegan
- Just haven't considered it.
- The menu is geared towards the previous generations, too many carbs, refined flours, canned fruit and veggies, etc. I understand that is what they grew up with and they aren't going to change, but I don't eat there.
- I have kidney disease and sometimes the menu has too many disallowed foods. I don't like fish or eggs so I don't come on those days.
- Do get Meals on Wheels and prepare breakfast and light dinner at home

**Blaine Senior Activity Center**

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

- We're lucky to have such a good Sr. Center and the lunches are good.
- Chris is great!



- I love this Senior Center in Blaine - it is the nicest, coziest, best run center! People really care here - it is my home away from home.
- Use the gym 3 times a week for 15 years now. I'm 89 & I feel that I really stay fit - so thankful for the gym
- Glad to have the gym to improve my strength
- Just Started
- I live aboard a small sailboat in Harbor. It's my second refuge in the winter as well as regular times of the year
- I like the Senior Center too much-All the staff is very nice and Kitchen lady "Melody" is a really good jigsaw puzzle doer (a few minutes here and there)
- For exercise classes, we could use mirrors for better view of what instructors are doing
- Always leave smiling
- Yes very often
- Positive place to enjoy company of other people relaxing atmosphere
- The Blaine Center is by far the best! I have tried some others and not gotten the same feeling or the same food quality!
- Great group of people
- I feel very comfortable and positive and happy - full of joy
- Adriene -Needs to get more down to reality -too high with her money matters
- Staff has attitude members are mostly from a higher income bracket than they really are. Chris not so much
- This center is so friendly. It is always clean and interesting
- Love the Center
- Too soon to tell. I am a new member
- I had a stroke in Oct 2017. This facility was a very helpful with my recovery

Do you encourage others to come to the senior center?

- Excellent gym for strength training & exercising. Lunches are wonderful!
- But I talk about my going 3X wkly
- This Senior Center is very welcoming – you can feel it the moment you step through the doors.
- Thank for all you do
- In knitting all the time and other people knitting and crocheting and sewing and when I see the crafts I am very encourage
- Especially for Tai Chi & Oigong
- Yes I do very often, Blaine is a very good center
- All the time when the chance comes
- Nice place to meet people – great lunch and best cook
- Too soon to tell
- After visiting other senior centers I feel Blaine is the best

Which are the primary reasons you attend the Senior Center?

- Oil painting
- Mediation class
- Jigsaw puzzles

Which statement best describes your experience with the Senior Center?

- I love the Blaine Senior Center – I look forward to coming here Mon to Fridays and often on Saturday as well.
- Good cook!
- Senior Center is very close to my apartment so I come two times a day – I pick up my mail and then come here. I recycle paper I leave here
- Positive atmosphere
- The staff is very accommodating and helpful
- More all the time

- We are the best

Tell us how senior center staff and volunteers are performing:

- Everyone is so kind, considerate and respectful
- Once in a while I tend to overdo volunteer. I have to occasionally be reminded of certain rules
- Yes very
- When I come here and see the staff, the answer and solve any problems I might have.
- I appreciate their helpfulness and they contribute to a very wonderful atmosphere
- Not out reaching, staff needs to circulate more
- The best
- Professional fun, and always helpful
- Kathy, Adrian and Chris are professional, helpful and always courteous
- Some Chris is great
- Professional – Sometimes not

If you do not come to lunch why not?

- Do not want to eat this time
- Not interested
- Too early for lunch
- Card Games and Pool coming later
- Sometimes
- Eat home with family
- On a special diet
- Eat at home
- Have made many good friends
- Dietary restrictions
- Don't eat lunch
- Sometime my personal outside activities conflict
- I eat at home
- Time
- Only come on occasion
- Not sociable
- I am strict vegetarian, no meat, no eggs, no fish
- GF
- I would like to see more beans Healthy and High Fiber
- Just doesn't fit daily schedule
- Live close – no need to
- Certain diet
- My schedule
- Personal schedule
- Don't eat lunch often
- Eat at home
- I love the salads
- Melody is the best
- Melody is an amazing chef with a perpetual smile
- Only eat on occasions
- Too many allergies
- Have other options
- Plan to come
- We eat at home
- dieting

## **Everson Senior Activity Center**

Do you encourage others to come to the senior center?

- Good Fellowship

## **Ferndale Senior Activity Center**

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

- Enjoyable place to come and visit with good friends. Food is good too.
- I met a buddy for our exercising & “buddy system” works wonderfully
- I’ve always gotten out & about a lot 2 drive everywhere. This is one of my favorite places.
- Fun place, great people
- Ferndale Senior Center is the best. Friendliness place in the world
- I am grateful to be a member here
- It is my home away from home. I like all the staff, that runs the centers on a daily basis.
- I come to bible study

Do you encourage others to come to the senior center?

- It’s a wonderful place
- Always
- I encourage people to move here from other places to join the center. We have a lot of activities
- When people ask where do I go for lunch/for just go out

Which are the primary reasons you attend the Senior Center?

- Birthday lunches only
- Bible study

Which statement best describes your experience with the Senior Center?

- It’s a wonderful place. I am always greeted with my well being

Tell us how senior center staff and volunteers are performing:

- Friendly Gal Behind the Desk
- Some Exceptions

If you do not come to lunch why not?

- Too noisy
- Busy with Grandkids
- Only white meat poultry
- We love birthday day. Just lazy not going.
- I only come about 3-4 times a year. Heavier food than I usually eat.
- Usually good
- I am on a special diet
- Responsibilities elsewhere
- I come sometimes but often busy at the time

## **Lynden Senior Activity Center**

Do you encourage others to come to the senior center?

- It would be nice if one center would get a hot tub that has a handicap lift system
- Maybe for the aerobics or strength training & companionship

Which are the primary reasons you attend the Senior Center?

- Tops

Tell us how senior center staff and volunteers are performing:

- Mainly helpful, depending
- Very

If you do not come to lunch why not?

- Bad food
- Usually too busy
- Always cold in Winter. Heat should be kept higher at night. Takes too long to heat up
- No dessert
- Come once in a while

## **Welcome Senior Activity Center**

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

- Knowing people
- Love this building and the people who come to it

Tell us how senior center staff and volunteers are performing:

- I think welcome is overlooked

If you do not come to lunch why not?

- No espresso machine

## **Sumas Senior Center**

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

- Enjoy it very very much
- A great place to meet new friends
- Fix puzzle and Wii game
- Always happy to be here
- I enjoy this time more than I can say

## **Point Roberts Senior Center**

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

- I don't mind being old. I understand my friends and people more
- Thank you to Cici (cook) & Margi (asst cook) & Madeline (Coordinator)
- Provide opportunities to visit with both U.S. and Canadians
- I enjoy all the meals
- Always reserve a place for me if I am late getting to the center
- I like coming to seniors for lunch
- Joined the food bank

Do you encourage others to come to the senior center?

- Two or three people every week. Need your help to encourage more life
- I bring my dad
- Enjoy it
- I try to get people to be less isolated and join us
- The center has become an important part of my life. I've met some genuine good friends
- Great food

Which are the primary reasons you attend the Senior Center?

- Some meals

Which statement best describes your experience with the Senior Center?

- The Senior Center is the basic part the rest the people participate as well. Active enrolling in family
- Really nice people at the center
- Mostly dissatisfied because Point Roberts large senior population Don't/Won't attend
- It's nice to be able to help others

Tell us how senior center staff and volunteers are performing:

- Thank you to Cici (cook) Madeline (coordinator) and Margi (asst cook)
- Very friendly

If you do not come to lunch why not?

- To support the program
- I live in Canada
- Activities take presadent