

# Seniors Financial Assistance Surveys

Information for program recipients

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## Overview

The Government of Alberta is conducting surveys on the Seniors Financial Assistance programs delivered by Alberta Seniors and Housing. Surveyed programs include:



- Alberta Seniors Benefit
- Special Needs Assistance for Seniors
- Seniors Property Tax Deferral
- Seniors Home Adaptation and Repair Program

Advanis, an independent research firm, is conducting the surveys on behalf of Alberta Seniors and Housing.

## Frequently Asked Questions

### Why am I being surveyed?

The information gathered will help support program evaluation from a recipient perspective, and reporting.

### Why should I complete the survey?

- Participating in the survey is an opportunity for you to share your experiences with government.

### When will I be surveyed?

- Surveys will take place throughout October and November 2018.

### How long will it take me to complete the survey?

- Each survey takes around 5 to 10 minutes to complete.

### How can I complete the survey?

- If you are chosen, the survey will be conducted over the phone.
- You will receive a phone call from Advanis.
- You can provide feedback at the time of the phone call or at another arranged time.
- The survey does not need to be completed in a single sitting.

### What if I do not receive a phone call?

- Do not worry. If you are not contacted by Advanis that means they have collected enough responses and are no longer contacting recipients.

### Can I opt out of the survey or skip questions?

- Yes. You do not have to participate in the survey. You may also skip any question or end the survey at any time.

### Participation is voluntary.

Program recipients who receive a phone request to complete the survey are not required to participate.

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For more information call 1-877-644-9992.

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### How do I know this is not a scam?

- An Advanis employee will call you on behalf of Alberta Seniors and Housing.
- You will not be asked for any personal information such as your address, social insurance number, credit card information etc.

### Are the surveys confidential?

- Yes. The research firm is required to treat all information in accordance with Seniors and Housing Security Policy and the *Freedom of Information and Protection of Privacy Act* (FOIP).
- The use of your contact information and collection of your opinions is authorized under section 33(c) of the *FOIP Act* for the purposes of evaluating programs.
- Advanis will collect, analyze and report on the data to Alberta Seniors and Housing. Survey results will be combined together and reported as a group.

### What is the difference between anonymous and confidential?

- Anonymous means that no one knows who answered the survey. In other words, responses are recorded so that the information can never be linked to the person who provided it.
- Confidential means the information is protected as required under the *FOIP Act* and Alberta Seniors and Housing's information management/security policies. Access is limited to those who need to know.



### How often will the Ministry be conducting surveys?

- Alberta Seniors and Housing will conduct these surveys on a regular basis, as budgets permit.

### What is the sample size for the survey?

- 5,000 Alberta Seniors Benefit recipients
- 5,000 Special Needs Assistance for Seniors recipients
- 1,480 Seniors Property Tax Deferral recipients
- 460 Seniors Home Adaptation and Repair Program recipients
- Not all individuals included in the sample will be contacted to complete a survey.



### How many surveys will be completed?

- In order to collect enough data for reliable results, Advanis has the following targets:
  - 1,000 Alberta Seniors Benefit surveys
  - 1,000 Special Needs Assistance for Seniors surveys
  - 700 Seniors Property Tax Deferral surveys
  - 250 Seniors Home Adaptation and Repair Program surveys
- Advanis will stop contacting recipients once they have reached the targets.

### I do not want to participate in these or future surveys. How do I get removed from the list?

- Call the Alberta Supports Contact Centre toll free at 1-877-644-9992 and let them know you do not wish to be contacted regarding future surveys.

### How can I get more information?

If you have any additional questions about the surveys, or about the collection and use of personal information, please contact:

**Alberta Supports Contact Centre**  
1-877-644-9992