

Ashland Senior Program Demographic Survey

The Senior Program distributes a Satisfaction Survey every other year to keep abreast of any changes that might indicate a need for program adjustments. This year the survey was given on-site to participants for one week 10/31/2016 – 11/04/2016. Of the 160 surveys distributed, 150 were completed and returned. The high response rate we believe creates statistically relevant feedback from clientele already availing themselves of the elements of the Senior Program.

Attached please find:

- a copy of the latest Satisfaction Survey,
- a spreadsheet of the data collected
- breakdown of the demographic data in bar chart format,
- a statewide Senior Center survey created by the Section for Older Adult Resources (SOAR) for ORPA in 2009.

ASHLAND PARKS AND RECREATION COMMISSION

340 S. PIONEER STREET • ASHLAND, OREGON 97520

COMMISSIONERS:

Mike Gardiner
Rick Landt
Jim Lewis
Matt Miller
Vanston Shaw



Michael A. Black, AICP
Director

TEL: 541.488.5340
FAX: 541.488.5314
parksinfo@ashland.or.us

Ashland Senior Program Satisfaction Survey

Mission Statement of the Senior Program

The Ashland Senior Program strives to provide a support system to the older residents of Ashland, helping to enable them to live more independently and to continue as contributing members of the community.

The Senior Center provides a venue for social interaction through recreational and health related activities and educational opportunities.

What do you enjoy about the Senior Center? *Please check all that apply*

Social Programs (Information/Referral, Outreach, Bus Pass/Valley Lift Program, Food Box Program, Utility Programs)

Wellness/Socialization Activities (Yoga, Tai Chi, Line Dancing, Cards, Mah Jongg, Movies, Somatics, Discussion Groups)

Food and Friends Lunch Program/Meals on Wheels Home Delivery Program

Health Related Activities (Blood Pressure Clinic, Advance Directive/POLST Assistance, Foot Care Clinic, Senior Health Insurance Benefits Assistance SHIBA)

Special Events (Parties, Presentations, Classes/Workshops)

Volunteer Opportunities

Miscellaneous (Community Garden, Lending Library)

How many months or years have you been coming to the Senior Center?

_____ Months _____ Years

How many days per week do you come to the Senior Center? _____ Days/Week

Any Comments or Suggestions you might like to add?

Signature (Optional) _____

Phone Number (Optional) _____

Thank you for taking the time to complete this survey

APRC Ashland Senior Program Satisfaction Survey

Social Programs*	Wellness Socialization	Lunch/Meals on Wheels**	Health Related Activities	Special Events	Volunteer Opps	Misc	No. of Years	No. of Months	Week Days attends	Name (optional)
67	135	72	63	75	48	46	5.00	6.00	2.00	Count or median
46%	92%	49%	43%	51%	33%	31%	6.80	5.06	2.00	Proportion or Average
								6	1	Redacted
							1		2	Redacted
							3		2	None
							2	6	2	Not legible
							5		3	None
							5		2	Redacted
							3		2	Redacted
							1		2	Redacted
							12		2	None
							10		2	Redacted
							3		2	Redacted
							3		5	None
							14		2	Redacted
							11		3	None
							3	8	2	None
							8			None
							0			None
							3		2	Redacted
							2		2	Redacted
							1		1	Redacted
							5		3	Redacted
							2		1	Redacted
							0	4	1	None
							10		2	Redacted
							5		2	Redacted
								5	2	Redacted
								6	1	Redacted
								6	1	None
								2	1	None
							5		1	None

APRC Ashland Senior Program Satisfaction Survey

Social Programs*	Wellness Socialization	Lunch/Meals on Wheels**	Health Related Activities	Special Events	Volunteer Opps	Misc	No. of Years	No. of Months	Week Days attends	Name (optional)
67	135	72	63	75	48	46	5.00	6.00	2.00	Count or median
46%	92%	49%	43%	51%	33%	31%	6.80	5.06	2.00	Proportion or Average
	1	1	1	1	1	1		1		Redacted
							1			Redacted
	1	1	1	1			17		2	None
	1	1	1	1	1	1	0		4	Redacted
	1	1	1	1	1	1	4			Not legible
	1									Redacted
	1	1	1	1	1	1	8		1	Redacted
	1	1	1	1			12		3	Redacted
	1	1	1	1		1	15		2	Redacted
	1	1	1	1	1		10		3	Redacted
								10	1	Redacted
	1	1	1	1	1	1	10		3	Redacted
	1	1	1	1	1	1	7		1	Redacted
	1	1	1	1	1	1		7	1	Redacted
	1	1	1	1	1	1	6		1	Redacted
	1						5		1	Redacted
	1						10		1	Redacted
	1	1	1	1	1	1	14		3	Redacted
	1						12		2	Redacted
	1	1	1	1	1	1	9		2	None
	1						4		2	Redacted
	1						7		1	Redacted
	1	1	1	1	1	1	12		2	None
	1	1	1	1	1	1		3	2	Redacted
	1	1	1	1	1	1	10			None
	1	1	1	1	1	1	20		2	None
	1	1	1	1	1	1	2		1	Redacted
	1	1	1	1	1	1	12		3	Redacted
	1	1	1	1	1	1		1	2	None
	1	1	1	1	1	1	15		1	Redacted

APRC Ashland Senior Program Satisfaction Survey

Social Programs*	Wellness Socialization	Lunch/Meals on Wheels**	Health Related Activities	Special Events	Volunteer Opps	Misc	No. of Years	No. of Months	Week Days attends	Name (optional)
67	135	72	63	75	48	46	5.00	6.00	2.00	Count or median
46%	92%	49%	43%	51%	33%	31%	6.80	5.06	2.00	Proportion or Average
	1						5		1	Redacted
	1			1			3		2	None
	1	1	1	1	1	1	0			None
	1						1		2	Redacted
	1	1	1	1	1				2	Redacted
	1							6	1	Not legible
	1	1	1	1	1	1	3			Redacted
	1							4	2	Redacted
	1						2		2	Redacted
	1	1	1	1	1		7	6	2	Redacted
	1						5		1	Redacted
	1		1	1			7	6	2	Redacted
	1	1	1		1		7		2	Redacted
	1	1	1	1	1	1	2		3	Redacted
	1						27		1	None
	1						2		2	None
	1						1		1	None
	1						1		1	Redacted
	1	1	1	1	1	1	2		1	None
	1									Redacted
	1	1	1	1	1		2		1	Redacted
	1									Redacted
	1	1	1	1	1	1	3		1	None
	1	1	1	1	1	1	12		3	None
	1	1	1	1	1		7		1	Redacted
	1	1	1	1	1	1		7		Redacted
	1							2	1	Redacted
	1						4		2	None
	1	1	1	1	1	1	1		1	Redacted
	1	1	1		1		1		1	Redacted

APRC Ashland Senior Program Satisfaction Survey

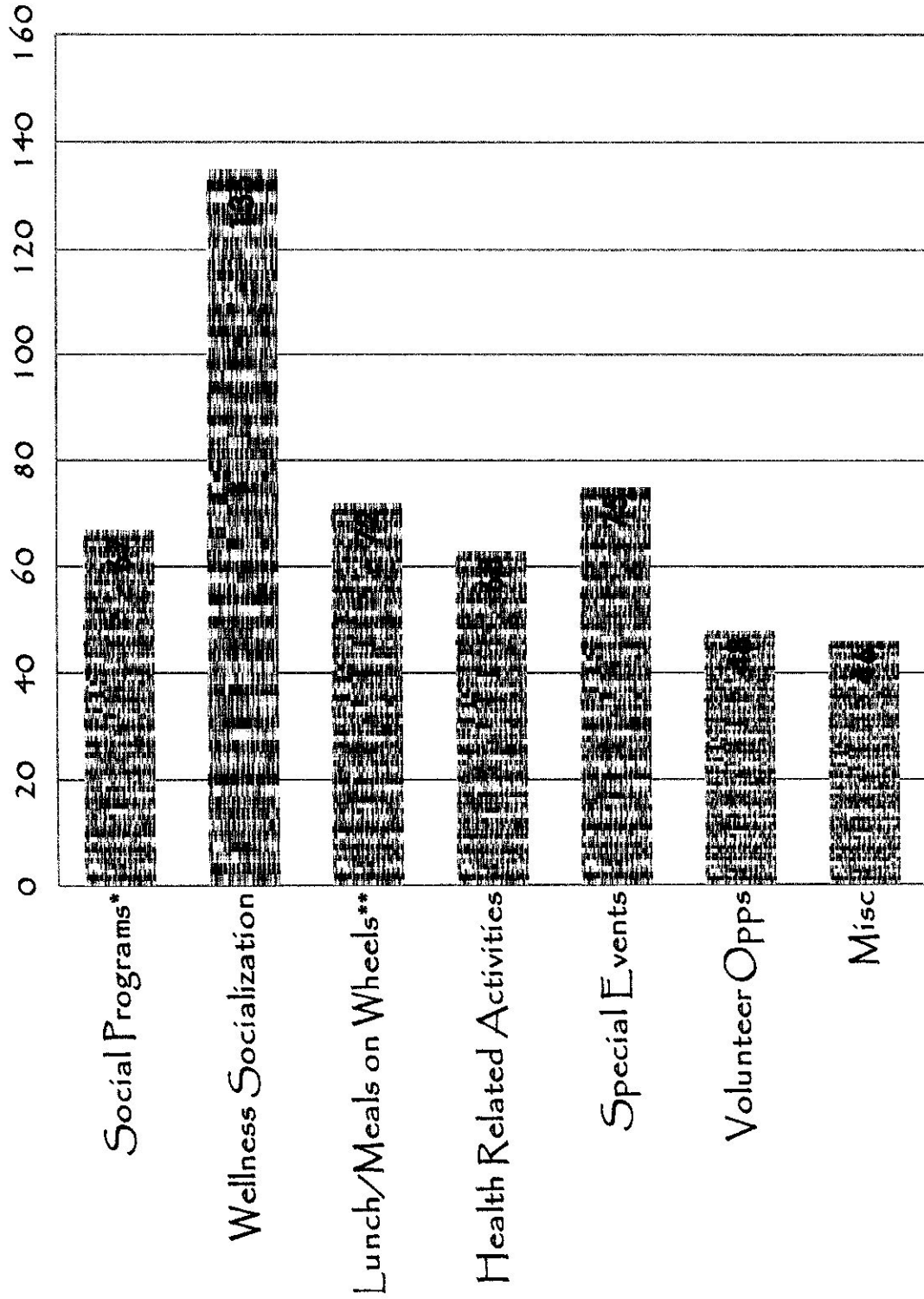
Social Programs*	Wellness Socialization	Lunch/Meals on Wheels**	Health Related Activities	Special Events	Volunteer Opps	Misc	No. of Years	No. of Months	Week Days attends	Name (optional)
67	135	72	63	75	48	46	5.00	6.00	2.00	Count or median
46%	92%	49%	43%	51%	33%	31%	6.80	5.06	2.00	Proportion or Average
	1			1	1		1	6	1	None
	1						5		2	Redacted
	1						2	6	1	Redacted
	1			1		1	4		2	Redacted
	1			1			3		1	Redacted
	1			1			12		2	Redacted
	1						2	6	2	Redacted
	1						4	6	3	None
	1						6	3	3	Redacted
	1						10		2	None
	1			1			9			None
	1						16			Redacted
	1						19		2	None
	1						19		2	Redacted
	1			1	1	1	6		2	Redacted
	1			1		1	2		2	Redacted
	1						5		2	Redacted
	1						5		2	Redacted
	1						1	6	2	None
	1						5		2	Redacted
	1						7		2	Redacted
	1						5		2	Redacted
	1						2		5	Redacted
	1						3		2	None
	1						3		1	None
	1			1	1	1	3		1	Redacted
	1						12		2	Redacted
	1						5		1	Redacted
	1						6		2	None

APRC Ashland Senior Program Satisfaction Survey

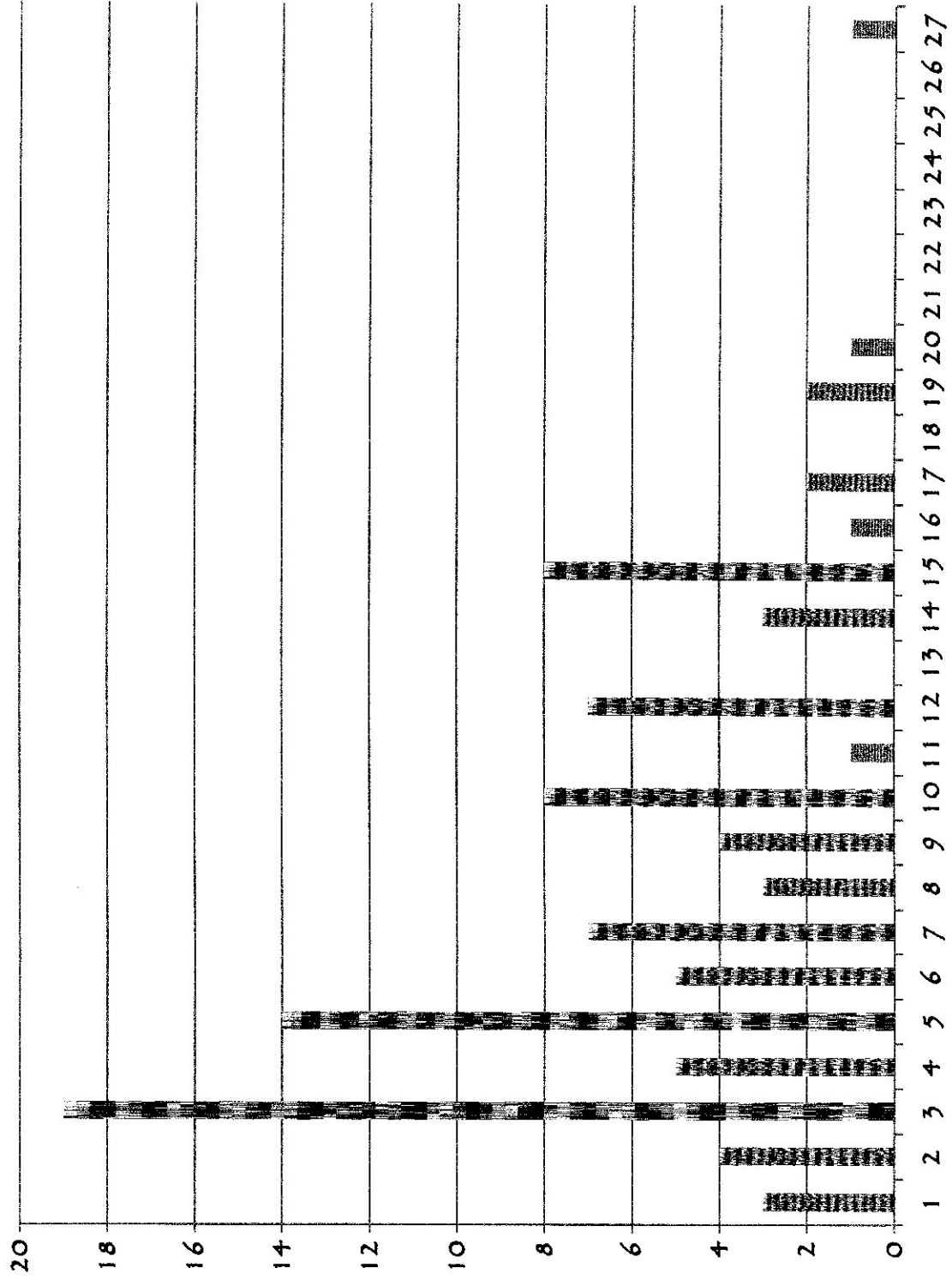
Social Programs*	Wellness Socialization	Lunch/Meals on Wheels**	Health Related Activities	Special Events	Volunteer Opps	Misc	No. of Years	No. of Months	Week Days attends	Name (optional)
67	135	72	63	75	48	46	5.00	6.00	2.00	Count or median
46%	92%	49%	43%	51%	53%	31%	6.80	5.06	2.00	Proportion or Average
	1								0	None
	1		1				3		2	Not legible
	1		1				3		2	Redacted
	1		1	1				6	2	None
	1		1					6	2	Redacted
	1						9		2	None
	1	1	1	1	1	1	15		5	Redacted
	1	1	1	1	1	1	15		5	Redacted
	1	1	1	1			17		5	Redacted
	1	1		1			5		4	None
	1	1	1				15		4	None
	1	1	1	1	1		2		5	Redacted
	1	1	1	1			3		4	None
	1	1	1	1	1	1	10		5	None
	1	1	1				8		2	None
	1	1				1			0	None
	1	1			1		2		1	Redacted
	1	1						5	1	Redacted
	1	1					2		2	Not legible
	1	1	1	1			15		5	Redacted
	1	1	1	1	1	1	9		3	Redacted
	1	1					3		3	None
	1	1	1	1	1		5		1	Redacted
	1	1	1	1			14		5	Redacted
	1	1	1	1			6		4	Redacted
	1	1	1	1	1	1	1	6	2	Redacted
	1	1	1	1			3			None
	1	1	1	1			3		5	Redacted

API Ashland Senior Program Satisfaction Survey

Participation Count by Type of Activity



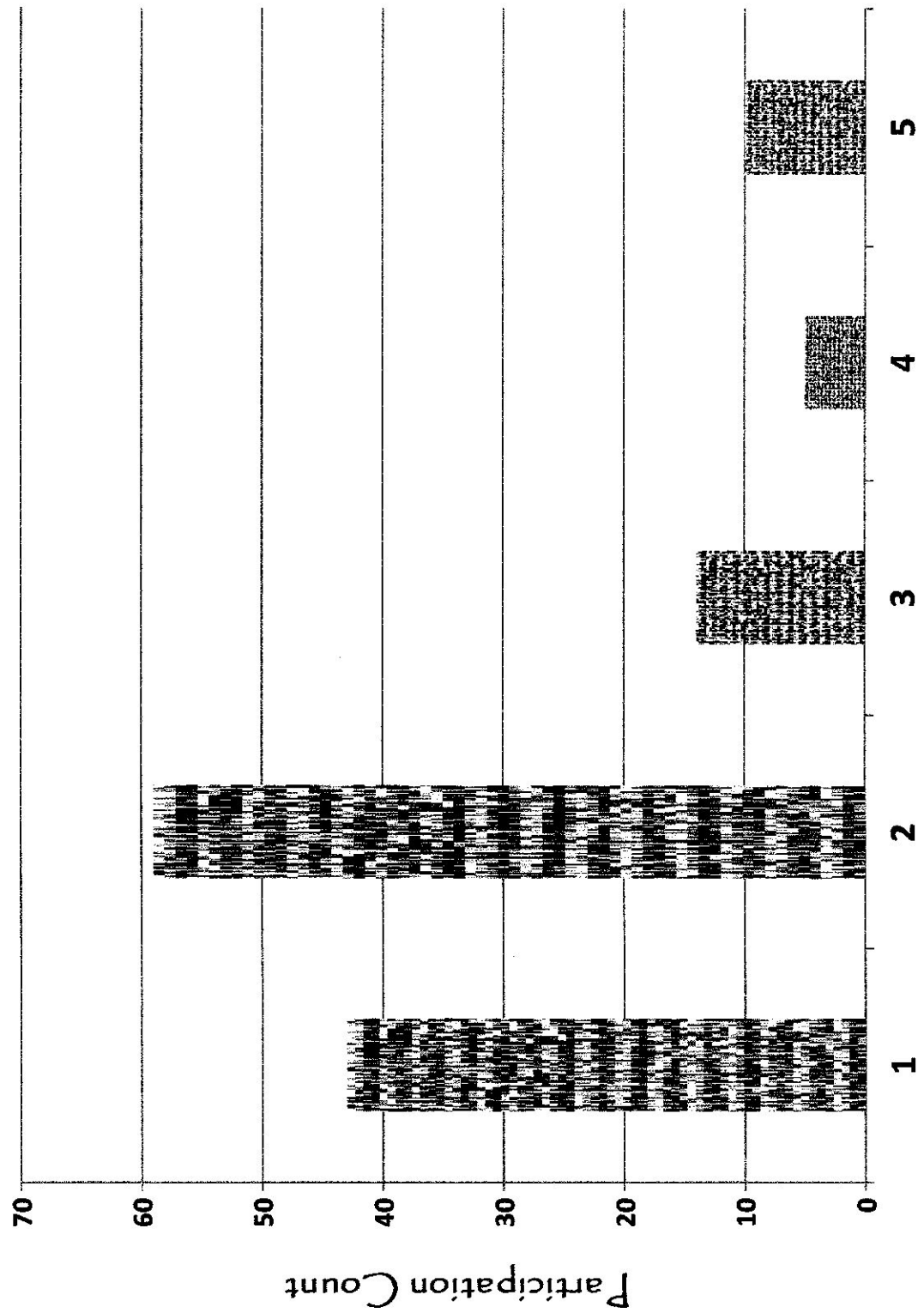
API Ashland Senior Program Satisfaction Survey



Years using the APRC Senior Center

Nov. 5, 2016

API - Ashland Senior Program Satisfaction Survey



Days per Week

Nov. 5, 2016

SOAR

Section for Older Adult Resources

Senior Center Survey 2009

a section of ORPA

Oregon Rec and Park Association

Organization Name	Albany Senior Center	Ashland Senior Center	Astoria Senior Center	Baker Community Connection	Bandon Senior Activity Center	Bay Area Senior Activity Center	Bend Senior Center	Bob Chisholm Community & Senior Center	Booster Senior Center	Brownsville Senior Center	Campbell Center	Canby Adult Center	Canyon Senior Center	Center 50+	Chehalam Adult Enrichment Center
Classes	x	x		x	x		x	x	x		x	x		x	x
Trips	x	x	x	x			x	x	x		x	x	x	x	x
Special Events	x	x	x	x			x	x	x	x	x	x		x	x
Drop in Programs	x	x	x	x	x	x	x	x	x		x	x		x	
Fitness	x	x	x	x	x	x	x	x	x		x	x		x	x
Fine Arts & Crafts	x		x		x		x	x	x		x	x		x	x
Lectures & Seminars	x	x	x	x			x	x	x		x	x		x	x
Information & Referral	x	x	x	x			x	x	x	x	x	x		x	x
Transportation			x	x			x	x				x			
Wellness & Health	x	x	x	x	x		x	x	x		x	x		x	x
Social Services		x	x	x	x		x	x	x	x	x	x		x	x
Meal Site or Meal on Wheels	x	x	x	x		x	x	x	x		x	x		x	x
Health Clinics		x	x	x			x	x	x		x	x		x	x
Support Groups		x						x	x		x	x		x	
Home Visits & Assessments		x		x			x	x			x	x			
Computers	x	x	x	x			x	x			x	x	x	x	x
Multi-Cultural	x	x	x					x			x	x			
Intergenerational	x	x	x				x	x			x	x	x		x
Facility Rentals	x	x	x	x		x	x	x	x	x	x	x	x	x	x
Outdoor	x	x	x				x	x			x	x			x
Other				x				x			x	x			

Organization Name	Stanfield Senior Center	Stokes Landing Senior Center	Sutherland Senior Center	Sweet Home Senior Center	Tigard Senior Center	Union County Senior Services	Upper Rogue Community Center	Urban League of Portland	Vale Senior Citizens Club	Vernonia Senior Center	Viking Sal Senior Center	Waldport Senior Center	Wallowa Senior Center	West Linn Adult Community Center	Willamalane Adult Activity Center
Classes			x	x	x	x	x	x		x	x	x		x	x
Trips	x	x		x	x			x	x	x	x				x
Special Events	x	x		x	x	x	x	x		x	x	x		x	x
Drop in Programs			x	x		x		x	x	x	x	x		x	x
Fitness			x	x	x		x	x			x	x		x	x
Fine Arts & Crafts			x	x	x	x	x	x			x	x		x	x
Lectures & Seminars			x	x	x	x	x	x	x		x	x		x	x
Information & Referral	x		x	x	x	x	x	x	x		x	x		x	x
Transportation		x				x	x	x	x	x	x	x			x
Wellness & Health	x	x	x		x	x		x			x	x		x	x
Social Services			x			x	x	x	x	x	x			x	x
Meal Site or Meal on Wheels	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x
Health Clinics	x		x	x		x	x		x	x	x	x	x	x	x
Support Groups			x					x		x	x	x			x
Home Visits & Assessments			x		x			x		x	x				x
Computers					x			x	x		x	x		x	x
Multi-Cultural								x			x	x			x
Intergenerational					x		x	x			x	x			x
Facility Rentals	x	x	x	x	x	x	x	x	x	x	x	x		x	x
Outdoor							x	x				x			
Other		x					x		x			x			

Organization Name	Wilsonville Senior Center	Wolf Creek Community Center	YMCA North Portland Senior Center	Yoncalla Community Center
Classes	x			
Trips	x			
Special Events	x		x	x
Drop in Programs	x		x	
Fitness	x			
Fine Arts & Crafts	x			
Lectures & Seminars	x		x	
Information & Referral	x		x	x
Transportation	x			
Wellness & Health	x		x	
Social Services	x		x	x
Meal Site or Meal on Wheels	x	x		x
Health Clinics	x			
Support Groups	x		x	
Home Visits & Assessments	x			x
Computers	x			
Multi-Cultural	x		x	
Intergenerational	x		x	
Facility Rentals	x			x
Outdoor	x			
Other				

Ashland Senior Program

2016 Satisfaction Survey Comments Analysis

Topics

Trends

Suggestions

Senior Program Survey

Respondents to the recent Senior Program survey express high regard and appreciation for the wide range of services offered. Patrons say that the programs, activities, classes, outreach, and informational resources add measurably to their well-being, physical and mental health, and quality of life. They reflect on how the Senior Program provides a friendly and cheerful space for social interaction. Respondents compliment the program manager and staff for their helpfulness, caring demeanor, and organizational proficiency. A number of respondents are concerned about the possibility of higher fees or funding cuts in the future.

Some illustrative comments follow. For the complete set, see the attached lists of comments ordered by topic and theme. A list of suggestions is also appended.

* For many people coming regularly, this is family—the only meal and social event they have. We really are grateful. This Senior Center is putting smiles on our faces and years on our life. (patron for 2 yrs; attends 3 days/wk)

* My mother's move to Ashland was greatly supported by her participation in the Senior Program. The opportunity to be actively involved in the senior community was essential to her positive transition to a new community. She attended classes and social activities initially but now goes daily to have lunch, socialize and participate in special events. She has made many friends at the Senior Center. In September she celebrated her 97th birthday and her friends at the Senior Center celebrated here with balloons, songs and a birthday card signed by all. These moments are irreplaceable and my family is grateful for all that the staff/program provides my mom to live a happy and meaningful life. (patron for 3 yrs; 5 days/wk)

* Our Senior Center is a stable, consistent, reliable, safe resource for the Ashland senior community and their family (caregivers). The Senior Center is an invaluable resource for seniors needing assistance, information, socializing, support, and a safe and friendly environment. The need for such a helpful resource will increase as the population of seniors rapidly increases in our town. Good job and many thanks to the Ashland Senior Center! Keep up the good work! (patron for 3 yrs; 2 days/wk)

*I appreciate the warm and inviting atmosphere—since I live alone—the Senior Center enriches my life due to the friendships I have made. There is a family feeling overall. It is my experience that Chris and others really care about the well-being of “their “ seniors. The Senior Center has offered me purpose to have a place to come to encourage others and be encouraged. The Senior Center is a wonderful asset to our community! (patron for 9 & 1/4 yrs; up to 3 days/wk)

*I have been volunteering with “Food & Friends” at the Senior Center for just a short while, but I am beyond impressed with the staff here and the sense of “community” they have created. Experiencing this place (and activities) is heart-warming and wonderful! (volunteer for 2 months; 1 day/wk)

Comments

Eighty people who responded to the recent Senior Program's survey offered comments regarding their perspectives and thoughts about the program. This document organizes the comments by topic and theme. A few of the respondents' comments appear under more than one topic. Each comment is preceded by the number of years the respondent has taken part in the Senior Program and his/her weekly attendance.

The order of topics and themes is as follows:

- * Benefits of programs and activities (40 respondents)
- * Value of social interaction; feeling of family and community (8 respondents)
- * Friendly, welcoming, happy, safe place (12 respondents)
- * General praise for particular classes and instructors (11 respondents)
- * Concern with impact of increased costs or funding cuts (7 respondents)
- * Perspectives from volunteers and private care-givers (6 respondents)

**Comments relating to:
Benefits of programs and activities**

3 yrs; 1 day/wk

I would not have been able to figure out what to do about Medicare and how to sign up. Meals on wheels let me stay home after surgery 2 years ago without having to go to a nursing home. I also do Tai Chi because I have joint pains.

4 yrs; 2 days/wk

I am 81 years and get a lot from my tai chi class and line dancing. I attribute my good balance and overall health to these activities. I have also had help with my computer and have had lunches that I can afford. Everyone in the Senior Center office has helped me with information about various programs.

2&1/2 yrs; 1 day/wk

Tai Chi is one of the highlights of my week. It helps realign my body, strengthens me overall and helps me feel better (joints, etc).

The social interaction of people of different decade ages is encouraging and helps build community.

I have just started Medicare, but will want/need valley lift/bus pass, meals, etc. in coming years.

5 yrs; 2days/wk; age 73

I love the Tai Chi classes. They are very important to my mental and physical well-being. I would not be happy to lose this program. If class rates go up, I will only be able to attend one a week instead of two.

9 yrs; 1-2 days/wk

I can't imagine not coming for Tai Chi. It would be horrible to lose the Senior Center activities.

10+ yrs; 1-2 days/wk

The yoga and tai chi classes are vital to the health and happiness of the 55 and better residents. These services are not available at a level for seniors anywhere else at this end of the valley.

2+ yrs; 1-2 days/wk

I love the Senior Center Programs.

Tai Chi is the highlight of my week.

One can learn about the community during class as well.

I appreciate the variety of classes which include a variety of our seniors and their interests and skill levels.

5 yrs; 1 day/wk; age 79

The Tai Chi program has been valuable to me in my journey with Parkinson's Disease. I'm grateful to know the wide range of services available at the Center at a reasonable cost.

10 yrs; 1 day/wk

A great resource. Tai Chi has been a major part of my life since I had a hysterectomy 10 years ago and needed gentle exercise. And the group was a huge support when my husband died. I see people coming to meals and I've helped deliver for Food & Friends in the past. That's a huge service!

6 yrs; 1 day/wk

Tai Chi is the one activity I try never to miss each week. It provides and promotes opportunity for flexibility and balance, in addition to mental stimulation, memory and socialization.

I'm able to occasionally volunteer to drive to deliver meals, and I've used the Shiba services for information.

7 yrs; 1 day/wk

Tai Chi is VERY important to me. My principal form of exercise at my age!

3 yrs; 2 days/wk

Gratitude for the services offered.

Gratitude for affordable yoga classes—gently assists stiffness, balance, and sense of well-being

12 yrs; 2 days/wk

Yoga program very important to my health.

5 yrs; 1-2 days/wk

Yoga is so important for us aging folks—makes me feel so much better.

1 mo; 1-2 days/wk

Love the yoga. Was just what I needed, and I like that I don't need to pay for a program but just pay as I attend. That works because I travel.

Going to have the lunch today.

2 yrs; 5 days/wk

Love the Senior Center!

The line dancing and yoga are excellent!

It is also very affordable which is so important to me.

5 yrs; 2 days/wk

Thank you for having wonderful programs like Marion Moore's yoga class. They clearly enhance my health, morale and ability to function as I get older.

1 yr; 1 day/wk

The Senior Discussion group is excellent. I look forward to it every week. We are new to Ashland and it gave us a welcome.

9 yrs; attendance varies depending

Mah Jongg allowed me to learn something new while using my brain cells. I also appreciate the movies and the yoga classes.

2 yrs; 1 day/wk

[Mah Jongg] is a complicated game that keeps our little gray cells going great. Social opportunity.

7 mos; every day

Without the free lunch I would continue to loose weight. It is my main meal of the day. The staff have respect for every one of us and it is the highlight of my day. Thank you for the safe place to be fed. I have lost 70 lbs before coming here. I am now gaining weight and my health and weight are improving. I love coming here and I thank God for the staff and food. Especially the laughter and the cookies.

1&1/2 yrs; average 2 days/wk

I've appreciated the special attention I've received when being served [meals]. The volunteers are very respectful.

I also appreciate the decorations and the attention to cleanliness.

Thank you to all.

13&3/4yrs; 5 days/wk (every day its open)

Food and Friends is a good and great part of my life and I would really miss coming here if Food and Friends was cut off.

7 mos; 1 day/wk

My elderly patients benefited from the Food & Friends until their recent deaths. It also helped take some pressure off of me as their caregiver.

Tai Chi has been a life saving part of my life for the last 7 years. I see the people coming to lunch and events and it serves an important role in keeping the elderly in the community connected, a critical component in quality of life for seniors!!

7 yrs; 1 or 2 days/wk

I enjoy having programs for us Sr.

Information. Trips. I like having the tax done.

20+ yrs; 1 or 2 days/wk

Love the folk who come there and those who work there to make it a great place to be. Staff provide good services for those seeking or needing help confidentially and without judging the individual. Keep up the good work!

2 yrs; 2 days/wk

From my perspective, all senior programs are doing well. Seniors appear to be engaged and by most part have smiles on their faces.

2 yrs; 1 day/wk

All programs are very beneficial. Well needed

Just started

We were very happy that Ashland had a Senior Center as my mom has moved to Ashland recently and can benefit from the Center.

It is important for older citizens who have given so much to our individual lives and to our community to have a creative, supportive Center that can give back to them! A lot of seniors would end up being isolated if there weren't Senior Centers like the one in Ashland. Thank you Ashland!

12 yrs; 1-2 days/wk

I am so pleased by the number of people who are able to stay in their own "homes" as a direct result of the outreach programs offered here.

4 yrs; 1 day/wk

I'm 70. I've used a number of these programs. We've lived here 21 years. These programs helped my Dad who is now 96. My wife uses them as well.

12 yrs; 2 days/wk; age 82

I really enjoy the Senior Centre and I believe it adds to my well-being and probably to many others too. I will be most unhappy if anything changes that prevents lower income people from the services that so many enjoy.

12 yrs; 1-2 days/wk

I think the Senior Center activities enhance senior quality of life and should not be curtailed!

3 yrs; 1 day/wk

Currently, I can afford the costs for what I use. I don't think I will be able to afford it if you raise the cost. Please keep supporting seniors in Ashland!

1&1/2 yrs; 1 day/wk

The programs are affordable

2 yrs; 3 days/wk

Affordable—is so generous, and so happy for this. Many people would not be able to pay a dime more, because they can't afford any more.

5 yrs; 1-3 days/wk

Our Senior Center and all the services it provides is an integral part of the Ashland community. For many seniors and their family members, it is a central component of their daily lives. As Ashland continues to grow as a living destination for seniors from all over the U.S., the Senior Center only grows in importance. We should budget for growth and expansion as the senior community grows.

1 yr; 1 day/wk

This is a valuable opportunity for seniors of Ashland.

Cities should make a variety of opportunities available to everyone-- even those who cannot afford to pay more.

3 yrs; 5 days/wk

Great facility!

14 yrs; 3 days/wk

This community is special and needs its senior services. I see first hand the wonderful work that is done.

**Comments relating to:
Value of social interaction, feeling of family and community**

3 mos; 2 days/week

Wonderful services and people.

I enjoy the social times I have.

The services for the elderly are really special for me.

16 yrs; no info on attendance

Great exercise and social experience for seniors!

9 yrs; attendance varies depending

With the death of my husband and no family in the area, the Senior Center provides a social outlet—a place to connect.

The Senior Center is a safe place for a senior on a limited income.

2 yrs; 3 days/wk

For many people coming regularly, this is family—the only meal and social event they have. We really are grateful. This Senior Center is putting smiles on our faces and years on our life. Thank you.

6 mos; 1 day/wk

I am delighted that this wonderful resource is available to us here in Ashland...if for no other reason than for the social contact. Thanks to all who volunteer and make it possible.

2 yrs; 2 days/wk

I love coming and interact with other seniors! Good programs. Please don't raise the payments, many seniors won't be able to attend.

3 yrs; 1 day/wk

My mother went to Senior Center for meals, discussion groups and other activities for many years before she passed on. Without the Senior Center Program she would have been isolated and without friends since she moved here after my dad passed away and didn't know anyone in town.

3 yrs; 5 days/wk

My mother's move to Ashland was greatly supported by her participation in the Senior Program. The opportunity to be actively involved in the senior community was essential to her positive transition to a new community. She attended classes and social activities initially but now goes daily to have lunch, socialize and participate in special events. She has made many friends at the Senior Center. In September she celebrated her 97th birthday and her friends at the Senior Center celebrated here with balloons, songs and a birthday card signed by all. These

moments are irreplaceable and my family is grateful for all that the staff/program provides my mom to live a happy and meaningful life. With gratitude.

**Comments relating to:
Friendly, welcoming, happy, safe place**

3 yrs; 1 day/wk

I enjoy the friendly people I meet at the Senior Center. It is a wonderful resource for the community of Ashland.

1 yr; 1 day/wk

Wonderful environment! Friendly and helpful group!

2+ yrs; 2 days/wk

Love it. Very friendly and cheerful environment.

Much needed program—valuable.

Thank you, a grateful member of the Ashland community

10 yrs; 1-3 days/wk

Friendly place

4 yrs; 2 days/wk

I love the Senior Center and the warm and loving atmosphere. Tai Chi is wonderful here.

1 mo; 1 day/wk

This senior center is so nice and happy.

14 yrs; 2 days/wk

I enjoy the senior center and the staff. Chris does a great job with organizing and is always friendly and willing to help.

3 yrs; 2 days/wk

Our senior center is a stable, consistent, reliable, safe resource for the Ashland senior community and their family (caregivers).

The senior center is an invaluable resource for seniors needing assistance, information, socializing, support, and a safe and friendly environment.

The need for such a helpful resource will increase as the population of seniors rapidly increases in our town.

Good job and many thanks to the Ashland Senior Center! Keep up the good work!

5 mos; 1 day/wk

Warming welcome has always [been] there for me and I enjoy everyone.

15 yrs; 2 days/wk

This is an incredibly valuable service to our community. Many seniors feel isolated, some without attentive family with whom to interact. The senior center is a welcoming place to make connections and find resources and someone who cares.

9&1/4 yrs; up to 3 days/wk

I appreciate the warm and inviting atmosphere—since I live alone—the Senior Center enriches my life due to the friendships I have made.

There is a family feeling overall. It is my experience that Chris and others really care about the well-being of “their “ seniors.

The Senior Center has offered me purpose to have a place to come to encourage others and be encouraged. The Senior Center is a wonderful asset to our community!

7 mos; every day

I have a place to come and be safe from an abusive daughter. This program allows me the opportunity to give back as Librarian. I have fellowship with other seniors. I have joy and laughter here.

**Comments relating to:
General praise for particular classes and instructors**

3 yrs; 2 days/wk
Love the yoga!

2&1/3 yrs; 2 days/wk
Yoga is great!

10 yrs; 2 days/wk
Marvelous facility and staff!
Especially like Marian Moore's yoga classes!

5 yrs; 2 days/wk
We love the yoga program!!! It's a real blessing for our community. Marion is a real gem of a teacher! (I've had several!)

5 yrs; 2 days/wk
The yoga class with Mariane Moore is excellent!

5 yrs; 1-2 days/wk
Love Marion!!

9 yrs; 1-2 days/wk
Yoga with Marion is great!

5 yrs; 1-2 days/wk
[Marian] is a great teacher leading us gently through the maneuvers—I'd be very disappointed if it leaves the senior center.

2 days/wk
Please keep Marian's Wed gentle yoga.

1 yr; 1day/wk
Good group to play Mah Jongg with.

9 yrs; 1-2 days/wk
I can't imagine not coming for Tai Chi. It would be horrible to lose the Senior Center activities.

**Comments relating to:
Concern with impact of increased costs or funding cuts**

2&1/2 yrs; 1 day/wk

I can pay the fee, but I'm concerned many of the people I enjoy in this class won't be able to.

1 yr; 1 day/wk

I would continue coming even if the cost would to up slightly. Unfortunately, others would be impacted differently.

6-8 yrs; 2 days/wk

Raising prices could prevent some from coming. I think that the programs are good. I'm 78 years old and get good benefits from programs.

4 mos; 2 days/wk

Higher fees will lower participation.

Classes very important for well-being. 74 * balance

7 yrs; 1 day/wk

Do not cut funding for this vulnerable population. Cut your salaries instead!

7 yrs; 1 day/wk

It is absolutely imperative that the services for our seniors continue to be provided at the level or even more. There is such a limited amount in this city anyway. There is such a need for what the Senior Center offers and it is done so well. STOP the decline of services for senior----

5&1/2 yrs; 1 day/wk

I believe this center is necessary for the Ashland Community; not only for seniors but for all ages. It seems all towns large and small have a senior center. Please keep it open. Thank you.

**Comments relating to:
Perspectives from volunteers and private care-givers**

2 months; 1 day/wk

I have been volunteering with "Food & Friends" at the Senior Center for just a short while, but I am beyond impressed with the staff here and the sense of "community" they have created. Experiencing this place (and activities) is heart-warming and wonderful!

* "Thank you" to the Senior Center!

7 yrs; 1 day/wk

We have been volunteering as drivers for the Senior Center -Food for Friends for over 7 years. We are impressed with the organization: community support for seniors specifically. The Senior Center is an important part of this community. I also presented AARP Driver Safety classes here for 5 years. The staff was very helpful and efficient regarding taking enrollment, publicizing classes and setting up classes. Great staff!!

12 yrs off and on; 2-3 days/wk

The Senior Center is a vital part of the Ashland Community for all our seniors. The programs are needed to keep our seniors healthy—through food, exercise, friends, and classes.

I spent 18 years as co-chair of AARP taxaide and we used the Senior Center in the Park sometimes 4 days a week but now down to 2 days a week.

7 mos; 1 day/wk

My elderly patients benefited from the Food & Friends until their recent deaths. It also helped take some pressure off of me as their caregiver.

2 yrs; 1 day/wk

I am the private caregiver for a client who comes very regularly to the Senior Center (4-5 times/week). The Ashland Senior Program became a very important part in my client's life. I have observed with my client and other elderly people how they enjoy all aspects of the program. Please continue! It's so important. Thank you!

2+ yrs

Activities and food service: all are necessary to our clients. It helps our local community of seniors who do appreciate the practical (good nutrition) and social services.

Suggestions

Eighteen people who responded to the recent Senior Program's survey offered suggestions regarding activities, meals, and other aspects of the program. These suggestions are organized by topic. Each suggestion is preceded by the number of years the respondent has taken part in Senior Program and his/her weekly attendance.

2 yrs; 2 days/week

With such wonderful facilities, more seniors of Ashland should know what's happening here...I deliver "Meals on Wheels", and believe the majority would benefit from coming to the Center. Question is: How to bring them in!

19 yrs; 2 days/wk

It would be nice to have more classes, discussion groups, trips!

2+ yrs; 4-5 days/wk

Would love more computer classes!

[My companion] would like Bingo! And group games.

1 yr; 2 days/wk ; attends yoga only

Keep yoga, add more days/times

12+ mos; 2 days/wk

A 3rd day of yoga?

3 yrs; 1-2 days/wk

more yoga!

3 yrs; 2 days/wk

more yoga, more days, more times

2-1/2 yrs; 2 days/wk

Line dancing...need uncarpeted floor!

6 yrs; 3 days/wk

Wood floor for dancing.

10 yrs and 10 mos; 2-3 days/wk

The food served does not have enough vegetarian options.

The servings should have gluten-free options.

Altogether, the food is heavy in carbohydrates and fats.

About 3 yrs; 2-3 days/wk

Butter. You serve margarine. It is toxic, clogs arteries. I'm very surprised you serve this to seniors.

We would like to see soup and stews at least once or twice a month.

Food or gravies without cornstarch, msg, high fructose corn syrup, less processed foods, fewer or no processed meats.

About 15 yrs; 4 days/wk

Serve less meat and more fish.

15 yrs; every day/week

Vegetables could be cooked more so they aren't so tough.

15 yrs; every day/week

Veggies should be cooked to make them more tender.

10 yrs; 1-5 days/week

Don't schedule events during lunch. Or, reserve parking for seniors who are not able to walk long distances from 11am to 12:30. This does not mean add more exclusive handicapped spaces.

Also, improve the quality and variety of the meals!!

3 yrs; 3-4 days/wk

It is annoying to find no parking during lunchtime. Seniors have to walk too far to get to the Center. Would be nice to leave 11-12:30 available for lunch and open up parking. Be more considerate of us, and schedule other programs to be over by 11 or start after 12:30. Thanks

1 mo; 1-2 days/wk

North side of your facility roof has serious moss growth—someone should be paying attention to it. That will eventually cost the senior center repair costs.

About 10 yrs; about 3 days/wk

The Senior Center should be under the City Administration as it had been for many years and not under the Parks and Recreation Department.

Submitted by Jean Maxwell