

# SOS Insights

## *from my desk to your heart*

In my September 11 blog, I shared some of the feedback received by residents who took our recent **Take Stock Survey** about the needs of children and youth as a result of the pandemic.

We are so grateful to those of you who took the time to let us know your thoughts. This information was extremely useful as we restarted some of the child, youth and family programs in a safe and meaningful way. Your feedback is also helping us plan for relevant programs in the future.

In this week's blog I'll share some of what we learned about your perspectives on the current and emerging needs of seniors in our area. Again, this feedback is extremely important in helping guide our planning to ensure we continue to deliver programs and services that meet the needs of seniors in our community.

### **This is what we learned.**



Help shape  
the future  
of SOS  
programs  
and services



Our Take Stock Survey asked a number of questions on subjects such as the mental health and economic state of seniors in our community as well as your thoughts on other pressing issues.

When we asked specifically about **mental health**, 78% of respondents told us that the mental health needs of seniors have increased because of COVID-19.

Regarding the **financial needs** of seniors, 54.37% of respondents told the situation has become worse while 29.61 felt there was no change.

When we asked what are the **most pressing issues facing seniors** are today because of COVID-19, the top three were: 71.63% said anxiety/depression was the most pressing issue followed by physical health at 67.44% and concerns about independence at 54.42%.

That's a brief summary of the highlights of our survey pertaining to seniors. Much of what we discovered really wasn't that surprising given what we already knew in regular conversations we've had with seniors over the past few months.

**We understand** how much seniors have struggled with isolation and the inability to get out and connect in person with friends and family. That's one the reasons that when the lock-down went into effect in March, we acted quickly to ensure seniors received essential services such as groceries and meals to lessen their vulnerability. Thanks to donors to our Grateful Hearts campaign, we were able to continue to do that.

I'd like to share some of the lovely comments we received from survey respondents about why SOS programs and services are so important to our community. This is what you told us.

*"Seniors advocacy services have information on government aid, and programs that seniors may not be aware of."*

*"Because there is so much need and not enough infrastructure in place. SOS seems like the only place to find help when really needed."*

*"Some medical problems will not let you drive. As one gets older preparing the mail meal can become too much effort."*

*"Seniors need someone and somewhere in the community to belong and connect. These programmes are vital for mental health and support."*

*"If all was equal there would be no problems or relatively none. SOS has stepped up to help those souls that need it. Thanks to them. For myself I am most grateful."*

*"They serve and show respect for our Seniors. God bless them in these troubled times."*

It is with a grateful heart that I express our appreciation for the information that you provided. It does matter. **And you matter.**

As always, please call, or email us, if you or someone you know is in need. And once we are in a position to start recruiting volunteers again, if this is something you would like to do, please keep us in mind. And funds are always needed as we restart programs and services that residents rely on. Thank you.



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