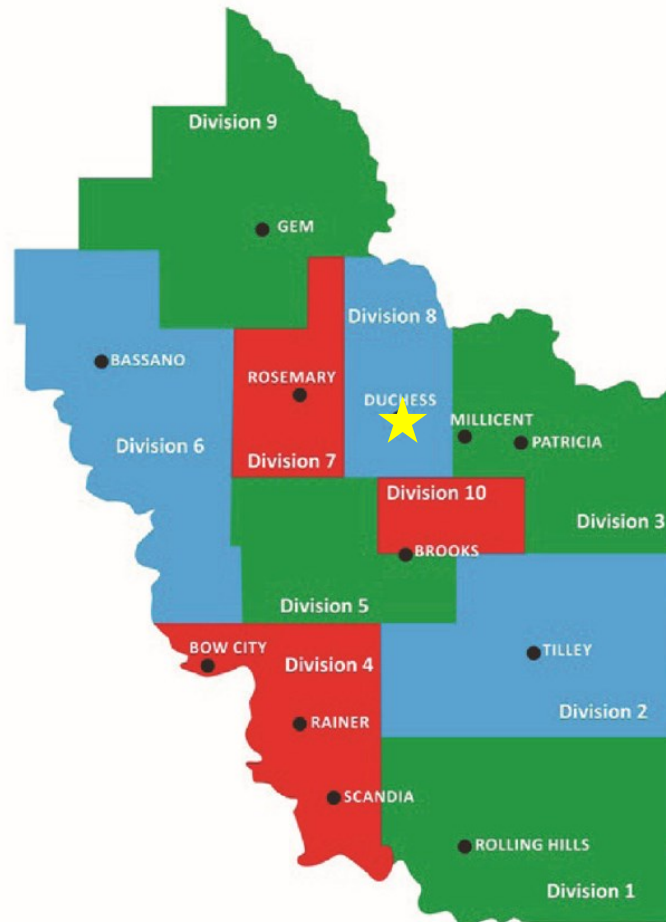


# QUALITY OF LIFE #3

## VILLAGE OF DUCHESS 2023



*For a copy of the Quality of Life Full Reports and Snapshots for communities within the Brooks -Newell Region visit:*

[www.grasslandsregionalfcss.com](http://www.grasslandsregionalfcss.com)

For more information contact:

Grasslands Regional FCSS

[grasslandsregional.fcss@telus.net](mailto:grasslandsregional.fcss@telus.net)

403-362-4549



**Grasslands Regional FCSS  
Board of Directors. 2022**



Top Left to Right: County of Newell; Councillor Holly Johnson; Clarence Amulung (Chair); Village of Rosemary; Mayor Yoko Fujimoto, Danealle Reinke  
Bottom Left to Right: Village of Duchess; Councillor Tina Preston (Vice Chair); Vienna Dahle; City of Brooks; Councillor Marissa Wardrop, Cindy Wolfer

**Message from the Chair**

On behalf of the Grasslands Regional FCSS Board of Directors and Staff, I am pleased to release the *Duchess Quality of Life #3 Snapshot* in 2023. It is our hope that the information will help further understand our communities and also prove useful for planning, funding and working together.

FCSS will also be releasing full reports for the City of Brooks and the Brooks-Newell Region and Community Snapshots for the County of Newell, Village of Rosemary, the City of Brooks and the Town of Bassano.

Clarence Amulung, Chair, Grasslands Regional FCSS

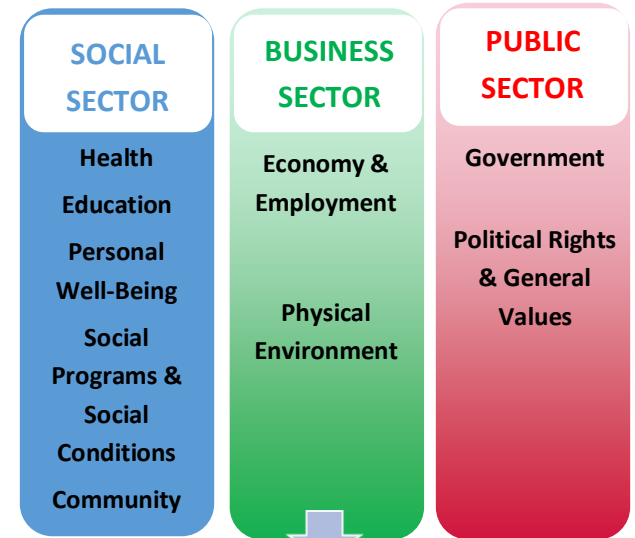
Copies available for download or viewing on [www.grasslandsregionalfcss.com](http://www.grasslandsregionalfcss.com)

**THE QUALITY OF LIFE**

- **Background:** The Grasslands Regional FCSS Community Mapping Project (2007) showed the unique characteristics of our region.
- Prior to the Quality of Life Survey there was no established means to collect and analyze cross-sector (**Business; Public and Social**) data in our region.
- The Quality of Life Survey and analysis provides the ability to complete a **Gap Analysis** which compares Ranking of Importance to Ranking of Satisfaction.
- The survey measures variables of importance within the nine factors to measure what residents think is important to their quality of life.
- The analysis also includes residents' feedback on Levels of Satisfaction with services and programs and Overall Satisfaction with the Quality of Life in the municipalities and the Brooks-Newell Region as a whole.
- Comparisons to 2013 and 2017 results are included where relevant

**NINE QUALITY OF LIFE FACTORS**

The survey uses the Nine Quality of Life Factors (Categories) established by the Canadian Policy Research Network. These nine categories provide the foundation for all questions and analysis within the sectors.



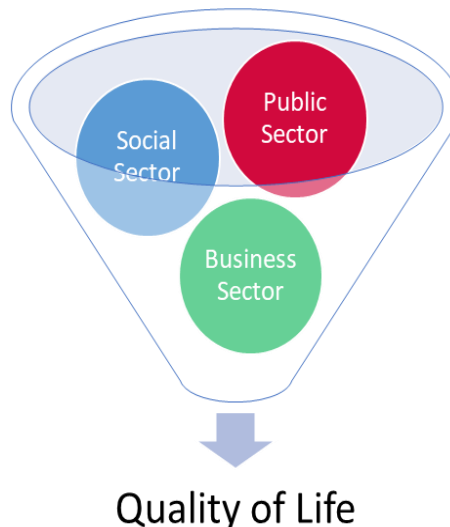
**QUALITY OF LIFE VARIABLES**

- Within each of the Nine Factors are Variables of Importance and Variables of Satisfaction with services.

**QUALITY OF LIFE SNAPSHOT**

- The Duchess Quality of Life #3 Snapshot: 2023 is a summary of the Gap Analysis completed to compare the Rank of Importance and the Rank of Satisfaction within each of the nine Quality of Life factors.
- The Duchess #3 Snapshot 2023 is an addendum to the Brooks-Newell Region Quality of Life Report. The snapshot is a summary of the Quality of Life results for Duchess and also contains comparisons to the Brooks-Newell Region in which Duchess is located.

For more information refer to the Brooks-Newell Region Quality of Life Report at [www.grasslandsregionalfcss.com](http://www.grasslandsregionalfcss.com)



Quality of Life

# Community Profile

## SAMPLE SIZE

The sample size of 121 respondents from Duchess, (which is 11.5% of the Duchess population) does not guarantee that the Quality of Life Survey responses are representative of the opinions of community but it does provide a sample of the opinions of the community residents.



## DATA SOURCE

- Statistics Canada. 2023. (table). Census Profile. 2021 Census of Population. Statistics Canada Catalogue no. 98-316-X2021001. Ottawa. Released February 8, 2023. <https://www12.statcan.gc.ca/census-recensement/2021/dp-pd/prof/index.cfm?Lang=E> (accessed March 8, 2023)  
*Statistics Canada does not publish data which can identify individuals so some of the data may have been rounded.*

## DUCHESS SOCIO-ECONOMIC DATA

- In 2021, the population of Duchess was 1,053 compared to 1,085 in 2016. This is a 2.9% decrease in population.
- The Village of Duchess is located 19 km from the City of Brooks and is seen as a bedroom community of the City.
- The Village of Duchess has a land area of 1.93 km<sup>2</sup> and a population density of 545.9/km<sup>2</sup>. There are 404 private dwellings in Duchess of which 378 are occupied.

## AGE RANGE

- The median age in Duchess was 36.4 years in 2021 which is 3 years younger than the median age in the Brooks-Newell Region.
- Duchess has a relatively high young population, with 31.9% of the population being under 20, indicating the presence of many families in the community. This has decreased from 34.6% in 2016.
- 10.4% of Duchess Residents are seniors compared to 6.9% in 2016. Seniors tend to move to Brooks when transportation becomes problematic.

## Statistics Canada 2021 Age Demographics

Age Range	#	%
0 to 4 years	75	7.25%
5 to 9 years	85	8.21%
10 to 14 years	90	8.70%
15 to 19 years	80	7.73%
20 to 24 years	55	5.31%
25 to 29 years	60	5.80%
30 to 34 years	55	5.31%
35 to 39 years	85	8.21%
40 to 44 years	85	8.21%
45 to 49 years	80	7.73%
50 to 54 years	65	6.28%
55 to 59 years	55	5.31%
60 to 64 years	55	5.31%
65 to 69 years	50	4.83%
70 to 74 years	30	2.90%
75 to 79 years	15	1.45%
80 to 84 years	10	0.97%
85 years and over	5	0.48%





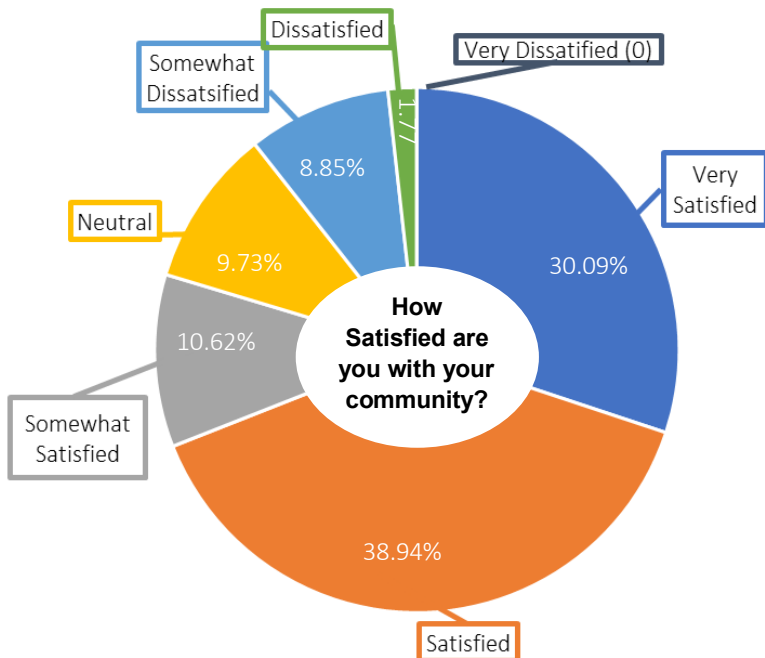
# Community Profile

## COMMUNITY SATISFACTION CHART

★ 116 people answered the question:  
**“Overall how satisfied are you with your Community?”**

**In 2022, 79.7% (90 people) expressed Overall Satisfaction with the Community.**

- 85.5% (76 people) in 2017 ★
- 93.8% (75 people) in 2013



## ETHNO-CULTURAL DIVERSITY

MOTHER TONGUE	Count
English	940
French	10
Non-official Languages	90
Other languages spoken are Tagalog (5), German (30), Plautdietsch (15), Dutch (5), Chinese (5)*	
*Statistics Canada 2021	



## FAMILY STRUCTURES

- 77.8% of persons 15 years and older are married or living common-law.
- There are 50 lone parent families and 30 couple families with children and 20 couple families without children living in Duchess.
- The average size of census families in Duchess is 3.1, which is similar to the Brooks-Newell Region (3.0).

## NUMBER OF PERSONS/HOUSEHOLD

The average number of persons per household in Duchess is 2.8 which is similar to the Brooks-Newell Region overall average number of persons per household is 2.7.

## DWELLING TYPE \*

\*Statistics Canada 2021

<b>Total number occupied dwellings</b>	<b>380</b>
Single-detached house	330
Semi-detached house	0
Row house	5
Apartment in a duplex style building	0
Apartment in a building that has Fewer than five storeys	5
Other single attached house	0
Movable dwelling	30



# Findings from the QUALITY OF LIFE SURVEY

## GAP ANALYSIS

The Gap Analysis reviews the alignment between individuals Rank of Satisfaction with Services and the Rank of Importance of community variables. Ideally individuals would feel the same level of satisfaction as well as rank of importance for any given factor creating a match and resulting in no gap. When the Rank or Satisfaction and Rank or Importance vary it results in a gap; if the Rank of Satisfaction is higher than the Rank of Importance it results in a Positive Gap, alternatively if the Rank of Satisfaction is lower than the Rank of Importance it results in a Negative Gap.

If individuals rate a factor with a more satisfied ranking than ranking of importance the resulting positive gap demonstrates that the community is satisfied with the factor, but it creates inequality within the other factors as it is impossible for all nine factors to present with a positive gap.



### Brooks-Newell Region Gaps Differ from Duchess:

- **Personal Well-Being** is identified as a Match Gap
- **Education System** is identified as a Match Gap.
- **Economy and Employment** is a Negative Gap.
- **Social Programs and Social Conditions** are identified as a Positive Gap

## VILLAGE OF DUCHESS GAP ANALYSIS 2022

<i>Factor</i>	<i>Rank of Importance</i>	<i>Rank of Satisfaction</i>	<i>Gap Analysis Result</i>
<i>Health</i>	1	5	Negative
<i>Personal Well-Being</i>	2	3	Negative
<i>Education System</i>	3	6	Negative
<i>Economy and Employment</i>	4	4	Match
<i>Sense of Community</i>	5	2	Positive
<i>Physical Environment</i>	6	1	Positive
<i>Political Rights and General Values</i>	7	8	Negative
<i>Social Programs/Social Conditions</i>	8	9	Negative
<i>Government</i>	9	7	Positive



# ECONOMY & EMPLOYMENT

MATCH GAP

BUSINESS SECTOR

Economy & Employment Ranks  
#5 for Level of Importance

Duchess is the home of the regional office of Ducks Unlimited.

Duchess has 4 units of affordable housing for seniors.

## IMPORTANCE: Economy & Employment

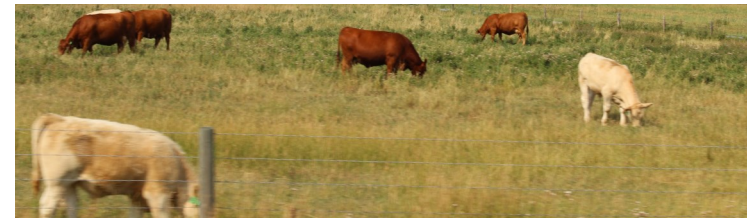
	Not At All Important	Not Important	Neutral	Important	Very Important
Community Employment Rates	0%	1.68%	23.53%	52.1%	22.69%
Community Rate of Bankruptcies	2.5%	8.33%	41.67%	37.5%	10%
Community Unemployment Rates	0.83%	4.17%	23.33%	52.5%	19.17%
Financial Effects of Crime	0.84%	3.36%	15.13%	54.62%	26.05%
Level of Income	1.67%	2.5%	15%	53.33%	27.50%

Each Factor is measured using variables. Variables measure either the importance of a topic or the satisfaction with access to a service. The variables reviewed to determine the Economy & Employment Factor are below.

QUALITY OF LIFE	QUALITY OF PLACE
<i>Importance variables</i>	<i>Satisfaction variables</i>
Unemployment Rate	Poverty
Employment Rate	Affordable Housing
Level of Income	Employment
Financial Effect of Crime	
Community Rate of Bankruptcies	

**DID YOU KNOW?** The Brooks & District Feeders Co-Operative Ltd. is a co-operative organization that helps young and established Ranchers and Feeder Operators purchase cattle at a lending rate they can afford, with little security. For more information: [brksfds@telus.net](mailto:brksfds@telus.net) or 403-362-4955

Overall Satisfaction with Economy & Employment was 76.8% (63.2% in 2017; 70% in 2013)



## SATISFACTION: Economy & Employment Services

	Very Dissatisfied	Dissatisfied	Somewhat Dissatisfied	Neutral	Somewhat Satisfied	Satisfied	Very Satisfied
Affordable Housing	4.42%	7.08%	11.5%	32.74%	22.12%	18.58%	3.54%
Employment	0.9%	3.6%	7.21%	36.04%	20.72%	28.83%	2.7%
Poverty	1.77%	3.54%	6.19%	57.52%	10.62%	17.7%	2.65%

In 2021 and 2016 Duchess had an *Unemployment Rate* of 13.3%. The Provincial *Unemployment Rate* in 2021 was 7.1%<sup>1</sup> In April 2023, the Provincial *Unemployment Rate* is 5.9%<sup>1</sup>

<sup>1</sup>2021 Census Data - Stas Canada - <https://www12.statcan.gc.ca/>

# ECONOMY & EMPLOYMENT

MATCH GAP

BUSINESS SECTOR

## KEY FINDINGS & COMPARISONS

*The Economy & Employment Factor in Duchess is a **Match Gap**:  
This Factor Ranks #4 for Importance and #4 for Satisfaction*

### IMPORTANCE

- **Community Unemployment Rates had an Overall Importance** of 72.7% (2017: 75%; 2013: 63.4%). Neutral rate was 23.3%. No Level of Importance continued to be low at 5%.
- **Community Employment** Overall Importance was 74.8% (2017: 78.7%; 2013: 65.8%). 23% were Neutral. No Level of Importance was 1.7%.
- **Level of Income** had the highest importance rating of 80.8% (2017: 78.5%; 2013: 82.5%). Neutral response was 15%, a decrease from 20.2% in 2017 and increase from 2013 (16%). No Importance responses remain low at 4%.
- 47.5% of respondents expressed that **Community Rate of Bankruptcies** was Important or Very Important. (2017: 63.7% ; 2013: 54.3%). Neutral responses remain high at 41.7%. No Level of Importance was 10.8%.
- **Financial Effect of Crime** had an Overall Importance of 80.7% ( 2017: 82.2%; 2013: 77.5%). Neutral responses decreased to 15% in 2022 compared to 20.2% in 2017. At 4%, No Level of Importance rate was low as in prior years.

## SATISFACTION WITH SERVICES

- Rates of Overall Satisfaction remain substantially higher than Overall Dissatisfaction rates within the Economy & Employment Factor in 2022.
- Neutral rates ranged between 32% and 58%.
- Overall Satisfaction with **Poverty** services was 44.2% (2017: 38.5%; 2013: 45%) . Overall Dissatisfaction decreased to 11.5% in 2022 compared to 15.4% in 2017 but higher than 2013 (5%). Neutral responses increased to 57.5% from 46.1% in 2017 and 50% in 2013.
- Overall Satisfaction with **Affordable Housing** services was 44.2%, an increase from 40.8% in 2017 and lower than 2013 at 53.7%. Overall Dissatisfaction was substantially higher at 23% (2017: 9.2%, 2013: 11.2%). Neutral responses decreased to 32.7% (2017: 50% ; 2013: 35%).
- Overall Satisfaction with **Employment** was 52.2% ( 2017: 36.4%; 2013: 53.1%). Overall Dissatisfaction was 11.7% (2017: 19.5%; 2013: 36.7%). 36% of respondents were Neutral, similar to 2017 (37.4%) and 2013 (36.7%).

## **DUCHESS HOUSING** **Did you know?**

- As of 2021 the median assessment value for Duchess residential properties was \$260,000 compared to \$248,000 for the Brooks-Newell Region and \$400,000 for the province of Alberta.<sup>1</sup>
- In 2021, 67.9% of the housing in Duchess was built prior to 2000, and 7.7% require major repairs.<sup>1</sup>

- Community Housing units are not currently offered in Duchess, however the Rental Assistance Benefit, offered through the Newell Housing Foundation, is open for application to residents of Duchess. The rental Assistance Benefit assists households by subsidizing private sector rental costs.<sup>2</sup>

<sup>1</sup> 2021 Census Data - Stas Canada - <https://www12.statcan.gc.ca/>

<sup>2</sup> 'Newell Housing Foundation' - newhf.ca



# HEALTH

NEGATIVE GAP

SOCIAL SECTOR

## SATISFACTION: Health

	Very Dissatisfied	Dissatisfied	Somewhat Dissatisfied	Neutral	Somewhat Satisfied	Satisfied	Very Satisfied
Access to Physicians (Doctors)	5.31%	12.39%	12.39%	14.16%	22.12%	27.43%	6.19%
Addiction	4.42%	7.96%	10.62%	50.44%	10.62%	14.16%	1.77%
Persons with Disabilities	0.88%	2.65%	14.16%	56.64%	11.50%	12.39%	1.77%

Each Factor is measured using variables. Variables measure either the Importance of a topic or the Satisfaction with access to a service. The variables reviewed to determine the Health Factor are below.

QUALITY OF LIFE	QUALITY OF PLACE
<i>Importance variables</i>	<i>Satisfaction variables</i>
Community Suicide Rates	Addiction
Mental Health	Persons with Disabilities
Rates of Disease	Access to Physicians
Lifestyle	
Physical Activity	

Duchess has a number of walking trails, a golf course, curling rink and hockey rink, soccer association and has an indoor multi-use Recreation Centre built in 2015! The Importance of Physical Activity and Lifestyle is reflected in the volunteer involvement of the residents and the municipality in creating and maintaining physical activity spaces.

★ **Overall Satisfaction with Health Services was 74.1%**

(64.9% in 2017;  
63% in 2013)

★ **Health Ranks #1 for Level of Importance**

Duchess residents can access Health Services in Brooks. Brooks has a Health Centre and Medical Clinics where a variety of services are provided.

## IMPORTANCE: Health

	Not At All Important	Not Important	Neutral	Important	Very Important
Community Suicide Rates	0%	0%	27.97%	37.29%	34.75%
Lifestyle	0.85%	0.85%	12.71%	50%	35.59%
Mental Health	0.83%	0%	5.83%	36.67%	56.67%
Physical Activity	0%	1.67%	10.83%	52.5%	35%
Rates of Disease	0.84%	2.52%	19.33%	49.58%	27.73%



# HEALTH

## NEGATIVE GAP

## SOCIAL SECTOR

### KEY FINDINGS & COMPARISONS

*The Health Factor in Dutchess is a **Negative Gap**: This Factor Ranks #1 for Importance and #5 for Satisfaction with Services in Dutchess*

#### IMPORTANCE

- Health levels of importance were high with all respondents and No Level of Importance was very low.
- **Community Suicide Rates** received the most Neutral responses at 28% (2017: 17.7%). Overall Importance was 72% (2017:76%)
- **Mental Health** had the highest Overall Importance at 93.3% an increase from 88.7% in 2017 and 82.7% in 2013.
- **Physical Activity** had a high Overall Importance at 87.5%, a 10.8% Neutral response and very low No Level of Importance, similar to prior years.
- **Lifestyle** continued to be important at 85.6% with a low level of No Importance.
- **Rates of Disease** had an Overall Importance of 77.3%, a decrease from 84.6% in 2017.



**Leisure** can be something you do with other people or on your own. If it's something healthy you like to do and it makes you feel good, it's leisure.



### SATISFACTION WITH SERVICES

- Similar to prior years, **Access to Physicians** had the least Neutral answers at 14.1%.
- **Access to Physician** levels of satisfaction were similar to 2013 and continued to have the highest Overall Satisfaction at 55.7% which was a marked decrease from 70.1% in 2017 but similar to 2013 (53%). Overall Dissatisfaction increased to 30% (2017: 16.9%; 2013: 25.2%).
- **Persons with Disabilities** received a high rate of Neutral answers at 56.6% (2017: 46% and 2013: 49.3%). Overall Satisfaction was 25.7% (2017: 39%; 2013: 40%). Dissatisfaction increased slightly to 17.7% from 14.8% in 2017.
- **Addiction services** continued to have a high a Neutral response of 50.4%. Overall Satisfaction was 26% (2017: 36.5%) and Dissatisfaction was 23% (2017:21%; 2013:12.8%).

### Respondents were asked: “Do any of the following conditions negatively affect you or anyone in your household?”

	<i>Individuals negatively affected by condition</i>	<i>Households negatively affected by condition</i>
<i>Physical Conditions</i>	6	8
<i>Mental Conditions</i>	13	19
<i>Health Problems</i>	16	22
<i>Limited Mobility</i>	5	8
<i>Hearing Problems</i>	9	7
<i>Vision Problems</i>	7	6
<i>Communication Problems</i>	3	1

# PERSONAL WELL-BEING

NEGATIVE GAP

SOCIAL SECTOR



**Personal Well-Being  
Ranks #2 for Level of Importance**

Each Factor is measured using variables. Variables measure either the importance of a topic or the satisfaction with access to a service. The variables reviewed to determine the Personal Well-Being Factor are below.

QUALITY OF LIFE	QUALITY OF PLACE
<i>Importance variables</i>	<i>Satisfaction variables</i>
Personal Health	Free Time Activities
Personal Safety	Personal Development
Spiritual & Religious Acceptance	Community Gathering Places
Family	
Friends	

**Duchess has four churches:** Duchess Lutheran Church Canada, Duchess Mennonite Church, Duchess Bethel Mennonite Church & Newell Mennonite Church (Dec.2022)

**Overall Satisfaction with Personal Well-Being was 78.4% (81.8% in 2017; 87.3% in 2013)**

## SATISFACTION: Personal Well-Being

	Very Dissatisfied	Dissatisfied	Somewhat Dissatisfied	Neutral	Somewhat Satisfied	Satisfied	Very Satisfied
Community Gathering Places	0%	2.65%	13.27%	22.12%	22.12%	31.86%	7.96%
Free Time Activities	1.77%	6.19%	11.5%	25.66%	23.01%	25.66%	6.19%
Personal Development	1.79%	2.68%	10.71%	48.21%	14.29%	21.43%	0.89%



Since 1989 Alberta has celebrated **Family Day** in February as many believe it is important to recognize the need for families to spend more time together.



## IMPORTANCE: Personal Well-Being

	Not At All Important	Not Important	Neutral	Important	Very Important
Family	0%	0.83%	2.5%	10.83%	85.83%
Friends	0%	2.52%	12.61%	34.45%	50.42%
Personal Health	0.83%	0%	0.83%	28.33%	70%
Personal Safety	0.83%	0%	5%	21.67%	72.5%
Spiritual and Religious Acceptance	2.5%	8.33%	33.33%	28.33%	27.5%





# PERSONAL WELL-BEING

NEGATIVE GAP

SOCIAL SECTOR

## KEY FINDINGS & COMPARISONS

*The Personal Well-Being Factor in Duchess is a **Negative Gap**:  
This Factor Ranks #2 for Importance and #3 for Satisfaction in Duchess*

### IMPORTANCE VARIABLES

- With the exception of **Spiritual and Religious Acceptance**, Personal Well-Being variables were rated with a high level of Importance. Neutral rating responses were very low and No Level of Importance responses were very low.
- **Family** had a 96.6% rating for Overall Importance, similar to 2017 and 2013.
- **Personal Health** had 98.3% rating for Overall Importance, similar to 2017 and 2013.
- **Friends** had 84.9% Overall Importance, a slight decrease from 2017 (88.7%) and 2013 (88.6%).
- **Personal Safety** had a 94.2% Overall Importance, similar to 2017 and 2013.
- **Spiritual and Religious Acceptance least** had the least Very Important or Important rating at 55.8%. (2017: 65% and 2013: 52.5%). Neutral responses increased to 33.3% from 22.5% in 2017 and 28.7% in 2013.
- **Spiritual and Religious Acceptance** No Importance rating dropped to 10.8% in 2022 compared to 12.5% in 2017 and 18.7.5% in 2013.

### SATISFACTION WITH SERVICES

- Overall Dissatisfaction has increased within the Personal Well-being category.
- **Community Gathering Places** had the highest Overall Satisfaction with services within the Personal Well-being category at 61.9% (2017: 73%; 2013: 68.7%) and the lowest Neutral responses at 22.1%, consistent with 2017 and 2013. Rates of Overall Dissatisfaction increased to 15.9% (2017: 9%; 2013: 10%).
- Overall Satisfaction with **Free Time Activities** in 2022 was 61.9%, 61.4% in 2017 and 52.5% in 2013. The Neutral response was similar to 2017 at 24.6%.
- **Free Time Activities** continued to have the highest Overall Dissatisfaction rate of 19.5% , an increase from 12.8% in 2017 and 15% in 2013.
- **Personal Development** had an Overall Satisfaction with services of 36.6% (2017: 53.8% and 2013: 42.2%). A Neutral responses of 48.2% is an increase from 37.2% in 2017 and 43.7% in 2013.



Individuals in the Alberta Health Services South Zone have a average life expectancy of 81.3 years old. <sup>1</sup>

<sup>1</sup> [https://www150.statcan.gc.ca/t1/tbl1/en/tv.action?pid=1310083701&pickMembers%5B0%](https://www150.statcan.gc.ca/t1/tbl1/en/tv.action?pid=1310083701&pickMembers%5B0%5D)

# EDUCATION

NEGATIVE GAP

SOCIAL SECTOR

Each Factor is measured using variables. Variables measure either the Importance of a topic or the Satisfaction with access to a service. The variables reviewed to determine the Education Factor are below.

QUALITY OF LIFE	QUALITY OF PLACE
<i>Importance variables</i>	<i>Satisfaction variables</i>
Education	Post-Secondary Education
High School Drop Out Rates	Adult-Continuing Education
Community Literacy Rates	Job Training Programs
Adult Literacy	
Personal Education Achievements	

★  
Education Ranks #3 for Level of Importance  
★

IMPORTANCE: Education					
	Not At All Important	Not Important	Neutral	Important	Very Important
Adult Literacy	0%	0.83%	25%	53.33%	20.83%
Community High School Dropout Rates	2.5%	2.5%	35%	40.83%	19.17%
Community Literacy Rates	0%	3.33%	32.5%	49.17%	15%
Education	0.83%	1.67%	10%	35.83%	51.67%
Personal Educational Achievements	2.5%	3.33%	28.33%	47.5%	18.33%

★ Overall Satisfaction with Education was 74.1% (80.3% in 2017; 81.5% In 2013) ★

## DUCHESS EDUCATION SERVICES

- Duchess School Kindergarten through Grades 12 are offered through the Grasslands Public School Division.



## SATISFACTION: Education Services

	Very Dissatisfied	Dissatisfied	Somewhat Dissatisfied	Neutral	Somewhat Satisfied	Satisfied	Very Satisfied
Adult/Continuing Education	3.54%	5.31%	9.73%	46.9%	16.81%	16.81%	0.88%
Job Training Programs	0%	4.5%	8.11%	55.86%	15.32%	14.41%	1.8%
Post-Secondary Education	0.89%	8.93%	11.61%	40.18%	16.96%	19.64%	1.79%



# EDUCATION

NEGATIVE GAP

SOCIAL SECTOR

## KEY FINDINGS & COMPARISONS

*The Education Factor in Dutchess is a **Negative Gap**:  
This Factor Ranks #3 for Importance and #6 for Satisfaction in Dutchess*

### IMPORTANCE

- Levels of Importance within the Education category have decreased since 2016 with very few responses of No Level of Importance. Neutral responses also increased in 2022.
- **Adult Literacy** Overall Importance rating was 74.2% (2017: 80%; 2013: 70.7%). Neutral responses increased to 25% (2017: 16.2%; 2013: 23.2%). No Level of Importance remained low at .8%.
- **Community High School Dropout Rates** responses had some level of importance at 60%, lower than 2013 and 2017. No Level of Importance remained low at 5%, an increase from prior years. Neutral response rate was 35%, (2017: 28%; 2013: 23%).
- 64% considered **Community Literacy Rates** to be important ( 2017: 70%; 2013: 65.4%). Neutral responses increased to 32.5% in 2022 from 25% in 2017.
- **Education** received the most Very Important and Important responses at 87.5%, a decrease from 95% in both 2017 and 2013. Neutral responses continued to be the lowest rate at 10%.
- **Personal Educational Achievement** had a 65.8% rating for Overall Importance, a decrease from 82.3% in 2017 and 79.3% in 2013.

## SATISFACTION WITH SERVICES

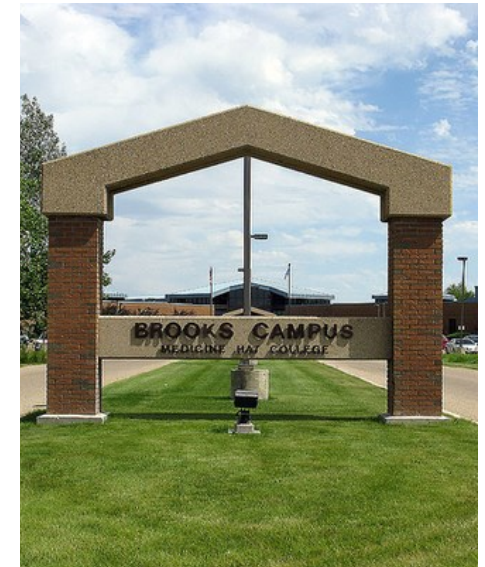
- Overall Satisfaction **with Job Training Programs** remained low at 31.5% (2017: 39%; 2013: 37.2%). Overall Dissatisfaction was 12.6% (2017: 11.7%, and 2013: 7.7%). 55.9% of respondents were Neutral, similar to prior years.
- Overall Satisfaction with **Post-Secondary Education** services was 38.4%, a decrease from 42.3% in 2017 and 46.2% in 2013. Overall Dissatisfaction was 21.4%, an increase from 18% in 2017 and 18.7% in 2013. However, Neutral responses remain high at 40.2%.

Overall Satisfaction with **Adult Continuing Education** services was 34.5% (2017: 42.3% ; 2013: 16.2%). Overall Dissatisfaction was 18.6% (2017; 14%; 2013: 16.3%). Neutral responses remain high at 47%.

## DID YOU KNOW?

- In the 2022-2023 School Year, Dutchess School welcomes approximately 277 students daily. <sup>1</sup>
- Modernization Updates were last completed on Dutchess School in 2009 and roofing updates were completed in 2015.<sup>1</sup>

<sup>1</sup> Grasslands Public Schools, Capital Plan 2023—2026





# POLITICAL RIGHTS & GENERAL VALUES

## NEGATIVE GAP

## PUBLIC SECTOR

Each Factor is measured using variables. Variables measure either the importance of a topic or the satisfaction with access to a service. The variables reviewed to determine the Political Rights & General Values Factor are below.

QUALITY OF LIFE	QUALITY OF PLACE
<i>Importance variables</i>	<i>Satisfaction variables</i>
Honesty	Discrimination
Respect	Immigration
Integrity	English as a Second Language
Freedom of Speech	
Sharing	

Political Rights & General Values Ranks  
#7 for Level of Importance

IMPORTANCE: Political Rights & General Values					
	Not At All Important	Not Important	Neutral	Important	Very Important
Freedom of Speech	0%	0.83%	7.5%	33.33%	58.33%
Honesty	0%	0%	1.68%	23.53%	74.79%
Integrity	0%	0%	8.4%	38.66%	52.94%
Respect	0.83%	0%	1.67%	33.33%	64.17%
Sharing	0%	2.5%	31.67%	41.67%	24.17%

Overall Satisfaction with Political Rights & General Values was 55.4% (72.7% in 2017; 67.5% in 2013)



## SATISFACTION: Political Rights & General Values

	Very Dissatisfied	Dissatisfied	Somewhat Dissatisfied	Neutral	Somewhat Satisfied	Satisfied	Very Satisfied
Discrimination	3.6%	3.6%	10.81%	48.65%	11.7%	14.41%	7.21%
English as a Second Language	1.77%	4.42%	4.42%	62.83%	12.39%	8.85%	5.31%
Immigration	1.77%	1.77%	5.3%	66.37%	6.2%	15.93%	2.65%

In 2022, the Duchess Volunteer Fire Department responded to 19 Calls, 8 within the Village and 11 in rural areas. The majority of the calls were medical and alarm calls. There are 18 Volunteer firefighter!

# POLITICAL RIGHTS & GENERAL VALUES

## NEGATIVE GAP

## PUBLIC SECTOR

### KEY FINDINGS & COMPARISONS

*The Political Rights & General Values Factor in Duchess is a **Negative Gap**:  
This Factor Ranks #7 for Importance and #8 for Satisfaction in Duchess*

#### IMPORTANCE

- With the exception of Sharing, all variables within the Political Rights & General Values category had Importance ratings of 91% and higher, low Neutral responses and No Level of Importance very low or 0%.
- **Honesty had the highest Overall Importance of 98.3%, similar to 2013** and 2017.
- **Respect** received an Overall Importance of 97.5%, similar to prior years.
- **Freedom of Speech** received an overall Importance of 91.7%, consistent with prior years.
- **Integrity** received an Overall Importance of 91.6%, similar to prior years.
- Consistent with prior surveys, **Sharing** had the lowest Importance rating of 65.8%, similar to 2017 (66.2%) and lower than 2013 (75.3%).



#### SATISFACTION WITH SERVICES

- Neutral responses remain very high within the Political Right & General Values category, ranging between 48% and 66%).
- Overall Satisfaction with **Immigration** of 24.8% , an increase from 2013 (20%) and 2017 (19.7%). **Immigration** services received the highest Neutral response of 66.7% , consistent with 2017 ( 59.2%) and 2013 (56.2%).
- **English as a Second Language** services received a high Neutral responses at 66.8%, similar to 2017 at 45.9% and an increase from 2013 at 53.8% . Overall Satisfaction with ESL services was 26.5 %(2017: 23.7%; 2013: 33.3%). The rate of Overall Dissatisfaction was 10.6% in 2022 similar to prior years.
- **Discrimination** services received an Overall Satisfaction rate of 33.3% , a decrease from 43.4% in 2017 and 36.2% in 2013.
- **Discrimination** maintained the highest Dissatisfaction at 18% (2019: 13.2%; 2013: 15%).

#### COMMUNITIES WORKING TOGETHER

- ⇒ The Village of Duchess has a contract with other communities in the region to supply weekly garbage services.
- ⇒ The Newell Solid Waste Management Authority has Transfer Stations in communities throughout the Newell Region and operates the Newell Regional Landfill.
- ⇒ Duchess has a Volunteer Fire Department with 18 volunteer Fire Fighters who serve Duchess and the surrounding rural area.
- ⇒ Policing Services are provided through the Brooks RCMP Detachment
- ⇒ Municipal Bylaws are also enforced by County of Newell Peace Officers.

# SOCIAL PROGRAMS & SOCIAL CONDITIONS

## NEGATIVE GAP

## SOCIAL SECTOR

Each Factor is measured using variables. Variables measure either the importance of a topic or the satisfaction with access to a service. The variables reviewed to determine the Social Programs & Conditions Factor are below.

There are several 4-H Programs operating in the Newell Region providing opportunity to develop skills such as Horsemanship, Beef, Sheep, Public Speaking & Character Building.



### IMPORTANCE: Social Programs & Social Conditions

	Not At All Important	Not Important	Neutral	Important	Very Important
Accessing Transportation	3.33%	10%	41.67%	34.17%	10.83%
Availability of Public Housing	1.67%	8.33%	38.33%	32.5%	19.17%
Availability of Social Assistance and Programs	0.83%	1.67%	35.83%	37.5%	24.17%
Community Centers for Arts and Cultural Events	3.33%	6.67%	38.33%	38.33%	13.33%
Community Homelessness	0%	1.67%	27.5%	50%	20.83%

QUALITY OF LIFE	QUALITY OF PLACE
<i>Importance variables</i>	<i>Satisfaction variables</i>
Accessing Transportation	Public Transportation
Availability of Public Housing	Homelessness
Availability of Social Assistance	Access to Childcare
Homelessness	
Community Centres for Arts & Culture	

*There are many community groups and clubs who work diligently to organize events, beautify the town and increase the overall Quality of Life in Duchess.*



### DID YOU KNOW?

The County of Newell offers Mini Bus services to residents once weekly for transportation into and around Brooks to shop, visit, and attend appointments.

### SATISFACTION: Social Programs & Social Conditions Services

	Very	Dissatisfied	Somewhat	Neutral	Somewhat	Satisfied	Very
Access to Childcare	0%	2.65%	13.27%	63.72%	5.31%	12.39%	2.65%
Homelessness	1.79%	0%	2.68%	64.29%	8.93%	16.07%	6.25%
Public Transportation	7.14%	9.82%	13.39%	55.36%	6.25%	8.04%	0%

★ Social Programs & Conditions Ranks #8 for Level of Importance ★

★ Overall Satisfaction with Social Programs & Conditions was 56.3% (72.7% in 2017; 67.1% in 2013) ★



# SOCIAL PROGRAMS & SOCIAL CONDITIONS

NEGATIVE GAP

SOCIAL SECTOR

## KEY FINDINGS & COMPARISONS

*The Social Programs & Social Conditions Factor is a **Negative Gap**:  
This Factor Ranks #8 for Importance and #9 for Satisfaction in Duchess*

### IMPORTANCE VARIABLES

- Neutral responses were moderately high, between 27% and 42%.
- Availability of **Social Assistance and Program** had an Overall Importance of 61.7% (2017: 70%; 2013: 59.7%). 35.8% were Neutral, much higher than 2017 (20%) and 2013 (24.4%). No Importance responses remain low at 2.5%, similar to prior years.
- Availability of **Public Housing** had an Overall Importance increase to 51.7% (2017: 36.2%; 2013: 37.8%). 38.3% were Neutral responses (2017: 36.2%; 2013: 37.8%). No Importance responses remain low at 10%, similar to 2017 (12.5%) and lower than 2013 (22%).
- Accessing **Public Transportation** had the lowest Importance rating at 45% (2017: 55.7%; 2013: 51%). Neutral response was 38.3% (2017: 36.2%; 2013: 34%). No Level of Importance has increased to 13.3% from 8.7% in 2017 and decreased from 14.6% in 2013.
- **Community Centres for Arts & Culture** had an Overall Importance rating of 51.7% similar to prior years as was the No Level of Importance rating of 10%. Neutral response was again high at 38.3%.
- **Community Homelessness** had an Overall Importance rate of 70.8% (2017: 71%; 2013: 60%). Neutral response remained high at 27.5%. No Level of Importance responses remained low at 1.7%

### SATISFACTION WITH SERVICES

- Neutral responses were high, between 55% and 64%. This may indicate these are services which may not impact a high number of respondents.
- **Public Transportation** services had the lowest Overall Satisfaction at 14.3%, a decrease from 21.8% in 2017 and 25% in 2013. Overall Dissatisfaction was 30% (2017: 18%; 2013: 27%). Neutral responses remained high at 55.4%.
- **Access to Childcare** had an Overall Satisfaction rate of 20.3% (2017: 28%; 2013: 31.6%). Overall Dissatisfaction rate was 15.9% (2017: 12%; 2013: 11.4%). Neutral response was very high at 63.7%.
- **Homelessness** services continued to have high level of Neutral responses at 64.3%, an increase from 50% in 2017 and 55% in 2013. Overall Satisfaction with Homelessness services was 31% (2017: 38.9%; 2013: 35%). Overall Dissatisfaction was low at 4.5% (average 10% in both 2017 and 2013).

In January 2022 Alberta entered in the Federal-Provincial Child Care Agreement , this agreement works to expand childcare services and lower costs for Albertans.<sup>1</sup>

<sup>1</sup><https://www.alberta.ca/federal-provincial-child-care-agreement.aspx>



Heritage Villa

# SENSE OF COMMUNITY

## POSITIVE GAP

## SOCIAL SECTOR

★ Sense of Community Ranks #5 for Level of Importance

Each Factor is measured using variables. Variables measure either the importance of a topic or the satisfaction with access to a service. The variables reviewed to determine the Sense of Community Factor are below.

QUALITY OF LIFE	QUALITY OF PLACE
<i>Importance variables</i>	<i>Satisfaction variables</i>
Knowing Neighbors	Domestic Violence
Working Together	Community Safety
Helping Others	Social Inclusion
Community Safety	
Sense of Belonging	

### IMPORTANCE: Sense of Community

	Not At All Important	Not Important	Neutral	Important	Very Important
Community Safety	0.84%	0.84%	1.68%	39.5%	57.14%
Helping Others	0%	0.83%	8.33%	51.67%	39.17%
Knowing Neighbors	0.83%	3.33%	27.5%	51.67%	16.67%
Sense of Belonging	0.84%	0.84%	15.97%	47.9%	34.45%
Working Together	0.84%	2.52%	11.76%	55.46%	29.41%



Duchess Ag Society Fundraiser. Nesters' Donation

★ Overall Satisfaction with Sense of Community was **81.3%** (75.3% in 2017; 87.2% in 2013)

The Duchess Turkey dinner has been held almost every year for almost 100 years! It is a fundraiser for the Duchess Agriculture (Ag) Society. Diners attend from the USA and Alberta.

The Duchess 50+ Club meets monthly to socialize, share meals and access Community Nursing Services.



### SATISFACTION: Sense of Community

	Very Dissatisfied	Dissatisfied	Somewhat Dissatisfied	Neutral	Somewhat Satisfied	Satisfied	Very Satisfied
Community Safety	1.77%	2.65%	6.19%	17.7%	20.35%	37.17%	14.16%
Domestic Violence	1.79%	8.04%	11.61%	53.57%	14.29%	8.93%	1.79%
Social Inclusion	0.88%	2.65%	7.08%	50.44%	15.04%	17.7%	6.19%



2023 Honoring a Community Dinner Cassils honours the Brooks-Newell

# SENSE OF COMMUNITY

POSITIVE GAP

SOCIAL SECTOR

## KEY FINDINGS & COMPARISONS

*The Sense of Community Factor in Dutchess is a **Positive Gap**:  
This Factor Ranks #5 for Importance and #2 for Satisfaction in Dutchess*

### IMPORTANCE VARIABLES

- **Community Safety** had the highest Overall Importance responses at 96.6%, higher than 2017 at 89.9% and similar to 2013 at 98.7%. Neutral and Not Important response rates were low, both .7%
- **Helping Others** had the second highest Overall Importance responses at 90.8% (2017: 87.5%; 2013: 84%). 8.3% of respondents were Neutral and there were No Level of Importance rate was low at .8%, similar to prior years.
- **Working Together** again had high rates of Overall Importance at 84.9% ( 2017: 86.2%; 2013: 89%). Neutral rate was 11.8% and No Level of Importance continued to be low at 3.4%.
- **Sense of Belonging** had 82.3% for Overall Importance., an increase from 75% in 2017 and a decrease from 89% in 2013. No Level of Importance responses remained low at 1.7%. Neutral rate was 16%, the same as 2013.  
**Knowing Neighbors** continued to have the highest number of Neutral responses at 27.5% (2017: 26%; 2013: 28%) and the lowest Overall Importance responses at 63.3%% ( 2017: 62.5%; 2013: 63.4%). No Level of Importance was low at 4%.

## SATISFACTION WITH SERVICES

- As in prior years, Neutral responses were fairly high for **Social Inclusion** and **Domestic Violence** variables.
- **Community Safety** maintained the highest Overall Satisfaction at 96.6%, a an increase from 90% in 2017 but similar to 2013 at 98.8%. **Community Safety** Neutral response was the lowest at 17.7%, similar to 2017 and 2013. Overall Dissatisfaction was 10.6% compared to 9.2% in 2017 and 13.7% in 2013.
- **Social Inclusion** had an Overall Satisfaction of 38.9%, a steady decrease from 48% in 2017 and 56.2% in 2013. **Social Inclusion** Overall Dissatisfaction was 10.6% (2017: 6.5%; 2013: 2.5%). Neutral response was 50.4% , higher than 2017 (45.4%) and 2013 (41.2%).
- **Domestic Violence Services** continued to have the highest Neutral responses at 54%(2017: 43.8%; 2013: 55.6%) and the lowest Overall Satisfaction with services at 38% a decrease from 47.9% in 2017 and similar to 2013 (38.9%). Overall Dissatisfaction continued to be highest with Domestic Violence at 8% (2017: 8.3%; 2013: 5.5%).

**Do you feel that your neighborhood needs more services in any of the following areas?**

	Yes	No	Unsure
Pre Schoolers (Age 5 and under)	36.94%	22.52%	40.54%
School-aged children (ages 6-12)	33.93%	30.36%	35.71%
Youth (ages 13-17)	47.32%	24.11%	28.57%
Young Adults (ages 18-24)	40.91%	22.73%	36.36%
Adults (ages 25-64)	37.27%	29.09%	33.64%
Seniors (ages 65 or older)	48.65%	19.82%	31.53%
Families with children	50.00%	20.54%	29.46%



# PHYSICAL ENVIRONMENT

POSITIVE GAP

BUSINESS SECTOR

Each Factor is measured using variables. Variables measure either the importance of a topic or the satisfaction with access to a service. The variables reviewed to determine the Physical Environment Factor are below.

QUALITY OF LIFE	QUALITY OF PLACE
<i>Importance variables</i>	<i>Satisfaction variables</i>
Quality of Water	Recycling
Air Quality	Waste Management
Noise Pollution	Environmental Awareness
Greenhouse Gas	
Land Pollution	

★  
**Overall Satisfaction with Physical Environment was 84.7%**  
*(82.9% in 2017; 84.6% in 2013)*  
 ★

IMPORTANCE: Physical Environment					
	Not At All Important	Not Important	Neutral	Important	Very Important
Air Quality	0.83%	0.83%	3.33%	27.5%	67.5%
Greenhouse Gas Emissions	5.83%	15.83%	36.67%	29.17%	12.5%
Land Pollution	0.83%	3.33%	12.5%	53.33%	30%
Noise Pollution	0%	3.36%	25.21%	50.42%	21.01%
Quality of Water	0%	0%	1.67%	14.17%	84.17%



Duchess Recreation Centre

★ Physical Environment Ranks #6 for Level of Importance ★

## Regional Water

The Newell Regional Service Corporation (NRSC) was formed by partnership of all Urban Municipalities in the Newell Region to manage the installation of water pipelines throughout the region. Potable water through the pipelines is now available to all rural and urban residents in the region.

For more information : [www.nrsc.ca/](http://www.nrsc.ca/) and [www.countyofnewell.ab.ca/p/regional-water](http://www.countyofnewell.ab.ca/p/regional-water)

SATISFACTION: Physical Environment							
	Very Dissatisfied	Dissatisfied	Somewhat Dissatisfied	Neutral	Somewhat Satisfied	Satisfied	Very Satisfied
Environmental Awareness	3.6%	4.5%	6.31%	48.65%	15.32%	19.82%	1.8%
Recycling	5.31%	4.42%	10.62%	16.81%	25.66%	30.97%	6.19%
Waste Management	0.88%	2.65%	4.42%	25.66%	19.47%	35.4%	11.5%



# PHYSICAL ENVIRONMENT

POSITIVE GAP

BUSINESS SECTOR

## KEY FINDINGS & COMPARISONS

*The Physical Environment Factor in Duchess is a **Positive Gap**:  
This Factor Ranks #6 for Importance and #1 for Satisfaction in Duchess*

### IMPORTANCE

- Most respondents considered the variables within the Physical Environment category as Important or Very Important. With **Air Quality** and **Quality of Water** having very few Neutral responses.
- **Water Quality** again had the highest Overall Importance of 98.3%, very similar to prior surveys. Neutral rate continued to be low at 1.7%.
- The same as prior surveys, **Air Quality** had the second highest Overall Importance rating at 95%. Neutral (3.3%) and No Level of Importance (2.7%) were both low.
- **Land Pollution** had an 83.3% Overall Important rate (2017: 82.5%; 2013: 85.2%). Neutral response rate was 12.5% (2017: 13.7%; 2013: 14.8%). No Level of Importance was 4% (2017: 3.7%; 2013: 0.0%).
- **Noise Pollution** had an Overall Importance rate of 71.4% (2017: 66.2%; 2013: 75.6%). Neutral response was 25.2% (2017: 22.5%; 2013: 18.3%). No Level of Importance rate was 3.3% (2017: 11.2%; 2013: 6.1%).
- **Greenhouse Gas Emissions** maintained the highest Neutral responses at 36.7%, an increase from 32.5% in 2017 and 27.2% in 2013. There has also been a decrease in Overall Importance at 41.7% in 2022 (2017: 55%; 2013: 63%), the lowest rating of Overall Importance in the Physical Environment category.

## SATISFACTION WITH SERVICES

- **Recycling** had the highest Overall Satisfaction rate of 62.8%, a decrease from 67.5% in 2017 but similar to 62% in 2013. Recycling also had the highest Overall Dissatisfaction rate at 20.3%, an increase from 14.3% in 2017 but lower than 26.6% in 2013. It had the lowest Neutral response at 16.8%.
- **Waste Management** services had the highest Overall Satisfaction rate of 66.3% (2017: 72%; 2013: 70.7%). 25.7% of respondents were Neutral. Overall Dissatisfaction rate was 7.9% a decrease from 2017 (9.3%) and 2013 (11.2%).
- **Environmental Awareness** had the lowest Overall Satisfaction rate at 56.9% (2017: 50%; 2013: 60.4%) but the highest Neutral rate at 38.6%. Overall Dissatisfaction was 14.4%, the same as 2017 and higher than 2013 (8.7%).



Newell Regional Solid Waste supports recycling throughout the County. Recyclable materials are accepted at BARRA in Bassano & throughout the County in recycling sheds (Duchess, Lake Newell Resort, Rolling Hills, Rosemary & Scandia) and recycling trailers (Gem & Patricia).

# GOVERNMENT

**POSITIVE GAP**

**PUBLIC SECTOR**

Each Factor is measured using variables. Variables measure either the importance of a topic or the satisfaction with access to a service. The variables reviewed for the Government Factor are below.

QUALITY OF LIFE	QUALITY OF PLACE
<i>Importance variables</i>	<i>Satisfaction variables</i>
Level of Trust in Government	Local Population Growth
Maintained Roads	Emergency Services
Government Water Policies	Utilities
Community Taxes	
Barriers to Entrepreneurship	

**Overall Satisfaction with Government was 59.8%**  
★ (72.4% in 2017; 53.8% in 2013)

**Government Ranks #9 for Level of Importance**  
★

**DUCHESS COUNCIL**

IMPORTANCE: Government					
	Not At All Important	Not Important	Neutral	Important	Very Important
Barriers to Entrepreneurship	0.83%	3.33%	40.83%	38.33%	16.67%
Community Taxes	0.83%	0%	17.5%	50%	31.67%
Government Water Policies	1.68%	1.68%	16.81%	44.54%	35.29%
Level of Trust in Government	1.67%	2.5%	10.83%	29.17%	55.83%
Maintained Roads	0%	1.67%	6.67%	47.5%	44.17%

SATISFACTION: Government							
	Very Dissatisfied	Dissatisfied	Somewhat Dissatisfied	Neutral	Somewhat Satisfied	Satisfied	Very Satisfied
Emergency Services	0.88%	4.42%	8.85%	18.58%	19.47%	36.28%	11.5%
Local Population Growth	0.88%	4.42%	3.54%	49.56%	16.81%	20.35%	4.42%
Utilities	6.19%	7.08%	7.96%	25.66%	22.12%	25.66%	5.31%



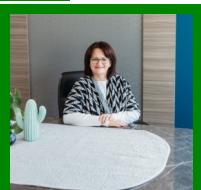
Mayor  
Tony Steidel



Councillor-  
Stephen Dortch



Deputy-Mayor  
Deborah Reid-  
Mickler



Councillor  
Tina Preston



Councillor  
Shanda Smith



# GOVERNMENT

POSITIVE GAP

PUBLIC SECTOR

## KEY FINDINGS & COMPARISONS

*The Government Factor in Duchess is a **Positive Gap**:  
This Factor Ranks #9 for Importance and #7 for Satisfaction in Duchess*

### IMPORTANCE VARIABLES

- Results for 2022 were similar to prior years. **Maintained Roads** had the highest level of Overall Importance at 91.7% (2017: 93.7%; 2013: 92.7%). 6.7% of responses were Neutral only 1.7% considered Maintained Roads as unimportant.
- **Level of Trust in Government** had an Overall Importance of 85% , an increase from 2017 at 83.7% and 2013 at 79.3%). Neutral responses rate was 10.8% (2017: 13.7%; 2013: 17%). Only 4% of respondents considered trust in government unimportant.
- **Community Taxes** had an Overall Importance of 81.7% ( 2017: 83.7%; 2013: 86.4%). 17.5% of responses were Neutral, higher than 2017: 12.5%). Only .83% considered Community Taxes unimportant.
- **Government Water Policies** had an Overall Importance of 79.8%, a (86% in 2017 and 77.8% in 2013). 3.4% considered Water Policies as unimportant, similar to prior years. Neutral response rate was 16.8% (2017 : 12,7%; 2013: 18.5%).
- **Barriers to Entrepreneurship** had an Overall Importance of 55% (2017: 65%; 2013: 58%). Neutral responses were 40.8% (2017: 31.2%; 2013: 38.3%). No Importance rating was low at 4.2% compared to 3.7% in both 2013 and 2017.

### SATISFACTION WITH SERVICES

- Satisfaction with **Emergency Services** remains the highest level of satisfaction in the Government category although Overall Satisfaction has decreased in Duchess like other communities in the Newell Region . Overall Satisfaction with **Emergency Services** was 67.2% compared to 80.5% in 2017 and 86.5% in 2013. Overall Dissatisfaction was 14.1% in 2022 compared to 5.2% in 2017 and 5% in 2013. Neutral response was 18.6%.
- **Utilities** received an Overall Satisfaction rate of 53%, a decrease from 55.8% in 2017 but an increase from 51.2% in 2013. Utilities services had an Overall Dissatisfaction rate of 21.2% (2017: 19.5%; 2013: 22.5%). Neutral response rate was 25.7%.
- **Local Population Growth** had a high Neutral rate at 49.6%. Overall Satisfaction was 41.6% (2017: 46.7%; 2013: 53.2%). Some level of Dissatisfaction was expressed by 21.2% of respondents ( 2017: 19.5%; 2013: 22.5%).

### VOTING

- In 2021, 4 incumbent Councillors and 1 new Councillor were Acclaimed.
- In 2017, 2 incumbent Councillors and 3 new Councillors were Acclaimed

Residential Property Taxes	2022	2017	Residential Utilities	2022	2017
<b>Residential Municipal Mill Rate</b>	8.1091	7.92356	<b>Water</b>	\$45 flat fee + \$1.10/m <sup>3</sup>	\$45 flat fee + \$1/m <sup>3</sup>
<b>ASFF Requisition (Previously Education Property Tax)</b>	2.5470	2.61539	<b>Garbage</b>	\$28.06	\$18
<b>Seniors Foundation (Newell Housing)</b>	0.1014	0.21805	<b>Recycling</b>	\$3.55	\$3.55
<b>Police Funding Model **NEW AS OF 2021**</b>	0.30219	-	<b>Sewer</b>	\$30	\$30

# QUALITY OF PLACE

## QUALITY OF PLACE

May be defined as “the physical characteristics of a community—the way it is planned, designed, developed and maintained—that affect the quality of life of people living and working in it, and those visiting it, both now and into the future”.<sup>1</sup>

Duchess, like many other rural communities, offers many Sports and Leisure Activities for residents

## ACCESSIBLE PUBLIC SERVICES

Community programs operated primarily by non-profit organizations/associations or municipal government

- Municipal Office
- Post Office
- Curling Rink and Hockey Arena
- Community Hall
- Community Recreation Centre
- Green Spaces, Playgrounds and Walking Path
- Outdoor Sports Fields

## FINDINGS

- **Sports and Leisure Facilities** had the highest Overall Satisfaction rate at 84% (2017: 78.8%; 2013: 65.5%) with a low Dissatisfaction and Neutral rate.
- **Maintained Streets** had the 2nd highest and an increase in Overall Satisfaction to 70.8% and a drop in Dissatisfaction to 19.4% (2017: 21.1%). Neutral response was 9.7%.
- **Green Spaces** had an Overall Satisfaction decrease from 81.6% in 2017 to 69.9% and a fairly low Overall Dissatisfaction at 11.5%. Neutral rate was 18.6%.
- **Retail and Shopping** services has had a continuous drop in Overall Dissatisfaction rate to 31% (2017: 47.4%; 2013: 56.3%) but this remains the highest Quality of Place rate of dissatisfaction.
- **Heritage Structures** received the highest number of Neutral responses at 57%, an increase from 2017 (44.7%).
- **Accessible Public Services** had an Overall Satisfaction of 56.25% (63.2% in 2017). Neutral rate was 25%.
- Overall Satisfaction with **Neighbourhood Design** was 64%.
- **Transport Routes** had an Overall Satisfaction rate of 52.7%, an 8.9% Dissatisfaction rate. Neutral rate was 38.4%.
- **Building Maintenance** had an Overall Satisfaction rate of 68%, low Dissatisfaction rate of 5%. Neutral rate was 26%.
- Accessible **Arts & Cultural Facilities** continued to have a high Neutral response at 43% , a 41% Satisfaction and Dissatisfaction rate at 16%.

## How satisfied are you with the following in your Community?

	Very Dissatisfied	Dissatisfied	Somewhat Dissatisfied	Neutral	Somewhat Satisfied	Satisfied	Very Satisfied
Building Maintenance	0%	0.88%	4.42%	26.55%	23.01%	39.82%	5.31%
Retail and Shopping	6.19%	8.85%	15.93%	9.73%	28.32%	27.43%	3.54%
Accessible Public Services	0.89%	6.25%	11.61%	25%	25%	26.79%	4.46%
Sport and Leisure Facilities	1.77%	0%	5.31%	8.85%	20.35%	40.71%	23.01%
Green Spaces	1.77%	2.65%	7.08%	18.58%	15.93%	33.63%	20.35%
Heritage Structures	0%	1.77%	7.08%	57.52%	7.96%	19.47%	6.19%
Maintained Streets	2.65%	6.19%	10.62%	9.73%	15.93%	36.28%	18.58%
Neighbourhood Design	3.6%	6.31%	4.5%	21.62%	11.71%	36.04%	16.22%
Transport Routes	2.68%	1.79%	4.46%	38.39%	11.61%	28.57%	12.5%
Accessible Arts & Cultural Facilities	0.89%	6.25%	8.93%	42.86%	13.39%	21.43%	6.25%

<sup>1</sup>UK Government: World class places: The Government’s strategy for improving quality of place. <<http://www.communities.gov.uk/publications/planningandbuilding/worldclassplaces,2009b> (accessed 5 March 2013).

<sup>2</sup><http://files.cfra.org/pdf/rural-grocery-ownership-models.pdf>



# QUALITY OF PLACE

Duchess is located 19 km from Brooks, 43 km from Bassano and 183 km from Calgary.  
Brooks is the primary shopping and service centre for Duchess residents.

Duchess Public Works Staff help Seniors with snow removal in winter. ★ ★



The Municipality, Service and Community Clubs work diligently to organize events, beautify the village, and increase the overall Quality of Life.

# COVID FINDINGS BROOKS-NEWELL REGION

The Impact of the COVID-19 Pandemic on Individuals in the Brooks-Newell Region										
Factor	No Impact		Somewhat Negative		Very Negative		Somewhat Positive		Very Positive	
	Physical Health	47.8%	596	35.1%	438	8.2%	102	6.0%	75	2.9%
Mental Health	25.0%	317	46.0%	583	19.3%	245	5.4%	68	4.3%	54
Financial Stability	51.6%	646	25.5%	319	12.7%	159	7.1%	89	3.1%	39
Family Relationships	35.1%	442	39.2%	494	12.2%	154	7.9%	99	5.7%	72
Community Involvement	18.2%	234	42.1%	540	30.0%	385	5.4%	69	4.3%	55
Social Life/Connection with Others	11.3%	146	43.1%	558	34.3%	444	5.7%	74	5.7%	74
Work/Employment	49.4%	619	26.7%	334	13.4%	168	6.6%	83	3.8%	48
Ability to Help Others	30.1%	379	39.1%	492	19.7%	248	7.1%	90	4.1%	51
Education/Schooling	59.7%	742	17.0%	211	15.9%	198	3.9%	48	3.5%	43
<b>Total Number of Respondents</b>										<b>1315</b>

# COVID FINDINGS BROOKS-NEWELL REGION

## ALL RESPONDENTS:

### Physical Health

47.8% of respondents reported No Impact on their lives, while 43.3% reported a Negative range response and 8.9% reported a Positive range response.

### Mental Health

25.0% of respondents reported No Impact on their lives, while 65.3% reported a Negative range response and 9.7% reported a Positive range response.

### Financial Stability

51.6% of respondents reported No Impact on their lives, while 38.2% reported a Negative range response and 10.2% reported a Positive range response.

### Family Relationships

35.1% of respondents reported No Impact on their lives, while 51.4% reported a Negative range response and 13.6% reported a Positive range response.

### Community Involvement

18.2% of respondents reported No Impact on their lives, while 72.1% reported a Negative range response and 9.7% reported a Positive range response.

### Social Life/Connection with Others

11.3% of respondents reported No Impact on their lives, while 77.4% reported a Negative range response and 11.4% reported a Positive range response.

### Work/Employment

49.4% of respondents reported No Impact on their lives, while 40.4% reported a Negative range response and 10.4% reported a Positive range response.

### Ability to Help Others

30.1% of respondents reported No Impact on their lives, while 58.8% reported a Negative range response and 11.2% reported a Positive range response.

### Education/Schooling

59.7% of respondents reported No Impact on their lives, while 32.9% reported a Negative range response and 7.4% reported a Positive range response.

## BY AGE

- Individuals aged 15-19 had the largest positive impact percentages of all age groups, especially under the Family Relationships category with 35.1% reporting a positive experience. They also noted high positive experiences under Mental Health (30.0%), Social Life/Connection to Others (25.4%) and Education/Schooling (27.1%) categories.
- Individuals aged 15-19 experienced the greatest negative impact on Education/Schooling, with 62.7% of the demographic reporting a negative experience during the pandemic.
- Individuals aged 40-59 experienced the greatest negative impact on Physical Health, with 51.3% of the demographic reporting a negative experience in that category. This demographic also had the second highest negative experience in the Mental Health category with 73.4%.
- Individuals aged 20-39 experienced the greatest negative impact on Mental Health, with 74.5% of the demographic reporting a negative experience during the pandemic.
- In regards to Financial Stability, 28% and above of all demographics experienced No Impact during the pandemic, but individuals aged 15-19 reported the worst financial hardship with 47.4%. Individuals aged 70 plus experience the lowest impact, with 71.3% of the demographic identifying No Impact.
- The COVID-19 Pandemic has had a great effect on the social lives of individuals, and all demographics identified low percentages of No Impact. Individuals aged 40-59 experienced the greatest negative experience of all demographics with over 75%.



# COVID FINDINGS BROOKS-NEWELL REGION

## BY GENDER:

- Females, overall, experienced a greater impact (negatively and mostly positively) with the COVID-19 Pandemic than males, with the male demographic reporting higher experiences of No Impact in each category than their female counterparts.
- Females reported the highest overall positive impact for Family Relationships (14.8%) and Social Life/Connection with Others (11.6%). The male demographic reported positive experience rates of 10.3% and 11.3%, respectively.
- The number of Individuals who do not Identify as Male or Female, or Prefer not to Say was very low (6) for the Brooks Newell Region, so those results cannot be compared statistically to the other two genders.

## BY INCOME:

The highest Negative impact experiences per category and income earned brackets:

- Physical Health – Less than \$10,000 (53.8%)
- Mental Health - \$100,000 and Over (74.1%)
- Financial Stability – Less than \$10,000 (60.9%)
- Family Relationships - \$60,000 - \$79,000 (58.2%)
- Community Involvement - \$100,000 and Over (78.6%)
- Social Life/Connections with Others - \$100,000 and Over (86.2%)
- Work Employment - \$60,000 - \$79,000 (81.3%)
- Ability to Help Others – \$80,000 - \$99,000 (64.9%)
- Education/Schooling – Less than \$10,000 (55.3%)

## BY RELATIONSHIP STATUS:

- Widowed individuals experienced the highest No Impact with Financial Stability, Work/Employment and Education/Schooling; with 65.6%, 73.8% and 82.2% of the demographic reporting, respectively, a no impact experience rating.
- Married or Common-Law individuals experienced the highest overall Negative impact with Community Involvement and Social Life/Connection to Others, with the demographic reporting a negative experience rating of 75.3% and 80.7% respectively.
- Never Been Married individuals experienced the highest overall Positive impact with Family Relationships, with 28.0% of the demographic reporting a positive experience rating.

- Individuals who earn \$100,000 and Over, and Less Than \$10,000 experienced the highest Negative impact in three of the nine categories (individually). Individuals earning less than \$60,000 - \$79,000 experienced the highest Negative impact in two of the nine categories. This demonstrates the value in not making assumptions about the impacts of the pandemic on individuals by socio-economic background or other demographics.
- Individuals who earn Less than \$100,000 and Over, and who in theory have more access to resources due to higher income, experienced the highest negative experience rating with Mental Health at 74.1%.
- Individuals who earn Less than \$10,000 also experienced the highest positive experience rating with Mental Health (19.0%), Financial Stability (16.3%), Family Relationships (23.7%), Social Life/Connection to Others (18.1%), and Education/Schooling (17.0%). They had higher-than-average positive experience ratings in all categories, which means they experienced more positive impact than the other demographics.



# COVID FINDINGS BROOKS-NEWELL REGION

## SUMMARY

- This section of this report provides a snapshot of the impact of the COVID-19 Pandemic on individuals in the Brooks Newell Region, examining feedback from All Respondents as well as a breakdown of responses based on age, gender, relationship status and income categories.
- The look at responses from all survey respondents provides a snapshot of the impact overall.
- The breakdown can be useful to explore since responses may be different depending on the demographic you are examining. For example, an individual that earns less than \$10,000 a year may experience a greater negative impact financially due to the COVID-19 pandemic than an individual making \$100,000 and Over.
- It's also important to note the percentages of respondents which indicated no impact in the categories.
- The negative impacts on physical health in the Brooks Newell Region is lower than the national level data provided by Angus Reid (43.3% versus 48%). Approximately 48% of Brooks Newell Region respondents experienced No Impact in regards to physical health during the pandemic, and approximately 9% experienced a positive impact.
- Overall, the impact on mental health by the pandemic in the Brooks Newell Region has been higher than the national average as indicated by the Angus Reid poll. Approximately 65% of Brooks Newell Region respondents indicated that their mental health has worsened, compared to the Angus Reid poll (54%).
- Respondents aged 20-39 experienced the greatest negative impact with 74.5%
- Females also experienced a high negative impact with 68.1%.
- Approximately 9.7% of all respondents experienced a positive impact during the pandemic, which is slightly lower than the national averaged identified by the Angus Reid poll (12%).
- The Angus Reid poll also identified that 33% of Canadians experience no impact on their mental health, while 25% of Brooks Newell Region respondents identified the same.
- Although the pandemic has had a negative impact on the economy at the national level,
- regarding financial stability and work/employment in Alberta, No Impacts is identified at 51.9%. In the Brooks-Newell Region, 49.4% of respondents identified No Impact.
- However, 38.2% of respondents identified experiencing a negative impact regarding financial stability, and 40.1% of respondents enduring a negative experience regarding work/employment.

# KEY FINDINGS

- The sample size of 121 respondents from Dutchess (an increase from 80 in 2017) does not guarantee that the Quality of Life Survey responses are representative of the community but it does provide a sample of the opinions of the community residents.
- Overall, Community Satisfaction remained high with Dutchess respondents!
- Dutchess has had a 2.9% decrease in population since 2016.
- 31.9% of the population in Dutchess are under 20 years, which supports the need for a Kindergarten to Grade 12 School and Child Care.
- There has been an increase in Seniors to 10.4% (6.8% in 2016) indicating the value in having services for seniors such as the Dutchess 50+ Program.
- The ranking of the importance for the 9 Factors was very consistent with 2013 and 2017.
- **Health** continued to be the #1 Factor of Importance. The **Mental Health** had the highest Importance rating, increasing to 93.3%. This is consistent with growing awareness of mental health impacts during and after the pandemic.
- Overall Satisfaction with **Health** services increased to 74.1%, an increase of approximately 10% from 2017 and 2013. This is interesting given the recent pandemic. **Access to Physician** saw a marked decrease in satisfaction from 2017. Residents travel to Brooks for most medical needs. Like other communities in the Region, access to regular and specialized medical services is dependent on access to transportation for in-region and out-of-region appointments.
- The top 3 conditions which respondents are being impacted by were Health Problems, Mental Conditions and Hearing Problems.
- **Personal Well-being** was the #2 Factor of Importance with most variables having a high rating of importance ( **Personal Health, Family, Personal Safety, Friends**) with the exception of **Spiritual and Religious Acceptance**.
- **Community Gathering Places** continued to have the highest Overall Satisfaction with services within the Personal Well-being Factor rating in 2022 although Overall Dissatisfaction did increase. This indicates the high satisfaction and continued need for many facilities and activities available in Dutchess.
- **Education** was #3 in ranking of importance. Overall Satisfaction with Education services has continued to decrease since 2013, although it should be noted that Neutral responses remain high. Rates of Dissatisfaction continue to be much lower than rates of Satisfaction.
- **Economy & Employment** remained the #4 Importance Factor.
- Overall Satisfaction with **Economy & Employment** has increased to 70.6% from 63.2% in 2017 which was during the economic downturn. The **Affordable Housing** variable saw the greatest increase in Dissatisfaction, increasing to 23% in 2022 from 9.2% in 2017 and 11.2% in 2013. This is consistent across the Region.
- **Sense of Community** was the #5 Factor of Importance. Overall Satisfaction with **Sense of Community** increased to 81.3% from 75.3% in 2017. Residents remain highly satisfied with the Community Safety variable at 96.6%, an indication that residents feel safe living in the Dutchess community.
- The **Physical Environment** was ranked #6 in importance with the **Air and Water Quality** variables being most important. The **Physical Environment** Factor ranked #1 in Overall Satisfaction, indicating that residents continue to be satisfied with **Waste Management, Recycling** and **Environmental Awareness** ( although Recycling services satisfaction has decreased 5% from 2017).
- The **Political Rights & General Values** Factor ranked #7 in importance. Overall Satisfaction with services saw a marked decrease to 55.4% from 72.7% in 2017 and 67.5% in 2013.
- The **Social Programs & Social Conditions** was ranked #8 in importance. Overall Satisfaction with services saw a marked decrease to 56.3% although it should be noted that Neutral response to the variables was fairly high. Interestingly, the **Access to Transportation** variable saw an increase in Neutral responses to 41.7% from 35.4% in 2017 and 34.1% in 2013 and a drop in some level of importance to 45% from 55.7% in 2017 and 51.2% in 2013. This may indicate that Access to transportation is less of an issue than in the past.

# KEY FINDINGS

- The Government Factor ranked #9 in importance. Overall Satisfaction was 59.8%, a decrease from 72.4% in 2017 but an increase from 53.8% in 2013. It should be noted that Neutral responses have increased in all three Government variables ( Emergency services; Local Population Growth and Utilities) with Local Population Growth having the highest Neutral response.
- Within the **Government Factor**, Residents continue to be satisfied with **Emergency Services** variable although there has been a decrease to 67.2% from 80.5% in 2017 and 86.2% in 2013. The reason cannot be determined although this may be related to changes in Ambulance Services and the pandemic.
- Also within the **Government Factor**, the **Utilities** variable continues to have the highest level of Dissatisfaction at 21.3% , similar to 2017 and 2013. Neutral response rate was 26%. This indicates a continued concern with utilities and respondents may also consider provincial utility rates when responding to this question.
- Overall, Duchess respondents were satisfied with the **Quality of Life** variables. **Sports & Leisure Facilities** continued to have the highest level of Satisfaction at 84%. This demonstrates the success of the many facilities and activities available in Duchess.
- **Retail and Shopping** continued to have the highest rate of Dissatisfaction level of 31%within the Quality of Place variables.at 31% which is a marked decrease from 47.4% in 2017. Although this rate remains high, it is not possible to ascertain if the Overall Dissatisfaction response by Duchess residents applies to the shopping opportunities in Duchess or in Brooks. Retail and Shopping may be challenging in rural communities due to high overhead costs for retailers and limited availability of choices of goods for shoppers. For example, Duchess residents have a small grocery store in the community, but since Brooks is relatively close many may choose to do their shopping there.
- The increase in Overall Satisfaction with **Maintained Streets** is significant and may be due to the extensive upgrades which the Village of Duchess has undertaken in recent years.
- Heritage Structures continued to receive the highest number of Neutral responses at 57.5%.
- Respondents were asked about the **Need for More Services** within different age categories. Respondents said Yes to all categories, ranging from 37% to 50%. No responses ranged from 19.8% (Seniors) to 30.3% (School-aged children). This indicates the continued need for services to accommodate all ages.
- Within the Newell Region, including the Village of Duchess, the difference in responses by the various age groups, the comparison of the three surveys and awareness of demographics within communities would be helpful to municipal councils, non-profits and businesses to adapt programs, services and activities to match the needs and interests demonstrated by the findings. Of note is that competing interests may be present, creating difficulties in achieving the balance to satisfy all.



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### **Survey Distribution and/or Collection 2022:**

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- Patricia Hotel
- Rolling Hills Post Office
- Global Village Centre
- SPEC Association for Children and Families
- Bassano FCSS
- **Seniors Outreach.**
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