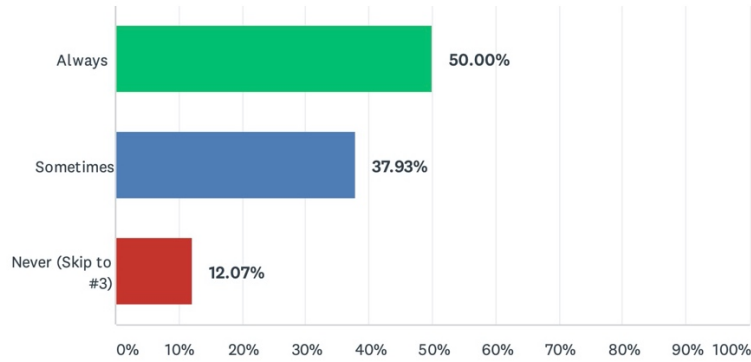


## Fairlawn Avenue United Church Online Services & Activities Survey

Q1 Do you watch Fairlawn's pre-recorded online Sunday Service?

Answered: 58 Skipped: 0

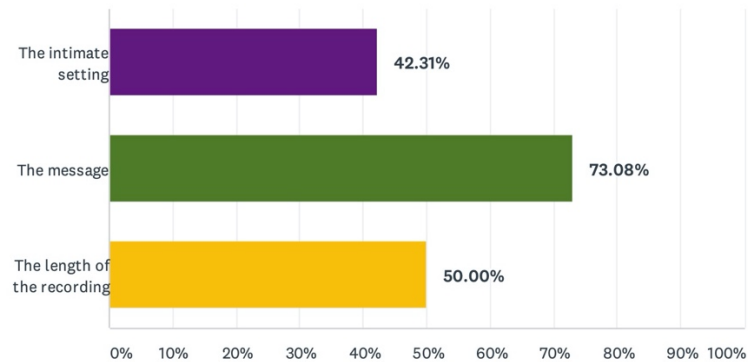


ANSWER CHOICES	RESPONSES	
Always	50.00%	29
Sometimes	37.93%	22
Never (Skip to #3)	12.07%	7
TOTAL		58



Q2 What do you like about the online services?

Answered: 52 Skipped: 6



ANSWER CHOICES	RESPONSES	
The intimate setting	42.31%	22
The message	73.08%	38
The length of the recording	50.00%	26
Total Respondents: 52		

### Q2 What do you like about the online services?

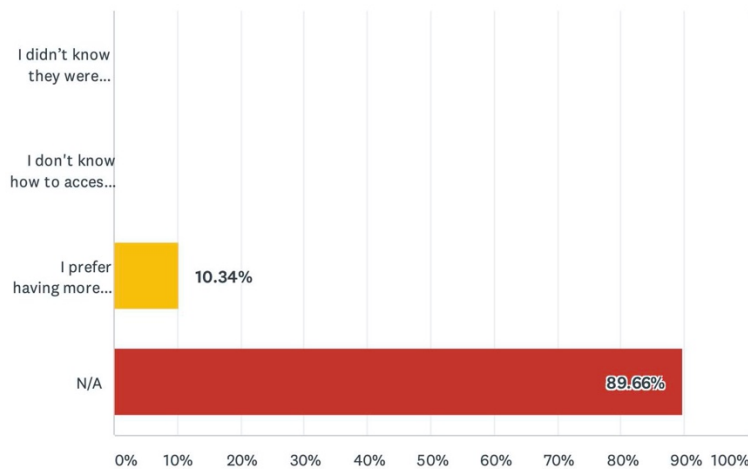
Other: (19 answered)

- Helps me stay connected (4 answered)
- Integrate the service and music (4)
- Like the convenience of choosing when to watch it (3)
- Like pause, fast forward, rewind and ability to watch more than once (2)
- Prefer a service in filmed in a church (2)
- The music (2)
- The flowers (2)
- The Scripture Reading
- Appreciate online service
- Not going to sit in front of a computer on Sunday mornings
- Prefer in-church services
- Like having more than one person doing all the talking
- Loved hearing Giles and Kate sing and play



### Q3 Why don't you watch the online services? (if applicable)

Answered: 58 Skipped: 0



ANSWER CHOICES	RESPONSES	
I didn't know they were available	0.00%	0
I don't know how to access them	0.00%	0
I prefer having more contact with members of the congregation	10.34%	6
N/A	89.66%	52
Total Respondents: 58		

### Q3 Why don't you watch the online services?

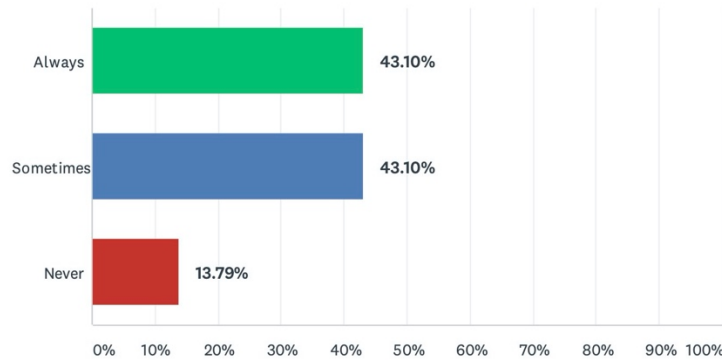
Other: (9 answered)

- Like flexibility to watch at other times (2 answered)
- No easy online access at cottage
- Disappointed with unexpected substitutions or unfamiliar voices
- Dislike the format; could be cleaner and better
- Enjoying the break to have more time together with family
- Lose track of time and miss it
- Worshipping with family through online service at another church



### Q4 Do you listen to the music selections chosen by Eleanor Daley?

Answered: 58 Skipped: 0

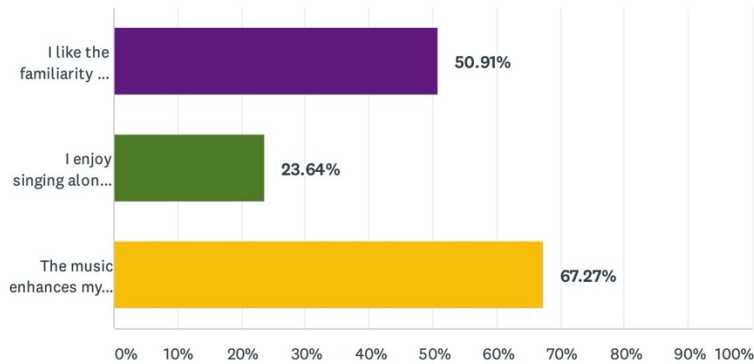


ANSWER CHOICES	RESPONSES	
Always	43.10%	25
Sometimes	43.10%	25
Never	13.79%	8
TOTAL		58



### Q5 What do you like about the music selections?

Answered: 55 Skipped: 3



ANSWER CHOICES	RESPONSES	
I like the familiarity of the hymns and choral anthems	50.91%	28
I enjoy singing along with the hymns	23.64%	13
The music enhances my spiritual experience	67.27%	37
Total Respondents: 55		

### Q5 What do you like about the music selections?

Other: (20 answered)

- Integrate it with the service (4 answered)
- Appreciate the musical notes (3)
- Eleanor puts a lot of work into it; lucky to have her (2)
- Music is lovely; great selections (2)
- Prefer hearing from our choir members
- Prefer the live performances in a live church service
- Enhances the message of the service
- Like the familiarity
- Keeps me connected
- Haven't figured out how to access it
- Sometimes sing along
- Only listen if it's an anthem of interest
- No interest in singing hymn at home alone
- I sing in the choir and it gives me a chance to sing
- So much digital outreach from so many organizations is overwhelming
- Not one to sit and listen to music in isolation
- Usually fast forward after hearing one verse
- An opportunity to explore various performers on You Tube



**Q6 How could we improve our Sunday services and/or the way we deliver our music? (47 answered)**

- Include more music sung by our choir (including CD music) (8 answered)
- Involve more members reading scripture, announcements, etc (7)
- Integrate the service and music to match a live service (7)
- Given the COVID situation, doing a great job (5)
- Prefer to have service recorded in the sanctuary (or at the front or church photos) (4)
- Splendid/satisfied/content as is (4)
- Like the idea of soloists singing (including from their homes), accompanied by the music director (3)
- Add variety; experiment; show me that each week matters (2)
- Not sure (2)
- Doing your best to bring the congregation together
- Livestream it
- Is there a way to accommodate people by phone?
- Prefer to see Eleanor in the sanctuary, but would rather she remain safe and healthy
- Enjoy the choral music
- More updates about what is happening behind the scenes and how work continues
- I have started to watch more traditional services elsewhere
- Consider changing the name. The “Sunday Offerings” sounds as though you are asking for money
- Improvement will only happen when we’re back in the sanctuary
- Maybe letting everyone know how people are coping
- Seems very repetitive, lacking in energy
- Better editing, with flow from songs to scripture to sermon
- Sound quality on Douglas’s porch isn’t great



**Q7 Since COVID-19 began, we have been offering many opportunities to connect on Zoom - such as Coffee-time Chat, Spirited Explorations, Broadview discussion group, and women's spirituality. If you participate in any, what do you like about them? How could we improve them? (47 answered)**

- An opportunity to see some familiar faces and catch up (7 answered)
- I like the connections, but these conversations quickly run out of new things to say. I suspect that we need new themes or exercises or some other way to mix them up...
- These chats are easily accessible as currently provided even to such non-techies as ourselves
- I very much appreciate the coordination and leadership. I like the opportunity to connect, to bring relevance to the challenge of these times and the support they offer.

*Q7 continued*

- I like seeing everyone's faces but also get tired after 30 minutes - so no longer than 30 minutes
- I enjoy hearing from others, as I access the zoom connection only by phone.
- Think for now they do provide some sort of connection, but miss the physical connection
- I always learn more via the discussion
- To be honest, the way to improve them would be to meet in person, however I know that is not possible right now. Being in the same room with people is the best.
- I have participated in some but only infrequently. I think it is fantastic that the opportunities are available.
- It's great to be able to hear from a much wider array of friends on Zoom than I ever could in the building, though close personal dialogue is not possible. It's good to keep in contact with the Church while being forced to isolate out of town.
- This has been a great way to connect with my Fairlawn family. Sometimes the sessions get a little out of hand with everyone talking at once. Perhaps some simple ground rules at the beginning of each session about muting themselves except for when they speak, and raising their hand when they'd like to speak etc.
- They're hit-and-miss, usually hamstrung by people who really struggle to participate on the Zoom platform. That's understandable, but three months in and it starts to become wearing.
- I appreciate the options and thank you for your efforts!
- Our closest church, Armour Heights Presbyterian, reaches out daily with great messages, photos of past events, garden photos, trips congregants have taken, Zoom sessions, recipes, etc. Nothing major, but very effective. I feel more part now of their congregation with its pre-recorded services in their sanctuary with maybe 3-4 participants. I don't get that feeling from Fairlawn.
- I'm zoomed out at this point. I don't enjoy them anymore. In any event, a discussion on Zoom with more than 6-8 people is unworkable
- I have more difficulty getting into Zoom since they upgraded and have a delay most times getting into the group which is a problem with my computer. Also my computer does not have a microphone nor camera. Joanne has offered to help but I am not sure if that will make a difference. At times when I do get into coffee-time chat, spirited exploration and Wednesday prayer group there is interference which may be an issue with muting or my reception from Zoom I like discussion of the service and relevant issues not sure how this can be improved
- Unfortunately, I cannot connect on Zoom - only by phone
- I think Zoom format is what it is. It's good to be able to see each other but with only one person being able to talk at a time, it's not great for conversation or casual conversation. Very good for meetings where only one person talks at a time.
- I do not use Zoom. Various reasons why
- Don't participate (2)

*Q7 continued*

- **Coffee hour chat**
  - Enjoy coffee hour chat (3 answered)
  - Discussion dominated by a few people (3)
  - Not all people respect the call to mute themselves (2)
  - The coffee-time ones are a bit more challenging as they are usually bigger; moderating is key and Amanda has been doing a great job.
  - I think, if the host were able to mute people except when they raise their hand. I know it's not as spontaneous but I think it's better. They have been a good way to keep in touch and also provide food for thought.
  - I do not participate as I find it challenging to communicate in group online discussions
  - I have participated in a couple of coffee-time chats. I would prefer to break out in to small groups versus a single large group. Smaller group discussion would enable everyone to chat versus the few who dominate the discussion
  - They provide a good way to connect on a more personal level.
  - I have watched all Coffee-time chats except Jun 21 when the brief service started around noon. Even though I prefer not to participate or even be on view, I enjoy most of the discussions.
  - Only watched coffee-time chat once
- **Christian meditation**
  - I like the ease with which I can participate and I like that this format has enabled a number of new people to join. The barrier of driving at night or through challenging weather conditions is removed. We are thinking of operating a hybrid of Zoom and face to face once things open up in the fall.
- **Women's spirituality**
  - I like the women's spirituality meetings for many reasons including the personal connection.
  - The Women's Spirituality group has been wonderful; however, could probably be offered now and then, not every month.
- **Mid-week prayer**
  - I do like the mid-week lunchtime zoom prayer meetings
  - The Mid week prayer group mtg is still very necessary, I think. It is a great way to check in with people during the week; the half hour time slot is also perfect
  - I have enjoyed participating in the mid-week prayer session and discussion. I appreciate the opportunity to share how the COVID circumstances are impacting me and my family, and to be able to pray in a group under the leadership of our minister. Douglas always shapes the session with a thoughtful introduction that brings us together to reflect on our individual and collective experiences. Good company and connection through this half hour that reminds us that we are not alone.

*Q7 continued*

- **Spirited explorations**
  - Spirited Reflections offers an opportunity to enhance my learning.
  - I feel it has perhaps run its course. The conversation seems more of a struggle at this stage than it was at the beginning. Perhaps just offering this at certain times might be better.
- **Tuesday Lunch Crowd**
  - The TLC presentations were amazing especially Neil Hetherington from the Daily Bread Food Bank.
- There are other groups that are meeting online - Basketball players, Eleanor Heinz's knitting group, Prayer Shawl Ministry Knitters and the Breast Cancer Support group. Perhaps there are other groups that could move online as well.



**Q8 COVID-19 is raising questions about how we function as individuals and as a society. What topics or big life questions could we tackle in our adult education? (41 answered)**

- Racial inequality & privilege (6 answered)
- Don't know (5)
- How to stay positive and mentally well during pandemic (4)
- How does one tackle loneliness and sense of isolation (4)
- How do we hold on to the lessons learned from the pandemic (eg. Reordered priorities; Relationships vs. consumerism) (4)
- The meaning of community (2)
- World catastrophes and their spiritual significance; what can individuals do amidst the big global trends that seem out of our control
- How to find safe ways to volunteer in the future for Drop-In support, 40 Oaks, Out of the Cold, Food banks, etc. It's a bit scary, particularly for older members, to go out again and volunteer as before, without a vaccine
- For many, feeling the social distancing now and into the future. Missing opportunities for conversation to talk more deeply about individual concerns that may not come up in casual conversation. Small group gatherings?
- Member input in how and when we return to the church
- Taking a new look at our physical plant and considering our options.
- Rethinking our role in the community
- The role of the church generally (not Fairlawn)
- How do we relate our private enjoyment of the Zoom services to the larger community
- How "women's" work and employment is funded
- The importance of making policy decisions based on information that is evidence based and ensuring that we always do this going forward. Valuing solid journalism and appreciating how it contributes positively to our lives as opposed to continually discrediting different forms of media as fake news.



*Q8 continued*

- Death; dealing with life's pressures
- Long-term care and ageism
- More sessions on MAID (medical assistance in dying)
- Food security (hunger)
- Homelessness
- Stable housing
- Universal basic income based on CERB experience
- How about a session with three people sharing their typical-day lived experience; one homeless, one Black, one Indigenous
- Who is my neighbour and what does it mean to 'love' them?
- What does it mean to have 'enough'? How much is enough?
- Address & discuss the various challenges for men and women (equally) in various walks of life
- A friend and myself are halfway thru a project of reading the Bible in one year thru Daily Ministries. If the Bible is to be our daily living guide, there are segments in the Bible that are difficult to apply in order provide guidance to big life questions.
- Is sin relevant to us today?
- Program for teenagers to discuss sexual orientation, determining consent, drug use, safe injection sites etc.
- None



**Q9 We are offering Zoom gatherings and a telephone outreach ministry to keep us connected during COVID-19. What other physical, emotional, or spiritual supports could we offer at this time? (40 responses)**

- Telephone outreach has been appreciated (3 responses)
- Not sure (3)
- Outdoor gatherings on church lawn (2)
- Things we can mobilize around together; getting out of ourselves and turning our focus outward
- We appreciate the contact personnel. Each of us should also arrange to contact a variety of at least 1 other person per week to keep in touch.
- Have a look at Armour Heights Presbyterian Church for ideas. They send out a message every day and you feel as if you are a part of the church community. They have been very inventive and have worked hard at doing this. We are in their community and have gone to several of their community outreach programs. As a result we know quite a few people there and feel as if they really care to keep their congregation well supported. I don't get that same feeling from my own church.
- Continue service and coffee hour through the summer
- Personal small group interactions are essential to feeling connected. These can be done in a responsible, physically distanced way.

*Q9 continued*

- Regular phone calls and emails
- The Thriving in Retirement Group did a Zoom Trivial Pursuit night which was just for fun. I think Zoom meetings with a purpose like playing a game or doing meditation/yoga together are really beneficial to our emotional wellness at this time.
- It might be interesting for participants to share their most memorable travel experiences. Some folk will have had world-wide as well as local adventures.
- I am happy with the Sunday service and the occasional phone call.
- There may be room for more supports in the fall - but in the summer months there is a natural movement away from regular church attendance that regularly occurs and we need to acknowledge this, but be sure to stay in touch with congregants as we are able to, and be ready to welcome people back when our fall routines resume.
- I think you are doing a great job to keep people both connected and informed. Keep it up.
- What about positive up to date news flashes of events for happy congregants - birthdays, births, holes - in- one, an unexpected refund from the government!!! Let's be positive, people!!
- During each week, when I talk with Fairlawners who pass by our house and who I meet elsewhere, I know I am not alone in what I have written, but that is their story to tell. Governing Council has pre-warned us that Fairlawn will take a long time to reopen and will not be influenced by what other churches do. At the rate I have been drifting away, I hope it will not be too late when that time finally arrives. I know that's the reason for this survey and I hope my feedback is of some use.
- Zoom counselling
- I have a computer but how are people who do not have computer access coping as they would not have access to the Sunday service/Zoom
- For me, this is quite adequate as I have family and friends with whom I am in contact and who provide necessary support re shopping, etc.
- Maybe a Zoom with members who are living on their own to see how they are coping & what they need from the community.
- I believe that faith gatherings can recommence within limitations. I am sure that is on your radar. Thanks for all you do!
- Could we continue at least some of our outreach in-person work just outside the church with volunteers?
- If someone really needed a personal visit for counselling could it be done for them with physical distancing and masks?
- More vital church service preferably from the sanctuary (or illusion of being in the sanctuary).
- online yoga class - book club, either fiction or non-fiction related to the issues I listed above for Adult Ed - Bible study group
- Seems pretty good to me. Wouldn't want to veer into information overload.