Glengarry Court women's study a needs assessment of low income women in a public housing complex.

Anastacia E. Cummings

University of Windsor

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LA THÈSE A ÉTÉ MICROFILMÉE TELLE QUE NOUS L'AVONS RECUE
THE UNIVERSITY OF WINDSOR
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GLENGARRY COURT WOMEN'S STUDY:
A NEEDS ASSESSMENT OF LOW INCOME WOMEN
IN A PUBLIC HOUSING COMPLEX

by
Anastacia E. Cummings
Mary S. Grannan
Donna J. McElroy

A Research Project
presented to the Faculty of Graduate Studies
of the University of Windsor
in partial fulfillment
of the requirements of the degree of
Master of Social Work

Windsor, Ontario, Canada
1983
RESEARCH COMMITTEE

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ABSTRACT

In this study the types of programmes that would best serve low income women living in a public housing complex have been defined. The programming was developed because of deficits demonstrated by their scores on scales designed to measure their contentment and anomic and questions intended to identify areas of need related to Maslow's Hierarchy of Need.

The data was collected from a sample of women, ages 18-59 inclusive, who identified themselves as the female head of the household living in Glengarry Court, a public housing complex in Windsor, Ontario.

Major findings include: 1) an overall profile of the women who live in this public housing complex; 2) a description of the respondents' difficulties in satisfying the second level of need according to Maslow's Hierarchy of Need; 3) a lack of awareness and inappropriate use of existing community-services by the respondents; 4) a description of the role conflict that exists for women with traditional values but who actually assume non-traditional roles and responsibilities; 5) a high degree of anomic as well as some indication of depression in at least one half of the respondents; and 6) an overall picture of low income women which conforms with existing literature.
ACKNOWLEDGEMENTS

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INTRODUCTION

In the fall of 1982, the President of the Downtown Community Citizens Organization (D.C.C.O.) approached the Director of Social Planning of the United Way stating that the women residing in the Glengarry Court housing project had been showing more signs of depression, like crying, than had been previously noted. There was so much of this condition that there was cause for concern. This problem was taken to members of the Advocacy and Forward Planning Committee of the United Way who requested that the School of Social Work at the University of Windsor complete a study of the situation in order to determine the cause(s) of these feelings of discontent and to identify areas where services might be instituted to alleviate the problem.

In order to complete this study, the research team reviewed the literature regarding women of low income in contemporary society as presented in Chapter 2 and then formulated the problem as discussed in Chapter 3. Following this, the design of the study and methodology were developed and are presented in Chapter 4. Chapter 5 contains the analysis of the findings from the data collection. Chapter 6 consists of the discussion of the findings as well as recommendations for service to meet the needs of women in the Glengarry Court housing areas and areas for future study.
LOW INCOME WOMEN IN CONTEMPORARY SOCIETY

INTRODUCTION

This chapter is a review of literature which identifies the role of low income women, especially those women who head a household without a male partner. Their roles will be discussed vis-a-vis their families, their community and North American society. The issue will be considered under four practical headings followed by an identification and discussion of the critical issues for the study. The practical headings are:
I) Women and their community (environment); II) Women and their family; III) Women and their finances; and IV) Women and other influences.

WOMEN AND THEIR COMMUNITY (ENVIRONMENT)

This section describes women and their community or environment. The specific areas under review are: 1) transportation; 2) density; 3) housing; and, 4) changes in accommodation or moving. The effects which these environmental influences have on women of low socio-economic status are also discussed.

Transportation

Transportation was included in the indicator set in order to determine residents' accessibility to urban facilities. A variety of authors have addressed this issue and present similar arguments which
describe the importance of adequate transportation for the poor.

Dahms identifies that "access to employment opportunities and other urban facilities is a major problem in most large Canadian cities" (1977, p. 59). Similarly, other authors such as Morgan assert that "transportation may be crucial to the poor in opening up a wider range of housing and job opportunities as well as access to social services" (Morgan, 1980, p. 47). Therefore, as densities of services (such as stores, recreational facilities, etc.) in and around urban areas continue to decline, difficulties with transportation for the poor may increase (Hawley, 1972, p. 528).

Coupled with the problems of decreasing physical densities, however, is the problem of income and costs of transportation for the poor. Apparently "accessibility to opportunities in cities varies directly with income and... income normally determines the mode of transportation to be used" (Dahms, 1977, p. 59). In most major Canadian cities all those individuals "who earn less that $7000 per year are heavily dependent on public transportation" (Dahms, 1977, p. 59). Although urban sprawl, facilitated by the automobile, has five times increased to car drivers the number of urban opportunities that can be reached in one half hour, the total number of potential opportunities that can be reached in one half hour by foot (for those individuals who cannot afford a car or any independent means of transportation) has decreased by five times (Dahms, 1977, p. 59; Goodale, 1981, p. 25).
In terms of the availability and dependability of public transportation such as buses, accessibility to facilities which are not located on "routes with sufficient riderships and adequate roadways" is virtually impossible (Goodale, 1981, p. 23). Further, the number of accessible urban opportunities available to individuals who are poor and totally dependent on public transportation is determined by the "service provided and its costs" (Dahms, 1977, p. 59); Armitage, 1972).

In summary, the low-income urban resident "lacking the wherewithal for unrestricted use of the facilities for movement, must be content with what is available within the immediate locality" (Hawley, 1972, p.528). Therefore, in general terms, there is a strong possibility of "the neighborhood, as it is conventionally thought of, ... becoming an exclusive possession of the poor..." (Hawley, 1972, p. 528).

Density

Studies which determine the effects of density on people have revealed conflicting results. Freedman identifies that "there is in fact no substantial evidence that high density produces consistently negative effects on humans" (1973, p. 233). That is, "statements about, the negative effects of density on human beings are simply not justified by the data" (Freedman, 1973, p. 233). Further, according to this author, "statements which generalize findings from animal populations to human populations based on Calhoun's work (Calhoun reported that high densities had adverse effects on rats) are questionable" (Freedman, 1973, p. 233). Other researchers such as
Booth and Edwards also support these results as they found that
"crowded conditions seldom have any consequences and even when they do
the effects are very modest" (1976, p. 319).

In direct contrast, however, are the results of studies which
suggest that high density living conditions have detrimental effects
on human beings. Saegart et al. report that "people in high density
situations tend to learn less about their environment, to have more
negative feelings, especially about themselves, to have greater
difficulty moving through and organizing a clear image of their
environment, and to be less able to carry out tasks" (1976, p. 55).
Specifically, these findings indicate that individuals who live in
high density situations show "less understanding, reduced likelihood
of exploration and discovery and lower self-confidence, all of which indicate
greatly reduced freedom of choice and impaired perception of
alternatives in life space" (Saegart et al., 1976, p. 56). Galle
et al. suggest that "overcrowding may have a serious impact on human
behaviour and that social scientists should consider overcrowding when
attempting to explain a wide range of pathological behaviours"
(1972, p. 29). Further, Baldasarre asserts that "more dissatisfaction
usually occurs within higher density homes with young children, mothers
of low-status individuals" (1980, p. 116). Overall, Baldasarre's
results "support the basic proposition that the ability to control
household space and its uses has consequences for adjustments to
high density and the expressed degree of satisfaction by household
members" (Baldasarre, 1980, p. 116). For example, every woman should
have at least one room or area in her home in which she can do whatever she wants and know that place is private.

Differing from the aforementioned results are those found by Hawley which suggest that "frequencies of delinquencies, broken homes, mental disorders and other deviations are perhaps more readily explained in terms of poverty and underprivileged status than as consequences of high physical density" (1972, p. 525). He asserts that although physical densities (number of buildings) around urban areas continue to decline and social densities (number of people) continue to increase (in some instances), high social densities provide opportunities for:

1) institutional supports for goal attainment;
2) unparalleled opportunity for gratification;
3) opportunity for selective association relative to compatibility of values and motives;
4) overload of opportunity and stimulation;
5) mutual assistance in achieving access to scarce facilities and rewards;
6) easy availability of like-minded associates for support in norm-following behaviour; and
7) involuntary exposure to education, cosmopolitanism and innovative ideas.
(Hawley, 1972, p. 526)

Because neighborhoods with public housing complexes are notorious for producing high density situations, a review of the effects public housing has on its residents is appropriate.

**Housing**

Public housing is one way of providing housing to low-income families. According to Lipman, public housing "is generally good
housing, allowing those in the low income range to live in a much better home than they could afford on the public market" (1969, p. 185).

There is, however, a stigma attached to persons living in any form of public housing. Residents are viewed as "people who are not able to keep up in our affluent society, who have fallen by the wayside and who have become second class citizens" (Lipman, 1969, p. 185).

In view of these stereotypes, recent studies and discussions have concentrated on defining housing "needs" in order to improve the quality of public housing. Armitage suggests that a family's primary housing need "is a function of the (family's) size and the age-sex distribution" of its members (1972, p. 7). Yet, whenever "housing for low-income families has been studied, the emphasis has been on structural quality as opposed to individual and/or family needs" (McCray and Day, 1977, p. 244).

Support for McCray and Day's conclusion may be seen in the United Nations Report (1967), entitled Methods of Estimating Housing Needs, wherein the term "housing needs" was used to refer to "the extent to which housing conditions fall below the levels of norms considered necessary for health, privacy and the development of normal family conditions" (p. 7). According to this definition, standards of housing which would satisfy "housing needs" might include the adequacy of:

1) the structural and physical condition of the unit;
2) the provision of basic utilities – heat, electricity, water, waste disposal;
3) the size of the unit and the number of rooms it contains; and
4) the housing type
   (Armitage, 1972, pp. 15-16)
Given these standards, the emphasis on changing (or improving) public housing again falls down to making structural changes to or in the buildings.

Recently, however, in an effort to expand people's awareness of "human needs" in housing, the suggestion has been made that "consideration should be given to the neighborhood in which (the house) is located, provision of neighborhood services and access to transportation" (Armitage, 1972, p. 16).

In reviewing "human needs" in neighbourhoods, Mead suggest that neighbourhoods "must meet the basic physiological needs for all human beings - the essential needs that human beings share with animals; the need for food, water, space, sleep, rest, and a maximum of privacy" (1977, p. 54). Further, when a human needs model, such as Maslow's Hierarchy of Need is applied to public housing complexes, it has been found that "public housing complexes did little to provide need satisfaction beyond the protection of security levels" (McCray and Day, 1977, p. 253).

Therefore, it appears that although the very basic needs of all public housing residents may be satisfied, higher level needs will not likely be satisfied unless some change is made in the environment. In order to support the notion of change of housing complexes, Lipman presents the theory of environmental determinism "which argues that by changing the environment, particularly the housing environment, it is possible to effect improvements in people's behavior, in their health, living habits and personal well-being" (1969, p. 172).
It is not uncommon, however, for individuals, especially women, to move in and out of public housing complexes. In order to determine the reason for these moves as well as the effects they have on women, a review of the "activity of moving" is appropriate.

Changes in Accommodation - Moving

Moving may be the result of a number of circumstances in a woman's life and in turn, may have a variety of effects on her. Chevan discusses a number of circumstances which may affect a woman's decision to move. These include: "household density, birth of children and duration of marriage, all of which have an independent influence on moving" (Chevan, 1971, p. 457). Moving is "related to changing family needs" and therefore "as needs are fulfilled, and families settle into adequate quarters, the amount of moving declines" (Chevan, 1971, p. 458).

In terms of the effects of moving, Wattenberg et al. suggest that the "mean income of female-headed-households decreases as geographical mobility increases" (1979, p. 462). Further they found that migration had a destabilizing influence on families (and that) leaving a supportive network of relatives and friends, facing economic insecurity in the search for a new and better job, and adjusting to an unfamiliar environment all contribute to marital stress, dissolution and subsequent pressure on the resulting female head of the household. (Wattenberg et al., 1971, pp. 462-463).

Other researchers suggest that "moving quite often generates a
great deal of stress for women of all classes" (Weissman et al., 1972, p. 24). For many women "difficulties in coping with problems of moving come to be regarded as personal inadequacies and failures" (Weissman et al., 1972, p. 24) while "loss of important social ties, familiar living patterns, security and income...all contribute to the development of depression" (Weissman et al., 1972, p. 24). Therefore, even after experiencing a voluntary move, women may display the usual symptoms of depression which include "feelings of helplessness and futility, hopelessness about the future and persistent sadness, impaired capacity to perform their work and other usual activities and a loss of interest in friends and family" (Weissman et al., 1972, p. 24).

**WOMEN AND THEIR FAMILIES**

This portion of the literature review addresses women and their families with special emphasis on single women who are heads of households. Included in this section are discussions of:

1) the roles and sexual stratification of women; 2) the effect of family structure on roles; 3) the growth of single parent families; 4) the heading of a family by a female; 5) the history of the kinship system; 6) women's relationship to family and friends; 7) professional support services; and 8) community identification.

**Roles/Sexual Stratification of Women**

The term sex role refers to "sexual stratification, to task assignment in society and family, and to the preferences that persons
hold regarding behavioural agreements between the sexes" (Scanzoni et al., 1980, p. 752; Acker, 1973). In turn, a role relationship is "a set of mutual (but not necessarily harmonious) expectations of behavior between two or more actors, with reference to a particular type of situation" (Coode, 1960, p. 246). Usually roles for men and women are referred to as traditional and non-traditional (or modern). Various authors have addressed issues surrounding the role of traditional woman and suggests that this type of woman believes that "if the family does well, she does too. Her interests are submerged into and identified with those of her husband and children" (Scanzoni, 1980, p. 746; Kohen, 1981). Kohen also suggests that if the traditional woman has a "sense that her children are doing well and that she is doing her best for them, the woman will have a source of esteem that is congruent with social opinion" (1981, p. 237). Rainwater et al. adds to this by asserting that "maintaining the image of mother contributes some sense of stability to the life of ... (a) woman" (1959, p. 106). In terms of the traditional woman's need for achievement, Turkel suggests that it is "expressed ... vicariously through the achievement of a man" (1980, p. 304). It should be noted that although this discussion defines the roles of the traditional woman with respect to her family the effects of this role will be addressed further along in this chapter in sections such as income, employment and mental health.

To complement the role of the traditional woman, the traditional man "insists that the woman continue to place group
interests ahead of her own while he develops his own interests independent of the family" (Scanzoni, et al., 1980, p. 746).

Furthermore, many traditional men express their emotion vicariously through their female partners (Turkel, 1980, p. 304). Therefore, it appears that assuming authority for the family and earning the income are roles traditionally ascribed to men whereas housework, child care and emotion support are roles traditionally ascribed to women (Parsons, 1942; Turkel, 1980; Billingsley and Giovannoni, 1971; Dinerman, 1977).

Quite often less educated people tend to be more traditional than the better educated and men continue to be more traditional than women (Scanzoni, 1980). As it happens, many lower class women assume the traditional role of housewife; yet, when they do, they find that little value is assigned to their role because it is not seen as paid labour (Acker, 1973). Because little value is placed on the traditional woman role, marriage may "constitute downward social mobility and/or reduced mobility opportunities for a woman" (Acker, 1973, p. 942). In light of these facts, a review of the status of women may be useful in order to determine women's role in society.

In 1968, Shils developed the term "deference entitlement" which he defined as the status conferred upon an individual because of their "relative proximity to persons in a powerful role" (1968, p. 113). If this notion is applied to the family, this means that "the social position of the most powerful person in the family is, to an extent, reflected on the other members of the family" (Acker, 1973, p. 942).
Women are most often the recipients of conferred status or a deference entitlement from their husbands (Acker, 1973), a position which places them in positions of dependency.

Felson and Knoke support the idea of married women receiving their status in society from their husbands but suggest that it is more easily described in terms of a "status borrowing model" (1974, p. 519). In their study of two parent families, they found that "both men and women rely more heavily upon male status characteristics ... in forming subjective images of their place in the stratification system" (Felson et al., 1974, p. 521).

Similarly Van Velson and Beegley found that "an unemployed married woman borrows status from her husband" (1979, p. 771). Eichler also suggests that for status as well as prestige a "wife is dependent upon a husband (a fact) which is symbolized by the wife taking her husband's name" (1981, p. 210).

In the case of single mothers, Pierce writes that these women "bring to the fore the reality that a woman's economic and social status is determined by her husband's" (1980, p. 85). That is, a woman's "essential status is that of dependent" (Pierce, 1980, p. 85).

Historically the idea of dependency has been equated with lack of power and/or prestige. Because women are often dependent on their husbands, it has been suggested that they are somewhat powerless and have a difficult time finding and maintaining power or prestige in our society. In response to this, however, Korda asserts that "the main reason why women find it hard to break into the world of power is
not so much that men put obstacles in their way, but rather that power is thought of as essentially male" (Korda, 1975, p. 214).

In contrast to the role of the traditional woman, is the role of the non-traditional or modern woman. The basic philosophy of this type of woman is that her "individual interests (like men's) are primary, but for the sake of the group" (Scanzoni et al., 1980, p. 746). That is, "the group's well-being is contingent upon the attainment of the woman's interests" (Scanzoni, et al., 1980, p. 746). To complement the role of the non-traditional woman, "the modern man accepts the new woman's philosophy" (Scanzoni, et al., 1980, p. 746). It should be noted, however, that if any kind of disagreement of philosophies between partners surfaces, it will probably "undermine the likelihood of mutually satisfactory decision-making" and ultimately result in conflict (Scanzoni, et al., 1980, p. 746). For example, "independent wives who work are threatening when masculinity is linked to the (traditional) role of the breadwinner" (Turkel, 1980, p. 306). Because the woman is not staying in the traditional dependent role, her values come into conflict with those of her traditional partner. What has not been recognized is that quite often, women work in order to emphasize self-improvement as well as personal growth (Turkel, 1980, pp. 307-308). Further, women who work often perceive themselves as making a contribution to others through their work (Turkel, 1980, p. 308). Yet, even when women do work, they do not "consider themselves successful unless they are good at all roles: career, wife and mother" (Turkel, 1980, p. 308).
The Effect Of Family Structure On Roles

In 1943 Parsons identified that in lower class situations there is a type of "deviation" from the main pattern of the "conjugal family", that is, mother, father and offspring. This deviant type of family is the single parent family which is "connected with a strong tendency to the instability of marriage and a mother-centered type of family structure—found in both Negro and white population elements" (Parsons, 1943, p. 29). Glasser and Navarre (1965) and Billingsley and Giovannoni (1971) also present the idea that the female-headed-family may be a deviant family structure. In particular, Glasser and Navarre suggest that the "task, communication, power and affectional structure within the nuclear group are influenced by the absence of one parent, and the family's ability to fulfill its social and personal functions may be adversely affected" (1965, p. 109). Likewise, Brandwein et al., support the notion that the single parent family is a deviant structure but assert that the problem this type of family will probably experience is two-fold: that is, not only is this family type abnormal but the members are also victims because they are the product of a fatherless family (1874, p. 498).

With respect to roles, the female who heads a family is often seen as "assuming a deviant gender role" (Brandwein et al., 1974, p. 498); Pierce, 1980). The single mother is "not attached to a man as she should be and she is thus usurping a status properly assigned to men." (Brandwein et al., 1974, p. 502). Furthermore "the loss of a father (for any reason) leaves a family without status, without organization
and without power" (Brandwein et al., 1974, p. 502). However, in order for society to relieve itself of this problematic situation, it is often assumed that "the single parent state is temporary." (Brandwein, et al., 1974, p. 511).

**Growth of Single Parent Families**

In recent years, it has been suggested that the number of single parent (female-headed) families has increased. According to the Canada Year Book 1980-81 statistics, "lone parent families increased both in number (371,885 to 559,335) and in proportion of total families (8.2% to 9.8%) over the decade." (p. 120). Further, the proportion of female lone parent families increased for 6.6% to 8.1% while the proportion of male lone parent families increased only from 1.6% to 1.7%. This reflects an increase in broken families in Canada because the percentage increase of female lone parent families was 171.6% in the age group 25-34 and 68.2% in the age group 35-44, the ages at which most divorces were granted. An increase of 163.8% was recorded for the under 25 age group. The greatest proportion of male lone parent families fell in the 45-54 age group followed by the 35-44 age group. (Canada Year Book, 1980-81, p. 120).

In order to account for the increasing number of single parent families, two contrasting points of view have emerged. Persons who believe in the first advocate that the growth of single parent families is "a threat to the traditional roles of men and women and to the traditional family" and therefore believe that it is an "index of decline and decay" in our society (Wattenberg, et al., 1979, p. 465). In contrast, persons who believe in the opposite
view suggest that the growth of single parent families is a "necessary adaptation to a post industrial society that creates rising expectations of personal fulfillment" (Wattenberg, et al., 1979, p. 465).

In contrast to both of these views is the belief held by Cutright. He asserts that the actual number of female-headed families may be no different than it was in the past. Rather what has changed is the increasing tendency for single mothers to establish their own place of residence independent of their relatives as opposed to living with relatives as sub-families (Cutright, 1974, p. 714).

On Becoming A Female Who Heads A Family

The demands placed upon a woman when she becomes a single parent are often quite numerous. Kohen suggest that "most women do not begin single parenthood with a background or social environment which supports an identification with being head of the family" (1981, p. 236). That is "traditional female socialization does not prepare women never to marry, or for the loss of her role as a wife, or for the demands of raising children alone or for the stress of single again identities" (Wattenberg, et al., 1979, p. 462; Schlessinger, 1974; Kohen, 1981). Initially when a woman becomes a single parent, she shows "classic symptoms of distress compounded by economic helplessness" (Wattenberg, et al., 1979, p. 465). Women, however, who eventually "come to identify with their new family role develop (the necessary) skills and assertiveness and they also build supportive social networks" (Kohen, 1981, p. 238). But women who "either isolated themselves so that they were dependent on only one or two friends ... or were enmeshed in
relationships with people who criticized them or reinforced qualities that prevented them from assuming responsibilities as head of the family" (Kohen, 1981, p. 239) had a negative adjustment to their status of being single. Given that some authors believe that most "single parent households exist in isolation" (Wattenberg, et al., 1979, p. 464) (a condition which will be discussed as having negative consequences on a woman), an examination of the history of the kinship system as well as patterns of affiliation with families and friends may be helpful to determine patterns of isolation for females who head families.

History Of The Kinship System

The evolution of kinship system has interesting implications for the modern single-parent family. In recent years controversy has centered on "the claim that the family has become isolated from a wide range of kin as a function of its changing economic position, which stems from the industrial revolution and the change in family compositions..." (Rosenburg et al., 1973, p. 2). This "debate has its origins in the work of Parsons" (Rosenburg et al., 1973, p. 3) who wrote that, a priori, "the importance of the isolated conjugal family is brought out by the fact that it is the normal household unit. This means that it is the unit of residence and the unit whose members as a matter of course pool a common basis of support...especially money or income" (Parsons, 1943, p. 27). Further Parsons explains that "the typical conjugal family lives in a home segregated from those of both pairs of parents (if living) and is economically
independent of both" (Parsons, 1943, p. 27). Although Parsons addressed the effect of kin on the conjugal family, the effect of kin on the present day single parent family is also relevant. Cumming and Schneider point out that for various types of families, "sibling solidarity is a prominent feature...which is used primarily for socializing" (1961, p. 501). Moreover, Sussman also suggest that "kin ties, particularly intergenerational ones, have far more significance than we have been led to believe in the life processes of the urban family" (1974, p. 30). That is, the "family is closely integrated within a network of mutual assistance and activity which can be described as an interdependent kin family system" (Sussman, 1974, p. 30).

At this point we shall look at the relationship of mothers of poor socio-economic status with their families and friends.

Women's Relationships To Family And Friends

In comparing relationships with neighbours and friends to relationships with family, Allan reports that "kin play a far more important role in working class patterns of sociability than in middle class ones and the sources of working class (non-kin) friends tend to be restricted to particular structured categories of others, especially neighbours and work mates, while sources of middle class friendships are more varied" (1977a, p. 389).
Specifically Allan found that working class persons:

1) confine their non-kin sociable relationships to particular situations;
2) have developed relationships with more specific contexts;
3) tend to see each relationship as relevant only to a particular social structure and are more willing to accept the restrictions imposed on the relationship by this structure;
4) have friends who tend to be specific, only in certain situations;
5) treat their homes as the exclusive preserve of the family and do not entertain non-kin there;
6) when married, partners carry on their social lives independent of one another;
7) tend to claim that their interactions with others, while often regular and frequent, have not been arranged for their own sake; rather, they see them more as the unplanned consequence of being in the same place or taking part in the same activity as one another;
8) tend to regard fewer people as friends...
9) have difficulty in defining who is and who is not a friend;
10) tend to have a particularly strong relationship with one (and occasionally more than one) of their siblings and treat this person as their special confidante and social companion (usually it is with a sibling of the same sex and almost always with the one nearest in age to the respondent); (1977, p. 390).

In other works, Allan again notes that "there is a tendency for working class respondents to have a very strong and important relationship with one...sibling" (1977b, p. 181). This author also explains that "without exception, these siblings were recognized by the respondents as being the most important people in their social network and were frequently described as their best friends" (1977, p. 181). This may have special importance to working class
individuals, who tend to regard fewer people as friends (Allan, 1977b, p. 181). In relationships between sisters, "companionship...rather than interaction in externally organized social activities is emphasized" (Allan, 1977, p. 182). Furthermore "geographical separation does not necessarily destroy these sibling relationships" (Allan, 1977, p. 182).

Again in terms of relationship with friends, Rainwater et al., concludes that "working class women feel isolated from the world of non-relatives" (1959, p. 108). To account for this, he suggests that these women "may not in fact be isolated, but they tend to feel that it is harder for them to get acquainted than it is for average people; and they are fearful that they lack the personal skills for making friends easily" (1959, p. 108).

Further, Glasser and Navarre advise that "women of low socioeconomic status are not joiners; the world must come to them. Such tendencies toward isolation intensify the loneliness of the female head of the household" (1970, p. 65; Rainwater et al., 1959, p. 107).

Consequently it appears that single mothers of low socioeconomic status develop few, strong relationships (if any at all) with neighbours etc. At this point, then, it will be helpful to review the basis of their relationships with their families.

In terms of family relationships for women, McLanahan et al., reports that "the network of the family of origin provides several kinds of resources including direct services as well as emotional supports" (1980, p. 695). The family network is "viewed primarily
as a source of security (it may be noted that this is consistent with Bowlby's notion of security or attachment,) (Bowlby, 1969) and a sense of personal worth" (McLanahan et al., 1980, p. 695). Further, according to this author, apart from friendships which have developed from possible employment, many single mothers "appear to have little contact with peers and only rarely engage in non-familial social activities" (McLanahan et al., 1980, p. 696).

As for conjugal family relationships, Myers et al., identify that "people who are married are more likely to share the impact of life events" (1975, p. 428). Accordingly "shared crises and mutual support appear to minimize intrapsychic disturbance" (Myers et al., 1975, p. 428). Burke and Weir also support this notion through their findings that "the husband-wife helping relationship is an important mediator between experienced stress and individual well-being" (1977, p. 121). Conversely, "unattached persons are more likely to be isolated and are required to face more problems" (Myers et al., 1975, p. 428).

In terms of a woman's relationship to her children, a variety of situations may affect the relationship. As has been previously suggested, "a great deal of what (a woman) holds dear is located in her children" (Rainwater et al., 1959, p. 88). Further, Rainwater et al., suggests that a woman of low socioeconomic status "looks for gratification from her children in the present rather than the future. She tends to regard her child as something that should give her pleasure, even as she cares for it" (1959, p. 89). However, because a woman in this
position accepts gratifications (which) tend to come from her own limited world of her children...and (because) she does not expect to be personally successful against forces she cannot control" (Glasser and Navaire, 1970, p. 63), she sees "herself as having...little effective power over her children" (Glasser and Navarre, 1970, p. 63).

In contrast, however, Kriesburg found that although "poor husbandless mothers show some tendency either to over control or to under control their children" (1970, p. 231), on the average, "there was no general tendency for mothers without husbands to differ from mothers with husbands in values, beliefs and conduct that adversely affect their children" (Kriesburg, 1970, p. 224). On the other hand, other authors indicate that "neglectful mothers were (apt) to have (numerous children), to be without a husband, to have experienced recent marital disruption, to be poorer and to be without necessary material resources for their children" (Giovannoni and Billingsley, 1970, p. 203).

In terms of employment, Gelles's and Hartgeaves's research supports the hypothesis that the only time an employed mother will differ from other mothers in her use of violence with her children is at a time when her partner is unemployed (1981, p. 524). At this time, the chances of a mother using some sort of physical violence with her children seem to be increased.

Consequently, since there is evidence which suggest that women of lower socioeconomic status experience various difficulties in their day-to-day lives, a review of their perception of available services is appropriate.
Professional Support Services

Given that people who are integrated into their "social system (are) better able to cope with the traumatic impact of life crises than those who are not", (Myers et al., 1975, p. 421) the primary importance of support services is that they "can protect people in crises from a wide variety of pathological states..." (Cobb, 1976, p. 310). Since lower class persons are "comparatively limited in their access to supportive social relationships and community ties" (Kessler et al., 1980, p. 465), professional support services are absolutely necessary. However, according to Weiss, women who are troubled and who appear to have fewer alternative resources find the service they seek to be "accompanied by actions or comments injurious to their self-esteem, and support and guidance to be virtually unobtainable" (1973, p. 327). To account for this, it has been demonstrated that lower class mothers judge the usefulness of service by "the adequacy of their perceived need for support rather than on the basis of support actually provided" (Coletta, 1979, p. 884).

In order to determine the degree to which women of lower socioeconomic status are integrated in their social system, however, a closer look at their identification within the larger community may be helpful.

Community Identification

The primary purpose for a review of women's identification with the total community is to "try to identify how closely residents identify themselves as being part of the community" or, conversely, to try to identify if they perceive themselves as being isolated from the
community. (Social Planning and Research Council of Hamilton, 1981, p. 44)

Studies conducted in this area have shown that "feelings of alienation...have led poor people in general to withdraw from community life" (Heller et al., p. 385). More specifically, in terms of single parents, Schlessinger argues that "isolation from normal community life to some degree is the fate of parents without partners..." (1969, p. 10). In very general terms, Rainwater et al., conclude that social isolation is very common for many such women (1959).

WOMEN AND THEIR FINANCES

This section contains a discussion of women and their finances. Included within is a review of: 1) income and its effect on marital stability; also, its effect on single parent families; 2) economic well-being; 3) employment; and, 4) unemployment.

Income: Effect On Marital Stability And Single Parent Families

In terms of the effect of income on the stability of marriage, studies have shown that "although a positive correlation has been found between a husband's or family's income and the stability of marriage, the effect of a wife's income may provide her with a degree of independence that offsets that" (Wattenberg et al, 1979, p. 461). Cutright also supports this by suggesting that "income rather than other indicators of the family's position in the social structure has direct effects on the stability...of marriages..." (1971, p. 304).
In a study of divorced couples, Levinger found that one important variable which determined whether or not couples would reconcile was the wife's level of income (1976). That is, the lower her income, the more likely it was that she and her husband would reconcile. However, Goode (1962) found that the poorer the family is, the more likely the parents are to divorce. Further, "the adverse effects of poverty on marital stability are greater than the divorce statistics indicate since poor people often separate without obtaining a legal and costly divorce" (Brandwein et al., 1974, p. 500). Many authors have suggested that, in general terms, the opportunity for women to receive welfare or mother's allowance benefits contributes to marriage instability or an increase in female-headed-families (Bahr, 1979; Hong, 1974). Therefore, a single woman who is head of the household may be supported "by society by such mechanisms as...mother's allowance...when the woman has ceased to be (or never has been) a wife" (Eichler, 1981, p. 210).

**Economic Well Being**

Recent statistics from the Canada Year Book 1980-81, show that the average income of families headed by males ($20,947) was much greater than the families headed by females ($12,089) in 1977. For the younger groups, in fact, the male-headed average was more than twice the female-headed one (p. 266).

Although there appears to be a positive correlation between income maintenance programs and the number of family breakdowns, a married woman who becomes a female head of the family and who accepts
welfare or mother's allowance "can expect a substantial drop in her level of economic well-being" (Bradbury et al., 1979, p. 519). This suggests that the relationship between the two factors is not casual. Welfare benefits "are calculated to provide only a minimum subsistence income and therefore benefits do not raise families out of poverty" (Brandwein et al., 1974, p. 501). This is partially the result of the philosophy that "able-bodied mothers...of dependent children have violated the work ethic because they have not found jobs or are unable to fully support their families" (Greenfield et al., 1973, p. 26).

In order to support the family as a viable unit in society with respect to income, Turem and Arrow stress that it is important that welfare programs be developed to "reduce the financial incentive for families to break up" (1977, p. 48), because sometimes it is more profitable for members of a family to "establish separate residences due to real or feigned family splitting". (Turem et al., 1977, p. 35). In contrast, however, Bishop found that "expanding eligibility for welfare to include two-parent families will increase rather than decrease marital splits" (1980, p. 302). Therefore, he suggests that "if keeping families together is an objective, implications are that intact families with an able-bodied worker would be best aided by providing jobs...not by putting them on welfare" (1980, p. 302).
Employment

With respect to employment, Ginzberg found that a woman's family life and career activities are partially dependent upon her husband's and children's attitudes and activities. (1966). Other authors support this idea by suggesting that a "woman's family situation sets some limits of her career activity" (Stewart, 1980, p. 203; Chrisenger, 1980; Nichols, 1979). Although it has been identified that although "career persistence and career type were both strongly negatively predicted by marriage and children... (and) that a family situation contributes to a woman's life pattern, it does not entirely determine it" (Stewart, 1980, p. 204). Stewart reports that a "self-defining woman who is relatively autonomous will pursue a career which is typically male in our culture but the self-defining woman who is relatively constrained will not simply accept the definition of a "housewife role provided by the culture but will add to it freelance work conducted in the home" (1980, p. 205).

Scanzoni, et al., however, asserts that the issue for working women "is not an all-or-nothing dilemma between a career/job or marriage and children but rather what the nature of the occupation and domestic role combination will be" (1980, p. 749).

Yet, because the traditional socialization process for females is such that the "focus of girls' lives is not so much on the occupational skills and achievement, but on the development of skills that will maximize their personal attractiveness in preparation for
marriage and motherhood" (Scanzoni, et al., 1980, p. 749) many working and low class women "enter into family roles early in life and are therefore prevented from acquiring the education necessary to hold high paying jobs" (Lopata et al., 1980, p. 5). Even if women are able to obtain professional positions "a large number of these jobs has become low paying, routine and dead-end much like other occupations employing large number of women" (Carter et al., 1981, p. 500).

Consequently, although "welfare mothers share with the general society a positive attitude toward the value of work and the work ethic" (Chrisenger, 1980, p. 55), "welfare benefits are competitive with wages...for women with low potential earnings" (Chamber, 1977, p. 106). Further, given the fact that women on welfare also "have additional income transfers such as medical benefits, public housing etc." (Chamber, 1977, p. 106) they are often financially better to stay on welfare than they are to work.

Moreover, in the case of a single female who heads a family and who purposely chooses not to work, "she may have a sense that (she) is meeting the traditional obligations of mothering and to some extent compensating for the fact that the father is no longer meeting responsibilities previously expected of him" (Kohen, 1981, p. 236). That is, "women who made the choice of mothering over financial stability have the advantage of being able to obtain social approval to a greater degree than those who choose to invest primarily in the family's financial stability" (Kohen, 1981, p. 237). In this instance,
however, difficulties with conflicting values in society confront the mother because to some extent "society defines a woman's place in the home, caring for her children. Yet, women who receive public assistance are held responsible when they fail to find jobs, fail to earn enough, and fail to provide child care" (Dinerman, 1977, p. 476).

Unemployment

According to Rosenman, people may become unemployed in one of four different ways. The four categories of unemployment concern:

1. people who have lost a job and either expect to be recalled or are permanently laid off.
2. people who have left a job for whatever reason.
3. people who are entering the labour force for the first time; and,
4. people who are reentering the labour force after a period that may vary from several weeks to several years to not working.
   (Rosenman, 1979, p. 21).

In recent years, "women have been increasingly hit by unemployment...even though they have been entering the labour force in increasing numbers" (Rosenman, 1979, p. 24). Wattenberg et al., however, identify the irony that at a time when other trends suggest the improving status of women, female-headed-families account for the largest proportion of economically disadvantaged persons" (1979, p.463). To account for this, Moen reports that "women are less likely than men to have the training and experience that would make them more employable" (1975,p.569). Moen also notes that "families headed by unemployed women are...more likely to suffer (in terms of expanded unemployment) than are those with a male breadwinner" (1979, p. 569).
In terms of the relationship between unemployed married men and their wives, Wattenberg et al., report that "men who have experienced substantial job instability are about twice as likely to separate from their wives as those who have not" (1979, p. 462) thereby increasing the incidence of single parent families. Further, Cohn (1978), Salvage (1981) and Borrero (1980) suggest that for both men and women, becoming unemployed leads to a greater sense of self-dissatisfaction. Specifically, Salvage suggest that "unemployment contributes to psychological and physical illness in the entire family, in the form of stress, guilt, clinical depression, nutrition problems, marital breakdown including violence to women, sexual difficulties, truancy, crime and other problems" (1981, p. 1103).

WOMEN AND OTHER INFLUENCES

The final section of this review addresses women and other influences which may affect them such as: 1) Health (i) accessibility to and utilization of health services; (ii) mental health; and, (iii) physical health; 2) Religion; and, 3) Recreation.

Health Accessibility to and Utilization of Health Services

In recent years, there has been increasing interest in the low-income person's accessibility to and utilization of available health services. Berkanovic et al., present three alternative models which they believe are determinants of low-income people's behaviour with respect to utilization of health services (1973). These models are: 1) unequal access (Andersen et al., 1967); 2) culture of poverty
(Strauss, 1967, 1969; Lewis, 1966); and 3) cultural and social psychological differences related to ethnicity and socioeconomic status (Zola, 1966; Mabrey, 1970). A brief explanation of each model will follow.

The unequal access model is essentially self-explanatory. It suggests that although there is acceptance of medical services by poor people, the inequalities of utilization are the result of unequal access. The culture of poverty theory posits that because the poor do not have the information and experience required to make use of most health services, the poor are culturally unable to make use of them. (Because of the Ontario Health Insurance Plan (OHIP) which provides universal coverage to all individuals, this may not be a problem).

The final theory, cultural and social psychological differences related to ethnicity and socioeconomic status refers to the fact that patients will seek care after symptoms confront them which are indicative of social problems (Berkanovic et al., 1973, pp. 248-250). The "problems" experienced by the patient may range from an "inability to carry out a valued social activity to pressure from relevant others; and they may precipitate care seeking even though (physical) pain did not (motivate them)" (Berkanovic et al., 1973, p. 250). Further, Zola (1966) contributed to this theory as he was able to determine that this behaviour is related to ethnic subcultures.

With respect to the utilization of health care of single parent families in recent years, The General Mills Report (1978-1979) identified that "72% of single parent families were cutting back in health care
services (such as medical care, dental care) in order to cope with inflation" (p. 62). Again, because of the health care coverage offered by OHIP, this may not be true of most single parent families in Ontario. But when comparing patterns of utilization between men and women, Phillips et al., found that "women are more likely to seek medical care than are men with the same number of physical illnesses and similar psychiatric conditions" (1969, p. 58). In general, however, Myers et al. suggest that women seek "medical attention in an attempt to get help for the problems of daily living which have been demonstrated to be strongly related to psychiatric symptomatology" (1975, p. 428).

**Mental Health of Low-Income Women**

Numerous studies indicate the susceptibility of women, especially those of lower class, to mental health problems. Primarily, Scanzoni et al. report that "housewives appear to have much lower levels of mental health than women who worked outside the home and much lower levels of mental health than married men" (1980, p. 751). Likewise, Kessler et al. (1980) and Phillips et al. (1969) advise that women consistently report higher levels of emotional distress or psychiatric symptoms than men. To account for this, Radloff and Rae suggests that "women were exposed more often to more of the factors that related to depression..." (1979, p. 174).

According to various authors, factors related to depression in lower class women are quite often linked to their role or status. Cove et al. suggest that the roles women occupy in society
will enhance their chances of developing emotional problems (1973, p. 84). These authors present five reasons for this. Primarily the traditional woman, whose role is restricted to that of housewife, usually has no alternative source of gratification (such as employment) if she finds her family role unsatisfactory (Gove et al., 1973, p. 815).

Second, because the role of a housewife is a position of low prestige and status which means that the "position is not consonant with the educational and intellectual attainments of a large number of people in our society, we might expect such women to be unhappy with the role" (Gove et al., 1973, p. 815).

The third reason is that because the role of a housewife is "relatively unstructured and invisible" (Gove et al., 1973, p. 813), this allows a woman to brood over her troubles and her distress may thus feed upon itself" (Gove et al., 1973, p. 815).

Fourth, even if a married woman works, she typically performs "most of the household chores, which means that (she) works considerably more hours per day than her husband" (Gove et al., 1973, p. 815). Therefore, over exertion because of an overload of responsibilities may lead to depression in women.

Fifth, women have unclear ideas of the expectations which confront them (Goode, 1960; Rose, 1951). Thus, it is "likely that many find the uncertainty and lack of control over their future frustrating" (Gove et al., 1973, p. 816).
However, Broverman et al. point out that when examining the mental health of women there appears to be a double standard in levels of acceptable mental health (1968, p. 1). These researchers found that "clinical judgements about the traits characterizing healthy mature individuals differed as a function of the sex of the person judged" (Broverman et al., 1968, n. 1). That is, traits which characterized healthy adults were less often attributed to women than to men (Broverman et al., 1968, p. 5). Thus,

for a woman to be healthy, from an adjustment point of view, she must adjust to and accept behavioural norms for her sex, even though these behaviours are generally less socially desirable and considered to be less healthy for the generalized competent mature adult (Broverman et al., 1968, p. 6).

In terms of mental illness in lower class persons, Heller et al. report that "feelings of alienation are an inevitable reaction of the poor to their marginal position in a class stratified, highly individuated capitalistic society" (1979, p. 385).

Kessler and Cleary argue that "distress is caused by exposure to stressful life experiences (and) lower status people are highly exposed to this sort of experience" (1980, p. 463). Therefore, lower status individuals are likely to "develop symptoms of distress when exposed to problematic life experiences" (Kessler and Cleary, 1980, p. 463).

Dohrenwend et al. define social stressors "as objective events that disrupt or threaten to disrupt the individual's usual activities" (1969, p. 133) and assert that "stress situations (are) more frequent and more severe in the lower class environment" (1969, p. 131).
Likewise Myers et al. believe that "psychiatric distress found in the lower class...is due to the uneven distribution of life events" (1974, p. 202). Further, "lower class individuals experience more unpleasant events which have a higher readjustment or change impact than persons higher in the social status system" (Myers et al., 1974, p. 202).

Consequently, according to these researchers, lower class women are extremely susceptible to depression for a variety of reasons.

**Physical Health**

It is known that "physical well-being and health maintenance are necessary if family members are to have the energy and personal resources for meeting everyday demands of life and work" (Mabrey, 1970, p. 244). On the other hand various authors have suggested that because individuals of low socioeconomic status receive less adequate medical care throughout their lives, these individuals are more prone to illness (Glasser and Navarre, 1970, p. 62).

Quite often physical illness coincides with a "period when the individual is experiencing many demands and frustrations arising from his social environment or his interpersonal relationships" (Kinkle, 1974, p. 21). It has been documented earlier in this chapter that lower class women believe that psychological or emotional illnesses are actually physical illness. Nevertheless, in recent years women have become more prone to physical illnesses as a result of behavioral changes as opposed to biological factors (Lewis et al., 1977, p. 863). Although statistics always have shown that the life span of females is
longer than the life span of males, "sex-role related changes in
behaviour (such as) increased consumption of tobacco by women and a
reversal in the sex mortality ratio for cancer of the lung" (Lewis et al.,
1977, p. 863) indicates the increased likelihood of women having difficulties
sustaining good physical health. Consequently, it appears that women may
be just as susceptible to poor physical health as they are to poor
mental health.

Religion

According to the July, 1973 Gallup Report, 50% of all Canadian
adults reported that organized religion was a relevant part of their
lives. Furthermore, "more women than men...indicated that formal
religion was a part of their life" (Gallup Report, 1973). Again in May
1978, 53% of all Canadians said organized religion was a relevant part
of their lives (Gallup Report, 1978). It was also noted at this time
that "more women than men...claim formal religion as a part of their
life (Gallup Report, 1978)." In 1981, Gardner et al. reported that "over
ninety percent of Canadians claim religious affiliation" (p. 46). Since
it appears that many Canadian women are involved in or identify in
some way with some sort of organized religion, it seems that religion
may have a significant effect on the lives of women.

In general terms, Hadaway and Roof suggest that religious
affiliation and more specifically "religious commitment acts as a
resource...and those who feel that their religious faith is important
and those who participate in religious activities also tend to feel (that) their lives are more worthwhile" (1978, p. 295).

In terms of the effect of religion on the poor, Lefever argues that
the religion of the poor functions as both an escape and a creative force, as both a palliative and as a positive source of cultural and social meaning. The religion of the poor from an outside perspective is disorganized, but when viewed from within is seen as a type of behaviour that is organized according to its own set of values and norms (1977, p. 234).

In terms of the relationship between religion and anomie, Lee and Clyde suggest that religiosity is operative in the determination of personal anomia in two related ways. First, there appears to be a causally immediate impact of religiosity upon normless. Religions in general propagate ideologies to the effect that there are right and wrong ways of behaving and thinking. These standards vary across religions, but the crucial point is that religions have advocated such standards. Furthermore, religions tend to support the philosophy that the future of the individual and of humanity is predictable and certain. (1974, p. 45).

In contrast to Lee and Clyde who suggest that "religion fosters the internalization of norms" (1974, pp. 36–37), Carr et al. reports that "current empirical research does not support those who say that religion reduces anomie in modern society" (1976, p. 73).

Other authors, such as Hong, describe a third hypothesis on the relationship between religion and anomie and its effects on people. He found that the "frequency of attending religious services is a significant factor in the variation of anomia, while religious affiliation
and the strength of religious identification are not" (Hong, 1981, p.233).

In summary, there appears to be a variety of ways in which religion may affect the lives of women.

Recreation

The role that recreation plays within a community may be reviewed in order to determine its effects upon individuals and families. According to Shuttleworth, recreation is an autonomous system which is a function of a social matrix embracing the total network of social relationships in which the individual is involved" (Shuttleworth, 1979, p. 489). The importance of recreation is in the fact that it facilitates "community social solidarity existing in kinship and friendship bonds" (Shuttleworth, 1979, p. 490). Given that recreational systems support social relationships, recreation may be viewed as an important "vehicle for the generation of the social matrix's social solidarity" (Shuttleworth, 1979, p. 490).

Of particular interest is the effect recreation has on families. According to Ragheb, there is evidence to suggest that "family leisure satisfaction gained from participation as a family in outdoor and social activities correlated with family cohesiveness" (1980, p. 139).

In terms of activities most often preferred by men and women, Pierce noted that women liked "less risky and less physically strenuous. activities" (1980, p. 281).

In terms of working class women, however, Rainwater et al. identify that many of these women do not take part in club activities or voluntary organizations (1959, pp. 114-115). Rather, these women confine
themselves to their home and maintain their domestic responsibilities.

Further, Tinsley and Kass (1979) have determined that an individual will choose an activity for her leisure time depending upon the individual's own needs.

Consequently, for most people "the higher the satisfaction gained from an activity, the greater the frequency of participation in the activity" (Ragheb, 1980, p. 147).

CRITICAL ISSUES

This section describes the critical issues of the study. It includes a discussion of: 1) the concept of anomie; 2) the definition of need; 3) Maslow's Hierarchy of Needs; 4) needs assessment; and 5) social indicators of need.

The Concept of Anomie

Emile Durkheim and Robert Merton together are recognized as the originators and developers of the concept of anomie. Initially Durkheim defined anomie as a "state of normlessness which results from the disruption of values in society" (Nisbet, 1974, p. 270). In later years, Merton identified that a state of anomie is characterized by the disjunction between goals and institutionalized means of attaining these goals (which) leads to strain, causing those experiencing this condition to weaken their commitment to the culturally prescribed goals and the accepted means of attaining those goals. (Merton, 1957, p. 131).
The concept of anomie is valid only if it is applied as a theoretical concept to the conditions of society. Consequently, its application will be limited to the overall theoretical framework of this study.

**Definition of Need**

For the purpose of this study, "need" will be defined as the "measurable discrepancy existing between a present state of affairs and a desired state of affairs..." (Beatty, 1981, p. 40). According to this definition, a condition of "need" is equated with a condition of deficiency or frustration as defined by Abraham Maslow (Beatty, 1981, Maslow, 1951). Therefore, in order to determine the process and value of need gratification in the hope of defining conditions of deficiency or frustration, Maslow's Hierarchy of Need will be applied as an overall theoretical framework for the study.

**Maslow's Hierarchy of Needs**

Abraham Maslow believed that "neurosis developed from the deprivation of satisfaction of needs" (Maslow, 1968, p. 21). That is, the neurotic individual experiences a deficiency of basic need gratification (Maslow, 1968, p. 37). In order to identify an individual's needs and the order in which an individual will try to satisfy his needs, Maslow developed a Hierarchy of Need in 1943. Included within the hierarchy of needs is a "Hierarchy of Relative Prepotency", which describes the order in which need satisfaction must be attained (Maslow, 1954, p. 83). This hierarchy stresses that if
at any level the individual's need is (strongly) frustrated, the individual will not be able to attain the next level of need satisfaction.

The first level of need is the most prepotent of all needs. It is termed "physiological needs" and includes issues surrounding survival, for example, hunger etc. (Lowry, 1973, p. 25).

When satisfaction of the first level of need is achieved, the "next prepotent class of motives includes, safety needs" (Lowry, 1973, p. 25).

The third level of need, the need for belongingness and love is also a basic need but is "less prepotent than either physiological or safety needs" and is not so well satisfied in our culture (Lowry, 1973, p. 26). It generally includes "love and affection as well as their possible expressions in sexuality" (Lowry, 1973, p. 26).

The fourth level of need is the self-esteem need. This includes "the need or desire for a stable, firmly based usually high evaluation of (oneself)... and may therefore be classified into two subsidiary sets... First (there is) the desire for strength, for achievement, for adequacy, for mastery and competence, for confidence in the face of the world, and for independence and freedom. "Second, we have what we may call the desire for reputation or prestige..., status, dominance, recognition, attention, importance or appreciation." (Lowry, 1973, pp. 26-27).

The final stage of needs, self actualization (the most infrequently satisfied level of need) is defined as an individual's "desire to become more and more what one is, to become everything that one is capable of becoming" (Lowry, 1973, p. 28).
According to Maslow, "higher need gratifications produce more desirable subjective results, that is more profound happiness, serenity and richness of inner life" (Maslow, 1954). Further, the process through which information may be gathered "which reflects the needs and characteristics of a specific population" is called Needs Assessment (Neuber, 1980).

Needs Assessment

Needs assessment specifically "refers to the analysis of an undesirable condition or the examination of the extent to which actual conditions differ from a desired state of affairs" (Austin, 1981, p.294). The primary purpose of the needs assessment is to "determine discrepancies and suggest or require some sort of action based upon those discrepancies" (Kaufman, 1979, p.25). Ideally a social needs assessment is "directed towards producing a series of broad statements of social concern which identify and analyze existing problems" (League of California Cities, 1975, p. 75). These statements "suggest alternative approaches to intervention", and they provide the "foundation upon which policy and priorities will ultimately be based" (League of California Cities, 1975, p. 75). Therefore "needs assessment is a tool by which one may be increasingly assured that the intervention, once selected, is related to basic gaps and problems, not just to obvious symptoms or to problems poorly defined" (Kaufman, 1979, p. 55). Further, as opposed to completing a needs assessment on a total community, it is acceptable to "narrow the focus of the
needs assessment to those geographic areas where it can be predicted that serious unmet needs are located" (League of California Cities, 1975, p. 82). Therefore "efforts can be made to pinpoint and describe particular social problems" (League of California Cities, 1975, p. 88). Ultimately the results of data collected from a needs assessment should reflect:

1) personal problems and needs; 2) perceived community problems and needs; 3) the consumer's awareness of available human services and community service providers; and, 4) the consumer's attitude towards problems of living and the services designed to assist people in dealing with such problems (Neuber, 1980, pp. 17-18).

In order that data reflecting the aforementioned items may be collected, social indicators of need may be used (Neuber, 1980, p. 18).

**Social Indicators of Needs: As An Approach to Needs Assessment**

Although various approaches may be taken to complete a needs assessment, one in particular, the social indicator approach, attempts to "identify selected factors that may be indicators of need" (Nickens et al., 1980, p. 4). That is, social indicators of need "identify those measurements which best reflect overall community needs and conditions in health, employment, housing and other areas" (League of California Cities, 1975, p. 75). Further, an indicator set may be established to reflect the assumed goals of the desired state of affairs, situations or conditions (Nickens et al., 1980, Beatty, 1981). It should be noted that although "indicators do not fully define needs or determine solutions, they do show changes over time. They offer
comparisons with other locations and clues for further investigation and analysis" (League of California Cities, 1975, p. 76). Ultimately social indicators "provide an agreed upon figure on which to focus attention" (League of California Cities, 1975, p. 76). In terms of statistical analysis, "inferences of need drawn from descriptive statistics are utilized in this method" (Nickens et al, 1980, p. 4).

For the purposes of this study an indicator set was developed and utilized in order to assess conditions of deficiency or need in one particular geographic location. The indicators used in this study are: 1) employment; 2) health and well-being; 3) housing; 4) recreation; 5) income; 6) safety; 7) public service delivery; 8) sense of community; and 9) transportation (The League of California Cities, 1975, p. 79).

CONCLUSION

In summary, this chapter contains a review of the literature dealing with women of low socio-economic status with specific reference to those who are heads of households. The women's roles have been presented and related to the relationships women have with their families, their communities and society in general.

Before a discussion of the critical issues for the study, the situation of low income women was considered under four practical headings: I) Women and their community; II) Women and their family; III) Women and their finances; and, IV) Women and other influences.
PROBLEM FORMULATION

Introduction

This chapter discusses the formulation of the problem studied. Initially a brief description of the Glengarry Court housing complex is given followed by a brief description of the population studied. Finally the problem is presented in the form of a research question which directs the course of the study.

Description of the Housing Complex

Glengarry Court is a low income housing project of the Windsor Housing Authority (W.H.A.) in Windsor, Ontario. There are fifty-two row houses for larger families and two apartment buildings of one and two bedroom units that house single people with or without children. There is also housing for seniors in the project. The physical surroundings of the area are attractive and well maintained with pleasant grounds and tall trees. There are playgrounds facilities for younger children as well as basketball and tennis courts for the older children and adults. The overall impression of the project is that it is an average group of apartment dwellings. In fact, the only identifying factor that it is a subsidized housing project is the newness of the buildings as compared to others in the neighbourhood and the openness and well-kept appearance.

Approximately fifteen years ago, the issue of the tenants' quality of life surfaced and was addressed with the establishment of the Downtown Citizens' Community Organization (D.C.C.O.). Since
its inception, this organization has created many social services and with the assistance of the W.H.A., the Action Centre was built. The Action Centre has several functions. It provides social activities put on by volunteers from Glengarry Court; recreational activities provided by the Department of Parks and Recreation; and, an Information and Referral Line manned by volunteers from Glengarry Court which provides information on such problems as welfare, pension, compensation, health problems, needs for clothing, food or transportation. Provision of the Action Centre can be seen as an attempt to: 1) respond to some of the concerns about the quality of life in the area; and 2) provide the residents of Glengarry Court with a promise of "self rule" with its attendant promise of actual control over their lives.

Description of the Population

Therefore, because it was thought that some other recent event or series of events had affected the women's lives, it was decided that all of the females in Glengarry Court between the ages of eighteen and fifty-nine inclusive, who identify themselves as the married or single female heads of the household would be asked to participate in the study. For single mothers who head families on a low fixed income, it may not be seen as unusual that they find their lot in life depressing. Not only are they the sole emotional and financial support for their families, but they also may have no support system for their own needs and may not have made a
satisfactory adjustment to the role of female head of a household. Women who identify themselves as having a partner also may be susceptible to depression for a number of reasons such as family conflicts and restraints placed upon them because of the needs of their children and their husbands.

Women, however, make up the largest group of Canadian adults existing with incomes below the poverty line.

Widows and other formerly married women living alone are most likely to be poor; 54% have incomes below the poverty line. Single parent mothers come next (44% of them are poor) and then never married women living on their own (34% are poor). Married women have a relatively low (9%) chance of being poor. (National Council of Welfare, 1979, p. 7).

All of these groups are represented in the population in Glengarry Court.

Having a low fixed income in a time of soaring inflation is undoubtedly more problematic for this group than for the more affluent in our society. For example, while a middle income family may decide to delay the purchase of a new second car, these women may not be able to treat their families to a dinner out at McDonald's once a month. Where there was once a little discretionary money to spend, there is none now.

However true it may be that inflation is contributing to the women's depression, there was little that could be done about it by a study such as this. Further, a study to detect clinical depression would have been inappropriate because it would have required more time, money and manpower than was available and it might have produced few practical and specific recommendations for service. Therefore it
was decided that the study should address other underlying problems which may be correlated with the feelings the women are experiencing.

Problem Formulation

According to Ripple (1960) research begins with an awareness of a "felt difficulty" which indicates a "measurable discrepancy existing between a present state of affairs and a desired state of affairs ...." (Beatty, 1981, p. 40).

Therefore, using an overall framework of family structure, Maslow's Hierarchy of Need was applied and related to the women's feelings of discontent and their measure of anomie. Further, the specific areas including "social indicators of need" studied were:

1) Recreation
   a) Availability and adequacy

2) Transportation
   a) Availability and adequacy

3) Housing
   a) Adequacy, accessibility and maintenance

4) Safety

5) Community Identification

6) Household Family
   a) Changes in relationships and/or composition

7) Roles
   a) Personal perceptions

8) Anomia

9) Affiliation
   a) Support systems
10) Aspirations

11) Health
   a) Changes in the past twelve months

12) Employment
   a) Changes and training, retraining or upgrading

13) Income and expenditures

14) Use of services related to any of the aforementioned areas already available

It was felt that these areas not only could be related to Maslow's Hierarchy of Need, but they also were practical enough to translate into concrete terms.

In addition, it was hoped that the study would give service providers a demographic profile of the women who live in the Glengarry Court housing complex.

The research question presented at the beginning of the study was: What types of programs or services would best serve the women of Glengarry Court as suggested by the deficits demonstrated by their scores on scales designed to measure their contentment and anomia and questions intended to identify (areas) of need as related to Maslow's Hierarchy of Need?
METHODOLOGY

In order to address the research problem as presented, it was necessary, first, to talk with the community worker involved. The purpose of this meeting was to attempt to define the problem as narrowly as possible. It was determined by the research team that:

1. a study of clinical depression would be inappropriate because it would require much more time, money and manpower than was available;

2. a demographic profile of the women who live in the Glenqarry housing development was needed by the Advocacy and Forward Planning Committee of the United Way;

3. a test of the residents' knowledge and use of community resources and agencies would assist these agencies in focusing their publicity;

4. a general needs assessment, a measurement of anomia and a scale measuring generalized contentment to determine attachment to their social environment and general contentment with life situation were the best indicators of a social problem, if one existed.

These fundamental decisions were reached after conducting a preliminary literature review, after talking with several community workers and in consultation with an Advisory Committee. Very
practical considerations such as limited time, money and manpower forced the researchers to explore the problem within those constraints.

The very broad, general nature of the various components of the problem dictated the use of a quantitative-descriptive design which would yield "...quantitative data that answer simple, descriptive questions" (Tripodi in Grinnell, 1981, p. 200). The research was also exploratory in that this type of study had not been done before with the particular population. It was determined by the researchers and the Advisory Committee that an exploratory, quantitative-descriptive design would produce the best overall picture of the population and would open new areas of exploration for future study.

In order to determine the size of the population of women (female heads of households between 18 and 59 years of age, inclusive) in the Glengarry housing development, a listing of tenants was obtained from the Windsor Housing Authority (WHA). WHA's community relations worker was able to eliminate some names on the list because the tenants were single males, male-only heads of households or senior citizens. The population was further reduced with the help of another community worker. A list of 210 names remained and this was the population figure used to determine sample size.

Sample size was determined primarily on the basis of ensuring sufficient data for statistical analysis. The sample was divided into two sub-groups (row-house dwellers and apartment-dwellers,
as discussed below) and the standard error had to be determined by the size of the sub-groups and not by the total sample size.

In addition

the standard error of an estimate for one of these sub-groups depends on the absolute size of the sample for that sub-group. The more the sub-groups to be analyzed, and the smaller the groups, the larger the sample needed to have sufficient cases to keep the sampling error within tolerable limits (Warwick and Lininger, 1975, p.94)

The preliminary literature review suggested that one variable which might influence the knowledge and use of community resources as well as the woman's role in her family was that of family size. It was known that apartments tended to be limited to one or two-bedroom units; rowhouses had, generally, four or five bedrooms. The assumption which followed this was that larger families were in the row-houses while small families and single (meaning "lone") women were in the apartments.

Taking the sub-groups into consideration, it was decided that a one-third sample would be manageable and would yield sufficient data for meaningful analysis. The sample size therefore, was $(1/3 \times 210 =) 70$.

A proportionate stratified sampling technique was used to "select from every sampling unit at other than last stage a random sample proportionate to (the) size of (the) sampling unit" (Miller, 1970, p.57). Using the tenant listing of the population's 210 names (divided into two sub-groups) every third name was chosen to be in
the sample. The starting point was determined by asking five non-involved people simply to choose a number from one to three inclusive. Since the number two came up most often, the second name on the list was chosen as the starting point.

A letter explaining the purpose of the research, supporting it and encouraging the residents to respond positively, was signed by the President of the local citizens' community organization and sent out to the people in the sample. Along with this letter went a letter of support from the Chair of the Advocacy and Forward Planning Committee, United Way Windsor-Essex (see Appendix A). As the letter indicated, the researchers began arranging appointments for the interviews within three weeks.

A major problem became apparent when the interviewers held their first seven interviews: six of the seven people were older than 60 years of age and were therefore, not within the targeted age group for the study. This was completely unforeseen and unforeseeable. The researcher who was making the appointments then asked each woman if she was within the age range.

As names were eliminated from the initial sample either because of non-conformity with study criteria, failure to keep two appointments or simple refusal, they were replaced with the next name on the list. Some people had no phone or had unlisted phone numbers so that arranging an interview appointment by phone was impossible. A follow-up letter was sent out asking people to call the United Way and make appointments that way (see Appendix A). In many cases there was still no response. The interviewers then simply
went to the homes, knocked on the doors and made appointments.

Following one week of making appointments and holding interviews, the response rate was still very low. Time limitations (three weeks had been allotted for the interviewing) negated the possibility of re-drawing the sample so the researchers determined that the most propitious way of obtaining interviews was simply to go door to door and ask for an appointment or an interview. This method yielded the best results because male-only heads of households and those younger or older than the target group were eliminated immediately. The final population figure (those who fit the criteria) was approximately 189 people. Of that number, 62 people were interviewed.

The interviews were all conducted in the residents' homes (with one exception) by any one of the three researchers or by one of two other associates who assisted with the interviewing after some training in interviewing techniques. All of the interviews were done during the latter part of January and the beginning of February, 1983.

The interviews were conducted using an interview questionnaire containing both open-ended and closed questions. This instrument was developed by the researchers following an extensive review of the literature on needs assessments, social indicators of need, family structure and women's roles. An advisory committee consisting of five people whose agencies or groups had an interest in the results of the study were asked for their input. A draft of the instrument was typed and reproduced to be used in a
pre-test.

The pre-test was conducted with three women of various ages who lived in the area of the housing development. One woman was self-supporting while two were on different forms of public assistance. Any items which were ambiguous, double-barreled, too personal, unnecessary, etc., were either reworked or eliminated. The final instrument (see Appendix B) could be completed in 45-50 minutes, so interviews were scheduled at 60-minute intervals. It became apparent very quickly however, that many of the respondents felt a need to talk about many more issues than those raised in the questionnaire. Interviews finally were set at 90-minute intervals.

At the end of three weeks, 62 interviews had been done. This number was very close to the original sampling ratio of 1:3 (1/3 x 189 = 63) and would be sufficient for statistical analysis. The questionnaires were then coded using usual coding techniques: open-ended questions were coded by first doing a content analysis. Fortran coding forms were used rather than coding on the instruments themselves.

The coding sheets were then taken to the Social Work computer research lab where the data were entered on the University of Windsor's computer disk file system. Using Statistical Analysis System (SAS) the data were analyzed. Since the study was a quantitative-descriptive one requiring a very basic level of analysis, the primary statistics used were frequencies, measure of central tendencies and measures of dispersion. The data were then discussed in conjunction with the literature review and the
relevant social welfare policy. This was presented to the Advisory Committee for comments. The final report was prepared following this.

The data were analyzed using basic statistical procedures. Because the study was an exploratory, quantitative-descriptive one the unspecified hypotheses required frequencies and measures of central tendency and dispersion. In some instances the relationship between two variables was suggested by the literature or by the data. Chi-square analysis and t-tests were used to state the existence of an association between two variables. Pearson's Product-Moment Correlation, Spearman's Coefficient of Rank Correlation and Kendall's Tau were used to test the strength of the association between variables.

Operational Definitions

"Respondent" is a person who is apparently a female who describes herself as being 18 years of age or older but younger than 60 years of age on her last birthday and who is the female head of either a female-led single parent family or the female head of a two-parent family.

"Household family" is defined as those persons who usually live in the same housing unit with the respondent and who are related to the respondent by blood, adoption, wardship or marriage.

"Glengarry Court," for the purposes of this study, is defined as the dwelling units in the geographic area bounded on the north by University Ave. East, on the south by Wyandotte St. East, on the
east by Glengarry and on the west by McDougall. The dwelling
units include only those which are owned and operated by Windsor's
Housing Authority as geared-to-income homes.

"Community" refers to the physical and social environment
of the respondent. It is not limited to a geographic area.

For the purposes of this study "need" will be defined as
"the measurable discrepancy existing between a present state of

"Needs assessment" is defined as "the analysis of an undesir-
able condition or the examination of the extent to which actual
conditions differ from a desired state of affairs" (Austin, 1981,
p. 294).

"Sex role" is defined as the "sexual stratification, task
assignment in society and family, and the preferences that persons
hold regarding behavioural agreements between the sexes"
(Scanzoni et al, 1980, p. 752).

For the purposes of this study "traditional roles" for women
refer to generally unpaid household tasks usually associated with
caring for a home and family. It includes cooking, cleaning,
sewing, rearing children, and, in some cases, caring for a husband
or boyfriend.

For the purposes of this study "traditional roles" for men
refer to those tasks which are usually associated with men including
providing for the family, general repairs and maintenance in and
around the home, paying the bills and looking after major dis-
ciplinary problems.
For the purposes of this study "non-traditional" roles for men and women refer to either sex doing tasks which are traditionally done by the opposite sex.

"Occupations" for respondents and others were classified using a modified version of the Porter-Pineo Scale of occupations. (see Appendix C) (Hamilton Social Planning and Research Council, 1981).

For the purposes of this study "monthly income" is defined as the total gross, monthly income from all sources which is used to purchase goods or services for the family. In order to obtain an average monthly figure the respondents will be asked for an average month's income for the previous year (1982).

"Support services" refers to those private or public services or agencies which purport to serve the community by offering counselling, medical aid and protection (police or fire depts.)

"Generalized Contentment Scale" refers to Walter W. Hudson's scale which measures the respondent's degree of contentment with his life and environment. (in Grinnell, 1981, p. 641).

The 25 item Likert-type scale requires respondents to answer each item by answering 1 to 5 with 1 being "rarely or none of the time" and 5 being "most or all of the time." Twelve of the 25 items were reversed score. After converting the reverse scores a total out of 125 was calculated for each respondent. 25 was subtracted from each score (according to Hudson's instructions) to obtain a score out of 100. Hudson determined that a score of 30 or higher indicates the possible presence of clinical depression when used in
conjunction with clinical observations.

"Anomie" is operationalized by using Srole's Anomia Scale (in Miller, 1970, p. 321). Srole describes the scale as measuring the individual's generalized pervasive sense of self-to-others belongingness at one extreme compared with self-to-others distance and self-to-others alienation at the other pole of the continuum.

(in Miller, 1970, p. 320).

Individual scores may range from 0 to 5 with each "agree" answer being scored as 1 and each "disagree" response being scored as 0. Therefore, the higher the score the higher the degree of anomie and the greater the degree of self-to-others alienation.

"Change" in relation to the respondent's income refers to the respondents' perceived difference from one time period to another.

LIMITATIONS

The major limitation in this study occurred because of the unforeseen problems of identifying appropriate respondents as discussed in the Methodology Section. Since a random sample was subsequently not carried through, the results of the study must, methodologically speaking, be limited only to those women who were home at the time and who were willing to talk to an interviewer.

The results must also be limited to the housing development in which the study was conducted. In very many ways this development was not typical of others in Windsor or other cities.
ANALYSIS OF THE DATA

INTRODUCTION

This chapter consists of the analysis of the data gathered from the questionnaire. It is divided into five sections including:
1) a survey of the demographics; 2) a discussion of the social indicators; 3) a review of the household family (structure and change); 4) an application of Maslow’s Hierarchy of Need; and, 5) a discussion of the use of all available community services.

DEMOGRAPHICS

Of the 62 women who took part in the research, nine (14.5%) were currently married or in a common-law relationship. The largest number, however, were divorced (33.8%) with the next highest group being single (20.96%). Separated and widowed women made up 17.74% and 12.9% of the sample respectively.

<table>
<thead>
<tr>
<th></th>
<th>FREQ.</th>
<th>PERCENT</th>
</tr>
</thead>
<tbody>
<tr>
<td>MARRIED</td>
<td>9</td>
<td>14.52</td>
</tr>
<tr>
<td>SINGLE</td>
<td>13</td>
<td>20.97</td>
</tr>
<tr>
<td>DIVORCED</td>
<td>21</td>
<td>33.87</td>
</tr>
<tr>
<td>WIDOWED</td>
<td>8</td>
<td>12.90</td>
</tr>
<tr>
<td>SEPARATED</td>
<td>11</td>
<td>17.74</td>
</tr>
<tr>
<td></td>
<td>5</td>
<td>10</td>
</tr>
</tbody>
</table>

FIGURE 1: MARITAL STATUS OF RESPONDENTS
The women ranged in age from 18 to 59 years with the under-30 age group under-represented. There was a fairly even distribution in the 30 - 39 age group (28.8%), the 40 - 49 year age group (25.6%) and the 50 - 59 year age group (25.6%). Only 2 people, or 3.2%, were under 20 years and 16.1%, or 10 people, were in the 20-29 year age group.

<table>
<thead>
<tr>
<th>FREQ.</th>
<th>PERCENT</th>
</tr>
</thead>
<tbody>
<tr>
<td>18 - 29</td>
<td>12</td>
</tr>
<tr>
<td>30 - 39</td>
<td>18</td>
</tr>
<tr>
<td>40 - 49</td>
<td>16</td>
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<td>50 - 59</td>
<td>16</td>
</tr>
<tr>
<td>2</td>
<td>4</td>
</tr>
</tbody>
</table>

**FIGURE 2: AGE OF RESPONDENTS**

When asked their ethnic background, one-quarter (25.8%) reported a British background, 22.58% reported their background as being French, 16.1% called themselves Black Canadians, Slavic and Germanic backgrounds each accounted for 9.67%, two people or 3.2% were South American and one person (1.6%) was Jamaican. Seven people (11.29%) reported other ethnic backgrounds, including Canadian.

Over three-quarters of the sample (77.4%) were born in Canada with 19.35% having been born outside Canada. Two people refused to answer the item. Of those who were born outside Canada 30.76% (four people) have lived in Canada 10 years or less, 38.45% have lived in Canada
from 11 to 20 years, with 27, 30, 33 and 55 years each accounting for 7.69% or one person each. Asked how long they have lived in Windsor these same people appear to have come to Windsor from other areas of Canada except in the 10 years and under category (30.76%). Seven people (53.83%) have lived in Windsor between 11 and 20 years while only one person (7.69%) has lived in Windsor for 37 years.

The race of the respondent (black or white) was noted by the interviewer. Three people were not included because their colouration was questionable or marginal. The majority of those interviewed were white (41 people or 68.33%) and 18 (30%) were black.

Forty percent of the women in the sample identified their religion as Protestant, 38.7% stated they were Catholic and 14.5% listed various other religions, including Jehovah's Witness and Salvation Army.

Two people (3.2%) claimed to have no religion and two people refused to answer the item.

There is a bimodal distribution on the item, "How often do you go to church?". Over one-quarter (27.4%) claimed to attend church once a week and nearly another quarter (24.1%) never attend church. Sixteen percent attend church only on special occasions. Six people (9.67%) attend church once a month, 5 people (8.06%) go twice a week, four people (6.45%) attend once a year, three people (4.8%) attend twice a year and one person refused to answer the item. One of the people who refused to name her religion answered this item by saying that she attended at the weddings, christenings, confirmations, etc.,
of her friends.

The family size of the sample women varied: 22 women lived alone (35.48%); there were 30 mother-led families with one to eight children; three women lived alone with their spouses; and, there were six "traditional" families with two parents and children. One woman lived with her elderly mother. The living arrangements of the women are present in Figure #3.

<table>
<thead>
<tr>
<th></th>
<th>FREQ</th>
<th>PERCENT</th>
</tr>
</thead>
<tbody>
<tr>
<td>MOTHER &amp; DAUGHTER</td>
<td>1</td>
<td>1.6</td>
</tr>
<tr>
<td>COUPLES</td>
<td>3</td>
<td>4.8</td>
</tr>
<tr>
<td>TRAD. FAMILIES</td>
<td>6</td>
<td>9.7</td>
</tr>
<tr>
<td>SINGLE WOMEN</td>
<td>22</td>
<td>35.5</td>
</tr>
<tr>
<td>MOTHER-LED FAMILIES</td>
<td>30</td>
<td>48.8</td>
</tr>
</tbody>
</table>

FIGURE 3: LIVING ARRANGEMENTS

Of the 48 women who responded to the item on education, 33.33% (16 people) had less than Grade 8 education. Fourteen of the respondents (29.15%) completed Grades 9 or 10. The mode was Grade 8 education and the median at Grades 9-10. Eight people completed Grades 11-12, one person finished Grade 13, four people had some community college or university credits, three people graduated from community college or university and one person had professional training.
The women were asked to report their household's average monthly income for 1982. These are reported in categories as follows:

<table>
<thead>
<tr>
<th>TABLE 1: INCOME</th>
<th>N</th>
<th>PERCENT %</th>
</tr>
</thead>
<tbody>
<tr>
<td>LESS THAN $365</td>
<td>20</td>
<td>32.78</td>
</tr>
<tr>
<td>$365 - 474</td>
<td>20</td>
<td>32.78</td>
</tr>
<tr>
<td>OVER $475</td>
<td>21</td>
<td>34.42</td>
</tr>
</tbody>
</table>

Income Patterns

A series of questions was designed to determine the income patterns of the respondents over the previous year with projections into the future. It should be noted that only one person refused to answer the items relating to money.

When asked if their income this year (1982) changed from the previous year (1981) nearly one-quarter (24.19%) said there was no change; 74.21% reported a change. Of those 46 people who reported a change 39.13% said their income in 1982 was higher than in 1981 while the remaining 60.86%, or 28 people, said their 1982 income represented a decrease from the previous year. The reasons for the changes in income were varied: from the cost of living adjustment to getting a lower paying job; from getting a full-time job to their partner leaving or dying. Many people's incomes changed as they moved from one social assistance program to another; for example, going from
mother's allowance to welfare and vice versa, or going from welfare to a disability pension.

The women were asked to project into 1983 in terms of their income. Twenty people (32.25%) expected no change while 40 people (64.5%) expected a change. Of those who expected a change 83.33% expected it to be higher while only 11.9% (five people) expect it to be lower. The reasons for the expected changes were similar to those above with the highest number of people (47.6%) attributing the change to the cost of living adjustment. The next most frequently named reason was obtaining full time work. Moving from one form of assistance to another accounted for 11.9% of the expected change.

Finally, the respondents were asked about the source of their income, which is shown in Figure #4:

<table>
<thead>
<tr>
<th>Source of Income</th>
<th>FREQ.</th>
<th>PERCENT</th>
</tr>
</thead>
<tbody>
<tr>
<td>MOTHER'S ALLOWANCE</td>
<td>23</td>
<td>37.10</td>
</tr>
<tr>
<td>WELFARE</td>
<td>11</td>
<td>17.74</td>
</tr>
<tr>
<td>DISABILITY</td>
<td>16</td>
<td>25.81</td>
</tr>
<tr>
<td>C.P.P.</td>
<td>1</td>
<td>1.61</td>
</tr>
<tr>
<td>JOB</td>
<td>6</td>
<td>9.68</td>
</tr>
<tr>
<td>OTHER</td>
<td>4</td>
<td>6.45</td>
</tr>
<tr>
<td>NO RESPONSE</td>
<td>1</td>
<td>1.61</td>
</tr>
</tbody>
</table>

FIGURE 4: SOURCE OF INCOME
The majority of the women (37%) reported receiving Mother's Allowance, 25.8% receive a disability pension, 17.7% receive general welfare assistance, 9.67% (6 people) have some type of employment and 3% report other sources of income including Ontario Student Assistance Plan (OSAP), husband's job and unemployment insurance.

When asked if the source of their income had changed in the past year the majority (82.25%) reported no change while the other 16% (10 people) had experienced such a change. Of the 10 people reporting a change in the source of their income two people each named their prior source as Mother's Allowance, welfare and employment. Three people listed other unspecified sources.

The essential question in looking at changes in income is "how has this affected your lifestyle?" This question was only asked of the 10 people who reported a change in the source of their income. Four people responded that it was harder to meet their bills, four noted they had to select their expenditures more carefully, one person said she had more money so life was a little better and one person has taken control of her family's financial management since her husband left.

Respondents were asked their household's total monthly income, including money from all sources. Generally, the women were reliant on one or two public assistance programs, and their incomes reflected their family size. The average (statistical mean) income was $494.39, with a wide variation ranging from $200.00 to $2,200.00 per month.
Using a list of pre-determined categories, each woman was asked to estimate her family's average monthly expenses. The average total monthly expense was $453.82, ranging from $107.00 to $971.00.

In comparing the average monthly income with the average monthly expenses it is clear that most of the women are living in a financial situation wherein their incomes are only slightly greater than their expenses. Using the statistical means (income = $494.39, expenses = $453.82) the difference of $40.57 represents an estimate of monthly discretionary money.

An interesting, but inexplicable finding when comparing individual incomes with individual expenses was that 19 families spent more than they received. These differences ranged from $16.00 to $399.00 and included a woman who spent $250.00 each month on clothing for herself and her young son.

**Monthly Expenses**

The respondents were asked to state, as closely as possible, their monthly expenditures. In some categories, notably "clothing", most respondents found it was easier to estimate their yearly expenses. When a yearly total was given, it was subsequently converted to a monthly expenditure simply by dividing by 12 and rounding to the nearest dollar. Similarly, expenses given in weekly amount were converted by multiplying the figure by 4.3. As noted above, one person refused to answer any item relating to money, so that all figures are representative of 61 people out of the sample of 62.
The first expense item was rent. The mean rent was $113.23 (S.D. 37.49), the median fell at $121.00, and the mode (8 people) was $70.00. Rents ranged from $51.00 to $209.00, with 22.95% in the $61 - $70 range and 40.98% in the $120 - $139 range.

Groceries were the next item. The mean fell at $182.43 (S.D. $107.51) and the median at $156.50. The highest and lowest amounts spent were $500.00 and $30.00 respectively.

When asked about their monthly clothing expenditure 50% of the respondents spent between $0 and $19.00. The mean was $31.43 (S.D. $40.83) and the median was $18.00. Highest and lowest amounts spent were $250 and $0.00 respectively.

Transportation costs ranged from $0.00 to $100.00 with a mean of $17.92 (S.D. $20.95) and a median at $10.00. By far the greatest number of people (43.54%) spent between $0 and $9.00 on transportation.

Of the 61 people who answered this item 48 did not rent a television (77.42%). Five people (35.71%) spent between $1 and $19 on TV rentals, seven people (50%) spent between $20 and $39 and one person spent $80 on TV equipment rental.

Loan payments were not being made by 46 people (74.19%). Of those who were paying off loans 31.25% (five people) spent between $30 and $59 monthly, 37.5% spent between $60 - $89, 18.75% spent between $90 - $119 and one person (6.25%) spent over $120 each month.

Over one-third (38.71%) spent nothing on hobbies. Of those who spent any money on hobbies 18.91% (seven people) spent between $1 and $5,
40.54% spent $6 - $25 and a further 40.54% spent between $30 and $120. The mean amount spent was $16.67 (S.D. $24.51) with the median at $5.00.

For entertainment expenditures 39 people (63.93%) spend no money at all. The mean was $5.42 (S.D. $10.17) with the highest and lowest amounts being $50.00 and $0 respectively.

When asked about the amount spent on gifts (birthdays, Christmas, showers, weddings, etc.) 13 people reported spending nothing on gifts; they either avoided these occasions or made gifts. The mean amount spent was $14.39 (S.D. $16.68) with the median falling at $8.00.

Only six people out of 61 (9.83%) spent nothing on a telephone. The mean was $17.74 (S.D. $11.35) with a median at $15.00. The low and high extremes were $0 and $60.

Medical expenses included those items not covered by the drug eligibility card such as non-prescription drugs, first aid supplies, etc. Those who did not have drug eligibility cards and who purchased their own medications are also included in these data. Of those surveyed 40 people (65.57%) spent nothing. The mean expenditure was $5.60 (S.D. $16.38), and the range was $0 - $110.

Insurance (including home, auto and life) was named by 21 people as being a monthly expense item. The mean monthly outlay was $9.07 (S.D. $19.50) with the lowest and highest expenditures being $0 and $120 respectively.

Two miscellaneous "other" categories included items such as cleaning products, hairdressing/barber costs, etc. In the first "other"
category 28 people (45.9%) spend nothing. The mean expense was $16.92 (S.D. $30.04) with a median at $5 and a high of $200. The second "other" category showed only 6 people who spent money on these items. The mean was $2.30 (S.D. $10.33), with a high of $75.

SOCIAL INDICATORS

Recreation

In terms of recreation, the women's favourite form of activity appears to be some kind of arts and crafts and sewing (37.1%). Second to this is some form of indoor sports (19.4%) and then some form of indoor activity—non-sport (16.1%). The women's favourite form of activity are presented in Figure #5.

<table>
<thead>
<tr>
<th>Activity</th>
<th>FREQ.</th>
<th>PERCENT</th>
</tr>
</thead>
<tbody>
<tr>
<td>ARTS &amp; CRAFTS</td>
<td>23</td>
<td>37.10</td>
</tr>
<tr>
<td>SEWING</td>
<td></td>
<td></td>
</tr>
<tr>
<td>OUTDOOR SPORTS</td>
<td>4</td>
<td>6.45</td>
</tr>
<tr>
<td>INDOOR SPORTS</td>
<td>12</td>
<td>19.35</td>
</tr>
<tr>
<td>INDOOR ACTIVITIES</td>
<td>10</td>
<td>16.13</td>
</tr>
<tr>
<td>GAMES</td>
<td>4</td>
<td>6.45</td>
</tr>
<tr>
<td>CLUBS</td>
<td>1</td>
<td>1.61</td>
</tr>
<tr>
<td>OTHER</td>
<td>6</td>
<td>9.68</td>
</tr>
</tbody>
</table>

FIGURE 5: RESPONDENTS' FAVOURITE FORM OF RECREATION
Although fifty-two or 83.9% of the women indicated that they had no partners, the ten women who had partners said that their partners enjoyed both indoor activities—non-sports (30%) and indoor sports (20%). The thirty-five women who had at least one child indicated that their first child favors both indoor sports (17.7%) and indoor-activities—non-sports (17.7%). Again eighteen women who have two children, indicated that their second child's favorite forms of recreation are indoor activities—non-sports (9.7%) and indoor sports (8.1%). From fourteen women who have three children, a bimodal distribution was found whereby the third child's favorite forms of recreation are outdoor sports (4.8%) indoor sports (4.8%) and indoor activities—non-sports (4.8%). Eight women who have four children indicated that the favourite form of recreation for their fourth child is indoor sports (6.5%). The six women who have five children, women stated that their fifth child enjoys either indoor sports (3.2%) or some other form of recreation (3.2%). Five women who had other persons living in the home (such as a sixth and seventh child), indicated that 6.5% of these individuals enjoy some other form of recreation.

Forty women (64.5%) indicated that there are activities they would like to be involved in, but are not involved in. Specifically, sixteen women (40%) would like more indoor sports, ten women (25%) would like more outdoor sports and five women (12.5%) would like to do more visiting and travelling.

To account for the reasons why the women do not participate in these activities 18 or 29.0% indicated that they were too costly, one
group of four women (6.5%) said that the proper sports facilities were not available and another group of four women (6.5%) reported that they were limited because of a physical disability. Further, of the twelve women who said that they had started an activity within the past twelve months, three women (25%) became involved in some form of arts and crafts and sewing and four women (33.3%) started an indoor activity—non-sports or some other form of recreational activity. The majority of women (80.6%) did not start any new activity within the past twelve months. In contrast, eleven women (17.7%) indicated that they gave up an activity with four women (6.4%) stopping some form of arts, and crafts and sewing and three women (4.8%) giving up some other kind of indoor sports. Again, the majority of women (47 or 75.8%) did not give up any form of recreational activity.

In terms of recreational activities for children, twenty-one women (33.9%) wanted changes in the recreational facilities with five women (8.1%) wanting outdoor sports, five women (8.1%) wanting indoor sports and five women (8.1%) wanting some other form of recreation for children.

SUMMARY - RECREATION

The data indicates that three-quarters of the women do engage in some form of recreation with the largest number doing some form of arts and crafts. Although nearly 65% would like to be active in other forms of recreation, it was seen as too costly. Almost 20% had given up an activity during the year.
Transportation

In terms of transportation, fifty-three women (85.5%) indicated that they had no car, eight (12.9%) had one car, and one woman (1.6%) said that she had two cars. From the total number of respondents, one woman bought a car (1.6%) because her child got a job and two women sold their cars because they needed money. Thirty-five women (56.8%) indicated that they had no bicycles, mopeds or motorcycles in the household, but sixteen women (25.8%) said that they had one and eleven women (17.7%) reported that they had two to four.

Out of fifty-eight women who used public transportation, nineteen women (30.6%) used it only when absolutely necessary whereas thirteen women (21%) used it once a day and twelve women (19.4%) used it two or three times a week. The form of transportation used most often by the women was a bus (83.9%), which can be seen visually on the graph in Figure #6: Only five women (8.1%) used a cab or taxi.

<table>
<thead>
<tr>
<th>Transportation</th>
<th>FREQ.</th>
<th>PERCENT</th>
</tr>
</thead>
<tbody>
<tr>
<td>BUS</td>
<td>52</td>
<td>83.87</td>
</tr>
<tr>
<td>TAXI</td>
<td>5</td>
<td>8.06</td>
</tr>
<tr>
<td>CAR POOL</td>
<td>1</td>
<td>1.61</td>
</tr>
<tr>
<td>NEVER USE</td>
<td>3</td>
<td>4.84</td>
</tr>
<tr>
<td>NO RESPONSE</td>
<td>1</td>
<td>1.61</td>
</tr>
</tbody>
</table>

FIGURE 6: FORM OF PUBLIC TRANSPORTATION USED
Thirty-two women (51.7%) did their major grocery shopping once a month whereas twelve women (19.4%) did their shopping twice a month and twelve women (19.4%) did their shopping once a week. Thirty-six women (58.1%) walked to nearby stores to do their grocery shopping. For other kinds of shopping, such as clothing, 26 women (42%) walked to nearby stores whereas thirteen women (21%) used car pools to get to stores and eleven (17.7%) used a bus.

From sixty-one women who responded to the question, thirty-four women (54.8%) indicated that they had been outside of Windsor in the last year whereas 27 (43.5%) said that they had not been outside of Windsor in the last year. Ten women (16.1%) used a car for travelling, eight women (12.9%) used a bus, seven women (11.3%) received a ride from their friends and six women (9.7%) received a ride from a relative. The majority of the women (42 or 67.7%) indicated that they were able to go pretty much wherever they wanted in the last year without much trouble whereas the remaining twenty women (32.3%) said that they were not able to go wherever they wanted. A total of twenty-four women (38.7%) indicated that they had problems with the transportation available to them for travelling. In particular, nine of these women (37.5%) believed that the transportation was too costly, six (25%) felt that they were limited because they did not have a car, four women (6.5%) had physical disabilities which they believed limited their travelling and another four women (16.7%) identified other reasons; the remaining five women did not identify a problem.
Out of 61 women who responded to the question, forty-six (74.2%) thought that the transportation available to them was adequate for their needs whereas fifteen (24.2%) did not think the transportation available to them was adequate for their needs. When they were asked for suggestions to improve the transportation available to them, forty-eight women (77.3%) did not have any, eleven women (17.8%) suggested that the bus service be improved (for example, more convenient routes, less crowded conditions on the buses and more flexible times) and one woman (1.6%) suggested cheaper rates for transportation.

**SUMMARY - TRANSPORTATION**

Over 93% of the women sampled depend on public transportation. The form used most often is the city bus service but nearly a third use it only when absolutely necessary preferring to car pool or walk to their destination.

Caring for basic needs such as shopping for groceries or clothing is accomplished primarily by walking to nearby outlets.

Although three-quarters of the women felt the transportation was adequate the remaining quarter suggested improvements in the bus service such as more convenient routes and schedules and less crowded conditions on the bus.
Housing

Out of 61 respondents who answered the question, fifty-four women (87.1%) indicated that their present home in Glengarry Court was not their first family home, whereas seven women (11.3%) stated that it was. Of the fifty-four women who reported living in different homes in the past, sixteen women (25.8%) had their last home in East Windsor, thirteen women (21%) had their last home in West Windsor, eight women (12.9%) had their last home in North Windsor (Downtown), six women (9.7%) had their last home in a different Windsor housing unit, and six women (9.7%) lived in an unspecified area of Windsor. Clearly the majority of women (forty-nine or 79%) had lived within close proximity to their present home before moving into it. In terms of the length of time the women lived in their last home, nineteen women (30.6%) lived there for one to two years, fifteen women (24.2%) lived there for three to five years, nine women (14.5%) lived there for less than one year, eight women (12.9%) lived there six to ten years and only three women (4.8%) lived there for eleven to twenty years.

Therefore, it appears that the women lived in their last home long enough to become adjusted to the neighbourhood in which they lived. Further, the majority of women (fifty-two or 83.9%) reported that they rented their last home, whereas a small minority of women (two or 3.2%) indicated that they owned their last home.

Before they moved into Glengarry, twenty-six women (42%) lived in apartments, twelve women (19.4%) lived in a duplex or semi-detached home, nine women (14.5%) lived in a single detached dwelling and seven
women (11.3%) lived in a row house. In order to account for their move to Glengarry, eleven women (17.7%) said that their last home was too expensive, ten women (16.1%) said that their old neighbourhoods were too noisy, etc., nine women (14.5%) reported that they needed less room, eight women (12.9%) reported that they needed more room, six women (9.7%) advised that their previous home was unsanitary (for example, these homes had mice, cockroaches and poor sewer systems), five women (8.1%) moved into another unit operated by the Windsor Housing Authority and the remaining five women (8.1%) reported moving for various other reasons.

A total of fifty respondents lived in another home previous to the one they lived in before moving into Glengarry.

Specifically, thirteen women (21.0%) lived in East Windsor, ten women (16.1%) lived in East Windsor, six women (9.7%) lived in North Windsor (Downtown), six women (9.7%) lived in other unspecified areas of Windsor and the remaining fifteen women (24.2%) came from more distant areas. Further, sixteen women (25.8%) lived in these homes for one to two years, twelve women (19.4%) lived there for three to five years, seven women (11.3%) lived there for less than one year, seven other women (11.3%) lived there for six to ten years and another group of seven women (11.3%) lived there for eleven to thirty years. The majority of women (forty-four or 71%) rented their homes at this time while only three women (4.8%) owned their own home. Twenty-one women (33.9%) lived in apartments, fourteen women (22.6%) lived in a single detached home, nine women (14.5%) lived in a duplex
or semi-attached dwelling and four women (6.5%) lived in a row house. 
To account for the reasons why they moved from this home, twenty-four 
women (38.7%) moved because the neighbourhoods in which they lived 
were too noisy, etc., nine women (14.5%) needed more room, five women 
(8.1%) left because of unsanitary conditions in their home, four 
women (6.5%) moved because their homes were too expensive, three 
women (4.9%) had their rental property sold by the owner, two women 
3.2%) needed less room and one woman (1.6%) moved because a Windsor 
Housing Unit was available.

The total number of years the women have lived in their present 
home in Glengarry is presented in Figure #7.

<table>
<thead>
<tr>
<th>Category</th>
<th>FREQ.</th>
<th>PERCENT</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 - 3 YEARS</td>
<td>17</td>
<td>42.50</td>
</tr>
<tr>
<td>4 - 7 YEARS</td>
<td>10</td>
<td>25.00</td>
</tr>
<tr>
<td>8 - 12 YEARS</td>
<td>13</td>
<td>32.50</td>
</tr>
</tbody>
</table>

**Figure 7: Years Lived in Glengarry**
It is interesting to note that the duration of stay for residents of Glengarry Court is appreciably longer than in their previous homes. From the total number of respondents, twelve women (19.4%) did not think their home was large enough for their family, whereas fifty women (80.6%) thought their home was large enough for the family.

From a total of thirty-six respondents, fourteen women (38.9%) did not believe that their children needed supervision when they were outside playing whereas twenty-two women (61.1%) did believe that their children needed supervision. Although thirty-nine respondents did not feel that the question regarding the difficulties women have supervising children was applicable to them, for the twenty-three women who responded, four women (17.4%) indicated that their child was always with an adult, nine women (39.1%) found it too difficult to supervise their own children, seven women (30.4%) had no difficulty supervising their own children and three women (13%) thought that teens and pre-teens needed to be supervised.

From the total number of respondents, thirty-one women (50%) said that their neighbourhood was not too noisy, whereas 30 women (48.4%) said that it was. Out of thirty-two respondents, twenty women (62.5%) thought that the noise came from their neighbours, nine women (22.1%) believed that the level of noise increased during the summer months because children and other tenants are likely to be outdoors, one woman (3.1%) thought that the noise came from pets and strays and two women (6.2%) identified other reasons. When asked what they could do
about reducing the level of noise, sixteen women (59.3%) felt that there was nothing they could do, three women (11.1%) felt that they could not complain to anyone because of their fear of retaliation from the noisemakers, three more women believed that they could complain to Windsor Housing, two women (7.4%) thought they could talk to the people making noise, one woman (3.1%) thought that she could add double windows and two other women (7.4%) felt that they could take other unspecified courses of action.

Six women (9.7%) did not feel that their home was adequate for their needs whereas 56 women (90.3%) did feel that their home was adequate. Of the six women who felt that their homes were not adequate, three women (50%) wanted more washrooms, two women (33.3%) wanted more space in their units and one woman (16.7%) wanted something else.

In terms of the women's contact with their Community Relations Worker (Mr. Mike Pocock), ten women (16.1%) had no knowledge of him, twelve women (19.4%) had no contact with him and forty women (64.5%) knew who he was. A total of 41 women (66.1%) reported that they did not contact their Community Relations Worker in the past twelve months. However, thirteen women (61.9%) contacted him once in the past twelve months, three women (14.3%) contacted him twice, three other women (14.3%) contacted him three times and two women contacted him at least eight times. To account for the reasons why the women contacted their Community Relations Worker, nine women (47.4%) spoke to him about a transfer, six women (31.6%) called him because of trouble in the
building such as noise or vandalism, two women (10.5%) met him when they moved in and another two women saw him at a social function.

In terms of the women’s contact with the Action Center in the past twelve months, twenty-seven women (43.5%) said that they had no contact with the Action Center whereas thirty-five women reported that they had some contact with the Center in the past twelve months. To account for the reasons why the women contacted the Center, as presented in Figure #8, twelve women (34.3%) participated in social

<table>
<thead>
<tr>
<th>Reason</th>
<th>freq</th>
<th>percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>NO CONTACT</td>
<td>25</td>
<td>40.32%</td>
</tr>
<tr>
<td>SOCIAL FUNCTIONS</td>
<td>12</td>
<td>19.35%</td>
</tr>
<tr>
<td>VOLUNTEER</td>
<td>4</td>
<td>6.45%</td>
</tr>
<tr>
<td>ARTS &amp; CRAFTS</td>
<td>4</td>
<td>6.45%</td>
</tr>
<tr>
<td>INCOME TAX/CREDIT UNION</td>
<td>6</td>
<td>9.68%</td>
</tr>
<tr>
<td>VOTING</td>
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<td>1.61%</td>
</tr>
<tr>
<td>FUMIGATION REQUESTS</td>
<td>3</td>
<td>4.84%</td>
</tr>
<tr>
<td>MEMBERSHIP CARD</td>
<td>1</td>
<td>1.61%</td>
</tr>
<tr>
<td>OTHER</td>
<td>5</td>
<td>8.06%</td>
</tr>
<tr>
<td>NO RESPONSE</td>
<td>1</td>
<td>1.61%</td>
</tr>
</tbody>
</table>

FIGURE 8: REASONS FOR CONTACT WITH ACTION CENTRE

functions held at the Action Center, six women (17.1%) had their income tax completed and used the Credit Union at the Action Center, four women
(11.4%) worked in a volunteer capacity for the Action Center, four other women were involved in Arts and Crafts courses held at the Action Center, three women (8.6%) contacted people at the Center for fumigation requests, one woman (2.1%) called to request a membership card and five more women (14.3%) contacted the Center for various other reasons. Therefore, the women do not appear to have a strong commitment to the Action Center.

SUMMARY - HOUSING

Generally, the vast majority of the sample felt their home was adequate for their needs. Most had lived in the same neighbourhood prior to moving into Glengarry and cited unsanitary conditions and excessive cost of the previous dwellings as reasons for moving out; the need for more or less room was also given as a cause for the move.

Almost half of the respondents lived in either their previous home or Glengarry for two years or less. Twenty percent of the Glengarry residents have lived there one year or less. In contrast 57.5% of the women have remained in Glengarry for four to twelve years which may indicate more satisfaction with public housing than that available in the private sector.

Half of the women noted noise was a problem for them and 70% felt nothing could be done to alleviate the problem.

In terms of use of available services, the data indicates that a third of the women contacted the Community Relations Worker for reasons such as trouble in the building or to inquire about transfers. The Action
Centre was used by half of the women with a third of the group participating in social functions and the remainder using the various services offered by the facility. There was a low frequency of contact with both of these services.

Community Identification

The majority of women (thirty-seven or 59.7%) received a daily newspaper. The newspaper most often taken was the Windsor Star (51.6%) followed by either the Globe and Mail (1.6%), the Detroit News (1.6%) or the Detroit Free Press (1.6%). The majority of the women (thirty-seven or 59.7%) do not receive a weekly magazine. Of those that do, however, the most popular is the Saturday Windsor Star (14.5%) seconded by the Star Weekly (9.7%).

When asked how they find out what is going on in Windsor, thirty-four women (54.8%) read the Windsor Star, two women (16.1%) watch the Channel 9 News, fourteen women (22.6%) are told by a friend, relative or neighbour and seven women (11.3%) find out from another unspecified source. (The respondents could give two answers.)

Only three women (4.8%) lived in another city in the past two years. These other cities included Toronto, Barrie and Detroit. One woman (1.6%) lived outside of Windsor for one year, the second woman (1.6%) lived outside Windsor for four years and a third woman lived outside of Windsor for fifty-one years. Two women (3.2%) came to Windsor to go to school and the other woman came for an unknown reason. Two women (3.2%)
felt that they had not settled into Windsor because they had not been able to find a job. The only thing that could make things better for them would be to find employment. One woman (1.6%) planned on staying in Windsor less than a year and the second woman hoped to stay in Windsor for two years.

Exactly one half of the women would like to live in another city. Specifically, ten women (32.3%) would like to live in another province, eight women (25.8%) would like to live somewhere else in Ontario, four women (12.9%) would like to live in Toronto, three women (9.7%) would like to live in Northern Ontario, another group of three women (9.7%) would like to live in the U.S.A., and three more women (9.7%) would like to live outside of North America. To account for the reasons why they would like to live in another city, nine women (29%) wanted to be closer to their family, four women (12.9%) wanted to go where there are greater employment opportunities, six women (19.4%) wanted to live where there is cleaner air, less pollution and nicer scenery, two women (6.5%) wanted to live in a better climate, one woman (3.2%) wanted to reside in a city where there is less American influence and nine other women (29%) wanted to live in another city for various other reasons.

The majority of women (fifty-four or 87.1%) did not contact anybody at City Hall or their Alderman in the past year. For the six women who did, however, one woman (16.6%) contacted her local Member of Parliament, and five women (83.3%) contacted their Alderman. Each woman who contacted these people did so for different reasons. One woman wanted help with
problems she was having with the Workman's Compensation Bureau. The second woman wanted to help people in the community. The third woman wanted help with problems she had as a result of her physical disability. The fourth woman wanted to volunteer as a campaign worker. The fifth woman called because of the difficulties she encountered due to the ice disposal at the Windsor Arena. The last woman wanted help getting into Windsor Housing.

The majority of women also voted in the last municipal election. That is, forty women or 64.5% of the sample did vote, but twenty-two women or 35.5% of the sample did not vote.

When asked what they would do to change Windsor, nineteen women (30.6%) said that they would not change anything or that they did not know what could be changed. In contrast, if given the chance, eight women (12.9%) would improve the physical appearance of Windsor; seven women (11.3%) would increase job opportunities; five women (8.1%) would change the welfare system; three women (4.8%) would change the attitudes of individuals in Municipal Government; another three women (4.8%) would increase the recreational activities available to the people of Windsor; two women (3.2%) would increase community awareness; one woman (1.6%) would decrease crime and fourteen other women would change Windsor in other unspecified ways.

**SUMMARY - COMMUNITY IDENTIFICATION**

The greatest majority of the women have lived in Windsor for most of their lives. Over half read a daily newspaper (most frequently the
Windsor Star) but most find out what is going on in the city from the Channel 9 News.

An impressive two-thirds voted in the last election, however, very few ever contact City Hall.

Approximately half of the women express a desire to live in another city: of these almost 25% want to move to be closer to their family.

Affiliation

When the women were asked if they had any close friends who lived in the neighbourhood (defined in this study as Glengarry and a three block radius), fifteen or 24.2% of the women from the sample said no, but forty-seven or 75.8% of the women from the sample said yes. Twenty-one women (43.8%) knew their friends before they moved into the neighbourhood whereas twenty-seven women (56.2%) got to know their friends since they moved into the neighbourhood. Further, the majority of women (forty-seven or 75.8%) said that their neighbours talked to them about their problems when they were worried and asked for their advice or help but only thirty women (48.3%) reported that they talked to their neighbours about their problems and asked for their neighbours' advice or help. In an average week, half of the women indicated that their neighbours never came over for coffee followed by twelve women (19.4%) who said their neighbours go to their homes daily for coffee and eight women (12.9%) who said that their neighbours only come over occasionally. Five women (8.1%) reported that their neighbours came over three times a week for coffee and another
group of five women (8.1%) advised that their neighbours come over once a week. Only one woman (1.6%) reported that her neighbours join her for coffee at her home twice a day.

In terms of the number of times the women go to the neighbours for coffee, almost one half of the women (30 or 48.4%) indicated that they never go to their neighbours for coffee. Twelve women (19.4%) go to their neighbours daily, nine women (14.5%) go to their neighbours occasionally, five women (8.1%) go three times a week, another group of five women (8.1%) go once a week and only one woman (1.6%) goes to her neighbours twice a day for coffee. Interestingly enough, the statistics for the number of times the women go to their neighbours for coffee and the number of times they have their neighbours for coffee in their homes are very similar.

When asked how often they go out with their neighbours, the majority of the women (thirty-five or 56.5%) said never. Twelve women (19.4%) said once a month, three women (4.8%) said twice a month, five women (8.1%) said once a week and six women (9.7%) said two or three times a week. Thirty-four women (54.8%) do not go anywhere with their neighbours, eleven women (17.7%) go shopping with their neighbours, three women (4.8%) go to church with their neighbours, another small group of three women (4.8%) go out to play bingo with their neighbours, two women (3.2%) go drinking in hotels with their neighbours, one woman (1.6%) plays sports with her neighbours and eight women (12.9%) go to unspecified places with their neighbours.
When asked about the quality of their relationships with their neighbours, forty women (64.5%) reported that they had a good relationship with their neighbours. Ten women (16.1%) said that they had a fair relationship with their neighbours, two women (3.2%) indicated that they did not have a very good relationship with their neighbours and ten women (16.1%) advised that they had no relationships with their neighbours.

The majority of women (55 or 88.7%) reported that they had close friends who lived outside Glengarry or the three block area around Glengarry. Twenty-two women (35.5%) had friends living in the east end of Windsor. One group of ten women (16.1%) had friends who lived in downtown Windsor and another group of ten women (16.1%) had friends who live in the west end of Windsor. Four women (6.5%) had friends living in south Windsor and nine women (14.5%) had friends living in another city or province.

Twenty women or 32.3% of the sample said that they contacted their friends once or twice a week, nineteen women (30.6%) reported that they contacted their friends daily and five women (8.1%) advised that they contacted their friends once a month. Two smaller groupings of six women each (9.7%) reported that they contacted their friends either on special occasions or rarely.

The majority of women (47 or 75.8%) contacted their friends by phone, whereas only seven women (11.3%) visited their friends. Two women (3.2%) wrote letters or used some other form of communication to contact their friends. Most of the women (52 or 83.9%) were able to contact their friends whenever they wanted to while three women (4.8%) were not able to
because they did not have a phone.

**SUMMARY - AFFILIATION**

Of the respondents, three-quarters indicate they have friends in the neighbourhood, however, half of the women never drop by a neighbour's home for coffee, nor do they have neighbours in for coffee. Similarly, half say they never go places with neighbours. Almost two-thirds report they have a good relationship with their neighbours.

Nearly 90% indicated that they had friends that lived outside the Glengarry neighbourhood and about two-thirds are in contact with them daily or once or twice a week.

**Employment**

In order to classify employment in a systematic way, the Modified Porter-Pineo Scale was used. (See appendix). It not only lists many specific occupations but establishes classifications such as professional, semi-professional, managers, skilled and many more.

When asked their present occupation, the greatest number (43) said they were homemakers (69.4%), another four (6.5%) described themselves as unemployed and three were retired. Of those presently working, three (4.8%) were semi-professionals (two nurses and a playground director); one skilled (1.6%) was a cook in a restaurant; three (4.8%) were semi-skilled working as a barber, a professional baby-sitter and an assembly line worker; and, three (4.8%) were unskilled employed as housekeepers and a waitress. (See Figure #9).
Most of the women had worked at some time in their life (85.5%), only six (9.7%) had not, and three (4.8%) did not supply this information. Of the 56 women who had previously worked, 35.7% were working at unskilled jobs, 33.9% at semi-skilled; 16.1% were involved in clerical or sales jobs; 8.9% at skilled jobs; and, 5.4% were semi-professionals.

As can be seen in Figure 9, the largest number left work three to five years ago (30.7%) with the next largest (17.7%) leaving six to ten years ago. The largest group (29%) worked at the job for one year with the next largest group (27.4%) retaining their job for three years.
FIGURE 10: NUMBER OF YEARS OUT OF WORK FORCE

Their plans for future employment were explored. Of those who were not retired or disabled (6.5%), twenty-nine (46.8%) hope to work outside the home next year and exactly the same number do not. The following graph shows this data:

FIGURE 31: PERCENT OF RESPONDENTS WHO HOPE TO WORK WITHIN THE NEXT YEAR
Over one-third (37.5%) would like to work in semi-skilled jobs; 16.7% in unskilled positions, and another 16.7% in clerical or sales jobs. Three (12.5%) would like a specific skill-related placement and two each (8.4%) are aiming toward professional or semi-professional work. All but three (12.5%) claim they are presently qualified for this employment.

Eight of the women (12.9%) have been involved in retraining or up-grading courses in the last year. Of these, two (25%) had found jobs appropriate to their new skills, three (37.5%) had been looking for employment but had not found any, two (25%) had quit the course before completion, and one (12.5%) had obtained a job but it was inappropriate for her new skills.

Nearly two-thirds (64.5%) have no plans to go to school next year. Of the 33.9% who would like to go to school, the largest group (11.3%) would like to take professional training, five (8.1%) would hope to learn a skill, three (4.8%) specify unskilled trades, and six of the women list other areas such as job upgrading as their goal.

There is little interest in going into non-traditional occupations with 64.5% saying they would not consider such a job. However, when asked if they would be interested in learning more about such jobs, 59.7% said they would. An even larger group (66.1%) were interested in learning about predicted career opportunities for women in the 1980's.

**SUMMARY - EMPLOYMENT**

Most of the women in the sample describe themselves as homemakers. While most of them had held a paying job at some time in their life, almost half had left that job at least three years ago. When they did work, it
was in unskilled or semi-skilled occupations.

Although nearly half would like to work next year, only a small number were engaged in retraining or up-grading courses. Most plan to do unskilled or semi-skilled jobs. Two-thirds would not consider non-traditional jobs.

HOUSEHOLD FAMILY: STRUCTURE AND CHANGE

As reported in the section on demographics, most of the women 85.5% did not have a live-in partner, of these, 22 were living alone which leaves 30 women (48.4%) living with from one to seven children as female head of household. There were also six women living in traditional families with children.

A series of questions was designed to investigate change both in family structure and relationships within the last year.

There was a reported change in structure in eight (12.9%) of the households. In two (3.2%) the partner had moved out during the past year and the remainder were children leaving, for reasons such as getting their own apartment and getting married and one child moved in with her father.

A change in relationships with their partner (either living with or separate), was indicated by only seven (11.3%) of the women and of these only two (28.6%) of the relationships had worsened. Reasons given for this change were recent unemployment and disability.

When asked about a change in relationship with their children, seventeen (27.4%) of the women said there had been a change; ten (58.8%) described it as better, and 41.2% found it worse. Reasons given to explain the change
for the better were increased communication and respect gained through therapy, children growing up and children returned from foster care. Worsening situations were accounted for by stress caused by changes such as a new partner entering the household and moving into Glengarry; a child leaving home was also mentioned.

Relationships between siblings were also examined. Eleven women said there had been a change in her children’s relationship. Of these eleven, a total of seven (64.6%) were perceived as better while the rest had deteriorated. Reasons for improvement included change in family structure such as children back together again and the fact that they now had a father. The increased maturity of the children was also noted. The causes for less satisfactory interaction were listed as tension in the home and outside peer pressure of an unspecified nature.

Discipline was used more frequently by 15 (41.7%) of the women within the three months prior to the survey. The most frequently given answer were the child was in “trouble” and they do not obey (28.6% each). The remaining 42.8% were scattered among such things as there was a new baby in the house, problems with a divorced father and not liking school.

When asked if they had more or less patience than last year, most (40.3%) report no change, 20.9% said more and 25.8% said they had less patience. Of the 27 responding to how they felt about this, 48.4% said great or good, 45.5% said that they did not like it or they felt awful about it, two (6.5%) said they did not know how they felt about it.

Those who noted less patience cited increased tension as the causal factor 25.8% of the time; this included having too many people in the house,
working too hard, quitting smoking, and a new husband. Aging was another
item noted 12.9% of the time. Increased patience was attributed to
unspecified event 25.8% of the time. Reduced tension appeared with
a frequency of 12.9% and referred to events like a separation from a
troublesome husband and the maturing of the children. Acquiring empathy
for the children helped 9.6% of the mothers. Less responsibility for
the extended family, new religious beliefs and no longer taking medication
was given as the change factor for the remaining 12.9%.

Change in relationship with unspecified "others" in the house was
noted by seven (11.3%) of the women. The difference was seen as better by
five (71.4%) and worse by two women (28.6%).

Women's Roles in the Family

It is interesting to note that 67.7% of the respondents believe
that a woman should assume a traditional role in her family. For
example, a woman should care for her husband, children, home etc. When
the respondents were asked to describe their actual role in their family,
48.4% advised that theirs was a traditional role. Despite this data,
85.5% of the women did not report living with a husband or partner.

Health

A substantial number of women (45.1%) had a family member who had
a serious illness in the last year. Of those who did, the largest number
(39.3%) were themselves ill, parents accounted for 25%, children at home
14.3%, siblings 10.7%, and adult children 7.1%. The nature of the illness
was described as chronic 45.1% of the time; acute 35.7%; terminal 14.3%;
multiple illness were reported by 8.8% and, 3.5% were unspecified. Of
those ill, 53.6% were living in the dwelling with the remainder 46.4% living elsewhere. Of those describing how this affected them, 54.5% were upset with another 18.2% noting that they worried about a reoccurrence. The others cited additional responsibility and limitation of activity as effects.

**Employment**

Changes in employment has been noted as a factor which affects a family dramatically. Analysis of this study's data shows that only 13 (21.5%) experienced such a change in the last year. Of those affected, 38.5% started a job and 61.5% left. The women themselves were most frequently named (50%) as the person involved, with a child being the one affected 35.7% of the time and the partner 14.3%. Most of the women (53.8%) reported feeling pleased about the change, while 38.5% were unhappy and 7.7% cited unspecified other feelings.

**SUMMARY - HOUSEHOLD FAMILY - STRUCTURE AND CHANGE**

Of the women surveyed, the overwhelming majority were without partners and of these, half were raising children. Even under these circumstances, most of the women held a very traditional concept of a woman's role. They also said they were closest to their family of origin rather than friends.

Scattered changes in relationships and behaviour were noted but no one area was significant nor were the levels of change noted. One group of 20% experienced change in employment but most were pleased with this change.
Serious illness of family members appeared quite frequently with the illness most often affecting the respondent herself.

**MASLOW'S HIERARCHY OF NEED**

**INTRODUCTION**

Throughout the study, questions were asked that related to attainment or satisfaction of a level of need. Following are the results of these questions.

**PHYSIOLOGICAL NEEDS**

**Shelter**

The women surveyed responded to the question, "do you consider your home adequate for your needs", year 90.3% and no 9.7%. The great majority (80.6%) said the unit was big enough for them while 19.4% wanted more space. Temperature control and comfort appeared little problem to most with 88.7% responding that it was warm enough in the winter and 51.6% that it was cool enough in the summer. When asked to suggest changes, only six women responded; they indicated they wanted more washrooms (3), and more space (3) so they would not need to be constantly together.

**Transportation**

Transportation was seen as crucial to their physiological needs because many of the necessities such as medical services may not be in close proximity. It also is functional in their ability to be independant.

More than two-thirds (67.7%) said they were able to get wherever they wanted to without much trouble. Of the 32.3% that responded negatively
to that question, most of the sample (14.5%), said the trouble was that transportation was too costly. Other problems noted were difficulty travelling on public transportation with children, physical disabilities and concern that it was not safe.

When asked if they considered the available transportation adequate for their needs, 74.2% said yes. The remaining 24.2% that did not feel it adequate suggested changes in the bus services that included more frequent, dependable, and convenient scheduling and more service on Sundays and holidays.

Recreation

Recreation can be seen as related to physiological needs, particularly as it pertains to maintenance of health both physical and emotional.

The largest group of women, 37.1%, use arts and crafts activities such as knitting, crocheting, and sewing as their recreation. Indoor sports like bowling and roller skating are used by 19.4%, and dancing and exercising by 16.1%. Only 6.5% participate in outdoor sports (camping and walking) with the same number playing games like bingo and cards.

SAFETY NEEDS

This variable was measured in terms of each woman's perception of her own safety in and around their own environs, first during the day and then after dark.
During the day, there was little evidence of a problem, but after dark the scores changed. This is shown in the following table.

**TABLE 2: RESPONDENTS' FEELINGS OF SAFENESS**

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<thead>
<tr>
<th>Daytime</th>
<th>Dark</th>
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<tbody>
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<td>Safe After</td>
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<tr>
<td><strong>NO</strong></td>
<td><strong>YES</strong></td>
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<tr>
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</tr>
<tr>
<td>1.7</td>
<td>98.3</td>
</tr>
</tbody>
</table>

The findings indicate that although 24.2% have no fear for their safety day or night, the remaining 75.8% of the women are concerned, and that most of their concern is focused around darkness. Comments related to this included the need for more security (19.4%) and fear of neighbours and dogs (9.5%). Some of them (9.7%), simply do not go out after dark.
Another item considered a safety or security factor, was the availability of transportation in the event of an emergency. This was seen to be particularly important because so many of the women were living alone. Exactly 50% said that in case of an emergency they would take a taxi; 27.4% would go in a relative's or friend's car; and 16.1% would call an ambulance, take a bus or walk. The remaining 4.8% have their own car which would be used in case of an emergency.

AFFILIATION NEEDS

To determine the degree and nature of affiliation these women experienced, the study looked at several indicators. The first was their relationships with their neighbours and family.

Of the women surveyed, 64.5% say they have a good relationship with their neighbours. "Fair" described the relationship for 16.5%, while 17.7% had a not very good or no relationship with their neighbours. That condition had not changed in the last year for 82.3% of those questioned. For the remainder of the people, it had changed and for 88.9% (13 women) of those the situation was worse.

Non-household family relations are perceived as good by 80.7%, fair by 12.9% and only 4.8% said they were not very good. One person (1.6%) had no family outside the household. This situation had not changed for 77.4% of the subjects.

Within their own household, 47.6% of those with partners described that relationship as good, 42.9% as fair, and 9.5% as not very good.
Most of the women (66.1%) had no partner.

Of those who have children, 82.4% describe their relationship as good, 11.8% as fair and 5.9% as not very good.

When asked who they felt closer to, 67.7% said family, 24.2% said friends and 4.8% said no one.

Approximately half of the women gave evidence of identifying with the community. This is suggested by the fact that 51.6% read the Windsor Star newspaper and 64.5% voted in the last election.

This is particularly interesting when compared to the anomie scale which was ranked by all the women. This scale measures the amount of normlessness a person is experiencing. Anomie occurs when there is a disjunction between a person's goals and the socially acceptable means of attaining those goals. The scale includes five items which indicate the level of anomie. It is scored by summing the agree answers, which have a value of one, therefore, a score of five indicates a high degree of anomie. The scores of the sample population of Glengarry clustered at the high end of the scale.

**TABLE 3: SCORE ON SCALE MEASURING ANOMIE**

<table>
<thead>
<tr>
<th>Score</th>
<th>Percentage</th>
</tr>
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<tbody>
<tr>
<td>5</td>
<td>33.9%</td>
</tr>
<tr>
<td>4</td>
<td>24.2%</td>
</tr>
<tr>
<td>3</td>
<td>17.7%</td>
</tr>
<tr>
<td>2</td>
<td>12.9%</td>
</tr>
<tr>
<td>1</td>
<td>11.3%</td>
</tr>
</tbody>
</table>
Following are the scores on the individual questions:

In spite of what people say, the situation of the average person is getting worse.

Agree - 83.9%  Disagree - 16.1%

Nowadays a person has to live pretty much for today and let tomorrow take care of itself.

Agree - 79%  Disagree - 21%

These days a person doesn't really know who to count on.

Agree - 67.7%  Disagree - 30.7%

There is little use writing to public officials because they aren't really interested in the problems of the common person.

Agree - 64.5%  Disagree - 27.4%

It's hardly fair to bring children into the world today with the way things look for the future.

Agree - 62.9%  Disagree - 35.5%

*Discrepancies are due to "no reply" from subjects.

SELF-ESTEEM NEEDS

This level of the hierarchal scale is measured by selected questions on Hudson's Generalized Contentment Scale. Three of the questions give indication of how the women feel about themselves. The scale of responses that could be given were "rarely or none of the time" (1), "a little of the time" (2), "some of the time" (3), "a good part of the time" (4), and "most or all of the time" (5).

The first question considered was, "I feel powerless to do anything about my life". The response of the women indicated that 35.5% rarely
felt this way; 22.6% had these feelings a little of the time; 25.8%
some of the time; 4.8% said a good part of the time; and, 11.3% admitted
these feelings most or all of the time.

The second question, "I feel that I am appreciated by others"
elicited the following responses: 40.3% most of the time; 25.8% a good
part of the time; 14.5% some of the time; 6.4% a little of the time; and,
12.9% responded rarely or none of the time.

The last question that indicated the level of self-esteem was,
"I feel others would be better off without me". The responses show
that 58.1% feel this way rarely with 16.1% saying a little of the time;
14.5% expressed they felt this way some of the time; 6.5% a good part of
the time; and 4.8% most or all of the time.

SUMMARY OF MASLOW'S HIERARCHY OF NEED

PHYSIOLOGICAL NEEDS
Shelter was seen by the vast majority of the respondents as
adequate, as was transportation. There was no strong indication that
this level of need was not satisfied.

SAFETY NEEDS
There is little concern about safety during the day, but after
dark, the majority only feel safe in their own home. Therefore, it
appears that the women will not leave their apartments or houses after
dark. Some of the women suggested there was a need for additional
security. In terms of Maslow's Hierarchy of Need, there is evidence
that problems start at this level of need.
Most of the women describe their relationships with people both in and outside the family as good, but over half do not associate with neighbours. They do, however, give definite evidence of feeling closer to their family than their friends.

All of the respondents give evidence of some degree of anomie with three-quarters clustering at the high end of the scale. This may indicate that a significant degree of alienation from the norms espoused by society.

**SELF-ESTEEM NEEDS.**

The need for a high evaluation of oneself can be divided into two categories: "the desire for strength for achievement...for independence and freedom; and the desire for prestige...status...or appreciation."


It can be seen at face value that the women of the sample are deficient in both areas. They are not independent, in fact they are highly dependent on the government for both money and housing and are thus limited in their freedom. Neither do they enjoy prestige in their situation. The status of a woman in Glengarry is by definition low. As noted in the literature review, there is a stigma attached to all individuals living in public housing. Even if an individual enjoys some degree of prestige within the housing complex or her own family, this does not easily transfer her position in the society at large.

According to Lipman, "people who are not able to keep up in our affluent society, who have fallen by the wayside and who have become second class citizens" live in public housing (Lipman, 1969, p. 185).
In addition the selected questions indicate that over 40% feel powerless, a third feel unappreciated and 25% feel others would be better off without them.

**SELF-ACTUALIZATION NEEDS**

Self-actualization has been described as "a...desire to become more and more what one is..." (Lowry, 1973, p. 28). The most obvious common characteristic of the sample was the fact they were all women. This study assumed that if they were to attain self-actualization, it would be in the area of their concept of a woman's role and their attainment of that role.

More than two-thirds of the sample (67.2%) said that their idea of what a woman's role should be was highly traditional, that is, a woman should do the cooking, care for the children and be a wife to her husband. The reality of their situation is there were few in a traditional living arrangement.

The respondents were asked to give a description of what they felt a woman's role in a family should be; they were then asked to describe what their role was in their own family. The results were then tested using chi square ($\chi^2$) to test association. It showed a chi square of 0.028 with a critical value of 3.84 needed to be significant at the $p = .05$ level. Therefore, no significant association is found between these two factors.
This would indicate that at a most basic level they are not able to fulfill their own definition of who they are or who they feel they should be.

**SUMMARY - GENERALIZED CONTENTMENT SCALE**

Walter Hudson's Generalized Contentment Scale was used to obtain some indication of the level of contentment or depression the women were experiencing. A word of caution is appropriate in reference to this measurement. The author himself stresses that this is only one method of observation that should be used when making an assessment of depression. In other words this is not a definitive test for depression but may simply be used as one indication that depression may or may not be present.

Particular mention is made of this because the interviewers frequently noticed that although a respondent presented a highly depressed affect her responses to the questions on this scale were often quite positive. Hudson, however, "provides fairly strong evidence that the scale has good construct validity" (Hudson, 1982, p. 105).

His claim is that a score of .30 or more (along with other indicators of depression, i.e. clinician observation) demonstrates that a state of depression may be present.

In the sample in this study the median for this ordinal scale was 30. Specifically, 51.6% (32) of the women scored 30 or higher with 62.5% of this group registering 40 or more.
In summary, slightly more than half of the sample showed one indication that they were experiencing some significant depression.

**USE OF COMMUNITY SERVICES**

This section will describe those community resources which the respondents and their families use or have used recently. Following this in each category will be the results of those items which identify either gaps in knowledge about community resources or actual gaps in services.

**Recreation**

Respondents were asked to name the recreation facilities they or their families used in the past year and how often they used them. The women had an opportunity to name up to six agencies, but none exceeded four.

The agency named most often in the first response was the Action Centre (67.74%) with the YW-YMCA the next highest (23.80%). Also mentioned were the Children's Aid Society's pre- and post-natal classes (7.14%), parks and recreation (9.52%), St. Clair College (4.76%) and various community centres such as Begley and Adie Knox (4.76%). There were 20 people (32.25% of the sample) who said they did not participate in recreation at all.

When asked how often they used these services most people answered either "a lot" (40.47%) or "fairly often" (38.09%). Seven people (16.66%) replied that they used the services "rarely".
In the second response, most people claimed no use within the past year (43 or 69.35% of the sample). Of those who did name a second agency the most frequently names was the YW-YMCA (seven people or 36.84%) with the Action Centre names next (four people or 21.05%).

The mode of frequency of use of these agencies was at "fairly often" (36.84%) with "rarely" and "a lot" being 21.05% and 26.31% respectively.

When asked to name a third recreation agency only five people responded. The mode was a "various community centres" and the women further noted that they rarely used the service.

Only three people name a fourth recreation service and each named a different one: the Action Centre, St. Clair College and an unspecified "other agency." All three women said these services were used rarely.

In summary, the Action Centre was named most frequently (19 times), the YW-YMCA was named 18 times and parks and recreation was named six times.

The respondents were asked if there were any changes they would like to see in recreational services. They were given the opportunity of making two suggestions. Over one-third (38.70%) made no suggestions. Of those who did 28.94% (11 people) wanted to see cheaper or free cost. The most frequently named change was to have a swimming pool or skating rink installed (21.05%). Three people wanted to see more teen and pre-teen activities ("something to keep them off the streets"), two people wanted life skills types of activities (home economics, relaxation, crochet) and one person suggested that the services be more accessible (within walking distance).
A second suggestion was made by nine people. Of these respondents five (55.55%) suggested cheap or free services. One person wanted a swimming pool or skating rink and one wanted to see more life skills programs. Two people named unspecified other activities.

The suggestion made most frequently by the respondents was that the cost of the present services be free or cheaper. The change mentioned second most often was to install a swimming pool or skating rink. The fact that 40.32% of the people made no suggestions at all may indicate that they are satisfied with the present services.

Transportation

Following a series of items about transportation use the respondents were asked if they considered the transportation available to them was adequate for their needs. Over three-quarters of the women (75.40%) replied that it was adequate. Those who felt it was inadequate were asked to suggest changes in transportation. Most of the people (57.14% or eight people) would like to see more frequent and dependable scheduling of buses. Two people suggested they should have their own cars and two more recommended better bus service on Sundays and holidays. One person wanted to see more flexible time for Handi-Transit.

In summary most people consider that the transportation available to them, whether that be bus, taxi, car (own or relative's) or Handi-Transit, is adequate for their needs. Of the 13 suggestions made, 10 related to better and more frequent bus service.
Housing

The respondents were asked if they knew any services or agencies in the city that dealt with housing other than Windsor Housing Authority. They were given the opportunity to name four services and were also asked if they had used any of these services in the past two years.

In their first response 48 people (77.41%) knew no other service or agency. Of those who did list a service six people named Windsor Coalition for Development while Windsor's Senior Citizens' Housing, private home finders (e.g., Homelocators, Inc.) and the newspaper each claimed one response. Only one person used one of these services in the past two years.

The second response culled only three replies - one each for Windsor's Senior Citizens' Housing, private home finders and an unspecified other. None of these was used by the respondents in the previous two years.

Summarizing these data shows that the overwhelming majority of the women (85.48%) did not know of any other agency in the city that deals with housing. Only one person had used any of these alternative services in the previous two years. There were a total of six people who named social service agencies which were inappropriate (Unemployment Insurance Commission, Welfare, Family Service Bureau, etc.).

Professional Counselling

In order to ascertain the respondents' knowledge of counselling services the women were asked to name up to four services, agencies or
persons whom they would contact if they or someone in their family had a problem. The respondents were then asked if they or anyone in their household contacted these services in the previous 12 months.

The resource named most often (25.49%) was the family doctor, with various clergy members (priests, elders, etc.) named second most frequently (19.60%). Over 11% of the women said they could contact Donna Gamble or the Action Centre, 7.8% would contact their Mother's Allowance worker, 3.92% would contact their Children's Aid worker and 1.96% (one person) said she was a member of the Salvation Army and would contact somebody there. Fifteen people (29.41%) named various individuals, including their best friend and their relatives. Ten people said they did not know whom they would contact and one person did not answer.

Over half of the women (54.9%) said they had had no contact with the agency, service or person they named in the previous year. Twenty-three people, or 45.09%, had had some contact.

In giving a second response the number of people who did not name another agency or service rose dramatically to 50 of the sample of 62 (80.64%) people. Of those who did name a service or agency three people (25%) stated they would contact their C.A.S. worker. A further three people (25%) would contact their family doctor, two people would contact Donna Gamble or the Action Centre, and one person each would contact a member of the clergy or a Salvation Army member. The actual contact with these agencies was equally divided with six people stating they had had no contact and six people saying they had had some contact in the previous year.
Third and fourth responses were given by only two people in each case. The clergy (twice), the Salvation Army and the family doctor were named here. Again the actual use was evenly divided between "use" and "no use."

In summary the community resource named most often by the respondents in terms of professional counselling was the family doctor with the clergy (except Salvation Army) named second most often. The next most frequently named resource was Donna Gamble/the Action Centre. The use of these counselling services over the previous year was fairly evenly divided between "use" and "no use" with "no use" being named slightly more often.

To try and identify any gaps in services the women were asked if they or their family members had ever had a problem for which they did not know who to contact for help. The majority of the respondents (70.96% or 44 people) did not identify such a problem. Of those who did name some problem, the majority (27.77% or five people) said they had problems with their children, 22.22% needed some divorce counselling for their children or themselves, two people had problems with their children's schools, one person needed counselling for a mother whose child had been molested. Six other people named various other problems.

Medical Services

The medical service named most often in a combination of first and second responses by the women was the family doctor (50%), with the emergency room culling 43.2% of the responses. The other services named
were specialists and unspecified "others". In one case classified as "other", the respondent claimed that she never used traditional medical services because her religious sect had its own method of dealing with sickness and injury.

When asked if they had had any medical problems for which they did not know who to contact for help, the respondents overwhelmingly replied in the negative (98.38%).

Psychiatric Services

When the respondents were asked to name psychiatric services used by them or their household families, only 15 people named one service, two named a second service and one named a third. Out of these 18 responses, seven (38.8%) named a psychiatrist, five (27.77%) named their family doctor, one person named a social worker and five named various unspecified "other" services or people. Included in this latter group were several people who go to their church clergy or elders and one person who felt the only way to deal with psychiatric problems was to "get drunk".

Only two people stated that they had had a psychiatric problem and did not know where to go for help. Because of this low response rate a content analysis was not performed on these data.

Re-training/Up-grading

The respondents were asked to name the agencies, services or people whom they would contact if they or somebody in their household were
interested in up-grading or re-training. There were 18 people who did not name any agency or service. Of those who did respond, 17 people (38.63%) would contact "Manpower" or "unemployment" (Canada Employment Centre). The next most frequent answer was St. Clair College, the University of Windsor or Commerce School (31.81% or 14 people). Four people (9.09%) would contact the Board of Education, one person would contact the Workmen's Compensation Office, one would call a private employment agency and seven people named various others.

Only 14 people named a second agency or service. Of these 14 people (64.28%) stated they would contact either St. Clair, the University or Commerce; two people (14.28%) named "Manpower" or "unemployment" (Canada Employment Centre) and three people named various others.

Only three people named three services or agencies. All three named St. Clair College, the University, or Commerce.

Unemployment/Employment

The women were asked to name three agencies, services or people to whom they would refer anybody who was having any kind of problem related to unemployment. They were told by the interviewers that these problems might by psychological/emotional, family or financial in nature. Fifteen people could not name one agency or service.

Of those who gave an answer 19 (40.42%) said they would refer people to "Manpower" or "unemployment" (Canada Employment Centre),
four people (9.09%) would refer to the clergy or Harbour Light, Mother's Allowance worker and the Action Centre each accounted for three people (6.81% each), the family doctor was named by two people and the C.A.S. or Family Service Bureau were named once. Fifteen people named various other agencies or people, including one person who recommended square dancing and another who recommended getting drunk.

Only 12 people named a second agency. Of those two people named the clergy or Harbour Light, one person each suggested the C.A.S. or F.S.B., "manpower" or "unemployment" and Mother's Allowance. Seven people named various other agencies, services or people. Two women were able to suggest three referral sources - the Action Centre and an unspecified other.

The agency named most often in this area was "Manpower" or "unemployment" (Canada Employment Centre) with the clergy of Harbour Light mentioned second most often. The Unemployed Help Centre, which is an appropriate referral, was mentioned only once.

When asked if they used any of these services, the ratio of "no" to "yes" is 2.5:1 for the first-named agency. This pattern was reversed for the second and third-named services with the "no" responses outnumbering the "yes" responses slightly.

The last service area that the women were asked about dealt with employment problems, that is, problems on the job. They were asked if they or anybody they knew had had such a problem but did not know what to do about it. Of the 23 people who responded that they knew of such problems, the situation identified most often was a personality
conflict (four people or 17.39%). Sex discrimination, sexual harassment and denied promotions each claimed two responses and various other problems were named by 13 people.

Summary - Use of Services

Most of the women surveyed indicated a knowledge of at least one appropriate service in those areas studied. The exception was in the area of psychiatric services, where only 15 could name even one place to go. There appears to be a lack of depth of knowledge of services as most of the women only named one appropriate resource for the specific need.

It is interesting to note the reoccurring use of the family doctor and a member of the clergy in instances where professional counselling services seem appropriate, such as, employment/unemployment and emotional problems that were not psychiatric in nature.

There also seems to be confusion about where to go to receive appropriate guidance for a specific problem. This is seen particularly in housing, employment/unemployment and re-training.

Summary - Gap in services that suggest change

There appears to be a need to increase the depth and accuracy of information about existing services. For instance, the women need to know that if they accept money for up-grading skills or education their allotment from Mother's Allowance or social services will not be reduced.
Support for women who are experiencing family problems which affect her indirectly should be provided.

Specific changes suggested by the respondents were recreation should either cost less or be free, and more facilities should be constructed, such as a swimming pool and/or skating rink.

In the area of transportation suggestions were made to have more frequent and dependable scheduling, including better service on Sundays and holidays.
MAJOR FINDINGS

This chapter will integrate the findings of the study with the concepts previously presented from the literature. It will then explore the implications of these findings, identify area of needs and make recommendations for action which will address the problem areas.

In order to suggest the needs of this population it is important to have a clear understanding of their characteristics. This study has found that half of the women are forty to fifty-nine years old and overwhelmingly living as the head of a family or alone as single women. Whichever their circumstance they are solely responsible for their own financial support and the emotional support of their family and/or themself.

In addition, a high percentage of the women appear relatively isolated from their neighbours as suggested by the low incidence of mutual casual socializing such as joining a neighbour for coffee. Neither did three quarters of them have the traditional support of active participation in church activities.

The literature states that women of low socio-economic circumstances are not likely to make strong affiliations with people outside the kinship network. This study supports this strongly with the majority of the women indicating they felt closer to their families than to friends and neighbours. Implied in this is a stronger influence of traditional values and behaviors.
An overwhelming majority of the women designated themselves as either Protestant or Catholic but only a quarter attend church once a week. Conversely, another quarter never attend church. This study does not show that either religious affiliation or frequency of attending services is related to anomia scores thus supporting the conclusions of Carr et al., as noted in the literature review.

The women reported a low level of formal education with many of them not finishing the eighth grade and few completing grade 12.

Because most of these women are receiving their incomes from government social services, they are fixed at a minimal level of real money on which to subsist. It was shown in this thesis that they do consume their financial resources each month in an effort to maintain themselves and their families. This leaves little or no discretionary money for savings. This does not appear to be the result of poor budgeting on the part of the women, rather it seems to be a function of the low level of income.

Findings Related to Maslow's Hierarchy of Need

As indicated in the data analysis, the women seem to have the first level of need reasonably well satisfied, however, in terms of the second level of need (safety) it appears that after dark few of them feel secure outside their own homes.

It was noted in the review of literature that McCray and Day believed that ".... public housing complexes do little to provide need satisfaction beyond the security levels." (1977, p.253).
This study questions if this level of need is really satisfied. There are practices and procedures in place that attempt to address this problem but the women's perception is that they are not safe outside their own homes after dark.

Given the Hierarchy of Relative Prepotency this may be seen as an area where blockage occurs and may preclude attainment of the higher level needs.

Findings Related to Roles and Role Conflict

Perhaps the most significant characteristic of this sample was their concept of what their role as a woman should be. Most held that her idea of a woman's role was traditional, that is, she should keep the house, care for her husband and children, and not work outside the home. Since the vast majority of the women are single mothers or living alone, there is little relationship between what they see as a woman's role and the role they actually live.

This may suggest a whole array of problematic situations arising from this dichotomy and compounded by related feelings that the female who heads a household is "... assuming a deviant gender role" (Brandwein et al., 1974, p. 498).

For any woman the consequences of being single are severe. A woman's status has been shown to be linked closely with that of her husband's position. Without a husband she will have difficulty defining a satisfactory status. This added to the low level of education and general lack of lucrative employment opportunities for women limits her ability to improve her status. She may also feel
that her children are being deprived because of this situation.

These women "... do not begin single parenthood with a background or social environment which supports an identification with being head of the family" (Kohen, 1981, p.236). These women come from a traditional background with traditional expectations. They have little preparation for living independently nor do they know much about using community resources to their advantage. Their families may even prevent them from utilizing such services by insisting these are private family matters.

However, in reality the women are the ones who must provide for the family both financially and emotionally. When faced with the incongruent situation of feeling they should assume a traditional role and the reality of living in a non-traditional arrangement it is not surprising to find that their adjustment is not without problems.

Findings Related to Use of Services

Considering their circumstances it would seem that this population could use a variety of community services. In fact, this study indicates a low utilization of such resources and frequently inappropriate choices of services. They use the family doctor for most counselling. There is some evidence to suggest that some of their problems appear as somatic complaints thereby justifying the use of a doctor. Again, this is a traditional way for women to gain access to service and present their problems in a socially acceptable
way. Physical complaints do not have the stigma that emotional problems have attached to them.

Findings Related to Anomia and Depression

This study found that no one factor was associated with the score on the anomia scale. It would seem that a combination of many variables are likely to contribute to the high degree of anomia present in the sample.

It is evident many of the respondents share the goal of becoming a wife and mother. It is also evident that few have either attained that goal or been in a position to maintain it. The attendant problems a woman faces when she is a single, low income woman or mother tend to make goal setting seemingly useless. It becomes clear that there is no way to have anything but that which is handed to them.

When a woman is dependent on an impersonal government agency for her livelihood and shelter, she quickly learns that she must conform to the rules and regulations of the governing body in order to protect these necessities; she will not jeopardize them. In so doing she surrenders her personal aspirations. When this happens, she is left without goals and socially acceptable means of attaining what she once thought was important and possible. None of the norms apply. Given this picture it is not surprising to find a high level of anomie.

Similarly, the women may have scored high on the Generalized Contentment Scale because they exist in a state of anomie.
the multiplicity of factors noted would affect this.

**Implications for Social Work and Attendant Services**

In summary the study has found the population to be largely middle-aged women who are experiencing a high degree of anomie and exhibiting at least one indication of depression. There is also a suggestion that the women may be experiencing some conflict and/or confusion related to the non-traditional role they actually assume versus the traditional role they define as appropriate for women. They show little indication of appropriate use of existing community services and appear to be blocked at the safety level of Maslow's Hierarchy of Need.

This would suggest that they may have problems with role confusion that may be exacerbating feelings of depression and alienation and may contribute to feelings of low self-esteem. The fact that blockage may occur at the safety level strengthens the assumption that they will have trouble achieving the higher need levels according to Maslow.

Various suggestions for service providers can be deduced from this study.

The special characteristics of the population studied will suggest ways of working with them. The fact that the median age is forty indicates that many of the services will need to be tailored to the interests of this group. Likewise, the low level of formal education needs to be recognized. Since those who have children are the sole caretakers of their children, individuals organizing any meetings for
the women in this area will need to provide child care services if attendance is expected.

Keeping planned activities free of charge is also desirable. Most of the family income is already designated for subsistence and even seemingly miniscule charges for participation are beyond the means for most.

The majority of women also reported that they did not feel safe outside their own homes after dark. It would therefore be prudent not to schedule evening meetings or activities.

Because low income women do not traditionally socialize outside their own family or entertain people other than their own family in their home, there is a strong suggestion that much of the population may be experiencing a significant amount of loneliness, depression and anomie. In order to address these problems, some specific activities which utilize the strengths of the women could be introduced. Since so many of the women participate in arts and crafts sewing, it is suggested that the possibility of making arrangements for an outlet for the women to sell their products be investigated. This has the possibility of providing a little more discretionary money and enhancing their self-esteem and socializing with others. Such a project should be located in an already established outlet. Organizations such as Maycourt could be approached to sponsor such a cottage industry. Increased self-esteem also may give them the confidence to join in other activities which would reduce any feelings of loneliness.
A committee of residents whose job it is to orientate new residents to the services available at Glengarry Court also could be a worthwhile activity. This might enhance the dissemination of information on community resources and eventually be expanded to include promotions from local businesses as it is done from the Welcome Wagon Organization.

The concept of a woman's role that the majority of these women hold is strictly traditional. Their concept should be understood, but at the same time realization that the dependency inherent in such a concept is counterproductive to satisfactory adjustment to the role of being female head of a household. Careful introduction of programs that stress self-reliance and independence may help to bring about adjustment to this role which is actually non-traditional.

The role conflict that many of these women are experiencing has a great influence on their emotional well-being. This study has suggested that it may be a source of both discontent and anomie. Activities directed towards resolving this conflict, such as small groups aimed at adjustment to single parenthood or assertiveness training may be useful. Eventually the introduction of consciousness raising techniques may be appropriate.

Issues related to Maslow's Hierarchy of Need include the fact that, since most of the respondents are blocked at the safety level, little can be done to address higher level needs until security is improved. It also appears that unleashed dogs on the grounds presents a problem and even a threat to some of the residents. Action should be taken to observe the leashing laws already in existence in the metropolitan area.
Careful attention also needs to be paid to maintaining good public transportation because these women are almost totally dependent on bus service for shopping and visiting relatives and friends. Similarly, if there is a decline in bus service, they will be forced to use only the resources in their immediate neighbourhood which tend to charge the highest price for any goods and services. This would further erode their already small money supply.

Another conflict which became clear during the course of this study is that society is comfortable with thinking that public housing is only temporary. The fact is that for most of these women it is permanent housing. Government agencies such as Windsor Housing Authority need to come to terms with this reality.

In the area of community services, the heavy use of the medical profession to replace other services has been noted. In response to this, the ability of physicians to respond to the social needs of their clients could be strengthened through employing a social worker at the MSW level. Since many of the women use the emergency rooms of local hospitals and many emergencies occur after normal working hours, the hospitals would be well advised to have social workers on call to deal with the social problems arising from emergency situations. Because it appears that women frequently present psychosomatic complaints, the introduction of relaxation techniques may be indicated. This could be combined with exercise groups not only to enhance their physical well-being, but also to address some issues surrounding depression. This sort of activity could facilitate the
development of other groups previously suggested.

Service providers also need to be aware of techniques that are useful when dealing with this population. Anyone working with this group must know how to approach people on an individual basis at the initial stages of engaging a person. Similarly as stated in the literature and also as heard frequently during the interviews done for this study, reflective types of techniques are not useful and are in fact found offensive. What is needed when practical problems exist is direct assistance in finding out appropriate resources and/or making decisions about what to do. This would indicate that the teaching of decision making skills is necessary. There also are indications that attitudes of paternalism are destructive as they tend to deny an individual's liberties and sense of value as a human being. When such attitudes are noted, they should be eliminated.

The need for professional social work service is seen as essential to the development of appropriate services within the complex. To encourage active participation and to develop an easy rapport with the women, it would be desirable for the workers to have an office in one of the apartment buildings on the grounds of the complex. Workers also should spend part of their day in the park area working with children, pre-adolescents and teens. They should be certain to maintain professional relationships and avoid being identified with any particular group within the area. It also appears important to assure participants that professional confidentiality will be maintained.
Despite the fact that these women all live in one public housing complex, it should not be assumed that they will naturally band together either as friends or as a community. There is a stigma attached to living in such housing and some may in fact wish to disassociate from it. These feelings should be recognized and accepted. It also should be recognized that on account of their financial resources public housing is the most adequate form of housing available to these women. They do not want to do anything that might disturb their tenant status and therefore any activity or service should take this into consideration.

Conclusion

The needs of low income women who live in public housing have been investigated and reported in this study. Although recommendations for service have been made, the researchers caution against attempting to apply simplistic solutions to a complex situation.

If one considers society's attitudes towards single mothers and low income women with the multiplicity of problems they face, it is impressive how well these women manage their lives. It is imperative that the women maintain control over their lives. The suggestions made in this study are just that—suggestions. The women will decide what it is they want to do either by participating or by staying home.

The number of single women in society is increasing and it is known that women make up the largest group of Canadian adults existing with incomes below the poverty line (National Council of Welfare, 1979, p. 7).
It is therefore appropriate that studies that address the problems and needs of this group be continued.

Recommendations for Future Study

This study has suggested several areas in which further study would be both interesting and useful:

1. Repeat this study next year (1984) to see if there are any significant changes after intervention.

2. Repeat the same study in another low-income government project and/or low-income private sector housing and compare to this study.

3. Study the feasibility of improving the security and methods that would be appropriate to use.

4. Study if and how service providers contribute to keeping consumers of service in the position of dependency.

5. Study the relationship between the Generalized Contentment Scale and the

   a) length of time a woman has been separated, divorced or widowed;

   b) age of single women;

   c) length of marriage and/or self-perception of marital satisfaction

   d) self-perception of satisfaction since divorce or separation;

   e) self-perception of depression.

6. Study the depth and the nature of religious involvement as related to anomie.
7. Study the self-perception of the stigma attached to living in public housing. Attempt to distinguish if the stigma is related to public housing or low-income status. It might be possible to contrast people living in public housing and those living in private sector housing.

8. Observe changes in public transportation and describe how the changes affect low-income people.

9. Study people's perception of overcrowding within each unit and within the complex.
APPENDIX A
December 13, 1982

Dear

The United Way and the School of Social Work, University of Windsor are conducting a survey of needs and resources in our area of the city. Approximately one hundred people will be surveyed and your name was randomly chosen to help by answering some questions. The information you give to the interviewer will be held in the strictest confidence: Your name will not appear on the questionnaire; you will not be identified in any way.

It is hoped that the information gathered will be used by the United Way for planning possible new services in the community. Your participation is very important because you know best what is need to improve our community.

Within a few weeks you will be contacted and asked to set up a time that would be convenient for you to talk to an interviewer. Your cooperation is greatly appreciated.

Sincerely,

Donna Gamble, President
D.C.C.O.

DG/pf
December 13, 1982.

Dear Madam:

As Director of the School of Social Work, University of Windsor and Chair of the Advocacy and Forward Planning Committee, I am pleased to lend my support to this survey on needs and resources in the Glengarry Community.

I hope that the results of this survey will be used to benefit you and your family in the community.

Sincerely,

Dr. James Chacko
Director, School of Social Work, University of Windsor
Chair, Advocacy and Forward Planning Committee

JC/pf
January 6, 1983

Dear Madam:

Approximately two weeks ago, you received a letter describing a study which is being done in your area. We have been unable to contact you by phone in order to arrange a convenient time for one of our interviewers to talk with you.

If you would like to contact this office to set up an interview, please phone me, Donna McElroy at 258-3033.

Your cooperation in helping us find out about the needs and resources in your area is very important and greatly appreciated.

Thank you in advance for your assistance.

Sincerely,

Donna McElroy,
Researcher

DMc/pff
APPENDIX B
DATE: ________________

TIME: ________________ (use 24-hour clock)

Housing type: 

- apartment 
- row-house 

GLEN CARRY COURT WOMEN'S STUDY

Sponsored By:

United Way Advocacy and Forward Planning Committee
Research and Development Unit,
School of Social Work, University of Windsor

Advisory Committee:

Dr. J. Chacko - Chair, Advocacy and Forward Planning Committee, United Way

Dan Spinner - Director, Social Planning, United Way

Donna Gamble - Director, D.C.C.O.

Mike Pocock - Windsor Housing Authority

Cathy McLean - Ministry of Community and Social Services

Terry Kease - Women's Information Group, St. Clair College

Researchers:

Mary Graham
Staci Cummings
Donna McElroy
INTRODUCTION TO QUESTIONNAIRE

Hi,

My name is __________________ and I am part of the team of people who are doing the survey that Donna Gamble told you about.

Thank you for letting me into your home (or, coming to the Action Centre). As you may remember, The United Way and the School of Social Work, University of Windsor, are conducting a survey of needs and resources in this area of the city. About 100 people will be surveyed and your name was randomly chosen to be one to help by answering some questions.

The information you give to me will be held in the strictest confidence. Your name will not appear on the questionnaire; you will not be identified in any way. We are hoping that the information you give to us may be used by the United Way for planning possible new services for the community. Your participation today is very important because you know best what is needed to improve this community.

It will take about one hour for us to finish this questionnaire. If you find any of the questions too difficult to answer, don't worry about it; we can just pass by that question.
QUESTIONNAIRE

RECREATION

I would like to talk about the kinds of things you and your family do for recreation.

1. For each person in your family, please tell us what is each person's favourite form of recreation?
   - self
   - partner
   - 1st child
   - 2nd child
   - 3rd child
   - 4th child
   - 5th child
   - Other
   - Other

2. Do you do any form of recreation together as a family?
   - no
   - yes: if "yes" what? ____________________________
     how often? ____________________________

3. Is there any form of recreation you or your family would like to do, but don't do?
   - no, we do pretty much as we want
   - yes, if "yes", what? ____________________________
     why do you not do it? ____________________________
4. Have there been any changes in your family's recreational activities over the past 12 months? For example, have you or any member of the family started or stopped a hobby, lessons or any other form of recreation?

____ no, still doing what we were doing before

____ no, did not participate in any form of recreation

____ yes: if "yes", what was given up? ____________________________

__________________________

what was started? ____________________________

5. Do you think there are enough recreational facilities available in the area for children?

____ no: if "no", what changes would you like to see?

__________________________

____ yes

6. (a) What recreational services have you and other people in the household used in the past year? (e.g., YM-YWCA)?

<table>
<thead>
<tr>
<th>SERVICE</th>
<th>FREQUENCY</th>
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</tbody>
</table>

(b) for the services you've just told me about, can you tell me if you and the other people in the household use them rarely, fairly often or a lot?
7. Are there any changes you would like to see in recreational services?

TRANSPORTATION

We would like to know how you and the other people in your home get around.

1. How many cars does this household have? (including vans, 4x4's, trucks)
   
   _______ total

2. Did anyone buy or sell a car in the past 12 months?
   
   _____ no
   
   _____ yes: if "yes", bought or sold?
   
   why? ____________________________

3. How many bicycles, mopeds or motorcycles do you have? (include only two-wheeled vehicles which are licenced for street use.)
   
   _______ total

4. How often do your household members use public transportation? (do not include school bus)
   
   _____ twice or more each day
   
   _____ once a day
   
   _____ two or three times a week
   
   _____ once a week
   
   _____ two or three times a month
   
   _____ only when absolutely necessary (e.g., car is being repaired)
   
   _____ never
5. When you do use public transportation, what form is used most often?
   ____ bus
   ____ taxi
   ____ Handi-Transit
   ____ van/car pooling
   ____ other (specify) ________________________________
   ____ never use public transportation

6. Other than picking up the odd thing from time to time, how often do you do major grocery shopping for the family?
   ____ twice a week or more often
   ____ once a week
   ____ every two weeks/twice a month
   ____ once a month
   ____ other (specify) ________________________________

7. Where do you go to do your major grocery shopping?
   ________________________________ (name of store)
   ________________________________ (location)
8. How do you get to this store?
   ___ own car
   ___ other person's car/with friend, neighbour, etc.
   ___ bus
   ___ taxi
   ___ bicycle (including motorcycle, moped)
   ___ walk
   ___ other (specify)

9. Where do you usually go for shopping, such as clothing?
   ___________________________ (name of store)
   ___________________________ (location)

10. How do you get there?
    ___ own car
    ___ other person's car/with friend, neighbour, etc.
    ___ bus
    ___ taxi
    ___ bicycle (including motorcycle, moped)
    ___ walk
    ___ other (specify)

11. Have you been outside Windsor in the past year?
    ___ no
    ___ yes: if "yes", where did you go? _______________________
        how long were you there? _______________________
        how did you get there? _______________________
12. In the last year, would you say you went pretty much wherever you wanted without much trouble?
   ____ no: if "no", why not? ______________________
   ____ yes

13. Do you consider the transportation available to you adequate for your needs?
   ____ no: if "no", what would you like to see changed? ________
   ____ yes

14. If you needed to get someplace in an emergency, how would you get there?
   ____ own car
   ____ other person's car
   ____ with friend, neighbour, etc.
   ____ bus
   ____ taxi
   ____ bicycle (including motorcycle, moped)
   ____ walk
   ____ other (specify)

HOUSING

Now I would like to ask you about your home.

1. Is this your first family home?
   ____ no: if "no", a) where was your last home? ________________
   how long did you live there? ________________
   did you own or rent? ________________
   what type of home was it? (e.g., single, semi-) ________________
   why did you move? ________________
b) and where did you live before that? ________________
how long did you live there? __________
did you own or rent? ________________
what type of home was it? ____________
why did you move? ________________
____ yes

2. Is this house/apartment big enough for your family?
   ____ no
   ____ yes

3. Do you feel there are too many, too few, or just the right number of people living in Glengarry Court?
   ____ too many
   ____ just right
   ____ too few

4. Do you think your children need supervision when they are out playing?
   ____ no
   ____ yes! if "yes", do you find it difficult to supervise them?

5. Is your home usually warm enough for you in the winter?
   ____ no
   ____ yes

6. Is your home usually cool enough for you in the summer?
   ____ no
   ____ yes
7. I am going to read a list of places in and around Glengarry Court and I would like you to tell me if you feel safe enough in these places, first, during the day, and second, after dark.

<table>
<thead>
<tr>
<th>Safe in</th>
<th>Safe after</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Daytime?</strong></td>
<td><strong>Dark?</strong></td>
</tr>
<tr>
<td>no</td>
<td>yes</td>
</tr>
<tr>
<td>in your own home</td>
<td></td>
</tr>
<tr>
<td>in hallways (where applicable)</td>
<td></td>
</tr>
<tr>
<td>in elevator (where applicable)</td>
<td></td>
</tr>
<tr>
<td>on lawn around your building</td>
<td></td>
</tr>
<tr>
<td>in parking lot</td>
<td></td>
</tr>
<tr>
<td>in playground</td>
<td></td>
</tr>
<tr>
<td>walking down the street</td>
<td></td>
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<tr>
<td>on a bus</td>
<td></td>
</tr>
<tr>
<td>downtown</td>
<td></td>
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</tbody>
</table>

**Comments:**

8. Do you think it is too noisy around here?

   | no |
   | yes: if "yes", where does the noise come from? | | |
   | what, if anything, can you do about it? | | |
9. Generally, do you consider your home to be adequate for your needs? 
   ____ no; if "no", what changes would you like to see? _______________________
   ____ yes

10. Other than Windsor Housing, do you know any other agencies in the 
    city that deal with housing? (e.g., Windsor Coalition for Development, Home-locators, City Senior's Housing)
    ____ no
    ____ yes; if "yes", a) what are they? _______________________
                           _______________________
                           _______________________
                           _______________________
                           _______________________
                           b) have you used any of these services in the 
                              past 2 years? 
    ____ no
    ____ yes; if "yes", which? _______________________
                           _______________________
                           _______________________
                           _______________________

11. Do you know who your community relations worker is? (Mike Pocock).
    ____ no knowledge of CRIW
    ____ no contact
    ____ yes; if "yes", a) how often have you contacted him in the 
                           past 12 months? ____ (total number of 
                           contacts)
                           b) why did you contact him? _______________________
                           _______________________
                           _______________________
                           _______________________
12. Have you had any contact with the Action Centre in the past 12 months?
   ___ no
   ___ yes: if "yes", a) how often did you contact the Centre?
         (total number of contacts).
   b) why did you usually contact the Centre?

13. Do you think the housing services are adequate in Windsor?
    ___ no: if "no", what changes would you like to see? ___

           ___ yes

COMMUNITY IDENTIFICATION

1. Do you get a daily newspaper?
   ___ no
   ___ yes: if "yes", which one(s)? (list first two named)

2. Do you get a weekly newspaper or magazine?
   ___ no
   ___ yes: if "yes", which one(s)? (list first two named)

3. How do you find out about what's going on in Windsor?
   ___ Windsor Star
   ___ Windsor radio station
   ___ Channel 9 News
   ___ from a friend/relative/neighbour
   ___ other (specify)
4. Have you lived in any other city in the past two years?
   ____ no
   ____ yes: if "yes", a) which city/cities? ______________________
   b) how long did you live in the last city before you moved to Windsor? ______
   c) why did you come to Windsor? ______________________
   d) do you think you've settled into Windsor?
      ____ no: if "no", why not? ______
      ii) what could make it better for you? ______________________
   ____ yes
   e) how long do you plan to stay in Windsor?

5. Is there any other city in which you would like to live?
   ____ no
   ____ yes: if "yes", a) which city? ______________________
   b) why? ______________________

6. Have you contacted anybody at City Hall or your alderman in the past year?
   ____ no
   ____ yes: if "yes", a) who? ______________________
   b) why did you contact them? ______________________

7. Did you vote in the last municipal election in the beginning of November 1962?
   ____ no
   ____ yes
8. If you could change anything about Windsor or about the way it is run, what changes would you make? 


**HOUSEHOLD FAMILY**

Now I would like to talk about the people who live with you in your home.

1. Who lives in the home besides you? I would like you to give me their age, sex and educational level completed as well as their relationship to you.

<table>
<thead>
<tr>
<th>Relationship</th>
<th>Age</th>
<th>Sex</th>
<th>Education</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
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<tr>
<td>2.</td>
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<td>3.</td>
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<tr>
<td>4.</td>
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<td></td>
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<tr>
<td>5.</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>6.</td>
<td></td>
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<td></td>
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</tbody>
</table>

2. Has anybody moved in or out in the last year?
   - [ ] no
   - [ ] yes: if "yes", who? __________________________
     when? __________________________
     reason? __________________________

3. Would you say that you have a good, fair or not very good relationship with your partner right now? (whether or not partner is living with) —
   - [ ] no partner
   - [ ] good
   - [ ] fair
   - [ ] not very good
4. Has your relationship with your partner changed in the last year?
   ____ no
   ____ yes: if "yes", how has it changed? __________________________
   why has it changed? __________________________

5. Would you say that you had a good, fair or not very good relationship with your child(ren) right now?
   ____ good
   ____ fair
   ____ not very good

6. Has your relationship with your children changed in the last year?
   ____ no
   ____ yes: if "yes", how has it changed? __________________________
   why has it changed? __________________________

7. (IF MORE THAN 1 CHILD) Would you say that your children have a good, fair or not very good relationship with each other?
   ____ good
   ____ fair
   ____ not very good

8. Have their relationships changed in the last year?
   ____ no
   ____ yes: if "yes", how have they changed? __________________________
   why have they changed? __________________________

9. Have you found that you need to discipline your child(ren) more in the last 3 months?
   ____ no
   ____ yes: if "yes", why? ____________________________________________
10. Would you say that you usually have enough patience with your child(ren)?
   ____ no: if "no", how does this show itself in your relationship with your child(ren)?
   _____
   ____ yes

11. Do you feel you have more or less patience than you did a year ago?
   ____ no change
   ____ more
   ____ less how do you feel about this?
   _____
   why do you think it has changed?
   _____

12. Has your relationship with other people in the house changed in the last year?
   ____ no
   ____ yes: if "yes", how has it changed?
   _____
   why has it changed?
   _____
   how do you feel about this change?
   _____

13. a) If you or someone in the household had a problem and you felt you needed some professional counselling, who would you contact?

   a) SERVICE
   _____
   _____
   _____

   b) CONTACT
   _____
   _____
   _____
   _____
b) For the services that you've just told me about, can you tell me if anyone in your household has had contact with them in the past 12 months?

14. Have you or anyone else in the household ever had a problem which needed professional counselling but you did not know where to get it?
   ___ no
   ___ yes; if "yes", what kind of problem was it?

ROLES

1. In a family, what do you think the man's role should be?

2. Again, in a family, what do you think the woman's role should be?

3. If a stranger asked you to describe your role in your family, what would you say?

4. If a stranger asked you to describe your role in your community, what would you say?
5. I am going to read a list of jobs to you and I would like you to tell me if you have ever known a woman who works at these jobs.

<table>
<thead>
<tr>
<th>No</th>
<th>Yes</th>
</tr>
</thead>
<tbody>
<tr>
<td>___</td>
<td>___</td>
</tr>
<tr>
<td>teacher</td>
<td></td>
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<tr>
<td>employment counsellor</td>
<td></td>
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<tr>
<td>bank manager</td>
<td></td>
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<tr>
<td>business consultant</td>
<td></td>
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<tr>
<td>machinist</td>
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<tr>
<td>engineer</td>
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<tr>
<td>drafting</td>
<td></td>
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<tr>
<td>auto mechanic</td>
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<td>accountant</td>
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<td>lawyer</td>
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<td>doctor</td>
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<td>welder</td>
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<td>woodworker</td>
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<tr>
<td>landscaper</td>
<td></td>
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<tr>
<td>pharmacist</td>
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</tbody>
</table>

6. I would like you to think of three women who have been helpful to you, other than homemakers. What were their occupations?

- ____________________________
- ____________________________
- ____________________________

ANOMIE

Now I am going to read some statements to you. These are statements about public issues. Some people agree with them and some people disagree with them. Please give me your opinion about each statement, that is, whether you agree or disagree.

1. In spite of what people say, the situation of the average person is getting worse.

   (AGREE OR DISAGREE)
2. It's hardly fair to bring children into the world with the way things look for the future.

3. Nowadays a person has to live pretty much for today and let tomorrow take care of itself.

4. These days a person doesn't really know who to count on.

5. There's little use writing to public officials because often they aren't really interested in the problems of the common person.

TOTAL SCORE

AFFILIATION

1. Do you have parents, brothers, sisters or other close relatives in Glengarry Court? (do not include relatives living in the same household).
   ___ no: if "no", where do they live? __________________________

   -- OR --
   ___ no living relatives (move on to question 2)

   ___ yes: if "yes", a)where do they live?
       _____ Glengarry Court
       _____ within 3-block radius
b) how often are you in touch with these relatives?
   ______ daily
   ______ once a week
   ______ only on special occasions
   ______ seldom or never

c) how do you contact them usually?
   ______ phone
   ______ visit
   ______ letter
   ______ other (specify) __________

d) would you say that you have more contact with your family or with your friends and neighbours?
   ______ family ______ friends, neighbours
   ______ about the same

** NOTE ** neighbourhood means Glengarry and 3-block radius
neighbour means non-related

**************************************************************************

2. Do you have any close friends who live in the neighbourhood?
   ______ no
   ______ yes: if "yes", did you get to know them since you moved
   (or they moved) into the neighbourhood?
      ______ no
      ______ yes

3. (a) Have your neighbours ever talked to you about their problems
      when they were worried or asked you for advice or help?
      ______ no
      ______ yes
(b) Have you ever talked to your neighbours about your problems when you were worried or asked for their advice or help?

   ____ no
   ____ yes

4. In an average week, how often do your neighbours come over for coffee?
   ____ twice a day
   ____ daily
   ____ three times a week
   ____ once a week
   ____ occasionally
   ____ never

5. During an average week, how often do you go over to your neighbour's for coffee?
   ____ twice a day
   ____ daily
   ____ three times a week
   ____ once a week
   ____ occasionally
   ____ never

6. Other than meeting with your neighbours for coffee, how often do you and any of your neighbours go out together?
   ____ daily
   ____ two or three times a week
   ____ once a week
   ____ twice a month
   ____ once a month
7. Where do you usually go with your neighbours?

8. Would you say, generally, that you have a good, fair or not very good relationship with your neighbours?
   - good
   - fair
   - not very good
   - no relationship

9. Has your relationship with your neighbours changed in the past year?
   - no
   - yes: if "yes", how has it changed? why has it changed?

10. Would you say, generally, that you have a good, fair or not very good relationship with your family? (non-household)
    - good
    - fair
    - not very good
    - no relationship
    - no family outside the household

11. Has your relationship with your family (non-household) changed in the past year?
    - no
    - yes: if "yes", how has it changed? why has it changed?

12. Who do you feel closer to?
    - family (non-household)
    - neighbours or friends living outside the neighbourhood
13. We've talked about friends who live within a 3-block radius of Glengarry. Now I'd like to talk a bit about any other friends you have. Do you have any friends who live outside Glengarry or the 3-block area around Glengarry?

___ no
___ yes: if "yes", I'd like to talk about the friends you feel closest to.

a) where do they live?
   ___ downtown Windsor
   ___ east end Windsor
   ___ west end Windsor
   ___ south Windsor
   ___ county
   ___ other city (specify)________________________
   ___ other province (specify)____________________

b) how often are you in touch with your friend(s)?
   ___ daily
   ___ once or twice a week
   ___ once a month
   ___ only on special occasions
   ___ rarely

c) how do you contact them usually?
   ___ phone
   ___ visit
   ___ letter
   ___ other (specify)

d) are you able to contact these friends pretty much whenever you want to?
   ___ no: if "no", why not?______________________
   ___ yes
ASPIRATIONS

If you could make a wish and have any amount of education, any kind of job, live in any kind of house and have any amount of income, what would you want for yourself, your partner (if living with), your boys and your girls?

* *IDEAL* *

<table>
<thead>
<tr>
<th></th>
<th>Education</th>
<th>Employment</th>
<th>Housing</th>
<th>Income</th>
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</thead>
<tbody>
<tr>
<td>Self</td>
<td></td>
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<tr>
<td>Partner</td>
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<tr>
<td>Male children</td>
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<tr>
<td>Female children</td>
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</table>

2. Do you think you will get any of your own wishes in the future?
   _no:_ if "no", why not?
   _yes:_ if "yes", which?
   how will it come about?
   when?

HEALTH

Now I'd like to talk a bit about your family's health.

1. Has any family member living in the household or outside the home had a serious illness in the past year?
   _no_
   _yes:_ if "yes", who? (relationship) what? (describe illness)
   living in or out of the home?
   how has this affected you?
2. Has any family member in the home had any kind of psychiatric or psychological treatment in the past year?
   ___ no
   ___ yes: if "yes", who? (relationship)__________________________
          what? (describe illness)__________________________
          how has this affected you?__________________________

3. What medical services do you or anyone else in the household use either in an emergency or on an ongoing basis?
   ______________________________________________________
   ______________________________________________________
   ______________________________________________________
   ______________________________________________________
   ______________________________________________________

4. Have you or any member of your household had a medical problem for which you did not know who to contact or where to go for service in the past 12 months?
   ___ no
   ___ yes: if "yes", list problems________________________________
          ______________________________________________________
          ______________________________________________________
          ______________________________________________________

5. What psychiatric services do you or anyone else in the household use either in an emergency or on an ongoing basis?
   ______________________________________________________
   ______________________________________________________
   ______________________________________________________
   ______________________________________________________
6. Have you or any member of your household had a psychiatric problem for which you did not know who to contact or where to go in the past 12 months?
   ____ no
   ____ yes: if "yes", list problems

   ________________________________
   ________________________________
   ________________________________
   ________________________________

EMPLOYMENT

Now I'd like to talk about the work and education of the people who live in your house.

1. What is your present occupation?

2. If unemployed, have you actively looked for work in the last 6 weeks?
   ____ no
   ____ yes

3. Have you ever been employed outside the home?
   ____ no
   ____ yes: if "yes", occupation group
   when? ________________________________
   how long? ________________________________
   why did you leave? ________________________________

4. What is your partner's occupation?

5. If unemployed, has your partner actively looked for work in the past 6 weeks?
   ____ no
   ____ yes
6. Has your partner ever worked outside the home?
   ___ no
   ___ yes: if "yes", when did he work last? _______________________
            what did he do? _______________________

7. Has anyone in the household started or left a job in the past year?
   ___ no, no change
   ___ no, nobody has been employed in the last year
   ___ yes: if "yes", a) started or left? _______________________
            b) who? _______________________
            c) if started, occupation _______________________
            d) if left, former occupation _______________________
            reason for leaving _______________________
            e) how do you feel about the change? __________

8. In the last year, has anyone been involved in a re-training or up-grading course on either a full-time or part-time basis?
   ___ no
   ___ yes: if "yes", who? _______________________
            why? _______________________
            result? _______________________

9. Have you ever used the upgrading service at Commerce and/or St. Clair?
   ___ no
   ___ yes

10. Do you hope to work outside the home in the next year?
    ___ no
    ___ yes: if "yes", what occupation? _______________________
             are you qualified to do this now? _______________
11. Do you hope to go to school within the next year?
   ___ no
   ___ yes: if "yes", what area of study? ____________________________
         reason ____________________________

12. Have you ever considered going into a non-traditional occupation such as machine shop, drafting, computer programming or engineering technology?
    ___ no
    ___ yes

13. Would you be interested in learning more about non-traditional occupations for women?
    ___ no
    ___ yes

14. Would you be interested in learning more about the predicted career opportunities for women in the '80s?
    ___ no
    ___ yes

15. If you or any member of your household were interested in up-grading or re-training, who would you contact?
    __________________________________________
    __________________________________________
    __________________________________________
16. a) If you knew somebody who was unemployed and having problems because of their unemployment, and they asked for your advice, where would you tell them to go? (referral)

SERVICES


USE


b) Have you used these services in the last year?

- no
- yes

17. Have you ever had a problem or known of anybody who has had a problem because of their employment and didn't know what to do about it?

- no

- yes: if "yes", what was the problem? 


GENERALIZED CONTENTMENT SCALE

This questionnaire is designed to measure the degree of contentment that you feel about your life and surroundings. It is not a test, so there are no right or wrong answers. Answer each statement as carefully and accurately as you can by telling me which number goes beside each one. (hand out card and go over with respondent).

1. Rarely or none of the time
2. A little of the time
3. Some of the time
4. Good part of the time
5. Most or all of the time

1. I feel powerless to do anything about my life.
2. I feel blue.
3. I am restless and can't keep still.
4. I have crying spells.
5. It is easy for me to relax.
6. I have a hard time getting started on things that I need to do.
7. I do not sleep well at night.
8. When things tough, I feel there is always someone I can turn to.
9. I feel that the future looks bright for me.
10. I feel downhearted.
11. I feel that I am needed.
12. I feel that I am appreciated by others.
13. I enjoy being active and busy.
14. I feel that others would be better off without me.
15. I enjoy being with other people.
16. I feel it is easy for me to make decisions.
17. I feel down and out.
18. I am irritable.
19. I get upset easily.
20. I feel that I don't deserve to have a good time.

21. I have a full life.

22. I feel that people really care about me.

23. I have a great deal of fun.

24. I feel great in the morning.

25. I feel that my situation is hopeless.

Reverse score item numbers: 5, 8, 9; 11, 12, 13, 15, 16, 21, 22, 23, and 24.

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DEMOGRAPHICS

1. What is your marital status?
   _____ married (include common-law relationships here)
   _____ single
   _____ divorced
   _____ widowed
   _____ separated

2. How old were you on your last birthday?

3. What is your ethnic background?

4. What religion are you?
   _____ Protestant
   _____ Catholic
   _____ Jewish
   _____ Other (Please specify) _______________________
   _____ None

5. (IF RELIGION IS NAMED) How often do you attend services?
   _____ daily.
   _____ twice a week
   _____ once a week
   _____ once a month
   _____ two or three times a year (Christmas, Easter, etc.)
   _____ only on special occasions (wedding, christening, etc.)
   _____ once a year
   _____ never
6. Where were you born?
   Canada
   outside Canada (please specify)
   If "outside Canada", how long have you lived:
   (i) in Canada?
   (ii) in the Windsor area?

7. What was your household's monthly net income in 1982?

8. Is this a change from the year before? (1981)
   no
   yes: if "yes", was your income higher or lower the year before? (1981)
       reason for change

9. Do you expect your income to be different this year (1983) from last year? (1982)
   no
   yes: if "yes", how do you expect it to change?
       reason for change

10. What is your usual source of income?

11. Has the source of your income changed over the last 12 months?
    no
    yes: if "yes", what was prior source?
        reason for change
        how has this affected your lifestyle?
EXPENSES

Can you tell me, as closely as possible, how much you spend on the following items in an average week, month or year.

<table>
<thead>
<tr>
<th>Item</th>
<th>Actual</th>
<th>Monthly</th>
</tr>
</thead>
<tbody>
<tr>
<td>RENT</td>
<td>$</td>
<td>$</td>
</tr>
<tr>
<td>GROCERIES</td>
<td>$</td>
<td>$</td>
</tr>
<tr>
<td>CLOTHING</td>
<td>$</td>
<td>$</td>
</tr>
<tr>
<td>TRANSPORTATION</td>
<td>$</td>
<td>$</td>
</tr>
<tr>
<td>TV RENTAL</td>
<td>$</td>
<td>$</td>
</tr>
<tr>
<td>LOAN PAYMENTS</td>
<td>$</td>
<td>$</td>
</tr>
<tr>
<td>RECREATION/HOBBIES</td>
<td>$</td>
<td>$</td>
</tr>
<tr>
<td>ENTERTAINMENT</td>
<td>$</td>
<td>$</td>
</tr>
<tr>
<td>GIFTS</td>
<td>$</td>
<td>$</td>
</tr>
<tr>
<td>PHONE</td>
<td>$</td>
<td>$</td>
</tr>
<tr>
<td>MEDICAL EXPENSES</td>
<td>$</td>
<td>$</td>
</tr>
<tr>
<td>INSURANCE (CAR, HOME, LIFE)</td>
<td>$</td>
<td>$</td>
</tr>
<tr>
<td>OTHER</td>
<td>$</td>
<td>$</td>
</tr>
</tbody>
</table>

** TOTAL **

$  

** THANK YOU FOR YOUR CO-OPERATION **
### MODIFIED PORTER-PINEO SCALE

#### OCCUPATIONAL CLASSES

**PROFESSIONAL**

<table>
<thead>
<tr>
<th>Occupation</th>
<th>Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accountant</td>
<td>1634</td>
</tr>
<tr>
<td>Architect</td>
<td>1781</td>
</tr>
<tr>
<td>Biologist</td>
<td>1726</td>
</tr>
<tr>
<td>Catholic priest</td>
<td>1728</td>
</tr>
<tr>
<td>Chemist</td>
<td>1735</td>
</tr>
<tr>
<td>Civil Engineer</td>
<td>1731</td>
</tr>
<tr>
<td>County court judge</td>
<td>1825</td>
</tr>
<tr>
<td>Druggist</td>
<td>1693</td>
</tr>
<tr>
<td>Economist</td>
<td>1622</td>
</tr>
<tr>
<td>High school teacher</td>
<td>1661</td>
</tr>
<tr>
<td>Lawyer</td>
<td>1823</td>
</tr>
<tr>
<td>Mathematician</td>
<td>1727</td>
</tr>
<tr>
<td>Mine safety analyst</td>
<td>1571</td>
</tr>
<tr>
<td>Mining engineer</td>
<td>1688</td>
</tr>
<tr>
<td>Physician</td>
<td>1872</td>
</tr>
<tr>
<td>Physicist</td>
<td>1776</td>
</tr>
<tr>
<td>Protestant minister</td>
<td>1678</td>
</tr>
<tr>
<td>Psychologist</td>
<td>1249</td>
</tr>
<tr>
<td>Public grade school teacher</td>
<td>1596</td>
</tr>
<tr>
<td>University professor</td>
<td>1846</td>
</tr>
<tr>
<td>Veterinarian</td>
<td>1667</td>
</tr>
</tbody>
</table>

**SEMI PROFESSIONAL**

<table>
<thead>
<tr>
<th>Occupation</th>
<th>Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>Airline pilot</td>
<td>2661</td>
</tr>
<tr>
<td>Author</td>
<td>2648</td>
</tr>
<tr>
<td>Ballet dancer</td>
<td>2491</td>
</tr>
<tr>
<td>Chiropractor</td>
<td>2684</td>
</tr>
<tr>
<td>Commercial artist</td>
<td>2572</td>
</tr>
<tr>
<td>Computer programmer</td>
<td>2538</td>
</tr>
<tr>
<td>Disc jockey</td>
<td>2380</td>
</tr>
<tr>
<td>Draughtsman</td>
<td>2600</td>
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</tbody>
</table>

cont'd ....
### SEMI PROFESSIONAL Cont'd.

<table>
<thead>
<tr>
<th>Occupation</th>
<th>Code</th>
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</thead>
<tbody>
<tr>
<td>Funeral director</td>
<td>2549</td>
</tr>
<tr>
<td>Jazz musician</td>
<td>2409</td>
</tr>
<tr>
<td>Journalist</td>
<td>2609</td>
</tr>
<tr>
<td>Medical or dental technician</td>
<td>2675</td>
</tr>
<tr>
<td>Musician</td>
<td>2521</td>
</tr>
<tr>
<td>Musician in a symphony orchestra</td>
<td>2560</td>
</tr>
<tr>
<td>Physiotherapist</td>
<td>2721</td>
</tr>
<tr>
<td>Playground director</td>
<td>2428</td>
</tr>
<tr>
<td>Professional athlete</td>
<td>2541</td>
</tr>
<tr>
<td>Professionally trained forester</td>
<td>2600</td>
</tr>
<tr>
<td>Professionally trained librarian</td>
<td>2581</td>
</tr>
<tr>
<td>Registered nurse</td>
<td>2647</td>
</tr>
<tr>
<td>Research technician</td>
<td>2669</td>
</tr>
<tr>
<td>Sculptor</td>
<td>2569</td>
</tr>
<tr>
<td>Social Worker</td>
<td>2551</td>
</tr>
<tr>
<td>Surveyor</td>
<td>2620</td>
</tr>
<tr>
<td>T.V. announcer</td>
<td>2576</td>
</tr>
<tr>
<td>T.V. cameraman</td>
<td>2483</td>
</tr>
<tr>
<td>T.V. director</td>
<td>2621</td>
</tr>
<tr>
<td>T.V. star</td>
<td>2656</td>
</tr>
<tr>
<td>YMCA director</td>
<td>2582</td>
</tr>
</tbody>
</table>

### PROPRIETORS, MANAGERS AND OFFICIALS, LARGE.

<table>
<thead>
<tr>
<th>Occupation</th>
<th>Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>Administrative officer in Federal Civil Service</td>
<td>3688</td>
</tr>
<tr>
<td>Advertising executive</td>
<td>3565</td>
</tr>
<tr>
<td>Bank Manager</td>
<td>3709</td>
</tr>
<tr>
<td>Building contractor</td>
<td>3565</td>
</tr>
<tr>
<td>Colonel in the army</td>
<td>3708</td>
</tr>
<tr>
<td>Department head in City Government</td>
<td>3713</td>
</tr>
<tr>
<td>General manager of a manufacturing plant</td>
<td>3691</td>
</tr>
<tr>
<td>Mayor of a large city</td>
<td>3799</td>
</tr>
<tr>
<td>Member of Canadian Cabinet</td>
<td>3833</td>
</tr>
<tr>
<td>Member of Canadian House of Commons</td>
<td>3848</td>
</tr>
<tr>
<td>Member of Canadian Senate</td>
<td>3861</td>
</tr>
<tr>
<td>Merchandise buyer for a department store</td>
<td>3511</td>
</tr>
<tr>
<td>Owner of a manufacturing plant</td>
<td>3694</td>
</tr>
<tr>
<td>Provincial Premier</td>
<td>3899</td>
</tr>
<tr>
<td>Wholesale distributor</td>
<td>3479</td>
</tr>
</tbody>
</table>
PROPRIETORS, MANAGERS AND OFFICIALS, SMALL

Advertising copy writer - 4489
Beauty operator - 4352
Construction foreman - 4511
Driving instructor - 4416
Foreman in a factory - 4509
Government purchasing agent - 4568
Insurance claims investigator - 4511
Job counselor - 4583
Livestock buyer - 4396
Lunchroom operator - 4316
Manager of a real estate office - 4583
Manager of a supermarket - 4525
Member of a city council - 4629
Motel owner - 4516
Owner of a food store - 4478
Public relations man - 4605
Railroad ticket agent - 4357
Sawmill operator - 4370
Service station manager - 4415
Ship's pilot - 4596
Superintendent of a construction job - 4539
Trade union business agent - 4492
Travel agent - 4466

CLERICAL AND SALES

Air hostess - 5570
Bank teller - 5423
Bill Collector - 5294
Bookkeeper - 5494
Cashier in a supermarket - 5311
Clerk in an office - 5356
File Clerk - 5327
IBM keypunch operator - 5477
Insurance agent - 5473
Manufacturer's representative - 5521
Post office clerk - 5372
Real estate agent - 5471
Receptionist - 5387
Sales clerk in a store - 5265
Shipping clerk - 5309
Stenographer - 5460
Stockroom attendant - 5258
Telephone operator - 5381

cont'd...
### Clerical and Sales, cont'd.

- Telephone solicitor: 5267
- Travelling salesman: 5402
- Truck dispatcher: 5322
- Typist: 5419
- Used car salesman: 5312

### Skilled

- Airplane mechanic: 6503
- Baker: 6389
- Bricklayer: 6362
- Butcher in a store: 6348
- Coal miner: 6276
- Cook in a restaurant: 6297
- Custom seamstress: 6334
- Diamond driller: 6445
- Electrician: 6502
- House carpenter: 6389
- House painter: 6299
- Locomotive engineer: 6489
- Machinist: 6442
- Machine set-up man in a factory: 6421
- Mucking machine operator: 6315
- Plumber: 6426
- Power crane operator: 6402
- Power lineman: 6409
- Pumphouse engineer: 6389
- Railroad brakeman: 6371
- Railroad conductor: 6453
- Saw sharpener: 6207
- Sheet metal worker: 6359
- T.V. repairman: 6372
- Tool and die maker: 6425
- Typesetter: 6422

### Semi-Skilled

- Aircraft worker: 7437
- Apprentice to a master craftsman: 7339
- Assembly line worker: 7282
- Automobile repairman: 7381
- Automobile worker: 7359
- Barber: 7393
- Bartender: 7202
- Book binder: 7352
- Bus driver: 7359
**SEMI-SKILLED Cont'd.**

<table>
<thead>
<tr>
<th>Occupation</th>
<th>Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cod fisherman</td>
<td>7234</td>
</tr>
<tr>
<td>Firefighter</td>
<td>7435</td>
</tr>
<tr>
<td>Fruit packer in a cannery</td>
<td>7232</td>
</tr>
<tr>
<td>Logger</td>
<td>7249</td>
</tr>
<tr>
<td>Longshoreman</td>
<td>7261</td>
</tr>
<tr>
<td>Loom operator</td>
<td>7333</td>
</tr>
<tr>
<td>Machine operator in a factory</td>
<td>7349</td>
</tr>
<tr>
<td>Newspaper pressman</td>
<td>7430</td>
</tr>
<tr>
<td>Oil field worker</td>
<td>7353</td>
</tr>
<tr>
<td>Oilier in a ship</td>
<td>7276</td>
</tr>
<tr>
<td>Paper making machine tender</td>
<td>7316</td>
</tr>
<tr>
<td>Policeman</td>
<td>7516</td>
</tr>
<tr>
<td>Private in the army</td>
<td>7284</td>
</tr>
<tr>
<td>Production worker in the electronics industry</td>
<td>7508</td>
</tr>
<tr>
<td>Professional babysitter</td>
<td>7259</td>
</tr>
<tr>
<td>Quarry worker</td>
<td>7267</td>
</tr>
<tr>
<td>Sewing-machine operator</td>
<td>7282</td>
</tr>
<tr>
<td>Steam boiler fireman</td>
<td>7328</td>
</tr>
<tr>
<td>Steam roller operator</td>
<td>7322</td>
</tr>
<tr>
<td>Steel mill worker</td>
<td>7343</td>
</tr>
<tr>
<td>Textile mill worker</td>
<td>7288</td>
</tr>
<tr>
<td>Timber cruiser</td>
<td>7403</td>
</tr>
<tr>
<td>Trailer truck driver</td>
<td>7328</td>
</tr>
<tr>
<td>Troller</td>
<td>7236</td>
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<tr>
<td>Worker in a meat packing plant</td>
<td>7252</td>
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</table>

**UNSKILLED**

<table>
<thead>
<tr>
<th>Occupation</th>
<th>Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>Carpenter's helper</td>
<td>8231</td>
</tr>
<tr>
<td>Construction laborer</td>
<td>8265</td>
</tr>
<tr>
<td>Elevator operator in a building</td>
<td>8201</td>
</tr>
<tr>
<td>Filling station attendant</td>
<td>8233</td>
</tr>
<tr>
<td>Garbage collector</td>
<td>8148</td>
</tr>
<tr>
<td>Hospital attendant</td>
<td>8349</td>
</tr>
<tr>
<td>Housekeeper in a private home</td>
<td>8288</td>
</tr>
<tr>
<td>Janitor</td>
<td>8173</td>
</tr>
<tr>
<td>Laundress</td>
<td>8193</td>
</tr>
<tr>
<td>Mailman</td>
<td>8361</td>
</tr>
<tr>
<td>Museum attendant</td>
<td>8304</td>
</tr>
<tr>
<td>Newspaper peddler</td>
<td>8148</td>
</tr>
<tr>
<td>Railroad sectionhand</td>
<td>8273</td>
</tr>
<tr>
<td>Taxicab driver</td>
<td>8251</td>
</tr>
<tr>
<td>Waitress in a restaurant</td>
<td>8199</td>
</tr>
<tr>
<td>Warehouse hand</td>
<td>8213</td>
</tr>
<tr>
<td>Whistle punk</td>
<td>8184</td>
</tr>
<tr>
<td>Worker in a dry cleaning or laundry plant</td>
<td>8208</td>
</tr>
</tbody>
</table>
**FARMER**

- Commercial farmer - 9420
- Dairy farmer - 9442
- Farm laborer - 9215
- Farm owner and operator - 9441
- Hog farmer - 9330
- Part-time farmer - 9251

**OTHER**

- Homemaker - 9995
- Retired - 9996
- Unemployed - 9997
- Student - 9998
- No response - 9999
ADVISORY COMMITTEE

Dr. James Chacko
Chairperson of the Advocacy and Forward Planning Committee of the United Way of Windsor and Essex County

Ms. Donna Gamble
President of the Downtown Community Citizens Organization

Ms. Terry Kiease
Women's Information Group, St. Clair College

Ms. Kathy McLean
Ministry of Community and Social Services

Mr. Michael Pocock
Windsor Housing Authority

Mr. Daniel Spinner
Director of Social Planning of the United Way of Windsor and Essex County.
BIBLIOGRAPHY


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Dahms, Frederic A. Right to access: Transportation planning for everyone. *Habitat*, 1976, 19 (5-6), 57-64.


Strauss, Anselm L. *Medical organization, medical care and lower income groups.* *Social Science and Medicine,* 1969, 3 (2), 143-177.


VITA AUCTORIS

Anastacia Cummings was born on September 27, 1958 in Windsor, Ontario. She attended St. Gabriel's and St. Hubert's grade schools and Vincent Massey Secondary School, all of which are located in Windsor. While still attending secondary school, she began working part-time in retail stores and continued to do so until 1982. In the summer of 1981 she also worked for the Ontario Human Rights Commission.

Upon graduating from secondary school, she entered the University of Windsor and obtained a Bachelor of Arts Degree in English in 1980. Following this, she returned to the University of Windsor and applied to the School of Social Work. In 1982, she received her BSW and subsequently entered the Master of Social Work programme. She hopes to graduate in the fall of 1983.
VITA AUCTORIS

Mary Suzanne Grannan (nee Malasky) was born in Battle Creek, Michigan in 1934. She graduated from Miss Newman's School in 1952 and subsequently received her B.A. degree from Denison University in 1956. She entered the University of Windsor in 1981 as a fourth year special student receiving her B.S.W. in 1982 and continued to work on her Master's degree the following year.

Ms. Grannan's past employment has included many years with both the Cincinnati and Detroit Councils of Camp Fire Girls where she gained experience in community organization, program planning and administration. She has worked as a group worker with unwed mothers at Florence Crittendon Maternity Home and Marillac Hall, and in substance abuse prevention and counselling with End-Dependence. She has also been a crisis counselor and a co-sponsor of a Parent's Anonymous group. She is currently employed at Hutzel Hospital in the Substance Abuse Program for Pregnant Women.

She is married to William S. Grannan and the proud mother of John, Douglas, and Gus.
VITA AUCTORIS

Donna Janette McElroy was born in Hamilton, Ontario, in 1947. After attending elementary and secondary schools in Hamilton and Beamsville, Ms. McElroy worked for eight years at G.S.W. Metalwares Division in Hamilton. During her years at G.S.W. she was active in the trade union movement and became especially aware of the situation of women in the workplace. In 1976 she was accepted as a mature student at Brock University where she studied Sociology. Ms. McElroy received her B.A. in Sociology in 1978 and took a full-time research position in the Sociology Department at Brock University. During this year, she began working with battered women and their children. When accepted at the University of Windsor's Faculty of Law in 1979, Ms. McElroy carried her interest in the field of family violence to her work at Hiatus House. In 1980 she was accepted as a special third-year student at the School of Social Work, University of Windsor. She received her B.S.W. degree in 1982 and was subsequently accepted into the M.S.W. program at the University of Windsor. Ms. McElroy is currently employed as the Executive Director of Nova Vita, a shelter for battered women and their children in Brantford, Ontario.