

What We Heard Memo Round 1 Engagement



ROCKY VIEW
COUNTY

LEES
ASSOCIATES

Overview

Earlier in July of this year, a survey was conducted to gather feedback to help shape the Cemetery Master Plan and Garden of Peace expansion concept. Input collected from the public and community organizations through the survey provided deeper insight to understand burial needs, preferences, and long-term expectations. This feedback directly informed the draft expansion concept.

This memo highlights the key takeaways from the public online survey and the stakeholder group survey.

The full survey results are included in Appendix A.

Participants

Public Online Survey

There were 35 total public respondents. Of these, 80% identified as Rocky View County residents, 17% as City of Calgary residents, and 3% as other. Respondents ranged in age from 18 years old to 75 and older, with the majority (49%) being 65 years of age or older. One community organization with multiple respondents also provided feedback.

Stakeholder Groups

Seven stakeholder groups were invited to participate in a survey. Two out of the seven groups responded, including:

- Hussaini Association of Calgary (two individual member responses)), and
- Afghanistan Shia Society of Calgary.

Groups that did not respond included:

- Calgary Hazara Cultural Association
- Ahmadiyya Muslim Community Calgary
- Ismaili Muslim Community Calgary
- The Dawoodi Bohras of Canada
- Several Ethiopian and Eritrean community leaders

PUBLIC ONLINE SURVEY KEY TAKEAWAYS

Key takeaways from the public online survey included:

Accessibility

- When asked what improvements would make the cemetery more accessible, 46% of respondents indicated a desire for more parking, and 36% identified a need for additional benches and rest areas. Other suggestions included adding new pathways, upgrading existing ones, improving signage and wayfinding, and adding another vehicle entrance to the cemetery.



**ADD A SECOND
ENTRANCE**

"Traffic is a problem getting in and out hopefully you will be adding another way to enter and or exit."



**ENHANCE
WAYFINDING AND
SIGNAGE WITHIN THE
CEMETERY.**

"More signage indicating which building is the Funeral Home Chapel and which building is the Cemetery Office."

Amenities

- When asked what amenities and features would best support end-of-life arrangements, 61% of respondents selected small outdoor gathering spaces, 61% preferred a sheltered gathering space or covered seating area, and 33% identified an altar stone or reliquary shelf. Other suggestions included providing a designated space for incense burning and more benches.



**INCREASE SEATING IN
THE CEMETERY.**

"When I walk through, more benches would be nice on which to rest and contemplate."



**ADD A SMALL
GATHERING SPACE.**

PUBLIC ONLINE SURVEY KEY FINDINGS CONTINUED

Cemetery Events

- Respondents were divided on the idea of community events in the cemetery. 45% percent indicated they would be interested in events such as candle lighting, music, All Souls' Day, and Mother's Day, while 54% said they would not be interested in community events taking place in the cemetery.



HOST COMMUNITY EVENTS

"What a nice option this would give to people to visit and gather together other than when the person departed. Having an organized event would be nice. Give people a less cemetery feel and a more community feel."

Interment Options

- The majority of respondents (50%) said they plan to choose casket burial for their interment. 30% indicated they would choose a scattering garden, while 10% said they would choose cremation burial and another 10% preferred a columbaria niche.
- 68% of respondents said they were satisfied with the cemetery interment and memorialization offerings. 12% said their specific cultural or religious preferences for burial method are not currently offered.
- 40% of respondents said they would choose green burial as an end-of-life option. 43% said they would need more information or were unsure, while 17% said they would not be interested.



CREATE A GREEN BURIAL AREA.

"Add a green burial space with native trees and plants. Plant only native plants going forward to maintain a long-term, maintenance free meadow and forest. No more toxic grass and chemicals to maintain the grass."

"I would like a green burial; Edmonton, I know, has this option and Calgary has one, I think. I am from Crossfield and would like to be out in the country... at least away from a large city."

STAKEHOLDER SURVEY KEY FINDINGS

Choosing a Cemetery

- When asked why members might choose a cemetery other than the Garden of Peace, two of the three respondents cited cost concerns, and all three indicated that it would be because their cultural or religious preferences are not accommodated.
- Barriers to accessing the cemetery that were identified included the lack of washroom facilities and spaces for gathering.

Interment and Memorialization Options

- Respondents expressed the following specific options and amenities should be offered to accommodate their organization's needs:
 - Burials to be accommodated within 24 hours.
 - Areas be clearly defined and have multi-language signs indicating the area
 - Accommodate graves being orientated towards Qiblah

Services Cemetery Should Play in the Community

- Respondents expressed that cemeteries should be a place of quiet reflection and remembrance and be a green space for passive recreation such as bird watching and walking.



**ORIENT GRAVES
ACCORDING TO SPECIFIC
DIRECTIONAL OR
RELIGIOUS PREFERENCES**

"Being more accommodating for Muslim burials, considering their religious and cultural needs. Such as the grave site being made towards a certain direction (Qibla), and minimal use of protective layers to preserve the body or casket for quicker decomposing."



ADDITIONAL SIGNAGE

"Clearly display our association's name at the entrance of the Garden of Fatima section for easy identification."

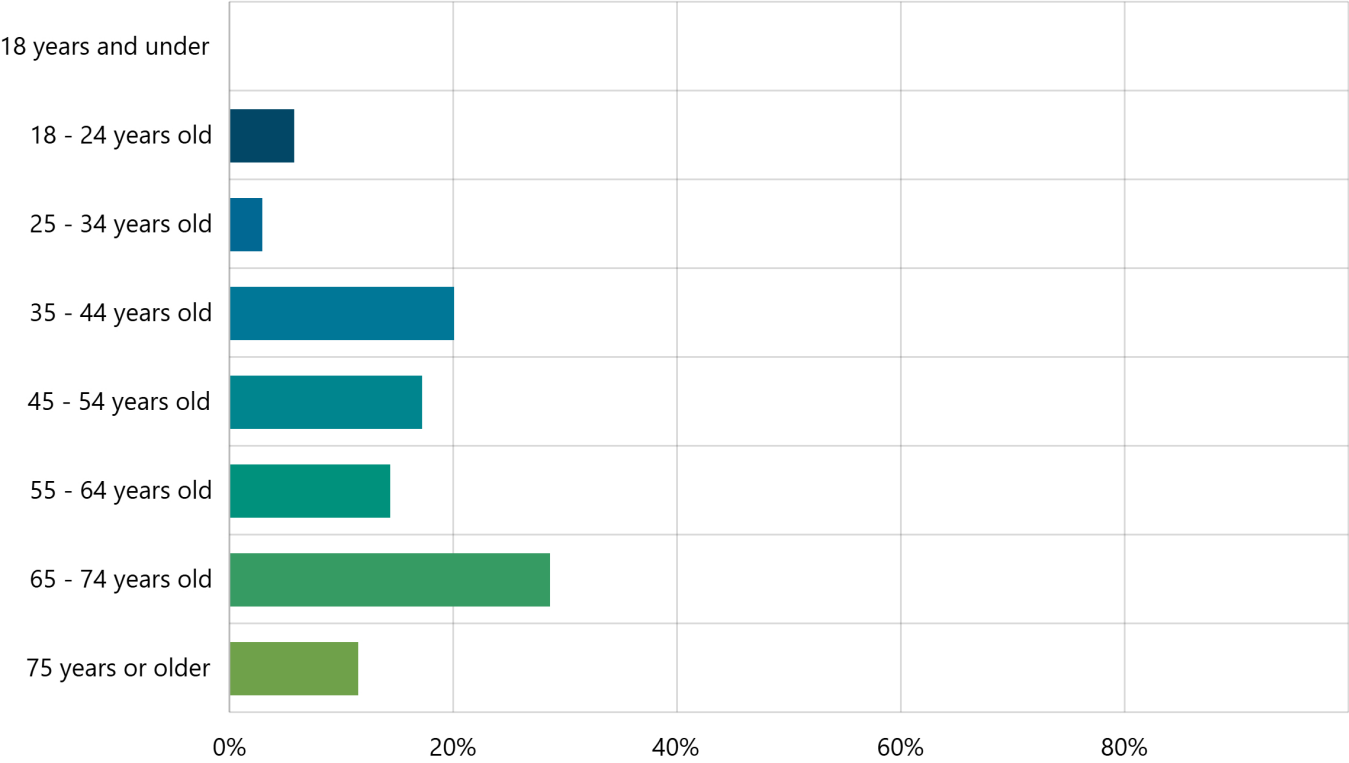
"Having information in Urdu/Arabic alongside English would make it easier for elders and community members to navigate and understand rules."

Appendix A: Round 1 Engagement Public Online Survey Results

Contribution Summary

1. What is your age?

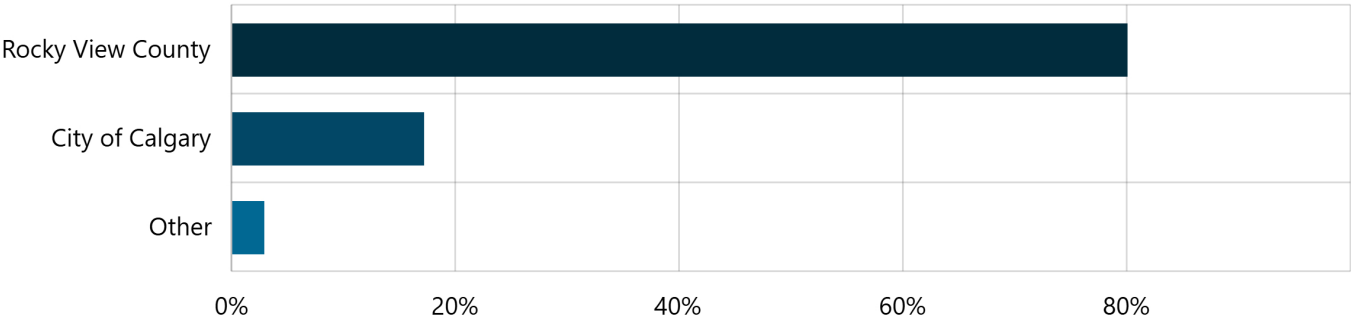
Select Box | Skipped: 0 | Answered: 35 (100%)



Answer choices	Percent	Count
18 years and under	0%	0
18 - 24 years old	5.71%	2
25 - 34 years old	2.86%	1
35 - 44 years old	20.00%	7
45 - 54 years old	17.14%	6
55 - 64 years old	14.29%	5
65 - 74 years old	28.57%	10
75 years or older	11.43%	4
Total	100.00%	35

2. Please identify your place of residence.

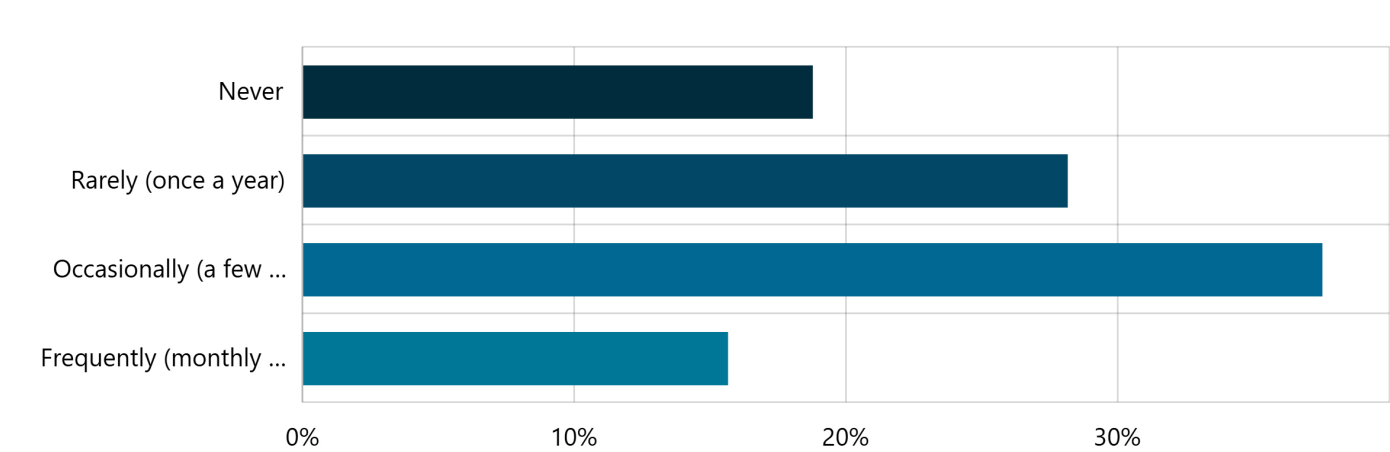
Multi Choice | Skipped: 0 | Answered: 35 (100%)



Answer choices	Percent	Count
Rocky View County	80.00%	28
City of Calgary	17.14%	6
Other	2.86%	1
Total	100.00%	35

3. How often do you visit the cemeteries?

Multi Choice | Skipped: 3 | Answered: 32 (91.4%)



Answer choices	Percent	Count
Never	18.75%	6
Rarely (once a year)	28.13%	9
Occasionally (a few times a year)	37.50%	12
Frequently (monthly or more)	15.63%	5
Total	100.00%	32

4. Please specify which cemeteries you visit:

Short Text | Skipped: 11 | Answered: 24 (68.6%)

Sentiment

No sentiment data

Tags

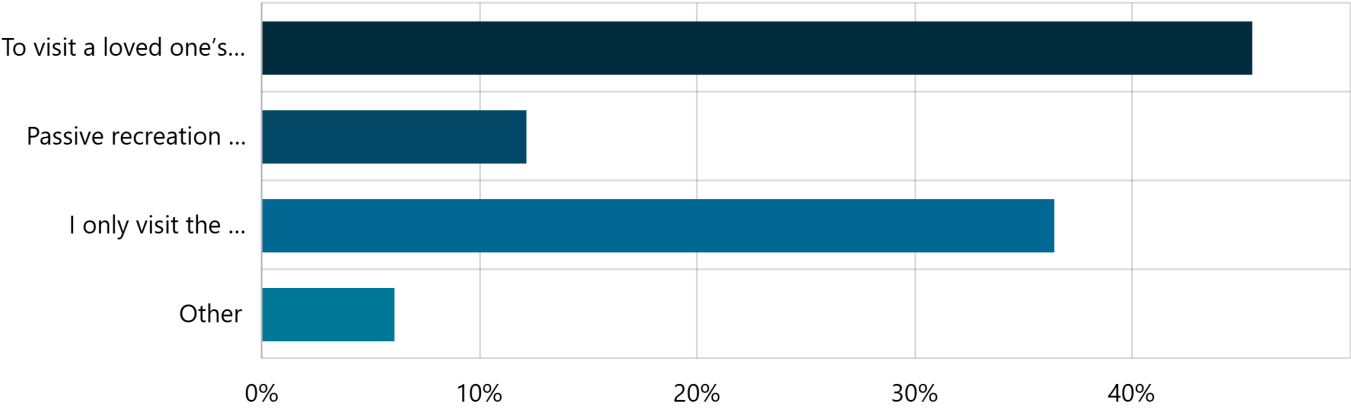
No tag data

Featured Contributions

No featured contributions

5. What is the nature of your cemetery visit:

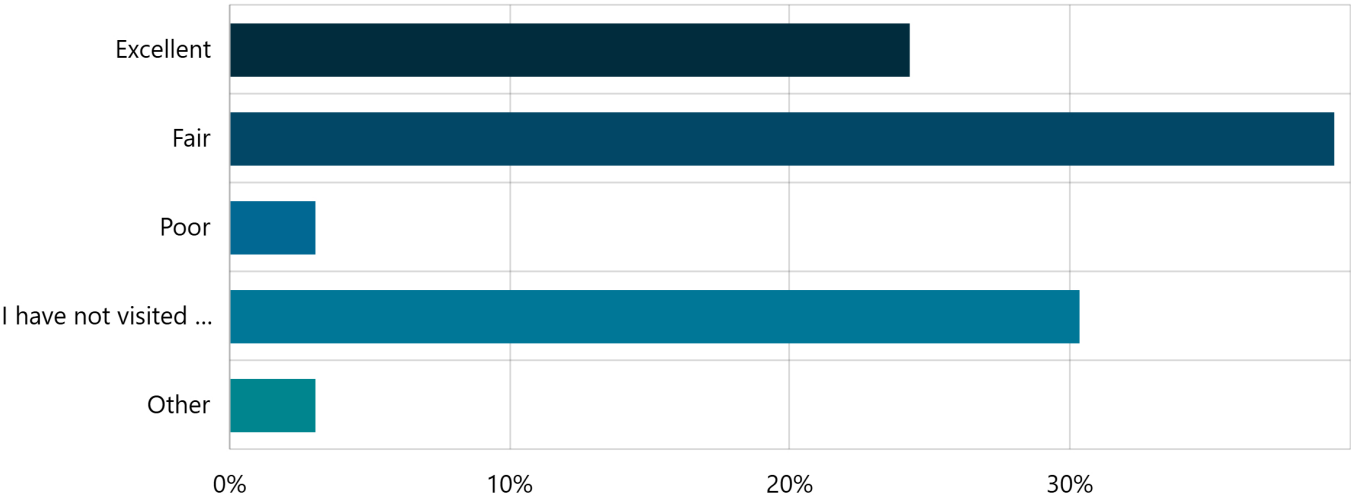
Multi Choice | Skipped: 2 | Answered: 33 (94.3%)



Answer choices	Percent	Count
To visit a loved one's grave	45.45%	15
Passive recreation (walking, walking my dog, etc.)	12.12%	4
I only visit the cemetery to attend funerals or memorial services	36.36%	12
Other	6.06%	2
Total	100.00%	33

6. How do you rate Garden of Peace Cemetery's pathways, parking, and facilities?

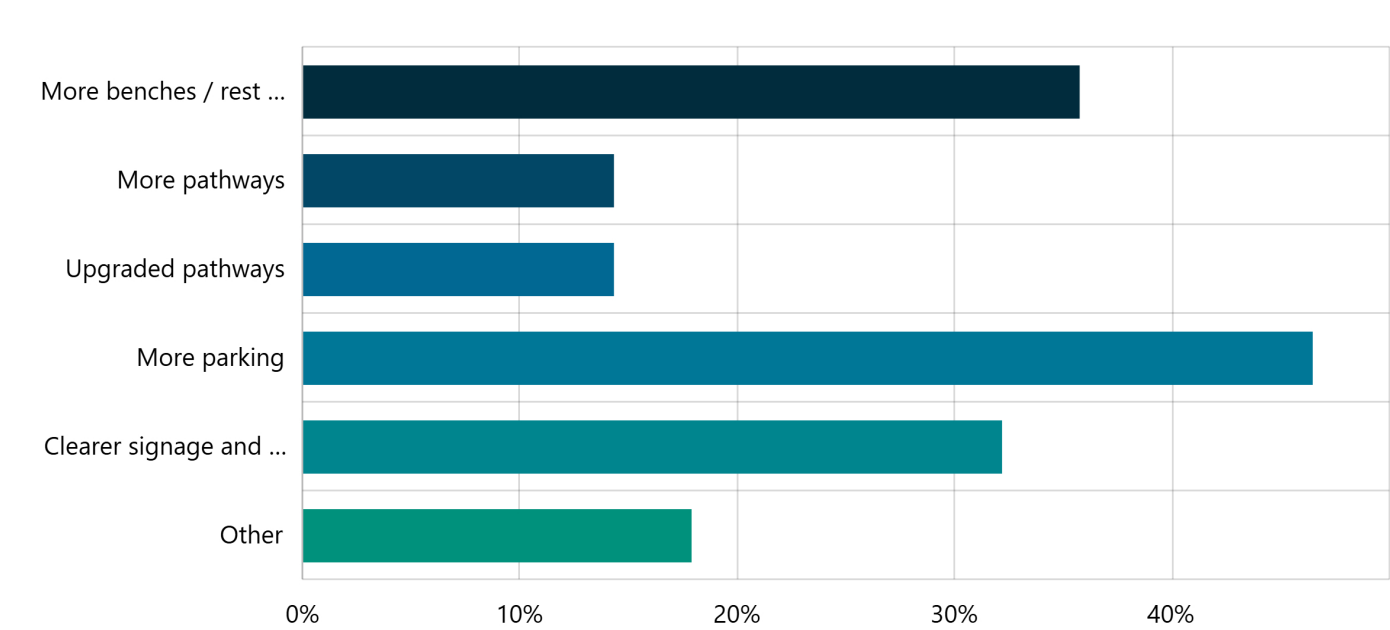
Multi Choice | Skipped: 2 | Answered: 33 (94.3%)



Answer choices	Percent	Count
Excellent	24.24%	8
Fair	39.39%	13
Poor	3.03%	1
I have not visited the Cemetery	30.30%	10
Other	3.03%	1
Total	100.00%	33

7. What improvements would make the Cemetery more accessible for you?

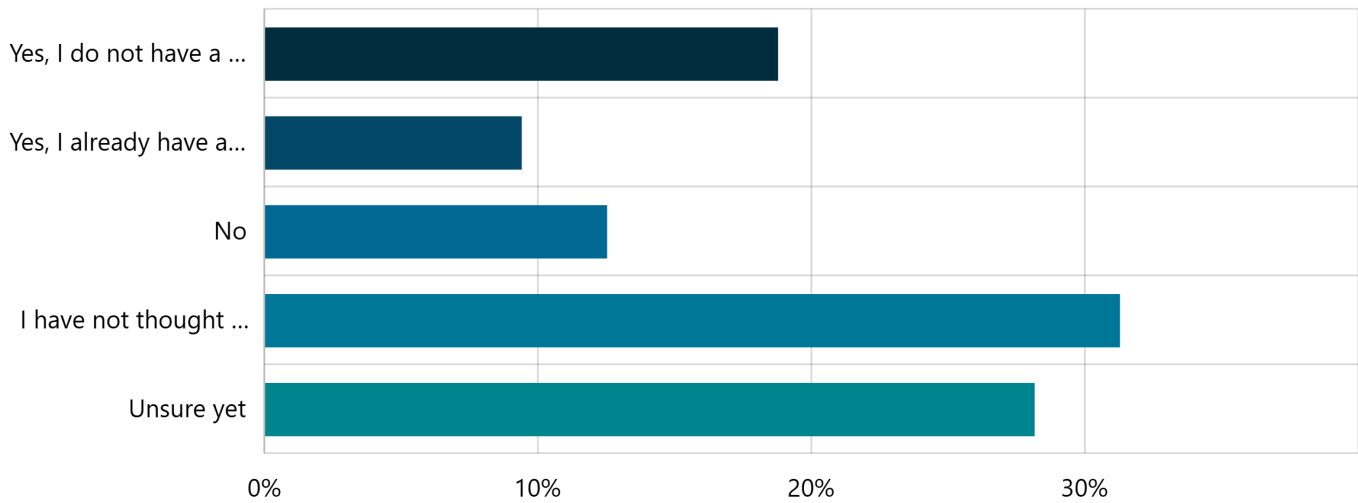
Multi Choice | Skipped: 7 | Answered: 28 (80%)



Answer choices	Percent	Count
More benches / rest areas	35.71%	10
More pathways	14.29%	4
Upgraded pathways	14.29%	4
More parking	46.43%	13
Clearer signage and wayfinding	32.14%	9
Other	17.86%	5

8. Do you plan to choose Garden of Peace Cemetery for your end-of-life plans?

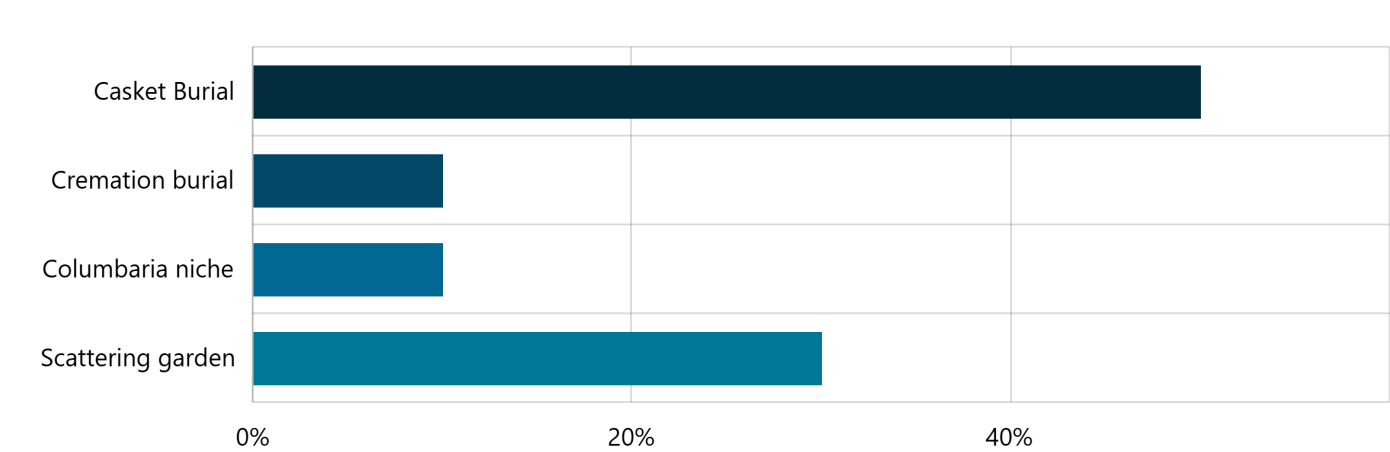
Multi Choice | Skipped: 3 | Answered: 32 (91.4%)



Answer choices	Percent	Count
Yes, I do not have a spot reserved	18.75%	6
Yes, I already have a spot reserved	9.38%	3
No	12.50%	4
I have not thought about it	31.25%	10
Unsure yet	28.13%	9
Total	100.00%	32

9. If so, which interment option do you plan to choose:

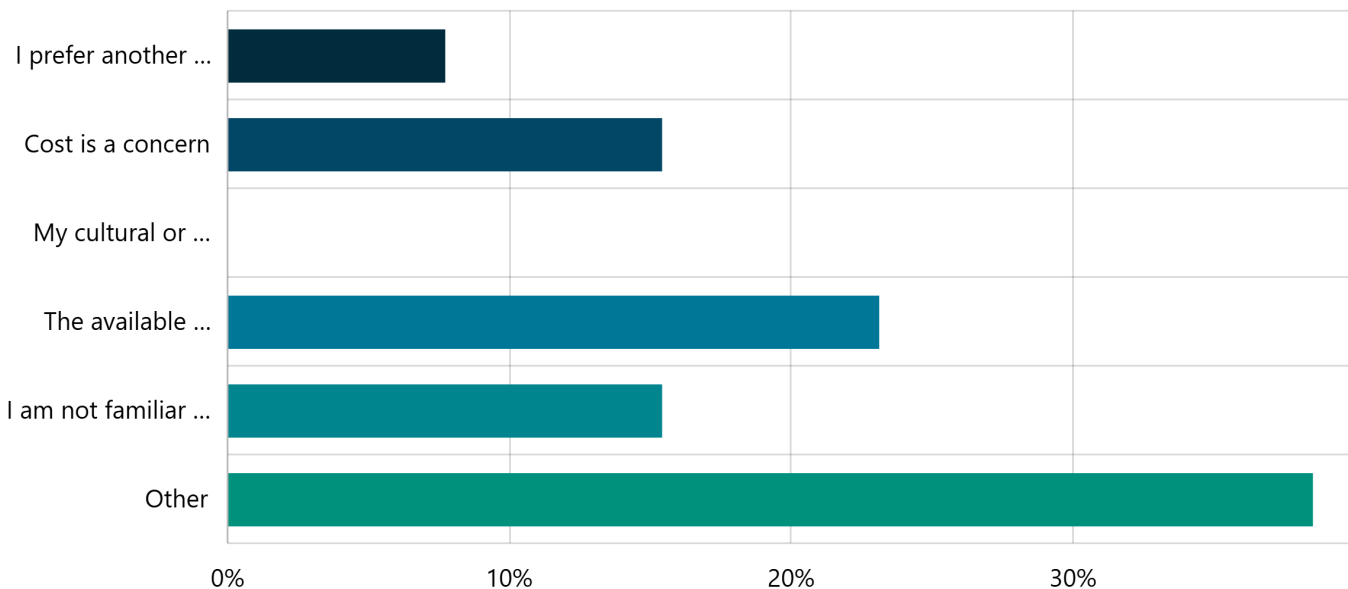
Multi Choice | Skipped: 25 | Answered: 10 (28.6%)



Answer choices	Percent	Count
Casket Burial	50.00%	5
Cremation burial	10.00%	1
Columbaria niche	10.00%	1
Scattering garden	30.00%	3
Total	100.00%	10

10. If you do not plan to choose Garden of Peace Cemetery, what are the main reasons? Select all that apply.

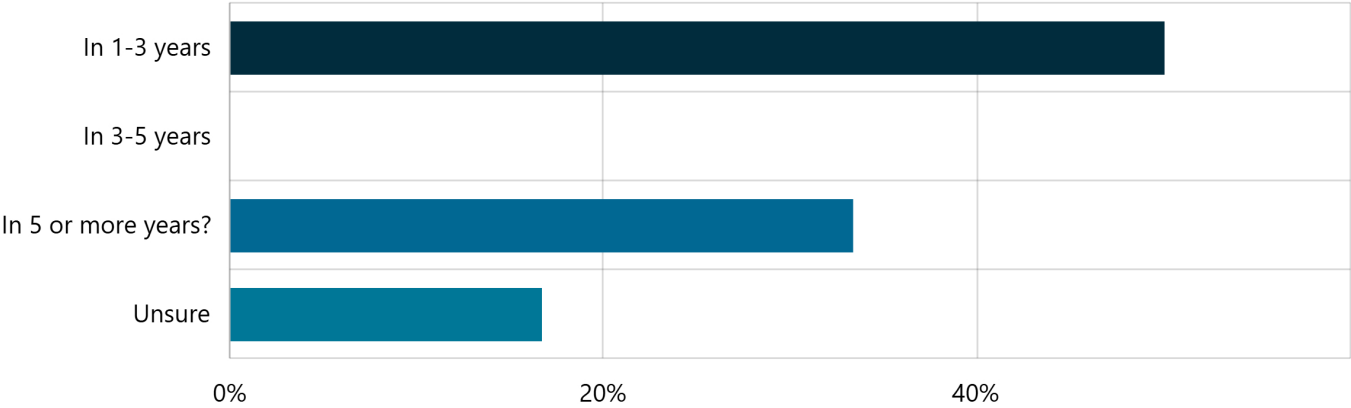
Multi Choice | Skipped: 22 | Answered: 13 (37.1%)



Answer choices	Percent	Count
I prefer another cemetery	7.69%	1
Cost is a concern	15.38%	2
My cultural or religious preferences are not accommodated	0%	0
The available interment and memorization options do not meet my needs	23.08%	3
I am not familiar with the cemetery	15.38%	2
Other	38.46%	5

11. When do you plan to purchase a plot?

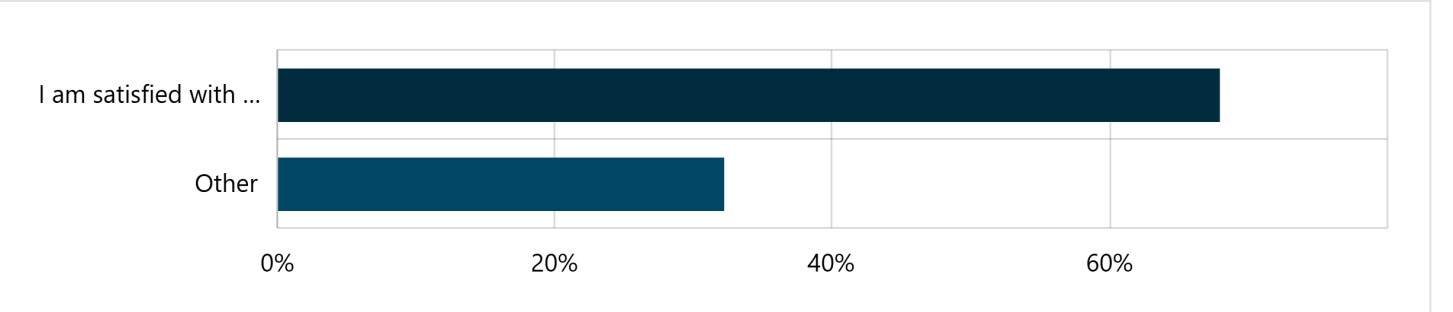
Multi Choice | Skipped: 29 | Answered: 6 (17.1%)



Answer choices	Percent	Count
In 1-3 years	50.00%	3
In 3-5 years	0%	0
In 5 or more years?	33.33%	2
Unsure	16.67%	1
Total	100.00%	6

12. Are options missing from the current interment and memorialization offerings you would like to see at Garden of Peace Cemetery?

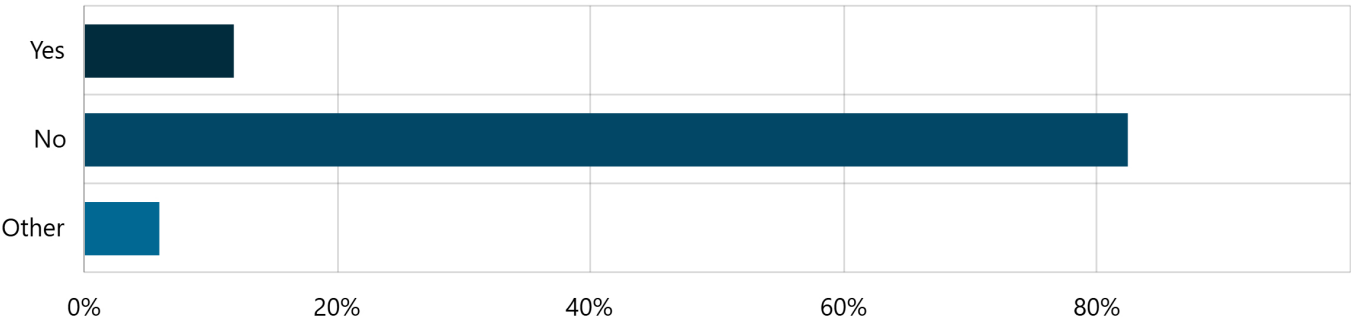
Multi Choice | Skipped: 7 | Answered: 28 (80%)



Answer choices	Percent	Count
I am satisfied with the cemetery interment and memorization offerings	67.86%	19
Other	32.14%	9
Total	100.00%	28

13. Do you have specific cultural or religious preferences for burial methods that Garden of Peace Cemetery does not currently accommodate?

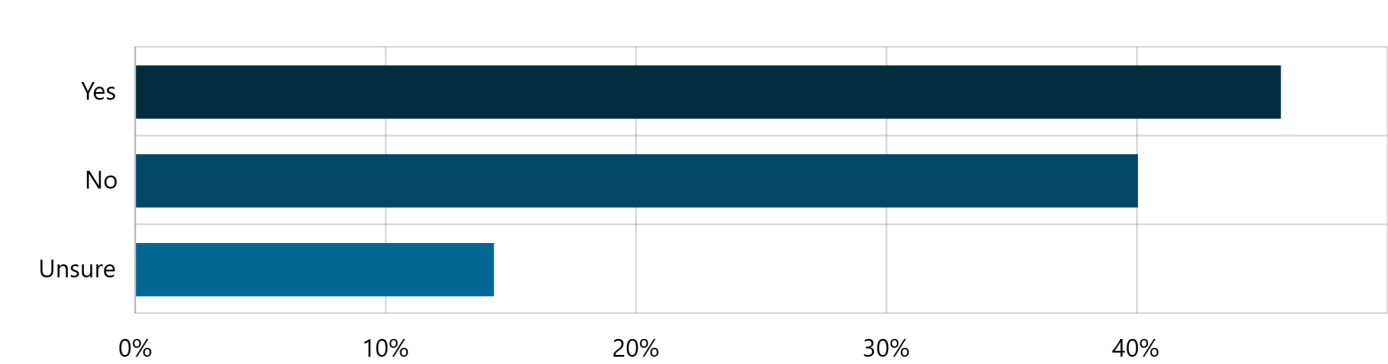
Multi Choice | Skipped: 1 | Answered: 34 (97.1%)



Answer choices	Percent	Count
Yes	11.76%	4
No	82.35%	28
Other	5.88%	2
Total	100.00%	34

14. Do you think it is important for cemeteries in your city to have designated sections for children?

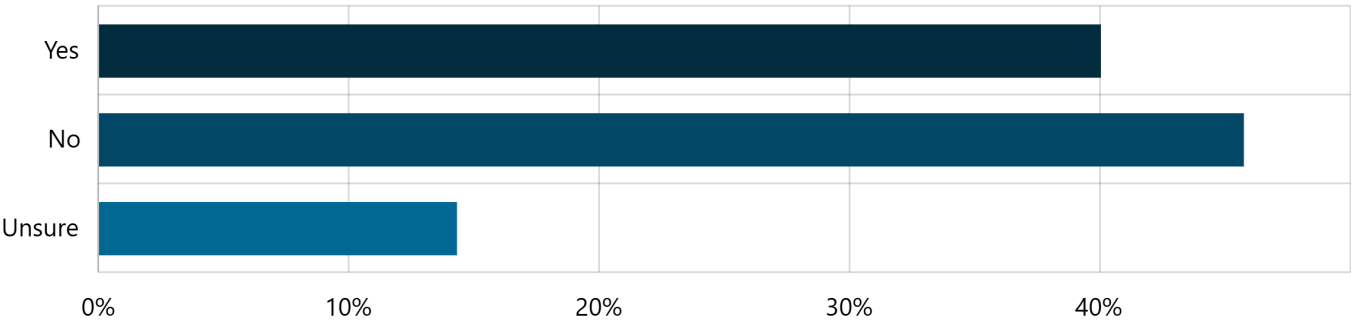
Multi Choice | Skipped: 0 | Answered: 35 (100%)



Answer choices	Percent	Count
Yes	45.71%	16
No	40.00%	14
Unsure	14.29%	5
Total	100.00%	35

15. Would you support the use of double-depth graves for unrelated individuals as a way to conserve land in cemeteries?

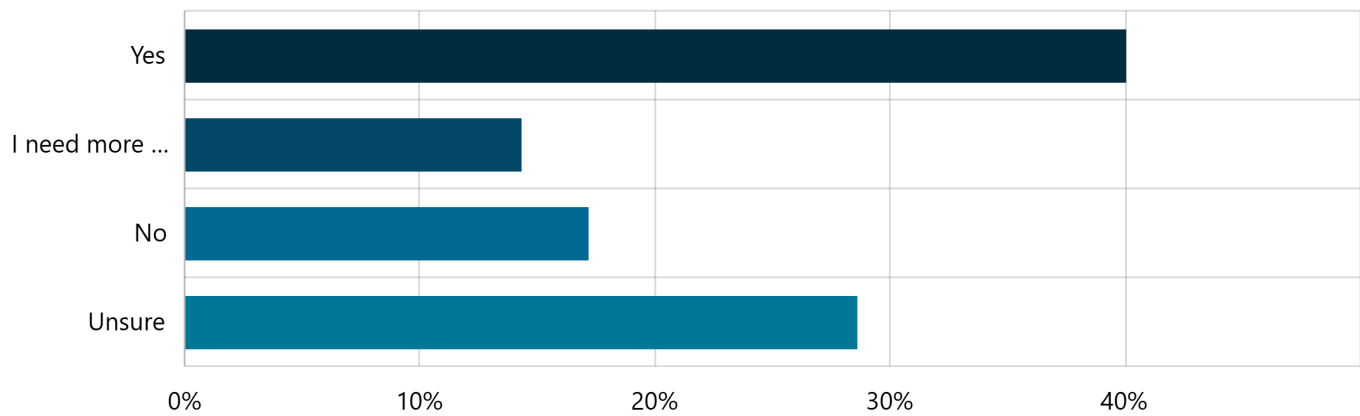
Multi Choice | Skipped: 0 | Answered: 35 (100%)



Answer choices	Percent	Count
Yes	40.00%	14
No	45.71%	16
Unsure	14.29%	5
Total	100.00%	35

16. Would you consider green burial as an end-of-life option?

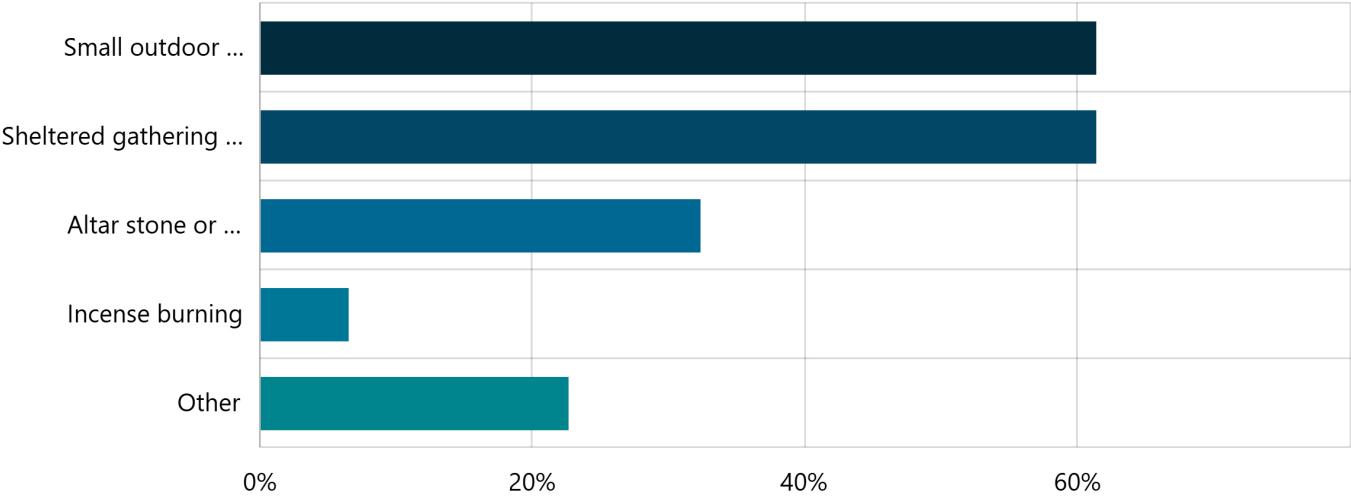
Multi Choice | Skipped: 0 | Answered: 35 (100%)



Answer choices	Percent	Count
Yes	40.00%	14
I need more information on Green Burial	14.29%	5
No	17.14%	6
Unsure	28.57%	10
Total	100.00%	35

17. Which amenities/features would best help you achieve your ideal end-of-life arrangements? Please select all that apply:

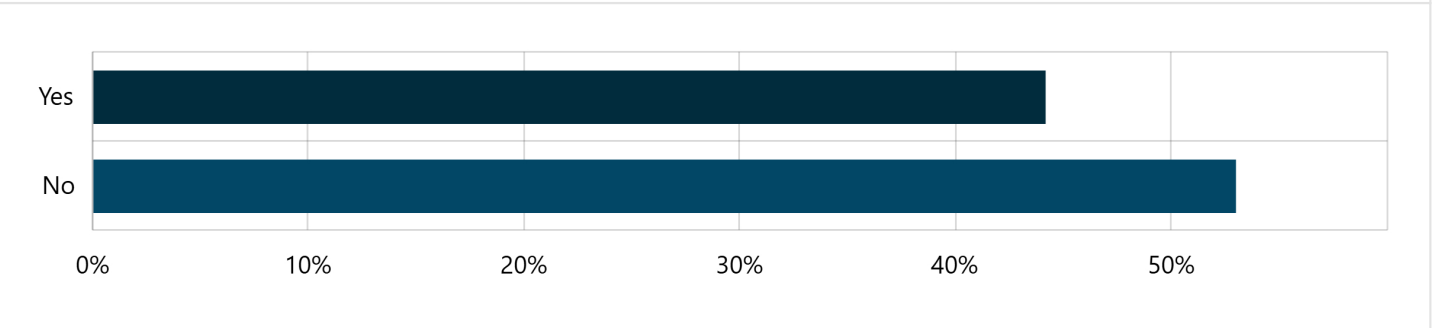
Multi Choice | Skipped: 4 | Answered: 31 (88.6%)



Answer choices	Percent	Count
Small outdoor gathering space (fewer than 50 people)	61.29%	19
Sheltered gathering space/sheltered place to sit	61.29%	19
Altar stone or reliquary shelf (a spot to place flowers, memorabilia, etc. during a service)	32.26%	10
Incense burning	6.45%	2
Other	22.58%	7

18. Would community events at the cemetery, such as candle lighting, music, All Soul's Day, Mother's Day celebrations, Annual Service of Remembrance, No Stone Left Alone, and other Religious or Cultural Events appeal to you and your family?

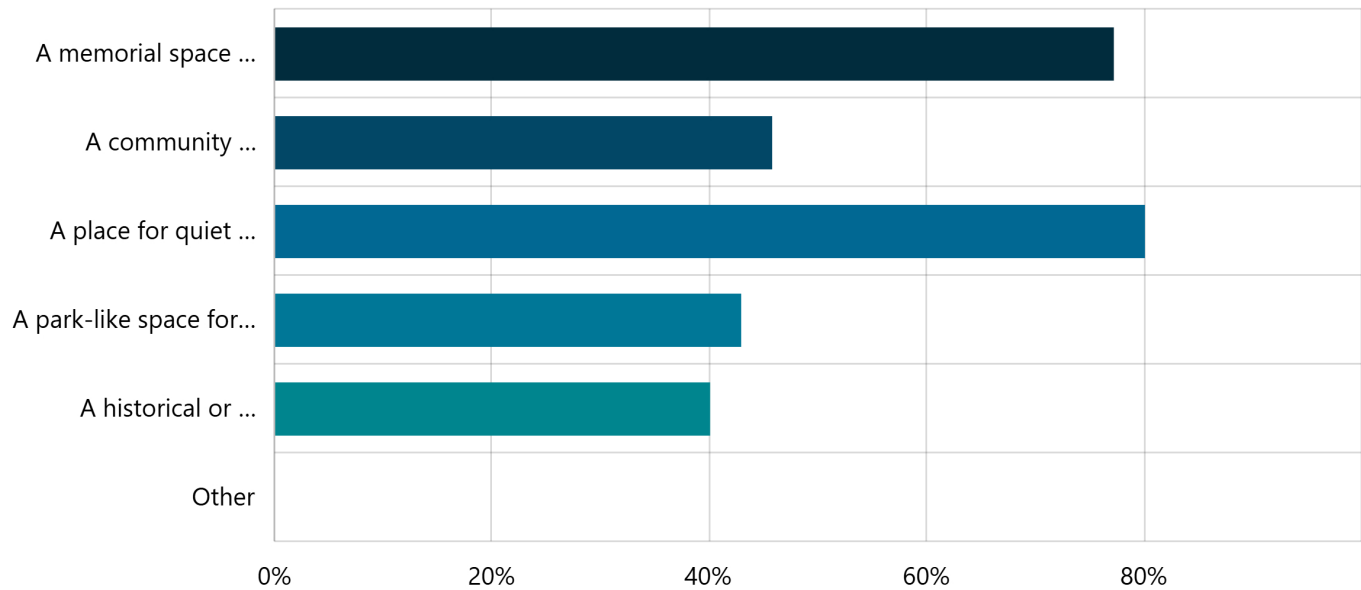
Multi Choice | Skipped: 1 | Answered: 34 (97.1%)



Answer choices	Percent	Count
Yes	44.12%	15
No	52.94%	18
Total	100.00%	34

20. How should community members be encouraged to use the cemetery? Please select all that apply.

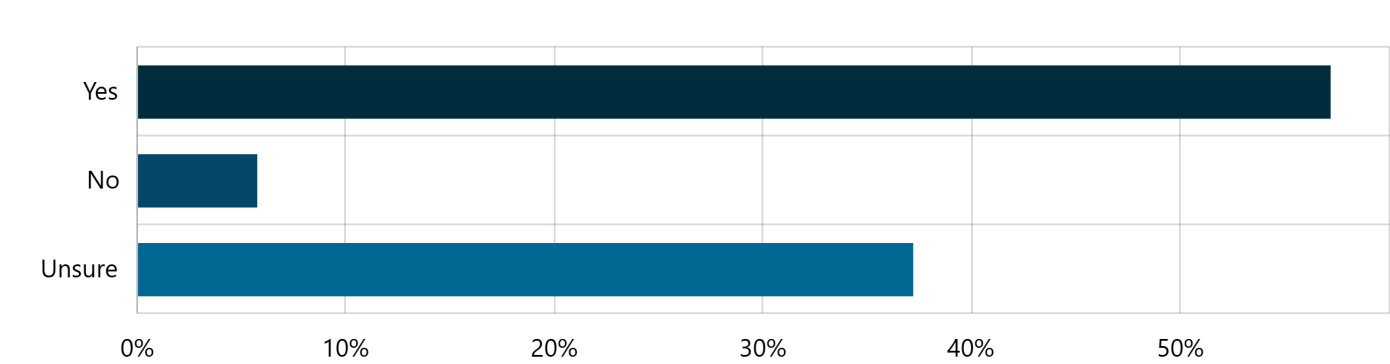
Multi Choice | Skipped: 0 | Answered: 35 (100%)



Answer choices	Percent	Count
A memorial space for deceased loved ones	77.14%	27
A community gathering or ceremonial space	45.71%	16
A place for quiet contemplation and reflection	80.00%	28
A park-like space for passive recreation such as walking, jogging, and picnicking	42.86%	15
A historical or cultural landmark	40.00%	14
Other	0%	0

21. Does the standard of cemetery care and maintenance meet your expectations?

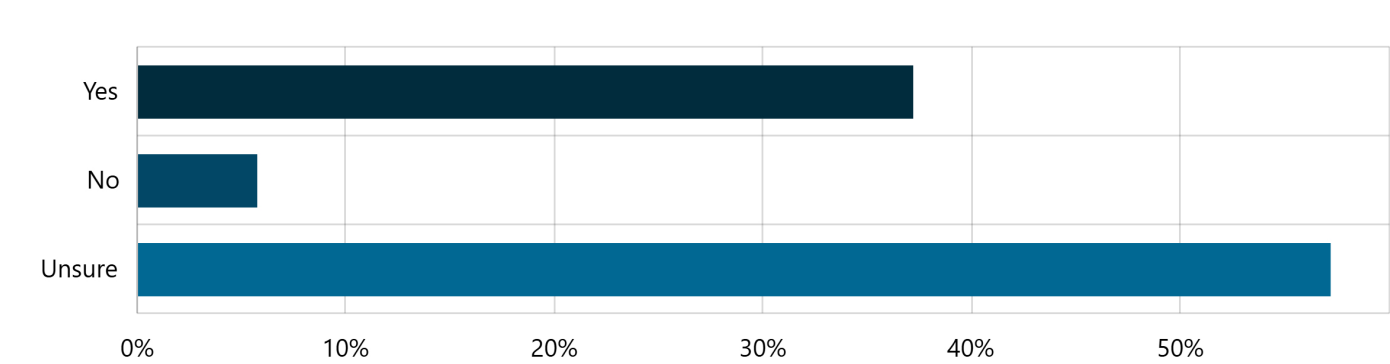
Multi Choice | Skipped: 0 | Answered: 35 (100%)



Answer choices	Percent	Count
Yes	57.14%	20
No	5.71%	2
Unsure	37.14%	13
Total	100.00%	35

22. Does the level of customer service by cemetery staff meet your expectations:

Multi Choice | Skipped: 0 | Answered: 35 (100%)



Answer choices	Percent	Count
Yes	37.14%	13
No	5.71%	2
Unsure	57.14%	20
Total	100.00%	35