

DISCOURSE ANALYSIS OF POLICY CONCERNING SENIORS & AGING

Bryan H. Massam, BSc MA PHD FRSC ¹

Raymond M. Garrison, BA MA PHD(ABD) ²

2001

¹ Professor, Department of Geography and Division of Social
Science, York University, North York, Ontario, Canada

² Research Assistant, Department of Geography, York University,
North York, Ontario, Canada

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ABSTRACT

Canada is experiencing a significant growth in the number of people over 65. Policy statements from governments at the national, provincial and local levels, as well as by volunteer-run organizations are being developed to help maintain and improve the quality of life of senior Canadians. Formal discourse analysis with Textual Analysis Computing Tools (TACT) is used to analyze recent statements from the federal government and the Ontario government. Documents for a local region in Ontario - Prince Edward County - will also be examined. Quality of life statements will be defined and used. The analysis identifies significant differences in the approaches used by the federal, provincial and local governments, and the volunteer agency. While the latter is directly concerned with the actual day-to-day delivery of services, the governmental policies offer much more general statements. Specific examples are included.

INTRODUCTION

Scholars from many disciplines, as well as politicians, bureaucrats, and citizens, continue to develop and analyze public policies which impinge on the public good. A review of the literature on the public good is provided in Massam (1999a, 2000) and in CBC (1996). One increasingly important task for public policy-making in recent years focused on the provision of services for citizens who are over 65. Such individuals are often referred to as seniors in Canada.

The population of Canada over 65 is expected to increase from 3.6 million in 1998 to 5 million by 2011. In the case of Ontario, the number of seniors will increase dramatically over the next two decades, from 1.45 million in 1998 to an estimated 3 million by 2021. These absolute figures are cause for reflection: seniors will also comprise an increasing proportion of the state's population, as overall national population growth stabilizes, or even declines. An overview of aging and life as a senior in Canada are given on (www.toronto.ca/lifecourse/).

McDaniel's (1997) recent qualitative analysis of newspaper articles revealed key themes associated with public health care restructuring in Alberta, Canada, highlighting negative impacts on seniors. Similar restructuring is now occurring in Ontario.

These trends have brought one central question to the fore: who is responsible for caring for our aging citizenry? Prior to any reassignment of responsibility, we must take stock of the present situation. Specifically: what are the needs of seniors? and how are they being addressed in existing policies at various scales, in both the public and private sectors?

The former question has been addressed in a major study on the Quality of Life of seniors in Ontario (QoLS) (Renwick and Brown 1996; Raphael, Renwick, and Brown 1998). This article will focus on the latter question, utilizing the QoLS study as an interpretive framework for the analysis of policy discourse at different scales.

This introductory section will offer a brief discussion of seniors in the civil society in Canada, followed by an overview of quality-of-life research in general, and the QoLS study in particular. A conceptual diagram that summarizes the various components of our project (Figure 1) will then be elaborated in the next section of the article. In section three, the results from the analysis of the documents will be presented and conclusions and avenues for future research will be offered in section four.

Governments at all levels in Canada - Federal, Provincial/Territorial and municipal - have important roles to play in providing care and services to seniors, through policy actions and the allocation of public resources. It should be noted, however, that the needs of seniors are in part catered to by their individual efforts, initiatives and circumstances. For example, many are able to continue to live satisfying lives in their homes, actively engaged in work, volunteering, hobbies, sport and recreation, and life with family, friends and neighbours. Such fortunate individuals feel secure, enjoy a good level of material and spiritual comfort, and have discretion and control over their actions. Not all seniors are so lucky.

Increasingly, the volunteer sector is being called upon to provide important services to seniors who are less able to care for themselves. This is a good example of a well-functioning civil society that draws on the efforts of citizens, acting in voluntary capacities to fill the gaps between the state and the family. An elaboration of the concepts relating to a civil society is offered in Massam (2000).

It is not surprising that public policy statements often refer to the term Quality of Life (QoL) as the key to determining which social policies to implement (Murdie et al. 1992, Yuan et al. 1999). Over the past two decades, policy processes in general have become relatively less technocratic and more participatory in form (Torgerson 1986; Steed 1988; Garrison 1996).

There are many formal and informal ways to define and measure QoL as reviewed by Raphael (1996) in his essay on "Eleven Debates Concerning Its Measurement". The breadth of approaches to the study of QoL are superbly dealt with in the collection of essays edited by

Nussbaum and Sen (1993). Details regarding information on QoL on websites and the use of a multicriteria technique for classifying the QoL of individuals is given in Massam (1999b).

The work of Allardt (1993) examines objective and subjective indicators and he offers a two-way classification of three critical aspects of QoL - having, loving and being. These terms were reconceptualized and elaborated in the framework developed in the QoLS study as three components of QoL: being, belonging and becoming. Each component was further subdivided into three areas of life, making nine areas in total. These components and areas are briefly defined in Table 1 (Renwick and Brown 1996; Raphael, Renwick, and Brown 1998). See the website (www.utoronto.ca/qol) for details. The QoLS approach will be briefly summarized as it provided the interpretive framework for the analysis of policy documents in our study.

The QoLS study views QoL as a multi-dimensional and relative phenomenon arising out of people's interactions with their environments. Its nine thematic areas of life are seen as being "essential to human experience" (Renwick and Brown 1996, p. 78). The areas take into account the holistic nature of individuals, considering health in a broad sense, together with its social determinants. The dynamic interaction of the areas is seen as being individualistic, varying from one person to another, and over time. The outcome of the interaction is determined and moderated by the concepts of importance, enjoyment, control and opportunities.

In the study, QoL reflected the degree to which an individual enjoys important (or meaningful) possibilities in each of the nine areas of life. Enjoyment includes both their possession or attainment, as well as feelings of satisfaction or pleasure. Possibilities in a person's life are seen as being produced by the interaction of perceived opportunities and constraints, the balance of which reflects both characteristics of the person and of her/his environments. They occur by chance and by choice (the latter being much more amenable to control than the former) and moderate a person's QoL.

"The CHP approach [QoLS] takes into account individuals' perceptions of what are relatively important and unimportant areas in their lives. It also emphasizes

the central role that personal choice and available opportunities in each of the major areas of life play in the attainment and enjoyment of a good quality of life." (Renwick and Brown 1996, p. 79)

What is important to note is that the QoLS study did not create this conceptual framework in the abstract. It was developed through three concurrent inquiry processes: 1) a critical evaluation of extant literature in the areas of health, rehabilitation, medicine, disability, psychology, sociology, and philosophy; 2) detailed consultation with prominent researchers and theorists on issues related to QoL, health, and disability; and 3) the use of focus groups and in-depth personal interviews to collect detailed information from persons with disabilities, their families, and service providers about their perspectives on QoL. Through interviews and observational methods, it was tested against lives of real people. A central underlying tenet for this research was that "the perspectives of individuals are most important in understanding their quality of life" (Renwick and Brown 1996, p. 80).

The concepts of being, belonging and becoming provide a flexible, broadly-grounded theoretical framework for practical research applications across multiple disciplines. The framework can act as the basis for instrumentation to measure the QoL of both individuals or groups in various segments of the population. Raphael, Renwick and Brown (1998) have used it to develop a QoL profile of seniors. In the realm of policy studies, it is seen as having "great potential for guiding health and social policy and for integrating these around the construct of quality of life" (Renwick and Brown 1996, p. 86). It is within this context that our study was situated.

ELABORATION OF THE PROJECT

Formal discourse analysis is a form of content analysis, applied to texts generated within an interactive communicative process, such as policy making. It examines a message "as a discourse in its own right" (van Dijk 1983, p. 26), and is concerned with the "structures and functions of actual forms of language use" in specific contexts (van Dijk 1983, p. 21). The meaning, credibility, importance and significance of the words can be interpreted, not as isolated things, but collectively, in relation to one another, as part of broader persuasive arguments.

There are three assumptions which underlie all discourse analysis research involving written text. First, the language used in texts is assumed to be intentional, having been subjected to peer review, editing and/or refinement processes prior to publication; each text, therefore, is thought to represent the voice of the group who produced it, at a specific point in time and within a particular situational context. The second assumption is that the structure of the text, such as word ordering and the proximity of word use (the collocation of words) is intentional. The third assumption is that the frequency of word use is related to the centrality, or importance, of an issue. This may be more implicit than explicit on the part of the document producer.

This study explored the extent to which the nine areas of life shown on Table 1 were represented in policies, through an examination of the language used in policy statements. In doing so, discourse analysis demonstrates one way to integrate qualitative and quantitative approaches to elaborate the meaning of policy texts dealing with the provision of care and services to seniors in Canada. A well-informed discussion of some of the advantages of combining qualitative and quantitative approaches to the study of aging is provided in Wenger (1999).

Figure 1 is a graphical representation of the research framework used for the study. At the centre, we identify the target group, namely seniors, who are situated within a triangle

representing the three critical components of Quality of Life identified as being, belonging, and becoming. The boundary between the seniors and these concepts is permeable, since they play a fundamental role in their definition. As discussed earlier, these concepts also emerged from literature on QoL research, which itself is related to a set of contextual literature pertaining to substantive applications and theoretical developments; hence the two hexagonal boxes feed into one another. Both may be situated within the literature on the public good (CBC 1996, Massam 1999a).

Surrounding this central conceptual core, and analytically linked to it by arrows, are the four documents which were subject to analysis in this study, each represented by a box. This study involved two stages of analysis: first at the non-local federal and provincial scales (the top portion of the diagram), then at the local scale (the bottom portion of the diagram).

The four documents selected are recent primary ones released just prior to the International Year of Older Persons in 1999. The federal one was created first, then the provincial one, then the local ones, making the larger scale documents potentially part of the context of the smaller scale ones.

The federal and provincial documents were selected because they are short statements that are forward-looking and broad in scope, outlining essential guidelines for the development of policies that effect seniors. They were located through an exhaustive search of the internet. The Federal document, entitled *Principles of the National Framework on Aging: A Policy Guide* (1998) (FED), was created jointly by Federal/Provincial/Territorial Ministers responsible for seniors, and produced by the Division of Aging and Seniors, Health Canada. It is available on their website: www.hc-sc.gc.ca/seniors-aines. The Provincial document is called *Seniors' Secretariat 1998-1999 Business Plan* (1998) (ONT), which may be found on the following website: www.gov.on.ca/MBS/english/press/plans/index.html. It was produced by the Ontario Seniors' Secretariat, whose website is: www.gov.on.ca/health/seniors.

We subjected each document to a qualitative analysis, allowing the unique aspects of each to emerge. The analysis focused on the identification of words associated with each of the nine areas of life, which were coded from 1 to 9. The resulting analyses were compared, and they elaborated the language policy-makers used to express the nine areas of life within the concepts of being, belonging and becoming. It also revealed possible inter-relationships between the areas and unique aspects of each document which could be examined.

A primary output of this analysis was the identification of potential avenues of inquiry for a subsequent quantitative analysis of the linguistic structure of the documents using Textual Analysis Computing Tools (TACT). The forms of output generated by TACT (Bradley 1989) will be briefly reviewed in the next section, in the context of a discussion of the results. This type of analysis is often iterative, therefore the connection between the elaborated conceptual triangle (Figure 1) and these documents is indicated with a heavier two-way arrow. Because they are part of the socio-political context for all local policies in Ontario, it was decided that these documents would be subjected to this more thorough analysis.

The results of this analysis - a linguistic elaboration of the three QoL concepts - were used to qualitatively review policies effecting seniors in a case study area namely, Prince Edward County (P.E.C.), Ontario. This rural county has a high degree of physical separation from Toronto, the major metropolitan city of the province, and because of its shape and location it is a somewhat spatially self-contained administrative unit of approximately 1000 sq. kms.. With a total population of approximately 25,000, almost 19 percent of which are over 65, the P.E.C. Community Care for Seniors Association has over 500 volunteers who offer their services. Information about P.E.C. is provided on the website: www.pec.on.ca.

The two documents selected for this second stage of the analysis were: *County of Prince Edward Official Plan, Picton (1999)*, and *Information for Seniors: The Prince Edward County Community Care for Seniors Association, Picton (2000)*. The former document contains policy statements on care for seniors, within the broad framework of general policy in the county. The latter document summarizes the activities of the not-for-profit voluntary

organization noted above, which seeks to promote its mission: "To assist older people to live in a home environment in reasonable independence". It is available at: (www.pec.on.ca/other/seniors.html). These documents were deemed to be indicative of what is happening on a day-to-day basis with respect to local implementation of policies for seniors in both the public and volunteer sectors, respectively.

RESULTS OF ANALYSIS

Prior to the analysis, each document was reviewed to determine which sections were not relevant for the study. The contact information located at the end of both documents, in the "Feedback From Users" section in the FED, and in the "Who to Call" section in the ONT, was excluded, as was the publication information. No further sections were excluded from the ONT. From the FED, the Table of Contents was also omitted. As well, the section "Questions Common to All Principles" is in the middle of the document, but then is repeated again at the back of the document, as a fold-out easy-reference page for users of the guide. It was decided to exclude the fold-out section from our analysis, since it merely repeated earlier information, in an Appendix-like format, after the contact information, outside of the document proper. Since the language varied slightly in two of the questions listed in the fold-out section, the words not present in the questions in the section retained in the body of the text were added to them, enclosed in square brackets.

Since the location of words in a text is of importance to the analysis, it is important to note how the presentational structure of the published text was altered prior to the analysis of it. Textual and statistical information contained in any tables or figures in the documents was typed out, from top to bottom, left to right. The FED contains one figure, which is an overview of the National Framework on Aging (NFA), and no tables. The ONT contains two textual tables of "Key Performance Measures", each elaborating on a "Core Business" of the Seniors' Secretariat, as well as two brief figures depicting Ministry spending (1997-98 "Actuals", and 1998-99 "Plan").

The FED was prepared for the Federal/Provincial/Territorial Ministers Responsible for Seniors, and outlines a National Framework on Aging (NFA), which is guided by the following Vision Statement:

"Canada, a society for all ages, promotes the well-being and contributions of older people in all aspects of life, promotes the well-being of seniors, recognizes

their valuable contributions and reflects the goals of elimination of ageism in all sectors. It lays out the current challenges and the desired outcome and direction of efforts applicable to all policy areas." (p. 6)

The framework provides a series of policy questions, associated with each of the five Principles which operationalize the vision statement: Dignity, Fairness, Participation, Security, Independence. The questions are meant to guide policy development and review in all Ministries and sectors.

Although the ONT was not titled as a framework *per se*, but as a Business Plan, it does outline the very similar role adopted by the Ontario Seniors' Secretariat, and makes references to the Federal NFA. The Secretariat seeks to co-ordinate, integrate and guide policy development, working as a liaison among various ministries, and the public and volunteer sectors, but "unlike many Ontario government ministries, the Secretariat does not deliver programs directly to the public" (p. 5). Its Vision Statement is:

"The Secretariat's vision is of a province where all seniors, now and in the future, age with dignity, remain independent and active in family and community life as long as possible, and are respected for their achievements and contributions to society." (p. 2)

Clearly, these vision statements include several different words associated with QoL. Before considering the elaboration of QoL language in these documents, however, it is necessary to have a sense of the language used by the Centre for Health Promotion (CHP) in its QoLS study when talking about the various QoL areas. Through a review of this literature, keyword lists for each area were generated, and are presented in the second column of Table 2. These keywords were not imposed on to the two policy documents, but were later used for comparisons with the individual keyword lists derived from each document.

The initial keyword lists, generated through the inductive qualitative analysis of each document, were subsequently revised using the TACT computer programme. Each document was individually processed through TACT, becoming a "textual database". Within each textual database, "Categories" of the keywords identified as being qualitatively significant were created for each of the nine areas of life. Words were selected from the "Selection Window", which displays an alphabetical listing of all the words contained in a document and their associated frequencies of occurrence. Using each Category, or individual words highlighted on the "Selected List", a series of TACT displays may be generated showing the positions of words within the text. Categories can be examined individually, or aggregated. If keywords are present in multiple categories, duplicate words occur only once when the categories are aggregated.

Since this study was concerned with word use in context, each occurrence of each keyword was examined in a "context display unit", available in various sizes using the INDEX, KWIC ("Key Word In Context"), and TEXT displays. The size of the display examined depended on how much context was needed to determine the meaning of the word. The INDEX display provides the shortest context, showing one line of text for each occurrence, with the selected keyword shown in the middle of the line, preceded by the character ">". Of greater use is the KWIC display, which shows the line on which the keyword is located as well as two lines before and two lines after it, by default. On rare occasions, the largest context, the TEXT display, was required, showing the location of a word within the body of the text; text fills the computer screen and the keyword(s) is(are) highlighted.

This process revealed that there was a high correlation between the frequency of **word occurrence** (i.e., the number of times a word is present in the text) and the frequency of **word use** (i.e., the number of times a word is used in the same way in the text). This was not surprising, given that each word was usually used less than 5 times. This apparent uniformity of word use, however, may only be with respect to this single layer of meaning - that is, the categorization scheme used in this study. Each occurrence of the same keyword may also have been in conjunction with different words and concepts which are not associated with QoL -

other levels of meaning. For example, an examination of the KWIC display for a particular word, such as "seniors", might reveal that it is associated more often with words like "stakeholders" and "experts" in one document than in the other, perhaps indicating a conception of the role of seniors in policy making processes as just one voice among other actors (i.e., less central).

The final stage of the keyword data refinement process involved the cross-checking of the keyword lists of each document with the Selection Window of the other document, to determine if some words were over-looked in the initial independent analyses. The few words that were identified through this process were then examined in context display units to determine if they should be added to the lists, and under which category (i.e., was the use of the same word in the other document relevant for this categorization scheme?).

The finalized lists of keywords were added in columns three and four in Table 2. They were also used to create revised TACT Categories, from which the frequencies in Table 3 were generated, as well as the Distribution displays in Figures 2, 3, 4a and 4b.

The qualitative analysis revealed the interrelated complexities among the concepts and their areas of life, as well as the vague nature of some of the language used in the documents. The lists in Table 2 are not mutually exclusive - several words appear under more than one area of life. The frequencies of words in each category in Table 3, therefore, are not additive. The word "independence", for example, can be considered both BEING-Psychological and BECOMING-Practical, since an aspect of a person's mental health is a feeling of independence, and being independent may characterize one's day-to-day activities. Several words are repeated in both the BEING-Physical and the BEING-Psychological categories, such as "active", "health" and "injury", since they may refer to both aspects of BEING. In a few instances, the same word was placed in different categories for each document. The keyword "activities", for example, referred to those that are carried out **by seniors** in the FED, and hence it was classified as BECOMING-Practical. In the ONT, however, "activities" were those arranged **for seniors**, and hence are part of BELONGING-Social.

Some words are clearly associated with QoL, but did not fit in the classification scheme due to their generality. The word "well-being", used eight times in the FED, and once in the ONT, may refer to any aspect of QoL. The same may be said for "lifestyles", used once in the FED. One of the highest frequency words used in the ONT was "issues", occurring twenty times, far exceeding the two occurrences of "issue(s)" in the FED. This is one indicator of the more vague nature of the ONT, which will be elaborated in subsequent analyses.

In discussing the results of the analysis of QoL language in the two documents examined, the aggregate QoL, BEING, BELONGING, and BECOMING frequencies in Table 3 will be considered first, since they summarize the overall word use patterns. This will be followed by a comparative examination of the frequencies associated with each of the nine areas of life, in conjunction with an exploration of the words which lie behind these numbers, given in Table 2. Comparisons with the language used in the CHP literature will be made throughout. Finally, possible associations between the areas of life will be suggested, based on an examination of the TACT Distribution displays.

Table 3 presents the frequency of words in the two documents examined. The numbers without brackets around them are absolute counts of word occurrence, while those within brackets are the percentage of the words in the text devoted to that category or area.

Although the ONT contains approximately two-thirds of the total number of words (i.e., "tokens") that are in the FED, the documents are slightly more similar with respect to the number of unique words used ("types"). Often, the longer a document is, the greater potential there is for the use of a wider variety of language, so some association between tokens and types should be determined to further support the comparability of the documents. A rather crude measure of comparability is the ratio of tokens/types, which can act as a standard measure of the average number of times a word is used in a text. This ratio is similar for both the FED and the ONT, at 3.8 times and 3.5 times, respectively. The documents are most comparable with respect to the percentage of QoL words they contain - FED has 12.5 percent,

while the ONT has 12.2 percent. Differences begin to emerge at more disaggregated levels of analysis.

In both documents, BELONGING comprises the highest percentage (FED: 7.3, ONT: 8.1), and BECOMING the lowest (FED: 1.9, ONT: 2.1). In the ONT, however, BEING and BECOMING are almost equal, at 2.2 and 2.1 respectively, while in the FED BEING is twice the percentage of BECOMING, at 3.8 and 1.9 respectively. This provides some indication of how the Federal and Ontario governments define their roles with respect to seniors issues. They are both most concerned with the general 'fit' between seniors and society, BELONGING, and less so with the relatively more individualistic and personal issues of BEING and BECOMING. One may indeed define this as the role of a government. This apparent focus is only slightly more pronounced at the Ontario level than at the Federal level, with the latter indicating relatively more concern for the BEING of seniors.

The qualitative analyses suggested further support for this individual-societal linkage in the form of an apparent association between the words "senior" and "population" in the FED, and repeated references to seniors as "citizens" or as part of the "aging population" in the ONT. These are further avenues of investigation which may be explored using TACT. It is worth noting, however, that the need to recognize the diversity of the seniors' population in policy development emerged as a major underlying theme in both documents (although more so at the Federal level, no doubt due to its broader scope of reference). This theme might implicitly suggest that the Federal and Provincial governments see the local level as the most appropriate for the delivery of individualized services.

While examining the statistics on a finer level of disaggregation, the nine areas of life, the variety of language used to express them in the policy documents will also be considered from Table 2.

Within the BEING category, the Psychological area of life dominates QoL language, particularly in the FED. Many of the keywords used in the documents to express this area of life further the view of seniors as members of society, such as "accomplishments",

"achievements", "contributions", "dignity", and "respect". These are positive feelings stimulated within individuals through societal interaction, an aspect which was not part of the language in the CHP literature. In the ONT list, a specific condition, Alzheimer's disease, is included; this is one indicator of the relatively more targeted agenda at the Provincial scale. It is notable that the FED uses a wider variety of language, focusing more on personal aspects than the ONT, with words such as "coping", "fear", "self-determination", "self-esteem", "self-sufficiency" and "self-worth"; these aspects were identified as significant by the CHP literature.

This personal orientation is also evident in the Physical area, with words such as "frail", "hearing", "visual", and "walking" used in the FED, but not in the ONT. Noticeably absent in this area were references to grooming, hygiene, and nutrition, identified as important in the CHP literature.

Aspects of the Spiritual area are less tangible, not readily generalizable and deeply personal, and hence largely beyond the scope of government policies at a non-local level. They are key underpinnings of a healthy society for all citizens as Csillag (2000) reported on the work of Dr. Shah of the Faculty of Medicine (University of Toronto) on his study of longevity and spirituality. The absence of religious words may reflect the notion of maintaining a separation of church and state. The Spiritual keyword list is the shortest of all QoL areas. The most frequently used word in both documents, "needs", is extremely vague. Even though it had not been identified in the CHP literature, "needs" was classified under this area because what one defines as a need is partly a function of one's values and standards to live by - the basic definition given in Table 1. The Spiritual area has an implicit linkage to the BECOMING-Growth area, which essentially contains words pertaining to the attainment of needs, goals, aspirations, hopes, etc.

BELONGING may be considered the most geographic of the QoL concepts. The progression from Physical to Social to Community can be related to the notion of an expanding personal

space. The Social and Community areas of life are very close by definition, making the distinction between them during the coding process particularly difficult.

In the BELONGING category, QoL language focuses on the Social and Community areas, with the Physical area being much less of a concern (see Table 3). For the FED, the Social dominates over the Community, the latter absolute frequency (80) being less than two-thirds of the former (122). The situation is reversed for the ONT, with Community dominating over Social, but to a much less degree. This may indicate a greater concern for broader social issues at the Federal level, and for services for seniors at the provincial level.

Community area keywords relate to the availability of and access to resources and services. There is, therefore, a strong linkage between this area and the concepts of importance, enjoyment, control and opportunities, mentioned earlier as determining and moderating forces to be considered when evaluating a person's QoL, according to the QoLS study. The word "opportunity(ies)" is in fact classified under this area.

This linkage is most pronounced in the FED, which discusses personal accessibility more, using words like "ageism", "discriminated", "disparities", "equitable", "exploitation", "fairness", "hardships", "rights". In contrast, the ONT is most concerned with structural aspects of accessibility and the availability of services. The words "care" and "service(s)" are present in both documents, but occur at a very high frequency in the ONT, strongly contributing to the dominance of this category, and illustrating the ONT's narrower variety of language. Words related to a few specific services are used, however, such as "hospital", "library" and "nursing", further supporting this notion that the ONT text uses more general language than the FED, but with more targeted specific examples. The ONT also frequently refers to Community Care Access Centres (CCAC) which it has established for seniors; because it is comprised of four QoL words, this term raises the aggregate frequency in the Community area list, and to a limited extent in the Social area list.

References to the role of non-governmental sectors in seniors affairs occur more often in the ONT than in the FED, and were placed under this area of life. The word "private" (i.e., private sector) occurs only once in the FED, but four times in the shorter ONT. Both documents refer to the volunteer sector: the ONT mentions "volunteerism" as one of its major issues/themes, and the FED uses the word "voluntary". The word "volunteer" is also present in the FED, but in reference to a type of work by seniors (and therefore classified under BECOMING-Practical).

The document analysis has expanded the definition of the Community area of life to include aspects of personal finance. Financial "security" appears to be a greater concern in the FED since the word is present much more often than in the ONT (and used in this context), although references to financial "abuse" are more frequent in the ONT. The word "security" is also classified under BELONGING-Physical in both documents (with respect to personal safety), while the word "abuse" is also under BELONGING-Social in the ONT (in all but one case, both meanings are expressed together, as "financial and elder abuse"). Again, more personalized language is evident in the FED, with the words "affluent" and "income(s)" being used.

The Social keywords identified in the CHP literature primarily focus on personal relationships; conspicuously absent are the words "society" and "support", both of which figured prominently in the policy documents examined, more so in the FED, however.

Variations on the words "community" and "caregiving" are present in both documents. These words might be considered part of Community area, but were placed in this category due to their more social, rather than functional service, connotation. (The word "care", on the other hand, was placed in the Community area because it has a vague service connotation, as noted earlier.)

In absolute terms, "community(ies)(-based)" words are used equally in both documents (FED:10, ONT:11); the FED, however, also uses the words "neighbourhoods" and "environment(s)".

References to "caregiving" occur slightly more in the ONT (:8) than in the FED (:5). It is noted as one of the major issues/themes in the ONT, and has a strong linkage to another issue/theme: "intergenerational" harmony. The words "intergenerational" and "generation(s)" combine to have the highest frequency in the ONT in this area of life (:11). The FED makes only one reference to "generations", but also uses the words "bonds", "friends", "guardianship", and "responsibility" in reference to who should care for seniors. The words "family(ies)" are present eleven times in the FED, but only once in the ONT. Clearly, both levels of government feel that the family should be the primary caregivers for seniors, but the FED expresses this in more personal language.

The analyses expanded the definition of this area of life to include interactional language, such as "communication", "involved", "network", and "participation", words common to both documents, and in the aggregate used roughly the same amount (FED:18, ONT:12). The FED also contained the words "member", "role", and "shared", and the ONT referred to "relations" among seniors. Of potentially greater significance, however, are the references to "activities" and "events" for seniors in the ONT, further illustrating its practical/operational orientation. The words "alone" and "isolate" in the FED further support the contention that it contains more personal, individualistic language.

The position of seniors in society and perceptions of seniors by society, critical defining issues of a civil society, emerge as important Social aspects in the FED, with the use of the words "attitudinal", "minorities", "misperceptions", "status", and "stereotypes", which are absent from the ONT. Elder "abuse" is mentioned in the ONT, however, as previously noted.

The words "culture" and "social" were identified from the CHP literature as being important for QoL. The word "cultural" is present in both documents (FED:3, ONT:1), but the FED

elaborates this aspect with the words "aboriginal", "ethnocultural", "language(s)", and "linguistic". Dealing with cultural issues is more part of the Federal mandate than the Provincial one. No form of the word "social" appears in the ONT, but occurs nine times in the FED. One might speculate that this has something to do with the current right-wing ideology of the Provincial government (Progressive Conservative), and the more central ideology of the Federal government (Liberal). The mention of the need for "sponsorships" in the ONT further indicates the private sector orientation of the present Provincial government.

The keywords in the Physical area of life which were used in the CHP literature include both "community" and "neighbourhood", which we have re-classified as aspects of BELONGING-Social since they have a collective connotation. We have defined the Physical area as being much closer to the individual. We feel that this more clearly differentiates the areas of life in this category, which are highly inter-related in any case, as noted earlier. Again, the variety of language used in the FED is greater than in the ONT, and the aggregate frequency of words is higher (FED:40, ONT:14). A concern for "safety" and "security" is evident in both documents. Although both refer to "violence", the FED uses more language with a negative connotation - "crime", "unsafe" and "victims" - and expresses a related concern for seniors' "privacy" and "protection". The remaining language pertains to the physical location in which seniors reside, except for the use of the word "work" in the FED, which is listed both here and in BECOMING-Physical, since the context of the word gives it meaning as both a place and an activity.

In the BECOMING category, QoL language associated with Leisure is absent from both documents. The frequencies in Table 3 indicate that Practical dominates over Growth in the FED, but not by much. In the ONT, Growth greatly dominates over Practical, which only occupies 0.3 percent of the text.

BECOMING-Practical has a functional linkage with BEING-Physical and BEING-Psychological. This was suggested earlier with reference to the dual classification of "independence" words. What one is able to do daily is strongly related to one's physical and

psychological state. The variety of Practical language in the ONT is extremely limited - there are only three different words: "independent(ly)", "medication" (placed here because its context refers to its proper use by seniors, a daily activity), and "responsible" (which is also present in the FED, and in both cases refers to the responsible conduct of seniors, which underlies daily functioning). In sharp contrast to the ONT, the FED contains a much wider variety of language, expanding the definition of the category. "Independence" words occur more frequently, and this aspect is also expressed in the word "self-sufficiently". The words "activities", "drivers", "driving", "volunteer" and "work" represent functions. The making of "decisions" and use of "skills" are part of daily functioning. Limitations on functioning can be presented by "risks" and "burdens", and may reflect one's level of "control" (noted earlier as an influential concept determining QoL).

The Growth area of life is represented in the documents in a very applied way - as empowerment through information and education. The aspects of adapting and adjusting, suggested in the CHP literature, were not present in the policy documents. The word "awareness" was more frequent in the ONT, but was used differently in each document. The FED refers to raising the awareness of seniors, while the ONT is concerned with raising the public's awareness of seniors' issues - a societal view of Growth. The ONT had a slightly greater variety of words than the FED, including words pertaining to the multi-media delivery of information to "enable" Growth: "materials", "publications", "radio", "school(s)" and "seminars". A distinction was made here between these media types, and mentions of services which provide information; namely, the "library" and "website" included under the BELONGING-Community area for the ONT.

Further associations among the QoL concepts and areas of life may be revealed by looking at the manner in which the QoL language is distributed throughout the documents. The TACT "Distribution" display is a simple histogram graph, showing the combined frequency of all keywords in the Category(ies) selected, in segments of the text, divided into 10% intervals. Clearly, there will be associations between word distribution patterns and the presentational structure of each document, particularly with respect to section and subsection divisions

(which inherently mark changes in the focus of the text). The purpose of the following discussion is to illustrate the utility of Distribution displays for understanding the linguistic structure of a text. The patterns are analysed, with the aim of suggesting possible relationships that could be investigated further using TACT.

Figure 2 shows the Distribution display for all QoL language combined (from Table 2) for each document. Overall, the language is more evenly distributed throughout the ONT, compared to the FED. The FED introduces QoL language strongly at the beginning, rapidly reduces this intensity in the middle, then returns to an even higher frequency which is generally sustained throughout the latter 40 percent of the document. The ONT pattern of language distribution shows a similar but less pronounced drop in the middle, but QoL language is employed more intensely near the beginning about a third of the way into the document, and the raise at the end is not as great, and only for the latter 20 percent of the document. For each document, the Distribution displays in Figure 3 show the underlying influence of each of the three QoL concepts on these aggregate patterns.

The dominance of BELONGING language is clearly evident for both documents, and contributes most to the aggregate patterns of QoL language. In FED, the BEING pattern is fairly even, except for a very pronounced jump in language between 60 to 70 percent of the way through the document. This coincides with the early part of a rise of BELONGING language in the second half of the document. The possible role of BEING language as a stimulus for talking about BELONGING issues in FED could be investigated further. BECOMING language is of a very low and consistent frequency throughout the document until the end, when it rises significantly, particularly in the 70 to 80 percent range. Again, this suggests a possible relationship to the peak in BEING language immediately preceding it.

In the ONT, there are two sustained periods of pronounced BELONGING language use: a more variable segment from 10 to 60 percent, then a short segment from 80 to 100 percent. This pattern is roughly opposite to that described in the same category in the FED. This might indicate opposite strategies for introducing this area of life, which is of central importance in

both policy documents. The ONT intensifies the use of BELONGING language early perhaps to capture and focus a reader's attention, and the FED intensifies its use later perhaps hoping to leave a lasting impression on the reader. The patterns for BEING and BECOMING in the ONT are very low in frequency and fairly consistent throughout. Both areas of life, however, show a slight rise in word frequency early on in the 20 to 30 percent range. This suggests a possible association between them, as well as with the early peak in BELONGING. Together, they create the early peak in the overall QoL aggregate pattern for this document discussed earlier.

The area of life patterns within the BEING, BELONGING and BECOMING distributions are revealed for FED and ONT in Figures 4a and 4b, respectively. Since no language pertaining to the BECOMING-Leisure area was found in either document, there are only eight Distribution displays for each document.

Throughout the FED, there is a fairly even distribution of language for five of the eight areas of life: BEING-Physical, BEING-Spiritual, BELONGING-Social, BECOMING-Practical, and BECOMING-Growth. Since BEING-Physical has implications for how one functions on a day-to-day basis, BECOMING-Practical, its not surprising that the intensity of language in both of these areas rises in the same places toward the end of the document. These disaggregated displays further elaborated the association noted earlier between the BEING and BECOMING displays for this document.

The early peak in BELONGING-Social is clearly responsible for the early peak in the aggregated BELONGING category. Use of BELONGING-Social language is more consistent and at a relatively high frequency in the latter 50 percent of the document. It is joined first by an increase in BELONGING-Community in the latter 20 percent of the document, then finally by an increase in BELONGING-Physical in the final 10 percent of the document. It is interesting to note that the rise in the use of language pertaining to these two areas of life is immediately preceded by a rise in BEING-Psychological language, concentrated between 60

and 70 percent of the way through the document. This alone accounts for the pronounced peak identified in the aggregate BEING display.

In the FED, broader societal language of the BELONGING-Social area precedes the language of response and action associated with the BELONGING-Community area. Before such issues of accessibility are introduced, however, language pertaining to society's influence on the BEING-Psychological area is strongly asserted.

The frequencies in the distribution displays for the ONT are all fairly low, except for the BELONGING-Social and BELONGING-Community areas. BELONGING-Social language is used very consistently throughout the document, but there is a slight intensification of usage between 20 and 40 percent of the way through the document. It is interesting that the start of this minor peak coincides with a trough in the BELONGING-Community area (i.e., it is between two peaks). This suggests that, implicitly or intentional, use of language for these two areas alternates in intensity early in the document. This differs for their simultaneous use at the end of the FED. Alternating use and simultaneous use of language of different types may have different effects on the reader. A final linkage identified from these displays is between the BEING-Psychological and BECOMING-Growth areas, which both peak between 20 to 30 percent of the way through the document. A definitional association between these areas was drawn earlier in this article - the former focusing on hopes and aspirations, and the latter on their fulfilment.

We will now consider the operationalization of QoL issues on a local scale. Rather than conducting relatively independent analyses of the selected local scale documents, the purpose here is to discuss them in light of the results of the preceding analyses of the FED and ONT. This qualitative review, therefore, is more exemplary in nature. The central questions to be considered here are: are gaps in addressing QoL issues at the non-local levels addressed locally? And if so, to what extent is this done in the public and/or volunteer sectors?

Our review of the *County of Prince Edward Official Plan, Picton (1999)* focused on subsection 2.9 in "PART II - A VISION FOR PRINCE EDWARD COUNTY". It discusses the "Social Needs" of the community, summarizing QoL issues for all citizens, but particularly for seniors. By definition, this document places QoL issues within the context of the Social and Community areas of BELONGING.

The BELONGING-Social issue of intergenerational responsibility, noted as being of paramount concern at the federal and provincial levels (although expressed differently), is not specifically stated in this document, but is implicit in the opening statement in subsection 2.9.1:

"Prince Edward County will be a healthy community which strives for a high quality of life for all of its citizens. While it is believed that the county will offer an attractive location for retirees and elderly people, it is also hoped that the County will be the home to many younger people including children, teenagers and young adults." (p. 14)

This statement echoes the FED and ONT framing of seniors as members of a wider society. Various references indicate an appreciation for the diversity of the population - an apparently common concern at all levels of government. Unlike the FED and ONT, a central role identified by the County is in ensuring the "effective delivery" of services. They share, however, a similar concern for services to be "accessible" and "affordable".

The importance of independence is stressed, in the context of BECOMING-Practical, with respect to the provision of forms of housing for "people of all ages and levels of independence", an issue of BELONGING-Physical as well (p. 14). Concern for independence is more implicit in the last part of the statement in subsection 2.9.4: "It is intended that the people of the County will be caring about the environment, caring about each other and responsible for their own well-being" (p. 15). As noted previously, "well-being" may refer to

any QoL area. It could be argued that this statement implies that the responsibility for caring for seniors is more a societal imperative, than a family imperative.

Housing and other issues of BELONGING-Physical, only touched upon in the FED and ONT, are elaborated in detail in PART III of the Official Plan "GENERAL DEVELOPMENT STRATEGIES". With respect to health care (BEING-Physical and BEING-Psychological), examples provided are more specific, such as the "Prince Edward Heights facility". It is notable that Alzheimer's disease, primarily affecting older persons, was specifically mentioned in the ONT, and is referred to in this document as well. There is an apparently increasing degree of specificity of examples in policy documents from federal to provincial to local scales, which is not surprising as policies are operationalized into programmes and projects at smaller scales.

The area of BECOMING-Leisure is introduced in this document, with reference to the delivery of recreational programs and events. BECOMING-Growth is more clearly identified as an important aspect of QoL than in the FED and ONT - "education that provides skills for healthy living, leadership development and self-fulfilment including employment opportunities within the county" (p. 14).

The role of the private sector is implicit in such references as "professional" health care (e.,g., dentists), and to various types of housing. A statement regarding services that "rely greatly on the efforts and donations of volunteers from within the community" indicates the importance placed on the volunteer sector in this Official Plan.

On the whole, this document lacks specifics that would assist seniors with day-to-day functions. Personal care aspects of BEING-Physical, as identified in the CHP literature, are not addressed explicitly by the local government in this document (except for a mention of "meals on wheels"). Again, as in the FED and ONT, discussions of religious aspects of BEING-Spiritual are also absent. A brief examination of the guide *Information for Seniors:*

The Prince Edward County Community Care for Seniors Association, Picton (2000), revealed that these key underpinnings of a civil society are dealt by the volunteer sector.

This comprehensive guide provides very specific information about public, private and volunteer services designed to meet the individual needs of seniors. It provides details on the caregiving services offered by the Access Centre for Hastings and Prince Edward County, a Community Care Access Centre (CCAC) established by the province, including "dietitian services" (BEING-Physical). Other service and facility listings mentioned include "Hairstylists", "Fitness & Recreation", and "Theatres" (BEING-Physical and BECOMING-Leisure), and "Churches" (BEING-Spiritual). These are notable since our analysis suggests that they are apparently not within the purview of broader government policy at any scale. The mission statement, noted earlier, espouses the goal of "independence" which seems to transcend all jurisdictional scales and sectors, however.

CONCLUSIONS

In this article, we have demonstrated how qualitative and quantitative discourse analysis may be used symbiotically throughout a research investigation, to help interpret the language used to express QoL concepts and areas of life in policy documents. Each inquiry made during the analysis sought to elaborate emerging patterns and relations in the text, often adding further support or at least defining the boundaries of interpretations made qualitatively. The use of a single word, or the identification of a single indicator of a possible theme, may not be significant alone, but when taken in the aggregate, they may contribute to uncovering meanings in the text previously unrecognized through just a casual read. By juxtaposing qualitatively significant words in context display units of various sizes (INDEX, KWIC, and TEXT displays), and through its Distribution displays, TACT can help reveal patterns of word use and interaction within a text.

Our analysis revealed that both the Federal and Ontario governments profess to seek to include the views of seniors, on issues such as QoL, within their policy statements. It seems, however, that this is limited by how they define the scope of their role. The language of BELONGING is used most frequently in the policy documents examined, focusing on the Social area at the federal scale, and the Community area at the provincial scale; these areas are highly inter-related. Both the FED and ONT discuss the personal, individualistic areas of life less than those of a more societal nature, and frame seniors issues within the context of the wider society. While both documents project a functional/institutional orientation, the FED uses more personal-oriented language throughout, and a greater variety of language overall. The QoL language of the ONT is more vague and general than the FED, often repeatedly using certain words, yet it is more targeted, citing more specifics than the FED, exhibiting a practical/operational orientation. The position of seniors in society and perceptions of seniors by society emerge as important Social aspects in the FED, and are critical defining issues of a civil society. This project has identified other important substantive avenues for investigation which have a relationship to QoL. Of particular importance are women's issues, which emerged as an important theme in all documents.

The goal of maintaining the independence of seniors, as a societal responsibility, transcends all policy levels and sectors. While the federal and provincial governments frame policies pertaining to the QoL of seniors, it is at the local level, more specifically in the volunteer sector, that these services are delivered to seniors, tailored to their individual needs.

ACKNOWLEDGEMENTS

The authors wish to thank Joanne Egan (Planner, Planning Services, Picton, Prince Edward County), Lori McGinnis (Community Development Corporation, Picton, Prince Edward County), Wendy Norton (Coordinator, Prince Edward Community Care for Seniors Association) for their help in providing documents and opinions regarding services for seniors. They are not responsible for our interpretations of the documents. Funding for this project has been provided by the Faculty of Arts, York University.

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TABLE 1
DEFINITIONS OF QUALITY OF LIFE COMPONENTS AND AREAS

"BEING" is concerned with who you are as an individual.

- 1) "Physical Being" includes aspects of body and health, such as nutrition, hygiene, fitness and mobility.
- 2) "Psychological Being" reflects thoughts and feelings, mental health and the quality of your relationship to yourself.
- 3) "Spiritual Being" involves personal values and standards to live by, and spiritual (including non-religious) beliefs.

"BELONGING" considers how you fit in with people and places.

- 4) "Physical Belonging" pertains to where you live and spend your time, and how you feel about those places.
- 5) "Social Belonging" refers to how you fit with the people around you in your life.
- 6) "Community Belonging" has to do with your access to resources typically available to most members of your community.

"BECOMING" takes into account the things you do in your life that define you.

- 7) "Practical Becoming" concerns the daily purposeful activities you do.
 - 8) "Leisure Becoming" involves the things you do for fun and enjoyment.
 - 9) "Growth Becoming" refers to things you do to adjust to life's changes and improve yourself.
-

Source: Renwick and Brown, 1996

TABLE 2
THE LANGUAGE OF "QUALITY OF LIFE"

Component & Area	Centre for Health Promotion Keywords	Federal Document Keywords	Ontario Document Keywords
BEING Physical	able, agility, body, fitness, grooming, health, hygiene, mobility, nutrition, physical	ability(ies), able, active(ly), capacity, disability(ies), disease, frail, health(ier), hearing, inability, injury, limitations, physical, visual, walking	able, active, health, injury
BEING Psychological	attitude, confidence, coping, feelings, health, independence, mental, positive, satisfaction, self, self-control, stress, thinking	ability(ies), able, accepted, accomplishments, active(ly), appreciated, capacity, concerns, contributions, coping, dignity, disability(ies), enjoying, fear, freedom, health(ier), honour, inability, independence(dent)(dently), injury, limitations, respect(ed), self-determination, self-esteem, self-sufficiently, self-worth, sense, worthy	able, achievements, active, Alzheimer, concern(s), contributions, dignity, harmony, health, independent(ly), injury, respected
BEING Spiritual	altruistic, beliefs, hope, purpose, religious, spiritual, values	aspirations, needs, values	needs, religious
BELONGING Physical	community, home, neighbourhood, possessions, privacy, residence, safety, workplace	crime, environment(s), facilities, home, housing, institutions, location, physical, privacy, protection, reside, residential, safe(ly), security, unsafe, victims, violence, work	beds, facilities, home, homes, in-home, safe(ly), security, shelter, violence
Component & Area	Centre for Health Promotion Keywords	Federal Document Keywords	Ontario Document Keywords

BELONGING Social	acquaintances, coworkers, culture, family, friends, groups, neighbours, partner, relationships, social, spouse	aboriginal, alone, attitudinal, bonds, caregivers, communication, community(ies), cultural, environment(s), ethnocultural, family(ies), friends, generations, guardianship, involved, isolate, language(s), linguistic, member(s), minorities, misperceptions, neighbourhoods, network(s), participate(pating)(pation), responsibility, role(s), shared, social, socially, society, status, stereotypes, support(ing)(ive)	abuse(ed), activities, caregivers, caregiving, communicate, communication(s), community(ies)(-based), cultural, events, family, generation(s), intergenerational, involve(ed)(ment), network, participation, relations, society, sponsorships, support
BELONGING Community	access, availability, resources, services	abuse, access(ibility), affluent, ageism, available, barriers, care, delivery, discriminated, disparities, economic(ally), equal(ly), equitable, exploitation, fair(ness), finance(cial), hardships, income(s), institutional, intervention, justice, opportunities, options, politically, private, resources, rights, security, service(s), technological, voluntary	abuse, access, agencies, association, available, barriers, care, CCACs, centres, financial, front-line, hospital, library, nursing, one- phone-call-access, one- window, opportunity, organizations, private, resources, security, service(s), serving, telephone, UGO, volunteerism, website
Component & Area	Centre for Health Promotion Keywords	Federal Document Keywords	Ontario Document Keywords
BECOMING Practical	chores, daily, day-to-day, helpful, helping, housework, mundane, school, work	activity(ies), burdens, control, daily, decisions, drivers, driving, everyday, independence(dent)(dently), practical, practices, responsible, risks, self-sufficiently, skills, volunteer, work	independent(ly), medication, responsible
BECOMING Leisure	enjoyment, fun, hobby, leisure, movie, reading, recreation, relaxation, socializing, theatre, TV, vacation, visiting, walking		

BECOMING Growth	adapting, adjusting, changes, development, education, growth, improving, learning	accomplishments, awareness, better-off, education(al), enable(s), information, informed, initiatives, intellectual, knowledge, pursuits	achievements, aware(ness), education, enable, information, initiative, interest(s), learning, materials, prevention, publications, radio, school(s), seminars
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TABLE 3
FREQUENCY OF WORDS IN GOVERNMENT DOCUMENTS

	FEDERAL	ONTARIO
TOKENS	3142	2094
TYPES	830	606
QUALITY OF LIFE	392 (12.5)	255 (12.2)
BEING	119 (3.8)	47 (2.2)
1 Physical	43 (1.4)	14 (0.7)
2 Psychological	87 (2.8)	40 (1.9)
3 Spiritual	23 (0.7)	7 (0.3)
BELONGING	230 (7.3)	169 (8.1)
4 Physical	40 (1.3)	14 (0.7)
5 Social	122 (3.9)	71 (3.4)
6 Community	80 (2.5)	90 (4.3)
BECOMING	60 (1.9)	44 (2.1)
7 Practical	39 (1.2)	7 (0.3)
8 Leisure	0 (0.0)	0 (0.0)
9 Growth	21 (0.7)	37 (1.8)

FIGURE 1
Research Framework

**Federal
Government
Policy
Document**

**Ontario
Government
Policy
Document**

SENIORS

**County of
Prince
Edward
Official
Plan**

**Federal
Government
Policy
Document**

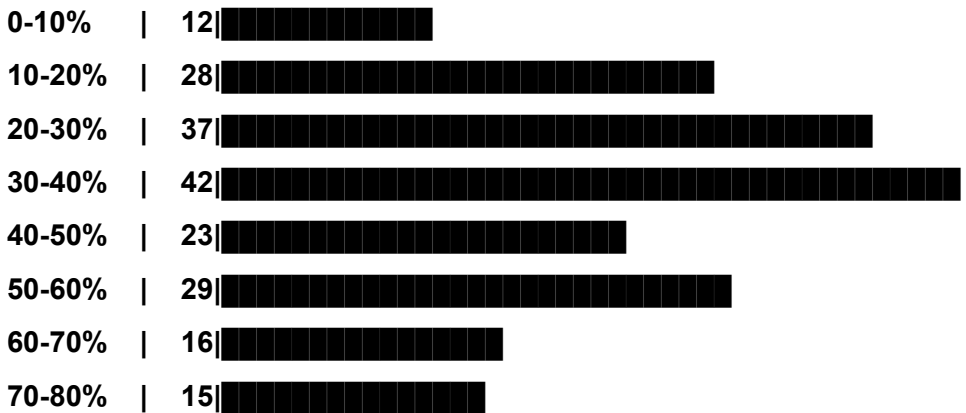
FIGURE 2
DISTRIBUTION DISPLAYS OF QUALITY OF LIFE LANGUAGE

FEDERAL GOVERNMENT DOCUMENT



Total: 392

ONTARIO GOVERNMENT DOCUMENT



Total: 169

BECOMING

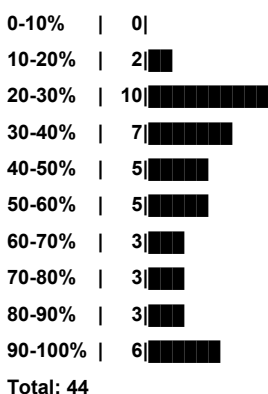
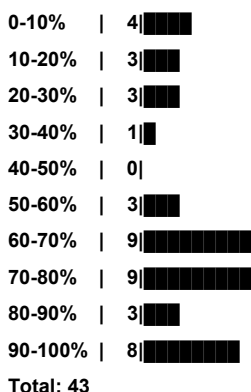


FIGURE 4a

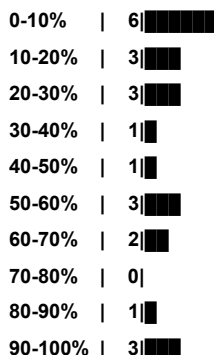
**DISTRIBUTION DISPLAYS OF THE AREAS OF LIFE LANGUAGE
IN THE FEDERAL GOVERNMENT DOCUMENT**

1 BEING - Physical

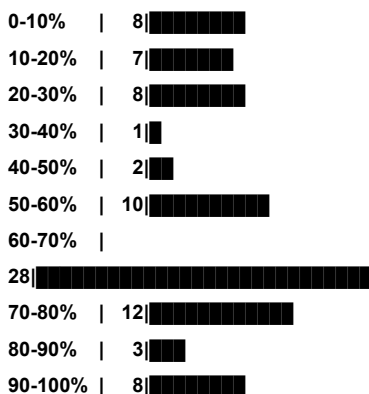
Total: 87



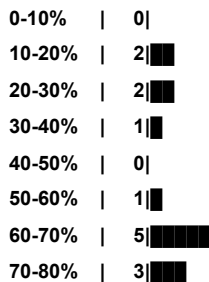
3 BEING - Spiritual



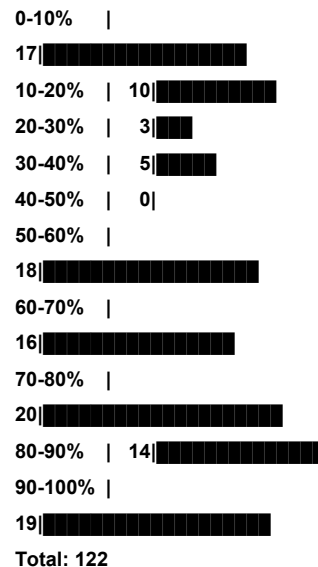
2 BEING - Psychological



4 BELONGING - Physical

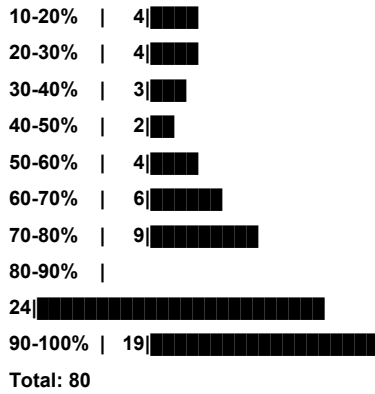


5 BELONGING - Social

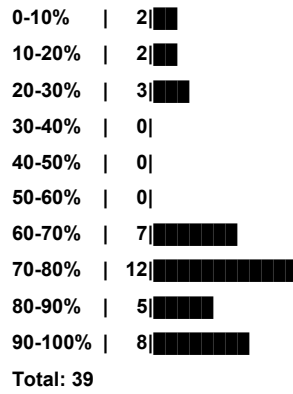


6 BELONGING - Community





7 BECOMING - Practical



8 BECOMING - Leisure

9 BECOMING - Growth

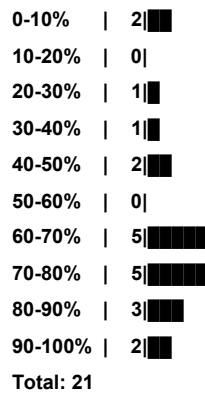


FIGURE 4b
DISTRIBUTION DISPLAYS OF THE AREAS OF LIFE LANGUAGE
IN THE ONTARIO GOVERNMENT DOCUMENT

1 BEING - Physical

0-10% | 3

10-20% | 1|█
 20-30% | 1|█
 30-40% | 0|
 40-50% | 1|█
 50-60% | 2|█
 60-70% | 0|
 70-80% | 2|█
 80-90% | 1|█
 90-100% | 3|█
 Total: 14

2 BEING - Psychological

0-10% | 4|█
 10-20% | 2|█
 20-30% | 11|█
 30-40% | 5|█
 40-50% | 2|█
 50-60% | 4|█
 60-70% | 2|█
 70-80% | 4|█
 80-90% | 2|█
 90-100% | 4|█
 Total: 40

3 BEING - Spiritual

0-10% | 1|█
 10-20% | 1|█
 20-30% | 0|
 30-40% | 1|█
 40-50% | 1|█
 50-60% | 0|
 60-70% | 3|█
 70-80% | 0|
 80-90% | 0|
 90-100% | 0|
 Total: 7

4 BELONGING - Physical

0-10% | 2|█
 10-20% | 3|█
 20-30% | 0|
 30-40% | 3|█
 40-50% | 0|
 50-60% | 2|█
 60-70% | 0|

70-80% | 0|
 80-90% | 2|█
 90-100% | 2|█
 Total: 14

5 BELONGING - Social

0-10% | 1|█
 10-20% | 5|█
 20-30% | 11|█
 30-40% | 12|█
 40-50% | 6|█
 50-60% | 7|█
 60-70% | 5|█
 70-80% | 7|█
 80-90% | 9|█
 90-100% | 8|█
 Total: 71

6 BELONGING - Community

0-10% | 4|█
 10-20% | 15|█
 20-30% | 9|█
 30-40% | 16|█
 40-50% | 9|█
 50-60% | 11|█
 60-70% | 3|█
 70-80% | 1|█
 80-90% | 12|█
 90-100% | 10|█
 Total: 90

7 BECOMING - Practical

0-10% | 0|
 10-20% | 1|█
 20-30% | 1|█
 30-40% | 1|█
 40-50% | 0|
 50-60% | 2|█
 60-70% | 0|
 70-80% | 0|
 80-90% | 0|
 90-100% | 2|█
 Total: 7

8 BECOMING - Leisure

9 BECOMING - Growth

0-10% | 0|
 10-20% | 1|█
 20-30% | 9|█
 30-40% | 6|█
 40-50% | 5|█
 50-60% | 3|█
 60-70% | 3|█
 70-80% | 3|█
 80-90% | 3|█
 90-100% | 4|█
 Total: 37