

CHIRS CLIENT SATISFACTION SURVEY 2013

EXECUTIVE SUMMARY

What did we hear?

As a part of our ongoing program evaluation, CHIRS conducted a client and family satisfaction survey in January/February 2013.

Respondents were asked to indicate and rate their overall satisfaction with:

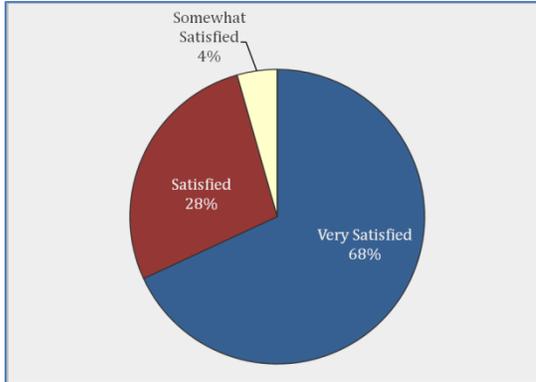
- quality of services provided and the degree to which they felt that services impacted quality of life;
- programming options;
- environment from a maintenance and safety perspective;
- access to and quality of interaction with CHIRS staff.

A total of 216 respondents completed the survey - 124 clients and 92 family members/caregivers - giving us an overall response rate of 59%. The rate of response was 66% among clients and 53% among family members.

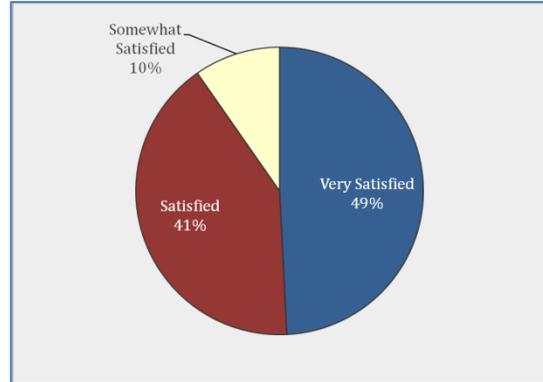
Findings from our 2013 Client and Family Satisfaction Survey reflect a very high level of satisfaction with CHIRS services. Key highlights from the report are as follows:

- ❑ The vast majority (93%) of people were satisfied, overall, with CHIRS services (59% were VERY satisfied and 34% were satisfied).

Family Responses



Client Responses



Notable Quote:

It's like Lorraine's social hub. It gives her purpose and keeps her involved in the community.

Notable Quote:

For 24 yrs we have had perfect service as they grew, right till this day.

Notable Quote:

The help exceeds all our expectations.

Notable Quote:

I thank my lucky stars everyday in how lucky we were to get Lisa into CHIRS

- ❑ On a scale of 1-10 (1 being very dissatisfied and 10 being very satisfied). 84% of respondents scored their level of satisfaction as 8 or higher. The average score was 8.6.
- ❑ 96% of respondents felt that the help that the client was receiving from CHIRS was meeting their needs and 97% of respondents felt that the help provided by CHIRS contributed to quality of life.
- ❑ 100% of clients reported feeling safe when participating in CHIRS programs and when working with CHIRS staff (81% reported complete satisfaction).
- ❑ The majority of people were satisfied with the level of activity and programming offered. Some people expressed an interest in having programs offered in other parts of the city (e.g. downtown) and at other times (e.g. more evenings and weekends).

Sample responses to the question “What is the most important thing CHIRS has provided to you?”

Notable Quote:
What hasn't CHIRS provided for me? The staff has helped me in ways I never thought possible. Without CHIRS I'd be lost in ways I could not fathom.

Notable Quote:
“When I first started at CHIRS, they help me with my basic needs, now I am happy!”

Notable Quote:
“From where I sit, CHIRS is as close to perfect as can be”

Where to from here?

As in the past, the findings from our 2013 Survey reflect a very high level of satisfaction with CHIRS services (Residential, ACSS and ADS). The results indicate that clients and families alike feel that CHIRS offers quality programs and services and that staff are highly regarded as professional and compassionate.

As the objective of this Survey was to measure satisfaction AND to identify potential areas for quality improvement, we deliberately looked for potential areas of focus. Satisfaction in the areas listed below was still relatively high (70-80% satisfied) but relative to the 90+% satisfaction scores in the other areas, they stood out as potential areas for improvement:

- Ongoing communication between CHIRS, clients, and families;
- Continue to look for ways to reduce potential barriers to accessing programs and services (e.g., cost and location of programs);
- Renewed focus on staff communication with clients in relation to courtesy and respect;
- Investigate ways to improve client and family experience in relation to meal preparation in residences;
- Continue to focus on supporting clients with maintaining a clean and orderly environment.

We will conduct client/satisfaction surveys regularly to evaluate progress on these measures and to monitor the ongoing quality of the clients' and families' experiences with CHIRS services.