

CHIRS CLIENT SATISFACTION SURVEY 2015

EXECUTIVE SUMMARY

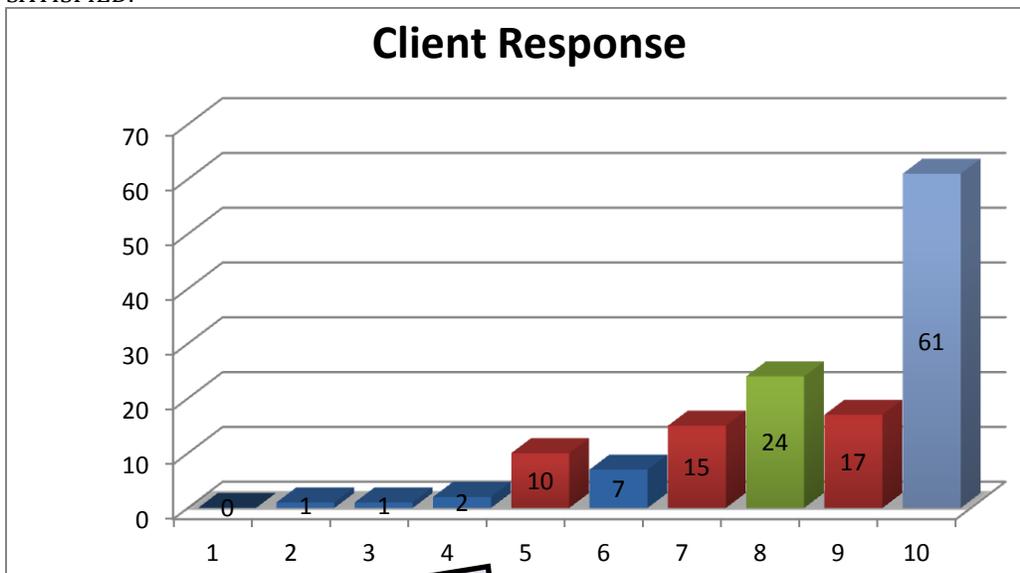
What did we hear?

As part of our ongoing program evaluation, CHIRS conducts regular client and family satisfaction surveys. The purpose of the survey is to check in with our clients and their families, in order to gauge their current level of satisfaction with our services and to provide them with a formal opportunity to give their feedback and suggestions.

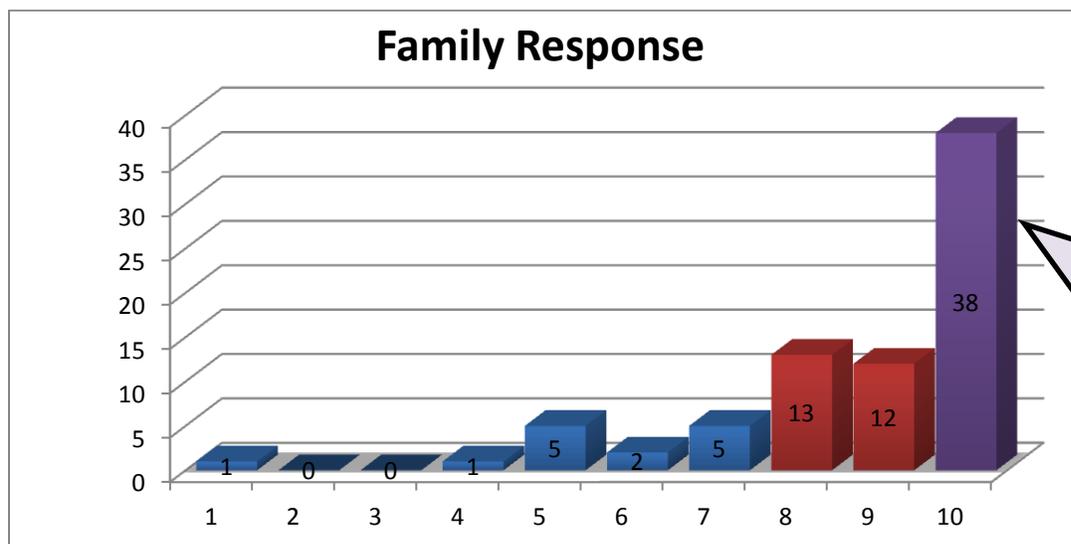
Surveys were distributed to 166 family members/caregivers and 214 clients (total of 380)

A total of 226 respondents completed the survey, 83 family members/caregivers and 143 clients, giving us an overall response rate of 60% (up from 52% response rate in 2014). The rate of response among clients was 67% (up from 65% in 2014) and 50% among family members (significantly up from 38% in 2014).

Overall, how would you rate the services you receive from CHIRS? 1 being VERY DISSATISFIED and 10 being VERY SATISFIED.



102 (74%) of the clients who responded scored their level of satisfaction as 8 or higher. Average rating was 8.44 This compares to 76% in 2014 with an average rating of 8.54.



63 (86%) of the families who responded scored their level of satisfaction as 8 or higher. Average rating was 8.89 This compares to 90% in 2014 with an average rating of 8.90.

2. What is the most important thing CHIRS has provided to you/ your family member? What helped the most?

Client Responses:

Notable Quote:
Getting out and socializing. Beats sitting at home watching soap operas!

Notable Quote:
Fantastic. Any time I have a problem or I need help with anything they're very helpful.

Notable Quote:
Meeting new and interesting people and with very interesting stories. They have also provided great service that has improved my strength, knowledge, and well-being.

Notable Quote:
I got my life back!

Family Responses:

Notable Quote:
Something to do and somewhere to go; gives him a purpose.... and it gives me peace of mind.

Notable Quote:
My brother is happier than I have seen him in years. He has stimulating company - activities - and still has independence.

Notable Quote:
I believe the care is client centered and safety is a key priority

Notable Quote:
I need more one to one time with my worker. I feel that I don't get many hours a week and I see my worker less and less.

Notable Quote:
I wish every place was like CHIRS.

Notable Quote:
CHIRS is like part of the family.

Where to from here?

The client satisfaction survey continues to illustrate that clients and families are highly satisfied with CHIRS services. The average satisfaction rating, on a scale of 1-10, remained high (between 8.4 and 8.9) and relatively unchanged for both clients and families, despite an increase in the total number of respondents. Families and clients clearly communicated that they are grateful for CHIRS services and most concerns centred around wanting more. The comments also highlighted that clients feel very supported and feel that they belong here.

It was encouraging to note that people are seeing an improvement with the nutritional quality of the meals being offered. This was something highlighted as a need in previous surveys and it illustrates the value that these surveys can have on program improvement.

There were some specific themes noted in the recommendations for improvement (i.e. better communication and suggested activity and program changes) on which staff can continue to work. Other recommendations, such as additional programs in different locations and an increase in support hours, are perhaps longer term initiatives and/or require additional funding; these will certainly be considered in future planning.