

# 2020 Client Survey

Report to Staff and the  
Board of Directors

February 22, 2021

# Background

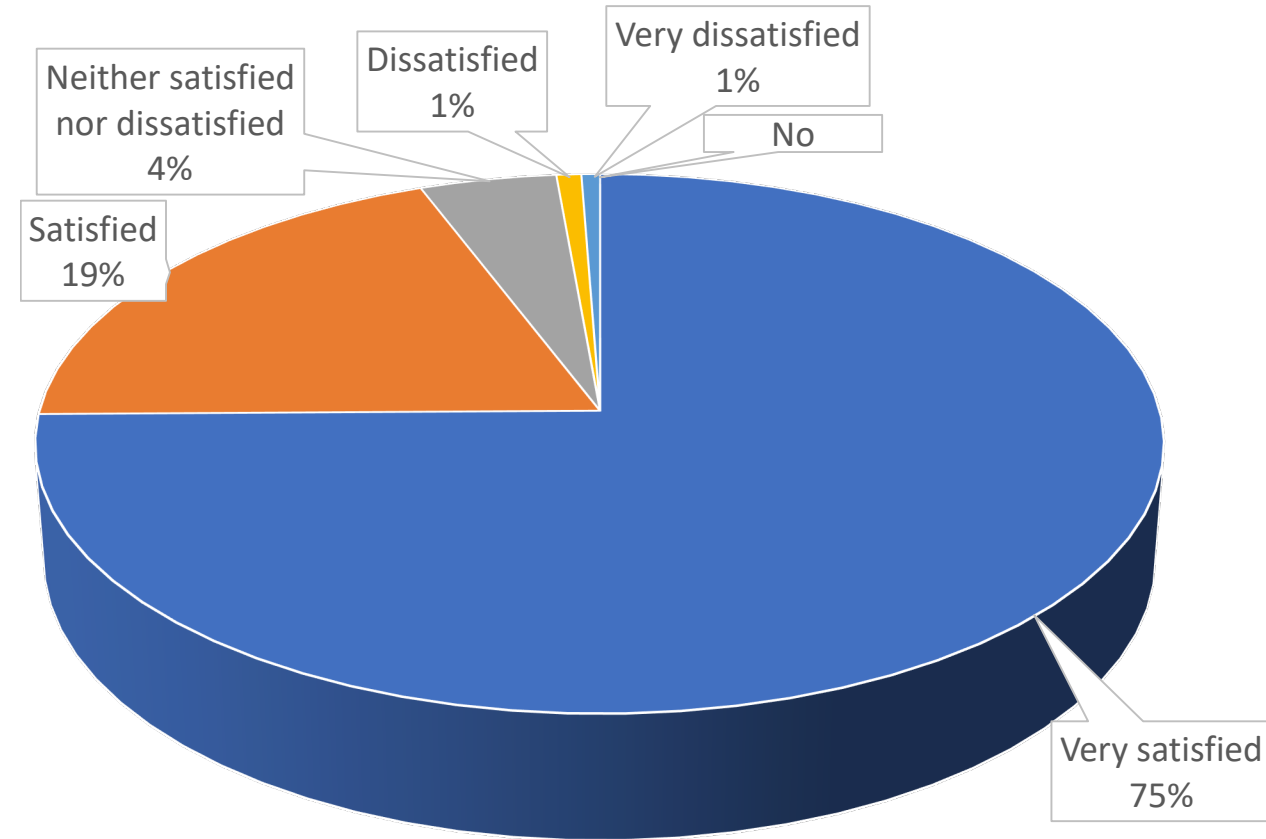
- The 2020 Client Survey was conducted from November 13 to December 16 and was made up of 8 questions
- Responses were collected online using Microsoft Forms
- The survey was promoted on CCD's website and social media, and directly by services including COPE, Assisted Living, Foot Care, Respite and the Community Food Box
- 500 clients responded to the survey
- 75% of the surveys were completed online and 25% were completed on paper

# Survey Questions

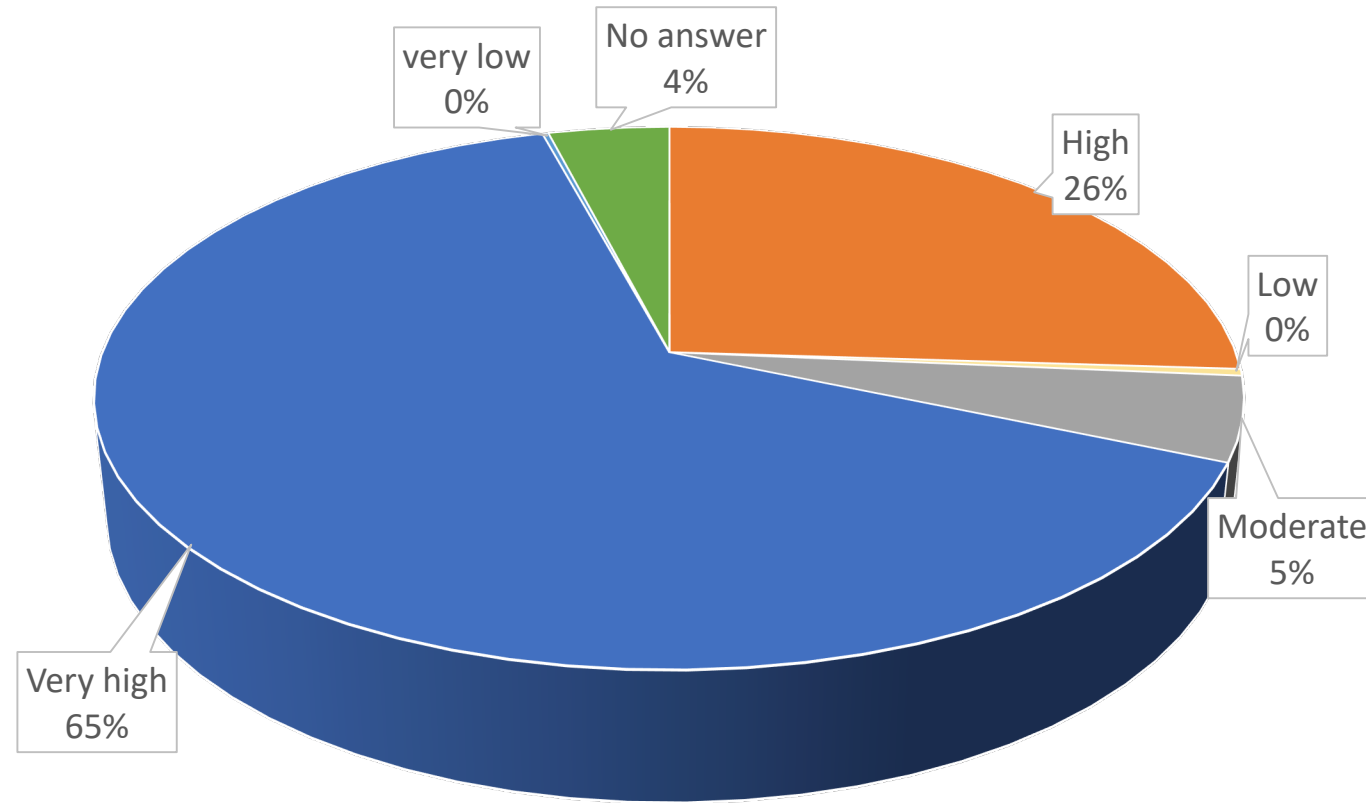
	LEVEL 1	LEVEL 2	LEVEL 3	LEVEL 4	LEVEL 5
1. Please rate our service(s) in terms of your overall satisfaction.*	Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied
2. What level of confidence and trust do you have in our service(s)?*	Very low	Low	Moderate	High	Very high
3. Have we treated you with courtesy and respect?*	No, never	Occasionally	Sometimes	Most of the time	Yes, always
4. Did you have enough input regarding the services that were provided to you?*	No		Yes, sometimes		Yes, always
5. When you had important questions to ask, did you get answers that you could understand?	No, never	Not usually	Sometimes	Yes, most of the time	Yes, always
6. Please rate Community Care Durham's (CCD) ability to assist you in maintaining your independence.*	Very poor	Poor	Fair	Good	Very good
7. Has CCD, through service and interactions with you, made you feel supported in achieving your goals and meeting your needs?*	No, not at all	Not very much	Not sure	Yes, somewhat	Yes, very much
8. How likely are you to recommend CCD's services to friends or family?*	Very unlikely	Somewhat unlikely	Neither likely nor unlikely	Somewhat likely	Very likely

\* Key Performance Indicator (KPI)

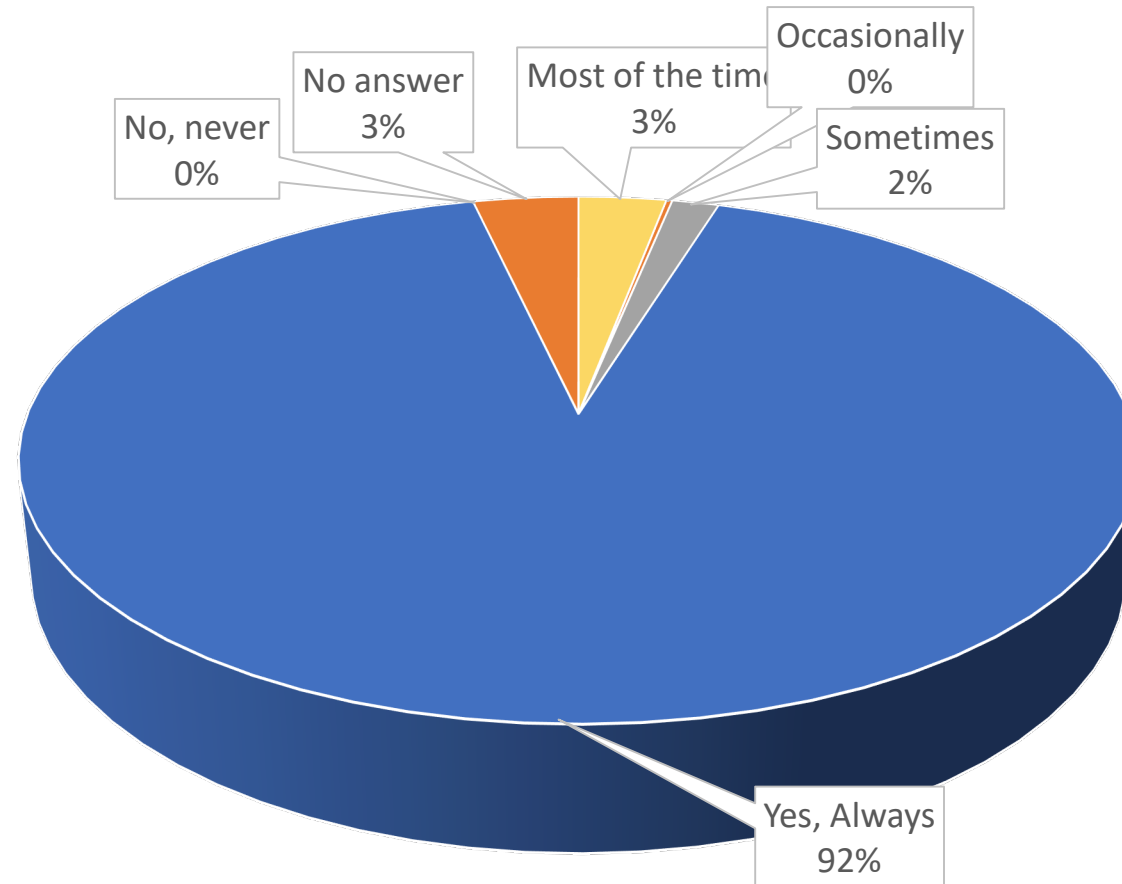
# Question 1: Please rate our service(s) in terms of your overall satisfaction



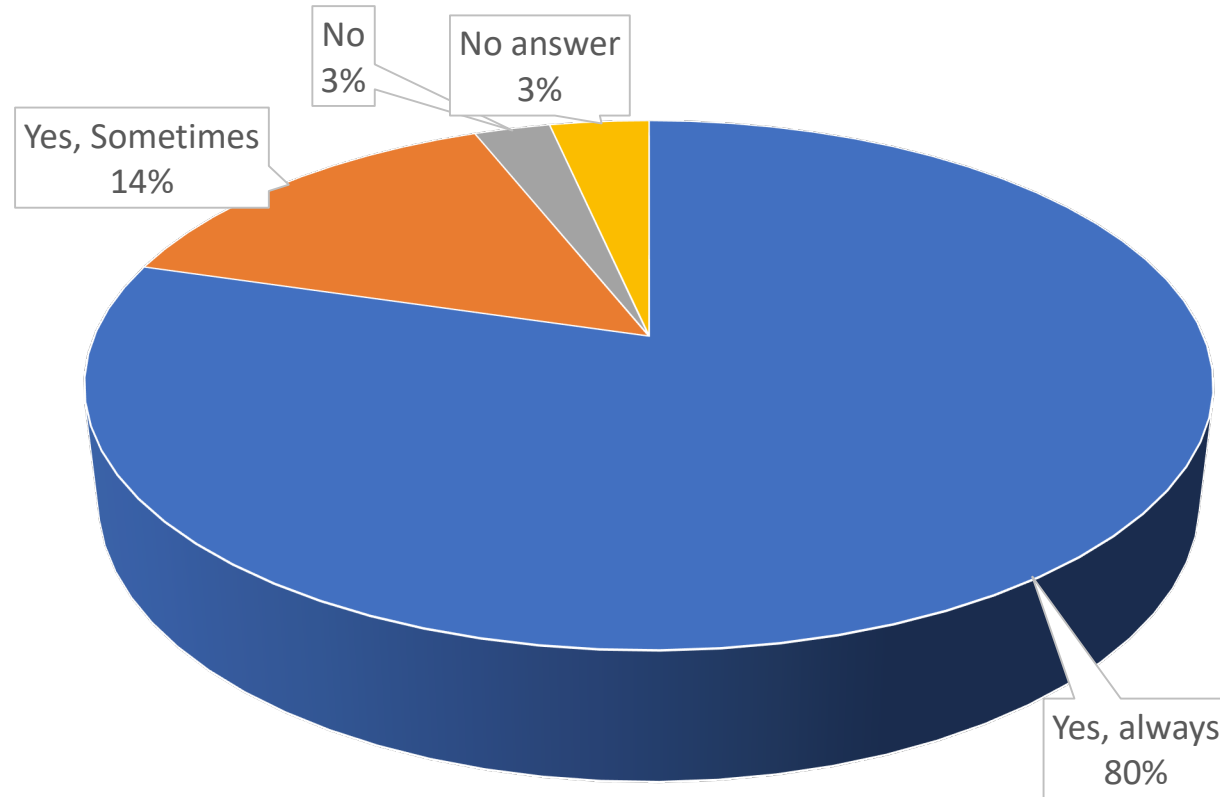
# Question 2: What level of confidence and trust do you have in our service(s)?



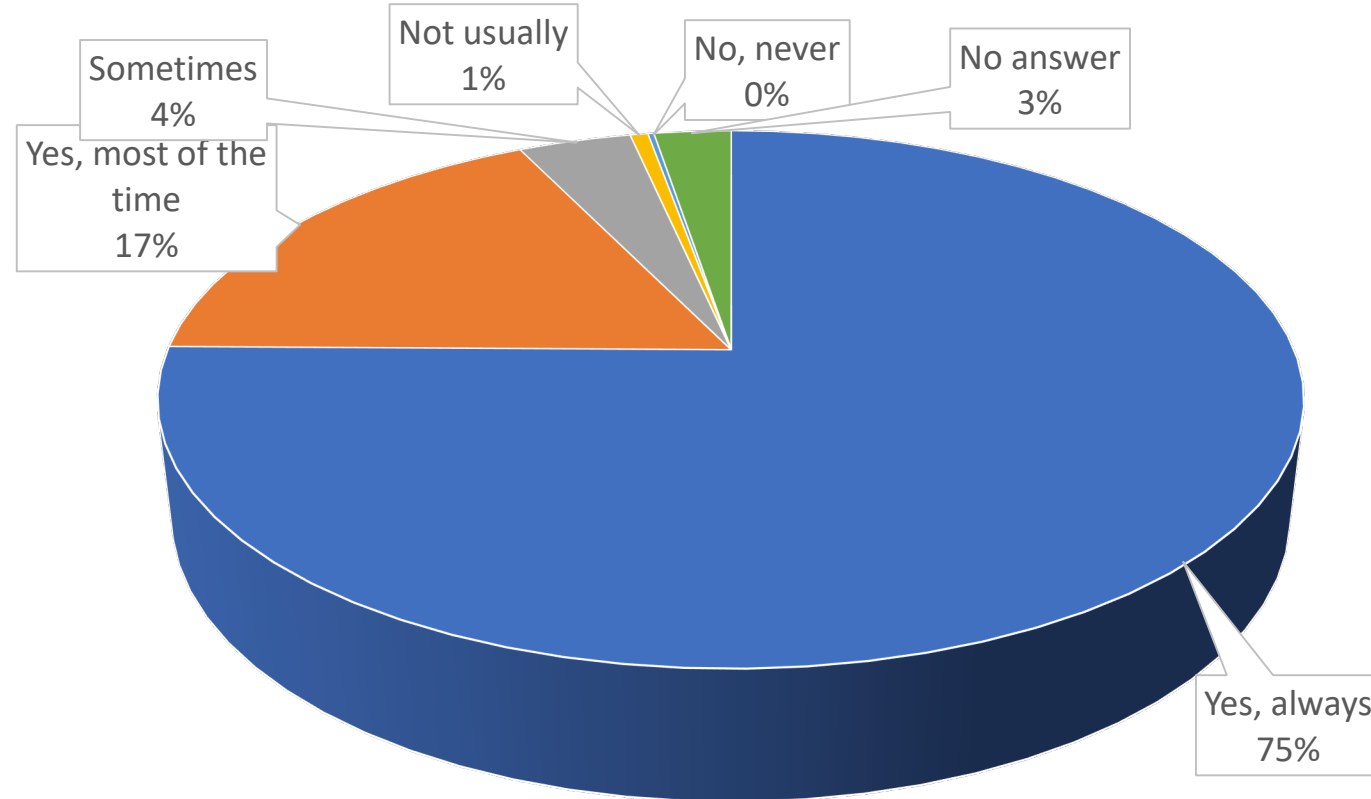
# Question 3: Have we treated you with courtesy and respect?



# Question 4: Did you have enough input regarding the services that were provided to you?

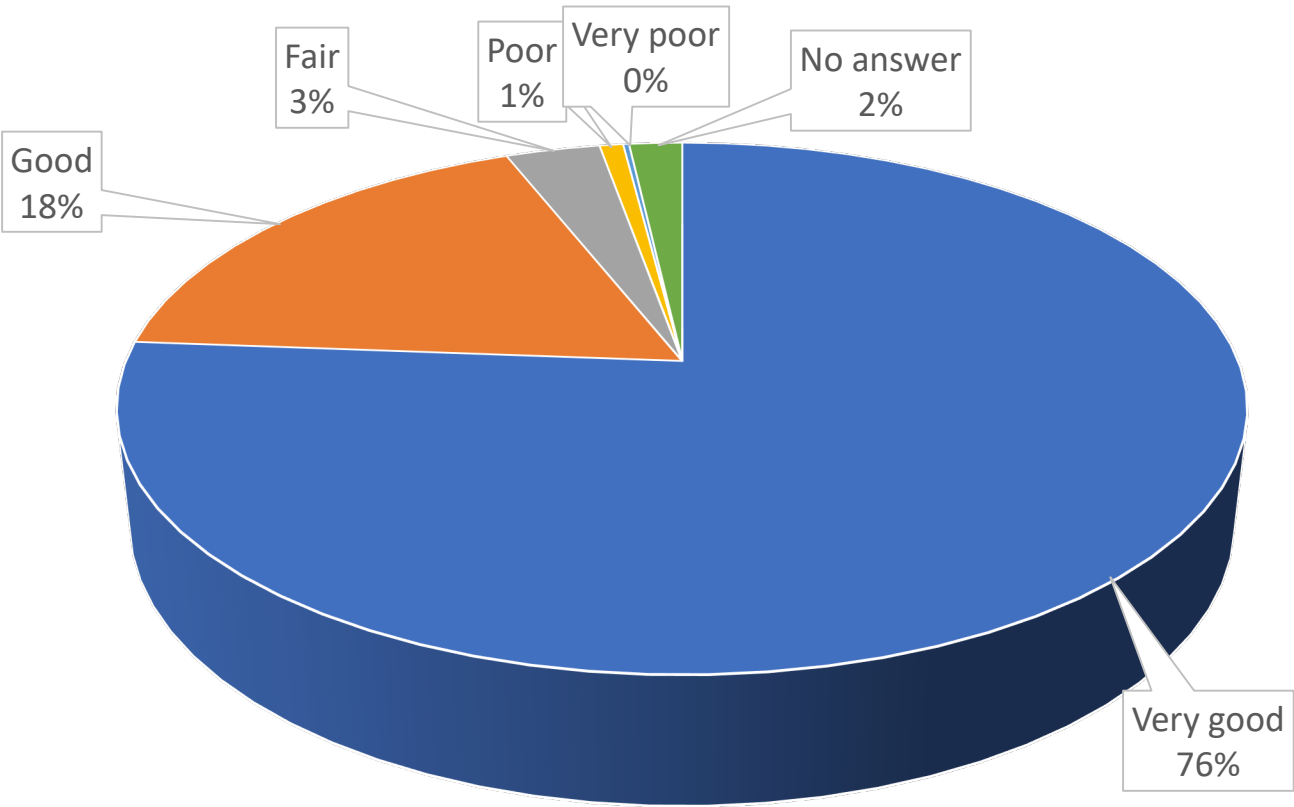


# Question 5: When you had important questions to ask, did you get answers that you could understand?

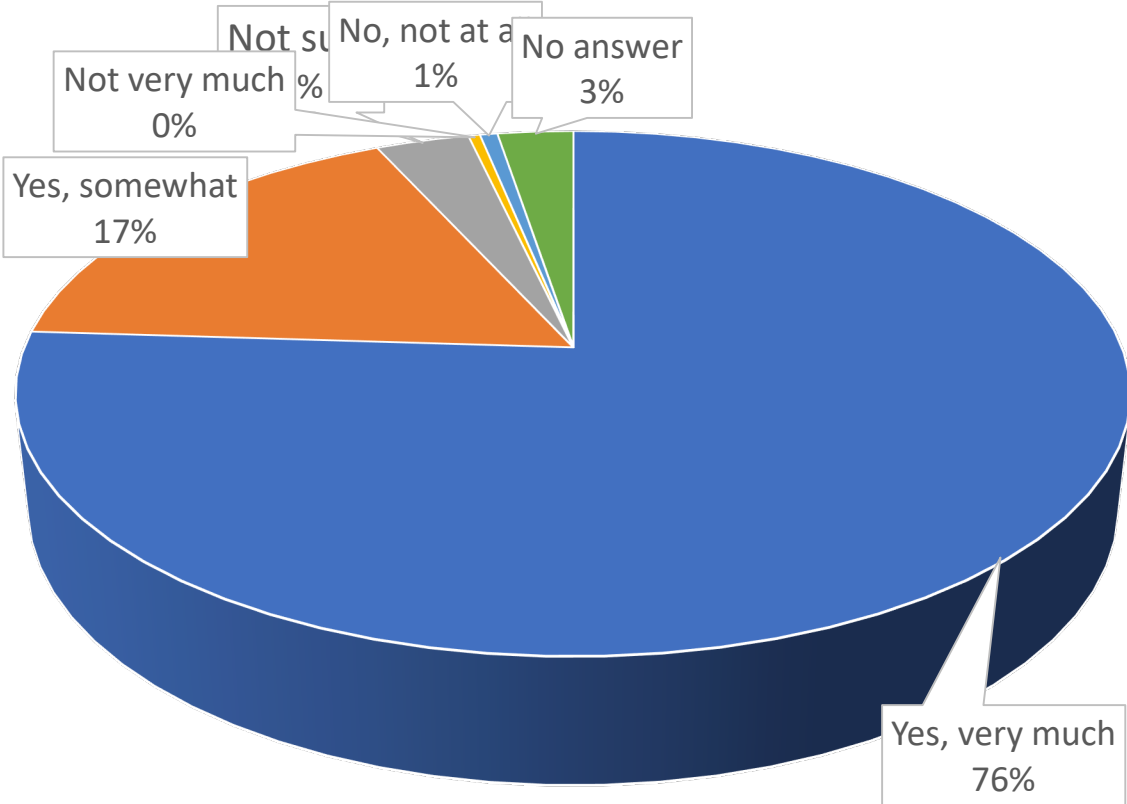




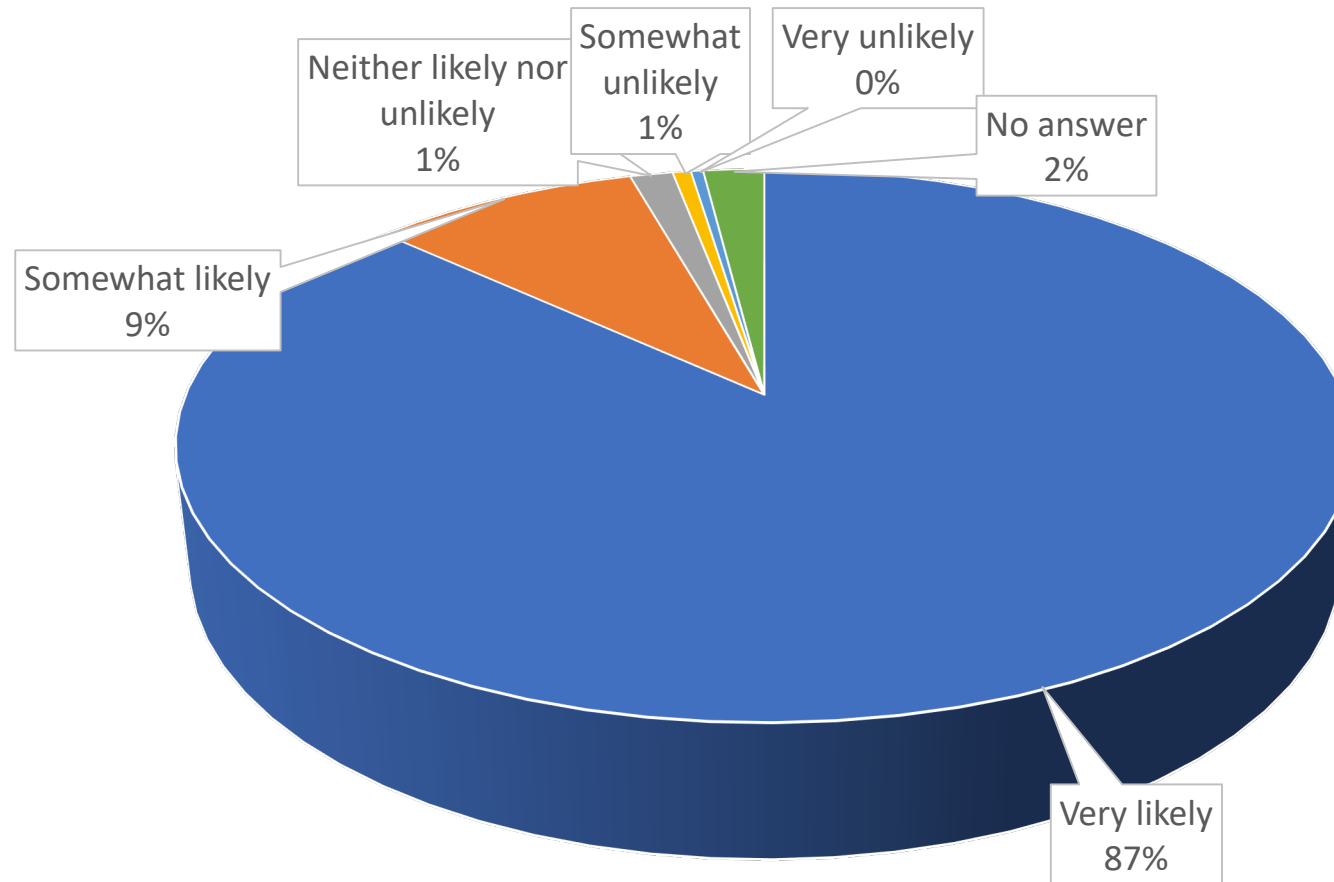
# Question 6: Please rate Community Care Durham's (CCD) ability to assist you in maintaining your independence



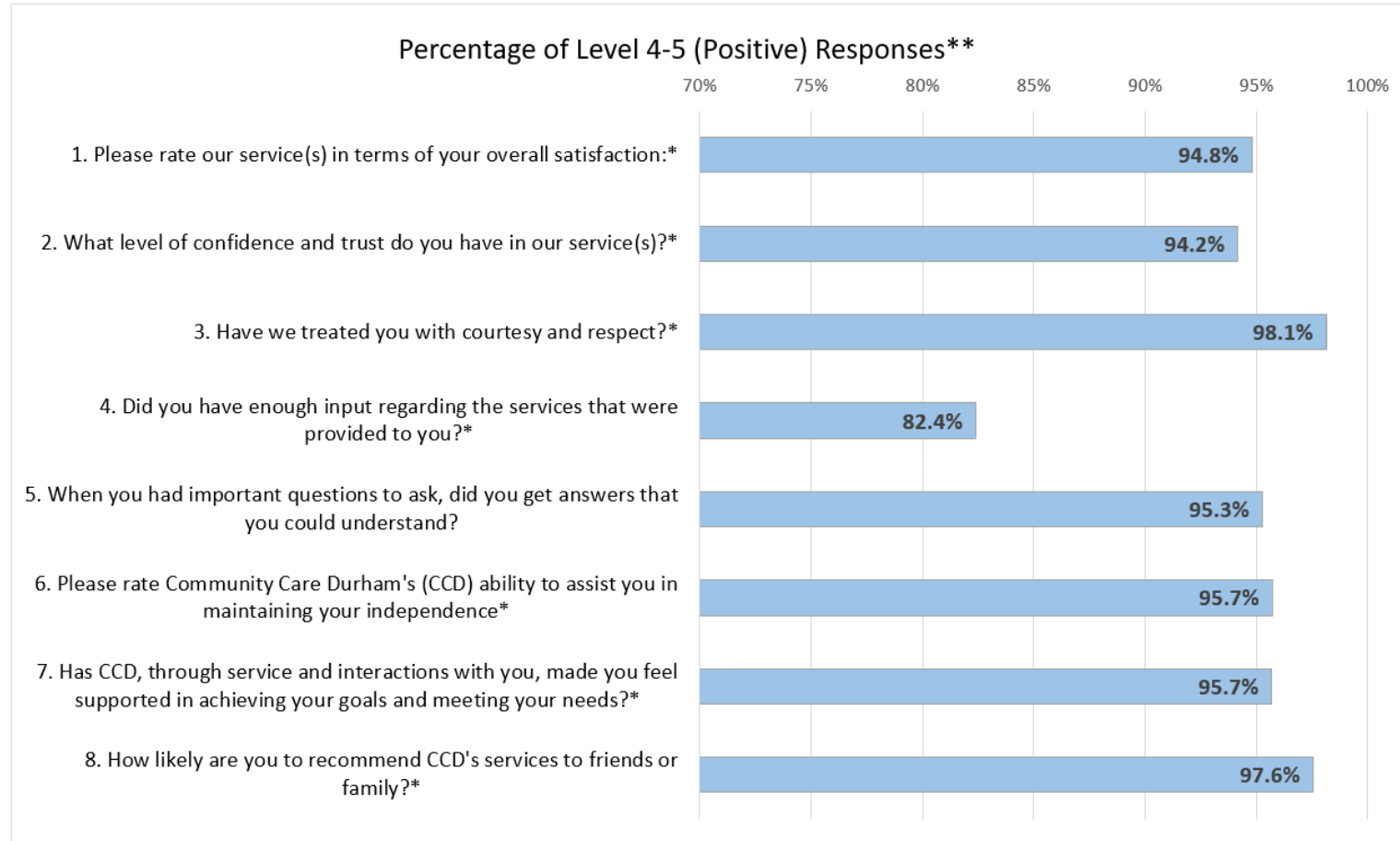
Question 7: Has CCD, through service and interactions with you, made you feel supported in achieving your goals and meeting your needs?



## Question 8: How likely are you to recommend CCD's services to friends or family?



# Level of Positive Responses



\*\* Of responses received (i.e., excludes 'No Answer')

# Next Steps

- Survey results will be reported to all staff
- We will be working to increase the number of clients providing feedback when the survey is conducted again later this year