

Client and Caregiver Satisfaction Survey

Communications Report

July 2022

Communication with Clients and Caregivers



1. Email
2. Social Media
3. Website
4. Colour poster posted at all locations
5. Flyers distributed at all locations
6. Flyers distributed at Foot Care Clinics and Adult Day Program
7. Flyers distributed with Meals on Wheels and Community Food Box Deliveries
8. Paper surveys available at all locations
9. Paper surveys and envelopes provided to clients receiving PSW services

How Are We Doing?

Annual Client Satisfaction Survey



What it is:

In order to continue to best serve our community, we are gathering feedback from our clients and caregivers.



- Online at:
www.communitycaredurham.on.ca/surveys/
- By phone: 905-430-0553
- Pickup a paper copy in person at your local office

Participation is anonymous and voluntary.

We appreciate your responses by

December 10, 2021.

Scan here to complete the survey online.



Community Care Durham
SUPPORTING PEOPLE, STRENGTHENING COMMUNITY

communitycaredurham.on.ca



Number of Survey Responses

750 total responses (vs. 500 in 2020)

Online	Paper	Phone	Total
570	165	15	750

Interpreting Responses

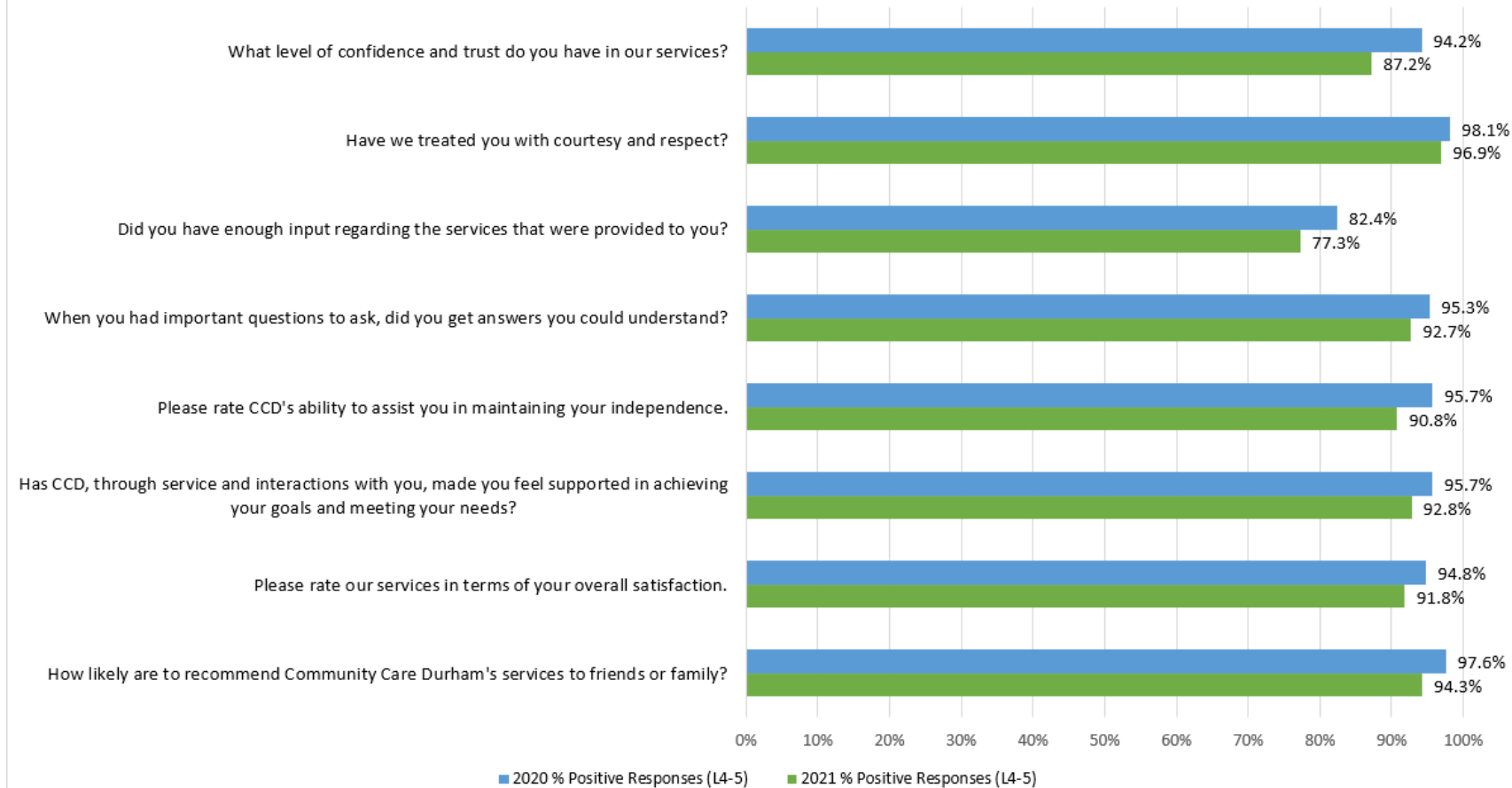


2021 Client Satisfaction Survey	Negative		Neutral	Positive	
	1	2	3	4	5
What level of confidence and trust do you have in our services?	Very Low	Low	Moderate	High	Very High
Have we treated you with courtesy and respect?	No, never	Occasionally	Sometimes	Most of the time	Yes, always
Did you have enough input regarding the services that were provided to you?	No		Yes, sometimes		Yes, always
When you had important questions to ask, did you get answers you could understand?	No, never	Not usually	Sometimes	Yes, most of the time	Yes, always
Please rate CCD's ability to assist you in maintaining your independence.	Very Poor	Poor	Fair	Good	Very Good
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
Please rate our services in terms of your overall satisfaction.	Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied
How likely are to recommend Community Care Durham's services to friends or family?	Very unlikely	Somewhat unlikely	Neither likely nor unlikely	Somewhat likely	Very likely

Positive Responses 2020-2021

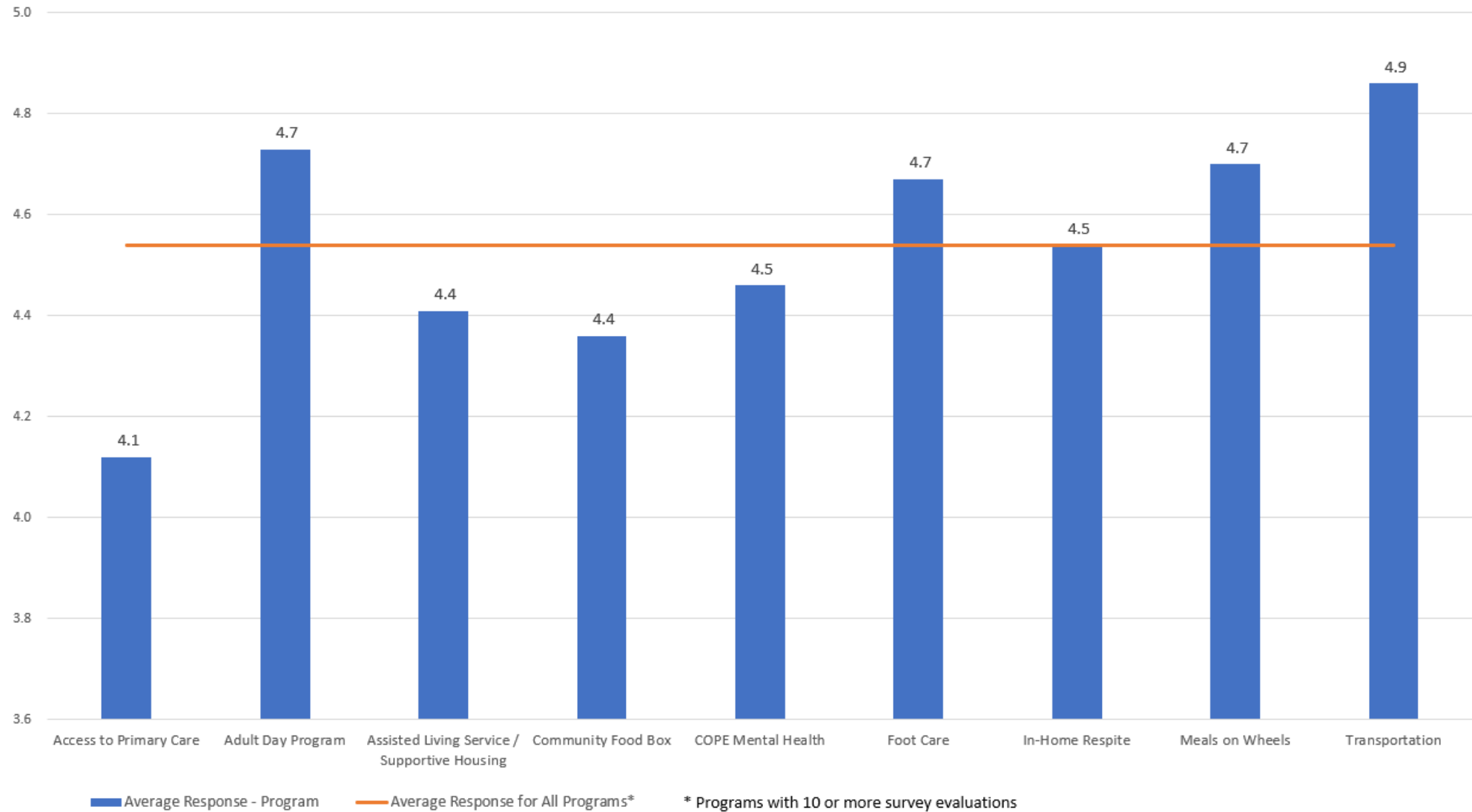


Client Survey - Percentage Positive Responses (Level 4-5)

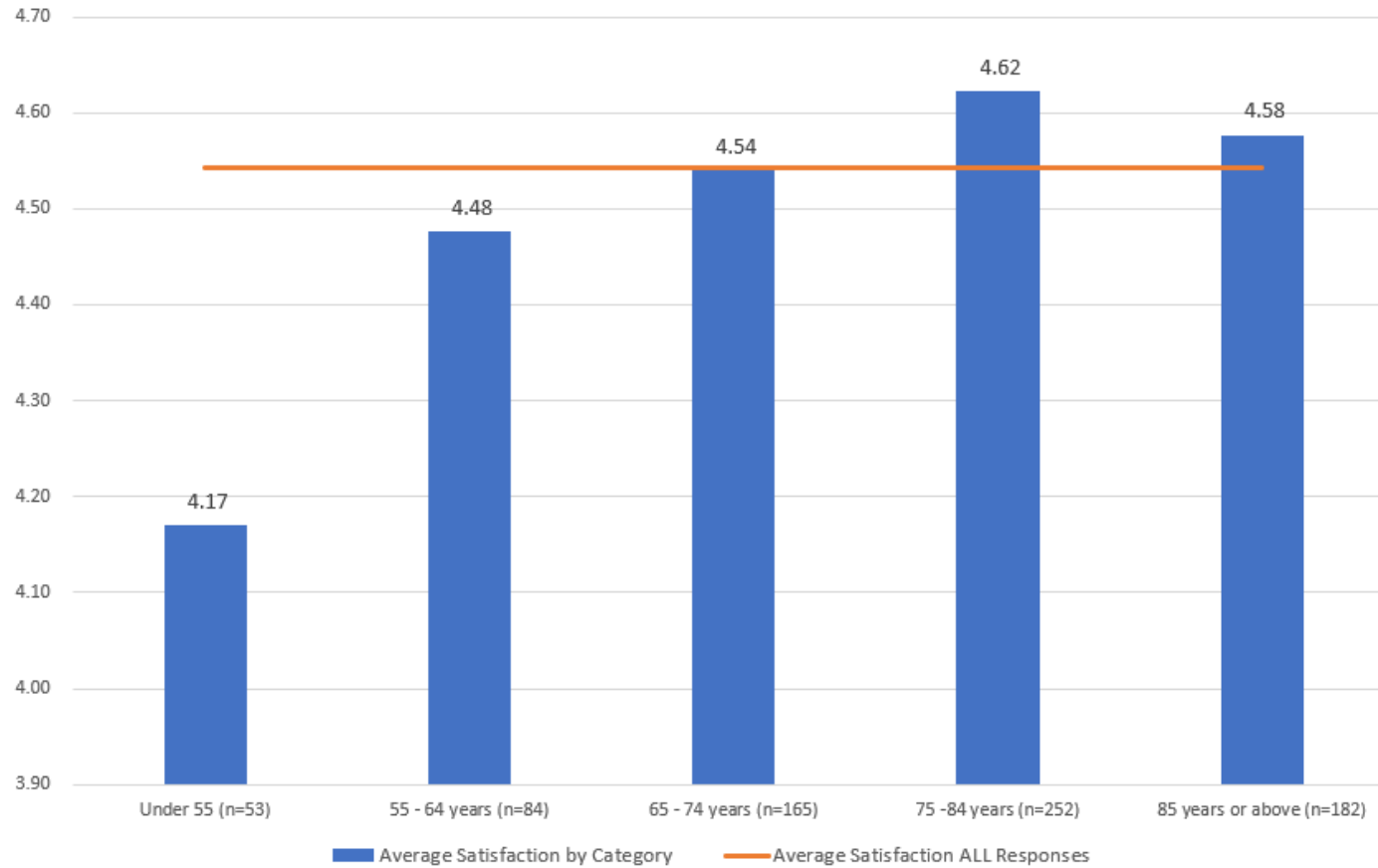


2021 Client Satisfaction Survey - Average Response by Program*

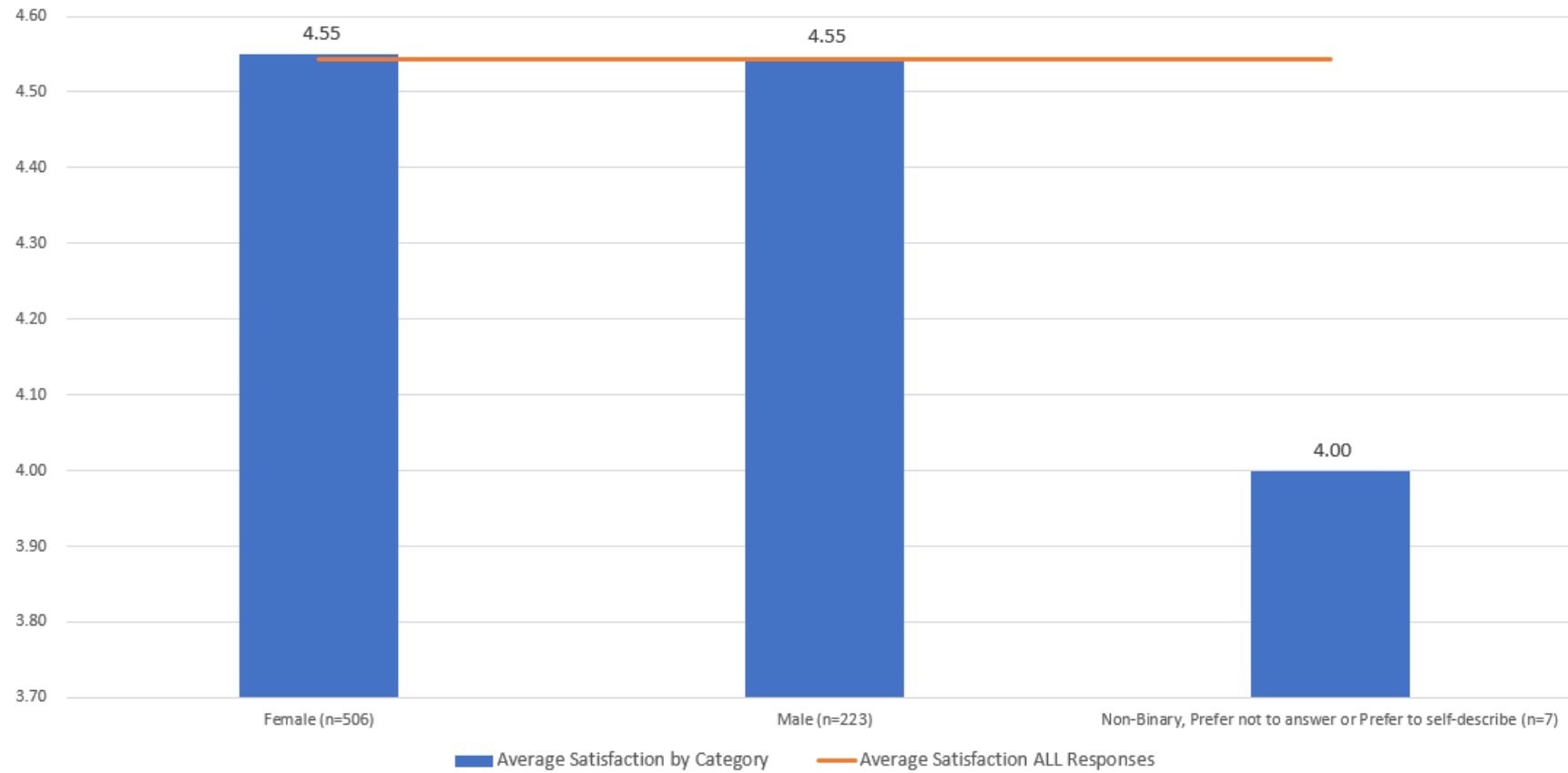
Q: Please rate our service in terms of your overall satisfaction.



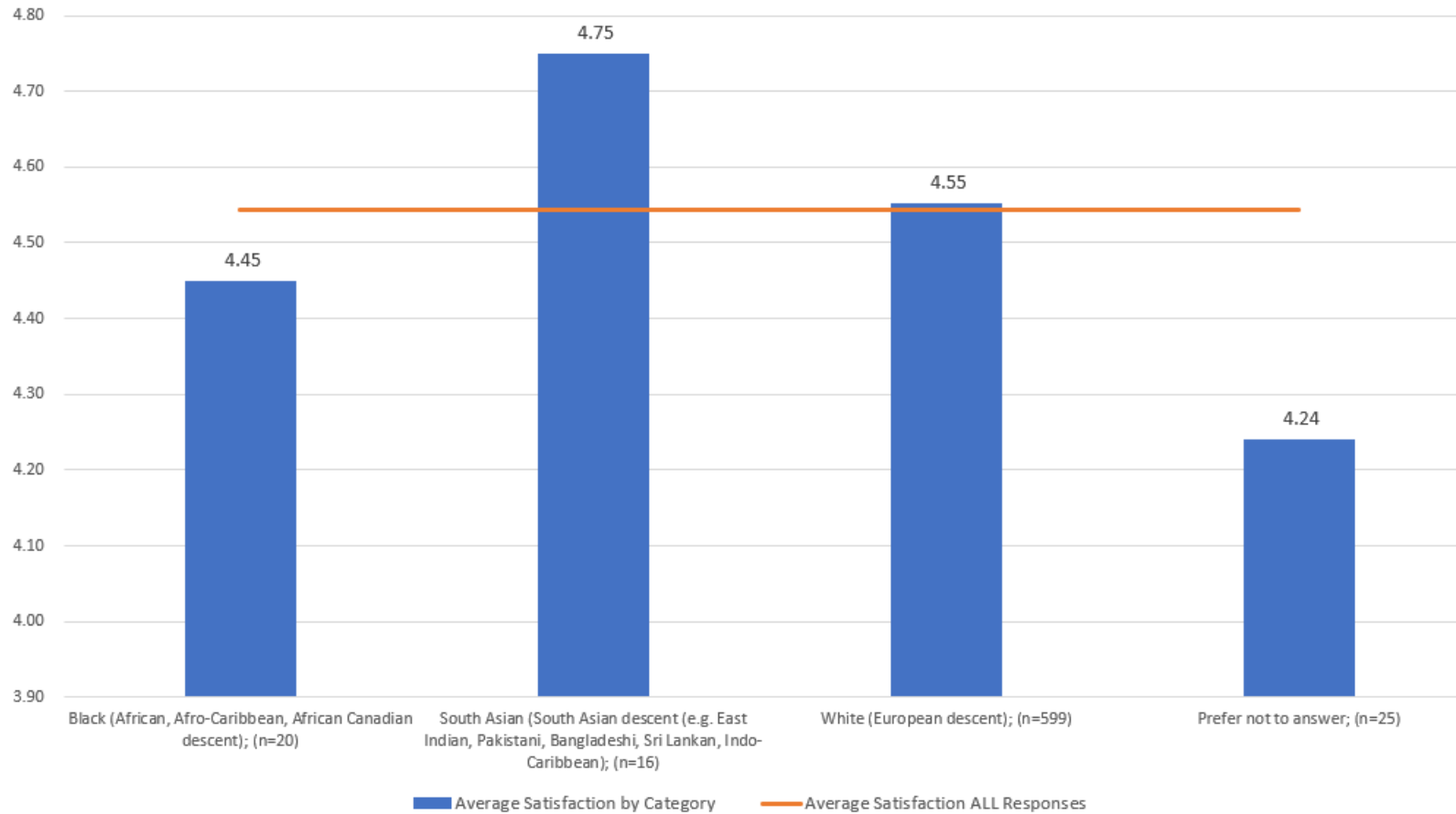
2021 Client Survey
Average Satisfaction Rating
Age Category



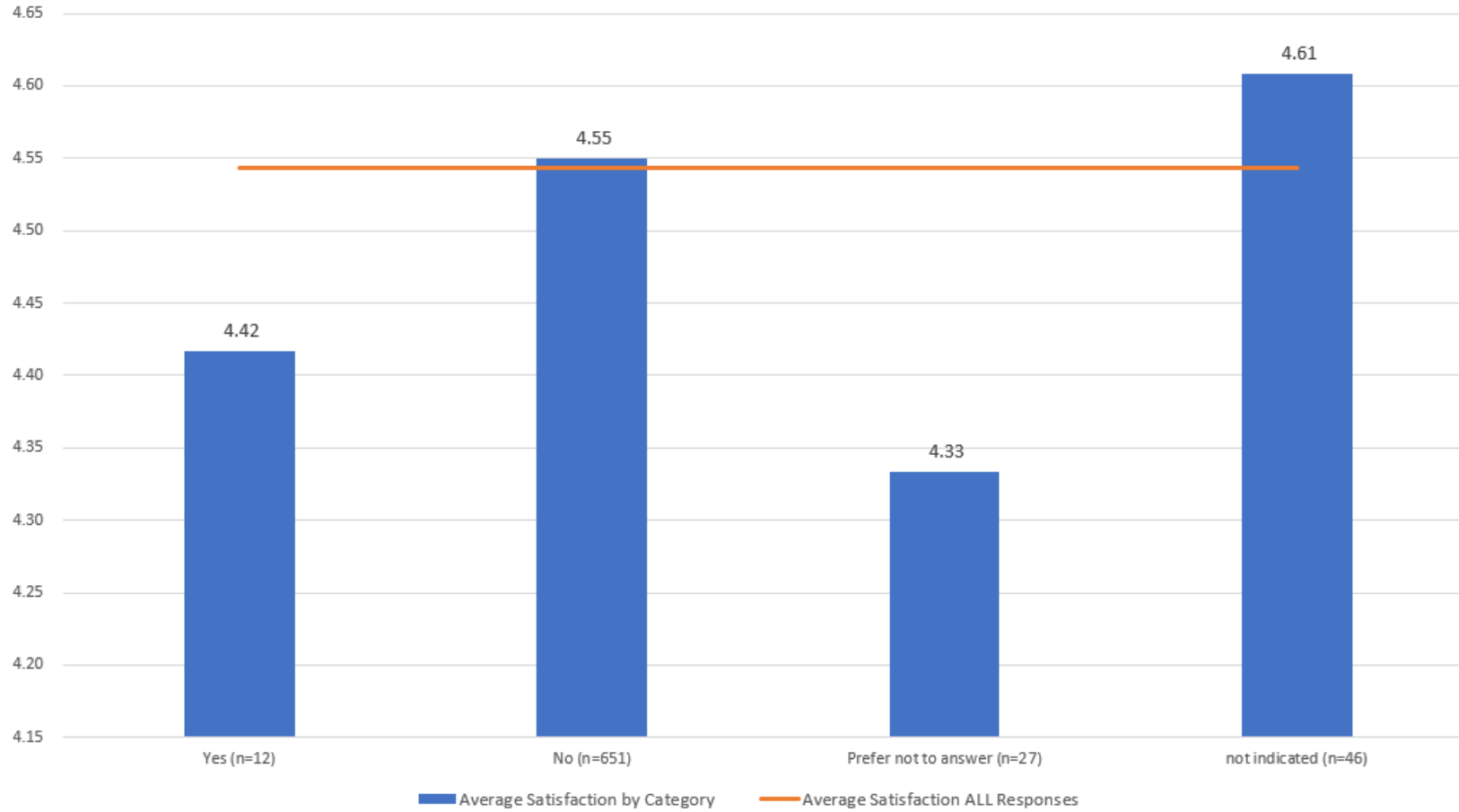
2021 Client Survey
Average Satisfaction Rating
Gender



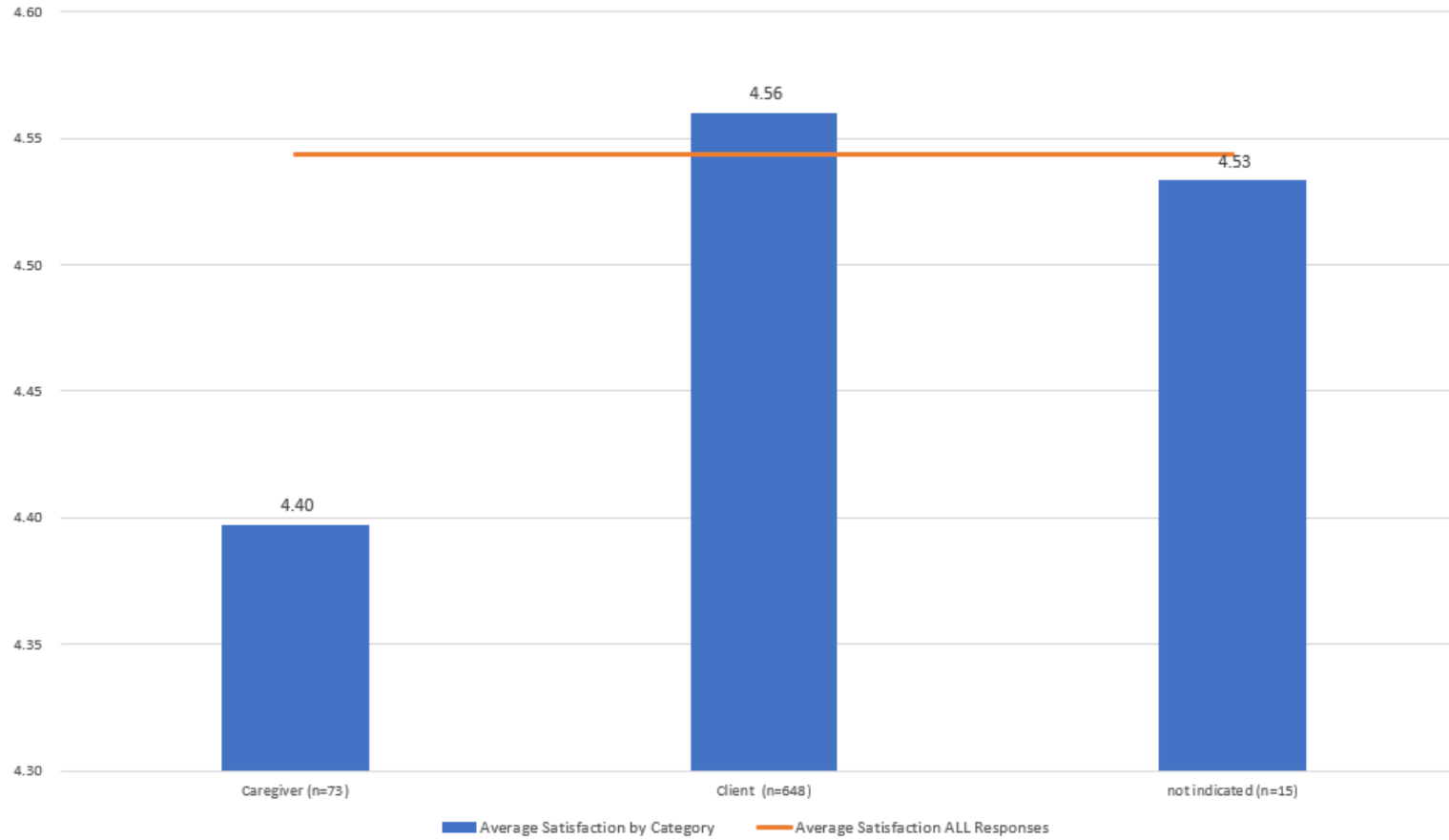
2021 Client Survey
Average Satisfaction Rating
Race Category Identification (categories with 10+ responses)



2021 Client Survey
Average Satisfaction Rating
Do you identify as First Nations, Metis, and/or Inuk/Inuit?



2021 Client Survey
Average Satisfaction Rating
Are you completing this survey as a Client or Caregiver?



Next Steps – Opportunities for Improvement



Opportunity Identified	Plan for Improvement
Lower levels of satisfaction among Under 55/ COPE clients	COPE Quality Improvement Plan (QIP)
Lower levels of satisfaction among Whitby-Oshawa Hub clients	Whitby-Oshawa Hub QIP
Need for active offer of additional support and services	Customer service training, “Is there anything else CCD can do for you today?”
Telephone system needs to be improved (comments)	Review and optimization of current phone system; target to replace system later this fiscal year
Lack of communication between staff identified as an issue by clients (comments)	Central Intake and Care Coordination Project