

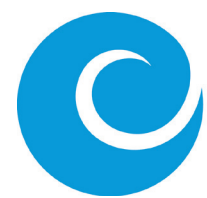
Client Experience Survey Results 2020-2021

“I am grateful for your services. I’ve never been so supported before in my life. Your services and the people who provide them have made a huge difference in my life. Thank you!”

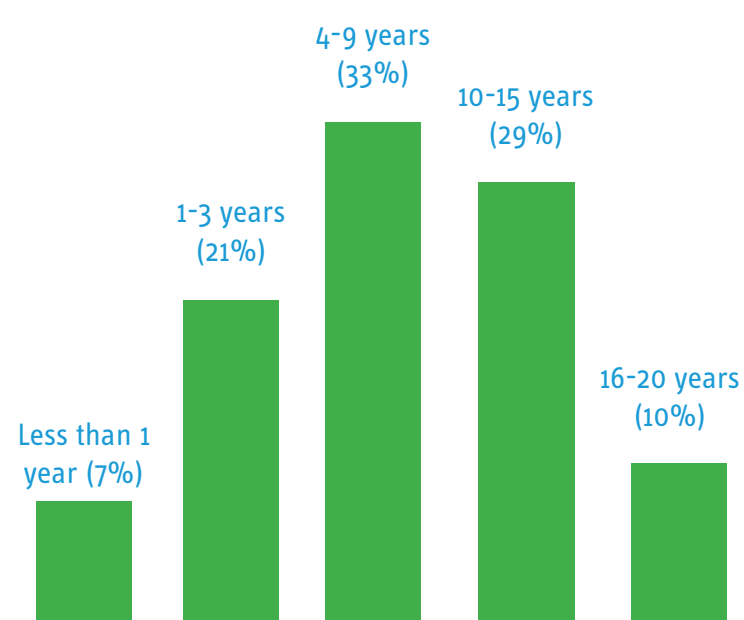


393

Clients Surveyed



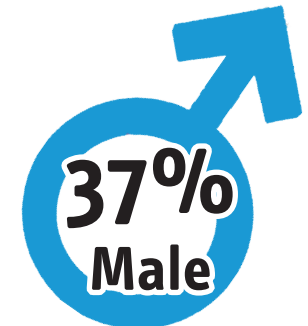
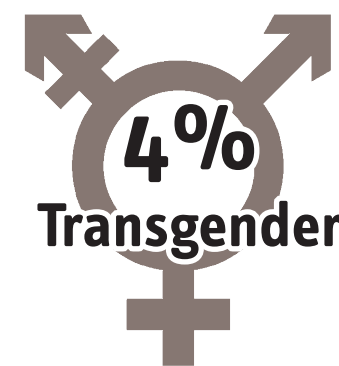
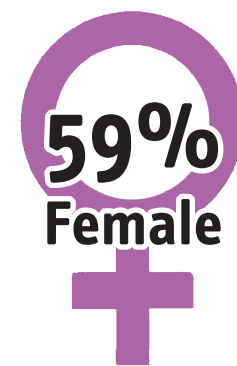
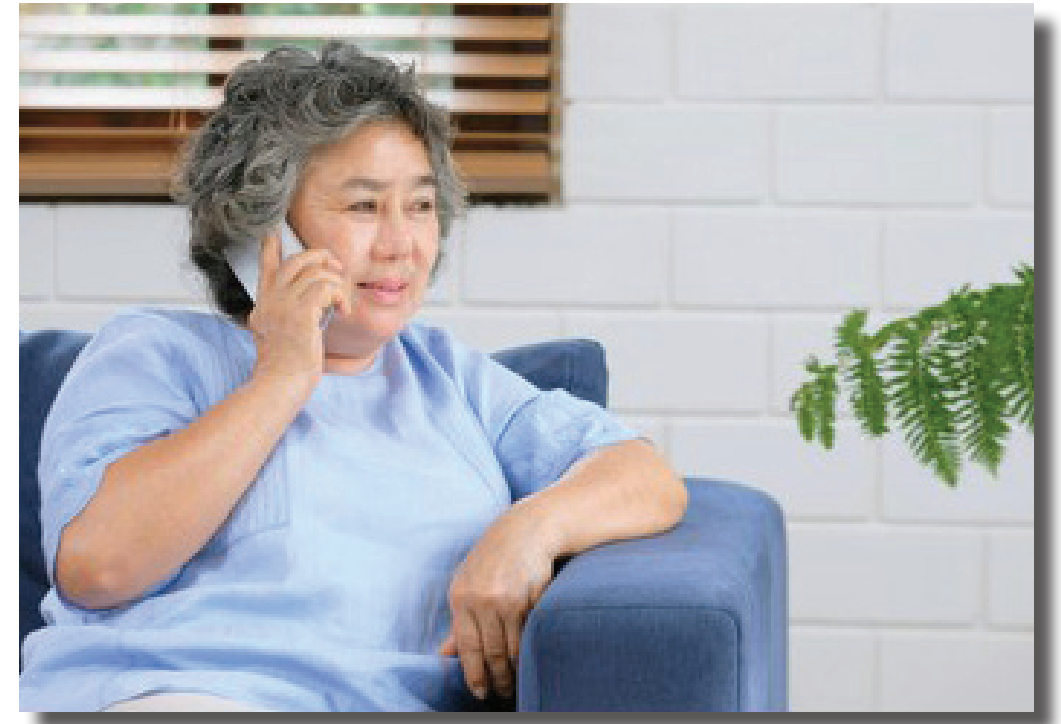
London
InterCommunity
Health Centre



How long have you been coming to the Health Centre?



This year due to the pandemic, we found new ways to reach clients by distributing surveys through e-mail, home mail-outs, and Facebook!



94% of clients feel staff members treated them with courtesy and respect.

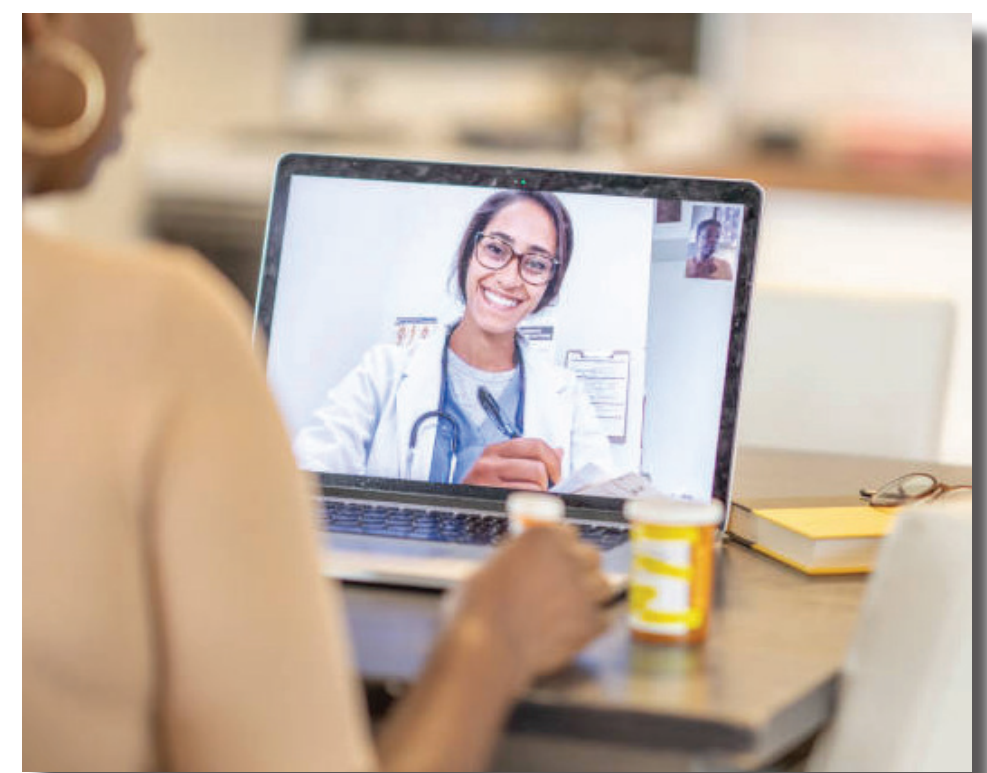
85% of clients said staff were open to talking to them about sensitive issues: grief, abuse, substance use, etc.

84% of clients reported their provider spent enough time with them.

86% of clients felt their provider involved them in decisions about their care.

72% of clients reported receiving essential services and care throughout the pandemic.

84% of clients reported virtual or phone appointments were a positive experience.



We heard you!

You said...	This year...
I would like more mental health supports	We developed a strategy among our Mental Health Team to conduct check-in phone calls on a regular basis to support our clients better.
Offer information about COVID-19 to address my concerns	We offered COVID-19 informational workshops for specific populations, one-to-one provider appointments to answer clients questions, COVID-19 testing, and COVID-19 vaccination clinics to help individuals stay safe and make decisions about their care throughout the pandemic.
I would like more information about the programs and services you offer	We updated our website on a regular basis, created monthly program calendars, and promoted current activities through flyers in our reception areas. Information was also shared on our website, Facebook, and Twitter.
The phone system is difficult to navigate	We transitioned to a completely new phone system, which helped clients connect better with our staff who worked on-site and from home.
Increase safety at the Dundas site	At our Dundas site we hired a security guard, conducted COVID-19 screening at the door, added protective screens on the windows, and increased staff presences in certain areas to ensure everyone's safety.
Return my call when I leave a message	We hired more Client Care Support receptionists to help schedule appointments and to connect clients to the appropriate care providers.
Staff should be more sensitive to individuals' circumstances	We formed an Inclusion and Anti-Oppression staff committee to promote education, information, and training opportunities for our staff to ensure we offered high-quality care to everyone.
I would like more services for people experiencing homelessness	Our Health Outreach Mobile Engagement program offered health and social services at seven different locations in our city's downtown core neighbourhood.

Thanks for your feedback!