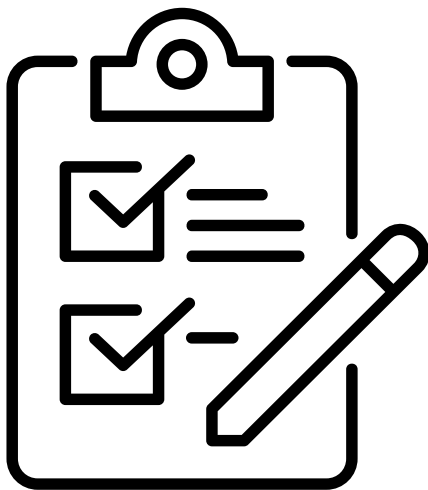


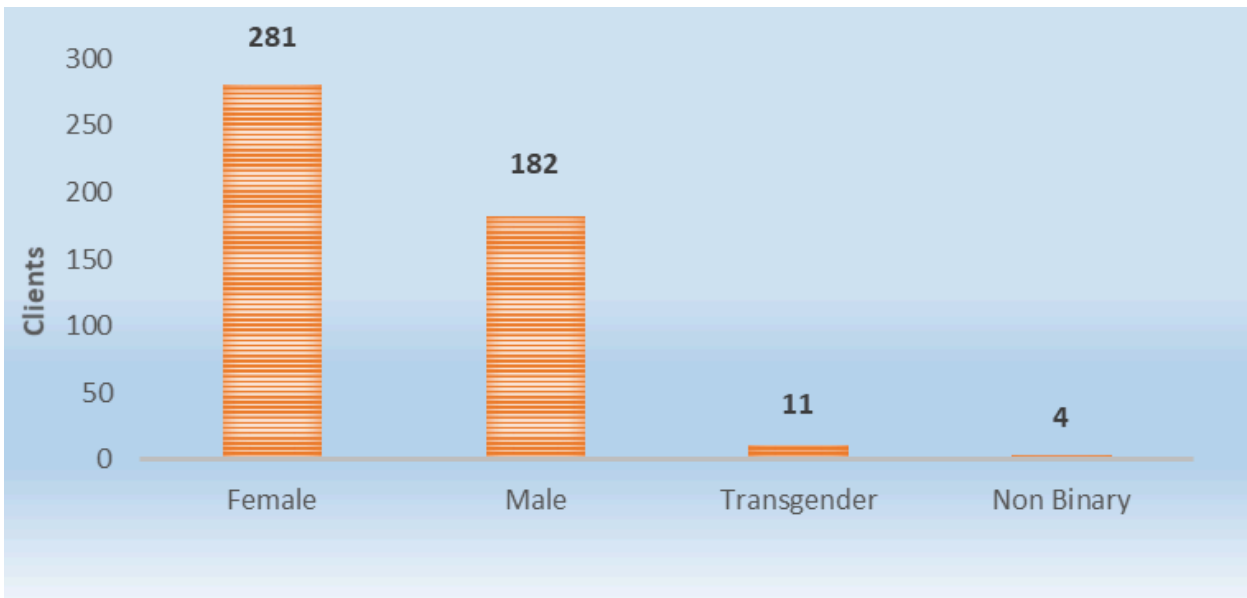
Client Experience Survey Results

2023/2024

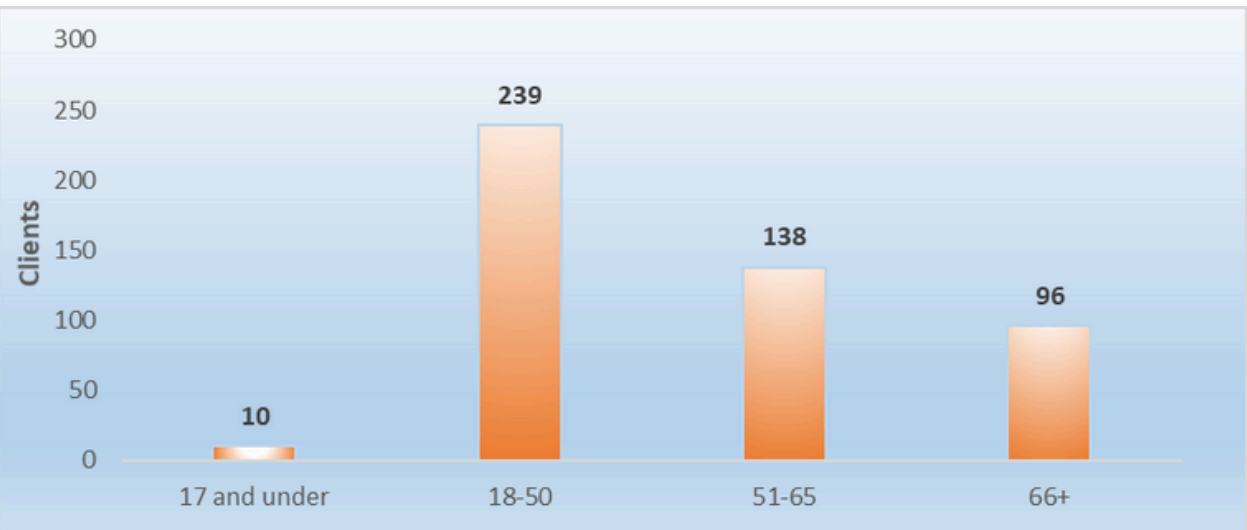


“LIHC saved my life honestly. I know that people actually care. They make me feel like I'm not going through things alone. They actually listen. They don't get mad at me when I miss appointments or judge me if I need to get a lot of reminders.”

Gender



Age



484

clients surveyed.

91%

of clients reported that when having an interaction with one of our staff members by phone or virtually, those experiences were always or often positive.

90%

of clients reported that they always or often feel safe and comfortable at the Health Centre.

88%

of clients reported that when they saw a doctor or nurse practitioner, they often had the opportunity to ask questions about recommended treatment.

Languages Spoken

- Albanian
- Arabic
- English
- Filipino
- Farsi
- French
- Japanese
- Karen
- Korean
- Kurdish
- Khmar
- Kirundi
- Nepalese
- Pashto
- Persian
- Portuguese
- Rohingya
- Somali
- Spanish
- Swedish
- Turkish
- Turkmen
- Ukrainian
- Vietnamese

Clients report that they are feeling:

- ☺ Very happy with the services at our locations.
- ☺ Services are accessible.
- ☺ Welcome and safe compared to previous years.
- ☺ Not judged and more accepted.
- ☺ Enjoyment from the programs and groups.
- ☺ Appreciation for the Health Centre.
- ☺ Very seen and heard.



What are our clients saying?

“Yes, this center and everyone in it, has saved my life. Continues to help every time I'm here.”

“I really like meeting people. I'm learning a lot and I always look forward to Wednesdays coming.”

“I would not be alive if not for this place.”

“Thank you so much for being so kind and welcoming, it has made the difference towards me coming here or not!”

“I love you guys, been here since I was a kid and now my kids go here.”

“My experience has been positive, I am receiving the help and care I need, the people are very efficient in their job, always ready to help. An excellent and timely service, with good and variety of programs. Thank you for your unconditional support.”

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. |
| 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, 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 neighborhood. |

Thanks for your feedback!