Senior Support Services (CPHC) Consumer Experience Survey

Our MISSION: To provide client centered services for seniors and their caregivers which promote choice, independence, and safety in their own homes and community.

Our Vision: To be the leader and provider of choice offering innovative, responsive, and quality service for seniors to living independently in their own homes and community.

We welcome your feedback. Please complete this survey and return to the staff or volunteers at your CPHC services/ programs, to CPHC Reception, or by mail to: 2235 Parkedale Avenue Brockville, Ontario K6V 6B2. You can also fill out the survey online at www.cphcare.ca ***Please return Survey by: March 1, 2021.*** *Thank you!*

This survey is anonymous; ***however, if you would like one of our staff members to call you to complete the survey over the phone, or if you would like to speak to someone about concerns regarding your service, please call: 613-342-3693 ext. 2058***

How Are We Doing?

What is your postal code? What year were you born? Gender: ☐ Male ☐ Female

Are you a: ☐ Client, ☐ Caregiver OR ☐ Referring Health Care Provider / Agency

Where did you learn about Senior Support Services (CPHC)?

☐ Family/Friends ☐ Veteran's Affairs ☐ Drs. Office ☐ SMILE ☐ Hospital

☐ Radio / Print / Internet Ad ☐ Other *(please specify)*:

Please check the services that you currently receive or have received from Senior Support Services (CPHC):

☐ Meals On Wheels	☐ Adult Day Service	☐ Stroke Support Groups
☐ Grocery Shopping & Delivery	☐ In-home Personal Adult Day Service	☐ Virtual or Phone Stroke Support
☐ Grocery Staple Bag & Delivery	☐ In-Home Respite	☐ Exercise & Fall Prevention
☐ Diner's Club	☐ In-Home Friendly Visit	☐ Virtual Exercise via ZOOM
☐ Foot Care	☐ Telephone Wellness Calls	☐ Outdoor Nordic Pole Walking Groups
☐ Transportation	☐ Lifeline	☐ Home Help/Home Maintenance

Did you receive subsidization from Senior Support Services (CPHC) for any of these services? ☐ Yes ☐ No

If you did receive a subsidy for service/s, do you feel this has improved your quality of living? ☐ Yes ☐ No

If you answered yes above, please explain:

How did you first contact Senior Support Services (CPHC)? ☐ Internet ☐ In Person

Did you find Senior Support Services (CPHC) easy to access? ☐ Yes ☐ No

Did someone get back to you within 24 business hours? ☐ Yes ☐ No

Did our services help you to live independently in your home and community? ☐ Yes ☐ No

Did you deal with our volunteers? ☐ Yes ☐ No If so, were they helpful & courteous? ☐ Yes ☐ No

Would you recommend our services? ☐ Yes ☐ No

Are there any other services that would help you to live independently at home?

If you answered 'NO' to any of the questions above, or would like to share any comments or concerns, please comment below:

Please SUBMIT completed form to Michelle Shepherdson at mshepherdson@cphcare.ca

For more information & updates: Please visit our website at www.cphcare.ca

Thank you for your feedback!