



Senior Support Services

SSS-CPHC Consumer Experience Survey Results

800 Surveys were printed and distributed to gain information about consumer satisfaction and experience, and to get feedback on what community support service gaps there may be. 118 completed surveys were returned to SSS-CPHC. Results are taken from data provided in returned surveys. Not all questions were completed by some clients.

Question	Number or responses	Percentage
Gender:		
Gender: Male	36	30.00
Gender: Female	83	70.00
Age:		
Age: Below 65	4	3.00
Age: 65 - 74	21	18.00
Age: 75 - 84	38	32.00
Age: 85 - 94	40	34.00
Age: 95 +	5	4.00
Place of Residence/Service area:		
Brockville and Area	65	55.00
Athens and Area	4	3.00
North Leeds Area	4	3.00
Gananoque and Leeds and TI area	9	8.00
Prescott and area	23	19.00
Lanark and area	3	3.00
Kemptville and area	3	3.00
Kingston and area	2	<2
Referral Sources:		
Family/Friends	40	34.00
Veteran's Affairs	1	<1
Drs. Office	27	23.00
SMILE	19	16.00
Hospital	21	18.00
Radio/Print/Internet	6	5.00
Other	17	14.00
Services Received:		
Meals on Wheels	52	44.00
Grocery Shopping and Delivery	16	14.00
Grocery Staple Bag and Delivery	8	7.00
Diner's Club	16	14.00
Foot Care	48	41.00
Transportation	40	34.00
Adult Day Service	26	22.00
In-home Personal Adult Day Service	18	15.00
in-home Respite	16	14.00
In-home friendly Visiting	14	12.00
Telephone Wellness Calls	14	12.00
Lifeline	34	29.00
Stroke Support Groups/Aphasia	2	<2
Virtual or Phone Stroke Support	1	<1
Exercise and Fall Prevention	10	8.00
Virtual Exercise Program	0	0.00
Outdoor Nordic Pole Walking Groups	0	0.00
Home Help/Home Maintenance	22	19.00
SSS-CPHC Subsidy for Services:		
Yes	30	25.00
No	88	75.00
If you received subsidy, did this improve your quality of living?:		
Yes	30	25.00
No	n/a	n/a
How did you first contact SSS-CPHC:		
Internet	4	3.00
In-Person	78	66.00
Phone	46	39.00
Did you Find SSS-CPHC easy to access?:		

Question	Number of responses	Percentage
Yes	99	84.00
No	2	<2
Did someone get back to you within 24 business hours?:		
Yes	86	73.00
No	4	3.00
Did our services help you to live independently in your home?		
Yes	90	76.00
No	11	9.00
Did you deal with Volunteers?		
Yes	86	73.00
No	14	12.00
If so, were the volunteers helpful and courteous?		
Yes	86	73.00
No	0	0.00
Would you recommend our services?		
Yes	109	92.00
No	0	0.00
COMMENTS:		
Some Clients had more than 1 answer to a question and some did not answer some of the questions.		