

Client Experience

2021-22 SURVEY REPORT



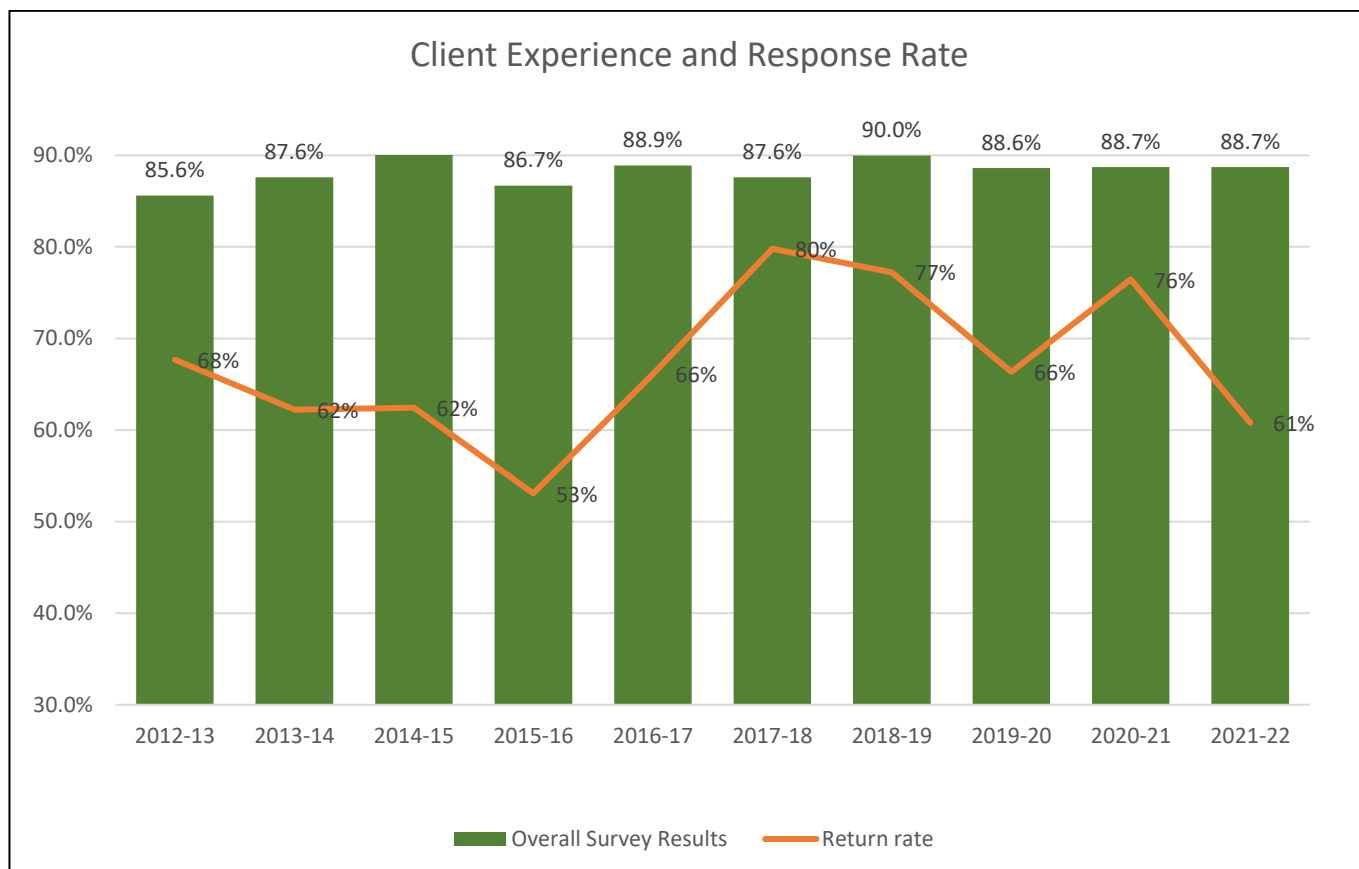
Peel Senior Link
helping seniors live independently

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Quantitative Results

Overall Experience Scores



Question Breakdown

1	If I need help, the Supervisor is available and accessible to assist me to access the healthcare system and advocate for my needs.	86.1%
2	What is your satisfaction with your decision-making role regarding your care and service?	87.8%
3	When I request or require change to my service schedule the Supervisor tries to accommodate me.	85.5%
4	What is your satisfaction with the respect and dignity you receive from staff?	88.4%
5	My privacy is respected.	89.7%
6	Staff complete their duties in a skilled and competent way.	86.0%
7	Staff listen and understand my needs despite the language and cultural differences.	86.6%
8	I feel comfortable asking staff, if it is part of their job, for assistance or care not on my service plan/schedule.	83.2%
**9	Do you feel like you receive consistent/same care regardless of who from Peel Senior Link provides the service?	79.6%
10	I receive high quality of care from Peel Senior Link	85.6%
*11	I could not live independently and safely without services provided by Peel Senior Link.	89.8%

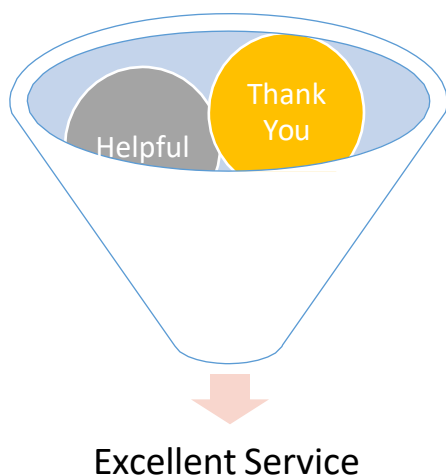
12	If a friend or family member were in need of similar help, would you recommend our program to them?	89.8%
13	Overall, what is your satisfaction with the care and services you receive from Peel Senior Link.	88.8%
14	The services I receive have helped me deal more effectively with my life's challenges	88.4%

*highest reported score

**lowest reported score

Qualitative Feedback

Clients shared a wealth of positive and remarkably satisfied comments. Many surveys indicated specific supervisor and front-line staff appreciation comments along with high levels of appreciation for staff and overall services.



"PSL thank you for your services especially at this time. Many thanks to our PSWs for staying with us during this challenging time. Our families are so grateful. Thank you"

Direct Survey Quotes

The following quotations are based on clients being asked "How can Peel Senior Link better meet your needs or improve our service?" and/or additional comments.

"There are many instance over the years that I thank God for their help & the ones who have been there for me. It has allowed me to still be independent."

"The service is great and much appreciated. It has been a great help and all the staff are very professional. Thank you and stay safe."

"I can't ask for more help. Thank god for PSL I'm so lucky to have them."

"They are here for us. My heart goes out to them. Stay safe."

"I am very grateful for this service. I can't imagine how I would stay motivated being so isolated."

"PSL are friendly, caring people and I don't this can be improved upon."

"We are very grateful for the service and care and effective on going communication and connection. Client family PSL"

"Thank you very much to all my personal workers. With you help I can live an independent lifestyle which is important to me."

Very thankful for the support I receive. The ladies see where I need help and take initiative. ... Positive, encouraging, ... Most caring, helpful, hard working no need to ask. ... Hands on support, no need to ask.

"PSL thank you for your services especially at this time. Many thanks to our PSWs for staying with us during this challenging time. Our families are so grateful. Thank you"

"They are doing their best with a great smile"

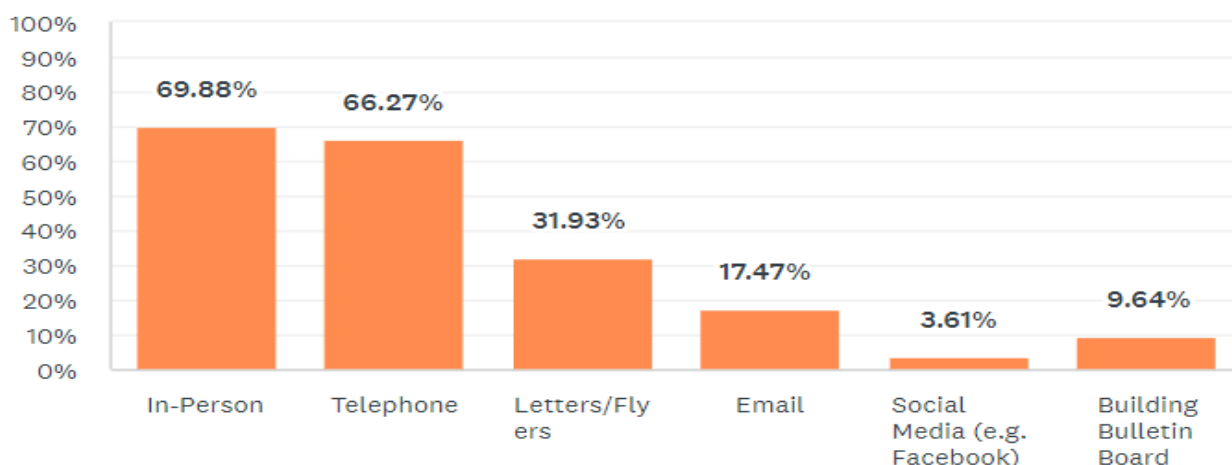
"Staff very helpful and friendly and encouraging."

Additional Questions

The following questions were added to the survey to measure service delivery while maintaining levels of health & safety.

How satisfied with the services you received during the ongoing pandemic	89.2%
During COVID-19 with the PSWs or HH providing service	90.2%
My service provider has worn a mask at each visit	99.0%
My service provider has worn gloves at each visit	98.1%

We also surveyed clients to learn the best way for Peel Senior Link to communicate with you. 229 Responses:



Improvement Areas

The following is a high level overview of feedback from clients on what Peel Senior Link can do to improve services. This is a snapshot of themes that could benefit all sites across the organization. Individual comments are reviewed and followed up on a site-by-site basis

- Inconsistencies between Regular and Temporary Staff
 - Includes part-time, different shift staff, weekend staff or agency
 - Specific additions or changes to schedule
 - Timely service
 - Communicate changes
 - Clients feeling rushed
- Moments for conversation; to express needs or discuss anything
- Social Interaction
 - Outdoor activities (once social distancing is not a factor) – walking, exercise, doctor appointment assistance