

Client Experience

2022-23 SURVEY REPORT



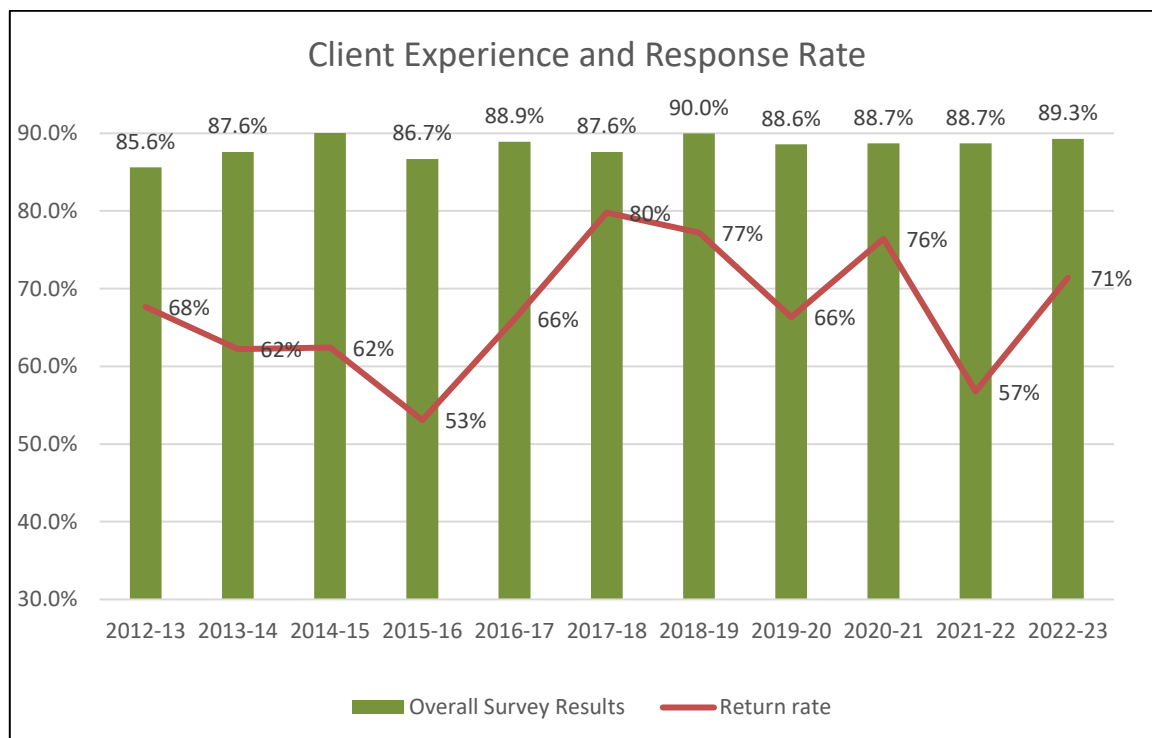
Peel Senior Link
helping seniors live independently

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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.	87.89%
2	What is your satisfaction with your decision-making role regarding your care and service?	88.80%
3	When I request or require change to my service schedule the Supervisor tries to accommodate me.	86.67%
4	What is your satisfaction with the respect and dignity you receive from staff?	90.13%
5	My privacy is respected.	90.14%
6	Staff complete their duties in a skilled and competent way.	87.57%
7	Staff listen and understand my needs despite the language and cultural differences.	86.83%
8	I feel comfortable asking staff, if it is part of their job, for assistance or care not on my service plan/schedule.	83.82%
**9	Do you feel like you receive consistent/same care regardless of who from Peel Senior Link provides the service?	82.76%
10	I receive high quality of care from Peel Senior Link	88.37%
11	I could not live independently and safely without services provided by Peel Senior Link.	90.06%

*12	If a friend or family member were in need of similar help, would you recommend our program to them?	91.24%
13	Overall, what is your satisfaction with the care and services you receive from Peel Senior Link.	89.94%
14	The services I receive have helped me deal more effectively with my life's challenges	89.56%

*highest reported score

**lowest reported score

Additional Questions

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

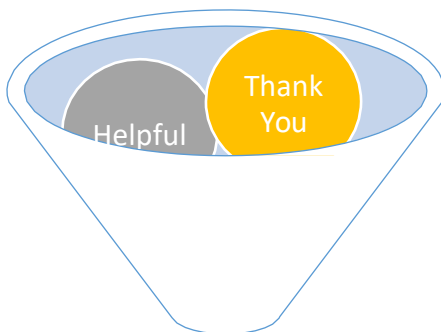
15	How satisfied with the services you received during the ongoing pandemic	89.02%
16	During COVID-19 with the PSWs or HH providing service	89.37%
17	My service provider has worn a mask at each visit	97.59%
18	My service provider has worn gloves at each visit	96.63%

A new question was added to the 2022-23 Survey

19	I trust that my confidential information is safely stored and protected	90.83%
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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.



Excellent Service

"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.

“The staff are very hard working. They will always assist your needs. I am so glad to be on the program. I lived in the building 28 years, and since my husband died I needed the help. I am blessed. They are a really hard working staff. Thanks for giving me the help.”

“I am so grateful for Peel Senior Link. I have only needed the help in the last few years. There is nothing I can think of to improve the care I am getting. My PSWs are caring and loving. I love them all and would not change any one of them. .”

“I am very happy with help and service. I have no complaint or any other needs for them to improve their service. Thank you for helping a senior like me to live one life with so much care and help.”

“Sometimes we try to improve what we already have and we make a mess of what we already have. Don’t change anything. Just keep up the good work”

“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.”

“The service provided has made an amazing improvement in my quality of life. Thank you all.”

“I am grateful for the services received. Especially having someone in every day to check on me. I enjoy the friendly service.”

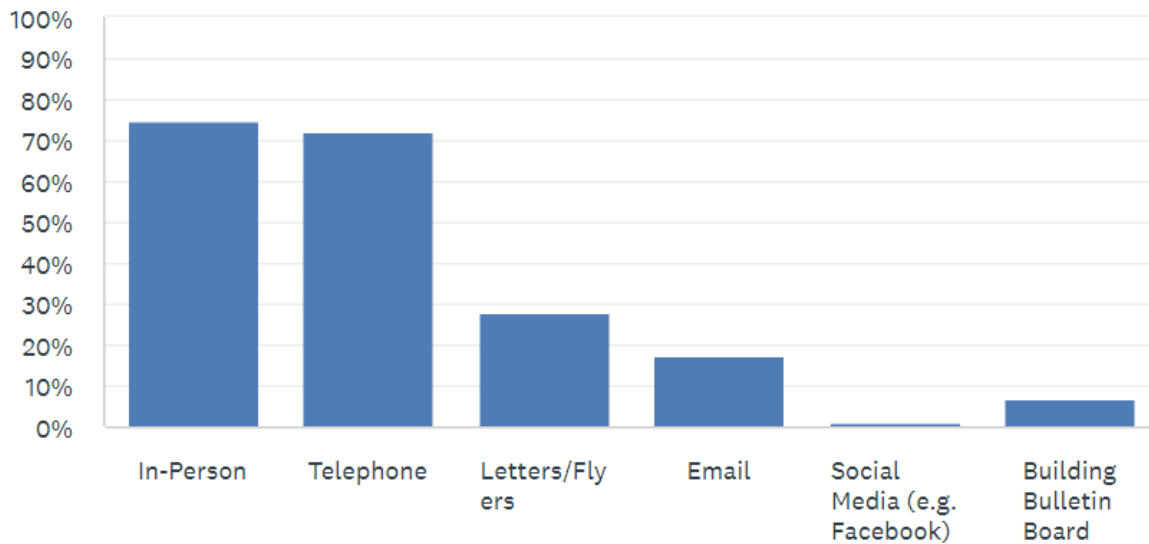
“At the moment, the service I receive is excellent and very helpful. I don’t need any extra help but, I know if I needed more help it would be provided if possible.”

“I am very happy with the current service so I have no problems with present way of working. They are kind, helpful and quite supportive. Thank you.,”

“They are all perfect. They make me feel at home”

“Always be attentive and helpful in a very soft and positive way..”

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



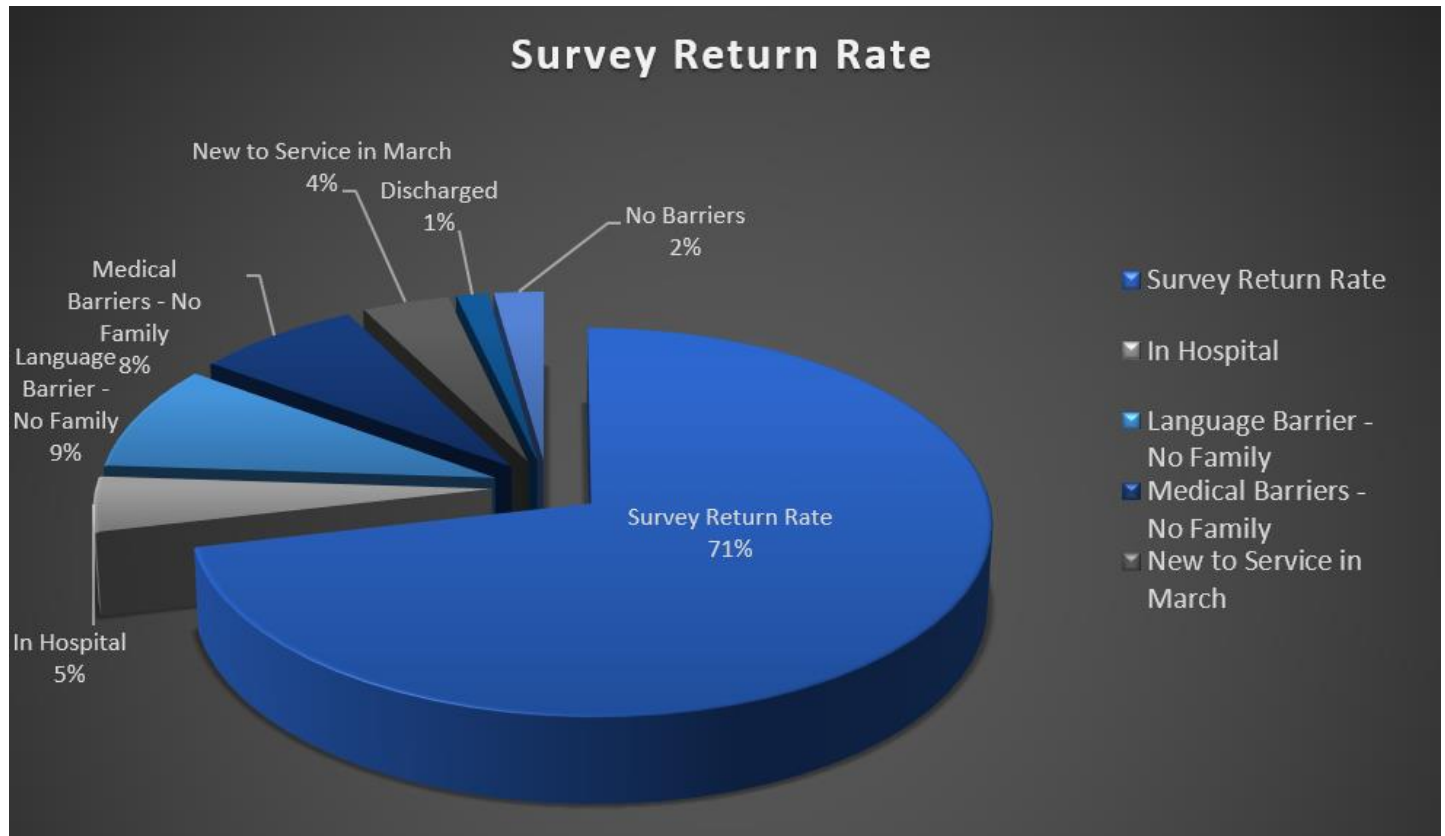
Improvement Areas

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
 - More regular staff needed

Return Result Barriers

A common weakness of client satisfaction surveys is a low participation rate. Some clients may be unable to participate, because of language barriers, physical limitations, or medical problems. As the role of these barriers is not always understood, we aimed to identify client characteristics that are associated with non-participation of our clients in the completion of the survey.



❖ Results were collected using registered PSL clients during the survey period in the month of March 2023