Client Experience Survey Report

2024/25

Peel Senior Link
helping seniors live independently

Contents

SURVEY SUMMARY

Peel Senior Link (PSL) is committed to delivering high-quality services that meet the evolving needs of our clients. Understanding client perspectives is essential to achieving this goal. As part of our ongoing commitment to client-centered care, we conduct regular surveys to gather feedback on the services we provide. This report presents insights from recent client responses, highlighting areas of satisfaction and opportunities for improvement. PSL continues to refine its approach to client engagement, with a focus on increasing survey participation rates and using feedback to enhance service delivery and overall client satisfaction.

SURVEY UPDATES

In the 2023/24 reporting period, Peel Senior Link piloted a combined Client and Caregiver Experience Survey to streamline feedback collection and explore a more integrated approach to understanding service impact. However, based on feedback and data analysis, the 2024/25 experience survey returned to separate client and caregiver surveys to better capture the distinct perspectives and needs of each group.

This report includes only client experience responses.

To enhance the accuracy and usefulness of survey assessments—particularly in calculating return rates and interpreting overall results, the following new procedures were implemented:

- Clear identification of the survey respondent (client vs. caregiver)
- Separate tracking mechanisms for each survey type
- Updated survey distribution and collection methods to ensure balanced participation
- Improved data analysis protocols to better quantify and evaluate responses
- Enhanced communication and guidance provided to survey participants to clarify purpose and improve response accuracy

CAREGIVER SURVEY DISTRIBUTION PLAN – SEPTEMBER 2025

The Caregiver Survey is scheduled for distribution in September 2025. We aim to streamline this process by leveraging our new Client Management Software Family Portal as the primary method of distribution. This approach is expected to:

- Simplify access for caregivers
- Increase response rates by providing a convenient, centralized location
- Enable more efficient tracking and reporting of survey participation
- Reduce administrative workload through automated distribution and collection features

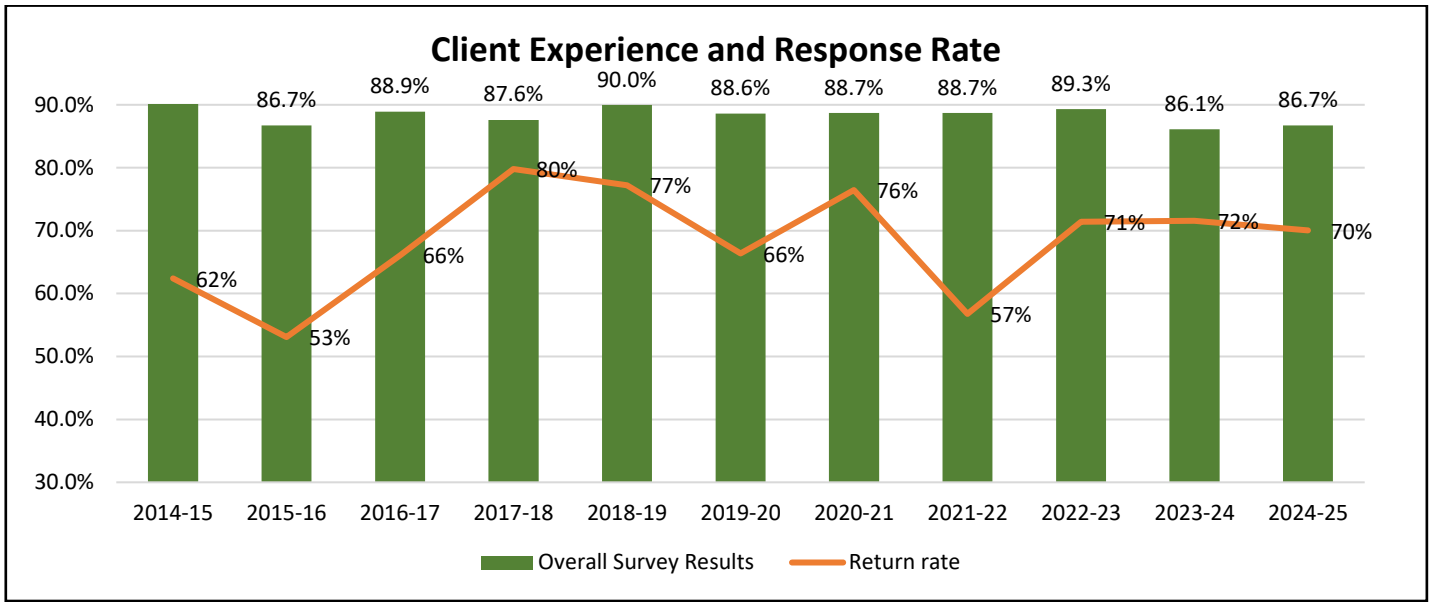
Contingency plans will be developed in the event that some caregivers do not have access to the Family Portal, ensuring all participants have the opportunity to provide feedback.

QUANTITATIVE RESULTS

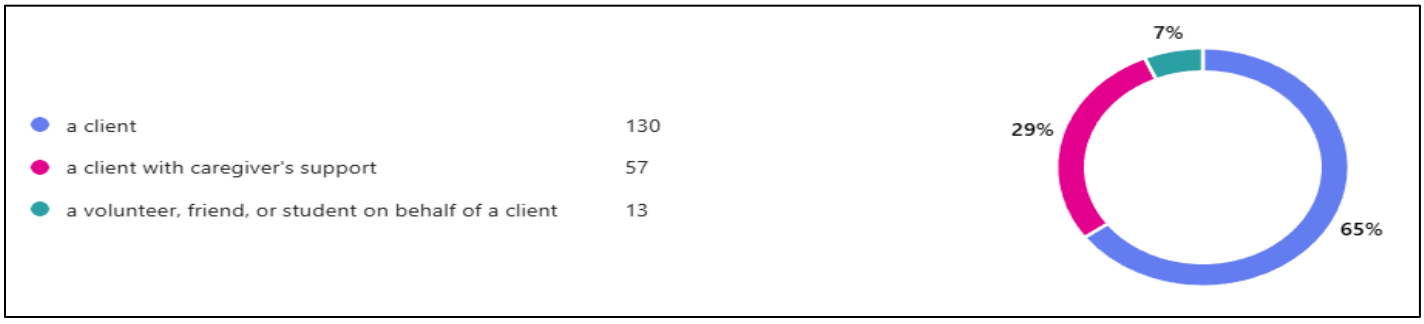
OVERALL EXPERIENCE SCORES

The **overall survey score** represents the average level of satisfaction or experience reported across all survey responses.

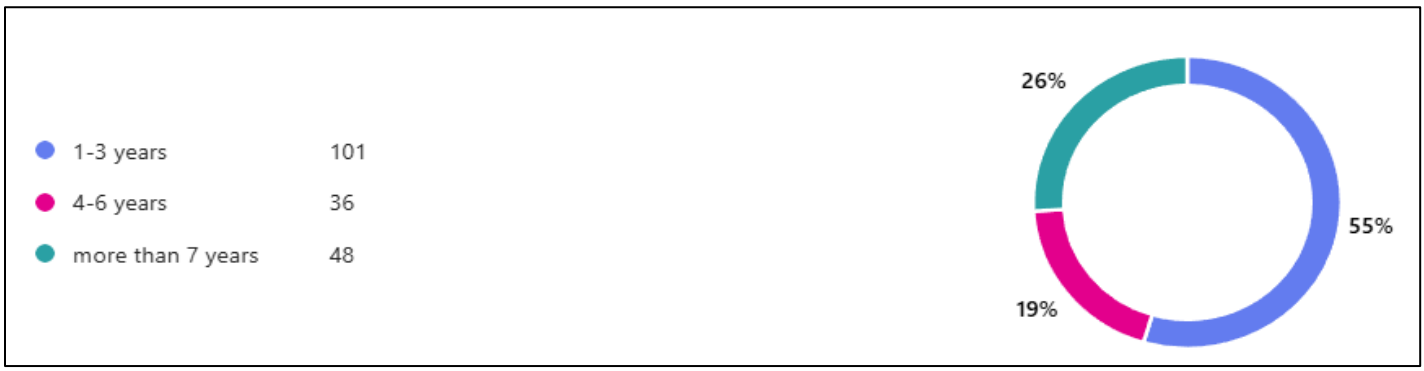
- All Sites 86.7%
- Mississauga Halton Sites 86.6%
- Central West Sites 86.8%



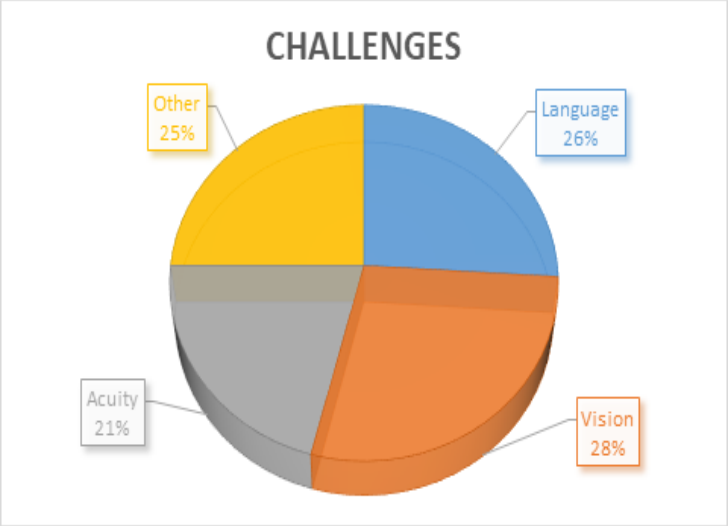
ROLE OF THE INDIVIDUAL THAT COMPLETED THE SURVEY



LENGTH OF TIME RECEIVING PSL SERVICES



BARRIERS TO CLIENT COMPLETING THE SURVEY THEMSELVES



Other responses to challenges included:

- Mental Health
- Mobility
- Age
- Writing Challenges
- Stroke
- Health Declining
- Arthritis
- Fall
- Don't Understand the Questions
- Find it overwhelming to fill out

QUESTION BREAKDOWN

1	If needed, my family caregiver and/or I have met with the Client Services Supervisor in the past year to discuss and plan for care and service.	85.31%
2	I am satisfied with and have participated in the decision-making regarding my care & service?	85.73%
3	When I request or require change to my daily schedule the Supervisor tries to accommodate me?	85.39%
4	If I need help to access the healthcare system (external organizations) and advocate for my needs the Supervisor is available to assist me.	80.77%
5	Strategies are in place to address identified safety risks. Where applicable, the team works with me to resolve any risks and staff provide service that enhance safety. Eg Fall Risks, medications	86.40%
6	What is your satisfaction with the respect, dignity and privacy you receive from staff?	88.86%
7	Staff complete their duties in a skilled and competent way.	86.75%
8	Staff listen and understand my needs and my family caregivers despite the language and cultural differences.	85.58%
9	I feel comfortable asking staff, if it is part of their job, for assistance or care not on my service plan/schedule**.**	82.57%
10	I receive high quality of care from Peel Senior Link.	88.39%
****11**	Do you feel like you receive consistent/same care regardless of who from Peel Senior Link provides the service?	80.57%
12	Overall, what is your satisfaction with the care and services you receive from Peel Senior Link?	88.90%
13	I could not live independently and safely without services provided by Peel Senior Link.	88.10%
***14**	If a friend or family member were in need of similar help, would you recommend our program to them?	91.16%
15	The services I received have helped me deal more effectively with my life's challenges and care transitions to make them as stress free as possible.	87.75%

16	I trust that my confidential health information is kept private and safely stored and protected.	88.31%
17	If an emergency occurs, PSL staff respond appropriately.	85.78%
18	I know how to make a suggestion or complaint.	84.07%

*highest reported score **lowest reported score

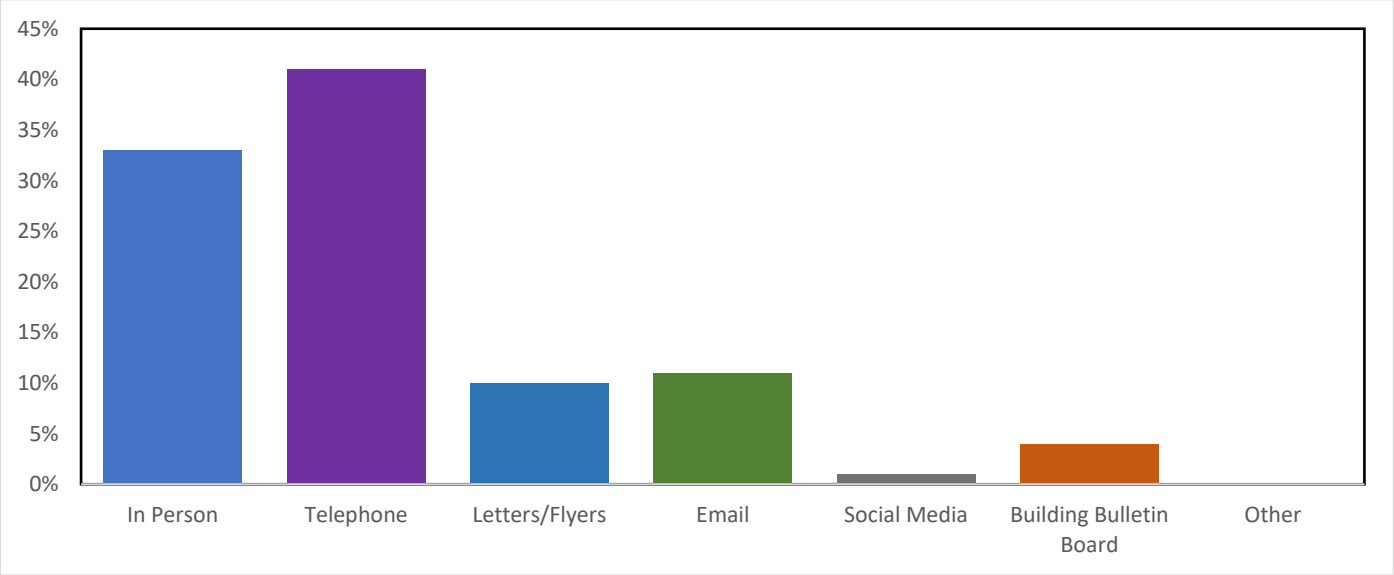
ADDITIONAL QUESTIONS

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

19	My service provider wore personal protective equipment (PPE), such as mask, gloves, when necessary or upon request.	96.25%

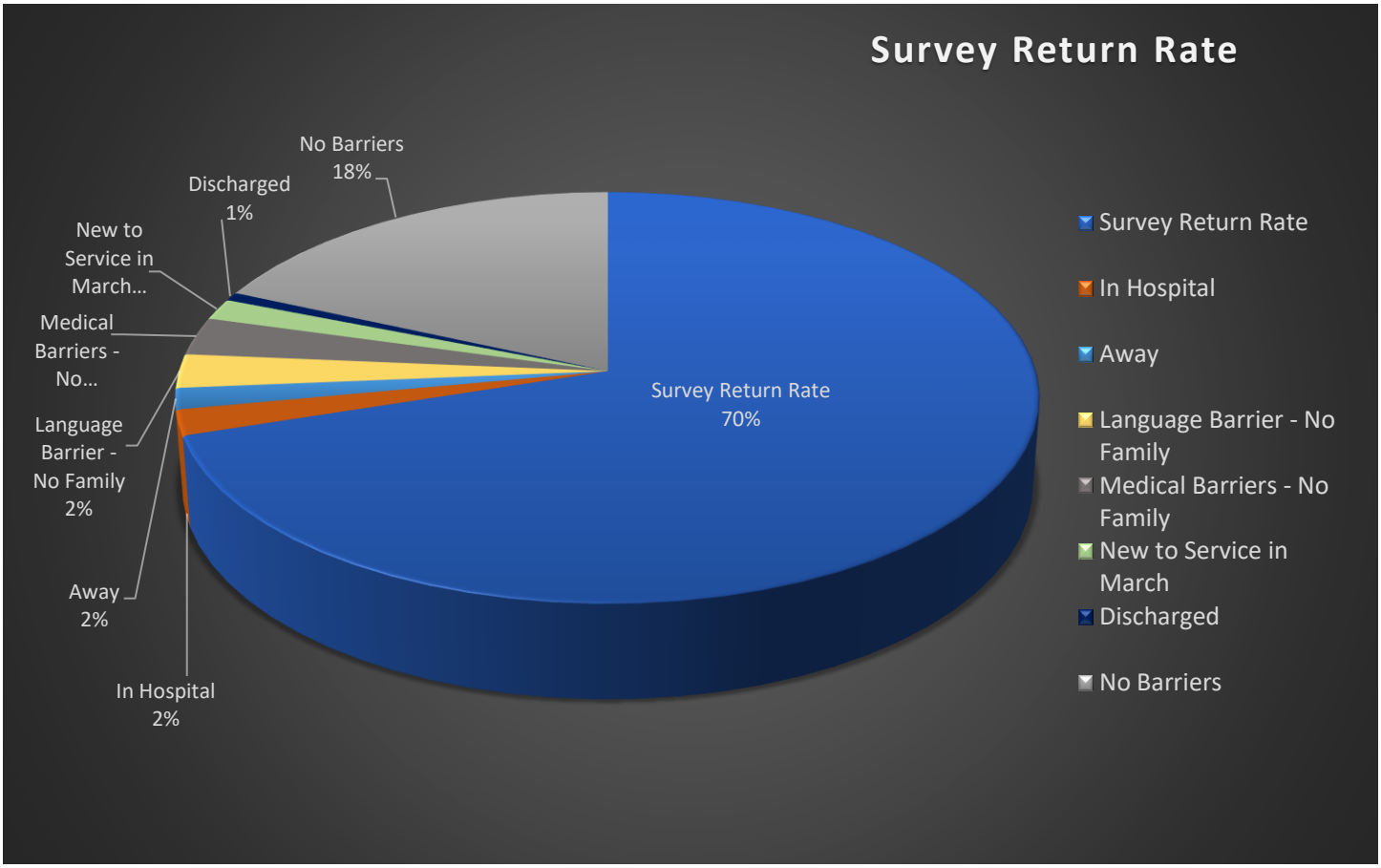
COMMUNICATION

Clients and caregivers were surveyed to assess the best way for Peel Senior Link to communicate with them.



RETURN RESULT BARRIERS

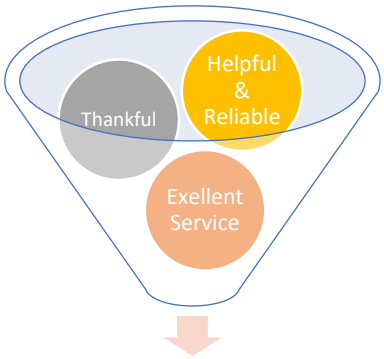
A common area of improvement for the experience rates is low participation rate. Some clients may be unable to participate due to language barriers, physical limitations, or medical problems. As the role of these barriers is not always understood, we aimed to identify client characteristics that are 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 & April 2025
- A comparison of results from 2024 indicated that a larger number of clients did not complete the survey, despite not identifying any barriers that would have prevented participation. It is important to note that some clients directly informed their Supervisor of their decision not to complete the survey, suggesting that their non-response was a matter of personal choice rather than due to issues with access, comprehension, or distribution.
- Some language barriers were successfully mitigated through the support of bi-lingual placement students, who assisted clients in completing the survey. This approach helped ensure more inclusive participation and improved the accuracy of responses from clients with limited English proficiency.

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.



"I cannot suggest any more help needed as I am completely satisfied with the help I receive. I also feel very comfortable with the Supervisor and the staff to express my needs and I appreciated the help that I receive. I thank all of them for the "GOOD WORK" they do to help seniors."

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.

I am very satisfied. If anything comes up in the future, I will inform the Supervisor.	*PSL is taking great care of seniors. The PSW staff is always helpful.*
Staff is helpful and client is happy which makes them feel comfortable and feel loved. They feel like they are being treated like family. Supervisor is very easy to work with. She takes action quickly. We are so happy to deal with her. She and her team are amazing. Happy my mother is in their care.	*We as a family are very pleased and satisfied with the service given by PSL. The staff are efficient, friendly, and extremely helpful. You give the family a peace of mind knowing I am in good hands*
I am satisfied with the services I receive now. Hope and wish it will continue as long as I live.	*My mom is very thankful for the PSL staff. They are very friendly, caring and helpful. Thank you very much for all staff at PSL for helping my mom.*
Full and part time staff are understanding. Their caring compassion is held in high regard. Highly recommend. Love the PSW! Doing a great job.	*I am pleased so far with the service. I like that the PSW can visit me 3x daily. At present, I am stable, however, as my situation changes I will need more of the services already delivered.*

IMPROVEMENT AREAS

The following is a high-level overview of feedback from clients on what Peel Senior Link can do to improve services. Individual comments are reviewed and followed-up on a site-by-site basis.

- Longer and more visits (i.e. more cleaning, less rushed visits)
- Services offered in different languages
- More personalized & consistent care
- Thorough safety checks
- Clear communication of services available and unavailable