



COMMUNITY SUPPORT SERVICES

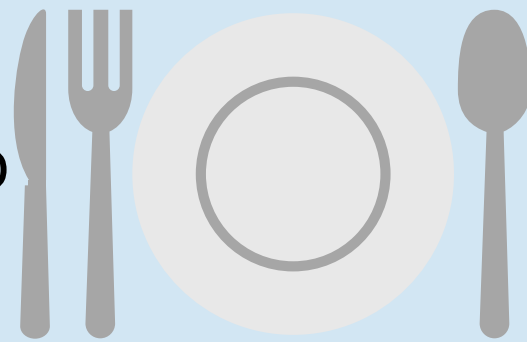
2023 Client Satisfaction Survey Results

THANK YOU FOR PARTICIPATING!

Your feedback is important and valuable to us. Your input helps us to identify areas we need to focus on for improvement. It also helps us see what we're doing well! We are committed to ensuring our programming and services meet your needs. See the **Areas for Improvement** and **Recognizing Achievements**, below.

Meals on Wheels

100% said they would recommend this program to their friends and family



"PERFECT HELP. No shopping, no cooking, no dishes. Always enjoyable."
Meals on Wheels Client

Medical Transportation

100% said their Volunteer driver treats them with courtesy and respect.



"Very fortunate to have such a wonderful program. Very fortunate to have amazing volunteers. Peace of mind!"
Medical Transportation Client

Kudos to Us!

100% of our clients stated they would recommend the North Shore Health Network's Community Support Services to friends and family!



Assisted Living

100% said they feel safe and secure when the Personal Support Workers are in their home.



"Always look forward to these visits. Very helpful."
Assisted Living Client

Areas for Improvement

1. Enhancing client experience with Meals on Wheels.
2. Transparency with scheduled service time in Assisted Living.
3. Strengthen hand hygiene in Assisted Living.

Recognizing Achievements

1. Excelled at communication and professional approach.
2. We provide safe and comfortable services.
3. Our clients would highly recommend our programs!



QUESTIONS?

Maiya Hallett

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