FST CLIENT SATISFACTION
2019 SURVEY RESULTS

FST community programs and services were well received

KEY FINDINGS

553 individuals in counselling and community programs completed the survey in 2019.

- **92%** were satisfied
- **90%** would refer their family and friends to FST
- **95%** said staff helped them feel welcome
- **95%** said staff were easy to talk to

“The personal help I received made me get out of the darkness I had”
*Seniors Community Connections participant*

“FST gave me permission to be myself. I walked in, spoke from the heart, and was not only heard but understood and accepted”
*Counselling Service Client*

The results also highlighted some concerns:

- Wait to receive service is too long for some programs
- Communication needs to be improved when scheduling appointments
- Individuals would like more information or referrals for other services

NEXT STEPS

1. Review how we communicate and work with service users as well as individuals on a wait list
2. Create an Information Hub or Community Board in the reception area for individuals to access

Please contact Maria Huijbregts at mariahu@ familyservicetoronto.org for more information.

Thank you to all participants who completed the survey.