

FST CLIENT SATISFACTION

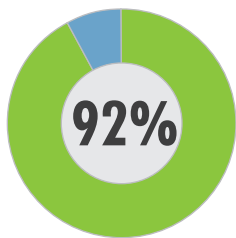
2019 SURVEY RESULTS



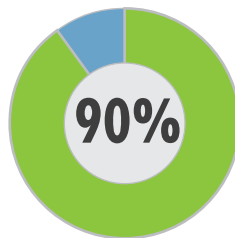
FST community programs and services were well received

KEY FINDINGS

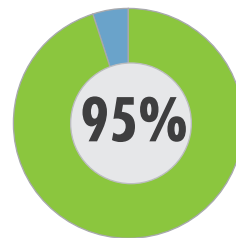
553 individuals in counselling and community programs completed the survey in 2019.



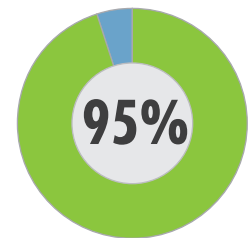
were satisfied



would refer their family and friends to FST



said staff helped them feel welcome



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.