

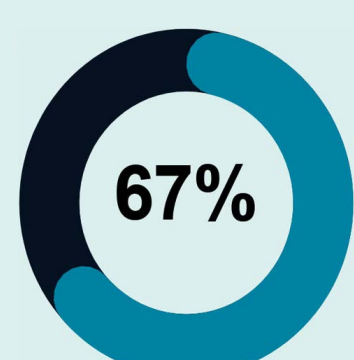
Client Experience Survey 2022: Feedback from Clients

Options Adults (OA) and Person-Directed Planning (PDP)

 81 clients contacted through email and phone

 9 clients participated in this survey

Client Satisfaction★



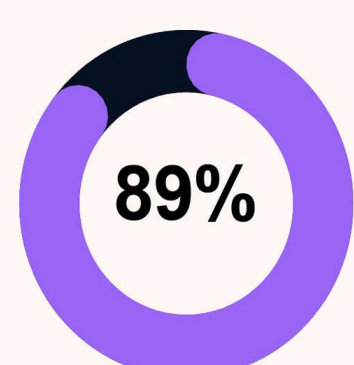
of participants were **always** satisfied with support from Family Service Toronto (FST)

What Clients Liked about FST Workers♥

"They are helpful with everything"

"They talked to me when I was having a bad day"

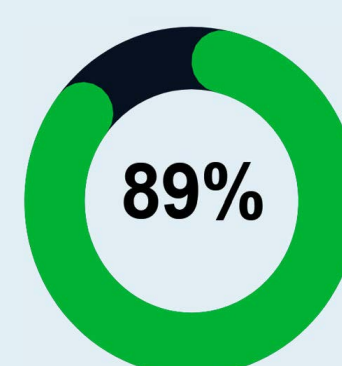
Client Perception of FST Workers👤



of participants said that the FST worker:

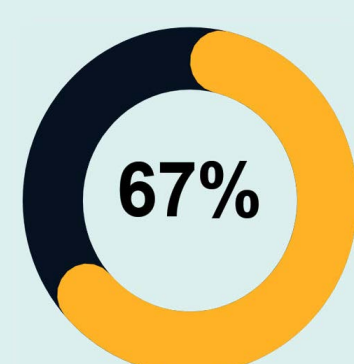
- always treated them with respect
- always used words that they understand

Clients would Recommend FST👍

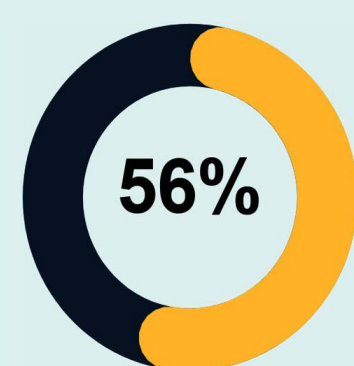


of participants would **recommend** FST to others who need supports

Feedback on Accessibility💬




of participants **never** had problems communicating with their FST worker



of participants had problems accessing and/or using technology

FST is working to:

- 
- Be more **accessible** through more in-person service and/or help with technology
 - Ensure **smooth handovers** when workers change

Thank you to all clients who participated in this survey.

Please contact Maria Huijbregts at 416-595-9230 x 302 or mariahu@familyservicetoronto.org for questions or more information.



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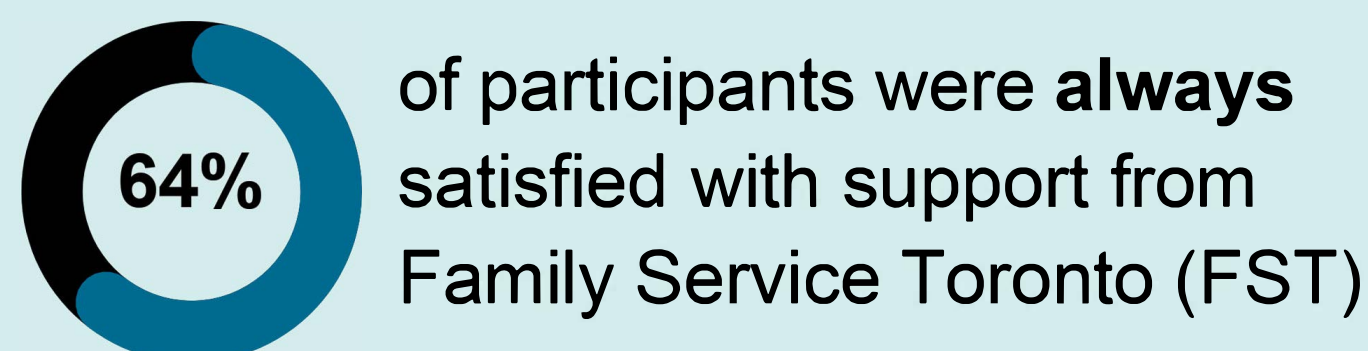
Client Experience Survey 2022: Feedback from Caregivers

Options Adults (OA) and Person-Directed Planning (PDP)

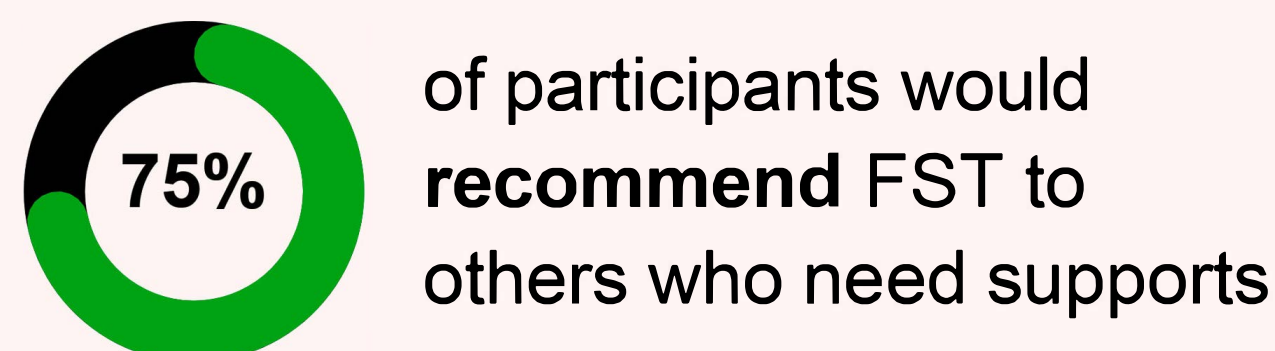
 152 caregivers contacted through email and phone

 28 caregivers participated in this survey

Caregiver Satisfaction ★



Caregivers would Recommend FST 👍



What Clients Liked about FST Workers ❤️

"Responsive to our needs"

"Very helpful, knowledgeable, and always follows up"

"A good listener"

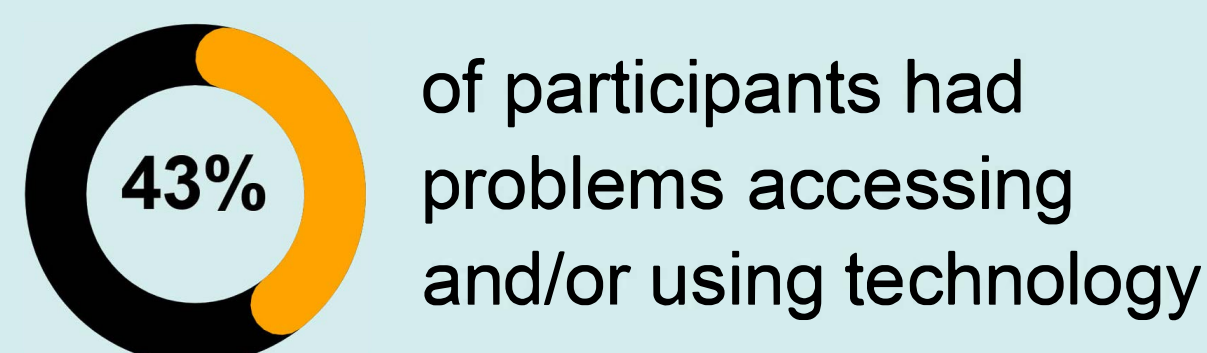
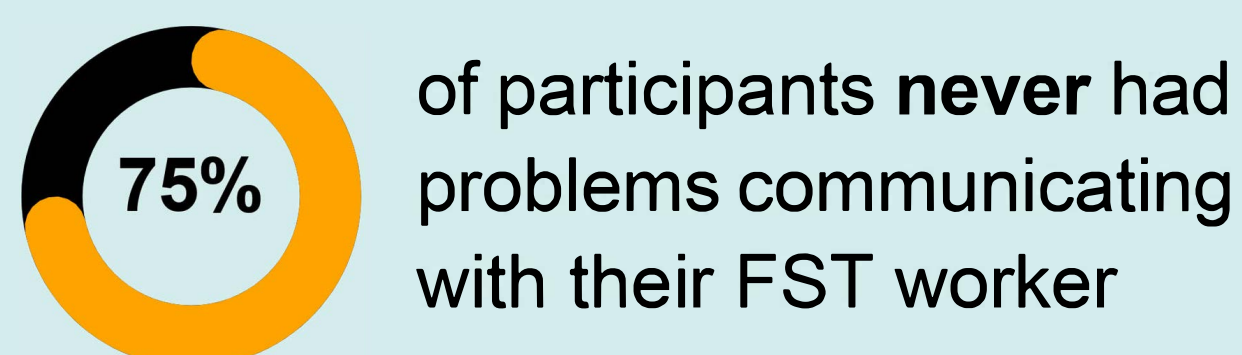
What Caregivers would like FST workers to work on

Timely contact when staff change

Ensure right level of support

Provide information about other programs or resources

Feedback on Accessibility 💬



FST is working to:

- Be more **accessible** through more in-person service and/or help with technology
- Ensure **smooth handovers** when workers change

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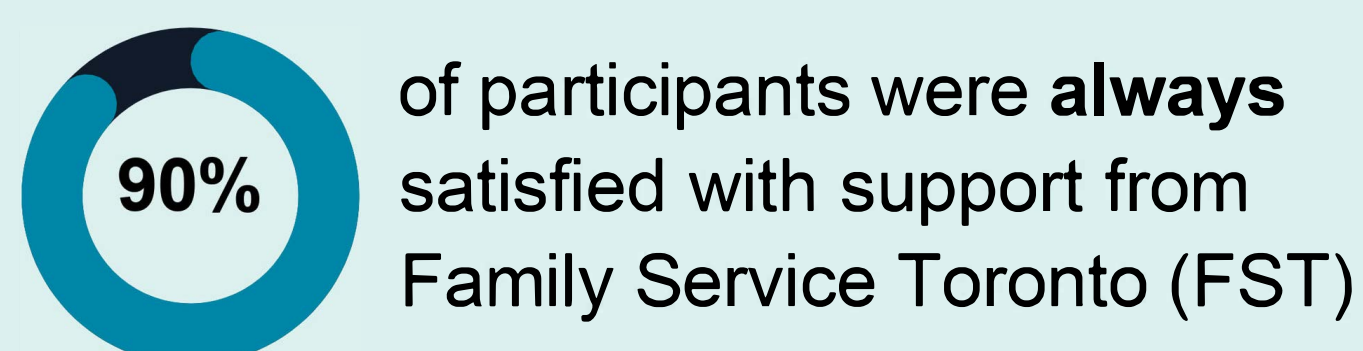
Client Experience Survey 2022: Feedback from Caregivers

Options Children (OC)

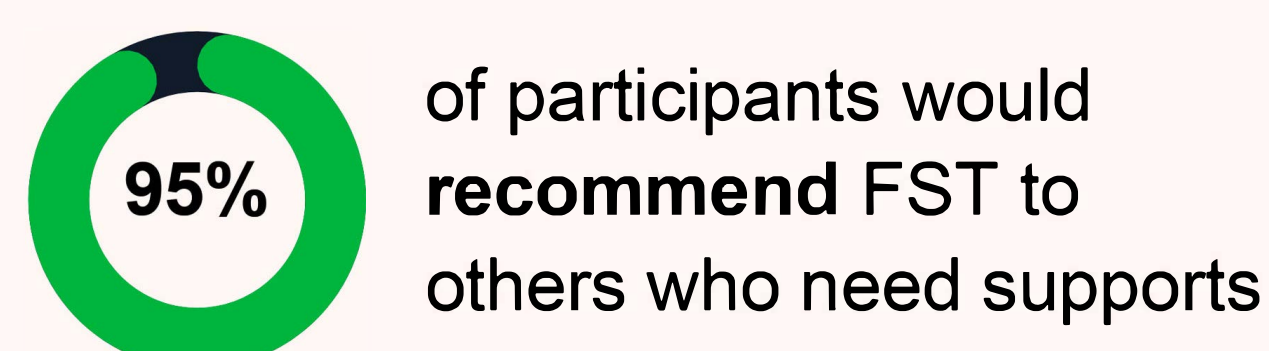
 87 caregivers contacted through email and phone

 20 caregivers participated in this survey

Caregiver Satisfaction ★



Caregivers would Recommend FST 👍



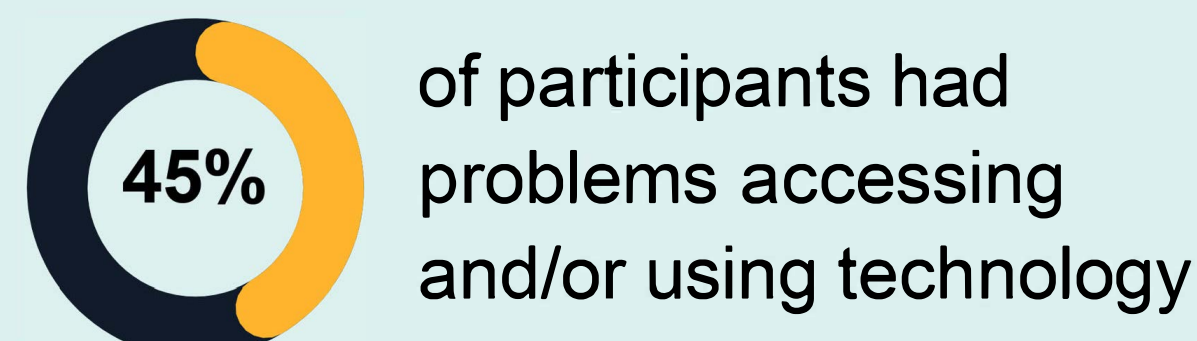
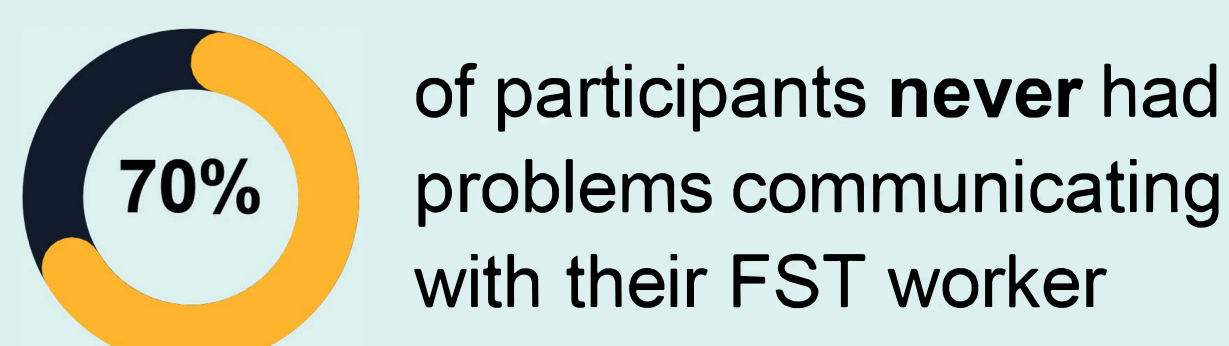
What Clients Liked about FST Workers ❤️

"Understands the client's needs"

"They are careful of the feelings of the client"

"They would reach out and check in with us"


Feedback on Accessibility 💬



What Caregivers would like FST workers to work on

More in-person services "because my child loves being in-person"

FST is working to:

- 
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 - Ensure **smooth handovers** when workers change

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