

CAREGIVER FEEDBACK REPORT 2019/2020

Client experiences are instrumental in understanding service quality and can point to needed improvements in service delivery. From April 2019 to March 2020 we reviewed feedback from primary caregivers via telephone surveys at the end of ongoing services. Primary caregiver satisfaction was measured through five categories: responsiveness, empathy, assurance, reliability and overall satisfaction.

The below survey statistics represent our commitment to continue to enhance our processes to achieve equitable, positive outcomes to the families we serve. We are grateful to our compassionate and dedicated staff, Board, caregivers and community partners who have helped to make these achievements possible.

94%

OF CAREGIVERS FELT THAT THEIR CULTURAL AND RELIGIOUS BACKGROUNDS WERE RESPECTED.

"The ongoing PCAS social worker was of similar cultural background; therefore he respected the language and traditions and family dynamics."



84%

OF SURVEY RESPONDENTS FELT THAT THEY WERE SATISFIED WITH THE SERVICES PROVIDED BY PEEL CAS.

"The PCAS social worker was very engaging and understanding and the plan going forward was very clear."

75%

WOULD REFER A FAMILY OR FRIEND TO PEEL CAS WHO IS IN NEED OF ASSISTANCE.

"I had an amazing PCAS worker who was trustworthy and non-judgmental. My worker was more of a friend and I feel that this is important, someone to talk to when needed."



92%

OF CAREGIVERS AGREE THAT IT WAS CLEARLY EXPLAINED TO THEM WHY PEEL CAS WAS INVOLVED WITH THEIR FAMILY.

"I felt that the PCAS social worker provided useful information, which my family and I applied."

