



**McCormick
Dementia
Services**

Advancing community
outreach and support

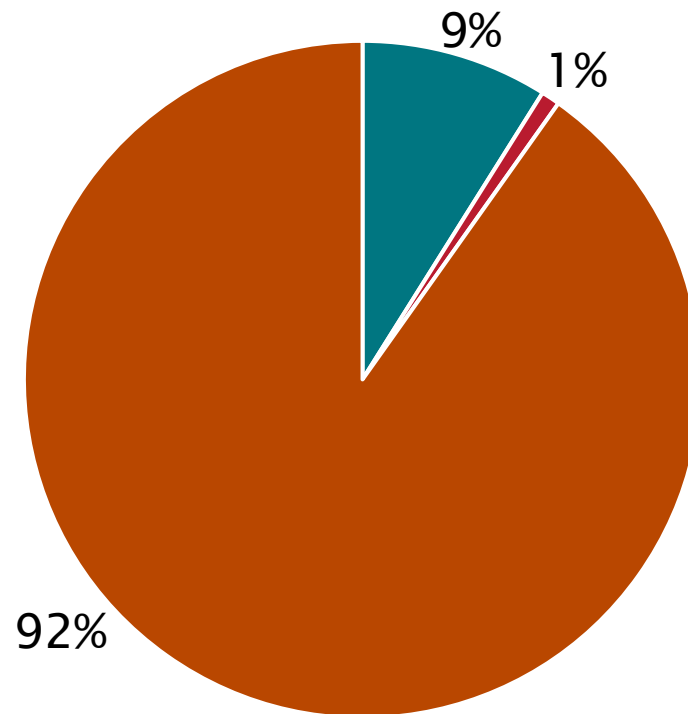
**2022 Annual Client
Satisfaction and
Experience Survey Results**

THANK YOU!

Thank you for taking the time to complete the survey.

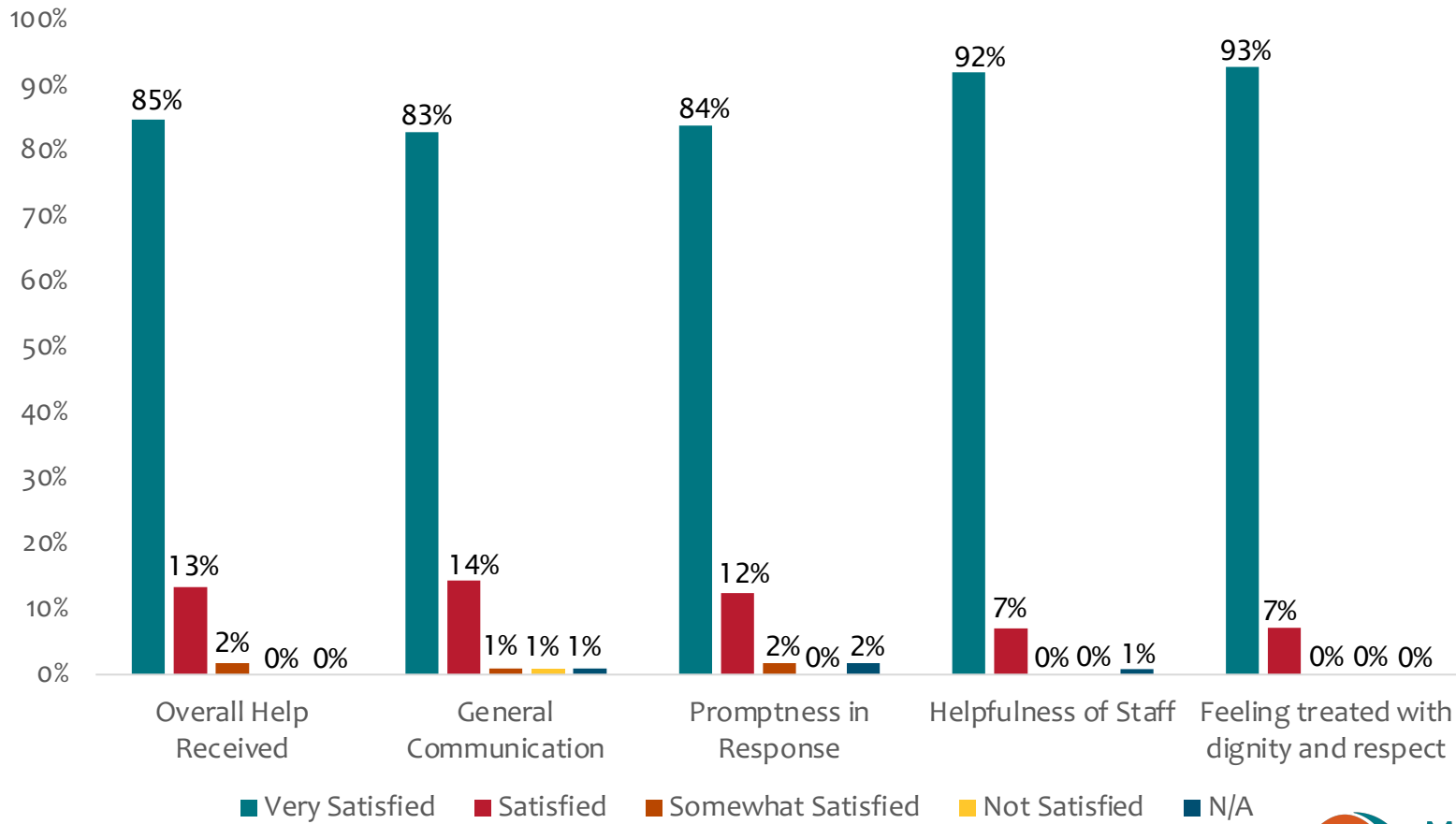
Feedback from our clients and caregivers is of the utmost importance to us. We are constantly striving to provide the best and safest experience possible. Your input helps us to define that, and helps us adapt and grow to meet the needs of our clients.

Who is taking the survey?

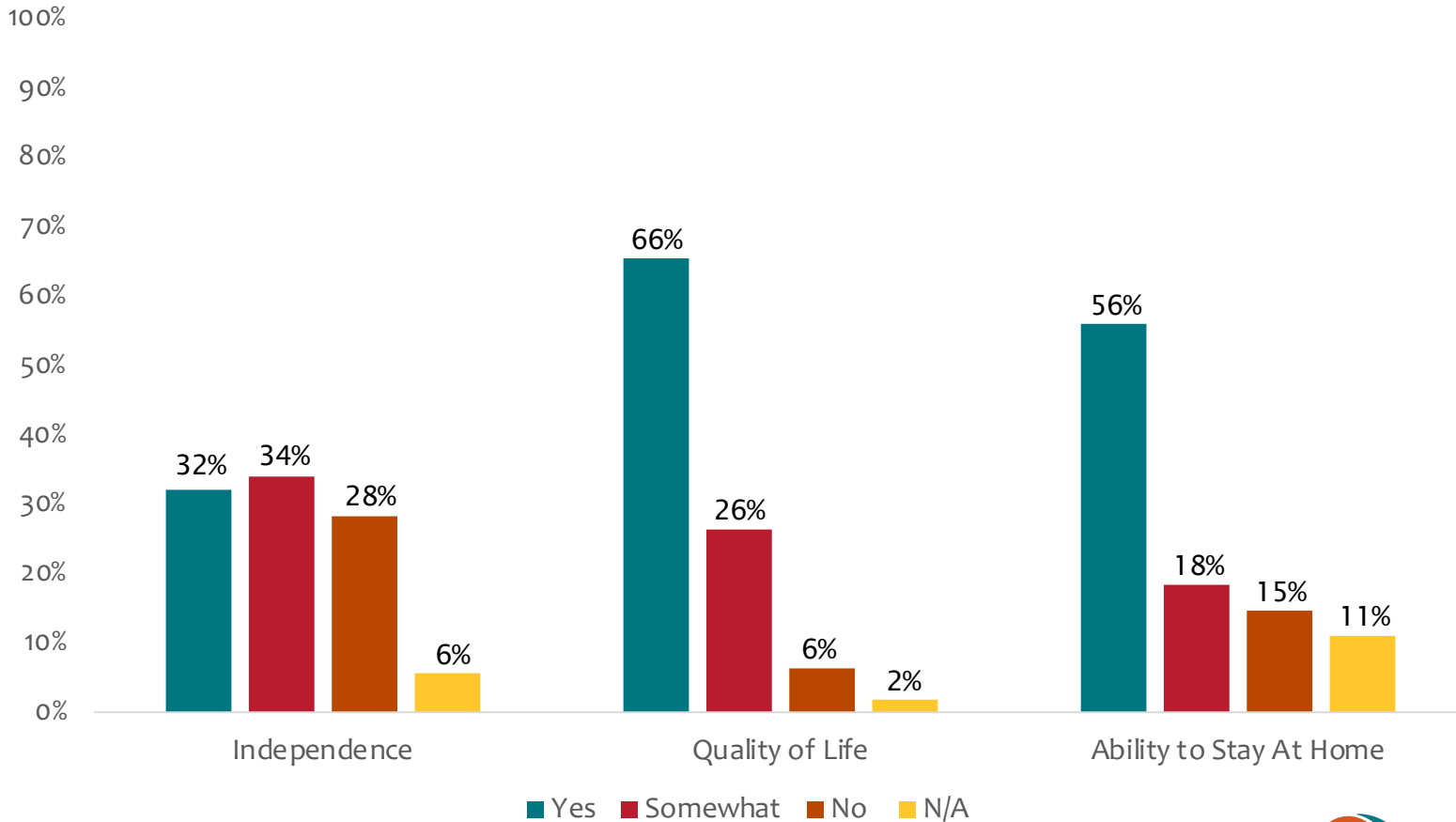


■ Client - attends on-site ■ Client - attends virtually ■ Caregiver

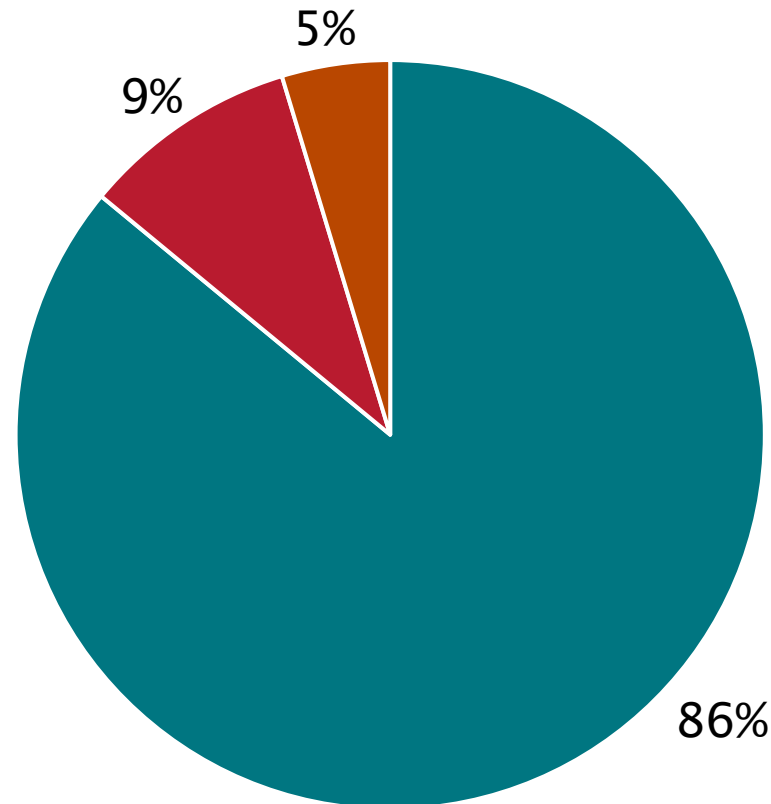
Please rate your satisfaction with:



Did the help you, or the person you care for, received from McCormick Dementia Services contribute to:

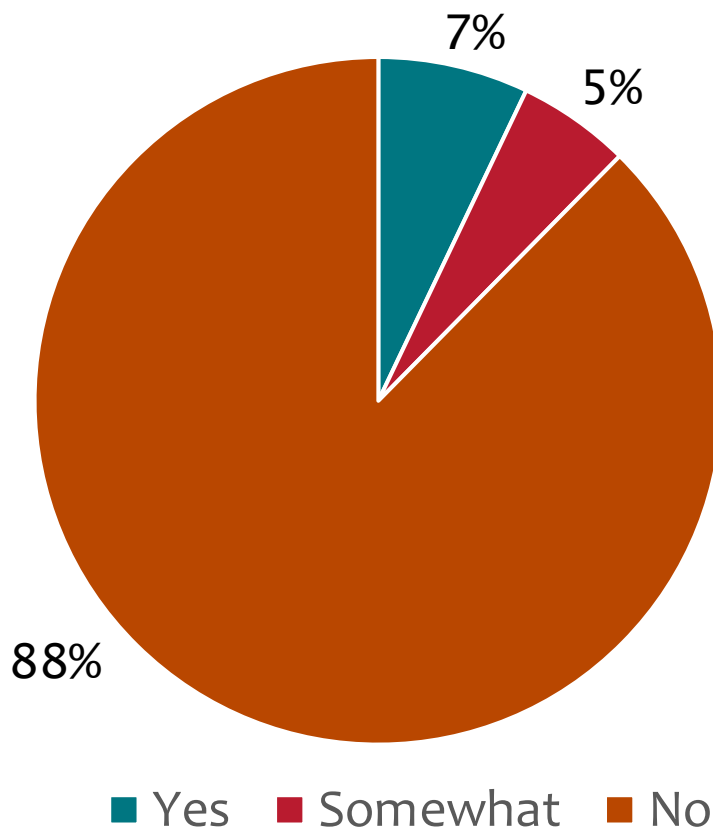


Were you involved as much as you wanted to be in decisions about your care and services?



■ Yes ■ Somewhat ■ No

Did you have any difficulties accessing help from McCormick Dementia Services?

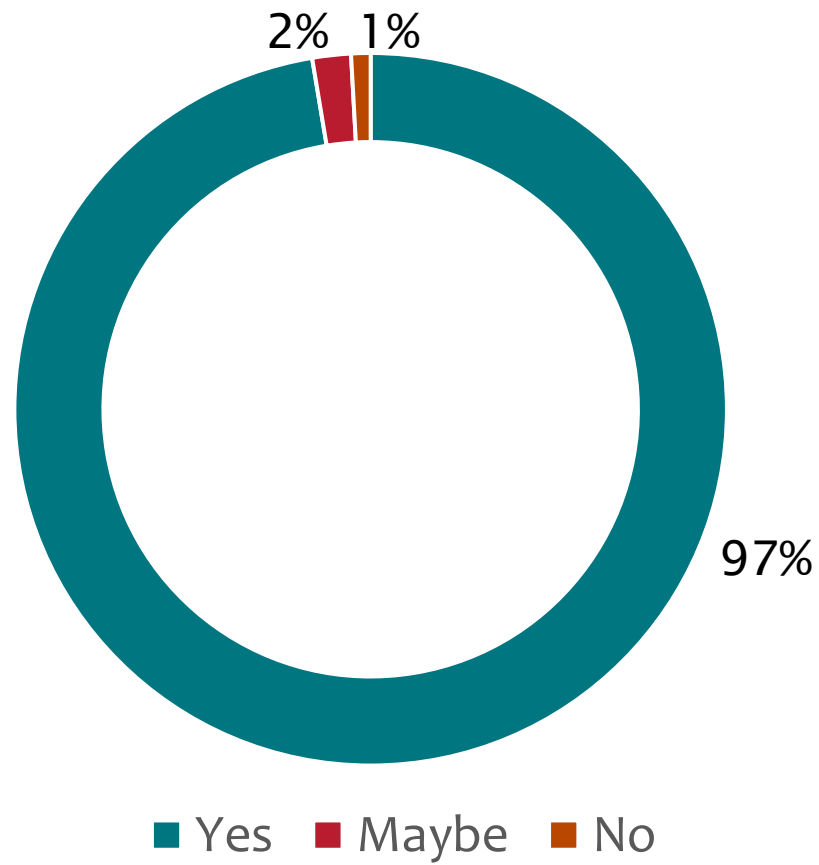


“Although of course services decreased during pandemic as expected, now increasing which is appreciated.”

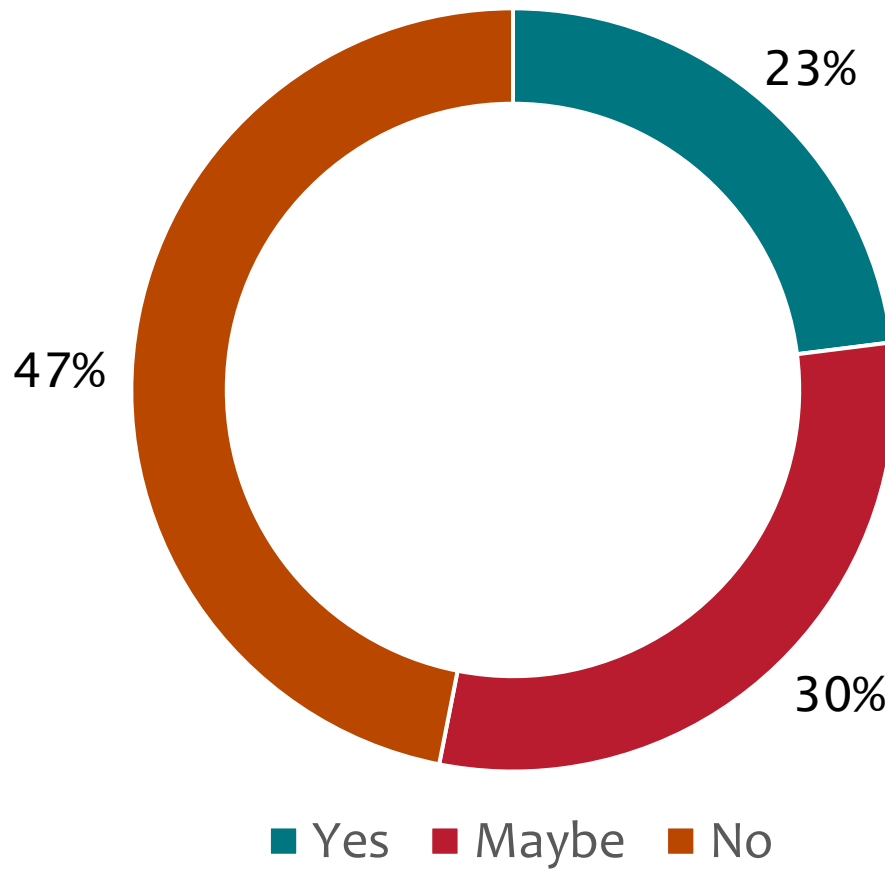
“My dad was on the waitlist for at least two years and is now participating one day a week”

“COVID certainly put a damper on many situations - not the fault of MDS”

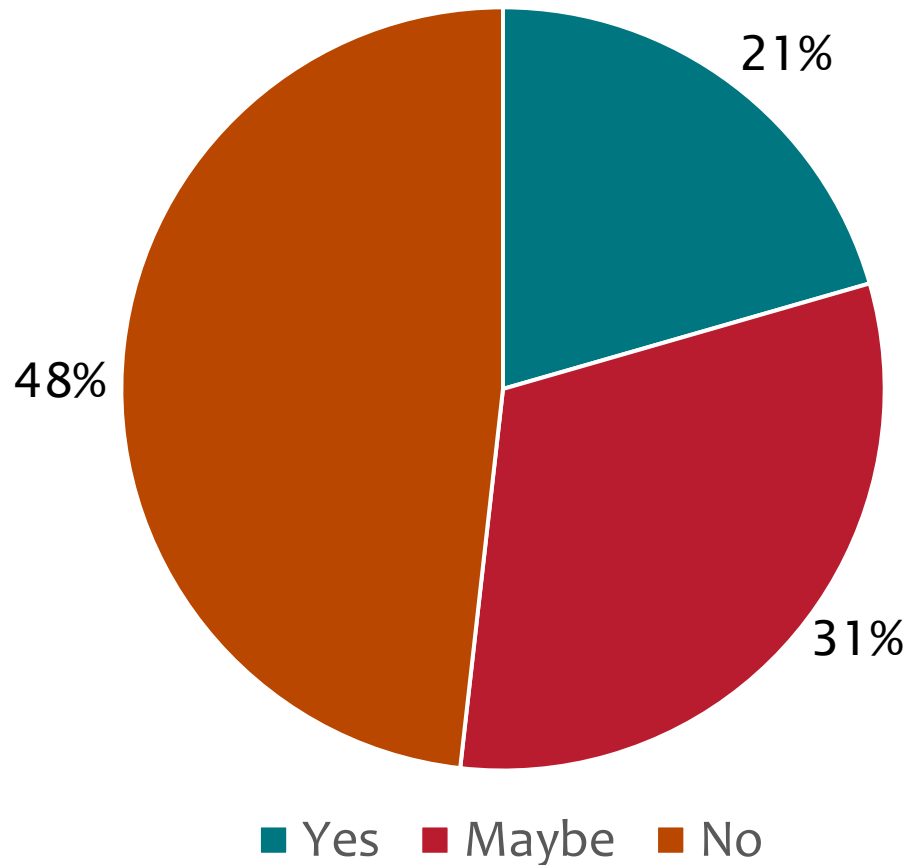
Would you, or the person you care for, recommend this organization to another family member or friend needing this type of assistance?



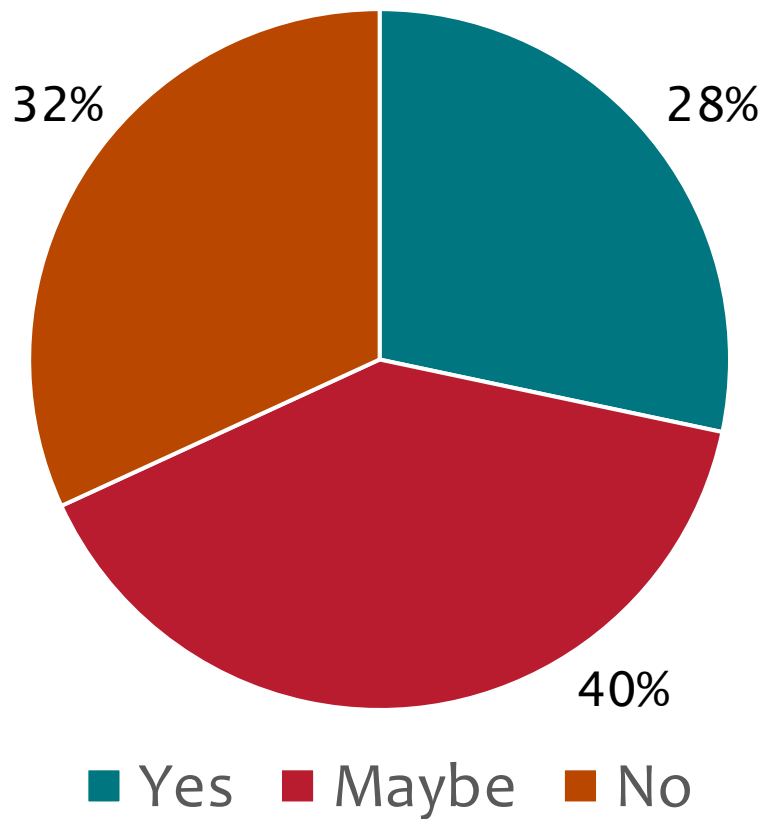
In August 2022, we discontinued Virtual Recreation (Zoom and Telephone). If we were to start offering Virtual Recreation again, would you attend?



Prior to the pandemic, McCormick Dementia Services offered an afternoon attendance option from 2:30-8:00pm. If we were to offer this alternative to you, would you sign up for the afternoon program?



In May 2021, McCormick Dementia Services hosted its first Virtual Client and Caregiver Forum (on Zoom). The Forum is an opportunity to share program and service updates. Forum meetings have since been held in February 2022 and September 2022. Do you think the Forum is something you would attend?



“Can't sit that long and get interrupted often”

“Are these recorded? Would be interested in listening to the Sept. content”

“Not good with technology”

Do you have any additional comments or questions?

“Excellent program. As the only caretaker I appreciate the time off to do other essential tasks and appointments.”

“Thanks to the staff! This is an excellent program which allows me to care for my spouse at home. Not sure I would be able to manage without it. We would likely have to access LTC. Please keep this going!”

“The morning zoom exercises program was a real asset, particularly since we are in Glencoe, 45 min-1 hour away from McCormick by car”

“Respite is much appreciated. Challenge is it can be cancelled at last minute if any COVID contact in program - not the fault of McCormick of course. Problem is it could not be possible to arrange travel, etc. if respite could be cancelled the same day it is supposed to start. Hopefully this will be possible as Health Unit issues change.”

“The morning Zoom programs with conversation and seated exercises were a nice way to start a dull winter day”

“I think your program is a game changer for us caregivers trying to keep our loved one at home. They give us all a break and truly stimulates our loved one.”

“We are extremely grateful for the program and the wonderful staff. Thank you!”