



# 2017 SHORT STAY CRISIS SUPPORT SATISFACTION SURVEY

## SURVEY RESPONSE RATE

66%



## KEY CHARACTERISTICS OF SURVEY PARTICIPANTS

49% were 25 – 44 years

31% were 45 – 64 years

74% were male, 26% were female

## AREAS OF EXCELLENCE



96% received services in their preferred language

85% were able to see staff when they wanted

85% would return to the program if they were to seek help again

## YOUR VOICE

‘I was very pleased with all the support & help provided by the staff’

‘The staff were wonderful, helpful, and kind. I thank you so much for all your supports’

‘Services met my need’



## AREAS FOR IMPROVEMENT



79% were connected to other relevant programs or services

77% indicated that services provided were an alternative to going to hospital

76% were aware of the complaint procedure