



# Community Support Program Client Experience Survey Results 2022-2023

## Respondents

261 surveys were completed by clients receiving Community Support services in the Western region

## Overall Experience

Overall care  
9.5 out of 10

98% would recommend services to friends and family

## Key Measures of Care and Services

88%  
Informed what to do in case of health changes



96%  
Asked if adequate support was available



99%  
Treated with courtesy and respect



98%  
Providers listened carefully



98%  
Involved in decision-making



75%  
Connected with other supports



## Recommendations



Further explore needs and opportunities to enhance:

-  Connecting clients with other supports they need
-  Virtual care utilization and support
-  Financial support needs and processes