



**S.E.N.A.C.A. Seniors Day Program Halton Inc.**

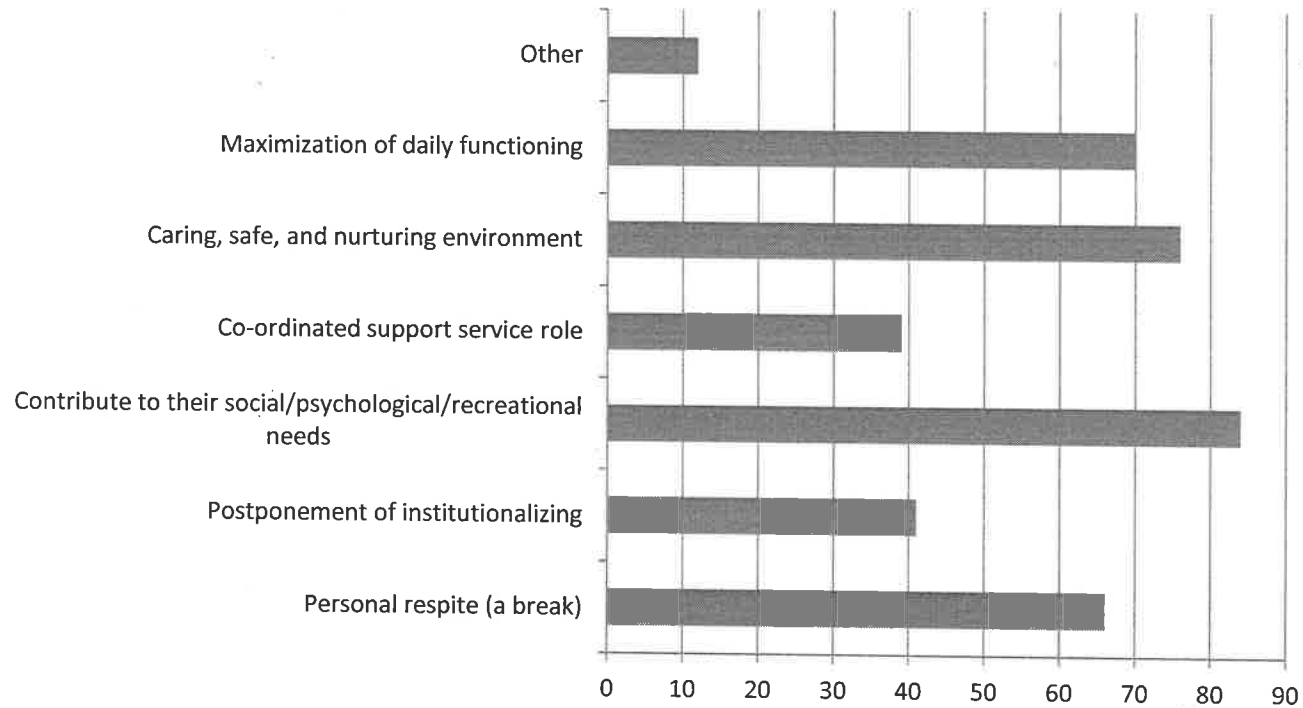
**CLIENT AND CAREGIVER  
SATISFACTION SURVEY (Fall 2017)  
ALL LOCATIONS**

# Summary

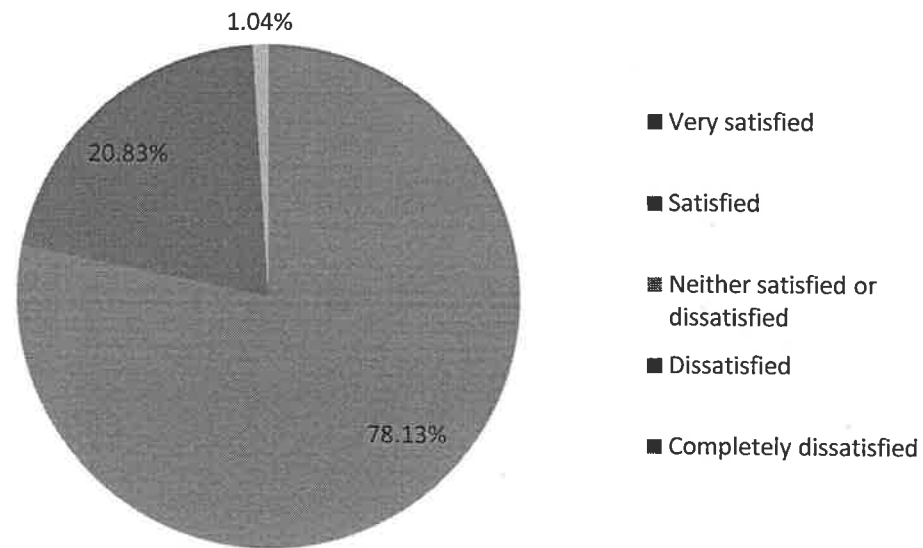
	Bond	Palermo	Coptic	Total
Number of Surveys Sent Out	40	34	44	118
Number of Surveys Received	35	21	42	98
	87.50%	61.76%	95.45%	83.05%

Among the 3 sites, Coptic is the one who needs to improve more the clients satisfaction

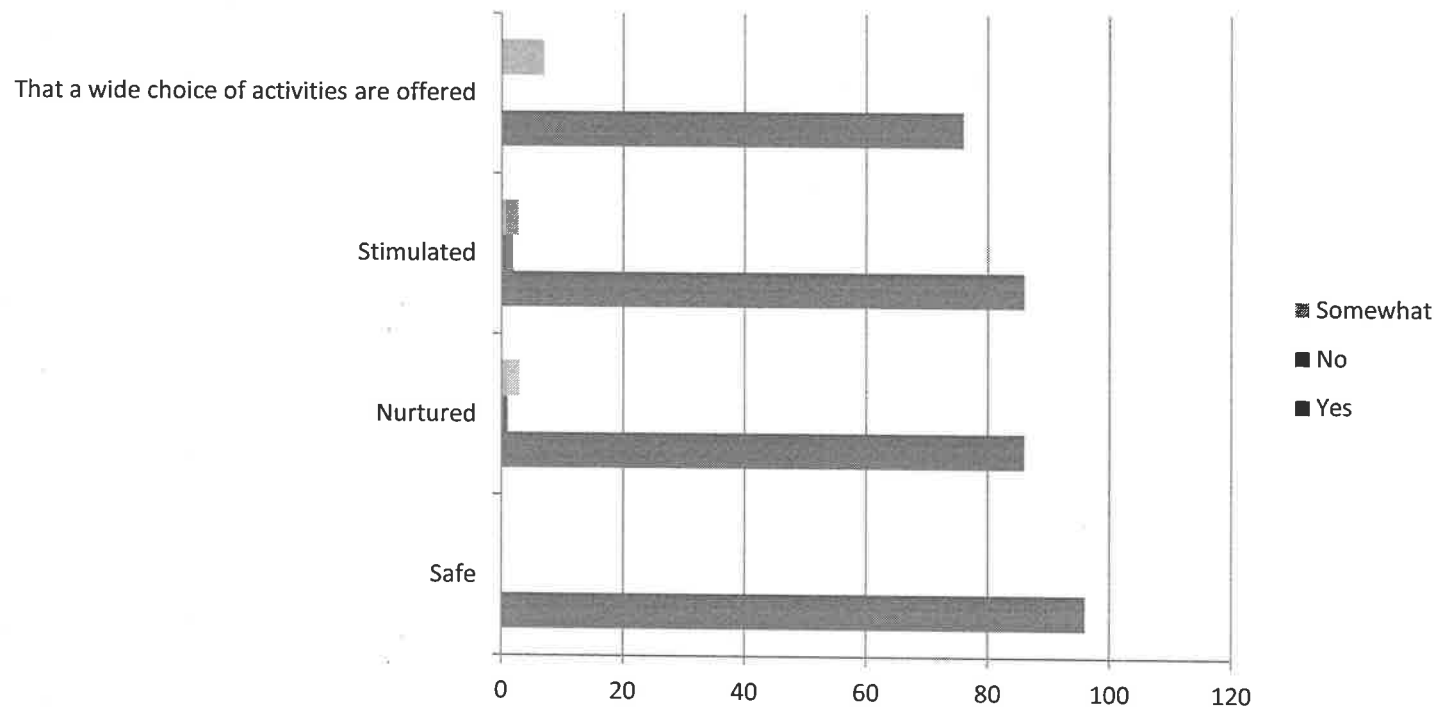
# 1. What did you hope to gain by having this individual attend the program?



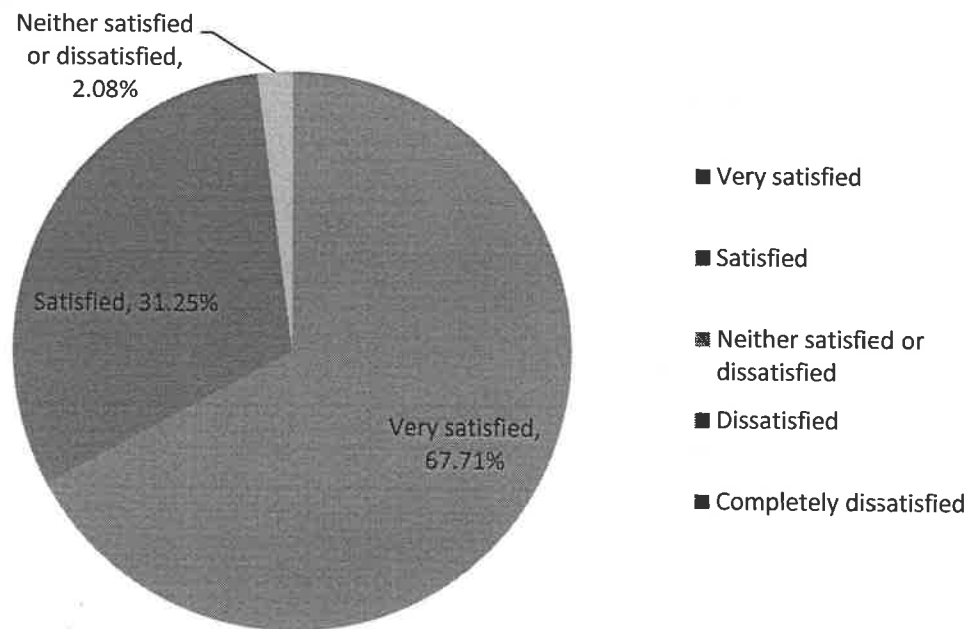
## 2. For the past year, how would you note the overall care that the program participant received at S.E.N.A.C.A.?



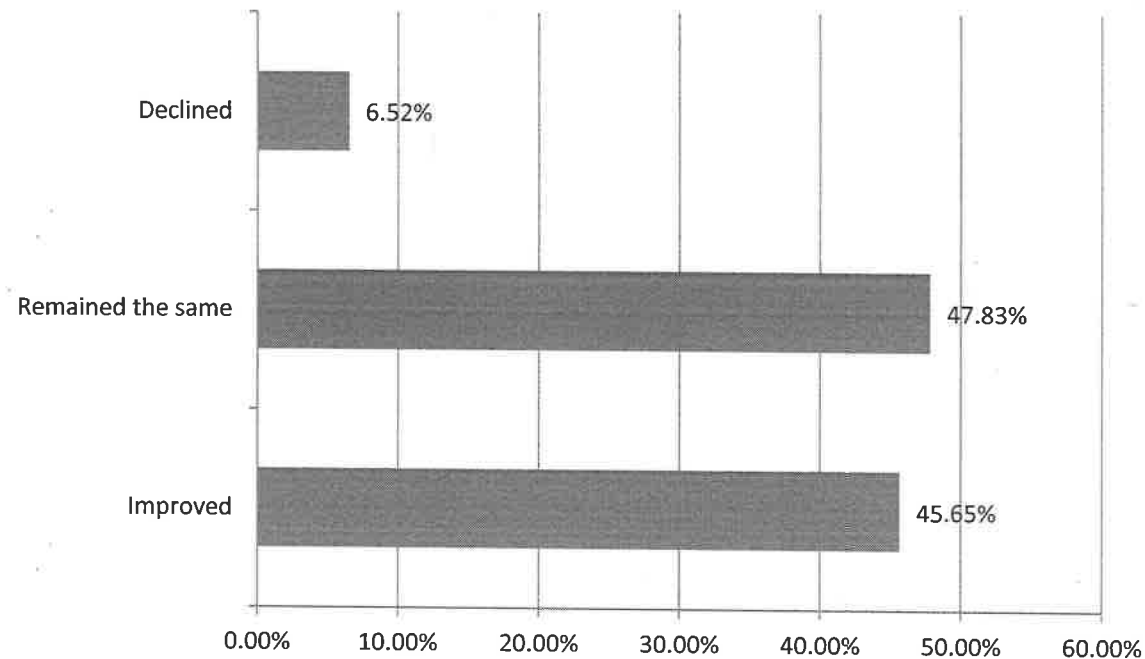
### 3. When attending the program at S.E.N.A.C.A. does the program participant feel:



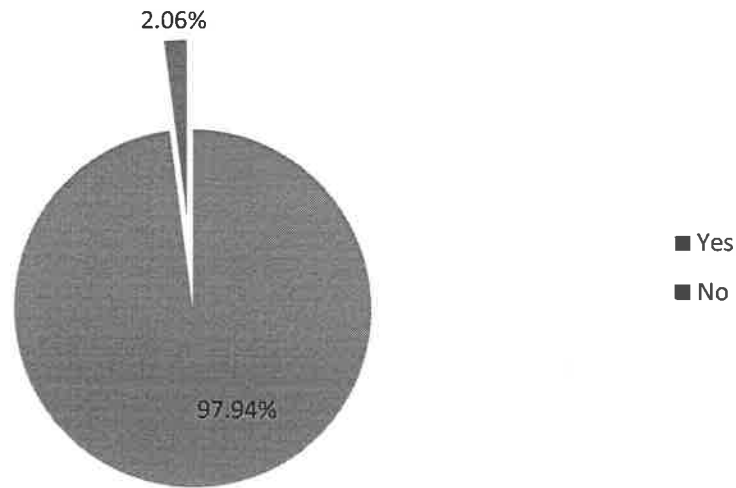
#### 4. Overall, how satisfied are you with the level of input you are able/asked/allowed to provide in regards to the program participant's care?



5. Since attending the program at S.E.N.A.C.A., has there been a change in the participant's ability to maximize their level of functioning? Has it:

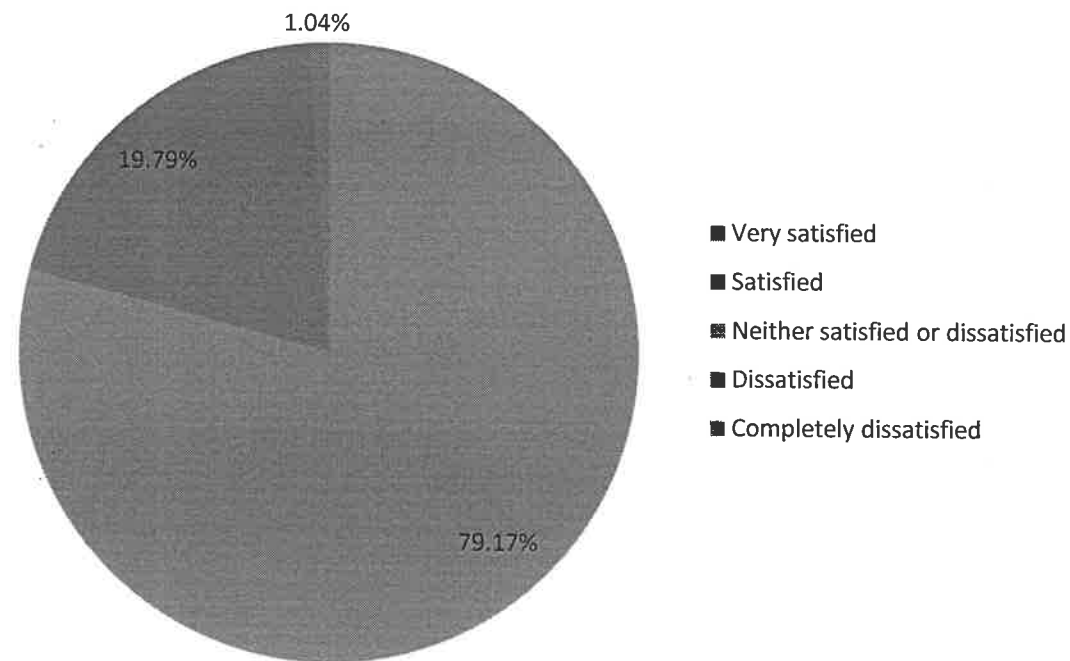


# 6. Do you feel that the program participant's quality of life/overall well-being is enhanced because of attending S.E.N.A.C.A.?

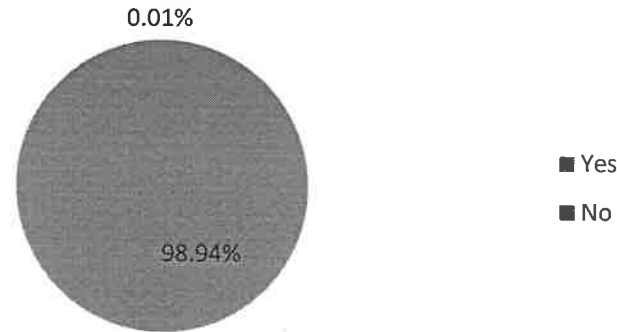




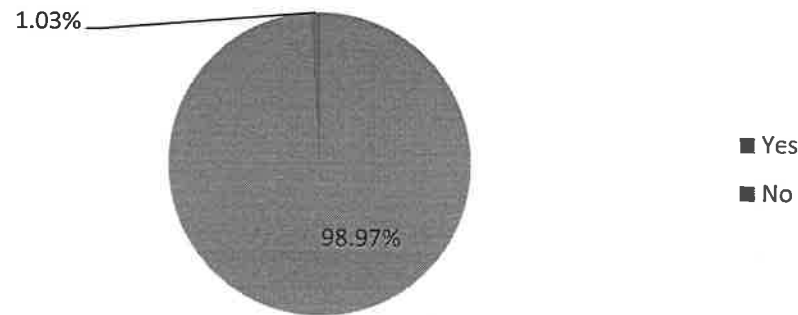
## 7. While at S.E.N.A.C.A, how satisfied are you with the level of respect and dignity that the program participant is treated with?



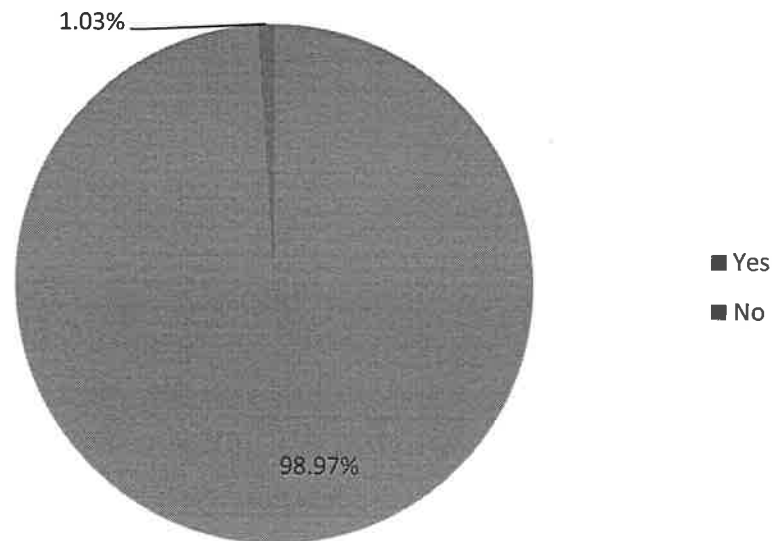
8. Since attending the program at S.E.N.A.C.A., does the program participant feel happier?



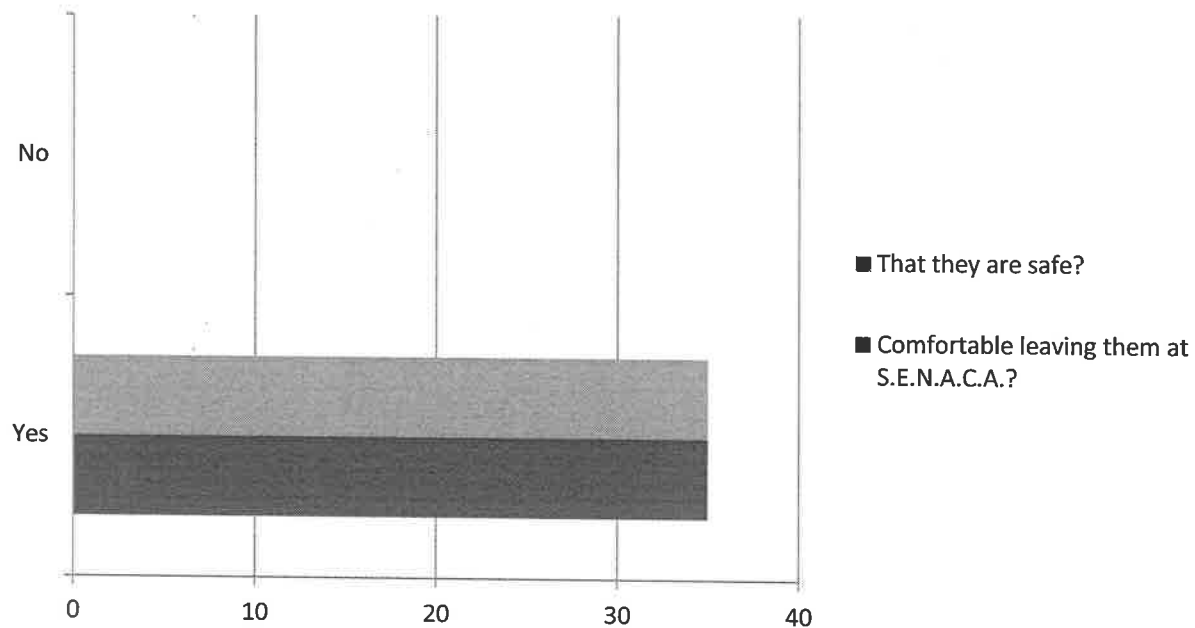
9. Since attending the program at S.E.N.A.C.A., does the program participant feel a greater sense of social belonging/involvement?



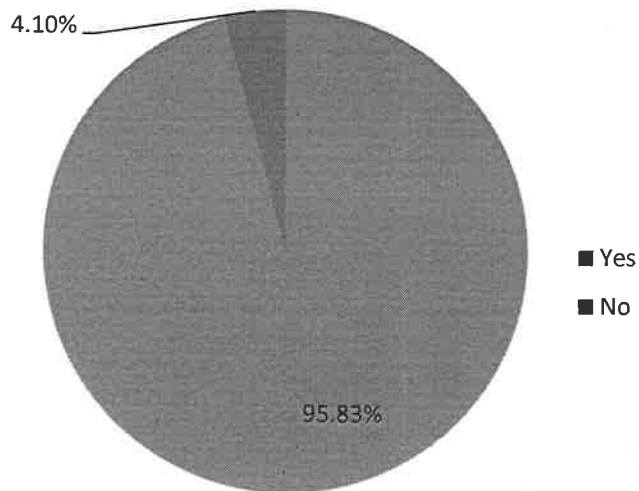
# 10. Would you recommend S.E.N.A.C.A. to your family and/or friends, if they needed the services offered



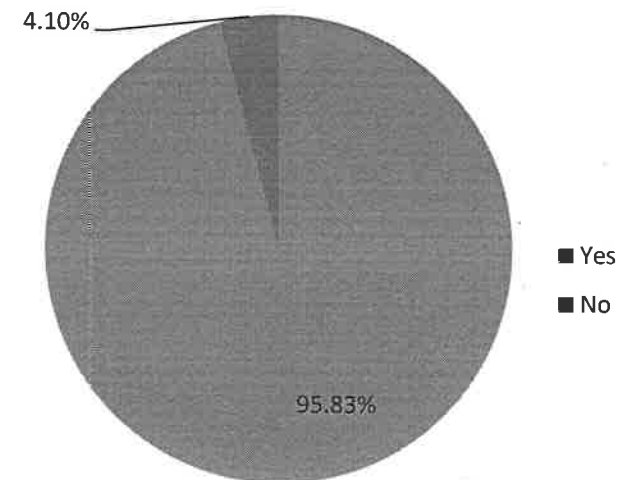
# 11. When the program participant attends the program at S.E.N.A.C.A., do you feel:



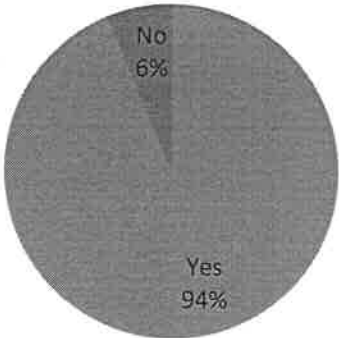
12. Do you feel your ability to cope with the program participant's needs has increased since they started attending the program at S.E.N.A.C.A.?



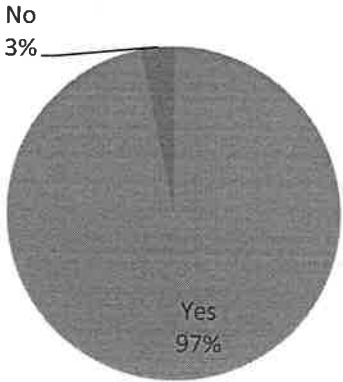
13. Do you believe that your quality of life has been enhanced?



14. Do you feel your personal stress level has been reduced?



15. Do you as a caregiver feel supported?



16. Do our staff members provide a holistic approach (physical, social, spiritual and psychological) to the program participant's care, according to individual needs?

