



**McCormick
Dementia Services**

Advancing Community Outreach

Client Satisfaction and Experience Survey Results 2024

2024 Survey Snapshot

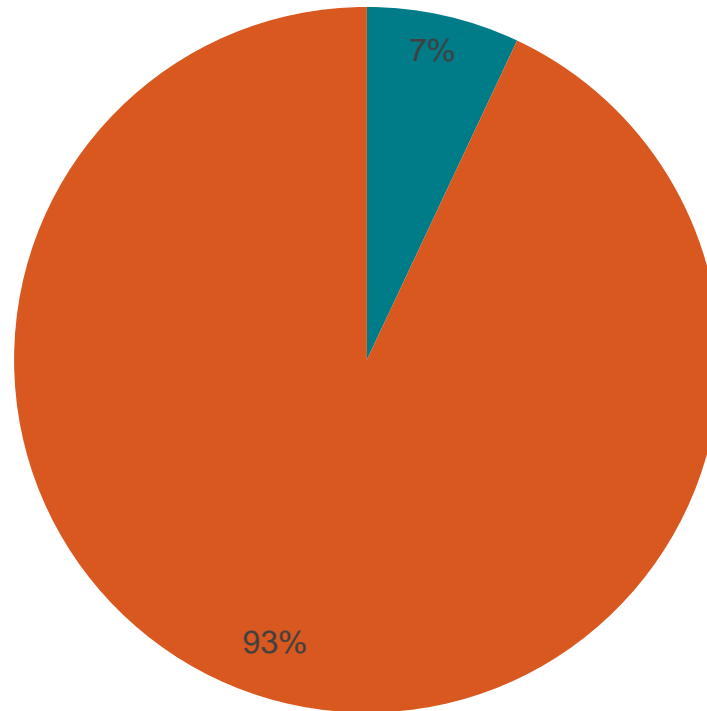
147 surveys sent 84 surveys returned 57% response rate

Survey shared by sending hard copies home with day program clients.

11 standard questions for annual comparison

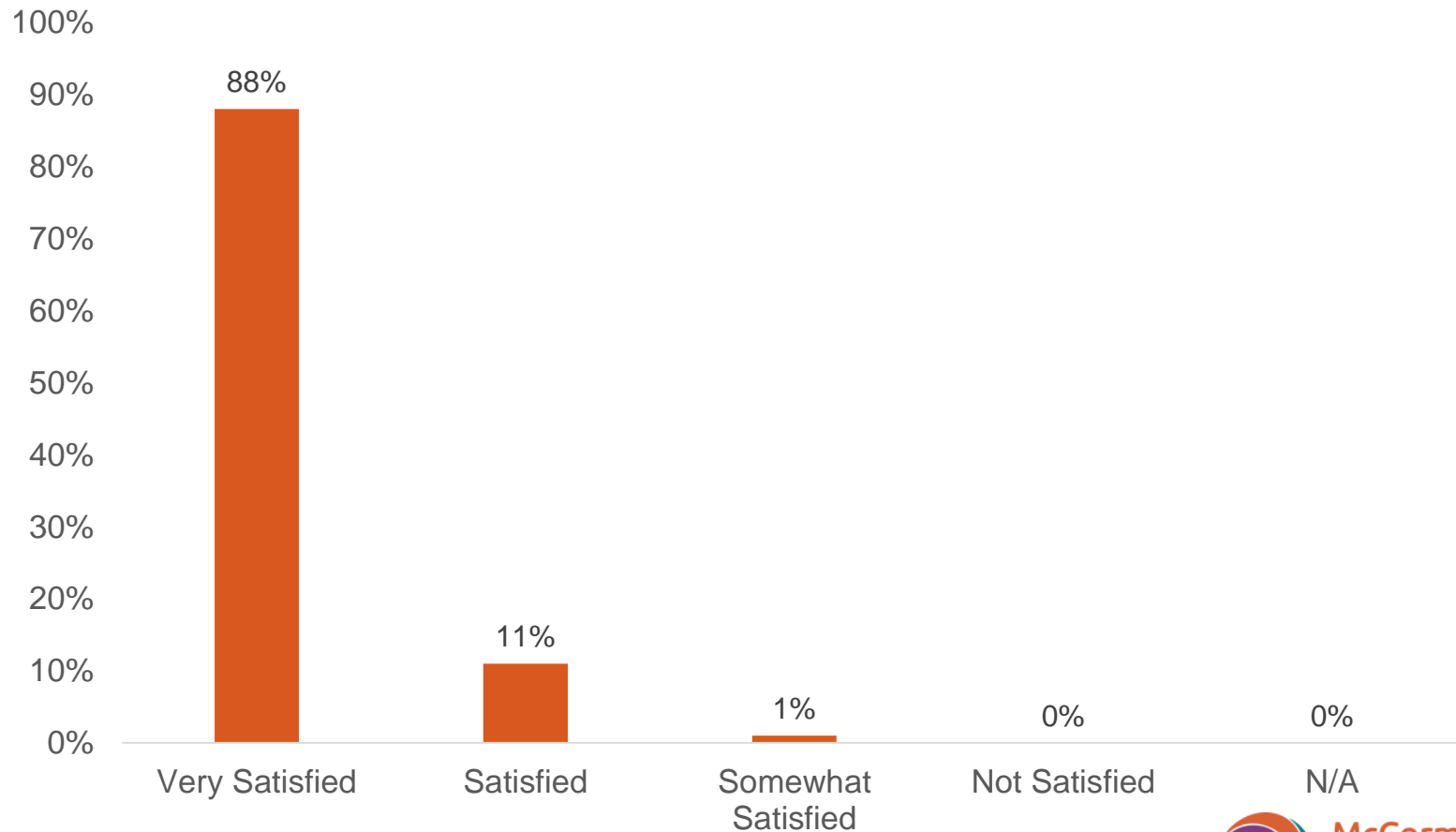
New unique questions focusing on specialized support groups, dementia-friendly services and general feedback

Who is taking the survey?

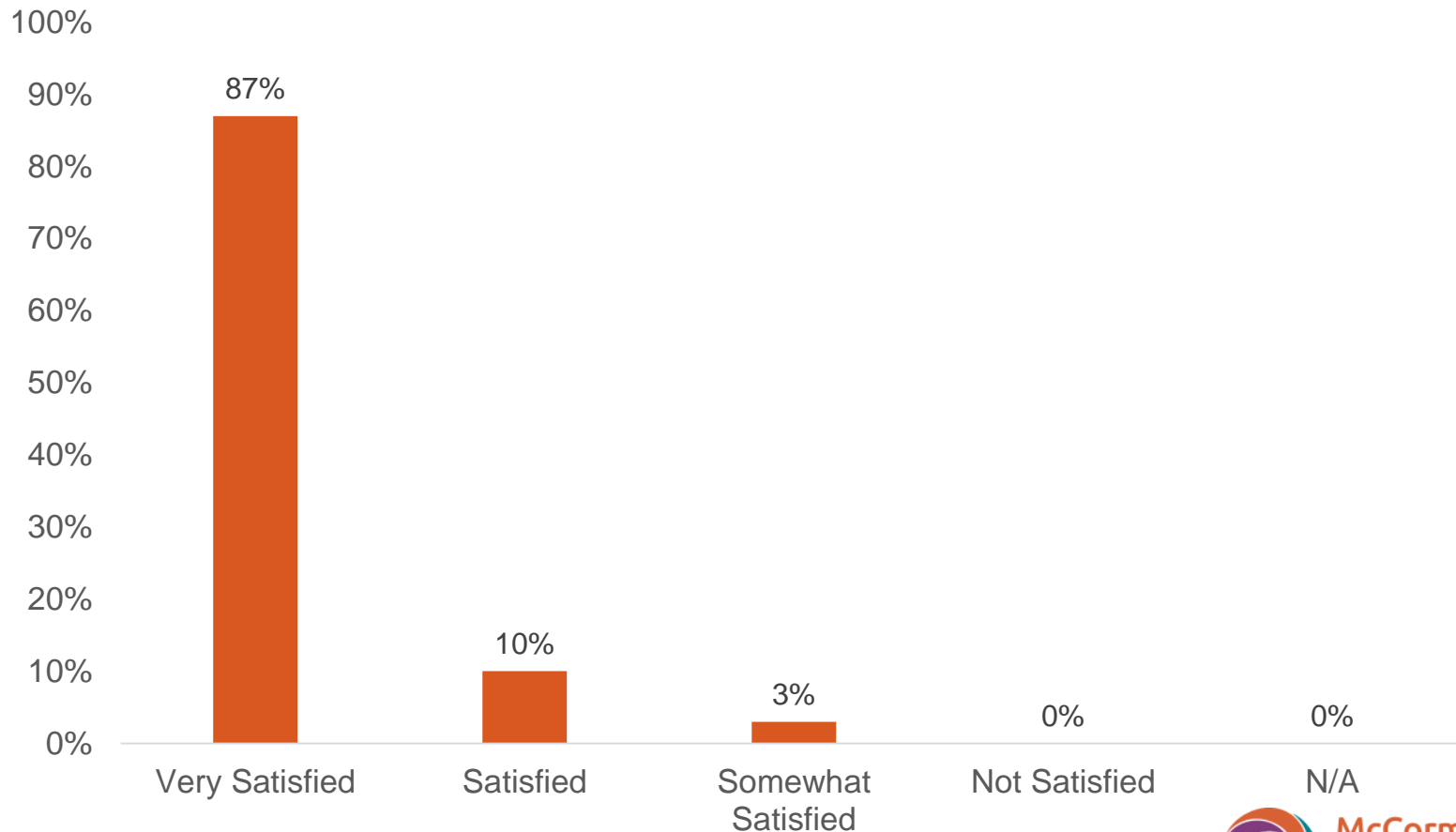


■ Client ■ Caregiver ■ Did Not Answer

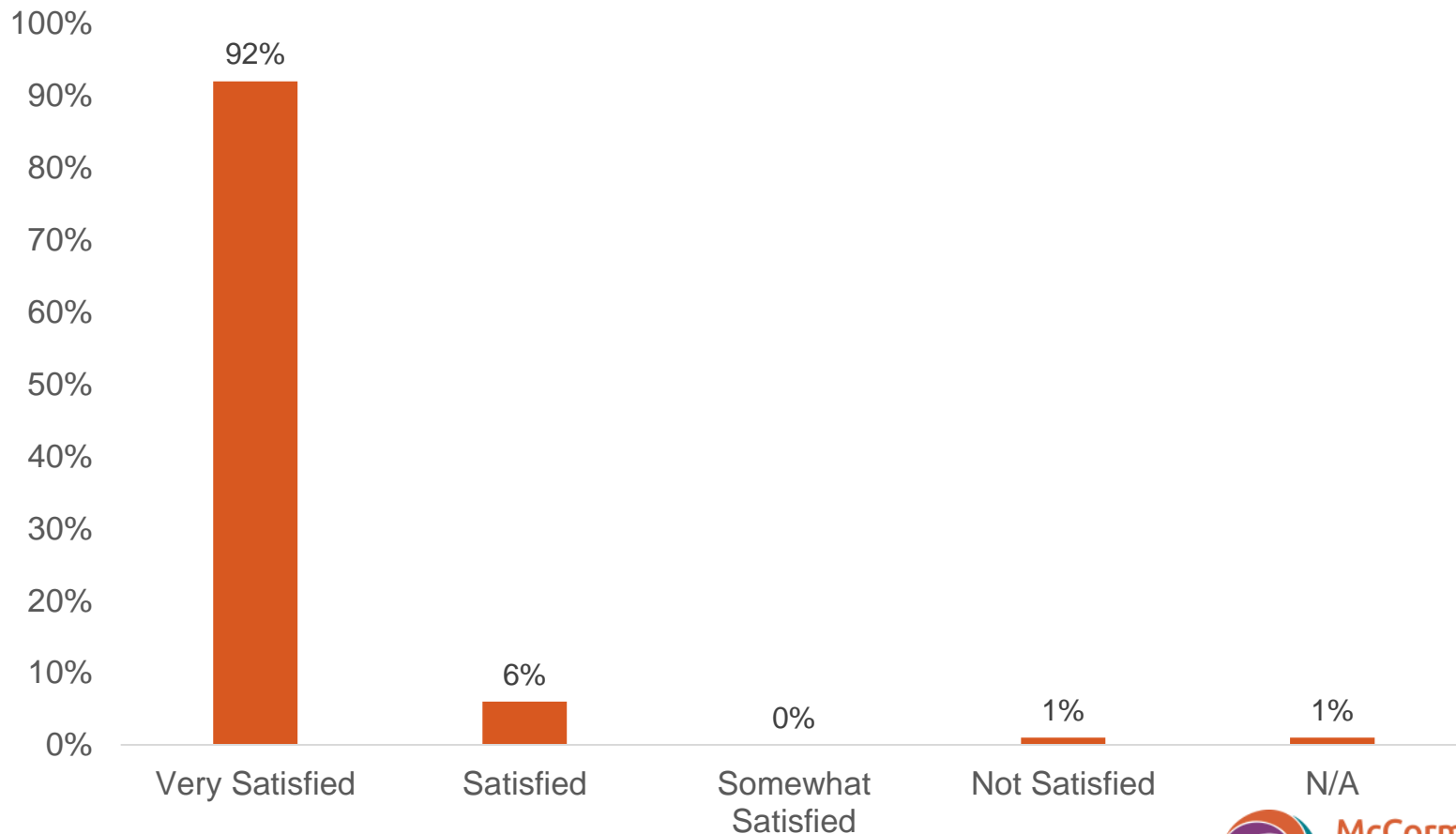
Satisfaction with overall help received from the program and services



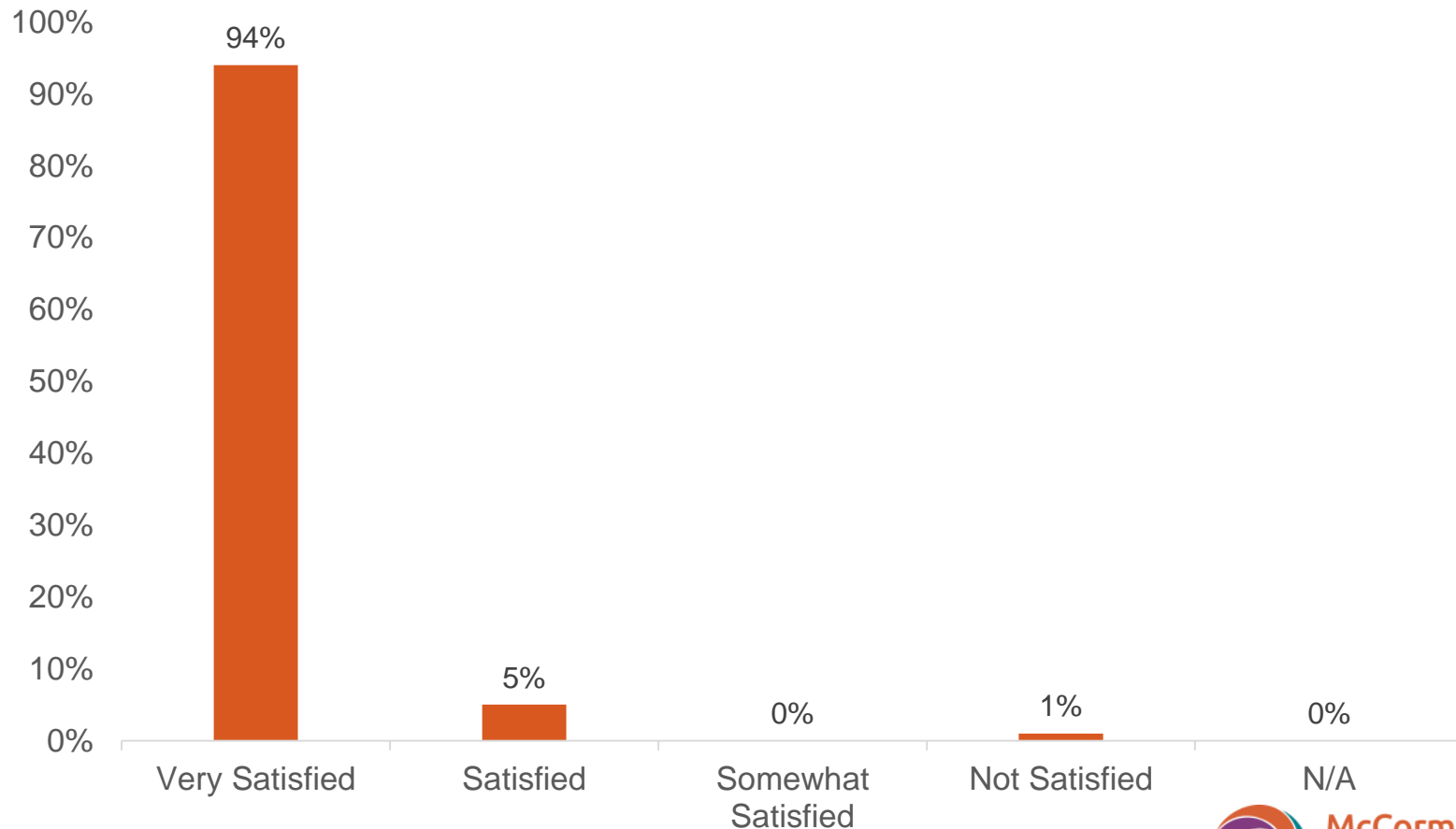
Satisfaction with general communications from the organization about the program and services



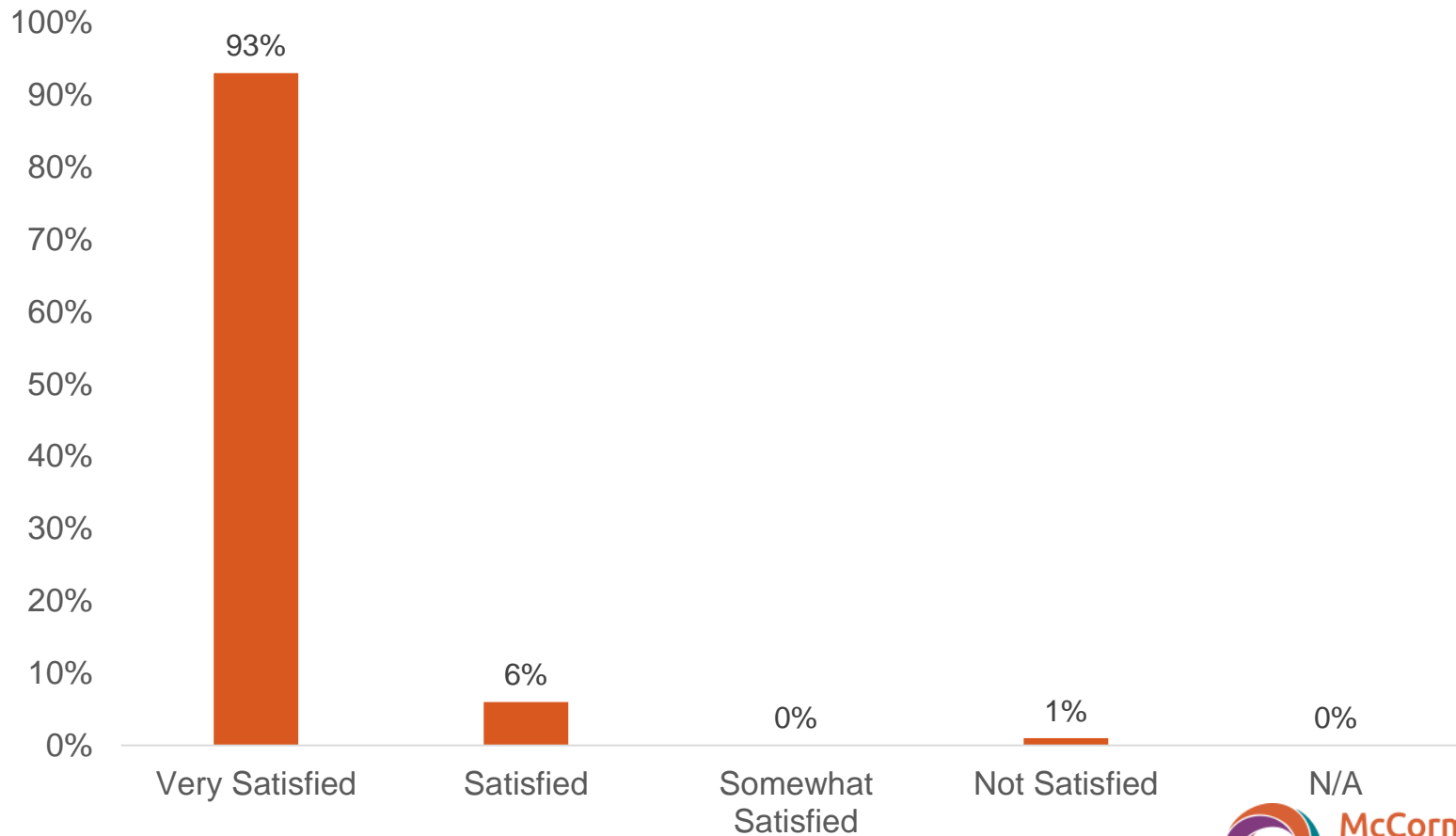
Satisfaction with the organization's promptness in response to inquiries or concerns



Satisfaction with the helpfulness of staff

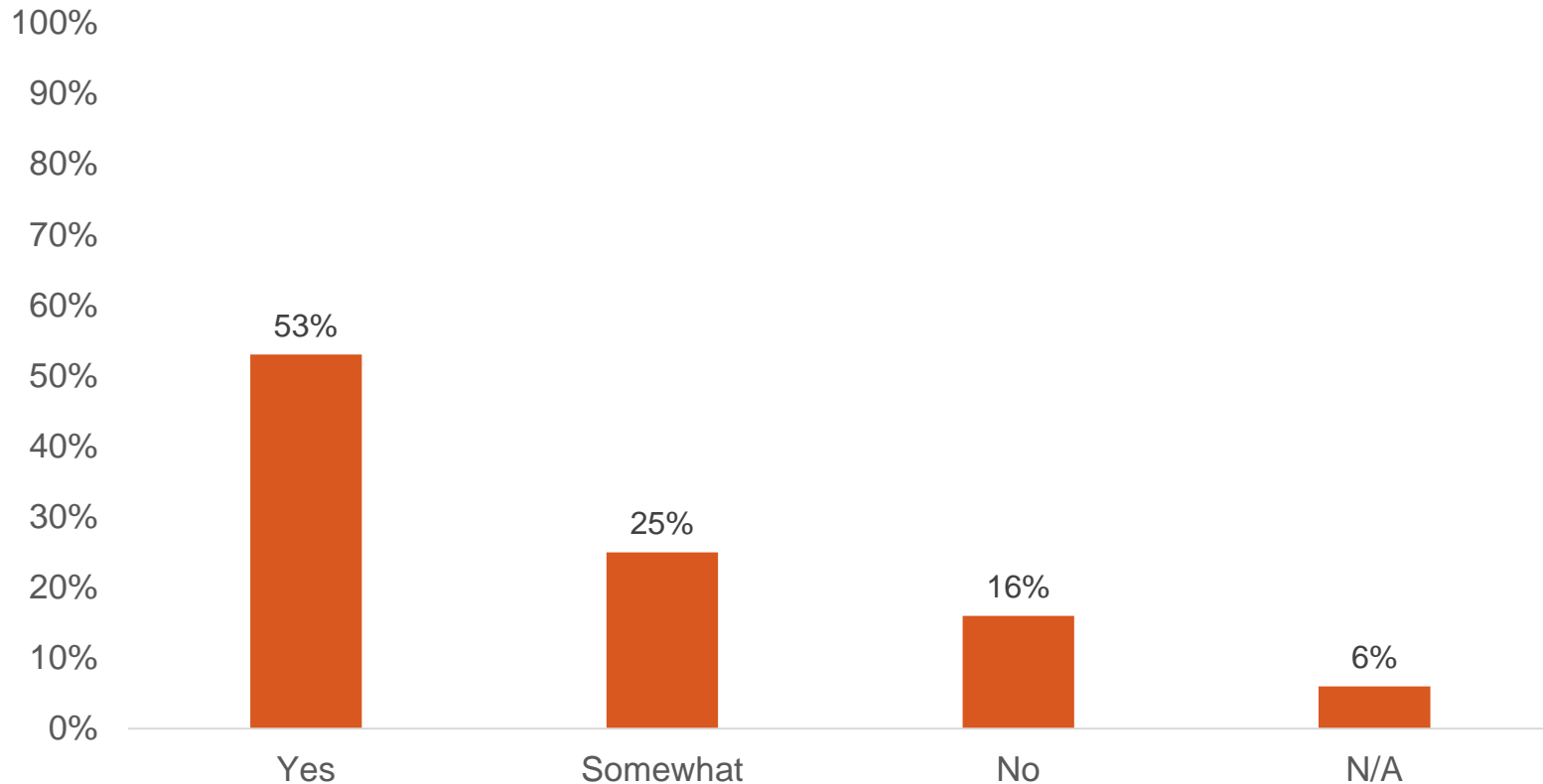


Satisfaction with feeling treated with dignity and respect



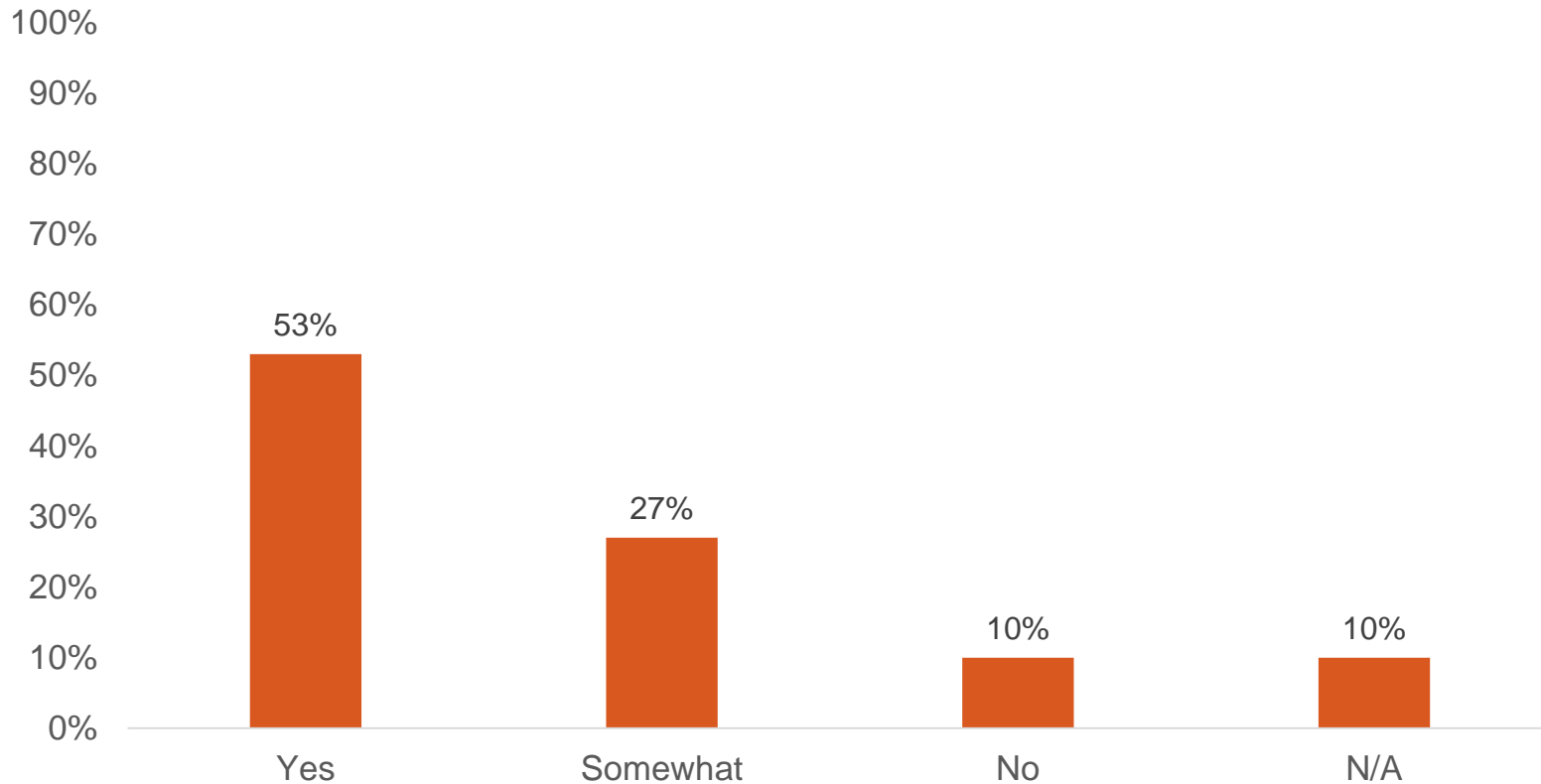
Did the help received from McCormick Dementia Services contribute with:

Independence

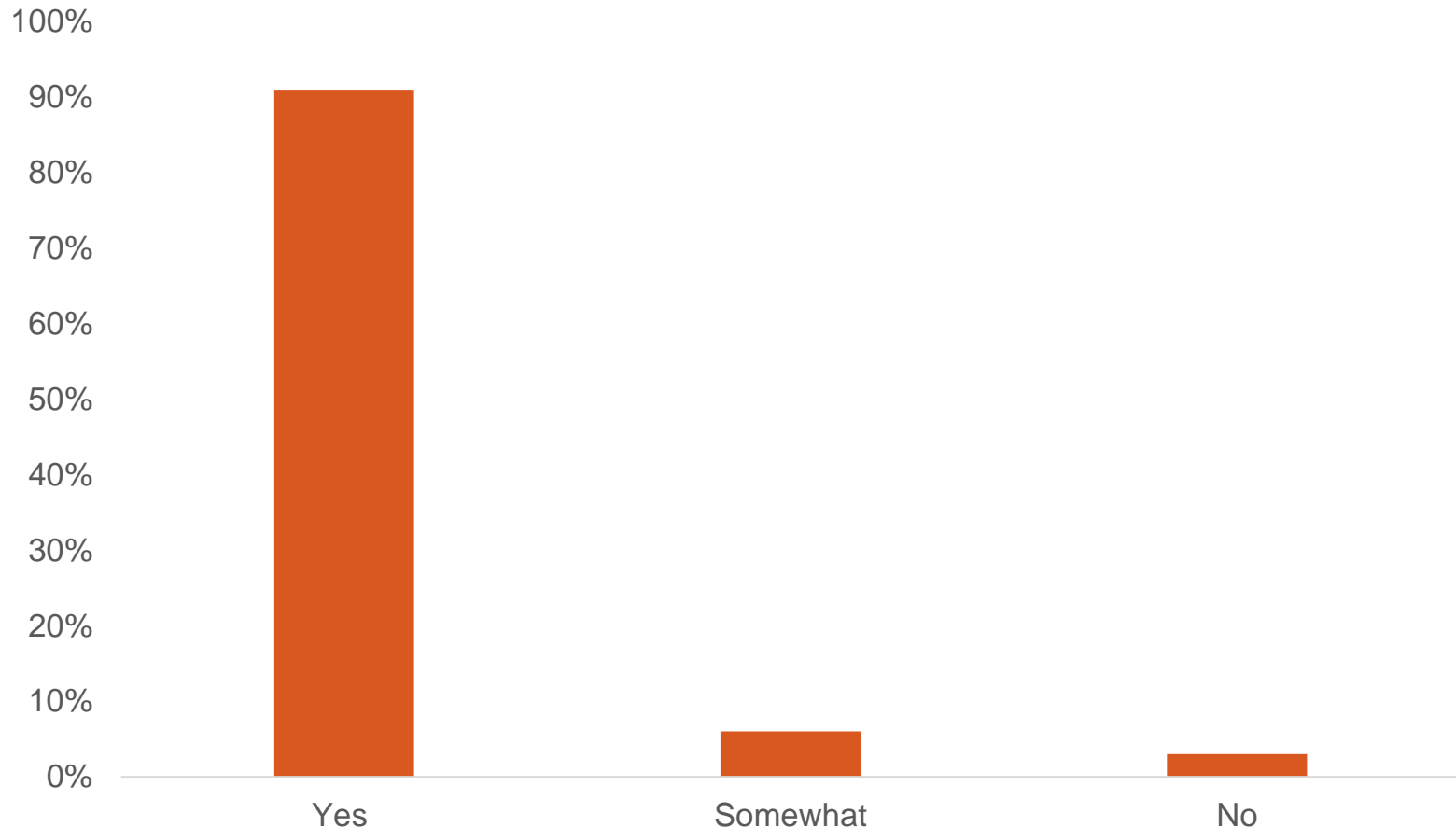


Did the help received from McCormick Dementia Services contribute with:

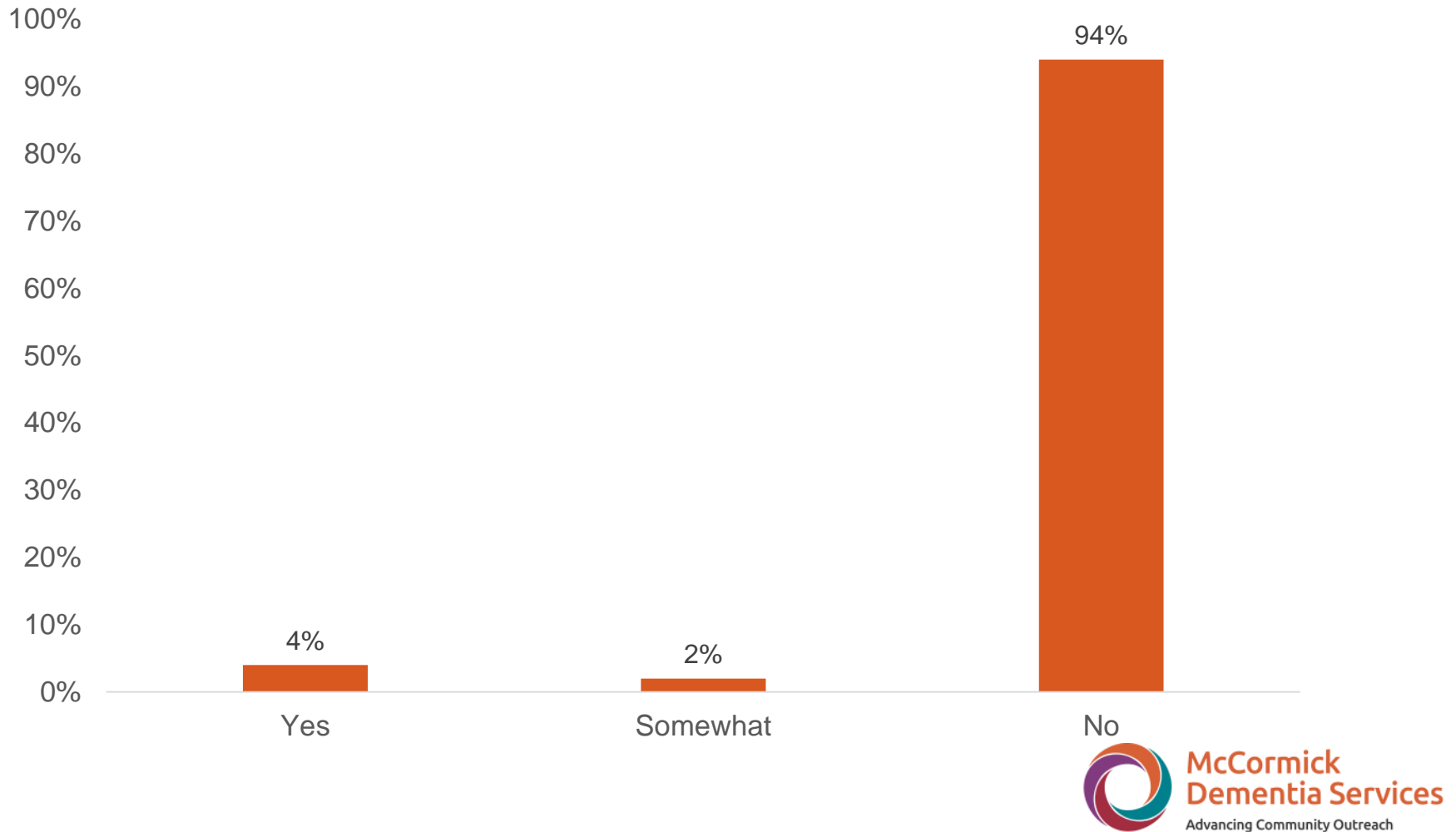
Ability to Stay at Home



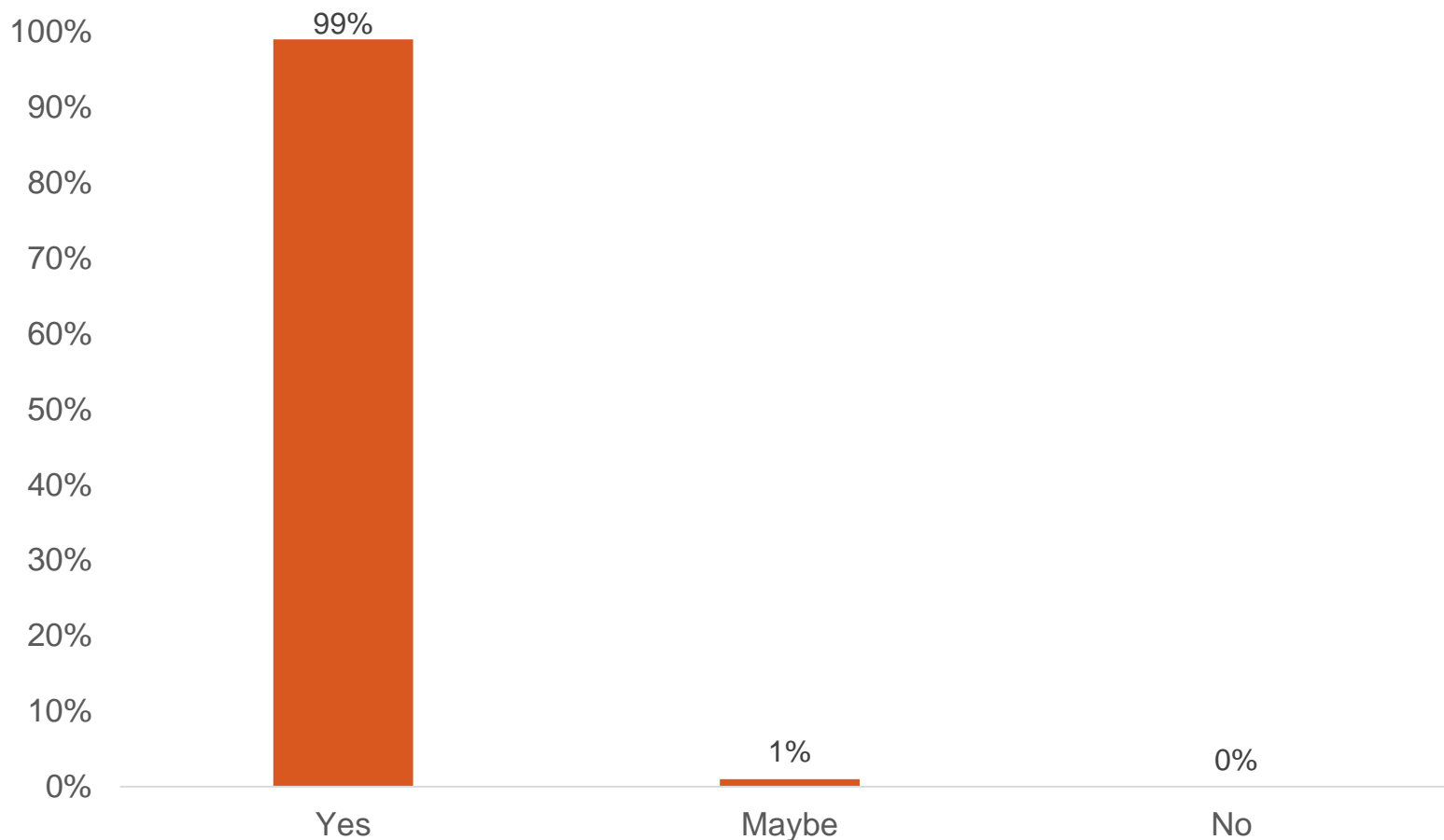
Were you involved as much as you wanted to be in decisions about your care and services?



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

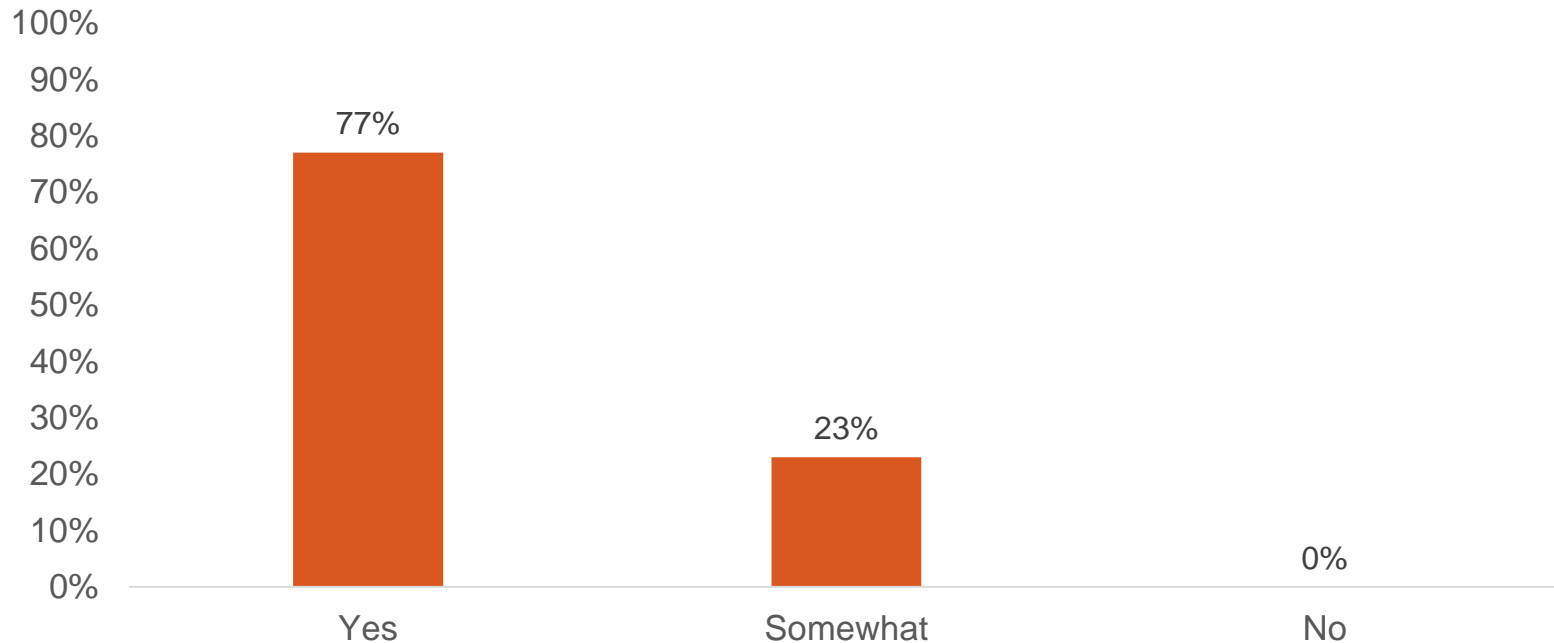


Would you, or the person you care for, recommend this organization to another family member or friend needing this type of assistance?

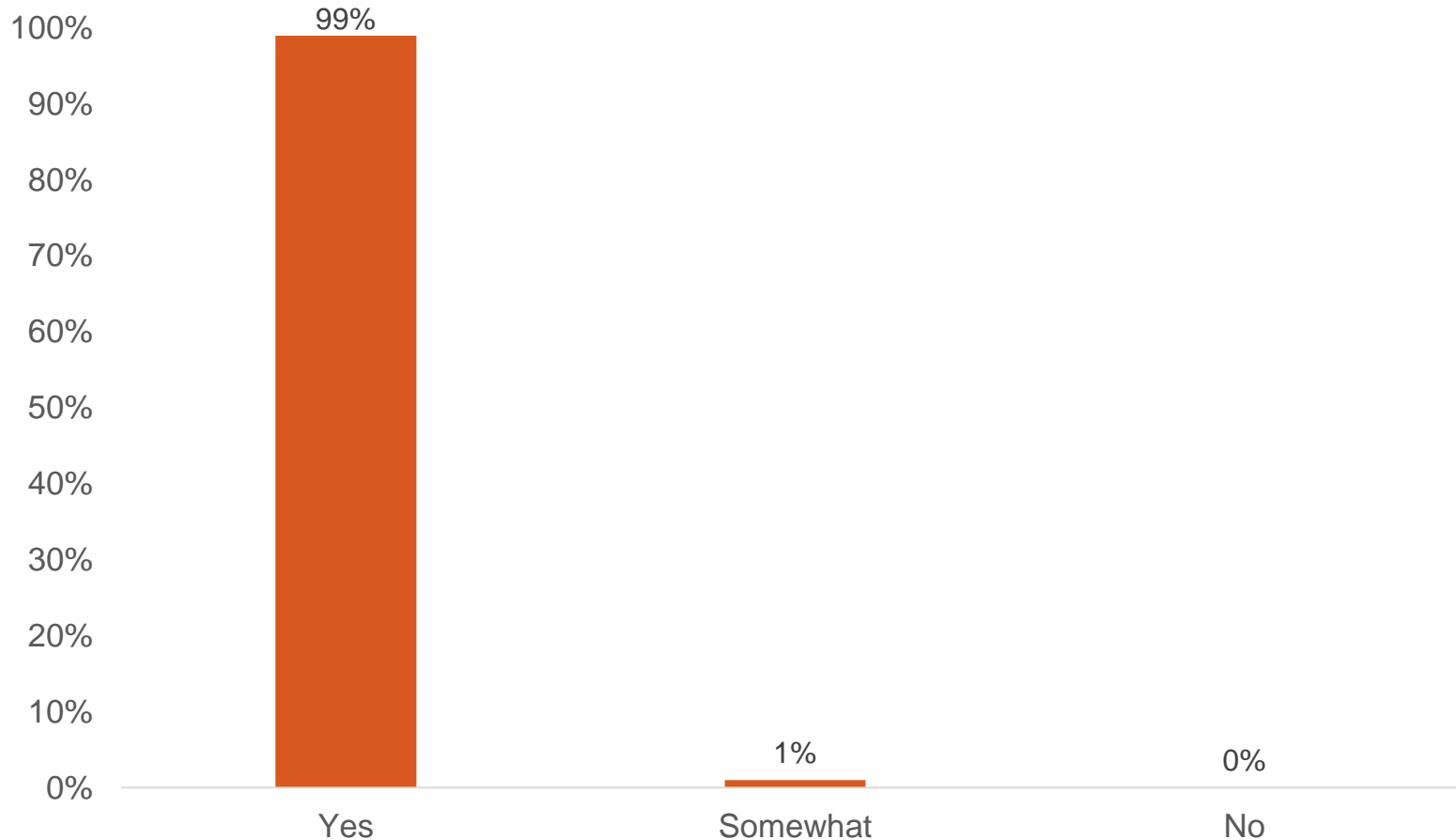


New Question: Did the help received from McCormick Dementia Services contribute with:

an increase in your social-emotional well-being (i.e. increase in social connections, decrease in social isolation)?

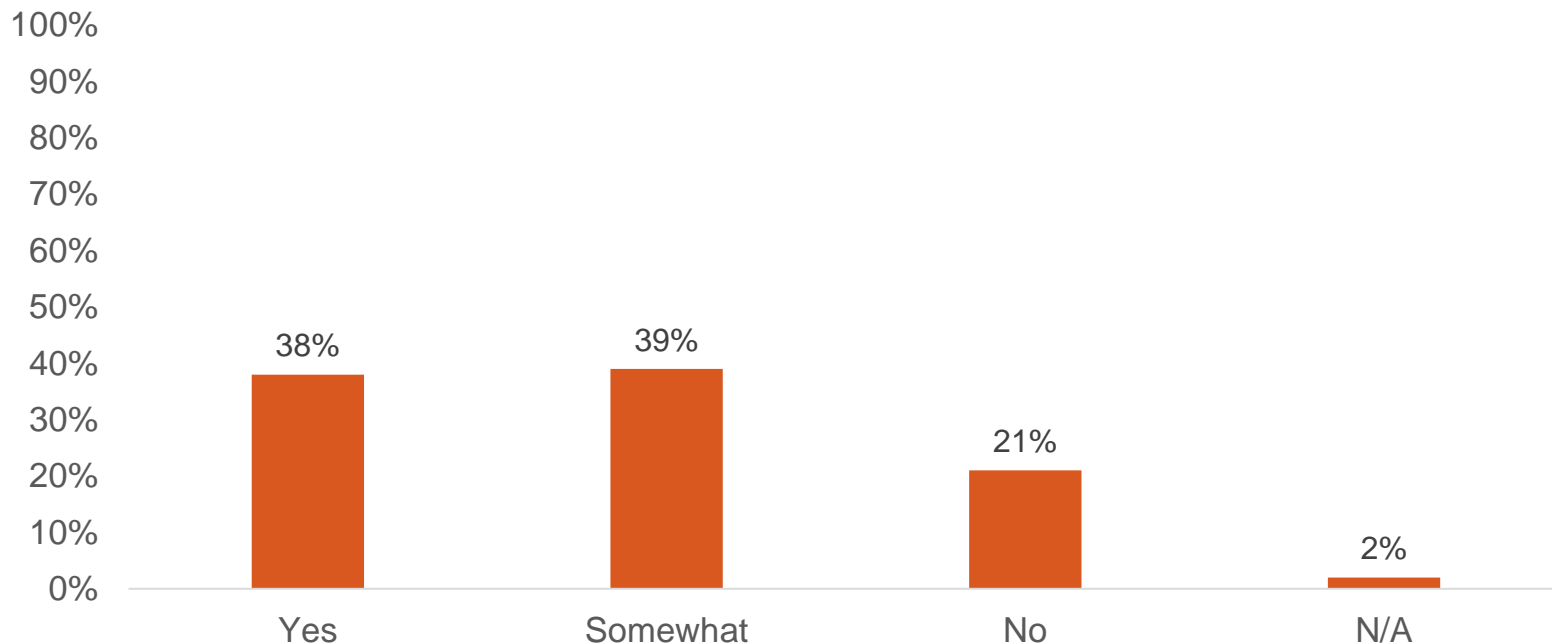


New Question: Did you feel safe and comfortable accessing the McCormick day program?



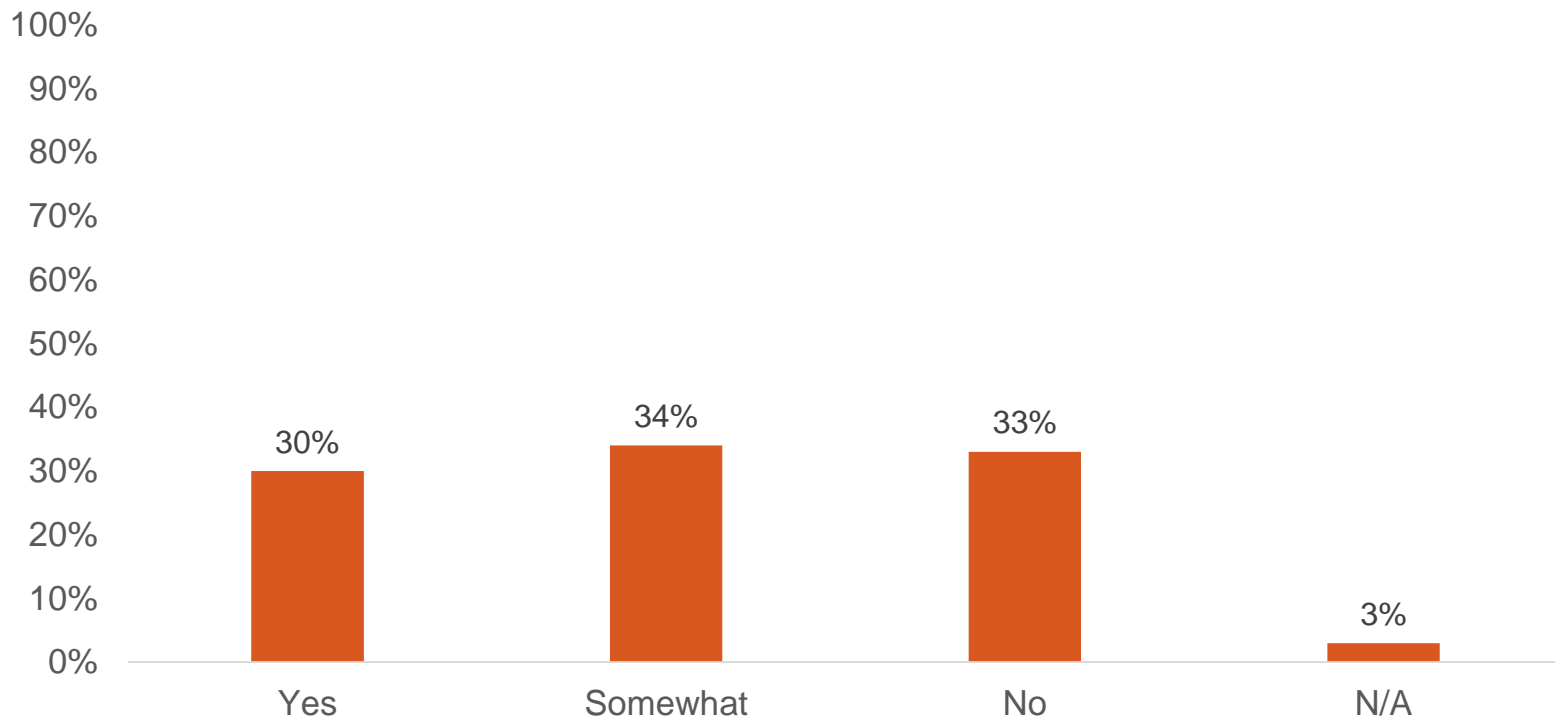
New Question: Please indicate your interest level in one-to-one educational support from the selection of day program professionals:

Social Work – private counselling, dementia education, system navigation, group offerings



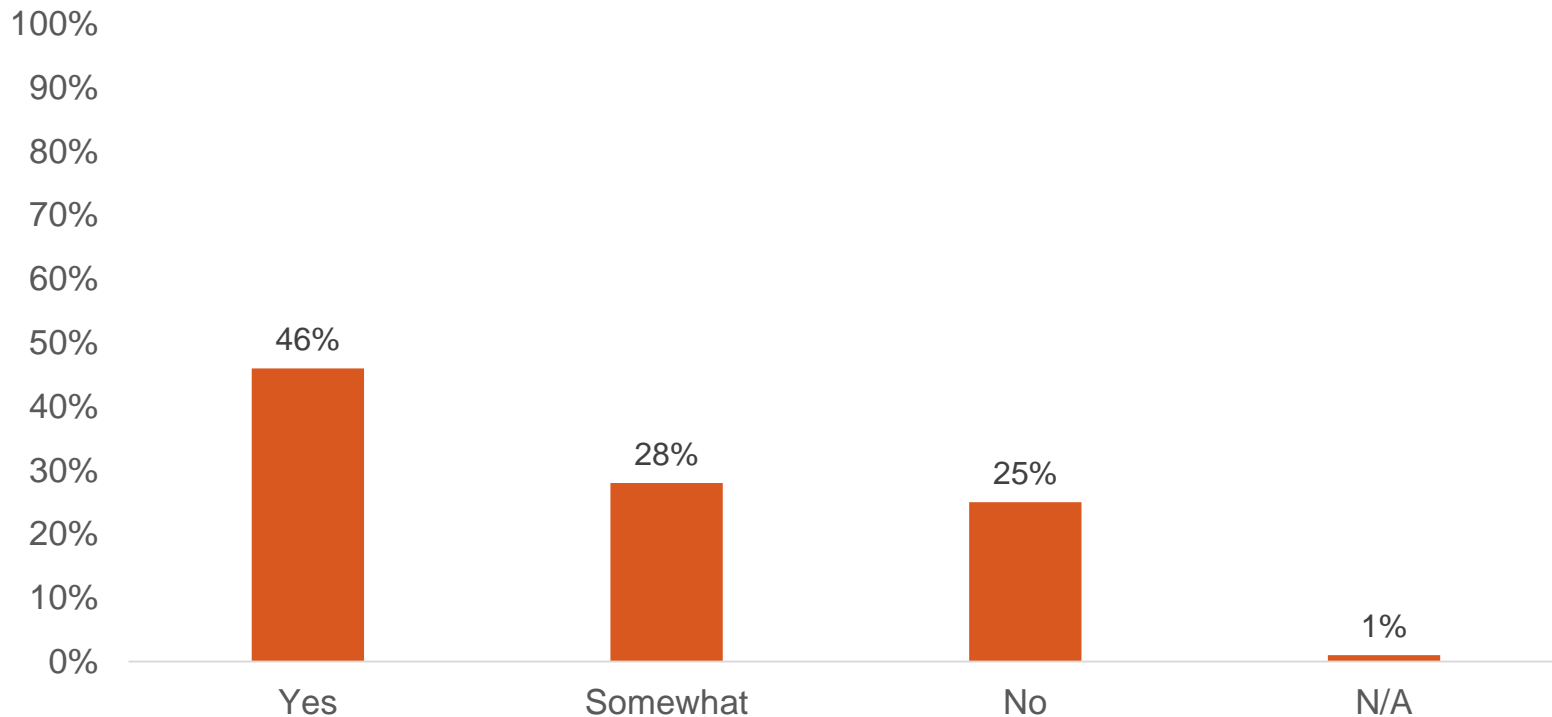
New Question: Please indicate your interest level in one-to-one educational support from the selection of day program professionals:

Nursing – personal care needs, changing physical abilities, medication



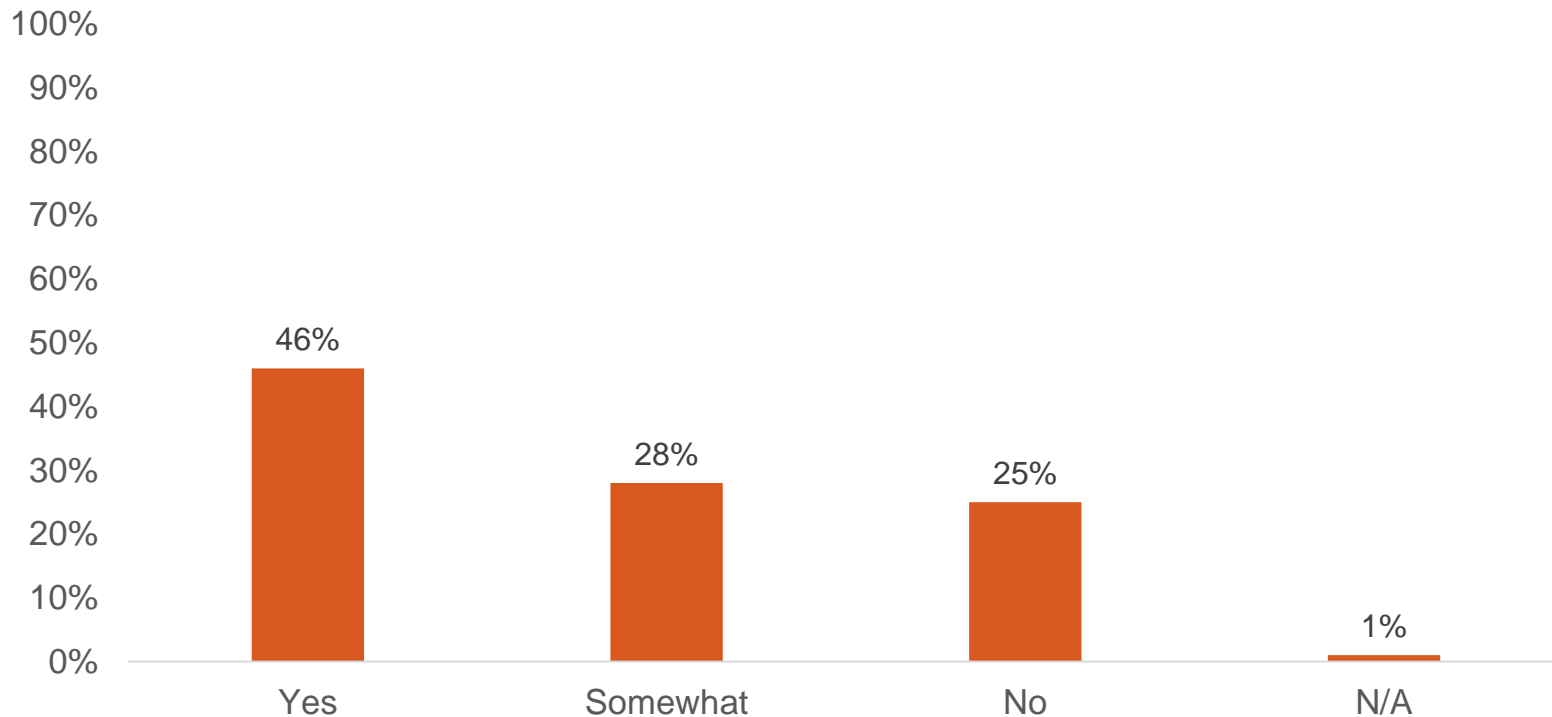
New Question: Please indicate your interest level in one-to-one educational support from the selection of day program professionals:

Recreation – types of programming offered,
suggestions for activities at home

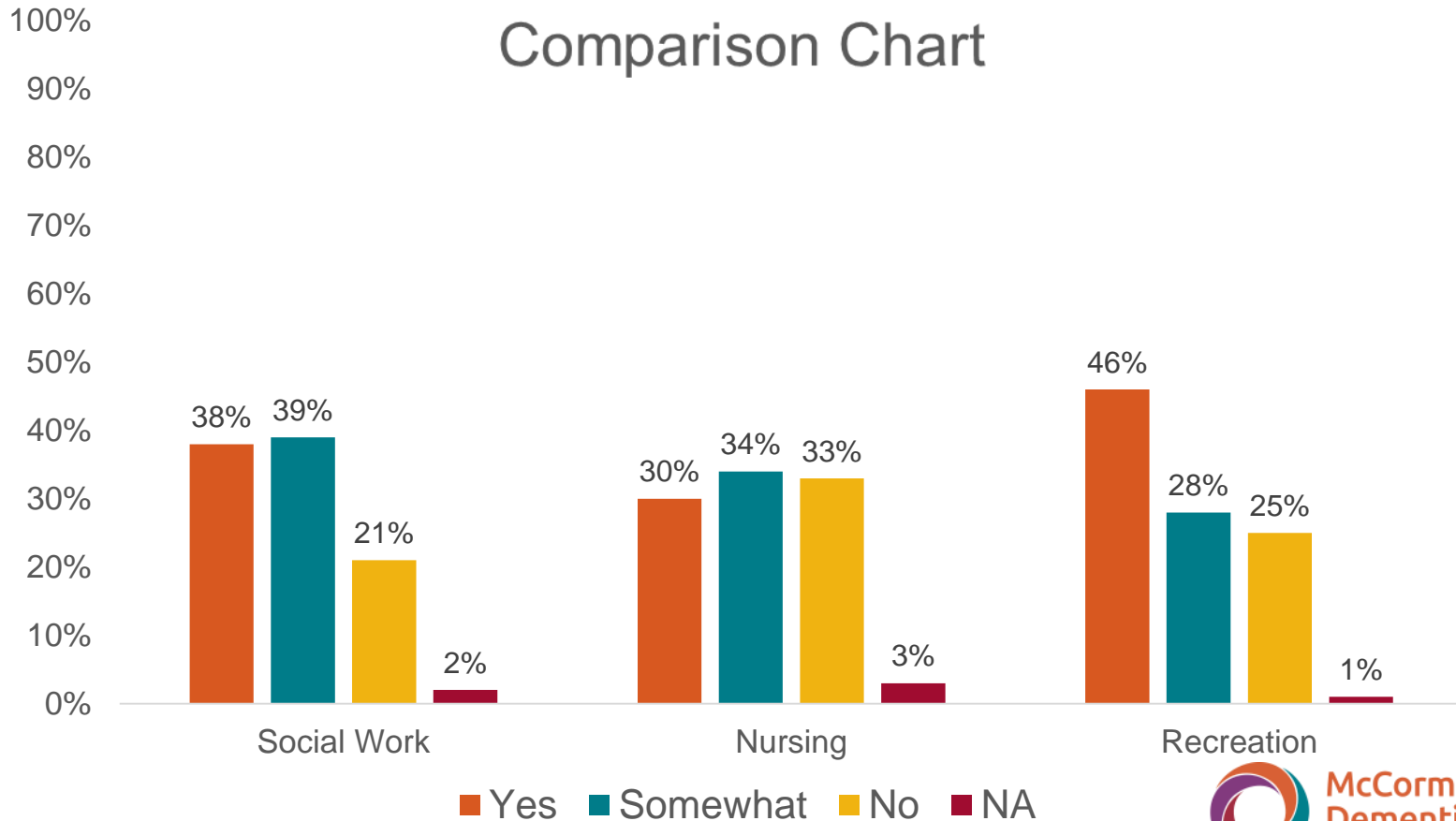


New Question: Please indicate your interest level in one-to-one educational support from the selection of day program professionals:

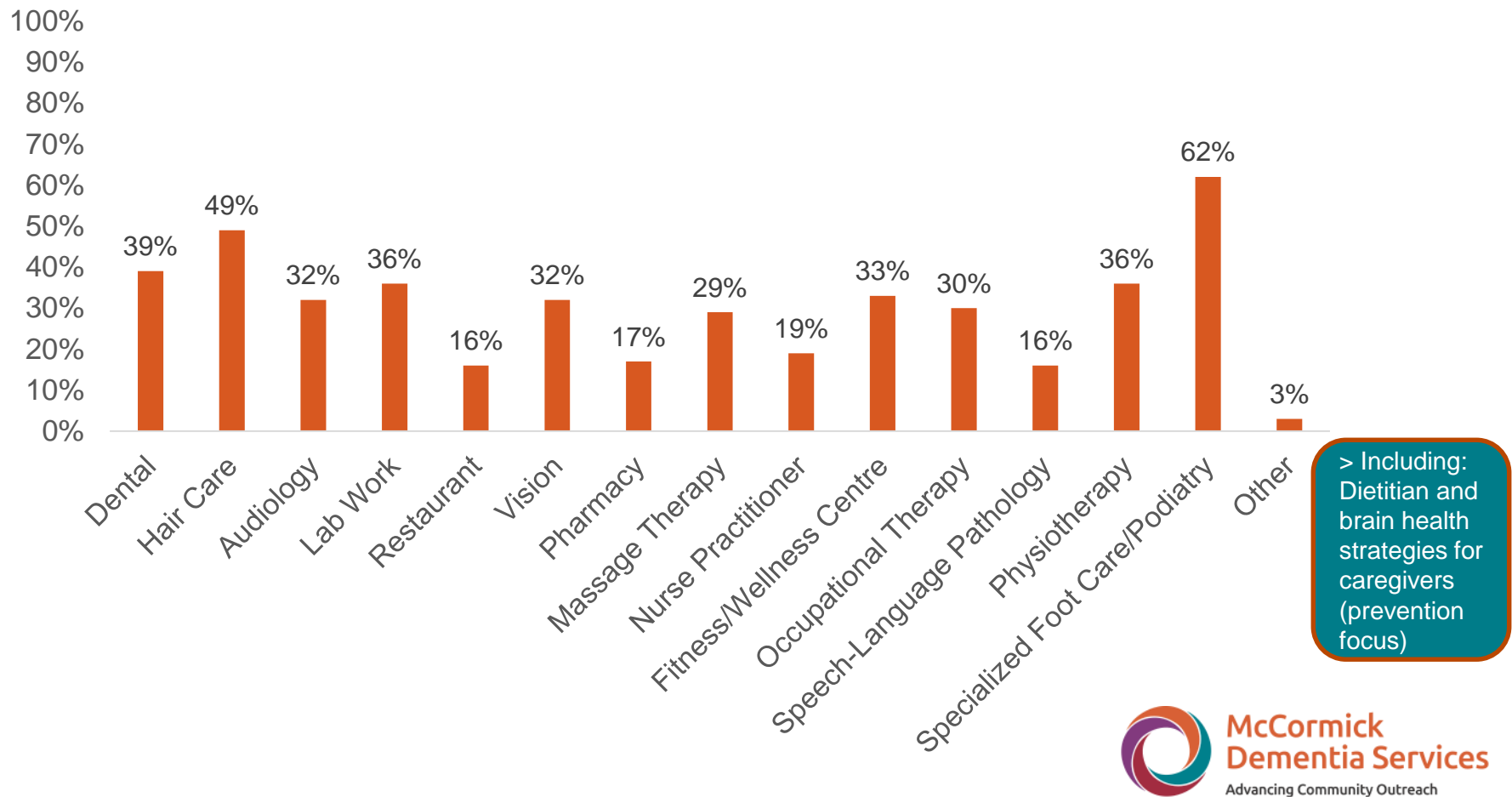
Recreation – types of programming offered,
suggestions for activities at home



Interest level in one-to-one educational support from the selection of day program professionals



New Question: If a dementia-friendly environment, with dementia training service providers, was available, which services would you be interested in utilizing?



General Feedback

Theme: Praise

- I am afraid my person would be in a nursing home by now, if it wasn't for the day program!
- Thank you for the wonderful care my person has received!
- We heard about the program through Parkwood, we are very happy we did.
- Thank you all for your excellent care of my husband and the support you gave me, his primary caregiver. I will be forever grateful.
- Thank you all for everything you do to make my mom feel like she can be herself. Every staff member is so caring in all levels of client and caregiver. Thank you.
- Wonderful program!

General Feedback

Theme: Praise

- As a caregiver I have been so impressed with the exceptional care and compassion we have received from everyone we have encountered.
- We feel blessed to be able to participate in the program and it has made a significant improvement in quality of life for both caregivers and client. Thanks for all the TLC!
- My person is in a good mood when he gets home from the day program, told me he has had a good day but doesn't remember one thing he has done.
- Thank you, your service and care are valued.
- An amazing change in my mother, much happiness and looking forward to her next visit.
- No but thank you.

General Feedback

Theme: Praise

- Wonderful program and people! Thank you all!
- Keep up the great work.
- Thank you very much for the excellent care, kindness and compassionate care.
- You provide an excellent program absolutely. No concerns
- Great program. 100% happy with program.
- Overall my husband really looks forward to day program. He likes the people and staff. If he can't remember anything else he knows when he's going to day program, haha.
- Please know how very grateful we are to have such an outstanding program with excellent care and diverse programs.

General Feedback

Theme: Praise

- I continue to be impressed with the services provided by the staff as McCormick's. My husband is at his best when I pick him up from your facility. He is communicative, at his most lucid. While we wait for a long term care placement your program helps support us both through challenging times. We are extremely grateful for the many supports you provide, including the respite stay program, which has helped me as caregiver maintain my sanity and my sense of balance as the disease increases its challenges.
- Found all people involved to show they care very much about the clients and how best to help them
- This service has been very beneficial for me.
- As we don't know what the future will bring. I am not able to answer right now.

General Feedback

Theme: Praise

- Wonderful program. Thank you to everyone involved and your dedication to the individuals and support that use the program.
- McCormick provided the client with individualized help and support, always with respect, dignity, and love. Thank you!
- As a caregiver I am so thankful for your staff and services provided! You all go over and above, right from the top down! The only thing my husband complains about is sometimes the quality of the meals.
- My wife started at McCormick this past August I cannot say enough about the staff. From our first meeting we have both been so impressed with all the help and attention to detail.
- No just thankful you're here.

General Feedback

Theme: Praise

- I notice my husband is more social on the drive home from a day at McCormick. He actually talks to me instead of mumbling.
- When my person is there at the Day Program Tues, Thurs and Fri I know he is getting good stimulation and is safe and I can get some work done around the house, bills get paid and I don't have to be watchful every minute. I'm very thankful for this program.
- Being a care giver is a full time job!! Who knew! Thanks for a day of freedom.
- Very excellent care with McCormick. All staff are very friendly, courteous and helpful.
- My wife is quite advanced with Alzheimer's and your program is the best thing that has happened since she began.

General Feedback

Theme: Suggestions

- Painting/Art
- I would like to have more info regarding my spouse's involvement in the day program such as: does he participate, does he socialize, is he happy and so forth
- Increased brief communication about day program experience for example: bowel movement, tired and used lounge chair
- Would like to have pet therapy more often (I think coming once a week, she doesn't get it very often)
- Some kind of reporting or feedback regarding client's day - such as participation mood etc. would be appreciated.
- I would love to get suggestions on what types of devices I can obtain to assist her in her home.