



**McCormick
Dementia Services**

Advancing Community Outreach

Client Satisfaction and Experience Survey Results Comparative Analysis 2023-2025

2025 Survey Snapshot

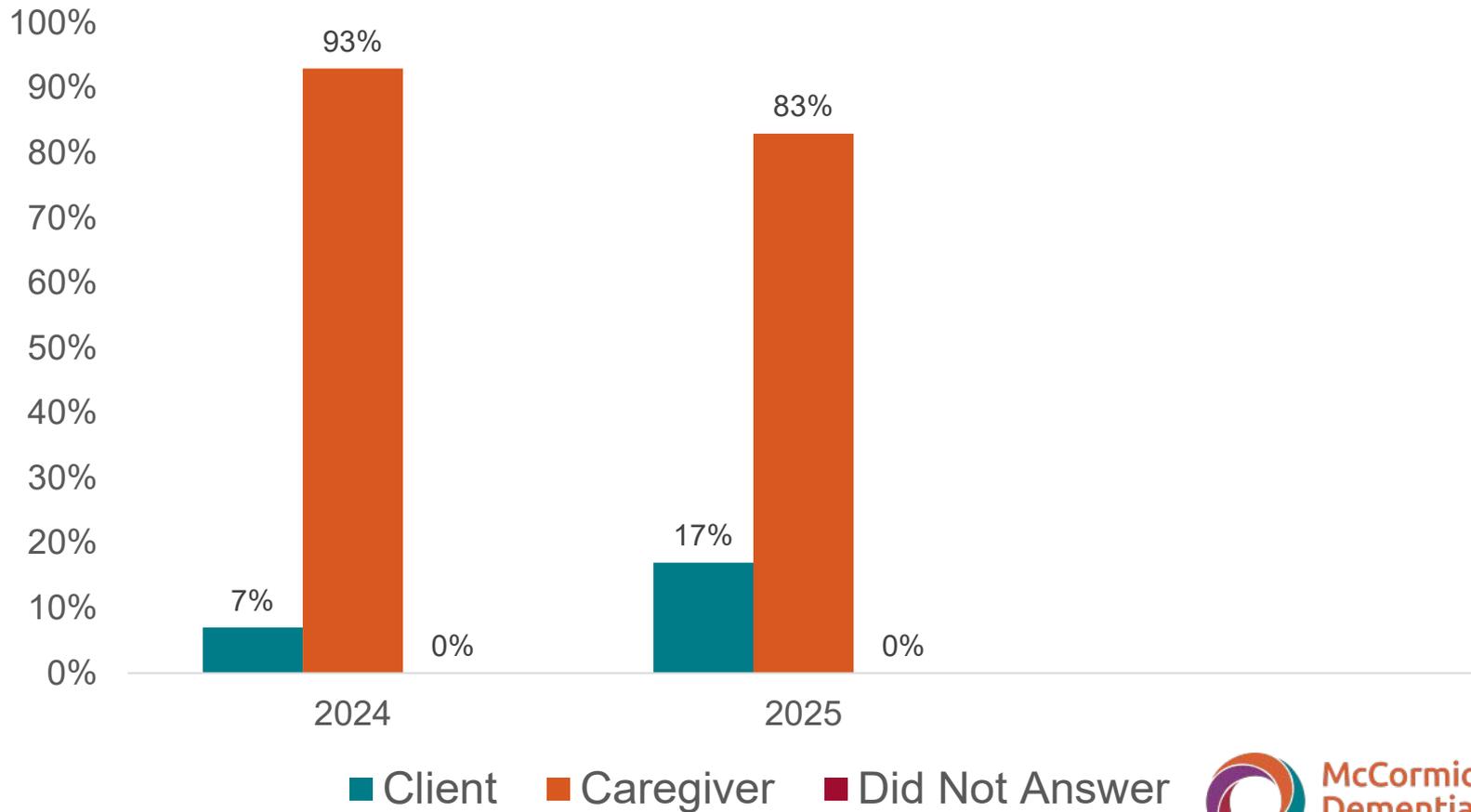
170 surveys sent 81 surveys returned 48% response rate

Survey shared by sending hard copies home with day program clients. **This year's survey was distributed during the mail strike, no postage paid envelopes were provided, this might have influenced the return rate.**

11 standard questions for annual comparison

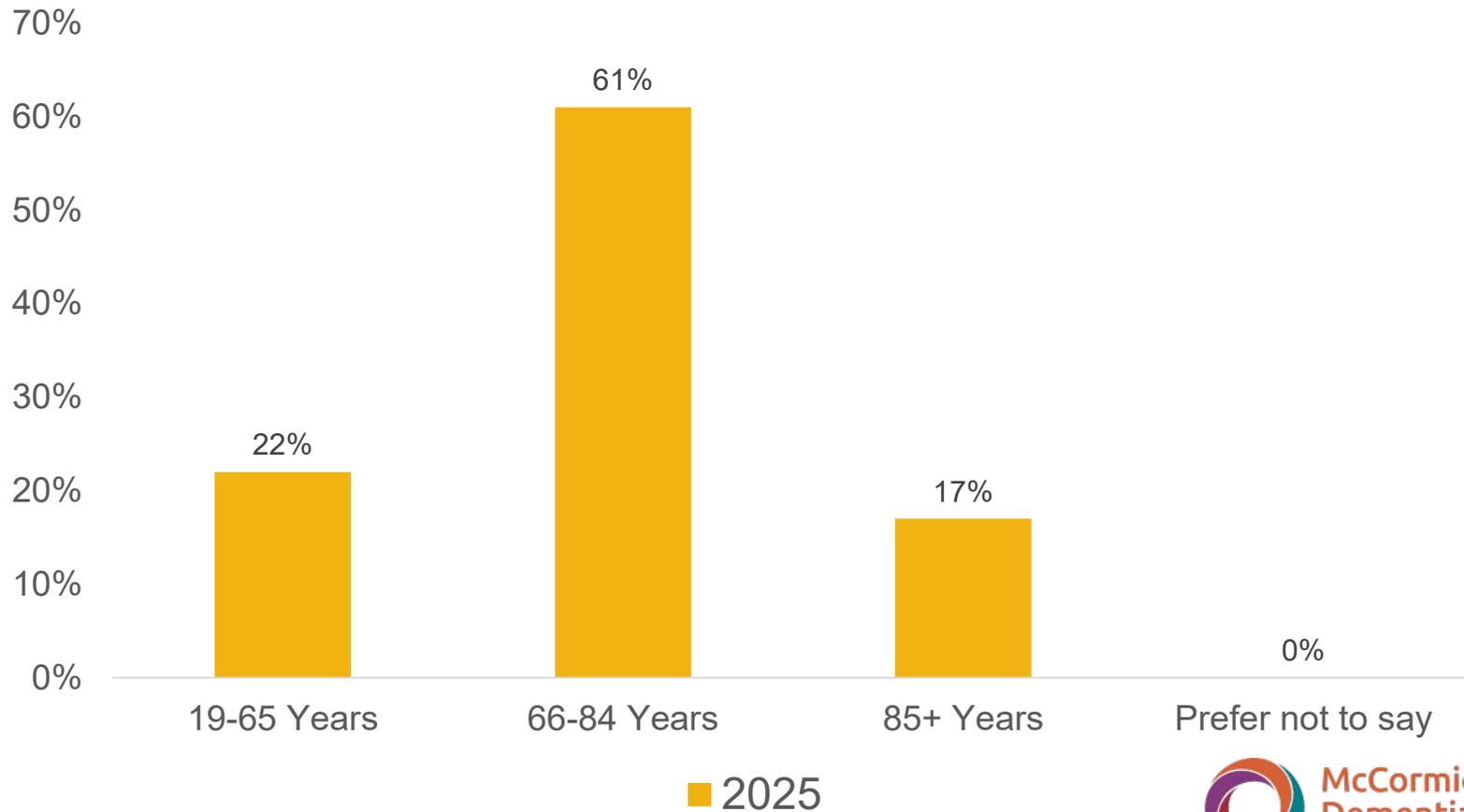
New unique questions focusing on additional programming, cultural considerations and general feedback

Who is taking the survey?

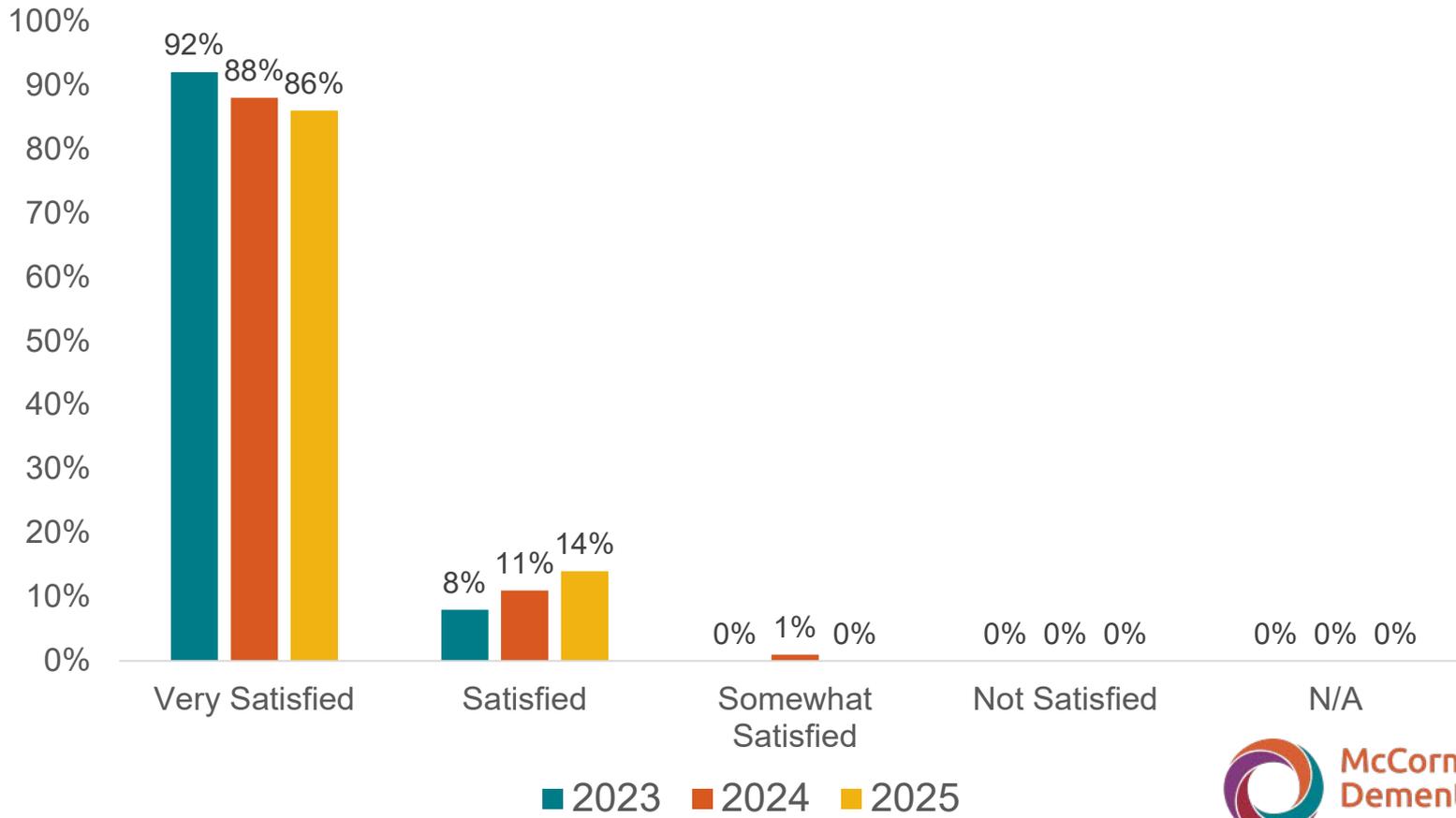


■ Client ■ Caregiver ■ Did Not Answer

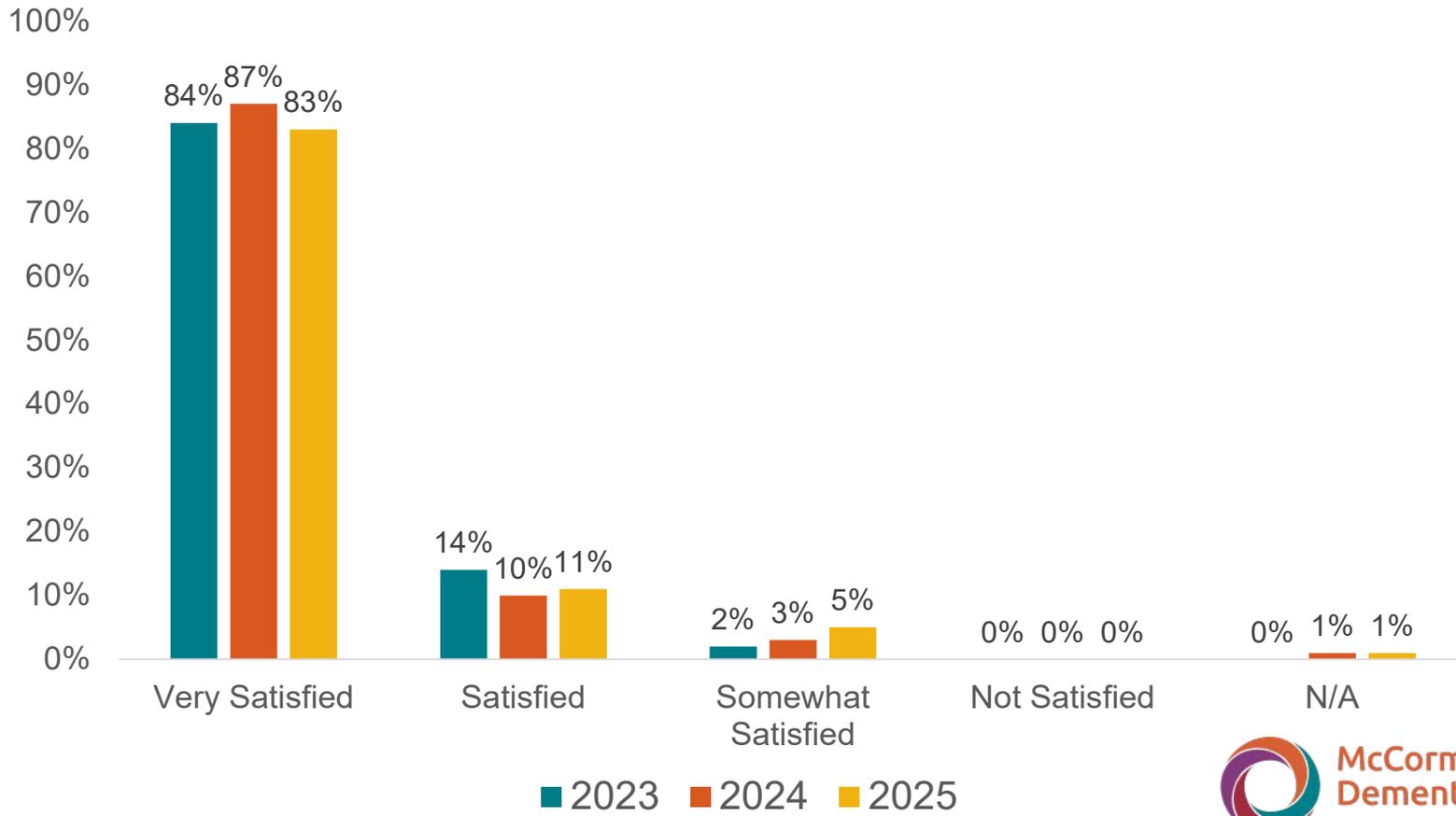
New Question: Age



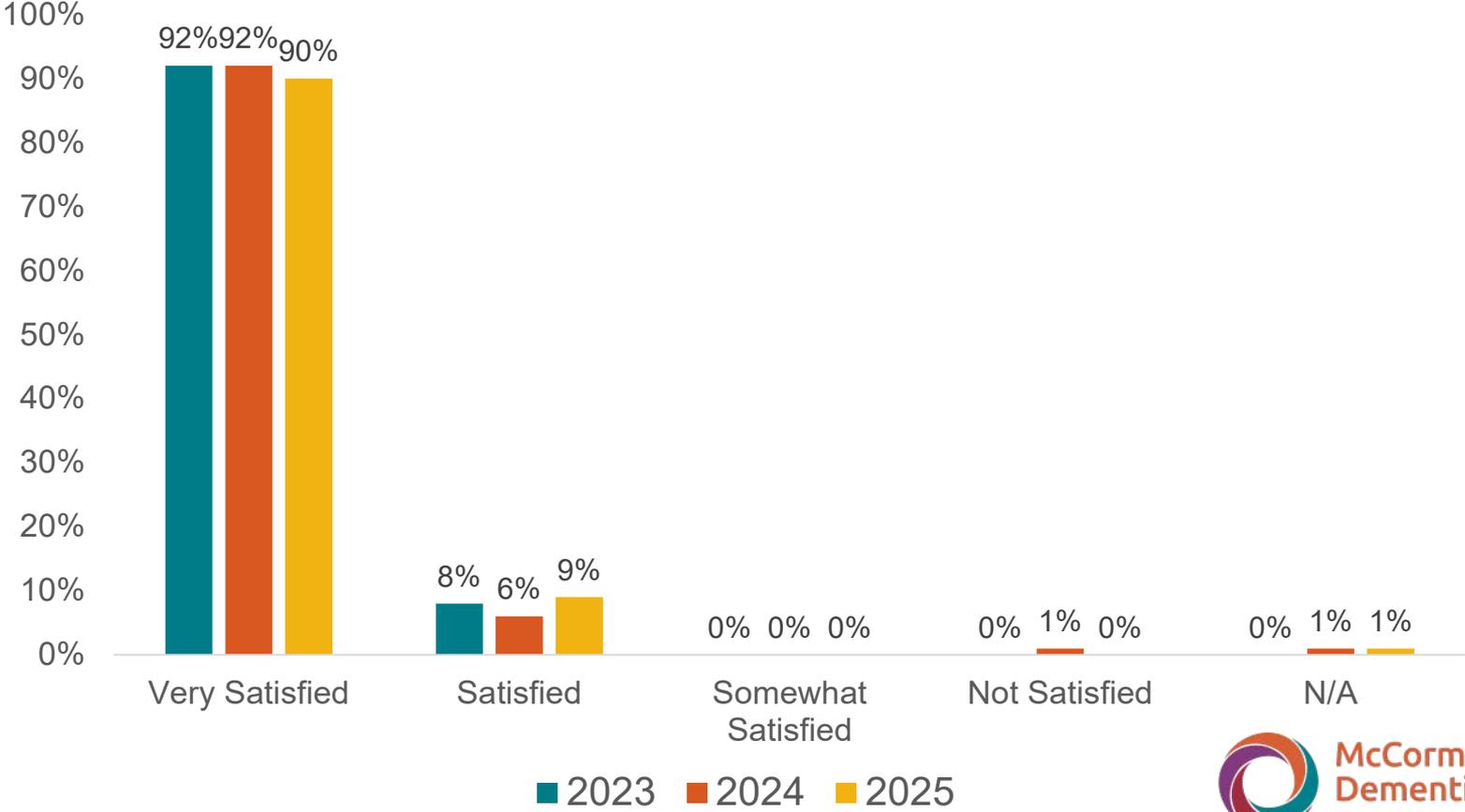
Satisfaction with overall help received from the program and services



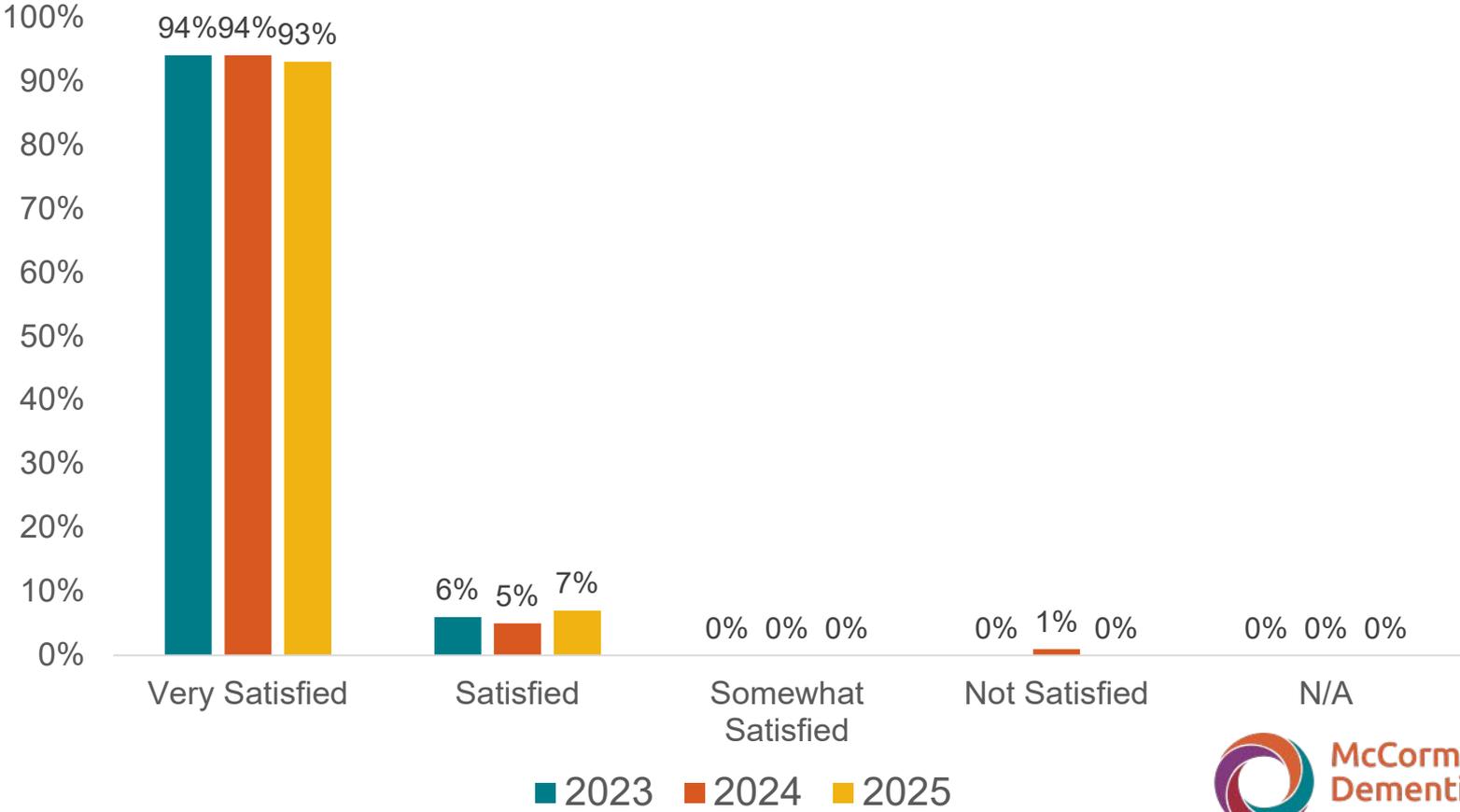
Satisfaction with general communications from the organization about the program and services



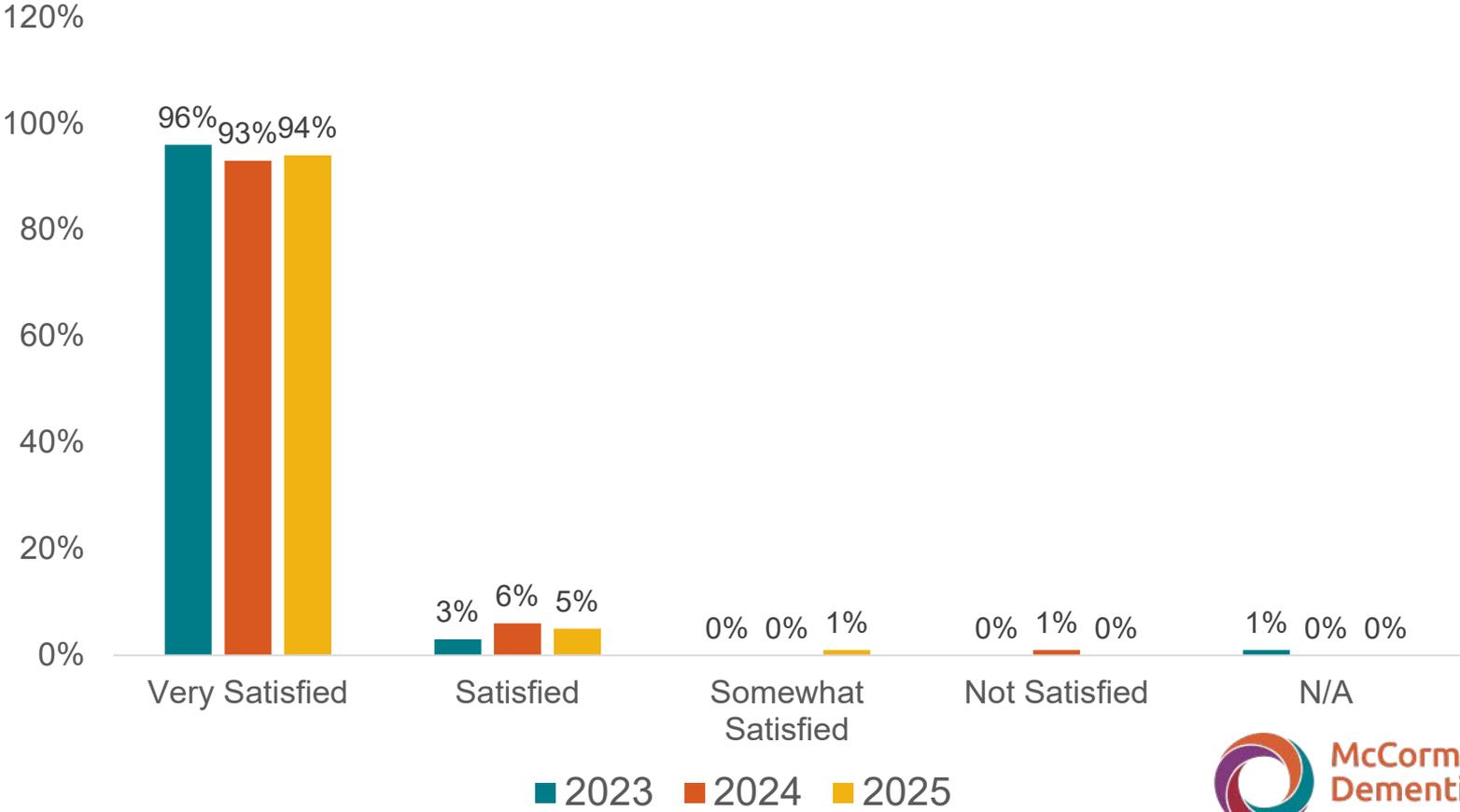
Satisfaction with the organization's promptness in response to inquiries or concerns



Satisfaction with the helpfulness of staff

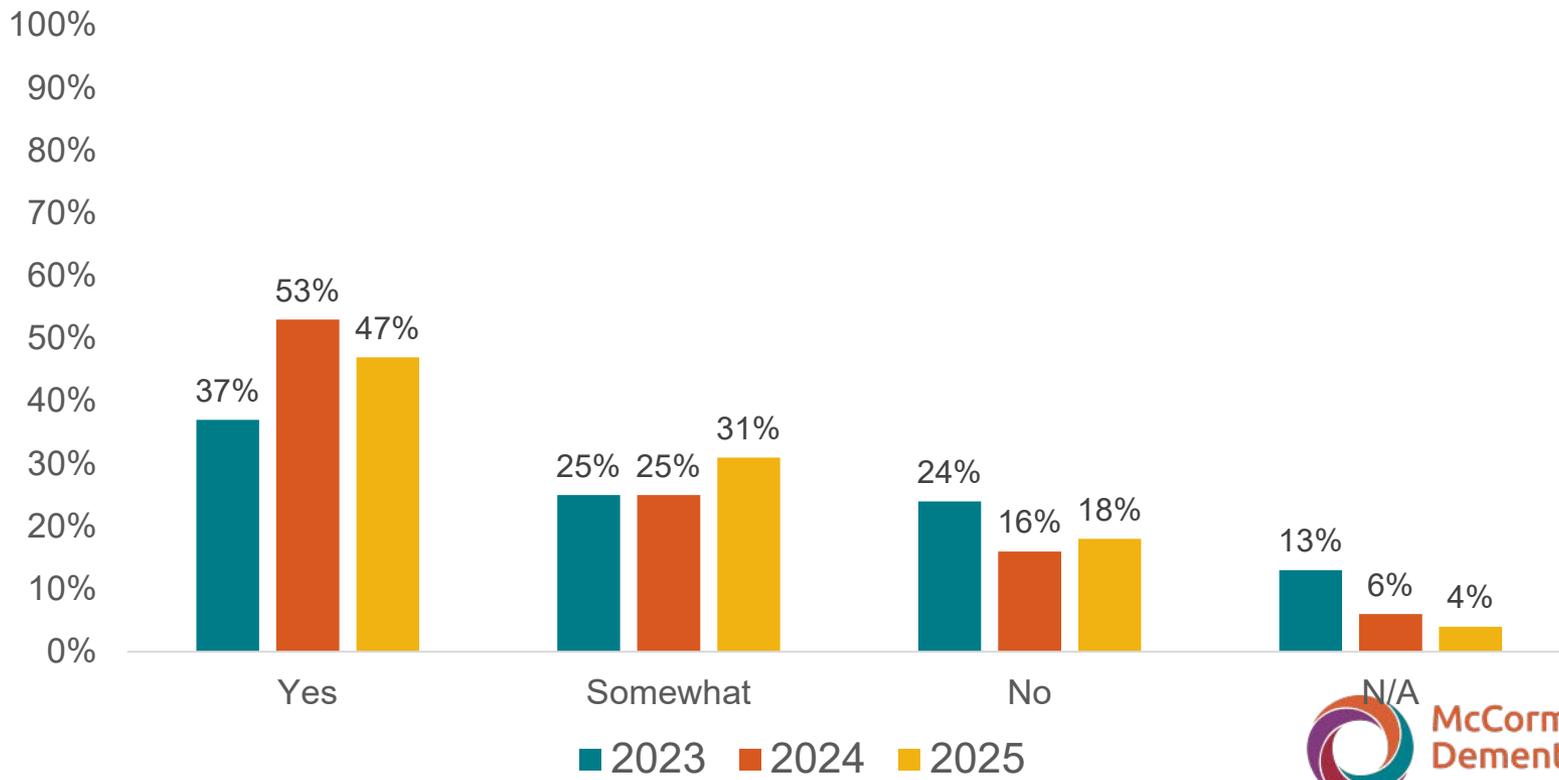


Satisfaction with feeling treated with dignity and respect



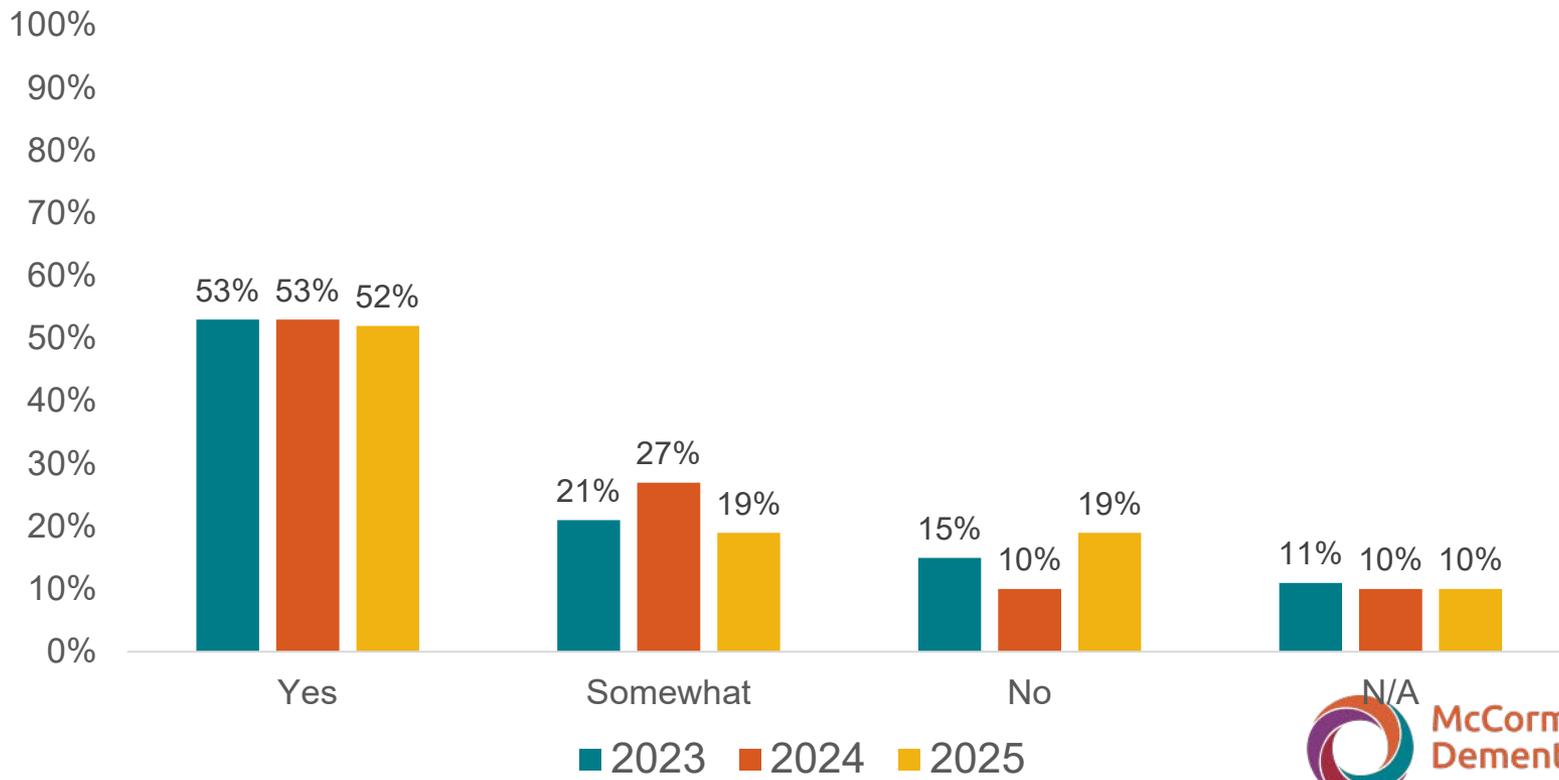
Did the help received from McCormick Dementia Services contribute with:

Independence



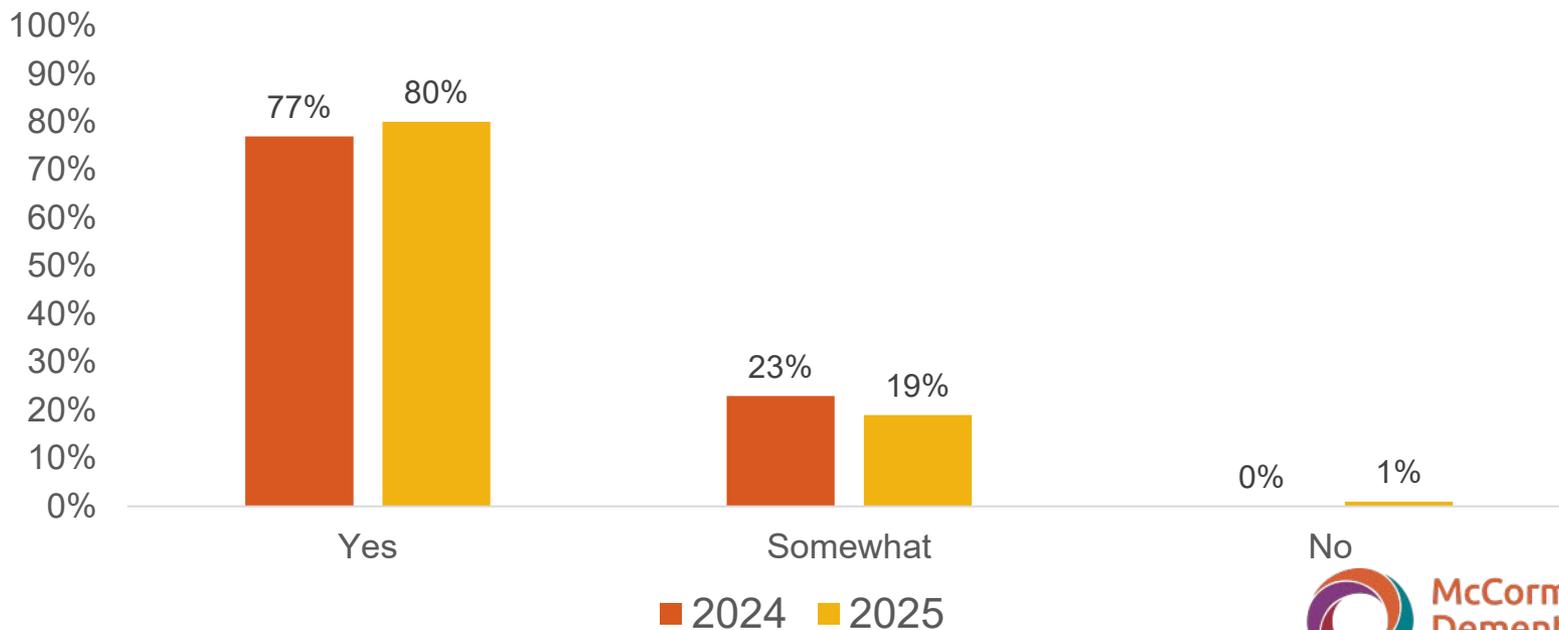
Did the help received from McCormick Dementia Services contribute with:

Ability to Stay at Home



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)?



Contribution Feedback

Theme: Reduced isolation for clients and caregivers

- Caregivers appreciate time for errands, work, and self-care while clients attend the program.

Theme: Emotional benefits

- Comments highlight improved moods, sense of safety, and peace of mind for families.

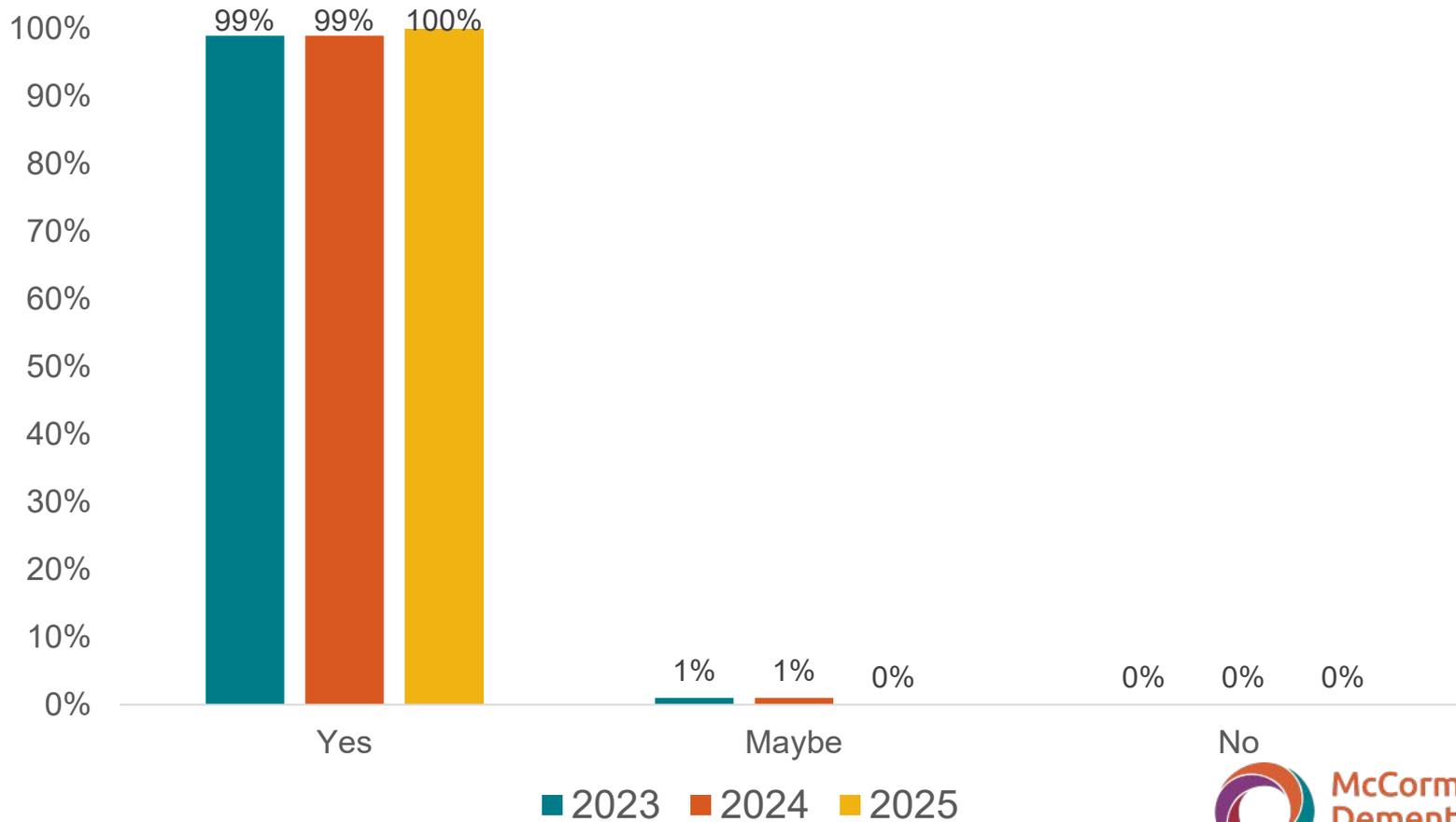
Theme: Support for caregivers

- Mentions of support groups, education sessions, and stress relief.

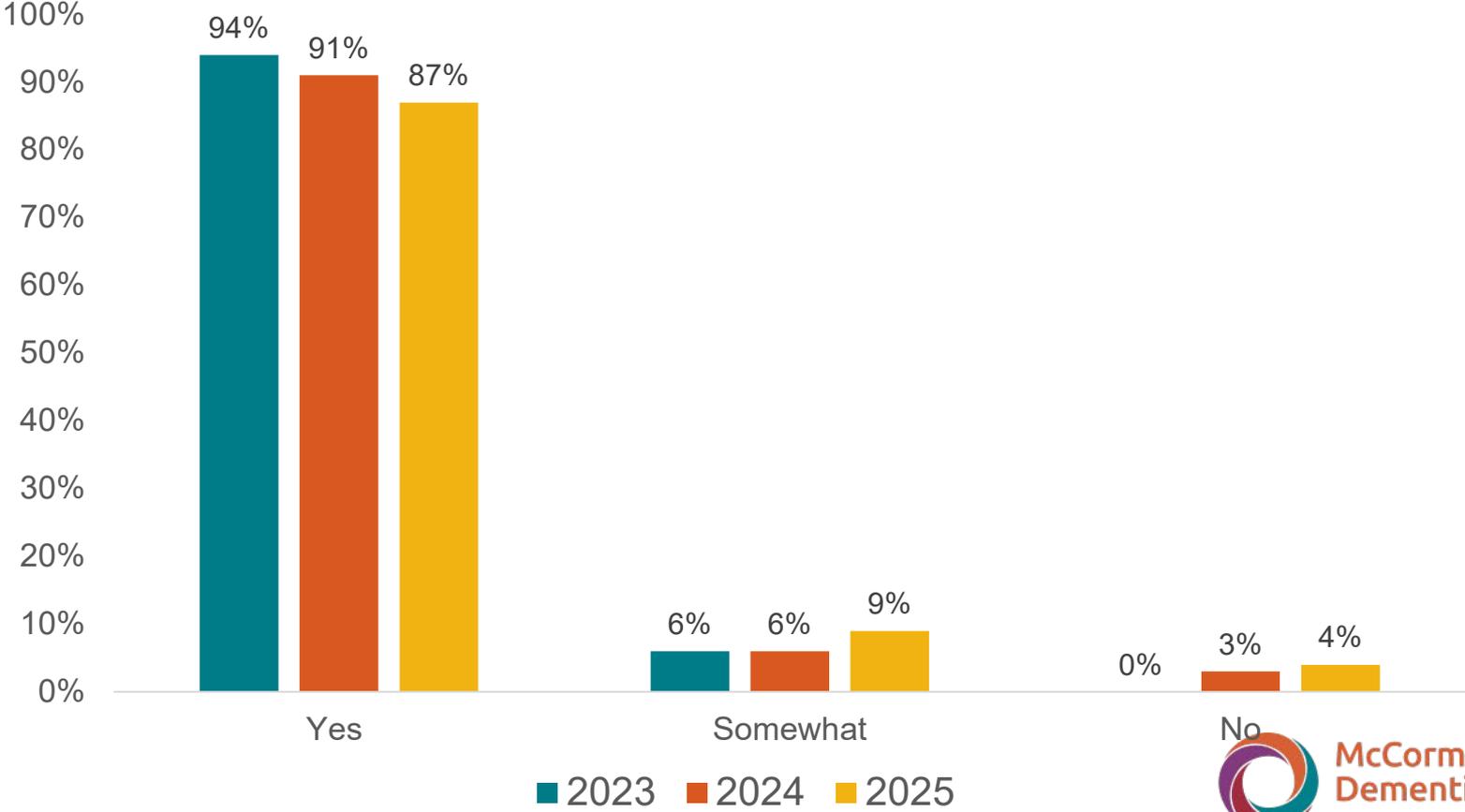
Theme: Desire for activity transparency

- Some caregivers want activity schedules posted to help clients recall and share experiences.

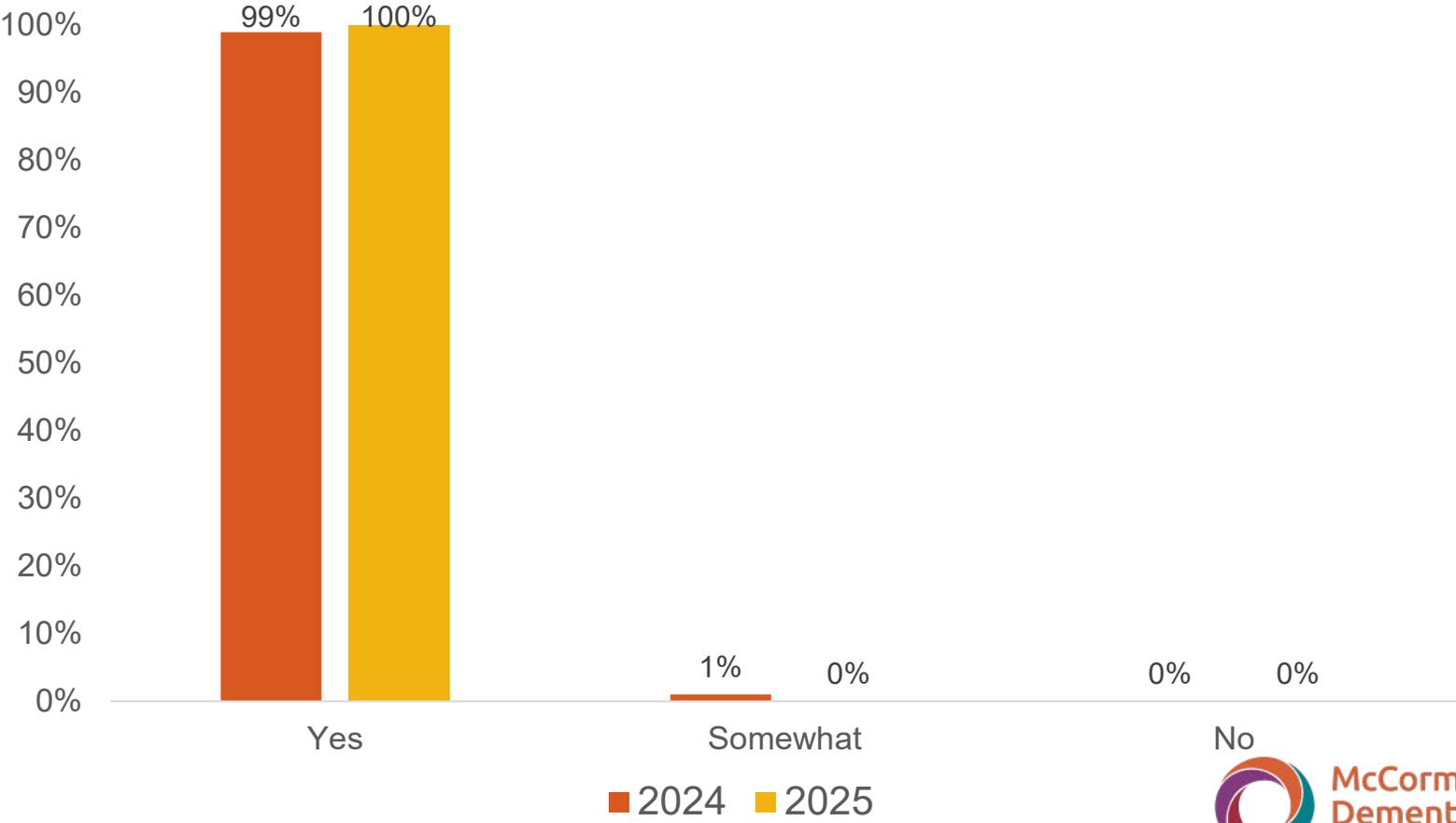
Would you, or the person you care for, recommend this organization to another family member or friend needing this type of assistance?



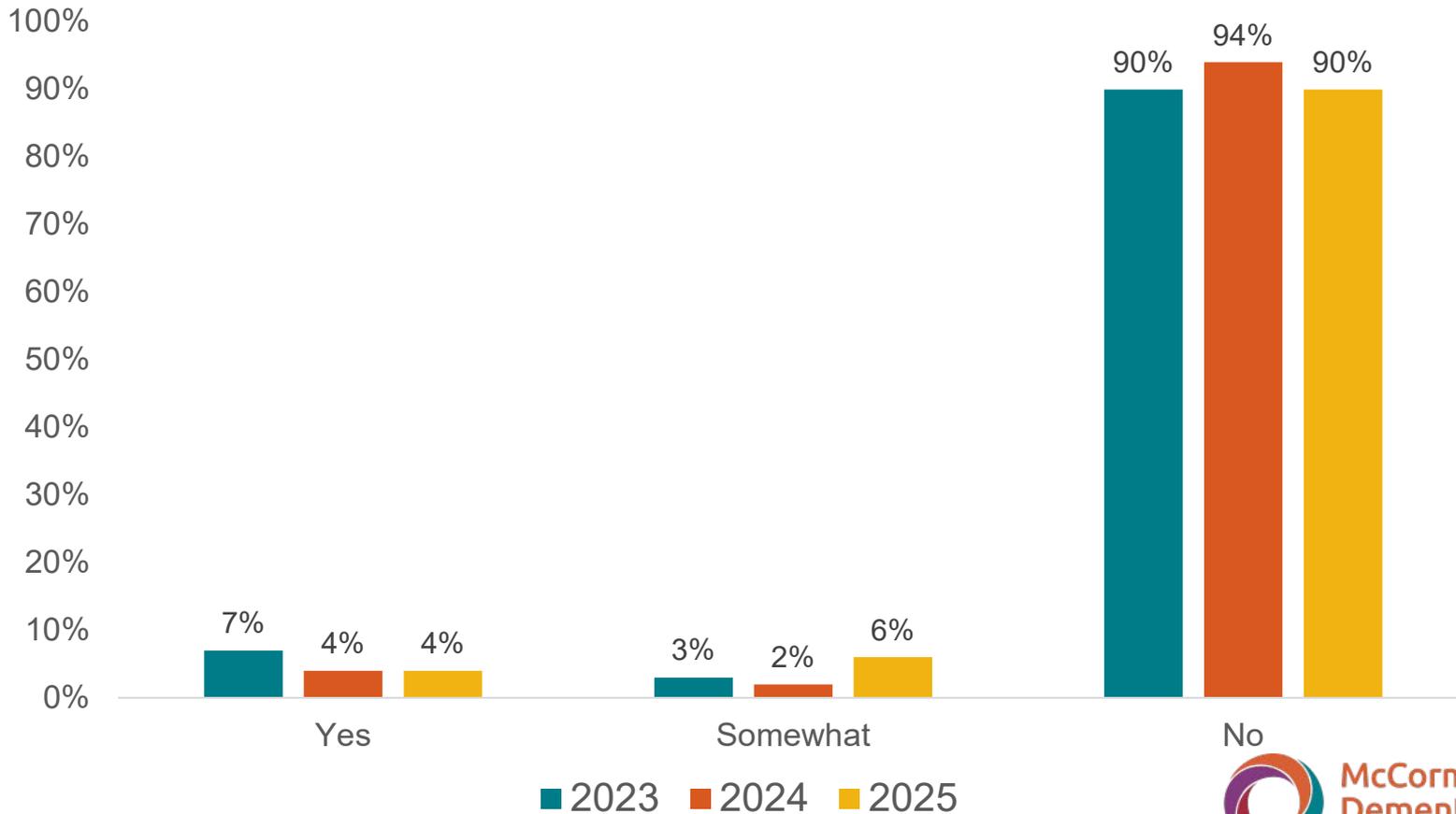
Were you involved as much as you wanted to be in decisions about your care and services?



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



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

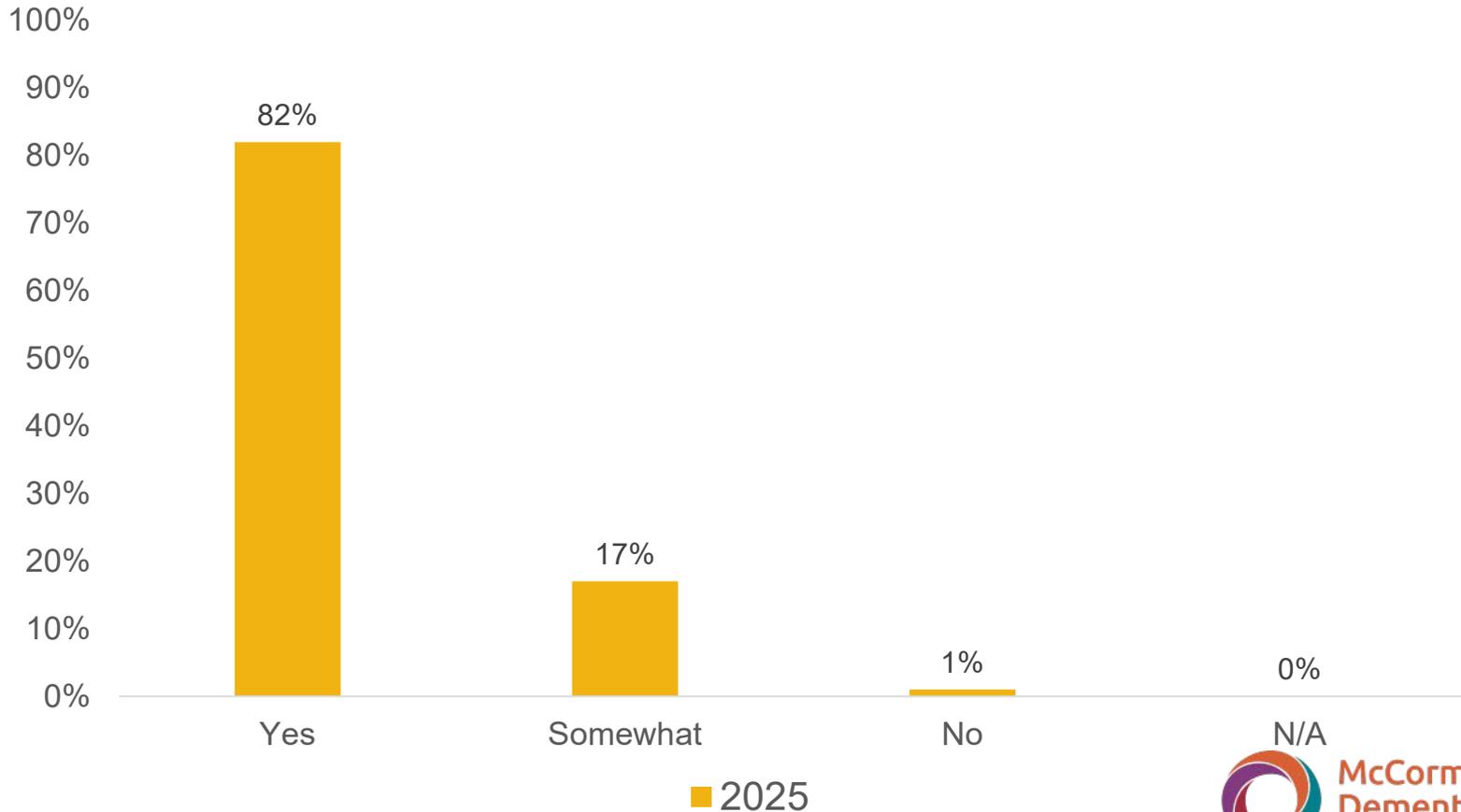


Access Feedback

Theme: Wait times and access barriers

- Mentions of long waitlists and delays in getting into the program.
- Occasional memory-related challenges (clients forgetting to ask for assistance).
- Positive word-of-mouth but slow onboarding process.

Unique Question: Do the day program's meals meet the client's cultural or dietary needs?



Cultural Preferences Feedback

Theme: Dietary restrictions and health considerations

- Requests for low sodium, low calorie, and diabetic-friendly options.
- Avoidance of certain foods (e.g., no onions, no beef/seafood for gout).

Theme: Food quality and temperature

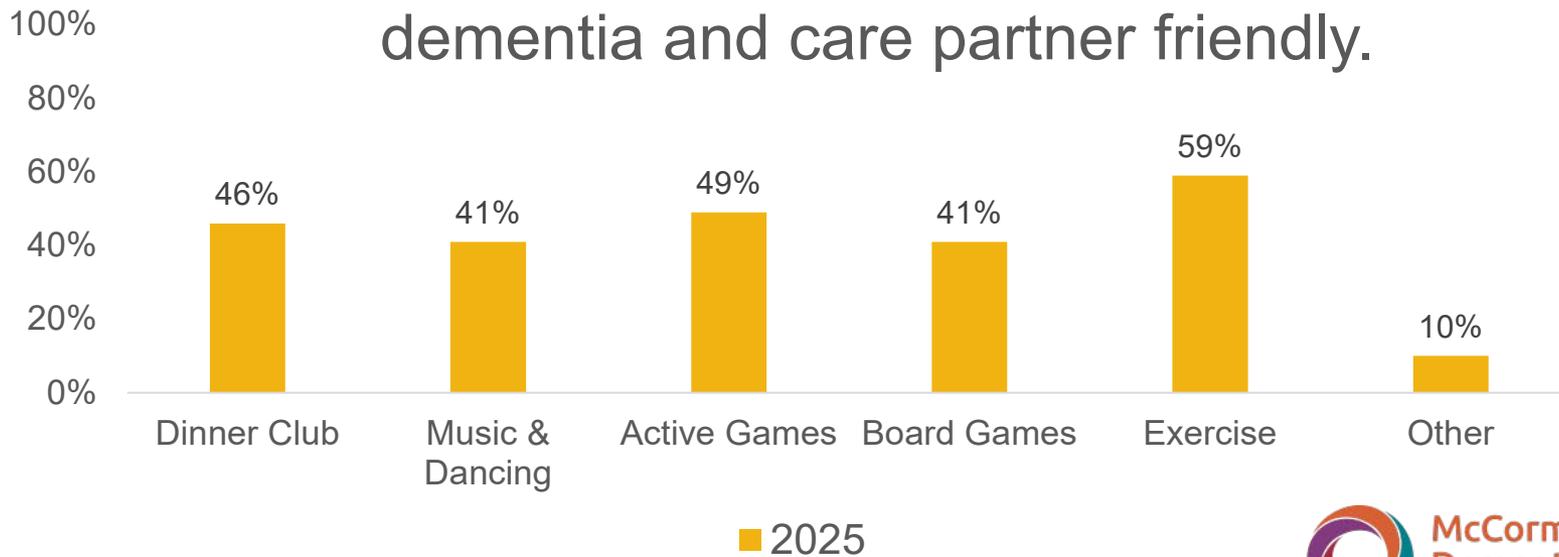
- Desire for warmer meals, hot drinks, and fresh salads.

Theme: Communication and transparency

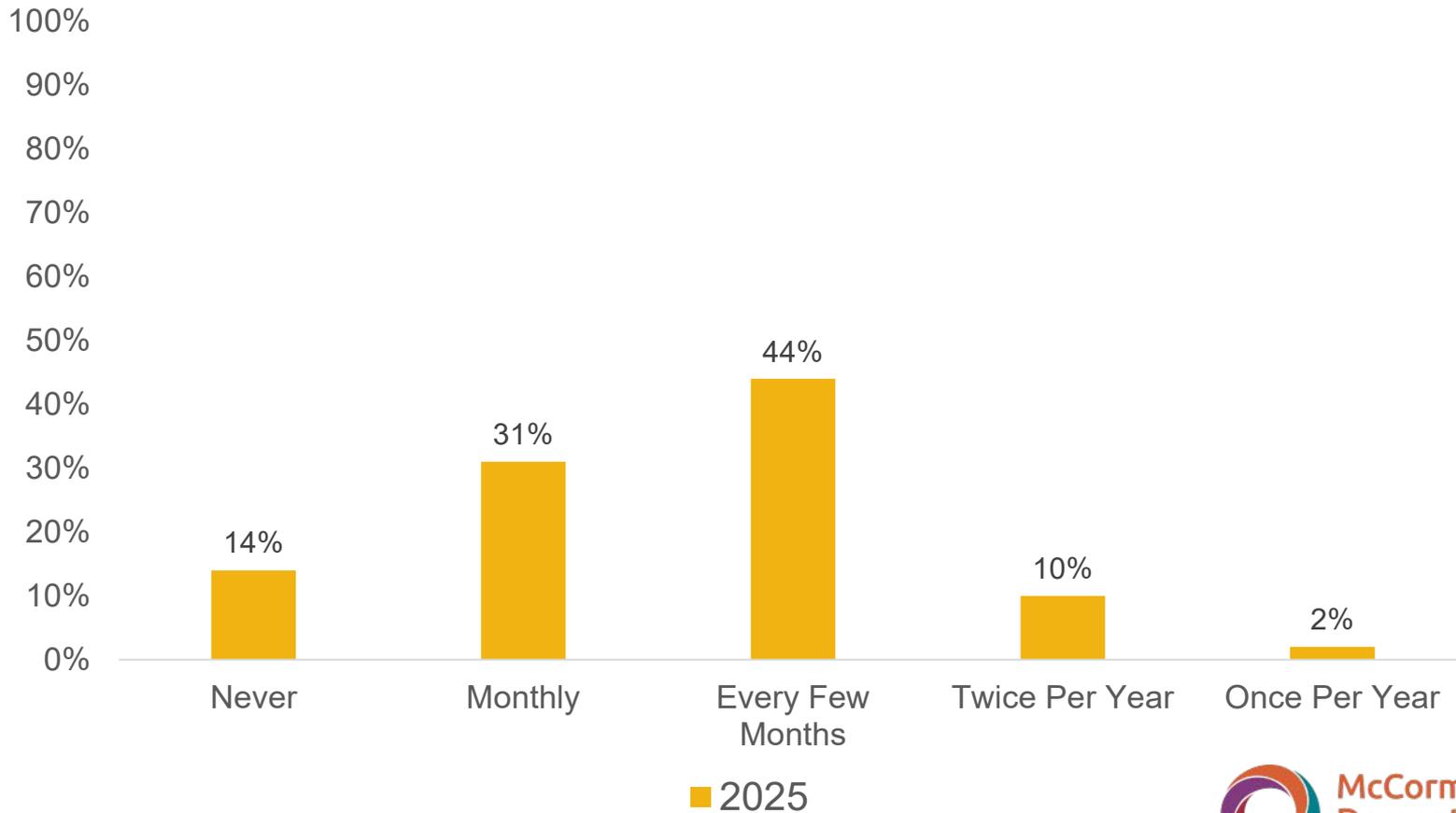
- Multiple comments asking for weekly menus via email or posted on-site.
- Caregivers want meal details to support clients at home.

Unique Question: If we were to facilitate occasional opportunities for clients and care partners to attend a scheduled event or program together, what types of events would you consider?

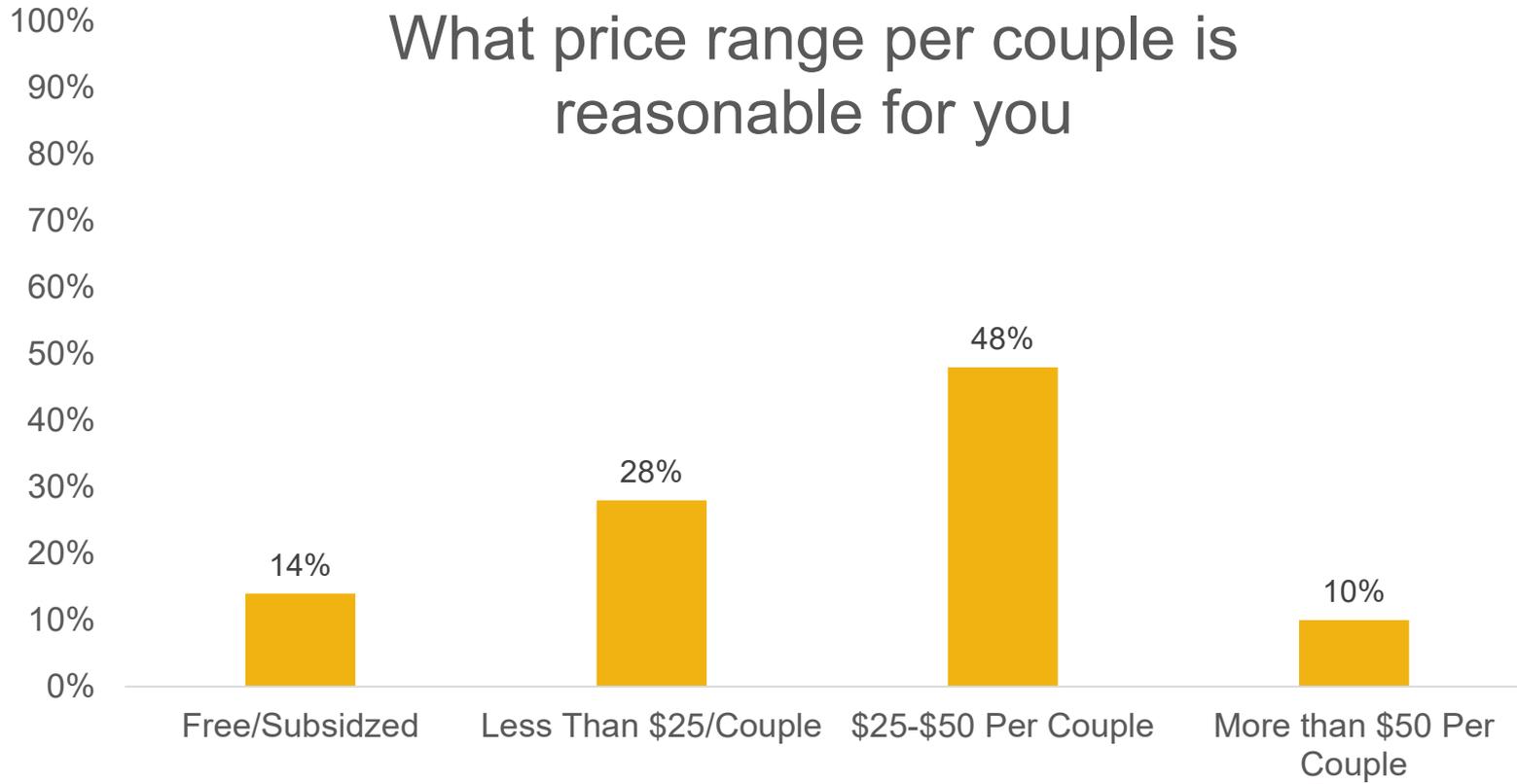
These activities would be facilitated and supported by trained staff and volunteers, in a suitable environment, and adapted to be dementia and care partner friendly.



Unique Question: How often would you participate?

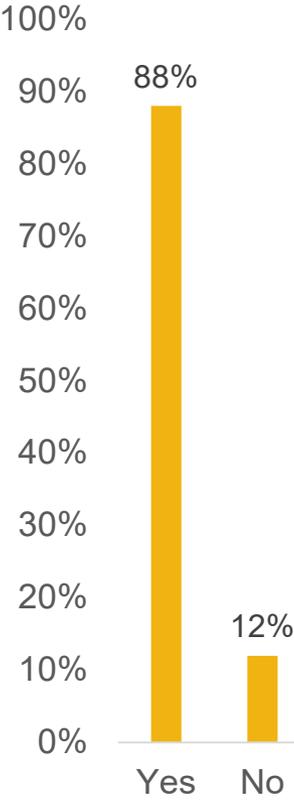


Unique Question: There would be a fee associated to help cover staff time and related expenses.



■ 2025

Unique Question: Do you have access to transportation to participate in these events?



■ 2025

New Programming Feedback

Theme: Social and recreational engagement

- Popular suggestions: Dinner clubs, music and dancing, board games, modified active games (mini putt, bowling), exercise programs (yoga, seated fitness).
- Additional ideas: crafts, bingo, day trips, walking programs.

Theme: Familiarity and convenience

- Strong preference for McCormick location.
- Some openness to other central locations or restaurants for day trips.
- Emphasis on reasonable proximity and accessibility.

General Feedback

Theme: Gratitude and positive feedback

- Many responses express thanks, appreciation, and describe the program as a lifesaver.

“Thank you for a great program and all your hard work.”

“thank you for everything you do. You all make a difference. <3”

“Fantastic organization!!!”

“This is an exceptional day program. Thank you so much!”

“keep up the excellent work!!!”

“Excellent organization and staff!”

“We would be lost without this program. Thank you.”

“You are all absolutely wonderful and lifesavers ! Thank you. We don’t say it enough!”

Theme: Communication improvements

- Requests for updates after respite stays (sleep, meals, hygiene).
- Interest in observing activities or receiving activity summaries to help with memory recall.