



# Client Satisfaction Survey Results: Q3 (2017-2018) Summary

Updated February 14, 2018

## MISSION

### OUR COMMITMENT

We support and stabilize children and youth with complex needs alongside their families.

### DELIVERED

Through our youth justice and community programs.

### TO

Build a foundation for positive growth and development.

## VISION

Foster Hope.

Inspire Change.

Achieve Potential.

## VALUES

Advocacy

Respect

Inclusiveness

Responsiveness

Accountability

Transparency

Client Satisfaction Results- Summary

	<b>17/18 Q1</b> <i>(Apr-Jun)</i>	<b>17/18 Q2</b> <i>(July-Sept)</i>	<b>17/18 Q3</b> <i>(Oct- Dec)</i>	<b>17/18 Q4</b> <i>(Jan-Mar)</i>
<b>Grocer Ease</b>				
Overall satisfaction with service received	100%	100%	98%	
Agreed they were involved in decisions about their service	100%	100%	100%	
Agreed that services from Grocer-Ease has helped them stay at home	95%	100%	92%	
Comments	<p>"I am happy that I found out about Banyan. Makes living better knowing I have help with groceries".</p> <p>"I do not have enough words to describe how wonderful this service is. I know need to use my wheelchair when I go out. When I think of having to do my shopping myself, well I just couldn't. I live alone &amp; have no one to do it for me. Your service is a life saver. Thank you to everyone involved for making it such a pleasant experience"!</p> <p>"I have absolutely nothing negative to say about the wonderful service I receive from Grocer Ease &amp; particularly from my shopper-she is a ray of sunshine coming into my home. I look so forward to seeing her. I'm unable to shop myself and this service has enabled me to remain at home and be more independent".</p>			

	<b>17/18 Q1</b> <i>(Apr-Jun)</i>	<b>17/18 Q2</b> <i>(July-Sept)</i>	<b>17/18 Q3</b> <i>(Oct- Dec)</i>	<b>17/18 Q4</b> <i>(Jan-Mar)</i>
<b>SNAP® for Boys &amp; SNAP® for Girls program</b>				
Overall satisfaction with service received (Children responses)	100%	73%	81%	
Overall satisfaction with service received (Parents responses)	100%	100%	93%	
Comments	<p>"The class gives parents hope and confidence in dealing with our children"</p> <p>"I highly recommend this program and never felt confident in my parenting prior"</p>			