



# WELLSPRING CANCER SUPPORT FOUNDATION

## Mission Survey Report: Wellspring

June 2025

## Wellspring Network Wide Impact – Individuals Served/Attendance

### Annual Individuals Served

Centre	24-25 # Individuals Served	23-24 # Individuals Served	Year over Year Change
Wellspring Alberta	3,183	2,816	13.0%
Wellspring Chinguacousy	529	481	10.0%
Wellspring London	642	745	-13.8%
Wellspring Niagara	945	1,133	-16.6%
Wellspring GTA	12,860	8,314	54.7%
Horizon Health (License)	122	n/a	n/a
<b>Total Unique Individuals Served Across the Network</b>	<b>15,773</b>	<b>12,491*</b>	<b>26.3%</b>

\*In March 2024, Wellspring implemented a significant system change that unified all affiliate organizations into a single digital platform. This integration marks a major step forward in streamlining our operations and enhancing our ability to serve our community. As a result, for the purposes of reporting fiscal year 23-24, some numbers have been approximated based on available information. Going forward, this new system will allow us to report on our numbers in a consistent way, and enable us to accurately report on the unique individuals we serve across the network.

### Annual Program Visits

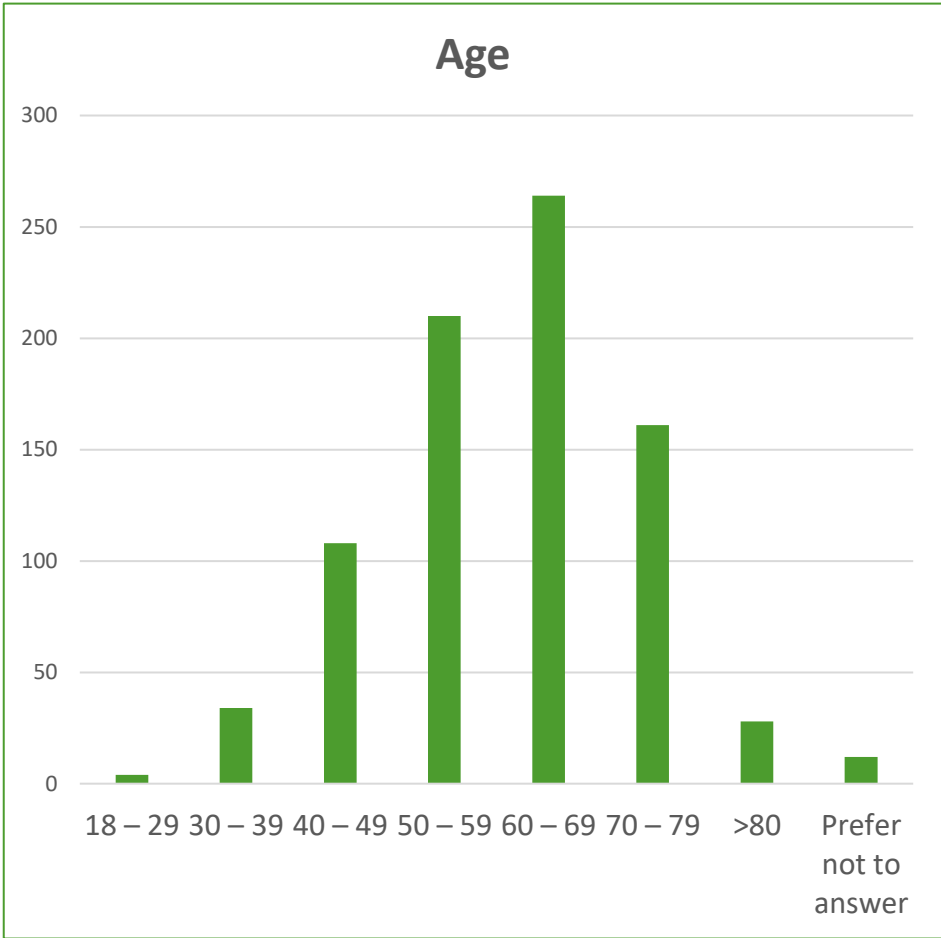
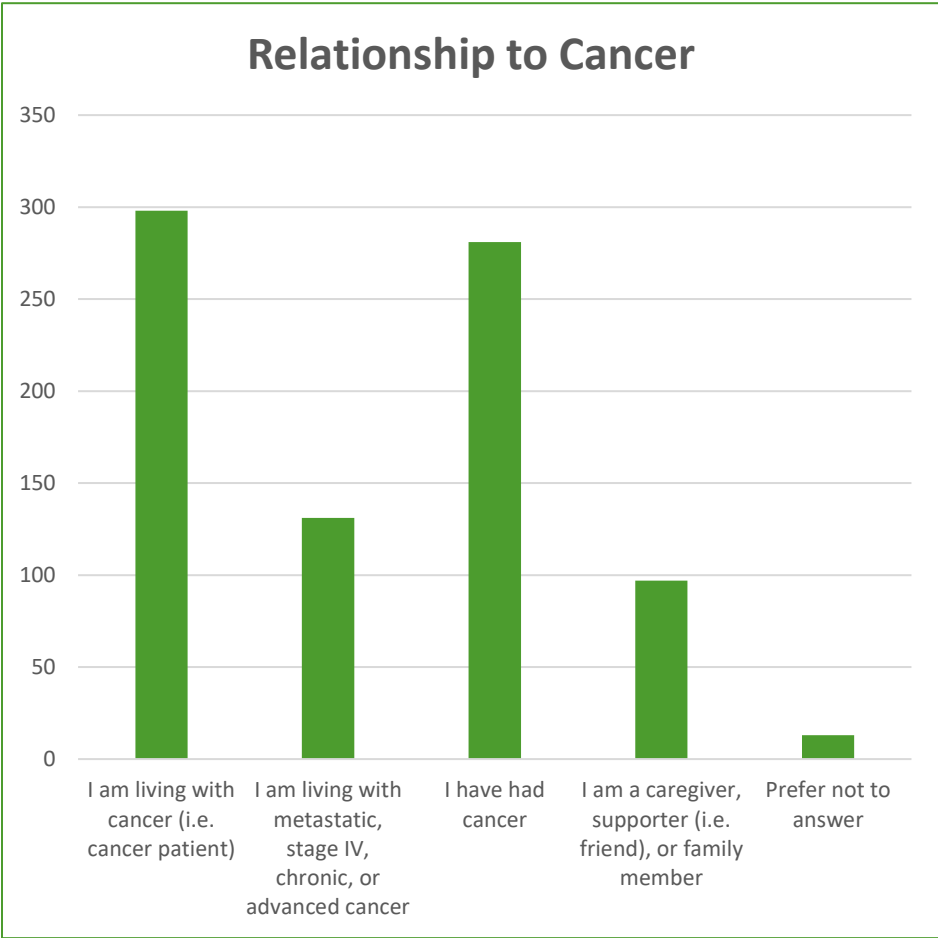
Centre	24-25 # Program Visits	23-24 # Program Visits	Year over Year Change
<b>Wellspring Network</b>	<b>139,014</b>	<b>116,570</b>	<b>19.3%</b>
Wellspring Alberta	41,826	38,785	7.8%
Wellspring Chinguacousy	4,184	3,898	7.3%
Wellspring London	6,905	6,244	10.6%
Wellspring Niagara	9,648	7,819	23.4%
Wellspring GTA	75,671	59,824	26.5%
Horizon Health (License)	780	n/a	n/a

## Survey Response Rates

*This year we saw a 3% increase in the response rate.*

Centre	Total Distributed	Total Opened	Total Responses	Response Rate
Wellspring Network	8,230	6,867	2,329	28.3%
Wellspring Alberta	2,630	2,242	839	31.9%
Wellspring Chinguacousy	372	289	94	25.3%
Wellspring London	462	385	173	37.4%
Wellspring Niagara	760	606	220	28.9%
Wellspring Cancer Support Foundation	4,006	3,339	1,003	25.1%

1) RESPONDENT PROFILES:



I identify as (select all that apply):

<b>A member of the 2SLGBTQIA+ community</b>	2.6%
<b>A person of colour</b>	7.9%
<b>A member of an Indigenous community</b>	0.4%
<b>A member of the South Asian community</b>	6.0%
<b>A newcomer to Canada</b>	1.7%
<b>None of the above</b>	76.7%
<b>Prefer not to answer</b>	8.1%

What is your gender identity?

<b>Female</b>	84.4%
<b>Gender Fluid</b>	0.1%
<b>Male</b>	12.9%
<b>Non-Binary</b>	0.0%
<b>Not Listed</b>	0.0%
<b>Trans-Female</b>	0.0%
<b>Trans-Male</b>	0.0%
<b>Prefer not to answer</b>	2.6%

Which category(ies) for race or racial background best describe(s) you? Select all that apply:

<b>Black (e.g., African, African Canadian, Afro-Caribbean descent)</b>	1.7%
<b>East Asian (e.g., Chinese, Japanese, Korean, Taiwanese descent)</b>	5.3%
<b>Indigenous (e.g., First Nations, Métis, Innu, Inuit)</b>	0.9%
<b>Latin American (e.g., Hispanic or Latin American descent)</b>	2.2%
<b>Middle Eastern (e.g., Arab, Persian, Afghan, Egyptian, Iranian, Kurdish, Lebanese, Turkish)</b>	2.5%
<b>South Asian (e.g., Bangladeshi, Indian, Indo-Caribbean, Pakistani, Sri Lankan)</b>	5.9%
<b>Southeast Asian (e.g., Cambodian, Filipino, Indonesian, Thai, Vietnamese)</b>	2.1%
<b>White (e.g., European descent)</b>	73.4%
<b>Do not know</b>	0.2%
<b>Prefer not to answer</b>	6.1%
<b>Another race category (please specify):</b>	2.7%

## 2) ENGAGEMENT

### Format of Programs Accessed (check all that apply)

	24-25	23-24
In-person at a Centre	42.0%	40.5%
In-person at a Community Hub location (i.e. hospital or community centre)	4.0%	2.7%
Online	70.9%	71.2%
Phone	10.2%	8.9%

### How many programs did they attend over the past year?

	24-25	23-24
1	24.8%	22.7%
2-3	36.3%	38.2%
4-5	12.7%	13.6%
>5	25.7%	24.2%
Don't Know	0.5%	n/a

### 380 respondents only accessed programs online, of this group they accessed:

# of Programs	% of Sample
1	26.3%
2-3	35.3%
4-5	13.7%
>5	23.7%

How long have they been a member?

	24-25	23-24
<1 year	52.9%	52.0%
Between 1 and 3 years	32.0%	31.1%
Between 3 and 5 years	6.2%	7.0%
>5 years	7.5%	8.5%
Don't Know	1.4%	n/a

3) WHAT WERE THEY LOOKING FOR?

What were they looking for when they came to Wellspring?

	All WCSF Respondents	
	24-25	23-24
I had unanswered questions that I thought Wellspring could help answer	25.3%	28.4%
I had unmet care needs that I thought Wellspring could help address	31.4%	30.8%
I was looking for belonging (or) I wanted to connect with others living with cancer	51.8%	47.2%
I was looking for help to learn how to better cope with my or my loved one's cancer	42.7%	42.5%
I was looking for help with my emotions and mental health.	52.5%	55.2%

## How did you hear of Wellspring?

	24-25
Healthcare / Doctors referral	44.0%
Word of mouth	17.4%
Friend or Family	25.3%
Web search	11.3%
Social media	2.9%
Brochure/Flyer/poster	10.1%
Broadcast media (TV, radio, newspaper)	0.2%
Through another organization	6.6%
Wellspring website	9.2%
Other (please specify)	11.3%

## 4) WHAT WAS YOUR WELLSPRING EXPERIENCE?

Indicator	GTA % Agree	
	24-25	23-24
Wellspring is warm and welcoming.	96.6%	95.8%
Wellspring is a safe and confidential place.	97.8%	96.9%
Wellspring staff and program facilitators are knowledgeable and helpful.	97.3%	96.5%
I am treated with compassion and respect.	98.0%	96.8%
I am satisfied with my overall experience at Wellspring.	95.7%	93.5%
I would recommend Wellspring to others.	96.9%	95.2%



What words would you use to describe your experience at Wellspring?

community safe positive healing place  
staff welcoming programs amazing  
cancer  
understanding **Helpful** compassionate  
time Comforting  
feel good caring **supportive** warm  
knowledgeable experience kind great wonderful



## 5) WHAT DID YOU LEARN?

Indicator	GTA % Agree	
	24-25	23-24
I have gained skills and knowledge to address my needs.	95.8%	93.6%

*\*Prefer not to Respond/Not Applicable are not included in above calculations*

**Respondents were asked to share something they learned through Wellspring. The following themes emerged:**

Theme	# of Responses by theme
Helpful strategies	177
Increased their knowledge of cancer related topics or their cancer experience	121
Self – care, compassion, advocacy awareness	92
How to manage emotions	52
Benefits of connecting with others with cancer	45
Change in perspective or behaviour	40
Financial literacy	10

**Respondents were asked if there was something they were looking for that they didn't find; the following themes emerged:**

Theme	# of Responses by theme
Increase in access/ availability	105
Program suggestions including new programs or ways to improve current programs	77
Request for cancer specific programming	20
Information on the medical aspects of treatment	5

## 6) WHAT WAS THE IMPACT?

Indicator	GTA % Agree	
	24-25	23-24
Wellspring helps me feel less isolated.	96.6%	93.1%
I can express my needs and feelings better.	96.1%	93.4%
I manage stressful situations better.	95.5%	93.1%
My quality of life has improved as a result of participation in Wellspring programs.	95.5%	92.6%
Wellspring increased my physical well-being.	94.5%	93.6%
Wellspring increased my mental health well-being.	96.2%	95.5%
Wellspring increased my social and familial well-being.	93.5%	92.1%
Wellspring increased my financial well-being.	67.8%	64.9%
Wellspring increased my spiritual well-being.	91.7%	89.0%
I received the support I needed by participating in Wellspring programs.	94.9%	95.0%

*\*Missing/Not Applicable are not included in above calculations*

**78% (241) of all responses were positive, 12% were negative and 10% expressed both positive and negative experiences. Some of the best positive responses:**

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*I am particularly grateful for Wellspring's Peer Support Program, where a volunteer who was once cancer patient calls me weekly to check-in to know how I am doing.*

*It's good to know that several of the programs are now available online as this is a good option for people who are unable to attend in person, The online programs were not available when I attended the programs before the pandemic.*

*I have found all the programs at Wellspring to be incredibly amazing, and every single program leader has just been outstanding at what they do and the supportive and inclusive environment that they Foster! I would like to thank each and every one of them, and I would like to know if there is a way I can thank them publicly, as I already thank them in person all the time. Maybe some type of "facilitator of the year" nomination program at each location?*

*Extremely grateful to be able to participate in programs that have decreased my fears and feelings of isolation*

*I look forward to exploring more recorded and take at your own pace classes. I like the freedom of when. Live is wonderful to connect with other cancer patients and very good facilitators.*

*Having something like Wellspring available for me, a caregiver, was so helpful. Just knowing there was something I could go to if I needed it was so reassuring. The person I spoke to one on one made a world of difference for me. So helpful and understanding. Thank you.*

*Wellspring's programs are transformative and being from a rural community, I will forever be grateful for Wellspring transitioning to include online programming.*

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## The negatives comments centered on the following:

- Scheduling/availability (11)
- Website navigation (10)
- Interpersonal issues (2)

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*I would appreciate some evening programs [...]. Sometimes I feel disconnected from the cancer community because I am able to work and programs aren't typically offered in the evening.*

*I'm not a fan of the user interface. I wish email links brought you to the class you click on the website. Instead, I have to find the login place, and restart searching for the class.*

*Website is not easiest to navigate - on the program page the headers need to be frozen so can still see when scrolling*

*All the programs are so full and it is hard for a cancer patient to be waitlisted only.*

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