



WELLSPRING CANCER SUPPORT FOUNDATION

Mission Survey Report: Wellspring Network

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
Total Unique Individuals Served Across the Network	15,773	12,491*	26.3%

*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
Wellspring Network	139,014	116,570	19.3%
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

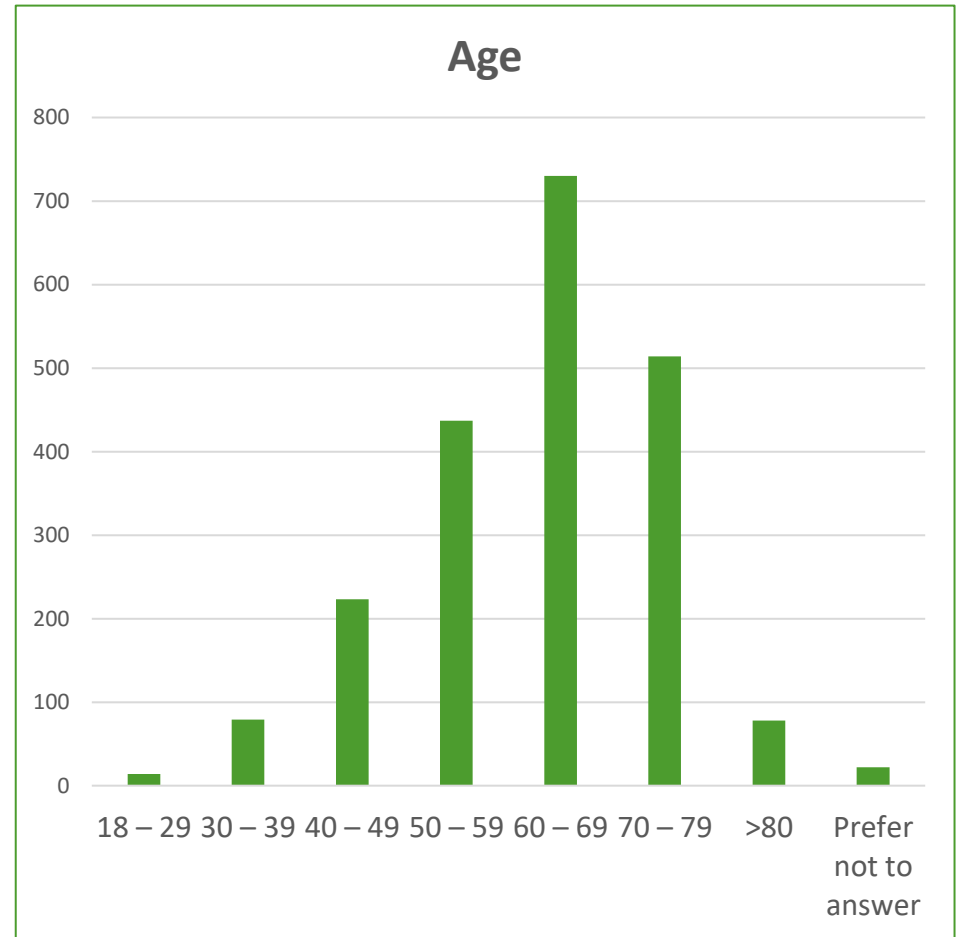
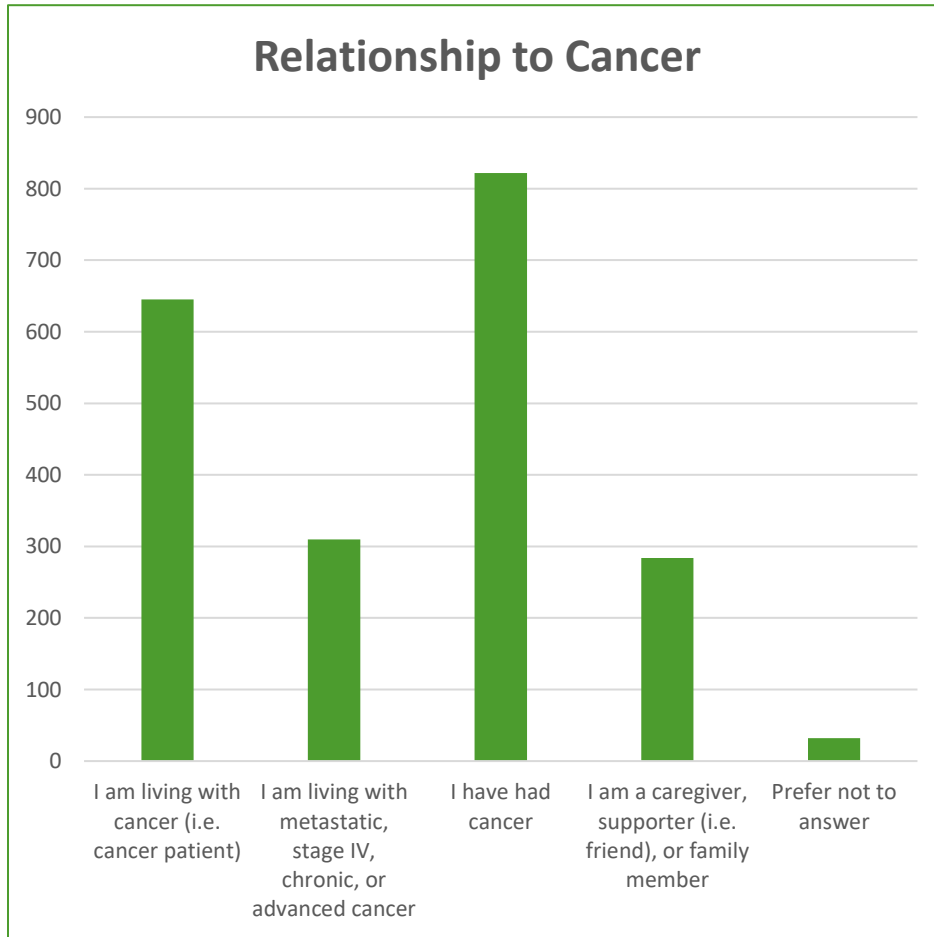
Survey Response Rates

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%

2025 Wellspring Cancer Support Results

1) RESPONDENT PROFILES:



I identify as (select all that apply):

A member of the 2SLGBTQIA+ community	3.1%
A person of colour	6.0%
A member of an Indigenous community	1.3%
A member of the South Asian community	4.7%
A newcomer to Canada	1.3%
None of the above	79.9%
Prefer not to answer	6.4%

What is your gender identity?

Female	83.8%
Gender Fluid	0.1%
Male	14.1%
Non-Binary	0.2%
Not Listed	0.0%
Trans-Female	0.1%
Trans-Male	0.0%
Prefer not to answer	1.8%

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

Black (e.g., African, African Canadian, Afro-Caribbean descent)	2.0%
East Asian (e.g., Chinese, Japanese, Korean, Taiwanese descent)	3.8%
Indigenous (e.g., First Nations, Métis, Innu, Inuit)	1.7%
Latin American (e.g., Hispanic or Latin American descent)	1.6%
Middle Eastern (e.g., Arab, Persian, Afghan, Egyptian, Iranian, Kurdish, Lebanese, Turkish)	1.3%
South Asian (e.g., Bangladeshi, Indian, Indo-Caribbean, Pakistani, Sri Lankan)	4.0%
Southeast Asian (e.g., Cambodian, Filipino, Indonesian, Thai, Vietnamese)	2.1%
White (e.g., European descent)	78.4%
Do not know	0.3%
Prefer not to answer	5.5%
Another race category (please specify):	2.6%

2) ENGAGEMENT

Format of Programs Accessed (check all that apply)

	24-25	23-24
In-person at a Centre	62.3%	63.5%
In-person at a Community Hub location (i.e. hospital or community centre)	8.2%	6.1%
Online	55.3%	57.4%
Phone	7.1%	7.3%

How many programs did they attend over the past year?

	24-25	23-24
1	22.4%	20.0%
2-3	37.2%	37.1%
4-5	14.1%	13.9%
>5	25.9%	27.9%
Don't Know	0.4%	1.1%

How long have they been a member?

	24-25	23-24
<1 year	41.4%	42.9%
Between 1 and 3 years	34.8%	31.6%
Between 3 and 5 years	9.1%	10.2%
>5 years	13.8%	14.1%
Don't Know	1.0%	1.2%

3) WHAT WERE THEY LOOKING FOR?

What were they looking for when they came to Wellspring?

Indicator	All Respondents	
	24-25	23-24
I had unanswered questions that I thought Wellspring could help answer	21.7%	23.9%
I had unmet care needs that I thought Wellspring could help address	28.1%	27.4%
I was looking for belonging (or) I wanted to connect with others living with cancer	56.8%	53.5%
I was looking for help to learn how to better cope with my or my loved one's cancer	41.4%	41.6%
I was looking for help with my emotions and mental health.	50.6%	52.0%

How did you hear of Wellspring?

	24-25
Healthcare / Doctors referral	42.8%
Word of mouth	22.1%
Friend or Family	30.0%
Web search	7.8%
Social media	3.5%
Brochure/Flyer/poster	12.6%
Broadcast media (TV, radio, newspaper)	1.1%
Through another organization	5.7%
Wellspring website	9.9%
Other (please specify)	10.1%

4) WHAT WAS YOUR WELLSPRING EXPERIENCE?

Indicator	All Respondents	
	24-25	23-24
Wellspring is warm and welcoming.	97.0%	96.8%
Wellspring is a safe and confidential place.	97.7%	97.2%
Wellspring staff and program facilitators are knowledgeable and helpful.	97.7%	97.2%
I am treated with compassion and respect.	97.9%	97.2%
I am satisfied with my overall experience at Wellspring.	96.3%	95.3%
I would recommend Wellspring to others.	97.3%	96.2%

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



5) WHAT DID YOU LEARN?

Indicator	All Respondents	
	24-25	23-24
I have gained skills and knowledge to address my needs.	96.4%	95.7%

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

6) WHAT WAS THE IMPACT?

Indicator	All Respondents	
	24-25	23-24
Wellspring helps me feel less isolated.	97.1%	95.8%
I can express my needs and feelings better.	96.2%	95.2%
I manage stressful situations better.	96.2%	94.9%
My quality of life has improved as a result of participation in Wellspring programs.	96.3%	95.0%
Wellspring increased my physical well-being.	95.6%	95.0%
Wellspring increased my mental health well-being.	97.1%	96.8%
Wellspring increased my social and familial well-being.	95.3%	95.1%
Wellspring increased my financial well-being.	69.1%	71.8%
Wellspring increased my spiritual well-being.	90.9%	90.8%
I received the support I needed by participating in Wellspring programs.	96.5%	96.3%

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