

# Program Evaluation Summary 2024-25

Formal program evaluations are an important part of quality assurance at Wellspring. This document includes a summary of our formal Program Evaluations from Fiscal 2024-25.

Wellspring conducts program evaluations throughout the course of the year. Typically, approximately five programs are selected for evaluation each month. In addition, if adaptations to a program have happened or a new Program Leader is engaged, a program evaluation is triggered.

Wellspring's Program Managers monitor program evaluations on an ongoing basis and share aggregate results with Program Leaders.

In addition to program evaluations, Wellspring conducts evaluation in three other ways:

1. **Ongoing monitoring of programs:** This includes monitoring specific data, including the number of individuals served, average attendance, waitlists, and interest lists; having regular check-ins with Program Leaders; and receiving informal feedback from members. All of these factors are used to determine how many and how often specific programs are offered, and if changes are required.
2. **Mission Survey:** The Mission Survey is conducted annually across the network. It is sent to all active members who have taken a program with Wellspring in the past year, and looks at participants' experience with Wellspring as a whole. It includes questions ranging from demographics to service quality to broader quality-of-life measures. High-level results from the survey are shared in the Our Impact section of Wellspring's website.
3. **System Performance Review:** Every three years, each Wellspring organization participates in a System Performance Review (SPR). The SPR is a comprehensive evaluation that assesses the strength of a Wellspring organization. These findings are used to identify ways of improving the organization's strategies to maximize mission impact, system efficiencies, reach, growth, and long-term sustainability. The primary goal of the SPR is to create and support a shared learning process that strengthens the inner workings of individual Wellspring organizations and the Wellspring network as a whole.

The SPR is conducted by an independent review panel of external advisors and experts who conduct interviews with people who have first-hand knowledge of the Wellspring organization and review documented evidence sources related to the KPIs outlined in the Wellspring Manual.

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## Education and Self-Development

### Healing Journey Levels 1-5:

Question	Total Respondents	Total Affirmative Responses	Percent of Affirmative Responses
Overall, how satisfied are you with your experience with this program?	108	99	92%
The program leader was knowledgeable and helpful.	109	103	94%
I was treated with compassion and respect.	109	106	97%
I was comfortable sharing my experiences and feelings.	109	103	94%
I felt a sense of connection with the other members of the group.	109	103	94%
From participating in the group, I gained useful information.	110	100	91%
From participating in the group, I learned helpful coping strategies.	110	101	92%
Participating in the group helped me to feel heard and understood	108	96	92%
Participating in the group helped me to feel less alone	110	103	94%
Participating in the group helped me to feel less anxious	110	90	87%
Participating in the group helped me to feel less depressed	109	84	88%
Participating in the group helped me to feel less overwhelmed	110	93	90%
Participating in the group helped me to feel more confident	109	91	88%
Participating in the group helped me to feel more in control	110	94	90%
I am coping better now than before the group.	109	99	91%
This program met my needs.	110	100	91%
I would recommend the program to others.	107	101	94%

*“The program helps me feel that the journey may be long & difficult but that I can get support from Wellsprings from people who have a lot of knowledge about the journey.”*

*“Thank you. This was a very important course to take. Looking forward to next level.”*

*“The workbook. I wish I had one in front of me to follow along. I realize it’s costly for Wellspring and I could just print it myself, but it was not even referred to and so I didn’t feel it was worth it. As a result, it seems pointless to even have it.”*

*“I would have like to have spent more time working on specific skills: meditation, chanting. Definitely reinforced my sense of having cancer as giving me the opportunity to reflect and go deeper, to begin the work of prioritizing.”*

## Exercise and Movement

### Cancer Exercise Programs:

Question	Total Respondents	Total Affirmative Responses	Percent of Affirmative Responses
Overall, how satisfied are you with the program?	149	146	98%
The program leader was knowledgeable and helpful.	150	149	99%
The program leaders provided adaptations to the program that allowed me to participate at my own level.	149	148	99%
I felt comfortable participating in the Cancer Exercise environment.	40	39	98%
Being with others in the program helped motivate me to exercise.	149	146	98%
From participating in the program, I have a better understanding of how exercise can help me maintain or improve my health and wellness.	149	147	99%
The program gave me confidence to exercise on my own.	148	144	99%
Did you experience an improvement in stamina from the start to the end of the program?	146	133	92%
Did you experience an improvement in strength from the start to the end of the program?	149	139	94%
Did you experience an improvement in balance from the start to the end of the program?	148	123	88%
Did you experience an improvement in range of motion from the start to the end of the program?	147	122	91%
Did you experience an improvement in fatigue from the start to the end of the program?	149	109	80%
Did you experience an improvement in pain from the start to the end of the program?	147	67	68%
Did you experience an improvement in shortness of breath from the start to the end of the program?	148	66	69%
Did you experience an improvement in general mood from the start to the end of the program?	149	123	92%

Did you experience an improvement in stress level from the start to the end of the program?	148	117	89%
This program made me feel better about my body.	148	142	97%
This program met my needs.	150	147	98%

*“I’m not sure where I’d be emotionally and physically without the support of Wellspring staff. They understand our limitations and are able to adapt exercises. I came into the program frustrated with my limitations and with the support of staff I’ve developed the strength and confidence to continue with an exercise program which has improved my outlook on life.”*

*“The shared experience exercising with others who are also cancer survivors and cheering them on when they complete their program the expert guidance from the instructors and the variety of exercise equipment was great.”*

*“I hope the program could be longer, back to original 20 weeks instead of current 12 weeks.”*

#### **Chi Life and Yoga:**

<b>Question</b>	<b>Total Respondents</b>	<b>Total Affirmative Responses</b>	<b>Percent of Affirmative Responses</b>
Overall, how satisfied are you with the program?	118	113	96%
The program leader was knowledgeable and helpful.	117	115	98%
I was treated with compassion and respect.	117	115	98%
The program leaders provided adaptations to the program that allowed me to participate at my own level.	117	113	97%
From participating in the program, I have a better understanding of how yoga/ chi life can help my well-being.	115	109	95%
Did you experience an improvement in flexibility during the program?	111	92	83%
Did you experience an improvement in strength during the program?	109	82	75%
Did you experience an improvement in balance during the program?	109	87	80%
Did you experience an improvement in range of motion during the program?	110	92	84%
Did you experience an improvement in fatigue during the program?	99	67	68%
Did you experience an improvement in pain during the program?	89	53	60%

Did you experience an improvement in general mood during the program?	110	94	85%
Did you experience an improvement in feelings of anxiety during the program?	89	66	74%
Did you experience an improvement in stress level during the program?	99	75	76%
This program made me feel better about my body.	117	108	92%
I am more physically active as a result of participating in Wellspring programs.	115	105	91%
This program met my needs.	115	108	94%
I would recommend the program to others.	117	114	97%

*"I love the fact that it is free cause I'm on disability and I wouldn't be able to afford to participate in a program like this if I had to pay for it"*

*"The instructor is always kind and compassionate. I look forward to her classes. I'm never left feeling like I am doing a poor job if I am having a tough day. "*

*"Thank you for offering all these wonderful ways to improve our health!"*

*"I am appreciative of the program. I have terminal cancer and I questioned how I could live with that. The supportive environment in the yoga class has helped me deal with the symptoms as well as develop a positive and calming mood. It has allowed me to accept my body for what it is not what it was. Thank you."*

## Finance & Workplace Strategies

### Money Matters Programs:

Question	Total Respondents	Total Affirmative Responses	Percent of Affirmative Responses
Making a Money Matters appointment was easy	53	51	96%
Overall, how satisfied are you with the program?	52	44	85%
The program leader was knowledgeable and helpful.	53	48	91%
I learned what financial resources are available to me (if any).	53	44	92%
I received help in completing necessary forms.	53	29	83%
Participating in the program helped me to alleviate some of my financial worries	51	41	80%
Participating in the program helped me to make more informed financial decisions	50	39	78%

Participating in the program helped me to manage my financial, workplace or insurance issues.	50	39	78%
This program met my needs.	51	41	80%
I would recommend this program to others	51	41	80%

*“Keep up the great work and thank you for your expertise and compassion. This is an invaluable resource. Thank you for your time.”*

*“The grant didn't solve all of my financial issues but definitely helped.”*

*“Ilene helped me understand the process, alleviated concerns and helps me make informed decisions. Dealing with cancer is hard enough. This service helps significantly. “*

#### **Returning to Work:**

<b>Question</b>	<b>Total Respondents</b>	<b>Total Affirmative Responses</b>	<b>Percent of Affirmative Responses</b>
Overall, how satisfied are you with the program?	23	22	96%
The program leader was knowledgeable and helpful.	23	23	100%
The information was provided in a way that was easy to follow.	23	23	100%
I learned strategies that I will use to help me manage my transition back to work	23	22	96%
I understand better what accommodations I might need when back at work.	23	22	96%
I feel more confident in my readiness to return to work.	23	22	96%
I have created a plan to help me have a successful return to work.	23	22	96%
This program met my needs.	23	22	96%

*“Highly recommend to anyone off work for cancer treatments.”*

*“Aside from the tools and tips, I also learned and realized that self care is the most critical component of a successful return to work. This was a huge light bulb moment for me.”*

*“The discussion with other participants was very beneficial for me. It made me feel that I was not alone in my journey. Others had the same feelings and concerns of returning to work following cancer. It was very helpful to hear others experiences. Gives hope that it is possible.”*

*“It would have been helpful to have information for people who were seeking new employment. To have ideas strategies around interviewing, disclosure, legal information.”*

## Individual and Group Support

### Support Groups:

Question	Total Respondents	Total Affirmative Responses	Percent of Affirmative Responses
Overall, how satisfied are you with the program?	137	127	93%
The program leader(s) was knowledgeable and helpful.	137	133	97%
I was treated with compassion and respect.	137	136	99%
I was comfortable sharing my experiences and feelings.	137	133	97%
I felt a sense of connection with the other members of the group.	137	125	91%
From participating in the group, I gained useful information	136	127	93%
From participating in the group, I learned helpful coping strategies	136	125	92%
Participating in the group helped me to feel heard and understood	135	130	96%
Participating in the group helped me to feel less alone	135	127	94%
Participating in the group helped me to feel less anxious	134	122	91%
Participating in the group helped me to feel less depressed	134	121	90%
Participating in the group helped me to feel less overwhelmed	133	121	91%
Participating in the group helped me to feel more confident	133	120	90%
Participating in the group helped me to feel more positive	134	121	90%
I am coping better now than before the group.	137	123	90%
This program met my needs.	137	125	91%
I would recommend the program to others.	135	128	95%

*"I think there is incredible value of groups being smaller so there is more opportunity for people to receive the support they really need. This morning chronic cancer group is a lifeline to me and my only wish is that it happened every week rather than every two."*

*"We developed a group from this support group for ongoing support with some of the members. Learned the options people use to combat breast cancer. Learned of personal struggles people face even after being in treatment for a while. "*

*"Thank you for this program it helped me a lot. I just wish it was longer because the group was bonding and the support for each other was real."*



*"I appreciate that in addition to gaining support from others, I am also able to feel that I have supported others. It helps me to feel useful."*

**Individual and Familial Support (Short-Term Counselling, Family Counselling, Paeds and Parents Counselling, Peer Support):**

Question	Total Respondents	Total Affirmative Responses	Percent of Affirmative Responses
Overall, how satisfied are you with your interaction with the counsellor/peer support volunteer?	201	193	96%
The counsellor/volunteer was compassionate and listened.	200	195	98%
I was provided with helpful suggestions for programs or services to address my concerns.	197	188	95%
I learned of coping strategies that were helpful from my counsellor/volunteer.	197	188	95%
Speaking to the counsellor/volunteer helped me to feel heard and understood	196	190	97%
Speaking to the counsellor/volunteer helped me to feel less alone	195	187	96%
Speaking to the counsellor/volunteer helped me to feel less anxious	193	183	95%
Speaking to the counsellor/volunteer helped me to feel more confident to access Wellspring programs	194	182	94%
How helpful did you find your interaction with the counsellor/volunteer?	199	196	98%
This program met my needs.	198	184	93%

*"Even after dealing with cancer before, we sometimes have to be reminded we are not alone in our fight."*

*"I have been extremely happy about having peer support as I believe the first hand patient experience simply cannot be replaced. My experience has been very positive and motivated me to be a peer support volunteer in the future."*

*"It would be good if the sessions were not so far apart. Recommendations on where to go for longer term counselling would be useful."*

**Cancer Coaching (Cancer Coaching: Transition & Cancer Coaching: Chronic Cancer):**

Question	Total Respondents	Total Affirmative Responses	Percent of Affirmative Responses
Overall, how satisfied are you with your interaction with your coach?	24	24	100%
The process to be matched with a coach was easy	24	24	100%
The volunteer coach was compassionate and respectful.	24	24	100%
The volunteer coach was knowledgeable and made appropriate recommendations	24	24	100%
I received useful information	24	24	100%
I learned helpful coping strategies.	24	24	100%
Speaking to the volunteer helped me to feel heard and understood	24	24	100%
Speaking to the volunteer helped me to feel less alone	24	24	100%
Speaking to the volunteer helped me to feel less anxious	24	24	100%
Speaking to the volunteer helped me to feel better able to cope	24	24	100%
Creating a plan with my coach helped me to feel more in control	23	23	100%
Creating a plan with my coach helped me to feel more confident.	24	24	100%
I am following my wellness plan	24	21	88%
Overall, how helpful did you find the Coaching program?	24	24	100%
This program met my needs	24	24	100%
I would recommend this program to other members	24	24	100%

*“My coach was extremely knowledgeable and attentive. Coupled together she had razor sharp instincts which helped guide me on the right path!”*

*“I think this program is an essential step to graduating back to life. Towards the end of the journey the guardrails come off, and managing on your own is complex and daunting. Having a coach is essential to « untangling » everything and putting action plans in place to then move forward!”*

*“This program should be referred by Oncologists who have patients with metastatic cancer. I will be giving my oncologist and my nurse this information.”*

## Symptom Management

### Nourish Programs:

Question	Total Respondents	Total Affirmative Responses	Percent of Affirmative Responses
Overall, how satisfied are you with the program?	52	52	100%
The program leader was knowledgeable and helpful.	52	52	100%
The information was provided in a way that was easy to follow.	50	50	100%
The food demonstration helped to motivate me to try the recipes at home.	47	47	100%
From participating in the program, I have a better understanding of how nutrition can help me maintain or improve my health and wellness	51	51	100%
From participating in the program, I have a better understanding of how I can use simple techniques to prepare nutritious foods	49	48	98%
From participating in the program, I have a better understanding of how a healthy diet can minimize cancer risk	51	51	100%
I can manage my symptoms better using what I learned at the Nourish Program.	51	49	96%
I have used what I learned through Nourish to make changes to my diet.	50	49	98%
I feel more confident that I can improve my nutrition at home.	51	50	98%
This program met my needs.	50	50	100%
I would recommend the program to others.	50	49	98%

*"Thank you again, it was a great learning opportunity and a chance to do something fun. I enjoyed it a lot."*

*"Excellent program. I have been attending these for a few years now, and every session I learn something new. It's a good motivator to keep up with the good eating habits."*

*"I wish that a webinar on how to cook food in a healthy way (e.g. different cooking methods, herbals, etc.) can be offered in the near future."*

*"Too much time at the beginning spent stressing the importance of fads and how dietitians are a protected name. This is true and important but I don't think we really started to go through the info until half an hour in."*

**Single Symptom Management (Brain Fog and Cancer Related Fatigue):**

Question	Total Respondents	Total Affirmative Responses	Percent of Affirmative Responses
Overall, how satisfied are you with the program?	77	74	96%
The program leaders were knowledgeable and helpful.	83	82	99%
I have a better understanding of (brain fog/fatigue) and the factors that contribute to it	82	80	98%
I learned helpful strategies to cope with my (brain fog/fatigue).	81	79	98%
I have used the strategies that I learned through the program to address my (brain fog/fatigue).	81	79	98%
This program met my needs.	84	79	94%
I would recommend the program to others.	66	64	97%

*“Even though I am still experiencing brain fog daily now I have a wide range of tools and techniques that help me cope with it. I'm feeling less stressed about my cognitive abilities and I'm trying to focus on a task one step at a time without overwhelming myself.”*

*“Please continue to offer this program to a young adult cohort. I can't tell you how much this program has helped me. It is the single best thing I have done since my cancer diagnosis, and it helps me every single day.”*

*“Cancer related fatigue is something that I didn't think would be so prominent in my life. Learning how to alleviate the symptoms through exercise and nutrition has been extremely helpful. I highly recommend this program. The tools I have learned will stay with me during treatment and beyond.”*

*“Receiving the handouts to print off the day before would be more convenient than on the day.”*

*“Be more in tuned to caregivers and how we/they can better interact with patients.”*

**Relaxation and Visualization:**

Question	Total Respondents	Total Affirmative Responses	Percent of Affirmative Responses
Overall, how satisfied are you with your experience with this program?	102	101	99%
The program leader was knowledgeable and helpful.	100	100	100%
I was treated with compassion and respect.	100	100	100%
I was comfortable sharing my experiences and feelings.	102	99	97%
I felt a sense of connection with the other members of the group.	102	95	93%

From participating in the group, I learned techniques to help when I am feeling stressed or overwhelmed	101	100	99%
From participating in the group, I learned helpful coping strategies from my peers	99	89	90%
Participating in the group helped me to feel less alone	100	97	97%
Participating in the group helped me to feel less anxious	102	100	98%
Participating in the group helped me to feel less overwhelmed	100	99	99%
Participating in the group helped me to feel more confident	101	98	97%
Participating in the group helped me to feel more positive	101	100	99%
I am using the techniques I learned in Relaxation & Visualization	101	96	95%
This program met my needs.	100	99	99%
I would recommend the program to others.	99	98	99%

*“The techniques learned, as well as the kindness and support from group leaders and participants has been so helpful. We are definitely coping better and feel part of a caring community.”*

*“The Leader is an exceptional heart felt soul that goes beyond the class,& sees who may need a further helping hand.”*

*“Group seems to have been the same participants for a very long time. Wonder if a different program could be opened to members trying this fir the first time?”*

#### **Energy Programs (Reiki + Healing Touch + Therapeutic Touch):**

<b>Question</b>	<b>Total Respondents</b>	<b>Total Affirmative Responses</b>	<b>Percent of Affirmative Responses</b>
Overall, how satisfied are you with your experience with the appointment(s)?	124	119	96%
The energy practitioner was knowledgeable and helpful.	123	121	98%
I was comfortable with the energy practitioner.	123	120	98%
I was treated with compassion and respect.	123	121	98%
I felt supported and cared about by the energy practitioner.	123	120	98%
The energy appointment(s) helped me feel emotionally better	118	112	95%
The energy appointment(s) helped me feel physically better	118	112	95%
The energy appointment(s) helped me feel relaxed	124	119	96%
The energy appointment(s) helped me sleep better	115	105	91%

This program met my needs.	123	117	95%
I would recommend the program to others.	122	118	97%

*"I honestly found my first session with her to be so incredible that I couldn't wait to see her again. I felt so empowered and relaxed and energized at the same time. My only wish would be that I could see her for many more sessions but I know there's more demand and others need her treatments too"*

*"Awesome experience, very healing within my soul. Helped disperse my negative energy replacing it with positive energy."*

*"It was wonderful, thank you for giving me this opportunity for something I may never have tried."*

#### **Wig Program:**

<b>Question</b>	<b>Total Respondents</b>	<b>Total Affirmative Responses</b>	<b>Percent of Affirmative Responses</b>
How satisfied were you with your interaction with the wig volunteer?	20	17	85%
I found a wig to my liking.	20	18	90%
I was provided with enough information to care for my wig following my appointment.	20	18	90%
I felt supported by the wig volunteer during my appointment.	20	18	90%
The wig appointment helped me feel better emotionally.	20	19	95%
The wig appointment helped me feel better physically.	20	19	95%
The wig appointment helped me feel relaxed.	20	18	90%
This program met my needs.	20	17	85%
I would recommend the program to others.	20	18	90%

*"Was not sure about programs at first but once inside the place it was so wonderful!!!"*

*"It took a bit of time to find a wig as the description on the boxes were not consistent. Some were easy and some were not very helpful. This service is so needed and I'm thankful for it! I will be donating wigs back and have told friends about this program as well Thank you "*

## Therapeutic Arts

### Writing Workshops, Music Workshops, Wellness Workshops:

Question	Total Respondents	Total Affirmative Responses	Percent of Affirmative Responses
Overall, how satisfied are you with your experience with this program?	67	67	100%
I was comfortable sharing my experiences and feelings.	49	47	96%
I felt a sense of connection with the other members of the group.	49	46	94%
The program leader was knowledgeable and helpful.	67	66	99%
I learned new skills	67	67	100%
I learned new ways to express my feelings.	49	49	100%
I feel I have a new tool that I can use when I am feeling anxious or overwhelmed	67	66	99%
Participating in the workshop helped me to feel a sense of calm	67	66	99%
This program met my needs.	67	67	100%
I would recommend the program to others.	27	27	100%

*"Thank you so much for an amazing program! I truly believe that art in a combination with meditation and music are very beneficial for our physical, emotional and mental healing."*

*"Providing a variety of courses that help express our emotions has been tremendously helpful. Trying to meet my needs where I'm at, along with looking forward to how to be at peace."*

*"I love the poetry sessions. The poems folks wrote really cut through the superficial and allowed real feelings to emerge very quickly, and it felt like everyone understood how significant that was."*

*"Wellspring has been such an incredible support for me during a very scary and lonely time in my life. Please, please, please continue to offer these workshops to ALL Canadians, especially the art and journaling classes! They have been invaluable to my healing journey so far and I would be heartbroken to not be able to continue attending the online classes offered by instructors in Alberta and parts west. Thank you! 🙏❤️"*