



# WELLSPRING CANCER SUPPORT FOUNDATION

## Mission Survey Report: Wellspring

July 2024

## Wellspring Network Wide Impact – Individuals Served/Attendance

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 part of this transition, significant data cleanup is underway, and will continue until the end of 2024. As a result, for the purposes of reporting our last fiscal, 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 Individuals Served

Centre	23-24 # Individuals Served	22-23 # Individuals Served
Wellspring Alberta	2,816	2,357
Wellspring Chinguacousy	481	327
Wellspring London	745	623
Wellspring Niagara	1,133	474
Wellspring GTA	8,314	7,567

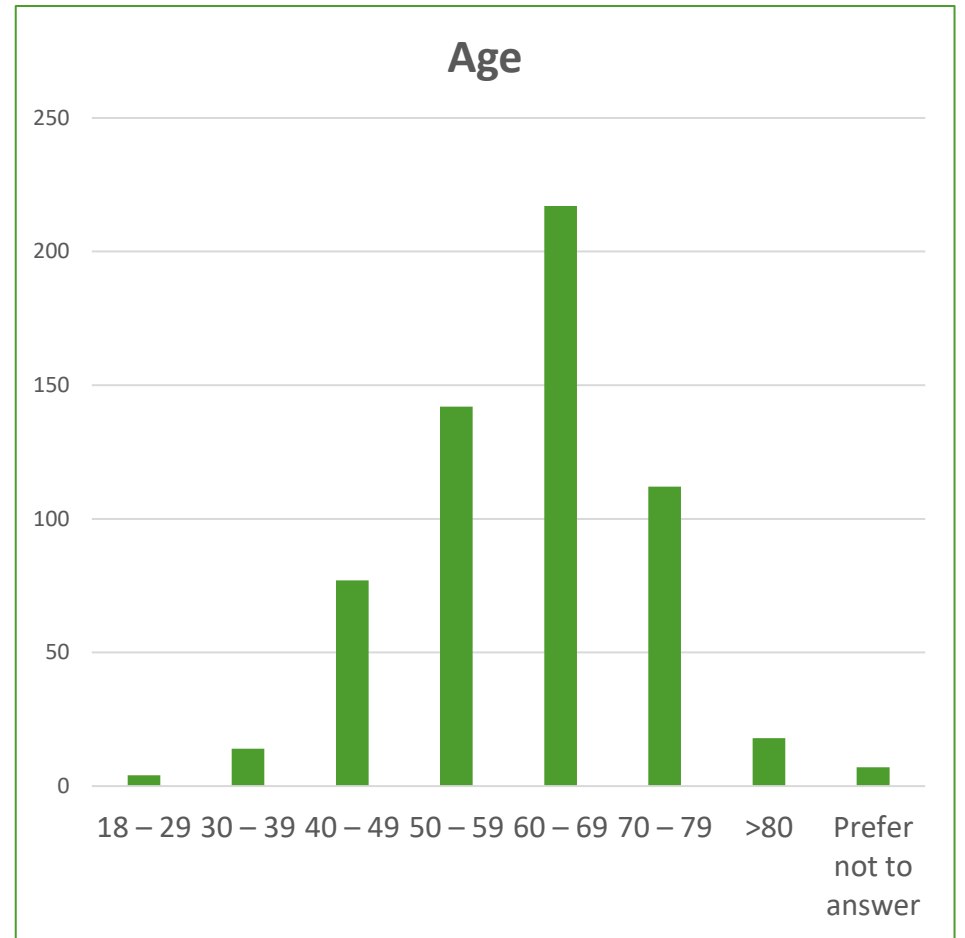
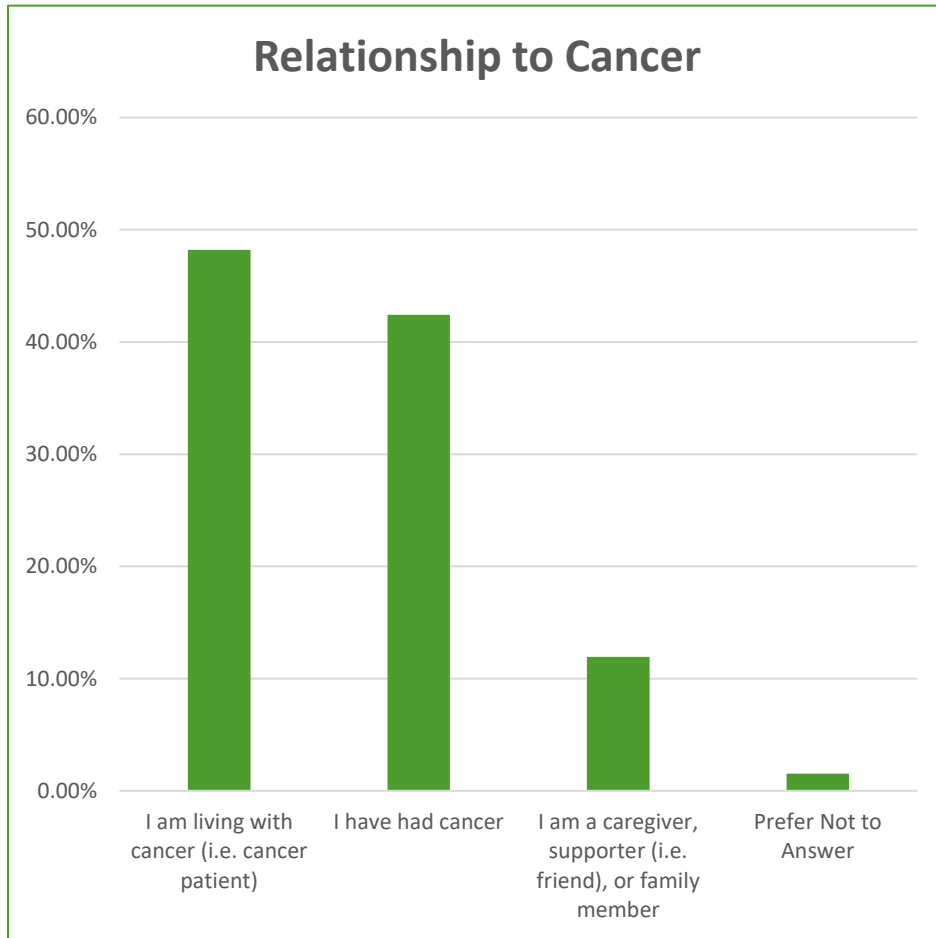
### Annual Program Visits

Centre	23-24 # Program Visits	22-23 # Program Visits
<b>Wellspring Network</b>	<b>116,570</b>	<b>94,678</b>
Wellspring Alberta	38,785	31,373
Wellspring Chinguacousy	3,898	4,183
Wellspring London	6,244	5,538
Wellspring Niagara	7,819	4,642
Wellspring GTA	59,824	48,942

## Survey Response Rates

Centre	Total Distributed	Total Opened	Total Responses	Response Rate
<b>Wellspring Network</b>	<b>6,784</b>	<b>5,611</b>	<b>1,710</b>	<b>25.21%</b>
Wellspring Alberta	2,047	1814	683	33.37%
Wellspring Chinguacousy	333	271	96	28.83%
Wellspring London	310	243	99	31.94%
Wellspring Niagara	665	528	222	33.38%
Wellspring GTA	3,429	2,755	610	17.79%

## 1) RESPONDENT PROFILES:



## 2) ENGAGEMENT

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

In-person at a Centre	40.53%
In-person at a Community Hub location (i.e. hospital or community centre)	2.67%
Online	71.19%
Phone	8.85%

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

1	22.73%
2-3	38.22%
4-5	13.64%
>5	24.17%

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

# of Programs	% of Sample
1	31.25%
2-3	33.98%
4-5	12.50%
>5	21.88%

### How long they have been a member?

<1 year	51.97%
Between 1 and 3 years	31.06%
Between 3 and 5 years	7.04%
>5 years	8.49%

### 3) WHAT WERE THEY LOOKING FOR?

#### What were they looking for when they came to Wellspring?

	All WCSF Respondents
I had unanswered questions that I thought Wellspring could help answer	28.36%
I had unmet care needs that I thought Wellspring could help address	30.78%
I was looking for belonging (or) I wanted to connect with others living with cancer	47.20%
I was looking for help to learn how to better cope with my or my loved one's cancer	42.54%
I was looking for help with my emotions and mental health.	55.22%

In addition, 23 respondents mentioned it was the Exercise program that brought them to Wellspring; 6 wanted information on nutrition and 5 mentioned wanting help with their brain fog.

#### How did you hear of Wellspring?

Healthcare Provider	48.41%
Friend or Family	27.29%
Social Media	10.47%
Community Referral	8.04%
Other (please specify)	5.79%

Many individuals (19) found WCSF through their own web searches for cancer support. Some members (7) mentioned their proximity to a Wellspring location and looking into it after seeing the signs on the building. Community referrals included other cancer related organizations like the Canadian Cancer Society as well as our Hub locations including Princess Margaret Hospital. Several members (19) mentioned hearing about Wellspring through brochures or posters.

#### 4) WHAT WAS YOUR WELLSPRING EXPERIENCE?

Indicator	GTA % Agree
Wellspring is warm and welcoming.	95.75%
Wellspring is a safe and confidential place.	96.86%
Wellspring staff and program facilitators are knowledgeable and helpful.	96.46%
I am treated with compassion and respect.	96.83%
I am satisfied with my overall experience at Wellspring.	93.46%
I would recommend Wellspring to others.	95.21%

**91% (510) of all responses were positive, 5% were negative and 4% expressed both positive and negative experiences. Some of the best positive responses:**

“

---

*When I think about my experience using the gym area with the kinesiologists, I can say it was life-changing, life affirming. It's so challenging to get back into fitness even when you've previously been fit. The online classes I would describe as sometimes challenging (brain fog!) but also necessary. Indispensable would be a word - I can't imagine my cancer care without it, and I feel so fortunate to have had access.*

*Wellspring helped address my needs beyond my immediate cancer care - help with returning to work, stress relief and healthy eating.*

*Incredibly helpful, meets every need, changed my approach to cancer*

*Mainstay in keeping a perspective on this experience and amazing peer support and programs.*

*My ten year old son has a brain tumor. The first time I took him to Wellspring he said he felt at home there.*

*My foundational support all through my cancer journey*

*I am not sure how I and my husband would have got through the last few years without the support and care of Wellsprings facilitators, staff and other participants.*

*I experienced a quantum shift in my attitude towards the value of mental health care in relation to physical health. Participating in group support activities to foster healing is something I never thought I would do. But then again, I never thought I would have cancer, either.*

*Comprehensive in meeting needs that the health care system can't*

”

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

Love great online knowledgeable informative  
Kind **welcoming** help Comforting community  
amazing **supportive** experience  
needs friendly Healing  
safe  
place positive **caring** **helpful** Excellent  
calming group people understanding compassionate





## The negatives comments centered on the following:

- Scheduling/availability (13)
- Technological issues (5)
- Issues with facilitator (3)
- Failing to hear back (3)



*Kind of frustrating to be honest only because my schedule and the art class and group classes schedule didn't work out together*

*I called several times and looked at programs, but most seemed to focus on cancers that had a better outcome than Glioblastoma*

*Perhaps my situation is unique... I am living with metastatic breast cancer, But I also work full-time still. Yet your program for metastatic breast cancer case patients is only available during my hours of work. I was told there are no plans to offer it in the evening.*

*Online registration has been a bit clunky, but the programs and staff are exceptional*

*[Wellspring] does not have anything for my cancer*

*Informative but any courses I was interested weren't available at this time or didn't fit into my schedule*

*Very welcoming but had to go on a waiting list. By the time I was able to join a session my husband had passed away so was directed to another group.*



## 5) WHAT DID YOU LEARN?

Indicator	GTA % Agree
I have gained skills and knowledge to address my needs.	93.60%

*\*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	214
Change in perspective or behaviour	15
How to manage emotions	7
Benefits of connecting with others with cancer	26
Self – care, compassion, advocacy awareness	25
Increased their knowledge of cancer related topics or their cancer experience	56
Financial literacy	8

**Specific programs were mentioned frequently, the top 5 included:**

- Nourish (48)
- Exercise (41)
- Meditation (32)
- Brain Fog (16)
- Healing Journey (10)

## Sample comments:



---

*How to really advocate for yourself and take care of yourself. ensuring that you are ready to tackle anything.*

*It's the strength I gained in my body through exercise which would help reduce my fatigue.*

*I learned how to apply for Long Term Disability with my employer during my cancer treatment*

*Learned how to relax and forgiving.*

*Healing Journey has taught me a different approach to living after cancer*

*This was a year ago. I just remember that I was advised to look after myself and my needs (mental health) first so I could be more effective in caring for my spouse.*

*The program helping to transition being finished treatment (and cancer free at this time) was really helpful and I learned about myself and worries, just by talking to someone impartial.*



## 6) WHAT WAS THE IMPACT?

Indicator	GTA % Agree
Wellspring helps me feel less isolated.	93.09%
I can express my needs and feelings better.	93.35%
I manage stressful situations better.	93.12%
My quality of life has improved as a result of participation in Wellspring programs.	92.56%
Wellspring increased my physical well-being.	93.61%
Wellspring increased my mental health well-being.	95.51%
Wellspring increased my social and familial well-being.	92.12%
Wellspring increased my financial well-being.	64.91%
Wellspring increased my spiritual well-being.	89.03%
I received the support I needed by participating in Wellspring programs.	94.97%

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

**Qualitative responses indicate that members quality of life has been positively impacted through the following:**

- Increased positive outlook
- Improved emotional wellness including a decrease in anxiety levels
- Decreased feelings of isolation
- Understanding the importance of self-care
- Physical improvements including increased physical fitness and regaining strength and mobility
- Improving familial and social connections and building new connections with other patients or caregivers.

## Quality of Life Statements:



---

*I have met wonderful new friends who understand the challenges firsthand in ways that family and friends at home cannot do. The feedback when someone resonates with something I have shared, or help I have offered, is so affirming. The facilitators have been brilliant, and I am inspired to look to training in this field so that I might help others. Although my diagnosis is serious it feels good to set my sights on possible very positive outcomes and find meaning in this journey.*

*Hard to believe but I am actually a happier person than I was before my diagnosis.*

*When I attended, I was homeless and just diagnosed with cancer. I never have had much involvement with my friends and family and so I was confused lonely and lost. When I met at Wellsprings I felt gentleness and compassion and I got encouragement.*

*Wellspring saved my life and I am forever grateful to all my leaders, volunteers and Wellspring management for offering such a wonderful environment in my cancer healing journey.*

*I have a true and strong sense of connection and it helps me combat isolation. My membership in WS has literally, been vital, for me, life altering in a positive way.*

*I found a place where I can connect emotionally with women going through similar diagnosis. This provides hope and allows a safe space to share our stories with people that deeply understand. It makes the space a very genuine and authentic place.*

*I am now Volunteering in Peer Support at Wellspring which has taught me so much. I want to inspire others while also being there to listen.*

*I am more focused on moving forward in my life and not worried about recurrence.*

*Gratitude journaling, setting goals, and support group meetings helped me to come out from the darkness of grief to the light and enjoy living in the present time.*

*I was struggling to see a way forward and adjust to a very new normal. Wellspring helped to move me in the right direction and see what is possible. I have always said that regardless of whether or not I participate in programs, just being a part of Wellspring is a program in itself for me.*

*I learned a new perspective of life from the courses at Wellspring*

*Online programs made it possible to connect even when tired from treatment.*

*I have a peer support who connects weekly, she is my lifeline during this difficult period. Knowing I have someone checking in especially with so many ups and downs on my end keeps me sane, grounded and confident I'm not alone*

*The programs I attended allowed me to see that my feelings were normal, valid, and founded. Having this knowledge, and seeing that I wasn't alone in these struggles, took a weight off my shoulders, letting me start to make more space for emotions, experiences and relationships that improved my quality of life.*

*The financial guidance has helped me obtain funding for wheelchair, and other medical needs during the treatments. That has allowed me to be less focused on the financial stress, (unable to afford medicine), to the healing*

---

”