



WELLSPRING CANCER SUPPORT FOUNDATION

Mission Survey Report: GTA region and online across Canada

June 2026

Introduction

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. This information is critical to helping Wellspring enhance our programs, remain responsive to our community's needs and share with our donors the impact that their contributions are making possible.

If you have any questions, you can reach out to Amanda Smart, Chief Mission Officer, at amanda.smart@wellspring.ca

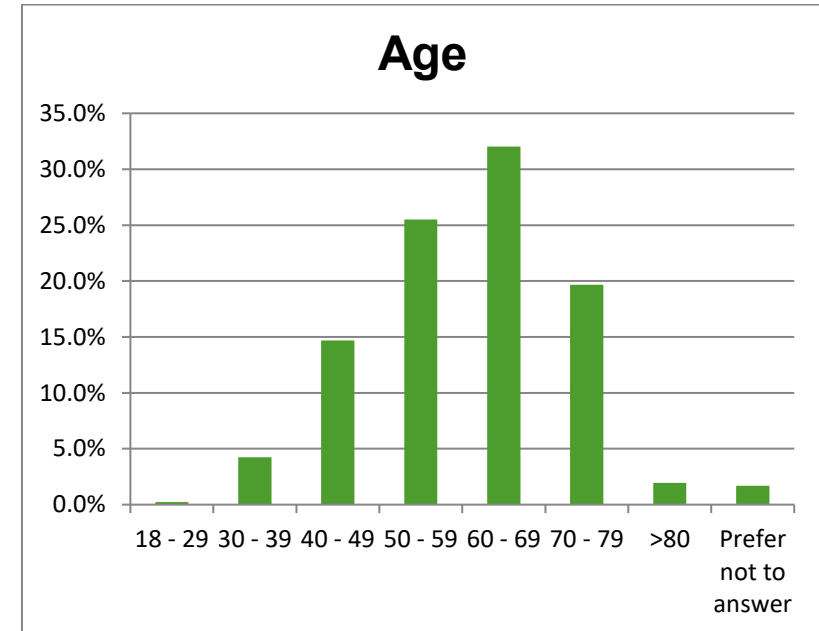
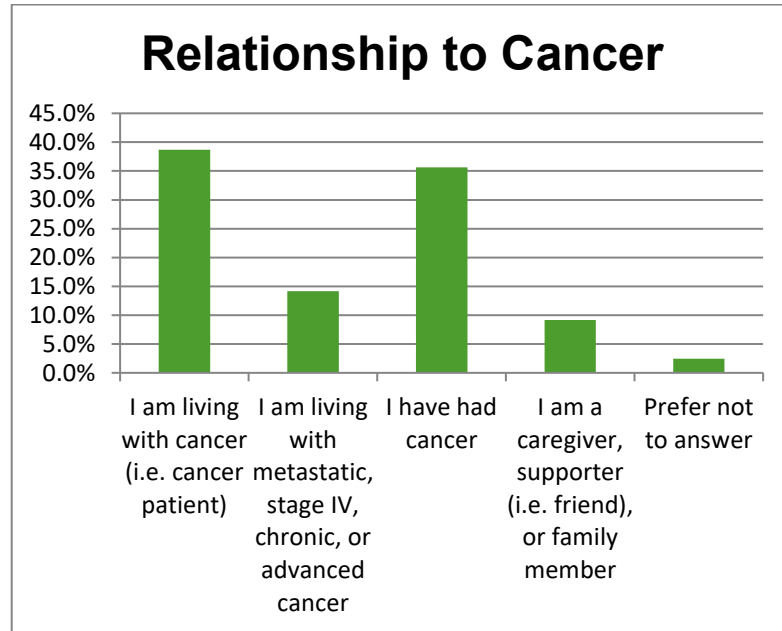
Survey Response Rates

Centre	Total Distributed	Total Opened	Total Responses	Response Rate
Wellspring Network	8,223	6,404	2,327	28.3%
Wellspring Alberta	2,769	2,223	914	33.0%
Wellspring Chinguacousy	265	211	91	34.3%
Wellspring London	376	290	132	35.1%
Wellspring New Brunswick	69	61	31	44.9%
Wellspring Niagara	946	695	244	25.8%
Wellspring Cancer Support Foundation*	3,798	2,924	915	24.1%

*The Wellspring Cancer Support Foundation results include 24 responses from participants of Wellspring Programs licensed to be offered by Horizon Health in New Brunswick.

2026 Wellspring Cancer Support Foundation Results

1) RESPONDENT PROFILES:



I identify as (select all that apply):

A member of the 2SLGBTQIA+ community	5.2%
A racialized person	8.7%
A member of an Indigenous community	1.1%
A member of the South Asian community	5.3%
A newcomer to Canada	1.1%
None of the above	72.3%
Prefer not to answer	8.9%

What is your gender identity?

Female	86.2%
Gender Fluid	0.0%
Male	11.9%
Non-Binary	0.4%
Not Listed	0.0%
Trans-Female	0.0%
Trans-Male	0.0%
Prefer not to answer	1.6%

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)	2.6%
East Asian (e.g., Chinese, Japanese, Korean, Taiwanese descent)	5.4%
Indigenous (e.g., First Nations, Métis, Innu, Inuit)	1.2%
Latin American (e.g., Hispanic or Latin American descent)	2.3%
Middle Eastern (e.g., Arab, Persian, Afghan, Egyptian, Iranian, Kurdish, Lebanese, Turkish)	2.7%
South Asian (e.g., Bangladeshi, Indian, Indo-Caribbean, Pakistani, Sri Lankan)	5.7%
Southeast Asian (e.g., Cambodian, Filipino, Indonesian, Thai, Vietnamese)	2.1%
White (e.g., European descent)	70.1%
Do not know	0.4%
Prefer not to answer	7.3%
Another race category (please specify):	3.4%

2) ENGAGEMENT

Format of Programs Accessed (check all that apply)

	25-26
In-person at a Centre	47.9%
In-person at a Community Hub location (i.e. hospital or community centre)	5.2%
Online	68.6%
Phone	7.3%

How many programs did they attend over the past year?

	25-26
1	24.4%
2-3	35.7%
4-5	17.8%
>5	21.1%
Don't Know	1.0%

356 respondents only accessed programs online, of this group they accessed:

# of Programs	% of Sample
1	25.6%
2-3	37.1%
4-5	18.5%
>5	18.0%

How long have they been a member?

	25-26
<1 year	49.7%
Between 1 and 3 years	34.9%
Between 3 and 5 years	7.3%
>5 years	7.1%
Don't Know	1.0%

3) WHAT WERE THEY LOOKING FOR?

What were they looking for when they came to Wellspring?

	All WCSF Respondents
	25-26
I had unanswered questions that I thought Wellspring could help answer	27.4%
I had unmet care needs that I thought Wellspring could help address	33.7%
I was looking for belonging (or) I wanted to connect with others living with cancer	53.6%
I was looking for help to learn how to better cope with my or my loved one's cancer	44.8%
I was looking for help with my emotions and mental health.	47.8%

How did you hear of Wellspring?

	25-26
Healthcare / Doctors referral	45.9%
Word of mouth	19.2%
Friend or Family	24.4%
Web search	15.0%
Social media	3.9%
Brochure/Flyer/poster	10.6%
Broadcast media (TV, radio, newspaper)	0.4%
Through another organization	6.3%
Wellspring website	11.5%
Other (please specify)	10.4%

4) WHAT WAS YOUR WELLSPRING EXPERIENCE?

Indicator	% Agree
	25-26
Wellspring is warm and welcoming.	96.8%
Wellspring is a safe and confidential place.	96.7%
Wellspring staff and program facilitators are knowledgeable and helpful.	96.3%
I am treated with compassion and respect.	97.4%
I am satisfied with my overall experience at Wellspring.	95.4%
I would recommend Wellspring to others.	96.6%

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

compassionate

great knowledgeable
friendly Informative
good Comfoting caring
warm kind
community help helpful
understanding positive
Support amazing
safe welcoming
supportive



“Wellspring gave me my life back in a way that accepted the new me – the stronger me.”

5) WHAT DID YOU LEARN?

Indicator	% Agree
	25-26
I have gained skills and knowledge to address my needs.	96.2%

**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	322
Increased their knowledge of cancer related topics or their cancer experience	41
Self – care, compassion, advocacy awareness	57
How to manage emotions	41
Benefits of connecting with others with cancer	70
Change in perspective or behaviour	50
Financial literacy	21

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	151
Program suggestions including new programs or ways to improve current programs	120
Request for cancer specific programming	26
Information on the medical aspects of treatment	14

6) WHAT WAS THE IMPACT?

Indicator	% Agree
	25-26
Wellspring helps me feel less isolated.	95.7%
I can express my needs and feelings better.	95.7%
I manage stressful situations better.	95.4%
My quality of life has improved as a result of participation in Wellspring programs.	95.5%
Wellspring increased my physical well-being.	95.0%
Wellspring increased my mental health well-being.	96.3%
Wellspring increased my social and familial well-being.	95.4%
Wellspring increased my financial well-being.	68.0%
Wellspring increased my spiritual well-being.	92.0%
I received the support I needed by participating in Wellspring programs.	95.7%

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

77% (248) of all responses were complimentary, 17% (54) provided suggestions for improvement and 6% (16) provided rich information on both what we are doing well at and areas for improvement.

Below are some of the complimentary responses:

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It was the only place I felt safe going to during the long flu seasons we had because everyone respects the immunocompromised nature of the members...and literally the only times I take off my headscarf publicly is at Wellspring because everyone is so used to it. Thank you for creating such a comforting & welcoming environment.

I was pleasantly surprised by the number of online programs, because I don't live in cities where I can participate live. In addition, online programs allow me to participate during my stay in the hospital, during 5 months I spent 4 in the hospital. I am very happy that you exist and I have not come across any program like this in the world during my research how to meet my needs.

It's a wonderful place, I relax as I'm coming through the front door, I wouldn't be able to get through this journey without Wellspring.

The staff make every effort to get to know all those who enter through the doors. Where our medical appointments always feel rushed the staff and volunteers at Wellspring offer what seems like unlimited time. The training Wellspring provides to volunteers is amazing as every volunteer that I have interacted with seems caring, compassionate, and knowledgeable. Initially I was worried that the support would be limited given the extensive use of volunteers however I have found they all provide exemplary support.

All of the experiences that I have involved people who truly are patient and good listeners in addition to being warm welcoming and compassionate. There is no other place like this.

Wellspring has been a Godsend for me. I was never aware of it until now and I always look at all the sponsors corporate and private and I am overwhelmed by their generosity. I hope to one day be in the position to help and give back. Wellspring is an integral part of my journey back to my overall wellbeing. I am truly thankful to Wellspring and can't recommend the organization enough.

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The comments that provided areas for opportunity centered on the following:

- Scheduling/Availability (13)
- Website Navigation (6)
- Email Language (2)

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It would be great for those of us who work full time to have more time options for some of the programs outside of the regular hours offered. I know this might be difficult but one can dream!

I seemed to be on the waiting list for several sessions. Wish if there are numerous people on waitlist open a new session.

I find the site very confusing when searching, what's more confusing is the information and where to find it for the course you're in.

If it's possible to remove the word "cancer" from the email reminders for certain courses. I learned from Wellspring classes to focus on healthy healing rather than the word "cancer" or "cancer free." I think the word cancer keeps people stuck with identifying as that even after post-surgery. For example, Wellspring Alberta doesn't use the word cancer in their email reminder descriptions. I believe because most people signed up for Wellspring are aware of its purpose. Thank you for your consideration!

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