

WELLSPRING CANCER SUPPORT FOUNDATION

Mission Survey

April 2019

1) Response rate:

GTA

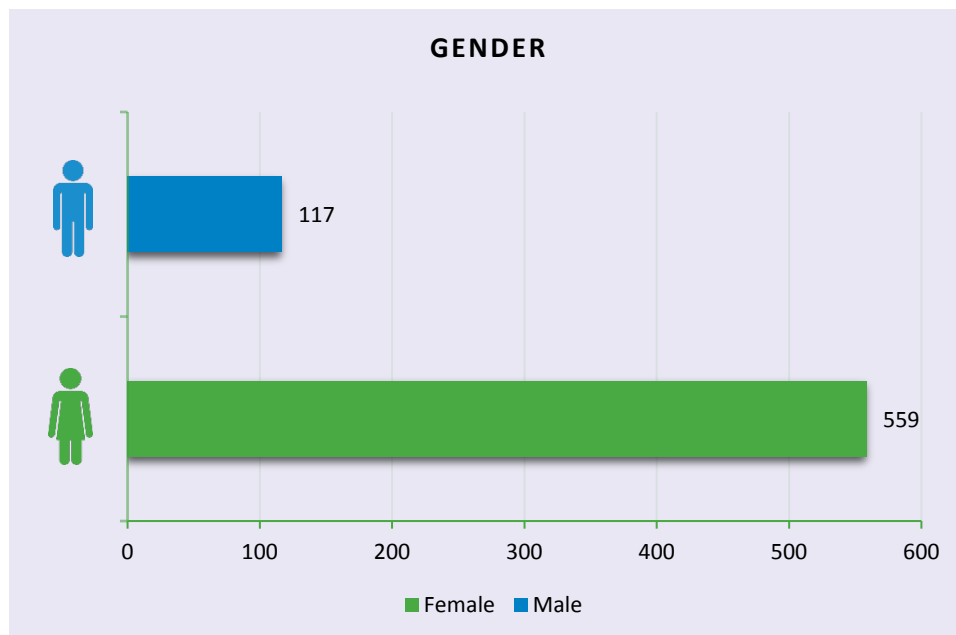
Distributed to: 2839
 Opened: 1813
 Responses: 728
 Total response rate: 26%

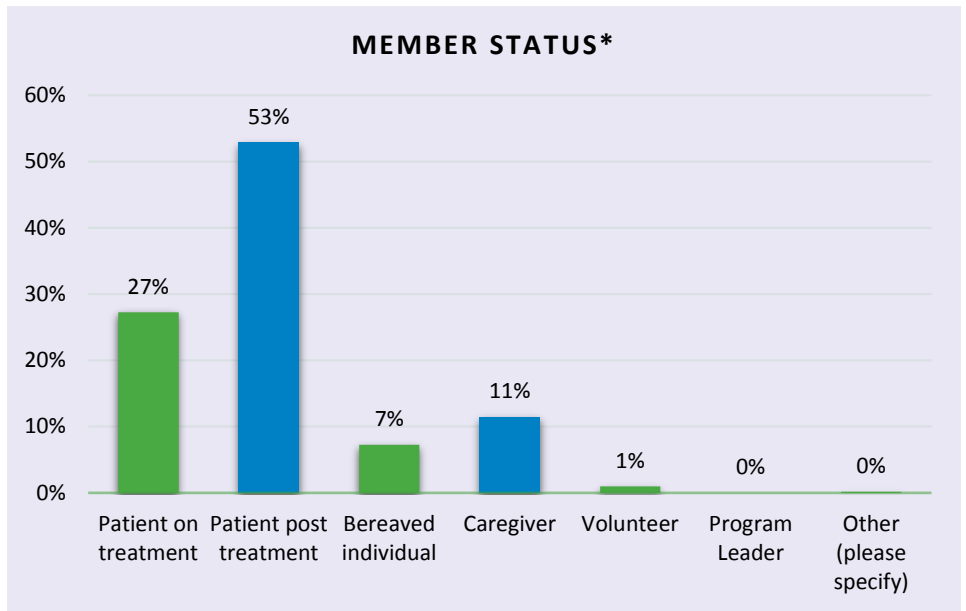
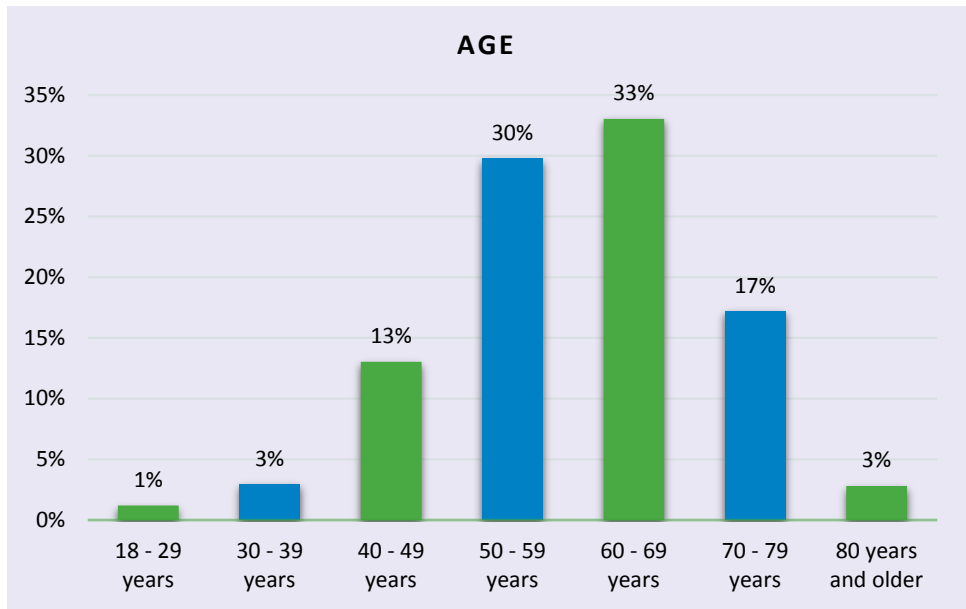
WELLSPRING (ALL CENTRES)

Distributed to: 5957
 Opened: 3946
 Responses: 1798
 Total response rate: 30%

Q26. I found the survey:	Strongly Agree	Agree	Slightly Agree	Slightly Disagree	Disagree	Strongly Disagree
Clear	67.9%	30.1%	1.5%	0.6%	0.0%	0.0%
Distressing	7.1%	6.6%	4.0%	2.1%	29.5%	50.8%
Easy to understand	69.3%	28.6%	1.8%	0.2%	0.0%	0.2%
Relevant to my experience at Wellspring	42.7%	43.0%	10.4%	1.9%	1.2%	0.8%

2) Demographics/status:





*Numbers have been recalculated to more accurately reflect the qualitative responses in the Other category and may differ slightly from those reported on the Survey Monkey report.

Cancer Type*	Responses (n)	Responses (%)
Breast	781	43%
Other	144	8%
Lymphoma non-Hodgkins	117	6%

Cancer Type*	Responses (n)	Responses (%)
Colorectal	99	5%
Lung	94	5%
Prostate	90	5%
Ovarian	85	5%
Brain	63	3%
Leukemia	51	3%
Multiple Myeloma	42	2%
Head and neck	36	2%
Pancreatic	35	2%
Melanoma	30	2%
Uterine	25	1%
Bladder	22	1%
Liver	18	1%
Thyroid	18	1%
Endometrial	17	1%
Stomach	16	1%
Kidney	13	1%
Lymphoma Hodgkins	12	1%
Esophagus	11	1%
Renal	8	0%

*Numbers have been recalculated to more accurately reflect the qualitative responses in the Other category and may differ slightly from those reported on the Survey Monkey report.

3) Satisfaction rate*: GTA 2019 vs. 2017:

Questions/Satisfaction rate	2019	2017**	% change
Q1. Wellspring is warm and welcoming.	97.4%	97.2%	0.2%
Q2. Wellspring is a safe and confidential place.	98.2%	98.1%	0.1%
Q3. Centre staff are knowledgeable and helpful.	97.1%	96.7%	0.4%
Q4. Program leaders are knowledgeable and helpful.	97.6%	97.6%	0.0%
Q5. I am comfortable talking with the Wellspring centre staff, program leaders and volunteers.	96.4%	95.7%	0.7%
Q6. I am treated with compassion and respect.	98.5%	98.1%	0.4%
Q7. I feel supported and cared about.	96.5%	95.0%	1.4%
Q8. Wellspring helps me feel less isolated.	94.3%	91.5%	2.8%
Q9. Programs at Wellspring help me understand how cancer has impacted my life.	88.3%	87.4%	1.0%
Q10. I have gained skills and knowledge to address my needs.	88.2%	89.0%	-0.8%
Q11. I feel better prepared to manage going forward.	85.4%	86.1%	-0.7%
Q12. I have a better understanding of what to do to maintain or improve my well-being.	88.1%	89.8%	-1.7%
Q13. I can express my needs and feelings better.	79.8%	77.4%	2.4%
Q14. I manage stressful situations better.	73.2%	73.9%	-0.7%
Q15. I have gained skills and knowledge to maintain or improve my well-being.	85.2%	88.2%	-2.9%
Q16. I am able to cope better.	81.3%	79.4%	1.8%
Q17. I received the support I needed.	88.1%	91.8%	-3.7%
Q18. I am more accepting of my situation.	81.6%	80.6%	1.0%
Q19. I am satisfied with my overall experience at Wellspring.	95.4%	97.0%	-1.5%
Q20. I would recommend Wellspring to others.	97.8%	98.2%	-0.4%

*Combination of Strongly Agree and Agree

**2017 results are for all GTA centres (Chinguacousy, Downtown, Birmingham Gilgan, and Westerkirk)

4) Mission survey results (GTA only):

Questions	Strongly Agree	Agree	Slightly Agree	Slightly Disagree	Disagree	Strongly Disagree	Responses	Not Applicable
Q1. Wellspring is warm and welcoming.	76.8%	20.6%	2.1%	0.4%	0.1%	0.0%	727	0.0%
Q2. Wellspring is a safe and confidential place.	72.6%	25.6%	1.5%	0.3%	0.0%	0.0%	722	0.6%
Q3. Centre staff are knowledgeable and helpful.	63.3%	33.8%	2.4%	0.3%	0.3%	0.0%	713	1.2%
Q4. Program leaders are knowledgeable and helpful.	70.0%	27.6%	2.0%	0.3%	0.1%	0.0%	696	4.0%
Q5. I am comfortable talking with the Wellspring centre staff, program leaders and volunteers.	64.1%	32.3%	2.4%	1.0%	0.1%	0.1%	721	0.7%
Q6. I am treated with compassion and respect.	75.0%	23.5%	0.8%	0.4%	0.3%	0.0%	719	0.8%
Q7. I feel supported and cared about.	67.7%	28.8%	2.5%	0.8%	0.1%	0.0%	711	1.3%
Q8. Wellspring helps me feel less isolated.	60.2%	34.1%	4.7%	0.6%	0.3%	0.1%	686	5.0%
Q9. Programs at Wellspring help me understand how cancer has impacted my life.	40.7%	47.6%	10.4%	0.5%	0.8%	0.0%	616	11.0%
Q10. I have gained skills and knowledge to address my needs.	43.9%	44.3%	9.6%	1.6%	0.6%	0.0%	643	6.9%
Q11. I feel better prepared to manage going forward.	39.7%	45.7%	12.9%	1.4%	0.3%	0.0%	643	6.7%
Q12. I have a better understanding of what to do to maintain or improve my well-being.	39.3%	48.8%	10.8%	0.6%	0.5%	0.0%	639	7.3%

Questions	Strongly Agree	Agree	Slightly Agree	Slightly Disagree	Disagree	Strongly Disagree	Responses	Not Applicable
Q13. I can express my needs and feelings better.	29.9%	49.9%	18.1%	0.8%	1.3%	0.0%	603	12.2%
Q14. I manage stressful situations better.	26.0%	47.2%	23.2%	2.3%	1.1%	0.2%	612	11.2%
Q15. I have gained skills and knowledge to maintain or improve my well-being.	38.1%	47.1%	13.5%	0.6%	0.6%	0.0%	637	7.1%
Q16. I am able to cope better.	30.2%	51.0%	16.1%	1.4%	1.3%	0.0%	635	7.7%
Q17. I received the support I needed.	44.3%	43.7%	8.9%	2.1%	0.8%	0.2%	654	5.1%
Q18. I am more accepting of my situation.	32.4%	49.3%	14.6%	2.3%	1.3%	0.2%	615	10.7%
Q19. I am satisfied with my overall experience at Wellspring.	65.7%	29.7%	3.2%	0.9%	0.3%	0.1%	679	0.6%
Q20. I would recommend Wellspring to others.	82.1%	15.7%	1.3%	0.3%	0.4%	0.1%	680	0.4%

5) Mission survey results (all centres):

Questions	GTA	Calgary	Chinguacousy	Edmonton	London and Stratford	Niagara	Wellspring
# of responses	727	381	147	247	136	157	1795
Q1. Wellspring is warm and welcoming.	97.4%	98.4%	99.3%	97.5%	96.3%	98.1%	97.8%
Q2. Wellspring is a safe and confidential place.	98.2%	98.9%	100.0%	98.7%	100.0%	100.0%	98.9%
Q3. Centre staff are knowledgeable and helpful.	97.1%	98.7%	97.9%	95.1%	97.0%	97.4%	97.2%
Q4. Program leaders are knowledgeable and helpful.	97.6%	98.1%	97.2%	99.6%	99.2%	97.3%	98.0%
Q5. I am comfortable talking with the Wellspring centre staff, program leaders and volunteers.	96.4%	96.3%	97.2%	99.1%	98.5%	96.8%	97.0%
Q6. I am treated with compassion and respect.	98.5%	98.7%	98.6%	98.8%	98.5%	98.7%	98.6%
Q7. I feel supported and cared about.	96.5%	96.5%	97.2%	95.7%	97.0%	97.4%	96.6%
Q8. Wellspring helps me feel less isolated.	94.3%	94.5%	96.6%	95.5%	93.8%	96.7%	94.9%
Q9. Programs at Wellspring help me understand how cancer has impacted my life.	88.3%	88.3%	87.8%	86.1%	78.4%	91.1%	87.5%
Q10. I have gained skills and knowledge to address my needs.	88.2%	89.2%	88.1%	87.5%	85.5%	87.1%	88.0%
Q11. I feel better prepared to manage going forward.	85.4%	86.5%	87.5%	86.1%	85.6%	88.6%	86.2%

Questions	GTA	Calgary	Chinguacousy	Edmonton	London and Stratford	Niagara	Wellspring
Q12. I have a better understanding of what to do to maintain or improve my well-being.	88.1%	85.7%	89.7%	88.8%	82.9%	89.4%	87.5%
Q13. I can express my needs and feelings better.	79.8%	77.4%	78.0%	81.6%	80.8%	86.8%	80.0%
Q14. I manage stressful situations better.	73.2%	78.0%	77.9%	73.0%	69.1%	76.5%	74.6%
Q15. I have gained skills and knowledge to maintain or improve my well-being.	85.2%	84.6%	90.2%	84.1%	81.0%	88.7%	85.3%
Q16. I am able to cope better.	81.3%	83.9%	86.5%	81.2%	77.5%	85.7%	82.4%
Q17. I received the support I needed.	88.1%	86.8%	89.6%	88.3%	88.8%	87.6%	88.0%
Q18. I am more accepting of my situation.	81.6%	84.0%	84.8%	85.1%	77.5%	82.6%	82.6%
Q19. I am satisfied with my overall experience at Wellspring.	95.4%	96.4%	94.9%	96.5%	96.9%	94.6%	95.8%
Q20. I would recommend Wellspring to others.	97.8%	99.5%	98.6%	99.1%	100.0%	97.3%	98.5%