



WELLSPRING CANCER SUPPORT FOUNDATION

Mission Survey Report: Wellspring Network

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

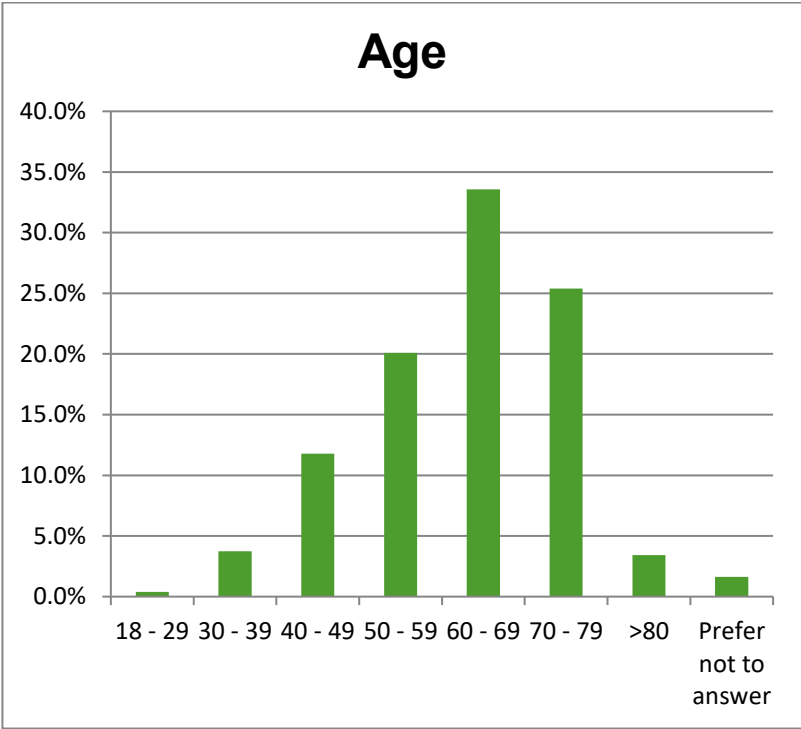
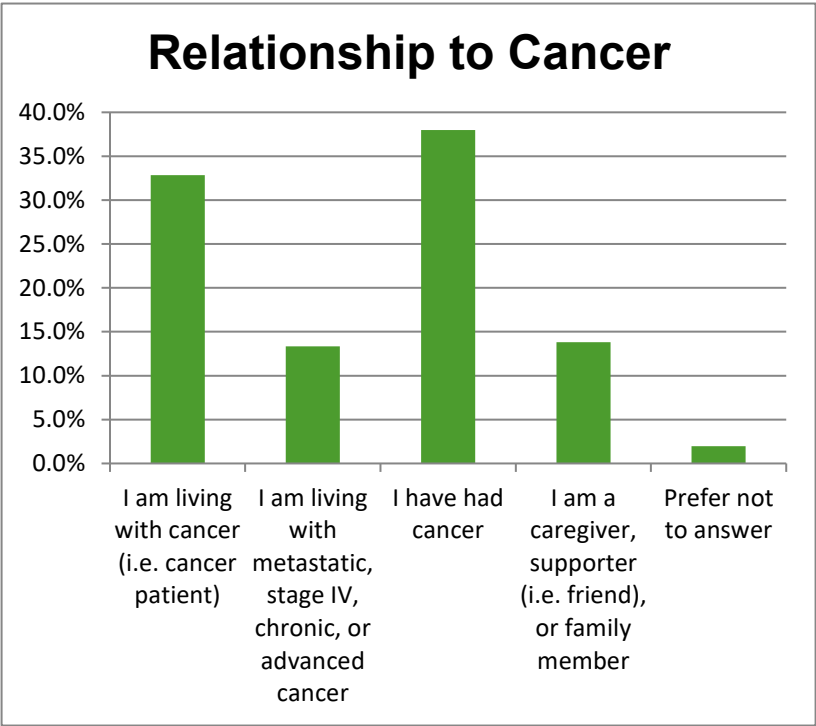
Survey Response Rates

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%

**Wellspring New Brunswick opened its doors of Bannon House in January 2026. Prior to this, Wellspring New Brunswick was offering a limited number of programs at offsite locations.*

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

1) RESPONDENT PROFILES:



I identify as (select all that apply):

A member of the 2SLGBTQIA+ community	3.9%
A racialized person	6.3%
A member of an Indigenous community	1.5%
A member of the South Asian community	4.3%
A newcomer to Canada	0.7%
None of the above	77.0%
Prefer not to answer	8.4%

What is your gender identity?

Female	83.3%
Gender Fluid	0.1%
Male	14.6%
Non-Binary	0.4%
Not Listed	0.0%
Trans-Female	0.1%
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)	2.1%
East Asian (e.g., Chinese, Japanese, Korean, Taiwanese descent)	3.7%
Indigenous (e.g., First Nations, Métis, Innu, Inuit)	1.6%
Latin American (e.g., Hispanic or Latin American descent)	1.5%
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)	4.3%
Southeast Asian (e.g., Cambodian, Filipino, Indonesian, Thai, Vietnamese)	2.0%
White (e.g., European descent)	76.0%
Do not know	0.3%
Prefer not to answer	6.6%
Another race category (please specify):	3.1%

2) ENGAGEMENT

Format of Programs Accessed (check all that apply)

	25-26
In-person at a Centre	64.1%
In-person at a Community Hub location (i.e. hospital or community centre)	7.6%
Online	54.0%
Phone	5.3%

How many programs did they attend over the past year?

	25-26
1	22.6%
2-3	36.7%
4-5	17.3%
>5	22.8%
Don't Know	0.7%

How long have they been a member?

	25-26
<1 year	41.1%
Between 1 and 3 years	36.3%
Between 3 and 5 years	9.4%
>5 years	12.2%
Don't Know	1.0%

3) WHAT WERE THEY LOOKING FOR?

What were they looking for when they came to Wellspring?

	All Respondents
	25-26
I had unanswered questions that I thought Wellspring could help answer	22.6%
I had unmet care needs that I thought Wellspring could help address	28.7%
I was looking for belonging (or) I wanted to connect with others living with cancer	56.8%
I was looking for help to learn how to better cope with my or my loved one's cancer	41.7%
I was looking for help with my emotions and mental health.	46.6%

How did you hear of Wellspring?

	25-26
Healthcare / Doctors referral	42.7%
Word of mouth	19.8%
Friend or Family	28.7%
Web search	9.9%
Social media	3.7%
Brochure/Flyer/poster	14.1%
Broadcast media (TV, radio, newspaper)	0.7%
Through another organization	6.0%
Wellspring website	11.5%
Other (please specify)	10.4%

4) WHAT WAS YOUR WELLSPRING EXPERIENCE?

Indicator	% Agree
	25-26
Wellspring is warm and welcoming.	97.0%
Wellspring is a safe and confidential place.	97.4%
Wellspring staff and program facilitators are knowledgeable and helpful.	97.0%
I am treated with compassion and respect.	97.5%
I am satisfied with my overall experience at Wellspring.	95.9%
I would recommend Wellspring to others.	96.9%

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



5) WHAT DID YOU LEARN?

Indicator	% Agree
	25-26
I have gained skills and knowledge to address my needs.	96.4%

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

6) WHAT WAS THE IMPACT?

Indicator	% Agree
	25-26
Wellspring helps me feel less isolated.	96.5%
I can express my needs and feelings better.	95.4%
I manage stressful situations better.	95.6%
My quality of life has improved as a result of participation in Wellspring programs.	96.4%
Wellspring increased my physical well-being.	96.1%
Wellspring increased my mental health well-being.	97.1%
Wellspring increased my social and familial well-being.	96.1%
Wellspring increased my financial well-being.	70.6%
Wellspring increased my spiritual well-being.	92.7%
I received the support I needed by participating in Wellspring programs.	96.2%

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