



Anishnawbe Health Toronto

2010 Client Satisfaction Survey

Final Report

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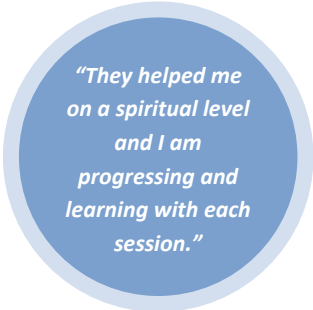
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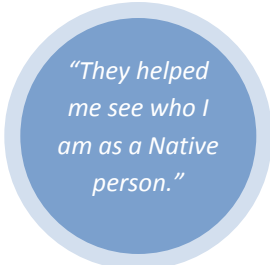
As the largest Aboriginal health organization in Canada, Anishnawbe Health Toronto strives to deliver high-quality health services to its community. Part of staying ahead of the game is to continuously identify areas for improvement which is why, every 18 months, Anishnawbe Health looks to its community for feedback about its services and programs.

The Client Satisfaction Survey is an important tool in identifying both strengths and weaknesses and provides Anishnawbe Health with a snapshot of what our clients are thinking and feeling.

Anishnawbe Health would like to thank all 250 clients who took time to be interviewed, and who candidly shared their views and experiences. Your feedback is valuable and we are grateful for it.

The interviewer personally wishes to express her gratitude to those clients who not only took time to answer the survey questions, but also shared their stories, experiences and teachings. The warmth and openness of this community turned most interviews into meaningful conversations that will long stay with her.

Meegwetch!



“They helped me see who I am as a Native person.”

Methodology

Data is collected using a 23-question survey every 18 months to two years. The survey is designed to capture both qualitative and quantitative data regarding Anishnawbe Health's client base, services and programs. The survey collects demographic information, service evaluation data, broader organizational evaluation data, and feedback on specific services and individual experiences.

A total of 250 clients were randomly approached to complete an anonymous 23-question client satisfaction survey between February 25th and March 26th, 2010. The interviewer focused on clients leaving appointments.

The majority of surveys were completed via face-to face-interview; however, a small group of surveys were filled out by clients attending group activities e.g. the sweat lodge ceremony, and collected afterwards.

All surveys were anonymous and were limited to one per client throughout the survey period. Staff members receiving services at Anishnawbe Health Toronto were exempt from participating in the survey.

During the face-to-face interviews, survey answers were directly inputted into the data spreadsheet by the interviewer. Surveys that were filled out by clients were later inputted into the spreadsheet and the hard copies were shredded.

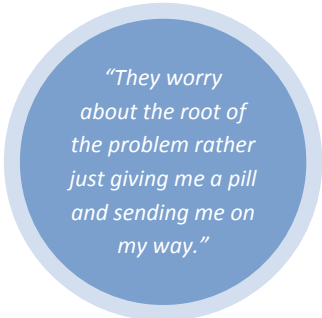
The majority of clients approached to take the survey did so. Refusals were rare and were not tracked systematically.

Incomplete surveys were discarded and not included in the sample of 250 with the exception of two surveys in which the respondents refrained from answering question 22. In addition to that exception, clients were not pressed to provide examples or answer question 20 if they could not think of a response.

For reporting purposes, all percentages were rounded to the nearest number. When available, year-over-year comparisons were included in the final report. Questions that do not have a year-over-year comparison either were not asked in previous years, or were not asked in a consistent manner that would allow for an accurate comparison.

Finally, no correlations were calculated in the final report.

The results of this survey are accurate 95% of the time 19 times out of 20 with a 5.9% margin of error.



“They worry about the root of the problem rather just giving me a pill and sending me on my way.”

Sample Size and Distribution

250 Surveys were conducted at three locations: Waash-Keshuu-Yaan located at 225 Queen Street, Babishkhan located at 179 Gerrard Street and Aboriginal Mental Health and Addictions located at 22 Vaughan Road.

This sample distribution is in keeping with Anishnawbe Health's client breakdown from April 1, 2009 to March 31, 2010:

Waash-Keshuu-Yaan: 88.67%

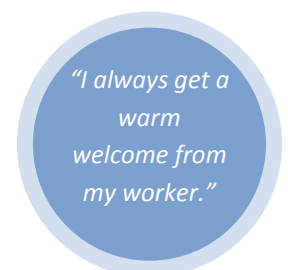
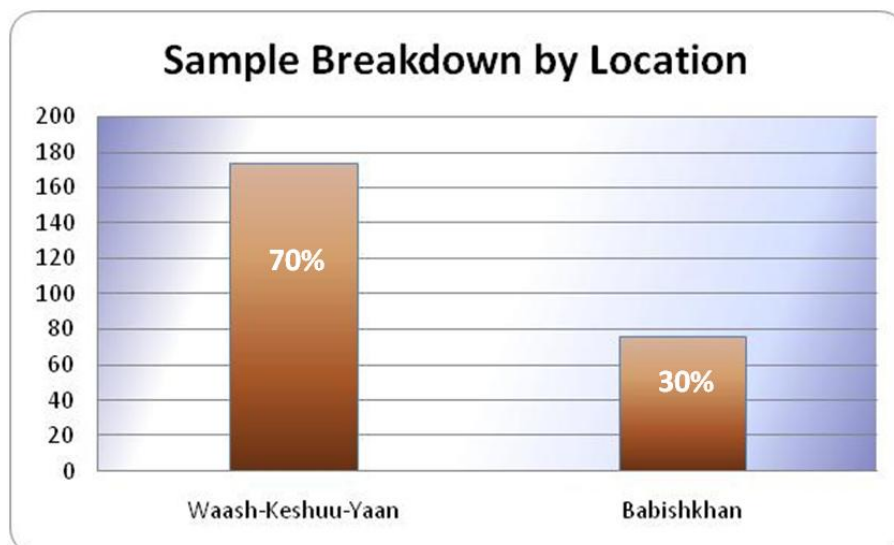
Babishkhan and Aboriginal Mental Health and Addictions: 30%

**Some clients access services at more than one location

2010 Client Satisfaction Survey sample distribution was as follows:

Waash-Keshuu-Yaan surveys: 174/70%

Babishkhan and Aboriginal Mental Health and Addiction surveys: 76/30%



Executive Summary

The 2010 Client Satisfaction Survey yielded few surprises. Overall satisfaction is high.

Historically, females have outnumbered males in the survey sample, but the men are steadily catching up. This year, men represented 45% of the sample, up from 35% in 2001.

The traditional program held 16% of the client-share, meaning that 16% of all respondents were in to see a healer. Next were the chiropractors at 12% and doctors at 11%.

Anishnawbe Health practitioners are doing a good job: 93% of all respondents surveyed felt that their thoughts and opinions were important or very important to their practitioners. These numbers are consistent in the year-over-year analysis. Similarly, 96% of respondents rated the services they received as good or excellent – also comparable with past years.

The year-over-year analysis revealed three trends:

1. 70% of respondents felt that their confidentiality is protected at Anishnawbe Health Toronto, a 24% change since 2004.
2. Clients could be less likely to approach someone if they had a concern about services. 78% would approach someone to resolve an issue, a change from 88% in 2004.
3. 85% of clients feel that it's important to receive their services at Anishnawbe Health rather than another organization, a change from 98% in 2001.

95% of all clients surveyed felt that the services contributed to their well-being in some way. The reasons cited by clients ran the gamut from physical improvement like decreases in back pain to mental health improvements like a sense of balance.

Despite the growth in services and resultant space pressures, 97% of clients still find Anishnawbe Health 'warm and inviting.' This is due in part to Anishnawbe Health Toronto's friendly staff and the Aboriginal art and decor.

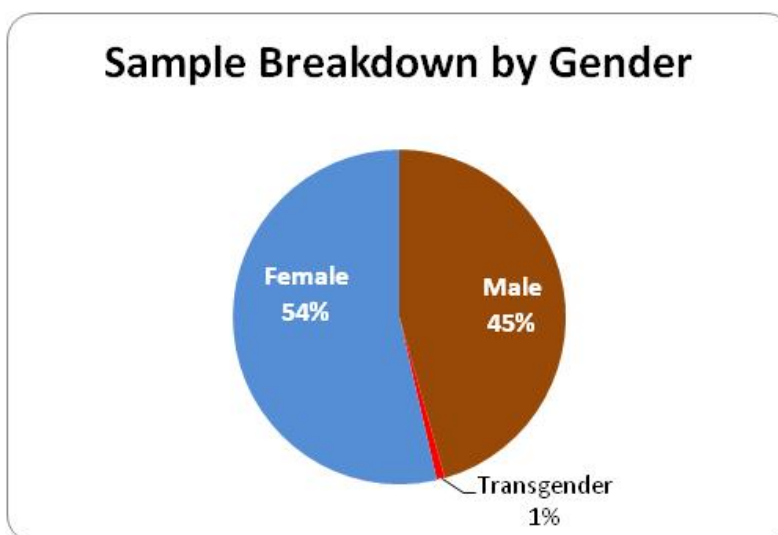
More practitioners are making sure their clients know about the programs and services. In 2010, 68% of clients received an explanation of the services available – up from 64% in 2008.

Attendance at ceremony may be on the rise. 54% of all clients surveyed attended one of the traditional ceremonies. The sweat lodge was particularly well-attended, mentioned by 53% of ceremony attendees.

Survey Results

1. Please identify your gender

The majority of clients surveyed were female, 54%, (134 of 250) while males represented 45% (114 of 250). Two respondents identified as transgender representing 1% of the sample.

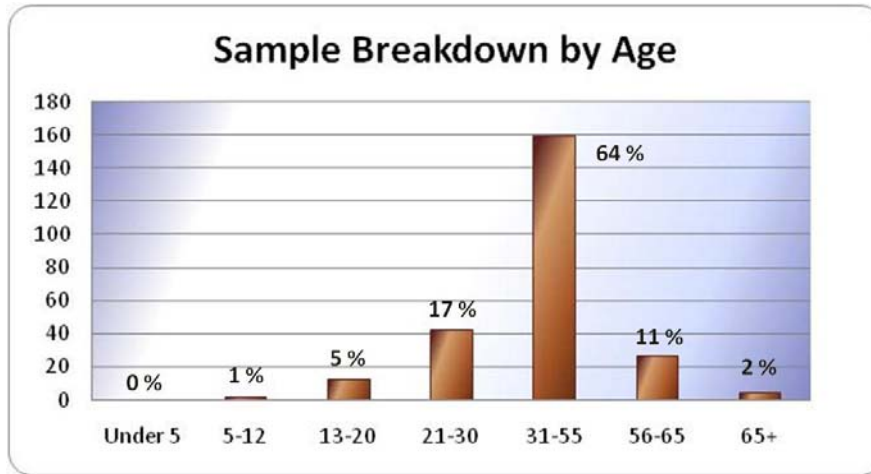


It is interesting to note that, since 2001, the number of male clients represented in the survey has grown from 35% in 2001 to 45% in the current survey year. In prior years, the third category was titled 'other.' For the 2010 survey, Anishnawbe Health re-titled this category to 'transgender' to better represent Anishnawbe Health Toronto's diverse client base.

	Male	Female	Transgender (other)
2010	45%	54%	1%
2008	42%	57%	1%
2006	40%	60%	1%
2004	38%	61%	1%
2001	35%	65%	0%

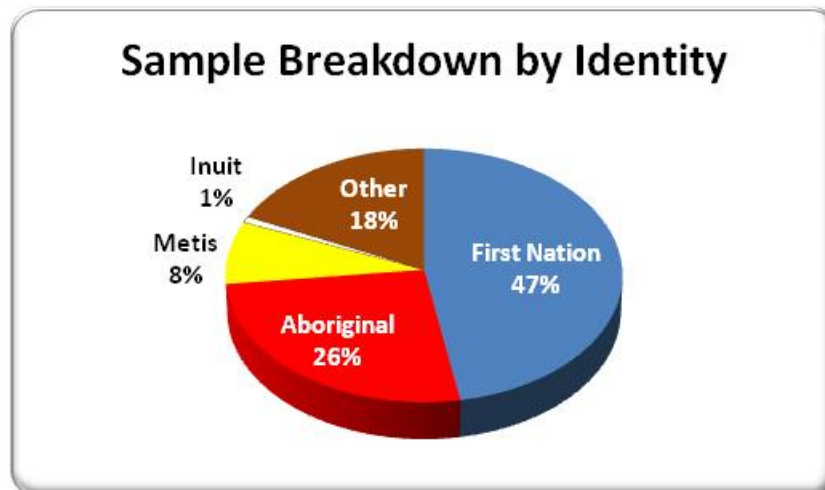
2. Please identify your age group

Most clients at Anishnawbe Health Toronto belong to the 31-55 age group, 64% or 160 of 250. Seventeen per cent of respondents were between the age of 21-30 (43 clients) and the third-largest group represented respondents aged 56-65 at 11% or 27 of 250. Five percent of clients surveyed (14 clients) were young people between 13 and 20, and five clients, representing 2%, were over the age of 65. Also represented in the survey were those under 12 (1% or two clients.)



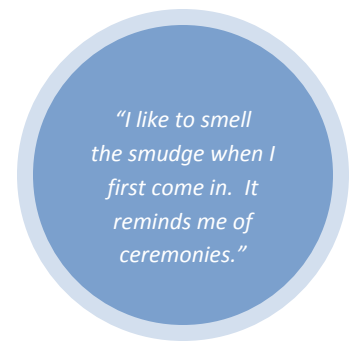
3. I would identify myself as:

This question often provoked discussion between the respondents and interviewer. Many respondents felt that more categories should be offered e.g. 'Indigenous' and 'Indian' while others stated confusion between the terms 'First Nation' and 'Aboriginal'. The majority of respondents identified themselves as 'First Nation' (118 of 250, 47%) with 'Aboriginal' 26% (65 clients). Next was 'other' (18% or 45 clients), 'Métis' (8% or 20 clients) and then 'Inuit' (1% or two clients.)



For the 45 respondents that identified as 'other', the most common identification was a tribal affiliation, for example, 'Ojibwa' or 'Haudenosaunee'. Thirty-one of 45 respondents provided an alternative term to identify themselves:

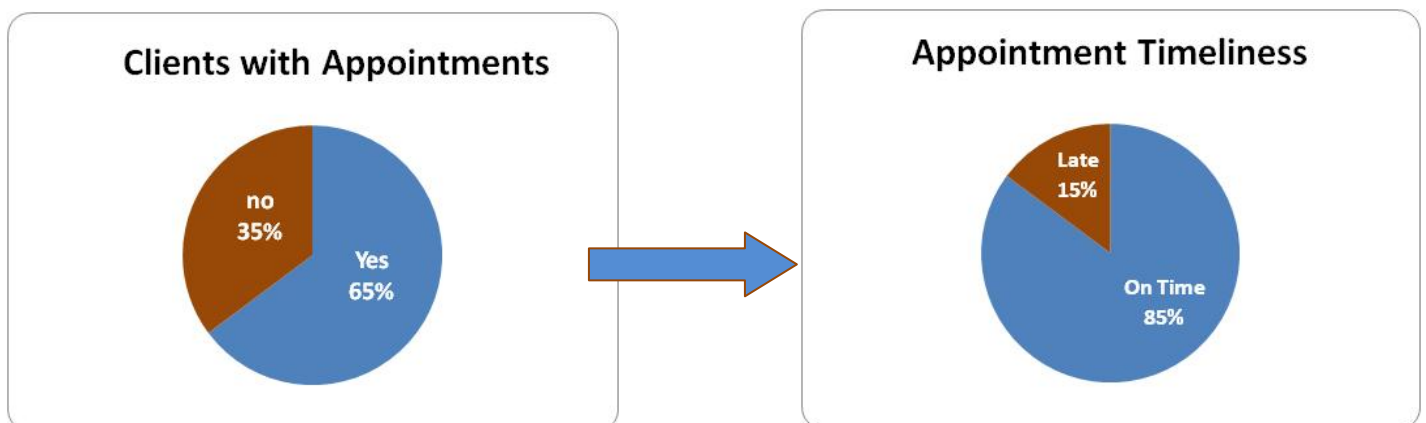
Identity	Respondents
Tribal Name	11
Native	3
Indian/Status Indian	2
Anishnawbe	2
Human	2
Non-Native	2
Indigenous	3



Finally, the terms Black, Multi-Racial, Mixed, Caribbean, Canadian and 'On My Own' were each mentioned once.

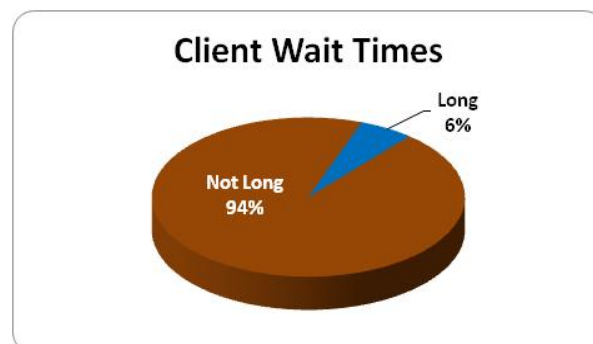
4. Did you have an appointment today? If so, was it on time?

Almost two-thirds (65%, n=162) of respondents stated that they had an appointment to see a practitioner at Anishnawbe Health Toronto on the day they were surveyed, while the remaining 35% (88 clients) did not. The overall high number of walk-ins reflected in this survey can be partly attributed to the walk-in medical system at Waash-Keshuu-Yaan and the bi-weekly intake at Babishkhan, in addition to the many group activities at all locations. Of the respondents that had booked appointments, 85% (138) of those appointments were on-time.



5. Did you have to wait long?

This question applied to all clients, whether or not they had an appointment. Overall, six per cent of clients (n=14) felt they waited a long time for their appointment.

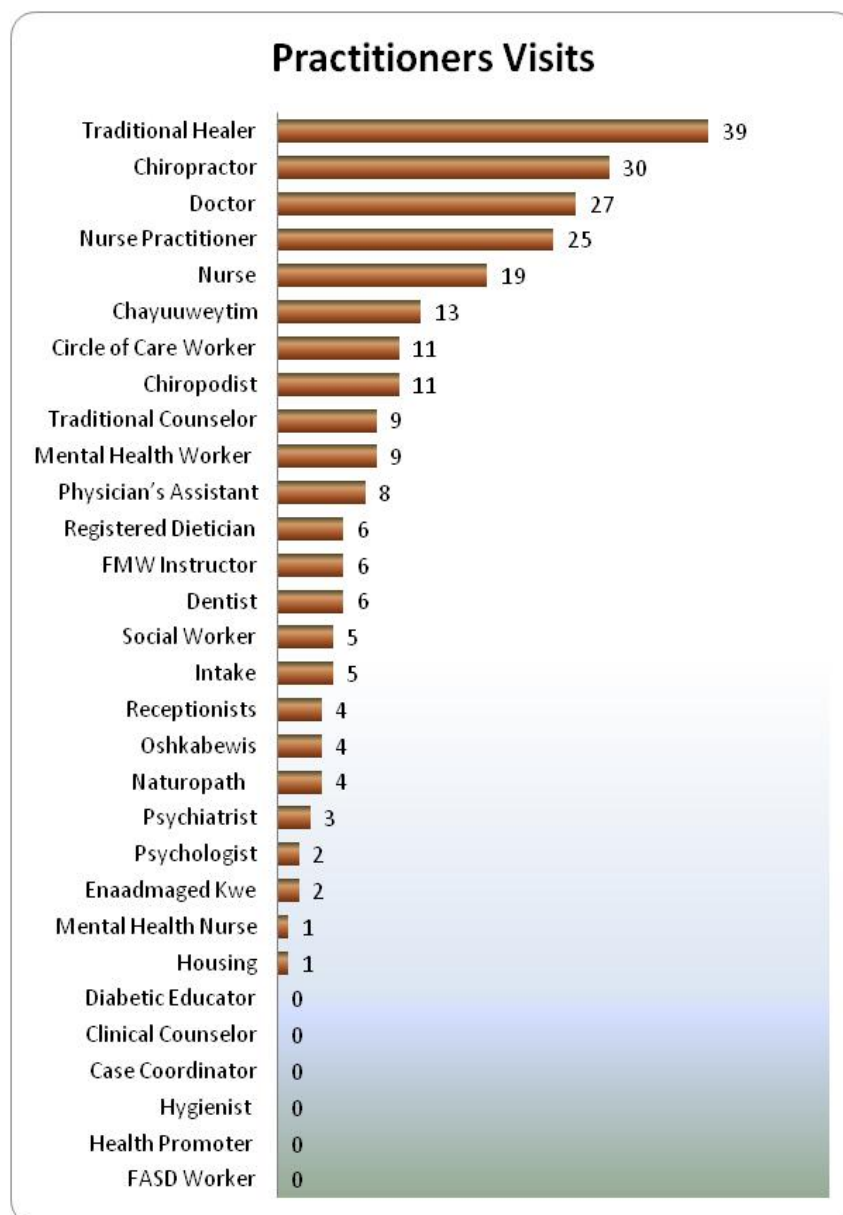


6. Whom did you see?

Many clients came to Anishnawbe Health Toronto to visit a traditional healer (39 of 250 clients or 16%). In addition to one-on-one appointments with traditional healers, those clients who attended teaching circles or ceremony e.g. sweats, were included under the 'traditional healer' banner.

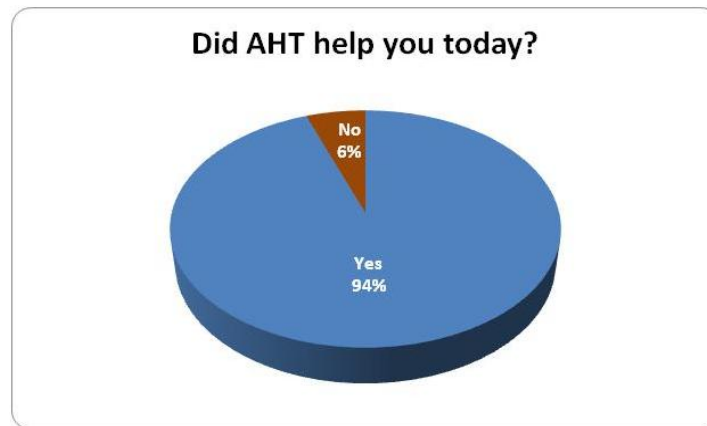
Chiropractors met with 12% or respondents (30 clients) and core medical staff like doctors (27 clients/11%), nurse practitioners (25/10%) and registered nurses (19/8%) had a high number of client visits.

The interviewer was unable to collect data on the diabetic educator and the clinical counsellor as the first position was vacated at the beginning of the survey and the second was vacant throughout. The case coordinator, health promoter and FASD worker do not regularly meet with clients. Regarding the hygienist, while it may safely be assumed that dental patients also saw the hygienist, they identified the dentist as the main practitioner they saw.



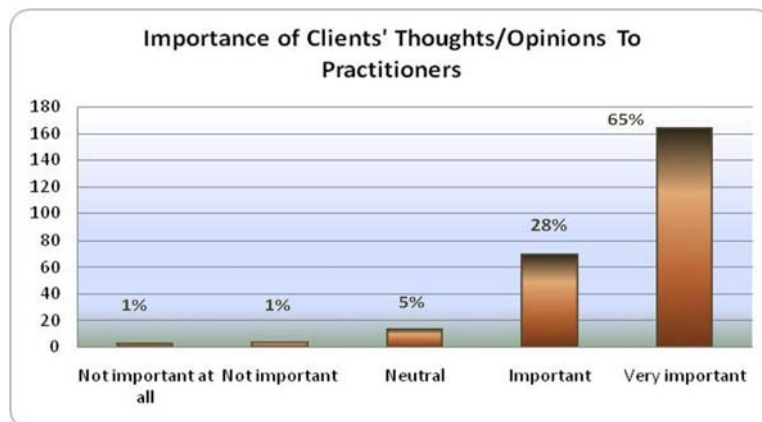
7. Was Anishnawbe Health Toronto able to help you today?

Across all locations, only six per cent of clients (n=14) felt that Anishnawbe Health was not able to help them on the day of their visit, while 94%, or 236 of 250, felt that Anishnawbe Health Toronto helped them.



8. How important did you feel that you thoughts and opinions were to the person you saw today?

Overall, 93% (n=232) of clients felt that their thoughts and opinions were between 'important' and 'very important' to the practitioner they saw on the day of their visit. Five percent felt that their thoughts and opinions were of neutral importance to their practitioners (13 of 250), and one per cent each that felt their thoughts and opinions were 'not important' and 'not important at all' (5 clients.)



Since 2001, the number of clients who stated that that their thoughts were 'very important' changed from 73% in 2001 to 65% in 2010. The number of clients who felt their thoughts and opinions were 'important' changed from 18% in 2001 to 28% where it remained steady from 2008 to 2010. The amount of neutral responses changed from 9% in 2001 to 5% in 2010.

Despite these small variances, the overall percentage of clients who felt that their practitioners valued their opinions as ‘important’ and above stayed between 90% and 94% (combined total) for each year of the survey.

	Not important at all	Not important	Neutral	Important	Very Important
2010	1%	1%	5%	28%	65%
2008	1%	1%	7%	28%	62%
2006	1%	1%	6%	26%	68%
2004	0%	0%	6%	23%	71%
2001	0%	0%	9%	18%	73%

9. How would you rate the care/service that you received today?

Of the 250 clients surveyed, 77% (n=193) stated that the care/service they received at Anishnawbe Health Toronto was ‘excellent’. Nineteen per cent (47 clients) responded that they received ‘good’ care/service and a combined total of 5% of respondents (n=10) felt that the care/service they received was ‘average’ or below.

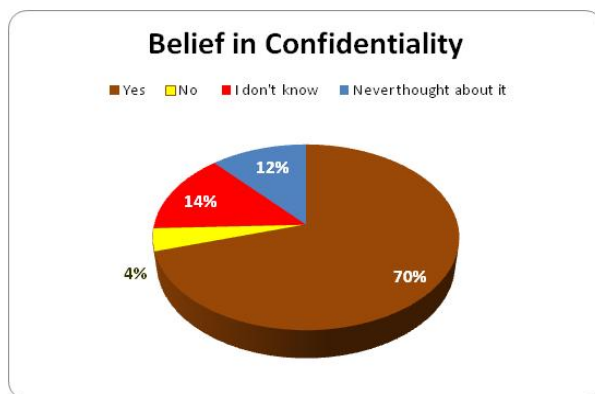


In the year-over-year statistics, the categories of ‘very poor’, ‘poor’ and ‘average’ remained consistent. The ‘excellent’ category varied in 2004 and 2006 measuring 51% and 41% respectively. In 2008, that number changed to 72% and measured 77% in 2010. The ‘good’ category has also varied from 47% in 2006 to 19% in 2010.

	Very Poor	Poor	Average	Good	Excellent
2010	1%	1%	2%	19%	77%
2008	2%	0%	3%	23%	72%
2006	1%	3%	8%	47%	41%
2004	0%	1%	5%	43%	51%
2001	0%	1%	4%	19%	76%

10. Do you feel that your confidentiality is protected at Anishnawbe Health Toronto?

Overall, 70%, or 176 of 250 respondents, stated that they felt that their confidentiality was protected at Anishnawbe Health Toronto. Twelve percent of respondents (29 of 250) stated that they had never thought about it, while 14% (35 of 250) didn't know. Only 4%, or ten clients in total, stated that they didn't feel their confidentiality was protected.



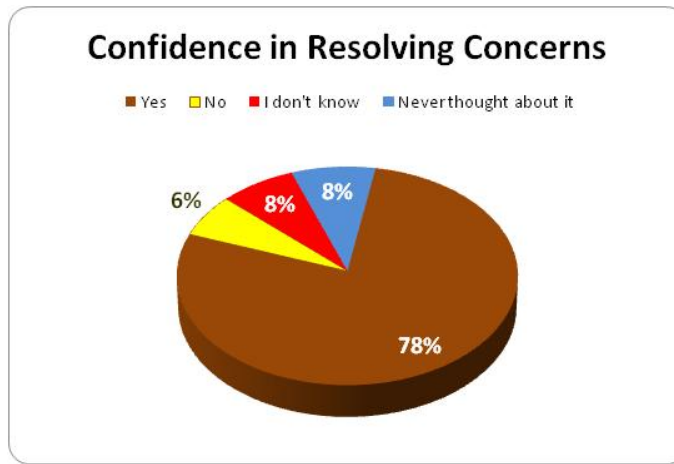
Client belief in confidentiality at Anishnawbe Health has changed since 2004 when 94% of clients felt it was 'sufficiently protected'. At the same time, the number of clients who 'never thought about it' changed from 1% to 12%.

	Yes	No	I don't know	Never thought about it
2010	70%	4%	14%	12%
2008	79%	3%	13%	5%
2006	83%	4%	5%	8%
2004	94%	1%	4%	1%
2001	85%	6%	5%	4%

11. If you had a concern about the services at Anishnawbe Health Toronto, do you feel you could speak to someone to resolve it?

The vast majority of clients at Anishnawbe Health Toronto responded that, if they had a concern about services, they could speak to someone to resolve it. A full 78% (196 of 250) felt they could, while 8% (19 clients) didn't know and another 8% (21 clients) had never thought about it. Six per cent of clients (n=15) surveyed felt they could not speak to someone to resolve concerns they may have.



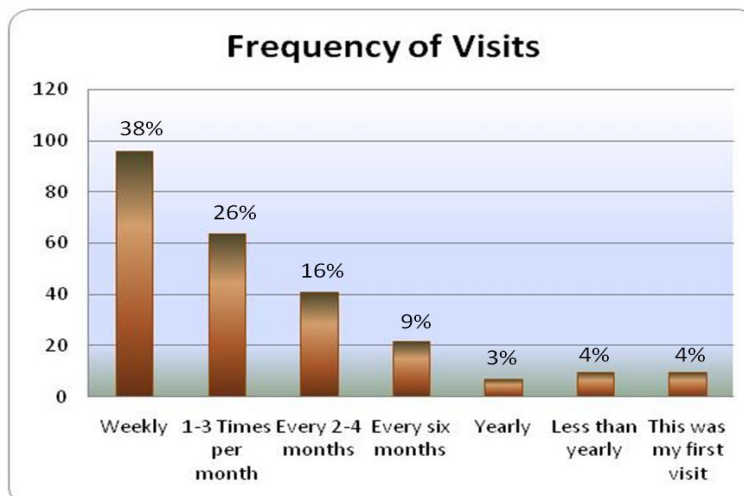


In the year-over-year comparisons, the number of clients who felt they could speak to someone to resolve a concern changed from 88% in 2004 to 78% in 2010.

	Yes	No	I don't know	Never thought about it
2010	78%	6%	8%	8%
2008	75%	5%	10%	10%
2006	76%	8%	6%	10%
2004	88%	2%	7%	3%
2001	83%	0%	7%	10%

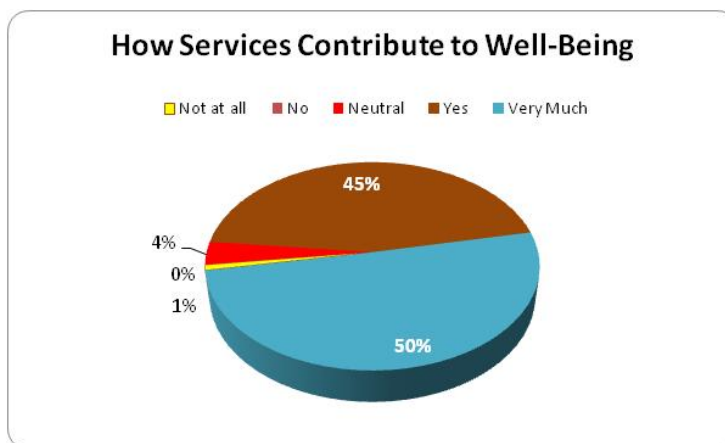
12. How often do you access services or programs at Anishnawbe Health Toronto?

Overall, 38% or 96 of 250 respondents stated that they visit on a weekly basis, and 26% (64 clients) stated that they visit one to three times per month. 41 Clients, representing 16% of the sample, stated that they visit every two to four months and 4% (10 clients) visit less than yearly. Four per cent of clients surveyed (10 of 250) stated that this was their first visit to Anishnawbe Health Toronto and seven clients (3%) said that they visit yearly.



13. Do you feel Anishnawbe Health Toronto’s services contribute to your well-being?

Overall, 95%, or 239 of 250 clients, stated that Anishnawbe Health Toronto’s services contributed to their health or contributed to their health ‘very much’. Only 5% of clients (n=11) felt that the services did not contribute to their well-being or that the contribution was ‘neutral.’



Can you provide an example?

If they stated that Anishnawbe Health Toronto’s service did contribute to their well-being, clients were asked to provide examples. Although most of the respondents did provide examples, those that could not were not pressed.

The answers revealed a variety of themes:

Themes

- Physical Improvements
- Specialized Services and Referrals
- Quality of Services
- Traditional Medicines, Healers and Ceremonies
- Holistic Approach and Balance
- Mental Health and Addictions
- Activities, Cultural Teachings and Information Sharing
- Community



It was common for one response to fall into more than one theme, therefore the number stated in each category corresponds with how many times that theme was mentioned and can’t be calculated using a constant-sum method against the sample size of 239 clients who answered the question positively.

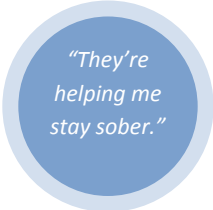
A Sample of Responses:

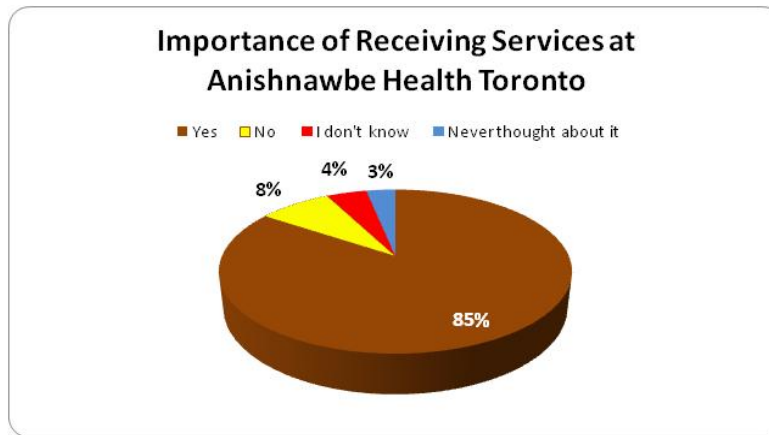
	#, n=239	%	Examples
Physical Improvements	45	19%	<ul style="list-style-type: none"> • I'm eating better which helps my health overall. • When I first came in last spring, I could hardly walk and had to use the elevator to go downstairs. Now I can walk up and down the stairs. • I feel light as a feather whereas before I felt heavy like lead. • Because of the treatment I've received my physical pain has reduced by more than 50%. I can lift heavier objects and I feel stronger than I have in years. • The chiropractors adjust me which gets rids of my migraines and helps me walk by fixing my legs, back and neck. The naturopaths keep my bones healthy and the acupuncture cured my night sweats. • The chiropodist really helps me with my feet. I can walk without as much pain as before.
Quality of Services	38	16%	<ul style="list-style-type: none"> • I've been to other places, but the service here is exceptional and done with care. • They're more concerned with your well-being than at a regular hospital - they give you more attention. • My doctor always has a clear knowledge and genuine concern for me and my two kids. I have been able to talk to him on a personal level and he truly remembers what I tell him visit to visit. He is a wonderful doctor. • The front desk is very courteous and friendly, and they remind you that you have appointments. The staff is helpful - they have time to talk to you whereas most people (outside) walk past you. Here they ask if there is anything you need. The service here is overwhelming to me, it's fantastic. • Always pleasant - especially if I let them know ahead of time that I'm having a bad day. They are extremely understanding.
Specialized Services and Referrals	36	15%	<ul style="list-style-type: none"> • They're concerned about my glucose levels and are working hard with me to bring them down to where they're supposed to be. They encouraged me to get a well-woman exam. They are really helpful with my diabetes - the doctors, nurses, and dietician. • I'm also suffering from acquired brain injury and my social worker referred me to the CCAC and that was a good referral - I'm thankful to him for that. • I have a lot of chronic health problems so I work with specialists to find out what is going on and the referrals come from here. • I come here to the concurrent disorders program. • All our needs are met under the same umbrella so we can get medicine/herbal/chiropractic/naturopathic - all our needs. • My traditional counsellor helped me a lot and she referred me to the traditional healer and the Aboriginal Mental Health and Addictions Program.
Traditional Medicines, Healers and Ceremonies	36	15%	<ul style="list-style-type: none"> • Seeing traditional healers and going to sweats and ceremonies helps me with my healing and my family's healing. It helps us to be strong and healthy. • I'm getting my daughter her Native name as a way to introduce her to her culture. This is important, it contributes to her life. • I used to do sweats and have seen the healers here - especially with my medical health - it's been excellent. They saved my life and kept me from getting sicker. • I use the traditional healers, they have the traditional knowledge and they help in ways that nobody else can dealing with spirituality and reconnecting to the Creator. I can't get the service anywhere else; it would be too financially draining to go to their homes.

Mental Health and Addictions	36	15%	<ul style="list-style-type: none"> • They're helping me stay sober. • My therapist helps me to work through my issues, which helps me to have a decent week and make it through to my next appointment - it alleviates my stress and frustration. • I think they give you strength and stability in going on with yourself. Strength to carry on. Wherever you're weak, you get the strength. It's like the backbone of mother earth here. • I've quit drinking - almost a year - coming here is a way to learn to cope and has helped me stay sober by finding other ways to deal with my emotions. This is a healthy way to get things off my chest.
Holistic Approach and Balance	24	10%	<ul style="list-style-type: none"> • Mentally, spiritually, emotionally, physically; I'm well-balanced. • I think that the centre is very special in its holistic services. I personally haven't seen anything like it; I'm used to paying out medical insurance for what we receive here so I think it's a special place. • I've got a lot of health issues and I'm getting to address them not only by seeing a regular GP, but also have the balance of more holistic, homeopathic and spiritual alternatives - complimentary health services - it is a big deal for me. • Holistic approach - looking at the whole person- like the medicine wheel; spiritual, mental, emotional and physical.
Activities, Cultural Teachings and Information Sharing	21	9%	<ul style="list-style-type: none"> • Always very synchronistic; it seems whatever I'm going through is the subject of discussion during the teaching circles. • I get a lot of culture and they help me out. If not for AHT, I wouldn't be here. Most of my culture comes from this place. They helped me see who I am as a Native person. • They're helping me gain the knowledge of my culture and helping me with the different aspects. • I come here to get certain types of counselling and know more about my culture - they can help me with that.
Community	13	5%	<ul style="list-style-type: none"> • It's like having a doctor who is in your past who you've known, it's a comfortable feeling - you don't have to scout around looking for a doctor you're comfortable with. Because they know our culture, it's more personal. People treat you well no matter which culture you're from, it's balanced. • It's an Aboriginal place and I feel at home here. • I've known my doctor since the beginning of time.

14. Is it important to be able to receive services at Anishnawbe Health Toronto rather than another facility?

Overall, 85% (n=211) of clients surveyed felt it's important to receive their services at Anishnawbe Health Toronto rather than another facility. Eight per cent of respondents (n=20) felt that it wasn't important to receive services at Anishnawbe Health Toronto, while 4% (n=11) didn't know and 3% (n=8) had never thought about it.





In the year-over-year comparison, the percentage of clients who felt it is important to receive services at Anishnawbe Health Toronto changed from 98% in 2001 to 85% in 2010. The number of clients who stated that it was not important to them changed from 1% in 2006 and 2001 to 8% in 2010. There was a slight change in “I don’t know” and “Never thought about it” responses from 0% in 2001 to 4%, and 1% in 2001, 2004 and 2008 to 3% respectively.

	Yes	No	I don't know	Never thought about it
2010	85%	8%	4%	3%
2008	96%	2%	1%	1%
2006	89%	1%	3%	7%
2004	94%	2%	3%	1%
2001	98%	1%	0%	1%

Why or Why Not?

Respondents who answered that it was important for them to receive services at Anishnawbe Health rather than another facility were asked to provide examples of why it was important to them. Most of the respondents provided examples, but those who could not were not pressed.

The majority of responses fit into six main themes:

Main Themes
1. Native Fellowship/Community
2. Atmosphere
3. Quality of Care
4. Variety of Services
5. Convenience
6. Ceremonies/Traditional Services



It was common for one response to fall into more than one category, therefore the number stated in each category corresponds with how many times that theme was mentioned and can't be calculated using a constant-sum method against the sample size of 211 clients who stated it was important to them to receive services at Anishnawbe Health Toronto.

A sample of Responses:

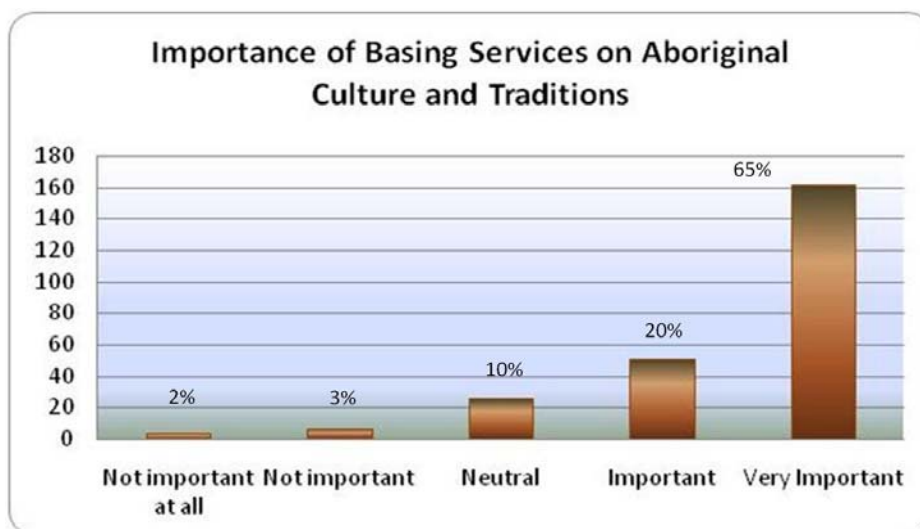
	#, n=211	%	
Native Fellowship/Community	96	45%	<ul style="list-style-type: none"> • Because this is tradition and everyone supports me. • It's Native and that's important to feel safe. • These are my people. I'm more comfortable here. It's cleaner and has better artwork. I can relate to people here - the little touch of community resource is good. I see the same faces every week. • Cultural knowledge (like what to do with an eagle feather) and four parts; emotional, mental, physical, and spiritual. They believe in the medicines here - the whole person, the community, and how we connect to each other and the Creator to experience healing inside or outside of ourselves. • I feel I am understood here if I say I had a vision that frightened me or told me something. People - our community - will understand what I'm talking about. They will be culturally sensitive because they have cultural knowledge. • This gives me a sense of community, being Aboriginal, because if I go to a walk-in clinic I get shoved around and am like any other person who is sick, but here there is a sense of community. • I come here because of my culture, my traditions and my community. • I find that Native people understand my problems a lot more than non-Native establishments. • I feel I get along better with my own people. They have a better understanding of what I've been through and where I come from. • First Nations people understand each other better - are more in sync - and the traditional component is a huge part of who we are as First Nations people. • I have always felt better with Natives because they have the same background and their experiences resemble mine - especially with addiction and the way we were raised.
Atmosphere	49	23%	<ul style="list-style-type: none"> • It hits home, being a Native community-based resources and health centre, that there is a heritage to be proud of. The receptionists are pretty cool with people, they are very courteous and professional when they greet clients coming in and they've treated me really well. It has a sense of home that is not like an institution where you take a number and sit down; this is based on humanity - the Native way. • I feel more comfortable than at other doctors' offices where they just stereotype me. • I feel more relaxed here. • I like that it's cultural and I like to smell the smudge when I come in. • I feel more comfortable, other places are more clinical. I don't feel like I'm being judged here. People want to be here and help you. • I feel more comfortable in this environment; I feel like I'm not rushed out the door, I'm treated better. All my family comes here too. • I like it here. I feel comfortable. It would be hard to start over again with another counsellor. • Because it's warm, people are caring; they care about the people here very much.

Variety of Services	32	15%	<ul style="list-style-type: none"> • I feel comfortable here. Things get done twice as fast, and there are a wide variety of services in one building. • I like it because regular doctors don't have as many elaborate services...but also the outside health services are not specific to Natives. • Because here they take in the whole person's well-being, not just what the issue is, but what the issue was that started it in the first place...Mind, body and spirit - they deal with the entire person - not just the illness they came with. • The services appeal to me. • Culturally-focused services are not available at other places. • Because I feel more comfortable plus they have everything all together and I don't need to go elsewhere for my counselling.
Convenience	25	12%	<ul style="list-style-type: none"> • Close to my home and everything is pretty close, I don't have to chase after things - everything is in the same neighbourhood. • I like the people, the location is good and parking is across the street, also TTC-accessible. • Too far from my home. Would prefer a closer clinic.
Quality of Care	24	11%	<ul style="list-style-type: none"> • I come here because they care more. Not a long wait time like other doctors, you come here and they're good here. • Culturally appropriate, excellent services, convenient location. • This facility has resources and contacts I need. • You can't tell someone to do something but you can show them using your own words. Here they show you rather than tell you.
Ceremonies/Traditional Services	19	9%	<ul style="list-style-type: none"> • The fact that healers are available is important since I have no other access to traditional elders from back home (Alberta). The healers/elders understand a lot of what I experience - no one else might understand. Community ceremony is important to me. • Traditional healers are not available anywhere else. It allows me community access and it works. • It's important because Anishnawbe Health has healers and that's the main reason. For a doctor, I may go somewhere else, but for healers I would go nowhere else. This is the first and only place I would come and that is exceptional. • I think it's great to have a program that is respectful of traditional medicines because that is important to me. • It's traditional. It's taught me about traditional ways and how I can survive out there, doing it the traditional way has helped me find my place in this world. • They're the only connection that I know of that help me with traditional practices.



15. At Anishnawbe Health Toronto services are based on Aboriginal culture and traditions. How important is that to you?

65% of clients (162 of 250) felt that having services based on Aboriginal culture and traditions was ‘very important’ to them. The ‘important’ category earned 20% (n=51) of responses overall, while 10% (n=26) clients overall felt it was of neutral importance to them. Five per cent of respondents overall (n=11) felt that basing services on Aboriginal Culture and Traditions was ‘not important’, or ‘not important at all.’

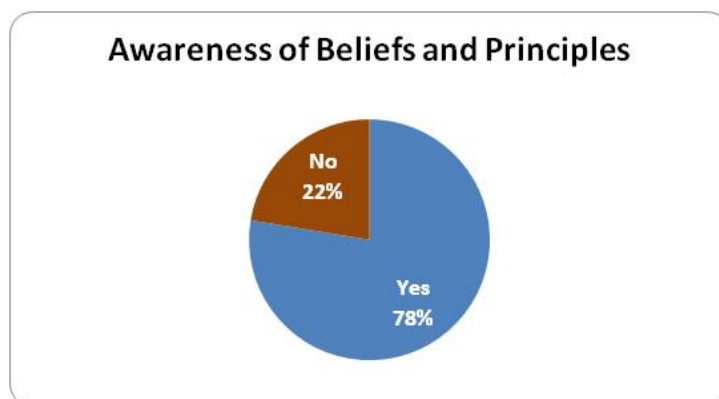


Since 2004, the importance of Anishnawbe Health Toronto basing services on Aboriginal culture and traditions has shifted from 90% who felt it was ‘very important’ in 2006, to 65% for the current survey year. At the same time, the number of responses stating that it was ‘important’ changed from 6% in 2004 to 20% in 2010.

	Not important at all	Not important	Neutral	Important	Very important
2010	2%	3%	10%	20%	65%
2008	0%	2%	5%	13%	78%
2006	0%	0%	2%	8%	90%
2004	0%	0%	5%	6%	89%
2001	n/a	n/a	n/a	n/a	n/a

16. Are you aware of Anishnawbe Health Toronto's beliefs and principals?

More than three quarters of respondents, 78% (n=194), were aware of Anishnawbe Health Toronto's beliefs and principals.



The year-over-year comparison shows that awareness of Anishnawbe Health Toronto's beliefs and principles changed from 96% in 2004 to 78% for the current survey year. Note that this question was not asked in 2001 or 2006.

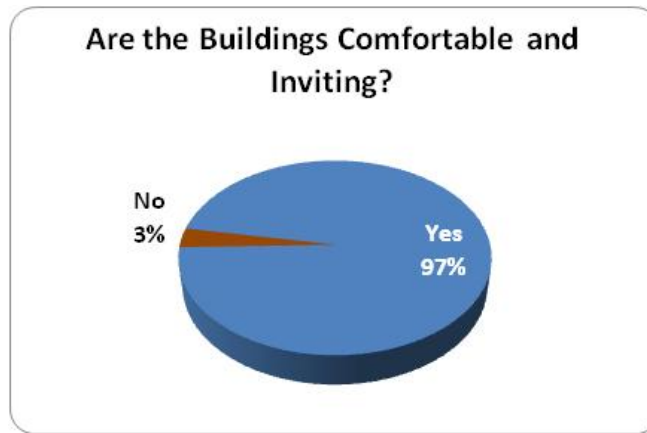
	Yes	No
2010	78%	22%
2008	86%	12%
2006	n/a	n/a
2004	96%	4%
2001	n/a	n/a

17. Are Anishnawbe Health Toronto's facilities physically accessible to you?

One hundred per cent of all respondents stated that Anishnawbe Health Toronto's facilities were physically accessible to them. The intent of the question was to make sure that Anishnawbe Health Toronto's buildings were accessible to all clients including those with disabilities, but clients often assumed a wider meaning and many related the question to the geographical location of the buildings themselves.

18. Are Anishnawbe Health Toronto's buildings comfortable and inviting?

Overall, 97% (n=242) of respondents felt that the buildings were comfortable and inviting.



In the year-over-year comparisons, the numbers are consistent with the exception of 2006 when 90% of respondents found Anishnawbe Health Toronto’s buildings comfortable and inviting.

	Yes	No
2010	97%	3%
2008	96%	3%
2006	90%	10%
2004	97%	3%
2001	n/a	n/a



Why or Why Not?

Clients were asked to state why or why not they found the buildings comfortable and inviting, but many could not think of anything specific. Of the 250 respondents that answered the question, only 159 provided reasons.

Themes
1. Friendly Staff/Atmosphere
2. Art/Decor
3. Space
4. Accessibility/Area
5. Chairs

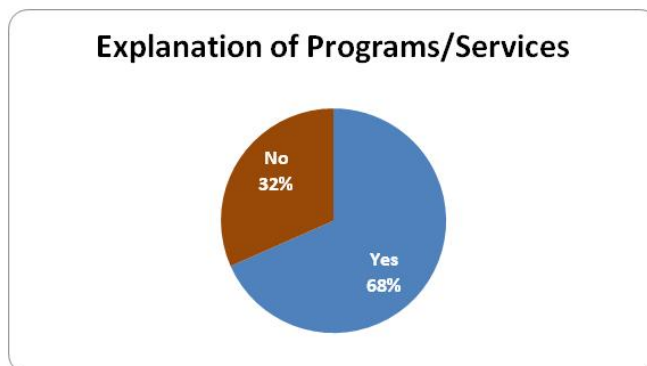
As with previous questions, one comment could correspond with multiple themes. The percentages are based on the sample of 159 clients who provided reasons why or why not they found the buildings comfortable and inviting.

A sample of Responses:

	#, n=159	%	
Friendly Staff/Atmosphere	62	39%	<ul style="list-style-type: none"> • Unpretentious • I think the smell of the smudge and you can hear the drumming, little overflows that tie in and it feels very cozy to be surrounded by your culture. It's comforting like seeing your grandparents. • It's relaxing; it feels like you're at a lodge. • It's calming, nice smell. It's not overcrowded and everyone is very bubbly. • I love how when I walk in, I can smell the smudge. It is relaxing and calming and it reminds me of the buildings and community gatherings on my reservation. Also the artwork and the presence of my history and culture. • The staff, the environment - how it's set up, the way people dress - it's not too conservative, it's casual. • People are friendly, receptionists are receptive, and they make sure you're taken care of in a proper way, same for Oshkabewis and Babishkhan workers. • I always get a warm welcome from my worker • Everyone is friendly; you don't have to wait for someone to notice you. You're welcomed at the door right away.
Art/Decor	40	25%	<ul style="list-style-type: none"> • The decor is Aboriginal motif - I feel a connection in that respect, I feel a comfort. • I love the medicine wheel floor, the look of the floor. But some of the offices are not too hot. • I like the wood and the paintings. • I find it's a nice building and its colourful and has a lot of Native art around. • As soon as you come in, you can smell the smudge, the leaves, everything about the Native way. Everywhere you look you see the eagle, Indians, birds - that's what I love about it. • Gerrard could use some renovations or more inviting artwork/furniture. The main floor is empty and cold. • I feel safe here. Even the carpet is good - especially during the winter because I don't worry about falling.
Accessibility/Area	12	7%	<ul style="list-style-type: none"> • Right in the middle of where it's needed the most: Queen and Sherbourne. • Building is okay but don't like the area. As an ex-addict, the area is a trigger and, in the past, I've had to avoid attending because of the area. • Sometimes the elevator at Gerrard doesn't work. • The buildings are very spread out and it can be a hassle to go from one to the other.
Space	9	6%	<ul style="list-style-type: none"> • Too small. • Too cramped. • ...Downstairs at Queen is very cramped and put together. • Need a bigger building. • Vaughan could be bigger as we're growing, it's crowded at times. • Open spaces, comfy chairs, everyone smiles and says hello. • I don't like the Gerrard waiting area because it's so open. There are only a few seats so there is only standing room. • I like Gerrard because it has a lot of space.
Chairs	8	5%	<ul style="list-style-type: none"> • Chairs are uncomfortable. Should have more comfortable chairs. • Aside from the waiting chairs. • The chairs in the front are not too comfortable.

19. Did anyone at Anishnawbe Health Toronto explain to you the programs and services available?

Over two-thirds of respondents (68%, n=171) stated that someone had explained to them the programs and services available at Anishnawbe Health. 79 Respondents, 32%, answered that nobody had explained the programs and services that were available to them.



In the year-over-year comparison, the number of clients who had the services explained to them changed from 52% in 2006 to 68% in 2010.

	Yes	No	Other
2010	68%	32%	n/a
2008	64%	28%	6%
2006	52%	44%	n/a
2004	60%	35%	5%
2001	n/a	n/a	n/a



20. What other services do you think should be provided at Anishnawbe Health Toronto?

This was a tough question for many clients to answer – particularly those who had not received an explanation of which services were available to them (see the previous question) or clients that were new to Anishnawbe Health Toronto. Of the 250 clients surveyed, 54% didn't answer. Many didn't know or felt that Anishnawbe Health Toronto had all the services they needed. Of the 115 that did answer (46%), the responses are listed below.

As with previous questions, one comment sometimes fell into multiple categories and numbers listed are based on how many times each service was mentioned.

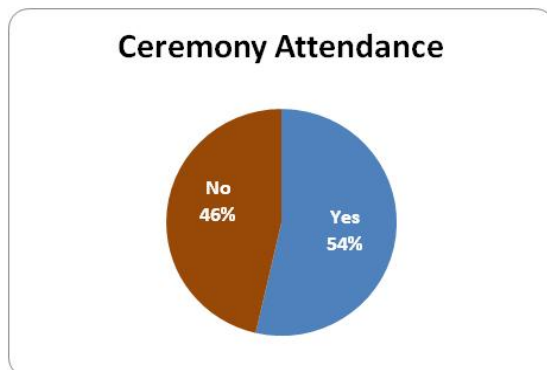
Service	#, n=115	Examples
Massage Therapy	17	<ul style="list-style-type: none"> • Shiatsu • Naturopaths
Eye Care	12	
Education	8	<ul style="list-style-type: none"> • Traditional medicine • Traditional food preparation • Nutrition • Diabetes education for children
Fitness	8	<ul style="list-style-type: none"> • Work out facilities • Aboriginal martial arts • Sports • Instruction
Outreach	6	<ul style="list-style-type: none"> • Street patrol • Breakfast program • Community awareness campaign • Clothing drives
Youth Services	5	<ul style="list-style-type: none"> • Male mentoring program for boys • Teen nights
Support Groups/Circles	5	<ul style="list-style-type: none"> • Diabetic • Dreams and gifts • Near death experiences
Increase Current Services	4	<ul style="list-style-type: none"> • Naturopath • More female healers • More seers
Physiotherapy	3	
Lab Services	3	
Training	3	<ul style="list-style-type: none"> • Employment • Healer apprentices

Other comments included:

- Courtesy Phone
- Detox Services
- More Locations
- Two-Spirited Helper
- HIV Care
- Hypnosis
- Birthing Hypnosis
- Dermatology
- Meditation
- Clothing Drives
- Midwifery
- Open to the General Public
- Oral Surgeon
- Pharmacy
- Refreshments
- Reiki
- Storage
- Tokens
- Workshops
- X-Ray Services

21. Have you attended any of Anishnawbe Health Toronto's ceremonies?

Overall, 54%, or 134 clients, answered that they had attended ceremony at Anishnawbe Health Toronto, while 46%, 116 out of 250 clients, answered that they had not.



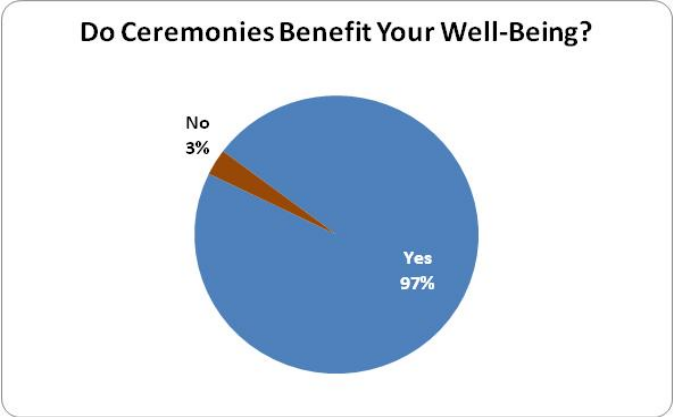
If yes, please identify which ones:

Many of the 134 respondents who stated that they attend ceremony provided multiple examples. Therefore numbers refer to the amount times each ceremony was mentioned and can't be calculated on a constant-sum basis.

Ceremony	#, n=134	%	Ceremony	# N=134	%
Sweat Lodge	71	53%	Feasts	12	9%
Shaking Tent	49	37%	Drumming	9	7%
Teaching/Healing Circles	27	20%	Ancestors' Feast	7	5%
Tie Up	24	18%	Pipe	7	5%
Fast	16	12%	Healing	3	2%
Full Moon	14	10%	Medicine Gathering	2	1%
Naming	14	10%	Sweet Grass	1	>1%
One on One Healing Sessions	14	10%	Fire Keeping	1	>1%

22. If yes, do you feel that the traditional ceremonies benefit your well-being?

Of those respondents who attend ceremonies at Anishnawbe Health Toronto (n=134), less two clients who refrained from answering the question, 97% (128 clients) felt that attending ceremonies was of benefit to their well-being, while 3% or four clients out of 132 felt it was of no benefit.



Why or Why not?

125 Respondents across the organization agreed to share their views on this personal subject. Their answers shaped five main themes:

Themes
1. Good Health and Well-Being
2. Spiritual and Cultural Connection
3. Learning
4. Identity
5. Healing



Many answers included multiples themes therefore the numbers listed in the chart refer to the amount times each theme was mentioned and can't be calculated against the sample of 125 on a constant-sum basis.

A sample of responses:

	#, n=125	%	
Good Health and Well-Being	39	31%	<ul style="list-style-type: none"> • They make me feel grounded. • It makes my daughter happy and I come away with a weight lifted. • It makes me feel like a stronger woman, we sing at the highest pitch in our voices and it brings out a really good spirit in me. • It helps me emotionally, physically and mentally and takes care of my health. • It fills your heart with a pleasant beat. It's calming. • If I weren't here, I would be in the spirit world or prison. • I get to talk to an elder who helps me with anxiety, my sleeping, my focus on my spiritual ways. • Hope, aspirations, ambition, acceptance, belief, embracing - it's like a heart-to-heart way of life, as opposed to cars and money. Here we are able to make the best of both worlds - our traditional heritage and also what science and technology has brought to our way of life. • Because since I've been taking on different roles, people respect me more and come and ask me questions; whereas before, they never used to. It makes me feel good.

Spiritual and Cultural Connection	27 22%	<ul style="list-style-type: none"> • To get more connected/back in touch with my traditional side. • They give me a connection to the Great Spirit. • It's important to have a sense of connectedness with the earth and our surroundings and our traditions. Going to these traditional ceremonies helps me to reconnect with all that, as well as my ancestors, all people on earth and the water. It's important to have that spiritual aspect of a person's life and these ceremonies help me maintain these traditions in my daily life...Traditional ceremonies benefit everyone's well being even if they don't know it and are not Aboriginal. • I'm more connected to the Creator and my spirituality has come back. • I feel culturally connected, empowered. • Helps strengthen my connection to the Great Mystery.
Learning	20 16%	<ul style="list-style-type: none"> • The more accepted we are and the more people learn about us, the more they will use medicine people and ceremony. That will heal us as well. Right now there is nobody there to guide us and our ancestry needs to be brought back. • Keeps me occupied with something other than being at a bar or drinking. I want to learn - I could go to church, but what do I know about the bible? • I see things in a natural way more. I understand when they say the Mother Earth and talk about the healing and energy from the earth. • I get knowledge that is passed down from generation to generation - this helps me, being Aboriginal I don't feel like something is neglected or I'm missing something. Keeps me straight as an Aboriginal person. • Helps me to be a part of the ceremony - prepares me for if I do decide to get more involved. • Can't get the teachings or ceremonies anywhere else (in a good way). I learned the basics of how to do a feast and those kinds of ceremonies. I wouldn't be able to show them to my daughter without AHT. I could describe it to her but it's better for her to participate.
Identity	19 15%	<ul style="list-style-type: none"> • They make me proud of who I am. I never thought there would be traditional stuff down in the city. It is one of the only reasons I came back, because I have support in this building that can't find up north...It helps keep me on the path. • Knowing my colours and the spirits, I feel more powerful. • It was important for me to see my partner get her name. • I had a question about who I was and the healer told me who I was and gave me my spirit name. • I got my name and colours which I'm very happy to get, I really enjoy the shaking tent - it really helped me out and seeing the medicine people helps too.
Healing	17 14%	<ul style="list-style-type: none"> • When I get depressed I go to the sweat lodge and I feel better coming out. • They directly deal with spiritual aspects and you can directly resolve things through ceremonies and calling spirits or asking spirits to do things for you. And that is legitimized here. I need them for cleansing and protection; I need the direct link with the Creator for me to escape my drug addiction. • Healing, stress relief, community support. It's like church to others who have that support. This is what we have; I feel strongly about its community, cultural and personal value.

Respondents also offered some reasons of why they do not feel the ceremonies benefit their well-being:

- I don't feel comfortable going because I don't look Native.
- I'm not that into it, and if you don't believe it, it doesn't work.
- I'm not used to traditional healing or ceremonies. I never grew up with it or understood or got to know it. I've been seeing regular doctors my whole life and am rather sceptical about it.
- Not yet because I am new to this so it's like picking up a bible and saying 'I'm saved'. I would have to keep going to have an opinion.

23. Do you have any additional comments for Anishnawbe Health Toronto?

147 Respondents chose to end the survey with some additional comments. The themes of these comments were very broad; they ranged from a quick 'thank you!' to detailed experiences, thoughts and suggestions about the services and the community. Below is a sample:

- When I did have an issue, I was heard and the situation was dealt with. More than anything, they were receptive; they listened to what they had to say and indoctrinated it into the policies and procedures.
 - We'd like a drumming instructor and to have all our drums returned to our basket.
 - They've made a tremendous impact on my life and that they're doing a greater service to the community by empowering individuals.
 - The service is needed - especially for men in my age group and a little older than me. Times are changing but my behaviour is still that of the fathers before me and I find that a lot of the men here really do have respect - it's not for them to run around and try to get it out there but it's for me to seek it out. There is no reason for me not to look to it for answers.
 - Thank you very much for services and for the culture and for this survey which means AHT really cares and is taking steps to ensure their services are what our people need.
 - Thank you for your help – I wish the government could fund more staff and longer hours.
 - Perhaps longer hours everyday for the chiropractors, dieticians, and other specialized services. More signs up about traditional medicines that they offer. Unless you know which healers/elder do what kind of healing, there are no signs posted to tell you.
 - Overall, if AHT wasn't here, I wouldn't be here. That says it all.
- Kids would benefit from learning preventative measures. Like how the body works and vitamins pertaining to each organ. Kids are smart that way and if they start when they're young, then it's knowledge that will always be in their head growing up so they can make better choices.

- It's doing good work but they need to expand more e.g., outreach for elderly, taking more things to the schools & events. Let the people know they can come and see the doctors here.
- It would be nice to have notices emailed out to clients e.g. ceremony dates, etc.
- I'm very thankful for all the organizing and the elders and traditional healers they bring in. Even the western modes of medicine -I've accessed the chiropractic and naturopathic services too. I'm just glad they're here otherwise I would have to find other ways of accessing elders and that is not always easy.
- I'm happy with everything and grateful that we have Anishnawbe Health here in Toronto. I had considered moving last summer but didn't bother because of the services here. I feel like I'm in the right spot and I need to be here.
- I'm glad there are services like this for the Native community because sometimes when they come from small reserves outside of the city, it's hard to be in the city so to have a place where they can feel safe and comfortable is a good thing. For me I've been in the city for a long time, for me, I've been here 20 years so I'm acclimatized but, for others, I'm glad the services are here because they need the help.
- If they could find a different location for some of the services, everything is in bad areas and it's hard for a person who is trying to be clean to be in that environment.
- I will donate all my money and my estate when I pass to AHT. The receptionists and admins are great.
- I think there should be more doctors - more physicians because it's sometimes awkward to go through the nurses. When I tried coming here and had to go through a nurse, I felt it wasted my time and it was patronizing.
- I thank them for accepting me when I don't have any kind of obvious Aboriginal connection.
- I hope this place gets more funding.
- I find the health services are fine. I'm not into the traditional services because I'm not religious. When people mention Native culture, it has to do with religion. I know they have this new-age Indian thing with the seven grandfather teachings, but that would be foreign to my grandfather who was a chief and pipe carrier - it's foreign to me, this new-age pan-Indianism.
- I am very grateful that they are here to provide the services and that they have all these different medicine people come because, without the medicine people, some of us that weren't raised traditional wouldn't know. We'd still be walking around scared of the dark. We wouldn't have the kind of understanding of the medicine wheel or the eastern door or western door that we have now.
- Extend the naturopath hours even just to 6pm. Hold ceremonies on the weekends. More extended hours.
- Buildings are very spread out. Would be nice to have it one big building.
- Be proud of the work you are doing. Meegwetch.

Recommendations


It is recommended that Anishnawbe Health Toronto make a greater effort to maintain consistent questions, terminology and options in the survey to allow for more effective year-over-year analysis.

Given some of the year-over-year changes listed in the executive summary, Anishnawbe Health Toronto may wish to further investigate why these trends are occurring by running correlations.

Delivering the client satisfaction survey via one-on-one interviews is both labour-intensive and, at times, intrusive to the clients. However, the quantitative information gleaned via face-to-face interviews is more robust than information gleaned from surveys that clients have completed on their own.

It is recommended that, if AHT wishes to collect the same amount of qualitative data per survey, it continue delivering the survey via face-to-face interviews.

If, however, Anishnawbe Health plans to reduce the size of the survey, it is highly recommended that, rather than retaining an interviewer to approach clients, Anishnawbe Health have its receptionists ask clients to fill out the survey and provide them with a hard-copy to complete as they wait. Administering the survey in this manner could provide a sample size big enough to offset what it might lose in the amount of information included in each qualitative response. This could reduce the cost of administering the survey significantly.



“They empower us. I am a warrior and they are here to push me.”

Survey Tool

Practitioner visited: _____ Location: _____

1. Please identify your gender: <input type="checkbox"/> Male <input type="checkbox"/> Female <input type="checkbox"/> Transgender
2. Please identify your age group: A Less than 5 (relation of person providing response _____) B 5-12 (relation of person providing response _____) C 13-20 D 21-30 E 31-55 F 56-65 G Over 65
3. I would identify myself as: A First Nation B Aboriginal C Métis D Inuit E Other – Identify _____
4. Did you have an appointment today? <input type="checkbox"/> yes <input type="checkbox"/> no If yes, was it on time? <input type="checkbox"/> yes <input type="checkbox"/> no

<p>5. Did you have to wait long to be seen? <input type="checkbox"/> yes <input type="checkbox"/> no</p>																												
<p>6. Whom did you see?</p> <table border="0" style="width: 100%;"> <tr> <td style="width: 50%;">A Case Coordinator</td> <td style="width: 50%;">O Naturopath</td> </tr> <tr> <td>B Chiroprapist</td> <td>P Nurse</td> </tr> <tr> <td>C Chiropractor</td> <td>Q Nurse Practitioner</td> </tr> <tr> <td>D Circle of Care Worker</td> <td>R Oshkabewis</td> </tr> <tr> <td>E Clinical Counselor</td> <td>S Physician's Assistant</td> </tr> <tr> <td>F Community & Mental Health Nurse</td> <td>T Psychiatrist</td> </tr> <tr> <td>G Diabetic Educator</td> <td>U Psychologist</td> </tr> <tr> <td>H Dentist</td> <td>V Registered Dietician</td> </tr> <tr> <td>I Doctor</td> <td>W Social Worker</td> </tr> <tr> <td>J Enaadmaged Kwe</td> <td>X Traditional Counselor</td> </tr> <tr> <td>K FASD Worker</td> <td>Y Traditional Healer</td> </tr> <tr> <td>L Hygienist</td> <td>Z Mental Health Worker</td> </tr> <tr> <td>M Health Promoter</td> <td>A1 Chayuuweytim</td> </tr> <tr> <td>N Intake</td> <td>A2 Other - Identify</td> </tr> </table>	A Case Coordinator	O Naturopath	B Chiroprapist	P Nurse	C Chiropractor	Q Nurse Practitioner	D Circle of Care Worker	R Oshkabewis	E Clinical Counselor	S Physician's Assistant	F Community & Mental Health Nurse	T Psychiatrist	G Diabetic Educator	U Psychologist	H Dentist	V Registered Dietician	I Doctor	W Social Worker	J Enaadmaged Kwe	X Traditional Counselor	K FASD Worker	Y Traditional Healer	L Hygienist	Z Mental Health Worker	M Health Promoter	A1 Chayuuweytim	N Intake	A2 Other - Identify
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N Intake	A2 Other - Identify																											
<p>7. Was AHT able to help you today? <input type="checkbox"/> yes <input type="checkbox"/> no</p>																												
<p>8. How important did you feel your opinions and thoughts were to the person you saw today?</p> <table border="0" style="width: 100%; text-align: center;"> <tr> <td>1</td> <td>2</td> <td>3</td> <td>4</td> <td>5</td> </tr> <tr> <td>Not Important</td> <td>at all</td> <td>Not Important</td> <td>Neutral</td> <td>Important</td> <td>Very Important</td> </tr> </table>	1	2	3	4	5	Not Important	at all	Not Important	Neutral	Important	Very Important																	
1	2	3	4	5																								
Not Important	at all	Not Important	Neutral	Important	Very Important																							
<p>9. How would you rate the care/service you received today?</p> <table border="0" style="width: 100%; text-align: center;"> <tr> <td>1</td> <td>2</td> <td>3</td> <td>4</td> <td>5</td> </tr> <tr> <td>Very Poor</td> <td>Poor</td> <td>Average</td> <td>Good</td> <td>Excellent</td> </tr> </table>	1	2	3	4	5	Very Poor	Poor	Average	Good	Excellent																		
1	2	3	4	5																								
Very Poor	Poor	Average	Good	Excellent																								

<p>10. Do you feel that your confidentiality is protected at AHT?</p> <p>A yes</p> <p>B no</p> <p>C don't know</p> <p>D never thought about it</p>											
<p>11. If you had a concern about the services at AHT do you feel you could speak with someone to resolve it?</p> <p>A yes</p> <p>B no</p> <p>C don't know</p> <p>D never thought about it</p>											
<p>12. How often do you access services or programs at AHT?</p> <p>A Every week</p> <p>B 1-3 times per month</p> <p>C Every 2-4 months</p> <p>D Every six months</p> <p>E Once per year</p> <p>F Less than once per year</p> <p>G This was my first visit</p>											
<p>13. Do you feel AHT's services contribute to your well-being?</p> <table style="width: 100%; text-align: center;"> <tr> <td>1</td> <td>2</td> <td>3</td> <td>4</td> <td>5</td> </tr> <tr> <td>Not at all</td> <td>No</td> <td>Neutral</td> <td>Yes</td> <td>Very much</td> </tr> </table> <p>Can you give an example(s)?</p> <p>_____</p> <p>_____</p> <p>_____</p>		1	2	3	4	5	Not at all	No	Neutral	Yes	Very much
1	2	3	4	5							
Not at all	No	Neutral	Yes	Very much							

14. Is it important to you to be able to receive services at AHT rather than another facility?

A yes

B no

C don't know

D never thought about it

If yes, in what way is it important to you? Please provide up to three examples:

15. At AHT services are based on Aboriginal culture and traditions.

How important is this to you?

1	2	3	4	5
Not Important at All	Not Important	Neutral	Important	Very Important

16. Are you aware of AHT's beliefs and principles?

 yes

 no

17. Are AHT facilities physically accessible to you?

 yes

 no

18. Are AHT's buildings comfortable and inviting?

 yes

 no

Why or why not?

<p>19. Did anyone at AHT explain to you the programs and services available?</p> <p><input type="checkbox"/> yes</p> <p><input type="checkbox"/> no</p>
<p>20. What other services do you think should be provided at AHT?</p> <p>_____</p> <p>_____</p> <p>_____</p>
<p>21. Have you attended any of AHT's traditional ceremonies?</p> <p><input type="checkbox"/> yes</p> <p><input type="checkbox"/> no</p> <p>If Yes, Please identify which one(s):</p> <p>_____</p> <p>_____</p> <p>_____</p>
<p>22. If you answered yes to question 21, do you feel that the traditional ceremonies benefit your well-being?</p> <p><input type="checkbox"/> yes</p> <p><input type="checkbox"/> no</p> <p>Why or why not:</p> <p>_____</p> <p>_____</p> <p>_____</p>
<p>23. Do you have additional comments for AHT?</p> <p>_____</p> <p>_____</p> <p>_____</p>