



**McCormick
Dementia
Services**

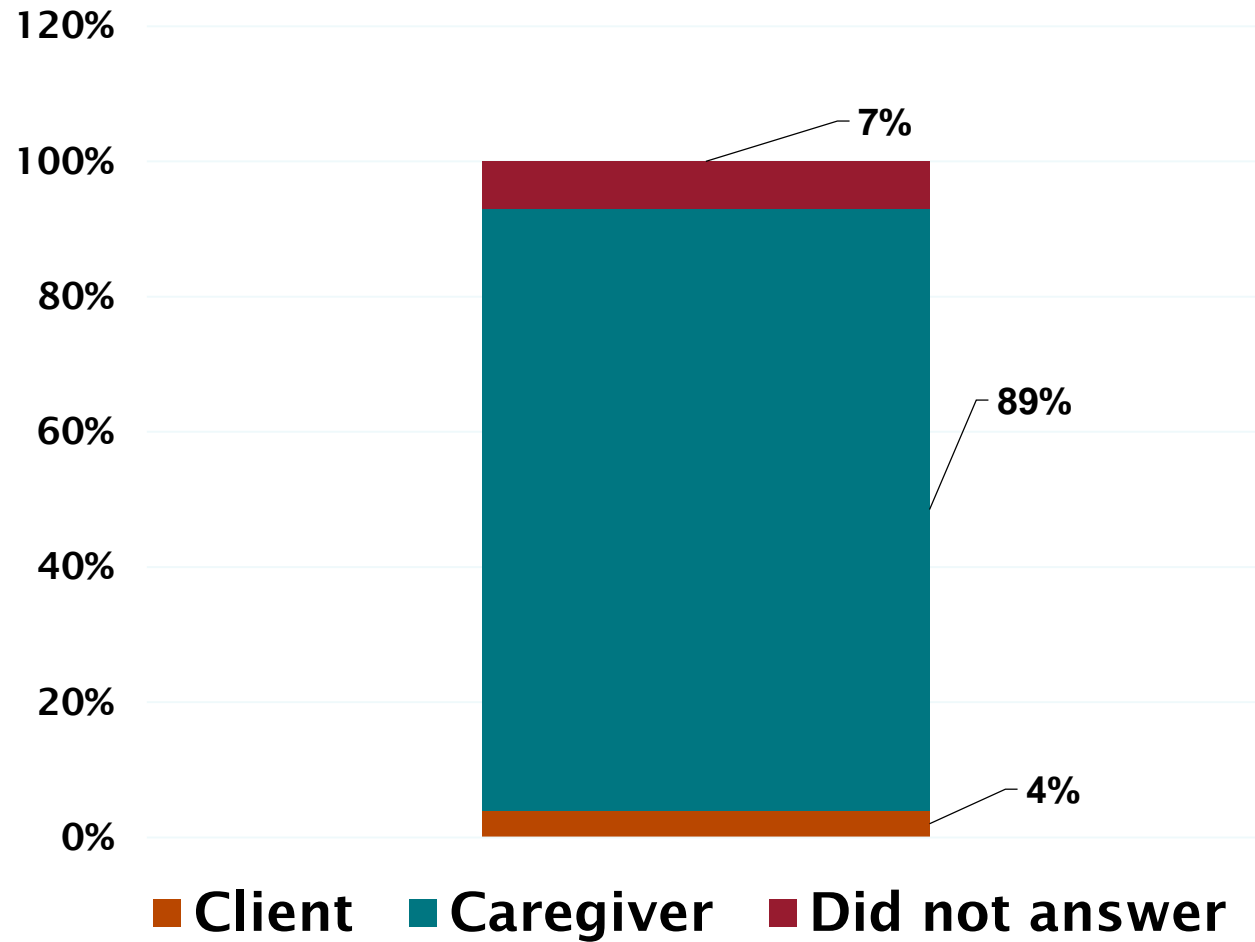
Advancing community
outreach and support

2020 Client Satisfaction & Experience Survey Results

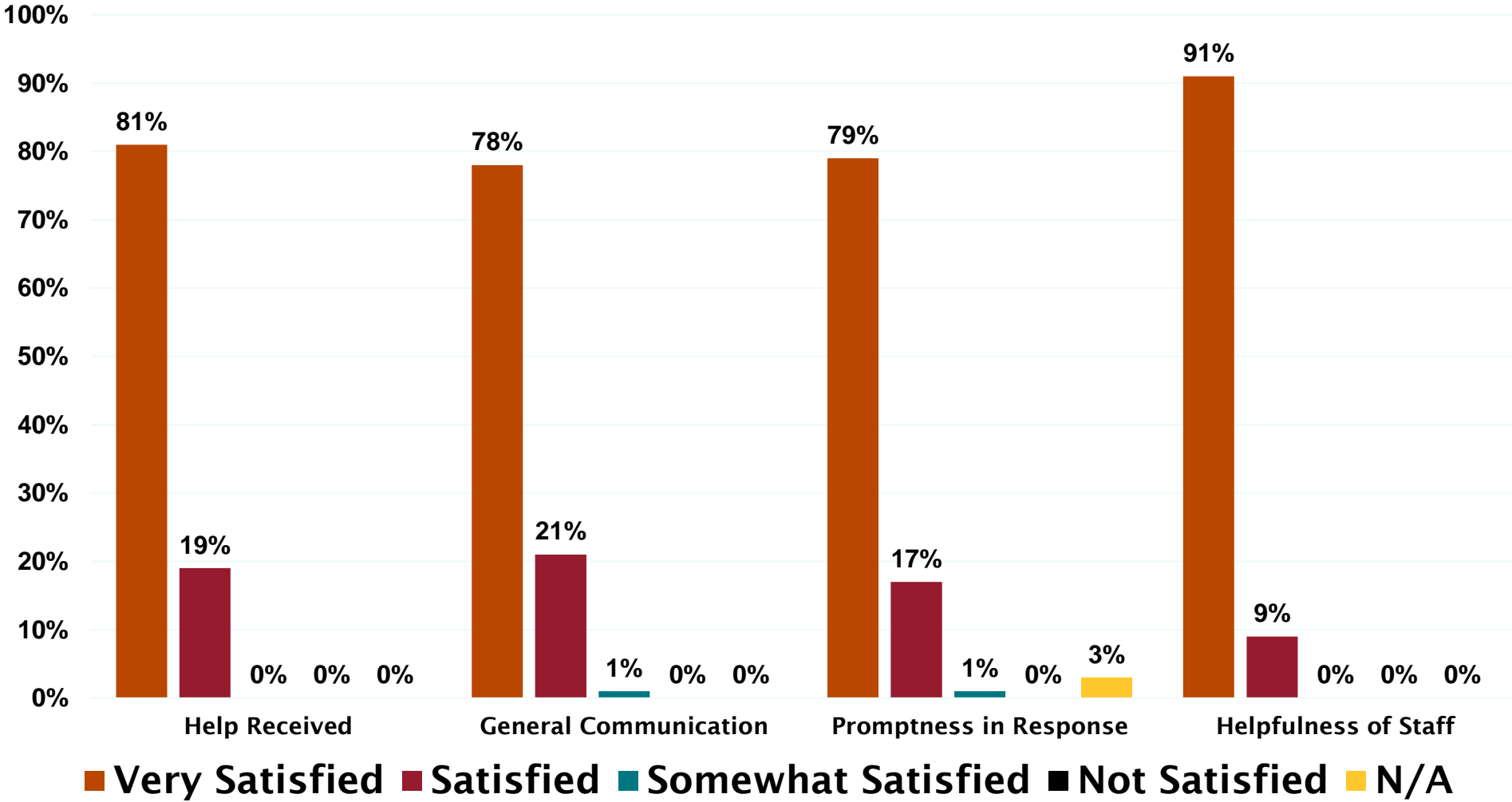
Thank-You!

- We sent out 188 surveys and had 101 returned, which is a 54% response rate
- Please accept our gratitude for taking the time to complete and return the survey.

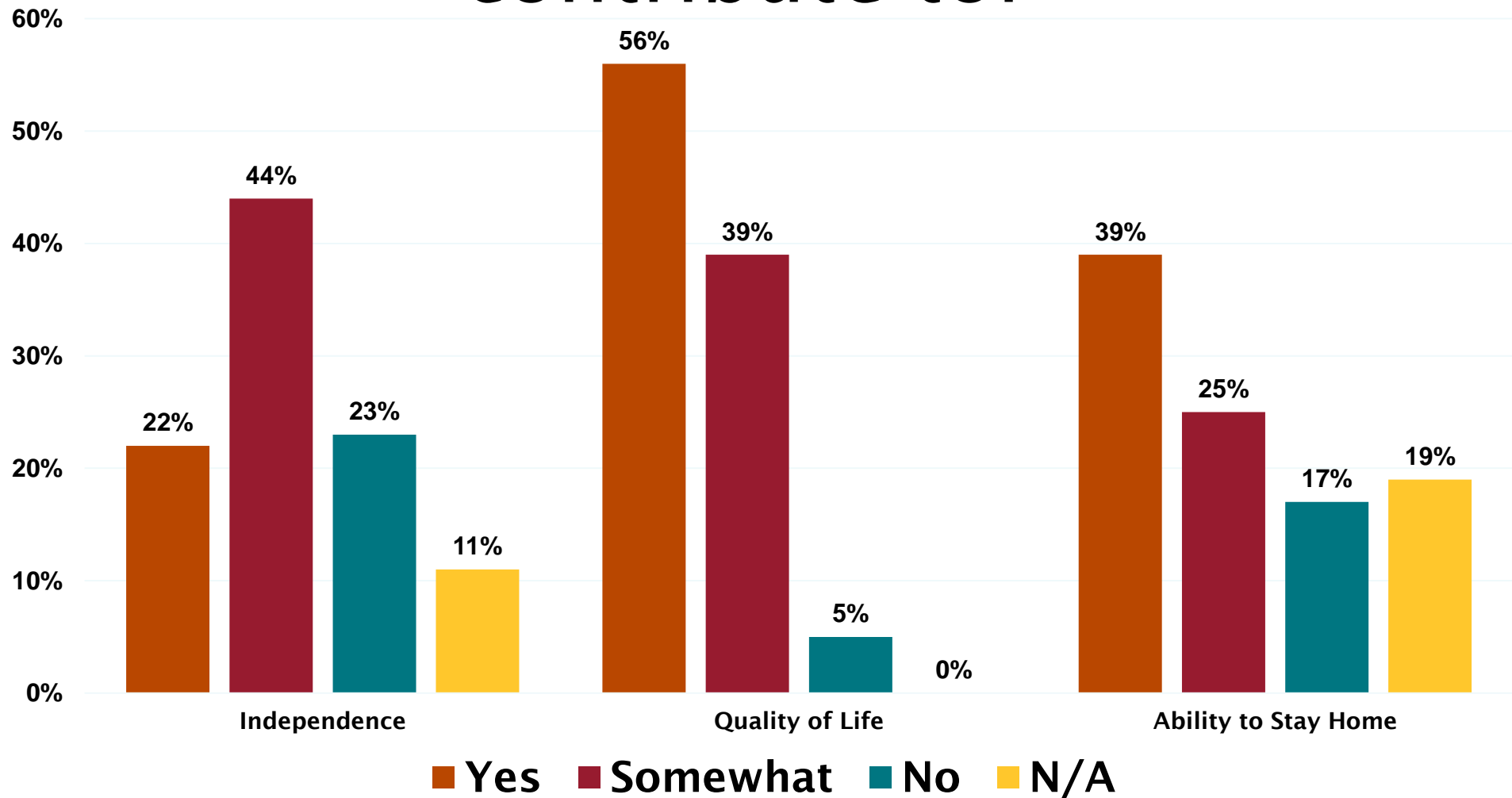
Who took the survey?



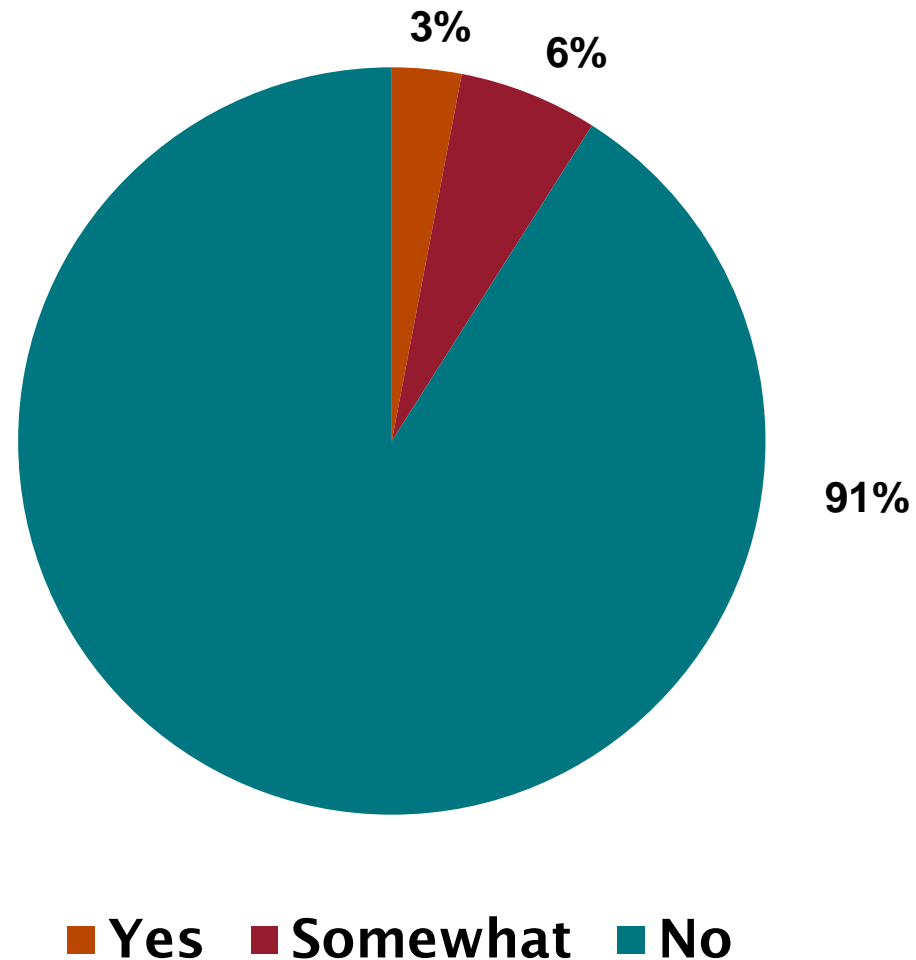
Please rate your satisfaction with:



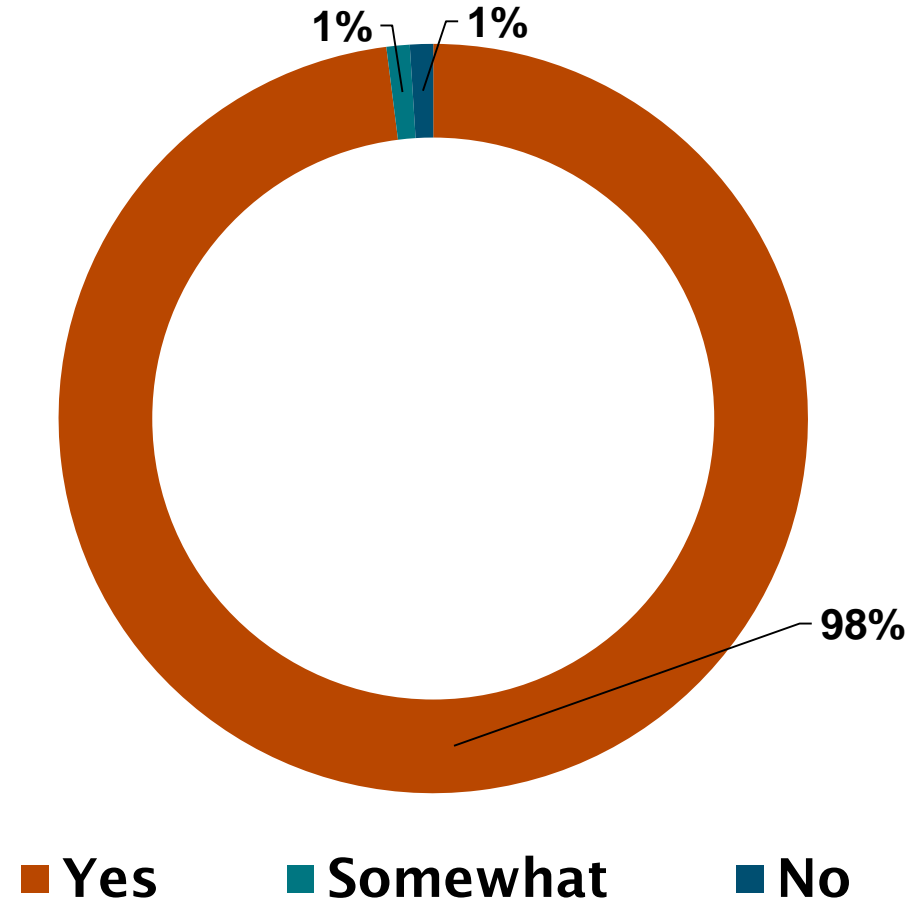
Did the help you, or the person you care for, received from McCormick Dementia Services contribute to:



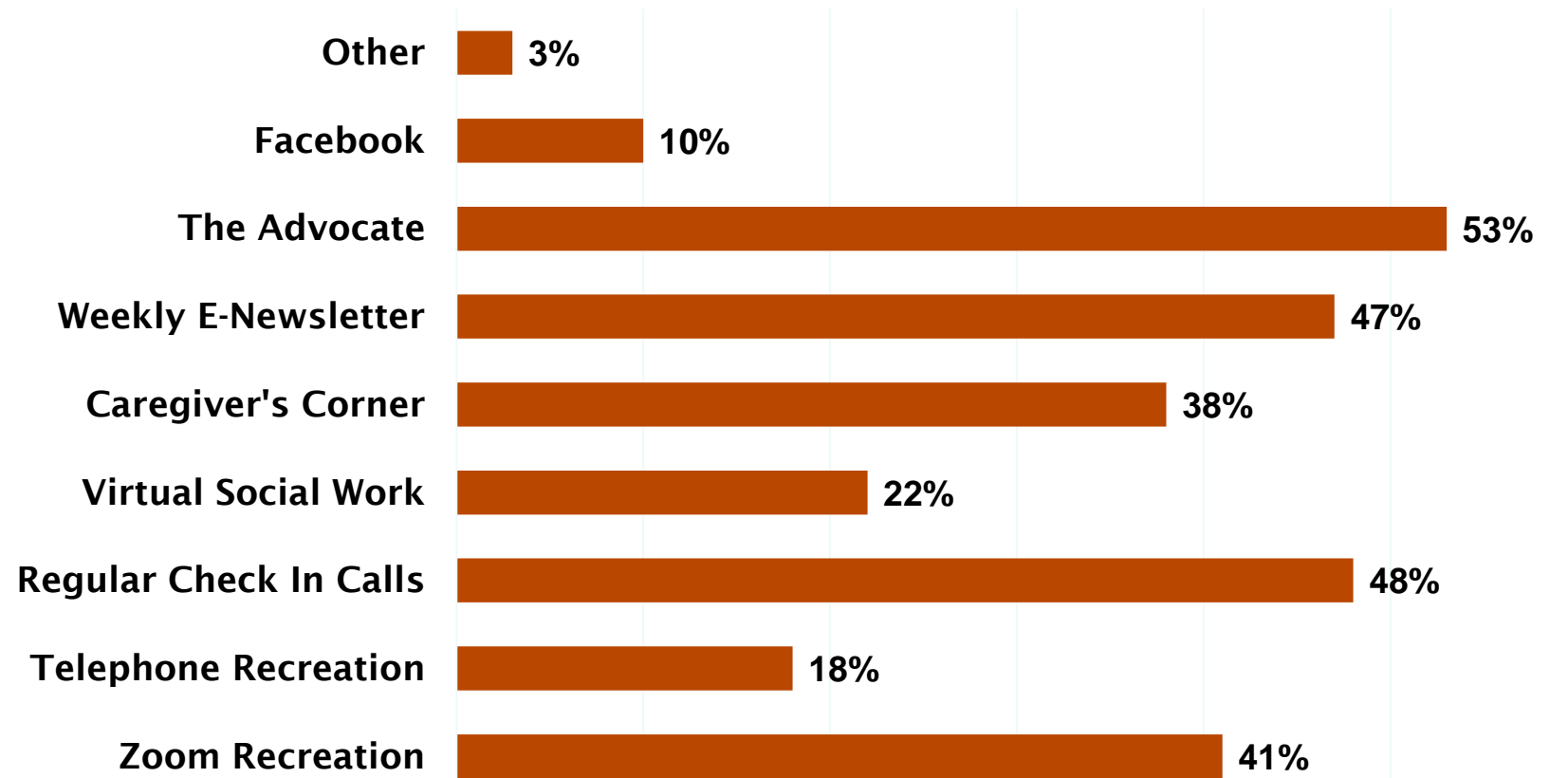
Did you have any difficulties accessing help from McCormick Dementia Services?



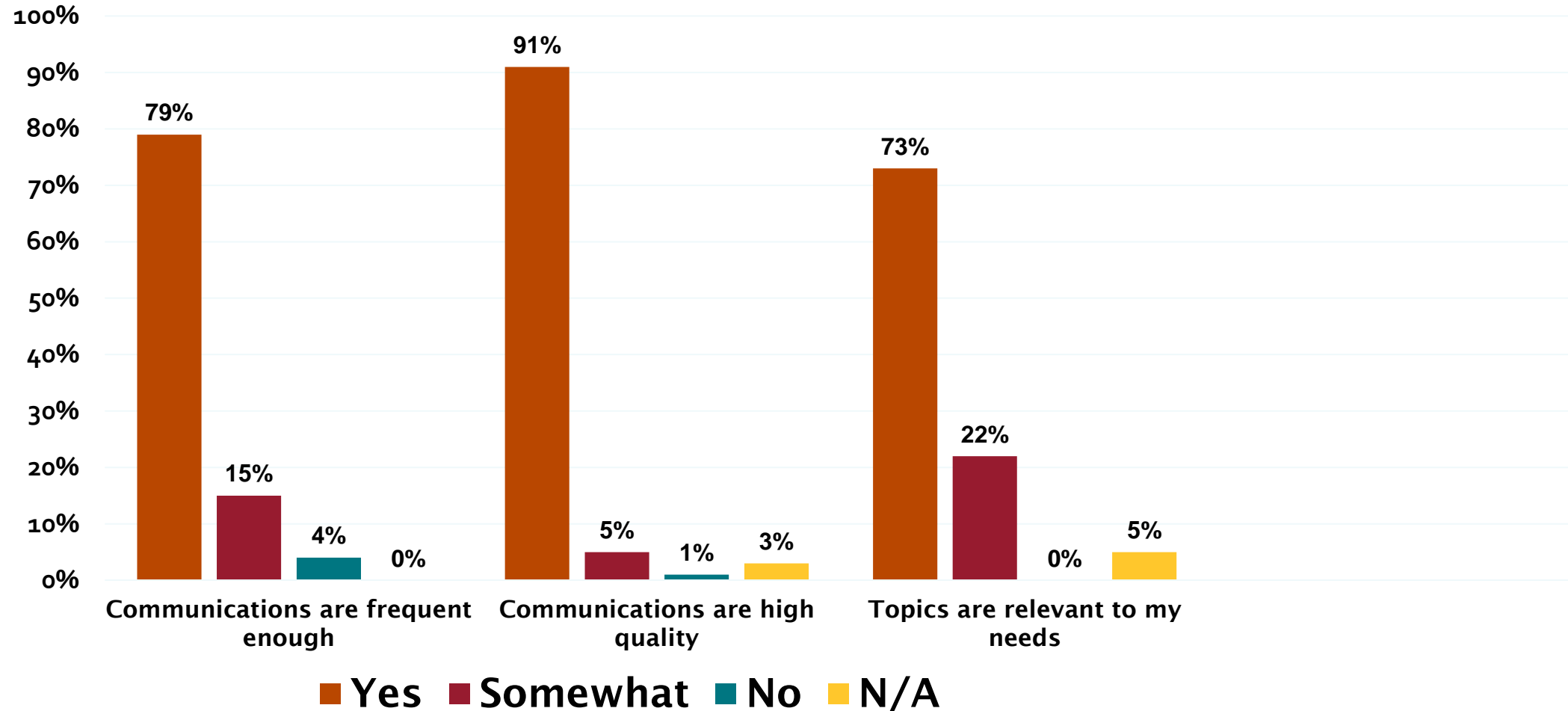
Would you, or the person you care for, recommend this organization to another family member or friend needing this type of assistance?



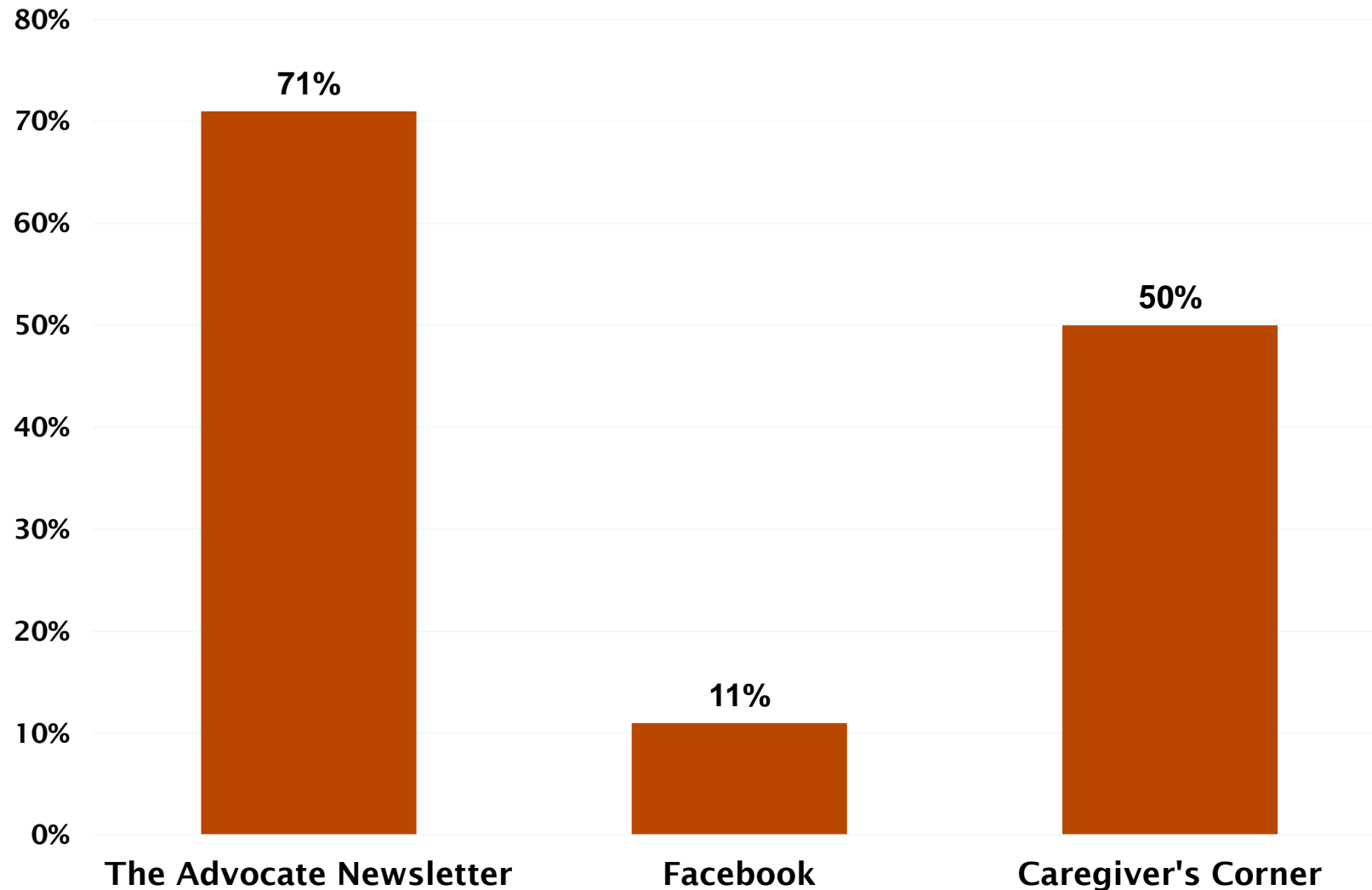
In response to the COVID-19 pandemic, McCormick Dementia Services has created a number of helpful resources designed to support both our clients and their caregivers. Please select all of the resources you have accessed:



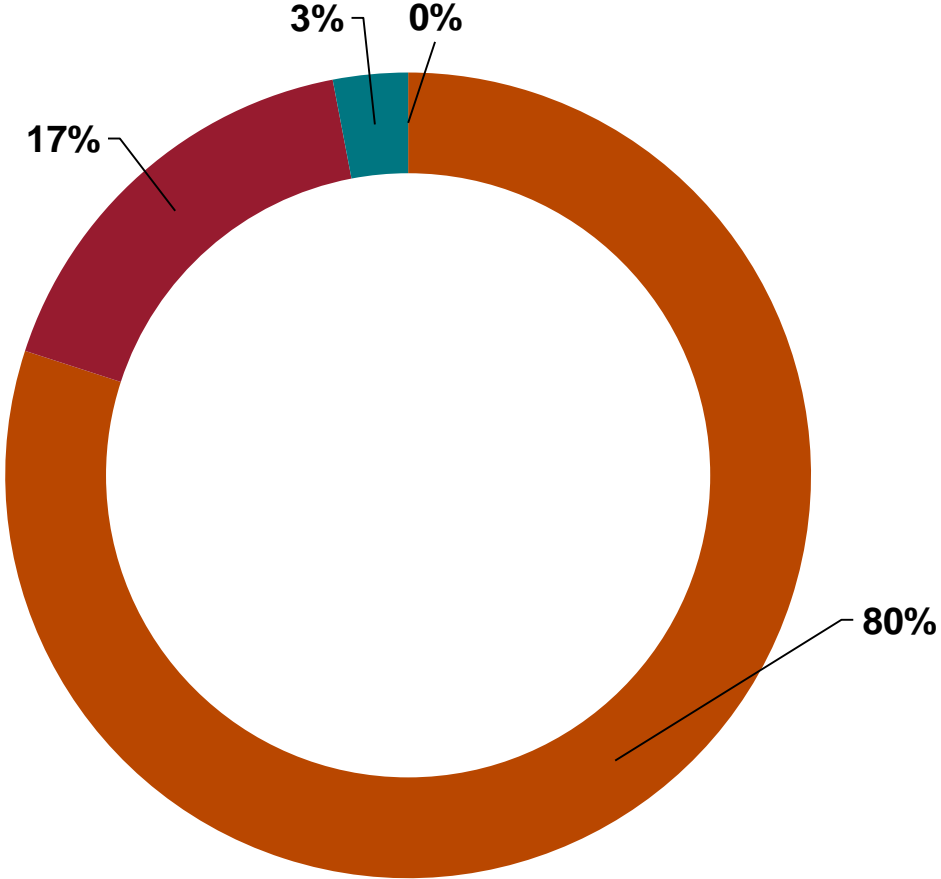
Thinking of the communications received from McCormick Dementia Services, do you feel:



My preferred method of receiving communication is:

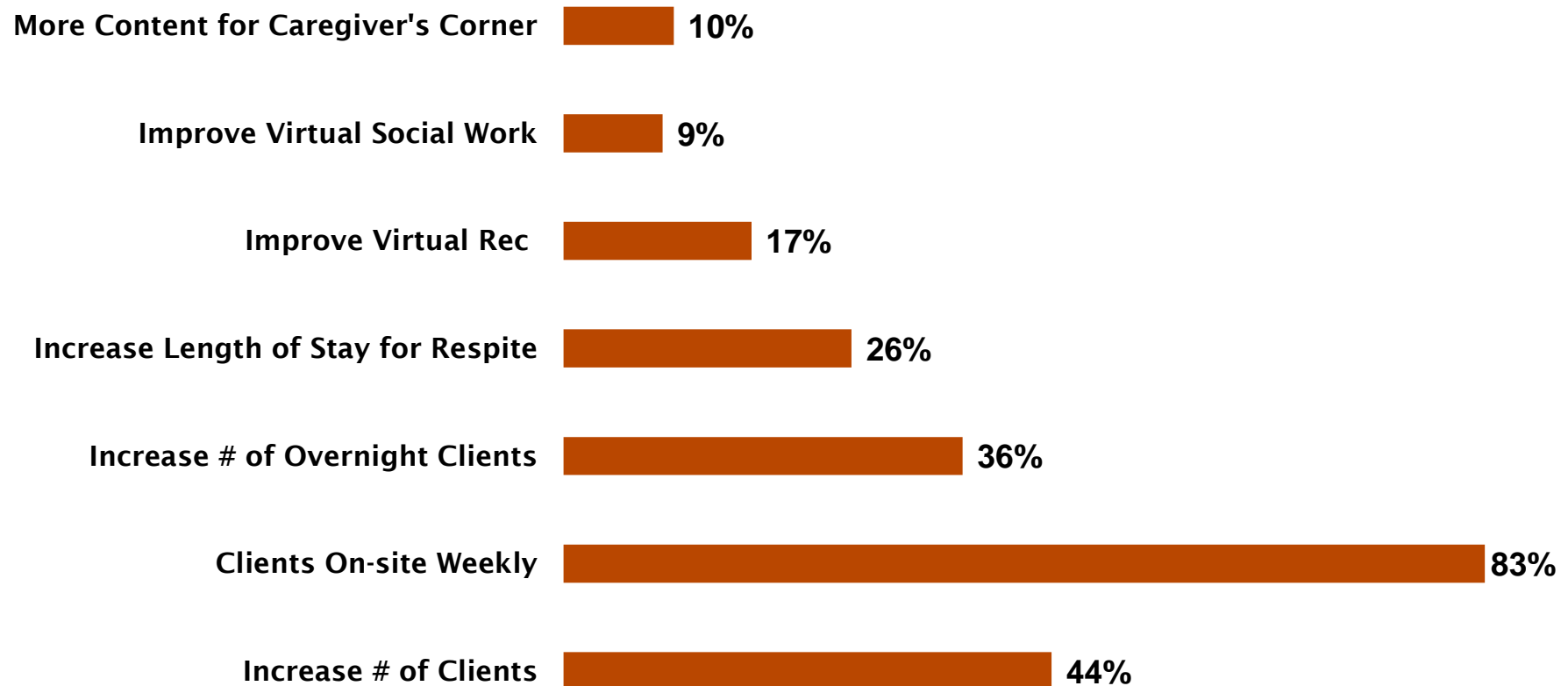


Overall satisfaction with our COVID response.



■ Very Satisfied ■ Satisfied ■ Somewhat Satisfied ■ Not Satisfied

Our next steps. As we safely continue to develop our services during the pandemic, which areas do you think we should focus on? (select 3 choices)



“Helpfulness of staff very much appreciated.”

“We appreciate all services you provide.”



“Very happy with COVID precautions!”

“I love your zoom recreation. He tunes in to it on his own and on time and I see a positive improvement in him since you started it! Thank you!”