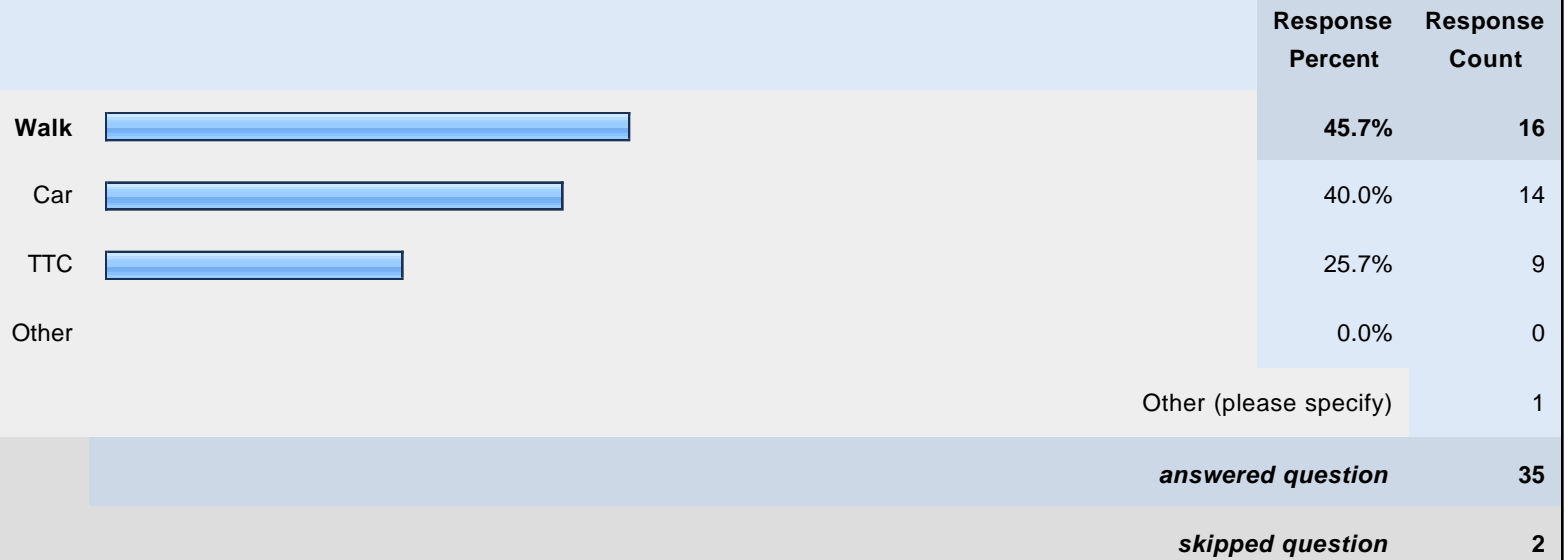
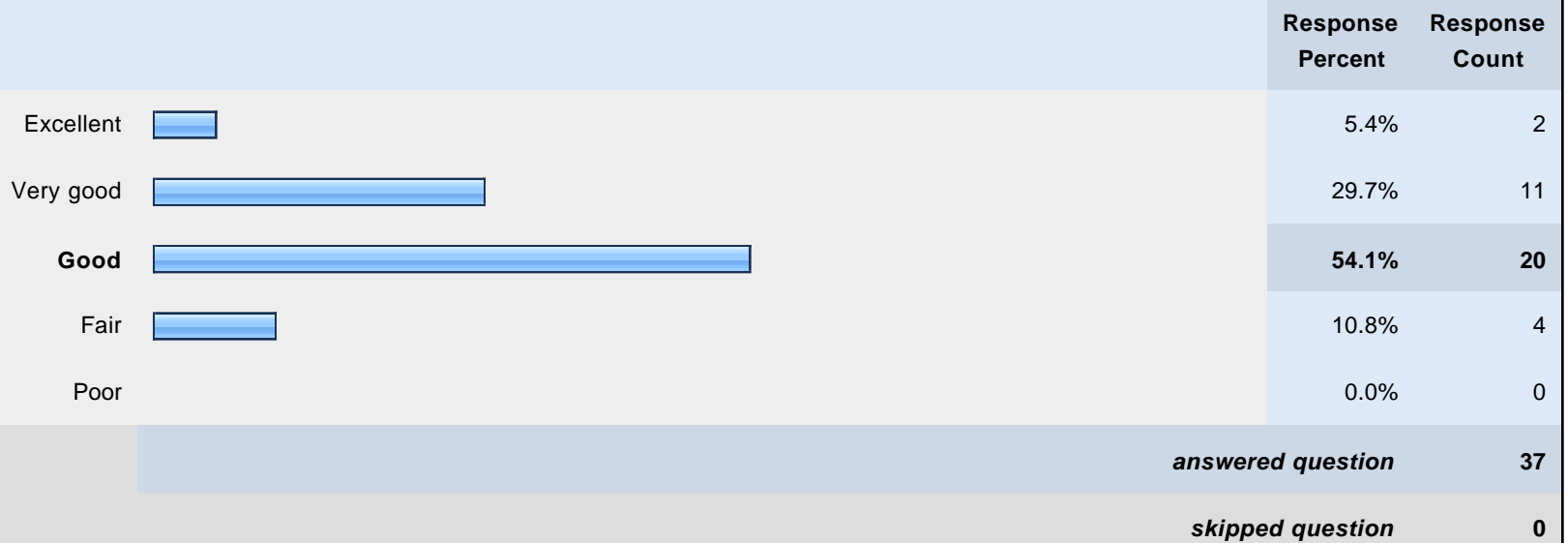


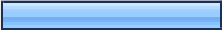

## 2. How do you normally get to the Health Centre for appointments or programs?







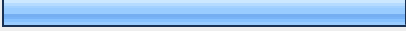



## 3. In general, how would you rate your overall health now?



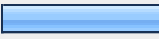
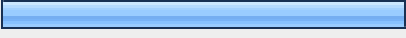
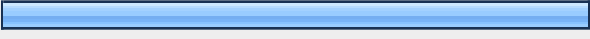
#### 4. Are you?

	Response Percent	Response Count
Male 	18.9%	7
Female 	81.1%	30
	<i>answered question</i>	37
	<i>skipped question</i>	0

## 5. What is your age now?

	Response Percent	Response Count
0 to 11 years	0.0%	0
12 to 18 years 	2.7%	1
19 to 24 years 	8.1%	3
25 to 34 years 	24.3%	9
35 to 44 years 	16.2%	6
<b>45 to 54 years</b> 	<b>35.1%</b>	<b>13</b>
55 to 64 years 	5.4%	2
65 to 74 years 	2.7%	1
75 or older 	5.4%	2
<b><i>answered question</i></b>		<b>37</b>
<b><i>skipped question</i></b>		<b>0</b>

## 6. What is the highest grade or level of school that you have completed?

		Response Percent	Response Count
Pre-school		0.0%	0
Primary School (grades 1 - 8) or equivalent		13.5%	5
Secondary school (grades 9 - 12) or equivalent		35.1%	13
<b>College or University (diploma or degree)</b>		<b>51.4%</b>	<b>19</b>
Other		0.0%	0
	Other (please specify)		0
<b>answered question</b>			<b>37</b>
<b>skipped question</b>			<b>0</b>


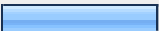


## 7. Do you require access to services in a language other than English?

	Response Percent	Response Count
Yes (if yes, please check the language below)	10.8%	4
Polish	2.7%	1
Spanish	2.7%	1
Albanian	0.0%	0
Russian	8.1%	3
Ukrainian	5.4%	2
Czech	0.0%	0
No	89.2%	33
Other (please specify)		0
<b>answered question</b>		<b>37</b>
<b>skipped question</b>		<b>0</b>

## 8. What is your household's source of income?

	Response Percent	Response Count
No income	8.6%	3
Social assistance	28.6%	10
Retirement pension	8.6%	3
Other Pension	5.7%	2
<b>Employment income</b>	<b>48.6%</b>	<b>17</b>
	<i>answered question</i>	<b>35</b>
	<i>skipped question</i>	<b>2</b>



## 9. What is the total amount of household income?

		Response Percent	Response Count
less than \$15,000		26.7%	8
\$15,000 to \$19,999		10.0%	3
\$20,000 to \$29,999		20.0%	6
\$30,000 to \$39,999		13.3%	4
\$40,000 to \$49,999		3.3%	1
\$50,000 to \$59,999		6.7%	2
\$60,000 and over		20.0%	6
other income.		0.0%	0

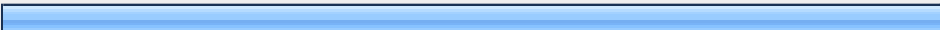
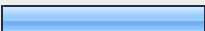
***answered question*** 30

***skipped question*** 7

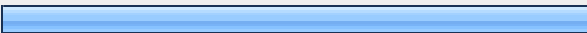
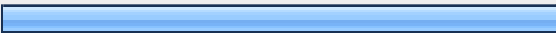
### 10. Do you rent or own your home in the Stonegate neighbourhood?

	Response Percent	Response Count
rent an apartment/ house/ condo 	63.3%	19
own my own house/condo. 	36.7%	11
Please give us your postal code:		25
<b>answered question</b>		<b>30</b>
<b>skipped question</b>		<b>7</b>

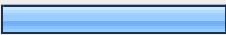

### 11. Do you have a computer and internet access with e-mail at home?

	Response Percent	Response Count
Yes 	82.4%	28
No 	17.6%	6
<b>answered question</b>		<b>34</b>
<b>skipped question</b>		<b>3</b>

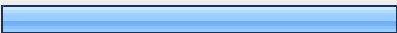
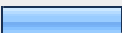
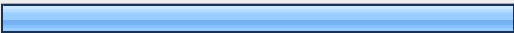




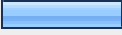

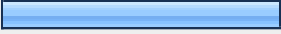



## 12. Would you like to receive health and other program and service information electronically (e-mail) ?

	Response Percent	Response Count
Yes 	51.5%	17
No 	48.5%	16
If yes, please give us your e-mail address:		15
<b>answered question</b>		<b>33</b>
<b>skipped question</b>		<b>4</b>

## 13. Have you visited the Stonegate CHC website?

	Response Percent	Response Count
Yes 	19.4%	7
No 	80.6%	29
<b>answered question</b>		<b>36</b>
<b>skipped question</b>		<b>1</b>

**14. What do you think are the three most serious problems in the Stonegate Community? (please check only 3)**

		Response Percent	Response Count
Low income/poverty		34.5%	10
Lack of social/recreational space for children, families and seniors		10.3%	3
<b>High rents and lack of affordable housing</b>		<b>44.8%</b>	<b>13</b>
Apartment building maintenance and repairs		6.9%	2
Community safety and crime		31.0%	9
Access to health care and other community services		6.9%	2
Environmental issues (air, water, pollution)		13.8%	4
Lack of Public Transit or other transportation issues		10.3%	3
Lack of Dental Services		31.0%	9
Affordable food and groceries		24.1%	7
Employment		31.0%	9
English as a Second Language (ESL) Programs		6.9%	2
Other (please specify)		10.3%	3

*answered question* 29

*skipped question* 8


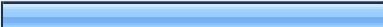
### 15. What counseling and social services have you used? (please check all that apply)

	Response Percent	Response Count
<b>Mental Health Counselling</b>	66.7%	20
Housing services	16.7%	5
Settlement services	13.3%	4
Social Work	33.3%	10
Health Workshops & Events	50.0%	15

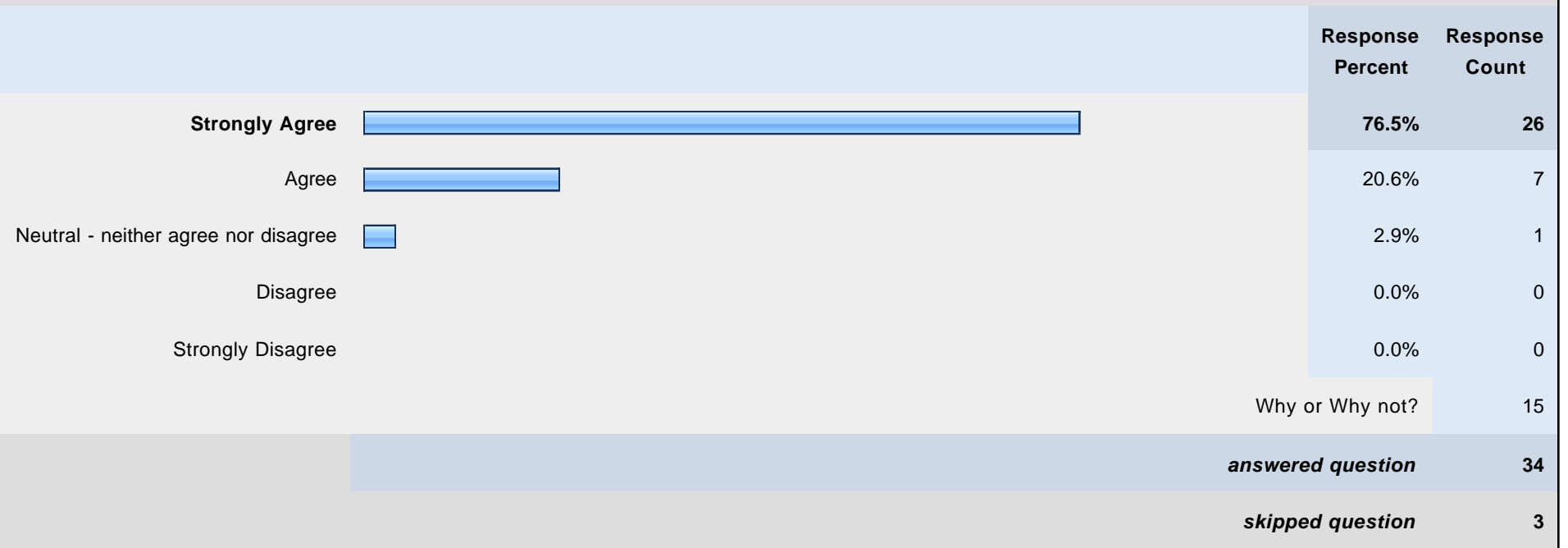
*answered question* 30

*skipped question* 7

**16. Overall, I am satisfied with the counselling and or social services I receive at Stonegate CHC.**

		Response Percent	Response Count
Strongly Agree		66.7%	22
Agree		33.3%	11
Neutral - neither agree nor disagree		0.0%	0
Disagree		0.0%	0
Strongly Disagree		0.0%	0
<i>answered question</i>			<b>33</b>
<i>skipped question</i>			<b>4</b>

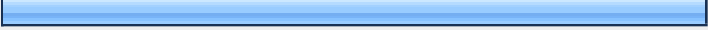
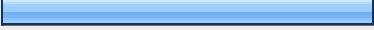


**17. I would refer a family member, friend or neighbour to the counselling and social services available at Stonegate CHC.**



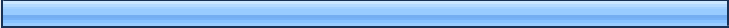


**18. Please offer any additional comments:**

	Response Count
	4
<b>answered question</b>	<b>4</b>
<b>skipped question</b>	<b>33</b>

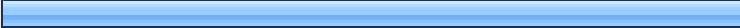


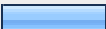
## 19. I can get an appointment when I need one.

	Response Percent	Response Count
Strongly Agree 	61.8%	21
Agree 	32.4%	11
Neutral - neither agree nor disagree 	2.9%	1
Disagree	0.0%	0
Strongly Disagree	0.0%	0
Don't know	0.0%	0
Not Applicable 	2.9%	1
<b>answered question</b>		<b>34</b>
<b>skipped question</b>		<b>3</b>

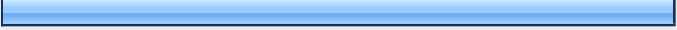
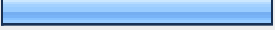


**20. The counselling and social services staff help me get the services I need at Stonegate CHC or in my community.**

	Response Percent	Response Count
Strongly Agree 	63.6%	21
Agree 	30.3%	10
Neutral - neither agree nor disagree	0.0%	0
Disagree	0.0%	0
Strongly Disagree	0.0%	0
Don't know	0.0%	0
Not Applicable 	6.1%	2
<b><i>answered question</i></b>		<b>33</b>
<b><i>skipped question</i></b>		<b>4</b>

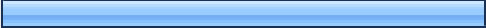



**21. The services offered by the counselling and social services staff are provided in a language that is comfortable for me.**

	Response Percent	Response Count
Strongly Agree 	64.7%	22
Agree 	23.5%	8
Neutral - neither agree nor disagree 	2.9%	1
Disagree	0.0%	0
Strongly Disagree	0.0%	0
Don't know	0.0%	0
Not Applicable 	8.8%	3
<b><i>answered question</i></b>		<b>34</b>
<b><i>skipped question</i></b>		<b>3</b>




**22. The counselling and social services are provided in a way that is sensitive to my culture.**

	Response Percent	Response Count
Strongly Agree 	58.8%	20
Agree 	23.5%	8
Neutral - neither agree nor disagree 	2.9%	1
Disagree	0.0%	0
Strongly Disagree	0.0%	0
Don't know	0.0%	0
Not Applicable 	14.7%	5
<b><i>answered question</i></b>		<b>34</b>
<b><i>skipped question</i></b>		<b>3</b>

**23. The counselling and social services are delivered in a way that accommodates my physical disability (if applicable).**

	Response Percent	Response Count
<b>Strongly Agree</b> 	42.3%	11
Agree 	23.1%	6
Neutral - neither agree nor disagree 	3.8%	1
Disagree	0.0%	0
Strongly Disagree	0.0%	0
Don't know	0.0%	0
Not Applicable 	30.8%	8
<b><i>answered question</i></b>		<b>26</b>
<b><i>skipped question</i></b>		<b>11</b>

**24. The counselling and social services staff always provide courteous and professional service.**

		Response Percent	Response Count
Strongly Agree		65.6%	21
Agree		31.3%	10
Neutral		0.0%	0
Disagree		0.0%	0
Strongly Disagree		0.0%	0
Don't Know		0.0%	0
Not Applicable		3.1%	1
<b><i>answered question</i></b>			<b>32</b>
<b><i>skipped question</i></b>			<b>5</b>

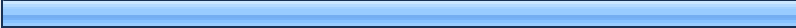


**25. The receptionists and medical secretaries always provide courteous and professional service.**

	Response Percent	Response Count
Strongly Agree	61.8%	21
Agree	32.4%	11
Neutral	0.0%	0
Disagree	5.9%	2
Strongly Disagree	0.0%	0
Don't Know	0.0%	0
Not Applicable	0.0%	0
<b>answered question</b>		<b>34</b>
<b>skipped question</b>		<b>3</b>


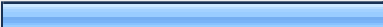
**26. Please offer any additional comments:**

Response Count
5
<b>answered question</b>
<b>5</b>
<b>skipped question</b>
<b>32</b>




**27. My counsellor and/or social services worker is easy to talk to and encourages me to ask questions about my situation or issues.**

	Response Percent	Response Count
Strongly Agree 	69.7%	23
Agree 	27.3%	9
Neutral - neither agree nor disagree 	3.0%	1
Disagree	0.0%	0
Strongly Disagree	0.0%	0
Don't know	0.0%	0
Not Applicable	0.0%	0
<b><i>answered question</i></b>		<b>33</b>
<b><i>skipped question</i></b>		<b>4</b>

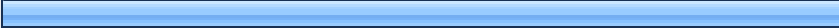

**28. My counsellor and/or social services worker explains things in a way I can understand.**

		Response Percent	Response Count
Strongly Agree		66.7%	22
Agree		33.3%	11
Neutral - neither agree nor disagree		0.0%	0
Disagree		0.0%	0
Strongly Disagree		0.0%	0
Don't know		0.0%	0
Not Applicable		0.0%	0
<b><i>answered question</i></b>			<b>33</b>
<b><i>skipped question</i></b>			<b>4</b>

**29. I know how to make a suggestion or complaint about something I am concerned about.**

		Response Percent	Response Count
Strongly Agree		63.6%	21
Agree		33.3%	11
Neutral - neither agree nor disagree		0.0%	0
Disagree		0.0%	0
Strongly Disagree		0.0%	0
Don't know		0.0%	0
Not Applicable		3.0%	1
<b><i>answered question</i></b>			<b>33</b>
<b><i>skipped question</i></b>			<b>4</b>

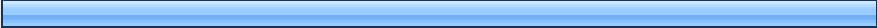

**30. I trust that staff will protect the privacy of my health information and will ask me before sharing confidential information about me outside Stonegate CHC.**

	Response Percent	Response Count
Strongly Agree 	73.5%	25
Agree 	26.5%	9
Neutral - neither agree nor disagree	0.0%	0
Disagree	0.0%	0
Strongly Disagree	0.0%	0
Don't know	0.0%	0
Not Applicable	0.0%	0
<i>answered question</i>		<b>34</b>
<i>skipped question</i>		<b>3</b>

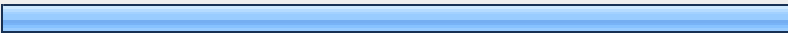


**31. Please offer any additional comments:**

	Response Count	
	0	
<i>answered question</i>		<b>0</b>
<i>skipped question</i>		<b>37</b>

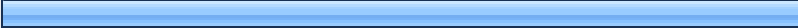

**32. My counsellors and/or social services workers give me information that I can use to improve my health and well-being.**

	Response Percent	Response Count
<b>Strongly Agree</b> 	<b>76.7%</b>	<b>23</b>
Agree 	23.3%	7
Neutral - neither agree nor disagree	0.0%	0
Disagree	0.0%	0
Strongly Disagree	0.0%	0
Don't know	0.0%	0
Not Applicable	0.0%	0
<b><i>answered question</i></b>		<b>30</b>
<b><i>skipped question</i></b>		<b>7</b>

**33. My counsellor and/or social services worker encourages me to be an active participant in my health care.**

	Response Percent	Response Count
<b>Strongly Agree</b> 	<b>69.0%</b>	<b>20</b>
Agree 	24.1%	7
Neutral - neither agree nor disagree 	6.9%	2
Disagree	0.0%	0
Strongly Disagree	0.0%	0
Don't know	0.0%	0
Not Applicable	0.0%	0
<b><i>answered question</i></b>		<b>29</b>
<b><i>skipped question</i></b>		<b>8</b>

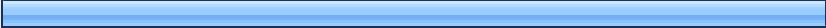


**34. The counselling and/or social services provided by Stonegate CHC are centered on and responsive to my needs.**

	Response Percent	Response Count
Strongly Agree 	70.0%	21
Agree 	30.0%	9
Neutral - neither agree nor disagree	0.0%	0
Disagree	0.0%	0
Strongly Disagree	0.0%	0
Don't know	0.0%	0
Not Applicable	0.0%	0
<b>answered question</b>		<b>30</b>
<b>skipped question</b>		<b>7</b>




**35. Please offer any additional comments:**

	Response Count
	0
<b>answered question</b>	<b>0</b>
<b>skipped question</b>	<b>37</b>



**36. I feel my quality of life is better because of the counselling and social services I received from Stonegate CHC.**

	Response Percent	Response Count
<b>Strongly Agree</b> 	<b>72.4%</b>	<b>21</b>
Agree 	20.7%	6
Neutral - neither agree nor disagree 	6.9%	2
Disagree	0.0%	0
Strongly Disagree	0.0%	0
Don't know	0.0%	0
Not Applicable	0.0%	0
<b><i>answered question</i></b>		<b>29</b>
<b><i>skipped question</i></b>		<b>8</b>

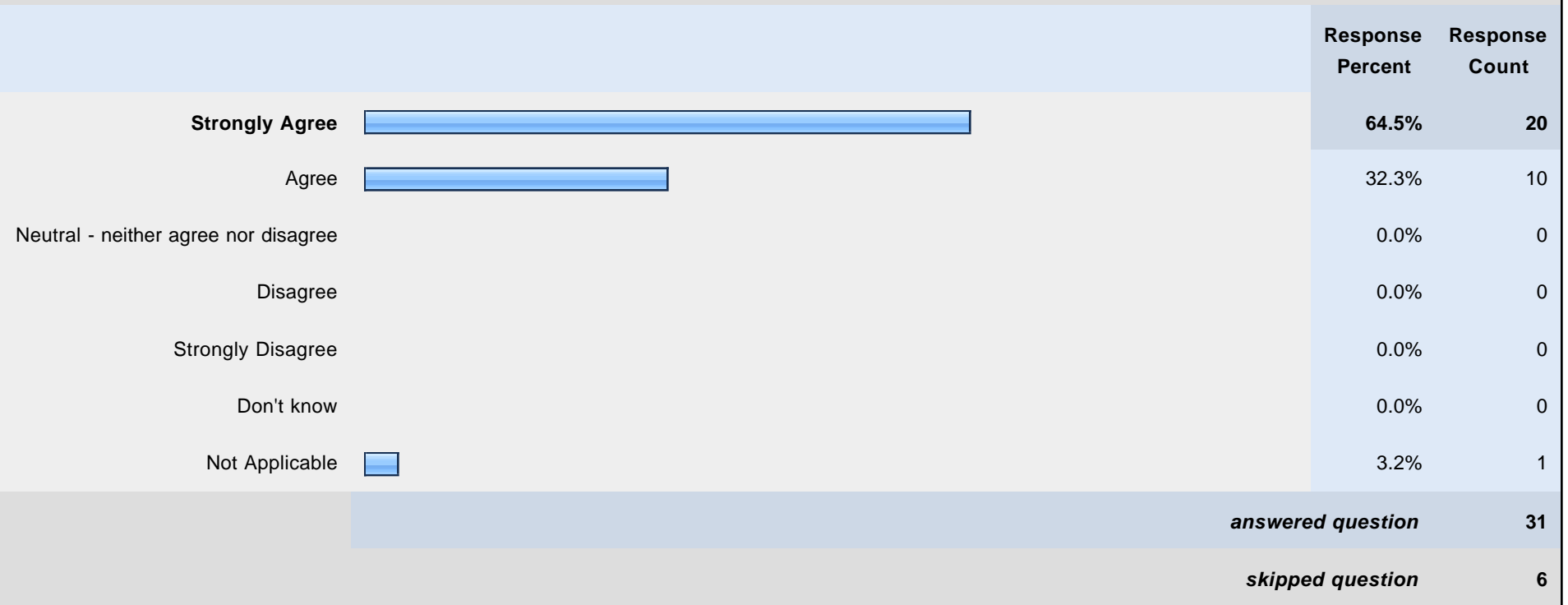
### 37. The counselling and/or social services helped me with things I was worried about.

	Response Percent	Response Count
Strongly Agree 	76.7%	23
Agree 	20.0%	6
Neutral - neither agree nor disagree 	3.3%	1
Disagree	0.0%	0
Strongly Disagree	0.0%	0
Don't know	0.0%	0
Not Applicable	0.0%	0
<b>answered question</b>		<b>30</b>
<b>skipped question</b>		<b>7</b>

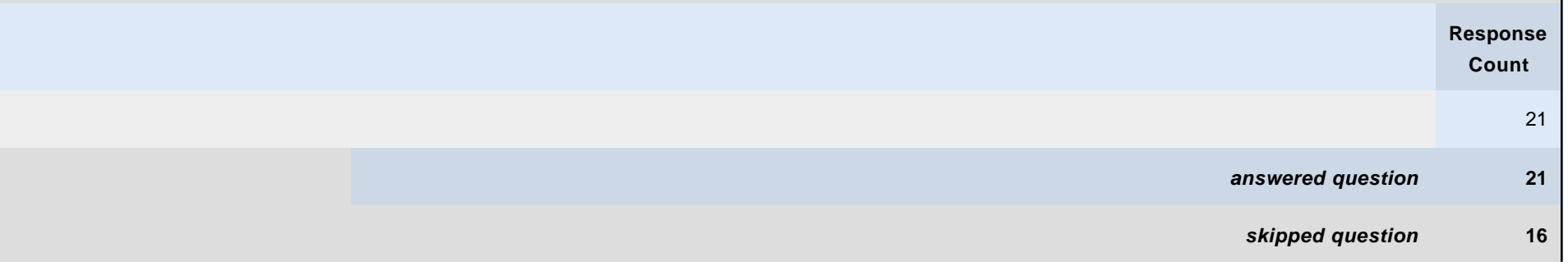
### 38. The counselling and/or social services have helped me improve my well-being.

	Response Percent	Response Count
Strongly Agree 	65.6%	21
Agree 	34.4%	11
Neutral - neither agree nor disagree	0.0%	0
Disagree	0.0%	0
Strongly Disagree	0.0%	0
Don't know	0.0%	0
Not Applicable	0.0%	0
<b><i>answered question</i></b>		<b>32</b>
<b><i>skipped question</i></b>		<b>5</b>

**39. Stonegate CHC has a positive impact on the health of our community.**



**40. In your opinion what is Stonegate CHC doing well?**



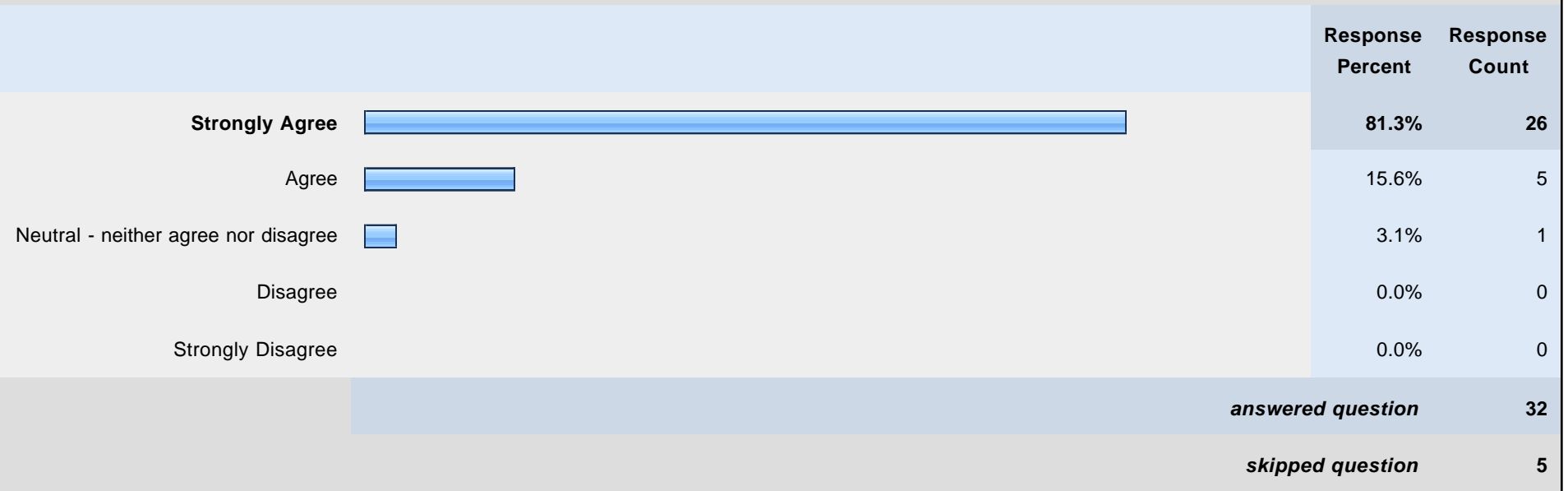
**41. In your opinion, what would you like to see Stonegate CHC do differently? How can we improve?**

	Response Count
	12
<i>answered question</i>	12
<i>skipped question</i>	25

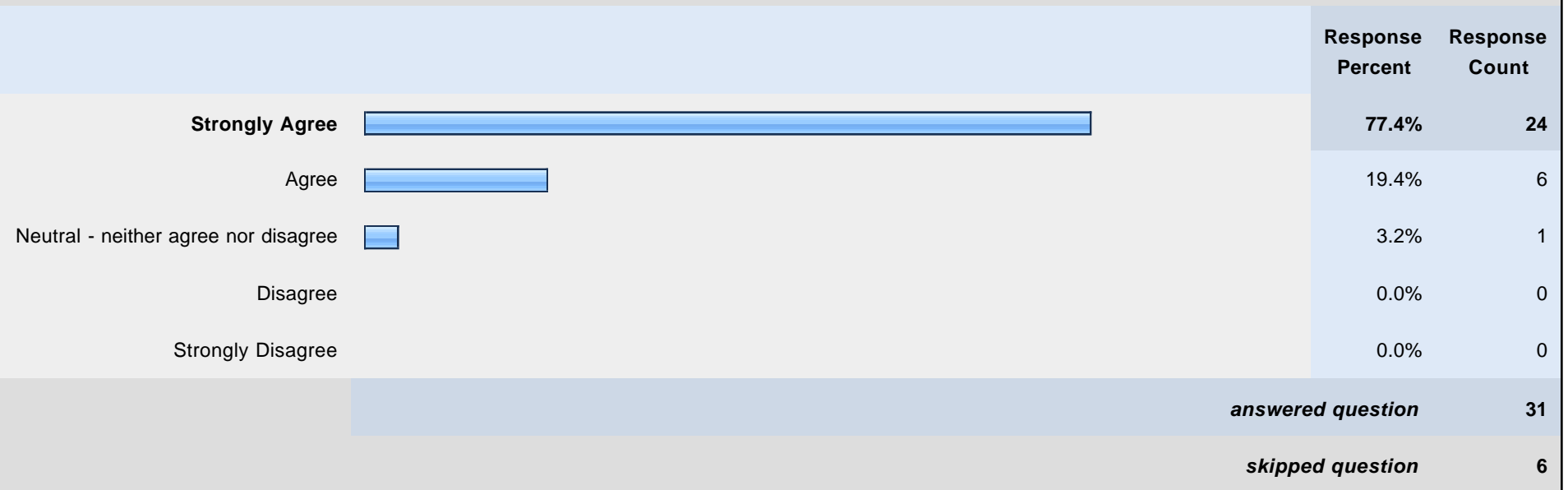
**42. Please offer any additional comments:**

	Response Count
	3
<i>answered question</i>	3
<i>skipped question</i>	34

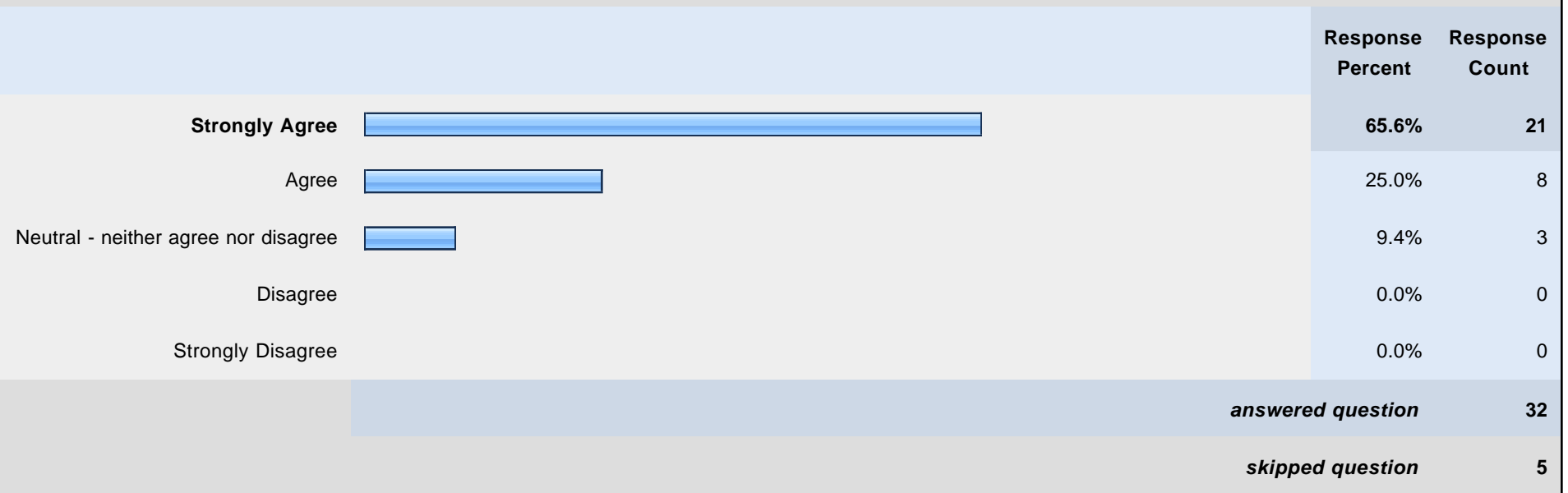
### 43. The survey was easy to understand.



### 44. The survey gave me the chance to express my opinions about Stonegate CHC.



**45. The survey was about the right length.**



**46. Thank you for taking our survey! This is OPTIONAL, but you are welcome to give us your name & telephone number if you would like us to follow-up with you about something:**

