Our Locations

Our facilities are located at:
225 Queen Street East
Toronto, Ontario M5A 1S4
Telephone 416-360-0486
Fax 416-365-1083

179 Gerrard Street East
Toronto, Ontario M5A 2E5
Telephone 416-920-2605
Fax 416-920-8876

2018 Client Satisfaction Survey
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Acknowledgements

Anishnawbe Health Toronto offers access to health care practitioners from many disciplines including Traditional Healers, Elders, Medicine People, Medical Doctors, Nurse practitioners and Nurses among others. Ceremonies and traditions are intrinsic to this fully accredited health care model and are available along with primary care and mental health services. Our mission is to improve the health and well-being of Indigenous People in spirit, mind, emotion and body through both Traditional and Western healing approaches. This model of healthcare, blending the western and traditional is recognized worldwide with practitioners coming from other countries to visit Anishnawbe Health Toronto.

To continue the delivery of quality health care services, Anishnawbe Health Toronto regularly conducts a client satisfaction survey approximately every eighteen months to two years. The Client Satisfaction Survey is an important tool in identifying both strengths and weaknesses providing AHT with a snapshot of what clients are thinking and feeling. Starting the end of January 2018, Client Satisfaction Surveys were introduced to clients or respondents as they exited from a group or from their practitioner’s visit. A total of 229 Client Satisfaction Surveys were completed.

Anishnawbe Health Toronto and the interviewer wish to thank each one of the participants who involved themselves not only in the giving of their time but sharing with openness about their experiences and stories. The clients of Anishnawbe Health Toronto made this survey possible and the heartfelt feedback from many will be recorded in this document.

This survey would not have been possible without the support from all practitioners allowing the interviewer access to their clients as they exited appointments, programs and group settings. The receptionists at the three sites were invaluable to the interviewer and of the greatest help.

From this survey it is clear the services and varied programs offered at Anishnawbe Health Toronto based on culture and traditions through a multi-disciplinary team are indeed dedicated healthcare professionals and service providers.

“I have been in recovery for 10 years. Attending ceremony is the icing on the cake!”
Methodology

The Client Satisfaction Survey is designed to collect both qualitative and quantitative data regarding Anishnawbe Health Toronto’s client base, services and programs. The survey collects demographic information, service evaluation data, broader organizational evaluation data and asks for specific feedback on experiences and services provided.

Survey information or data was collected in three ways. The first approach with the greatest number of surveys collected was asking clients after they exited from seeing their practitioner to sit for a short one on one face-to-face survey. Another approach was to attend AHT programming. This year the interviewer attended five different programs with group circles as part of the program. Surveys were conducted at the end of the program circle. The third approach was by telephone, interviewing less than ten respondents. A total of two hundred twenty nine (229) voluntary participants completed this year’s survey. This methodical collection of surveys was based on clients seeing more than fifty different health practitioners at AHT. Not counted but noted are the dozen or so clients who excused themselves due to time constraints thereby not being able to give their time to complete a survey. The interviewer saw a definite hurriedness of clients upon leaving appointments, most likely due to personal timelines within a fast pace of life.

Staff members receiving services at AHT were exempt from participating in the survey.

The surveys were conducted in paper form rather than via a device, most preferred by the interviewer who thought participants would feel more willing, more comfortable and better able to flip through a familiar paper type document. This document or survey was six pages long and twenty nine questions in length.

The anonymous data from these surveys was then entered into a Microsoft Excel program. Numerical data was captured as frequencies or percentages and qualitative data was entered as direct quotes. For reporting purposes, all percentages were rounded to the nearest number. Once the data entries were completely entered and tallied, the surveys were destroyed.

The Client Satisfaction Survey 2018 is included in this report as Appendix A and on page 47.

“It’s a must for me to go to ceremonies. By attending sweatlodge, seeing the elders, using traditional medicines, smudging, listening, story-telling and sharing, I feel safely surrounded by my community and my relations.”
Sample Size, Location and Distribution

This year a total of 229 Client Satisfaction Surveys were completed from January 25 until the end of February 2018 at the three Anishnawbe Health Toronto locations, Queen Street East, Gerrard Street East and Vaughan Road with distribution as follows:

- **Waash-Keshuu-Yaan** or 225 Queen Street East with 124 interviews or 54%.
- **Babishkhan** or 179 Gerrard Street East with 76 interviews or 33.5%.
- **Chayuuweytim** or 22 Vaughan Road with 29 interviews or 12.5%.

The interviewer set out to obtain five exit surveys per practitioner.

An additional question was added this survey year, question Q29.

The interviewer this year, changed question Q19 to question Q18 and vice versa to stay on topic.

“Being at AHT is like being a wave on the water, a natural ebb and flow.”
Executive Summary

The results of the 2018 Client Satisfaction Survey yielded very few surprises. The level of satisfaction with services and programs at all three locations is very high at Anishnawbe Health Toronto.

Client Satisfaction Surveys of past years were used as comparisons to this year’s findings and in particular the 2008 survey report was used to provide a ten year span, in other words a comparison over the last decade.

Ten years ago, gender identity was primarily two categories, Male or Female. Since 2010, Transgender was added and since 2014 Two Spirit was added. This year saw a 2% decrease from last year in respondents identified as Female at 55% down from 57% (2016). The Male category was identical to last survey year at 36%. One respondent answered Transgender, a decrease from 4 persons. There was an increase of Two Spirit respondents to 9% from 5% in 2016.

Question Q4 was in two parts, the first asked respondents ‘if they had an appointment today’ showed a huge increase in having appointments this year at 90%, up from 74% in 2016. The second part of the question asking ‘if the appointment was on time’ showed 10% or about 20 respondents saying and wanting the interviewer to know that ‘they’ were the ones who had been late, not necessarily the practitioner.

While delivering this survey, Q9 and Q13 seemed repetitive questions with both asking either if there was a benefit of receiving services, or if it was important receiving services at Anishnawbe Health Toronto. However, these two questions yielded the most informative and qualitative responses of the survey. As per the survey, respondents named the practitioner they had just seen and many times named other practitioners, often smiling remembering the care of service they had received or continue to receive. Respondents spoke often of these practitioners by their first names, be it a medical doctor or a traditional healer. This report does not have their names within it.

Clients were not asked to indicate at which locations they received services or attended programs. However many clients added this information under question Q9 telling of the many important services they felt they or their families had received and where those services had been received.

We know from this survey respondents feel their confidentiality is protected at AHT with a huge increase to 88% this year from 79% last survey year. The question right after asked if you had a concern could you speak with someone. The results of this question showed a decline of participants saying ‘yes’ they could at 76% compared to 85% in 2016.

Question Q16 showed 93% of respondents feel that AHT facilities are fully accessible to them compared to 98% last survey year; a 5% difference. Comments were varied and will be in the report under Survey results.

Practitioners are definitely telling their clients about AHT services and programs with an increase to 85% from 75% in 2016.
Executive Summary

After conducting two or three surveys, it became apparent that respondents wanted the less amount of writing as possible. For this reason names of ceremonies were inserted into question Q20 ‘Have you attended any of AHT’s traditional ceremonies, and please identify which ones’. Clients responded well by ticking off any ceremony that was relevant to them. This year shows a 14% increase in the number of respondents attending even one AHT ceremony, which is up from 52% in 2016 to present 66%.

Clients overwhelmingly said 100%, they feel traditional ceremonies benefit their health and well-being an increase from last survey year at an already high of 98% and from 2014 at 95%.

The four questions Q22, Q23, Q24 and Q25 were at first not easy to receive answers to, so for simplicity, the acronym ‘LHIN’ was deleted and from there on every survey was easily answered. The first three questions were answered ‘not applicable’ more often than not. But interestingly enough, respondents answered more favorably to the fourth question Q25 with ‘always’ rather than ‘not applicable’. This fourth Question Q25 ‘Staff are easy to talk with and encourage me to ask questions’ was first pondered, then followed with a brief pause then as said answered ‘always’. Respondents told the interviewer the word ‘staff’ brought them back to an experience at Anishnawbe Health Toronto. The broader term of ‘my health care provider’ meant to many respondents anywhere they last received medical attention.

The results found for the four ‘LHIN’ questions have gains in each of them.

To get an appointment the same day is at 49% compared to 41% in 2016.

The health care provider explains more increased to 72% from 65% in 2016.

The health care provider spends enough time with me increased to 70% from 68% in 2016.

Staff are easy to talk with and encourage me to ask questions increased to 78% from 71% in 2016.

For many respondents this survey was informative as per question Q27 which asked, ‘Do you use social media to get current service information which is available at AHT?’ Many respondents did not know of the www.aht.ca website.

Also informational to many respondents was the following question Q28 asking ‘Are you aware of AHT’s extended hours of service on Monday and Wednesday from 5pm until 8pm at 225 Queen street east location?’ Again many respondents were not aware of the extended hours and that they could make appointments with practitioners on the two evenings.

A new ending to this survey was with the addition of question Q29 asking respondents once more if they feel comfortable and welcome at Anishnawbe Health Toronto. Although repetitive, this question was answered 100% positive and a nice way to end the survey with most everyone a smile on their face!
Survey Results

Question 1. Please identify your gender.

For the past ten years, the majority of client respondents have been female. This year, 126 of 229 respondents are female. That is 55% of respondents identified as female, slightly down from last year at 57%.

The table below shows male respondents being in the 40th percentile over several years until 2016. This year remained exactly the same as in 2016 at 36% of respondents identifying as male. 9% of respondents identified as Two Spirit, up 4% from last year at 5%. Transgender respondents have declined since 2014.

<table>
<thead>
<tr>
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<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Female</td>
<td>55%</td>
<td>57%</td>
<td>54%</td>
<td>55%</td>
<td>54%</td>
<td>57%</td>
</tr>
<tr>
<td>Male</td>
<td>36%</td>
<td>36%</td>
<td>40%</td>
<td>43%</td>
<td>45%</td>
<td>42%</td>
</tr>
<tr>
<td>Transgender</td>
<td>0%</td>
<td>1%</td>
<td>3%</td>
<td>1%</td>
<td>1%</td>
<td>0%</td>
</tr>
<tr>
<td>Two Spirit</td>
<td>9%</td>
<td>5%</td>
<td>3%</td>
<td>3%</td>
<td>0%</td>
<td>0%</td>
</tr>
</tbody>
</table>

Question 2. Please identify your age group.

This survey year is similar to last is that most respondents are in the ‘31-55’ age group. This year shows a slight dip to 53% from 56% in 2016 as seen in the table below.

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
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<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>4 or younger</td>
<td>1%</td>
<td>0%</td>
<td>2%</td>
<td>0%</td>
<td>1%</td>
</tr>
<tr>
<td>5-12</td>
<td>2%</td>
<td>3%</td>
<td>7%</td>
<td>0%</td>
<td>2%</td>
</tr>
<tr>
<td>13-20</td>
<td>6%</td>
<td>7%</td>
<td>6%</td>
<td>7%</td>
<td>3%</td>
</tr>
<tr>
<td>21-30</td>
<td>17%</td>
<td>15%</td>
<td>18%</td>
<td>22%</td>
<td>18%</td>
</tr>
<tr>
<td>31-55</td>
<td>53%</td>
<td>56%</td>
<td>54%</td>
<td>53%</td>
<td>61%</td>
</tr>
<tr>
<td>56-65</td>
<td>16%</td>
<td>16%</td>
<td>11%</td>
<td>13%</td>
<td>12%</td>
</tr>
<tr>
<td>66 and over</td>
<td>5%</td>
<td>2%</td>
<td>2%</td>
<td>2%</td>
<td>3%</td>
</tr>
</tbody>
</table>
Survey Results

The two age groups that follow remain almost the same this year as in 2016. The group ‘13-20’ years of age from 7% to 6% this year; and ‘56-65 years of age’ at 16% both survey years. The increases this year are noted in the two groups, ‘21-30’ years of age from 15% to 17% and ‘66 years of age and over’ from 2% to present 5%.

![Breakdown by Age](image_url)

I am learning to use plant and bird medicines with traditional teachings so that I can return to an Indigenous diet, one of the best ways to heal our bodies.
Survey Results

Question 3. I would identify myself as:

This question was interesting as respondents really stopped to think about the wordage and spoke out loud with comments and questions about who they were. Some asked why ‘Indigenous’ was not a category, some asked what the differences were between the listed identities and some just wanted to tell the interviewer their personal story because they weren’t just a simple category or identity.

Most respondents identified as First Nation people at 60% about the same as last survey year at 61%. The change this year was an increase from 16% to 21% saying they were Aboriginal or Indigenous people. There was a decrease of Metis identified respondents who in 2016 were 13% and this year at 9%.

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>First Nation</td>
<td>60%</td>
<td>61%</td>
<td>63%</td>
<td>74%</td>
<td>60%</td>
</tr>
<tr>
<td>Aboriginal</td>
<td>21%</td>
<td>16%</td>
<td>15%</td>
<td>7%</td>
<td>22%</td>
</tr>
<tr>
<td>Metis</td>
<td>9%</td>
<td>13%</td>
<td>13%</td>
<td>11%</td>
<td>7%</td>
</tr>
<tr>
<td>Inuit</td>
<td>2%</td>
<td>1%</td>
<td>0%</td>
<td>0%</td>
<td>1%</td>
</tr>
<tr>
<td>Other – Identify</td>
<td>8%</td>
<td>8%</td>
<td>9%</td>
<td>7%</td>
<td>10%</td>
</tr>
</tbody>
</table>
Survey Results

Question 4. Did you have an appointment today?

This year saw a huge gain since last year and all other years, with an increase from 74% to 90% of surveyed respondents saying they had a scheduled appointment the day of the survey. That is 206 of 229 persons stating they came to Anishnawbe Health Toronto to attend an appointment, a service or group programming.

The second part of this question asked “If you had an appointment, was it on time?” The data shows 92% of clients felt all appointments were on time. That leaves 8% of respondents feeling there was a wait time.

Many of these 8% of respondents or 19 people in total, conveyed to the interviewer two thoughts. Firstly, they had been the person late and wanted it noted as such. They also said the practitioner or facilitator never made them feel uneasy about this appointment lateness. In the few cases where respondents said the appointment was not on time, they made comments saying they were comfortable sitting with other community members while waiting the extra minutes.
Survey Results

Question 5. Who did you see today?

The interviewer believes the content of the 229 surveys is a reflection of how, where and when respondents spent their time at the three AHT sites seeing the fifty plus practitioners for appointments, services and programs. In most cases the interviewer surveyed an average of five client respondents per practitioner however in three instances there only were four surveys completed, citing practitioner scheduling and/or client no shows. Having these quantitative numbers in mind it will be the qualitative data presented within this report without the number of times a practitioner was seen.

“I’m 100% satisfied attending ceremonies at AHT. They are beneficial for me and my family. I would like to attend more ceremonies but can’t as I don’t have childcare. To have childcare I’d even volunteer so I’d be able to attend more appointments and traditional healing.

I come inside AHT, smell the medicines and I just feel lighter. It’s my church.

Then I take that positive energy and use it to be a way better parent.”
Survey Results

Question 6. How important did you feel your opinions and thoughts were to the person you saw today?

For the past decade this question continues to score high, at 94% satisfaction, when combining together ‘Very Important’ and ‘Important’. This means 215 of 229 respondents thought their opinions and thoughts were seen as being valid and important when they saw a practitioner at Anishnawbe Health Toronto. Data in the table below, shows over the ten year span, a continual gain in the ‘Very Important’ category.

<table>
<thead>
<tr>
<th>Year</th>
<th>Very Important</th>
<th>Important</th>
<th>Combined</th>
<th>Neutral</th>
</tr>
</thead>
<tbody>
<tr>
<td>2018</td>
<td>75%</td>
<td>19%</td>
<td>94%</td>
<td>5%</td>
</tr>
<tr>
<td>2016</td>
<td>72%</td>
<td>23%</td>
<td>95%</td>
<td>4%</td>
</tr>
<tr>
<td>2014</td>
<td>71%</td>
<td>27%</td>
<td>98%</td>
<td>2%</td>
</tr>
<tr>
<td>2013</td>
<td>59%</td>
<td>30%</td>
<td>89%</td>
<td>8%</td>
</tr>
<tr>
<td>2010</td>
<td>65%</td>
<td>28%</td>
<td>93%</td>
<td>5%</td>
</tr>
<tr>
<td>2008</td>
<td>62%</td>
<td>28%</td>
<td>90%</td>
<td>7%</td>
</tr>
</tbody>
</table>

Importance of Opinions and Thoughts
Survey Results

Question 7. How would you rate the care/service you received today?

The majority of clients, 85% rated the care they received at AHT as ‘Excellent’ up from 80% in 2016.

When combining the two categories ‘Excellent’ and ‘Good’ the trend is the same for several survey years in the high ninetieth percentile. Since 2008, the ‘Excellent’ rating alone has increased from 72% to 85%.

<table>
<thead>
<tr>
<th>Year</th>
<th>Excellent</th>
<th>Good</th>
<th>Combined</th>
<th>Average</th>
<th>Poor</th>
<th>Very Poor</th>
</tr>
</thead>
<tbody>
<tr>
<td>2018</td>
<td>85%</td>
<td>12%</td>
<td>97%</td>
<td>3%</td>
<td>0%</td>
<td>0%</td>
</tr>
<tr>
<td>2016</td>
<td>80%</td>
<td>15%</td>
<td>96%</td>
<td>4%</td>
<td>0%</td>
<td>0%</td>
</tr>
<tr>
<td>2014</td>
<td>74%</td>
<td>26%</td>
<td>100%</td>
<td>0%</td>
<td>0%</td>
<td>0%</td>
</tr>
<tr>
<td>2013</td>
<td>65%</td>
<td>30%</td>
<td>95%</td>
<td>3.50%</td>
<td>0%</td>
<td>0.50%</td>
</tr>
<tr>
<td>2010</td>
<td>77%</td>
<td>19%</td>
<td>96%</td>
<td>2%</td>
<td>1%</td>
<td>1%</td>
</tr>
<tr>
<td>2008</td>
<td>72%</td>
<td>23%</td>
<td>95%</td>
<td>3%</td>
<td>0%</td>
<td>2%</td>
</tr>
</tbody>
</table>

“Coming to AHT and being part of ceremonies, is an urban setting that helps me to connect to Creator.”
Survey Results

Question 8. Have you used AHT programs and services in the past 12 months?

This year’s results are very similar to last years with 86% of respondents saying they used AHT programs and services in the past 12 months.

The table below shows a consistency of results over the last three survey years with a 6% increase since 2008. There was a 2% increase in the number of new clients this year.

<table>
<thead>
<tr>
<th></th>
<th>2018</th>
<th>2016</th>
<th>2014</th>
<th>2008</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>86%</td>
<td>88%</td>
<td>86%</td>
<td>80%</td>
</tr>
<tr>
<td>No</td>
<td>7%</td>
<td>7%</td>
<td>3%</td>
<td>10%</td>
</tr>
<tr>
<td>New Client</td>
<td>7%</td>
<td>5%</td>
<td>11%</td>
<td>10%</td>
</tr>
</tbody>
</table>

“I just became aware that traditional medicines are just as important as regular medicines.”
Survey Results

Question 9. How would you rate AHT’s contribution to your overall health and well-being?

The rating for this question continues to climb favorably every year. A decade ago 54% of respondents gave Anishnawbe Health Toronto an ‘Excellent’ rating. This year 70% of respondents stated AHT’s contribution to their overall health and well-being was ‘Excellent’ while 27% of respondents felt the contribution was ‘Good’ with 3% rating care at ‘Average’.

<table>
<thead>
<tr>
<th></th>
<th>Excellent</th>
<th>Good</th>
<th>Average</th>
<th>Poor</th>
<th>Very Poor</th>
</tr>
</thead>
<tbody>
<tr>
<td>2018</td>
<td>70%</td>
<td>27%</td>
<td>3%</td>
<td>0%</td>
<td>0%</td>
</tr>
<tr>
<td>2016</td>
<td>67%</td>
<td>29%</td>
<td>3%</td>
<td>0%</td>
<td>0%</td>
</tr>
<tr>
<td>2014</td>
<td>66%</td>
<td>31%</td>
<td>2%</td>
<td>1%</td>
<td>0%</td>
</tr>
<tr>
<td>2013</td>
<td>65%</td>
<td>30%</td>
<td>5%</td>
<td>0%</td>
<td>0%</td>
</tr>
<tr>
<td>2008</td>
<td>54%</td>
<td>40%</td>
<td>5%</td>
<td>0%</td>
<td>1%</td>
</tr>
</tbody>
</table>

“Very understanding and responsive care, I love the employees. I am treated with respect, care and compassion. This is very important to me and why I love it here and will always use the amazing services you provide at AHT. I am thankful and grateful that AHT is here, Miigwetch!”
# Survey Results

Question 9 continues with six themes, each containing supporting comments.

<table>
<thead>
<tr>
<th>Themes</th>
<th>Comments</th>
</tr>
</thead>
</table>
| Respect and Quality of Services | • The personal care I receive at AHT is beyond my previous doctor’s level. And he was/is one of the top rated doctors in Canada.  
• I come to Queen to see the nurses, Today I was late, but I called, she still saw me when I arrived; she wrote the prescription. Darn TTC but Miigwetch AHT.  
• The people here at AHT really try to work WITH you, unlike other places where they didn’t seem to care beyond what was expected of them in their job duties. As a person of lower income, they take that into account giving me options that I can afford and to be able to keep up with. It’s very good to have the option of traditional healing as well as the regular avenues of treatment. Everyone is extremely supportive.  
• AHT has helped me greatly with daily life skills; programs are excellent; very organized, can get an appointment that works for me with little or no hassle.  
• Friendly patient staff, who listen good, fast services attending to client needs without the feeling of being rushed.  
• I know AHT and I are walking together in my new journey of being diabetic.  
• AHT is a very punctual walk in clinic for being in a big city.  
• I have learned about diabetes; the types of insulin, some long lasting and short lasting, which I didn’t know about before. Sometimes you just don’t feel like talking with your family about diabetes.  
• I’ve been with AHT since 1992. It has grown so much with the three buildings and I look forward to the next 25 years in the new building.  
• She is spectacular; she is open and honest, she responds and takes action, I like the way she takes care of appointments/how she manages them, which makes me feel very secure.  
• I guess understanding; when I miss an appointment and I rebook, they tell me here to come back. Not typical at your mainstream agency but AHT understands me. I feel like I’m heard and supported.  
• If I could rate the care of service I receive, I would rate it well over ‘excellent’. The diversity of care, physical, mental, spiritual and emotional is great to have all in one place, unheard of to me and only available at AHT.  
• They have been my health centre for years where I do my checkups and I went through a pregnancy with them.  
• I know the medical and traditional team here care about me; it’s a wakeup call for me to look after myself.  
• Staff are very attentive and make their client’s health well-being a priority.  
• It’s a long time relationship between me, the client and my nurse practitioner. She understands me, one time she caught me not taking my insulin and right away she sent me to the hospital.  
• The medical and traditional team look after all my needs. |
## Survey Results

Question 9 continues with six themes, each containing supporting comments.

<table>
<thead>
<tr>
<th>Themes</th>
<th>Comments</th>
</tr>
</thead>
</table>
| **Respect and Quality of Services**   | • AHT is our family's primary caregiver, we've been treated with the utmost of care and respect.  
• Friendly attentive staff who work hard to help clients figure out necessary steps to make things work in their lives.  
• The doctor at AHT takes time with me not like them up north.  
• I've been coming to AHT since I was a kid- I don't know any other clinic!  
• AHT is like home—but I know it's not, it's just, right there starting at reception, they're always there with friendly faces, like home.  
• We have clinics nearer our home but we love coming to AHT!  
• The range of services has helped me. I go to counseling for my mental health and also see the medical doctors for my physical health, who look after my blood sugar levels.  
• Very good care was given to me, all my expectations were met and more.  
• The chiropractic and foot clinic help with my pain and give me great advice.  
• When my cell hasn't time/money on it, the receptionist at Queen has dialed a number out for me to tell my family I'm on my way home, isn't that something!  
• Always treat me good at AHT. I've been included in all decisions regarding the medication prescribed. They make certain to offer every health service.  
• I can't say enough about her. It's like a partnership with her, she knows me so well, she calms my anxiety, gives positive affirmation. I'm a complainer but I have nothing bad to say about her and her care of me and my family. |
| **Mental Health and Addictions**      | • They have probably saved my life. Also she did online counseling with me because I go out of town for work.  
• I am a residential school survivor. My mental health counselor is trained and is helping me because I have a really hard time keeping my thoughts in order.  
• I used to see her once a week, now it’s once a month, She has helped me a great deal with my anger, anxiety, stress and trauma.  
• My Chayuuweytim helped me overcome feelings of low self-esteem, learn ways to express myself, learn to overcome negative self-talk and cope with anxiety, I’ve learned various ways of being a better person  
• Counseling services are beyond excellent, no others care like this in Toronto. Thanks AHT.  
• I get appointments that are on time; referred to specialists when required. AHT provides on time service, resources and health solutions.  
• Seeing the counselor helps me keep my mind focused on the points we have identified that trigger my anxiety.  
• My friend referred me to AHT. Now my M.D. and my Psychiatrist have regular communication about me. He took more time with me than any other psychiatrist.  
• Before coming to AHT, I was very lost and needed lots of help. I found lots of help coming to AHT. |
Question 9 continues with six themes, each containing supporting comments.

<table>
<thead>
<tr>
<th>Themes</th>
<th>Comments</th>
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</thead>
</table>
| Mental Health and Addictions    | • We’ve been given excellent advice through counselors and social workers. AHT has kept me and my daughter alive. They help me understand the issues of addictions and my mental health.  
  • I see the traditional counselor and the two doctors at Gerrard. All are easy to talk to and have taught me useful tools for my mental and emotional health healing journey.  
  • AHT helps me to keep goals in place for myself; helps me sort out stresses in my life, one on one counseling has helped me learn about myself.  
  • Social services, talk therapy, psychiatric, Intake at Gerrard, the SW spent so much time with me, I feel valued. This is the only place that has truly helped me. Thanks AHT, I wake up every morning saying to myself "Stay sober". |
| Traditional Healers and Medicine| • I see a healer for spiritual counseling; a traditional counselor for emotional health; I receive medicines and ceremony for physical, emotional and spiritual healing.  
  • I've gained self-respect to do self-determination; they've helped me feel confident in Indigenous knowledge  
  • It helps that I can see the healers and I pray a lot.  
  • Healing work excellent, lot of good spiritual connection here. Access to traditional medicines has impacted my spiritual health in a positive way.  
  • Over the years, I have always seen the elders for consultations and the sweats, Traditional services are the best, they listen, they guide. Medicine and ceremony are very helpful.  
  • The traditional healers and AHT's spirit based healing paradigm which is a completely Indigenous worldview and approach. This has completely changed my life, Chi Miigwetch.  
  • When I brought the questions to the healer, questions I had for a long time, I got the answers I was looking for, Chi Miigwetch.  
  • He told me the first time I saw him I was going to be a pipe maker one day. Two months later he gave me pipe stone and surprisingly I have made two pipes without previous experience. He saw something in me I didn't see.  
  • This place has kept me clean and saved my life. AHT has helped me feel received, heard in the world, that I'm beautiful and worthy of life and helps me walk the red road.  
  • I go to the sweatlodge and healers for my spiritual health, very helpful for me.  
  • I see the healers and feel what they say always helps me greatly. I can talk by myself with the healer, one to one.  
  • The elder listened to me attentively and from that understood the gaps in my traditional upbringing. Knowing now why I don’t know everything just as the elder explained to me is huge. I am Anishnawbe and I’m learning to acknowledge that. |
**Survey Results**

<table>
<thead>
<tr>
<th>Themes</th>
<th>Comments</th>
</tr>
</thead>
</table>
| **Holistic Approach and Balance** | • They always listen to what I have to say. It’s not just about my physical health when I see my nurse practitioner. It is a holistic approach with a lot of support and care. I'm always asked about my needs and no matter how I'm feeling I'm received in a kind and caring manner.  
  • Weekly, without judgement physio appointments. I see the chiropractor and because of that my back and neck pain is much better. I’m very happy with the care I receive from the naturopaths.  
  • AHT has holistic care addressing physical issues like chronic pain and allergies.  
  • The naturopaths help with nutrition; provide supplements and they are helping me with arthritis.  
  • If and when we look back to our natural way of life, it should be normal or natural to look for this kind of healing.  
  • It’s one of the few resources that focuses on holistic health for mind, body, spirit and emotion. It's super important because it’s a safe place where I feel I belong and can practice what I believe. It’s most important to come to AHT because their beliefs, parallel my way of life.  
  • Health services that also look at preventative health are an Indigenous worldview and honored here at AHT.  
  • My children and I come for services, all are always on time, very important to me. Talk therapy is confidential and stress free.  
  • Yoga therapy - calming breathing exercising. Traditional teaching - mindfulness. It’s the first time I did Yoga anywhere, at this later time in my life, I think that’s a big accomplishment.                                                                                                                                 |
| **Specialized Services, Programs and Referrals** | • Important is making new friends and memories through this program. I’m growing up with others at this program. Plus I’ve learned about my overall health and well-being in life by attending this program through AHT and the ‘Y’.  
  • Learning new foods to cook for me and baby.  
  • My son comes for youth groups, amazing counselors and facilitators in programs, on time, friendly and informative.  
  • By attending the AHT program they go to the ‘Y’ learn and have fun. My daughter told me they are being taught how to love themselves. And the bonus! She and I get along much better!  
  • I come to learn to cook new things, a place to socialize with other mothers. She checks in with me offering support and services for my needs.  
  • I’m at AHT to get my diabetes on track. Kitchen program provides recipes of healthy alternatives to everyday life cooking.  
  • Excellent support and assistance with apartment applications and the search.  
  • He’s taught me about physical healing through exercise, referred me to the healer for spiritual healing and to traditional workshops.  
  • He’s a very comfortable person to talk with for great couples counseling.  
  • He is soft spoken and looks after details right away; helped me with anger management which helped me with my husband and my job.  

# Survey Results

<table>
<thead>
<tr>
<th>Themes</th>
<th>Comments</th>
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</table>
| Specialized Services, Programs and Referrals               | • I've had a lot of chronic health issues. I get exceptional health care here at AHT but if I need a specialist I also get that referral and was diagnosed. Also saved me from taking too many meds.  
• One-on-one counseling helps me to self-care. They have made sure to follow up with me at my convenience and suggested outside or connected programs that could also help me.  
• They always book follow up appointments when needed or book repeat appointments so we never run out of time.  
• Upon receiving the results of a scheduled blood test, staff informed me of potential medical events and scheduled right away an appointment with a specialist. I believe that ended any loss of life in my situation. Treatment continues.  
• It was with her referral that successfully saw me go through psychosis.  
• Very helpful, everyone is friendly, taking the necessary time and sometimes more to answer any questions at any appointment.  
• AHT gives good advice and contacts of people or places for services that are affordable, like the dentist.  
• They referred me for counseling as I felt suicidal. I've been going regularly and it's made a world of difference being able to talk with someone. Very compassionate care from the staff. I am very thankful.  
• AA referred me to the elders, I saw them and they referred me to Queen to see the nurse.                                                                                                                                                                                                                       |
| Physical & Mindful Improvements, Personal Growth           | • I exercise and eat healthy, my health got better ever since I started the program here.  
• She has helped me immensely by being interested in my issues, by being and keeping me positive about diet, exercise, medications. She encourages me, helping me feeling better about nutrition and eating habits and future health!  
• Since I met her my health has improved, my arms move better, we talk about a range of motion, something I had no clue about.  
• She helps me keep positive, encourages healthy realistic eating choices, even has changed my mind about some things I wasn't flexible enough about. With her super positive helpful manner I feel so much better about myself.  
• I feel physically relieved of pain after seeing the chiro.  
• My son has improved in so many ways with the amazing support he has received at AHT!  
• I come to the diabetic education classes to learn for my brother who has diabetes. I don’t want to be unhealthy like him and get diabetes too.  
• I was a full blown alcoholic and drug addict who wanted to die. AHT took me in and saved my life. I'm now four years clean and sober and in my second year of college. It's like a huge hug when I enter any of the three sites.  
• I have benefited from DPP because now I'm dancing and exercising.  
• Personal growth from learning and seeing the traditional counselors, now I get along with others, especially my wife and children.                                                                                                                                                                                   |
Survey Results

<table>
<thead>
<tr>
<th>Themes</th>
<th>Comments</th>
</tr>
</thead>
</table>
| Physical & Mindful Improvements, Personal Growth | • From attending the program we have learned how to fill the fridge and which food items to be aware of, especially juice.  
• I was listened to, was given good guidance and we evaluated some of my values. With their help at Gerrard I know I’m on a very good road now.  
• We were told portion control, plus we made little changes from white to whole wheat in bread for example, and we’ve noticed our energy levels are better. |

Question 10. Was AHT able to help you today?

Almost all respondents, 99% said ‘Yes’ AHT had helped them with either services or programs the day they were interviewed. That means out of the 229 people interviewed this survey year, three said somehow they hadn’t received the help they were seeking. In 2016 the rating was 100% for 201 persons.
Survey Results

Question 11. Do you feel that your confidentiality is sufficiently protected at AHT?

Respondents feel ‘Yes’ confidentiality is sufficiently protected at AHT this year increasing to 88% from a decade ago at 79%. Of interest, are the two categories ‘Don’t Know and ‘Never thought about it’ both fluctuating over the years; from 7-14% and 1-12% respectively, as shown in the chart below.

```
<table>
<thead>
<tr>
<th>Year</th>
<th>Yes</th>
<th>No</th>
<th>Don’t know</th>
<th>Never thought about it</th>
</tr>
</thead>
<tbody>
<tr>
<td>2018</td>
<td>88%</td>
<td>1%</td>
<td>10%</td>
<td>1%</td>
</tr>
<tr>
<td>2016</td>
<td>87%</td>
<td>2%</td>
<td>7%</td>
<td>3%</td>
</tr>
<tr>
<td>2014</td>
<td>85%</td>
<td>2%</td>
<td>10%</td>
<td>3%</td>
</tr>
<tr>
<td>2013</td>
<td>86.50%</td>
<td>3%</td>
<td>7.50%</td>
<td>3%</td>
</tr>
<tr>
<td>2010</td>
<td>70%</td>
<td>4%</td>
<td>14%</td>
<td>12%</td>
</tr>
<tr>
<td>2008</td>
<td>79%</td>
<td>3%</td>
<td>13%</td>
<td>5%</td>
</tr>
</tbody>
</table>
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“They made the sad side, happy. I know who I am as an Anishnawbe woman.”
Survey Results

Question 12. If you had a concern about the services at AHT do you feel you could speak with someone to resolve it?

Results show respondents have changed their feeling of being able to resolve concerns. This year 76% of respondents replied ‘Yes’ they felt they could speak with someone compared to 85% saying ‘Yes’ last survey year. The ‘No’ category changed slightly from 2% to 4% this year. The ‘Never thought about it’ category never changed. However when combining this year, the ‘Don’t know’ and the ‘Never thought about it’ categories it comes to 20% of respondents feeling this way compared to 13% combined in 2016.

<table>
<thead>
<tr>
<th></th>
<th>Yes</th>
<th>No</th>
<th>Don’t know</th>
<th>Never thought about it</th>
</tr>
</thead>
<tbody>
<tr>
<td>2018</td>
<td>76%</td>
<td>4%</td>
<td>13%</td>
<td>7%</td>
</tr>
<tr>
<td>2016</td>
<td>85%</td>
<td>2%</td>
<td>6%</td>
<td>7%</td>
</tr>
<tr>
<td>2014</td>
<td>82%</td>
<td>7%</td>
<td>7%</td>
<td>4%</td>
</tr>
</tbody>
</table>

Confidence in Resolving Concerns

“I have visited many doctors during my adult life for chronic pain and depression. The best, most effective care has been at AHT. Sharing my thoughts seems very necessary.”
**Survey Results**

**Question 13. Is it important to you to be able to receive services at AHT?**

This year 95% of respondents, the same as last survey year stated, ‘Yes, it is important to be able to receive services at AHT’. The ‘No’ replies were zero, 1% said ‘They didn’t know’ with 4% of respondents saying they ‘Had Never thought about it’.

From looking at the table below respondents have continually put the importance of receiving services at AHT in the ninetieth percentile range.

<table>
<thead>
<tr>
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</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>95%</td>
<td>95%</td>
<td>97%</td>
<td>91%</td>
<td>96%</td>
</tr>
<tr>
<td>No</td>
<td>0%</td>
<td>1%</td>
<td>-</td>
<td>2.50%</td>
<td>2%</td>
</tr>
<tr>
<td>Don’t know</td>
<td>1%</td>
<td>1%</td>
<td>1%</td>
<td>2.50%</td>
<td>1%</td>
</tr>
<tr>
<td>Never thought about it</td>
<td>4%</td>
<td>3%</td>
<td>2%</td>
<td>4%</td>
<td>1%</td>
</tr>
</tbody>
</table>

“I like the smell of sage burning when you walk in, reminding me of my strengths and of my culture.”
### Survey Results

Please read the enormous amount of feedback received by the interviewer which is tabled below into themes regarding Question 13.

<table>
<thead>
<tr>
<th>Themes</th>
<th>Comments</th>
</tr>
</thead>
</table>
| Variety of Programs and Services | • I've grown since coming to Vaughan, they've helped me mentally and spiritually.  
• I think that’s huge to have the two health systems paired together in one place.  
• She is concerned about my health, and I can feel that care. I now invest in my own healthcare because someone else cared enough to show me I'm important to them and that made me realize to pay attention.  
• Availability to get in without waiting for weeks; to find the services that AHT has is very important.  
• AHT has my history so rather me having to go backwards and re-explain to each one, they know me already, I like that.  
• Spiritual health care, doctor’s care and medication all covered at AHT.  
• We'd been seeing another couples counselor somewhere else and not happy. Then we came to AHT. My husband wasn't comfortable at first, he is now and transition from the other to here was smooth. My husband looks forward to our counseling sessions at AHT. We come every two weeks with excellent care.  
• To attend diabetic programs and to continue to learn as I have no one to teach me. Through their counseling I've learned how to check my blood sugar levels, so this program really helps, plus they will spend more time with me than is booked. |
| Community Culture               | • I'm in the city away from home. Coming to AHT helps me practice traditional ways without genocide or any system. It helps coming to keep the traditional way of thinking and living in a western world. It’s necessary to hear the languages-without language I’m lost!  
• It’s important for me to have proper quality care in an aboriginal environment setting. People of the same background make me feel most comfortable.  
• I come to AHT for the sense of community and see the traditional healer for my self-esteem and to learn more about culture through stories.  
• Cultural based support, she sees me during extended hours at Queen Street on Wednesdays.  
• AHT is community oriented; I always bump into other people I know. Love having a place to go to for traditional healing, ceremonies and teachings.  
• The community is my sunshine. I grow and do better when I come to counseling.  
• I’ve been coming to AHT for years for the elders, for the native surroundings and friendly staff. I remember when the dentist was downstairs here at Queen, now the dental is at Gerrard, yup a lot changes-good changes though.  
• To keep my culture as a part of my life. AHT has an holistic approach of services. I have a complex medical history. I like AHT. They have everything here to support me. It’s the consistency I like. |
# Survey Results

<table>
<thead>
<tr>
<th>Themes</th>
<th>Comments</th>
</tr>
</thead>
</table>
| Community Culture | • It is overwhelming to go into mainstream agencies. It’s hard to recover with barriers in your face! Coming to AHT, I am thriving instead of surviving!  
• I came to Gerrard with issues. Gradually I began to heal from the trauma. Thanks to AHT for all the mindfulness classes. It’s a friendly supportive environment. I value my nurse practitioner as a doctor. I don’t think we all have to have a doctor.  
• Because we are First Nation, I feel comfortable here with my kids for their health care and it’s easy to speak with the nurses and doctors, it’s culturally based.  
• I would not be able to afford this type and quality of health care and counseling elsewhere and I received psychiatric treatment here much faster than I would have otherwise.  
• When I’m down or ill, I feel I am cared for and feel important to them at AHT. I can talk to someone and that is important. I don’t trust anyone else!  
• It's important to come to AHT. It’s a place for help, where I feel at peace and comfortable being a first nation’s woman. It’s important to heal our people and AHT has so many services available to do that.  
• AHT provides helpful culturally safe services for me and my two children. |
| Advocacy and Support | • Support during crisis helps keeping me from getting into worse circumstances.  
• It’s the one place in this big city where I feel comfortable to talk about my health, my total health without judgement or preconceived notions.  
• For my physical health, I see the doctor. Life has changed in a positive way thanks to encouragement from staff at AHT. A future that looks bright. At Gerrard I have received counseling and with her reassurance I have made changes in my thinking.  
• The social workers have helped me contact people for my health and housing.  
• I come to AHT for my health, diabetes and neuropathy. Another benefit is the relationships gained with practitioners. Yes from practitioners. For all the years of coming, for so many services, none of these practitioners ever gave up on me.  
• It’s the one place in this big city where I feel comfortable to talk about my health without judgement or preconceived notions.  
• I feel I am respected. Because of that, I can trust them. And because of that I can communicate better with each one of them too.  
• For my mental health, AHT keeps me sane. I learn about me as I continue to come to AHT. They taught me to stand taller and be proud!  
• I've spoken in confidence because I trust her and she supports me!  
• AHT helped me to have better relationships and helped with my mental health.  
• As an Indigenous person I find other organizations don't understand or care to understand the ways of Indigenous people. This place is for us. AHT has programs and workers dedicated to Indigenous people. No judgement- super important.  
• AHT was where I began to set recovery goals for myself. |
Survey Results

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<tr>
<th>Themes</th>
<th>Comments</th>
</tr>
</thead>
</table>
| Traditional and Counseling | • They have spiritual and traditional teachings that help me far more than western medicine.  
• It’s important that services be provided by Indigenous people who understand what we’ve been through. There is a cultural understanding at AHT.  
• Non-Indigenous practitioners may not, do not, or will not understand me.  
• In group therapy it’s helpful to my well-being to be honest about issues in my life and provide feedback. Creative writing helps examine other aspects of spirituality and well-being that might not be covered in regular psychosis educational groups.  
• I’ve been diabetic for 30 years using western methods. Western medicine people shamed me, made me uncomfortable when I didn’t take my med's-so I would shut down. AHT understands and treats the person as a whole; never any ridicule for missing a medication.  
• Being a culturally oppressed First Nation person, I now consider myself progressive as I have learned how to deal with the western world and beliefs. I continue to hold onto my true being, grabbing hold of long lost forgotten traditions and beliefs.  
• Access to the traditional healers is important.  
• Smudging is good. You can smell the medicines all the time at AHT. I've given him tobacco and I've received natural medicines from him.  
• I'm glad the staff at AHT is Indigenous as they understand the needs of the Indigenous community. I'm glad AHT hosts teachings and ceremonies.  
• AHT helps bridge the gap for at risk people. It's difficult to find necessary services for Indigenous people.  
• I come to AHT for the sweatlodge. I wouldn’t know where else to go in Toronto.  
• I think AHT has it all. It’s full circle. My father brought us all down here when I was young. I’ve been living all around here for all these years, always staying close to AHT.  
• I was the fire keeper. It was a reverse role, because rather than me doing for them, it was my honor to be present doing that. The women became comfortable with me being there. So I was invisible but I was learning and the effect has been forever changing.  
• I've been walking out of AHT with new knowledge and different views. They have helped me with family life-everyday life!  
• For me to show up to appointments is a big improvement in my life-that's big for me.  
• I used to nap a lot. Thanks to AHT I've changed my lifestyle and diet which keeps my sugar levels down. Keep moving I say! |
Survey Results

Question 14. Are you aware of AHT's beliefs and principles?

Respondents answered this year and last survey year exactly the same at 88% of being aware of AHT’s beliefs and principles; and 12% saying they are not aware.

The table below shows results over the past ten years. This year and last survey year as mentioned show the highest level at 88% and the highest over the decade.

<table>
<thead>
<tr>
<th>Year</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>2018</td>
<td>88%</td>
<td>12%</td>
</tr>
<tr>
<td>2016</td>
<td>88%</td>
<td>12%</td>
</tr>
<tr>
<td>2014</td>
<td>79%</td>
<td>21%</td>
</tr>
<tr>
<td>2013</td>
<td>81%</td>
<td>19%</td>
</tr>
<tr>
<td>2010</td>
<td>78%</td>
<td>22%</td>
</tr>
<tr>
<td>2008</td>
<td>86%</td>
<td>14%</td>
</tr>
</tbody>
</table>

“When I moved away from my family to come live in the city, I lost my identity. I’ve attended ceremonies at AHT. I’ve regained my identity. I would like to participate more as I see I’m getting better.”
Survey Results

Question 15. Are the AHT facilities a comfortable and inviting place?

Respondents continue to feel the buildings are comfortable and inviting with satisfaction at 93% much the same as last year at 92%. Respondents scored AHT very high even though there were remarks regarding size constraints, or ‘AHT growing pains’.

<table>
<thead>
<tr>
<th>Are the Buildings Comfortable and Inviting?</th>
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<tbody>
<tr>
<td>93%</td>
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<tr>
<td>7%</td>
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</table>

Respondents readily spoke of how comfortable and inviting the three AHT buildings are starting right at reception. They continued complimenting the continual cleanliness in front of, behind and within the buildings themselves, the friendliness of staff—often naming names of persons who have welcomed and served them well. The many remarks are noted below and are enlightening to read.

<table>
<thead>
<tr>
<th>Comments</th>
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</thead>
<tbody>
<tr>
<td>• I feel comfortable being around my own people. There’s a strength in</td>
</tr>
<tr>
<td>all the buildings. When I walk in I feel I’m at home.</td>
</tr>
<tr>
<td>• To walk in and smell sweetgrass is heavenly. I also like the smell of</td>
</tr>
<tr>
<td>sage burning. It’s a safe spiritual place.</td>
</tr>
<tr>
<td>• Yes, the buildings are comfortable and inviting because of the use of</td>
</tr>
<tr>
<td>cedar!</td>
</tr>
<tr>
<td>• All three buildings have a clean and welcoming atmosphere. Excellent</td>
</tr>
<tr>
<td>maintenance men at all buildings.</td>
</tr>
<tr>
<td>• Starting at reception staff are always welcoming and friendly. I like</td>
</tr>
<tr>
<td>seeing an aboriginal person in charge.</td>
</tr>
<tr>
<td>• I feel safe right from the get go, right at reception, inviting, clean</td>
</tr>
<tr>
<td>and well maintained.</td>
</tr>
<tr>
<td>• The staff are courteous, professional and easy to deal with.</td>
</tr>
<tr>
<td>• I love the smell of freshly burnt sage, reminding me of home. Starting</td>
</tr>
<tr>
<td>at reception, they are all very welcoming and kind.</td>
</tr>
<tr>
<td>• I can still walk, location is convenient, on TTC route.</td>
</tr>
</tbody>
</table>
Survey Results

<table>
<thead>
<tr>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>It’s very clean from the front door, the reception area and the washroom, good maintenance. Wish they'd do something about the blank TV.</td>
</tr>
<tr>
<td>Staff are always friendly, welcoming, non-judgemental, supporting and caring. I read the posters and flyers hung up. The information gets a conversation going in the community.</td>
</tr>
<tr>
<td>AHT is close I don’t take that for granted even though some complain of the area.</td>
</tr>
<tr>
<td>Even over the years with the growth AHT continues to be very inviting and friendly.</td>
</tr>
<tr>
<td>Always greeted when I arrive. I feel comfortable. People smile at you. You can’t help but smile back.</td>
</tr>
<tr>
<td>The sage is very calming, it’s a nice environment, always clean, I enjoy the native handiwork.</td>
</tr>
<tr>
<td>I use the elevator but I don't particularly like it; I didn't grow up using one.</td>
</tr>
<tr>
<td>Seeing an empty TV screen at Queen Street bothers me. Use it for upcoming events or calendars could be posted. Or I’d like to see something cultural, I’d like to see a ceremony.</td>
</tr>
<tr>
<td>I feel comfortable enough coming in, that's easy. It’s hard when I leave. I often have nowhere to really go to. Thanks AHT.</td>
</tr>
<tr>
<td>A little close for comfort being in the small room with only the curtains pulled for privacy, need more space in all areas.</td>
</tr>
<tr>
<td>It’s always clean and quiet, I always feeling comfortable and welcomed. I am of mixed race and have been poorly treated at OTHER places in the past. AHT provides a calm and inviting atmosphere. I'm a person highly prone to anxiety but I always feel at ease when I am here.</td>
</tr>
<tr>
<td>Queen Street has a blank TV; waiting or reception area is acceptable but TV should be on with programming or cultural teachings.</td>
</tr>
<tr>
<td>Well organized, friendly operation, helpful information about variety of client care services available at the three sites posted on the bulletin boards.</td>
</tr>
<tr>
<td>Beautiful artwork, helpful information on services and client care.</td>
</tr>
<tr>
<td>Gerrard plays classical music or general TV shows; I detest both. There should be more resourceful slides. Queen more professional in last year. Bathrooms are always neat and tidy clean at Queen.</td>
</tr>
</tbody>
</table>

“Definitely comfortable, I come because of AHT’s beliefs and principles. I feel a little bit of peace, never judged. Everyone is treated equally from what I see and not by the color of their skin.”
Survey Results

Question 16. Are AHT facilities fully accessible for you?

This year 93% of respondents feel the buildings are fully accessible, while 7% said not. This is a decrease from last survey year 2016 when 98% of respondents felt the buildings were fully accessible and 2% felt they were not.

![Accessibility of AHT](chart.png)

Some respondents cited AHT for lack of elevator at one building and not just for themselves but for others. Please read below the many remarks given regarding this question.

<table>
<thead>
<tr>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>- Wish programming could be earlier in the evening. I don't feel good leaving the building and walking the area.</td>
</tr>
<tr>
<td>- I come with my baby in a stroller so I use the ramp outdoors at Gerrard and the elevator at Queen. Each step is familiar to me. I feel a connection to this place, like coming home.</td>
</tr>
<tr>
<td>- I love the accessibility to the burning medicines. You can feel the spiritual connection to its people, to our ancestors.</td>
</tr>
<tr>
<td>- Accessibility needs to be better at Vaughan, I’m alright but I see others struggle with the steep stairs.</td>
</tr>
<tr>
<td>- Website says accessibility friendly but it’s not. There’s no elevator in the building. I am able bodied but I’ve observed the difficulty in mobility of others at Vaughan Road.</td>
</tr>
<tr>
<td>- It would be better and more convenient to have all the services under one roof or one building.</td>
</tr>
<tr>
<td>- Parking can be difficult so timing of appointments is important. I pay for street parking. It’d be nice to get change from reception when I need it.</td>
</tr>
<tr>
<td>- I don’t trust the poor elevator at Queen, it’s too small. I can understand how others feel about being inside it. I won't take it. When reception changes at Gerrard, the transition isn't always smooth. The next receptionist isn't always aware of who I am and who I'm waiting for.</td>
</tr>
<tr>
<td>- You kind of need more space. How about evening groups to go shopping and learning to read labels?</td>
</tr>
</tbody>
</table>
Survey Results

Question 17. What other services do you think should be provided at AHT?

<table>
<thead>
<tr>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Need more space for teachings, for more healing, for more people to hear the teachings and healers.</td>
</tr>
<tr>
<td>Just good experiences here. One comment from sitting at Queen. On really cold days, when both doors to the street open using handicap button let’s say, cold air comes in. That's why I leave my coat on. Some places you can hang up your coat, but not here everyone keeps their coats on. It's an old building but could it be updated for clients' comfort. Not sure if people would hang up their stuff though. I think it's a cultural thing trying to keep everything we have with us.</td>
</tr>
<tr>
<td>I love this old building, wish they weren’t selling this one. Do you think we can take anything from the old to put into the new building?</td>
</tr>
<tr>
<td>Waiting area at Queen is okay, but no music or TV on - it’s bare! At least turn it on to APTN or show some programming. Up at Gerrard usually the TV is on and if not they have quiet peaceful music on. At Queen they have a good supply of pamphlets about AHT. At Gerrard the pamphlet display is too close to the door at reception so if it’s busy you miss it. At Queen the defibrillator is a little further tucked into the clinic whereas at Gerrard it’s right there in reception. To me it’s better located at reception. Also bulletin boards at the two sites need care. Make them clear, organized and less messy. It’s hard on my mind to figure the boards out sometimes and especially when I’m looking to figure out my week. Perhaps at each site there should be two boards, one that says for ‘the community’ and another just for AHT. Clearly marked so we know which board is which. Right now when I look I get confused and maybe others do too. You want people to look at current calendars for delivery times of programs. Also I think clients could identify staff better with names tags like the one you’re wearing. Not stereotyped so much but a name tag saying who they are. For example like a name tag saying, Jean-Nurse, John-Receptionist.</td>
</tr>
<tr>
<td>Reception is a key element to friendliness and comfort level for clients and that is achieved. I think Queen could use more visual art, more colors. So for my children when they enter AHT, they can see more of their culture, more of their identity on the walls. Especially children, that's how they learn, it’s more visual for them than we think.</td>
</tr>
<tr>
<td>Could we have a place here so we can buy or look at orthopedic shoes, with a few choices because I don’t know where to go and buy these shoes.</td>
</tr>
<tr>
<td>I believe women should have a choice of female healers, a choice.</td>
</tr>
<tr>
<td>Access and delivery to attend out of town ceremonies.</td>
</tr>
<tr>
<td>I’d like traditional healing after 5 p.m. just like the other services now available with later hours on Monday and Wednesday. Another woman elder. Have an &quot;open door&quot; to allow other communities attend a learning circle to educate them about our ways, like once a year type of event.</td>
</tr>
<tr>
<td>Trauma support group for survivors; for eating disorders.</td>
</tr>
<tr>
<td>Shared garden space. Craft groups for elders.</td>
</tr>
<tr>
<td>An I.D. bank where you can recover missing documents and get help with the paperwork.</td>
</tr>
<tr>
<td>I would like to see more talking, healing circles for inter-generational trauma.</td>
</tr>
<tr>
<td>More community events especially for older youth or young men.</td>
</tr>
</tbody>
</table>
### Survey Results

#### Comments

- AHT needs another female traditional healer. I love who we have - don’t get me wrong. This just means more options for all—not just for women. I only learned during this survey there is a full moon ceremony otherwise I was going to suggest AHT have them every month. More women’s teachings!!
- I’m 72. Housing or a housing worker to help seniors moving into the city from up north. My small town doesn’t see me for who I am, they are prejudice there.
- Optometrist. Fix the TV at Queen reception. Some music for nice ambiance. Women’s hand drumming circle.
- More healing circles in the evening and community events on the weekends.
- More available psychologists.
- I look at the bulletin board that shares community events, and see drumming and sweats etc. I think there should be family activities sports related. Look at the Mohawk how good they were/are in lacrosse. We need to hone in on our capabilities. Program activities our children can take a role in. To showcase strong role models in our own community. Have skilled early childhood workers running weekend events for pre-schoolers and school age children so they are able to play together with, to laugh with, to identify and bond with each other. A hope for one day to have our children talking amongst themselves in our languages.
- Child care especially to enable parents to go to ceremonies.
- Drumming and singing circles in the evening for community and for women, women’s teaching circles, young women coming of age ceremony, strawberry teachings.

**Question 18. Has anyone at AHT explained to you the programs and services available?**

Respondents said ‘Yes’ staff explain about services and programs more than ever with results showing a 10% gain from last survey year. For example, last survey year showed only 75% of respondents feeling this way compared to 85% this year. Another positive is the response of ‘No’ at only 13% compared to 19% last year. The category ‘Other’ is only 2% compared to 6% last survey year.

#### Explanation by Staff of Available Programs and Services

![Pie chart showing the response to question 18]

- **Yes**: 85%
- **No**: 13%
- **Other**: 2%
Survey Results

The table below shows a decade of comparison with a significant increase of 21% from 2008 at 64% to 2018 at 85% where practitioners have steadily explained to their clients about programs and services at Anishnawbe Health Toronto.

<table>
<thead>
<tr>
<th>Year</th>
<th>Yes</th>
<th>No</th>
<th>Other</th>
</tr>
</thead>
<tbody>
<tr>
<td>2018</td>
<td>85%</td>
<td>13%</td>
<td>2%</td>
</tr>
<tr>
<td>2016</td>
<td>75%</td>
<td>19%</td>
<td>6%</td>
</tr>
<tr>
<td>2014</td>
<td>81%</td>
<td>16%</td>
<td>3%</td>
</tr>
<tr>
<td>2013</td>
<td>65.50%</td>
<td>30%</td>
<td>4.50%</td>
</tr>
<tr>
<td>2010</td>
<td>68%</td>
<td>32%</td>
<td>n/a</td>
</tr>
<tr>
<td>2008</td>
<td>64%</td>
<td>28%</td>
<td>8%</td>
</tr>
</tbody>
</table>

Question 19. At AHT, health-care services are based on Aboriginal culture and traditions. How important is this to you?

For this survey year respondents said it is 72% ‘Very Important’ and 18% ‘Important’ which is almost identical to last survey year. Combining these two categories totals 90% which is much the same a decade ago at 91%.
Survey Results

Question 20. Have you attended any of AHT’s traditional ceremonies?

The survey results show a significant increase in attendance at AHT traditional ceremonies at 14%. That is 66% attending and 34% not attending compared to the last two survey years both at 52% attending and 48% not attending. 66% is equal to 151 persons. 151 out of 229 respondents say they attend AHT traditional ceremonies.

The second part of question Q20 asked respondents to identify which AHT ceremonies they had attended. Some respondents checked off one or two ceremonies and other respondents checked off three or more.

The AHT traditional ceremonies attended are as follows:

<table>
<thead>
<tr>
<th>Ceremony</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Use of Smudging/Medicines</td>
<td>111</td>
<td>34%</td>
</tr>
<tr>
<td>To see a Traditional Elder</td>
<td>88</td>
<td>41</td>
</tr>
<tr>
<td>Attended a Sweat</td>
<td>69</td>
<td>30</td>
</tr>
<tr>
<td>Drumming</td>
<td>63</td>
<td>30</td>
</tr>
<tr>
<td>Feasts</td>
<td>54</td>
<td>30</td>
</tr>
<tr>
<td>Healing Circles</td>
<td>41</td>
<td>30</td>
</tr>
<tr>
<td>Shaking Tent</td>
<td>30</td>
<td>30</td>
</tr>
<tr>
<td>Naming Ceremony</td>
<td>19</td>
<td>30</td>
</tr>
<tr>
<td>Attend Spring or Fall Fast</td>
<td>15</td>
<td>30</td>
</tr>
<tr>
<td>Full Moon Ceremony</td>
<td>19</td>
<td>30</td>
</tr>
</tbody>
</table>

The Traditional Ceremony Attendance:

- 66% (151 persons) attended
- 34% (34 persons) did not attend
Survey Results

When respondents answered ‘Yes’ to Question 20 they were asked to answer question Q21.

Question 21. Since you have attended traditional ceremonies, do you feel traditional ceremonies benefit your health and well-being?

The 151 respondents who attended AHT ceremonies were asked to answer this question with a ‘Yes’ or a ‘No’ stating whether or not they felt attending traditional ceremonies were beneficial to their health and well-being. All respondents, that is 151 or 100% said they felt their health and well-being had benefitted from attending traditional ceremonies at AHT.

“Amazing experience to attend a sweat, the first time I was overwhelmed, I cried my eyes out, but I felt so good when I left! Since then my spiritual health has become very important.”
## Survey Results

The numerous heartwarming comments and stories shared by respondents need to be part of this report. These comments have been placed into descriptive themes however some comments could fit into any category. Please read on.

<table>
<thead>
<tr>
<th>Themes</th>
<th>Comments</th>
</tr>
</thead>
</table>
| Health and Well-Being   | • This is an important part of self-care, balance and healing. The four components of the medicine wheel, emotional, physical, mental and spiritual health are being lived by many now after so many years of absentia. I’m learning how to self-care with the help of AHT.  
  • Allows healing to enter or be part of our health care equation particularly for grief.  
  • Benefits me 100% attending ceremonies and meeting with healers and elders.  
  • I always feel better and healthier after attending these programs and ceremonies.  
  • I attend ceremony by being at the sweatlodge and seeing the healers for my well-being and self-care. Doing that connects me with my culture. |
| Healing                 | • Helps with bringing healing and positivity into my life, for my spiritual health.  
  • I was a terrifying man, but have become a crier. It helps to cry, it cleanses and it’s good.  
  • Traditional healing helps me with my mental health which can be really bad at times.  
  • The ceremonies are extremely important for bringing me back to my roots and for healing purposes. Wish there were a lot more of them.  
  • The healing method here at AHT is the only approach that covers all the needs of being well; mentally, emotionally, spiritually and physically. For me it’s the traditional way.  
  • The medicines I receive and use from AHT benefit my total health needs and calm the trouble I have with racing thoughts.  
  • For spiritual healing I go to the full moon ceremony, I smile from within.  
  • It's the only thing helping me to stay clean. Holistic and traditional healing is a must for me because I'm a traditional person. I believe in ceremonies, singing, dancing, burning tobacco and the sweats.  
  • For healing health problems I think aboriginal traditions are better. |
| Identity                | • I feel complete after ceremony or being with others from the community, it’s like family!  
  • For my identity, it’s like being grounded, to the earth.  
  • They are filling in the lost side of me of what it means to be First Nation. For me it’s very important to find what was lost.  
  • Coming to AHT and smudging gives me a sense of peace and a belonging which helps me to have a deeper understanding of who I am.  
  • I feel comfortable being with other aboriginal people. No high horses.  
  • We are getting my daughter's native name. I believe this introduction to her culture will help her learn more of her identity on her mother’s side. |
## Survey Results

<table>
<thead>
<tr>
<th>Themes</th>
<th>Comments</th>
</tr>
</thead>
</table>
| **Spiritual and Cultural Connection** | • Ceremonies are good for spiritual needs. Ceremonies help to connect with other community members. Medicines are given and appreciated. So many issues are not necessarily medically or physically based.  
• Absolutely, for spiritual healing I see the elders! Sugar Bear gifted all my children’s names.  
• Most of the culture I know has come from attending traditional ceremonies, circles and sitting with healers, all have been at AHT.  
• After ceremony, there is peace of mind, an awareness of balance from being cleansed; a connection to my spirit.  
• The feeling is like I had or remember when I was little and went to church. I just feel lighter, I feel cleansed! Being at AHT keeps me grounded, which reminds me of home.  
• Been in the city for a long time, this is the only place that lets me connect to my spirituality, it’s like I’d feel at home.  
• I feel lighter like I’ve been helped, a holistic feeling, I pray a lot and everything works out.  
• I have received guidance from spirit as a result of attending AHT’s traditional ceremonies. |
| **Learning through Teachings**   | • I’m interested in learning more about traditional culture and my counselor is guiding me.  
• Our traditional heritage was almost lost. To be in the city and have this resource of traditional teachings is empowering.  
• I’ve seen the healer with their Oshkabewis. They both are very helpful teaching me about the medicines. The healers talk, you learn and get good answers.  
• An important aspect of Anishnawbe life is the ceremonies which have now become a central part of my everyday living. That was not the case for my father. I can be and I can live as an Anishnawbe man. My father was not able to. So I’m doing it for him and for me by seeing the traditional healers for teachings and knowledge. Learning to use the traditional medicines is part of our spiritual healing. Not having much family around, I enjoy attending ceremonies with other community members.  
• I have learned more about myself and my people; that’s worth more than gold to me.  
• I am learning the grandfather teachings and the stories of our relations. I wish the traditional healer could speak louder. I have a hard time hearing, but feel shy to speak up and ask him to repeat his words.  
• I’ve learned a lot from going to ceremonies and visiting with the healers. AHT is my greatest resource. I would love to see small groups from AHT going out of the city to pick cedar for example or go out of town to see other elders.  
• I didn’t know or think of it when I saw the healer, but it was a traditional ceremony. |
Survey Results

<table>
<thead>
<tr>
<th>Themes</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Learning through Teachings</td>
<td>• Been drumming for years and have learned all the songs. I enjoy friendship with other women. I love the one female healer we have but I wish for a choice.</td>
</tr>
<tr>
<td></td>
<td>• The diabetes group had a traditional teaching ceremony done. AHT and that program have taught me and brought me a long way.</td>
</tr>
<tr>
<td></td>
<td>• I go to ceremony to listen and learn from the elders and healers. Their counseling helps me to stay spiritually healthy, to stay connected to Mother earth and to Creator.</td>
</tr>
<tr>
<td></td>
<td>• The healers are very wise and tell it like it is. You ask and accept the knowledge given to you.</td>
</tr>
</tbody>
</table>

Question 22. The last time you were sick or in need of medical attention, how quickly were you able to get an appointment?

This question was asked in the same manner as it was last survey year and is the first of the four LHIN’s questions. This year 49% of respondents said they quickly got an appointment the same day they were sick or needed medical attention and 11% said it was the next day, totaling 60%.

Wait Time for Appointment

“I'm grateful for AHT - there's no other place like it! Since I've come to AHT, I've become healthier, happier-more whole!”
Survey Results

The table below shows results for this question over the past three surveys. In 2016, respondents said they received an appointment the ‘Same day’ at 41% and 10% said the ‘Next day’, totaling 51%. In 2014 the question combined ‘Same day’ and ‘Next day’ for a total of 63%. For the answer ‘Not applicable, this year it is at 21%, in 2016 at 27% and in 2014 it was 9%. The wait time for the period of 2 to 20+ days or more this year is at 19%.

<table>
<thead>
<tr>
<th></th>
<th>Same day</th>
<th>Next day</th>
<th>Combined</th>
<th>2-20+ days</th>
<th>Not applicable</th>
</tr>
</thead>
<tbody>
<tr>
<td>2018</td>
<td>49%</td>
<td>11%</td>
<td>60%</td>
<td>19%</td>
<td>21%</td>
</tr>
<tr>
<td>2016</td>
<td>41%</td>
<td>10%</td>
<td>51%</td>
<td>22%</td>
<td>27%</td>
</tr>
<tr>
<td>2014</td>
<td>63%</td>
<td>-</td>
<td>63%</td>
<td>28%</td>
<td>9%</td>
</tr>
</tbody>
</table>

Question 23. My health care provider tells me about treatment options and involves me in decisions about the best treatment option.

This second LHIN’s question was asked the same for the last three survey years. This year, respondents said 72% of the time their health care provider ‘Always’ tells them about treatment options and involves them in decision.
Survey Results

The table below outlines results of the past three survey years regarding this question. Respondents repetitively ranked ‘Always’ with the highest percentage with this year showing an increase of 7% from last survey year 2016.

<table>
<thead>
<tr>
<th></th>
<th>Always</th>
<th>Often</th>
<th>Sometimes</th>
<th>Rarely</th>
<th>Never</th>
<th>Not applicable</th>
</tr>
</thead>
<tbody>
<tr>
<td>2018</td>
<td>72%</td>
<td>12%</td>
<td>6%</td>
<td>1%</td>
<td>0%</td>
<td>9%</td>
</tr>
<tr>
<td>2016</td>
<td>65%</td>
<td>14%</td>
<td>6%</td>
<td>2%</td>
<td>0%</td>
<td>13%</td>
</tr>
<tr>
<td>2014</td>
<td>64%</td>
<td>18%</td>
<td>11%</td>
<td>3%</td>
<td>3%</td>
<td>1%</td>
</tr>
</tbody>
</table>

Question 24. My health care provider spends enough time with me.

This is the third LHIN’s question and was asked in the same way for the last three survey years. Respondents this year said their health care provider ‘Always’ spends enough time with them with a rating of 70%, with ‘Often’ at 14%.

“"I am now able to face fears. I actually participate with people now. I was full of hate and I'm working on that here, so that's good."
Survey Results

The table below outlines results of the past three survey years. This question, continues to be answered highest as ‘Always’ with gains every year from 62% in 2014, 68% in 2016 and the highest this year at 70%.

<table>
<thead>
<tr>
<th></th>
<th>Always</th>
<th>Often</th>
<th>Sometimes</th>
<th>Rarely</th>
<th>Never</th>
<th>Not applicable</th>
</tr>
</thead>
<tbody>
<tr>
<td>2018</td>
<td>70%</td>
<td>14%</td>
<td>7%</td>
<td>2%</td>
<td>0%</td>
<td>7%</td>
</tr>
<tr>
<td>2016</td>
<td>68%</td>
<td>15%</td>
<td>4%</td>
<td>1%</td>
<td>0%</td>
<td>11%</td>
</tr>
<tr>
<td>2014</td>
<td>62%</td>
<td>16%</td>
<td>12%</td>
<td>9%</td>
<td>0%</td>
<td>1%</td>
</tr>
</tbody>
</table>

Question 25. Staff are easy to talk with and encourage me to ask questions.

This question was added to the survey in 2016 and asked again this survey year. It is the fourth and final LHIN’s question. Respondents again this year, ranked ‘Always’ with the highest percentage at 78%.

Staff are easy to talk with and encourage me to ask questions.

The table below outlines the results of the last two survey years regarding this question. This year shows a gain of 7% from 71% in 2016. The two survey years show very similar results when the two categories ‘Always’ and ‘Often’ are combined; in 2016 at 89% and this year at 90%.

<table>
<thead>
<tr>
<th></th>
<th>Combined</th>
<th>Always</th>
<th>Often</th>
<th>Sometimes</th>
<th>Rarely</th>
<th>Never</th>
<th>Not applicable</th>
</tr>
</thead>
<tbody>
<tr>
<td>2018</td>
<td>90%</td>
<td>78%</td>
<td>12%</td>
<td>7%</td>
<td>1%</td>
<td>0%</td>
<td>2%</td>
</tr>
<tr>
<td>2016</td>
<td>89%</td>
<td>71%</td>
<td>18%</td>
<td>4%</td>
<td>2%</td>
<td>0%</td>
<td>4%</td>
</tr>
</tbody>
</table>
Survey Results

Question 26. Usually I visit AHT for services(s) by walk-in or by appointment?

This question was added in 2016. This year’s results are much the same as 2016 with 81% of respondents visiting AHT for appointments, 11% coming in for the ‘Walk-in clinic’ and 8% stating ‘Other’. Many respondents told the interviewer the reason they checked off ‘Other’ was because when they attend programming, they still feel it’s not really ‘by appointment’ but definitely feel it’s not on a walk-in basis. With similar results both years, ‘Other’ has come to mean ‘Mostly by program or group’.

“Quick referrals, good communication and resources like the acknowledgement circles all are being part of AHT. I’ve been taught how to look at life, my life, my identity and know how high I can climb!”
Survey Results

Question 27. Do you use social media to get current service information which is available at AHT? (AHT website, twitter, facebook)

The first part of this question asks, “Do you check the AHT website (www.aht.ca)?”  The interviewer asked respondents if they had visited the AHT website, even just once.  43% of respondents said ‘Yes’ they had gone to the AHT website, which is up from both 2016 and 2014 survey years at 39%. The table below shows respondent’s usage or accessibility to AHT’s website over the past four years.

<table>
<thead>
<tr>
<th>Use of AHT website</th>
<th>No</th>
<th>Yes</th>
</tr>
</thead>
<tbody>
<tr>
<td>2018</td>
<td>57%</td>
<td>43%</td>
</tr>
<tr>
<td>2016</td>
<td>61%</td>
<td>39%</td>
</tr>
<tr>
<td>2014</td>
<td>61%</td>
<td>39%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Twitter or Not</th>
<th>No</th>
<th>Yes</th>
</tr>
</thead>
<tbody>
<tr>
<td>2018</td>
<td>95%</td>
<td>5%</td>
</tr>
<tr>
<td>2016</td>
<td>97%</td>
<td>3%</td>
</tr>
<tr>
<td>2014</td>
<td>91%</td>
<td>9%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Who uses Facebook</th>
<th>No</th>
<th>Yes</th>
</tr>
</thead>
<tbody>
<tr>
<td>2018</td>
<td>80%</td>
<td>20%</td>
</tr>
<tr>
<td>2016</td>
<td>84%</td>
<td>16%</td>
</tr>
<tr>
<td>2014</td>
<td>61%</td>
<td>39%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Do you check out flyers/posters</th>
<th>No</th>
<th>Yes</th>
</tr>
</thead>
<tbody>
<tr>
<td>2018</td>
<td>44%</td>
<td>56%</td>
</tr>
<tr>
<td>2014</td>
<td>58%</td>
<td>42%</td>
</tr>
</tbody>
</table>

The responses to the question, ‘Do you use Twitter?’ are shown in the above table, with ‘Yes’ at 5% in 2018; 3% in 2016 and 9% in 2014 and ‘No’ responses in the ninetieth percentile. Respondents do not twitter. Some respondents asked what was ‘Twitter’; and not surprisingly, with the majority saying ‘No’ at 95%.

When respondents were asked if they access the AHT Facebook page most or 80% said ‘No’ although the table above shows an increase from 2016 at 16% to this year at 20%, saying ‘Yes’ they do.

The last part of question Q27 asked respondents if they check out the AHT posters and flyers. This part was deleted in the 2016 survey. There was a significant increase from 2014 at 42% of respondents saying ‘Yes’ they do check out flyers and posters, to 56% saying ‘Yes’ this year. In some cases, respondents explained the AHT flyers and posters were their main source of information regarding AHT programming and events.

Many respondents told the interviewer they have no access to computers and no data on their cell phones. A few respondents said they learned about AHT services and programs through the community and that was ‘their website’.
Survey Results

Question 28. Are you aware of AHT’s extended hours of service on Monday and Wednesday from 5pm until 8pm at 225 Queen Street East location?

Almost half of respondents, 48% said ‘Yes’ they knew about the extended hours. The others, 52% said ‘No’ before the survey, they didn’t know but now that they did, many respondents asked if they could check off the ‘Yes’ answer.

![Are you aware of AHT extended hours of service?](image)

Question 29. I always feel comfortable and welcome at Anishnawbe Health Toronto.

This last question was added this year and was overwhelmingly answered positively, 100% by respondents saying ‘Yes’ they always feel comfortable and welcome at Anishnawbe Health Toronto. It was a great way to end the survey!

![I always feel comfortable and welcome at Anishnawbe Health Toronto](image)
**Recommendations**

A review was made of the past two Client Satisfaction Surveys prior to commencement of this year’s survey. A slight change in the sequence of two questions, Q18 to Q19 and vice versa was made and should remain. The acronym ‘LHIN’ was deleted from the survey tool for questions Q22, Q23, Q24 and Q25.

The following suggestions may be considered for the next Client Satisfaction Survey tool.

The length of the survey this year remained the same as last year, printed on six pages. Right at the beginning, the thought occurred to print the survey double sided, presenting a leaner survey and using less paper. Thinking through this double sided three page survey seemed it could be confusing flipping back and forth so the survey was left at six pages. If one or two fewer questions were asked, it would shorten the survey but only by a page. Not a large enough difference.

The number of questions this year at twenty nine is one more than last survey year at twenty eight.

It is recommended to look at questions Q9 and Q13 which ask respondents to rate the importance and contribution that AHT has on health and well-being while receiving services and decide if both questions should be continued. Respondents felt these two questions repetitive however both provided invaluable qualitative information.

Many respondents stumbled on the word ‘Contribution’ in Question Q9. This question needed to be read two or three times to be understood. If questions Q9 and Q13 are combined next survey year, the wordage could perhaps be “Do you think AHT has helped to improve your overall health and well-being and if so please rate it” and would be more easily understood.

For questions Q7 and Q9 the survey uses five categories ‘excellent, good, average, poor and very poor’ to capture results. The answers for the first two ‘excellent’ and ‘good’ showed the highest results. However for some respondents it seemed too wide a spread between the two. Also the last two categories ‘poor’ and ‘very poor’ need to be evaluated as results have not populated into either of these since 2010.

The last question Q29 is already asked earlier in the survey as question Q15.

In question Q10 no one answered the second part of the question so that part could be deleted.

As mentioned, the sequence was changed slightly for two questions, Q18 became Q19 and vice versa.

Question Q26 asks respondents if they come to AHT by ‘walk in’ or by ‘appointment’ and seemed out of order while delivering the survey. Perhaps this question could be asked earlier into the survey closer to Q8. Also, more definitive would be using ‘mostly for programs and groups’ rather than ‘other’ as respondents explained if they weren’t at AHT for a walk in or an appointment it was for a program or group.

The best delivery of the survey is face to face.
# CLIENT SATISFACTION SURVEY 2018

**Appendix A: Survey Tool**

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**Anishnawbe Health Toronto**  
**Client Satisfaction Survey 2018**

### 1. Please identify your gender.
- □ Male
- □ Female
- □ Transgender
- □ Two Spirit

### 2. Please identify your age group.
- □ 4 or younger (relation of person providing response___________)
- □ 5-12 (relation of person providing response___________)
- □ 13-20
- □ 21-30
- □ 31-55
- □ 56-65
- □ 66 and over

### 3. I would identify myself as:
- □ First Nation
- □ Aboriginal
- □ Métis
- □ Inuit
- □ Other – Identify ______________________

### 4. Did you have an appointment today?  □ yes □ no □ other
  - If yes, was it on time?  □ yes □ no

### 5. Who did you see today?
  - Name of provider: __________________________

### 6. How important did you feel your opinions and thoughts were to the person you saw today?
- □ Very Important
- □ Important
- □ Neutral
- □ Not Important
- □ Not Important at all
7. How would you rate the care/service you received today?

☐ ☐ ☐ ☐ ☐ ☐

Excellent Good Average Poor Very Poor

8. Have you used AHT programs and services in the past 12 months?

☐ ☐ ☐

Yes No New Client

9. How would you rate AHT’s contribution to your overall health and well-being?

☐ ☐ ☐ ☐ ☐ ☐

Excellent Good Average Poor Very Poor

Please give examples.

1) ____________________________________________________________

2) ____________________________________________________________

3) ____________________________________________________________

10. Was AHT able to help you today? ☐ Yes ☐ No

If AHT was unable to help you today, did you receive information about other community resources that might be helpful to you? ☐ Yes ☐ No

11. Do you feel that your confidentiality is sufficiently protected at AHT?

☐ ☐ ☐ ☐ ☐

Yes No Don’t know Never thought about it

12. If you had a concern about the services at AHT do you feel you could speak with someone to resolve it?

☐ ☐ ☐ ☐ ☐

Yes No Don’t know Never thought about it

13. Is it important to you to be able to receive services at AHT?

☐ ☐ ☐ ☐ ☐

Yes No Don’t know Never thought about it

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

1) ____________________________________________________________

2) ____________________________________________________________

3) ____________________________________________________________
14. Are you aware of AHT’s beliefs and principles? □ Yes □ No

15. Are the AHT buildings comfortable and inviting? □ Yes □ No

Please provide comments:

__________________________________________________________________
__________________________________________________________________
__________________________________________________________________
__________________________________________________________________
__________________________________________________________________

16. Are AHT facilities fully accessible for you? □ Yes □ No

*(For example: location, elevator, ramp etc.)*

Comment:________________________________________________________________
__________________________________________________________________
__________________________________________________________________
__________________________________________________________________
__________________________________________________________________

17. What other services do you think should be provided at AHT?

__________________________________________________________________
__________________________________________________________________
__________________________________________________________________
__________________________________________________________________
__________________________________________________________________

18. Has anyone at AHT explained to you the programs and services available?

□ Yes □ No □ Other

19. At AHT, health-care services are based on Aboriginal culture and traditions. How important is this to you?

□ □ □ □ □ □
Very Important Important Neutral Not Important Not Important at all
### 20. Have you attended any of AHT’s Traditional Ceremonies?

- □ Yes (See Question 21)  
- □ No (Skip Question 21)  

**If Yes, Please identify which one(s):**

- □ Visited with a Traditional Elder  
- □ Attended a Spring/Fall fast  
- □ Attended a sweat  
- □ Smudging/medicines  
- □ Feasts  
- □ Full moon ceremony  
- □ Drumming  
- □ Healing circles  
- □ Shaking tent ceremony  
- □ Naming ceremony

### 21. Since you have attended traditional ceremonies, do you feel traditional ceremonies benefit your health and well-being?

- □ Yes  
- □ No  

**Please provide comments:**  
______________________________________________________________________________  
______________________________________________________________________________  
______________________________________________________________________________

### 22. The last time you were sick or in need of medical attention, how quickly were you able to get an appointment?

- □ Same Day  
- □ Next Day  
- □ 2-19 days (number of days: _____)  
- □ 20 or more days  
- □ Not applicable (don’t know/refused)

### 23. My health care provider tells me about treatment options and involves me in decisions about the best treatment option.

- □ Always  
- □ Often  
- □ Sometimes  
- □ Rarely  
- □ Never  
- □ Not applicable (don’t know/refused)
24. My health care provider spends enough time with me.

- [ ] Always
- [ ] Often
- [ ] Sometimes
- [ ] Rarely
- [ ] Never
- [ ] Not applicable (don’t know/refused)

25. Staff are easy to talk with and encourage me to ask questions.

- [ ] Always
- [ ] Often
- [ ] Sometimes
- [ ] Rarely
- [ ] Never
- [ ] Not applicable (don’t know/refused)

26. Usually I visit AHT for service(s) by walk-in or by appointment?

- [ ] Mostly by Appointment
- [ ] Mostly by Walk-in
- [ ] Other

27. Do you use social media to get current service information which is available at AHT? (AHT website, Twitter, Facebook)

Do you check AHT website? www.aht.ca

- [ ] Yes  [ ] No

Do you check AHT Twitter?

- [ ] Yes  [ ] No

Do you check AHT Facebook?

- [ ] Yes  [ ] No

Do you check out posters/flyers posted at AHT?

- [ ] Yes  [ ] No
<table>
<thead>
<tr>
<th></th>
<th>Question</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>28.</td>
<td>Are you aware of AHT’s extended hours of service on Monday and Wednesday from 5pm until 8pm at 225 Queen Street East location?</td>
<td></td>
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<tr>
<td>29.</td>
<td>I always feel comfortable and welcome at Anishnawbe Health Toronto.</td>
<td></td>
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</table>

**End of Survey**

Chi-Miigwetch    Thank you