

2024

CAREGIVER EXPERIENCE SURVEY

DBIS has introduced a new caregiver experience survey to understand how we can better improve the caregiver experience through the services we provide to our caregivers and their loved ones.

10 Responses

Caregiver Supports Received

- Loved one in full time care, with visits on weekends
- 24-hour support for all activities of loved one's daily living
- Assistance in activities of loved one's daily living
- Loved one's attendance at Dale Brain Injury Services' day programs
- Dale Brain Injury Staff and Personal Support Workers



100% Service Recommendation



DBIS has provided a safe and stimulating environment for my loved one and been a pivotal element of him recovering from post-pandemic lethargy

I feel comfortable and confident that my father is in good hands with Dale Brain staff

Provided our family member with the best quality of life



Overall Service Contribution Satisfaction Scores

90%

Loved one's independence

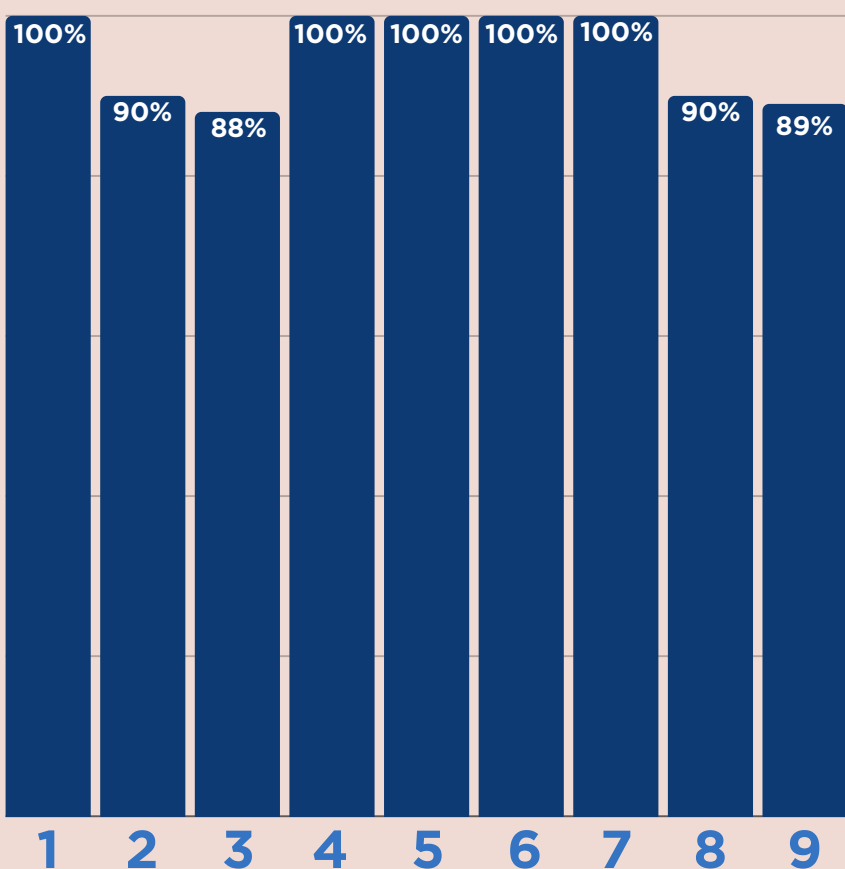
100%

Loved one's quality of life

100%

Ability to leave loved one at home

Overall Satisfaction of Caregiver Values Being Met



Legend:

- 1 I feel encouraged to share my experience and suggestions
- 2 I am involved in the decision-making concerning my loved one
- 3 Services are flexible as per my needs and preferences
- 4 Staff follow-up in a timely manner
- 5 My loved one is in a safe environment
- 6 Staff treat me with empathy and kindness
- 7 Staff are responsive to my concerns and opinions
- 8 Staff communicate with me effectively
- 9 Staff are sensitive to my needs and preferences