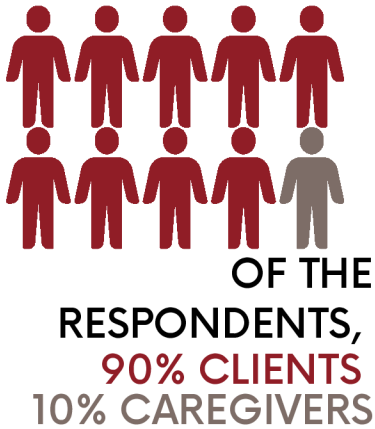




LAMBTON ELDERLY OUTREACH (LEO) 2024 CLIENT SATISFACTION SURVEY RESULTS

Lambton Elderly Outreach conducts annual surveys to gather feedback from clients and reevaluate the focuses on client interactions, service quality, and overall satisfaction.



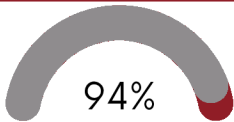
SURVEY OVERVIEW

1,279 clients or caregivers were invited to complete the survey; a total of 272 were completed, a response rate of **21.3%**.

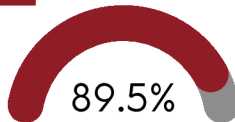


PEOPLE REQUESTED FURTHER INFORMATION.

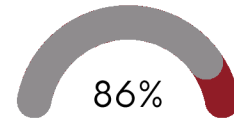
KEY SATISFACTION HIGHLIGHTS:



WOULD RECOMMEND LEO SERVICES TO OTHERS.



FOUND IT EASY TO ARRANGE OR SCHEDULE SERVICES.



FELT THE COSTS OF THEIR UTILIZED SERVICES WERE REASONABLE.

LEO'S ACTION PLAN

ACTION ITEM	DEADLINE
Ensure all vehicles are equipped with a foot stool.	October 2024
Conduct refresher training on the correct procedures for loading and unloading.	
Implement quarterly client newsletters.	January 2025
Create a new application form and requirements for the subsidy.	February 2024
Complete reassessments for all active clients.	March 2025
Investigate new ways to boost survey completion, especially for clients using non-transportation services.	April 2025
Explore more into an online booking system for Home Support Services.	December 2025
Improving communication with clients of the possibility that van transportation may be a shared service.	September 2025

