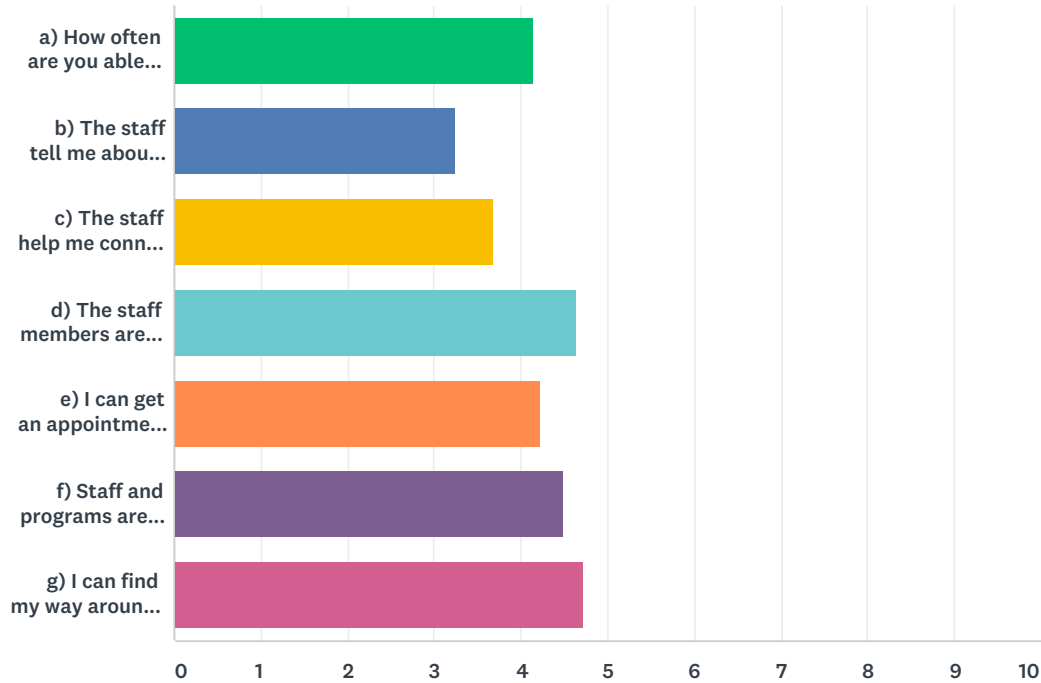


Q1 ACCESS

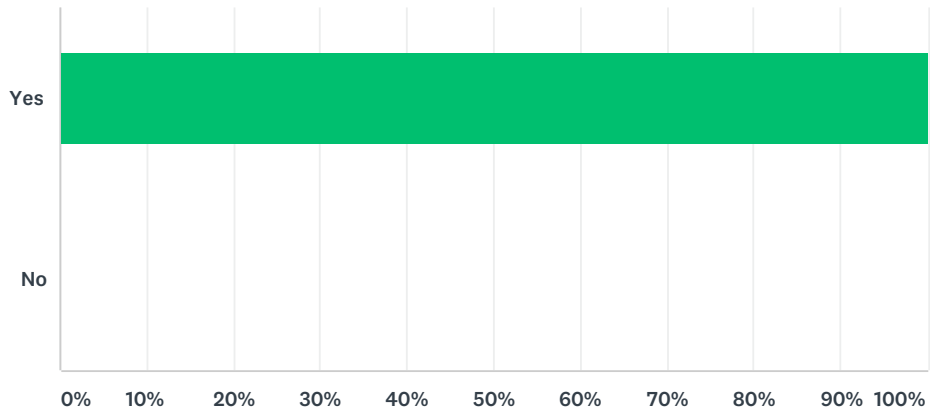
Answered: 147 Skipped: 0



	ALWAYS	OFTEN	SOMETIMES	RARELY	NEVER	NOT APPLICABLE OR DON'T KNOW	TOTAL	WEIGHTED AVERAGE
a) How often are you able to get services in a language of your choice?	47.18% 67	19.01% 27	9.86% 14	4.23% 6	5.63% 8	14.08% 20	142	4.14
b) The staff tell me about other LAMP programs and services that are offered within the agency.	20.71% 29	19.29% 27	16.43% 23	11.43% 16	14.29% 20	17.86% 25	140	3.25
c) The staff help me connect to services or supports I need at LAMP CHC or in my community.	30.50% 43	24.82% 35	13.48% 19	5.67% 8	10.64% 15	14.89% 21	141	3.69
d) The staff members are easy to talk to and encourage me to ask questions.	69.23% 99	20.98% 30	4.90% 7	1.40% 2	0.00% 0	3.50% 5	143	4.64
e) I can get an appointment when I need one.	47.59% 69	33.10% 48	12.41% 18	4.14% 6	1.38% 2	1.38% 2	145	4.23
f) Staff and programs are able to meet my mental health needs.	41.13% 58	18.44% 26	4.96% 7	0.71% 1	0.71% 1	34.04% 48	141	4.49
g) I can find my way around the building.	74.13% 106	16.08% 23	4.90% 7	0.00% 0	0.00% 0	4.90% 7	143	4.73

Q2 I always feel comfortable and welcome at the centre/site.

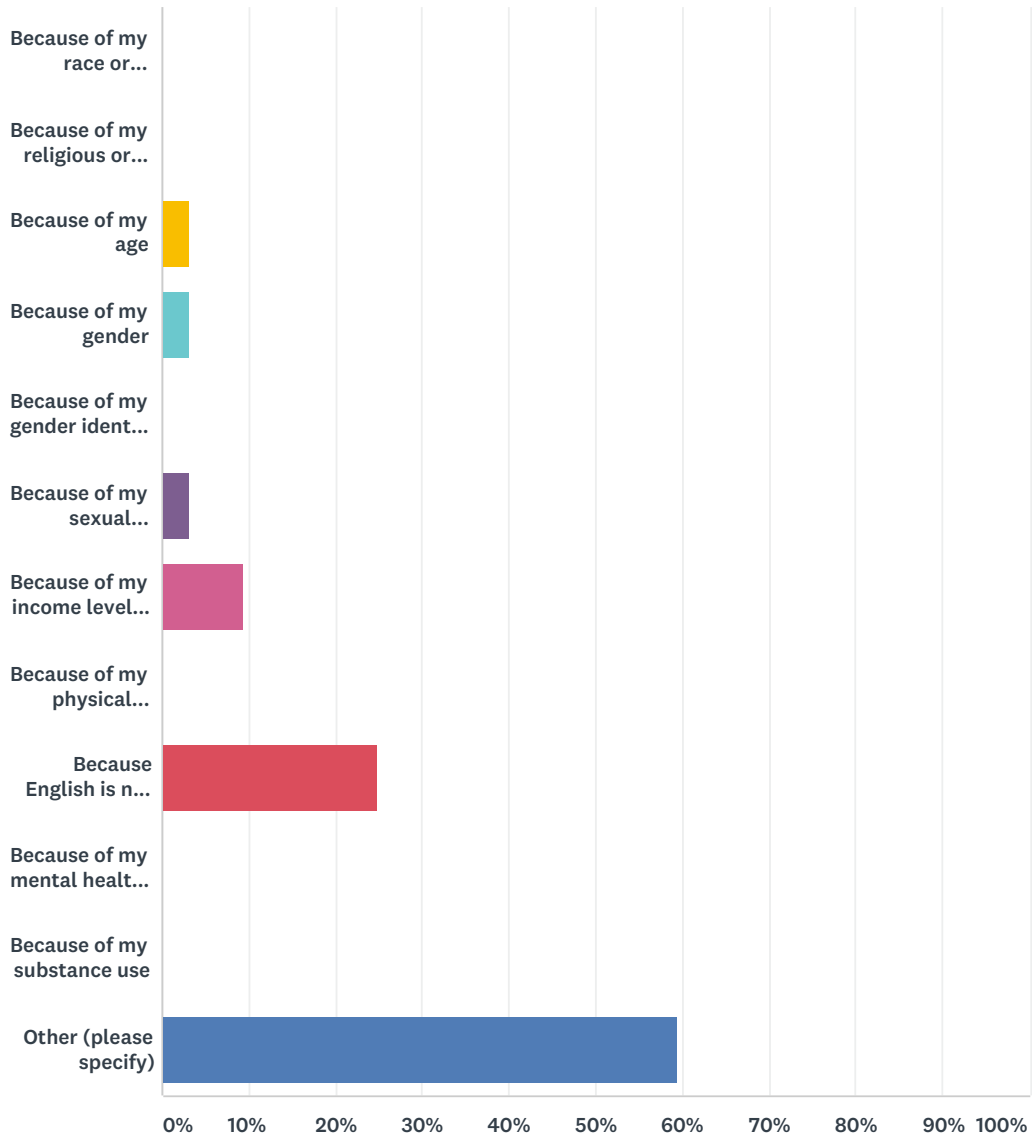
Answered: 141 Skipped: 6



ANSWER CHOICES	RESPONSES	
Yes	100.00%	141
No	0.00%	0
TOTAL		141

Q3 Please tell us the reason(s) why you do not always feel comfortable or welcome at our centre/site. Please select all that apply.

Answered: 32 Skipped: 115



ANSWER CHOICES	RESPONSES	
Because of my race or ethnicity	0.00%	0
Because of my religious or spiritual beliefs	0.00%	0
Because of my age	3.13%	1
Because of my gender	3.13%	1
Because of my gender identity or gender expression	0.00%	0
Because of my sexual orientation	3.13%	1
Because of my income level or employment status	9.38%	3

LAMP Client Experience Survey 2017 (East Mississauga site)

Because of my physical disability	0.00%	0
Because English is not my first language	25.00%	8
Because of my mental health status	0.00%	0
Because of my substance use	0.00%	0
Other (please specify)	59.38%	19
Total Respondents: 32		

#	OTHER (PLEASE SPECIFY)	DATE
1	Not applicable	3/23/2018 2:33 PM
2	Not applicable	3/20/2018 10:20 AM
3	None	3/20/2018 10:00 AM
4	None	3/20/2018 9:21 AM
5	Not applicable	3/20/2018 9:18 AM
6	NA	3/15/2018 3:22 PM
7	Not applicable	3/15/2018 12:01 PM
8	Blank	3/10/2018 3:13 PM
9	I always feel comfortable	3/10/2018 10:13 AM
10	Not applicable	3/7/2018 1:37 PM
11	NA	3/6/2018 8:39 PM
12	Not applicable	3/5/2018 6:38 PM
13	None	2/14/2018 10:49 AM
14	It never happened	2/13/2018 3:27 PM
15	None	2/6/2018 3:09 PM
16	None	1/16/2018 1:43 PM
17	None	12/4/2017 3:32 PM
18	Not applicable	11/30/2017 10:57 AM
19	As a girl	11/15/2017 4:40 PM

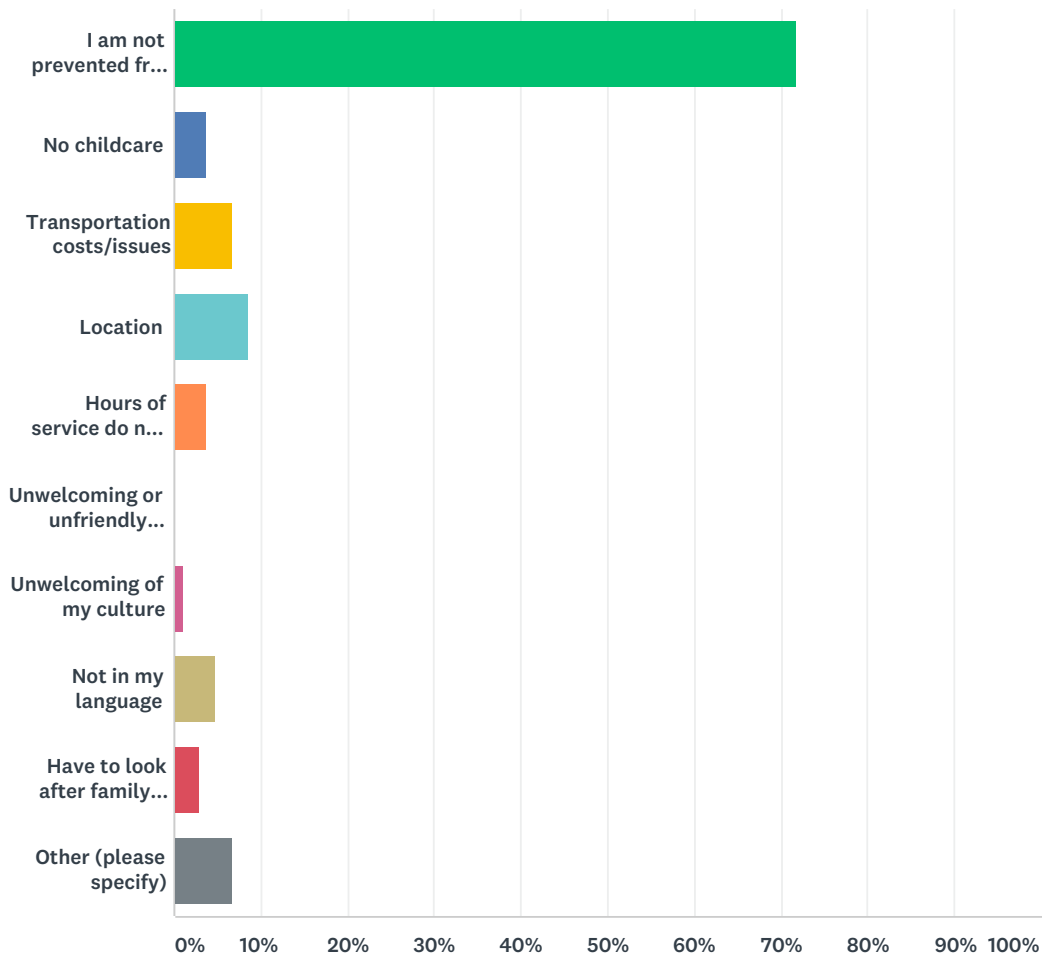
Q4 Please explain your selection(s) above:

Answered: 25 Skipped: 122

#	RESPONSES	DATE
1	It's a very friendly in iron entry.	3/26/2018 9:14 AM
2	Staff is very nice.	3/20/2018 10:25 AM
3	Nice atmosphere and equity	3/19/2018 10:50 AM
4	Na	3/15/2018 3:22 PM
5	Difficult to understand at times.	3/15/2018 11:50 AM
6	Difficult to understand at times	3/15/2018 11:37 AM
7	I can't afford to pay for a dentist for myself but at the mean time I am not under any program moreover, I don't have a job right now and I don't have a private insurance.	3/10/2018 3:13 PM
8	Staff at the reception counter are always welcoming mood.	3/10/2018 3:04 PM
9	Because of low income I can't choose other dental.	3/10/2018 10:19 AM
10	I feel normal and comfortable	3/10/2018 10:13 AM
11	I always feel comfortable and the staff is welcoming very helpful when you have a question. Thank you so much for the service	2/14/2018 10:49 AM
12	Very nice doctors and helpful	2/13/2018 12:23 PM
13	Staff is kind and welcoming	2/10/2018 4:20 PM
14	Staff is kind and welcoming	2/10/2018 4:16 PM
15	Staff is excellent	1/3/2018 12:12 PM
16	Friendly	12/6/2017 1:31 PM
17	I'm very happy with the staff and doctor	12/6/2017 1:24 PM
18	I always feel comfortable	12/6/2017 1:09 PM
19	Staff are very calm, and welcoming, and always understandinget.	12/4/2017 5:53 PM
20	I have no reason.	11/30/2017 10:57 AM
21	Everything is good	11/22/2017 2:22 PM
22	N/A	11/22/2017 12:18 PM
23	Don't know english	11/22/2017 10:06 AM
24	Firstly, not even about me being a girl, but that i should keep my teeth clean as a women. This is because I get to considerate into school work I often skip the night teeth brushing.	11/15/2017 4:40 PM
25	Friendly	11/15/2017 3:15 PM

Q5 Do any of the following factors prevent you from attending programs and services at the centre/site? Please select all that apply.

Answered: 106 Skipped: 41



ANSWER CHOICES	RESPONSES	
I am not prevented from attending	71.70%	76
No childcare	3.77%	4
Transportation costs/issues	6.60%	7
Location	8.49%	9
Hours of service do not work for me	3.77%	4
Unwelcoming or unfriendly environment	0.00%	0
Unwelcoming of my culture	0.94%	1
Not in my language	4.72%	5
Have to look after family member	2.83%	3
Other (please specify)	6.60%	7

LAMP Client Experience Survey 2017 (East Mississauga site)

Total Respondents: 106

#	OTHER (PLEASE SPECIFY)	DATE
1	None	3/20/2018 10:20 AM
2	NA	3/6/2018 8:40 PM
3	None	2/14/2018 10:50 AM
4	None	1/3/2018 12:13 PM
5	Either always have access	12/6/2017 1:18 PM
6	None	11/30/2017 10:58 AM
7	None	11/22/2017 10:40 AM

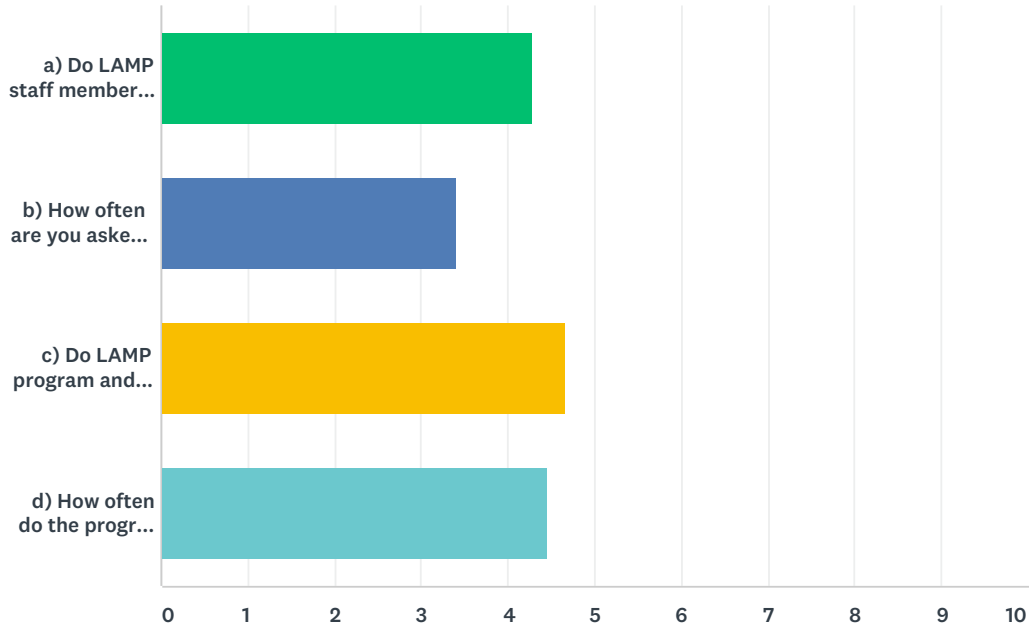
Q6 Please explain your selection(s) above:

Answered: 18 Skipped: 129

#	RESPONSES	DATE
1	I can attend the program whenever required.	3/20/2018 5:14 PM
2	I felt very good after service.	3/20/2018 10:25 AM
3	I don't know about the all programs here.	3/20/2018 9:34 AM
4	I have to pick my kids from school.	3/10/2018 10:13 AM
5	3kids, 1 car, and 1 job, don't always give the same flexibility. Especially when one or more of them are sick	2/21/2018 11:21 AM
6	None	2/14/2018 10:50 AM
7	Does not match with my schedule	2/13/2018 3:28 PM
8	IT'S 20 mins from our place	2/13/2018 12:25 PM
9	I	2/6/2018 3:09 PM
10	Client Advocate provides bus tickets to me	1/9/2018 2:58 PM
11	I need some explanation in my language	12/6/2017 1:13 PM
12	I work during the day when your open	12/6/2017 1:09 PM
13	I have no problems	12/4/2017 5:56 PM
14	Not really.	11/30/2017 10:58 AM
15	Not enough Chinese Mandarin speakers	11/30/2017 10:22 AM
16	Everything is good	11/22/2017 2:22 PM
17	I am living in the end of Mississauga west and I have 3 kids in healthy smiles program. I could not drive everyone separately or I have to wait for super long time to be treated.	11/22/2017 10:29 AM
18	I take bus to get here	11/22/2017 10:07 AM

Q7 QUALITY

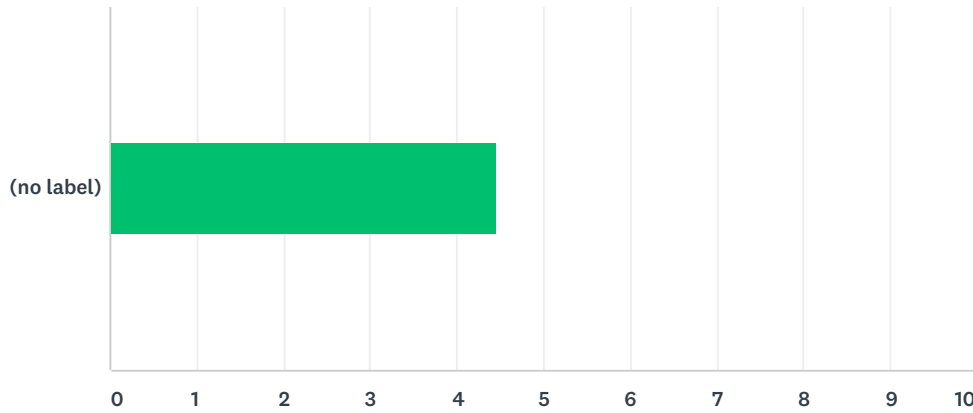
Answered: 140 Skipped: 7



	ALWAYS	OFTEN	SOMETIMES	RARELY	NEVER	TOTAL	WEIGHTED AVERAGE
a) Do LAMP staff members give you information that you can use to improve your health and well-being?	53.68% 73	29.41% 40	11.76% 16	2.94% 4	2.21% 3	136	4.29
b) How often are you asked to give input into the programs and services you use?	24.44% 33	28.89% 39	22.22% 30	12.59% 17	11.85% 16	135	3.41
c) Do LAMP program and service providers treat you like an equal when you look at what is best for your life?	73.13% 98	20.90% 28	5.22% 7	0.00% 0	0.75% 1	134	4.66
d) How often do the programs and services offered by LAMP meet your needs?	59.12% 81	27.01% 37	13.87% 19	0.00% 0	0.00% 0	137	4.45

Q8 Overall, how would you rate the quality of care and services you received at LAMP?

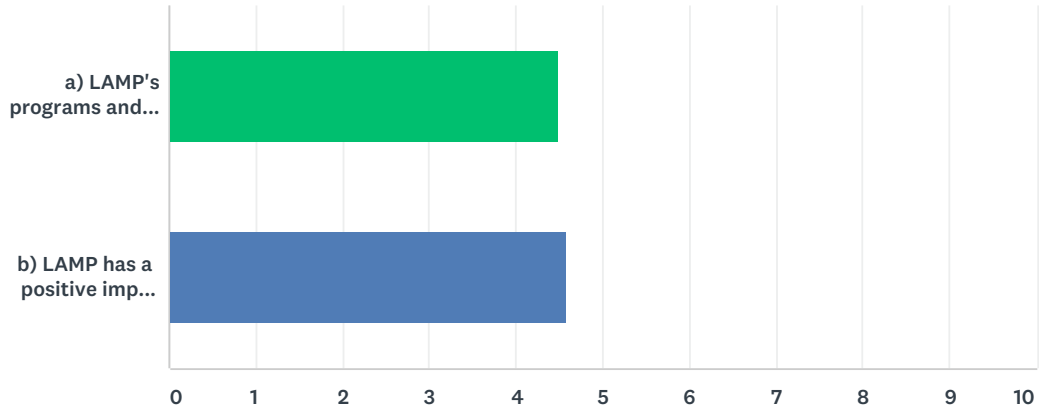
Answered: 137 Skipped: 10



	EXCELLENT	VERY GOOD	GOOD	FAIR	POOR	TOTAL	WEIGHTED AVERAGE
(no label)	56.20%	33.58%	10.22%	0.00%	0.00%	137	4.46
	77	46	14	0	0		

Q9 OUTCOME

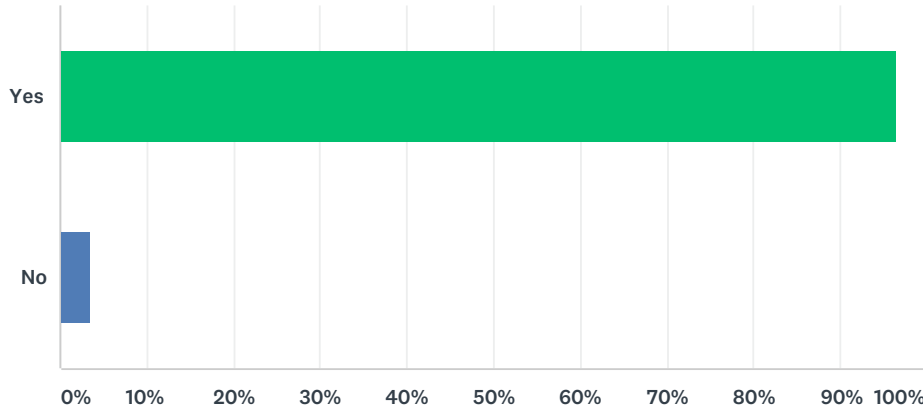
Answered: 138 Skipped: 9



	STRONGLY AGREE	AGREE	NEITHER AGREE NOR DISAGREE	DISAGREE	STRONGLY DISAGREE	NOT APPLICABLE OR DON'T KNOW	TOTAL	WEIGHTED AVERAGE
a) LAMP's programs and services have helped me improve my health and well-being.	52.17% 72	44.20% 61	3.62% 5	0.00% 0	0.00% 0	0.00% 0	138	4.49
b) LAMP has a positive impact on my community.	55.56% 75	40.74% 55	0.00% 0	0.00% 0	0.00% 0	3.70% 5	135	4.58

Q10 Would you refer a family member or friend to LAMP CHC?

Answered: 139 Skipped: 8



ANSWER CHOICES	RESPONSES	
Yes	96.40%	134
No	3.60%	5
TOTAL		139

Q11 Please explain your answer:

Answered: 28 Skipped: 119

#	RESPONSES	DATE
1	It's a very friendly and helpful community	3/26/2018 9:16 AM
2	Because the services are good.	3/20/2018 5:14 PM
3	Very good environment	3/20/2018 10:30 AM
4	This is excellence way to help people who can not afford, the dentist and dental staff is awesome.	3/20/2018 10:22 AM
5	Very helpful	3/20/2018 10:18 AM
6	Excellent quality of service and staff.	3/20/2018 9:36 AM
7	All in the program already.	3/20/2018 9:19 AM
8	Everything here is perfect.	3/15/2018 3:23 PM
9	Efficient service	3/15/2018 11:50 AM
10	It is very helpful.	3/10/2018 3:22 PM
11	My dad is a senior, so I need to know if this program can cover his dental procedures or regular checkups.	3/10/2018 3:15 PM
12	My experience with them.	3/10/2018 3:04 PM
13	Very welcoming.	3/10/2018 10:20 AM
14	Because it helps my kids.	3/10/2018 10:14 AM
15	Because it helps people who low income.	3/7/2018 1:28 PM
16	Friendly, CARING, PROFESSIONAL	3/6/2018 8:41 PM
17	NA	3/6/2018 8:35 PM
18	Friendly staff	2/21/2018 11:22 AM
19	Good service number friendly staff	2/14/2018 10:52 AM
20	They do their very good job	2/13/2018 12:26 PM
21	Sure	1/3/2018 12:13 PM
22	Great staff and friendly	12/6/2017 1:10 PM
23	Very productive environment.	12/4/2017 5:57 PM
24	Excellent service	11/30/2017 10:59 AM
25	Because they care about their work	11/22/2017 10:35 AM
26	Wonderful and friendly staff	11/22/2017 10:33 AM
27	Good for seniors	11/22/2017 10:07 AM
28	It's welcoming and confeterble. There are very nice staff that welcome you and they take the job serious	11/15/2017 4:43 PM

Q12 What would you like to see different at LAMP? How can we improve?

Answered: 49 Skipped: 98

#	RESPONSES	DATE
1	Shorter waiting time for the appointments	3/29/2018 10:32 AM
2	Service is very good.	3/24/2018 9:48 AM
3	None	3/23/2018 2:34 PM
4	It seems great	3/20/2018 5:15 PM
5	Everything is good	3/20/2018 10:31 AM
6	None	3/20/2018 10:28 AM
7	Staff is so helpful, madetc me so comfortable	3/20/2018 10:23 AM
8	OK, none	3/20/2018 10:18 AM
9	Long waiting for appointment.	3/20/2018 9:16 AM
10	Perfect	3/15/2018 3:23 PM
11	None	3/15/2018 3:19 PM
12	More treatment for admit between age 17 to 65	3/10/2018 3:25 PM
13	Open a dental program for people that don't have private insurance, and people who have chronic diseaseso for regular dental checkup.	3/10/2018 3:18 PM
14	Present setup is good one, please continue	3/10/2018 3:07 PM
15	Give me options for dental issues.	3/10/2018 10:20 AM
16	More help	3/10/2018 10:14 AM
17	I hope too see more types of service especially.	3/7/2018 1:29 PM
18	Nothing, keep doing the good work!	3/6/2018 8:43 PM
19	Everything is perfect	3/6/2018 8:38 PM
20	You are providing excellent service	3/6/2018 8:32 PM
21	No improvement	3/6/2018 8:28 PM
22	Everything is going well	2/24/2018 11:09 AM
23	Nothing	2/15/2018 4:07 PM
24	None	2/14/2018 10:54 AM
25	Parents should also be covered	2/13/2018 3:29 PM
26	They are doing very good	2/13/2018 12:28 PM
27	Most frequent appointments	2/10/2018 4:21 PM
28	Most frequent appointments	2/10/2018 4:17 PM
29	I would like to be informed of other seervices offered here	2/10/2018 12:39 PM
30	No	2/6/2018 3:10 PM
31	Excellent	2/1/2018 1:17 PM
32	Excellent	2/1/2018 1:14 PM
33	Less wasting time	1/31/2018 1:33 PM

LAMP Client Experience Survey 2017 (East Mississauga site)

34	I am satisfied with all services.	1/9/2018 4:05 PM
35	No	1/3/2018 12:14 PM
36	I'm happy	12/6/2017 1:28 PM
37	Appointment times should be reduced and kids cleanings should be done twice a year	12/6/2017 1:21 PM
38	Income for low income adults	12/6/2017 1:18 PM
39	Another secretary to help the already wonderful secretary	12/6/2017 1:10 PM
40	Kids workshop	12/6/2017 1:06 PM
41	No, the only improvement that could be made is the wait time length	12/4/2017 5:58 PM
42	Dental care for seniors at reduced rates.	11/30/2017 11:01 AM
43	More programs in more locations.	11/30/2017 10:25 AM
44	This is the best community centre	11/22/2017 1:04 PM
45	Yes. Waiting time should be less	11/22/2017 10:48 AM
46	I think LAMP need more location	11/22/2017 10:30 AM
47	The appointments are on a long wait...wish it were quicker	11/16/2017 10:39 AM
48	Firstly, you can improve on equipment. Having different sizes of glasses for patient.	11/15/2017 4:46 PM
49	Always on time and good job	11/15/2017 3:18 PM

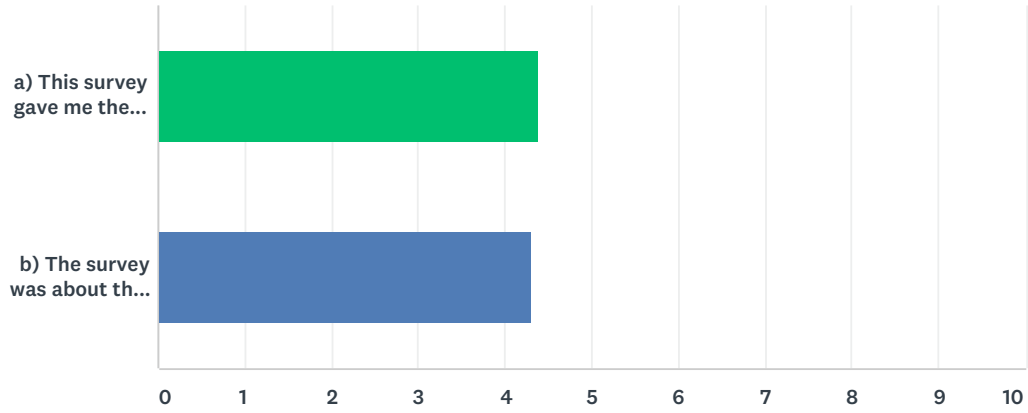
Q13 Is there anything else you would like to say?

Answered: 31 Skipped: 116

#	RESPONSES	DATE
1	Thank you	3/29/2018 10:32 AM
2	No thanks	3/20/2018 5:15 PM
3	None	3/20/2018 10:23 AM
4	No	3/20/2018 10:18 AM
5	No	3/20/2018 9:27 AM
6	NA	3/15/2018 3:23 PM
7	None	3/15/2018 3:19 PM
8	Keep it up.	3/10/2018 3:18 PM
9	Please keep providing excollect service.	3/10/2018 3:07 PM
10	You are operating at a very high level.... Keep it up Wish other programs were so good in our country	3/6/2018 8:43 PM
11	No	3/6/2018 8:38 PM
12	Very good work	3/6/2018 8:28 PM
13	Thanks	2/24/2018 11:09 AM
14	No	2/15/2018 4:07 PM
15	Nothing to say	2/14/2018 10:54 AM
16	Really good program for our kids. I'm very happy	2/13/2018 12:28 PM
17	Nothing	2/12/2018 5:42 PM
18	No	2/6/2018 3:10 PM
19	Yes, should have dental treatment available for adult diabetic Patient.	2/1/2018 1:17 PM
20	Yes, should have dental treatment available for adult who is Diabetic.	2/1/2018 1:14 PM
21	No	1/31/2018 1:33 PM
22	Nothing	1/9/2018 4:05 PM
23	Very happy	1/3/2018 12:14 PM
24	Staff should inform families about other community programs provided	12/6/2017 1:21 PM
25	Thank you	12/6/2017 1:18 PM
26	Thank you	12/6/2017 1:10 PM
27	Thank you for everything you did for my kids	12/6/2017 1:06 PM
28	No	12/4/2017 5:58 PM
29	Yes, dental check and repair follow up	11/30/2017 11:01 AM
30	Excellent friendly staff and doctor. Always felt welcome. They LISTEN! And make us feel comfortable. They tailored the treatment to meet our needs	11/22/2017 10:45 AM
31	No	11/22/2017 10:30 AM

Q14 SURVEY FEEDBACK

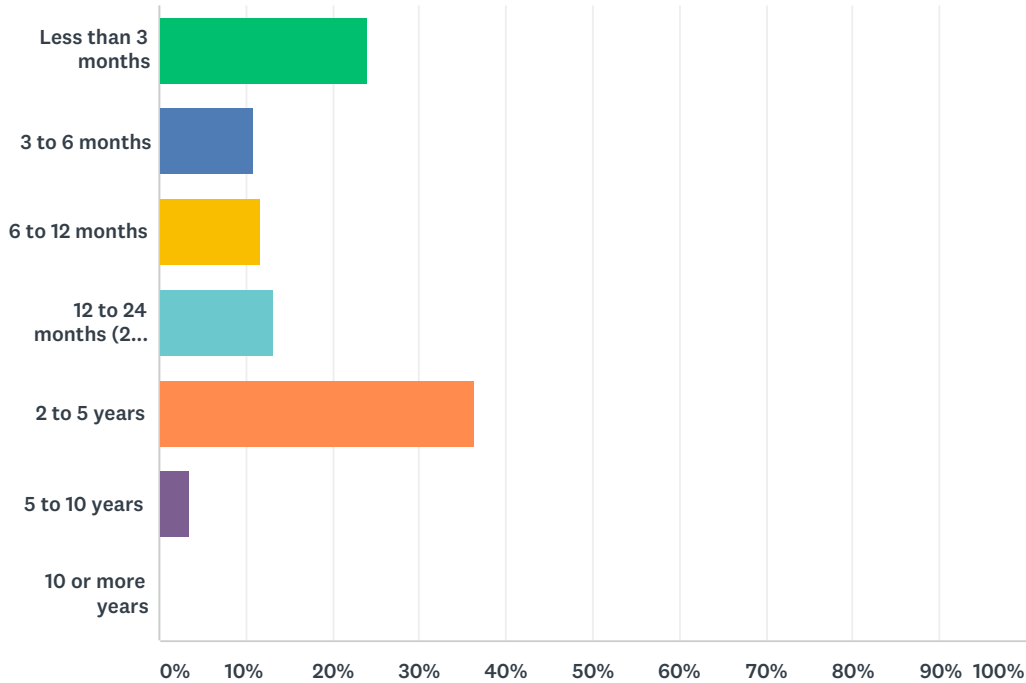
Answered: 139 Skipped: 8



	STRONGLY AGREE	AGREE	NEITHER AGREE NOR DISAGREE	DISAGREE	STRONGLY DISAGREE	TOTAL	WEIGHTED AVERAGE
a) This survey gave me the chance to express my opinions about LAMP.	45.32% 63	49.64% 69	4.32% 6	0.00% 0	0.72% 1	139	4.39
b) The survey was about the right length.	37.59% 50	56.39% 75	4.51% 6	1.50% 2	0.00% 0	133	4.30

Q15 How long have you been using programs and services at LAMP?

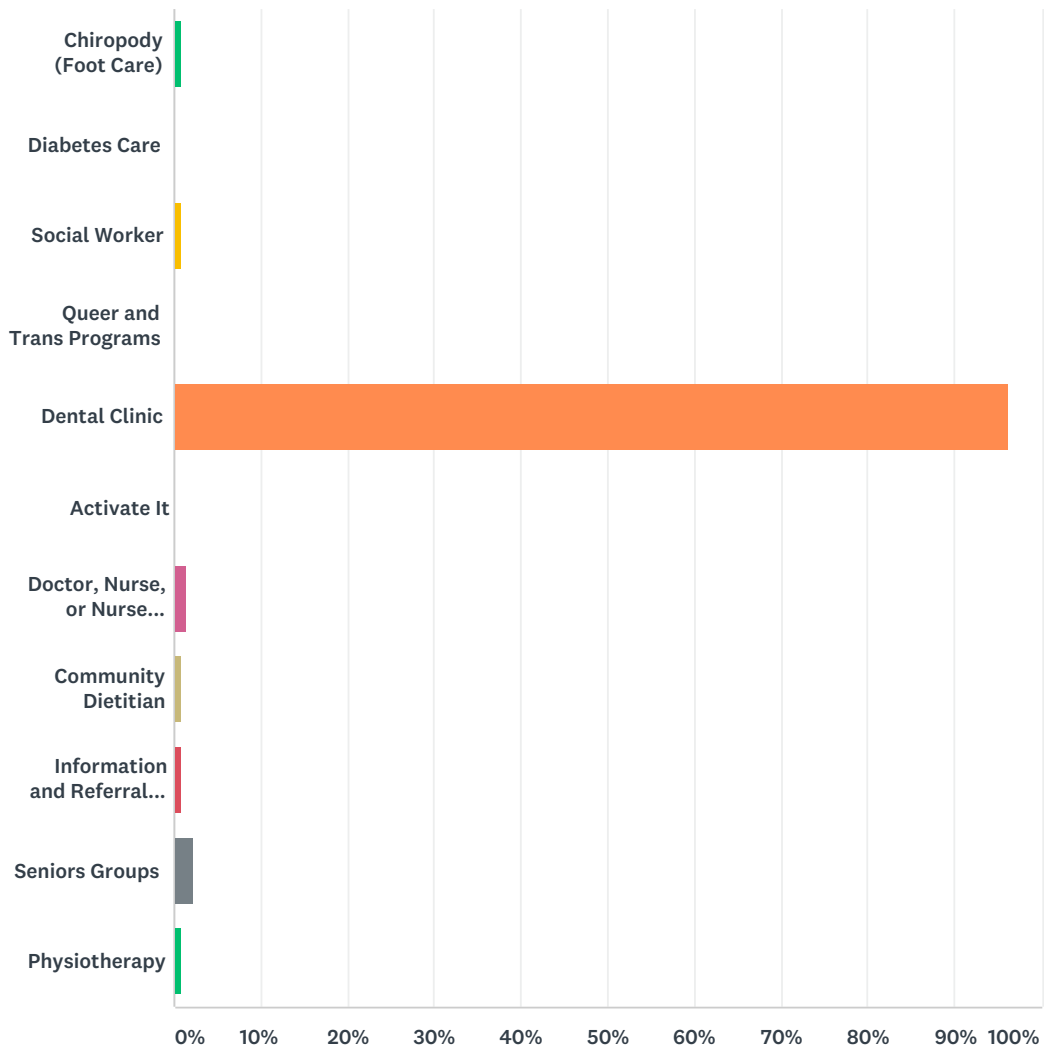
Answered: 137 Skipped: 10



ANSWER CHOICES	RESPONSES	
Less than 3 months	24.09%	33
3 to 6 months	10.95%	15
6 to 12 months	11.68%	16
12 to 24 months (2 years)	13.14%	18
2 to 5 years	36.50%	50
5 to 10 years	3.65%	5
10 or more years	0.00%	0
TOTAL		137

Q16 Which services or programs offered by LAMP (East Mississauga) have you used within the past year?

Answered: 131 Skipped: 16



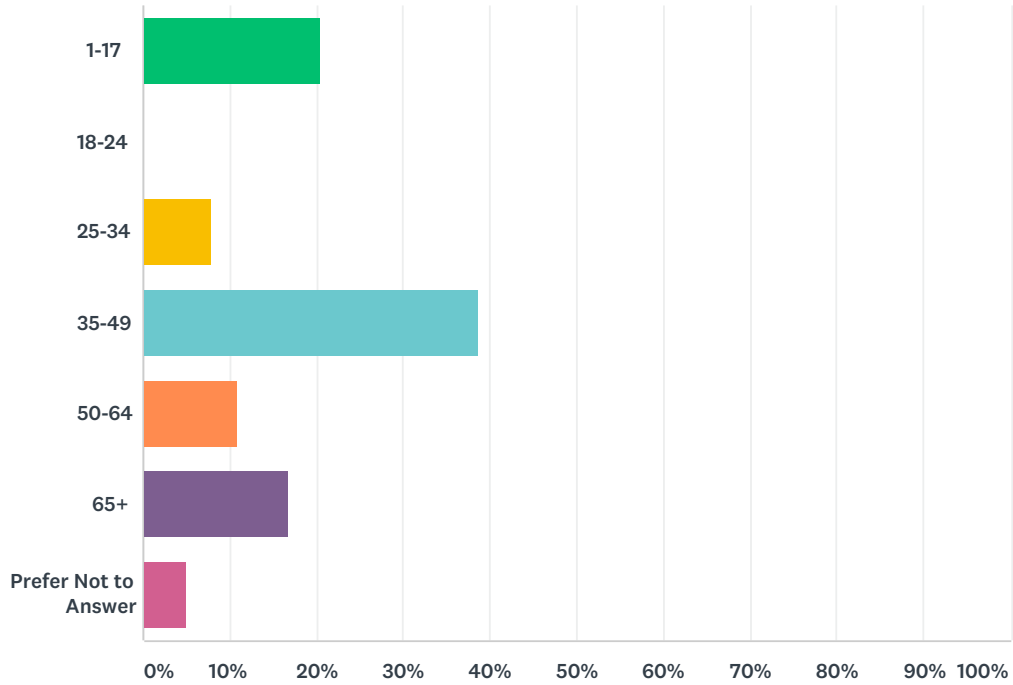
ANSWER CHOICES	RESPONSES	
Chiropody (Foot Care)	0.76%	1
Diabetes Care	0.00%	0
Social Worker	0.76%	1
Queer and Trans Programs	0.00%	0
Dental Clinic	96.18%	126
Activate It	0.00%	0
Doctor, Nurse, or Nurse Practitioner (Primary Health Care)	1.53%	2
Community Dietitian	0.76%	1
Information and Referral Program (including Commissioner of Affidavits)	0.76%	1

LAMP Client Experience Survey 2017 (East Mississauga site)

Seniors Groups	2.29%	3
Physiotherapy	0.76%	1
Total Respondents: 131		

Q17 What is your age?

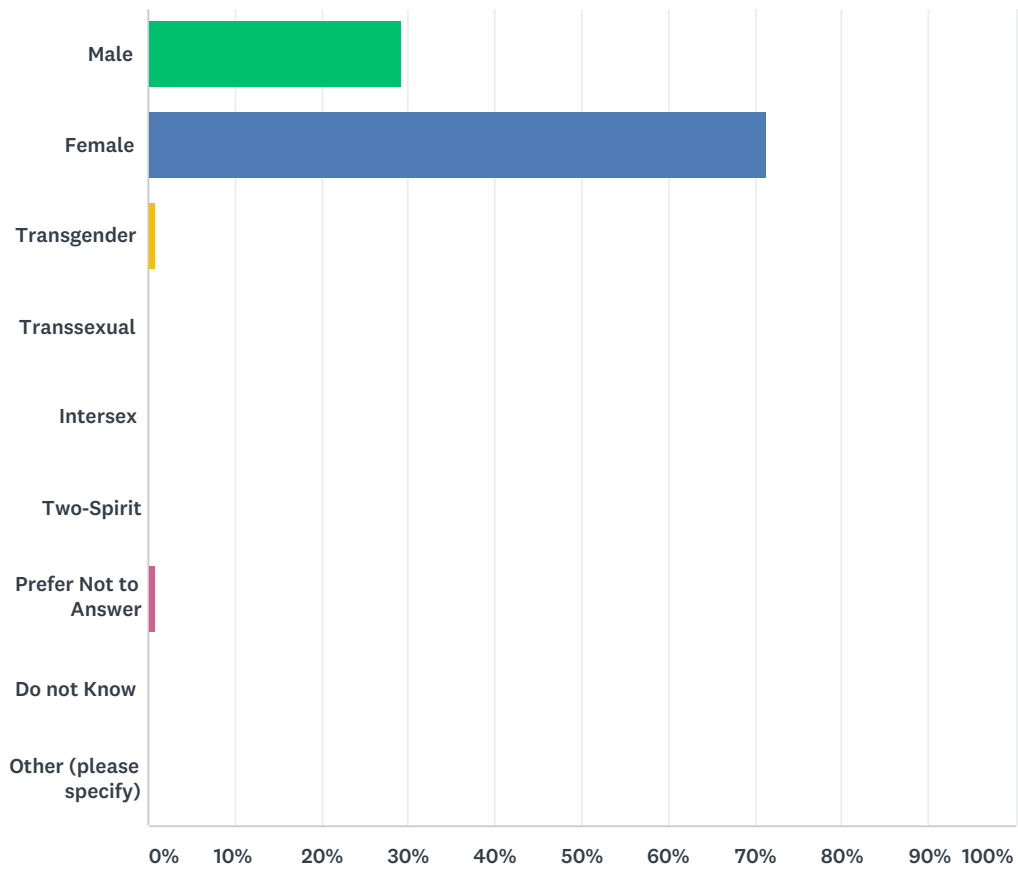
Answered: 137 Skipped: 10



ANSWER CHOICES	RESPONSES	
1-17	20.44%	28
18-24	0.00%	0
25-34	8.03%	11
35-49	38.69%	53
50-64	10.95%	15
65+	16.79%	23
Prefer Not to Answer	5.11%	7
TOTAL		137

Q18 In terms of your sex/gender how do you identify? (Please select all that apply):

Answered: 126 Skipped: 21

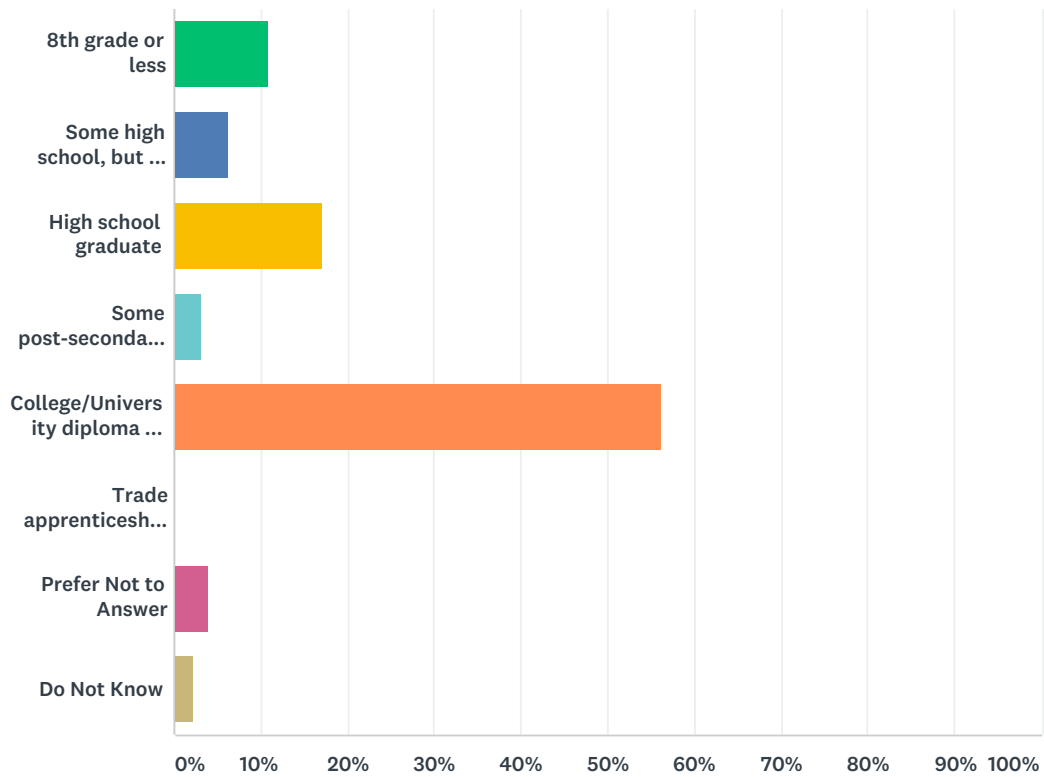


ANSWER CHOICES	RESPONSES	
Male	29.37%	37
Female	71.43%	90
Transgender	0.79%	1
Transsexual	0.00%	0
Intersex	0.00%	0
Two-Spirit	0.00%	0
Prefer Not to Answer	0.79%	1
Do not Know	0.00%	0
Other (please specify)	0.00%	0
Total Respondents: 126		

#	OTHER (PLEASE SPECIFY)	DATE
	There are no responses.	

Q19 What is the highest grade or level of school that you have completed? Please select one.

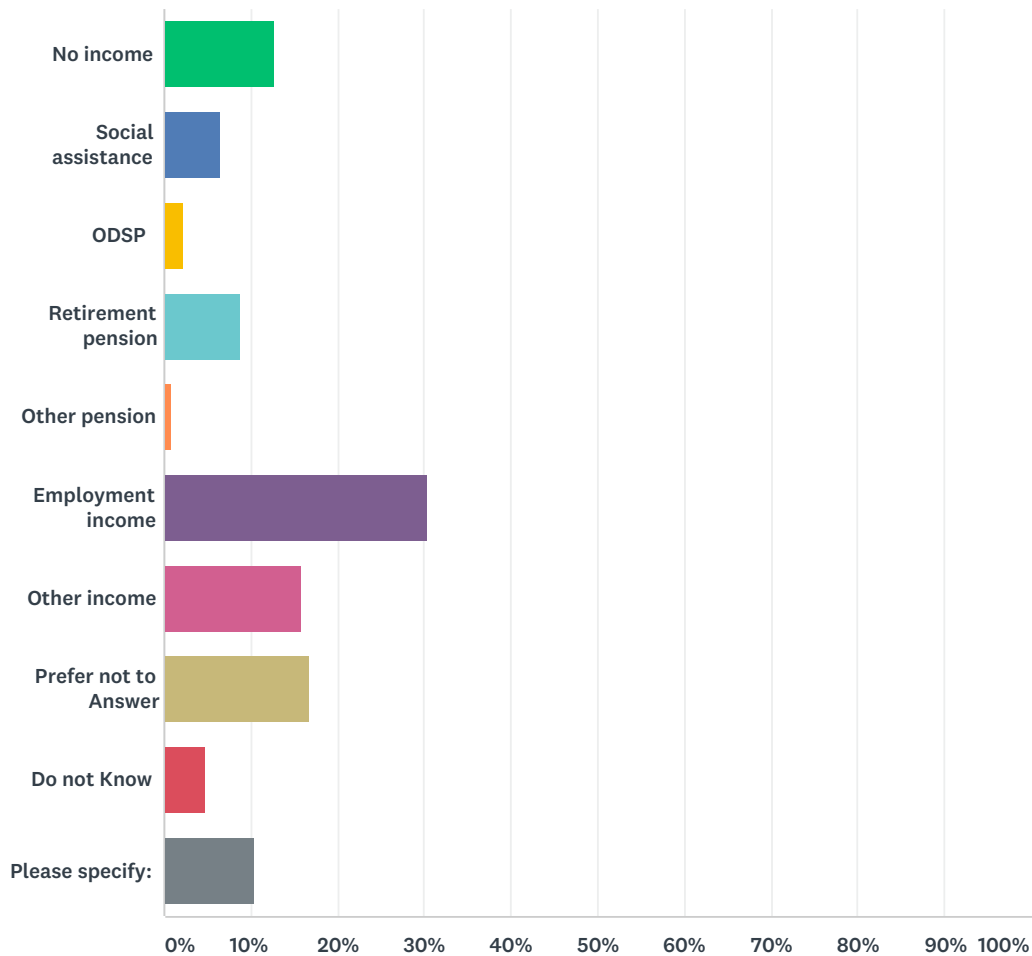
Answered: 128 Skipped: 19



ANSWER CHOICES	RESPONSES	
8th grade or less	10.94%	14
Some high school, but did not graduate	6.25%	8
High school graduate	17.19%	22
Some post-secondary education (2 years or less)	3.13%	4
College/University diploma or degree	56.25%	72
Trade apprenticeship or certificate	0.00%	0
Prefer Not to Answer	3.91%	5
Do Not Know	2.34%	3
TOTAL		128

Q20 What are the sources of income in your household? Please select all that apply.

Answered: 125 Skipped: 22



ANSWER CHOICES	RESPONSES
No income	12.80% 16
Social assistance	6.40% 8
ODSP	2.40% 3
Retirement pension	8.80% 11
Other pension	0.80% 1
Employment income	30.40% 38
Other income	16.00% 20
Prefer not to Answer	16.80% 21
Do not Know	4.80% 6
Please specify:	10.40% 13

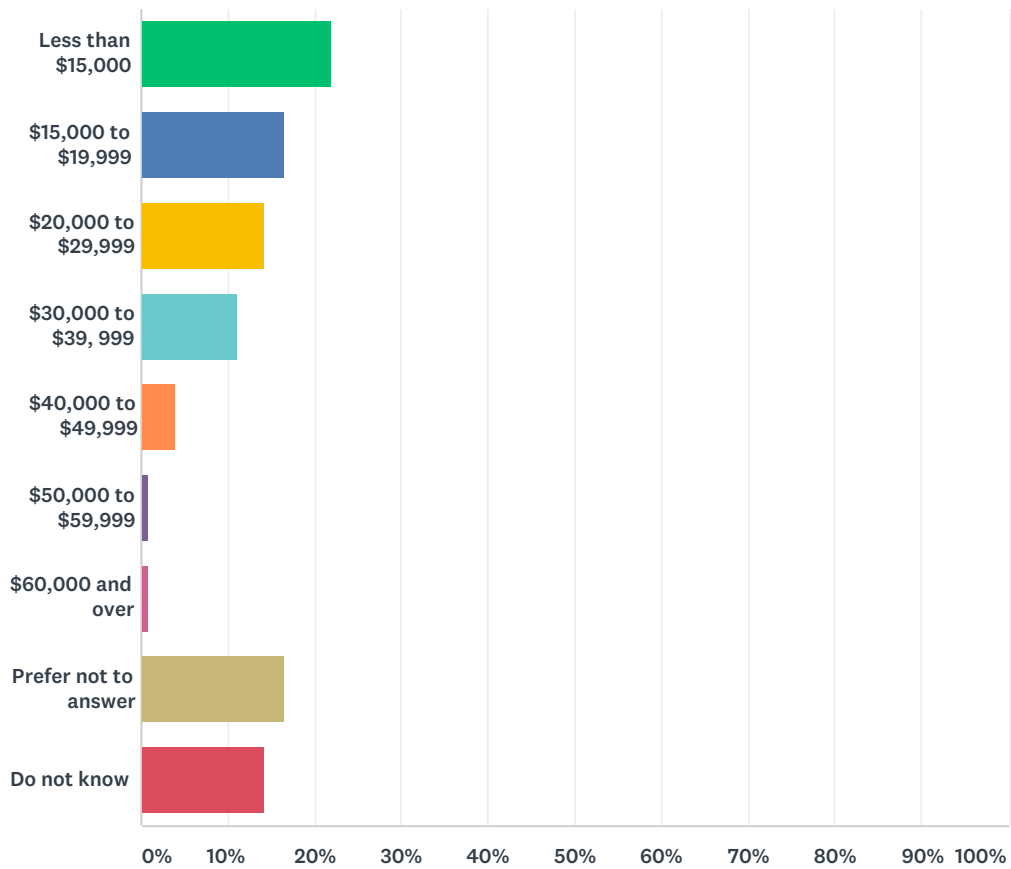
LAMP Client Experience Survey 2017 (East Mississauga site)

Total Respondents: 125

#	PLEASE SPECIFY:	DATE
1	Child support	3/23/2018 2:34 PM
2	Self employed	3/6/2018 8:44 PM
3	Taxi driver	3/5/2018 7:04 PM
4	Old age security	2/28/2018 11:10 AM
5	Self employed	2/21/2018 11:27 AM
6	Self employed	2/10/2018 4:22 PM
7	Self employed	2/10/2018 4:18 PM
8	Self employed	2/10/2018 12:44 PM
9	Teacher	1/16/2018 1:46 PM
10	Private/self employed	1/16/2018 1:41 PM
11	Husband working	1/3/2018 12:16 PM
12	Self employed	11/22/2017 10:32 AM
13	Not sure	11/15/2017 4:49 PM

Q21 What was your total household income in 2016 before taxes (select one)?

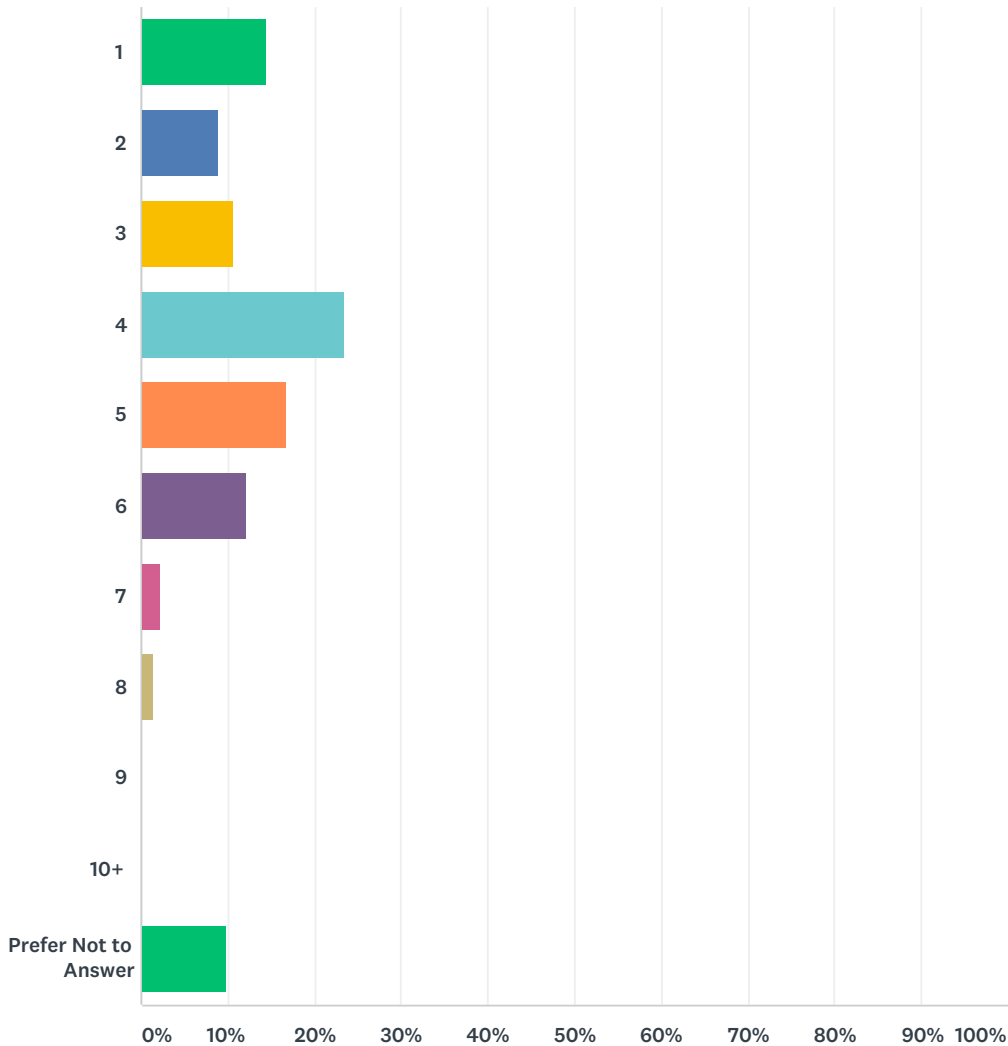
Answered: 127 Skipped: 20



ANSWER CHOICES	RESPONSES	
Less than \$15,000	22.05%	28
\$15,000 to \$19,999	16.54%	21
\$20,000 to \$29,999	14.17%	18
\$30,000 to \$39,999	11.02%	14
\$40,000 to \$49,999	3.94%	5
\$50,000 to \$59,999	0.79%	1
\$60,000 and over	0.79%	1
Prefer not to answer	16.54%	21
Do not know	14.17%	18
TOTAL		127

Q22 How many people in your household (including yourself) are supported by this income? Please select one.

Answered: 132 Skipped: 15



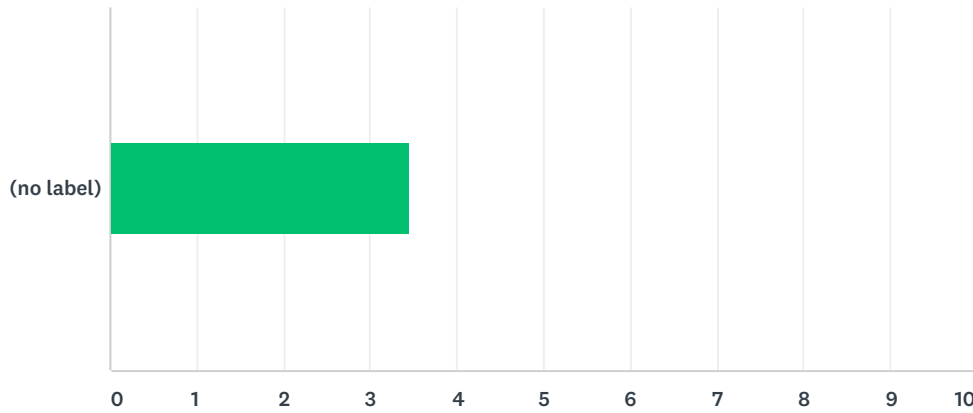
ANSWER CHOICES	RESPONSES	
1	14.39%	19
2	9.09%	12
3	10.61%	14
4	23.48%	31
5	16.67%	22
6	12.12%	16
7	2.27%	3
8	1.52%	2
9	0.00%	0

LAMP Client Experience Survey 2017 (East Mississauga site)

10+	0.00%	0
Prefer Not to Answer	9.85%	13
TOTAL		132

Q23 In general, how would you describe your own health?

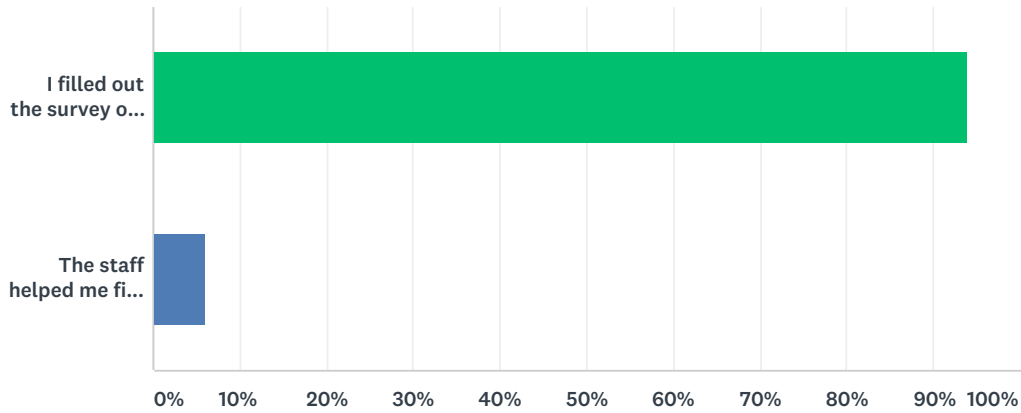
Answered: 131 Skipped: 16



	EXCELLENT	VERY GOOD	GOOD	FAIR	POOR	TOTAL	WEIGHTED AVERAGE
(no label)	12.21% 16	35.11% 46	40.46% 53	9.92% 13	2.29% 3	131	3.45

Q24 Please check one of the following statements that best matches how you completed the survey.

Answered: 132 Skipped: 15



ANSWER CHOICES	RESPONSES	
I filled out the survey on my own.	93.94%	124
The staff helped me fill out the survey.	6.06%	8
TOTAL		132