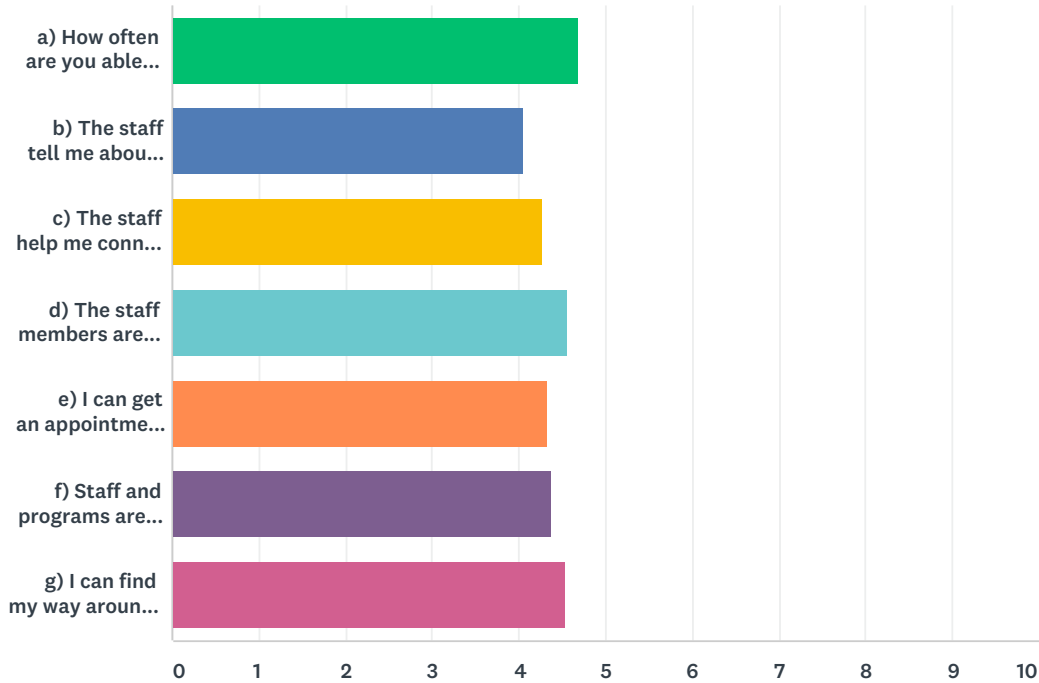


Q1 ACCESS

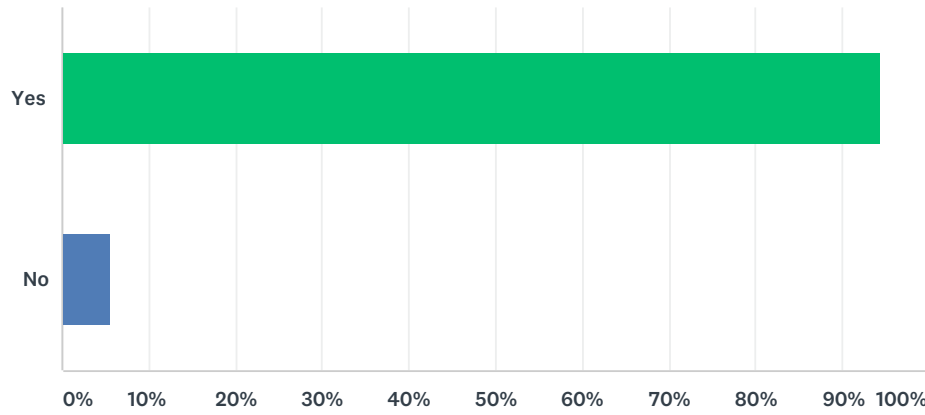
Answered: 474 Skipped: 4



	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?	77.28% 364	7.64% 36	5.73% 27	1.49% 7	1.70% 8	6.16% 29	471	4.68
b) The staff tell me about other LAMP programs and services that are offered within the agency.	45.61% 213	21.63% 101	16.70% 78	5.14% 24	4.71% 22	6.21% 29	467	4.05
c) The staff help me connect to services or supports I need at LAMP CHC or in my community.	53.65% 250	20.17% 94	8.80% 41	4.51% 21	3.86% 18	9.01% 42	466	4.27
d) The staff members are easy to talk to and encourage me to ask questions.	69.49% 328	18.22% 86	7.20% 34	1.48% 7	1.27% 6	2.33% 11	472	4.57
e) I can get an appointment when I need one.	53.10% 248	21.41% 100	10.92% 51	3.21% 15	1.71% 8	9.64% 45	467	4.34
f) Staff and programs are able to meet my mental health needs.	47.39% 218	15.22% 70	10.87% 50	0.87% 4	1.96% 9	23.70% 109	460	4.38
g) I can find my way around the building.	64.74% 303	18.38% 86	10.04% 47	1.50% 7	0.43% 2	4.91% 23	468	4.53

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

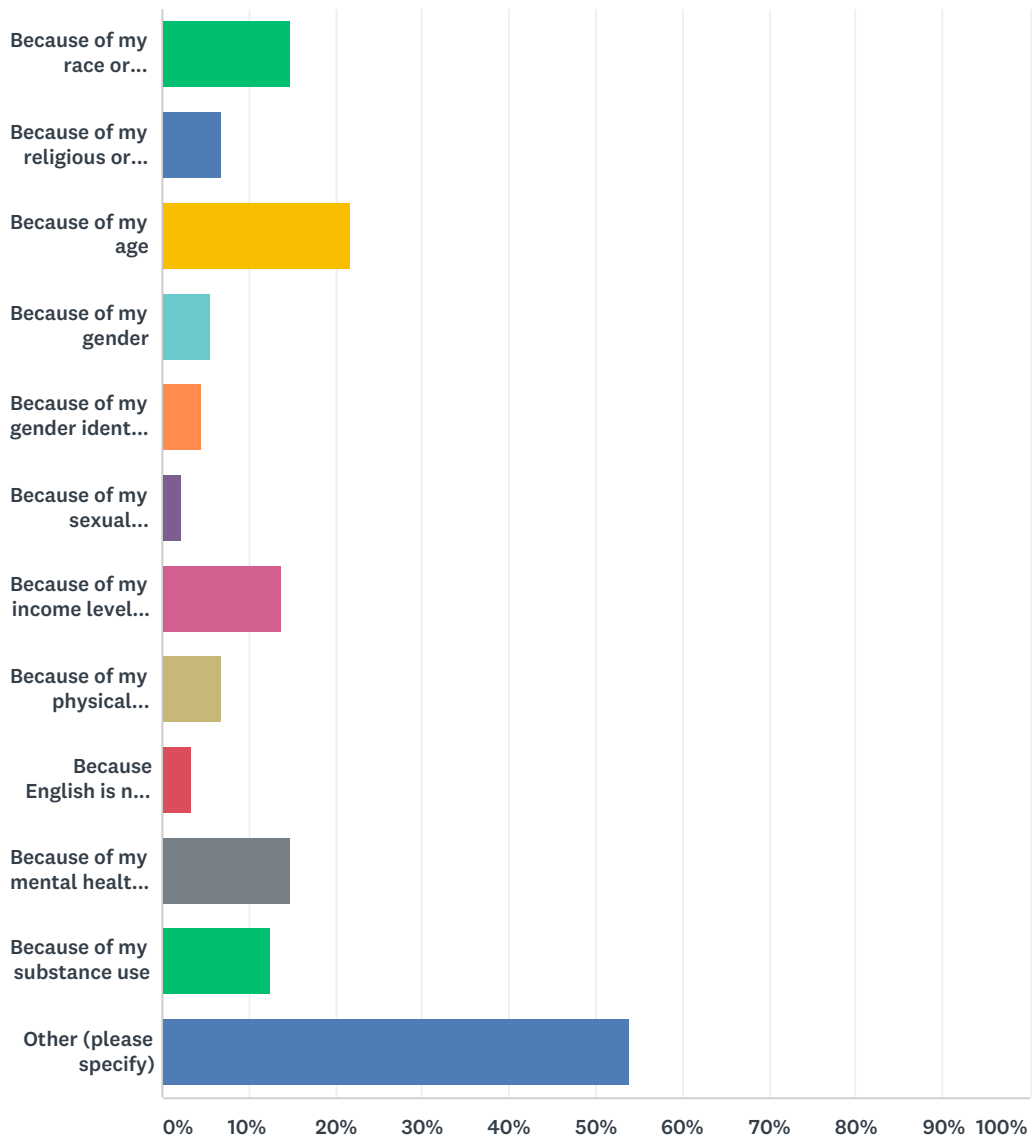
Answered: 465 Skipped: 13



ANSWER CHOICES	RESPONSES	
Yes	94.41%	439
No	5.59%	26
TOTAL		465

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: 87 Skipped: 391



ANSWER CHOICES	RESPONSES	
Because of my race or ethnicity	14.94%	13
Because of my religious or spiritual beliefs	6.90%	6
Because of my age	21.84%	19
Because of my gender	5.75%	5
Because of my gender identity or gender expression	4.60%	4
Because of my sexual orientation	2.30%	2
Because of my income level or employment status	13.79%	12

LAMP Client Experience Survey 2017 (Lakeshore site)

Because of my physical disability	6.90%	6
Because English is not my first language	3.45%	3
Because of my mental health status	14.94%	13
Because of my substance use	12.64%	11
Other (please specify)	54.02%	47
Total Respondents: 87		

#	OTHER (PLEASE SPECIFY)	DATE
1	I always feel comfortable and welcome	4/6/2018 2:57 PM
2	Always feel comfortable	4/6/2018 11:21 AM
3	Because of staff is incompetent	3/12/2018 10:57 AM
4	staff judge me for being an addict	3/5/2018 5:39 PM
5	n/a	2/28/2018 10:56 AM
6	Children and youth are here @ Ray because they need to learn and connect.	2/20/2018 8:17 PM
7	ISOLATION	2/20/2018 8:13 PM
8	i do feel comfortable	2/20/2018 7:41 PM
9	i can make friends	2/20/2018 7:38 PM
10	I am a drug user with mental health	2/20/2018 5:32 PM
11	n/a	2/16/2018 4:34 PM
12	na	2/16/2018 4:25 PM
13	i do feel comfortable	2/16/2018 4:20 PM
14	because of suspected substance abuse	2/16/2018 4:17 PM
15	watching me. staff can make me feel like im doing something wrong	2/16/2018 2:47 PM
16	im homeless	2/16/2018 2:42 PM
17	n/a	2/16/2018 2:25 PM
18	N/A SUPER STAFF!!	2/9/2018 12:58 PM
19	I always feel comfortable & welcome	2/1/2018 2:35 PM
20	General Services	1/29/2018 1:12 PM
21	N/A	1/29/2018 11:24 AM
22	no reason	1/25/2018 6:35 PM
23	none	1/25/2018 4:41 PM
24	i do feel comfortable	1/25/2018 4:41 PM
25	Always welcomed	1/25/2018 3:26 PM
26	NOT APPLICABLE	1/25/2018 3:23 PM
27	I always feel welcome	1/25/2018 3:14 PM
28	I am a white older male ,everyone hates me.	1/25/2018 1:12 PM
29	N/A	1/23/2018 10:46 AM
30	The staff is not always easy to talk to	1/19/2018 12:57 PM
31	I always feel comfortable	1/19/2018 11:43 AM
32	N/a	1/15/2018 10:36 PM

LAMP Client Experience Survey 2017 (Lakeshore site)

33	I don't look poor,but I don't look rich	1/15/2018 2:03 PM
34	being coming here for 15 years ,single dad	1/15/2018 1:03 PM
35	I always feel welcome.	1/15/2018 12:10 PM
36	no comment	1/11/2018 10:43 AM
37	...	12/15/2017 8:49 PM
38	oi9ujio	12/15/2017 8:46 PM
39	i dont come here often	12/15/2017 8:45 PM
40	NONE	12/15/2017 7:25 PM
41	I FEEL SAFE ALWAYS	12/15/2017 7:12 PM
42	ok here at LAMP	12/11/2017 3:06 PM
43	Staff is friendly and corteous	12/11/2017 1:17 PM
44	BECAUSE	11/29/2017 5:30 PM
45	when some people are intoxicated and violent	11/25/2017 3:42 PM
46	I always feel comfortable with my friends.	11/22/2017 1:26 PM
47	NONE OF THEM ABOVE	11/20/2017 4:13 PM

Q4 Please explain your selection(s) above:

Answered: 64 Skipped: 414

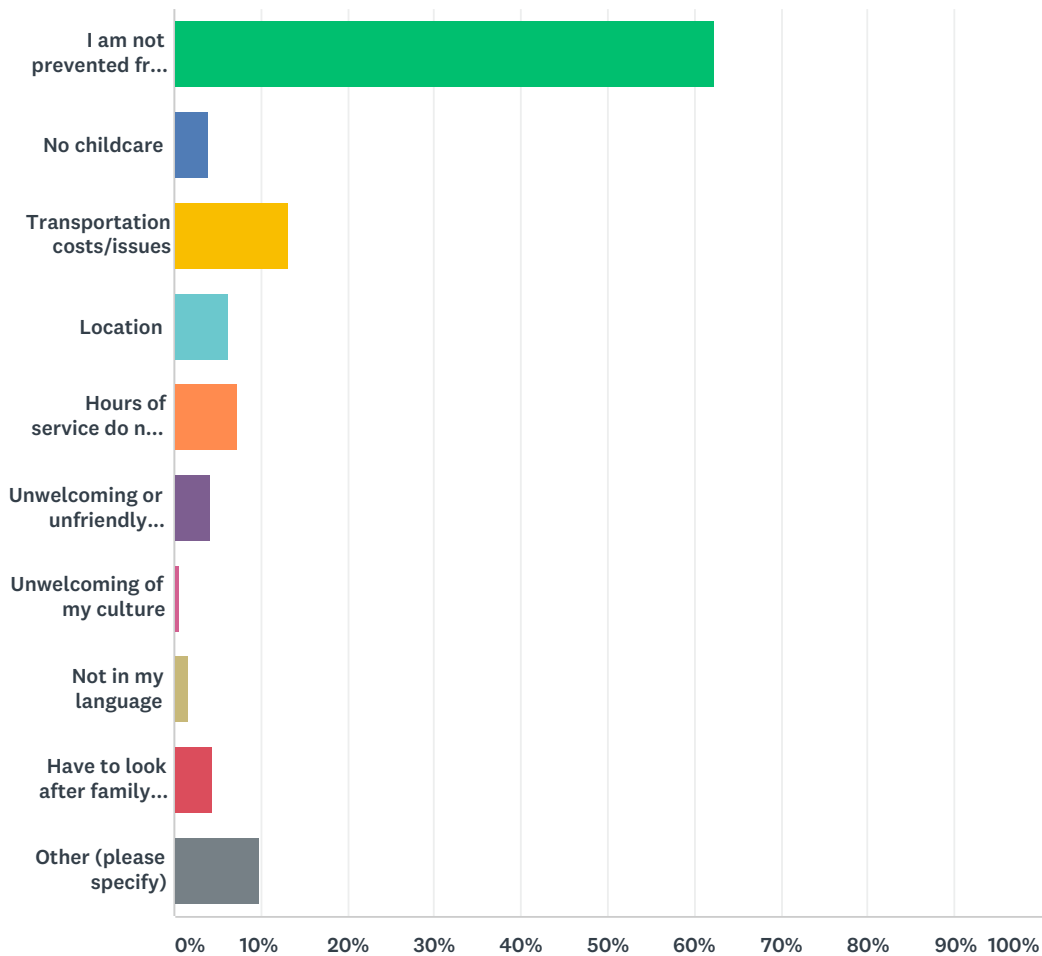
#	RESPONSES	DATE
1	The crack heads in the toilet all the time	4/6/2018 2:29 PM
2	N/A	4/6/2018 2:23 PM
3	N/A	4/6/2018 2:18 PM
4	N/A	4/6/2018 2:13 PM
5	N/A	4/6/2018 2:09 PM
6	I'm always comfortable here	4/6/2018 12:32 PM
7	Always feel comfortable	4/6/2018 12:07 PM
8	When ever I enter the building if I am looking around someone always asks can I help you.	4/6/2018 11:54 AM
9	Always feel comfortable	4/6/2018 11:49 AM
10	Always feel comfortable	4/6/2018 11:34 AM
11	Needs help- blindness	4/3/2018 9:12 AM
12	- get called sir even though i dont identify as a man all the time by one reception desk staff - signs in building are old and don't make sense - get shamed for asking for drug use kits at reception. reception staff needs to be better trained or get new staff	3/26/2018 10:55 AM
13	Nice people	3/13/2018 10:19 AM
14	Doctor didn't help with anything I needed Overdosing on drugs as a mother I should not be scared shouldn't have kids and harm reduction in the same area	3/12/2018 10:57 AM
15	Comment on 1. b) Some people Comment on 1. f) Staff are not aware of my mental health needs -- I stopped coming here because staff do not accommodate my physical disability. I only visit occasionally to visit staff who are nice to me.	3/5/2018 5:45 PM
16	I get dirty looks from staff. They think I'm just a junkie and don't want to see me. I don't feel welcome.	3/5/2018 5:39 PM
17	Dont know what to say...I feel somewhat a disconnect.	2/20/2018 8:25 PM
18	It,s always helpful @ Ray that,s how we all learn.	2/20/2018 8:17 PM
19	THERE IS NO BRIDGING OF THE GENERATIONAL GAP	2/20/2018 8:13 PM
20	i like yo smoke	2/20/2018 8:01 PM
21	None, because the program helps all my needs.	2/20/2018 7:47 PM
22	no	2/20/2018 5:42 PM
23	not all programs are supportive	2/20/2018 5:32 PM
24	don't feel welcome at lamp	2/16/2018 4:31 PM
25	I cant keep a job cause I can't keep up with the rest of people. Sometimes when I'm walking down the street I get mugged	2/16/2018 4:28 PM
26	sometimes staff assumes substance abuse is going on in bathrooms which is not right	2/16/2018 4:17 PM
27	the new bosses - executives made protocol to get rid of me because I'm outspoken and homeless	2/16/2018 2:42 PM
28	a volunteer who is no longer a volunteer at lamp basically said there was no god and tried to make me feel silly for believing.	2/16/2018 2:29 PM
29	very helpful information	2/16/2018 2:25 PM

LAMP Client Experience Survey 2017 (Lakeshore site)

30	yes usually though my attempt recently to ask about the February calendar was received with a" we won't be changing it from January because we don't have staff to do it.It fell a little curt and unfriendly for keeping community boards up to date should be a priority ,the first thing i look at to find out what's going on in the building and community.	2/8/2018 1:15 PM
31	Always feel comfortable.	2/6/2018 10:56 AM
32	not every time really like that,this not a big issue	2/5/2018 1:44 PM
33	Not every time really like that ,this not a big issue	2/5/2018 1:43 PM
34	N/A	1/25/2018 3:23 PM
35	Never	1/23/2018 10:59 AM
36	Staff member called me a junkie	1/23/2018 10:50 AM
37	The staff is really friendly	1/19/2018 11:43 AM
38	Been comming here 24 yrs. I have always felt welcome!!	1/19/2018 10:32 AM
39	They call police on people and people are concern with it	1/17/2018 2:22 PM
40	Start-Judy-Is rude,loud, judgemental,neglectful,conventional	1/17/2018 11:31 AM
41	Some staff members make lots of negative comments about clients in front of other clients. Judgemental comments as well as some breaches in confidentiality (talking about private matters). This creates negative atmosphere. I often feel like hiding from staff because I've heard their gossip about others, so I worry that they can gossip about me too.	1/16/2018 3:21 PM
42	Very helpful + breakfast + lunch	1/16/2018 3:04 PM
43	friendly & Helpful service Always there to help	1/16/2018 1:35 PM
44	I always feel comfortale	1/16/2018 1:33 PM
45	being coming here for 15 years ,single dad. I attended many routine classes.dad's groups. My favorite one incredible years	1/15/2018 1:03 PM
46	I love the program. My child loves it.	1/15/2018 12:10 PM
47	None. Great welcome	1/9/2018 3:54 PM
48	The area is accessible and the area also.	12/18/2017 10:34 AM
49	We feel welcome here. We have felt that the location has always tried to be inclusive, and this has always been notable the posters on the wall and the variety of drop-ins offered.	12/16/2017 12:52 AM
50	oikj	12/15/2017 8:46 PM
51	because	12/15/2017 8:05 PM
52	NONE	12/15/2017 7:25 PM
53	Sometimes people make fun of me because of the way I look and my age at the RAY program.	12/15/2017 6:37 PM
54	i feel comfortable talking to people here	12/11/2017 3:11 PM
55	Staff are always pleasant and always encourage to give a helping hand	12/11/2017 2:29 PM
56	I have Social anxiety so am uncomfortable in public often	12/11/2017 2:06 PM
57	I get all my needs	12/11/2017 1:09 PM
58	I was afraid , low self-esteem most of my life.	11/28/2017 12:31 PM
59	Receptionist usually smiles and greets	11/28/2017 12:04 PM
60	always feel comfortable connecting here	11/25/2017 7:16 PM
61	my friends are here	11/25/2017 3:47 PM
62	-have felt discriminated against because of my homeless status -shame around drug mis-use was told by a staff member "we don't want junkies here"	11/25/2017 3:30 PM
63	none of the above.	11/22/2017 1:26 PM
64	NONE OF THEM ABOVE	11/20/2017 4:13 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: 380 Skipped: 98



ANSWER CHOICES	RESPONSES	
I am not prevented from attending	62.37%	237
No childcare	3.95%	15
Transportation costs/issues	13.16%	50
Location	6.32%	24
Hours of service do not work for me	7.37%	28
Unwelcoming or unfriendly environment	4.21%	16
Unwelcoming of my culture	0.53%	2
Not in my language	1.58%	6
Have to look after family member	4.47%	17
Other (please specify)	9.74%	37

LAMP Client Experience Survey 2017 (Lakeshore site)

Total Respondents: 380

#	OTHER (PLEASE SPECIFY)	DATE
1	N/A	4/6/2018 2:38 PM
2	N/A	4/6/2018 12:08 PM
3	Always welcome	4/6/2018 11:54 AM
4	pleasing	4/6/2018 11:50 AM
5	I don't know the servicesi	3/13/2018 10:23 AM
6	Attendant care. My volunteer position is gone for good.	3/5/2018 5:46 PM
7	Personal schedule is my problem. Not centre problem.	2/28/2018 12:01 PM
8	n/a	2/28/2018 11:31 AM
9	all ok!	2/28/2018 10:56 AM
10	Lack of knowledge of programs available	2/21/2018 3:58 PM
11	father is dying	2/16/2018 4:29 PM
12	feel judged	2/16/2018 2:42 PM
13	n/a	2/16/2018 2:25 PM
14	Cost is a issue (ttc tokens)	2/13/2018 3:35 PM
15	WOULD LIKE MORE EVENINGS BOOKING	2/9/2018 12:59 PM
16	none	1/30/2018 4:30 PM
17	Health problems	1/30/2018 3:49 PM
18	none	1/25/2018 4:42 PM
19	non of the above	1/25/2018 4:42 PM
20	I have no idea about this plan	1/23/2018 1:06 PM
21	For events adults	1/19/2018 10:39 AM
22	Bad weather	1/17/2018 12:04 PM
23	Hours are fine. I miss Fridays	1/17/2018 11:32 AM
24	None of the above	1/16/2018 2:49 PM
25	difficult to access most OEYC - they are often in basements and with twins it is very difficult to get into a non accessible location. I either have to carry them both at teh same time or leave one in the stroller and bring the other in. Neither are great options.	1/15/2018 1:42 PM
26	Parking is sometimes difficult at 5th street	1/15/2018 11:29 AM
27	Work schedule	1/10/2018 12:35 PM
28	No access for getting inside the building: there are no ramps at entrances.for a walker's users	1/9/2018 4:05 PM
29	None	1/9/2018 3:55 PM
30	work schedule	1/8/2018 2:17 PM
31	Adult drop in is often too noisy, there is often violence in the space.	12/19/2017 4:46 PM
32	N/A	12/16/2017 12:38 AM
33	uikj+	12/15/2017 8:46 PM
34	NHIOHUU	12/15/2017 7:24 PM
35	OK here at LAMP	12/11/2017 3:06 PM
36	distance	12/11/2017 1:40 PM
37	none	12/11/2017 1:09 PM

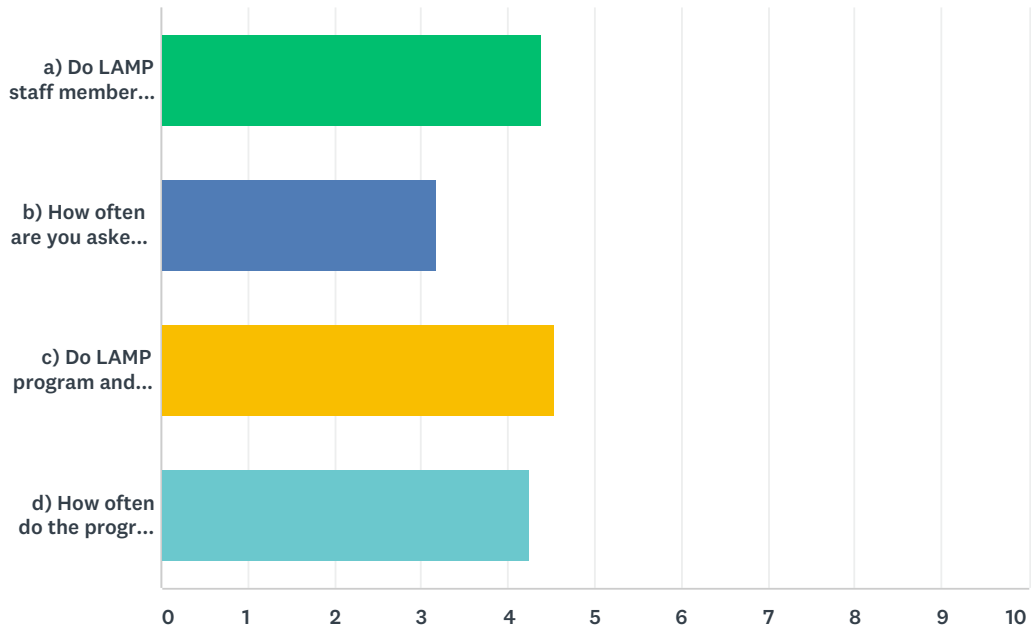
Q6 Please explain your selection(s) above:

Answered: 59 Skipped: 419

#	RESPONSES	DATE
1	N/A	4/6/2018 2:23 PM
2	N/A	4/6/2018 2:19 PM
3	N/A	4/6/2018 2:14 PM
4	No issues attending	4/6/2018 12:32 PM
5	Difficult to work	4/6/2018 12:16 PM
6	don't have a alot of money to buy token	4/6/2018 10:48 AM
7	can we have tokens for appointments please I am not very mobeil	3/26/2018 11:01 AM
8	receptionist isnt nice	3/26/2018 10:56 AM
9	I just know about my family doctor	3/13/2018 10:23 AM
10	Lamp isn't a great location	3/13/2018 9:32 AM
11	Should have more translators for polish and Russian speaking people	3/12/2018 10:59 AM
12	I use a powerchair to get around. LAMP staff are not equipped to help me.	3/5/2018 5:46 PM
13	I don't think staff want addicts around. They looked scared.	3/5/2018 5:45 PM
14	Night work-Daily sleep	2/28/2018 12:01 PM
15	Too far and not easy to locate	2/28/2018 11:40 AM
16	I work full time and have found that few options available outside M-F 9-5	2/27/2018 11:19 AM
17	I,m always welcome to attend and ask questions.	2/20/2018 8:22 PM
18	No one to watch my kids.	2/20/2018 8:06 PM
19	dwll in Brampton	2/20/2018 7:51 PM
20	It's far, needs transportation help	2/20/2018 7:50 PM
21	the fare keeps increasing for ttc when wether is bad I cant get here easily	2/20/2018 5:48 PM
22	no I only like two staff here that's where my loyalty lies and when their not here then im gone	2/20/2018 5:43 PM
23	people look at me different they know I use drugs they don't trust me in the bathroom I don't have the same privacy other people get	2/20/2018 5:33 PM
24	I live in Brampton, so it is not a short drive.	2/20/2018 1:02 PM
25	dirty looks from staff and sometimes they knock on the bathroom door	2/16/2018 4:32 PM
26	Transportation is a problem because I am blind and I need an assistant	2/14/2018 10:41 AM
27	Remark P I am going to drug treatment tomorrow but they will not/refuse me a 2 tokens to come and go LGK	2/13/2018 3:24 PM
28	programs and services should have flexible hours for after work time	2/12/2018 2:11 PM
29	I do not attend much here anymore though i do connect others to the building.	2/8/2018 1:16 PM
30	Bad weather and disabilities	2/7/2018 4:41 PM
31	Nutritional program hours	2/7/2018 11:58 AM
32	I am not able to participate in group or family activities as I no longer live in the area	2/6/2018 2:33 PM
33	I am not able to attend due to my time limitations only	2/2/2018 1:32 PM
34	I was on trip with my family	2/1/2018 2:23 PM

Q7 QUALITY

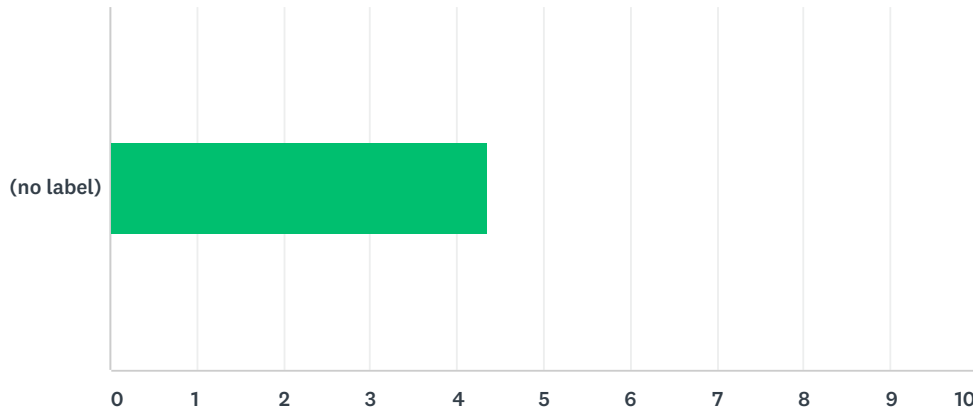
Answered: 455 Skipped: 23



	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?	60.93% 276	24.94% 113	10.15% 46	1.10% 5	2.87% 13	453	4.40
b) How often are you asked to give input into the programs and services you use?	17.54% 77	24.37% 107	30.75% 135	14.35% 63	12.98% 57	439	3.19
c) Do LAMP program and service providers treat you like an equal when you look at what is best for your life?	68.12% 297	22.71% 99	6.88% 30	0.69% 3	1.61% 7	436	4.55
d) How often do the programs and services offered by LAMP meet your needs?	48.30% 213	34.24% 151	12.93% 57	2.04% 9	2.49% 11	441	4.24

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

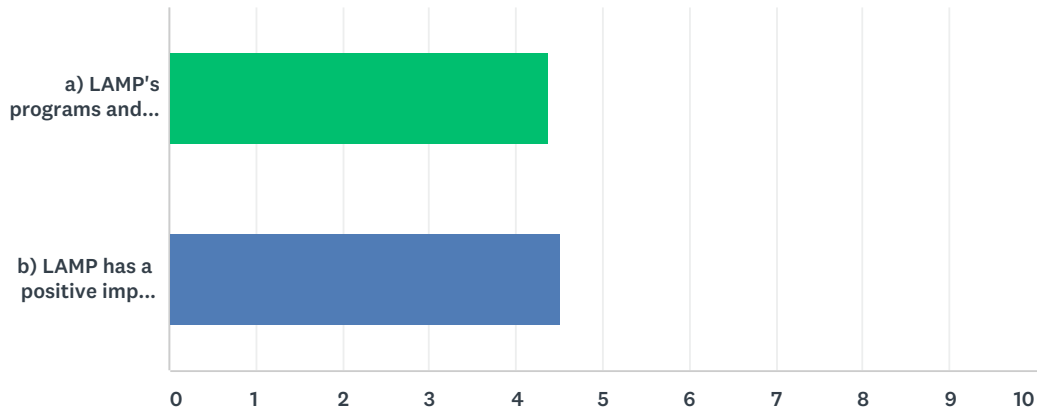
Answered: 452 Skipped: 26



	EXCELLENT	VERY GOOD	GOOD	FAIR	POOR	TOTAL	WEIGHTED AVERAGE
(no label)	53.98% 244	32.30% 146	9.96% 45	1.99% 9	1.77% 8	452	4.35

Q9 OUTCOME

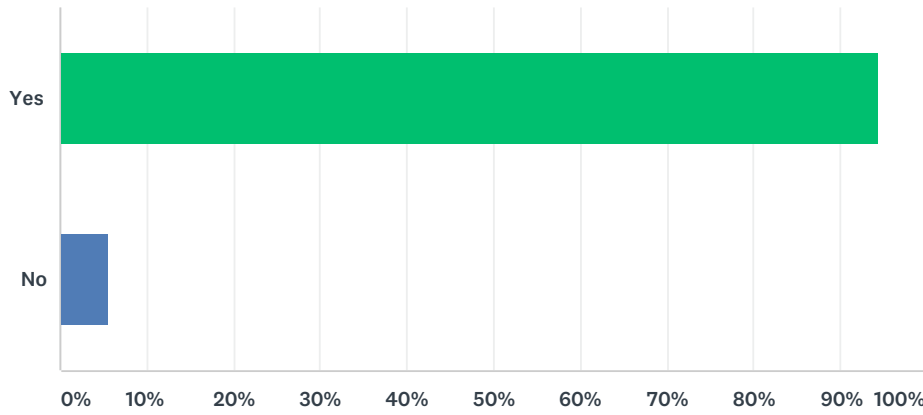
Answered: 450 Skipped: 28



	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.	48.88% 218	38.57% 172	5.83% 26	1.79% 8	1.35% 6	3.59% 16	446	4.37
b) LAMP has a positive impact on my community.	57.97% 251	34.18% 148	3.46% 15	1.62% 7	0.46% 2	2.31% 10	433	4.51

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

Answered: 446 Skipped: 32



ANSWER CHOICES	RESPONSES	
Yes	94.39%	421
No	5.61%	25
TOTAL		446

Q11 Please explain your answer:

Answered: 136 Skipped: 342

#	RESPONSES	DATE
1	Nice doctors	4/6/2018 2:23 PM
2	Nice doctors	4/6/2018 2:19 PM
3	Nice doctors	4/6/2018 2:15 PM
4	I have told seniors in my area that, Lamp is there to answer their questions and to provide help	4/6/2018 12:51 PM
5	I think the programs are good	4/6/2018 12:45 PM
6	Lamp was a great help to my grand daughter and nephew so I would refer any person that needs their program	4/6/2018 12:40 PM
7	I believe, I've recommended Lamp to a couple of people	4/6/2018 12:34 PM
8	Very good care and service	4/6/2018 12:09 PM
9	I come to get my feet done	4/6/2018 11:45 AM
10	I am new to Lamp, still I feel comfortable to refer someone else	4/6/2018 11:18 AM
11	It is a good community	4/6/2018 11:08 AM
12	Service valuable to the community	4/6/2018 11:03 AM
13	If needed I would refer them	4/3/2018 9:16 AM
14	the receptonist	3/26/2018 10:57 AM
15	I like	3/13/2018 10:24 AM
16	Comment on 7. a) <-- Not now --- Because of the way I've been treated here.	3/5/2018 5:46 PM
17	People in my family are addicts. I don't want them to feel how I feel coming here.	3/5/2018 5:45 PM
18	Accessible-Friendly-multi services-open-etc	2/28/2018 12:01 PM
19	Yes-But it takes a long time	2/28/2018 11:31 AM
20	Have recommended Among Friends & family MBR is interested	2/28/2018 10:59 AM
21	Most of my family comes here	2/28/2018 10:51 AM
22	friendly doctors and easy to make appointments	2/28/2018 10:47 AM
23	well' I know this services exist like going 20 years back. There was a time when I needed some help with housing and I was referred by someone in the community at that time.	2/20/2018 8:29 PM
24	I was refer to lamp @ one point to see a lawyer and he was very informing to let me know all my details.	2/20/2018 8:25 PM
25	THERE ARE NO SERVICES THAT ARE NEEDED BY MY AGE GROUP	2/20/2018 8:16 PM
26	Great space to be.	2/20/2018 8:07 PM
27	I LOVE MY FMAILY	2/20/2018 7:54 PM
28	Can always learn something new at the center and always friendly	2/20/2018 7:51 PM
29	i enjoy being here and also i would like my friends to experience the same.	2/20/2018 7:43 PM
30	my happy place	2/20/2018 5:48 PM
31	no	2/20/2018 5:44 PM
32	only to drop in not to other medical because other medical is not good to people who use drugs	2/20/2018 5:34 PM
33	They help everyone.	2/20/2018 1:02 PM

LAMP Client Experience Survey 2017 (Lakeshore site)

34	Very welcoming and friendly/helpful place.	2/20/2018 12:59 PM
35	great place	2/16/2018 4:23 PM
36	judgmental. they want to work against you and not with you	2/16/2018 4:17 PM
37	only certain programs with certain staff	2/16/2018 2:47 PM
38	I say no and disagree but what I really mean is not anymore	2/16/2018 2:43 PM
39	to help someone	2/16/2018 2:26 PM
40	Excellent Services provided	2/15/2018 11:42 AM
41	We should share the good things.	2/15/2018 10:53 AM
42	n/a	2/13/2018 3:26 PM
43	Never gives positive input always negative	2/13/2018 3:24 PM
44	Friendly staff and always given options for services provided.	2/13/2018 10:59 AM
45	For the newcomers it's best for them to go to a community center ,so they could ask questions that be answered by the staff of the community.	2/12/2018 2:13 PM
46	friend	2/12/2018 2:09 PM
47	YES BUT YOU ONLY ACCEPT PEOPLE WITHIN A CERTAIN CATCHMENT AREA. LAMP has been great for us. We have an Autistic Son required numerous services in the past :)	2/9/2018 1:02 PM
48	My family has been using LAMP for over 20 years	2/9/2018 12:56 PM
49	I have always appreciated the multi-faceted services f LAMP.	2/8/2018 1:17 PM
50	I refer many friends to this centre	2/5/2018 1:46 PM
51	My son	2/5/2018 1:32 PM
52	Staff of the programs and services we use are very good and helpful.	2/5/2018 1:29 PM
53	Staff is friendly, LAMP has programs for variety levels of age + mental abilities	2/2/2018 1:33 PM
54	They can get help	2/1/2018 2:36 PM
55	It's awesome facility!	2/1/2018 2:33 PM
56	Because it would be fun	1/30/2018 4:31 PM
57	Convenient location and wait times are reasonable	1/29/2018 2:54 PM
58	I have referred many women (friends) to LAMP for diff.reasons,all beneficial.	1/29/2018 1:37 PM
59	It's east to get too and everyone who works there is very happy and helpful	1/29/2018 11:39 AM
60	I recommend LAMP highly	1/29/2018 11:33 AM
61	The waiting list to access services is very long	1/26/2018 12:49 PM
62	I would recomend LAMP to anyone	1/26/2018 11:29 AM
63	Good for support answers and socializing	1/25/2018 3:26 PM
64	Great service for children	1/25/2018 3:24 PM
65	Love the services, always suggest to other nannies	1/25/2018 3:18 PM
66	Great for the kids	1/25/2018 3:04 PM
67	Great for child to socialize	1/25/2018 3:01 PM
68	started Lamp when my baby was 2 months allowed me to meet other parents recommended to new parents	1/25/2018 2:53 PM
69	Very good	1/24/2018 5:06 PM
70	All my family comes here	1/23/2018 10:59 AM
71	Always have had an excellent experience	1/23/2018 10:53 AM
72	If is help anyone of any age group to assist the numerous services offered.	1/19/2018 1:01 PM

LAMP Client Experience Survey 2017 (Lakeshore site)

73	friendly, helpful and caring staff	1/19/2018 12:54 PM
74	This is a good community center and friendly	1/19/2018 11:44 AM
75	Very helpful, informative	1/19/2018 10:42 AM
76	Because they are always good facilities at the LAMP	1/19/2018 10:37 AM
77	Yes I would, I think LAMP is great for anyone they offer many different cares here	1/19/2018 10:34 AM
78	Staff are very helpful and recommends people in the community	1/17/2018 11:23 AM
79	Some parts of LAMP don't always feel safe (esp. for women and more quiet types).	1/16/2018 3:25 PM
80	LAMP services help everyone.	1/16/2018 3:10 PM
81	Because LAMP CHC is wheeling to engage in helps everyone in need.	1/16/2018 3:07 PM
82	My doctor is here.	1/16/2018 3:05 PM
83	Yes, it is helpful and has very good programs and services.	1/16/2018 2:54 PM
84	In my darkest time, LAMP CHC supported and still supports me. Thanks you for everything	1/16/2018 2:12 PM
85	Lamp is a community service which help our community	1/16/2018 1:37 PM
86	Good experience	1/15/2018 10:19 PM
87	They offer so many resources for my growing family. Thank you!!!	1/15/2018 8:42 PM
88	I and my kids have had wonderful experiences at LAMP locations.	1/15/2018 6:10 PM
89	lamp rarely fulfills services called to get a doctors appointment unable to book anything for over one month.	1/15/2018 2:06 PM
90	friend	1/15/2018 2:01 PM
91	As a new mother, The LAMP programs got me out of the house and gave me the ability to connect with other families. The resources and conversations in baby club help ease my new mother fears. I now use lamp and/or affiliated programs at least once a week. It's always a positive experience for me and my children.	1/15/2018 1:26 PM
92	I constantly refer friends and family. I love this program.	1/15/2018 12:12 PM
93	Already have. Baby Club, family doctors, early years Centre, BBQ's etc	1/15/2018 10:54 AM
94	Great baby club run by Yenny - fun atmosphere and pertinent guest speakers.	1/15/2018 10:18 AM
95	Since the first time my family members and me received services from lamp we were well treated and we got our needs fulfilled.	1/10/2018 12:37 PM
96	Started to come to LAMP in 1995. Here had an excellent care from all the doctors + staff. I highly recommend LAMP.	1/9/2018 4:13 PM
97	My wife comes here when she needs to see a doctor.	1/9/2018 4:00 PM
98	Use health care for family as well as counting services! and get all to out of them.	1/9/2018 3:57 PM
99	My daughter and granddaughter use LAMP's services as well.	1/9/2018 3:51 PM
100	great community support	1/8/2018 2:22 PM
101	since the first time my family members and me received services from lamp we were well treated and we got our needs fulfilled	1/8/2018 2:18 PM
102	because it was many different programs,for different ages also a great medical staff.	1/8/2018 2:09 PM
103	I find the environment inclusive and caring. So I will encourage others to join.	12/19/2017 5:02 PM
104	I actually do refer friends and family here when I hear they're having health problems.	12/19/2017 4:53 PM
105	I would refer a family member or friend. because a family member spoke highly of lamp and their services and i agree to that.	12/18/2017 12:34 PM
106	Because the service is great the staff members are very professional.	12/18/2017 10:36 AM
107	Many thanks for your outstanding services and programs for seniors!	12/16/2017 1:24 AM

LAMP Client Experience Survey 2017 (Lakeshore site)

108	My husband and I have all services, especially for health's issues. We are both are happy and satisfied with our LAMP Community Health Centre activities!	12/16/2017 1:21 AM
109	Thank you for outstanding health services!	12/16/2017 1:15 AM
110	My sister was my reference.	12/16/2017 12:58 AM
111	Services are available for a variety of subject matters and no or limited wait times.	12/16/2017 12:54 AM
112	My family doctor Dr.J. Burden is very knowledgeable, proactive and takes care of my family health and well-being.	12/16/2017 12:42 AM
113	ki	12/15/2017 8:46 PM
114	friendly	12/15/2017 8:26 PM
115	NICE	12/15/2017 7:26 PM
116	its fun	12/15/2017 6:47 PM
117	i love RAY!	12/15/2017 6:39 PM
118	LAMP is well organized and have many resources for all.	12/11/2017 2:07 PM
119	if i would help sure	12/11/2017 1:37 PM
120	Because my needs are always tacking care in a timely Fashion	12/11/2017 1:10 PM
121	they very much help you	12/11/2017 12:57 PM
122	my daughter	12/4/2017 12:17 PM
123	my daughter	12/4/2017 12:16 PM
124	refer friend and neighbours	12/4/2017 11:35 AM
125	to share the benefit together	12/4/2017 11:30 AM
126	This is a very safe and secure place to be yourself and you can always come here for help with anything	11/29/2017 4:47 PM
127	I am very happy with your service!	11/28/2017 12:50 PM
128	Because what you don't know can hurt you	11/28/2017 12:46 PM
129	It's better with a worker than a friend or family!	11/28/2017 12:40 PM
130	I just like how there helping	11/25/2017 7:17 PM
131	Too much violence from some clients. Lots of stolen items. (clothing threats to women...	11/25/2017 7:03 PM
132	good variety of services all under one roof and close to my residence	11/25/2017 3:57 PM
133	many services available	11/25/2017 3:43 PM
134	I am very happy to be a student at LAMP with regards to my reading and spelling. I'm starting to be able to sound words more easily thanks to my teacher Patricia. She is very at ease and positive with our group. I would refer friends and family to LAMP.	11/21/2017 7:48 PM
135	The service is very excellent	11/21/2017 7:38 PM
136	very helpfull	11/14/2017 7:13 PM

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

Answered: 186 Skipped: 292

#	RESPONSES	DATE
1	N/A	4/6/2018 2:38 PM
2	service	4/6/2018 2:36 PM
3	Lamp looks fine to me	4/6/2018 2:26 PM
4	Lamp looks fine to me	4/6/2018 2:16 PM
5	It looks good to me	4/6/2018 2:11 PM
6	Nothing	4/6/2018 12:45 PM
7	Can't thing of anything right now	4/6/2018 12:34 PM
8	More recreation for adult -bus trips	4/6/2018 11:41 AM
9	Everything is fine	4/6/2018 11:36 AM
10	New to lamp	4/6/2018 11:18 AM
11	Staff and systems work for me	4/3/2018 9:16 AM
12	NIL	4/3/2018 9:13 AM
13	sensitivity training for your reception staff	3/26/2018 10:58 AM
14	More mental health services	3/13/2018 1:12 PM
15	Renovation to the building Services been excellent	3/12/2018 11:21 AM
16	Move harm reduction facility away from young children Hire competent staff Make sure reception informs clients about programs that are available instead of just handing out calendars and not talk about the programs	3/12/2018 11:03 AM
17	Expand facilities	3/6/2018 5:13 PM
18	Would like to see programs for kids ages from 6-12 years of age	3/6/2018 3:44 PM
19	I would like LAMP to be like it used to be when I was welcome here. We were happy. It was fun.	3/5/2018 5:48 PM
20	Be nice to addicts. Don't judge them. Bring back the nurse.	3/5/2018 5:48 PM
21	nothing	2/28/2018 12:13 PM
22	May be in the future. Not enough input right now	2/28/2018 12:02 PM
23	Time change and appointments should be easily available	2/28/2018 11:41 AM
24	EXTENDED HRS	2/28/2018 11:29 AM
25	LAMP CHC Be listed to by municipal and provincial government regards affordable housing	2/28/2018 11:02 AM
26	More recreational???	2/28/2018 10:47 AM
27	a map	2/27/2018 11:21 AM
28	Put hours of service on web site for different programs	2/27/2018 11:20 AM
29	MAPE (sp?) OF PROGRAMS	2/27/2018 11:17 AM
30	The people at the drop in scare me. My problem.	2/27/2018 11:06 AM
31	a calendar of services	2/27/2018 11:04 AM
32	I am satisfy a present time	2/21/2018 4:10 PM

LAMP Client Experience Survey 2017 (Lakeshore site)

33	I am 63 years old on a low income I am unable to get any teeth pulled out because I don't qualified for the services. I receive a cpp and an old age pension supplement.	2/21/2018 2:33 PM
34	need more input??	2/20/2018 8:32 PM
35	Please have more programs for seniors.	2/20/2018 8:27 PM
36	FAMILY PROGRAMING	2/20/2018 8:18 PM
37	more software and training programs.	2/20/2018 8:08 PM
38	more life skills programs	2/20/2018 8:03 PM
39	more food	2/20/2018 7:53 PM
40	T-Shirt designing Program, Graphic designs and more creative programs like painting	2/20/2018 7:53 PM
41	more workshops	2/20/2018 7:43 PM
42	there's no areas to be change	2/20/2018 7:41 PM
43	snacks	2/20/2018 7:40 PM
44	For them to develop there own space where RAY and Street Level can be one	2/20/2018 7:33 PM
45	more hours	2/20/2018 5:48 PM
46	a staff called me a bad name gets paid the big bucks to name call fix that problem	2/20/2018 5:45 PM
47	other staff need to be kind to drug users other program need to be a drug user friendly place	2/20/2018 5:35 PM
48	stop judging us and calling police. we need help	2/16/2018 4:33 PM
49	sometimes people need more one on one help	2/16/2018 4:30 PM
50	no comment	2/16/2018 4:20 PM
51	better doctor care who are not judgemental and listen. Safe injection site needed too many deaths in the neighbourhood.	2/16/2018 4:18 PM
52	work with me. I'm worth it.	2/16/2018 2:47 PM
53	2 staff changes - wrong ppl in charge	2/16/2018 2:44 PM
54	more discussion groups	2/16/2018 2:30 PM
55	no days closed	2/16/2018 2:26 PM
56	Doing A fine job	2/15/2018 11:36 AM
57	Maybe grow the already good service provided	2/15/2018 10:55 AM
58	Nothing to improve very satisfied with the services	2/14/2018 10:43 AM
59	Make it easier to navigate the building	2/13/2018 3:43 PM
60	-Speech language back at LAMP for autistic child -More programs for autistic kids	2/13/2018 3:37 PM
61	More athletic programs for teenagers not all parents can afford to register their kids in a sport they chose	2/12/2018 2:15 PM
62	no	2/12/2018 2:09 PM
63	free newspapers	2/12/2018 1:30 PM
64	Always when i need the help ,LAMP help me	2/12/2018 1:26 PM
65	I am Agree in everything	2/9/2018 2:18 PM
66	More family physicians	2/9/2018 1:06 PM
67	More availability evening	2/9/2018 1:03 PM
68	A new building	2/9/2018 12:56 PM
69	nothing	2/8/2018 7:22 PM
70	Having eating for two programs for pregnant mom at LAMP	2/8/2018 1:26 PM
71	NO	2/8/2018 1:18 PM

LAMP Client Experience Survey 2017 (Lakeshore site)

72	Wishes the hours were later and longer	2/7/2018 4:44 PM
73	I think pretty much everything is in good order at LAMP.	2/7/2018 3:01 PM
74	Evening hours for drop-in More tokens Phone back for people to use in reception Free coffee from coffee machine	2/7/2018 2:29 PM
75	everything is perfect	2/6/2018 7:21 PM
76	nothing	2/6/2018 7:17 PM
77	Knowledgable person for care for special needs individual Wishes there was a program for special needs(developmental disabilities)	2/6/2018 5:14 PM
78	Allow my son and I to participate in programs	2/6/2018 2:35 PM
79	More follow up on Mental health.	2/6/2018 11:58 AM
80	Programs for kids with special needs	2/6/2018 11:14 AM
81	I saw last 6 years .	2/5/2018 1:48 PM
82	Everything i like ,but sometimes we don't have any idea at that time .	2/5/2018 1:38 PM
83	I believe there would be mores health practitioners. I always have to wait at my appointment time. Extender health care services would be intiduced (massage, physio) Foot care Clinic is impossible to take an appointment , no time available for	2/2/2018 1:39 PM
84	Can't think of anything	2/1/2018 2:37 PM
85	Better food	2/1/2018 2:33 PM
86	I went every Monday	2/1/2018 2:26 PM
87	Few more appointments	1/30/2018 4:54 PM
88	nothing and nothing	1/30/2018 4:31 PM
89	Safe injection site and should inform community about it. Found needles around the area.	1/29/2018 3:06 PM
90	More mental health services at this location	1/29/2018 2:55 PM
91	Today January 29 Should have Calendar for Feb out	1/29/2018 1:07 PM
92	Nothing	1/29/2018 11:39 AM
93	Once you get in as a patient the service is excellent	1/26/2018 12:51 PM
94	Everything is ok to me	1/26/2018 12:47 PM
95	more trips, more sports[football/basketball games]	1/25/2018 7:09 PM
96	I think that more people should fund us more, so that we can go to different places with the youth more often.	1/25/2018 6:24 PM
97	maybe do more stuff	1/25/2018 4:43 PM
98	Extended hours in some of the services, such as drop-in	1/25/2018 3:36 PM
99	NOTHING	1/25/2018 3:30 PM
100	PA days both lamp & 2nd street open to help with traffic	1/25/2018 3:27 PM
101	More gross motor activities. Organized outdoors. Activities at ALL centres	1/25/2018 3:20 PM
102	LGBT PARENTING GROUPS	1/25/2018 3:12 PM
103	I'm happy with what I see	1/25/2018 3:10 PM
104	Not sure	1/25/2018 1:13 PM
105	Free dental for everyone and healt care	1/24/2018 5:07 PM
106	Wishes Lamp was open Saturday's and Sunday's Also help members to find a job and have job training Wishes Lamp had an art program for kids and adults	1/24/2018 4:27 PM
107	More if adult drop in breakfast or lunch	1/24/2018 3:58 PM
108	More times for bloodwork Saturdays services walk-in	1/24/2018 3:49 PM

LAMP Client Experience Survey 2017 (Lakeshore site)

109	It's the best	1/23/2018 11:00 AM
110	Availability of doctors and nurses	1/23/2018 10:57 AM
111	More programs for people with addictions/housing	1/23/2018 10:51 AM
112	I'm glad you are in the community	1/23/2018 10:48 AM
113	-Tokens-For Drop-in -Hours of operations for Friday and Saturdays	1/23/2018 10:44 AM
114	A website or email. after knowing our preference to receive info portaging to our requirements.	1/19/2018 1:04 PM
115	I think you are doing a great job	1/19/2018 12:54 PM
116	N / A	1/19/2018 11:46 AM
117	You Can't !!	1/19/2018 10:40 AM
118	Later hours and more funding for programs	1/17/2018 2:24 PM
119	Better funded and not services disappearing	1/17/2018 12:08 PM
120	Harm Reduction a nurse or staff. Anger management groups back up running	1/17/2018 11:36 AM
121	New building for super workers	1/17/2018 11:27 AM
122	Stop judgemental comments on clients' size, clothing, hygiene and personal life/life choices, staff shouldn't be making such comments in front of other clients. Stop picking on or letting aggressive clients pick on people around them.	1/16/2018 3:28 PM
123	Update answering machine :)	1/16/2018 3:14 PM
124	Longer hours of operation (Street Health & Harm Reduction)	1/16/2018 3:10 PM
125	Better program advertising.	1/16/2018 3:02 PM
126	Needs to have more LAMPs in our city.	1/16/2018 2:57 PM
127	No	1/16/2018 2:50 PM
128	I use the drop-in with my granddaughter and at times its to crowded need more or larger facility	1/16/2018 2:49 PM
129	Refill Program for older single moms	1/16/2018 2:12 PM
130	N / A	1/16/2018 1:30 PM
131	More time for circle time/singing bec kids likes it:)	1/16/2018 11:00 AM
132	More classes in spanish. The schedule is not clear, I don't understand it	1/15/2018 11:23 PM
133	Nothing	1/15/2018 4:40 PM
134	better accessibility (esp at Royal York Rd location)	1/15/2018 1:43 PM
135	Toddler club.	1/15/2018 1:27 PM
136	more services to support child development, including speech or any other services	1/15/2018 1:06 PM
137	single dad with teenager workshop	1/15/2018 1:05 PM
138	make time for book story	1/15/2018 1:01 PM
139	Baby club is fabulous - the morning timeslot is difficult with nap time though. It would be great if it started at 11 instead.	1/15/2018 11:29 AM
140	Some of the leaders of the Baby Club appear to be too shy or don't know children's songs and don't really "lead" the class. It makes for awkward silences.	1/15/2018 10:56 AM
141	They are always helpful at all times	1/11/2018 10:44 AM
142	The healthy sex clinic come back. Physiotherapy on the site.	1/10/2018 1:32 PM
143	longer hours for wall in cave.	1/10/2018 12:47 PM
144	I am completely satisfy with lamp's services	1/10/2018 12:38 PM
145	Nothing at this time.	1/9/2018 4:15 PM
146	Renovations more programs for families with children who have special needs	1/8/2018 2:24 PM

LAMP Client Experience Survey 2017 (Lakeshore site)

147	I am completely satisfy with lamp's services	1/8/2018 2:20 PM
148	i would like to see more art programs for kids 7 years and older	1/8/2018 2:11 PM
149	A newer, more attractive, more accessible renovation to the building.	12/19/2017 5:08 PM
150	1.Having a dentist. 2. Ask every member what he/she can contribute to the services like I can teach photography.	12/19/2017 5:04 PM
151	In my opinion, you guys are all doing absolutely fine.	12/19/2017 4:54 PM
152	More allergy-friendly, healthy food.	12/19/2017 4:47 PM
153	Yoga classes for seniors.	12/16/2017 1:15 AM
154	Swimming pool's passes to other fitness facilities.	12/16/2017 1:05 AM
155	Swimming pool and yoga classes or free passes to fitness facilities (gyms).	12/16/2017 1:00 AM
156	Is there some notification or email list for special events?	12/16/2017 12:55 AM
157	i dont see an area for improvement for an amazing experience	12/15/2017 8:27 PM
158	food	12/15/2017 8:04 PM
159	fun!!!!	12/15/2017 8:00 PM
160	i guess more workshops	12/15/2017 7:59 PM
161	NO	12/15/2017 7:27 PM
162	JUUUI	12/15/2017 7:25 PM
163	IM NOT SURE	12/15/2017 7:05 PM
164	more kids	12/15/2017 6:44 PM
165	stay the same	12/15/2017 6:36 PM
166	Everything is OK	12/11/2017 3:12 PM
167	Never thought of that	12/11/2017 3:08 PM
168	cleanliness of lamp CHC	12/11/2017 1:42 PM
169	The renovation of the foot clinic is not good for the wheel chair	12/11/2017 1:12 PM
170	I was looking for if they can help me learn to drive a car,That would be very helpful to me because I have 3 kids but i need to learn to drive before they all out grow.	12/11/2017 11:05 AM
171	short hours day care at drop in programs	12/4/2017 11:30 AM
172	it's very helpful, especially for a new immigrant.I find many services very helpful.As of now can't think of any improvement.	12/4/2017 11:23 AM
173	PS4	11/29/2017 5:32 PM
174	PS4	11/29/2017 5:32 PM
175	Yoga & classes	11/28/2017 12:40 PM
176	Yoga for seniors can be a great workout.	11/28/2017 12:11 PM
177	More information advertising events: flyers, brochures	11/28/2017 12:07 PM
178	Asking people to leave when they are threatening others. No Favortism.	11/25/2017 7:13 PM
179	my financial situation is not needy like many others but I like being around people. I suffer from loneliness and depression and I feel I don't belong sometimes. But I try to come anyways because socially i need it for my mental health.	11/25/2017 4:08 PM
180	some security staff in case someone gets violent	11/25/2017 3:44 PM
181	More mental health info and help. More social workers	11/21/2017 7:52 PM
182	More stimulating workbooks	11/21/2017 7:48 PM
183	Nothing	11/21/2017 7:39 PM

LAMP Client Experience Survey 2017 (Lakeshore site)

184	I would like to have yoga classes	11/21/2017 7:35 PM
185	Do more fitness for young moms and have healthy snacks	11/21/2017 7:19 PM
186	Have a math class.	11/21/2017 7:16 PM

Q13 Is there anything else you would like to say?

Answered: 146 Skipped: 332

#	RESPONSES	DATE
1	Thankyou	4/6/2018 2:45 PM
2	NO	4/6/2018 2:38 PM
3	I have been coming to Lamp for years and I am well satisfied	4/6/2018 2:26 PM
4	I have come to Lamp for years and I am well satisfied	4/6/2018 2:16 PM
5	I appreciate that I can see the foot doctor every 10wks	4/6/2018 2:11 PM
6	no	4/6/2018 2:03 PM
7	Yes! Remove obsolete notices from your bulletin boards!!!	4/6/2018 12:41 PM
8	NO	4/6/2018 12:09 PM
9	no	4/6/2018 12:02 PM
10	Good service	4/6/2018 11:41 AM
11	no	4/6/2018 11:36 AM
12	This can be done on in page	4/6/2018 11:23 AM
13	no	4/6/2018 11:08 AM
14	I'm there to have my toes looked after. They do a great job and they are all very nice people. Thank you for them. Hard to Answer a lot of your questions because I just go for my feet. Still is a great place. I am very grateful. God bless	4/6/2018 10:54 AM
15	NIL	4/3/2018 9:13 AM
16	thanks	3/26/2018 11:02 AM
17	if people don't want to interact with community members then they should not work at a community health center	3/26/2018 10:58 AM
18	Everything has been good for me	3/15/2018 9:35 AM
19	LAMP is doing well All clinic should be like this	3/13/2018 9:42 AM
20	Fantastic to have Lamp in our community	3/12/2018 11:21 AM
21	I love LAMP	3/12/2018 10:15 AM
22	Happy with the service and people. Member of LAMP attending school meeting and happy with the programs	3/6/2018 5:13 PM
23	Always been there for us when we need anything has a daughter with mental health issues and LAMP has helped a lot and really likes what they do with the community. If they don't provide a service always finds a place where you can go to get the service	3/6/2018 4:14 PM
24	Coming here is easy.	3/6/2018 3:53 PM
25	I miss the leadership! Dot was great, Bill was great, Pat was a laugh! They welcomed me here. -- Comment on 13. a) I have lots more to say!	3/5/2018 5:48 PM
26	This place used to be nice to me. Now it hates addicts. It needs to change.	3/5/2018 5:48 PM
27	no	2/28/2018 12:13 PM
28	Thank you very much	2/28/2018 12:02 PM
29	Not at the moment but keep up the good work!	2/28/2018 11:02 AM
30	I agree	2/27/2018 11:21 AM

LAMP Client Experience Survey 2017 (Lakeshore site)

31	Evenings appointment	2/21/2018 4:10 PM
32	well not sure if this survey was useful for me....only because I just walked into a meeting and told to do a surveyn???based on my experiences with LAMP	2/20/2018 8:32 PM
33	Yes Thank you for being there when you are needed.	2/20/2018 8:27 PM
34	MATURE & SENIOR PROGRAMS SO THAT WE CAN BRIDGE THE GAP WITH YOUTHS	2/20/2018 8:18 PM
35	no	2/20/2018 8:08 PM
36	more food	2/20/2018 7:53 PM
37	Need better Promotion in the area.	2/20/2018 7:53 PM
38	not really	2/20/2018 7:43 PM
39	I love that my kids have a safe place to be after school	2/20/2018 7:41 PM
40	no	2/20/2018 7:33 PM
41	thanks	2/20/2018 5:48 PM
42	I have been mistreated by staff because I use drugs and treated like a kid it is not fair to me or to my friends	2/20/2018 5:35 PM
43	Great place to come to when feeling isolated	2/20/2018 4:28 PM
44	I'd love to thank everyone at Lamp	2/16/2018 4:35 PM
45	Judy and Sarah are nice	2/16/2018 4:33 PM
46	don't judge me	2/16/2018 2:47 PM
47	its not the same now. people are getting hurt	2/16/2018 2:44 PM
48	Continue to provide excellent service for the community of Lakeshore	2/15/2018 11:43 AM
49	Just thank you all	2/15/2018 10:55 AM
50	-Wishes speech therapy back at LAMP for kids	2/13/2018 3:37 PM
51	-When asked to speak to a manager/always told and said individual in a meeting -Off sick - emergency/always has an excuse	2/13/2018 3:25 PM
52	So far i'am happy with the service that i'm receiving	2/12/2018 2:15 PM
53	no	2/12/2018 2:09 PM
54	No	2/9/2018 1:06 PM
55	You provide comprehensive care	2/9/2018 1:03 PM
56	no	2/8/2018 7:22 PM
57	NO	2/8/2018 1:18 PM
58	All the staff are very nice and sweet people. Always nice to come in and see smiling faces	2/7/2018 4:44 PM
59	Drop-in downstairs is great very useful	2/7/2018 2:29 PM
60	no	2/6/2018 7:21 PM
61	no	2/6/2018 7:17 PM
62	LAMP is a positive space	2/6/2018 7:08 PM
63	Programs for more severe disabilities to have a safe place	2/6/2018 5:14 PM
64	Family support for drug users	2/6/2018 11:58 AM
65	All the programs for special need kids are far away and would like a program for special needs kids	2/6/2018 11:14 AM
66	no	2/5/2018 1:48 PM
67	no	2/5/2018 1:38 PM
68	Chiropody needs improvement for creatiny time for new patients	2/2/2018 1:39 PM

LAMP Client Experience Survey 2017 (Lakeshore site)

69	No	2/1/2018 2:33 PM
70	I am happy	2/1/2018 2:26 PM
71	Always feels good when leaving LAMP	1/30/2018 4:54 PM
72	no	1/30/2018 4:31 PM
73	Happy with the services especially getting foot care	1/30/2018 3:50 PM
74	Very happy with the services	1/30/2018 3:14 PM
75	Appreciate the service	1/29/2018 3:13 PM
76	no	1/29/2018 2:55 PM
77	I think there is an opportunity to "LINK" with others CHC or health care organization in evening and weekend . healthy access to primary care.	1/29/2018 2:46 PM
78	LAMP does an excellent job for everyone within the community.	1/29/2018 1:38 PM
79	No	1/29/2018 11:39 AM
80	I have been waiting for a Doctor for 8 month. Services for my spouse is excellent	1/26/2018 12:51 PM
81	NO	1/26/2018 10:43 AM
82	no	1/25/2018 7:09 PM
83	Nope, everything is as I would ever want it to be!	1/25/2018 6:24 PM
84	nope	1/25/2018 4:43 PM
85	No	1/25/2018 3:30 PM
86	Amazing job!	1/25/2018 3:27 PM
87	Staff are amazing	1/25/2018 3:20 PM
88	Thank you for the great work	1/25/2018 3:12 PM
89	No	1/25/2018 3:10 PM
90	No	1/25/2018 1:13 PM
91	No	1/24/2018 5:07 PM
92	It's a wonderful place was in need	1/24/2018 3:58 PM
93	LAMP has enriched my life and made me healthier person/emotionally and physically LAMP is an incredible place and it has helped me a great deal and my cats	1/24/2018 3:55 PM
94	Hard to make a doctor appt sometimes Have to wait 2 weeks for an appt	1/24/2018 3:49 PM
95	Nope	1/23/2018 11:00 AM
96	Very happy to find LAMP	1/23/2018 10:37 AM
97	An email group, to receive information about things that will help me for e.g. child care, counselling, hobby / activity, classes, etc.	1/19/2018 1:04 PM
98	I love LAMP, Friendly, warm, caring, excellent service	1/19/2018 10:40 AM
99	Great program that lamp is here	1/17/2018 3:34 PM
100	Dr Quigley and Suzzan they do an amazing job	1/17/2018 2:54 PM
101	Very grateful for the support	1/17/2018 12:08 PM
102	Judy needs to work on her social skills and self discipline	1/17/2018 11:36 AM
103	LAMP and Among Friends has been very helpful with my health recovery and well-being, Thank you for keep up the good work!	1/16/2018 3:14 PM
104	No	1/16/2018 2:50 PM
105	The staff are the best. Thank you	1/16/2018 2:49 PM
106	Thank You!	1/16/2018 2:12 PM

LAMP Client Experience Survey 2017 (Lakeshore site)

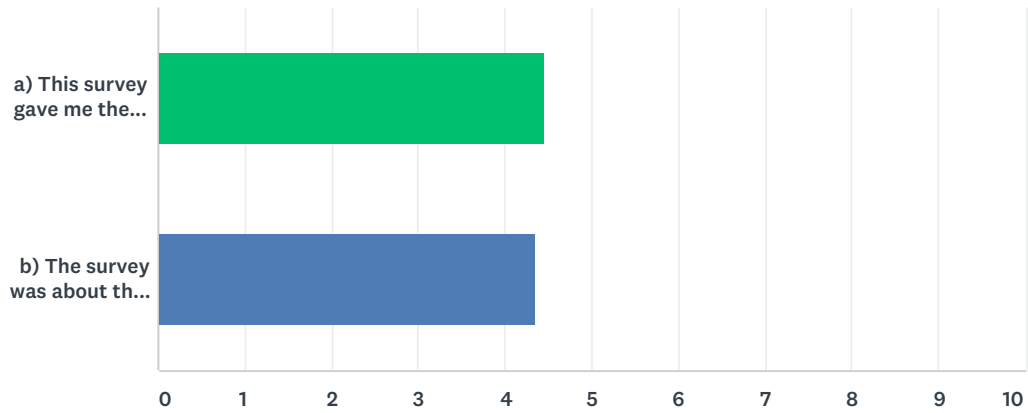
107	Easy access to services no hoops to jump thru	1/16/2018 2:08 PM
108	NO	1/16/2018 1:30 PM
109	Thank you for this community you help many families:)	1/16/2018 11:00 AM
110	Thank you and keep up the good work.	1/15/2018 6:12 PM
111	No	1/15/2018 4:40 PM
112	The lady at housing Josephine Onuka was rude and not professional. I didn't like the way she treated me. She was very upset at me. Thank You. Everyone else at lamp very nice. Thank You.	1/15/2018 4:36 PM
113	Thank you!	1/15/2018 1:05 PM
114	nothing else	1/11/2018 10:44 AM
115	Thank you Lamp!	1/10/2018 12:38 PM
116	Not at this time.	1/9/2018 4:15 PM
117	Keep it up!	1/9/2018 3:57 PM
118	workshops on civic engagement	1/8/2018 2:24 PM
119	Thank you Lamp!	1/8/2018 2:20 PM
120	i would love to see more art around the building ,creating a more arty community.	1/8/2018 2:11 PM
121	I love LAMP! I think the CHC model is the best way to deliver primary care and coordinated services.	12/19/2017 5:08 PM
122	I like to thank to the personal from lamp specially to Ingrid Mouno for been always there to help and do always the best or more to full-fill all needs.	12/18/2017 10:39 AM
123	Swimming pool passes would be a great benefit for my health! Kindergarten from 3 pm to 6 pm for kids 3-4 year-old.	12/16/2017 1:15 AM
124	Would be great to have a playing room for preschool kids (from 3 year-old and up) under a teacher supervision.	12/16/2017 1:05 AM
125	Thanks for being a part of the community	12/16/2017 12:55 AM
126	no	12/15/2017 8:27 PM
127	no	12/15/2017 8:04 PM
128	no	12/15/2017 7:59 PM
129	NO	12/15/2017 7:27 PM
130	IKJNUJNNKNKJ	12/15/2017 7:25 PM
131	NOPE	12/15/2017 7:05 PM
132	no	12/15/2017 6:47 PM
133	...	12/15/2017 6:44 PM
134	nah fam	12/15/2017 6:36 PM
135	Close to home, My doctor is here, I like it	12/11/2017 3:12 PM
136	Thank you for all the work your doing Keep it up It is gracefully appreciated	12/11/2017 2:31 PM
137	Thank you	12/11/2017 1:19 PM
138	I also am looking for jobs which is not possible to get here at lamp.I have friends like me looking for good job opportunity.	12/11/2017 11:05 AM
139	NOTHING	11/29/2017 5:32 PM
140	I love it here!	11/28/2017 12:40 PM
141	It would be good to have light aerobics or yoga for seniors	11/28/2017 12:07 PM
142	everything is running just right	11/25/2017 7:17 PM

LAMP Client Experience Survey 2017 (Lakeshore site)

143	Overall, they do lots of good work but need to support quiet and shy clients more and ask more violent clients to stop. Really enforce rules. Don't avoid standing up to sexist and violent individuals.	11/25/2017 7:13 PM
144	Lamp help me a lot	11/21/2017 7:41 PM
145	No	11/21/2017 7:39 PM
146	Have more evening groups and gift cards	11/21/2017 7:19 PM

Q14 SURVEY FEEDBACK

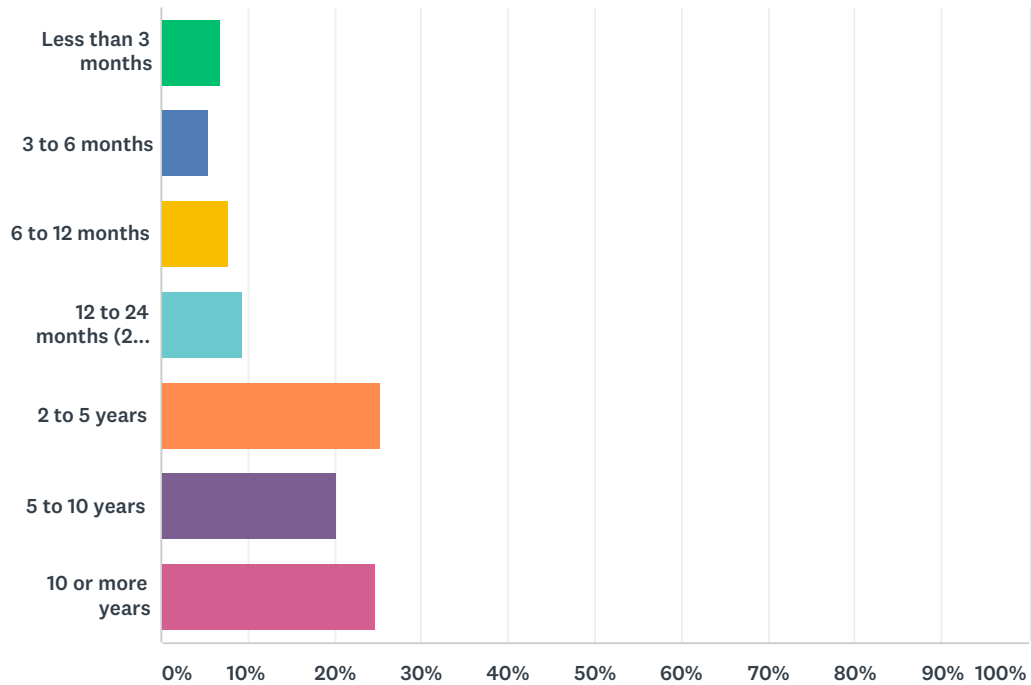
Answered: 440 Skipped: 38



	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.	52.86% 231	40.96% 179	5.03% 22	0.92% 4	0.23% 1	437	4.45
b) The survey was about the right length.	48.14% 207	43.26% 186	5.81% 25	2.33% 10	0.47% 2	430	4.36

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

Answered: 434 Skipped: 44

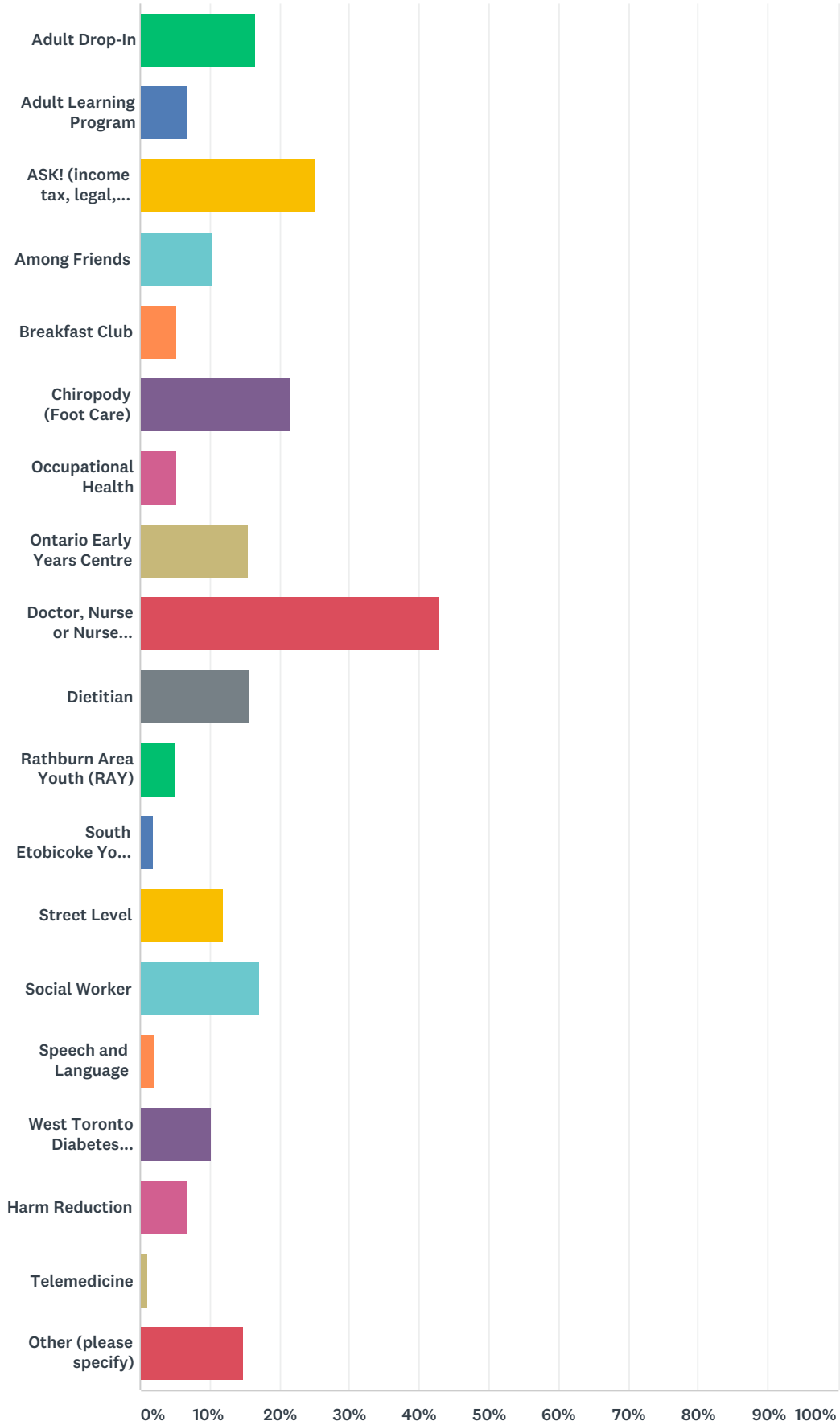


ANSWER CHOICES	RESPONSES	
Less than 3 months	6.91%	30
3 to 6 months	5.53%	24
6 to 12 months	7.83%	34
12 to 24 months (2 years)	9.45%	41
2 to 5 years	25.35%	110
5 to 10 years	20.28%	88
10 or more years	24.65%	107
TOTAL		434

Q16 Which services or programs offered by LAMP (Etobicoke-Lakeshore) have you used within the past year?

Answered: 418 Skipped: 60

LAMP Client Experience Survey 2017 (Lakeshore site)



ANSWER CHOICES

RESPONSES

LAMP Client Experience Survey 2017 (Lakeshore site)

Adult Drop-In	16.51%	69
Adult Learning Program	6.70%	28
ASK! (income tax, legal, form filling, etc.)	25.12%	105
Among Friends	10.53%	44
Breakfast Club	5.26%	22
Chiropody (Foot Care)	21.53%	90
Occupational Health	5.26%	22
Ontario Early Years Centre	15.55%	65
Doctor, Nurse or Nurse Practitioner (Primary Health Care)	42.82%	179
Dietitian	15.79%	66
Rathburn Area Youth (RAY)	5.02%	21
South Etobicoke Youth Assembly (SEYA)	1.91%	8
Street Level	11.96%	50
Social Worker	17.22%	72
Speech and Language	2.15%	9
West Toronto Diabetes Education Program (WTDEP)	10.29%	43
Harm Reduction	6.70%	28
Telemedicine	0.96%	4
Other (please specify)	14.83%	62
Total Respondents: 418		

#	OTHER (PLEASE SPECIFY)	DATE
1	Just for my feet	4/6/2018 11:37 AM
2	Foor Dr	4/6/2018 11:13 AM
3	dont want to say because i dont want to be identified	3/26/2018 10:58 AM
4	Dental/stop smoking program	3/13/2018 1:13 PM
5	Dental	3/12/2018 10:42 AM
6	Dental	3/12/2018 10:15 AM
7	Natural path	3/6/2018 5:15 PM
8	Admin	3/5/2018 5:48 PM
9	psychiatry	2/28/2018 12:03 PM
10	dental	2/28/2018 11:41 AM
11	Volunteer	2/27/2018 11:09 AM
12	Dental	2/21/2018 2:54 PM
13	Dental	2/15/2018 11:59 AM
14	All health tips provided	2/15/2018 10:56 AM
15	Dental	2/14/2018 10:44 AM
16	Dental	2/13/2018 3:40 PM

LAMP Client Experience Survey 2017 (Lakeshore site)

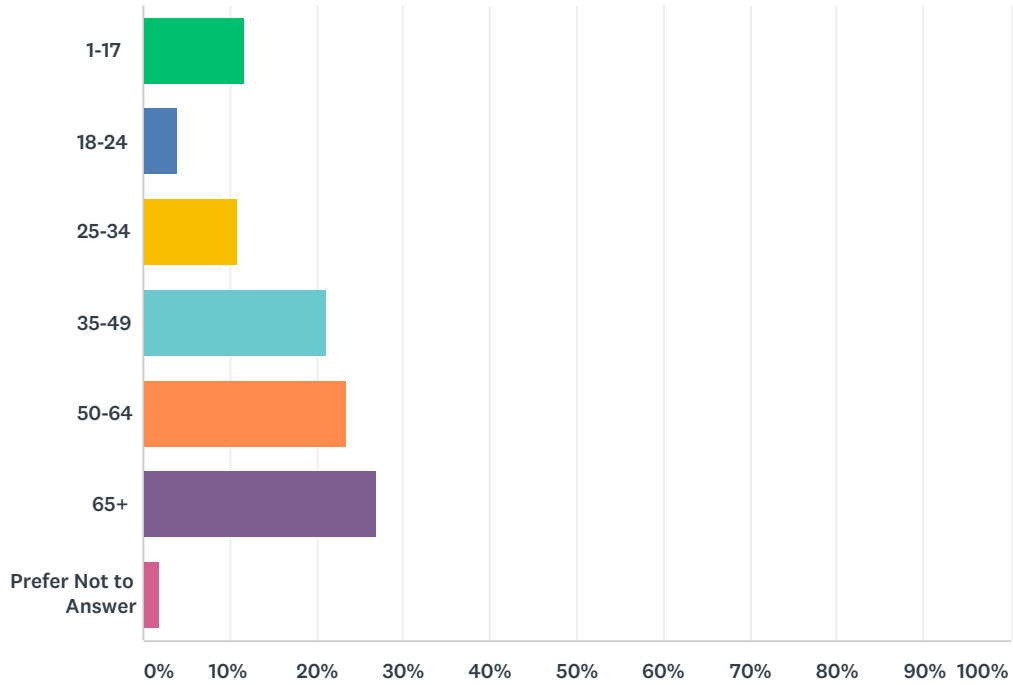
17	Speech and language(3 years ago) Dental	2/13/2018 3:38 PM
18	Drop in for toddlers	2/8/2018 1:27 PM
19	I have connected a refugee family to few of the programs.	2/8/2018 1:19 PM
20	Dental	2/7/2018 2:48 PM
21	Yoga	2/6/2018 12:26 PM
22	PHN-infant hearing test	2/5/2018 1:30 PM
23	Dental	1/31/2018 3:45 PM
24	Dental	1/26/2018 11:27 AM
25	Programs - Kinderstart & Bugs outdoor summer program	1/25/2018 3:28 PM
26	Dental screening	1/25/2018 3:21 PM
27	Called Among Friends 3 times never got back to me.	1/25/2018 1:14 PM
28	Dental	1/24/2018 4:28 PM
29	Veterinarian	1/24/2018 3:56 PM
30	yoga	1/24/2018 3:49 PM
31	Dental	1/23/2018 10:42 AM
32	Health (doctors & nurses)	1/19/2018 11:45 AM
33	Housing adviser	1/19/2018 10:40 AM
34	Dental/immigration	1/17/2018 12:46 PM
35	Caretlling	1/17/2018 11:37 AM
36	English	1/17/2018 11:27 AM
37	Legal services and Income program	1/17/2018 11:24 AM
38	Angel Management	1/16/2018 3:15 PM
39	Dental	1/16/2018 2:10 PM
40	Dentist (dentures) / Computer Class	1/16/2018 2:09 PM
41	Housing .	1/15/2018 4:37 PM
42	not yet	1/15/2018 1:02 PM
43	Baby Club	1/15/2018 10:57 AM
44	application for Toronto Housing	1/11/2018 10:45 AM
45	I am a Community Case manager .I refer clients to your Services	1/10/2018 1:08 PM
46	Baby deop in	1/9/2018 4:21 PM
47	Dental service	1/9/2018 4:01 PM
48	LAMP YMCA	1/9/2018 3:58 PM
49	My daughter and her child come to the LAMP and very happy with offered services!	1/9/2018 3:52 PM
50	physiotherapy	1/8/2018 2:12 PM
51	Lawyer,Notary	12/18/2017 10:40 AM
52	I am really satisfied with health services: doctors are wonderful.	12/16/2017 1:06 AM
53	B12 shot	12/16/2017 1:01 AM
54	events	12/15/2017 8:28 PM
55	sports	12/15/2017 8:05 PM
56	IKOUJUI9J89J89	12/15/2017 7:25 PM
57	12/15/2017 6:45 PM

LAMP Client Experience Survey 2017 (Lakeshore site)

58	legal aid + Social Worker	12/11/2017 2:08 PM
59	dad's drop -in	12/4/2017 11:27 AM
60	dental clinic	12/4/2017 11:13 AM
61	Blood test	11/28/2017 12:50 PM
62	Naturopathic clinic	11/25/2017 3:44 PM

Q17 What is your age?

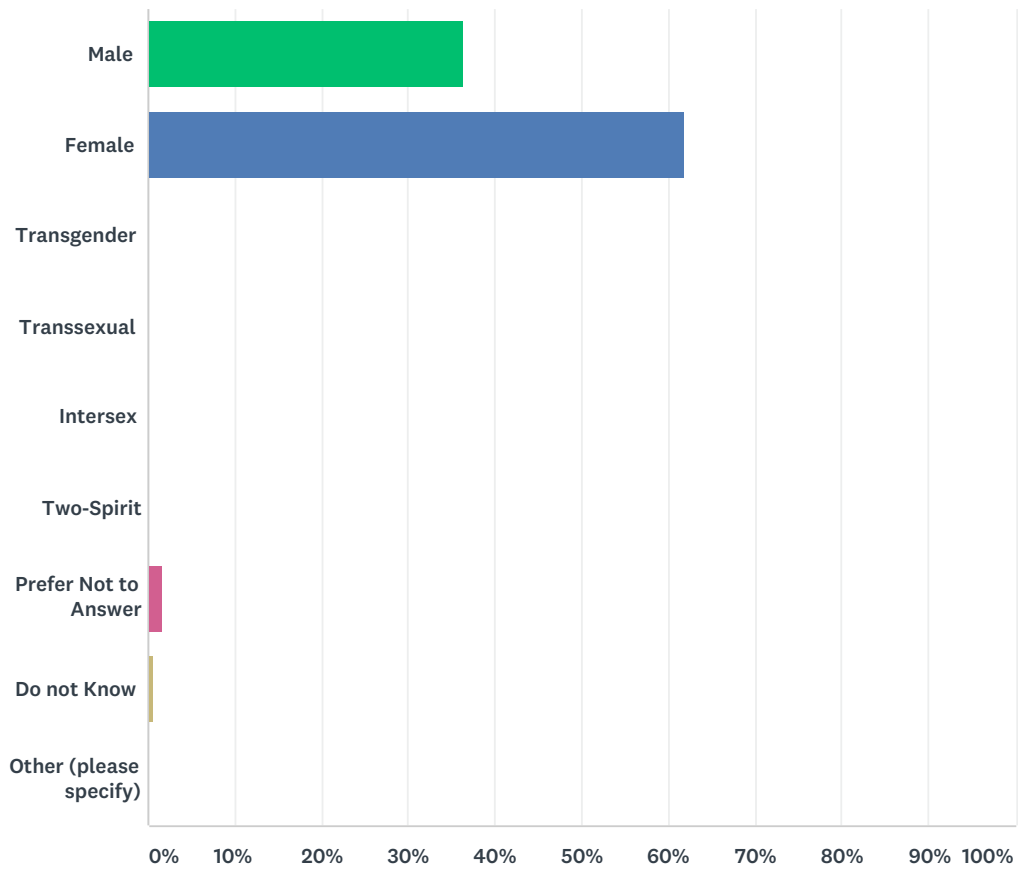
Answered: 432 Skipped: 46



ANSWER CHOICES	RESPONSES	
1-17	11.81%	51
18-24	3.94%	17
25-34	10.88%	47
35-49	21.06%	91
50-64	23.38%	101
65+	27.08%	117
Prefer Not to Answer	1.85%	8
TOTAL		432

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

Answered: 429 Skipped: 49

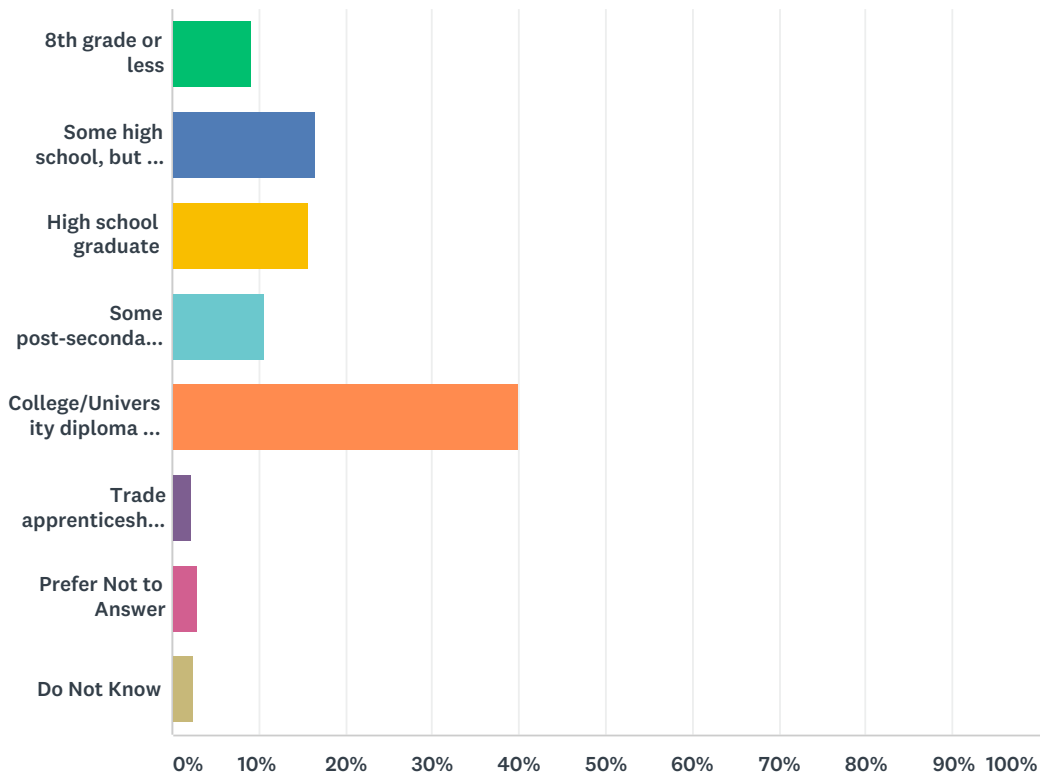


ANSWER CHOICES	RESPONSES	
Male	36.36%	156
Female	62.00%	266
Transgender	0.00%	0
Transsexual	0.00%	0
Intersex	0.00%	0
Two-Spirit	0.00%	0
Prefer Not to Answer	1.63%	7
Do not Know	0.70%	3
Other (please specify)	0.23%	1
Total Respondents: 429		

#	OTHER (PLEASE SPECIFY)	DATE
1	The other options are ridiculous	2/9/2018 1:08 PM

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

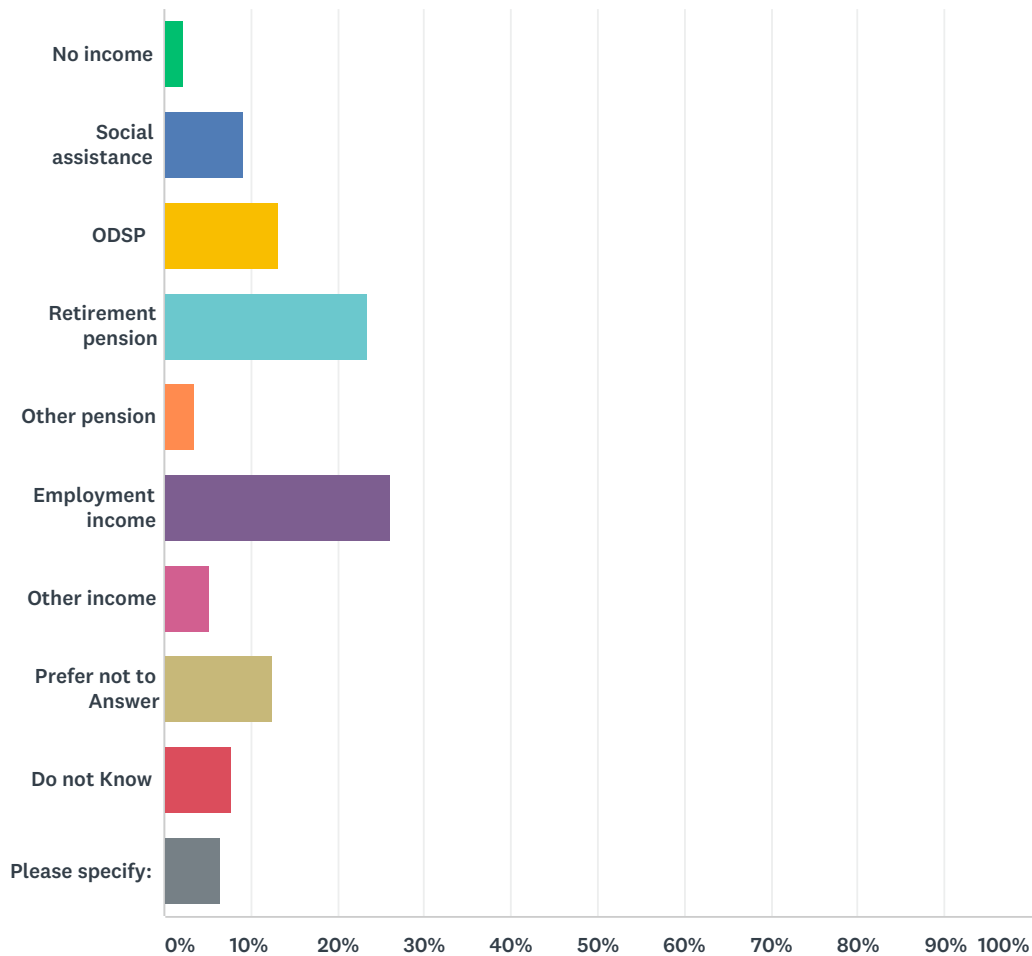
Answered: 421 Skipped: 57



ANSWER CHOICES	RESPONSES	
8th grade or less	9.26%	39
Some high school, but did not graduate	16.63%	70
High school graduate	15.68%	66
Some post-secondary education (2 years or less)	10.69%	45
College/University diploma or degree	39.90%	168
Trade apprenticeship or certificate	2.38%	10
Prefer Not to Answer	2.85%	12
Do Not Know	2.61%	11
TOTAL		421

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

Answered: 422 Skipped: 56



ANSWER CHOICES	RESPONSES	
No income	2.37%	10
Social assistance	9.24%	39
ODSP	13.27%	56
Retirement pension	23.46%	99
Other pension	3.55%	15
Employment income	26.07%	110
Other income	5.21%	22
Prefer not to Answer	12.56%	53
Do not Know	7.82%	33
Please specify:	6.40%	27

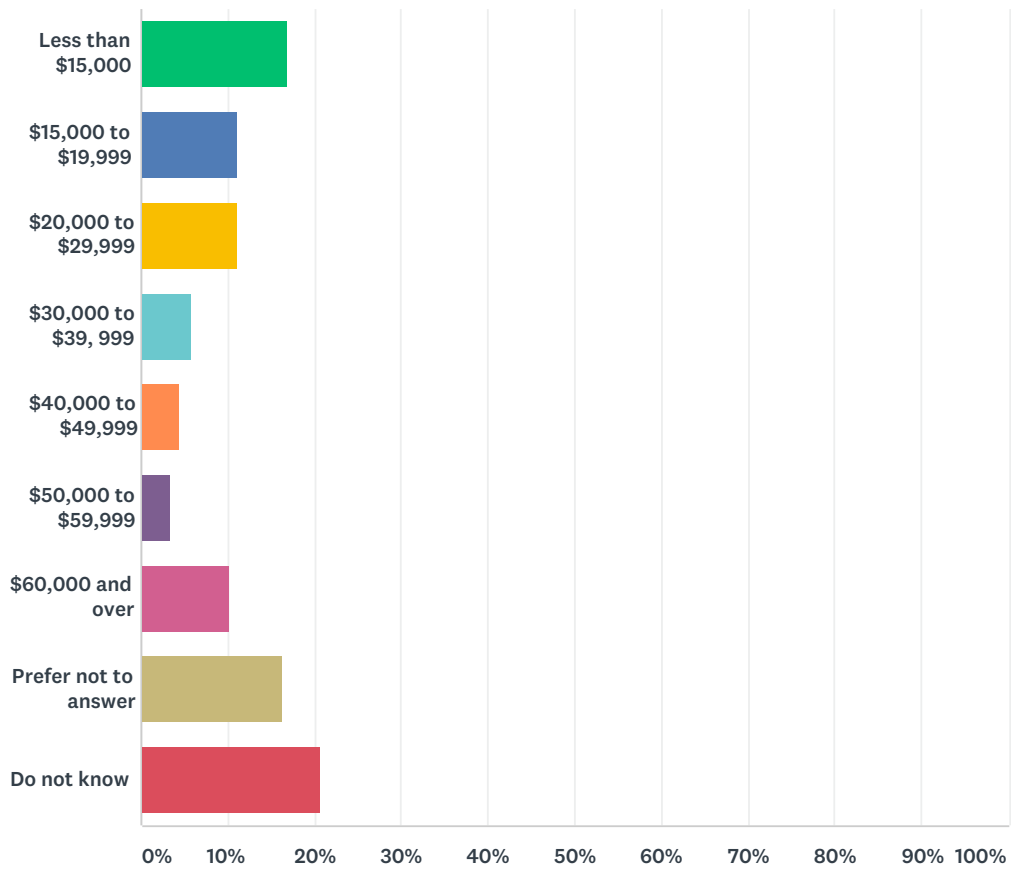
LAMP Client Experience Survey 2017 (Lakeshore site)

Total Respondents: 422

#	PLEASE SPECIFY:	DATE
1	Part-time employment	4/6/2018 12:42 PM
2	Self employed	4/6/2018 12:35 PM
3	CPP and O.A.S	4/6/2018 12:00 PM
4	CPP O.A.S	4/6/2018 11:28 AM
5	CPP & OA	4/3/2018 9:14 AM
6	Comment on 24. - I cannot write.	3/5/2018 5:48 PM
7	Self employed	2/28/2018 10:48 AM
8	CPP-D	2/27/2018 11:15 AM
9	Supported by parents	2/20/2018 4:30 PM
10	Self- employed	2/2/2018 1:39 PM
11	OAS \$615	2/1/2018 2:38 PM
12	Cpp	1/29/2018 10:46 AM
13	C.P.P. old ago pension	1/26/2018 12:52 PM
14	Investments	1/26/2018 10:44 AM
15	Both parents work	1/25/2018 3:13 PM
16	CPP old age	1/25/2018 1:07 PM
17	personal support worker	1/19/2018 10:34 AM
18	Self prostitution	1/17/2018 11:37 AM
19	Part time	1/16/2018 4:58 PM
20	Parents	1/15/2018 4:41 PM
21	Husband	1/15/2018 11:39 AM
22	EI - parental leave	1/15/2018 11:30 AM
23	Full time work	1/9/2018 3:59 PM
24	Disability work	12/19/2017 4:57 PM
25	I am on maternity vacation. My husband has an employment income.	12/16/2017 1:08 AM
26	own recycling buisness	12/15/2017 8:29 PM
27	L,[[,P]L	12/15/2017 7:28 PM

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

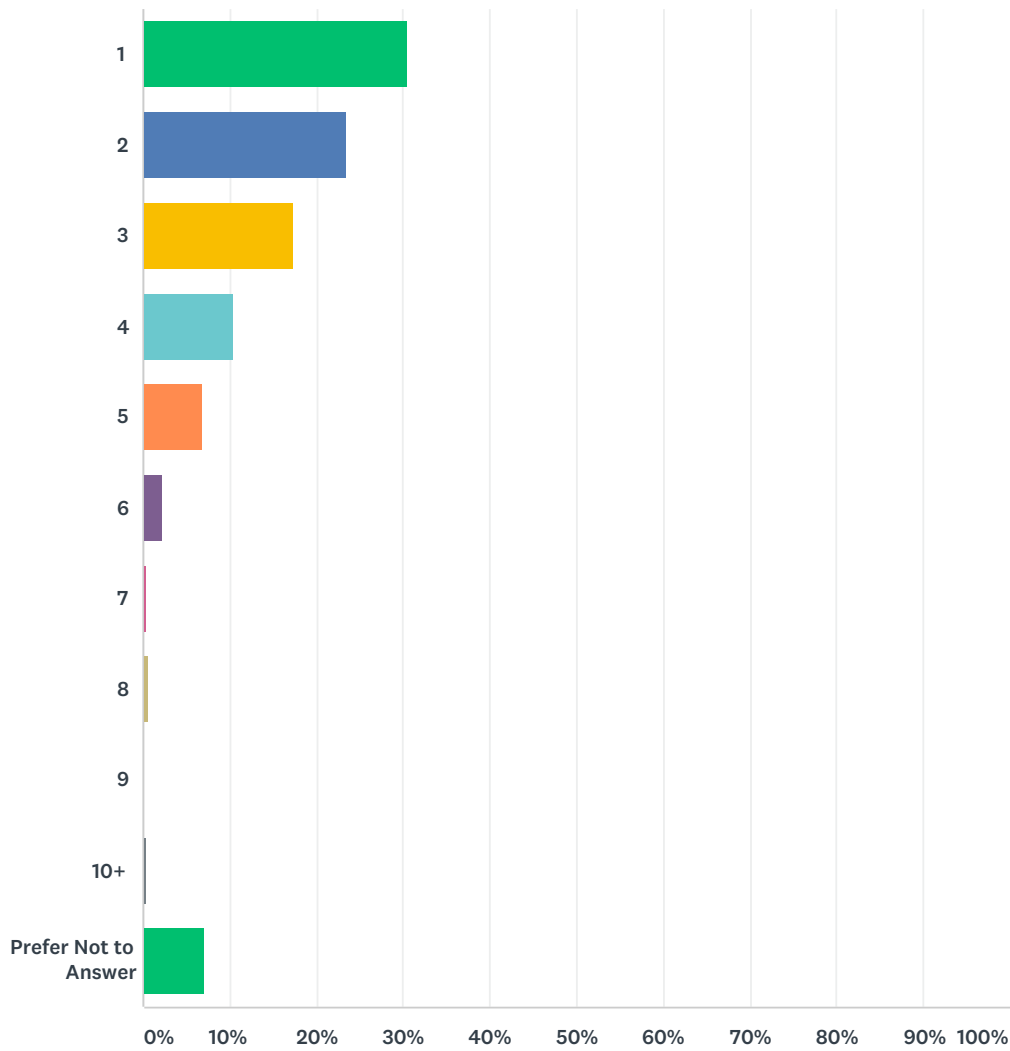
Answered: 425 Skipped: 53



ANSWER CHOICES	RESPONSES	
Less than \$15,000	16.94%	72
\$15,000 to \$19,999	11.06%	47
\$20,000 to \$29,999	11.06%	47
\$30,000 to \$39,999	5.88%	25
\$40,000 to \$49,999	4.47%	19
\$50,000 to \$59,999	3.29%	14
\$60,000 and over	10.35%	44
Prefer not to answer	16.24%	69
Do not know	20.71%	88
TOTAL		425

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

Answered: 426 Skipped: 52



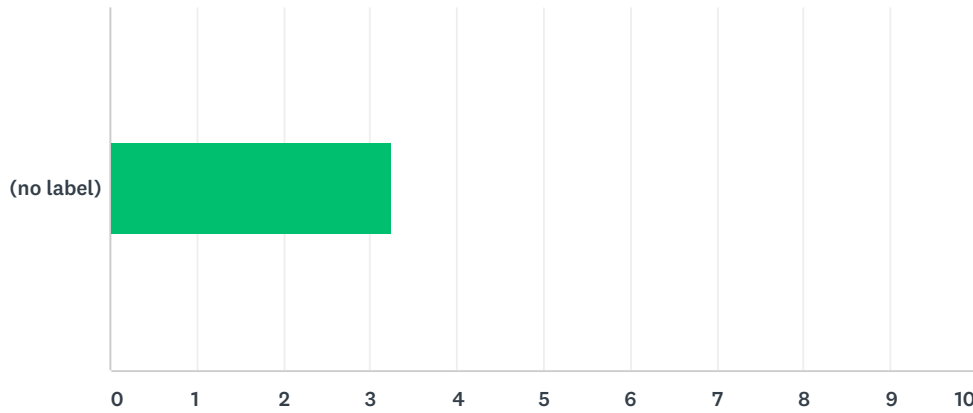
ANSWER CHOICES	RESPONSES	
1	30.52%	130
2	23.47%	100
3	17.37%	74
4	10.56%	45
5	6.81%	29
6	2.35%	10
7	0.47%	2
8	0.70%	3
9	0.23%	1

LAMP Client Experience Survey 2017 (Lakeshore site)

10+	0.47%	2
Prefer Not to Answer	7.04%	30
TOTAL		426

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

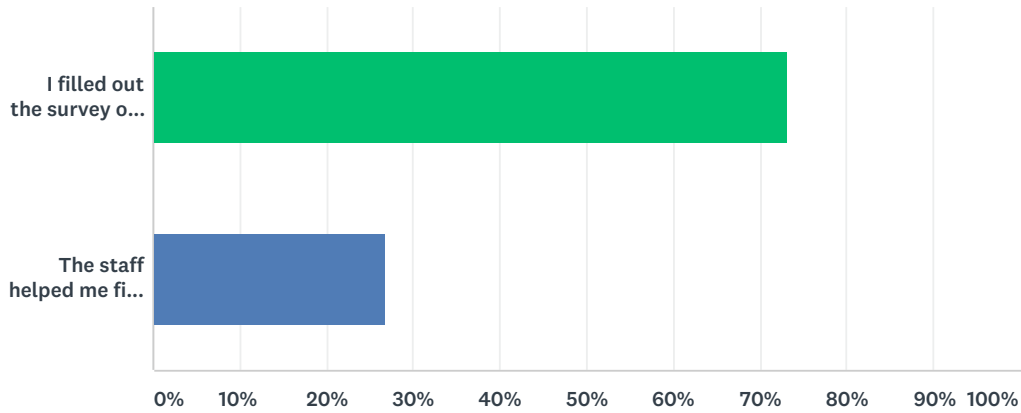
Answered: 419 Skipped: 59



	EXCELLENT	VERY GOOD	GOOD	FAIR	POOR	TOTAL	WEIGHTED AVERAGE
(no label)	15.51% 65	25.54% 107	32.94% 138	20.29% 85	5.73% 24	419	3.25

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

Answered: 419 Skipped: 59



ANSWER CHOICES	RESPONSES	
I filled out the survey on my own.	73.27%	307
The staff helped me fill out the survey.	26.73%	112
TOTAL		419