

Please mark (✓) your CHC Location:
 Access Alliance Four Villages
 Stonegate Davenport Perth
 LAMP East Mississauga

CONFIDENTIAL

By answering this survey, you will help us improve our service to you. Your responses will remain anonymous and confidential. This survey covers the period from November 2022 to November 2023.

Age	<input type="checkbox"/> 18 to 44	<input type="checkbox"/> 45 to 64	<input type="checkbox"/> 65+			
Gender	<input type="checkbox"/> Male	<input type="checkbox"/> Female	<input type="checkbox"/> Transgender	<input type="checkbox"/> Intersex	<input type="checkbox"/> Other	<input type="checkbox"/> Prefer not to answer
How long have you been with West Toronto DEP?	<input type="checkbox"/> Less than 6 months	<input type="checkbox"/> 6 months to 1 year	<input type="checkbox"/> 1 to 3 years	<input type="checkbox"/> 3 to 5 years	<input type="checkbox"/> Longer than 5 years	
Is English your preferred language?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> If no, please specify? _____			

Please mark (✓) one box for each item that best describes how you feel about the Program. Referring to your experience with the West Toronto DEP within the last year:

ACCESS	Always	Sometimes	Never	Not applicable
My appointments are accessible (easy to get to).				
Transportation is a problem for me.				
If needed, a bus ticket (TTC or MIT) has been offered to me.				
When the time of an appointment does not work for me, another time is offered in a timely manner.				
I am offered the option to choose an onsite or virtual (phone or video) appointment according to my preference.				
My preferred appointment method is virtual (phone or video)				
I use social media (Facebook, X (Twitter), Instagram, TikTok) to access diabetes education resources				
I have been given access to Zoom or onsite group sessions.				
I am able to get services in the language of my choice				
COMMUNICATION	Always	Sometimes	Never	Not applicable
West Toronto Diabetes Education Program resources provided through Facebook, Twitter, and website are effective in supporting my self-management.				
West Toronto Diabetes Education Program resources provided to me through printouts, mail, or email are effective in supporting my self-management.				
EFFECTIVENESS	Always	Sometimes	Never	Not applicable
My healthcare provider at West Toronto DEP spends enough time with me and addresses my questions.				
My healthcare provider at West Toronto DEP involves me in decisions and options for managing my diabetes.				

Staff at West Toronto Diabetes Education Program have provided me with the skills and knowledge I need to help me manage my diabetes.					
My healthcare provider at West Toronto Diabetes Education Program helps me set personal goals (like healthy eating and managing my diabetes etc).					
This diabetes program has increased my knowledge of my condition.					
Staff at West Toronto Diabetes Education Program explain things in a way that is easy to understand.					
OVERALL SATISFACTION	Strongly Agree	Somewhat Agree	Neither Agree nor Disagree	Somewhat Disagree	Strongly Disagree
The onsite and virtual groups that are offered (example: Introduction to Diabetes, Physical Activity, and Cooking Workshops) meet my needs.					
This diabetes program is having a positive impact on my diabetes management					
OVERALL, I am satisfied with the care and services provided at West Toronto Diabetes Education Program					
What else would you like to see offered?					

COMMENTS/FEEDBACK

MY SUCCESS STORY (if you wish, please share your accomplishments in managing your diabetes, blood sugar, physical activity, and/or quality of life)

How did you hear about West Toronto DEP?	<input type="checkbox"/> My primary care provider	<input type="checkbox"/> Newspaper	<input type="checkbox"/> Online (example Google, Facebook, X(Twitter), Instagram, website)	<input type="checkbox"/> Referred by friend
	<input type="checkbox"/> Other: _____			

THANK YOU VERY MUCH FOR YOUR TIME. IT WILL MAKE A DIFFERENCE.