



2011 NINE CIRCLES CLIENT SERVICES SURVEY & CLIENT FEEDBACK SESSION RESULTS

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PART I – SURVEY RESULTS

INTRODUCTION

The 2011 Nine Circles Client Services Survey was conducted from February 22nd to March 31st, 2011. Two peer Research Assistants (RAs) were hired to assist the Research & Evaluation Coordinator (R&E) in the promotion and dissemination of the survey, and also to assist any clients who may have vision, literacy or dexterity challenges in filling out the survey. The RAs also consulted with the R&E on the results and themes that emerged offering further validity of the results.

The goal/theme of the client survey was to gather feedback from clients in these areas:

- Accessibility
- Communication
- Safety

The survey was distributed/available:

- Online on the Nine Circles' website
- At Nine Circles (in hard copy)
- At Nine Circles (online via a link on a public-use computer)
- To nearby agencies in the community (where Nine Circles clients may also visit)
 - 595 Prevention Team
 - Main Street Project
 - Rainbow Resource Centre
 - Salvation Army (Booth Centre)
 - Siloam Mission
 - Sunshine House
 - West Broadway Development Corp.
- In Nine Circles food bank food boxes*
- By Nine Circles Outreach Workers while on community visits*
- At a Client Services Survey Drop-In Day (held on March 3rd, 2011 with RAs present)

* Stamped, addressed envelopes were provided for clients to mail the completed survey back to Nine Circles.

Snacks and soft drinks were offered during the Drop-In Day, otherwise clients did not receive compensation for completing the survey.

138 surveys were completed, 4 were disqualified[†], leaving 134 surveys for analysis (n = 134 unless otherwise indicated).

- 23 (17%) were filled out online
- 111 (83%) were filled out as hard copies

Note: For this year's survey, Nine Circles did not have the resources to offer it in languages other than English, nor did we have access to interpreters. This would have limited the number of newcomers to Canada and clients who do not speak/read English who would have been able to participate in the survey.

The results of the survey have/will be made available to Nine Circles clients and the community:

- At a presentation and feedback session – October 4th, 2011
- As handouts/posters at Nine Circles
- On the Nine Circles website (ninecircles.ca)

The final results of the survey and feedback session will also be reviewed by Nine Circles management, program coordinators, and staff for use in program planning and service delivery.

From the results, we see that overall clients are:

- Feeling heard by staff
- Are comfortable at Nine Circles and in engaging with services providers
- Are able to find out about the services, groups and workshops that are taking place at Nine Circles
- Are learning ways to stay healthy
- Clients also offered suggestions and feedback for Nine Circles to consider regarding service delivery and program planning

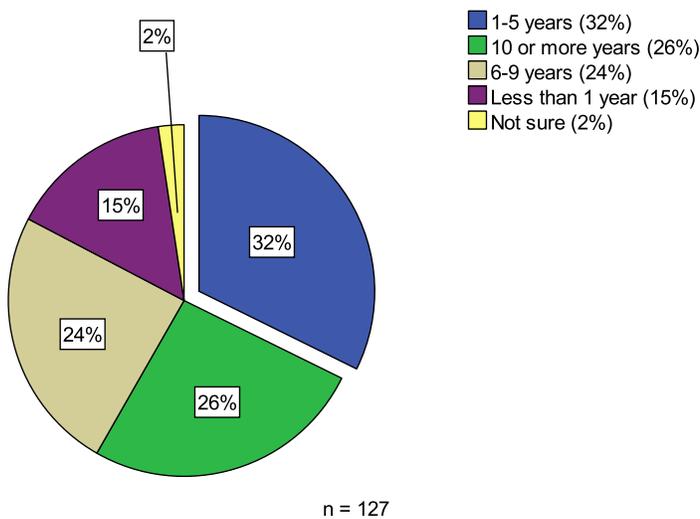
[†] Surveys were disqualified for reasons such as: answers were unintelligible, only a single question was answered, or several pages were torn out of the survey booklet.

DEMOGRAPHICS

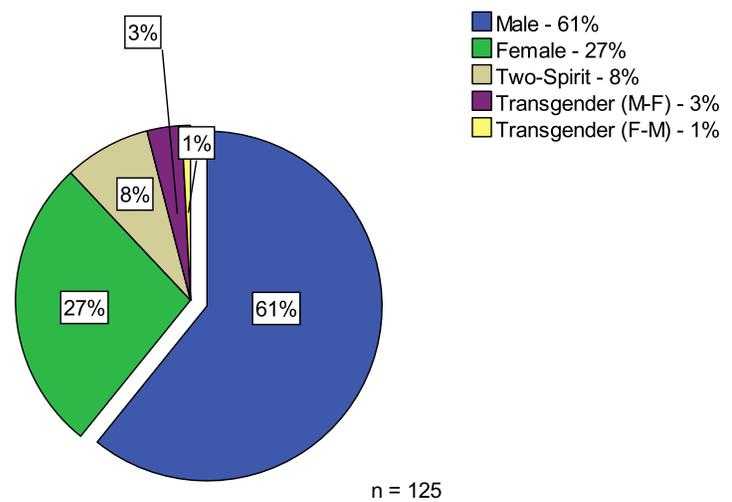
- The majority (32%) of respondents have been coming to Nine Circles for 1 – 5 years
- The sample was 61% male
- Most (37%) respondents were between 45 – 50 years of age
- The majority (46%) of respondents identified as Aboriginal/First Nations
- Most (49%) respondents identified as heterosexual

Demographic representation of all the respondents is presented in the charts below, percentages in the legends are in descending order:

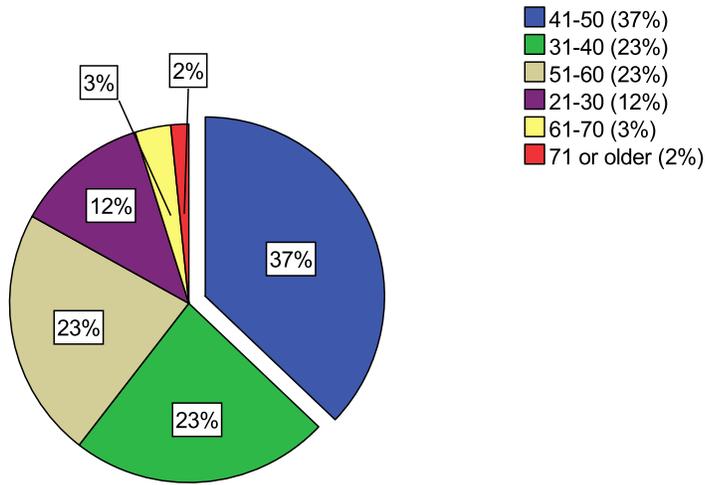
How long have you been coming to Nine Circles?



Gender

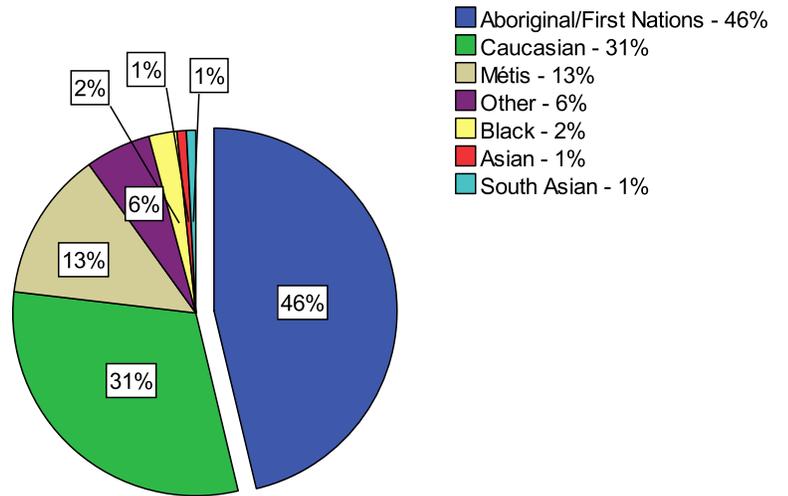


Age range



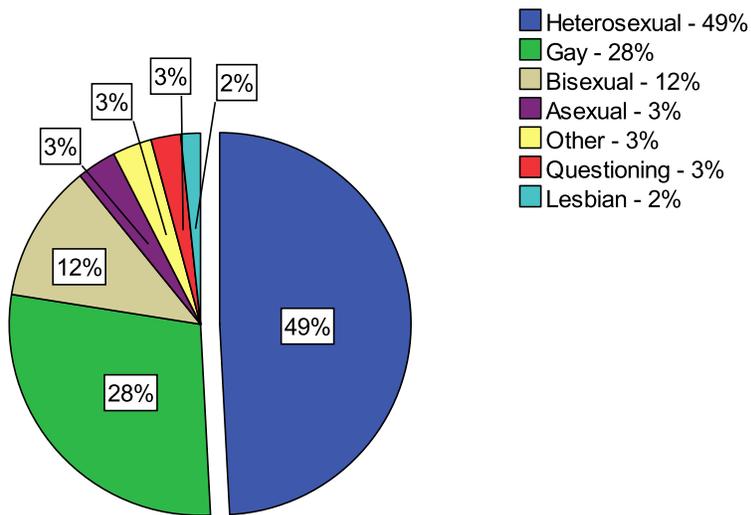
n = 12

Ethnicity



n = 121

Sexual orientation



n = 120

PROGRAM UTILIZATION

To identify which programs clients are utilizing at Nine Circles, respondents were asked to indicate which services and groups/workshop they have accessed in the past year.

The Nine Circles programs clients are using (in descending order):

- Doctor (72%)
- Nurse (71%)
- Food bank (66%)
- Client Advocate (47%)
- Outreach Worker (46%)
- Counselor (43%)
- Health Promotion (37%)
- Social Worker (32%)
- Cultural Support (28%)
- Dietitian (28%)
- HIV Pharmacist (20%)
- Volunteer Coordinator (19%)
- Education (17%)
- Outreach Nurse (9%)
- Occupational Therapist (7%)

PROGRAM UTILIZATION (continued)

The Nine Circles groups/workshops clients are participating in (in descending order):

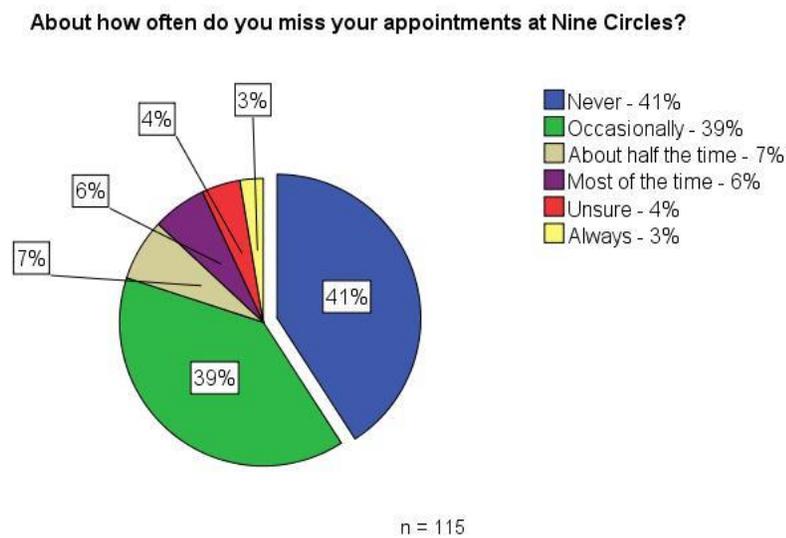
- Info sessions/workshops (e.g. HIV & disclosure, falls prevention) (28%)
- Gathering Time (24%)
- Cultural groups/activities (21%)
- Brain Games (19%)
- Living Well With HIV (19%)
- Creative projects (e.g. quilting, “Make & Take”) (18%)
- Cooking group (16%)
- Diabetes & Nutrition (12%)
- Mental health (10%)
- Walking group (7%)
- Breaking the Habit[‡] (tobacco cessation) (4%)
- FYI Fridays (3%)

[‡] Based on client needs and feedback, tobacco cessation is now offered as a one-to-one format rather than as a group.

APPOINTMENT ATTENDANCE

To assist in addressing barriers to appointment attendance, clients were asked to identify about how often they miss their appointments at Nine Circles, and also describe some of the reasons they may miss them.

Most (41%) of the respondents indicated they “never” miss their appointments at Nine Circles. However, 16% of respondents indicated missing their appointments more than half of the time. Appointment attendance is of particular interest in order to support clients to retain a connection with HIV and primary care. Further examination is required to determine appropriate programmatic interventions and supports to improve attendance for this group of clients.



When asked to list reasons they may miss appointments, clients identified the following (organized into themes):

- Transportation/the distance from home
- Illness or feeling tired
- Other responsibilities or appointments to attend to
- The weather
- Oversleeping/forgetting
- Substance use/hangover

SAFETY, PRIVACY & COMMUNICATION

In order to gather feedback on how safe clients feel at Nine Circles, including their assessment of how their private information is handled, respondents were asked a series of questions regarding safety, privacy and communication. This was of particular interest as, Nine Circles transitioned from paper charts to electronic charts in April, 2010.

- 84% specified they feel Nine Circles staff listens to them (n = 129)
- 79% feel Nine Circles keeps their information private (n = 123)
- On average, 68% of clients indicated they feel “comfortable” or “very comfortable” using Nine Circles programs (n = ranged from 59 to 113)
- 72% answered “no” when asked if they’ve felt uncomfortable at Nine Circles during the past year (n = 123)

SAFETY, PRIVACY & COMMUNICATION (continued)

Respondents were asked to rate their level of comfort with using Nine Circles services. The following results indicate clients feel comfortable accessing services at Nine Circles (results by program area in descending order below; also see figure 1):

- **During medical visits[§]** –
 - 79% are “comfortable” or “very comfortable” using this service.
- **During other types of visits^{**}** –
 - 76% are “comfortable” or “very comfortable” using this service.
- **Checking in at medical reception** –
 - 73% are “comfortable” or “very comfortable” using this service.
- **Checking in at the front desk** –
 - 69% are “comfortable” or “very comfortable” using this service.
- **Using the Gathering Place^{††}** –
 - 66% are “comfortable” or “very comfortable” using this service.
- **Groups/workshops in the Gathering Place** –
 - 65% are “comfortable” or “very comfortable” using this service.
- **Food bank** –
 - 62% are “comfortable” or “very comfortable” using this service.
- **Cultural Activities^{‡‡}** –
 - 54% are “comfortable” or “very comfortable” using this service.

[§] e.g. doctor/nurse visits

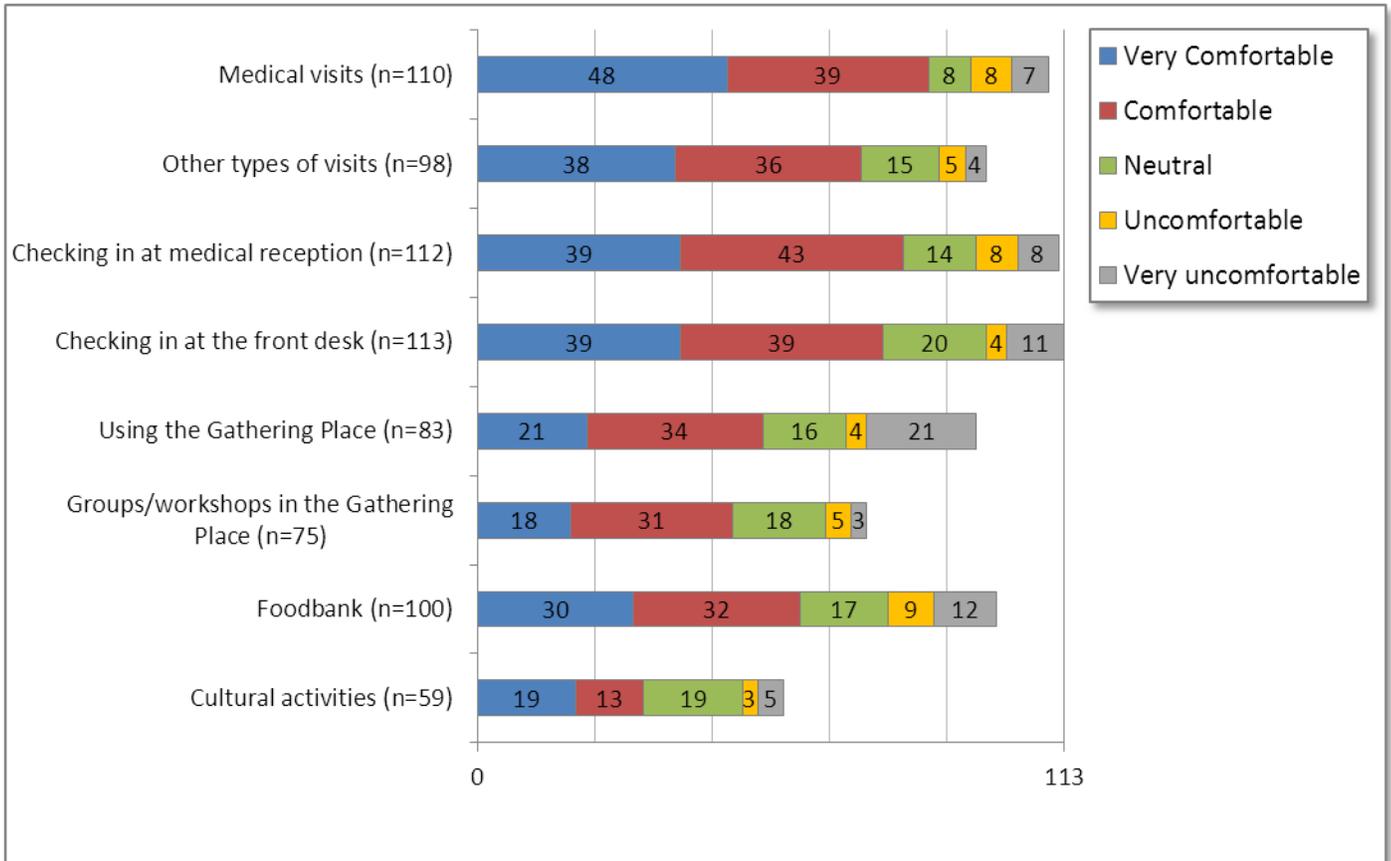
^{**} e.g. social worker, individual counseling, dietitian

^{††} e.g. using the computers, reading the newspaper

^{‡‡} e.g. drumming, sweat ceremonies

SAFETY, PRIVACY & COMMUNICATION (continued)

Figure 1 – Please rate how comfortable you are using the following Nine Circles services:



SAFETY, PRIVACY & COMMUNICATION (continued)

Client-Identified Reasons for Feeling Uncomfortable

Those respondents who indicated they had felt uncomfortable while at Nine Circles sometime during the past year, were then prompted to briefly describe the situation. The following themes were identified:

- Clients or staff not treating others according to the Nine Circles Code of Conduct (e.g. gossip, volume/tone of voice, choice of language)
- Feeling judged or misunderstood as a person because of appearance, ethnicity, lifestyle/life choices, etc.
- Challenges in communicating with, and/or approaching staff
- Service providers not validating alternative healing practices
- HIV status or other medical conditions being disclosed by others
- During co-ed groups and activities

AWARENESS OF PROGRAMMING & SERVICES

This section of the survey sought to determine how clients find out about the programming taking place at Nine Circles so we can continue to utilize and adapt those modes. This section also attempted to identify ways for Nine Circles to better promote programs and services to our clients.

How clients find out about **services** at Nine Circles (in descending order):

- #1 Nine Circles staff (in person or clients call in) (53%)
- #2 Posters/handouts at Nine Circles (52%)
- #3 Other Nine Circles clients/“word on the street” (41%)
- #4 Nine Circles “Activity Schedule”^{§§} (17%)
- #5 At another organization (e.g. Health Sciences Centre, another caregiver) (10%)
- #6 Emails from Nine Circles (8%)
- #7 Nine Circles website (6%)
- #8 Radio ads^{***} (1%)

How clients find out about **events and workshops** at Nine Circles (in descending order):

- #1 Posters/handouts at Nine Circles (56%)
- #2 Nine Circles staff (in person or clients call in) (50%)
- #3 Other Nine Circles clients/“word on the street” (41%)
- #4 Nine Circles “Activity Schedule” (28%)
- #5 At another organization (e.g. Health Sciences Centre, another caregiver) (12%)
- #6 Emails from Nine Circles (8%)
- #7 Nine Circles website (8%)
- #8 Don’t know how to find out (4%)

^{§§} A daily activities schedule posted in the lobby for clients and staff to view the groups, workshops and events planned for that day.

^{***} Nine Circles has not run radio advertisements promoting the organization itself, but have participated in advertisements promoting sexual health testing campaigns.

AWARENESS OF PROGRAMMING & SERVICES (continued)

Client suggestions on some **other ways we should let clients know what is happening at Nine Circles:**

- A newsletter
- Facebook and Twitter
- Hand out a monthly calendar
- Send emails to clients
- Email other organizations about what's going on at Nine Circles
- Advertise/put up posters and handouts at places around the city

Note: several of these strategies are currently, or have recently been put into place. In the presentation of the results to the clients, how to utilize them was addressed (e.g., how to find us on Facebook and Twitter, how to get the monthly calendar getting on the Nine Circles email list). Clients can also call Nine Circles (940-6000) to find out how they can keep updated on upcoming workshops, groups and events.

ACCESS TO HELP & SERVICES

To assess client's ability to access services (at Nine Circles and in the community), clients were asked, if (during the past year) there was a time when Nine Circles **could not** get them the help or service they asked for.

- 75% answered "no"
- 25% answered "yes"

(n = 115)

Those who indicated they did not get the help or service they needed, were asked to describe the situation. The following items/times they could not get help were identified:

- Transportation/travel fare
- Funds or subsidies for items for daily living (e.g. utilities, clothing, nutritional supplements)
- Food bank/emergency food
- Information for homeless persons
- PHA⁺⁺⁺ Assistance Fund
- Physical pain
- No computer access (because of programming taking place in the Gathering Place)
- Staff were busy/already had appointments with other clients
- Nine Circles was temporarily out of some safer sex supplies

Clients who indicated that Nine Circles could not get them the help they had asked for, were also prompted to answer the question – "Did Nine Circles find a different way to help you?"

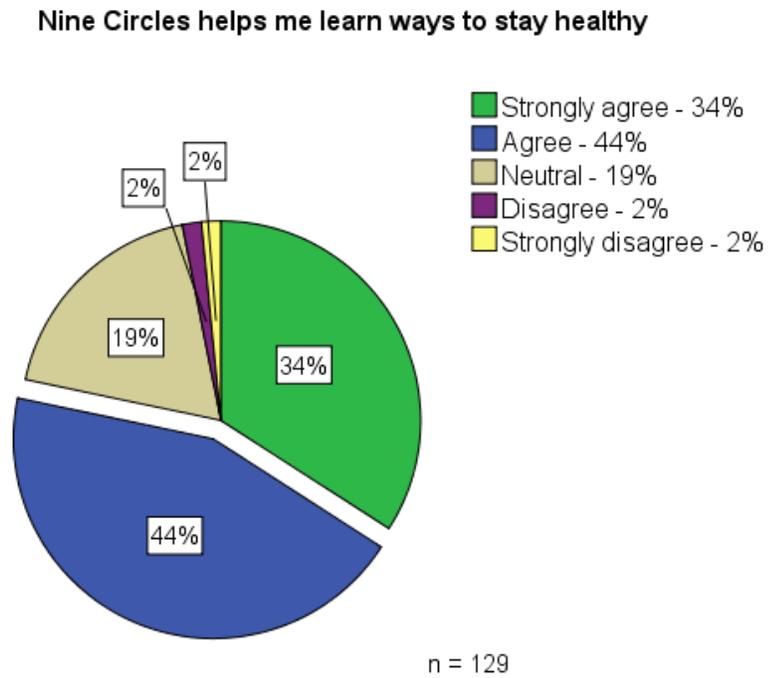
- 28% answered "yes"
- 72% answered "no"

(n = 29)

⁺⁺⁺ People with HIV/AIDS

HELPING CLIENTS TO STAY HEALTHY

78% of respondents indicated that Nine Circles helps them learn ways to stay healthy (n = 129)



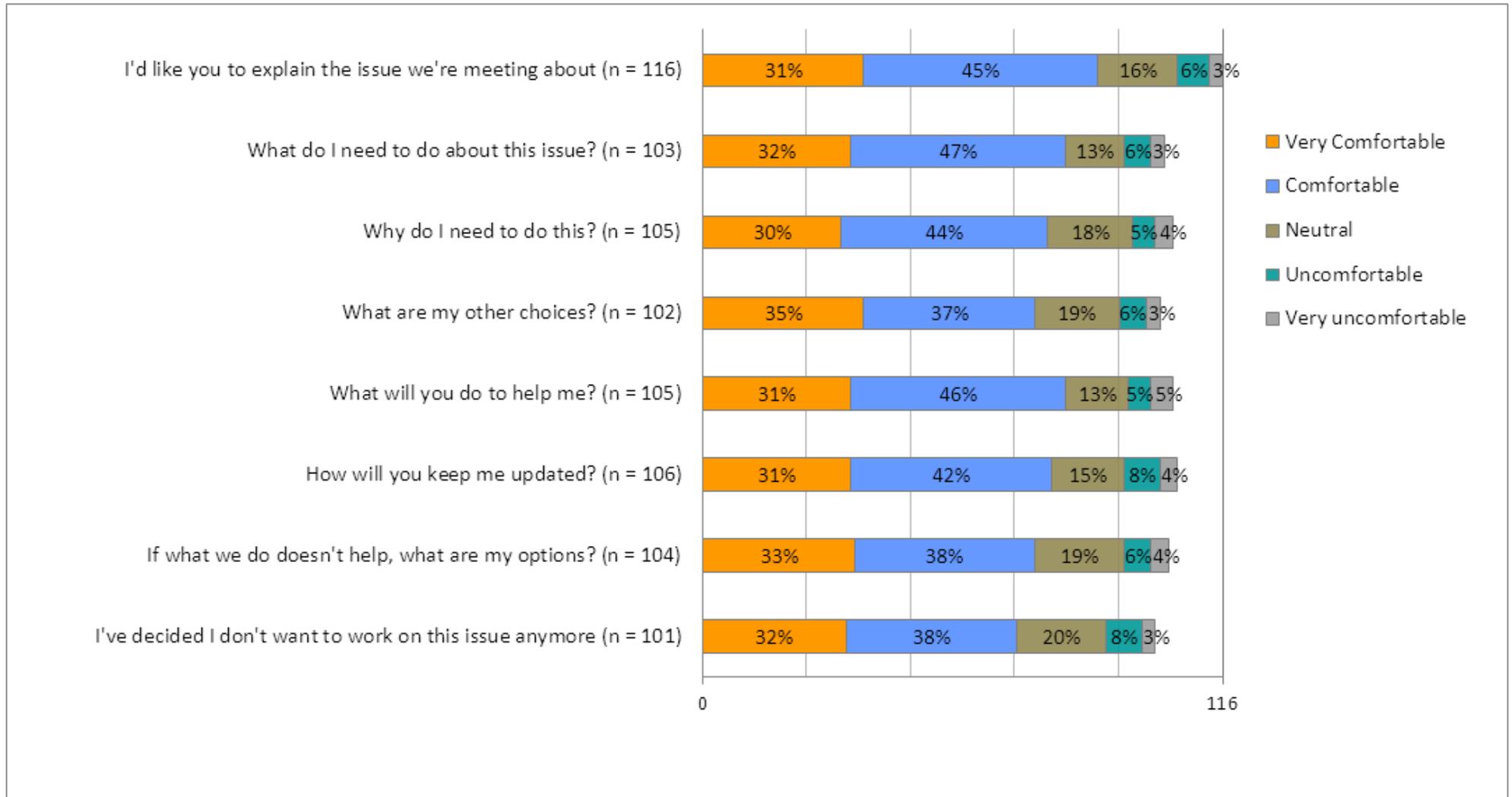
CLIENT-CENTERED CARE

Client-centered care is one of Nine Circles core principles; we encourage and support clients to be involved in decisions about their care together with their service providers.

The majority of respondents indicated they would feel “comfortable” or “very comfortable” addressing the following items with their care providers. The average was: 74% of clients answering “comfortable” or “very comfortable” with the statements (also see figure 2).

- **I’d like you to explain the issue we’re meeting about**
- **What do I need to do about this issue?**
- **Why do I need to do this?**
- **What are my other choices?**
- **What will you do to help me?**
- **How will you keep me updated?**
- **If what we do doesn’t help, what are my options?**
- **I’ve decided I don’t want to work on this issue anymore**

Figure 2 –



NEW IDEAS

Respondents were asked to comment on groups/services they would like to see at Nine Circles. In order to identify gaps in programming, clients were asked to name programs or services that Nine Circles should have, but are not currently available. Respondents identified the following (which are organized into categories of availability):

Suggestions that are currently offered at Nine Circles:

- Help with housing
- Volunteer opportunities
- Information about attending classes/school
- Couples counselling
- Sharing Circles

Suggestions that are currently being offered at partner agencies:

- Creative projects⁺⁺⁺
- Sports/a gym
- PHA Caucus
- Laundry facilities
- Christmas hampers
- Pastoral care
- Public speaking
- Drop-in centre/drop-in time^{\$\$\$}

⁺⁺⁺ Occasionally there are creative projects in the Gathering Place at Nine Circles. Clients can check the calendar of events, or ask a staff member for dates and times.

^{\$\$\$} Nine Circles periodically offers a drop-in time called Gathering Time. Clients can check the calendar of events, or ask a staff member for dates and times.

NEW IDEAS (continued)

Suggestions we are not currently offering:

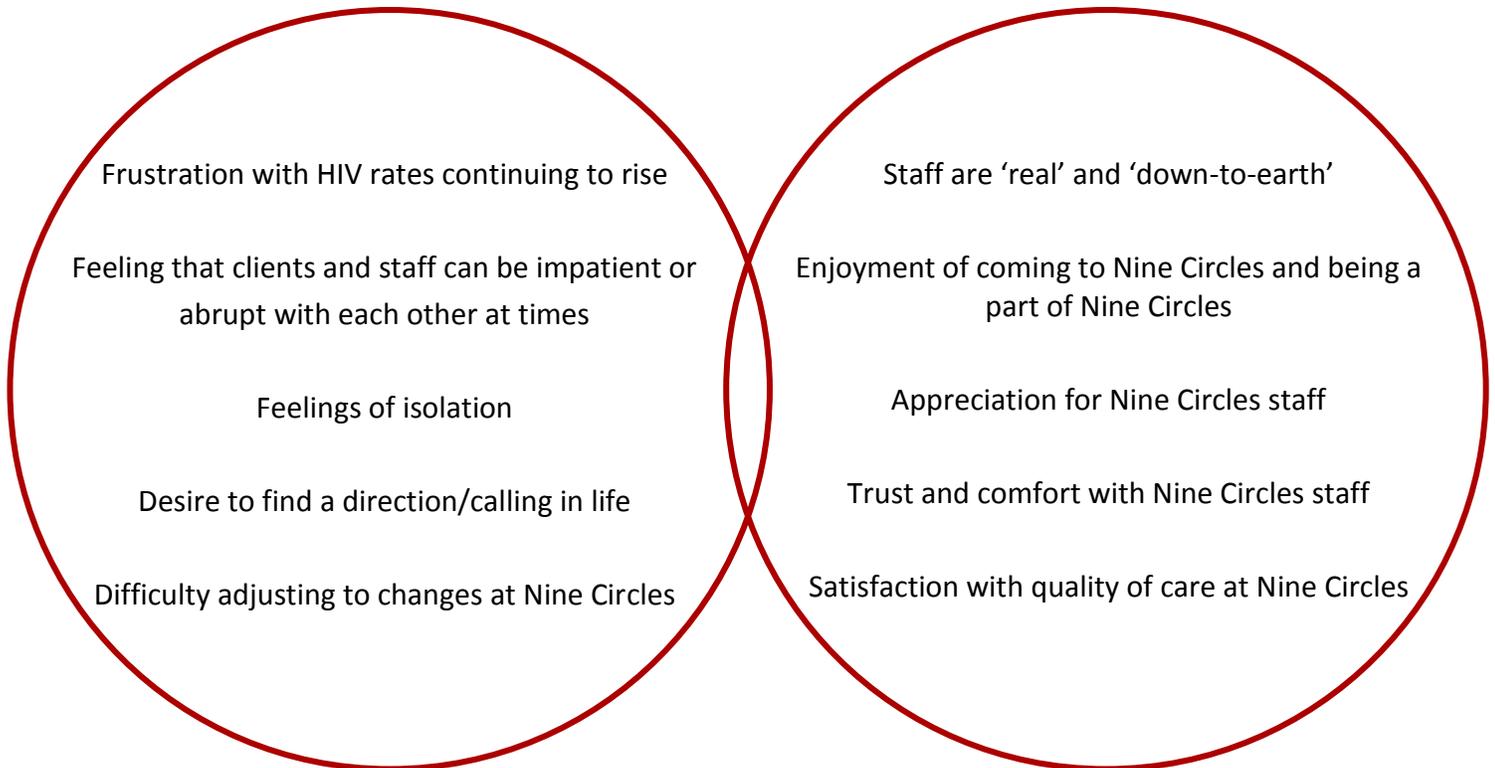
- Peer counselling/client one-on-one support program
- Safe injection room
- Transportation services
- Access to the Nine Circles food bank for Hepatitis C clients
- Alternative medicine (e.g. acupuncture, chiropractic, herbalist)

Suggestions we are working on, or may be able to provide in the future:

- Income tax preparation
- Programming/activities for women and transgender women
- More opportunities to socialize, connect, and communicate with each other
- A peer/client AIDS Walk planning committee
- Men's support group
- More peers in staff/volunteer positions
- Groups/events in the evenings
- Info sessions about HIV for children and family of clients
- A more interactive/exciting website
- An annual Nine Circles picnic or barbeque
- A list of places that HIV+ people can go to get dental work, massage, manicures, pedicures, etc.

CLIENT COMMENTS

Clients were asked to provide any additional comments they had. The following themes emerged. Some were directly related to care at Nine Circles, and some were of a greater scope regarding client's lives:



CONCLUSIONS & FUTURE DIRECTIONS

The results of the survey indicate that overall:

- Clients provided positive feedback regarding care and services at Nine Circles
- Clients are receiving the services they need
- There are several options in the community for desired complimentary programming
- Clients can communicate and discuss care plans with service providers
- Clients are comfortable coming to, and being at Nine Circles
- There are some client concerns with comfort, conduct, and communication and interaction with staff and other clients at Nine Circles

Nine Circles staff, Coordinators and Management Team will review the results as a part of program planning.

Nine Circles will continue to conduct an annual survey as well as other evaluation activities to gather client feedback on programming and care provision****.

**** As resources and staffing allow.

PART II – CLIENT PRESENTATION & FEEDBACK SESSION

The survey results and feedback session was held at Nine Circles on October 4th, 2011; 12 clients and 4 staff (including the Nine Circles Executive Director) attended. The results of the survey were presented and attendees were asked to provide any comments, feedback, and questions they may have. The conversation that emerged is organized into the themes below.

As with the results from the survey, the information gathered at the feedback session will be made available to Nine Circles clients (as part of the final report, in handouts/posters, and the online at ninecircles.ca). Nine Circles staff, Coordinators and Management Team will also review the results of the feedback session for use in program planning.

APPOINTMENT ATTENDANCE

The group discussed timeframes around getting an appointment when you want one, and no-shows and use of clinician time. What barriers to attendance may exist beyond those presented? Ideas/suggestions on how we can help individuals in this area?:

- **Rescheduling of Appointments**
 - Clients expressed that this does not always happen.
 - For example, clients are told that Nine Circles will contact them to reschedule, but there is no follow up, or Nine Circles may re-book the appointment but not tell client about the new appointment.

- **Appointment Reminders**
 - Clients articulated the usefulness of appointment reminder cards; clients expressed these cards are not always provided.

APPOINTMENT ATTENDANCE *(continued)*

- **A.M./P.M. Issues**

- A.M. or P.M. appointments should be based on client availability, preference, and life situation (dealing with side-effects of medication, arranging child care, not being a “morning person”), rather than fitting clients into a pre-determined schedule.

- **Waiting**

- Clients expressed frustration with wait times when seeing their provider(s). As an example: sometimes clients are late, but they are seen by a clinician anyways. Then in turn, the next client has to wait to be seen, even though they were on time or early.

SPACE & ENVIRONMENT

The group reviewed comfort and additional ideas/suggestions.

- **Stigma**
 - Clients expressed this is an issue and a barrier to accessing services (e.g. being seen going into an “HIV place”).
 - Participants vocalized that Nine Circles is generally understood to be “only for HIV”, and sometimes staff deliver that message in public spaces. People who are not HIV positive people feel they cannot attend programming and events.
- **Signage**
 - Clients suggested a “Welcome” sign at the building entrance(s)
- **Unique nature of Nine Circles**
 - Participants discussed the Round Room and the HeartSong Retreat as areas for Nine Circles to be proud of (in comparison to other services across Canada).

PROGRAMMING & SUPPORT

- **Promoting the range of Nine Circles services**
 - Nine Circles should highlight and promote the services and activities that are open to the whole community.
 - Let HIV be part of what we do in public communications, but also highlight the other aspects of what we do (health promotion workshops, education and training sessions, community building and social support).
 - Consider signage out front that promotes public services in (sexual health) prevention/education.
 - Posters up around the building listing the services and groups offered at Nine Circles, including brief descriptions of each.

- **Peer-to-Peer support**
 - This type of programming would build comfort and trust.
 - Peer mentor programs in British Columbia were recommended as a model to consider, as well as phone-based peer-to-peer supports.
 - Participants expressed concern that the desire for peer-to-peer efforts is long standing; there is confusion and frustration with lack of movement on this issue.

- **Cultural Support**
 - Participants wished to know how they could access meeting with Aboriginal Elders and traditional healing and medicines; clients were encouraged to connect with the Nine Circles Cultural Support Worker for assistance with these items.

PRIVACY

- **Electronic Medical Record (EMR)**
 - Participants had many questions about what information, how much information, the type of information that goes into their EMR, as well as how long information is kept.
 - Moreover, participants had questions on how much of historical/past information was transferred from paper charts into EMR.
 - Participants had questions regarding the difference between our EMR and the Provincial Electronic Health Record (EHR).

OTHER AREAS OF DISCUSSION

- Clients were encouraged to participate in AIDS Walk planning and how that could help increase PHA participation in the walk (i.e. word of mouth).
- Participants offered ideas on other agencies that could be called on to promote HIV-specific as well as broader programming.
- Clients suggested a paid peer or volunteer opportunity – an individual who follows up with agencies who receive our promotional information to make sure they actually post and promote it.
- Recommended we look at Red Road Map from Vancouver (an online resource) and Sask Street Signs from Saskatoon (an online resource) as models for how to effectively communicate resources available in the broader community.
- Dental dams can be purchased in a business card size – recommended as an alternative to our current supply of larger ones.

Appendix 1 – The 2011 Client Services Survey

2011 Nine Circles Client Services Survey				
<p>Nine Circles would like to know how well we are serving our clients.</p> <p>Please take a few minutes to fill out this survey and tell us what you think about the programs and services at Nine Circles; it will take about 15 minutes to complete.</p> <p>Your answers are anonymous and confidential; please <u>don't put your name on this survey</u>. All surveys will go to the Nine Circles Research & Evaluation Coordinator (Tina) who will prepare a summary of the results. The summary will be made available for clients, staff and management to review to help make Nine Circles better.</p>				
<p>Q1. In the past year (12 months) I have used the following services at Nine Circles:</p>				
	Yes	No	Unsure	Doesn't apply to me
Client Advocate (Bev)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Counsellor (Rosa or Sandra)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cultural Support (Peetanacoot)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Dietician (Sarah)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Doctor	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Foodbank	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Health Education (Gina, Krystal, Steph or Veda)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Health Promotion (Tania or Shauna F.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
HIV Pharmacist (Shanna C.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Nurse	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Occupational Therapist (Dawn)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Outreach Nurse (Nicole K.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Outreach Worker (Roger, Shannon, Sharon or Yves)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Social Worker (Marie or Megan)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Volunteer Coordinator (Sané)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

2011 Nine Circles Client Services Survey

Q2. In the past year (12 months) I have participated in the following group activities at Nine Circles:

	Yes	No	Unsure
Arts & crafts projects (e.g. quilting, "Make and Take")	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Brain Games	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Breaking the Habit (stop smoking group)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cooking tips & mealtime	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cultural support groups (e.g. drumming, sweat ceremonies)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Diabetes & Nutrition	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
FYI Fridays	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Gathering Time	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Living Well With HIV	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Mental health groups	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Walking Group	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other information sessions/workshops (e.g. HIV & Disclosure, falls prevention)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q3. Over the past year (12 months), was there a time when Nine Circles could not get you the help or service you asked for?

- Yes
- No (*skip to Q4*)
- Doesn't apply to me (*skip to Q4*)

Q3b. If yes, please briefly describe the situation:

Q3c. Did Nine Circles find a different way to help you?

- Yes
- No
- Unsure

2011 Nine Circles Client Services Survey

Q4. About how often do you miss your appointments at Nine Circles?

- Never (*skip to Q5*)
- Occasionally
- About half of the time
- Most of the time
- Always
- Unsure
- Doesn't apply to me (*skip to Q5*)

Q4b. What are some reasons you might miss appointments at Nine Circles?

Q5. Do you feel Nine Circles keeps your personal information private?

- Yes
- No
- Unsure
- Doesn't apply to me

Comments:

2011 Nine Circles Client Services Survey

Q6. Do you feel Nine Circles staff listen to you?

- Yes
 No
 Unsure
 Doesn't apply to me

Comments:

Q7. How do you usually find out about events and workshops going on at Nine Circles? (select all that apply):

- | | |
|---|--|
| <input type="checkbox"/> Posters/handouts at Nine Circles | <input type="checkbox"/> Nine Circles website |
| <input type="checkbox"/> At another organization | <input type="checkbox"/> The Nine Circles "Activity Schedule" (posted by the water cooler) |
| <input type="checkbox"/> Other Nine Circles clients | <input type="checkbox"/> Nine Circles emails me |
| <input type="checkbox"/> Nine Circles staff | <input type="checkbox"/> I don't know how to find out |
| <input type="checkbox"/> Other way (please specify) | |

Q8. How do you usually find out about what other services there are at Nine Circles? (select all that apply):

- | | |
|---|--|
| <input type="checkbox"/> Posters/handouts at Nine Circles | <input type="checkbox"/> Nine Circles website |
| <input type="checkbox"/> At another organization | <input type="checkbox"/> The Nine Circles "Activity Schedule" (posted by the water cooler) |
| <input type="checkbox"/> Other Nine Circles clients | <input type="checkbox"/> Nine Circles emails me |
| <input type="checkbox"/> Nine Circles staff | <input type="checkbox"/> I don't know how to find out |
| <input type="checkbox"/> Other (please specify) | |

Q9. What are some ways we should let people know about the services, groups and events at Nine Circles?

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Q10. What service or group should Nine Circles have that we don't have now?:

Q11. Nine Circles helps me learn ways to stay healthy

- Strongly agree
 Agree
 Neutral
 Disagree
 Strongly disagree

Comments:

Q12. Please rate how comfortable you are using the following Nine Circles services:

	Very uncomfortable	Uncomfortable	Neutral	Comfortable	Very comfortable	Doesn't apply to me
Foodbank	<input type="radio"/>					
Using the Gathering Place (e.g. using the computer, reading the newspaper)	<input type="radio"/>					
Cultural activities (e.g. drumming, sweat ceremonies)	<input type="radio"/>					
Groups or workshops in the Gathering Place	<input type="radio"/>					
Checking in at the front desk	<input type="radio"/>					
Checking in at medical reception	<input type="radio"/>					
Medical visits (e.g. doctor, nurse)	<input type="radio"/>					
Other types of visits (e.g. social worker, individual counselling, dietician)	<input type="radio"/>					

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Q13. How comfortable would you feel saying the following to a Nine Circles care provider(s) during a visit:

	Very uncomfortable	Uncomfortable	Neutral	Comfortable	Very comfortable	Unsure
I'd like you to explain the issue we're meeting about.	<input type="radio"/>					
What do I need to do about this issue?	<input type="radio"/>					
Why do I need to do this?	<input type="radio"/>					
What are my other choices?	<input type="radio"/>					
What will you do to help me?	<input type="radio"/>					
How will you keep me updated?	<input type="radio"/>					
If what we do doesn't help, what are my options?	<input type="radio"/>					
I've decided I <u>don't</u> want to work on this issue anymore.	<input type="radio"/>					

Q14. Has there been a time in the past year (12 months) when you have not felt comfortable at Nine Circles?

- Yes
 No

14 b. Please give a brief description of the situation:

Q15. Please provide any additional comments or suggestions you'd like to share:

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This section asks questions about your gender, age, ethnicity and sexual orientation. We are asking this to see how well we are serving different groups of clients. You can skip any questions you don't want to answer.

How long have you been coming to Nine Circles?

- Less than 1 year
- 1 - 5 years
- 6 - 9 years
- 10 or more years
- Not sure

Gender (optional):

- Female
- Male
- Transgender (F-M)
- Transgender (M-F)
- Two-Spirit
- Other (please specify)

Age range (optional):

- 20 or younger
- 21 - 30
- 31 - 40
- 41 - 50
- 51 - 60
- 61 - 70
- 71 or older

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Ethnicity (optional):

- Aboriginal/First Nations
- Arab/West Asian (e.g. Armenian, Egyptian, Iranian, etc.)
- Asian (e.g. Chinese, Filipino, Japanese, etc.)
- Black (e.g. African, Haitian, Jamaican, etc.)
- Caucasian (White)
- Inuit
- Latin American
- Métis
- South Asian (e.g. East Indian, Pakistani, Sri Lankan, etc.)
- Other (please specify)

Sexual orientation (optional):

- Asexual
- Bisexual
- Gay
- Heterosexual
- Lesbian
- Questioning
- Other (please specify)

End of survey. Thank you for your participation!

Results will be available at Nine Circles and on our website (www.ninecircles.ca).

If you have questions about any of the groups or services mentioned in this survey, ask a Nine Circles staff member, phone Nine Circles (940-6000), or visit the website for more information.