

## CLIENT SURVEY RESULTS

In January 2017, more than 200 clients completed a survey about their experience using one or more of Street Health's services.

Their opinions and suggestions will guide future service delivery. **We thank the clients who participated in this year's survey.**

### Overall Feedback



97%

I'm very satisfied with the services I receive.



91%

Staff help me access services that are beneficial.



85%

I can deal more effectively with life's challenges.

### Results by Service

Community Mental Health



98%

My Case Manager helps me better manage my mental health.

Harm Reduction



91%

The services and supplies I receive meet my needs.

Nursing



90%

I obtain help when in urgent need or crisis.

Front Desk



87%

I receive respectful and non-judgmental service.

Identification (ID)



82%

My life has improved as a result of obtaining ID.

Street Health's drop-in nursing clinics provide care for clients with immediate concerns and chronic conditions. In addition to three Registered Nurses, a Nurse Practitioner (NP) provides an advanced level of assessment and, when necessary, can prescribe medication. This helps remove barriers to care but clients who are homeless, live in shelters or have unstable housing, often lack money for necessities. They must prioritize immediate needs like food, getting to services and purchasing medications.



Photo courtesy of Nick Menzies

These are individuals like Peter\* who needed help with a throbbing ear. The examination revealed a growth and serious

\*Client's name has been changed to maintain his privacy.

inflammation. This painful ailment can be effectively treated by a prescribed antibiotic, however Peter could not afford this treatment. While the NP is on the frontline, Street Health's donors are the other essential part of our response. Thanks to donor contributions, Peter's ear infection was treated and didn't spiral into a larger problem.

*"In other settings, some client health issues may not be considered urgent,"* states Nurse Allana Sullivan. *"Street Health's population is transient and have competing priorities. We need to address their concerns with treatments and support that work for their situations. Nursing supply contributions mean Street Health can meet these needs."*

Street Health donors recognize the need for clinic supplies, over the counter medications, prescriptions and personal care items. *"Every day Street Health provides care for those who are unable to keep appointments, or haven't been able to successfully comply with previous treatment requirements,"* comments Bill Herridge, a donor who contributes to support nursing supplies. *"Nurses respond with knowledge, compassion and care, ensuring people have what they need to resolve and manage their health concerns. This is healthcare that makes a difference in our community."*

One of Street Health's long standing supporters, the Tzu Chi Foundation, Toronto Branch regularly donates over the counter medications, items like antifungal, wound care, diabetes management tools, cold/flu supplies, and pain relief medications. Their donation is delivered in the fall and again in the winter when they host a community lunch and distribute personal winter warmth kits.



Fei Yen Yu and Hui Fei Tsai, from the Tzu Chi Foundation present a donation of nursing supplies to Jessica Hales and Kapri Rabin.

Street Health relies on financial and in-kind donations to ensure supplies and basic personal care items, like toothbrushes/paste, razors, feminine hygiene, underwear and socks, are available for clients to avoid communicable disease and resolve health issues.

Healthcare supplies, prescriptions and personal care support are vital contributions for clients' wellbeing. Providing a month's worth of nursing supplies is a great community fundraising project or family gift.

Contact Street Health at 416-921-8668, ext. 229 for more information on how to arrange a donation for a month of nursing supplies or arrange an in-kind donation drop-off.

## KUDOS AND THANKS

Nursing volunteers provide vital support at Street Health's community clinics every week. We want to recognize and congratulate Kira Bahinski on her five years of service as a Street Health volunteer.

*"Working full-time in a busy emergency room I often do not get the time I wish I had to sit down with the homeless, marginalized populations, and under-housed. Street Health provides me an avenue to remember the voices of these people, hear their concerns, and work with them to develop health care measures and empower them for health care promotion."* Kira Bahinski, RN.

Recent funding and in-kind supporters include:

- Community Infrastructure Renewal Fund grant from Toronto Central Local Health Integration Network (LHIN) for the main building roof replacement,
- in-kind donations from Enbridge Gas, Fresh Co., Loblaws, MLSE, No Frills and Second Harvest for our community BBQ,
- the contribution of gardening expertise from Leslie Starkman and the donation of plants from community gardeners

and Loblaws to begin the courtyard regeneration,

- a donation of water from Engage and Change to help clients keep hydrated this summer and fall,
- the expertise and generous support of Nick Menzies to photograph and provide compelling images to document Street Health's services.

**Thank you to all Street Health contributors!**

## Stay connected and learn more!

For more details about current activities and the 2017 Client Survey client profile and feedback visit What's Up? at [www.streethealth.ca](http://www.streethealth.ca).