

2007 Problem Gambling Program Client Satisfaction Survey Results

Surveys for this study were distributed to our clients between June and August 2007. Not all surveys were answered in full. Nineteen times out of twenty the figures reported in this table are accurate within 4 per cent.

Survey Information	2007		2006	
Total number of surveys collected	317		202	
Demographics	2007		2006	
	Responses	Per cent	Responses	Per cent
Gender				
Male	123	38.8	74	36.6
Female	194	61.2	128	63.4
No answer	0	0	0	0
Age				
Youth	3	0.9	1	0.5
Adult	292	92.1	191	94.6
Senior	21	6.6	8	4.0
No answer	1	0.3	2	1.0
Region				
Northern BC	44	14	25	12.4
Central BC	16	5	38	19.3
Interior BC	36	11	20	9.9
Lower Mainland Region	178	56	91	46.2
Vancouver Island	43	14	23	11.4

Client Profiles	2007		2006	
	Responses	Per cent	Responses	Per cent
How did you hear about the counselling service?				
Toll Free Help Line	86	27.1	60	29.7
Self-exclusion Program	37	11.7	29	14.4
Friend/Family	59	18.6	38	18.8
Health Professional	36	11.4	20	9.9
Brochure or sticker in gaming facility	38	12.0	17	8.4
Other	50	15.8	38	18.8
No answer	11	3.5	202	0
How many times did you visit the counsellor?				
1-3 times	53	16.7	36	17.8
4-6 times	79	24.9	29	14.4
7-9 times	40	12.6	27	13.4
10 or more times	139	43.8	102	50.5
Never	3	0.9	7	3.5
No answer	3	0.9	1	0.5
How many times did you visit the counsellor for group sessions?				
1-3 times	38	12.0	31	15.3
4-6 times	26	8.2	14	6.9
7-9 times	15	4.7	9	4.5
10 or more times	38	12.0	37	18.3
Never	190	59.9	111	55.0
No answer	10	3.2	0	0
Have you had a counselling session during an evening or weekend?				
Yes	174	54.9	102	50.5
No	143	45.1	97	48.0
No answer	0	0	3	1.5

Client Profiles	2007		2006	
	Responses	Per cent	Responses	Per cent
Have you required assistance to attend a counselling session?				
Yes	41	12.9	35	17.3
No	276	87.1	166	82.2
No answer	0	0	1	0.5
Have you required childcare to attend a counselling session?				
Yes	14	4.4	17	8.4
No	303	95.6	181	89.6
No answer	0	0	4	2.0
Have you travelled more than 45 minutes to attend a counselling session?				
Yes	45	14.2	32	15.8
No	272	85.8	165	81.7
No answer	0	0	5	2.5

Counselling Services	2007		2006	
	Responses	Per cent	Responses	Per cent
What was the quality of the Help Line?*				
Very Good	99	31.2	50	24.8
Good	32	10.1	24	11.9
Satisfactory	15	4.7	7	3.5
Poor	2	0.6	1	0.5
Very Poor	1	0.3	4	2.0
Not Applicable	122	38.5	116	57.4
No answer	46	14.5	0	0
What was the quality of the Self-exclusion Program?*				
Very Good	42	13.2	33	16.3
Good	25	7.9	11	5.4
Satisfactory	12	3.8	8	4.0
Poor	4	1.3	2	1.0
Very Poor	6	1.9	8	4.0
Not Applicable	174	54.9	137	67.8
No answer	54	17.0	3	1.5
Counsellor's knowledge & competence				
Excellent	260	82.0	162	80.2
Very Good	50	15.8	39	19.3
Satisfactory	5	1.6	1	0.5
Poor	0	0	0	0
No answer	2	0.6	0	0

* 95% confidence levels for this question could not be established due to the limited number of responses.

Counselling Services	2007		2006	
	Responses	Per cent	Responses	Per cent
Counsellor's ability to make you feel comfortable about the counselling process				
Excellent	273	86.1	165	81.7
Very Good	39	12.3	36	17.8
Satisfactory	4	1.3	1	0.5
Poor	0	0	0	0
No answer	1	0.3	0	0
Counsellor's ability to listen fully and understand your particular problem				
Excellent	255	80.4	162	80.2
Very Good	52	16.4	39	19.3
Satisfactory	2	0.6	1	0.5
Poor	0	0	0	0
No answer	8	2.5	0	0
Counsellor's ability to be multi-culturally sensitive and respectful				
Excellent	226	71.3	153	75.7
Very Good	63	19.9	43	21.3
Satisfactory	3	0.9	1	0.5
Poor	1	0.3	0	0
No answer	24	7.6	5	2.5
Overall quality of counselling				
Excellent	265	83.6	170	84.2
Very Good	47	14.8	32	15.8
Satisfactory	3	0.9	0	0
Poor	0	0	0	0
No answer	2	0.6	0	0

Health Outcomes	2007		2006	
	Responses	Per cent	Responses	Per cent
Overall quality of life <i>before</i> counselling				
Excellent	1	0.3	1	0.5
Very Good	16	5.0	11	5.4
Satisfactory	103	32.5	52	25.7
Poor	191	60.3	135	66.8
No answer	6	1.9	3	1.5
Overall quality of life <i>now</i>				
Excellent	27	8.5	19	9.4
Very Good	162	51.1	105	52.0
Satisfactory	110	34.7	69	34.2
Poor	9	2.8	5	2.5
No answer	9	2.8	4	2.0
Emotional health <i>before</i> counselling				
Excellent	0	0	0	0
Very Good	11	3.5	7	3.5
Satisfactory	69	21.8	42	20.8
Poor	233	73.5	150	74.3
No answer	4	1.3	3	1.5
Emotional health <i>now</i>				
Excellent	23	7.3	19	9.4
Very Good	160	50.5	100	49.5
Satisfactory	112	35.3	70	34.7
Poor	12	3.8	10	5.0
No answer	10	3.2	3	1.5

Health Outcomes	2007		2006	
	Responses	Per cent	Responses	Per cent
Physical health <i>before</i> counselling				
Excellent	2	0.6	4	2.0
Very Good	60	18.9	28	13.9
Satisfactory	155	48.9	100	49.5
Poor	95	30.0	67	33.2
No answer	5	1.6	3	1.5
Physical health <i>now</i>				
Excellent	13	4.1	15	7.4
Very Good	136	42.9	74	36.6
Satisfactory	142	44.8	96	47.5
Poor	20	6.3	14	6.9
No answer	6	1.9	3	1.5
Personal relationships <i>before</i> counselling				
Excellent	3	0.9	4	2.0
Very Good	38	12.0	16	7.9
Satisfactory	125	39.4	76	37.6
Poor	145	45.7	103	51.0
No answer	6	1.9	3	1.5
Personal relationships <i>now</i>				
Excellent	34	10.7	29	14.4
Very Good	151	47.6	87	43.1
Satisfactory	122	38.5	71	35.1
Poor	4	1.3	11	5.4
No answer	6	1.9	4	2.0

Gambling Outcomes	2007		2006	
	Responses	Per cent	Responses	Per cent
"Since I began counselling, I now gamble..."				
Less than before	102	32.2	67	33.2
About the same	12	3.8	3	1.5
More than before	1	0.3	1	0.5
Not at all	170	53.6	115	56.9
No answer	32	10.1	16	7.9
"Since I began counselling, the amount of money I spend gambling is..."				
Less than before	105	33.1	68	33.7
About the same	14	4.4	3	1.5
More than before	2	0.6	1	0.5
None	164	51.7	113	55.9
No answer	32	10.1	17	8.4