

## Problem Gambling Services Client Satisfaction Survey Results September 2004

200 surveys were distributed between June and August 2004. 147 clients responded.

*Note: Some questionnaires were not completed in full*

### Gender

Male	69
Female	77

### Age

Youth	1
Adult	121
Senior	19

### Region

Northern BC	22
Central BC	3
Interior BC	32
Lower Mainland Region	67
Vancouver Island	23

### How did you hear about the counselling service?

Toll Free Helpline	40
Ministry Website	4
Friend/Family	36
Newspaper	7
Health Professional	25
Television	0
Other	37

### How many times did you visit the counsellor?

1 – 3 times	25
4 – 6 times	36
7 – 9 times	17
10 times or more	65

### How many times did you visit the counsellor for group sessions

1 – 3 times	37
4 – 6 times	8
7 – 9 times	3
10 times or more	17

<b>Please rate the availability of services</b>	
Excellent	83
Very Good	51
Satisfactory	13
Poor	3

<b>Please rate the location and accessibility of the service</b>	
Excellent	64
Very Good	62
Satisfactory	12
Poor	9

<b>Please rate the hours of operation</b>	
Excellent	61
Very Good	62
Satisfactory	17
Poor	4

<b>Please rate the response to crises or urgent needs</b>	
Excellent	76
Very Good	50
Satisfactory	14
Poor	0

<b>Your counsellor was knowledgeable and competent</b>	
Excellent	108
Very Good	36
Satisfactory	3
Poor	0

<b>Counsellor made you feel comfortable/discussed the counselling process</b>	
Excellent	109
Very Good	34
Satisfactory	4
Poor	0

<b>Your counsellor was able to listen and fully understood your problem</b>	
Excellent	108
Very Good	36
Satisfactory	2
Poor	1

**Your counsellor was multi-culturally sensitive, competent and respectful**

Excellent	77
Very Good	46
Satisfactory	4
Poor	0

**Overall, please rate the quality of counselling you received**

Excellent	96
Very Good	39
Satisfactory	1
Poor	1

**Please rate the overall quality of your life before you went for counselling**

Excellent	0
Very Good	5
Satisfactory	46
Poor	88

**Please rate the overall quality of your life now**

Excellent	18
Very Good	68
Satisfactory	48
Poor	4

**Please rate your emotional health before you went for counselling**

Excellent	1
Very Good	4
Satisfactory	24
Poor	108

**Please rate your emotional health now**

Excellent	12
Very Good	67
Satisfactory	55
Poor	3

**Please rate your physical health before you went for counselling**

Excellent	5
Very Good	21
Satisfactory	65
Poor	46

**Please rate your physical health now**

Excellent	10
Very Good	67
Satisfactory	51
Poor	10

**Rate the quality of your personal relationships before any counselling**

Excellent	5
Very Good	17
Satisfactory	69
Poor	59

**Please rate the quality of your personal relationships now**

Excellent	21
Very Good	62
Satisfactory	55
Poor	5

**As a result of the counselling session(s) I gamble**

Less than before	51
About the same	4
More than before	0
Not at all	84

**As a result of counselling the amount of money I spend on gambling is**

Less than before	52
About the same	1
More than before	1
None at all	84