

Problem Gambling Services Client Satisfaction Survey Results

September 2005 with comparative figures from previous year

In 2005, 137 client surveys were collected. In 2004, 147 client surveys were collected.
Not all questionnaires were completed in full

Demographics	2005		2004	
	Results	Percent	Results	Percent
Gender				
Male	53	39.0	69	47.3
Female	83	61.0	77	52.7
Age				
Youth	1	0.7	1	0.7
Adult	114	83.8	121	85.8
Senior	21	15.4	19	13.5
Region				
Northern BC	19	14.1	22	15.0
Central BC	10	7.4	3	2.0
Interior BC	17	12.6	32	21.8
Lower Mainland Region	68	50.4	67	45.6
Vancouver Island	21	15.6	23	15.6

Client Profiles	2005		2004	
	Results	Percent	Results	Percent
How did you hear about the counselling service?				
Toll Free Helpline	34	25.0	40	26.8
Self-exclusion program	16	11.8	NA	~
Ministry Website	2	1.5	4	2.7
Friend/Family	30	22.1	36	24.2
Newspaper	5	3.7	7	4.7
Health Professional	26	19.1	25	16.8
Brochure	12	8.8	NA	~
Other	11	8.1	37	24.8

How many times did you visit the counsellor?				
1 – 3 times	18	13.3	25	17.5
4 – 6 times	18	13.3	36	25.2
7 – 9 times	20	14.8	17	11.9
10 times or more	79	58.5	65	45.5

How many times did you visit the counsellor for group sessions?				
1 – 3 times	33	54.1	25	17.5
4 – 6 times	9	14.8	36	25.2
7 – 9 times	5	8.2	17	11.9
10 times or more	14	23.0	65	45.5

Quality of Service and of Counsellors	2005		2004	
	Results	Percent	Results	Percent
Please rate the availability of services				
Excellent	84	61.8	83	55.3
Very Good	43	31.6	51	34.0
Satisfactory	7	5.1	13	8.7
Poor	2	1.5	3	2.0
Please rate the location and accessibility of the service				
Excellent	66	48.5	64	43.5
Very Good	56	41.2	62	42.2
Satisfactory	13	9.6	12	8.2
Poor	1	0.7	9	6.1
Please rate the hours of operation				
Excellent	72	53.3	61	42.4
Very Good	52	38.5	62	43.1
Satisfactory	10	7.4	17	11.8
Poor	1	0.7	4	2.8
Please rate the response to crises or urgent needs				
Excellent	68	53.5	76	54.3
Very Good	50	39.4	50	35.7
Satisfactory	9	7.1	14	10.0
Poor	0	0.0	0	0.0
Your counsellor was knowledgeable and competent				
Excellent	109	80.1	108	73.5
Very Good	26	19.1	36	24.5
Satisfactory	1	0.7	3	2.0
Poor	0	0.0	0	0.0
Your counsellor made you feel comfortable about the counselling process				
Excellent	112	82.4	109	74.1
Very Good	23	16.9	34	23.1
Satisfactory	1	0.7	4	2.7
Poor	0	0.0	0	0.0
Your counsellor was able to listen and fully understood your particular problem				
Excellent	110	80.9	108	73.5
Very Good	24	17.6	36	24.5
Satisfactory	2	1.5	2	1.4
Poor	0	0.0	1	0.7
Your counsellor was multi-culturally sensitive, competent and respectful				
Excellent	83	68.6	77	60.6
Very Good	34	28.1	46	36.2
Satisfactory	4	3.3	4	3.1
Poor	0	0.0	0	0.0
Overall, please rate the quality of counselling you received				
Excellent	113	84.3	96	70.1
Very Good	20	14.9	39	28.5
Satisfactory	1	0.7	1	0.7
Poor	0	0.0	1	0.7

Health Outcomes	2005		2004	
	Results	Percent	Results	Percent
Please rate the overall quality of your life before you went to counselling				
Excellent	0	0.0	0	0.0
Very Good	9	6.6	5	3.6
Satisfactory	32	23.5	46	33.1
Poor	95	69.9	88	63.3
Please rate the overall quality of your life since beginning counselling				
Excellent	10	7.4	18	13.0
Very Good	75	55.1	68	49.3
Satisfactory	48	35.3	48	34.8
Poor	3	2.2	4	2.9
Please rate your emotional health before you went to counselling				
Excellent	2	1.5	1	0.7
Very Good	5	3.7	4	2.9
Satisfactory	28	20.6	24	17.5
Poor	101	74.3	108	78.8
Please rate your emotional health since beginning counselling				
Excellent	8	5.9	12	8.8
Very Good	68	50.0	67	48.9
Satisfactory	58	42.6	55	40.1
Poor	2	1.5	3	2.2
Please rate your physical health before you went to counselling				
Excellent	4	3.0	5	3.6
Very Good	23	17.0	21	15.3
Satisfactory	66	48.9	65	47.4
Poor	42	31.1	46	33.6
Please rate your physical health since beginning counselling				
Excellent	11	8.1	10	7.2
Very Good	60	44.4	67	48.6
Satisfactory	58	43.0	51	37.0
Poor	6	4.4	10	7.2
Please rate the quality of your personal relationships before you went to counselling				
Excellent	0	0.0	5	3.3
Very Good	24	17.9	17	11.3
Satisfactory	54	40.3	69	46.0
Poor	56	41.8	59	39.3
Please rate the quality of your personal relationships since beginning counselling				
Excellent	12	9.0	21	14.7
Very Good	67	50.0	62	43.4
Satisfactory	53	39.6	55	38.5
Poor	2	1.5	5	3.5

Gambling Outcomes	2005		2004	
	Results	Percent	Results	Percent

As a result of counselling the amount of time I spend gambling is:

Less than before	44	35.5	51	36.7
About the same	6	4.8	4	2.9
More than before	1	0.8	0	0.0
None at all	73	58.9	84	60.4

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

Less than before	45	35.7	52	37.7
About the same	6	4.8	1	0.7
More than before	2	1.6	1	0.7
None at all	73	57.9	84	60.9

Assessment of Specific Services	2005		2004	
	Results	Percent	Results	Percent

What was the quality of Help Line?

Excellent	17	30.9	NA	~
Very Good	25	45.5	NA	~
Satisfactory	10	18.2	NA	~
Poor	3	5.5	NA	~

What was the quality of the Self-exclusion program?

Excellent	14	32.6	NA	~
Very Good	16	37.2	NA	~
Satisfactory	6	14.0	NA	~
Poor	7	16.3	NA	~

note: not all clients participated in the Self-exclusion program or called the Help Line