

# PROBLEM GAMBLING PROGRAM CLIENT SATISFACTION SURVEY RESULTS

Surveys for this study were distributed between February 1<sup>st</sup> and March 15<sup>th</sup> of 2006.

Note: Some new questions were added to this survey. In addition, the wording for some questions was changed. Where additions or changes have been made no comparative data has been included.

Not all surveys were completed in full. Nineteen times out of twenty the figures reported in these tables are accurate to within 6%.

| SURVEY INFORMATION                | 2006 | 2005 | 2004 |
|-----------------------------------|------|------|------|
| Total number of surveys collected | 202  | 137  | 147  |

| DEMOGRAPHICS | 2006   |         | 2005   |         | 2004   |         |
|--------------|--------|---------|--------|---------|--------|---------|
|              | Result | Percent | Result | Percent | Result | Percent |

| Gender | 2006 |       | 2005 |       | 2004 |       |
|--------|------|-------|------|-------|------|-------|
| Male   | 74   | 36.6% | 53   | 39.0% | 69   | 47.3% |
| Female | 128  | 63.4  | 83   | 61.0  | 77   | 52.7  |

| Age    | 2006 |       | 2005 |      | 2004 |      |
|--------|------|-------|------|------|------|------|
| Youth  | 1    | 0.5%  | 1    | 0.7  | 1    | 0.7  |
| Adult  | 191  | 95.5% | 114  | 83.8 | 121  | 85.8 |
| Senior | 8    | 4.0%  | 21   | 15.4 | 19   | 13.5 |

| Region                | 2006 |       | 2005 |      | 2004 |      |
|-----------------------|------|-------|------|------|------|------|
| Northern BC           | 25   | 12.7% | 19   | 14.1 | 22   | 15.0 |
| Central BC            | 38   | 19.3% | 10   | 7.4  | 3    | 2.0  |
| Interior BC           | 20   | 10.2% | 17   | 12.6 | 32   | 21.8 |
| Lower Mainland Region | 91   | 46.2% | 68   | 50.4 | 67   | 45.6 |
| Vancouver Island      | 23   | 11.7% | 21   | 15.6 | 23   | 15.6 |

| CLIENT PROFILES   | 2006   |         | 2005   |        | 2004    |        |
|---|--------|---------|--------|--------|---------|--------|
|   | Result | Percent | Result | Result | Percent | Result |
| <b>How did you hear about the counselling service?</b>                          |        |         |        |        |         |        |
| Toll Free Helpline  | 60     | 29.7%   | 34     | 25.0%  | 40      | 26.8%  |
| Self-exclusion program  | 29     | 14.4%   | 16     | 11.8   | NA      | ~      |
| Friend/Family   | 38     | 18.8%   | 30     | 22.1   | 36      | 24.2   |
| Health Professional   | 20     | 9.9%    | 26     | 19.1   | 25      | 16.8   |
| Brochure  | 17     | 8.4%    | 12     | 8.8    | NA      | ~      |
| Other   | 38     | 18.8%   | 18     | 13.2   | 48      | 32.2   |
| <b>How many times did you visit the counsellor?</b>                             |        |         |        |        |         |        |
| 1 – 3 times   | 36     | 17.9    | 18     | 13.3   | 25      | 17.5   |
| 4 – 6 times   | 29     | 13.8    | 18     | 13.3   | 36      | 25.2   |
| 7 – 9 times   | 27     | 13.8    | 20     | 14.8   | 17      | 11.9   |
| 10 times or more  | 102    | 51      | 79     | 58.5   | 65      | 45.5   |
| Never   | 7      | 3.6     | NA     | ~      | NA      | ~      |
| <b>How many times did you visit the counsellor for group sessions?</b>          |        |         |        |        |         |        |
| 1 – 3 times   | 31     | 15.2    | 33     | 44.0   | 25      | 12.0   |
| 4 – 6 times   | 14     | 7.1     | 9      | 12.0   | 36      | 17.3   |
| 7 – 9 times   | 9      | 4.1     | 5      | 6.7    | 17      | 8.2    |
| 10 times or more  | 37     | 18.8    | 14     | 18.7   | 65      | 31.3   |
| Never   | 111    | 54.8    | 14     | 18.7   | 65      | 31.3   |
| <b>Have you had a counselling session during an evening or weekend?</b>         |        |         |        |        |         |        |
| Yes   | 102    | 51.5    | NA     | ~      | NA      | ~      |
| No  | 97     | 48.5    | NA     | ~      | NA      | ~      |
| <b>Have you required assistance to attend a counselling session?</b>            |        |         |        |        |         |        |
| Yes   | 35     | 17.3    | NA     | ~      | NA      | ~      |
| No  | 166    | 82.7    | NA     | ~      | NA      | ~      |
| <b>Have you required childcare in order to attend a counselling session?</b>    |        |         |        |        |         |        |
| Yes   | 17     | 8.8     | NA     | ~      | NA      | ~      |
| No  | 181    | 91.2    | NA     | ~      | NA      | ~      |
| <b>Have you travelled more than 45 minutes to attend a counselling session?</b> |        |         |        |        |         |        |
| Yes   | 32     | 16.7    | NA     | ~      | NA      | ~      |
| No  | 165    | 83.3    | NA     | ~      | NA      | ~      |

| COUNSELLING SERVICES   | 2006   |         | 2005   |        | 2004    |        |
|--|--------|---------|--------|--------|---------|--------|
|  | Result | Percent | Result | Result | Percent | Result |
| <b>What was the quality of Help Line?*</b>   |        |         |        |        |         |        |
| Very Good  | 50     | 25.1    | NA     | ~      | NA      | ~      |
| Good   | 24     | 11.8    | NA     | ~      | NA      | ~      |
| Satisfactory   | 7      | 3.6     | NA     | ~      | NA      | ~      |
| Poor   | 1      | 0.5     | NA     | ~      | NA      | ~      |
| Very Poor  | 4      | 2.1     | NA     | ~      | NA      | ~      |
| NA   | 116    | 56.9    | NA     | ~      | NA      | ~      |
| <b>What was the quality of the Self-exclusion program?*</b>  |        |         |        |        |         |        |
| Very Good  | 33     | 16.4    | NA     | ~      | NA      | ~      |
| Good   | 11     | 5.6     | NA     | ~      | NA      | ~      |
| Satisfactory   | 8      | 4.1     | NA     | ~      | NA      | ~      |
| Poor   | 2      | 1       | NA     | ~      | NA      | ~      |
| Very Poor  | 8      | 4.1     | NA     | ~      | NA      | ~      |
| NA   | 137    | 68.7    | NA     | ~      | NA      | ~      |
| <b>Please rate your counsellor's knowledge and competency.</b>   |        |         |        |        |         |        |
| Excellent  | 162    | 87.6%   | 109    | 80.1   | 108     | 73.5   |
| Very Good  | 39     | 21.1%   | 26     | 19.1   | 36      | 24.5   |
| Satisfactory   | 1      | 0.5%    | 1      | 0.7    | 3       | 2.0    |
| Poor   | 0      | 0.0%    | 0      | 0.0    | 0       | 0.0    |
| <b>Please rate your counsellor's ability to make you feel comfortable about the counselling process.</b> |        |         |        |        |         |        |
| Excellent  | 165    | 89.2%   | 112    | 82.4   | 109     | 74.1   |
| Very Good  | 36     | 19.5%   | 23     | 16.9   | 34      | 23.1   |
| Satisfactory   | 1      | 0.5%    | 1      | 0.7    | 4       | 2.7    |
| Poor   | 0      | 0.0%    | 0      | 0.0    | 0       | 0.0    |
| <b>Please rate your counsellor's ability to listen and fully understand your particular problem.</b>     |        |         |        |        |         |        |
| Excellent  | 162    | 87.6%   | 110    | 80.9   | 108     | 73.5   |
| Very Good  | 39     | 21.1%   | 24     | 17.6   | 36      | 24.5   |
| Satisfactory   | 1      | 0.5%    | 2      | 1.5    | 2       | 1.4    |
| Poor   | 0      | 0.0%    | 0      | 0.0    | 1       | 0.7    |
| <b>Please rate your counsellor's ability to be multi-culturally sensitive and respectful.</b>            |        |         |        |        |         |        |
| Excellent  | 153    | 82.7%   | 83     | 68.6   | 77      | 60.6   |
| Very Good  | 43     | 23.2%   | 34     | 28.1   | 46      | 36.2   |
| Satisfactory   | 1      | 0.5%    | 4      | 3.3    | 4       | 3.1    |
| Poor   | 0      | 0.0%    | 0      | 0.0    | 0       | 0.0    |
| <b>Please rate the overall quality of counselling you received.</b>                                      |        |         |        |        |         |        |
| Excellent  | 170    | 91.9%   | 113    | 84.3   | 96      | 70.1   |
| Very Good  | 32     | 17.3%   | 20     | 14.9   | 39      | 28.5   |
| Satisfactory   | 0      | 0.0%    | 1      | 0.7    | 1       | 0.7    |
| Poor   | 0      | 0.0%    | 0      | 0.0    | 1       | 0.7    |

\* 95% confidence levels for these two questions could not be established due to the limited number of responses.

| HEALTH OUTCOMES   | 2006   |         | 2005   |        | 2004    |        |
|---|--------|---------|--------|--------|---------|--------|
|   | Result | Percent | Result | Result | Percent | Result |
| <b>Please rate the overall quality of your life before you went to counselling.</b>           |        |         |        |        |         |        |
| Excellent   | 1      | 0.5%    | 0      | 0.0%   | 0       | 0.0%   |
| Very Good   | 11     | 5.9%    | 9      | 6.6    | 5       | 3.6    |
| Satisfactory  | 52     | 28.1%   | 32     | 23.5   | 46      | 33.1   |
| Poor  | 135    | 73.0%   | 95     | 69.9   | 88      | 63.3   |
| <b>Please rate the overall quality of your life now.</b>                                      |        |         |        |        |         |        |
| Excellent   | 19     | 10.3%   | 10     | 7.4    | 18      | 13.0   |
| Very Good   | 105    | 56.8%   | 75     | 55.1   | 68      | 49.3   |
| Satisfactory  | 69     | 37.3%   | 48     | 35.3   | 48      | 34.8   |
| Poor  | 5      | 2.7%    | 3      | 2.2    | 4       | 2.9    |
| <b>Please rate your emotional health before you went to counselling.</b>                      |        |         |        |        |         |        |
| Excellent   | 0      | 0.0%    | 2      | 1.5    | 1       | 0.7    |
| Very Good   | 7      | 3.8%    | 5      | 3.7    | 4       | 2.9    |
| Satisfactory  | 42     | 22.7%   | 28     | 20.6   | 24      | 17.5   |
| Poor  | 150    | 81.1%   | 101    | 74.3   | 108     | 78.8   |
| <b>Please rate your emotional health now.</b>   |        |         |        |        |         |        |
| Excellent   | 19     | 10.3%   | 8      | 5.9    | 12      | 8.8    |
| Very Good   | 100    | 54.1%   | 68     | 50.0   | 67      | 48.9   |
| Satisfactory  | 70     | 37.8%   | 58     | 42.6   | 55      | 40.1   |
| Poor  | 10     | 5.4%    | 2      | 1.5    | 3       | 2.2    |
| <b>Please rate your physical health before you went to counselling.</b>                       |        |         |        |        |         |        |
| Excellent   | 4      | 2.2%    | 4      | 3.0    | 5       | 3.6    |
| Very Good   | 28     | 15.1%   | 23     | 17.0   | 21      | 15.3   |
| Satisfactory  | 100    | 54.1%   | 66     | 48.9   | 65      | 47.4   |
| Poor  | 67     | 36.2%   | 42     | 31.1   | 46      | 33.6   |
| <b>Please rate your physical health now.</b>  |        |         |        |        |         |        |
| Excellent   | 15     | 8.1%    | 11     | 8.1    | 10      | 7.2    |
| Very Good   | 74     | 40.0%   | 60     | 44.4   | 67      | 48.6   |
| Satisfactory  | 96     | 51.9%   | 58     | 43.0   | 51      | 37.0   |
| Poor  | 14     | 7.6%    | 6      | 4.4    | 10      | 7.2    |
| <b>Please rate the quality of your personal relationships before you went to counselling.</b> |        |         |        |        |         |        |
| Excellent   | 4      | 2.2%    | 0      | 0.0    | 5       | 3.3    |
| Very Good   | 16     | 8.6%    | 24     | 17.9   | 17      | 11.3   |
| Satisfactory  | 76     | 41.1%   | 54     | 40.3   | 69      | 46.0   |
| Poor  | 103    | 55.7%   | 56     | 41.8   | 59      | 39.3   |
| <b>Please rate the quality of your personal relationships now.</b>                            |        |         |        |        |         |        |
| Excellent   | 29     | 15.7%   | 12     | 9.0    | 21      | 14.7   |
| Very Good   | 87     | 47.0%   | 67     | 50.0   | 62      | 43.4   |
| Satisfactory  | 71     | 38.4%   | 53     | 39.6   | 55      | 38.5   |
| Poor  | 11     | 5.9%    | 2      | 1.5    | 5       | 3.5    |

| GAMBLING OUTCOMES | 2006   |         | 2005   |        | 2004    |        |
|-------------------|--------|---------|--------|--------|---------|--------|
|                   | Result | Percent | Result | Result | Percent | Result |

| As a result of counselling the amount of time I spend gambling is: |     |       |    |       |    |       |
|--|-----|-------|----|-------|----|-------|
| Less than before   | 67  | 36.2% | 44 | 35.5% | 51 | 36.7% |
| About the same   | 3   | 1.6%  | 6  | 4.8   | 4  | 2.9   |
| More than before   | 1   | 0.5%  | 1  | 0.8   | 0  | 0.0   |
| None at all  | 115 | 62.2% | 73 | 58.9  | 84 | 60.4  |

| As a result of counselling the amount of money I spend on gambling is: |     |       |    |      |    |      |
|--|-----|-------|----|------|----|------|
| Less than before   | 68  | 36.8% | 45 | 35.7 | 52 | 37.7 |
| About the same   | 3   | 1.6%  | 6  | 4.8  | 1  | 0.7  |
| More than before   | 1   | 0.5%  | 2  | 1.6  | 1  | 0.7  |
| None at all  | 113 | 61.1% | 73 | 57.9 | 84 | 60.9 |