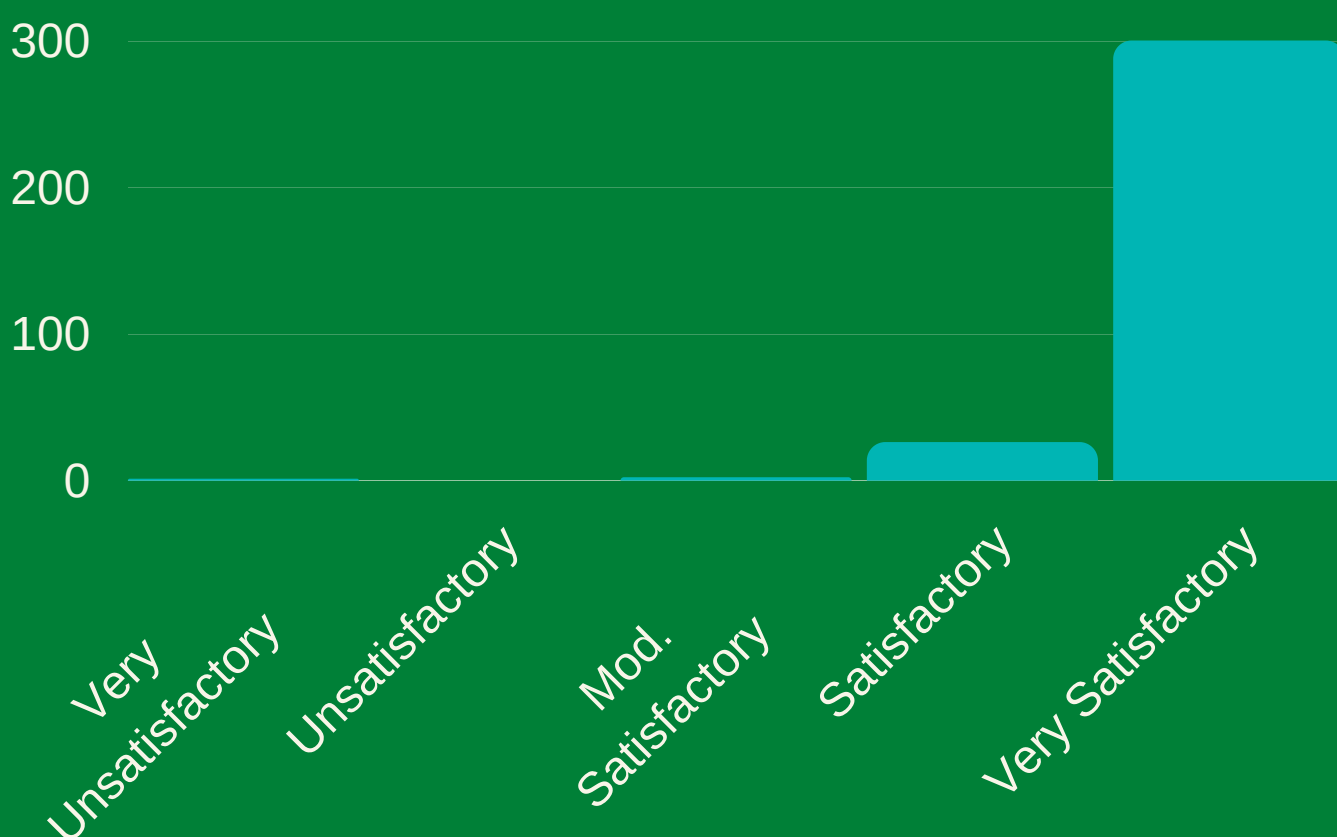


HIGHLIGHTS

SURVEY ON CLIENT SATISFACTION 2019

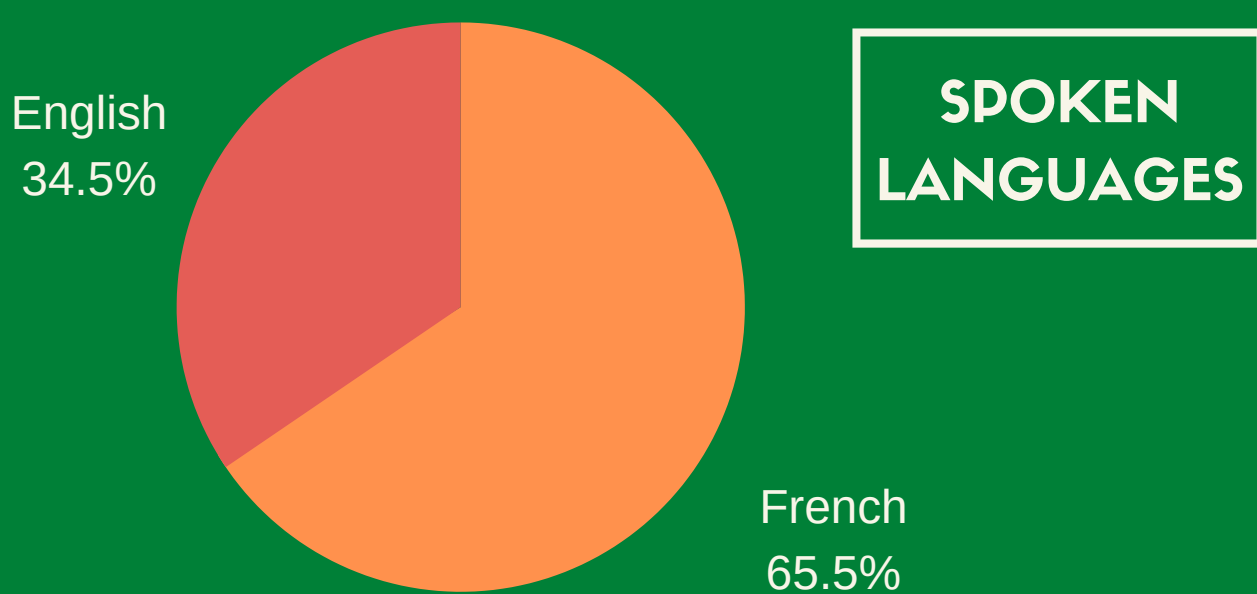
542 - TOTAL PARTICIPANTS

CLIENT SATISFACTION:



PARTICIPANTS SAID THE STAFF WAS SENSITIVE TO THEIR DIVERSITY **

**** HOWEVER, THIS COMMENT CAME UP: SOMETIMES I WISH THEY WOULD READ LGBTQ BOOKS. THERE'S A LOT OF TALK ABOUT MOMMIES AND DADDIES.**

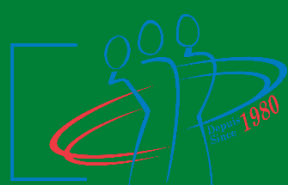


80 %

OF PARTICIPANTS SAID THEY LEARNED MORE ABOUT COMMUNITY RESOURCES BECAUSE OF THEIR AFFILIATION WITH THE VANIER CSC

373

PARTICIPANTS FIND THAT THE PAMPHLETS IN THE WAITING/RESOURCE ROOM ARE USEFUL



Centre des services communautaires Vanier

Vanier Community Service Centre



Statistics collected from the Survey on client satisfaction 2019