

Client Experience Feedback

Findings from the Fall 2025 Survey*

At Klinik, listening to clients is an important part of providing good care. In Fall 2025, we asked clients to share what their visit felt like—what went well, what could be better, and what helps people feel welcome, safe, and supported.

How We Listened

Clients answered short rating questions and were also able to share comments in their own words. This approach helped us understand not just how often something happened, but why it mattered. A total of **174** clients participated over two months, providing valuable feedback.

Who We Heard From

Clients who responded reflect Klinik's diverse community:

- ✓ Many were young and middle-aged adults.
- ✓ Gender-diverse, Two-Spirit, trans, and non-binary clients were well represented.
- ✓ First Nations and Métis clients made up nearly one-third of respondents.
- ✓ Nearly half reported high school as their highest level of education.
- ✓ 42% reported an annual income under \$30,000.

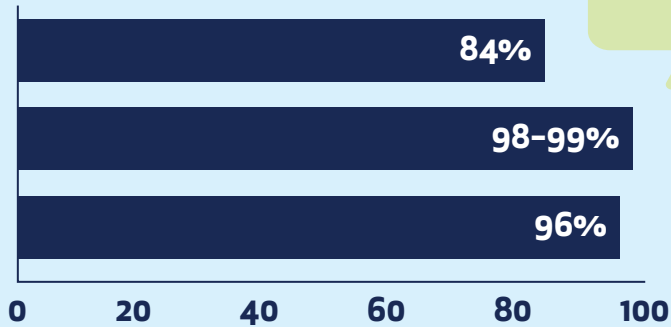
This diversity reminds us how important plain language, cultural safety, and accessible care are in every visit.

Client Satisfaction

Rated excellent or very good.

Felt respected, listened to, and received high-quality care.

Would recommend Klinik to a friend.



“The nurse walked me through every step.”

“Kind, compassionate, caring, helpful staff.”

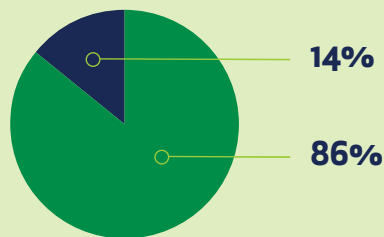
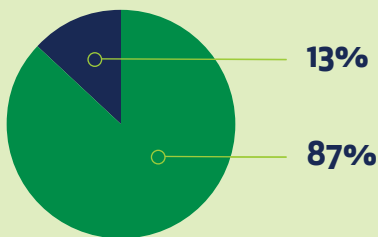
Across programs, clients most often talked about how staff made them feel. Empathy, kindness, and clear communication stood out as Klinik’s biggest strengths.

“I feel safe in my identity and free of prejudice.”

Access to Care

■ In-person
■ Phone or video calls

■ No barriers to care
■ Encountered barriers to care



- Most visits were in-person (**87%**), with some clients using phone or video visits, especially for counselling. Clients accessed many services, including primary care, trauma counselling, STBBI services, wellness programs, lab work, and harm-reduction resources.
- Most clients (**86%**) said they experienced no barriers to care. When challenges were mentioned, they most often involved transportation, wait times, or entrance procedures.

Ways to Improve

Many clients said nothing needed to change. When improvements were suggested, the most common themes were:

- ✓ Shorter wait times.
- ✓ More comfort in waiting areas.
- ✓ Feeling safe and supported at entrances.

What Happens Next

Client feedback helps guide improvements at Klinik.

- ✓ Protecting what works: continuing respectful, trauma-informed, and culturally safe care.
- ✓ Reducing wait times and improving communication about what to expect
- ✓ Creating secure, accessible entrances by balancing safety with helping visitors feel welcomed.
- ✓ Keeping small touches (like coffee, water, and resource walls) that help people feel at ease.
- ✓ Listening again through future surveys and conversations as their highest level of education.

Thank you to every client who shared their voice.

* Source: Klinik Community Health (2025). Klinik Client Experience Survey Report (Fall 2025).