



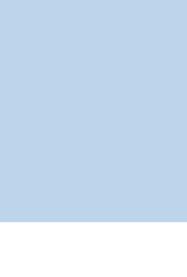
2020 Ontario PHU Satisfaction

Survey



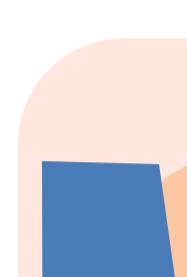
Who was surveyed?

The survey was conducted Between March 24-30, 2021 and was sent to 171 Ontario PHU staff representing 34 PHU areas. There were 26 respondents representing Brant County, Halton, Hailburton-Kawartha-Pine Ridge, Hamilton, Hastings- Prince Edward County, Huron-Perth, Peel, Renfrew County, Southwestern, Sudbury, Wellington-Dufferin-Guelph, Windsor Essex and York PHU areas.



Survey Purpose

To gauge the satisfaction and success of the services provided by the OAVT Rabies Response Program to Ontario Public Health Units in 2020.

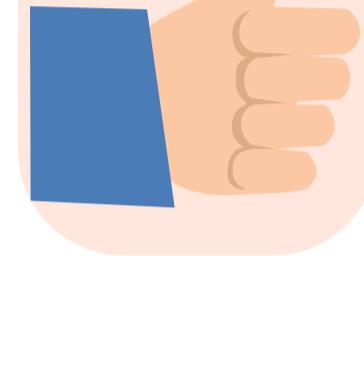


Survey Highlights



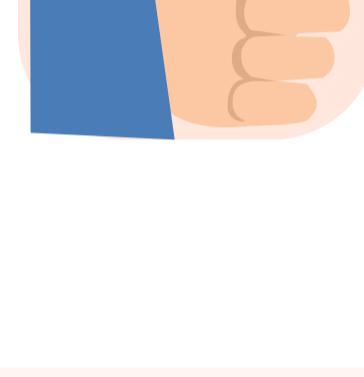
100%

Said the service provided by the RRP dispatch / coordination staff was courteous and helpful.



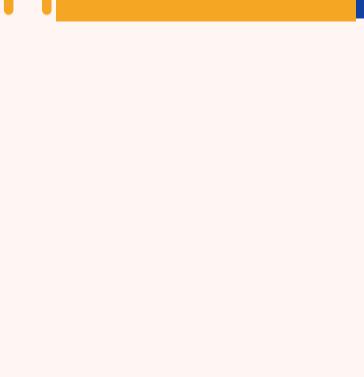
100%

Felt their inquiries were dealt with thoroughly and efficiently.



96%

Said their rabies specimens were collected in a timely manner all of the time or most of the time.



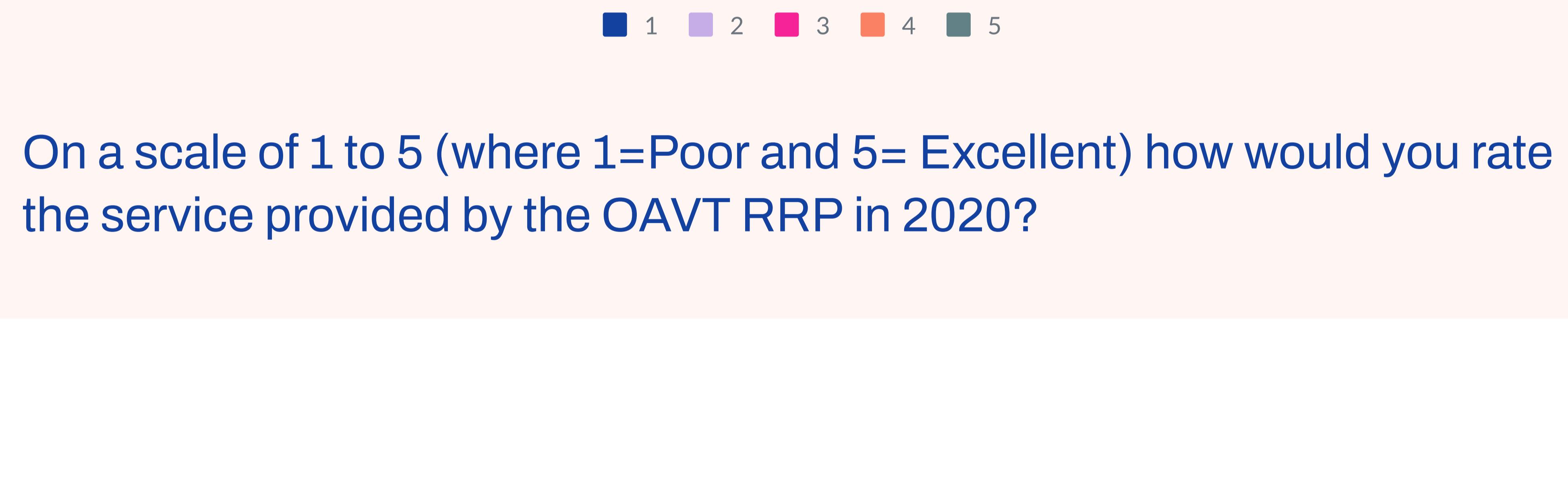
96%

Said they received test results as expected all of the time or most of the time.



Overall RRP Service Rating

Participant Rating in Percentage



On a scale of 1 to 5 (where 1=Poor and 5= Excellent) how would you rate the service provided by the OAVT RRP in 2020?



Feedback

Hasitngs-Prince Edward County PHU

Exceptional. This service is fantastic and makes the task easy.

Peel Region PHU

Thanks for the positive experience and prompt replies.

York PHU

Great job - thank you!

