

# Capturing the views of Wounded Warriors Canada program participants.

## Executive Summary



# Key Findings

1

## OVERALL SATISFACTION WITH WWC PROGRAM EXPERIENCE

Almost all responding program participants say they are satisfied with their experience in WWC programs (mean of 9.5). The biggest drivers of overall satisfaction are providing a safe environment to express themselves (Pearson Correlation score of +0.86) and ensuring they feel included in the program groups (Pearson score of +0.83).

2

## SATISFACTION WITH WWC PROGRAM OUTCOMES

Respondents give the highest satisfaction scores to providing a safe environment to express themselves (mean of 9.4 out of 10), ensuring they feel included in program groups (mean of 9.2) and feeling supported and understood as WWC program outcomes (mean of 9.1).

3

## VALUE OF WWC PROGRAM OUTCOMES

Survey respondents give the highest mean value scores to WWC program outcomes of providing a safe environment to express themselves (mean of 9.3 out of 10), feeling supported and understood (mean of 9.2) and ensuring they feel included in program groups (mean of 9.1). In addition, over nine in ten respondents say they find group therapy to be valuable (84%) or somewhat valuable (11%).

4

## RECOMMENDING WWC TO PEERS

More than nine in ten responding WWC program participants say they would recommend WWC programs to their peers (mean of 9.6 out of 10), with 88 per cent rating this a 10 out of 10. When asked why, they often mentioned WWC programs have helped them personally, saved their life or generally was a positive experience (31%).



# Key Findings



### IMPACT OF WWC PROGRAMS ON MENTAL HEALTH

Just over half of responding program participants report their mental health was poor prior to their participation. A majority report experiencing PTSD, anxiety or depression prior to participating in WWC programs, and of those close to eight in ten say their mental health improved after participating in the programs and close to nine in ten say the program(s) had a positive impact on their mental health.



### IMPACT OF WWC PROGRAMS ON SUBSTANCE ABUSE

Although most responding program participants report they did not abuse alcohol, cannabis or prescription medications prior to participating in WWC programs (64%), over half of the 28 per cent who report they did abuse substances say the program(s) had a positive impact on their use/abuse of substances (54%; 38% say no impact), while about two in three of those who reported abusing alcohol prior report their use of alcohol decreased after beginning the program(s)(65%).



### MOST AND LEAST HELPFUL ASPECTS OF WWC PROGRAMS

When asked the most and least helpful aspects of WWC programs, responding program participants most often say the most helpful aspects are the ability to share information with others and the connection with their peers (55%), followed by having gained learning opportunities, information and skills (43%) and most often say the least helpful aspects are none of them and that all of them are helpful (33%).



### RECOMMENDATIONS TO IMPROVE WWC PROGRAMS

In terms of recommendations for how Wounded Warriors Canada programs can be improved, responding program participants most often mentioned having no suggestions (23%), followed by having longer or more programs and courses (18%), and having voluntary follow-ups or providing community resources upon completion of courses (17%).



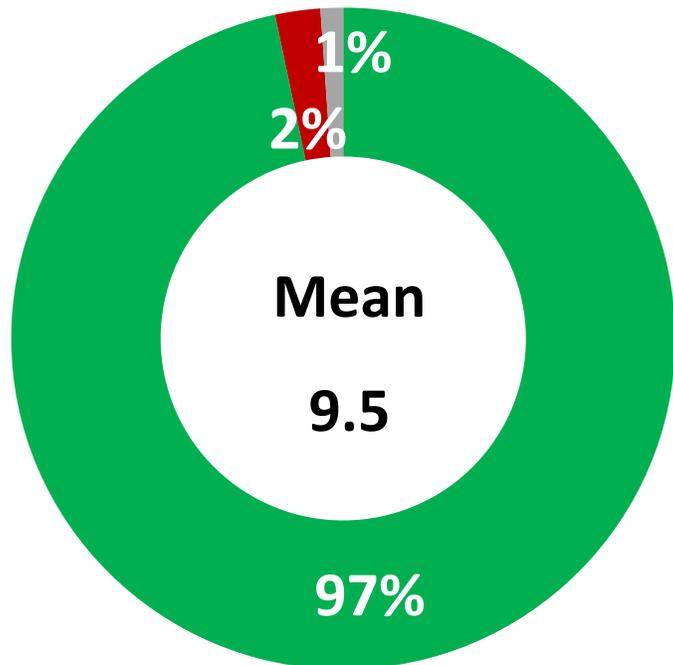


# Satisfaction with Wounded Warriors Canada programs

# Satisfaction with Wounded Warriors Canada programs

Q

On a scale from 0 to 10, where 0 is not at all satisfied and 10 is very satisfied, please rate your satisfaction with your experience participating in Wounded Warriors Canada programs?



- Satisfied (7-10)
- Not satisfied (0-3)
- Neutral (4-6)
- Unsure

	Men (n=52)	Women (n=35)	CAF Veteran (n=31)	First Responder (n=54)	Spouse/Family Member of CAF Veteran (n=8)*	Spouse/Family Member of First Responder (n=19)
Mean	9.6	9.7	9.1	9.5	9.5	9.6

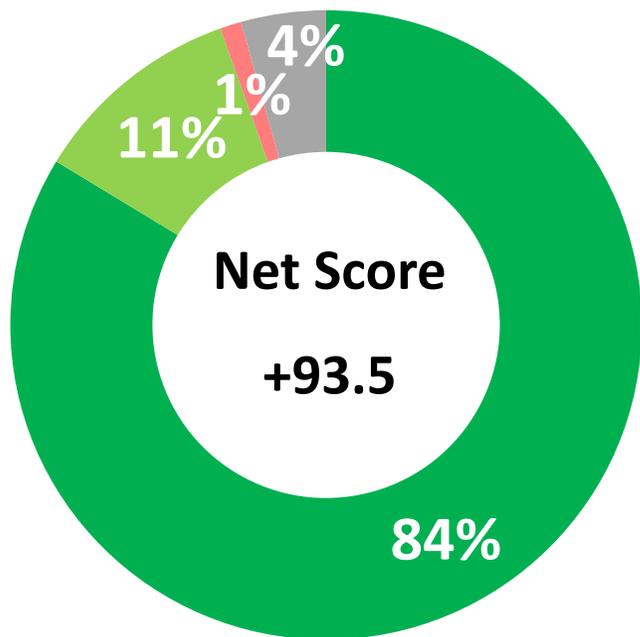
\*Shaded due to small sample size

“ Nearly all responding program participants say they are satisfied with their experience participating in WWC programs, with close to eight in ten rating their satisfaction a 10 out of 10. ”

\*Charts may not add up to 100 due to rounding.



# Value of group therapy



- Valuable
- Somewhat valuable
- Somewhat not valuable
- Not valuable
- Unsure

\*Charts may not add up to 100 due to rounding.

\*The net score is the difference between all positive and negative numbers in a question.

Q

Do you find group therapy valuable, somewhat valuable, somewhat not valuable or not valuable to you?

	Men (n=52)	Women (n=35)	CAF Veteran (n=31)	First Responder (n=53)	Spouse/Family Member of CAF Veteran (n=8)*	Spouse/Family Member of First Responder (n=19)
<b>Valuable/Somewhat valuable</b>	<b>100.0%</b>	<b>85.7%</b>	<b>100.0%</b>	<b>94.3%</b>		<b>89.5%</b>

\*Shaded due to small sample size

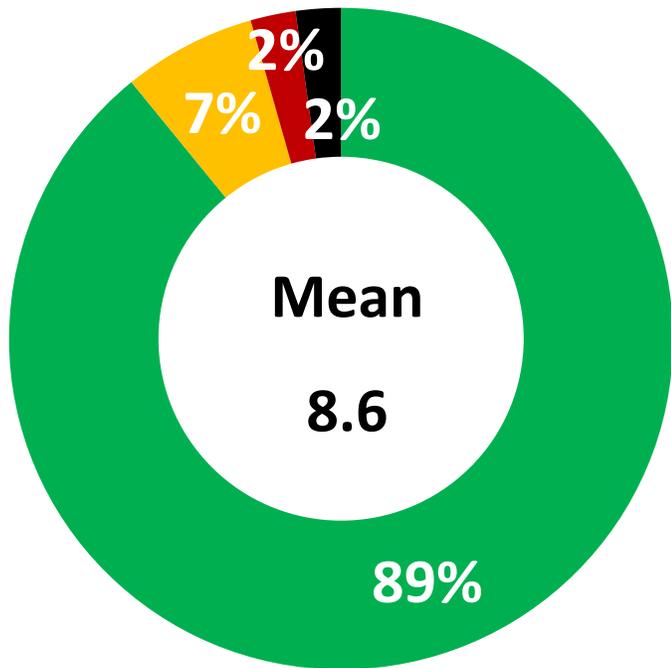
“ More than nine in ten survey responding program participants find group therapy to be valuable or somewhat valuable. ”



# WWC programs helping to reduce feelings of shame or stigma

**Q** On a scale from 0 to 10, where 0 is not at all satisfied and 10 is very satisfied, please rate your satisfaction with Wounded Warriors Canada programs related to the following: [RANDOMIZE]

## Reducing feelings of shame or stigma



Group	Mean
Men (n=52)	8.9
Women (n=35)	8.7
CAF Veteran (n=31)	8.3
First Responder (n=54)	8.7
Spouse/Family Member of CAF Veteran (n=8)*	8.5
Spouse/Family Member of First Responder (n=19)	8.5

\*Shaded due to small sample size

- Satisfied (7-10)
- Neutral (4-6)
- Not satisfied (0-3)
- Unsure
- Not applicable/Prefer not to answer

\*Charts may not add up to 100 due to rounding.

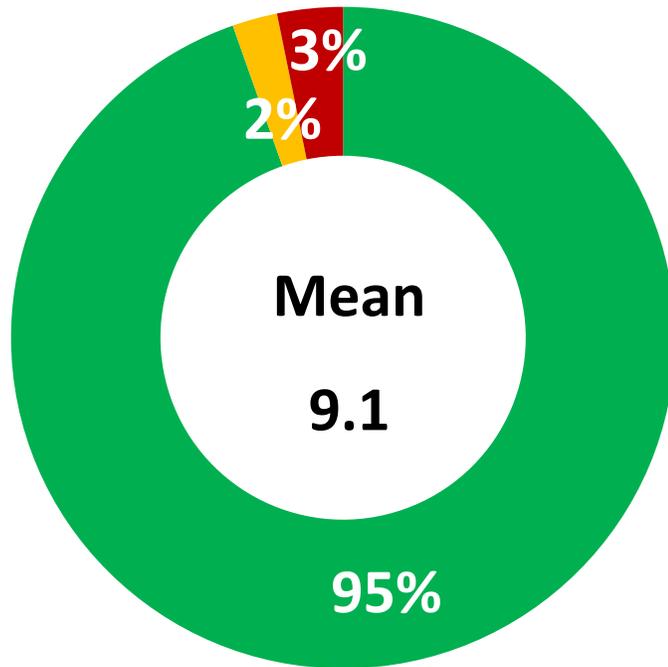
Source: Nanos Research, online survey, June 8<sup>th</sup> to July 14<sup>th</sup>, 2022, n=93 WWC program participants.



# WWC programs helping to feel supported or understood

**Q** On a scale from 0 to 10, where 0 is not at all satisfied and 10 is very satisfied, please rate your satisfaction with Wounded Warriors Canada programs related to the following: [RANDOMIZE]

## Feeling supported and understood



- Satisfied (7-10)
- Neutral (4-6)
- Not satisfied (0-3)
- Unsure
- Not applicable/Prefer not to answer

Mean	Men (n=52)	Women (n=35)	CAF Veteran (n=31)	First Responder (n=54)	Spouse/Family Member of CAF Veteran (n=8)*	Spouse/Family Member of First Responder (n=19)
	9.4	9.2	8.5	9.2		9.4

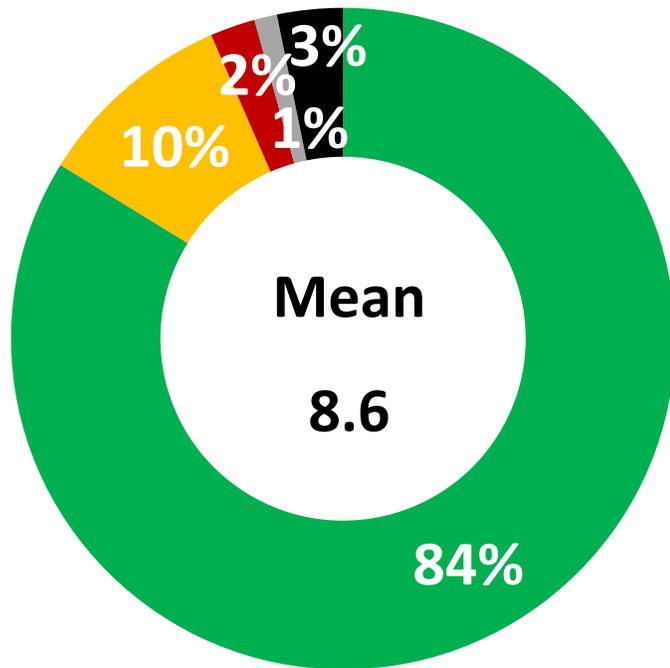
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# WWC programs helping to improve quality of life

**Q** On a scale from 0 to 10, where 0 is not at all satisfied and 10 is very satisfied, please rate your satisfaction with Wounded Warriors Canada programs related to the following: [RANDOMIZE]

## Improving your quality of life



- Satisfied (7-10)
- Neutral (4-6)
- Not satisfied (0-3)
- Unsure
- Not applicable/Prefer not to answer

Mean	Men (n=52)	Women (n=35)	CAF Veteran (n=31)	First Responder (n=54)	Spouse/Family Member of CAF Veteran (n=8)*	Spouse/Family Member of First Responder (n=19)
	8.9	8.9	8.5	8.7		9.1

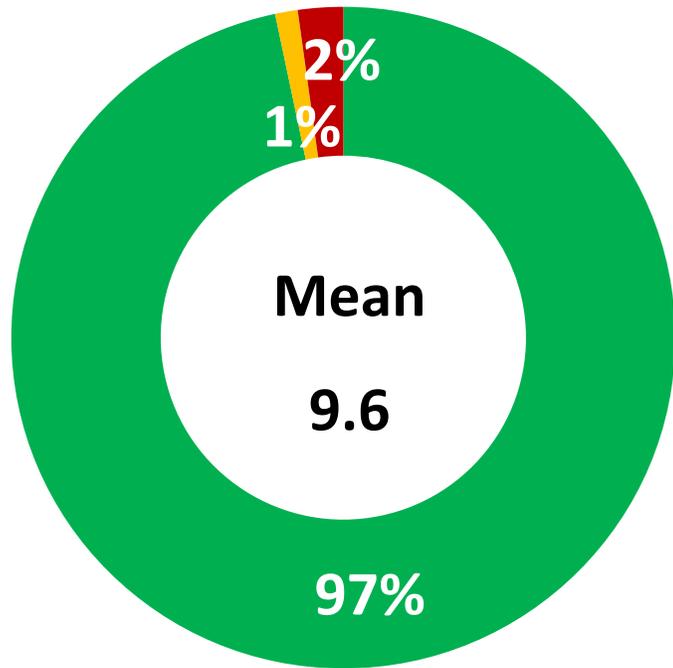
\*Shaded due to small sample size

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# Recommending WWC to peers

**Q** On a scale from 0 to 10, where 0 is not at all recommend and 10 is strongly recommend, please rate the extent to which you would recommend Wounded Warriors Canada to your peers? \_\_\_\_



- Strongly recommend (7-10)
- Not recommend at all (0-3)
- Not applicable/Prefer not to answer
- Neutral (4-6)
- Unsure

	Men (n=52)	Women (n=35)	CAF Veteran (n=30)	First Responder (n=54)	Spouse/Family Member of CAF Veteran (n=8)*	Spouse/Family Member of First Responder (n=18)
<b>Mean</b>	<b>9.8</b>	<b>9.9</b>	<b>9.4</b>	<b>9.6</b>		<b>9.8</b>

\*Shaded due to small sample size

“ Almost all responding program participants say they would recommend Wounded Warriors Canada to their peers. ”

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# Reason for recommendation

Q Why do you have that opinion? [OPEN]

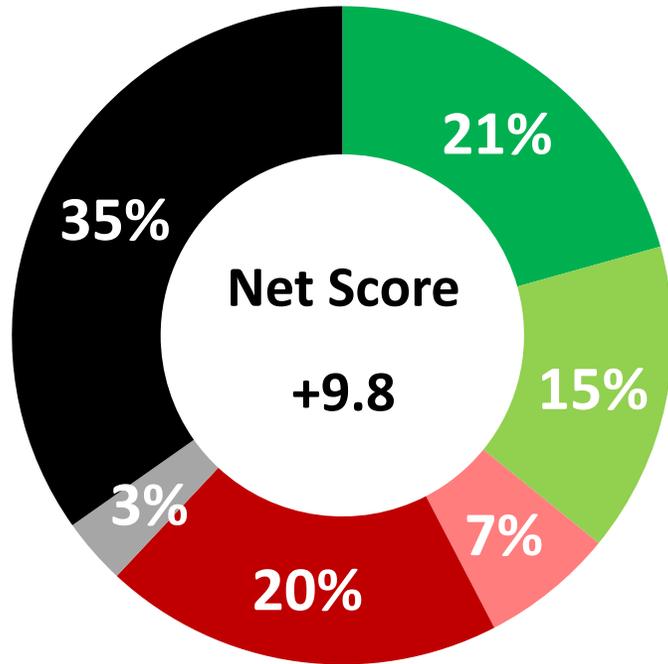
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When asked why they have that opinion, responding program participants often mentioned WWC programs have helped them personally, saved their life or generally was a positive experience, followed by having recommended it previously and seeing it work well for others.

”

	Total (n=64)
It has helped me personally/saved my life/positive experience	31.3%
I've already recommended it before/have seen it work well for others	15.6%
It's clinically supported/well designed/good framework	14.1%
It allows you to share your experience/realize you are not alone	12.5%
They understand veterans/help me in ways regular professionals don't understand	7.8%
The couples counselling is great	4.7%
A lot of people need help	4.7%
They respect spouses	3.1%
Good resources	1.6%
Other	4.7%

# Feeling supported by employer or agency to complete the program(s)



- Supported
- Somewhat supported
- Somewhat not supported
- Not supported
- Unsure
- Not applicable/prefer not to answer

Q

Do you feel supported, somewhat supported, somewhat not supported or not supported by your employer/agency in completing the program(s)?

	Men (n=52)	Women (n=34)	CAF Veteran (n=30)	First Responder (n=54)	Spouse/Family Member of CAF Veteran (n=8)*	Spouse/Family Member of First Responder (n=19)
<b>Supported/Somewhat supported</b>	<b>40.4%</b>	<b>29.4%</b>	<b>40.0%</b>	<b>38.9%</b>		<b>26.3%</b>
<b>Not supported/Somewhat not supported</b>	<b>25.0%</b>	<b>17.6%</b>	<b>13.3%</b>	<b>33.3%</b>		<b>31.6%</b>

\*Shaded due to small sample size

\*Charts may not add up to 100 due to rounding.

\*The net score is the difference between all positive and negative numbers in a question.



# Recommendations to improve WWC programs

Q How can Wounded Warriors Canada programs be improved? [OPEN]

“

In terms of recommendations for how Wounded Warriors Canada programs can be improved, responding program participants mentioned having no suggestions, followed by having longer or more programs and courses, and having voluntary follow-ups or providing community resources upon completion of courses.

”

	Frequency (n=66)
No suggestions/Can't think of any	22.7%
Have more/longer programs and courses	18.2%
Voluntary follow-ups/Provide community resources at completion of courses	16.7%
More accessibility/offer programs more frequently	13.6%
Summer spousal program/ More spousal programs	4.5%
Less wait times	3.0%
More funding	3.0%
Local outreach	3.0%
Better communication	1.5%
Investigate complaints	1.5%
Better screening for individuals not ready to participate in a group setting	1.5%
Group participants by profession	1.5%
Modernize the deck and have better accommodations for the programs	1.5%
Continued training of medical professionals	1.5%
Other	4.5%
Unsure	1.5%

# Way of hearing about WWC program(s)

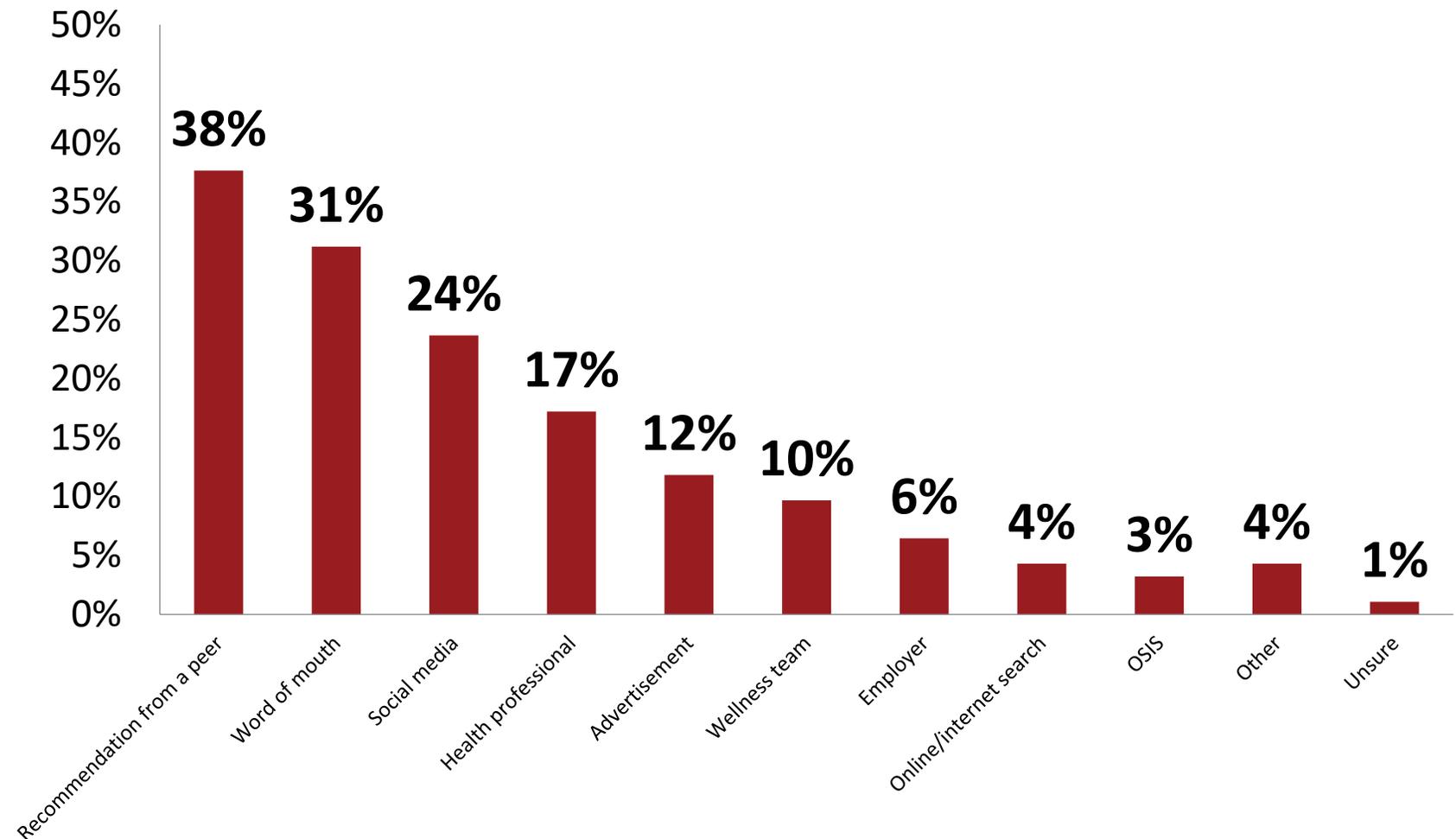
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Responding program participants most often report having heard about WWC programs through a peer's recommendation, followed by word of mouth, social media and a health professional.

”

Q

How did you hear about Wounded Warriors Canada programs?  
[RANDOMIZE][Select all that apply]



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Source: Nanos Research, online survey, June 8<sup>th</sup> to July 14<sup>th</sup>, 2022, n=93 WWC program participants.



# Additional comments

*“The atmosphere of acceptance and empathy, and collective time together as a group was so helpful, and great friends were made because of it. I also appreciate that we are allowed to participate more than once to process multiple traumas.*

*Keep serving those who've served. We need you.*

*Thank you so much for being there for me when no one else knew how to help me.*

*Thank you for what you do! You gave my husband and I more than I could ever express.*

*To those who work tirelessly to help Veterans and RCMP who are dealing with mental health issues relating to the work they do...please know... that late night at the office, or the weekend maybe preparing something for your work...all those times you think no one*

*cares...please know that it is appreciated and that it matters somewhere downstream. My life continues because of those who care at WW.*

*Please keep running your programs. They have made such a difference in my life I can only say thank you so much.*”

Q

Do you have any other comments or feedback for Wounded Warriors Canada? [OPEN]

*“It was such a valuable growth experience for my partner and me. It has changed our relationship for the better. The corrective experiences we had were invaluable for me. The normalization of other experiences in the group is always a powerful experience.*

*Thank you for saving my life by throwing me the lifeline I needed to help me get back to where I need to be*

*So thankful for the support and the opportunity to participate in this program. It was very organized and exactly what I needed.*

*I fully support the mission and values of WWC. The people within WWC are so full of heart and empathy.*

*The program and people involved literally save lives.*

*Excellent program! I am honoured to be part of the program as a peer support person. Very thankful that I was able to get into COPE with my wife. I can not express and/or give back enough for what this program has done for me, and my relationship Thank you!*”