



Canadian Federation of Humane Societies

Fédération des sociétés canadiennes d'assistance aux animaux

WHAT OUR MEMBERS SAY

Highlights of the 2007 CFHS Membership Satisfaction Survey

In 2007, the Canadian Federation of Humane Societies (CFHS) conducted a membership satisfaction survey in order to evaluate the performance of the CFHS and identify which aspects of the CFHS are important to member organizations

87% of current members said they would recommend a CFHS membership to other animal welfare agencies.

87% also reported that they felt the CFHS had made progress in:

- ❖ Establishing and strengthening relationships with other animal welfare organizations in Canada
- ❖ Enhancing leadership, support and assistance to member organizations
- ❖ Positioning the CFHS as the national voice of choice for animal welfare organizations
- ❖ Strengthening and unifying the animal welfare movement
- ❖ Improving communications both among CFHS members and between members and CFHS Board of Directors

“They provide us with good advice and resources for managing our shelter. We feel like we are not just ‘winging it’ anymore.”

“We have always had excellent and rapid replies from the CFHS staff on all our requests.”

“I believe the CFHS has done a good job of communicating federal issues back to members.”

“We receive value (almost more than we are able to absorb!) for our membership fee.”

“Staff has always been accessible and return calls/emails promptly. They have been available as requested and seem as well to feel they can call us for assistance and/or information.”

“The newsletters and regular bulletins are welcomed items at our shelter.”