



# Community Clinic 2019 CLIENT FEEDBACK SURVEY

- Summary of Results



**THANK YOU FOR YOUR FEEDBACK!!!!**

On behalf of our Centre, a huge thanks to all children, youth and parents/caregivers who participated in our recent client feedback survey. Your responses really help us to ensure we are providing high quality services!!

In total, we heard from... **31** Children **61** Youth **81** Parents/Caregivers



## FEEDBACK HIGHLIGHTS

<b>100%</b>	of children agreed that staff are friendly and their worker listens to them	<b>95%</b>	of youth agreed that staff talk to them in a way that is easy to understand	<b>97%</b>	of parents/caregivers agreed that staff understood their needs
<b>94%</b>	of children agreed that their worker was easy to talk to	<b>89%</b>	of youth agreed that staff understand their needs	<b>93%</b>	of parents/caregivers agreed that it was always clear who they should contact at the Centre
<b>87%</b>	of children agreed that they liked coming to the Centre	<b>87%</b>	of youth agreed that the staff have the knowledge and skills to help them	<b>91%</b>	of parents/caregivers agreed that the staff have the knowledge and skills to help them
<b>84%</b>	of children agreed that their worker was helping them	<b>87%</b>	of youth agreed that the staff understand their strengths and abilities	<b>91%</b>	of parents/caregivers agreed that they were satisfied with the services



## TREATMENT PLANNING

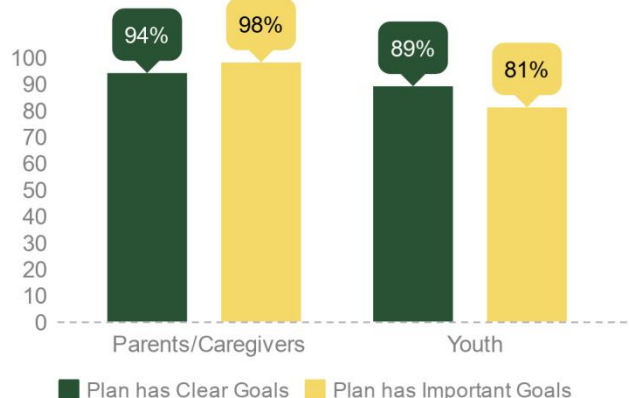
This year we asked a lot of questions about treatment planning. Parents/caregivers and youth with treatment plans told us that the process of creating the treatment plans was collaborative and positive.

Both youth and parents/caregivers felt strongly that the plans included clear goals that were important to them!

% Agreed They Had Opportunity to Ask Questions During Treatment Planning



% Agreed Treatment Plan Includes Clear and Important Goals





## STRENGTHS & TESTIMONIALS

Below are some of the areas that were identified as real strengths of the services.

### • Responsive and Flexible Service

Clients liked the flexible appointment times and the ways in which staff are responsive to their needs.



"Our daughter's new therapist is skilled and attentive to her needs. She makes herself available if our daughter requires a quick check in or guidance." - Parent/Caregiver

### • Open and Safe Environment

Clients said the Centre provides a safe space to express feelings without judgement.



"The Centre provides a safe and open environment for everyone to share their feelings and work through their challenges." - Parent/Caregiver

### • Knowledgeable Staff and Effective Solutions

Clients recognized the high level of skill of the staff and appreciated the effective solutions provided.



"Open to conversation on anything, any time. Flexible, smart, responsive. World class listening skills." - Parent/Caregiver

### • Collaborative Decision Making

Clients feel involved in the planning and decision making for their services.



"I get to talk about all my worries and it makes me feel better." - Child

"Practical, logical and supportive solutions are provided with A LOT of positive reinforcement." - Parent/Caregiver

"...I have the right to make the final decisions and that I am always asked what I think and how I feel and that I am considered." - Youth

Parent/Caregiver Satisfaction with Involvement in Treatment Planning



"...Very helpful, knowledgeable, understanding and patient. I have found everything and everyone to be great. I finally feel that I am on the right track with my son after trying for many many years. Thank you." - Parent/Caregiver



## FEELING BETTER AND MAKING PROGRESS

Clients told us about the progress they are making at the Centre and how the services help them to feel better.

Parent/Caregivers with 4 or More Appointments

"...When I come here I feel better every time." - Child

Services Helping Family



Better Able to Deal with Problems



"You are great people who know all the stuff and you help me and I appreciate it and love you all. XO XO XO XO" - Youth

"Have been here for a year now and my life and mental health have improved DRAMATICALLY. I love this place! They really care about my needs and help me discover ways to better myself." - Youth

"...I always feel better and hopeful when I leave the Centre. Thanks!" - Youth



## WHAT WE CAN DO BETTER

Respondents provided a few suggestions on how we could improve our services.

Many clients said the services were already great. But here are some of the things we learned :

- You told us you want more information about external resources including crisis services that could be helpful. We are working to ensure that our waiting room and website have up to date information on external resources.
- You asked for more information about what programs we have and how they could benefit you. We will endeavor to make sure you know all the options when you meet with us.
- A few clients were unsure about their treatment plans or their service coordination. We would like all clients to know who their service coordinator is, what treatment plan is recommended, and how we think it will help their family.
- In the past year we have dramatically reduced our wait list. You told us that waiting is sometimes still a concern and we will continue to work on ways to reduce wait times.

