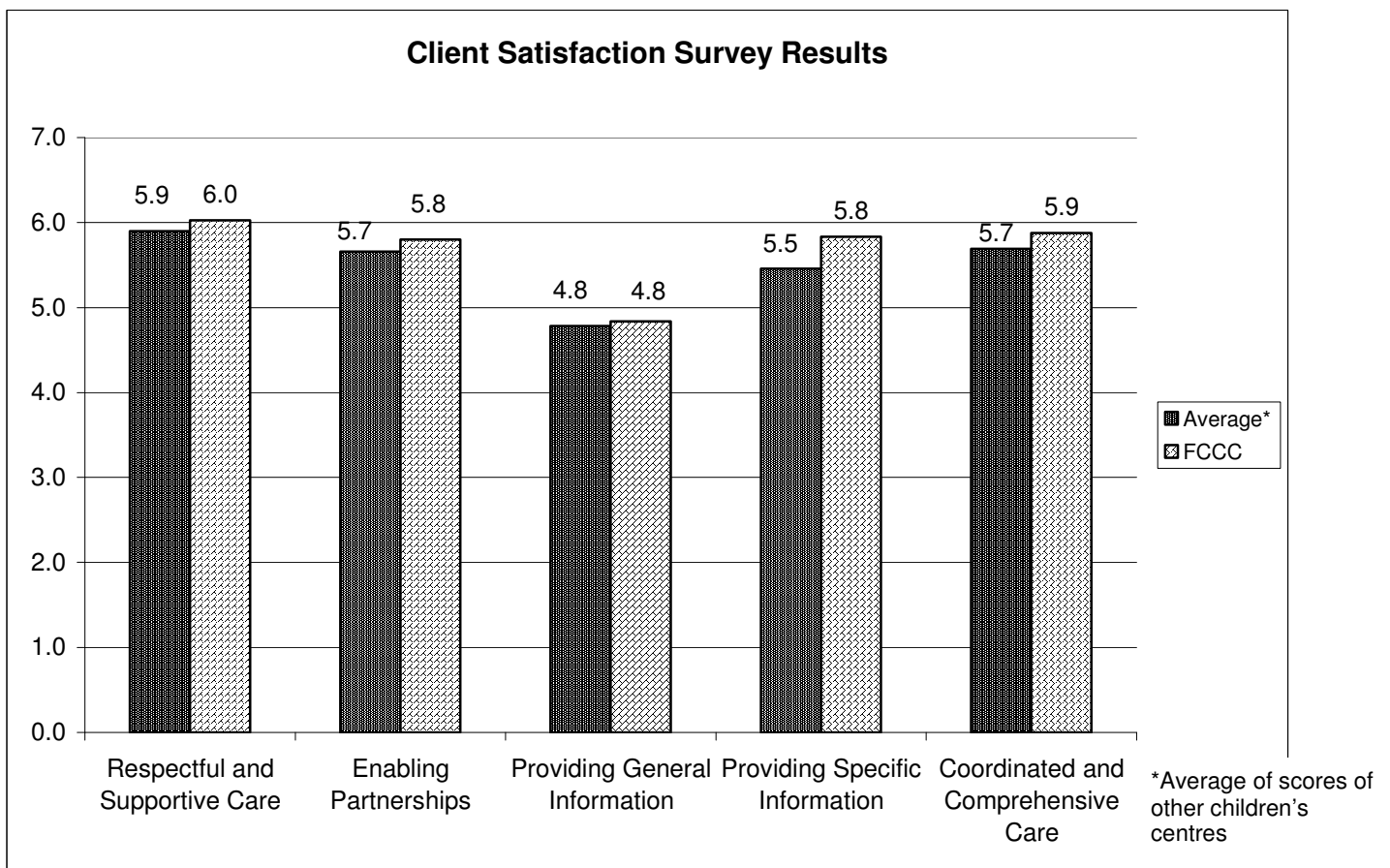


Thank you to all of the families for the feedback provided on our recent client satisfaction survey. We heard from more than 100 families. We have identified the following goal based on family feedback:

GOAL:

The Management Team reviewed the information from the Consumer Satisfaction Survey. The goal that was identified was to improve the information that we provide to families. A team of therapists will be established to review the information available as well as the timing for offering information to families. Information will be reviewed in relation to diagnosis, resources available in each site, etc.

FOLLOWING IS A SUMMARY OF THE RESPONSES WE RECEIVED:



RATING SCALE: questions asked are such that 7 is the ideal rating to achieve

Indicate how much this event or situation happens to you:							
Not Applicable	Not at all	To a very small extent	To a small extent	To a moderate extent	To a fairly great extent	To a great extent	To a very great extent
0	1	2	3	4	5	6	7

Five Counties Children's Centre Specific Questions:

Questions:	Always / Sometimes	Never
Have you had any difficulties getting appointments that fit your schedule?	22.5%	72%
Questions:	Yes / Somewhat	No
Are you involved in your child's treatment as much as you would like to be?	98%	2.1%
Are you comfortable expressing your opinions even if they are different than those of your therapist or doctor?	97.9%	2.1%
Have you been informed of the Centre's compliments / complaints process?	17.6%	82.4%
Questions:	Yes / Somewhat	No
Do you receive sufficient information to follow through on your therapy at home	99%	1%
Questions:	Excellent / Good	Fair / Poor
Overall how would you rate the quality of care and services you receive?	94%	6%
Overall how do you rate the condition of the facilities at FCCC?	90.7%	9.2%
Questions:	Very Likely / Somewhat Likely	Not Likely at all
How likely are you to recommend FCCC to another family member or friend needing these types of services?	98%	2%

