



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

- **Re: “compliments and complaints process”** - was not aware there was one. I imagine there are few complaints and lots of compliments!
- Our daughter is now 19 and only receives OT/PT through the school. Therapists are helpful, consult with me by phone and have addressed any issues I have. We’re very satisfied with the service provided.
- Very satisfied with all services.
- Excellent.
- Thank you Five Counties for all your help and support
- exemplary.
- We were involved with the speech therapy department. Our very first encounter with any organization of this type. Our children are five and three years; we’re 49 and 52 years – older parents. Cannot say enough about this group of people. They truly touched our lives and changed the life of our little boy. Sorry –couldn’t mail it away without telling you. Never answered a survey before. We’re very thankful.

Five Counties Children's Centre Specific Questions:

Questions:	2007		2008	
	+	-	+	-
Have you had any difficulties getting appointments that fit your schedule?	17%	72%	15%	79%
Are you involved in your child's treatment as much as you would like to be?	85%	4.9%	86%	8.1%
Are you comfortable expressing your opinions even if they are different than those of your therapist or doctor?	86.7%	4.8%	86%	9.7%
Have you been informed of the Centre's compliments / complaints process?	26.8%	13.4%	23.7%	67.8%
Do you receive sufficient information to follow through on your therapy at home	73.2%	13.4%	82.3%	12.4%
Overall how would you rate the quality of care and services you receive?	91.5%	7.3%	91.9%	6.5%
Overall how do you rate the condition of the facilities at FCCC?	91.4%	6.1%	90.3%	5.9%
How likely are you to recommend FCCC to another family member or friend needing these types of services?	92.7%	6.1%	94.6%	4.9%

- We just started at 5 Counties and our son is 7 mths old and I feel that his has been a great support already.
- I am so thankful of [therapist]'s input, support and consultation. [Therapist] is knowledgeable and "down to earth" in her approaches towards family. Thank you! [Therapist] has also been an excellent support. She always listened and included us in therapy decisions. I felt as though she would always make time for our family. Our centre support has been limited to these two people. How fortunate we are for their expertise.
- Five Counties is the best thing that happened to this family
- I cannot say enough wonderful things about 5 counties. [Therapist] is truly fantastic.
- Please continue to provide bilingual therapists. It is very important for our family. **(Note: this family also sent an e-mail to ensure their feedback was received.)**
- Fabulous organization