

**We respect the uniqueness of our families.
We believe people know themselves and their situations best.
We believe in the strength of families.**

We are interested in your family's experience at Five Counties Children's Centre.

Thank you to the families who completed our questionnaire and helped us improve our services.

1554 families
were asked
and 155
responded

Enabling
Partnerships
84%

- ☑ Fully explain treatment choices
- ☑ Provide opportunities to make decisions about treatment
- ☑ Offer positive feedback/encouragement
- ☑ Listen to what you have to say about your child's needs for service, equipment, etc.
- ☑ Let you choose when to receive information and the type of information you want

"This place has done wonders in my girl's progression"

Providing
Specific
Information
83%

- ☑ Provide you with written information about what your child is doing in therapy?
- ☑ Provide you with written information about your child's progress?
- ☑ Tell you about the results from assessments?

"My family feels very blessed for having Five Counties helping my daughter. They have gone beyond to help her."

Coordinated and
Comprehensive Care
86%

- ☑ Look at the needs of your "whole" child instead of just at physical needs?
- ☑ Make sure that at least one team member is someone who works with you and your family over a long period of time?
- ☑ Plan together so everyone is working in the same direction?
- ☑ Give you information about your child that is consistent from person to person?

"We are so lucky to have access and support from such a wonderful organization."

"I am very thankful that Five Counties is part of my child's learning and success."

Providing
General Information
69%

- ☑ Have information about your child's disability
- ☑ Give you information about the types of services offered at the Centre or in your Community
- ☑ Provide opportunities for the entire family to obtain information
- ☑ Have information available to you in various forms, such as a booklet, kit, video, etc.
- ☑ Provide advice on how to get information or to contact other parents

"We truly appreciate the services and support we have received through 5 Counties."

"The staff we have worked with have been compassionate and knowledgeable"

Respectful and
Supportive Care
89%

- ☑ Help you to feel competent as a parent?
- ☑ Provide a caring atmosphere rather than just give you information?
- ☑ Provide enough time to talk so you don't feel rushed?
- ☑ Treat you as a respected member of the therapy team?
- ☑ Support staff who are polite and courteous to you and your family?