

**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 2018 questionnaire and helped us improve our services.

1774 families
were asked
and 141
responded

Enabling
Partnerships
86%

- ☑ 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
77%

- ☑ 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?

"Five Counties has been a significant lifeline for me as a single parent with a 7 year old son with ASD. I am so grateful for everything they have done. Thank you."

Coordinated and
Comprehensive Care
81%

- ☑ 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?

"The staff at Five Counties have helped our son achieve milestones we never dreamed he would be able to achieve!"

Providing
General Information
64%

- ☑ 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

"Wonderful facility! Has helped our daughter greatly! She is finally on her journey walking."

"I feel very much involved in the process and I can see the difference Five Counties has made!"

"The people I've spoken to are always wonderful and his therapist is great. Thank you."

Respectful and
Supportive Care
84%

- ☑ 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?