

**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 help us to improve our services.

Enabling Partnerships

82%

- 👍 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

81 families
were asked
and 81
responded

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

Providing Specific

75%

- 👍 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

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?

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

Providing General Information

66%

- 👍 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

85%

- 👍 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?