

**Children's Services**

**Performance Measurement Survey Client Comments – 2009/2010**

<b>What was most helpful about the support you have received so far?</b>	<b>Added Comments</b>
Speed of appointment to meet and do assessment!	
Taking my concerns seriously.	I feel like I am "in limbo", needing support while I wait for services. I was given pamphlets of places to contact on my own but I am running around so much after work, it's hard to get someone during their working hours, I end up playing phone tag.
That I was placed on the list very quickly and am receiving support shortly.	They were very quick to respond and we were put on the list in a very timely manner. There was nothing else they have done a great job. The work that was done was very helpful and appreciated. Keep up the good work stations and helpful employees.
The woman I spoke with on the phone was amazing and helpful.	
That my concern was taken seriously and that someone cares.	The response was immediate. What could have helped you better? No waiting list. Glad your number is on the Police incident # card or I would never have known where/who to turn to.
I was very impressed with how fast things were done!	Contact Brant has been an incredible service for not only myself but my family. They put things into place for you very quickly and offer support during the short waiting period. Thanks for all your help!
Speed and detail of information.	I was expecting my services to take a few months to be processed, it took a couple of

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	<p>weeks which made me feel positive because things were fast and flowing and I did not have to call around/inquire about anything.</p> <p>Until referred to by a person assisting me with my sons issues, I had never heard of Contact Brant and had no idea what services you provided. A bit more "advertising" about who you are and what you do in the community might be helpful for others who need your services but do not know where to look.</p>
<p>Helped relieve some of the worrying I had.</p>	
	<p>I was very impressed on how fast my feedback was when my referral went in to Contact Brant on the regard's for my grandson. It was easy for me with the help from Lansdowne Children's Centre.</p>
<p>Very informative, always being able to respond to my questions with knowledge. I was very impressed that there was no wait to talk with someone and get any questions answered.</p>	<p>Thank you for your support.</p>
<p>That you understand the situation that we are going through. Nothing else could have been done to help us better since your service has been great.</p>	<p>I found your services to be very fast once I was able to do the initial phone interview (I was the hold up in this situation).</p>
<p>The day and time of the appointments were scheduled to our accommodation.</p>	
<p>Knowing help is coming. Not feeling judged</p>	<p>No waiting list would have been better`~~~~`</p>
<p>Paper of phone numbers for programs.</p>	<p>Just put on a list so really don't know if anything was accomplished. Also said they would submit</p>

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**What was most helpful about the support you have received so far?**

**Added Comments**

request to community living but haven't heard anything since been a month.

All agencies involved in same place at same time. My appointment could have been a time convenient for both parties and get everything started right there and then. One person from each agency.

The woman we dealt with understood the needs and situation. It seems like the caregiver will still have to initiate everything after the referrals or put on the list is done. The woman did call me back and tell me we were on the list, after the meeting she also told us about a lot of programs so she did a good job.

The most helpful thing was just being told there was help for our family.

I didn't contact them, someone else did on my behalf because I didn't know where to start but whoever made the call I received a call the same day and met them the next day. And now just waiting for a program to take place for my children and I.

Having someone there to help my children and I. And we were given names, numbers and information about other places that can help and was told what I can do in the mean time. And was handed booklets on fun places for my kids.

I really can't think of anything because everything was done great and everything was covered that needed to be covered and I wasn't judged or didn't feel uncomfortable. Everything was done great.

Not much but Thank-you for wanting to help more than just one of my children. I'm glad all 3 children are getting the help they need.

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<b>What was most helpful about the support you have received so far?</b>	<b>Added Comments</b>
The acknowledgement and understanding of the circumstances surrounding the situation. And a number to be able to call while waiting for the program services.	I am very satisfied as to how quickly I received recommendations of the services available for our situation.
Advising me to go to the doctor with my daughter.	I called on a Monday and was contacted back within a couple of hours. I had a phone interview the following day.
Recommendations – estimated wait list time and additional programs while waiting	I did not expect to be in the office to do the referral within 1 week – expected longer- very quick  Get my child into services sooner
Quick- help illiminate my anxiety expediently. Thorough- was advised of all options available to address our current crisis. Co-operative – Contact Brant was willing to re-establish a previous support network. We are for grateful for that.	This is the second time I have accessed C.B.'s services. Both times we have been treated with decency, respect and sincerity. While awaiting services we were advised of emergency services available, which was very comforting. Navigating social services during traumatic times becomes more manageable because of C.B. – thank you for being there.
Sheryl Ruman explained the wait might be a bit long, but suggested we enter int o the COPE program in the meantime. She registered us, and we had the paperwork inside of a week. She was very reassuring. Thank you Sheryl.	Less waiting on the list to get the necessary help. But we are willing to be patient.