

**Children's Services
Performance Measurement Survey Client Comments 2011/2012**

What was most helpful about the support you have received so far?	Added Comments
	Sheryl was so amazing I felt so very comfortable and was so happy she listened and just helped me out so much. You are so lucky to have her.
	I feel the wait times are far too long for my child to get the help she needs. E.g. Woodview
	We are on a waiting list, but I was told where I could go in the time I wait. Maybe someone could just make a call to people on the waiting list and ask if things are the same, better or worse with your child. Some situations are with children with grand parents that are not as young as myself (51) older children are harder to control and if it isn't helped at a younger age, it just gets harder. I myself thank all of you for help you are going to get us.
Once I let school etc know I have been put on waiting list help is coming from all over.	Currently putting everything in place. May just a list of what list & services waiting for.
	4. Talked to family Dr. Didn't know service was available until I spoke to family dr. Maybe make kids aware @ school there is someone to talk to!
Continuous contact, efficient returned voice mails, information about resources, caring personalized service!	Not sure I understand this question (# 3), I was given recommendations during my first contact, But am still on the waiting list for some of those recommended services. (# 4) your staff is extremely helpful. (# 6.1) waitlists = grrrr (# 6.5) Tapp-C was a huge problem for us, but we are not finished, so I cannot comment on the overall experience. (# 9) Wave your magic wand to eliminate wait lists! I don't know what I would have done without your service. Your funders ought to know you are worth you weight in GOLD!
That there are some support options for us while on a wait list.	Very pleased at how quickly I was contacted. Everything was great.
Have not received any support other than Children's Aid Society.	Got my daughter counseling in 2009 when it was needed most. Hopefully now we can get some of her anger issues dealt with.

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<p>Different contact #'s</p> <p>Encouragement in our situation</p> <p>Piece of mind that there is help + options</p>	<p>Very prompt w/ call back & appt. schedule</p>
<p>The '<u>understand</u>' of my situation, the recommendations made. 'Sometimes when people share personal life experiences, (worker) you don't feel like your issues are so abnormal.' When you have to share extremely personal family information about yourself & your children.</p>	<p>Nothing – Everything was truly Super & Fantastic – Everyone was so kind & helpful</p>
<p>Getting a full understanding of where & when my assistance will be, in an caring environment.</p>	<p>I was very pleased with how quickly things were done as well as the caring environment. Nothing that I can think of. I just want to say I truly appreciate the help we received.</p>
<p>Added info about services that can help our family</p>	<p>Everything done was great.</p>
<p>Stu explained everything to me and informed me of the wait.</p>	<p>Still waiting to see Woodview.</p> <p>Contact Brant is a great organization for families. The wait to get to Woodview is disappointing. Government needs to give more money to the organization, so that more staff can be fired to help families.</p>
<p>The personal support – the one to one contact + keeping with same person.</p>	
<p>Gave me hope that my son was going to get the help he needs.</p>	<p>I contacted the office and was seen the same week.</p> <p>I was happy with the information provided. Helped me feel there was somewhere to turn to and that we will get the help we need.</p>
<p>The information and direction in where I should go and what I should do to acquire services.</p>	<p>Nothing, your help was appreciated.</p>

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That my husband and I were assured that L's best interest was the main focus + they would do whatever possible to do so.	Both my husband and I were shocked that only after 1 week of meeting Stu, Diane from Lansdowne called and set a meeting date. (July 6 complete). Nothing. Stu was great + was up with everything we needed. Dr. Pearson assured us that Contact Brant would send us on the right path to L's journey + to make sure we would have most of our worries at ease. Thank you.
-learning about Woodview's drop-in hours for counseling -being heard & understood; knowing we will be getting the support needed	Recommendations were exactly what we wanted & right away. Stu is amazing!
Feel less anxious.	Nothing
The person I met with came to our home and asked many questions which helped me clarify what we needed and better explain our situation. He was very professional and efficient.	No improvement needed
Me sitting there and actually having someone listen to me helped because no one ever does!	Well with my anxiety and my probs I wanted it to be a lot sooner Get me into Woodview faster Can you get me into Woodview faster?
Sheryl's amazing listening skills & her understanding of how the other person feels.	Sending Sheryl home with me (LOL), she is wonderful.
The willingness to listen when I needed to talk.	
Phone numbers & Contacts in case of emergency in the meantime while waiting.	Received a call within a few days and was presented with great resources thank you so much
Referral for McMaster program (ABA)	Nothing
Just being informed about a new service/program available to my children – wonderful! 😊	Nothing
<i>Q1 April – June 2011</i>	
Sheryl was understanding and encouraging.	

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Once I explained my situation to the agent, I was immediately provided with resources and options to aid my situation. I was given firm recommendations and I felt I was speaking with an experienced agent.	I was provided with valuable information immediately. The only waiting period we are experiencing is waiting to get desired services. Nothing – I am extremely satisfied and thank you. I called this service feeling scared & uninformed. I was given sound options & my fears were eased. I was made to feel ‘unalone’ and finished with a wealth of information. Thank you again.
Finding out where to go for help.	Give more options of where to go for help.
Quick response to email inquiry.	
It was quick I received several options and I was quickly given the numbers of places to support myself and my daughter until we can get into Woodview.	
Recommendations to programs totally suited to my families needs.	I feel like I am going to be able to make better decisions with the options discussed with me – I feel a lot clearer and focused in the right direction. Everything was great the way it is. Thank you for the kindness and support.
Quick to meet & relaxed, open to questions & concerns.	Nothing ☺
<i>Q2 July – Sept. 2011</i>	
Explained information in detail.	Found that service was very quick
Very quick	It was very fast and I was very pleased that you were able to help me with my problem. Nothing Everyone here at Contact Brant very friendly and helpful
Finding out what is available for my child	Less wait for services (waitlist)
The way they explained there is drop in programs while on the waiting list.	Not much did good job

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I didn't know it existed and now I have info for the future to help my child.	It was immediate. Nothing. Very friendly, personable staff who make it easy to be relaxed and gain the knowledge & information I need.
We received all the information we needed. Professional help.	
Being heard and understood.	Nothing. It was a good experience.
The empathetic understanding of the workers. The calm, easy disposition in the way staff speaks.	Nothing. It was a very positive experiences from the moment I called Sue on the phone to meeting Cheryl in person. Thank you for support.
I very much felt understood about my situation	I think everything was very much accommodated
Just knowing that there is help available & that we are not alone.	
All areas covered with our concerns	Contacted Thurs seen on Mon. Nothing – all support was available Everything went good
Got to know my whole story	Nothing
	We came in today and you already started setting me up with help
Both women I spoke to were helpful, kind and knowledgeable.	Contact Brant – nothing really. It's more the wait time to access services which is frustratin.
The counseling available while still on the waiting list.	Nothing.
It was immediate. The intake was thorough and really caught an accurate picture of the problem.	Everything was great. Maybe a little more of an idea of what to expect over the next few months.
The people are knowledgable and good listeners.	

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I'm happy with the referral for counseling for my niece.	
	Intake interview was arranged very quickly. Initial phone call was returned within an hour – very impressed and relieved.
Getting the information about another agency that I can get help with while on the waiting list.	I am satisfied with the services I received.
People understanding what a family goes through with a special needs son.	So far, nothing
A huge feeling of relief knowing that someone capable and knowledgeable is on my side helping to guide us in the right direction!	The work you do is greatly appreciated! As is your sympathetic ear and direction to the appropriate service!
Know where to start, what areas need to be focused on.	
Most helpful was the intake worker understood my problem with my daughter. She has given recommendations of services that could be helpful while waiting for our services.	
Information about services I can access now while on the waiting list.	Speed up the time that people are on the waiting list if possible.
There was good communication between the person I spoke to on the phone and the intake person. They were very nice and understanding.	I can't think of anything.
Intake appointment scheduled within days. Woodview Counselling clinic drop-in program & Crisis Response Service.	
Someone took the time to assess where the system has possibly failed to help us. (ie special services – school board)	<p>Very informative and supportive atmosphere, utmost professionalism.</p> <p>Nothing, very helpful and professional.</p> <p>Great resource for parents no matter what your family dynamic.</p>

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The option to get immediate help and be enrolled in a class.	N/A
Being able to get in so fast.	
The information about the clinic.	Shorter waiting lists
Informative, quick	Nothing
That due to our circumstances we were able to meet with Woodview quickly to discuss options.	Stu went above and beyond by contacting Woodview to discuss the situation. Everything has been great and I am very thankful.
<i>Q3Oct. – Dec. 2011</i>	