

2024 CLIENT SATISFACTION SURVEY KEY FEEDBACK

When asked if they would recommend the program to other families:

100%

of BLV families
said yes

96%

of EW families
said yes

100%

of IHP families
said yes

We are honoured that you value this service and are proud to serve the families in our region.

“ Professionals could discuss additional services that may benefit my child. ”

Clinical staff are very happy to suggest clinical services and community programs that may benefit children in our community. They are very knowledgeable and eager to share whatever information parents may require. We will ensure more is available in our waiting rooms and shared by our staff so parents have access to all they are looking for.

Families provided some information to help us improve our services, including:

“ The registration form location and design online is not easy to locate or use. ”

We are happy to report that this is being addressed as we are currently redesigning our website. Stay tuned to see many improvements!

Other comments suggest parents are also concerned about:

- wait times
- length of sessions (some are too long, some are too short)
- accessing sessions

We appreciate that the wait-times for Early Words services are longer than any of us want. We are working to implement the new Ministry of Children, Community and Social Services (MCCSS) guidelines that will increase parents/guardians access to information sooner and provide strategies to support your children's learning that work at home and in everyday settings.

Sessions of different lengths are available in person and virtually, but are being developed in podcasts and recorded webinars so you can listen or watch when it is convenient for you. We will continue to improve access to our resources in the future.