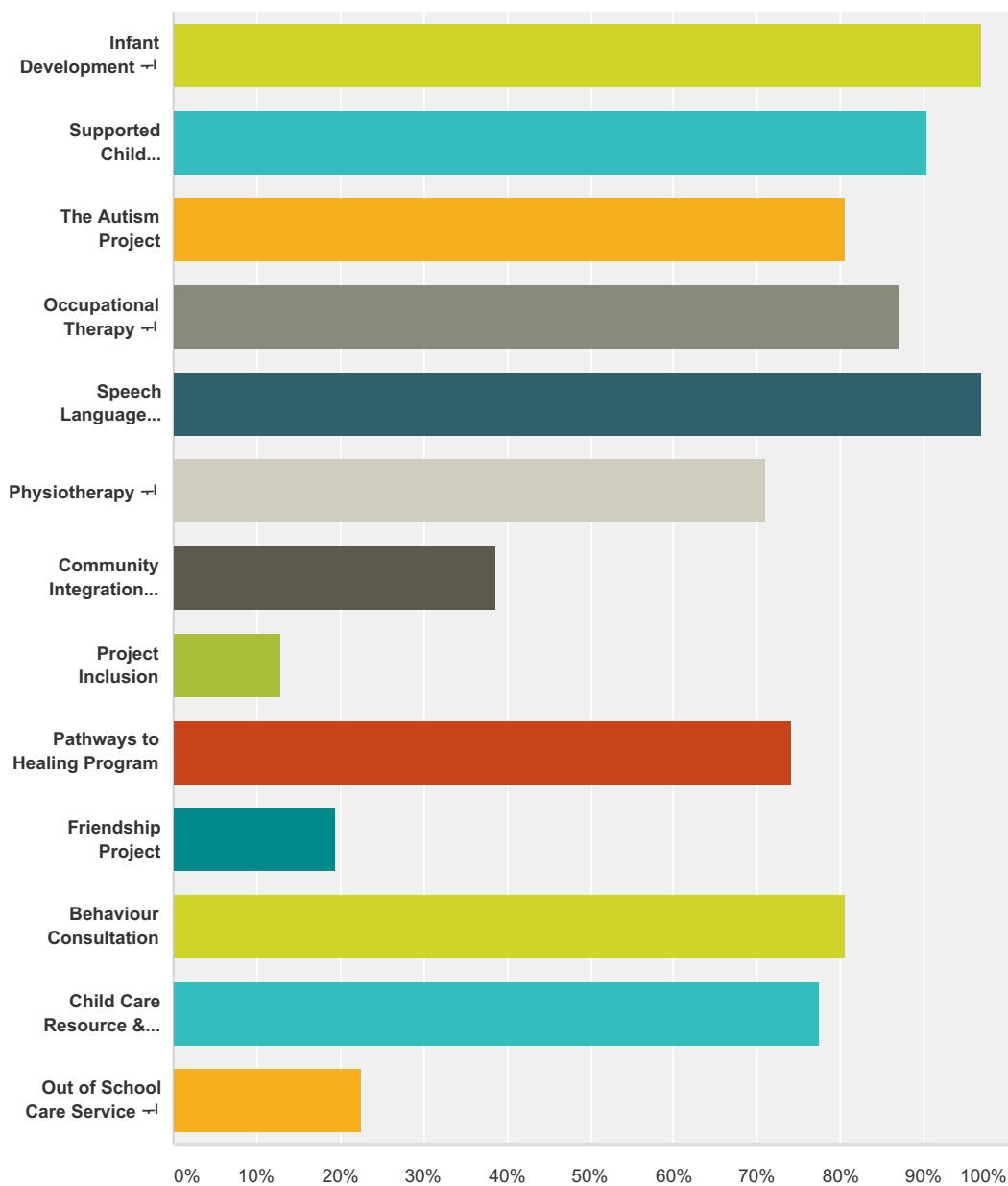


## Q1 What services are you aware of at the CVCDA (Please check all that apply)?

Answered: 31 Skipped: 0

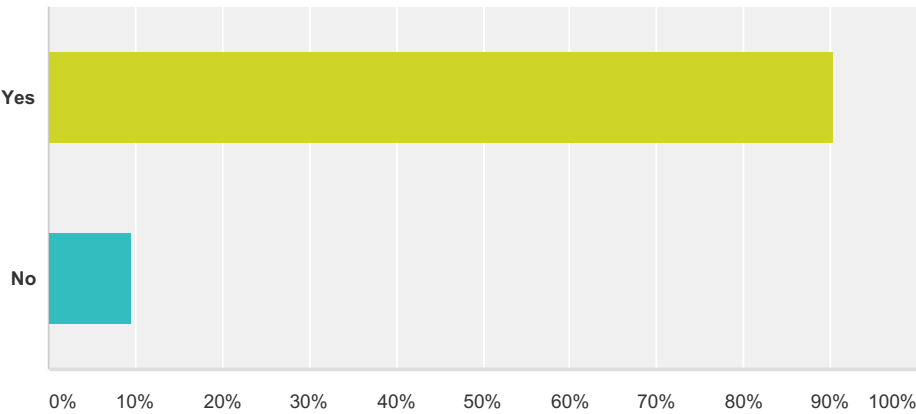


Answer Choices	Responses
Infant Development	96.77% 30
Supported Child Development	90.32% 28
The Autism Project	80.65% 25
Occupational Therapy	87.10% 27
Speech Language Therapy	96.77% 30

Physiotherapy <sup>⌘</sup>	70.97%	22
Community Integration Program	38.71%	12
Project Inclusion	12.90%	4
Pathways to Healing Program	74.19%	23
Friendship Project	19.35%	6
Behaviour Consultation	80.65%	25
Child Care Resource & Referral	77.42%	24
Out of School Care Service <sup>⌘</sup>	22.58%	7
Total Respondents: 31		

Q2 Have you used or referred others to the services or resources at the CVCDA?

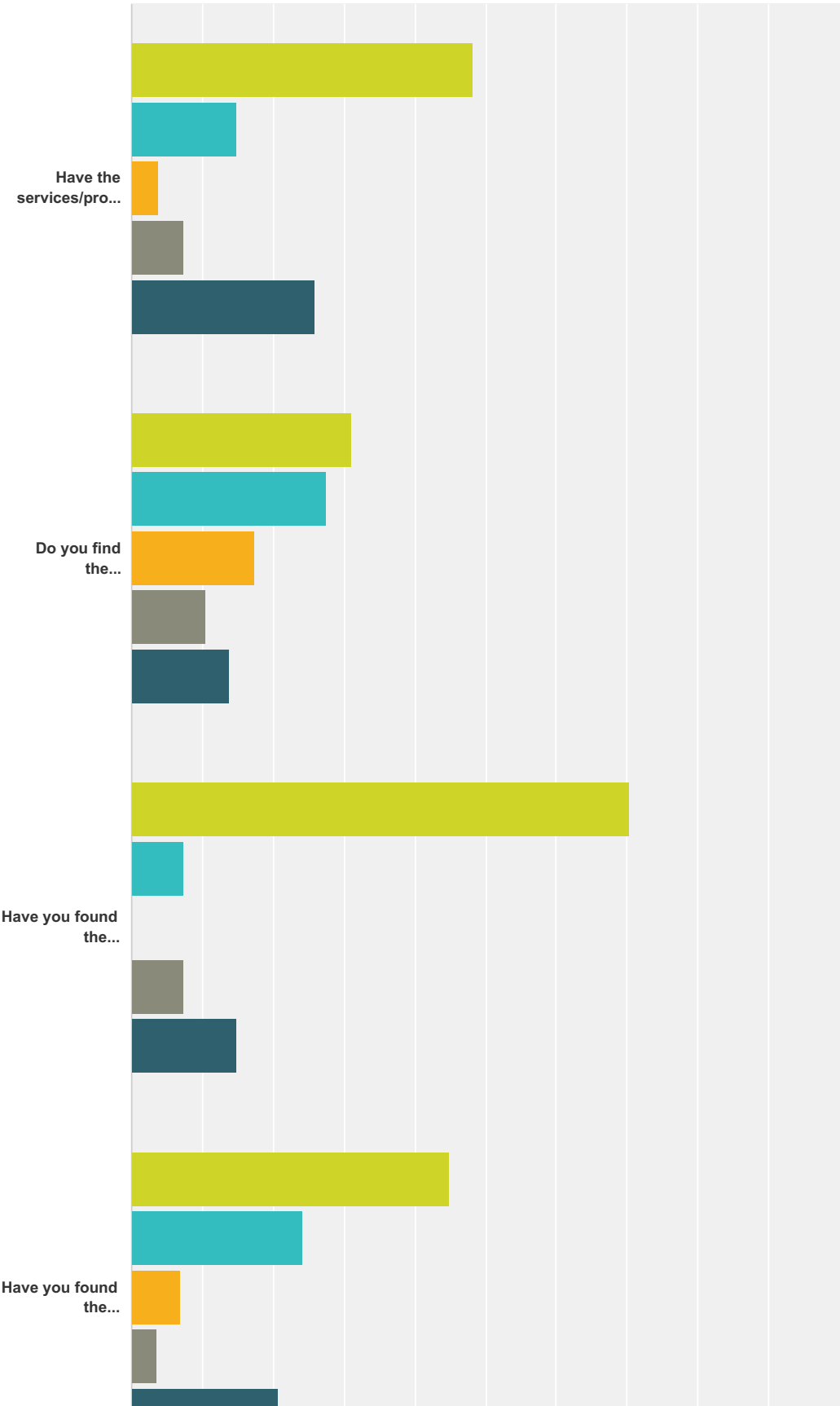
Answered: 31 Skipped: 0

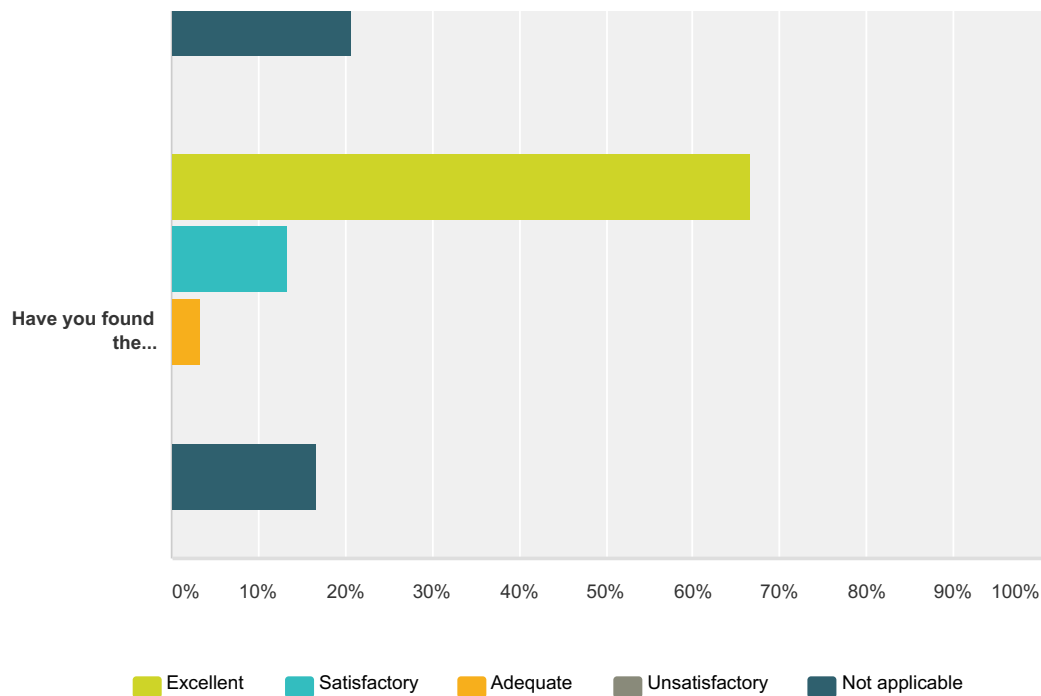


Answer Choices	Responses	
Yes	90.32%	28
No	9.68%	3
Total		31

Q3 Please rate your experience:

Answered: 31 Skipped: 0

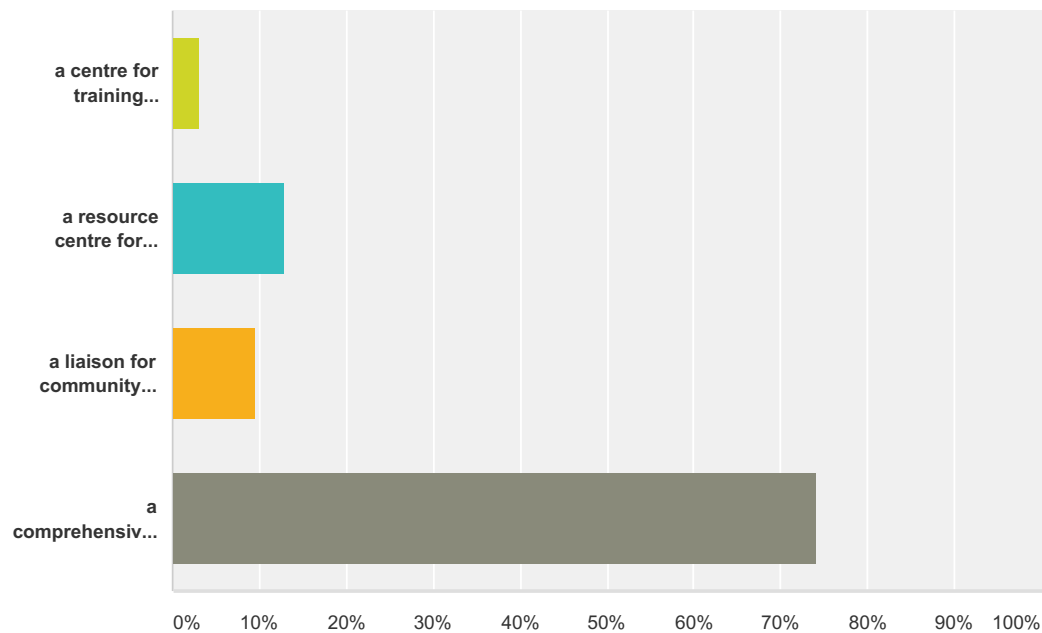




	Excellent	Satisfactory	Adequate	Unsatisfactory	Not applicable	Total
Have the services/programs at the CVCDA met your needs?	48.15% 13	14.81% 4	3.70% 1	7.41% 2	25.93% 7	27
Do you find the services/programs readily accessible?	31.03% 9	27.59% 8	17.24% 5	10.34% 3	13.79% 4	29
Have you found the services/programs to be: Professional?	70.37% 19	7.41% 2	0.00% 0	7.41% 2	14.81% 4	27
Have you found the services/programs to be: Responsive	44.83% 13	24.14% 7	6.90% 2	3.45% 1	20.69% 6	29
Have you found the services/programs to be: Helpful?	66.67% 20	13.33% 4	3.33% 1	0.00% 0	16.67% 5	30

### Q4 Do you feel the main contribution of the CVCDA to the community is as:

Answered: 31 Skipped: 0

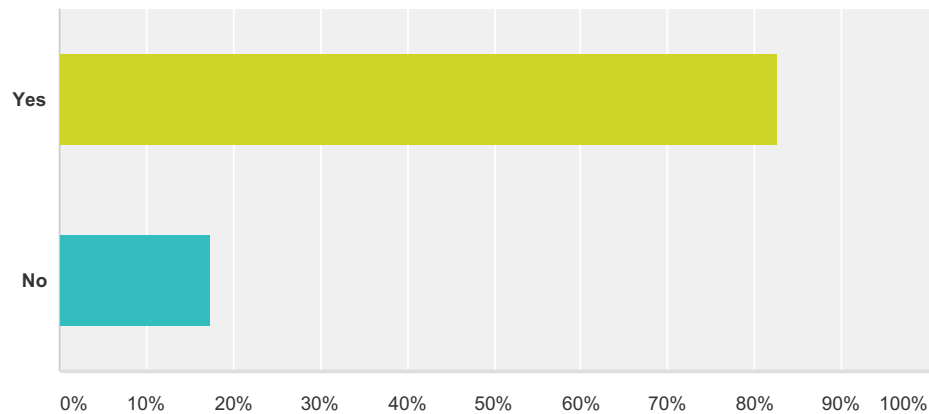


Answer Choices	Responses
a centre for training opportunities	3.23% 1
a resource centre for materials, information, equipment	12.90% 4
a liaison for community partnerships	9.68% 3
a comprehensive service delivery system	74.19% 23
<b>Total</b>	<b>31</b>

#	Other (please specify)	Date
1	Services that support children with developmental delays.	3/9/2017 1:44 PM

### Q5 Does the CVCDA through its services offer you opportunities for involvement?

Answered: 29 Skipped: 2



Answer Choices	Responses
Yes	82.76% 24
No	17.24% 5
<b>Total</b>	<b>29</b>

#	Other (please specify)	Date
1	Not sure	3/17/2017 6:48 PM
2	limited opportunities, but appreciated the ones I have had	3/15/2017 3:22 PM
3	The CDA is a welcoming environment. Staff seem to have an open mind about delivering services. I appreciate the openness to collaboration and partnership.	3/13/2017 3:25 PM
4	Not that I'm aware of.	3/11/2017 11:35 AM
5	Many, great professional development opportunities have been hosted at CDA as well as Early years community meetings	3/9/2017 11:20 AM

## Q6 What can we do to improve?

Answered: 13 Skipped: 18

#	Responses	Date
1	Publish a list of resources and what they offer	3/31/2017 9:03 AM
2	More funding to support the needs in the community and continue to build relationships with community programs to share your expertise	3/15/2017 3:22 PM
3	Staff in numerous programs are not fulfilling their jobs for parents. Better staff supervision would ensure programs are being delivered as advertised and funded. Afterschool program for special needs children is not being adequately supervised. Making it not accessible to all who qualify.	3/15/2017 3:35 AM
4	As the CDA continues to grow and evolve, the creation of a visual map of services (and how they are connected to community) could be helpful.	3/13/2017 3:25 PM
5	Shorter wait times. Presence on social media (ie. on local mom Facebook group "Moms of the Comox Valley" <a href="https://www.facebook.com/groups/422877007789940/">https://www.facebook.com/groups/422877007789940/</a> ) Clearer publications and definitions of what supports can be offered and who can access supports. If possible, provide regular training initiatives for early-childhood groups/agencies in the community and include a portion on what CVCDA does and how to refer, etc.	3/13/2017 11:34 AM
6	The only reason I marked accessibility as fairly low is due to wait lists, I find the staff very accessible and helpful, but as always we need more resources!	3/13/2017 9:18 AM
7	Supervision of staff...quality of service is mixed depending on what program you are accessing and how closely they are supported / supervised.	3/11/2017 11:35 AM
8	Try to slow down the staff changes for children attending TAP	3/10/2017 9:02 AM
9	If we could have less of a wait list for child assessments.	3/9/2017 8:04 PM
10	Improve feedback to GPs regarding service delivery to individual patients (what was offered and whether accepted/declined)	3/9/2017 2:33 PM
11	I don't know	3/9/2017 2:24 PM
12	Like so many services in our community. We need a dedicated centre with better physical spaces for therapy, consultation, offices and parking.	3/9/2017 10:41 AM
13	Try cut down on the wait lists for children looking to get service. 6 months to a year is much too long!	3/9/2017 10:37 AM



## Q7 Please list any questions that you feel we should add to this survey

Answered: 4 Skipped: 27

#	Responses	Date
1	Depending on who your target audience is - it might be handy to know how people are finding out about the CDA so you can invest in enhancing those means of communication.	3/13/2017 3:25 PM
2	What are missing services? What are frustrations you/referred clients have?	3/13/2017 11:34 AM
3	I think it would be good to add your mission and a question to see if we feel you are meeting that mission The ratings scale goes from satisfactory to excellent & the word adequate - would be adapt the question and better to have other rating scale e.g. neutral, satisfied, very satisfied	3/9/2017 1:44 PM
4	Aboriginal SLP program could be included? Early Years Centre?	3/9/2017 11:20 AM

**Q8 Any further comments?**

Answered: 10 Skipped: 21

#	Responses	Date
1	I have referred clients to a variety of services provided and they have stated to me that the services have met their needs	3/18/2017 9:37 AM
2	Thank you for doing the incredibly valuable work you do as staff and an agency. Your dedication, enthusiasm and care have, and continue to, make a difference in the lives of our most vulnerable humans. On behalf of our community and as a parent, thank you!	3/13/2017 11:34 AM
3	Thank you for the services you provide to our community and I am hopeful these services can only be improved.	3/11/2017 11:35 AM
4	The CVCDA and it's leadership is extremely involved and intentional about it's desire to improve health outcomes for the children in our community. We thank them for this.	3/10/2017 1:28 PM
5	Thanks for providing workshops for childcare providers. Thanks to the entire staff for their endless support, and hard work they provide to children, their families and childcare providers.	3/9/2017 8:04 PM
6	Thank you for the tremendous work you do in our community.	3/9/2017 2:33 PM
7	Great services for our community.	3/9/2017 1:44 PM
8	Amazing, professional staff and an E.D. with incredible leadership skills in the Centre and within the entire community	3/9/2017 11:20 AM
9	Excellent community resource with caring and committed staff, limited only by available financial resources.	3/9/2017 10:55 AM
10	In item 3, there appears to be an issue with clicking on the choices provided.	3/9/2017 10:41 AM