

# Your Ticket to Comment

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2009/2010 Results



# Here's What You Told Us!

- 402 Your Ticket to Comment Cards were completed in 2009/2010.

# Here's What You Told Us!

- Hours of Service
  - Good to Excellent Rating 81%
- Location of Services
  - Good to Excellent Rating 86%
- How Welcome Did you Feel?
  - Welcome to Very Welcome 96%

# Here's What You Told Us!

- How Helpful Were We?
  - Helpful to Very Helpful 98%
- How Sensitive Were We To Your Needs?
  - Sensitive to Very Sensitive 93%
- Overall Your Experience of Our Services
  - Good to Excellent Rating 89%

# What Do You Think?

“I like coming to the program at the youth and teen centre.”

“I have been coming here since 1996 and have always been given the best of care.”

“You have excellent, compassionate and caring staff. They took the time to listen to my concern about my child.”

# What Do You Think?

“I like coming to the program at the youth and teen centre.”

“I like going to all the leaders ‘cause they’re nice.”

“All of you people are nice.”

# Changes We Have Made



As a Result of Your Feedback in the  
Past Year



# At the Youth & Teen Centre

- New games were purchased for the Youth Centre games cupboard and a wish list was created where games suggestions and program ideas can be added.
- A Wii system and an air hockey table were purchased to be used at the Youth & Teen Centre. Plans are in place to start planning and fundraising for a replacement pool table.

# At the Community Health Centre

## *Urgent Appointments*

- There is time each day set aside for same day urgent appointments. The receptionist will book urgent same day appointments based on your medical need that day.

## *Appointment Times*

- We are increasing the number of available appointments each day. In order to help us with this change we are encouraging patients to prepare for their appointments in advance.

# At the Community Health Centre

## *Accessible Foot Care*

- Our Registered Practical Nurse is now available to provide foot care for our patients with diabetes.

# How Your Ticket to Comment Works

- There are many opportunities for you to provide feedback and suggestions about the programs that you and/or your children attend and the services that you access, such as: Program Evaluations, Your Ticket to Comment Cards, and talking directly with staff.

# How Your Ticket to Comment Works

- After we receive your comments and suggestions, they are reviewed by staff and volunteers and are shared with participants and patients.
- We appreciate and encourage your feedback about our programs and services. Your feedback is used to improve the quality of programs and services that we provide.

# Thank You!

- Please feel free to fill out a Your Ticket to Comment Card, available at the:
  - Clinical Waiting Room
  - Resource Centre
  - Youth and Teen Centre

**Have your voice heard!**

