

parent feedback

Early Abilities
Preschool Speech and Language Services
at The George Hull Centre



In May, 2018, we asked 712 parents and caregivers to tell us about their experiences in our Early Abilities Preschool Speech and Language Program. We heard from 248 of them. This is what they said...

"The therapists related well with my son and were very approachable. I felt very comfortable in the environment and felt like I could ask any question."

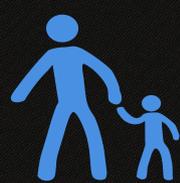
"The clinician was fantastic. My child immediately felt comfortable with her and we saw an improvement almost instantly."

"My husband and I have learned tools, methods and techniques to help us support our child with his speech and language. Our relationship with our child has improved because we as parents have the confidence to assist him develop and progress."

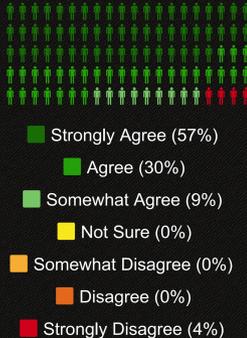
"I am more patient now when trying to get my daughter to use her words. Techniques shown during our sessions have proven to be successful at home."

"My concerns were listened too and helpful advice and tools were given back to me when needed."

"I was able to better support my child, understood him better, reducing his frustration of not being understood. It strengthened my relationship with my son."



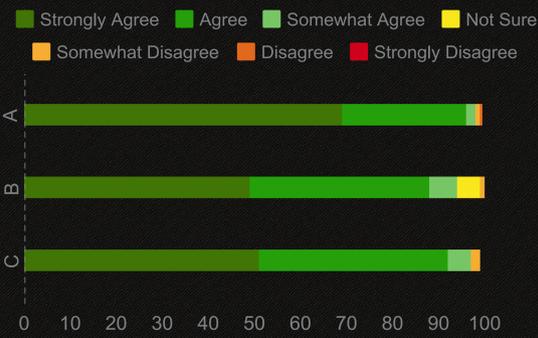
I would recommend the George Hull Early Abilities program to a friend or family member.



Program Strengths

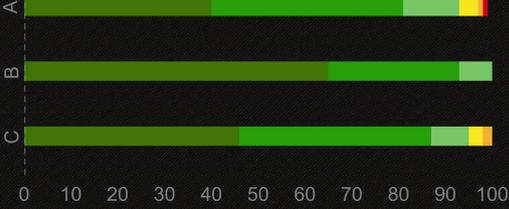
Client and Family Centred

- A: My child and I felt welcomed and were made comfortable by my clinician.
- B: My cultural values and experiences were considered by my clinician.
- C: Treatment sessions were at a location that was convenient to me



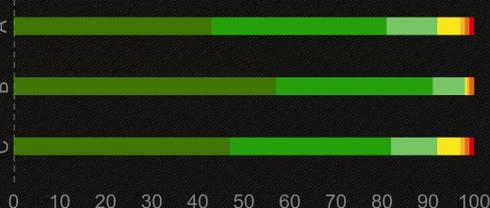
Clinical Excellence

- A: My child's communication skills improved with treatment sessions.
- B: I was given strategies and/or recommendations to use and practice at home.
- C: I now have skills I can use to help my child.



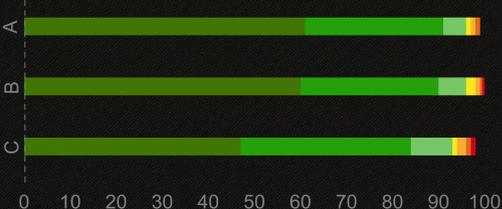
Valuing and Supporting Relationships

- A: My relationship with my child improved with treatment sessions.
- B: Our specific needs or concerns were understood and addressed in therapy.
- C: I felt like my views were included in the recommendations and treatment plan.

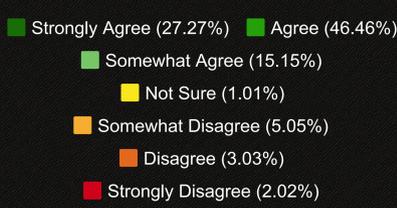


Communication and Information

- A: My questions were answered well by the clinician.
- B: I understood the clinician's assessment of my child's speech and language development and needs.
- C: I left the assessment understanding what the next steps would be for my child and me.

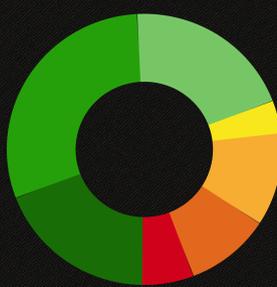


Areas for Improvement



Waiting for Service

Parents told us that their children are waiting too long for service. We know that early intervention is the best strategy and we are working hard to shorten the length of time families wait for assessment and to shorten the wait time between the assessment and the therapy, to make sure we are helping children achieve the best possible outcomes.



The wait time for assessment was reasonable.



After the assessment, the wait time for treatment was reasonable.

More Services

16%
OF PARENTS

want more services for their children.

Parents told us that they wished we could provide more service, longer sessions, and more frequent blocks of service to their children. We know families always want more and we are doing our best to balance the increasing need for our services with our current resources so that we can do our best for everyone.

Resources and Connections

Children's communication develops best when they are engaged in language-rich environments like child care centres, play groups and EarlyON programs. 25% of parents told us that they needed more recommendations of other community programs they could attend with their children and more support from staff to connect with additional supports and specialized services their child might need to reach their full potential.

Discharge Support

The parent/caregiver feedback made it clear to us that families would benefit from additional support, information and clarity around their discharge from our program and navigating the often complex transition to school support services.