

Client Survey 2024-2025

In Fall 2024, we invited clients and their families to complete a detailed survey about our services. We wanted to know about their satisfaction with our services, our approach and the effectiveness of our services. We asked what we were doing well and how we could do better.

Survey Respondents

The survey was available electronically and on paper at all sites from October 2024 to February 2025. We shared the survey using TVCC social media accounts, the Family Link Newsletter, the Youth Newsletter and on TVCC's website. A parent also created a short video that was shared on TVCC's social media to encourage families to provide their feedback.

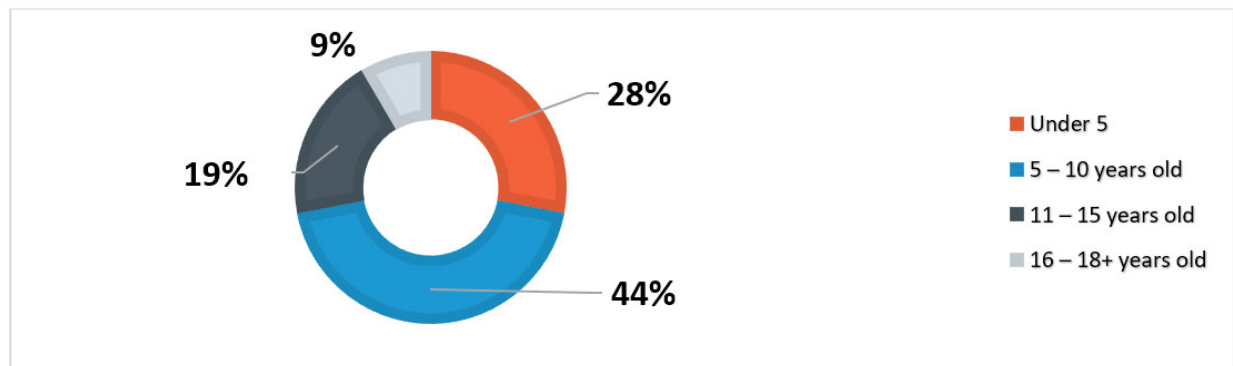
Despite numerous attempts to increase the response rate, we received a total of **84** responses. This is significantly lower than previous years, there were 161 respondents in 2012 and 218 in 2020, respectively. Although the response rate was lower than in previous years, we were pleased to receive responses from a diverse group—**representing different age groups, service durations, counties, and services accessed**. This helps us to know that the results of the survey represent a wide array of our clients and families.

Number of Respondents

Respondents	# Respondents
Parent/Caregiver Respondents	83
Clients Respondents	1
Total Respondents	84

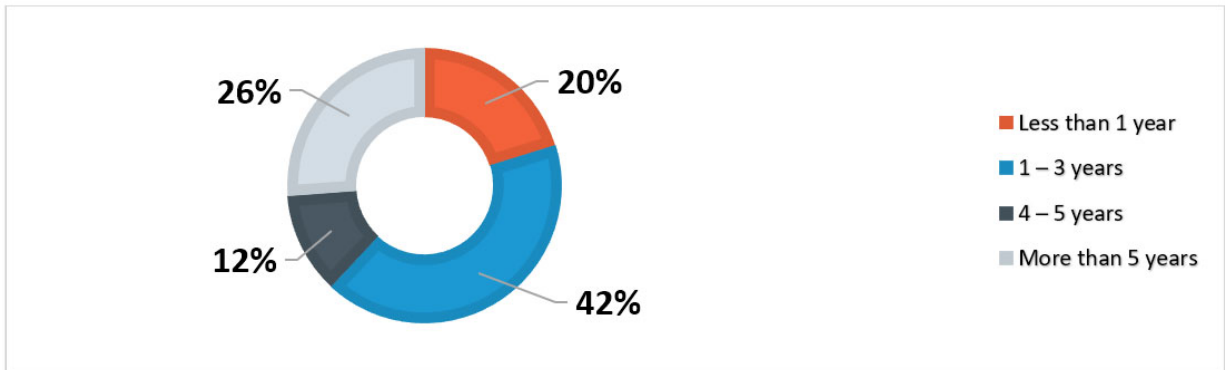
Age Group

The highest percentage of respondents were parents/caregivers of 5 to 10 years olds.



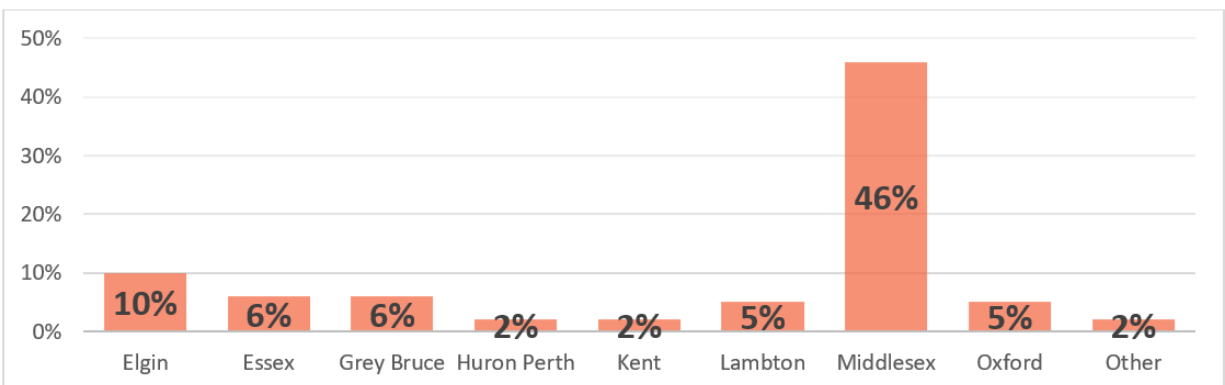
Length of Time Receiving Service

The chart below depicts the length of time respondents have been receiving services.



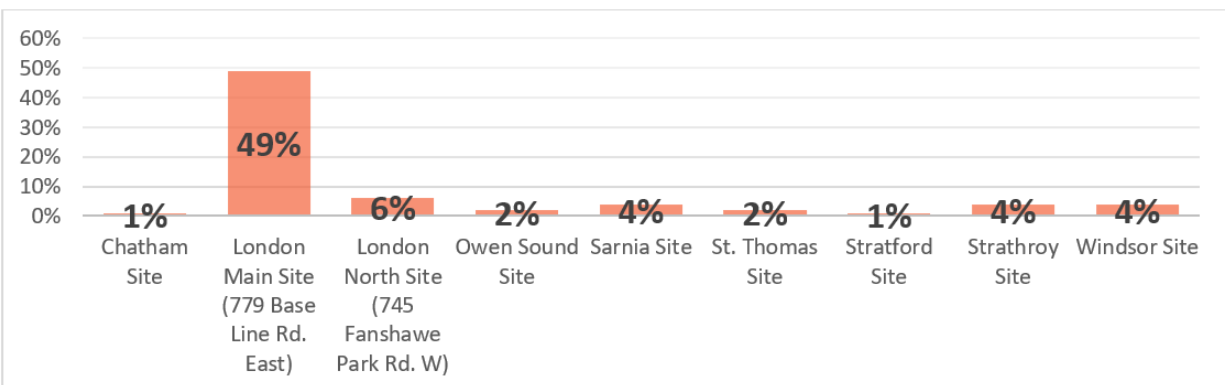
Respondents by Counties

Although we heard from all counties we serve, the highest percentage was from Middlesex County.



TVCC Locations

The following chart summarizes the percentage of TVCC location used by respondents with the highest percentage being our main location in London.



TVCC Services

The respondents who completed the survey indicated they accessed the following services. Please note that respondents may have indicated multiple services accessed.

Services	% Used by Respondents
Adaptive Technology	8%
Augmentative Communication	15%
Autism Services – Ontario Autism Program	49%
Blind Low Vision Early Intervention Program	0%
Diagnostic Specific Clinics	13%
Infant Hearing Program	2%
Parent Mentor	12%
Preschool Occupational Therapy/Physiotherapy/Speech and Language	27%
School Age Occupational Therapy/Physiotherapy/Speech and Language	33%
Seating and Mobility Services	8%
Splinting and Casting Services	4%
Therapeutic Recreation	21%
Youth Services – Horizons/Wellness Programs	12%
Prefer not to say	6%
Other	10%

Although the above suggest that we've heard from a wide array of clients and families, it also lets us know who we have not heard from. In the future, we may want to specifically target these programs to ensure that we are gathering their feedback and representing their needs.

Satisfaction

Overall, clients and families reported a high level of satisfaction with TVCC service locations, resources and with our overall communication. Over the last few years, the availability of TVCC's pool has been impacted by ongoing repairs. We are working on a pool renovation plan, and this will improve the availability of the pool. Satisfaction with groups was lower than expected and, in the comments, we learned that clients and families desire groups aimed at a variety of age groups and non-diagnostic specific.

Satisfaction with TVCC Locations

Locations	% Satisfaction
All Locations	79%

Satisfaction with TVCC Resources

TVCC Resources	% Satisfaction
Adapted Fitness Centre	81%
Equipment Loaning Program	83%
Pool	69%
Educational Workshops	87%
Opportunities to Participate in Group/Activities	67%

Satisfaction with Communication

Communication	% Satisfaction
Family Link Newsletter	89%
TVCC Website	89%
TVCC Social Media Posts	91%
TVCC Youth News	88%

Respect and Inclusion

The feedback about respect and inclusion was highly rated by clients and families.

Respect and Inclusion	% Respondent Agreement
I was treated with courtesy and respect.	96%
I was provided with helpful interpretation services (if applicable).	98%
My cultural and/or spiritual values were respected.	98%
TVCC services were inclusive, non-discriminatory, and equitable.	95%
Gender identity and pronouns were respected and used for all.	100%
I felt like I belong at TVCC.	94%
I felt comfortable sharing my feelings or concerns.	93%

Intake and Coordination

Intake and coordination of services were also highly rated by clients and families. Although there are waiting lists for services, 75% of respondents felt that we provided information and/or suggestions to try while waiting.

Intake and Coordination	% Respondent Agreement
Referral to services were well-organized.	86%
After intake, I felt informed about TVCC services relevant to me or my child/youth.	86%
After intake, I felt informed about other services and supports in the community relevant to me or my child/youth.	81%
If there was a wait for service, I was provided with helpful information or suggestions to try at home while waiting.	75%

Communication and Participation in Services

TVCC clients and families reported a very high degree of satisfaction with communication and their participation in services.

Communication and Participation in Services	% Respondent Agreement
I received information I needed in a clear and understandable way.	94%
I was able to ask questions and receive answers.	95%
I clearly understood the purpose of any treatment and services.	95%
I was included in setting goals and a plan of care.	91%
I was well-informed and received regular updates.	89%
I received information to help me provide care at home or function at home.	90%
I was provided with clear and easy to understand written reports.	89%
I felt prepared for admission, discharge, or a transition.	79%

Quality of Service

Clients and families indicated that the quality of care they have received is high and positively influencing their quality of life.

Quality of Service	% Respondent Agreement
The care and service received was excellent.	90%
Quality of life has improved because of TVCC services.	86%
Prompt assistance was received if pain/discomfort occurred.	89%
I feel services provided were based on research and best practices.	91%
TVCC supported me/my child/youth's participation in life activities that are meaningful to them.	85%

Research at TVCC

TVCC's research team is focused on the four research areas identified below. The results of this survey verified that clients and families highly support and value these identified research areas.

TVCC Research Areas	% Respondents
Belonging and Participation	97%
Technology and Innovation	91%
Service Delivery and Evaluation	98%
Clinical Skills and Expertise	96%

Overall Satisfaction

Satisfaction	% Respondents
Overall satisfaction with the services received	84%
Likely to recommend TVCC services	91%

What does TVCC do well?

Themes from comments provided by clients and families:

Staff Excellence and Gratitude

- Many comments highlight the staff's helpfulness, knowledge, and dedication. They are described as caring, compassionate, and respectful.
- Communication is a recurring theme, with comments praising the ease of communication, timely responses, and the staff's ability to explain things clearly.

Inclusivity

- There is appreciation for the diversity among staff and the inclusive environment.

Support and Impact

- **Support:** The support provided by the staff, including therapy and programming, is highly appreciated. Comments mention the positive impact on children's development and the variety of programs offered.
- **Personalized Care:** The staff's efforts to get to know families and tailor services to individual needs are noted. This includes providing strategies for home use and ensuring children feel comfortable and safe.
- **Positive Outcomes:** Many comments mention the significant improvements in children's skills and confidence, particularly in speech and language development. Parents also reported increased self confidence in their parenting ability because of services provided.
- **Resource Sharing and Education:** Sharing information and resources with parents is valued, helping them support their children at home. Educational opportunities were highly valued by respondents.

How can TVCC improve?

Themes from comments provided by clients and families:

Reduce Wait Times and Advocate

- Reduce the long wait times for services, which can significantly impact children's developmental stages.
- Engage in more advocacy at provincial or federal levels to provide more service and hire additional staff to reduce waiting list.

Location of Services and Transportation Access

- Make services more accessible to remote areas and transit hubs. Improve facilities access in Sarnia and Elgin County.
- Reduce the demand on transportation costs to get to appointments and parking fees.

Expand Programming

- Ensure that there is continuity of services from preschool to school-aged children.
- Provide more diverse and inclusive programs, including activities for younger children and teens.
- Reduce imbalance of emphasis on Autism Services and ensure that there are options for all. Include services aimed at children with different neurodevelopmental differences beyond Autism.
- Support disability-specific and rare disease support groups. Train staff in specific areas like Fetal Alcohol Spectrum Disorder (FASD).

Improve Communication and Transparency

- Provide clear information about services and ensuring timely updates.
- Provide updates on appointments and involvement of clients in planning.
- Increase services provided in French.

Next Steps

TVCC would like to thank all clients and families who have provided feedback on this client survey. TVCC is committed to incorporating this valuable client feedback in the following ways:

- Share the results of the client survey with:
 - Clients and families
 - TVCC staff and our Board of Directors
 - Community Partners
- Shape services and make improvements: We will apply what we've learned in all aspects of what we do but especially in the following key organizational plans:
 - Strategic Plan
 - Operational Plan
 - Quality Improvement Plan

Tell us More

TVCC is committed to enhancing the quality of care and services we provide by actively seeking feedback from our clients and families. This feedback is integral to our continuous improvement efforts and helps us ensure that we are meeting the needs and expectations of those we serve. By continuously gathering feedback through these diverse channels, TVCC is committed to improving the experience of our clients and families, ensuring that we provide the highest standard of care and service.

Feedback Form on TVCC Website

TVCC has a feedback form on our website where we aim to collect feedback from clients and families about their experiences with our organization at all times:

<https://forms.tvcc.on.ca/212573392849062>

In addition to the availability via our website, there are QR codes posted in many of our waiting rooms and treatment to invite feedback.

Committees with Caregiver Representatives

Client and family representatives are also invited to participate and share their perspective and feedback in the internal committees such as: Ethics, Accessibility, Quality Improvement and Diversity Equity and Inclusion.

To get involved or find out more information:

<https://www.tvcc.on.ca/committee-opportunities>

Client Advisory Committee (CAC – Voice)

The Client Advisory Committee (CAC) provides a platform for families to share their experiences and offer feedback directly to TVCC staff and stakeholders. The CAC plays an advisory role to the Board, leadership, and staff, offering valuable perspectives that help improve the client and family experience.

To get involved or find out more information:

<https://www.tvcc.on.ca/client-advisory-council>

Youth Advisory Committee (Trailblazers)

The Trailblazers of Tomorrow initiative creates opportunities for youth to contribute to youth-led and youth-informed practice and advocacy at TVCC and within the broader community. The committee provides a direct voice for youth, promoting youth-informed practices in service delivery at TVCC.

To get involved or find out more information:

<https://www.tvcc.on.ca/youth-advisory-council>

Thank you