

SURVEY SUMMARY



Thames Valley Children's Centre has strengths in many areas.

- The organization has an experienced and dedicated staff that demonstrates commitment to meeting the needs of the persons served. It is noted that the persons served are at the heart of all planning activities.
- It is noteworthy that there is an outstanding board chair that is vested in the future of the centre and has a clear understating of the role of the board chair and the governance of the centre.
- The CEO is dedicated to Thames Valley Children's Centre and has established an excellent mission and vision for the centre over his tenure.
- The leadership structure is well defined, including clearly delineated roles and responsibilities.
- The goal of providing services to the persons served as close to home as possible is noteworthy.
- The organization enjoys an excellent reputation in the community for providing quality services.
- The organization has a sound and well-constructed technology and systems plan. The organization has invested and supported the development of technology.
- There is an atmosphere of mutual respect and congeniality between treatment staff members and the persons served. The team is integrated and addresses rehabilitation needs in an instructive and respectful way.
- The family resource centre is large and well stocked.
- A clear set of financials are in place and these provide information for planning and future program development.
- The facility is clean, is bright, is well maintained, and provides a wonderful setting for the persons served, families, and personnel.
- A significant number of staff members have been with the organization for an extended period of time, leading to consistency of service for the persons served and stability within the organization.
- There is a significant focus on research and the integration of research activities into frontline clinical practice.
- There is an emphasis on safety and emergency preparedness. A comprehensive training program is in place and safety activities are well documented.
- The strong commitment to the development, implementation, and utilization of a performance management system drives programming across the organization.
- Satisfaction is high within the persons served, families, and referral and funding sources, as well as many of the people in the community who spoke highly of the organization and support its programs and services.
- The staff in the many programs of the organization had strong satisfaction with the administration, fellow staff members, and working conditions as evidenced by their comments as well as the longevity of many staff members.
- The organization is forward thinking and open to ideas and suggestions to improve its services. It is constantly revising documents to better address current needs.

- Program plans are highly individualized and consistently include optimal, evidence-based practices in their development.
- The development of programs in outlying areas has afforded families resources and services close by their homes that are comfortable, welcoming, attractively arranged for the group and individual needs of the person served, and at family-friendly locations.
- The Discovery Call/Intake process is thorough and families expressed that the intake was painless and relieved anxieties about the next steps that their children were facing. From the start, the staff members were responsive to child and family needs. They are recognized as an important lifeline for managing parental responsibilities and some of the challenges being faced.
- The in-service and parent training programs at Thames Valley Children's Centre are exceptional in scope as well as number. In addition to in-house training opportunities, the staff members are frequently asked to provide trainings and in-services to other organizations in the communities served in the region.
- Clear, comprehensive documentation about the children's goals and progress is consistent across all locations.
- It is evident at all locations that the staff values family perspectives and choices and works hard to build respectful relationships with families. Parents describe the staff members as almost family who always try to find something that works with their children.

Thames Valley Children's Centre should seek improvement in the areas identified by the recommendations in the report. Consultation given does not indicate non-conformance to standards but is offered as a suggestion for further quality improvement.

On balance, Thames Valley Children's Centre has a dedicated group of staff members who are striving to meet the needs of the persons served. The organization has enthusiastic clinical and administrative leadership that is committed to the ongoing support of the staff. The organization is committed to providing services focused on the specific needs of the children and families served. There are a number of opportunities for improvement, including the development of indicators of efficiency and effectiveness of service and the analysis of these indicators, and the sharing of performance information with the persons served, personnel, and other stakeholders. Further opportunities for improvement are noted regarding completing an annual review and update on job descriptions as well as doing an annual review of all contract providers. The organization has made a strong commitment to ongoing quality improvement and appears to have the resources necessary to address these opportunities as part of an overall quality improvement plan.

Thames Valley Children's Centre has earned a Three-Year Accreditation. The organization is congratulated for this achievement and commended for its effort to provide quality services. It is encouraged to use its resources to address the areas for improvement noted in this report and to continue using the CARP standards as a guide for continuous quality improvement.