



Aspen Student Health Partnership



PARENT / GUARDIAN  
SURVEY RESULTS



Service Area	Number Returned
Rehabilitation Services	
Speech and Language	69
Occupational Therapy	45
Emotional Behavioural Supports	
Mental Health Therapists	7
Behaviour Consultant	20
Family School Liaison	27
Total	168

2009 - 2010

YEAR 11

August 2010

Prepared by GWM Consulting Ltd.

Table 1. Results of ASHP Parent/Guardian Survey for Total Group ( N= 168)

	Survey Statements	Strongly Agree	Agree	Disagree	Strongly Disagree	N/A	Ranking
1	I was included in the development of a service plan for my child.	66	81	9	7		4
		90%		10%			
2	The referral process was easy.	70	90	4	2		1
		96%		4%			
3	The health service was provided within a reasonable time after the referral.	72	69	18	7		5
		85%		15%			
4	The health services that my child needs are available.	66	76	10	5		3
		91%		9%			
5	The health service improved my child's ability to be successful in his/her school program.	71	76	11	4		3
		91%		9%			
6	If my child needed more than one health service, the various services were well coordinated.	56	50	5	4	53	2
		92%		8%			
7	I had sufficient contact and communication with the health service provider.	61	72	28	6		6
		80%		20%			
8	Overall, I am satisfied with the health service that my child received.	69	82	10	5		3
		91%		9%			

**Table 2: Comparison of Targets Established by Partners with Actual Year 11 Results (2009-2010)**

Survey Statements	Targets	Actual Results	Achieved	
			Yes	No
1 I was included in the development of a service plan for my child.	60%	90%	✓	
2 The referral process was easy.	60%	96%	✓	
3 The health service was provided within a reasonable time after the referral.	60%	85%	✓	
4 The health services that my child needs are available.	60%	91%	✓	
5 The health service has improved my child's ability to be successful in his/her school program.	60%	91%	✓	
6 If my child needed more than one service, the various services were well coordinated.	60%	92%	✓	
7 I had sufficient contact and communication with the health service provider.	60%	80%	✓	
8 Overall, I am satisfied with the health service that my child received.	60%	91%	✓	
Targets - Established by partners and reported in Service Plan Actual Results - By percentage of agreement				

**Figure 1: Comparison of Actual Results of Parent/Guardian Survey with Targets Established by Partners**

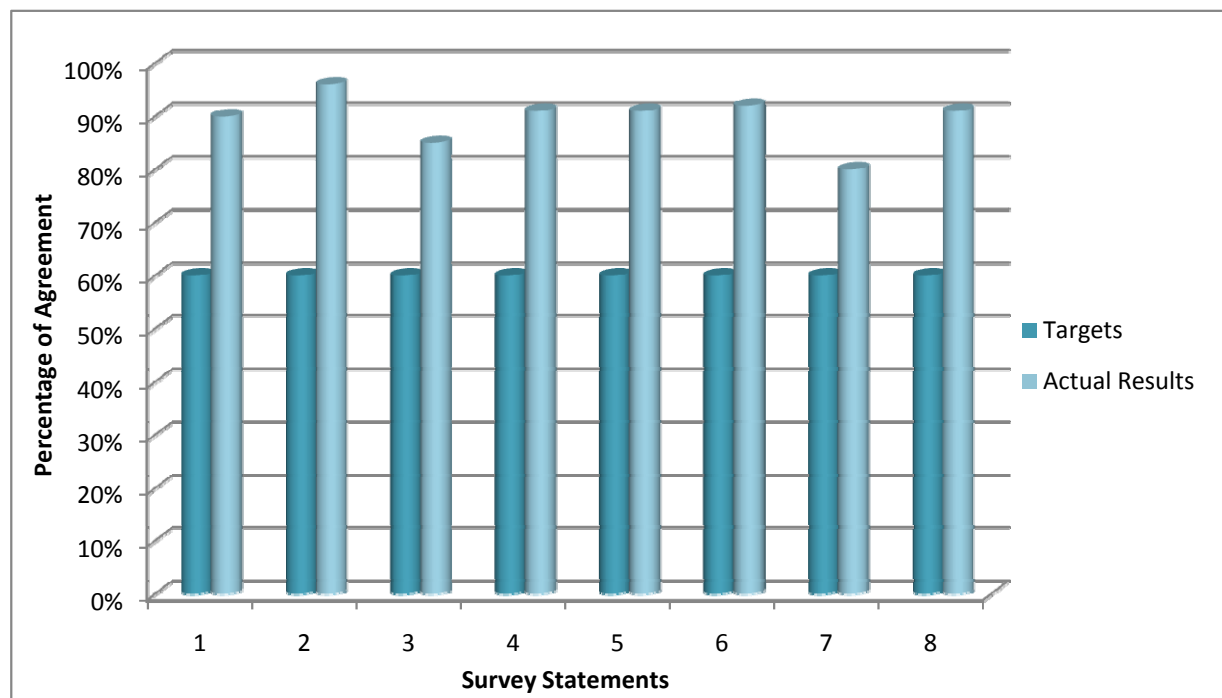


Table 2a. Results of ASHP Parent/Guardian Survey

## SPEECH AND LANGUAGE SERVICES N= 69

Survey Statements		Strongly Agree	Agree	Disagree	Strongly Disagree	N/A	Ranking
1	I was included in the development of a service plan for my child.	23	33	5	5		6
		85%		15%			
2	The referral process was easy.	30	34	1	2		1
		96%		4%			
3	The health service was provided within a reasonable time after the referral.	29	30	6	2		5
		88%		12%			
4	The health services that my child needs are available.	29	34	1	3		2
		94%		6%			
5	The health service improved my child's ability to be successful in his/her school program.	24	35	4	3		4
		89%		11%			
6	If my child needed more than one health service, the various services were well coordinated.	19	15	4	2	28	6
		85%		15%			
7	I had sufficient contact and communication with the health service provider.	24	28	12	3		7
		78%		22%			
8	Overall, I am satisfied with the health service that my child received.	24	36	4	4		3
		90%		10%			

Table 2b. Results of ASHP Parent/Guardian Survey

## OCCUPATIONAL THERAPY SERVICES N = 45

Survey Statements		Strongly Agree	Agree	Disagree	Strongly Disagree	N/A	Ranking
1	I was included in the development of a service plan for my child.	20	21	2	1		4
		93%		7%			
2	The referral process was easy.	17	27	2			2
		96%		4%			
3	The health service was provided within a reasonable time after the referral.	18	20	4	3		6
		84%		16%			
4	The health services that my child needs are available.	15	22	4	2		5
		86%		14%			
5	The health service improved my child's ability to be successful in his/her school program.	22	20	1	1		3
		95%		5%			
6	If my child needed more than one health service, the various services were well coordinated.	19	13		1	13	1
		97%		3%			
7	I had sufficient contact and communication with the health service provider.	18	18	9	1		7
		78%		22%			
8	Overall, I am satisfied with the health service that my child received.	21	22	2	1		4
		93%		7%			

Table 3a. Results of ASHP Parent/Guardian Survey

## MENTAL HEALTH THERAPY SUPPORT N = 7

Survey Statements		Strongly Agree	Agree	Disagree	Strongly Disagree	N/A	Ranking
1	I was included in the development of a service plan for my child.	2	4	1	0		2
		86%		14%			
2	The referral process was easy.	3	4				1
		100%		0%			
3	The health service was provided within a reasonable time after the referral.	2	3	1	1		5
		71%		29%			
4	The health services that my child needs are available.	2	2	1	0		4
		80%		20%			
5	The health service improved my child's ability to be successful in his/her school program.	2	3	2			5
		71%		29%			
6	If my child needed more than one health service, the various services were well coordinated.	2	3	1		1	3
		83%		17%			
7	I had sufficient contact and communication with the health service provider.	1	4	2			5
		71%		29%			
8	Overall, I am satisfied with the health service that my child received.	2	2	2			6
		67%		33%			

Table 3b. Results of ASHP Parent/Guardian Survey

## BEHAVIOUR CONSULTANTS N = 20

Survey Statements		Strongly Agree	Agree	Disagree	Strongly Disagree	N/A	Ranking
1	I was included in the development of a service plan for my child.	8	12				1
		100%					
2	The referral process was easy.	6	14				1
		100%					
3	The health service was provided within a reasonable time after the referral.	8	8	3	1		5
		80%		20%			
4	The health services that my child needs are available.	8	9	3			4
		85%		15%			
5	The health service improved my child's ability to be successful in his/her school program.	7	11	1			2
		95%		5%			
6	If my child needed more than one health service, the various services were well coordinated.	6	10		1	3	3
		94%		6%			
7	I had sufficient contact and communication with the health service provider.	5	12	3			4
		85%		15%			
8	Overall, I am satisfied with the health service that my child received.	8	11	1			2
		95%		5%			

Table 3c. Results of ASHP Parent/Guardian Survey

FAMILY SCHOOL LIAISON PROGRAM N = 27

Survey Statements		Strongly Agree	Agree	Disagree	Strongly Disagree	N/A	Ranking
1	I was included in the development of a service plan for my child.	13	11	1	1		5
		92%		8%			
2	The referral process was easy.	14	11	1			2
		96%		4%			
3	The health service was provided within a reasonable time after the referral.	15	8	4			7
		85%		15%			
4	The health services that my child needs are available.	12	9	1			3
		95%		5%			
5	The health service improved my child's ability to be successful in his/her school program.	16	7	3			6
		88%		12%			
6	If my child needed more than one health service, the various services were well coordinated.	10	9			8	1
		100%					
7	I had sufficient contact and communication with the health service provider.	13	10	2	2		7
		85%		15%			
8	Overall, I am satisfied with the health service that my child received.	14	11	1	1		4
		93%		7%			

**SPEECH AND LANGUAGE SERVICES**

- Thank you so much!
- My child needs speech therapy and there is none.
- Speech took a long time to get.
- I am very happy with the help my son has been given. It has helped and will continue to help him in his journey through the educational system.
- We are very pleased with the work they have done with our child. Thank you.
- Both therapists are friendly and positive. My child enjoys speech sessions. A great service.
- Speech therapy is being used with our child but not enough time per week.
- Thank you for all the help that you've provided for our daughter; I hope it continues. She has improved but still needs some attention in some areas.
- I have requested speech and language therapy to continue last September and have had no response, or I have been told she'll get to it. He may not have a serious problem but he still needs a refresher for what we learned in previous years.
- My child's speech improved a lot in this block. It would be nice to see it continue throughout the year rather than just for a few months. Even so, they gave me a lot of materials to work with at home.
- Would like to see consistent service throughout the year instead of intermittent chunks of the year. Service provider does an excellent job.
- Service Provider does not communicate with me, and does not coordinate services well. I end up chasing after them for info on my child.
- My son received valuable tools with instructions to be used at home. Helpful and appreciated.
- I was not even aware my child went to speech until today - March 8th. When I asked her, she has only been once but I am sure she would benefit from more. This is the only info I have received. Thanks.
- No contact except a letter from the Speech Pathologist. Would have liked more communication and input to assist child. Wish I could have been there to ask questions.
- I feel that when going over my child's success it should be done with the service provider and not the teacher/teachers.
- There is great room for improvement in regards to speech therapy school based programs. Personally, if private was more readily available, a 100% difference in lessening stress for myself, school and daughter and a more efficient improvement in school would have been had. Although I express these feelings, I am very happy to see improvement after such a long time.
- At present my child has not appeared to have benefitted from recent health services.
- I am very happy with (service providers) and the one-on-one work. I hope this continues next year since I don't feel the "telehealth" really works for speech problems.
- Thank you for helping my son improve his reading, he has improved a lot. I wish we had moved here earlier. Thanks.
- Without these pullout sessions we would not have accomplished how far we have come. Now he knows the sounds the letters make, as well as "spooky oo's" etc. This has definitely helped in his progress with reading.
- I am not happy with the speech service my son got. They worked with him for a little while then they stopped. Whether my son takes speech or not I don't see any improvement.

- I was informed of the goals which were appropriate for my child but did not actively participate in the goal setting process/service plan. I find this was fine to be completed by the service provider, as they have a better knowledge of the expectations and school requirements.
- I am happy with how my daughter was assessed and that the service started quickly.
- "I really didn't talk to the person about my child's improvement at all. I didn't even know she was taking it until 2 months after. I did sign her up but it would be nice if someone contacted me to tell me what they are doing and how to improve my daughter in the speech. I wish I knew about it before Kindergarten because then I would go to help for her earlier."
- I would like to receive a little more progress reports about how and what my child was doing.
- I would like to know how to get additional help for speech therapy on our own time so my child could progress further.
- I was impressed with my child's student health service that he received. I would have liked to see more information on his progress and more communication with his service provider. Thanks.
- My son has shown great improvement in his speech and we are very pleased and thankful that this speech/language assessment and therapy is offered at his school program.
- There is no speech-language pathologist in Edson; services would be better if we had one.
- The service provider was amazing with my son. He does not normally "attach" or remember people, but he remembered her. He went as far to try to impress her due to the "bond" they had. He has become very successful with his speech, as his journey has been a long one. Thank you for being a part of my son's journey...through his struggles and successes.
- I was rarely contacted by coordinator. I did not know what day or time my child was being seen, as I would have liked to sit in once in a while.
- We didn't know our child had a small speech delay but with Shelly's help she has succeeded easily. Thank you so much.
- We are still waiting for speech therapy, since September. We were frustrated by the interruption caused by the H1N1 vaccinations.
- There was a lot of delay during the H1N1 vaccination period. I would like regular weekly appointments to help speed progress.

## **OCCUPATIONAL THERAPY SERVICES**

- I am very happy with the help that my son has been given. It has helped and will continue to help him in his journey through the educational system.
- The occupational therapist is overwhelmed with other children, which does not allow her enough time to book frequent appointments to better my child's ability.
- The OT was to have contacted us in September 2009. We have heard nothing to date. I know these programs are short workers but this is really sad - my son will miss the whole year of services. I am tired of chasing people who need to be doing their jobs.
- My son's occupational therapist is awesome. My son has come a long way.
- The services provided for my daughter are excellent.
- We found that our son got just the right amount and kind of help required to get over the "language-hill". Thanks.

- I think it would be better if kids got more service and did not take so long for testing. We really need to think about the kids and how they can use more help at school with occupational therapy and more. Hope to see some changes; that would be a great thing.
- The only way that my child could benefit further would be the opportunity to have more one-on-one teaching, which he needs but is not available.
- We were told of the referral and it took about 3 - 4 months before anything was done.
- I feel that progress reports should be sent out to the parents so the progress is recorded and so that parents know how their child is improving and in what areas. Otherwise parents are blind as to knowing what's happening with their child.
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- The child was tested before Christmas and only after I saw the provider at a different facility did I hear any reports. This was in April. Luckily my child did not need interventions, but I was still not impressed. There is room for much improvement.
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- Thank you Bev for all of the extra help that my son received during the year. I feel that \_\_\_ definitely benefitted from the occupational therapy.
- Beside getting the report sent home, I would not know anything about the service my child received. Would have like the opportunity to meet with OT after or during the sessions.
- Would have liked the opportunity to meet the O.T. The only thing I received was the report. No communication on what I could do at home to help.
- I am truly amazed and thankful for all the help we have received through the school. Raising my child would be so much harder without M.E.S.
- My daughter is left-handed and required assistance with physical aspects of holding a pencil without experiencing fatigue.
- Though I can see huge improvements in my son, I would like to have been more involved with the service provider so I could be better able to support and assist from home. Thanks.
- Amazing people with a big heart, common sense and practical working ideas! Therapist and assistant were very valuable.
- The child needs speech therapy as well but it is not available because he is 14.
- I am very grateful that these services are available to students and parents when and if needed. My child has been able to succeed a lot better since joining occupational therapy. I see that he benefits more and more each year. I will continue to use these services whenever they're needed for my children.
- I am happy with how my daughter was assessed and that the service started quickly.
- I am absolutely amazed at what has been done in Central School for my son. He has excelled like crazy since the Health Services have become available to us. Everyone I've had to deal with were extremely patient and helpful and so caring toward by boy. They were sincere in their efforts to help, instead of treating it like a

#### **MENTAL HEALTH THERAPY SUPPORT**

- K.G./ M.H. dismissed us like we were overzealous parents - useless.

#### **BEHAVIOUR CONSULTANT SUPPORT**

- Has made a difference in her behaviour at home. More work still needs to be done. Thank you.

- My son enjoys the time he spends with \_\_\_\_\_. He has some great ideas for using at home and I find my son showing improvement in his social interactions with his peers.
- The service provider has made a wonderful connection with my child. This is a needed service and I am so glad that \_\_\_\_\_ has assisted by child. Thanks.
- More one on one teaching (in school) would be very beneficial, but is not available.
- I believe that the person assigned to help my child with impulsive behaviour is very busy. She seemed to be a very competent, caring person, but her workload is extreme. To that end, my child has spent very little time with her. I feel that she was informative of the process and willing to share anything with me. My child (I believe) is not a really severe needs child, therefore not a lot of time is available to help him learn skills for his impulsive behaviour.
- \_\_\_\_\_ (Service Provider) is a very easy person to talk to and she has helped us out with good information we needed in regards to \_\_\_\_\_'s impulsiveness issues. She also gave me some websites to check online for behavioural charts that I needed at home. We are very happy with everything she's done for our son. He's improved a lot since she's been working with him.

#### **FAMILY SCHOOL LIAISON PROGRAM**

- Thank you \_\_\_\_\_ for all your help. You have certainly shed light on not only our daughter's behaviour, but mine and my husband's as well. ? We continue to work with \_\_\_\_\_, and with you as well.
- \_\_\_\_\_ has been awesome. He has been working with our son for three years at Gerard Redmond.
- My child has not received any of these services. As for the School Liaison from FCSS, I have had no contact from her.
- The FSL was awesome. Helped put my son on track and talked to husband and I weekly. But, the worker from Mental Health was just a bit too quick to dismiss my son and our concerns.
- \_\_\_\_\_ is very knowledgeable. It is clear that he cares about families and students with whom he works. He's a credit to Public Service in a province run by "whack jobs" who have no idea as to the value of Health and Education.
- Since my son started school he has had all the help he has needed for his development.
- I had to request admission to the Rainbows program for over a year.
- Our school liaison has been very helpful this year in dealing with our situation. I have seen a lot of improvement in my children and the tips and communication has been great.
- I have noticed positive changes in my children this year. I believe that a lot of these changes can be credited to the communication we have had with our Family School Liaison. I am very happy that this service is
- My child loved the Out of Chaos program. From my discussions with my child I am happy with this program. I hope it's available next year.
- Excellent communication with the FSL Worker. I have been included in meetings with my child.
- I think my child needs more time with the FSL in order for me to give a satisfactory answer to questions #5 + #8. My child has not been going to see the FSL for a significant amount of time yet.
- The health service my child needs is available, just not consistent. We never know from week to week when my child gets to meet with the support worker they see. I have never had any contact as a parent with my child's service provider except for filling out the paper for my child to see the worker and this paper now! I feel if my child is getting counselling at school the worker should be in contact with us, the parents, to discuss anything that will help my child.