

## **A selection of comments made by workers and Parents on our 2013 Service Satisfaction Survey**

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“You provide structure and routine to the individual, have individual care programs for the youth, advocate for the child and provide regular updates to the child's case worker.”

“House supervisor is excellent! Not only is she efficient and timely in response to my request, she loves my client dearly. Her staff are friendly and helpful.”

“Stewart Homes provides a home atmosphere where all the child's needs are met with a caring and professional approach.”

“We are very pleased with the level of care our daughter receives and for the professional manner in which the Home is managed.”

“Extremely friendly, open and communicate well with a total focus on the child!”

“Maria is outstanding as the supervisor she is always respectful & responsive.”

“Loving the residents. The staff input is love personified with the attention to detail, all the special days, birthdays, holidays and theme days.”

“As I mentioned previously, it is the quality of the staff that makes a difference, and the staff at Davidson are caring, competent and reliable. You care about the children and it really shows. It makes me as a parent feel comfortable that my son is in your care.”

“Davidson continues to be a wonderful home for my son. I cannot speak highly enough of the staff and their dedication to providing a loving, safe environment for all of the residents. It has been a challenging year for the staff at Davidson, with three deaths within only a few months. My heart goes out to them and I applaud their ability to carry on in a positive manner. Thank you.”

“We are grateful that our daughter has the opportunity to be out of the home each day and receives stimulation from and emotional and social interaction with a professional staff at ELSE.”