

CATULPA COMMUNITY SUPPORT SERVICES

☀ Agency Survey Report for 2015 ☀



We Value your Feedback...

Our annual survey is just one of the ways you can share feedback with us.

We welcome your feedback by contacting our Executive Director or any of our Program Managers:

Karen Hirstwood, Executive Director
khirstwood@catulpa.on.ca
 705-733-3227 x 2299

Gisele Forrest, Manager Children's Programs
gforrest@catulpa.on.ca
 705-733-3227 x 2296

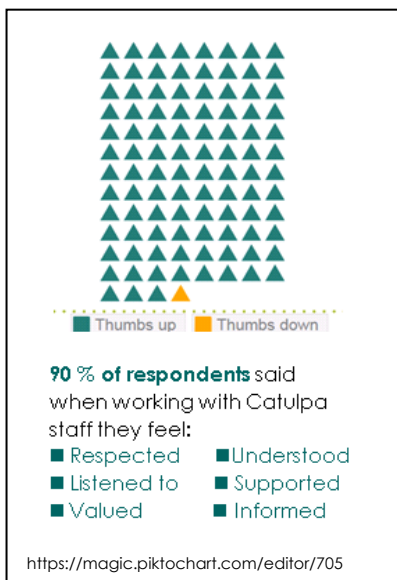
Lesley Watts, Manager CAPC/CPNP Programs
lwattsrobinson@catulpa.on.ca
 705-733-3227 x2291

Kris Stojic, Manager Adult Programs
kstojic@catulpa.on.ca
 705-326-6502 x3296

Kim Latour, Manager Resource Teacher Program/Quality Assurance Initiatives
klatour@catulpa.on.ca
 705-326-2214 x3239

Programs included in the Survey...

- Adult Protective Services
- Adult Complex Care
- Crisis Response
- Community Action Program for Children
- Family Resource – Passport
- Resource Teacher
- Regional Complex Care
- Respite
- Transitional Aged Youth
- WrapAround



You told us...

Staff get back to me in a timely way (within 2 business days)

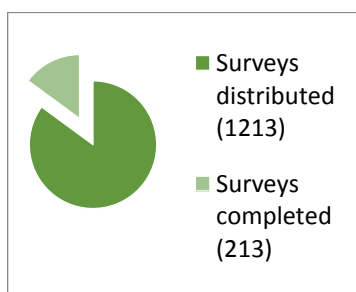
93% said yes

Information about services is easy to understand

91% said yes

Staff provide information about services that are important to my family

85% said yes



We still need to work on...

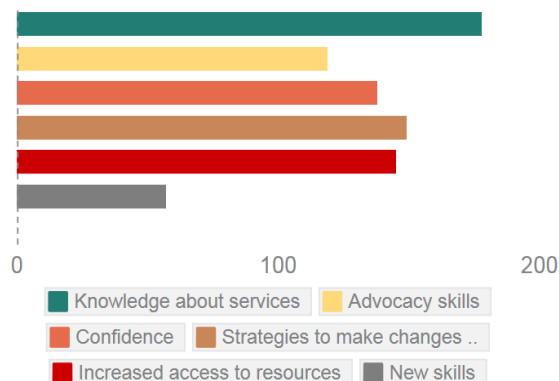
Complaints process: communicating clearly so you know what to do if you have a complaint

Voicemail system: ensuring that our voicemail system is easy to use

Catulpa website & Facebook page: Using these tools to provide helpful and relevant information

Thank you for your feedback...it will help shape our work with the children, youth, adults and families we serve

Through working with Catulpa, you have developed...



"Catulpa has worked hard & been successful at making me aware of the resources available and how they can benefit our son. With confidence comes the ability to speak out for our family needs and work to ensure that our personal goals are achieved. Catulpa is a great community support and there to always help as needed."



Find us on Facebook
www.catulpa.on.ca

Our mission:
 Improving the lives of people with special or unique needs by engaging and advocating for essential community services and supports.