

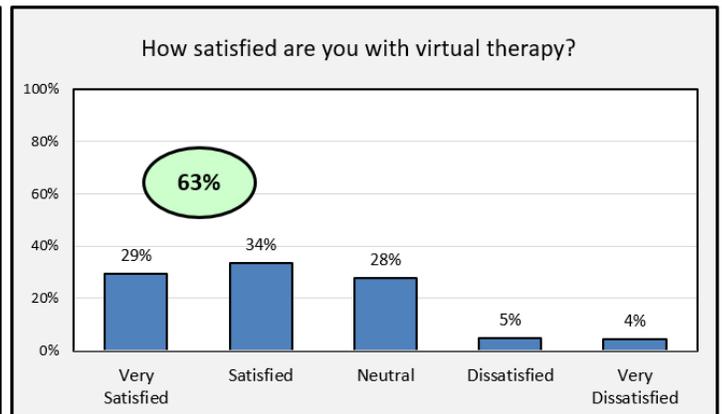
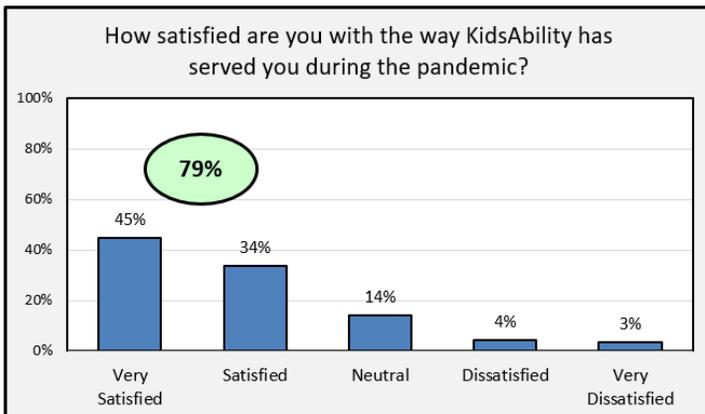


How Did We Measure Parent Satisfaction This Year?

There were **608 families** who completed the 2020 KidsAbility Parent Survey in September, 2020. This is an online 10-item, self-administered survey that contains both rating and open-ended questions. The questions measure satisfaction with service, virtual care, and our pandemic response.

Survey Results

- 79% of parents responded that they were satisfied/very satisfied with our service during the pandemic.
- 63% of parents responded that they were satisfied/very satisfied with virtual care.
- Over half (51%) of surveyed parents would like to return to in-person visits when it's possible, 33% would prefer therapy to include a combination of in-person and virtual care, 10% would prefer virtual care only, and 6% would prefer other visit types.



Do families feel safe at KidsAbility?

Yes! Of the 74 families who commented on their in-person visit during the pandemic, the majority (93%) reported that it was a great experience and that they felt safe.

What safety measures do parents need in place to feel safe?

When asked what things KidsAbility should do to help families feel safe, the majority (57%) of responses focused on having strict safety measures in place (masks, sanitizing, social-distancing, cleaning, and limiting the number of people in the building). Many families stated that KidsAbility was already doing a good job of making them feel safe, and that they trust the safety protocols that are in place.

What else did parents say?

When asked for any additional feedback, the majority (72%) of parents expressed gratitude for the KidsAbility therapists and services that have helped their families. Some families (24%) reported wanting more communication in the form of next steps, information, and follow-up.

The Work Ahead of Us

- We use all parent feedback to guide decisions about service. This is particularly important now as we navigate ways of continuing to provide excellent care for our clients during the pandemic. Together we will continue to make service adjustments as needed to ensure families are getting the best care possible in these uncertain times.
- We will continue to provide service in the safest way possible by offering different therapy options to families, in the form of in-person, virtual, and telephone visits.
- We will continue to adhere to strict covid safety measures, including screenings, sanitizing/cleaning, social distancing, limited people in the building, using masks/PPE, and following Public Health guidelines.
- We give parents the opportunity to provide feedback after every appointment with our online 'How Did We Do Today?' survey. The survey link is in the **Contact Us** section of our website.



Thank you to all families who participated in the 2020 survey!

KidsAbility is committed to continuously improve service,
and embed quality and safety into everything we do.

