Developmental
Disabilities Association

www.develop.bc.ca
T 604 273 9778
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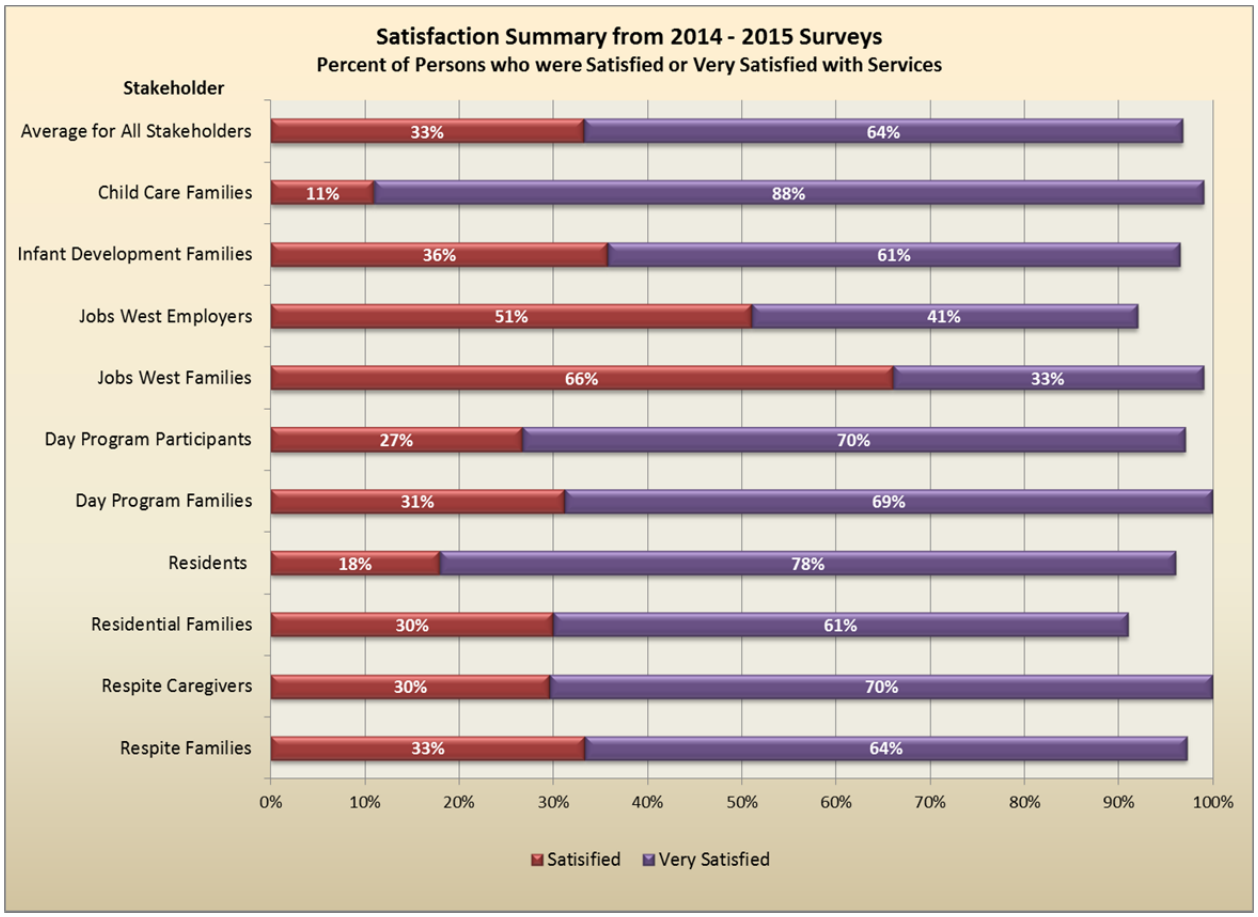
Suite 100 – 3851 Shell Road
Richmond, BC
Canada V6X 2W2

Satisfaction with Services

Each year we measure service satisfaction for all of the programs and services we offer to persons with disabilities and their families.

The Chart that follows illustrates the satisfaction ratings for clients, families, and caregivers for the past year. 97% were satisfied or very satisfied, 64% were very satisfied! No Stakeholder group gave an overall satisfaction rating of less than 91%, and 8 of the 11 groups gave ratings that exceeded 95%. These are extremely high ratings and reflect the quality of the services DDA provides to individuals and families.



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Following are some comment highlights about the Association and its services:

- "I am thankful for this program and all the people who are involved."
- "We have had wonderful caregivers."
- "This program has been an absolute Godsend to my family!! The people involved have all been wonderful."
- "I and my family member have been fortunate to have been supported by DDA for many years. This organization has given my family member a community and quality of life that I am very grateful for."
- "My experience with DDA has been very positive. My coordinator was proactive and always available for support …"
- "Thank you so much for all you do to help."
- "Our entire family is quite pleased with the staff of the program. Excellent work!"
- "Thank you very much for the support from this program and opening more programs, because many people need these excellent services."
- "My sister says, she loves her home!"
- "We are so appreciative and grateful for such a program for our daughter to attend. She is anxious to go every day and is happy when she comes home. Thank you!"