



**Year 11 (2009- 2010)  
Calgary Rocky View Student Health Partnership Services Survey Results**

**Return Rate**

Surveys distributed: 370

Surveys returned: 183

Survey return rate: 49%

**Survey Results**

Note: The following statistics represent the percentage of respondents who checked “Strongly Agree” and “Agree” with statements on the survey. The highest statistic for the year is **bolded** and the lowest is underlined.

	<u>Questions</u>	<u>Results</u>
i.	I know who the SHP service providers are in my/the district(s) and what services they provide.	88%
ii.	I understand the referral process for SHP services in my/the district(s).	<b>90%</b>
iii.	I can answer questions from teachers, parents or other professionals about the SHP services my/the district provides.	82%
iv.	The student health services being provided are targeting the most appropriate students with health related learning needs.	84%
v.	Communication between myself and other SHP staff in my/the district(s) is positive.	87%
vi.	I feel the coordination of SHP services among the service providers, teachers and Student Health Partnership Coordinator in my/the district(s) is efficient.	<u>76%</u>
vii.	I know where to get information about Student Health Partnership services.	87%
viii.	I have an opportunity to give feedback about SHP services and how they benefit the students.	80%

**Survey Comments**

To ensure confidentiality on this cumulative report, names of individuals, schools, jurisdictions and service providers have been removed and replaced with “XXXX”.

<b>Comments</b>
The Student Survey was very difficult to administer to visually impaired students, learning disability students because they cannot read. Language level was too high. Could you not have the option of having the survey talk to the student? Too many choices for students to choose from. Students didn’t understand the vocabulary. The question “did you like the person you worked with” – that is not a relevant comment.
SHP is an evolving process with lots of positive feedback and general environment. I feel there is room to grow especially with targeting the appropriate student and capacity building with the schools.
SHP has been a very valuable service and resource.
Given that SHP is intended to provide short term support, is it possible to look at ways to meet the needs of more complex students and families who may need longer term support?
Overall pleased with the service. Would like to see service extended to our complex learners (long term)
It is often difficult to predict which student referrals are appropriate for xxxx services team to hear. It has been helpful to get feedback from the team as to other supports that might be appropriate when a student is not picked up.
This past year SHP service providers and school representatives have worked as an effective and collaborative team to support students.
Re SHP services are targeting the most appropriate students - I feel like the more severe/complex kids are receiving SHP spots (and the number of complex kids are increasing). There do not seem to be enough services for these kids let alone the mild-moderate population of kids who would be very appropriate for SHP services.
Complexity continues to increase which decreases number of students we are able to serve. Students requiring early intervention for 1 simple issue (e.g. social skills) are not seen (or rarely) because the more “complex” cases take up the referral issues and/or they don’t even seem to be brought forward any more. It would be great to have therapists who

<b>Comments</b>
could offer play therapy or family therapy as part of SHP services.
Re coordination of SHP services – too many papers (duplication of paper work) what do they really require? Is it helpful? Re the opportunity for feedback – the team is very accommodating to the school needs. We appreciate all their efforts.
Re coordination of SHP services – too much paperwork – pare down request for service. What parts are <u>really</u> needed? We have a fabulous, open, efficient team of SHP workers. Thank you.
SHP allows for a unique delivery of psychological, medical and psychiatric service to students with health related learning ends as well as their families and school. I feel that SHP reaches those children and families who are potentially disadvantaged; provided the services that they may not be able to readily access or access at all.
If it wasn't for this high quality service in our area, I am not sure where some of our families would be. SHP services are truly a benefit to all they serve and touch. I have heard from many families how helpful the SHP person was and how it has changed their lives.
The schools that I work with are very pleased with the services that are provided. They have seen improvement in the students' skills and ability to cope in school.
Our SHP service providers have mainly been in the Social behavioural support area. The Mental Health Therapists and Family Support Counselors have provided needed services. It would be beneficial to have more Mental Health Therapists so that more students might be able to access services during school time.
Too few SHP services being provided for students with health related learning needs.
It was a great idea to have SHP spots for kindergarten students going into grade one automatically assigned for speech support. The service has improved this year with more spots and year round support instead of round 1 and round 2.
Very impressed with SHP services this year. In particular, our OT makes herself available for questions from all teachers on staff.
We had one situation where the service provider had difficulty contacting the home. Several attempts were made but unsuccessfully. The school was not made aware and the case was closed. It would be beneficial for the school to be contacted if a service provider has difficulty establishing contact. We may have other means to facilitate this process. This certainly is a rare occurrence however.
Good supports. Good recommendations.
It's great to work with awesome people. It would be nice to have more spaces assigned for high need area schools. Use the wish list as a guideline for the needs. Thanks
Great job! Thanks.
The only difficulty with these services is that they are not available to many of the students who require them
Very efficient speech and OT services this year. Great communication with teachers.
We have been very fortunate to receive SHP support over the years. The therapists are great with both staff and students!
Thank you
The therapists we have had working with our students this year have been excellent!
Although I am new to the position and learning as I go, I will and do ask for assistance. Xxxx has been most gracious helping me along.
Hope to see a continuation of SHP services and available "spots" next year.
Very satisfied with services this year!
I really appreciate the professionalism of everybody who was involved in this year SHP services. I feel extremely supported and stimulated in my work with special need students. Thank you.
I am so thankful for the help. As it is only my first year as CT, I feel I need to know more. I hope that all the info will be given again next year. I really could hear it again. Xxxx is just fantastic, thanks for always taking my millions of questions!
I am grateful for the assistance I received for my students. I would have liked to have a bit more feedback from the specialists and hope to continue to receive feedback next year.
Student Health Partnership does a great job in the services that they provide. The feedback, information and notes are all very helpful to parents, assistants and teachers. Thanks again!
My students have been the beneficiaries of xxx's (jurisdiction) OT's and speech therapy professionals. All professionals were a pleasure to work with and they provided us with excellent assistance.
We are satisfied with your services. Perhaps we should have more spots for OT, an average of 8 to 10 a year.
We do need some clarification of "Long Term Renewable Contracts" services vs regular SHP services in September. What

<b>Comments</b>
does each look like in terms of number of visits and expectations of therapists vs those of teachers?
An informational, giving general information on services and how to access them in the fall, would be good for teachers in the fall. (sometimes I'm not sure if all of the services are being used due to lack of complete communication to the schools)
The initial referral process was confusing as it had changed. The services were provided from Sept. – May and were excellent; however, the paper work, referrals were sent to a coordinating teacher not to me, the classroom teacher, and I completed the referrals and consent forms after services were provided on an ongoing basis, i.e. the referral process was unnecessarily complicated and cumbersome or maybe not explained.
I would really appreciate another in-service at the beginning of the next year as a refresher! Thanks.
One of the negatives to SHP is only given so many spots – just does not meet all of our needs. Also with the support, especially OT- it is not consistent from week to week. It could be one week OT therapist comes then the student may not see her for another 3 weeks.
The services do target the areas most appropriate in terms of health related learning needs but do not address enough students and is very limiting for students who really need continued services in the next school year.
Our SHP service providers are assisting students with severe needs. This is a necessary service.
Still find it tricky to discern what speech language concerns are significant enough to warrant SHP rather than baseline.
I am new to the CT position this year and it has taken me a while to learn all of my roles and responsibilities. I am sure my comfort level with accessing SHP services will increase as I become more knowledgeable about my role in general.
Our SHP Speech Language Therapists did an excellent job of providing service this year. Students were seen regularly and parent/teacher/SLP meetings were set up as well. Everyone involved was aware of the goals and supported them in their capacities.
Although we have had a few OT spots this year, the service has not been great. We were hoping to see the therapist a lot more and needed her to work more directly with the individual students. Although we know technology can be helpful for our students, we wanted more one on one support for them.
The SHP referral process is very straight forward and I have not had any difficulties accessing supports for students. With the increasing need for mental health for our students, we need more therapists in this area. It often takes too long for service to happen, especially when a child is in crisis.
The only suggestion I have would be to have the therapists make contact with the CT in order to update him/her on the progress of the therapy. As a Resource/CT teacher, the only contact I have with the therapists is at the beginning of the therapy. Once or twice more throughout the time with the student(s) would be greatly appreciated.
At xxxx (school), services for speech are being delivered by xxxx (service provider) as well as xxxx (service provider). It would make things simpler if we had one agency. It is often difficult to present cases for long term care because an explicit understanding of the child's speech needs are necessary. Communication between agencies would be beneficial as the student matures.
The SHP providers at our school have provided excellent service! I just wish SHP spots were more plentiful. Thank you.
Xxxx (service provider) provides a good/useful service to the students in my class.
We appreciate all the expertise that the SHP gives us. They are instrumental in helping us make these students successful. They are great collaborators and very professional.
The new OT package will really help our teachers as sometimes OT has not appeared to be as helpful on a 1-to-1 basis (the role of the OT in school) The SHP referral process still seems difficult for me to understand – specifically who qualifies and there are still unmet needs.
Re who the SHP service providers are, understanding the referral process and answering questions about SHP - I find these confusing but have some knowledge of these (xxxx and xxxx (service providers) differences in providing services) Communication between service providers (i.e. speech in kindergarten and grade 1 would be beneficial)
I believe the system works. I did not put "strongly agree" because I have to refer to my documentation instead of having all information about SHP at the fore of my brain. I feel that is OK.
This is my first year with xxxx as the RS-SNCT. The SHP Coordinator and personnel have been most helpful in explaining and providing services to meet the special health needs of the students.
The wait times for most, if not all, referrals are unsatisfactory. The process itself and the personnel are effective but takes far too long for students and families needing assistance.
More spots with OT, speech services would be beneficial for our school.
This is answered based on the only services we needed and that was our OT. She was exceptional and the teachers and CT

Comments
worked very well as a team.
Not enough spots for students.
I have worked with OT and PT this year. Both have been very helpful and their ideas and programs have benefited the student involved.
I feel the sessions are too short. For instance, one of my students sees his OT once a week for about 20 minutes. Another student of mine sees his speech therapist for about 30 minutes but the sessions are already being wrapped up for the year. It only started in February. Is there a way we can increase the number and length of time? Thank you.
Would like to see service provider provide a list of who they are seeing and when. As CT/RST I know they are or have been in the school but I don't know who they have seen. Need more spots, as usual!
Speech Language Service has been helpful to many of our students. However, due to our limited number of spots and limited amount of time with each student, sometimes, progress is limited. Our SLP does her best to accommodate as many of our students as possible but often times all appropriate students are not targeted.
A class project was done with "target" student's class. OT was prepared, discussed activities with teacher and left materials to use in class. Project was a benefit for both the class and the "target" student.
The OT services provided have been excellent in our school.
Xxxx was very helpful with our students.
The referral process is a little confusing if you've never done it before. If there could be a simple, short guide, especially for those new to the CT position or resource, this would help. (Just a step-by-step guide – nothing fancy.) Maybe also some links to other information would be helpful, even something we could direct parents to go to or for our own resources.
SHP is beneficial to our students. However the amount of paper work and various people involved to contact is extremely demanding on time and availability.
I'm new to the position of CT/Resource Teacher. This is my first year. I'm learning as much as I can about everything. Therefore, my answers reflect my inexperience. Please take that into account.
There is a lot of confusion around what services are available. I would find it helpful to have documentation on current SHP service providers and who they are.
Xxxx (Staff) meetings should have more focus for the teachers new to their roles. Perhaps have several meetings to explain more thoroughly and in detail. Not all crammed into 1 meeting. Xxxx (Staff) meetings also focusing more on A/T to support teachers/students. Thank you.
Most of these items are dealt with by our CT.
We are a very large school; most of this process is handled by our resource teacher!
I don't know if I'd be able to answer all questions (We sometimes don't know what we don't know) but generally, I would know people to call to find out. The in-services have been helpful as well.
OT support in our school this year was really good. The OT was very approachable and thorough in her job. Hopefully, we will have the same OT next year.
There is a need for more SHP allocations. SLP should also be considered for severe articulation.
Super organized and provided great service to our students.
Great service and very helpful!
The SHP OT that has serviced our school this year has been fantastic. She has provided the students, staff and parents with the tools and strategies needed to best support the students in need. Thanks! Thank you to our other service providers as well for all you do!
Well organized program.
Very good suggestions from and communication with service provider
Our grade 2 student who is receiving speech therapy is really enjoying her sessions and learning many strategies. Thank you.
I am happy with the SHP services and how we access them. The only improvement would be to have the SHP provider check in regularly and give verbal updates regarding what is happening with student.
Other than this annual survey, opportunity for feedback about services is minimal. I feel that having therapists touch base with the special needs CT regarding student progress, concerns, recommendations when they (the therapists) come into the schools would be beneficial.
Review of process/services in early Sept. is recommended to staff so staff can make appropriate referrals for students that would benefit from services. Check list or guideline for eligible students would be great if they could be sent to the schools.

<b>Comments</b>
Very good coordination of services by all parties.
It is challenging for service providers to find the time to establish a process, i.e., sharing information and to have time to meet when more than 1 service is being provided. Collaboration has occurred in this sense; however, it is time consuming to bring service providers from various organizations together to work out the particulars (mandates, databases, referral processes) of each organization.
Fewer students were able to access services. Process did not seem to accomplish what I think the intent was? Was not efficient, not clear process, less collaboration.
Our communication with the FSL worker has been very positive. MH services have been helpful with students they have been involved with.
People seem to be trying their best but time is very limited. Consultation time has been minimal. We also realize that the referral forms for speech are being updated but it would be nice to have the correct form to use.
I haven't accessed the SHP services this year. In the past it has been efficient.
I have only used SHP service to access the FSL this year and only for one student. My experience with them this year is limited to this one facet of SHP.
Regular communication with FSLW is very supportive. We haven't accessed much support from SHP this year.
Referral forms were not made available until ½ way through the year from xxxx (office). Lots of conflicting information about how and who can make referrals. Schools are angry because they only are allowed 1 referral. Specialists have received lots of grief because administration didn't provide correct forms and info.
As an administrator, I rely on my Special Ed Team to coordinate and communicate with SHP.
Little to no service at high school other than mental health which was excellent once we were able to access. Lack of personnel for complex needs.
I think the services provided are excellent! I think it would be helpful for a SHP representative to go to every school at the start of the year to explain services and procedures. This way everyone has the same information.
Would benefit from an overview of type of services SHP provides
While we applied for speech services, no one came out this school year to see any of our students and, of course, OT/PT was not an option at all.
We have applied for speech for numerous students this year and we have not seen anyone. OT/PT is not an option for us to apply for our students. When parents ask I am unsure of where to refer them, it would be nice to know why these are no longer offered, yet the front says they are examples of SHP services.
Fewer kids were able to access services. The process was unclear and inefficient. Less opportunity to consult, collaborate. Less support and resources for guidance and administration when dealing with at risk students.
There is confusion and much miscommunication about the referral process. Though forms are completed in September, responds & follow up is not timely.
Process is inefficient in that full school-base resources (i.e. SRT, psyc. consultation, teacher strategies, etc) are often not utilized completely before sending to xxxx (program)/SHP. Mental health therapy/play therapy is needed rather than just diagnosis and referral.
I am unclear about the SHP process and how everything works. The team members should come out to every school in September and explain the process.
Time and people/human resources seem limited. People are trying to do what they can given the time they have to work with us. Mental health and FSL seem to be able to manage greater assistance. I don't know how much reorganization could be done to "make time."
At middle schools levels, the upper age limit is not dealt with as we would like to see. Coordination is good but service provided is limited. We need more mental health services for middle schools.
Due to cut back on resources, we're definitely noticing the restrictions pertaining to the number of children who can truly access the services under the SHP umbrella, and whom (i.e. specific children)
Considering the cutbacks, SHP is providing service in the most effective way possible.
Additional mental health that is able to provide therapy to students would be highly beneficial.
SHP services is an excellent service but the coordination of meetings can be improved.
There is no access to OT and PT through SHP in xxxx (jurisdiction). We continue to be happy with the level of service we have had for SLP and audiology this year.

<b>Comments</b>
-----------------

Particularly at the elementary level there continues to be a need for OT services/support
---