

A Summary of Responses to Open-Ended Questions for Clients, Caregivers and Service Professionals Involved with Residential Programs (n=444)

Program Strengths?	
Treatment	Goal focused, coping skills, involvement of families, flexible treatment in order to meet specific needs of client, builds trust, consistency, collaborative approach, self-reflection, parenting coaching, counselling sessions, journaling, family oriented approach, strength based approach, family therapy, one-on-one time with staff, updating caregivers weekly
Programming	Activities/outings, meetings, art, group discussions, becoming involved in the community, job searching, teaching of life skills (independence), school, movie night, cultural activities
Staff	Supportive, relationships, communication, helpful, approachable, accessible, respectful, committed, positive, openness, resourceful, youthful
Program environment	Organized, structure and routine, meeting new people, feel safe, freedom to go outside
Facilities and amenities	Meals/cooking, allowance, phone availability, family room, no internet, blankets, clean
Program Improvements?	
Treatment	More opportunities for family visits/family involvement, no journal, give more notification when client is transitioning home, more meetings, more counseling sessions, each client should have the same counselor throughout their stay, more one-on-one time with staff, more difficult goal work, focus more on prevention and safety for the youth, medicine tracking needs to be more clear and accurate, offer more resources for what client can do after leaving the program
Staff	Better communication/consistent communication, more training needed, more staff, better coordination with school about getting homework to do for the entire week, hire more Aboriginal staff, less staff turnover (clients constantly having to repeat their stories), better communication with the school, more male staff, more involvement of social workers and psychologists
Program rules	Rules should be more strict, less fighting, more curfews, everyone gets the same bedtime, more strict rules on substance use, let client have a longer stay at the program, less kids in the program, allow cell phones, change that you have to ask to enter the kitchen every time, less freedom, no dating among clients
Programming	More outdoor activities, during quiet time staff could come and ask if we need to talk (individually), different chores, more TV/video game time, age appropriate outings, more relaxation time, play more sports/intramurals
Facilities and amenities	New residence, more TV channels, brighter living area/warmer bedrooms, put blinds up in the laundry rooms and bathrooms

A Summary of Responses to Open-Ended Questions for Clients, Caregivers and Service Professionals Involved with In-Home Support (n=89)

Program Strengths?	
Treatment	Coping skills, communication skills, informative in-home visits, follow up visit very helpful, practical help/advice for parenting, working one-on-one with staff, home visits very comfortable, having a mediator between child and family, staff are able to see what the family's home environment is like, being able to take school struggles and bring them to our families to work through, treatment involves the whole family, helped see perspectives of other members in my family, worked on each clients personal goals, very helpful when as a parent I am overwhelmed with child's issues
Staff	Caring counselors, helpful, resourceful, committed, great communication with youth and family, get to clients in a crisis immediately, genuine, openness, assisted in connecting to community services, great listeners, positive, easy to talk to
Programming	Works as a bridge between family and school, supportive for family experiencing a transition, always someone to talk to, help me get errands done
Facilities and amenities	Flexible meeting times/work around our schedule, being able to reach in-home support any time, food bank, Christmas hamper
Program Improvements?	
Treatment	More group work, having support groups where families are introduced to each other, would be helpful to have an evening session for people who work during the day, provide more Aboriginal resources, have a high school, more meetings, teach coping techniques, provide a "welcome package" to new families with details of community resources, doctors etc., more clear treatment goals need to be made to make it easier to follow through
Staff	Provide counselors with more information of provincial programs, less staff turnover, more consistency with staff, the home-school counselor needs to establish relationships with all families and be actively involved, more communication (perhaps using emails to update families), counselors should keep better notes so clients do not have to repeat themselves
Program Rules	Wood's should be available to families outside set hours

A Summary of Responses to Open-Ended Questions for Clients, Caregivers and Service Professionals Involved with Street Services (n=634)

Program Strengths?	
Treatment	Proactive approach, helped keep peace within the family, provides community supports/connections, help me to find a home and job, weekly meetings, helped with independence (bus tickets, provided placement), youth felt heard, goal oriented, health clinic/doctor
Staff	Supportive, open communication with the families and youth, helpful, flexible to meet youths needs, care about clients well-being, start every day is a new day, do not personalize things
Facilities and amenities	Shelter, computers/internet, phones, TV, clothing, safe place to stay, shower, laundry facilities, meals, bed, easy to access, cheap rent, helped with furniture
Program environment	Feel safe, comfortable, non-judgmental setting, friendly atmosphere, meeting new people, safe & structured environment
Programming	Activities, games, daytime program, cooking group, yoga program, men's & women's groups
Program Improvements?	
Facilities and amenities	Extend hours to be open 24 hours/ 7 days a week, more private rooms, mopping the floor ever night, cable TV, cleaner rooms, better pillows, have outlets in the rooms, put shelves in the rooms, better meals, more beds, more laundry facilities, more snacks, open on time, more computers, bigger facility
Program Rules	Have staff on in the morning so youth can cook eggs, alter bedtimes on weekends, longer stays for clients, later curfew, be open during the day, allowed to shower every day, no age restrictions
Treatment	More on-site mental health resources, provide resources for drug treatment, more men's group
Staff	Shorter shifts for staff, have day staff, more communication between staff and families
Programming	More positive activities, more co-ed programs, play music more often

A Summary of Responses to Open-Ended Questions for Clients, Caregivers and Service Professionals Involved with Specialized Learning Centres (n=356)

Program Strengths?	
Treatment	Helped youth understand they are able to learn with support, one-on-one support, specific class for youth with behavior challenges, want to help child and family, direct therapeutic approach, individualized plans to help each child and their families specific needs, collaborative approach of Wood's staff, strategies learnt at school are useful at home, hands on, daily reports on student's progress
Staff	Easy going, helpful, fun, great communication with family, able to work with youth with unique behaviors, resource referrals, genuine desire to help, there when I need to talk, consistency
Programming	Art class, work, gym, going to the park, morning trivia, reading, special lunches, games, intramurals, family fun night, field trips, Wii, computers, two wolves project
Facilities and amenities	Quiet (easy to concentrate), hot breakfast, small class size, good lunches
Program environment	Fun, meet new people, I talk and I feel I am heard, welcoming
Program Improvements?	
Treatment	Better communication with families perhaps using a feedback form, would be nice to receive monthly reports advising families on strategies used what is successful/unsuccessful, provide parents with suggestions for how to follow up with their child's progress and further help, provide off site collaborative services to facilitate re-integration, have peer support groups, home visits by classroom teacher, provide families with connection to other Wood's programs that may be helpful
Programming	More field trips, more free time, more group activities, more art, make work harder, more variety in projects, more gym
Facilities and amenities	Better desks, newer basketball nets, cleaner classrooms, no locks on the outside of bathroom doors, bigger gym
Staff	More staff, youth at times are too reliant on staff need to be more self sufficient
Program Rules	Students should not have to stay for 4 years