



• POINT IN TIME •  
MARCH 2018



# CLIENT EXPERIENCE

## CAREGIVERS SHARED WHAT WAS GOOD ABOUT PINT

"They take the time to listen to you and really understand what you or your family are going through."

"In crisis they reached out to me and my family and they initiated the support we needed to navigate the services required for my son."

"Willing to do whatever it takes to get us the help we need and find resources."

"Great, fast communications with emails, friendly staff."

100% OF YOUTH  
WERE SATISFIED  
WITH SERVICE AND  
FELT THAT THE  
STAFF KNOW HOW  
TO HELP CHILDREN  
AND YOUTH



AT LEAST 90% OF  
CAREGIVERS FELT  
THAT THEY CAN  
OPENLY SHARE  
THEIR VIEWS AND  
OPINIONS WITH  
THEIR WORKER AND  
THAT STAFF ARE  
KNOWLEDGABLE



WHEN ASKED WHAT  
COULD MAKE SERVICE  
BETTER, YOUTH AND  
CAREGIVERS SAID  
"NOTHING... IT'S  
GOOD", ONE CAREGIVER  
SUGGESTED HAVING  
MORE STAFF TO HELP

## YOUTH SHARED WHAT WAS GOOD ABOUT PINT

"I really learned to find myself and figure out my life struggles"

"My worker helps more than anyone else. [Worker] has helped me regain hope and stopped me from suicide"

"They helped me get thru stuff with my mom and dad"

POINT IN TIME CENTRE FOR CHILDREN,  
YOUTH AND PARENTS  
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