

How did clients like our HBHC home visiting program?

A survey of 205 clients in the Healthy Babies Healthy Children (HBHC) home visiting program between 2019-2020 indicates that clients were highly satisfied with the program.



92% of the clients gave five stars.



of the clients strongly agreed that our public health nurses and family visitors:

- listened to their concerns and needs.

- treated them with respect.

- explained information in a way they could understand.



of the clients reported that they received the help/support they were looking for.

The program was able to:

- provide clients emotional support
- build their confidence

- address their concerns
- connect them to their communities



Quotes from clients:



“ The program has made me feel more confident in what I am doing, felt supported, connected me with and made me aware of community services & programs, provided literature & age appropriate information. ”

“ This is an amazing well thought out program. Staff are so supportive, caring, thoughtful & creative. Coming to my house is a super support due to my physical limitations. I love the handouts and resources provided. ”

How did clients' feedback help us to improve our services?

- It informed a re-design of the service delivery model launched in 2020.
- We developed new materials to better promote the program.
- We integrated more mental health support for clients.
- We made more resources electronically available to clients.