





Annual Summary Report – Family Counselling & Support December 2025

As part of the Yellowhead Community Services Performance Measurement Plan, voluntary satisfaction surveys were offered to individuals and families participating in the Family Counselling & Support program, regardless of the length of service. Surveys utilized a four-point scale to assess satisfaction regarding parents and caregivers feeling supported by their counsellor. Parents and caregivers were offered the option to remain anonymous. Six parents and caregivers completed the survey. Strengths and Needs Scaling Assessments were used to measure outcomes.

How We Did

Program Effectiveness	
Efficiency	
Accessibility	
Feedback/Satisfaction	

Summary/Recommendations:

This year, the Family Counselling & Support Program met or exceeded its target performance goals.

Four parents chose to provide additional comments highlighting the support they feel from their counsellor:

- “Family Counsellor is fantastic so easy to talk to and so accommodating.”
- “He very understanding and patient but honest.”
- “Family Counsellor is very engaged and attentive.”
- “This is an excellent service that has been very accommodating.”

Recommendations for the upcoming year include the following:

The Program Manager and Family Counsellor will continue to explore ways to support continuous quality improvement. This will include continuing ongoing collaboration with the program funder, the Ministry of Children and Family Development, and community partners, to support timely access, coordinated service delivery, and improved outcomes for families.

Alysha Piva
Family Counselling Program Manager