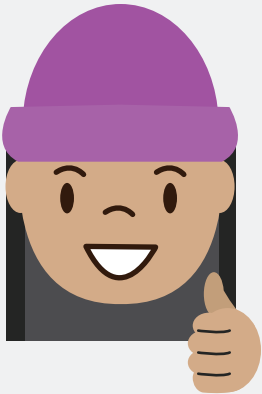


2018 CLIENT SURVEY RESULTS HIGHLIGHTS



“I feel very lucky to have found a good, caring match for me. I am thankful for my counsellor”

60%

WERE AWARE OF SERVICES BEFORE THEY NEEDED THEM



97%

FELT THE FOCUS WAS ON THEIR SKILLS AND STRENGTHS



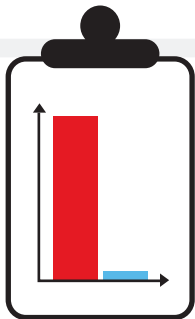
REPORTED SERVICES HAVING A POSITIVE OUTCOME ON QUALITY OF LIFE

“These services save my life”



99%

ALWAYS FELT THEIR RIGHTS WERE RESPECTED



99%

UNDERSTOOD THEIR RIGHTS AND RESPONSIBILITIES



85%

FELT THEIR CULTURE WAS INCORPORATED

“My counsellor is extremely respectful of my differences”