



Compassionate Grief Centre  
*where hope changes everything*

# Counselling Impact Report

April 2023 - March 2024

**339**

**Clients in  
Counselling**

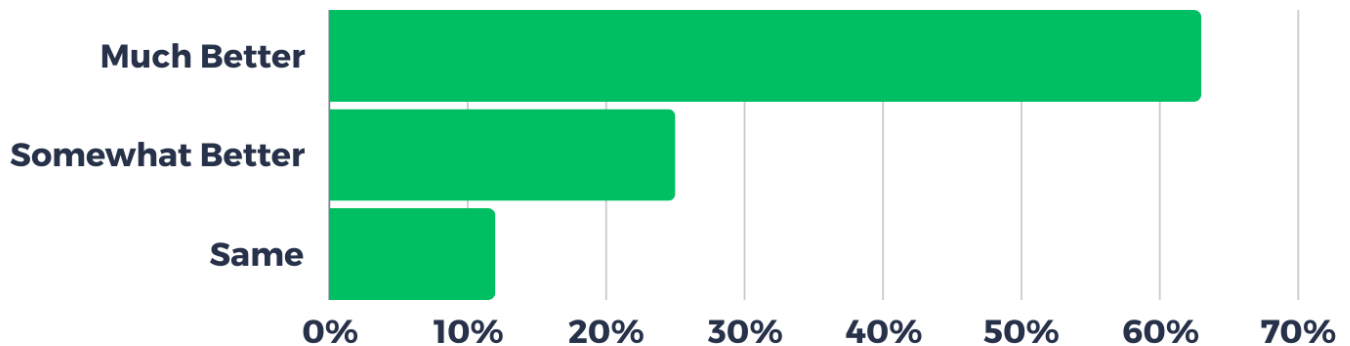
**1,223**

**Counselling  
Sessions Delivered**

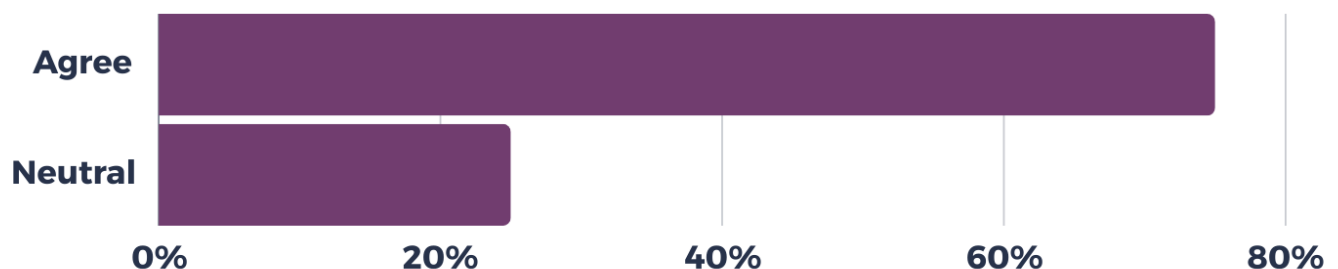
**71%**

**Are dealing with the  
death of a loved one**

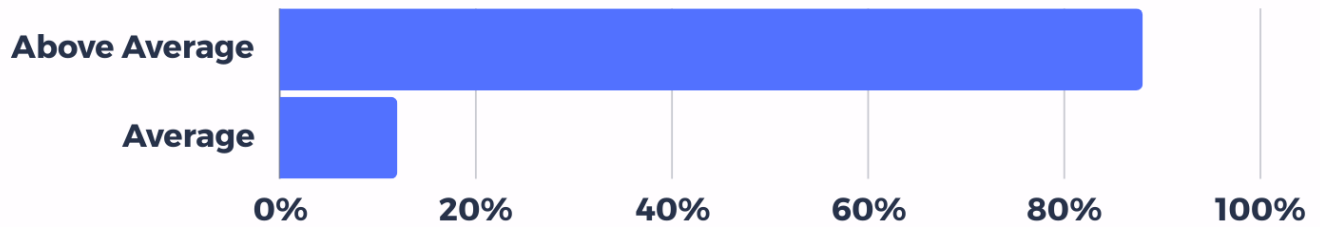
**Rate how you feel now after counselling compared to when you started.**



**What I have learned from counselling has led to positive changes in my life.**



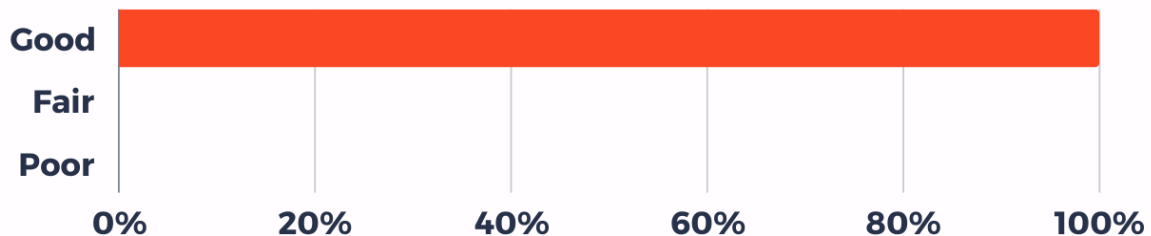
## How would you rate our counsellor at the Compassionate Grief Centre?



### What clients say about their counsellor:

- **"She has become my port in the storm. I couldn't do this without her!"**
- **"She is very compassionate and a great listener."**
- **"My counsellor always made me feel very welcome and I was able to build trust quickly."**
- **"My counsellor is great. She asks me the right questions to get my thoughts out."**
- **"She knows her stuff and is A1 in my books."**

## How would you rate our administration and customer service?



### What clients say about administration:

- **"Very welcoming when you arrive and they make you feel relaxed."**
- **"They are super awesome and very helpful."**
- **"Admin staff are very compassionate."**

## **Recommendations for Improvement:**

- **“You have already done more for me than I could have ever imagine. Thank you.”**
- **“The care was excellent.”**
- **“Find a way to make insurance cover more sessions.”**
- **“Have an entrance on the same level and/or an elevator for seniors accessibility.”**
- **“It would be nice if there were in-person appointment options and groups in the St. Stephen area.”**
- **“More free sessions.”**
- **“Free coffee”**

*“The Compassionate Grief Centre has gone above and beyond to accommodate me with the very best in counselling and worked around my busy schedule.”*

*“You provide great services that are much needed in our area. They were beneficial to me and I have certainly recommended them to others.”*