

- I have been doing site visits for 22 years and this agency is truly outstanding.
- Ranch Ehrlo's culture is based on ethical values. The agency embrace's ethics and has a strong moral code.
- Agency culture is so important and it is deep throughout your agency – clearly you are proud of what you created and continue to create. Congratulations!
- I talked to kids and they know their rights. They feel they are treated with respect and know that staff are concerned about them. Talked with parents and they too know their rights.
- Behaviour management—staff very well versed in TCI.
- Ranch Ehrlo adapts its program to fit the individual, not the other way around.
- Facilities, even the older ones, are well-maintained.
- Wonderful staff, innovative, thinking outside the box. Very impressed with all agency staff.
- Staff go to great lengths to involve families—fantastic, unbelievable.
- Commitment to engage families is extraordinary.
- Family house and suites are a great idea.
- The training provided is unbelievable—amazing support for professional development.
- Training is a priority.
- Training on restraint reduction good.
- Front-end induction is very comprehensive.
- Great education and professional development opportunities.
- Performance and quality improvement is part of the agency's heritage—looking at effectiveness through defining outcomes.
- PQI part of the agency's heritage—looking at effectiveness through defining outcomes.
- Safety audit a good model for other agencies.
- Risk prevention is done very well.