

Ontario Perception of Care (OPOC) Results



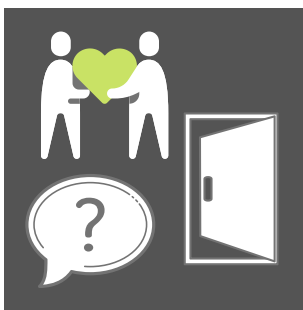
Overall Perception of Care

96% of respondents felt that overall they are respected, that staff is knowledgeable, services have helped them, and they feel safe at our offices, among others.



Experience Accessing Services

95% of respondents had a great experience accessing services, feeling welcome from the start, locations were convenient, wait times were reasonable, staff was on time for appointments, among others.



Experience While Receiving Services

97% of respondents felt they had private space, thought staff believed they could grow, services were of high quality, felt comfortable asking questions, among others.

Participation and Rights

97 to 98% of respondents felt their rights and participation were respected; fewer respondents felt they knew our complaint process.



"My personal information is kept confidential."



"I could discuss options to participate in certain activities."



"I felt comfortable asking questions about my treatment."



"I was involved in decisions about my treatment."

Therapists/Workers/Staff

98 to 99% of respondents felt their workers were knowledgeable, understanding, supporting and respectful.



"Staff were sensitive to my cultural needs"



"Staff understood and responded to my needs and concerns."



"Staff believed I could change and grow."



"I was treated with respect by program staff."



"I found staff knowledgeable and competent/qualified."

Overall

95 to 98% of respondents thought services were high quality, helped them deal more effectively with life's challenges and would recommend a friend.



"I think the services provided here are of high quality."



"If a friend were in need of similar help I would recommend this service."



"The services I have received have helped me deal more effectively with my life's challenges."



Where We Excelled

99% felt that staff were knowledgeable and competent.

- thought they were treated with respect by program staff.
- felt they were seen on time for appointments.
- felt their personal information was kept confidential.
- felt welcome from the start.

- felt comfortable asking questions about treatment services and support, including medication.

- thought staff understood and responded to their needs and concerns.

98%

- thought staff were sensitive to cultural needs.

- thought that they and staff agreed on their treatment and support plan.

- thought they had a private space when discussing personal issues.

- felt if a friend were in need of similar help they would recommend this service.



Where We Need to Improve

16% did not know how to make a formal complaint to our organization. C.M.H.A. H.K.P.R. is committed to making sure that our clients and their care providers are made aware and have access to our complaint process.

Our process is available in our Supporting Your Wellness booklet and on our website at:

cmhahkpr.ca/complaints-concerns/



56% felt staff helped them to develop a plan for when they finish the program/treatment.

From 250 responses, 95 people chose "N/A".

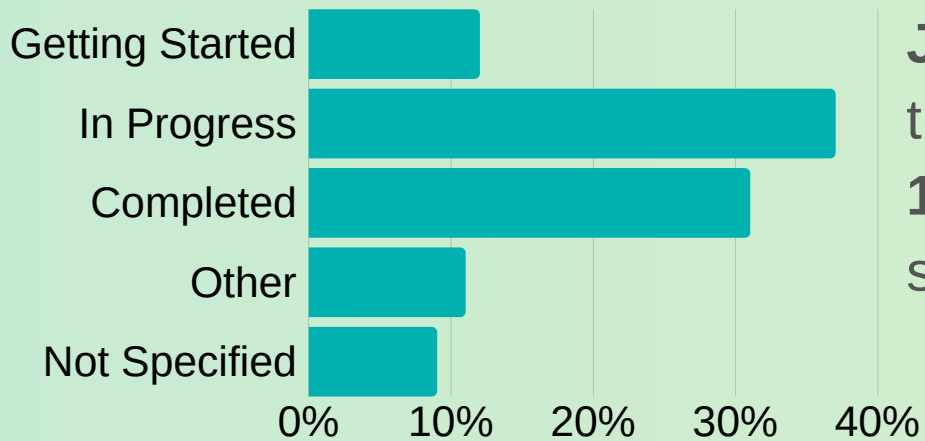
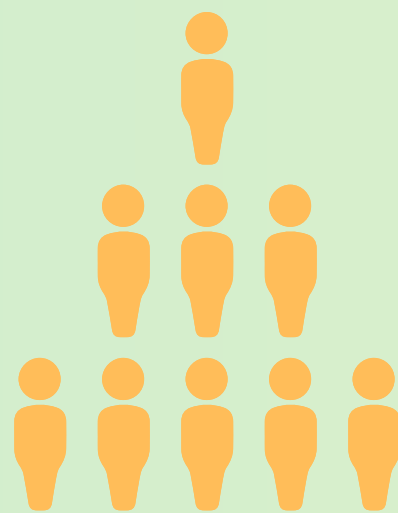
Our organization is working to better understand why so many clients have chosen "N/A" as a response.

One of our focuses will be to ensure clients and staff develop and discuss their plans for finishing the program/treatment early in the support process.

Who responded?

- 45% of respondents were 45 to 64 years old.
- 45% were 19 to 44 years old.
- 8% were above 65 years old.
- 2% did not specify.

- 91% of respondents were clients.
- 9% were families or friends.



Just over 1/3 were part-way through their treatment and 1/3 were in completion stages.