

Ontario Perception of Care (OPOC) Results

Supportive Housing



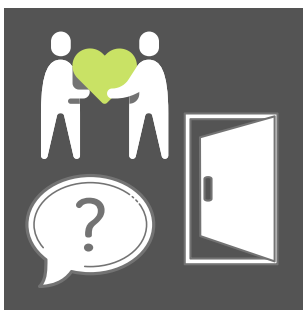
Overall Supports

96% of respondents felt that overall they are treated with respect and dignity and that staff are supportive, compassionate and sensitive to their cultural needs.



Access to Services

89% of respondents felt that overall the wait time for housing was reasonable and that they were kept informed while waiting.



Experience While Receiving Services

93% of respondents felt that their crisis or urgent needs were addressed quickly, that staff supported their independence but were available for help when needed and that the services and support helped them to deal more effectively with life's challenges.

Participation and Rights

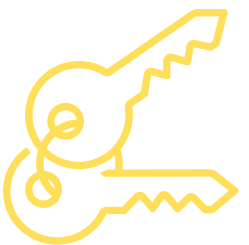
94 to 98% of respondents felt their rights and personal information were respected; fewer respondents felt they knew our complaint process.



"I have been assured my personal information is kept confidential."



"I feel comfortable asking questions about services and supports."



I am aware of my rights and responsibilities as a tenant (e.g. rent payment, noise level, visitors, other rules).

Therapists/Workers/Staff

92 to 98% of respondents felt their workers were knowledgeable, understanding, supportive and respectful.



"I feel comfortable asking for help/support from staff."



"Staff support me in achieving my goals."



"Staff support my independence, but will help when needed."



"I was treated with respect by program staff."

Overall

85 to 98% of respondents feel that housing services and supports are of high quality, have contributed to their overall well-being and help them deal more effectively with life's challenges.



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



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

Where We Excelled

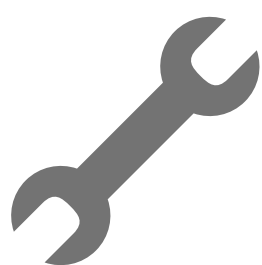
- "I am treated with dignity and respect, and am accepted for who I am."

98%

- "Staff are compassionate and caring."

- Staff are responsive to my concerns about safety.

- I am treated with respect by staff.



Where We Need to Improve

16% did **not** know how to make a formal complaint to our organization.

Over the past year CMHA HKPR has worked to ensure information on our complaint process is made available for clients and their care providers.

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

cmhahkpr.ca/complaints-concerns/



16% of clients responded that they do not feel safe or comfortable in in their homes. With an on-going commitment to safety for both tenants and staff, CMHA HKPR has included this as part of our 2021-2022 Quality Improvement Plan.

Who responded?

- 40%** of respondents were 55 to 64 years old.
- 25%** were 45 to 54 years old.
- 23%** were 35 to 44 years old.
- 12%** were 26 to 34 years old.

28% of respondents have been in their current housing situation 6 months to 2 years.

13% have been in their current housing situation 2 to 4 years.

47% have been in their current housing situation 4 to 19 years.

12% have been in their current housing situation over 10 years.

