

Ontario Perception of Care (OPOC) 2021 Results



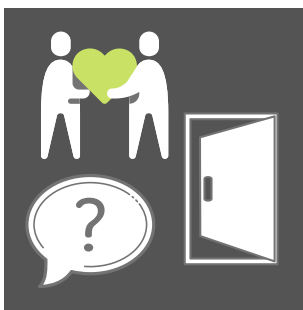
Overall Supports

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

87% of respondents felt that overall the wait time for housing was reasonable and that they were kept informed while waiting.



Experience While Receiving Services

94% 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

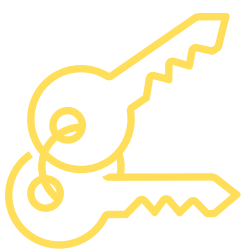
88 to 97% of respondents felt their rights and personal information were respected; fewer respondents felt they knew our complaint process.



"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

94 to 97% 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

90 to 95% 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 aware of my rights and responsibilities as a tenant."

97%

- "Staff are sensitive to my cultural needs."

- "Staff support me in achieving my goals."

Where We Need to Improve



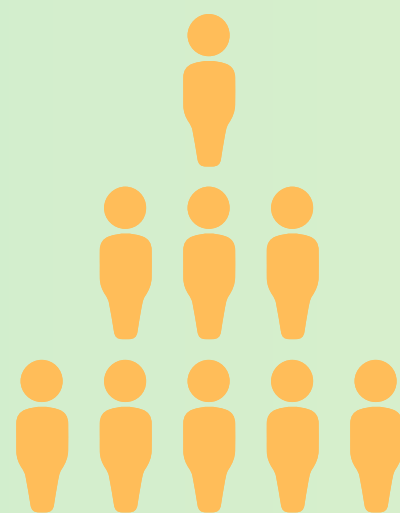
12% indicate that they felt they were not informed on how to keep up to date on their waitlist status.



13% of clients responded that they do not feel safe or comfortable in their homes which is a decrease from 16% in 2020. With a commitment to safety, the organization launched a project in 2021 to reduce hostile unit takeovers. This project has educated both clients and staff on recognizing and addressing risks of unwanted guests in client homes. This will continue to be an area of focus in 2022.

Who responded?

- 40%** of respondents were 55 to 64 years old.
- 31%** were 45 to 54 years old.
- 14%** were 35 to 44 years old.
- 14%** were 26 to 34 years old.



- 6%** of respondents have been in their current housing situation for less than 6 months.
- 14%** of respondents have been in their current housing situation 6 months to 2 years.
- 18%** have been in their current housing situation 2 to 4 years.
- 35%** have been in their current housing situation 4 to 10 years.
- 27%** have been in their current housing situation over 10 years.