

Report on Findings

Organization: Centre for Addiction and Mental Health															
Program: All Programs (OPOC family survey)															
Total number of respondents															
Number of respondents: 20															
Items	Average Score	Strongly Agree 4		Agree 3		Disagree 2		Strongly Disagree 1		Not Applicable		Number of Total Responses		Response Rate	
		n	%	n	%	n	%	n	%	n	%	N	%		
Access/Entry to Services															
1. When I first started looking for help, services were available at times that were good for me.	3.13	5	26.3%	8	42.1%	3	15.8%	0	0.0%	3	15.0%	19	95.0%		
2. The location of services was convenient for me.	2.88	3	16.7%	10	55.6%	3	16.7%	1	5.6%	1	5.6%	18	90.0%		
3. I felt welcomed from the start.	3.61	11	57.9%	7	36.8%	0	0.0%	0	0.0%	1	5.3%	19	95.0%		
4. I received enough information about the programs and services available to me.	3.21	7	36.8%	9	47.4%	3	15.8%	0	0.0%	0	0.0%	19	95.0%		
Services Provided															
5. Responses to my crises or urgent needs were provided when needed.	3.13	5	26.3%	7	36.8%	3	15.8%	0	0.0%	4	21.1%	19	95.0%		
6. I was referred or had access to other services when needed (including alternative approaches).	3.14	5	26.3%	6	31.6%	3	15.8%	0	0.0%	5	26.3%	19	95.0%		
Participation/Rights															
7. If I had a serious concern, I would know how to make a formal complaint to this organization.	2.83	2	10.0%	11	55.0%	5	25.0%	0	0.0%	2	10.0%	20	100.0%		
Items	Average Score	Strongly Agree 4		Agree 3		Disagree 2		Strongly Disagree 1		Not Applicable		Number of Responses		Response Rate	
		n	%	n	%	n	%	n	%	n	%	n	%		
Therapists/Support Workers/Staff															
8. I found staff knowledgeable and competent/qualified.	3.65	13	65.0%	7	35.0%	0	0.0%	0	0.0%	0	0.0%	20	100.0%		
9. I was treated with respect by program staff.	3.75	15	75.0%	5	25.0%	0	0.0%	0	0.0%	0	0.0%	20	100.0%		
10. Staff were sensitive to my cultural needs (e.g., language, ethnic background, race).	3.69	11	55.0%	5	25.0%	0	0.0%	0	0.0%	4	20.0%	20	100.0%		
11. Staff understood and responded to my needs and concerns.	3.61	12	63.2%	5	26.3%	1	5.3%	0	0.0%	1	5.3%	19	95.0%		
Environment															
12. Overall, I found the facility welcoming, non-discriminating and comfortable (e.g., entrance, waiting room, décor, posters, my room if applicable).	3.53	11	55.0%	7	35.0%	1	5.0%	0	0.0%	1	5.0%	20	100.0%		
13. Overall, I found the program space clean and well maintained (e.g., meeting space, bathroom, and your room if applicable).	3.68	13	65.0%	6	30.0%	0	0.0%	0	0.0%	0	0.0%	19	95.0%		
14. I was given private space when discussing personal issues with staff.	3.53	10	50.0%	9	45.0%	0	0.0%	0	0.0%	1	5.0%	20	100.0%		
15. I felt safe in the facility at all times.	3.65	13	65.0%	7	35.0%	0	0.0%	0	0.0%	0	0.0%	20	100.0%		
16. The program accommodated my needs related to mobility, hearing, vision and learning, etc.	3.60	6	33.3%	4	22.2%	0	0.0%	0	0.0%	8	44.4%	20	100.0%		
Overall Experience															
17. I think the services provided here are of high quality.	3.53	12	63.2%	6	31.6%	0	0.0%	1	5.3%	0	0.0%	19	95.0%		