## Organization: Centre for Addiction and Mental Health

Program: All Programs (OPOC family survey)

<table>
<thead>
<tr>
<th>Number of respondents</th>
<th>20</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Items</strong></td>
<td></td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Strongly Agree 4</th>
<th>Agree 3</th>
<th>Disagree 2</th>
<th>Strongly Disagree 1</th>
<th>Not Applicable</th>
<th>Number of Total Responses</th>
<th>Response Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Average Score</td>
<td>n</td>
<td>%</td>
<td>n</td>
<td>%</td>
<td>n</td>
<td>%</td>
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</tbody>
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### Access/Entry to Services

1. When I first started looking for help, services were available at times that were good for me. (3.13)
   - Strongly Agree: 5 (26.3%)
   - Agree: 8 (42.1%)
   - Disagree: 3 (15.8%)
   - Strongly Disagree: 0 (0.0%)
   - Not Applicable: 3 (15.0%)
   - Number of Total Responses: 19
   - Response Rate: 95.0%

2. The location of services was convenient for me. (2.88)
   - Strongly Agree: 3 (16.7%)
   - Agree: 10 (55.6%)
   - Disagree: 3 (16.7%)
   - Strongly Disagree: 1 (5.6%)
   - Not Applicable: 1 (5.6%)
   - Number of Total Responses: 18
   - Response Rate: 90.0%

3. I felt welcome from the start. (3.61)
   - Strongly Agree: 11 (57.9%)
   - Agree: 7 (36.8%)
   - Disagree: 0 (0.0%)
   - Strongly Disagree: 0 (0.0%)
   - Not Applicable: 1 (5.3%)
   - Number of Total Responses: 19
   - Response Rate: 95.0%

4. I received enough information about the programs and services available to me. (3.21)
   - Strongly Agree: 7 (36.8%)
   - Agree: 9 (47.4%)
   - Disagree: 3 (15.8%)
   - Strongly Disagree: 0 (0.0%)
   - Not Applicable: 0 (0.0%)
   - Number of Total Responses: 95.0%

5. Responses to my crises or urgent needs were provided when needed. (3.13)
   - Strongly Agree: 5 (26.3%)
   - Agree: 7 (36.8%)
   - Disagree: 3 (15.8%)
   - Strongly Disagree: 0 (0.0%)
   - Not Applicable: 4 (21.1%)
   - Number of Total Responses: 19
   - Response Rate: 95.0%

6. I was referred or had access to other services when needed (including alternative approaches). (3.14)
   - Strongly Agree: 5 (26.3%)
   - Agree: 6 (31.6%)
   - Disagree: 3 (15.8%)
   - Strongly Disagree: 0 (0.0%)
   - Not Applicable: 5 (26.3%)
   - Number of Total Responses: 19
   - Response Rate: 95.0%

### Services Provided

7. If I had a serious concern, I would know how to make a formal complaint to this organization. (2.83)
   - Strongly Agree: 2 (10.0%)
   - Agree: 11 (55.0%)
   - Disagree: 5 (25.0%)
   - Strongly Disagree: 0 (0.0%)
   - Not Applicable: 2 (10.0%)
   - Number of Total Responses: 20
   - Response Rate: 100.0%

### Participation/Rights

8. I found staff knowledgeable and competent/qualified. (3.65)
   - Strongly Agree: 13 (65.0%)
   - Agree: 7 (35.0%)
   - Disagree: 0 (0.0%)
   - Strongly Disagree: 0 (0.0%)
   - Not Applicable: 0 (0.0%)
   - Number of Total Responses: 20
   - Response Rate: 100.0%

9. I was treated with respect by program staff. (3.75)
   - Strongly Agree: 15 (75.0%)
   - Agree: 5 (25.0%)
   - Disagree: 0 (0.0%)
   - Strongly Disagree: 0 (0.0%)
   - Not Applicable: 0 (0.0%)
   - Number of Total Responses: 20
   - Response Rate: 100.0%

10. Staff were sensitive to my cultural needs (e.g., language, ethnic background, race). (3.69)
    - Strongly Agree: 11 (55.0%)
    - Agree: 5 (25.0%)
    - Disagree: 0 (0.0%)
    - Strongly Disagree: 0 (0.0%)
    - Not Applicable: 4 (20.0%)
    - Number of Total Responses: 20
    - Response Rate: 100.0%

11. Staff understood and responded to my needs and concerns. (3.61)
    - Strongly Agree: 12 (63.2%)
    - Agree: 5 (26.3%)
    - Disagree: 1 (5.3%)
    - Strongly Disagree: 0 (0.0%)
    - Not Applicable: 1 (5.3%)
    - Number of Total Responses: 19
    - Response Rate: 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)
    - Strongly Agree: 11 (55.0%)
    - Agree: 7 (35.0%)
    - Disagree: 1 (5.0%)
    - Strongly Disagree: 0 (0.0%)
    - Not Applicable: 1 (5.0%)
    - Number of Total Responses: 20
    - Response Rate: 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)
    - Strongly Agree: 13 (65.0%)
    - Agree: 6 (30.0%)
    - Disagree: 0 (0.0%)
    - Strongly Disagree: 0 (0.0%)
    - Not Applicable: 0 (0.0%)
    - Number of Total Responses: 19
    - Response Rate: 95.0%

14. I was given private space when discussing personal issues with staff. (3.53)
    - Strongly Agree: 10 (50.0%)
    - Agree: 9 (45.0%)
    - Disagree: 0 (0.0%)
    - Strongly Disagree: 0 (0.0%)
    - Not Applicable: 1 (5.0%)
    - Number of Total Responses: 20
    - Response Rate: 100.0%

15. I felt safe in the facility at all times. (3.65)
    - Strongly Agree: 13 (65.0%)
    - Agree: 7 (35.0%)
    - Disagree: 0 (0.0%)
    - Strongly Disagree: 0 (0.0%)
    - Not Applicable: 0 (0.0%)
    - Number of Total Responses: 20
    - Response Rate: 100.0%

16. The program accommodated my needs related to mobility, hearing, vision and learning, etc. (3.60)
    - Strongly Agree: 6 (33.3%)
    - Agree: 4 (22.2%)
    - Disagree: 0 (0.0%)
    - Strongly Disagree: 0 (0.0%)
    - Not Applicable: 8 (44.4%)
    - Number of Total Responses: 20
    - Response Rate: 100.0%

### Overall Experience

17. I think the services provided here are of high quality. (3.53)
    - Strongly Agree: 12 (63.2%)
    - Agree: 6 (31.6%)
    - Disagree: 0 (0.0%)
    - Strongly Disagree: 1 (5.3%)
    - Not Applicable: 0 (0.0%)
    - Number of Total Responses: 19
    - Response Rate: 95.0%