



POLICY AND PROCEDURE MANUAL

SECTION: Access Coordination

POLICY: AC 05

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June 2016; February 2016, November 2014

CLIENT SATISFACTION SURVEYS

PREAMBLE

Contact Brant welcomes and encourages client feedback. The Performance Measurement Survey (PMS) was developed and directed by the Ministry to be used by access mechanisms for feedback from clients on the intake process. In June 2013, Contact Brant and the other Contact agencies implemented a revised evaluation survey for clients, the Quality Satisfaction Survey (QSS), following work with the Centre of Excellence. Additionally, the province directs distribution of the MPOC-20 to Coordinated Service Planning families. An FASD Service Coordination Family Satisfaction Survey was created based on the QSS to be used with families receiving FASD Service Coordination supports.

Client feedback is encouraged at any time, and employees are always encouraged to ask if the service provided was helpful and record feedback in EMHware Contacts as a case note. Employees should also inform clients of the Feedback and Complaints Policy and brochure to encourage client feedback (refer to the Feedback and Complaints Policy, AD-08).

POLICY

The Quality Satisfaction Survey will be offered to clients after each intake. The identified tools for Coordinated Service Planning and the FASD Service Coordination supports will be offered to clients upon completion of the Coordinated Service Plan/Service Plan at least once annually.

PROCEDURE

1. Resource//Service Coordinators will request each client to complete a Quality Satisfaction Survey at the completion of an intake interview.
 - 1.1. The Resource/Service Coordinator will document that a Quality Satisfaction Survey was requested of the client. In EMHware, the documentation will be made in *Contacts – Activity List: QSS Survey Provided*.
 - 1.2. Resource/Service Coordinators should inform clients at the beginning of the intake that a brief evaluation survey will be requested at the end of the meeting.
 - 1.3. The QSS can be completed in hard copy, over the telephone with an employee asking the questions and inputting the answers, or electronically. No record of the client's name will be linked with the completed QSS.
2. The Chief Executive Officer will ensure an employee is assigned responsibility to enter the responses in the Quality Satisfaction Survey Report and the FASD Service Coordination Report templates, including recording the comments which are maintained electronically. The MPOC is a provincial report developed by CanChild

and the Chief Executive Officer will ensure the report is shared with the Board when it is received.

3. The Chief Executive Officer will ensure a quarterly report of the Quality Satisfaction Survey and the FASD Service Coordination Survey data are completed for the Ministry and the Board, as well as provide a copy to staff for quality assurance.
4. The Chief Executive Officer will ensure the Quality Satisfaction Survey results are posted quarterly on the Contact Brant website.