



POLICY AND PROCEDURE MANUAL

SECTION: Access Coordination

POLICY: AC 05

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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.

The province directs Coordinated Service Planning (CSP) Lead Agencies to ensure distribution of the MPOC-20 to CSP families, as well as the MPOC for Fetal Alcohol Spectrum Disorder (FASD) to FASD families served.

The Urgent Response Service Provincial Network developed a Family Experience Survey for URS Lead Organizations to use to collect family feedback.

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

Contact Brant employees will distribute the agency-approved tools for client feedback to collect responses about our services.

PROCEDURE

1. Resource/Service Coordinators will request each client to complete a Quality Satisfaction Survey using the electronic link or hard copy 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.

- 1.4. The Administrative Assistant will collate the responses of the QSS for the Chief Executive Officer for the Quality Satisfaction Survey Report to be taken quarterly to the Board of Directors, and submitted to the Regional Office.
- 1.5. The Chief Executive Officer will ensure the Quality Satisfaction Survey results are posted quarterly on the Contact Brant website.
2. Service Coordinators will request each client complete the provincially-developed MPOC through the survey link at 6 months after writing the initial Coordinated Service Plan, and annually thereafter, as well as prior to closing the client.
 - 2.1. In EMHware, the documentation will be made in Contacts – Activity List: *CSP MPOC* when a request has been made to the client to complete the MPOC.
 - 2.2. The Manager of Coordinated Services will work with CSP Provider agencies to ensure their Service Coordinators meet the provincial guidelines for distribution of the MPOC, as well as the CSP Provider report regularly on the number of clients asked to complete the MPOC.
 - 2.3. The Chief Executive Officer will ensure the provincial CSP MPOC Report is shared with the Board when it is received.
3. FASD Coordinators will request each client complete the provincially developed MPOC through the survey link annually, as well as prior to closing the client.
 - 3.1. In EMHware, the documentation will be made in Contacts – Activity List: *FASD MPOC* when a request has been made to the client to complete the MPOC.
 - 3.2. The Chief Executive Officer will ensure the provincial FASD MPOC Report is shared with the Board when it is received.
4. Urgent Response Service Coordinators will request each client complete the URS Family Experience Survey, using the electronic link or hard copy, prior to closing. The URS Peer Support Navigator will
 - 4.1. In EMHware, the documentation will be made in Contacts – Activity List: URS Family Survey provided.