



POLICY AND PROCEDURE MANUAL

SECTION: Administrative

POLICY: AD 01

Policy Date: September 2022

March 2021; January 2020; August 2018;

February 2016; September 2015; November 2014

Page: 1 of 1

STATISTICS

Preamble:

Contact Brant's mandate includes the accurate collection of statistical information for Ministry and funder reporting as well as service system planning. Accurate recording of data and timely production of reports is integral to the success of this mandate.

Policy:

All staff will complete appropriate and accurate documentation for each public encounter.

Staff will notify all clients that information gathered from them will be used in an aggregate and non-identifying way for Ministry/funder reporting and to inform community planning for the purposes of improving services.

Procedure:

- 1.0 All employees must complete appropriate and accurate documentation for all interactions with the public in EMHware including:
 - Requests for information and consultations
 - Intakes, including group registrations and interRAI
 - All client and client-related contacts are case noted in EMHware - Contacts.
- 2.0 The Administrative Assistant will complete a monthly Intake Statistics Summary for the Chief Executive Officer.
- 3.0 The Administrative Assistant will complete a quarterly Statistics Report for the Chief Executive Officer for the report to the Board of Directors, as well as required data for the Executive Assistant as needed for submission to the Ministry.
- 4.0 Contact Brant will respond to information requests from the Ministry, funders, partner service providers and from the community; requests for information should be brought to the attention of the Chief Executive Officer or designate for prioritization, determination of the availability of the data, and development of an extraction plan.
- 5.0 The Chief Executive Officer will summarize data for the community and Regional Office when requested.