



POLICY AND PROCEDURE MANUAL

SECTION: Access Coordination

POLICY: AC 05

REVISED: November 2024

September 2022; February 2020; June 2016;
February 2016; November 2014

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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. Using this survey, the Coordinated Service Planning Parent Satisfaction Survey and the FASD Parent Satisfaction Survey were developed.

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 QSS responses for the Chief Executive Officer's Quality Satisfaction Survey Report, which will be submitted to the regional office quarterly for the Board of Directors.

- 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 CSP Parent Satisfaction Survey, which can be accessed via the survey link, six months after writing the initial Coordinated Service Plan, annually thereafter, and prior to closing the client.
 - 2.1. In EMHware, the documentation will be made in Contacts – Activity List: *CSP Parent Satisfaction Survey* when a request has been made to the client to complete the survey.
 - 2.2. The Manager of Service Coordination will work with CSP Provider agencies to ensure their Service Coordinators meet the local guidelines outlined in the Brant CSP Procedure Manual.
 - 2.3. The Chief Executive Officer will ensure the CSP Survey Report is shared with the Board twice annually.
3. FASD Coordinators will request that each client complete the FASD Parent Satisfaction Survey through the survey link annually and prior to closing the client.
 - 3.1. In EMHware, the documentation will be made in Contacts—Activity List: FASD Parent Survey when the client is requested to complete the survey.
 - 3.2. The Chief Executive Officer will provide the FASD Survey Report to the Board twice annually.
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 assist families in completing this wherever possible.
 - 4.1. In EMHware, the documentation will be made in Contacts – Activity List: URS Family Survey provided.