



## POLICY AND PROCEDURE MANUAL

**SECTION:** Administrative

**POLICY:** AD 01

**Policy Date:** May 2025

September 2022; March 2021; January 2020;  
August 2018; February 2016; September 2015;  
November 2014

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### STATISTICS

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#### **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 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 screening tools
  - All client and client-related contacts are case noted in EMHware - Contacts.
- 2.0 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.
- 3.0 Contact Brant will respond to information requests from the Ministry, funders, service providers, and the community. Requests for information should be brought to the attention of the Chief Executive Officer or designate for prioritization, determination of the data's availability, and development of an extraction plan.
- 4.0 The Chief Executive Officer will summarize data for the community and the Regional Office when requested.