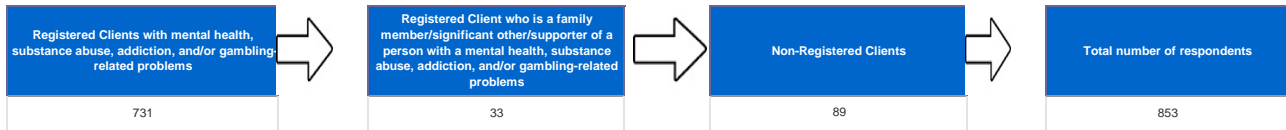


Report Name:	Ontario Perception of Care - Question Responses
Included LHIN(s):	All values
Organization Name:	Centre for Addiction and Mental Health (CAMH)
Program Name(s):	All values

Note: Variables with N cell size smaller than 5 are represented as "---" and their respective percentages appear "0"



Access/Entry to Services

Question Type	Average score (excluding N/A responses)	Strongly Agree 4		Agree 3		Disagree 2		Strongly Disagree 1		Not Applicable N/A		Number of Total Responses N	Response Rate %
		n	%	n	%	n	%	n	%	n	%		
1. The wait time for services was reasonable for me.	3.11	278	32.6%	389	45.7%	105	12.3%	41	4.8%	25	2.9%	838	98.2%
2. When I first started looking for help, services were available at times that were good for me.	3.11	282	33.4%	370	43.8%	112	13.3%	42	5%	25	3%	831	97.4%
3. The location of services was convenient for me.	3.11	289	34%	372	43.8%	114	13.4%	42	4.9%	18	2.1%	835	97.9%
4. I was seen on time when I had appointments.	3.21	328	38.7%	346	40.9%	103	12.2%	28	3.3%	28	3.3%	833	97.7%
5. I felt welcome from the start.	3.45	411	54.1%	268	35.3%	52	6.8%	13	1.7%	5	0.7%	749	87.8%
6. I received enough information about the programs and services available to me.	3.2	295	39%	317	41.9%	91	12%	29	3.8%	14	1.8%	746	87.5%

Services Provided

Question Type	Average score (excluding N/A responses)	Strongly Agree 4		Agree 3		Disagree 2		Strongly Disagree 1		Not Applicable N/A		Number of Total Responses N	Response Rate %
		n	%	n	%	n	%	n	%	n	%		
7. I had a good understanding of my treatment services and support plan.	3.2	284	33.8%	397	47.3%	87	10.4%	21	2.5%	37	4.4%	826	96.8%
8. Staff and I agreed on my treatment and support plan.	3.24	307	36.5%	372	44.3%	71	8.5%	24	2.9%	52	6.2%	826	96.8%
9. Responses to my crises or urgent needs were provided when needed.	3.26	284	38.1%	266	35.7%	66	8.8%	27	3.6%	92	12.3%	735	86.2%
10. I received clear information about my medication (i.e., side effects, purpose, etc.)	3.2	258	34.4%	231	30.8%	77	10.3%	32	4.3%	140	18.7%	738	86.5%
11. I was referred or had access to other services when needed (including alternative approaches).	3.13	235	31.5%	288	38.7%	91	12.2%	30	4%	90	12.1%	734	86%

Participation/Rights

Question Type	Average score (excluding N/A responses)	Strongly Agree 4		Agree 3		Disagree 2		Strongly Disagree 1		Not Applicable N/A		Number of Total Responses N	Response Rate %
		n	%	n	%	n	%	n	%	n	%		
12. I was involved as much as I wanted to be in decisions about my treatment and support.	3.27	342	40.9%	332	39.7%	76	9.1%	27	3.2%	45	5.4%	822	96.4%
13. I understood I could discuss options to participate in certain activities.	3.25	275	36.9%	334	44.8%	67	9%	17	2.3%	42	5.6%	735	86.2%
14. I was assured my personal information was kept confidential.	3.5	430	57.7%	238	31.9%	34	4.6%	19	2.6%	13	1.7%	734	86%
15. I felt comfortable asking questions about my treatment services and support, including medication.	3.42	379	50.9%	263	35.3%	51	6.8%	15	2%	26	3.5%	734	86%
16. If I had a serious concern, I would know how to make a formal complaint to this organization.	2.83	206	27.8%	229	30.9%	191	25.8%	68	9.2%	35	4.7%	729	85.5%

Therapists/Support Workers/Staff

Question Type	Average score (excluding N/A responses)	Strongly Agree 4		Agree 3		Disagree 2		Strongly Disagree 1		Not Applicable N/A		Number of Total Responses N	Response Rate %
		n	%	n	%	n	%	n	%	n	%		
17. I found staff knowledgeable and competent.	3.44	434	51.9%	320	38.3%	39	4.7%	19	2.3%	10	1.2%	822	96.4%

18. I was treated with respect by program staff.	3.52	493	58.9%	267	31.9%	35	4.2%	18	2.2%	10	1.2%	823	96.5%
19. Staff were sensitive to my cultural needs (e.g., language, ethnic background, race).	3.43	333	40%	227	27.3%	34	4.1%	17	2%	208	25%	819	96%
20. Staff believed I could change and grow.	3.51	439	53%	283	34.1%	32	3.9%	10	1.2%	51	6.2%	815	95.5%
21. Staff understood and responded to my needs and concerns.	3.43	388	52.5%	264	35.7%	45	6.1%	18	2.4%	13	1.8%	728	85.3%

Environment

Question Type	Average score (excluding N/A responses)	Strongly Agree 4		Agree 3		Disagree 2		Strongly Disagree 1		Not Applicable N/A		Number of Total Responses	Response Rate
		n	%	n	%	n	%	n	%	n	%	N	%
22. Overall, I found the facility welcoming, non-discriminating and comfortable (e.g., entrance, waiting room, décor, posters, my room if applicable).	3.39	390	47.9%	341	41.9%	48	5.9%	17	2.1%	---	0	800	93.8%
23. Overall, I found the program space clean and well maintained (e.g., meeting space, bathroom, and your room if applicable).	3.44	423	52.2%	318	39.2%	28	3.5%	22	2.7%	6	0.7%	797	93.4%
24. I was given private space when discussing personal issues with staff.	3.48	410	50.7%	286	35.4%	30	3.7%	14	1.7%	55	6.8%	795	93.2%
25. I felt safe in the facility at all times.	3.4	420	51.9%	289	35.7%	50	6.2%	27	3.3%	10	1.2%	796	93.3%
26. The program accommodated my needs related to mobility, hearing, vision and learning, etc.	3.4	264	32.7%	232	28.7%	22	2.7%	14	1.7%	262	32.4%	794	93.1%

Discharge or Finishing the Program/Treatment

Question Type	Average score (excluding N/A responses)	Strongly Agree 4		Agree 3		Disagree 2		Strongly Disagree 1		Not Applicable N/A		Number of Total Responses	Response Rate
		n	%	n	%	n	%	n	%	n	%	N	%
27. Staff helped me develop a plan for when I finish the program/treatment	3.06	161	22.8%	215	30.4%	74	10.5%	29	4.1%	217	30.7%	696	81.6%
28. I have a plan that will meet my needs after I finish the program/treatment.	2.97	144	20.6%	218	31.1%	92	13.1%	34	4.9%	201	28.7%	689	80.8%
29. Staff helped me identify where to get support after I finished the program/treatment.	3.02	153	21.9%	203	29%	80	11.4%	32	4.6%	220	31.5%	688	80.7%

Overall Experience

Question Type	Average score (excluding N/A responses)	Strongly Agree 4		Agree 3		Disagree 2		Strongly Disagree 1		Not Applicable N/A		Number of Total Responses	Response Rate
		n	%	n	%	n	%	n	%	n	%	N	%
30. The services I have received have helped me deal more effectively with my lifes challenges.	3.31	340	41.6%	348	42.5%	58	7.1%	21	2.6%	37	4.5%	804	94.3%
31. I think the services provided here are of high quality.	3.44	383	52.7%	260	35.8%	48	6.6%	14	1.9%	11	1.5%	716	83.9%
32. If a friend were in need of similar help I would recommend this service.	3.48	425	58.5%	218	30%	33	4.5%	26	3.6%	14	1.9%	716	83.9%

Residential or Inpatient program (respond rate calculated for this subgroup of clients)

Question Type	Average score (excluding N/A responses)	Strongly Agree 4		Agree 3		Disagree 2		Strongly Disagree 1		Not Applicable N/A		Number of Total Responses	Response Rate
		n	%	n	%	n	%	n	%	n	%	N	%
33. There were enough activities of interest to me during free time.	2.89	68	23.9%	107	37.5%	53	18.6%	21	7.4%	29	10.2%	278	98.9%
34. Rules or guidelines concerning my contact with my family and friends were appropriate to my needs.	3.11	74	26.2%	133	47.2%	17	6%	15	5.3%	36	12.8%	275	97.9%
35. The layout of the facility was suitable for visits with my family and friends (e.g., privacy, comfort level).	3.05	66	23.3%	117	41.3%	25	8.8%	15	5.3%	53	18.7%	276	98.2%
36. The area in and around my room was comfortable for sleeping (e.g., noise level, lighting).	2.93	66	23.7%	110	39.6%	32	11.5%	25	9%	38	13.7%	271	96.4%
37. The quality of the food was acceptable.	2.75	50	17.8%	109	38.8%	43	15.3%	33	11.7%	39	13.9%	274	97.5%
38. My special dietary needs were met (e.g., diabetic, halal, vegetarian, kosher).	2.97	54	19.6%	92	33.3%	17	6.2%	21	7.6%	85	30.8%	269	95.7%