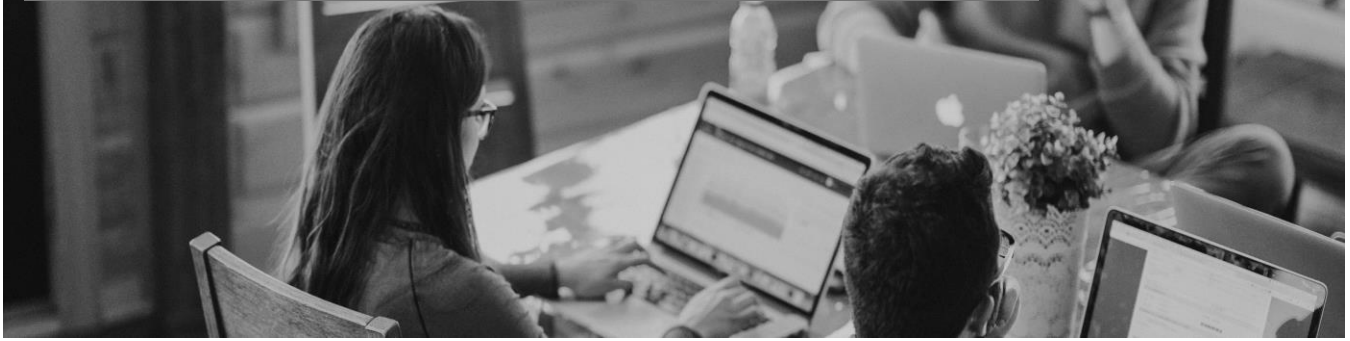


ONTARIO PERCEPTION OF CARE TOOL FOR MENTAL HEALTH AND ADDICTIONS



The Ontario Perception of Care Tool for Mental Health and Addictions (OPOC-MHA) is a standardized way for gathering client feedback on the quality of care received across both community and hospital settings. This tool helps bring clients' voices forward as a source of evidence to support program, agency, and system quality improvement efforts. Clients also are given the opportunity to express what they feel and think about their experience and care, which is of paramount importance.

Thanks for giving us your feedback about the care you've received from us!

By filling out the Ontario Perception of Care Tool for Mental Health and Addictions (OPOC-MHA), you're helping us to improve the services we provide. We look forward to providing these results on an annual basis!

What You Told Us

1

You want more reasonable wait times for programs

2

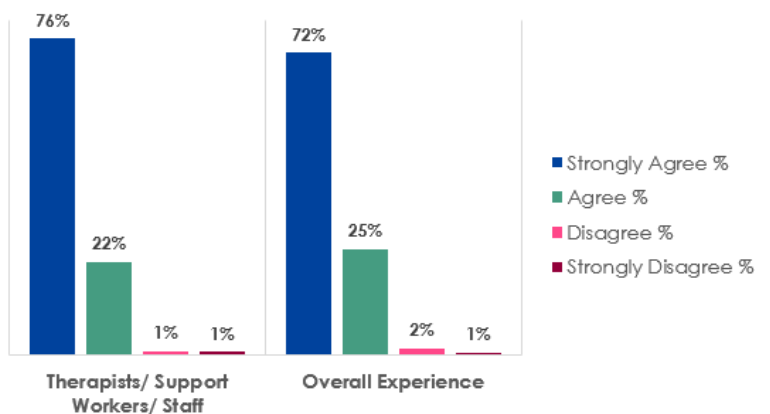
You want to know how to make formal complaints

3

You want more activities you can do during your free time.

What We Learned

Majority of our clients are satisfied with their therapist and their overall experience.



What We're Doing



What's Next

Your feedback helped us identify what we need to do to improve your experience at our agency. We've already started to make some changes, while others will take longer.

To find out more, please ask your therapist/ support workers/ staff.

We hope these changes will improve your client experience. Please provide your feedback again in 2023!

Your Voice Is Important!

