

## Report on Findings

| Organization: Centre for Addiction and Mental Health                                                   |               |                                                                                                     |       |            |       |               |       |                                                                                                                                                                     |      |                |       |                             |               |
|--------------------------------------------------------------------------------------------------------|---------------|-----------------------------------------------------------------------------------------------------|-------|------------|-------|---------------|-------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------|------|----------------|-------|-----------------------------|---------------|
| Program: All Programs                                                                                  |               |                                                                                                     |       |            |       |               |       |                                                                                                                                                                     |      |                |       |                             |               |
|                                                                                                        |               | Registered Clients with mental health, substance abuse, addiction, and/or gambling-related problems |       |            |       |               |       | Registered Client who is a family member/significant other/supporter of a person with a mental health, substance abuse, addiction, and/or gambling-related problems |      |                |       | Total number of respondents |               |
| Number of respondents                                                                                  |               | 776                                                                                                 |       |            |       |               |       | 14                                                                                                                                                                  |      |                |       | 791                         |               |
| Items                                                                                                  | Average Score | Strongly Agree<br>4                                                                                 |       | Agree<br>3 |       | Disagree<br>2 |       | Strongly Disagree<br>1                                                                                                                                              |      | Not Applicable |       | Number of Total Responses   | Response Rate |
|                                                                                                        |               | n                                                                                                   | %     | n          | %     | n             | %     | n                                                                                                                                                                   | %    | n              | %     | N                           | %             |
| Access/Entry to Services                                                                               |               |                                                                                                     |       |            |       |               |       |                                                                                                                                                                     |      |                |       |                             |               |
| 1. The wait time for services was reasonable for me.                                                   | 2.95          | 203                                                                                                 | 25.7% | 390        | 49.3% | 118           | 14.9% | 62                                                                                                                                                                  | 7.8% | 14             | 1.8%  | 787                         | 99.5%         |
| 2. When I first started looking for help, services were available at times that were good for me.      | 2.99          | 218                                                                                                 | 27.6% | 375        | 47.4% | 120           | 15.2% | 53                                                                                                                                                                  | 6.7% | 21             | 2.7%  | 787                         | 99.5%         |
| 3. The location of services was convenient for me.                                                     | 3.00          | 223                                                                                                 | 28.2% | 380        | 48.0% | 122           | 15.4% | 50                                                                                                                                                                  | 6.3% | 10             | 1.3%  | 785                         | 99.2%         |
| 4. I was seen on time when I had appointments.                                                         | 3.13          | 263                                                                                                 | 33.2% | 374        | 47.3% | 90            | 11.4% | 37                                                                                                                                                                  | 4.7% | 21             | 2.7%  | 785                         | 99.2%         |
| 5. I felt welcome from the start.                                                                      | 3.33          | 374                                                                                                 | 47.3% | 314        | 39.7% | 53            | 6.7%  | 33                                                                                                                                                                  | 4.2% | 8              | 1.0%  | 783                         | 99.0%         |
| 6. I received enough information about the programs and services available to me.                      | 3.13          | 268                                                                                                 | 33.9% | 380        | 48.0% | 88            | 11.1% | 38                                                                                                                                                                  | 4.8% | 12             | 1.5%  | 786                         | 99.4%         |
| Services Provided                                                                                      |               |                                                                                                     |       |            |       |               |       |                                                                                                                                                                     |      |                |       |                             |               |
| 7. I had a good understanding of my treatment services and support plan.                               | 3.11          | 222                                                                                                 | 28.1% | 432        | 54.6% | 87            | 11.0% | 27                                                                                                                                                                  | 3.4% | 17             | 2.1%  | 785                         | 99.2%         |
| 8. Staff and I agreed on my treatment and support plan.                                                | 3.18          | 238                                                                                                 | 30.1% | 424        | 53.6% | 68            | 8.6%  | 18                                                                                                                                                                  | 2.3% | 33             | 4.2%  | 781                         | 98.7%         |
| 9. Responses to my crises or urgent needs were provided when needed.                                   | 3.15          | 229                                                                                                 | 29.0% | 325        | 41.1% | 79            | 10.0% | 25                                                                                                                                                                  | 3.2% | 119            | 15.0% | 777                         | 98.2%         |
| 10. I received clear information about my medication (i.e., side effects, purpose, etc.)               | 3.08          | 213                                                                                                 | 26.9% | 273        | 34.5% | 104           | 13.1% | 31                                                                                                                                                                  | 3.9% | 157            | 19.8% | 778                         | 98.4%         |
| 11. I was referred or had access to other services when needed (including alternative approaches).     | 3.02          | 194                                                                                                 | 24.5% | 316        | 39.9% | 114           | 14.4% | 33                                                                                                                                                                  | 4.2% | 123            | 15.5% | 780                         | 98.6%         |
| Participation/Rights                                                                                   |               |                                                                                                     |       |            |       |               |       |                                                                                                                                                                     |      |                |       |                             |               |
| 12. I was involved as much as I wanted to be in decisions about my treatment and support.              | 3.14          | 231                                                                                                 | 29.2% | 415        | 52.5% | 79            | 10.0% | 24                                                                                                                                                                  | 3.0% | 30             | 3.8%  | 779                         | 98.5%         |
| 13. I understood I could discuss options to participate in certain activities.                         | 3.12          | 197                                                                                                 | 24.9% | 447        | 56.5% | 62            | 7.8%  | 23                                                                                                                                                                  | 2.9% | 46             | 5.8%  | 775                         | 98.0%         |
| 14. I was assured my personal information was kept confidential.                                       | 3.38          | 366                                                                                                 | 46.3% | 328        | 41.5% | 44            | 5.6%  | 19                                                                                                                                                                  | 2.4% | 14             | 1.8%  | 771                         | 97.5%         |
| 15. I felt comfortable asking questions about my treatment services and support, including medication. | 3.29          | 322                                                                                                 | 40.7% | 344        | 43.5% | 65            | 8.2%  | 20                                                                                                                                                                  | 2.5% | 24             | 3.0%  | 775                         | 98.0%         |
| 16. If I had a serious concern, I would know how to make a formal complaint to this organization.      | 2.79          | 174                                                                                                 | 22.0% | 297        | 37.5% | 210           | 26.5% | 58                                                                                                                                                                  | 7.3% | 37             | 4.7%  | 776                         | 98.1%         |

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| Items                                                                                                                                                  | Average Score | Strongly Agree 4 |       | Agree 3 |       | Disagree 2 |       | Strongly Disagree 1 |       | Not Applicable |       | Number of Responses | Response Rate |
|--------------------------------------------------------------------------------------------------------------------------------------------------------|---------------|------------------|-------|---------|-------|------------|-------|---------------------|-------|----------------|-------|---------------------|---------------|
|                                                                                                                                                        |               | n                | %     | n       | %     | n          | %     | n                   | %     | n              | %     | n                   | %             |
| Therapists/Support Workers/Staff                                                                                                                       |               |                  |       |         |       |            |       |                     |       |                |       |                     |               |
| 17. I found staff knowledgeable and competent.                                                                                                         | 3.39          | 368              | 46.5% | 337     | 42.6% | 35         | 4.4%  | 19                  | 2.4%  | 16             | 2.0%  | 775                 | 98.0%         |
| 18. I was treated with respect by program staff.                                                                                                       | 3.34          | 399              | 50.4% | 306     | 39.1% | 31         | 3.9%  | 22                  | 2.8%  | 12             | 1.5%  | 773                 | 97.7%         |
| 19. Staff were sensitive to my cultural needs (e.g., language, ethnic background, race).                                                               | 3.32          | 269              | 34.0% | 288     | 36.4% | 32         | 4.0%  | 21                  | 2.7%  | 163            | 20.6% | 773                 | 97.7%         |
| 20. Staff believed I could change and grow.                                                                                                            | 3.45          | 376              | 47.5% | 321     | 40.6% | 20         | 2.5%  | 13                  | 1.6%  | 40             | 5.1%  | 770                 | 97.3%         |
| 21. Staff understood and responded to my needs and concerns.                                                                                           | 3.33          | 337              | 42.6% | 358     | 45.3% | 46         | 5.8%  | 20                  | 2.5%  | 14             | 1.8%  | 771                 | 97.5%         |
| Environment                                                                                                                                            |               |                  |       |         |       |            |       |                     |       |                |       |                     |               |
| 22. Overall, I found the facility welcoming, non-discriminating and comfortable (e.g., entrance, waiting room, décor, posters, my room if applicable). | 3.29          | 311              | 39.3% | 379     | 47.9% | 62         | 7.8%  | 14                  | 1.8%  | 16             | 2.0%  | 782                 | 98.9%         |
| 23. Overall, I found the program space clean and well maintained (e.g., meeting space, bathroom, and your room if applicable).                         | 3.34          | 350              | 44.2% | 353     | 44.6% | 50         | 6.3%  | 18                  | 2.3%  | 9              | 1.1%  | 780                 | 98.6%         |
| 24. I was given private space when discussing personal issues with staff.                                                                              | 3.45          | 378              | 47.8% | 310     | 39.2% | 29         | 3.7%  | 12                  | 1.5%  | 46             | 5.8%  | 775                 | 98.0%         |
| 25. I felt safe in the facility at all times.                                                                                                          | 3.31          | 352              | 44.5% | 328     | 41.5% | 74         | 9.4%  | 19                  | 2.4%  | 5              | 0.6%  | 778                 | 98.4%         |
| 26. The program accommodated my needs related to mobility, hearing, vision and learning, etc.                                                          | 3.33          | 239              | 30.2% | 292     | 36.9% | 28         | 3.5%  | 12                  | 1.5%  | 205            | 25.9% | 776                 | 98.1%         |
| Discharge or Finishing the Program/Treatment                                                                                                           |               |                  |       |         |       |            |       |                     |       |                |       |                     |               |
| 27. Staff helped me develop a plan for when I finish the program/treatment                                                                             | 3.03          | 146              | 18.5% | 260     | 32.9% | 84         | 10.6% | 24                  | 3.0%  | 252            | 31.9% | 766                 | 96.8%         |
| 28. I have a plan that will meet my needs after I finish the program/treatment.                                                                        | 2.98          | 148              | 18.7% | 245     | 31.0% | 104        | 13.1% | 28                  | 3.5%  | 236            | 29.8% | 761                 | 96.2%         |
| 29. Staff helped me identify where to get support after I finished the program/treatment.                                                              | 2.98          | 142              | 18.0% | 246     | 31.1% | 106        | 13.4% | 24                  | 3.0%  | 242            | 30.6% | 760                 | 96.1%         |
| Overall Experience                                                                                                                                     |               |                  |       |         |       |            |       |                     |       |                |       |                     |               |
| 30. The services I have received have helped me deal more effectively with my life's challenges.                                                       | 3.22          | 251              | 31.7% | 384     | 48.5% | 66         | 8.3%  | 14                  | 1.8%  | 53             | 6.7%  | 768                 | 97.1%         |
| 31. I think the services provided here are of high quality.                                                                                            | 3.37          | 339              | 42.9% | 340     | 43.0% | 46         | 5.8%  | 11                  | 1.4%  | 34             | 4.3%  | 770                 | 97.3%         |
| 32. If a friend were in need of similar help I would recommend this service.                                                                           | 3.43          | 387              | 48.9% | 299     | 37.8% | 37         | 4.7%  | 15                  | 1.9%  | 30             | 3.8%  | 768                 | 97.1%         |
| ONLY completed if client was receiving services in a residential or inpatient program (respond rate calculated for this subgroup of clients)           |               |                  |       |         |       |            |       |                     |       |                |       |                     |               |
| Items                                                                                                                                                  | Average Score | Strongly Agree 4 |       | Agree 3 |       | Disagree 2 |       | Strongly Disagree 1 |       | Not Applicable |       | Number of Responses | Response Rate |
|                                                                                                                                                        |               | n                | %     | n       | %     | n          | %     | n                   | %     | n              | %     | n                   | %             |
| 33. There were enough activities of interest to me during free time.                                                                                   | 2.63          | 25               | 13.1% | 81      | 42.4% | 58         | 30.4% | 17                  | 8.9%  | 10             | 5.2%  | 191                 | 94.1%         |
| 34. Rules or guidelines concerning my contact with my family and friends were appropriate to my needs.                                                 | 2.98          | 39               | 20.4% | 97      | 50.8% | 27         | 14.1% | 8                   | 4.2%  | 20             | 10.5% | 191                 | 94.1%         |
| 35. The layout of the facility was suitable for visits with my family and friends (e.g., privacy, comfort level).                                      | 2.92          | 34               | 17.7% | 92      | 47.9% | 30         | 15.6% | 9                   | 4.7%  | 27             | 14.1% | 192                 | 94.6%         |
| 36. The area in and around my room was comfortable for sleeping (e.g., noise level, lighting).                                                         | 2.84          | 41               | 21.6% | 92      | 48.4% | 37         | 19.5% | 17                  | 8.9%  | 3              | 1.6%  | 190                 | 93.6%         |
| 37. The quality of the food was acceptable.                                                                                                            | 2.66          | 33               | 17.2% | 88      | 45.8% | 36         | 18.8% | 30                  | 15.6% | 5              | 2.6%  | 192                 | 94.6%         |
| 38. My special dietary needs were met (e.g., diabetic, halal, vegetarian, kosher).                                                                     | 2.86          | 40               | 20.8% | 62      | 32.3% | 28         | 14.6% | 16                  | 8.3%  | 46             | 24.0% | 192                 | 94.6%         |

## Report on Findings

| CAMH QIP                                                         |               |        |      |        |       |        |       |             |       |                     |               |
|------------------------------------------------------------------|---------------|--------|------|--------|-------|--------|-------|-------------|-------|---------------------|---------------|
| Item                                                             | Average Score | Poor 1 |      | Fair 2 |       | Good 3 |       | Very Good 4 |       | Number of Responses | Response Rate |
|                                                                  |               | n      | %    | n      | %     | n      | %     | n           | %     | n                   | %             |
| Overall, how would you rate the services/care you are receiving? | 3.28          | 24     | 3.0% | 88     | 11.1% | 244    | 30.8% | 329         | 41.6% | 685                 | 86.6%         |

| OPOC Subscales                |               |                                                                                           |
|-------------------------------|---------------|-------------------------------------------------------------------------------------------|
| Scales                        | Average Score | Percentage of Participants that had a positive perception (average score of 3 or greater) |
| Overall Perception of Care    | 3.29          | 78.27%                                                                                    |
| Experience accessing services | 3.10          | 68.76%                                                                                    |
| Experience within services    | 3.34          | 81.10%                                                                                    |

## Report on Findings

## Section C:

| <b>1. Gender</b>                        | <b>n</b>   | <b>%</b>    |
|-----------------------------------------|------------|-------------|
| Male                                    | 388        | 51.9%       |
| Female                                  | 335        | 44.8%       |
| Trans-Male to Female and Female to Male | 16         | 2.2%        |
| Other                                   | 8          | 1.1%        |
| <b>Total</b>                            | <b>747</b> | <b>100%</b> |
| <b>Response Rate</b>                    | <b>95%</b> |             |

| <b>2. Age</b>        | <b>n</b>   | <b>%</b>    |
|----------------------|------------|-------------|
| 18 and under         | 25         | 3.4%        |
| 19-25 years          | 84         | 11.4%       |
| 26-34 years          | 179        | 24.2%       |
| 35-44 years          | 156        | 21.1%       |
| 45-54 years          | 125        | 16.9%       |
| 55-64 years          | 121        | 16.4%       |
| 65 + years           | 50         | 6.8%        |
| <b>Total</b>         | <b>740</b> | <b>100%</b> |
| <b>Response Rate</b> |            | <b>94%</b>  |

| <b>3. Population Group</b> | <b>n</b>   | <b>%</b>    |
|----------------------------|------------|-------------|
| White                      | 477        | 66.2%       |
| First Nations              | 19         | 2.6%        |
| Asian                      | 68         | 9.4%        |
| Black                      | 55         | 7.6%        |
| Middle Eastern             | 19         | 2.6%        |
| Latin American             | 21         | 2.9%        |
| Multiple/Mixed             | 62         | 8.6%        |
| <b>Total</b>               | <b>721</b> | <b>100%</b> |
| <b>Response Rate</b>       | <b>92%</b> |             |

| <b>4. Sexual Orientation</b> | <b>n</b>   | <b>%</b>    |
|------------------------------|------------|-------------|
| Asexual/Non Sexual           | 35         | 5.0%        |
| Bisexual                     | 51         | 7.3%        |
| Gay                          | 39         | 5.5%        |
| Heterosexual/Straight        | 507        | 72.1%       |
| Lesbian                      | 7          | 1.0%        |
| Not sure/Questioning         | 15         | 2.1%        |
| Queer                        | 14         | 2.0%        |
| Two-Spirited                 | *          | *           |
| Other                        | 32         | 4.6%        |
| <b>Total</b>                 | <b>700</b> | <b>100%</b> |
| <b>Response Rate</b>         | <b>89%</b> |             |

\* = If n was smaller than 10 no information was provided to ensure client anonymity was not compromised

### Report on Findings

| <b>6. Formal Conditions of Treatment</b>         | <b>n</b>   | <b>%</b>    |
|--------------------------------------------------|------------|-------------|
| Medical certificate                              | 15         | 8.2%        |
| Community Treatment Order                        | 19         | 10.4%       |
| Legal requirement                                | 51         | 27.9%       |
| Condition/pressure of employment, school, family | 38         | 20.3%       |
| Other                                            | 41         | 23.4%       |
| Don't know                                       | 19         | 10.4%       |
| <b>Total</b>                                     | <b>183</b> | <b>100%</b> |

| <b>7. Timing of questionnaire completion in</b> | <b>n</b>   | <b>%</b>    |
|-------------------------------------------------|------------|-------------|
| Just getting started                            | 136        | 19.0%       |
| Treatment services/support is in progress       | 364        | 50.8%       |
| Completed or almost completed                   | 112        | 15.6%       |
| Completed but still receiving some services     | 77         | 10.8%       |
| Left Early                                      | 7          | 1.0%        |
| Other                                           | 20         | 2.8%        |
| <b>Total</b>                                    | <b>716</b> | <b>100%</b> |
| <b>Response Rate</b>                            |            | <b>91%</b>  |

\* = If n was smaller than 10 no information was provided to ensure client anonymity was not compromised