



2019 Ontario Perception of CARE (OPOC): Non- Registered Family

Top Bottom Item Analysis & Correlational Analysis

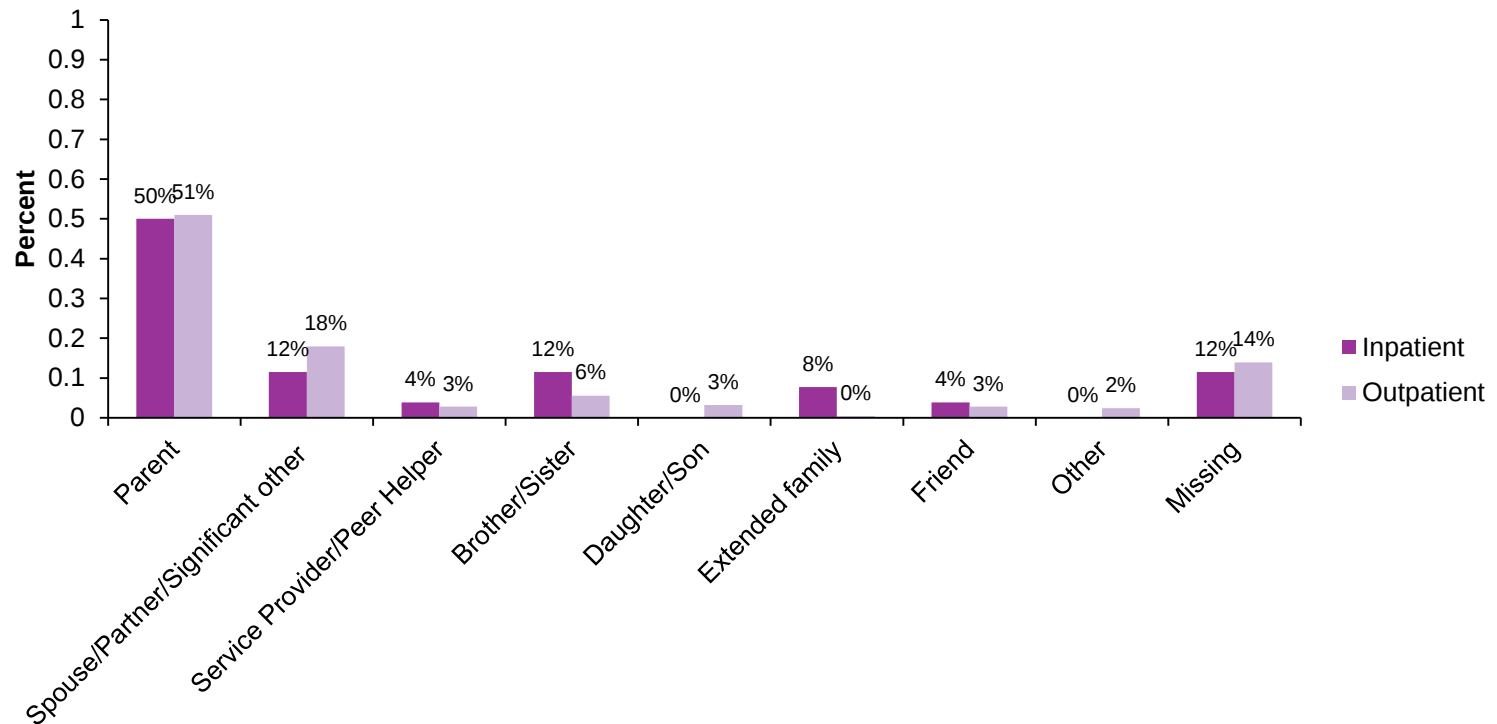
January 2020

OPOC Respondent Numbers (Non-Registered Family)

	Non-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
Outpatient	251
Inpatient	26
Overall (All programs)	277

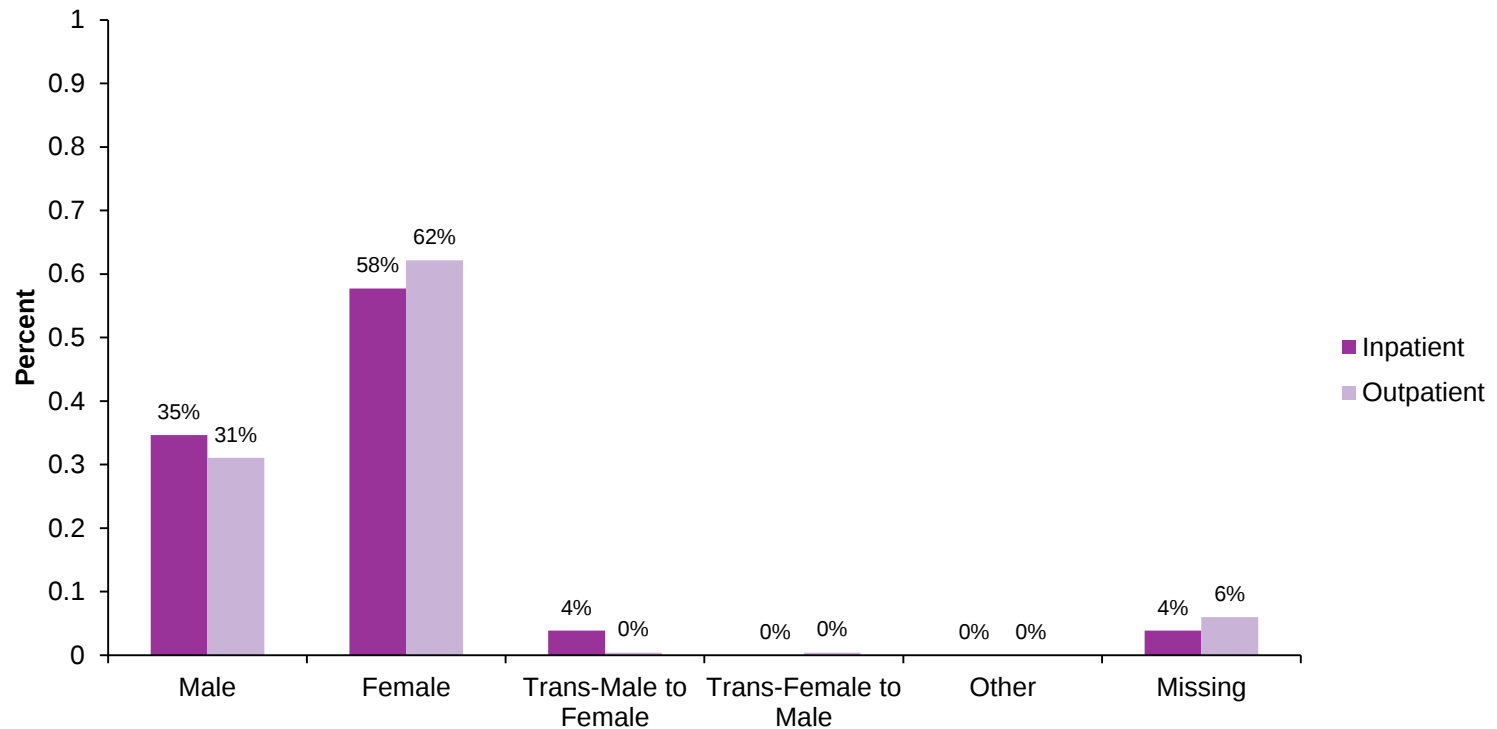
Demographics

Family Mbr Type

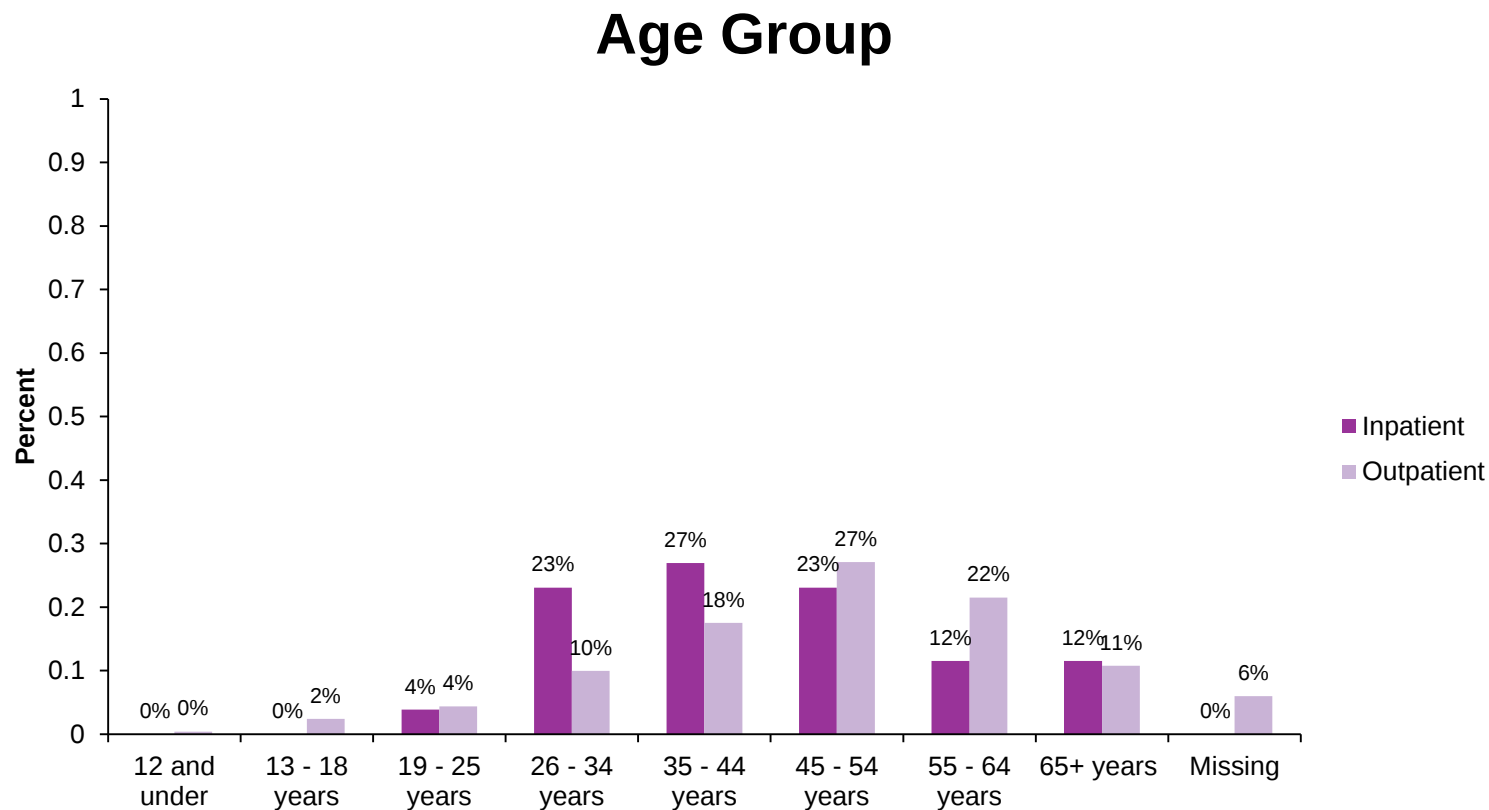


Demographics

Gender

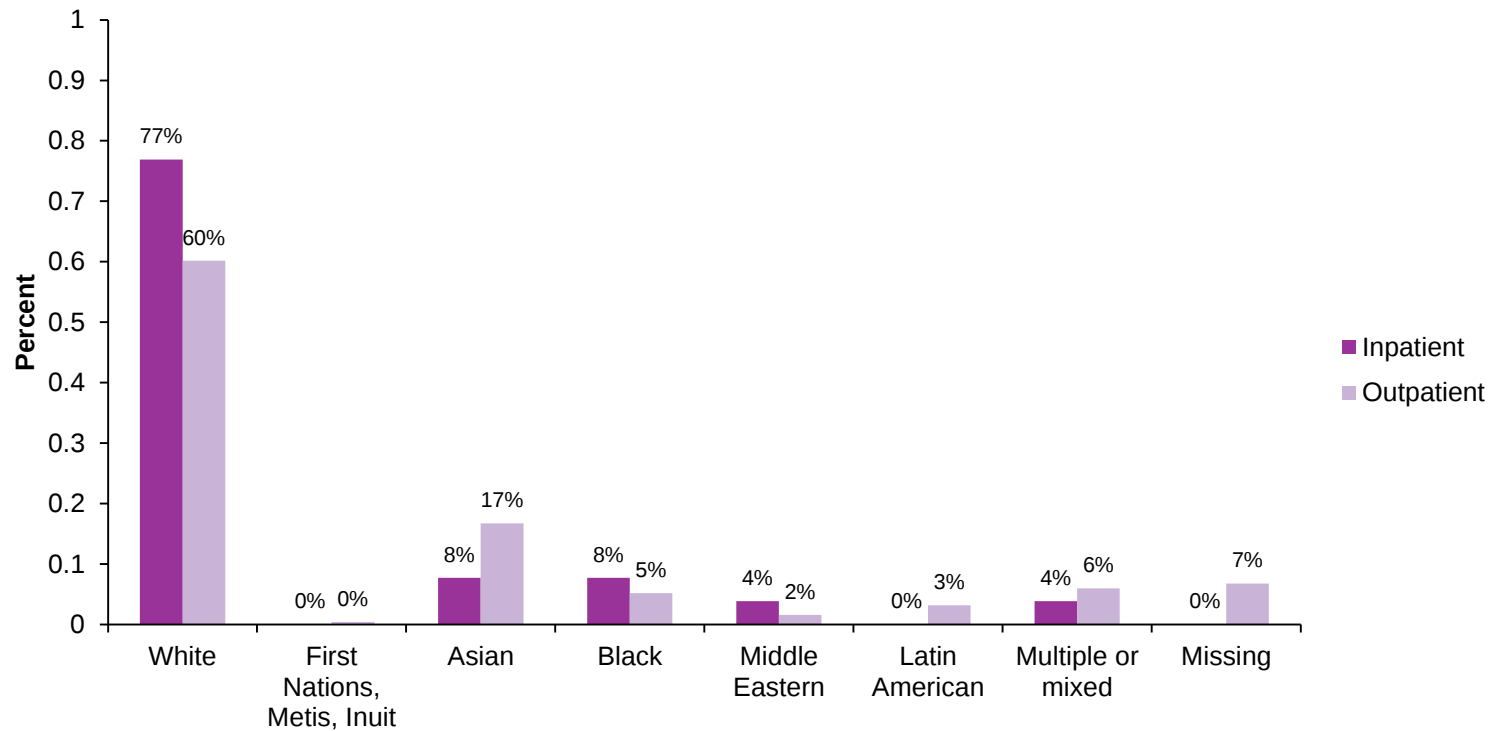


Demographics



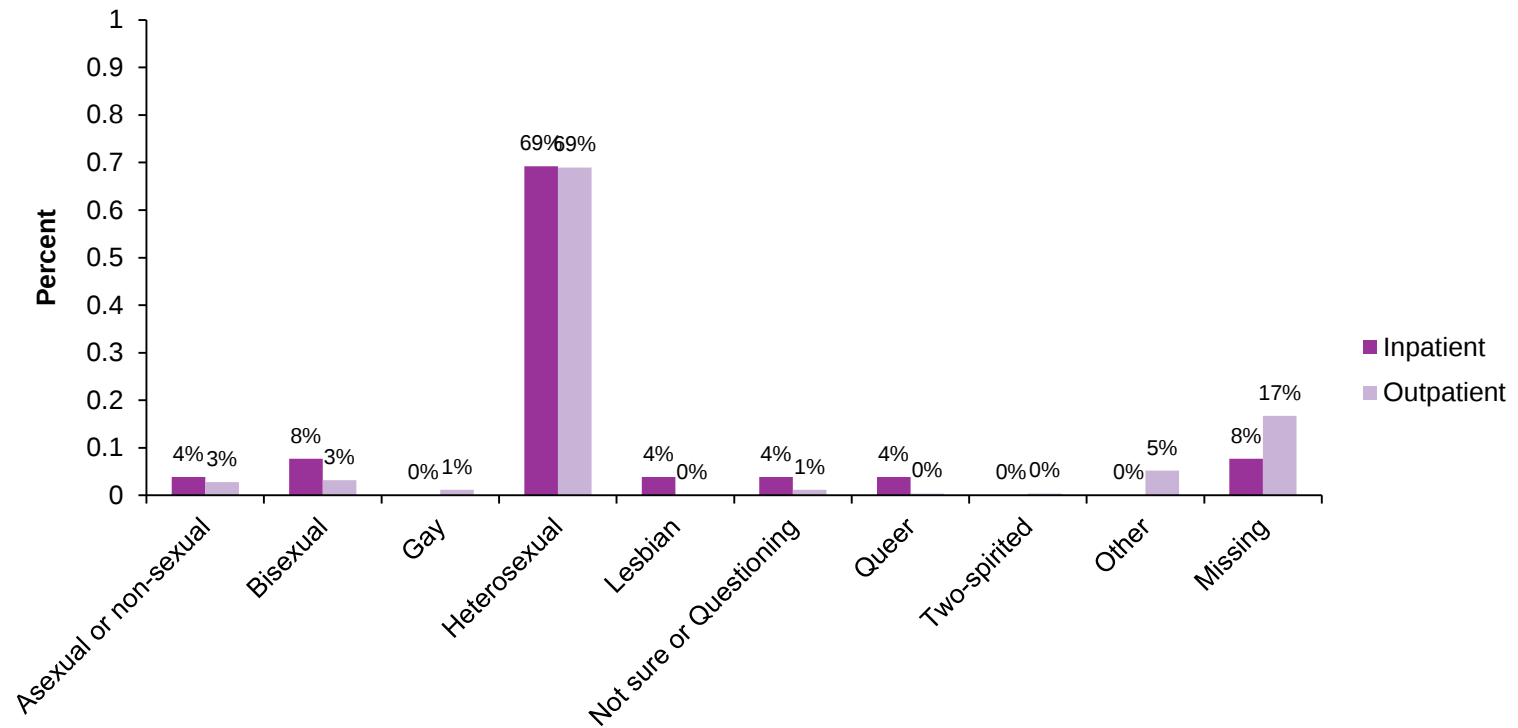
Demographics

Population Group



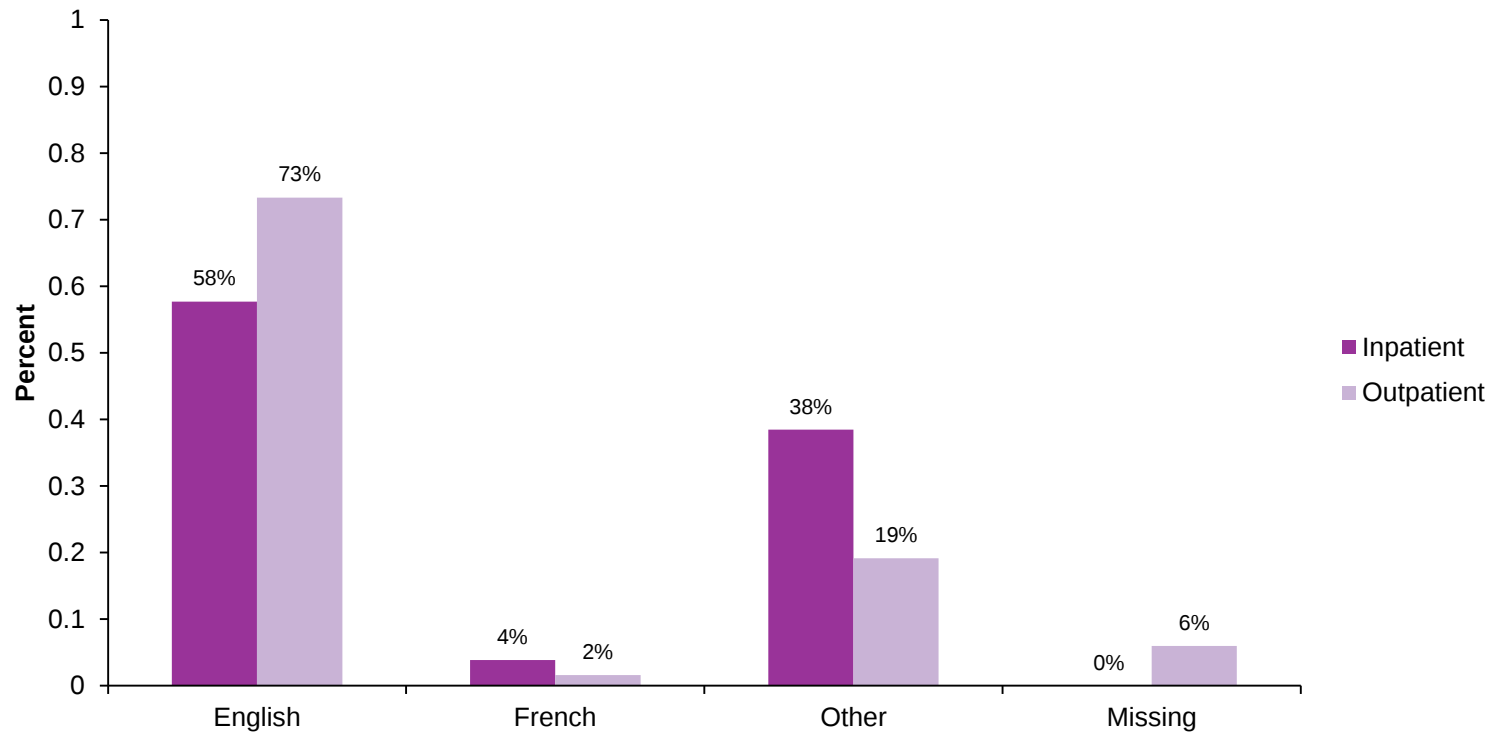
Demographics

Sexual Orientation



Demographics

Mother Tongue



2019 Top 5 Non-Registered Family (All Programs) Items - highest to lowest

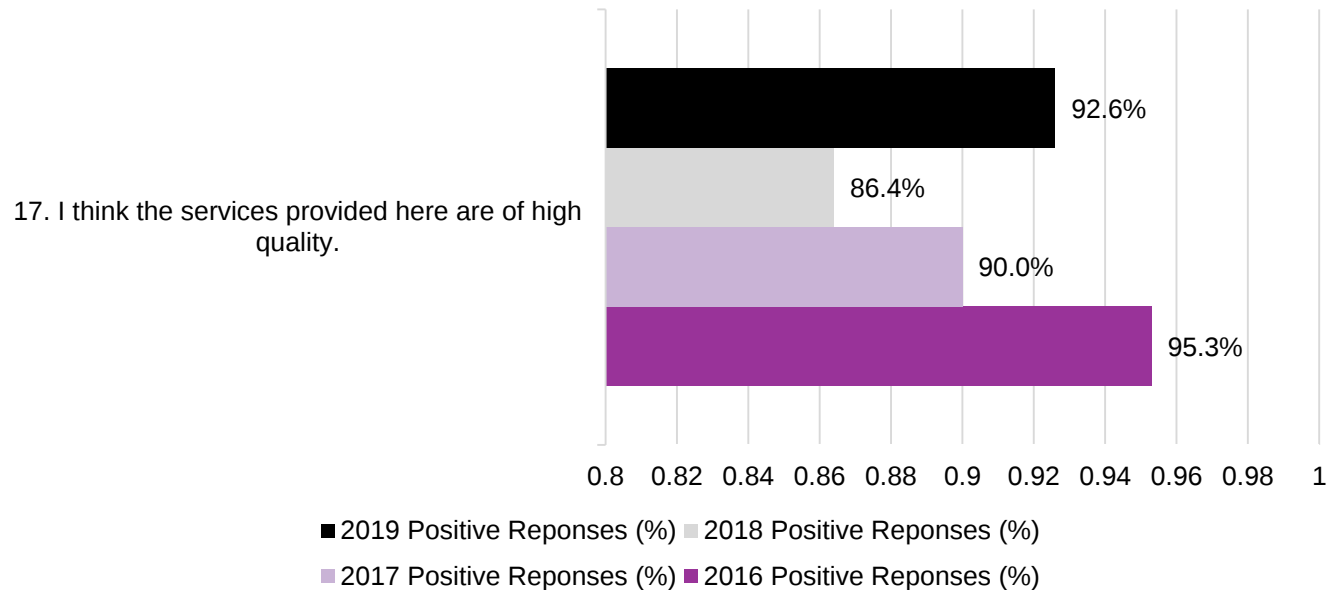
Items	Positive Responses (Of those applicable)		Denominator	N/A & Missing (Of overall)	
16. The program accommodated my needs related to mobility, hearing, vision, and learning, etc. (Environment)	95.8%	137	n = 143	48.4%	134
14. I was given private space when discussing personal issues with staff. (Environment)	94.5%	205	n = 217	21.7%	60
09. I was treated with respect by program staff. (Therapists/Support Workers/Staff)	93.8%	227	n = 242	12.6%	35
03. I felt welcome from the start (Access/Entry to Services)	93.2%	233	n = 250	9.7%	27
10. Staff were sensitive to my cultural needs (e.g., religion, language, ethnic background, race). (Therapists/Support Workers/Staff)	93.1%	161	n = 173	37.5%	104

2019 Bottom 5 Non-Registered Family (All Programs) Items - lowest to highest

Items	Positive Responses (Of those applicable)		Denominator	N/A & Missing (Of overall)	
07. If I had a serious concern, I would know how to make a formal complaint to this organization. (Participation/Rights)	54.8%	126	n = 230	17.0%	47
02. The location of services was convenient for me (Access/Entry to Services)	67.3%	171	n = 254	8.3%	23
06. I was referred or had access to other services when needed, including alternative approaches (e.g., exercise, meditation, culturally appropriate approaches). (Services Provided)	68.2%	120	n = 176	36.5%	101
01. When I first started looking for help, services were available at times that were good for me (Access/Entry to Services)	75.8%	175	n = 231	16.6%	46
05. Responses to my crises or urgent needs were provided when needed (Services Provided)	79.0%	154	n = 195	29.6%	82

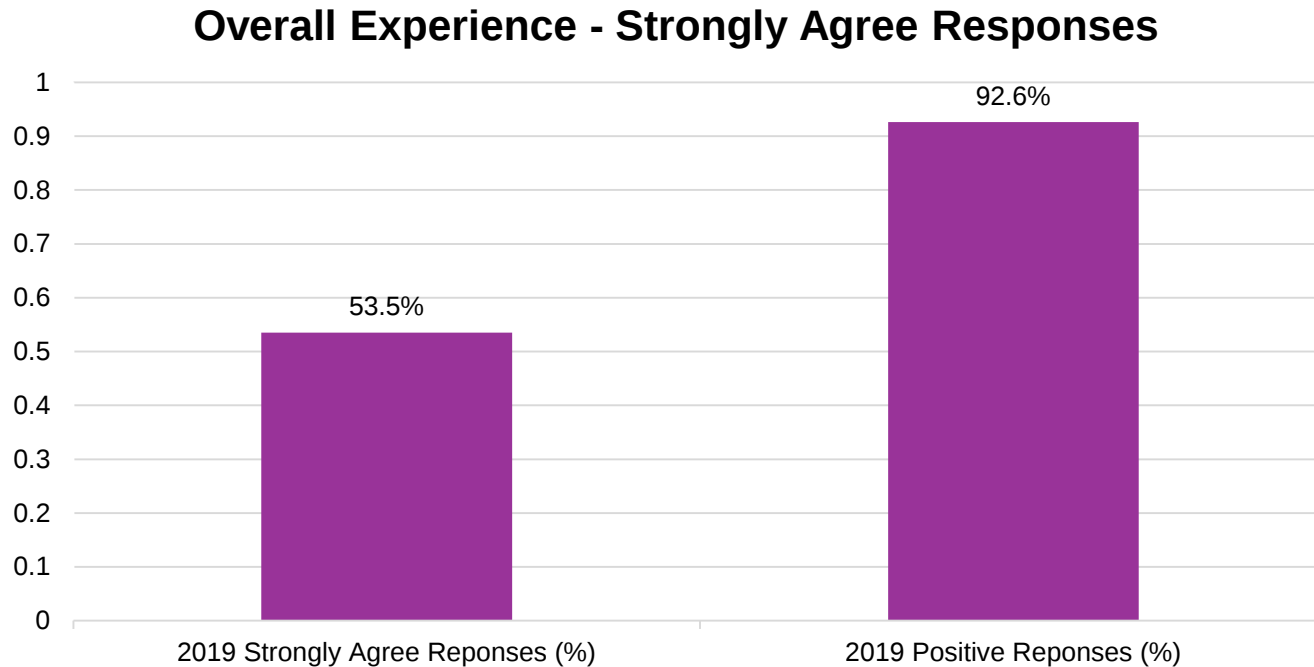
Overall Experience Chart - Agree & Strongly Agree

Overall Experience - Positive Response



For the Non-Registered Family survey, there was only 1 overall experience question (item 17 which is equivalent to item 31 in the Registered OPOC) and the positive response rate was 92.6% (a 6.2% increase compared to 2018 results).

Overall Experience Chart - Strongly Agree



The strongly agree response for question 17 is 53.5%.

2019 Top/Bottom Correlated Items: Overall Experience (Non-Registered Family (All Programs))

17. I think the services provided here are of high quality.

Top 5 Correlated Items	Correlation Coefficient (r)	n
08. I found staff knowledgeable and competent/qualified. (Therapists/Support Workers/Staff)	0.719	226
11. Staff understood and responded to my needs and concerns. (Therapists/Support Workers/Staff)	0.634	218
16. The program accommodated my needs related to mobility, hearing, vision, and learning, etc. (Environment)	0.574	136
09. I was treated with respect by program staff. (Therapists/Support Workers/Staff)	0.572	229
06. I was referred or had access to other services when needed, including alternative approaches (e.g., exercise, meditation, culturally appropriate approaches). (Services Provided)	0.532	165

Bottom 5 Correlated Items	Correlation Coefficient (r)	n
07. If I had a serious concern, I would know how to make a formal complaint to this organization. (Participation/Rights)	0.267	213
13. Overall, I found the program space clean and well maintained (e.g., meeting space, bathroom, and my room if applicable). (Environment)	0.416	239
12. Overall, I found the facility welcoming, non-discriminating, and comfortable (e.g., entrance, waiting room, decor, posters, my room if applicable). (Environment)	0.442	241
15. I felt safe in the facility at all times. (Environment)	0.466	237
03. I felt welcome from the start (Access/Entry to Services)	0.469	226

2019 Final Conclusions (Non-Registered Family (All Programs))

2019 Highest Quality Improvement Area Focus (Non-Registered Family (All Programs))

Item 06. I was referred or had access to other services when needed, including alternative approaches (e.g., exercise, meditation, culturally appropriate approaches). (Services Provided)

Previous Non-Registered Family (All Programs) Highest Quality Improvement Area Focus

2018	Item 6. I was referred or had access to other services when needed, including alternative approaches (e.g., exercise, meditation, culturally appropriate approaches). (Services Provided) Item 7. If I had a serious concern, I would know how to make a formal complaint to this organization. (Participation/Rights)
2017	Item 6. I was referred or had access to other services when needed, including alternative approaches (e.g., exercise, meditation, culturally appropriate approaches). (Services Provided)
2016	Item 6. I was referred or had access to other services when needed, including alternative approaches (e.g., exercise, meditation, culturally appropriate approaches). (Services Provided) Item 7. If I had a serious concern, I would know how to make a formal complaint to this organization. (Participation/Rights)