

 <p>COMMUNITY LIVING Belleville and Area <i>Inspiring Possibilities</i></p>		<p>POLICIES & PROCEDURES MANUAL</p>	
<p>SECTION 7– COMMUNITY SERVICES</p>		<p>SUBJECT – Service Satisfaction and Feedback Process</p>	
<p>POLICY #38</p>			
<p>APPROVED:  Executive Director</p>		<p>DATE APPROVED: February 28, 2011</p>	
<p>REVISION DATE: May 7, 2012, January 12, 2012</p>		<p>PAGE 1 OF 2</p>	

POLICY STATEMENT

Community Living Belleville and Area is committed to providing the means by which all of the people who use our services and supports can provide meaningful feedback on their degree of satisfaction with our services.

Community Living Belleville and Area is further committed to acting upon information received from people using our services that suggests the need for change and improvement to our services and supports in a timely manner.

PROCEDURE:

Persons Receiving 24-hour, 7 days/week Supports:

1. A "Satisfaction Survey" will be sent out to each person supported in one of our community homes for completion on an annual basis.
2. Data will be analyzed and brought forward to the Continuous Quality Improvement Committee for review and action, where deemed necessary.

Persons Receiving Support in our Associate Family Home Program:

1. A "Satisfaction Survey" will be sent out to each family providing supports in our Associate Family Home Program for completion on an annual basis. The response will be completed by the family home provider and the person(s) whom they are supporting.
2. Data will be analyzed and brought forward to the Continuous Quality Improvement Committee for review and action, where deemed necessary.

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Persons Receiving Support in our Community Participation Supports Program:

1. A "Satisfaction Survey" will be sent out to each person and their family that receives supports in our Community Participation Supports Program for completion on an annual basis. The response will be completed by the family, together with the person we support.
2. Data will be analyzed and brought forward to the Continuous Quality Improvement Committee for review and action, where deemed necessary.

Children and Their Families Receiving Support in our Out-of-Home Respite Program and our Families First Program:

1. A "Satisfaction Survey" will be sent out to each family receiving supports in our Out-of-Home Respite Program and/or our Families First Program for completion on an annual basis. The response will be completed by the family, and the children, who are receiving supports.
2. Data will be analyzed and brought forward to the Continuous Quality Improvement Committee for review and action, where deemed necessary.

General Public, Community Partners, and Volunteers:

1. Members of the public, who seek general information on the supports and services that we provide, and community partners will be given an opportunity to provide feedback, at any time, on their experience working with Community Living Belleville and Area.
2. Volunteers, who work with the people we support and Board members, who volunteer their time, will be provided with the opportunity to provide feedback on our services should they choose to do so.

Complaints, Grievances & Appeals:

Community Living Belleville and Area has set in place a policy that addresses complaints, grievances and appeals for the people we support. This policy can be reviewed in the Community Services Section 7, Policy #13, "Complaints, Grievances & Appeals".

Complaints that are submitted by members of the general public, volunteers, and associate families or, that are identified through the satisfaction survey process, will be directed to the Director of Services who will ensure prompt remedial action is taken to resolve the matter to the satisfaction of all parties concerned.