

2018 OPOC survey

Who filled out the 2018 OPOC Survey?

Acute Care inpatients: 73

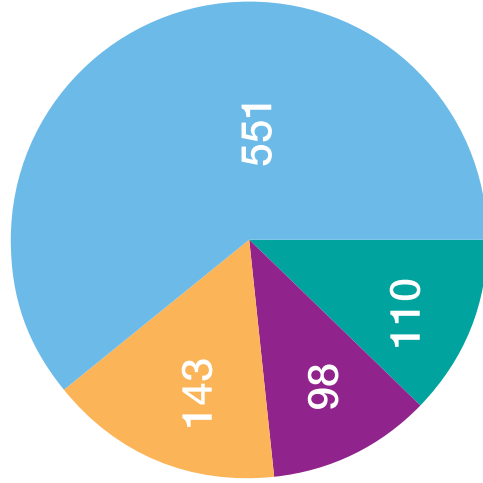
Acute Care outpatients: 478

Complex Care and Recovery inpatients: 70

Complex Care and Recovery outpatients: 73

Child, Youth and Emerging Adult Program Patients: 110

Families: 98



- Complex Care and Recovery Program
- Acute Care Program
- Child, Youth and Emerging Adults Program
- Families

mental health is health

For more information about OPOC, please contact Patient and Family Experience:
Tel: 416 535-8501 ext. 33203

For information about accessing services at CAMH, contact Access CAMH:
Tel.: 416 535-8501 ext. 2

For information on mental health, including addiction, or other resources please visit our website:
www.camh.ca

Family members are welcome to contact the Office of Family Engagement for information and help getting connected:
100 Stokes St. (Bell Gateway Bldg.), ground floor, room 1314
Tel.: 416 535-8501 ext. 33202
E-mail: family.engagement@camh.ca

If you have questions, concerns or compliments about services at CAMH, please contact the Client Relations Office:
Tel.: 416 535-8501 ext. 32027
E-mail: client.relations@camh.ca

To make a donation, please contact the CAMH Foundation:
Tel.: 416 979-6909
E-mail: foundation@camh.ca



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World Health Organization Collaborating Centre
Fully affiliated with the University of Toronto



We heard you!

Your Ontario Perception of Care 2018 survey results Families

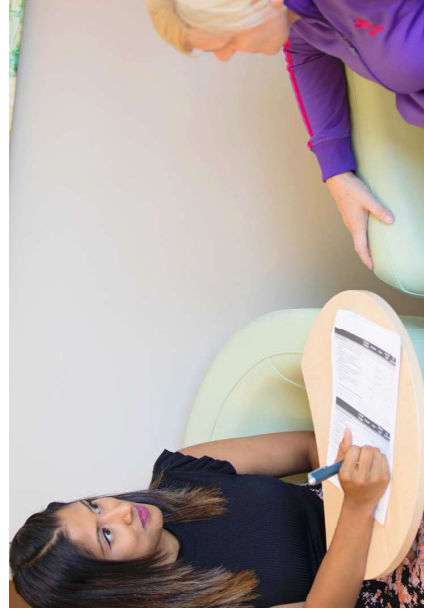


What is the Ontario Perception of Care Survey (OPOC)?

Each year, we ask patients and families to tell us about their care at CAMH by completing the OPOC survey. The valuable feedback we receive helps us understand what we are doing well, and where we need to make improvements.

For example, families have said that they need more information about the programs and services available to them. One way CAMH provides more information to families is through the Family Resource Centre (FRC). The FRC provides all families access to information, resources and assistance with navigating the mental health and addiction system.

The FRC is located at 100 Stokes Street, ground floor, room 1314. Family members are encouraged to drop in Monday to Friday 9:00 a.m. to 4:45 p.m. or call 416 535-8501 ext. 33202.



Overall experience

We heard you say that...

WHERE WE CAN DO BETTER...

- You want access to other services.
- You want more alternative services.
- You need more information about how to make a formal complaint.

WHAT'S GOING WELL...

- Staff treat you with respect.
- Staff are sensitive to your cultural needs.
- Programs accommodate your needs around mobility, hearing, vision, and learning.
- You feel welcome from the start.
- You are given private space for discussions.

WHERE WE CAN ALSO DO BETTER...

- You want services at more convenient times and locations.
- You need more information about the programs and services available to you.
- You need better responses to your urgent needs and crises.

Share your ideas!

What are your ideas for how we can improve?

What should we continue doing, or do more of?

Please give this section to your unit clerk, or put it in the suggestion box at the Family Resource Centre at 100 Stokes Street, Room 1314 (main floor). You can also submit feedback online at <https://www.surveymonkey.com/r/B6RW2TX>