

# Your voice is important!

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.\*

## What We Learned:

- Clients agree that staff believe in their ability to change & grow
- Clinicians help clients make good choices & develop positive coping skills
- Caregivers feel involved, educated & supported
- The environment feels safe, soothing & confidential

## Our Opportunities for Growth:

- Shorter wait times and better access to services are needed
- Clients in the residential program want more activities to do in their free time

## Next Steps:

- The OPOC Pilot gave us a chance to try a new tool to gather client feedback
- We will evaluate the use of the OPOC on a wider basis so that we can consistently gather quality feedback to help better inform child & youth mental health services

\*This feedback is from an OPOC pilot project conducted in Timmins in February 2019. The results are based on only a small sample of clients and caregivers.

To learn more about the OPOC-MHA, please visit:  
[www.neofacs.org/OPOC](http://www.neofacs.org/OPOC)