

Chapter:	Client Services General	Policy Number	CG1102
Policy title:	Feedback from Clients, Volunteers, and the General Public		
Developed:	November 2011		
Revised:	December 2016, March 2022, May 2023, July 2023, August 2023		
Approved:	January 2024		
References:	Health Quality Ontario- Patient Relations Guidance Tools for Quality Improvement Patient Relations Guidance Tools for Quality Improvement - Health Quality Ontario (HQO) (hqontario.ca)		
Policy references:			
Approved by:	Tara Groves-Taylor, Chief Executive Officer		

Feedback from Clients, Volunteers, and the General Public

Policy

1. Community Healthcaring Kitchener-Waterloo (the Health Centre) encourages clients, volunteers, and the general public to provide feedback (comments, questions, suggestions) on the organization as a whole or the programs and services we offer.
2. Feedback provides the Health Centre with an opportunity to listen to those we work with and to integrate that feedback into planning for the organization.
3. Feedback may be given verbally, in writing, electronically, in person, and/or may be given anonymously.
4. Feedback received will form part of the Health Centre’s client survey process. Feedback will be collated and reviewed quarterly, and a report will be provided to the Chief Executive Officer (CEO). The CEO will determine when feedback needs to be escalated to the BOD, scheduled reporting will be monthly as needed. The CEO may escalate to the BOD immediately as needed.
5. Feedback requiring follow-up will happen within 3 weeks after the collection and report to the CEO.
6. Feedback cards (see Appendix A) will be available in both reception areas of the Health Centre. A locked feedback box will be available at both receptions for people to place their feedback cards in. Clients (those receiving services or attending programs) whose first language is not English can request assistance in filling out a feedback card. Whenever possible, an interpreter will be booked to assist the client. This support may occur as part of the scheduled program or service they are receiving. Clients who require assistance for other reasons will be supported by staff to fill out the cards.
7. Feedback cards will be printed in English. The Health Centre will help clients requiring assistance to fill out these cards.
8. Feedback cards will be collected on a weekly basis by the Facilities Administrator and the cards will

be provided to the Director of Health and Wellness who will bring it forward for leadership review/action. A quarterly report on feedback themes will be prepared by the Administrative Assistant and forwarded to the CEO. Quarterly Reports will be one aspect of the Health Centre client survey process.

9. When a client, volunteer, or member of the general public provides verbal feedback, the staff person will encourage the person to put it in writing. If the person does not wish to do so, the staff person gets the clients permission and completes the feedback card on behalf of the client.

10. Questions received on the feedback cards may be responded to through the Health Centre newsletter to provide that information to a broader group of people. When appropriate or possible, a response will be given to a specific question if the name and contact information is included on the feedback card. Where appropriate, the Health Centre will publicly acknowledge actions taken based on feedback via the website, social media, bulletin boards etc.

11. Feedback on new or additional services is welcomed. This feedback will be evaluated as part of the Quarterly Report review, using the Health Centre strategic planning document and relevant Health Centre policies and procedures.

12. Feedback provided electronically via the Health Centre's website is categorized based on functional centre and appropriate staff are assigned to field these communications. Where appropriate, staff will forward these communications to their respective Director or their designate who will bring it forward for leadership review/action. A quarterly report on feedback themes will be prepared and forwarded to the CEO. Quarterly Reports will be one aspect of the Health Centre client survey process.

This policy will be posted on the Health Centre website.



Community Healthcaring Kitchener-Waterloo Feedback Form

Date: _____ **Location** 44 Francis St. S.
 310 King St. E.

Who did you see today?

- | | |
|--|---|
| <input type="checkbox"/> Nurse, Doctor, Nurse Practitioner | <input type="checkbox"/> Dentist |
| <input type="checkbox"/> Counsellor | <input type="checkbox"/> Outreach |
| <input type="checkbox"/> Breastfeeding Buddies | <input type="checkbox"/> Health Wellness staff and programs |
| <input type="checkbox"/> Help with forms | <input type="checkbox"/> Chiroprapist |
| <input type="checkbox"/> Other | <input type="checkbox"/> Dietitian, Diabetes Program |

Thinking of your visit overall, what are two things we did well?

Thinking of your visit overall, what are two things that could be done better?

Any other feedback you would like to share with us that could help us do better?

How would you rate your visit today?

