

# CHATS 2017

## Client Experience Survey: Action Plans



In the Fall, we shared the results of our Spring 2017 Client Experience Survey. We shared that overall, clients were satisfied with the services provided by CHATS. We also shared the areas in which you identified, there were opportunities to do better. Your feedback went back to our teams for discussion and action planning. Each team was tasked with identifying 1-2 areas of improvement that they would focus on, during the remainder of this year.

As we enter the last part of this fiscal year, we thought we would share our action planning to date and continue to invite your input.

### Action Plan Highlights

Below, we highlight some the areas of focus, directly resulting from your feedback to us:

#### Home Adaptation & Maintenance

##### **What we heard from you:**

- We would like to have notice before service providers arrive at the home

##### **Our plans for improvement:**

- We have communicated with all providers that they are to call the client or HAMP (who will then notify the client) prior to delivering services for all services other than snow removal.



#### Respite

##### **What we heard from you:**

- We would like more consistency in the staffing for respite care.

##### **Our plans for improvement:**

- We are working with our Service Coordination team to enable the most consistency possible. When there are changes in staffing, we will communicate these to clients/caregivers and where there are options as to how to fill a schedule, we will work in partnership with clients/caregivers to find the best solution.

#### Home Help

##### **What we heard from you:**

- We want to have more personalized relation with CHATS

##### **Our plans for improvement:**

- We have provided this feedback to our office staff that speak with you on a regular basis. We are working to help them to have sufficient time with you on the phone and to ensure your experience is more personable.



#### Assisted Living

##### **What we heard from you:**

- We want to ensure that the staff truly understand our individual needs and address these needs in our care plans.

##### **Our plans for improvement:**

- We are working with our supervisors to ensure they are using a variety of approaches to fully understand the needs of clients including taking sufficient time during assessment meetings, using language interpreters when needed, using active listening skills.
- We are working with our Personal Support staff to use a translator App on their phone for quick conversations, to ensure they ask clients how they can help them and to review and ensure understanding of the care plans.

## Adult Day Services

### **What we heard from you:**

- We would like to see more physical activity in the programs and more simplified activities for clients with dementia.
- We would like to see more use of technology in the day programs.

### **Our plans for improvement:**

- We are working with our teams at all 6 sites to explore new and innovative programs and to incorporate this into our long-range programming.
- We applied for and received funding to develop a Seniors Technology Lab at our Aurora site. This programming will be accessible to and benefit our ADP clients as well as community clients.

## Transportation

### **What we heard from you:**

- We would like a better way of identifying volunteer vehicles and volunteer drivers.
- We would like consistency in the labelling of CHATS paid driver vehicles.



### **Our plans for improvement:**

- We have reminded all volunteer drivers to call the day prior to the drive and have asked them to now describe the vehicle they will be driving. We have also reinforced the importance of displaying the Volunteer sign in their vehicle and wearing their CHATS Volunteer Identification.
- We have asked all paid drivers, when confirming a drive to let clients know if they have a vehicle with a CHATS label or an iRIDE label. Over time, as vehicles are replaced, all CHATS vehicles will have the iRIDE logo. Drivers now have iRIDE jackets and hats to assist with identification.



## Caregiver Education and Counselling

### **What we heard from you:**

- We would like to see an expanded geography (Stouffville and Barrie).

### **Our plans for improvement:**

- We are working to expand service to include Stouffville. Unfortunately, Barrie is outside of CHATS area, but we will connect clients/caregivers to a partner agency in Barrie should the need arise.

## Diners/Wellness Programs

### **What we heard from you:**

- We would like to see more variety in the programming and food options and consider increasing the length of the programs.

### **Our plans for improvement:**

- We will work with each program individually to ensure a regular opportunity for input into programming.
- We will consider a program charter to establish group norms and wishes to ensure the programs reflect the collective needs of the clients.

**Once again, your feedback was highly valuable. As you can see, our teams are using your input to make changes and to continue to improve services at CHATS.**

**We are always open to feedback and would encourage you to speak to our staff in person, call us, write or email, at any time.**



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