

**Policy:**

It is the purpose of this policy to establish a systematic approach to obtaining feedback from individuals supported and/or their guardians, regarding the quality and effectiveness of the services and supports provided to them by Palmer's Home Care. All feedback provided will be analyzed to identify common themes, areas of improvement needed, and to address any concerns noted by either individuals or their guardians.

**Individual Meetings:**

Individuals can provide feedback regarding their services and support, and they will be given the opportunity to meet with their House Manager (HM) and/or Degreed Professional Manager (DPM) at least once per month. Additionally, once annually, a member of the administration team will meet one-on-one with the individual, separate from the House Manager and ISL staff. All meetings will be documented and submitted to the administrative team for review, who will work with the HM and/or DPM to generate an action plan to address any concerns noted. Action plans will outline specific steps to be taken, with reasonable timelines, to address concerns and improve services.

**Satisfaction Surveys:**

In addition to monthly meetings with the individual supported, Palmer's Home Care will also solicit input from the individuals' guardians and family members involved in their care via a Satisfaction Survey, which will include both specific questions regarding the individual's care and open-ended questions, giving the respondent the opportunity to provide additional input. These Satisfaction Surveys will be sent out annually, around June 15<sup>th</sup>. Responses will be collected and reviewed by the administrative team, who will work with the HM, DPM, and possibly the survey respondent to generate an action plan to address any concerns noted. Action plans will outline specific steps to be taken, with reasonable timelines, to address concerns and improve services.

**Comments:**

All feedback provided by individuals supported and their guardians/family members will be treated with confidentiality and respect. Feedback will be used to drive continuous improvement efforts across all aspects of our services provided.