

**OHIO NETWORK FOR INNOVATION (ONI)
INDIVIDUALS SATISFACTION WITH SERVICES DELIVERED POLICY**

I. SUBJECT

All Directors of Operation, Supervisors of Direct Support Professionals, Direct Support Professionals, and Volunteers of ONI shall abide by the policy outline. No provider associate shall seek special privileges, criticize employees publicly, disclose confidential information or consider a complaint by or against an employee, service, or program of the provider.

II. PURPOSE

In compliance with ORC 5123:2-2-08(D)(1), (agency name) will ensure individuals have the opportunity to provide feedback concerning the support services delivered by the agency.

III. POLICY

ONI recognizes the importance of involving those individuals receiving services and their families in the planning process and believes that every opportunity should be given for individuals being served to have impact on the service delivery system. The intent is to encourage personal involvement in the development of supports that promote the integration and growth of each person in the environment of their choice.

IV. APPLICATION

ONI will, at least once every twelve months, conduct an anonymous satisfaction survey with the individuals who receive services from ONI. Individuals and families will also have the option to fill out a satisfaction survey at any time upon request. The data compiled from survey will be reviewed by the CEO or designee and the leadership team and will be used to enhance services. A year to year comparison will be analyzed to ensure agency mission is being achieved.

V. DEVELOPMENT OF PROCEDURES

ONI and/or board of directors authorizes the CEO or designee to develop and implement written procedures consistent with agency policy and applicable rules, regulations, and statutes.

Adopted:

Revised: