

## Opportunities for Input and Feedback

As a consumer of our services you will have an opportunity to provide input and feedback in the following ways:

At the time of intake by choosing the day, time, and support people you would like to have present.

During the person centered planning process as you and the counselor develop your plan to reach your goals.

At each session you will be asked to rate your progress toward your goals.

Comment cards located in the waiting room telling us what you like and what you would like to see improved.

At your annual person centered plan review.

During annual satisfaction surveys.

At the time your case is closed.

When you receive a 90-Day follow up survey call from our staff after your case has been closed.

## Westlund Guidance Clinic: Helping People Since 1942

The staff at the Westlund Guidance Clinic realize that life is full of challenges. It is our pledge to help you through those challenges with respect, dignity, and understanding. Everyone at some point in their lives has had personal issues, issues with family, and loss. Seeking help is not admitting failure or assigning blame.



carf



WESTLUND  
GUIDANCE CLINIC

A Subsidiary of SVRC Industries

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WESTLUND  
GUIDANCE CLINIC

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*Consumer Input  
and Customer  
Service*



*A Tradition of Caring  
for People of All Ages*

# Welcome to Westlund Guidance Clinic



The Westlund Guidance Clinic, a CARF accredited agency, has assessment and counseling services for adults, children, and families experiencing problems with their social, emotional, and behavioral functioning or mental health. We treat all people with dignity and respect.

We know that people feel anxious or uncertain at first and we strive to explain services clearly and to help you feel comfortable using our services.

We value your input and provide you with opportunities to tell us what you value about our services and what you would like us to improve to best meet you or your families' needs.

## Consumer Feedback In 2009

The following consumer statements were taken from satisfaction surveys.

"My siblings and I came here back in 1979 after our father died. I came back because I feel very comfortable".

"My son's behavior has improved tremendously since coming to Westlund"

"We are very happy with our counselor, his ideas and treatment plans calm us down as he helps us with our full advice".



"I have suggested Westlund to other people".

"Everything I have seen so far is good, I hope to see more of what this clinic has to offer, I look forward to it".

"Since my son has been coming to see his counselor he has learned to deal with his problems, he says he wants to grow up, just keep doing what you are doing".

## 2008 Survey Results

These responses were gathered and summarized from questions asked to active consumers as they relate to client satisfaction and effectiveness of services:



96% of consumers responded that the counselor understood the concern and goal for seeking services.

98% of consumers responded that they were clear about their rights as a user or our services.

88% of consumers responded that improvement was made as a result of using services.

98% of consumers responded that they would return to the clinic for services in the future.

98% of consumers responded that they would recommend clinic services to others.