

Policy No. 6  
Replaces Policy No. 6

Issued: 08-27-97  
Revised: 11-13-24  
Reviewed: 11-13-24

SUBJECT: Obtaining Input from Stakeholders

PURPOSE: Woodhaven is committed to obtaining and utilizing input from people we support, families/guardians, staff, funders and other stakeholders.

PRINCIPLE: Our services are designed around the needs of the people receiving services in a way that is responsive to their expectations, and relevant to maximum participation in the environments of their choice.

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**Consumer Satisfaction Surveys** will be conducted annually in all program units to obtain input from the individuals receiving support of their desires, satisfaction with current supports and future plans. Guardians/advocates will also receive a satisfaction survey annually for their input. Information from the surveys will be tallied and reviewed by the Director of Quality Assurance. The Director of Health Services and Quality Assurance will share appropriate outcome results information with staff, persons supported, guardians, funders and other stakeholders.

When stakeholders identify concerns during the survey process, the organization establishes a plan of action to address those concerns.

The Quality Enhancement Team will be responsible for revising the surveys as may be deemed necessary to use information gained through the surveys in future planning and evaluation.

**Individuals Home Meetings** - Home and Program meetings involving the people supported will be held one time each month when applicable. The meeting will allow the individuals supported the opportunity to voice issues of concern. The meeting will also afford the staff the opportunity to educate the people on their human rights, employment opportunities, social skills, inclusion, relationships, etc. Minutes will be kept on file in the Director of Health Services and Quality Assurance's office and the Director of Program's office for future reference.

**Participation in Agency Meetings** - The individuals receiving support will be offered the opportunity to participate as members on the Leaders Embracing Advocacy and Diversity (LEAD) Council.

The Chief Development Officer will use this forum to educate persons supported on topics that will promote self-sufficiency and informed choice. They will address concerns with the Chief Operating Officer and Director of Residential. Minutes will be taken at these meetings and a copy of these minutes will be located in the Chief Development Officer's office.

**Employees** – Annually Woodhaven conducts employee satisfaction surveys and trends and concerns identified are addressed in a plan of action by each department. See the Work Culture/Employee Opinion survey results in the Annual Report.

Employees are given the opportunity to assess the performance of their supervisors during the annual performance appraisal period.

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**Employee Relations Committee:** The Employee Relations and Belonging Committee's are designed as an advisory team to the Chief Executive Officer, Chief Operating Officer, Leadership Team and employees to assure Woodhaven obtains and maintains competent, ethical and qualified staff to provide the services essential to the achievement of its stated goals, enhance the employability of persons with disabilities and assure non-discrimination policy, procedures and rules with regard to race, color, creed, religion, sex (except where gender is a Bonafide occupational qualification), age, national origin, disability, marital status, sexual orientation, cultural, language and socio-economics status.

Reviewed by: \_\_\_\_\_ Date: \_\_\_\_\_  
Chief Executive Officer

Approved by: \_\_\_\_\_ Date: \_\_\_\_\_  
Board of Directors President