

## SUGGESTION BOX REPORT

Status Update for Suggestions Received May 2018 – September 2018

Submitted: December 5, 2018

Beginning April 1, 2005, suggestion boxes were installed in the lobbies of WCMHS' Mason County, Oceana County and Lake County sites. The purpose of these boxes is to provide consumers with an opportunity to provide WCMHS with anonymous suggestions, complaints, and compliments. All "suggestions" are reviewed and shared with appropriate WCMHS staff. Below is a list of suggestions received for the period of May 2018-September 2018, and responses from WCMH.

Suggestion:	Received From:	Current Status:
Fewer contacts – monthly to bi-weekly	Ludington	Thank you for this message, and we ask that you please follow up with your care manager. WCMH schedules time with consumers based upon individual therapeutic needs.
Several requests for Internet use for WCMH consumers	Ludington and Hart	The current Wi-Fi is set up for WCMH only. WM will continue to investigate the possibility of setting up a secure guest Wi-Fi at some point in the future.
Recommend activity sheets for word searches and coloring. Tic tac toe for adults.	Baldwin, Hart, Ludington	This is a great suggestion and the front desk staff at each site will find activity sheets via the Internet that are appropriate for different age groups to have available for people in the waiting room.
Have candy for everyone.	Ludington	WM has to consider each individual's dietary needs and concerns. Therefore, WM has determined not to have candy available at all times. WM does have treats available at different times of the year for different occasions.
"I'm writing to tell you how much I appreciate the ACT Team. I have been on the ACT Team ever since it started 20+ years ago. It has never been as good as it is now. The ACT workers are great, down to earth people. The help & therapy I receive is just so much better than it used to be. We do a lot more activities. They are all really easy to work with. I feel comfortable with each and every one of them. I don't think they get enough recognition for all they do. They sure help me. If it wasn't for them I wouldn't be here today. Please give them many thanks and appreciation. let them know how great I think they are doing."	Hart	Compliment - thank you! This has been shared with staff.

"I'm writing to tell and let you know how helpful and caring the secretaries are here at the front desk at CMH in Hart. They all go out of their way to help. Wonderful people that they are they need to be let known by the upper hand. They need a big hand and a high five."	Hart	Compliment - thank you! This has been shared with staff.
"MI Adult staff have helped me with a major problem. They are helping to keep me safe. All good about them both."	Hart	Compliment - thank you! This has been shared with staff.
Bigger waiting room. Coloring, drawing area, tablet area. Will help kids wait better. Will help others be calm.	Hart	Since this suggestion was written, the Hart waiting area has been remodeled. It is hoped that this will help with some of the issues. WM is still unable to provide Internet for our consumers; however, we are looking into books and activity sheets for all WM waiting areas. Check with the front desk staff for activity sheets.
"Your yard and parking area should not look messy."	Hart	Thank you for your input. We will look into it.
"Books for all ages. Will help reading for kids."	Baldwin, Hart, Ludington	Thank you – good idea. WM will look into obtaining some books for the lobby. This applies to all locations.
"Colder water, vending machine, more water fun times, a lunchroom for the workers."	Hart	Please talk to your care manager about water activities. At this time it is not possible to have vending machines or space for a lunchroom.
"We need a coffee area in lobby."	Baldwin, Hart, Ludington	This applies to all WM locations. WM is unable to accommodate this request for safety reasons. Speak with front desk staff, and they will accommodate individual coffee requests, if it is possible.
"Changing table in the Men's Room."	Ludington	Good suggestion - thank you. WM is researching this option.
"I love you all."	Ludington	Compliment – thank you! (We love you, too!)