

*C'EST BON
CONSUMER
SURVEY
SFY24 REPORT*

*Caring Choices – Alexandria Behavioral
Health Clinic*

October and November 2023

C'EST BON CONSUMER SURVEY FOR CARING CHOICES – ALEXANDRIA BEHAVIORAL HEALTH CLINIC-SFY24

C'est Bon Survey Program
Caring Choices – Alexandria Behavioral Health Clinic

C'est Bon is a program of the Louisiana Office of Behavioral Health through the State Behavioral Health Planning Council. The program employs a specially trained team of behavioral health peers and family members who evaluate services from the persons served point of view. The team interviews some of those served at the clinic regarding the quality of services. The team then analyzes the information obtained. The data is reviewed by the Louisiana Office of Behavioral Health and then presented in a report as feedback to facility managers and their staff. The purpose of the *C'est Bon* survey is continuous quality improvement of both services and facilities. Our greatest goal is to help the behavioral health system work for all by encouraging those involved to work together.

In October and November of 2023 the C'est Bon team surveyed a convenience sample of the persons served at the Caring Choices – Alexandria Behavioral Health Clinic. The survey consisted of two parts. Part A is qualitative. Part B is quantitative. The following sections provide results for both Part A and Part B.

Part A is qualitative, which includes four open-ended questions. The following was asked for:

- Positive comments or compliments about the services.
- Concerns or complaints about the services.
- What makes it hard for you to get the services you need?
- If you could change anything about the services/doctor/counselors at the clinic, what would you change, add or improve?

Part A. Qualitative

Tell me some positive comments or compliments about the services you receive.

There were 232 positive responses to this question from those surveyed. The majority of comments were regarding the Staff, Counselors, Doctors, and Clinic/Services noting their positive personal characteristics, concern/supportiveness, competency, dependability, helpfulness, dedication, and punctuality.

All of the actual comments are listed below. Each of the categories accounted for 10% or more of the comments received. In total, they comprise 100% of all positive comments.

Staff (35% of positive comments):

- Positive personal characteristics: “All staff is nice” “All staff is polite” “All staff is sweet” “All workers are nice” “Everybody has been super nice” “Everybody here is so nice” “Everybody is really nice” “Everybody is respectful” “Everybody is very nice here” “Everyone is nice” “Everyone is very nice” “Everyone is welcoming” “I like everyone” “I like them” “I like all the staff” “People are nice” “Staff is always nice” “Staff is friendly” “They are all respectful” “The people have been very nice to me” “The staff is very friendly” “They all are nice here” “They all make you feel very welcome” “They all seem very nice” “They are so sweet here” “They are all nice” “They are all so nice” “They are always nice” “They are very nice” “They have good personalities” “They are pretty well mannered here” “They are nice”
- Concern/Supportive: “All staff is understanding” “Staff listens” “All staff is concerned” “They really take care of me” “They are very concerned about my health” “They listen”

C'EST BON CONSUMER SURVEY FOR CARING CHOICES – ALEXANDRIA BEHAVIORAL HEALTH CLINIC-SFY24

“They work with you” “They listen” “They are great at listening” “They care about you”
“They really care about you” “They make you feel like family”

- Competency: “Staff is pretty good” “They are good at getting my meds when I have trouble”
“Staff is good” “They’re always good to me” “They are all good” “All are good to me”
“They are very good people” “The staff is good” “They’re always good” “Everybody is great”
“The whole team is good” “They’ve all been good to me” “They are all great people”
“They are good” “Everyone is great” “Everyone is good” “They are all good”
- Dependability: “They want you to meet the requirement for appointment” “The staff acts”
“I’ve never had a problem with them” “The staff is very attentive” “They are very welcoming”
“Everybody pays attention to your needs”
- Helpfulness: “The whole team is helpful with anything you need” “All staff is helpful”
“Everybody has been very helpful” “Everybody is conducive” “Everybody is helpful” (x2)
“They got me on track” “They help me with meds” “They make things better for me”
“They helped me a lot” “They help me a lot with my meds” “They’ve helped me a lot”
“They’ve helped me through my darkest time”
- Punctuality: “The staff is timely” “The staff is down to the point”

Counselor (22% of positive comments):

- Positive personal characteristics: “Emily is awesome” “Emily is sweet” “I like Kristina”
“I like James ‘Jed’ Dance” “I like Mr. Cliff” “I like my counselor, John” “I love Kayla”
“I like my counselor, Mr. Eric” “I love my therapist, Heather” “Kristina is nice”
“I really like James Dance, my therapist” “Ms. Kristina, my counselor, I love her”
“Ms. Heather, my counselor, I am very happy with her” “Ms. Kristina is kind”
“Ms. Kristina, my counselor, is awesome” “My counselor, Ms. Naomi, is very nice”
- Concern/Supportive: “Counselor John is always showing concern”
“Counselor John is always showing care” “I can talk to him about anything”
“Eric genuinely cares about you”
- Competency: “Alicia is good at what she does” “Eric Blair is probably the best in the city”
“Dani is pretty good” “Emily is good” “Eric Blair is real good” “Eric is very qualified”
“I have two good counselors, Lisa and Eric” “Kristina is good” “Kristina is great”
“Mark is good at what he does” “Mark is good” “Marsha is good at what she does”
“Megan is good at what she does” “Megan is good” “Mr. John Crawford answers wisely”
“Mr. John Crawford, he is great” “Mr. John does good work”
“My counselor, Eric Blair, is the best in the whole state”
- Dependability: “I feel very well accommodated by John” “Emily doesn’t judge”
“I can talk with counselors as long as I like”
- Helpfulness: “Crystal Hill tries to get me to the correct person to help with my needs”
“John helps set goals and knock them down one at a time” “Ms. Kristina is helpful”
“Ms. Heather, my counselor, has helped me a lot” “Mr. John is very helpful”
“Mr. John Crawford tell you right from wrong” “Kristina is encouraging” “Kristina is helpful”
- Dedication: “Alicia looks as though she was made for that job”

C'EST BON CONSUMER SURVEY FOR CARING CHOICES – ALEXANDRIA BEHAVIORAL HEALTH CLINIC-SFY24

“Marsha looks as though she was made for that job”

“Megan looks as though she was made for that job”

Doctor (22% of positive comments):

- Positive personal characteristics: “Dr. Bolwahnn is amazing” “I am pleased with my doctor” “Dr. Bolwahnn is sweet” “Dr. Bolwahnn is so nice” “Dr. Fillette is nice” “I like Dr. Hogue” “Dr. Fitzgerald is nice” “I am very happy with Dr. Fillette” “I like Dr. James ‘Jed’ Dance” “I love Dr. Bolwahnn” “I love Dr. Pugh” “I like Dr. Bolwahnn” “I really enjoy Dr. Fillette” “I really like Dr. Bolwahnn” (x2) “I really like Dr. Fitzgerald” “Very pleased with Dr. Alicia” “I am pleased with my psychiatrist”
- Concern/Supportive: “Dr. Fitzgerald – we laugh and talk” “Dr. Alicia is so understanding” “Dr. Bolwahnn listens” “Dr. Fitzgerald really listens” “My doctor seems concerned” “Dr. Fitzgerald called to talk to me about my appointment” “Dr. Bolwahnn listens”
- Competency: “Dr. Bolwahnn is really good at redirecting my train of thoughts” “Dr. Alicia is great” “Dr. Alicia is very good people” “Dr. Bolwahnn gives good advice” “Dr. Alla is great” “Dr. Alla she’s a good doctor” “Dr. Bolwahnn does good work” “Dr. Bolwahnn is a good doctor” “Dr. Fillette is good” “Dr. Fillette is very good” “Dr. Fillette is very informative” “Dr. Hogue is great” “Dr. Alicia is good”
- Dependability: “I love that I can call and say I have an emergency” “Dr. Alla is attentive” “Dr. Bolwahnn is always available” “I feel very well accommodated by Dr. Fitzgerald” “In any crisis, Dr. Fitzgerald is there in a moment’s notice”
- Helpfulness: “Dr. Fitzgerald said they can help me” “Dr. Fillette has helped me out a lot” “Dr. Alicia is so helpful” “Dr. Alla is very helpful” “My doctor wants to help”
- Dedication: “I trust Dr. Bolwahnn with a lot of stuff” “Dr. Fillette, I trust him”

Clinic/Services (10% of positive comments):

- “They have good customer service” “Everything is good” “It feels safe” “Everything is pretty good” “I appreciate the good service” “I don’t have anything bad to say” “I enjoy the women’s group” “I have made a lot of progress since coming here” “I like it here” “I like the services I receive from here” “I love how I can get my medication” “I like the place” “The clinic has always provided the perfect services for me” “It’s a blessing coming here” “I like the services” “It’s a good environment” “It’s a really good place” “It’s all good” “It’s been very effective” “When it comes to state run facilities, this place is top-notch” “Service is good” “The service is good” “I like the hospital area”

Some of the remaining 11% of positive comments described the Nurses, Social Workers, Receptionist/Front Desk, and Security Officer, regarding positive personal characteristics, concern/supportiveness, competency, and helpfulness.

The remaining comments are listed below. Each of the categories fell below the 10% majority of comments.

- Nurses: “The nurse, Linda, is nice” “Nurse Linda is personable” “Ms. Marsha is wonderful” “Marsha is very good people” “Ms. Marsha is a very good person” “Ms. Marsha is so helpful” “Ms. Marsha is a very good person” “My nurse, Lisa, takes a generous leap into the patient”

C'EST BON CONSUMER SURVEY FOR CARING CHOICES – ALEXANDRIA BEHAVIORAL HEALTH CLINIC-SFY24

“Nurse Linda is always sweet” “My nurse, Lisa, is fantastic” “Marc is my favorite nurse”
“My nurse, Lisa, is upbeat” “The nurses are very friendly” “Marsha is so understanding”
“My nurse, Lisa, is always smiling” “Marc Champagne is a very welcoming person”
“Ms. Marsha is so understanding” “Ms. Marsha is an awesome nurse” “Marc is great”

- **Social Worker:** “Ms. Kristi is awesome” “Ms. Kristi is wonderful”
“Ms. Mean she’s awesome” “Ms. Mean helps me a lot”
- **Receptionist/Front Desk:** “Receptionists are good”
- **Security Officer:** “The security officer is nice”

Tell me any concerns or complaints you have about the services you receive.

Ninety-two clients expressed that they had no concerns or complaints about the services. There were eleven suggestions from individuals surveyed that reflected concerns or complaints about the services and wait time.

All of the actual comments are listed below.

- “My son’s therapist tries to be my therapist”
- “Can’t get people on the phone. I left two messages”
- “Ms. Fitzgerald is very stuck in her ways. I feel a little judgement from her”
- “Dr. Fitzgerald is not helping me”
- “Mary Fitzgerald cut two of my medicine before even seeing me”
- “I don’t like Dr. Fillette. He’s not given me my medicine. He’s cutting it all out”
- “Wait times”
- “Security checking purses”
- “No one calls you back”
- “Doesn’t take care of problems”
- “Change counselors often”

What makes it hard for you to get the services you need?

Sixty-five expressed that they had no difficulties in getting needed services. There were thirty-seven comments from the persons surveyed which reflected difficulties in accessing services. Most of the difficulties faced by those surveyed were scheduling conflicts and transportation.

All of the actual comments are listed below.

- “Appointment time”
- “Coping skills”
- “Dr. Fillette”
- “Dr. Fitzgerald”
- “Hard to find my medication at certain pharmacies”
- “My own scheduling because of work”
- “Job” (x7)
- “Transportation” (x24)

If you could change anything about the services/doctor/counselors at the clinic, what would you

C'EST BON CONSUMER SURVEY FOR CARING CHOICES – ALEXANDRIA BEHAVIORAL
HEALTH CLINIC-SFY24

change, add or improve?

Seventy-nine responders indicated that nothing needed to be changed, added, or improved. There were twenty-three suggestion made for changes, additions and improvements. The responses received suggested improvements in communication, staffing, treatment and access to snacks.

All of the actual comments are listed below.

- “Would help to get text messages before my appointments”
- “I have missed appointments. It would be good if counselors called to see if I’m okay because sometimes I’m not.”
- “Have someone on staff that can answer emergency phone calls and direct you to the right person”
- “Need more services for self”
- “She may decide to take my meds away, afraid to change doctors”
- “I want her to be fired, Dr. Fitzgerald. She has ran off several other patients”
- “I would like to change doctors, or I feel like I will quit coming here”
- “They use the same pen when we fill out the Covid form. They never change it.”
- “Start feeding people, keeping you here for three hours”
- “Getting meds on time”
- “Change my doctor”
- “Vending machines in the lobby”
- “Accessibility”
- “Wait time”
- “Call you back”
- “Try to help you or get more advice”
- “Need more staff”
- “Easier to see doctor when needed”
- “Request to keep Marc here”
- “Group sessions”
- “More staff like them”
- “More open to helping clients more”
- “Dr. Alla is hard to understand”

C'EST BON CONSUMER SURVEY FOR CARING CHOICES – ALEXANDRIA BEHAVIORAL
HEALTH CLINIC-SFY24

Part B. Quantitative

In this section, there are 31 questions that are graded with grading scale A-F (A for Excellent, B for Very Good, C for OK, D for Poor, and F for Failing), 2 questions that are simply answered yes or no and 9 questions that are graded with a scale of: strongly agree, agree, neutral, disagree and strongly disagree.

The questions were adapted from the MHSIP (Mental Health Survey Improvement Program) consumer survey prototype developed by the National Center for Mental Health Services measuring 8 domains:

- **ACCESS** refers to the degree to which services are quickly and readily obtainable. This includes the responsiveness of the system to individual and cultural needs and the availability of a wide array of relevant services.
- **APPROPRIATENESS** – Appropriate services are those that are individualized to address a consumer’s strengths and weaknesses, cultural context, service preferences and recovery goals.
- **OUTCOMES** are reflected by the extent to which services provided have a positive or negative effect on their well-being, life circumstances and capacity for self-management and recovery.
- **PARTICIPATION** is an indicator of the degree to which consumers participate in treatment decision-making.
- **MEDICATIONS** – refers to the effectiveness in controlling symptoms and the doctor’s response to side effects.
- **GENERAL SATISFACTION** measures the client’s overall perception of the clinic and its services.
- **FUNCTIONING** measures changes in the client’s capacity to meet the challenges of daily living.
- **SOCIAL CONNECTEDNESS** measures the degree and quality of relationships that the client is able to manage.

C'EST BON CONSUMER SURVEY FOR CARING CHOICES – ALEXANDRIA BHC-SFY24

PERCENT RESPONSES PER QUESTION GROUPED BY PERFORMANCE INDICATOR FOR FISCAL YEAR = 2024	Percent Responses for Clients Responding to Question					PERCENT TOTAL	CLIENT COUNT
	A - Excellent	B - Very Good	C - OK	D - Poor	F - Failing		
ACCESS							
Item 1-How would you grade the location of the services?	39.4%	37.4%	21.2%	2.0%		100.0%	99
Item 2-How would you grade getting phone calls returned promptly?	57.9%	28.4%	11.6%	1.1%	1.1%	100.0%	95
Item 3-How would you grade getting services at times that were good for you?	65.7%	29.3%	3.0%	2.0%		100.0%	99
Item 4-How would you grade seeing a psychiatrist when you need to?	65.3%	29.6%	2.0%	2.0%	1.0%	100.0%	98
Item 6-How would you grade the willingness of the staff to see you as often as necessary?	65.7%	31.3%	2.0%		1.0%	100.0%	99
Item 7-How would you grade your ability to get all the services you thought you needed?	59.6%	33.3%	5.1%	1.0%	1.0%	100.0%	99
APPROPRIATENESS							
Item 10-How would you grade doctor/counselor giving you information about your rights?	66.0%	28.9%	2.1%		3.1%	100.0%	97
Item 12-How would you grade doctor/counselor helping you obtain the information you need to manage your illness?	67.7%	22.2%	4.0%	4.0%	2.0%	100.0%	99
Item 13-How would you grade doctor/counselor encouraging you to use consumer-run programs?	62.9%	25.8%	7.9%	1.1%	2.2%	100.0%	89
Item 15-How would you grade staff's belief that you could grow, change and recover?	66.7%	30.3%	2.0%		1.0%	100.0%	99
Item 16-How would you grade staff's respect for your wishes about who is and who is not to be given information about your treatment?	75.8%	20.2%	2.0%	2.0%		100.0%	99
Item 17-How would you grade staff's encouragement of you to take responsibility for how you live your life?	70.1%	23.7%	3.1%	2.1%	1.0%	100.0%	97
Item 30-How would you grade how well the staff told you what side effects to watch out for?	63.0%	30.4%	3.3%		3.3%	100.0%	92
Item 5-How would you grade staff's sensitivity to my cultural background?	73.2%	21.6%	4.1%	1.0%		100.0%	97
Item 9-How would you grade doctor/counselor being open to your complaints?	65.5%	28.7%	2.3%	1.1%	2.3%	100.0%	87
PARTICIPATION							
Item 14-How would you grade doctor/counselor involving you in deciding your treatment goals?	64.6%	27.3%	2.0%	3.0%	3.0%	100.0%	99

C'EST BON CONSUMER SURVEY FOR CARING CHOICES – ALEXANDRIA BHC-SFY24

Item 8-How would you grade doctor/counselor being open to questions about your treatment and medications?	70.1%	24.7%	2.1%	1.0%	2.1%	100.0%	97
OUTCOME							
Item 19-How would you grade how well the services have helped you deal more effectively with your daily problems?	52.5%	37.4%	9.1%		1.0%	100.0%	99
Item 21-How would you grade how well the services have helped you cope with a crisis?	56.7%	30.9%	9.3%	1.0%	2.1%	100.0%	97
Item 22-How would you grade how well the services have helped you get along better with your family?	50.0%	35.7%	11.2%	1.0%	2.0%	100.0%	98
Item 23-How would you grade how well the services have helped you do better in being able to work?	71.4%	19.6%	5.4%	1.8%	1.8%	100.0%	56
Item 24-How would you grade how well the services have helped you do better with your leisure time?	51.0%	36.5%	9.4%	1.0%	2.1%	100.0%	96
Item 25-How would you grade how well the services have helped you improve your housing situation?	66.7%	24.2%	6.1%	1.5%	1.5%	100.0%	66
Item 28-How would you grade how well the services have helped you do better at being able to control your life?	59.2%	32.7%	7.1%		1.0%	100.0%	98

Items from the previous table with a combined percentage of A & B scores less than 80%

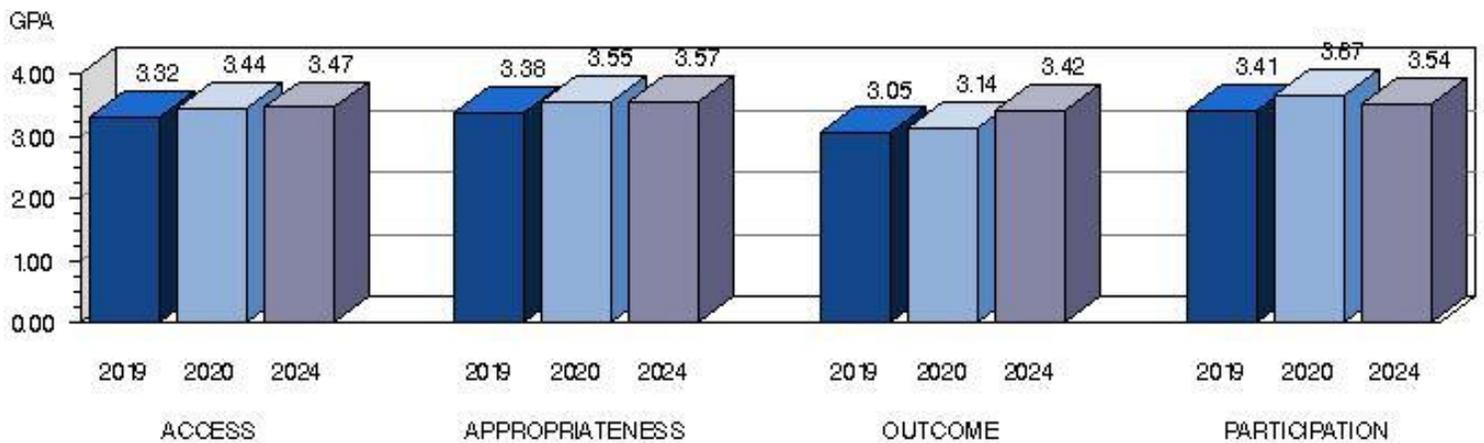
Items from the previous table with a combined percentage of A and B scores less than 80%	
Item 1-How would you grade the location of the services?	76.8%

PERCENT RESPONSES PER QUESTION FOR GENERAL SATISFACTION FOR FISCAL YEAR = 2024	Percent Responses for Clients Responding to Question		PERCENT TOTAL	CLIENT COUNT
	Yes	No		
Item 32-If you could go anywhere you wanted for services, would you continue to come here?	93.8%	6.2%	100.0%	97
Item 33-Would you recommend this clinic to a friend or family member?	95.9%	4.1%	100.0%	97

C'EST BON CONSUMER SURVEY FOR CARING CHOICES – ALEXANDRIA BHC-SFY24

The following bar graph represents the average grade rating across all performance indicators from questions 1 – 28 above and a comparison to previous clinic visits.

C'EST BON CONSUMER SURVEY FOR CARING CHOICES OF PINEVILLE



GPA is average of grade ratings across all items of performance indicator.
 Item 34 is excluded from Outcome domain due to difference in scales.

C'EST BON CONSUMER SURVEY FOR CARING CHOICES – ALEXANDRIA BHC-SFY24

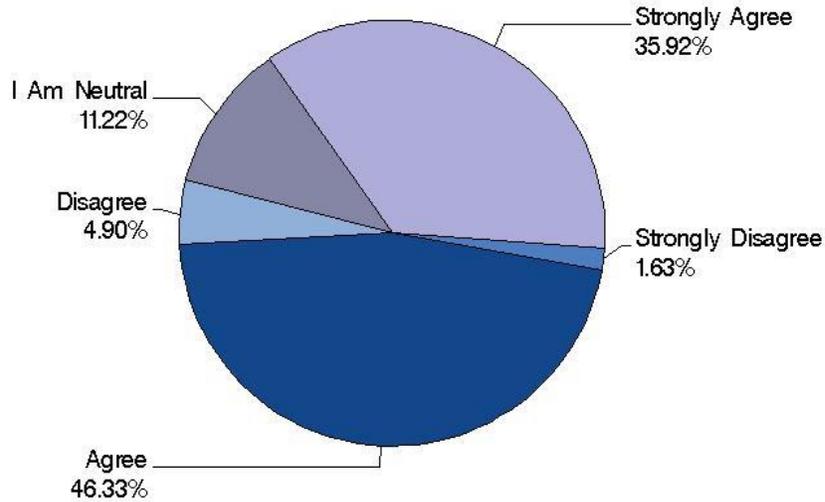
PERCENT RESPONSES PER QUESTION GROUPED BY PERFORMANCE INDICATOR FOR FISCAL YEAR = 2024	Percent Responses for Clients Responding to Question					PERCENT TOTAL	CLIENT COUNT
	1 - STRONGLY AGREE	2 - AGREE	3 - I AM NEUTRAL	4 - DISAGREE	5 - STRONGLY DISAGREE		
FUNCTIONING							
Item 34-My symptoms are not bothering me as much.	36.7%	42.9%	12.2%	4.1%	4.1%	100.0%	98
Item 35-I do things that are more meaningful to me.	34.7%	51.0%	5.1%	8.2%	1.0%	100.0%	98
Item 36-I am better able to take care of my needs.	39.8%	45.9%	10.2%	4.1%		100.0%	98
Item 37-I am better able to handle things when they go wrong.	31.6%	51.0%	14.3%	2.0%	1.0%	100.0%	98
Item 38-I am better able to do things that I want to do.	36.7%	40.8%	14.3%	6.1%	2.0%	100.0%	98
CONNECTEDNESS							
Item 39-I am happy with the friendships I have.	32.6%	50.5%	10.5%	3.2%	3.2%	100.0%	95
Item 40-I have people with whom I can do enjoyable things.	35.7%	46.9%	9.2%	2.0%	6.1%	100.0%	98
Item 41-I feel I belong in my community.	31.6%	50.0%	9.2%	3.1%	6.1%	100.0%	98
Item 42-In a crisis, I would have the support I need from family or friends.	50.0%	38.8%	6.1%		5.1%	100.0%	98

C'EST BON CONSUMER SURVEY FOR CARING CHOICES – ALEXANDRIA BHC-SFY24

The following pie charts signify the percentage for each answer given for both performance indicators on the previous table.

C'EST BON CONSUMER SURVEY FOR CARING CHOICES OF PINEVILLE
FISCAL YEAR= 2024

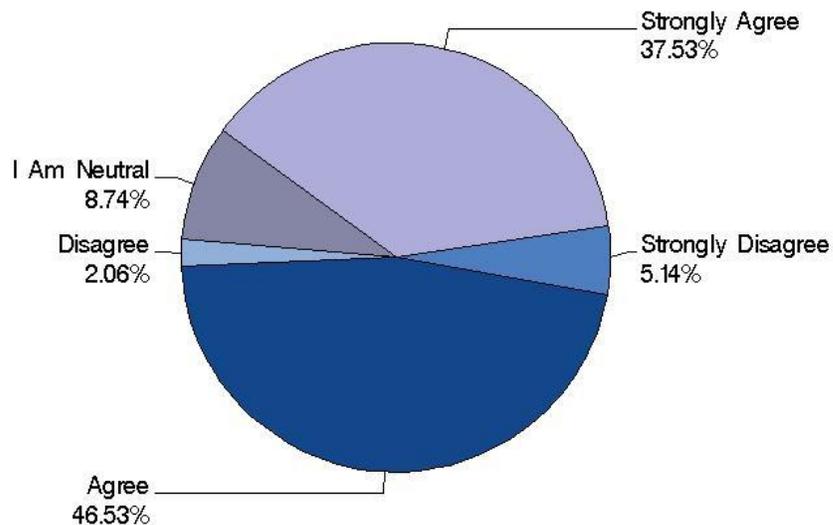
INDICATOR= FUNCTIONING



Average of ratings across all items of performance indicator.

C'EST BON CONSUMER SURVEY FOR CARING CHOICES OF PINEVILLE
FISCAL YEAR= 2024

INDICATOR= CONNECTEDNESS



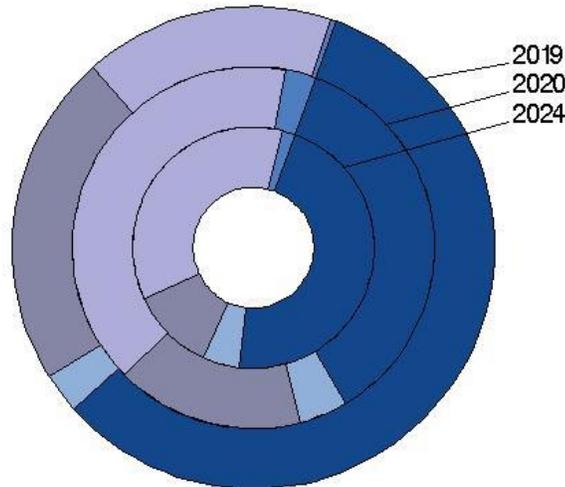
Average of ratings across all items of performance indicator.

C'EST BON CONSUMER SURVEY FOR CARING CHOICES – ALEXANDRIA BHC-SFY24

Next are charts from the same 2 indicators from above comparing this year's results to the previous year's results.

C'EST BON CONSUMER SURVEY FOR CARING CHOICES OF PINEVILLE
By FISCAL YEAR

INDICATOR= FUNCTIONING

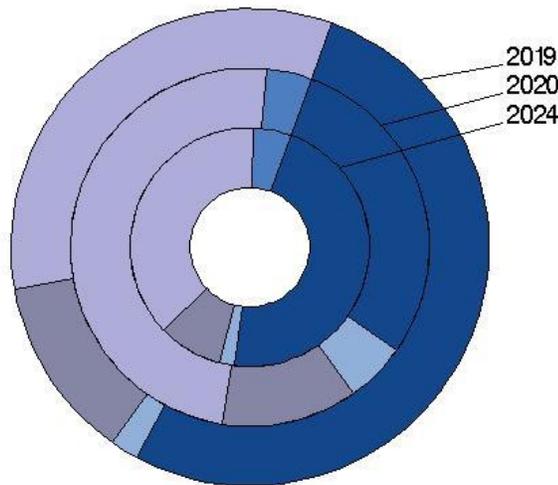


Legend for 'FUNCTIONING' indicator:
■ Agree (dark blue) ■ Disagree (light blue) ■ I Am Neutral (grey)
■ Strongly Agree (light purple) ■ Strongly Disagree (medium blue)

Average of ratings across all items of performance indicator.

C'EST BON CONSUMER SURVEY FOR CARING CHOICES OF PINEVILLE
By FISCAL YEAR

INDICATOR= CONNECTEDNESS



Legend for 'CONNECTEDNESS' indicator:
■ Agree (dark blue) ■ Disagree (light blue) ■ I Am Neutral (grey)
■ Strongly Agree (light purple) ■ Strongly Disagree (medium blue)

Average of ratings across all items of performance indicator.

C'EST BON CONSUMER SURVEY FOR CARING CHOICES – ALEXANDRIA BHC-SFY24

**SURVEY TEAM OBSERVATIONS
CARING CHOICES -- ALEXANDRIA BEHAVIOR HEALTH CLINIC**

Staff-to-Staff Interactions

The staff is pleasant. The team observed them talking and laughing with each other.

Staff-to-Consumer Interactions

Does staff greet consumers?

Yes. Staff are friendly when they greet consumers at the front desk.

Does staff respect consumer confidentiality?

Yes. Staff address consumers by their first name only.

Does staff adequately meet the needs of consumers in emergency/crisis situations?

Yes. On October 18, 2023, the C'est Bon team observed a consumer experiencing a crisis. Security officers and other clinic staff responded immediately and an ambulance was called to assist the consumer.

Do consumers from correctional facilities enter the clinic somewhere other than through the same entrance used by other consumers and family members?

Yes. Consumers from correctional facilities enter the clinic through a back entrance.

Are consumers from correctional facilities housed away from consumers and family members?

Yes. Mr. Loyal, the security guard, stated consumers enter through the back entrance and remain in a designated area away from other consumers. They are also accompanied by a correctional officer.

Yes/No/NA	
Yes	Was the outside clinic sign visible?
Yes	Was the address visible from outside the clinic?
Yes	Was the entrance clearly marked?
No	Were the clinic hours posted both inside the clinic and outside the clinic entrance? The team did not see clinic hours posted inside or outside of the clinic entrance during the dates/times onsite.
No	Were after-hours/crisis numbers posted inside the clinic and where they could be seen from outside the entrance? During their visit, the team did not observe after-hours/crisis numbers posted inside the clinic or where they could be seen from outside the entrance.
Yes	Was smoking away from the entrance?
Yes	Was parking adequate and appropriate?
Yes	Was the outside of the clinic attractive, appealing and clean and orderly with no clutter?
Yes	Was the inside of the clinic attractive, appealing and clean and orderly with no clutter?
Yes	Was the waiting area an appropriate size?
Yes	Were there enough chairs in the waiting area?
Yes	Were the chairs in the waiting area clean?
Yes	Were the chairs in the waiting area comfortable?

Yes	Was the reception/check-in area accessible and welcoming?
Yes	Were the consumer bathrooms clean and well supplied with paper towels, soap and toilet paper?
Yes	Was there clean water available (i.e. water fountain, water cooler, vending machine)?
No	Were there drink and snack machines available for clients? The C'est Bon Team did not observe any drink or snack machines available for the consumers.
Yes	Was there a television for consumers to view while waiting?
Yes	Was there a telephone available for consumers to use? Consumers may request access to the telephone at the front desk.
Yes	Were there current and appropriate magazines available in the waiting area?
Yes	Were the magazines in good condition and kept neat and orderly?
Yes	Were there pamphlets and brochures available in the waiting area?
Yes	Was the 'Grievance Policy' posted in the waiting area?
Yes	Was the 'Privacy Policy' posted in the waiting area?
Yes	Were the 'Consumer Rights' posted in the waiting area?
Yes	Was the C'est Bon! Survey/Poster posted in the waiting area?
Yes	Was a comment box available in the waiting area?
Yes	Was a current LDH license posted and on public display in clinic?
Yes	Was information on consumer-run programs available/posted in the waiting area?
Yes	Were notices/miscellaneous information available/posted in the clinic?
Yes	Was the process and ease of operation of the clinic smooth?
Yes	Was a security officer on duty? The clinic has two security officers on duty at all times.
Yes	Were any other security measures used in the clinic? The security officers searched individuals who entered the clinic and their belongings for weapons. They also had individuals who entered the clinic walk through a metal detector. The C'est Bon Team observed the security officers make routine rounds in the clinic checking doors, bathrooms, and the grounds outside.

Any additional comments: The clinic staff were very efficient. They are friendly, loving, and kind. The clinic manager, Ms. Nannette, was very helpful. The security officers, Mr. Loyal and Mr. Ron, are very efficient.