

Important considerations for using a translated version of the OPOC-MHA

The Ontario Perception of Care Tool for Mental Health and Addictions (OPOC-MHA) has been translated into several different languages to facilitate access to the tool for clients whose primary language is not English or French.

There are several considerations for agencies to think through regarding the implementation and administration of a translated version of the OPOC-MHA¹. We recommend reviewing the information below when considering whether using a translated version is the right decision for your agency.

Pen-to-paper administration

The OPOC-MHA website does not support characters from other languages. If clients are completing a translated version of the OPOC-MHA, the survey must be completed pen-to-paper.

Agency staff will be responsible for manually inputting the translated surveys into the OPOC-MHA website. All comments must also be translated into either English or French by staff before being inputted into the website.

Agencies may incur additional costs for printing the translated versions of the surveys, as well as for staff time required for data entry of the pen-to-paper OPOC-MHAs.

Tool validity

Translated versions of the OPOC-MHA are not currently validated. This is important to consider when reviewing reports, particularly when being compared to other like programs at the provincial level.

Administration time

Translated versions of the tool can be longer in some languages, potentially increasing the time required to complete the survey.

Staff support

Agency staff should be prepared to provide facilitation in the translated language of the OPOC-MHA, should this be required. This will require reliable language and translation proficiency from staff.

Staff may also require additional coaching around interpreting and defining certain items that do not have a clear cultural translation, e.g., specific demographic items related to gender or sexual orientation.

Due to the need for manual staff data entry, agencies should consider how to protect client confidentiality and minimize misinterpretation of comments from staff who are responsible for translating and inputting survey comments.

Please speak to your [Implementation Specialist](#) if you have further questions about using a translated version of the OPOC-MHA.

¹ Note that when “translated versions of the OPOC-MHA” are referenced in this guide, this refers to languages other than English and French.