

2013 Satisfaction Survey

Persons Supported - Community Inclusion

(Completion rate: 100.0%)

1. Do you enjoy coming to SACL?

Response	Chart	Percentage	Count
Yes		88.4%	38
Sometimes		9.3%	4
No		2.3%	1
Comments:		4.7%	2
		Total Responses	43

1. Do you enjoy coming to SACL? (Comments:)

#	Response
1.	Don't like how I always have to have someone around all the time at night, sometimes I would like to be alone at night. I can't be alone at night or else I'll get kicked out. Pretty Awesome people
2.	I sometimes dont like the activites we do.

2. Do you enjoy being involved in the Community?





Response	Chart	Percentage	Count
Yes		88.4%	38
Sometimes		7.0%	3
No		4.7%	2
I don't Know		0.0%	0
Comments:		4.7%	2
		Total Responses	43

2. Do you enjoy being involved in the Community? (Comments:)

#	Response
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1. i like the library
2. Needs to be closely supervised





3. Do you have the opportunity to be involved in social activities other than at SACL?

Response	Chart	Percentage	Count
Yes		69.8%	30
Sometimes		14.0%	6
No		11.6%	5
Comments:		11.6%	5
		Total Responses	43

3. Do you have the opportunity to be involved in social activities other than at SACL? (Comments:)

#	Response
1.	on the weekends. go with dad for car club stuff
2.	not sure
3.	I go out to the theatre, and callaway park, and costco and hot springs and the zoo
4.	Dad likes to take me out for breakfast
5.	Don't Know

4. Are you interested in getting paid for working at a job at a Community business?

Response	Chart	Percentage	Count
Yes		74.4%	32
No		4.7%	2
I don't know		18.6%	8
Comments:		9.3%	4
		Total Responses	43

4. Are you interested in getting paid for working at a job at a Community business?

(Comments:)

#	Response
1.	Kissing noises?
2.	Of course!
3.	I think so
4.	I would like another job as I already work at Hydro on Thursdays.

5. If you chose to work, what would you enjoy doing?

#	Response
1.	I work at Starbucks
2.	not sure right now.
3.	movie theatre, washing dishes at Time Hortons
4.	Mcdonalds
5.	I work at Chevron. Wendy's would be good too.
6.	At barley station (restaraunt)
7.	Walking dogs
8.	Stocking shelves
9.	Walmart greeter
10.	A job where I get to shred paper
11.	Has to be in the arts, and Little kids.
12.	No ideas yet
13.	Not sure
14.	Working at a grocery store
15.	I dont know
16.	I would like to work at a grocery store.
17.	anything to do with recycling, but with the hours of 9-3
18.	something to do with music
19.	Work at a pet store
20.	Im not sure
21.	Maybe working at the hobby store
22.	Work at a store or restaraunt. Stacking shelves, serving meals (busing tables?) etc.

23. Dont know
24. working in an office on teh computer
25. Im not sure
26. Food Bank
27. Not sure
28. Im not sure
29. Working with kids
30. Not sure
31. Being with other people
32. recycling
33. Doing something activie
34. HS diploma work

6. Is SACL Staff nice to you?


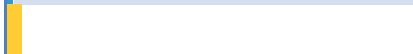
Response	Chart	Percentage	Count
Yes		90.7%	39
Sometimes		9.3%	4
No		0.0%	0
Comments:		7.0%	3
		Total Responses	43

6. Is SACL Staff nice to you? (Comments:)

#	Response
1.	sometimes yes and sometimes no
2.	most of the time, usually.
3.	Some staff more then others

7. Does SACL Staff listen to you when you have something to say?





Response	Chart	Percentage	Count
Yes		93.0%	40
Sometimes		4.7%	2

No		2.3%	1
Comments:		4.7%	2
		Total Responses	43

7. Does SACL Staff listen to you when you have something to say? (Comments:)

#	Response
1.	sometimes worker is late, i dont like it
2.	sometimes the staff tell me im interrupting





8. Does SACL Staff help you when you need it?

Response	Chart	Percentage	Count
Yes		95.2%	40
Sometimes		4.8%	2
No		0.0%	0
Comments:		7.1%	3
		Total Responses	42

8. Does SACL Staff help you when you need it? (Comments:)

#	Response
1.	Just help the perfect amount
2.	sometimes, but not everytime
3.	If they can




9. Do you know who to if you need help when at SACL Services?

Response	Chart	Percentage	Count
Yes		79.1%	34
Sometimes		2.3%	1
No		9.3%	4
Comments:		44.2%	19
		Total Responses	43

9. Do you know who to if you need help when at SACL Services? (Comments:)

#	Response
1.	I ask the staff
2.	Michele
3.	The staff
4.	not sure
5.	Leslie
6.	staff for that day
7.	staff
8.	Im not sure.
9.	
10.	I would ask the staff
11.	depends on which staff is there that day.
12.	Im not sure, but Ali tells me I would ask the staff that was there that day.
13.	The staff
14.	I ask my red dot staff, or my keyworker
15.	Im not sure
16.	whatever staff I'm working with.
17.	any of the staff
18.	He knows his worker
19.	I will sometimes look to those directly around me

10. Are other people who attend SACL Services nice to you?

Response	Chart	Percentage	Count
Yes		83.7%	36
Sometimes		11.6%	5
No		0.0%	0
Comments:		11.6%	5
		Total Responses	43

10. Are other people who attend SACL Services nice to you? (Comments:)

#	Response
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1. I dont see other people that attend services.
2. everybody is
3. Don't really know enough people who attend here
4. usually, sometimes they want me to leave them alone.
5. some more then others

11. Do you feel safe when participating in SACL Services?

Response	Chart	Percentage	Count
Yes		100.0%	43
Sometimes		0.0%	0
No		0.0%	0
Comments:		0.0%	0
		Total Responses	43

11. Do you feel safe when participating in SACL Services? (Comments:)

Response

12. Do you feel SACL Services meet your needs?

Response	Chart	Percentage	Count
Yes		81.0%	34
Sometimes		7.1%	3
No		4.8%	2
Comments:		14.3%	6
		Total Responses	42

12. Do you feel SACL Services meet your needs? (Comments:)

Response
1. Kissing noises again?
2. not sure yet,with a different staff recently and I only have a small amount of time with her.
3. I think so
4. Im not sure

5. sometimes we dont always do what I want
6. I do activities that keep my anxiety low

13. Do you feel you are making progress towards your personal goals?

Response	Chart	Percentage	Count
Yes		66.7%	28
Sometimes		14.3%	6
No		11.9%	5
Comments:		19.0%	8
		Total Responses	42

13. Do you feel you are making progress towards your personal goals? (Comments:)

#	Response
1.	not sure
2.	working on stuff with Leslie
3.	I am having trouble sometimes not worrying about the future.
4.	I'm not working on any specific outcomes at this time.
5.	I dont have one right now, but would like to start a goal to get in more fitness activites during my day.
6.	I think I am!
7.	Im not to sure
8.	My anxiety can hinder my ability to make progress

14. Do you have choices and input as to what you do when attending SACL Services?

Response	Chart	Percentage	Count
Yes		83.7%	36
Sometimes		14.0%	6
No		2.3%	1
Comments:		11.6%	5
		Total Responses	43

14. Do you have choices and input as to what you do when attending SACL Services?

(Comments:)

#	Response
1.	I like to make the tea
2.	I don't always feel that i need a worker with me to support me. I am independant! If I refuse services then I could be cut off completly! There are times I do need support.
3.	I get to help plan the calendar
4.	I dont alway like other peoples suggestions as to what they want to do, so I often get put in things that I dont want because i didnt say anything during hte meeting.
5.	Skyla does the activites that staff know she enjoys

15. Do you notice things (in the following areas) that prevent you from participating as much as you want to in SACL Services?

	Yes	Sometimes	No	I don't know	Total Responses
Architectual (steep stairs, crowded areas, doors that are hard to open etc.)	14 (32.6%)	10 (23.3%)	16 (37.2%)	3 (7.0%)	43
Environmental (too hot or cold, too noisy, too dark or bright etc.)	12 (27.9%)	16 (37.2%)	15 (34.9%)	0 (0.0%)	43
Attitudinal (Does SACL Staff treat you and your friends/family with respect)	36 (83.7%)	0 (0.0%)	2 (4.7%)	5 (11.6%)	43
Financial (do you think SACL has enough money to provide all the SACL services)	13 (30.2%)	1 (2.3%)	22 (51.2%)	7 (16.3%)	43
Communication (Does SACL staff hlep answer your questions, and help you to understand things that may be difficult for you)	32 (74.4%)	5 (11.6%)	3 (7.0%)	3 (7.0%)	43
Transportation (If you don't have a ride to SACL services, does staff help you to find an alternate way to come to services - bus or taxi etc.)	18 (41.9%)	6 (14.0%)	7 (16.3%)	12 (27.9%)	43
Community Integration (When you go into the community to do the things you enjoy like bowling or swimming etc. are there other things you have noticed that make taking part hard)	12 (27.9%)	5 (11.6%)	21 (48.8%)	5 (11.6%)	43

Other (Are there any other things that you would like to see changed to make it easier for you to take part in your community)	14 (32.6%)	2 (4.7%)	11 (25.6%)	16 (37.2%)	43
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Do you have any comments or suggestions on how to remove any of the barriers listed above?

#	Response
1.	no
2.	always coming in the same door that I left from.
3.	nope
4.	Change of job maybe
5.	Confusing on how to get into the program. Change of routine might make things easier and different sometimes.
6.	Getting more positive friends with simalar interests.
7.	Some doors are hard to open
8.	cant think of anything really
9.	I want everything to be safe
10.	nope
11.	More traffic lights and stop signs to make crossing the streets easier.
12.	I would like to be able to do more cooking.
13.	Nothing right now
14.	No
15.	Need more staff for communtiy intergration

16. What do you like most about SACL Services?

#	Response
1.	its just good
2.	Like our new location. I like the staff and my friends
3.	going to the theatre to watch movies
4.	I like everything. I like coming here
5.	nothing

6.	I like helping staff
7.	I like going for coffee and to the pool
8.	when we have fun things to do!
9.	I like everything!
10.	the friendly staff
11.	I like being able to help my peers.
12.	I like colouring pictures
13.	I like going out for lunch and eating hamburgers
14.	How everybody is happy!
15.	I like watching movies
16.	I dont know
17.	I like being able to do cooking and things like that, and going out for lunch
18.	I like helping with chores. Making the coffee is one of my favorites
19.	going on outings. Lunch and drink and swimming and science centre and going on teh computer are some of my favorites.
20.	I like when I get to go bottle recycling.
21.	I like everything
22.	I like to visit with my friends.
23.	I like when I go out with the staff for lunch and drink out
24.	I like when we get to go bowling, and when we get to bake things. I also like to go for lunch outs.
25.	I like having fun at the rec program
26.	Spending time with my friends
27.	My friends
28.	the sleigh ride in the winter and also just going out to do things!
29.	I like everything!
30.	Going out to the thrift shop and swimming
31.	Just coming here.
32.	The friendly people and having lots to do!
33.	Visiting with everyone
34.	Im not sure
35.	Flexiblity

36.	Doing all the activities
37.	Just coming to the program
38.	rides, transportation

17. What do you like least about SACL Services?

#	Response
1.	nothing
2.	nothing
3.	dont like when I am scheduled to go to the vernon science centre, or scandia or ruckers
4.	nothing
5.	nothing
6.	everything is good
7.	when its loud or too busy
8.	I dont like when we go to the beach.
9.	I dont know
10.	lateness
11.	i dont know.
12.	When people are noisy
13.	nothing
14.	Smoking and the smell, Wants younger staff with the same intrests
15.	I like everything
16.	I dont know
17.	no
18.	When its too noisy
19.	Dont have anything
20.	I dont like when i eat or drink something that doesnt taste good.
21.	I like everything
22.	I dont know
23.	I cant think of anything right now.
24.	nothing I dont like.
25.	I odn tlike when we are scheduled to watch a DVD or movies. I prefer watching TV shows.

26. nothing
27. I like everything
28. when others yell at me (are bossy).
29. nothing
30. nothing
31. Nothing, I like everything
32. I cant think of anything
33. Not sure
34. not sure
35. dont know
36. Don't know
37. Not being able to get into locked areas

18. Do you have any ideas that might make SACL Services better or more enjoyable for you?

#	Response
1.	I just like coming
2.	not sure
3.	going to see a play at the shsuwap theatre or sas theatre
4.	No ideas. I like coming here everyday!
5.	no ideas
6.	Maybe a new routine
7.	no
8.	no i dont. i think there are fine the way they are.
9.	no
10.	I dont know
11.	Want people my age around me!
12.	Have more fun all day.
13.	Not sure
14.	no
15.	Being able to do more arts and crafts

16.	I would like to get a job where i earn a lot of money. I want to be able to continue with the recycling program that we used to have.
17.	Play more basketball.
18.	I would like to be able to work more 1-1 with staff or in really small (1-2 others) groups.
19.	I dont know
20.	dont right now
21.	I want to be able to go to the casino again.
22.	just like to have fun!
23.	I dont know right now
24.	I would like to play more games and do hook rug
25.	nothing right now
26.	I would like to do hook rug
27.	I cant think of anything
28.	Working would make it more fun.
29.	I would like to do more BINGO and crafts. I enjoy crafts.
30.	I enjoy working with kids and would like to do more things like that.
31.	I just like having fun.
32.	Don't know
33.	More intergration
34.	Funding for extra staff