September 6, 2016

**SACL Satisfaction Survey – Summary of Results**

In April and May of 2016, 6 Satisfaction Surveys were sent out to gain feedback on each area of SACL Services.

1. Stakeholders (Community Partners, Funders, Staff etc.) -
2. Community Integration (Persons Supported)
3. CES - Employers (Employers of Persons Supported via Community Employment Services)
4. CES – Persons Supported
5. Supported Living (Persons Supported receiving services)
6. Respite (Family or Caregiver of Person Supported receiving services)

Questions are based on CARF requirements for accreditation, and are devised to collect information to determine SACL’s areas of strength as well as the focus moving forward for improvement and action to better meet the needs of the Persons we support.

**Community Integration - Stakeholders (20 responses)**

1. 95% of persons surveyed felt that Persons Supported increased or somewhat increased their level of participation in the community due to attending SACL Services.

***Comments:*** *Many comments indicate that Persons Supported only get out to community activities when at SACL. Suggestions for added funding, staffing and increased activities.*

1. 100% of persons surveyed felt that Persons Supported increased or somewhat increased their level of independence since attending SACL Services.

***Comments:*** *Comments indicate that not all persons supported are capable of increasing their independence due to the level of their disability, and some may lose a portion of their independence over time due to aging or increased levels of disability. All feel that SACL helps to encourage as much independence as appropriate for each Person Supported.*

1. 95% of persons surveyed felt that Persons Supported are encouraged and assisted to learn new life skills while at SACL.

***Comments:*** *Comments indicate that more funding, staff and variety would be welcome to provide more support and learning opportunities. It was noted that it can be challenging to expand activities when Persons Supported indicate that they are comfortable with certain activities and wish to repeat the same ones.*

1. 100% of persons surveyed felt that SACL provides Services, or somewhat provides services that help minimize less restrictive community environments and encourage greater participation in community based exercises.

***Comments:*** *Many comments feel that due to lack of funding for smaller groups, that Persons Supported can still seem segregated as they take part in activities in larger groups together, rather than smaller groups that can integrate easier with other people. Increased funding for a wider scope of staff, activities & access to activities is noted. Also noted that it would be helpful to have the funding to expand services beyond 9 am – 3 pm, Monday to Friday. Evenings and weekend support would help with Persons Supported individual social needs.*

1. 90% of persons surveyed felt that Persons Supported are positively encouraged or somewhat encouraged and supported to reach their individualized outcomes.

***Comments:*** *Comments indicate a need for review and updating individual outcomes, and a more effective process for monitoring and updating individuals desired outcomes.*

1. 70% of persons surveyed felt that Persons Supported are encouraged and educated to feel safe at home, in the Community, and at SACL Services. 25% indicated that they did not know if this was the case.

***Comments:*** *Comments indicate that the responders were unclear as to what ‘safe’ means. This question will be clarified in future surveys to include examples. It was indicated that SACL staff to a great job to make sure Persons are safe when in attendance at SACL services, but did not note the additional training provided on recognizing abuse or neglect etc.*

1. 80% of persons surveyed felt that Persons Supported are given input and information on SACL Services and their direction.

***Comments:*** *Staff indicated that they felt they (Staff) should have more information on the direction of SACL Services in general, but that Persons Supported were informed well about the services they attend.*

1. 85% of persons surveyed Indicated that Overall, services meet the needs and requirements of Persons Supported. 10% Felt needs aren’t being met.

***Comments:*** *Frustration that service direction is dictated by funder and not persons supported. It was noted that SACL does it’s best to meet the diverse needs of many persons supported within the funding limitations.*

1. 95% of persons surveyed felt that Persons Supported are encouraged and supported to express their own views, and pursue their own relationships and interests.

***Comments:*** *More funding for additional supports and cooperation from caregivers/parents to expand on this after (SACL) hours. Many persons supported can be restricted by the views and limitations imposed by their caregivers.*

1. 100% of survey responses indicated that Persons Supported are encouraged to practice a healthy lifestyle and encourage activity.
2. Stakeholders were asked if SACL addressed Architectural, Environmental, Attitudinal, Financial, Employment, Communications, Transportation, Community Integration & Other barriers.  
   68%-87.5% of those surveyed felt that SACL addresses the barriers above.

***Comments:*** *Staff still indicate that there is not enough room in the HWLS area, that there is not enough space for individuals to go when they need quiet time, and that some find it hot and noisy. The requests for additional funding is also continuous (added supports and services).*

**Community Integration – Persons Supported (47 responses)***Please note that 6% of the Persons Supported chose not to participate in the survey, and therefore are marked as ‘unknown’ to all the questions not completed. This slightly affects the other percentage amounts for accuracy.*

1. 85% of Persons Supported enjoy coming to SACL. Only 6% indicated that they did not enjoy attending services.

***Comments:*** *‘I like getting out of the house to do stuff.”, “yes, but I want a job.”*

1. 98.4% of persons surveyed enjoy (or sometimes enjoy) activities & events in the Community.

***Comments:*** *“The horse riding was nice and crazy creek.”, I like participating in the community, but like event of my choice – not the activities and events that my caregiver wants me to do”, “We need more free ones”.*

1. 74.5% of persons surveyed stated that do, or sometimes, go out to meet friends or go to activities when not attending SACL services.

***Comments:*** *Comments indicate that individuals are fairly dependant on caregivers to participate in the community from home, but that several persons supported get out for activities or with friends at least sometimes.*

1. 63.8% of Persons Supported indicated they would like to get a job where they are paid. 17% indicated they were not interested in employment.

***Comments:*** *Comments are mixed. Quite a few Persons Supported completing this survey already have a job. Others are closing in on retirement or have other reasons to be uninterested in obtaining employment.*

1. Persons Supported were asked what they would like to do for paid work:

***Comments:***

* *Being an actor in a movie*
* *Fill grocery bags at Askew’s*
* *Work at White Spot (or other restaurants)*
* *Recycling*
* *Working with dogs*
* *At a bookstore*
* *Working with kids*
* *Working at a book store*

1. 88% of Persons Supported indicated that SACL Staff was nice to them. 4% indicated that staff were not nice to them.

***Comments:*** *“not always”, ‘Thumbs Up!’, I don’t know*

1. 85% of Persons Supported feel that SACL Staff listen when they have something to say. 4% felt that Staff did not listen.

***Comments:*** *“not always”*

1. 95.8% of Persons Supported feel that staff always or sometimes help when they need it.

***Comments:*** *‘not always’, ‘they help me with some things, but not others.’*

1. 70% of Persons Supported indicated that they knew who to talk to if they needed help while at SACL.

***Comments:*** *Comments indicated that most individuals may not know the specific person that they should ask (between staff and management etc.), but most indicated either a staff member, a key worker or a manager.*

1. 73% of Persons Supported indicated that other people who go to SACL Services are nice to them. 8.5% indicated that others are not nice to them.

***Comments:*** *‘not always’, ‘Everyone’s nice to me”, ‘I don’t know anyone at SACL (services in the community), ‘some of them are, not all of them’*

1. 91% of Persons Supported indicated that they felt safe when they attended SACL Services.

***Comments:*** *There were no definitive or descriptive comments submitted for this question.*

1. 81% of Persons Supported indicated that SACL Services

***Comments:*** *‘SACL Services meet my needs, but not my wishes’, ‘not sure’, ‘don’t know’*

1. 8o% of Persons Supported indicated that they felt they are making progress towards their personal goals.

***Comments:*** *‘I don’t know’, ‘I got my fishing license, I need to get my camping pass’, ‘I do not really feel like I am making progress towards my personal goals because I am not getting the support I need to do so’, ‘Try to go for walks from time to time, banking down to 1 day a week, learning crib better, clean shelves in my room’, ‘not sure’*

1. 8o% of Persons Supported feel they have input as to what they do when attending SACL Services.

***Comments:*** *‘yes, because we do the schedule for the month’, ‘I come up with ideas for activities and outings’, ‘I do not have any choices and/or input as to what I do when attending SACL Services’*

1. Persons Supported were asked if any of the following barriers made it harder to attend SACL Services:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| *Barrier* | *Yes* | *Sometimes* | *No* | *I Don’t Know* |
| ***Architectural*** | *30.4%* | *10.9%* | *45.7%* | *13%* |
| ***Environmental*** | *21.7%* | *23.9%* | *41.3%* | *13%* |
| ***Attitudinal*** | *28.3%* | *6.5%* | *52.2%* | *13%* |
| ***Financial*** | *22.2%* | *6.7%* | *42.2%* | *28.9%* |
| ***Communication*** | *33.3%* | *15.6%* | *35.6%* | *15.6%* |
| ***Transportation*** | *26.1%* | *8.7%* | *45.7%* | *19.6%* |
| ***Community Integration*** | *8.7%* | *13.0%* | *56.5%* | *21.7%* |
| ***Other*** | *23.9%* | *4.3%* | *31.9%* | *32.6%* |

*In all instances “No” to the question was the highest percentage. The areas for concern an investigation into corrective action were Communication Issues and Architectural concerns followed by attitudinal concerns.*

***Comments****: A summary of issues to review would be how to make the environment at HWLS compatible for the varying needs of each individual (re temperature, noise level, brightness etc.). Public transportation availability & more participants from a younger age group to participate in Services.*

1. Persons Supported were asked what they liked most about SACL Services

***Comments****: A summary of items include: meeting new friends and being around nice people, having someone listen to me and what I want, going places and doing things I enjoy.*

1. Persons Supported were asked what they liked least about SACL Services

***Comments****: A summary of items include: Nothing, attitude or conflict with other Person’s Supported personality or point of view, preference not to follow a ‘schedule’ of activities, not having enough young people in the programs.*

1. Persons Supported were asked what they think would make services better

***Comments****: increasing activity variety and times (dances, acting in a play, night activities), more ‘normal’ things – don’t focus on disability, make me feel like a staff member not a person with a disability, advertise the agency and services more to attract more young people.*

**Community Employment Services – Employers (7 responses)**

1. Employers were asked if SACL met the following criteria when matching a Person Supported to an Employer;

|  |  |  |  |
| --- | --- | --- | --- |
|  | Yes | No | Unsure |
| Preference of Employee | 71.4% | 0% | 28.6% |
| Work History & Experience | 87.5% | 0% | 14.3% |
| Strengths & Abilities | 100% | 0% | 0% |
| Previous training & education | 71.4% | 0% | 28.6% |
| Benefits available to Employee | 71.4% | 0% | 28.6% |
| Options for advancement or increased hours | 57.1% | 0% | 42.9% |
| Availability of Transportation | 85.7% | 0% | 14.3% |
| Legal history (if applicable) | 28.6% | 0% | 71.4 |

***Comments:*** *Overall comments indicate a high level of satisfaction for SACL Staff, support and services. The most concerning trend is that the Employers feel they don’t know a lot about some of our services (background e.g. legal responsibilities etc.).*

1. 72% of Employers feel that Persons Supported have input and has approved the position with the employer. 28% are unsure.  
   ***Comments:*** *Indicated that the percentage that was ‘unsure’ had not yet worked with the employee to determine this answer.*
2. 72% of Employers felt that SACL Staff was available to help the Person Supported to fully understand their duties and obligations of the employment position. 28% were unsure.  
   ***Comments:*** *Indicated that the percentage that was ‘unsure’ had not yet worked with the employee to determine this answer.*
3. 72% of Employers felt that SACL Staff helped the Person Supported to understand the obligations and duties of the employer. 28% were unsure.  
   ***Comments:*** *Indicated that the percentage that was ‘unsure’ had not yet worked with the employee to determine this answer.*
4. 72% of Employers felt that SACL Staff provided appropriate support to the Person Supported to enable them to fulfill the required duties to the best of their abilities. 28% were unsure.  
   ***Comments:*** *Indicated that the percentage that was ‘unsure’ had not yet worked with the employee to determine this answer.*
5. Employers were asked if they felt that Persons Supported gained independence, self-confidence, self-worth, financial independence, increased skill-set, increased life/social skills, and increased community involvement.  
   ***Comments:*** *All employers felt that some independence was gained, or that they, as Employers, did not necessarily have the personal knowledge of the Person Supported to accurately answer this question. The most noted area for improvement would be financial independence.*

7/8. Employers were asked if they felt that Persons Supported may gain an increase in responsibilities, hours of work, wages or benefits, or options for advancement  
***Comments:*** *Employers indicated that due to the nature of their business or the size of their organization, in most occasions, advancement would not be likely in many of these areas. It was noted that additional training and skills must be learned for certain individuals to advance any further within any of the organizations where advancement was available.*

1. Employers were asked if they felt SACL Staff were available to meet their needs and concerns. ***Comments:*** *This question did not function properly in the survey, and did not collect valid data.*
2. Employers were asked if they felt that SACL Support staff had sufficient knowledge if the position, had an appropriate back-up plan in the event of Staff illness or absence, and that Support Staff was able to communicate efficiently and effectively within the employment site.   
   ***Comments:*** *All employers who had first-hand knowledge of the Person Supported and their support staff answered yes to these questions. However there were 29% - 42% who were unsure.*
3. Employers were asked if they felt that Persons Supported were instructed and encouraged to demonstrate appropriate expectations for attendance & punctuality, grooming & dress, job safety practices, skill performance, communication requirements, work ethics & practices, health & medication management, work culture & hierarchy, literary skills, work related academic skills, work related technology and assertiveness & self-advocacy.

***Comments:*** *Comments and results indicate that 42% - 88% felt that SACL Staff helped Persons Supported to achieve these expectation. There was a ‘somewhat’ response to Persons Supported understanding of corporate culture, literary skills, academic skills, technology skills and assertiveness. 14% - 28% of the employers felt that these expectations were not necessarily applicable to the position within their organization.*

1. 100% of the Employers surveyed indicated that the Community Employment Services met the needs of the Person Supported.
2. 100% of the Employers surveyed indicated that the Community Employment Services met the needs of the Employer.
3. Employers were asked what they liked best about having a SACL Person Supported as an employee.   
   ***Comments:*** *Positive attitude & consistent work ethic. Dedicated and reliable, gratification for providing employment to individuals who may experience difficulties gaining employment.*
4. No additional comments were provided for improvement other than ‘fine as it is’.

**Community Employment Services – Persons Supported   
(29 responses)**

*Please note that although 30 Persons Supported registered for the survey, 3 people did not complete the survey. This slightly affects the other percentage amounts for accuracy.*

1. 100% of the completed responses for Persons Supported indicated that they think it’s important to Volunteer or get a Job in their community.  
   ***Comments:*** *‘I’d like to get a job at Dairy Queen’, ‘It’s good to volunteer and make some extra money’, ‘I do a job’*
2. 90% of Persons Supported indicated that they are currently employed, volunteering or actively seeking volunteer opportunities or employment.  
   ***Comments:*** *Of those surveyed who are not actively seeking employment or volunteer activities, the reason for not doing so was indicated as ‘health reasons’.*
3. 73.3% of Persons Supported will be looking for employment/volunteer opportunities in the future.  
   ***Comments:*** *For those who will not be actively seeking employment in the future, the comments/reasoning indicate that they either already have a job they enjoy, or have not found an opportunity that interests them so will not be searching further for other opportunities at this time.*
4. 80% of Persons Supported indicated that SACL Staff assisted or somewhat assisted them in determining what they would like to do for employment or volunteer opportunities.  
   ***Comments:*** *Comments indicate that some already had a goal/direction in mind, or are still unsure what they would like to do.*
5. 96% of Persons Supported indicated that SACL Staff assisted them obtaining employment or volunteer opportunities that matched their interests and skill sets.
6. 100% of Persons Supported indicated that SACL Staff assisted with gaining the new skills to work towards what they would like to do.
7. 88% of Persons Supported feel that they have learned new skills since attending SACL Employment Services.  
   ***Comments:*** *‘I have learned to burlap around trees’*
8. 100%% of Persons Supported indicated that SACL Staff assisted or somewhat assisted them to understand what’s expected for their employment or volunteer opportunities.
9. 100% of Persons Supported indicated that they knew who to contact as SACL when they needed help.
10. 100% of Persons Supported indicated that they feel safe at the place where they work or volunteer.
11. 92% of Persons Supported indicated that they felt that the people they work with respect them. 8% indicated ‘somewhat’ to this question. There was no one who answered ‘no’ to this question.
12. Persons Supported were asked what suggestions or comments they have that would help make their employment or volunteer experience better:

***Comments:***

* *‘Make it better so I can be happy. Be nicer to everyone’*
* *‘Better wages – minimum wage is too low’*
* *‘I would like to learn how to be in the Shuswap Theatre plays and to learn how to be a violin player’*
* *Others are happy with services the way they are. (23 people)*

**Supported Living – Persons Supported (7 responses)**

1. 85.7% of the Persons Supported indicated that they have the choice or have some input to where they live.  
   ***Comments:*** *Comments indicated that a full choice for the Person Supported is not always available due to parent/caregiver directives or availability of suitable and affordable options.*
2. 57.2% of Persons Supported indicated that they get to choose or have some input as to who they live with. 42.9% felt they had no choice.

***Comments:*** *Choices can be limited to Persons Supported due to availability and selection of applicable residences within their income level and with appropriate accessibility features as required.*

1. 100% of Persons Supported indicated that they get to choose or have some input as to what things to have around them for comfort and décor.

***Comments:*** *‘Half the house is mine, and I made it mine’*

1. 100% of Persons Supported indicated that they feel safe in the place that they live.
2. 100% of Persons Supported indicated that there was always or ‘somewhat’ a SACL Staff member around to help them if they need it.
3. Persons Supported were asked if SACL Staff help them with:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | ***Yes*** | ***Sometimes*** | ***No*** | ***Not Applicable*** |
| ***Healthy Eating/Exercise*** | 85.7% | 0% | 0% | 14.3% |
| ***Personal Care*** | 57.1% | 14.3% | 14.3% | 14.3% |
| ***Household Maintenance*** | 57.1% | 28.6% | 0% | 14.3% |
| ***Expectations of a Tenant*** | 57.1% | 14.3% | 14.3% | 14.3% |
| ***Helping with decisions & understanding rights*** | 71.4% | 14.3% | 0% | 14.3% |
| ***Family Contact*** | 71.4% | 14.3% | 0% | 14.3% |
| ***Encourage outings with friends or activities*** | 57.1% | 28.6% | 0% | 14.3% |
| ***Encourage fun activities or how to meet new people*** | 71.4% | 14.3% | 0% | 14.3% |
| ***Help with money matters if you require*** | 85.7% | 0% | 0% | 14.3% |

1. 100% of Persons Supported indicated that SACL Staff help or somewhat help them to learn things that help them to live on their own or do new things by themselves.

**Respite – Parent/Caregiver (1 response)**

1. 100% of the people surveyed feel that SACL Respite services are responsive to their needs.
2. 100% of the people surveyed feel that SACL Respite services are safe for the Person Supported.
3. 100% of the people surveyed feel that SACL Respite services meet the medical needs of the Person Supported.
4. 100% of the people surveyed feel that SACL Respite services accommodate their preferences, needs, and expectations.
5. 100% of the people surveyed feel that SACL Respite services meet both the needs of the Parent/Caregiver and the needs of the Person Supported.
6. 100% of the people surveyed feel that SACL Respite services are flexible around; the schedule of the Person Supported & the Parent/Caregiver, the specific needs of the Person Supported & Parent/Family/Caregiver, and the location of Respite services.
7. 100% of the people surveyed feel that SACL would have replacement Respite providers available should illness or emergency prevent a regular respite worker from attending a scheduled service.
8. 100% of the people surveyed feel that when they access SACL Respite services, there are clear instructions/procedures in place for;

* necessary medications
* required medical technology (respirators, blood pressure machines etc.)
* if medical attention is required
* addressing special needs
* addressing any patterns or triggers for the comfort and safety of Persons Supported

1. There were no additional comments provided for improvement of services.