Stakeholder.SS.Results.2015

(Completion rate: 100.0%)

# Name of Participant

The 12 response(s) to this question can be found in the appendix.

# Email address:

The 12 response(s) to this question can be found in the appendix.

# 1. Do you feel that Persons Supported increase their level/amount of participation in the Community due to attending SACL Services?

|  |  |  |  |
| --- | --- | --- | --- |
| Response | Chart | Percentage | Count |
| Yes  |  |  | 65.0% | 13 |
| No |  |  | 0.0% | 0 |
| Somewhat |  |  | 30.0% | 6 |
| Comments: |  |  | 30.0% | 6 |
|  | **Total Responses** | **20** |

## 1. Do you feel that Persons Supported increase their level/amount of participation in the Community due to attending SACL Services? (Comments:)

|  |  |
| --- | --- |
| # | Response |
| 1. | With more staff avaible and more access to transportation, and more money they could take part in more activities |
| 2. | Some of the individuals we support would just stay at home for the most part if they did not have our services |
| 3. | absolutely! Some tell me they dont get out at home, and i have seen much gratification with our persons served when they are out in community. |
| 4. | Not sure as I don't know the person's supported's homelife. SACL does try to schedule activities to the person's supported out. |
| 5. | Some of our persons support have access to the community or are independent, those that count on caregivers for community access may have less community involvement |
| 6. | For some people it is their only real opportunity to be in their community. |

# 2. Do you feel that Persons Supported have achieved increased independence due to attending SACL Services?

|  |  |  |  |
| --- | --- | --- | --- |
| Response | Chart | Percentage | Count |
| Yes |  |  | 50.0% | 10 |
| No |  |  | 0.0% | 0 |
| Somewhat |  |  | 50.0% | 10 |
| Comments: |  |  | 25.0% | 5 |
|  | **Total Responses** | **20** |

## 2. Do you feel that Persons Supported have achieved increased independence due to attending SACL Services? (Comments:)

|  |  |
| --- | --- |
| # | Response |
| 1. | with more staff, they could have greater amounts of independence, and more specialized time. |
| 2. | Some individuals I have supported through the CCN Program have become more independent by learning the bus routes and learning about activities they can be involved in in the community |
| 3. | i see empowerment but i would never expect total independence with some. |
| 4. | Alot of the person's support have been here for many years and depend on staff for their support. Yes staff encourage them to try for themselves so they can have their indepencence as much as possible. |
| 5. | Generally when people first start at SACL their independence increases very rapidly. After awhile this tends to plateau. |

# 3. Do feel that Persons Supported are encouraged and assisted to learn new life skills while at SACL Services?

|  |  |  |  |
| --- | --- | --- | --- |
| Response | Chart | Percentage | Count |
| Yes |  |  | 65.0% | 13 |
| No |  |  | 5.0% | 1 |
| Somewhat |  |  | 35.0% | 7 |
| Comments: |  |  | 25.0% | 5 |
|  | **Total Responses** | **20** |

## 3. Do feel that Persons Supported are encouraged and assisted to learn new life skills while at SACL Services? (Comments:)

|  |  |
| --- | --- |
| # | Response |
| 1. | Need more staff and buildings, a kitchen for cooking, more staff to provide lifeskills activities to smaller groups. |
| 2. | Resources don't always allow for personalized skill building. |
| 3. | Try to schedule new activities and encourage the persons supported to try, but some are stuck doing what they know and feel comfortable. |
| 4. | I feel that our persons support are encouraged and assisted to learn new things while at SACL |
| 5. | Independent Life Skills - No, Life Skills around Recreation, Socialization, and Enjoyment of life - Yes |

# 4. Do you feel that SACL provides Services that help minimize less restrictive community environments and encourage greater participation in community based exercises?

|  |  |  |  |
| --- | --- | --- | --- |
| Response | Chart | Percentage | Count |
| Yes |  |  | 70.0% | 14 |
| No |  |  | 0.0% | 0 |
| Somewhat |  |  | 30.0% | 6 |
| Comments: |  |  | 25.0% | 5 |
|  | **Total Responses** | **20** |

## 4. Do you feel that SACL provides Services that help minimize less restrictive community environments and encourage greater participation in community based exercises? (Comments:)

|  |  |
| --- | --- |
| # | Response |
| 1. | BL should be attending program. She should have double staffed outings once a week (Even once a month) |
| 2. | We take part in a community activitiy at the seniors centre. other than that the guys are segragated together. Chair Yoga: just our guys Tai Chi: just our guys. they do activities, but not with other groups of people. |
| 3. | I believe if we had more opportunity to have access to more venues in town for the individuals we support it would be greater. |
| 4. | Don't know. |
| 5. | Not entirely understanding this question. SACL does as much as possible Mon - Fri 9 -3 get people involved in community based exercises. Often during these hours there are only activities available for senior's and/or very young children. Any younger adults would need programming evening and weekends to be with their community peer group. |

# 5. Do you feel that the People SACL Support are positively encouraged and supported to reach their individualized outcomes?

|  |  |  |  |
| --- | --- | --- | --- |
| Response | Chart | Percentage | Count |
| Yes |  |  | 65.0% | 13 |
| No |  |  | 10.0% | 2 |
| Somewhat |  |  | 25.0% | 5 |
| Comments: |  |  | 35.0% | 7 |
|  | **Total Responses** | **20** |

## 5. Do you feel that the People SACL Support are positively encouraged and supported to reach their individualized outcomes? (Comments:)

|  |  |
| --- | --- |
| # | Response |
| 1. | Staff rock! |
| 2. | Not everyone of our guys have an outcome, and those that do are often outdated outcomes. Due to lack of staff, and a year and a half of paper logs, how can the People Supported achieve outdated or nonexistant outcomes? |
| 3. | Outcomes are not always clearly defined |
| 4. | Due to no computer sytem like outr old Share Vision I feel persons supported outcomes have been ignored and some have had the same one for many years. |
| 5. | The persons supported are encouraged to reach their individualized outcomes, but quite a few need to be changed or revamped. |
| 6. | I think many of the people we support do not consider their outcome important or meanful |
| 7. | SACL has really lapsed on implementing appropriate individualized outcomes and making adjustments to them when needed. |

# 6. Do you feel that Persons Supported are encouraged and educated to feel safe at home, in the community and at SACL Services?

|  |  |  |  |
| --- | --- | --- | --- |
| Response | Chart | Percentage | Count |
| Yes |  |  | 70.0% | 14 |
| No |  |  | 0.0% | 0 |
| Somewhat |  |  | 0.0% | 0 |
| I Don't Know |  |  | 25.0% | 5 |
| Comments: |  |  | 15.0% | 3 |
|  | **Total Responses** | **20** |

## 6. Do you feel that Persons Supported are encouraged and educated to feel safe at home, in the community and at SACL Services? (Comments:)

|  |  |
| --- | --- |
| # | Response |
| 1. | Bad question. Safe how? Physically, emotionally? What Education do you mean? Stranger Danger? |
| 2. | safety is always first. I see this with all of my co-workers |
| 3. | When out in the community the persons supported are encouraged to wait at a cross walk for the rest of the group, to look both ways before crossing, not to tell your whole life story to a complete stranger. |

# 7. Do you feel that Persons Supported are given input and information on SACL Services and their direction?

|  |  |  |  |
| --- | --- | --- | --- |
| Response | Chart | Percentage | Count |
| Yes |  |  | 75.0% | 15 |
| No |  |  | 5.0% | 1 |
| Somewhat |  |  | 5.0% | 1 |
| I Don't Know |  |  | 15.0% | 3 |
| Comments: |  |  | 20.0% | 4 |
|  | **Total Responses** | **20** |

## 7. Do you feel that Persons Supported are given input and information on SACL Services and their direction? (Comments:)

|  |  |
| --- | --- |
| # | Response |
| 1. | No one is provided with information on SACL Services and their direction. Its on a need to know, and no one needs to know. |
| 2. | At HWLS when there is information to be given out regarding the program it will be handed out asap. Regarding the whole SACL do not know. |
| 3. | I feel they are given the information and input but I don't know if the information is always delivered in a way that all understand, and when you don't completely understand the information it is hard to give useful input |
| 4. | On day-to-day activities - yes, On overall service and program direction - no |

# 8. Do you feel that overall, SACL Services meet the needs and requirements of Persons Supported?

|  |  |  |  |
| --- | --- | --- | --- |
| Response | Chart | Percentage | Count |
| Yes |  |  | 55.0% | 11 |
| No |  |  | 10.0% | 2 |
| Somewhat |  |  | 30.0% | 6 |
| Comments: |  |  | 30.0% | 6 |
|  | **Total Responses** | **20** |

## 8. Do you feel that overall, SACL Services meet the needs and requirements of Persons Supported? (Comments:)

|  |  |
| --- | --- |
| # | Response |
| 1. | I believe the direction of services are completely based on the funders requirements above the requirements or wants of the Person Supported. I do believe that SACL does it's best to address the wants & needs of the Persons Supported |
| 2. | No, needs of the Persons Supported are not being met. The HWLS space is overwhelming at the best of times. limited by one vehicle. The Horrible treatment of the HWLS Team Leader, who supports the Persons Supported and the Line Staff. |
| 3. | as a casual I have limited amount of knowledge to the Persons supported needs for specific requirements |
| 4. | Inconsistant staffing is an issue for many of the persons we support |
| 5. | Alot of persons supported seem happy and enjoy coming to SACL. When a Person supported need medication, or assistance in any kind they will get that support. Don't know if all their needs and reequirements are met. |
| 6. | For some people yes. For others - the program space is restrictive. Sometimes activities are not necessarily age-appropriate - younger people could have more opportunities to meet other young people, our senior population could be allowed to age in place by just coming to socialize and do only what they can/want to do. Maybe need two different Community Integration services instead of one large one. For 1-1 Supports because staffing is often very changeable, they don't get the supports that they are entitled to and the CLBC is paying for. |

# 9. Do you feel that SACL Persons Supported are encouraged and supported to express their own views, develop their own relationships, and pursue their own interests?

|  |  |  |  |
| --- | --- | --- | --- |
| Response | Chart | Percentage | Count |
| Yes |  |  | 80.0% | 16 |
| No |  |  | 5.0% | 1 |
| Somewhat |  |  | 15.0% | 3 |
| Comments: |  |  | 10.0% | 2 |
|  | **Total Responses** | **20** |

## 9. Do you feel that SACL Persons Supported are encouraged and supported to express their own views, develop their own relationships, and pursue their own interests? (Comments:)

|  |  |
| --- | --- |
| # | Response |
| 1. | No, how can they pursue their own interests without the Staff and resources. |
| 2. | Parents and caregivers can be the ones to hold back or not allow relationships and activities outside SACL |

# 10. Do you feel that SACL Services and Staff encourage Persons Supported to practice a healthy lifestyle and encourage activity?

|  |  |  |  |
| --- | --- | --- | --- |
| Response | Chart | Percentage | Count |
| Yes |  |  | 85.0% | 17 |
| No |  |  | 0.0% | 0 |
| Somewhat |  |  | 10.0% | 2 |
| Comments: |  |  | 15.0% | 3 |
|  | **Total Responses** | **20** |

## 10. Do you feel that SACL Services and Staff encourage Persons Supported to practice a healthy lifestyle and encourage activity? (Comments:)

|  |  |
| --- | --- |
| # | Response |
| 1. | Staff do the best they can with the resurces they are provided with. As much as possible a healthy lifestyle is encouraged. |
| 2. | don't know |
| 3. | Very much a focus. |

# 11. Do you feel that SACL effectively defines and addresses barriers to Persons Supported in the following areas: (Please list any comments that may help us improve)

|  |  |  |  |
| --- | --- | --- | --- |
| Response | Chart | Percentage | Count |
| Architectural (steep stairs, wheelchair accessibility etc.) |  |  | 75.0% | 12 |
| Environmental (temperature, light, noise levels etc.) |  |  | 81.2% | 13 |
| Attitudinal (Persons Supported, friends and family are treated with respect) |  |  | 81.2% | 13 |
| Financial (Does the Agency have appropriate funding) |  |  | 75.0% | 12 |
| Employment (Providing flexibility and options for Persons Supported in Employment) |  |  | 75.0% | 12 |
| Communications (keeping Persons Supported, Stakeholders & Staff informed) |  |  | 87.5% | 14 |
| Transportation (Helping get Persons Supported to where they need to go) |  |  | 81.2% | 13 |
| Community Integration (encouraging full participation in the community) |  |  | 68.8% | 11 |
| Other, please specify... |  |  | 43.8% | 7 |
|  | **Total Responses** | **16** |

## 11. Do you feel that SACL effectively defines and addresses barriers to Persons Supported in the following areas: (Please list any comments that may help us improve) (Architectural (steep stairs, wheelchair accessibility etc.))

|  |  |
| --- | --- |
| # | Response |
| 1. |  |
| 2. |  |
| 3. |  |
| 4. |  |
| 5. | With the limiting size of HWLS, and the number of people there, using a wheelchair is difficult. The stairs at 1st are very steep, and poorly lit. |
| 6. |  |
| 7. | HWLS does not have a wheel chair assese for back stairs exit for fire drills |
| 8. | no issues |
| 9. |  |
| 10. |  |
| 11. |  |
| 12. | need a window in the door accessing HWLS. so that people coming in the door can see people behind the door. or visa versa |

## 11. Do you feel that SACL effectively defines and addresses barriers to Persons Supported in the following areas: (Please list any comments that may help us improve) (Environmental (temperature, light, noise levels etc.))

|  |  |
| --- | --- |
| # | Response |
| 1. |  |
| 2. |  |
| 3. |  |
| 4. | somewhat - when there are many people in the day program area, the noise level can be intolerable for some, so hopefully this is addressed for those individuals. |
| 5. | HWLS, when full of HWLS persons supported, and all the 1-1s, it is completly overwhelming. |
| 6. |  |
| 7. | there are covers for floresent lights that help reduce the strobes for persons with sensitity to floresent lighting |
| 8. | There are times when the shortage of private space to meet with small groups or individuals truly impairs our ability to support our person supported during crucial situations. |
| 9. | temperature is often a problem, as is noise and crowds on some days |
| 10. |  |
| 11. | To the best of SACL's abilities, could be improved upon, noise levels often high, crowed conditions |
| 12. | its mostly to hot at HWLS |
| 13. | There aren't really any quiet places for people to go when they need a few minutes peace and quiet. |

## 11. Do you feel that SACL effectively defines and addresses barriers to Persons Supported in the following areas: (Please list any comments that may help us improve) (Attitudinal (Persons Supported, friends and family are treated with respect))

|  |  |
| --- | --- |
| # | Response |
| 1. |  |
| 2. |  |
| 3. |  |
| 4. |  |
| 5. |  |
| 6. |  |
| 7. |  |
| 8. | yes |
| 9. |  |
| 10. |  |
| 11. |  |
| 12. |  |
| 13. | yes they are |

## 11. Do you feel that SACL effectively defines and addresses barriers to Persons Supported in the following areas: (Please list any comments that may help us improve) (Financial (Does the Agency have appropriate funding))

|  |  |
| --- | --- |
| # | Response |
| 1. | BL needs funding for double staffed outings every once in awhile. |
| 2. | Only provided funding for specific direct services. Not enough of a budget to fully address all the wants and needs of the Persons Supported, support all the required administrative needs, nor allow for expansion and growth |
| 3. |  |
| 4. | we need more resources, a kitchen, another vehicle, a bigger space. more staffing. |
| 5. |  |
| 6. |  |
| 7. | As a causual in my opinion, I see that we are short staffed. is that because of funding, I don't know |
| 8. | Would like to see more involvement from behavioral consultant for some HWLS persons supported |
| 9. | No |
| 10. | I don't think any non profit agency has appropriate funds at this time |
| 11. | limited with What CLBC will give SACL. |
| 12. | Staffing often short - don't know whether this is funding or some other reason? |

## 11. Do you feel that SACL effectively defines and addresses barriers to Persons Supported in the following areas: (Please list any comments that may help us improve) (Employment (Providing flexibility and options for Persons Supported in Employment))

|  |  |
| --- | --- |
| # | Response |
| 1. |  |
| 2. |  |
| 3. |  |
| 4. |  |
| 5. |  |
| 6. |  |
| 7. | I don't have information needed to comment |
| 8. |  |
| 9. |  |
| 10. |  |
| 11. | doing the best they can. and are doing great |
| 12. | Need to step outside the restaurant and retail businesses more when searching for employment. |

## 11. Do you feel that SACL effectively defines and addresses barriers to Persons Supported in the following areas: (Please list any comments that may help us improve) (Communications (keeping Persons Supported, Stakeholders & Staff informed))

|  |  |
| --- | --- |
| # | Response |
| 1. |  |
| 2. |  |
| 3. |  |
| 4. |  |
| 5. | its on a need to know. Staff desks where removed without any sort of notice. Offices moved around. Decisions are made without input, even when it would be benificial to have had input and have saved time. |
| 6. |  |
| 7. |  |
| 8. |  |
| 9. |  |
| 10. |  |
| 11. | Staff are very po0rly informed, a lot of imformation hidden |
| 12. |  |
| 13. | communication can always inmprove from Managment to staff. We are not always told why things need to be done the way we are told they should be done. this can lead to negativity. meetings have been cut back information in supporting people we serve has to wait until we have a meeting. this has led to frustrated caregivers and parents wondering why we are not supporting a person the way they suggested. 1-1 staff has a team leader always working out of the building she is not accessable for help that we may need. |
| 14. | There is a lack of communication regarding the overall direction and vision of SACL. I currently don't really know what direction we are headed and I don't believe families and caregivers know either. Families and caregivers have expressed to me frustration with not being heard by management and difficulty figuring out exactly how to get to managment to communicate concerns. |

## 11. Do you feel that SACL effectively defines and addresses barriers to Persons Supported in the following areas: (Please list any comments that may help us improve) (Transportation (Helping get Persons Supported to where they need to go))

|  |  |
| --- | --- |
| # | Response |
| 1. |  |
| 2. |  |
| 3. |  |
| 4. | This is always a difficult thing living in a small town with limited public transit. We can't force caregivers to provide transportation to evening programs. So, yes, we help, but other than physically transporting the people we support, there is only so much we can do. |
| 5. | Another SACL vehicle. Transportation for persons supported is dependant on Staff Vehicles, and often public transportation. |
| 6. |  |
| 7. |  |
| 8. | not all staff vehicles are able to take wheel chairs if the Van is not available, |
| 9. |  |
| 10. |  |
| 11. |  |
| 12. |  |
| 13. | The van for the most part is working fine. it is only available for activities unless it is booked way ahead of time. some of the 1-1 people need or will need wheel chairs and or walkers. not all 1-1 staff have a vehicle that can fit a wheel chair or walker. The person we support woould have to miss out on an activity because of this reason. Scheduling can be difficult for activities if too many people who have walkers want to participate. the van can only safely hold so many walkers. HWLS staff do their best to try to serve everyone and meet their wants and needs. |

## 11. Do you feel that SACL effectively defines and addresses barriers to Persons Supported in the following areas: (Please list any comments that may help us improve) (Community Integration (encouraging full participation in the community))

|  |  |
| --- | --- |
| # | Response |
| 1. |  |
| 2. |  |
| 3. |  |
| 4. |  |
| 5. |  |
| 6. |  |
| 7. | does this mean to be able to go shopping on their own , HWLS might try having more staff so that the persons supported could have staff work with them one idividual goals that would encourage more participation in the community |
| 8. |  |
| 9. |  |
| 10. |  |
| 11. | yes when they can, weather permitting, vehicle availability, finacially able to. |

## 11. Do you feel that SACL effectively defines and addresses barriers to Persons Supported in the following areas: (Please list any comments that may help us improve) (Other, please specify...)

|  |  |
| --- | --- |
| # | Response |
| 1. |  |
| 2. |  |
| 3. |  |
| 4. |  |
| 5. |  |
| 6. | Would like to see SACL advocate for increased mileage and rec budgets for certain 1-1 persons supported (EP) |
| 7. |  |

# Appendix

## Name of Participant |

|  |  |
| --- | --- |
| # | Response |
| 1. | Lindsay Quibell |
| 2. | Melanie Clark |
| 3. | Jacquie Bolen |
| 4. | Amanda Reidford |
| 5. | shelby |
| 6. | Albertha Anchikoski |
| 7. | Rita Chu |
| 8. | Pauline Schmidt |
| 9. | Mary Hickman |
| 10. | Stephanie Clifford |
| 11. | sheila lewis |
| 12. | Elly |

## Email address: |

|  |  |
| --- | --- |
| # | Response |
| 1. | lquibell@shuswapacl.com |
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