

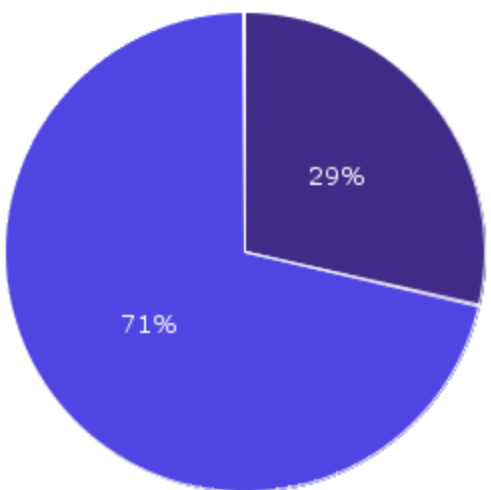


Shuswap Association  
for Community Living

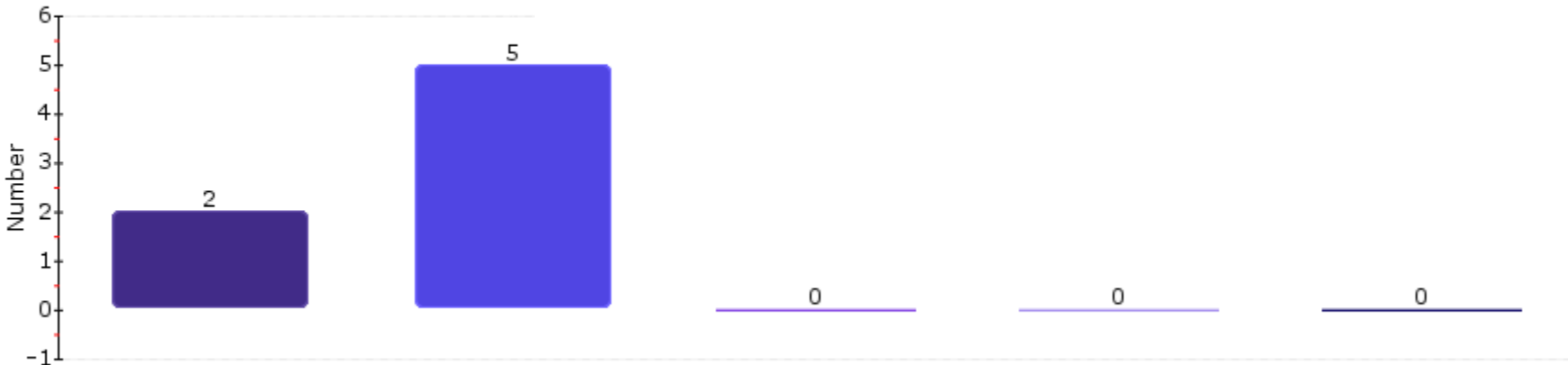
# Satisfaction Survey - Community Integration (Stakeholder) - 2016

# Question 3: Do you feel that Persons Supported increase their level/amount of participation in the Community due to attending SACL Services?

Multiple Choice



- Legend
- STRONGLY AGREE - Consistently exceeds expectations
  - AGREE - Often exceeds expectations
  - NEITHER AGREE NOR DISAGREE - Performs at a satisfactory level
  - DISAGREE - Occasionally fails to meet expectations
  - STRONGLY DISAGREE - Consistently fails to meet expectations



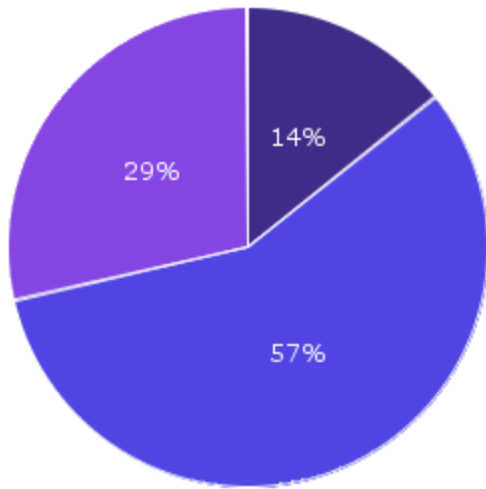
# Question 3: Do you feel that Persons Supported increase their level/amount of participation in the Community due to attending SACL Services?

Multiple Choice

Answer	Percentage	Number
STRONGLY AGREE - Consistently exceeds expectations	28.57%	2
AGREE - Often exceeds expectations	71.43%	5
NEITHER AGREE NOR DISAGREE - Performs at a satisfactory level	0%	0
DISAGREE - Occasionally fails to meet expectations	0%	0
STRONGLY DISAGREE - Consistently fails to meet expectations	0%	0
<b>Total</b>	<b>100%</b>	<b>7</b>

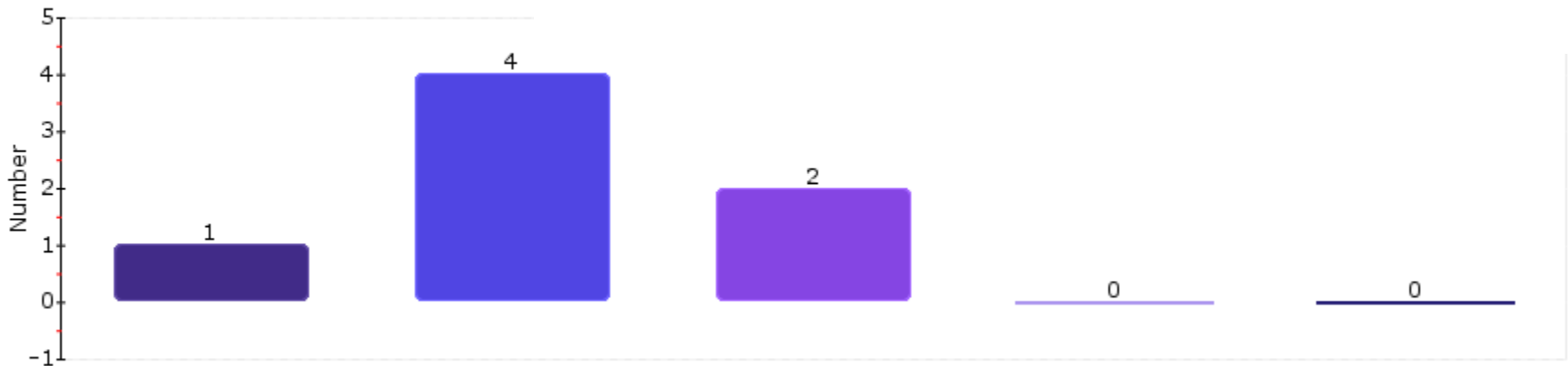
# Question 4: Do you feel that Persons Supported have achieved increased independence due to attending SACL Services?

Multiple Choice



Legend

- STRONGLY AGREE - Consistently exceeds expectations
- AGREE - Often exceeds expectations
- NEITHER AGREE NOR DISAGREE - Performs at a satisfactory level
- DISAGREE - Occasionally fails to meet expectations
- STRONGLY DISAGREE - Consistently fails to meet expectations



# Question 4: Do you feel that Persons Supported have achieved increased independence due to attending SACL Services?

Multiple Choice

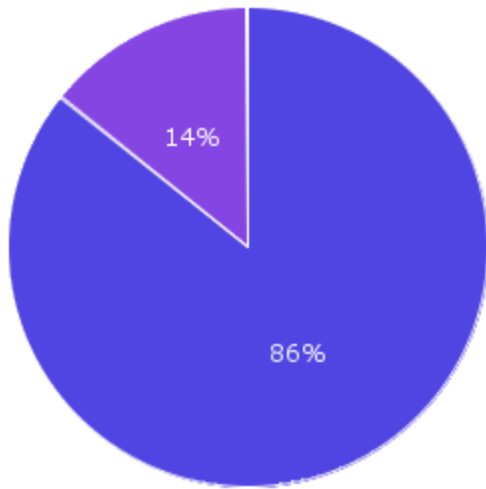
Answer	Percentage	Number
STRONGLY AGREE - Consistently exceeds expectations	14.29%	1
AGREE - Often exceeds expectations	57.14%	4
NEITHER AGREE NOR DISAGREE - Performs at a satisfactory level	28.57%	2
DISAGREE - Occasionally fails to meet expectations	0%	0
STRONGLY DISAGREE - Consistently fails to meet expectations	0%	0
<b>Total</b>	<b>100%</b>	<b>7</b>

## Comments:

*“Purpose is not to increase independence – purpose is to provide quality of life.”*

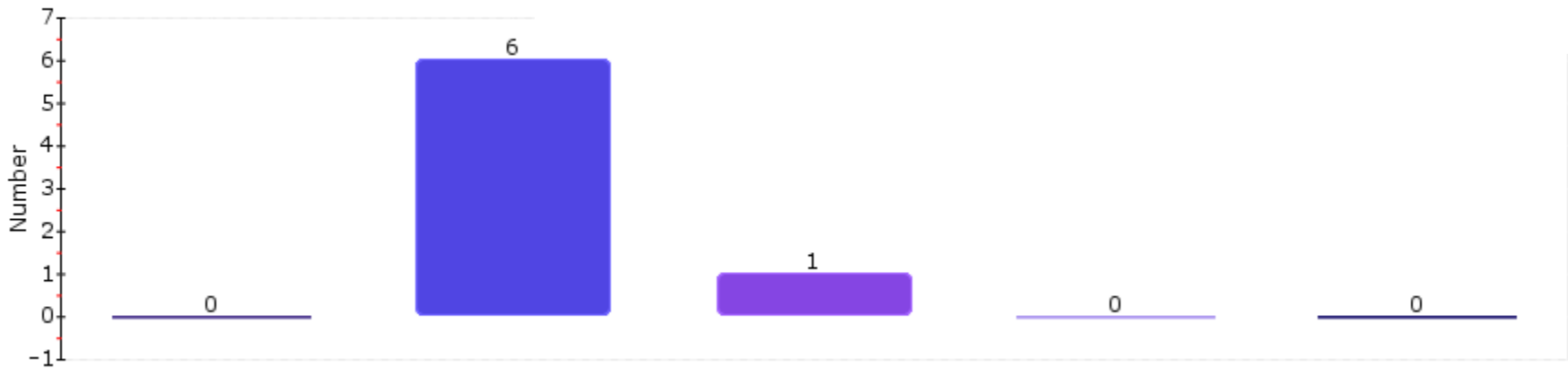
# Question 5: Do feel that Persons Supported are encouraged and assisted to learn new life skills while at SACL Services?

Multiple Choice



Legend

- STRONGLY AGREE - Consistently exceeds expectations
- AGREE - Often exceeds expectations
- NEITHER AGREE NOR DISAGREE - Performs at a satisfactory level
- DISAGREE - Occasionally fails to meet expectations
- STRONGLY DISAGREE - Consistently fails to meet expectations



# Question 5: Do feel that Persons Supported are encouraged and assisted to learn new life skills while at SACL Services?

Multiple Choice

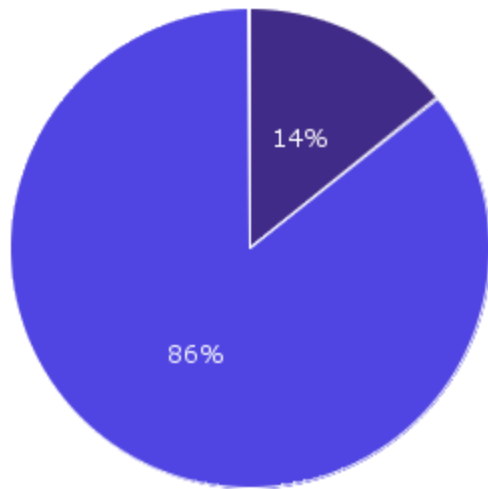
Answer	Percentage	Number
STRONGLY AGREE - Consistently exceeds expectations	0%	0
AGREE - Often exceeds expectations	85.71%	6
NEITHER AGREE NOR DISAGREE - Performs at a satisfactory level	14.29%	1
DISAGREE - Occasionally fails to meet expectations	0%	0
STRONGLY DISAGREE - Consistently fails to meet expectations	0%	0
<b>Total</b>	<b>100%</b>	<b>7</b>

## Comments:

*"Any new skills learned may be a benefit but enjoyment of the programs and quality of life are the expectations."*

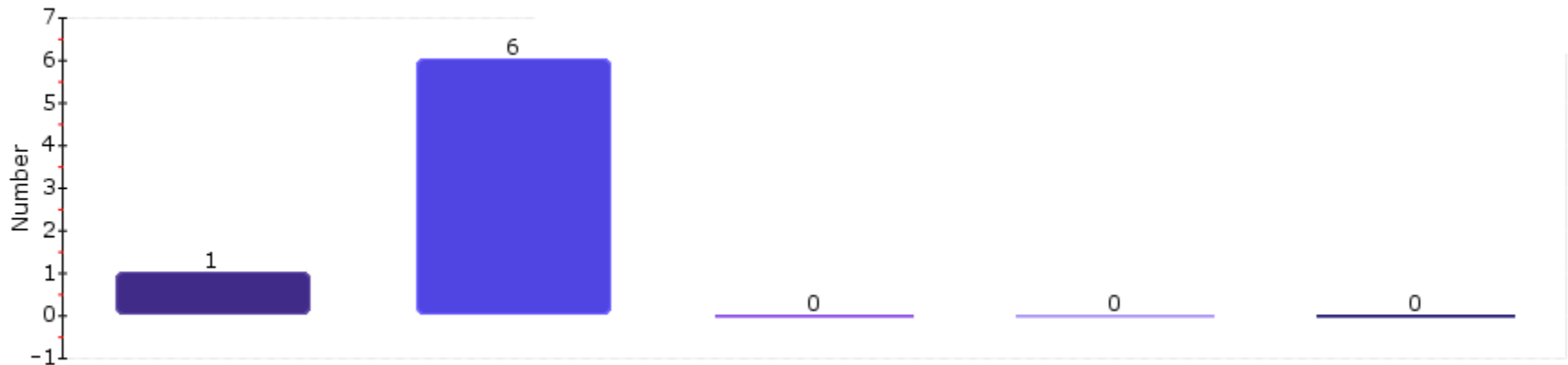
# Question 6: Do you feel that SACL provides Services that help minimize restrictive community environments and encourage greater participation in community based exercises?

Multiple Choice



Legend

- STRONGLY AGREE - Consistently exceeds expectations
- AGREE - Often exceeds expectations
- NEITHER AGREE NOR DISAGREE - Performs at a satisfactory level
- DISAGREE - Occasionally fails to meet expectations
- STRONGLY DISAGREE - Consistently fails to meet expectations





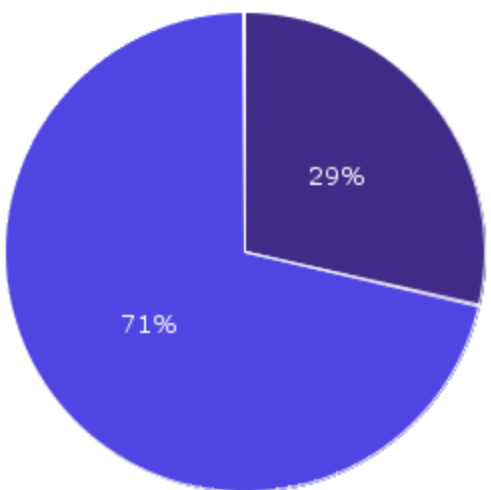
# Question 6: Do you feel that SACL provides Services that help minimize restrictive community environments and encourage greater participation in community based exercises?

Multiple Choice

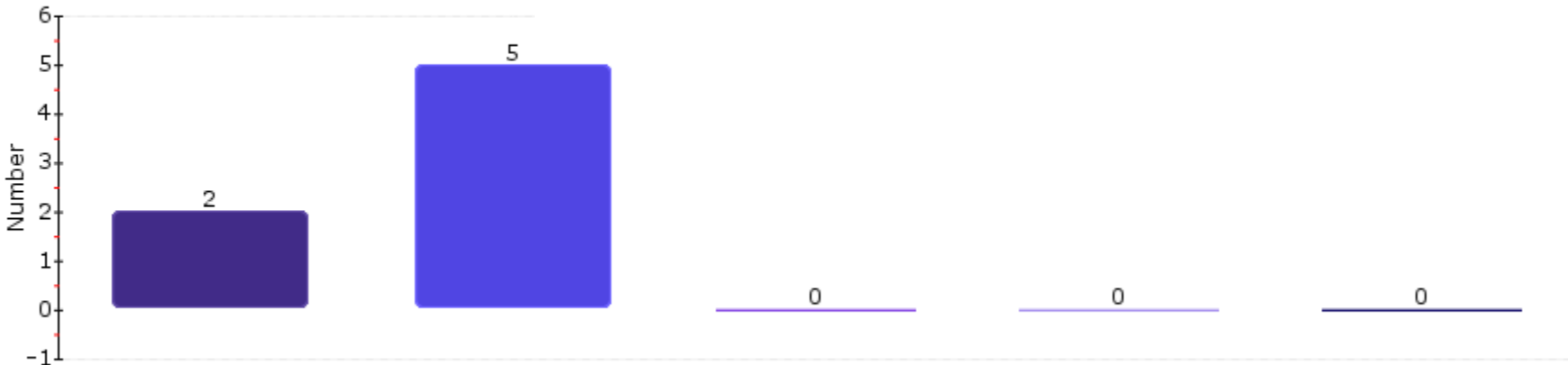
Answer	Percentage	Number
STRONGLY AGREE - Consistently exceeds expectations	14.29%	1
AGREE - Often exceeds expectations	85.71%	6
NEITHER AGREE NOR DISAGREE - Performs at a satisfactory level	0%	0
DISAGREE - Occasionally fails to meet expectations	0%	0
STRONGLY DISAGREE - Consistently fails to meet expectations	0%	0
<b>Total</b>	<b>100%</b>	<b>7</b>

# Question 7: Do you feel that the People SACL support are positively encouraged and supported to reach their individualized outcomes?

Multiple Choice



- Legend
- STRONGLY AGREE - Consistently exceeds expectations
  - AGREE - Often exceeds expectations
  - NEITHER AGREE NOR DISAGREE - Performs at a satisfactory level
  - DISAGREE - Occasionally fails to meet expectations
  - STRONGLY DISAGREE - Consistently fails to meet expectations



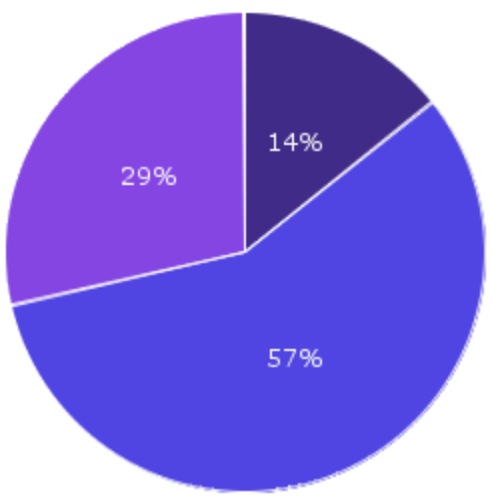
# Question 7: Do you feel that the People SACL support are positively encouraged and supported to reach their individualized outcomes?

Multiple Choice

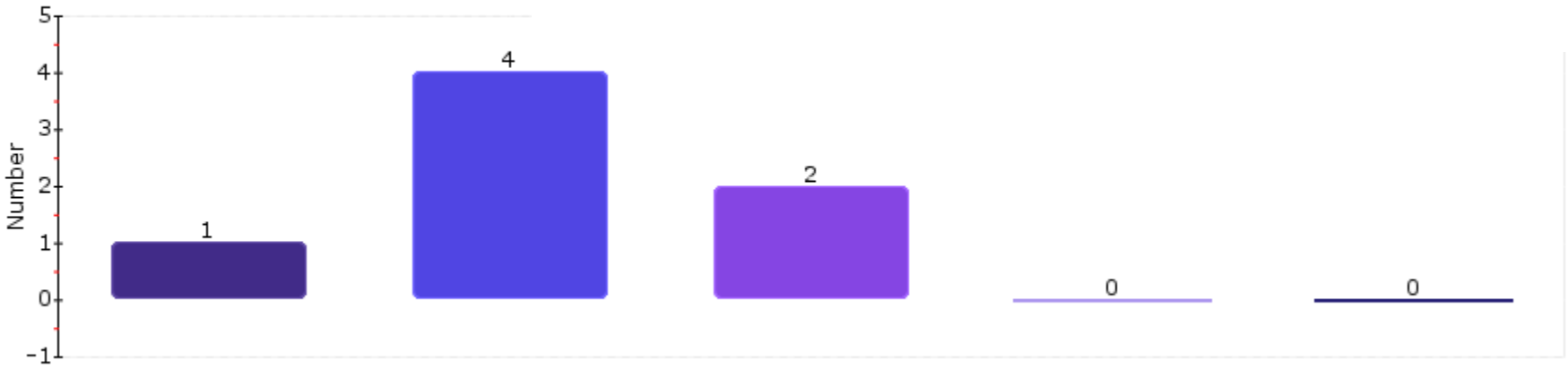
Answer	Percentage	Number
STRONGLY AGREE - Consistently exceeds expectations	28.57%	2
AGREE - Often exceeds expectations	71.43%	5
NEITHER AGREE NOR DISAGREE - Performs at a satisfactory level	0%	0
DISAGREE - Occasionally fails to meet expectations	0%	0
STRONGLY DISAGREE - Consistently fails to meet expectations	0%	0
<b>Total</b>	<b>100%</b>	<b>7</b>

# Question 8: Do you feel that Persons Supported are encouraged and educated to feel safe at home, in the community and at SACL Services?

Multiple Choice



- Legend
- STRONGLY AGREE - Consistently exceeds expectations
  - AGREE - Often exceeds expectations
  - NEITHER AGREE NOR DISAGREE - Performs at a satisfactory level
  - DISAGREE - Occasionally fails to meet expectations
  - STRONGLY DISAGREE - Consistently fails to meet expectations



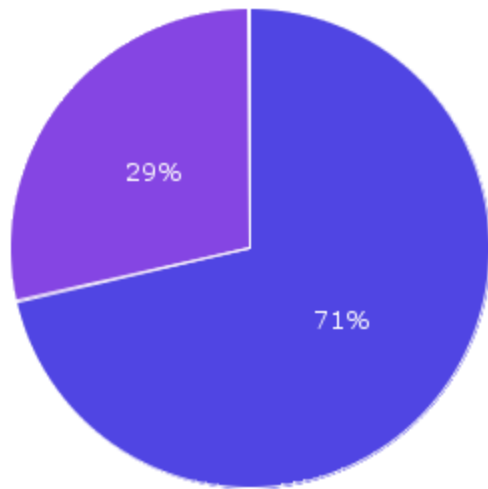
# Question 8: Do you feel that Persons Supported are encouraged and educated to feel safe at home, in the community and at SACL Services?

Multiple Choice

Answer	Percentage	Number
STRONGLY AGREE - Consistently exceeds expectations	14.29%	1
AGREE - Often exceeds expectations	57.14%	4
NEITHER AGREE NOR DISAGREE - Performs at a satisfactory level	28.57%	2
DISAGREE - Occasionally fails to meet expectations	0%	0
STRONGLY DISAGREE - Consistently fails to meet expectations	0%	0
<b>Total</b>	<b>100%</b>	<b>7</b>

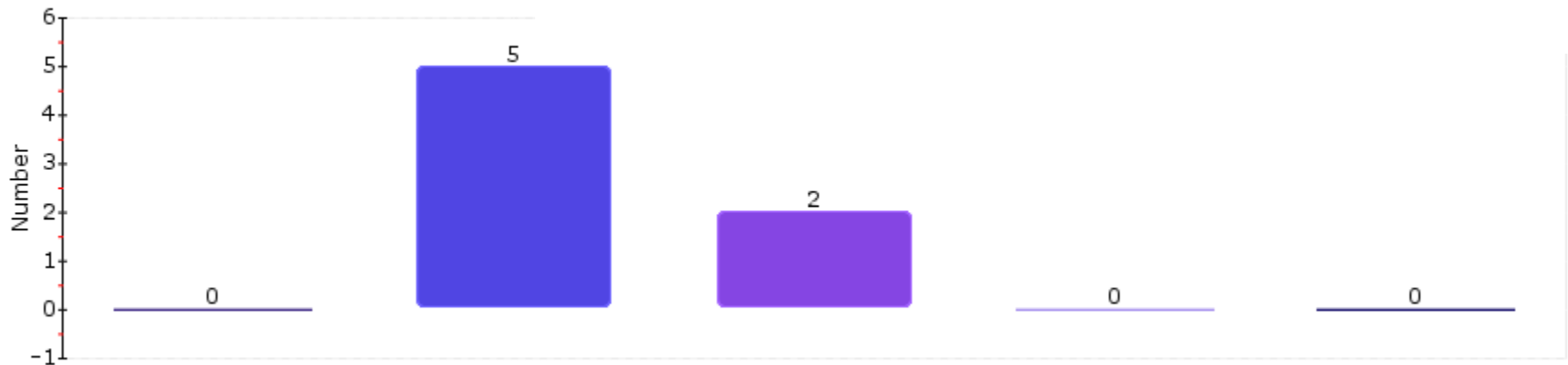
# Question 9: Do you feel that Persons Supported are given input and information on SACL Services and their direction?

Multiple Choice



Legend

- STRONGLY AGREE - Consistently exceeds expectations
- AGREE - Often exceeds expectations
- NEITHER AGREE NOR DISAGREE - Performs at a satisfactory level
- DISAGREE - Occasionally fails to meet expectations
- STRONGLY DISAGREE - Consistently fails to meet expectations



# Question 9: Do you feel that Persons Supported are given input and information on SACL Services and their direction?

Multiple Choice

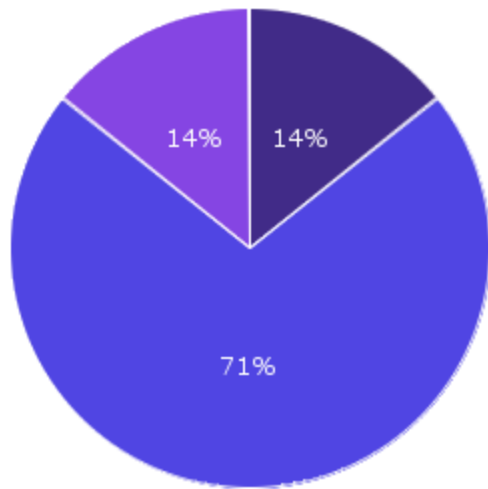
Answer	Percentage	Number
STRONGLY AGREE - Consistently exceeds expectations	0%	0
AGREE - Often exceeds expectations	71.43%	5
NEITHER AGREE NOR DISAGREE - Performs at a satisfactory level	28.57%	2
DISAGREE - Occasionally fails to meet expectations	0%	0
STRONGLY DISAGREE - Consistently fails to meet expectations	0%	0
<b>Total</b>	<b>100%</b>	<b>7</b>

## Comments:

*"I've heard that SACL has satisfaction surveys that are given to individuals and to families, but that the response rate is low. Perhaps other methods of exploring feedback/input could be explored?."*

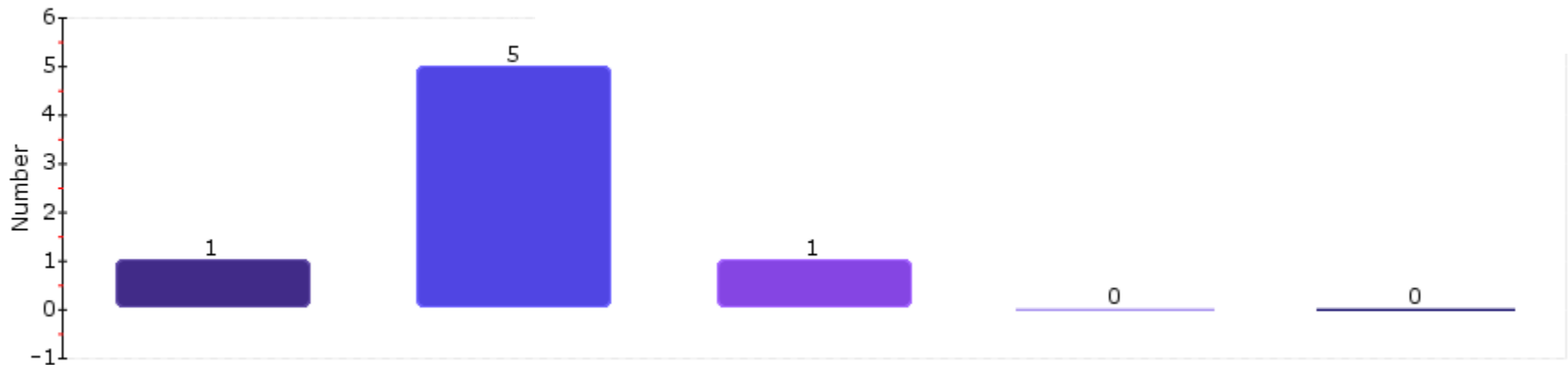
# Question 10: Do you feel that overall, SACL Services meet the needs and requirements of Persons Supported?

Multiple Choice



Legend

- STRONGLY AGREE - Consistently exceeds expectations
- AGREE - Often exceeds expectations
- NEITHER AGREE NOR DISAGREE - Performs at a satisfactory level
- DISAGREE - Occasionally fails to meet expectations
- STRONGLY DISAGREE - Consistently fails to meet expectations





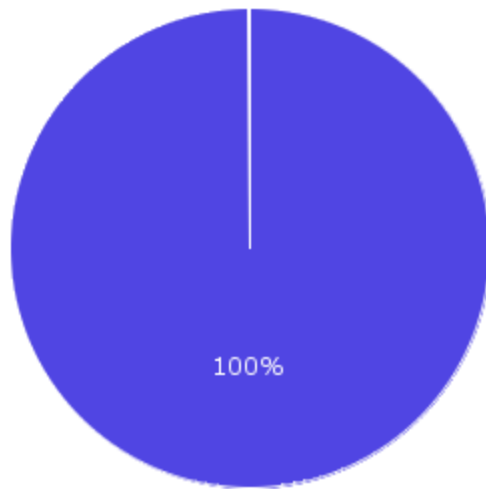
# Question 10: Do you feel that overall, SACL Services meet the needs and requirements of Persons Supported?

Multiple Choice

Answer	Percentage	Number
STRONGLY AGREE - Consistently exceeds expectations	14.29%	1
AGREE - Often exceeds expectations	71.43%	5
NEITHER AGREE NOR DISAGREE - Performs at a satisfactory level	14.29%	1
DISAGREE - Occasionally fails to meet expectations	0%	0
STRONGLY DISAGREE - Consistently fails to meet expectations	0%	0
<b>Total</b>	<b>100%</b>	<b>7</b>

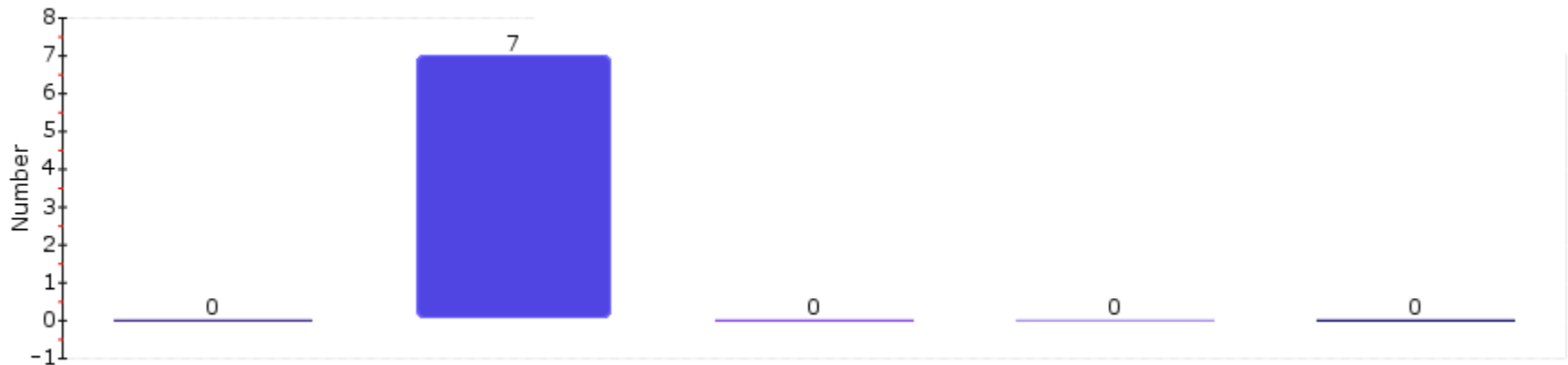
# Question 11: Do you feel that SACL Persons Supported are encouraged and supported to express their own views, develop their own relationships, and pursue their own interests?

Multiple Choice



Legend

- STRONGLY AGREE - Consistently exceeds expectations
- AGREE - Often exceeds expectations
- NEITHER AGREE NOR DISAGREE - Performs at a satisfactory level
- DISAGREE - Occasionally fails to meet expectations
- STRONGLY DISAGREE - Consistently fails to meet expectations



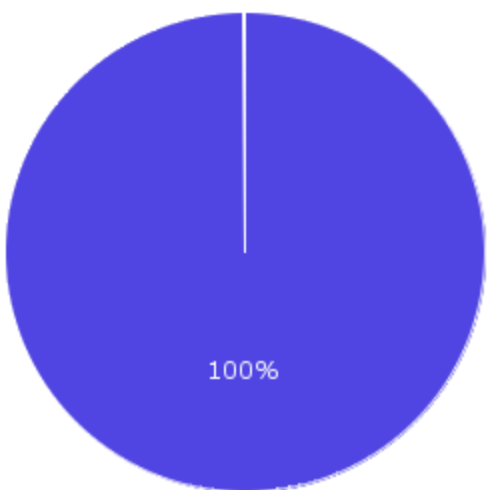
# Question 11: Do you feel that SACL Persons Supported are encouraged and supported to express their own views, develop their own relationships, and pursue their own interests?

Multiple Choice

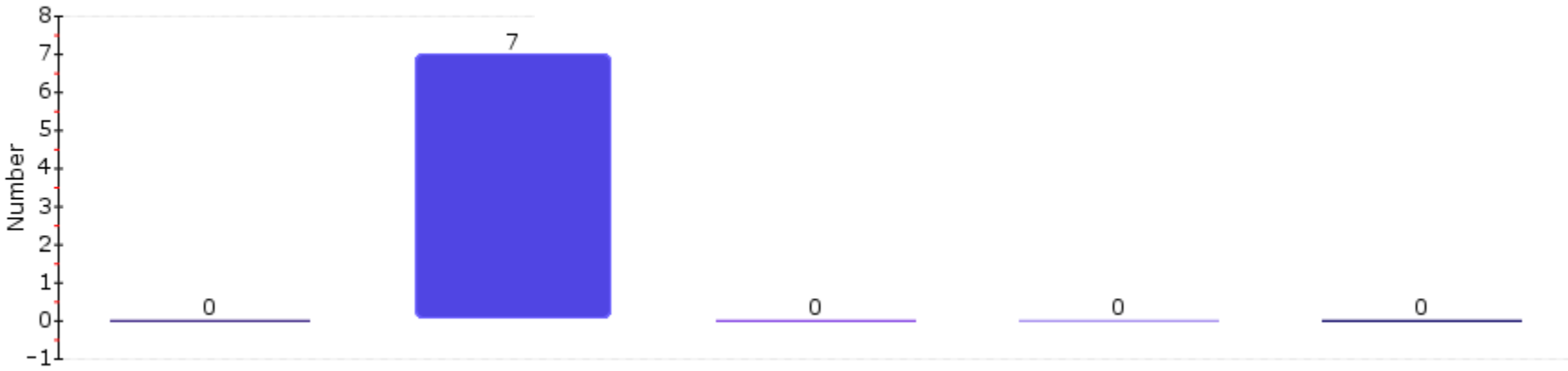
Answer	Percentage	Number
STRONGLY AGREE - Consistently exceeds expectations	0%	0
AGREE - Often exceeds expectations	100%	7
NEITHER AGREE NOR DISAGREE - Performs at a satisfactory level	0%	0
DISAGREE - Occasionally fails to meet expectations	0%	0
STRONGLY DISAGREE - Consistently fails to meet expectations	0%	0
<b>Total</b>	<b>100%</b>	<b>7</b>

# Question 12: Do you feel that SACL Services and Staff encourage Persons Supported to practice a healthy lifestyle and encourage activity?

Multiple Choice



- Legend
- STRONGLY AGREE - Consistently exceeds expectations
  - AGREE - Often exceeds expectations
  - NEITHER AGREE NOR DISAGREE - Performs at a satisfactory level
  - DISAGREE - Occasionally fails to meet expectations
  - STRONGLY DISAGREE - Consistently fails to meet expectations



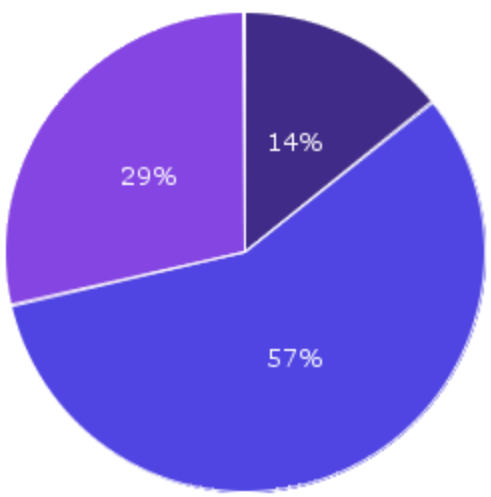
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Multiple Choice

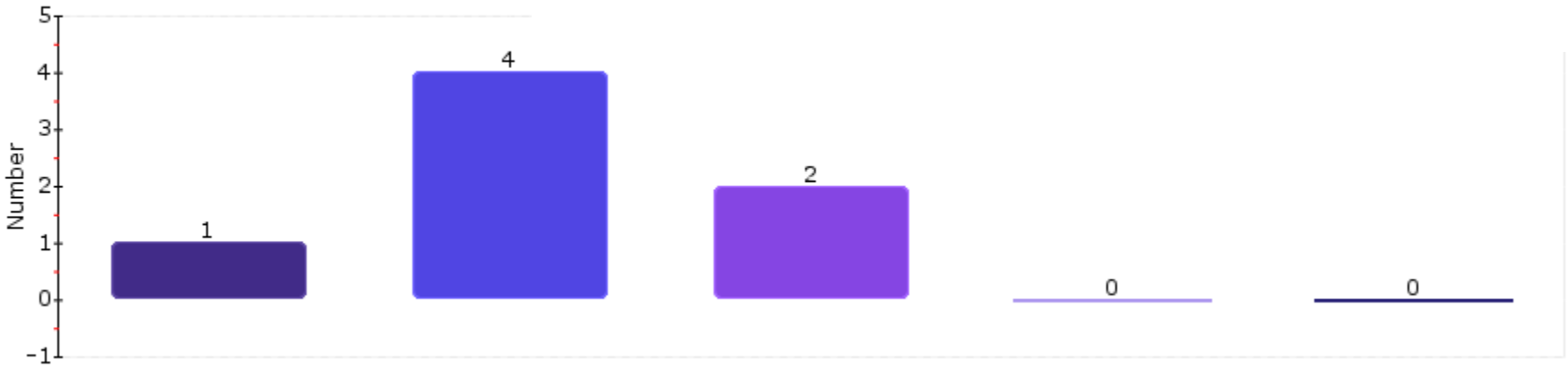
Answer	Percentage	Number
STRONGLY AGREE - Consistently exceeds expectations	0%	0
AGREE - Often exceeds expectations	100%	7
NEITHER AGREE NOR DISAGREE - Performs at a satisfactory level	0%	0
DISAGREE - Occasionally fails to meet expectations	0%	0
STRONGLY DISAGREE - Consistently fails to meet expectations	0%	0
<b>Total</b>	<b>100%</b>	<b>7</b>

# Question 13: Do you feel that SACL effectively defines and addresses Architectural barriers to Persons Supported while attending SACL Services? (E.G. steep stairs, wheelchair accessibility etc.)(Please list any comments that may help us improve)

Multiple Choice



- Legend
- STRONGLY AGREE - Consistently exceeds expectations
  - AGREE - Often exceeds expectations
  - NEITHER AGREE NOR DISAGREE - Performs at a satisfactory level
  - DISAGREE - Occasionally fails to meet expectations
  - STRONGLY DISAGREE - Consistently fails to meet expectations



**Question 13: Do you feel that SACL effectively defines and addresses Architectural barriers to Persons Supported while attending SACL Services? (E.G. steep stairs, wheelchair accessibility etc.)(Please list any comments that may help us improve)**  
**Multiple Choice**

Answer	Percentage	Number
STRONGLY AGREE - Consistently exceeds expectations	14.29%	1
AGREE - Often exceeds expectations	57.14%	4
NEITHER AGREE NOR DISAGREE - Performs at a satisfactory level	28.57%	2
DISAGREE - Occasionally fails to meet expectations	0%	0
STRONGLY DISAGREE - Consistently fails to meet expectations	0%	0
<b>Total</b>	<b>100%</b>	<b>7</b>

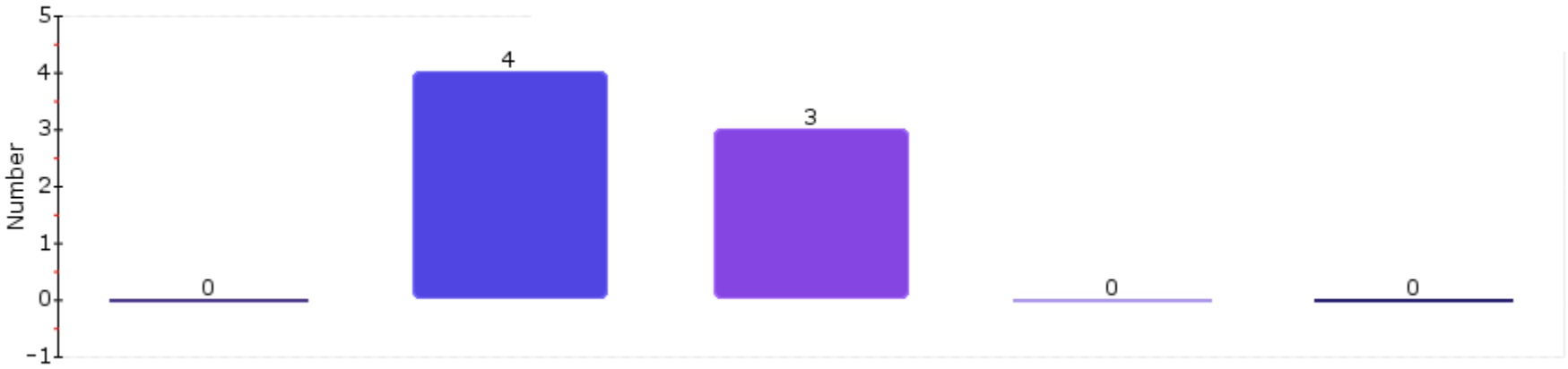
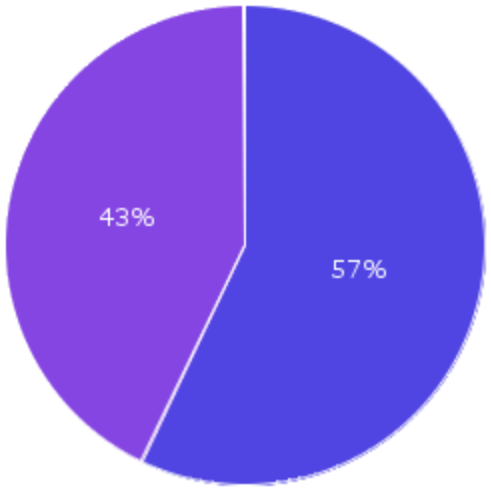
**Comments:**

*“Parking when loading/unloading can be an issue at times.”*

**Question 14: Do you feel that SACL effectively defines and addresses Environmental barriers to Persons Supported while attending SACL Services? (E.G. temperatures, light and noise levels etc.)(Please list any comments that may help us improve)**

**Multiple Choice**

- Legend
- STRONGLY AGREE - Consistently exceeds expectations
  - AGREE - Often exceeds expectations
  - NEITHER AGREE NOR DISAGREE - Performs at a satisfactory level
  - DISAGREE - Occasionally fails to meet expectations
  - STRONGLY DISAGREE - Consistently fails to meet expectations





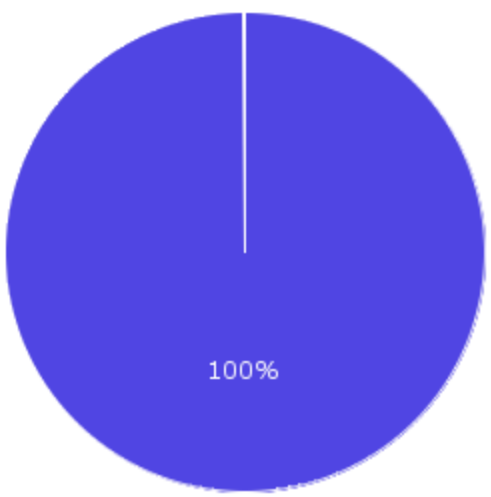
**Question 14: Do you feel that SACL effectively defines and addresses Environmental barriers to Persons Supported while attending SACL Services? (E.G. temperatures, light and noise levels etc.)(Please list any comments that may help us improve)**

**Multiple Choice**

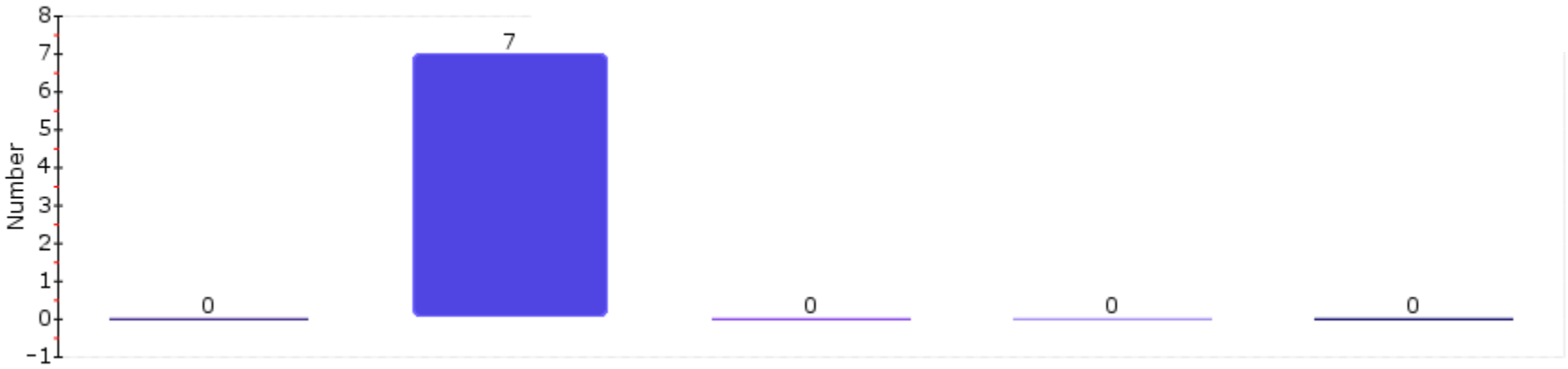
Answer	Percentage	Number
STRONGLY AGREE - Consistently exceeds expectations	0%	0
AGREE - Often exceeds expectations	57.14%	4
NEITHER AGREE NOR DISAGREE - Performs at a satisfactory level	42.86%	3
DISAGREE - Occasionally fails to meet expectations	0%	0
STRONGLY DISAGREE - Consistently fails to meet expectations	0%	0
<b>Total</b>	<b>100%</b>	<b>7</b>

**Question 15: Do you feel that SACL effectively defines and addresses Attitudinal barriers to Persons Supported while attending SACL Services? (E.G. ensuring Persons Supported, friends & family are treated with respect etc.)(Please list any comments that may help us improve)**

**Multiple Choice**



- Legend
- STRONGLY AGREE - Consistently exceeds expectations
  - AGREE - Often exceeds expectations
  - NEITHER AGREE NOR DISAGREE - Performs at a satisfactory level
  - DISAGREE - Occasionally fails to meet expectations
  - STRONGLY DISAGREE - Consistently fails to meet expectations



**Question 15: Do you feel that SACL effectively defines and addresses Attitudinal barriers to Persons Supported while attending SACL Services? (E.G. ensuring Persons Supported, friends & family are treated with respect etc.)(Please list any comments that may help us improve)**

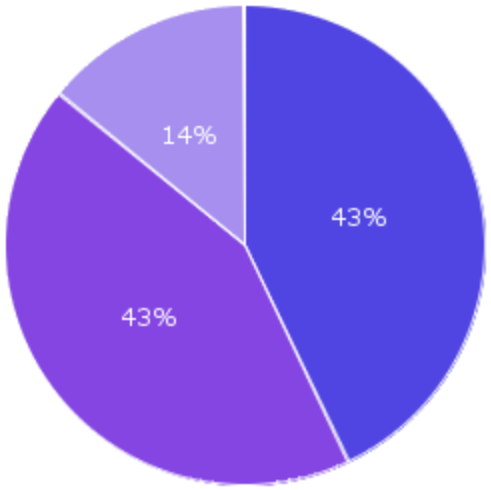
**Multiple Choice**

Answer	Percentage	Number
STRONGLY AGREE - Consistently exceeds expectations	0%	0
AGREE - Often exceeds expectations	100%	7
NEITHER AGREE NOR DISAGREE - Performs at a satisfactory level	0%	0
DISAGREE - Occasionally fails to meet expectations	0%	0
STRONGLY DISAGREE - Consistently fails to meet expectations	0%	0
<b>Total</b>	<b>100%</b>	<b>7</b>

**Question 16: Do you feel that SACL effectively defines and addresses Financial barriers to Persons Supported while attending SACL Services? (E.G. does the agency have appropriate funding etc.)(Please list any comments that may help us improve)**

**Multiple Choice**

- Legend
- STRONGLY AGREE - Consistently exceeds expectations
  - AGREE - Often exceeds expectations
  - NEITHER AGREE NOR DISAGREE - Performs at a satisfactory level
  - DISAGREE - Occasionally fails to meet expectations
  - STRONGLY DISAGREE - Consistently fails to meet expectations



**Question 16: Do you feel that SACL effectively defines and addresses Financial barriers to Persons Supported while attending SACL Services? (E.G. does the agency have appropriate funding etc.)(Please list any comments that may help us improve)**

**Multiple Choice**

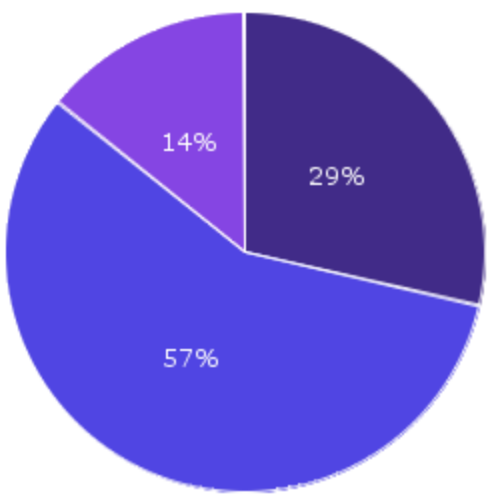
Answer	Percentage	Number
STRONGLY AGREE - Consistently exceeds expectations	0%	0
AGREE - Often exceeds expectations	42.86%	3
NEITHER AGREE NOR DISAGREE - Performs at a satisfactory level	42.86%	3
DISAGREE - Occasionally fails to meet expectations	14.29%	1
STRONGLY DISAGREE - Consistently fails to meet expectations	0%	0
<b>Total</b>	<b>100%</b>	<b>7</b>

**Comments:**

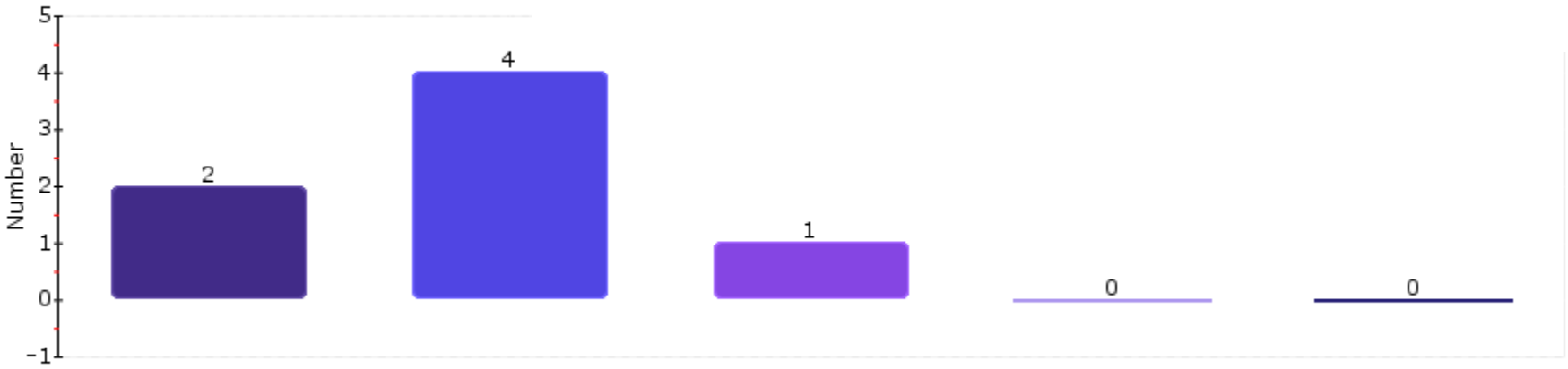
1. *“Not familiar with financial issues - all agencies can function better with more money.”*
2. *“Regular and ongoing reviews and increases to funding levels for existing and future programs in critically important to keep pace with increased costs and program improvements.”*
3. *“I've not seen an agency like SACL that has appropriate funding but I'm not sure how that relates to defining and addressing the financial barriers to persons supported. Seems like two different questions.”*

**Question 17: Do you feel that SACL effectively defines and addresses Employment barriers to Persons Supported while attending SACL Services? (E.G. providing flexibility and options for Persons Supported in employment etc.)(Please list any comments that may help us improve)**

**Multiple Choice**



- Legend
- STRONGLY AGREE - Consistently exceeds expectations
  - AGREE - Often exceeds expectations
  - NEITHER AGREE NOR DISAGREE - Performs at a satisfactory level
  - DISAGREE - Occasionally fails to meet expectations
  - STRONGLY DISAGREE - Consistently fails to meet expectations



**Question 17: Do you feel that SACL effectively defines and addresses Employment barriers to Persons Supported while attending SACL Services? (E.G. providing flexibility and options for Persons Supported in employment etc.)(Please list any comments that may help us improve)**

**Multiple Choice**

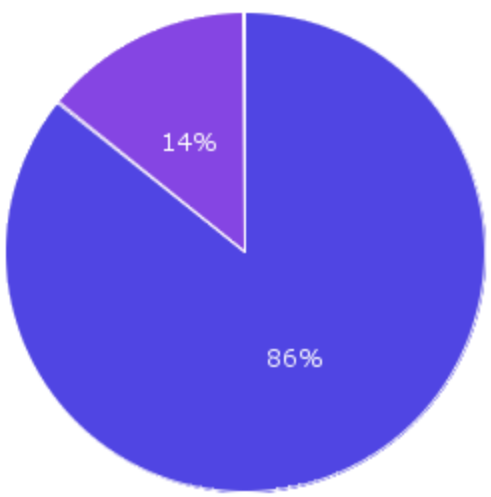
Answer	Percentage	Number
STRONGLY AGREE - Consistently exceeds expectations	28.57%	2
AGREE - Often exceeds expectations	57.14%	4
NEITHER AGREE NOR DISAGREE - Performs at a satisfactory level	14.29%	1
DISAGREE - Occasionally fails to meet expectations	0%	0
STRONGLY DISAGREE - Consistently fails to meet expectations	0%	0
<b>Total</b>	<b>100%</b>	<b>7</b>

**Comments:**

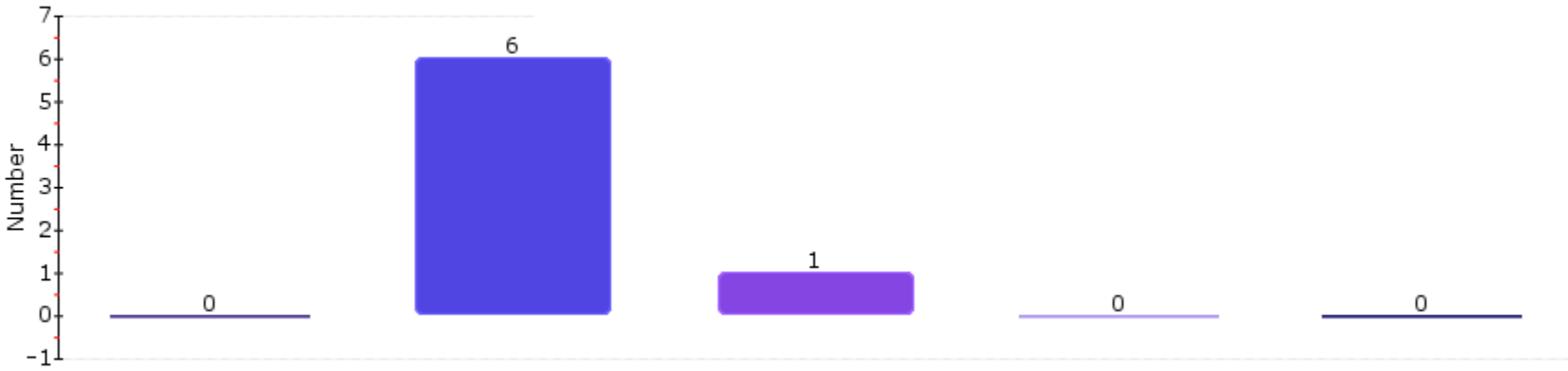
*“The SACL employment program has demonstrated creativity, and seen a lot of success in terms of supporting individuals with their employment goals.”*

**Question 18: Do you feel that SACL effectively defines and addresses Communication barriers to Persons Supported while attending SACL Services? (E.G. keeping Persons Supported, Stakeholders & Staff informed etc.)(Please list any comments that may help us improve)**

**Multiple Choice**



- Legend
- STRONGLY AGREE - Consistently exceeds expectations
  - AGREE - Often exceeds expectations
  - NEITHER AGREE NOR DISAGREE - Performs at a satisfactory level
  - DISAGREE - Occasionally fails to meet expectations
  - STRONGLY DISAGREE - Consistently fails to meet expectations





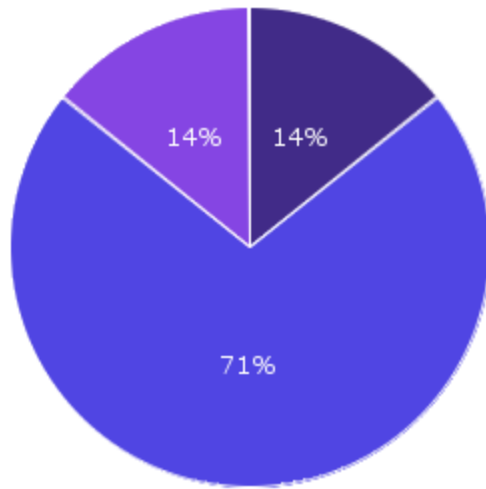
**Question 18: Do you feel that SACL effectively defines and addresses Communication barriers to Persons Supported while attending SACL Services? (E.G. keeping Persons Supported, Stakeholders & Staff informed etc.)(Please list any comments that may help us improve)**

**Multiple Choice**

Answer	Percentage	Number
STRONGLY AGREE - Consistently exceeds expectations	0%	0
AGREE - Often exceeds expectations	85.71%	6
NEITHER AGREE NOR DISAGREE - Performs at a satisfactory level	14.29%	1
DISAGREE - Occasionally fails to meet expectations	0%	0
STRONGLY DISAGREE - Consistently fails to meet expectations	0%	0
<b>Total</b>	<b>100%</b>	<b>7</b>

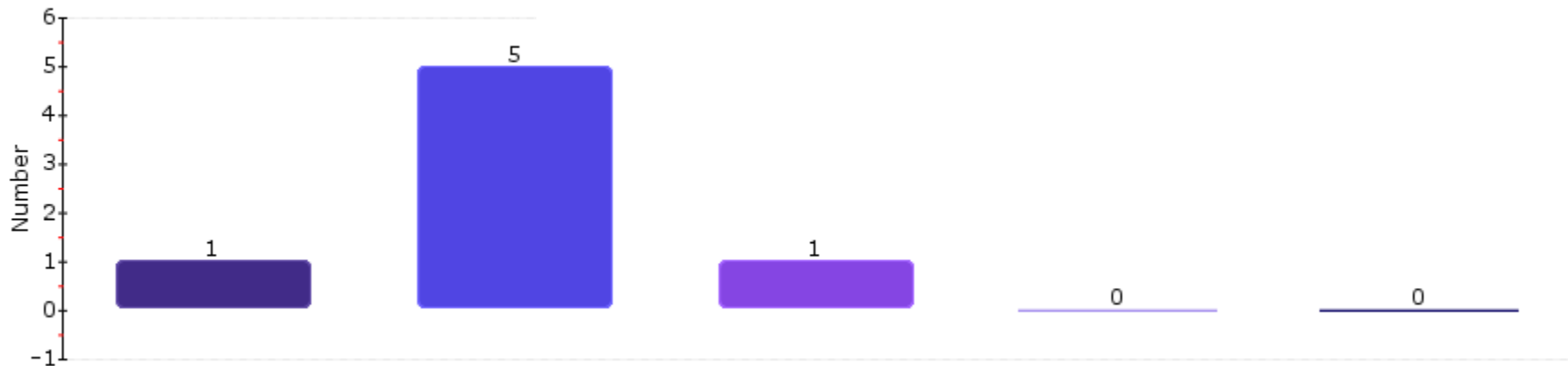
**Question 19: Do you feel that SACL effectively defines and addresses Transportation barriers to Persons Supported while attending SACL Services? (E.G. helping support Persons Supported get to where they need to go etc.)(Please list any comments that may help us improve)**

**Multiple Choice**



Legend

- STRONGLY AGREE - Consistently exceeds expectations
- AGREE - Often exceeds expectations
- NEITHER AGREE NOR DISAGREE - Performs at a satisfactory level
- DISAGREE - Occasionally fails to meet expectations
- STRONGLY DISAGREE - Consistently fails to meet expectations



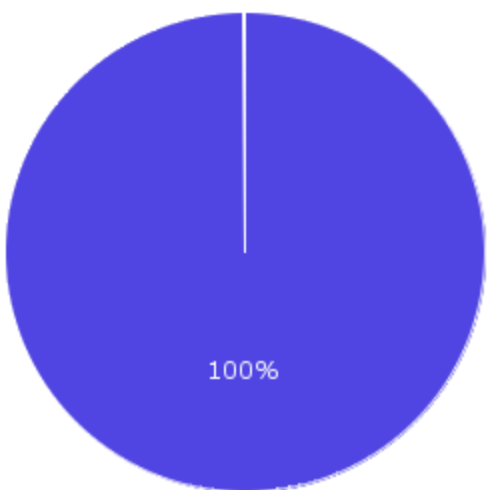
**Question 19: Do you feel that SACL effectively defines and addresses Transportation barriers to Persons Supported while attending SACL Services? (E.G. helping support Persons Supported get to where they need to go etc.)(Please list any comments that may help us improve)**

**Multiple Choice**

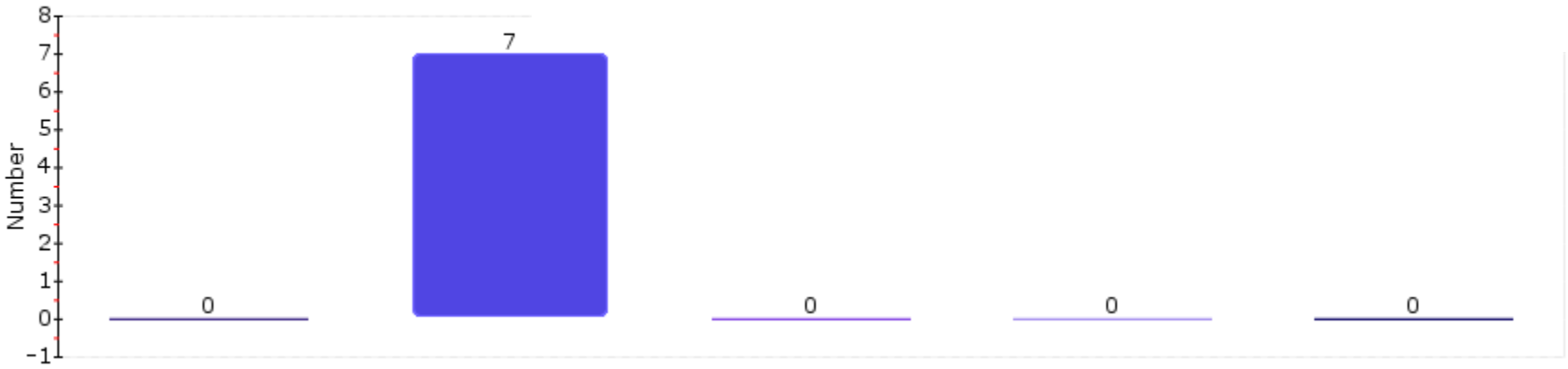
Answer	Percentage	Number
STRONGLY AGREE - Consistently exceeds expectations	14.29%	1
AGREE - Often exceeds expectations	71.43%	5
NEITHER AGREE NOR DISAGREE - Performs at a satisfactory level	14.29%	1
DISAGREE - Occasionally fails to meet expectations	0%	0
STRONGLY DISAGREE - Consistently fails to meet expectations	0%	0
<b>Total</b>	<b>100%</b>	<b>7</b>

Question 20: Do you feel that SACL effectively defines and addresses Community Integration barriers to Persons Supported while attending SACL Services? (E.G. encouraging full participation in the community etc.)(Please list any comments that may help us improve)

Multiple Choice



- Legend
- STRONGLY AGREE - Consistently exceeds expectations
  - AGREE - Often exceeds expectations
  - NEITHER AGREE NOR DISAGREE - Performs at a satisfactory level
  - DISAGREE - Occasionally fails to meet expectations
  - STRONGLY DISAGREE - Consistently fails to meet expectations



**Question 20: Do you feel that SACL effectively defines and addresses Community Integration barriers to Persons Supported while attending SACL Services? (E.G. encouraging full participation in the community etc.)(Please list any comments that may help us improve)**

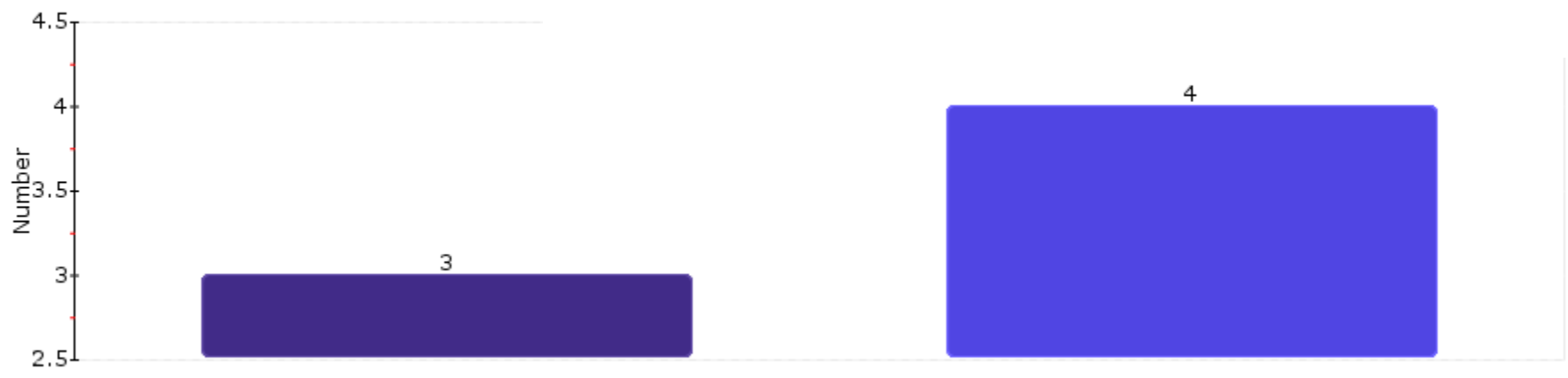
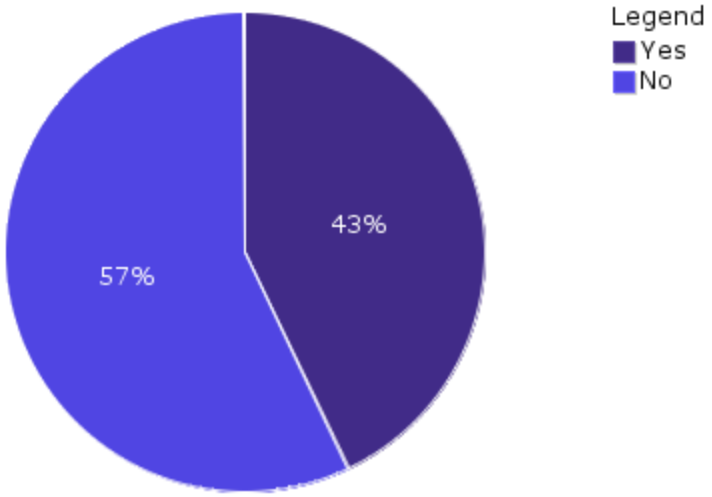
**Multiple Choice**

Answer	Percentage	Number
STRONGLY AGREE - Consistently exceeds expectations	0%	0
AGREE - Often exceeds expectations	100%	7
NEITHER AGREE NOR DISAGREE - Performs at a satisfactory level	0%	0
DISAGREE - Occasionally fails to meet expectations	0%	0
STRONGLY DISAGREE - Consistently fails to meet expectations	0%	0
<b>Total</b>	<b>100%</b>	<b>7</b>

**Comments:**

*“The Community Connector Program has seen some interesting planning for individuals - a person-centered focus, and working towards the goal of true inclusion in the community.”*

**Question 21: Do you feel that there are any other barriers to Persons Supported while attending SACL Services that we should be aware of and try to address? (Please specify & list any comments that may help us improve)**  
**Multiple Choice**



**Question 21: Do you feel that there are any other barriers to Persons Supported while attending SACL Services that we should be aware of and try to address? (Please specify & list any comments that may help us improve)**  
**Multiple Choice**

Answer	Percentage	Number
Yes	42.86%	3
No	57.14%	4
<b>Total</b>	<b>100%</b>	<b>7</b>

**Comments:**

1. *“It would be nice, but likely not financially possible, to provide more individualized activities - more one-on-one activities - depending on the needs of the individual.”*
2. *“Ongoing government support for increases to services (programs and funding) must be maintained and regularly increased to maximize the quality of experience for clients and the delivery of program objectives.”*
3. *“The most significant barrier is the initial access to services. Waiting lists mean not enough resources are available for the agency to meet the needs of the community.”*