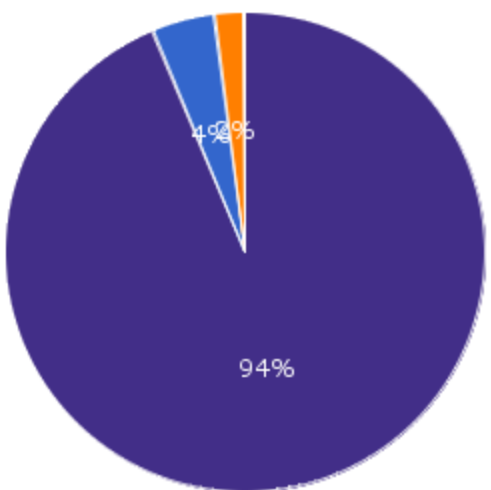


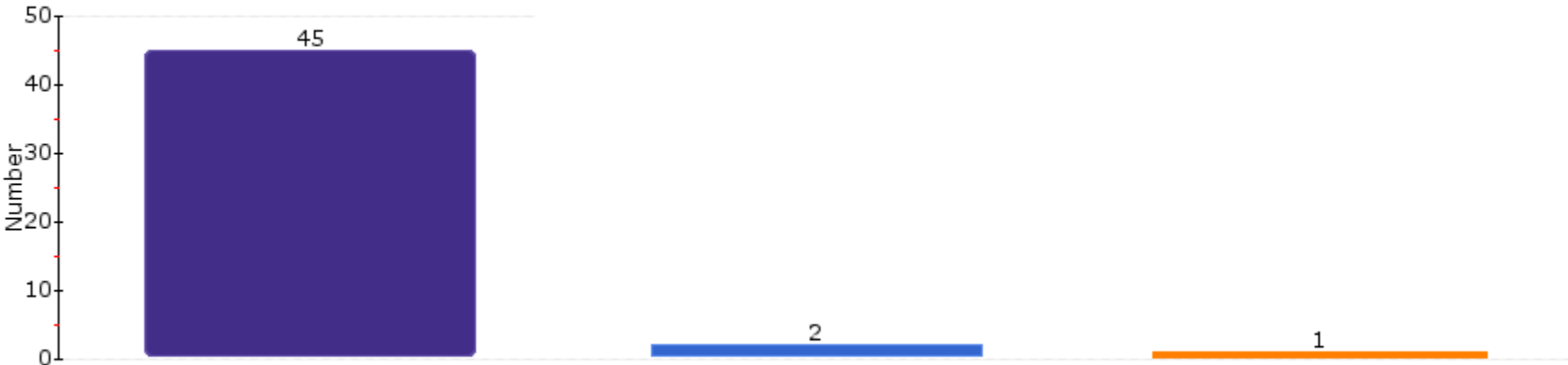
Satisfaction Survey - Community Integration (Persons Supported)

Question 3: Do you enjoy coming to SACL?

Multiple Choice



Legend
■ Yes
■ Sometimes
■ No



Question 3: Do you enjoy coming to SACL?

Multiple Choice

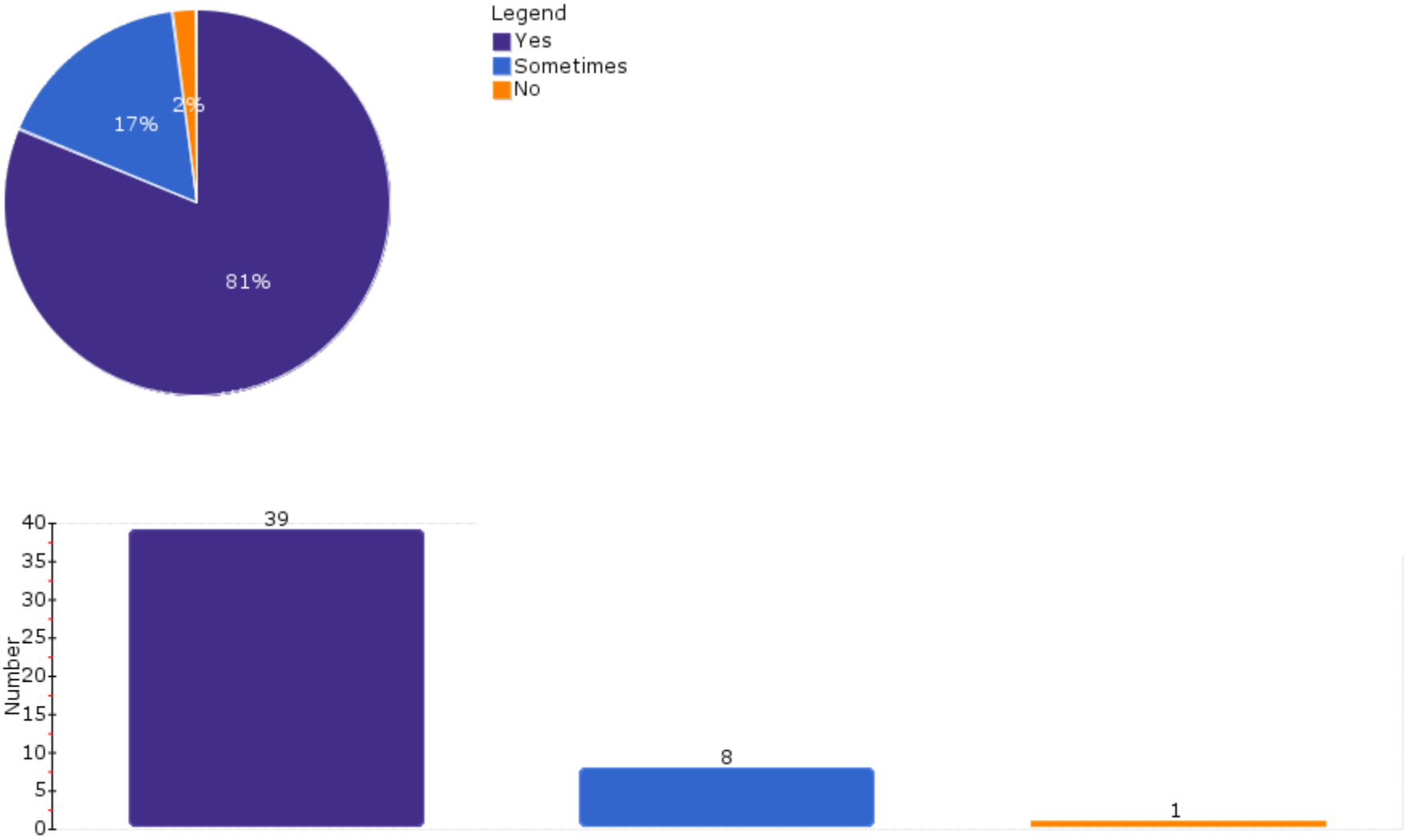
Answer	Percentage	Number
Yes	93.75%	45
Sometimes	4.17%	2
No	2.08%	1
Total	100%	48

Comments:

1. *“Only attends large functions and really enjoys them.”*
2. *“I don't like being part of SACL but they do help me maneuver some areas of my life.”*
3. *“E gets excited when I tell her Abby is coming to get her and when she sees me when she is out and about, she ignores me or gets upset thinking I am ending her time out early.”*

Question 4: Do you enjoy activities & events in the community?

Multiple Choice



Question 4: Do you enjoy activities & events in the community?

Multiple Choice

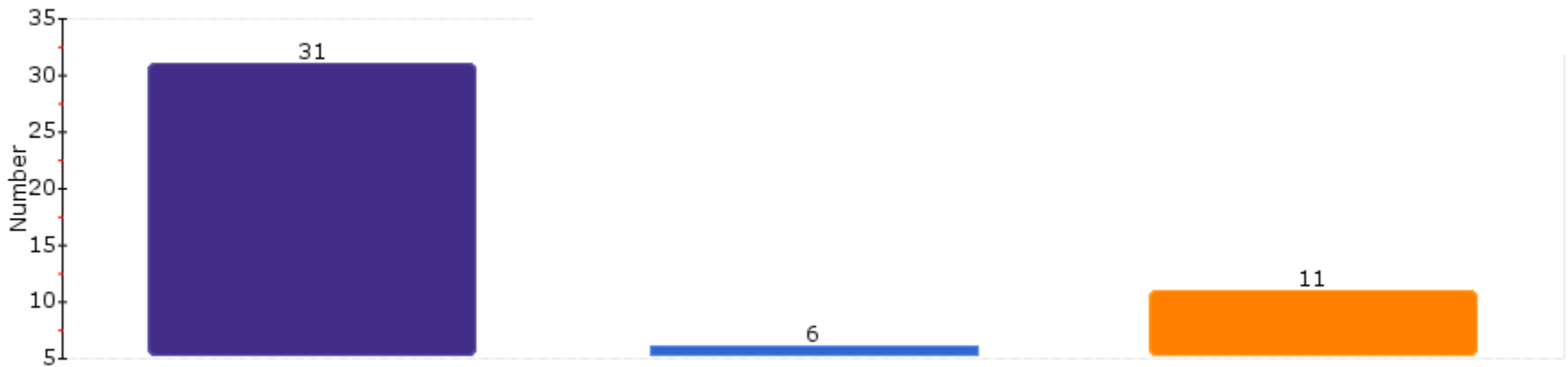
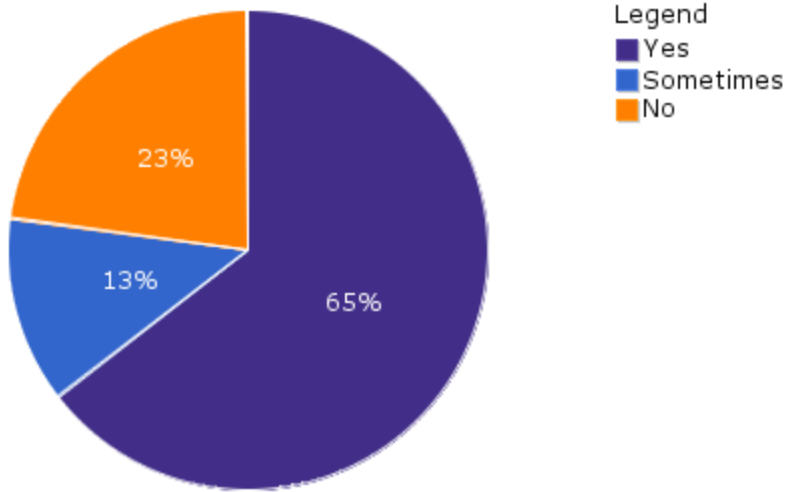
Answer	Percentage	Number
Yes	81.25%	39
Sometimes	16.67%	8
No	2.08%	1
Total	100%	48

Comments:

1. *"I don't like going to the gym too often."*
2. *"Sometimes they are too hard for me to do."*

Question 5: Do you go out to meet friends or go to activities when you are not at SACL?

Multiple Choice



Question 5: Do you go out to meet friends or go to activities when you are not at SACL?

Multiple Choice

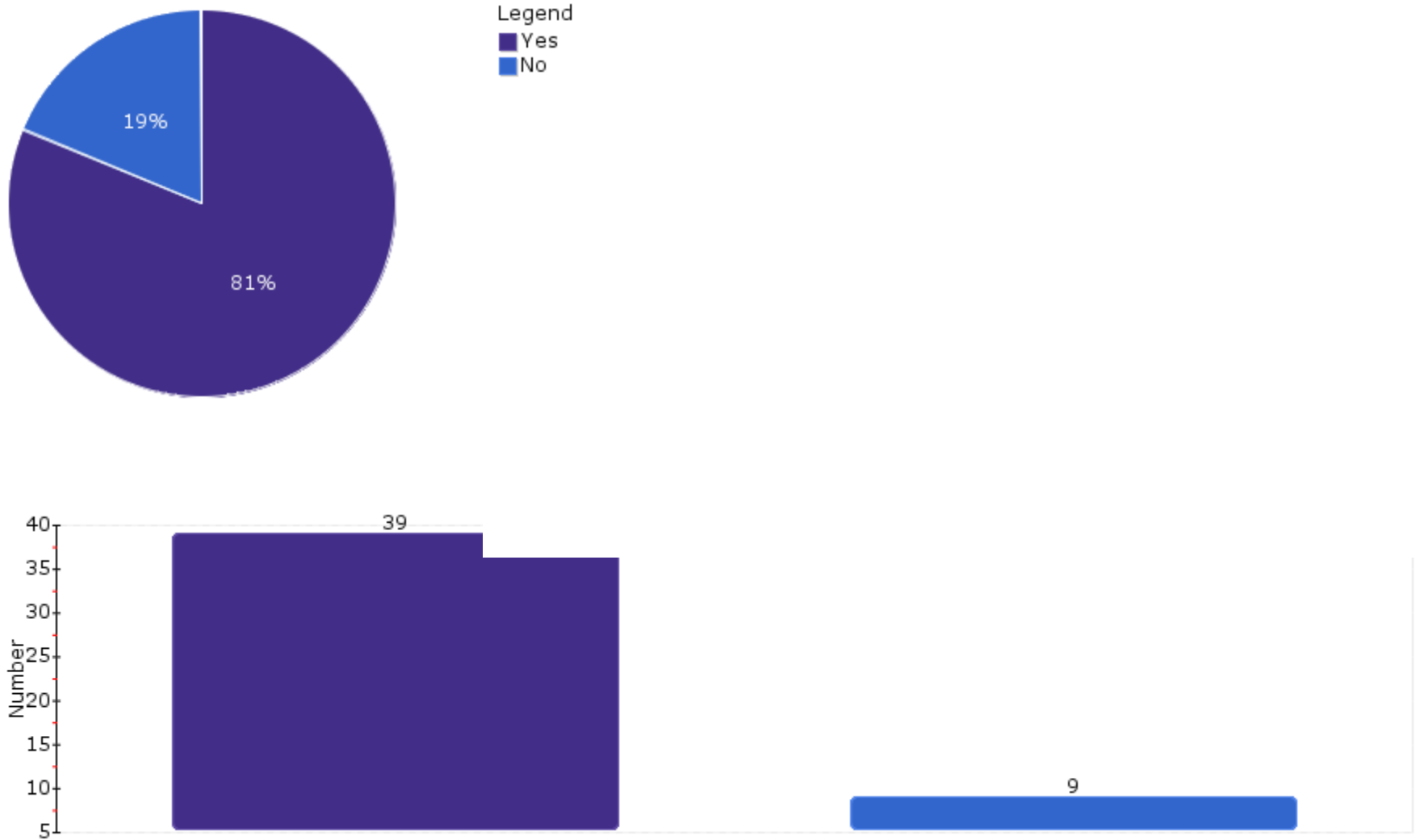
Answer	Percentage	Number
Yes	64.58%	31
Sometimes	12.5%	6
No	22.92%	11
Total	100%	48

Comments:

1. *"I do some activities but still have no friends in Salmon Arm."*
2. *"Re: Elaine."*
3. *"Have lunch and do activities with BL."*

Question 6: Would you like to have a job to do that you get paid for?

Multiple Choice



Question 6: Would you like to have a job to do that you get paid for?

Multiple Choice

Answer	Percentage	Number
Yes	81.25%	39
No	18.75%	9
Total	100%	48

Comments:

1. *"I already have one at Askew's in Sicamous."*
2. *"This is relevant to my situation as a single mom."*
3. *"Why?"*
4. *"I have a job."*
5. *"I have jobs already."*
6. No response.
7. *"I like having fun."*
8. No concrete answer
9. *"Already working at Askew's"*

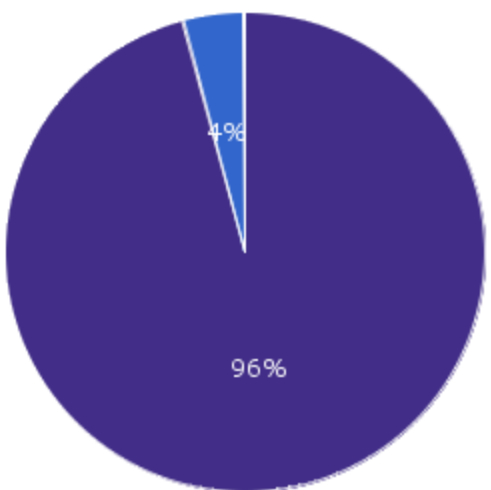
Question 7: What would you like to do for a job?

Comments:

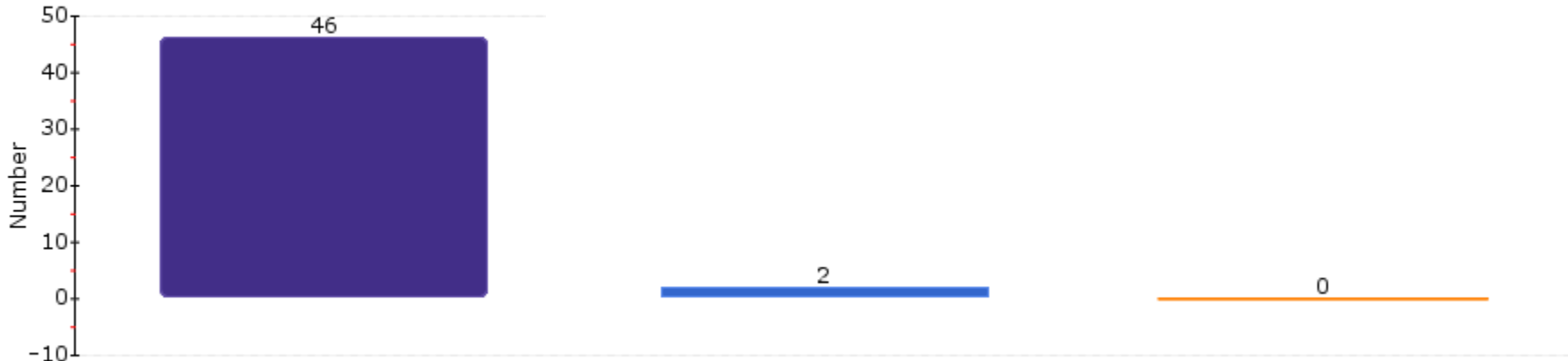
1. *"Already employed." (3)*
2. *"Janitor."*
3. *"Washing cars"*
4. *"Paper route." (2)*
5. *"Doing dishes."*
6. *"Dog sitting."*
7. *"Swimming."*
8. *"Restaurant work, or grocery store. Stacking shelves, counter work etc."*
9. *"Helping other people like BQ"*
10. *"Anything"*
11. *"Something that does not require substantial physical labour."*
12. *"Child care" (2)*

Question 8: Is SACL Staff nice to you?

Multiple Choice



Legend
■ Yes
■ Sometimes
■ No



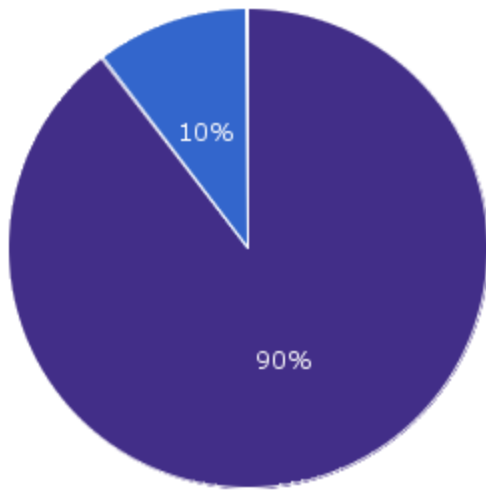
Question 8: Is SACL Staff nice to you?

Multiple Choice

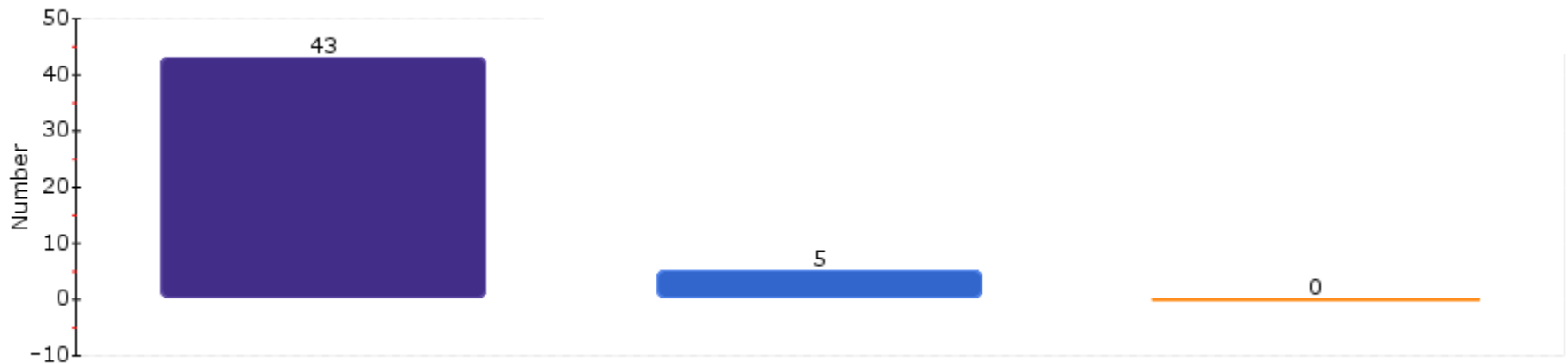
Answer	Percentage	Number
Yes	95.83%	46
Sometimes	4.17%	2
No	0%	0
Total	100%	48

Question 9: Does SACL Staff listen to you when you have something to say?

Multiple Choice



Legend
■ Yes
■ Sometimes
■ No



Question 9: Does SACL Staff listen to you when you have something to say?

Multiple Choice

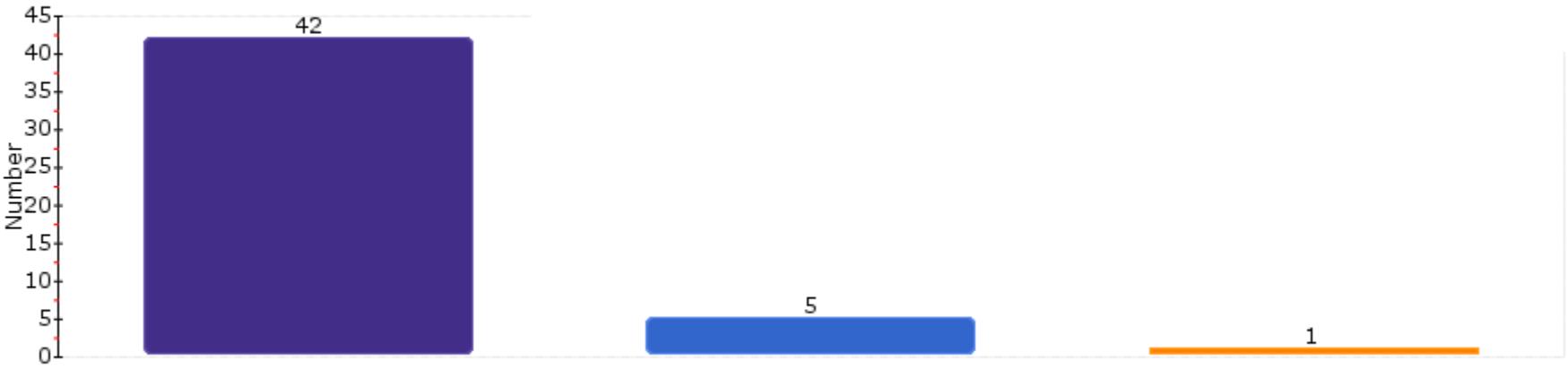
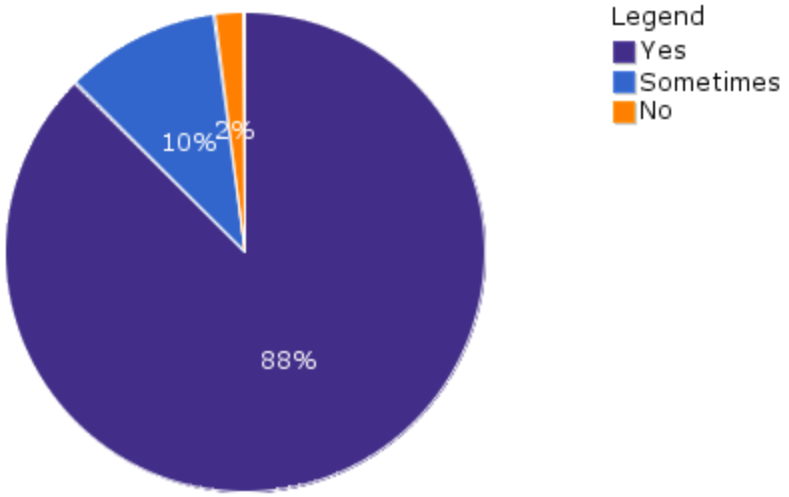
Answer	Percentage	Number
Yes	89.58%	43
Sometimes	10.42%	5
No	0%	0
Total	100%	48

Comments:

We have found SACL extremely flexible and accommodating through many changes that we have required. Michelle always wants to know how EC is doing and what they might be able to do to help her. I cannot say enough good words about the society.

Question 10: Does SACL Staff help you when you need help?

Multiple Choice



Question 10: Does SACL Staff help you when you need help?

Multiple Choice

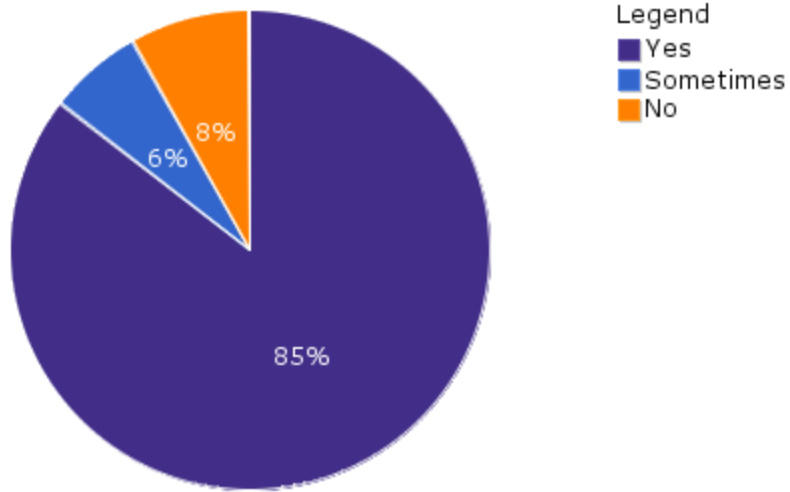
Answer	Percentage	Number
Yes	87.5%	42
Sometimes	10.42%	5
No	2.08%	1
Total	100%	48

Comments:

- 1. *"I think so."*
- 2. *"They even helped us arrange for EC's teeth to be done. They know how things work and who to call which has helped us a lot in caring for EC's needs."*

Question 11: Do you know who to talk to if you need help when you are at SACL Services?

Multiple Choice



Question 11: Do you know who to talk to if you need help when you are at SACL Services?

Multiple Choice

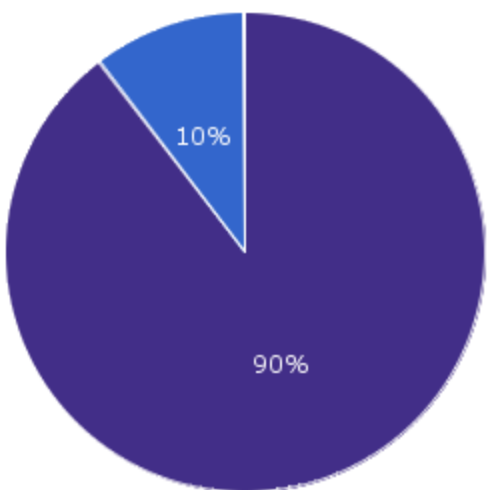
Answer	Percentage	Number
Yes	85.42%	41
Sometimes	6.25%	3
No	8.33%	4
Total	100%	48

Comments:

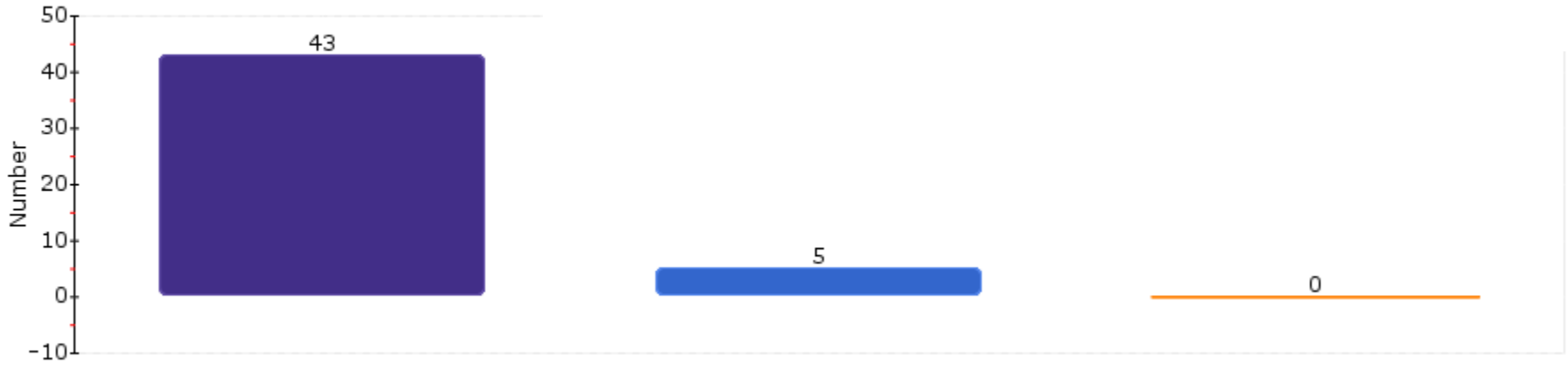
1. *"Talk to the staff."*
2. *"I don't know."*
3. *"I do"*

Question 12: Are other people who go to SACL Services nice to you?

Multiple Choice



Legend
■ Yes
■ Sometimes
■ No



Question 12: Are other people who go to SACL Services nice to you?

Multiple Choice

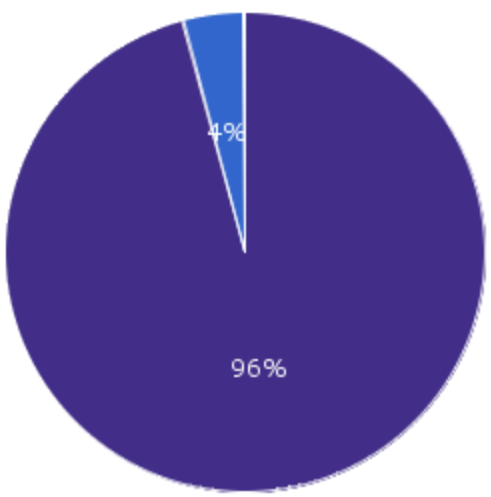
Answer	Percentage	Number
Yes	89.58%	43
Sometimes	10.42%	5
No	0%	0
Total	100%	48

Comments:

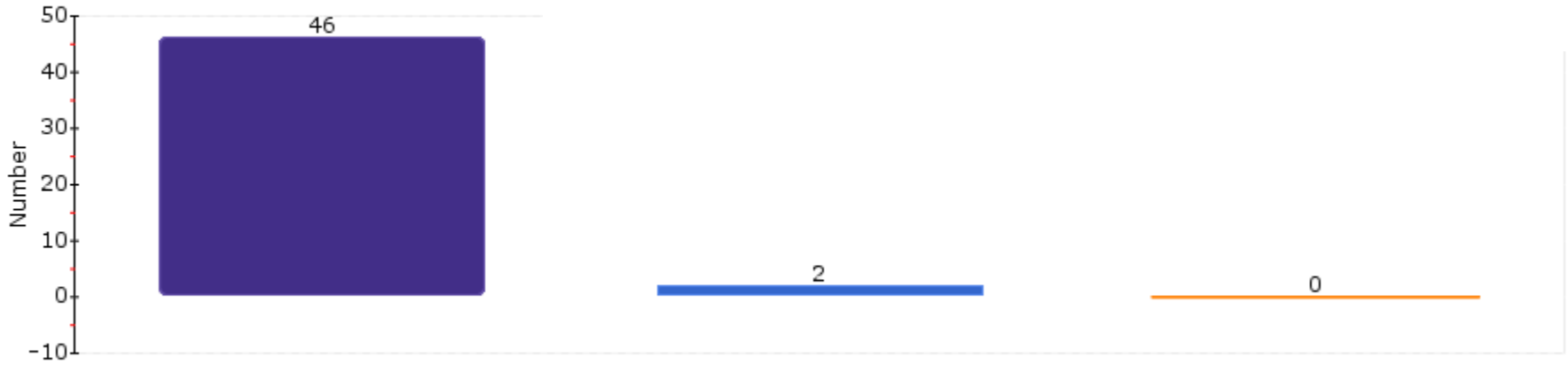
1. *"I just don't like being around some people."*
2. *"I think so."*
3. *"EC really does seem to enjoy the company of her friends at the Program."*
4. *"I have a personal disagreement with one other person. Everyone else is nice to me."*
5. *"Don't really talk to them."*

Question 13: Do you feel safe when you are at SACL services?

Multiple Choice



Legend
■ Yes
■ Sometimes
■ No



Question 13: Do you feel safe when you are at SACL services?

Multiple Choice

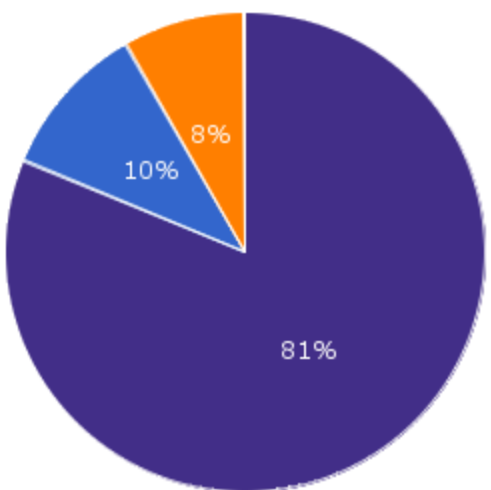
Answer	Percentage	Number
Yes	95.83%	46
Sometimes	4.17%	2
No	0%	0
Total	100%	48

Comments:

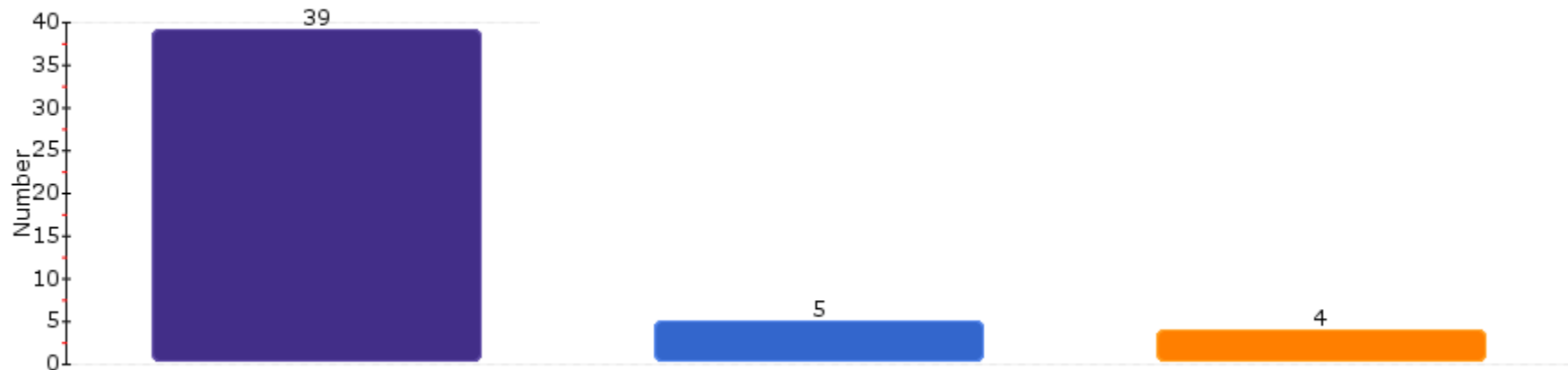
1. *“When I see this other person supported, I need staff support to keep me calm and reassured that I am safe.”*

Question 14: Do you feel SACL Services meet your needs?

Multiple Choice



Legend
■ Yes
■ Sometimes
■ No



Question 14: Do you feel SACL Services meet your needs?

Multiple Choice

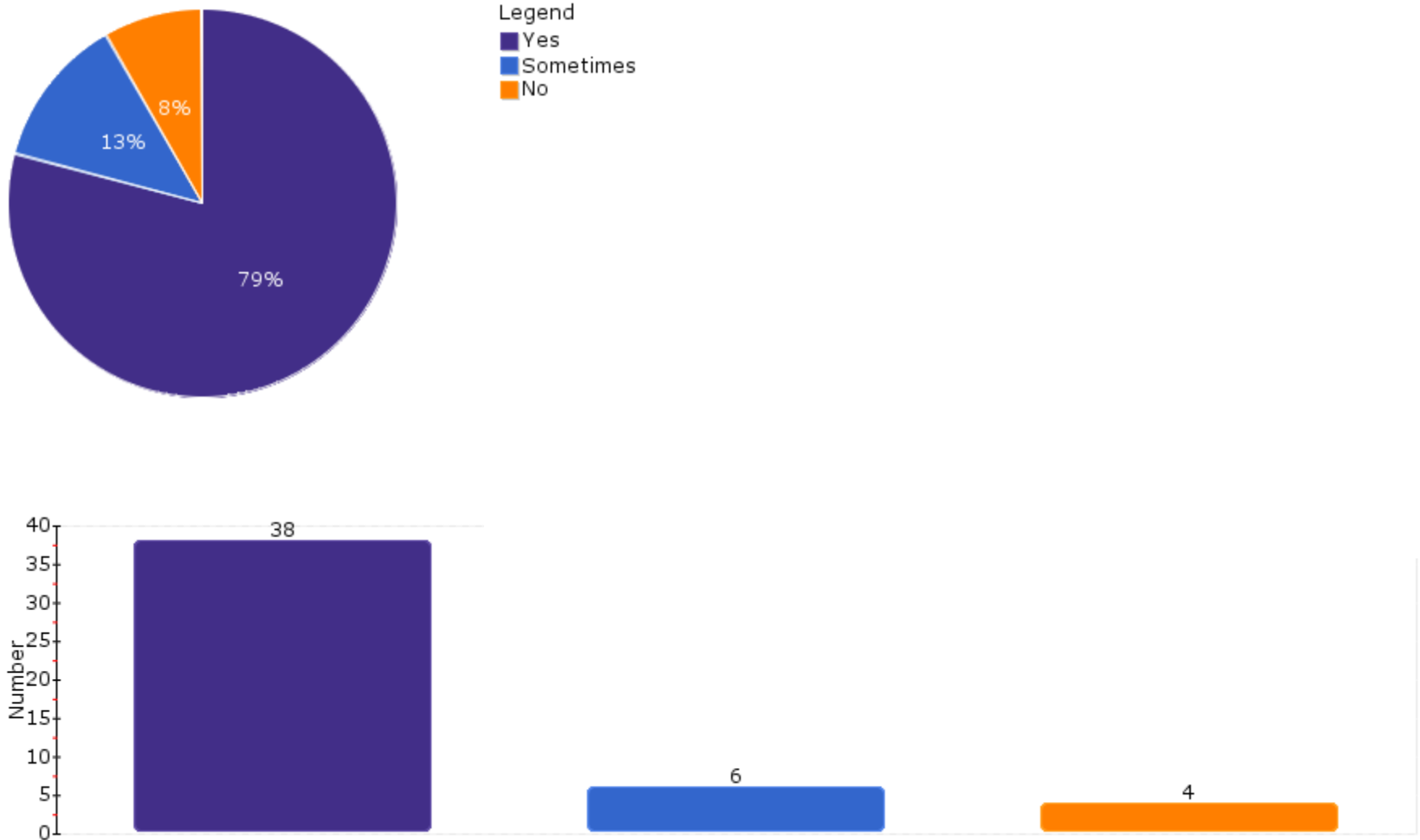
Answer	Percentage	Number
Yes	81.25%	39
Sometimes	10.42%	5
No	8.33%	4
Total	100%	48

Comments:

- 1. *“Not really sure what they could do.”*
- 2. *“Talking about basic living needs not daily services by workers.”*
- 3. *“I don’t know.”*
- 4. *“No, I don’t think so.”*

Question 15: Do you feel you are moving towards your personal goals when attending SACL Services?

Multiple Choice



Question 15: Do you feel you are moving towards your personal goals when attending SACL Services?

Multiple Choice

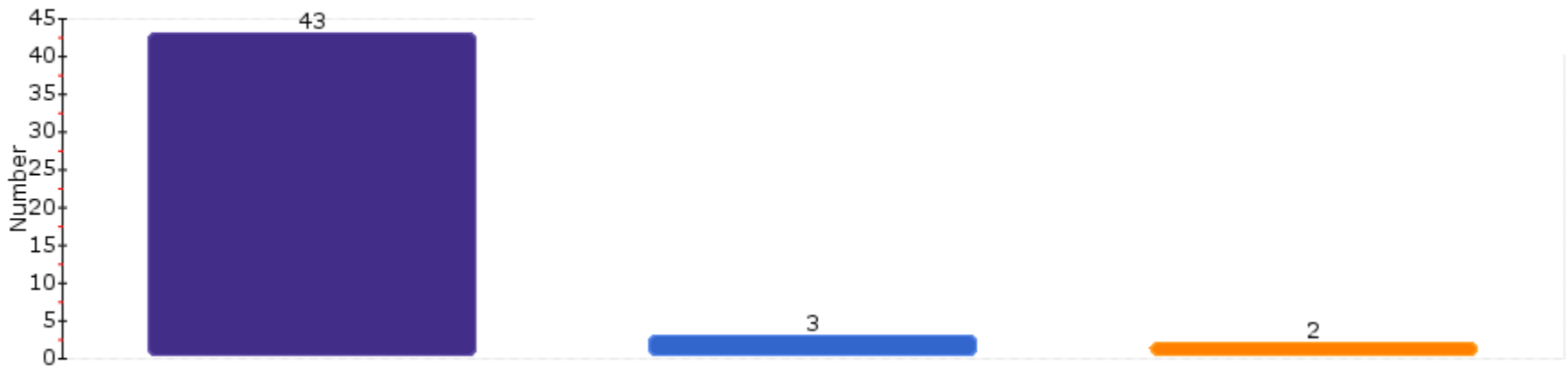
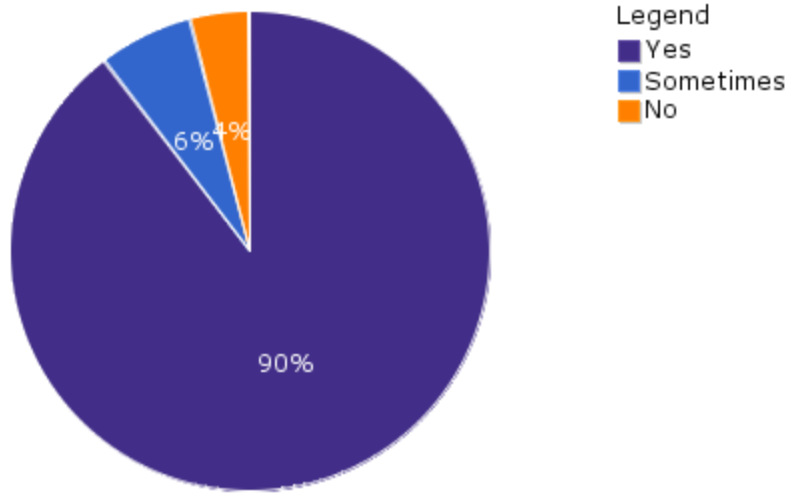
Answer	Percentage	Number
Yes	79.17%	38
Sometimes	12.5%	6
No	8.33%	4
Total	100%	48

Comments:

1. *"Don't know." (2)*
2. *"JW's goal is to fix his truck."*
3. *"I want a job where I get money for working. I want to go recycling like I did before."*
4. *"No, I want to move to Kelowna. It hasn't happened. I want to have assistance in doing activities that other adults do or have the choice to do."*
5. *"SACL asks on a regular basis what I want to see EC learn and work on."*

Question 16: Do you have choices and get to help choose what you want to do when at SACL Services?

Multiple Choice



Question 16: Do you have choices and get to help choose what you want to do when at SACL Services?

Multiple Choice

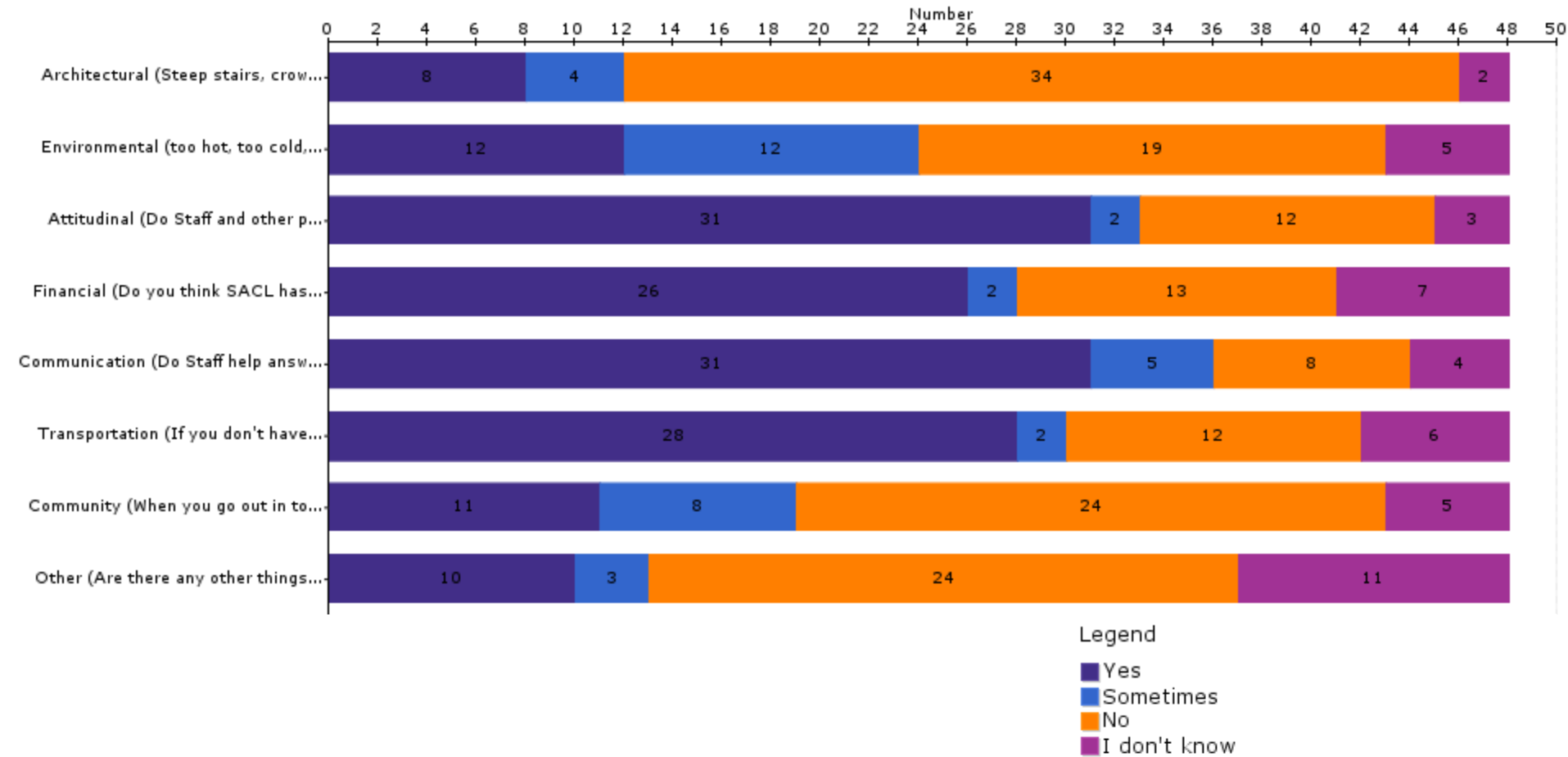
Answer	Percentage	Number
Yes	89.58%	43
Sometimes	6.25%	3
No	4.17%	2
Total	100%	48

Comments:

1. *"I don't always have things to choose that I want to do."*
2. *"At times, yes."*
3. *"At program meeting."*
4. *"Basically have to get tasks done that I can not do with my Community Support Worker."*
5. *"I don't know."*

Question 17: Are there things that make it harder for you to come to SACL Services? (See list below)

Matrix Of Choices



Question 17: Are there things that make it harder for you to come to SACL Services? (See list below)

Matrix Of Choices

Architectural (Steep stairs, crowded areas, doors that are hard to open etc.)

Answer	Percentage	Number
Yes	16.67%	8
Sometimes	8.33%	4
No	70.83%	34
I don't know	4.17%	2
Total	100%	48

Environmental (too hot, too cold, too dark, too loud etc.)

Answer	Percentage	Number
Yes	25%	12
Sometimes	25%	12
No	39.58%	19
I don't know	10.42%	5
Total	100%	48

Question 17: Are there things that make it harder for you to come to SACL Services? (See list below)

Matrix Of Choices

Attitudinal (Do Staff and other persons treat you and your family with respect)

Answer	Percentage	Number
Yes	64.58%	31
Sometimes	4.17%	2
No	25%	12
I don't know	6.25%	3
Total	100%	48

Financial (Do you think SACL has enough money to provide all the services you would like)

Answer	Percentage	Number
Yes	54.17%	26
Sometimes	4.17%	2
No	27.08%	13
I don't know	14.58%	7
Total	100%	48

Question 17: Are there things that make it harder for you to come to SACL Services? (See list below)

Matrix Of Choices

Communication (Do Staff help answer your questions or understand things that may be difficult for you?)

Answer	Percentage	Number
Yes	64.58%	31
Sometimes	10.42%	5
No	16.67%	8
I don't know	8.33%	4
Total	100%	48

Transportation (If you don't have a ride to SACL Services, does Staff help you find an alternate way to attend - like a bus or a taxi?)

Answer	Percentage	Number
Yes	58.33%	28
Sometimes	4.17%	2
No	25%	12
I don't know	12.5%	6
Total	100%	48

Question 17: Are there things that make it harder for you to come to SACL Services? (See list below)

Matrix Of Choices

Community (When you go out in to the community to do activities you enjoy, like bowling or swimming, are there other things that make it hard to do those activities you like?)

Other (Are there any other things that you would like to see changed that would make it easier to come to SACL services or do the activities you enjoy in the community?)

Answer	Percentage	Number
Yes	22.92%	11
Sometimes	16.67%	8
No	50%	24
I don't know	10.42%	5
Total	100%	48

Answer	Percentage	Number
Yes	20.83%	10
Sometimes	6.25%	3
No	50%	24
I don't know	22.92%	11
Total	100%	48

Comments:

1. *"No privacy, the walls are very thin. Walking longer distances causes more pain in legs."*
2. *"Crowded areas. I'd like to do the thing I want to do."*
3. *"Sometimes too noisy. Icy when on outdoor walks."*

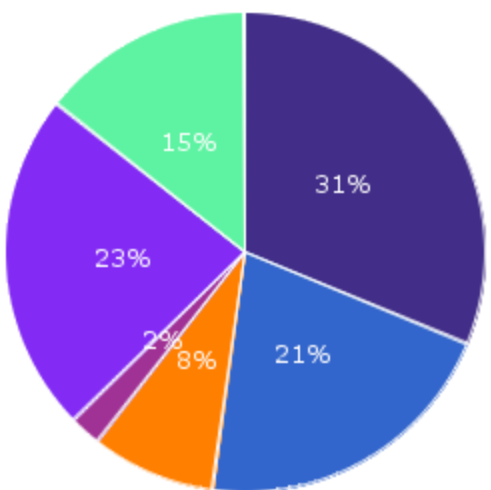
Question 18: If you found anything (above) to be hard, what do you think might make it easier for you?

Comments:

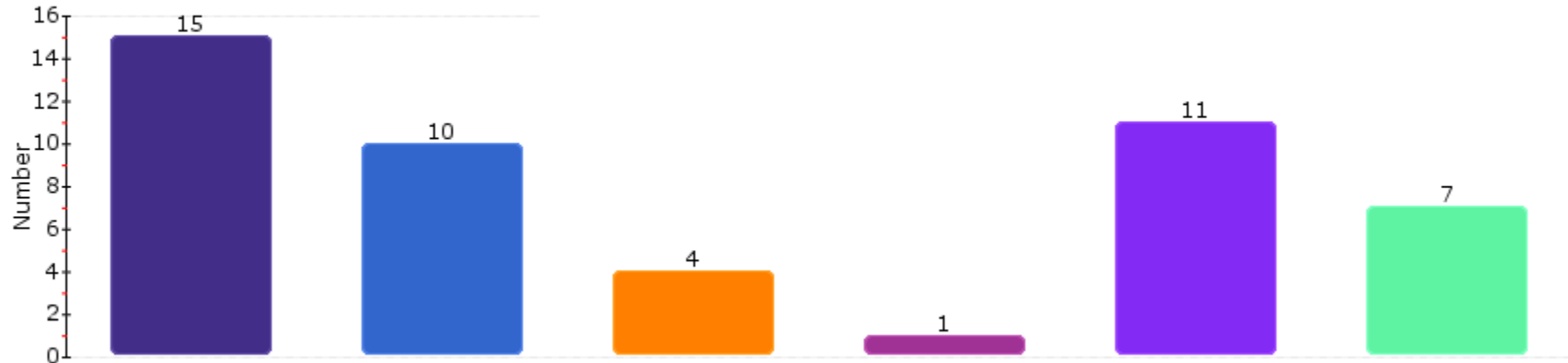
1. *"Make my own goals."*
2. *"BH yelling."*
3. *"Not going to Vernon Science Center."*
4. *"Friends"*
5. *"It's OK"*
6. *"I'm fine, I can get myself to where I need to go."*
7. *"I am OK thank you."*

Question 19: What to you like most about SACL

Multiple Choice



- Legend
- The activities I get to do when at SACL
 - The people I get to visit with when at SACL
 - Getting to learn to do new things
 - The location
 - The Staff
 - Other (please explain)



Question 19: What to you like most about SACL

Multiple Choice

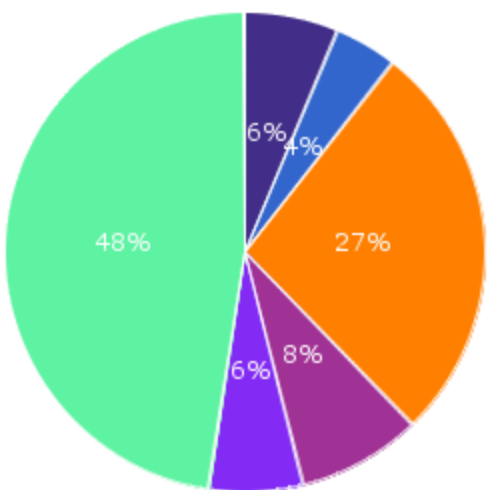
Answer	Percentage	Number
The activities I get to do when at SACL	31.25%	15
The people I get to visit with when at SACL	20.83%	10
Getting to learn to do new things	8.33%	4
The location	2.08%	1
The Staff	22.92%	11
Other (please explain)	14.58%	7
Total	100%	48

Comments:

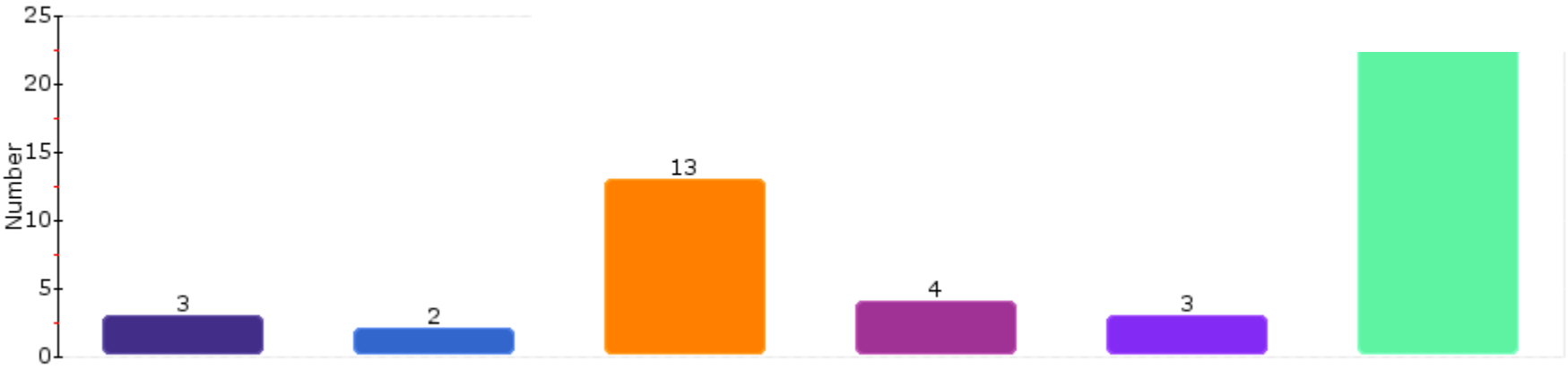
1. *"I like being able to get out and do stuff."*
2. *"Going on drink outings, going to music, getting the movie tickets."*
3. *"I really enjoy the activities, the people, learning to do new things and the staff. All of these things make me like SACL."*
4. *"I like everything." (2)*
5. *"What you say privately stays private."*
6. *"I enjoy activities like getting to be on a computer, and watch YouTube".*
7. *"All the names on the white board and the jobs names."*
8. *"It's fine."*

Question 20: What do you like least about SACL

Multiple Choice



- Legend
- The activities
 - The other people at SACL
 - Having to learn or do things that don't interest me
 - The location
 - The Staff
 - Other (please explain)



Question 20: What do you like least about SACL

Multiple Choice

Answer	Percentage	Number
The activities	6.25%	3
The other people at SACL	4.17%	2
Having to learn or do things that don't interest me	27.08%	13
The location	8.33%	4
The Staff	6.25%	3
Other (please explain)	47.92%	23
Total	100%	48

Comments:

1. *"Too loud." (2)*
2. *"I am enjoying everything I am involved in."*
3. *"Watching movies."*
4. *"Don't like expensive lunch outings."*
5. *"There's nothing that I don't like about SACL." (14)*
6. *"Nothing I can think of".*
7. *"Getting different answers to the same question from all the Staff."*
8. *"The games."*
9. *"When others bug me."*
10. *"When people tell me what to do."*
11. *"I don't know (2)*
12. *"I wish we lived in town for everyone's sake. SACL has made it happen for us bit I don't like having SACL Staff drive out here to get her because it is so far and the time would be better used on activities. We really appreciate your efforts."*
13. *"Waiting for services (Employment)."*
14. *"People saying the same thing over and over to me."*

Question 21: Do you have any ideas you would like to share that might make SACL Services better or more enjoyable for you?

Comments:

1. "No." (16)
2. "Computers, shopping."
3. "Acting in a play at Shuswap Theatre."
4. "More cooking."
5. "More games and things to do. Video games, board games etc."
6. "Colouring etc."
7. "More crafts"
8. "More time at the food bank"
9. "In the Spring, go to kangaroo farm to hold baby joey."
10. "If I could do want I want and not what others want."
11. "More Staff"
12. "I don't know" (5)
13. "Music and dancing"
14. "I really want to be there every day."
15. "I would like to learn how to tell the time using a digital clock. Help to do things with my friends, Have coffee in my room with friends."
16. "Computer course where staff teaches us how to use it more. EG. When it quits working, what to do."
17. "Everything, especially going out for coffee and going back to SACL after we're done."
18. "Roll back Michele's timeclock so she could stay with SACL for the next 30 years to help me get us both through the coming stages in life. Honestly we have nothing negative to say about the services or the people, it's been a wonderful experience for EC and for us as a family. I appreciate everything they do."