March 22, 2017

SACL Satisfaction Survey – Summary of Results and Action Items (2017/2018)

In January of 2017, 8 Satisfaction Surveys were sent out to gain feedback on each area of SACL Services & to gather input from Staff;

1. Community Inclusion - Stakeholders (Parents & Caregivers, Community Partners, Funders)
2. Community inclusion - Persons Supported
3. CES – Persons Supported
4. CES - Employers (Employers of Persons Supported)
5. Supported Living - Persons Supported
6. Home Share Services - Person Supported
7. Respite - Family or Caregiver of Person Supported receiving services
8. Staff Satisfaction – SACL Staff

Questions are based on CARF requirements for accreditation and CLBC funding requirements, 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 (7 responses)

1. 100% of persons surveyed felt that Persons Supported increased or somewhat increased their level of participation in the community due to attending SACL Services.

2. 100% of persons surveyed felt that Persons Supported increased or somewhat increased their level of independence since attending SACL Services. 71.43% felt expectations have been exceeded in this area.
   Comments: Comments indicate that the funding representative felt that the purpose is not to increase independence but to increase the quality of life.

3. 100% of persons surveyed felt that Persons Supported are encouraged and assisted to learn new life skills while at SACL.
   Comments: Comments from the funding representative indicated that 'Any new skills learned may be a benefit, but enjoyment of the programs and quality of life are the expectations."

4. 100% of persons surveyed felt that SACL provides Services that help minimize less restrictive community environments and encourage greater participation in community based exercises. 14.29% indicated that SACL consistently exceeds expectations in this area.

5. 100% of persons surveyed felt that Persons Supported are positively encouraged or somewhat encouraged and supported to reach their individualized outcomes. 28.57% indicated exceeded expectations in this area.

6. 100% of persons surveyed felt that Persons Supported are encouraged and educated to feel safe at home, in the Community, and at SACL Services.

7. 100% of persons surveyed felt that Persons Supported are given input and information on SACL Services and their direction.
   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?"

8. 100% of persons surveyed Indicated that Overall, services meet the needs and requirements of Persons Supported.

9. 100% of persons surveyed felt that Persons Supported are encouraged and supported to express their own views, and pursue their own relationships and interests.

10. 100% of survey responses indicated that Persons Supported are encouraged to practice a healthy lifestyle and encourage activity.

11. Stakeholders were asked if SACL appropriately addressed Architectural, Environmental, Attitudinal, Financial, Employment, Communications, Transportation, Community Integration & Other barriers;

Barrier	Strongly Agree	Agree	Neither Agree/Disagree	Disagree	Strongly Disagree
Architectural	14.29%	57.14%	28.57%	0.00%	0.00%
Environmental	0.00%	57.14%	42.86%	0.00%	0.00%
Attitudinal	0.00%	100.00%	0.00%	0.00%	0.00%
Financial	0.00%	42.86%	42.85%	14.29%	0.00%
Employment	28.57%	57.14%	14.29%	0.00%	0.00%
Communications	0.00%	85.71%	14.29%	0.00%	0.00%
Transportation	14.29%	71.43%	14.29%	0.00%	0.00%
Community Integration	0.00%	100.00%	0.00%	0.00%	0.00%
(Overall Satisfaction)	7.14%	71.43%	19.64%	1.79%	0.00%

98.21% of persons surveyed felt that SACL addressed the above barriers either satisfactorily, or often or consistently exceeding expectations.

1.79% indicated that they felt unsatisfied with the efforts SACL made to address any barriers listed above.

Comments:
- *"Parking when loading/unloading can be an issue at times."*
- *"Not familiar with financial issues – all agencies can function better with more money."*
- *"Regular and ongoing reviews and increases to funding levels for existing and future programs is critically important to keep pace with increased costs and program improvements."*
- *"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."*
- *"The SACL employment program has demonstrated creativity, and seen a lot of success in terms of supporting individuals with their employment goals."*
- *"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."*

57.14% of persons surveyed indicated that they felt there were no other barriers to address
42.86% felt there were additional barriers.

Comments:
- *"It would be nice, but likely not financially possible, to provide more individualized activities – more one-to-one activities – depending on the needs of the individual."*
- *"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."*
- *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."*

Community Integration – Persons Supported (48 responses)

1. 93.75% of Persons Supported enjoy coming to SACL. Only 2.08% indicated that they did not enjoy attending services.
   Comments:
   - *'Only attends large functions and really enjoys them...'*
   - *"I don't like being part of SACL but the do help me maneuver some areas of my life."*

2. 97.92% of persons surveyed enjoy (or sometimes enjoy) activities & events in the Community.
   Comments:
   - *"I don't like going to the gym too often."*
   - *"Sometimes they are too hard for me to do."*

3. 77.08% 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 dependent on caregivers to participate in the community from home, but that several persons supported get out for activities or with friends at least sometimes.

4. 81.25% of Persons Supported indicated they would like to get a job where they are paid. 18.75% indicated they were not interested in employment. Many indicated they were not interested in employment as they already have jobs.
   Comments:
   - *"This is relevant to my situation as a single mom."*
   - *"Why?"*
   - *"I like having fun."*

5. Persons Supported were asked what they would like to do for paid work:
   Comments:
   - *Janitor*
   - *Washing cars*
   - *Paper route*
   - *Doing dishes*
   - *Dog sitting*
   - *Swimming*
   - *Restaurant work or grocery store. Stacking shelves, counter work etc.*
   - *Helping other people*
   - *Anything*
   - *Something that does not require substantial physical labour*
   - *Child care*

6. 95.83% of Persons Supported indicated that SACL Staff was nice to them. 4.17% indicated that staff were only nice to them sometimes.

7. 89.58% of Persons Supported feel that SACL Staff listen when they have something to say. 10.42% felt that Staff only listened sometimes.

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

8. 97.92% of Persons Supported feel that staff always or sometimes help when they need it.
   Comments:
   - *"I think so."*
   - *"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."*

9. 91.67% of Persons Supported indicated that they knew who to talk to if they needed help while at SACL. 8.33% indicated they did not know who to talk to.
   Comments:
   - *"Talk to the Staff."*
   - *"I don't know"*
   - *"I do."*

10. 89.58% of Persons Supported indicated that other people who go to SACL Services are nice to them. 10.42% indicated that others are only sometimes nice to them.
    Comments:
    - *"I just don't like being around some people."*
    - *"I think so."*
    - EC really does seem to enjoy the company of her friends at the Program."
    - *"I have a personal disagreement with one other person. Everyone else is nice to me."*
    - *"Don't really talk to them."*

11. 95.83% of Persons Supported indicated that they felt safe when they attended SACL Services. 4.17% indicated that they only felt safe sometimes.
    Comments:
    - *"When I see this other person supported, I need staff support to keep me calm and reassured that I am safe."*

12. 81.25% of Persons Supported indicated that SACL Services meet their needs. 10.42% indicated that SACL services only met their needs sometimes, and 8.33% felt services do not meet their needs.
    Comments:
    - *"Not really sure what they could do."*
    - *"Talking about basic living needs not daily services by workers."*
    - *"I don't know."*
    - *"No, I don't think so."*

13. 91.67% of Persons Supported indicated that they felt they are making progress towards their personal goals at least some of the time. 8.33% felt they were not making appropriate progress.
    Comments:
    - *"Don't know." (2)*
    - *"JW's goal is to fix his truck."*

- *"I want a job where I get money for working. I want to go recycling like I did before."*
- *"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."*
- *SACL asks on a regular basis what I want to see EC learn and work on."*

14. 95.83% of Persons Supported feel they have, or sometimes have input as to what they do when attending SACL Services.
    Comments:
    - *"I don't always have things to choose that I want to do."*
    - *"At times yes."*
    - *"At program meeting."*
    - *"Basically have to get tasks done that I cannot do with my Community Support Worker."*
    - *"I don't know."*

15. 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	16.67%	8.33%	70.83%	4.17%
Environmental	25.00%	25.00%	39.58%	10.42%
Attitudinal	64.58%	4.17%	25.00%	6.25%
Financial	54.17%	4.17%	27.08%	14.58%
Communications	64.58%	10.42%	16.67%	8.33%
Transportation	58.33%	4.17%	25.00%	12.00%
Community Integration	22.92%	16.67%	50.00%	10.42%
Other	20.83%	6.25%	50.00%	22.92%
(Overall Satisfaction)	38.28%	9.12%	31.77%	8.27%

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

16. If you found anything above hard, what do you think might make it easier for you?
    Comments:
    - *"Make my own goals."*
    - *"BH yelling."*
    - *"Not going to Vernon Science Center."*
    - *"Friends."*
    - *"It's OK."*
    - *"I'm fine, I can get myself to where I need to go."*
    - *"I am OK thank you."*

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

What is liked the best	Percent
The activities I get to do when at SACL	31.25%
The people I get to visit with when at SACL	20.83%
Getting to learn to do new things	8.33%
The location	2.08%
The Staff	22.92%
Other	14.58%

Comments:
- *"I like being able to get out and do stuff."*
- *"Going on drink outings, going to music, getting the movie tickets."*
- *"I really enjoy the activities, the people, learning to do new things and the staff. All of these things make me like SACL…"*
- *"I like everything." (2)*
- *"What you say privately stays private."*
- *"I enjoy activities like getting to be on a computer, and watch YouTube."*
- *"All the names on the white board and the job names."*
- *"it's fine."*

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

What is liked the least	Percent
The activities	6.25%
The other people at SACL	4.17%
Having to learn or do things that don't interest me	27.08%
The location	8.33%
The Staff	6.25%
Other	47.92%

Comments:
- *"Too Loud."*
- *"I am enjoying everything I am involved in."*
- *"Watching movies."*
- *"Don't like expensive lunch outings."*
- *"There's nothing that I don't like about SACL." (14)*
- *"Nothing I can think of."*
- *"Getting different answers to the same ques5tion from all the Staff."*
- *"The games."*
- *"When others bug me."*
- *"When people tell me what to do."*
- *"I don't know." (2)*

- *"I wish we lived in town for everyone's sake. SACL has made it happen for us but 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."*
- *"Waiting for services (Employment)."*
- *"People saying the same thing over and over to me."*

19. Persons Supported were asked what they think would make services better
    Comments:
    - *"No" (16)*
    - *"Computers, shopping."*
    - *"More cooking."*
    - *"More games and things to do. Video games, board games etc."*
    - *"Colouring etc."*
    - *"More crafts."*
    - *"More time at the Food Bank."*
    - *"In the Spring, go to kangaroo farm to hold baby joey."*
    - *"If I could do what I want and not what others want."*
    - *"More Staff."*
    - *"I don't know." (5)*
    - *"Music and dancing."*
    - *"I really want to be there every day."*
    - *"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."*
    - *"Computer course where staff teaches us how to use it more. EG. When it quits working, what to do."*
    - *"Everything, especially going out for coffee and going back to SACL after we're done."*
    - *"Roll back M'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."*
    - *"Acting in a play at Shuswap Theatre."*

Community Employment Services – Persons Supported (35 responses)

1. 100% of Persons Supported think it's important to volunteer or get a job in the community.
   Comments:
   - *"I like the paper route job."*

2. 97.14% of Persons Supported are currently working or volunteering in the community.
   Comments:
   - *"I will start at the Boathouse again in March 2017."*
   - *"I'm working"*

3. 85.71% of Persons Supported would like to be working or volunteering in the community in the future if they aren't now.
   Comments:
   - *"Doing paper route currently."*
   - *"Currently working."*
   - *"Do both already."*
   - *"I got too many jobs now."*
   - *"I'm trying that."*
   - *"I am content with my job."*

4. 88.57% of Persons Supported indicate that SACL Staff help them figure out what they would like to do for work.
   Comments:
   - *"I don't really know." (2)*

5. 85.71% of Persons Supported felt Staff helped them to get the employment/volunteer opportunity they wanted.
   Comments:
   - *"Job interviews, going for employment discovery walks, and discussing what I would be doing there."*
   - *"Got my own job."*
   - *"I don't think so."*
   - *"I don't know."*

6. 82.86% of Persons Supported felt like SACL Staff helped them to learn new skills to acquire the opportunity they wanted.
   Comments:
   - *"Independent."*
   - *"Me and B have a paper route together."*

7. 82.86% of Persons Supported feel they have learned new skills since attending SACL Services
   Comments:
   - *"Yes, painting & music."*
   - *"Attending Woodshop years ago."*
   - *"I haven't learned new skills since I started with Canadian Tire. I think it would do me good to learn new skills."*

8. 91.43% of Persons Supported felt that Staff helped them to understand all the things they have do to at their job/volunteer opportunity.
   Comments:
   - *"Pretty well…"*

9. 91.43% of Persons Supported know who to contact at SACL if they need help.
   Comments:
   - *"Joanne."*
   - *"Vicki."*
   - *"SACL Staff."*
   - *"I usually call my caregiver."*

10. 94.29% of Persons Supported feel safe at the place they work or volunteer.
    Comments:
    - *"Not working."*

11. 94.29% of Persons Supported feel respected by the people they work/volunteer with

12. Persons Supported were asked what else SACL Staff could help them get the work/volunteer opportunities they would like:
    Comments:
    - *"Staff could go talk to the guys at the paces I'd like to work."*
    - *"Not Applicable."*
    - *"I'm not sure."*
    - *"Not Really"*
    - *"I don't have a clue."*

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	75%	0%	25
Work History & Experience	87.5%	0%	12.5%
Strengths & Abilities	75%	0%	25%
Previous training & education	87.5%	0%	12.5%
Benefits available to Employee	62.5%	0%	37.5%
Options for advancement or increased hours	75%	0%	25%
Availability of Transportation	50%	0%	50%
Legal history (if applicable)	75%	0%	25%

Comments: Overall comments indicate a high level of satisfaction for SACL Staff, support and services. The most notable trend is that the Employers filling out the surveys indicated that they aren't necessarily the ones who go through the hiring process with the Person Supported, and therefore do not have first-hand knowledge of the questions asked. This factor causes a higher percentage within the 'unsure' category than if the person directly responsible for hiring and working with the Person Supported were responsible for completing the satisfaction survey.

2. 87.5% of Employers feel that Persons Supported have input and has approved the position with the employer. 12.5% are unsure.

3. 87.5% of Employers felt that SACL Staff was available to help the Person Supported to fully understand their duties and obligations of the employment position. 12.5% were unsure.
   Comments:
   - *"Always perform above expectations here."*

4. 75% of Employers felt that SACL Staff helped the Person Supported to understand the obligations and duties of the employer. 25% were unsure.

5. 75% 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. 25% were unsure.

6. 62.5% of Employers they felt that Persons Supported gained independence in their employment position. 37.5% were unsure.
   Comments:
   - *"Our employee is very well suited to the job she does for us, but I wasn't the person who was involved with hiring her."*

7. 75% of Employers felt that their employee has gained self-confidence in their employment position. 25% were unsure.

   Comments:
   - *"Our employee is very well suited to the job she does for us, but I wasn't the person who was involved with hiring her."*

8. 62.5% of Employers felt that their employee has gained self-worth since becoming employed with their organization. 37.5 were unsure.

   Comments:
   - *"Our employee is very well suited to the job she does for us, but I wasn't the person who was involved with hiring her."*

9. 62.5% of Employers felt that their employee has gained increased financial independence since becoming employed with their organization. 25% were unsure, and 12.5 said no.

10. 50% of Employers felt that Persons Supported increased their skill-set since becoming employed with their organization. 37.5% were unsure, and 12.5% said no.

11. 75% of Employers felt that their employee has gained self-worth since becoming employed with their organization. 25% were unsure.

12. 37.5% of Employers felt that their employee has gained increased involvement in the community since becoming employed with their organization. 62.5% were unsure.

    Comments:
    Employers responses to this question indicate that most employers do not have access to information about the Persons Supported activities outside the workplace and cannot appropriately comment on this question.

13. 12.5% of Employers felt that Persons Supported may gain an increase in responsibilities, hours of work, wages or benefits, or options for advancement. 87.5% indicated that advancement was not likely in their current position.

    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. Some positions have been specially created to align with the abilities of the individual, and the Person Supported is comfortable with the duties and responsibility level of the current position.

14. 37.5% of Employers indicated that there may be an opportunity to increase the hours of the current position. 62.5% indicated that it was not likely.

    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. Some positions have been specially created to align with the abilities of the individual, and the Person Supported is comfortable with the duties, hours, and responsibility level of the current position.

15. 62.5% of Employers felt there may be an opportunity for Persons Supported to gain an increase in wages or benefits within their organization. 35.7% indicated this was not likely.

    Comments:

-   *"Probably not – that is what I think."*
-   *"Just hired so not immediately."*

16. 12.5% of Employers indicated that there may be an opportunity to advance within the company for Persons Supported. 87.5% indicated that this was not likely.

17. 100% of Employers were satisfied that SACL Staff were available to meet their needs and concerns. 75% felt Staff often, or consistently exceeded expectations in this area.

18. 62.5% of Employers 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. 37.5% noted there could be improvement in this area, or that their employee did not need assistance as they worked independently.
    Comments:
    -   *"Our employee works independently and does a good job."*

19. 100% of Employers indicated that they were satisfied that SACL Staff communicated effectively and efficiently with all levels with the employment site. 75% indicated that SACL Staff exceeded expectations in this area.
    Comments:
    -   *"I am open for communication at any time regarding any concern."*
    -   *"Not applicable."*

20. 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 100% of Employers felt that SACL Staff helped Persons Supported to achieve these expectation. These questions were tracked individually this year rather than as a collective group to secure better data.
    Employer Comments:
    -   *"Not applicable" (10)*
    -   *"Don't know" (4)*
    -   *"Again I do not know anything about medication management but I do know that our employee endeavours to stay healthy."*
    -   *"Unsure, has not come up as an aspect of employment."*
    -   *"I am not sure this question is applicable to this work environment."*

21. 100% of the Employers surveyed indicated that the Community Employment Services met the needs of the Person Supported. 100% of those surveys felt that SACL often, or consistently exceeded expectations in this area.

22. 87.5% of the Employers surveyed indicated that the Community Employment Services met the needs of the Employer. 12.5% indicated their needs were not met.

    Comments:

    - *"When the minimum wage was going up, I asked N if he could pass long to his worker a request to see if there was any programs to help defer the costs of a SACL employee. They seemed concerned for the future of N's job, but I never did get a satisfactory answer to my question."*

23. 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.

24. No additional comments were provided for improvement

Community Employment Services – Persons Supported (35 responses)

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 a paper route job."*

2. 97.14% of Persons Supported indicated that they are currently employed, volunteering or actively seeking volunteer opportunities or employment.
   Comments:
   - *"I will start at the Boathouse again in March 2017."*
   - *"I'm working."*

3. 85.71% of Persons Supported will be looking for employment/volunteer opportunities in the future.
   Comments:
   - *"I want to look."*
   - *"But I do want to work."*
   - *"I already have 3 jobs."*

4. 88.57% 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:
   - *"I don't really know."*
   - *"I don't know."*

5. 85.71% of Persons Supported indicated that SACL Staff helped to obtain the work/volunteer opportunities desired.
   Comments:
   - *"Job interviews, going for employment discovery walks, and discussing what I would be doing there."*
   - *"I don't think so."*
   - *"I don't know."*

6. 85.71% of Persons Supported indicated that SACL Staff assisted them obtaining employment or volunteer opportunities that matched their interests and skill sets.
   Comments:
   - *"Independent."*
   - *"Me and B have a paper route together."*

7. 82.86% of Persons Supported feel that they have learned new skills since attending SACL Employment Services.

Comments:
- *"Yes, painting & music."*
- *"Attending woodshop years ago."*
- *"I haven't learned new skills since I started with Canadian Tire. I think it would do me good to learn new skills.*

8. 91.43% of Persons Supported indicated that SACL Staff assisted or somewhat assisted them to understand what's expected for their employment or volunteer opportunities.
   Comments:
   - *"Pretty well."*

9. 91.43% of Persons Supported indicated that they knew who to contact as SACL when they needed help.
   Comments:
   - *"Joanne."*
   - *"Vicki & Joanne."*
   - *"SACL Staff."*
   - *"I usually call my caregiver."*

10. 94.29% of Persons Supported indicated that they feel safe at the place where they work or volunteer.
    Comments:
    - *"Not working."*

11. 94.29% of Persons Supported indicated that they felt that the people they work with respect them.
    Comments:
    - *"Not applicable."*

12. Persons Supported were asked what suggestions or comments they have that would help make their employment or volunteer experience better:

    Comments:

    - *"Staff could go talk to the guys at the paces I'd like to work."*
    - *"Not applicable."*
    - *"I'm not sure."*
    - *"Not really."*

Supported Living – Persons Supported (4 responses)

1. 50% of the Persons Supported indicated that they have the choice or have some input to where they live.
   Comments: There are only so many available options for Supported Living circumstances. Choices are made in relation to the Persons Supported wants and needs and in accordance with the available options, funder requirements, financial situation, and level or service requirements of each individual.
   Person Supported Comments:
   - *"This was supposed to be temporary but has turned into full time."*

2. 75% of Persons Supported indicated that they get to choose or have some input as to who they live with. 25% felt they had no choice.
   Comments:
   - *"The walls are not insulated properly so I can hear things right though the wall. Brings no privacy."*

3. 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.

4. 50% of Persons Supported indicated that they feel safe in the place that they live.
   Comments:
   - *"The way BL acts, I'm afraid for me and Morris and the staff."*

5. 75% of Persons Supported indicated that there was always or 'somewhat' a SACL Staff member around to help them if they need it.
   Comments:
   - *"Medicine – On Sunday mornings especially I need to hunt down staff to get my medicine so I can be on time for Church."*

6. Persons Supported were asked if SACL Staff help them with:

	Yes	Sometimes	No
Healthy Eating/Exercise	100%	0%	0%
Personal Care	75%	25%	0%
Household Maintenance	75%	25%	0%
Expectations of a Tenant	100%	0%	0%
Helping with decisions & understanding rights	100%	0%	0%
Family Contact	100%	0%	0%
Encourage outings with friends or activities	100%	0%	0%
Encourage fun activities or how to meet new people	100%	0%	0%
Help with money matters if you require	100%	0%	0%

7. 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.

8. Persons Supported were asked if there was anything more SACL Staff might do to help them become independent:
   Comments:
   - *"My basic needs are not being met. Ex: stairs – too many and too steep, shower is unsafe for me – not appropriate for people with disabilities. I want out."*

Home Share Services – Persons Supported (2 responses)

1. The age range of current Persons Supported in Home Share services is age 56 and above.

2. 100% of the Persons surveyed indicated that they were happy living with their Home share provider or had experienced an improved quality of life.

3. 50% of those surveys felt that they were able to do more thing on their own since entering Home Share services. 50% felt they still needed help with some things.

4. 100% of Persons Supported felt their community activities increased or somewhat increased since entering Home Share services.

5. The response to this question was answered "other" all surveyed for the following reasons:
   Comments:
   - *"D lives with family members as she always has been with her whole life. Only when D goes to respite is she with a person she has become familiar with since moving in with sister."*
   - "L. is my sister and lived with mother all her life. When Mom passed away, she was happy that L would be cared for by a family member. Mother, L and myself, wouldn't want it any other way.

6. 100% of the Persons Supported indicated that friends, family and other people do, or sometimes do come and visit them in their Home Share setting.

7. 100% of Persons Supported indicate that the do, or sometimes belong to clubs or go to activities in the community.

8. 100% of those surveyed stated that they did, or sometimes get to meet new people.

9. 100% of Persons Supported feel they have everything they need to live in a comfortable and happy manner in their Home Share situation.

10. 100% of Persons Supported feel safe in their Home Share environment.

11. 100% of those surveys felt that their Home Share provider provides all the assistance needed.

12. 100% of Persons Supported feel that they are listened to and respected in their home.

13. When asked what was liked most about their current Home Share situation, Persons Supported responded:
    Comments:
    - *"I am with family and get to see other members of my family. I also get to talk on the phone with family members who do not live close by. IE: my foster brothers and oldest sister."*
    - "Living with by brother is a pleasure in that he loves me and truly cares for me."
    - "L is always helping with small chores she can handle and is a great help on a daily basis. Outdoor interests are many and enjoyed on the property (small acreage)."

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.

   100% of the people surveyed feel that SACL Respite services meet the medical needs of the Person Supported.
   Comments:
   -   "No medical needs are needed."

3. 100% of the people surveyed feel that SACL Respite services accommodate their preferences, needs, and expectations.

4. 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.

   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.
   Comments: SACL rated 'Exceeds Expectations' in this category.

5. 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.

6. 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

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

Staff Satisfaction Survey 2016 (18 responses)

Demographics

1. 50% of staff have worked for SACL for 3 years or under. The other 50% have been with SACL from 4-20+ years.

2. Staff positions (excluding contractors) held with SACL consist of:
   - 44.44% Full-Time (Union)
   - 11.11% Part-time (Union)
   - 33.33% Casual (Union)
   - 11.11% Management (Excluded)

3. SACL Staff spend their time in the following Service areas:
   - 35.29% - Community Inclusion (HWLS)
   - 41.18% - Community Inclusion (1-1, or CCN)
   - 17.65% - Community Employment Services
   - 5.88% - Supported Living Services

4. Staff education consists of:
   - 5.56% - Completion of high school
   - 27.78% - Certification in Human/Social Services field
   - 55.56 – College
   - 11.11% - University

5. SACL staff feel their responsibility level is best described:
   - 33.33 % - Front Line (no supervisory responsibility)
   - 44.44% - Front Line (sometimes assist other staff)
   - 11.11% - Team Leader (responsible for some supervision of staff)
   - 5.56% - Services Manager (Supervisor of other staff)
   - 5.56% - Administration (assist in enforcement of policies and give some direction)

Job Description & Performance

6. 100% of staff feel they have a positive attitude and support fellow staff members.

7. 100% of staff feel they are present and fully prepared in their Service area prior to each shift.

8. 94.44% feel that SACL provides a clear job description outlining duties and responsibilities for each position.

9. 83.33% of Staff feel that SACL communicates clear expectations about job performance.

10. 77.78% of Staff indicate they are satisfied with the training and education provided to enable understanding and adherence to SACL policies and procedures.

11. 83.33% of Staff feel that SACL provides adequate feedback and evaluations regarding performance.

12. 72.22% of Staff feel that SACL institutes practices and policies to ensure that the workplace is balanced and fair. 27.78% disagree.

13. 77.78% of Staff feel SACL follows the progressive disciplinary process to encourage compliance with agency policies and procedures.

Comments regarding SACL job performance:

- *"I would benefit with training in leadership roles in a classroom setting."*
- *"My job description evolves and changes often, so sometimes my job description does not encompass all my duties."*
- *"I feel more confident now that I have been with SACL for over a year. It's not the type of employment that a person can be completely trained for on the first day. This job must be experienced hands on and learn as you go. There is so much to know, between the persons we support to the policies and procedures. Now that I know more, I am more able to support my co-workers if need be."*
- *NVCI should not be a computer based training. To be effective in the workplace, it needs to be a full class setting, with 'hands-on' training. Practices and policies do not reflect being human, and having different situations in life. There is zero flexibility when it comes to policies."*

Supervisor/Employee Relations

Services Managers are responsible for the following (staff):
- Michele Weber (47.06%)
- Alana Loyd (35.29%)
- Gary Arbuckle (17.65%)

14. 58.82% of Staff agree that their supervisor is an effective leader. 23.53% disagree, and 17.65% strongly disagree.

15. 58.82% of Staff agree that their supervisor handles complaints and resolves questions directly. 23.53% disagree, and 17.65% strongly disagree.

16. 76.47% of Staff are satisfied with the assistance, training and guidance provided by their supervisor. 11.76% are not satisfied, and 11.76% are extremely dissatisfied.

17. 55.55% of Staff feel that their supervisor has enough authority and resources to provide the necessary assistance, training, and guidance that our department needs to succeed. 44.44% either disagree or strongly disagree.

18. 82.35% of staff understand what their supervisor expects from them and feel the expectations are reasonable. 17.65% disagree.

19. 70.58% of Staff feel their supervisor is consistent in their dealings with all employees. 29.3% disagree or strongly disagree.

Comments regarding SACL Supervisor/Employee relations:

- *"I have had problems getting clear and accurate communication regarding persons serviced. When I have asked for assistance or information I have been directed to consult the person serviced caregiver, and then been told that they already discussed or gave the information to my services manager. In other instances I have made plans for persons served passed on approval from services manager, and later been old by other management that my plan could not be approved. I feel I have been made to look unorganized in my position because of these problems and it has resulted in much wasted time. I have no confidence in going to this service manager for assistance."*
- *"Alana struggle in her daily duties. She struggles with scheduling employees with their shifts, and ensuring all the people SACL provides services for have a worker that day. Alana often misses a person supported while scheduling, and they are left without services that day, or have to call SACL and find out what has happened. When staff have a question that needs an answer, Alana generally does not have an answer for it, or knows where to find the answer."*
- *"I think my service manager is very effective at her job."*
- *"Jo-Anne Crawford is my direct supervisor"* (2)

Staff Relations & Services Provision

20. 52.94% of Staff either agree that the team or department they work in works well together and accomplishes their assigned tasks. 47.06% neither agree nor disagree.

21. When goal or tasks are not accomplished, staff feel that it is contributed to:
    - Lack of time (50%)
    - Communication breakdowns/waiting for approval from others (37.5%)
    - Confusion over job responsibilities (12.5%)

22. 88.23% of Staff feel they are encouraged to exchange ideas and opinions. 11.76% disagree.

23. 94.11% of Staff feel their team is invested in the organization and cooperates well with other departments in the organization. 5.88% disagree.

24. 64.70% of Staff are satisfied with the morale in their team/department. 35.29% disagree or strongly disagree.

Comments regarding Staff Relations & Service Provision:

- *"My team struggles with Service Managers: Alana and Gary. Alana provides no support to the team. She does no know what it is that the team does, and she does not know the*

people that are supported. She can't provide adequate back up during and incident, because she doesn't spend more than a few minutes with the Persons Supported, and because she does not know the Persons Supported, she is unable to adequately schedule. Gary is unable to answer a question. When gone to for guidance or suggestions, or an answer to a question, Gary is unable to do so. He does not provide any clear guidance to a problem."

- *"Morale changes almost daily?!"*
- *"The workload for management staff is overwhelming, and can effect morale."*
- *"I feel that our team gels pretty well, both at HWLS and downstairs. It's not realistic to have everyone get along, but I feel for the most part we are professional and civil. I respect the majority of my co-workers as I feel they respect me."*
- *"Lack of resources, lack of time, and communication breakdown are all key factors in not being able to accomplish tasks."*

Performance Feedback

25. 76.47% of staff feel that the Services Manager provides useful information and constructive feedback to help me improve performance. 17.65% disagree, and 5.88% strongly disagree.

26. Feedback could be improved by:
    - Receiving more specific feedback/targeted to me (10%)
    - Feedback that includes how to improve (40%)
    - Receiving a balance of positive and negative feedback (30%)
    - Receiving more feedback (20%)

27. 88.84% of staff feel they are recognized and praised for the work they do. 11.76% disagree.

28. The recognition staff receive comes from:
    - Co-workers (57.14%)
    - Team Leaders (28.57%)
    - The Executive Director (14.29%)

29. Staff feel they are recognized;
    - Weekly (20%)
    - Semi-monthly (20%)
    - Monthly (40%)
    - Annually (20%)

30. 94.11% of Staff feel they are encouraged to participate in their personal goal setting process. 5.88% disagree.

31. 88.24% of Staff are satisfied that employee evaluations are fair and consistent. 11.76 people disagree.

32. Staff feel employee performance evaluations could be improved by:
    - Having more input into the evaluations (55.56%)

- Having them more consistently (33.33%)
- Having them less often (11.11%)

Comments regarding Performance Feedback:

- *"Question: The feedback I receive could be improved by: (please select the most appropriate answer). The actual answer is, receiving feedback that is correct. When Alana provides information, she often does not have all her facts correct, or is unable to provide any feedback, because she doesn't know what it is that's being discussed."*
- *"I feel supported and heard."*
- *"The questions asked on this page really miss the mark, meaningful evaluations need to be held with someone who really knows what you do. My evaluation is very general and yes, I am asked as to what I feel my goals should be but the constraints on time and the ability to even complete my basic work are of major concern. Our team leader has moved to another group within SACL and some of the work she had performed has been offloaded to the regular full-time staff. As a result, having found it difficult to complete all the work required originally and now having these additional duties added has only added to the workload and sense of not being able to meet the timelines."*
- *"Regarding the recent performance evaluation, I felt it did not seem relevant and the working needed work. It did make you put a comment so you can explain your answer."*
- *"Management does seem to want to hear what staff have to say. Management seems to offer a lot of criticism. Need to take time for recognition and thanks as well. I think lots of staff have gotten to the point where they don't care whether or not they have management approval and recognition. Staff care more about recognition for their co-workers; it seems more genuine."*

Growth & Education

33. 76.47% of Staff feel they have room to grow professionally at SACL. 17.65% Disagree, and 5.88% strongly disagree.

34. Staff who do not feel room for growth attribute it to:
    - Lack of opportunity (50%)
    - I am satisfied with my current role (25%)
    - Lack of Time (12.5%)
    - Organizational policies (collective agreement/policy restrictions) 12.5%

35. 94.11% of Staff feel that SACL encourages and supports career development. 5.88% disagree.

36. 29.41% of Staff feel they can meet their career objectives by remaining with SACL. 64.71% are unsure, and 5.88% disagree.

37. Staff who may anticipate leaving SACL to accomplish their career objectives indicate the time frame as:
    - I do not anticipate leaving SACL (75%)
    - Within the next five years and above (16.67%)
    - Within the next 2 years (8.33%)

38. 88.23% of Staff feel that the process used for promotions is balanced and in accordance with the collective agreement. 11.76% disagree.

39. 100% of staff are in agreement that SACL responds to Staff complaints in a timely fashion.

40. 100% of Staff acknowledge that SACL has attempted to address the main concern from the 205/2016 Staff Input Survey, which was a request for more space.
    Comments:
    - *"More space for staff work undistracted is still an issue."*
    - *"I feel that SACL is attempting to address the concern and with doing so we also lost connection with other Persons Supported and Staff. The person Supported are missing each other. Staff are trying to get Persons Supported together to make these connections.*

41. When Staff were asked what they liked best about working at SACL, the results indicated;
    - Persons Supported (68.75%)
    - Opportunities for personal & professional growth (12.5%)
    - Other (12.5%)
    - Pay rate/salary (6.25%)
    Comments:
    - *"I could choose just one thing that I like most because I enjoy the job so much! I enjoy most of my co-workers and the Persons Supported and the management team as well. I'm sure there is room for improvement, which is the case anywhere, but it's one of the best places I've worked considering it's mostly women."*
    - *"I like working with the Person's service and co-workers. I enjoy the job I perform right now. I enjoyed my past full-time position. I also enjoy the benefits, even though it's not a great benefit package."*

42. When Staff were asked what they liked least about working for SACL, the result indicated;
    - Other (25%)
    - Employee/Service Manager relationships (25%)
    - Communication between employees & management (18.75%)
    - Scheduling Practices (12.5%)
    - Lack of training opportunities (6.25%)
    - Wages (6.25%)
    - Employee relationships (6.25%)

Comments regarding Growth & Education:

- *"The lack of funding. This however is not the fault of SACL."*
- *"There is quite a bit of negativity among staff and between staff and management. I feel that staff seem to feel that they could be involved in all decisions at a management level, and are personally offended if they are not, which affect staff morale."*

- *"I think that communication in general could be improved. Sometimes I find things out from other employees about certain persons supported that I feel should have been sent in a quick email to ensure that I (as a casual staff) can provide the best care to that particular person. I think people think that it's not a big deal, but to me it's important to me to know what is going on in their lives so that I can be prepared for a possibly, different behavior. I honestly think that we would benefit greatly from having an interpersonal communication course every six months to keep us on track. I am taking one right now for the second time and you forget so much. I can see many ways in which we could improve just by taking this course."*
- *"The constant conflict of information between managers. The constant need to redirect staff to something other than what they were scheduled for. Managers no knowing their roles, or performing them fully."*
- *"I feel there is lack of communication between employees and management. When there is communication at times it is unclear or we get different answers. Especially with emails there is misunderstandings and confusion. Do miss our monthly staff meetings as that is when SACL felt like a team. We are able to discuss and clarify what we are trying to get across.*

Compensation & Benefits

43. 100% of staff feel they are paid in accordance with the requirements of the collective agreement.

44. The following statistics indicate who is eligible or participating in company benefits;
    - I am a member of SACL's benefits package (50%)
    - I am awaiting eligibility to participate in SACL's benefit package (31.25%)
    - I am ineligible to participate in the benefit program (18.75%)

45. 92.31% of Staff feel the benefit program is fair, competitive and in accordance with the requirements of the collective agreement. 7.69% disagree.

Comments regarding Compensation & Benefits:

- *"The benefits program is in accordance with the requirements of the collective agreement but is not a good one."*
- *"Although I feel the rate of pay is fair for the work I do, Management staff do not receive salary increases very often, even if their duties increase. I do know that it is related to the funder not providing enough administration funding, however it would be nice if management employees received at least nominal increases at the same time as the union staff as per minimal inflation rates. The trend indicates that staff will soon catch up to the wages of management."*
- *"I don't really know much about the benefit program as I do not partake as of yet. Of course I feel that we should be compensated more, as our job is extremely important and we are responsible for a lot. That being said, I had an opportunity to make $6 more an hour and*

turned it down because I love my job and that is immeasurable to me. I do appreciate the wage increases though."

- *"It's a hoke package. We need better benefits for all. And staff who work 20 hours plus a week in regularly scheduled positions should be entitled to benefits as well. Including casuals."*

Job Satisfaction

46. 100% of Staff feel their job is meaningful and gives personal satisfaction.

47. 87.5% of Staff feel challenged in their current role.

48. Those who do not feel challenged in their role attribute it to:
    - Job duties do not keep my attention (50%)
    - Nobody checks to see whether I finish my work (25%)
    - I am ready to leave my position and am just waiting until my last day (25%)

49. 87.5% of Staff feel confident in their job security as long as job duties are completed to the best of their abilities. 6.25% disagree, and 6.25% strongly disagree.

50. 62.5% of Staff feel that working conditions at SACL are healthy and safe for everyone. 37.5% disagree.

51. 87.5% of Staff understand how their work directly contributes to the success of SACL. 12.5% do not.

52. 100% of Staff feel proud of the work they do with SACL.

53. Staff were asked if they rarely think about leaving the organization. 18.75% rarely consider leaving. 37.5% are unsure, 31.25% have thought about leaving, and 12.5% feel strongly about leaving.

Comments regarding Job Satisfaction:

- *"Maybe more opportunities to meet as a team or do team building would improve moral and relationships between all SACL staff, management and administration."*
- *"Work conditions have improved with the new one-to-one space. The one-to-ones have their own space and HWLS has its own space. The new work stations themselves have greatly improved in recent months as well."*
- *"Although I very much like the job I do, I find uncooperative, resistant and negative attitudes of some staff members affect the agency as a whole. SACL could be an excellent place to work with less negativity, a better understanding of the reality between management and staff roles, and cooperation & constructive suggestions, rather than ongoing defensive complaints."*

- *"There have been some times that I feel that there should be more than one staff, particularly at HWLS. Now that I haven't been up there as much, I'm not certain what has been going on, but that is one area that I have felt concerned about in the past."*
- *As we work with more and more higher needs people, we need more safety plans in place for them BEFORE staff start working with them. We need management to take complaints about safety seriously, and not trivialize safety concerns. We need an unbiased person on the OH&S committee, for every meeting, to help mediate between the two parties."*
- *I am hoping that there will be more respectful interactions between staff and the upper management team. Personally I have only had a few negative interactions but listening and trying to support my fellow team mates is very concerning to me. I struggle to understand why it has to be this way.*

Action Items – Summary of Results (2017/2018)

Community Integration:

Overall, Stakeholders and Persons Supported have very positive results and comments regarding Community Integration services. Average satisfaction rates range from 77.08% - 100%. Any area noted below an 80% satisfaction rate is assessed for improvement, and includes:

1. Continue to advocate for additional funding.
2. Increase opportunities for Persons Supported to go into the community outside SACL hours of service.
3. Determine if there is a way to give Persons Supported greater choice as to whether to participate in planned activities (if they are not of interest to the Person)
4. Research required into the responses for Financial, Communications, Attitude, and transportation barriers. (It is possible that the way the question was worded was confusing, as comments don't really reflect the responses)

Community Employment Services:

Overall, Stakeholders and Persons Supported have very positive results and comments regarding Community Employment services. Average satisfaction rates range from 75% - 100%. Any area noted below an 80% satisfaction rate is assessed for improvement, and include:

1. Employers indicated lower than anticipated satisfaction levels in several categories. However, this response seems to be due to the fact that the person filling out the survey was not the individual directly involved with the hiring process of the Person Supported.
2. There is an alarmingly low amount (12.5%) of employers that feel that Persons Supported may be eligible for increases in responsibilities, hours of work, wages, benefits or options for advancement. SACL will attempt to address this issue moving forward.

Supported Living Services:

Most Persons Supported have fairly positive results and comments regarding Supported Living services. There is only 4 supported living responses, and this directly affects the results. Average satisfaction rates range from 50% - 100%. Any area noted below an 80% satisfaction rate is assessed for improvement, and include:

1. 50% of Persons Supported feel they don't have enough input into where they live.
2. 25% of Persons Supported feel they don't have enough input into who they live with.
3. 50% of Persons Supported don't feel completely safe in their environment
4. 25% of Persons Supported feel there isn't always a staff member around when required.
5. One individual is not happy in their location, and options for her are being explored. At this time options are limited by the service contract & funding restrictions, the financial situation of the individual, and the availability of viable/available options to promote a re-location.

Home Share Services:

Persons Supported are extremely positive in sharing their opinions and comments regarding Supported Living services. There are currently only 2 supported living responses, and this directly affects the results. Average satisfaction rates range from 50% - 100%. Any area noted below an 80% satisfaction rate is assessed for improvement, and include:

1. 50% of Persons Supported feel they are not entirely able to do things on their own and still require some assistance. SACL feels this is not a reflection on services provided, but on the individual needs and comfort level of the individual. All other results from this survey rate at 100% satisfaction.

Respite Services:

Parents and Caregivers are positive in sharing their opinions and comments regarding Respite services. There is currently only respite response, and this directly affects the results all responses indicate 100% satisfaction with the current service provision. Any area noted below an 80% satisfaction rate is assessed for improvement. There were no results indicating improvement action at this time.

Staff Satisfaction:

SACL appreciates and values its Staff and their input. It has been a challenging 2 – 3 years with the move from the old location and 2 changes in client management and technology systems. New management staff have been hired and it is noted that it takes some time for Services Managers to learn all the required items in a constantly evolving atmosphere. Staff have contributed many comments that are excellent to investigate for improvements. Any item not indicating an 80% or higher satisfaction rate will be assessed for improvement action, including:

1. 22.2% of staff feel that the training and education provided to enable adherence to SACL policies and procedures is unsatisfactory.
2. 27.8% of staff feel that SACL policies and procedures are not fair or balanced.
3. 22.2% of staff feel that SACL does not follow appropriate 'progressive disciplinary' procedures.
4. 41.8% of Staff feel that their supervisor is not an effective leader
5. 41.8% of Staff feel that their supervisor does not handle complaints or resolves question directly.
6. 23.53% of Staff feel are not satisfied with the assistance, training and guidance provided by their supervisor.
7. 44.45% of Staff feel their supervisor does not have enough authority and resources to provide the necessary assistance, training and guidance required to succeed
8. 47.06% of Staff feel that their department does not work well together to accomplish assigned tasks
9. 35.3% of Staff are not satisfied with the morale in their department.
10. 23.53% of Staff feel that their Services Manager does not provide useful information or constructive feedback to help staff improve.
11. 23.53% of Staff feel they do not have room to grow professionally in their current position.

12. Staff feel that Employee/manager relations, communication between employees & management, and scheduling practices are what they liked least about working at SACL.
13. 37.5% feel that SACL is not a safe and/or healthy for all.

Still to be addressed for action items:

Agency Objectives:

1. Review and update agency Mission statement

Business Functions:

1. Financial

2. Fundraising

3. Human Resources

4. Information Management

5. Health & Safety

6. Technology

7. Service Access