April 30, 2019

SACL Satisfaction Survey – Summary of Results for Services Received in 2018 and Goals (2019)

In January of 2019, 8 Satisfaction Surveys were sent out to gain feedback on each area of SACL Services & to gather input from Staff for the 2018 service year;

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. Home Share Services – Service Providers
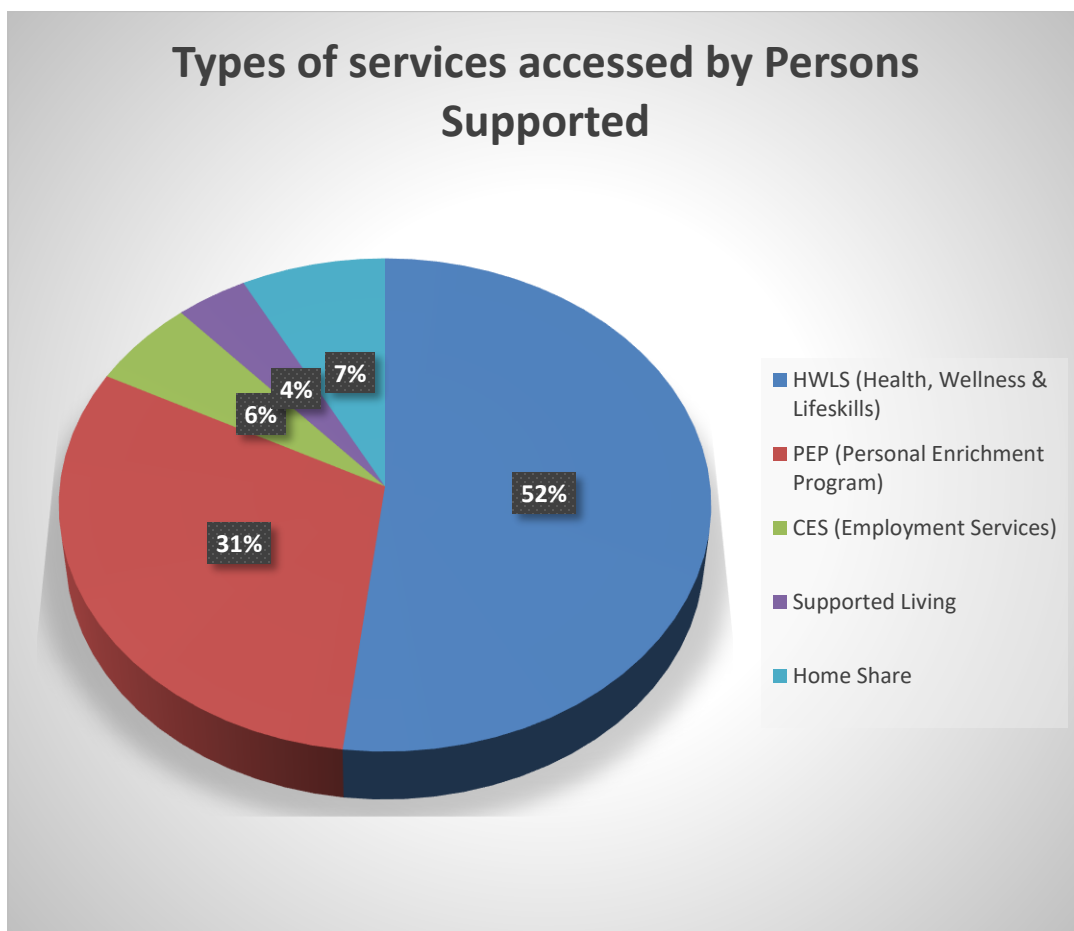8. Staff Satisfaction – SACL Staff

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, and to provide staff with input into their working environment where possible.

Community Integration – Persons Supported (43 responses)

(2017 responses = 34, 2018 responses = 43 (27% increase)

Persons Supported who attend Community Integration services were asked which services they received or attended at SACL. Of the 43 responses the following data was collected.

 Note: many Persons Supported receive services from more than one area. SACL provided Community Integration services to 73 individuals from January 1, 2018 to December 31, 2018 (Some of these different services are provided to the same individual).

Types of services accessed by Persons Supported

- HWLS (Health, Wellness & Lifeskills)
- PEP (Personal Enrichment Program)
- CES (Employment Services)
- Supported Living
- Home Share

1. **100%** of persons surveyed enjoy (or sometimes enjoy) coming to SACL or going out in the community with their worker. This is a 4% increase from 2017.
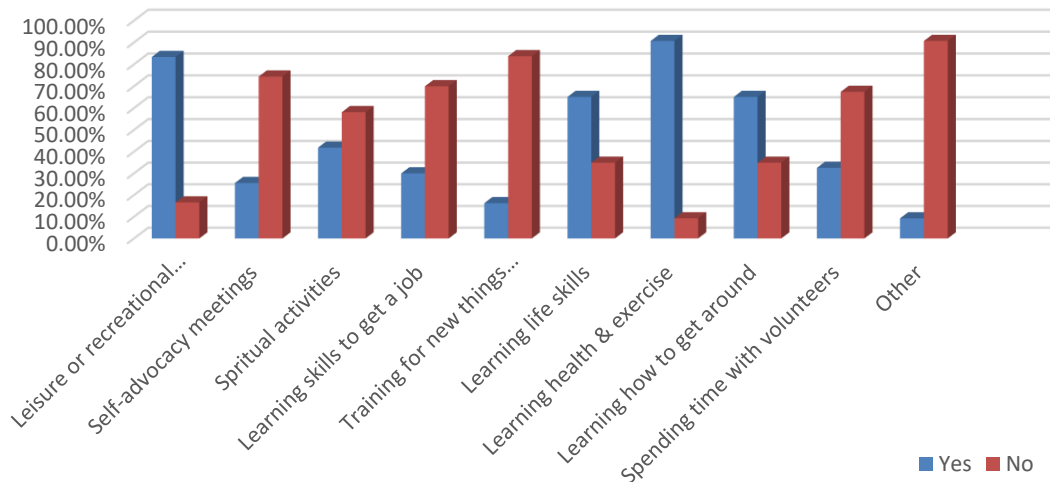   *Comments:*
   "I like to go out with my worker, don't like coming to the building."
   "Of course I do!"

2. The 43 Persons Supported surveyed were asked what events or activities they enjoyed in the community.

What Activities Pesrsons Supported Like

3. Do SACL Staff help Persons Supported to....

Do SACL Staff help you to....	Yes %	No %	Uncertain %
Take part in the activities and events in the community that you want to attend?	93.5 (↑ 16.5% from 2017)	2.33 (↓ 6.67% from 2017)	2.33 (↓ 11.67% from 2017)
To be able to do more things by yourself if you want to?	76.74 (↑ 13.74% from 2017)	9.3 (↓ 4.7% from 2017)	13.95 (↓ 9.05% from 2017)
To know that you have help from SACL staff, friends, and family when you need it?	90.7 (↑ 4.7% from 2017)	2.33 (↓ .67% from 2017)	6.98 (↓ 4.11% from 2017)
To do more of the things you and to do that make you feel good about yourself?	90.70 (↑ 15.70 % from 2017)	4.65 (↓ 4.35% from 2017)	4.65 (↓ 11.35% from 2017)
Learn things that help you with your life (like cooking or how to take a bus to where you want to go etc.)?	83.72 (↓ 2.28 % from 2017)	9.3 (↑ .30% from 2017)	6.98 (↑ .98% from 2017)
Get medical care for issues that concern you? ***NOTE:*** *Many Persons Supported do not ask SACL Staff to help with medical issues in the Community Integration Service Area, as their family support/caregivers take on the bulk of this role.*	23.26 (↑ .26 % from 2017)	60.47 (↑ 31.47% from 2017)	16.28 (↓ 32.72% from 2017)
Find a volunteer activity if you want one?	41.86 (↓ 16.14 % from 2017)	46.51 (↑ 19.51% from 2017)	11.63 (↓ 2.37% from 2017)
Find a job if you want one?	39.53 (↓ 20.47 % from 2017)	55.81 (↑ 35.81 % from 2017)	4.65 (↓ 15.35 % from 2017)
Practice a healthy and active lifestyle so you don't get sick?	72.09 (↓ 6.91 % from 2017)	6.98 (↑ 5.02 % from 2017)	20.93 (↑ 11.93 % from 2017)
Totals/Averages (%)	*68.01* (↑ .57 % from 2017)	*21.96* (↑ 7.29 % from 2017)	*9.82* (↓ 8.18 % from 2017)

4. Do you go out to meet friends or go to activities in the community when you are not at SACL or with your SACL worker?

Service Year	Yes %	No %	Sometimes %
2018	**58.14**	**13.95**	**27.91**
2017	68	20	12
Difference	↓9.86	↓6.05	↑15.91

Comments:
- *I go to the movies with friends on the weekends and holidays*
- *I go to my buddy's house or I like to go to Vancouver/Kelowna to see my friends*
- *I participate in roller derby, and go to bi-weekly evening practices*

5. Do you get to help make choices as to what you want to do when you are at SACL Services?

Service Year	Yes %	No %	Sometimes %
2018	**88.37**	**4.65**	**6.98**
2017	83	6	11
Difference	↑5.37	↓1.35	↓4.02

6. Do you know who to talk to at SACL when the need help?

Service Year	Yes %	No %	Uncertain %
2018	**90.7**	**6.98**	**2.33**
2017	86	3	11
Difference	↑4.7	↓3.98	↓8.67

7. Do you feel that SACL Staff help you to know who to go to in the community when they need help (friends, family, employer, police etc.)?

Service Year	Yes %	No %	Uncertain %
2018	**83.72**	**6.98**	**9.3**
2017	69	11	20
Difference	↑14.72	↓4.02	↓10.7

8. Do you feel safe when you are at SACL services or out in the community with your SACL worker?

Service Year	Yes %	No %	Sometimes %
2018	**93.02**	**2.33**	**4.65**
2017	89	0	11
Difference	↑4.02	↑2.33	↓6.35

9. Do you feel that the times and locations of SACL services met your needs?

Service Year	Yes %	No %	Sometimes %
2018	86.05	4.65	9.30
2017	89	3	9
Difference	↓2.95	↑1.65	↑.30

10. Do you think that SACL staff would help you find another service if SACL didn't provide the service you wanted?

Service Year	Yes %	No %	Sometimes %
2018	53.49	4.65	41.86
2017	56	11	33
Difference	↓2.51	↓6.35	↑8.86

11. Do you think SACL would check to see if you were OK if you moved to a different agency or program?

Service Year	Yes %	No %	Sometimes %
2018	79.07	2.33	18.6
2017	60	9	31
Difference	↑19.07	↓6.67	↓12.4

12. Persons surveyed were asked if they felt there were any barriers they experienced when attending SACL Services (Accessibility);

Accessibility Barriers	Yes %	No %	Uncertain %
Architectural Barriers – E.G: steep stairs, narrow doorways, not enough lighting, not enough signage or direction etc.	18.6 (↓ 1.4 % from 2017)	67.44 (↓ 1.56 % from 2017)	13.95 (↑ 2.95 % from 2017)
Environmental Barriers – E.G: noise levels, too crowded, to hot/cold etc.	46.51 (↑ 4.51 % from 2017)	44.19 (↓ 2.81 % from 2017)	9.3 (↓ 1.7 % from 2017)
Attitudinal Barriers – E.G: Do staff explain ting to you in a way that makes you comfortable? Are you treated fairly and with respect etc.	72.09 (↑ 33.09 % from 2017)	20.93 (↓ 26.07 % from 2017)	6.98 (↓ 7.11 % from 2017)
Financial Barriers – E.G: Is there enough funding to provide all the services that you want? Does SACL fundraise to help provide more services? etc.	53.49 (↑ 11.49 % from 2017)	25.58 (↓ 12.42 % from 2017)	20.93 (↑ .93 % from 2017)
Communication Barriers – E.G: Do staff help you understand things about SACL you don't understand etc.	60.47 (↑ 11.49 % from 2017)	25.58 (↓ 18.42 % from 2017)	13.95 (↑ 2.9 % from 2017)
Transportation Barriers – E.G: Are you able to get to services by walking, bus or getting a ride etc.	74.42 (↑ 18.42 % from 2017)	20.93 (↓ 15.07 % from 2017)	4.65 (↓ 4.35 % from 2017)
Community Integration Barriers (Other) – E.G: Can you get to and participate in all the community activities you want to without trouble etc.	58.14 (↑ 44.14 % from 2017)	32.56 (↓ 24.44 % from 2017)	9.3 (↓ 19.18 % from 2017)
Totals/Averages (%)	*54.82* (↑ 17.82 % from 2017)	*33.89* (↓ 14.11 % from 2017)	*11.28* (↓ 3.72 % from 2017)

13. Persons Supported were asked what their favorite thing about coming to SACL or going out with your SACL worker.

Comments:
- *Walking, bowling, bingo, movies*
- *Movies & everything*
- *The friendship*
- *Going out for lunch, going to thrift shops*
- *Going out for coffee*
- *My birthday*
- *Doing crafts, swimming, crazy creek, many things*
- *Always happy and make me laugh*
- *I like my monthly schedule so I know what we will be doing daily*
- *Crafts, food bank*
- *Food, people, doing fun things*
- *Puzzles*
- *Like being here to see friends*
- *Going to music at Larry's & drink out & movie theatre*
- *Play games*
- *Drink out, movies*
- *Music, crafts*
- *Meeting new people and getting out in the community, etc.*

- *Watching you tube*
- *Going to global news*
- *Getting the day started*
- *Hiking*
- *Fun to look around, buy stuff sometimes*
- *Cooking groups, also working at the thrift store and foodbank*
- *Meeting new people*
- *How he helps me out with money/women & how he's a chill down to earth person*
- *I like making salads*
- *Friends*
- *Puzzles*
- *Going out for lunch*
- *Watching TV*
- *Volunteering*
- *Volunteering, movies*
- *Seeing my friend*
- *I enjoy the chance to get out of the house without my family around*
- *Coloring, watching movies*
- *Being around my friends*
- *Friends*
- *Having a good time*
- *Seeing my friends*
- *Playing pass*

14. Persons Supported were asked what they liked least about SACL Services
    Comments:
    - *When she is not here or when she is late*
    - *Nothing (x 28)*
    - *Too high of expectations*
    - *Staff don't pay attention to me, some of the people that participate here.*
    - *The noise level*
    - *Going out in the community in my wheelchair because of the uneven sidewalks in town*
    - *When it is very noisy, a lot of people etc.*
    - *Waiting*
    - *When people are being mean to each other*
    - *That's a hard one*
    - *Watching DVD's*
    - *Everything, chores*
    - *I sometimes feel talked down to intellectually*

Community Integration - Stakeholders (18 responses)

(2017 responses = 8, 2018 responses = 18 (44% increase)

Of the 18 responses received from Stakeholders, 17 responses were from parents/caregivers, and 1 responses were from 'other' stakeholders (funders or community members).

1. Does SACL assist Persons Supported to move towards…

SACL assists Persons Supported to move towards…	Yes %	No %	Uncertain %
Optimal use of natural supports within the community & self-help for independence	66.67 (↓ 8.33 % from 2017)	16.67 (↑ 4.17 % from 2017)	16.67 (↑ 4.17 % from 2017)
Greater self-sufficiency or a slowing of the declines associated with aging	50 (↓ 13 % from 2017)	27.8 (↑ 15.8 % from 2017)	22.22 (↓ 2.78 % from 2017)
Greater options for choice	72.22 (↓ 15.78 % from 2017)	5.56 (↑ 5.56 % from 2017)	22.22 (↑ 10.22 % from 2017)
Greater control of their lives	72.22 (↑ 9.22 % from 2017)	22.22 (↑ 22.22 % from 2017)	5.56 (↓ 31.44 % from 2017)
Greater participation in the community	77.78 (↑ 2.78 % from 2017)	16.67 (↑ 16.67 % from 2017)	5.56 (↓ 19.44 % from 2017)
Totals/Averages (%)	*67.78* (↓ 5.02 % from 2017)	*17.78* (↑ 12.88 % from 2017)	*5.56* (↓ 16.74 % from 2017)

2. Does SACL Services organize activities around:

SACL Services organize activities around:	Yes %	No %	Uncertain %
The identified goals of the Person Supported	77.78 (↑ 2.78 % from 2017)	11.11 (↓ 13.89 % from 2017)	11.11 (↑ 11.11 % from 2017)
The identified preferences of the Person Supported	77.78 (↑ 2.78 % from 2017)	16.67 (↑ 4.17 % from 2017)	5.56 (↓ 6.94 % from 2017)
The identified needs of the Person Supported	72.22 (↓ 15.78 % from 2017)	22.22 (↑ 9.72 % from 2017)	5.56 (↑ 5.56 % from 2017)
Improving the ability of the Persons Supported to understand their own needs	50 (↓ 25 % from 2017)	38.89 (↑ 26.39 % from 2017)	11.11 (↓ 1.39 % from 2017)
Totals/Averages (%)	*69.45* (↓ 8.80 % from 2017)	*22.22* (↑ 6.59 % from 2017)	*8.34* (↑ 2.09 % from 2017)

3. Does SACL assist Persons Supported to achieve their goals in the following areas:

SACL assists Persons Supported to achieve their goals in:	Yes %	No %	Uncertain %
Development of community living skills	83.33 (↑ 8.33% from 2017)	16.67 (↑ 4.17% from 2017)	0 (↓ 12.5% from 2017
Interpersonal relationships	94.44	5.56	0

	(↑ 6.44% from 2017)	(↑ 5.56% from 2017)	(↓12% from 2017)
Recreation and use of Leisure time opportunities	83.33 (↓ 4.67% from 2017)	11.11 (↓0.89% from 2017)	5.56 (↑ 5.56% from 2017)
Vocational development or employment	66.67 (↓8.33% from 2017)	27.78 (↑ 2.78% from 2017)	5.56 (↑ 5.56% from 2017)
Educational development	55.56 (↓19.44% from 2017)	27.78 (↑ 2.78% from 2017)	16.67 (↑ 16.67% from 2017)
Self-advocacy	77.78 (↑14.78% from 2017)	11.11 (↓ 0.89% from 2017)	11.11 (↓ 13.89% from 2017)
Access to non-disability related social resources	83.33 (↑ 8.33% from 2017)	5.56 (↓ 6.94 from 2017)	11.11 (↓1.39% from 2017)
Totals/Averages (%)	*77.78 (↑ 0.78% from 2017)*	*15.08 (↑ 0.94% from 2017)*	*7.14 (↓ 1.72 % from 2017)*

4. **88.89%** (↑ 0.89% from 2017) of survey responses indicated that SACL services are provided at times and locations that meet the needs of Persons Supported. 11.11% disagreed (↓ 0.89% from 2017). 0% were unsure.

   ### Comments:
   "The building is just too small. Not enough room to accommodate client needs, PEP is ok. The noise level can be overbearing."
   "Being out in the country gave the persons a place to work with less stimulation of noise and town, Family could participate there were jobs and room to move around. A much preferred place for the quiet people."
   "Recreational endeavors can be difficult due to what the community has to offer"
   "The locations are accessible and the times convenient but more hours of service would be beneficial."
   "They have certainly provided services to help K."
   "The client has vocalized to family that he misses the old facility out of Silver Creek due to the diversity, the dances, family participation and all the variable job experiences."
   "With the changes in staff, the new ones do not know all the problems and are not aware of his needs. They do the best they can with the skills they have."

5. **94.44%** (↑ 19.44% % from 2017) of survey responses indicated that SACL personnel are available to meet with Persons Supported to discuss matters of interest or concern. 5.56% disagreed (↓6.94% from 2017). 0% were unsure (↓ 12.5% from 2017).

   ### Comments:
   "Needs to have more choice even if it's failure. They need to broaden his horizons in the real world as far as regular adult functions."
   "If there is enough staff on to accommodate the need."
   "They generally accommodate."
   "I have always been able to chat with staff about my sister's visits and inform them of matters I feel they should know."
   "The staff is very helpful and friendly."
   "Our son does not participate much and will agree to everything said. We do not contact staff and they help with problems when they occur."

6. **88.89%** (↑0.89% from 2017) of survey responses indicated that SACL provides Persons Supported with information or referral to assist in securing their basic needs. 5.56% disagreed (↑5.56% from 2017). 5.56% were unsure (↓6.94% from 2017).

7. **33.33%** (↑8.33% from 2017) of survey responses indicated that SACL reaches out and follows up with Persons Supported who leave or transition to other services from SACL services. 44.44% disagreed (↑ 44.44% from 2017). 22.22% were unsure (↓52.78% from 2017).

   ### Comments:
   "CES did follow up after his employment had ceased."
   "An incident happening right now, he's working at BC Hydro for 7 years with no raise. Feels like the staff need to help him get more compensation for his work."
   "Aunty not involved in this portion of care yet"
   "Don't know."
   "Never had the experience of transition."
   "I don't know."
   "Does not apply."

"Not applicable."
"Has not continued service for many years. This client is very comfortable and happy with our staff."
"That has not happened with our son yet. He wants to be with his friends that he has associated with over the years."

8. Survey participants were asked if they had any comments or suggestions that might help SACL improve services to Persons we support….

    Comments:

    "Give them more chocolate…lol, sorry M."

    "I think everything SACL provides N is good."

    "We could do a better job of helping A becoming actually independent but our staff turnover keeps us inconsistent, Finds staff obnoxious and not supportive."

    "The staff at SACL do their best to ensure the differences in the persons we support are kept as independent as possible, however, due to not enough time, small space and limited staff members the building can be too busy for some persons supported to not have incident with behavior. The one to one service works well with some client and not others, SACL recognizes those differences."

    "It would be nice to have more staff. It seems like due to staff shortage the persons supported are shorted choices. As well as, having a larger area to move around in, like the old place out in Silver Creek was fantastic as more of the quiet persons supported were able to have jobs they enjoyed where the family could participate."

    "Very satisfied with this service overall. We had one issues, our son was spending too much money on activities, so we contacted the SACL staff and it was addressed and fixed right away."

    "It feels like that in some ways that we are pushing him out of the organization towards work that he will never be able to manage on his own. T enjoys his peer, the jobs and participating in a place he feel he has people around him that are like him."

    "I feel the persons supported have too many choices/options then the consequences are left as responsibilities of the caregiver. The persons we support have more rights and options than the caregivers. This leaves the caregivers frustrated as we feel unprotected and not listened to. He persons supported are not able to handle the responsibilities, that's why we care for them so we need more supports or at least to be listened to."

    "I feel that the persons we support would better utilize their time doing more in the community rather than watching DVD's and having Karaoke dance parties regularly."

    "Overall SACL does their beat to support their persons supported. The staff does their best to help caregivers/Persons Supported."

    "I have always found staff to be supportive. If there is an opportunity to increase hours of service I feel this would benefit my sister."

    "I feel they have done a good job with K as his needs have become complex."

   *"There was an incident that bothers me… R was living in a SACL supported home with a roommate he enjoyed. The roommate had to move out and was replaced by someone R did not get along with so R started showing negative behaviors. Without the family being notified (and family is very involved in R's life and he spends almost equal*

amount of time with them as anywhere else), R was taken to the doctor, put on medication and was given the choice of either taking the medication to lessen the behavior or not come to SACL anymore. The family found out about the medication about a month after the fact. In the end, R moved out of the residence and to somewhere he is happier as well as he is currently off said medication. The family stated the situation has now changed for the better but their involvement, choice and advocacy was felt that it was taken away or not listened to."

"It is a tough job and I admire the commitment of the caregiver, they are all special people. My husband and I feel like we don't have to worry about our son because we know he is in good hands."

"None, you are doing a fine job."

"The government had changed things over the years. Client need meaningful activities to do. Sitting around colouring picture and watching cartoons is not the best for many, Clients are like you and I, when we get up in the morning we need a purpose and to be meaningful."

Community Inclusion - Stakeholder Responses
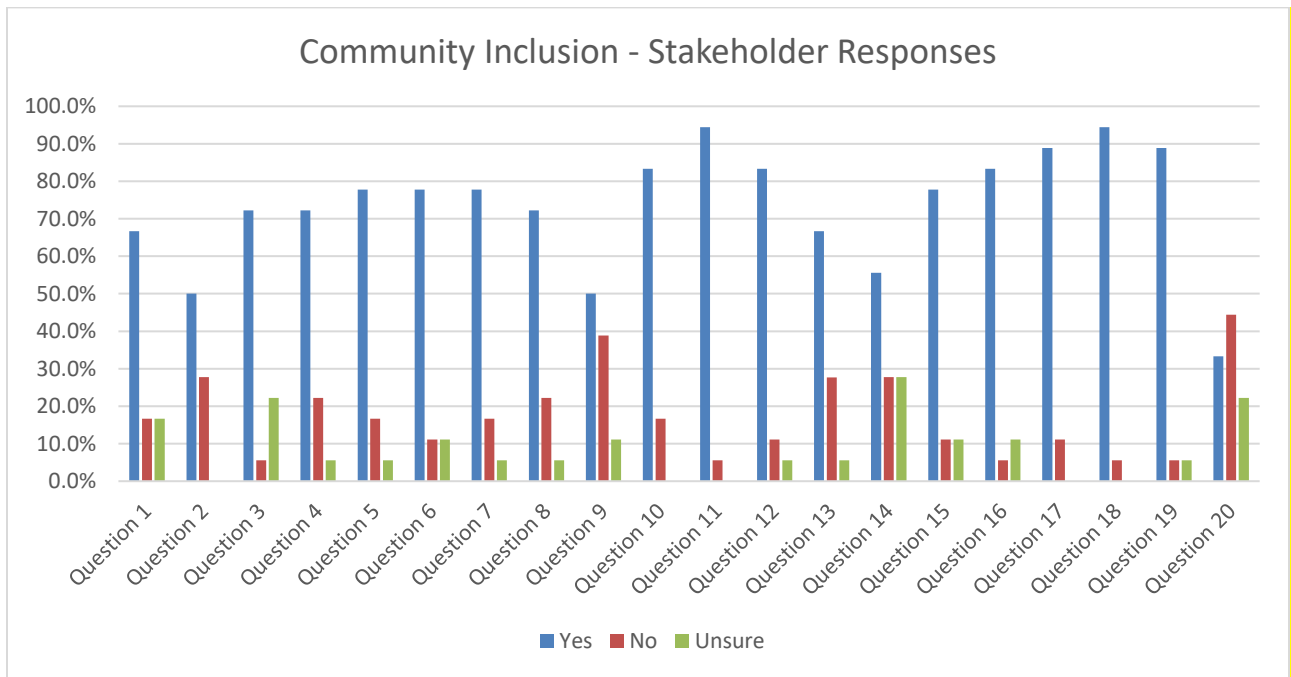
Community Employment Services – Persons Supported (24 responses)

2017 responses = 30, 2018 responses = 24 (20% decrease)

Of the 24 people who completed the survey, 11 were looking for employment (Job Development), and 11 were working in the community (Employment Supports). SACL provided Community Employment services 80 Individuals from January 1 – December 31, 2018.

1. Persons Supported feel that their Employment Counsellor has asked them important questions to help them get the job they wanted…

Did SACL Employment Counsellors ask ….	Yes %	No %	Uncertain %
What they would like to do for a job?	100 (↑20% from 2017)	0 (↓10% from 2017)	0 (↓10% from 2017)
About any work/volunteer history they may have had at other jobs?	100 (↑13% from 2017)	0 (↓7% from 2017)	0 (↓7% from 2017)
About strengths they have from volunteering or hobbies you have done?	90.91 (↑3.91% from 2017)	9.09 (↑ 2.09% from 2017)	0 (↓7% from 2017)
About any training, education, or life experiences they have had that may help them get the job they want?	100 (↑23% from 2017)	0 (↓ 10% from 2017)	0 (↓13% from 2017)
If they needed help understanding or managing any benefits they may receive, and how a job might affect that?	54.55 (↑1.55% from 2017)	45.45 (↑25.45% from 2017)	0 (↓27% from 2017)
If they needed ideas of where to go for more training, education, or experience to get the job they want?	81.82 (↑ 11.82% from 2017)	18.18 (↑5.18% from 2017)	0 (↓23% from 2017)
If they needed help to plan out how to get to work by walking routes, bus, or assisting with getting a ride?	90.91 (↑20.91% from 2017)	9.09 (↓13.91% from 2017)	0 (↓7% from 2017)
If they needed help or support in suggesting people that can help with their job search?	90.91 (↑13.91% from 2017)	9.09 (↑2.09% from 2017)	0 (↓ 17% from 2017)
If you had a legal history that may affect getting the job you want?	81.82 (↑55.8% from 2017)	18.18 (↓ 24.82% from 2017)	0 (↓30% from 2017)
Totals/Averages (%)	*78* (↑ 9% from 2017)	*12.12* (↓ 3.38% from 2017)	*0* (↓15.5% from 2017)

2. Persons Supported looking for employment participated in making an Individual Service Plan (ISP) by.…

SACL Staff assisted them in developing an ISP by helping them with…	Yes %	No %	Uncertain %
Determining what they wanted to do for a job	90.91	9.09	0

	(↑ 0.91% from 2017)	(↑6.09% from 2017)	(↓ 7% from 2017)
Reviewing the plan and making sure the Person Supported agreed or had the opportunity for changes	90.91 (↑17.91% from 2017)	9.09 (↓ 0.91% from 2017)	0 (↓17% from 2017)
Reviewing progress and goals on a regular basis until the goals were met or revised as directed by the Person Supported	90.91 (↑13.91% from 2017)	9.09 (↓ 0.91% from 2017)	0 (↓13% from 2017)
Reviewing and making changes to goals when they wanted to	90.91 (↑17.91% from 2017)	9.09 (↓ 0.91% from 2017)	0 (↓ 17% from 2017)
Totals/Averages (%)	**90.91** (↑12.66% from 2017)	**9.09** (↑ 0.84% from 2017)	**0** (↓13.5% from 2017)

3. Persons Supported confirmed that when they started looking for the job they wanted, their Employment Counsellor….

The SACL Employment Counsellor helped me get the job I want by…	Yes %	No %	Uncertain %
Contacted people who may have a job for them that they want	100 (↑ 17% from 2017)	0 (↓13% from 2017)	0 (↓3% from 2017)
Getting information on jobs that are available in the community	100 (↑17% from 2017)	0 (↓13% from 2017)	0 (↓3% from 2017)
Visiting the places they might like to work to see what it's like	90.91 (↑13.91% from 2017)	9.09 (↓10.91% from 2017)	0 (↓3% from 2017)
Seeing if there is anything at a job site that would make it hard for them to do the work there, and see how obstacles can be addressed.	81.82 (↑28.82% from 2017)	18.18 (↓4.82% from 2017)	0 (↓23% from 2017)
Asking employers if there are any jobs that offer duties or support that help them to get the work they want to do	90.91 (↑27.91% from 2017)	9.09 (↓13.91% from 2017)	0 (↓13% from 2017)
Asking employers if someone working there may be able to help them learn the job	100 (↑33% from 2017)	0 (↓20% from 2017)	0 (↓13% from 2017)
Matching them to an employer that needs by abilities and they can do what the company needs	72.73 (↑12.73% from 2017)	27.27 (↑7.27% from 2017)	0 (↓20% from 2017)
Helping them to learn how to look for a job they want on their own if they want to	63.64 (↑0.64% from 2017)	36.36 (↑13.36% from 2017)	0 (↓13% from 2017)
Helping the employer know what makes them comfortable and uncomfortable in doing a job	90.91 (↑30.91% from 2017)	9.09 (↓7.91% from 2017)	0 (↓23% from 2017)
Totals/Averages (%)	**87.88** (↑20.21% from 2017)	**12.12** (↓6.88% from 2017)	**0** (↓13.33% from 2017)

4. When they start working at a job, the Employment Counsellor helped them to understand:

SACL Employment Counsellors helped them to understand…..	Yes %	No %	Uncertain %
The things they have to do to keep working at their job	100 (↑20% from 2017)	0 (↓13% from 2017)	0 (↓7% from 2017)
The duties they need to do for their job	81.82 (↑1.82% from 2017)	18.18 (↑5.18% from 2017)	0 (↓7% from 2017)
Their responsibilities as an employee	100 (↑23% from 2017)	0 (↓7% from 2017)	0 (↓17% from 2017)
How and when they will get paid	90.91 (↑27.91% from 2017)	9.09 (↓10.91% from 2017)	0 (↓17% from 2017)
How much they will get paid	63.64 (↑0.64% from 2017)	36.36 (↑16.36% from 2017)	0 (↓17% from 2017)
If there are any benefits at the job (medical, dental etc.)	63.64 (↑6.64% from 2017)	36.36 (↑19.64% from 2017)	0 (↓27% from 2017)
The rules at the workplace	90.91 (13.91% from 2017)	9.09 (↓3.91% from 2017)	0 (↓10% from 2017)
Any job practices to prevent discrimination	90.91 (↑40.91% from 2017)	9.09 (↓10.91% from 2017)	0 (↓30% from 2017)
Any job practices that may help them to work out any disputes or disagreements with other co-workers or an employer	90.91 (↑30.91% from 2017)	9.09 (↓3.91% from 2017)	0 (↓27% from 2017)
Any practices to move to another location for their job if they wanted	72.73 (↑32.72% from 2017)	27.27 (↑10.27% from 2017)	0 (↓43% from 2017)
Any health & safety practices they need to know for their job	100 (↑30% from 2017)	0 (↓17% from 2017)	0 (↓13% from 2017)
How to be a union member if applicable	54.55 (↑21.55% from 2017)	45.45 (↑12.45% from 2017)	0 (↓33% from 2017)
If they can move to a different position or increased hours in their job	72.73 (↑25.73% from 2017)	27.27 (↑10.27% from 2017)	0 (↓37% from 2017)
What they would have to do to get a different position or more hours in their job	72.73 (↑19.73% from 2017)	27.27 (↑14.27% from 2017)	0 (↓33% from 2017)
Totals/Averages (%)	*81.82* (↑20.63% from 2017)	*18.18* (↑1.54% from 2017)	*0* (↓22.17% from 2017)

5. If working Persons' Supported gave permission, their Employment Counsellor would help me share with my employer:

With permission, the Employment Counsellor helped them share with my Employer….	Yes %	No %	Uncertain %
Whether they may need modifications to their job duties to be comfortable	100 (↑20% from 2017)	0	0 (↓20% from 2017)
Income tax information to have the right amounts deducted from pay	90.91 (↑43.91% from 2017)	9.09 (↓20.91% from 2017)	0 (↓20% from 2017)
A contact name and number for the Employment Counsellor in case help or support is needed	100 (↑30% from 2017)	0 (↓10% from 2017)	0 (↓20% from 2017)
Totals/Averages (%)	*96.97* (↑26.97% from 2017)	*3.03* (↓19.97% from 2017)	*0* (↓7% from 2017)

6. When training for a new job, Employment Counsellor's provided Persons Supported with:

When training for a new job, Employment Counsellors provided Persons Supported with;	Yes %	No %	Uncertain %
Meeting to make sure they were comfortable with their job	100 (↑30% from 2017)	0 (↓13% from 2017)	0 (↓17% from 2017)
Options for the Counsellor to provide less support to promote independence if they wanted to	100 (↑47% from 2017)	0 (↓20% from 2017)	0 (↓27% from 2017)
Options to have an employee at their workplace support them rather than an Employment Counsellor if available	100 (↑47% from 2017)	0 (↓20% from 2017)	0 (↓27% from 2017)
Information to get a mentor if they wanted	72.73 (↑39.73% from 2017)	27.27 (↓2.73% from 2017)	0 (↓37% from 2017)
Information about support groups or assistance programs to help them be successful at their job	54.55 (↑17.55% from 2017)	45.45 (↑15.45% from 2017)	0 (↓33% from 2017)
Totals/Averages (%)	85.46 (↑36.26% from 2017)	14.63 (↓7.97% from 2017)	0 (↓28.2% from 2017)

7. When working at a job, Employment Counsellors provided support by….

When working at a job, did their Employment Counsellor help them by…	Yes %	No %	Uncertain %
Providing the information needed to help them learn their job	100 (↑30% from 2017)	0 (↓17% from 2017)	0 (↓13% from 2017)
Having a back-up plan if the Counsellor was absent	90.91 (↑27.91% from 2017)	9.09 (↓7.91% from 2017)	0 (↓30% from 2017)
Knowing and following the practices of their job	100 (↑33% from 2017)	0 (↓20% from 2017)	0 (↓13% from 2017)
Talking to the Employer or co-workers to help them feel comfortable doing your job	100 (↑33% from 2017)	0 (↓20% from 2017)	0 (↓17% from 2017)
Totals/Averages (%)	97.73 (↑34.48% from 2017)	2.27 (↓16.23% from 2017)	0 (↓18.25% from 2017)

8. If Persons Supported had any obstacles that prevent them from going to, or completing their job, the Employment Counsellor will help…

If there are obstacles with getting to, or completing their job, Employment Counsellors will help….	Yes %	No %	Uncertain %
Figure out what the obstacle(s) are	90.91 (↑20.91% from 2017)	9.09 (↓7.91% from 2017)	0 (↓13% from 2017)
Work out what may help make things easier	90.91 (↑20.91% from 2017)	9.09 (↓7.91% from 2017)	0 (↓13% from 2017)

Provide suggestions to other places that may be able to help you with the defined obstacles.	90.91 (↑30.91% from 2017)	9.09 (↓10.91% from 2017)	0 (↓20% from 2017)
Totals/Averages (%)	**90.91** (↑24.24% from 2017)	**9.09** (↓8.91% from 2017)	**0** (↓15.33% from 2017)

9. When Persons Supported are about to get a job, the Employment Counsellor helps them to know about…

When starting a new job, SACL Counsellors help them to know about…	Yes %	No %	Uncertain %
The importance of being on time and present for each work shift	90.91 (↑7.91% from 2017)	9.09 (↓3.91% from 2017)	0 (↓3% from 2017)
The importance of being clean and well dressed for work	100 (↑13% from 2017)	0 (↓10% from 2017)	0 (↓3% from 2017)
How to be safe at work	100 (↑13% from 2017)	0 (↓7% from 2017)	0 (↓7% from 2017)
What has to be done to do a good job	81.82 (↓1.18% from 2017)	18.18 (↑8.18% from 2017)	0 (↓7% from 2017)
How to organize their time, funds, transportation so they can be reliable and at work when required	81.82 (↑8.82% from 2017)	18.18 (↑11.18% from 2017)	0 (↓20% from 2017)
How to talk to other employees when guidance and help is needed	90.91 (↑10.91% from 2017)	9.09 (↓3.91% from 2017)	0 (↓7% from 2017)
How to practice good work practices and be positive to do a good job	100 (↑17% from 2017)	0 (↓7% from 2017)	0 (↓10% from 2017)
How to manage any medications they take while at work	54.55 (↑4.55% from 2017)	45.45 (↑8.45% from 2017)	0 (↓13% from 2017)
The meaning of words like 'co-worker', 'supervisor', and 'employer', and who they would talk to if they had questions	72.73 (↓4.27% from 2017)	27.27 (↑14.27% from 2017)	0 (↓10% from 2017)
Information on other community services that may help provide support for work related questions and how to contact them	90.91 (↑40.91% from 2017)	9.09 (↓10.91% from 2017)	0 (↓30% from 2017)
What reading and math skills are needed to do the job	63.64 (↑10.61% from 2017)	36.36 (↑19.36% from 2017)	0 (↓30% from 2017)
What technology skills may be required to do the job	81.82 (↑34.82% from 2017)	18.18 (↓8.82% from 2017)	0 (↓27% from 2017)
How to stand up for themselves in the workplace if needed	90.91 (↑13.91% from 2017)	9.09 (↓7.91% from 2017)	0 (↓7% from 2017)
Totals/Averages (%)	**84.62** (↑13.08% from 2017)	**15.38** (↑0.15% from 2017)	**0** (↓13.23% from 2017)

10. Working Persons Supported participated in making an Individual Service Plan (ISP) by….

SACL Staff assisted them in developing an ISP by helping them with…	Yes %	No %	Uncertain %

Determining what they wanted to do for a job	100	0	0
Reviewing the plan and making sure the Person Supported agreed or had the opportunity for changes	100	0	0
Reviewing progress and goals on a regular basis until the goals were met or revised as directed by the Person Supported	100	0	0
Reviewing and making changes to goals when they wanted to	100	0	0
Totals/Averages (%)	*100*	*0*	*0*

11. When Persons Supported get a job, the Employment Counsellor helps them to know about…

When starting a new job, SACL Counsellors help them to know about…	Yes %	No %	Uncertain %
The importance of being on time and present for each work shift	81.82 (↓1.18% from 2017)	18.18 (↓5.18% from 2017)	0 (↓3% from 2017)
The importance of being clean and well dressed for work	100 (↑13% from 2017)	0 (↓10% from 2017)	0 (↓3% from 2017)
How to be safe at work	100 (↑13% from 2017)	0 (↓7% from 2017)	0 (↓7% from 2017)
What has to be done to do a good job	90.91 (↑7.91% from 2017)	9.09 (↓0.91% from 2017)	0 (↓7% from 2017)
How to organize their time, funds, transportation so they can be reliable and at work when required	90.91 (↑17.91% from 2017)	9.09 (↑2.09% from 2017)	0 (↓20% from 2017)
How to talk to other employees when guidance and help is needed	100 (↑20% from 2017)	0 (↓13% from 2017)	0 (↓7% from 2017)
How to practice good work practices and be positive to do a good job	90.91 (↑7.91% from 2017)	9.09 (↑2.09% from 2017)	0 (↓10% from 2017)
How to manage any medications they take while at work	72.73 (↑22.73% from 2017)	27.27 (↓9.73% from 2017)	0 (↓13% from 2017)
The meaning of words like 'co-worker', 'supervisor', and 'employer', and who they would talk to if they had questions	90.91 (↑13.91% from 2017)	9.09 (↓3.91% from 2017)	0 (↓10% from 2017)
Information on other community services that may help provide support for work related questions and how to contact them	81.82 (↑31.82% from 2017)	18.18 (↓1.82 % from 2017)	0 (↓30% from 2017)
What reading and math skills are needed to do the job	90.91 (↑37.91% from 2017)	9.09 (↑7.91% from 2017)	0 (↓30% from 2017)
What technology skills may be required to do the job	81.82 (↑34.82% from 2017)	18.18 (↓8.82% from 2017)	0 (↓27% from 2017)
How to stand up for themselves in the workplace if needed	90.91 (↑13.91% from 2017)	9.09 (↓7.91% from 2017)	0 (↓7% from 2017)
Totals/Averages (%)	*88.82* (↑17.28% from 2017)	*10.49* (↓4.74% from 2017)	*0* (↓13.23% from 2017)

12. **90.91%** (↑10.91% from 2017) of working persons surveyed confirmed that their Employment Counsellor helped me with the things they needed to do to do a good job. 9.09% said no (↓10.91% from 2017), and 0% were unsure.
    Comments:
    - *"She helped me to get all my cards and stuff so I don't forget what I have to do."*
    - *"When needed. I have worked at my job for years and it has been worked on when it was needed way back."*

13. **81.82%** (↑**11.82**% from 2017) of persons surveyed <u>looking for work</u> confirmed that their Employment Counsellor would help them to get more education or training if they wanted a better or different job. 0% said no (↓13% from 2017), and 18.18% said not applicable.
    Comments:
    "I don't need anything right now"

14. **72.73%** (↑**2.73**% from 2017) of <u>working</u> persons surveyed confirmed that their Employment Counsellor would help them to get more education or training if they wanted a better or different job. 18.18% said no (↑5.18% from 2017), and 9.09% said not applicable.
    Comments:
    "I don't need anything."
    "I enjoy the job I have been doing."

15. **72.73%** (↓17.27% from 2017) of <u>working</u> persons surveyed confirmed that if their Employment Counsellor was not available, someone else from SACL would come and help them. 0% said no (↓3% from 2017), and 27.27% were unsure (↑20.27% from 2017).
    Comments:
    - *"Again, I have been working there for years and the nature of the question is confusing."*

16. Persons' Supported were asked if there is anything that would make it better or easier for them to find the job they are looking for…..
    Comments:
    - *"I don't know, I don't think so."*
    - *"Not that I can think of."*
    - *"I am happy with the services I receive."*
    - *"I don't know."*
    - *"No, I don't think so."*
    - *"I'm cool with everything right now."*
    - *"More education."*
    - *"None."*
    - *"N/A"*
    - *"A and Husband J: At this time, I know A (staff) has done a great job and we understand that it will be a slow process. We aren't interested in finding A a job until the spring but we don't want to get our hopes up."*
    - *"I think the Thrift Store is gonna be great."*

17. Working Persons' Supported were asked if there is anything that would make it better or easier for them to find the job they are looking for…..
    Comments:
    "More hours I can work,"

"I don't want another job, I will this one."
"Maybe a little bit more training at my job when I first start. Like maybe a trial period to see if I can do it."
"I like my job."
"No, there isn't anything because the options are all out there."
"None."
"I'm at the job that I want to working at at this time. These questions were hard for me to answer because I have had my job for so long that I don't recall a lot of those questions."
"I don't know I can't think of anything."
"Umm, I don't know."
"I like working at BC Hydro with M."
"I need to find a new job, the Thrift store is not working for me anymore."

18. *100%* of persons surveyed <u>not working</u> confirmed that their Employment Counsellor would help them to get more education or training if they wanted a job. 0% said no, and 0% said not applicable.

19. Persons' supported who are not working were asked why they are not interested in looking for work or getting a job in the community

    Comments:

    "I'm having a hard time finding a way to work being in Ranchero. Once I move back into town in the spring, I will look for a job then. There's not much in the winter to do when you have no license."
    "I'm not into it at the moment."

Community Employment Services – Employers (7 responses)

SACL had Persons Supported Employed with 32 Employers from January 1, 2018 to December 31, 2018.

20. The Employer noted any of the following training strategies implemented with the Person Supported (Employee)

Strategy Implemented with Person Supported (Employee)	Yes %	No %	Uncertain %
On-site or off-site consultations related to employment duties	42.86 (↓7.14% from 2017)	57.14 (↑24.14% from 2017)	0 (↓17% from 2017)
Decreasing support of the trainer as the Persons Supported learns his/her duties	57.14 (↑24.14% from 2017)	42.86 (↑9.86% from 2017)	0 (↓33% from 2017)
Transferring supports and training to employer when applicable	57.14 (↑24.14% from 2017)	42.86 (↑25.86% from 2017)	0 (↓50% from 2017)
Exploring mentoring options for Persons Supported	14.29 (↑14.29% from 2017)	85.71 (↑52.71% from 2017)	0 (↓67% from 2017)
Referral to support groups or employee assistance programs if applicable and available	14.29 (↑14.29% from 2017)	85.7 (↑52.71% from 2017)	0 (↓67% from 2017)

Totals/Averages	**37.14** (↑13.94% from 2017)	**62.86** (↑33.06% from 2017)	**0** (↓46.8% from 2017)

21. When supervision of the Person Supported (Employee) is provided at the place of employment, the SACL Staff demonstrated:

Have SACL Staff Demonstrated…	Yes %	No %	Uncertain %
Sufficient knowledge of the employment assignment	71.43 (↓11.57% from 2017)	28.57 (↑28.57% from 2017)	0 (↓17% from 2017)
Presence of a contingency plan in the event of a support Staff's absence	57.14 (↓9.86% from 2017)	42.86 (↑42.86% from 2017)	0 (↓33% from 2017)
Sufficient knowledge to follow industry and workplace practices	71.43 (↑4.43% from 2017)	28.57 (↓4.43% from 2017)	0
Effective communication with staff at all levels within your employment site	71.43 (↓11.57% from 2017)	28.57 (↑28.57% from 2017)	0 (↓17% from 2017)
Totals/Averages	**67.86** (↓7.14% from 2017)	**32.14** (↑23.89% from 2017)	**0** (↓16.75% from 2017)

22. SACL Staff have addressed any 'non-employment' related needs of the Person Supported that may impact employment by:

Staff addressed 'non-employment' related needs that impact employment by:	Yes %	No %	Uncertain %
Identifying the need	57.14 (↑24.14% from 2017)	42.86 (↑25.86% from 2017)	0 (↓50% from 2017)
Addressing the need through referral to additional supports or adjusting the individual planning process	57.14 (↑24.14% from 2017)	42.86 (↑25.86% from 2017)	0 (↓50% from 2017)
Monitoring the situation to ensure additional supports have been effective	57.14 (↑24.14% from 2017)	42.86 (↑25.86% from 2017)	0 (↓50% from 2017)
Totals/Averages	57.14 (↑24.14% from 2017)	42.86 (↑25.86% from 2017)	0 (↓50% from 2017)

23. Have SACL Staff demonstrated that they have provided appropriate information to the Person Supported (Employee) regarding:

Appropriate information provided to Person Supported (Employee) regarding:	Yes %	No %	Uncertain %
Punctuality and attendance requirements	100 (↑17% from 2017)	0	0 (↓17% from 2017)
Appropriate grooming, hygiene and dress attire for the workplace	100 (↑33% from 2017)	0	0 (↓33% from 2017)
Job-site safety practices	100 (↑67% from 2017)	0	0 (↓67% from 2017)

On-the-job performance skills related to quality and quantity of work expected	100 (↑33% from 2017)	0	0 (↓33% from 2017)
Work related community skills (time management, mobility, money management etc.)	100 (↑50% from 2017)	0	0 (↓50% from 2017)
Work ethics and job expectations	100 (↑33% from 2017)	0	0 (↓33% from 2017)
Health maintenance & medication management if applicable	100 (↑33% from 2017)	0	0 (↓33% from 2017)
Corporate or work culture (chain of command, work relationships etc.)	100 (↑33% from 2017)	0	0 (↓33% from 2017)
Knowledge of employment related governmental and community service agencies to support work success	85.71 (↑68.71% from 2017)	14.29 (↑14.29% from 2017)	0 (↓83% from 2017)
Job related literacy skills	85.71 (↑52.71% from 2017)	14.29 (↑14.29% from 2017)	0 (↓67% from 2017)
Job related academic skills	85.71 (↑68.71% from 2017)	14.29 (↑14.29% from 2017)	0 (↓83% from 2017)
Knowledge of work practices	100 (↑33% from 2017)	0	0 (↓33% from 2017)
Job related technology	85.71 (↑68.71% from 2017)	14.29 (↑14.29% from 2017)	0 (↓83% from 2017)
Self-advocacy and assertiveness skills	100 (↑67% from 2017)	0	0 (↓67% from 2017)
Totals/Averages	*95.92* (↑*46.99*% from 2017)	*4.08* (↑*4.08*% from 2017)	*0* (↓*51.07*% from 2017)

24. **100%** of Employers surveyed felt that SACL training effectively supports the Person Supported (Employee) to integrate into the employment setting.
    - **Comments:**
      - *"I wish that there was a third answer to select for all the prior questions, 'I don't know', because most of the questions that I answered no to simply because I do not know if there has been any training or support done."*

25. **100%** of Employers surveyed felt that SACL continued to provide support to the Person Supported (Employee) until such time as support is not required by either the Employee or the Employer.

26. **71.43%** (↑21.43% from 2017) of Employers surveyed indicated that SACL Staff reviewed the support needs with them and the Person Supported (Employee) at least semi-annually (or more often as required). **0%** said no (↓17% from 2017), and **28.57%** said it was inapplicable.
    - **Comments:**
      - *"The SACL staff have been a great help."*

27. **28.57%** (↓4.43% from 2017) of Employers surveyed indicated that they felt SACL Staff referred the Person Supported (Employee) to resources for career planning and advancement based on their goals. *0%* said no (↓17% from 2017), and *71.43%* were unsure (↑21.43% from 2017).

28. **14.29%** (↓35.71% from 2017) of Employers surveyed indicated that SACL arranges for employment crisis intervention services when required by the Person Supported (Employee). *0%* said no, and *85.71%* were unsure (↑35.71% from 2017).

29. When asked, Employers indicated (below) how well SACL Support Services met their needs and that of the Person Supported (Employee)

Overall Satisfaction with SACL Employment Support Services for 2018

Fair - 0%
Excellent - 43%
Good - 57%

■ Poor   ■ Fair   ■ Good   ■ Excellent
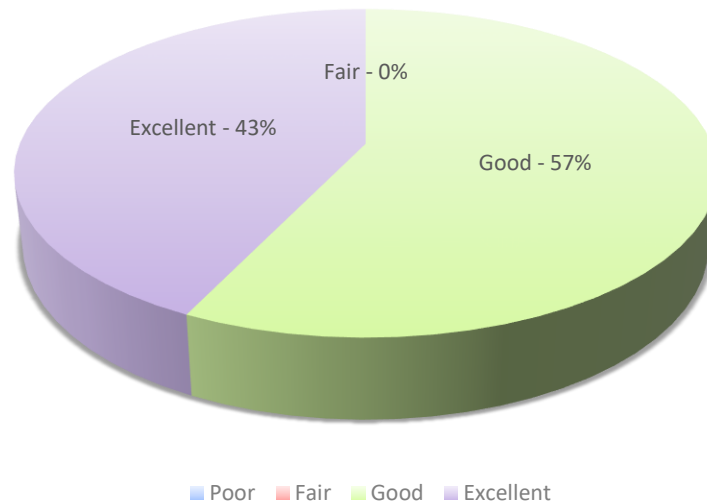
Comments:

- *"Since I have been with the Market News, they have been a great help not just with the carriers but with any questions I have."*
- *"I am choosing the 'Good' rating as I do not know some answers to the first half of the questionnaire. For all other correspondence and interactions with SACL staff that I have had over the years I would rate them as 'Excellent'."*

30. Employers surveyed were asked if they have any suggestions or comment that may help us improve our services to them

Comments:

- *"None of the answers supplied here are valid because I do not know the answers and could not advance in the survey without choosing an answer. R comes to do Snow removal at our office. I assume he is very independent and requires very little support from SACL. He does a great job."*

- *"Not sure how the Privacy Act falls into place here but it would be a suggestion to have yearly feedback from SACL on the specific knowledge support, training and life skills given to the supported person so that as an HR person I know how to better interact."*

Supported Living – Persons Supported (1 responses)

1 response was received of the <mark>4 receiving services – 2 Persons Supported</mark> declined to participate.

1. **_100%_** of Persons Supported feel safe in their homes.

2. **_100%_** of Persons Supported feel that their rent/room & board is affordable to them.

3. **_100%_** (↑**50**% from 2017) of Persons Supported thought it is easy to get to places they wanted to go from their home my walking or taking the bus.
    Comments:
    -   *"Bus stop is close by and I am close to town."*

4. **_100%_** (↑100% from 2017) of Persons Supported felt that they got help to choose where they would live and who they would live with.
    Comments:
    -   *"They helped me find this place and never had a choice where I could live. I was told this would e a good safe place and was better than where I was."*

5. Persons Supported were asked if SACL Staff help to feel safe by:

SACL Staff assist Persons Supported to feel safe by:	Yes %	No %	Uncertain %
Fixing things that may be dangerous to them in their home (broken or damaged things)	100 (↑50% from 2017)	0	0 (↓50% from 2017)
Making sure no one takes advantage of them or treats them badly	100 (↑50% from 2017)	0	0 (↓50% from 2017)
Making sure they have skills or knowledge to protect themselves	100 (↑50% from 2017)	0	0 (↓50% from 2017)
Informing them about medication and the reasons for taking it	100 (↑50% from 2017)	0 (↓50% from 2017)	0
Totals/Averages	**100** (↑50% from 2017)	**0** (↓**12.5**% from 2017)	**0** (↓**37.5**% from 2017)

6. **_100%_** of Persons Supported felt that they were able to decide what things to have around them and where to put them.

7. **_100%_** of Persons Supported felt that SACL Staff help them with the things that help them reach their goals.
    Comments:
    "Community inclusion."

8. **_100%_** of Persons Supported felt that SACL Staff worked with their friends and family to meet their needs when they were asked to.

9. **_100%_** of Persons Supported felt that they could get help from SACL Staff anytime of any day or night.

10. Persons Supported were asked if SACL Staff help to support them with:

SACL help to support them with:	Yes %	No %	Uncertain %
Living a healthy lifestyle	100 (↑50% from 2017)	0 (↓50% from 2017)	0
Caring for themselves	0 (↓50% from 2017)	100 (↑50% from 2017)	0
Cleaning & fixing items in their homes	100 (↑50% from 2017)	0	0 (↓50% from 2017)
Understanding their role as a roommate or tenant	100 (↑50% from 2017)	0	0 (↓50% from 2017)
Making their own decisions & standing up for their rights	100	0	0
Visiting with their family if they want to	100	0	0
Visiting with their friends if they want to	100	0	0
Going to events in the community if you want to	100 (↑50% from 2017)	0 (↓50% from 2017)	0
Their finances if they ask	100	0	0
Other things that are important to them	100	0	0
Totals/Averages	**90** (↑**15**% from 2017)	**10** (↓**15**% from 2017)	**0** (↓**10**% from 2017)

11. Persons Supported were asked if SACL Staff help to support them to:

SACL Staff assist Persons Supported to:	Yes %	No %	Uncertain %
Attend events they want to go to in the community	100 (↑100% from 2017)	0 (↓50% from 2017)	0 (↓50% from 2017)
Attend cultural event they want to go to in the community	100 (↑100% from 2017)	0 (↓50% from 2017)	0 (↓50% from 2017)
Attend social events they want to go to in the community	0	100 (↑50% from 2017)	0 (↓50% from 2017)
Attend recreational events they want to go to in the community	0	100 (↑50% from 2017)	0 (↓50% from 2017)
Attend spiritual events they want to go to in the community	0	100 (↑50% from 2017)	0 (↓50% from 2017)
Help them to get appointments or to get stuff they need (medical appointments or groceries etc.)	100	0	0
Help with getting them to events they want to attend (bus, taxi, walking routes or arranging a ride)	0 (↓50% from 2017)	100 (↑50% from 2017)	0
Totals/Averages	**42.86** (↑**21.43**% from 2017)	**57.14** (↑**14.28**% from 2017)	**0** (↓**35.71**% from 2017)

12. Persons Supported were asked what they liked best about SACL Services;

   Comments:

   -   *"Having a home to live in."*

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

   Comments:

   "Staffing hours and having to wait for staff to come on shift to help me."

14. Persons Supported were asked what they thought would make SACL Services better for them;

   Comments:

   -   *"More Hours."*

Home Share Services – Persons Supported (2 responses)

The age range of current Persons Supported in Home Share services is age 56 and above. Between January 1, 2018 and December 31, 2018, SACL provided Home Share services to 9 Individuals.

1. **100%** of the Persons surveyed indicated that they were very comfortable and happy since moving into their current home.
   Comments:
   - *"Lives with sister."*

2. **50%** (↓50% from 2017) of the Persons surveyed indicated that they were able to do more things by themselves if they wanted to.
   Comments:
   "Unsafe on my own."

3. **50%** (↓50% from 2017) of the Persons surveyed indicated that they were able to go out and enjoy more activities in the community if they wanted to.
   Comments:
   - *"Only with Sister's help and support."*

4. **100%** (↑50% from 2017) of the Persons surveyed indicated that they were able to help choose where they lived and who they lived with.
   Comments:
   - *"Want to live with family."*

5. **100%** of the Persons surveyed indicated that they were able to go out (or be taken out) to go to activities and see friends and family if they wanted to.

6. **100%** of the Persons surveyed indicated that their Home Share Providers helped them to get out and be a part of their community.

7. **100%** of the Persons surveyed indicated that their Home Share Providers helped them to meet with friends, or visit with family when they wanted to.

8. **100%** of the Persons surveyed indicated that they were encouraged to find friendships in the community with people who might like to help them achieve their goals.

   Comments:
   "Only with the guidance from my sister as I no longer attend a day program."

9. **100%** of the Persons surveyed indicated that they were encouraged to meet with friends and family as often as they wanted to.
   Comments:
   "As arranged with my sister."

10. **100%** of the Persons surveyed indicated that their Home Share Provider helped them with things they need help with, when they need it.

11. **100%** of the Persons surveyed feel safe in their homes.

12. **100%** of the Persons surveyed indicated that they knew that they could ask their Home Share Provider for help, and that they would receive that help.

13. **100%** of the Persons surveyed felt that they were an important part of their home and were respected by others

14. Persons surveyed were asked what they liked best about living with their current Home Share Provider;
    Comments:
    - *"With family."*
    - *"Good food."*

15. Persons surveyed were asked what they liked least about living with their current Home Share Provider;
    Comments:
    - *"It is not Princeton where I grew up."*
    - *"I can't think of anything."*

16. Persons surveyed were asked what they thought they might change about living with their current Home Share Provider;
    Comments:
    - *"My Health."*
    - *"HandiDART service."*

Home Share Services – Service Providers (3 responses)

Between January 1, 2018 and December 31, 2018, SACL had contracts with <mark>9 Service Providers to</mark> provide Home Share Services in their homes.

1. Home Share Providers surveyed confirmed that SACL implemented a screening process for individuals to become Home share providers. Potential service providers were asked for (or to participate in);

SACL required potential Home Share provider to provide or participate in:	Yes %	No %	Uncertain %
Providing a criminal record check for all adults in the home	100	0	0
Providing a valid BC driver's license and driver's abstract	100	0	0
Conducted a home study of your home environment & the other people living in your home	66.67 (↓33.33% from 2017)	0	33.33 (↑33.33% from 2017)
Obtaining character and reference checks	33.33 (↓66.67% from 2017)	33.33 (↑33.33% from 2017)	33.33 (↑33.33% from 2017)
Conducting an interview to explore your expectations as a Home Share Provider	100	0	0
Conducting an interview to assess the demographics and characteristics of the Person you were applying to support	66.67 (↓33.33% from 2017)	0	33.33 (↑33.33% from 2017)
Conducting an interview with other people in the home	66.67 (↓33.33% from 2017)	33.33 (↑33.33% from 2017)	0
Totals/Averages	*76.19* (↓23.81% from 2017)	*9.52* (↑9.52% from 2017)	*14.28* (↑14.28% from 2017)

2. Home Share Providers were asked if they felt that Persons Supported were fully consulted (based on the following criteria) to determine if your home was the most suitable living situation for them?

Persons Supported were fully consulted on the following:	Yes %	No %	Uncertain %
The desired lifestyle of the Person Supported	66.67 (↓33.33% from 2017)	33.33 (↑33.33% from 2017)	0
Indications of improvement for quality of life	66.67 (↑16.67% from 2017)	33.33 (↓16.67% from 2017)	0
Their personal interests	66.67 (↓33.33% from 2017)	33.33 (↑33.33% from 2017)	0
Their transportation requirements	66.67 (↓33.33% from 2017)	33.33 (↑33.33% from 2017)	0
Their cultural & spiritual beliefs	66.67 (↓33.33% from 2017)	33.33 (↑33.33% from 2017)	0
The compatibility of available living space for the Person Supported	66.67 (↓33.33% from 2017)	33.33 (↑33.33% from 2017)	0
Totals/Averages	*66.67* (↓25% from 2017)	*33.33* (↑25% from 2017)	*0*

3. As a Home Share Provider, did fully explored and provided you with information for the Person Supported on the following:

SACL fully explored and provided information for the Person Supported on the following:	Yes %	No %	Uncertain %
Health issues	66.67 (↑16.67% from 2017)	33.33 (↓16.67% from 2017)	0
Medical conditions	33.33 (↑33.33% from 2017)	33.33 (↓66.67% from 2017)	33.33 (↑33.33% from 2017)
Cognitive abilities	66.67 (↑16.67% from 2017)	0 (↓50% from 2017)	33.33 (↑33.33% from 2017)
Behavioural challenges	66.67 (↑16.67% from 2017)	33.33 (↓16.67% from 2017)	0
Totals/Averages	*58.34* (↑**20.84**% from 2017)	*25* (↓**37.5**% from 2017)	*0*

4. As a Home Share Provider, did SACL help match you with the Person Supported based on the following criteria:

SACL matched the Person Supported to my home based on:	Yes %	No %	Uncertain %
Providing an opportunity for the Home Share Provider and the Person Supported to meet and get to know one another	66.67 (↑16.67% from 2017)	33.33 (↓16.67% from 2017)	0
Made sure both parties had all the information about one another, to make an informed choice for service provision	66.67 (↓33.33% from 2017)	33.33 (↑33.33% from 2017)	0
Ensured the Person Supported had a choice to where they live and who they live with	66.67 (↑16.67% from 2017)	33.33 (↓16.67% from 2017)	0
Provided options and enough time for the Person Supported to explore any other choices they wished to explore	33.33 (↓16.67% from 2017)	33.33 (↓16.67% from 2017)	33.33 (↑33.33% from 2017)
Supported appropriate transition for the move in process if the service provider was chosen by the Person Supported	0 (↓50% from 2017)	33.33 (↓16.67% from 2017)	66.67 (↑66.67% from 2017)
Totals/Averages	*46.67* (↓**13.33**% from 2017)	*33.33* (↓**6.67**% from 2017)	*50* (↑**50**% from 2017)

5. SACL requires Home Share Providers to participate in competency-based training. Were they asked to participate in the following:

Home Share Providers were required to participate in the following competency-based training:	Yes %	No %	Uncertain %
Understanding and implementation of SACL program values	66.67 (↓33.33% from 2017)	33.33 (↑33.33% from 2017)	0
First Aid	100	0	0
Basic healthcare expectations for the Person Supported	66.67 (↓33.33% from 2017)	33.33 (↑33.33% from 2017)	0

Documentation practices	100 (↑50% from 2017)	0 (↓50% from 2017)	0
Medication management for the Person Supported (where applicable)	66.67 (↑16.67% from 2017)	33.33 (↓16.67% from 2017)	0
Specific needs of the Persons Supported	33.33 (↑33.33% from 2017)	33.33 (↓16.67% from 2017)	33.33 (↓16.67% from 2017)
Totals/Averages	*72.22* *(↑5.55% from 2017)*	*22.22* *(↓2.78% from 2017)*	*5.56* *(↓2.78% from 2017)*

6. Information was provided to the Home Share Provider in an understandable maker by the Home Share Services Manager or outlined in the Service Contract about the following:

Understandable information was provided by the Home Share Services Manager or Services Contract about the following:	Yes %	No %	Uncertain %
A description of the responsibilities of a Home Share Provider	100	0	0
Any legal rules that apply to service	100	0	0
A description of methods of communication between Service Providers and SACL	33.33 (↓66.67% from 2017)	0	66.67 (↑66.67% from 2017)
Identification of who has authority over decisions regarding the Persons' Supported health care, finances, and legal status (where applicable)	66.67 (↓33.33% from 2017)	33.33 (↑33.33% from 2017)	0
Performance expectations for the Service Provider	66.67 (↓33.33% from 2017)	33.33 (↑33.33% from 2017)	0
Understanding of the performance monitoring process	100	0	0
Processes to follow for concerns or complaints (for Persons Supported and Service Providers)	0 (↓100% from 2017)	33.33 (↑33.33% from 2017)	66.67 (↑66.67% from 2017)
Totals/Averages	*66.67* *(↓33.33% from 2017)*	*14.28* *(↑14.28% from 2017)*	*19.05* *(↑19.05% from 2017)*

7. SACL is required to monitor service provision. As a Home Share Provider, were you provided with performance monitoring that:

Required performance monitoring that:	Yes %	No %	Uncertain %
Took place initially at 30 days and 90 days after the start of service provision to a Person Supported	33.33 (↓66.67% from 2017)	33.33 (↑33.33% from 2017)	33.33 (↑33.33% from 2017)
Took place quarterly for the first year	0 (↓100% from 2017)	33.33 (↑33.33% from 2017)	66.67 (↑66.67% from 2017)
Took place at least every 6 months after the first year	33.33 (↓16.67% from 2017)	0 (↓50% from 2017)	66.67 (↑66.67% from 2017)
Includes measurements that include the Person Supported, the Service Provider, and any others as applicable to the Person's Supported situation	33.33 (↓16.67% from 2017)	0 (↓50% from 2017)	66.67 (↑66.67% from 2017)

Totals/Averages	25 (↓50% from 2017)	16.67 (↓8.34% from 2017)	58.34 (↑58.34% from 2017)

8. Performance monitoring with SACL and the Home Share Provider ensures:

Performance monitoring between SACL and the Home Share Provider ensures:	Yes %	No %	Uncertain %
SACL program values are implemented	66.67 (↓33.33% from 2017)	0	33.33 (↑33.33% from 2017)
The individual rights of the Person Supported are respected	100	0	0
The Person Supported is protected from any form of exploitation	66.67 (↓33.33% from 2017)	0	33.33 (↑33.33% from 2017)
The Home Share provider is assisting the Person Supported to take part in the community and develop friendships and relationships	100	0	0
SACL documents the results of performance monitoring visits	66.67 (↑66.67% from 2017)	0 (↓50% from 2017)	33.33 (↓16.67% from 2017)
That any performance improvement indicators are addressed	33.33 (↓16.67% from 2017)	0	66.67 (↑16.67% from 2017)
Totals/Averages	72.22 (↓2.78% from 2017)	0 (↓8.33% from 2017)	27.78 (↑11.11% from 2017)

9. Home Share Providers are required to confirm they have the following in place for the Person Supported in the home:

The following is confirmed in place for the Person Supported:	Yes %	No %	Uncertain %
Respite or relief to ensure continuous support	100 (↑50% from 2017)	0 (↓50% from 2017)	0
Emergency response plan	33.33 (↓16.67% from 2017)	0 (↓50% from 2017)	66.67 (↑66.67% from 2017)
Totals/Averages	66.67 (↑16.67% from 2017)	0 (↓50% from 2017)	33.33 (↑33.33% from 2017)

10. 33.33% (↓16.67% from 2017) of Home Share Providers determined that SACL has been very supportive and helpful of the needs & concerns of the Home Share Provider. 33.33% indicated that SACL had been somewhat supportive and helpful (↓16.67% from 2017), and 33.33% indicated that SACL had been not really supportive and helpful (↑33.33% from 2017).
    Comments:
    - *"Employees are very supportive but the organization as such has not much to offer to support individuals on higher level of independence (eg. Day program or cyclical events)."*
    - *"I feel this will change now that there is a new manager."*

11. Home Share Providers were asked to provide any suggestions or comments that may help SACL improve services…
    Comments:

    - *"Help with getting CLBC to increase funding and respite dollars (ie: $82.02 for 24 hrs……really?). Never found anyone in Vernon willing to accept that amount."*

- *"I would suggest to create a place (a club or day program) where individuals could go and spend time with peers."*

- *"I truly feel that 2019 will be a better year with the new manager."*

Staff Satisfaction Survey 2016 (16 responses)

As of December 31, 2018<mark>, SACL employed 38 Employees (25 F/T, 9 P/T, and 4 Casuals).</mark> This survey does not include Home Share or Respite Contractors. The demographics below are based on the total amount of staff members. Individual response statistics are based on the 16 results submitted.

Demographics

Staff Time with Agency (16 Employees)

Less than 1 Year — 31%
1-3 Years — 25%
3-5 Years — 12%
5-10 Years — 13%
10-15 Years — 6%
15-20 Years — 0%
More than 20 Years — 13%
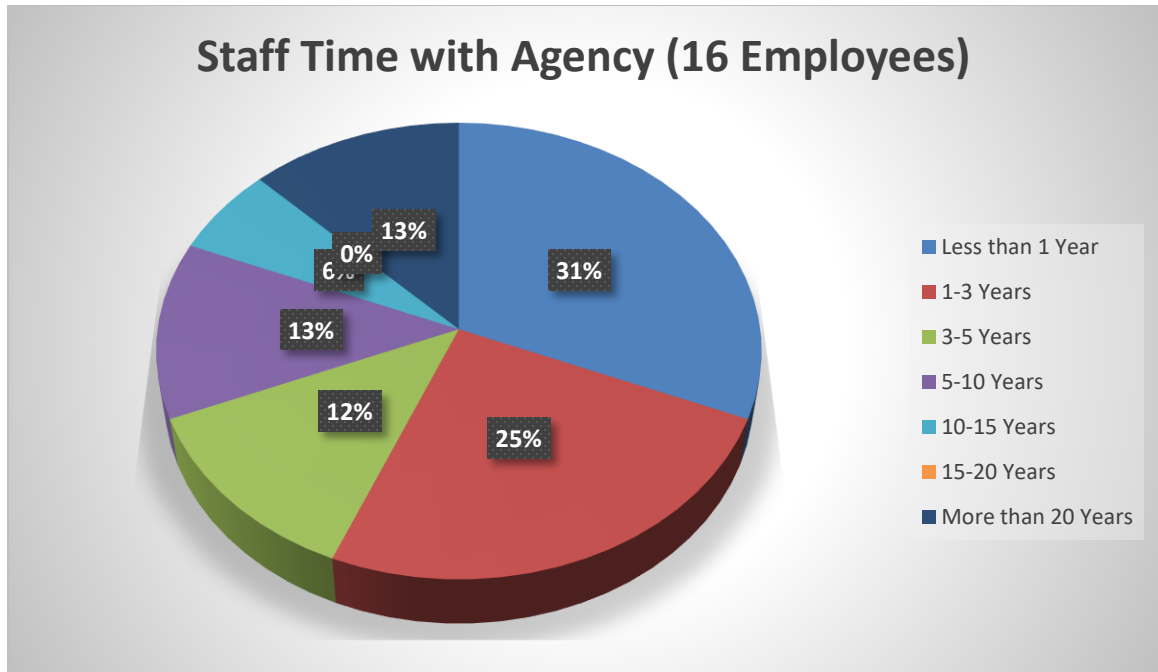
1. Staff positions (excluding contractors) held with SACL consist of:
   50% Full-Time (Union)
   6.25% Part-time (Union)
   31.25% Casual (Union)
   12.5% Management (Excluded)

2. SACL Staff spend the majority of their time in the following Service areas:

Staffing Areas

Bar chart titled "Staffing Areas" with horizontal axis from 0 to 14:
- Admin/Mgmt.: 1
- Supported Living: 7
- CES: 1
- CI - PEP/CCN: 12
- CI-HWLS: 3

Legend: ■ Staffing Areas
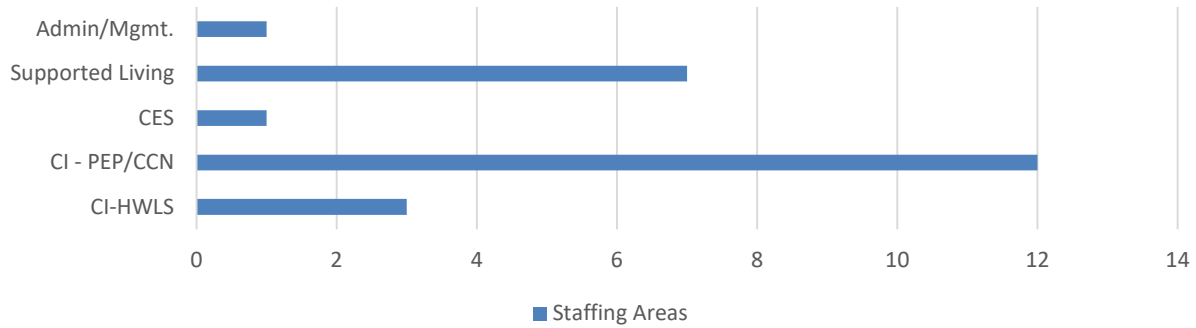
3. Staff education consists of:
   6.25% - Completion of high school/Continuing Education
   37.5% - Certification in Human/Social Services field
   37.5% – College
   6.25% - University
   12.5% - Other
   - "Care aid course."
   - "98% of health care worker certificate."

4. SACL staff feel their responsibility level is best described:
   43.75% - Front Line (no supervisory responsibility)
   43.75% - Key Worker (additional responsibilities for Persons Supported)
   12.5% - Services Manager/Executive Director (Supervisor of other staff)
   -"Plus front line staff."
   -"Key Worker as well as Front Line Staff in two different areas."

Job Description & Performance (Based on 16 submitted Results)

5. **93.75%** (↑1.75% from 2017) of staff feel they have a positive attitude and support fellow staff members. **6.25%** neither agree nor disagree (↓1.75% from 2017). **0%** disagree.
   Comments:
   - *"I believe being a team player is very important in any job."*
   - *" I agree although it is hard to support them at times when they are not doing their jobs. It can get quite tiring and frustrating."*

6. **93.75%** (↑1.75% from 2017) of staff feel they are present and fully prepared in their service area prior to each shift. **0%** neither agree nor disagree. **6.25%** disagree (↑6.25% from 2017).

7. Staff were asked if SACL helps them perform their job to the best of their abilities by…

SACL helps them to perform their job to the best of their abilities by:	Agree or Strongly Agree %	Neither Agree or Disagree %	Disagree or Strongly Disagree %
Providing a clear job description outlining the duties and responsibilities for their position	87.5 (↑10.5% from 2017).	6.25 (↓16.75% from 2017).	6.25 (↑6.25% from 2017).

Communicating clear expectations about their job performance	68.75 (↑14.75% from 2017).	31.25 (↓14.25% from 2017).	0
Providing sufficient training and education to understand and adhere to agency policies and procedures and to perform their job duties	75 (↑21% from 2017).	25 (↓13% from 2017).	0 (↓8% from 2017).
Providing feedback and evaluations regarding their performance	62.5 (↑23.5% from 2017).	25 (↓28% from 2017).	12.5 (↑4.5% from 2017).
Implementing policies and practices to ensure that the workplace is balanced and fair	68.75 (↑14.75% from 2017).	12.5 (↓23.5% from 2017).	18.75 (↑10.75% from 2017).
Following the progressive discipline process to encourage compliance with agency policies and procedures	50 (↑11% from 2017).	25 (↓13% from 2017).	25 (↑2% from 2017).
Totals/Averages	**68.75** (↑**15.92**% from 2017).	**20.83** (↓**18.51**% from 2017).	**10.42** (↑**2.59**% from 2017).

Comments:
- *"Concern and challenges over being short staffed makes it difficult to keep up my duties and spending quality time with the people we support."*
- *"This organization functions very well in all aspects making things easier for me to meet and surpass my job task and performances."*
- *"Processes that are ok for one individual but not for another. There needs to be a line that certain things are NOT acceptable no matter WHO the staff member is."*

Supervisor/Employee Relations
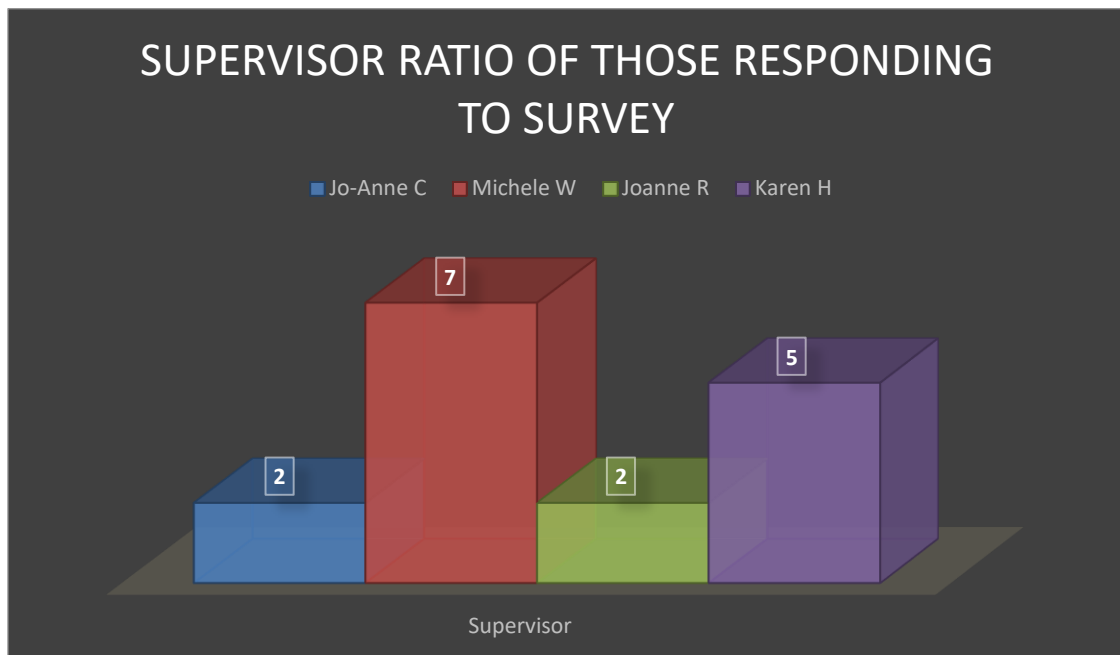
8. **87.5%** (↓12.5% from 2017) of staff feel that their Supervisor is an effective leader for their department. 12.5% neither agree nor disagree (↑12.5% from 2017).
   Comments:
   "[Three people] are equally my managers. I am 2 days HWLS, 2 days PEP and 1 day 1st."

"I work at three different departments, 2 of my supervisors I strongly agree. [One] was very burned out and was therefore unable to give clear direction. I am hoping that after her time off she will come back feeling better and be able to be a more effective leader."

9. Staff were asked if their direct Supervisor supported them in the following areas:

Supervisors support them by:	Agree or Strongly Agree %	Neither Agree or Disagree %	Disagree or Strongly Disagree %
Handling complaints and resolving questions directly	81.25 (↑12.25% from 2017)	6.25 (↓24.75% from 2017)	12.5 (↑12.5% from 2017)
Providing assistance, training and guidance so that they can improve their performance	81.25 (↓3.75% from 2017)	6.25 (↓8.75% from 2017)	12.5 (↑12.5% from 2017)
Having enough authority and resources to provide the necessary assistance, training and guidance that departments need to succeed	93.75 (↑17.75% from 2017)	0 (↓24% from 2017)	6.25 (↑6.25% from 2017)
Providing them with reasonable expectations for them and their job performance	81.25 (↓3.75% from 2017)	12.5 (↓2.5% from 2017)	6.25 (↑6.25% from 2017)
Dealing consistently with all employees equally	68.75 (↑7.75% from 2017)	12.5 (↓18.5% from 2017)	18.75 (↑10.75% from 2017)
Totals/Averages	*81.25* (↑*6.05*% from 2017)	*6.25* (↓*16.95*% from 2017)	*9.38* (↑*7.78*% from 2017)

10. **18.75%** (↓4.25% from 2017) of staff feel that issues brought forward by Staff from the last years' survey regarding Supervisory issues and communications have been effectively addressed. **68.75%** (↓8.25% from 2017) neither agree nor disagree. **12.5%** disagree (↑12.5% from 2017).
   Comments:
   - *"Not applicable."*
   - *"New staff member, cannot answer properly."*
   - *Not sure what they are. I am sure they would have been."*
   - *"I was not part of SACL last year."*

11. Staff were asked to provide general comments about the effectiveness of their direct Supervisor, Administration or the Executive Director
   Comments:
   - *"[My manager] is great. Helpful and quick to resolve any difficulties or answer questions. Leads with authority and respect for her staff in my experience."*
   - *"Effectiveness is fine although I worry about how much stress and pressure they may be experiencing as SACL has grown quite quickly in the last few years."*
   - *"I have 3 supervisors. 2 are very effective with dealing with staff, 1 doesn't really want feedback from staff for she had made her mind up and not interested in what her staff have to say. Continues to let her staff at 5th know that staff at 1st are good at their jobs, never any input on her staff at 5th, do this makes me feel that she doesn't value her staff at 5th."*

Staff Relations & Services Provision

12. **93.75%** (↑31.75% from 2017) of staff feel that their team or department works well together, and they accomplish their assigned tasks. **6.25%** neither agree nor disagree (↓16.75% from 2017). **0%** disagree (↓15% from 2017).

    Comments:
    - *"The staff supports each other."*
    - *"Most times we all work together as a team, sometimes there is hiccups."*
    - *"Most of us do work together."*
    - *"Overall I believe that the management team is working well together. When there are disagreements, we are not taking it personally and can at least come to a consensus on the issue at hand."*

13. Staff were asked to state why they felt that goals and tasks did not get accomplished:

REASONS FOR LACK OF ACCOMPLISHMENTS OF TASKS OR CHORES

- ■ Level of Work Expected
- ■ Lack of Resources
- ■ Lack of Time
- ■ Communication Breakdowns (Staff/Mgmt.)
- ■ Confusion over Job Responsibilities

0% 12%
12%
38%
38%

Comments:
- *"None of them."*
- *"Lack of time is the main reason tasks don't get completed. Occasionally there is some confusion over who is responsible for what."*

14. **81.25%** (↑24.25% from 2017) of staff feel they are encouraged to exchange ideas and opinions. **12.5%** neither agree nor disagree (↓25.5% from 2017). **6.25%** disagree (↓1.75% from 2017).

    Comments:
    - *"Yes, but one supervisor will let us go on with ideas and opinions but it is a waste of our time for she doesn't take them in consideration."*
    - *"Employees are encouraged to share their ideas and opinions; however, I believe that some staff are still reluctant to share their thoughts."*

15. **68.75%** (↑37.75% from 2017) of staff feel their fellow employees are invested in the organization and cooperate well with one another and the other departments. **18.75%** neither agree nor disagree (↓27.25% from 2017). **12.5%** disagree (↓10.5% from 2017).

    Comments:
    - *"Employees are invested in the success of Persons Supported, but there is a lack of satisfaction in the work environment."*

- *"I feel that a lot of us are there for the pay cheque."*
- *"Dependent on staff member."*
- *'Overall I think that staff are more willing to help out wherever their assistance is needed."*

16. **56.25%** (↑17.25% from 2017) of staff feel that the morale in their department is good. **25%** neither agree nor disagree (↓13% from 2017). **18.75%** disagree (↓4.25% from 2017).
   Comments:
   - *"It is better than before but still a challenge."*
   - *"Depends on the day, but most days are good."*
   - *"Don't know who to trust or who is a rat."*
   - *"Again, depends on the staff, there are some staff who are just here to collect a cheque it seems... so there is a lack of care for our people we serve."*
   - *"Sometimes yes, sometimes no."*

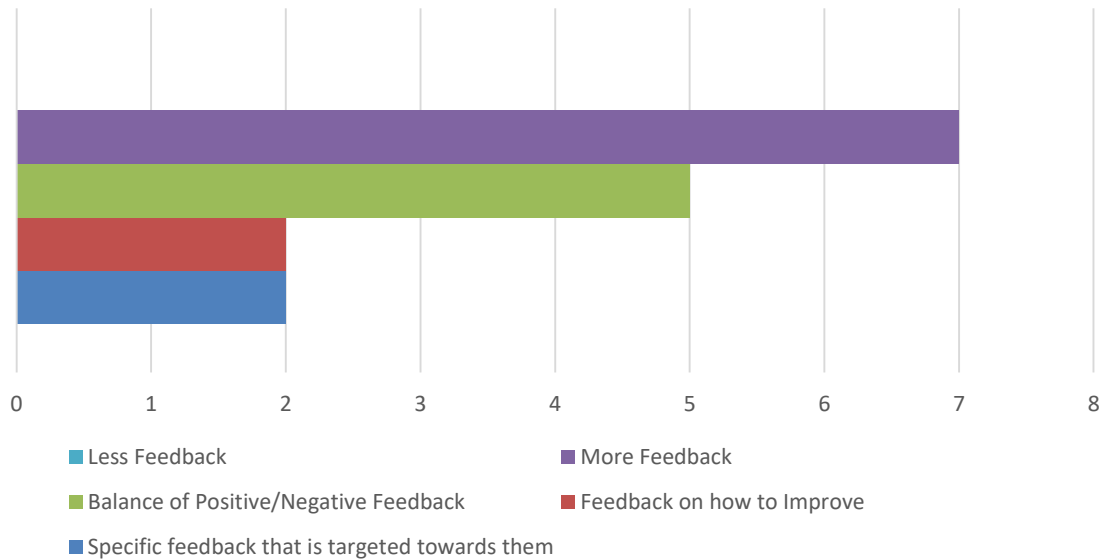   ### Comments regarding Staff Relations & Service Provision:
   - *"Staff work well as a team, but the opportunities to come together as a team for planning, meetings etc. are limited. There is sometimes a disconnect between policies and actually doing our job and feeling supported in it."*
   - *"Staff support one another in all aspects of the job. Staff cannot keep up moral with no support from Management. We support the individuals, but where is staff support? An example is that in the almost six years I have been at SACL I have been properly debriefed twice."*
   - *"Sometimes I feel heard, other times I feel things get pushed aside."*
   - *"I find HWLS has a positive staff and great morale. 1st Ave staff is more negative and a lot of complaints about all management, supported persons and all staffs."*
   - *"On the most part staff appear to work together as teams. It seems that staff definitely help each other when needed."*
   - *"Sometimes things go under the radar of others."*
   - *"I feel the team works together very well. The manager listens and values staffs input in every situation."*
   - *"Hard to stay consistent with lack of consistent staff."*
   - *"I find it is hard to be open in my department for some team members like going to management with what people have said."*
   - *"I know the team is a fairly new one, I feel that there would be a better collaborative working team if we were all expected to do our jobs in the same manner. Everyone had the same expectations of everyone. Picking up slack and not knocking one down for taking an important role but it not being done the way one would do it."*
   - *"Our department runs effectively, however sometimes it is hard because responsibilities are put on me when others are frequently absent."*
   - *"Supporting each other after incidents or giving each other ideas on how to handle different situations..."*
   - *"So far all the team members that I have had the pleasure of working with have been very helpful, and kind. Management staff is always there to answer question or concerns."*
   - *"As we work through and clear up items that have been on the agenda for a long time, starting to feel like we are catching up and morale in management is becoming better."*
   - *"The PEP team is there for each other. We help when needed; physically, mentally, and with resources."*

Performance Feedback

17. **68.75%** (↑6.75% from 2017) of staff feel that they are provided with useful and constructive feedback to help them improve their job performance from members of the Management Team. **25%** neither agree nor disagree (↓13% from 2017). **6.25%** disagree (↑6.25% from 2017).

18. Staff were asked how the feedback they receive could be improved:

Performance Feedback could be Improved by:

- Less Feedback
- More Feedback
- Balance of Positive/Negative Feedback
- Feedback on how to Improve
- Specific feedback that is targeted towards them

19. **75%** (↑6% from 2017) of staff feel that they are recognized for the good work they do. **25%** neither agree nor disagree (↓6% from 2017). **0%** disagree.
    Comments:
    - *"Yes, by some supervisors."*

20. Staff have received recognition from:

Staff have received recognition from:	Yes %	No %
Their Services Manager	87.5 (↑2.5% from 2017)	12.5 (↓2.5% from 2017)
Administration	12.5 (↓18.5% from 2017)	87.5 (↑18.5% from 2017)
Co-Workers	75 (↑6% from 2017)	25 (↓6% from 2017)
Totals/Averages	*58.3* (↑**6.13**% from 2017)	*41.67* (↓**6.13**% from 2017)

21. Staff were asked how often they were recognized for their work:

FREQUENCY OF RECOGNITION FOR STAFF
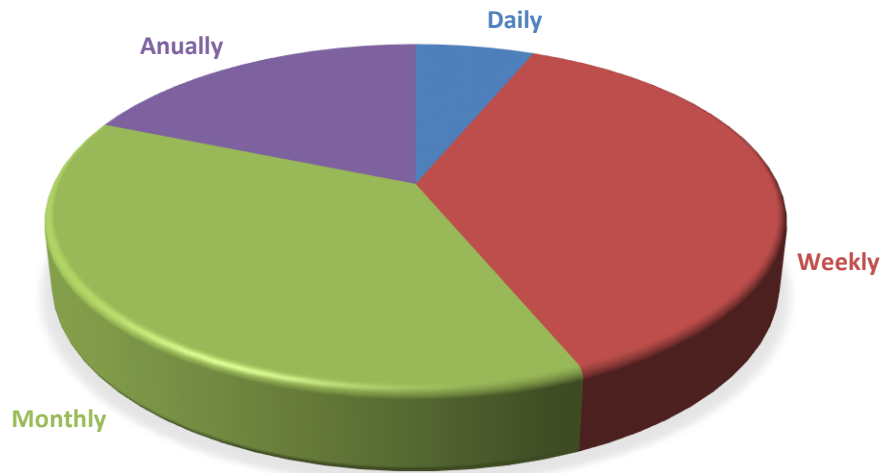
Comments:
- *"[My manager] tells me I am appreciated, but it is only after we have a disagreement."*
- *"Monthly and/or less."*
- *"When something has been done to warrant it."*
- *"I would say daily from some, being mostly my coworkers than from service managers. Not always every day, but quite often from co-workers. As I give positive feedback back to my coworkers."*

22. **56.25%** (↓12.75% from 2017) of staff confirm that they have received a performance evaluation on an annual basis. **12.5%** indicate they have not had an annual performance evaluation (↑4.5% from 2017), and **31.25%** have not been with the agency a full year to receive an annual evaluation (↑8.25% from 2017).

23. **31.25%** (↓22.75% from 2017) of staff feel that annual performance evaluations are fair and consistent. **62.5%** neither agree nor disagree (↑24.5% from 2017). **6.25%** strongly disagree (↓1.75% from 2017).
    Comments:
    - *"N/A" x2*

24. **62.5%** (↓22.5% from 2017) of staff feel that they are encouraged to participate in their personal goal setting process. **31.25%** neither agree nor disagree (↑16.25% from 2017). **6.25%** disagree (↑6.25% from 2017).

25. Staff were asked to choose from several options that would indicate how performance evaluations could be improved:

How to Improve Evaluations

How to improve performance evaluations

- Having them more often
- Having them less often
- Having more input into the evaluations
- Having them more consistently
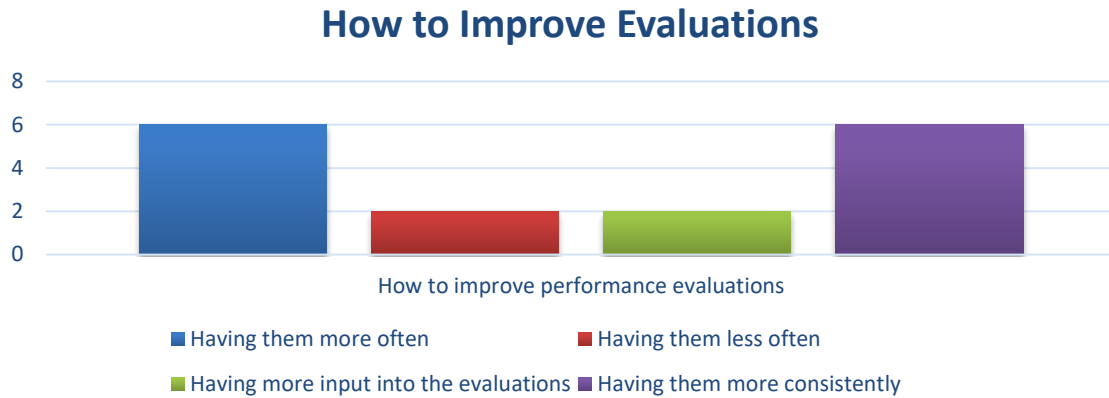
Comments:

- *"Have not had one yet."*
- *"N/A"*
- *"Staff who ae just starting with SACL would benefit from having them more frequently. For staff who have been around 10 plus years, maybe we could look at doing them less frequently,"*

Comments regarding Performance Feedback:

- *"I find that a year goes by quickly and often wonder if I have achieved my goals."*

Growth & Education

26. **37.5%** (↓31.5% from 2017) of staff feel that they have room to grow professionally at SACL. **43.75%** neither agree nor disagree (↑20.75% from 2017). **18.75%** disagree (↑10.75% from 2017).

27. Staff feel they don't have room to grow professionally because:

Staff do not have Room to Grow Professionally Because...

- Lack of Opportunity
- Lack of Turnover
- Organizational/Union Regulations
- Lack of Time
- I am Satisfied with my Current Roll
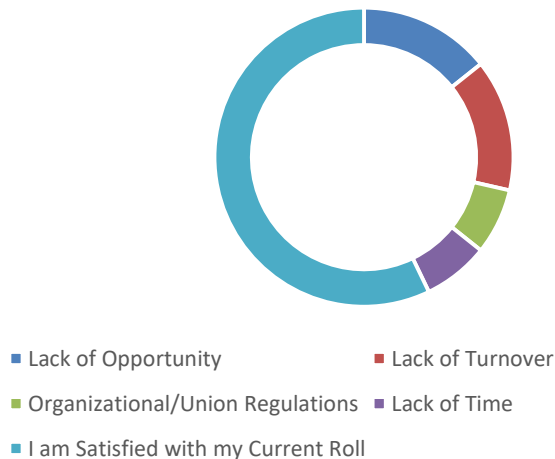
Comments:

- *"In six years I have been at SACL the executive Director has never given Line Staff Opportunity to move up to Management."*

28. **_37.5%_** (↓31.5% from 2017) of staff feel that SACL encourages and supports career development. **_50%_** neither agree nor disagree (↑19% from 2017). **_12.5%_** disagree (↑12.5% from 2017).

29. **_25%_** (↓14% from 2017) of staff feel that they can accomplish their career objectives by remaining with SACL. **_43.75%_** neither agree nor disagree (↓17.25% from 2017). **_31.25%_** disagree (↑31.25% from 2017).

30. **_50%_** (↓35% from 2017) of staff indicated that they did not anticipate leaving the agency to accomplish their career goals. **_50%_** (↑35% from 2017) anticipated leaving within 5 years or more.
    Comments:
    - *"Unsure."*
    - *"Only if I choose to change my career."*

31. **_56%.25_** (↑10.25% from 2017) of staff feel that the process used for promotions at SACL is fair and balanced and in accordance with the Collective Agreement or in regards to suitability to the positon. **_37.5%_** neither agree nor disagree (↓8.5% from 2017). **_6.25%_** strongly disagree (↓1.75% from 2017).
    Comments:
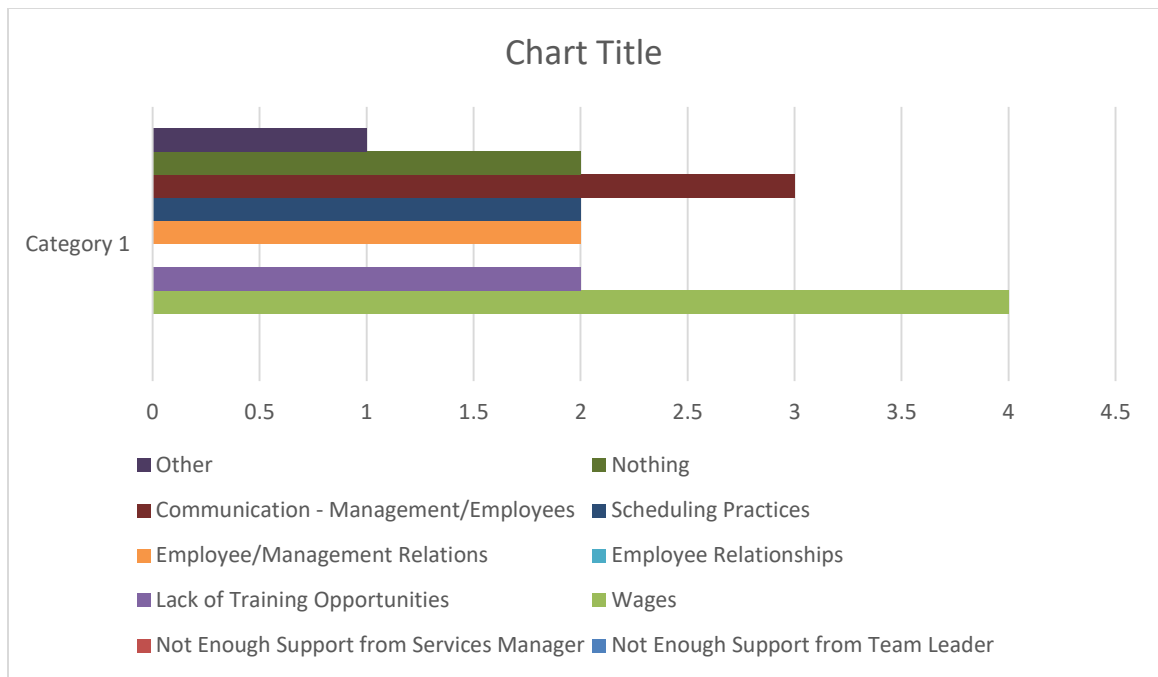   - *"From a union point of view, it's done correctly."*

Comments regarding Growth & Education:

- *"Have no plans for job opportunities within SACL as I have worked in most departments/programs.*

Agency Improvements

32. **_56.25%_** (↑10.25% from 2017) of staff feel that SACL responds to Staff complaints and suggestions in a timely manner. **_31.25%_** neither agree nor disagree (↑8.25% from 2017). **_12.5%_** disagree (↓18.5% from 2017).

33. **_62.5%_** (↓22.5% from 2017) of staff indicated that the Persons Supported are what they enjoy most about working at SACL. **_12.5%_** indicated they liked their co-workers (↑12.5% from 2017), **_6.25%_** indicated that they liked the tasks they perform (↑6.25% from 2017), **_6.25%_** said they liked the opportunities for personal and professional growth (↑6.25% from 2017), and 12.5% appreciate the benefit package most (↑4.5% from 2017).

Chart Title

Legend:
- Other
- Nothing
- Communication - Management/Employees
- Scheduling Practices
- Employee/Management Relations
- Employee Relationships
- Lack of Training Opportunities
- Wages
- Not Enough Support from Services Manager
- Not Enough Support from Team Leader

34. *Comments:*
    - *"The fat pace of being juggled around can become stressful at times."*
    - *"I feel that employees are too closed off to management, that management should come see the Persons Supported and mingle with both them as well as employees. It is very divided."*

Compensation, Benefits, & Job Satisfaction

35. **75%** (↓9% from 2017) of staff feel that they are paid in accordance with the Collective Agreement. **18.75%** neither agree nor disagree (↑2.75% from 2017). **6.25%** disagree (↑6.25% from 2017).

36. **50%** (↓35% from 2017) of staff feel surveyed are a member of SACL's benefit program. **25%** are waiting for eligibility (↑17% from 2017), and **25%** are ineligible to participate in benefits at this time (↑17% from 2017).

37. **43.75%** (↓25.25% from 2017) of staff feel that SACL's benefit program is fair, competitive, and in accordance with the collective agreement. **56.25%** neither agree nor disagree (↑33.25% from 2017). **0%** disagree (↓8% from 2017).
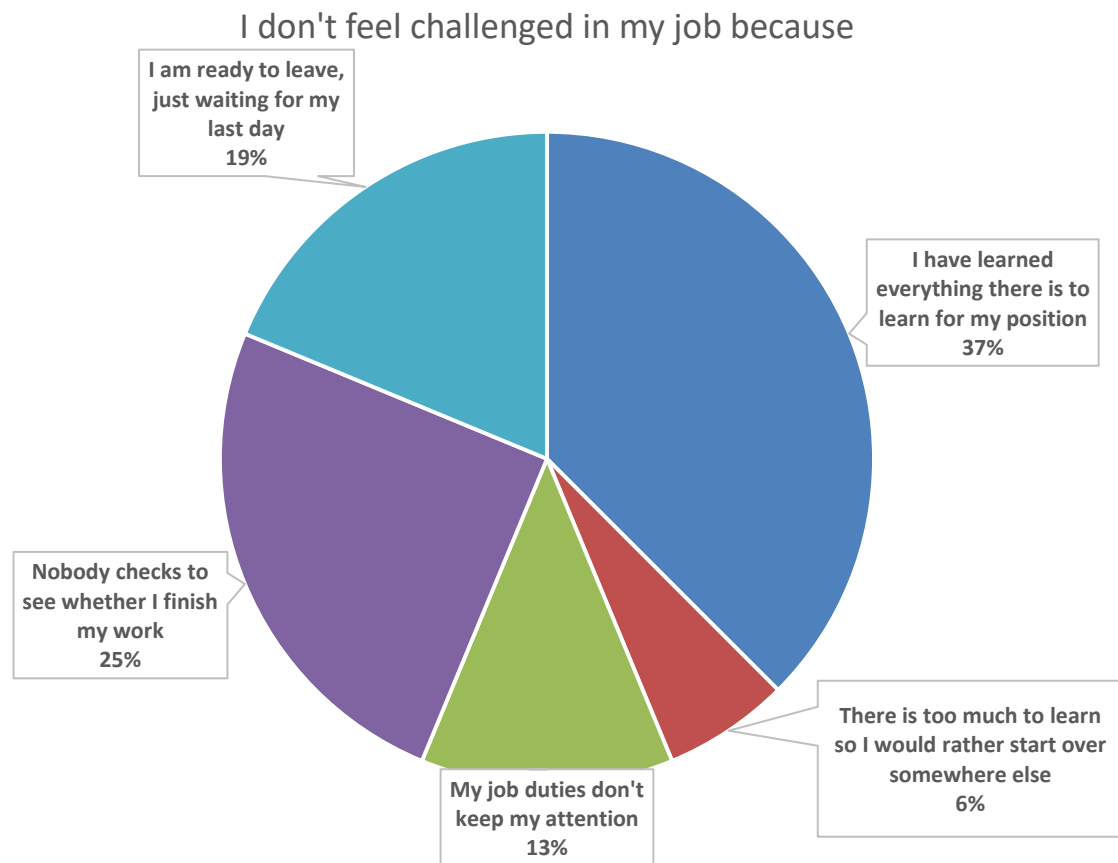
Compensation, Benefits, & Job Satisfaction

38. **75%** (↓25% from 2017) of staff feel that their job is meaningful and gives them a personal sense of satisfaction, **18.75%** neither agree nor disagree (↑18.75% from 2017), **6.25%** disagree (↑6.25% from 2017).
    Comments:

39. *"Due to lack of staff, too much caregiver/parent involvement in decision making, and other factors I do not feel like the persons supported goals are useful or being worked towards effectively, and they are not given the dignity of risk as much as is their right. Therefore it feels like I am a taxi driver a lot of the time."*

40. *"Sometimes, somedays I feel that it is not rewarding at all."*

41. **56.25%** (↓12.75% from 2017) of staff feel challenged in their current roll. **31.25%** neither agree nor disagree (↑0.25% from 2017). **12.5%** disagree (↑12.5% from 2017).

I don't feel challenged in my job because

I am ready to leave, just waiting for my last day
19%

I have learned everything there is to learn for my position
37%

Nobody checks to see whether I finish my work
25%

There is too much to learn so I would rather start over somewhere else
6%

My job duties don't keep my attention
13%

Comments:

42. *"None of these suite my answer."*
43. *"I do not like the options for this question."*
44. *"Only chose that answer because there are a lack to choose from."*
45. *"There should be an N/A for this question."*
46. *"There is no N/A."*
47. *"None of these choices really gave my answer for this question. I do feel challenged in some areas of my job. Other areas practice is needed to current as well as accustomed to the job at task."*
48. *"I am still learning, and still need to learn a lot, but I can't skip the question so I checked the first one."*
49. *"I feel challenged in my current role so would actually not choose any of the above answers."*

Comments regarding Compensation, Benefits & Job Satisfaction:

50. *"There has recently been some correspondence about staffs response to a situation where the manager thinks their actions stopped the situation escalating. I feel the tone of this is well intended, and I am happy to learn and discuss different tools and approaches, but it implies blame on staff in previous situations that have escalated and I don't think one good result = a sure relationship between the action and result."*
51. *"I am happy working for SACL, I have respect for management, and I very much enjoy working with Persons Supported."*
52. *"Lack of Employees make it hard on regular staff. Regular staff seem to be flipping all over the place and can't rely on our schedules."*

53. *"I feel very happy with my job status at the moment at SACL. I still however feel there is room for improvements to make with employee/management communication and support. More involvement with staff/supervisors/persons supported as a whole would be a positive for the organization. Treating staff seriously, supportive and hearing suggestions when incidents have happened. To be supportive of staff and stand behind them when incidents/critical incidents happen. Not always siding with the person supported. There has been countless amount of times that staff had felt alone, not supported and looked down upon when they have reached out for support. Debriefing among staff and or department managers after an incident/critical incident has occurred. Debriefing in the way of how that staff is feeling, they are OK, need some time? Not how things could have been done differently/better etc.*

    SACL needs a better call in absentee system as to free up department managers. There needs to be an emergency phone that is used for strictly emergencies for those employees working alone at the houses and those working with more challenging behaviors. The staff at the houses need to be felt heard and supported when there is a question and unsureness. These houses are not an easy situation to work in and not having any other staff for support, the house management needs to be available for that staff. This is a unique situation and should not be overlooked or deemed a bother for a staff to call for a little reassurance at time or real help. The emergency phone should not be used for staff call ins for absents. There is many systems out there that can be used for this."

Action Items – Summary of Results (2018)

Community Integration:

Overall, Stakeholders and Persons Supported have very positive results and comments regarding Community Integration services. Average satisfaction rates range from 72% - 96%. Survey participants were given the option of "uncertain" on this survey, and it was noted that many have chosen this category. This indicates a stronger need for education of stakeholders and clarification for Persons Supported. This information was taken into account when determining the most important areas for improvement. Any area noted below an 70% satisfaction rate is assessed for improvement, and includes:

1. SACL will address areas in the surveys that have returned a high ratio of 'unsure' answers, and develop promotional or educational responses to inform stakeholders & Persons Supported of the areas that need clarification.
2. Continue to advocate for additional funding.
3. Increase opportunities for Persons Supported to go into the community outside SACL hours of service.
4. Educate Persons Supported on other supports and services available in the community that they may want to access.

Community Employment Services:

Overall, Employers and Persons Supported have very positive results and comments regarding Community Employment services. Average satisfaction rates are in the 80-90 percentile range. Although the satisfaction rate is only in the 70 percentile range, there are still many employers who can't answer the survey questions accurately due to lack of direct contact with the staff member (Person Supported. In these results, many are 'unsure' and require further confirmation or education to fully respond to the questions presented. Throughout the complete survey for Employers, none answered negatively, only with uncertainty. Any area noted below a 70% satisfaction rate is assessed for improvement, and include:

1. Developing a follow-up procedure or check-list for Employers & Persons Supported (Employees) that ensures their knowledge of the process and training provided to the Person Supported regarding their job (Including; benefits & income tax information, opportunities for additional training, accessibility, barriers, job supports, job practices, on-the-job support from employees, mentors, recognizing discrimination, self-advocacy, job safety, and union affiliation etc.).
2. Ensuring that there is a back-up plan that is clearly outlined and available to both the employer and the Person Supported in the case that their support worker is absent.
3. Educating Persons Supported on other community supports that may help provide supports for their job.
4. Ensuring Persons Supported are aware of what math, and technology skills are required for their desired job, and providing additional training to help them achieve their goal employment opportunity.

5. Ensure reviews of Persons' Supported needs are reviewed with the employer at lease semi-annually.

Supported Living Services:

Most Persons Supported have fairly positive results and comments regarding Supported Living services. There is only 1 supported living responses of the 4 people who services are provided for, as two persons had declined to take part in the survey, 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 aren't provided with enough information about medications and the reasons for taking them.
2. 50% of those surveyed feel SACL Staff do not support them with a healthy lifestyle and self-care.
3. 50% of Persons Supported would like to receive more support to get to events in the community they would like to go to by bus, taxi, walking routes, or helping arrange a ride

Home Share Services:

Persons Supported are extremely positive in sharing their opinions and comments regarding Supported Living services. There were 9 Home Share service provision sites from January 1, 2017 to December 31, 2017. Of these 9, only 2 chose to participate in the survey. Average satisfaction rates are at 100% with areas needing improvement noted at 50% - 67%. Any area noted below an 80% satisfaction rate is assessed for improvement, and include:

1. 50% of Persons Supported feel they were able to choose where they live.
2. Only 37.5% of Home Share providers felt that SACL fully explored and provided information for the Person Supported on health issues, medical conditions, cognitive abilities and behavioural challenges.
3. Only 50% of Home Share providers felt that SALC matched the Person Supported to their home based on a meeting between the Person Supported and the Home Share provider, giving the Person Supported an option on where they wanted to live, Providing options and enough time for the Person Supported to explore options before making a choice to where they live, and provided support for the move in process for the chosen service.
4. 50% of Home share providers indicated that they did not participate in competency based training in SACL documentation practices, medication management (if applicable), or specific needs of the Person Supported.
5. 50% of Home Share providers felt that SACL was not documenting the result of performance monitoring visits/meetings.
6. 50% of Home Share providers fell that respite relief or an emergency response plan was not put in place.

Respite Services:

Parents and Caregivers are positive in sharing their opinions and comments regarding Respite services. There is only respite response, as there was only one Respite contract in 2017. Most responses indicate 100% satisfaction with the current service provision.

1. 100% of Respite Service recipients felt that SACL did not make enough recommendations for additional services.
2. 100% of Respite Service recipients felt that SACL did not provide the Respite Provider or Site with appropriate medical care, accommodations for special needs or accommodation for emergencies.

Staff Satisfaction:

SACL appreciates and values its Staff and their input. It has been a challenging few years with the 2 changes in client management and technology systems, and several changes to management staffing. Staff have contributed many comments that are excellent to investigate for improvements.

1. Staff felt that the progressive disciplinary process is not followed to encourage compliance with agency policies and procedures.
2. Staff felt that their team or department could work better together to accomplish assigned tasks.
3. 50% of Staff indicated that reasons for lack of accomplishment of tasks were due to lack of time provided.
4. Only 31% of staff feel that their fellow employees are invested in the organization and cooperate well with one another and the other departments.
5. 31% of staff feel that SACL does not respond to Staff complaints and suggestions in a timely manner.

Still to be addressed for action items:

Agency Objectives:

Business Functions:

1. Financial
2. Fundraising
3. Human Resources
4. Information Management
5. Health & Safety
6. Technology
7. Service Access