

March 30, 2019

SACL Satisfaction Survey – Summary of Results for Services Received in 2019 and Goals (2020)

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 2019 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 - Stakeholders (24 responses)

Of the 24 responses received from Stakeholders, 87.5% of responses were from parents/caregivers, and 12.5% responses were from 'other' stakeholders (funders or community members). In the 2018 surveys, only 8 responses were recorded. This year we have a 33% increase in participants.

Overall satisfaction - 74.78% from Stakeholders for services provided in 2019.

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	79.17% ↑ 4.17%	8.33% ↑ 4.17%	12.5% =
Greater self-sufficiency or a slowing of the declines associated with aging	75% ↑ 12%	4.17% ↓ 7.83%	20.8 ↓ 4.17%
Greater options for choice	75% ↓ 13%	0 =	25% ↑ 13%
Greater control of their lives	75% ↑ 12%	8.33% ↑ 8.33%	16.7% ↓ 20.3%
Greater participation in the community	95.83% ↑ 20.83%	0 =	4.2% ↓ 20.83%
Totals/Averages (%)	80% ↑ 7.2%	4.17% ↓ .73%	15.84% ↓ 6.46%

2. Does SACL Services organize activities around:

SACL Services organize activities around:	Yes %	No %	Uncertain %
The identified goals of the Person Supported	87.5% ↑ 12.5%	0% ↓ 25%	12.5% ↑ 12.5%
The identified preferences of the Person Supported	87.5% ↑ 12.5%	0% ↓ 12.5%	12.5% =
The identified needs of the Person Supported	87.5% ↓ .5%	0% ↓ 12.5%	12.5% ↑ 12.5%
Improving the ability of the Persons Supported to understand their own needs	79.17% ↑ 4.17%	4.17% ↓ 8.33%	16.7% ↑ 4.17%
Totals/Averages (%)	85.42% ↑ 7.17%	1.04% ↓ 14.58%	13.55% ↑ 7.3%

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	75% =	4.17% ↓ 8.33%	20.8% ↑ 8.3%
Interpersonal relationships	79.17% ↓ 8.83%	4.17% ↑ 13%	16.7% ↑ 4.7%
Recreation and use of Leisure time opportunities	75% ↓ 13%	8.33% ↓ 3.67%	16.7% ↑ 13%
Vocational development or employment	50% ↓ 25%	8.33% ↓ 16.67%	41.7% ↑ 41.7%
Educational development	41.67% ↓ 33.33%	25% =	33.3% ↑ 13%
Self-advocacy	70.83% ↑ 7.83%	8.33% ↓ 3.67%	20.8% ↓ 4.2%
Access to non-disability related social resources	54.17% ↓ 20.83%	4.17% ↓ 8.33%	41.7% ↑ 29.2%
Totals/Averages (%)	63.69 ↓ 13.31%	8.93 ↓ 5.21%	27.39 ↑ 18.53 %

4. **91.67%** of survey responses indicated that SACL services are provided at times and locations that meet the needs of Persons Supported (↑3.67%). 8.33% disagreed. 16.7% were unsure.
5. **75%** of survey responses indicated that SACL personnel are available to meet with Persons Supported to discuss matters of interest or concern (= to 2018). 12.5% disagreed (↑8.33%). 12.5% were unsure (↓8.33%).
6. **70.83%** of survey responses indicated that SACL provides Persons Supported with information or referral to assist in securing their basic needs (↓17.17%). 25% disagreed (↑25%). 12.5% were unsure (↓8.3%).
7. **33.33%** of survey responses indicated that SACL reaches out and follows up with Persons Supported who leave or transition to other services from SACL services (↑8.33%). 8.33% disagreed (↑8.33%). 58.3% were unsure (↓16.7%).
8. **79.17%** of survey responses indicated that SACL provides access to technology to assist Persons Supported where required. 20.83% disagreed. 0% were unsure.
(This is a new question to the Satisfaction Survey & will not have comparative data until 2020)
9. Survey participants were asked if they had any comments or suggestions that might help SACL improve services to Persons we support....

Comments:

- "Bring back the wood shop that used to be out of town."
- "Need more funding for more staff."
- "Need to help our Persons Supported to be more independent."

“Healthy balance between busy environments and quiet time.
“More work.”

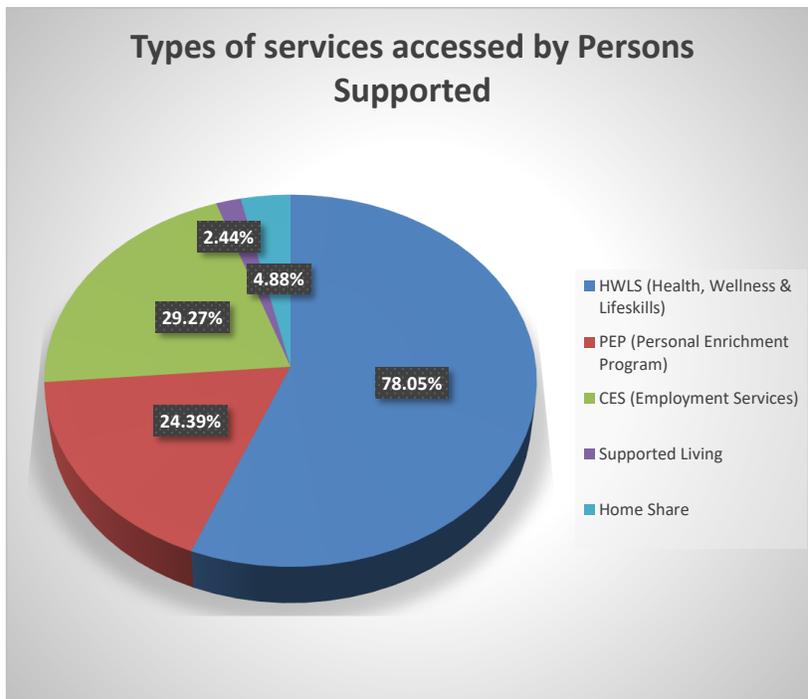
Community Integration – Persons Supported (41 responses)

(There was a .83% increase to participants from the 2018 service year survey)

Persons Supported who attend Community Integration services were asked which services they received or attended at SACL. Of the 41 responses the following data was collected. Note: many Persons Supported receive services from more than one area. SACL provided Community Integration services to 64 individuals from January 1, 2017 to December 31, 2017 (Some of these different services are provided to the same individual).

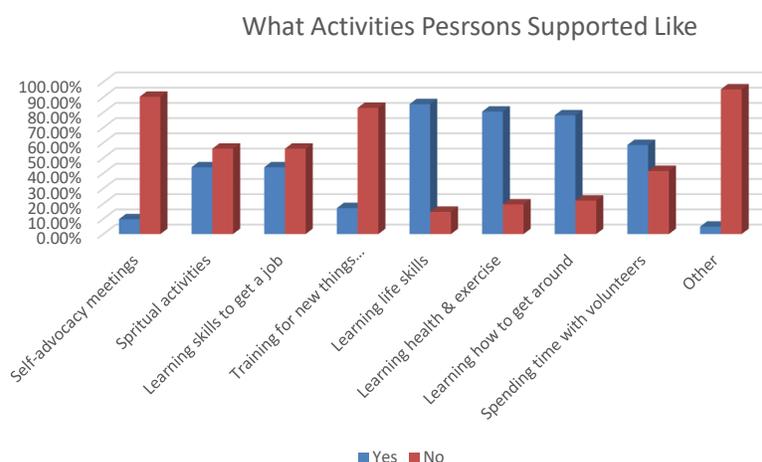
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Overall Satisfaction for 2019 – 77.97%



1. **92.68%** of persons surveyed enjoy (or sometimes enjoy) coming to SACL or going out in the community with their worker (↓3.32%). 7.3% do not (↑3.32%).

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



3. Do SACL Staff help you 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?	82.93% ↑ 5.93%	4.88% ↓ 4.12%	12.2% ↓ 1.8%
To be able to do more things by yourself if you want to?	90.24% ↑ 27.24%	2.44% ↓ 11.56%	7.32% ↓ 15.68%
To know that you have help from SACL staff, friends, and family when you need it?	95.12% ↑ 9.12%	0% ↓ 3%	4.88% ↓ 6.12%
To do more of the things you and to do that make you feel good about yourself?	92.68% ↑ 17.68%	0% ↓ 9%	7.32% ↓ 8.68%
Learn things that help you with your life (like cooking or how to take a bus to where you want to go etc.)?	85.37% ↓ .63%	4.88% ↓ 4.12%	9.76% ↑ 3.67%
Get medical care for issues that concern you? <i>NOTE: Many people rely on parents & caregivers for this item, and SACL Staff are not always asked to participate.</i>	75.61% ↑ 52.61%	12.2% ↓ 16.8%	12.2% ↓ 36.8%
Find a volunteer activity if you want one?	63.41% ↑ 5.41%	7.32% ↓ 19.68%	29.27% ↑ 15.27%
Find a job if you want one?	51.22% ↓ 8.78%	21.95% ↑ 1.95%	26.83% ↑ 6.83%
Practice a healthy and active lifestyle so you don't get sick?	92.68% ↑ 13.68%	0% ↓ 12%	7.32% ↓ 1.68%
Totals/Averages (%)	81.03% ↑ 13.59%	5.96% ↓ 8.71%	13.01% ↓ 4.99%

4. **78.05%** of persons surveyed indicated that SACL provides access to technology to assist them where required. 21.95% disagreed.

(This is a new question to the survey this year. Comparative data will not be available until 2020)

5. **82.93%** of persons surveyed indicated that they get opportunities to go out and meet friends or go to activities when not at SACL or with a SACL worker (↑14.93%). 4.88% disagreed (↓15.12%), and 12.02% said 'sometimes' (=).

Comments:

- *I do special Olympics and bowling*
- *Go for lunch, shopping and show*
- *Friends are busy, so hard to get together*
- *Out for lunch, dinner, library, movies, shopping & out of town shopping*
- *Holidays, Disneyland, drinks lunch, dinners shopping*
- *Church, shopping, drink outings, lunch and dinner out sometimes*

6. **97.56%** of persons surveyed indicated that they get to make choices as to what they want to do for activities when attending SACL Services (↑14.56%). 0% disagreed (↓6%), and 11% said 'sometimes' (↓8.56%).

Comments:

- *I like to choose activities*
- *At program meetings I get to suggest activities to do*

7. **97.56%** of persons surveyed indicated that they know who to talk to at SACL when they need help (↑11.56%). 0% disagreed (↓3%), and 11% were uncertain (↓14.93%).

8. **85.37%** of persons surveyed indicated that SACL Staff help them to know who to go to in the community when they need help (friends, family, employer, police etc.) (↑16.37%). 2.44% disagreed (↓8.56%), and 12.2% were uncertain (↓7.88%).

9. **100%** of persons surveyed indicated that they feel safe when they are at SACL services or out in the community with their SACL worker (↑11%). 0% disagreed (=), and 0% said 'sometimes' (↓11%).

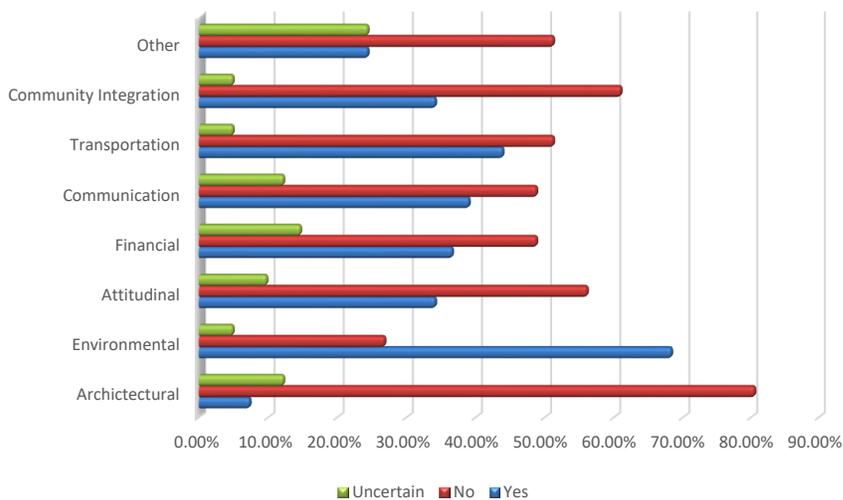
10. **95.12%** of persons surveyed indicated that the times and locations of SACL services met their needs (↑6.12%). 0% disagreed (↓3%), and 4.88% said 'sometimes' (↓4.12%).

Comments:

- *I love my weekends off*
- *All the time*

11. **80.49%** of persons surveyed indicated that SACL would help them find another service if SACL didn't provide the service they wanted (↑24.49%). 4.88% disagreed (↓6.12%), and 14.63% were uncertain (↓18.37%).
12. **87.5%** of persons surveyed indicated that they thought SACL would check to see if they were OK if they moved to a different agency or program (↑27.5%). 0% disagreed (↓9%), and 12.2% were uncertain (↓18.8%).
13. Persons surveyed were asked if they felt there were any barriers they found to attending SACL Services (Accessibility);

Accessibility Barriers



Comments:

- Work night shifts
- Personal motivation
- My Mom can be forgetful, bus forgets me, depends on how I am feeling
- My mobility and when I am not feeling well
- Appointments & other involvements
- Hard to understand
- Sometimes getting a cab to program is tough

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

Comments:

- I get to meet all of my friends
- Hard to say
- Eating and company
- Getting breakfast
- Going out for lunch, cooking, food, going to the beach, Summer Splash, Crazy Creek
- Walking to the wharf, mystery movies
- Creative arts, puzzles, TV and Movies
- Walking, drink outs, Crazy Creek, movies, help my friends. Everything
- You get to come here and be around people who are happy, even though I am not very happy, love to draw
- Salmon Arm and Armstrong fair
- Walking
- Singing, colouring, movies
- Hobbies, crafts, computers, singing, music, movies, dvd's
- Puzzles, crafts, hobbies, bowling, cooking, walks, beach, pool. Drink outs, movies, dvd's, music
- Activities
- Visiting with peers (10)
- Crib, games, seeing your friends
- Being with friends from day program and doing various activities like; learning to cook, art projects and life skills
- Seeing my boyfriend, other friends, cook with staff and peers. I enjoy going out with staff and or drink outs and lunch outs. Enjoy all other out of town activities, like hot pools, volunteering at the Food Bank and Thrift Store.
- I like the staff, they are fun.

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

Comments:

- I don't like being teased by my friends
- Nothing (15)
- Too noisy and crowded (11)
- Chores
- I don't like some of the activities
- Not getting along with everyone
- People touching me
- When I can't move, when my body freezes up and I can't do anything
- Would like to get paid for work rather than volunteer activities at program, don't always like the DVD's in the afternoon, not always having a drink out at the same place the legion, would like to try other places than always the Legion
- When the snow is bad and we can't go out
- When a new worker doesn't listen to me when I make a choice; when I worked with a new worker, she made me walk in the heat, and I don't like to walk for no reason, and after I got home I was sick.

Community Employment Services – Persons Supported (20 participants)

This year, we divided our survey into the specific service areas determined for CARF Accreditation. Instead of surveying all the CES individuals with the same questions for all Community Employment Services, of which many were irrelevant depending on their situation, we divided the questions into 3 categories specific to each individuals’ service area and goals:

- Job Development
- Employment Supports
- Not interested in Employment at this time.

The ‘uncertain’ category was also deleted, requiring participants to choose a yes/no answer.

Of the 20 people who completed the survey, 25% were Looking for a job or trying to get education to get the job they wanted (Job Development), and 75% were working in the community or self-employed (Employment supports). The survey indicated that all the participants were interested in employment.

SACL provided Community Employment services 63 Individuals from January 1 – December 31, 2017.

Commented [MC2]: Check & Update stats for 2019 service year

Overall Satisfaction:

Job Development – 72.05%

Employment Supports - [???

Commented [MC3]: Enter ES overall Satisfaction

Job Development

1. Persons Supported were asked what they would like to do most for a job:

Comments:

- Anything
- Welding
- Anything but snow shoveling
- Skate shop or art shop
- Sea life

2. 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%	0%	0%
	↑ 20%	↓ 10%	↓ 10%
About any work/volunteer history they may have had at other jobs?	100%	0%	0%

	↑ 13%	↓ 7%	↓ 7%
About strengths they have from volunteering or hobbies you have done?	80% ↓ 7%	20% ↑ 13%	0% ↓ 6%
About any training, education, or life experiences they have had that may help them get the job they want?	100% ↑ 23%	0% ↓ 10%	0% ↓ 13%
If they needed help understanding or managing any benefits they may receive, and how a job might affect that?	80% ↑ 27%	0% =	0% ↓ 27%
If they needed ideas of where to go for more training, education, or experience to get the job they want?	40% ↓ 23%	60% ↑ 47%	0% ↓ 24%
If they needed help to plan out how to get to work by walking routes, bus, or assisting with getting a ride?	80% ↑ 10%	20% ↑ 3%	0% ↓ 7%
If they needed help or support in suggesting people that can help with their job search?	100% ↑ 30%	0% ↓ 13%	0% ↓ 17%
If you had a legal history that may affect getting the job you want?	20% ↓ 7%	80% ↑ 37%	0% ↓ 30%
Totals/Averages (%)	77.78% ↑ 10.5%	20% ↑ 4.5%	0% ↓ 15.5%

3. Persons Supported participated in making an Individual Service Plan (ISP) by...

SACL Staff assisted them in developing an IEP by helping them with...	Yes %	No %	Uncertain %
Determining what they wanted to do for a job	80% ↓ 10%	20% ↑ 17%	0% ↓ 7%
Reviewing the plan and making sure the Person Supported agreed or had the opportunity for changes	60% ↓ 13%	40% ↑ 20%	0% ↓ 7%
Reviewing progress and goals on a regular basis until the goals were met or revised as directed by the Person Supported	60% ↓ 17%	40% ↑ 30%	0% ↓ 13%
Reviewing and making changes to goals when they wanted to	60% ↓ 13%	40% ↑ 30%	0% ↓ 17%
Totals/Averages (%)	65% ↓ 13.25%	35% ↑ 26.75%	0% ↓ 13.5%

4. 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	80% ↓ 3%	20% ↑ 7%	0% ↓ 4%
Getting information on jobs that are available in the community	80% ↓ 3%	20% ↑ 7%	0% ↓ 4%
Visiting the places they might like to work to see what it's like	60% ↓ 17%	40% ↑ 20%	0% ↓ 3%
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.	60% ↓ 7%	40% ↑ 17%	0% ↓ 10%
Asking employers if there are any jobs that offer duties or support that help them to get the work they want to do	80% ↑ 17%	20% ↓ 3%	0% ↓ 14%
Asking employers if someone working there may be able to help them learn the job	60% ↓ 7%	40% ↑ 20%	0% ↓ 13%

Matching them to an employer that needs by abilities and they can do what the company needs	60% =	40% ↑ 20%	0% ↓ 20%
Helping them to learn how to look for a job they want on their own if they want to	80% ↑ 17%	20% ↓ 3%	0% ↓ 14%
Helping the employer know what makes them comfortable and uncomfortable in doing a job	60% =	40% ↑ 23%	0% ↓ 23%
Totals/Averages (%)	68.89% ↑ 1.22%	31.11% ↑ 12.11%	0% ↓ 13.33%

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

SACL Employment Counsellors helped them to understand...	Yes %	No %	Uncertain %
The importance of being on time and present for each work shift	100% ↑ 20%	0% ↓ 13%	0% ↓ 7%
The importance of being clean and well dressed for work	100% ↑ 20%	0% ↓ 13%	0% ↓ 7%
How I can be safe at my job	100% ↑ 33%	0% ↓ 16%	0% ↓ 17%
What I have to do at my job to be good at it	100% ↑ 13%	0% ↓ 3%	0% ↓ 10%
How to organize my time, money and transportation to be at work when I need to be.	100% ↑ 37%	0% ↓ 20%	0% ↓ 17%
How to talk with other employees when I need help	100% ↑ 43%	0% ↓ 16%	0% ↓ 27%
What good work practices are and how to be positive to do a good job	100% ↑ 23%	0% ↓ 13%	0% ↓ 10%
How to manage any medications to be taken at work (If applicable)	40% ↓ 10%	60% ↑ 40%	0% ↓ 30%
The meaning of the words 'co-worker', 'supervisor' and 'employer, and who to talk to	80% ↑ 20%	20% ↑ 7%	0% ↓ 27%
Other community services that may help to support me with work related questions if I need	80% ↑ 40%	20% ↑ 3%	0% ↓ 43%
What reading and math skills I need to do my job and make sure I am comfortable with that	60% ↓ 10%	40% ↑ 23%	0% ↓ 13%
What technology I may have to use (cash register or photocopier etc.), and that I am comfortable with that	80% ↑ 47%	20% ↓ 13%	0% ↓ 34%
How to stand up for myself in the workplace if I need to	100% ↑ 53%	0% ↓ 17%	0% ↓ 36%
Does SACL provide you access to technology where you are required (computers or assistive technology) to be able to become employed at the job you want?	100%	0%	0%
Totals/Averages (%)	88.57% ↑ 27.38%	11.43% ↓ 5.21%	0% ↓ 22.17%

6. Persons Supported were asked if their Employment Counsellor would help them to get more education or training for a better or different job if they wanted to.

60% said yes, and 40% were 'unsure'.

- 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:

- No, not at this time
- I'm good and it's pretty easy right now

Employment Supports

- SACL helped me to make an Individual Employment Plan just for me and what I want to achieve. In making this plan;

SACL Staff assisted them in developing an IEP by helping them with...	Yes %	No %	Uncertain %
Determining what they wanted to do for a job	93.3% ↑ 3.33%	6.67% ↑ 3.67%	0% ↓ 7%
Reviewing the plan and making sure the Person Supported agreed or had the opportunity for changes	86.67% ↑ 13.67%	13.33% ↓ 6.67%	0% ↓ 7%
Reviewing progress and goals on a regular basis until the goals were met or revised as directed by the Person Supported	86.67% ↑ 9.67%	13.33% ↑ 3.33%	0% ↓ 13%
Reviewing and making changes to goals when they wanted to	73.33% ↑ .33%	26.67% ↑ 16.67%	17% ↓ 17%
Totals/Averages (%)	85.14% ↑ 6.75%	15% ↑ 6.75%	13.5% ↓ 13.5%

- When I started (or when I do start) working at a job, the Employment Counsellor helped me to understand: (New Question, 2019)

My Counsellor helped me to understand	Yes %	No %
The things I have to do to deep working at my job	93.33%	6.67%
The duties I need to do for my job	93.33%	6.67%
My responsibilities as an employee	99.33%	6.67%
How and when will I get paid	99.33%	6.67%
How much I will get paid	99.33%	6.67%
If I get any benefits from my job (holiday pay, staff discount, medical etc.)	53.33%	46.67%
What the rules are at my workplace	80%	20%
If there are rules to prevent discrimination against me	80%	20%
What the right way is to work out any disagreements I may have with other workers or my employer.	80%	20%
If I can move to another location for my job if I want to	40%	60%
What are the health & safety practices I need to know when doing my job	86.67%	13.33%
How to be a union member if there is a union	13.33%	86.67%
If I can move to a different position or get more hours at my job	80%	20%
What would I have to do to get more hours or move positions at my job	73.33%	26.67%
If I could get modification to my duties to make me comfortable to do my job	93.33%	6.67%

How to give the right income tax information to have the right amount of tax taken off my cheques	80%	20%
How to get in touch with my counsellor if I need help or support	86.67%	13.33%
Totals/Averages (%)	79.49%	20.51%

3. If 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	93.3% ↑ 13.3%	6.67% ↑ 6.67%	0% ↓ 20%
Income tax information to have the right amounts deducted from pay	80% ↑ 33%	20% ↑ 10%	0% ↓ 20%
A contact name and number for the Employment Counsellor in case help or support is needed	86.67% ↑ 16.67%	13.33% ↑ 3.33%	0% ↓ 20%
Totals/Averages (%)	86.66% ↑ 16.66%	13.33% ↓ 9.67%	0% ↓ 7%

4. 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	80% ↑ 10%	20% ↑ 7%	0% ↓ 17%
Options for the Counsellor to provide less support to promote independence if they wanted to	80% ↑ 27%	20% ↑ 0%	0% ↓ 27%
Options to have an employee at their workplace support them rather than an Employment Counsellor if available	53.33% ↑ .33%	46.67% ↑ 26.67%	0% ↓ 27%
Information to get a mentor if they wanted	33.33% ↑ .33%	66.67% ↑ 36.67%	0% ↓ 37%
Information about support groups or assistance programs to help them be successful at their job	46.67% ↑ 9.67%	53.33% ↑ 23.33%	0% ↓ 33%
Totals/Averages (%)	58.67% ↑ 9.47%	41.33% ↑ 18.73%	0% ↓ 28.2%

5. 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	93.33% ↑ 22.33%	6.67% ↓ 10.33%	0% ↓ 13%
Having a back-up plan if the Counsellor was absent	73.33% ↑ 20.33%	26.67% ↑ 9.67%	0% ↓ 30%
Knowing and following the practices of their job	80% ↑ 13%	20% ↑ 0%	0% ↓ 13%
Talking to the Employer or co-workers to help them feel comfortable doing your job	93.33% ↑ 30.33%	6.67% ↓ 23.33%	0% ↓ 17%

Totals/Averages (%)	85% ↑ 21.75%	15% ↓ 3.5%	0% ↓ 18.25%
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6. 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	73.33% ↑ 3.33%	26.67% ↑ 9.67%	0% ↓ 13%
Work out what may help make things easier	80% ↑ 10%	20% ↑ 3%	0% ↓ 13%
Provide suggestions to other places that may be able to help you with the defined obstacles.	80% ↑ 20%	20% ↑ 0%	0% ↓ 20 13%
Totals/Averages (%)	79.44% ↑ 12.77%	22.22% ↑ 4.22%	0% ↓ 16.99%

7. When Persons Supported get, or 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	100% ↑ 17%	0% ↓ 13.33%	0% ↓ 3.67%
The importance of being clean and well dressed for work	100% ↑ 13%	0% ↓ 10%	0% ↓ 3%
How to be safe at work	100% ↑ 13%	0% ↓ 6.67%	0% ↓ 6.33%
What has to be done to do a good job	100% ↑ 17%	0% ↓ 10%	0% ↓ 7%
How to organize their time, funds, transportation so they can be reliable and at work when required	100% ↑ 27%	0% ↓ 7%	0% ↓ 20%
How to talk to other employees when guidance and help is needed	80% ↑ 0%	20% ↑ 7%	0% ↓ 7%
How to practice good work practices and be positive to do a good job	100% ↑ 17%	0% ↓ 7%	0% ↓ 10%
How to manage any medications they take while at work	26.67% ↓ 23.33%	73.33% ↑ 36.33%	0% ↓ 13%
The meaning of words like 'co-worker', 'supervisor', and 'employer', and who they would talk to if they had questions	86.67% ↑ 9.67%	13.33% ↑ .33%	0% ↓ 10%
Information on other community services that may help provide support for work related questions and how to contact them	73.33% ↑ 23.33%	26.67% ↑ 6.67%	0% ↓ 30%
What reading and math skills are needed to do the job	60% ↑ 7%	40% ↑ 23%	0% ↓ 30%
What technology skills may be required to do the job	53.33% ↑ 6.33%	46.67% ↑ 19.67%	0% ↓ 10%
How to stand up for themselves in the workplace if needed	93.33% ↑ 16.33%	6.67% ↓ 10.33%	0% ↓ 6%
Totals/Averages (%)	82.56% ↑ 11%	17.44% ↑ 2.21%	0% ↓ 13.21%

8. **100%** of persons surveyed confirmed that their Employment Counsellor helped them with the things they needed to do to do a good job.

Comments:

- 'Help me to stay on task.'

9. **86.67%** of persons surveyed felt that SACL provided access to technology they needed where required (Computers, assistive software, training on equipment etc.). 13.33% disagreed.

10. **73.33%** of persons surveyed confirmed that their Employment Counsellor would help them to get more education or training if they wanted a better or different job (**↑3.33%**). 13.33% said no, and 13.33% said this did not apply to them.

Comments:

- 'want to have training for a different job'
- 'Later on I would like training, chief school?'

11. **73.33%** of persons surveyed confirmed that if their Employment Counsellor was not available, someone else from SACL would come and help them (**↓16.67%**). 0% said no, and 26.67% were unsure.

Comments:

- 'I don't know who to call'

12. 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:

- 'No' (x 6)
- 'Not really'
- Not at the moment, very new to CES'
- Love the job I am working
- More support
- Was satisfied with support SACL gave
- Nothing
- Great Job
- Would like another place to work at with support staff with me to get another paycheck, maybe in some kind of restaurant or store on a Monday or a Friday, instead of always coming to the program on Mondays and Fridays

Community Employment Services – Employers (5 responses)

SACL had Persons Supported Employed with 32 Employers from January 1, 2017 to December 31, 2017.

Commented [MC4]: Get info for 2019

13. 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	40% ↓ 10%	60% ↑ 27%	0% ↓ 17%
Decreasing support of the trainer as the Persons Supported learns his/her duties	60% ↑ 27%	40% ↑ 6%	0% ↓ 33%
Transferring supports and training to employer when applicable	40% ↑ 7%	60% ↑ 43%	0% ↓ 50%
Exploring mentoring options for Persons Supported	40% ↑ 40%	60% ↑ 27%	0% ↓ 67%
Referral to support groups or employee assistance programs if applicable and available	40% ↑ 40%	60% ↑ 27%	0% ↓ 67%
Totals/Averages	44% ↑ 20.8%	56% ↑ 26.2%	0% ↓ 46.8%

14. 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	100% ↑ 17%	0% ↑ 0%	0% ↓ 17%
Presence of a contingency plan in the event of a support Staff's absence	40% ↓ 27%	60% ↑ 60%	0% ↓ 33%
Sufficient knowledge to follow industry and workplace practices	100% ↑ 33%	0% ↓ 33%	0% ↓ 0%
Effective communication with staff at all levels within your employment site	100% ↑ 17%	0% ↑ 0%	0% ↓ 17%
Totals/Averages	85% ↑ 10%	15% ↑ 6.75%	0% ↓ 16.75%

15. 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	60% ↑ 27%	40% ↑ 23%	0% ↓ 50%

Addressing the need through referral to additional supports or adjusting the individual planning process	40% ↑ 7%	60% ↑ 43%	0% ↓ 50%
Monitoring the situation to ensure additional supports have been effective	80% ↑ 47%	20% ↑ 3%	0% ↓ 50%
Totals/Averages	60% ↑ 27%	40% ↑ 23%	0% ↓ 50%

16. 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%	0% ↑ 0%	0% ↓ 17%
Appropriate grooming, hygiene and dress attire for the workplace	100% ↑ 33%	0% ↑ 0%	0% ↓ 33%
Job-site safety practices	100% ↑ 67%	0% ↑ 0%	0% ↓ 33%
On-the-job performance skills related to quality and quantity of work expected	100% ↑ 33%	0% ↑ 0%	0% ↓ 33%
Work related community skills (time management, mobility, money management etc.)	100% ↑ 50%	0% ↑ 0%	0% ↓ 50%
Work ethics and job expectations	100% ↑ 33%	0% ↑ 0%	0% ↓ 33%
Health maintenance & medication management if applicable	80% ↑ 13%	20% ↑ 0%	0% ↓ 33%
Corporate or work culture (chain of command, work relationships etc.)	100% ↑ 33%	0% ↑ 0%	0% ↓ 33%
Knowledge of employment related governmental and community service agencies to support work success	80% ↑ 63%	20% ↑ 20%	0% ↓ 83%
Job related literacy skills	80% ↑ 47%	20% ↑ 20%	0% ↓ 67%
Job related academic skills	80% ↑ 63%	20% ↑ 20%	0% ↓ 17%
Knowledge of work practices	80% ↑ 13%	20% ↑ 20%	0% ↓ 33%
Job related technology	80% ↑ 63%	20% ↑ 20%	0% ↓ 83%
Self-advocacy and assertiveness skills	80% ↑ 47%	20% ↑ 20%	0% ↓ 67%
Totals/Averages	90% ↑ 41.07%	10% ↑ 10%	0% ↓ 51.07%

17. **100%** of Employers surveyed felt that SACL training effectively supports the Person Supported (Employee) to integrate into the employment setting (**↓ 40%**). 40% indicated 'somewhat'.

Comments:

- We are fortunate that R has been employed for a very long time in the position he does for us. Other employees that we've used for temporary work have been well informed about the job they are doing.
- Yes, I feel our worker has good support, however it would be nice if funding was available to continue check-ins every few months for the clients in volunteer placements if staff at the site could not continue this follow-up. At my site I am able to provide the follow-up required for continued success, but my concern is not all employers will be able to provide this, resulting in termination of a placement that may work out with minimal ongoing job support. Many of your clients may need this support to be successful in placement, as due to their individual challenges, may not ever be able to work in a completely independent situation. With the correct support they can hold jobs and volunteer placements that will increase their self-esteem and value to our community services. It is a shame that funding is only there for job training and not ongoing support if needed to check in and ensure a successful placement.

18. **80%** 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 (**↓ 20%**). 20% said No.
19. **60%** 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) (**↑ 10%**). **40%** indicated that this was inapplicable to their situation.
20. **40%** 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 (**↑ 7%**). **60%** were unsure.
21. **40%** of Employers surveyed indicated that SACL arranges for employment crisis intervention services when required by the Person Supported (Employee) (**↓ 20%**). **60%** were unsure.
22. **100%** of Employers surveyed indicated that SACL provides access to technology to assist Person Supported where required (Computers, assistive software training etc.) (**↑ 60%**).
23. 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 2019



Supported Living – Persons Supported (2 responses)

2 responses were received of the 4 receiving services – 2 Persons Supported declined to participate.

Commented [MCS]: Get this year's numbers

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%** of Persons Supported thought it is easy to get to places they wanted to go from their home by walking or taking the bus (**↑50%**).

Comments:

- *There is a bus stop nearby and I live close to town, but am taken out and about in town in my van accompanied by a staff member.*

4. **50%** of Persons Supported felt that they did not get help to choose where they would live and who they would live with (**↓50%**). 50% indicated they did receive help and choices.
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%	0% ↑ 0%	0% ↓ 50%
Making sure no one takes advantage of them or treats them badly	100% ↑ 50%	0% ↑ 0%	0% ↓ 50%
Making sure they have skills or knowledge to protect themselves	100% ↑ 50%	0% ↑ 0%	0% ↓ 50%
Informing them about medication and the reasons for taking it	100% ↑ 50%	0% ↓ 50%	0% ↓ 0%
Totals/Averages	100% ↑ 50%	0% ↓ 12.5%	0% ↓ 37.5%

6. **100%** of Persons Supported felt that they were able to decide what things to have around them and where to put them.

Comments:

- *My suite is catered specifically to my needs in order to keep me safe. I choose what to do with the things that are brought in and out of my suite by staff or when I go to pick up recycling.*
7. **100%** of Persons Supported felt that SACL Staff help them with the things that help them reach their goals.
8. **100%** of Persons Supported felt that SACL Staff worked with their friends and family to meet their needs when they were asked to (**↑50%**).
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%	0% ↓ 50%	0% ↓ 0%
Caring for themselves	100% ↑ 50%	0% ↓ 50%	0% ↓ 0%
Cleaning & fixing items in their homes	100% ↑ 50%	0% ↓ 0%	0% ↓ 50%
Understanding their role as a roommate or tenant	100% ↑ 50%	0% ↓ 0%	0% ↓ 50%
Making their own decisions & standing up for their rights	100% ↑ 0%	0% ↓ 0%	0% ↓ 0%
Visiting with their family if they want to	100% ↑ 0%	0% ↓ 0%	0% ↓ 0%
Visiting with their friends if they want to	100% ↑ 0%	0% ↓ 0%	0% ↓ 0%
Going to events in the community if you want to	100% ↑ 50%	0% ↓ 50%	0% ↓ 0%
Their finances if they ask	100% ↑ 0%	0% ↓ 0%	0% ↓ 0%
Other things that are important to them	100% ↑ 0%	0% ↓ 0%	0% ↓ 0%
Totals/Averages	100% ↑ 25%	0% ↓ 15%	0% ↓ 10%

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%	0% ↓ 50%	0% ↓ 50%
Attend cultural event they want to go to in the community	50% ↑ 50%	50% ↓ 0%	0% ↓ 50%
Attend social events they want to go to in the community	50% ↑ 50%	50% ↓ 0%	0% ↓ 50%
Attend recreational events they want to go to in the community	100% ↑ 100%	0% ↓ 50%	0% ↓ 50%
Attend spiritual events they want to go to in the community	50% ↑ 50%	50% ↓ 0%	0% ↓ 50%
Help them to get appointments or to get stuff they need (medical appointments or groceries etc.)	100% ↑ 0%	0% ↓ 0%	0% ↓ 0%
Help with getting them to events they want to attend (bus, taxi, walking routes or arranging a ride)	100% ↑ 50%	0% ↓ 50%	0% ↓ 0%
Totals/Averages	78.57% ↑ 57.14%	21.43% ↓ 21.43%	0% ↓ 35.71%

12. **100%** of Persons Supported indicated that SACL helped to provide them with access to technology to assist them when required.

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

Comments:

- Everything
- My recycling business, when staff take me out and help me collect recycling

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

Comments:

- Nothing
- *That staff don't always come to see me after 10:30 pm if I am awake and need something.*

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

Comments:

- Nothing
- *Same training for all staff so I can have access to my medication and assistance with going to the bathroom throughout the night if I am not feeling well.*

Home Share Services – Persons Supported (1 response)

The age range of current Persons Supported in Home Share ranges from 22 – 74 year of age. Between January 1, 2019 and December 31, 2019, SACL provided Home Share services to 8 individuals. Of the 8 persons supported in Home Share Services, only 1 chose to complete the survey.

Commented [MC6]: Still true?

Commented [MC7]: Get Numbers for 2019

1. **100%** of the Persons surveyed indicated that they were very comfortable and happy since moving into their current home.
2. **100%** of the Persons surveyed indicated that they were able to do more things by themselves if they wanted to.
3. **100%** of the Persons surveyed indicated that they were able to go out and enjoy more activities in the community if they wanted to.
4. **100%** of the Persons surveyed indicated that they were able to help choose where they lived and who they lived with (**↑50%**).
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.
9. **100%** of the Persons surveyed indicated that they were encouraged to meet with friends and family as often as they wanted to.
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:

- *I can do what I want to*

15. Persons surveyed were asked what they liked least about living with their current Home Share Provider;

Comments:

- *There is nothing I do not like here*

16. Persons surveyed were asked what they thought they might change about living with their current Home Share Provider;

Comments:

- *There is nothing I would like to change.*

Home Share Services – Service Providers (1 response)

Between January 1, 2019 and December 31, 2019, SACL had contracts with 7 Service Providers to provide Home Share Services in their homes. Of the 7 Service Providers, only 1 provider completed the survey.

- 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% ↓ 0%	0% ↓ 0%
Providing a valid BC driver's license and driver's abstract	100% ↑ 0%	0% ↓ 0%	0% ↓ 0%
Conducted a home study of your home environment & the other people living in your home	100% ↑ 0%	0% ↓ 0%	0% ↓ 0%
Obtaining character and reference checks	100% ↑ 0%	0% ↓ 0%	0% ↓ 0%
Conducting an interview to explore your expectations as a Home Share Provider	100% ↑ 0%	0% ↓ 0%	0% ↓ 0%
Conducting an interview to assess the demographics and characteristics of the Person you were applying to support	100% ↑ 0%	0% ↓ 0%	0% ↓ 0%
Conducting an interview with other people in the home	100% ↑ 0%	0% ↓ 0%	0% ↓ 0%
Totals/Averages	100% ↑ 0%	0% ↓ 0%	0% ↓ 0%

- 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	100% ↑ 0%	0% ↓ 0%	0% ↓ 0%
Indications of improvement for quality of life	100% ↑ 50%	0% ↓ 50%	0% ↓ 0%
Their personal interests	100% ↑ 0%	0% ↓ 0%	0% ↓ 0%
Their transportation requirements	100% ↑ 0%	0% ↓ 0%	0% ↓ 0%
Their cultural & spiritual beliefs	100% ↑ 0%	0% ↓ 0%	0% ↓ 0%
The compatibility of available living space for the Person Supported	100% ↑ 0%	0% ↓ 0%	0% ↓ 0%
Totals/Averages	100% ↑ 8.33%	0% ↓ 8.33%	0% ↓ 0%

- 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	100% ↑ 50%	0% ↓ 50%	0% ↓ 0%
Medical conditions	100% ↑ 100%	0% ↓ 100%	0% ↓ 0%
Cognitive abilities	100% ↑ 50%	0% ↓ 50%	0% ↓ 0%
Behavioural challenges	100% ↑ 50%	0% ↓ 50%	0% ↓ 0%
Totals/Averages	100% ↑ 62.5%	0% ↓ 62.5%	0% ↓ 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	100% ↑ 50%	0% ↓ 50%	0% ↓ 0%
Made sure both parties had all the information about one another, to make an informed choice for service provision	100% ↑ 0%	0% ↓ 0%	0% ↓ 0%
Ensured the Person Supported had a choice to where they live and who they live with	100% ↑ 50%	0% ↓ 50%	0% ↓ 0%
Provided options and enough time for the Person Supported to explore any other choices they wished to explore	100% ↑ 50%	0% ↓ 50%	0% ↓ 0%
Supported appropriate transition for the move in process if the service provider was chosen by the Person Supported	100% ↑ 50%	0% ↓ 50%	0% ↓ 0%
Totals/Averages	100% ↑ 40%	0% ↓ 40%	0% ↓ 0%

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	100% ↑ 0%	0% ↓ 0%	0% ↓ 0%
First Aid	100% ↑ 0%	0% ↓ 0%	0% ↓ 0%
Basic healthcare expectations for the Person Supported	100% ↑ 0%	0% ↓ 0%	0% ↓ 0%
Documentation practices	100% ↑ 50%	0% ↓ 50%	0% ↓ 0%
Medication management for the Person Supported (where applicable)	100% ↑ 50%	0% ↓ 50%	0% ↓ 0%
Specific needs of the Persons Supported	100% ↑ 100%	0% ↓ 50%	0% ↓ 50%
Totals/Averages	100% ↑ 33.33%	0% ↓ 25%	0% ↓ 8.33%

6. Information was provided to the Home Share Provider in an understandable manner 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% ↓ 0%	0% ↓ 0%
Any legal rules that apply to service	100% ↑ 0%	0% ↓ 0%	0% ↓ 0%
A description of methods of communication between Service Providers and SACL	100% ↑ 0%	0% ↓ 0%	0% ↓ 0%
Identification of who has authority over decisions regarding the Persons' Supported health care, finances, and legal status (where applicable)	100% ↑ 0%	0% ↓ 0%	0% ↓ 0%
Performance expectations for the Service Provider	100% ↑ 0%	0% ↓ 0%	0% ↓ 0%
Understanding of the performance monitoring process	100% ↑ 0%	0% ↓ 0%	0% ↓ 0%
Processes to follow for concerns or complaints (for Persons Supported and Service Providers)	0% ↓ 100%	0% ↓ 0%	100% ↑ 0%
Totals/Averages	85.71% ↓ 14.29%	0% ↓ 0%	14.29% ↑ 14.29%

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	100% ↑ 0%	0% ↓ 0%	0% ↓ 0%
Took place quarterly for the first year	100% ↑ 0%	0% ↓ 0%	0% ↓ 0%
Took place at least every 6 months after the first year	100% ↑ 50%	0% ↓ 50%	0% ↓ 0%
Includes measurements that include the Person Supported, the Service Provider, and any others as applicable to the Person's Supported situation	100% ↑ 50%	0% ↓ 50%	0% ↓ 0%
Totals/Averages	100% ↑ 25%	0% ↓ 25%	0% ↑ 0%

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	100% ↑ 0%	0% ↓ 0%	0% ↓ 0%
The individual rights of the Person Supported are respected	100% ↑ 0%	0% ↓ 0%	0% ↓ 0%
The Person Supported is protected from any form of exploitation	100% ↑ 0%	0% ↓ 0%	0% ↓ 0%
The Home Share provider is assisting the Person Supported to take part in the community and develop friendships and relationships	100% ↑ 0%	0% ↓ 0%	0% ↓ 0%
SACL documents the results of performance monitoring visits	100% ↑ 100%	0% ↓ 50%	0% ↓ 50%
That an performance improvement indicators are addressed	100% ↑ 5 0%	0% ↓ 0%	0% ↓ 50%

Totals/Averages	100% ↑ 25%	0% ↓ 8.33%	0% ↑ 16.67%
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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%	0% ↓ 50%	0% ↓ 0%
Emergency response plan	100% ↑ 50%	0% ↓ 50%	0% ↓ 0%
Totals/Averages	100% ↑ 50%	0% ↓ 50%	0% ↑ 0%

10. **100%** of Home Share Providers determined that SACL has been very supportive and helpful of the needs & concerns of the Home Share Provider (**↑ 50%**). 50% indicated that SACL had been somewhat supportive and helpful.

Comments:

- *I find SACL very supportive and helpful mainly due to the high qualifications and work ethics of the person responsible for collaboration between SACL and Home Share providers.*

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

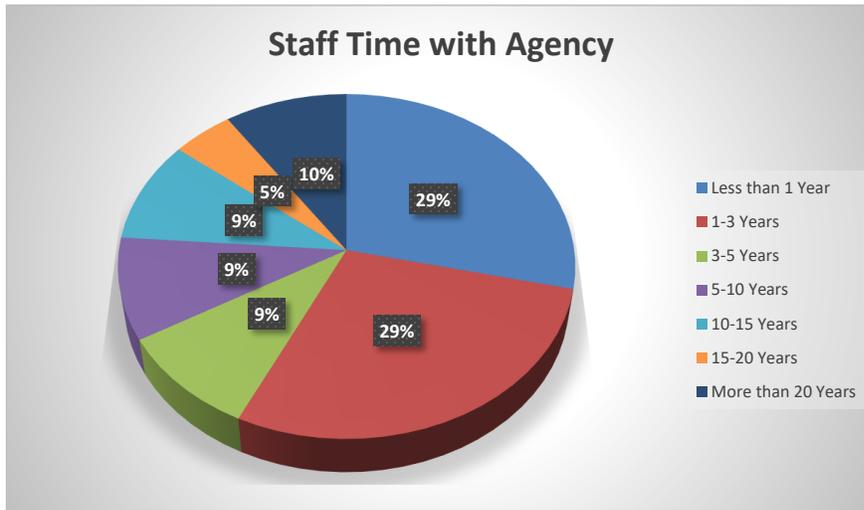
Comments:

- *I am very satisfied with the collaboration with SACL*

Staff Satisfaction Survey 2019 (21 responses)

As of December 31, 2017, SACL employed 40 Employees (18 F/T, 7 P/T, and 15 Casuals). 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 21 results submitted.

Demographics



- Staff positions (excluding contractors) held with SACL consist of:
 - 52.38% Full-Time (Union)
 - 4.76% Part-time (Union)
 - 23.81% Casual (Union)
 - 14.29% Management (Excluded)
- SACL Staff spend the majority of their time in the following Service areas:



3. Staff education consists of:
 - 0% - Completion of high school/Continuing Education
 - 33.33% - Certification in Human/Social Services field
 - 23.81% – College
 - 23.81% - University
 - 19.05% - Other

4. SACL staff feel their responsibility level is best described:
 - 38.1% - Front Line (no supervisory responsibility)
 - 42.86% - Front Line (sometimes assist other staff)
 - 9.5% - Services Manager/Executive Director (Supervisor of other staff)
 - 4.76% - Administration (assist in enforcement of policies and give some direction)
 - 4.76% - Executive Director (supervising the supervisors & admin)

Job Description & Performance (Based on 13 submitted Results)

5. **100%** of staff feel they have a positive attitude and support fellow staff members (↑8%).

Comments:

- I like that I receive the same positivity back.
- I believe in helping others, especially our casuals, and team work, the buddy system
- I try and answer my co-workers questions to the best of my abilities and step in when they are in need of my help

6. **92%** of staff feel they are present and fully prepared in their service area prior to each shift (↑3.24%). **4.76%** neither agree nor disagree.

Comments:

- When able
- I come a bit early for my shift, and prep for my shift or 1-1 before they arrive
- I try and be as prepared as possible. Working in this department things change at a moment's notice and we all need to be willing to be prepared for anything.
- I could sometimes be better prepared
- In continued time working with and getting to know PS, key worker discussion/communication and staff meetings
- In me remembering to give myself time to review fills info/schedule when working two 1 – 1 PS back to back – outside of PEP office

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

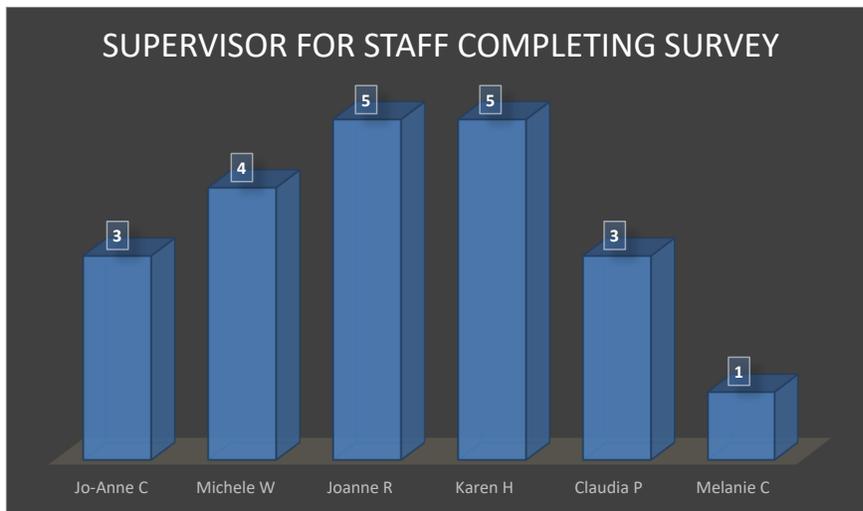
SACL helps them to perform their job to the best of their abilities by:	Agree or Strongly Agree %	Neither Agree or Disagree %	Disagree or Strongly Disagree %
Providing a clear job description outlining the duties and 1 responsibilities for their position	80.95% ↑ 3.95%	14.29% ↓ 8.71%	4.76% ↑ 4.76%
Communicating clear expectations about their job performance	76.19% ↑ 22.19%	14.29% ↓ 26.95%	4.76% ↑ 4.76%
Providing sufficient training and education to understand and adhere to agency policies and procedures and to perform their job duties	76.19% ↑ 22.19%	19.05% ↓ 18.95%	4.76% ↓ 3.24%
Providing feedback and evaluations regarding their performance	80.95% ↑ 41.95%	14.29% ↓ 38.71%	4.76% ↓ 3.24%

Implementing policies and practices to ensure that the workplace is balanced and fair	71.43% ↑ 17.43%	14.29% ↓ 23.17%	14.28% ↑ 6.28%
Following the progressive discipline process to encourage compliance with agency policies and procedures	57.15% ↑ 18.15%	28.57% ↓ 9.43%	14.29% ↓ 8.72%
Totals/Averages	73.81% ↑ 20.98%	18.89% ↓ 20.45%	7.93% ↑ .1%

Comments:

- I strongly agree with the comments on my job performance due to the fact that it is true. This is the first job I have ever had that is very open about performance reviewing, support with difficulty and that we laugh together at our mistakes.
- As less then a year employee have not seen all in practice
- Time to achieve all that is given to us; example Open Learning has glitched on me a few times and cannot complete videos.
- When challenges arise in the workplace that are direct contravention to policy and procedures and are continually brought to management attention, they are ignored or covered up. Issus with medications and money.

Supervisor/Employee Relations



8. **85.71%** of staff feel that their Supervisor is an effective leader for their department (**↓ 14.29%**).
9.52% neither agree nor disagree, and 4.76% disagree or strongly disagree.

Comments:

- When my direct supervisor is not able to help me, she has implemented a system to ensure I am able to competently complete my duties
- She is amazing
- Very supportive
- She is often not available, and there is a difference of treatments between staff
- Manager is often not available, doesn't respond to text messages, doesn't communicate in a clear and concise manner, often directs different staff to be in contradicting situations, which inadvertently sets staff up to fail

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	80.95% ↑ 11.95%	9.52% ↓ 21.47%	4.76% ↑ 9.52%
Providing assistance, training and guidance so that they can improve their performance	76.16% ↓ 8.81%	19.05% ↑ 4.05%	4.76% ↑ 4.76%
Having enough authority and resources to provide the necessary assistance, training and guidance that departments need to succeed	85.71% ↑ 9.71%	4.76% ↓ 19.23%	9.52% ↑ 9.52%
Providing them with reasonable expectations for them and their job performance	85.71% ↑ 71%	9.52% ↓ 5.48%	4.76% ↑ 4.76%
Dealing consistently with all employees equally	66.67% ↑ 5.67%	19.05% ↓ 11.95%	14.28% ↑ 6.28%
Totals/Averages	79.04% ↑ 3.84%	12.38% ↓ 10.82%	7.62 % ↑ 6.98%

10. **33.33%** of staff feel that issues brought forward by Staff from the last years' survey regarding Supervisory issues and communications have been effectively addressed (**↑ 10.33%**).. **61.9%** neither agree nor disagree. **4.76%** disagree.

Comments:

- I have not been employed long enough to know that outcome
- Not here last 2 years
- Having 2 new managers and an Admin Assistant has allowed supervisors more opportunity to work directly with staff to assist them to perform their jobs.
- Doesn't apply
- The communication is still not great. The way that staff is expected to meet dates without knowing fully how to perform the task is unreasonable
- I was away when the survey was done last year and I am not sure if these issues have been resolved or not.

Staff Relations & Services Provision

11. **76.19%** of staff feel that their team or department works well together, and they accomplish their assigned tasks (**↑ 14.19%**). **19.05%** neither agree nor disagree. **4.76%** disagree.

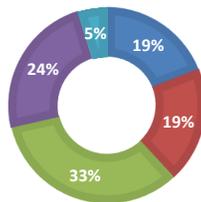
Comments:

- Management team is working well together. Respect differing opinions and reach compromises or consensus when needed. This helps to accomplish more.
- I feel we communicate, support and work with each other effectively supporting our 1 – 1's first!
- Yes and no, some team members do and some don't
- There has been a ton of turnover so when we have a full team I believe we work well together.

12. 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



Comments:

- Our communication could be better sometimes but each one of us has a variety of areas to cover in a day so communication sometimes gets lost along the way. We are always looking to improve it
- Confusion and communication amongst group
- IE: PCPs getting info from 3 different managers, wish we were all shown how, instead of explained; lack of time also
- People not attending staff meetings where there is a lot of information given, therefore they miss it. Staff are not on the same page at this point
- More time spent with PS, makes for less time to do other duties. Which isn't a bad thing in my eyes. I don't mind picking up slack when others can't complete tasks due to time spent with individual
- Also lack of time
- Level of work expected
- Lack of resources and time

13. **85.71%** of staff feel they are encouraged to exchange ideas and opinions (**↑ 31.71%**). **9.52%** neither agree nor disagree. **4.76%** disagree.

Comments:

- Collaboration constitutes strength
- However not all new ideas from new staff are welcome

14. **76.19%** of staff feel their fellow employees are invested in the organization and cooperate well with one another and the other departments (**↑ 45.19%**). **14.29%** neither agree nor disagree. **9.52%** disagree.

Comments:

- Because I work in a home off the main location, the staff and I that work here get missed or forgotten when it comes to certain things
- Again, some do, some don't
- Much negative talk one department about another and within department staff about other staff

15. **71.43%** of staff feel that the morale in their department is good (**↑ 32.43%**). **23.81%** neither agree nor disagree. **4.76%** disagree.

Comments:

- We have conversations, staff writes positive blurbs on the board, smiling, keeping positive, joking around in friendly manner
- It wasn't when I first arrived, but seems to be getting better
- The morale is getting better, but sometimes it feels like a roller coaster of emotions in this department

Comments regarding Staff Relations & Service Provision:

- We have had bin managing changes in the last 6 months and I am impressed with how effective we can be in what seems to be a lifetime supply of paperwork
- The team at SACL all work for the best interest of the persons we support
- My team works well together – sometimes there are personality differences but they get worked out
- Important that reports to management get dealt with and staff confident of this
- SACL currently has a strong management team. Each person in Administration brings a different skill set and has different interests; I believe this makes for a stronger team
- I feel supported by my team and feel we work well together
- My department works wonderfully together, we support each other, help when one of us needs it, no drama or issues
- We have supported the HWLS program, when they are short staffed or one of our people we support needs a break from a busy environment to come downstairs and have some personal time or change, staff has gone to assist the WHLS department. Team Work!!
- I feel we are very supportive and welcoming to new staff, assisting staff also if they need personal time or a 1-2-3 buddy hug.
- We have a team of 3 staff, 2 of us are always on the same page and trying to reach the same goals and be consistent. There is one staff who is always absent during important times, it makes it difficult. Also the fact that our manager is not always available or present at the hours. Seems when I work, because I know this job and can handle it without anyone's help that the manager is not available. When other staff are here, seems that she is available for them. In a sense it is a good thing, but there are days where I have needed to have conversations and she is unavailable.
- Our team does well working together. Supporting each other in a positive manner. Tends to be fairly open to other ideas and opinions.
- Still learning about the team but know that there are ideas on how we could improve effectiveness, though all things considered my sense is that it's no bad as a whole.
- This team lost two of its employees and the work load of 4 people went down to two. They are burning out due to work load.
- This past year, the management team divided tasks that seem to work overall. Each of us is available to assist others when needed
- In our department I think we need a bit of change. I think if we each had a specific title of what our responsibility/responsibilities are our department would run a bit better. An example would be have someone focus on Marketing, another on intake/job prep, another to help with administration of the department (uploading/maybe starting a Facebook page etc.) Have everyone in this department doing something that plays into their strengths, but also still be able to slip into someone else's roll if need be.
- The team and management is new and I have not worked with them enough at this time to determine whether or not the team is effective
- Could work on not commenting on other staff
- Could work on not discussing PS unless in the office (in confidence) vs amongst the PS – easy to forget when we are busy and think of something
- Our team does well together and everyone serves the PS to the best of our abilities
- Sometimes I feel that concerns are not addressed in a timely manor
- I believe as we grow, at times, it can be challenging to keep up with everything
- It often feels that our team is compromised by the lack of attention given to concerns that are ongoing and continually reported to the manager.

Performance Feedback

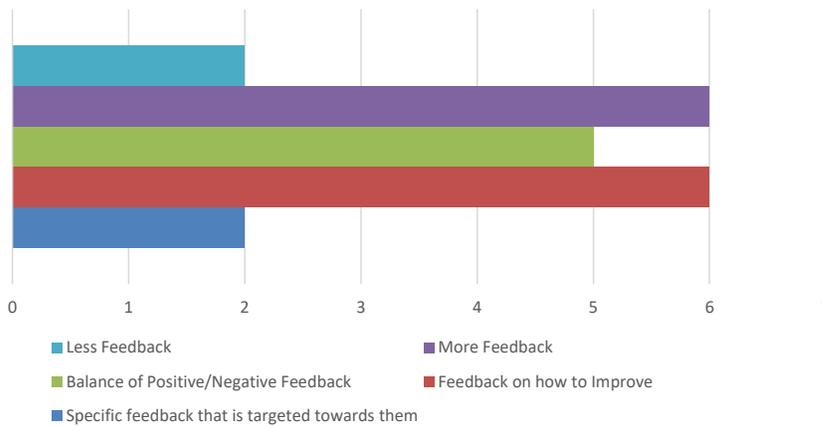
16. **76.19%** of staff feel that they are provided with useful and constructive feedback to help them improve their job performance from members of the Management Team (**↑ 14.19%**). **14.29%** neither agree nor disagree. **9.52%** disagree.

Comments:

- Don't often see management members to get CC/feedback
- Have not had a performance review
- Glad to receive all feedback and appreciate from co-worker. Hope all feel they can come to me with any feedback praise or for learning and growth

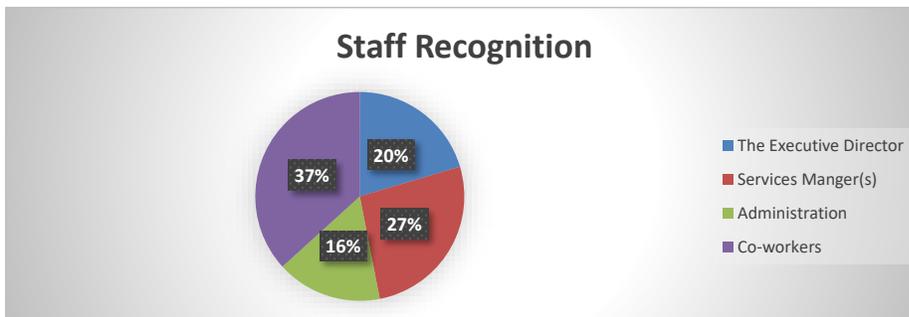
17. Staff were asked how the feedback they receive could be improved:

Performance Feedback could be Improved by:



18. **61.9%** of staff feel that they are recognized for the good work they do (**↓ 7.10%**). **33.33%** neither agree nor disagree. **4.76%** disagree.

19. Staff have received recognition from:

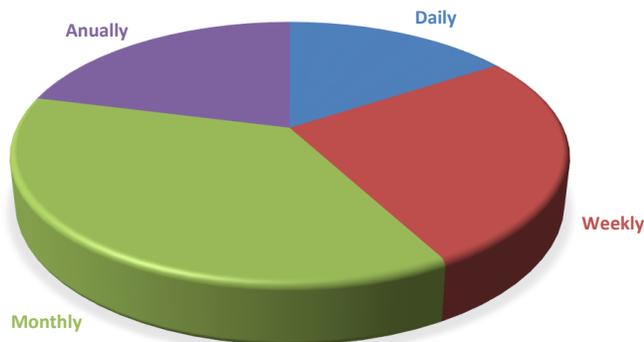


Comments:

- Sometimes have received positive comeback for the work I do. But not often and very seldom have I been debriefed or asked how I am doing after an incident happened with client.
- Joanne R, Karen H, Michele W, Claudia
- Karen Hansen, Joanne Reitan, Michele Weber
- Angela C, Melanie
- Angela
- Kasey is a great team member who has provided a lot of feedback
- I've received more compliments of job well done etc. from co-workers more than management
- Staff team
- Most
- Kim Anderson, Seanna Stirrett

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

FREQUENCY OF RECOGNITION FOR STAFF



Comments:

- Would be nice to be recognized by senior staff more often
- I have received recognition verbally, com-box, in my evaluations!
- Choose monthly because there is not a randomly button
- I haven't yet, but I also haven't been with the agency long.
- Maybe monthly or less
- Depends on the day
- It happens here and there. When it is needed
- Often daily
- None really apply. It is random and often ambiguous to something else.

21. **71.43%** of staff confirm that they have received a performance evaluation on an annual basis (**↑2.43%**). **0%** indicate they have not had an annual performance evaluation, and **28.57%** have not been with the agency a full year to receive an annual evaluation.

- 22. **52.38%** of staff feel that annual performance evaluations are fair and consistent (**↓1.62%**). **47.62%** neither agree nor disagree. **0%** disagree.
- 23. **52.38%** of staff feel that they are encouraged to participate in their personal goal setting process (**↓32.62%**). **47.62%** neither agree nor disagree. **0%** disagree.
- 24. Staff were asked to choose from several options that would indicate how performance evaluations could be improved:



Comments:

- I also feel this question doesn't fit me as our 6 month review works just perfectly
- Cannot comment – have not had one
- Making them more meaningful – more person centered, instead of based solely on the job description. Majority of staff do not take time to self-reflect. Evaluations should encourage this more
- Consistency sounds like a good thing but have not have one
- The evaluations as they are, with each point of the job description, feel dry and impersonal
- They don't include many of the things our staff do during their days
- Every 6 months

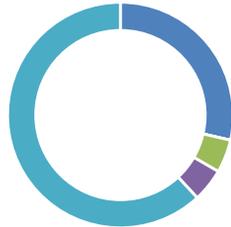
Comments regarding Performance Feedback:

- I am thankful we are recognized for our hard work often by our service managers and recognized yearly at Christmas by the Executive Director and her team.

Growth & Education

- 25. **47.62%** of staff feel that they have room to grow professionally at SAFL (**↓21.38%**). **38.10%** neither agree nor disagree. **14.29%** disagree.
- 26. 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

27. **61.91%** of staff feel that SACL encourages and supports career development ($\downarrow 1.62\%$). **33.33%** neither agree nor disagree. **4.76%** disagree.

28. **52.38%** of staff feel that they can accomplish their career objectives by remaining with SACL ($\uparrow 13.38\%$). **38.10%** neither agree nor disagree. **9.52%** disagree.

29. **71.43%** of staff indicated that they did not anticipate leaving the agency to accomplish their career goals ($\downarrow 9.57\%$). **28.57%** anticipated leaving within 5 years or more.

Comments:

- At this point in time
- I want to continue with the work I was doing on the coast using my critters for animal assisted therapy

30. **38.10%** 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 position ($\downarrow 7.90\%$). **57.14%** neither agree nor disagree. **4.76%** disagree.

Comments:

- Not sure, have yet to experience this

Comments regarding Growth & Education:

- No comments provided

Agency Improvements 1

31. **33.34%** of staff feel that SACL responds to Staff complaints and suggestions in a timely manner ($\downarrow 12.66\%$). **42.86%** neither agree nor disagree. **23.81%** disagree.

Comments:

- I have never made a complaint
- I don't know, what happens to other staff complaints, but when I had a complaint, it was addressed in a timely manner I felt
- I have not made a complaint but I am aware of some that have been made and they seem to take a while to be dealt with
- This is something that needs to be worked on. Staff fell they are going to get reprimanded if they submit a complaint form. This means SACL as an organization doesn't always know when something might be happening,

therefore when the do find out about something it may be to late to fix the issue, which brings staff morale down and turns into a vicious circle of issues not being resolved

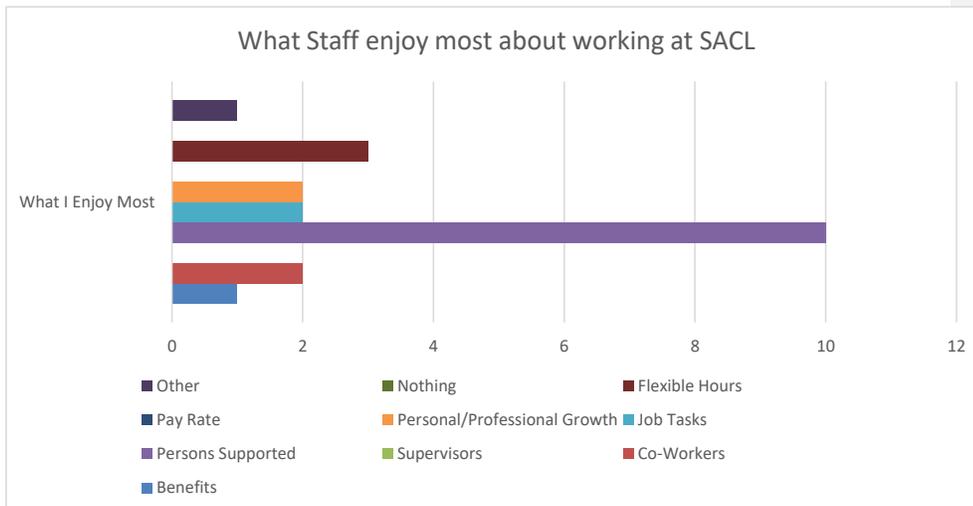
32. **76.19%** of staff feel that SACL provides access to the technology needed to fulfill their job requirements. **28.57%** disagree.

33. **80.95%** of staff feel that SACL does it's best to research, implement, and improve upon appropriate technological software and management systems within their allotted budget. **19.05%** disagree.

Comments:

- More computers please
- Always working within a budget!
- Seems like SACL is doing a good job
- There's been issues with some of our programs, no fault of SACL, but having to use a few programs is a pain, wish there was just one
- Spends too much on technology and does not provide sufficient training or upgrading on training for staff to do their job efficiently
- I see how much personal cell phones are used in CES & it would be nice for clients to not have your personal cell phone number
- In CES we are required to use our personal cell phones. Which means work comes home with us disrupts our personal lives. CES would benefit for each employee to have a SACL business cell phone. I also believe SACL would benefit having a Facebook page to be able to get our name out there more and promote our organization and all departments

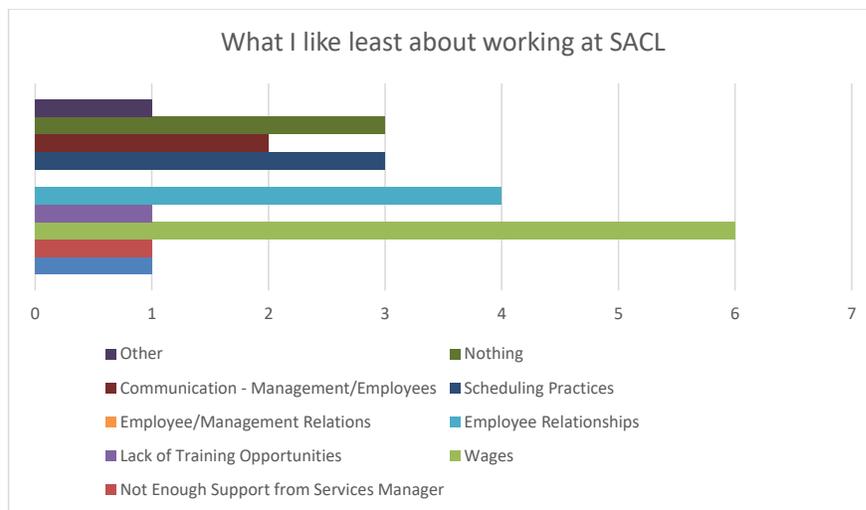
34. Staff were asked what they enjoyed most about working at SACL.



Comments:

- There are actually a few things I like about my job here at SACL... first being my co-workers and staff, the PS, the tasks I perform, the busyness and the flexible hours
- Enjoy the type of work, flexible hours, and pay
- All of the above!!!
- I feel more than 1 answer; most of these answers!! I wouldn't be here if it wasn't for the people I support
- I enjoy working with the Persons Served/ I also have a good relationship with my co-workers. The benefits are a bonus, although working casual I was able to get equivalent benefits. The wages should be higher with the jobs we have
- Although I would have also checked off: co-workers, supervisors, tasks, opportunities, flexible hours
- Plus more on the choices: Persons Supported, tasks, benefits

35. Staff were asked what they like least about working at SACL:



Comments:

- I would like to earn more money
- Woman drama
- I feel for the work we do, we deserve equality pay/better benefits in the economy we live in
- Better holiday, sick time status also
- I feel it is sad that there is so little communication or little interest in management meeting with our PS and knowing who they are
- New staff hired on no one introduces their self

Compensation, Benefits, & Job Satisfaction

- **76.19%** of staff feel that they are paid in accordance with the Collective Agreement (✓ **7.81%**). **19.05%** neither agree nor disagree. **0%** disagree.

36. **66.67%** of staff are a member of SACL's benefit program (\downarrow **18.33%**). **9.52%** are waiting for eligibility, and **23.81%** are ineligible to participate in benefits at this time.
37. **57.14%** of staff feel that SACL's benefit program is fair, competitive, and in accordance with the collective agreement (\downarrow **11.86%**). **42.86%** neither agree nor disagree. **0%** disagree.
38. **85.71%** of staff feel that their job is meaningful and gives them a personal sense of satisfaction (\downarrow **14.29%**). **9.52%** neither agree nor disagree. **4.76%** disagree.

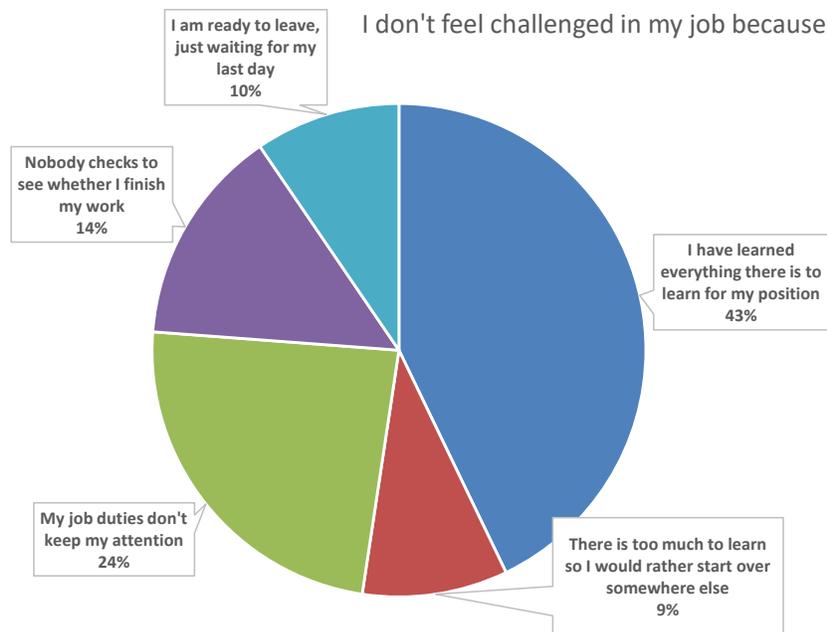
Comments:

- I feel we come together to do this job for the humans we work with every day. I like that.
- Depends on who I am working with

39. **66.67%** of staff feel challenged in their current roll (\downarrow **2.33%**). **23.81%** neither agree nor disagree. **9.52%** disagree.

Comments:

- You never know what challenge you may have in a day 😊
- Depends on the person I am working with



Comments:

- None of these apply to me. The answer I used is only to fill in the circle to continue
- At times
- Need another answer – not applicable, I feel challenged
- I do not feel as though any of these are applicable
- I had to choose something? I don't agree with my choice, I'm always learning

- *I feel there should be other answers for this question, none of these apply for me I feel*
- *No option for comfortable. Myself and the PS are comfortable with one another it seems and that makes it less challenging*
- *I do feel challenged in my role but there is no choice that reflect that in the list. I have checked the first box because a selection is mandatory*
- *None really apply*
- *I already answered I feel challenged in my roll, so this question is not applicable but I don't have that as a choice*
- *I just clicked on this one because I feel challenged in my job every single day*
- *I only answered this way as I had to check one of the boxes*
- *N/A however made me select one*
- *This question is not how I feel it required you to click one*

Comments regarding Compensation, Benefits & Job Satisfaction:

- *My job can be challenging, and I like that. My team helps each other when necessary and chooses to give me work that is unfamiliar to sharpen my skills. I am never left wondering what to do because I always get help when I need it*
- *A few more training times when you are new, or haven't worked with a person supported for a while*