

## Community Connections Support Services

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### **Community Connections Support Services Satisfaction Survey Report 2010**

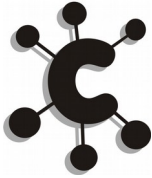
Community Connections Support Services presents this report based on the results of satisfaction surveys collected between June-September 2010. Its purpose is to provide the agency with a broad scope of the efficacy of services being delivered to all stakeholders based on self-report of satisfaction. It is the intent of the agency to analyze and use the data returned in considering future program planning, performance improvement, strategic planning, advocacy efforts, financial planning and resource planning.

#### ***Data Collection:***

Community Connections Support Services is an agency focused on providing services that are person-centered. In doing so, our expectation is that all those receiving services, do so according to their specific individual needs. As a result, all support workers ask for and adjust services according to the reported and changing needs of those we support. Therefore, feedback from service recipients is requested on an on-going basis and is consistently being considered in service provision planning.

Community Connections Support Services has recently updated its presence on the Internet. We currently host a Home Site ([www.commconn.ca](http://www.commconn.ca)) that has links to our sister sites for Home Share Providers and recipients ([homeshare.commconn.ca](http://homeshare.commconn.ca)), Community Support recipients ([cs.commconn.ca](http://cs.commconn.ca)) and Employees ([team.commconn.ca](http://team.commconn.ca)). We request and encourage feedback on all these sites from all stakeholders.

In the interest of receiving formal and comprehensive feedback on our services, Community Connections Support Services distributed satisfaction surveys to three target groups. Information was submitted voluntarily from our employees, consumers, and stakeholders. The following report demonstrates the findings of all surveys and offers recommendations based on those outcomes.



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### ***Review of 2009 Recommendations:***

#### ***Consumer Satisfaction 2009***

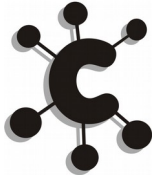
- Provide summary of progress toward goals to each person served  
*All progress reports are reviewed with the person receiving support and any feedback is noted.*
- Investigate the possibility of a soccer night at the CNC  
*The CNC was approached and booked for a night of indoor soccer in the winter of '10. This event was very successful.*
- Investigate the possibility of a Rockets Game  
*This event took place a couple of times in the winter of '10. Both occasions were very successful.*
- Investigate the possibility of a Kettle Valley Rail Trip  
*This event has not taken place.*
- Investigate the possibility of attendance for the 2010 Paralympics  
*This event was not considered as it would not have been cost-effective.*

#### ***Stakeholder Satisfaction 2009***

- Continue to respond to stakeholder concerns in a timely and effective manner.  
*Recommendation met.*
- Develop a newsletter to inform all stakeholders about the work of the agency.  
*Although we have not yet developed our newsletter, we have; as previously mentioned expanded our presence on the Internet. Sites provide information on upcoming events, training opportunities and reports on past performance.*

#### ***Employee Satisfaction 2009***

- Create a newsletter  
*please refer to above regarding development of newsletter.*
- As the organization is very “flat”, inter-resource communication is difficult  
*We continue to encourage our employees to network with each other across all service areas. Our hope is to make networking easier with our forums and websites.*
- Create more professional training events (2-3 times per year)  
*CCSS has provided training for employees that has included: MANDT training, Conflict Resolutions/Team Building, First Aid/CPR. We also encourage training within resources that would address person specific issues.*
- Utilize the website for improved communication.  
*As noted, we have expanded our web presence to include a Team Site. This site is meant to*



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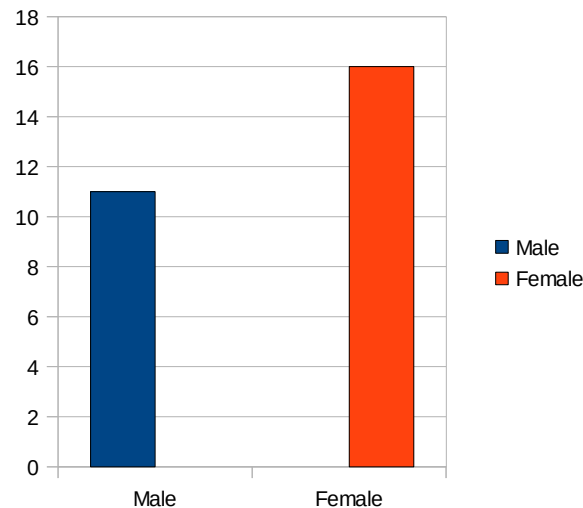
*provide an opportunity for employees to network with each other, provide information on upcoming training events, provide resources that may be helpful, provide an alternative to filling out paper forms, and provide an opportunity for on-going feedback from our employees.*

## **Consumer Satisfaction**

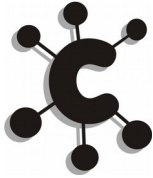
The Consumer Satisfaction Surveys have been distributed to all those in receipt of services in the community support program provided by Community Connections Support Services in Kelowna, B.C. Information on these forms is meant to reflect the thoughts of the people supported and has been provided by the people we support, a family member or a caregiver of someone supported by our agency.

27 completed surveys were returned to us. Demographics of the samples are demonstrated in the following illustrations:

### **Sample Population:**



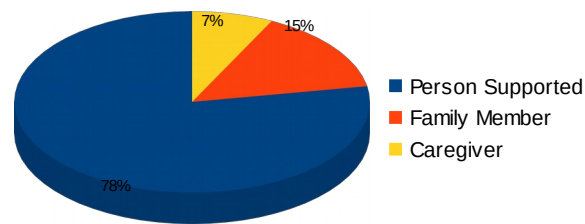
*Illustration 1: Sample Population*



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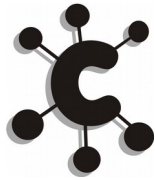
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*Illustration 2: Sample Population*

The first area we asked feedback for was accountability, interest and creativity of support workers. We asked consumers to provide information based on a 3 point scale (Great, OK, Not So Great). Figures for 2009 are also provided for comparison.

	Great!		OK		Not So Great		Unknown	
	2010	2009	10	09	10	09	10	09
<i>* note: numbers indicate percentage</i>								
a. Showing up on time	<b>81</b>	88	<b>19</b>	12	<b>0</b>		<b>0</b>	0
b. Keeping our appointments with you	<b>74</b>	91	<b>22</b>	9	<b>4</b>	0	<b>0</b>	0
c. Letting you know what's going on at CCSS and in Kelowna	<b>74</b>	81	<b>19</b>	16	<b>7</b>	3	<b>0</b>	0
d. Letting you know how you're doing towards your goals	<b>67</b>	68	<b>26</b>	25	<b>3</b>	7	<b>3</b>	0
e. Helping you do the things you want to do	<b>70</b>	78	<b>26</b>	22	<b>0</b>	0	<b>3</b>	0
f. Being respectful to you and your family	<b>81</b>	91	<b>15</b>	9	<b>0</b>	0	<b>3</b>	0



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We also asked consumers to let us know if they would recommend our services to their friends. Out of 27 responses; 26 people said yes and 1 remained undecided.

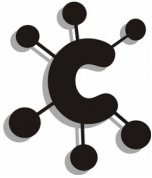
The next section explored satisfaction with the group events that Community Connections Support Services puts on in an on-going way. The results are as follows:

Event <i>*note: numbers indicate percentage</i>	Great!	OK	Not So Great	Haven't Been
a. Canucks hockey trip	30	11		59
b. BC Lions football trip	26	7		67
c. Craft Group	26	19	7	48
d. Twinkle Tour	41	30	7	22
e. Men's Group	30	11		59
f. Health and Safety Month events	41	30		29
g. Ladies who lunch	11	11		78
h. Transit trip	7	15		78
i. Walking group	22	11	7	60
j. Naramata Retreat	37	7	7	49
k. Grand 10 Movie Night	19	4		77
l. Dinner and a Movie @ CCSS	30	7	4	59
m. Dinner Club	44	19		37
n. Bowling and Burgers	44	4		52
o. Thursday Socials	41	15	7	37

Participants in the consumer satisfaction survey were also given an opportunity to provide any comments, suggestions for other events / activities that they would like to see us offer, and how services could better meet their needs. Some of the comments were:

“ Very helpful and supportive” (person receiving support)

“ Need more in evening for those who go to school” (person receiving support)



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“ Is quite happy just going out once a week with her worker” (caregiver)

There were a few comments suggesting making the calendar of events more accessible on-line.

Some of the suggestions offered for facilitating other events or activities included:

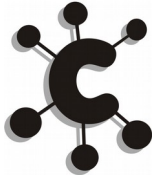
- softball
- swimming then lunch out
- Art Gallery trip
- Transit trip
- dances
- camping trips
- tour of Vancouver (without sporting event)
- shopping at West Edmonton Mall
- more crafts in the summer months

### **Recommendations:**

- Advertise website.
- Explore more activities that are geared toward the women we support.
- Look into transit trip, dance, DJ, Vancouver trip.
- Investigate possibility of buying a 15 passenger van.

### ***Stakeholder Satisfaction***

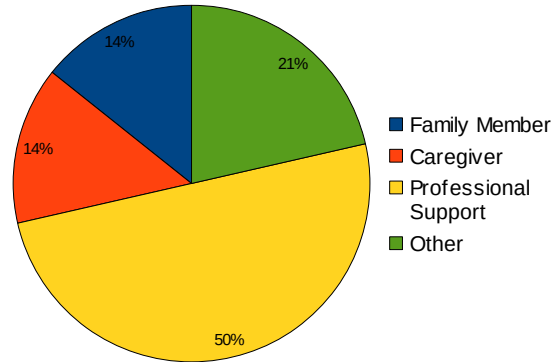
The stakeholder satisfaction survey was prepared for those who have a relationship with Community Connections Support Services. Feedback was requested from five target groups: family members, caregivers, CLBC employees, professional support, funder and others identified. Our agency received 14 completed surveys.



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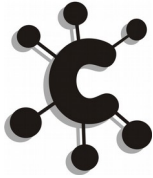


*Illustration 3: Stakeholder Sample*

## Section One: The Organization

This section addressed points relating to how stakeholders feel about the agency's performance in general. Data was collected using a 5 point scale ( 1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree, or DK=Don't Know). The results are reported in percentages and are illustrated as follows:

Community Connections:	1	2	3	4	DK
Empowers the people we support and advocates for their rights			21	71	8
Is a leader in our community in providing services for persons with disabilities that are effective and cost efficient			21	50	29
Responds to the needs of persons served by the organization			14	86	
Has policies and procedures in place to ensure effective, reliable and consistent services are provided			14	57	29
Programs have clearly defined tasks, activities and outcomes			36	43	21
Communicates with individuals receiving services, families, caregivers, team members and society			43	43	14



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members on community living issues					
Provides opportunities for people served with common interests to connect for friendships			29	42	29
Understands that it works in different regions of the province and, as such, works differently in each area to support people most effectively			21	29	50

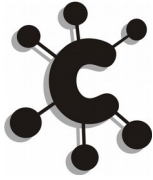
## Section Two: Ethics, Attitudes and Responsibilities

Community Connections:	1	2	3	4	DK
Recognizes the vulnerability of the people served and the professional obligation to protect them			14	79	7
Honours the beliefs, values and cultures of the people served and their families and appreciates the uniqueness and potential of each individual			21	71	7
Team members maintain honesty, integrity and objectivity while meeting the highest level of standards for service delivery			36	64	
Team members recognize and respect the importance of confidentiality			36	50	14

## Section Three: Communication

Community Connections:	1	2	3	4	DK
Employees respond promptly to my requests			29	57	14
There is effective communication between CCSS and myself			29	71	
I feel comfortable approaching employees of CCSS with a concern, question or new idea about support provision.			29	71	





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I feel that I am involved in decision-making within the agency		7	29	29	36
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## Section Four: Health and Safety

Community Connections:	1	2	3	4	DK
Health and Safety procedures are in place to protect participants, families, employees and volunteers			29	57	14
Safety concerns are addressed in a timely manner			29	57	14

## Section Five: Overall Satisfaction

Respondents were asked to rate their overall satisfaction with the services provided by our agency on a scale of 1-4 with 1=Extremely Dissatisfied and 4=Extremely Satisfied. The results were as follows:

29% of the sample of stakeholders report being Satisfied with our services.

71% of the sample of stakeholders report being Extremely Satisfied with our services.

Furthermore, 93% of respondents reported that they would recommend our services to a family member or friend. (Note: the remaining 7% did not respond to the question)

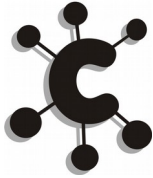
Several of the stakeholders provided us with additional feedback in the comments section. Some of these are provided below:

“ Outstanding support services with extremely dedicated, compassionate, caring staff”  
(Professional Support)

“ Keep up the stellar service” (Caregiver)

“ Have observed staff and participants interacting, participating in activities and observed staff support for several years. It is evident that clients feel safe, supported and empowered” (Yearly Retreat Host)

“ I am new to Kelowna with limited knowledge of your resource, however have been impressed with level of service, staffing, skill set of staff, communication, correspondence is excellent.” (Professional Support)



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## Recommendations:

- Maintain.
- Publicize website to stakeholders vs. creation of a newsletter (?)

## Employee Satisfaction

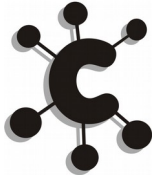
Feedback was requested of all employees at Community Connections, including residential support workers, community support workers, respite and home share coordinators and our management team. In response, we received 26 completed surveys. In the interest of maintaining confidentiality for our employees, we did not ask to have their position with Community Connections revealed.

Information on the following sections was collected using a 4 point rating scale (1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree)

(note: numbers indicate percentage)

### Section One: The Organization

Community Connections:	1	2	3	4	No data
Empowers the people we support and advocates for their rights		4	15	81	
Is a leader in our community in providing services for persons with disabilities that are effective and cost efficient			38	58	4
Responds to the needs of persons served by the organization		4	31	65	
Provides team members with the necessary support and resources to do their work		8	46	42	4
Has policies and procedures in place to ensure effective, reliable and consistent services are provided			35	65	
Programs have clearly defined tasks, activities and outcomes		19	38	42	
Communicates with individuals receiving services,		12	62	27	



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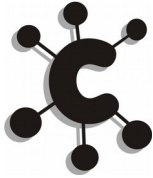
families, caregivers, team members and society members on community living issues					
Provides opportunities for people served with common interests to connect for friendships		12	50	38	
Supports the health and wellness of our employees		15	42	42	

## Section Two: Ethics, Attitudes, and Responsibilities

	1	2	3	4	No data
Team members recognize the vulnerability of the people served and the professional obligation to protect them			23	77	
Team members honor beliefs, values and cultures of the people served and appreciate the uniqueness and potential of each individual.			19	81	
Team members recognize that competent service requires collaboration as a team		4	46	50	
Team members maintain honesty, integrity and objectivity while meeting the highest level of standards for service delivery		4	46	50	
Team members recognize and respect the importance of confidentiality		4	31	65	

## Section Three: Communication

	1	2	3	4	No data
Communication between the director/service coordinator and team members is efficient and effective	4	8	54	35	
The director/service coordinator responds promptly to my requests	4	4	38	54	
The director/service coordinator regularly communicates with employees about the organization	4	12	38	38	8



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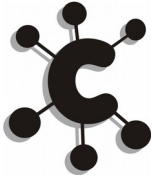
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Communication received from the director/service coordinator about the organization contains sufficient detail	4	4	58	31	4
Regular general meetings are held		8	31	46	15
Regular house meetings are held		4	35	54	8
All employees are encouraged to function as a team		4	23	73	
There is effective communication between people where I work	4	4	58	31	4
There is effective communication between all of our programs	8	15	46	19	12

In addition to the 4-point rating scale in the area of communication, participants were asked the following question: Which of the following groups would you feel comfortable approaching about a concern or new idea? Check all that apply.

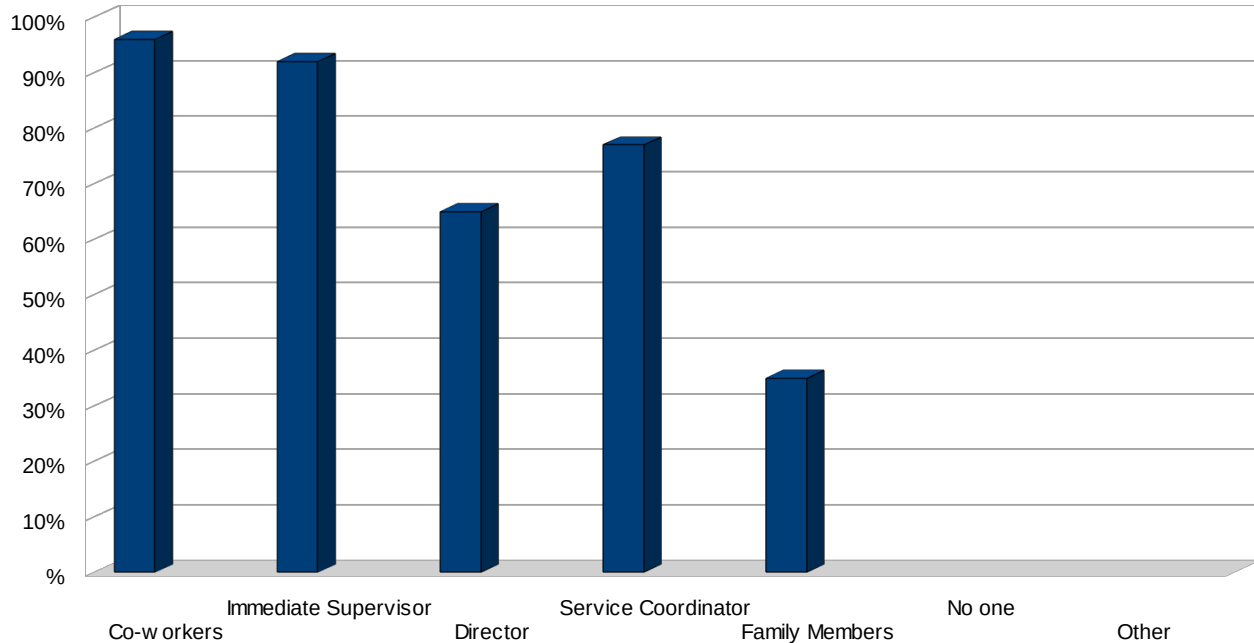
The categories to choose from were Co-workers, Immediate Supervisor, Director, Service Coordinator, Family Members, No one, and Other. The results are illustrated below:



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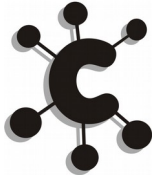
*Illustration 4: Employee rating on ability to communicate with target stakeholders*

## Section Four: Health and Safety

	1	2	3	4	No data
Health and Safety procedures are in place to protect employees, participants and volunteers			46	54	
I feel adequately trained to handle an emergency situation		8	54	38	
Safety concerns are addressed in a timely manner			62	38	
I feel safe when providing support to individuals within the centre		4	35	58	4
I feel safe when providing support to individuals in the community			42	54	4

## Section Five: Your Work

	1	2	3	4	No data



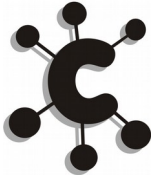
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The information I received during my orientation was valuable		4	38	50	8
I have a clear idea of my job responsibilities		8	31	62	
I receive necessary training to perform my job effectively		4	46	46	4
I receive feedback through regular employee performance evaluations		4	50	35	12
I am supported to take on new responsibilities		12	38	46	4
I feel valued as an employee	4	4	42	50	
I feel that I receive recognition for doing a good job	4	4	38	54	
I feel that I am involved in decision-making within my program	4	15	38	35	8
I feel that I am involved in decision-making within my organization	4	15	46	27	8
After considering everything, how satisfied are you with your job? 1=Extremely Dissatisfied 5=Extremely Satisfied		8	27	65	

The next portion of the survey asked employees to make suggestions on how to make Community Connections a better place to work. Employees were given an opportunity to leave a comment but were also asked to rate the importance of some key issues related to their employment. They were asked to rate in order of importance, with 1 having the greatest importance; issues such as Improved Training, More Balanced Workload, More Teamwork, Improved Communication and Other. Of the 26 respondents, 22 provided us with data in this section. The results in the following illustration demonstrates the number of times each category was chosen as the most important issue to address:

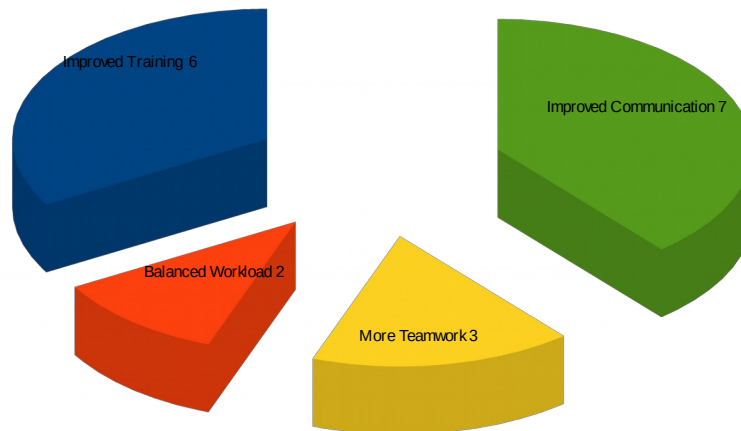


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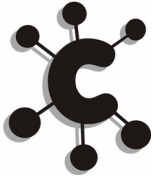


*Illustration 5: Most important issue related to making CCSS a better workplace as described by employees*

Employees were also asked if they would recommend our services to a family member or friend. In addition, they were asked if they would recommend employment with our agency to a family member or friend. The results are as follows:

92% of employees would recommend our services to a family member or friend.  
(the remaining 8% represents no comment in this section)

88% of employees would recommend employment with our agency to a family or friend.  
( 8% chose not to respond and the remaining 4% would not recommend our agency for employment)



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Some comments provided include the following:

“ Overall, the BEST organization I have ever worked for and full of integrity and true to their mission statement, etc. Outstanding!”

“ I am impressed with the support and readiness in crisis situations. I feel valued as an employee and heard.”

“ A fantastic and unique organization to work for! I feel valued and an important member of the team!”

“ This job is emotionally and mentally challenging and without 100% support from each other, it makes this job double difficult. While we all strive to 'honor' the people we support, we forget to 'honor' those we work with.”

“ I feel the service and delivery are top notch and CCSS Mngmt team really cares”

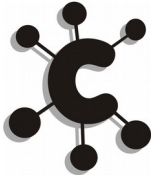
“ Please don't lose sight of the people we support and the needs of the support workers amongst all the paperwork! Honoring 'the people' first is what has always made you a great agency.”

“Comm. Con. Is by far the most supportive team I have worked with in home care. The clients needs are considered by the team for the best possible care available. Happy to be here!”

### **Recommendations:**

- Create service manuals for each service area to more clearly establish service goals and principles.
- Develop linkages to web materials to encourage communication and collaboration on-line (increase communication).
- Create a conference / retreat for employees (training, communication, clarity of role).
- Continue to provide training opportunities.
- Establish management committee meetings.





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