

Community Connections Support Services

275 Rutland Road North
Kelowna, BC V1X 3B1
t: 250.491.2907
f: 250.491.2920

PO Box 373
Nelson, BC V1L 5R2
e: mail@commconn.ca
w: www.commconn.ca

Community Connections Support Services Satisfaction Survey Report 2012

Community Connections Support Services presents this report based on feedback collected between January 2011-December 2012. Its purpose is to provide the agency with a broad reflection on 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:

Informal:

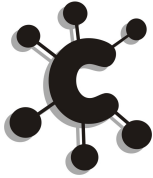
Community Connections Support Services is an agency focused on providing services that are person-centered. In doing so, our expectation is that all those receiving services do so according to their specific individual needs. As a result, all support workers ask for and adjust services according to the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

Over the course of the year, we receive informal feedback from our stakeholders via email, phone-calls, meetings, and open-house sessions. We include this feedback here as well as in our Annual Complaint Review, available upon request.

Formal:

Community Connections Support Services continues to maintain a current and relevant presence on the Internet. 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 four target groups. Information was submitted voluntarily from our employees, consumers, stakeholders and home share providers. The following report demonstrates the findings of all surveys and offers recommendations based on those outcomes.



Community Connections Support Services

275 Rutland Road North
Kelowna, BC V1X 3B1
t: 250.491.2907
f: 250.491.2920

PO Box 373
Nelson, BC V1L 5R2
e: mail@commconn.ca
w: www.commconn.ca

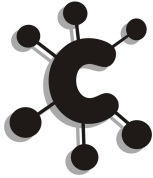
Review of 2011 Recommendations:

Consumer Satisfaction 2011

- We hope to continue to improve on the accountability, interest and creativity of our support. We're pleased that this year's numbers reflect an on-going trend to improving these practices. *We continue to make progress toward improved accountability, interest and creativity of support. We are confident that all personnel are consistently reminded of necessary accountability measures and demonstrate on-going interest and creativity in delivery of support.*
- Continue to investigate new and diverse opportunities for events available to persons served. *We continue to address these regularly in informal ways.*
- Provide a training session in the use of our website to persons supported and their family members and caregivers. *Training sessions have been provided to support workers in this area and persons served have been notified to contact their support worker for guidance in navigating our websites.*
- Investigate the possibility of a space that would allow us to hold more dances / DJ events while remaining cost effective. *On-going*
- Identify a contact person regarding Advocacy issues and provide information sessions to persons supported. *Kathy Herbert has been selected as the agency Advocacy Representative and has collected a number of resources available to our consumers. Kathy is currently working on a presentation to make available to persons served.*
- Develop media room – movies, music, karaoke *Complete*
- Expand training opportunities for persons served *While several training opportunities were made available to persons served, we continue to solicit feedback regarding specific areas of interest so that we may find adequate resources. On-going.*

Stakeholder Satisfaction 2011

- Include contact with CLBC team – liaison meetings *Complete*
- Training with staff re: personal vs. professional *Complete*
- Expand website *On-going*



Community Connections Support Services

275 Rutland Road North
Kelowna, BC V1X 3B1
t: 250.491.2907
f: 250.491.2920

PO Box 373
Nelson, BC V1L 5R2
e: mail@commconn.ca
w: www.commconn.ca

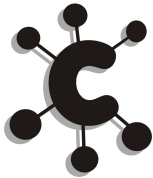
- Consistent follow through with complaints
Progress made toward identifying and consistently following through with the implementation of a comprehensive complaint management system.
- Fostering a culture of continuous quality improvement by encouraging others to feel comfortable to register complaints and concerns
On-going
- Respond professionally to a request for change in service delivery without taking questions/concerns/complaints personally
Addressed as requests present themselves.

Employee Satisfaction 2011

- Lines of communication workshop
Booked for February 4, 2013
- Personal vs. professional
Booked for February 4, 2013
- Share survey results and request feedback
Complete
- 'Ideas' section for team website
In progress
- Advertise Team website
Complete
- Spring training event
Complete in Fall of 2012
- Socials? Contests? Ideas to improve morale?
In progress

Home Share Satisfaction 2011

- Maintain current path: continue to support and monitor
On-going
- Develop caregiver training / networking opportunities
Completed in 2012 and On-going
- Promote networking and support through Home Share website
In progress



Community Connections Support Services

275 Rutland Road North
Kelowna, BC V1X 3B1
t: 250.491.2907
f: 250.491.2920

PO Box 373
Nelson, BC V1L 5R2
e: mail@commconn.ca
w: www.commconn.ca

Consumer Satisfaction

Informal:

As noted previously, all support workers ask for and adjust services according to the reported and changing needs of those we support. Therefore, this input from service recipients is requested on an on-going basis and is consistently being considered in service provision planning. Though we frequently receive input from persons served regarding service changes, we have not received any complaints about our services during this reporting period.

Formal:

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 and the West Kootenays. 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.

35 completed surveys were returned to us. This represents 41% of all those supported in Community Support. Demographics of the samples are demonstrated in the following illustrations:

Sample Population:

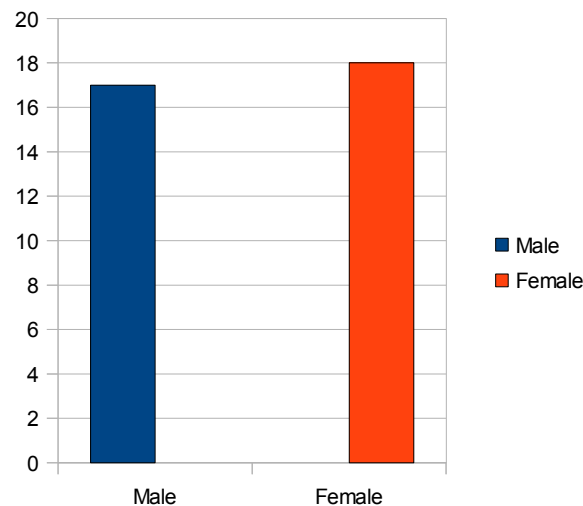
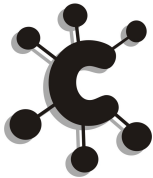


Illustration 1: Sample Population



Community Connections Support Services

275 Rutland Road North
Kelowna, BC V1X 3B1
t: 250.491.2907
f: 250.491.2920

PO Box 373
Nelson, BC V1L 5R2
e: mail@commconn.ca
w: www.comconn.ca

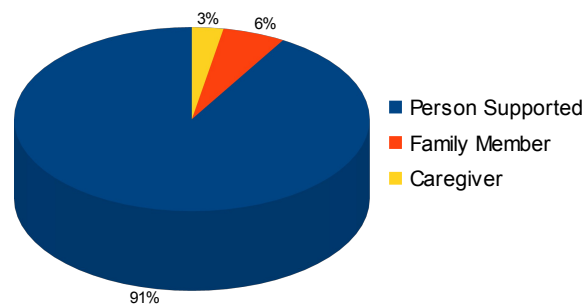
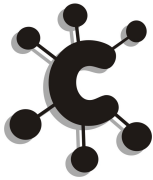


Illustration 2: Sample Population

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, 2010, and 2011 are also provided for comparison.

	Great!				OK				Not So Great			
	'12	'11	'10	'09	'12	'11	'10	'09	'12	'11	'10	'09
<i>* note: numbers indicate percentage</i>												
a. Showing up on time	97	85	81	88	3	12	19	12	0	0	0	0
b. Keeping our appointments with you	94	82	74	91	6	15	22	9	0	0	4	0
c. Letting you know what's going on at CCSS and in Kelowna	86	76	74	81	11	15	19	16	3	0	7	3
d. Letting you know how you're doing towards your goals	86	70	67	68	14	21	26	25	0	0	3	7
e. Helping you do the things you want to do	97	85	70	78	3	12	26	22	0	0	0	0
f. Being respectful to you and your family	97	88	81	91	3	10	15	9	0	0	0	0



Community Connections Support Services

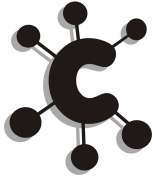
275 Rutland Road North
Kelowna, BC V1X 3B1
t: 250.491.2907
f: 250.491.2920

PO Box 373
Nelson, BC V1L 5R2
e: mail@commconn.ca
w: www.commconn.ca

We also asked consumers to let us know if they would recommend our services to their friends. Out of 35 responses; 32 people said yes and 3 did not respond.

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	20	3	0	77
b. BC Lions football trip	20	0	0	80
c. Craft Group	26	6	0	68
d. Coffee Clubs	34	3	0	63
e. Men's Group	23	9	3	65
f. Health and Safety Month events	31	11	0	58
g. Ladies who lunch	26	0	0	74
h. Swim Clubs	29	6	0	65
i. Walking group	40	11	0	49
j. Naramata Retreat	49	0	6	45
k. Music in the Park Nights	20	9	0	71
l. Dinner and a Movie @ CCSS	23	9	0	78
m. Dinner Club	49	3	0	48
n. Bowling and Burgers	46	6	0	48
o. Thursday Socials	43	11	3	43



Community Connections Support Services

275 Rutland Road North
Kelowna, BC V1X 3B1
t: 250.491.2907
f: 250.491.2920

PO Box 373
Nelson, BC V1L 5R2
e: mail@commconn.ca
w: www.commconn.ca

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:

“Open communication with workers” (Caregiver)

“(Support Worker) is very punctual and very polite. (Person Supported) enjoys his time tremendously” (Family Member)

“(Support Worker) always is caring and fills us in on everything that is happening that (Person Supported) may be interested in. Also works with (family) to make things easier for us.” (Family Member)

“(support worker) is great – very caring, involved and available...” (Person Supported)

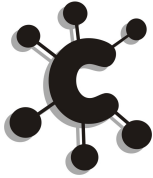
“We appreciate all the time and kind attention from our Community Connections worker. (Person Supported)

“Fantastic program. It gets me out on outings with my peers. It's lots of fun.” (Person Supported)

“Community Connections needs more programs that are in Kelowna in the West Kootenays!” (Person Supported)

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

- Dances
- Watch soccer games
- More outside activities
- More golfing
- Round table discussions at Men's Group
- Camping
- More BBQs
- Bocce
- More coffee clubs
- Air hockey/card playing/ woodworking
- Sleigh ride in winter and hayride in summer
- Salmon run



Community Connections Support Services

275 Rutland Road North
Kelowna, BC V1X 3B1
t: 250.491.2907
f: 250.491.2920

PO Box 373
Nelson, BC V1L 5R2
e: mail@commconn.ca
w: www.commconn.ca

- Weight training group
- Attend hockey games
- Afternoon or evening crafts
- Budgeting classes
- Sign language courses
- Playing basketball
- Cooking class

Participants were also asked for suggestions on making services in Kelowna better meet their needs. Some feedback included:

- More help in the College and University
- Better Handi-Dart service
- One access pass that would grant entry to PRC, YMCA and H2O
- Better work opportunities
- More communication on the roles and responsibilities of Home Share Providers to other service agencies.

With the on-going expansion of our website for persons supported, we felt it would be informative to gain some feedback related to the effectiveness of the site. We asked respondents to let us know if they use the website and if so, if it is helpful. We also asked for suggestions as to how we might make it better.

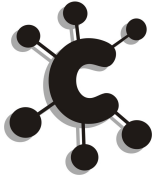
Of the 35 respondents, 6 reported that they use the website for persons served. Of these 6, all reported that they found the website helpful and a few provided us with some additional information:

“It's excellent, no changes.”

“It's ok as is.”

Recommendations:

- Web training
- Advocacy group?
- Classes?
- Focus on several event suggestions
- “I can be safe online”



Community Connections Support Services

275 Rutland Road North
Kelowna, BC V1X 3B1
t: 250.491.2907
f: 250.491.2920

PO Box 373
Nelson, BC V1L 5R2
e: mail@commconn.ca
w: www.commconn.ca

Stakeholder Satisfaction

Informal:

Community Connections Support Services strives to be an agency that is accessible to all stakeholders. We provide a number of ways for stakeholders to provide feedback and make inquiries regarding the services we provide via telephone, email, planning meetings, liaison meetings, and our website. In 2012 we also provided a number of networking opportunities for our stakeholders and held networking sessions where stakeholders were invited to meet all members of the Management Support Team and bring questions and concerns forward. Feedback we have obtained informally has been used to inform how we provide support to the people we serve as well as our employees and contractors. Feedback has also informed policy changes and accountability procedures. We value our stakeholder's input in all aspects of service delivery. More information is also available in our annual Complaint Review. For a copy of this report please contact Jacqueline Burnham 250.491.2907 ext.105

Formal:

The stakeholder satisfaction survey was prepared for those who have a relationship with Community Connections Support Services. Feedback was requested from six target groups: family members, caregivers, CLBC employees, professional support, funder and others identified. Our agency received 26 completed surveys.

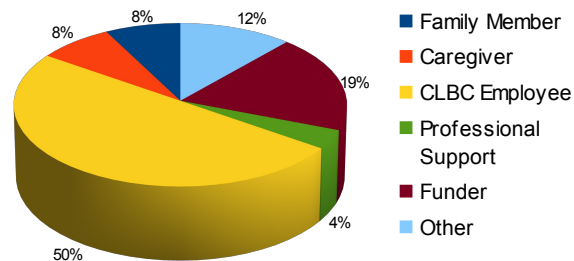
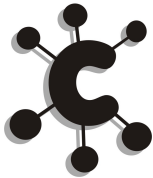


Illustration 3: Stakeholder Sample



Community Connections Support Services

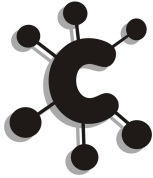
275 Rutland Road North
Kelowna, BC V1X 3B1
t: 250.491.2907
f: 250.491.2920

PO Box 373
Nelson, BC V1L 5R2
e: mail@commconn.ca
w: www.commmconn.ca

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 6 point scale (Strongly Disagree, Disagree, Agree, Strongly Agree, Don't Know or No Data). The results are reported in percentages and are illustrated as follows:

Community Connections:	Strongly Disagree			Disagree			Agree			Strongly Agree			Don't Know			No Data		
	'12	'11	'10	'12	'11	'10	'12	'11	'10	'12	'11	'10	'12	'11	'10	'12	'11	'10
Empowers the people we support and advocates for their rights	0	0	0	0	0	0	19	24	21	81	69	71	0	3	8	0	4	0
Is a leader in our community in providing services for persons with disabilities that are effective and cost efficient	0	0	0	0	0	0	38	17	21	62	72	50	0	3	29	0	7	0
Responds to the needs of persons served by the organization	0	0	0	0	0	0	19	31	14	81	59	86	0	3	0	0	7	0
Has policies and procedures in place to ensure effective, reliable and consistent services are provided	0	0	0	4	0	0	27	38	14	65	41	57	4	10	29	0	10	0
Programs have clearly defined tasks, activities and outcomes	0	0	0	8	0	0	54	41	36	35	31	43	4	17	21	0	10	0
Communicates with individuals receiving services, families, caregivers, team members and society members on community living issues	0	0	0	4	0	0	42	45	43	50	41	43	4	3	14	0	11	0
Provides opportunities for people served with common interests to connect for friendships	0	0	0	0	0	0	42	31	29	46	55	42	12	7	29	0	7	0



Community Connections Support Services

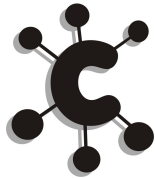
275 Rutland Road North
Kelowna, BC V1X 3B1
t: 250.491.2907
f: 250.491.2920

PO Box 373
Nelson, BC V1L 5R2
e: mail@commconn.ca
w: www.commmconn.ca

Community Connections:	Strongly Disagree			Disagree			Agree			Strongly Agree			Don't Know			No Data		
	'12	'11	'10	'12	'11	'10	'12	'11	'10	'12	'11	'10	'12	'11	'10	'12	'11	'10
Understands that it works in different regions of the province and, as such, works differently in each area to support people most effectively	0	0	0	0	0	0	38	34	21	42	38	29	15	17	50	4	11	0

Section Two: Ethics, Attitudes and Responsibilities

Community Connections:	Strongly Disagree			Disagree			Agree			Strongly Agree			Don't Know			No Data		
	'12	'11	'10	'12	'11	'10	'12	'11	'10	'12	'11	'10	'12	'11	'10	'12	'11	'10
Recognizes the vulnerability of the people served and the professional obligation to protect them	0	0	0	0	3	0	23	24	14	77	62	79	0	0	7	0	11	0
Honours the beliefs, values and cultures of the people served and their families and appreciates the uniqueness and potential of each individual	0	0	0	0	0	0	23	17	21	77	72	71	0	0	7	0	11	0
Team members maintain honesty, integrity and objectivity while meeting the highest level of standards for service delivery	0	0	0	4	3	0	38	34	36	58	45	64	0	7	0	0	11	0
Team members recognize and respect the importance of confidentiality	0	0	0	4	0	0	38	24	36	58	66	50	0	0	14	0	11	0



Community Connections Support Services

275 Rutland Road North
Kelowna, BC V1X 3B1
t: 250.491.2907
f: 250.491.2920

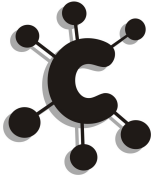
PO Box 373
Nelson, BC V1L 5R2
e: mail@commconn.ca
w: www.commmconn.ca

Section Three: Communication

Community Connections:	Strongly Disagree			Disagree			Agree			Strongly Agree			Don't Know			No Data		
	'12	'11	'10	'12	'11	'10	'12	'11	'10	'12	'11	'10	'12	'11	'10	'12	'11	'10
Employees respond promptly to my requests	0	0	0	8	3	0	27	28	29	65	52	57	0	0	14	0	18	0
There is effective communication between CCSS and myself	0	0	0	0	7	0	38	17	29	58	62	71	0	0	0	4	13	0
I feel comfortable approaching employees of CCSS with a concern, question or new idea about support provision.	0	0	0	4	3	0	12	21	29	81	62	71	4	0	0	0	14	0
I feel that I am involved in decision-making within the agency	0	0	0	15	7	7	35	34	29	38	21	29	0	7	36	12	31	0

Section Four: Health and Safety

Community Connections:	Strongly Disagree			Disagree			Agree			Strongly Agree			Don't Know			No Data		
	'12	'11	'10	'12	'11	'10	'12	'11	'10	'12	'11	'10	'12	'11	'10	'12	'11	'10
Health and Safety procedures are in place to protect participants, families, employees and volunteers	0	0	0	0	0	0	58	45	29	35	31	57	8	14	14	0	10	0
Safety concerns are addressed in a timely manner	0	0	0	0	0	0	46	38	29	42	31	57	12	17	14	0	14	0



Community Connections Support Services

275 Rutland Road North
Kelowna, BC V1X 3B1
t: 250.491.2907
f: 250.491.2920

PO Box 373
Nelson, BC V1L 5R2
e: mail@commconn.ca
w: www.commmconn.ca

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:

27% of the sample of stakeholders report being Satisfied with our services.

73% of the sample of stakeholders report being Extremely Satisfied with our services.

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

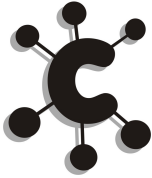
“Agency with relatively long history in this community; good reputation in this local service sector; responsive to needs and service requests; open and active with cooperating with other service providers; good working relationship with CLBC and with MCFD-CLS before that.”
(CLBC Employee)

“Community Connections provides excellent service to clients in many areas and ways. I think there is room for a wee bit more communication between parents and Community Connections. ie yearly or more often check in ?” (Family Member)

“...it appears that some staff are riding to their own tune and not as intune with Brian's philosophy as historically was the case. Perhaps if Brian was able to partake in some key meetings he might be able to see some of the barriers that are perceived or found to have developed over the last few years. Areas where I perceive attention needed. Having a clear understanding of who communication goes to and from. who should staff be communicating questions to? Who should CLBC be directing questions to? This area seems to not have a clear guideline due to numerous approaches (both CC and CLBC), so clarity would be beneficial.”
(CLBC Employee)

“Shared Living is still a relatively new area of work for the agency, and is still a relatively new way of doing business for CLBC. Both parties continue to experience some challenges with respect to this program and there is room for improvement and refinements for everyone involved. There is open dialogue however, and so I expect to continue to see the quality of this service improve consistently over time.” (CLBC employee)

“One of the last agencies left that identifies the linear role of service delivery in meeting client needs. Provides programs that truly recognize what individuals desire tempered with a keen



Community Connections Support Services

275 Rutland Road North
Kelowna, BC V1X 3B1
t: 250.491.2907
f: 250.491.2920

PO Box 373
Nelson, BC V1L 5R2
e: mail@commconn.ca
w: www.commconn.ca

insight into the distinct and varying cultures of each community. Not over burdened with processes that are not directly related to providing service to individuals. capacity to recognize and hire great staff.” (Funder)

“Respectful, timely service that is client focused.” (Funder)

“I absolutely love working with Community Connections employees as they are very professional, friendly, and easy to talk to. They are always responsive and never delay communications.” (CLBC employee)

“I appreciate CCSS's interest in continuing to grow as an organization and willingness to work together to do the best we can for people living with a disability. Thank you :)” (CLBC Employee)

“Community Connections offers respectful innovative services that understand person centred practices. I've been extremely impressed with Community Connections supports and have often spoken of their model of services in my classes at Selkirk College as an example of best practice.” (Other)

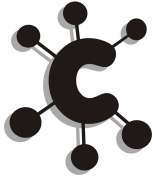
“CCSS is and has always been a great asset to the community and the people they support.” (Caregiver)

Feedback we have gathered informally has indicated that stakeholders are very satisfied with our services over all. Many stakeholders have expressed gratitude for the support we provide, our responsiveness and the values with which we provide services to the people we support. Some areas of concern included:

- Streamlining reporting requirements
- Keeping family members and caregivers informed in a consistent manner
- Increased advocacy for people supported to obtain services in other areas, by other agencies
- Harmonizing approaches with CLBC reporting requirements and policies

Recommendations:

- Meet with CLBC to discuss harmonization of approach (eg. CIR work done)
- Work to improve feedback loop-encourage forwarding of complaints, email brochures, share reports, etc.



Community Connections Support Services

275 Rutland Road North
Kelowna, BC V1X 3B1
t: 250.491.2907
f: 250.491.2920

PO Box 373
Nelson, BC V1L 5R2
e: mail@commconn.ca
w: www.commconn.ca

Employee Satisfaction

Informal:

As with all other stakeholders, CCSS maintains employees' ability to provide feedback in an on-going way to all service levels via telephone, email, planning meetings and our website. In addition, all service areas are managed by their own Service Coordinator whose primary function is to provide support to the teams involved in providing support. Feedback is obtained in an on-going way during frequent and consistent team meetings, site visits, telephone meetings and email. Specific resource/service area issues raised are addressed as they occur. Larger, more systemic issues are brought forward during Management Support Team Meetings and addressed at an agency level.

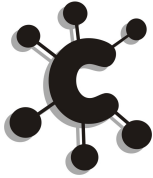
Formal:

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 62 completed surveys. This represents 61% of all employees. 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 (Strongly Disagree, Disagree, Agree, Strongly Agree)

Section One: The Organization

Community Connections:	Strongly Disagree			Disagree			Agree			Strongly Agree			No data		
<i>(note: numbers indicate percentage)</i>	'12	'11	'10	'12	'11	'10	'12	'11	'10	'12	'11	'10	'12	'11	'10
Empowers the people we support and advocates for their rights	0	0	0	2	0	0	35	29	0	61	69	81	2	12	0
Is a leader in our community in providing services for persons with disabilities that are effective and cost efficient	0	0	0	6	0	4	53	38	15	39	60	58	2	2	0
Responds to the needs of persons served by the organization	0	0	0	3	0	0	40	45	38	55	52	65	2	12	4
Provides team members with the necessary support and resources to do their work	2	0	0	6	7	4	52	48	31	37	43	42	3	2	0



Community Connections Support Services

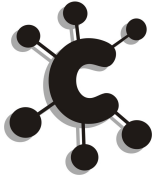
275 Rutland Road North
Kelowna, BC V1X 3B1
t: 250.491.2907
f: 250.491.2920

PO Box 373
Nelson, BC V1L 5R2
e: mail@commconn.ca
w: www.commconn.ca

	Strongly Disagree			Disagree			Agree			Strongly Agree			No data		
	'12	'11	'10	'12	'11	'10	'12	'11	'10	'12	'11	'10	'12	'11	'10
Has policies and procedures in place to ensure effective, reliable and consistent services are provided	0	0	0	5	2	8	42	36	46	50	60	65	3	2	4
Programs have clearly defined tasks, activities and outcomes	0	0	0	15	2	0	50	64	35	32	31	42	3	2	0
Communicates with individuals receiving services, families, caregivers, team members and society members on community living issues	2	0	0	3	7	19	53	40	38	39	50	27	3	2	0
Provides opportunities for people served with common interests to connect for friendships	0	0	0	8	10	12	39	40	62	50	48	38	3	2	0
Supports the health and wellness of our employees	2	0	0	0	10	12	48	38	50	47	50	42	3	2	0

Section Two: Ethics, Attitudes, and Responsibilities

	Strongly Disagree			Disagree			Agree			Strongly Agree			No data		
	'12	'11	'10	'12	'11	'10	'12	'11	'10	'12	'11	'10	'12	'11	'10
Team members recognize the vulnerability of the people served and the professional obligation to protect them	0	0	0	0	0	0	37	28	23	63	73	77	0	0	0
Team members honor beliefs, values and cultures of the people served and appreciate the uniqueness and potential of each individual.	0	0	0	0	0	0	47	33	19	53	68	81	0	0	0
Team members recognize that competent service requires collaboration as a team	2	0	0	5	3	4	48	43	46	45	55	50	0	0	0



Community Connections Support Services

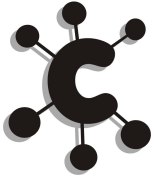
275 Rutland Road North
Kelowna, BC V1X 3B1
t: 250.491.2907
f: 250.491.2920

PO Box 373
Nelson, BC V1L 5R2
e: mail@commconn.ca
w: www.commmconn.ca

	Strongly Disagree			Disagree			Agree			Strongly Agree			No data		
Team members maintain honesty, integrity and objectivity while meeting the highest level of standards for service delivery	3	0	0	5	3	4	50	40	46	42	58	50	0	0	0
Team members recognize and respect the importance of confidentiality	3	0	0	3	0	4	42	35	31	52	65	65	0	0	0

Section Three: Communication

	Strongly Disagree			Disagree			Agree			Strongly Agree			No data		
	'12	'11	'10	'12	'11	'10	'12	'11	'10	'12	'11	'10	'12	'11	'10
Communication between the service coordinator and team members is efficient and effective	3	0	4	8	13	8	50	41	54	37	46	35	2	0	0
The service coordinator responds promptly to my requests	2	0	4	8	5	4	43	49	38	45	46	54	2	0	0
The service coordinator regularly communicates with employees about the organization	2	0	4	15	18	12	43	46	38	38	36	38	2	0	8
Communication received from the service coordinator about the organization contains sufficient detail	2	0	4	12	10	4	43	62	58	42	28	31	2	0	4
Regular house meetings are held	7	0	0	8	3	4	37	51	35	47	46	54	2	0	8
All employees are encouraged to function as a team	3	0	0	2	3	4	35	36	23	58	62	73	2	0	0
There is effective communication between people where I work	7	0	4	13	10	4	40	46	58	38	44	31	2	0	4
There is effective communication between all of our programs	7	3	8	15	15	15	58	59	46	18	23	19	2	0	12



Community Connections Support Services

275 Rutland Road North
Kelowna, BC V1X 3B1
t: 250.491.2907
f: 250.491.2920

PO Box 373
Nelson, BC V1L 5R2
e: mail@commconn.ca
w: www.comconn.ca

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:

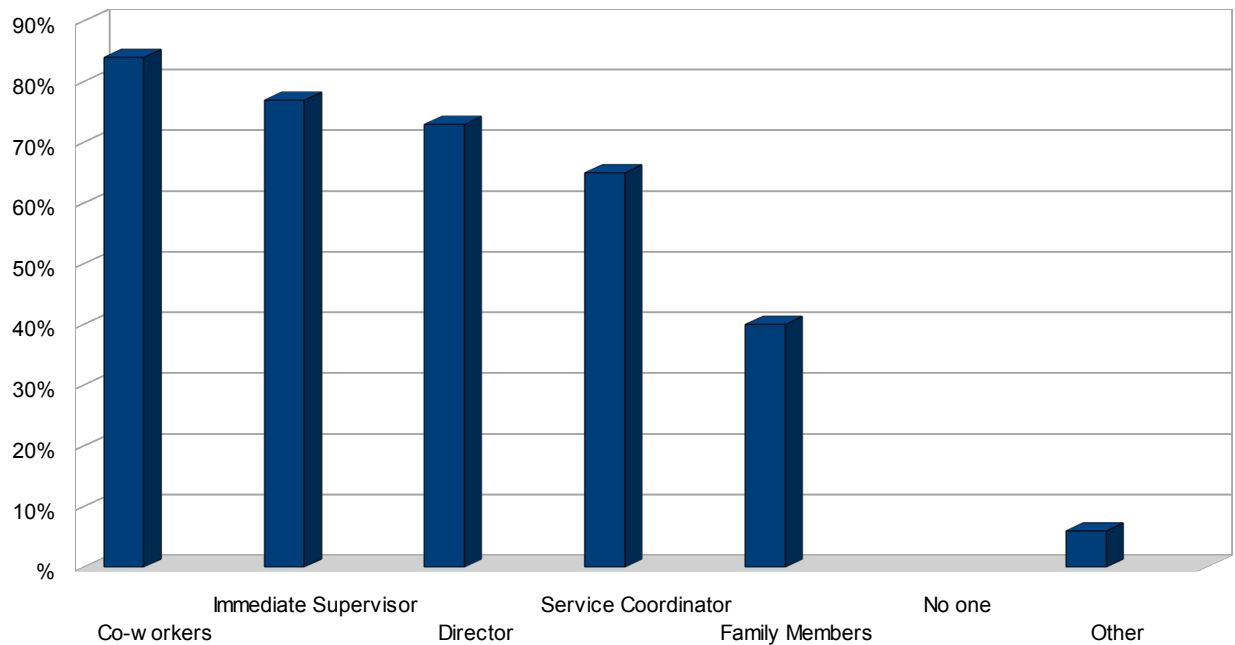
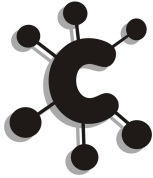


Illustration 4: Employee rating on ability to communicate with target stakeholders



Community Connections Support Services

275 Rutland Road North
Kelowna, BC V1X 3B1
t: 250.491.2907
f: 250.491.2920

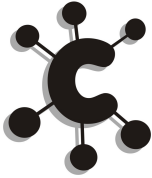
PO Box 373
Nelson, BC V1L 5R2
e: mail@commconn.ca
w: www.commconn.ca

Section Four: Health and Safety

	Strongly Disagree			Disagree			Agree			Strongly Agree			No data		
	'12	'11	'10	'12	'11	'10	'12	'11	'10	'12	'11	'10	'12	'11	'10
Health and Safety procedures are in place to protect employees, participants and volunteers	0	0	0	2	3	0	48	41	46	50	56	54	0	0	0
I feel adequately trained to handle an emergency situation	3	0	0	2	0	8	59	46	54	36	54	38	0	0	0
Safety concerns are addressed in a timely manner	3	0	0	3	0	0	55	49	62	38	51	38	0	0	0
I feel safe when providing support to individuals within their home	0	0	0	5	3	4	45	46	35	50	51	58	0	0	4
I feel safe when providing support to individuals in the community	0	0	0	3	3	0	57	51	42	40	46	54	0	0	4

Section Five: Your Work

	Strongly Disagree			Disagree			Agree			Strongly Agree			No data		
	'12	'11	'10	'12	'11	'10	'12	'11	'10	'12	'11	'10	'12	'11	'10
The information I received during my orientation was valuable	2	0	0	2	0	4	57	51	38	39	49	50	0	0	8
I have a clear idea of my job responsibilities	2	0	0	0	0	8	45	54	31	54	46	62	0	0	0
I receive necessary training to perform my job effectively	4	3	0	4	5	4	64	49	46	29	44	46	0	0	4
I receive feedback through regular employee performance evaluations	5	3	0	13	8	4	59	54	50	23	36	35	0	0	12
I am supported to take on new responsibilities	5	0	0	5	8	12	50	51	38	39	41	46	0	0	4
I feel valued as an employee	5	0	4	5	10	4	50	38	42	39	51	50	0	0	0
I feel that I receive recognition for doing a good job	7	0	4	9	10	4	50	46	38	34	44	54	0	0	0



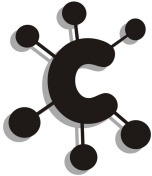
Community Connections Support Services

275 Rutland Road North
Kelowna, BC V1X 3B1
t: 250.491.2907
f: 250.491.2920

PO Box 373
Nelson, BC V1L 5R2
e: mail@commconn.ca
w: www.commconn.ca

	Extremely Dissatisfied			Dissatisfied			Satisfied			Extremely Satisfied			No Data		
	'12	'11	'10	'12	'11	'10	'12	'11	'10	'12	'11	'10	'12	'11	'10
I feel that I am involved in decision-making within my program	5	0	4	4	8	15	54	69	38	38	23	35	0	0	8
I feel that I am involved in decision-making within my organization	5	3	4	13	18	15	54	64	46	29	15	27	0	0	8
After considering everything, how satisfied are you with your job? Extremely Dissatisfied - Extremely Satisfied	2	0	0	2	0	8	54	46	27	43	51	65	0	3	0

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. The results in the following illustration demonstrates the number of times each category was chosen as the most important issue to address:



Community Connections Support Services

275 Rutland Road North
Kelowna, BC V1X 3B1
t: 250.491.2907
f: 250.491.2920

PO Box 373
Nelson, BC V1L 5R2
e: mail@commconn.ca
w: www.commconn.ca

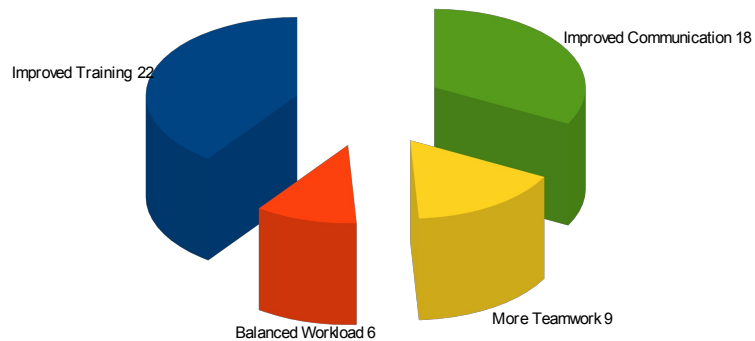
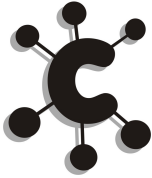


Illustration 5: Most important issue related to making CCSS a better workplace as described by employees

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:

95% of employees would recommend our services to a family member or friend.

89% of employees would recommend employment with our agency to a family or friend.
(5% chose not to respond)



Community Connections Support Services

275 Rutland Road North
Kelowna, BC V1X 3B1
t: 250.491.2907
f: 250.491.2920

PO Box 373
Nelson, BC V1L 5R2
e: mail@commconn.ca
w: www.commmconn.ca

Some comments provided include the following:

“In my 12 year career,I have never been more happy or excited to come to work as I am now with Community Connections. I enjoy my client, my team mates and the atmosphere of being in such a great company where I feel valued. My supervisors are caring and supportive and I feel I can approach them with new ideas or concerns without fear of being rejected. I absolutely LOVE my job and hope to be a part of the company for many years to come.”

“I totally agree with CC's commitment to getting (the people supported) out. . . engaging with people, enjoying different activities and events, and trying to help them grow, learn and improve. They're not in an institution and I appreciate their home situation and (based on past experience) what I see as CC's progressive angle on their support.”

“Great team to work with where you can feel valued and satisfied after working out even the most complicated problem.”

“Communication needs to be more open between Director, service co, and house staff, regarding needs, staffing, service provided etc. Work load/responsibilities (sic) seem unbalanced, between staff/resources.”

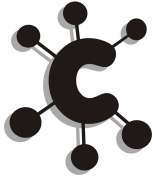
“Community Connections as an agency as well as employees have an excellent philosophy and support individuals with developmental disabilities with respect and dignity. I would be proud to recommend Community Connections to a family member or friend.”

“a great place to work and grow”

“We should receive better monetary compensation for our service. Some new employees are coming in and receiving higher wages than long term employees. Overtime should be paid period, but especially when houses are short staffed and team members need to work more than their fair share to cover shifts.”

“CCSS has been my best employer in years, they hear my concerns and respond in a timely maner (sic).”

“The difference in Community Connections is felt immediately when walking through the door, whether it is an individual who we support, a family/caregiver, or other service provider. I felt it immediately upon arriving for my job interview and have been sharing that experience (and the best start in a new job in my life) to everyone I talk to ever since.”



Community Connections Support Services

275 Rutland Road North
Kelowna, BC V1X 3B1
t: 250.491.2907
f: 250.491.2920

PO Box 373
Nelson, BC V1L 5R2
e: mail@commconn.ca
w: www.commconn.ca

Feedback we have gathered informally indicates that employees are satisfied with their employment with Community Connections Support Services. We did identify a number of trending areas of concern:

- Team building support including support in conflict resolution
- Training in documentation requirements and file storage (technology)
- Increase in wages and benefits

Recommendations:

- Training with regard to Lines of Communication
- Wage/Salary review – HRM software?
- Review of work- OT concerns

Home Share Satisfaction

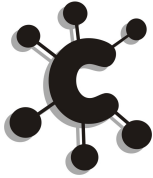
Informal:

Community Connections Support Services maintains Home Share Providers' ability to provide feedback in an on-going way via telephone, email, planning meetings and our website. In addition, Home Share Providers are subject to on-site visits by their Home Share Coordinators on a quarterly basis. CCSS held a number of networking opportunities in 2012 that included Home Share Providers in their own communities. These networking events provided an opportunity to meet with the Management Support Team of CCSS as well as Home Share Coordinators to air concerns, ask questions and meet others in a care giving role.

Formal:

Feedback was requested of all Home Share Providers contracting with Community Connections Support Services at September 2012. The sample population includes Home Share Providers in the West Kootenays, East Kootenays and the Central Okanagan. In response, we received 34 completed surveys in total. This represents 31% of all Home Share Providers contracting with CCSS.

Information on the following sections was collected using a 5 point rating scale (Strongly Disagree, Disagree, Agree, Strongly Agree or Don't Know).



Community Connections Support Services

275 Rutland Road North
Kelowna, BC V1X 3B1
t: 250.491.2907
f: 250.491.2920

PO Box 373
Nelson, BC V1L 5R2
e: mail@commconn.ca
w: www.commconn.ca

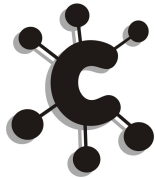
**Numbers represent percentages*

Section 1: The Organization

Community Connections:	Strongly Disagree		Disagree		Agree		Strongly Agree		Don't Know		No data	
	'12	'11	'12	'11	'12	'11	'12	'11	'12	'11	'12	'11
Empowers the people we support and advocates for their rights	0	0	0	0	35	43	65	45	0	5	0	7
Has policies and procedures in place to ensure effective, reliable and consistent services are provided	0	0	0	0	30	40	70	53	0	0	0	7
Programs have clearly defined tasks, activities and outcomes	0	0	0	3	35	52	65	28	0	10	0	7
Understands that it works in different regions of the province and, as such, works differently in each area to support people most effectively	0	0	0	3	30	43	60	25	0	23	10	7

Section 2: Ethics, Attitudes, and Responsibilities

Community Connections:	Strongly Disagree		Disagree		Agree		Strongly Agree		Don't Know		No data	
	'12	'11	'12	'11	'12	'11	'12	'11	'12	'11	'12	'11
My Home Share Coordinator is flexible and accommodating around scheduling appointments, keeping in mind the schedule of our home.	0	0	0	0	12	27	88	68	0	3	0	3
Community Connections honours the beliefs, values, and cultures of the people served and their families and appreciates the uniqueness and potential of each individual.	0	0	0	0	15	27	82	62	0	5	3	5
Community Connections' Home Share Coordinator maintains honesty, integrity and objectivity while meeting the highest level of standards for service delivery.	0	0	0	3	18	30	82	59	0	3	0	5



Community Connections Support Services

275 Rutland Road North
Kelowna, BC V1X 3B1
t: 250.491.2907
f: 250.491.2920

PO Box 373
Nelson, BC V1L 5R2
e: mail@commconn.ca
w: www.commmconn.ca

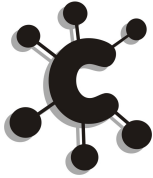
Community Connections:	Strongly Disagree		Disagree		Agree		Strongly Agree		Don't Know		No data	
Community Connections' Home Share Coordinator recognizes and respects the importance of confidentiality.	0	0	0	2	15	24	85	65	0	3	0	5
My Home Share Coordinator is knowledgeable about CLBC practices.	0	0	0	0	18	40	82	48	0	8	0	3

Section 3: Communication

Community Connections:	Strongly Disagree		Disagree		Agree		Strongly Agree		Don't Know		No data	
	'12	'11	'12	'11	'12	'11	'12	'11	'12	'11	'12	'11
My Home Share Coordinator responds to questions or concerns in a timely manner.	0	0	0	0	15	46	85	54	0	0	0	0
There is effective communication between the Home Share Coordinator and myself	0	0	0	0	9	35	91	62	0	3	0	0
I feel comfortable approaching my Home Share Coordinator with a concern, question or new idea about support provision	0	0	0	0	9	35	91	65	0	0	0	0
My Home Share Coordinator is respectful when explaining policies and expectations of CCSS.	0	0	0	0	12	40	88	60	0	0	0	0

Section 4: Home Share Service Provision / Relationship

Community Connections:	Strongly Disagree		Disagree		Agree		Strongly Agree		Don't Know		No data	
	'12	'11	'12	'11	'12	'11	'12	'11	'12	'11	'12	'11
Health and Safety procedures are in place to protect participants, families, employees, and volunteers.	0	0	3	0	18	53	79	41	0	6	0	0
My Home Share Coordinator assists with requests for referrals regarding identified needs for the person I support to access services / resources.	0	0	0	0	24	47	73	44	0	3	3	6



Community Connections Support Services

275 Rutland Road North
Kelowna, BC V1X 3B1
t: 250.491.2907
f: 250.491.2920

PO Box 373
Nelson, BC V1L 5R2
e: mail@commconn.ca
w: www.commconn.ca

Community Connections:	Strongly Disagree		Disagree		Agree		Strongly Agree		Don't Know		No data	
My Home Share Coordinator promotes services that are person-centered.	0	0	0	0	19	43	77	49	0	6	3	3
My Home Share Coordinator is knowledgeable regarding Home Share Services.	0	0	0	0	12	43	88	51	0	0	0	6
My Home Share payment is accurate and delivered on time.	0	0	3	0	15	34	82	60	0	0	0	6
Questions I have regarding my contract, payment or other administration issues are addressed in a timely manner.	0	0	0	0	24	37	76	48	0	8	0	5

Section 5: Overall Satisfaction

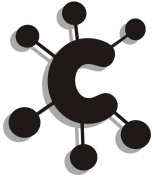
	Extremely Dissatisfied		Dissatisfied		Satisfied		Extremely Satisfied		No Data	
	'12	'11	'12	'11	'12	'11	'12	'11	'12	'11
After considering everything, how satisfied are you with the services provided by our agency?	0	0	0	0	18	41	82	53	0	6

Home Share Providers were also asked if they would recommend our services to a family member or friend.

100% of the respondents reported that they would recommend our services.

We also asked Home Share Providers about their access of resources we have provided. The results are as follows:

	Yes	No	No Data
I access the CCSS Home Share website for information and support	62%	32%	6%
I access the CCSS Home Share Manual for information and support	97%	3%	0%



Community Connections Support Services

275 Rutland Road North
Kelowna, BC V1X 3B1
t: 250.491.2907
f: 250.491.2920

PO Box 373
Nelson, BC V1L 5R2
e: mail@commconn.ca
w: www.commconn.ca

Some additional comments included the following:

“ I am very impressed with CCSS. Home share is finally being dealt with properly and professionally. We enjoy working with (HSC); he is personable, knowledgeable and has a great sense of humor.”

“Thank you for the great support of our clients and ourselves. Since CCSS took over this is the first time we feel supported thank you...”

“Excellent!!”

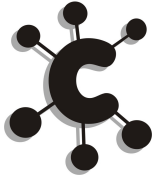
“I would like to have a care plan for the individual I support prior to placement in my home if available and/or at ISP to look at. I feel that when someone is in care for many years this should be a crucial piece of documentation for the home share provider and this information must be accessible to the home.”

“We are very happy be under a host agency (Community Connections) Support is more personable and time effective for the individuals we support. Thank you!”

“(HSC) is wonderful at her profession, we are so grateful to have her in our lives. When asked (HSC) has gone out of her way and far beyond her call of duty to help me/us in times of crisis. I have told her often that in the 16 years of service I have never been more supported. I am grateful, thank you.”

Overall, informal feedback obtained from Home Share Providers suggested that most people are happy with our services and feel well supported by the agency. Some areas of concern that were noted are:

- Paperwork requirements
- Increased training opportunities
- CCSS advocating for release of documentation from CLBC regarding previous supports for persons served
- CCSS considering provision of other support services (ie. Community Support in some of the smaller, rural communities)



Community Connections Support Services

275 Rutland Road North
Kelowna, BC V1X 3B1
t: 250.491.2907
f: 250.491.2920

PO Box 373
Nelson, BC V1L 5R2
e: mail@commconn.ca
w: www.commmconn.ca

Recommendations:

- Review professional responsibilities
- Provide increased training opportunities
- Meet with CLBC regarding release of documentation
- Meet with CLBC regarding provision of other supports

External Reviews

In 2012, CLBC conducted a number of on-site visits to review services provided by CCSS. These visits included assessment of our Home Share Services, Community Support Services as well as our Residential Services. Overall, the feedback we received from CLBC was positive and we were considered to be providing services in line with CLBC standards.

Though we have not yet received notification of CLBC's findings for our Home Share and Community Support Services, we did receive a formal summary regarding our Residential Services in the West Kootenays.

Some of the comments included:

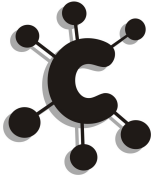
“...I would like to congratulate you for providing a great quality of care to all the individuals that your agency serves. All the houses had a very friendly and comfortable atmosphere.”

“Thank you for opening your doors to me for the site visits. I really appreciate all you (Director) and Jacqueline (QAM) do for the people that we jointly support and look forward to my next visits to your residential sites.”

Suggestions to improve our services included:

“I believe the annual summary of the critical incident reports and annual summary of the in-house incident reports for each individual should be easily accessible to the senior support workers. Some of the summary reports that I have received do not identify who prepared them.”

“In future, it is recommended that senior support workers at each site keep track of the training attended by all staff (date of attendance, topic presented, name of the presenter and names of the people who attended etc.).”



Community Connections Support Services

275 Rutland Road North
Kelowna, BC V1X 3B1
t: 250.491.2907
f: 250.491.2920

PO Box 373
Nelson, BC V1L 5R2
e: mail@commconn.ca
w: www.commconn.ca

Recommendations:

- CCSS intends to address areas in need of improvement by clearly identifying reporting requirements for incidents and training with all personnel.

Report Prepared: February 2013

By: Jacqueline Burnham
Quality Assurance Manager