

Community Connections Support Services

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Community Connections Support Services Satisfaction Survey Report 2013

Community Connections Support Services presents this report based on feedback collected between January 2013-December 2013. 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:

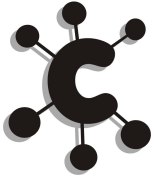
Community Connections Support Services is an agency focused on providing services that are person-centered. In doing so, our expectation is that all those receiving services do so according to their specific individual needs. As a result, all support workers ask for and adjust services according to the 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 five target groups. Information was submitted voluntarily from our employees, consumers, stakeholders, home share providers and those receiving homemaking services. The following report demonstrates the findings of all surveys and offers recommendations based on those outcomes.



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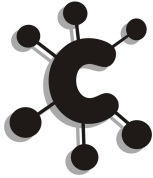
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Review of 2012 Recommendations:

Consumer Satisfaction 2012

- We have developed a website specific to the people we support and work toward continually improving the content. Our hope is to provide a means for those we support to have improved accessibility to all members of CCSS as well as an opportunity to network with others receiving supports, and information regarding services available within the communities that we work.
While we have made attempts to provide information to those we support regarding access to our website, we have done this in an informal way that has not always resulted in addressing the needs of all people interested in accessing our site. Our intention is to continue to promote our website and offer training services to those who are interested.
- In attempt to continue to address advocacy issues for the people we serve in a much more formal way, CCSS is considering forming an Advocacy group.
In the last year, CCSS has developed and filled a position for an Advocacy Representative. The Advocacy Rep is responsible for developing a library of resources regarding advocacy issues, developing and holding training sessions for the people we support specific to advocacy needs reported, networking with community members that offer advocacy services or have established advocacy groups. In formalizing this position, we have developed and distributed promotional material ensuring that all people we support are aware of their ability to access our Advocacy Representative for support and information.
- We remain ultimately interested in offering services that are tailored to the needs of the people we support. As a consequence, we consider all suggestions for possible community events and make attempts to facilitate preferred group activities.
We have made all attempts to facilitate group events suggested in our last year's satisfaction survey and will continue to make all efforts to provide services requested by our consumers.
- Investigate the possibility of a space that would allow us to hold more dances / DJ events while remaining cost effective.
On-going
- Offer information on the "I can be safe online" initiative through CLBC.
We have made information available in print to people supported in our community support program regarding the "I can be safe online" initiative and provided opportunities for support workers to answer any further questions regarding this information.



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Stakeholder Satisfaction 2012

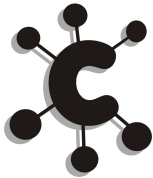
- Meet with CLBC to discuss harmonization of approach (eg. CIR work done)
Complete
- Work to improve feedback loop-encourage forwarding of complaints, email brochures, share reports, etc.
Complete

Employee Satisfaction 2012

- Team building support including support in conflict resolution
Complete / Ongoing
- Training in documentation requirements and file storage (technology)
Complete / Ongoing
- Training with regard to Lines of Communication
Complete
- Wage/Salary review
Complete
- Review of work- OT concerns
Complete

Home Share Satisfaction 2012

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



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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 residential support services and those receiving services in the community support program in Kelowna 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.

49 completed surveys were returned to us. This represents 44% of all those supported. Demographics of the samples are demonstrated in the following illustrations:

Sample Population:

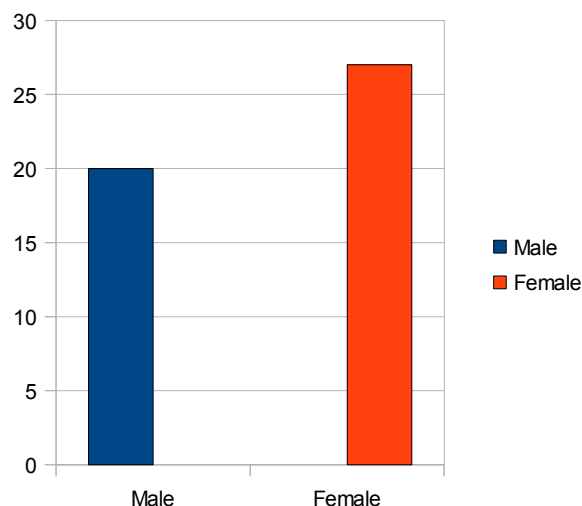
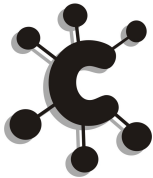


Illustration 1: Sample Population



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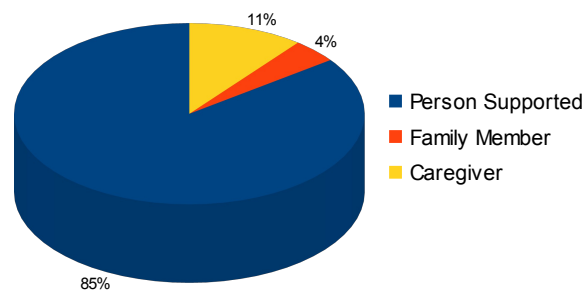
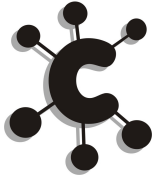


Illustration 2: Sample Population

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 2010, 2011, and 2012 are also provided for comparison.

	Great!				OK				Not So Great			
	'13	'12	'11	'10	'13	'12	'11	'10	'13	'12	'11	'10
<i>* note: numbers indicate percentage</i>												
a. Showing up on time	85	97	85	81	15	3	12	19	0	0	0	0
b. Keeping our appointments with you	94	94	82	74	6	6	15	22	0	0	0	4
c. Letting you know what's going on at CCSS and in Kelowna	87	86	76	74	13	11	15	19	0	3	0	7
d. Letting you know how you're doing towards your goals	82	86	70	67	18	14	21	26	0	0	0	3
e. Helping you do the things you want to do	85	97	85	70	15	3	12	26	0	0	0	0
f. Being respectful to you and your family	89	97	88	81	11	3	10	15	0	0	0	0



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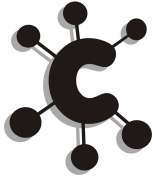
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We also asked consumers to let us know if they would recommend our services to their friends. Out of 49 responses; 43 people said yes, 5 people said no, and 1 did not respond.

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	22	3	3	72
b. BC Lions football trip	27	3	3	67
c. Craft Group	23	10	3	64
d. Coffee Clubs	21	12	0	67
e. Men's Group	32	5	0	63
f. Health and Safety Month events	24	16	5	55
g. Ladies who lunch	30	3	0	67
h. Swim Clubs	17	9	0	74
i. Walking group	26	13	0	61
j. Naramata Retreat	66	3	3	28
k. Music in the Park Nights	42	8	0	50
l. Dinner and a Movie @ CCSS	24	11	5	60
m. Dinner Club	43	5	3	49
n. Bowling and Burgers	47	3	0	50
o. Thursday Socials	29	13	0	58



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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:

“Like the way CCSS help people like me” (Person Supported)

“BC Lions trip was fun” (Person Supported)

“Wonderful staff, dedicated and compassionate, go out of their way to be helpful” (Family Member)

“(support worker) is the best service provider (person supported) has ever had” (Family Member)

“Excellent service” (Caregiver)

“(support worker) does excellent job informing us, building a positive relationship with (person supported) and keep him safe” (Family Member)

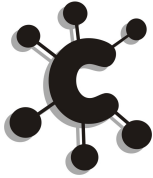
“Should discuss goals and work on them as necessary.” (Caregiver)

“Why ask all of this of people outside of Kelowna. Makes us feel like we are missing out.” (Person Supported)

“I just love it.” (Person Supported)

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

- Soccer game
- Return of Tuesday coffee group
- Kelowna Rockets
- Big White trip
- Community Theatre
- Motor racing and car derbys
- pottery and art classes
- more events that are easier to access from Lake Country
- Holiday parties
- Game night
- Disabled sailing



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- Reading group
- More social activities in the Kootenays
- Workshop on Facebook and Twitter
- More local trips (enjoyed Kettle Valley)

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

- Request from CNIB for a computer that has a bigger keyboard
- More wheelchair and accessible building/structures
- Handy Dart to be on time and more flexible
- More transportation for people in Lake Country that are low income
- More support with school work
- Support finding jobs
- Learning how to write

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 45 respondents, 10 reported that they use the website for persons served. Of these, 7 reported that they found the website helpful and a few provided us with some additional information:

“Advertise it more”

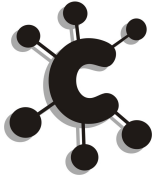
“Would like more stuff on website, out of town events and sports events.”

“Didn't know we had a website.”

We recognize the prevalent use of social media as a means for people to communicate and stay connected. We were interested in seeing if Facebook or Twitter would help to make our agency more accessible to the people it serves.

We asked:

<i>*note: numbers indicate percentage</i>	Yes	No
Do you use Facebook?	26	74
Would you like us to use Facebook?	21	79
Do you use Twitter?	12	88
Would you like us to use Twitter?	18	82



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As an agency interested in providing individualized services to those we support, we wondered how to best support diversity of cultural background for the people receiving services.

We asked if there was more we could do, as an agency, to support people's cultural heritage.

We received only 1 response to this question:

“More minorities working in the office.”

Recommendations:

- Request Community Support to implement at least 50% of the activities/events suggestions.
- Bring awareness to CLBC regarding requests for accommodation in the community of Kelowna for persons supported.
- Provide formal acknowledgment and feedback to consumers regarding information collected from survey and possible action plan.

Stakeholder Satisfaction

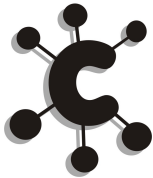
Informal:

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.

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 16 completed surveys.



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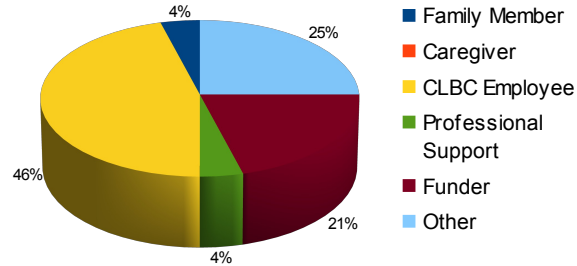
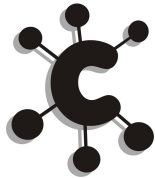


Illustration 3: Stakeholder Sample

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 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		
	'13	'12	'11	'13	'12	'11	'13	'12	'11	'13	'12	'11	'13	'12	'11	'13	'12	'11
Empowers the people we support and advocates for their rights	0	0	0	0	0	0	33	19	24	67	81	69	0	0	3	0	0	4
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	33	38	17	60	62	72	0	0	3	7	0	7
Responds to the needs of persons served by the organization	0	0	0	0	0	0	40	19	31	53	81	59	7	0	3	0	0	7



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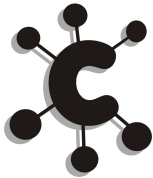
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Community Connections:	Strongly Disagree			Disagree			Agree			Strongly Agree			Don't Know			No Data		
	'13	'12	'11	'13	'12	'11	'13	'12	'11	'13	'12	'11	'13	'12	'11	'13	'12	'11
Has policies and procedures in place to ensure effective, reliable and consistent services are provided	0	0	0	0	0	4	33	27	27	53	65	65	7	4	4	7	0	0
Programs have clearly defined tasks, activities and outcomes	0	0	0	0	8	0	47	54	41	33	35	31	7	4	17	13	0	10
Communicates with individuals receiving services, families, caregivers, team members and society members on community living issues	0	0	0	7	4	0	40	42	45	47	50	41	7	4	3	0	0	11
Provides opportunities for people served with common interests to connect for friendships	0	0	0	7	0	0	27	42	31	60	46	55	7	12	7	0	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	0	0	0	40	38	34	53	42	38	7	15	17	0	4	11

Section Two: Ethics, Attitudes and Responsibilities

Community Connections:	Strongly Disagree			Disagree			Agree			Strongly Agree			Don't Know			No Data		
	'13	'12	'11	'13	'12	'11	'13	'12	'11	'13	'12	'11	'13	'12	'11	'13	'12	'11
Recognizes the vulnerability of the people served and the professional obligation to protect them	0	0	0	0	0	3	27	23	24	73	77	62	0	0	0	0	0	11



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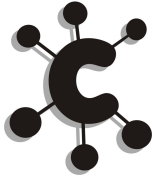
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Community Connections:	Strongly Disagree			Disagree			Agree			Strongly Agree			Don't Know			No Data		
	'13	'12	'11	'13	'12	'11	'13	'12	'11	'13	'12	'11	'13	'12	'11	'13	'12	'11
Honours the beliefs, values and cultures of the people served and their families and appreciates the uniqueness and potential of each individual	0	0	0	0	0	0	33	23	17	67	77	72	0	0	0	0	0	11
Team members maintain honesty, integrity, objectivity while meeting the highest level of standards for service delivery	0	0	0	0	4	3	53	38	34	47	58	45	0	0	7	0	0	11
Team members recognize and respect the importance of confidentiality	0	0	0	0	4	0	33	38	24	60	58	66	7	0	0	0	0	11

Section Three: Communication

Community Connections:	Strongly Disagree			Disagree			Agree			Strongly Agree			Don't Know			No Data		
	'13	'12	'11	'13	'12	'11	'13	'12	'11	'13	'12	'11	'13	'12	'11	'13	'12	'11
Employees respond promptly to my requests	0	0	0	0	8	3	53	27	28	40	65	52	0	0	0	7	0	18
There is effective communication between CCSS and myself	0	0	0	0	0	7	40	38	17	47	58	62	0	0	0	13	4	13
I feel comfortable approaching employees of CCSS with a concern, question or new idea about support provision.	0	0	0	7	4	3	7	12	21	87	81	62	0	4	0	0	0	14
I feel that I am involved in decision-making within the agency	0	0	0	7	15	7	33	35	34	33	38	21	7	0	7	20	12	31



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Section Four: Health and Safety

Community Connections:	Strongly Disagree			Disagree			Agree			Strongly Agree			Don't Know			No Data		
	'13	'12	'11	'13	'12	'11	'13	'12	'11	'13	'12	'11	'13	'12	'11	'13	'12	'11
Health and Safety procedures are in place to protect participants, families, employees and volunteers	0	0	0	0	0	0	40	58	45	53	35	31	7	8	14	0	0	10
Safety concerns are addressed in a timely manner	0	0	0	0	0	0	27	46	38	60	42	31	7	12	17	7	0	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:

40% of the sample of stakeholders report being Satisfied with our services.

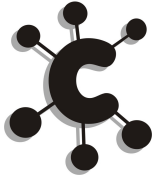
53% of the sample of stakeholders report being Extremely Satisfied with our services.

7% of the sample did not provide us with an answer.

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

“...We at CYSN appreciate your dedication to our families, high standards and work ethic!”
(CLBC Employee)

“Very good agency with broad and extensive knowledge of the communities it works in. Well connected to other community partners and programs in relation to supporting individuals. The agency and it's (sic) staff bridge the gap between genuine service delivery and the reuired (sic) processes for due diligence very well. Extremely approachable and open to creative solutuions (sic) which best meet the individuals needs.” (CLBC Employee)



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“...I have had a good working relationship for years with Community Connections... It has been a pleasure to work with all of them and I find them very conscientious and professional.”
(Other)

“Community Connections makes a huge difference in this community for people with diverse abilities. I am very grateful to all staff for your support and great service!” (Family Member)

“Consistency throughout the region in terms of roles and responsibilities could be improved. Increased senior management presence would also improve many aspects of the service delivery in the broader region.” (CLBC Employee)

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.

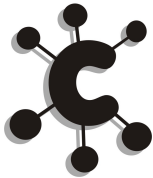
Recommendations:

- Request and hold regular meetings with CLBC to discuss emerging trends and meeting expectations of CLBC requirements.
- Senior management to meet with support teams in all regions regularly.
- Advertising the website as an opportunity to indicate direction of services.

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.



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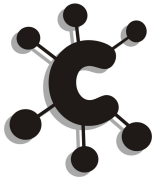
Formal:

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 45 completed surveys. This represents 36% 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>	'13	'12	'11	'13	'12	'11	'13	'12	'11	'13	'12	'11	'13	'12	'11
Empowers the people we support and advocates for their rights	0	0	0	0	2	0	31	35	29	64	61	69	4	2	12
Is a leader in our community in providing services for persons with disabilities that are effective and cost efficient	0	0	0	0	6	0	47	53	38	49	39	60	4	2	2
Responds to the needs of persons served by the organization	0	0	0	0	3	0	44	40	45	51	55	52	4	2	12
Provides team members with the necessary support and resources to do their work	0	2	0	7	6	7	62	52	48	27	37	43	4	3	2
Has policies and procedures in place to ensure effective, reliable and consistent services are provided	0	0	0	0	5	2	40	42	36	56	50	60	4	3	2
Programs have clearly defined tasks, activities and outcomes	0	0	0	4	15	2	62	50	64	29	32	31	4	3	2
Communicates with individuals receiving services, families, caregivers, team members and society members on community living issues	0	2	0	9	3	7	56	53	40	31	39	50	4	3	2



Community Connections Support Services

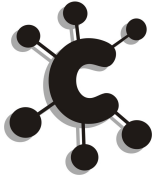
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	Strongly Disagree			Disagree			Agree			Strongly Agree			No data		
	'13	'12	'11	'13	'12	'11	'13	'12	'11	'13	'12	'11	'13	'12	'11
Provides opportunities for people served with common interests to connect for friendships	0	0	0	4	8	10	58	39	40	33	50	48	4	3	2
Supports the health and wellness of our employees	4	2	0	4	0	10	51	48	38	38	47	50	2	3	2

Section Two: Ethics, Attitudes, and Responsibilities

	Strongly Disagree			Disagree			Agree			Strongly Agree			No data		
	'13	'12	'11	'13	'12	'11	'13	'12	'11	'13	'12	'11	'13	'12	'11
Team members recognize the vulnerability of the people served and the professional obligation to protect them	0	0	0	0	0	0	40	37	28	53	63	73	7	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	4	0	0	40	47	33	49	53	68	7	0	0
Team members recognize that competent service requires collaboration as a team	2	2	0	16	5	3	36	48	43	40	45	55	7	0	0
Team members maintain honesty, integrity and objectivity while meeting the highest level of standards for service delivery	0	3	0	9	5	3	51	50	40	33	42	58	7	0	0
Team members recognize and respect the importance of confidentiality	0	3	0	9	3	0	40	42	35	44	52	65	7	0	0



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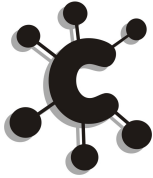
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Section Three: Communication

	Strongly Disagree			Disagree			Agree			Strongly Agree			No data		
	'13	'12	'11	'13	'12	'11	'13	'12	'11	'13	'12	'11	'13	'12	'11
Communication between the service coordinator and team members is efficient and effective	0	3	0	16	8	13	44	50	41	31	37	46	9	2	0
The service coordinator responds promptly to my requests	0	2	0	4	8	5	56	43	49	31	45	46	9	2	0
The service coordinator regularly communicates with employees about the organization	2	2	0	16	15	18	49	43	46	24	38	36	9	2	0
Communication received from the service coordinator about the organization contains sufficient detail	0	2	0	13	12	10	53	43	62	24	42	28	9	2	0
Regular house meetings are held	0	7	0	0	8	3	49	37	51	42	47	46	9	2	0
All employees are encouraged to function as a team	0	3	0	11	2	3	31	35	36	49	58	62	9	2	0
There is effective communication between people where I work	7	7	0	22	13	10	42	40	46	20	38	44	9	2	0
There is effective communication between all of our programs	2	7	3	16	15	15	62	58	59	11	18	23	9	2	0

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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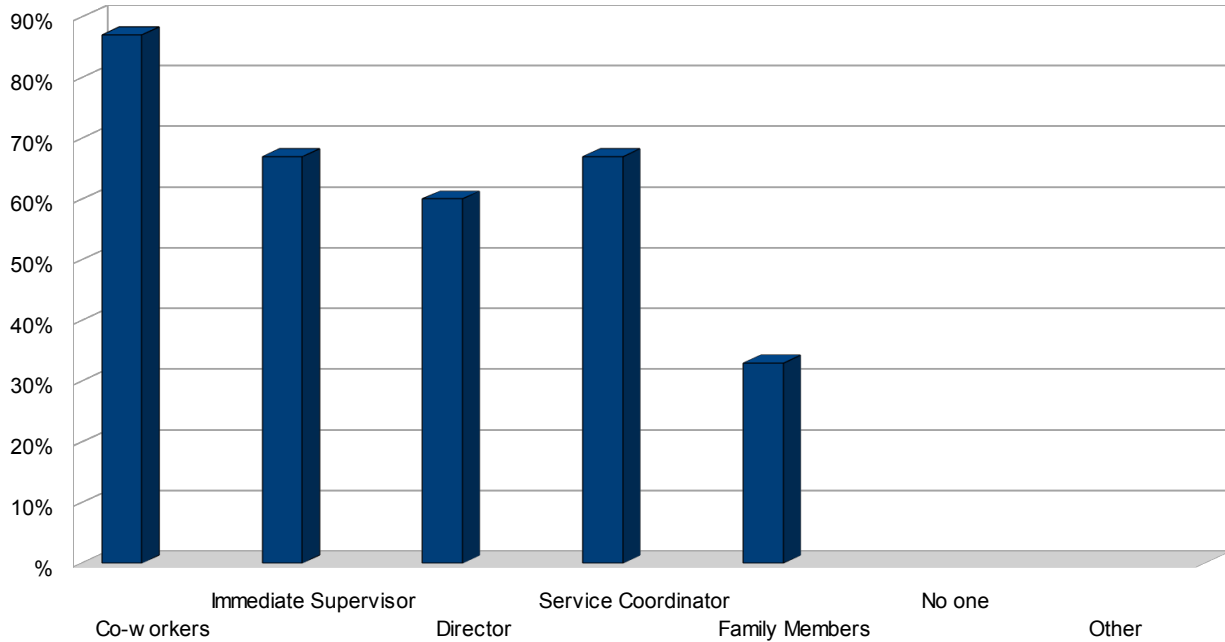
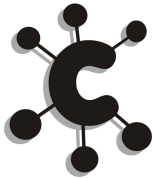


Illustration 4: Employee rating on ability to communicate with target stakeholders

Section Four: Health and Safety

	Strongly Disagree			Disagree			Agree			Strongly Agree			No data		
	'13	'12	'11	'13	'12	'11	'13	'12	'11	'13	'12	'11	'13	'12	'11
Health and Safety procedures are in place to protect employees, participants and volunteers	0	0	0	0	2	3	33	48	41	58	50	56	9	0	0
I feel adequately trained to handle an emergency situation	0	3	0	7	2	0	44	59	46	40	36	54	9	0	0
Safety concerns are addressed in a timely manner	2	3	0	2	3	0	47	55	49	40	38	51	9	0	0
I feel safe when providing support to individuals within their home	0	0	0	7	5	3	36	45	46	49	50	51	9	0	0



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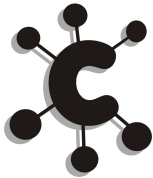
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	Strongly Disagree			Disagree			Agree			Strongly Agree			No data		
	'13	'12	'11	'13	'12	'11	'13	'12	'11	'13	'12	'11	'13	'12	'11
I feel safe when providing support to individuals in the community	12	0	0	9	3	3	42	57	51	38	40	46	9	0	0

Section Five: Your Work

	Strongly Disagree			Disagree			Agree			Strongly Agree			No data		
	'13	'12	'11	'13	'12	'11	'13	'12	'11	'13	'12	'11	'13	'12	'11
The information I received during my orientation was valuable	0	2	0	2	2	0	53	57	51	33	39	49	11	0	0
I have a clear idea of my job responsibilities	0	2	0	2	0	0	40	45	54	47	54	46	11	0	0
I receive necessary training to perform my job effectively	4	4	3	2	4	5	49	64	49	33	29	44	11	0	0
I receive feedback through regular employee performance evaluations	4	5	3	18	13	8	40	59	54	27	23	36	11	0	0
I am supported to take on new responsibilities	2	5	0	11	5	8	47	50	51	29	39	41	11	0	0
I feel valued as an employee	0	5	0	13	5	10	47	50	38	29	39	51	11	0	0
I feel that I receive recognition for doing a good job	2	7	0	9	9	10	47	50	46	31	34	44	11	0	0
I feel that I am involved in decision-making within my program	2	5	0	7	4	8	47	54	69	33	38	23	11	0	0
I feel that I am involved in decision-making within my organization	2	5	3	18	13	18	49	54	64	20	29	15	11	0	0



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	Extremely Dissatisfied			Dissatisfied			Satisfied			Extremely Satisfied			No Data		
	'13	'12	'11	'13	'12	'11	'13	'12	'11	'13	'12	'11	'13	'12	'11
After considering everything, how satisfied are you with your job? Extremely Dissatisfied - Extremely Satisfied	0	2	0	4	2	0	42	54	46	42	43	51	11	0	3

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:

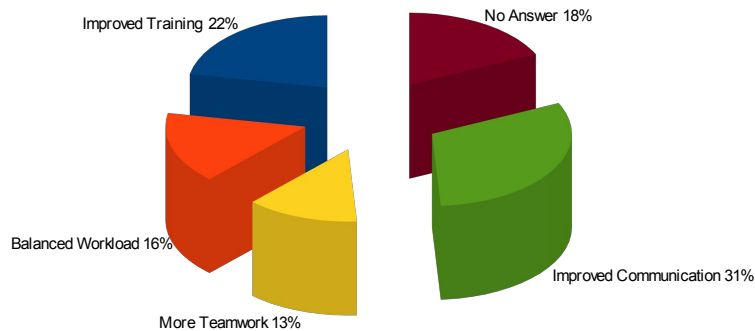
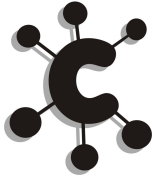


Illustration 5: Most important issue related to making CCSS a better workplace as described by employees



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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:

89% of employees would recommend our services to a family member or friend.

85% of employees would recommend employment with our agency to a family or friend.

Some comments provided include the following:

“I glad I work for such a great company who is very considerate if (sic) their employees and client.”

“I have been with Community Connections since 2003 on and off. I love working in the home. I do wish though that the communication with me would be a bit clearer within the home. I hope then I can serve the clients for as long as they need it. I feel very much appreciated by the organization.”

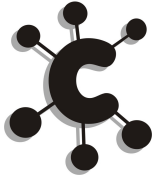
“Fast to respond, caring, responsible company to work for.”

“The values based service delivery leads to top quality services. Team focus provides so much opportunity for personal and professional growth. Working with CCSS is more than a job, it's a quality lifestyle.”

“I am so happy I got given an opportunity to prove myself, I care so much about the people I support and I love to be in the community showing people that we all are just human. Maybe we can push team building as a must?”

“It seems that despite constant efforts, teamwork is lacking. I believe harsher consequences for lack of work ethic, complacency and staff not following job descriptions should be had. Ie. Write-ups, sit downs (not emails), etc. Also I believe the blame game is big....and staff should be held a lot more accountable for their actions.”

“I feel extremely valuable as an employee and really enjoy being part of team that supports each other.”



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“On a whole, the job and the agency are great. I sometimes have a hard time with “lines of communication” and am not always clear on what everyone's roles are. It would also be nice to have a regular review and be eligible for pay increases.....”

Recommendations:

- Increase responsiveness / acknowledgment from Senior Management to front line supports.
- Implement Team Building Coordinator to organize team-based, celebratory and volunteer opportunities across all regions.
- Hold regular information sessions regarding scope and services of CCSS with all employees.
- Explore possibility of 'cross-regional training'.
- Review budgets and implement wage lifts, if possible.
- Increase training opportunities for 'team relationships'.

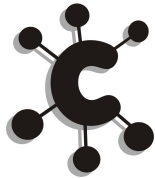
Home Share Satisfaction

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.

Formal:

Feedback was requested of all Home Share Providers contracting with Community Connections Support Services at September 2013. The sample population includes Home Share Providers in the West Kootenays, East Kootenays and the Central Okanagan. In response, we received 47 completed surveys in total. This represents 39% of all Home Share Providers contracting with CCSS.



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

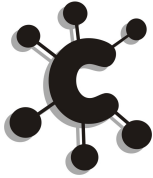
**Numbers represent percentages*

Section 1: The Organization

Community Connections:	Strongly Disagree			Disagree			Agree			Strongly Agree			Don't Know		
	'13	'12	'11	'13	'12	'11	'13	'12	'11	'13	'12	'11	'13	'12	'11
Empowers the people we support and advocates for their rights	0	0	0	0	0	0	30	35	43	68	65	45	2	0	5
Has policies and procedures in place to ensure effective, reliable and consistent services are provided	0	0	0	0	0	0	21	30	40	79	70	53	0	0	0
Programs have clearly defined tasks, activities and outcomes	0	0	0	0	0	3	21	35	52	64	65	28	15	0	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	3	30	30	43	47	60	25	23	0	23

Section 2: Ethics, Attitudes, and Responsibilities

Community Connections:	Strongly Disagree			Disagree			Agree			Strongly Agree			Don't Know		
	'13	'12	'11	'13	'12	'11	'13	'12	'11	'13	'12	'11	'13	'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	0	0	2	12	27	94	88	68	4	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	0	0	19	15	27	79	82	62	2	0	5



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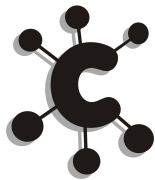
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	Strongly Disagree			Disagree			Agree			Strongly Agree			Don't Know		
	'13	'12	'11	'13	'12	'11	'13	'12	'11	'13	'12	'11	'13	'12	'11
Community Connections' Home Share Coordinator maintains honesty, integrity and objectivity while meeting the highest level of standards for service delivery.	0	0	0	0	0	3	13	18	30	83	82	59	4	0	3
Community Connections' Home Share Coordinator recognizes and respects the importance of confidentiality.	0	0	0	0	0	2	11	15	24	83	85	65	6	0	3
My Home Share Coordinator is knowledgeable about CLBC practices.	0	0	0	2	0	0	17	18	40	68	82	48	13	0	8

Section 3: Communication

Community Connections:	Strongly Disagree			Disagree			Agree			Strongly Agree			Don't Know		
	'13	'12	'11	'13	'12	'11	'13	'12	'11	'13	'12	'11	'13	'12	'11
My Home Share Coordinator responds to questions or concerns in a timely manner.	0	0	0	2	0	0	13	15	46	83	85	54	2	0	0
There is effective communication between the Home Share Coordinator and myself	0	0	0	0	0	0	11	9	35	85	91	62	4	0	3
I feel comfortable approaching my Home Share Coordinator with a concern, question or new idea about support provision	0	0	0	0	0	0	6	9	35	91	91	65	2	0	0
My Home Share Coordinator is respectful when explaining policies and expectations of CCSS.	0	0	0	0	0	0	9	12	40	87	88	60	4	0	0



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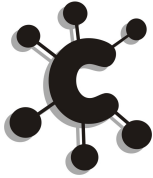
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Section 4: Home Share Service Provision / Relationship

Community Connections:	Strongly Disagree			Disagree			Agree			Strongly Agree			Don't Know		
	'13	'12	'11	'13	'12	'11	'13	'12	'11	'13	'12	'11	'13	'12	'11
Health and Safety procedures are in place to protect participants, families, employees, and volunteers.	0	0	0	0	3	0	17	18	53	77	79	41	6	0	6
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	0	0	28	24	47	66	73	44	4	0	3
My Home Share Coordinator promotes services that are person-centered.	0	0	0	0	0	0	26	19	43	70	77	49	4	0	6
My Home Share Coordinator is knowledgeable regarding Home Share Services.	0	0	0	0	0	0	17	12	43	81	88	51	2	0	0
My Home Share payment is accurate and delivered on time.	0	0	0	0	3	0	11	15	34	89	82	60	0	0	0
Questions I have regarding my contract, payment or other administration issues are addressed in a timely manner.	0	0	0	0	0	0	21	24	37	77	76	48	2	0	8

Section 5: Overall Satisfaction

	Extremely Dissatisfied			Dissatisfied			Satisfied			Extremely Satisfied		
	'13	'12	'11	'13	'12	'11	'13	'12	'11	'13	'12	'11
After considering everything, how satisfied are you with the services provided by our agency?	2	0	0	2	0	0	17	18	41	79	82	53



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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
I access the CCSS Home Share website for information and support	51%	49%
I access the CCSS Home Share Manual for information and support	96%	4%

Some additional comments included the following:

“ I appreciate that when I contact (Home Share Coordinator) he supports me and if he hasn't got the answer he contacts those who do. He's friendly and easy to approach about different situations that come up.”

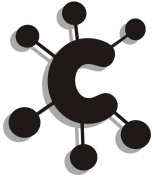
“(Home Share Coordinator) has been an awesome support to us and our individuals – He is friendly and knowledgeable – Will find answers and gets back to us in a timely manner – We appreciate his help and support.”

“(Home Share Coordinator) always answers my questions or gets back to me with answers if he doesn't know them right away.”

“(Home Share Coordinator) is awesome, always friendly, helpful, punctual and I couldn't ask for a better coordinator.”

“I'm so impressed by Community Connections Support Services. THANK YOU! It is so important to me that one of the most vulnerable population groups that we serve is finally being monitored (sic) properly. It is also important as a caregiver, I have support and I know actually whom (sic) my CCSS home share coordinator is!”

“I have only positive words for all the services Community Connections provide. Your solid values and mission support individuals to live and work in an inclusive community.”



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“I believe Home Share Providers should be better compensated. The expectations far exceed the compensation as things currently stand -ie- multiple planning mtgs, reports, dr's appt's, on top of daily living support of challenging individuals.”

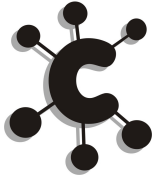
“The Homeshare providers in our area need to meet and have an opportunity to offer support to each other.”

This year, we also asked Home Share Providers what training opportunities they would benefit from most. Some of the suggestions were:

- Aging and Dementia
- Nutrition for clients with swallowing issues
- Behavioural issues as clients age
- Compassion Fatigue
- Expert presentation regarding Down Syndrome
- Noonan's Syndrome for young male adults
- Caregiver support
- Dual fun workshop with caregivers and clients participating together
- Training on weekends
- Dementia workshop
- Inservice on keeping positive ties with family members of the individuals we assist
- Support strategies

Recommendations:

- Inform CLBC regarding feedback from HSPs and financial compensation
- Implement 50% of all new suggestions for training
- Provide information sessions to HSPs regarding Health and Safety issues/standards.



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Homemaking Services Satisfaction

Informal:

Community Connections Support Services maintains the ability for recipients of Homemaking Services to provide feedback in an on-going way via telephone, email, our website and billing forms.

Formal:

Feedback was requested of all recipients of Homemaking Services at September 2013. The sample is representative of those receiving Homemaking Services in the Central Okanagan. In response, we received 7 completed surveys in total. This represents 35% of all Homemaking Service recipients registered with CCSS.

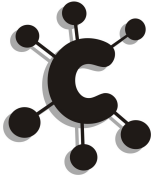
**Numbers represent percentages*

Section 1: The Organization

Community Connections:	Strongly Disagree	Disagree	Agree	Strongly Agree	Don't Know
Correspondence from Community Connections was clear and understandable.	0	0	57	43	0
The billing payment process is straightforward and understandable.	0	0	43	57	0
Payments are made promptly.	14	0	29	57	0
Payments are made accurately.	0	0	14	86	0
My questions or concerns are addressed in a timely and effective way.	0	0	29	71	0
I am satisfied with the Homemaking Service.	0	0	14	86	0
I would recommend Community Connections to a family member or friend.	0	0	29	71	0

Homemaking Recipients were also asked if there are ways that we can make this service better or easier to utilize. Some suggestions were:

- Direct deposit
- less paper – online
- No! You guys are AWESOME.



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In addition, Homemaking recipients were provided space for additional comments. Some of these included:

“Apart from being awesome..Very professional and easy to deal with.”

“This has helped our family.”

“Thank you for everything.”

Recommendations:

- Electronic payment and billing forms

External Reviews

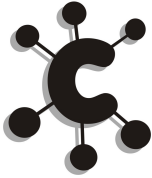
In 2013, Community Connections Support Services completed its third successful CARF survey. All service areas received a three year accreditation with many commendations and only several recommendations. All recommendations were addressed by the end of 2013. For further information, please contact the agency for a copy of the agency's CARF Survey Report or to speak to the Quality Assurance Manager regarding CARF accreditation and the survey process.

CLBC also conducted a number of on-site visits to review services provided by CCSS in 2013. 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.

We received formal summaries in the West Kootenays regarding our Residential Services, Respite Services, Home Share Provision, and Community Inclusion program.

Some of the comments from these summaries included:

“Once again I am impressed by Community Connections' philosophy, organizational sophistication and approach to providing various types of support. It is obvious that you are



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committed to ongoing quality improvement and I don't have any concerns to address with you at this time.”

“I enjoyed your positive energy towards the residents and towards each other.”

Suggestions to improve our services included:

“I would like to encourage you to send at least one or two employees (from each resource) to the Pivot Point training to ensure your agency is able to comply with the CLBC's behaviour support and safety planning policy.”

Recommendations:

- Ensure that personnel attend training with Pivot Point, where applicable.

Report Prepared: February 2014

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