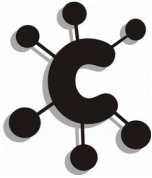


Community Connections Support Services

Satisfaction Survey Report

2014



Community Connections Support Services

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Community Connections Support Services Satisfaction Survey Report 2014

Community Connections Support Services presents this report based on feedback collected between January 2014-December 2014. 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:

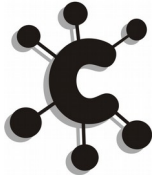
Community Connections Support Services is an agency focused on providing services that are person-centered. In doing so, our expectation is that all those receiving services do so according to their specific individual needs. As a result, all support workers ask for and adjust services according to the 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.



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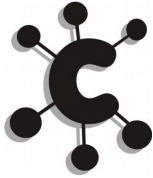
Review of 2013 Recommendations:

Consumer Satisfaction

1. Request Community Support implement at least 50% of the activity/event suggestions
 - In response to the suggestions for activities and events provided by consumers of services, our Community Support team worked collaboratively with the people they supported to generate an activity/event sheet that included some of the suggestions from the satisfaction survey and set a goal to facilitate at least 50% of those events. At the end of 2014, 68% of the events/activities were facilitated.
2. Bring awareness to CLBC regarding requests for accommodation in the community of Kelowna for persons supported.
 - This recommendation has been addressed in an on-going way as issues present. This year, CCSS intends to call a meeting with a representative of CLBC to discuss accommodation and accessibility issues.
3. Provide formal acknowledgment and feedback to consumers regarding information collected from survey and possible action planning
 - After reviewing the results of the 2013 survey, CCSS distributed a notice to consumers identifying those issues that they brought to the agency's attention. The intention was to ensure that consumers were aware that their input was received, noted and respected and that the agency was interested in supporting resolution of issues or requests for service. We intend to continue to provide this notice and close the 'feedback loop' annually.

Stakeholder Satisfaction

1. Request and hold regular meetings with CLBC to discuss emerging trends and meeting expectations of CLBC requirements.
 - Over the last year, the agency QAM and CLBC's Senior Contract Manager agreed to meet regularly to discuss strategic planning, emerging trends and policy. These meetings have proven to be hugely successful and have served to increase constructive communication between CCSS and its funder and have provided for a much more transparent relationship. This has resulted in more functional working relationships.
2. Senior management to meet with support teams in all regions regularly.
 - We continue to strive to meet this recommendation while balancing empowering local teams.
3. Advertise the website as an opportunity to indicate direction of services
 - We have not completed this recommendations but continue to work toward it.



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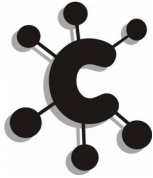
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Employee Satisfaction

1. Increase responsiveness / acknowledgment from Senior Management to front line supports
 - Despite attempts made to increase positive support from Senior Management, there has been on-going feedback that some employees remain feeling unappreciated. Management intends to re-open discussions regarding this and generate possible solutions.
2. Implement Team Building Coordinator to organize team-based, celebratory and volunteer opportunities across all regions.
 - CCSS identified and enlisted support from a Team Building Coordinator within the agency with only minimal success. Upon review, it was determined that an alternative plan needs to be developed. Management is currently in the process of generating possible solutions.
3. Hold regular information sessions regarding scope and services of CCSS with all employees
 - CCSS held meetings for all regions to satisfy this recommendation and intends to facilitate this annually.
4. Explore possibility of 'cross-regional training'
 - Management continues to explore this as an option to team building across regions and service areas. There has not been much interest shown in this regard from employees.
5. Review budgets and implement wage lifts, if possible
 - wage lifts have taken place and a wage lift plan has been developed
6. Increase training opportunities for 'team relationships'
 - we are currently seeking a qualified person to facilitate this.

Home Share Satisfaction

1. Inform CLBC regarding feedback from HSPs and financial compensation
 - completed
2. Implement 50% of all new suggestions for training
 - completed
3. Provide information sessions to HSPs regarding Health and Safety issues / standards
 - information sessions were held and the CCSS Health and Safety Coordinator has begun to work with Home Share Coordinators to ensure that all Home Share Providers are meeting Health and Safety standards.



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Consumer Satisfaction 2014

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.

46 completed surveys were returned to us. This represents 55% of all those supported in Community Support and Residential Support. Demographics of the samples are demonstrated in the following illustrations:

Sample Population:

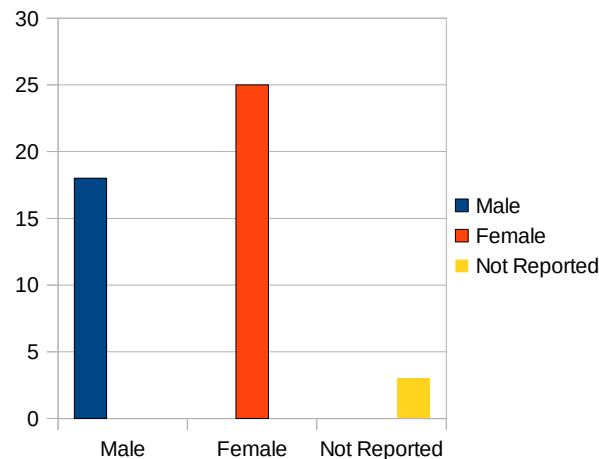
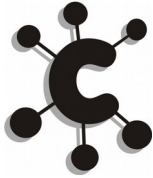


Illustration 1: Sample Population



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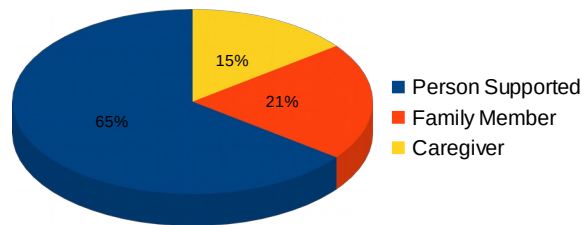
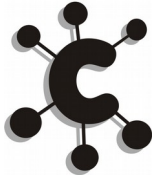


Illustration 2: Sample Population

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 2011, 2012, and 2013 are also provided for comparison.

	Great!				OK				Not So Great			
	'14	'13	'12	'11	'14	'13	'12	'11	'14	'13	'12	'11
<i>* note: numbers indicate percentage</i>												
a. Showing up on time	93	85	97	85	7	15	3	12	0	0	0	0
b. Keeping our appointments with you	88	94	94	82	12	6	6	15	0	0	0	0
c. Letting you know what's going on at CCSS and in Kelowna	93	87	86	76	7	13	11	15	0	0	3	0
d. Letting you know how you're doing towards your goals	78	82	86	70	22	18	14	21	0	0	0	0
e. Helping you do the things you want to do	93	85	97	85	7	15	3	12	0	0	0	0
f. Being respectful to you and your family	93	89	97	88	7	11	3	10	0	0	0	0



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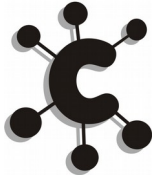
We also asked consumers to let us know if they would recommend our services to their friends. Out of 44 responses; 37 people said yes, 1 person said no, and 6 did not respond.

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	24	0	0	76
b. BC Lions football trip	31	0	0	69
c. Craft Group	18	3	0	79
d. Coffee Clubs	23	14	3	60
e. Men's Group	21	18	0	61
f. Health and Safety Month events	21	24	0	55
g. Ladies who lunch	24	6	0	70
h. Swim Clubs	17	3	0	80
i. Walking group	31	14	0	55
j. Naramata Retreat	35	6	3	56
k. Music in the Park Nights	26	3	6	65
l. Dinner and a Movie @ CCSS	29	15	0	56
m. Dinner Club	40	6	0	54
n. Bowling and Burgers	44	3	3	50
o. Thursday Socials	29	6	6	59

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:

“Keep up the good work” (person supported).



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“(support worker) is very helpful, above & beyond” (family member).

“Would like a calendar monthly and be supported 1:1 weekly”(person supported).

“Excellent support, positive, respectful, fun, involved” (caregiver).

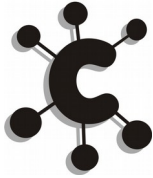
“Quality staff and truly caring. Good intentions about doing what your name suggests – connecting people in a variety of very important ways”(family member).

“(person supported) enjoys and appreciates all the activities and outings, likes her friends at CCSS and says how nice everyone is. She is happy and confident that she is liked. Contributed to her becoming more outgoing and less shy”(family member).

“(person supported) really enjoys spending time with (support worker) and the 'guys'. Trips are a great highlight in his life. You are all so good to him and we thank you so much” (caregiver).

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

more crafts	shopping day at the thrift store
see how to build a house	baking or sewing group
go to a movie	sledding
floor hockey	Arlo's honey farm and Lavender farm
trip to Vancouver	soccer, baseball, tennis
trips to Big White, Kal Lake and O'Keefe Ranch	concerts – Vancouver, Kelowna or Penticton
dog walker for SPCA	jewelry making
painting	horseback riding
camping	Price is Right party
Music club	tia chi or yoga
safety in community (awareness)	



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

- a bus closer to Magic Estates
- more community supports
- Handi-Dart needs improvement
- bus service on weekends
- ramps and larger doors for wheelchair access
- more activities on the Westside

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 39 respondents, 12 reported that they use the website for persons served. Of these, 9 reported that they found the website helpful. There were no additional comments in this area.

We recognize the increased 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:

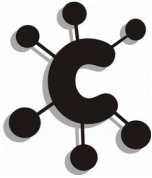
<i>*note: numbers indicate percentage</i>	Yes	No
Do you use Facebook?	41	59
Would you like us to use Facebook?	43	57
Do you use Twitter?	10	90
Would you like us to use Twitter?	12	88

As an agency interested in providing individualized services to those we support, we wondered how to best support cultural diversity 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:

“Go to a German festival”



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Recommendations:

- note event/activity suggestions and consider making them on-going, regularly scheduled events
- generate and implement new ideas for group activities
- ensure that 6 month summary goals and progress are being shared with the people supported.

Stakeholder Satisfaction 2014

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 35 completed surveys.

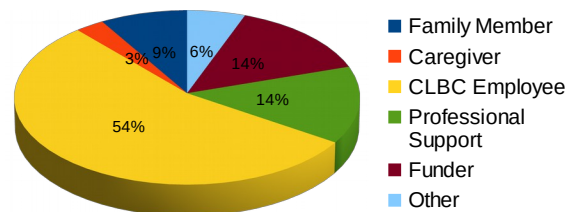
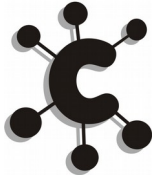


Illustration 3: Stakeholder Sample



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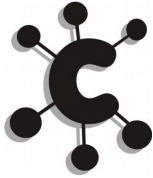
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Section One: The Organization

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		
	'14	'13	'12	'14	'13	'12	'14	'13	'12	'14	'13	'12	'14	'13	'12	'14	'13	'12
Empowers the people we support and advocates for their rights	3	0	0	0	0	0	23	33	19	74	67	81	0	0	0	0	0	0
Is a leader in our community in providing services for persons with disabilities that are effective and cost efficient	3	0	0	0	0	0	43	33	38	47	60	62	3	0	0	3	7	0
Responds to the needs of persons served by the organization	3	0	0	0	0	0	27	40	19	70	53	81	0	7	0	0	0	0
Has policies and procedures in place to ensure effective, reliable and consistent services are provided	3	0	0	3	0	0	34	33	27	53	53	65	3	7	4	3	7	0
Programs have clearly defined tasks, activities and outcomes	3	0	0	0	0	8	53	47	54	34	33	35	7	7	4	3	13	0
Communicates with individuals receiving services, families, caregivers, team members and society members on community living issues	3	0	0	3	7	4	37	40	42	47	47	50	7	7	4	3	0	0



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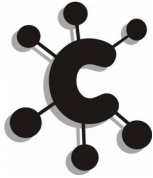
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Community Connections:	Strongly Disagree			Disagree			Agree			Strongly Agree			Don't Know			No Data		
	'14	'13	'12	'14	'13	'12	'14	'13	'12	'14	'13	'12	'14	'13	'12	'14	'13	'12
Provides opportunities for people served with common interests to connect for friendships	3	0	0	7	7	0	27	27	42	57	60	46	3	7	12	3	0	0
Understands that it works in different regions of the province and, as such, works differently in each area to support people most effectively	3	0	0	0	0	0	37	40	38	40	53	42	13	7	15	7	0	4

Section Two: Ethics, Attitudes and Responsibilities

Community Connections:	Strongly Disagree			Disagree			Agree			Strongly Agree			Don't Know			No Data		
	'14	'13	'12	'14	'13	'12	'14	'13	'12	'14	'13	'12	'14	'13	'12	'14	'13	'12
Recognizes the vulnerability of the people served and the professional obligation to protect them	0	0	0	0	0	0	33	27	23	67	73	77	0	0	0	0	0	0
Honours beliefs, values and cultures of people served & their families & appreciates the uniqueness and potential of each individual	0	0	0	0	0	0	33	33	23	67	67	77	0	0	0	0	0	0
Team members maintain honesty, integrity, objectivity while meeting the highest level of standards for service delivery	0	0	0	3	0	4	40	53	38	53	47	58	0	0	0	3	0	0
Team members recognize and respect the importance of confidentiality	0	0	0	0	0	4	33	33	38	60	60	58	7	7	0	0	0	0



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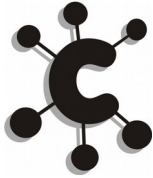
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Section Three: Communication

Community Connections:	Strongly Disagree			Disagree			Agree			Strongly Agree			Don't Know			No Data		
	'14	'13	'12	'14	'13	'12	'14	'13	'12	'14	'13	'12	'14	'13	'12	'14	'13	'12
Employees respond promptly to my requests	0	0	0	7	0	8	33	53	27	50	40	65	0	0	0	10	7	0
There is effective communication between CCSS and myself	0	0	0	3	0	0	40	40	38	50	47	58	0	0	0	7	13	4
I feel comfortable approaching employees of CCSS with a concern, question or new idea about support provision.	0	0	0	0	7	4	30	7	12	63	87	81	0	0	4	7	0	0
I feel that I am involved in decision-making within the agency	0	0	0	13	7	15	40	33	35	27	33	38	0	7	0	20	20	12

Section Four: Health and Safety

Community Connections:	Strongly Disagree			Disagree			Agree			Strongly Agree			Don't Know			No Data		
	'14	'13	'12	'14	'13	'12	'14	'13	'12	'14	'13	'12	'14	'13	'12	'14	'13	'12
Health and Safety procedures are in place to protect participants, families, employees and volunteers	0	0	0	0	0	0	37	40	58	50	53	35	10	7	8	3	0	0
Safety concerns are addressed in a timely manner	0	0	0	0	0	0	40	27	46	43	60	42	10	7	12	7	7	0



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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:

37% of the sample of stakeholders report being Satisfied with our services.

63% 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:

“I think that CLBC and Community Connections continue to work on improving communication. In my opinion, communication has been impacted over recent years largely due to the rapid growth of Community Connections and the physical distance from it's head office/management. I do not think any issues exist that cannot be resolved with clear and open communication and, overall, Community Connections continues to deliver high quality, person centred service.” (CLBC Employee)

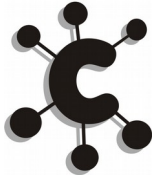
“Community Connections have a high degree of integrity in their work. They have great values and deep respect for the people served within their organization. They are transparent and always a pleasure to work with!”(CLBC Employee)

“We have always been thrilled with the leadership role played by Community Connections. The modeling of values and individualized supports is so essential and within our CCSW program we reference this agency as a significant leader and contributor in the field. Ethical advocacy, complete commitment to understanding behaviour as communication and a shared set of values emphasizing trust and respect make Community Connections a stellar agency.” (Other)

“Great agency and wonderful staff. Efficient and respond in timely manner. They have a legacy of community knowledge that is invaluable in supporting individuals. Well respected by those they support and funders.” (Funder)

“There are towns within our region that need the development of more Home Shares.” (CLBC Employee)

“I welcome services from Community Connections as you are forward thinkers, you have the ability to be individual specific in your program design, you are professional enough to say no



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when service requests do not fit but you are willing to go above and beyond. Thank you.”
(Funder)

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:

- Decentralizing leadership overall: appoint two service coordinators in the W. Kootenay, identify senior Home Share Coordinators in each region
- Well defined recruitment strategy for HSP that includes advertising, screening and home study.
- Schedule regular liaison meetings with each regional CLBC office to discuss strategy, trends, problem solving, communication and relationship development

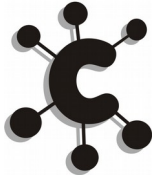
Employee Satisfaction

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 64 completed surveys. This represents 54% of all employees. In the interest of maintaining confidentiality for our employees, we did not ask to have their position with Community Connections revealed.



Community Connections Support Services

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This year, we decided to change our request for feedback and hoped for data that provided for a richer narrative of people's employment experience. We asked a number of questions regarding satisfaction and requested suggestions on how to make things better.

Question: Is your job description relevant to your position?

Yes = 97% No = 2% No answer = 1%

If no, what would make it more relevant / make sense to you?

- Comment suggests that position requires more medical expertise than suggested by job description.

Question: Is there anything missing from your job description?

Yes = 3% No = 95% No answer = 2%

If yes, what could we add to improve your job description?

- There were no suggestions provided

Question: Do you find your supervisor approachable?

Yes = 91% No = 9%

If no, what do you think would improve your relationship?

- More availability
- consider other alternatives without a preconceived outcome
- set a better example related to work habits
- remain open to ideas of others
- recognize the strengths in all support workers and support sites – eliminate competitiveness

Question: Do you find your coworkers approachable?

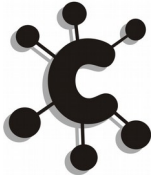
Yes = 94% No = 6%

If no, what do you think would improve your relationship(s)?

- more training on communicating with challenging people
- indicative of the culture at the agency overall
- team building events / training

Question: Do you feel comfortable approaching / calling Brian or someone from the management team?

Yes = 95% No = 5%



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If no, what do you think would improve your relationship(s)?

- Comment suggests lack of positive team building and transparency. Lack of trust in the workplace.
- Clarity on lines of communication and the ability to complain above direct supervisor.

Question:

Is there something that you feel you could learn that would make it easier for you to do your job?

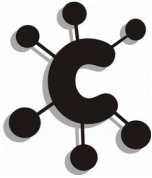
Yes = 46% No = 52% No answer = 2%

What kind of training would you like to participate in?

- Goal setting: making SMART goals more valuable to people we support
- Communication, team building
- Autism training
- understanding trauma and more tools / skills for more emotional support
- MANDT or equivalent
- Goal setting / achievement training
- Communication skills
- Team building, think tanks
- CLBC policy and practices
- Professional communication
- More workshops in the Okanagan related to mental illness or developmental disabilities
- Managerial
- Mindfulness, coaching
- Computer literacy
- Training about medications and conditions
- More dates available to attend training
- MANDT
- Support parameters and strategies
- NVCI, Medication information
- Aging in place, management skills
- Resources for Home Share Providers
- Management skills

Question:

Are the training opportunities we have offered over the past year (eg. MANDT, Pivot Point behavioural courses, Compassion fatigue and vicarious trauma, First Aid and CPR) relevant to your work?



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Yes = 86% No = 14%

If not, what kinds of training would make your position more successful?

- Computer classes
- Autism training

Question:

Do you feel supported in your job?

Yes = 89% No = 11%

Are there things that would make your job easier or if put in place made you feel more supported?

- Team building activities designed to increase understanding that all support workers need to work together to create the best support systems
- Better pay, flexibility with hours
- If all shift tasks were completed by support staff and not left for others
- More specific positive feedback from supervisor
- Training for all staff in non-violent communication
- More openness from supervisor
- Quicker decision making
- Think tanks and cross-training
- Team building to create support, trust and sense of belonging
- If people followed through on tasks assigned to them
- Step-by-step computer notes
- Reminder to review policies and procedures
- Getting a straight answer the first time a question is asked
- Written goals for the person supported
- Ability to get more support hours from CLBC for person supported
- CCSS not nickel and dime-ing for group events
- Better communication, more accountability, treating everyone with value and fairness
- Quality voice technology for team meetings

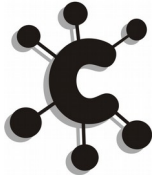
Question:

Are you challenged positively by the work that you do?

Yes = 95% No = 5%

If not, what kind of contributions do you feel you could make to grow in your position or feel positively challenged in your role?

- Facilitate staff meetings, team planning, appreciations
- Don't feel as though there is room to grow



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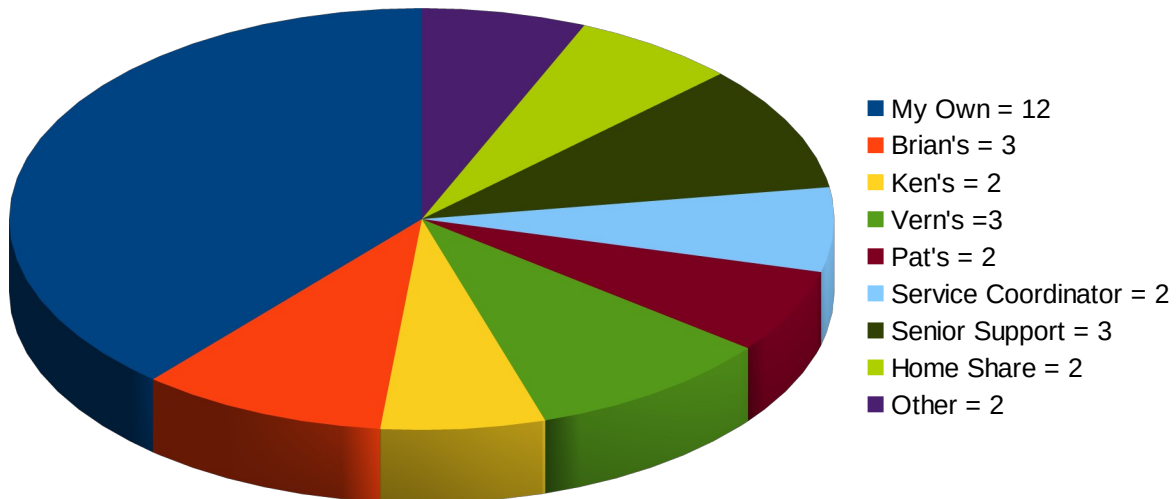
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Question:

If you had anyone else's job at the agency, who would that be?

There were 39 responses to this question. Results are found in the graph below:

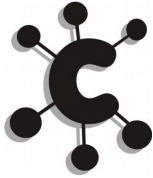


Sample of Additional Comments:

“Proud to be a part of CCSS. Love the clear focus on the people we support! I'd like to see more streamlined communication/documentation. Too many people ask me the same questions over, and over, and over.....”

“A more comprehensive approach to community building within the agency. It often feels like there are silos in each service area that creates divisiveness instead of a mutual appreciation for everyone's efforts. This often translates into lack of responsiveness and accountability as work is viewed as important/unimportant.”

“I think it is a truly excellent company, but I feel there is a tendency to assume that certain senior individuals are infallible, and there is an unwillingness to look at the need for re-evaluation of certain practices.”



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“I find this agency is well rounded with positive caring knowledgeable staff that are ready to support you in any they can. It almost seems like there is no distance between us even though they are in Nelson or Kelowna.”

“This is the best company I have worked for in 32 years of support and service.”

“I am very happy with all the support I receive from the Agency whether I'm in office, email support or phone I have received total respect, encouragement, and advice. Thank you all!”

“I think the agency has been very supportive of its employees. They are very good at conflict resolution and the ability to compromise for the greater good. They treat each person supported as great individuals and respect each one.”

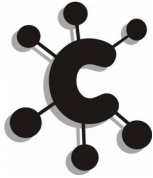
“I am grateful to work for Community Connections as I feel it is one of the most supportive working environments I have experienced. I really appreciate the ethics and integrity of the services provided to the people we support, and the willingness of staff and senior support to work as a team. Thanks!”

“My issue... is that only 1 or 2 people from each house get paid for going and usually it would be senior support workers. Often these are full day/non-paid courses. I would attend more training if I had incentive to do so.”

“The only thing would be slightly better pay for the work being done. It would make your employees happier and retention rates would be higher.”

Recommendations:

- ensure all orientation lists in each area are comprehensive, meet agency standards and are reviewed/updated quarterly to reflect various job components
- decentralize leadership and establish clear role definition for our service coordinators so energies are not divided and coordinators are more accessible from a leadership perspective
- make attempts to provide all training requests
- regular training regarding lines of communication and agency structure and vision
- approach CLBC regarding wage parody
- personalized recognition apart from evaluations by all service coordinators
- review with service coordinators the need to monitor support worker's completion of duties to reduce the burden on other support staff
- performance issues to be dealt with in a timely and proactive way
- service coordinators to be trained regularly in agency protocols and response to request for accommodation



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- consistent approach to internal job postings and opportunities
- facilitate team building

Home Share Satisfaction 2014

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:

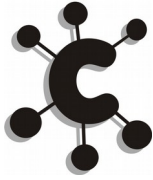
Feedback was requested of all Home Share Providers contracting with Community Connections Support Services at September 2013. The sample population includes Home Share Providers in the West Kootenays, East Kootenays and the Central Okanagan. In response, we received 47 completed surveys in total. This represents 34% 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).

**Numbers represent percentages*

Section 1: The Organization

Community Connections:	Strongly Disagree			Disagree			Agree			Strongly Agree			Don't Know		
	'14	'13	'12	'14	'13	'12	'14	'13	'12	'14	'13	'12	'14	'13	'12
Empowers the people we support and advocates for their rights	2	0	0	2	0	0	23	30	35	70	68	65	3	2	0
Has policies and procedures in place to ensure effective, reliable and consistent services are provided	2	0	0	4	0	0	30	21	30	62	79	70	2	0	0
Programs have clearly defined tasks, activities and outcomes	2	0	0	2	0	0	28	21	35	64	64	65	4	15	0



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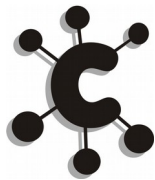
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Community Connections:	Strongly Disagree			Disagree			Agree			Strongly Agree			Don't Know		
	'14	'13	'12	'14	'13	'12	'14	'13	'12	'14	'13	'12	'14	'13	'12
Understands that it works in different regions of the province and, as such, works differently in each area to support people most effectively	2	0	0	0	0	0	26	30	30	51	47	60	21	23	0

Section 2: Ethics, Attitudes, and Responsibilities

Community Connections:	Strongly Disagree			Disagree			Agree			Strongly Agree			Don't Know		
	'14	'13	'12	'14	'13	'12	'14	'13	'12	'14	'13	'12	'14	'13	'12
My Home Share Coordinator is flexible and accommodating around scheduling appointments, keeping in mind the schedule of our home.	2	0	0	0	0	0	2	2	12	96	94	88	0	4	0
Community Connections honours the beliefs, values, and cultures of the people served and their families and appreciates the uniqueness and potential of each individual.	2	0	0	0	0	0	11	19	15	85	79	82	2	2	0
Community Connections' Home Share Coordinator maintains honesty, integrity and objectivity while meeting the highest level of standards for service delivery.	2	0	0	0	0	0	2	13	18	96	83	82	0	4	0
Community Connections' Home Share Coordinator recognizes and respects the importance of confidentiality.	2	0	0	0	0	0	4	11	15	92	83	85	2	6	0
My Home Share Coordinator is knowledgeable about CLBC practices.	2	0	0	0	2	0	23	17	18	75	68	82	0	13	0



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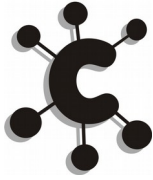
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Section 3: Communication

Community Connections:	Strongly Disagree			Disagree			Agree			Strongly Agree			Don't Know		
	'14	'13	'12	'14	'13	'12	'14	'13	'12	'14	'13	'12	'14	'13	'12
My Home Share Coordinator responds to questions or concerns in a timely manner.	2	0	0	0	2	0	9	13	15	89	83	85	0	2	0
There is effective communication between the Home Share Coordinator and myself	2	0	0	0	0	0	4	11	9	94	85	91	0	4	0
I feel comfortable approaching my Home Share Coordinator with a concern, question or new idea about support provision	2	0	0	0	0	0	2	6	9	96	91	91	0	2	0
My Home Share Coordinator is respectful when explaining policies and expectations of CCSS.	2	0	0	0	0	0	0	9	12	98	87	88	0	4	0

Section 4: Home Share Service Provision / Relationship

Community Connections:	Strongly Disagree			Disagree			Agree			Strongly Agree			Don't Know		
	'14	'13	'12	'14	'13	'12	'14	'13	'12	'14	'13	'12	'14	'13	'12
Health and Safety procedures are in place to protect participants, families, employees, and volunteers.	2	0	0	0	0	3	19	17	18	77	77	79	2	6	0
My Home Share Coordinator assists with requests for referrals regarding identified needs for the person I support to access services / resources.	2	0	0	0	0	0	17	28	24	79	66	73	2	4	0
My Home Share Coordinator promotes services that are person-centered.	2	0	0	0	0	0	21	26	19	73	70	77	4	4	0
My Home Share Coordinator is knowledgeable regarding Home Share Services.	2	0	0	0	0	0	19	17	12	79	81	88	2	2	0



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Community Connections:	Strongly Disagree			Disagree			Agree			Strongly Agree			Don't Know		
	'14	'13	'12	'14	'13	'12	'14	'13	'12	'14	'13	'12	'14	'13	'12
My Home Share payment is accurate and delivered on time.	2	0	0	0	0	3	19	11	15	77	89	82	2	0	0
Questions I have regarding my contract, payment or other administration issues are addressed in a timely manner.	2	0	0	0	0	0	23	21	24	75	77	76	0	2	0

Section 5: Overall Satisfaction

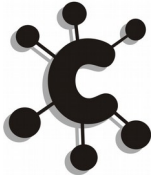
	Extremely Dissatisfied			Dissatisfied			Satisfied			Extremely Satisfied		
	'14	'13	'12	'14	'13	'12	'14	'13	'12	'14	'13	'12
After considering everything, how satisfied are you with the services provided by our agency?	2	2	0	2	2	0	17	17	18	79	79	82

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

96% 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	64%	36%
I access the CCSS Home Share Manual for information and support	91%	9%



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Some additional comments included the following:

“(Home Share Coordinator) is honest, easygoing, friendly. Cares about health and welfare of clients and Home Share providers.”

“(Home Share Coordinator) provides excellent communication and support.”

“I would like respite dollars to be paid on a set day every month and direct deposit.”

“Reference sheet with most important details would be helpful when first welcoming a new Home Share person into their new home.”

“(Home Share Coordinator) is very approachable and down to earth. Does job well and is an asset and support to Home Share Providers.”

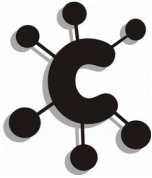
“More advance notice on appointments and to make a date for a meeting within a week or two.”

“It takes too long and too many people to make decisions regarding some issues ie. Safety issue- time frame very important to us.”

“When can HSP's expect wage increase?”

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

- Programs to assist with ageing or possible early onset of dementia
- Guidance on discipline with Home Sharing needs, how to present and how to enforce
- Promoting nutrition and exercise. How to effectively teach autistic adults
- Difficulties with setting “clear” boundaries.
- Would be convenient to have workshops in Grand Forks
- Enjoy COPCS educational meetings, extremely well done
- Phone numbers to access funding, etc. and how that process works
- Would like to see a summer or spring camp in Creston area
- Behaviour management workshop
- More information on diabetic diets meal plans.



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Recommendations:

- make attempts to obtain and provide information on new referrals to share with potential caregivers to ensure a better match.
- Continue to increase training in Aging in Place issues and offer training in this area in the West Kootenays
- Liaise with CLBC regarding support for caregiver groups in the East and West Kootenay
- Clarify employee vs contractor rights and expectations

External Reviews

In 2014, 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.

Report Prepared: February 2015

Report Prepared by: Jacqueline Burnham
Quality Assurance Manager