



Community Connections Support Services

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

15B View Street
Nelson, BC V1L 2T9
e: mail@commconn.ca
w: www.commconn.ca

RPO PO Box 20004
Tamarack Mall
Cranbrook, BC V1C 6K5
toll free: 1-888-491-2907

Feedback Summary 2019

WE HEARD YOU

Our Home Share Providers

<i>What you told us...</i>	<i>What we did about it..</i>
That you want better pay for home share provision...	...so we continue to advocate for, and support, higher pay for home share providers in our meetings with CLBC.
That you feel you'd benefit from training in Aging in Place issues...	...so we continue to make Aging in Place resources available by email, through our coordinators, and on our website.
That you feel identifying, mitigating, and managing risk for the person you support is complicated...	...so we have made an assessment and templates that go through the process step-by-step available by email, through our coordinators, and in our policy manual.
That you believe there's too much 'red tape'/'paperwork' landing in the HSP role...	...so we reviewed our entire program, streamlined its structure, and simplified all operational aspects possible (while still making sure it meets all requirements).
That attending training/networking is hard when it isn't located in your community and when respite is difficult to arrange...	...so we are finding and sharing (via email and on our website) as many online, free, internet/web-based, flexible opportunities as we can, which don't depend on location.
That the most comfortable way to deliver constructive feedback is anonymously, which can make effective follow up and change efforts impossible to implement...	...so we are working hard on complaints process training to make sure everyone (employees and HSPs and the people we support) is comfortable expressing dissatisfaction.