

**COMMUNITY INTEGRATION SERVICES  
SOCIETY**

**SATISFACTION SURVEY  
RESULTS  
2016**

**APRIL 2017**

## **Community Integration Services Society 2016 Survey Results**

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Community Integration Services Society actively solicits feedback from our stakeholder through a variety of means. Feedback helps us assess our work and assists us in making change to assure that we meet or exceed the expectations of persons served, the community and other stakeholders.

One hundred thirty-six (136) Satisfaction Survey packages were distributed to Community Integration Services Society's employees, families and/or caregivers, volunteers, community members, and other professionals. We received 19 completed surveys returned to us equaling a 14% return rate. The breakdown of percentages for each category are as follows:

- 63 % from families
- 0 % from Professional Care Givers
- 0 % from Volunteers
- 0 % from Community Partners
- 37 % from Employees

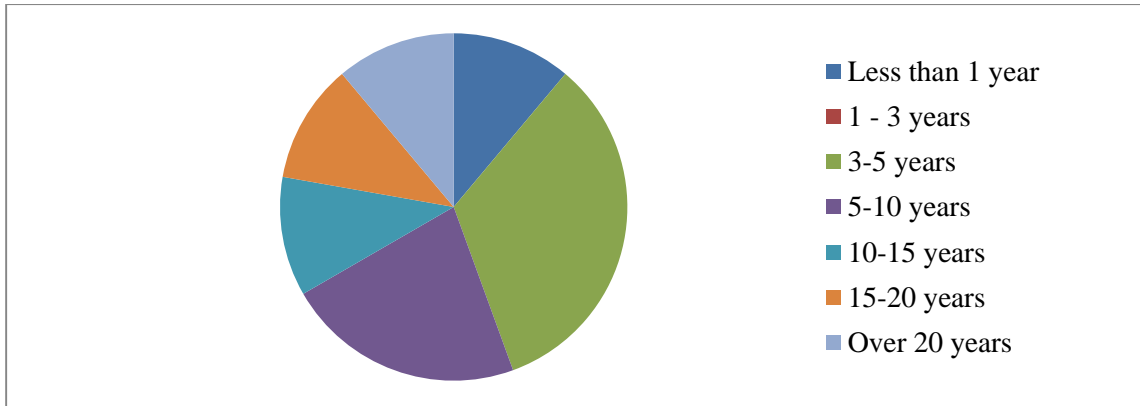
Additionally, following each individual's Individualized Service Plan Meeting, they are given a survey to share their satisfaction with their program; results are shared in our newsletter. The results of this survey for the entire year are included in this report.

The type of chart used in the results is a pie chart; if you have difficulty understanding the results please contact us at 604-461-2131.

Thank you for your participation, your feedback will help us learn and grow for the future of our Society.

# Community Integration Services Society 2016 Survey Results

## 1. How long have you had a relationship with CISS?



Number of Years	Less Than 1	1 -3	3-5	5-10	10-15	15-20	Over 20
Family Members	0	0	4	4	2	1	0
Employee	2	0	2	0	0	1	2
<b>Total:</b>	<b>2</b>	<b>0</b>	<b>6</b>	<b>4</b>	<b>2</b>	<b>2</b>	<b>2</b>

## 2. A: What is the first word that comes to mind when you think about CISS?

### Family Members:

- *Kindergarten and Nursery School*
- *Caring*
- *Best*
- *Inclusion*
- *Service*
- *Relief*
- *Great*
- *Helpful*
- **4** people chose not to respond to this question.

### Employee:

- *Interesting*
- *Community*
- *Inclusion*
- *Growth*
- *Community Inclusion*
- *Integrity*
- *Caring*

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## 2. B: In one sentence, please describe the Mission of the Society:

### Family Members:

- *I can be sure our son is loved and stimulated*
- *Help clients reach their highest potential*
- *All people should feel included*
- *Serve the diverse needs of our society*
- *Support for our daughter in the community*
- *A safe, caring, and inclusive program that offers flexibility for individual needs*
- *To give special needs adults a chance to succeed in life!*
- *5 people chose not to respond to this question.*

### Employee:

- *Ensuring everyone feels a part of their community*
- *Building independence in individuals to be active community members*
- *A place to continue learning and growing as an individual, to be included and gain success*
- *All people, regardless of their abilities or disabilities have the right to be respected*
- *CISS is committed to all individuals to become active members of their own communities*
- *To enable individuals in service to be actively engaged in community*

## 3. Please describe a positive experience you've had with CISS.

### Family Members:

- *He is encouraged to learn something new, and feels more confident and useful*
- *Our son felt afraid of another client who came too close. The manager and his staff met with both people and resolved it without us being called*
- *Just to see the clients happy, see them feel included – and smiling, it's just great. Also being able to talk to workers and supervisors, to know that they are listening to you and do their best to help or solve if there should be a problem*
- *We always enjoy the Christmas Party and the Annual BBQ. Time to socialize and meet other clients and families.*
- *Addressing weekly daytime needs for our special son*
- *Excellent caregivers*
- *Feeling welcomed*
- *All my experiences are great. Thank you*
- *My daughter's happiness with her painting class successes*
- *Always a positive experience!!*
- *She is always happy to be out with a caregiver*
- *1 person chose not to respond to this question.*

# Community Integration Services Society 2016 Survey Results

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## 3. Please describe a positive experience you've had with CISS.

### Employee:

- *Meeting great co-workers and clients, making relationships with families*
- *Being a part of the Charter of Rights video. The Participants did so well!*
- *Seeing people be successful in employment*
- *Coming to work and being greeted by so many friendly, smiling faces*
- *Individuals are enjoying their learning and social activities*
- *2 people chose not to respond to this question.*

## 4. Please describe a challenging experience (if any) you've had with CISS; describe how it was handled and whether you were satisfied with the outcome.

### Family Members:

- *It's surprising to us that he loves the places he frequently goes even though he doesn't know how to speak English. It was a challenging experience for our family and CISS as well, we believe all staff at CISS made great efforts to overcome this challenging experience*
- *My daughter being able to stay at Melissa Park during snow days. The staff and manager set up alternate programs.*
- *Behaviour challenges – well handled*
- *None that I can recall*
- *None. Annual reviews are more routine than they are an issue. This speaks volumes for the work done in supporting her.*
- *7 people chose not to respond to this question.*

### Employee:

- *Snowfall-Wasn't satisfied that clients aren't welcome to stay at CISS through the day. It's their building, if we didn't have clients we wouldn't have jobs at Melissa Park.*
- *A client passed away and we lost a position. Everything was handled in professional manner and it made me realize our program needs to change so people will want to be a part of Inlet*
- *Death of a client*
- *Dealing with the snow and ice this winter was exhausting and challenging this winter*
- *4 people chose not to respond to this question.*

## 5. a) In your opinion, briefly describe what CISS should look like in the next 5 years?

### Family Members:

- *A great place to meet other people*
- *More clients having jobs in the community*
- *Continue to provide services and enjoyment to the clients and their families*
- *Expanded services in our community*

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- *Respite services*
- *More jobs available*
- *Perhaps make community and area more aware of CISS and how CISS helps people*
- 5 *people chose not to respond to this question.*

## Employee:

- *Expanded PSI, ANSO, Respite*
- *One new program in the PoCo office, New managers (2), Inlet will be an awesome seniors program and we will be doing some respite on evenings and weekends*
- *More focus on individualized programs/activities*
- *Continuing to provide opportunities for individuals to get jobs and continued growth of the organization as well*
- *Expanded services into other areas*
- *More funding from CLBC to create a bigger society – housing, employment etc.*
- *Offer respite, use neighbor house at CISS*

## 1. b) What skills, resources, information, contacts do you have which could help us with our 5-year plan?

### Family Members:

- *Input as needed from time to time*
- *Jobs*
- 10 *people chose not to respond to this question.*

### Employee:

- *Already share with the society.*
- *I am active and personable. I am talking to seniors centre staff and trying to make a connection*
- *Help with proposal and grant writing*
- *Offer more programs, evening respite services, overnights*
- 3 *people chose not to respond to this question.*

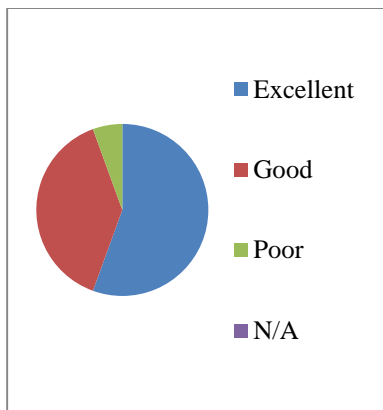
## 2. How would you rate your overall satisfaction with CISS?



	Excellent	Okay / Good	Poor
Family Members	9	3	0
Employee	4	3	0
<b>Total:</b>	<b>13</b>	<b>6</b>	<b>0</b>

# Community Integration Services Society 2016 Survey Results

3. a) Do you believe that people who are receiving services are truly satisfied with the services that we provide for them?



	Very Satisfied	Satisfied	Not Satisfied	N/A
Family Members	7	4	0	0
Employee	3	3	1	0
<b>Total:</b>	<b>10</b>	<b>7</b>	<b>1</b>	<b>0</b>

7. b) Do you have any recommendations on how we can improve our services?

Family Members:

- None
- Expanded service when possible
- Setup Leisure program with Coquitlam Rec (Zumba, Floor Hockey, etc.) during winter months. Group outing (Game Farm and Picnic etc.)
- My son needs a staff who can speak Korean because he can understand Korean well and feels more comfortable
- Go to more outdoor places, weather permitting
- 2 people chose not to respond to this question.

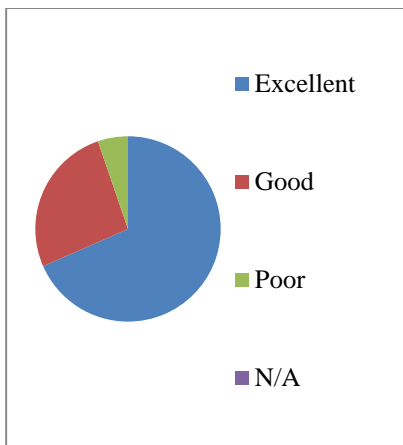
7. b) Do you have any recommendations on how we can improve our services?

Employee:

- Have our house accessible throughout day program – not be kicked out and questioned “why are you here?”
- Staff not to stick to the usual bowling or library
- To assure that we stay true to our Mission: To actively engage individuals to be active members of their own community.
- Keep working on improving schedules
- We could seek better programs and activities and have full programs and activities on all client schedules. Programs that challenge individuals and teach them skills
- Continue to hire good and committed staff to do the good work
- For all of us to assure that we give the best care which helps the people in our services achieve all of their hopes and dreams which will help improve the quality of the life
- 2 people chose not to respond to this question.

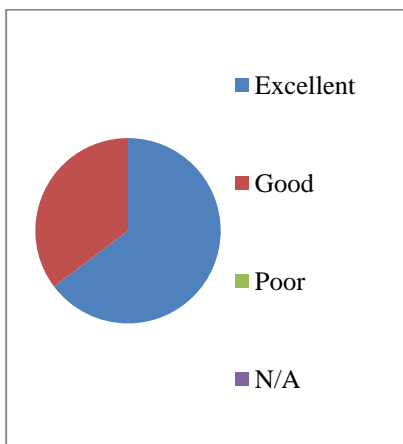
# Community Integration Services Society 2016 Survey Results

7. c) In your experience, do you believe that the Board, Administration staff and Management treat the clients with dignity and respect?



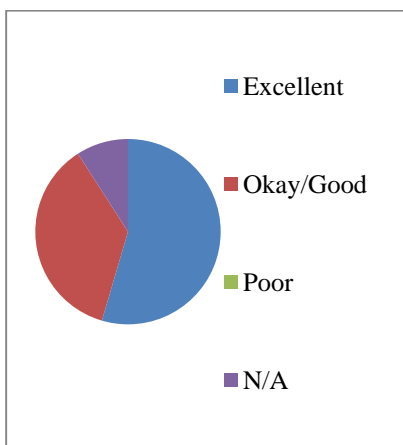
	Excellent	Good	Poor	N/A
Family Members	9	3	0	0
Employee	4	2	1	0
<b>Total:</b>	<b>13</b>	<b>5</b>	<b>1</b>	<b>0</b>

8. In your experience, do you believe that the Board, Administration staff and Management treat the employees with dignity and respect?



	Excellent	Good	Poor	N/A
Family Members	6	5	0	0
Employee	4	3	0	0
<b>Total:</b>	<b>11</b>	<b>6</b>	<b>0</b>	<b>0</b>

9. a) Do you believe that our planning and goal setting system is effective in helping foster individual growth for the people in our services?



	Excellent	Okay/Good	Poor	N/A
Family Members	4	8	0	0
Employee	4	3	0	0
<b>Total:</b>	<b>8</b>	<b>11</b>	<b>0</b>	<b>0</b>



# Community Integration Services Society 2016 Survey Results

## 9. b) What recommendation (if any) would you make for improvement?

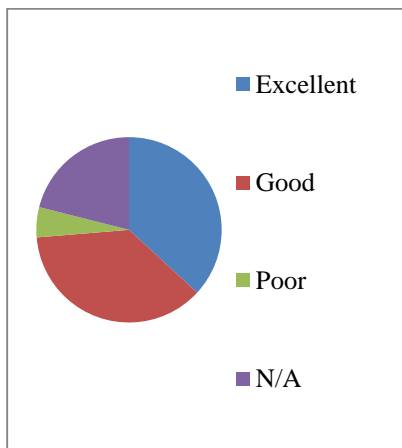
### Family Members:

- *Enlarge the place and let them have more room to get indoor activities if the weather isn't good.*
- *You are doing a great job*
- *I do not know what training employees receive*
- *More hours of support*
- *8 people chose not to respond to this question.*

### Employees:

- *I think we are getting there with Sharevision (our internal data storage system). Many new features are being developed that are helping with staff communication. 1:1 meetings is an excellent feature*
- *More Accessibility to Melissa Park for all program hours*
- *5 people chose not to respond to this question.*

## 10. Do you believe that CISS employees receive sufficient training during their orientation



	Excellent	Good	Poor	N/A
Family Members	4	4	0	4
Employee	3	3	1	0
<b>Total:</b>	<b>7</b>	<b>7</b>	<b>1</b>	<b>4</b>

## 11. What types of staff development would you recommend to further improve/enhance the skill set of the staff at CISS to better service the clients?

### Family Members:

- *Encourage the staff to learn different languages*
- *Courses on play therapy, birth injuries*
- *Constant skill development in related client services is always a good thing*
- *Expanded training always helps*
- *Refresher programs, latest research and techniques*
- *The need some more professional and special training for each client*
- *6 people chose not to respond to this question.*

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## Employees:

- *In-services, more training for new staff. Sometimes 2 days isn't enough.*
- *More time to read client files*
- *Many people don't seem to understand the client disorder and think they are helping the clients*
- *For staff to utilize our value based staff education online program: Conversations that Matter videos to learn and advance their knowledge.*
- *4 people chose not to respond to this question.*

## **12. What suggestions do you have which would help to improve / increase the community's awareness of CISS?**

### Family Members:

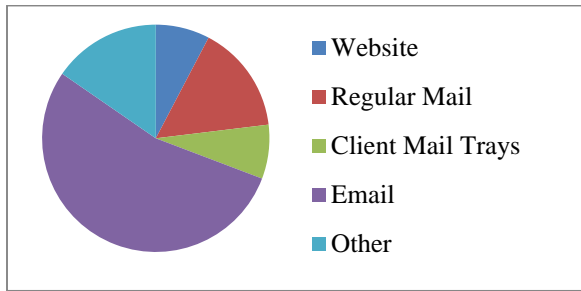
- *Hold open house, presence at community events such as Golden Spike Days, Hyack Festival (Have a booth!)*
- *Improved awareness should be done hand in hand with expanded service*
- *Skill Development Department at high schools*
- *Advertising*
- *Ask to send speakers to parent advisory groups at local schools*
- *Let more people know about CISS through the media*
- *6 people chose not to respond to this question.*

### Employees:

- *I put info on Facebook when we do fundraisers like the painting project and buy a brick, also word of mouth.*
- *Attend more community events, increase social media presence*
- *I think CISS has improved in this area over the past few years. Could try submitting photos to the local paper throughout the year*
- *Advertising, attending conferences, be a part of other community projects and events, such as the Terry Fox Run*
- *Flyers, Open House*
- *For staff to be good ambassadors while in the community demonstrating what excellent services CISS does*
- *1 person chose not to respond to this question.*

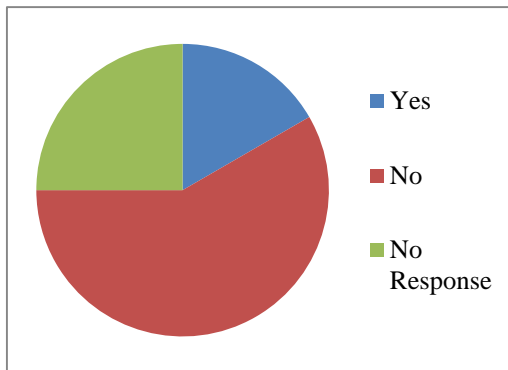
# Community Integration Services Society 2016 Survey Results

## 13. Parents and caregivers, tell us the best way that we can share society and client information with you?



Website	1
Regular Mail	2
Client Mail Trays	1
Email	7
Other	2
<i>** noted that some people gave multiple answers</i>	

## 14. a) Parents and Caregiver, would you like CISS to sponsor more family education and meetings for you?



Yes	2
No	7
No Response	3

## b) If yes, what days/times work best for you?

### Family Members:

- Anytime
- Evenings, Weekends, some daytimes
- 10 people chose not to respond to this question.

## c) What type of information and education would you like us to share with you at these meetings?

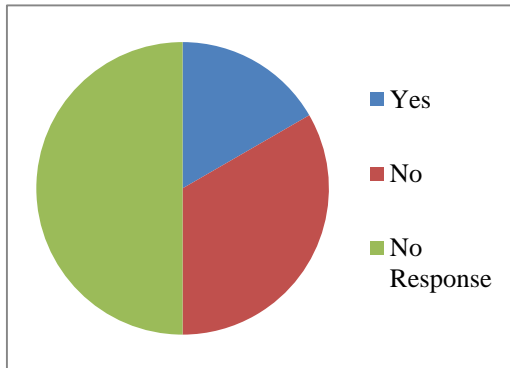
### Family Members:

- Job search info
- 11 people chose not to respond to this question.

## 15. As a Non Profit Organization we should do our best to garner funds from a variety of sources, we cannot do this job without your help.

# Community Integration Services Society 2016 Survey Results

a) Parents and caregivers could you participate in fund raising activities to raise needed money for the Society?



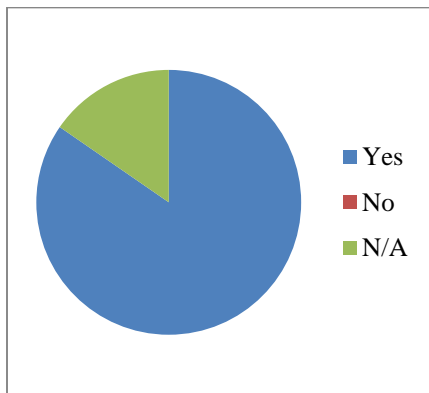
Yes	4
No	2
No Response	6

b) If yes, what days/times work best for you?

Family Members:

- Monday, Friday 10am-12pm
- Monday, Wednesday, Friday anytime
- Fairly flexible with notice
- Weekend
- 8 people chose not to respond to this question.

16. Would you recommend CISS to others (new families, potential future employees or other community businesses)?



	Yes	No	N/A
Family Members	11	0	1
Employee	5	0	2
<b>Total:</b>	<b>16</b>	<b>0</b>	<b>3</b>

17. Please provide us with your suggestions

Family Members:

- You are better at this!
- Perhaps go into schools so that teachers are more aware and have a better understanding of spectrum.
- 10 people chose not to comment.

# Community Integration Services Society 2016 Survey Results

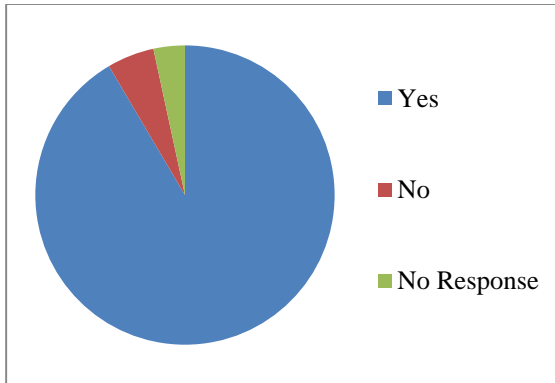
## Employees:

- 7 people chose not to comment.

## **CLIENT SATISFACTION SURVEY RESULTS:**

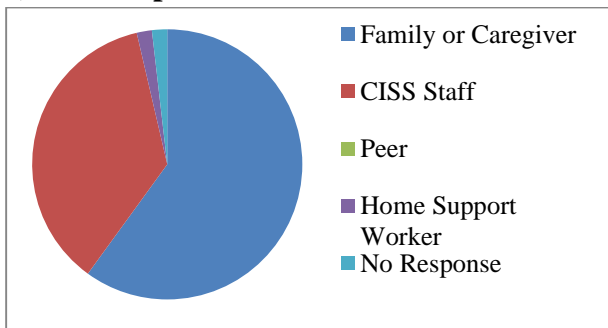
Between the months of December 2015 and November 2016 we received 59 completed surveys, the results are below.

### 1. a) Did you have help to fill out this survey?



Yes	54
No	3
No Response	2

### b) Who helped?

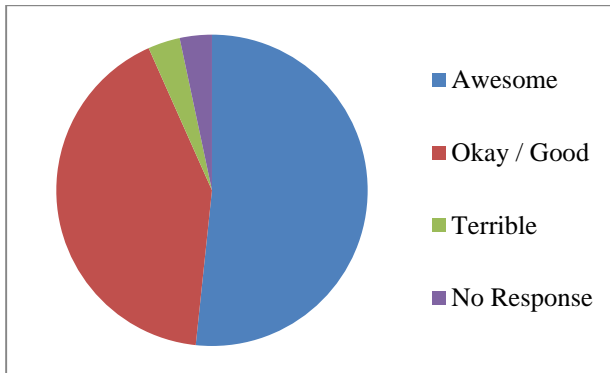


Family or Caregiver	33
CISS Staff	20
Peer	0
Home Support Worker	1
No Response	1

The measuring range for the survey was: **Awesome**, **Okay/Good** or **Terrible** which was demonstrated through face symbols. (see our website [www.gociss.org](http://www.gociss.org) for a view of the survey tool)

# Community Integration Services Society 2016 Survey Results

## 2. The Social Committee plans parties and events that I like.

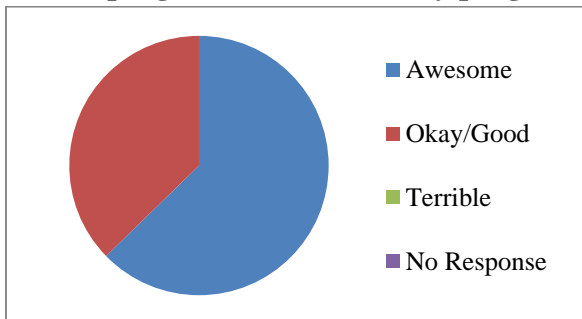


Awesome	31
Okay / Good	25
Terrible	2
No Response	2
**One person chose two responses	

### List of suggestions for the Social Committee:

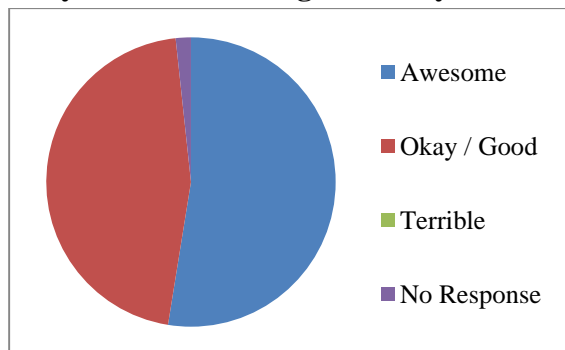
- *Watching movies would be nice especially on cold days*
- *Go bowling sometimes*
- *Next Christmas have everyone chip in to have a hot Christmas dinner as the pasta is always too cold and I don't like it.*
- *Client birthday parties.*
- *Once a month Social Night*
- *Do some sport activities like Basketball, etc*
- *Video game arcades*

## 3. I like the programs that I do at my program.



Awesome	37
Okay / Good	22
Terrible	0
No Response	0

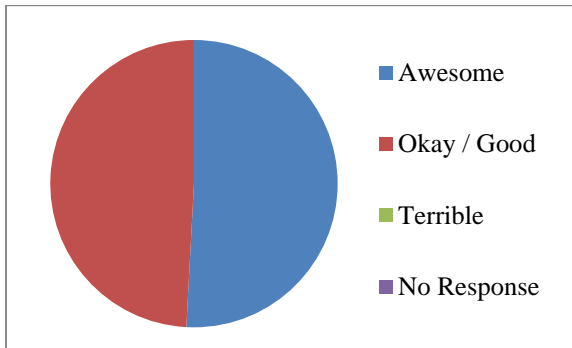
## 4. I set my own individual goals at my ISP meeting.



Awesome	31
Okay / Good	27
Terrible	0
No Response	1

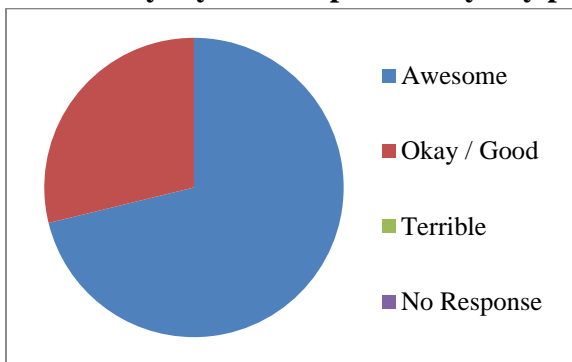
# Community Integration Services Society 2016 Survey Results

## 5. I get to try new things at my day program if I want.



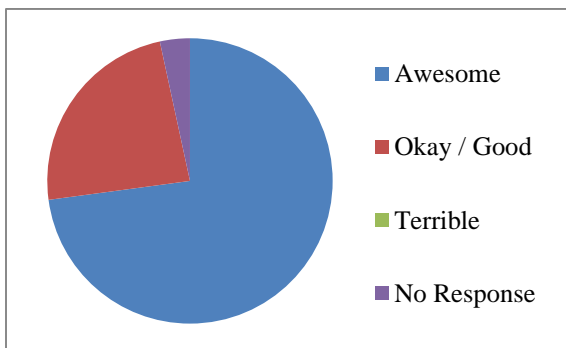
Awesome	30
Okay / Good	29
Terrible	0
No Response	0

## 6. I like the way my staff help me at my day program.



Awesome	42
Okay / Good	17
Terrible	0
No Response	0

## 7. My Program Manager listens to my complaints.



Awesome	43
Okay / Good	14
Terrible	0
No Response	2

## 8. What do you like best about CISS?

- *It is a good place to come to. I like the programs and having new friends at the office.*
- *Hanging out with staff, peers and program manager.*
- *To get out of my house, to keep busy, to meet friends.*
- *Likes the staff and peers at the day program. They are always helping me and trying to make me happy.*
- *Outside most of the day moving, comes home with a smile every day.*
- *Go out for exercise*
- *Likes the programs and to try new things.*
- *Swimming, food bank, working in the afternoon.*

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- *Being with friends!*
- *Internet on the computer, doesn't have internet at home.*
- *My routine and activities*
- *Having coffee with my peers*
- *Staff, work, crafts, Avon parties*
- *The support team is open to suggestions, is usually quite flexible. The new office is neat and spacious, very impressive.*
- *I like some of the staff and I like my manager. Also I like some of the clients.*
- *The staff*
- *Everything*
- *Outings*
- *Very friendly and nice to each other, can meet lots of people*
- *I like when staff pick me up and bring me to ceramics*
- *The Staff, communication, the other adults, everything*
- *Painting, Peers and Staff*
- *Everything*
- *All the people, staff and clients*
- *I get picked up*
- *Staff*
- *When I get to play guitar*
- *Swimming, Cat shelter, pet stores, Bowling*
- *Swimming, Sky train*
- *Making friends and Wii sports*
- *Being able to go out in my community*
- *Staff and Manager*
- *Staff are allowing me to show them what 'Independence' means/entails to a blind person*
- *Toastmasters & charter of Rights has taught me how to speak up for myself*
- *How much they have helped*
- *I like my peers and my staff and the things that I need to do*
- *Bowling, Coffee*
- *Printer, workers*
- *I like to go swimming, bowling, coffee house and golfing*
- *Full daytime program weekly*
- *Getting out in the morning, hanging out with my day program staff, going to IKEA, to the mall sometimes Coffee House*
- *Work*
- *Coffee House, Bowling, Library*
- *I like socializing with my peers & Staff*
- *Trying new things*
- *Going out in the community and participating in my daily activities*
- *To meet friend, talking with friend*

## 9. What do you not like about CISS?

- *Nothing*
- *Nothing*



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- *Schedule changes, changes of staff*
- *Studying math*
- *Like it all*
- *Nothing*
- *Don't like, "not really" – sweeping at CISS*
- *Nothing at this time*
- *Nothing*
- *Staff are cranky sometimes*
- *I don't like coming every day*
- *I am my own boss and I don't want any staff ordering me around.*
- *Nothing*
- *Change of staff*
- *Don't like colouring*
- *I don't like it when people touch me*
- *Not much to Coffee House, just want to go sometimes if I want*
- *Handy Dart care*
- *My peers touching my body*
- *Dancing*
- *More specific outings tailored to my preference*
- *More art time*
- *Nothing*
- *Noisy*
- *I need to realize more of my goals*
- *Change*
- *Too many last minute staff changes, I do not like working, staff, really small cars*

## **10. Do you have any suggestions or ideas?**

- *Would like to go see a movie and go out for coffee.*
- *More outings if affordable.*
- *More training and education for my staff who support me.*
- *Not really*
- *More time with friends!*
- *Enjoys coming to the program.*
- *Keep doing a great job.*
- *No*
- *No*
- *Regular checking of consumers mail box / cubicle (e.g. once a week) to avoid anything being overlooked or delayed – thanks!*
- *I like staff behave a little bit and be polite.*
- *None.*
- *I want to try playing ping pong*
- *I feel the CISS has slow mood and slow condition*
- *A peer teasing*
- *Nothing*
- *Get a Program Van, play newer music at Coffee House*