

**Community Integration Services Society 2017 Survey  
Results**

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**COMMUNITY INTEGRATION SERVICES  
SOCIETY**

**SATISFACTION SURVEY  
RESULTS  
2017**

**MAY 2018**

# Community Integration Services Society 2017 Survey Results

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

The Satisfaction Survey packages were distributed to Community Integration Services Society's employees, families and/or caregivers, volunteers, community members, government representatives, and other professionals. We had a 15% return rate on completed surveys this year. The breakdowns of percentages for each category are as follows:

- 37% from Families
- 7 % from Professional Caregivers (other)
- 0% from Volunteers
- 4% from Government Representatives
- 4% from Community Partners
- 48% from Employees

It is important for us at Community Integration Services Society to hear from Stakeholders, to have everyone be involved and have their voices heard. This survey is a way for CISS to hear about what we are doing well at, any improvements we need to make and any suggestions for the future that we may not have otherwise thought of. Hearing from our community and those involved with Community Integration Services Society is something we value greatly.

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

As we move towards the end of our Strategic Plan and are creating a new 3 to 5 year plan we will use the outcome of both surveys to inform our work.

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.

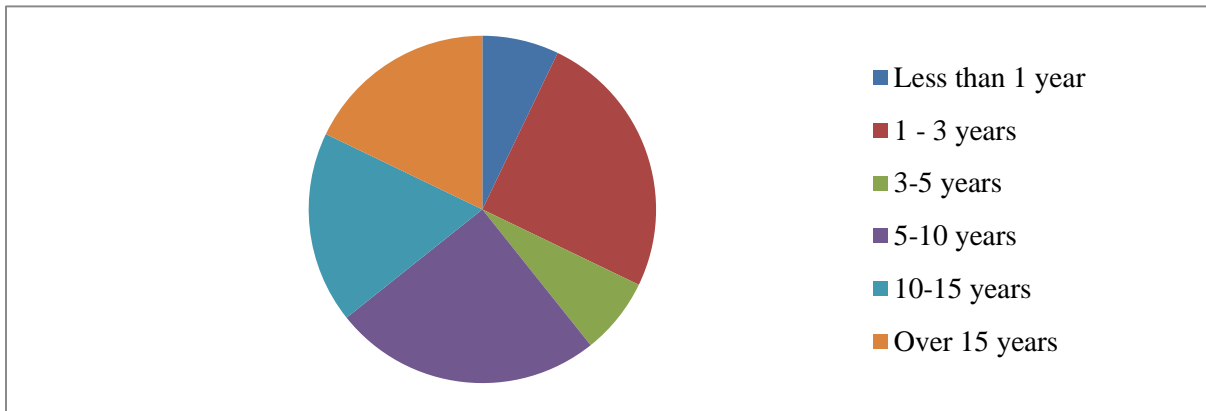
# Community Integration Services Society 2017 Survey Results

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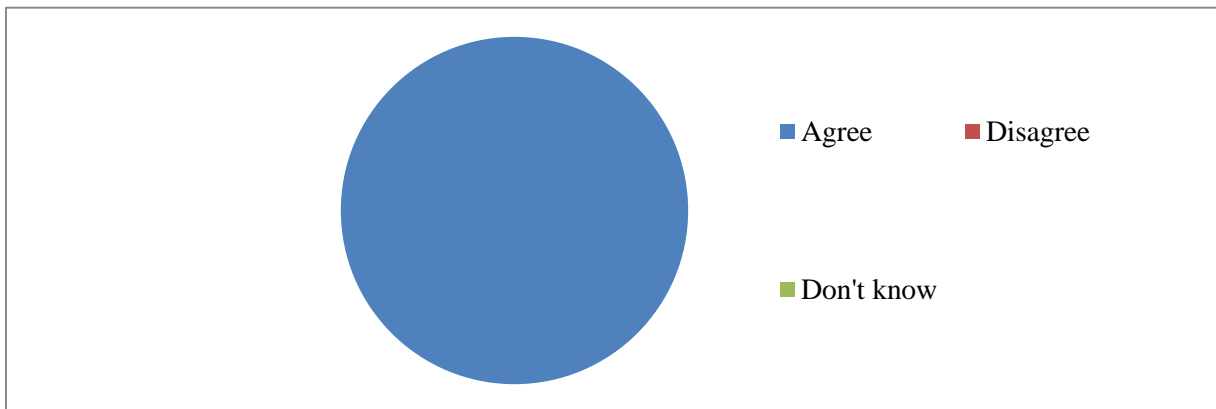
The survey opened with understanding who participated in the survey by asking the question:

**What is your relationship with CISS?** We heard back from: Family Members – 10, Employees – 13, Government Representatives- 1, Community Partners – 1, and 2 in the Other category.

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



## 1. The people served by CISS are treated with dignity and respect by their support team.

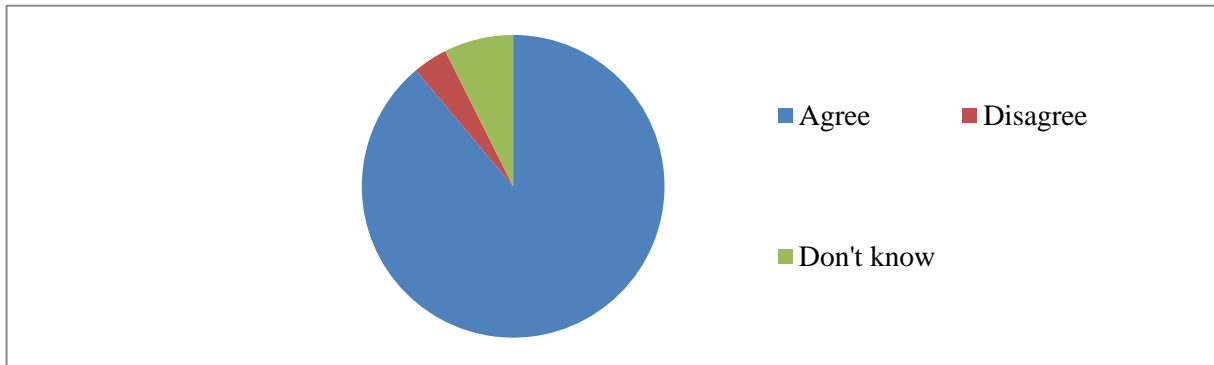


100% of the respondents Agree to this question.

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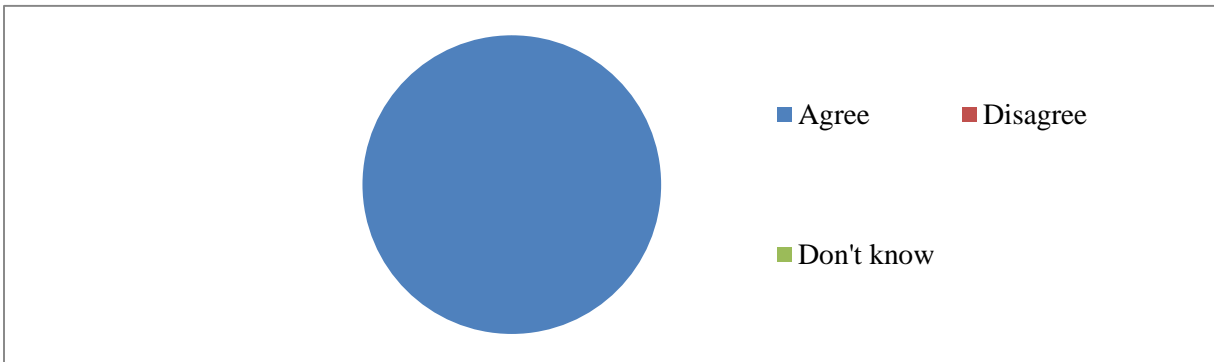
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## 2. Their privacy and all other rights are respected.



	Agree	Disagree	Don't Know
Family Members	9		1
Caregivers	2		
Employees	11	1	1
Volunteers			
Government Reps	1		
Community Partners	1		
<b>Total:</b>	<b>24</b>	<b>1</b>	<b>2</b>

## 3. They are supported to make choices regarding both their supports and goals and they have a service that continually aims to improve the quality of their lives.

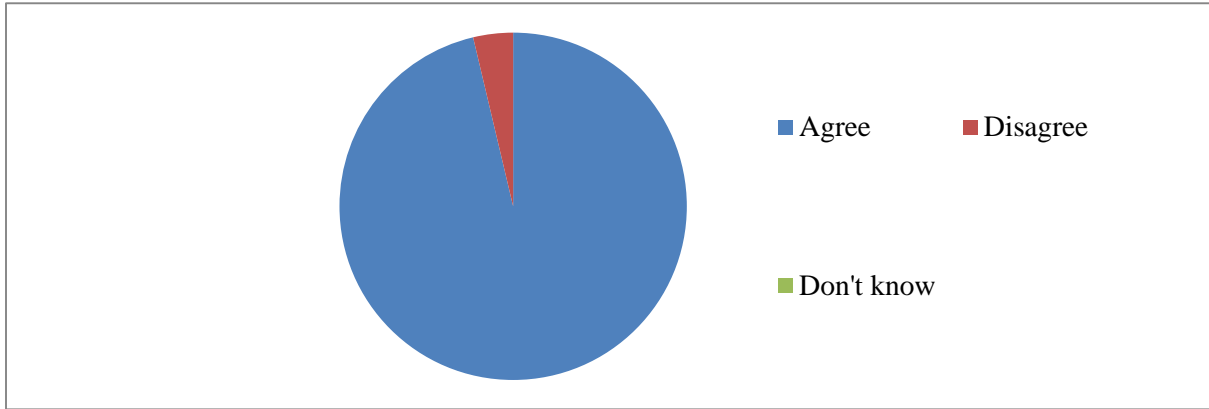


	Agree	Disagree	Don't Know
Family Members	10		
Caregivers	2		
Employees	13		
Volunteers			
Government Reps	1		
Community Partners	1		
<b>Total:</b>	<b>27</b>		

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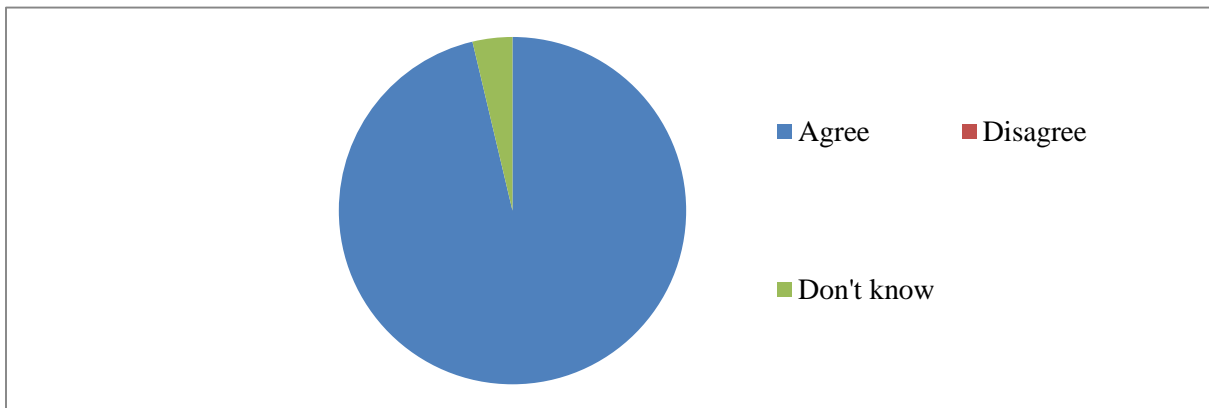
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**4. They are supported to participate as full citizens and contribute to the community.**



	Agree	Disagree	Don't Know
Family Members	10		
Caregivers	2		
Employees	12	1	
Volunteers			
Government Reps	1		
Community Partners	1		
<b>Total:</b>	<b>26</b>	<b>1</b>	

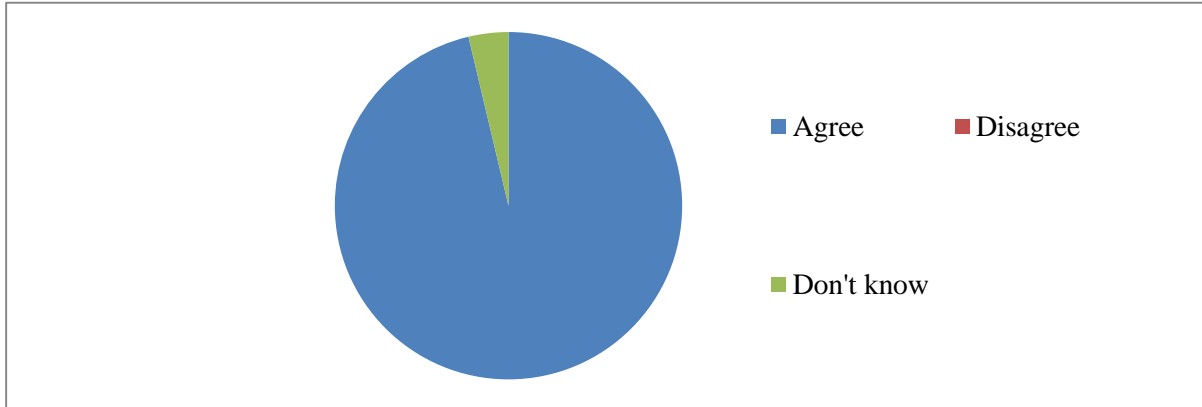
**5. Planning and goal setting reflect their individual needs and wishes and they are supported to reach their goals.**



	Agree	Disagree	Don't Know
Family Members	9		1
Caregivers	2		
Employees	13		
Volunteers			
Government Reps	1		
Community Partners	1		
<b>Total:</b>	<b>26</b>		<b>1</b>

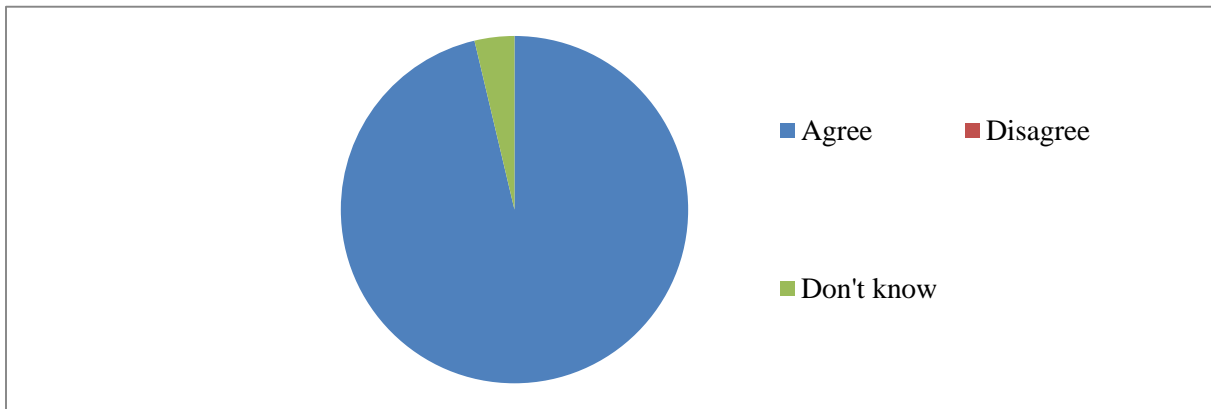
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**6. Stakeholders such as families, advocates and professionals are consulted and involved appropriately.**



	Agree	Disagree	Don't Know
Family Members	9		1
Caregivers	2		
Employees	13		
Volunteers			
Government Reps	1		
Community Partners	1		
<b>Total:</b>	<b>26</b>		<b>1</b>

**7. Individuals are safe.**

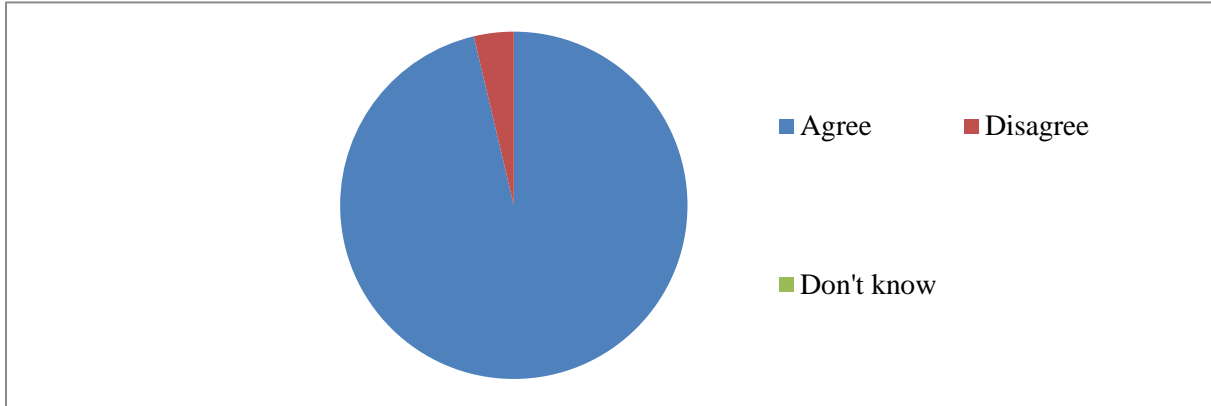


	Agree	Disagree	Don't Know
Family Members	10		
Caregivers	2		
Employees	12		1
Volunteers			
Government Reps	1		
Community Partners	1		
<b>Total:</b>	<b>26</b>		<b>1</b>

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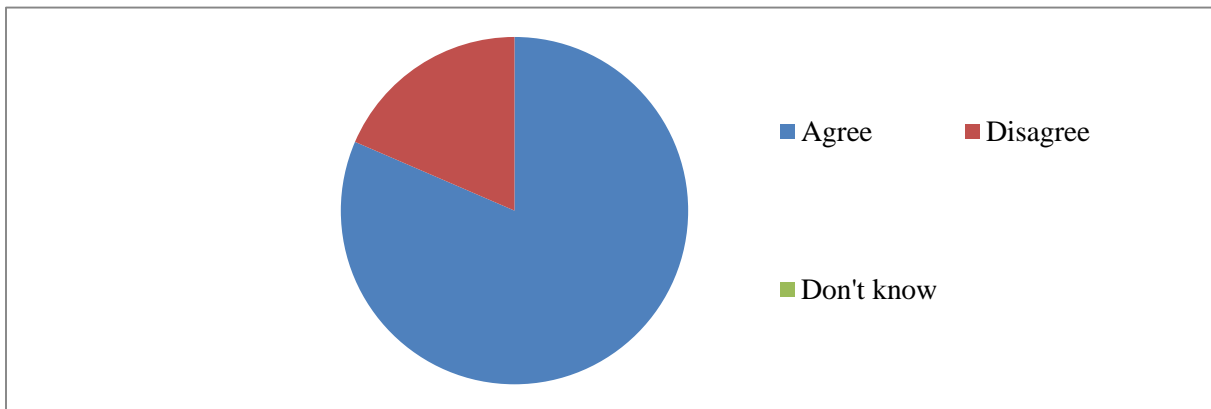
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**8. You are satisfied with your involvement in the service we provide and are aware of whom to contact to resolve problems.**



	<b>Agree</b>	<b>Disagree</b>	<b>Don't Know</b>
Family Members	10		
Caregivers	2		
Employees	12	1	
Volunteers			
Government Reps	1		
Community Partners	1		
<b>Total:</b>	<b>26</b>	<b>1</b>	

**9. In your interaction with CISS staff/management you feel respected and supported.**

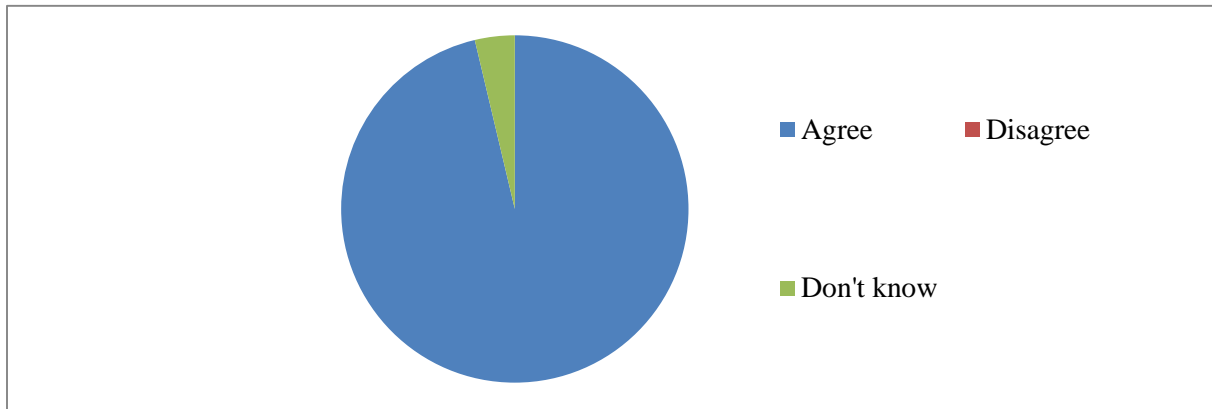


	<b>Agree</b>	<b>Disagree</b>	<b>Don't Know</b>
Family Members	10		
Caregivers	2		
Employees	8	5	
Volunteers			
Government Reps	1		
Community Partners	1		
<b>Total:</b>	<b>22</b>	<b>5</b>	

# Community Integration Services Society 2017 Survey Results

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## 10. I would recommend Community Integration Services Society’s services to others.



	Agree	Disagree	Don't Know
Family Members	10		
Caregivers	2		
Employees	12		1
Volunteers			
Government Reps	1		
Community Partners	1		
<b>Total:</b>	<b>26</b>		<b>1</b>

## 11. Do you have any comments or recommendations that would help us improve our services? Add Comments below:

### *Family Members:*

1. Thank you for supporting the individual’s parents and caregivers, and for giving independence so that milestones can be accomplished.
2. The individual’s participation in the programs goes very smoothly. Over the years, annual reviews become very straightforward which is a good sign of how well things are going.
3. All that CISS is doing does not have to improve, the services that they do have, have always been above all others.
4. Excellent community service.
5. Sometimes I feel that feedback from myself isn’t always implemented, I know that the staff does their best to try, and the Manager is an incredible asset. I feel very fortunate to have her in place as a manager, I feel she is extremely respectful and responsive towards the individual’s needs, thank you.

*Caregivers: No responses.*



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## *Employees:*

1. Employ an adequate number of relief staff.
2. Improve staff morale.
3. I would like to be safe to get a bus here at CISS.

*Volunteers: No responses.*

## *Government Representatives:*

1. Great leadership, fantastic community integration initiatives.
2. A leading community living service provider in the community of Port Coquitlam.
3. Very responsive and very caring.

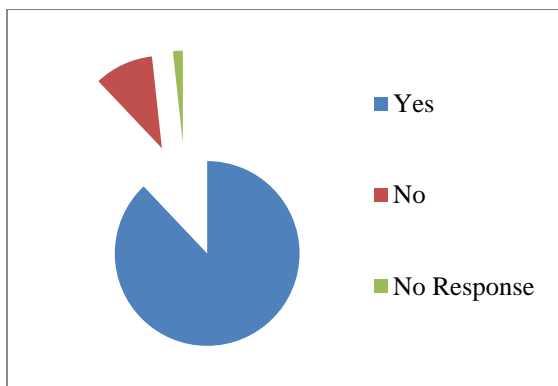
## *Community Partners:*

1. CISS is a model for how agencies can build community inclusion for their clients
2. I hope they can move into managing housing for their clients

## **CLIENT SATISFACTION SURVEY RESULTS:**

Between the months of January 2017 and December 2017 we received 58 completed surveys, the results are below.

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

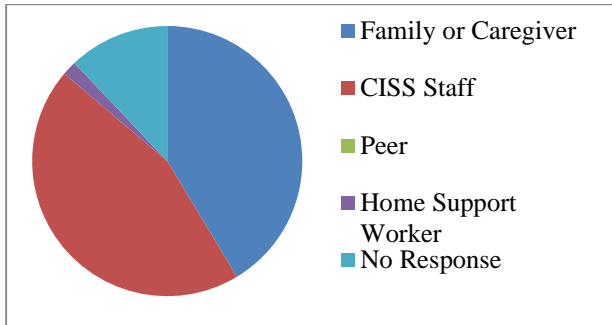


Yes	51
No	6
No Response	1

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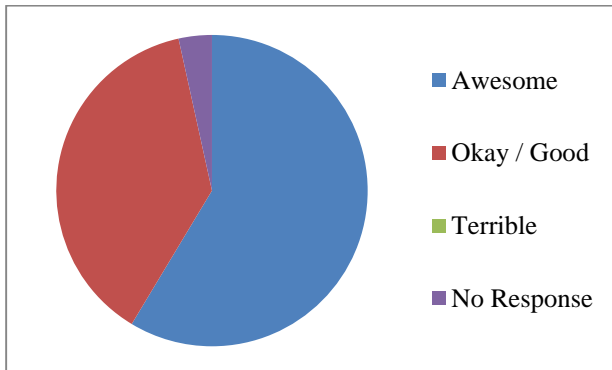
## b) Who helped?



Family or Caregiver	24
CISS Staff	26
Peer	
Home Support Worker	1
No Response	7

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)

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



Awesome	34
Okay / Good	22
Terrible	
No Response	2

### **List of suggestions for the Social Committee:**

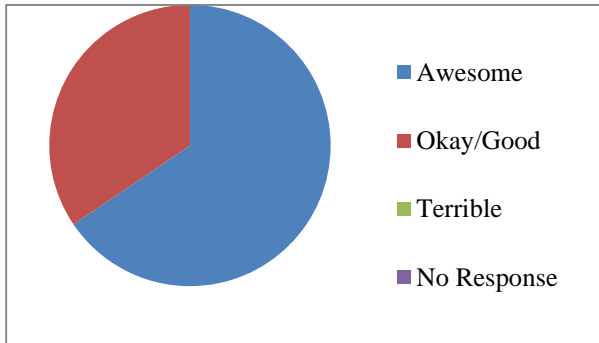
*There was a number of responses given, the ones repeated most often are at the top.*

- Summer Barbecue/Picnic – at the beach or park
- Sports - Basketball, group games, etc.
- Party/pizza party
- Video games
- Squamish Train Museum
- Christmas
- Vancouver Zoo
- Parade

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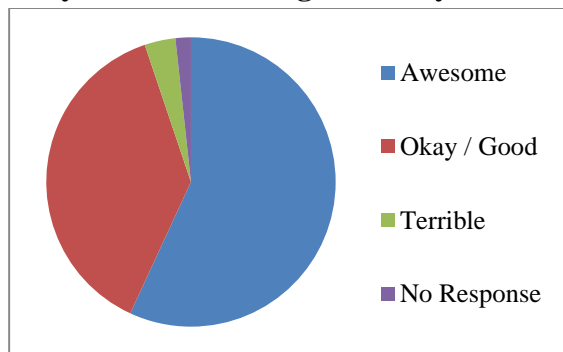
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### 3. I like the programs that I do at my program.



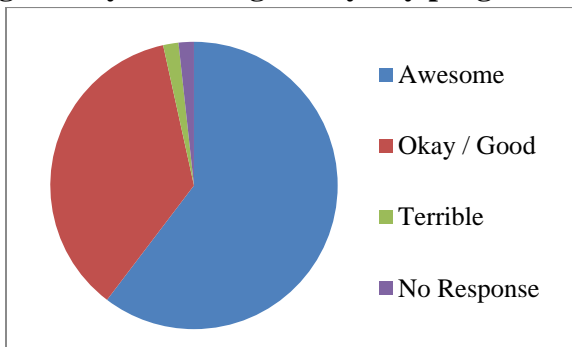
Awesome	38
Okay / Good	20
Terrible	
No Response	

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



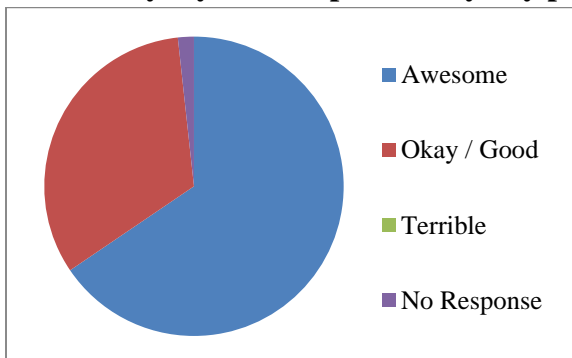
Awesome	33
Okay / Good	22
Terrible	2
No Response	1

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



Awesome	35
Okay / Good	21
Terrible	1
No Response	1

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

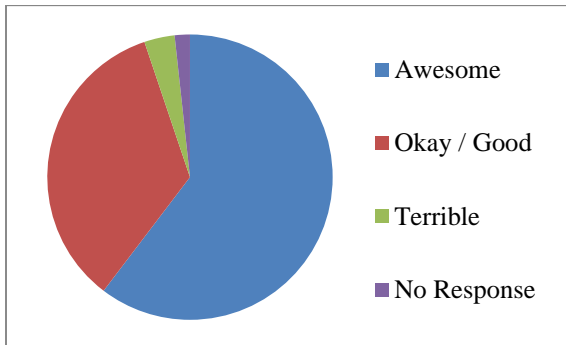


Awesome	38
Okay / Good	19
Terrible	
No Response	1

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



Awesome	35
Okay / Good	20
Terrible	2
No Response	1

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

*There was a number of responses given, the ones repeated most often are at the top.*

- Supportive staff at CISS – friendly, thoughtful, helpful, answers questions, etc.
- Coffeehouse
- Interacting with peers/friends – playing games, meeting friends, small groups, etc.
- Outings – sky train, going out for coffee, etc.
- My job
- Volunteer work
- Swimming
- Music Therapy
- Shopping
- Everything
- Bowling
- The facility/building, transportation
- Computers
- Card making class
- Having the opportunity to express myself
- Cat Shelter
- Going to the gym
- Doing fun things

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

- When people bug me, or ask too many questions
- Sometimes individual has a monotonous time
- Conflict with peers
- Loud music or when others are too loud

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- Leaving the house during inclement weather
- When staff stares at me and everyone
- I don't like it when people tease me
- I don't like that my favorite staff left, I miss her so much
- Concerned about not being able to attend programs regularly because of 1:1 staffing being inconsistent
- Not to be pushed and pulled by staff
- Some days the program is short and return home early (Program Manager called to clarify: Handy-Dart follows their route and schedule resulting in varying drop off times)
- Parking lot is too small
- Being sick and not being able to go swimming
- Working in the kitchen with too many bosses

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

- To try new games, puzzles, sports
- More variety of coffee/buy coffee every day
- More Korean Staff
- Talking to friends while walking the track
- Having students in the field of speech therapy volunteer at CISS
- Spend more time on job searches
- Learn CISS staff names
- CISS staff to have a copy of the Client Bill of Rights
- I'd like more of a check in system about my progress
- I would love to do more volunteering/work more
- If possible, send photos by e-mail to my family when I attend events
- Would like the Program Manager to listen to me
- Ensure staff is aware the front seat of their vehicles is easiest for me to get in and out of
- Outing to Playland for everyone