

Satisfaction Survey Results 2021

**COMMUNITY INTEGRATION SERVICES
SOCIETY**

**SATISFACTION SURVEY
RESULTS
2021**

March 23, 2022

Satisfaction Survey Results 2021

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.

CISS has solicited feedback in the form of a survey; the survey was issued to all groups in relation to overall satisfaction. This report is focused on the results of this survey.

The Satisfaction Survey was delivered through an online survey tool and hard copies through the mail this year due to the current health restrictions. The survey link was distributed to Community Integration Services Society's employees, families/individuals/caregivers, community partners, government representatives, and Board of Directors.

For the general survey we had a 22% return rate on completed surveys this year. The breakdown in percentages for each category are as follows:

This year we sent out 132 survey links and hard copies with the following returns:

- 18 % from Families/Individuals
- 9% from Professional Caregivers (other)
- 20% from Community Partners
- 0% from Government Representatives
- 29% from Employees
- 33% from Other (Board of Directors)

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 CISS is something we value greatly.

CISS solicits feedback from the individuals who use our services and this is generally done during their annual Individual Service Plan meeting. The individual has the choice to complete their survey independently or to get support from; a family member or caregiver, a CISS support person (life skills worker or manager). Out of people served in 2021, 32 completed and returned their survey making it a 45% return rate (see results for this portion of the survey starting on page 8).

All input given in surveys is used in our Strategic Planning and goal progress.

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

1. What is your relationship with CISS? We heard back from:

Family Members – 9

Caregivers - 2

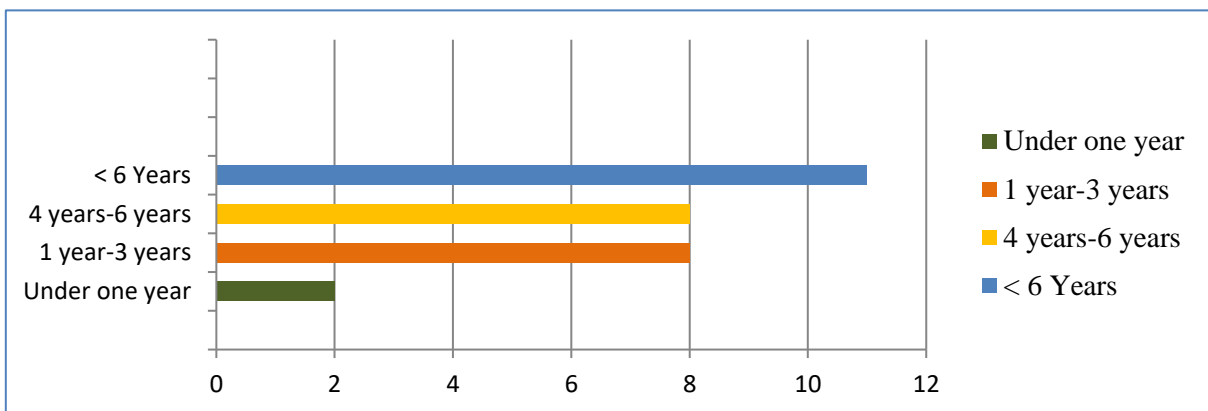
Employees – 15

Government Representatives – 0

Community Partners – 2

Other Category (anonymous, did not indicate which category) – 1 (Board Member)

2. How long have you had a relationship with CISS?



In this year's survey there is a good and broad range of perspectives with respondents falling in each time-period across the categories.

3. For families, caregivers and government representatives – what do you think CISS should FOCUS on in the next 5 years?

Community Inclusion Services – 64.29%

Ideas on where to focus in the Community Inclusion Services:

- ❖ Services out in the public involving work with the public (i.e. grocery shopping, coffee house, serving, production line, etc.) These services would be great for integrating people with disabilities into the community, especially if these services could be provided in different areas of the lower mainland. It would help to connect people with disabilities to their communities and help with skills like socializing and development and teaching of important life skills (i.e. making purchases and sales, manual dexterity, organization, etc.)
- ❖ Focus on employment and community attachment
- ❖ Community activities, e.g. Bowling, swimming, park use
- ❖ Life skills development and social interaction

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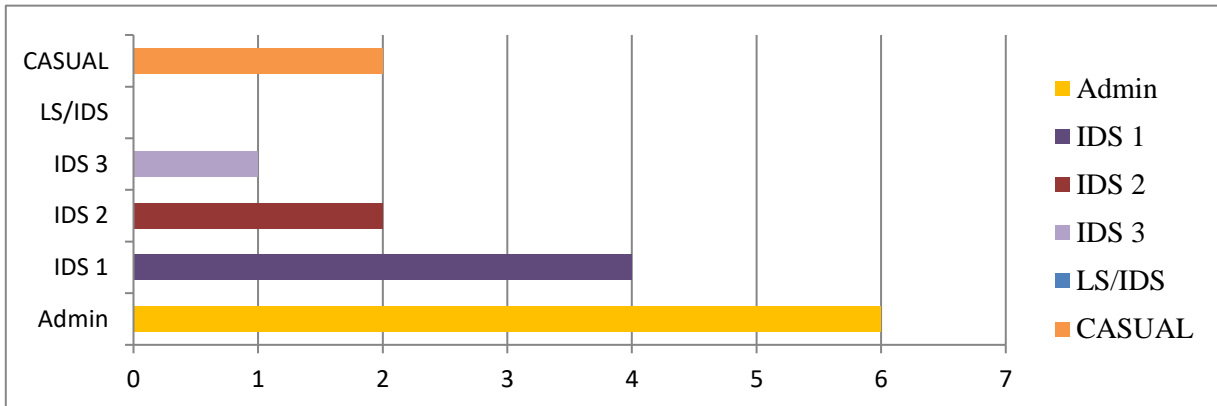
- ❖ Focus in the community inclusion services
- ❖ Utilizing community facilities, exploring interests of the individual
- ❖ More option for volunteer service. Place to exercise where the environment is more suitable for the client
- ❖ More varied activities in the community
- ❖ Life employment, living supported independent

Expansion in other areas (future services) – 64.29%

List other areas/types of supports that you would like to have available:

- ❖ Slower paced social programs, slow coming back to normal
- ❖ Job searches for those capable
- ❖ Jobs, volunteering, provide ongoing learning opportunities
- ❖ Home share
- ❖ Employment
- ❖ Long term respite and more choice for safe residential placement when clients get older
- ❖ Employment supports, physical fitness and mental health supports
- ❖ Respite care
- ❖ LIFE, Life Skills Supports, Children Services

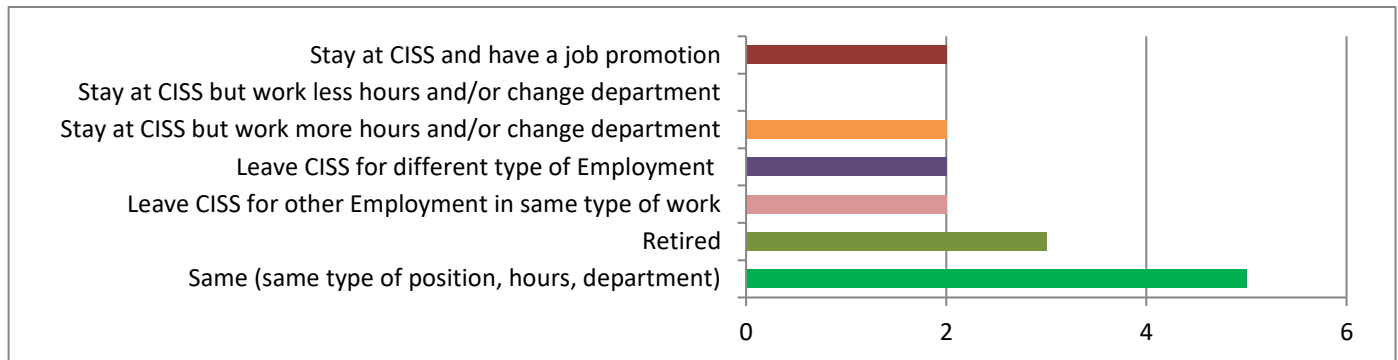
4. If you are an employee, what department or service do you work in?



In this year's survey 15 people checked off one of the above options and 14 people skipped question.

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5. If you are an employee, where do you see yourself in the next 5 years?



For this question 15 people answered and 14 people skipped this question.

6. COVID-19 has had a huge impact on people (both those receiving services and those providing services), what should CISS focus on in the next 12 months to address the outcome and impact of COVID-19?

- ❖ Full return to the community and activities
- ❖ How to integrate our staff and clients to the community
- ❖ Continue with providing a high level of communication between staff and clients and encouraging regular outings in the community to expand and nurture socialization skills and teaching opportunities for the development of important life skills
- ❖ Relationship building and reconnecting with community partners
- ❖ The transition back to normal needs to be slow because parents are afraid and people are not used to the old world anymore
- ❖ Re-learn good social interaction – speaking with others in society; reviewing good safe health habits when in society
- ❖ There needs to be more staff training with clients because some staff are hired and they don't get trained with clients enough because we are always short staff. There is never enough staff to do proper training. We also see managers working with clients so we know there are not enough staff and managers are working so hard in the office and with clients they are getting burned out too. There needs to be more staff
- ❖ Even when restrictions have lifted, I would like to see the mask mandate remain till there is very little chance of new variants arising
- ❖ More events and activities but also keep the zoom meetings, it's hard to come to meetings in the day but zoom is better for at home
- ❖ Don't go back to normal too quickly. People are scared and need to slowly be introduced back to normal and it could also be taken away again after summer. It will be hard to do it again when people are tired
- ❖ CISS should focus on supporting individuals with their future dreams and goals. CISS should work on mental health and healing from the pandemic
- ❖ Support client activities
- ❖ Mental health awareness and support for individuals and staff, active hiring to fill vacancies and staff absences to mitigate service disruption, education on what the "new normal" is for individuals and staff (the word is thrown around but what does it look like for the work we do/are moving to a new normal or trying to go back to our old normal)

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- ❖ A return to normalcy. More social events for clients to interact and more emphasis on mental well-being and personal development
- ❖ Exploring new options within community for unique partnerships and services
- ❖ Less oversight and micromanagement from upper management. Management needs to trust their staff more and interfere less with clients and staff. Better pairing with clients and ensuring they are compatible with one another
- ❖ Mental health and wellness
- ❖ Sanitize the public area
- ❖ Continue to follow all government health guidelines
- ❖ Keep doing what you are doing
- ❖ Mental health, physical health and socializing
- ❖ Wash hands
- ❖ Mental health of people both employees and clients

7. What did CISS do well in 2021?

- ❖ Workplace health and safety
- ❖ Being proactive with adjusting to COVID-19
- ❖ Communication with family members of individuals attending, communication with individuals attending and their families, providing alternative location for individuals to attend during COVID
- ❖ Maintaining connection to clients
- ❖ CISS did keep in contact with us and it was always nice to hear from them
- ❖ Keeping in touch with clients
- ❖ Didn't bring in lots of clients when we don't have the staff for it
- ❖ CISS did well in following the COVID mandates. We were really impressed that the program kept going through these difficult months. The staff's dedication to the clients was greatly appreciated. Any issues or concerns were immediately dealt with
- ❖ Lots of places to go with a vaccine passport, staff had their own vaccine passport, we got the passport for the manager for program
- ❖ Adapting to Bonnie Henry's orders quickly. Keeping people safe
- ❖ CISS worked extremely well in keeping people safe, adjusting and pivoting as required
- ❖ Keep clients and staff safe
- ❖ Kept services running for clients who wished to participate in programs, provided support for staff who needed to be off work due to illness, keeping staff employed and continued hiring
- ❖ Kept people healthy, safe, and engaged
- ❖ Keep staff employed and the program open
- ❖ Protocols, cleaning, sanitizing, reducing spread of COVID
- ❖ Fair
- ❖ Remained open and provided quality services to individuals and their families
- ❖ Informing family/caregiver/staff about new legislation and guidelines through the pandemic
- ❖ Providing personalized help with pick up from home and drop off at home. Assistance and supporting with online University program. Couldn't have gotten through 2021 without everyone's support
- ❖ Everything was good
- ❖ Keeping people safe, keeping staff employed, providing services while other agencies were closed

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8. What could CISS do better in 2022?

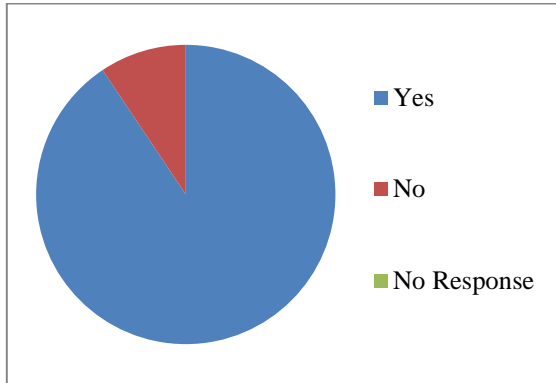
- ❖ Return of social events
- ❖ Integrating more employee wellness and engagement options
- ❖ Provide activities that interest each individual attending. Communicate regularly with attending individuals as well as family members to complete circle of care
- ❖ Build client base
- ❖ Finding ways for clients to interact while at Melissa Park – so they can be safe, yet continue social skills
- ❖ More hiring, more training with clients, more staff activities to learn about each other and focus on relationships
- ❖ Continue to use virtual learning/meetings to meet with people (staff, workshops, ISP, Pod). We used this well during the pandemic and it was valuable tool and shouldn't be lost
- ❖ Refocus on our mission, goals and future plans. COVID-19 has been extremely challenging, CISS should focus on the future in 2022
- ❖ Employ a larger pool of casual staff
- ❖ Exploring new options within community for unique partnerships and services
- ❖ A slow return to normal. Lots of stress and anxiety for clients and staff if we go back to normal so quickly. More hiring for staff on vacation or call in sick so other staff don't get burned out or put with more than two clients
- ❖ Less micromanagement, inflexibility and interference with staff and peers. Staff are professional and caring and deserve to be treated with respect (as well as clients)
- ❖ Have more benefits/programs available. Ex. Partner with yoga center/gyms for reduced membership rates, seek out more training for staff in things like mental health/better support methods etc.
- ❖ Enhanced the knowledge and capabilities of employees
- ❖ More employment opportunities within CISS, like catering and help find volunteer opportunities in the community with support worker supervision
- ❖ Communication issues
- ❖ More information
- ❖ Finding purposeful activities for individuals in service

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CLIENT SATISFACTION SURVEY RESULTS:

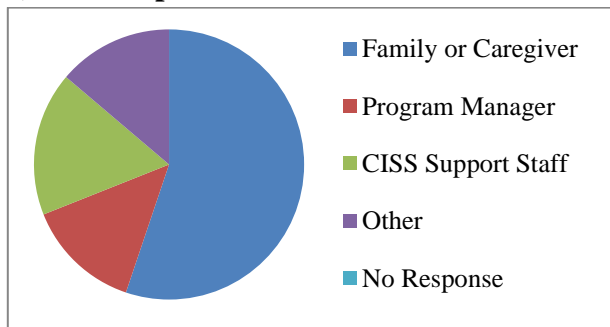
Between the months of January and December of this year we received 32 completed surveys out of a possible 70, the results are below. The measuring range for the survey was: **Awesome**, **Okay/Good**, or **Terrible** which was demonstrated through face symbols.

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



Yes	29
No	3
No Response	0

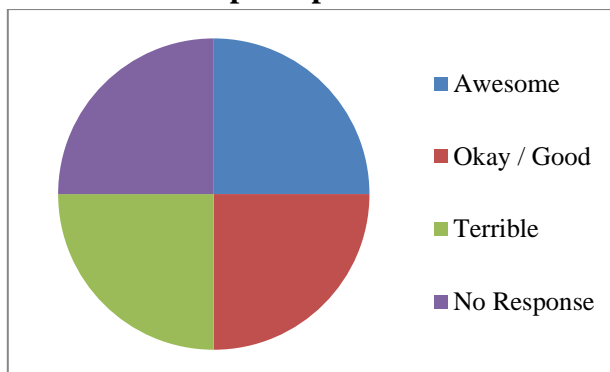
b) Who helped?



Family or Caregiver	16
Program Manager	4
CISS Support Staff	5
Other	4
No Response	0

Note that 3 people completed their own survey independently

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



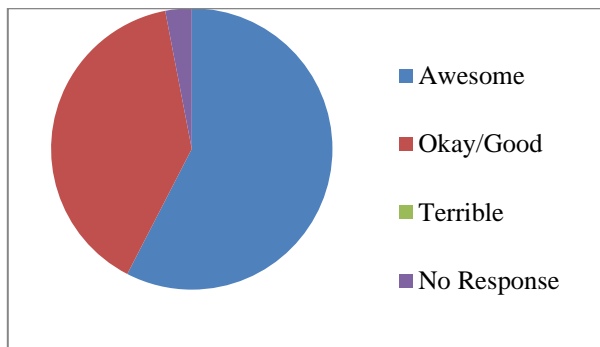
Awesome	16
Okay / Good	14
Terrible	1
Not Applicable	1

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List of suggestions for the Social Committee:

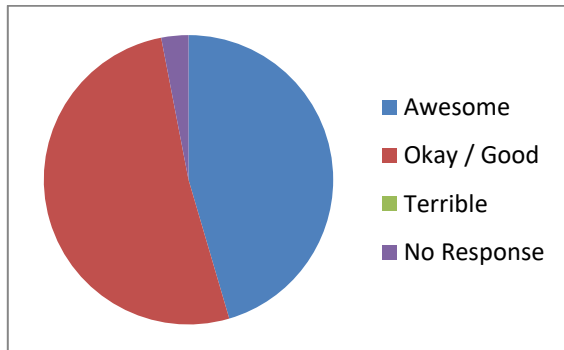
- ❖ Retirement Parties
- ❖ More parties, live music, dances, picnics/luncheons, nature walks, etc.
- ❖ Vancouver Aquarium, Playland and PNE
- ❖ N/A due to COVID
- ❖ More involvement in the community, volunteering, social and physical activities
- ❖ Love Zoom Chats, crafts, games
- ❖ Miss the parties
- ❖ Sports events

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



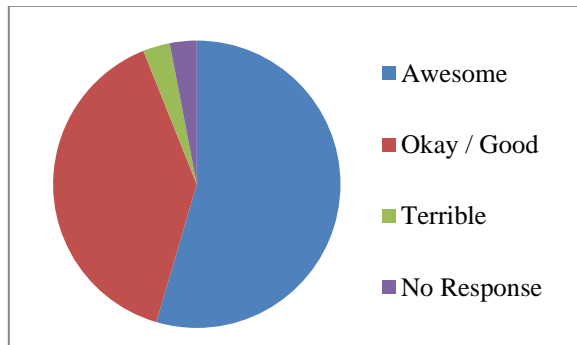
Awesome	19
Okay / Good	13
Terrible	0
No Response	0

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



Awesome	15
Okay / Good	17
Terrible	0
No Response	0

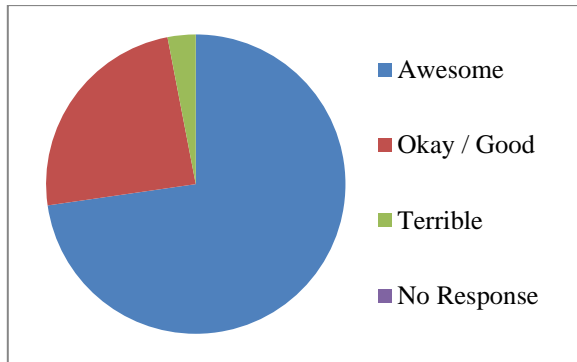
5. I get to try new things at my day program if I want.



Awesome	18
Okay / Good	13
Terrible	1
No Response	0

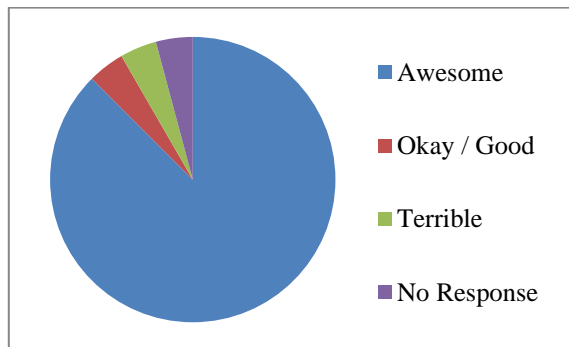
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6. I like the way my staff help me at my day program.



Awesome	24
Okay / Good	8
Terrible	0
No Response	0

7. My Program Manager listens to my complaints.



Awesome	21
Okay / Good	9
Terrible	1
No Response	1

8. What do you like best about CISS?

- ❖ Bowling
- ❖ Hanging out with staff
- ❖ Fun
- ❖ Going for walks/exercises, crafts, games, scavenger hunt at Christmas for Christmas trees
- ❖ Walks
- ❖ Bowling, walking, Inlet Staff
- ❖ Typing stories and art program, having lunch with staff
- ❖ I like the staff and activities
- ❖ Doing things together
- ❖ Everything, I like the staff. I like how they take care of me, help me.
- ❖ Social activity
- ❖ Programs
- ❖ Doing activities that I like. Having somebody helping me and looking after me.
- ❖ Haven't attended this year yet (at time of survey)
- ❖ Everything
- ❖ Activities – favourite was the group games
- ❖ The staff and clients positive and friendly
- ❖ Go out and do my old things, bowling, walks

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9. What do you like best about CISS Continued?

- ❖ Friends
- ❖ Support Workers
- ❖ Specific staff name
- ❖ Meeting people
- ❖ Art
- ❖ Seeing my friends, music and dancing, coffee house and crafts
- ❖ The thing about CISS is my son is happy to go to CISS every day. Respecting each other in a cool environment.
- ❖ When I am going out for a walk and I make arts and crafts

10. What do you not like about CISS?

- ❖ Nosey people
- ❖ I don't know
- ❖ Nothing x 3
- ❖ None at this time
- ❖ Do not like loud environments
- ❖ I like doing things like chair yoga
- ❖ I like everything
- ❖ So far not yet
- ❖ Change of support worker, change in routine
- ❖ Sometimes too loud
- ❖ None that I can think of at this time
- ❖ How CISS got affected by pandemic. Having to shut down so many services for us caused by COVID
- ❖ Walking
- ❖ Communication at times
- ❖ Chores
- ❖ Incidents that were due to lack of supervision – I know staff do try their best

11. Do you have any suggestions or ideas?

- ❖ No/Not at this time x 6
- ❖ I like the day program, good job!
- ❖ Play board or card games
- ❖ Bowling
- ❖ Do not have any complaints
- ❖ Go for coffee
- ❖ Looking forward to normal so we can be involved in activities
- ❖ Do more things like walk in the arena at Poirier
- ❖ More Painting
- ❖ More Friendly
- ❖ More social events, work/volunteer opportunities, and art/crafts
- ❖ To have more outside events on the sunny days