

Satisfaction Survey Results 2022

**COMMUNITY INTEGRATION SERVICES
SOCIETY**

**SATISFACTION SURVEY
RESULTS
2022**

April 21, 2023

Satisfaction Survey Results 2022

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, our employees, the community, and other stakeholders.

From October to November 2022, CISS engaged with over 70 stakeholders to gather meaningful information about the organization's next strategic plan. The following stakeholders were involved; CISS Board of Directors, people who attend our services and their families, our employees, CLBC external funders and our leadership team. For our strategic planning, we had 57 employees, families and caregivers, Board of Directors and government representatives participate. Each group provided feedback in various forms; in-person sessions, online survey, or phone call interviews. The following questions were asked to each participating group:

- 1. Please list three strengths of Community Integration Services Society.*
- 2. Please list three to five opportunities for change, growth, and/or improvement at Community Integration Services Society.*
- 3. Please list five words that describe Community Integration Services Society as you would like it to be in the future.*

CISS has also solicited feedback in the form of a survey, our Online Stakeholder Survey. The Online Stakeholder Survey was delivered through an online survey tool and hard copies through the mail. The survey link was distributed to Community Integration Services Society's families and caregivers who did not participate in this year's Strategic Planning. This gave an opportunity to other stakeholders to provide valuable information to their overall satisfaction and hopes for CISS to move towards in the future. The survey questions were the same as the those that were asked in the Strategic Planning sessions in order to gain more valuable information for the future.

For the Online Stakeholder Survey, we had a 15% return rate on completed surveys this year. The breakdown for each category are as follows:

This year we sent out 68 survey links and hard copies to those who did not have a chance to participate in our strategic planning with the following returns:

- 7 from Families
- 3 from Professional Caregivers (other)

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

Satisfaction Survey Results 2022

person (life skills worker or manager). Out of people served in 2022, 46 completed and returned their survey making it a 64% return rate. However, it should be noted that in 2022, we served 72 individuals; with 5 people joining the service and 2 people leaving (see results for this portion of the survey starting on page 7).

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

The online stakeholder survey given to Family Members and Caregivers who did not participate in this year's Strategic Planning 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 – 7

Caregivers - 3

From those that participated in this year's Strategic Planning, we heard back from:

Employee – 32

Board of Directors – 5

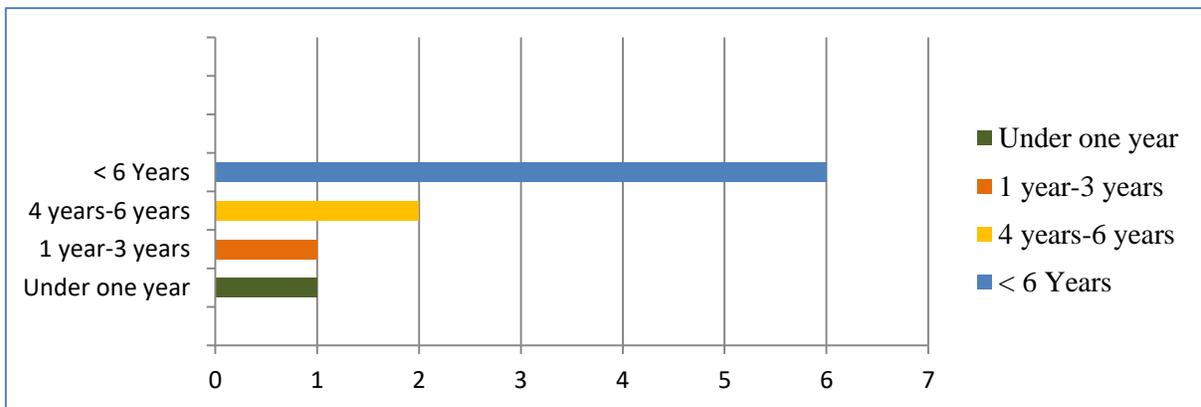
Family and Caregivers – 9

Leadership Team – 8

Community Living British Columbia Representatives – 3

In this year's survey, we only accounted for the length of relationship for the participants who did not participate in our Strategic Planning.

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



Satisfaction Survey Results 2022

The remainder of results is a compilation of all the results from each stakeholder group who participated in both the Strategic Planning on our Online Stakeholder Survey. The common themes from our Online Stakeholder Survey, our Employees, our Board of Directors, Families and Caregivers, our Leadership team, and our Government Partners (CLBC) are explained below.

3. Please list three strengths of Community Integration Services Society.

Common themes from our Online Stakeholder Survey:

- ❖ CISS Staff are friendly and caring, they also use their experience and skills to best support the individuals.
- ❖ CISS is very adaptable and flexible. The communication when things change are adapting is a strength.
- ❖ CISS is very client focused, they have the best interest of their clients when integrating and building independence for themselves.

Common themes from our Employees:

- ❖ CISS is well organized and well managed. There is support from management to achieve goals.
- ❖ CISS is client orientated, always doing their work with a client centered approach. There are meaningful connections between staff and the individuals.
- ❖ CISS is a team-orientated agency with both management and staff support throughout. Staff get to work as a team to support each other and individuals/their families.

Common themes from our Board of Directors:

- ❖ CISS has a strong leadership team, stable finances. There is a feeling of safety and stability at the organization.
- ❖ CISS has a strong reputation in the community.

Common themes from our Families and Caregivers:

- ❖ CISS has built trust with the families and caregivers of the individuals we support. The staff are friendly and CISS has created quality and stability in its programming and activities.
- ❖ CISS has a strong ability to adapt and respond to challenges, especially during COVID-19.
- ❖ CISS is always open to suggestions and input from families and caregivers to improve the support we give.

Common themes from our Leadership Team:

- ❖ CISS offers and genuinely cares about having a work/life balance.
- ❖ There is consistency, professionalism, and care for the people we support.

Satisfaction Survey Results 2022

- ❖ CISS values having diversity in both the people we support and the staff we employ.
- ❖ CISS has a well-known reputation in which we take pride in doing what we do well.

Common themes from CLBC:

- ❖ CISS offers support to a wide range of people and ages. CISS tailors their services to the unique needs of each individual.
- ❖ CISS has a strong ability to respond and move quickly during initial intake processes and when issues arise. CISS has strong communication skills and have created a collaborative relationship with the funder (CLBC).

4. Please list three to five opportunities for change, growth, and/or improvement at Community Integration Services Society.

Common themes from our Online Stakeholder Survey:

- ❖ Updating ISP process, to generate a report summarizing the main points for the individualizes family/caregivers.
- ❖ Venturing into new programs within the community and reinstating ones available prior to COVID-19.
- ❖ Explore more volunteer and employment opportunities for the individuals in service.
- ❖ Continue to have safety & learning of like skills the main priority in day programs.

Common themes from our Employees:

- ❖ Create more opportunities to better build individual and team skills. Staff are looking for more support, diverse training, and better relationships between staff members.
- ❖ Create more channels for top-down communication. Having an open communication channel between staff, managers, administration, and directors.
- ❖ Improve orientation of new staff members with individuals, pod meetings, and create consistent weekly scheduling/pairing.

Common themes from our Board of Directors:

- ❖ Build stronger community connections and relationships by doing more in the community. This can also help build brand awareness of CISS.
- ❖ Innovate to best retain and recruit quality employees.
- ❖ Diversity support to best meet the needs of individuals.

Common themes from our Families and Caregivers:

- ❖ Diversity services to include greater variety of supports. Build more support towards the people's needs to meet their specific employment, mentorship, life skills, and emotional wants and needs.
- ❖ Have better staff stability and retention on all levels of the organization.
- ❖ Have more communication, connections, events, and initiatives with the community.

Satisfaction Survey Results 2022

Common themes from our Leadership Team:

- ❖ Improve staff training by building new and focused skills to address needs.
- ❖ Innovate to find meaningful ways to prevent staff burnout.
- ❖ Increase the awareness of our organization through marketing and communication.
- ❖ Create an employment program and look into different ways to offer employment. For example, a social enterprise.

Common themes from CLBC:

- ❖ Shifting services to be more diverse and responsive to the people CISS supports and their interests. Continue to innovate, show initiative and create new activities.
- ❖ Expand and diversify beyond Community Inclusion and locations where we accept services. For example, in-home, homemaker support and expanding our services into Maple Ridge.
- ❖ Adopt culturally safe practices and provide safe Indigenous supports that also align with CLBC's strategic plan.

5. Please list five words that describe Community Integration Services Society as you would like it to be in the future.

Common themes from our Online Stakeholder Survey:

- ❖ Reliable, inclusion, professional, pride, open minded, compassionate.

Common themes from our Employees:

- ❖ Growth, person-centered, inclusive, more opportunities, proper training, communication.
- ❖ More access to leadership, open and engaging space, workplace culture of trust, support, and transparency.

Common themes from our Board of Directors:

- ❖ Retention, continued stability, well-known brand, enhance what we have, smooth transition to change.

Common themes from our Leadership Team:

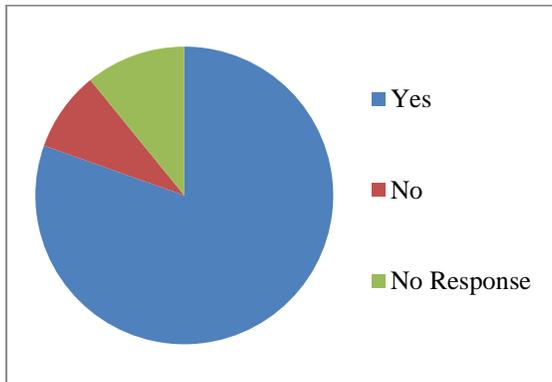
- ❖ Every person we support that wants a job, has a job, people want to work at CISS, well-trained and knowledge workforce.

Satisfaction Survey Results 2022

CLIENT SATISFACTION SURVEY RESULTS:

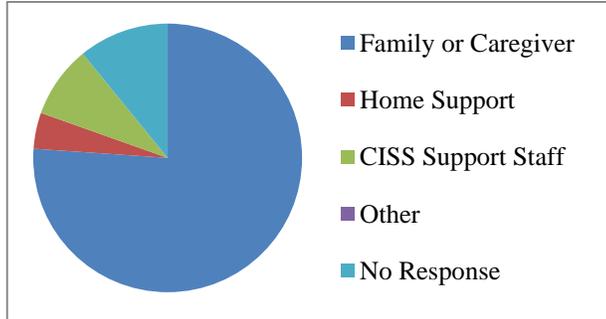
Between the months of January and December of this year we received 46 completed surveys out of a possible 72, the results are below. The measuring range for the survey was: **Awesome**, **Okay/Good**, or **Terrible** which was demonstrated through face symbols. (See our website www.gociss.org for a view of the survey tool)

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



Yes	37
No	4
No Response	5

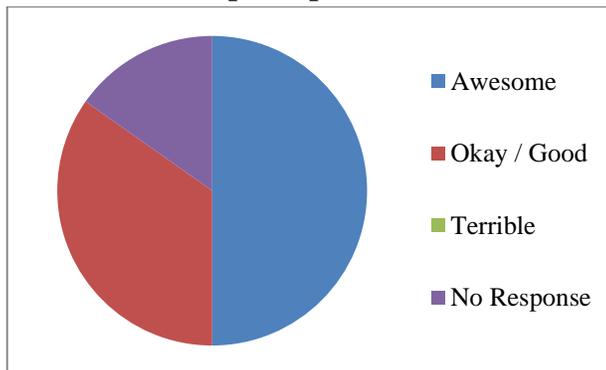
b) Who helped?



Family or Caregiver	35
Home Support	2
CISS Support Staff	4
Other	0
No Response	5

Note that 3 people completed their own survey independently

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



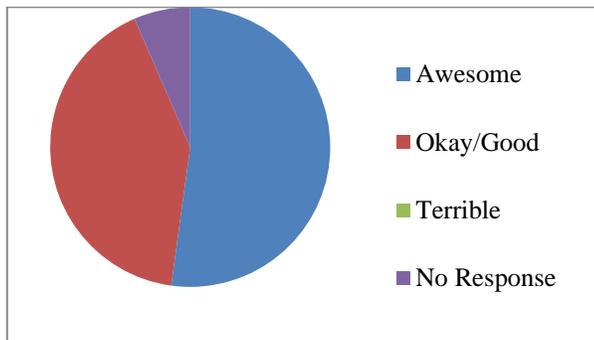
Awesome	23
Okay / Good	16
Terrible	0
No Response	7

Satisfaction Survey Results 2022

List of suggestions for the Social Committee:

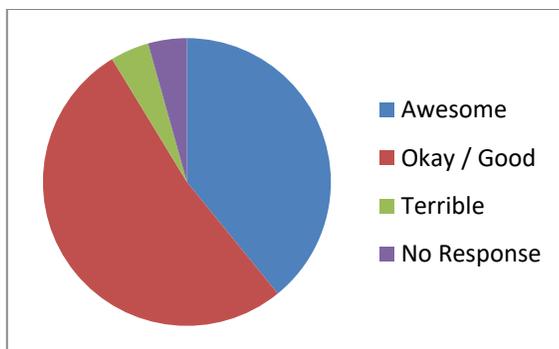
- Multicultural Day x2
- Guitar Lessons
- Christmas Party x4
- Bowling and Sports Mania
- Cooking and Baking
- Bowling
- Easter Party
- Scavenger Hunts
- Dance Classes x2 or Zumba
- Family Picnic
- Cinco de Mayo
- Birthday Parties
- Canada Day

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



Awesome	24
Okay / Good	19
Terrible	0
No Response	3

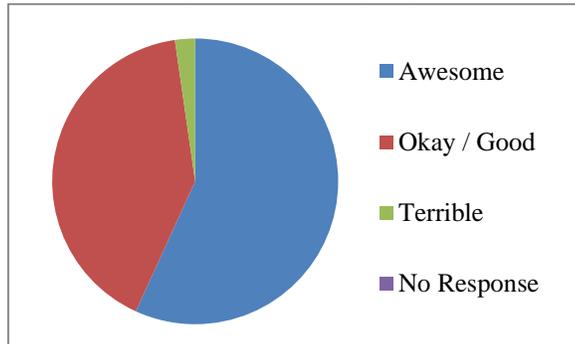
4. I set my own individual goals at my ISP meeting.



Awesome	18
Okay / Good	24
Terrible	2
No Response	2

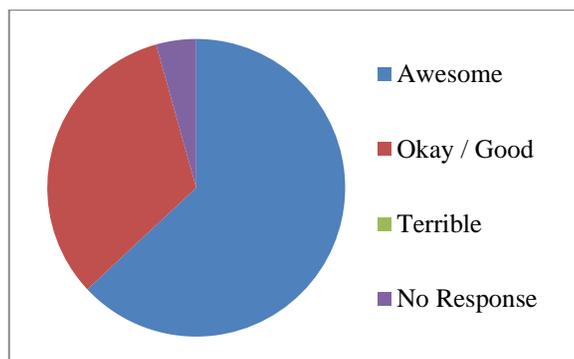
Satisfaction Survey Results 2022

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



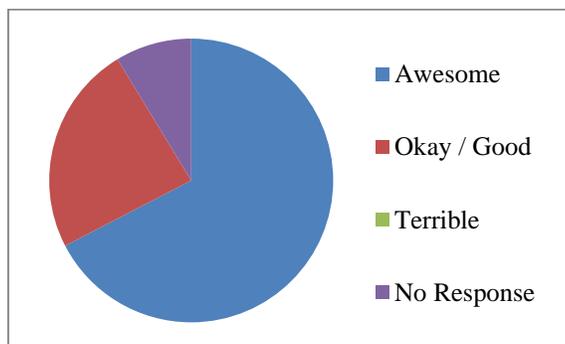
Awesome	25
Okay / Good	18
Terrible	1
No Response	2

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



Awesome	29
Okay / Good	15
Terrible	0
No Response	2

7. My Program Manager listens to my complaints.



Awesome	31
Okay / Good	11
Terrible	0
No Response	4

8. What do you like best about CISS?

- Sky train, buying lunch and the library
- Doing activities that I like
- Being able to choose what to do
- Exercising outside weather permitting
- Hanging out with other clients and staff
- The people and things I do
- The support team is friendly and helpful

Satisfaction Survey Results 2022

What do you like best about CISS continued

- Going out bowling x2, walking on track and the library
- Swimming, bowling, and golfing
- Nice staff, well-organized management
- CISS is doing its best to help
- My staff, sports, crafts, painting, reading and writing
- Very organized and understands situation
- Shopping and swimming
- The staff x2
- Going out to the mall, bowling, and swimming
- Seeing friends, going for walks, catering when it is back
- Pairs with peers
- The wonderful staff and how happy and included they make me feel
- Fun
- Lunch out, arts and crafts
- Swimming
- Staff and socializing
- Friends
- Going for walks, hanging out with my friends and the animal shelter
- Work on the computers, making things, making new friends, and playing games
- Going out
- Like that when I go to Day Program I feel that I belong and everyone cares about me
- Catering
- Ceramics x2, coffee, and good staff
- Good people
- Dance, gym and scooter
- Go out places like the mall and auto mall

9. What do you not like about CISS?

- Nothing x11
- Changing of staff too much
- Too much noise sometimes x2
- When some people yell at me
- Being told “cannot do it”
- Walking in cold weather
- Boring sometimes
- Cancellation of Music Therapy and Coffee house due to COVID-19
- Some outings like track
- When they ask me to put my phone away and no colouring
- I want to do different activities not just the same activities
- Swimming

Satisfaction Survey Results 2022

10. Do you have any suggestions or ideas?

- No x6
- More bowling and mini-golf/driving range
- Bring Coffee House back!
- When a support staff (new or old) works well with an individual, keep it consistent and do not make any changes. Always prioritize the consumer's best interests
- Go to the movies
- Go to Vancouver
- Volunteer Jobs
- The Coffee House
- Christmas party or go camping
- Nothing x2
- Keep up the great work!
- Build a footstool, play outdoor games, learn to cook or bake
- Do some projects for the places we go in the community like a kindness project to show our appreciation. Make a thankyou card to say Thank You.
- Fundraisers to help support CISS
- Participate/Go to Science World