

**COMMUNITY INTEGRATION SERVICES
SOCIETY**

**SATISFACTION SURVEY
RESULTS
2024**

April 2024

Satisfaction Survey Results 2024

The Community Integration Services Society values the opinions of its stakeholders and actively seeks feedback through various channels to assess our work and improve our services. Recently, the organization conducted a satisfaction survey to gauge the overall satisfaction of the groups it serves. This report outlines the results of the survey.

The Satisfaction Survey was conducted using an online survey tool and hard paper copies distributed to the Community Integration Services Society's employees, families, individuals, caregivers, community partners, government representatives, and Board of Directors.

CISS has solicited feedback in the form of a survey; the survey was issued to all groups in relation to overall satisfaction.

This year we sent out 137 survey links and hard copies with the following returns:

- 36% from Families/Individuals
- 15% from Professional Caregivers (other)
- 1% from Community Partners
- 5% from Government Representatives
- 42% from Employees
- 1% from Other (Board of Directors)

At Community Integration Services Society, we believe that it is crucial to receive feedback from our stakeholders. We want everyone to participate and have their say. This survey gives employees, stakeholders, and individuals the opportunity to tell us what we are doing well, where we can improve, and any suggestions for the future that we may not have considered. We value hearing from our community and those involved with CISS.

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

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

The type of chart used in the results is a bar 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.

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First the survey asked the following question in order to understand who participated in the survey.

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

Family Members – 8

Caregivers – 0

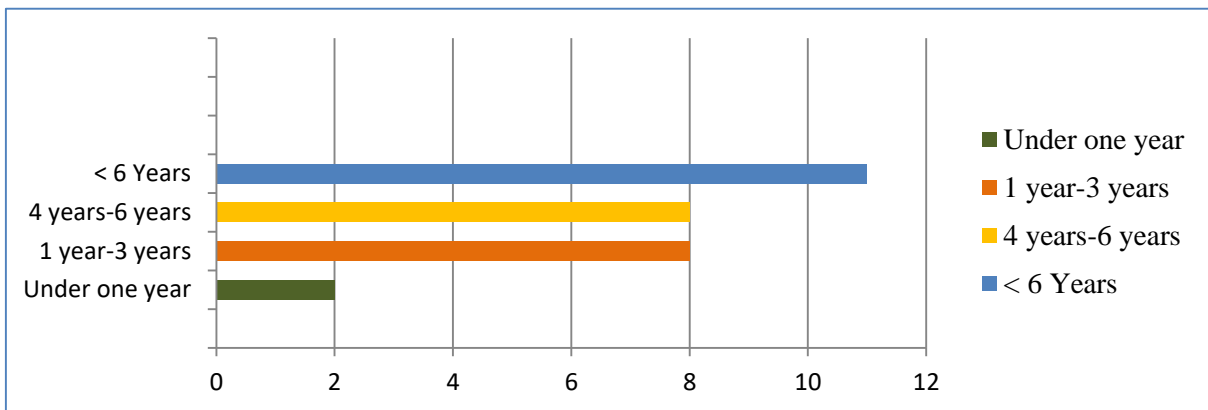
Employees – 17

Government Representatives – 2

Community Partners – 1

Other – 1 (Board Member)

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



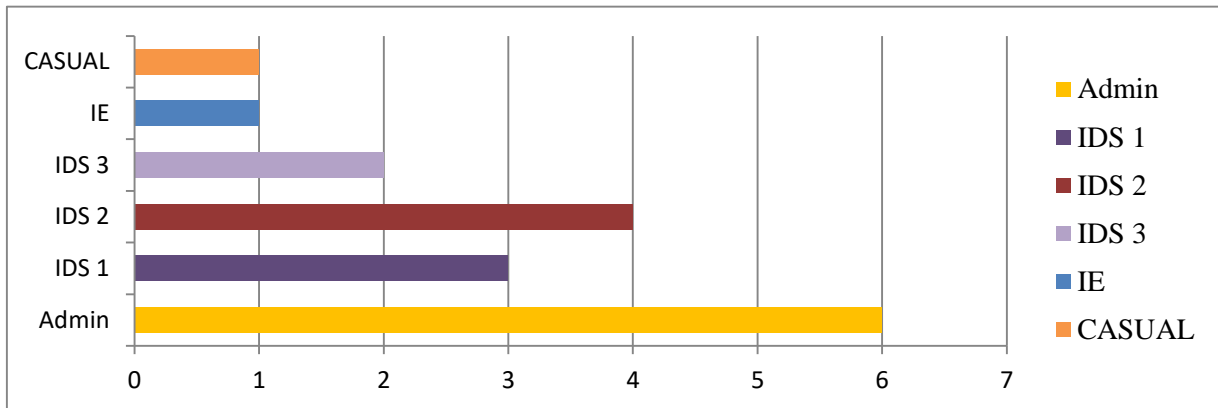
This year's survey contained a multitude of varying participants across each time-period for all categories.

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

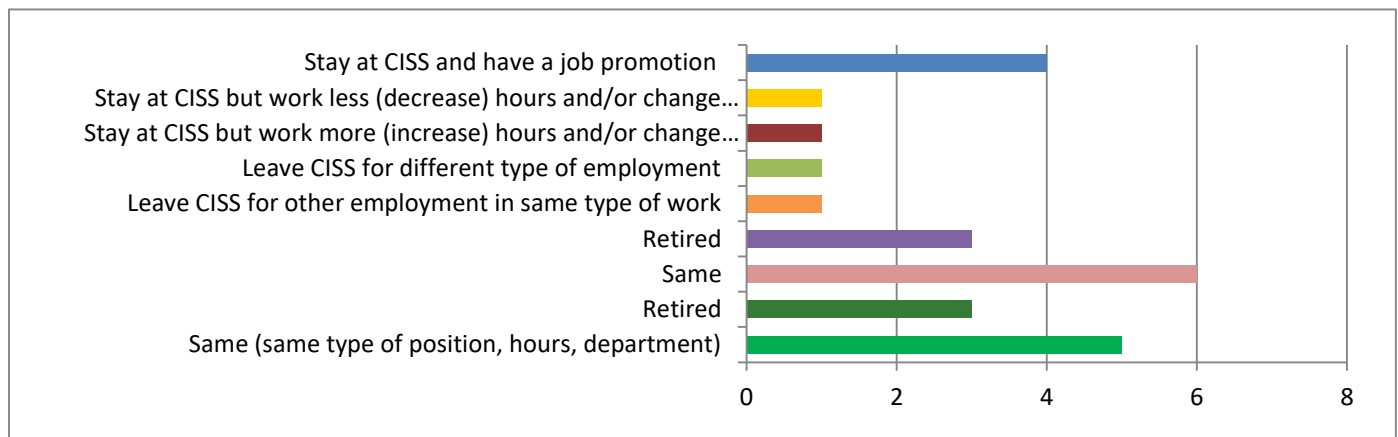
Majority of stakeholders would like CISS to focus on increasing the amount of offered programs and opportunities within the community. They would like to see programs and activities that are well suited to the individual considering their desires and input. Some suggestions include music therapy or coffee house. Others mentioned they would like more community involvement such as employment and volunteering while different surveyors would like to see integration between the different programs (ie. IDS 1 and IDS 2, etc.) through group events or activities. Aside from suggestions for an expanded community program offering, stakeholders think CISS should also focus on hiring more qualified support staff. They would like staffing across all programs to be more consistent, as well as spots for people in need of services to increase. Other general thoughts on what CISS should focus on include better communication, increase in safety, and more resources. In addition, some surveyors did not answer or stated that they are happy with what CISS has been doing so far.

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



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



6. For employees – “I would attend events after hours” please select yes or no.

Yes – 8

No – 9

7. If yes, what events would you like to attend?

For those who said yes to after hour events, suggestions for different types of social gatherings were made as well as opportunities for professional growth. Suggested work events that were focused on community/relationship building included staff Christmas party/general holiday parties, barbeques, happy hour/dinner social functions, paint nights, and general activities with active group participation. In addition, there was interest in staff development days. Majority of those who answered no to attending after hour events left this written question blank, however there was a survey participant who explained that absence in after hour events may simply be due to lack of free time rather than disinterest.

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8. What do you feel are CISS's biggest strengths?

From our employee survey:

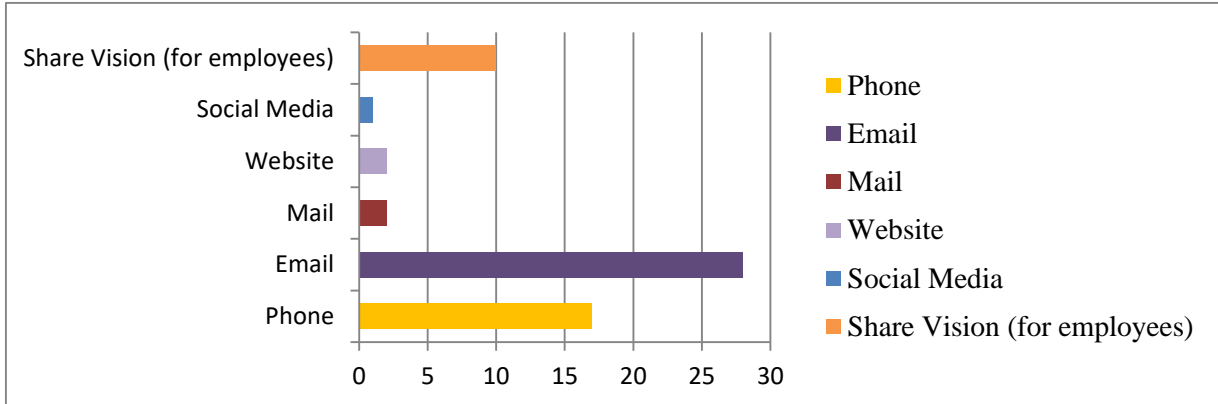
The general consensus from employee survey participants is that CISS's greatest strength lies within the agency's dedication in supporting individuals. Majority of answers mentioned that employees across the board actively do their part in caring for individuals through identifying new opportunities and programs, striving to make a daily positive impact, and putting the individual first. The other category of answers highlighted logistical strengths such as good working hours, clear documentation, adaptability in times of uncertainty, good staff, a nice location, and patient training/shadowing. Others feel that staff possess under-utilized skill sets that would be highly beneficial to individuals and CISS as a whole if actively supported within the organization. Some participants decided not to comment.

And from our stakeholder survey:

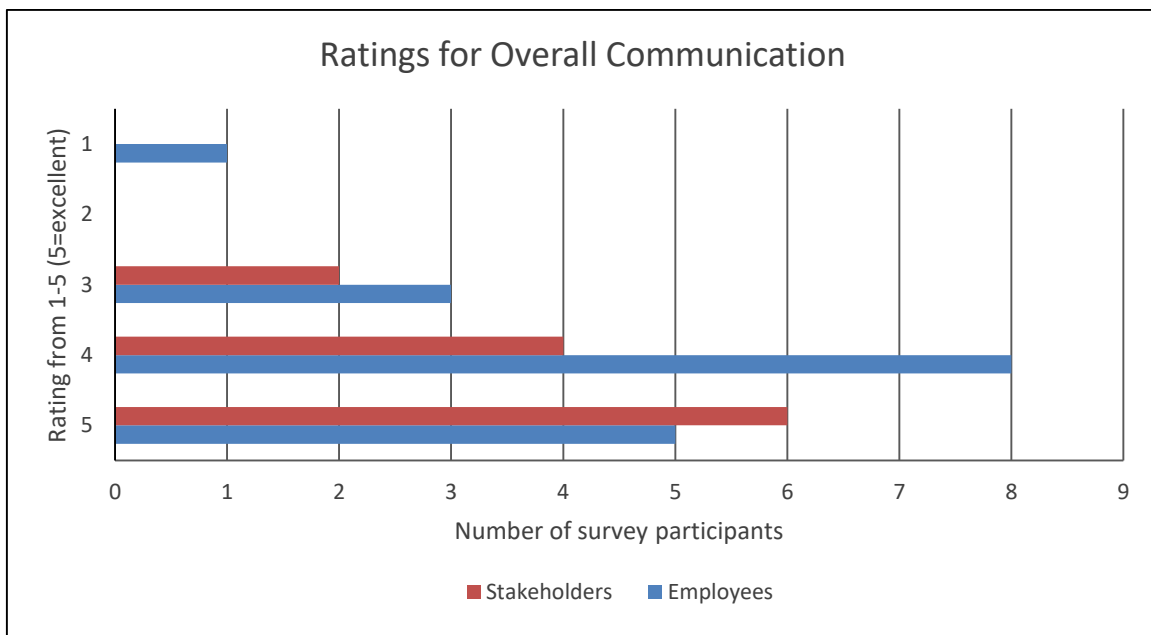
Stakeholder survey participants stated a variety of areas they believe are CISS's biggest strengths. Many answers mentioned that CISS takes great care in supporting individuals that are a part of their services and comment that the organization genuinely cares about positively impacting individual's lives. They appreciate that CISS does not discriminate and are willing to do more for individuals that require higher levels of support. Other surveyors specifically state that the staff and case managers' compassion to individuals and the variety of activities available are the biggest strengths to the organization. In addition, some stakeholders focused on CISS's community involvement and discuss how beneficial CISS' community based programs are for individual's daily lives. Other stakeholders are also happy that CISS is open to collaboration with community partners. A few surveyors state that CISS's communication is one of the biggest strengths of the organization. They specifically highlight the effective feedback given to those working with individuals, the active support given towards families of individuals, and that communication is done in a timely manner when working with CLBC individuals and families. Finally, a stakeholder commented that they appreciate how adaptable and flexible CISS is especially with maintaining operation through difficult times such as the pandemic.

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9. How do you receive your communication from CISS? (Select all that apply)



10. On a scale of 1-5 (1 = poor and 5 = excellent), how would you rate your overall experience with your communication with the organization? Please explain why you chose this number.



From our employee survey:

Communication with the organization was rated as generally favorable. Those who rated CISS's communication as excellent (5) explained that the organization is friendly, safe, and comfortable. Stating that communication is the corner stone of work done at CISS and all information that is needed is received. Participants that gave a rating of three or four highlighted that communication is clear, direct, and effective, however there is room for improvement. Some commented that schedules are often changed without knowledge and the lack of verbal information of schedule changes create difficulty and confusion. Others shared that they do not feel listened to and that information that would be beneficial to staff is not discussed or shared amongst teams which results in confusion and negative thinking. Finally,

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low ratings (1-2) on communication did not give details, but stated there is a general difficulty with communication within organization.

And from our stakeholder survey:

Half of the stakeholder survey participants rated excellent (5) on the overall experience with communicating with the organization while the other half rated between three and four. Those who rated very high (5) on the scale state that CISS responds back promptly and in a timely manner. Stakeholders in this range also mentioned that communication is clear and helpful especially when it comes to corresponding with family. They also appreciate that CISS is flexible when it comes to the type of communication being used (i.e. Virtual, at CLBC office, phone, at CISS head office, etc.). Surveyors who rated favourable (4) with CISS' communication shared that overall experiences are positive and government agencies specifically note that CISS is very proactive. However, there are instances where CISS does not always answer emails and where some stakeholder's questions/requests are ignored. Most of these issues are often resolved in a timely manner. Finally, those who rated 3 commented that changes among program manager and support staff were made without informing guardians which resulted in confusion and stress. Another stakeholder also mentioned that they feel some things that were communicated as confirmed were not followed through with and would like new program coordinators to participate in more regular communication in order to build better rapport.

11. For families, caregivers and government representatives – are you satisfied with the amount of support received from CISS?

Yes – 11

No – 0

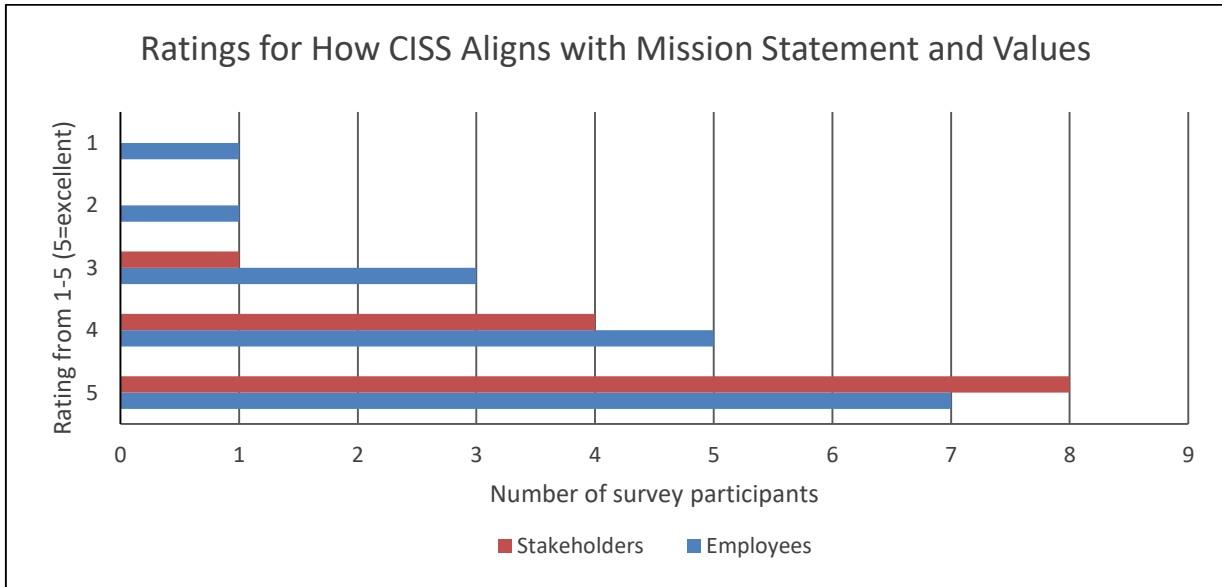
N/A – 1

12. For families, caregivers and government representatives – why or why not?

Almost all stakeholder survey participants answered yes to being satisfied with the amount of support they are receiving from CISS. Most comment that the organization is very caring, flexible, and communicative when it comes to providing services for individuals. Some family members are very satisfied with the amount of services provided and appreciate that CISS takes time to plan what is best for the individual in order to create the best experience for their needs. Many state that the staff and managers put in a lot of effort in providing high level care and support for individuals. A stakeholder specifically mention that CISS is always very flexible when working with CLBC referrals and appreciate the time the organization commits in order to do so. A few surveyors do mention that they would still like to see improvements and are not fully satisfied as support received from CISS can be inconsistent.

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13. On a scale of 1-5 (1 = poor and 5 = excellent), how strongly do you think CISS aligns with their mission statement and stated values? Please explain why you chose this number.



From our employee survey:

In terms of aligning with the mission statement and stated values, survey participants mainly rated CISS as highly successful, however ratings from one to three were still present. The majority chose to rate excellent on the scale (5) and commented that the CISS mission statement and values are the most present within the work being done with individuals and the commitment to progress in better supporting those in the programs. Participants who chose to rate a four share that they believe CISS is doing their best in this area, but there is need for improvement such as client activities not being purposeful enough. Some surveyors observe that there are different perceptions and understandings of the mission statement and values which often result in different approaches in the organization. Finally, those who answered in the lower range (1-3) believe that areas within CISS need improvement in order to better align with the organization's mission. Most comments in this range stated that staff proposals and ideas are often shut down, employees do not feel supported or heard by management, and there is a lack of genuine connection within the agency. Survey participants suggest that in order to improve new ideas should be welcomed and encouraged by management, friendships and communication should be allowed within the agency, and CISS should follow through on reports made by staff in order for impactful change to be made. Some in this range also commented that 1:1 individuals spend the entire day alone with staff which does not align with CISS's mission for inclusivity. In addition, others mention that some individuals paired with peers that are not interested in the same activities often do not end up participating which results in the individual not getting a full day program due to the pairing.

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And from our stakeholder survey:

Overall, stakeholder responses to how well does CISS align with their mission statement and stated values are highly positive and show general satisfaction in this area of the organization. Many surveyors site that the mission statement and values are seen evidently in the support offered to individuals. Some things specifically mentioned were that they appreciate the efforts taken to connect individuals to the community, that goals are regularly assessed and are considered when planning activities for individuals, and that events such as multi-cultural day and the Christmas party are great opportunities for individuals to socialize with peers. Other answers do reflect a desire for future improvement in general and a suggestion for an increase in skill development.

14. In what ways do you think CISS could improve your experience as...

(a.) An Employee?

Overall, most suggestions for improvements can be separated into 4 categories: communication, community, logistics, and management relations. In terms of communication participants suggested that information such as progress being made by CISS should be more openly shared within the agency. Others made more general statements asking for better communication with staff as some do not feel heard. Suggestions for strengthening the CISS staff community include an increase in group activities, more opportunities for team building, a larger focus on professional and personal growth, and regular monthly meetings/lunches with managers. Logistical improvements that were suggested by some survey participants were better hours, allowance for small breaks, and more training for staff. Finally, majority of suggestions for improvement were manager and staff relationship related. Some asked that the executive director and management be more open with staff. Others suggested that more manager interactions with staff downstairs would create better relations between the two. There were also comments about staff not feeling supported by management. A specific suggestion was that there should be an increase in support when clients are having incidents instead of staff being told just to fill out an Incident Report. They shared that clarification and communication with the manager and homes should happen sooner. Other surveyors stated a desire for more immediate action and follow through when necessary. It should also be said that some survey participants did not provide any suggestions and one commented that they are happy with their past experiences and current work with CISS.

(b.) A family, caregiver, government representative and/or community partner?

Majority of stakeholder survey participants would like to see improvements in the area of offered programs and events. They would like to see an increase in varied activities, more volunteer opportunities, and offering programs such as temporary respite. Some stakeholders specifically suggest that CISS should utilize events, locations, and activities that are actively

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being offered in the Port Coquitlam and Tri-city communities such as the Port Coquitlam rec center. Another stakeholder would also like to see more personalized planned future outings that meet the needs of the individual (i.e. An individual likes gardening/plants could benefit from the organization connecting to community gardens). Aside from programs, surveyors would like to see improvements in staffing and communication. Some mentioned they would like to see a more consistent staffing schedule on a weekly basis due to frequent changes resulting in negative experiences for the individual. Others would like CISS to ask for input/feedback before changes are made that concern the individual and another specifically suggested that reports should be done after an ISP (Individual Service Plan) meeting. Finally, there is a general desire for CISS to continue what they are doing especially in advocating for people with disabilities and inclusion in community while some survey participants had no suggestions for improvements at all.

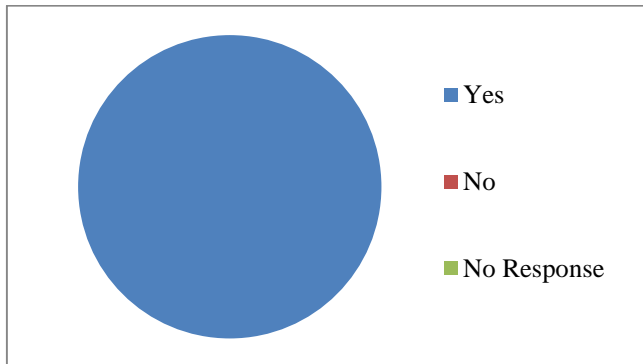
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CLIENT SATISFACTION SURVEY RESULTS:

This year we received 58 completed surveys, the results are below. The measuring range for the survey was:

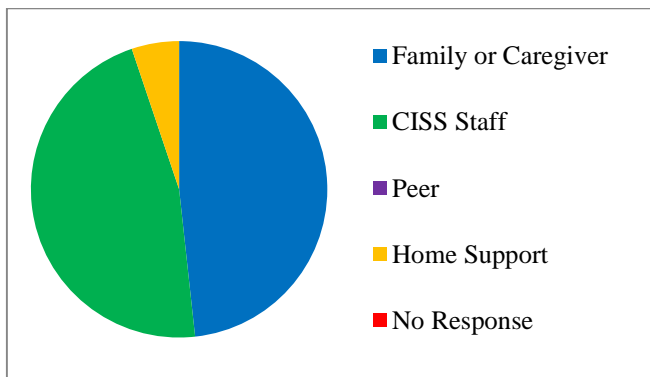
Awesome, **Okay/Good**, or **Terrible** which was demonstrated through face symbols. (See our website www.gociss.org for a view of the survey tool)

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



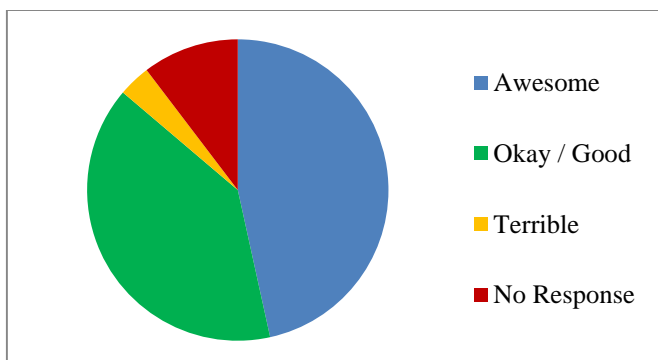
| | |
|-------------|----|
| Yes | 58 |
| No | 0 |
| No Response | 0 |

(b.) Who helped?



| | |
|---------------------|----|
| Family or Caregiver | 28 |
| CISS Staff | 27 |
| Peer | 0 |
| Home Support | 3 |
| No Response | 0 |

2. (a.) The Social Committee plans parties and events that I like:



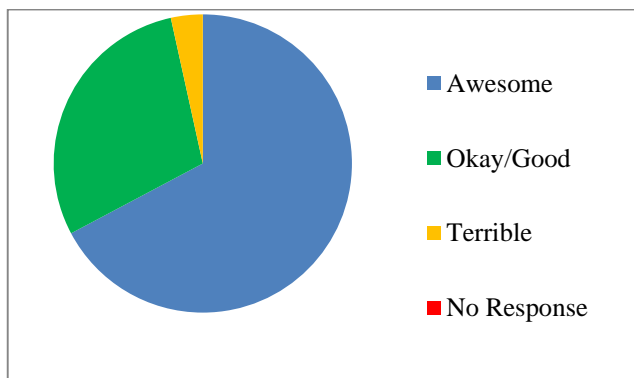
| | |
|-------------|----|
| Awesome | 27 |
| Okay / Good | 23 |
| Terrible | 2 |
| No Response | 6 |

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(b.) Please list other events that you want to have planned by the Social Committee?

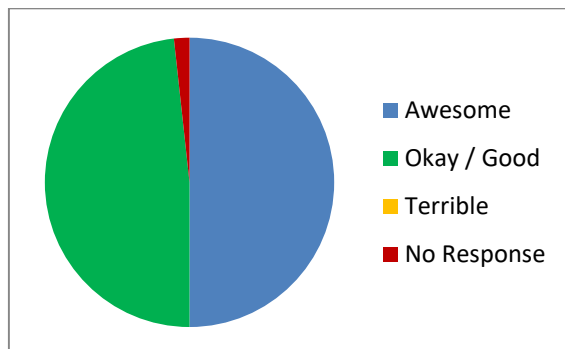
Many clients indicated that they wanted more parties, seasonal/holiday themed or otherwise, with activities such as dancing, games, and crafts. There was also a proposal for a fundraising event as well as a want to continue the multicultural day. In addition, there was a running theme of clients wanting more general group outings to locations not regularly visited. One survey participant pointed out a desire for less time at the recreation centre while others suggested nature walks, picnics, going to the Lonsdale Quay, live music, and bowling. Overall, it seems survey participants are looking for more social committee events that involve opportunities for active participation, socialization, and new experiences.

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



| | |
|-------------|----|
| Awesome | 39 |
| Okay / Good | 17 |
| Terrible | 2 |
| No Response | 0 |

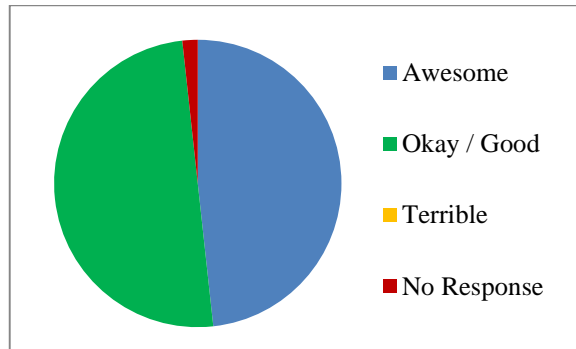
4. I set my own individual goals at my ISP meeting.



| | |
|-------------|----|
| Awesome | 29 |
| Okay / Good | 28 |
| Terrible | 0 |
| No Response | 1 |

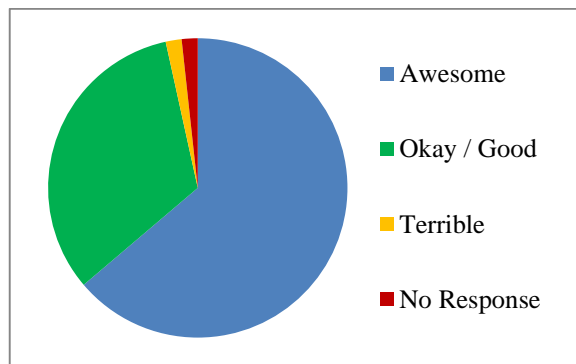
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5. I get to try new things at my day program if I want.



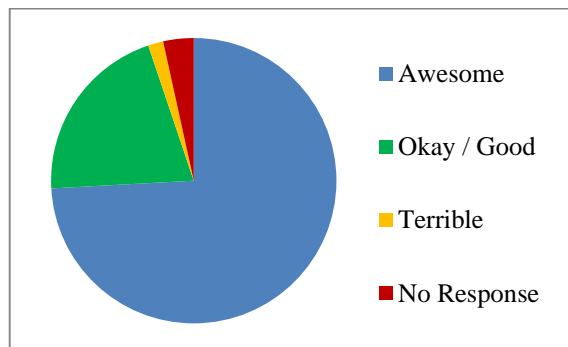
| | |
|-------------|----|
| Awesome | 28 |
| Okay / Good | 29 |
| Terrible | 0 |
| No Response | 1 |

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



| | |
|-------------|----|
| Awesome | 37 |
| Okay / Good | 19 |
| Terrible | 1 |
| No Response | 1 |

7. My Program Manager listens to my complaints.



| | |
|-------------|----|
| Awesome | 43 |
| Okay / Good | 12 |
| Terrible | 1 |
| No Response | 2 |

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8. What do you like best about CISS?

The majority of survey participants stated that the best thing about CISS are the activities and outings they get to do. Most client's favourite activities involved playing sports, playing games, walking, and participating in some type of arts and crafts. Others preferred more outing oriented activities such as bowling, swimming, going to the library, going out for lunch, and attending events held by the Social Committee. If not activities, survey participants expressed that the people at CISS are the best part of the organization. This ranged from spending time with friends, having the opportunity to meet new people, and/or positive connections to staff. Some clients also specifically mentioned that they like the program in general.

9. What do you not like the most about CISS?

Most negative experiences survey participants mentioned involved schedules that felt too rushed or changed too often, disinterest in program activities, or conflict with staff. Others mentioned occasional disagreements and friction with peers. It is to be noted that a portion of survey participants did not have an answer or had nothing they did not like.

10. Do you have any suggestions or ideas?

A large proportion of survey participant's suggestions involve more social events and a more diverse array of activities available. Social events clients want to see for the most part involve some type of live musical entertainment or going to new areas/locations as a group. In terms of activities, clients would like to see a larger variety of things to do. This ranges from more physical activities such as sports, bowling, volunteering, and walking. As well as more activities focused on skill building such as arts and crafts, reading programs, life skills development, and cooking. Other than activities or social events, two survey participants expressed a desire for more diverse staffing and a small portion of clients did not give an answer.