



Kootenay Society for Community Living

Survey Results 2014 for 2015

Employees

Q: How can KSCL make your employment more satisfying?

- Enjoy being an employee for KSCL and am enjoying all the experiences I am having in my temporary full-time position.
- More training. Shift change - make it 15 minutes (having to stay late because staff show up right at shift change).
- Expectations- when a new person is orientated (which usually covers a lot of things which enables a person to be able to work at a house or the day program along with a full time staff) full time staffs expectations of a casual is sometimes too much. Each place has a clique/team and it is difficult at times to be part of the team. Maybe rotating fulltime staff to fill in opposite of where they work once in a while, so everyone has a chance to remember what it is like to be doing and learning something new...change is difficult but can be very beneficial.
- This possibly could have an effect on lessening drama...or it could very well increase it... all in all you are doing a pretty good job!!
- More time to complete paperwork
- More focus on team-building
- Regular appreciation
- Union brothers and sister should communicate more with each other. Example, if there is a problem that has come up with another brother or sister. (Talk to your brother or sister to try to resolve the matter at hand.) Instead of not saying anything at all.
- Some form of recognition for employees that go above and beyond for the clients.
- Acknowledgment of employees. Lots of staff have volunteered numerous hours taking participants to out of town events and management should be acknowledging them with at least a thank you.
- Respite for individuals that are having trouble in their home environments. Better exit strategy for those who want to move and have to wait extended periods of time to do so!!
- give everybody a chill-pill, cause all I hear is whining and complaining from workers around me and its tiring and getting me down

- More attention to the specific social\individual wishes/ dreams/ambitions/needs of people served by KSCL.
- Give appreciation to the employees who volunteer time without getting paid for it. Asking us more questions on how we feel things are going at work. Instead of once a year for an employee evaluation they should be checking up at least every three months on how things are going.
- I am happy with the association as a whole. Any issues I have are more about the union and community living in general
- more training re: mental health needs of participants/residents
- Things are run smoothly
- Clearer rules about seniority and casual employment and more formal training.
- ask for more feedback
- sometimes it's hard to find someone in the office to answer a question that you feel is important but not an emergency cell phone question
- 15 minute shift change. Having to stay late cause staff shows up right at shift change leaving no time to say how the previous shift went. A raise. More workshops available for casuals to take.
- ongoing training increased staff appreciation

Summary:

36 Respondents. KSCL continues to improve communication with the sites and the staff regarding issues and changes that affect them.

KSCL holds their annual Employee Appreciation & KSCL does employee recognition at the Xmas Party.

KSCL also held in Spring 2015 – a Lumina Professional Development – which promoted teamwork & understanding how Conflicts happen. It was well attended & staff continue to use it.

KSCL has also recognized that our Administration team needed to expand to have a dedicated HR Coordinator that could connect with employees in a timely manner on issues or problems within their personal life, or at work. As well, this also frees up the Program Coordinator's time to connect with their dedicated sites and employees. The full affect will take place Spring 2016 with ComVida payroll coming on line, so the HR Coordinator can take on the full duties of HR.

KSCL also implemented a Wellness Program to reimburse employees \$30/annually for a fitness program of their choice.

All the above items were discussed at a KSCL All Employee meeting held in 2015.

Family/Caregivers

Summary:

9 Respondents: The parents and caregivers who returned surveys reported a very high level of satisfaction with the services being provided by KSCL. KSCL has identified that we need to ensure that all individuals are involved in identifying goals to learn new skills and being a part of their planning meetings. Transition planning for youth from MCFD to CLBC serviced remains a high priority for parents.

Clients

Q: What do you like the best about KSCL and what we can do better ?

- Love coming here to KSCL. I enjoy seeing everyone. It makes my day sometimes. I like to be able to get out more often. I really had fun at the Friday rec day at Champion Lakes. I look forward to joining in on more Friday rec day activities and the Adult Group activities. LOVE IT!! Continue with the different activities for Adult Group and Friday Rec days.
- the thing I like best is I get accepted for everything I do. you all do great and I think you don't need to change.
- nice place to live and I get to go out more
- Able to work/do fun stuff/support. N/A about "doing better".
- It is nice and I get to see my friends.
- Best- I like the positive attitudes. What can be done better spending time with my worker I don't like the fact that there is a mileage restriction
- The daily support at home is best. We can create new and meaningful activities to do especially in the summer months. I like to stay active.
- I like doing yard work for KSCL. Help me get along better with another client.
- my friendships. I like going swimming. I like going to hockey games. I enjoy coming to KSCL and currently have no requests for anything to change.
- Helping me to find work in the community.
- I like going to Operation Trackshoes and spending time with my counsellor. If I could be part of the interviews for the Summer Students.
- I like everything
- I like the people here and that I have friends.
- I enjoy the times I have at KSCL because I get to socialize with people and I get to do different things. I enjoy the staff. Taking out less time at the office. I would like to more activities in the community.
- Fridays. I like to get McDonalds coffee. Go to town -go to- legion. I like there's more people coming in. Sometimes new people. I like Nelson guys too. I like to go there.
- #1 See my girlfriend! #2 Get me a new job! 20 #1 Music (Karaoke) #2 Have staff show me how to cook,(baking).
- #1 I like it all. #2 I like all my programs.
- #1 I like outings, my job, and general activities. #2 I would like more out of town trips/outings.
- I like the people and getting to meet all the different staff. Leave everything the way it is.
- Making and keeping friends. Having more of an opportunity to work and make money and increase self-esteem and confidence.

- It is my favorite place to work, hang out with friends and staff. Go out for coffee more often would be nice
- I like everything about KSCL. I am happy with how it is.
- I love going out, riding the bus, the van or staff's car

Summary:

28 Respondents: Most individuals are very happy with the services they are receiving & KSCL supports.

Approx. 3% of clients (1 client) seemed unhappy about their overall experience. KSCL will improve those numbers by ensuring all individuals who wish to be present and have input at their ISP's; know their goals and their choices are reflected in their plans and programs.

Stakeholders

Summary:

9 Respondents: Community Stakeholders who returned surveys reported a very high level of satisfaction with the services being provided by KSCL. It's apparent that KSCL's profile of what we do & who we are is still an area that needs to be addressed as some respondents answered N/A to questions – which speaks to respondents not being sure/or unknown if we comply. Awareness should be addressed at the Strategic Planning session.