



Kootenay Society for Community Living

Survey Results 2015

Employees-2015

Q: How can KSCL make your employment more satisfying?

- It would be good if front line workers were able to say what they would like to management as a group and not just have SRCW take up concerns. Front line workers are not heard in their wants and needs by management as a whole group, only one by one when a problem arises. Many are afraid/not comfortable to bring up concerns they may have on their own. The last meeting held for full time employees and casuals was more of an info meeting for management to say what it was they wanted from their employees and not what employees feel they would like to see support from Management.
- Pay scale is too low -staff meetings should be just that...staff! -concise, well-prepared instructions when new implementations are being put into action
- For employee appreciation day provide an environment that promotes more mingling between the two centers.
- We do valuable work and I feel that we deserve to get paid more so that we feel valuable as well.
- Listening to your employees and giving more help when needed.
- Higher pay
- Pay employees for taking trainings instead of making them take time off from their paid hours to take trainings they do not get paid for. Also, pay employees for staff meetings or else no one will show up to staff meetings.

- Don't cower down to the rules of Work place BC
- I can't seem to think of anything right now. However, if and when, while at work, something comes up, I will make a note of it and send an email. Thanks, me
- Satisfied!
- Deal with the staff members who cause dissension and cause strife within the organization rather than promote face to face resolution as they will provide lip service until the issue is "done" and then go right back to the way it was. Certain people seem to be Teflon coated and think they are above reproach. There is too much of "you better do it this way because so & so is coming on, "that's not a good working environment. You shouldn't be discouraged from doing extra things with your clients because "they" don't want to do the same. I also think you should bring back employee of the month.
- Be more appreciative of their employees.
- Less paperwork! More quality of life for individuals supported!!
- I think the service we provide at Bigby in Nelson is amazing. I'm proud to go to work every day. I have noticed that our workplace has a different corporate culture than the KSCL facilities in Castlegar. I worry that the expertise of my supervisors and the quality of our programs in Nelson are under-valued because we are farther from the main office and we have a different approach. As a front-line worker, I need to know that the head office appreciates the work that we do in Nelson and will value our input on decisions that affect us and our participants.
- Better communication, dissolving the perception of them (office) as the opposite team to the employees. A clear command language to the collective agreement that all work from.
- Management could allow an employee to finish a statement or sentence. It would be helpful to not be interrupted or the employee comment disregarded when the question or comment has not even been completed by the employee.
- Job security for permanent employees.
- The people I work closely with, at this moment, make everything more satisfying. The higher management and their lack of adequate response re policy make things difficult for the employees and the people we support.

- Give us more information about what is happening within the association and job posting/employment.
- I am pretty satisfied.
- Continue giving support for employees to take care of themselves physically/emotionally. Team-building workshops have helped our team to work together more effectively and supportively. I hope to see these continue.
- Less sarcasm and condescension at meetings.
- More social events.
- Act on information given to association.
- Excellent training opportunities are offered but not mandatory, leaving the staff who do participate feeling like the only ones contributing.
- More thought about staff suitability for postings, and placement of clients in job postings and group homes.
- By following proper call out procedures. I know that I personally am not getting called for shifts before casuals and that to me is unfair as I am supposed to be offered the shift first so something in place to make sure the SRCW's are following that procedure would be appreciated.
- Respect the Collective Agreement.
- Answer phone calls or at least in a timely manner. Correct SRCW about their appropriate role and how they should speak and treat fellow employees.

Summary:

An increase to 55 Respondents from 36 the past year:

KSCL continues to improve communication with the sites and the staff regarding issues and changes that affect them. Front-line workers have the opportunity to say what they want at monthly site staff meetings, and at the annual All Staff Meeting. Prior to that meeting an Agenda is sent out to staff where they can add on any of their issues and concerns (anonymously if wanted) which will be addressed during the Q&A from the floor segment.

KSCL continues to acknowledge their staff and the appreciation we have for them at our annual Employee Appreciation night at Chances Casino as well as at the Employee Recognition at the annual Xmas Party. Mingling of staff is encouraged and modelled, but needs to also be initiated by the staff members themselves.

In the spring of 2015, KSCL held a Lumina Professional Development – which promoted teamwork & understanding how conflicts happen. We received a lot of positive feedback about this training so will continue to research other similar opportunities to offer staff in 2016.

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 allowing her to connect more with dedicated staff and residents at the homes. The HR Coordinator will take on full duties spring of 2016, when Comida payroll is up and running on line.

KSCL also recognized the importance of health and wellness for their employees so implemented a Wellness Program that would reimburse employees \$30/annually for a fitness program of their choice, starting January 1st, 2016.

Our Staff is paid for attending staff meetings. As a non-profit society we can't afford to pay staff to attend special trainings as well as pay them their regular hours. Therefore to offer trainings we typically hold them during regular work hours- Monday through Friday, 8am to 4pm and staff is paid for this time. We are also utilizing webinars and on-line training as its more cost efficient and allow more staff members to participate.

KSCL does respect and follow the Collective Agreement including paying the wage outlined within. KSCL tries to avoid using a suitability clause when hiring staff for postings; instead provide training and education to allow for equal opportunity. If employees are unhappy with the Collective Agreement and/or have questions or concerns, they are encouraged to contact their union reps and have active roles within their union.

Information about what's happening within the society and job postings is on our website. KSCL acknowledges our website wasn't being updated regularly due to technical difficulties but has addressed this issue by getting a new web host which will make updating easier. As well, job postings are emailed to all employees.

Job descriptions and roles will be addressed with the SRCW's at the next SRCW meeting that are held monthly.

Family/Caregivers-2015

Summary:

An increase to 20 Respondents from 9 the past year:

The majority of 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 their planning meetings and identifying and choosing their own goals. We invite and encourage family members to participate as well and ask for their input.

8 of the 17 questions had responses of N/A, suggesting that some parent's/caregivers are not fully aware of all KSCL offers. We try to provide as much information as possible to the family/caregivers by including them in the In-take meetings and the annual ISP reviews, as well as providing them with a Stakeholders handbook, brochures, and access to our website and annual AGM. KSCL will try to improve this by uploading our Stakeholder's handbook and our bi-annual newsletter to our website. We were previously unable to do this on a regular basis due to technological difficulties, but now have a new web host which will simplify this process.

Next year we will add a comment/feedback section to the Family/caregiver survey to allow responders to be more specific with their responses.

Clients-2015

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

- No comment
- It's enjoyable. I get to see a lot of people that I know. It would be neat if there was a drop in place on the weekends and in the evenings. Better parking for bikes, scooters.
- Andrea enjoys working with her staff (Ursula) and she enjoys seeing other staff at Community Options. She also likes to see other participants especially her friend Stephanie.
- It's good, she's beautiful. Find a different job.
- My favorite staff is everybody in teen group staff.
- Like the Christmas parties and like going to Operation Trackshoes
- I like hanging out with my friends at Bigby. I like everything the way it is.
- Add more invents for independent adults
- Being around all the friends that are here
- No comment
- KSCL staff is open-minded about everything I need. I feel free to talk to KSCL staff and get the help I need. KSCL staffs do exactly what they're supposed to do, so there's nothing they can do better.
- I like staff saying good morning to me and being friendly. I like my friends (the girls) and the staff. I like my baking program and my job. I want another job. I am very happy that one of the guys treats me nice more than before. He used to be nasty and call me names. I did not like that. It made me sad. He treats me nicer now and I am happy.
- I like spending time with my worker because otherwise I would be at home and never get the chance to meet a man. I would like to eat out more than once a month. I would like to know how to get more mileage.

- I love it! I like the programs and I like to see my friends but I don't like to see fighting between my friends.
- KSCL is a good place to be happy. I get to see my girlfriend here. I like to watch movies here and I get good snacks like popcorn and pop and pizza. The only thing that bothers me is when staff don't get along. But Liz is my favorite worker and I also like Terry Turner.
- No response
- No response
- Take care on your original wish
- I like the staff and friends. KSCL is a great experience. KSCL could be better if some staff were a little more sincere.
- The staff are sweet kind and super helpful what to do and make me feel safe and warm inside and outside too.
- It's fun to be part of a group and see my friends at CO
- I dunno, wall locker.
- I like the staff and my girlfriend.
- I like everything
- Halloween party and masks, going bowling, like friends
- I like that KSCL has helped us with some skills. Have some more programs like maybe baseball some basketball. The staff and coordinators do a good job for us.
- Probably the opportunity to help any new staff and if they have any questions. I think what they do right now is the best for all of the individuals that live in the community, and without KSCL none of us would have the opportunities to work and live in our community.
- It is nice to have a new van as the other one broke down all the time.
I like my bedroom it reflects what I like and I have a choice to have the things that I enjoy.
- I would like to see the managers from the office to come to visit me more often.

- I really enjoy going to the day program and having my nails painted. I come back home and show everyone my new color. I enjoy my roommate's most of the time and I like when the staff spends time with me.
- I like going for van rides, going to community options, going for lunches with my friends. Find me staff so I can go bowling, play games and have someone to talk to
- It's my home, I can have pies, I go for rides, I have a really nice staff who understands me, I have troubles with casuals though, I'm getting old and I'm going to need more assistance please don't forget about me

Summary:

An increase to 33 Respondents from 28 last year:

The majority of respondents were from 3 age categories: 20-30, 31-44, and 45-55. Most individuals are very happy with the services they receive, with the programming, and with the staff.

Approx. 3% of clients (1 client) seemed unhappy about their overall experience with KSCL. KSCL will try to improve this number by ensuring all individuals (who wish to be present) have input at their ISP's; this will help to ensure their goals and their choices are reflected in their plans and programs. KSCL also seeks client input during Participant meetings held regularly in the homes and at the day program and through the surveys.

Comments were made about adding more events for independent adults, having drop in programs on weekends and evenings and about having more space and parking for bikes and scooters. KSCL is addressing this feedback by offering the unrented space next door to the day program; utilizing it for new programming and for groups that have identified they don't need/want to always be together in the one space. The new space may eventually be used for senior's programs, youth programs and drop-in programming.

One person said they would like to see the managers from the office come to visit more often. KSCL has addressed this issue by creating a new HR position. Once this position is filled (spring /2016) the Program Coordinator will have more time at the homes and day programs to support the staff and clients.

More jobs/new job: KSCL is addressing this by continuing to build and develop their Employment program. All day program staff are now involved in the employment program (instead of just 2), allowing more time and opportunities for discovery and support.

Stakeholders-2015

Summary:

And increase to 11 Respondents from 9 last year:

Community Stakeholders who returned surveys reported a very high level of satisfaction with the services being provided by KSCL. 1 person (8.33%) was not happy about KSCL overall.

3 people (25%) responded “seldom” to the question that asked if KSCL is responsive to critical feedback. To address this feedback, KSCL would first like to get a better understanding of the responses. What KSCL considers critical may differ from that of the respondents. Therefore, next year we will re-phrase the question and provide an area to give examples or further explanation as well as feedback.

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 several questions (which speaks to respondents not being sure/or unknown if we comply). KSCL is trying to increase the awareness by attending community events, setting up booths at career fairs, creating brochures, handbooks and newsletters, and improving our website. KSCL also maintains relations with stakeholders by contact through telephone, email and team meetings.

Board Members -2015

Summary:

And increase to 7 Respondents from 5 last year:

Board Members who returned surveys reported a high level of understanding of the function of the Board is as well as what is expected of them as a Director of the Board.

2 Directors responded that they were “not sure” to the question “ The Chair knows how to be direct with a Board Member when their behaviour needs to change”. This could be a specific incident, however there was an incident of a Board member needing to be addressed after a meeting. That Board member was not happy about it & resigned shortly afterwards.

1 Director responded that “the Chair needs to stick to the Agenda”. The Chair has become more comfortable in his job and does the majority of the time follow the Agenda and assist to prompt Board members to make their points in a concise manner without seeming to push for a decision without proper discussion.

1 Director felt they didn't have a "full understanding of the by-law & governing policies" & they weren't sure of "level of information needed from the E.D". Nor did they "understand where their role (as a Board Member) ended and the E.D's responsibility begins." Each Board member upon election receives a KSCL Orientation with the Executive Director as well as a Governance Policies & Procedures Manual. All Board members should be fully versed in what their & the Executive Director's requirements and duties are at the Board & Executive Director level.

It's hard to judge with such a small number of Board Members responding as to whether there is any one issue to work on. However, it's apparent that Board orientation and Board meeting structure are respected and required to have a functioning Board.