
2012 SATISFACTION SURVEY RESULTS

Each year, as part of our accreditation process we ask the people who use our services, families, and staff, whether they think we are doing a good job. Here are the results from asking questions in our Satisfaction Survey in February 2013.



What did you tell us?

Most of you were very satisfied with the support provided by CLV. You said that being treated with respect,



being listened to, feeling included in

the community and receiving help with personal planning and goals were all areas that we did well. You also said you liked where you were living, and the staff who support you. Areas you would like to see improved were: wanting to be given more choices and make your own decisions; and having enough money to do the things you would like to do.

You also said you'd like to try some new activities in your community inclusion programs including more retirement activities for some of you. Others wanted a chance to get a job.

What did families tell us? Families were very positive about the support CLV has provided to them and their family member who is supported by CLV. Families also wanted CLV to continue to work on finding jobs for those of you who want to work.

What did staff tell us? Staff continue to feel that CLV has a good reputation in the community and that we do well with community living issues such as government budget cuts and supports for families. Staff feel proud to work for CLV and that we do an excellent job of providing support and care for people who use our services. Staff



say they would like increased recognition for doing a good job. They

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would also like CLV to keep working on supporting people in our homes and programs as they get older. Many staff also want to learn more about how the people we support can be more involved in making choices and decisions.

What did others in the community say about us? Employers were very pleased with our Employment Services program and would highly recommend us to other employers. People with jobs told us they were very satisfied with the job coaching provided, the increase in money, and the new skills they were learning.

CLV also took some measures to see if we were efficient and effective – are we doing what we say we're doing? We collected this information from January- December 2012.



CLV Community Inclusion programs – 98% of the people we support in day services have current Person Centered plans. We also found out that many of



you (95%) were happy with your program and 100% said you were with the right group of people who shared some of the same interests as you. Some of you said you would like to get a job.

In CLV homes and supported living options - 98% of you have current Person Centered Plans. 90% of you are happy with



your home, your activities, and your involvement in everyday things like cooking, shopping and banking. 87% said that you spend time with family and friends.

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Employment Services-
19 new jobs were found
and more than 51
people are working in
jobs in the community!



86% of those of you who have jobs,
feel you have more money since you
started working and 94% feel
comfortable and welcomed by the
people you work with.

What Do We Know About the People
We Support at CLV?

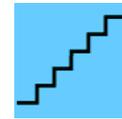
CLV provides direct supports to about
365 individuals. The majority of people
are either in the 6-19 year age group or
in the 50-64 year age group.

We are
planning for
the fact that
many people
we support
are aging- and
will need
changes to
their homes and day services.



We also support many younger people
through our new programs like Autism
Services, Teen Community
Connections, and our Host Agency
program. Younger people and their
families often want different services
and we are finding ways to meet those
needs.

Next steps?



CLV will be asking
you and your families how satisfied
they are with CLV services in January
2014. We are also continuing to
measure our progress in meeting our
goals.

Questions? Contact Ellen Tarshis
(Executive Director):

 (477-7231, Local 226)

 etarshis@clvic.ca

 www.hopehelphome.ca

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