



Community Living
VICTORIA

ACCREDITATION NEWS

Outcome Management Results

2020 Satisfaction Survey Results

Each year, as part of our accreditation process, we ask the people who use our services whether they think we are doing a good job. Here are the results from asking questions in our Satisfaction Surveys in February 2021.

What did you tell us? 2020 was the year of the pandemic and many of you told us how much you missed seeing your families and friends, having your work reduced or losing a job, your Community Inclusion programs closed and then open in a limited way and you had to stay in your homes or apartments a lot of the time.



For those of you who live in our homes, home share or independent living apartments, you said:

- ✓ 96% of you felt supported to understand what was happening regarding the pandemic
- ✓ 94% of you felt supported to help practise ways to reduce stress or anxiety
- ✓ 93% of you said you felt safe in your home
- ✓ Many of you felt able to connect with family and friends through physically distanced visits, phone calls, and zooming
- ✓ Many of you felt that you were happy doing activities in your home and trying some new things (art projects, on-line music zooms, driveway hockey)



You also said that it can sometimes be difficult living with the other people who live in your home or home share as people spent more time together.

For those of you who attend our Community Inclusion Programs (CAP, Satellite, Reflections, and Peninsula) which closed for 6 weeks and only partially opened, you said:

- ✓ You liked some of the activities that you did there, even if they were different (86% said yes)
- ✓ You were able to try some new activities that could be done safely (82% said yes) enjoyed the Zoom meetings with friends or driveway, outdoor visits.



Some of you were happy to have some time off from CI programs and be able to retire and relax at home.

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Planning and Meeting Goals: our goal is to have 100 % of Person-Centred Plans completed and to try and help you meet 90% of your goals. This was difficult to do this year due to the pandemic. We did PCP's over Zoom or out in backyards or patio's when possible. Many goals were unable to be met due to restrictions such as being unable to visit, attend events, or travel. We hope to be back to normal in 2021!

Here's what happened in 2020:



- ✓ 76% of you who live in a CLV home had updated Person-Centered Plans (PCPs) and 76% of all goals were attempted or achieved
- ✓ 100% of people in Independent Living programs had updated PCPs and 87% of goals in SAL and 72% in SIL, were attempted or achieved
- ✓ 74% of people in Home Share had updated PCPs and 81% of goals were attempted or achieved
- ✓ 66% of you who attend a CLV Community Inclusion Program had updated Person Centred Plans (PCPs) and 54% of all goals were attempted or achieved

These are the things that you felt were barriers to getting to do what you wanted:

- **The Pandemic!** 
- 57% of you found dealing with the pandemic very difficult emotionally
- 16% of you said you didn't have enough money
- 13% of you said having health issues
- 21% of you said not having a person to support you with your activity
- 11% of you said you didn't have the technology that you would like



In our Employment Services program, people felt supported, that they had good communication with employment staff around CoVid and that the staff stayed in touch- through zooms, distanced visits, and phone calls. The things people were worried about with the pandemic included: loss of their job, reduced hours, feeling less secure and safe at work.

We hope to get back to normal this year with increased hours, new experiences, and new jobs!

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What are our Next Steps?



- ❖ More jobs!
- ❖ More accessibility in our homes!
- ❖ Another accessible van!
- ❖ More computers!
- ❖ Financially assist people with requests through our fundraising!
- ❖ Keep everyone as safe and healthy as possible!

 to be
continued...

We are always working to make our services better! We will be doing our surveys again in early 2022 to check in with you to see how we did in 2021.

Questions? You can always **contact Ellen Tarshis, our Executive Director:**



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