



Community Living
VICTORIA

ACCREDITATION NEWS

Outcome Management Results

2019 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 2020.



What did you tell us?

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

- ✓ You feel safe where you live (97% said yes)
- ✓ You like the people you live with (91% said yes)
- ✓ You are treated with respect by staff and caregivers (90% said yes)
- ✓ You are happy with your home, home share and apartment (89% said yes)



You also said that it can sometimes be difficult living with the other people who live in your home or home share and you don't always get to do all of the activities you want to do.

For those of you who attend our Community Inclusion Programs (CAP, Satellite, Reflections, and Peninsula) you said:

- ✓ You are happy with your day program (97% said yes)
- ✓ You liked the activities that you do there (94% said yes)
- ✓ You are able to try new activities (90% said yes).



With the purchase and renovation of the new Comerford St. building for the Satellite program 88% of people said they liked their new location! With the renovations and reorganized space at CAP , 90% of you said you were happy with your new space as well!



Community Living
VICTORIA

ACCREDITATION NEWS

Outcome Management Results

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.

Here's what happened in 2019:



- ✓ 90% of you who live in a CLV home had updated Person Centred Plans (PCPs) and 86% of all goals were attempted or achieved
- ✓ 100% of people in Independent Living programs had updated PCPs and 93% of goals in SAL and 74% in SIL, were attempted or achieved
- ✓ 76% of people in Home Share had updated PCPs and 94% of goals were attempted or achieved
- ✓ 97% of you who attend a CLV Community Inclusion Program had updated Person Centred Plans (PCPs) and 80% of all goals were attempted or achieved

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

- 40% of you said you didn't have enough money



- 8% of you said difficulty getting around some buildings and 6% had difficulty in getting transportation to where you wanted to go



- 26% of you said having health issues



- 24% of you said not having a person to support you with



your activity

- 10% of you said you didn't have the technology that you would like



In our Employment Services program, people were very happy with their jobs Things people were very satisfied about include:

- ✓ 97% of you said the program helped you get and keep your job
- ✓ 93% of you said you knew who to speak to at work when you had a question about your job or task-
- ✓ 90% of you feel you have learned new skills
- ✓ 89% of those who wanted more hours, achieved their goals!
- ✓ 86% of you have more confidence as a result of working
- ✓ 86% of you said your job coach is available if you need more support
- ✓ 83% of you felt good about yourself after a day of work





Community Living
VICTORIA

ACCREDITATION NEWS

Outcome Management Results

Some people in Employment Services find that they can't buy what they would like as a result of working or have as many choices as they would like, which reflects that high cost of living.

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!

Some goals CLV is still working on:

Every three years we meet to make a plan for things we want to work on as an agency- this is called a **Strategic Plan**. Right now, these are some things we are still working on:

- Having more affordable housing options. We have 4 new rental units but we want to get more.
- Getting more people employed. We are working with youth to get them learning job skills earlier.
- Making sure we know what you want at the end of your life. We are working to meet with individuals and families to make these important decisions.



 To be
continued...

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

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



250-477-7231 local 226



etarshis@clvic.ca

Look for us on:



Follow us to stay up to date on the latest news and events!