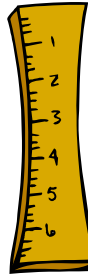

2014 SATISFACTION SURVEY RESULTS

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 Surveys in February 2015.



What did you tell us? Most of you were very satisfied with the support provided by CLV in your home, home share, apartment and community inclusion programs. You said that you felt that you are treated with respect, you like the activities you are involved in,



and like the people you live with. Areas that could use some improvements were: being able to get around your homes and programs more easily, being with the right group of people (similar age and interests), seeing friends and family more often,

and having enough money to do the things you want to do.



You also said you'd like to try some new activities in the larger community inclusion programs including: more smaller group activities for some of you, more variety of outings for others, and a chance to get a job.

What did those of you who have jobs say about us? You told us that you liked the position and hours you have, that you feel comfortable with the people you work with,



that you have learned some new skills in your job and have more confidence as a result of working. Some of you said you wanted more time with your job coaches and that you still don't have enough money to do all the things you'd like to do, even





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though you have a job.

What did families tell us? Families were very positive about the support we have provided to them and their family



member who is supported by CLV. They feel that CLV works hard to meet

your needs, that you are included in the community, are safe and well-cared for in our homes, and that families receive good communication from the homes/programs they are involved with.

Families want CLV to continue to find jobs for those of you who want to work. Some families also want us to find new ways to share information with them.



What did staff tell us? Staff feel we do an excellent job of providing support

and care for people who use our services.



They feel that your rights are respected, and that we do a good job of helping people out with finances, getting around the community, being included in the community and helping you with meeting your goals. They like that we are trying to meet your needs as people get older.

Staff want to learn more about how to support you to make your own decisions and choices, more on planning and meeting goals, and how to support people's physical well-being with better nutritional choices and physical activity ideas. Staff also want CLV to find some new space for some programs that have outgrown their current locations, and to find a way to re-organize the larger programs.

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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 2014.

In CLV Community Inclusion programs – 98% of the people we support in day services have current Person Centered plans and 87% of your goals were tried or met. We also found out that many of you (92% of those asked) were happy with your activities and liked the people in your program.



People in InclusionWorks! love their program – both the activities and the chance to get a job! Some of you in other programs said you would also like to get a job. One person in CAP has

continued to work at a job this past year and two other people are looking at employment this year in that program.

In CLV homes -98% of you have current Person Centered Plans and 87% of your



goals were tried or met. You said you were happy with your

home, your activities, and your involvement in the community. Almost all of you felt you were very healthy and felt you were safe and secure.

In CLV independent living programs, 92% of people in SAL learned an important independent living skill – dealing with plumbing emergencies in their apartments. People in both SIL (20%) and SAL

(77%) also learned about tenancy rights and responsibilities and named a



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person they can contact in case of an emergency.

Employment Services-
8 new jobs were found in 2014 and more than 50 people are working in jobs in the community!



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

CLV provides direct supports to about 407 individuals.



The largest numbers are youth in the 13-18 year age group and adults in the 50-69 year age group.

What are our next steps?

Here are some of the goals we are working on in 2015:



- more jobs
- more activities
- more choices and decisions
- new locations for 2 programs
- new accessible home

CLV will be asking you how satisfied you are with CLV services in January 2016. We are also continuing to measure our progress in meeting our goals.

Questions? Contact Ellen Tarshis (Executive Director):



(250-477-7231, Local 226)



etarshis@clvic.ca



www.hopehelphome.ca



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