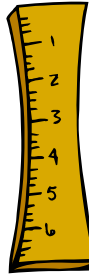


ACCREDITATION NEWS

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2016 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 2017.



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 your rights are respected, and that staff help you plan and meet your goals. You also liked the activities you are involved in, and the people you live with. Areas that could use some improvements were: making choices and decisions about your own lives, not having enough money to do the things you want to do, and wanting a better range of activities in the larger programs.



What did those of you who have jobs say about us? You told us that you that you feel that our employment program



helped you to get and keep your job and felt you get enough support from your job

coaches. You said you had more confidence in yourself and learned new skills as a result of working, have more money to buy the things you want, and that you were comfortable and felt supported by the people you work with. Some of you said you wanted either more hours in the job or a new job.

This year we again asked staff who work in the larger community inclusion programs like Satellite and CAP, how we could improve

our services. Staff said that the new location for the



Reflections program is working well and that staff continue to work with you on providing new opportunities



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and choices. By offering new activities such as an art program, people in these programs said they are enjoying their activities more. We want to develop more activities that meet the needs of the older, less mobile individuals.



We also plan to continue to provide a range of activities including employment for the younger individuals who have different interests. Some other areas identified by staff were: another accessible vehicle, more computers, and a ramp for the Satellite program. We will continue looking for better space for the Satellite program as a priority.



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 2016.

In CLV Community Inclusion programs – 90% of the people we support in day

services have current Person Centered plans and 90% of your goals were tried or

met. We also found out that 90% of those asked were happy with their activities and 88% liked the people in their program.

Some of you in said you would also like to get a job. Two people in CAP have continued to work at jobs this past year and other people are looking at employment.

In CLV homes -93% of you have current Person

Centered Plans and 83% of your goals

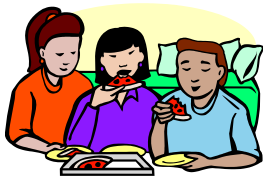


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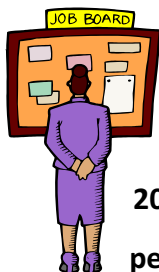
were tried or met. You said you were happy and felt safe where you lived, were involved in everyday activities, and spent time with family and friends. 100% of those asked said they feel healthy! 98% of you said you can get help using technology (such as cell phones, ipads, computers) if needed.

In CLV independent living programs, people learned some important



independent living skills – dealing with emergencies such

as earthquakes, updating earthquake kits, personal safety including safe banking, using the Look,Cook,Eat website to find new recipes, and how to reorder medications. People also did some activities focusing on connecting with their friends.



Employment Services- 16 new jobs were found in 2016 and more than 47 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 409 individuals

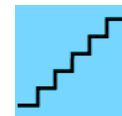


between the ages

of 6 to over 70! The largest age group is in youth services (13-18 years old).

Those of you who are between 50-64 years make up our next biggest group.

What are our next steps?



Here are some of the goals we are working on in 2017:

- more jobs
- more activities
- new location for 1 program
- continuing to improve the larger community inclusion programs
- 1 new accessible home



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CLV will be asking you how satisfied you are with CLV services in January 2018. We are also continuing to measure our progress in meeting our goals.

Questions? Contact Ellen Tarshis (Executive Director):



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