



Community Living  
VICTORIA

# ACCREDITATION NEWS

## Outcome Management Results

### 2018 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 2019.



#### What did you tell us?

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

- ✓ You are treated with respect by staff and caregivers (96% said yes)
- ✓ You are happy with your home, home share and apartment (89% said yes)
- ✓ You feel safe where you live (94% said yes)
- ✓ You are happy with the activities you do (87% said yes)
- ✓ You like the people you live with (82% said yes)



You also said it can sometimes be difficult living with the other people who live in your home or home share.

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

- ✓ You are happy with your day program (96% said yes)
- ✓ You liked the activities that you do there (93% said yes)
- ✓ You are able to try new activities (93% said yes).



Some of you said that you are not always with people who share your interests and some also felt that their program was too crowded at times. We know that this can happen at the CAP and Satellite programs. When the Satellite moves to the new Comerford building in June 2019 there will be much more space and when CAP re-organizes their program areas, we hope to improve that space as well!



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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.

### Here's what happened in 2018:



- ✓ 91% of you who live in a CLV home had updated Person Centered Plans (PCPs) and 82% of all goals were attempted or achieved
- ✓ 100% of people in Independent Living programs had updated PCPs and 90% of goals were attempted or achieved
- ✓ 75% of people in Home Share had updated PCPs and 94% of goals were attempted or achieved
- ✓ 94% of you who attend a CLV Community Inclusion Program had updated Person Centred Plans (PCPs) and 91% of all goals were attempted or achieved

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

- 50% of you said you didn't have enough money



- 25% of you said difficulty getting around some buildings or getting transportation to where you wanted to go



- 45% of you said having health issues



- 10% of you said not having a person to support you with your activity

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

- ✓ You said the program helped you get and keep your job – 100%
- ✓ You have more confidence as a result of working – 96%
- ✓ You are happy with your position – 95%
- ✓ Your job coach is available if you need more support – 95%
- ✓ You said you have more money because of having a job – 90%
- ✓ You feel comfortable and welcomed by your co-workers – 86%
- ✓ You said you can make more choices in your life because you have a job – 83%
- ✓ You feel you have learned new skills – 83%





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Some people in Employment Services would like to change the number of hours they worked. 73% of employees were happy with the hours they had. Some people wanted more hours and others said they want less. This will be reviewed with everyone in the next year.



- ✓ This year, 100% of people we support in Employment Services had updated employment plans and 90% of all goals were attempted or achieved.

### 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, we have one year left in that plan. These are some things we are still working on:

- Having more affordable housing options. We have 6 new rental units but we want to get more.
- Getting more people employed. We are working more 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 2020 to check in with you to see how we are doing.

If you have any questions, you can always **contact Ellen Tarshis, our Executive Director:**



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