# Community Living Parry Sound

#### Satisfaction Survey April 2016

|  |  |
| --- | --- |
| Participants Role | Surveys Completed |
| Currently receiving services: | *30* |
|  |  |
| Family member of someone receiving services: | *20* |
|  |  |
| You, or a family member, have received services in the past | *4* |
|  |  |
| Volunteer | *2* |
|  |  |
| Respite Contractor | *0* |
|  |  |
| Family Home Provider | *1* |
|  |  |
| Board Member | *8* |
|  |  |
| Employee – Direct Staff | *11* |
|  |  |
| Employee - Management | *7* |
|  |  |
| Employee- Indirect Staff | *3* |
|  |  |
| Other | *6* |
| *Total* | *92* |

***What’s Working***

***Community Connecting***

*People Receiving Services:*

* Staff are very helpful in keeping me up to date on activities and programs that may be advantageous in the future
* Staff keeping me informed about different events in town.
* I like going out and being busy.
* Happy when I am busy and volunteering- many places
* Bowling
* Being nominated for the Bobby Orr Hall of Fame
* Knights of Columbus member 13 years
* Member of Knights of Columbus
* Going to the bank to get my money
* Work at the Salvation Army and volunteer with Community Living- Breakfast with Mayor.
* Going to harvest share
* Love going to the library
* Going shopping

*Family Home Provider*

* I find the communication between CLPS, its clients and home providers to be excellent. We all have one goal, inclusion and ensuring that clients are part of a family and community.

*Family Member of Somebody Receiving Services:*

* Passport funding is the best part; without it my son couldn't do anything; Family home is excellent; need more compatible ones.
* Everything I have been involved with as a Mother of a child with special needs has been good. For example respite, aid in finding support workers, help in filling out forms and with support services.

*Volunteer:*

* Inclusion is a big priority with Parry Sound and they are doing a great job, both in the school system and getting jobs for people that may not have been able to get jobs on their own.

***Communication***

*Direct-Employee:*

* Web page and notices are up to date and informative.
* The communication and the team work within the Children's Program is excellent and cohesive
* For people who receive services expectation that they will be treated with respect, that it is our job to give people lots of communication opportunities, to really listen so that people get good plans and good lives, involve people in as many educational such as VC's or committees to improve our services. Having a kind culture for staff, supporting each other to do their best work and keep on learning how to do that, training and mentoring

*Employee - Indirect staff:*

* Internally, the agency does a wonderful job keeping all staff informed of various training/information events via e-mail/posters/video-conference accessibility and through staff meetings. There is also a lot of publication & visibility on what's going on in various programs through our social media, website and, again, staff meetings. It's great to know what's happening within the whole organization.
* I love not only the community outreach programs that educate the public on the services you provide, but the victories that have already happened with local employers.

***Community Connecting***

*Direct-Employee:*

* Community inclusion; people have truly become a part of their community.

***Employment***

*People Receiving Services:*

* Happy with my job- 4 year anniversary,
* Having money

*Family Member of Somebody Receiving Services:*

* The LINC program is very active in contacting businesses in the area and working with the community to get jobs for people that we serve
* Also the addition of Link helping support all they do with interviews, assistance etc.

*Direct-Employee:*

* Employment program is working well Agency well known in the community and supported well by community and community partners We have developed lots of community partners in the community

***Housing***

*People Receiving Services:*

* Help to move into new apartment- like it.
* Like my home
* My room
* I like my new room

***Person Centered Planning***

*People Receiving Services:*

* Like having days off, my trip to Florida
* Time with worker to do things I like to do- shopping, hair, etc.
* Planning and helping with any paperwork.
* Keep involving those supported to be in committee's to get our input.
* I like going out with help from staff.
* Going on tips out of town, zoo, museum, etc., Killbear
* I like getting all the help I need. I like being able to do my own banking.
* Worker is good at helping me plan my trips
* No staff support with banking anymore
* New cat,
* Going to conference in North Bay
* Help with my speech for the self-Advocates conference
* Getting lots of support through Community Living!

*Family Member:*

* Sister/daughters weekly schedule, she is happy the way her week goes, we would not like to see any changes what so ever.
* Involving my child in two undertakings, my daughter is involved in re-wording the policies for all to understand easier. In addition she is involved in the conference coming up in North Bay. This is helping her build confidence

*Direct-Employee:*

* I think “shrink the pink" has worked wonderfully. I like the fact that people receiving services are able to help in selecting their primary support stafff.
* I like all the training that has been offered. The Person Directed Planning/tools has really paid off by educating, staff, volunteers, families, and people receiving services. This training has allowed direct support professionals to maximize the supports being offered.
* Rights and Responsibilities training has encouraged people to speak up and demand respect, dignity, and the opportunity to take risks and to realize that it's O.K. to fail and try again.
* The Abuse Prevention and Awareness training has encouraged people to say "No" and to be aware of their own body.
* Allowing people to help select their staff is empowering and enhances the support being offered.
* Thoughtful individualized services. Constant reassessment about concepts and beliefs, creative thinking
* People in residential services are more active and have more meaningful days than a few years ago. Burritt still needs work around this area.
* *Management:*
* Workplace culture is excellent; supportive, innovative and positive. The work is highly rewarding and meaningful. The organization is well thought of and people feel proud to work here.

*Management:*

* Planning and ISP's are working to change lives and direct services.
* Individualized funding is making changes in lives of people and CLPS is increasingly being considered for extra contractor/staffing model agreements.
* Abuse awareness training is working, people are finding their voice.

***Relationships***

*People Receiving Services:*

* Spending time with family, including niece/nephew
* Seeing my friends,
* Spending time with family, going to family events and spending time with great niece/nephew
* Visiting with sister and family and dogs
* Spending time with my family
* Visiting with my family, going out with friends

***Services***

*People Receiving Services:*

* SIL supports
* Like the family I live with and my respite worker
* Faith and Friendship, painting and drama
* Classes that HANDS offer Monday and Wednesdays, bowling Selkirk contract, Art and Drama with Debbie, Faith and Friendship, Legion Music, Video conferences Coffee with SIL
* Selkirk, going shopping and bowling
* Work at Selkirk each week.
* Coming to work-Selkirk,
* Bowling and music playing crazy eights and time with friends at ARC
* Thanks for all the help!!
* I am happy with worker
* Everything!
* Staff help me
* I like the staff that work with me and want them to continue to work with me
* Worker there to help me- able to call worker when I need
* I like the staff
* Happy with my worker and my home
* New worker is good- helps me when I need help
* FH is great, new respite worker-good
* Happy with the way things are
* Worker helping me get what I need
* Staff helping all they can
* Happy with workers

*Family Member:*

* We would like to see the workshop stay open and be run the way it was in the past. At one time they even refinished furniture.
* All is going well, Respite and F.S.S- staff helpful. Whenever the worker says she will do something she does!
* Support from the workers is good, like the services offered in the programs- have been involved with agency over 10+and happy with them.
* Workers are really good, always there when needed. Respite Services really good.
* We are very happy with services and have no concerns. Receptionist is very friendly and is very helpful when I call.
* I get help from the workers and shown what direction to go, the workers are very helpful.
* Respite program, workers are really good; they keep in contact and respond back quickly with answers to questions, attending meetings, etc.
* Marie was very good with his health issues; really good support for this diet and he is getting healthy.
* Burritt is wonderfully run. I can go any time and people are friendly my son is always clean and fresh; well looked after.
* Shirley Turner and Deanna Robinson are amazing supports for our family. Without them I'd truly be lost. I love that they both make every attempt possible to any help they can in all areas of life.
* All services and programs that are provided to people that we serve are done very well.
* Staff are great I get lots of support
* Making respite funding available, helping me with applications for behaviour/therapeutic needs
* I really like the fact that you have started up the family support group again.
* Having a youth foundations worker
* In addition all of the new hiring of support people to help implement everything
* Support financially and personally
* Contact with respite funding. Contact with Case worker.
* Support of decisions for school that the school does not like
* I receive wonderful support from Shirley, Kathy and others. So happy with the new Parent Support Group
* Please find out when daughter will be receiving money for this year. As of today she is out of money and we have not received any information as to how much she will receive for this year. She needs this money so she will be able to go out with her worker. She is out of Respite and Passport has not kick in yet.

*Board member:*

* It is a well-run organization. Keep up the good work.
* An amazing organization, GREAT leadership
* As a new board member I have thoroughly enjoy my experience. My insight into Community Living is continually being enriched. At this stage I am listening and observing and what I hear and see is great.
* Having achieved a 4 year Accreditation says it all. CLPS is a forward-thinking organization, while always maintaining contacts with persons served. The staff gives excellent care; the Managers provide all the supports needed for staff to do their jobs.
* CLPS is doing an outstanding job of continually focusing being best in class. Very good marketing in the community and through social media, including video. Excellent financial management.

*Direct-Employee:*

* Up to date with QAM
* Our relationship with Lake Country Legal Service
* Accreditation
* The development of the Family Resource Center is very innovative and exciting!
* The reorganization of management staff and role clarification has been a great, productive & grateful change.
* Engaging staff changes and agency directives and goals is appreciated. Current management model is working very well. (Children and youth services)
* Providing all basic needs of clients effectively, behavior management is working effectively. Training new staff is effective on day and evening shifts. Providing safe environment for clients is working very well.
* I believe that the agency is trying to do the right things for the people that they serve. Making every effort to meet the needs of those in our care should be the most important thing, and I believe that we in the residence do that. There is always room for improvement of course.
* Agency is flexible and working to meet the needs of people we support. -Agency responds to complaints/requests for change by people/families' supported- Very Objective

*Management:*

* Fee For Service - Creation of a consistent delivery of service/supports and fees.
* Com Vida - Elimination of payslips.
* Surge Training.
* I am amazed at the team work that consistently is shown at all meetings. Being able to brainstorm a solution to a problem or just to get some additional feedback is wonderful. I see this at both levels from our Management Team Meetings to all Staff Team/Training Meetings.
* A welcoming and supportive community
* A commitment to continuous learning and quality improvement
* Willingness to think creatively at some levels
* Staff training and training for people supported and their families is excellent and constantly improving and increasing.
* Use of technology is increasing and will eventually reduce hard copy files and forms, and time and costs spent training (NCI, surge learning).
* CLPS has a great reputation and recent accomplishments include: Focus Accreditation, My Home My Choice, the work on Food Charter/Community Gardens.
* Operational Plan- "Community First" Direction/Philosophy is important and working. -I haven't heard the term "ARC Enterprises" in a long time and I feel that our ever increasing presence in the community has changed the publics' perception of who we are and what we are about.
* Accreditation and commitment to ongoing work to maintain this status.
* Involving people who receive services in ways to help agency improve services and make changes.
* Children and Youth Services- no wait list.
* Agency buildings/properties well maintained.
* Accessing grants/funding to enhance services.
* Strong management team
* Many training opportunities including the use of Surge on line Learning
* I think that our progressive approach to inclusion is working. I see a lot of passion and drive from all internal stakeholders as we work to uphold our mission.

***Transportation***

*People Receiving Services:*

* Providing transportation as needed.
* Getting rides to appointments

***Other***

*People Receiving Services:*

* I like my house and most of my stuff
* I like my food that I eat at my house
* Part of Special Olympics

***What’s Not Working***

***Communication***

*People Receiving Services:*

* Often the program changes and it confuses me, I would like my support to stay the same.
* Staff don't always use communication book consistently.
* Having to change worker- caught off guard
* Sometimes staff talk too much and this upsets me. (Not following communication profile)

*Direct-Employee:*

* Communication was highlighted as a concern for staff at 'Working Together for Change' but no action was taken to address this concern - this may no longer be a concern?
* More co-ordination when learning opportunities that are emailed so that people who are interested and people who may not know they are interested but could use more training can attend. Suggest that the communication person co-ordinates with supervisors to promote and schedule opportunities

**Community Connecting**

*People Receiving Services:*

* More stuff for younger adults to do- day program is for seniors- miss being part of it; don't get out as much as before.
* Not being able to go on trips as in the past-limited income

***Employment***

*People Receiving Services:*

* LINC staff not taking the time to help me find a good job
* Don't qualify for LINC, really want a job and no support for this
* I wish that LINC would get back to me about a job.
* I want help to find a job

*Family Member:*

* Now that my Son is 19 years of age I do not feel that there is enough assistance for job creation. LINC only supports someone that has a job earning money. My position is that if they cannot get any experience then they are not likely to get a job. I have been on a wait list for special services at home for 12 plus years. Now I am on a waitlist for the passport program. Although I do not believe that is not Community Living but rather the government.

***Housing***

*People Receiving Services:*

* Want my bedroom downstairs. Want a shower/not bath tub.
* Miss being part of FH- Sharon, Bob and Debbie- Liked it there did cooking

*Direct-Employee:*

* My home my choice can't be honoured as most people do not wish to reside together and are stuck in the same home and are being placed into their bedrooms as one person is able to rule the roost and make everyone else in the home hide in fear with no way of protecting themselves from the person who is mobile and controls the situation. (Burritt Street)

***Services***

*People Receiving Services:*

* Selkirk closing
* Selkirk closing- what will I do
* Selkirk ending, not sure what to do on Tuesdays
* When Selkirk contract is over in June don't know what to do on Tuesdays
* Closing Selkirk- no job- loss of income
* Worried when Selkirk ends and lose this
* My Passport worker cancels on me sometimes just before she is to work with me and that is disappointing for me. I understand that she gets migraines though.
* Not having passport $
* No passport funding
* There is nothing that I don't like
* All is fine
* Haven't found anything yet

Family Members:

* The major concern we have is the diet that is provided at Addie Street. Foods like hot dogs and Kraft dinner have too many chemicals in them. We have a list of ingredients that hot dogs contain and would not feed to a dog or cat. We think anyone taking medication should have a proper diet. NOT JUNK.
* When my child reaches 18 - children services stop
* When I called the main office during March break-(3 x times same day) - no one answered during regular business hours and I did not know the extension to reach my worker.
* Miss the CLPS summer camps that use to be in place and the other activities offered to children
* Volunteers are gone now - brother was doing more now he is sitting around more not enough people to take him - too much paperwork for volunteers -change isn't working out - volunteer process too onerous
* People want to volunteer
* Shutting down the workshop - income made brother feel important - gone in June she is upset; what replacement is there? Not able to work community so employers won't take them on, he will get lost; he tried work before but it didn't work out.
* People have to stay active and involved in the community or you get sick. Bored at home; not happy with where he lives. He seems happy but not sure what he does. Workers seem OK; no report monthly like promised. Las Vegas trip? Don't know what is going on; poor communication. He won’t get on an air plane. Not allowed to shower at home and he loves it.
* Make plans but don't follow through; cooking lessons, exercise program but it doesn't happen - more action of what they say they will do for clients. SIL - plan with worker but they don't do what they say - I don't know why -facilities? What is the problem? His worker is wonderful helped him a lot she is always willing to talk
* I don't like that you are closing the workshop; what are people going to do? Only friends are at Community Living. I am concerned. Not everyone can be out in the community. Too bad no more contract, it is a shame. It gave people extra money and self-worth. It is too hard to find jobs.
* Also CLPS needs more staffing, too many people fall through the cracks when there is not enough staff; even just for company, companionship.
* Respite contractors, first there are too few of them. Many have jobs so availability is limited and some of the other ones are unreliable and cancel at the last minute.
* Wish there were more programs for children-especially Special Olympics. Miss the annual Christmas Party.
* Lack of qualified respite workers in Parry Sound
* Not enough community work opportunities geared towards the individual developmental needs. Sad to see employment with Selkirk end
* Support worker seems to be overloaded and overwhelmed making it difficult for her to clearly remember details of meetings, confusing facts, etc. The caseload seems to be too large.
* Also, an increase of available respite providers would be very helpful.
* Respite workers need some extra training for high needs children.

*Direct-Employee:*

* Concerned with discharging people who now reside in Long term care; as the mandate for Long term care is within their four walls and it removes the person from being able to enjoy their community. Most of their life has been with support from CLPS and to have that gone is a loss in their life. This reminds me of institution life and how they lived within four walls and were not able to access the community and now it has gone that way again. I thought we were about inclusion, being included does not mean their whole life is within those four walls, medical, hairdressing, dental, social etc....
* Often it feels like we are paper work heavy, not leaving as must time to spend with the people with support.
* Full Time staff are booged down with paperwork: CIMS, ISP's, PDP's, BSP's, financial statements, Surge Learning. I do recognize that these are important components of our job but the people we support are generally becoming "second" because of all of these requirements.
* The challenges of people running out of passport funding but the need for the existing staff compliment to take up these duties to support the person while reducing the direct support time to the bigger program. There may not be a better solution, but it does make direct support thinner for a group. Day Services is a difficult program to call in support staff on short notice when someone is sick or other reasons. Sometimes it means we must support more people with fewer staff. With the very specific day program open times, it makes the shifts shorter and so many staff would prefer to stay with a program like residential that gives longer shifts to earn more pay. Understandable but creates issues.
* I have concerns over the lack of stimulation provided to wheel chair bound individuals in residential programs. During training staff did not use sensory room once (3 training shifts) when I inquired I was told staff were not trained to use the room. Wheel chair individuals being left parked in living area watching tv while other individuals are brought to eat or work on crafts in other areas. Specialized lift chairs purchased and not being used to provide wheel chair individuals a break from their chair. Night shift training schedule.
* The lack of continuity between staff in the residence leads to confusion for staff who are not working regular hours. I would like to see more effort put into everyone doing and supporting the same way every shift.

***Transportation***

*People Receiving Services:*

* No or limited accessible transportation in Parry Sound.

***Other***

*People Receiving Services:*

* Miss a staff member who is no longer here
* Sometimes people bully me.
* I have waited for 6 weeks to hear about my ODSP.
* Not asking to do things- I don't speak up.

*Family Member:*

* Unaware of any issues that have not been addressed in a timely manner
* Some trips if they are interested for the youth?
* Not sure we talk about expectations on either side about day to day routines and activities. I would like to know that things are going well for staff and client.
* Though the house on the hill looks wonderful after the Reno’s it feels much less inviting for our children. Our children loved the ball pit and abundance of toys and games. We had hoped to frequently visit but haven't done so as there no longer seems to be enough for the kids to do.
* Put more effort in to speech and to speak louder. Keep him happy, more music.

*Board Member:*

* I honestly haven't seen anything that needs improvement, nor did the Accreditation Team. If anything, the Management is too good at times to the employees, giving so many second chances when performance slips. But that said, it serves them well that when CLPS must "free someone up to do something else with their life", the organization knows that everything possible was done to help staff be successful in their jobs.
* Can't think of anything except that we need a plan to deal with the lack of transportation options. This is a Parry Sound issue as well as for CLPS.

*Direct-Employee:*

* The inequality across various programs (i.e., which staff can/cannot be scheduled off at the same time)

*Employee Indirect:*

* Too many things to do at the same time makes for a high volume of work being done at a quick pace and possibly a lower quality outcome in some cases. Too much time spent feeling like the work can't get accomplished even though a lot of great work is being accomplished.

*Management:*

* Com Vida - Notifications - timely. Accessing program on phone when not in office, small and difficult to navigate through.
* Case Management for S.W
* We still have some work to do on making sure that everyone in our Agency is aware of how important it is to use inclusive language.
* Changing the mindset also of how important it is to everyone we support that they have a full and inclusive life (encouraging that Community involvement)not all staff share the vision of community inclusion and individualization - lack of natural supports, staff continue to foster dependencies on a service system
* Too much going on sometimes - need to regroup and focus on what each of us our doing. consistency in programs - not there in all areas ie scheduling staff still don't know what is meant by community inclusion Long term planning for programs and staff Transportation (accessible) continues to be an issue
* Staffing shortages are affecting services that we have committed to via individualized funding (Passport), Urgent Response and Specialized Accommodation Agreements.
* New Technology (Com Vida) has created more work and is not as easy for scheduling/timesheets than prior to its implementation (not to bad-talk it, just speaking facts)

***Suggestions for the Future***

***Communication***

*People Receiving Services:*

* Staff need to listen to what person is saying

*Direct-Employee:*

* We need to listen closely to the people we support. People from the residences should not be sitting in the day program all day doing nothing stating it is actually giving them meaning to go somewhere, we need to focus our attention on a meaningful life and sitting in the day program watching TV all day or doing puzzles is not what I call a reason to get out of their home to have a meaningful day.

*Employee - Indirect staff:*

* Continuous communication

***Employment***

*Family Member:*

* Support to get work experience in order to acquire a job is lacking

***Housing***

Volunteer:

* My suggestion would be to either buy another life lease property or to get some more housing for seniors. There are two residences already and one life lease but I think more needs to be done with the government cut backs, seniors are having a hard time finding somewhere to live that is affordable and even though they are not a community living priority I think they should be and will be in time. Better to be proactive.

***Planning Centred Planning***

*Family:*

* For brother to be happy he loves woodworking; he goes to the shop and constructs something and is very good at it; want someone to teach him to make bird houses he could sell them. Want to see support to do that; he would love that.

***Relationships***

*Family Member:*

* I really like the fact that you have started up the family support group again.

***Transportation***

*People Receiving Services:*

* Ensure assisted transportation stays in place for those who need it.

*Family:*

* Son is fine but lots of times when he wants ride to work he calls family; cars are already there to take others to workshop - Son doesn't ask calls them instead- coordinate the transportation better - ask if Son needs a ride- no one else to take him for coffee.

***Services***

*People Receiving Services:*

* Eventually looking at supports for independent living skills when I move out on my own
* Keep things going the way it is.
* I don't have any suggestions
* Keep doing a great job and keeping us informed on different things happening
* Promote some programming/learning for people supported to come to if they are isolated/needing to connect with other people.
* I would like to be supported to go on a shopping trip out of town.
* More things for people to do who are not seniors
* *Family:*
* We would like to see anyone preparing meals to serve fruits and vegetables and meats all from scratch. Just proper home cooking, not too many sweets and no junk processed foods.
* More social/recreational opportunities for children/youth and families, including the whole family/siblings in these events
* More programming for kids-
* Training to be left at home alone, life skills, more transition work for entering into adult hood.
* Workshop gets reopened as people that have been there for many years that are their friends. Not everyone accepts everyone in the community
* Would like to see more community support for younger children, (i.e., promotion of Down Syndrome awareness, preparatory career days, etc.
* Find respite workers who can deal with special needs kids.
* Continue doing what you are doing!
* Keep staff as the youth foundations worker!
* Keep up the awesome job. We hope there is at least a few days down to Camp Ekon this year and perhaps another trip like the one to the Science Center could be arranged again.
* Increase in staff for family support, so that the case load is manageable. Go into the community and recruit more respite workers.
* Things are going well at Burritt.
* What I think is working well is attention to needs of clients and prompt attention in responding I always got a reply and my contact whet out of her way to help in circumventing the system to get some answers to my concerns
* Getting Passport kicked in by the time kids are 18. I was told that when Jessica turned 18 the Passport would automatically kick in and there would be no waiting for it and now we have been told after all the paper work has been done she is on a waiting list. How long will she have to wait for her money??????

*Family Home Provider:*

* Getting more info out to the community about respite and home provider’s opportunities; it’s such a rewarding opportunity to be involved.

*Direct-Employee:*

* More attention paid to the aging population, with in Community Living.
* I would like to see more part time staff assisting with things like grocery shopping, dental appointments, non-urgent medical appointments.
* Closing CLPS down the week of Christmas as it is extremely quiet with minimal phone calls and drop ins
* Have a staff survey via both survey monkey and written copy (anonymous) for 'staff only' to determine if there are any issues that should be addressed.
* For families to become more empowered
* More transparency on how the new direct funding is working how it projected to affect service delivery in the future and what it means for the people we support and the staff. Strategy around seniors with growing needs/ especially where one on one is needed
* Perhaps, regarding passport funding being used up...prepare a program staffing budget in advance so that when a person or multiple people are due to run out of funds, part time staffing hours are saved for that time to help maintain staff support. Budget more staffing hours for November to March??? With call in for Day Services...perhaps establish the best shift in residential or SIL to partner with so someone may cover DS afternoon hours before they continue to their regular, later shift.
* Wheel chair bound individuals: would like to see sensory rooms used, lift chairs used, individuals brought to table when possible for socialization during meal times (I realize some individual find this over whelming), more stimulation provided depending on individuals abilities. Possibly colouring, reading to them picture books or magazines, engaging with them more. Purchase or provide stuffies that have talking features, squeaks, musical or vibrating features when hugged (fisher price makes an awesome one that the inside electronics come out of and fully washable) Night shift training schedule I would prefer to see night shift trained Sunday over night (to learn Mondays paperwork switch out, and garbage at Addie St), Monday over night (to learn med reordering, med for destruction and MAR checks etc) and Tuesday overnight (to learn med checks when they arrive, checking new MAR sheets etc.) I also feel it will give trainees a chance to work with both current night shift and see how each complete shift to find a system that works for them.
* Let’s work together to support our people in the residence in the same manner every day. I find that strategy for some of our clients is not always universally handled. I would like to see everyone doing the same things and respecting each other’s opinion.

***Other***

*Family:*

* At a ministry or policy level -changes to the school system to support children with disabilities.
* Continue to involve the community and forming partnerships with other organizations to help with educating the acceptance of persons with developmental issues.
* Continue to lobby government at all levels to increase awareness of need for more funding and the long waiting lists for families that are in need of services and support
* Need suggestions on how to recruit volunteers who would like to spend time with people with disabilities? Lots of time spent alone when I think there must be ways to connect with other people.
* Better communications with other organizations so there is no repeat of gathering information
* I had spoken to Kim regarding a couple of "open house" gatherings for families and respite contractors to connect on an informal basis prior to hiring them.
* Encourage more people to become respite works, maybe do an info session to recruit people. Training: have an in-service with existing respite workers and review the importance of their position for both the family and client. When they cancel last minute it really affects everyone. They have specific training and skills and it takes a lot to foster a client/provider relationship. More family focused programming, in- services, events that look at the whole family and aim to support them.

*Board Member*

* Since I am not receiving services or being part of the day to day services, this is hard for me to answer.
* Continue the great path you are on. Continue connection s with community partners.
* More of the same! Start looking now for a leader and managers who can keep up the excellent work.
* Make the transportation issue a priority.

*Employee - Indirect staff:*

* Keep the open-minded progressive vision inspired by the grassroots movement that started Community Living.
* Be aware of people's workload capacity and keep expectations realistic to enhance job satisfaction - pushing to build capacity is healthy but leave enough room to breathe and celebrate small successes for sustainability.
* Continue to demonstrate to local businesses the benefits of working with individuals from your organization.

*Management:*

* I truly believe that we are such a forward thinking agency! We continue to strive to 'look around the corner' and implement positive changes to all Programs.
  + minimum ratio of people involved in planning or service discussion 1:1, for every staff at least one friend or family member to be in attendance
  + Keep following our Strategic Direction of "Community First” -If we are going to adopt new programs/tools/technology, it needs to be efficient and not too difficult to master/become proficient in. Keep going in the direction that we are going.
* Evaluate and realign staff resources to best meet the needs of the agency.
* Continuing towards marketing our fee for service through different forms of media. Continuing significant engagement with stakeholders through social media and other methods.