

## Satisfaction Survey Agency Report 2015

In the spring of 2015 all stakeholders were asked to complete the CLPS annual satisfaction survey. 86 people responded in total, with the greatest number of responses coming from people who receive services at 34. Others who contributed were families, board members, staff including management, respite contractors and family home providers.

Three key questions were asked: What's Working, What's Not Working and Suggestions for Improvement. Responses were for either a specific program or the agency as a whole. The results of the survey were presented to the Board of Directors in April 2015.

Julie Malette of HSA Canada was contracted to facilitate a *Working Together for Change* process on July 20, 2015. This session involved eighteen stakeholders with representation from people receiving services, families, front line and management staff and a community member. There were 8 steps to this process:

- **preparation** prior to the meeting
- **collecting** information
- **theming** it
- **understanding** what is not working and prioritizing the top root causes
- **identifying success**
- **developing a plan**
- **implementation**
- **review** and evaluation process

After theming the What's Working and What's Not Working information the group then voted on what they thought was the priority for us to work on. The top three What's Not Working themes were identified as:

- We don't communicate effectively - 10 votes
- I don't feel supported - 9 votes
- I feel like staff don't listen to me - 8 votes

Due to time restrictions the group engaged in a brainstorming exercise for the top area of concern. This included ideas for why we thought that we don't communicate effectively and what we could do to improve. The responses were listed and the group voted to determine the top area that we would develop an action plan for as a way to improve in this area. The top three suggestions presented were:

- Having a communication protocol/process - 7 votes
- Having a flow chart for families - 6 votes
- All staff and parents are skilled in cooperative communication - able to help the person have a voice. Plain language, effective listening. Make sure communication profiles are used and up to date - 5 votes

The Action Plan was then developed:

Who	Will Do What	By When
Sandra + Tricia (Jo-Anne will ask Tricia)	Bring together a subgroup to develop a communication protocol (people interested in joining sub-group are: Norma W, Lisa H, Shirley T and Rebecca J.)	December 2015

<b>Who</b>	<b>Will Do What</b>	<b>By When</b>
Jo-Anne to ask Jane	Update the organizational chart - make sure that it is shared with families - clear message with services	September 2015
Kim to ask Tricia	Organize training for staff, parents, volunteers, Family Home Providers regarding the importance of alternative communication and how to support this. Suggestions for training: <ul style="list-style-type: none"> <li>• David Hingsburger</li> <li>• Open Futures Learning</li> <li>• Speech Therapy</li> <li>• In services via North Network - connect with Judi Hoskins</li> </ul> (Leslie P. is interested in being involved with this goal)	Spring 2016
Kim-Children Paula- Adult	Develop intake packages for new families and adults coming into services	November 2015

**Update on how issues identified in Satisfaction Survey are being addressed:**

<b>What's Not Working/Suggestions for Improvement</b>	<b>Update</b>
Noisy neighbours at 118 Church Street	Two tenants have moved out and noise complaints are no longer a concern
Staff don't listen to me	These comments were reflected in the Communications discussion and are reflected in the action plan above.
A couple of issues related to the union	All concerns addressed in survey were shared with members of the JCC so that the union members could address these issues directly
Manager supervises Children/Youth and Senior Services - doesn't make sense	Realignment of management with the two program managers. <ol style="list-style-type: none"> <li>1. Children and Youth Services, Respite Services and Quality Assurance</li> <li>2. Family Home, Long Term Care, Day Program</li> </ol>
People who completed the satisfaction survey wished to speak with someone directly regarding their responses	The Manager of Quality Assurance contacted each person directly to discuss and address areas of concern
Would enjoy attending open house/tour to learn more about services/programs	With the changes to the House on the Hill and new resources available to people who receive services, families and staff we will be hosting an open house in the fall of 2015
Formalizing an efficient and accurate method to track Passport expenses	Corporate Services has taken over this responsibility and developed new forms and methods for tracking and submitting expenses.

<b>What's Not Working/Suggestions for Improvement</b>	<b>Update</b>
Suppose to get sensory 3x a week but doesn't always happen do to staffing	An information letter went out to all staff to inquire about their interest in learning more about Sensory and the possibility to work with people in our sensory rooms. A training session is being set up for October 2015 so we will have a number of trained staff to support people.
Lack of staffing to commit to agency managed Passport	Interviews for additional part time staff have taken place over the past few months with a number of new staff working within various programs which include supporting people receiving Passport funding.
More Respite	We have supported all adults who are receiving services to apply to the DSO to have their SIS Assessment completed. During this process people are encouraged to apply for Passport Funding and for those who qualify, respite funding is part of this. For Children and Youth we connected with all families not in receipt of Special Services at Home (SSAH) funding and offered assistance to complete the application.
Look for programs such as employment for those who are not working outside the day program	<p>LINC works with Canadore College to facilitate post-secondary education and ODSP Short Term Training to cover the tuition costs.</p> <p>2013/2014            People supported on LINC caseload: 25-30            People working: 6-9</p> <p>2014/2015            People supported on LINC caseload: 30-35            People working: 9-18</p> <p>2015/2016            People supported on LINC caseload: 35-40            People working: 16-22</p>