

COMMUNITY INTEGRATION SERVICES SOCIETY

**SATISFACTION SURVEY
RESULTS
2008**

FEBRUARY 2009

Community Integration Services Society 2008 Survey Results

Introduction

Community Integration Services Society actively solicits feedback from our stakeholders through a variety of means. Feedback helps us assess our work and assists us in making change to assure that we meet or exceed the expectations of persons served, the community and other stakeholders.

In response, to our accreditation survey (November 2008), we have modified the satisfaction survey questionnaire to be for all other stakeholders than persons served. To learn more directly from persons served we have developed a new survey tool which will be completed by each consumer following their own annual Individual Service Plan meeting (ISP). The results of the survey will be summarized every three months and shared in our Society Newsletter. Attached to the back of this survey summary is a sample of the New Consumer Satisfaction Survey.

Thank you to those of you who have participated in our annual survey. We learn many things from the surveys and take the results and build an action plan for change.

121 Satisfaction Survey packages were distributed to Community Integration Services Society's families and/or caregivers, our employee, volunteers and Community Living BC Contacts.

Return response on surveys were: 17% from the employees, 15% from Family/Caregivers, and 17% from the Others and Volunteers categories. Five responses were possible for each question – not applicable, excellent, good, fair, and poor.


The type of chart used in the results is a pie chart if you have difficulty understanding the results please contacts us at 604-461-2131.

Thank you for your participation your feedback will help us learn and grow for the future of our Society.

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How do you rate our methods of communicating?

1. Website:




	not applicable	excellent	good	fair	poor
Totals	2	4	11	1	0
Employee	0	0	9	1	0
Family	2	4	1	0	0
Other	0	0	1	0	0

2. Quarterly Newsletter (CISS' NewsLink):



	not applicable	excellent	good	fair	poor
Totals	0	9	9	0	0
Employee	0	4	6	0	0
Family	0	4	3	0	0
Other	0	1	0	0	0

3. Memos (internal/external):



	not applicable	excellent	good	fair	poor
Totals	2	5	10	1	0
Employee	0	2	7	1	0
Family	2	3	2	0	0
Other	0	0	1	0	0

4. Annual General Meeting (AGM):

	not applicable	excellent	good	fair	poor
Totals	6	6	6	0	0
Employee	2	3	5	0	0
Family	4	2	1	0	0
Other	0	1	0	0	0

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5. Staff Meetings (group and 1:1):

	not applicable	excellent	good	fair	poor
Totals	9	2	5	1	1
Employee	2	2	4	1	1
Family	6	0	1	0	0
Other	1	0	0	0	0

6. Board Meetings:


	not applicable	excellent	good	fair	poor
Totals	9	0	8	1	0
Employee	4	0	5	1	0
Family	5	0	2	0	0
Other	0	0	1	0	0

7. Consumer Meetings:

	not applicable	excellent	good	fair	poor
Totals	8	2	6	2	0
Employee	3	1	4	2	0
Family	4	1	2	0	0
Other	1	0	0	0	0


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8. Email:



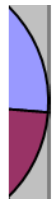
	not applicable	excellent	good	fair	poor
Totals	7	5	6	0	0
Employee	4	1	5	0	0
Family	3	3	1	0	0
Other	0	1	0	0	0

9. ISP Reports (quarterly, bi-annual, ISP meeting minutes, guidelines, and incident reports):




	not applicable	excellent	good	fair	poor
Totals	3	4	10	1	0
Employee	1	1	7	1	0
Family	1	3	3	0	0
Other	1	0	0	0	0

10. Employee Orientation and Performance Evaluation Meetings:



	not applicable	excellent	good	fair	poor
Totals	5	7	5	1	2
Employee	0	6	3	1	1
Family	4	1	2	0	0
Other	1	0	0	0	0

11. Telephone Correspondence:



	not applicable	excellent	good	fair	poor
Totals	1	9	6	1	1
Employee	0	5	3	1	1
Family	1	3	3	0	0
Other	0	1	0	0	0

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12. Face to Face Meetings:

	not applicable	excellent	good	fair	poor
Totals	0	12	5	0	1
Employee	0	6	3	0	1
Family	0	5	2	0	0
Other	0	1	0	0	0

13. Social Events (Christmas Party, Annual BBQ, etc.):

	not applicable	excellent	good	fair	poor
Totals	1	10	7	0	0
Employee	1	5	4	0	0
Family	0	4	3	0	0
Other	0	1	0	0	0

Recommendation/Comments:

Employees:

I think the binders need to be simplified some are extremely overwhelming to look at and they're not very organized sometimes.

I feel CISS is quite generous in putting on social events.

Family/Caregivers:

Communication is fine. Also, is not aware of complaint protocol.


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I would like to have more face to face meetings with staff and persons usually associated with my daughter to the daily program.


Other:
No comment.

How do you rate our practices?

14. I believe that the Executive Director is accessible and involved in the overall operations of CISS?

			not applicable	excellent	good	fair	poor
	<input type="checkbox"/> not applicable	Totals	2	9	5	2	0
	<input checked="" type="checkbox"/> excellent	Employee	0	5	3	2	0
	<input type="checkbox"/> good	Family	2	3	2	0	0
	<input type="checkbox"/> fair	Other	0	1	0	0	0
	<input type="checkbox"/> poor						

15. I believe that my Program Manager is accessible and is directly involved in the operations of my program area?

			not applicable	excellent	good	fair	poor
	<input type="checkbox"/> not applicable	Totals	0	11	5	0	1
	<input checked="" type="checkbox"/> excellent	Employee	0	6	3	0	1
	<input type="checkbox"/> good	Family	0	5	2	0	0
	<input type="checkbox"/> fair	Other	0	1	0	0	0
	<input type="checkbox"/> poor						

16. I believe that CISS is flexible in the operation of their programs.

not
applicable excellent good fair poor

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	Totals	0	10	6	2	0
not applicable	Employee	0	3	5	2	0
excellent	Family	0	6	1	0	0
good	Other	0	1	0	0	0
fair						
poor						

17. I believe that CISS employees and volunteers demonstrate an understanding of the vision and mission of the society.

	Totals	not applicable	excellent	good	fair	poor
not applicable	Employee	0	5	5	0	0
excellent	Family	0	6	1	0	0
good	Other	0	1	0	0	0
fair						
poor						

18. I believe that CISS treats all (consumers, their families, our employees, and other contacts) with respect and dignity.

	Totals	not applicable	excellent	good	fair	poor
not applicable	Employee	0	5	3	1	1
excellent	Family	0	6	1	0	0
good	Other	0	1	0	0	0
fair						
poor						

19. I believe that CISS has safe hiring practices ensuring that their employees are adequately qualified and trained to perform the job expectations.

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	not applicable	excellent	good	fair	poor
Totals	0	9	7	2	0
Employee	0	4	4	2	0
Family	0	4	3	0	0
Other	0	1	0	0	0

20. I believe that CISS has a sufficient Health & Safety program, which meets the safety needs of the consumers, employees, and volunteers.

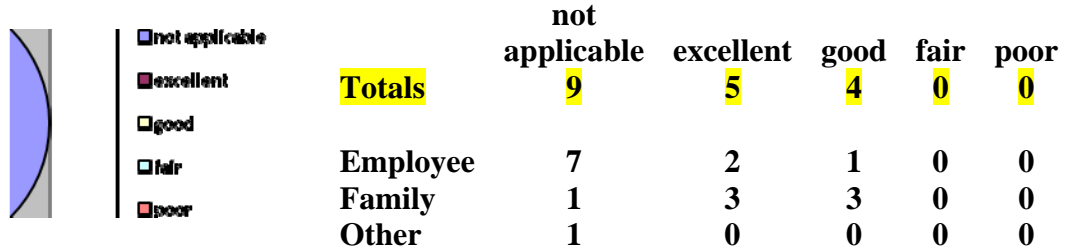
	not applicable	excellent	good	fair	poor
Totals	0	9	5	0	2
Employee	0	5	3	0	2
Family	0	5	2	0	0
Other	0	1	0	0	0

21. I believe that I am involved in setting my individual goals and I am supported in achieving them to the best of my ability.

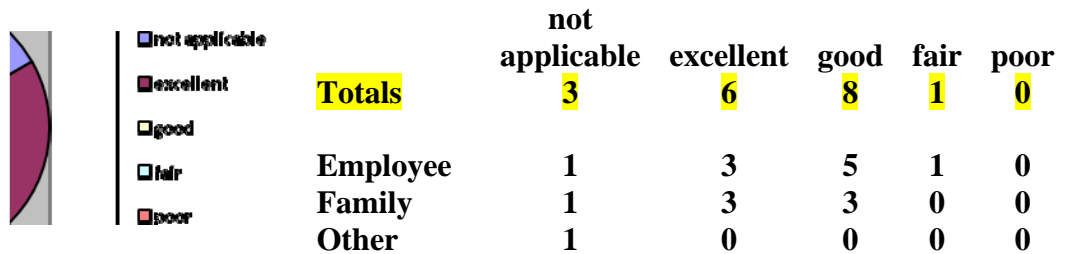
	not applicable	excellent	good	fair	poor
Totals	2	9	6	0	1
Employee	0	5	4	0	1
Family	1	4	2	0	0
Other	1	0	0	0	0

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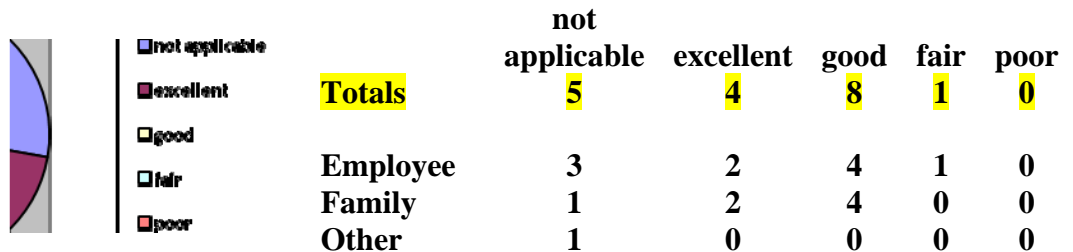
22. I believe that my family member (consumers) is involved in setting their individual goals and are supported in achieving them to the best of their ability?



23. I receive regular feedback regarding progress made towards meeting my individual goals (staff).



24. I receive regular feedback regarding the progress (consumers) made towards meeting individual goals.



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25. I believe that I am treated with respect and that my input is valued.

		not applicable	excellent	good	fair	poor
	Totals	2	11	4	0	1
	Employee	0	6	3	0	1
	Family	1	5	1	0	0
	Other	1	0	0	0	0

26. I believe that my family member is included in meetings that involve him/her.

		not applicable	excellent	good	fair	poor
	Totals	8	8	2	0	0
	Employee	8	1	1	0	0
	Family	0	6	1	0	0
	Other	0	1	0	0	0

27. I believe that my family member is given the opportunity to try to learn new things.

		not applicable	excellent	good	fair	poor
	Totals	8	7	3	0	0
	Employee	8	2	0	0	0
	Family	0	4	3	0	0
	Other	0	1	0	0	0

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28. I believe that CISS' mission statement, goals, and objectives are captured in the day-to-day operations of their programs.


		not applicable	excellent	good	fair	poor
	Totals	0	11	6	1	0
	Employee	0	5	4	1	0
	Family	0	5	2	0	0
	Other	0	1	0	0	0

29. I believe that CISS employees and volunteers strive to honor their commitment to the Society's Consumer Charter of Rights and Mission Statement.

		not applicable	excellent	good	fair	poor
	Totals	0	11	8	0	0
	Employee	0	4	6	0	0
	Family	0	5	2	0	0
	Other	0	1	0	0	0


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30. I am aware of the CISS Complaint Protocol and know who to place my complaint with.




	not applicable	excellent	good	fair	poor
Totals	4	6	7	1	0
Employee	1	4	5	0	0
Family	2	2	2	1	0
Other	1	0	0	0	0

31. I know that my complaint or concerns will be taken seriously and resolved to my satisfaction.



	not applicable	excellent	good	fair	poor
Totals	2	10	5	1	0
Employee	0	6	3	1	0
Family	1	4	2	0	0
Other	1	0	0	0	0

32. I enjoy my relationship with CISS.



	not applicable	excellent	good	fair	poor
Totals	0	15	2	1	0
Employee	0	8	1	1	0
Family	0	6	1	0	0
Other	0	1	0	0	0

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33. I would recommend CISS to another friend or family in need of services or in search of employment.

	not applicable	excellent	good	fair	poor
Totals	0	15	2	1	0
Employee	0	8	1	1	0
Family	0	6	1	0	0
Other	0	1	0	0	0

CISS' Greatest Strengths:

Employee:

Providing great assistance to clients and making them feel as though they're just like any of us.
 Close relationships with families, consumers & staff.
 Honesty, accountability, relationships & other professionals
 The way in which each individual is respected and supported catering to their individual needs.

Family/Caregivers:

Staff are good and care about clients - our clients enjoy their time at CISS.
 I believe the greatest strengths of CISS are running the daily programs for individuals smoothly and continuously according to the schedules which suit their needs.
 To keep their clients active and involved in their community.
 They work with each individual, keep up the good work.
 CISS is there for me and try to accommodate all my needs.
 Consistent meaningful programs supervised by qualified and motivated personnel.

Other:

No comment.

Changes or improvements at CISS:

Employee:

I believe that a "coffee house" should be set up at a facility in North Van. "This would cut down on commute costs and will be more enjoyed by the clients since they're in better mental condition than the majority of the clients at "coffee house"
 One to one meetings should have shop stewards at each meeting. Program Manager need to respect each employee equally!
 Only growth of the agency & we are working on it.
 Mileage to start from office when pick up and drop off for consumers takes place.

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Changes or improvements at CISS:

Family/Caregivers:

Wonderful programs which more persons could benefit

I believe meetings with the staff/volunteers who take care of my daughter in the day program will help the parents to know any improvements or things learn/progress etc and incidents happened.

Other:

No Comments

Other Comments and Recommendations:

Employee:

“Some clients don't enjoy coffee house as you can see by their expressions. Our clients do like a challenge and or event at their own intellectual capacities”.

Schedules need to be reviewed and less change need to be made. Clients need to be treated equally!

Longer hours for management or flexibility seem to work. Maybe regular flexible hours.

CISS might need an independent organization to evaluate whether objectives & goals of the program is being achieved or not?

CISS is a company that I feel cares and strives to accommodate its staff and consumers (also their families)

Family/Caregivers:

Satisfied

I am totally happy with how you run the organization.

Just excellent program which family truly appreciate

I recommend some healthy choices of breakfast are available and provided in the CISS rather than going to Tim Horton's where my daughter takes a cup of hot chocolate everyday which I don't appreciate for a long run of time.

Other:

No comments