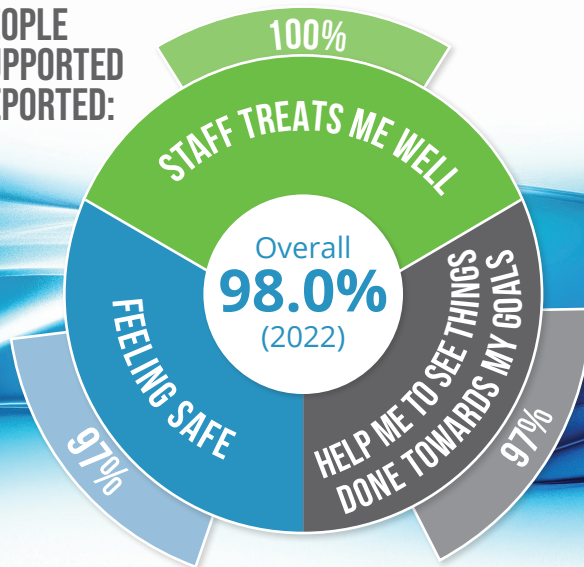


2022 SATISFACTION SURVEY RESULTS

PEOPLE SUPPORTED REPORTED:



FAMILIES REPORTED:

100%

all or most of the time:

Employees are positive, friendly, helpful and respectful; family member's possessions are protected and families are kept informed about the pandemic.

97%

all or most of the time:

The agency responded appropriately to the pandemic; employees are well trained and focus on the family member's strengths.

94%

all or most of the time:

The agency acts on family's suggestions and comments; change supports when person's needs change and keep homes well maintained

NOTE: The survey response rate was just under 20% for both people supported and families. Pandemic-related challenges, along with several other requests of these stakeholder groups for feedback and survey responses, may have been contributing factors.

AREAS TO STRENGTHEN:

- Enhance opportunities for people to practice self-determination and exercise increased control in all aspects of life.
- Assist people to strengthen relationships and connections with families and friends.
- Generate new opportunities for meaningful participation in the community.
- Assist people to make progress towards their goals and dreams.
- Increase employee recruitment and retention.

ACTION PLANS:

- Offer educational opportunities to people to improve decision making skills.
- Leveraging community partnerships, connections and online/social reach to develop new opportunities for people.
- Staff training to enhance and strengthen person directed planning.
- Develop and implement a robust recruitment and retention plan for the agency.



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