# Satisfaction Surveys

## Person Served Survey Summary:

This year we took the Malatest results as they were conducted of all those we support under CLBC in 2017. 50 Individuals participated in the survey. The IncludeMe! Survey followed the 8 Quality of Life domains. KSCL scored the following in order

1. Emotional Well Being
2. Material Well Being
3. Physical Well Being
4. Personal Development
5. Rights
6. Self Determination
7. Social Inclusion
8. Interpersonal Relations

Summary:

* KSCL to “tackle” the middle scores
  + Personal Development
    - learning & doing differently & what new things matter to someone
    - what are you interested in?
    - what skills to become independent
    - do things you enjoy
    - do things that are important to you
  + Rights
    - your rights as an Adult
    - how others respect you
    - your right to do things other adults do
    - your right to privacy
    - how people treat you
    - how much can you say what you think & be listened to…
* Decide what the agency has control over
* Seek out asking Malatest to ask the “highest scoring agency” what they do to achieve those scores – examples received.

## Employee Survey Summary:

In 2017 we emailed our employees as it’s mandatory for staff to provide an email for payroll (with consent).

Areas that stood out for improvement are;

* Training: staff are always asking for more training & increased capacity for training as usually regular staff attend & casuals cover for the regular staff to attend.
* Orientation: More orientation, especially higher medical needs house.
* Communication: How do we communicate - Website/newsletter/staff meetings/memos/ All staff meetings. What’s in our KSCL Strategic Goals – find on our Website – 2016 Strategic Planning. How are staff valued, recognized and respected. KSCL has a P&P – Recognition – that states Staff with milestones are awarded & recognized at yearly Christmas Party. As well retiring employees are recognized for years of service. In addition, there is the annual Employee Appreciation event for Staff only.
* Employee Appreciation: Ideas were discussed for events or get togethers.
* Champions of KSCL: in the survey 2 employees, Ruth & Erin, were mentioned as going above & beyond the call of duty by giving extra support & checking up on employees after hours.

## Stakeholder Survey Summary:

Only 2 comments were given, so it’s very hard to assess satisfaction. The comments were staff need to be more aware of putting themselves at risk with unpredictable clients and KSCL should continue to expand community participation. Both of which we are doing.

## Board Survey Summary:

Newly elected Board member are given an Orientation to KSCL via a site by site visit & a slide-show of the general business and locations, along with a Board handbook and a Board Governance P&P Manual. As well, in 2017, the Executive Director reviewed the Board Governance P&P Manual with the Board of Directors until the Manual was fully reviewed.

## Family and Caregiver Survey Summary:

The families and caregivers who returned surveys reported a very high level of satisfaction with the services being provided by KSCL.

The comments in the survey stated families would like more choice for persons served regarding their services, which is discussed at ISP’s. At this planning session individuals will identify what their choices are & skills they want to learn.