**2018 – ALL SURVEY RESULTS**

**EMPLOYEES**

The surveys were emailed to all employees of KSCL and were completely confidential. The results have been gathered and summarized and will be shared at the All Staff Meetings (for regulars and casuals). The survey results will be acted upon;

1. Changing or increasing the training
2. Increasing the communication between employees as well as with Management.
3. Creating better teamwork
4. Recognizing leaders within KSCL who go above and beyond

**SUMMARY:**

Out of 170 active employees, we had 54 who completed the survey which is approximately 32% of our Employees. Last year 60 out of 168 employees participated (36%). Our goal is to get 80% participation for these surveys to have a greater understanding of how employees feel so we can make KSCL a better place to work. Obviously with the trend being under 40% participation, we need to think of a better way to ask for input.

2018 Results are as follows:

**Overall evaluation of employment experience**

* 78% employees said SATISFIED or better and said YES/SOMEWHAT proud to be an employee of KSCL.
* 80% believe/somewhat believe that the work environment is safe and healthy
* 48% of employees feel occasionally stressed at work, while 37% always or often feel stressed or overwhelmed.

Ways to improve:

* Some staff are not feeling respected or acknowledged for when they go above and beyond
* Many are unhappy with the wage of the job
* Feel like more breaks or less workload is needed.

**Training**

* 52% of employees believe there is adequate/appropriate training available to them
* 85% of employees are happy or somewhat happy with the variety and context of the training
* 70% believe or somewhat believe that there is proper/sufficient training at each site.

Ways to improve:

* Staff are continuing to ask for an increase in the training as well as more time for orientation at each house, especially with the increase of new employees coming in, they don’t want it to be rushed.
* More training for one-on-one support
* Specific types of training have been mentioned such as information on dual diagnosis, psychological understanding, self-defense disabling classes, additional training in the areas of mental health, autism, dementia and challenging behaviors, how to deal with anxiety, body mechanics and behaviors etc.

**Teamwork/Communication**

* When asked whether they felt like they were part of a team at the worksite, 67% replied YES and 24% said SOMEWHAT.
* 83% answered YES or SOMEWHAT when asked if their team inspires them to do their best work.
* 89% believe/somewhat believe that their team helps them to complete their work.
* When asked where employees provide feedback or concerns, most answered to the SRCW’s, at staff meetings, or with co-workers.

Ways to improve:

* Minimizing the politics and negative energy that some employees are bringing to the workplace.
* Staff feel that some members of the team do more than others and it’s hard to feel a team environment.
* Recognizing and valuing all staff members for the work they do.
* Creating better communication between staff as well as with management.

**Recognized employees**

* Liz Sali
* Ange Ready
* Heather Fletcher
* Nina Salekin
* Carly Bolt
* Dallas Hodge
* Sunshine Latimer
* Brook Atkins
* Sue Cara
* Petra Eck
* Jeremy Craig
* Nova MacDougall
* Sunny Junker
* Val Strebchuk
* Kailey Taks
* Deb Mackenzie
* Rachel Mackenzie
* Jann Beliveau
* Donna Hawkins
* James May
* Yvonne Munro
* Carly Bolt
* Amy Ryder
* Patti McCreight
* Ursula Archambault
* Reid McDaniels

**Employee Appreciation**

* When asked whether they feel appreciated as an employee, 39% said YES, 30% said SOMEWHAT, and 31% said NO or NOT REALLY (approx. 17 staff/170 staff ).

Some ideas for employee appreciation that were suggested were:

* Acknowledge and recognize individuals who go above and beyond. (awards during get-togethers)
* Gift certificates, gas card, grocery cards, gym passes, movie passes etc.
* A variety of options for appreciation ideas to choose from and for those who cannot just make one day
* Christmas turkeys or gifts
* Staff luncheons
* Personal messages rather than group messages. Individual employee recognition
* Health and Wellness days
* Staff retreats, team building workshops
* More flexibility with vacation and time off

**Family/Caregivers**

We had a total of 12 respondents for this survey, which is a decrease from the 16 who responded in 2016.

Of those who did respond, all were very happy and satisfied with the level of services that KSCL provides.

We provided a feedback section for any additional comments. This is what was stated for suggestions:

* “It would be nice to have my respite contract dealt with sooner than 2 months after it’s expiry. I don’t feel that this is being tended to efficiently enough”
* “Operation Track shoes and conferences that encourage individual independence is very important”

**Stakeholders**

There was a decrease to 9 respondents this year from 12 in 2016.

Those who did respond were from:

* MCFD or CLBC – 33.33%
* Professional that works with KSCL – 22.22%
* Supported employer of KSCL clients – 33.33%
* Home share provider – 11.11%

All were somewhat to very familiar with/aware of KSCL’s services and overall were happy and satisfied with all topics discussed.

Only 4 participants wanted to give their email address for copies of the Newsletter.

**Clients**

We had only 15 respondents from clients for the 2018 survey. Of those that did respond:

* 93.3% were from a Residential Group Home
* 6.67% were from Home Share
* 6.67% were from Employment services
* 33.33% were from the Community Inclusion/Day Program

Of all who live in a KSCL home, 86.67% are happy with where they live and 73.33% are happy with the staff.

Under each question, a feedback section was provided. Here are the comments:

* “not enough staff to go out every day. It’s hard because I’m in a wheelchair”
* “I enjoy going out for the senior luncheon as I can meet new people”
* “I like to be independent and do as much for myself as possible.”
* “Would like to be included in more handyman work”
* “I would like to go out for lunch more. I would like to get out to the parks more”
* “I would like more weekend outings”
* “More senior activities, more parties”
* “Give us a van to be able to get around”

When asked what they like best about KSCL, the comments were:

* “got a new iPad 😊”
* “Everything is great now”
* “I like my staff and my house”
* “make movies”
* “KSCL tries to do their best with supporting me”
* “Van rides”
* “When I meet friends”
* “Staff are good to me and helpful”
* “Kindness of the workers in office”

**Board of Directors**

There were 8 respondents this year, which is an increase from the 6 respondents in 2017.

Strategic Plan

* All agreed that there is a strategic plan in place with goals and priorities
* 87.5% think the board meeting agenda clearly reflects the strategic plan
* 75% agree that the Board gives direction in relation to KSCL’s goals and priorities

Board members are aware of:

* What is expected of them (87.5%)
* Written reports in advance of meetings (100%)
* The minutes, reports and other materials in advance of meetings (100%)
* The Policies and Procedures manual (87.5%)
* Maintaining confidentiality of all Board decisions (100%)
* Staying informed about issues relevant to the Mission and bringing it to the attention of the Board (75%)

The Executive Director

* Board members are aware of where the Board’s role ends and the ED’s role begins (75%)
* 87.5% agree that there is good communication between the ED and the Board

The President

* All members agreed that the President is well prepared for Board meetings
* 37.5% agreed the president is skilled at managing different points of view
* 75% agree that the president is effective in delegating responsibility amongst other Board members.