

E.D. COMMUNICATION

March 5, 2021

COVID-19 Vaccines

As of today, March 5, 2021, KSCL still has no clinic dates for our adults that live in Residential settings. All information is general and states that we are in Phase 2 (February to March).

KSCL has completed a spreadsheet of those wanting vaccines in our residential homes and now we wait for Interior Health to reach out to book appointments.

I wish I had more information to share but we seem to be in a wait mode. As I hear new information, I will continue to share with you all.

The good news is that an additional vaccine has been approved this morning. Johnson and Johnson one dose vaccine is the fourth vaccine to be approved in Canada and is the only vaccine that requires only a single dose.

February 2021 - Mental Health Survey

Recently we asked staff to participate in a Mental Health Survey to gauge how staff are feeling & what KSCL can do to support them. The results indicated that most staff are feeling positive and well supported.

Here is the summary of the survey results:

This past year has not been easy, and this survey reflects this, but it also indicated how resilient and stable our staff are and continue to be. There were 52 employees that completed the survey and only 48% said they feel moderate stress, 35% Mild, 13% Severe, 4% Extreme. This means staff are coping well.

As expected, the survey did bring up the issues that staff are unhappy with in their current Collective Agreement as well as the Provincial Health Orders, all of which are out of our control. However, there were some issues that KSCL Management can address.

- Sick days - KSCL managers on call have recognized the stress and mental fatigue that this pandemic has caused our employees. When an employee calls in sick, the Manager reviews their symptoms to assess the COVID risk. If there are no COVID related issues and the staff shares they are stressed or mentally fatigued, the Managers are supportive and there may be an option to use a sick day to recover and regain their ability to come to work.
- Training & Supports – staff would like more training in the following areas: Stress management, Team building, Anger management and Mental first aid. There are plans in 2021 to provide most of these trainings. The only one not considered was the Anger Management, which can be addressed in staff meetings.

Finally, it was nice to see staff providing positive and encouraging comments to keep moving forward with communication. It was also nice to see that staff know Management is keeping them safe with KSCL work procedures/protocols and considering their wellbeing in general.

2020 – KSCL Survey Results

Six (6) Surveys were completed in the Fall of 2020.

- Person Served,
- Permanent Employees
- Casual Employees
- Board of Directors
- Caregiver/Family member and;
- Stakeholders.

Normally, I would do an in-person presentation at an All Staff Meeting, but COVID-19 restrictions made the sharing of the results difficult. Therefore, I've summarized the results of all the surveys and would like to share the results.

If you have any questions or concerns about the Survey results, please don't hesitate to email me at keliass@teamkscl.ca or phone me at 250-365-2624 Ext #3.

Thank-you, Kathleen Elias.

Staff – Permanent & Casuals
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The Permanent & Casual Surveys give slightly different perspectives to the work environment. Each survey give insight to issues for each group and the feedback was valued & heard for both.

Survey respondents are up from 2019 from 49 to 58 staff (both Permanent & Casuals). I can't stress enough how much your feedback matters to making a difference and it also lets me know what you need as an employee. KSCL cares about your feedback & I hope by sharing this information directly to each employee, it lets you know we heard you and we care.

Last year's survey's I talked about the Program Coordinators background experience/education that gives them a solid understanding & respect for the good work front-line workers do. These ladies are well versed in supporting and caring for individuals and families alike. This experience is invaluable in relating to you & your SRCW. I know last year's goal (2020) was to spend a day at each and every site, sadly COVID-19 changed all plans, and this did not happen. Therefore, once we are allowed to go into people's homes again, our Program Coordinators will make a goal, for 2021, I to work a day at each and every worksite they manage.

In 2020 surveys, we had addressed worksite stresses, by reminding the Regular staff of our Employee Assistance Program, HumanaCare, and providing a 2-day training on Mental Health. For Casuals employees we encourage you to submit your \$30 for any activity that contributes to your health. In 2020, Staff were appreciative of any online training, or resources I provided on my monthly E.D. Communications. It was recognized that staff want more communication, so I ensure the E.D. monthly communication has relevant and current information for staff every month.

Staff did however recognize some worksites have ongoing team issues and tension. This seems to have carried forward from 2019, so in 2021, Professional Development needs to focus on this area once again.

With regards to workload, KSCL is always thinking of how we can be efficient and effective. We have utilized ShareVision for years, but the version was outdated, so KSCL has implemented a new version of Sharevision, with more features, starting Jan 2021. This will be a resource used to gather and store more information, including financials of the department.

For employee appreciation there still seems to be an overwhelming consensus that the monthly amount/per staff at worksites was the popular vote. This way staff & co-workers can do what you want, when you want. Therefore, we will keep this ongoing appreciation. For Casual employees, the SRCW are authorized to recognize those that go above & beyond during their worktime & show recognition in a gift card as they see appropriate. In the spring, we recognized the front-line workers with \$40 gift cards across KSCL, and then instead of a Christmas Party, all staff received a \$50 grocery card for Christmas. We had an overwhelming response to how appreciative staff were of these grocery cards. Unfortunately, they were given out after the survey, so this was not commented on.

Lastly, I wanted to speak to hiring new staff and wages. Couple of items do help KSCL with recruitment and retention. There is a portability clause that assists KSCL to hire staff from other agencies with their recognized Wage/experience and we continue to hire year-round. As well, the last year wage lifts were 5.3% which brings wages better aligned to IHA and School District. We know the Non-Union differences in wages is unfair and KSCL is continuing with advocacy to bring those Non-Union staff wages back in line with Union staff wages.

Family/Caregivers

We had a total of 24 respondents for this survey, which is an increase from the 20 in 2019 and 16 in 2018.

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

Some feedback:

- Improved communication specific to the individual served with respect to decision making would be appreciated, more involvement with family when big decisions need to be made.
- 100% of Family/Caregiver participants would recommend KSCL services.

Stakeholders

There was an increase to 16 participants from 13 in 2019 and 9 in 2018.

Those who did respond were from:

- MCFD or CLBC – 19%
- Professional that works with KSCL – 25%
- Business that supplies/serves KSCL – 13%
- Supported employer of KSCL clients – 25%
- Community business that is familiar with KSCL – 13%
- Other – 6%

Some points to mention.

- 44% of participants are not familiar with KSCL's website.
- 9 participants provided their email address to receive bi-annual newsletter.

All were somewhat to very familiar with/aware of KSCL's services and overall were happy and satisfied with all topics discussed. There was only 1 comment that could be acted upon; KSCL could work with other community organizations to benefit those we serve.

There were 5 participants that gave their email address for the Newsletter.

Individuals

44/84 participated in the survey. This was an increase from 22 in 2019.

This is a representation of 52% of those we deliver services to. Of those that did respond they are from the following programs: 61% were from a Community Inclusion Programs; 32% were from Staffed Residential; 34% were from Employment services; 16% were from Home Share; 9% were from Family Support; 2% youth/teen; 2% respite. Respondents live in the following areas: 34% KSCL home / 18% Home Share / 34% With Family / 2% Another agency home/ 7% independently and 5% other. Other includes with a partner & or spouse/child.

Lowest positive question in the survey was in rights and responsibilities. The responses indicate that individuals are aware of their rights and responsibilities, but need help remembering and putting into practice. KSCL staff will implement real life examples and discuss in all program curriculum. As well, KSCL can look at other best practices of other agencies.

Some of the feedback that can help KSCL with ideas to be considered; Talk more to "me", more games, outing, more/different outings, love cooking program, more one-to-one time; go for walks, listen to music; movies/outings; more art room/games room, hang out with friends; comfortable chairs at day program, like coffee group and library.

Board of Directors

There were 9 participants this year compared to 6 in 2018 & 2019.

Knowledge of KSCL Board & the functioning of the Board:

- 89% are familiar with Strategic plan (reviewed yearly).
- Agenda reflects priorities – 100% Agree.
- Board Members are aware of expectations – 100%.
- Board members participate-78% agreed.
- 100% of board members are aware of what is expected of them.
- Read the minutes, reports and other materials in advance – 100%
- Familiar with Governance P&P – 100% agreed.
- Maintain confidentiality-100% agreed.
- Difference of opinion – I bring it up – 100% agreed.
- Promote KSCL/our work – 100% agreed.
- President is well prepared for meetings-100%.
- President does a good job of encouraging and managing different points of view – 100%
- President delegates – 11% strongly agreed, 78% agree & 11% neither.
- President knows how to be direct when behavior needs to change – 89%
- 89% agree that all board members support the decisions that are made.

Postings, Kudos & The Good work at KSCL

Congratulations to 3 new Casual employees that have joined KSCL in the last month.

1. Christina Daigle
2. Sue Wood
3. Julie Molnar

As well, congratulations to the following staff confirmed in their new positions:

1. Annette Lovick – TFT at 29th Street House
2. Jackson Walde – TFT at Community Options
3. Heather Marshall – FT Community Options & Employ ME Supervisor
4. Terri Wong – FT SRCW at 29th Street House
5. Nina Salikin – FT RCW at 29th Street House

Kudos and a big Thank-you to all the Regular staff, Casual staff and the Residents of Castlegar House that we had to relocate to a rental in Nelson for the next 3 weeks. We appreciate your dedication and flexibility in working with KSCL Management through these challenges.

Finally, to ALL STAFF..... Thank-you for staying safe and adhering to the Provincial Health Orders. Let's hope Spring brings new hope & sunshine for brighter days. Stay safe and take care.

Kathleen Elias
Executive Director, KSCL