

2021 – ALL SURVEY RESULTS

The surveys were emailed to all employees of KSCL, and the results were kept completely confidential. The goal of these surveys is to get a better understanding of how employees are feeling so we can do our best to make the changes that will make KSCL a better place to work. Only 45 out of 78 (approximately 58%) Permanent employees and 26 out of 37 (approximately 70%) Casual employees participated. With that being only 62% participation, we will be changing the method of these surveys for next time to get more accurate results. The results for 2021 have been gathered and summarized below.

PERMANENT EMPLOYEES

Overall evaluation of employment experience and job satisfaction

- When asked “How happy are you at work?”, the average response was 59% happy
- 66% replied YES to referring someone to work at KSCL. 14% said NO and 20% said MAYBE.
- 91% of employees foresee themselves working here one year from now
- 81% have no concerns regarding their work environment, and feel that it is a healthy and safe place to work

Ways to improve:

-Some staff feel like there needs to be a better relationship and better communication between the Management Staff and the Frontline workers

-Better recognition of burnout and the effect on Mental Health.

-Quite a few employees are not happy with the current way of approving time off

Training/Professional Development

- 75% of employees feel that KSCL provides enough Training and Professional Development
- When asked if they enjoy the Training and PD that KSCL provides, 72% said YES, 14% said NO and 14% were neutral about it.
- When asked what other types of Training and PD they would like to see offered, here are some of the suggestions:
 - Team Building
 - Courses on Autism
 - Dealing with Mental Health and Burnout
 - More time for Casual orientations

Teamwork/Communication

- 66% of employees are not happy with the communication, and feel that management as well as fellow coworkers need to communicate more often and more clearly

- Staff also feel that the Management team could improve in all areas while on the ON CALL phone including OT information, Emergency protocols, Critical and Reportable incidents etc.
- When asked if they feel that their team at the worksite gives each other respect, 56% said USUALLY, 27% said ALWAYS, 11% said SOMETIMES and 7% said RARELY
- 96% of employees feel that they contribute to a respectful team environment.
- 75% of employees find the Executive Directors monthly communication emails to be valuable but do feel that they could include more recognitions in them as well as information on postings and movements with staff.
- KSCL has recently created an Instagram and Facebook page to help expand our communication with everyone including the community. 81% of employees were aware of this.

Employee Appreciation

- 69% of employees feel that KSCL could improve on their method of showing appreciation.
- KSCL has recently created a Wellness Committee (ran by employees) to help develop creative ideas to make KSCL a happy and healthy workplace. Although 86% of the employees are aware of this committee, only 20% said they would be interested in joining.
- Out of all the current employee appreciations things we do, the \$30 Health and Wellness reimbursement, \$100 vehicle insurance reimbursement and gift cards were the topmost appreciated. The Awards of Distinction, Christmas Party and Service Awards were the least appreciated.
- 82% of the employees are aware of the Humana Care Program which provides free resources for all situations including counselling, financial advice, grief, parenting etc.

Some new suggestions for employee appreciation:

- Personal calls or visits from management to staff who go above and beyond to show acknowledgment and thanks.
- More transparency from management
- Gifts while off on injury

CASUAL EMPLOYEES

Overall evaluation of employment experience and job satisfaction

- When asked “How happy are you at work?”, the average response was 71% happy
- 73% replied YES to referring someone to work at KSCL. 8% said NO and 19% said MAYBE.
- 73% of employees foresee themselves working here one year from now
- 74% feel that the work environment is healthy and safe and have no concerns

Ways to improve:

- More opportunities for training
- More consistent, structured, and simpler orientations
- Better pay especially for night shifts

- More recreational activities
- As a casual, it's difficult to form your own opinion about the workplace because before you can get a chance to, permanent staff put conflicting ones in your head, and all say different things.

Training/Professional Development

- 81% of employees feel that KSCL provides enough Training and Professional Development
- When asked if they enjoy the Training and PD that KSCL provides, 81% said YES, 4% said NO and 15% were neutral about it.
- When asked what other types of Training and PD they would like to see offered, here are some of the suggestions:
 - Workplace communication strategies
 - How to deal with Mental Health
 - How to deal with individuals who have high sex drives
 - Health and Nutrition knowledge

Teamwork/Communication

- 81% of the employees feel like the management team communicates well, 12% disagreed and 8% were neutral about it.
- When asked if they feel that their coworkers give each other respect, 42% said ALWAYS, 54% said USUALLY and 4% said SOMETIMES
- All casual employees feel that they contribute in some way to a respectful work environment.
- 42% of the employees find the Executive Directors monthly communication emails to be valuable
- Only 54% of casual employees were aware of KSCLs social media pages.

Employee Appreciation

- 57% of employees feel that KSCL could improve on their method of showing appreciation.
- Only 46% of casual employees were aware of the newly created Wellness Committee, and only 35% would be interested in joining.
- Out of all the current casual employee appreciations things we do, the \$30 Health and Wellness reimbursement, and gift cards were the topmost appreciated. They have neutral feelings for the event nights, Christmas Party, and peer recognitions.

Some new suggestions for employee appreciation:

- Acknowledging the efforts made by employees going above and beyond
- More encouragement
- Verbalizing positive feedback more consistently

FAMILY/CAREGIVERS

We had a total of 22 respondents for this survey. Of those who did respond, all were happy and satisfied with all areas of services that KSCL provides.

When asked for additional feedback, here are some of the comments:

- “A monthly newsletter would be nice”
- “Our communities are very fortunate to have your services for people in need”
- “KSCL has been very caring and supportive to all of us”
- “Just started as a home share provider and I feel there is excellent communication”

STAKEHOLDERS

We had a total of 12 respondents for this survey. Those who did respond were from:

- MCFD or CLBC (2)
- Professionals who work with KSCL (3)
- Supported employers of KSCL clients (7)

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

No additional suggestions or comments were made.

PERSONS SERVED

We had a total of 10 respondents for this survey. For those who did respond:

- 4 were from a Residential Group Home
- 2 were from Home Share
- 3 were from the Employment Program
- 3 were from the CO/Bigby Place Day Program
- 1 was from Family Support

100% of them said they are happy with their program, enjoy where they live, and feel respected by KSCL staff. Overall, all respondents feel happy and satisfied with all areas discussed.

When asked for feedback of how KSCL could do better, all comments said “nothing”

When asked what they like best about KSCL, here are some of the comments:

- “Helping with achieving my goals”
- “I like Bigby place a lot”
- “The friendly staff”
- “The music program and friends enjoying life”

BOARD OF DIRECTORS

9 Board members participated in this survey.

Strategic Plan

- 100% have read the most recent Strategic Plan for KSCL
- 100% agree that the meeting agenda clearly reflects the Strategic Plan
- 100% agree that the Board gives direction in relation to KSCL goals and priorities

The President

- Does a good job of encouraging and dealing with all points of view (78% strongly agree, 22% agree)
- Is well prepared for all Board meetings (78% strongly agree, 22% agree)
- Is skilled at managing different points of view (56% strongly agree, 44% agree)
- Knows how to be direct with an individual member when their behavior needs to change (44% strongly agree, 22% agree, 11% somewhat agree, 22% are neutral)
- Is effective in delegating responsibility (33% strongly agree, 44% agree, 22% are neutral)

The Executive Director

- All members are aware of where the Boards role ends and where the ED’s role begins
- There is good communication between the Board and the ED (44% strongly agree, 56% agree)
- The Board ensures that the ED can take advantage of PD opportunities (67% strongly agree, 22% agree, 11% are neutral)

Board members are aware of what is expected of them (78% strongly agree, 22% agree)

All members participate in important Board discussions (33% strongly agree, 56% agree, 11% are neutral)

Only 1 member was unfamiliar with the Board of Governance Policies and Procedures manual

All are aware of maintaining confidentiality of all Board discussions