

## Survey Results - 2011 - Families

Surveys were sent to 163 families and we received a response from 79 of them – a response rate of 48%. Those returning the survey indicated that their family member used the following services:

Residential – a Group Home	25
Residential – SIL (Apartment Program)	6
Respite	30
Resource Centre - Day Program	20
Foundations or Case Management	12
Youth Group	<u>9</u>
	102

The total of 102 merely reflects the fact that many people receive multiple non-residential services.

### Question 1

*Do you think that your family member receives the amount of support that he or she needs?*

Yes 66 No 7 % of Positive Responses 90%

Note that only 73 responses are tabulated, not all 79 surveys that were received back. The simple statistical rule adopted here and throughout the survey was to count all of the unambiguous “yes” responses and all “no” responses. Ambiguous negative responses like “sometimes” and “not always” were taken to mean “no.” But some responses or non responses, like “n/a” or “don’t really know,” are neither positive nor negative. Question one had six of those, and they’re simply eliminated from the calculation so that they don’t drive the percentage of positive responses, 90% in this case, either up or down.

In retrospect, it is clear that this question is open to two different interpretations. In the context of a group home, not getting adequate support definitely means that the home does not have enough staff attached to it, and/or that the staff there are not doing a good job. But there were no negative responses from the families of people in group homes. One concerned someone receiving SIL support; all the rest came from people getting Respite or a similar non-intensive kind of support. And it’s reasonable to assume that these people did not mean that the Respite Home is understaffed. Their negative response was more likely a comment on the size of our wait list, or on the frequency of their access to the Respite Home.

### Question 2

*My involvement is solicited in planning for my family member.*

Yes 71 No 3 % of Positive Responses 96%

Five responses are not included, including that of one person who preferred not to make an evaluation, given that her family member had barely begun to receive service.

### Question 3

*I feel confident that my family member's money and possessions are well protected and maintained.*

Yes 67 No 3 % of Positive Responses 96%

A larger number of responses (9) were neither “yes” nor “no.” This was to be expected; people receiving case management and other “softer” services do not rely on CLDN for money management supports.

### Question 4

*I feel confident that CLDN provides my family member with adequate protection from abuse, neglect and exploitation.*

Yes 73 No 2 % of Positive Responses 97%

Four people felt that that the question did not really apply to their family member, or they did not think they were yet in a position to judge.

### Question 5

*Do you feel that your family member receives enough help to become involved in his or her community?*

Yes 60 No 8 % of Positive Responses 88%

Eleven responses were not included; some of these seemed to indicate that community participation is not a priority, or that facilitating it is not part of CLDN's job description. But eight families felt differently and gave us a failing mark. This is a relatively high negative score and one we could have foreseen based on our own *Outcomes Interviews*.

### Question 6

*Do you think that CLDN staff promote your family member's independence?*

Yes 73 No 1 % of Positive Responses 99%

Five people did not provide a yes/no response, including the person too new to have formed an opinion. The one negative response came from a user of the Respite Home who made the point that he/she has had only one chance to use it thus far. Therefore, this negative response would seem to be a criticism of service capacity more than service quality. In any case, this is an excellent outcome.

### Question 7

*Are you satisfied with the variety of events or activities that your family member is offered? Do they add up to a meaningful day?*

Yes 61 No 8 % of Positive Responses 88%

These look very much like the results for Question 5, where we asked about community involvement. And of course the questions are similar and about higher level deliverables than just keeping people safe from harm. The point is taken. There is work to be done here.

### Question 8

*Are your concerns answered by staff in a in a timely manner?*

Yes 75 No 1 % of Positive Responses 99%

This is another excellent outcome; all "yes" except one firm "no" and three non-responses. This question, and the next one, were on the backside of the one page questionnaire, and it looks as though a couple of people may not have flipped it over.

### Question 9

*Are you aware that CLDN has a complaints policy (and that you are entitled to contact a manager or director when necessary)?*

Yes 64 No 12 % of Positive Responses 84%

So, 16 % of families do not know about the complaints policy, although it is supposed to be handed out at the time of admission to service. Most of these 12 people provided us with their name, so the policy will be mailed to them along with this analysis of the results.

The next portion of the questionnaire asked some very specific questions about a specific issue - transportation. The segment looked like this:

Is transportation a problem for you? Yes  No

Would you like CLDN to consider expanding its commuter service? Yes  No

Recognizing that our funder (MCSS) does not fund transportation, are you prepared to pay for it? Yes  No

Twenty years ago the CLDN's day program provided a commuter service at a token cost, and there are some long time service recipients who still have this service, at a cost that is today even more nominal. But as the agency has grown we have not been able to grow this particular service. Newer users of our Adult Resource Centres have had to provide their own transportation, to and from.

The question tried to address this latter group in hopes of finding out if transportation was a major problem for them, and if there might be some role for CLDN in trying to solve the problem. Unfortunately, the preamble in the questionnaire that tried to make this explanation was completely inadequate. In fact, the questions should not have been included in the survey because they were irrelevant and confusing to most of the people to whom it was sent. The answers reflect this and did not provide useful or even consistent information. For example, a number of people who said that transportation is not a problem for them felt that we should nevertheless expand our service and fix the problem.

Finally, the survey provided some preamble about a recent restructuring that enabled us to open a new Respite Home in Uxbridge while extending the hours of our Resource Centres. We asked if people had been positively affected by these changes. We also asked for ideas about different kinds of service adjustments that might be helpful to them in the future.

Twenty people indicated that they had been positively affected – perhaps not major news since that's getting close to the number of people who are now accessing the new Respite Home and/or taking advantage of the extended day program hours.

No one had any ideas regarding new program initiatives but quite a few general comments were made. The following selection includes most of them and it is representative, if not exhaustive. Some have been paraphrased for brevity and to ensure anonymity.

*More frequent (short) meetings with family and member to review progress towards goals set once per year.*

*Less frequent and extensive changes in staffing as transitions are difficult for members. Advance notice of changes would be helpful and most appreciated.*

*Proper introduction of new staff to family and members.*

*In person announcement of new services such as Respite Home in Uxbridge to explain purpose and availability and any changes to current services including members leaving and joining.*

*I am really pleased with the extended hours - great job in providing this service.*

*I would like to be able to take advantage of the new Uxbridge home on occasion, since the PP home only offers Sun night to Fri afternoon.*

*The new Respite Home is a really good support for us.*

*Our child (adult) has been on a respite home waiting list for almost 2 years in PP. Yet we are told the home is under attended. Confused? This was unfortunately an anonymous submission; it would be nice to address the problem, or confusion.*

*All I can say is that my daughter has had the best of care. She is doing things I never thought possible which she never did in the institution.*

*Great service. The people at my son's home make it truly a home.*

*We are so pleased with the Respite Home. It's made such a positive difference in our lives. Thank you so much for this wonderful home away from home. The staff, the meals, the outings are all wonderful. Other services we'd find helpful: A day program (our son graduates high school this spring); a group home.*

*I am very happy with services. But we'd like more involvement in the community and a job would be wonderful.*

*Uxbridge Respite is a beautiful home - well staffed.*