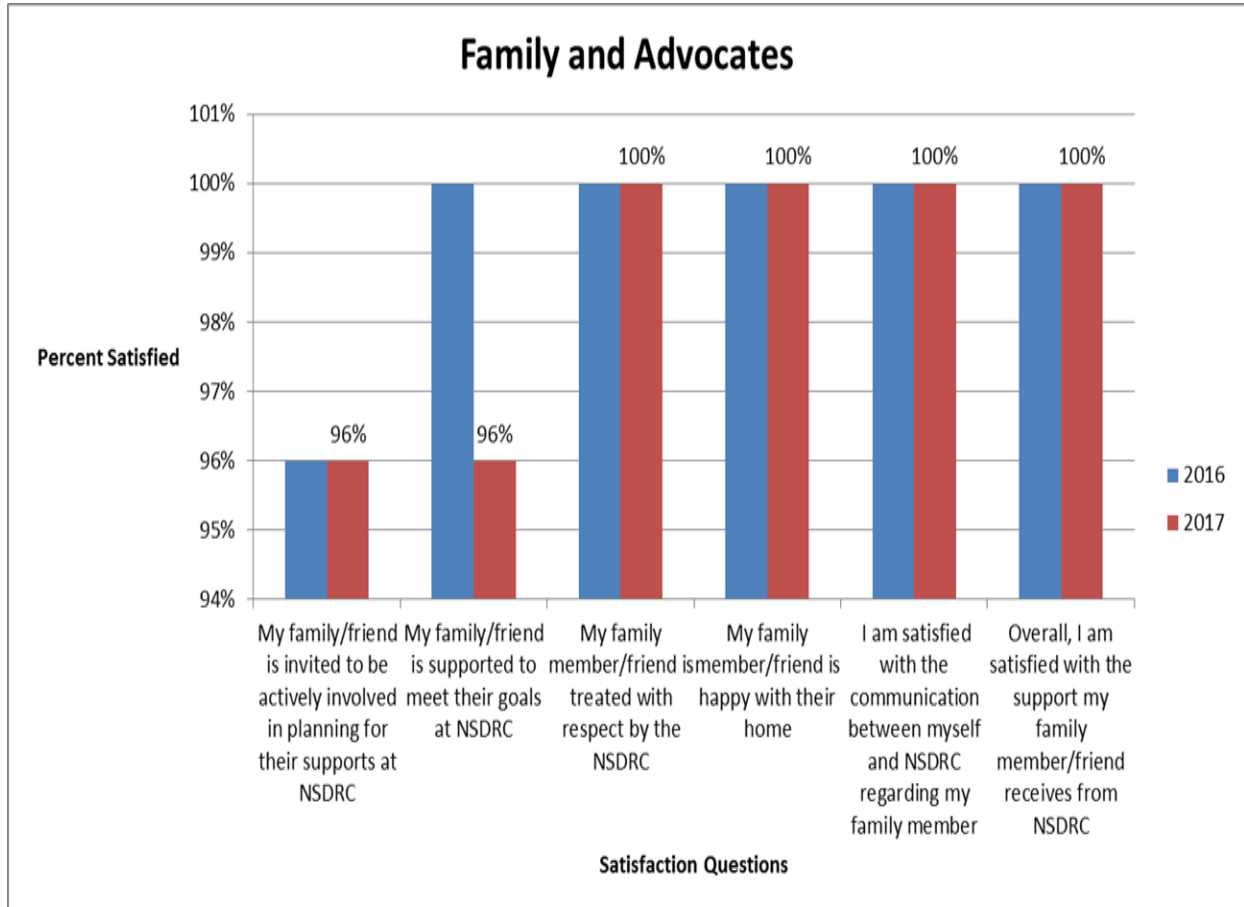




# North Shore Disability Resource Centre Annual Satisfaction Survey Results 2017



\*There were 27 Surveys distributed and 26 responses received = 96% return rate

### Family and Advocates comments:

**1. My family/friend is invited to be actively involved in planning for their supports at NSDRC**

Dave is excellent with updates and invites to any and all meetings and events. She does more than I do

**2. My family/friend is supported to meet their goals at NSDRC**

Quinton Place Staff and Dave very inclusive with family

**3. My family member/friend is treated with respect by the NSDRC**

Dave and Quinton Staff is exceeding our needs and very respectful. Yes - always



# North Shore Disability Resource Centre Annual Satisfaction Survey Results 2017

#### **4. My family member/friend is happy with their home**

But would love to also be at home. A more central location near amenities would be better.  
Excellent support services! Yes, very happy

#### **5. I am satisfied with the communication between myself and NSDRC regarding my family member**

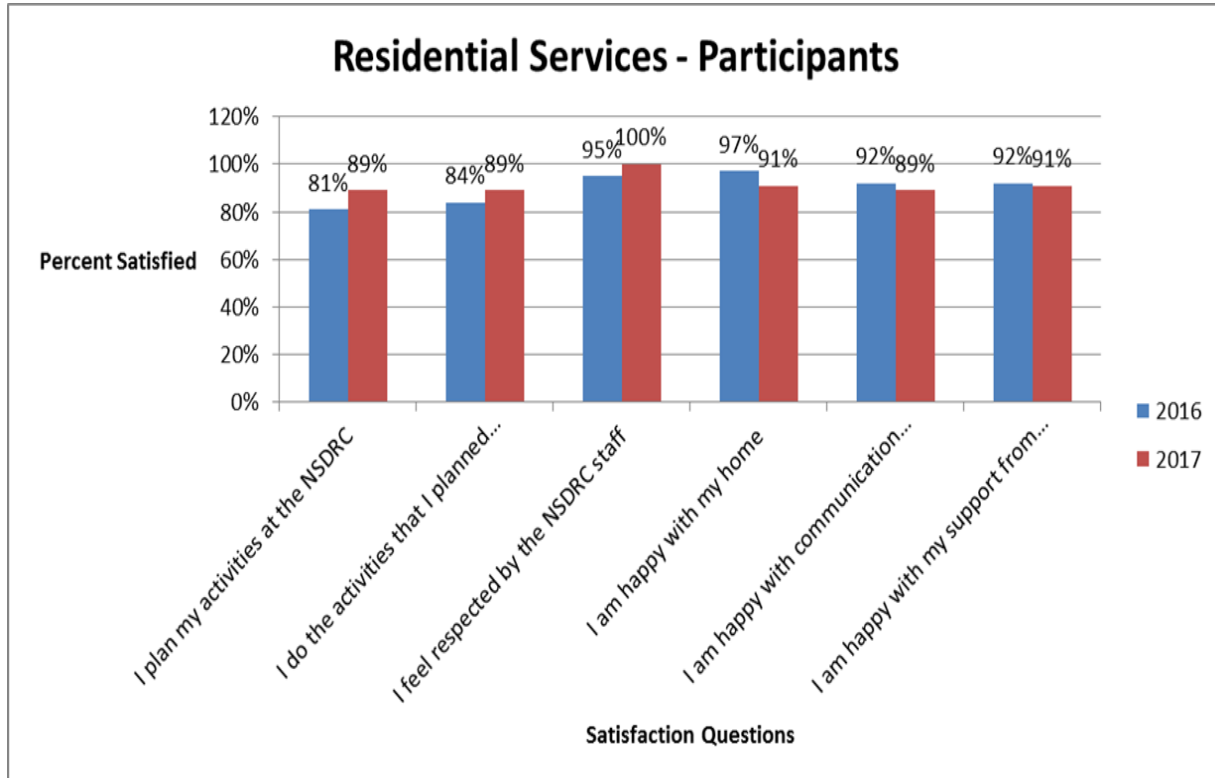
very pleased with open and ongoing communication  
Could let me know when my son is going to events more often  
Sometimes events for A happen and I find out after the fact

#### **6. Overall, I am satisfied with the support my family member/friend receives from NSDRC**

Thank you to Dave and Staff for providing wonderful services for K  
Very satisfied  
Awesome association!!  
Could not ask for more excellent staff.  
Yes, he receives excellent support from NSDRC  
\*1-6 I have nothing but praise for the care and attention my brother receives from the NSDRC



# North Shore Disability Resource Centre Annual Satisfaction Survey Results 2017



\*There were 39 surveys distributed and 34 responses received = 87% return rate

## Residential Services – Participants Comments

### 1 I choose what I want to do while being supported by the NSDRC

I am happy with my activities and the support I am getting  
Most of the time  
My choices are always respected

### 2 I am supported in my choices at the NSDRC

I would like staff to call my sister before outings at Lonsdale Quay  
Staff are very supportive, I like Shone a lot  
very supportive

### 3 I feel respected by the NSDRC staff

J likes her staff and wants to keep them  
Some need to know that I am disabled not stupid  
Always  
But they don't



# North Shore Disability Resource Centre Annual Satisfaction Survey Results 2017

## **4 I feel comfortable in the environment that the NSDRC supports me in.**

J said she wants to stay at WW when given options to look at other places  
Very Caring staff  
Love living at Quinton Place  
I got settled at Kerrstead and I like it there a lot  
To living a good life  
I only feel comfortable in the house when the staff isn't in the house, for example  
the 2 hours 2-4 break and shopping day  
Much better since roommate moved out  
For sure

## **5 I am happy with communication between myself and the NSDRC staff**

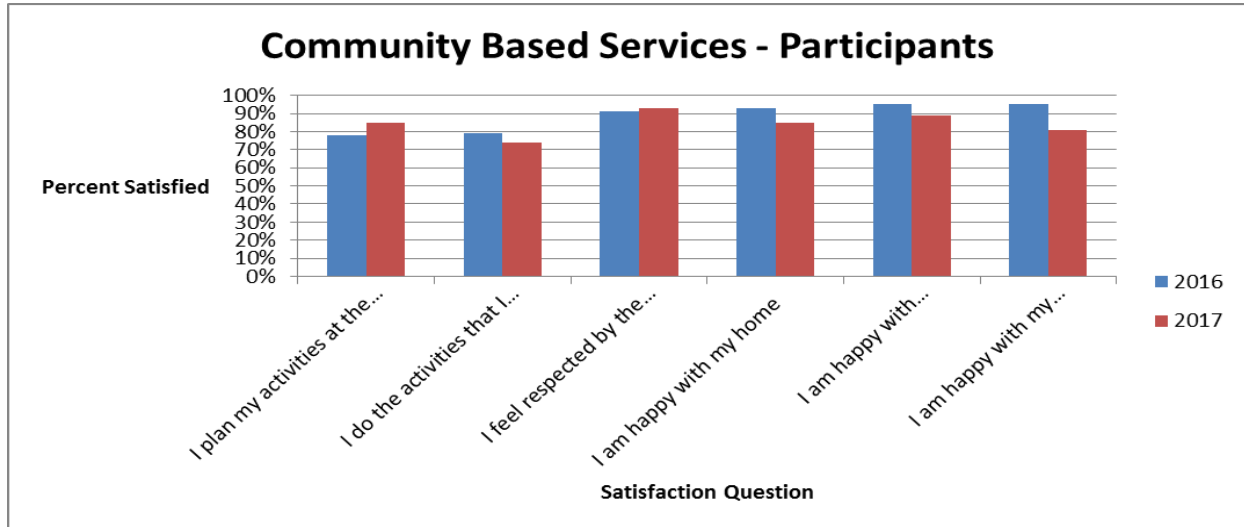
Likes that they help her call her sister and dad every week  
Staff help me with my eye gaze which has enabled me to have another tool to  
communicate  
I am happy that staff are helping me communicate with my sister via email  
There is a good communication between staff, my parents (on my behalf) and  
myself  
Sometimes I need to talk but I have a poor short term memory  
I feel that the staff is not happy with me. They should tell me what they don't like  
and I will stop doing it or make  
arrangements for both of us are happy  
It is very good and they always listen to me

## **6 I am happy with my support from the NSDRC**

All staff are the best  
Said she wants to stay with NSDRC when given options to look at other service  
providers  
The support I was getting especially while going in and out of hospital was  
fantastic. The staff were great  
Staff helped me a great deal to get used to my new environment  
The support I am getting is wonderful  
I am happy at Shone Road  
Well done  
I am happy with the organization  
They are great  
But they didn't understand what I can do  
All Good



# North Shore Disability Resource Centre Annual Satisfaction Survey Results 2017



\*There were 37 surveys distributed and 27 responses received = 73% return rate

## Community Based Services – Participant comments:

- 1 I choose what I want to do while being supported by the NSDRC**  
Tanya helped me getting a job at Lonsdale Quay Market and Anar helped me getting a job at Body Co Fitness  
To an extent, we get options, but it has limitations
- 2 I am supported in my choices at the NSDRC**  
If I make good decisions
- 3 I feel respected by the NSDRC staff**  
I listen to staff and talk to them in a good manner
- 4 I feel comfortable in the environment that the NSDRC supports me in.**  
In a way
- 5 I am happy with communication between myself and the NSDRC staff**  
I wish they would talk to me more  
mostly
- 6 I am happy with my support from the NSDRC**  
More support getting out in the community  
I guess



# North Shore Disability Resource Centre Annual Satisfaction Survey Results 2017



\*There were 134 surveys distributed and 109 responses received = 81% return rate

## Employees Comments

### 1 NSDRC offers its employees opportunity for growth

Need to be self-motivated and ask for opportunities

But increasing opportunities would be good for morale among front line staff

My job is always changing and I am learning new ways to creatively find solutions to challenges

I have been fortunate to take Pro-Development workshops and courses

Ability to attend to several training

Job postings on Sharevision are awesome

Staff can be very negative in the past

Not sure if growth means advancement: we have good training

In-service Training

They listen and are willing to help

Ability to sign up for workshops

### 2 I am satisfied with communication between myself and the NSDRC

Lines of communication are open and excellent

Sometimes communication is not consistent

There seems to be increasing gaps in communication  
efficient

Kathy is great at responding to my email/phone calls

Certain times, there is lack of timely response

Email responses are always slow



# North Shore Disability Resource Centre Annual Satisfaction Survey Results 2017

Yes, emails and phone calls are always prompt  
emails should state agenda for the meetings

No transparency in organization

I like if there is a problem with communication, management will help to solve the problem

However, not lately, I have left 2 messages within a week and no call back!

w/ Program Manager

### **3 I feel appreciated for my work at the NSDRC**

very supportive team

very much so

I feel supported in my work

Possible strength-based professional feedback

From Kathy...Always :-) very motivating

Nothing was mentioned

Love my bosses!!

No feedback

Mostly by the families, sometimes not sure about management

Mostly

By Program Manager

### **4 I feel empowered to take initiative in my daily work at the NSDRC**

Work place is flexible and allows for creativity and input

Lots of decision making opportunities

Yes, I am encouraged to take initiative and feel supported to do so

I feel heard when I have a new idea

Part of the job

Sometimes I feel that employee's ideas are not appreciated even though we are front line workers

100%

### **5 I feel that I receive constructive guidance/coaching/feedback from my Director/Program Manager at the NSDRC**

feel supported and given feedback as required

My Director is awesome

Yes I do when I need it. I often ask for it to help me improve

The evaluations are very useful to get guidance and feedback

Meetings after shifts are productive

From my Program Manager



# North Shore Disability Resource Centre Annual Satisfaction Survey Results 2017

## 6 Overall, I am satisfied with my employment at the NSDRC?

Love working here

18 years and counting :-)

very satisfied

Kathy is great!

A little lack of support and information

Been here for years!

Always I am grateful to work at the NSDRC and to be part of their vision

