

IN THE SPRING OF 2020 WE SURVEYED THE PEOPLE SUPPORTED AND FAMILIES TO MEASURE THEIR LEVEL OF SATISFACTION WITH THE SERVICES AND SUPPORTS WE PROVIDE. HERE ARE THE RESULTS:

PEOPLE SUPPORTED REPORTED

98%

Staff help me reach my goals

94%

Happy with supports and feel safe

92%

Staff respect my privacy

88%

Enjoy where they live

FAMILIES REPORTED

98%

Community Living Essex County does a good job in developing and delivery programs and services all or most of the time

98%

Employees are positive, friendly, helpful and respectful all or most of the time

98%

Community Living Essex County is open to suggestions and comments all or most of the time

96%

Community Living Essex County is able to change supports when the needs of family members changes all or most of the time

Note: 52 surveys returned of 511 (10.2%) sent to people supported. 54 surveys returned of 517 (10.4%) sent to families.

*The survey response period ran from Feb 26-Mar 22, 2020, during which time the COVID-19 pandemic significantly began affecting everyone in our community. As such, the response rate is significantly lower than in previous years.

AREAS TO STRENGTHEN

- Enhance opportunities for people we support to practice self-determination and exercise increased control in all aspects of life
- Assist people we support in strengthening relationships with family and friends
- Regularly generate new opportunities for meaningful participation in the community
- Work to improve employee retention rate

ACTION PLANS

- Offer educational opportunities for people we support to improve decision making skills and enhance staff training to promote self-determination
- Further promote and make available technology solutions to facilitate virtual connections with family and friends
- Leverage existing community partnerships, connections, and online/social reach to develop new opportunities for people
- Enhance employee recruitment strategy and bolster employee engagement efforts



COMMUNITY LIVING
Essex County
Inspiring Possibilities

For more information contact Patty Neufeld, Manager, Quality Assurance:
519-776-6483 ext 228 or patty@communitylivingessex.org

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www.communitylivingessex.org