

SATISFACTION SURVEY SUMMARY REPORT – 2024



Greetings,

We are pleased to share with you the summary of our 2024 Satisfaction Survey results. Your feedback is vital in shaping our services and ensuring we continue to meet your needs effectively. We are heartened to see many positive outcomes and acknowledge areas where we can improve.

KEY HIGHLIGHTS

1. SAFETY AND RESPECT

Safety is a priority, with 100% of families affirming that their loved one's environment is safe, and **97%** of people supported confirming they feel safe while receiving services. Additionally, **97%** of families reported that staff interactions are respectful, highlighting the strong, trust-based relationships we strive to build.

97%

2. COMPASSIONATE AND DEDICATED STAFF

Families appreciate the high-quality care, with multiple comments on staff going "above and beyond" in supporting well-being. People supported echoed this, with **94%** expressing satisfaction with the support they receive in their daily lives.

94%

3. PERSONAL GOALS AND RELATIONSHIPS

People supported are empowered to reach personal milestones, with **87%** noting that staff celebrate their achievements. Relationship-building is also prioritized, with **93%** reporting that staff help them maintain important connections.

87%

4. COMMUNITY ENGAGEMENT

Both families and people supported value community involvement, with many expressing satisfaction with the variety of activities available. Feedback encourages additional community outings and volunteer opportunities to increase social inclusion.



AREAS FOR IMPROVEMENT

- **Autonomy and Self-Direction**
Families and individuals highlighted challenges in decision-making, emphasizing the need for support in helping loved ones develop skills for greater self-direction.
- **Staffing Stability**
Families noted frequent staff changes as a concern.
- **Increased Social and One-on-One Opportunities**
Requests for more social and one-on-one activities reflect a desire for stronger community ties.



MOVING FORWARD

To promote greater autonomy, we are further developing personalized support plans and training staff to encourage self-directed decision making. We are also expanding social engagement opportunities to foster meaningful connections within the community. To strengthen staffing stability, we are enhancing retention and recruitment efforts through competitive pay, professional development, and flexible scheduling.

We thank all survey participants for their insights. We remain dedicated to providing quality support and to continuously evolving in response to your feedback.



    
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