



## Staff Satisfaction Survey Oct 2007 Results

In order to continually improve our services to individuals served by CDSCL and support our valued employees, a survey was distributed to all employees. As of November 6, 2007, fifteen (15) completed surveys were received at the office. The results of the survey are recorded below.

**Part A** – The number of each type of response and comments are recorded for each question.

*SA = Strongly Agree A = Agree N = Neutral D = Disagree SD = Strongly Disagree*

**1. I believe that I am adequately compensated for my work.**

2006	SA 0	A 5	N 3	D 1	SD 2	
2007	SA 2	A 5	N 1	D 4	SD 2	No Answer 1

*Comments:*

- *Average BC wage is surprisingly higher.*
- *Wages have not kept up with cost of living.*
- *As a Casual, I think the pay is too low for the kind of work we do. For many*
- *Casuals who work their butts off, just as hard as a full-timer, but get paid less.*
- *No*
- *It is very hard to live on this wage. Workload has increased.*

**2. I feel that I am appreciated for the work I do.**

2006	SA 1	A 6	N 2	D 1	SD 1
2007	SA 2	A 5	N 4	D 2	SD 2

*Comments:*

- *Feel appreciated by co-workers.*
- *I feel the whole level of care has increased and we're still getting same hours for*
- *increased work load.*
- *Not it the least.*
- *CDSCL needs to realize that the current labour market shows that there is a shortage of*
- *workers in BC and anyone currently working here can get a job elsewhere and be treated*
- *well.*

**3. I feel safe at my place of work.**

2006	SA 2	A 7	N 0	D 2	SD 0	
2007	SA 1	A 9	N 2	D 2	SD 0	No Answer 1

*Comments:*

- *Sanitation a concern.*
- *Yes, but not all staff share my experience or physical attributes.*
- *Behaviors increasingly becoming more difficult.*

**4. I believe that I am adequately trained to perform my duties.**

2006	SA 4	A 5	N 2	D 0	SD 0
2007	SA 4	A 10	N 1	D 0	SD 0

- Comments:*
- *Have been performing my duties for a decade and a half.*
  - *Yes, I feel well trained.*



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### 5. I have confidence in the leadership of this organization.

2006	SA 3	A 8	N 0	D 0	SD 0
2007	SA 0	A 7	N 2	D 4	SD 2

#### Comments:

- *Very focused.*
- *Management appears to only be concerned with their own viability – not group homes.*
- *I'm becoming a little disillusioned.*
- *Not necessarily. I think the "leader" needs to listen to its employees better.*
- *I used to.*
- *The leadership of this organization is its weakness and will be its downfall.*

### 6. I trust and support my immediate supervisor.

2006	SA 1	A 8	N 1	D 1	SD 0
2007	SA 3	A 4	N 2	D 4	SD 2

#### Comments:

- *Too much gossip!! This must cease and desist. If you can't write it down and sign your name to it – shut up.*
- *I'm becoming a little disillusioned.*
- *There is a supervisor that is lacking in confidentiality and at times quite unprofessional. So I do not and would not feel comfortable going to this supervisor.*
- *No confidentiality whatsoever which makes it very hard.*
- *I do support my supervisor but trust like respect is earned not given.*

### 7. I believe that my voice is heard when expressing my concerns.

2006	SA 3	A 4	N 2	D 2	SD 0
2007	SA 4	A 3	N 3	D 3	SD 2

#### Comments

- *No one consults online staff and who know better clients needs and care.*
- *No because I feel my opinion doesn't count for anything.*
- *Although management listen they do not hear or act.*



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**Part B** – Responses to each question are recorded below.

### 1. In what areas does this organization do well?

- *The clients are cared for and loved by the staff working with them and management.*
- *Offering quality support to individuals served.*
- *Provides education and training opportunities to staff.*
- *Generally cares about individuals served*
- *Addressing issues*
- *Providing support to individuals served.*
- *Keeping staff informed on meetings etc.*
- *Not too sure anymore it seems to be getting worse and worse.*
- *This organization has some good human resources available to them, however it is too bad that management is not educated enough to know how to use them to the organization's benefit.*
- *I feel this organization does well at supporting and caring for individuals they serve. I also believe this organization supports and well takes care of the staff that are employed. I personally feelsupported by my employer when needed. I am satisfied by the support and care given by the office staff.*
- *Union and Management work well.*
- *Clients are treated and supported well by line staff.*

### 2. In what ways could this organization improve?

- *Better wages, benefits. This will keep Casuals around more.*
- *More contracts. We know there is a waiting list of 3000 people waiting for space n Group Homes. WHY are we not actively and aggressively pursuing this option?*
- *Fairplay for everyone – no special treatment. This includes staff who abuse the system.*
- *Better benefits package, also for part-time.*
- *Make it more appealing for part-time.*
- *More communication. Less lectures.*
- *Sick time/Holiday time on cheques.*
- *Coordinators more helpful.*
- *I used to say what a good job the new Administration was doing but in the last year it seems to be going downhill. Takes coordinator's side no matter what. Program assistants point of view is never taken into consideration.*
- *Management needs to be more consistent, meaning allowing one employee to do one thing but when another employee wants something they can't.*
- *Management needs to be more open minded when it comes to a problem between a "supervisor" and an employee. I haven't had a problem with a supervisor, but have seen how management seems to side with the supervisor on most occasions.*
- *Treating all staff equal instead of having favorites. Maybe asking staff their opinions more often than just coordinators. A lot of clients needs are getting greater and greater and we're getting less hours? Coordinators need to be more accountable in solving issues within the home concerning staff and clients.*
- *The Administration and Management teams need to be more innovative, open indeed and strong.*
- *They need to embrace and encourage technological change, address and recognize that*



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*management must stay on top of things and not continue to brush them under the carpet, management should strive to become leaders in this field and not wait on the back bench for others to do things first.*

- *Management needs to give trust and respect in order to get it. They need to hear the opinions and concerns of others even in they do not agree with them and stop cutting them off and talking over them when they voice them.*
- *Confidential improvements could be better by team leaders (Program Managers). I feel it is better this year than last.*
- *Working on getting new contracts would be nice.*
- *More consistency in treatment of staff.*
- *Search for new clients and programs.*
- *Show staff hope for their futures and CDSCL*
- *Plan for aging clients.*

### 3. What courses would you like to see offered to CDSCL employees?

- *Anything that deals with our clients.*
- *Details of the Society's Vision for the next 5 years and how employees will optimistically be involved.*
- *Autism courses*
- *Aging courses*
- *Some people need to take a confidentiality course.*
- *Stress management*
- *Time management*
- *Dementia in relation to mental illness and disease*
- *Autism*
- *Fetal Alcohol Syndrome*
- *I feel we are adequately trained and given opportunities for further training.*
- *Autism and Disabling Conditions*
- *Dementia and Alzheimers*

### 4. Other Comments

- *I have been employed by CDSCL for several years and have been a part of the many changes and challenges. In my opinion, CDSCL has continued to offer quality support to individuals served despite the many challenges it has encountered.*
- *Although Labour/Management seems to work well together the problems seem to lie in the apparent disconnect between Government (Funding) and CDSCL (Service Providers). But ultimately it is staff and clients who pay for that disconnect.*
- *I still love my job, but I don't like the politics. Some houses workloads extreme. Coordinators take on more house duties, more accountable.*
- *Management and Supervisor's confidentiality should mean something.*
- *Management needs to listen and "act on" more often.*
- *I used to love working here but it's getting less and less all the time because of the way things are ran. If we were all treated equal, staff would feel more appreciated.*



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- *Management/Administration is pathetic at best, in my opinion. By not computerizing payroll (sick time/holidays) and direct deposit they are wasting many man-hours figuring out and telling employees how many they are currently entitled to. When a coordinator continues to not meet deadlines and remains unorganized and fails to enforce accreditation standards, they should be held accountable and if it continues they should be reprimanded accordingly as this sets a bad example to everyone. Does management really not see where there are problems or is their management style to ignore them and hope they go away. Well management feels that we can easily be replaced by good workers that will work for less they need to know that they also can be replaced by cheaper workers who can do a better job than the current inefficient management team.*
- *I feel this organization best intentions for the individuals we serve and the staff that support and give care. I feel I do an exceptional job and care deeply about the individuals I serve. Sometimes I feel like I don't get the acknowledgement I deserve.*
- *It seems that the management of CDSCL is less focused on the individuals supported than on the business aspects and accreditation standards. There seems to be no plan for the individuals increasing needs as they age.*