



## Staff Satisfaction Survey Nov 2006 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 December 28, 2006, eleven (11) 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.** SA 0 A 5 N 3 D 1 SD 2  
*Comments:* - It isn't necessarily CDSCL to blame.  
- New hires should get higher pay.  
- Realistically, the wage is not enough for the duties and responsibilities.
2. **I feel that I am appreciated for the work I do.** SA 1 A 6 N 2 D 1 SD 1  
*Comments:* - We would feel appreciated with compensation rather than other ways.  
- Sometimes I feel like I do not get the credit for some of the work I do.  
- By the organization and Board at least, not by the government or community.
3. **I feel safe at my place of work.** SA 2 A 7 N 0 D 2 SD 0  
*Comments:* - Most of the time.  
- Jobs are physically demanding and clients can be violent.  
- At my place, but not by certain residents.
4. **I believe that I am adequately trained to perform my duties.** SA 4 A 5 N 2 D 0 SD 0  
*Comments:* - No more courses - ever.
5. **I have confidence in the leadership of this organization.** SA 3 A 8 N 0 D 0 SD 0  
*Comments:* - Not entirely confident that the Coordinators being on the Management Team isn't for themselves.  
- I agree, but I feel confidentiality is a concern – some CLC and Union reps are not confidential.  
- Yes, things have really turned around under new leadership – Management Team included.
6. **I trust and support my immediate supervisor.** SA 1 A 8 N 1 D 1 SD 0  
*Comments:* - Sometimes our wishes are not a priority or relayed to the office.  
- No!  
- I don't see them much working evenings and weekends.  
- I've worked under all 3 supervisors and really trust, support and respect them.
7. **I believe that my voice is heard when expressing my concerns.** SA 3 A 4 N 2 D 2 SD 0  
*Comments:* - The survey on shifts for example: Management and Coordinators had as much say as us who work the shifts – appears to bias results.  
- Not always. I need to be more assertive. My emotions get in the way.  
- This point has greatly improved from years ago.



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

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

- *Programs*
- *Seems to work well with the Union*
- *Flexible when needed*
- *Accommodating staff with input and committees to oversee*
- *Policy setting: for consistency of operation*
- *Ensuring rights and quality of living for residents*
- *Supporting individuals in a respectful manner – offering choices etc.*
- *Safety and accountability.*
- *Is great in all areas.*
- *Management well organized*
- *Shows great concern for clients' well being.*
- *Very confidential with staff's personal problems.*
- *It encourages dignity, respect and supporting the growth and limitations of the clients*
- *I am glad the complaint/feedback form was introduced, but due to the sensitive nature of some complaints, would like to see more anonymity and withholding of names.*
- *I think our Administration is doing awesome and office staff do a wonderful job*
- *I believe the individuals' well-being is genuinely taken care of*
- *Adhering to Accreditation standards - Constantly striving to improve standards and offer quality services to individuals served*
- *Offers education and training on an ongoing basis*
- *Liaises well with other services and professionals*
- *A willingness to accept new contracts and challenges*
- *Makes you feel part of the team – has a family atmosphere, basically a good work environment*
- *The Organization has done amazing at turning a drowning place around and bringing it up to the high standards of Accreditation.*
- *It tries to keep the focus on the clients in spite of constant external pressure from outside.*

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

- *Actually hear staff opinions as a whole rather than a few squeaky wheels opinions*
- *Treat all employees the same.*
- *Maybe having weekend position especially for outings.*
- *Ensure schedule for shifts is distributed for weekend time off.*
- *Deposit Pay Cheques directly to account at bank.*
- *Increased funding*
- *Less paperwork/reports etc.*
- *Looking to expand number of clients.*
- *Recognizing and encouraging employees.*
- *More job security for temporary positions*
- *Temporary positions to be held for 3 months minimum without losing position*
- *For staff to know they have the right to refuse unsafe work and to know their WCB rights*
- *Work on applying for more contracts (individuals)*
- *I believe all CLC's and Union representation could use the Confidentiality Policy more strictly. I do not always feel comfortable going to CLC's with problems. There always seems to be a "leak" of information.*



- *If Coordinators were to work evening once in a while they could see all shifts.*
- *Providing more full time employment*
- *Advocating for higher wages*
- *Bring more clients in and be willing (even if we have to) to shuffle some around to accommodate more. We could grow as an organization instead of always shrinking.*
- *Improvements could happen by not always cutting clients and line staffs' hours. If cuts come, they should come at the top this time.*
- *Not so much improve as "adapt" to the changing needs of the community as they develop.*

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

- *The courses on various disabilities*
- *Courses on Behaviour Modification*
- *Dementia and aging.*
- *More comprehensive First Aid*
- *Make Class 4 License mandatory for all on-call employees in fairness to those who already have it.*
- *More behavioral courses taught*
- *Courses dealing with Dementia and Alzheimer's Disease. This I believe would help staff become more aware of changes and more accepting for change.*
- *Better shifts with maybe one day of the weekend off – RESTRUCTURE*
- *Dementia*
- *Aging for people with Down's Syndrome*
- *I seriously never want to see another course offered again. We are all (maybe except the new ones) more than adequately trained and experienced to handle this job. I even think we're over-trained. Courses for everything under the sun have been taken. There should be a course on how not to have any courses anymore.*
- *Besides basic training as is provided for new employees, it would, I feel, be good for CDSCL staff to have education that is recognized professionally, such as autism, mental illness, aging as it relates to persons with mental challenges.*

4. Other Comments

- *The constant threat of restructuring is causing stress and appears to be to lighten Coordinator workloads.*
- *If you want our opinions, then listen to them. Feelings that the Management Team in not hearing line staff*
- *Keep up the good work.*
- *I feel night staff should retain full pay for their hours, as they carry more responsibility than day staff (they're on their own).*
- *As Drivers' Abstracts are now mandatory in our file, I would like to know the repercussions of driving offenses, points or loss of license.*
- *I'm proud to work for CDSCL.*
- *I hope our organization keeps moving forward and be strong.*
- *There are too many Coordinators. Have 2 Coordinators that just do the paper work and make more line workers. Have the Coordinators work the odd weekend and some evenings so they can see all staff on all shifts.*
- *I like working here now a lot more than from years back – definitely overall a positive change.*
- *I believe CDSCL is a "survivor" organization. I think this is mainly due to the care of excellent caring staff.*