Satisfaction Survey

2019-2020 Plan Language Summary

What is a Satisfaction Survey?

- Every year, Lifetime Networks sends out a **Satisfaction Survey**.

- The survey contains questions about the quality of services at Lifetime Networks

- The Survey is sent to four groups of people (called Stakeholders). These are:
  - Participants/Supported Individuals
  - Family Members and Caregivers
  - Volunteers, Network Friends, Board Members and Practicum Students
  - Staff Members

- The purpose of the survey is to provide feedback from stakeholders about the services that Lifetime Networks is providing. This helps us to know what we are doing well, and what we might need to improve on.

Survey Response Rate

- Not everyone responds to the Satisfaction Survey. The number of responses compared to the number of surveys that were sent out are as follows:

- Supported Individuals   40 out of a possible 160 responses is 25%
- Family/Caregivers   63 out of a possible 179 responses is 35%
- Volunteers/Practicum Students   22 out of a possible 88 responses is 25%
- Staff Members   44 out of a possible 120 responses is 36%

- **Total Responses**   **169 out of a possible 547 responses is 31%**

Survey Results

At Lifetime Networks, our Mission is: *We foster networks of friendship and support for people with diversabilities to enhance community.*
Our Vision is: *We see a future where all people enjoy safe, happy, fulfilling lives.*
Do you agree that Lifetime Networks fulfills its Mission & Vision?

Stakeholder Group	Strongly Agree/ Agree	Neutral	Strongly Disagree/ Disagree
Supported individuals	93%	3%	5%
Families and caregivers	100%		
Volunteers and practicum students	100%		
Staff Members	97%		2%

The events that Lifetime Networks hosts throughout the year are valuable to me.

Stakeholder Group	Strongly Agree/ Agree	Neutral	Strongly Disagree/ Disagree	N/A
Supported individuals	95%			5%
Families and caregivers	84%		7%	29%
Volunteers and practicum students	94%		6%	
Staff Members	77%		5%	18%

We asked Supported Individuals the following questions:

Question	Strongly Agree/ Agree	Neutral	Strongly Disagree/ Disagree	N/A
At Lifetime Networks, we support you to make informed choices and decisions.	94%	2%	2%	2%
You play an active role in the direction of your service planning.	88%		7%	5%
At Lifetime Networks, we support you to take responsibility as an adult participating in your community.	88%		2%	10%
At Lifetime Networks, we support you to have full inclusion in your community in a way that is meaningful.	83%	2%	5%	10%
At Lifetime Networks, we support you to build natural supports and friendships	95%		5%	

We asked family members and caregivers the following questions:

Questions	Strongly Agree/ Agree	Neutral	Strongly Disagree/ Disagree	N/A
At Lifetime Networks, our services and supports are responsive to the needs and interests of the persons served.	100%			
At Lifetime Networks, we build natural supports and networks for individuals that we serve.	98%		2%	8%
At Lifetime Networks, we support the full inclusion of individuals in their community in a way that is meaningful.	96%		3%	1%

We asked volunteers and practicum students the following questions:

Question	Strongly Agree/ Agree	Neutral	Strongly Disagree/ Disagree	N/A
I receive the support and mentoring from my supervisor (or Network Facilitator) that I need to do my role well.	92%			8%
I receive recognition and appreciation for my involvement with Lifetime Networks in a way that is meaningful for me.	90%			10%
I feel that my involvement with Lifetime Networks is sustainable for the long term.	95%		5%	

We asked Staff members the following questions:

Questions	Strongly Agree/ Agree	Neutral	Strongly Disagree/ Disagree	N/A
I receive the support and mentoring from my supervisor that I need to do my role well	88%		7%	
I receive recognition and appreciation for my involvement with Lifetime Networks in a way that is meaningful for me	84%		9%	7%
If you participated in an annual review in the past year, were you satisfied with the process	67%			31%
Working with Lifetime Networks provides opportunities to develop my professional skills.	93%		2%	5%
Has the benefits package that Lifetime Networks started offering in January 2018 increased your overall job satisfaction.	50%		5%	45%
I feel that my employment with Lifetime Networks is sustainable for the long term.	68%		25%	7%

We have been working hard at Lifetime Networks to make sure that everyone who is in a Community Inclusion program has a Person Centred Plan. Moving forward, we want to improve the process for everyone and your feedback will really help us.

If you had a Person Centred Plan (PCP) in this past year, did you enjoy the process?

Stakeholder Group	Yes	No	N/A
Supported individuals	83%	7%	
Families and caregivers	83%	17%	
Staff Members	92%		34%

Was the Person Centred Plan (PCP) process understandable?

Stakeholder Group	Yes	No	N/A
Supported individuals	82%	18%	
Families and caregivers	100%		
Staff Members	89%	11%	

Was the PCP process effective?

Stakeholder Group	Yes	No	N/A
Supported individuals	85%	15%	
Families and caregivers	83%	17%	
Staff Members	89%		37%

Do you receive effective and timely communication from your contacts at Lifetime Networks? (I.e. do you feel you are given all of the information you need? Do your contacts get back to you within 48 hours?)

Stakeholder Group	Yes	No
Supported individuals	85%	10%
Families and caregivers	95%	
Volunteers and practicum students	95%	
Staff Members	93%	7%

Are the facilities at Lifetime Networks accessible to you? (Are you able to access the locations where Lifetime Networks programs and events are happening?)

Stakeholder Group	Yes	No
Supported individuals	93%	5%
Families and caregivers	95%	5%
Volunteers and practicum students	94%	6%
Staff Members	86%	7%

Are the services at Lifetime Networks accessible to you? (I.e. do you have access to the information and support you need to get involved with Lifetime Networks' services?)

Stakeholder Group	Yes	No
Supported individuals	95%	3%
Families and caregivers	100%	

Ethnic background

Does Lifetime Networks respect and support your diversity-related needs? (This includes things like your cultural background, religious affiliation, sexual orientation and gender identity)

Stakeholder Group	Yes	No
Supported individuals	86%	14%
Families and caregivers	94%	6%
Volunteers and practicum students	100%	
Staff Members	100%	

How often do you visit our website?

Stakeholder Group	Every day	Afew times a week	About once a week	A few times a month	Once a month	Less than once a month
Supported individuals	10%	10%	3%	2%	8%	50%
Families and caregivers	2%	0%	5%	8%	15%	70%
Volunteers and practicum students	0%	0%	0%	14%	14%	72%
Staff Members	1%	2%	11%	18%	18%	43%

When you visit our website, what type of information are you looking for?

Stakeholder Group				
Supported individuals	photos from events	event information	updates and information	videos
Families and caregivers	program information	upcoming events	program schedules	contact information
Volunteers and practicum students	event information	general information	contact information	hours
Staff Members	event information	general information	contact information	hours

When you visit our website, is it easy for you to find the information you are looking for?

Stakeholder Group	Always	Usually	Sometimes	Rarely	Never
Supported individuals	33%	33%	16%	3%	15%
Families and caregivers	27%	61%	10%	2%	0%
Volunteers and practicum students	22%	78%	0%	0%	0%
Staff Members	25%	57%	7%	5%	2%

On our website, are you able to locate staff contact information?

Stakeholder Group	Always	Sometimes	Never
Supported individuals	40%	50%	10%
Families and caregivers	71%	27%	2%
Volunteers and practicum students	77%		

Do you have any suggestions on how we can improve our website to be more accessible?

Stakeholder Group			
Supported individuals	"Make it easier to find things on the website."	"Not having as many sub-tabs."	"Put a column for staff and a column for events and BBQ's and stuff like that."
Families and caregivers	"Post dates and times of upcoming events on the home page a week or two in advance."	"A simpler start page with boxes to click for different categories."	"A schedule of regular programs placed on the site would be really helpful, together with dates and cost. This will allow me to plan for future participation for my son."
Volunteers and practicum students	"Updating information more frequently would be nice, such as upcoming events. (This has gotten much better though!)"	"I usually access from my phone, is there any way to make it more mobile friendly?"	
Staff Members	"Perhaps changing the colour of the font from grey to a darker colour (on the staff contacts page there is a grey background with grey font)."	"Maybe put a link to the staff/board of directors list on the "contact us" page? I have gone to that section before looking for the staff list (eventually I do find it easily though!)"	"I think the website is great, but I think the program info section could be reorganized to be more clear (no specific ideas though). Perhaps sharing the schedule of one person could show how individuals are involved in many different programs within Lifetime, and what that looks like."

What has been the highlight of your experience with Lifetime Networks over the past year?

Do you have any other comments or suggestions to help us improve Lifetime Networks?

Stakeholder Group	Strongly Agree/ Agree	Neutral	Strongly Disagree/ Disagree	N/A	Is this ↑ or ↓ from last year?
Supported individuals					
Families and caregivers					
Volunteers and practicum students					
Staff Members					

Stakeholder Group	Strongly Agree/ Agree	Neutral	Strongly Disagree/ Disagree	N/A
Supported individuals				
Families and caregivers				
Volunteers and practicum students				
Staff Members				