



Lifetime Networks

Satisfaction Survey Report October 2020



You Spoke, We Listened – Annual Survey October 2020

On the annual satisfaction survey that was sent out in July 2020, we received feedback that we wanted everyone to see our responses to.

1. Lifetime Networks' location and office space:

We received several comments about the location and physical space that Lifetime Networks has, including “the facilities on Shelbourne Street are not up to par” and “Lifetime Networks is somewhat out of the way and could be in a more centralized location.” We are excited to announce that we have purchased a new building at 2553 Quadra Street that we will start to move into in spring 2021. This facility is more central and also will have better kitchen facilities. We are also temporarily using Lambrick House beside the Gordon Head Recreation Centre, as well as our Shelbourne Street location. Comments include “the new Quadra location is even more accessible” and “I’m really happy about the Lambrick space and looking forward to Quadra.”

2. Mission and Vision:

We asked respondents in all categories if they agreed that Lifetime Networks fulfils our Mission (*We foster networks of friendship and support for people with diverse abilities to enhance community*) and Vision statements (*We see a future where all people enjoy safe, happy, fulfilling lives*). We were incredibly encouraged by those respondents who agreed:

- 100% Supported Individuals (improved from 93% agreement last year)
- 100% Families and Caregivers (same as last year)
- 96% Network Friends, Volunteers, Board Members & Practicum Students (down from 100% who agreed last year)
- 100% Community Stakeholders (first year they were asked this question)
- 100% Staff Members (improved from 97% agreement last year)

3. Diversity:

At Lifetime Networks we are continuously working to improve so that we are an organization that welcomes and supports people from many languages, cultures, sexual orientations, gender identities, socioeconomic categories, ages, ethnicities and political affiliations. We prepare a yearly Cultural Competency & Diversity Plan, and in September 2020 started a Cultural Competency & Diversity Committee comprised of staff members. We also ask questions on the annual survey about respondents' experience in this area.

This year, one respondent wrote: “Some organizations have an immediate assumption/expectation that everyone is Christian, even if it is not overtly stated. I am grateful that is not the case with LNV, and everyone is welcome and included regardless of their faith or lack thereof.”



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When we asked respondents if Lifetime Networks respects and supports their diversity-related needs:

- Supported Individuals said yes 94% of the time (increased from 86% last year)
- Family Members and Caregivers said yes 100% of the time (increased from 94% last year)
- Network Friends, Volunteers, Board Members & Practicum Students said yes 100% of the time (same as the last two years)
- Community Stakeholders said yes 100% of the time (first year asking the question)
- Staff Members said yes 97% of the time (decreased from 100% last year).

Although we know that we have a lot more work to do to promote inclusion and diversity, we were encouraged that there were significant increases from the Supported Individuals and their families who felt that their diversity-related needs are respected and supported. As we move towards becoming a more diverse community, it is encouraging to see that last year on the Families & Caregivers survey, we didn't have any respondents who identified as Filipino, Latin American, Arab, Southeast Asian, Korean or Japanese; this year, however, we had respondents from all of those backgrounds!

4. Strategic Plan:

This year – for the first time – we asked questions about whether people had read the Strategic Plan. We found that many people had not, and their reasons were that they were not aware of the plan, it was too difficult to read or they couldn't find it. Although we had developed a plain language Strategic Plan after our last one in 2017, the responses on this year's survey reinforced that we need to improve the way that we present and circulate the Strategic Plan when we develop a new one later in 2020.

5. Fundraising and Sponsorship:

As many of you know, Lifetime Networks relies on donations, sponsorship and fundraising activities throughout the year to enable us to offer increased services to people with financial barriers. This year, due to the pandemic, we have been unable to hold our regular fundraisers. This was reflected in the survey: "I'm concerned about fundraising efforts since the Gala Dinner and Auction was cancelled, so I hope we can come up with some kind of alternative to keep everything afloat." This survey respondent will be encouraged to hear that this summer we launched a virtual Steps Challenge as a way to raise money and promote fitness amongst the Lifetime Networks family – we raised several thousand dollars and the event was a success! Additionally, Lifetime Networks will be celebrating "Giving Tuesday" on December 1, 2020 – please keep your eyes peeled for details on how to participate.

We benefit greatly from our association with generous community sponsors, and in the survey this year we received very positive feedback from them:



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- 100% agreed that the Lifetime Networks uses its funds in a way that benefits the supported individuals and demonstrates good stewardship of resources.
- 100% agreed that they are proud of their business's relationship with Lifetime Networks and benefit from the connection
- 100% agreed that their involvement with Lifetime Networks is sustainable for the long term.
- 100% agreed that they receive effective and timely communication from their contacts at Lifetime Networks

One sponsor shared that "We are a proud sponsor of the movement that is Lifetime Networks – with so many charities to support in the local community – I feel the work LNV does is amazing and I feel they are very good at recognizing the sponsors that help them and they are amazing at supporting businesses that support them!"

6. Website Accessibility:

In terms of people being able to find what they're looking for on the website, 45% Supported Individuals said that they could, which is a decrease from 66% last year. Similarly, last year 77% of Volunteers answered that they could always find what they were looking for on the website, and that decreased to this year when only 50% could.

We also had comments from Supported Individuals with suggestions on improving the website's accessibility:

- "Make it clearer to navigate – so the instructions are clear and simple – nothing too complicated."
- "Update more frequently. Clearer direction to get me to specifically what I'm looking for."
- "Less info per page."

The goal of making the website more accessible will be addressed by the Accessibility Committee, with input from the Social Media Committee. They will also look at the changes made to the website over the last year.

7. Person-Centered Planning Process

At Lifetime Networks, we are continuously working on improving our Person-Centered Planning (PCP) process. We had some measure of success this year, as those who understood the process increased:

- 96% Supported Individuals understand the PCP process (compared to 82% last year)
- 96% Families and Caregivers understand the PCP process (compared to 100% last year)



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- 100% Staff Members understand the PCP process (compared to 89% last year)

However, as rates of understanding increased, levels of enjoyment seemed to decrease:

- 90% Supported Individuals enjoyed the PCP process (compared to 92% last year)
- 71% Families and Caregivers enjoyed the PCP process (compared to 83% last year)
- 77% Staff Members enjoyed the PCP process (compared to 92% last year)

There was not much of a change in the responses regarding whether or not the PCP process was effective at helping people achieve their goals, but some of the comments included:

- “Did not like the planning or paperwork. Really like the fulfilling parts of my goals though.”
- “It seems that the planning sessions usually come up with great ideas but the follow through isn’t always there. Maybe goals are too lofty or unattainable. Or not enough check ins to ensure the plan is being implemented.”
- “People aren’t often engaged with the process; not all people care about goals or the large amount of paperwork attached to the PCP. CSWs don’t have ready access to the plans of those they support, so they aren’t actively followed up on.

Lifetime Networks will improve our PCP process through hiring a Special Projects and Input Facilitator, who will spearhead revising the PCP process with stakeholders. We are also committed to offering staff more training and will focus on more effective follow up on goals.

8. Staff Employment Opportunities and Sustainability:

This year we received some positive feedback from our staff members, including that 89% agree that they receive the support and mentoring from their supervisors that they need to do their role well, which is an improvement from last year’s result of 84%. Additionally, a combined total of 96% of Staff Members who responded agree or strongly agree that they receive recognition and appreciation for their involvement with Lifetime Networks in a way that is meaningful for them; this is a large increase from last year when only 84% of respondents answered positively.

Encouragingly, 71% of Staff Members strongly agree or agree that working with Lifetime Networks is sustainable for the long term; this is an increase from last year, when 68% of staff members agreed with this statement, and the year before when only 55% of Staff Members agreed or strongly agreed that working with Lifetime Networks is sustainable for the long term. However, we also received comments that indicate that the cost of living in Victoria is very high and that an increase in wage would make employment more sustainable. Lifetime Networks is addressing these sustainability issues through our participation in advocacy to the BC government around low-wage redress, and is a founding member of the provincial “Equal Work Equal Pay” initiative; additionally, Lifetime Networks provided a raise to staff members on April 1, 2020.



Lifetime Networks attempts to offer a variety of opportunities for staff members to connect, including through Monday Huddle, staff meetings and Talky Tasty Tuesday. One person commented that they do not hear about these opportunities – they are sent out via Constant Contact email, so please watch for them. Another staff member commented that if you are not already working in the office, it can be difficult to schedule to attend these opportunities. The management team is currently considering several solutions to this issue, and more information will come out soon.

Regarding annual reviews, staff members made the suggestions that the template “lacks constructive criticism for growth. I only hear about general positives and this makes me feel like my work is not very well known.” One of the Managers is going to look at revising the questions on the Annual Review to give more opportunity for a variety of feedback.

9. Pandemic Response:

Although the survey did not ask specific questions about Lifetime Networks’ pandemic response, we were pleased to read many unsolicited comments about the services over recent months:

- “[A highlight was] the recent creativity shown by planners to quickly adapt to the pandemic.”
- “The ongoing outreach during Covid has been a highlight.”
- “The highlight was how the impacts of the virus were sensitively and responsibly dealt with.”
- “Through Covid my person and I started phoning each other more often. That felt special, especially since SHE was the one calling!”
- “Highlights were the ability of staff to offer quality virtual programs quickly during COVID, and working with the management team.”

10. General Feedback:

- 92% of Supported Individuals strongly agree or agree that our services and supports are flexible in meeting their personal interests and needs, which is higher than last year when it was 88%.
- 97% of Supported Individuals strongly agree or agree that Lifetime Networks supports them to take responsibility as an adult participating in their community, which is an increase from last year’s response rate of 88%.
- 94% of Supported Individuals answered that they strongly agree or agree that Lifetime Networks supports them to have meaningful community inclusion; this is an increase from last year’s result of 83%.
- “I have been given a lot of information on my rights and know I can speak out and be heard.”
- “I like being able to work with many people to create more opportunities for those we support.”



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- “It’s an opportunity and reminder that compassion and empathy helps make us who we can be.”
- “I believe in community inclusion and I gain so much through spending time with folks with diverse abilities. I love that I am able to meet new people and grow as a person!”

Annual Lifetime Networks Survey Results 2020

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INTRODUCTION

As part of Lifetime Networks’ continued efforts to ensure quality of service, we carry out an Annual Survey directed at the individuals we support, their families, our community stakeholders, our staff members, volunteers and practicum students. On reviewing the responses from the different respondents we will be able to better assess what we are doing well and what we need to work on improving.

In July 2020, surveys were sent out to all Supported Individuals, Family/Caregivers, Staff Members, Community Stakeholders, Volunteers, Network Friends, Board Members and Practicum Students. The ways that we act upon the information gathered from the survey include:

- Sharing a copy of this report with staff members via the staff section of our website.
- Individual quotations that indicate issues to be addressed have been shared with the manager of the relevant program for personal follow up.



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- Each individual response of “disagree” or “strongly disagree” has been shared with the manager of the relevant program for personal follow up.
- Setting improvement goals based on this report with the members of the Continuous Quality Improvement team at the November 2020 meeting.

RESPONSE RATE

Supported Individuals	37 out of a possible 168 responses is 22%
Family/Caregivers	60 out of a possible 171 responses is 35%
Volunteers, Practicum Students	26 out of a possible 96 responses is 27%
Staff Members	44 out of a possible 133 responses is 37%
Community Stakeholders	6 out of a possible 31 responses is 19%
Total Responses	178 out of a possible 599 responses is 30%

This year, as with the past two years, we offered respondents across all categories the option of completing the survey anonymously.

We tried to increase the number of survey respondents by using Survey Monkey to offer an electronic survey option (as well as a paper survey option) and by giving respondents two invitations and reminders to complete the survey. Additionally, we offered two prize draws: the first 50 respondents were entered into a draw to win a \$50 gift certificate to 1550’s Restaurant Style Pub, and everyone who responded by the survey deadline was entered into a draw to win a Lifetime Networks hooded sweatshirt.

Our overall response rate of 30% was approximately the same as the 31% response rate last year, and a decrease from 36% in 2018. Our goal was to increase the number of people who responded to the survey in each of the four categories, and we did not meet this goal. A mitigating factor might have been the global coronavirus pandemic, which is ongoing and might mean that potential survey respondents are currently focused on larger issues and concerns.

In past years’ surveys, we developed strategies for increasing the participation of Supported Individuals. This year we continued to use the same strategies, with slight modifications due to the pandemic:



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- Using the warmer, plain language/more accessible paper copy Supported Individual survey (which was developed in conversation with a Supported Individual) as an option in addition to the online Survey Monkey version.
- Using a plain language paper copy of the Supported Individual survey that has colourful graphics (smiley faces and thumbs up and down) as an option when completing the survey.
- Obtaining more “buy in” of more support staff, program managers and program instructors whose role assisting the Supported Individuals to complete the surveys is instrumental - staff members were more involved than usual, with many completing the survey over the telephone with Supported Individuals due to the pandemic
- Many of our Supported Individuals list the same email address as their parents’ email address, so for these individuals we repeated our strategy from last year of mailing those supported individuals hard copies of the survey.
- Last year we sent postage-paid return envelopes to all surveys we sent in the mail, whereas this year we only sent postage paid return envelopes to half as an experiment on whether or not it improved the response rate. The result was unexpected – approximately 30 surveys were sent out to each group, and 6 surveys were returned from those to whom we had *not* provided a postage-paid return envelope, and only 4 surveys were returned from those to whom we had provided the postage-paid return envelope. In the future, it appears that it is not necessary (or cost-effective) to include postage-paid return envelopes with surveys that are mailed out.

The majority of the results in the following section have been presented in percentages to allow for a quick and easy to understand snapshot of the results. However, please note that across all five categories, some respondents who submitted a survey skipped several questions within the survey. In these cases, we calculated the percentage totals for each individual question based on the number of responses for that question, not on the total number of survey respondents.

EXIT SUMMARIES

In 2020, we collected 4 exit interviews from Supported Individuals; this is an improvement over the 2 we collected in 2019, the zero we collected in 2018 and the one we collected in 2017. In October 2018, the Continuous Quality Improvement committee agreed to implement a new “Exit Summary” form that staff



can complete with a supported individual leaves the organization, and looking back over these 4 Exit Interviews we see that we have successfully transitioned to this new, more complete form.

Of the 4 Exit Interviews received, the reasons that Supported Individuals originally chose Lifetime Networks included a) not recalling b) was already attending our Sessionals programs c) to get assistance with the transition from high school to independent living and d) no response.

The reasons that these four individuals left Lifetime Networks varied from Lifetime Networks not meeting their needs anymore, a move out of the city and Lifetime Networks terminating the contract. For the two individuals who reported that Lifetime Networks no longer met their needs, the needs they mentioned were very specific (such as an insurance policy that does not allow Lifetime Networks' staff members to drive the children of the Supported Individual in their personal vehicle, and staff not having the training to support someone with their stated needs. In the second instance, a mitigating factor was that the request of the Supported Individual did not align with the advice of their doctor, and so Lifetime Networks was unable to provide the support exactly as requested).

For the individual who moved out of Victoria, his mother reported that both of them "benefited from the opportunity to be involved with Lifetime Networks. [My son] benefited from the friendship and mentorship provided at the time of transition from school to the real world and working, as well as moving out to his own apartment. I benefited from knowing [the support worker] was a positive influence, and a good role model for [my son]. I appreciated the times the 3 of us would get together and chat, just to check in. [My son] enjoyed this and I appreciated working with [the support worker] to suggest areas of assistance, such as [my son's] hygiene. This is a fantastic program and I can't thank you enough for allowing [my son] to participate in it."

SUMMARY OF RESULTS

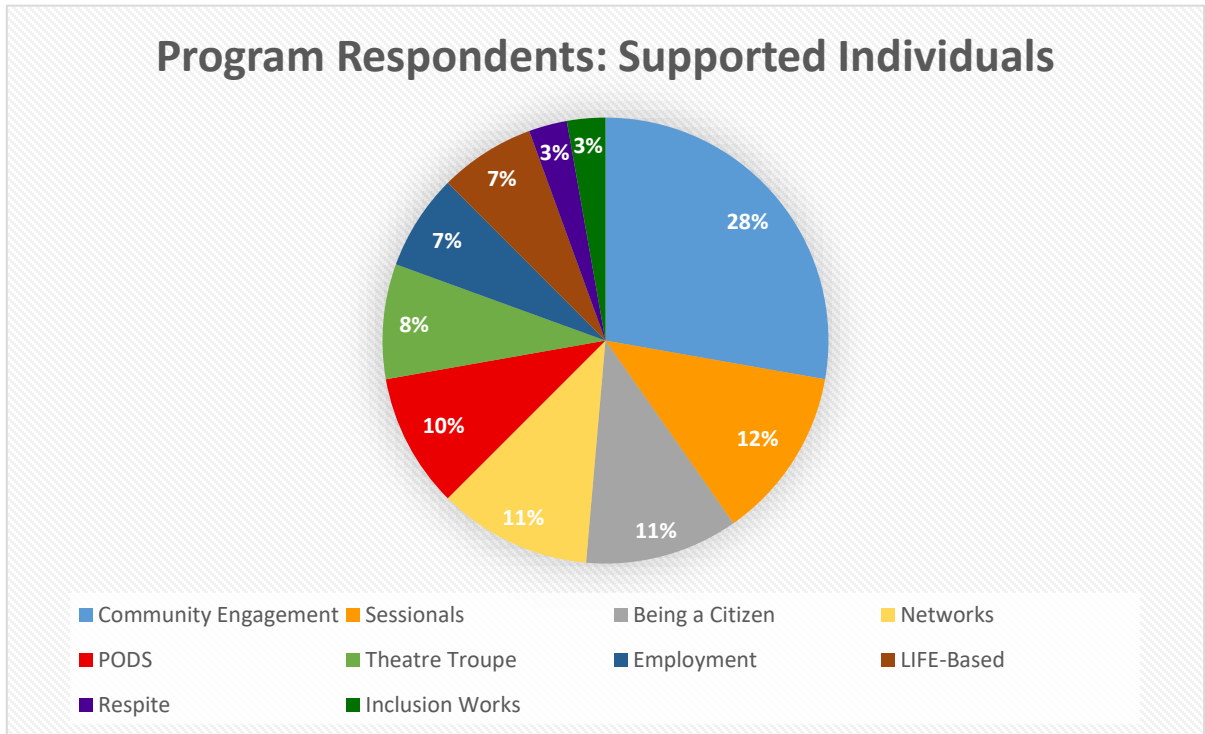
Supported Individuals:

1. Respondents were presented with the Lifetime Networks' Mission (*We foster networks of friendship and support for people with diverse abilities to enhance community*) and Vision (*We see a future where all people enjoy safe, happy, fulfilling lives*). The Supported Individuals were asked if they agree that Lifetime Networks fulfills its Mission and Vision. 54% of respondents strongly agreed, 46% of respondents agreed; this means that 100% of Supported Individuals agreed with this statement; this is an improvement from last year, when 93% of Supported Individuals agreed that Lifetime Networks fulfills its Mission and Vision.



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2. The survey respondents were from the following programs.



3. We added two questions about Respite services this year. 75% of respondents found the question not applicable to them or skipped the question. Of the 25% that responded, 88% felt that their relationship to their family was stronger due to participating in respite services and 12% did not. 100% of respondents felt that their choice of respite provider was respected.

Comments about respite services included:

- “Love my time with [my respite provider]. It gives my family some time on their own.”
- “I got to have my sleep studies done and now I sleep better with my CPAP machine.”

4. When asked the following questions, the percentage of Supported Individuals answered:



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	Strongly Agree	Agree	Disagree	Strongly Disagree	Skipped or N/A
At Lifetime Networks, we support you to make informed choices and decisions.	35%	60%	0%	0%	5%
You play an active role in the direction of your service planning.	38%	54%	3%	0%	5%
At Lifetime Networks, we support you to take responsibility as an adult participating in your community.	32%	65%	0%	0%	3%
At Lifetime Networks, we support you to have full inclusion in your community in a way that is meaningful.	35%	59%	3%	0%	3%

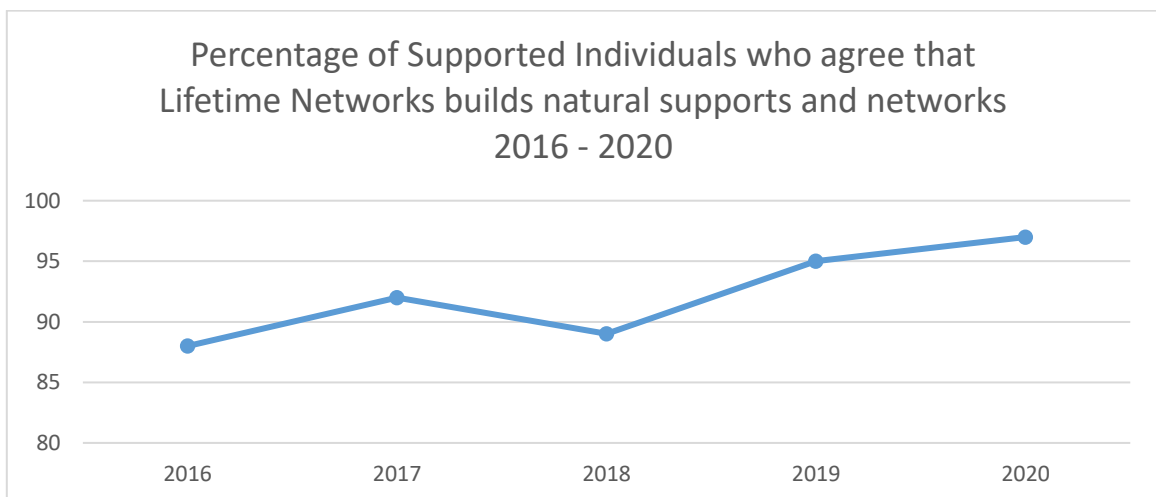
In summary, over 95% of Supported Individuals strongly agree or agree that their decisions and choices are respected; this is a small increase from last year's survey response of 94%. The year prior, the survey response was 88% agreement. 92% of Supported Individuals strongly agree or agree that our services and supports are flexible in meeting their personal interests and needs, which is higher than last year when it was 88%. 97% of Supported Individuals strongly agree or agree that Lifetime Networks supports them to take responsibility as an adult participating in their community, which is an increase from last year's response rate of 88%. Additionally, 94% of Supported Individuals answered that they strongly agree or agree that Lifetime Networks supports them to have meaningful community inclusion; this is an increase from last year's result of 83%.

Comments related to these questions included:



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- “ I have been given a lot of information on my rights and know I can speak out and be heard.”
 - “[The Employment Specialists] are amazing in how they support our son while respecting his ideas and opinions.”
 - “[My staff member] always asks what I want to do even when I don’t know what I want to do. But she helps me find things that are important to me and she helps me do them.”
 - “I am given lots of opportunity to be independent and connected to my community.”
 - “I got the opportunity to volunteer [in the community] and learned to take the bus independently.”
5. When we asked Supported Individuals if they feel that Lifetime Networks builds natural supports and networks for the individuals that we serve, 97% said strongly agree or agree and 3% disagreed. This is higher than last year, when 95% of respondents agreed or strongly agreed, and also an improvement from 2018 when 89% of Supported Individuals strongly agreed or agreed. In 2017 92% of Supported Individuals strongly agreed or agreed. In 2017 92% of supported individuals agreed and in 2016 88% agreed. This is a positive trajectory over the years with a biennial dip.





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6. We continued the questions we asked this year about the Person Centered Plan (PCP) process. For those who found the question applicable, 90% said that they enjoyed the PCP process, and 10% did not. This is a slight decrease from last year, when 92% enjoyed and 8% did not. We asked if the Supported Individuals found the Person Centered Plan process understandable, and those who found the question applicable to them answered 96% “yes” and 4% “no”. This is a large increase from last year, when 82% understood the process and 18% did not.

We also asked if people found the PCP process effective (i.e. were they supported to follow through on their goals), and of the Supported Individuals who found this question applicable, 95% said “yes” and 5% said “no”. This is a large increase from last year when 85% said “yes” and 15% said “no”. The responses this year indicate that, overall, benefiting from the PCP process has a positive trend.

Comments about the PCP process included:

- “Did not like the planning or paperwork. Really like the fulfilling parts of my goals though.”
 - “Parts of it were understandable and other parts were confusing.”
7. When we asked Supported Individuals if they receive effective and timely communication from their contacts at Lifetime Networks, 97% said “yes”, 3% said “no”; this is a large improvement from last year, when 85% said “yes”, 10% said “no” and 5% of respondents skipped this question.
8. When we asked Supported Individuals if the facilities at Lifetime Networks are accessible to them, 97% of people said “yes”, 3% said “no”. This is an increase from last year when 93% of people said “yes”, and from 2018 when and 96% said “yes”.
9. When we asked Supported Individuals if the services at Lifetime Networks are accessible to them, 94% of people said “yes”, 3% said “no”, and 3% skipped the question. This is approximately the same result as last year, when 95% of people said “yes” last year and 4% of people said “no” while 2% skipped the question.

Some comments affiliated with the questions about accessibility were:

- “I take the Handi-Dart.”



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- “Unless my mom drives me to locations, I won’t be able to get to them.”
 - “When I can’t go on the buses I feel like I can’t always access services.”
10. We asked Supported Individuals if they identified with any of the ethnic backgrounds identified in the 2016 Canadian census. We chose to align our questions with the census categories so that we could compare Lifetime Networks’ results to the demographics of our region in our Cultural Competency and Diversity report. Interestingly, 70% of respondents chose not to answer this question, which is much higher than last year’s 43%. Out of the remaining 30% of respondents who chose to answer the question, 53% identified as European, 4% as Black, 4% as Chinese, 4% as First Nations, 4% as Latin American, and 26% as Other.
11. We asked Supported Individuals if Lifetime Networks respects and supports their diversity-related needs. We defined diversity-related needs as things like cultural background, religious affiliations, sexual orientation, and gender identity. 3% of people chose to skip the question, and 14% found the question to not be applicable to them. Of those who responded, 94% of respondents said “yes” and 6% answered “no”. This is an increase from last year when 86% of Supported Individuals said “yes” and 14% said “no”.
12. We continued with questions about the Lifetime Networks’ website at the request of our Accessibility Committee; they are working hard to ensure that everyone who wants to access the website is able to. More people answered the question this year – only 3% skipped the question, whereas last year 17% of respondents skipped it. Most of the numbers were generally consistent with the 2019 results.

	Every day	A few times a week	About once a week	A few times a month	Once a month	Less than once a month	Skipped
How often do you visit our website?	5%	8%	0%	8%	3%	73%	3%



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We asked respondents what type of information they are looking for when they visit the website, and answers included (in order of most often mentioned to least often mentioned): program information, general information, events, pictures, Zoom information, and schedules.

	Always	Usually	Sometimes	Rarely	Never
When you visit our website, is it easy for you to find the information you are looking for?	19%	26%	41%	4%	10%

This result indicates that 45% of respondents are able to find the information they are looking for on our website most of the time, this is a decrease from last year's result of 66%.

When respondents were asked if they were able to locate staff contact information on our website, 48% answered "always" or "usually", 40% answered "sometimes" and 12% answered "never". These percentages are relatively consistent with last year's results of 40% who answered "always" or "usually", 50% answered sometimes and 10% answered "never".

When the Supported Individuals were asked if they had any suggestions on improving the website's accessibility, their answers included:

- "Make it clearer to navigate – so the instructions are clear and simple – nothing too complicated."
- "Update more frequently. Clearer direction to get me to specifically what I'm looking for."
- "Less info per page."

13. This year – for the first time - we asked questions about the Strategic Plan. Of the 97% who responded, only 27% said they had read the Strategic Plan and 73% had not read it. The most common reason given for not reading the plan was that they were not aware of it (46%). Other reasons were: not interested in the plan (30%); plan was too hard to read (10%), couldn't find the plan (6%), can't remember if they read the plan (4%), and could not understand the plan (4%).



The only comment about the plan was: “would like a short version, perhaps in paper form”.

14. Feedback and Quotations from Supported Individuals:

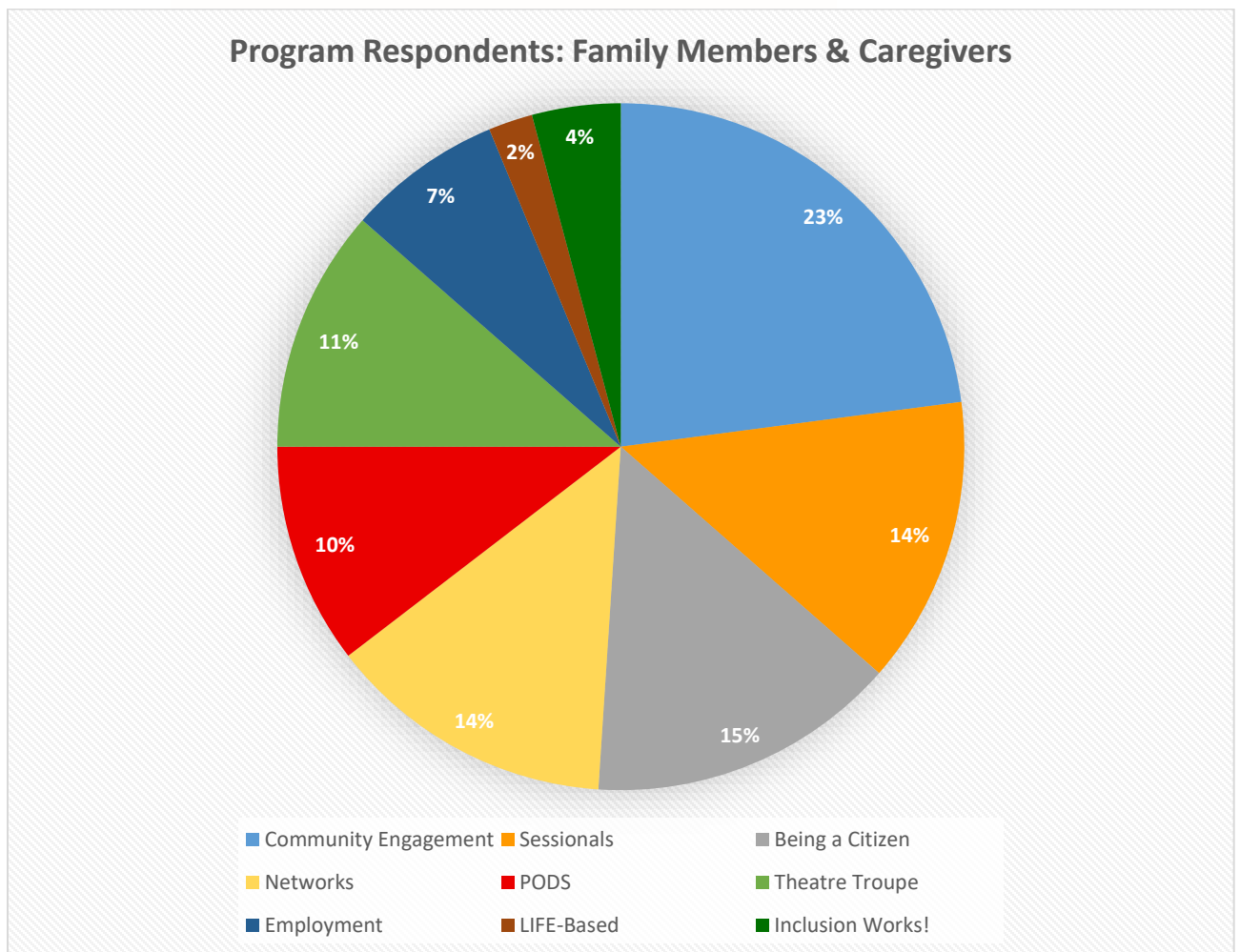
- “Everyone is happy and we are in good hands.”
- “The Networks Program has been working well, the staff and volunteers have been keeping in touch with myself and my son via video conference during the lockdown period. The Networks Friends have been a positive influence and support for my son.”
- “My highlight was Dungeon and Dragons and Guys’ Group.”
- “I like that Gals Group’ really likes country music, because that’s what I like. Hanging out with my friend from Gals’ Group. Cooking PODS – I like that we’re going different places.”
- “I love Theatre Troupe. It’s given me lots of good acting pointers. I’m enjoying learning new things like making puppets. I also enjoyed learning about Shakespeare. I really like volunteering and meeting new people and helping other people in the community.”
- “Inclusion Works! is a great program that allows me to be active and engage with many people.”
- “I like hanging out with the group of girls. I like how [they] are cheerful and I enjoy the different activities we do together.”
- “Very happy with the people who work with me and the friendship they provide.”

Family Members & Caregivers:

1. Respondents were presented with the Lifetime Networks’ Mission (*We foster networks of friendship and support for people with diverseabilities to enhance community*) and Vision (*We see a future where all people enjoy safe, happy, fulfilling lives*). The family members and caregivers were asked if they agree that Lifetime Networks fulfills its Mission and Vision. 60% of respondents strongly agreed, and 40% of respondents agreed, meaning that 100% people who answered replied positively. The overall agreement is the same as last year’s 100%, and we have a slight improvement because last year 56% of family members and caregivers strongly agreed, while 44% agreed.
2. We asked the family members and caregivers to identify which program(s) at Lifetime Networks they are connected with. Please note, no one from the Respite program responded.



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3. We asked respondents if they participated in Respite services with Lifetime Networks, do they feel that their relationship with their family is stronger because of it. 95% of Family Members and Caregivers indicated that the question did not apply to them, and 5% answered “no”. This does not line up with the previous question’s data, in which no one indicated that they were connected with the Lifetime Networks’ Respite program.
4. We asked respondents that if they participate in Respite services with Lifetime Networks, did they feel that their choice of respite provider was respected. 96% of Families and Caregivers indicated



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that this question did not apply to them, and 2% answered “yes” and 2% answered “no.” Again, this is curious because no one indicated that they were connected with the Respite program at Lifetime Networks.

5. When asked the following questions, the percentage of Families and Caregivers answered:

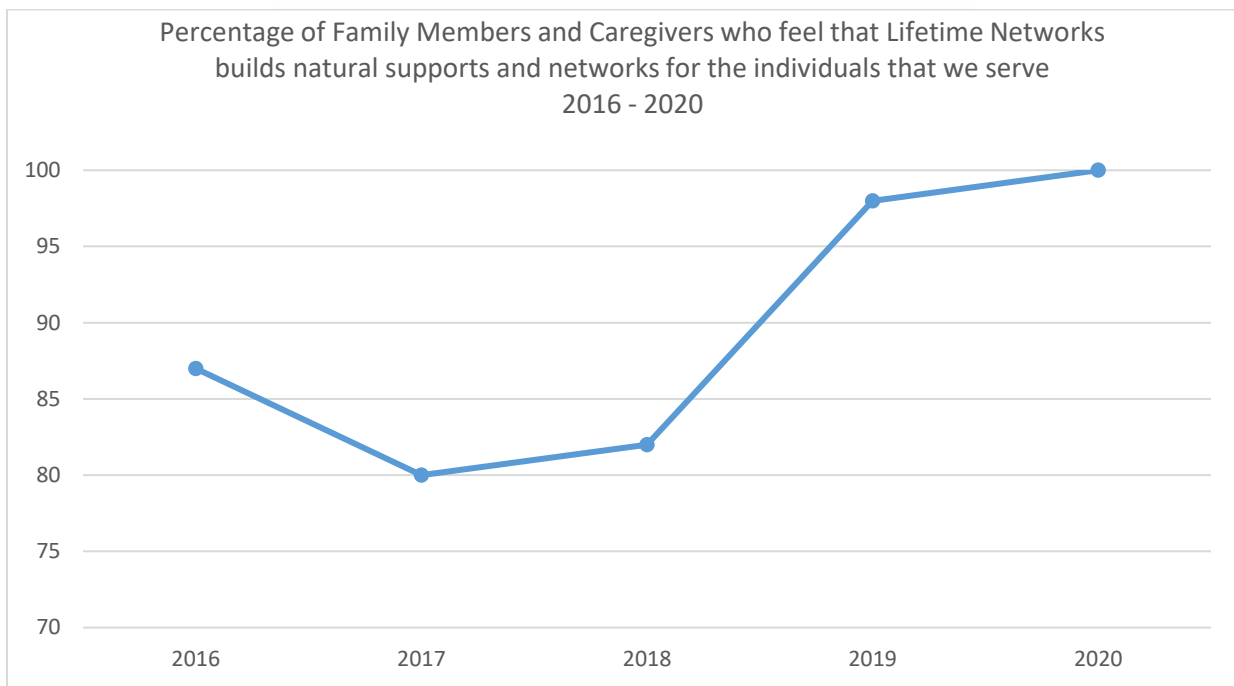
	Strongly Agree	Agree	Disagree	Strongly Disagree	Not Applicable
At Lifetime Networks, our services and supports are responsive to the needs and interests of the persons served.	38%	58%	0%	2%	2%
At Lifetime Networks, we build natural supports and networks for individuals that we serve.	43%	50%	0%	0%	7%
At Lifetime Networks, we support the full inclusion of individuals in their community in a way that is meaningful.	41%	51%	0%	0%	8%

We asked Family Members and Caregivers if they find that our services and supports are responsive to the needs and interests of the persons served. Of the respondents who felt the question applied to them, 98% of respondents said strongly agree or agree, which is slightly down from last year’s 100% result, but still an improvement from 2018 when only 82% of respondents answered positively.

When we asked Family Members and Caregivers if they feel that Lifetime Networks builds natural supports and networks for the individuals that we serve, of those who felt the question applied to them, 100% said strongly agree or agree. This is a slight improvement from last year, when 98% agreed and 2% disagreed. Please see the chart below that tracks the improvements on this question over the last five years.



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We asked Family Members and Caregivers if we support the full inclusion of individuals in their community in a way that is meaningful. 8% of respondents did not find the question applicable to them. Of those who *did* find the question applicable, 100% indicated that they agree. This is a slight improvement from last year, when 96% of respondents said agreed that Lifetime Networks supports the full inclusion of individuals in their community in a way that is meaningful.

6. For the second year in a row, we asked expanded questions about the Person Centred Plan (PCP) process. For those who found the question applicable, 71% said that they enjoyed the PCP process, which is a decrease from last year when 83% of Family Members and Caregivers enjoyed the process. We asked if the Families and Caregivers found the Person Centred Plan process understandable, and 96% of people who found the question applicable answered “yes”; this is a slight decrease from last year when 100% of Families and Caregivers found the PCP process to be understandable. We also asked if people found the PCP process effective (i.e. was their loved one supported to follow through on their goals), and of the families and caregivers who found this question applicable, 82% said yes and 18% said no. This is almost the same as last year, when 83% Family Members and Caregivers found the PCP process to be effective.



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Some of the comments from Family Members & Caregivers about the PCP process included:

- “It is hard to set goals for our son that he is on board with, and the goals he wants aren’t realistic but you also don’t want to discourage him.”
- “We found it difficult to determine goals. This is mostly due to a lack of input from the individual.”
- “We were not included in the process as much this year as we have been in previous years. Sitting down in person with an LNV worker has been a valuable experience in the past. This did not happen this year. We would like to see a return to parent/caregivers being as involved in the process as the student/participant.”
- “We are not always given feedback until the next process as to what is followed through on, but in all fairness I don’t follow up either. I feel not all goals are attempted or followed completely through to the end.”
- “I say no to this question because it seems that the planning sessions usually come up with great ideas but the follow through isn’t always there. Maybe goals are too lofty or unattainable. Or not enough check ins to ensure the plan is being implemented.”
- “Our loved one thought the PCP process was good!”
- “Very informal. My loved one had no idea what her goals were due to self-isolation.”
- “Some goals [were followed through on]; others changed due to a change of choice.”
- “This is hard to answer. It has been a year of transitions for our participant and then the Covid virus changed everything.”
- “In the past it has been possible for my son to follow through on many of the goals. However, this year, due to Covid-19 this has not been possible. This is not, however, the fault of anyone.”

7. When we asked Family Members and Caregivers if they receive effective and timely communication from their contacts at Lifetime Networks, 98% of people said “yes.” This is a slight increase from last year, when 95% of people said “yes”.

The comments associated with this question included:

- “I have often received many positive correspondences and feedback from several key individuals and I genuinely appreciate their willingness and openness when it relates to my concerns of safety and general well-being of my loved one.”
- “I contact our Program Manager.”
- “Staff are special. It is a calling to work in this space. Very appreciated.”



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- “Unfortunately, virus problems excluded, I have found communication has not been as good this year as it used to be. I realize LNV has grown, which has made it harder to deal on the close personal level it used to.”
8. When we asked Family Members and Caregivers if the facilities at Lifetime Networks are accessible to them and their loved ones, 96% “yes” and 4% of respondents answered “no”; this was almost the same result as last year, when 95% of respondents answered “yes.”

The comments attached to this question included:

- “The facilities on Shelbourne Street are not up to par though; poor standards regarding kitchen facilities.”
 - “The new Quadra location is even more accessible.”
 - “It is great when the one on one support picks him up. All other programming he has to take a couple busses and that doesn’t always work...would love programs in our area.”
 - “I feel [Lifetime Networks] is somewhat out of the way and could be in a more centralized location.”
 - “The location is accessible to my family, but could be challenging to someone in a wheelchair. The physical space is small considering all the activities going on.”
 - “Looking forward to hearing more about your new spaces.”
9. When we asked Family Members and Caregivers if the services at Lifetime Networks are accessible to their loved ones, 98% of people said “yes”, which was slightly decreased from last year when 100% of respondents answered “yes.”

The comments on this question included:

- “We are just starting. It would be great to have communication about the group activities.”
- “It’s difficult to motivate my loved one to leave the house for an extended period without me being present.”
- “I think the services are accessible for my loved one, but on another level it would be nice from a caregiver’s perspective to feel more connected and have a broader understanding of the services that your wonderful organization provides.”
- “I didn’t know there were respite services.”



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10. For the second time this year, we asked Family Members and Caregivers if they identified with any of the ethnic backgrounds asked about in the 2016 Canadian census. We chose the Census categories so that we can compare Lifetime Networks' results to the demographics of our region in our Cultural Competency and Diversity report. Interestingly, 18% of respondents chose not to answer, which is an improvement from last year, when 40% of respondents chose not to answer this question. Out of the remainder who did choose to answer:

- 79% identified as European (compared to 63% last year)
- 14% identified as First Nation (compared to 11% last year)
- 5% identified as South Asian (compared to 3% last year)
- 2% identified as Chinese (compared to 5% last year)
- 5% identified as Black (compared to 5% last year)
- 2% identified as Filipino (compared to 0% last year)
- 5% identified as Latin American (compared to 0% last year)
- 2% identified as Arab (compared to 0% last year)
- 2% identified as Southeast Asian (compared to 0% last year)
- 2% identified as Korean (compared to 0% last year)
- 2% identified as Japanese (compared to 0% last year)
- 17% identified as Other (compared to 18% last year)

Some respondents chose more than one category, which explains why the sum of these percentages is more than 100%. It is interesting and encouraging to note that we have Family Member & Caregiver respondents from six new ethnic background categories compared to last year.

For the fourth time, we asked Family Members and Caregivers if Lifetime Networks respects and supports the diversity-related needs of them and their loved ones. We defined diversity-related needs as things like cultural background, religious affiliations, sexual orientation, and gender identity. 12% of people (reduced from 24% last year) chose to skip the question, but of those who responded, 100% of respondents answered "yes"; this is positive compared to last year, when only 94% of Family Members and Caregivers agreed that Lifetime Networks respects and supports their diversity-related needs.



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One comment attached to this question was “this is not really applicable to us; however, our observation is that Lifetime is inclusive and supportive. Since we are white and of no religious affiliation, heterosexual and have no gender difference we can’t really answer this properly. It is outside our scope of experience.”

11. This year for the second time, we included questions about the Lifetime Networks’ website at the request of our Accessibility Committee; they are working hard to ensure that everyone who wants to access the website is able to.

	Every day	A few times a week	About once a week	A few times a month	Once a month	Less than once a month
How often do you visit our website?	0%	0%	2%	10%	20%	68%

We asked respondents what type of information they are looking for when they visit the website, and answers included (in order of most often mentioned to least often mentioned):

Number of Mentions	Type of Information Sought on Website
21	Program-related updates, schedules, descriptions & paperwork
10	Upcoming events
6	News about Lifetime Networks
6	Staff contact information (such as phone number or email address)
6	I never or rarely use the website
3	Resources such as advocacy or news from government
1	Photos from past events

	Always	Usually	Sometimes	Rarely	Never
When you visit our website, is it easy for you to find the	29%	57%	10%	2%	2%



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information you are looking for?					
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This is a positive result because it indicates that 86% of respondents are able to find the information they are looking for on our website most of the time; this is almost the same as last year, when 88% of Family Members and Caregivers answered “always” or “usually.”

When respondents were asked if they were able to locate staff contact information on our website, 69% answered “always”, 29% answered “sometimes” and 2% answered “never”; this was comparable to last year’s results.

When the Families and Caregivers were asked if they had any suggestions on improving the website’s accessibility, their answers included:

- “Maybe reference it more in the newsletter.”
- “Make sure all events are in the calendar.”
- “Update contact numbers when staff members change.”

12. This year for the first time, we asked Family Members and Caregivers if they had read the Lifetime Networks’ Strategic Plan (2017 – 2020). 30% of respondents answered “yes” and 70% of people said “no.”

13. When we asked those who had not read the Strategic Plan to choose from a list of reasons, these were the responses (from most frequently given to least frequently given):

Reason for Not Reading Strategic Plan	Percentage of Families and Caregivers
I was not aware that Lifetime Networks had a Strategic Plan	54%
I am not interested in reading the Strategic Plan	24%
Other (reasons given included not having the time or energy to read it, not needing to access it, and not remembering if they read it or not).	22%



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I did not know where to find the Strategic Plan	12%
I saw the Strategic Plan, but could not understand it	0%

Due to the fact that respondents could choose more than one response, the percentage total is higher than 100%.

14. Feedback and Quotations from Family Members and Caregivers:

- “We are happy with the support our daughter has had with her workers doing a variety of activities.”
- “The whole program is enjoyed.”
- “My daughter’s network runs like clockwork with a very dedicated Network Facilitator and fine group of friends. The highlights are usually the twice a year network gatherings but so far have not been able to come together because of the pandemic.”
- “Seeing my child happy in their experience and seeing them come away with things he wants to share is the highlight.”
- “The highlight is flexibility around things that arise – the pandemic, for example.”
- “The highlight has been the support that my son has received from his worker, and the enjoyment that he has with the program that he has developed.”
- “Meeting and having fun with new people. We’re enjoying the Sessionals – art studio and literacy.”
- “The highlight is the dedication of the Network Facilitator to my loved one. The offer of help or to deliver anything during the height of the pandemic lockdown to the senior mother of the loved one.”
- “The highlight is the caring workers.”
- “The highlight was probably attending events like the Gala and meeting everyone involved with Lifetime and the way they interact and support their members.”
- “[A highlight was] the recent creativity shown by planners to quickly adapt to the pandemic.”
- “The Theatre Troupe show on YouTube was a lot of fun and enjoyed by friends from all over.”
- “My family member loves coming to the programs.”
- “Keeping my daughter’s mental health in a good place.”
- “The ongoing outreach during Covid has been a highlight.”
- “The highlight was how the impacts of the virus were sensitively and responsibly dealt with.”
- “Great staff – very welcoming.”



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- “Theatre Troupe – listening to the Zoom meetings – such a happy sound of friendship!”
- “Highlights were the Theatre Troupe presentation and wonderful network support.”
- “My daughter’s network has been a wonderful experience for her.”
- “My son got a good support worker who he really likes. It has worked out well.”
- “Lifetime Networks has been an amazing support for my family member who would be in a much worse situation had they not been there.”
- “The Sessional programs (especially Tuesday music and Friday Social) were great. My son always came home happy.”
- “The highlight is my daughter’s enthusiasm to attend. She had successfully learned to take the bus, including a transfer.”
- “A highlight is the awesome facilitators in Drama troupe.”
- “My highlight was the Christmas breakfast.”
- “The best part of LNV has been continuing with and making new friendships.”
- “The CE Program Manager is supportive, informative, helpful and caring. She is great for my son and he very much enjoys his interaction with his worker and the D&D games.”
- “As a mother and chief support to one of your clients, I would appreciate more contact from Lifetime Networks – it is a long time between communications.”
- “Is there any possibility of having dance or yoga in the Sessionals?”
- “I think it’s a great organization and provides a very well-rounded opportunity for many types of people and their families. Thank you for that.”
- “There seems to be a lack of activities offered in the Saturday Gals’ group. Not imaginative or diversified.”
- “The outdoors are such a wonderful environment. I would like to see programming increase the opportunities for physical activity.”
- “Keep on doing the fine job you are doing now.”
- “My son really enjoys Lifetime Networks, the staff and location!”
- “I would be interested in having someone contact me on setting up PODS of young people who are close to each other in diversity. I have not expressed this for a long time due to the crazy time of Covid. But, it would be great if Lifetime Networks could contact its families from time to time to see if we might be interested when like-minded young people come into the program. The hardest thing for these young adults is finding friends and ones that are higher functioning. My son does not easily fit into the community groups that are given support as he is very independent and capable. But he also is alone. I hope that makes sense. So, having someone check in to ask or give options once in a while would be great. We do have one gal that does check things go well with the support worker, which is nice. It is all going well, but I do not know what else we could be doing at this point. It is really hard to always be diligent and on top of things.”



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- “We have been connected with Lifetime Networks since 2015. Our daughter has enjoyed the Art, Music and Photography programs immensely. Everyone does a great job at what they do. Keep those activities going. You are doing an excellent job.”
- “I am looking forward to seeing how COVID changes things.”
- “Thank you for providing these outlets. A suggestion is ‘adapted’ yoga where individuals are respected to do the poses in ways they can. Basically improving flexibility through stretching motions, making an enjoyable experience. Emphasis would be on the social aspect (like in social cooking and music) rather than on their ability to do particular positions.”
- “I would like to see an improvement in communication between staff and parent/caregivers. I do appreciate the challenges you face and applaud your devotion to your work, but I did find communication was better in the past. Covid problems aside, I have sensed a feeling of staff being overwhelmed with the growth and diversity of participants. Lifetime Networks is a wonderful, worthwhile service! Keep up the good work!”

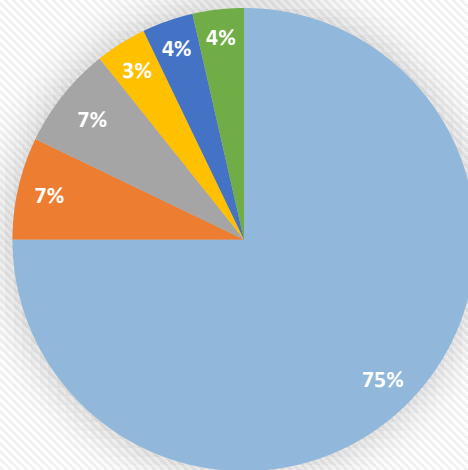
Volunteers, Network Friends, Board Members and Practicum Students:

1. Respondents were presented with the Lifetime Networks’ Mission (*We foster networks of friendship and support for people with diverseabilities to enhance community*) and Vision (*We see a future where all people enjoy safe, happy, fulfilling lives*). The Volunteers, Network Friends, Board Members and Practicum Students were asked if they agree that Lifetime Networks fulfills its Mission and Vision. 42% of respondents strongly agreed and 54% of respondents agreed, for a combined total of 96%. Similarly, last year 100% of people who answered replied positively.
2. We asked which program respondents were connected to:



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Network Friends, Volunteers, Board Members, Practicum Students



■ Networks ■ PODS ■ Being a Citizen ■ Community Engagement ■ Respite ■ Board of Directors

3. We asked the Volunteers, Network Friends, Board Members and Practicum Students to describe why they are involved with Lifetime Networks, and what they gain through their engagement.

Some of the statements we received included:

- “I have made lifelong connections through LNV.”
- “I came to LNV because I wanted to have the flexibility to use diverse skills and the ability to support more people at a time rather than one on one in my previous EA role. I like being able to work with many people to create more opportunities for those we support.”
- “It’s an opportunity and reminder that compassion and empathy helps make us who we can be.”
- “Maintaining contact with long term friends, not to be so isolated myself, having fun. I worked supporting families through Queen Alexandra Centre for many years, and now that I am retired, volunteering with LNV feels like a natural extension, a way to maintain a commitment to families.”



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- “I love being a friend to [my Focus Person] and believe your organization does so much to help give her a fulfilling life.”
- “Contribution to my community was my first reason but when I learned more about the network, I think it’s a beautiful thing to form support networks for life and I want to be a part of that.”
- “I believe in community inclusion and I gain so much through spending time with folks with diverse abilities. I love that I am able to meet new people and grow as a person!”
- “I joined 11 years ago as a Network Facilitator because it has always been important to me to break down barriers and promote access for all.”

4. When asked the following questions, the percentage of Volunteers, Network Friends, Board Members and Practicum Students answered:

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Not Applicable
I receive the support and mentoring from my supervisor (or Network Facilitator) that I need to do my role well:	27%	54%	0%	4%	0%	16%
I receive recognition and appreciation for my involvement with Lifetime Networks in a way that is meaningful for me:	28%	48%	0%	0%	0%	24%
I feel that my involvement with Lifetime Networks is sustainable for the long term:	19%	62%	0%	8%	0%	12%

This year, 81% of the respondents in this category agree or strongly agree that they receive the support and mentoring from their supervisor (or Network Facilitator) that they need to do their role well; this has decreased from 92% last year but is still higher than in 2018, when only 61% of



respondents agreed. There is an overall positive trend, though this year more people chose to skip or felt the question was not applicable to them.

For the third time, we asked Volunteers, Network Friends, Board Members and Practicum students if they feel that they receive the recognition and appreciation for their involvement with Lifetime Networks in a way that is meaningful for them. 100% of those who responded either agreed or strongly agreed. This is the same as last year when 100% agreed or strongly agreed and the rest skipped the question.

There were no specific comments about appreciation, though respondents also commented:

- “Network Facilitator has been very understanding of my own health issues.”
- “[The Network Facilitator] always does a great job of keeping the network connected. Her monthly reminders and updates are very much appreciated.”
- “I appreciate that there is no one putting pressure on me when I have been unable to manage monthly visits. I feel listened to and understood.”

These comments are similar to the last two years. Network Friends, in particular, are not looking for Lifetime Networks as the organization to provide the appreciation and recognition, but rather that it is more valuable on a personal level.

95% of Volunteers, Network Friends, Board Members and Practicum Students feel that their involvement with Lifetime Networks is sustainable for the long term, which is the same result as the last two years (95% and 96%, respectively).

5. For the second time we asked the Volunteers, Network Friends, Board Members and Practicum Students to describe what would help to make their role with Lifetime Networks sustainable for the long term. Some of the statements we received included:
 - “I think Lifetime works with me closely to make my role sustainable. The systems outside our agency have been more discouraging, but we are working through it.”
 - “Better communication between Network Facilitator and Network Friend.”
6. When we asked Volunteers, Network Friends, Board Members and Practicum Students if they receive effective and timely communication from their contacts at Lifetime Networks, 96%



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answered “yes”. Last year 95% answered “yes” and in 2018, 92% had a “yes” response. The trend appears to be similar and positive over time.

7. When we asked Volunteers, Network Friends, Board Members and Practicum Students if the facilities at Lifetime Networks are accessible to them, 46% of folks indicated that the question was not applicable to them. Of those that responded, 94% answered “yes” and 6% answered “no”. The number of respondents who found the question not applicable to them increased from last year’s 27%. Otherwise, the percentage of yes and no responses are the same as the last three years.

Comments varied:

- “I’m really happy about the Lambrick space and looking forward to Quadra”.
- “I didn’t reinsure my car, so now I try to car pool everywhere for group events in the community or borrow a car. I could take a bus too, though I am not familiar with the routes.”
- “I don’t have a car so hard to be involved in some projects but shall be getting one (perhaps) soon”.

8. For the second time, we asked Volunteers, Network Friends, Board Members and Practicum Students if they identified with any of the ethnic backgrounds asked about in the 2016 Canadian census. We chose the Census categories so that we can compare Lifetime Networks’ results to the demographics of our region in our Cultural Competency and Diversity report. Interestingly, 16% of respondents chose not to answer this question. Out of the remainder who did, 64% identified as European, 17% as Other, 9% as South Asian, 5% as First Nations, and 5% as Latin American.
9. We asked Volunteers, Network Friends, Board Members and Practicum Students if their diversity-related needs (i.e. regarding cultural background, religious affiliations, sexual orientation and gender identity) are respected and met by Lifetime Networks. 100% of people who found the question applicable answered “yes”, which is the same as the last two years.

Some noteworthy comments on this question were:

- “Some organizations have an immediate assumption/expectation that everyone is Christian, even if it is not overtly stated. I am grateful that is not the case with LNV, and everyone is welcome and included regardless of their faith or lack thereof. I think it’s helpful to have open discussions about various beliefs with a view to understanding and accepting differences.”



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- “Not really sure, but your questions here make it sound like you do support diverse needs and backgrounds. I’m lesbian and disabled, and have never encountered any homophobia or other issues in my involvement with LNV.”

10. We asked questions about the Lifetime Networks’ website at the request of our Accessibility Committee; they are working hard to ensure that everyone who wants to access the website is able to.

	Every day	A few times a week	About once a week	A few times a month	Once a month	Less than once a month
How often do you visit our website?	0%	0%	4%	8%	8%	81%

We asked respondents what type of information they are looking for when they visit the website, and answers included (in order of most often mentioned to least often mentioned): event information, program information, general information, staff information, updates, photos, and volunteer information.

	Always	Usually	Sometimes	Rarely	Never
When you visit our website, is it easy for you to find the information you are looking for?	24%	66%	10%	0%	0%

This year 90% of respondents were able to find the information they were looking for most of the time. This is a slight decrease from last year’s 100%.

When respondents were asked if they were able to locate staff contact information on our website, 50% answered “always”, 31% answered sometimes and 19% skipped the question. This is a decrease from last year’s 77% “always”, though 23% skipped the question this year.



Comments about the website were scarce and mostly mentioned about not using the website much.

11. This year we asked Network Friends, Volunteers, and Practicum Students questions about the Strategic Plan. Of the 96% who responded, only 32% had read the Strategic Plan and 68% had not read it. The most common reason given for not reading the plan was that they were not aware of the plan (50%). Other reasons were: not interested in the plan (25%), had no time to read the plan (13%), couldn't find the plan (6%) and too overwhelmed to read the plan (6%).

12. Highlights in the past year from Volunteers, Practicum Students and Network Friends:

- “Meeting other people in the individual’s network. It was nice to put faces to names and spend time as a larger group.”
- “Not exactly a highlight, but the whole pandemic changed everything. LNV has adapted well and we had some group conversations about helping our focus individual understand health risks, and explored ways to provide support remotely.”
- “My highlights have all involved time with the people of Lifetime - one on one meetings, team meetings, phone conversations, etc.”
- “Going to the events with [my Focus Person]. He really enjoyed the hockey game and the theatre shows.”
- “This is a tough one because we’ve been in a pandemic for most of my time with the network. But seeing my Facilitator’s friendship with [the Focus Person] and care for her has been quite heartening.”
- “The camaraderie and commitment of the people.”
- “Through Covid my person and I started phoning each other more often. That felt special, especially since SHE was the one calling!”

General comments regarding Lifetime Networks from Volunteers, Practicum Students and Network Friends:

- “I wonder if in the future there could be more group activity opportunities.”
- “Remind the network person that their friends should not be expected to pay for their lunch each month.”
- “I’m concerned about fundraising efforts since the Gala Dinner and Auction was cancelled, so I hope we can come up with some kind of alternative to keep everything afloat.”



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Community Stakeholders:

This year we sent the survey to our Community Stakeholders such as sponsors, funders, neighbouring businesses and organizations that employ our job-seekers with diverse-abilities. Out of 31 possible responses we received 6 back, which is a response rate of 19%. The most notable suggestion from the stakeholders was to do “More community out-reach! Prior to working in the pharmacy, I had no idea [LNV] w[as] in the community.”

1. Respondents were presented with the Lifetime Networks’ Mission (*We foster networks of friendship and support for people with diverseabilities to enhance community*) and Vision (*We see a future where all people enjoy safe, happy, fulfilling lives*). The Community Stakeholders were asked if they agree that Lifetime Networks fulfills its Mission and Vision. 67% of respondents strongly agreed, 33% of respondents agreed, this is a positive result because it means that 100% of respondents agreed! The only comment was:
 - “We see members of Lifetime Networks in our complex, they are always kind and sociable and they appear to be enjoying themselves!”
2. Out of the six completed surveys from Community Stakeholders, these are their relationships to Lifetime Networks:





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	Strongly Agree	Agree	Disagree	Strongly Disagree	Not Applicable
Lifetime Networks uses its available funds in a way that benefits the supported individuals.	50%	16%	0%	0%	33%
Lifetime Networks uses its available funds in a way that demonstrates good stewardship of resources.	50%	16%	0%	0%	33%

Of the Community Stakeholders that responded to the question, 100% strongly agreed or agreed that the Lifetime Networks uses its funds in a way that benefits the supported individuals and demonstrates good stewardship of resources.

3. We asked Community Stakeholders why they are involved with Lifetime Networks and what they gain through their engagement and here are their comments:
 - “We donate. Watching how everyone that joins the programs grow and become independent.”
 - “It’s nice to see support for everyone in our community.”
 - “We are a proud sponsor of the movement that is Lifetime Networks – with so many charities to support in the local community – I feel the work LNV does is amazing and I feel they are very good at recognizing the sponsors that help them and they are amazing at supporting businesses that support them!”
 - “We have a part-time worker hired through Lifetime Networks who works 2 hours weekly. We gain a happy, hardworking employee and the knowledge that we are helping an individual live a fuller life.”

4. We asked Community Stakeholders how much they agreed with the statement “I am proud of my organization/business’s relationship with Lifetime Networks and we benefit from the connection”. All the respondents answered the question and 50% strongly agreed and 50% agreed, for a combined result of 100% agreement! One respondent commented :“they are lovely neighbours and are very friendly and polite.”



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5. When asked the following question, the percentage of Community Stakeholders answered:

	Strongly Agree	Agree	Disagree	Strongly Disagree	Not Applicable
I feel that my involvement with Lifetime Networks is sustainable for the long term.	50%	50%	0%	0%	0%

100% of Community Stakeholders strongly agree or agree that their involvement with Lifetime Networks is sustainable for the long term. A respondent commented: “You work well with your donors/sponsors and cater to our need for [return on investment] as well.”

6. The Community Stakeholders were asked “What could we do to make your role at Lifetime Networks more sustainable for you? No respondents answered the question; it was either skipped or not applicable. There were no written comments.
7. When we asked Community Stakeholders if they receive effective and timely communication from their contacts at Lifetime Networks, of those who answered, 100% said “yes”. One respondent skipped the question and there were no comments.
8. When we asked Community Stakeholders if the facilities at Lifetime Networks are accessible to them, 33% indicated that this question was not applicable to them. Of the remaining Stakeholders, 50% answered “yes” and 17% answered via comments “sometimes”.
9. We asked Community Stakeholders if they identified with any of the ethnic backgrounds asked about in the 2016 Canadian census. We chose the Census categories so that we can compare Lifetime Networks’ results to the demographics of our region in our Cultural Competency and Diversity report. 50% identified as European, 16% as Black, 16% as First Nations, and 16% as Latin American.
10. We asked Community Stakeholders if their diversity-related needs (i.e. regarding cultural background, religious affiliations, sexual orientation and gender identity) are respected and met by Lifetime Networks. 100% of people who found the question applicable answered “yes”. 50% of respondents did not think the question was applicable to them.



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11. This year, we added questions about the Lifetime Networks' website at the request of our Accessibility Committee; they are working hard to ensure that everyone who wants to access the website is able to.

	Every day	A few times a week	About once a week	A few times a month	Once a month	Less than once a month	Skipped question
How often do you visit our website?	0%	0%	0%	16%	0%	83%	0%

We asked respondents what type of information they are looking for when they visit the website, and answers included (in order of most often mentioned to least often mentioned): contact information, and program information. The only comment was, "I don't really visit the website so cannot answer any related questions – if I have questions I just email [the Finance Director] and I get a response right away."

When respondents were asked the following, they reported:

	Always	Usually	Sometimes	Rarely	Never	Skipped Question
When you visit our website, is it easy for you to find the information you are looking for?	33%	50%	0%	0%	0%	16%
On our website, are you able to locate staff contact information?	66%	0%	0%	0%	0%	33%

No respondents had suggestions to improve the website.



12. This year we asked questions about the Strategic Plan. Everyone we received a survey back from responded to this question. Only 17% had read the Strategic plan and 83% had not read it. The most common reason given for not reading the plan was that they were not aware of the plan (50%). Other reasons were: not interested in the plan (33%) and couldn't find the plan (17%). The only comment was, "I have heard of plans, not seen plans".

Feedback and Quotations from Community Stakeholders about their highlights:

- "Watching [LNV] Grow [has been a highlight]."
- "The annual dinner gala and the good work they do for the people that need it in our community."
- "Letting me grow, make mistakes, move forward with no judgements."
- "Seeing the happy, smiling face of our employee [has been a highlight]."
- "Keep up the good work you are all doing awesome."

Staff Members:

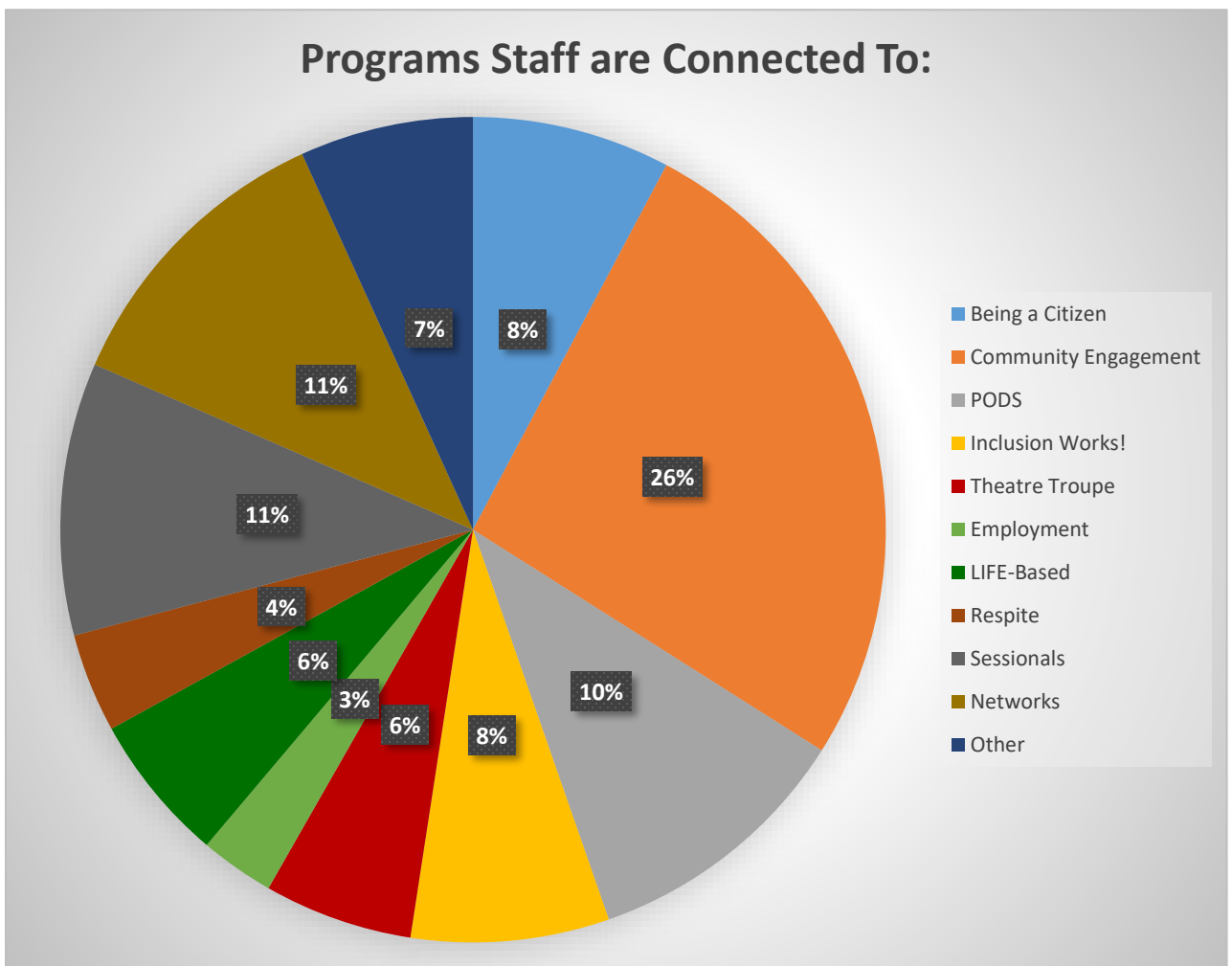
1. Respondents were presented with the Lifetime Networks' Mission (*We foster networks of friendship and support for people with diverseabilities to enhance community*) and Vision (*We see a future where all people enjoy safe, happy, fulfilling lives*). The staff were asked if they agree that Lifetime Networks fulfills its Mission and Vision. 100% of staff answered in the affirmative; this is an increase from last year, when 97% staff members responded positively. This year, 70% of respondents strongly agreed (increased from 59% last year) and the remaining 30% of respondents agreed. Some comments from staff members included were:

- "Lifetime Networks meets people where they are at and staff try to accommodate the needs of individuals."
- "I think we do a really good job tailoring goals to the person and supporting individual to reach their goals, as well as creating an environment that fosters connection with workers, staff, friends and community."



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- “I think the relationships we continue to help people build through the year help them in the tough times. It was especially evident the last few months [during the coronavirus pandemic].”
2. For the first time in several years, we asked staff members to identify which program(s) at Lifetime Networks they are connected with. In the 2021 survey, we will add the additional categories of the Finance Department, Summer Inclusion Service, Dynamic Duos and Best Buddies.



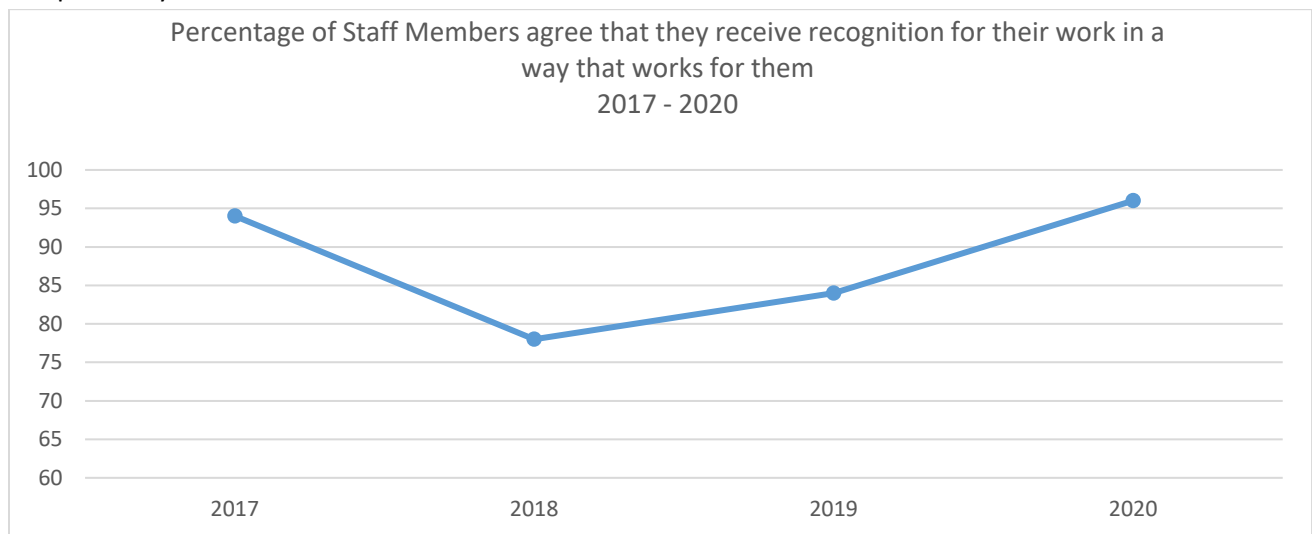


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	Strongly Agree	Agree	Disagree	Strongly Disagree	Not Applicable
I receive the support and mentoring from my supervisor that I need to do my role well:	58%	31%	2%	4%	4%
I receive recognition and appreciation for my involvement with Lifetime Networks in a way that is meaningful for me:	47%	49%	2%	0%	2%

This year, 89% of Staff Members strongly agreed or agreed that they receive the support and mentoring from their supervisors that they need to do their role well, which is an improvement from last year's result of 84%. It is notable and positive, also, that within that overall percentage, this year 15% of Staff Members had moved from "agreeing" with the statement to "strongly agreeing".

Additionally, a combined total of 96% of Staff Members who responded agree or strongly agree that they receive recognition and appreciation for their involvement with Lifetime Networks in a way that is meaningful for them; this is a large increase from last year when only 84% of respondents answered positively.





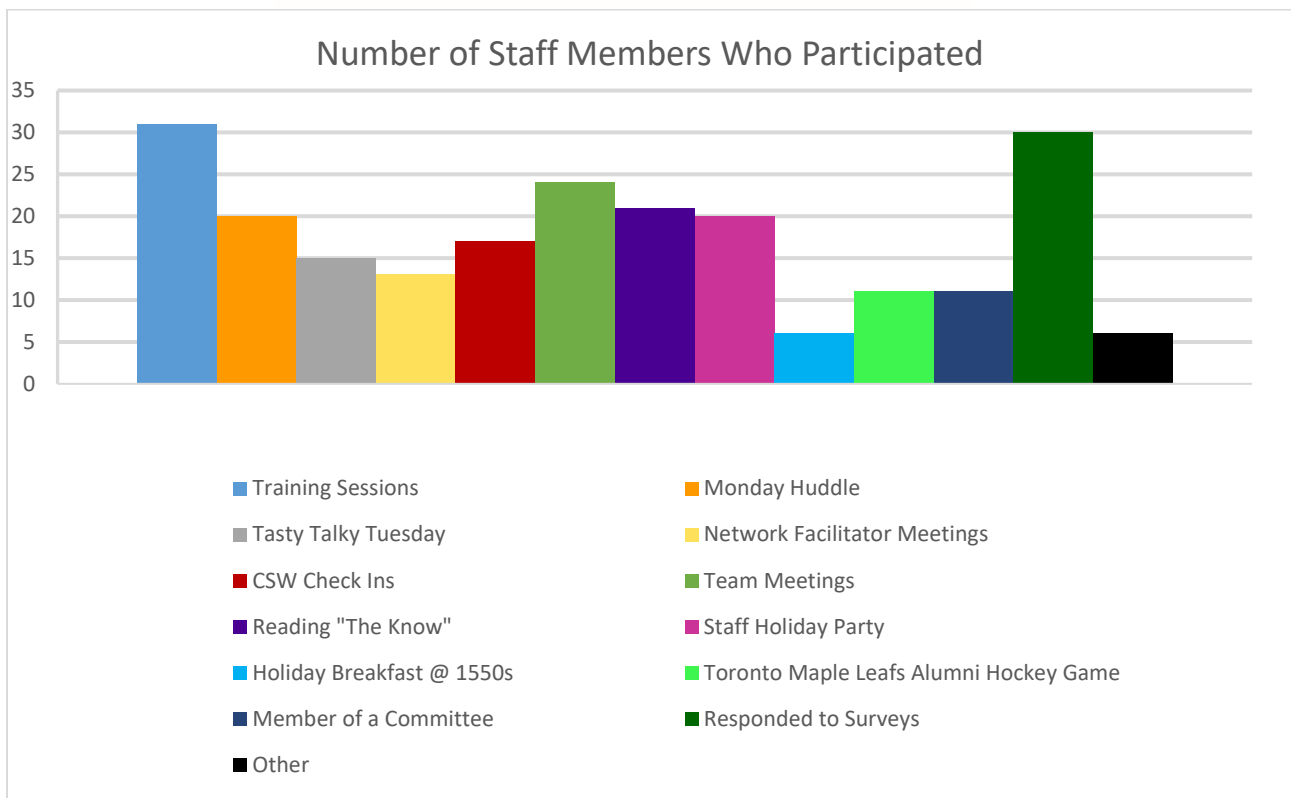
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Comments from Staff Members about supervision and recognition included:

- “I am always supported. My supervisor follows up and is very kind and helpful, always offering new ideas.”
 - “There is a laissez-faire approach; however, I really appreciate the way that supervisors introduce me to new individuals. It feels like a warm referral/hand off. I appreciate the freedom and personal growth and less of a monitored approach.”
 - “Supervisors are great with troubleshooting and sharing resources.”
 - “My supervisor is a super busy lady but even so she always does her best to guide me when I am looking for help and direction.”
 - “If things come up, my Manager is always available to help me work through it.”
 - “[My Manager] is so clear and communicative and respectful.”
 - “Everyone has followed up with me and offered to help. When I have had some months that have been more challenging, help and understanding were always offered.”
 - “I’m unsure how to answer this question because I think it is rewarding to work with individuals and seeing their progress. I receive verbal appreciation from Coordinators, which is quite nice.”
 - “I think I would thrive more with recognition from management. I get it from peers, but don’t feel the brief acknowledgement can be enough at times.”
 - “It is always nice to be recognized for doing a little extra. It makes me want to do it more.”
4. Lifetime Networks works hard to create venues and opportunities for staff to meet to gain information and opportunities to stay connected with each other. This year – for the first time – we asked Staff Members to identify which of these opportunities they had participated in during the last year.



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One of the comments was that “a lot of these ‘opportunities’ are for those staff members who are working at the office e.g. Monday Huddle or Talky Tasty Tuesday. I don’t believe Lifetime does enough to support staff that aren’t working in the office, or to provide opportunities for them to connect with each other.”

4. For those Staff Members who participated in an Annual Review this year, 64% were either satisfied or very satisfied with the process, which was a slight decrease from last year’s result (67%). 34% of staff members answered that it was not applicable to them because they did not have an annual review, and one staff member was dissatisfied with their review. This year, the comments included:

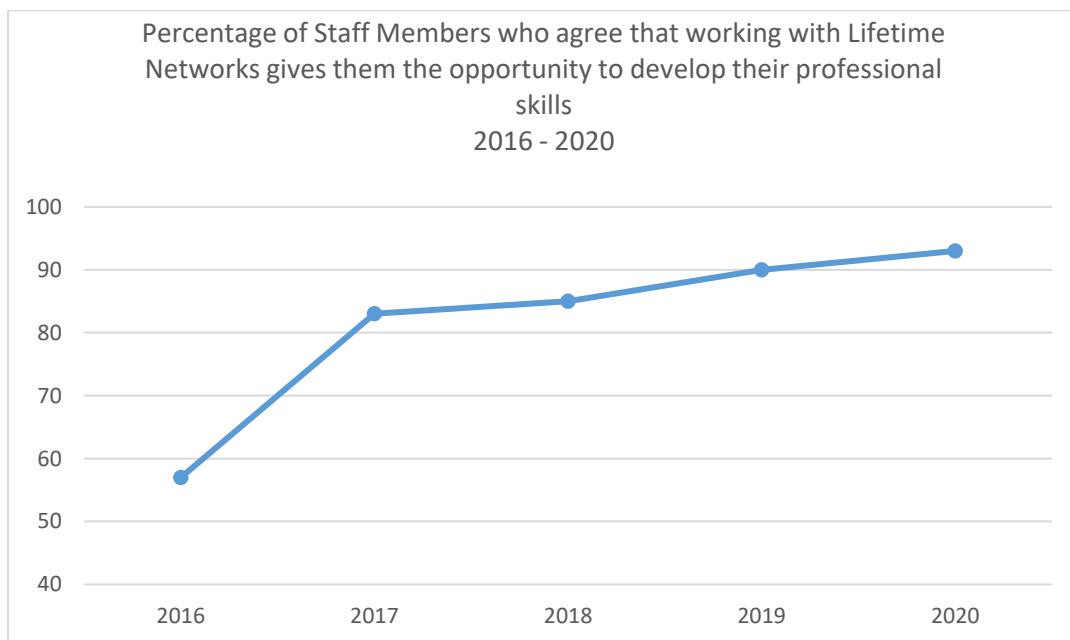
- “I appreciate the collaborative approach for the annual review. I think it was done in a really thoughtful and respectful way. I think that there should be a section where staff can write a whole Lifetime can improve or be a better support for them.”



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- “I have yet to do [a review] in 2020, however I find that it lacks constructive criticism for growth. I only hear about general positives and this makes me feel like my work is not very well known.”
- “It is a good chance to stop and reflect on how things are going in my work life. I appreciate the process. It’s also helpful to receive feedback from my supervisor, both affirming messages as well as identifying areas I can grow.”

5. When we asked Staff Members if working with Lifetime Networks provides them with opportunities to develop their professional skills, 93% of staff members strongly agreed or agreed; this was slightly higher than the 90% who answered positively last year. This means that we exceeded our goal of maintaining 90% of Staff Members answering positively on this question!



Comments included:

- “It seems like there’s a lot of room to grow and coordinators/supervisors encourage staff to work in different areas.”
- “Open Future Learning provides great knowledge but I don’t necessarily feel like my skills are growing or that I have many opportunities to apply what I’m learning.”

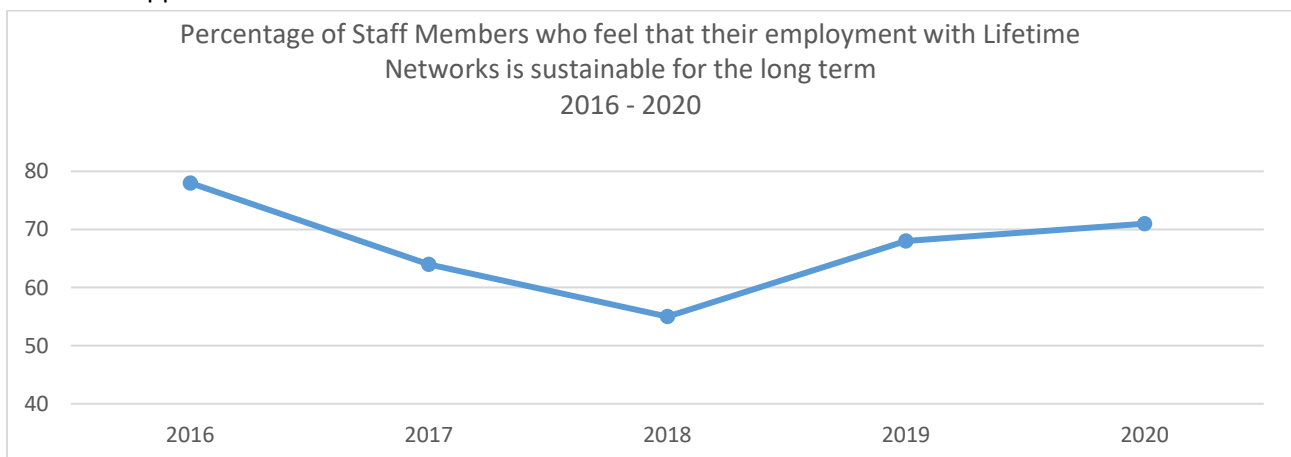


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- “It's an honour to be paid to do professional development directly related to my job, especially after spending many years at school going in to debt to learn!”
8. This year for the third time, we asked Staff Members if the benefits package that Lifetime Networks started offering in January 2018 has increased their overall job satisfaction. This question is only applicable to staff who work more than 24 hours per week, and so the question was not applicable to 60% of respondents. For those for whom it was applicable, 90% of them agreed or strongly agreed that the benefits has increased their overall job satisfaction and 10% of Staff Members strongly disagreed. Last year only 50% of people had agreed or strongly agreed that benefits increased their overall job satisfaction, so there is a remarkable increase here.

The comments about benefits increasing job satisfaction included:

- “The benefits package is not something that motivates me. I get job satisfaction in other ways.”
 - “I’m yet to use my benefits, but happy to know they are there for me.”
9. 71% of Staff Members strongly agree or agree that working with Lifetime Networks is sustainable for the long term; this is an increase from last year, when 68% of staff members agreed with this statement, and the year before when only 55% of Staff Members agreed or strongly agreed that working with Lifetime Networks is sustainable for the long term. We exceeded our goal of maintaining last year’s agreement rate! The Staff Members’ manager followed up with the individuals who indicated “disagree” or “strongly disagree” with this statement to explore any employment issues and offer support.





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10. When asked “What do you feel would make your employment with Lifetime Networks more sustainable for the long term?” the majority of the comments indicated that the cost of living in Victoria is very high and that an increase in wage would make employment more sustainable.

Other comments included:

- “The amount of interpersonal interaction required as a CSW is not sustainable. It’s incredibly demanding physically and mentally, and it’s just not something I could do long term.”
 - “If there was more opportunity for advancement in the organization, that might also affect my thoughts on longer term employment.”
 - “I use a lot of my independent access to therapy in an outpatient program for emotional support and relief I need as a support worker, and when I leave this program [of study] and lose free counselling I still won’t have therapy benefits as I don’t meet the 24 hour threshold. I think I have found that as a supporter of someone with more challenges, I work hard to avoid compassion fatigue and burnout and it seems to be something always on the radar of our person-centered team. Because of this, I don’t think I can meet 24 hours a week [to be eligible for benefits] at Lifetime Networks in any combination of positions as I am aware of how much emotional energy is going to my primary role. I think that...some amount of counselling should be easily accessible for all employees regardless of hours worked.”
 - “Working with the same clients for long hours can be taxing at times.”
 - “More staff appreciation, especially other than words of affirmation.”
 - “Sadly wages are an issue and sometimes the emotional labour is too much.”
11. For the second year in a row, we asked about the Person Centered Plan (PCP) process. For the respondents who found the question applicable, 77% of them said that they enjoyed the PCP process, which was a decrease from 92% last year. We asked if staff members found the Person Centered Plan process understandable, and of people who found the question applicable, 100% answered “yes” – this was an improvement from last year, when only 89% of Staff Members found the PCP process understandable. We also asked if people found the PCP process effective (i.e. were they supported to follow through on their goals), and of the staff members who found this question applicable, 86% answered yes; this was a slight decrease from last year, when 89% said yes.

Comments from Staff Members about the PCPs included:



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- “I found the process to be tedious. I know that it has to be done and it’s really important to set goals and I’m wondering if there’s a different way it can be done – perhaps changing some of the formatting of the goals.”
- “I appreciate PCPs but some support in facilitating digestible language would be helpful. Some participants don’t have a clear grasp of goals and sometimes I feel I’m making goals that they aren’t truly interested in.”
- “I found it a bit confusing at times. In particular I think that maybe with some individuals the process should be more of an ongoing and structured development of the plan to respond to changing situations and options for individuals who are less flexible in their goals, and therefore may run into challenges with meetings their expectations.”
- “It’s an enjoyable process when the participant is into it! This isn’t always the case, so when I have to create one behind the scenes using relevant info provided by the participant, and then go over it to have it signed, it feels a bit more like a hoop that needs to be jumped through. I am trying to think of ways to inspire participants who are resistant to planning to feel more invested and excited about the annual process.”
- “People aren’t often engaged with the process; not all people care about goals or the large amount of paperwork attached to the PCP. CSWs don’t have ready access to the plans of those they support, so they aren’t actively followed up on.”
- “It was a great way to better connect with the family, and for us to develop consistency between support with Lifetime and at home for the benefits of our clients.”
- “The whole PCP process was certainly understandable, but I feel the actual PCP document can be simplified. I don’t think it needs to be 10 pages!”
- “I think more follow up or structured plans across staff/front line workers needs to be put in place for it to be even more effective.”
- “In a perfect world, the CSWs are told what the goals of the people they support are. I try to ensure CSWs are aware and encourage them to talk about how those goals are being met in their communication reports.”
- “It’s difficult to produce an effective PCP when the participant struggles to maintain motivation with their goals. Initial support was provided, but no progress was ever made because the participant wasn’t willing to work with the staff person to make things happen. A participant really needs to be committed to their goals, and motivated to achieve them, otherwise the PCP process seems ineffective.”



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12. When we asked Staff Members if they feel that Lifetime Networks practices person (rather than program) centered planning (i.e. the program fits the supported individual's choices, rather than them having to settle for what's already being offered in the program), 98% Staff Members who felt the question was applicable answered "yes."

Comments about this question included:

- "I don't necessarily agree with the way some PODS are created. I feel like some of them are not thought-out because individuals do not work well together and shared interests are not taken into account. I think it's really important to pair people up who have similar interests because that makes it a lot easier to organize events and programming for the POD."
- "Theatre Troupe involves catering to a larger group so it can be tricky to program an activity in a day that works with all individuals, but I think we as a team do well to make sure we are reaching out to individuals during the process to include them and evolve with them."

13. The survey asked Staff Members whether the scheduling flexibility that Lifetime Networks gives them increases their overall job satisfaction. The question was not deemed applicable by 10% of Staff Members, and for those that found the question applicable, 100% of them answered "yes"!

The comments associated with this question included:

- "Very much so, I highly value my flexibility."
- "I feel the scheduling is disorganized. We need to have staff schedules in one place so that all staff can access those hours including coordinators of different areas. I've had people ask me to cover shifts when I'm already working, which is frustrating."
- "I cannot see how supporting someone 1:1 could be done without flexibility. This benefits both the client and the worker."

14. When we asked Staff Members if they receive effective and timely communication from their contacts at Lifetime Networks, 96% answered yes (which is an increase compared to 93% last year) and 4% answered "no." Some of the comments included:

- "Everyone has been really good at responding in a timely way which I really appreciate!"
- "For the most part, yes, but with Covid it seems like the amount of emails going back and forth has increased considerably so sometimes messages get lost for a while. I think it's a tough time for supervisors to manage it all!"
- "I would like more notice for staff meetings (often told about them within a couple hours of the actual meeting).



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15. When we asked Staff Members if the facilities at Lifetime Networks are accessible to them, 6% indicated that this question was not applicable to them. Of the remaining Staff Members, 88% answered “yes” and 6% answered with a comment. This is slightly better than last year, when 86% of staff answered “yes” and 7% answered “no”.

The comments on the accessibility of the location included:

- “Staff training events aren’t always scheduled within my weekly schedule and therefore I have missed out on learning opportunities.”
- “They are accessible to me, but I would imagine they are challenging for someone in a wheelchair. I would like to see LNV have more space. If more money is being spent on clients and workers, then paying for a smaller space is a good strategy.”

16. This year, for the second time, we added questions about the Lifetime Networks’ website at the request of our Accessibility Committee; they are working hard to ensure that everyone who wants to access the website is able to.

	Every day	A few times a week	About once a week	A few times a month	Once a month	Less than once a month
How often do you visit our website?	0 %	4 %	16 %	16 %	6 %	57 %

We asked respondents what type of information they are looking for when they visit the website, and answers included (in order of most often mentioned to least often mentioned):

Number of Mentions	Type of Information Sought on Website
8	Program-related updates, schedules, descriptions & paperwork
7	Upcoming events
6	Staff contact information (such as phone number or email address)
6	“The Know” staff newsletter
5	Resources such as forms, staff policies & IBEX information
3	News about Lifetime Networks
2	Check accuracy of info & remind about public-facing information



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1	Newsletter
1	Strategic Plan
1	Postal code

When respondents were asked the following, they reported:

	Always	Usually	Sometimes	Rarely	Never
When you visit our website, is it easy for you to find the information you are looking for?	22%	55%	16%	5%	2%

When Staff Members were asked if they are able to locate staff contact information on our website, 64% answered “always”, 30% answered “sometimes” and 6% answered “never.”

Some suggestions to improve the website were:

- “The resources page is very cluttered and difficult to navigate. It is especially difficult to locate the current health and safety protocols that were recently added.”
- “The website likely needs a revamp and some updates. I have rarely used it because it is hard to know what is on there and what needs to be accessed directly via my manager.”

17. For the second time this year, we asked staff members if they identified with any of the ethnic backgrounds asked about in the 2016 Canadian census. We chose the Census categories so that we can compare Lifetime Networks’ results to the demographics of our region in our Cultural Competency and Diversity report. This year 20% of Staff members chose to skip the question (compared to the 12% who skipped last year) and 3% chose not to answer the question (compared to 14% last year).

Out of the remainder who chose to identify their ethnic background:

- 61% identified as European (compared to 54% last year)
- 5% identified as First Nation (compared to 3% last year)
- 5% identified as Chinese (compared to 3% last year)
- 5% identified as Black (compared to 3% last year)
- 5% identified as Latin American (compared to 7% last year)



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- 3% identified as Southeast Asian (compared to 3% last year)
- 3% identified as West Asian (compared to 3% last year)
- 3% identified as Japanese (compared to 7% last year)
- 3% identified as Arab (compared to 0% last year)
- 3% identified as West Asian (compared to 0% last year)
- 3% identified as Korean (compared to 0% last year)
- 23% identified as other (compared to 21% last year).

Interestingly, this year we had staff member respondents in all categories of ethnic background, including new respondents who identified as Arab, West Asian and Korean (compared to none last year). Several respondents chose more than one category, which explains why the total percentage is 122.

18. For the fourth year in a row, we asked staff members if their diversity-related needs (i.e. regarding cultural background, religious affiliations, sexual orientation and gender identity) are respected and met by Lifetime Networks. 97% of people who found the question applicable answered “yes”, which is slightly down from last year and the year before, when 100% of respondents agreed. 33% of respondents did not think the question was applicable to them. Some of the comments included:
- “Most staff have been very good about using my preferred pronouns, and participants have been good as well. I definitely feel like my gender identity is respected.”
 - “I don’t think Lifetime is aware of my individual diversity/uniqueness and therefore how could the organization support me? I can say my supervisor in my CSW role is very respectful and supportive of who I am as an individual.”
 - “This isn’t applicable to me but I do think that we need to have more training around diversity and ethnic backgrounds a.k.a. workshops on racism.”
 - “I think that we need to be questioning why most of our participants are white because people of colour also have diverse abilities so I’m not sure why we can also meet that need to those people? There’s a really big indigenous population here and I’m wondering if there’s a way we can reach them too?”
 - “I identify as Taiwanese as opposed to Chinese – I don’t necessarily feel supported or unsupported – generally accepted?”
19. For the first time this year, we asked Staff Members if they had read the Lifetime Networks’ Strategic Plan (2017 – 2020). 42% of respondents answered “yes” and 58% answered “no.”



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When we asked those who had not read the Strategic Plan to choose from a list of reasons, these were the responses (from most frequently given to least frequently given):

Reason for Not Reading Strategic Plan	Percentage of Staff Members
I was not aware that Lifetime Networks had a Strategic Plan	41%
I did not know where to find the Strategic Plan	31%
Other (reasons given included not getting around to it, choosing not to interact with computers and not being able to remember if they've read it or not)	28%
I am not interested in reading the Strategic Plan	17%
I saw the Strategic Plan, but could not understand it	0%

Due to the fact that respondents could choose more than one response, the percentage total is higher than 100%.

20. Feedback and Quotations from Staff Members:

- "My highlight was the effort to keep supporting over the pandemic closure."
- "Definitely the LIFE-based conferences in Vancouver."
- "Building a really strong relationship with one of the participants I support has been great."
- "My highlight was developing deeper connections with my participants."
- "Getting to know the amazing staff who model fantastic work ethics and complete compassion. At the same time, connecting with those I support and creating memories, participating in new activities, and learning new things every shift."
- "My highlight was going on two and three day camping and road trips."
- "Challenging myself to be more open & caring to my clients. And feeling great when I achieved it."
- "My highlight was the Theatre Troupe performances."
- "I've loved discovering each person's sense of humour and making them laugh."



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- “I haven’t been here that long! But I really love my job and I love the people that I work with. I feel like the staff are really amazing and hard-working and they really listen.”
- “I feel like I’ve gotten to know my colleagues better, those outside of my program (CSW) and feel more connected. Sometimes I feel out of the loop with the office people but less so now. I also really enjoyed working with individuals and seeing them grow.”
- “I like the people I’m working with.”
- “My highlight was finding ways to adapt to Covid restrictions in work.”
- “I enjoyed working with participants on their PCPs.”
- “My highlight was seeing how we can pivot and adapt in Covid times to continue building relationships and providing support that, at the very least, is aiming to keep people safe.”
- “I found it very enjoyable to see how much [my participant] grew over Covid in regard to his usual inflexibility. Also, being able to work from home was great.”
- “My highlight was being provided with new opportunities to work in other programs.”
- “Most staff have been very welcoming and supportive to new employees.”
- “I have gotten a lot done.”
- “Highlights were the ability of staff to offer quality virtual programs quickly during COVID, and working with the management team.”
- “I enjoyed feeling appreciated and understood on a regular basis at the Network Facilitator meetings.”
- “My highlight was providing meaningful supports to our individuals.”
- “Adding new and exciting programs, purchasing a building, watching everyone grow and succeed through trying times.”
- “The organization’s ethics are something that I can really stand behind. The managers treat you with the utmost respect and are very compassionate.”
- “I have thoroughly enjoyed having access to professional development courses through Open Future Learning and it has been eye-opening to see the vast difference between the various agencies that I work for. Lifetime always stands out in a positive way.”
- “Keep up the good work.”
- “A suggestion would be to have clearer information and instructions about how expenses for mileage and recreation are managed for the participants. Making sure new employees know what type of auto insurance is required if they are driving participants. Provide new employees with the opportunity to meet the director and administrative staff in their particular program.”



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- “I love my hoodie!”
- “I highly respect Lifetime for continuing to stay person-centred and focused on relationship building when so many other organizations seem to be turning corporate.”
- “I appreciate the survey and the fact that we are asked about input!”
- “A suggestion to improve is to find ways to connect staff within and between programs that are more relationship building rather than work focused, as well as those within the office to front line.”
- “I really appreciate the opportunities to train more and expand beyond Theatre Troupe to other areas.”
- “Keep doing the good work! It’s a tough juggle with all the growth and Covid changes, but I am inspired to see how people can work together so well for a greater good.”
- “Lifetime Networks is amazing! I truly appreciate and respect how the organization is run.”
- “A suggestion is raise the wage for CSWs.”

