

Outcomes Management

2016-2017

Part 2 contains:

Risk Management Plan

Accessibility Plan

Training Plan

Technology Plan

Annual Survey Review



RISK MANAGEMENT PLAN 2016-2017

INTRODUCTION:

Risk Management in the non-profit sector is fundamentally different from risk management in the for profit world. At the heart of the difference are the reasons most non-profits exist: to help people. The goal of risk management for TACL is to reduce risk and reduce the severity of a loss if one was to occur. With that in mind, risk controlling activities and programs focus principally on preventing harm to the persons served. When things go wrong the impact goes well beyond a financial transaction. The impacts of an incident may damage irreparably a non-profit's chances of survival, including its ability to recruit staff, volunteers, maintain public credibility, and reach prospective clients.

TACL is a dynamic organization that must adapt – on an ongoing basis – to new client needs, funding constraints, and service delivery challenges. The dynamic nature of our organization requires that risk management strategies be reviewed annually and updated as needed.

Trail Association for Community Living
2016-2017



RISK MANGEMENT:

The Executive Director, Board of Directors, Health and Safety Committee, staff and persons served in conjunction with the Management team oversee risk management. By anticipating events, planning a response and, wherever possible providing adequate financing. To effectively manage risk TAACL promotes safety, protects persons served, conserves scarce resources thereby freeing up resources to focus on mission critical functions.

PURPOSE:

The purpose of the risk management plan is to identify and consider ways to mitigate risk to the individuals served, the employees, the volunteers and the organization. The intention is to make the members, users, employees and volunteers aware of the potential risks so that everyone can participate in the identification and help the organization to minimize these risks while ensuring that the organization is successful in achieving its mission and vision.

THE OVERALL GOALS OF THE RISK MANAGEMENT PLAN ARE:

1. Protection of the people we serve, staff and volunteers.
2. Protection of electronic systems and risks of Social Media and media relationships.
3. Protection of TACL's reputation, financial feasibility and assets
4. Monitoring of actions to reduce risk
5. Protection of harmful events external and internal
6. Identification of how to rectify identified risks
7. Annual and on-going identification of risks
8. Ensuring Continuity

RISKS:

Any uncertainty about a future event that threatens the associations ability to accomplish its mission. TACL assets fall into the following categories:

1. People – board members, employees, volunteers, persons served, donors, funders, and the public.
2. Property – buildings, facilities, equipment, materials, vehicles, programs
3. New and aging population.
4. Income – funding, grants, donations and contributions
5. Goodwill – reputation, stature in the community, ability to secure funding, the ability to raise donations and the ability to appeal to prospective volunteers.
6. Social Media and media relations

Risk Management Methods and Strategies to Address Areas of Risk

Providing training, equipment and tools, implementing policies and procedures and supervision, setting clear expectations and controls, all contribute to minimizing risk in The Trail Association for Community Living.

The following are some examples of techniques to use in managing risks:

Avoidance: Discontinue the activity or do not offer the service

Modification: Change the activities to reduce the level of risk to an acceptable level such as implementing policies and procedures and training/education and in-house trainers

Retention: Accept all or part of the risk and prepare for potential consequences by accepting deductible costs or self-insuring

Sharing: Purchasing insurance, sharing responsibility with another organization, contracting the service to another business. Sharing best practices with fellow organizations locally and CEO Network connections.

TACL currently addresses the above risks in the following manner: TACL views any potential risk as a high rating

PEOPLE:

- Quality Service Delivery, measured by surveys, seeking input from all by means of Residential Council, Parent and Family Group, Self-Advocate group and quarterly newsletter. –Satisfaction Surveys, completed on an annual basis and posted in Newsletter and Web- site
- Residential Council, semi-annual basis- Minutes of these meetings will take place, a member of the Parent and family advocate will attend these meetings.
- Competency based training for staff and persons served surrounding community and TACL emergency preparedness and polices.
- Risk Assessments
- Open Future Learning on-line competency based training coming in feb 2017
- Internal MANDT Training for all new staff and ongoing.
- First Aid, Policy and Procedure Reviews at staff meetings
- Internal orientation training for all new staff.
- Flash Training and Circles training (Family Life and sexual health training for persons served)
- Self-Advocate sitting on Board of Directors
- Advocacy Group, bi monthly basis – Minutes will be taken.
Training for self-advocates is also critical in order to increase their ability to self-report and reduce their vulnerability. We encourage individuals to make their own choices and decisions in order to improve their ability to say “no”. Training is provided with regards to individual rights and includes the right to say “no” to inappropriate touching and verbal abuse.
- Annual review of Rights and Safeguards, this is done at PLP
- Annual Consents for Persons Served, done at annual PLP
- Positive Support Strategies for Persons Served, reviewed annually by Individuals served with assistance from Supervisors, Families and DDMH if applicable.
- Behaviour and Safety Plans are developed by Pivot Point Behaviour Consultants; Consultants work directly with Site Supervisor to provide training for any plans implemented.
- Persons served under go fall screening. In the event the person displays traits for a risk of falls, TACL contacts the HSCL OT to visit and create an assessment and provide strategies to assist in the prevention of falls
- Liability insurance, yearly review of all insurance coverage done by Senior Management
 - Director’s Liability Insurance is maintained by TACL.
 - General Liability coverage is in place for contracts and for activities outside of contracts.
 - Governance Policies provide methods of responding to issues.
 - Board Member recruitment includes disclosure of conflict of interest and signing of a Code of Conduct
 - Board Orientation to policy and procedures and best practices informs Board members of their obligations.
- Strong active board of directors
- Strategic Planning; completed on an annual basis consideration made to input received from Individuals, persons served, staff and stakeholder
- First Aid kits at each site, in vehicles and backpacks for community
- First Aid training for staff- Korrie track staffs need for recertification.
- Vehicle safety check requirements- Pre trip inspections will be completed each time vehicle is used.
- Annual drivers abstract/driver’s license review- Staff will provide an abstract at annual Performance review

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- Policy and procedure manual, reviewed by Board of Directors annual basis
- Emergency Procedure Handbook updated annually.
- Annual Review and Recommendations for all Reportable and In-house Incident Reports done an annual basis. The Executive Director prepares a summary and analysis of all incidents with recommendations this analysis is presented to the board. In addition, the Health and Safety Committee reviews incidents and provides feedback which is included in OHS meeting minutes
- Individual Service Planning annual PLP. Individual Service Planning is done with clients and their networks in order to support their quality of life and personal goals. Support team when needed assist persons served to set goals and plan strategies to support skill development and personal awareness as well as to manage environments order to reduce any identified risks to their health and safety.
- OHS Committee meets on regular basis; minutes of meeting are prepared and distributed out to all sites all outstanding items are forwarded to appropriate supervisor for follow- up and resolution.
- OHS training – review if required training is needed annually by committee
- Semi Annual Vehicle Inspections- Maintenance person will monitor
- Emergency Drills, monthly on all sites. Monitored by OHS
- Residential sites are armed with door alarms at each entry and exit
- Camera Monitoring, and alarms at admin office and CIC
- On –site - safe for storage of petty cash at Admin office
- Bank deposits preformed daily at social enterprises
- External Computer back-ups systems and internal safety practices as per polies and procedures
- Review of WCB claims, annually during incident reporting review report
- Screening of employees/Volunteers/ Volunteer Handbook including Policies and procedures
- Code of Ethics Agreement, reviewed annually during performance review
- Confidentiality Agreement, reviewed annual during performance review
- Monthly program reporting directly to the Board of directors

PROPERTY:

- Vehicle, buildings and contents insurance- reviewed on an annual basis by Senior Management, Board of Directors – Finance Committee reviews
- Housing Committee – Four Board members and Maintenance person sit on committee annual site inspections and report and recommendations presented to board
- Strong active board of directors
- External and internal site inspections, monthly, and quarterly performed by site supervisor and presented to OHS committee
- External cameras mounted on back of TACL admin office. These videos can be monitored on a computer in the office.

INCOME:

- Financial audits semi-annual and annual performed by external accounting firm and presented to the TACL members at annual AGM
- Financial committee- Two board members, Financial manager and Executive Director
- Fund raising- Regular meat draw; bake sales, craft items, popcorn sales, Farmers market booth selling homemade products and chocolate sales semi annual
- Donations and Grants- Apply for Grants on regular basis
- Expenditure monitoring: double signatures, reimbursement by receipt only
- Anti-fraud, financial policies/procedures- reviewed on an annual basis

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- Liability insurance- coverage reviewed on a annual basis

GOODWILL:

- Strong active board of directors- Continue to recruit and maintain current strong board.
- Semi-Annual Board Training and planning.
- Public relations Committee – 2 board members and Executive Director
- Positive relationships with stakeholders/persons served/employees/volunteers/community- Regular scheduled meetings with CLBC staff to discuss ways of improving services and communication

THE RISK MANAGEMENT CYCLE

1. The organization will develop an annual Risk Management Plan.
2. The Risk Management Plan will be reviewed and accepted by the Board of Directors
3. The Risk Management Plan will be reviewed throughout the year to monitor performance.
4. Results will be presented to the Board of Directors annually and when changes need to be made.

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Risk Area	Description of Potential Risk	Current things we are doing to minimize risk, and what we plan on continuing and implementing
People		
Individuals and their families	<ul style="list-style-type: none"> ▪ Abuse & Neglect HIGH 	<ul style="list-style-type: none"> ➤ Policies around Abuse & Neglect ➤ Employee Signed Code of Ethics ➤ Handbook outlining how to identify abuse or neglect ➤ In depth Orientation for individual/families ➤ All staff and volunteers take Red Cross Abuse prevention training at the beginning of employment and every two years or as needed. ➤ Person Served review Rights and Responsibilities reviewed semi annually and ongoing. ➤ Allegations are taken very seriously and acted upon immediately. Early reporting and prevention training with staff and a person served are a priority in general orientation, and part of ongoing annual staff training plans. Residential, and Program semi annual council meetings taking place on a semi annual basis. New self-advocate group started in the fall of 2015, 2 self advocates sitting on Board of Directors these self advocates report any concerns or celebrations the reported.
	<ul style="list-style-type: none"> ▪ Injuries HIGH 	<ul style="list-style-type: none"> ➤ Occupational Health & Safety Committee that also covers individual's safety ➤ First Aid kits ➤ MANDT ➤ Policies & Procedures around injury prevention ➤ First aid Certificate requirements-ongoing ➤ Monthly H&S checklists- ongoing ➤ Semi-annual OH&S internal inspections ➤ External inspections by fire department-ongoing ➤ Vehicle safety Checks- Policy developed for safe using own vehicle ➤ Annual driver abstract/drivers license review-ongoing ➤ Back safe in-services preformed – site specific- on-going ➤ Policy- Procedure for staff working alone. ➤ Safety

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Risk Area	Description of Potential Risk	Current things we are doing to minimize risk, and what we plan on continuing and implementing
	<ul style="list-style-type: none"> ▪ Missing persons MODERATE 	<ul style="list-style-type: none"> ➤ Policies & Procedures for Missing Persons ➤ Each individual always carries personal ID ➤ All persons served livings in residential settings are monitored 24/7. All entry and exits have loud buzzers alerting staff of a possible exit or entry in to site. Teaching self care skills and strategies for persons served e.g. personal safety, home safety and emergency properness.
	<ul style="list-style-type: none"> ▪ Fraud LOW 	<ul style="list-style-type: none"> ➤ Policies & Procedures around fraud and financial abuse ➤ Internal control & audits ➤ Employee orientation ➤ Code of Ethics annual review on-going
Employees	<ul style="list-style-type: none"> ▪ Injuries MODERATE 	<ul style="list-style-type: none"> ➤ Occupational Health & Safety Committee ➤ First Aid kits ➤ MANDT, NVCI Training ➤ Policies & Procedures around injury prevention ➤ First-aid certificate requirements ➤ WCB coverage ➤ Health & welfare benefits ➤ Monthly H&S checklists ➤ Semi-annual OH&S internal inspections ➤ External inspections by fire department ➤ Vehicle safety Checks ➤ Annual driver abstract/drivers license review ➤ Competency based safety training for staff and persons served. ➤ Annual review of Incidents and planned training surrounding reducing incidents of injury etc.
Staff Turnover	Moderate	<ul style="list-style-type: none"> ➤ Employee recognition plan ➤ Employee Handbook ➤ Ensure that Casuals are hired on a regular basis to ensure adequate coverage for vacation and sick time.
Board members	<ul style="list-style-type: none"> ▪ Liability ▪ Criminal Activity 	<ul style="list-style-type: none"> ➤ Recruitment and screening ➤ Board Orientation ➤ Yearly Board Retreat ➤ Board members active in all committees
Volunteers	<ul style="list-style-type: none"> ▪ Injury ▪ H&S of clients 	<ul style="list-style-type: none"> ➤ Screening, interviews and reference checks ➤ Orientations ➤ Manual

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Risk Area	Description of Potential Risk	Current things we are doing to minimize risk, and what we plan on continuing and implementing
Public	<ul style="list-style-type: none"> ▪ Complaints 	<ul style="list-style-type: none"> ➤ Policy and Procedures for external communication and marketing
2. Income		
Financial Practices	<ul style="list-style-type: none"> ▪ Fraud ▪ Loss of funding ▪ Investment losses ▪ Litigation 	<ul style="list-style-type: none"> ➤ Policies & procedures around financial practices ➤ External audit ➤ Internal controls and audits ➤ Insurance ➤ Fund-raising & donation acceptance ➤ Strict documentation policies to ensure accurate, objective and timely records ➤ Policies around informing all relevant parties when incident, accident or injury has occurred
Contract Liability	<ul style="list-style-type: none"> ▪ Failing to meet contract requirements ▪ Contract reductions/ cancellations 	<ul style="list-style-type: none"> ➤ Quarterly reports to document compliance ➤ Contract management with partners
3. Property & Physical assets		
Buildings	<ul style="list-style-type: none"> ▪ Damage ▪ Natural Hazards ▪ Vandalism 	<ul style="list-style-type: none"> ➤ Insurance ➤ Policies & procedures around building maintenance ➤ External and Internal site inspections
Vehicles	<ul style="list-style-type: none"> ▪ Damage ▪ Accident ▪ Theft 	<ul style="list-style-type: none"> ➤ Insurance ➤ Semi-annual inspections ➤ Daily checks ➤ Employee driving requirements
Furnishings, Supplies & Equipment	<ul style="list-style-type: none"> ▪ Damage ▪ Theft 	<ul style="list-style-type: none"> ➤ Insurance ➤ Maintenance policies & procedures
Technology	<ul style="list-style-type: none"> ▪ Security ▪ Information Management ▪ Privacy & confidentiality ▪ Theft 	<ul style="list-style-type: none"> ➤ Password protection ➤ Usage policies & procedures ➤ Back-up practices ➤ Off-site back-up for HOMES
4. Goodwill		
Reputation	<ul style="list-style-type: none"> ▪ Negative media coverage ▪ Loss of credibility ▪ Inability to 	<ul style="list-style-type: none"> ➤ External Communications and Marketing policies & procedures ➤ Procedures for quickly and effectively dealing with potentially damaging issues ➤ Values and Philosophy statements ➤ Acknowledgement for external

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Risk Area	Description of Potential Risk	Current things we are doing to minimize risk, and what we plan on continuing and implementing
	raise donations	<ul style="list-style-type: none"> contributions to fundraising ➤ External stakeholder satisfaction surveys

RISK MANAGEMENT ACTION PLAN

Risk Area	Description of Potential Risk	Strategies/Methods required to further reduce risk	Target Date for Completion	Updates
1. People				
Individuals and their families	<ul style="list-style-type: none"> ▪ Abuse & Neglect Med- High 	<ul style="list-style-type: none"> ➤ Conduct yearly re-orientation to individuals around identification of abuse/neglect <ul style="list-style-type: none"> ➤ Updated handbook read individuals rights at PLP'S, Send copy to parent or advocate. ➤ Staff training abuse prevention: Red Cross every 2 years and all new staff 	June 2015	Ongoing
	<ul style="list-style-type: none"> ▪ Injuries 	<ul style="list-style-type: none"> ➤ Survival kits in case of emergency evacuation of area ➤ Receive old cell phone donations for emergency calls ➤ Release Emergencies Handbook and review with each client ➤ Fire Suppression course 	Ongoing	Up date Emergency handbooks Annually
	<ul style="list-style-type: none"> ▪ Fraud Low 	<ul style="list-style-type: none"> ➤ All Employees are expected to follow Financial Polices and Procedures of TACL, where internal controls, audits of all person served accounts are in place 	Ongoing	Ongoing

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Risk Area	Description of Potential Risk	Strategies/Methods required to further reduce risk	Target Date for Completion	Updates
	Flu and Disease outbreak High for flu Moderate for disease	<ul style="list-style-type: none"> ➤ All staff, volunteers and persons served are required to have all immunizations and annual flu vaccine 	June 2014 Flu Vaccine mandatory for all staff and volunteers	
Employees	<ul style="list-style-type: none"> ▪ Injuries High risk 	<ul style="list-style-type: none"> ➤ Review injuries and incidents for detection of trends ➤ Review of WCB claims ➤ Fire suppression course ➤ Create Manual for Community Support staff/outreach ➤ Create staff check-in policy ➤ In services for all staff regarding lifting and transfers, create a no lift protocol 	Ongoing -December 2015 November 2015	Ongoing in health and safety review-employee injuries Completed Completed
	<ul style="list-style-type: none"> ▪ Turnover Moderate 	<ul style="list-style-type: none"> ➤ Preform Exit Surveys ➤ Hiring procedure in place to ensure we have enough casual employees 	Ongoing Review staff levels on going	Completed
Board members	<ul style="list-style-type: none"> ▪ Liability ▪ Criminal Activity ▪ Succession Plan ▪ Board recruitment 	<ul style="list-style-type: none"> ➤ Develop/review governance policy ➤ Review orientation procedures ➤ Review annually ➤ Advertise for new members 	December 2014 October annually	Completed ongoing
Volunteers	<ul style="list-style-type: none"> ▪ Injury ▪ H&S of clients 	<ul style="list-style-type: none"> ➤ /review volunteer policy ➤ Develop formal orientation process 	June 2014	Completed
Public	<ul style="list-style-type: none"> ▪ Complaints 	<ul style="list-style-type: none"> ➤ Provide more information to public about TACL and Update Website on regular basis ➤ Open door policy 	Ongoing	Ongoing public awareness events
come				
Financial Practices	<ul style="list-style-type: none"> ▪ Fraud ▪ Loss of 	<ul style="list-style-type: none"> ➤ Financial committee ➤ In-service for proper 	Board Training	November 2012

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Risk Area	Description of Potential Risk	Strategies/Methods required to further reduce risk	Target Date for Completion	Updates
	<ul style="list-style-type: none"> ▪ funding ▪ Investment losses Low 	documentation	October Annual	
Contract Liability	<ul style="list-style-type: none"> ▪ Failing to meet contract requirements ▪ Contract reductions/ cancellations Low 	Supervision and Training of staff to ensure everyone understands Roles, responsibilities and rights of persons served Accreditation and Licensing standards must be met	On going Training plans- reviewed each year Regular Quality insurance meetings Self monitoring Check list	Completed ONGOING Completed 2014
3. Property & Physical assets				
Buildings	<ul style="list-style-type: none"> ▪ Damage ▪ Natural Hazards ▪ Vandalism Medium 	<ul style="list-style-type: none"> ➤ Security Lighting ➤ Annual Insurance review ➤ Security systems at sites ➤ Cameras Admin office ➤ Staff safety Policy ➤ Semi- Annual Safety inspections ➤ Occupational Health and Safety committee regular meetings ➤ Board Directed Quarterly Housing Committee 	On going quarterly inspections Meets Quarterly	Completed
Vehicles	<ul style="list-style-type: none"> ▪ Damage ▪ Accident ▪ Theft Med to high 	<ul style="list-style-type: none"> ➤ Annual Review of all Insurance polies 	On-going Vehicle inspections Before driving Polices	Completed Feb 2014
Furnishings, Supplies & Equipment	<ul style="list-style-type: none"> ▪ Damage ▪ Theft Medium to high 	<ul style="list-style-type: none"> ➤ Inventory documents annual check and as needed ➤ Continue to maintain updated inventory of all TA CL assets 	ongoing	Ongoing
Technology	<ul style="list-style-type: none"> ▪ Security 	<ul style="list-style-type: none"> ➤ Back-up of all sites 	ongoing	Ongoing

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Risk Area	Description of Potential Risk	Strategies/Methods required to further reduce risk	Target Date for Completion	Updates
Social Media	<ul style="list-style-type: none"> ▪ Information Management ▪ Privacy & confidentiality ▪ Theft Medium to high Develop a updated social Media policy	<ul style="list-style-type: none"> ➤ Training for proper computer use ➤ Review insurance for adequate coverage ➤ Appoint System Administrator Review policy with staff have staff sign off on policy	Completed	Completed
4. Goodwill				
Reputation	<ul style="list-style-type: none"> ▪ Negative media coverage ▪ Loss of credibility ▪ Inability to raise donations 	<ul style="list-style-type: none"> ➤ Release Consumer Handbook ➤ Plan Positive Community Events ➤ Promote positive staff communication with community members ➤ Continue to develop friendly neighborhood solutions 	Ongoing	Ongoing updates

4.13 RISK MANAGEMENT PLAN

PURPOSE: The purpose of risk management is to minimize potential risks posed to the organization, including employees and volunteers, and to the persons receiving service. Since risk management is everyone's responsibility, it is the intent of TACL's risk management plan to not only address risks, but to increase the overall awareness, identification and planning. Risk assessment is the process of examining risks that may exist in a given situation or activity.

Risk assessment provides a framework for risk management.

PROCEDURE:

Risk management refers to the identification of activities and situations that pose a potential risk, and the development of strategies to minimize these risks. Risk management often involves balancing competing interests or points of view.

Examples of risk management include:

- Insurance coverage
- Work Safe coverage for employees
- Signed contracts for all services provided
- External audit
- Staff training
- Written policies and procedures – financial, health and safety, human resources,
- Technology, general operations, disaster preparedness
- Security systems
- Positive Support Strategies
- Behavioral Support and Safety Planning for individuals with challenging behavior
- Health Care Planning for individuals with health care issues

The overall goals of Risk Management are:

- Prevention of harmful events (e.g. financial losses, increased insurance costs, cancellation of contracts)
- Protection of individuals served, employees, volunteers and sub-contractors (e.g. injuries, protection of privacy, Board of Directors liability)
- Protection of TACL's reputation and assets (e.g. loss of credibility, negative media coverage, property damage)
- Continuity of TACL's services (e.g. technology systems failure, natural disasters)

Personal Vulnerabilities and Safeguards:

Ensuring the safety and well being of persons served is a top priority of TACL's risk Management activities. In addition to organizational and programmatic safeguards, it's important to look at each person's unique vulnerabilities and apply a safeguarding lens to person centered planning, building in specific strategies that make sense for the person. This is especially important during times of transition or when faced with changes to the person's support needs, for example:

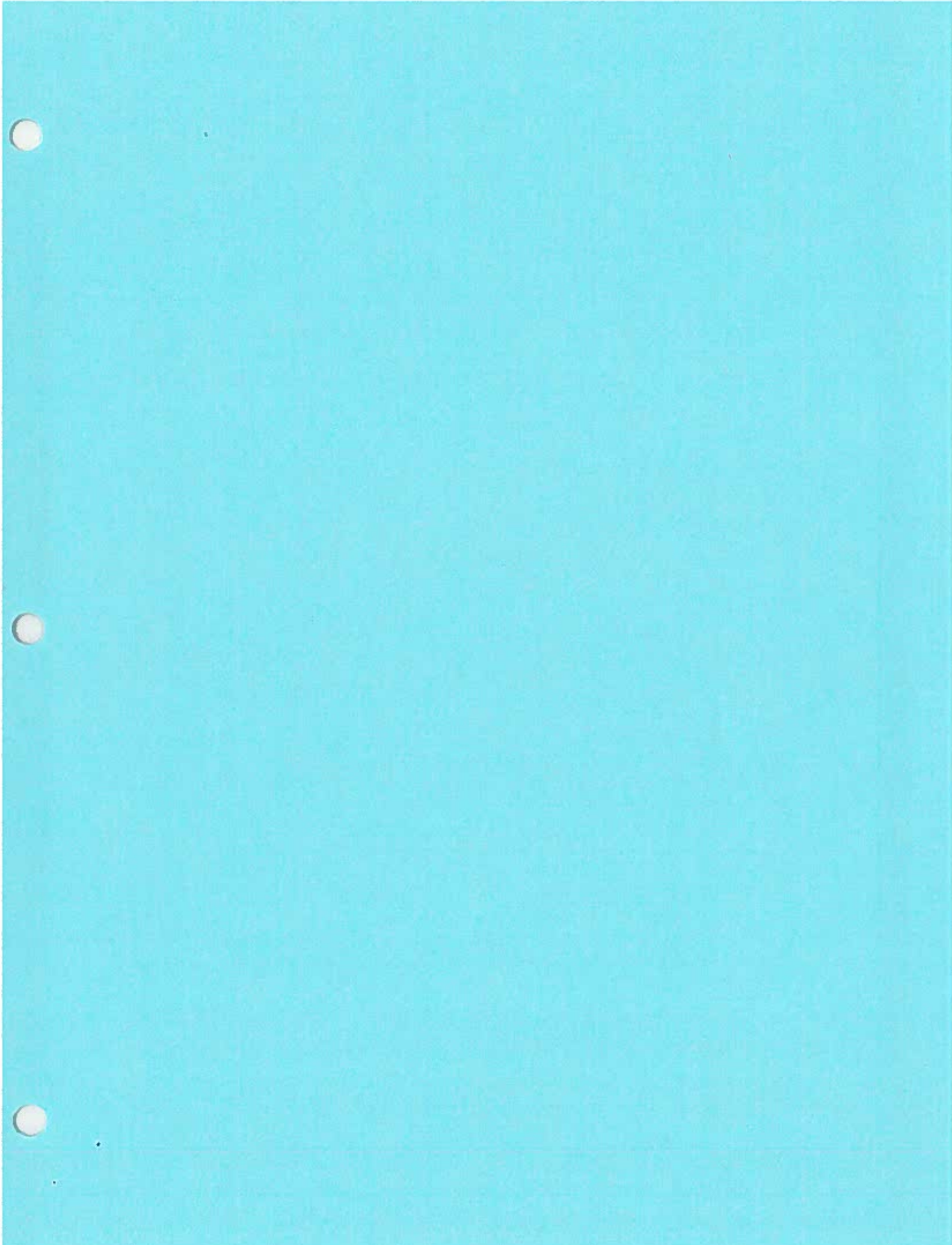
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- Upon intake or start-up of a new service
- Changes to an individual's living arrangement or care requirements
- Changes in behaviour
- Changes to funding or staffing levels within a program
- Introduction of an activity that is not normally part of TAACL regular operations
- Legislative or contractual changes

For more information on developing personal safeguards, please refer to the CLBC document, located on the CLBC website.

Addressing Personal Vulnerability through Planning





Trail Association for Community Living

Accessibility Plan And Training Plan

2016-2017

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INTRODUCTION:

TACL, its Board of Directors, staff, volunteers, family members, consumers and other stakeholders identify and attempt to address accessibility barriers for people with developmental disabilities on a daily basis. As an organization, we are committed to the removal of barriers for people with developmental disabilities. This Accessibility Plan clearly identifies current/past barriers and our proposed solution to reduce or even eliminate those barriers. Our Accessibility Plan and Training Plan is intended to further enhance access to the organization's programs, services, and facilities, while also helping individuals receiving service to overcome the barriers that prevent them from fully participating in their community. The feedback we received through our surveys and our Self Advocate/Residential and Parent Support Group has helped us to understand that we need to further explore and place emphasis on expanding our presence in the Community. Getting the word out in the Community who is TACL and what great things do they do!

Examples of the barriers that may exist include physical, attitudinal, financial and communication barriers.

TACL uses several approaches to gather information about what barriers exist including:

1. Ongoing strategic planning meetings that address organizational issues or barriers that affect the lives of individuals receiving service.
2. Program Coordinators, Supervisors, Stakeholders and Self Advocates fill out Satisfaction/Associability surveys that help address barriers identified by both individuals and staff at each TACL location.
3. Participant Satisfaction surveys that include a section on accessibility where people receiving service could indicate what barriers they face.
4. Finally, the Residential Council and Self Advocate meetings.

This Accessibility Plan shows the barriers and updates that were identified in the last plan.

2016 – 2017 TAACL ACCESSIBILITY PLAN

Physical Barriers

Identified Barrier	Recommendation	Priority	Cost	Person Responsible	Date of Completion	Status
<p>Administration Office & CDS: Inclusion Centre</p> <p>Inclusion Centre basement needs new fire proof dry wall on all ceilings, upgraded fire safety barriers and equipment, redesigned stairs that exit outside. This will allow the basement area to utilized for programs, unfortunately it will not be assessable to persons with mobility issues. We will continue to explore future grants or funding options regarding this issue. The upper floor would benefit from murphy beds concept that fold up in the morning after use from extreme weather shelter. This will allow for added space in the day for programs.</p>	<p>Apply for a Grant to complete work – JCP Grant Grant received</p> <p>Meet in November 2017 to discuss basement access for persons with disabilities, currently if pottery program or any other programs are taking place staff will assist persons served with transferring pottery to kilns.</p>	<p>High</p> <p>Med</p>	<p>\$59,000.00</p> <p>\$25,000.00</p>	<p>Shelha Gail</p> <p>Board of Directors and Management team</p>	<p>August 2017</p> <p>Discuss plan in November 2017</p>	<p>In progress</p> <p>Not Completed</p>

Identified Barrier	Recommendation	Priority	Cost	Person Responsible	Date of Completion	Status
Thrift Store is not wheelchair accessible through front door	Temporary Solution: Individuals entering the store will need to enter through employment office area since front entrance cannot accommodate a wheelchair Long-term solution: Widening of front door	Medium	\$2000	Management team, will hire external contractor too complete	October 2016	Not Completed will explore widening door in future, temp access appears to be working review November 2017
Thrift store is crowded and out dated, the public and employees find it difficult to move around.	Apply a grant to redesign the area and expand area. Grant Received	High	34,000.00	Sheila and Gail – Apply for a grant through the job creation program (JCP) Grant received	June 2017	In progress On track for completion July 2017
TACL admin office and CDS and Thrift store signage is old and not visible in community	New signage that is bright and visible to community	med	\$1800.00	Sandy and Nancy	December 2016	Completed
Doorways at the TACL and Thrift store have large step, tripping hazard and not visible	Have a contractor come in assess what can make these steps more user friendly for wheel chairs and fix tripping hazard	High	\$900.00	Korie and Tracy	November 2016	Completed

Activity Centre:	Recommendation	Priority	Cost	Person Responsible	Date of Completion	Status
Identified Barrier						
Floors at the Day program are not weathering well, tiles lifting and not cleaning. Upstairs at TAAC is good	Replace floors Monitor floors for lifting tiles	high high	\$6000.00 0	Korrie and Nancy to hire a contractor and review quotes Supervisor and Board Housing committee	March 2016 Ongoing	Complete looks great Completed semi-annual inspection and as needed
Walls in the lower level and on ground floor and stair well need new paint and art work	Walls to be painted and individuals will decide what type of colour scheme.	med	\$ 200.00	Individuals, Program Coordinator and staff	October 2016	Complete

Forrest Place:	Recommendation	Priority	Cost	Person Responsible	Date of Completion	Status
No wheelchair access at Warfield Pool (both Change room and pool access)	Attend a council meeting and lobby for wheelchair access	medium		Katrina	May 2014	Not Completed needs follow-up in May 2017

Child and Youth Program	Recommendation	Priority	Cost	Person Responsible	Date of Completion	Status
<p>C & Y program does not have a safe outdoor "play" area to use for outdoor activities</p>	<p>Use local park & lobby police to clean up park since it is not safe for children due to drug use that has been witnessed Staff also need specific activities to do outside – Supervisor and Staff can create a list of approved outdoor activities</p>	<p>High</p>	<p>N/A</p>	<p>Advocate Groups C/Y Supervisor and staff</p>	<p>Spring 2017</p>	<p>The City has cleaned up the park area and monitors it frequently, camera have also been installed, New built beside TAAC and park extending further down the road. Picnic tables and flower beds planted May 2017 completed</p>
<p>Some of the Children supported in the C & Y program have limited access to money in order to attend all activities and end of year trip that is offered.</p>	<p>The C & Y program will program will fund raise on a regular basis to raise funds for C & Y with limited funds and end of summer trip. The group will have bake sales, make hot packs and collect bottles. The CYC Supervisor will also assist families/caregivers to access The Kick Start Program (Canadian Tire) and Swim passes at reasonable rates</p>	<p>Med-high</p>	<p>\$2000.00</p>	<p>C & Y Supervisor Shelia will assist with swim passes</p>	<p>April 2017</p>	<p>Completed and ongoing</p>

Physical Barriers in Community:	Recommendation	Priority	Cost	Person Responsible	Date of Completion	Status
Some individuals cannot get to church on Sundays	Speak with identified churches and see if someone will volunteer to give participants a ride	High	None	House Supervisors	Ongoing Currently 2 persons served from residential sites, staff assist with transportation and support	Currently 2 individuals are supported by a Volunteer to attend church. Ongoing
	Lobby government to provide additional support hours in order to allow individuals to go to church with a support worker	med	none	Advocate		On-going by parent advocate

Financial Barriers

Identified Barrier	Recommendation	Priority	Cost	Person Responsible	Date of Completion	Status
Individuals are not able to go on a holiday with one-on-one support.	Build funding into contract with CLBC. Fundraising or submit one time only proposals for planned vacation's in advance	Medium	None/ Fundraisin g	Nancy Korte, Program Supervisors	Ongoing	A group of individuals planned and fundraised and saved for a trips to Las Vegas, Disney land, hot springs,

Identified Barrier	Recommendation	Priority	Cost	Person Responsible	Date of Completion	Status
<p>Family members who have control over individual's finances may not always look out for person's best interest</p>	<p>Request Facilitator to advocate having TACL support an individual in controlling own finances. Discuss this with persons served and family members at annual P.L.P. Bring forward to Parent and Family Advocate for Agenda item</p>	Medium	None	Nancy, Korie, Community Living Manager, Employment Manager	Ongoing	Complete and ongoing as new clients come into TACL services. Have referred clients to PGT and Advocate services
<p>Family members need to be asked for money for participants to attend community events that cost money</p>	<p>Family member deposits x amount of money regularly into account that supervisor/individual has access to. Supervisor will have completed monthly accounts of money spent and this info will be available for families with individuals served written permission</p>	Medium	None	Nancy, Korie	December 2015	Completed and ongoing
<p>Some of the individuals living in Community struggle with budgeting enough money to attend community events</p>	<p>Individuals will be given a monthly schedule and a budget for each will be developed so that they are not asked weekly Assist individuals to set up a budget and arrange for setting aside funds needed for each month. Provide a money management group activity to the Community Support group meetings.</p>	High	None	Delegated to appropriate Supervisor	Delegated to appropriate Supervisor	On going
<p>Family members need to be asked for money for participants to attend community events that cost money</p>	<p>Individuals will be given a monthly schedule and a budget for each will be developed so that they are not asked weekly Assist individuals to set up a budget and arrange for setting aside funds needed for each month. Provide a money management group activity to the Community Support group meetings.</p>	Medium	None	Delegated to appropriate Supervisor	January 2016	Completed and ongoing
<p>Some of the individuals living in Community struggle with budgeting enough money to attend community events</p>	<p>Individuals will be given a monthly schedule and a budget for each will be developed so that they are not asked weekly Assist individuals to set up a budget and arrange for setting aside funds needed for each month. Provide a money management group activity to the Community Support group meetings.</p>	High	None	Delegated to appropriate Supervisor	Delegated to appropriate Supervisor	On going

Identified Barrier	Recommendation	Priority	Cost	Person Responsible	Date of Completion	Status
<p>TACL currently has 105 staff, staff training needs to be completed at the beginning of employment and annually is costly for a non-profit organization.</p>	<p>Explore cost effective educational opportunities that are competency based and meet accreditation and funder approval</p>	<p>high</p>	<p>\$ 100.00 per month and any staff hours for staff completing outside of work hours</p>	<p>Nancy and Tracy</p>	<p>TACL is an active participant in Open Future learning to date 45 staff have completed 9 modules each and we will continue to access these educational opportunities throughout year</p>	<p>Started in February 2017 on-going</p>
<p>Staff accommodation: A staff member was having some difficulties with transferring a person served while performing personal care.</p>	<p>OT came in a created a back smart program for staff to follow, the staff member still was having difficulties, staff member requested slider sheets TACL purchased and was helpful to staff</p>	<p>high</p>	<p>\$100.00</p>	<p>Nancy and Supervisor</p>	<p>December 2016</p>	<p>December 2016</p>
<p>Staff accommodation: A staff member was finding it difficult to get into driver's side door. Staff requested that a step be installed for easy access.</p>	<p>Staff requested that a step be installed for easy access.</p>	<p>med</p>	<p>\$ 400.00</p>	<p>Korrie</p>	<p>December 2016</p>	<p>Completed</p>

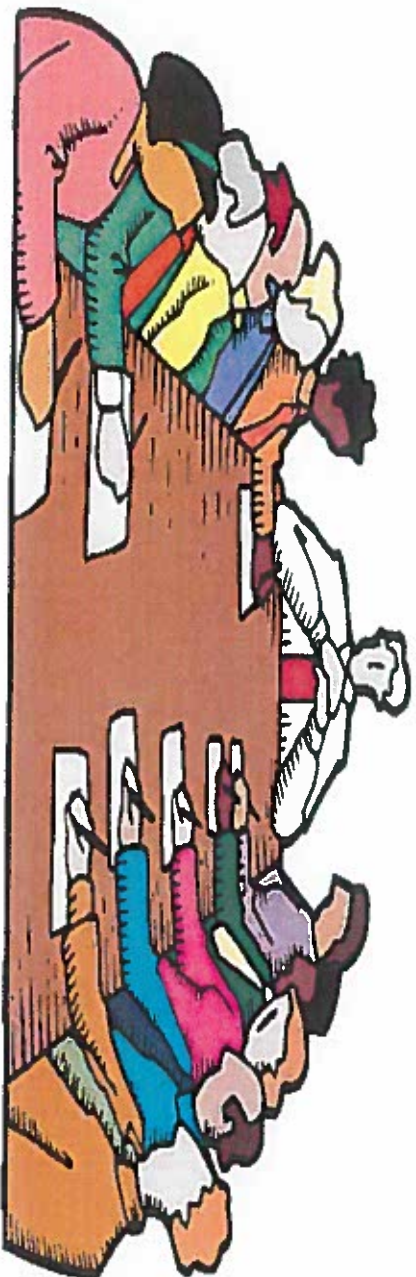
Identified Barrier	Recommendation	Priority	Cost	Person Responsible	Date of Completion	Status
Some clients in the community are at risk of being taken advantage of financially	Provide information and support 1:1 and in group settings to learn to be assertive and stay safe	High	None	Sheila, Nancy	On-going	Complete and ongoing
At times individuals come in to CDS and TAACL seeking supports	Refer clients to CLBC facilitator to identify needs and ongoing support measures. Continue to attend community mental health meetings regarding at risk persons with complex mental needs and DD	High	None	Sheila, Nancy	On-going	Complete and ongoing
Family members and support workers not complying with MFLTA regulations for claiming earnings	Send letter to individuals and family members regarding legislation involved. Follow-up with families or support networks at annual P/LP meetings.	High	None	Sheila and Community Living Manager	Ongoing	Complete and ongoing

Communication Barriers

Identified Barrier	Recommendation	Priority	Cost	Person Responsible	Date of Completion	Status
Community at large does not understand what TACL does and who we support (Public Awareness)	Provide more written information about TACL – update brochure, consumer handbooks. Redesign website user friendly. Audio capabilities	Medium	\$8000.00	Nancy Tracy	August 2017	In progress
New Vision and Mission created at Strategic Planning Session, inform all persons served, families/caregivers and funders/ stakeholder	Provide brochures to other community agencies. Put an ad in local paper informing community of our new web-site	Medium	None	Tracy, Nancy, Korrie	Spring 2017	Ongoing
TACL 65 th celebration for the All Persons Served, families/caregivers, stakeholders and community	Participate in Community events such as Silver City days to increase exposure. Hold annual CL month celebrations which are hosted by TACL. Hold a the 65 th celebration at Gyro Park! Advertise in local paper, Radio, concession ran by TACL social enterprise	Medium	None	Community Support Staff, Day Program	August 2016	Completed and ongoing
Staff identified a need for ongoing communication workshops	Training for staff on augmentative communication, self-care and personal boundaries, conflict resolution and communication.	High	\$100.00 annual fee	Nancy, Tracy	Ongoing	Ongoing
Staff identified a need for consistent documentation	Training for staff in objective documentation. Doing the write this competency based documentation course. Open future Learning	High	100.00 annual fee	Nancy Tracy	Feb 2017 – ongoing	45 staff completed

Identified Barrier	Recommendation	Priority	Cost	Person Responsible	Date of Completion	Status
At times individuals come in to CDS and TAACL seeking supports	Refer clients to CLBC facilitator to identify needs and ongoing support measures. Continue to attend community mental health meetings regarding at risk persons with complex mental needs and DD	High	None	Sheila, Nancy	On-going	Complete and ongoing
Communicating information about TAACL and things happening in the community with all individuals receiving service in an understandable manner	Publishing Consumer Handbook in plain language large print and recording it in audio form. Put on Website	High		Nancy	Revised 2017	Completed large print and audio - video completed Aug 2017 in progress.
TAACL needs a more user friendly and assessable Website. Management staff have limited time in busy their schedules to input information on a regular basis.	Develop newsletter that is distributed to all stakeholders including individuals and their families (keeping them more informed) Put on Website Hire a professional Website designer to revise and make website assessable to all persons served diverse needs, after site completed and up and running hire a professional website update site as needed	Medium	\$50 yearly	Community Living Manager Tracy Nancy	January 2015 August 2017	Completed and sent out semi annually Not completed

Identified Barrier	Recommendation	Priority	Cost	Person Responsible	Date of Completion	Status
It is Important for TACL to stay abreast of Trends and Training and support and recourses from fellow service providers	Executive Director and Financial Manager to become a member of CEO network.	Medium	Annual fee based on subsidy	Nancy, Financial Manager	Ongoing Active Members of CEO Net Work	Completed
Due to busy staff schedules, not having time to listen or problem solve with persons served when doing drop-ins	Persons Served will have access to a staff member if they are in crisis. If not in crisis an appointment is scheduled. Hold bi-annual Residential Council meeting and non-residential council group	High	None	All staff Community Living Manager to arrange	On-going Semi annual 2015 meetings	Completed and ongoing



Identified Barrier	Recommendation	Priority	Cost	Person Responsible	Date of Completion	Status
Transportation Barrier Lack of staff who have a Class 4 driver's license	All staff working or accepting shifts at a site with a modified wheel chair van need obtain an unrestricted class 4 driver's license. For staff that has not received this qualification, send out a notice regarding this mandatory requirement. Letter will include timelines for acquiring this mandatory requirement.	Medium	Staff are expected to pay for license and TACL pays for medical fees as needed	Nancy	Letters consistently going out to staff not following through with this requirement. Working with the Union on this matter	2015 completed and ongoing
Participants living outside greater Trail area are dependent on transit service or family	Encourage ride sharing and use of handy dart for outside transit service area. Assist individuals to apply for a bus pass.	Medium	None	Supervisors	January 2016	Completed ongoing
Clients looking for work are dependent on either bus schedule or walking	Assist each individual to base work search within walking distance or bus times	High	None	CDS staff	January 2016	Completed and ongoing
Persons served living in a residential site are encouraged to use public transit	Bus tickets negotiated in the contracts to assist persons served with work search and initial employment and community inclusion	High	120	Site supervisor requests tickets form admin office	January 2016	Completed and ongoing
Individuals need to apply for yearly bus pass if they are eligible	Assist each individual to call for application, complete it and send money for pass	High	None	CDS staff	On-going	Completed and ongoing
Vehicles used for supported work sites are old and in constant need of repair/ High gas Consumption	Sell 15 passenger van and purchase 2 second hand mini vans	Medium	20,000	Shella, Nancy, Board	September 2015	1 purchased 2015 and 1 2016

Attitudinal Barriers

Identified Barrier	Recommendation	Priority	Cost	Person Responsible	Date of Completion	Status
<p>Staff assuming that individuals they are supporting do not understand what they are saying.</p>	<p>Confidentiality/ Sensitivity Workshops / combine Personal and Professional Boundaries Workshop and include Confidentiality and Sensitivity. TACL to purchase membership to Open Future Learning. This will allow for continued training for staff and ongoing – cost effective. Connect with CAYVA and continue with ongoing training regarding assistive technology for persons served and staff training.</p>	<p>High</p>	<p>\$1000</p>	<p>Nancy, Shelia and Tracy and House Supervisors</p>	<p>Open Future Training Purchased and staff training on going Completed Ongoing,</p>	<p>Ongoing</p>
<p>Community attitudes -- “fear of the unknown” and “judge a book by its cover”</p>	<p>Reminders at Staff meetings. Personal Boundaries training annual review of all polices and contracts. Open Future Learning. Purchase communication Apps for IPADS</p>	<p>High</p>	<p>None</p>	<p>Supervisors, all staff Nancy/Niki Rosie</p>	<p>Ongoing Completed December 2015 Updated Brochures November 2015 ongoing</p>	<p>Ongoing Completed and ongoing</p>
<p>Community attitudes -- “fear of the unknown” and “judge a book by its cover”</p>	<p>Distribute brochures and develop newsletters to inform the public. Website updates</p>	<p>High</p>	<p>None</p>	<p>All Staff</p>	<p>Completed 2015, 2016 and scheduled for 2017</p>	<p>Completed and ongoing</p>
<p>Community attitudes -- “fear of the unknown” and “judge a book by its cover”</p>	<p>Provide information brochures to other community agencies, rent table at farmer’s market,</p>	<p>High</p>	<p>None</p>	<p>Management Team</p>	<p>Completed 2015, 2016 and scheduled for 2017</p>	<p>Completed and ongoing</p>

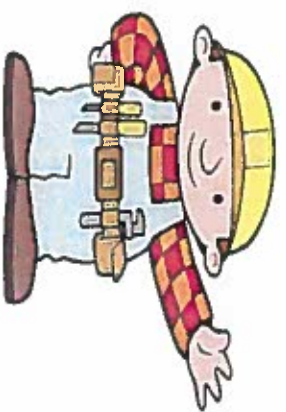
	information available and public awareness, Day Program will bake granola bars					market	
	Participate in Community events including Silver City Days. Create annual October Community Living Event in Community and advertise events on web site and local paper. Create a Theatre Production for Whole Community in celebration of Community Living Month.	High	None	Day Program, Community Support and Management Team CDS	Ongoing	Completed 4 productions successfully completed sold out performances	Completed Performance held each year October Community Living Month
Low staff morale During our Strategic planning and staff surveys mention that most new and younger staff do not want to work weekends. And staff that have worked for several years on weekends would like a change. Staff requested that staff event planned outside of working hours.	Provide information brochures to other community agencies, rent table at farmer's market, information available and public awareness, Day Program will bake granola bars	High	None	Management Team	Completed 2015, 2016 and scheduled for 2017 market	Completed and ongoing	
Staff wanting to do for a person served as opposed to	Participate in Community events including Silver City	High	None	Day Program, Community	Ongoing	Ongoing	Ongoing

<p>Staff wanting to do for a person served as opposed to assisting them to do for themselves.</p>	<p>Participate in Community events including Silver City Days. Create annual October Community Living Event in Community and advertise events on web site and local paper. Create a Theatre Production for Whole Community in celebration of Community Living Month.</p>	<p>High</p>	<p>None</p>	<p>Day Program, Community Support and Management Team CDS</p>	<p>Ongoing</p>	<p>Ongoing</p>
<p>Staff have difficulty creating SMART Goals</p>	<p>Revised PLP and gathering tool across all TACL. This will allow for consistent results, Hire a Quality Improvement Staff to provide training for all staff and on-going support</p>	<p>High</p>	<p>None</p>	<p>Supervisors/ Staff</p>	<p>On-going</p>	<p>Completed and ongoing</p>
<p>Staff training for new staff surrounding TACL PLP focus and developing smart goals. TACL has had a significant growth in number of persons served in the last 3 years, we have struggled in the past 3 years to successfully celebrate goals completed</p>	<p>Add SMART goal training to TACL 101 orientation training New system developed the indicates success. QI staff will perform ongoing training and input and analyze</p>	<p>High</p>	<p>None</p>	<p>Community Living Manager Quality Improvement Staff</p>	<p>January 2017-ongoing</p>	<p>Completed and ongoing</p>

Other Barriers

Identified Barrier	Recommendation	Priority	Cost	Person Responsible	Date of Completion	Status
Individuals do not have enough support to access community activities Individuals have limited network of friends outside paid employees	Continue to meet with CLIBC on a quarterly basis regarding review of support hours, focusing on changing needs of persons aging and changing needs. Review funding guide templates at quarterly Funder meeting Include more community inclusive activities when developing individuals PLP and better system track results. Create to PLP and provide training for staff and persons served regarding SMART Goals	High	None	Management Supervisors	2015, 2016 and ongoing 2017 Ongoing Meet Quarterly with Funder	Completed and ongoing Completed And on going

The Accessibility Plan will be reviewed quarterly by Management, Program Supervisors and Board to determine the status of barriers and update actions taken to remove the barriers.





Staff Training Plan for 2016- 2017

TACL Training, Skill Building and Educational Opportunities

Providing training for staff is important to TACL to keep staff current and informed for best practices for persons served. The following is the training that staff has taken in 2016 and projected for 2017. Along with TACL's mandate to keep staff updated on new positive support strategies, trends and mandated training,

- Medication Administration revised policy review – All staff responsible for administration medication. Training will be provided by HSCL Community Living Nurse. 2016- 2017 Completed and ongoing Annually
- MANDT training for staff including: Healthy Relationships, Healthy Communication, Healthy Conflict Resolutions, Trauma Informed Services, Positive Behaviour Interventions and Supports, Liability and legal Issues, and Medical Risk Factors 2016-2017 Completed and Ongoing
- Registered Behaviour Technician Training / Behaviour Leads Training – Feb 2016 – completed and ongoing
- Pivot Point - Reinforcement and SR Strategies, NVCPPI, Person Centered Service Provision, ABC's of Behaviour and Developing New Behaviour. 2016 completed and projected for 2017
- First Aid Recertification's/ New Staff- 2016-2017 – completed and ongoing
- Healthy Personal and Professional Boundaries on the worksite- 2016 completed and new curriculum for providing this training Feb 2017 and ongoing
- Prevention in Motion—Creating Safe Environments for Vulnerable Adults internal Facilitator –2016-New Curriculum for 2017 – See Open Future Training
- Creating Caring Communities- 2016- 2017 completed and ongoing
- The Art of Creating Opportunity-Tools for Achieving Employment outcomes 2016- completed

- Webinar-The Mayor who ended homelessness 2016 completed

- Bi-Annual Interior Self Advocate Conference-Living with diverse Abilities- 2016 completed

- Annual Review Mission, Vision, Service Principles and Rights Statement- Annual
- Annual review of TACL policies and procedures – Annual
- Supervisor Leadership Training- 2016-2017
- Creating Caring Communities: The Cultural Context of High Risk Substance Use in Youth- 2016
- BC CEO Network – Semi Annual Training for Executive Director and Financial Manager- 2016-2017
- FASD Training Program—online training 2016-2017 completed and ongoing
- HSCL OT training with residential staff safe practices surrounding lifts/transfers and body mechanics. 2016-2017- completed and ongoing
- 7th Biennial Conference on Adolescents and Adults with Fetal Spectrum Disorder (FASD)- completed 6 staff
- TACL 101 – In- house training for new staff and ongoing reviews as needed- 2016-2017- completed and ongoing

TACL 101

- ✓ Review of Mission & Vision
- ✓ Strategic Plan
- ✓ Time Sheets – review how to fill them out
- ✓ First Aid certificates and any other supporting documents – reminder to ensure all is at the office
- ✓ Effective Documentation
- ✓ Emergency Numbers
- ✓ Scheduling
- ✓ Medication Administration
- ✓ Medication Error
- ✓ Incident Reporting – Identification of Reportable/In house and Near Miss Incidents
- ✓ SMART goal training
- ✓ Emergency Handbook
- ✓ Emergency Preparedness- You can use either the crossword or the emergency preparedness questions
- ✓ Bullying and harassment
- ✓ Business Insurance Coverage and sign off
- ✓ Casual Call-in System
- ✓ Complaint Management -1.16 – Internet and Communication Usage Policy and sign off
- ✓ Case noting and Documentation guidelines
- ✓ Employment Requirement
- ✓ Code of Ethical conduct
- ✓ Standards of Service Delivery

- ✓ Driving violations
 - ✓ Smoking
 - ✓ Dress code
 - ✓ Cell Phone Use While Working
 - ✓ Performance Review
 - ✓ Staff Recognition
 - ✓ Employee Personnel Files and Personal Information
 - ✓ Lines of Communication
 - ✓ Attendance, Lateness and Absenteeism
 - ✓ Disciplinary policy
 - ✓ Confidentiality
 - ✓ Guidelines for Medication Administration
 - ✓ Medical Attention
 - ✓ Dealing with Reports of Abuse or Neglect
 - ✓ Communicable Diseases/Universal Precautions
 - ✓ Occupational Health and Safety Committee
 - ✓ Staff security/Working Alone
 - ✓ Bullying & Assessment Policy,
 - ✓ Sharps disposal
-
- BC CEO Network – Semi Annual Training for Executive Director and Financial Manager-2016-2017- Completed and ongoing
 - Team Building – 2016-2017 completed and ongoing
 - Review Mission, Vision, Service Principles and Rights Statement- 2016-2017 completed and ongoing
 - Annual review of TACL policies and procedures – 2016-2017 completed and ongoing
 - Annual Competency Based Medication Training – 2016-2017 completed and ongoing
 - ABA – Child and Youth staff (CYC) 2016 Completed
 - MCFD Privacy Training – Child and Youth Staff and Management 2016-2017 completed and ongoing
 - Sign Language presentation and daily learning- Child and Youth staff 2017
 - Communication Supports for Individuals with Developmental Disabilities: Facilitating Understanding and Expression- CYC 2016 completed
 - An Algorithm for the Evaluation and Management of Irritability in Children and Adolescents with Autism Spectrum Disorder- CYC 2016 completed
 - Has Inclusive Education become Contaminated- CYC 2016 completed
 - Is Poverty the Diagnosis: The Hidden Impact of Generational Poverty in Developmental Disabilities and Mental Health- CYC 2016 completed
 - Practical Strategies for Addressing Gaps in Services for Children and Youth with Neuro-developmental Disorders and Co-occurring Mental Health and Behavioral Difficulties- CYC 2016 completed
 - Medical Behavioural Assessment and Treatment of Children and Youth with Developmental Disabilities and Behaviours that Challenge: Framework and Tools for Interprofessional Collaboration- CYC 2016 completed

- What's Age Got to Do with It: Healthy Sexuality Across the Lifespan for People with Intellectual Disabilities- CYC 2016 completed
- Think You've Tried Everything? Maybe Not- CYC 2016 completed
- Parent Meetings
- Training – Calendar
- June – CAYA via skype
- August – PWD application
- October – Fatigue in Parenting
- December – Internet Safety
- *During meetings, parents are asked what topics they would be interested in having.
- 2017 Children and Youth staff training below:
- May 2017 – Effects on Children in Foster Care
- June 2017 – Ethics of Touch
- July 2017 Dry Drowning
- August 2017 – Bullying how to recognize and support
- September 2017 – Eating Disorders
- October 2017 – Children Who Witness Abuse
- November 2017 – Drugs and Alcohol RCMP
- December 2017 – Fire Safety How to Use a Fire Extinguisher Fire Department

Open Future Competency Based Training

Training Modules to be completed by **All New TACL** staff in first 500 hours and all existing staff in 2017.

Introduction to your role

On successful completion of this module, learners will be able to:

- ✓ Define and describe a developmental disability and its causes.
- ✓ Describe other commonly associated conditions.
- ✓ Explain how a developmental disability can impact the person's life.
- ✓ Describe a range of experiences that impact the person's life including segregation, congregation, negative perception and treatment, social devaluation, loneliness, poor health, poverty, and abuse.
- ✓ Explain the importance of the person's history and the involvement of their family.
- ✓ Define John O'Brien's five valued experiences and explain how they can support a good and meaningful life.

- ✓ Using the Code of Ethics developed by the National Alliance of Direct Support Professionals you will be able to explain the purpose of the following concepts and how they refer to your role:
- ✓ Person-centered support
- ✓ Promoting physical and emotional well-being
- ✓ Integrity and responsibility
- ✓ Confidentiality
- ✓ Respect
- ✓ Justice, fairness and equity
- ✓ Relationships
- ✓ Self determination

Abuse Prevention Long Version

On successful completion of this module, learners will be able to:

- ✓ Describe what abuse is, and the signs, symptoms, causes, circumstances, patterns, and effects of abuse.
- ✓ Explain how the power and control of systems and professionals can impact your role and the safety of the people you support.
- ✓ Explain the responsibilities of your position as they relate to trust and safety.
- ✓ Explain the importance of knowing the person and their disability.
- ✓ Describe the risks of self-neglect, and define who is most at risk.
- ✓ Identify potential abusers.
- ✓ Know how to recognize and report abuse when it is witnessed or reported to you, and be able to describe the process that should take place after reporting abuse.
- ✓ Describe how abuse is considered legally, and what the consequences for the abuser may be.
- ✓ Help the people you support to be able to stop abuse and better protect themselves.
- ✓ Describe the conflicts of people's personal freedoms and protection, and explain the importance of risk taking, and explain the risk assessment and management process.

Active Support

On successful completion of this module, you will be able to:

Define what active support is and how it can help people have a better quality of life.

- ✓ Describe the importance of engagement and what it looks like.
- ✓ Understand how every moment has potential.
- ✓ Apply the principles of little and often, taking small steps, and providing support at the right time and place.
- ✓ Describe how you can provide just enough support for people to participate successfully.

- ✓ Explain how active support can be used to maximize choice and control while maintaining people's safety.

Boundaries-

On successful completion of this module, you will be able to

Explain what boundaries are and why they are important for both you and the people you support.

- ✓ Understand that boundaries are a learned skill that needs to be taught, and know how to teach them.
- ✓ Describe the importance of and difference between public and private places, spaces, and information.
- ✓ Explain why we are not friends and we are not family.
- ✓ Value the bodies of the people you support and know how to enable healthy, professional boundaries regarding touch.
- ✓ Explain why maximum privacy equals maximum dignity.
- ✓ Describe and teach appropriate ways to show affection.

Challenging Behaviour

On successful completion of this module, learners will be able to:

- ✓ Define challenging behavior.
- ✓ Explain what individual and environmental characteristics cause challenging behavior.
- ✓ Understand the effects of challenging behavior.
- ✓ Describe how communication difficulties can impact behavior.
- ✓ Describe how to implement a range of person-centered tools, strategies, and approaches aimed at preventing or reducing challenging behavior.
- ✓ Explain good listening skills.
- ✓ Understand the importance of knowing the person and their story so you can meet his or her individual needs and wishes.
- ✓ Describe the consequences of loneliness and the importance of friendships, relationships, and valued roles.

Do the write thing

On successful completion of this module, you will be able to:

- ✓ Appreciate documentation as a competency and a skill.
 - ✓ Explain what constitutes unprofessional documentation.
 - ✓ Understand the importance of and be able to apply practical strategies to ensure legible, accurate, respectful, concise, confidential, and meaningful documentation.
 - ✓ Explain why paperwork is people work.
 - ✓ Describe and apply the concept and process of documenting with people, known as partnership documentation.

Health and Safety

On successful completion of this module, you will be able to:

- ✓ Understand the roles and responsibilities relating to health and safety in the workplace for yourself and others.
- ✓ Help the people you support to understand and be responsible for their own and other people's health and safety.
- ✓ Describe the purpose of risk assessments and be able to conduct a basic assessment of risk.
- ✓ Demonstrate best moving and positioning practices.
- ✓ Appropriately respond to and manage accidents, sudden illnesses, and stress.
- ✓ Follow agreed ways of working regarding medication and healthcare tasks.
- ✓ Prevent the spread of infection, promote fire safety, and follow proper security measures in the work setting.
- ✓ Promote the well-being of the people you support regarding food safety, nutrition, and hydration.

Sexuality and Relationships

On successful completion of this module, learners will be able to:

- ✓ Explain how the sexuality of the people we support has been denied, punished, oppressed and abused throughout history.
- ✓ Explain some of the most common stereotypes that are attached to the people we support and their sexuality
- ✓ Understand the importance of being able to reflect on your own attitudes and practices.
- ✓ Understand that every person is a sexual being and that both sexuality and intellectual disability are naturally occurring.
- ✓ Define the ten skills of likeability, and the importance of friendships.
- ✓ Explain the three basic skills that are necessary to have in place before embarking on any sex education curriculum.
- ✓ Explain the purpose of sex education and some of the associated myths.

- ✓ Understand how to most effectively support and apply a sex education curriculum.
- ✓ Understand how to support the sexuality of people with more significant disabilities and know when and how to intervene.
- ✓ Understand and explain the importance of good policy.

Understanding and Promoting Rights

On successful completion of this module, learners will be able to:

- ✓ Define what rights are, and understand the difference between legal and moral rights.
- ✓ Describe the disability rights movement.
- ✓ Describe human rights as developed by the United Nations.
- ✓ Explain how to support the rights of the people you support, including those with multiple and profound disabilities.
- ✓ Explain how rights interact with responsibilities, decision-making, risk, power and control.
- ✓ Detail how, why, and in what circumstances rights may be limited or taken away.
- ✓ Describe the different types of advocacy and the six important principles and other skills that relate to advocacy and your own role.
- ✓ Explain how to help people make choices.
- ✓ Describe the benefits and role of person-centered planning.

Suggestions or Requests for Future Training – Please call or email Nancy at tacl@telus.net or Sandy at tacl2@telus.net.





Technology Plan

2016 - 2017

Trail Association for Community Living

Trail Association for Community Living

Technology Plan 2016 – 2017

Introduction

Principles of the Technology Plan

- The use of technology supports the work of the Trail Association for Community Living (TACL).
- The Technology Plan is sensitive to the needs of the participants, employees, and volunteers of TACL.
- The Plan allows the organization to introduce technology to work sites without existing technologies and to modernize out-dated equipment and software in an efficient and cost effective measure.

Purpose of the Technology Plan

A Technology Plan determines the direction the organization is planning to go with technology. It facilitates collaboration and teamwork between programs and administration to better support people with developmental, physical and psychiatric disabilities.

This Technology Plan:

- Prioritizes technology needs within TACL. Since funds are limited, planning will ensure priority is given to the most crucial issues.
- Identifies the way TACL can improve service delivery and administration operations with technology.
- Includes a budget, funding resources and staff training strategies to ensure sustainability.
- Addresses communication and information systems.
- Identify where assistive technology (learning software and adaptive equipment) could benefit individuals served using reasonable accommodations. When necessary, TACL consults with Communication Assistance for Young Adults (CAYA) to implement communication boards and other computer assistive technology.

Technology Vision

TACL supports the use of technology to enhance the quality of service delivery to the individuals supported. TACL will effectively use technology throughout administration, residences, day, youth and community support programs, as well as job counseling/coaching programs and worksites.

Responsibility

The Board of Directors delegates the responsibility for technology to the Executive Director. The Executive Director Delegates responsibility of the Technology Plan development, implementation and monitoring, in cooperation, with administration, program coordinators and support staff of TACL. The Executive Director approves technology policies and procedures for use, privacy, security and data integrity. External technical support is contracted as necessary.

Definition of Technology

Technology includes:

- Hardware – Computers, laptops, photocopiers, and smartphones.
- Software – Computer packages and programs.
- Telephones, cellular phones, fax machines and internet.

Elements of Technology Planning

Technology Planning includes:

- Assessment of the current role of technology in the organization.
- An inventory of the hardware and software.
- An inventory of policies and procedures as well as standards for use.
- An inventory of technology competencies.
- A set of technology plans recommendations to meet the needs of the organization.
- Implementation, monitoring and renewal of the technology plan.

1. Assessment of Current Role of Technology

- The Executive Director, Administration Assistant, Program Managers and Accounting Clerks use of technology for correspondence, reports and finances include software packages Simply Accounting, MS Office 2010 and Telus high speed Internet.
- All Career Development Services (CDS) program staff use MS Office 2010 and ICM and Telus high speed Internet. This site also provides two computers and a public access phone to clientele.
- TACL staff is able to access a computer at each site; Residential Homes, Administration office, Day Program office, Community Support office and the Children and Youth Program office.
All of these computers have up-to-date anti-virus software installed.
- There is a need for ongoing technical support to implement and upgrade software packages and to provide support too administrative and program staff.

Technology Action Plan

Task	Benefits	Responsibility	Timeline
Continue to support and encourage staff to access computers at each site for online training and Admin contact and research.	All TACL staff may be up-to-date with client information, correspondence via email and research online.	House Supervisors, Executive Director	2015-ongoing
Purchase 3 I-pads for use at Day Program and Child and Youth Program. Two Blue tooth speakers for CYC I MAC large screen monitor and APPS for Social Skills and communication for Child and youth Program	Individuals who struggle with communication will be able to access a variety of communication enhancing programs	Fundraising – all TACL Staff Leroy Foundation-Grant	Completed Dec 2015 \$1300 fundraised Leroy Grant \$4900
Several Staff would like to access basic computer training.	Staff can communicate via internet to admin office and external health authorities and CLBC etc.	Community Living Manager is TACL in-house trainer	Ongoing September 2016- 2017 ongoing
Ground Fault /Surge Protection for all sites	This will protect all Computers and Appliances at each site from Electrical surges and catastrophic damages	explore costs and of installing. Tracy/Korrie	Install Admin office and TAAC September 2015 and residential sites 2016 Not completed ongoing
**Develop Disaster	Crucial information pertaining to finances and administration	Executive Director and	Completed

recovery/backup system in case of natural disaster or human error.	would always be protected and accessible.	Financial Manager	External Hard drive Memory sticks
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** Already in place for server at CDS – will back up Administration computers every month and store in locked cabinet at TAAC.

MONITORING AND FOLLOW-UP

The Executive Director will report/ review the results of the Outcomes Management Report upon which this report is based, to the Board of Directors in May of each year, during this meeting we will review past two year goals and plans and brain storm for the upcoming years.

2. Inventory of Hardware and Software

- Hardware – 20 Desk top computers, 5 Lap-tops, 5-pads, 4 photocopiers, 5 fax machines and 16 printers
- Software – Microsoft Office, Simply Accounting, Windows Applications, Intergraded Case Management software.
- Smart Phones- 4 TACL owned cell phones
- Internet Services – Telus high-speed wireless and wired
- Virus Protection – Malwarebytes, MacAfee Security, Telus spam and virus protection.
- Support/TEC – provided by Selkirk Computers

3. Policies and Procedures and Technology Standards

- Policies for information Management and Technology, Data Management and sharing (both internal and external), equipment use, purchase and inventory, Internet use, installation of hardware and software, disaster recovery and system backup have been implemented.
- Set agency standard re-acceptance of technology donations (specify grade and speed of computers, size of hard drive and RAM).
- Provide instructional information to all technology users on basic functions. TACL has a Confidentiality Policy and Procedure in place to protect the confidentiality and security of information collected on program participants. Information is released on a time sensitive basis **ONLY** if written consent is obtained.

4. Technology Competencies

The technology skills of employees are varied. We have been able to determine the skills; knowledge and ability of employee's knowledge and ability related to technology during each staff's performance reviews. The Administrative Assistant and Financial Manager were formally trained in various components of MS Office, Simply Accounting and Windows. Program Coordinators have been given introductory training to the use of sites computers and software.

5. Technology Plan Recommendations

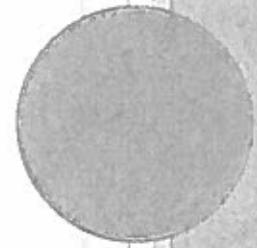
a. Training and Support

Training and support for all employees is a crucial factor in the effective and efficient use of technology. Staff will be encouraged to improve their computer competence through in-service sessions with our Community Living Manager, self-paced tutorials, and online courses and peer tutoring.



2016 ANNUAL
SATISFACTION SURVEY'S
REVIEW

Trail Assn. for Community Living



Annual Satisfaction Surveys 2016-2017

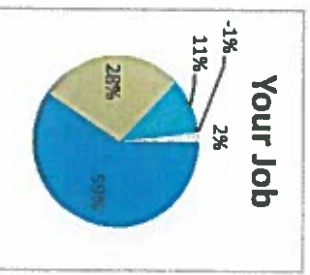
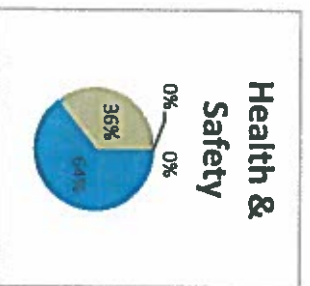
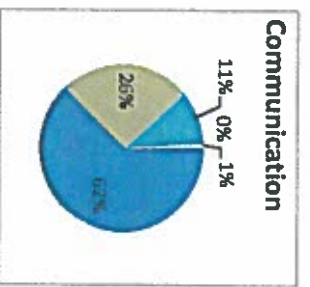
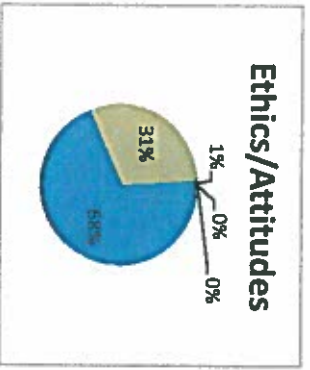
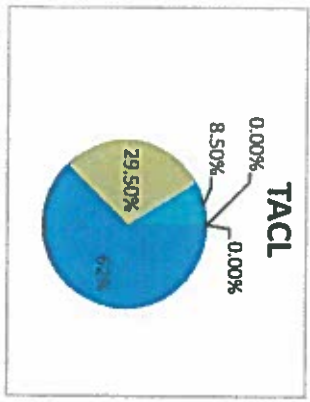
Each year we solicit feedback from our stakeholders. TACL stakeholders consist of persons served and families we support, other professionals we work with, employers who hire the people we support and our funders.

Our annual surveys allow our stakeholders to express satisfaction or concerns about our services and relationships. Feedback is critical in helping us improve our service to all our stakeholders. The results of our annual surveys along with other outcomes are summarized in our annual Outcomes Management Report. We use the results gathered from the surveys when creating our Strategic Plan, SWOT Analysis, Annual Training Plan, Annual Cultural Competency Diversity Plan, Annual Accessibility Plan, Annual Risk Management Plan, Annual Technology Plan and yearly TACL Celebrations.

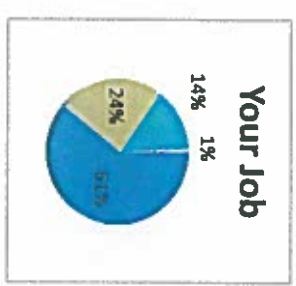
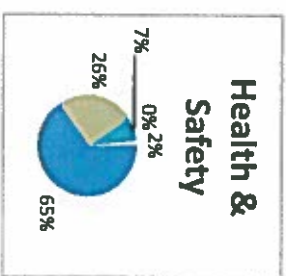
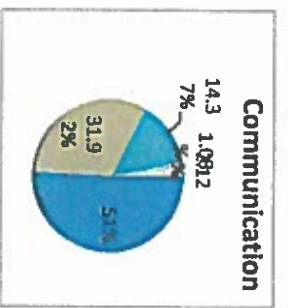
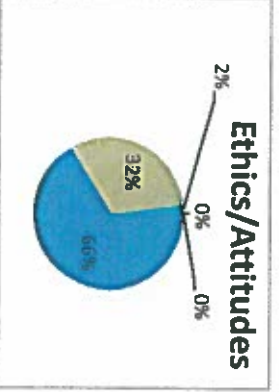
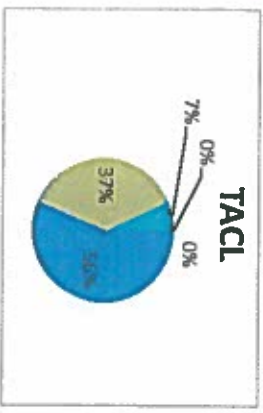
Over the past years TACL struggles with receiving back completed surveys, moving forward in 2017, we are looking forward to our new and improved website and professional web support, in August 2017, this will allow our TACL community access to online surveys.

We will continue to provide a neutral advocate to support person served to complete surveys, we will also provide phone surveys and paper surveys for people without computer access.

2016 EMPLOYEE SURVEY (16 responded)



2015 EMPLOYEE SURVEY(21 responded)



2015 Results % Difference from 2016

	Definitely	Very Much	Somewhat	Not at All	N/A
TACL	10%	3.78%	-14.20%	0	0
ETHICS	26%	-18%	-8%	0	0
COMM	-1%	-3.63%	2.92%	1.12%	1.08%
H & S	-3%	6%	-5%	2%	0
JOB	-10%	7%	3%	0	0

EMPLOYEE SATISFACTION SURVEY RESULTS 2016

64 Surveys Distributed

Questions:	TOTAL	DEFINITELY		VERY MUCH		SOMEWHAT		NOT AT ALL		N/A	
		Total	%	TOTAL	%	TOTAL	%	TOTAL	%	%	%
TACL											
TACL advocates for and empowers the rights of the individuals served.	20	14	70%	6	30.00%	0	0.00%	0	0.00%	0	0.00%
TACL is a leader in our community in providing services for PWD that are effective and cost efficient.	20	13	65%	4	20.00%	3	15.00%	0	0.00%	0	0.00%
TACL responds to the needs of persons served by the organization	20	13	65%	7	35.00%	0	0.00%	0	0.00%	0	0.00%
TACL provides staff with the necessary support and resources to do their work	20	12	60%	6	30.00%	2	10.00%	0	0.00%	0	0.00%
TACL has policies and procedures in place to ensure effective, reliable and consistent services are provided	20	15	75%	5	25.00%	0	0.00%	0	0.00%	0	0.00%
TACL programs have clearly defined tasks, activities, and outcomes	20	10	50%	7	35.00%	3	15.00%	0	0.00%	0	0.00%
TACL maintains existing funding while developing other resources to expand programs and services offered (eg fundraising)	20	11	55%	6	30.00%	3	15.00%	0	0.00%	0	0.00%
TACL communicates with individuals receiving services, families, caregivers, staff and society members on community living issues	20	12	60%	8	40.00%	0	0.00%	0	0.00%	0	0.00%
TACL provides opportunities for peoples served with common interests to connect for friendships	20	10	50%	8	40.00%	2	10.00%	0	0.00%	0	0.00%
TACL supports the health and wellness of its employees	20	14	70%	2	10.00%	4	20.00%	0	0.00%	0	0.00%
			62%		29.50%		8.50%		0.00%		0.00%
ETHICS, ATTITUDES and RESPONSIBILITIES											
TACL staff recognize the vulnerability of the people served and the professional obligation to protect them.	20	18	90%	2	10.00%	0	0.00%	0	0.00%	0	0.00%
TACL staff recognize and maintain their commitment to the TACL Code of ethics	20	12	60%	8	40.00%	0	0.00%	0	0.00%	0	0.00%
TACL honor beliefs, values, and cultures of the people served and appreciate the uniqueness and potential of each individual	20	17	85%	3	15.00%	0	0.00%	0	0.00%	0	0.00%
TACL staff recognize that competent requires collaboration as a team	20	12	60%	7	35.00%	1	5.00%	0	0.00%	0	0.00%
TACL staff maintain honesty, integrity and objective while meeting the highest level of standards for service delivery	20	11	55%	9	45.00%	0	0.00%	0	0.00%	0	0.00%
TACL staff recognizes and respects the importance of confidentiality	20	12	60%	8	40.00%	0	0.00%	0	0.00%	0	0.00%
			68%		30.83%		1.00%		0.00%		0.00%
COMMUNICATION											
Communication between management and staff is efficient and effective	20	10	50%	7	35.00%	3	15.00%	0	0.00%	0	0.00%
Management responds promptly to my requests	20	14	70%	6	30.00%	0	0.00%	0	0.00%	0	0.00%
Management regularly communicate with employees about the organization.	20	10	50%	6	30.00%	4	20.00%	0	0.00%	0	0.00%
Communication received from management about the organization contains sufficient detail	20	15	75%	4	20.00%	1	5.00%	0	0.00%	0	0.00%
Regular general staff meetings are held	20	17	85%	2	10.00%	1	5.00%	0	0.00%	0	0.00%
Regular Program staff meetings are held	20	16	80%	2	10.00%	2	10.00%	0	0.00%	2	10.00%
All employees are encouraged to function as a team	20	15	75%	4	20.00%	1	5.00%	0	0.00%	0	0.00%
There is effective communication between the TACL staff in my program	20	9	45%	8	40.00%	3	15.00%	0	0.00%	0	0.00%
There is effective communication between all of the programs	20	7	35%	9	45.00%	4	20.00%	0	0.00%	0	0.00%
#10 see bottom of survey			63%		26.67%		10.66%		0.00%		1.11%
HEALTH AND SAFETY											
Health and safety procedures are in place to protect employees.	20	15	75%	5	25.00%	0	0.00%	0	0.00%	0	0.00%

participant and volunteers									
I feel adequately trained to handle an emergency situation	20	12	60%	8	40.00%	1	0.00%	0	0
Safety concerns are addressed in a timely manner	20	13	65%	7	35.00%	0	0.00%	0	0
I feel safe when providing support to individuals within workplace	20	15	75%	5	25.00%	0	0.00%	0	0
I feel safe when providing support to individuals in the community	20	9	45%	11	55.00%	0	0.00%	0	0
			64%		36.00%		0.00%		0

YOUR JOB

The information I received during my orientation was valuable	19	9	47%	8	42.11%	1	5.26%	0	1	0.052632
I have a clear idea of my job responsibilities	20	15	75%	5	25.00%	0	0.00%	0	0	0
I receive necessary training to perform my job effectively	20	13	65%	6	30.00%	1	5.00%	0	0	0
I receive feedback through regular employee performance evaluations	19	10	53%	6	31.58%	1	5.26%	0	2	0.105263
I am supported to take on new responsibilities	20	13	65%	5	25.00%	2	10.00%	0	0	0
I feel valued as an employee	20	13	65%	4	20.00%	3	15.00%	0	0	0
I feel that I receive recognition for doing a good job	20	12	60%	5	25.00%	3	15.00%	0	0	0
I feel that I am involved in decision-making within my program	20	9	45%	7	35.00%	4	20.00%	0	0	0
I feel that I am involved in decision-making within my organization	20	7	35%	6	30.00%	6	30.00%	1	5.00%	0.250000
After considering everything how satisfied are you with your job?	20	16	80%	4	20.00%	0	0.00%	0	0	0

How could we, together, make TAACL a better place to work?

Order of importance

A. Improve Training=	3	1	8	3					
B. More teamwork=	5	7	1	3					
C. Improve Communication	5	7	1	3					
D. More Balance workload	4		5	5					
E. Other: transportation	1								

10 Which of the following would you feel more comfortable approaching about a concern or new idea. Check all that apply

Co-workers	19
Immediate Supervisor	20
Management	13
Shop steward	4
Board member	4
Other	2

Write-In Comments

What can TAACL to to improve performance as an organization?

more :1 training, know more about day programs, less paperwork: communication: equality, bonding between office and houses feels like 2 separate companies
 continue to make known in community, quieter work space
 communication between management & staff: more training on all programs between TAACL & CDS

more vehicles:Employee barbecue: slick to policies in place
more inclusive activities: better communication with union: hiring trained employees

Identify things that you like about working in this organization.

supportive co-workers: being part of a team; supportive mgmt & staff; supports available for individuals; mgmt communication with staff
good team (x 2), good support from mgmt, opportunities to learn, feels like a big family; new experiences, fun people
variety of clients & opportunities: excellent mgmt & co-workers; happy environment; love effort TACL/CDS make to support all, personal support of co-workers, fun staff, individuals we :
satisfaction with people served; friendly staff, great co-workers: supporting to be involved with all persons served
team environment, people supported , team atmosphere, job gets done, people served are 1st priority; team, wonderful; seeing people work to same goals
friendly coworkers x3: management approachable, flexibility: good benefits, vacation & stats

The TACL is supported adequately to allow me to carry out the duties of my position, unhindered/(HCSL, CLBC, Nursing support, Ministry, Medical, Behavioural)

YES: 10 NO:

somewhat, adequate, new support always welcome-extremely slow in funding & to get equipment needed at times

Additional comments

lose hierarchy between weekday/weekend x 2
an amazing place to work, wonderful staff, program co-coordinator, side employees
great to see how TACL has grown as a whole over the years, very positive place to be part of
sometimes feel abilities are hindered because of others

Where do you work?

DP/CSW support:3

Program Co-ordinator: 1

Administration 3

Causal /relief

fulltime: 6

Section 1 Comments:

Section 2 Comments:

Section 3 Comments:

EMPLOYEE SATISFACTION SURVEY RESULTS 2015
62 Surveys Distributed

Questions:	TOTAL	DEFINITELY		VERY MUCH		SOMEWHAT		NOT AT ALL		N/A	
		Total	%	TOTAL	%	TOTAL	%	TOTAL	%	TOTAL	%
TACL											
TACL advocates for and empowers the rights of the individuals served.	21	17	81%	4	19.05%	0	0.00%	0	0.00%	0	0.00%
TACL is a leader in our community in providing services for PWD that are effective and cost efficient.	20	12	60%	7	35.00%	1	5.00%	0	0.00%	0	0.00%
TACL responds to the needs of persons served by the organization	21	15	71%	6	28.57%	0	0.00%	0	0.00%	0	0.00%
TACL provides staff with the necessary support and resources to do their work	21	7	33%	11	52.38%	3	14.29%	0	0.00%	0	0.00%
TACL has policies and procedures in place to ensure effective, reliable and consistent services are provided	21	14	67%	5	23.81%	2	9.52%	0	0.00%	0	0.00%
TACL programs have clearly defined tasks, activities, and outcomes	20	8	40%	10	50.00%	2	10.00%	0	0.00%	0	0.00%
TACL maintains existing funding while developing other resources to expand programs and services offered (eg fundraising)	20	7	35%	11	55.00%	2	10.00%	0	0.00%	0	0.00%
TACL communicates with individuals receiving services, families, caregivers, staff and society members on community living issues	20	12	60%	7	35.00%	1	5.00%	0	0.00%	0	0.00%
TACL provides opportunities for people served with common interests to connect for friendships	21	11	52%	9	42.86%	1	4.76%	0	0.00%	0	0.00%
TACL supports the health and wellness of its employees	21	13	62%	6	28.57%	2	9.52%	0	0.00%	0	0.00%
			56%		37.02%		6.81%		0.00%		0.00%
ETHICS, ATTITUDES and RESPONSIBILITIES											
TACL staff recognize the vulnerability of the people served and the professional obligation to protect them.	20	13	65%	7	35.00%	0	0.00%	0	0.00%	0	0.00%
TACL staff recognize and maintain their commitment to the TACL Code of ethics	20	12	60%	7	35.00%	1	5.00%	0	0.00%	0	0.00%
TACL honor beliefs, values, and cultures of the people served and appreciate the uniqueness and potential of each individual	20	14	70%	6	30.00%	0	0.00%	0	0.00%	0	0.00%
TACL staff recognize that competent requires collaboration as a team	20	14	70%	5	25.00%	1	5.00%	0	0.00%	0	0.00%
TACL staff maintain honesty, integrity and objective while meeting the highest level of standards for service delivery	20	11	55%	9	45.00%	0	0.00%	0	0.00%	0	0.00%
TACL staff recognizes and respects the importance of confidentiality	20	14	70%	4	20.00%	2	10.00%	0	0.00%	0	0.00%
			65%		31.67%		2.00%		0.00%		0.00%
COMMUNICATION											
Communication between management and staff is efficient and effective	20	7	35%	9	45.00%	4	20.00%	0	0.00%	0	0.00%
Management responds promptly to my requests	20	12	60%	6	30.00%	2	10.00%	0	0.00%	0	0.00%
Management regularly communicate with employees about the organization.	20	8	40%	8	40.00%	4	20.00%	0	0.00%	0	0.00%
Communication received from management about the organization contains sufficient detail	20	11	55%	6	30.00%	3	15.00%	0	0.00%	0	0.00%
Regular general staff meetings are held	20	13	65%	4	20.00%	2	10.00%	1	5.00%	0	0.00%
Regular Program staff meetings are held	19	11	59%	5	26.32%	3	15.79%	0	0.00%	0	0.00%
All employees are encouraged to function as a team	20	16	80%	3	15.00%	2	10.00%	0	0.00%	0	0.00%
There is effective communication between the TACL staff in my program	21	10	48%	9	42.86%	1	4.76%	0	0.00%	1	4.76%
There is effective communication between all of the Day programs	21	4	19%	8	38.10%	5	23.81%	1	4.76%	3	14.29%
#10 see bottom of survey			51%		31.92%		14.37%		1.08%		2.12%
HEALTH AND SAFETY											
Health and safety procedures are in place to protect employees.	21	14	67%	7	33.33%	0	0.00%	0	0.00%	0	0.00%

General staff/team meetings:supervisor training specific to leadership;incorporating goals/deas of staff into annual plans;more 1:1 where clients need

Identify things that you like about working in this organization.

Flexibility of Programs;team, management, rewarding work:supporting indiv in community; people are caring and want to do a good job, feel supported; staff, management, clients
Unique individuality of workers and clients. The people I get to meet,co-workers. Satisfaction from workinghard and seeing the organization grow; great benefits (x2);good atmosphere:
Acceptance, open-minded;building friendships; teaching new staff, people served;planning activities that make clients happy, rewardinghelping others and seeing them succeed
variety of personalities & programming, clients out in community;co-workers, individuals , activities; co-workers easy to work with & adaptable, my family is important to you, adaptable
The TA CL is supported adequately to allow me to carry out the duties of my

position, unhindered(HCSL,CLBC, Nursing support, Ministry, Medial, Behavioural)

Ministry access is difficult and the lines are long when only open for 3 hours

yes;excellent direction and great support from supervisors, supported well, yes (x 5): ministry support somewhat available
technical support & sound support is inconsistent, more reliable technological system that is user friendly

Additional comments

We need to consider idea of a large annual fundraiser where the scope of financial goal is around \$10000.00
wish we had another maintenance person to carry out requests

Where do you work?

Residential Care Worker	9
Program Co-ordinator	1
Community/Day program	6
Causal /relief	3

Section 1 Comments:

everyone is doing a great job
have great team

have not seen expansion of unionized work/programs -it appears some union hours have been allocated to non-union staff-more can be done to support health & wellness of staff, tech

Section 2 Comments:

management approachable and have great ongoing prof. development program

Section 3 Comments:

Division of Day program sites has reduced communication & opportunities for networking-team leadership very top-down-much focus on standards & directives less focus on strengths

Section 4 Comments:

Some concerns are delayed when they require maintenance ie: kitchen cupboards

2016 Community STAKEHOLDER SATISFACTION SURVEY RESULTS

Relationship to TACL:
 Community Partner
 Contractor
 Other (please describe)

4
2

1. The Organization
 TACL effectively and efficiently communicates via notices, newsletters, telephone calls, etc.
 TACL is recognized in the community for supporting individuals with barriers
 I know the process to express any ideas, feedback or concerns that I may have about TACL.

Average Organization Satisfaction percentage **77.78%** **22.22%** **0%**

Total # of Respondents	1 - Agree		2 - Not Sure or		3 - Disagree	
	TOTAL	%	TOTAL	%	TOTAL	%
6	4	66.67%	2	33.33%	0	0%
6	6	100.00%	0	0.00%	0	0%
6	4	66.67%	2	33.33%	0	0%

2. Level of Service and Professionalism

TACL provides enough information about the services/programs we provide
 Your feedback or the matter you communicated to TACL was handled in a person
 friendly manner and by the appropriate person
 TACL staff have been professional in their dealings with you
 TACL staff have been professional in their work/involvement with the
 individuals they serve
 Supported individuals are treated with respectful support by TACL employees.

Average Level of Service and Professionalism **77%** **20%** **3%**

3. Overall Satisfaction

Is there anything else TACL can do to help the community be more welcoming, accepting and respectful of the individuals that we serve?
 Is there anything else TACL can do in facilitating more direct, positive involvement, by the community, with the individuals in our care?
 Would you recommend our programs and services to others who might need it?
 Do you have any additional comments or suggestions that may improve the services we provide at TACL?
 I am satisfied with our/our professional relationship with TACL.
 After taking everything into consideration, how satisfied are you with the Trail Association for Community Living?

- 1 - Very Satisfied
- 2 - Satisfied
- 3 - Dissatisfied

5
1

#5	1 - Yes		2 - No		3 - not applicable	
	TOTAL	%	TOTAL	%	TOTAL	%
5	1	20.00%	3	60.00%	1	20.00%
5	1	20.00%	2	40.00%	2	40.00%
6	6	100.00%	0	0.00%	0	0.00%
6	1	16.67%	4	66.67%	1	16.67%
6	6	100.00%	0	0.00%	0	0.00%
		51.33%		33.33%		15.33%

COMMENTS:

- 1) I feel the program is excellent. We have a numerous people in our store over the years we provide a positive experience
- 2) not sure as we have limited contact, seem to be doing lots
- 3) Give us a better idea as to who you are and what you do: perhaps a pamphlet with our invoice

Average Organization Satisfaction percentage	2016	2015	Difference
Agree	78%	80%	-2%
Not Sure	22%	20%	2%
Disagree	0%	0%	0
Average Level of Service and Professionalism			
Agree	77%	84%	-7%
Not Sure	20%	12%	8%
Disagree	3%	4%	-1%
Overall Satisfaction:			
Yes	51%	54%	-3%
No	33%	41%	-8%
N/A	15%	5%	10%

2015 Community Stakeholder Satisfaction Survey Results

Relationship to TACL:
 Community Partner 4
 Contractor 1
 Other (please describe)

1. The Organization
 TACL effectively and efficiently communicates via notices, newsletters, telephone calls, etc
 TACL is recognized in the community for supporting individuals with barriers
 I know the process to express any ideas, feedback or concerns that I may have about TAC

Total # of Respondents	1 - Agree		2 - Not Sure or		3 - Disagree	
	TOTAL	%	TOTAL	%	TOTAL	%
5	4	80.00%	1	20.00%		0%
5	5	100.00%	0	0.00%	0	0%
5	3	60.00%	2	40.00%	0	0%

Average Organization Satisfaction percentage 80.00% 20.00% 0%

2. Level of Service and Professionalism
 TACL provides enough information about the services/programs we provide
 Your feedback or the matter you communicated to TACL was handled in a person timely manner and by the appropriate person
 TACL staff have been professional in their dealings with you
 TACL staff have been professional in their work/involvement with the individuals they serve
 Supported individuals are treated with respectful support by TACL employees.

#5	1 - Yes		2 - No		3 - not applicable	
	TOTAL	%	TOTAL	%	TOTAL	%
4	1	25.00%	3	75.00%	1	25.00%
4	1	25.00%	2	50.00%	1	25.00%
5	5	100.00%	0	0.00%	0	0.00%
5	1	20.00%	4	80.00%	0	0.00%
5	5	100.00%	0	0.00%	0	0.00%

Overall Satisfaction:
 1 - Very Satisfied 4
 2 - Satisfied 1
 3 - Dissatisfied

COMMENTS:

- 1) I feel the program is excellent. We have a numerous people in our store over the years we provide a positive experience
- 2) not sure as we have limited contact, seem to be doing lots
- 3:2) Give us a better idea as to who you are and what you do: perhaps a pamphlet with our invoice

3. Overall Satisfaction

Is there anything else TACL can do to help the community be more welcoming, accepting and respectful of the individuals that we serve?
 Is there anything else TACL can do in facilitating more direct, positive involvement, by the community, with the individuals in our care?
 Would you recommend our programs and services to others who might need it?
 Do you have any additional comments or suggestions that may improve the services we provide at TACL?
 I am satisfied with our/my professional relationship with TACL
 After taking everything into consideration, how satisfied are you with the Trail Association for Community Living?

2016 STAKEHOLDER SATISFACTION SURVEY RESULTS

Relationship to TACL:
 Family Member 6
 Caregiver/Home Support 1
 Social Worker
 Professional Support
 Funder
 Other:

1. Accessibility

Areas identified as current barriers to persons with disabilities:

Lack of support to access community activities 2
 Communication 1
 Public Awareness 1
 Inadequate funding for service providers 1
 Other

Total # of Responses	1 - Agree		2 - Not Sure or		3 - Disagree	
	TOTAL	%	TOTAL	%	TOTAL	%
3	2	66.67%	0	0.00%	1	100.00%

TACL is making efforts to remove or reduce the barriers that you have indicated

2. The Organization
 TACL effectively addresses challenges as they arise
 TACL effectively and efficiently communicates via notices, newsletters, telephone calls, etc
 TACL is recognized in the community for supporting individuals with developmental disability
 The programs at TACL have clearly defined service goals

7	6	85.71%	1	14.29%	0	0%
7	7	100.00%	0	0.00%	0	0%
7	7	100.00%	0	0.00%	0	0%
7	5	71.43%	2	28.57%	0	0%

Average Organization Satisfaction percentage

89.29% 10.71% 0%

3. Ethics, Attitudes and Responsibilities

TACL honors beliefs, values, and cultures of the people they support
 TACL maintains honesty, integrity, and objectivity wise recognizing the vulnerability of the individuals they support
 TACL is making a positive difference in the lives of the individuals they support

7	6	85.71%	0	0.00%	1	14.29%
7	6	85.71%	0	0.00%	1	0.14286
7	6	85.71%	0	0.00%	1	0.14286

Average Ethics, Attitudes and Responsibilities Satisfaction percentage

85.71% 0.00% 14.29%

4. Level of Service and Professionalism

TACL provides enough information about the services/programs we provide
 Your referral or the matter you communicated to TACL was handled in a person
 timely manner and by the appropriate
 You have been kept up-to-date to your satisfaction
 TACL staff have been professional in their dealings with you
 TACL staff have been professional in their work/involvement with the
 individuals they serve
 I have no concerns about how TACL staff represent the organization in any way
 TACL is providing adequate care and support to the individuals they serve

6	6	71%	1	0%	1	0%
7	5	71%	1	14%	1	14.0%
6	5	83%	1	17%	0	0%
7	6	86%	0	0%	1	14%
7	6	86%	0	0%	1	14%
6	6	100%	0	0%	0	0%
6	6	100%	0	0%	0	0%

Average Level of Service and Professionalism percentage

86% 4% 24%

5. Overall Satisfaction

#5	1 - Yes	2 - No	3 - not applicable

Is there anything else TACL can do to help the community be more welcoming, accepting and respectful of the individuals that we serve?
 Is there anything else TACL can do in facilitating more direct, positive involvement, by the community, with the individuals in our care?
 Is there anything else TACL can do regarding involvement with the families/caregivers of the individuals we serve?
 Would you recommend our programs and services to others who might need it?
 Do you have any additional comments or suggestions that may improve the services we provide at TACL?

Comments: allow families to be more involved with activities at TACL
 Thanks you so much for the care and well-being of my sister

- Overall Satisfaction:
- 1 - Very Satisfied 6
 - 2 - Satisfied 1
 - 3 - Dissatisfied

COMMENTS:

Accessibility Comments:
 communication book rarely written in, encourage client to write in it

Organization Comments:
 needs higher profile in community
 more physical activity

Overall Satisfaction:
 volunteer at other places allowing people to serve rather than be served
 bring in community people to teach dancing, singing, play music
 could schedule come out before the new month starts
 daughter enjoys program
 pleased with theatre group sewing

	2016	2015	Difference
2. The Organization			
Agree	89%	100%	-11%
Not Sure	11%	0%	11%
Disagree	0%	0%	0
3. Ethics, Attitudes and Responsibilities			
Agree	86%	100%	-14%
Not Sure	0%	0%	0%
Disagree	14%	0%	14%
4. Level of Service and Professionalism			
Agree	86%	97%	-11%
Not Sure	4%	3%	1%
Disagree	24%	0%	24%
5. Overall Satisfaction			
Yes	20%	24%	-4%
No	75%	50%	17%
N/A	5%	23%	-18%
2015- 7 Responses			
2016- 5 Responses			

	TOTAL	%	TOTAL	%	TOTAL	%
5	0.00%	5	100%	0.00%		
3	0.00%	3	100%	0.00%		
4	0.00%	3	75%	25.00%		
7	100.00%	7	100.00%	0.00%		
3	0.00%	3	100.00%	0.00%		
Avg	20.00%		75.00%	5.00%		

2015 STAKEHOLDER SATISFACTION SURVEY RESULTS

Relationship to TAACL:
 Family Member 4
 Caregiver/Home Support 1
 Social Worker
 Professional Support
 Funder
 Other

1. Accessibility
 Areas identified as current barriers to persons with disabilities:

- Lack of support to access community activities 2
- Communication 2
- Public Awareness 2
- Inadequate funding for service providers 3
- Other

Total # of Responders	1 - Agree		2 - Not Sure or		3 - Disagree	
	TOTAL	%	TOTAL	%	TOTAL	%
4	4	100.00%		0.00%		0.00%

TAACL is making efforts to remove or reduce the barriers that you have indicated 4 4 100.00% 0.00% 0.00%

2. The Organization

TAACL effectively addresses challenges as they arise
 TAACL effectively and efficiently communicates via notices, newsletters, telephone calls, etc
 TAACL is recognized in the community for supporting individuals with developmental disability
 The programs at TAACL have clearly defined service goals

Average Organization Satisfaction percentage 100.00% 0.00% 0%

3. Ethics, Attitudes and Responsibilities

TAACL honors beliefs, values, and cultures of the people they support
 TAACL maintains honesty, integrity, and objectivity while recognizing the vulnerability of the individuals they support
 TAACL is making a positive difference in the lives of the individuals they support

Average Ethics, Attitudes and Responsibilities Satisfaction percentage 100.00% 0.00% 0.00%

4. Level of Service and Professionalism

TAACL provides enough information about the services/programs we provide
 Your referral or the matter you communicated to TAACL was handled in a person timely manner and by the appropriate
 You have been kept up-to-date to your satisfaction
 TAACL staff have been professional in their dealings with you
 TAACL staff have been professional in their work/involvement with the individuals they serve
 I have no concerns about how TAACL staff represent the organization in any way
 TAACL is providing adequate care and support to the individuals they serve

Average Level of Service and Professionalism percentage 97% 3% 0%

5. Overall Satisfaction

Is there anything else TAACL can do to help the community be more welcoming, accepting and respectful of the individuals that we serve?
 Is there anything else TAACL can do in facilitating more direct, positive involvement, by the community, with the individuals in our care?

#5	1 - Yes		2 - No		3 - not applicable	
	TOTAL	%	TOTAL	%	TOTAL	%
5	4	80%	1	20%	0	0%

Is there anything else TACL can do regarding involvement with the families/caregivers of the individuals we serve?
 Would you recommend our programs and services to others who might need it?

Do you have any additional comments or suggestions that may improve the services we provide at TACL?
 Comments: allow families to be more involved with activities at TACL
 Thanks you so much for the care and well-being of my sister

- Overall Satisfaction:
- 1 - Very Satisfied
 - 2 - Satisfied
 - 3 - Dissatisfied

5

COMMENTS:

Accessibility Comments:

Organization Comments:

Overall Satisfaction:

Very difficult to have families/caregivers attend meeting- we keep trying
 Excellent Xrae, Thank you for everything you do.

	4	3	2	1
4	0.00%	50%	0.00%	75.00%
5	100.00%	0.00%	0.00%	0.00%
5	20.00%	60.00%	1	20.00%
Avg	24.00%	58.00%		23.00%

Section One: Your Program(s)

	Yes	No	Sometimes	Total Count
1. Do you feel that you are treated well by staff?	7			7
2. Does the staff talk to you about your Rights and Responsibilities?	6		1	7
3. Does Staff listen to you when you have something to say?	6		1	7
4. Does staff help you when you ask them to?	7			7
5. Are you satisfied with the help you receive?	7			7

Section Two: Accessibility

	Yes	No	Sometimes	Total Count
1. Is it easy for you to get to CDS & TACL?	7			7
2. Are you able to participate in community activities with your program?	5		2	7
3. Do you feel welcomed by the community when you participate in community activities?	6			6
4. Are you informed about things happening at TACL?	6	1		7

number 5

Section Three: Health and Safety

	Yes	No	Sometimes	Total Count
1. Do you feel safe in your Community Support/ Outreach program(s)?	7			7
2. Do you feel safe when you are with CDS or TACL staff out in the community?	7			7
3. Do you know what to do if a fire or earthquake happened?	5	1	1	7
4. Do you feel safe around other participants in your program?	7			7

Section Four: Overall Satisfaction

	Yes	No	Sometimes	Total Count
1. Do you feel supported in your needs at CDS & TACL?	7	0		7

*See word document for written comments.

**The side notes are counted in the total count

01, : 30

Section One: Your Program(s)

	Yes	No	Sometimes	Total Count
1. Do you feel that you are treated well by staff?	26	1	3	30
2. Does the staff talk to you about your Rights and Responsibilities?	26	4	0	30
3. Does Staff listen to you when you have something to say?	27	0	3	30
4. Does staff help you when you ask them to?	28	1	1	30
5. Are you satisfied with the help you receive?	27	0	3	30

Section Two: Accessibility

	Yes	No	Sometimes	Total Count
1. Is it easy for you to get to CDS & TACL?	27	3	0	30
2. Are you able to participate in community activities with your program?	20	2	8	30
3. Do you feel welcomed by the community when you participate in community activities?	24	3	3	30
4. Are you informed about things happening at TACL?	20	8	2	30

Section Three: Health and Safety

	Yes	No	Sometimes	Total Count
1. Do you feel safe in your Community Support/ Outreach program(s)?	26	1	3	30
2. Do you feel safe when you are with CDS or TACL staff out in the community?	27	2	1	30
3. Do you know what to do if a fire or earthquake happened?	24	4	2	30
4. Do you feel safe around other participants in your program?	25	3	2	30

Section Four: Overall Satisfaction

	Yes	No	Sometimes	Total Count
1. Do you feel supported in your needs at CDS & TACL?	27	1	2	30

*See word document for written comments.
 **The side notes are counted in the total count

31, : 45

Section 1

	Yes	No	Sometimes	Total Count
1	19	0	0	19
2	16	1	2	19
3	18	0	1	19
4	16	1	2	19
5	16	0	3	19

section 2

	Yes	No	Sometimes	Total Count
1	16	0	3	19
2	11	3	5	19
3	15	1	3	19
4	13	1	5	19

section 3

	Yes	No	Sometimes	Total Count
1	18	0	1	19
2	17	1	1	19
3	18	1	0	19
4	18	0	1	19

section 4

	Yes	No	Sometimes	Total Count
1	16	0	3	19

Total Results

Section 1

	Yes	No	Sometimes	Total Count
1	45	1	3	49
2	42	5	2	49
3	45	0	4	49
4	44	2	3	49
5	43	0	6	49

section 2

	Yes	No	Sometimes	Total Count
1	43	3	3	49
2	31	5	13	49
3	39	4	6	49
4	33	9	7	49

section 3

	Yes	No	Sometimes	Total Count
1	44	1	4	49
2	44	3	2	49
3	42	5	2	49
4	43	3	3	49

section 4

	Yes	No	Sometimes	Total Count
1	43	1	5	49

Section One: Your Program(s)

	Yes	No	Sometimes	Total Count
1. Do you feel that you are treated well by staff?	4			4
2. Does the staff talk to you about your Rights and Responsibilities?	4			4
3. Does Staff listen to you when you have something to say?	4			4
4. Does staff help you when you ask them to?	4			4
5. Are you satisfied with the help you receive?	4			4

Section Two: Accessibility

	Yes	No	Sometimes	Total Count
1. Is it easy for you to get to CDS & TACL?	4			4
2. Are you able to participate in community activities with your program?	2	1	1	4
3. Do you feel welcomed by the community when you participate in community activities?	2	1	1	4
4. Are you informed about things happening at TACL?	2		2	4

Section Three: Health and Safety

	Yes	No	Sometimes	Total Count
1. Do you feel safe in your Community Support/ Outreach program(s)?	3	1		4
2. Do you feel safe when you are with CDS or TACL staff out in the community?	4			4
3. Do you know what to do if a fire or earthquake happened?	3		1	4
4. Do you feel safe around other participants in your program?	4			4

Section Four: Overall Satisfaction

	Yes	No	Sometimes	Total Count
1. Do you feel supported in your needs at CDS & TACL?	3	0	1	4

*See word document for written comments.

**The side notes are counted in the total count

CDS Outreach

01, : 30

31, : 45

Total Results

Section One: Your Program(s)

	Yes	No	Sometimes	Total Count
1. Do you feel that you are treated well by staff?	26	1	3	30
2. Does the staff talk to you about your Rights and Responsibilities?	26	4	0	30
3. Does Staff listen to you when you have something to say?	27	0	3	30
4. Does staff help you when you ask them to?	28	1	1	30
5. Are you satisfied with the help you receive?	27	0	3	30

Section 1

	Yes	No	Sometimes	Total Count
1	19	0	0	19
2	16	1	2	19
3	18	0	1	19
4	16	1	2	19
5	16	0	3	19

Section 1

	Yes	No	Sometimes	Total Count
1	45	1	3	49
2	42	5	2	49
3	45	0	4	49
4	44	2	3	49
5	43	0	6	49

Section Two: Accessibility

	Yes	No	Sometimes	Total Count
1. Is it easy for you to get to CDS & TACL?	27	3	0	30
2. Are you able to participate in community activities with your program?	20	2	8	30
3. Do you feel welcomed by the community when you participate in community activities?	24	3	3	30
4. Are you informed about things happening at TACL?	20	8	2	30

section 2

	Yes	No	Sometimes	Total Count
1	16	0	3	19
2	11	3	5	19
3	15	1	3	19
4	13	1	5	19

section 2

	Yes	No	Sometimes	Total Count
1	43	3	3	49
2	31	5	13	49
3	39	4	6	49
4	33	9	7	49

Section Three: Health and Safety

	Yes	No	Sometimes	Total Count
1. Do you feel safe in your Community Support/ Outreach program(s)?	26	1	3	30
2. Do you feel safe when you are with CDS or TACL staff out in the community?	27	2	1	30
3. Do you know what to do if a fire or earthquake happened?	24	4	2	30
4. Do you feel safe around other participants in your program?	25	3	2	30

section 3

	Yes	No	Sometimes	Total Count
1	18	0	1	19
2	17	1	1	19
3	18	1	0	19
4	18	0	1	19

section 3

	Yes	No	Sometimes	Total Count
1	44	1	4	49
2	44	3	2	49
3	42	5	2	49
4	43	3	3	49

Section Four: Overall Satisfaction

	Yes	No	Sometimes	Total Count
1. Do you feel supported in your needs at CDS & TACL?	27	1	2	30

section 4

	Yes	No	Sometimes	Total Count
1	16	0	3	19

section 4

	Yes	No	Sometimes	Total Count
1	43	1	5	49

*See word document for written comments.
 **The side notes are counted in the total count