

2024 – ALL SURVEY RESULTS

PERMANENT EMPLOYEES

Here's a summary of the survey results:

General:

- The survey had a 79% response rate (59 out of 75 Regular Employees), which is a 12% increase from 2023.
- The goal was to gather employee feedback to make KSCL a better workplace.

Knowledge:

- All employees are familiar with their job descriptions and KSCL's policies and procedures.
- 66% read OH&S meeting minutes, and most read the newsletter.
- Suggestions for the newsletter include training events, monthly draws, pictures, more content on Grand Forks, games, staff spotlights, and healthy meal ideas.

General Happiness with KSCL:

- 96% are proud to work at KSCL, and most would refer someone to work here (up 4% from 2023).
- Employees suggested improvements in areas like communication, professional development (Pro D), staff ratios, higher pay, better benefits, and more staff rooms.

Management Team:

- 97% said they can communicate with management (up 6% from 2023).
- 83% said management communicates with them (up 13% from 2023).
- Some negative feedback on communication was noted, with comments about concerns being dismissed.

Teamwork:

- 96% of staff feel they contribute to a respectful workplace, though there was a slight decrease from 2023, with 4% indicating they do not.

Work Environment & Direct Supervisor:

- 88% of staff are aware of the Sparrow EAP (up 4%).
- 87% said the SRCW/PC provides helpful feedback, and 85% feel they can express their thoughts or disagree.
- Some negative comments included feelings of being unheard or concerns dismissed.

Professional Development & Training:

- 88% feel they receive enough training to do their job well.
- Popular training includes communication, MANDT, Open Futures, and person-centered approaches.
- 78% feel they get enough professional development, with some requesting more training in communication, dementia, team building, and nutrition.

Schedules & Work-Life Balance:

- 88% are satisfied with their current schedules, particularly the 12-hour shifts and 4-on/4-off schedule.
- The most common preferred workweek is 35-40 hours.

Mental & Physical Well-being:

- Many reported feeling emotionally drained due to challenging behaviors and teamwork issues.
- Physical well-being was affected by long shifts, heavy workloads, and working with new or casual staff.
- Suggestions for reducing stress include better relationships, breaks, team building, and increasing years of service benefits.

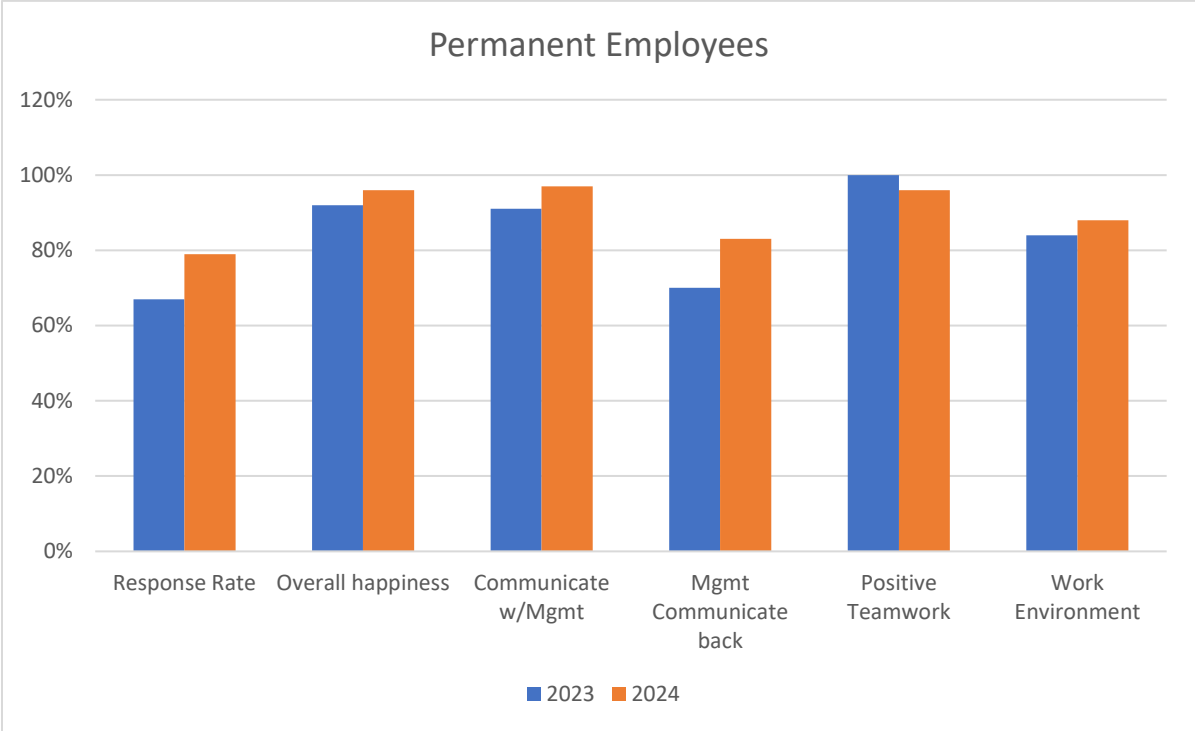
Appreciation/KSCL Events:

- Employees appreciate recognition through gift cards, verbal thank-you, staff meetings, and occasional spa days.

Summary:

Overall, the survey results were positive, with employees expressing happiness and offering constructive suggestions for improvement. Suggestions such as improved communication and small gestures of appreciation, like gift cards, can be implemented, while some items, like wage increases, are beyond the employer’s control. Employees also appreciated team-building events like the Christmas party and requested more ongoing recognition.

Change from 2023 to 2024



CASUAL EMPLOYEES

Here's a summary of the survey results:

General:

- 21 out of 45 casual staff completed the survey.
- All staff are familiar with their job descriptions and where to find policies and procedures.
- Only half read the OH&S meeting minutes.

Newsletter:

- 90% of staff read the newsletter (a 2% increase from 2023).
- Suggested improvements include:
 - Highlighting group projects, adding medical articles, a self-care section, more focus on Grand Forks, success stories, and information on contests and events.

Scheduling:

- All staff enjoy managing their own schedules.
- 57% have applied for regular positions, with reasons like other obligations or a preference for casual work.
- 10-12 hour shifts are the most preferred.

Communication & Work Environment:

- 86% are proud to work at KSCL and would recommend it.
- 91% feel they can communicate with management, who are seen as approachable and receptive to feedback.
- 95% feel they contribute to a respectful workplace.
- 90% feel informed by SRCWs/PCs and can express their opinions.

Staff Appreciation:

- Non-monetary appreciation suggestions include:
 - Regular 1-on-1 check-ins, team-building with administration, and recognition through certificates, newsletters, or gratitude emails.

Training & Onboarding:

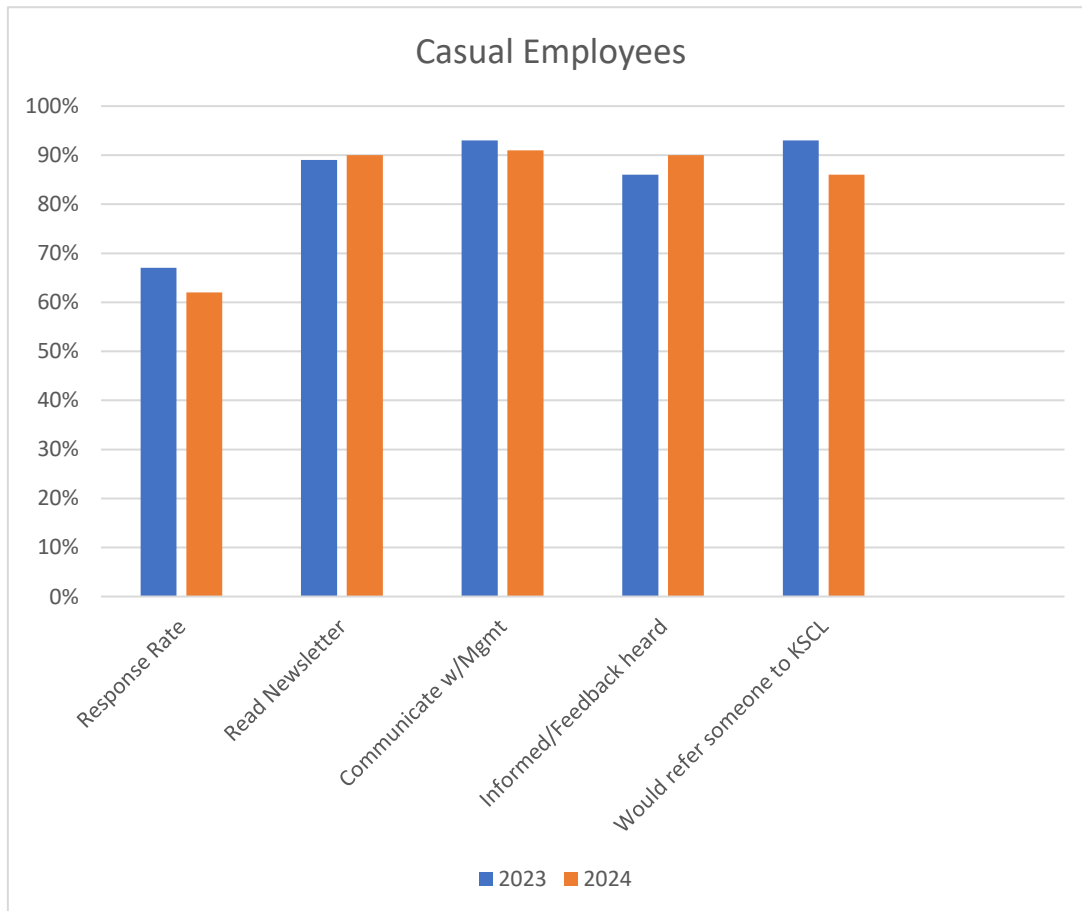
- 100% feel they receive sufficient training, including Person-Centered approach, MANDT, food safety, and trauma responses.
- MANDT and Open Futures training were identified as most useful.
- 2/3 of staff rated onboarding as good, but 1/3 wanted more time.
- Desired professional development topics: behavioral issues, team building, dual diagnosis, hygiene strategies, dietary training, and leadership.

Health & Wellness:

- 38% rarely feel emotionally drained after work, 29% sometimes, and 10% never.
- Reasons for emotional strain include challenging clients, noise, and busy days.
- Suggestions to alleviate stress: regular breaks, yoga/exercise, using staff benefits, team-building, social events, regular check-ins, and ongoing recruitment.

These results highlight positive feedback with areas for improvement in communication, wellness, and professional development.

Change from 2023 to 2024:

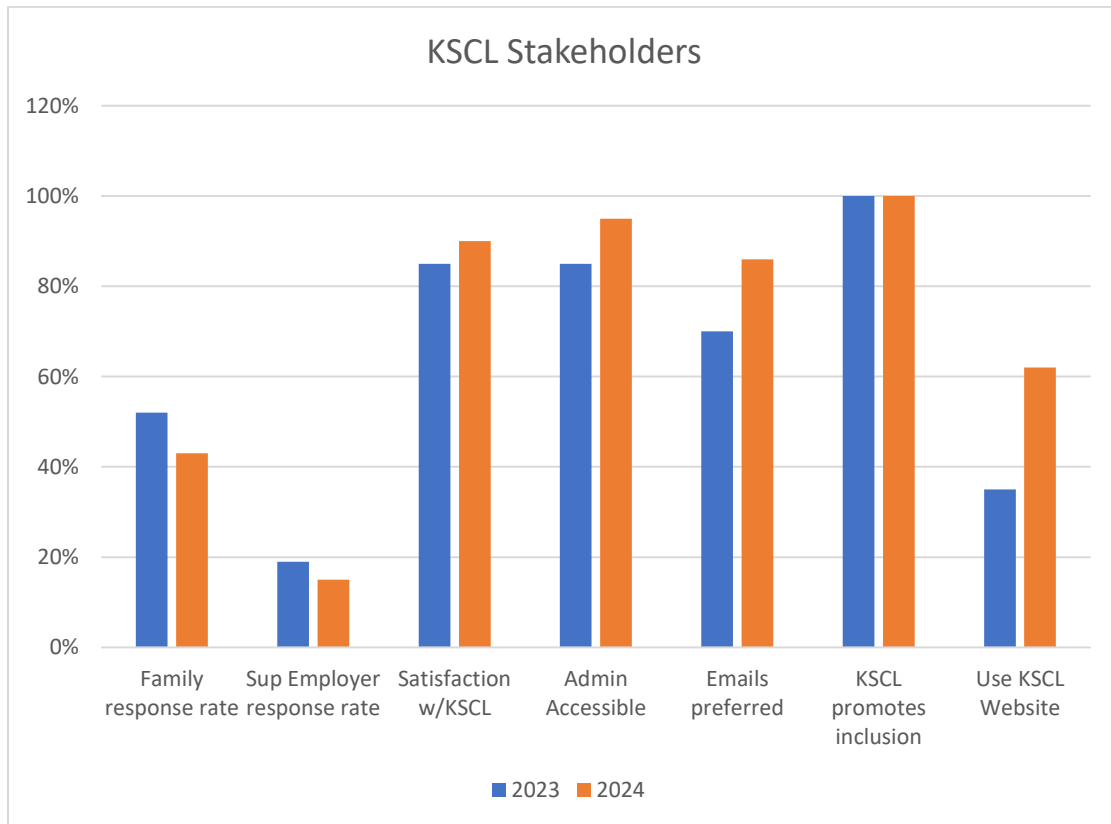


STAKEHOLDER FEEDBACK

In 2024, the stakeholder response rate decreased from 27 to 21, with most respondents being family members and supported employers. Despite this drop, there were no concerns about satisfaction with work performance or how KSCL treats those served. Administration was always accessible for inquiries and feedback. Stakeholders preferred email as their main method of communication.

All stakeholders (100%) agreed that KSCL promotes community awareness and inclusion. Additionally, there was an increase in the usage of KSCL’s website. The feedback from stakeholders was overwhelmingly positive, with comments highlighting the dedication of the team, satisfaction with the services, and appreciation for working with KSCL.

2023 to 2024



2024 – Board of Directors

The survey results reflect a generally positive view of the leadership and performance at KSCL. 78% agree that the President encourages opinions and views, though there is some feedback suggesting a need for more active encouragement of differing opinions. The President is well-prepared for meetings and skilled in managing the Board, with all agreeing on this point. The Board of Directors shows strong performance across several areas, including attendance, preparation, and confidentiality. All members agree on the importance of aligning the strategic plan with KSCL's goals and providing input for agendas. Regarding decision support, 78% agree, and 89% believe that differing opinions are expressed, although 11% disagreed. The Board is also committed to promoting KSCL in the community and staying informed about relevant issues.

The Executive Director (ED) also received positive feedback, with 100% agreeing that the ED is evaluated annually and maintains strong communication with the Board. The ED's commitment to professional development was also praised.

In terms of general feedback, one Board member, new to the role, expressed appreciation for the President's facilitation skills and the comfort Board members have in voicing opinions. Other comments were mostly positive, with some members mentioning the ED's excellent performance.

In conclusion, the feedback suggests that fostering a more open environment for expressing differing opinions might be helpful. Professional development opportunities for Board members, such as webinars on Board development and workshops through BoardVoice and BC CEO Network, have been explored and shared to support ongoing growth.