



**Richmond
Society for
Community
Living**

Quality of Life

Outcomes 2014 Report Card

What does RSCL do?



**Richmond
Society for
Community
Living**

Richmond Society for Community Living helps children and adults with developmental disabilities and their families. We try to make life a little bit easier for them by having programs where children and adults can go to meet friends, dream, plan, learn and grow.

RSCL has 9 programs helping people of all ages. Each program helps in different ways:

- **Infant Development** - staff go into families homes to help with babies age 0-3 years
- **Supported Child Development** - staff help families with children ages 3 - 19 years find child care and help child care programs support children
- **Treehouse** - preschool and daycare for children ages 3-5
- **Youth Connections** - fun place for youth ages 6-19 years
- **Respite** - children and adults spend time with a caregiver so their parents/caregiver can have a break
- **LIFE Services** - adults attending day programs to learn new things, volunteer and meet with friends
- **Employment Services/HandyCrew** - adults wanting to have a job
- **Residential Services** - adults living with other adults supported by staff
- **Supported Living** - adults living with other families



**Richmond
Society for
Community
Living**

The Richmond Society for Community Living wants to know how we are doing working with you and your families. Our purpose is to help you:

dream, plan, learn and grow.

We asked you and your families to help us answer these questions:

Are you SATISFIED with RSCL? - Are you happy with what we do?

Are we ACCESSIBLE? - How easy is it for you to get services from us?

Are we EFFICIENT? - Do we use our staff, equipment and supplies in the best way?

Are we EFFECTIVE? - Are we doing what we said we would do?

Every year, RSCL sets goals to answer these questions. These answers help RSCL plan for the future and improve our services.

Quality of Life

Report Card

We also asked questions and got information to write a "Quality of Life" report card.



= families

We sent a list of questions to 612 families of people supported at RSCL. 254 families answered the questions.



= people supported at RSCL

We also asked questions to 168 people supported at RSCL.

If anyone says they are unhappy, then someone from RSCL meets with or talks with them to see how we can do better.



= paperwork

We also look at some of our paperwork and computer systems to get answers.

Quality of Life means you are **HAPPY**, you are **HEALTHY**, you are **LEARNING**, you are **INCLUDED** in community, you are **RESPECTED**, you have **FRIENDS**, and your **NEEDS** are met.

Quality of Life includes the following categories:



Emotional Well-Being - amount of stress, or how you feel about your life



Physical Well-Being - your health and safety



Personal Development - ability to learn and grow



Material Well-Being - ability to make money and have a home to live in



Self-Determination - ability to make choices



Interpersonal Relations - having relationships with other people



Social Inclusion - being involved in the community



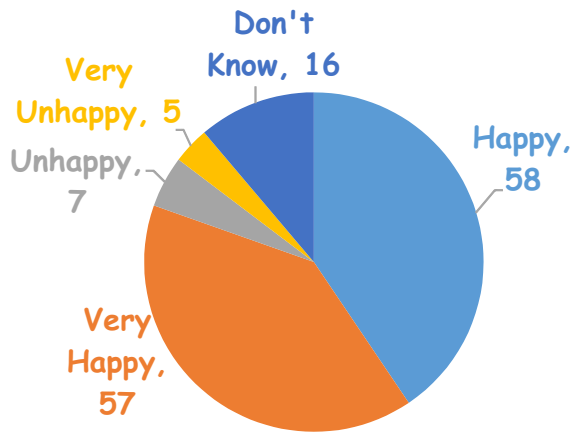
Rights - your rights are respected

EMOTIONAL WELL-BEING



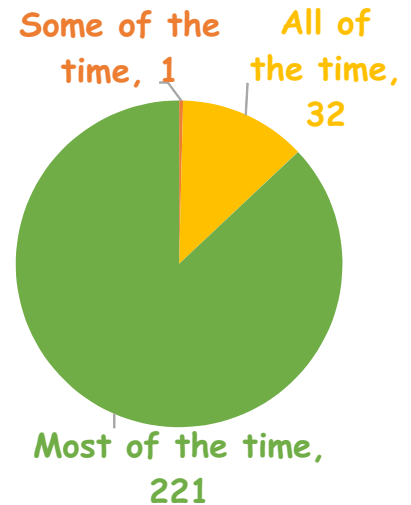
"Are you happy with your program?"

143 people answered:



"Do you trust the staff at RSCL?"

254 Families answered that they trust the staff at RSCL:



Amount of time to get service:

Waiting for service can be stressful.

Unfortunately, people have to wait to get services from some RSCL programs.

Infant Development - 28 days

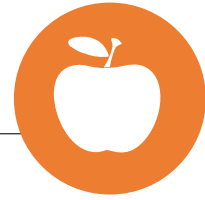
Supported Child Development - 213 days

Treehouse - 28 days

Respite - 65 days

Supported Living - 35 days

PHYSICAL WELL-BEING

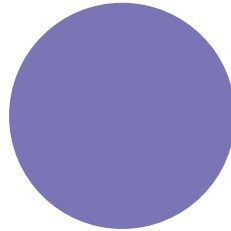


RSCL Care Plans

EVERY person at RSCL has a care plan that help the staff know how best to provide support.



Yes!



“Are you safe at RSCL?”

64 Families of people in Supported Living, Respite and Treehouse were asked if you are safe at RSCL. They all said YES!

Accommodations

Sometimes, people need a ride or need extra staff to help them when they go on vacation or need to go to the hospital. These are called Accommodations.

RSCL met EVERY need (Accommodation) that was asked by families or people in the programs that had this goal (Residential, Youth Connections, Supported Living).



PERSONAL DEVELOPMENT



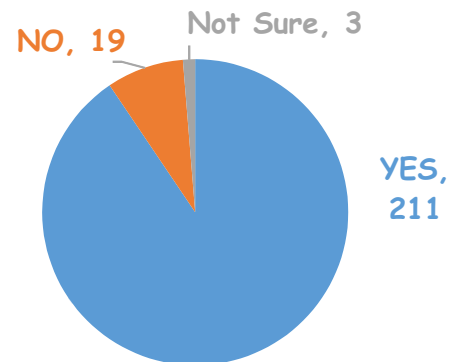
Setting goals helps everyone learn and grow.

There were 426 goals set by people at RSCL.



"RSCL is making things better for my family member."

233 families answered this question. Some families didn't understand the question and said "no" but when someone from RSCL asked them why, they said they meant to say "yes".

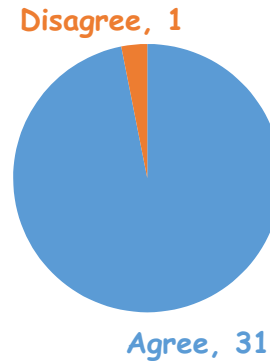




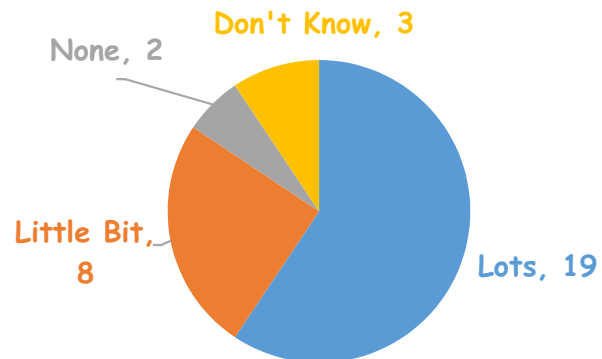
PERSONAL DEVELOPMENT



Parents from the Infant Development Program know more about how their child is growing and learning. 32 parents answered.



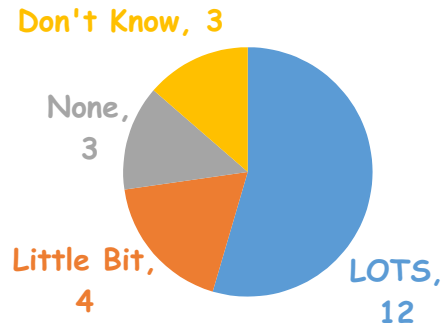
"How much do you feel you've learned about what jobs are available to you?" 32 people answered:



INTERPERSONAL RELATIONS



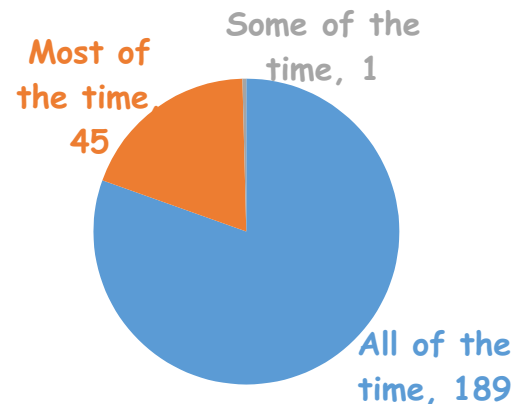
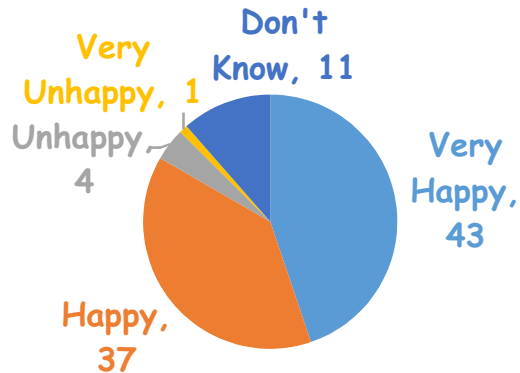
"How do you like the people you live with?"
 22 people in Residential homes and living in Supported Living homes answered:



"How do you like the staff at your program?"
 95 people in Youth Connections, LIFE services, and Residential homes answered:



Families will be happy with how RSCL staff listen and talk to them.
 235 families answered:



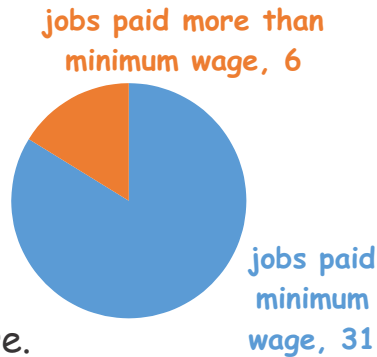
MATERIAL WELL-BEING



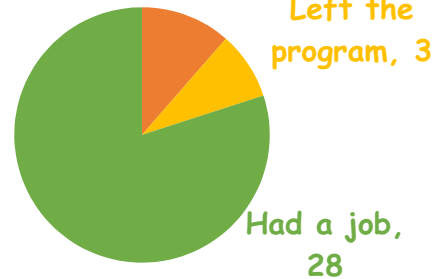
The Employment Services program helps people find jobs.

There were 35 people in the program.

Everybody wants to make money but every job pays different amounts. The jobs people in the program had paid a minimum dollar amount, and some paid more.



Working on finding a job, 4



Left the program, 3



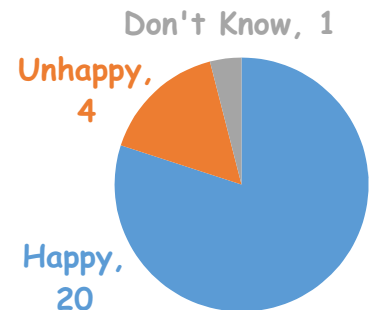
"How do you feel about your home?"

24 people in Residential homes and living in Supported Living homes answered:

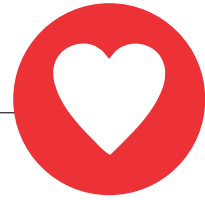


"How do you like your job?"

32 people in the Employment Services program answered:

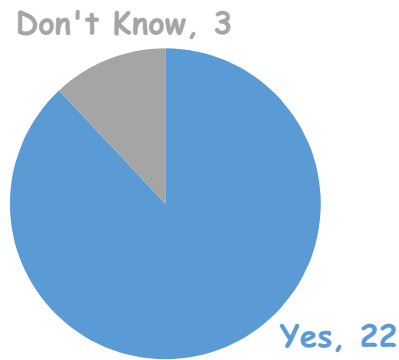


SELF-DETERMINATION



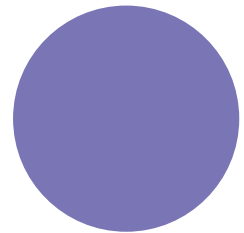
"Do you make choices at your home?"

25 people in Residential homes and living in Supported Living homes answered:



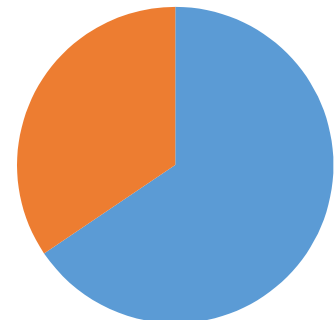
Parents of children at Treehouse are happy with the activities at Treehouse. 44 families answered.

Happy



Are people doing activities that they "like"?

Each year when goals are made, the things people like to do are written down. Then every time an activity is done at a program, staff look to see if that activity was something the person liked to do. There were 23,854 activities recorded for people in Youth Connections, LIFE services and Residential homes.



Activities individuals "like" to do, 15637



SELF-DETERMINATION

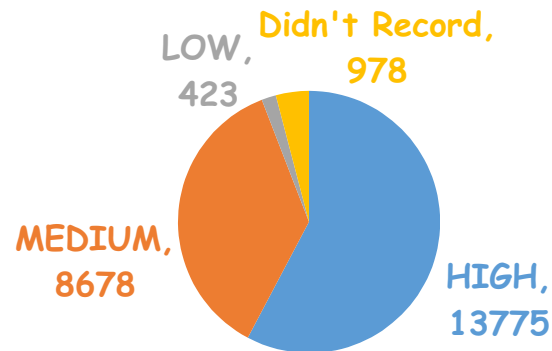
Sometimes it is hard to schedule activities that all people said ahead of time that they like to do. But it doesn't mean that they don't enjoy doing the activity, so RSCL also writes down how much the people enjoyed the activities.



People enjoy the activities

- **High** = enjoyed it lots
- **Medium** = enjoyed it a little
- **Low** = didn't really enjoy it
- **Didn't record** = staff didn't know.

There were 23,854 activities recorded for people in Youth Connections, LIFE services and Residential homes.



SOCIAL INCLUSION



Are people involved in the community?

There are 97 people in LIFE services.

88 people are volunteering in the community doing activities like:

- Meals on Wheels
- Salvation Army
- Food Bank
- Seniors Centre
- Recycling
- Adopt a Block
- Delivering Flyers
- Cleaning up toys
- Shore Clean up

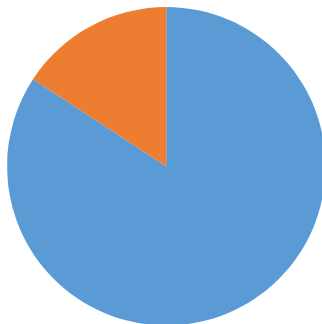


"Do you have friends?"

The youth in the Youth Connections program were asked this question.

Every one of them said **YES!**

Little Bit, 3



Lots, 16

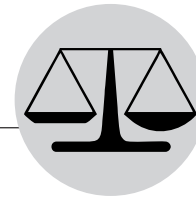


The Supported Child Development Program (SCDP) helps other programs support children who need extra help.

The teachers in these programs were asked if they did a better job helping children because of the help from the Supported Child Development Program.

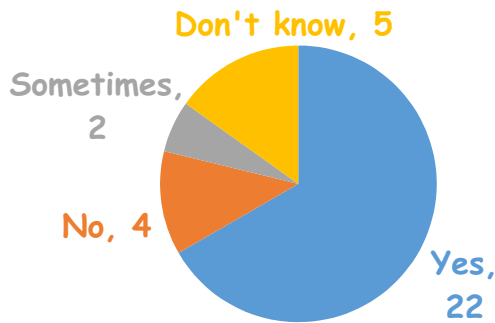
20 child care providers answered.

RIGHTS



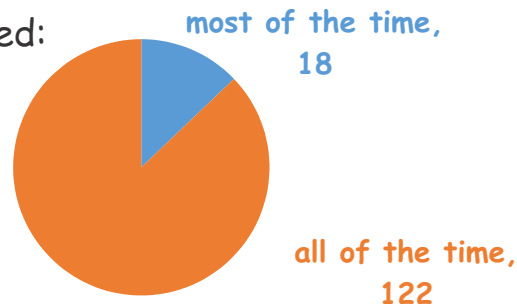
People get help when they need it

People in the Employment Services program were asked if they had help from the staff:

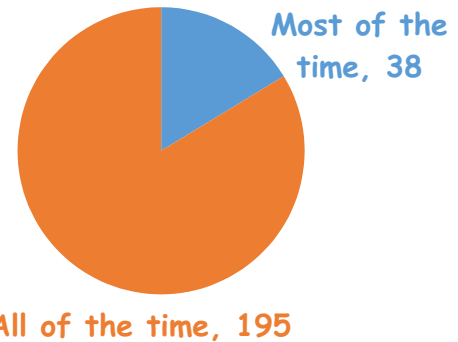


RSCL Staff work with the people in the programs in a respectful way

140 families answered:



Families are happy with how the staff work and what they know
233 families answered:



INFORMATION FROM OTHER PEOPLE

RSCL also asked questions to other people who work with us.

- Therapists
- Community Living British Columbia (CLBC)
- Ministry of Children and Family Development (MCFD)
- Licensing
- Nurses
- Other Community Living Programs
- and more



Most of them said very good things about RSCL, like:

- they enjoy working with us
- we work hard
- we respect you
- we share ideas and teach others
- we are caring and helpful



They also told us that we can do some things better, like:

- helping more people get jobs
- helping caregivers
- find caregivers that speak other languages
- get more money for children's programs

WHAT IS RSCL GOING TO DO?

- Give more training to staff.
- Make our computer systems better.
- Change some of our goals.
- Continue to ask you and your families how we're doing and what we can do better.

This information tells us that people are happy with how we help them **dream, plan, learn and grow.**



Would Families tell their friends about RSCL?

