

Southern Alberta Self Help Association

(S.A.S.H.A)

Client Satisfaction Surveys

2020-2021

## **Introduction**

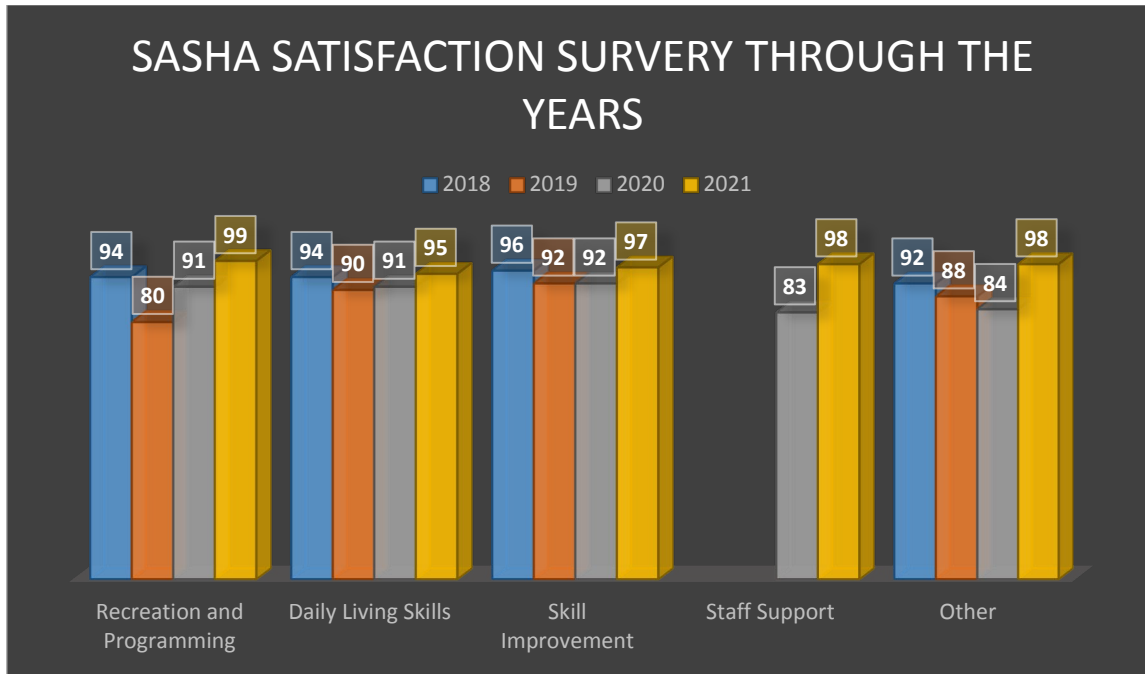
During the months of April, May and June, the 22 clients who are currently a part of the S.A.S.H.A. Residential and 2.0 Program were surveyed. The intent of this survey was to review what areas of strength and weakness exist in the S.A.S.H.A. program, as well as recording suggestions for improvement from the client themselves. The survey was broken down into 5 sections:

1. Recreation and Programming,
2. Daily Living Skills
3. Emotions
4. Skill Improvement
5. Others

Each client was interviewed in private using the Quality of Life Satisfaction Survey that has been used in previous reporting years. Clients were assured that their answers to survey questions will be included in S.A.S.H.A.'s yearly report in a confidential manner. Clients were encouraged to give comments to provide qualitative data to supplement the quantitative data that the survey questions provide.

The overall satisfaction level from this 2021 survey was 97.49% the results are further broken down by each question in detail below. In 2020 the overall satisfaction was at 96.38%, 2019 the overall satisfaction was 92.43%, and 2018 the overall was 94.62%. This year's survey indicates that client satisfaction with the S.A.S.H.A. program has slightly increase compared to 2020.

Broken down by house and program, the percentage of satisfaction for Houses A&B was recorded as 95.40%, House D 97.62%, the 2.0 program was 99.44%.



### Results

The survey contains 35 questions, which focus on the level of satisfaction regarding recreation and programming needs, emotional well-being, physical health factors, independent living skills, staff support, students/volunteers, safety, as well as opportunity for finding employment and skill building opportunities. Clients were also given the opportunity to provide relevant situational remarks, an over-all review of the S.A.S.H.A. program, and suggestions for improvement.

### Summary of Comments

#### Recreation

While talking about recreation, many clients residing in Houses A&B would reference the current state of the pandemic in the responses. Clients surveyed at House A&B were 96% satisfied with recreation and program opportunities “in the home”. Many clients also referenced COVID-19 in their responses while speaking about recreation options in the community. Many clients mentioned they were happy with attending activities like group therapy put on CMHA before the pandemic.

House D clients had a 100% satisfaction rate for recreation in the home. When speaking about recreation in the community, similar to House A&B, clients at House D made reference to programs like CMHA. When talking about the support from staff, House D rated 97% satisfied stating that they felt encouraged by staff in a multitude of ways.

Similar to Houses A, B & D, the 2.0 clients commonly referenced the current state of the pandemic while speaking about recreation. There was a 100% rate of satisfaction regarding recreation in the home.

### Daily Living Skills

House A&B clients on average were 89% satisfied while speaking about their Daily Living Skills such as physical activity, good eating habits, dental hygiene, doctors' visits, symptom management and medication compliance. Many clients were confident in their abilities with skills such as laundry and healthy eating before moving into SASHA. Other clients expressed their desire to have more cues from staff for skills like getting more physical activity, dental hygiene and learning more about symptom management.

The results from House D was similar to House A&B regarding the comments made about Daily Living Skills. Many clients want more cues for their dental hygiene, but felt sufficient in all other areas. They reported a 96% satisfaction rate for Daily Living Skills.

SASHA 2.0 client's satisfaction was 100%. SASHA 2.0 clients appeared to be content and confident with many Daily Living Skills at the time of the survey.

### Emotions

House A&B clients were 100% satisfied when referencing emotional regulation. Many clients expressed an interest in more knowledge on emotional regulation. This would apply to all sections and in the event of a crisis.

93% of clients at House D were satisfied under the Emotions section. Clients generally appeared content when speaking about emotional regulation.

SASHA 2.0 clients were 100% satisfied with emotional regulation. SASHA 2.0 clients referenced their co-clients as emotional support while talking about emotional regulation and support; while Houses A, B & D referenced staff.

### Staff Support

95.23% of clients in Houses A&B were satisfied with staff support in areas specific to health areas, medical areas, legal areas, and family areas. Many clients reported legal and family areas to not be applicable but were content with the support they received from staff in health and medical areas.

42.86% of clients at House D were satisfied regarding Staff Support. Majority (71.43%) were confident in their abilities in the area of health areas. Specific to family areas, many clients reported keeping SASHA and family separate.

SASHA 2.0 clients felt supported by staff but reported that legal areas was not applicable nor was family. SASHA 2.0 clients disclosed their utmost gratitude towards their primary staff. Stating how thankful they were to have the unwavering support of SASHA 2.0 staff over the last several months.

### Improved Skills

93% of House A&B clients were satisfied with the improved skills they have acquired since moving into SASHA. Many clients reported their own independence with laundry and personal hygiene before moving into SASHA; while others requested more help in areas of nutrition and cooking.

A similarity between House D and Houses A&B were that clients felt like they were independent in their laundry skills before moving into SASHA. House D clients have also voiced they want more support with money management and budgeting.

2.0 clients were confident in their abilities under the improved skills category before entering the 2.0 program. Some clients stating they felt like their cooking and coping skills are improving since entering the program.

### Others

Majority of clients reported feeling safe at SASHA during the day, evening and overnight. Some did report feeling lonely at home but acquainted that to the lack of connection with their co-clients at the present time. When given the opportunity to speak about clients input about rec opportunities; many recommended outings such as Wal-Mart or Dollar Store trips.

100% of House D clients were satisfied when speaking about safety in the day time, evening, and overnight.

100% of SASHA 2.0 were satisfied with the safety of their home during the day, in the evening and overnight.

### What can SASHA do to improve your living situation?

Many clients at Houses A&B recommended rec options like Wal-Mart, Dollar Store, 7-11. Clients expressed they want for staff to encourage co-clients to keep all sides of rooms clean; as some have felt like roommates did not keep a cleanly room. Some clients reported they wanted lower rent and healthier food options.

Clients at House D stated they felt comfortable with how things were going in their home, not recommending much for improvement. Others made reference to monetary values, referring back to rent and had stated their drive to be independent from staff.

2.0 clients have stated they would like lower rent to improve their living situation.

### Which of SASHA's services do you use?

Recreation, rides to work and appointments, emotional support from staff, cooking, accommodations, medication support, COVID-19 supports were all services voiced by clients at Houses A&B.

At House D, clients talked about their use of emotional support, rides to appointments, recreation, medication support, coping strategies and basic amenities

At 2.0 clients have stated they use staff services like groceries, medication support, telehealth appointments, and grocery trips.

### **Recommendations**

COVID-19 does not currently permit many activities in the community, which several of our clients have expressed they miss. As restrictions lift and more options are available we should be giving more community driven recreation options to clients. A consistent theme among all houses and clients under Daily Living Skills was client desire for more cues for dental hygiene. Visual and verbal cues could be set in place by staff to encourage better dental hygiene by clients. Cooking healthy meals and having healthy meal options was a large theme in all houses and programs. Staff work with clients to encourage healthy eating at meal times but having visual cues could be beneficial. A majority of clients reported feeling safe throughout the day but reported feeling symptomatic at night. The same clients with these outcomes requested more support with symptom management. A recommendation here could be as follows; support for clients symptoms and coping skills. Over the year, several clients have been successful in finding employment. Others however have expressed the same desire and requested that help. Touching base with clients specific to skill building and employment could be beneficial to many of our clients.