

Our Surveys

This year we repeated our survey of 2011 with the same process and questions. We also surveyed our employees with a different set of questions designed to elicit from them their thoughts and feelings about working with our individuals.

Response Numbers

This year we sent out 90 surveys to our stakeholders, 65 to parents or family members of clients and 25 to Social Work professionals currently engaged in the supervision of children and young adults in our care. Each person surveyed was asked to respond to the survey with one child in mind. In a few cases, Social Workers had more than one client in our care and submitted separate responses for each of them. This was as planned.

The 23 responses we got for the survey represents a 24% response rate, fairly normal for this type of survey. Of the 23 responses, 14 were from family members and nine from SW professionals.

Distribution of Responses Among Programs and Client Length of Stay

Responses were distributed fairly evenly over all ten programs. Eight of the programs had two or three while Davidson Residence had four.

As expected, the largest group of responses (16) were for clients who had been with Stewart Homes for between one and ten years. 7 responses (29%) were for clients who have been with us between 10 and 16 years.

Overall Satisfaction with our Service

Almost all respondents, a total of 95.3%, declared themselves to be Satisfied with our services. 81% were Extremely Satisfied. One respondent declared her/himself to be somewhat dissatisfied.

No respondents reported themselves Dissatisfied.

Satisfaction Levels with Various Aspects of our Service

A detailed look at the responses shows where the high levels of satisfaction come from. We asked respondents to rate their degree of satisfaction with nine specific areas of our service delivery and found that

| Service Area | 2011 | 2013 |
|---|--------|-------|
| The quality of our residence staff | 97.3% | 95.3% |
| Our management team | 97.3 % | 95.2 |
| Responses to your questions and concerns | 100 % | 90.0% |
| Our physical care of your child | 100 % | 95.7% |
| The medical care and attention your child has received | 97.3 % | 95.7% |
| Our knowledge of your child's needs | 100 % | 95.0% |
| The courtesy and friendliness of our staff on your visits | 100 % | 100% |
| The home itself, its furnishings and upkeep | 91.9 % | 95% |
| Recreational activities offered to your child | 92.1 % | 100% |
| The degree of cultural awareness and sensitivity exhibited by our staff | 91.9 % | 100% |

Our Day Programs

Stewart Homes operates three separate day programs. 15 respondents reported that their child was in one of these programs. 7 of these reported themselves satisfied with the service while none were neutral or dissatisfied.

Comments Received

The following comments are exact quotes from survey responses and accurately reflect the overall nature of the responses to our survey that we received.

Here's what parents and social workers said about us this year.

“Fantastic, upbeat, friendly professional staff with a HUGE heart for these special children.”

“You provide structure and routine to the individual, have individual care programs for the youth, advocate for the child and provide regular updates to the child's case worker.”

“House supervisor is excellent! Not only is she efficient and timely in response to my request, she loves my client dearly. Her staff are friendly and helpful.”

“Stewart Homes provides a home atmosphere where all the child’s needs are met with a caring and professional approach.”

“We are very pleased with the level of care our daughter receives and for the professional manner in which the Home is managed.”

“Extremely friendly, open and communicate well with a total focus on the child!”

“Maria is outstanding as the supervisor she is always respectful & responsive.”

“Loving the residents. The staff input is love personified with the attention to detail, all the special days, birthdays, holidays and theme days.”

“Upon placing my son at Wallis, I was so nervous, felt guilty and many more feelings I can't describe. Stewart homes makes me feel involved, and my opinion matters on all levels. I adore Barb Davis, she amongst all made the transition easy when I was feeling my guilt for placing my son in a home. The level of compassion she exudes for the children at Stewart Homes is simply amazing. She is always there to answer any of my concerns, and she is a great advocate for my son when I'm not able to be in attendance i.e. school. The entire staff makes a difference and I have nothing negative to say about Wallis.”

“As I mentioned previously, it is the quality of the staff that makes a difference, and the staff at Davidson are caring, competent and reliable. You care about the children and it really shows. It makes me as a parent feel comfortable that my son is in your care.”

“We are privileged to have such a home to house our most challenged clients and know they have such a quality of care that is rare for this population of children.”

“Thank you for the exceptional care provided for my son Andrew. The commitment of Lori and her team during a particularly difficult time last year saw incredible positive

medical changes in Andrew's condition and wellbeing. Lori and her team are dedicated and advocate for each resident as if they were their own children. It is great comfort to my family and I that Andrew is so well taken care of, not just physically, but socially.”

“Davidson continues to be a wonderful home for my son. I cannot speak highly enough of the staff and their dedication to providing a loving, safe environment for all of the residents. It has been a challenging year for the staff at Davidson, with three deaths within only a few months. My heart goes out to them and I applaud their ability to carry on in a positive manner. Thank you.”

“We are grateful that our daughter has the opportunity to be out of the home each day and receives stimulation from and emotional and social interaction with a professional staff at ELSE.”

And Finally

Thank you to everyone who participated in this project again this year. I am sure that everyone at Stewart Homes will be happy with the results of this survey. We are all very proud of the work we do and grateful to you for your recognition of our efforts, for your support and your encouragement.

Alan Stewart
November 2013