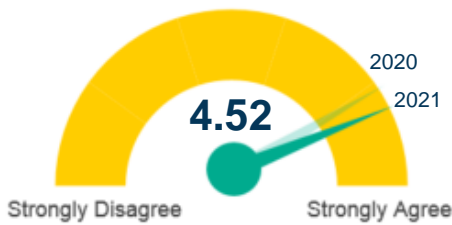


Support House is committed to ongoing engagement from those we support about providing high quality, values-driven services. We look for input through surveys (Integrity Survey, OPOC), focus groups, or individually. Below are some highlights from the 2021 survey of the people we support – this survey asks individuals to let us know how staff are doing in ‘living the values’ of being person directed and is a standardized tool that has been validated by an outside evaluator.

On a scale of 1 (Strongly Disagree) to 5 (Strongly Agree)...

VALUES

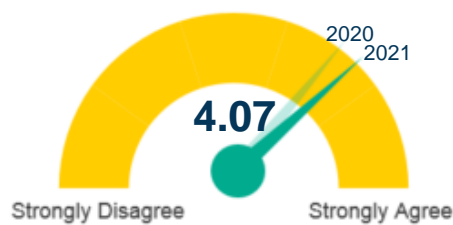
Do staff demonstrate agency values through their actions?



Highest Response:
Staff genuinely listen to me.

IMPACTS

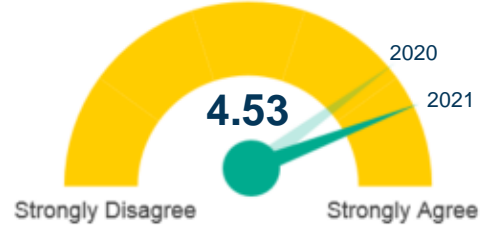
Does our support impact your daily life?



Highest Response:
Supports helped me be more hopeful about my life.

OVERALL EXPERIENCE

How are the agency services overall?



Highest Response:
If a friend were in need of similar help, I would recommend this service.



FEELINGS: 96% of feelings about Support House services were positive.

Highest Response:
Supported



The size of the words in the above graphic show the number of responses. The most popular words are the largest.

THEMES FROM COMMENTS: KEEP DOING

- Support House provides safe spaces.
- Staff genuinely care and will go above and beyond.
- People feel connected, comfortable, validated, and grateful.
- Mindful Moments has been a valuable addition to the services.



THEMES FROM COMMENTS: IDEAS FOR IMPROVEMENT



- More choices and awareness about service options.
- Enhance welcoming atmosphere and messages within groups.
- Better collaboration with landlords.
- Options and clarity around service feedback.

SURVEY DEMOGRAPHICS:

Surveys completed in March 2021



Highest Respondent Populations:

- Female
- 46 – 55 years
- Receiving supports for 1 – 2 years



Group supports led by the Centre for Innovation in Peer Support had the highest response rates.

SERVICE CONCERN PROCESS



- Engaged with several people we support to enhance service concern process.
- Revised process to increase accessibility.
- Email link for concerns added to agency website “Contact Us” page.

PRIVACY

- Working with a consultant to enhance privacy policies and procedures in alignment with Personal Health Information Protection Act (PHIPA).
- Revised consent model to be rolled out in the fall of 2021.
- “Your Rights” section added to agency website, including privacy.

DESIGNING SERVICES TOGETHER

- Developing a pathway for people to be more engaged in service planning.
- Co-design model will be embedded in all processes, policies, and programming.



DIVERSITY

- Diversity, Equity, and Inclusion committee reignited.
- Health Equity Sociodemographic Questions given to people we support and staff to identify gaps in diversity of those we employ and who we support.
- Health Equity Impact Assessment tool to be embedded within all programming to ensure Support House is meeting the needs of diverse populations.

RECENT STAFF TRAININGS

- Pandemic-related trainings including Personal Protective Equipment and Infection and Prevention Control
- Diversity, Equity, & Inclusion
- Resiliency
- Privacy
- Crisis Prevention and De-escalation
- Debriefing
- Choices & Change
- Brief Action Planning
- FASD
- Overdose Prevention / Naloxone

ENHANCING CURRENT PROGRAMMING

- Intake working group is developing one agency pathway for all individuals to ensure a consistent approach to connecting new people to the most appropriate services. Includes collaboration with the Halton Region around rapid housing access.
- Justice program review led to enhanced wrap-around, multi-agency supports.
- Additional staffing within residences to meet the needs of our residents.
- Implemented a ‘no wait, no barrier’ drop-in model to peer group programming available 6 days a week.
- Enhanced peer support training curriculum and format.
- Expanding the reach of our lived experience voice through more partnerships within Halton and with the province of Ontario.
- Focusing an agency approach to evaluation of service outcomes, efficiencies, and experience.
- Increased access to one on one peer supports.



NEW PROGRAMMING



- New FASD program developed in partnership with ROCK.
- Justice program has a new youth justice worker.
- Direct access to nurse practitioner focused on substance use and addictions supports through ADAPT.

Thank you for your participation!

SUPPORT HOUSE IS COMMITTED TO ONGOING CO-DESIGN IN OUR SERVICES.

If you would like to be involved with this or have any feedback about the Integrity Survey, please contact us at info@supporthouse.ca