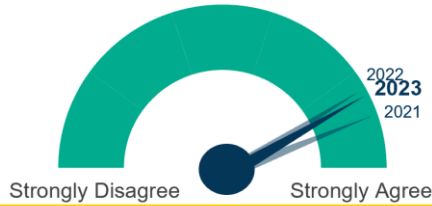


Support House is committed to ongoing engagement from those we support about providing high quality, values-driven services. We look for input through surveys (Integrity Survey, OPOC), focus groups, or individually. Below are some highlights from the 2023 survey of the people we support – this survey 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

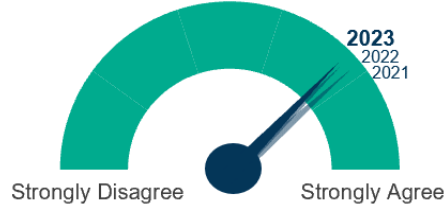
Do staff demonstrate agency values through their actions?



Highest Response:
Staff genuinely listen to me.

Impacts

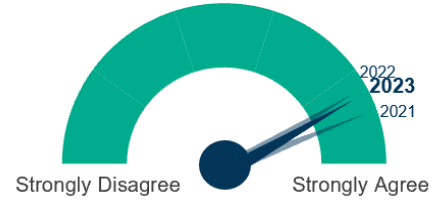
Do our support impact your daily life?



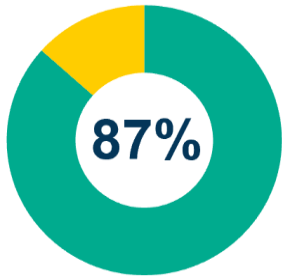
Highest Response:
Helped me be more hopeful about my life.

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: 87% of feelings about Support House services were positive.

Highest Response:
Supported



*Size of words in graphic are based on number of responses. The most popular words are the largest.

THEMES FROM COMMENTS: KEEP DOING

- ✓ Staff continue to provide quality, values-based supports and people feel supported and heard.
- ✓ Peer support and groups are valuable components of our services.
- ✓ Services have led to personal growth and increased capacity to manage life situations.



THEMES FROM COMMENTS: IDEAS FOR IMPROVEMENT



- 💡 More supportive transitions when staff turnover occurs
- 💡 More communication regarding available supports and housing options and resources
- 💡 More choices for services

SURVEY DEMOGRAPHICS: HIGHEST RESPONSE POPULATIONS

DEMOGRAPHICS:

- 46-55 years old
- Living in Oakville
- English speaking
- Born in Canada
 - White
- Gender Identity: Female
 - Heterosexual
- Roman Catholic
- Renting or living in Supportive Housing
- Low income (under \$30,000) supporting 1 person
- Experiencing Mental Health plus another health condition

Surveys completed May-June 2023



AGENCY SUPPORTS:

- Receiving supports for 3-5 years
- Group supports from the Centre for Innovation in Peer Support

YOUR RIGHTS



- If you have any concerns or questions about our services, please visit our website “Your Rights” section.

[Supports](#)
[Peer Services](#)
[Housing](#)
[News/Events](#)
[About](#)
[Resources](#)
[Contact Us](#)
[Your Rights](#)

- This section includes information about privacy, accessibility, service concerns, and diversity, equity, and inclusion.

DESIGNING SERVICES TOGETHER

- Lived experience participation is embedded in processes, policies, and programming through focus groups, surveys, interviews, working groups.
- Providing training and mentorship to those wishing to share their voice, including participating in committees and working groups.
- Creating an ongoing Quality Improvement process that uses feedback to create an action plan to strengthen our services.



DIVERSITY

- Staff have engaged in special training provided by STR Consulting.
- Working with Canadian Equality Consulting to engage staff and people engaging with our services, to better understand the current context of Support House, and future needs related to Diversity, Equity, and Inclusion (DEI). We are currently working towards a strategic plan to identify and prioritize actions for our organization.
- Creating an immediate response and resolution process for any acts of discrimination.
- Health Equity Sociodemographic Questions asked of people we support and staff to identify gaps in service and staffing diversity. This information helps us to better plan programming and inform hiring processes to be more inclusive.

ENHANCING CURRENT PROGRAMMING

- Introduced a Housing First Response Team that connects with people who are unhoused/unsheltered or whose housing is at risk and have a mental health or substance use concern. This team will include peer workers, outreach workers, and will have access to a registered nurse.
- Introduced a Registered Nursing role to support with primary care needs, substance use risk, and complex mental health concerns.
- New Acton building of 12 individual units scheduled to begin construction in the near future.
- Continuing service pathways work to get timely connection for people to appropriate services and housing supports.
- Piloting peer support groups in our congregate settings.
- Expanding the reach of our lived experience voice through more partnerships within Halton and with the province of Ontario.
- Working closely with harm reduction and housing first experts to enhance services and safety for staff and clients.
- Supporting comprehensive wellness/goal planning with the people living in our congregate housing.
- Creating more successful program/support transitions between internal and external services.



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