

# Christian Horizons 2017 Family Survey Executive Summary

## The Survey

Every three years, Christian Horizons asks families of people we support about the help they receive from Christian Horizons. In the fall of 2017, we sent a Family Survey to every family member and advocate in Ontario and Saskatchewan. We asked the families if they agreed, strongly agreed, disagreed or strongly disagreed with statements about supports Christian Horizons provides. In total, 1453 surveys were sent, and we received 559 responses.

Year	Parent	Sibling	Other Relative	Advocate	No response
2017	314 (56.6%)	175 (31.5%)	25 (4.5%)	14 (2.5%)	27 (4.9%)
2014	344 (62%)	139 (25%)	38 (7%)	12 (2%)	12 (2%)

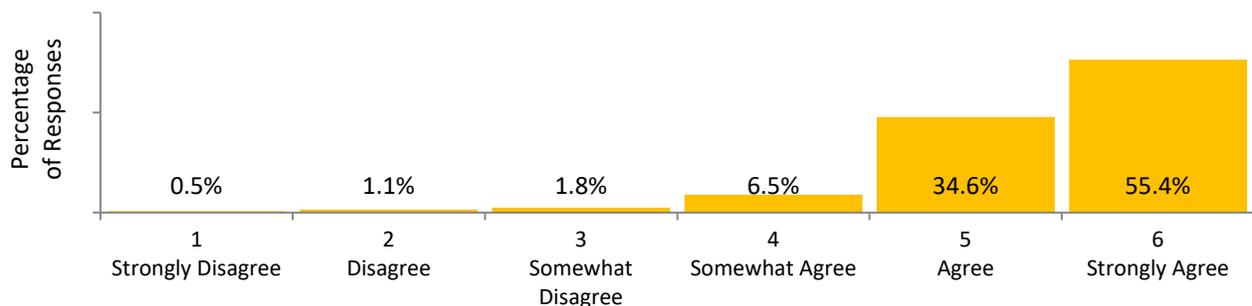
**Most surveys were completed by a parent of the person receiving services; however, compared to 2014, fewer parents and more siblings served as respondents.**

## Results

Over 95% of respondents rated Christian Horizons services as *Good* or *Excellent*. In particular, respondents agreed that *Christian Horizons employees respect the person’s privacy* and *Christian Horizons employees are kind*. Families commented that Christian Horizons provides great care, including medical care (for example, “*Employees excel in providing excellent care to their residents. It is reassuring to us that our loved one is well taken care of*”; “*Excellent health - medical, dental, vision etc. care. They [staff] stay on top of things*”). They also commented that communication with families is excellent and that Christian Horizons employees engage people very well in community activities: “*My child has had many opportunities to go into the community and experience new things*”.

There were a large number of items to which at least 85% of respondents agreed or strongly agreed. In the area of Communication, the majority of the respondents agreed that they know whom to contact about questions or concerns regarding their family member’s supports (see Graph 1 below).

Graph 1. Percentage of Responses to “I know who to contact if I have questions or concerns regarding my family member’s supports” (Communication Area)



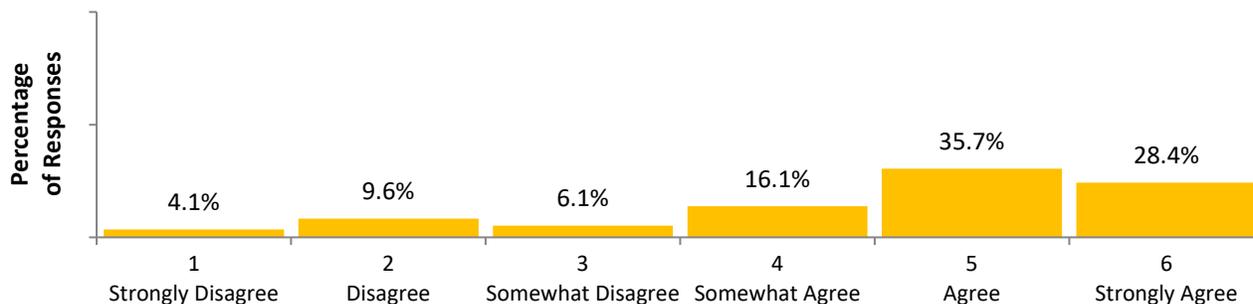
In the area of Dignity and Respect, the respondents reported that their family member is encouraged to do things for himself/herself, and that Christian Horizons employees communicate with their family member in a respectful manner. The families agreed that Christian Horizons employees present choices in a way that is understandable to the persons supported, and that the employees respect the rights of their family member.

For questions in the area of Holistic Supports, the respondents expressed that Christian Horizons employees do support their family members in meeting their medical needs, and that they communicate with the persons supported in their preferred methods of communication. The families also agreed that Christian Horizons employees adjust supports when their family member's needs change, and that their family member is safe at Christian Horizons. Finally, the respondents expressed that Christian Horizons employees support their family member to engage in the traditions and activities of his/her culture and that employees support their family member's faith/spirituality.

The families reported that, when their loved one is supported in a home, the home is safe, nicely decorated, and generally well maintained. They also agreed that Christian Horizons employees know the people supported well and are trustworthy, and that they manage finances of the persons' supported with integrity. For Relationships and Belonging, the families reported that employees support people to develop and maintain relationships, and encourage people to welcome family and friends at their home. Families expressed that people are well supported to engage in family events and that the community welcomes their family member.

The families identified two areas that need improvement. They both revolved around relationships: despite overall positive ratings, about a third of the respondents disagreed that their family members have friend(s) whom they could turn to when needing help. In addition, more than a fourth of the respondents disagreed that their family members have friend(s) who turn to them when needing help or emotional support.

Graph 2. Percentage of Responses to “My family member has friend(s) (who are not employees of Christian Horizons) whom she/he could turn to when needing help” (Relationship and Belonging Area)



Throughout the survey, families provided comments that were largely consistent with the overall positive rating. However, where there were concerns, they tended to focus on supporting a healthy diet, needing more supports to participate in activities (for strengthening relationships and belonging), and the quality of communication between families and Christian Horizons. In addition, several respondents gently challenged us in areas of consistency and continuity of care when support locations experience employee turnover.

Interestingly, when we invited families to comment about their loved one's contribution to the community, they stated that people supported contribute by volunteering and having a paid job, being a role model, sharing gifts, and being part of a relationship. However, more than 40% of the families chose *Not applicable/I don't know* when asked to rate their agreement to the statement “My family member makes a positive contribution to her/his community (that is, outside of his/her home)”. Christian Horizons' Vision is that *People with disabilities belong to communities where their God-given gifts are valued and respected* and we look forward to working hard to inspire a vision of how people may contribute to their communities.

Christian Horizons remains committed to receiving feedback from stakeholders to help us improve our services. Based on the Family Survey, we hope to work on areas such as:

- Increasing efforts to teach skills and opportunities to form and develop friendships and participate in community activities.
- Encouraging a healthy diet.
- Better organizing communication.
- Enhance our efforts to attract and retain excellent, long-term employees.

We also want to engage families in various ways to understand how they see people with disabilities contributing to the community. We believe that the community is richer and complete when everyone belongs.

*Our gratitude goes to those family members and advocates who completed the survey and shared their perspectives.*

We will honour God and value people in all we do and with all our resources.