

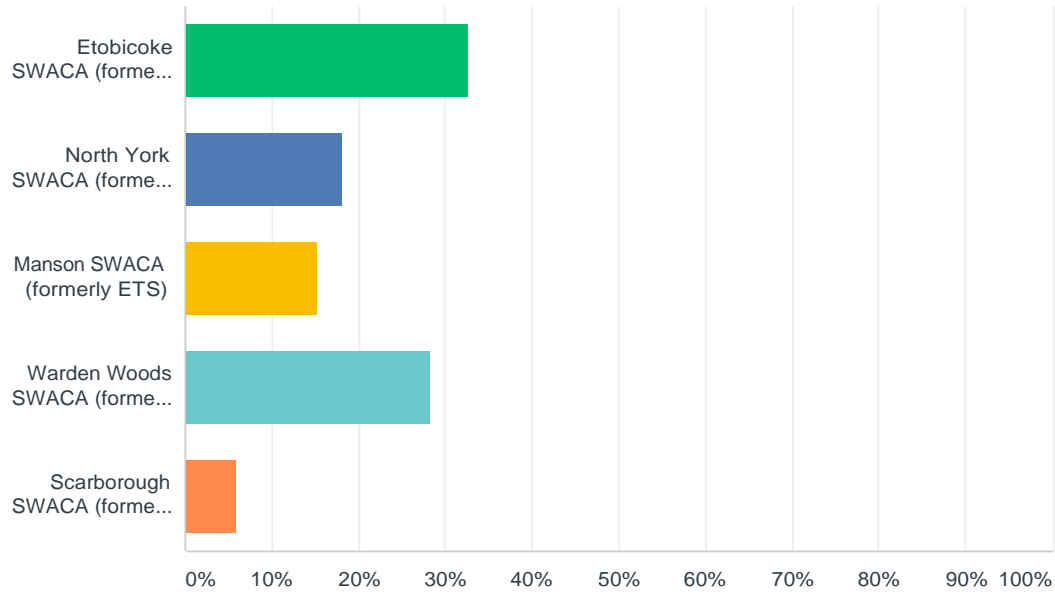
Sheltered & Supported Work Transition Survey Families and Caregivers Executive Summary

In December, 2017, Community Living Toronto distributed a survey to the families/caregivers of the individuals receiving day supports in programs operated by the Association. The survey was designed to collect feedback and input that would help guide the Association's ongoing transition away from sheltered work towards more inclusive community and centre-based activities. The deadline to complete the survey was December 15, 2017. The following is an Executive Summary of the survey results, followed by the breakdown of each survey question.

- **138 people** responded to the survey
- The highest percentage of families/caregivers that responded to the survey are related to individuals that attend the Etobicoke SWACA program (33%) and the lowest percentage to Scarborough SWACA (6%). It should be noted that there has not been sheltered work at the Scarborough and Manson SWACA program for a number of years; North York SWACA, as of January 2017.
- The survey included 12 questions, 8 of which were related directly to the transition
- 67% of the individuals attend their program for more than 20 hours a week
- The most important aspects for families/caregivers about the programs are:
 - **Treated with dignity and respect 88%**
 - **Safe environment 87%**
 - **Relationship with workers 83%**
 - **Being with friends 83%**
 - **Activities that are meaningful 82%**
- The least important aspect for families/caregivers about the program was the pay that their family member receives (24%).
- 59% of families/caregivers are satisfied with the new direction in which the Association is moving, while 5% are not. 36% are open to improvements
- The highest concern for many of the families/caregivers (32%) is that in the existing day supports there is not enough choice of meaningful activities. 60% have some other concerns listed below.
- 51% of the respondents would like to see changes in the existing day supports summarized below
- To respondents, the **most preferred** alternative activities are centre-based social, recreational and leisure activities (drama, art, etc. at the program) and life skills programs (i.e. cooking, home safety, clean your space, first aid, etc.). **The least preferred** activity is competitive employment and self-employment opportunities (i.e. card making, flyers program, etc.).
- 57% of the respondents would like to see other activities offered by CL Toronto and 44% of respondents provided other ideas and feedback in the comments section of the survey.

Program name/location

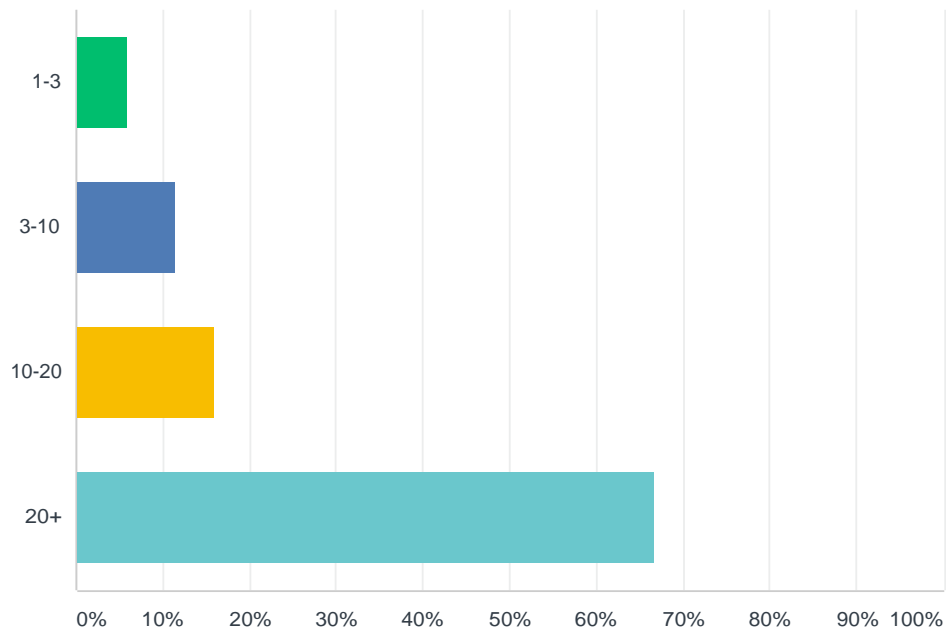
Answered: 138 Skipped: 0



ANSWER CHOICES	RESPONSES	
Etobicoke SWACA (formerly ETS)	32.61%	45
North York SWACA (formerly ETS)	18.12%	25
Manson SWACA (formerly ETS)	15.22%	21
Warden Woods SWACA (formerly ETS)	28.26%	39
Scarborough SWACA (formerly ETS)	5.80%	8
TOTAL		138

How many hours a week does your family member participate in this program?

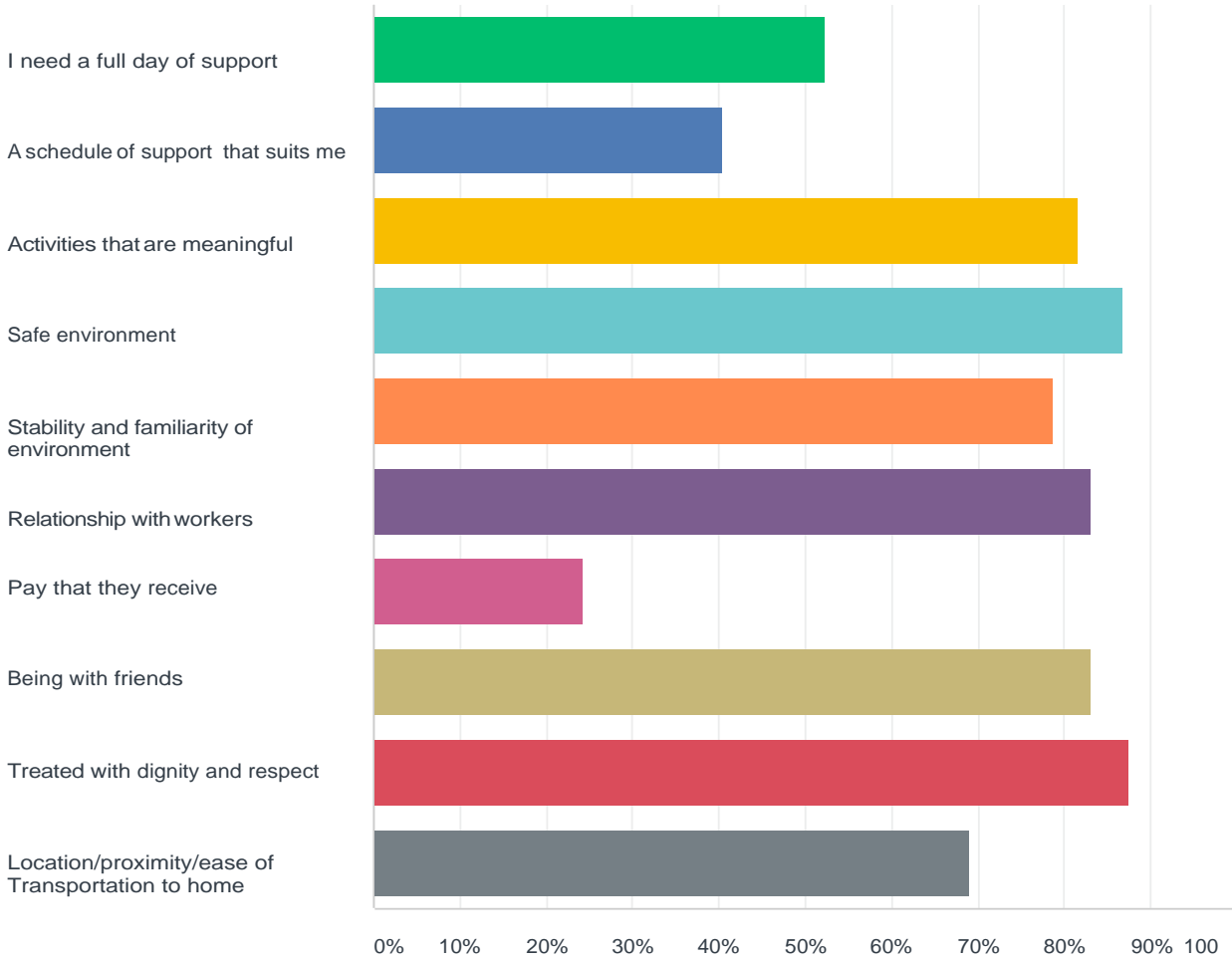
Answered: 138 Skipped: 0



ANSWER CHOICES	RESPONSES	
1-3	5.80%	8
3-10	11.59%	16
10-20	15.94%	22
20+	66.67%	92
TOTAL		138

What is the most important to you about the program your family member is currently involved in? (Check all that apply)

Answered: 136 Skipped: 2



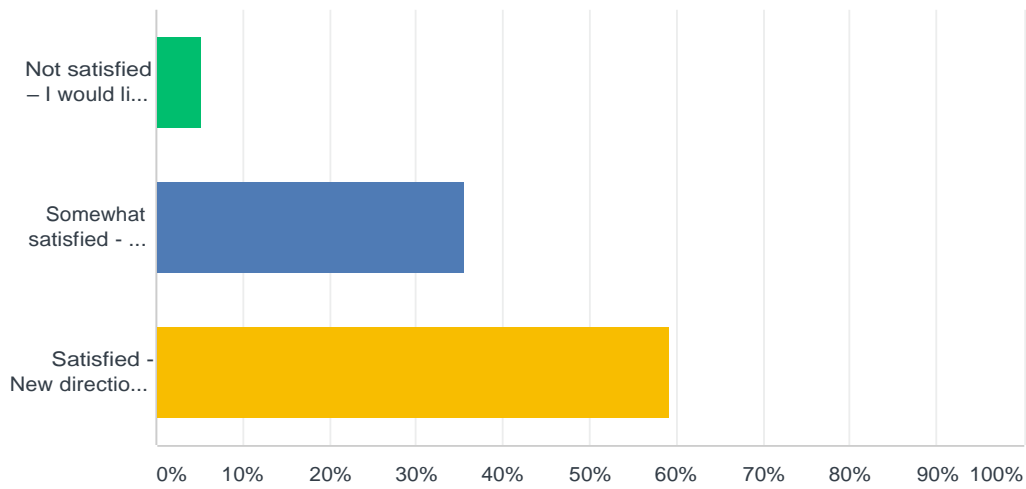
ANSWER CHOICES	RESPONSES	
I need a full day of support	52.21%	71
A schedule of support that suits me	40.44%	55
Activities that are meaningful	81.62%	111
Safe environment	86.76%	118
Stability and familiarity of environment	78.68%	107
Relationship with workers	83.09%	113
Pay that they receive	24.26%	33
Being with friends	83.09%	113
Treated with dignity and respect	87.50%	119
Location/proximity/ease of transportation to home	69.12%	94
Total Respondents: 136		

Other Comments:

- Community integration programs
- Emotional comfort
- Family respect
- Location to stay
- No fees programs
- Physical activity
- Psychologically stimulating environment
- Sense of purpose and accomplishment
- Social life

How satisfied are you with the day supports your family member is currently receiving?

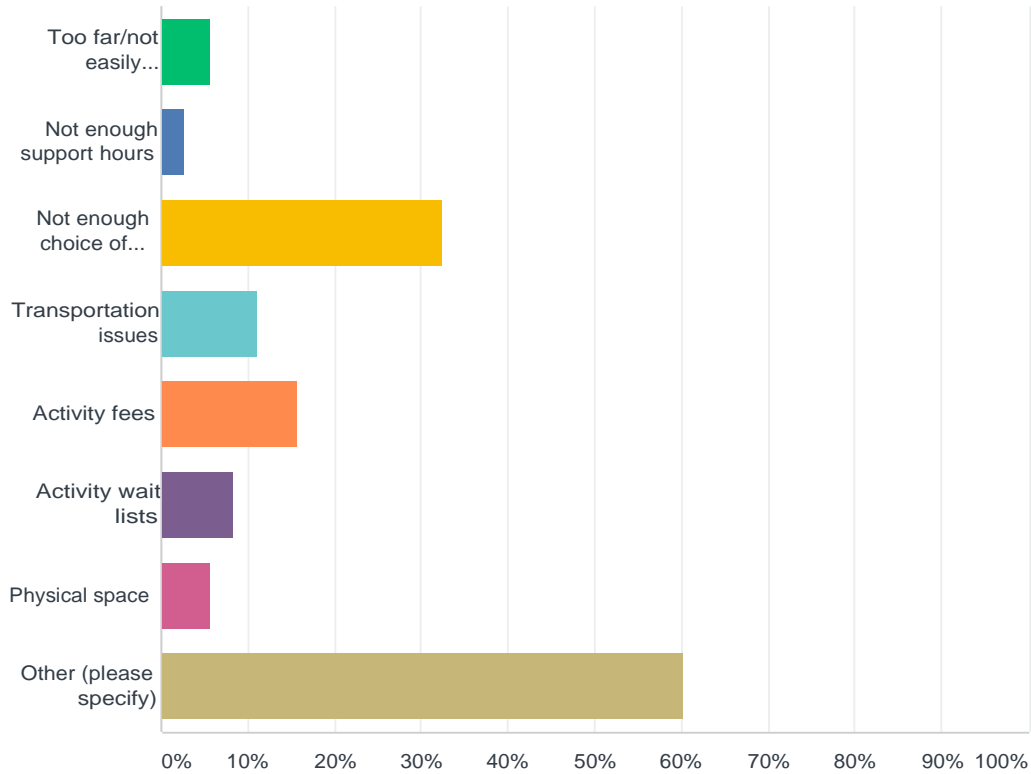
Answered: 135 Skipped: 3



ANSWER CHOICES	RESPONSES	
Not satisfied – I would like to see changes.	5.19%	7
Somewhat satisfied - I am open to improvements	35.56%	48
Satisfied - New direction is encouraging	59.26%	80
TOTAL		135

Please identify, if any, concerns you have with the existing day supports.

Answered: 108 Skipped: 30



ANSWER CHOICES	RESPONSES	
Too far/not easily accessible	5.56%	6
Not enough support hours	2.78%	3
Not enough choice of meaningful activities	32.41%	35
Transportation issues	11.11%	12
Activity fees	15.74%	17
Activity wait lists	8.33%	9
Physical space	5.56%	6
Other (please specify)	60.19%	65
Total Respondents: 108		

Other Comments:

- Activities for seniors
- Boredom, lack of motivation
- Disrespectful staff
- Don't want more changes
- Expensive program fees
- Happy as long as full time service provided
- More work opportunities, educational opportunities and volunteer work
- Indoor air quality, loud noise
- Lack of communication
- Lack of physical activities

- Looking forward to new projects
- More gatherings
- Needing a community program for the summer
- No activities
- No pay
- Participation opportunities
- Reduced support
- Transportation, distance and transit fees
- Uncertainty with what will happen
- Wait list

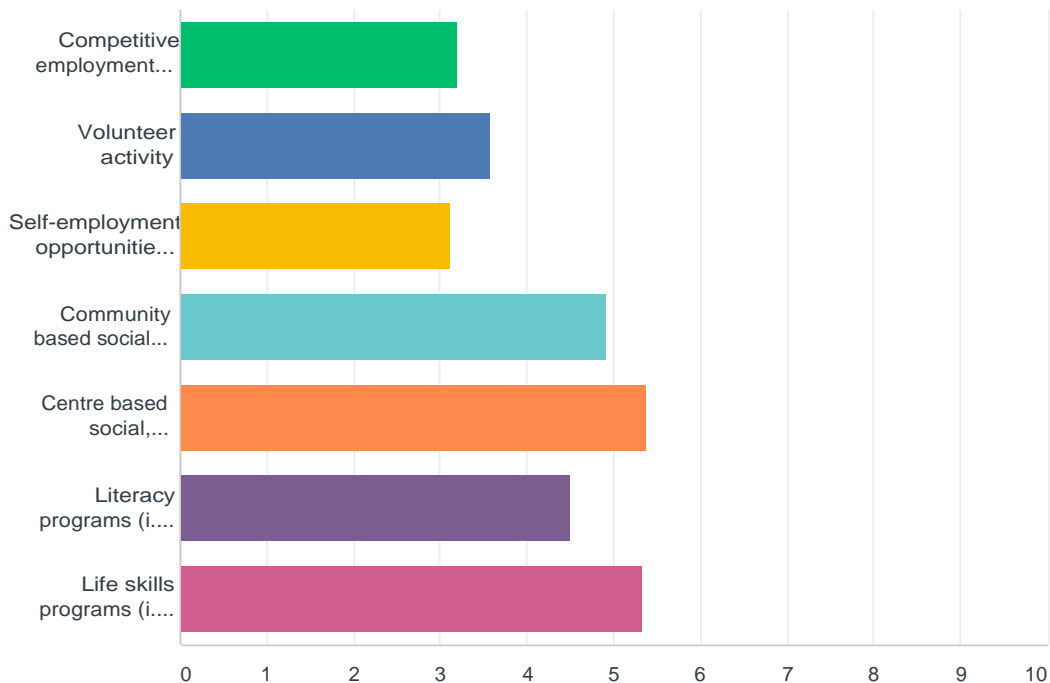
Please outline any changes you would like to see with existing day supports.

Answered: 71 Skipped: 67

- Better communication
- Better space
- Improve quality of activities
- More activities/outings in the community
- More educational activities
- More gatherings
- More life skills/social skills
- More meaningful activities
- More physical activities
- More staff
- Retirement program
- Routines
- Low fees and shorter activity wait periods
- Transportation funding
- Work/Volunteer and job training opportunities

Please rank using numbers 1 through 6, the alternative community and centre based activities you would prefer for your family member to participate in. 1 being the most preferred, and 6 being the least preferred.

Answered: 124 Skipped: 14



	TOTAL	SCORE
Competitive employment (Work in the community for minimum wage)	69	3.20
Volunteer activity	83	3.57
Self-employment opportunities (i.e. card making, flyers program, etc.)	73	3.11
Community based social, recreational and leisure activities (drama, art, etc. in the community)	92	4.91
Centre based social, recreational and leisure activities (drama, art, etc. at the program)	100	5.38
Literacy programs (i.e. math, spelling, internet safety, computer skills, etc.)	88	4.49
Life skills programs (i.e. cooking, home safety, clean your space, first aid, etc.)	115	5.34

Please list any other day activities that you would like to see offered by Community Living Toronto.

Answered: 79 Skipped: 59

- Access to behavior and communication therapy/improvement
- Art classes
- Better communication
- Budgeting and finances
- Community based activities, outings and day trips
- Computer activities
- Contract work
- Cooking classes
- Drawing
- Good relationship with staff
- Health and Safety
- Job skills
- Library
- Life skills
- Meaningful activities
- Music
- Optional volunteer work activities
- Physical activities
- Self esteem
- Sign language
- Social skills
- Swimming
- Time to adjust to this major change
- Volunteer activities
- Paid and unpaid work activities

Please provide any other ideas or information you would like to share here.

Answered: 61 Skipped: 77

- Lack of work takes away their motivation. It also penalizes them financially
- Very happy with the knitting class
- Don't remove the small items that give our people dignity and respect. Hi tech is great but not at the cost of things for our people.
- Activities in the centre not in the community - safe protected environment.
- Activities in the community
- Better exits, parking, tree space
- Board games
- Computer skills
- Concerns with health and weight – more physical activity
- Contract work
- Day trips
- Different and safe location/environment
- Do not know what the changes are other than there will be no work
- Does work at community living but has never been offered any activities there.
- Healthy food and Wellness
- Hope changes don't affect the current location
- How will your clients find job opportunities? Will North York SWACA look after this or is it going to be left to the parents/siblings/caregivers?
- Individual unable to work- very concerned about putting him into situations that will be stressful for him.
- More staff to support older clients
- Never understood the need to move away from sheltered work
- No forced employment
- ODSP funding of \$100 is gone now. Can CL Toronto lobby the government to try to look into this?
- Ongoing communication and working with families throughout transition
- Take age & physical abilities into consideration
- There has been no disclosure or discussion of the boundaries established for Community Living
- Volunteering and paid work in community
- We are disappointed that the centre is eliminating the janitorial workshop

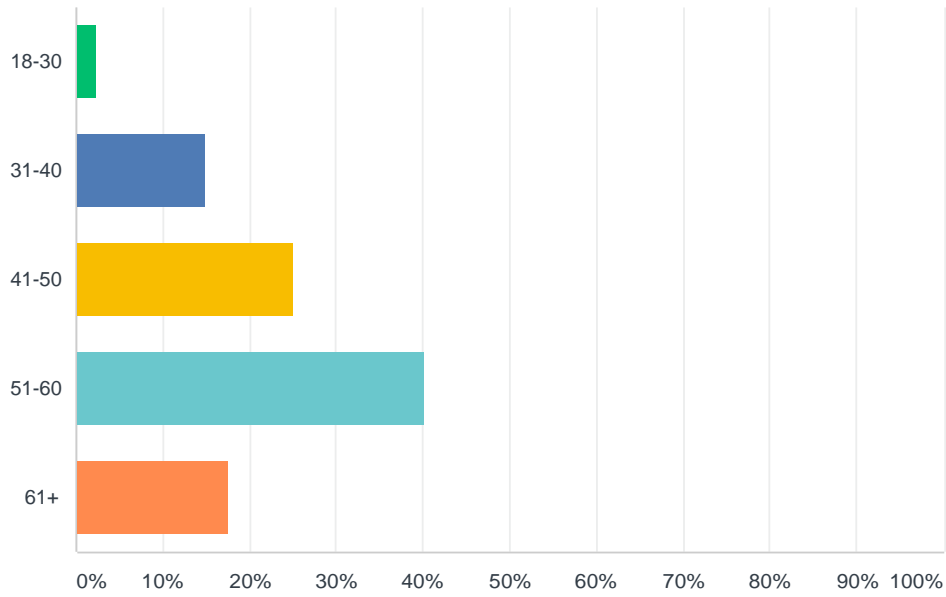
Sheltered & Supported Work Transition Survey Day Support Participants Executive Summary

In February, 2018, Community Living Toronto distributed a survey to individuals in service who are receiving day supports operated by the Association. The survey was designed to collect feedback and input that would help guide the Association's ongoing transition away from sheltered work towards more inclusive community and centre-based activities. The deadline to complete the survey was February 15, 2017. The following is an Executive Summary of the survey results, followed by the breakdown of each survey question.

- **291 individuals** responded to the survey.
- The highest percentage of participants responding to the survey attend Warden Woods SWACA (32%) and the lowest percentage attend Etobicoke SWACA (12%).
- The majority of participants are aged 51-60 (40%) with the second highest being 41-50 (25%).
- Most participants spend 20 hours or more at their program per week (78%).
- The majority of participants find that friendship, safe environment and meaningful activities are the most important aspects of the programs they attend. The pay they received ranked as the lowest in terms of importance.
- 64% of participants are very satisfied with the day supports provided, with 5% unsatisfied and the remaining 31% as somewhat satisfied.
- 30% of the participants have no concerns with the existing day supports, 22% still want contract/paid work, and 17% are interested in more activities.
- 28% are interested in more outings as potential new activities offered. 22% are interested in arts and crafts and 14% interested in life skills.
- Respondents were asked to rank a list of alternative community and centre-based activities in order of their personal preference. Centre-based social, recreational, leisure programs and life skill programs ranked the highest. Volunteer activity and Competitive employment ranked the lowest, respectively. Community based social programs, literacy programs, and self-employment ranked in the middle.

What age range do you fall under?

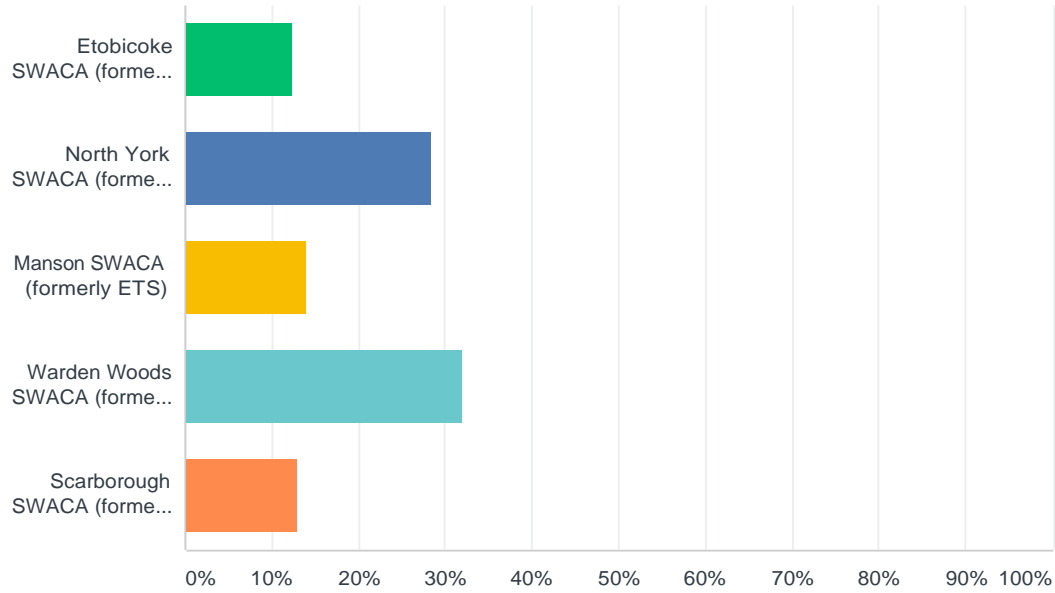
Answered: 291 Skipped: 7



ANSWER CHOICES	RESPONSES	
18-30	2.41%	7
31-40	14.78%	43
41-50	25.09%	73
51-60	40.21%	117
61+	17.53%	51
TOTAL		291

Program name/location

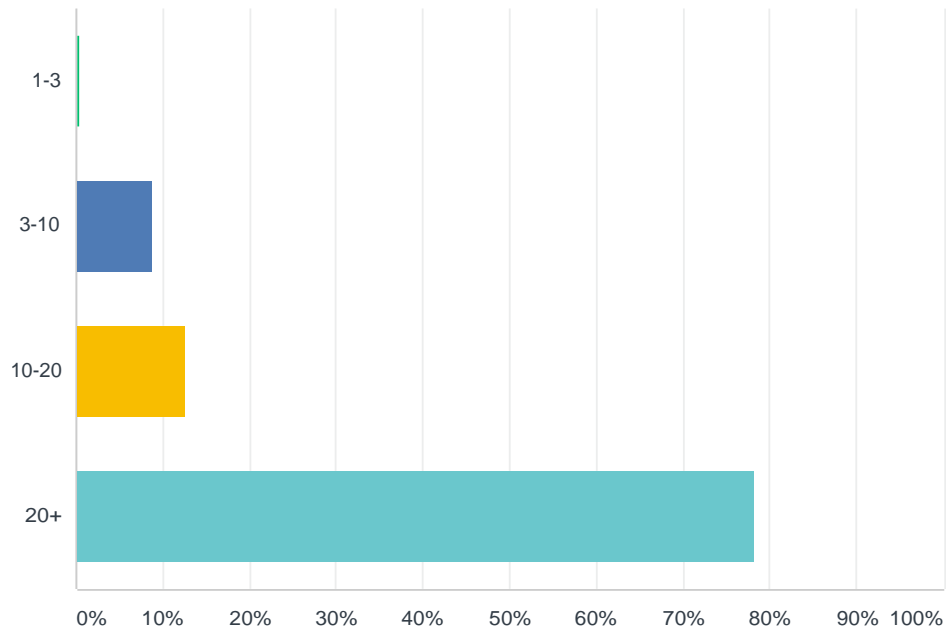
Answered: 291 Skipped: 7



ANSWER CHOICES	RESPONSES	
Etobicoke SWACA (formerly ETS)	12.37%	36
North York SWACA (formerly ETS)	28.52%	83
Manson SWACA (formerly ETS)	14.09%	41
Warden Woods SWACA (formerly ETS)	31.96%	93
Scarborough SWACA (formerly ETS)	13.06%	38
TOTAL		291

How many hours a week do you participate in this program?

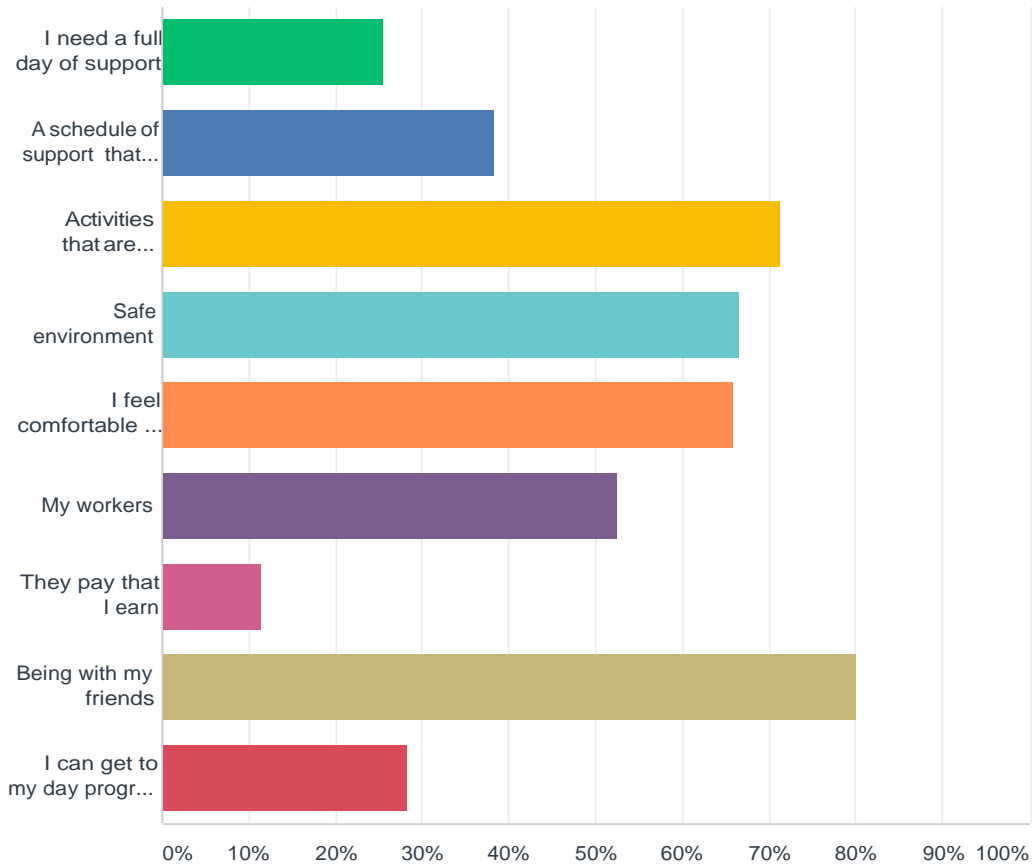
Answered: 285 Skipped: 13



ANSWER CHOICES	RESPONSES	
1-3	0.35%	1
3-10	8.77%	25
10-20	12.63%	36
20+	78.25%	223
TOTAL		285

What is the most important to you about the program you are currently in? (Please only choose up to 5 options)

Answered: 287 Skipped: 11



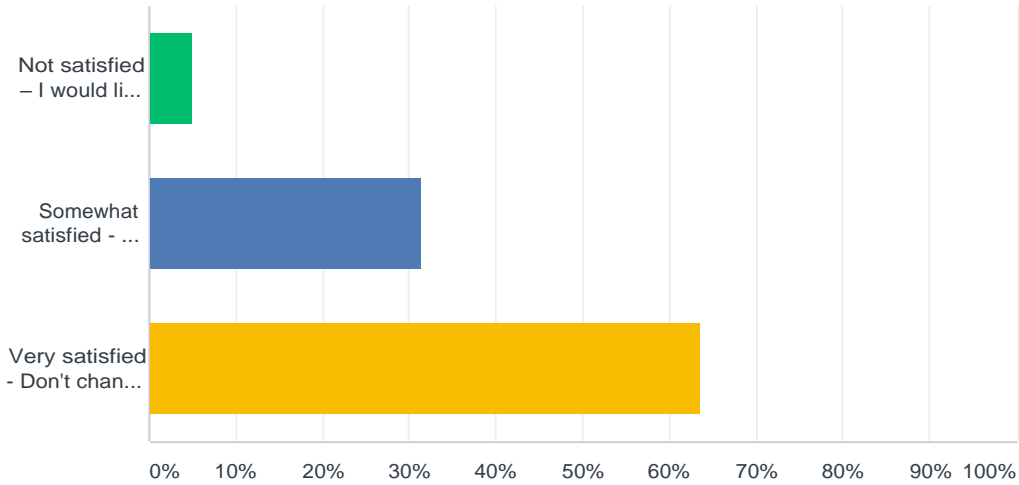
ANSWER CHOICES	RESPONSES	
I need a full day of support	25.44%	73
A schedule of support that suits me	38.33%	110
Activities that are meaningful to me	71.43%	205
Safe environment	66.55%	191
I feel comfortable at my day program	65.85%	189
My workers	52.61%	151
The pay that I earn	11.50%	33
Being with my friends	80.14%	230
I can get to my day program easily	28.22%	81
Total Respondents: 287		

Other Comments:

- Doing activities I like
- Doing mail run and getting paid for it
- Socializing with people
- Computer games at SWACA
- Outings
- Job in the community
- Learning different things
- Exercise machine
- Can get to my day program easily
- New programs and activities; computers, games and road trips
- Swimming and basketball
- The pay I used to earn.
- Respect of all workers

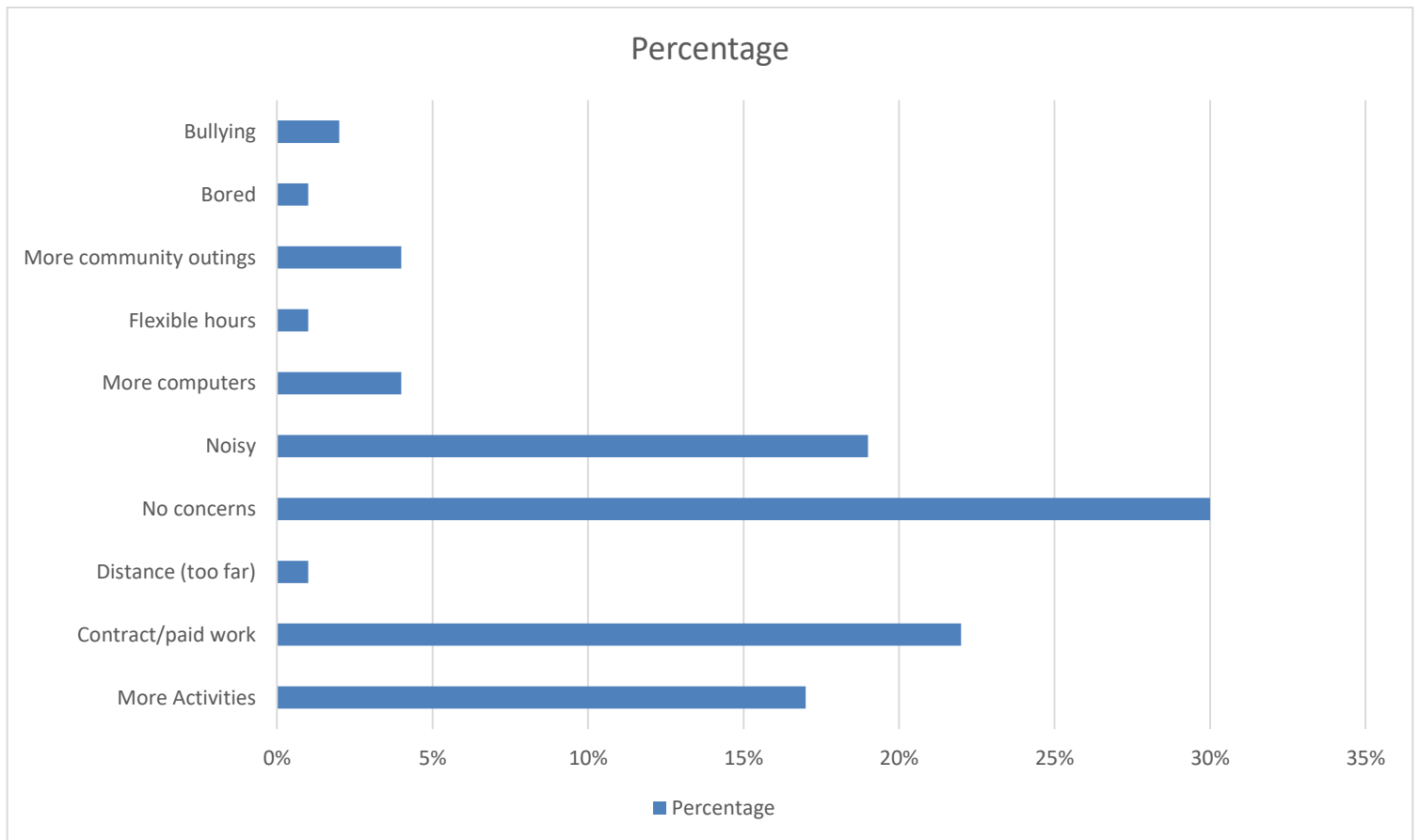
How satisfied are you with the day supports you are currently receiving?

Answered: 280 Skipped: 18



ANSWER CHOICES	RESPONSES	
Not satisfied – I would like to see changes.	5.00%	14
Somewhat satisfied - I am open to improvements	31.43%	88
Very satisfied - Don't change a thing	63.57%	178
TOTAL		280

Please list concerns you have with the existing day supports and any changes you would like to see.

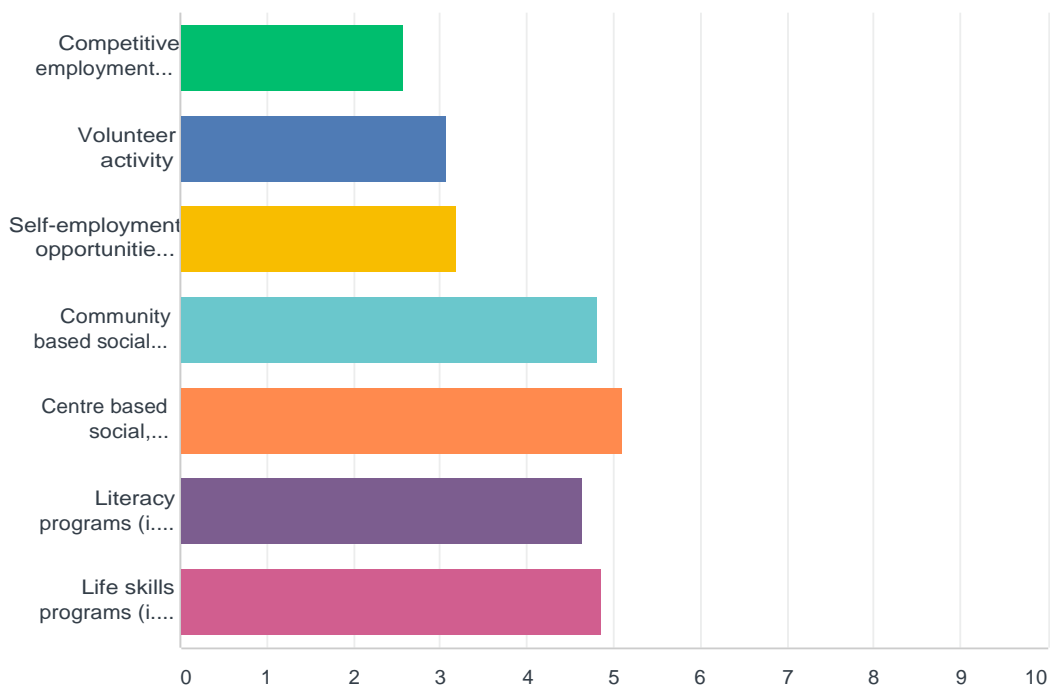


Other Comments:

- Computers are broken
- More interesting things to do
- Loud noises
- A bigger place with a cafeteria, quiet room to study
- Concerned about no pay
- I get bored
- Do not go to Variety Village enough
- Only one lunch time for everyone.
- There are too many people in the room
- When I am being bothered by his peers.
- Exercise more
- Want to work
- I cannot play pool whenever I want - I hate that
- My program is far away
- I would like a little more work and less activities.
- I want more literacy classes.
- I would like to come in at time that I want to can't make it by 8:30
- I would like to stay home 1-2 days a week
- Sign language people don't understand me

Please rank using numbers 1 through 7, the alternative community activities you would like to participate in. 1 being the most preferred, and 7 being the least preferred.

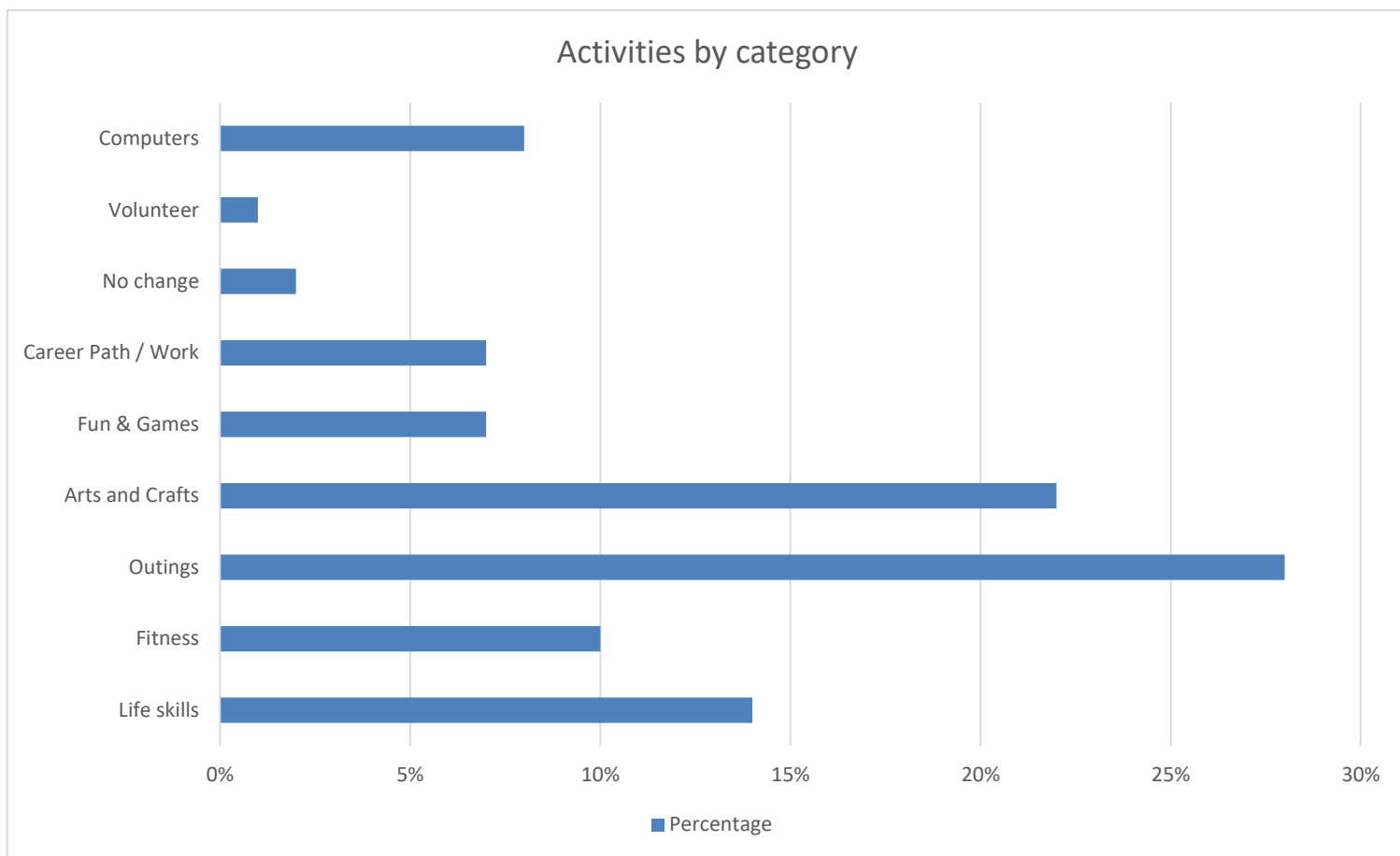
Answered: 266 Skipped: 32



	1	2	3	4	5	6	7	TOTAL	SCORE
Competitive employment (Work in the community for minimum wage)	14.29% 36	5.95% 15	3.17% 8	3.97% 10	2.78% 7	11.11% 28	58.73% 148	252	2.57
Volunteer activity	7.26% 18	7.66% 19	8.06% 20	6.85% 17	16.53% 41	39.92% 99	13.71% 34	248	3.08
Self-employment opportunities (i.e. card making, flyers program, etc.)	1.22% 3	9.76% 24	8.94% 22	11.38% 28	35.37% 87	21.54% 53	11.79% 29	246	3.18
Community based social, recreational and leisure activities (drama, art, etc. in the community)	17.00% 42	18.22% 45	20.65% 51	24.29% 60	13.36% 33	6.07% 15	0.40% 1	247	4.81
Centre based social, recreational and leisure activities (drama, art, etc. at the program)	26.91% 67	22.89% 57	15.66% 39	16.87% 42	8.03% 20	5.62% 14	4.02% 10	249	5.11
Literacy programs (i.e. math, spelling, internet safety, computer skills, etc.)	17.55% 43	18.78% 46	15.92% 39	22.45% 55	12.24% 30	10.20% 25	2.86% 7	245	4.65
Life skills programs (i.e. cooking, home safety, clean your space, first aid, etc.)	20.00% 49	18.37% 45	26.94% 66	14.29% 35	9.80% 24	2.86% 7	7.76% 19	245	4.85

Please list any other day activities that you would like to see offered by Community Living Toronto.

Answered: 141 Skipped: 157



Other Comments:

- A cooking program, healthy eating
- Movies
- The beach
- Animals - going to see pet shows, going to pet shops, farms. Would like to see animals come to SWACA.
- Art class, drawing
- Comic book club
- Yoga, gentle exercises
- Gym, sports and physical activities
- Bowling
- Card making, photography
- Computer skills, Social skills, Life skills
- Contract work again
- CPR and First Aid training
- Dance instructor for hip hop and line dancing
- Drama
- Variety Village
- Gardening
- Swimming

- Library
- Home Improvement, Kitchen duties
- Karaoke, music class
- Lego
- Needle point, sewing, knitting and rug hooking
- Options in Food Bank, community kitchens
- Visiting museums, Science Center, the Ex
- Volunteer
- Wii dancing
- Wood work
- Martial arts classes

Please provide any other ideas and information you would like to share here.

- As I age my needs have changed. I need program that reflects my interest; art, music, gentle exercises, helping others and I love socializing
- Would like to attend volunteer activities in the community
- Interested to be out in the community
- Enjoy the program how it is
- I enjoy going to different places other than same places every week. Trips outside of Toronto - Quebec, London
- I enjoy the cooking classes
- I like activities with bowling
- I like to make a cards from the craft room
- I would like to do more art work. I like that very much
- I would like to have a self-employment activity
- I would like to have activities which would allow me to talk more/interact with my peers.
- Looking forward to retire
- More peace and quiet
- More volunteer opportunities
- Sex education, anger management, relationship and dating
- Would like to attend only 2 days/week as she is feeling too tired
- Would love to continue the baking program

Sheltered & Supported Work Transition Survey Families and Caregivers, Day Participants Recommendations

As we continue our transition away from sheltered work, Community Living Toronto is committed to working with each individual and their family to identify alternative activities that are meaningful and aligned with their goals and interests. CL Toronto is also examining each supported work and volunteer placement across the Association in the context of the new Fair Workplaces, Better Jobs Act (Bill 148). While some changes to placements may result, the Association remains committed to supporting each individual in finding meaningful and inclusive activities of their choice. The information from these surveys has provided us invaluable information from families, caregivers and participants that will help to guide our planning as we move forward. Upon collecting and analyzing the data from both surveys, the following recommendations are proposed:

1. For individuals who have identified paid work as one of their goals, CL Toronto will facilitate the effective use of resources to support those individuals in achieving their goal. CL Toronto will work to develop a formal coordination process between Employment Supports and SWACA for individuals who are transitioning between these programs; this coordination could possibly be ongoing, if needed.
2. CL Toronto will be prepared to support individuals and families in accessing appropriate community resources if requested.
3. As 19% of day support participants who responded to the survey identified noise levels at programs as an area of concern, CL Toronto will investigate ways in which we can reduce noise at locations.
4. Given the age demographic of participants reported in the survey, CL Toronto will strive to plan proactively and provide appropriate supports for participants who are aging. This would include considering specialized environments for seniors and improving education and training for staff on supporting older adults. Where needed, CL Toronto will work to develop a transition strategy for participants who may need alternatives to the current SWACA environment due to their increasing needs associated with aging.
5. CL Toronto will work to develop and provide an increasingly diverse spectrum of activities that are aligned with the goals and interests of participants. This may include developing a process for the effective sharing of resources (space, skilled staff, etc.), training and recruiting staff to effectively facilitate these activities and working to identify and access community resources as needed.
6. Through our Person Directed Planning process and other opportunities for engagement, CL Toronto will seek feedback from and communicate with participants, families and caregivers frequently and effectively. We will strive to ensure they are informed on what is happening, and empowered to find meaningful activities, whether they be internal or external to CL Toronto.
7. As we are working to identify what SWACA will look like into the future, CL Toronto will consider the development of a SWACA Charter as part of our overall branding process, which will clarify the mission, vision and values of SWACA. This new brand will help to broaden stakeholder understanding of what SWACA exists to achieve.