



2018 Resident Satisfaction Survey

As part of Ranch Ehrlo Society’s ongoing commitment to quality improvement, the annual *Resident Feedback Survey* is completed every spring. Resident feedback provides the agency with an opportunity to understand the residents’ satisfaction with a variety of programs and services they receive. Specifically, resident feedback is used to identify areas of strength and good practice, as well as opportunities for improvement within the agency.

In 2017, residents completed the CARE survey instead of our own, but we returned to our traditional survey format this past year. In May and June of 2018, residents residing in Regina, Pilot Butte, Corman Park, Prince Albert and Buckland had the opportunity to share their thoughts and feelings about living at Ranch Ehrlo. Ranch Ehrlo contracted an external interviewer to meet with each resident individually to gather their views about the quality of residential treatment services and programming at the agency.

2018 Survey Results

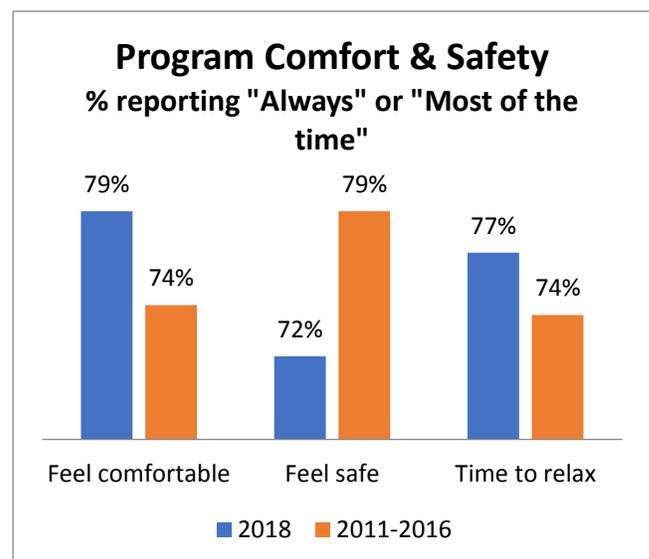
In 2018, 180 residents voluntarily participated in the face to face interview process. This is a similar number of participants to previous years. A basic description of survey participants is as follows:

Southern Programs	Northern Programs	Male	Female	16 & under	17 and older
146 residents	34 residents	110	70	149	31

Program Comfort and Safety

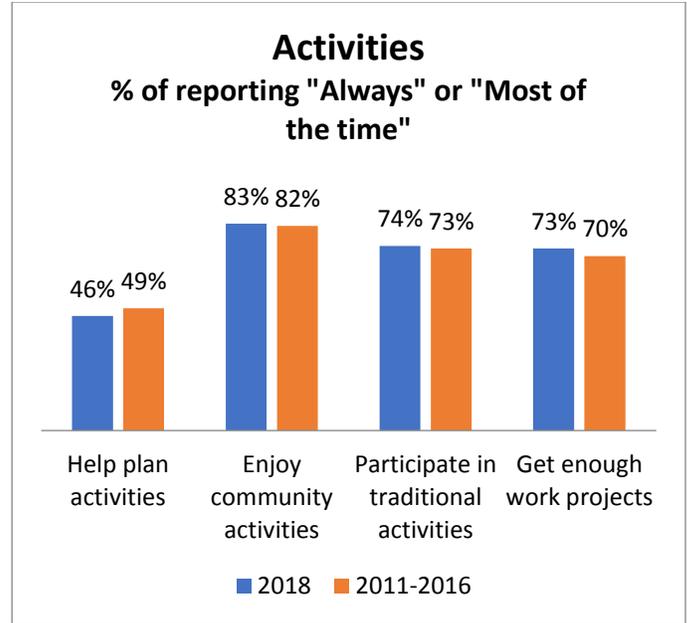
Residents generally report feeling comfortable and safe at the Ranch. The majority of residents express satisfaction with their residences (79%), their bedrooms (89%) and the food (94%). While these are areas of strength, there is a decrease in the percentage of residents who report feeling safe (72%) compared to the previous two surveys (84%, 77%) and the historical average (-7%). A sense of safety is vital for residents and treatment so it is important for programs to understand this change in direction and develop improvement plans accordingly. After an 8% decrease from the historical average last survey, there is a 3% increase in residents who believe there is

enough time to relax and have time to themselves.



Activities and Programming

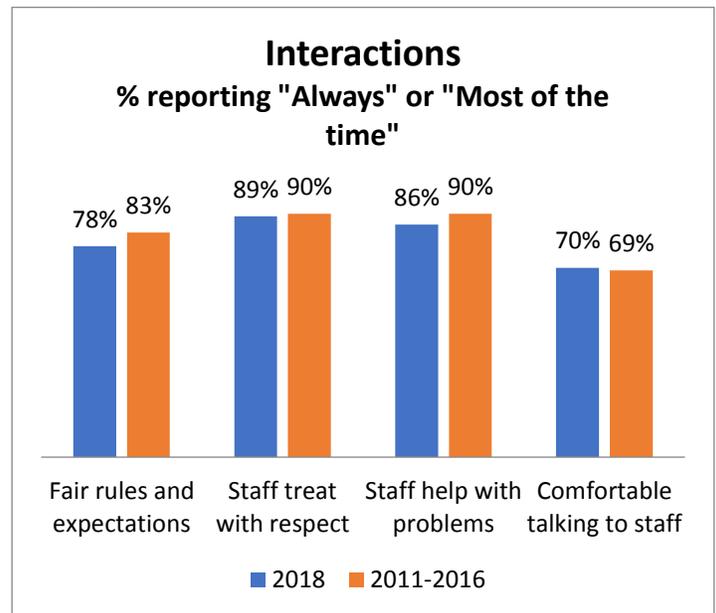
Resident satisfaction with activities and programming remains consistent with previous years. The majority of residents enjoy the planned activities in the community (83%) and there is a slight increase in the percentage of residents reporting higher levels of participation in traditional cultural activities (+1%). Once again, residents report a lower level of satisfaction with opportunities to help plan activities in their home. The value of hearing and empowering residents is identified in many program outcome reviews so this appears to be an area for ongoing quality improvement.



Staff-Resident Interactions

Overall, residents report a high level of satisfaction with their interactions with staff: 87% see staff as friendly, 81% believe staff care about them, and 89% of residents report staff treat them with respect. The majority of residents (90%) say they understand the expectations and rules within the group homes, while 78% believe the expectations are fair and reasonable. It is especially positive to see 86% of residents believe staff try to help with their problems. There is a 7% decrease from the 2016 survey results in residents reporting being comfortable talking to staff. While the 2018 results are similar to the historical average, 12% of residents report “never” feeling comfortable talking to staff (-10%) and 17% report “never” trusting staff to not talk to others about the problems they share (same as last year).

Programs are advised to explore and continue to improve resident comfort and trust with talking to staff.

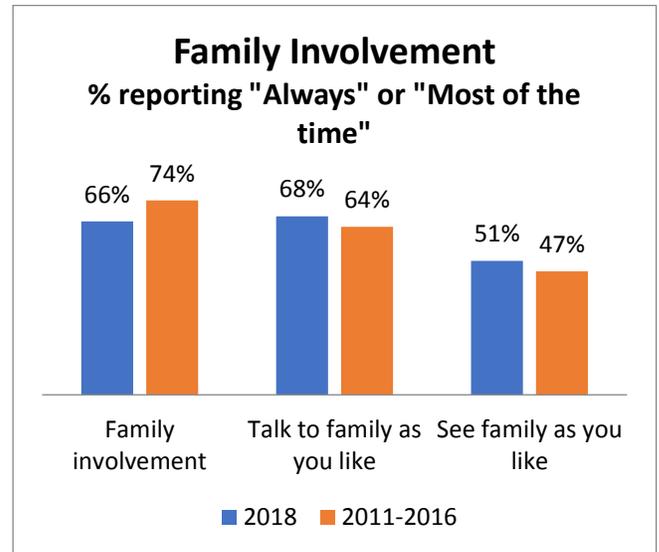


Resident-Resident Interactions

58% of residents believe that the other residents in the group home are friendly and 40% report that residents treat each other with respect. This represents a decrease of 7% and 5% respectively from the 2016 results.

Family Involvement

After showing a large increase in 2016, family involvement results show a decrease in 2018. 66% (-15%) of the residents report having family members involved in their life while at Ranch Ehrlo and 68% (-4%) report they get to talk to family as much as they like. As family involvement is so important to resident health and development, and one of the six CARE principles, programs are advised to examine what their residents are saying and set goals for improving and increasing family involvement.



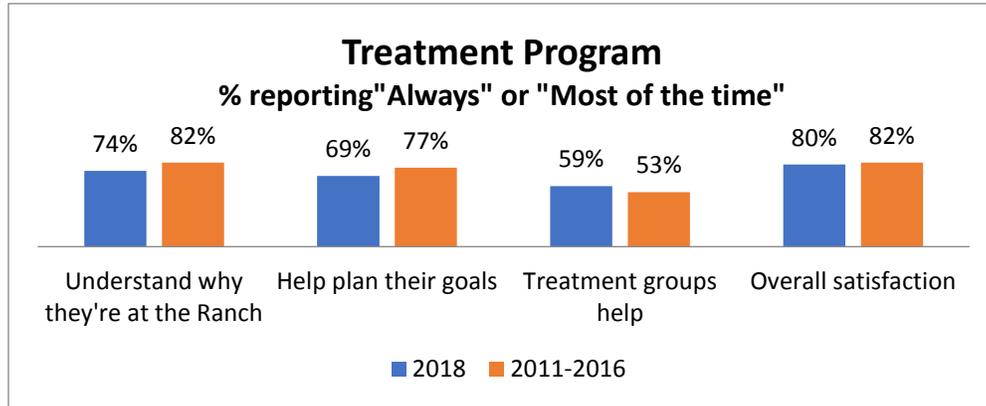
Medications

74% of residents who participated in the survey process report taking medication(s). This represents an 8% increase from last year. Of the residents who are prescribed medication(s), 59% understand why they are taking the medications. This is a 17% decrease from 2016. 68% (-28%) of the residents report that staff members ensure that residents' medications(s) are being administered at the proper time(s). Overall, 51% of residents believe that medications are helping them, while 22% are unsure or don't think they are helping. Survey results indicate the need to continue to listen, to educate and to evaluate the effectiveness of medications with residents.

Treatment Programming

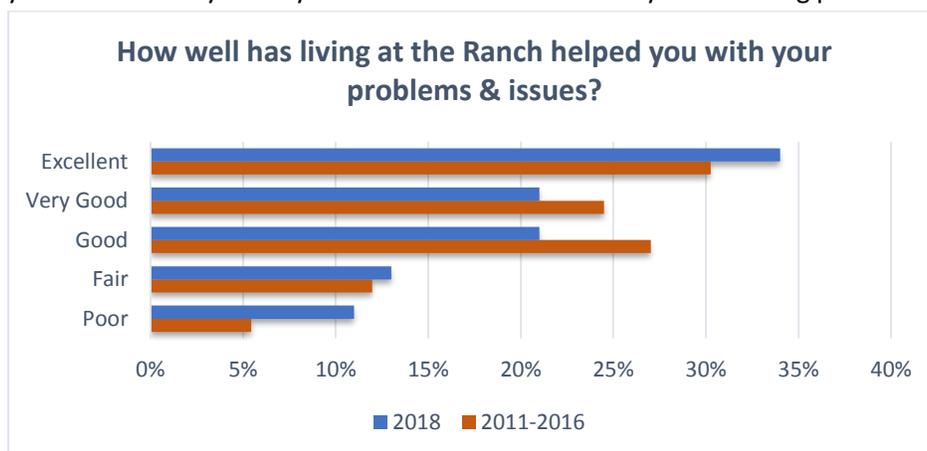
One of the final sections of the resident survey involves resident satisfaction with treatment and treatment outcomes at the Ranch. In 2018, 74% (-10%) of residents say they understand why they are at the Ranch. At intake, 32% of residents say they weren't given the Youth Handbook and written information about their rights and responsibilities. This is an area for follow-up.

In terms of treatment planning, 69% (-4%) of residents report they help plan their treatment goals and 77% (-11%) of residents perceive staff members as helping them to achieve their treatment goals. Survey results show a potential opportunity for improvement involves the perceived effectiveness of treatment groups with only 59% (+11%) of residents expressing satisfaction the groups are helping them with their problems.



62% of residents report they have a fair amount of time to meet with their Caseworker or Clinical Support Leader and 72% report having a fair amount of time to meet with their Unit Managers. An area of ongoing dissatisfaction for residents is the lack of time they are able to meet with their case managers. 52% of the residents reported having enough time to meet with their social worker (referral agent) but 26% (-3%) of residents said they never have time with their worker.

The overall results for resident perspectives on the effectiveness of treatment programming are very encouraging. In summary, when asked how well the Ranch has helped them to deal with their problems, 34% responded "Excellent", 21% reported "Very Good", and 21% responded "Good". Nineteen residents or 11% said "Poor", which is slightly higher than previous years. 67% of residents reported they would definitely or maybe return to the Ranch if they were having problems again.



If you would like further information pertaining to the *Resident Survey* process or any of the above information, please contact: David Rivers, Director of Quality Improvement, Phone: (306) 781-1802, Email: david.rivers@ranchehrlo.ca