

SPECTRUM SOCIETY FOR COMMUNITY LIVING  
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*STRATEGIC PLANNING SURVEY (2005)*

An important part of our annual strategic planning involves gathering feedback from the people we support, families, employees, volunteers, funders and others. Please take a few minutes to fill out this survey. What are we doing well? How could we improve? You don't have to include your name, but if you have specific concerns that you'd like us to address, it would help to know who you are so we can follow up with you.

Your name (optional): \_\_\_\_\_ Date completed: \_\_\_\_\_.

Please check off whichever applies to you:

- I work for Spectrum
- I volunteer for Spectrum (includes Board members)
- I receive services from Spectrum
- I am a family member of an individual receiving services from Spectrum
- I represent a funding body (CLBC, Ministry of Health, etc.)
- Other: \_\_\_\_\_.

**COMMUNICATION:** It's a priority for us to communicate effectively with you. How useful do you find each of the following in terms of giving you the information you need and providing opportunities for you to give your input?

1 = very useful      2 = somewhat useful      3 = not very useful      4 = not applicable

- Spectrum newsletter
- Other mailings – accreditation updates, annual reports
- Spectrum website
- Open forums / information meetings
- Policy committee
- Employee orientations (general office orientation and program orientations)
- Team meetings / staff meetings
- Personal contact with Spectrum managers, coordinators and directors
- Phone contact / email / voicemail
- Social events – summer picnic, Christmas party

Do you have any suggestions for improving communication at Spectrum?

Please respond to any of the following that are applicable to you:

1 = strongly agree                      2 = agree                      3 = disagree                      4 = not applicable

- Spectrum's stated values and policies are consistent with its day-to-day practices.
- When I have concerns, I know who to talk to at Spectrum.
- My concerns are addressed to my satisfaction.
- I have input to decisions that affect me.
- I am satisfied with the supervision / management of the program(s) I'm involved with.
- I am treated with respect and fairness at Spectrum.
- (Families / individuals): I am satisfied with the services I (or my family member) receive at Spectrum.
- (Employees): I enjoy working at Spectrum.

What do you see as Spectrum's greatest strengths?

What makes Spectrum different from other organizations?

What areas do you feel we need to change or address?

Spectrum is known for its creative approach and openness to "innovation." Do you have an innovative idea for enriching the organization or any of our services?

Thank you for completing this survey. Please return it to the address or fax number noted above by Dec. 15<sup>th</sup>, 2005.