



SPECTRUM
Society for Community Living
3231 Kingsway, Vancouver BC, V5R 5K3
phone: (604) 323-1433 fax: (604) 321-4144
www.spectrumsociety.org

November 1, 2004

Dear families, friends and employees of Spectrum;

Our sincere thanks to everyone who took the time to complete our annual Strategic Planning Survey. Your feedback was much appreciated and will help to inform our decision-making as we plan for the coming year.

Keeping in touch with each of you and having your input to decision-making is one of our top priorities. Our communication takes many forms – from the informal conversations and problem-solving discussions we have on a daily basis, to socializing together at the summer picnic or Christmas party, to the formal sharing of information through newsletters, the policy committee, individual and team planning meetings, open forums, and surveys. Maintaining open, honest and effective communication at all levels is one of Spectrum’s “core values” – a fundamental principle that guides our work together.

There are other core values that are equally important to us, and we’ve attempted to reflect each of them in the questions posed on the survey. On the reverse of this letter is a summary of feedback from the survey. While most of the feedback was very positive, some of the respondents did indicate dissatisfaction in one or more areas. We will do our best to address these concerns in a general manner, but because of the confidential nature of the surveys, if you chose not to include your name it will be difficult for us to address your specific concerns without knowing the particulars of your situation. Therefore we would encourage anyone who has concerns and wants to see them resolved to contact one of the Directors or Coordinators and we’ll do our best to resolve any issues specific to your service or your employment with Spectrum.

Thank you again for your feedback!

Sincerely,

Susan Kurliak
Director, Communications and Development

STRATEGIC PLANNING SURVEY 2004
SUMMARY OF FEEDBACK

Total number of surveys distributed: 240

Total number of surveys returned: 44

Rate of return: 18%

1. FOR FAMILIES AND INDIVIDUALS RECEIVING SERVICES:

Percentage of respondents who said they STRONGLY AGREE or AGREE with the following statements:

I am satisfied with the services I (or my family member) receive at Spectrum.	92%
If I had other choices, I would still want Spectrum to be my service provider.	79%
I am satisfied with the staff who provide my support.	92%
When I have concerns, I know who to talk to.	96%
My concerns are addressed to my satisfaction.	84%
I have input to decisions that affect me.	76%
I am satisfied with the supervision and management of my service or program.	77%
I am getting the support I need to reach my goals.	80%

2. FOR EMPLOYEES OF SPECTRUM:

Percentage of respondents who said they STRONGLY AGREE or AGREE with the following statements:

I enjoy working at Spectrum.	100%
I feel that my work is valued and respected.	88%
I feel that I am part of a cohesive staff team.	73%
I have input to decision-making and program planning.	87%
When I have concerns, I know who to talk to.	76%
My concerns are addressed to my satisfaction.	76%
I have opportunities to learn new skills and gain new experiences.	88%
I am satisfied with the supervision and management of my program.	94%