

CS Survey: Families and Supporters

June 2020

Summary of 44 survey responses

Themes:

- Safety – keeping families and those we support safe, especially those that are medically vulnerable
- Concerns as to what the future will look in terms of day program services
- The need or want for things to go back to how they were pre covid-19
- Mental health concerns as a result of isolation, lost friendships and connections
- Reduced opportunities for personal growth and development
- Families and supporters need more support i.e. respite and funding
- Effective and concise communication

Summary of Responses:

1. What are some things you have done to get through this pandemic as a family/household unit?

- Enjoyed quality family time – watching movies, playing games, cooking, going for drives etc.
- Exercising - going on walks
- Perusing hobbies and crafts
- Stayed at home, keeping safe, limiting exposure, maintaining social distancing
- Helping others
- Virtual activities, Zoom calls, virtual courses, On-line Campus
- Stayed informed about Covid-19

2. What are you worried about? How can we help alleviate those worries for you?

- Uncertainty about the future i.e. possible second wave, length of pandemic
- Worried things won't go back to normal
- Not worried
- People's mental health may suffer – isolated, withdrawn, loneliness
- People getting bored
- Losing social interaction
- The spread of infection – people in the family getting sick
- Not getting a break
- Program won't re-open
- Finances – not getting back to work
- Programs may open up too early

How can we help?

- Limiting exposure and maintain social distancing - i.e. one to one support or small groups rather than large groups
- Making sure safety procedures are in place to prevent infection – ensure others are following rules in place
- More respite supports for families and supporters

3. What are your hopes for Semiahmoo House Society Community Services?

- SHS will support and work collaboratively with family/supporters
- Fully re-open – resume old schedule – Monday to Friday 08:00 – 2:00
- Continue with On-line Campus, one to one direct supports and smaller groups when safe
- Provide safe services - consider people that are vulnerable – limit risks and exposure
- Provide opportunities for socialization and to stay connected with friends and staff.
- Opportunities for learning and experiences
- Continue to provide communication
- More outdoor options

4. How do you feel about the communication you have received from Semiahmoo House Society? Too much info? Not enough info? More details?

- Too much information – overwhelming, not in plain language, repetitive
- Over all good effective communication – newsletters, e-mails, phone calls, On-Line Campus
- Helpful, more than enough information – feeling grateful
- On-line campus is good option – but difficult for some people to access and some glitches
- No concrete information about the future - need timelines, details about future programing
- Q&A page would be helpful