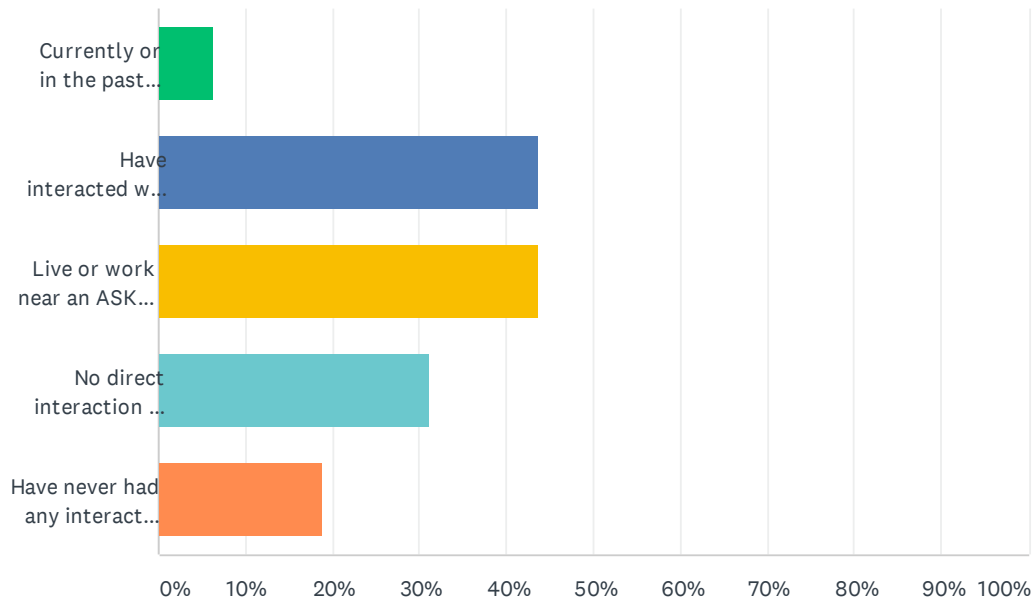


# Q1 In what capacity have you interacted with the ASK Wellness Society? You can select more than one answer.

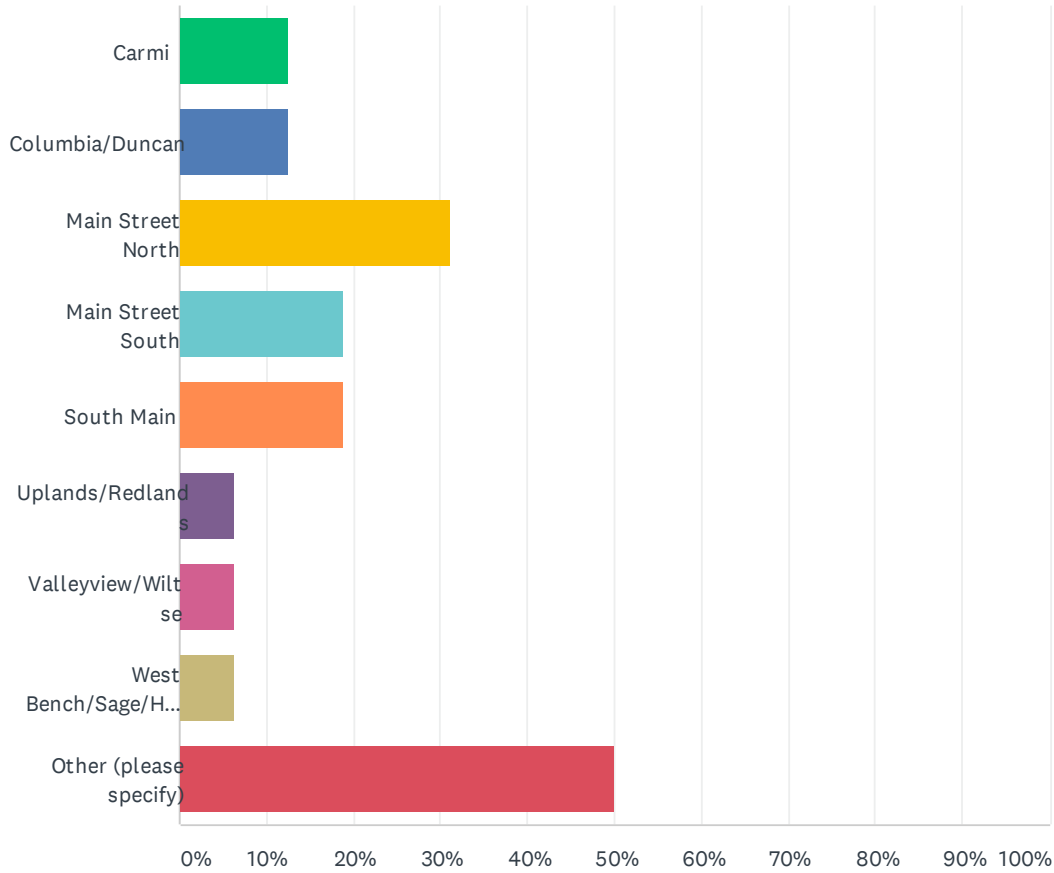
Answered: 16 Skipped: 0



ANSWER CHOICES	RESPONSES	
Currently or in the past have received services.	6.25%	1
Have interacted with a staff member in the community.	43.75%	7
Live or work near an ASK Wellness Society program site.	43.75%	7
No direct interaction but feel I have interacted with the clientele who use ASK Wellness Society services.	31.25%	5
Have never had any interaction with the ASK Wellness Society or its clientele.	18.75%	3
Total Respondents: 16		

## Q2 In what area of Penticton to you live/work in? You can select up to two answers.

Answered: 16 Skipped: 0



ANSWER CHOICES	RESPONSES
Carmi	12.50% 2
Columbia/Duncan	12.50% 2
Main Street North	31.25% 5
Main Street South	18.75% 3
South Main	18.75% 3
Uplands/Redlands	6.25% 1
Valleyview/Wiltse	6.25% 1
West Bench/Sage/Husulu	6.25% 1
Other (please specify)	50.00% 8
Total Respondents: 16	

2020 Community at Large Feedback Survey (Penticton)

#	OTHER (PLEASE SPECIFY)	DATE
1	Eckhardt W	10/3/2020 9:14 AM
2	Ok falls	10/2/2020 10:42 PM
3	Ok Falls	10/1/2020 9:38 PM
4	Winnipeg St	10/1/2020 9:34 PM
5	I live in Keremeos but send clients to Ask.	10/1/2020 8:48 PM
6	Downtown	10/1/2020 8:07 PM
7	Winnipeg ST	10/1/2020 4:11 PM
8	Eckhardt Ave	10/1/2020 11:38 AM

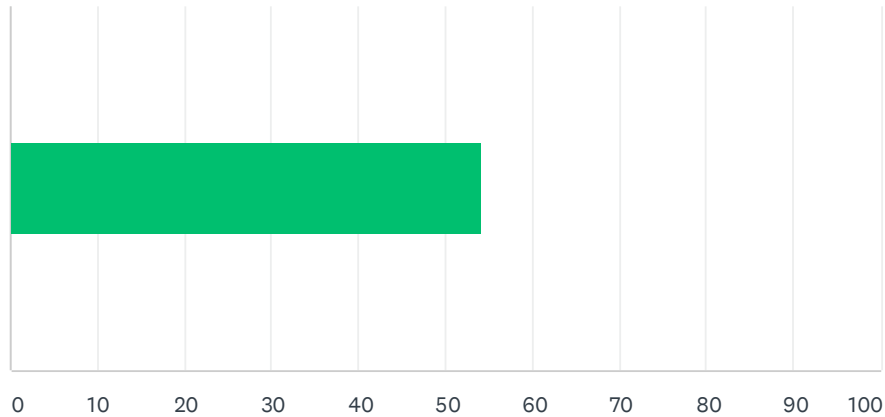
**Q3 Please provide a description or explanation of what you see as the ASK Wellness Society's role in your community as well as the services you are aware of it providing. If you would like more information on this, please visit [askwellness.ca](http://askwellness.ca).**

Answered: 15 Skipped: 1

#	RESPONSES	DATE
1	i would like them to leave the community. too many unqualified staff and do not meet goals promised to community	10/3/2020 5:37 PM
2	Mental health advocacy for all	10/3/2020 9:14 AM
3	A safe supportive place to transition from homelessness to independent living	10/2/2020 11:01 PM
4	Babying	10/2/2020 6:00 AM
5	I was not aware of this service but know someone who needs help and does not know where to get help....a homeless nephew	10/1/2020 9:38 PM
6	Burdock House - providing support for people having issues with substance abuse and/or homelessness	10/1/2020 9:34 PM
7	I work in addictions and send clients to Ask for many services when they finish rehab with us.	10/1/2020 8:48 PM
8	Never heard of this	10/1/2020 8:07 PM
9	-supportive housing and programs for at risk members of society, work with other agencies to support vulnerable clientele, liaison with Penticton residents to create understanding Re: all these new residents in town	10/1/2020 5:59 PM
10	The society houses people who would otherwise be homeless.	10/1/2020 5:12 PM
11	Currently providing supportive housing with access to 24 hour supports, encouraging harm reduction, providing hope for recovery for those seeking it, meeting the client where they are at and promoting housing first philosophy	10/1/2020 4:48 PM
12	support Burdock House and Compass House/Compass Court	10/1/2020 4:11 PM
13	You provide local criminals with a base to work out of unfettered	10/1/2020 3:52 PM
14	Housing	10/1/2020 1:43 PM
15	providing supported housing	10/1/2020 11:38 AM

Q4 At the ASK Wellness Society, it is our mission to provide outreach, housing, health, education, employment, and emotional support services for the marginalized and persons at risk. With this in mind, to what level do you agree with the following statement: "Based on my interactions with ASK Wellness staff and/or clients, I feel the organization is proactively working towards its mission".

Answered: 15 Skipped: 1



ANSWER CHOICES	AVERAGE NUMBER	TOTAL NUMBER	RESPONSES
	54	814	15
Total Respondents: 15			

#		DATE
1	10	10/3/2020 5:37 PM
2	73	10/3/2020 9:14 AM
3	75	10/2/2020 11:01 PM
4	50	10/2/2020 10:42 PM
5	0	10/2/2020 6:00 AM
6	55	10/1/2020 9:38 PM
7	70	10/1/2020 9:34 PM
8	86	10/1/2020 8:48 PM
9	49	10/1/2020 5:59 PM
10	93	10/1/2020 5:12 PM
11	68	10/1/2020 4:48 PM
12	36	10/1/2020 4:11 PM
13	0	10/1/2020 3:52 PM
14	73	10/1/2020 1:43 PM
15	76	10/1/2020 11:38 AM

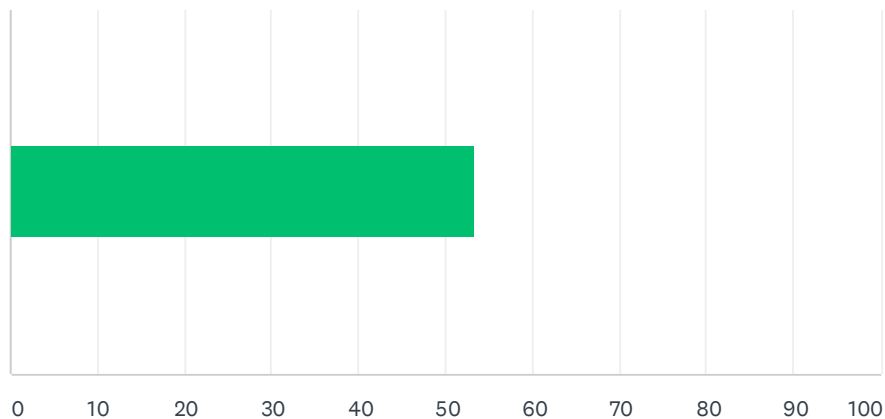
## Q5 Comments regarding our Mission:

Answered: 13 Skipped: 3

#	RESPONSES	DATE
1	too often lie to community. promise one type of service then it all becomes housing for junkies	10/3/2020 5:37 PM
2	Noble	10/3/2020 9:14 AM
3	Really need to take a good look at how to effectively support those in need during covid especially if another lockdown or no visitors is put in place...found it unsafe and unsupported at times	10/2/2020 11:01 PM
4	Stop coddling	10/2/2020 6:00 AM
5	I'm not sure my interactions with your clients have told me anything about your mission. I've not had interactions with your staff.	10/1/2020 9:34 PM
6	I think you do great work in all your Ask cities. It is essential and important work you do and necessary.	10/1/2020 8:48 PM
7	Sounds good	10/1/2020 8:07 PM
8	Mission Impossible - too many items in this mission - not all of the clientele are committed to accepting support - crime is an outstanding issue - SO many of the clients don't 'care' about, or give back to the city of Penticton, they don't have a 'stake' in the matter of living here	10/1/2020 5:59 PM
9	Housing yes, health improves with housing but the buck stops there. It is not the staff of the societies fault. The clients have to want to change in order for their lives to improve.	10/1/2020 5:12 PM
10	the work is difficult and there are multiple barriers	10/1/2020 4:11 PM
11	If you build they will come! Make your clients work for your services	10/1/2020 3:52 PM
12	Great mission statement	10/1/2020 1:43 PM
13	can't possibly follow through with the wages you provide	10/1/2020 11:38 AM

Q6 At the ASK Wellness Society, it is our vision to work towards a society that recognizes the value and potential of each and every individual. As a result, our core values are as follows:1. ASK believes the key to helping people to become self-sufficient is through HOPE.2. ASK believes a healthy community is one that is INCLUSIVE.3. ASK believes COMPASSION is at the heart of community both in the ASK Wellness Society and in the communities we serve.4. ASK believes CONNECTION to the community ensures no one gets left behind.With this in mind, to what level do you agree with the following statement:“Based on my interactions with ASK Wellness staff and/or clients, I feel the organization is adhering to its core values”.

Answered: 15 Skipped: 1



ANSWER CHOICES	AVERAGE NUMBER	TOTAL NUMBER	RESPONSES
	53	800	15
Total Respondents: 15			

2020 Community at Large Feedback Survey (Penticton)

#		DATE
1	7	10/3/2020 5:37 PM
2	83	10/3/2020 9:14 AM
3	38	10/2/2020 11:01 PM
4	70	10/2/2020 10:42 PM
5	0	10/2/2020 6:00 AM
6	53	10/1/2020 9:38 PM
7	31	10/1/2020 9:34 PM
8	88	10/1/2020 8:48 PM
9	55	10/1/2020 5:59 PM
10	91	10/1/2020 5:12 PM
11	72	10/1/2020 4:48 PM
12	46	10/1/2020 4:11 PM
13	0	10/1/2020 3:52 PM
14	76	10/1/2020 1:43 PM
15	90	10/1/2020 11:38 AM



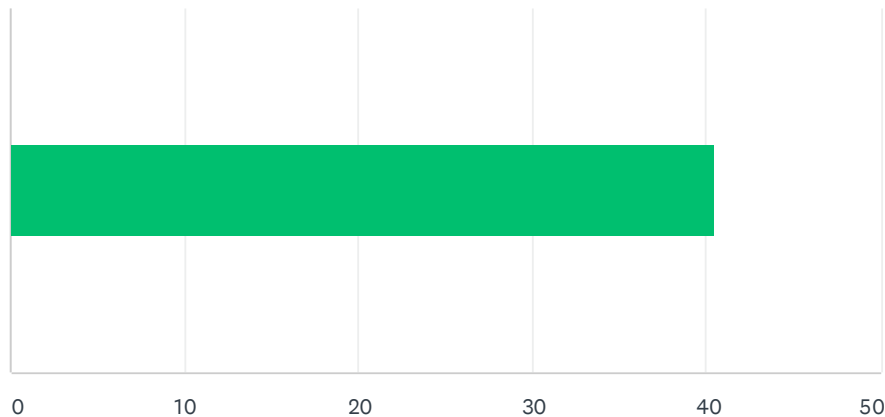
## Q7 Comments regarding our Core Values:

Answered: 13 Skipped: 3

#	RESPONSES	DATE
1	values that are on paper only have no value	10/3/2020 5:37 PM
2	Its what community does for each other	10/3/2020 9:14 AM
3	Again not enough effort put in place during covid and isolation..more needs to be done where visitors are allowed with proper cleaning and handwashing practices in place. The isolation had caused a decline in those Individuals supported and a loss of a few lives succumbed to addiction at times	10/2/2020 11:01 PM
4	My nephew has been left behind for five years....he still can't get ID ...so no welfare ...no bank account ...no teeth....no money for food or shelter	10/1/2020 9:38 PM
5	I love your core values and believe in them. However, I don't feel safe near my home at the moment. I completely avoid walking by Burdock house and I don't walk down my alley after dark. I know my older neighbors feel the same way. If connection is one of your core values, how can we encourage connection between us as neighbors. I don't want to be afraid to walk in my neighborhood.	10/1/2020 9:34 PM
6	I agree with them 100%	10/1/2020 8:48 PM
7	No idea what ask has done	10/1/2020 8:07 PM
8	This is a big ASK.... these Core Values are beautiful, remarkable, and with a lot of 'buy in', hard work- time, hopefully, attainable	10/1/2020 5:59 PM
9	The staff person i was involved with (Bobby). Mentioned all these things and I agree that the society is always working with these values in mind	10/1/2020 5:12 PM
10	While they idealistically address the needs of the population, I do not see the needs of the community balanced in these statements or in practice	10/1/2020 4:11 PM
11	You are just keeping them alive til they OD	10/1/2020 3:52 PM
12	There are times when I feel your organization is too accepting of problematic behaviours to the detriment of other residents and the community at large ....	10/1/2020 1:43 PM
13	most of those I have interacted with uphold those values	10/1/2020 11:38 AM

**Q8 At all ASK Wellness Society sites, we strive to provide our clients, staff, and visitors with a safe environment to live and work in. To what level do you agree with the following statement: “When I am visiting or around an ASK Wellness site, I feel safe.”**

Answered: 13 Skipped: 3



ANSWER CHOICES	AVERAGE NUMBER	TOTAL NUMBER	RESPONSES
	40	526	13
Total Respondents: 13			

#		DATE
1	6	10/3/2020 5:37 PM
2	75	10/3/2020 9:14 AM
3	18	10/2/2020 11:01 PM
4	15	10/2/2020 10:42 PM
5	0	10/2/2020 6:00 AM
6	11	10/1/2020 9:34 PM
7	86	10/1/2020 8:48 PM
8	15	10/1/2020 5:59 PM
9	95	10/1/2020 5:12 PM
10	95	10/1/2020 4:48 PM
11	0	10/1/2020 3:52 PM
12	60	10/1/2020 1:43 PM
13	50	10/1/2020 11:38 AM

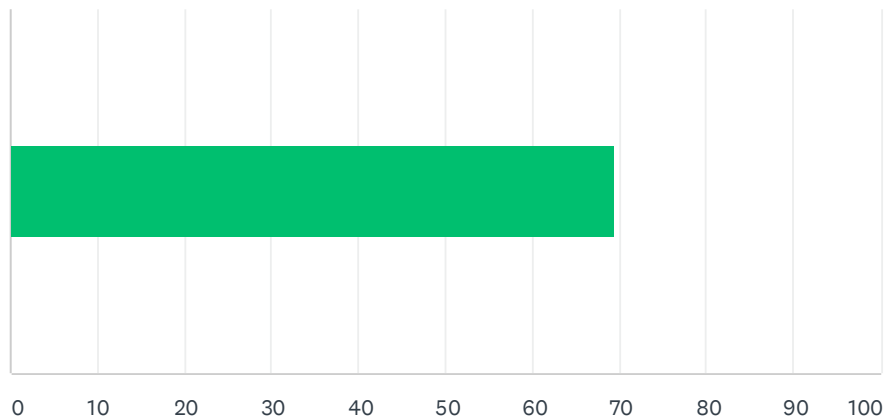
## Q9 Comments regarding Safety:

Answered: 14 Skipped: 2

#	RESPONSES	DATE
1	again you dont hire qualified staff	10/3/2020 5:37 PM
2	Like the covid protocol	10/3/2020 9:14 AM
3	Staff wasn't supported enough to ensure not only their own safety but the safety of clients during covid, lack of proper staffing or always in officer unavailable	10/2/2020 11:01 PM
4	Lots of drug dealing, yelling, hanging around harassing people	10/2/2020 10:42 PM
5	Lock up them	10/2/2020 6:00 AM
6	I don't feel safe.	10/1/2020 9:34 PM
7	Penticton is a tricky one, sometimes it's hard to feel completely safe in the city as it's very heavily overrun with drugs, crime and violence.	10/1/2020 8:48 PM
8	Too many bicycle bandits stealing stuff from homes and cars.	10/1/2020 8:07 PM
9	- have not felt safe	10/1/2020 5:59 PM
10	I felt safe at Fairhaven.	10/1/2020 5:12 PM
11	safety for the public is the single biggest complaint and is warranted from my experience and observations	10/1/2020 4:11 PM
12	Have a look around your property! Come out after dark!	10/1/2020 3:52 PM
13	Depending upon the facility there have been times when I did not feel safe accessing a client's unit	10/1/2020 1:43 PM
14	too understaffed	10/1/2020 11:38 AM

Q10 At the ASK Wellness Society, we strive to maintain high professional standards to ensure we are representing ourselves and our clients with dignity and respect. To what level do you agree with the following statement: "ASK Wellness employees show a high level of professionalism by being on time for appointments, consistently using respectful language, treating clients and other service providers with respect, dressing appropriately, and properly honouring the confidentiality of clients".

Answered: 14 Skipped: 2



ANSWER CHOICES	AVERAGE NUMBER	TOTAL NUMBER	RESPONSES
	69	971	14
Total Respondents: 14			

#		DATE
1	4	10/3/2020 5:37 PM
2	100	10/3/2020 9:14 AM
3	48	10/2/2020 11:01 PM
4	75	10/2/2020 10:42 PM
5	53	10/2/2020 6:00 AM
6	50	10/1/2020 9:34 PM
7	92	10/1/2020 8:48 PM
8	52	10/1/2020 5:59 PM
9	100	10/1/2020 5:12 PM
10	100	10/1/2020 4:48 PM
11	58	10/1/2020 4:11 PM
12	54	10/1/2020 3:52 PM
13	96	10/1/2020 1:43 PM
14	89	10/1/2020 11:38 AM

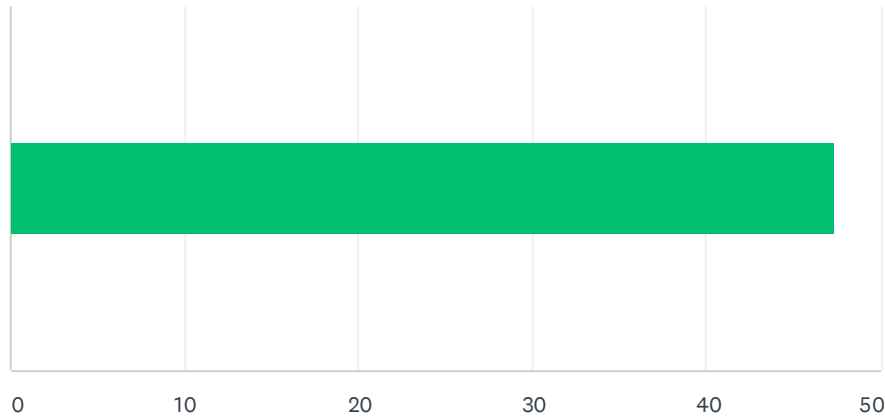
## Q11 Comments regarding Professionalism:

Answered: 10 Skipped: 6

#	RESPONSES	DATE
1	i have never seen professionalism from ask	10/3/2020 5:37 PM
2	Thank you	10/3/2020 9:14 AM
3	Again higher up didn't take enough time to actually discuss and safely implement EFFECTIVE covid measures and then left staff to deal with frustrations if residents and no clear answers ever given to why the isolation was necessary	10/2/2020 11:01 PM
4	Not applicable	10/1/2020 9:34 PM
5	No complaints.	10/1/2020 8:48 PM
6	- not sure	10/1/2020 5:59 PM
7	Totally professional. Very knowledgeable.	10/1/2020 5:12 PM
8	it appears difficult for some staff to bridge the gap between maintaining relationship with clients and presenting with a professional appearance	10/1/2020 4:11 PM
9	The staff I have encountered have been excellent	10/1/2020 1:43 PM
10	most staff follow through	10/1/2020 11:38 AM

Q12 Due to the nature of our work, the ASK Wellness Society finds it very important to work and collaborate with the communities to provide the best quality of service for our clients. To what level do you agree with the following statement: "I feel the ASK Wellness Society listens to and collaborates with community members, as appropriate, to provide the best service possible to clients and the community".

Answered: 14 Skipped: 2



ANSWER CHOICES	AVERAGE NUMBER	TOTAL NUMBER	RESPONSES
	47	664	14
Total Respondents: 14			

#		DATE
1	4	10/3/2020 5:37 PM
2	73	10/3/2020 9:14 AM
3	12	10/2/2020 11:01 PM
4	20	10/2/2020 10:42 PM
5	6	10/2/2020 6:00 AM
6	45	10/1/2020 9:34 PM
7	89	10/1/2020 8:48 PM
8	51	10/1/2020 5:59 PM
9	100	10/1/2020 5:12 PM
10	100	10/1/2020 4:48 PM
11	19	10/1/2020 4:11 PM
12	0	10/1/2020 3:52 PM
13	52	10/1/2020 1:43 PM
14	93	10/1/2020 11:38 AM

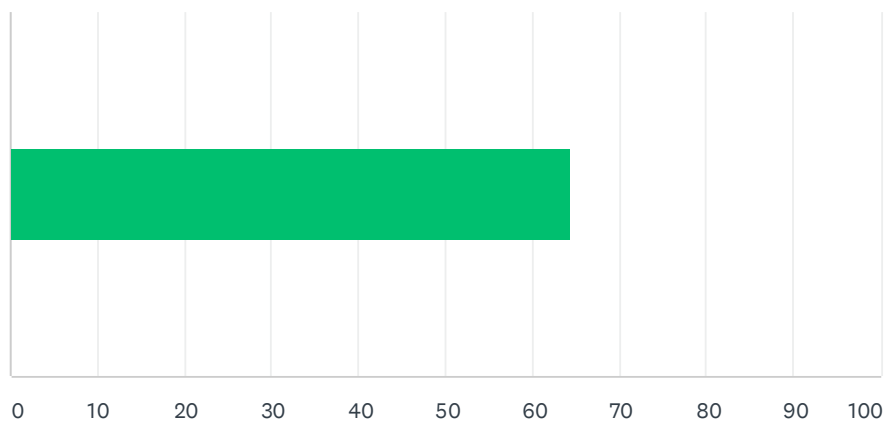
## Q13 Comments regarding Collaboration:

Answered: 11 Skipped: 5

#	RESPONSES	DATE
1	Everyone one at The Table has to be willing participants	10/3/2020 9:14 AM
2	Ignoees the needs and request of residence in their facilities	10/2/2020 11:01 PM
3	Doesn't engage well with those who are against drug use	10/2/2020 10:42 PM
4	I don't feel there is communication between us	10/1/2020 9:34 PM
5	I always think more can be done, but that's the nature of any social service operation.	10/1/2020 8:48 PM
6	Who knows?	10/1/2020 8:07 PM
7	Not sure	10/1/2020 5:59 PM
8	see previous comments	10/1/2020 4:11 PM
9	You don't about the neighborhood that you have destroyed!	10/1/2020 3:52 PM
10	I think more attention could be paid to the community perception and feelings	10/1/2020 1:43 PM
11	Not enough staff to do better	10/1/2020 11:38 AM

Q14 The ASK Wellness Society strives to serve its community and its clients in a way that is ethical. To us, this means (among other things) maintaining the best interest of the client as the primary agency obligation, respecting the intrinsic worth of the persons she or he serves in her or his professional relationships with them, and that the neither agency nor any of its employees or volunteers shall exploit the relationship with a client for personal benefit, gain, or gratification. With this in mind, to what level do you agree with the following statement: "Based on my interactions with ASK Wellness staff and clients, I feel the organization operates in a way that is ethical".

Answered: 15 Skipped: 1



ANSWER CHOICES	AVERAGE NUMBER	TOTAL NUMBER	RESPONSES
	64	966	15
Total Respondents: 15			

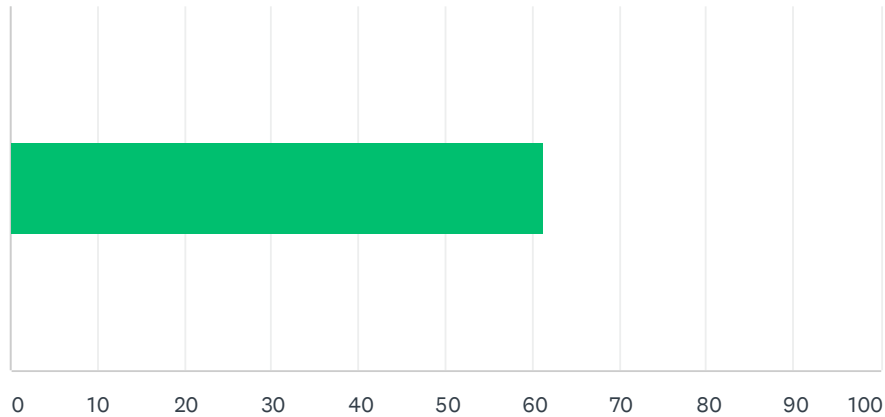


2020 Community at Large Feedback Survey (Penticton)

#		DATE
1	9	10/3/2020 5:37 PM
2	100	10/3/2020 9:14 AM
3	33	10/2/2020 11:01 PM
4	87	10/2/2020 10:42 PM
5	2	10/2/2020 6:00 AM
6	50	10/1/2020 9:34 PM
7	91	10/1/2020 8:48 PM
8	43	10/1/2020 8:07 PM
9	52	10/1/2020 5:59 PM
10	100	10/1/2020 5:12 PM
11	100	10/1/2020 4:48 PM
12	64	10/1/2020 4:11 PM
13	53	10/1/2020 3:52 PM
14	93	10/1/2020 1:43 PM
15	89	10/1/2020 11:38 AM

Q15 Integrity is defined as “a firm adherence to a code of especially moral ... values”, while we at the ASK Wellness Society think of it as simply doing what we say we will do. With this in mind, to what level does you agree with the following statement: “Based on my interactions with ASK Wellness staff and/or clients, I feel the organization operates with integrity”.

Answered: 15 Skipped: 1



ANSWER CHOICES	AVERAGE NUMBER	TOTAL NUMBER	RESPONSES
	61	918	15
Total Respondents: 15			

#		DATE
1	11	10/3/2020 5:37 PM
2	100	10/3/2020 9:14 AM
3	22	10/2/2020 11:01 PM
4	50	10/2/2020 10:42 PM
5	51	10/2/2020 6:00 AM
6	50	10/1/2020 9:34 PM
7	91	10/1/2020 8:48 PM
8	45	10/1/2020 8:07 PM
9	50	10/1/2020 5:59 PM
10	100	10/1/2020 5:12 PM
11	89	10/1/2020 4:48 PM
12	35	10/1/2020 4:11 PM
13	54	10/1/2020 3:52 PM
14	77	10/1/2020 1:43 PM
15	93	10/1/2020 11:38 AM

## Q16 Comments on Integrity:

Answered: 9 Skipped: 7

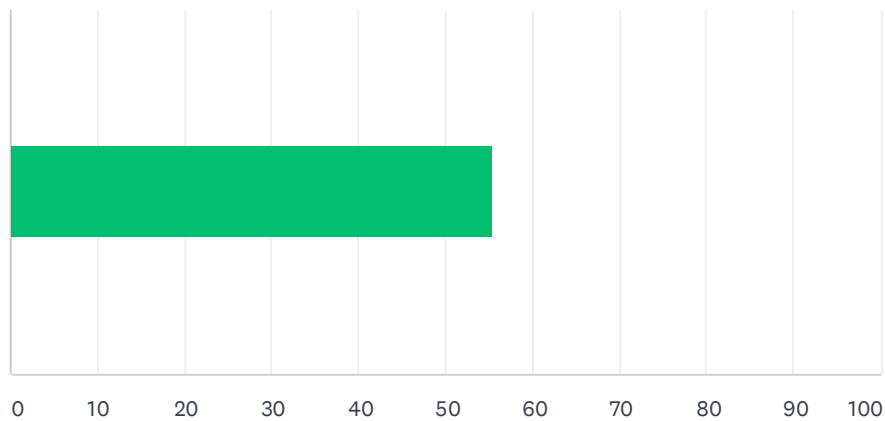
#	RESPONSES	DATE
1	lying to the public is not integrity	10/3/2020 5:37 PM
2	Thank you	10/3/2020 9:14 AM
3	Need trauma informed training	10/2/2020 11:01 PM
4	N/a	10/1/2020 9:34 PM
5	Integrity is good	10/1/2020 8:07 PM
6	Have experienced clients not acting with integrity	10/1/2020 5:59 PM
7	The employee did exactly what he said he would. My sons life is better now.	10/1/2020 5:12 PM
8	I cannot speak to integrity with clients but I feel integrity as community members is lacking	10/1/2020 4:11 PM
9	to the best of their staffing abilities	10/1/2020 11:38 AM

**Q17** The ASK Wellness Society strives to ensure its employees and volunteers are competent and properly trained in their prescribed duties.

This includes thorough screening of volunteers and job applicants, job specific training for new hires, ongoing in-house training for employees, and opportunities for employees to receive training from outside sources.

The agency also promotes ongoing development through regular staff meetings which include both internal and external presentations about how we can best deliver our services to our clients. With this in mind, to what level do you agree with the following statement: "Based on my interactions with ASK Wellness staff, volunteers, and/or clients, I feel the organizations employees and volunteers are trained and supported sufficiently".

Answered: 15 Skipped: 1



ANSWER CHOICES	AVERAGE NUMBER	TOTAL NUMBER	RESPONSES
	55	831	15
Total Respondents: 15			

2020 Community at Large Feedback Survey (Penticton)

#		DATE
1	4	10/3/2020 5:37 PM
2	90	10/3/2020 9:14 AM
3	26	10/2/2020 11:01 PM
4	50	10/2/2020 10:42 PM
5	58	10/2/2020 6:00 AM
6	50	10/1/2020 9:34 PM
7	90	10/1/2020 8:48 PM
8	51	10/1/2020 8:07 PM
9	50	10/1/2020 5:59 PM
10	100	10/1/2020 5:12 PM
11	26	10/1/2020 4:48 PM
12	53	10/1/2020 4:11 PM
13	57	10/1/2020 3:52 PM
14	60	10/1/2020 1:43 PM
15	66	10/1/2020 11:38 AM

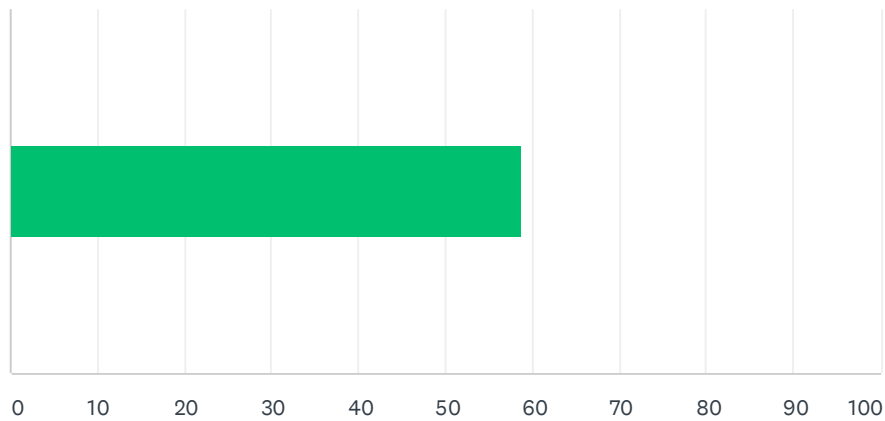
## Q18 Comments on Knowledge/Training:

Answered: 11 Skipped: 5

#	RESPONSES	DATE
1	unqualified staff who make stuff up as they go is not knowledge	10/3/2020 5:37 PM
2	Like that it is on going	10/3/2020 9:14 AM
3	Trauma informed training is lacking and mental health first aid	10/2/2020 11:01 PM
4	I have no idea	10/2/2020 10:42 PM
5	N/a	10/1/2020 9:34 PM
6	I have no idea what has happened here as a result of knowledge and training	10/1/2020 8:07 PM
7	Do not feel qualified to judge	10/1/2020 5:59 PM
8	After talking with Bobby for a few minutes, i had hope for my adult child.	10/1/2020 5:12 PM
9	Ask Wellness is often supporting some of the most vulnerable people in our community that are often struggling with not only substance use issues but also combined with mental health diagnoses. Ask wellness sites could benefit from having a registered psychiatric nurse on staff - in this regard — more training for staff to recognize substance induced behaviours, more training around symptoms of mental health diagnoses - schizophrenia, bipolar disorder, borderline personality disorder - what is substance induced behaviour and what are mental health decompensation signs — training on how to de-escalate agitated/aggressive residents etc.	10/1/2020 4:48 PM
10	tough job, lots of training needed to meet client needs and not always able to hire qualified staff	10/1/2020 4:11 PM
11	Not all staff receive the same focus	10/1/2020 11:38 AM

Q19 ASK Wellness Society’s core values regarding social justice and respect for diversity involves ensuring that its organizational structure and service provision are culturally safe and responsive. With this in mind, to what level do you agree with the following statement: “When I visit an ASK Wellness site, I feel that the environment is inclusive and promotes diversity through staff and environmental cultural cues with which people from diverse populations can identify to and connect with. Furthermore, I feel that the ASK Wellness Society provides environments and services where people feel respected and free from discrimination.”

Answered: 15 Skipped: 1



ANSWER CHOICES	AVERAGE NUMBER	TOTAL NUMBER	RESPONSES
	59	881	15
Total Respondents: 15			

2020 Community at Large Feedback Survey (Penticton)

#		DATE
1	4	10/3/2020 5:37 PM
2	100	10/3/2020 9:14 AM
3	29	10/2/2020 11:01 PM
4	51	10/2/2020 10:42 PM
5	7	10/2/2020 6:00 AM
6	50	10/1/2020 9:34 PM
7	89	10/1/2020 8:48 PM
8	53	10/1/2020 8:07 PM
9	52	10/1/2020 5:59 PM
10	100	10/1/2020 5:12 PM
11	89	10/1/2020 4:48 PM
12	69	10/1/2020 4:11 PM
13	0	10/1/2020 3:52 PM
14	90	10/1/2020 1:43 PM
15	98	10/1/2020 11:38 AM



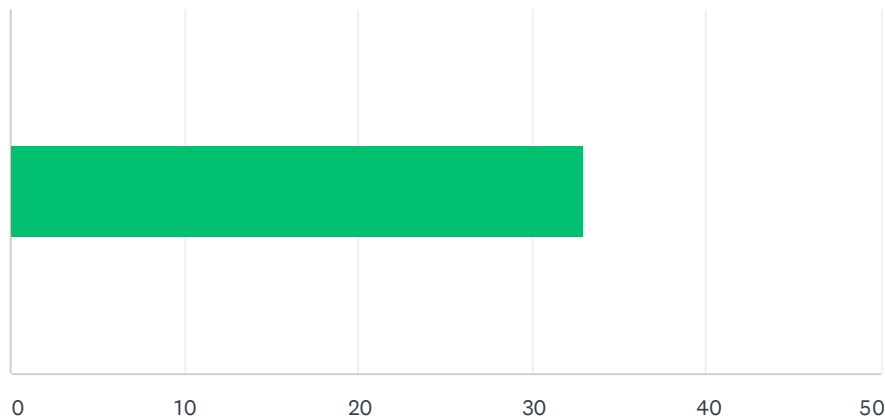
## Q20 Comments on Cultural Safety:

Answered: 9 Skipped: 7

#	RESPONSES	DATE
1	No problems ever	10/3/2020 9:14 AM
2	Residence needs ignored constantly	10/2/2020 11:01 PM
3	I have no idea	10/2/2020 10:42 PM
4	N/a	10/1/2020 9:34 PM
5	I don't see this here	10/1/2020 8:07 PM
6	I don't know	10/1/2020 5:59 PM
7	strong efforts to be culturally diverse and inclusive	10/1/2020 4:11 PM
8	Wow I got nauseous just reading that	10/1/2020 3:52 PM
9	rocking in	10/1/2020 11:38 AM

Q21 One of the ASK Wellness Society’s mandates is to educate the public on matters of homelessness, addiction, mental health, and more. With this in mind, to what level do you agree with the following statement: “The ASK Wellness Society has increased my knowledge and understanding of the issues facing the most marginalized groups within my community.”

Answered: 15 Skipped: 1



ANSWER CHOICES	AVERAGE NUMBER	TOTAL NUMBER	RESPONSES
		33	15
Total Respondents: 15			

#		DATE
1	5	10/3/2020 5:37 PM
2	100	10/3/2020 9:14 AM
3	15	10/2/2020 11:01 PM
4	13	10/2/2020 10:42 PM
5	0	10/2/2020 6:00 AM
6	27	10/1/2020 9:34 PM
7	91	10/1/2020 8:48 PM
8	18	10/1/2020 8:07 PM
9	21	10/1/2020 5:59 PM
10	100	10/1/2020 5:12 PM
11	19	10/1/2020 4:48 PM
12	33	10/1/2020 4:11 PM
13	0	10/1/2020 3:52 PM
14	51	10/1/2020 1:43 PM
15	1	10/1/2020 11:38 AM

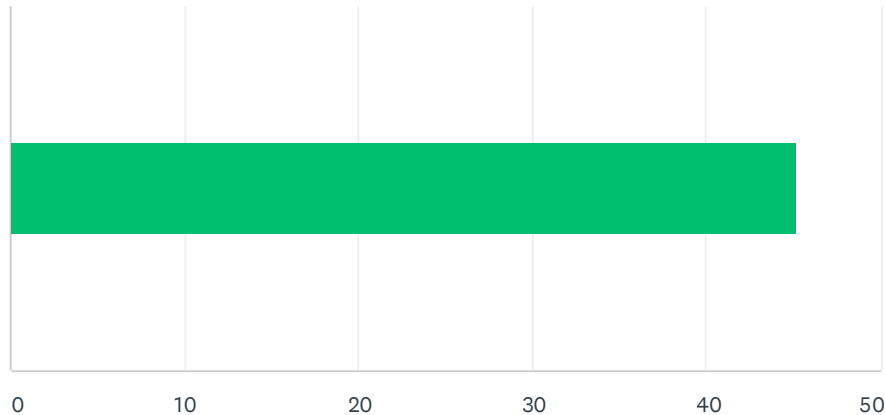
## Q22 Comments on the ASK Wellness Society's community education efforts:

Answered: 11 Skipped: 5

#	RESPONSES	DATE
1	once again the continual lying to the public means anything you say to the community is suspect	10/3/2020 5:37 PM
2	It takes a Village	10/3/2020 9:14 AM
3	Is was sharing and educating staff	10/2/2020 11:01 PM
4	What efforts?	10/2/2020 10:42 PM
5	I've not seen any community education efforts	10/1/2020 9:34 PM
6	Again I think this is a hard one. Offering help and the people who are needing it taking advantage of it are two different things.	10/1/2020 8:48 PM
7	No clue. Where is this actually happening	10/1/2020 8:07 PM
8	Have not experienced this effort	10/1/2020 5:59 PM
9	The answer is not due to a lack of effort from ask wellness - I am a mental health professional in the field - it is also a bit unfair to ask this question currently as many community events ask wellness has previously been available to provide education have been cancelled due to COVID	10/1/2020 4:48 PM
10	I don't need to be educated on homelessness! Thanks to you I just have to look out my window	10/1/2020 3:52 PM
11	I'm sorry but I havent seen any community education efforts	10/1/2020 11:38 AM

### Q23 When it comes to managing some of the issues that are faced by communities when it comes to the homeless population, to what level do you see it as the ASK Wellness Society's responsibly to deal with these issues?

Answered: 15 Skipped: 1



ANSWER CHOICES	AVERAGE NUMBER	TOTAL NUMBER	RESPONSES
	45	678	15
Total Respondents: 15			

#		DATE
1	4	10/3/2020 5:37 PM
2	54	10/3/2020 9:14 AM
3	44	10/2/2020 11:01 PM
4	69	10/2/2020 10:42 PM
5	0	10/2/2020 6:00 AM
6	50	10/1/2020 9:34 PM
7	50	10/1/2020 8:48 PM
8	100	10/1/2020 8:07 PM
9	51	10/1/2020 5:59 PM
10	48	10/1/2020 5:12 PM
11	50	10/1/2020 4:48 PM
12	51	10/1/2020 4:11 PM
13	0	10/1/2020 3:52 PM
14	53	10/1/2020 1:43 PM
15	54	10/1/2020 11:38 AM

## Q24 Comments on the ASK Wellness Society's responsibility to deal with issues regarding the homeless population:

Answered: 11 Skipped: 5

#	RESPONSES	DATE
1	painting over rust is not fixing a problem	10/3/2020 5:37 PM
2	Not everyone wants a home...	10/3/2020 9:14 AM
3	It's a community's responsibility to collectively work together on many levels to ease homelessness	10/2/2020 11:01 PM
4	Responsible for problems around their housing complexes, so much bad behaviour in the neighbourhood	10/2/2020 10:42 PM
5	We are all responsible for what happens in our community	10/1/2020 9:34 PM
6	Sounds good	10/1/2020 8:07 PM
7	I think this (again) is a very big ASK, and there needs to be collaboration. It is toooo big a job for one society.	10/1/2020 5:59 PM
8	Build more buildings	10/1/2020 5:12 PM
9	I believe ask wellness is well involved with community partners - and the responsibility should not fall solely on ASK	10/1/2020 4:48 PM
10	they need to collaborate with existing services as needs of population are huge	10/1/2020 4:11 PM
11	they can provide housing and advocacy but its up to the city and other agencies to buck up	10/1/2020 11:38 AM

**Q25 Do you have any other comments about the ASK Wellness Society?  
This could include what forms of programming should also be offered,  
what forms of programming should not be offered, or anything else you  
would like to say to the Society's front line staff, leadership team, or  
Directors?**

Answered: 13 Skipped: 3

#	RESPONSES	DATE
1	get some standards and stop with the lip service	10/3/2020 5:37 PM
2	No thank you	10/3/2020 9:14 AM
3	Just planning better and supporting staff more with courses like trauma informed training, effective and supportive plans for isolation protocol...take the time to PLAN train and support the staff to ease burnout	10/2/2020 11:01 PM
4	Do not like the fact that people can use drugs there	10/2/2020 10:42 PM
5	It's interesting I've never heard of this outreach program	10/1/2020 9:38 PM
6	I value your work. Your core values resonate with me. I also want to feel safe in my neighborhood. I don't think these things are mutually exclusive. How can we have a vibrant, diverse neighborhood that's for everyone?	10/1/2020 9:34 PM
7	Good luck thank you	10/1/2020 8:07 PM
8	No	10/1/2020 5:59 PM
9	Sober living environment	10/1/2020 5:12 PM
10	The front line staff bust their butts with a hard clientele to manage. Some are more adept at non judgemental communication when interacting with residents - and some are more adept at de-escalation techniques. Some staff could be reminded that when people vent, are frustrated, are angry, are withdrawing from substances they are irritable and not always nice - try not to take this personally - someone expressing anger and frustration may come across as directing their emotions directly at you - discern what's is threatening behaviour and what is venting. Encourage IH to provide in service mental health education as you share clients/residents in common - staff should know which clients are attached to mental health case managers and who they are. Also a shout out to Kenneth - your compassion and reasonableness always shine through - along with your dedication to seek further ways to support someone instead of immediately exiting - it is always a pleasure when our paths cross and we can collaborate for the best interest of a client ..... thank you Ask Wellness for all you do!	10/1/2020 4:48 PM
11	a better community representation to increase understanding of roles, responsibilities and how to contact with concerns would be beneficial	10/1/2020 4:11 PM
12	Thanks for trying but this is hopeless and is affecting my safety! Shut it down and let the homeless go back to where they came from	10/1/2020 3:52 PM
13	The Penticton ASK Wellness team is outstanding, especially your program / site coordinators. I cannot give them enough koodos or praises and I hope the larger ASK Wellness society recognizes that not many people could have done what they have done, specially in a community to resistant to change and so hostile to the homeless and substance using population. More support is needed for them and I hope more efforts are made to be adequately staffed in an area with HIGHLY aggressive and psychotic clientele	10/1/2020 11:38 AM

**Q26 Would you like to be added to the mailing list for the ASK Wellness Society? This will include original content about our programs, staff, and client success stories as well as a monthly newsletter.**

Answered: 9 Skipped: 7

#	RESPONSES	DATE
1	Please	10/3/2020 9:14 AM
2	Yes	10/2/2020 11:01 PM
3	No	10/2/2020 6:00 AM
4	I have not decided if ask is for real or spam and whether this is spam	10/1/2020 8:07 PM
5	No	10/1/2020 5:59 PM
6	No thank you	10/1/2020 5:12 PM
7	Not at this time .....	10/1/2020 4:48 PM
8	Absolutely not!	10/1/2020 3:52 PM
9	no	10/1/2020 11:38 AM