

Results of 2020 Client Feedback Survey

Total Surveys: 110 (71 in 2019)

Overall Data With Stakeholder Comparison

Category	Clients - 2019	Client - 2020	Partners - 2019	Partners - 2020	Employees - 2019	Employees - 2020	Community - 2020
Mission Statement	4.3/5	4.3/5	4.2/5	4.4/5	4.2/5	4.2/5	Merritt – 2.95 Penticton – 2.7 Kamloops – 2.05
Ethics	4.4/5	4.4/5	4/5	4.5/5	4.4/5	4.3/5	Merritt – 3.5 Penticton – 3.2 Kamloops – 2.35
Professionalism	4.6/5	4.4/5	4/5	4.3/5	4.2/5	4.3/5	Merritt – 3.85 Penticton – 3.45 Kamloops – 2.55
Collaboration	4.5/5	4.5/5	3.9/5	4.3/5	4.5/5	4.5/5	Merritt – 3 Penticton – 2.35 Kamloops – 1.8
Core Values	4.5/5	4.4/5	4.5/5	4.3/5	4.5/5	4.5/5	Merritt – 3.3 Penticton – 2.65 Kamloops – 2.05
Knowledge	4.6/5	4.4/5	4.3/5	4/5	4.1/5	4.2/5	Merritt – 2.25 Penticton – 2.25 Kamloops – 2.35
Safety	4.6/5	4.5/5	3.9/5	4.2/5	4.2/5	4.2/5	Merritt – 2.5

							Penticton – 2 Kamloops – 1.5
Cultural Safety	N/A	4.4/5	N/A	4.3/5	N/A	4.5/5	Merritt – 3.05 Penticton – 2.95 Kamloops – 2.45
COVID	N/A	4.5/5	N/A	N/A	N/A	N/A	N/A
Increasing Community Knowledge	N/A	N/A	N/A	N/A	N/A	N/A	Merritt – 2.25 Penticton – 1.65 Kamloops – 1.9
ASK's Responsibility to Deal With All Homelessness Issues (5 means it is solely ASK's responsibility)	N/A	N/A	N/A	N/A	N/A	N/A	Merritt – 2.65 Penticton – 2.25 Kamloops – 2.65

Client Comments

Mission Statement

City: Kamloops Program: Mission Flats	<ul style="list-style-type: none">- Good job ladys and gents. Keep your heads up and your stick on the ice.- Level 3 and going up.- ASK staff are very supportive, with faxes and listening help with paperwork. I contribute my success to the ASK staff! I rely on them.
City: Kamloops Program: Maverick	<ul style="list-style-type: none">- Staff is very helpful and understanding- I'd like to hear more about emotional support services.- I marked it as 4, but after going through the rest of the survey and marking them 5, I changed this one. Really you do a great job.- Could be NA meetings- You are doing a remarkable job.
City: Kamloops Program: AASH/MHASH	<ul style="list-style-type: none">- I like my program and housing. It's cool.
City: Kamloops Building: HLH Program: HLH	<ul style="list-style-type: none">- A need for more community employment initiatives
City: Merritt Building: Juniper Program: AASH	<ul style="list-style-type: none">- Y'all are an awesome program.- Very supportive to those in need.- Very helpful in every way.

<p>City: Merritt</p> <p>Building: Housing Outreach</p> <p>Program: Housing Outreach</p>	<ul style="list-style-type: none"> - Very helpful and willing to bend over backwards for clients! - Rad - You guys do an excellent job
<p>City: Merritt</p> <p>Building: Juniper House</p>	<ul style="list-style-type: none"> - I'm going halfways. No Comments
<p>City: Kamloops</p> <p>Building: Silver Threads</p> <p>Program: Senior Housing Program</p>	<ul style="list-style-type: none"> - Please continue the program - ASK Wellness got me into a very comfortable and clean living unit after years of living in undesirable situations.
<p>City: Kamloops</p> <p>Building: Spero</p> <p>Program: Spero House</p>	<ul style="list-style-type: none"> - Could provide more information on outside sources - Works awesome I think - This is a good program to do before I go to treatment - From what I have and see in the community, ASK does an excellent job.

<p>City: Penticton</p> <p>Building: Burdock</p> <p>Program: Burdock House</p>	<ul style="list-style-type: none"> - =) - Your not achieving anything at all. The only thing you are doing is supporting a bunch of drug addicts and helping them continue to lie and steal. - Staff are super helpful and supportive and they do all they can to be a good support system, refer clients as they need.
<p>City: Kamloops</p> <p>Program: CLBC</p>	<ul style="list-style-type: none"> - Happy with everything. No complaints. - Everything is fine.
<p>City: Penticton</p> <p>Building: Fairhaven</p> <p>Program: Fairhaven House</p>	<ul style="list-style-type: none"> - I have read and heard there is supposed to be programs but have not really been a lot of things - Very good - Staff is great. Im blessed to be here. Always putting info out for Fairhaven residents. Even though I know difficult for some residents to trust and get involved. I'm also thankful to the everyday breakfast program and getting supper meals - Yes, ASK has housed me, doctor, food - I think all the staff here are very good at any support that residents need. If the staff have any problems giving the support that is needed they will find it. - They are great. Thank you. Doing a good job they hand me my medication and food. - Keeping COVID in mind, I feel very little is being offered in the areas of employment, no support groups etc. With that being said, everything such as programs etc. are adversely affected by COVID19 - I put the '3' not as a low mark. I have a great deal of support - I agree ASK Wellness achieves its mission to a high level, so much so that it makes me think about undertaking humanitarian work myself. I remember the horror feeling of being homeless, stranded and alone.

Ethics

City: Kamloops Program: Mission Flats	<ul style="list-style-type: none">- Going up. Getting better. Cleaning more. Clients need room cleaners.- Extremely helpful in listening and offering ideas when needed.
City: Kamloops Program: Maverick	<ul style="list-style-type: none">- Staff is always willing & able to help in many areas when requested.- No employer of ASK Wellness has ever given me a reason to doubt their ethics.
City: Kamloops Program: AASH/MHASH	<ul style="list-style-type: none">- ASK Wellness is doing a very good job.
City: Kamloops Program: TiOAT	<ul style="list-style-type: none">- Some staff judge the clients according to their own personal beliefs.
City: Merritt Building: Housing Outreach Program: Housing Outreach	<ul style="list-style-type: none">- Awesome- Awesome

<p>City: Kamloops</p> <p>Building: Silver Threads</p> <p>Program: Senior Housing Program</p>	<ul style="list-style-type: none"> - Laurie has wonderful work ethics! - Laurie's ethics have helped me in the past, present, and hopefully will continue <p>When I met and started to work with my advocate, I feel I was treated more as a friend rather than a client. My advocate gives me every respect I could hope for.</p>
<p>City: Kamloops</p> <p>Building: Spero</p> <p>Program: Spero House</p>	<ul style="list-style-type: none"> - Can't always be perfect =) - Doesn't like it when people knock and enter before being able to answer. (She has been attacked and staff entering too quickly can be triggering)
<p>City: Kamloops</p> <p>Building: Street Outreach</p> <p>Program: Street Outreach</p>	<ul style="list-style-type: none"> - Thank you for helping me help the community - A high level
<p>City: Penticton</p> <p>Building: Burdock</p> <p>Program: Burdock House</p>	<ul style="list-style-type: none"> - Hearing impaired. Not a challenge even now like it that way. Staff has gone out of their way for extra things. Housing to yet be. Maybe a job. - You don't. This is the most unethical place I have ever been in. - No complaints here =)
<p>City: Penticton</p> <p>Building: Fairhaven</p>	<ul style="list-style-type: none"> - Most of the time is okay, but it depends no which of the staff are working and what mood they are in - Very good - Most staff is great at being compassionate and ethical. But some are just not good at all. Maybe they are just not educated in some ethics and nationalities and other cultures? - Very client-centered - No issue here

<p>Program: Fairhaven House</p>	<ul style="list-style-type: none">- Again the staff are very ethical, and are here for the residents interests. I have never had any problem with any of the staff when I need information or just somebody to talk to.- Thank you. Very nice people (staff)- My mental health isn't my landlord's concern unless there's been a problem- Honestly, too little of everybody being on the same page, different rules for different people- I have seen a few unethical situations with certain staff here. A lot of people here need serious intervention not harm reduction.- I find ASK Wellness to be a wonderful help, to me and others in my situation. It only takes on bad apple to spoil the whole bin, especially when most of the apples are already spoiled. I will not be that apple. I do my best to keep to myself and stay clean and safe!
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Professionalism

City: Kamloops Program: Mission Flats	<ul style="list-style-type: none">- Going up.- Some staff should dress more appropriately.- Again very attentive to clients needs.- Very helpful.
City: Kamloops Program: Maverick	<ul style="list-style-type: none">- Respecting boundaries, communicating skills are depending on individual moments. I do realize every situation is handled as best as they can.- ASK Wellness staff members have taken calls during an appointment but not without apologizing. (I know y'all are busy)
City: Merritt Building: Housing Outreach Program: Housing Outreach	<ul style="list-style-type: none">- Very presentable- Nice
City: Merritt Building: Juniper House	<ul style="list-style-type: none">- Staff are good
City: Kamloops Building: Spero Program: Spero House	<ul style="list-style-type: none">- I'm not sure what situation recently has involved this?

<p>City: Penticton</p> <p>Building: Burdock</p> <p>Program: Burdock House</p>	<ul style="list-style-type: none"> - Idea that you could add cool uniforms, casual. - I see ethical practices and daily professionalism
<p>City: Penticton</p> <p>Building: Fairhaven</p> <p>Program: Fairhaven House</p>	<ul style="list-style-type: none"> - Most of the time staff is doing the best they can - Very good - Excellent, but their all human beings too and some have their bad days. Other than that your ALL GREAT - Friendly and professional - All staff right on top of the category. Very professional and organized. I would have missed a few appointments over the last year if it wasn't for the punctuality of the staff. - Lots of respect and good treatment. - If we look at all the staff here at Fairhaven, there is a huge range of professionalism, some very good, some lacking in even basic communication skills. - Again, though certain members of staff can be unprofessional in the representation of ASK Wellness - I really can't complain about any ASK Wellness staff members. They are all excellent and behave professionally.
<p>City: Kamloops</p> <p>Building: Silver Threads</p> <p>Program: Senior Housing Program</p>	<ul style="list-style-type: none"> - Great aspects in this area. - Laurie has always made me feel that I matter and that I am important no matter what. She is professional and caring and kind. - The advocate that works with me has always absolutely been respectful and friendly. I have had a couple of problems arise which were advocated on my behalf quickly and with my desired results.

Collaboration

City: Kamloops Program: Mission Flats	<ul style="list-style-type: none">- Some clients need some to pay to clean their room.- Excellent.- Helps a lot.
City: Merritt Building: Housing Outreach Program: Housing Outreach	<ul style="list-style-type: none">- Informative and helpful- Respectful
City: Kamloops Building: Spero Program: Spero House	<ul style="list-style-type: none">- We need more communication with the desk about making appointments
City: Kamloops Building: Street Outreach Program: Street Outreach	<ul style="list-style-type: none">- The want to help me with transportation to the Hannah House

<p>City: Penticton</p> <p>Building: Burdock</p> <p>Program: Burdock House</p>	<ul style="list-style-type: none"> - Pital Board or sign billboards, ex. Pattison
<p>City: Penticton</p> <p>Building: Fairhaven</p> <p>Program: Fairhaven House</p>	<ul style="list-style-type: none"> - It's a tough job and the staff try to do the best - N/A - Not sure - At times when things get crazy OR maybe busy, on phone for other residents. So I give staff a '3'. Just a few times my worker had to wait - Yes - I have had to work with a lot of different organizations and what can I say, they all work together from what I have seen. - 5 except my personal life needs to be respected - N/A to me - Support is there
<p>City: Kamloops</p> <p>Building: Silver Threads</p> <p>Program: Senior Housing Program</p>	<ul style="list-style-type: none"> - Certainly she has helped me with my issues! - Great, she helps me to understand what Doctor says and encourages me to express my concerns. - My advocate made everything smooth and easy with Ministry of Social Services.

Core Values

City: Kamloops Program: Mission Flats	<ul style="list-style-type: none">- Getting better.- Excellent, always listens to concerns and offers excellent solutions.-
City: Kamloops Program: Maverick	<ul style="list-style-type: none">- I have no doubt y'all are committed to your core values.
City: Kamloops Building: HLH Program: HLH	<ul style="list-style-type: none">- True compassionate staff fill the staff ranks
City: Merritt Building: Juniper Program: AASH	<ul style="list-style-type: none">- Has taught me healthy ways to live
City: Merritt Building: Housing Outreach Program: Housing Outreach	<ul style="list-style-type: none">- Very high

<p>City: Kamloops</p> <p>Building: Spero</p> <p>Program: Spero House</p>	<ul style="list-style-type: none"> - A lot of times, staff turn their backs on drugs and alcohol. Also, if there are fights, cops aren't called.
<p>City: Kamloops</p> <p>Building: Street Outreach</p> <p>Program: Street Outreach</p>	<ul style="list-style-type: none"> - They are awesome
<p>City: Penticton</p> <p>Building: Burdock</p> <p>Program: Burdock House</p>	<ul style="list-style-type: none"> - I will state you people do a fine job. - 10/10; a "5" - Again, no complaints here... 100% I believe!!
<p>City: Penticton</p> <p>Building: Fairhaven</p> <p>Program: Fairhaven House</p>	<ul style="list-style-type: none"> - Much better than one year ago - Very good - Again your staff are great but at times not. May lack of communications with residents? You all have helped me big time throughout my stay here at Fairhaven of 4 years. - You probably couldn't find too many more staff that fit and fall into place like the group that runs Fairhaven. - The rules tells it is safe and has to be no problems and they are cameras its safe and security - Thanks for respecting my vegetarian rights - The rules tells it is safe and has to be no problems and they are cameras its safe and security - I find that regulations and rules on consequences for infraction are fluid and not backed with action.

<p>City: Kamloops</p> <p>Building: Silver Threads</p> <p>Program: Senior Housing Program</p>	<ul style="list-style-type: none">- Great working values!- When I first went to ASK Wellness, I almost immediately (two days) got to see an advocate. Within another two days, I was told there was a space available for me to move to. I was very impressed.
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Knowledge

City: Kamloops Program: Mission Flats	<ul style="list-style-type: none">- Very well trained.- I think it could use work still.
City: Kamloops Program: Maverick	<ul style="list-style-type: none">- I strongly believe, in a clean, sober living facility, all people should be not using drugs or alcohol. Testing should be mandatory.- The ASK Wellness staff I have interacted with definitely know their business.
City: Kamloops Program: TiOAT	<ul style="list-style-type: none">- TiOAT/ODP – Excellent Housing – Some lack of care/staff bringing own problems to work/staff being unprofessional
City: Kamloops Building: HLH Program: HLH	<ul style="list-style-type: none">- That compassion thing
City: Merritt Building: Juniper Program: AASH	<ul style="list-style-type: none">- Brenda has been the best support for me. She is always there when I need her.

City: Merritt Building: Housing Outreach Program: Housing Outreach	<ul style="list-style-type: none">- Decreasing
City: Kamloops Building: Spero Program: Spero House	<ul style="list-style-type: none">- Even the janitors!- When using janitorial or day-workers (training in office – I question this!)
City: Kamloops Building: Street Outreach Program: Street Outreach	<ul style="list-style-type: none">- They are very helpful with any resource that you need.
City: Penticton Building: Burdock Program: Burdock House	<ul style="list-style-type: none">- I tried. All of them 'amazingly' kind and did a great attempt. New in future.

<p>City: Penticton</p> <p>Building: Fairhaven</p> <p>Program: Fairhaven House</p>	<ul style="list-style-type: none"> - Depends on what you need to know and who you ask - Very good - They know a lot - Pretty awesome, most staff is and some that really don't have the knowledge - The staff are level headed people. I feel comfortable going to any one of the members about anything at all. I also like the fact that some of your staff have been in our situations, everything wasn't learned out of a book, they have been there. - Awesome to be cared for and to make sure we are ok is good. - I appreciate the extra meals, bus tickets, taking messages. - Some staff members could not even provide simple knowledge as to what's out there, as in my case, options as to who provides detoc in the area/province. - Again, some are and some aren't. The ones that I choose have been knowledgeable. Some fly by the seat of their pants.
<p>City: Kamloops</p> <p>Building: Silver Threads</p> <p>Program: Senior Housing Program</p>	<ul style="list-style-type: none"> - 100% work! - My advocate immediately got me into a living space that I had wished for many years to get into. I was absolutely helped with the whole transition, along with a few other little bumps along the road.

Safety

City: Kamloops Program: Mission Flats	<ul style="list-style-type: none">- Excellent.- They help if there is an emergency if they can.
City: Kamloops Program: Maverick	<ul style="list-style-type: none">- Staff is only able to observe within said boundaries. According to protocol.- I feel quite safe in this building. Having said that there are a rumours that some are sneaking their friends into the building on the weekends through their windows.- Sometimes I don't feel safe smoking in front of the building and would like to smoke in the back but smells like weed.
City: Kamloops Building: Spero Program: Spero House	<ul style="list-style-type: none">- Big time!- ASK has always made me feel safe
City: Kamloops Building: Street Outreach Program: Street Outreach	<ul style="list-style-type: none">- This makes everyone happy because it is improving our COVID19 problem

<p>City: Penticton</p> <p>Building: Burdock</p> <p>Program: Burdock House</p>	<ul style="list-style-type: none"> - Extremely clean environment, very nice vicinity and building. 5/5 or a 10/10 - Almost to a fault LOL (i.e. 399 fire drills a month!)
<p>City: Kamloops</p> <p>Program: CLBC</p>	<ul style="list-style-type: none"> - Client noted that when she walks past 433 Tranquille, she feels slightly unsafe (but does not need services in this building).
<p>City: Penticton</p> <p>Building: Fairhaven</p> <p>Program: Fairhaven House</p>	<ul style="list-style-type: none"> - Gets a little scary sometimes and the staff often refuse to try calming things down. 911 gets called too often. - Very good - You are okay. Just at times y'all could be more standup with other residents - Previously would say 1, now it is a 5. Staff keep everyone safe. - Staff 24/7 is safe. - Very good - Thank you - Top notch – like the guard at night - I have seen some staff members very effective on conflict resolution issues amongst clients - Again some people have certain rules, others seem different and fluid again. No consequences a lot of the times - I have had numerous altercations in my time here and I feel staff handled them well. I realize it has some to do with my personality (Heh, heh, heh!).
<p>City: Kamloops</p> <p>Building: Silver Threads</p> <p>Program: Senior Housing Program</p>	<ul style="list-style-type: none"> - Excellent - Always being safe with her - I feel safe in my advocate's office but not so much in the North Shore office.

Cultural Safety and Responsiveness

City: Kamloops Program: Mission Flats	<ul style="list-style-type: none">- They need to help people from making their room smell like trash and stink up the place they need to tell people to clean up after.
City: Kamloops Program: Maverick	<ul style="list-style-type: none">- I feel actions by the staff are according to the moment or situation they are dealing or handling at the moment.- For sure. Great bunch of people.
City: Kamloops Program: AASH/MHASH	<ul style="list-style-type: none">- I respect all the staff working at ASK Wellness.
City: Kamloops Program: TiOAT	<ul style="list-style-type: none">- Depends on the worker.
City: Kamloops Building: HLH Program: HLH	<ul style="list-style-type: none">- Staff see interaction as a given

<p>City: Kamloops</p> <p>Building: Spero</p> <p>Program: Spero House</p>	<ul style="list-style-type: none"> - Most staff are great, but Geyna and Brandon are standouts!
<p>City: Kamloops</p> <p>Building: Street Outreach</p> <p>Program: Street Outreach</p>	<ul style="list-style-type: none"> - Very welcoming
<p>City: Penticton</p> <p>Building: Burdock</p> <p>Program: Burdock House</p>	<ul style="list-style-type: none"> - Always friendly and smiling! While COVID-19 Corona Virus, isolation was even tolerable. We passed or not? - I would say yes, if not for COVID & the "no visitors" rule currently HAHA!!
<p>City: Penticton</p> <p>Building: Fairhaven</p> <p>Program: Fairhaven House</p>	<ul style="list-style-type: none"> - Most of the time all is okay. Like everything, there are days when nothing goes too smooth. - Not Burdock - Very good - Some are great. Some are okay and some you just wanna walk away from - No Judgement - Isolated - There is a big gate, unwelcoming - Always. Never had any problems and always feel welcome and free from discrimination - Very welcome to check if I'm okay - The other day my neighbor stole lots. I don't feel enough was done about that. - No major complaints on my part. - There is no discrimination. Also no incentive for people to get clean

<p>City: Kamloops</p> <p>Building: Silver Threads</p> <p>Program: Senior Housing Program</p>	<ul style="list-style-type: none">- Totally good.- Again, in advocate's office I feel safe but not so much in North Shore office.
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COVID

City: Kamloops Program: Mission Flats	<ul style="list-style-type: none">- It sucks no visitors or company.- Excellent.
City: Kamloops Program: Mission Flats	<ul style="list-style-type: none">- They started to tell people to wear masks to late should of done it at the beginning.- Staff has implemented mask rules, but are not on site 24/7.- A little heavy handed but better safe than sorry.- Well just as COVID started that was when ASK shut down the internet, not the time for that, could have done that when the COVID dust had settled some, no in room internet the more we come out of our rooms. Totally closing the common room and weight room was taking away space, when we needed more space, it could have been monitored etc. We only had the side yard to socialize which sitting around one smoking are made for bad social distancing.
City: Kamloops Program: TiOAT	<ul style="list-style-type: none">- See room for improvement in some areas ie social distancing, wearing PPE in all areas, being consistent with mask wearing policy.
City: Kamloops Building: HLH Program: HLH	<ul style="list-style-type: none">- It's the tenants who are an issue in not following rules.
City: Merritt Building: Juniper Program: AASH	<ul style="list-style-type: none">- Gave me masks and keep me safe

<p>City: Merritt</p> <p>Building: Juniper House</p>	<ul style="list-style-type: none"> - Visitor policy
<p>City: Kamloops</p> <p>Building: Spero</p> <p>Program: Spero House</p>	<ul style="list-style-type: none"> - Very efficient!
<p>City: Kamloops</p> <p>Building: Street Outreach</p> <p>Program: Street Outreach</p>	<ul style="list-style-type: none"> - Everyone is wonderful
<p>City: Penticton</p> <p>Building: Burdock</p> <p>Program: Burdock House</p>	<ul style="list-style-type: none"> - Kind of lonely although lots of rest! - No complaints again!
<p>City: Penticton</p> <p>Building: Fairhaven</p> <p>Program: Fairhaven</p>	<ul style="list-style-type: none"> - Overall not too bad. Be nice to get a set of rules that do no change a day or two later. - Very good - You guys did great. But all in all I'm super thankful for y'all - No visitors, keeps everyone safe - Too excessive - Excessive, can't see family - Good, like for knox

	<ul style="list-style-type: none"> - It is all good except the visiting. I believe Fairhaven was the only place with the strict rules. Even before COVID got serious our visiting was basically zero. - It's good thank you. - Maybe overboard - Im sorry on this one, its not as great as it could be. The staff are VERY good in setting office protocols, masks, etc but continue to allow people in to unload furniture, compeletely non-residents, without masks nor social distancing. I personally drove in the complex with my son in the vehicle, who never exited as I was just picking up something I forgot, all windows rolled up, we were literally here 5 minutes! Hours later, I was approached. - All good
<p>City: Kamloops</p> <p>Building: Silver Threads</p> <p>Program: Senior Housing Program</p>	<ul style="list-style-type: none"> - Be safe and stay home! - Throughout the period of COVID, I have seen my advocate and the workers involved around me use utmost respect, and the following of every protocol rule.