

## Community Partner Survey - 2021

Category	Partners - 2019	Partners - 2020	Partners - 2021	Kamloops - 2021	Merritt - 2021	Penticton - 2021
Mission Statement	4.2/5	4.4/5	4/5	4.1/5	2.9/5	4.5/5
Ethics	4/5	4.5/5	4.5/5	4.6/5	3.9/5	4.6/5
Professionalism	4/5	4.3/5	4.2/5	4.2/5	3.7/5	4.6/5
Collaboration	3.9/5	4.3/5	4.2/5	4.4/5	3.3/5	4.3/5
Core Values	4.5/5	4.3/5	4.3/5	4.2/5	4.1/5	4.5/5
Knowledge	4.3/5	4/5	3.8/5	3.9/5	3.4/5	3.9/5
Safety	3.9/5	4.2/5	4.1/5	4/5	4.1/5	4.4/5
Cultural Safety	-	4.3/5	3.5/5	3.9/5	3.1/5	3.4/5
Integrity	-	-	4.4/5	4.4/5	4/5	4.6/5
COVID	-	-	4.2/5	4.5/5	4.3/5	4.6/5

### 18 Responses

Kamloops: 11

Merritt: 2

Penticton: 5

Housing: 7 – 3K, 1M, 3P

Street/Outreach: 3 – 2K, 1M

Funding: 1 - 1K

Program Participant Support: 1 – 1P

Other: 6 – 5K, 1P

Others Specify:

All of the above

Have provided legal services to some clients of ASK Wellness

Collaborate as the Business Comunit Liaison

Street / Outreach, Housing, Health, and Participant Support

Neighbor

Exploring new Peer Support opportunities with IH

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## Comments

### Mission Statement:

Keep up the good work

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Responding to client enquiries in a timely manner

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In my experience working alongside ASK staff, everyone is so committed to the work they are doing. Only suggestion would be to have more staff trained to do VAT's

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Although not in the mission, I believe integral to the work is the collaborative spirit the organization and it's employees bring to their work.

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Sometimes people get labeled as too difficult and ASK does not seem willing to work with them but this is far and few between.

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The entire complex care spectrum needs to be redefined provincially. within the scope of the current system, Ask is doing a good job

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Clients who are resource intensive tend to be under-served due to limitations in service provision.

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Outcomes based on outreach and housing are readily evident. Education, employment and emotional support services are less obvious.

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Some staff are very disrespectful to the clients

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There is very little being done in regard to education, employment & emotional support.

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It would be nice to see greater peer involvement opportunities for residents in the ASK Wellness Housing in Penticton: more casual employment options, more opportunities for residents to have a say in what they want to see in available services, and to get involved in their own care plans and collaborative options for residents to contribute to anti-stigma, harm reduction, safer substance use practices, peer support etc.

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### Ethics

Those I interact with are honest and ethical

### Professionalism

Those I interact with are great

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Everyone we work with through ASK has been extremely professional as well as caring and compassionate.

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I am always impressed by ASK representatives.

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There have been some conflicts with staff between our organizations due to expectations and understanding of service provision and responsibilities.

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Some staff are not respectful to clients

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There should be cheque signing authority in Merritt - often payments can be very slow regarding the wait from Kamloops!

### Core Values

the nobody gets left behind statement similar to above-there do sometimes seem to be some people pegged as a no go

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## Community Partner Survey - 2021

### Collaboration

My experience with ASK from all levels of staff, is they are collaborative and always willing to work together in the best interests of the clients

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As mentioned when commenting on the Mission, collaboration is a key piece of the work and in my experience, ASK does it very well.

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some clients with brain injury have been labeled as more difficult to house but ASK is sometimes the only option in Kamloops-overall ASK collaborate well with other service providers in my opinion

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Collaboration has been very successful with Car 40 / SEU staff who work extensively with at-risk clients. There are barriers / lack of collaboration reported by other Members who are less familiar with ASK and it's Mandate.

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Our experience is that ASK is highly collaborative and a great "team player."

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Collaboration has been limited.

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### Knowledge

More opportunities for collaboration with other agencies will increase the knowledge of ASK Wellness employees.

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I believe they have the knowledge to do their jobs

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I have never met any volunteers yet, but all staff are knowledgeable and always willing to share their knowledge

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I don't have much insight into internal HR but have had the pleasure of learning alongside their Board chair at some of the sector strengthening workshops hosted by United Way.

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I feel that Provincial funding for outreach workers should reflect a professional salary. we believe that outreach is one of the most difficult career streams, and feel that the province should fund it appropriately

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Staff and Volunteers could benefit from more understanding of how community health and clinical health services interact with clients who suffer from mental health and substance use concerns and the potential outcomes from these interactions.

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NA - no knowledge of employee/volunteer training and support.

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### Safety

I haven't personally had cause to visit an ASK Wellness site.

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I haven't visited any ASK locations

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provide safetyline or some type of staff check in.

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I haven't visited a site since the onset of the pandemic but I have felt safe at all previous tours, visits and meetings.

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I feel safe but I have experience working in housing and relationships with residents so I am comfortable in general with being inside housing.

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## Community Partner Survey - 2021

### Cultural Safety

Have not visited any ASK locations

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Although I can't comment on the environment on site I do appreciate that this is a question within the survey and a consideration the organization feels important and valuable.

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NA - As a member of the dominant culture I am unable to comment on other groups perception of inclusion and respect.

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### Integrity

Those I have worked with do what they say

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In my experience everyone I have worked with through has works from a place of integrity

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### COVID-19

The ASK employees I have worked with, for many hours on Covid related issues have been great and willing to share info.

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none

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I'm not able to provide feedback as I haven't had the opportunity to see any direct programming.

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### Additional Comments

Keep up the good work

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Any and all experiences that JHS has had with ASK are positive and all staff at JHS rely on ASK staff to work in collaboration to provide the best supports possible to our most vulnerable in Kamloops.

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I am so grateful for ASK, their incredible team and the essential services that they provide.

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Kamloops would be lost without ASK. I appreciate the work you do!

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Thank you for the work you do!

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During my brief time dealing with Ask Wellness, the employees have been responsive, creative and professional while attempting to improve services for their clients.

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All of my interactions with the Ask team have been extremely professional, helpful and efficient.

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