



This past Fall 2008, the **CLBC Community Council for Surrey** was pleased to offer a short survey as an opportunity for families, caregivers and self advocates to identify areas of need for individuals who receive support from CLBC.

Our intention was to use the information we received to guide our Council's work in how we influence CLBC and in future initiatives to inform and engage community stakeholders in Surrey for positive change

We have included the results of our survey, an outline of our process, and areas targeted for improvement. As action plans are developed and operationalized in the months ahead, we will update the site.

Phase I

SURVEY COMPLETION

(October 2008)

The purpose of the survey process receive will guide our Council's work, in how we influence CLBC and in future initiatives to inform and engage community stakeholders in Surrey for positive change.

The survey was intended to be general and to serve as an invitation to the in depth discussion that took place in Phase II.

- To view the actual survey, click on [VIEW SAMPLE SURVEY](#)
- To view the results for each question, click on [VIEW FULL RESULTS](#)

900 surveys were mailed out to Surrey community members registered with CLBC.

137 surveys were completed by self-advocates and returned.

143 surveys were completed by a supporting adult and returned.

Phase II

☑ COMMUNITY CONVERSATIONS

(November & December 2008)

All returned surveys were read and sorted according to the respondents' area(s) of concern within the following broad themes:

- *Housing and Safety*
- *Transportation*
- *Care*
- *Post-Secondary*
- *Employment*
- *Recreation*

Survey participants who had agreed to include their contact information received follow-up phone calls from council members to discuss issues in greater depth, and to inform the council of ideas for improvement or resolution.

Phase III

☑ TARGET INITIATIVES

(January 2009)

The Council reviewed all additional comments and data generated from the community conversations. The following emerged as key issues of concern in Surrey:

1. TRANSPORTATION

A variety of issues were identified pertaining to the logistics of using public transportation, as well as the quality of service. Transportation concerns included HandiDart service, regular bus use and taxi service.

2. CONNECTIONS

A theme throughout the feedback categories was the need for individuals to expand their social network and become more meaningfully engaged in activities in their community. Respondents identified the following key areas as pathways to increasing opportunities to become and stay connected:

- recreation and leisure activities (for people of all ages)
- opportunities for life-long learning
- employment

Transportation, support, and opportunity were identified as challenges to keeping connected with others, and achieving a healthy balance between work, learning and leisure.

3. PLANNING FOR THOSE WITH AGING PARENTS

The survey feedback and community conversations reminded us that the number of retired and aging residents is a demographic shift with significant potential impact. As parents of CLBC clients age, the need for active planning is critical.

The council will be studying the aging parent scenario, and plans to make recommendations to CLBC for creating and implementing plans for the unique needs of these individuals, particularly in the areas of **housing, safety and care.**

Phase IV

ACTION PLANS

(February 2009)

Action Plan: To prepare a formal recommendation to CLBC with regards to priority and proactive planning for those with aging parents as per the need highlighted in the Survey results. (Spring 2009)

Action Plan: Invite key community stakeholders to participate in Survey follow-up focus groups, community forums, etc. to address those areas identified as critical for residents: (Spring 2009)

a) TRANSPORTATION

b) CONNECTION TO OTHERS THROUGH

- recreation and leisure activities for people of all ages
- opportunities for life-long learning
- employment