



let's talk about quality of life

How will this initiative help me?

Service providers use a number of different ways to gather information about the impact that their services have on the lives of the people they support. My Life survey results give service providers reliable information about the areas in which they are doing well and the areas in which they can improve. The survey is also a way for service providers, those they support, family members, CLBC staff, and community members to have a common way of thinking and talking about the kind of lives they want adults with developmental disabilities to lead in their communities.

How reliable are the results that come out of this process?

Alberta's experience demonstrates that the My Life survey provides direct and reliable feedback to PDD Edmonton and service providers. These results were replicated in BC's 2009-10 demonstration project where the survey produced reliability scores in the acceptable or good ranges for all 8 domains.

How are people chosen to be surveyed?

Service providers are asked to give the survey company a list of names of people they support. The survey company then randomly chooses who they will survey from this pool. To provide data to service providers that can be used for continuous quality improvement purposes, a set number of interviews needs to be conducted. This number will vary across each service provider to ensure that the data received is representative of a large enough number of individuals per service provider to be statistically valid.

What if an individual only receives a few hours of support from us each week?

That's okay. They should still have an opportunity to participate. Keep in mind that the sample that is chosen will be representative of the individuals you serve. It's also important to remember that survey results are used to inform your continuous quality improvement efforts and that the Quality of Life domains measured by the My Life survey are sensitive to programming. This means that you can expect results to change in the areas on which you choose to focus. Everyone you serve can benefit from that, whether they receive a few hours a week of service or whether they are supported full-time.

This information sheet provides answers to frequently asked questions by service providers about *include Me!*, CLBC's quality of life initiative.

What if I do not want to participate?

Once the My Life survey process is fully implemented, all providers will be expected to support the individuals they serve to participate. You will not be able to opt out. Depending on the size of your organization and the number of individuals you support, you may be asked to participate on a rotational basis (e.g. once every 3 or 4 years) or you may be asked to participate as part of a random sample. If you are part of a random sample, you may be involved every year or you may have longer gaps between surveys. That is the nature of random sampling. You will not be asked to participate in the survey process more than once per year and we will try to survey at a time of year that does not conflict with other significant priorities you are managing (e.g. accreditation survey; external reviews).

Who is responsible for making sure the My Life surveys are administered?

CLBC has a contract with R.A. Malatest & Associates Ltd., an independent firm that is responsible for seeing that the surveys are completed. Malatest is responsible for all aspects of the survey work including:

- scheduling survey times
- hiring, training, and paying surveyors
- organizing transportation so surveys can occur
- working with families and service providers to facilitate their involvement
- working with service providers to identify people to participate in the survey
- making sure the information collected gets to the research company to complete the reports



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Who is responsible for analyzing the data?

CLBC will establish a contract with a research firm that specializes in this kind of work. During the demonstration project, this work was conducted by Howard Research and Associates. They assumed responsibility for:

- working with CLBC, the survey administration company, and service providers to select and profile the sample
- receiving surveys and entering necessary data in an electronic database
- analyzing survey results
- providing CLBC and participating service providers with reports that summarized results
- providing training and debriefing support to service providers and CLBC staff

The research firm that is awarded the contract for subsequent phases of *include Me!* will have similar responsibilities.

What support will participating service providers receive?

R.A. Malatest & Associates Ltd. is administering the survey on behalf of CLBC and will work closely with providers to support them to move smoothly through the survey process. Communication materials are available for you to provide to staff, individuals, families and legal representatives outlining how the survey will be administered and the benefits of the survey. CLBC also has administrative support, regional leads, and an *include Me!* project manager who can provide support in the process.

Are there costs to participating service providers?

There are no direct costs to service providers although a certain amount of administrative time is required to ensure that the survey process goes smoothly. This involves some work:

- before the survey - ensuring that the individuals you support, their families, and your staff know about the survey; providing information to the survey administration company
- during the survey - working with Malatest to schedule and organize the interviews
- after the survey - meeting with the data analysis company to talk about what your results mean and with your own stakeholders to provide an overview of the results

As a benefit of participating, providers will receive a customized report that overviews results for their organization (if accredited) or for their peer group (if not accredited).

Where can I find more information about *include Me!* and the *My Life* survey?

On the *include Me!* page of CLBC's website you will find links to articles and videos:

www.communitylivingbc.ca/include-me

If you have additional questions or want more information, you can contact either

Brian Salisbury

Director, Strategic Planning
604-897-1856 (cell)
Brian.Salisbury@gov.bc.ca

Andrea Baker, MA

Project Manager, *include Me!*
604-664-0809 (direct)
Andrea.Baker@gov.bc.ca



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www.communitylivingbc.ca 1-877-660-2522