

Ontario Association on Developmental Disabilities

Development Services Special Interest Group

Report on Membership Survey

April 2007

Revised, September 2007

Prepared by



Ontario Association on Developmental Disabilities
Development Services Special Interest Group
Report on Membership Survey
April 2007

Introduction

The Development Services Special Interest Group (DSSIG) membership survey was prepared by members of the group with the intention of finding out how the DSSIG could be more responsive to the members needs. Customer Service Canada (CSCI) was not involved in the structure of the survey, but was contracted to deliver the survey and report the results. CSCI set up the web based survey and contacted a list of members provided by the DSSIG by email. The email explained the purpose of the survey and how it would benefit the members. This was a list of 178 members.

In addition, for privacy reasons, the email was sent to a list of unknown numbers by the officers of the Ontario Association on Developmental Disabilities (OADD). All recipients of the email were given two weeks to complete the survey. CSCI made a reminder call to all members who were sent emails by us, but not those sent by the OADD. On completion the data was analysed and tables and graphs prepared for this report.

It should be noted that CSCI was not notified about the size of the OADD list so that conclusions about the rate of response cannot be made.

Email sent to the members of both groups.

Survey for the Development Services Special Interest Group

Dear ,

The Development Services Special Interest Group (DSSIG) is conducting an online survey of its members during the month of March. Your participation will help us to assist you in making your profession a fulfilling experience. The survey will be available until March **30, 2007** You will be able to see the results on the same website **April 6, 2007**.

What are the goals of the DSSIG?

- Increase the awareness of your profession and make your job more understood, respected, and valued.
- Enhance the professionalism and recognition of our field in order to promote recruitment and retention.
- Provide networking opportunities for staff working in the field to talk to other people across the province doing the same jobs—share positive stories and exchange ideas.
- Increase accessible training opportunities which build confidence and expand expertise for staff in our field.
- Develop a strong provincial voice on behalf of people working directly in the developmental services field. Top of Form

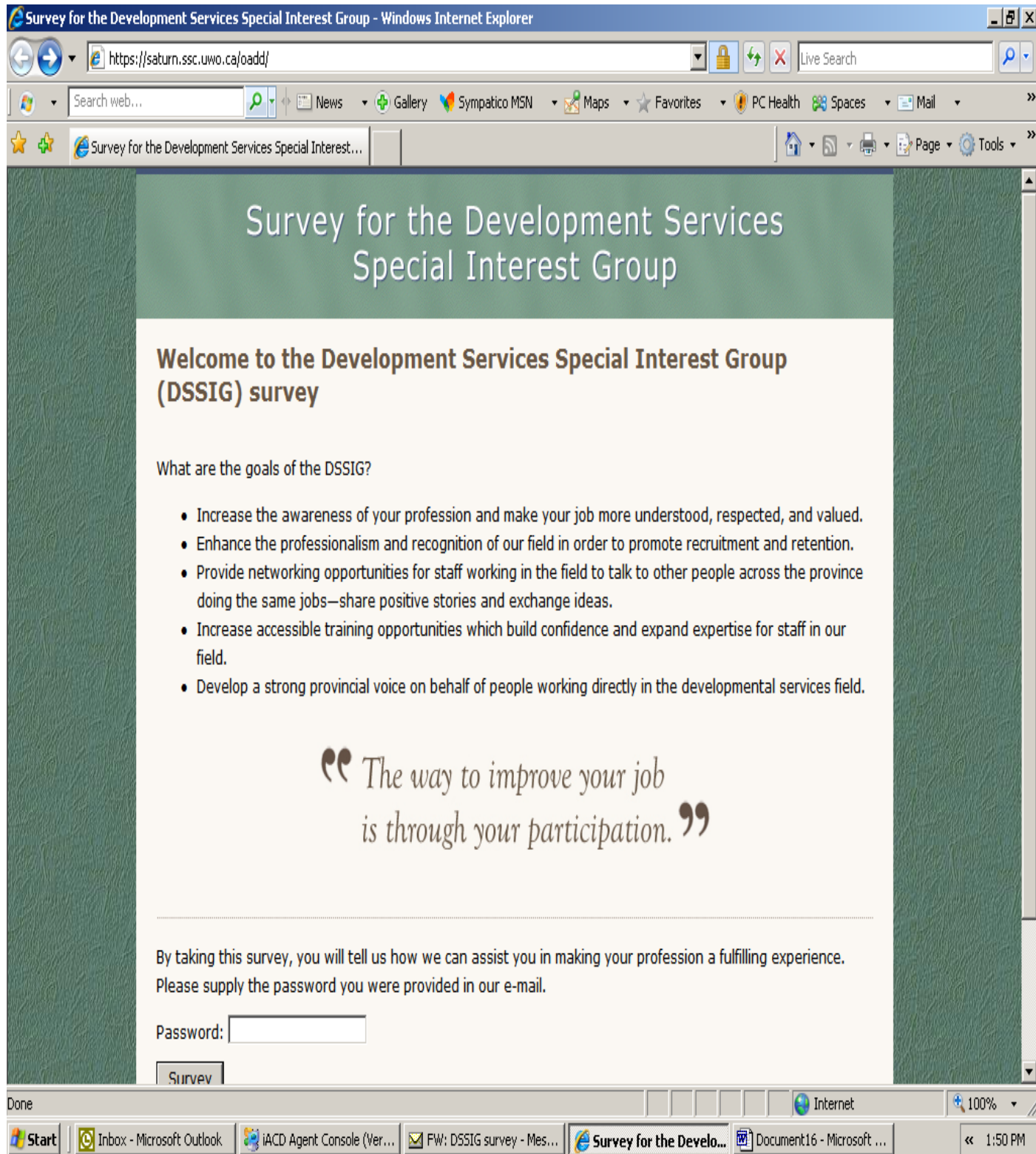
Please help yourself and your colleagues by going to the website and taking the survey. It will take about 5 minutes of your time.

To take the survey go to <http://survey.uwo.ca/oadd> . Insert the password 77E242L .

The contact information used to circulate and confirm this survey is strictly confidential and will not be used for any other purpose.

Thank you.
The Executive

The web survey



Survey for the Development Services Special Interest Group - Windows Internet Explorer

https://saturn.ssc.uwo.ca/oadd/survey.asp

Search web...

News Gallery Sympatico MSN Maps Favorites PC Health Spaces Mail

Survey for the Development Services Special Interest...

Survey for the Development Services Special Interest Group

Survey

1. What city/town do you work in?

2. Gender:

☐ Male

☐ Female

3. Why did you enter the field of Developmental Services? *(Check all that apply)*

☐ Volunteer experience

☐ Family member with a disability

☐ To make a difference

☐ Give something back

☐ Advocate

☐ Increase community awareness

☐ Increase community involvement

☐ Other *(please explain)*

4. How long have you worked in the field?

☐ Less than 1 year

☐ 1-5 years

☐ 6-10 years

☐ 11-15 years

☐ 16-20 years

☐ 21+ years

Done

Start | Inbox - Microsoft Outlook | iACD Agent Console (Ver... | FW: DSSIG survey - Mes... | Survey for the Develo... | Document16 - Microsoft ... | 1:51 PM

Document16 - Microsoft Word

File Edit View Insert Format Tools Table Window Help

Survey for the Development Services Special Interest Group - Windows Internet Explorer

https://saturn.ssc.uwo.ca/oadd/survey.asp

Search web...

News Gallery Sympatico MSN Maps Favorites PC Health Spaces Mail

Survey for the Development Services Special Interest...

5. In order of importance, what are the three main three factors that motivate you to remain and work in the Developmental Services field?

Factor 1:

Factor 2:

Factor 3:

6. What is your educational background?

☐ DSW

☐ CYW

☐ ECE

☐ BA

☐ Masters

☐ Other (please explain)

7. What do you see as priority training needs that are not currently being addressed? (Check all that apply)

☐ Training to specific disabilities

☐ Behaviour interventions

☐ Life skills

☐ Stress management

☐ Restraints

☐ ABA

☐ Relationship management

☐ Team work

☐ Leadership

☐ Other (please explain)

☐ None

Done

Internet 100%

Page 2 Sec 1 2/2 At 2.5cm Ln 1 Col 1 REC TRK EXT OVR English (U.S)

Start Inbox - Microsoft Outlook iACD Agent Console (Ver... FW: DSSIG survey - Mes... Survey for the Develo... Document16 - Microsoft ...

1:52 PM

Document16 - Microsoft Word

Survey for the Development Services Special Interest Group - Windows Internet Explorer

https://saturn.ssc.uwo.ca/oadd/survey.asp

Search web...

News Gallery Sympatico MSN Maps Favorites PC Health Spaces Mail

Survey for the Development Services Special Interest...

8. What are the two most important areas of training that you think you need in order to improve your work performance?

a) Most Important:

- ☐ Training to specific disabilities
- ☐ Basic behavioral modification
- ☐ Life skills
- ☐ Stress management
- ☐ Restraints
- ☐ ABA
- ☐ Relationship management
- ☐ Team work
- ☐ Leadership
- ☐ Other (please explain)
- ☐ None

b) Second Most Important:

- ☐ Training to specific disabilities
- ☐ Basic behavioral modification
- ☐ Life skills
- ☐ Stress management
- ☐ Restraints
- ☐ ABA
- ☐ Relationship management
- ☐ Team work
- ☐ Leadership
- ☐ Other (please explain)
- ☐ None

Done

Page 3 Sec 1 3/3 At Ln Col REC TRK EXT OVR English (U.S)

Start | Inbox - Microsoft Outlook | iACD Agent Console (Ver... | FW: DSSIG survey - Mes... | Survey for the Develo... | Document16 - Microsoft ...

Survey for the Development Services Special Interest Group - Windows Internet Explorer

https://saturn.ssc.uwo.ca/oadd/survey.asp

Search web...

News Gallery Sympatico MSN Maps Favorites PC Health Spaces Mail

Survey for the Development Services Special Interest...

9. What issues do you have related to performing your job? (Check all that apply)

☐ Not enough support from management

☐ Resources

☐ Information

☐ Training

☐ Staff

☐ Paper work time

☐ Vacation/sick time

☐ Reinforcement

☐ Other (please explain)

10. What is your hourly rate of pay for part time?

☐ \$10 - \$13

☐ \$14 - \$15

☐ \$16 - \$17

☐ \$18 - \$19

☐ \$20 plus

☐ Not applicable

11. What is your full time salary range?

☐ \$20,000 - \$25,000

☐ \$26,000 - \$30,000

☐ \$31,000 - \$35,000

☐ \$36,000 - \$40,000

☐ \$41,000 - \$45,000

☐ \$46,000 plus

12. Is there anything else that you would like to share?

☐ Clicking this checkbox indicates you are ready to submit the survey.

Submit

Done

Start | Inbox - Microsoft Outlook | IACD Agent Console (Ver... | FW: DSSIG survey - Mes... | Survey for the Develo... | Document16 - Microsoft ...

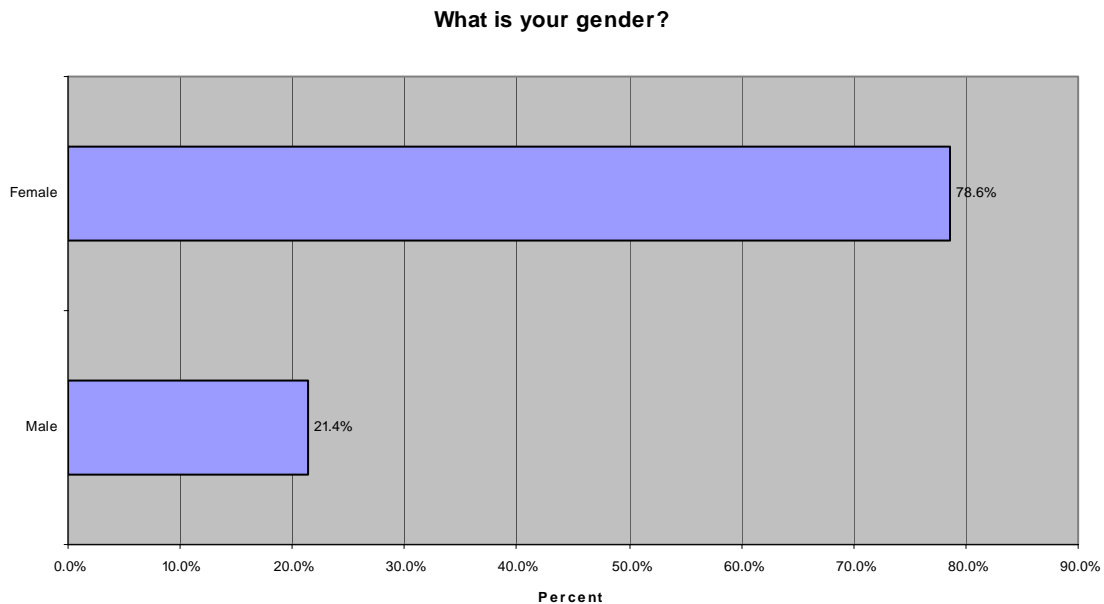
Results and Discussion.

Question 1. What city do you work in.

See Appendix 1. 178 people answered this question. They were located in 33 Ontario centres. London (86) had the most responses, followed by Toronto (17), Kingston (14), Barrie (7), Timmins (6), Kitchener and Orillia (5). The rest had one or two respondents.

Question 2.

What is your gender?	Male	Count	37
		Row %	22%
	Female	Count	136
		Row %	79%



Of the 173 respondents there is almost a 4 to one ratio of females to males. Note that not all people answered this question.

Question 3.

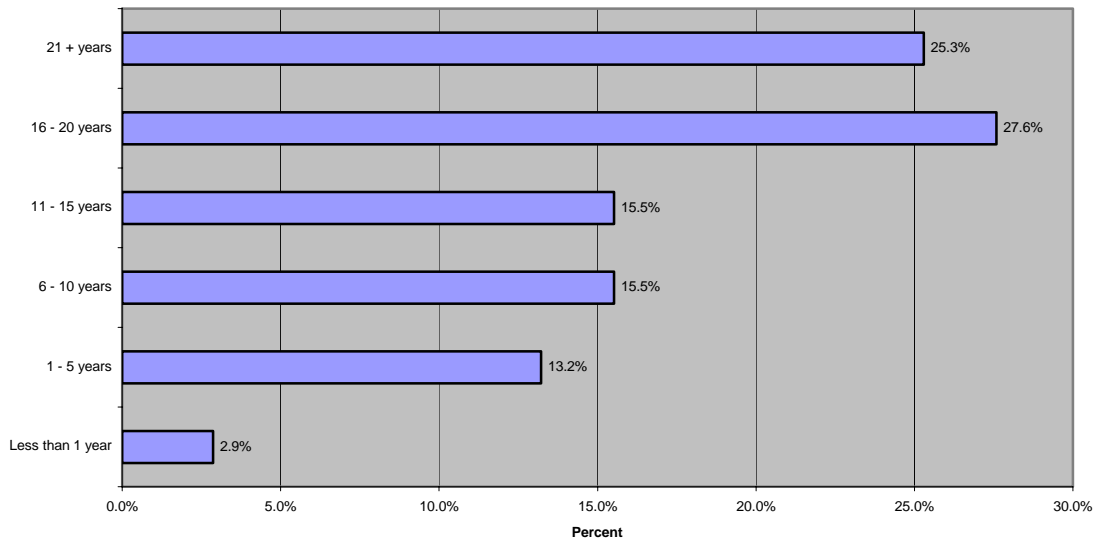
Why did you enter the field of Developmental Services?	Volunteer experience	Count	38
		Row %	21%
	Family member with disability	Count	32
		Row %	18%
	To make a difference	Count	108
		Row %	61%
	Give something back	Count	52
		Row %	29%
	Advocate	Count	52
		Row %	29%
	Increase community awareness	Count	56
		Row %	31%
	Increase community involvement	Count	44
		Row %	25%
	Other	Count	44
		Row %	25%

The dominant reason given is “To make a difference” given by 60% of the respondents. The other reasons were answered by 31% or less. The least frequent reason was having a “Family member with a disability”. The answers labelled Other are in Appendix 2. Note that the respondents were told to check all the sections that apply. Therefore the percentages are calculated on the number who responded to the whole question.

Question 4.

How long have you worked in the field?	Less than 1 year	Count	5
		Row %	3%
	1 - 5 years	Count	23
		Row %	13%
	6 - 10 years	Count	27
		Row %	16%
	11 - 15 years	Count	27
		Row %	16%
	16 - 20 years	Count	48
		Row %	28%
	21 + years	Count	44
		Row %	25%

How long have you worked in the field?



More than 50% of the respondents have worked in the field for more that 16 years. More than 30% have been in the field for 10 to 15 years while 16% have been in the field for less than 5 years. The graph shows a skew indicating that the members stay in the field for a long time. It would be interesting to expand the 21 plus years data which may change the graph to a more bell shaped distribution.

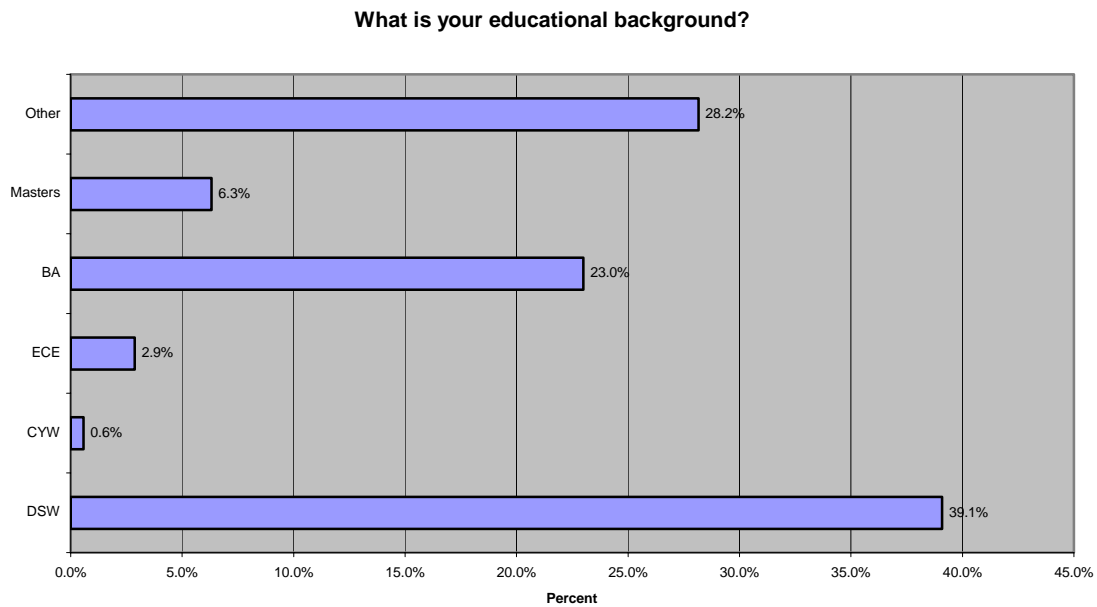
Question 5.

In order of importance, what are the three main factors that motivate you to remain and work in the Development Services field? TOP 3 ANSWERS	Making a difference and helping people.
	Advocacy
	Increase community awareness

This open-ended question created a wide variety of responses. Whether first, second or third, the main response was overwhelming to help people. Our attempt to grade the second and third response was difficult. If we analyse the first response quantitatively there were 43% who mentioned helping people or clients. The rest of the answers were scattered around advocacy, job satisfaction, colleagues, career. There was a similar wide distribution of answers to the second and third factors.

Question 6.

What is your educational background?	DSW	Count	68
		Row %	39%
	CYW	Count	1
		Row %	1%
	ECE	Count	5
		Row %	23%
	BA	Count	40
		Row %	23%
	Masters	Count	11
		Row %	6%
	Other	Count	49
		Row %	28%



The qualifications sorted out as DSW>BA>Masters>ECE>CYW. 49 (28%) had other qualifications. Appendix 3 shows the variety of backgrounds other than those listed above.

Question 7.

What do you see as priority training needs that are not currently being addressed?	Training to specific disabilities	Count	84
		Row %	14%
	Behaviour interventions	Count	64
		Row %	11%
	Life skills	Count	35
		Row %	6%
	Stress management	Count	103
		Row %	17%
	Restraint	Count	5
		Row %	1%
	ABA	Count	18
		Row %	3%
	Relationship management	Count	75
		Row %	12%
	Team work	Count	97
		Row %	16%
	Leadership	Count	81
		Row %	13%
	Other	Count	30
		Row %	5%
	None	Count	10
		Row %	2%

As expected there is a difference in training expectations. The main answers are: Stress management, Team work, Training to Specific Disabilities, Leadership and Relationship Management. Only 10 respondents did not see any priorities. The percentages represent the fraction of the total number of answers.

A list of other priorities are in Appendix 4.

Question 8a.

What are the two most important areas of training that you think you need in order to improve your work performance? MOST IMPORTANT	Training to specific disabilities	Count	28
		Row %	16%
	Basic behavioural modification	Count	11
		Row %	6%
	Life skills	Count	3
		Row %	2%
	Stress management	Count	25
		Row %	14%
	Restraint	Count	0
		Row %	0%
	ABA	Count	4
		Row %	2%
	Relationship management	Count	20
		Row %	11%
	Team work	Count	30
		Row %	17%
	Leadership	Count	25
		Row %	14%
	Other	Count	21
		Row %	12%
	None	Count	7
		Row %	4%

This question produces a spectrum of responses. Training to specific disabilities, Stress management, Relationship management, Teamwork, and Leadership all rank high. Only the category Restraint has no support. The answers labelled Other are in Appendix 5.

Question 8b.

What are the two most important areas of training that you think you need in order to improve your work performance? SECOND MOST IMPORTANT	Training to specific disabilities	Count	21
		Row %	12%
	Basic behavioural modification	Count	17
		Row %	10%
	Life skills	Count	2
		Row %	1%
	Stress management	Count	21
		Row %	12%
	Restraint	Count	1
		Row %	1%
	ABA	Count	4
		Row %	2%
	Relationship management	Count	19
		Row %	11%
	Team work	Count	33
		Row %	19%
	Leadership	Count	25
		Row %	14%
	Other	Count	18
		Row %	10.34%
	None	Count	13
		Row %	7%

The results are similar to part a. this question gives a variety of answers. Not all respondents answered this question. Teamwork ranked highest, while Leadership, Training to specific disabilities, Stress management, and Relationship management followed. In both parts Teamwork was the most frequent response. The answers labelled other are in Appendix 6.

Question 9.

What issues do you have related to performing your job?	Not enough support from management	Count	49
		Row %	11%
	Resources	Count	86
		Row %	19%
	Information	Count	37
		Row %	8%
	Training	Count	38
		Row %	8%
	Staff	Count	77
		Row %	17%
	Paper work time	Count	66
		Row %	15%
	Vacation / sick time	Count	25
		Row %	6%

The most frequent answers are Resources, Staff, Paper Work Time, Not enough support from management. Some other issues are in Appendix 7.

Question 10.

What is your hourly rate of pay for part time?	\$10 - \$13	Count	37
		Row %	29%
	\$14 - \$15	Count	29
		Row %	23%
	\$16 - \$17	Count	22
		Row %	17%
	\$18 - \$19	Count	15
		Row %	12%
	\$20 plus	Count	23
		Row %	18%
	Not applicable	Count	35
		Row %	

We have uncovered a problem with both this and the following question. The number of people who answered the hourly question numbered 126. Therefore of the total 174 respondents there should be 48 on salary. (Only 35 said it did not apply). However, 164 answered the salary question. Therefore many misunderstood the second question and gave their take home salary. We will have to ask the group to interpret these data, as we have no basis to assume that those answering question 10 are actually only on hourly pay. Nevertheless, the range of pay is fairly even from \$14 and up, whereas there is a higher proportion in the lowest range.

Question 11.

What is your full time salary range?	\$20,000 - \$25,000	Count	7
		Row %	4.27%
	\$26,000 - \$30,000	Count	7
		Row %	4.27%
	\$31,000 - \$35,000	Count	48
		Row %	29.27%
	\$36,000 - \$40,000	Count	54
		Row %	32.93%
	\$41,000 - \$45,000	Count	16
		Row %	9.76%
	\$46,000 plus	Count	32
		Row %	19.51%

This table indicates that 62% of those who answered have salaries in the middle range (\$31K to \$40K) whereas there is a spread among the rest. Note that 32 are in the \$46K plus bracket and probably represent most of the 35 who did not answer question 10.

Conclusions

The survey presents an interesting picture of the wants and needs of the group members. CSCI recommends some discussion about how to refine the survey for the future. In particular we would like to be able to give you a true measure of the response of the membership if we knew the number of emails that were sent. Secondly, the write in questions are difficult to quantitate. It would be useful to use the current answers to create more comprehensive questions next time. Lastly, the salary questions must be made specific to answer one or the other.

We found that the email followed by a phone call was well received by the members. As mentioned above we cannot tell if this led to a higher rate of response from this group as opposed to the OADD group. We suggest that we have a separate sign in page on the next survey so that we can follow the responses more accurately.

The survey was structured to provide information about the distribution, training, salary and professional attitudes and needs of DSSIG and OADD members. 178 members responded of whom 136 were women and 37 were men.

The majority of respondents entered the field to “make a difference”, as well as increasing community awareness, giving something back, and advocating. They indicated similar motivations for remaining in the field.

More than 50 per cent have worked in the field for more than 16 years, 30 per cent have been in the field for 10 to 15 years, while 16% per cent have been working for less than 5 years.

The education background of the respondents showed that 40 per cent had a DSW, 23 per cent had a BA, 6 per cent had a Master’s degree, 3 per cent an ECE, and 1 per cent a CYW. 28 per cent had other backgrounds including many in Social Work and related fields, education, and many others.

When asked for their training priorities not being addressed the majority answered in the following order: Stress management, Team work, Training to Specific Disabilities, Leadership and Relationship Management. When asked what are the two most important areas of training to improve your work, there was a spectrum of answers. Teamwork, Training to specific disabilities, Stress management, Leadership, and Relationship management were about equally mentioned. There were a large number of alternate training priorities.

The secondary training priorities that were needed to improve their work were spread among Team work, Training to specific disabilities, Stress management, Leadership, and Relation management. Other secondary training priorities mentioned were Technology, Literacy training, and Ministry paperwork.

When asked what issues do you have related to performing your job the answers were ranked from Resources, Staff, Paper work time, Not enough support from management, Training, Information, to Vacation/ sick time. Other issues mentioned were money for training-salary, low morale of staff among others.

The answers about pay and salary uncovered a deficiency in the questions. We concluded that some people who were on hourly pay answered the salary question as well. Nevertheless the hourly pay ranged from 29 percent at \$10-13, 23 per cent at \$14-

15, 17 per cent from \$16-17, 12 per cent from \$18-19, to 23 per cent at \$20 plus. In looking at the years of service versus the wage we could not find any correlation.

With the caveat that some respondents who were paid wages may have answered the full time salary question the following were the results. 4 per cent reported a salary of \$20-25,000, 4 per cent a salary of \$26-30,000, 29 per cent a salary of \$31-35,000, 33 per cent a salary of \$36-40,000, 10 per cent a salary of \$41-45,000, and 20 per cent a salary of \$46,000 plus. As the latter category contained 32 respondents, we assumed that this would represent most of those who did not answer the wages question.

The picture that is painted by these results is one of a group of people mainly dedicated to serve others. Most want to improve their ability to do their job. Many work for modest wages, yet still stay in the field. The desire to help people and advocate for them comes out strongly in the survey. Educational background is varied, but it is not clear from this data if this limits the ability to do the job or to advance one's position. Most respondents answered the questions about the desire to improve themselves. The issues related to performing their jobs are common to many occupations.

The results present a good start to finding out what can be done to improve the lot of workers in the disability field. With consultation further information can be gleaned in a future survey.

Appendixes

Appendix 1. Cities worked in.

Barrie	7
Barrie & Orillia	2
Belle River	1
Belleville	1
Brampton	2
Burlington	1
Dryden	1
Fort Frances	1
Gulp	2
Gulp/Wellington	1
Halliburton	1
Kingston; Ontario	14
Kitchener	5
Lindsay	1
London; Ontario	86
Medford; Ontario	4
Milton	1
Mississauga	1
North Perth / Listowel	1
Orillia	5
Ottawa	1
Ottawa	2
Peterborough	2
Port Perry	1
Renfrew	1
Sault Ste. Marie	2
Sturgeon Falls	1
Sun ridge On.	1
Thorn hill	1
Thunder Bay	2
Tillsonburg	1
Timmins	6
Toronto; Ontario	17
Wallaceburg	1
Woodstock	1

Appendix 2.

Question 3.

Developmental Services - Other Explain

initially to work with children

I enjoy learning about human nature/it is interesting

make a living

Needed a job.

health organization providing physical rehab services expanded mandate to include dev|| disability

friend with disability

have always wanted to work with children

being able to work with people

Worked in a Ministry of Health facility which changed to group homes funded my M.C.S.S.

friend with a disability

To help others which could be grouped with |to make a difference| or |give something back| I suppose very rewarding; fun field of work

it was ordained

Occured by accident

started by ||accident|| - summer job; enjoyed it; kept coming back! (short version!)

ECE Unemployed; temp job that has lasted 10+years

enjoyed the people I met first job

Job Opening

by luck

I just fell into it; and it fit.

experience as a part time worker

liked people with intellectual disabilities

Part time work exp

Improve the quality of life of the people we support

work experience

enjoy working with clients

needed a job

Totally by chance as part of my job

Advancement Opportunity

work experience related to university degree

available field at time of empoyment search

started as part time job

Like the job

to get a job

A job

interest developed from a job

financial need

worked in Corrections

needed a job

became involved due to another job

to cooperatively develop therapeutic riding opportunities for individuals receiving agency support
adventure

looking for a career in psychology
fell into the job
The People
To work with people
BSW field placement
work
Add experience to my career

Appendix 3. Question 6.

Educational Background - Other Explain SSW

BA /ECE/teachers college	Teaching Diploma
social service worker diploma	B.Sc.
B.Ed	Clinical Psychology
RN	nursing
B.S.W.; RSW	additional university courses
BSc in Nursing	Also finishing BA
grade 12 and experience	Volunteer Management
social service worker; part BA	BSW
Behavioural Science Diploma	Therapeutic recreation
as well as ECE	BSW
some DSW courses	BA/ECE/Teaching Certificate
Registered Nurse	High school
nursing	Nursing
Year Three of BA psychology	working on BA
plus SSW	SSW
DSW and educational assistant	
DSW and educational assistant	
Ontario Management Development	
I have HR as well	
CCW	
MD; FRCPC FAIIDD	
DSW and gerontology	
Community Service Worker	
Experience and courses	
3yr Comm.College-Bus. Admin.	
Some college; some university	
4 courses short of DSW	
College social services	
Recreation Leadership	
Business Marketing Diploma	
Resource Teacher	
Human Services Counsellor/RSSW	
and SSW	
Business Administration	

Diploma in Social Work
Human Resource Professional
PHC Nurse Practitioner BScN
Honours BA
Post Graduate in TR
accounting
Volunteer Management
SSW
high school
E.C.E.
HR Courses
personal support worker
sign language interpreter dipl

Appendix 4. Question 7.

Training Needs - Other Explain

room for specific trainings

government liaison

person-centre planning

performance indicators/evidence base/accountabilit

Ethical business practices in human services

skills development for management trainees

career development

Yoga in relation to work

Issues surrounding youth w/ dev. disabilities

severe physical disabilities and health issues

Administration of Medication;Alzheimers

time management; and recog/preven of abuse

teaching people how to connect to their community

work ethic

educated and experienced staff

Dual Diagnosis and health needs

dual diagnosis training for high functioning

how to assist with literacy; augmentative communic

lifts & transfers

Effective management training

Just getting qualified staff

1st aid/CPR training has been decreased

Community development and Public Relations

Positive Behavioural supports; Individual Goal fac

Conflict Resolution; H R Issues

Pharmacology

ideological frameworks

Management Experience

Understanding Dual Diagnosis

clients personal care importance

We are here to support not to do for them

sign language

communication skills with patients

supporting those with DD to develop friendships

Documentation

common sense

Respecting individuals

Social Role Valorization (SRV)

Community Based supports for families

integration in the community

Communication

use of information systems

Appendix 5. Question 8a.

Most Important Training Area - Other Explain

Ministry paperwork/legalities

government liaison

as above; system dev|t focus/measurement

Public administration

Yoga

Administering Meds

computer program

Qualified double staffing

Qualified double staffing

time....to prepare for classes being taught

literacy (ie how to teach/assist)

Outcome goals

1st aid/CPR training should be more frequent

Community Development; Entrepreneurial Skills

more in-depth knowledge of PHC needs

interventions

Marketing

effective advocacy; sexual offenders with DD

Management - Effective delegation

Training in assessment tools i.e. ADOS

being informed

SRV related work

Training the Trainer

Advocacy for community supports and inclusion

Technology

conflict resolution

Appendix 6. Question 8b.

Second Most Important Training Area - Other

Explain

information technology

Supporting people with Alzheimers

More staffing to allow for paper work

More staffing to allow for paper work

first aid

Family Dynamics

staying current

case management

administration system to communicate with staff

friendship development training (for those with DD

physical disabilities combined with dev disability

most items listed here are counterproductive

Management in not for profit organizations

keeping up to date on Ministry transformation

Appendix 7. Question 9

Issues - Other Explain

ministerial communication/consultation

Too little time

Recruiting staff; retaining staff

money

Money RE: lack of money stress

not feeling truly appreciated

need wage increase

difficulty getting wheelchair accessible transport

work site favoritism

environment safety

monies for training

low moral of front line staff

lack of committed staff due to low wages

prep time for activities

overtime pay

staff= difficult staff; + not enough!

I haven't had a good idea in 5years

||personal leave time|| (ie not sick; just need day!

funding

work alone too often; with too many individuals

management style too authoritarian

MONEY!!!! Or Lack there of

not enough incentive for retaining staff

Prepared by

Customer Service Canada Inc.

246 Waterloo Street
London, Ontario
N6B 2N4
Phone 519-659-9300 (1-888-475-1555)
Fax 519-659-8164 (1-888-877-8668)
E-mail gnuudds@csci.org
www.customerservicecanada.ca

“We build our business by building yours.”

**Inbound and Outbound Contact Centre Lead Generation Surveys Direct Sales
Database Management Marketing Consultation Office Management Support**

**Member: BBB of Western Ontario; London Chamber of Commerce; TechAlliance;
Canadian Federation of Independent Business**

Celebrating our 11th year