

# include Me!

## Quality of Life Initiative Summary Report

Nanaimo Association for Community Living  
2023

Prepared for:  
Community Living British Columbia

Prepared by:  
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Nanaimo Association for Community Living  
(Service Provider)

Survey Period: June to October, 2023

Self-Report Completions: 61

Report of Other Completions: 0

Participation Rate: 25.3%

Response Rate: 95.3%

Refusal Rate: 0.4%

Completions: 61

Total Valid Sample: 241

Margin of Error:  $\pm 10.9\%$ Overall

Survey Period: June to October, 2023

Self-Report Completions: 546

Report of Other Completions: 34 (5.9%)

Participation Rate: 35.1%

Response Rate: 97.8%

Refusal Rate: 4.4%

Completions: 580

Total Valid Sample: 1,653

Margin of Error:  $\pm 3.3\%$ **INTRODUCTION**

During 2023, 580 individuals who access CLBC-funded services through six agencies in the Vancouver-Coastal, South Fraser, Southern Interior, North / Thompson Cariboo and Vancouver Island regions participated in a survey process in which they were asked to provide information about their quality of life in the areas of well-being (emotional well-being, physical well-being, material well-being), independence (personal development, self-determination), and social participation (rights, interpersonal relations, social inclusion). The survey used to collect this information is based on a framework that was developed, extensively researched, and internationally validated by Dr. Robert Schalock over a period of approximately 25 years. It is a framework that applies to all people whether they have a disability or not. It gives us a universal language to talk with the individuals we serve about the things that are important to everyone and how we can collectively work together to improve the quality of life of those we serve.

The survey and the implementation process have been designed to ensure that the voices of individuals with developmental disabilities are truly heard. The survey was developed over a two-year period and the process included focus groups with individuals, family members, service providers, funders, and other stakeholders to ensure the questions had relevance and were understood by the majority of those who would be taking the survey. Dr. Schalock was consulted throughout and the final product is one that has been assessed as valid and reliable. CLBC conducted a demonstration project during the 2010-11 year and confirmed that the survey was appropriate for use within this province. Not only were the results reliable and valid, but those involved felt the experience of participating was positive, impactful, and informative.

Unlike many surveys that are used within community living and other social service sectors, this survey does not ask about service quality or service satisfaction. Instead, it asks individuals about their quality of life from their own perspective. The survey is relevant whether services are a large part of an individual's life or a small part. The questions asked and the ensuing conversations are more holistic than those we have often had with individuals and with one another in the past. For those who are not able to or who prefer not to answer on their own, two people who know the individual well are invited to answer on the individual's behalf (the two "report of others" scores are averaged and counted as the individual's score). This means we get to hear from everyone, even those who are often not able to participate in survey research. Additionally, the surveys are typically administered in person by individuals with a developmental disability who are hired, trained, supported, and paid to do this work. Individuals have appreciated this very personal approach and report that they feel more comfortable

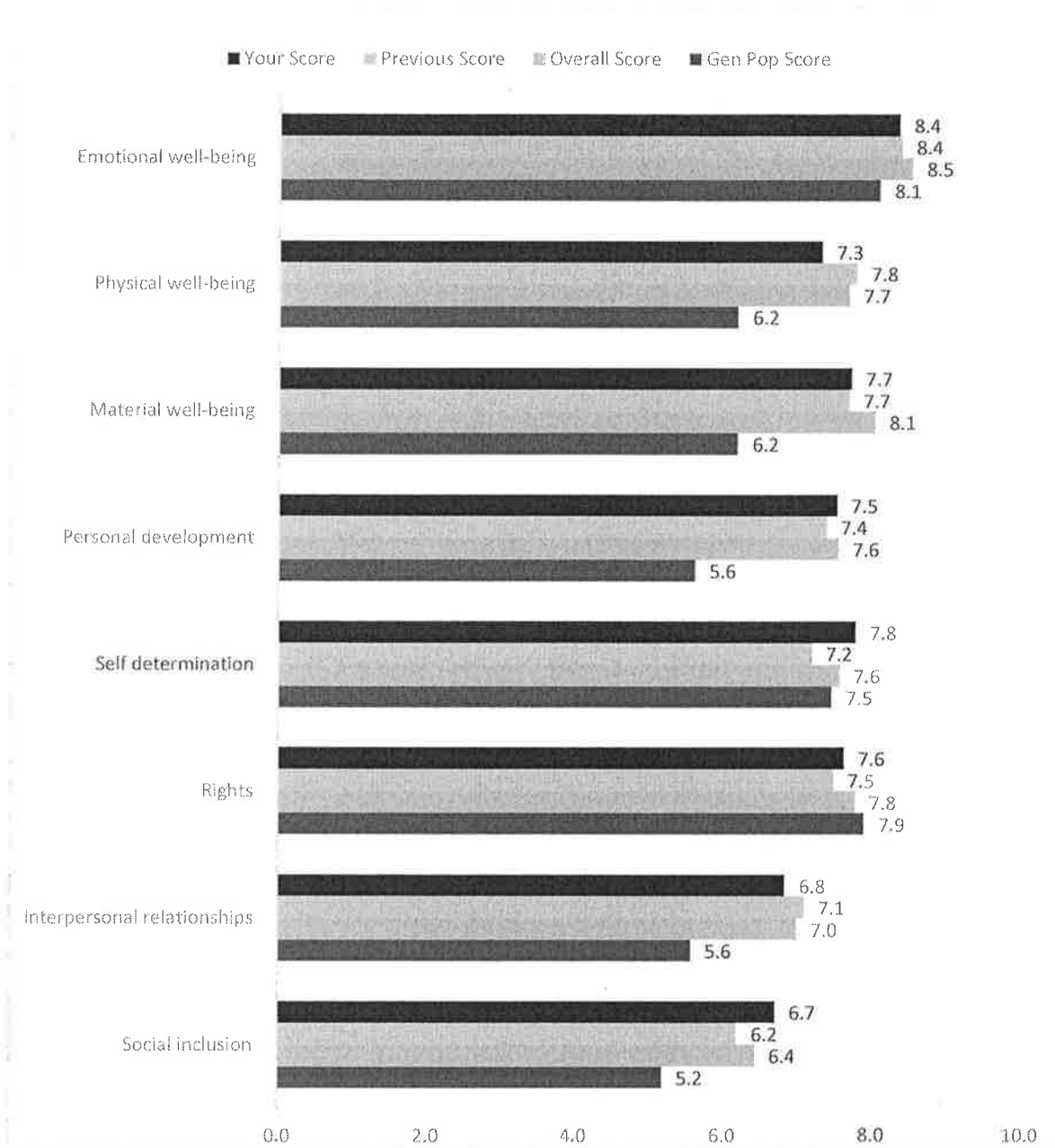
For the service providers participating in 2023, this year's data will serve as the second or third measurement and will allow them to compare how the quality of life has changed over time for the individuals they serve. This will provide an understanding of strengths and areas where improvement can still occur.

Service providers and CLBC will need time to review the information, consult with stakeholders, and begin to make decisions about how to respond. As the data set has grown over the years, we have the ability to do deeper levels of analysis that will support individuals and families to choose services that align with their own quality of life priorities, support service providers to target continuous quality improvement efforts in a manner that will have the most positive impact on the quality of life of the individuals they serve, and support CLBC to align policies and target funding that benefits the sector as a whole. Additionally, the information collected through the survey process will allow those at the individual, agency, and system levels to have informed conversations with those outside the traditional service provision sector. The results will help us work with new partners by addressing issues from a common point of focus that benefits our communities as a whole. It will allow us to highlight common areas of concern, seek strategic partnerships, and identify areas of focus that will be most impactful.

## DOMAIN SCORES AND COMPOSITE SCORE SUMMARY

Figure 1 shows the comparison of your service provider *include Me!* scores, the overall BC *include Me!* participants' scores, the overall general population scores, and your service provider scores from 2019-20.

Figure 1: Quality of Life Framework Domain Scores

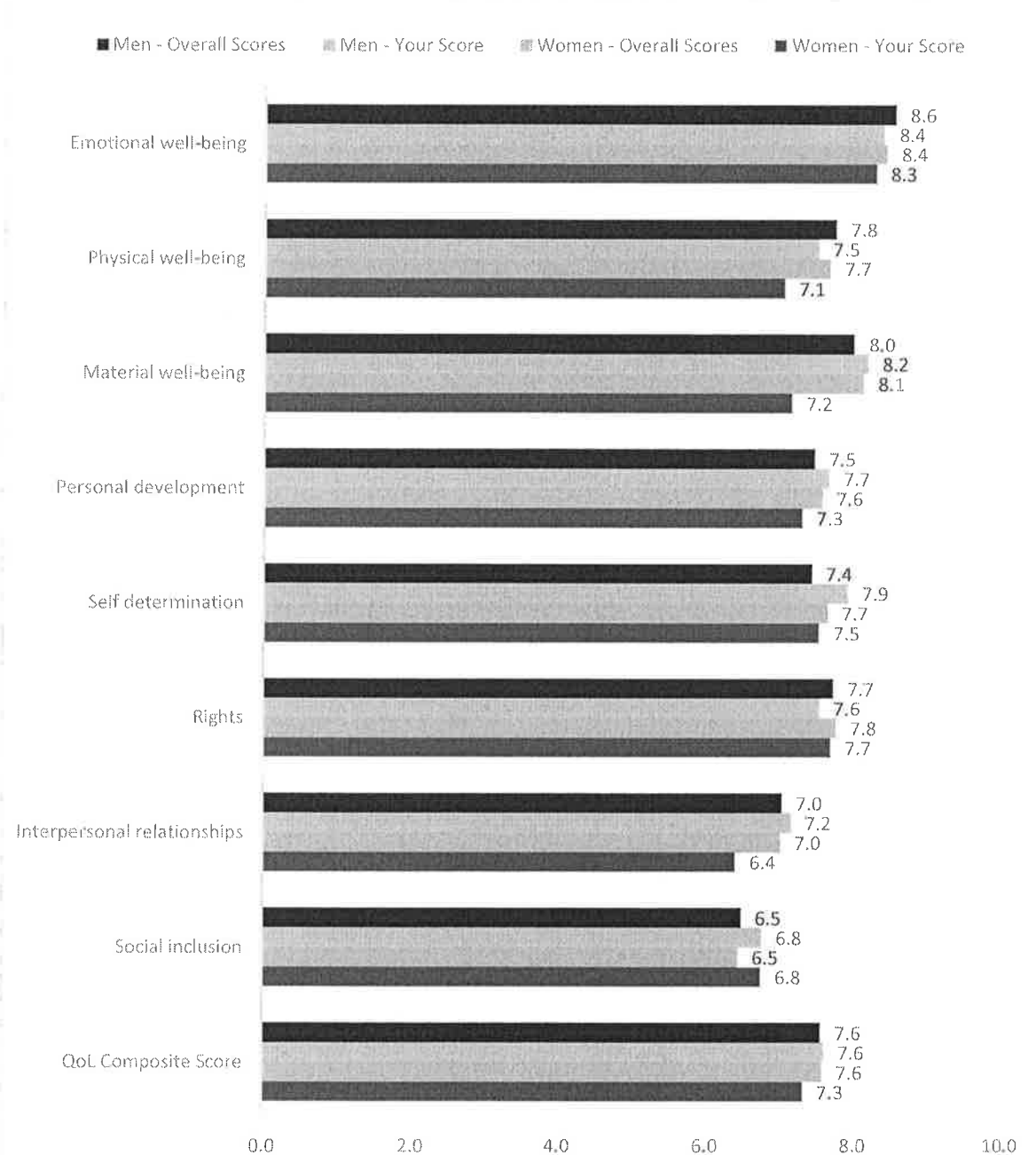


Source: *include Me!* Survey 2023

## GENDER BASED ANALYSIS

As of 2019-20, *include Me!* has examined the impact of gender on individual's quality of life. **Figure 3** shows a comparison between your scores and the overall BC *include Me!* participants broken out by gender for each domain as well as the Quality of Life Composite Score.

**Figure 3: Comparison of Service Provider Score to Overall Scores by Gender**



Source: *include Me!* Survey 2023

## CORRELATION WITH OVERALL QUALITY OF LIFE, HOUSING, AND EMPLOYMENT QUESTIONS

A correlation measures the strength of a relationship between two items. These items can be an entire domain or a single question. The strength of the relationship can reach a maximum of 1 or -1 depending on the direction of the relationship, and a correlation of 0 is an indication of no association. When there is a positive correlation between two items, it means that, overall, the responses are similar for each item. For example, if the Rights domain and the Employment question have a correlation of 0.2 or higher, the individual's perception of their Rights and whether they have paid work is considered to be associated. If two items have a correlation of 0.2 or higher, they will have a tendency to vary together, meaning an increase in one item will most likely result in an increase in the other item. In Table 1, cells are shaded using a progressively darker green to indicate the strength of the association:

- A correlation less than .2 is considered weak (not shaded/highlighted);
- A correlation between .2 and .5 is considered a moderate association (shaded light green); and
- A correlation greater or equal to .5 is considered a large association (shaded darker green).

The correlation coefficients were computed using a single question (e.g., "Q54. Do you feel good about your life?"). The relative importance of each domain (or its impact on quality of life) can be gauged by examining the magnitude of the correlation coefficient. For example, the greater the correlation between Q54 and other domains, the more important these domains are to the individual's perceived overall quality of life.

In **Table 1**, domains that are highly correlated with overall quality of life (shaded in darker green in the column labelled "Feels good about their life") can be targeted to drive efforts to improve individuals' overall quality of life. Improving scores in these domains would most likely have the greatest impact in terms of improving the overall quality of life measure for individuals served by your organization.

Additionally, Table 1 includes the correlations of the housing satisfaction question (Q50. "Do you like your room in the home where you live?") and the employment questions (Q51. "Do you have a job that pays you money?" and Q53. "Does your job make your life better?") with each of the eight domains.

**Table 1: Correlation with the Quality of Life, Transportation, and Employment Questions**

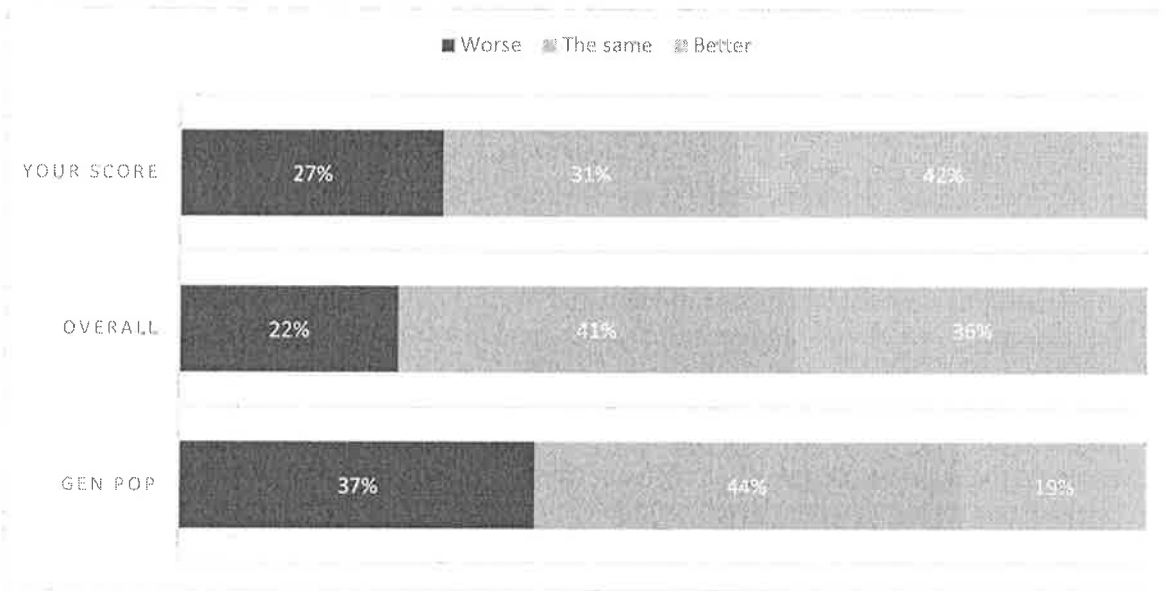
Quality of Life Framework		Domain Score Correlation with...			
Factor	Domain	Feels good about their life	Likes the room where they live	Has paid work	My job makes my life better
Well-Being	Emotional well-being	0.49	0.49	0.24	0.32
	Physical well-being	0.25	0.44	0.18	0.55
	Material well-being	0.56	0.60	0.46	0.31
Independence	Personal development	0.42	0.44	0.32	0.28
	Self determination	0.43	0.53	0.47	0.22
Social Participation	Rights	0.26	0.47	0.50	0.42
	Interpersonal relationships	0.50	0.42	0.17	0.36
	Social inclusion	0.15	0.23	0.37	0.34

Source: include Me! Survey 2023

## IMPACT OF THE COVID-19 PANDEMIC

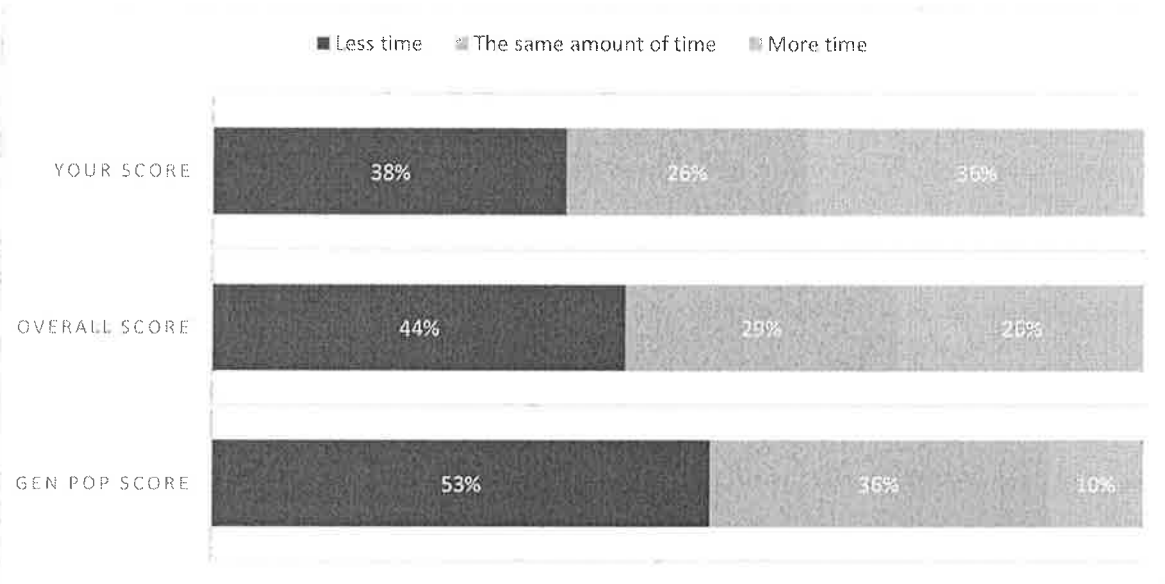
In 2023, two questions were added to the survey to assess the impact of the COVID-19 pandemic on quality of life. **Figure 7** and **Figure 8** depict individuals' responses to these questions compared to the overall *include Me!* scores and scores from the general population.

**Figure 7: How did the COVID19 Pandemic change your life?**



Sources: *include Me!* Survey 2023

**Figure 8: During the pandemic, were you able to spend as much time as you like with people?**



Sources: *include Me!* Survey 2023



**Appendix A:  
Glossary of Terms**





**Valid Response** – The number of individuals who provided a sufficient number of responses to calculate a domain score. For this report, sufficient number is defined by answering at least four out of six questions for each quality of life domain.

**Valid Sample** – The sample of individuals served by each service provider or region(s).

### Quality of Life Related Personal Outcome Domains and Exemplary Indicators

Domain*	Exemplary Indicators**
<p><b>Emotional Well-Being</b> Asks about how you feel about things in your life. Think about:</p> <ul style="list-style-type: none"> <li>Your happiness and safety; and</li> <li>How the people around you make you feel</li> </ul>	<ul style="list-style-type: none"> <li>Contentment (satisfaction, moods, enjoyment)</li> <li>Self-concept (identity, self-worth, self-esteem)</li> <li>Physical activities including recreation</li> <li>Lack of stress (predictability and control)</li> </ul>
<p><b>Physical Well-Being</b> Asks about your overall health and your lifestyle. Think about:</p> <ul style="list-style-type: none"> <li>Your activity level;</li> <li>How you are able to eat healthy food;</li> <li>Your level of energy; and</li> <li>Your ability to get medical help if you need it.</li> </ul>	<ul style="list-style-type: none"> <li>Health (functioning, symptoms, fitness, nutrition)</li> <li>Activities of daily living (self-care, mobility)</li> </ul>
<p><b>Material Well-Being</b> Asks about things related to money and things you own that are important to you. Think about:</p> <ul style="list-style-type: none"> <li>How much money you have to spend each month;</li> <li>Personal stuff you have that is important to you; and</li> <li>How much you can use money for things you like to do.</li> </ul>	<ul style="list-style-type: none"> <li>Financial status (income, benefits)</li> <li>Employment (work status, work environment)</li> <li>Housing (type of residence, ownership)</li> </ul>
<p><b>Rights</b> Asks about your rights as an adult, like how other people respect you and your right to do the same things as all adults. Think about:</p> <ul style="list-style-type: none"> <li>Your right to privacy;</li> <li>How people around you treat you;</li> <li>How much you can say what you think, and be listened to.</li> </ul>	<ul style="list-style-type: none"> <li>Human (respect, dignity, equality)</li> <li>Legal (citizenship, access, due process)</li> </ul>
<p><b>Personal Development</b> Asks about learning and doing different and new things that matter to you. Think about how much you are able to:</p> <ul style="list-style-type: none"> <li>Learn about the things you are interested in;</li> <li>Learn new skills to become more independent;</li> <li>Do the things you enjoy; and</li> <li>Do things that are important to you</li> </ul>	<ul style="list-style-type: none"> <li>Education (achievements, education status)</li> <li>Personal competence (cognitive, social, practical)</li> <li>Performance (success, achievements, productivity)</li> </ul>
<p><b>Self-Determination</b> Asks about goals, decisions, and choices. Think about how much you can:</p> <ul style="list-style-type: none"> <li>Make your own choices; and</li> <li>Do things you have dreamed about doing in your life, and make your own decisions.</li> </ul>	<ul style="list-style-type: none"> <li>Autonomy, personal control</li> <li>Goals and personal values (desires, expectations)</li> <li>Choices (opportunities, options, preferences)</li> </ul>
<p><b>Interpersonal Relationships</b> Asks about the relationships you have with other people and the time you spend with your family and your friends. Think about:</p> <ul style="list-style-type: none"> <li>Help and support that you can get from others;</li> <li>Your relationships with family and friends; and</li> <li>The things you do with family and friends.</li> </ul>	<ul style="list-style-type: none"> <li>Interactions (social networks, social contacts)</li> <li>Relationships (family, friends, peers)</li> <li>Supports (emotional, physical, financial)</li> <li>Recreation</li> </ul>
<p><b>Social Inclusion</b> Asks about the kinds of things you do in your community and who you do them with. Think about:</p> <ul style="list-style-type: none"> <li>Activities and fun things you do in the community;</li> <li>Things you would like to do in your community; and</li> <li>People you know in your neighbourhood and places that you go in your community.</li> </ul>	<ul style="list-style-type: none"> <li>Community integration and participation</li> <li>Community roles</li> <li>Social supports (support networks, services)</li> </ul>

\* Adapted from *My Life Personal Outcomes Index™*

\*\* Adapted from *A leadership guide for today's disability organizations: Overcoming challenges and making change happen*, by Schalock, R.L., & Verdugo, M.A., 2012, Baltimore, MD: Brookes