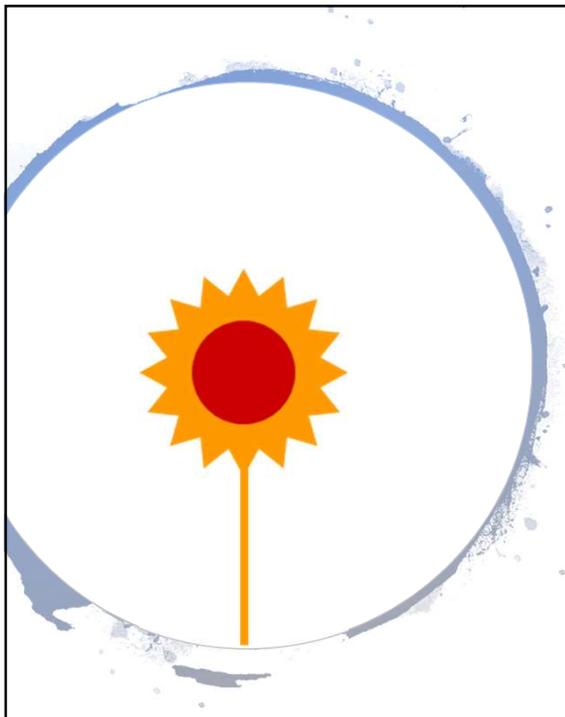




**The 8 conditions for a life with quality, proposed by John McGee,
are meaningful for all of us**

Mário Pereira | Anja Masteling

3rd October 2018



WE WILL TALK ABOUT

ASSOL: WHERE WE ARE AND OUR MISSION

THE ASSESSMENT OF STAKEHOLDER SATISFACTION
USING THE 8 CONDITIONS FOR A QUALITY LIFE

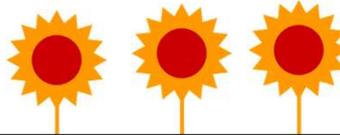
AN EXERCISE OF APPLICATION
OF THE QUESTIONNAIRE FOR WORKERS

OUR SATISFACTION SCORE IN RECENT YEARS

CONCLUSION

CURRENTLY WE HAVE SUPPORT FOR THE FOLLOWING PROGRAMS:

- **Early Intervention** – children from 0 to 6 years in development risk;
- **Resource Center for Inclusion** – supports the inclusion of children and young people in regular schools. In Portugal, 99% of children with special needs attend the regular school;
- **Vocational Training** – supports young people with limitations when leaving school and adults who are unemployed;
- **Job Support Resource Center** – supports people that finish training or with disabilities, to find and keep a job in the regular job market;
- **Occupational Activity Center (CAO)** – supports adults with severe disabilities who need close help in order to enjoy a dignified life, attempting for them to have an optimal participation in their community;
- **Socio-Occupational FORUM** – similar to CAO, with the singularity of supporting people with chronic and incapacitating mental illness.



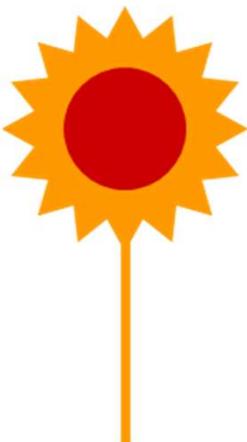
What is the MISSION?

Promote social inclusion. Today we define inclusion with two words:

Belonging & Participating

Our role is to help people to participate
in activities happening in their natural environment.

Our support is good, when it helps a person to have a relevant participation
in the environments where other people of his or her age also participate.



HOW DO WE DO IT?

We combine Gentle Teaching with Person-Centred Planning

Since the year 2000 we try to use PERSON-CENTRED PLANNING to plan what we do with people. The main point is that each person can choose the support that makes sense in a given moment according to their own life-projects.

In Person-Centred Planning, it is essential that the person is conscious about the path that he or she wants to take in the future: to which direction they want to steer their life.



GENTLE TEACHING came to ASSOL and in our life with all its strength when John McGee spent three days with us in 2007 and let us translate his books.

Working with PERSON-CENTRED PLANNING

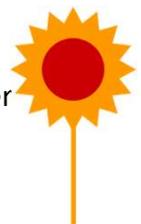
the main questions we pose to people who ask for our support are:

- Where do you want to go?
- How can I help you move in that direction?

**The support is not decided by the caregivers,
but rather negotiated with each individual.**

In this approach is critical:

- The ability to listen to the other
- The willingness to talk
- The willingness to negotiate with the person what we are going to do together



**About Gentle Teaching,
you've already heard everything we could say**



Excellence
in Social Services

EQUASS -European Quality
in Social Services.

ASSOL depends on public and private financing, for this it is important to have a quality certification by an internationally recognized standard.

A few years ago, in Portugal, there was financial support for social agencies to certify the quality of their services.

ASSOL could not be left out of this movement and choose to do quality certification by the standard EQUASS norms – European Quality in Social Services.

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Excellence
in Social Services

EQUASS - European Quality
in Social Services.

This standard has two levels: Assurance and Excellence, starting in 2010 with Assurance, ASSOL achieved in 2013 the Excellence level.

One of ASSOL's objective was to achieve a quality certification that recognized Person-Centred Planning and the Gentle Teaching as the core methodologies of our work.

**A FOCAL POINT IN THE QUALITY CERTIFICATION PROCESS
IS THE ASSESSMENT OF STAKEHOLDER SATISFACTION**

One of the difficulties, we struggled with, for some years, was to be able to make questionnaires that followed the culture of interdependence and companionship, which is not assured by traditional questionnaires.



**A FOCAL POINT IN THE QUALITY CERTIFICATION PROCESS
IS THE ASSESSMENT OF STAKEHOLDER SATISFACTION**

A traditional questionnaire



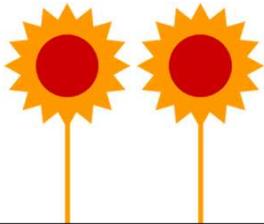
**WORKERS'
SATISFACTION
ASSESSMENT
QUESTIONNAIRE**

- 1 - Body Integrity;
- 2 - Feeling Safe;
- 3 - Feeling Valued;
- 4 - Having a Structured Life;
- 5 - A Sense of Belonging;
- 6 - Social Participation;
- 7 - Meaningful Daily Activities;
- 8 - Indoor Contentment.

HOW DO YOU EVALUATE THE FOLLOWING STATEMENTS?

1. Never; 2 - Sometimes; 3 - Almost always; 4 - Always	1	2	3	4
1 A I am satisfied with my salary and career expectation.				
1 B ASSOL fulfilled the commitments that assumed with me.				
1 C When I was needed, I was able to adapt the working conditions.				
2 A My colleagues make me feel supported.				
2 B My managers make me feel safe.				
2 C The information to which I have access is adequate to carry out the tasks and responsibilities assigned to me.				
3 A What I did was important to other people.				
3 B I had the opportunity to show what I can do.				
3 C I am satisfied with the training and professional development opportunities that have been provided to me.				
4 A The managers ensured the necessary conditions for my work.				
4 B I have been respected in my opinions and convictions.				
5 A The values of the ASSOL have meaning to me.				
5 B Belonging to ASSOL is a source of pride.				
6 A My work is an important contribution to the community, and to ASSOL.				
6 B My work allows me to participate in community activities.				
7 A I liked the activities attributed to me.				
7 B I was able to plan and control the time of my work.				
8 A I feel accomplished.				
8 B I feel that working at ASSOL brings balance to my life.				

We started by finding a solution to develop questionnaires for people served using the 8 conditions for a quality life outlined by John McGee and further developed by Anthony McCrovitz.



THE EIGHT CONDITIONS FOR A LIFE WITH QUALITY

- **Body integrity** - Be healthy, well dressed, being well fed and cared for.
- **Feeling safe** - Enjoy to be with others, not being afraid of those with whom you live and living relaxed in interaction with others.
- **Feeling valued** - See yourself as good, be recognized as a good person, feel pride and be able to express your talents.
- **Have a structured life** - Feel that you have a life plan, have daily routines and have your own rituals and beliefs.
- **Sense of belonging** - Have a circle of close friends, appreciate and be appreciated by others and feel companionship
- **Social participation** - Be able to interact with the community, to be among others and partake in community life
- **Meaningful daily activities** - Like your daily activities and do activities that fit your life plan
- **Inner Contentment** - Feel inner harmony and feel free of traumatic experiences



Starting by people served

We constructed the questionnaire choosing 2 indicators for each one of the 8 conditions that could have some variations according to age and abilities of the person served.

The questionnaire had only 2 indicators for each of the 8 conditions, so it was shorter than usual, fitting in an A4 sheet.

As a favoring point, we realized that this questionnaire allowed us to have a view of the impact that the support had on people's life.

Then

We realize that we can also do questionnaires for workers and the families following the same structure.

The questionnaires: workers, people served and families

	WORKERS	PEOPLE SERVED (activity day center)	FAMILIES (activity day center)
1 A	Salary and career expectations	1A The quality of meals at ASSOL	1A The transport used by my relative is adequate.
1 B	ASSOL has fulfilled all the commitments	1B Health care and other	1B The facilities where the support takes place are in good condition.
1 C	When I was in need, I was able to adapt the conditions of work	1C The quality and safety of transport	1C It is easy to get to ASSOL's facilities
2 A	The colleagues make me feel supported	2 A The relationship with colleagues	2 A The support given by ASSOL's staff is adequate
2 B	Those responsible give me security	2 B Relationships with responsible	2 B My family member has a good relationship with the workers
			2C I trust that ASSOL will be able to support my relative in what he needs in the future.
3 A	What I did was important to others	3 A What I did was important to others	3 A What my family member learned helped make life better at home.
3 B	I had the opportunity to show what I can	3 B I had the opportunity to show what I can	3 B My family member can choose the activities he or she does
4 A	The leaders ensured the necessary conditions for my work	4 A All complied with the activities of the Support Plan	4 A A ASSOL complied with the combined activities and supports.
4 B	I have been respected in my opinions and beliefs	4 B I have been respected in my rights, in my values and in my opinions	4 B In the contacts with ASSOL's workers, the family feels treated with courtesy and respected in their rights, values and beliefs.
		4 C Managers kept secret about my personal life and my personal data	4C I trust that those responsible keep a secret about our lives and personal data.

1. Body Integrity

2. Feelling Safe

3. Feel Valued

4. Have a Structered life

The questionnaires: workers, people served and families *(cont.)*

WORKERS	PEOPLE SERVED (activity day center)	FAMILIES (activity day center)
5 A ASSOL values mean to me	5 A Others like me	5 A My family member has gained more friends.
5 B Belonging to ASSOL is a source of pride	5 B I have gained more friends	5 B The information we receive from ASSOL (oral, telephone, letters, newspaper, website) is clear, simple and adequate.
6 A My work is an important contribution to the community as a whole and to ASSOL	6 A I participated in community activities with the support of ASSOL	6 A .A ASSOL's support helps my family member to better understand and participate in the community.
6 B My work allows me to participate in community activities	6 B I participated in community activities autonomously or with the support of others	6 B ASSOL support helps my family member to be better seen in the community.
7 A I enjoyed the activities assigned to me	7A I enjoyed the activities	7A A ASSOL enables the family to participate in the choice of activities performed by my family member
7b I can plan and control the time of my work	7 B I can choose activities	7 B ASSOL has been able to create new activities and services as needed.
		7C When I needed support, ASSOL responded in a timely manner
8 A I feel fulfilled	8 A I feel stronger	8 A A ASSOL brought stability to the life of our family
8 B I feel that working at ASSOL brings balance to my life	8 B I feel content	8 B The family is happy with ASSOL's support.

5. Sense of Belonging 6. Social Participation 7. Meaning Daily Activities 8. Inner Contentment

WORKERS RESULTS

Quality of life conditions	2014	2015	2016	Average	Average (%)
1 - Body integrity	3,26	3,40	3,65	3,44	86,0
2 - Feel safe	3,68	3,73	3,77	3,73	93,25
3 - Feel valued	3,55	3,59	3,61	3,58	89,5
4 - Have a structured life	3,58	3,69	3,69	3,65	91,25
5 - A sense of belonging	3,85	3,89	3,88	3,87	96,75
6 - Social participation	3,65	3,59	3,58	3,61	90,25
7 - Significant daily activities	3,54	3,58	3,50	3,54	88,5
8 - Inner contentment	3,44	3,66	3,59	3,56	89,0

Rate is:
1 - minimum
4 - maximum

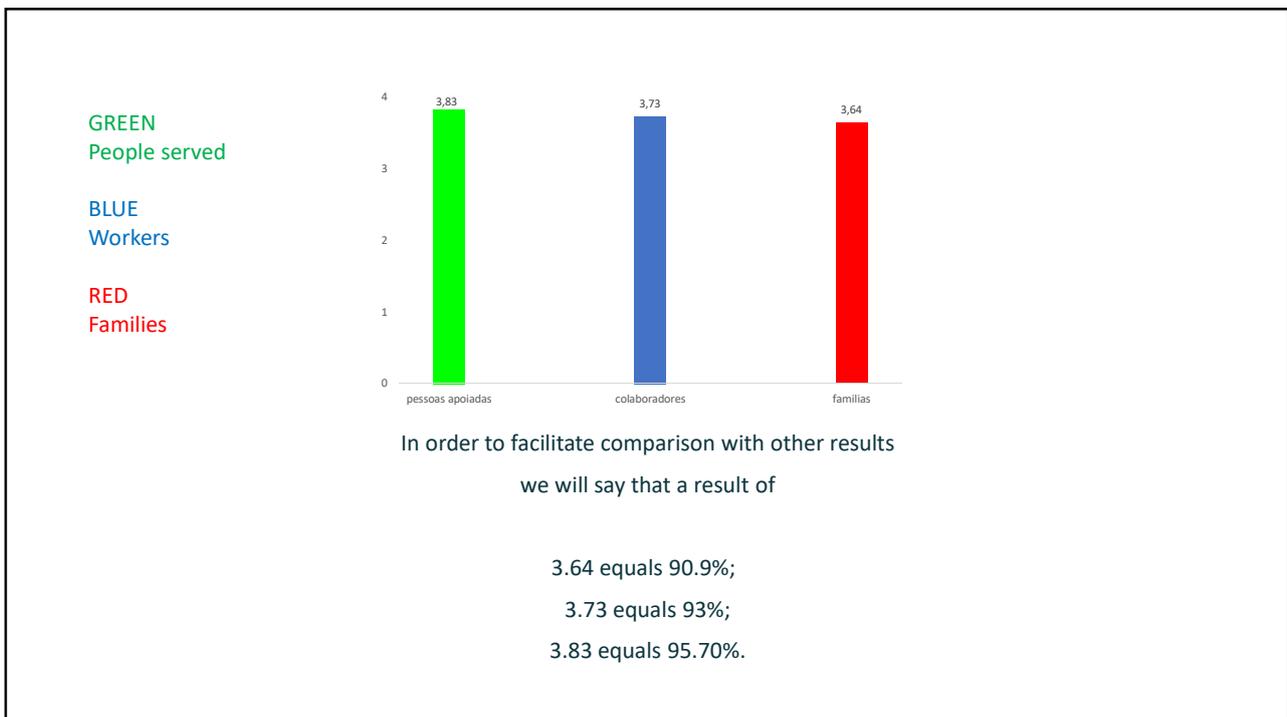
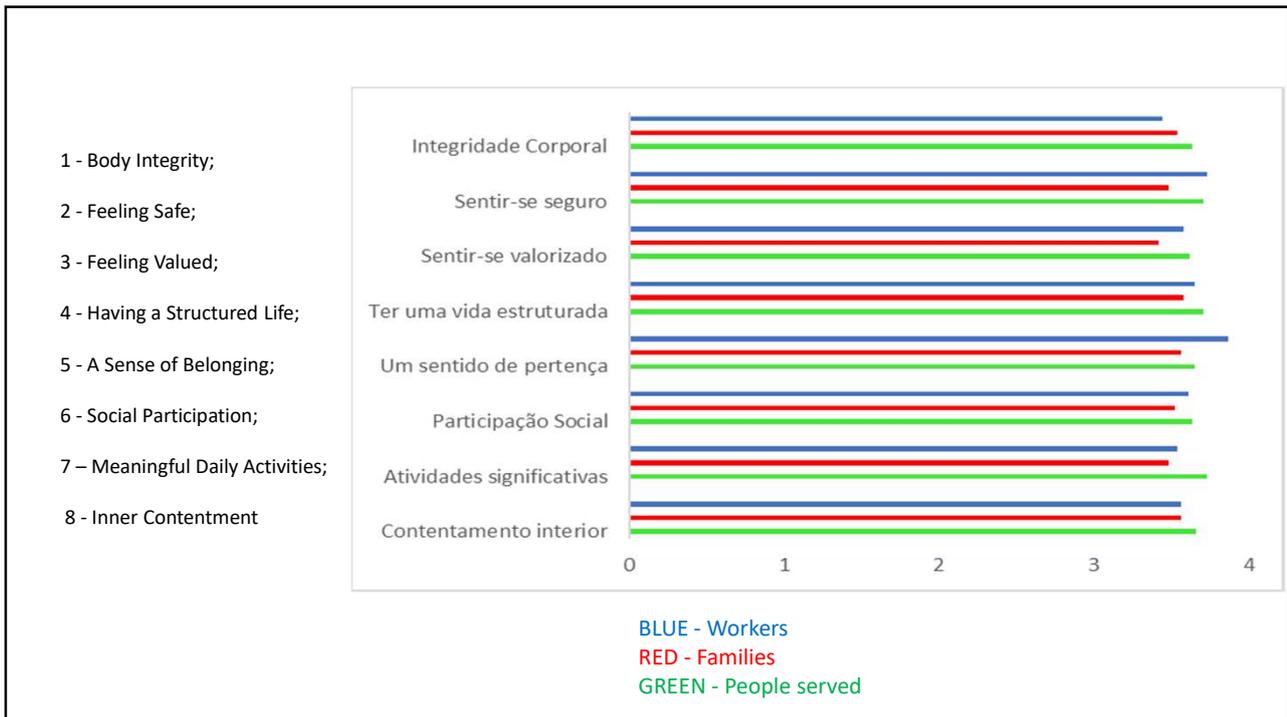
PEOPLE SERVED RESULTS

Rate is:
1 - minimum
4 - maximum

Quality of life condition	2014	2015	2016	Average	Average (%)
1 - Body integrity	3,68	3,52	3,73	3,64	91,0
2- Feel safe	3,66	3,72	3,75	3,71	92,75
3- Feel valued	3,50	3,62	3,73	3,62	90,50
4- Have a structured life	3,56	3,74	3,83	3,71	92,75
5- A sense of belonging	3,63	3,60	3,72	3,65	91,25
6 – Social participation	3,55	3,66	3,71	3,64	91,0
7 – Significant daily activities	3,69	3,74	3,76	3,73	93,25
8 – Inner contentment	3,64	3,65	3,70	3,66	91,5

FAMILIES RESULTS

Quality of life condition	2014	2015	2016	Average	Average in %
1 Body integrity	3,55	3,60	3,49	3,54	88,5
2 Feeling safe	3,38	3,51	3,55	3,48	87,0
3 Feeling valued	3,24	3,56	3,46	3,42	85,5
4 Have a structured life	3,60	3,55	3,61	3,58	89,5
5 A sense of belonging	3,49	3,61	3,60	3,56	89,0
6 Social participation	3,45	3,64	3,48	3,52	88,0
7 Significant daily activities	3,43	3,50	3,51	3,48	87,0
8 Inner Contentment	3,43	3,70	3,57	3,56	89,0



CONCLUSIONS

- 1 - This experience shows that the culture of interdependence and companionship can interact with the mechanisms of management and control;
- 2 - The possibility to compare the satisfaction of staff, people served and their families allows to see how deep is the culture imbedded in our organization;
- 3 - Using the same values in all questionnaires, helped everyone to be aware of the values of companionship and interdependence;

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CONCLUSIONS

- 4 - The integration of this culture of interdependence and companionship into the management mechanisms helps to extend them to the offices of the local managers and the meetings of the top management;
- 5 - This helps to prevent situations in which the workers feel uncomfortable by management decisions that they consider limitations to develop the culture of interdependence and companionship in the daily work with people served.

THE MAIN CONCLUSION

This experience shows that the 8 conditions
are meaningful for people served, their families and the workers:
indeed FOR ALL OF US!!



THANKS FOR YOUR ATTENTION



www.assol.pt