

Client Survey

CLIENT SURVEY

Instructions:

We would like your feedback on the services and supports that have been offered to you. Your feedback will help us to know what we are doing well and what we can do better.

Please answer all of the questions on this survey. You do not need to give your name, so no one will know which answers are yours.

The survey will take about 5 to 10 minutes to complete.

<p>1. Which of the following services has your family received support with?</p> <p>Please check all that apply</p> <ul style="list-style-type: none"><input type="checkbox"/> housing<input type="checkbox"/> medical care<input type="checkbox"/> mental health<input type="checkbox"/> fun things to do in the community (for example, swimming)<input type="checkbox"/> parenting/childcare supports<input type="checkbox"/> employment support<input type="checkbox"/> financial support<input type="checkbox"/> legal support<input type="checkbox"/> respite supports for me as a caregiver/our family as a whole<input type="checkbox"/> counselling supports for me as a caregiver/our family as a whole<input type="checkbox"/> parenting skills training that includes discussion/consideration of how parents make sense of their children's behaviours<input type="checkbox"/> job-related/employment counselling that meets my needs<input type="checkbox"/> necessary supports, such as housing services<input type="checkbox"/> clear, step-by-step planning for my family member's future needs, such as financial planning, money management support, guardianship and trusteeship programs<input type="checkbox"/> other, please specify: <p>Please specify:</p>
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How much do you agree with these statements?					
When you see the word here in this survey, we mean the organization or place who gave you this survey.					
2. People who work here help me get the support I need (for example, services that help me find a safe place to live).	Strongly Disagree <input type="checkbox"/>	Disagree <input type="checkbox"/>	Agree <input type="checkbox"/>	Strongly Agree <input type="checkbox"/>	Don't know/Not Applicable <input type="checkbox"/>
3. People who work here help me deal with changes in my life. For example, they have helped me get started in a new job or change homes.	Strongly Disagree <input type="checkbox"/>	Disagree <input type="checkbox"/>	Agree <input type="checkbox"/>	Strongly Agree <input type="checkbox"/>	Don't know/Not Applicable <input type="checkbox"/>
4. People who work here accept me.	Strongly Disagree <input type="checkbox"/>	Disagree <input type="checkbox"/>	Agree <input type="checkbox"/>	Strongly Agree <input type="checkbox"/>	Don't know/Not Applicable <input type="checkbox"/>
5. I am happy with the way people who work here treat me.	Strongly Disagree <input type="checkbox"/>	Disagree <input type="checkbox"/>	Agree <input type="checkbox"/>	Strongly Agree <input type="checkbox"/>	Don't know/Not Applicable <input type="checkbox"/>
6. People who work here help me find things I am good at.	Strongly Disagree <input type="checkbox"/>	Disagree <input type="checkbox"/>	Agree <input type="checkbox"/>	Strongly Agree <input type="checkbox"/>	Don't know/Not Applicable <input type="checkbox"/>

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7. People who work here are good at helping me meet my needs.	Strongly Disagree <input type="checkbox"/>	Disagree <input type="checkbox"/>	Agree <input type="checkbox"/>	Strongly Agree <input type="checkbox"/>	Don't know/Not Applicable <input type="checkbox"/>
8. I feel I can ask people who work here to help me when I am unable to do something on my own.	Strongly Disagree <input type="checkbox"/>	Disagree <input type="checkbox"/>	Agree <input type="checkbox"/>	Strongly Agree <input type="checkbox"/>	Don't know/Not Applicable <input type="checkbox"/>
9. I know someone who can help me make good decisions about my safety.	Strongly Disagree <input type="checkbox"/>	Disagree <input type="checkbox"/>	Agree <input type="checkbox"/>	Strongly Agree <input type="checkbox"/>	Don't know/Not Applicable <input type="checkbox"/>
10. I know where to go to for counselling if I need it.	Strongly Disagree <input type="checkbox"/>	Disagree <input type="checkbox"/>	Agree <input type="checkbox"/>	Strongly Agree <input type="checkbox"/>	Don't know/Not Applicable <input type="checkbox"/>
11. People who work here helped me learn about fun things I can do in the community (for example, swimming).	Strongly Disagree <input type="checkbox"/>	Disagree <input type="checkbox"/>	Agree <input type="checkbox"/>	Strongly Agree <input type="checkbox"/>	Don't know/Not Applicable <input type="checkbox"/>

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12. I know where to go with questions about sexual health.	Strongly Disagree <input type="checkbox"/>	Disagree <input type="checkbox"/>	Agree <input type="checkbox"/>	Strongly Agree <input type="checkbox"/>	Don't know/Not Applicable <input type="checkbox"/>
13. I know where to go with questions about relationships.	Strongly Disagree <input type="checkbox"/>	Disagree <input type="checkbox"/>	Agree <input type="checkbox"/>	Strongly Agree <input type="checkbox"/>	Don't know/Not Applicable <input type="checkbox"/>
14. People who work here helped me find a place to work or volunteer.	Strongly Disagree <input type="checkbox"/>	Disagree <input type="checkbox"/>	Agree <input type="checkbox"/>	Strongly Agree <input type="checkbox"/>	Don't know/Not Applicable <input type="checkbox"/>
15. People who work here helped me plan for my future (for example, money planning, budgeting, guardianship and trusteeship programs).	Strongly Disagree <input type="checkbox"/>	Disagree <input type="checkbox"/>	Agree <input type="checkbox"/>	Strongly Agree <input type="checkbox"/>	Don't know/Not Applicable <input type="checkbox"/>
16. I know where to go for help with money problems and questions about money.	Strongly Disagree <input type="checkbox"/>	Disagree <input type="checkbox"/>	Agree <input type="checkbox"/>	Strongly Agree <input type="checkbox"/>	Don't know/Not Applicable <input type="checkbox"/>

You are almost done! There are only 6 questions left.

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17. I have a doctor who I can see when I need to.	Strongly Disagree <input type="checkbox"/>	Disagree <input type="checkbox"/>	Agree <input type="checkbox"/>	Strongly Agree <input type="checkbox"/>	Don't know/Not Applicable <input type="checkbox"/>
18. I know where to go for help if I get in trouble with the police.	Strongly Disagree <input type="checkbox"/>	Disagree <input type="checkbox"/>	Agree <input type="checkbox"/>	Strongly Agree <input type="checkbox"/>	Don't know/Not Applicable <input type="checkbox"/>
19. I trust people who work here.	Strongly Disagree <input type="checkbox"/>	Disagree <input type="checkbox"/>	Agree <input type="checkbox"/>	Strongly Agree <input type="checkbox"/>	Don't know/Not Applicable <input type="checkbox"/>
20. People who work here make me feel safe and welcome.	Strongly Disagree <input type="checkbox"/>	Disagree <input type="checkbox"/>	Agree <input type="checkbox"/>	Strongly Agree <input type="checkbox"/>	Don't know/Not Applicable <input type="checkbox"/>
21. People from different agencies help my family work toward the same goals.	Strongly Disagree <input type="checkbox"/>	Disagree <input type="checkbox"/>	Agree <input type="checkbox"/>	Strongly Agree <input type="checkbox"/>	Don't know/Not Applicable <input type="checkbox"/>

22. Do you have any suggestions for improving this survey?