

KELOWNA AND DISTRICT SOCIETY FOR COMMUNITY LIVING

SATISFACTION SURVEY- FAMILY/ CAREGIVER

Date: May 13, 2009

(To be completed by the AQAM prior to sending.) Which area does the survey pertain to:

Activity Service		KDI Wood Shop		ICO	
Social Recreation Evening/Weekend Service		Richter Street		Larry's Cycle	

Please take a few minutes to complete this anonymous survey. Your answers, in combination with others, are very important and help KDSCL provide the best service possible. Please use more sheets if required. Please submit by May 29, 2009.

Please check the appropriate answer. Are you:

_____ **A Family Member** _____ **Paid to support the person**

1. Do you feel that the person receiving service from KDSCL:	No	Yes
Makes his/her own choices at KDSCL?		
Receives prompt, responsive service?		
Chooses hours of service?		
Advance to the level of independence they are seeking?		
Achieves their individual goals?		
Establishes relationships?		

2. Do our services offer:	No	Yes
Respect and dignity?		
Steady hours of service?		
A secure, safe environment?		
Positive experiences?		
Competent, knowledgeable staff?		
Flexibility?		
Meaning and productivity?		

3. Are you:	No	Yes
Happy with the quality of services provided?		
Being kept informed of options and services?		
Receiving regular communications from KDSCL?		
Able to understand the agency purpose?		
Satisfied with the individual's accomplishments?		

Are concerns or issues you bring forward addressed to your satisfaction? Yes or No. If not why?

Have you visited any of our service sites in the last 6 months? Do our services meet your needs and expectations? If not why?

Are there any accessibility barriers at KDSCL? If yes identify.

Is there anything KDSCL should be doing or providing that we are not?

Additional comments:

Mail, drop-off or fax survey:

KDSCL
555 Fuller Avenue
Kelowna, BC, V1Y 7W8

Fax: 250-763-4488

If you have any questions regarding this survey please call 250-763-4839.

If you are not receiving the KDSCL quarterly Newsletter and would like a copy, please call 250-763-4837 or email cdaley@kdscl.bc.ca with your name, address and postal code.

Thank you for your time and assistance.