



**Peel Senior Link**  
*helping seniors live independently*

## Client Satisfaction Survey – 2018

### Purpose

Peel Senior Link wants to know what you think about the service we provide to you.

### Confidentiality

This is a confidential survey about the care and services you receive from Peel Senior Link. It is your choice whether you participate or not in this survey. Your decision to participate or not, and your actual answers, will NOT have any adverse effect on your services.

Please do NOT identify yourself on the survey. If you need help answering the questions, please ask a family member or friend to assist you. If this is not possible, the Supervisor can find a volunteer to assist you. Peel Senior Link staff are not permitted to assist you to complete the survey.

Please place the completed survey in the return envelope, seal the envelope and deliver it to the on-site Supervisor **before March 22, 2018**. For clients that are not living at a site location, please place your completed survey in the envelope provided, seal the envelope and give it to one of our Peel Senior Link staff, who will deliver it to the Supervisor. Please complete your survey before **March 22, 2018**.

### Results

Generalized survey results will be posted on our website and made available to all clients and family contacts following the survey.

**This is an example only – the survey starts on the next page!**

**Example: Summer is my favourite season of the year.**

1 strongly disagree	2 disagree	3 neutral	4 agree	5 strongly agree
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**Example: What is your satisfaction with “Big Band” music?**

1 Completely Dissatisfied	2 Dissatisfied	3 Neither Satisfied nor Dissatisfied	4 Satisfied	5 Very Satisfied
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**Survey Questions:**

***Please check off some information about yourself.***

**This survey was completed by:**

- a client     a family member on behalf of the client
- a volunteer, friend or student on behalf of a client

**I live at the location that I have checked off below:**

- Hillside Place     King Street     Knightsbridge     Manorbridge
- Millbrook Place     Queen Frederica     South Common     Stavebank
- Summerville Pines     Turtle Creek     Wisma Mega Indah

**I live at another address and receive service from the following location:**

- Hillside Place     King Street     Knightsbridge     Manorbridge
- Millbrook Place     Queen Frederica     South Common     Stavebank
- Summerville Pines     Turtle Creek     Wisma Mega Indah

***Please circle the answer that best describes your response to the question.***

<b>1</b>	<b>I have met with the Client Services Supervisor in the past year to discuss my care and service.</b>				
	1 strongly disagree	2 disagree	3 neutral	4 agree	5 strongly agree

<b>2</b>	<b>What is your satisfaction with your decision-making role regarding your care and service?</b>				
❖	1 Completely Dissatisfied	2 Dissatisfied	3 Neither Satisfied nor Dissatisfied	4 Satisfied	5 Very Satisfied

<b>3</b>	<b>If I need help, the Supervisor is available to assist me to access the healthcare system and advocate for my needs.</b>				
	1 strongly disagree	2 disagree	3 neutral	4 agree	5 strongly agree

<b>4</b>	<b>When I request or require change to my service schedule the Supervisor tries to accommodate me</b>				
	1 strongly disagree	2 disagree	3 neutral	4 agree	5 strongly agree

<b>5</b>	<b>I usually receive my services within 15 minutes of scheduled time.</b>				
	1 strongly disagree	2 disagree	3 neutral	4 agree	5 strongly agree

<b>6</b>	<b>What is your satisfaction with the respect and dignity you receive from staff?</b>				
❖	1 Completely Dissatisfied	2 Dissatisfied	3 Neither Satisfied nor Dissatisfied	4 Satisfied	5 Very Satisfied

<b>7</b>	<b>My privacy is respected.</b>				
	1 strongly disagree	2 disagree	3 neutral	4 agree	5 strongly agree

<b>8</b>	<b>The Personal Support Workers wash their hands and/or use Hand Sanitizer before and after providing me with personal care.</b>				
	1 strongly disagree	2 disagree	3 neutral	4 agree	5 strongly agree

<b>9</b>	<b>I am satisfied with the personal care I receive from the Personal Support Workers.</b>				
	1 strongly disagree	2 disagree	3 neutral	4 agree	5 strongly agree

<b>10</b>	<b>I am satisfied with the service I receive from the Home Helper.</b>				
	1 strongly disagree	2 disagree	3 neutral	4 agree	5 strongly agree

<b>11</b>	<b>Staff complete their duties in a skilled and competent way.</b>				
	1 strongly disagree	2 disagree	3 neutral	4 agree	5 strongly agree

<b>12</b>	<b>Staff provide services that improve my safety.</b>				
	1 strongly disagree	2 disagree	3 neutral	4 agree	5 strongly agree

<b>13</b>	<b>I feel I am being listened to by the staff who visit my home.</b>				
	1 strongly disagree	2 disagree	3 neutral	4 agree	5 strongly agree

<b>14</b>	<b>I felt that the staff at Peel Senior Link are sensitive to my needs despite the language and cultural differences.</b>				
	1 strongly disagree	2 disagree	3 neutral	4 agree	5 strongly agree

<b>15</b>	<b>I could not live independently without services provided by Peel Senior Link.</b>				
	1 strongly disagree	2 disagree	3 neutral	4 agree	5 strongly agree

<b>16</b>	<b>Overall, what is your satisfaction with the care and services you receive from Peel Senior Link.</b>				
❖	1 Completely Dissatisfied	2 Dissatisfied	3 Neither Satisfied nor Dissatisfied	4 Satisfied	5 Very Satisfied

<b>17</b>	<b>If a friend or family member were in need of similar help, would you recommend our program to him or her</b>				
	1 strongly disagree	2 disagree	3 neutral	4 agree	5 strongly agree

<b>18</b>	<b>I feel comfortable asking the PSWs and Home Helpers, for assistance or care that is not in my regular service plan/schedule.</b>				
	1 strongly disagree	2 disagree	3 neutral	4 agree	5 strongly agree

**Please answer in your own words.**

<b>How can Peel Senior Link better meet your needs or improve our service?</b>	
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**Please provide any further comments.**

Thank you for completing this survey. It helps us continue to provide the best care and service possible to all of our clients, families and caregivers.