

Name:

Date:

CONSUMER SURVEY – SFILP

Instructions: Think about the services that you have received from Wendat’s Support for Independent Living Program. Please indicate your agreement/disagreement with each of the following statements by checking the box which best represents your opinion.

	<u>Strongly Agree</u>	<u>Agree</u>	<u>Neutral</u>	<u>Disagree</u>	<u>Strongly Disagree</u>	<u>Not Applicable</u>
I like the services that I receive here.						
I feel I have a say about what kind of care I receive.						
I am treated with dignity & respect by staff.						
If I had other choices, I would still get services from this agency.						
I would recommend this agency to a friend or family member.						
The location of services is convenient.						
Services are available at times that are good for me.						
Staff here believe that I can grow, change & recover.						
I am given information about my rights.						
Staff return my calls in a timely fashion.						
I feel comfortable asking questions						
I, not staff, decide my rehabilitation goals.						

Name:

Date:

CONSUMER SURVEY – SFILP

	<u>Strongly Agree</u>	<u>Agree</u>	<u>Neutral</u>	<u>Disagree</u>	<u>Strongly Disagree</u>	<u>Not Applicable</u>
I am encouraged to use or become involved with other services.						
Staff help me to obtain information I need so that I can take charge of managing my illness						
Staff encourage me to take responsibility for how I live my life.						
Staff respect my wishes about who is & who is not to be given information about my treatment.						
As a Direct Result of Services I received:						
I deal more effectively with daily problems.						
I am better able to deal with crisis.						
I do better in social situations.						
I do better in school &/or work.						
My housing situation has improved.						

Name:

Date:

CONSUMER SURVEY – SFILP

1. What has been the most helpful thing about the services you have received through the Support for Independent Living Program?

2. What has been the least helpful?

3. What would improve the services offered by this program?

4. Any other comments/suggestions?

Thank-you for your time