

Client & Family Satisfaction Survey (Easy Read Version)

Thank you for using Fraser Side's services.

Please fill out this **satisfaction survey**.

This **satisfaction survey** will help tell us your thoughts and feelings about your experience using Fraser Side's services.

Your thoughts and feelings help us improve your experience in the future.

The survey has 9 questions. The survey will take you 10 minutes to fill out.

You do not have to fill out the entire survey.

You can ask someone to help you fill out the survey.

We will not share the information you write down in the survey unless you say it's ok.

Please send your satisfaction survey to us when you are done. You can give it to us, mail it to us, or email it to us.

Give to any Fraser Side person.

Mail: Second Floor – 519 Seventh Street, New Westminster, BC V3M 6A7

Email: feedback@fraserside.bc.ca

If you have questions about this satisfaction survey, you can call us at 604-522-3722, Ext. 101 or email us at feedback@fraserside.bc.ca

1. Draw a checkmark beside all the services that apply to this statement:

The Fraserside services I used are:

Community Living

- Horizons Day Programs
- Mobile Work Crew
- Supported Employment
- Residential Services
(Home Share Services,
Mundy Residence, Hyde Creek
or Gilley Residence)

Mental Health

- Calcutt Place
- Delta House/Bridging Program
- Summit House
- Fraserdale
- Bear Creek House
- New Leaf Clubhouse

Social Housing

- Peterson Place
- Emergency Family Shelter
- Bolivar Court Supported
Housing
- Ibsen Apartments

Community Services Desk

- Summer Camp Subsidies
- Parks and Recreation Subsidies

Counselling

- Perspectives Adult Substance
Use Services
- Perspectives Youth & Family
Outreach
- Children Who Witness Abuse

2. Draw a checkmark beside all methods that apply to this statement:

I heard about Fraserside's services from:

- Another agency
- Fraserside's website
- A newspaper article or
advertisement
- A poster
- Community Resource Book
- A friend or family member
- Something else

3. Draw a checkmark beside one option that applies to this statement:

I use Fraserside's services:

Every week

Every month

Every second week

Always

4. Draw a **circle** around the feeling that applies best to this statement:

My overall happiness with Fraserside's services is:



5. Draw a **circle** around  or  for each of these statements:



Information about Fraserside's services was easy for me to find.



I felt accepted by Fraserside.



(Statements continue on the next page.)



I felt safe using Fraserside's services.



I was treated with respect.



My cultural and spiritual beliefs were respected.



I've been asked before to give feedback about Fraserside's services.



I would recommend Fraserside's services to other people.



My life got better because of Fraserside's services.



6. Draw a checkmark beside all the areas that apply to this statement:

My life got better in these areas:

- | | |
|--|--|
| <input type="checkbox"/> My mental health | <input type="checkbox"/> My housing |
| <input type="checkbox"/> My use of drugs and alcohol | <input type="checkbox"/> My employment |
| <input type="checkbox"/> My relationships with my family | <input type="checkbox"/> My behaviours |
| <input type="checkbox"/> My physical health | <input type="checkbox"/> How I get along with other people |

7. Write in this box about the things you enjoyed about Fraserside's services:

8. Write in this box about the things that Fraserside's services can do to be better:

9. Write in this box any more thoughts or feelings you have about Fraserside's services:

10. If you want someone from Fraserside to talk with you about your thoughts and feelings that you wrote down in this satisfaction survey, write down your name, your email address and your phone number here:

Your Name: _____

Your Email Address: _____

Your Phone Number: _____

Thank you. This is the end of the survey.

Please send your satisfaction survey to us when you are done. You can give it to us, mail it to us, or email it to us.

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