

What did you appreciate most about Fraserside's services?

What could Fraserside do to improve its services?

If you have any additional comments or suggestions, please tell us below.

Want us to follow up with you?

If you wish for a Fraserside representative to follow up with any of your responses, please provide your contact details:

Name:

Email:

Phone Number:



Client & Family Satisfaction Survey

Thank you for using Fraserside's services.

Please help us improve by completing this satisfaction survey.

The survey takes 5-10 minutes to complete.

Your responses will be kept private unless explicit permission is received.

Please return this completed survey in one of three ways:

Mail 2nd Floor – 519 Seventh Street
New Westminster, BC V3M 6A7

Fax 604-522-4031

Email feedback@fraserside.bc.ca

Questions about this survey?

Email feedback@fraserside.bc.ca or
call 604-522-3722 Ext. 101.

Thank you!

What Fraserside service(s) did you use?

Check all that apply.

Counselling

- Perspectives Adult
- Perspectives Youth
- Children Who Witness Abuse

Community Living

- Day Programs
- Mobile Work Crew
- Residential Services
- Supported Employment

Volunteer Desk

- Camping Bureau
- Parks and Recreation Subsidies

Mental Health

- Bolivar Court Supported Housing
- Calcutt Place
- Delta House/Bridging Program
- Fraserdale
- Ibsen Apartments
- New Leaf Clubhouse
- Summit House
- Bear Creek House

Social Housing

- Peterson Place
- Emergency Shelter

How did you hear about Fraserside’s services? Check all that apply.

- Referral
- Website
- Newspaper
- Poster/Advertisement
- Community Resource Book
- Friend/Family
- Other *(Please identify):*

How often did you use Fraserside’s service(s)?

- Weekly
- Bi Weekly
- Monthly
- Ongoing

How would you rate your overall satisfaction with Fraserside’s service(s)?

- Very Satisfied
- Satisfied
- Neither Satisfied nor Dissatisfied
- Dissatisfied
- Very Dissatisfied

Yes No

Was information about the service(s) easy to find?

Did you feel welcomed?

Did you feel safe in the program?

Were you treated with respect?

Were your cultural and spiritual beliefs respected?

Were you asked to give feedback previously?

Would you recommend the service(s) to others?

Did your life improve as a result of the service(s)?

If yes, what areas of your life improved?

Check all that apply.

- Mental health
- Substance use
- Family relationships
- Physical health
- Housing
- Employment
- Reduced risky behaviours
- Social interactions