

RESIDENTIAL LIFE SKILLS Parent Satisfaction Survey

Dear Parent,

Please help us evaluate our programs so that we can improve our services to you. Your participation is voluntary, as well as appreciated. **This is only an example of the survey we use!**

Thank you,
Sherry Robitaille, Director of Quality Assurance

RESIDENTIAL LIFE SKILLS:

- I feel my son/daughter continues to increase skills for independent living.
Strongly Agree Agree Disagree Strongly Disagree
- I feel that residential staff understands my son/daughter's disability
Strongly Agree Agree Disagree Strongly Disagree
- I feel my daughter/son is safe at Chapel Haven.
Strongly Agree Agree Disagree Strongly Disagree
- I am greeted with courtesy and respect when I visit Chapel Haven.
Strongly Agree Agree Disagree Strongly Disagree
- There is adequate structure in the residential program in the evening.
Strongly Agree Agree Disagree Strongly Disagree
- There is adequate structure in the residential program on the weekends.
Strongly Agree Agree Disagree Strongly Disagree
- I would recommend Chapel Haven to other families.
Strongly Agree Agree Disagree Strongly Disagree
- My problems/concerns are resolved in a timely manner and followed through on.
Strongly Agree Agree Disagree Strongly Disagree
- I am satisfied with the services provided by the Residential Life Skills program.
Strongly Agree Agree Disagree Strongly Disagree
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EDUCATION:

- The course catalogue offers an adequate number of academic classes during the day.
Strongly Agree Agree Disagree Strongly Disagree
- I feel I am a valuable part of my daughter/son's team.
Strongly Agree Agree Disagree Strongly Disagree
- I am satisfied with the communication provided by my daughter/son's Coordinating Teacher.
Strongly Agree Agree Disagree Strongly Disagree
- I feel the EVE assessment is an accurate assessment of my daughter/son's employment skills.
Strongly Agree Agree Disagree Strongly Disagree Not Applicable
- I feel the education staff understands my daughter/son's disability.
Strongly Agree Agree Disagree Strongly Disagree
- I am satisfied with the services provided by the Education program.
Strongly Agree Agree Disagree Strongly Disagree
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RECREATION:

I am satisfied with the types of recreation activities that are offered.

Strongly Agree Agree Disagree Strongly Disagree

The cost of recreation activities is reasonable.

Strongly Agree Agree Disagree Strongly Disagree

I feel the current recreation billing system is adequate and is easily understood.

Strongly Agree Agree Disagree Strongly Disagree Not Applicable

My son/daughter gets on most of the recreation activities he/she signs up for.

Strongly Agree Agree Disagree Strongly Disagree

I feel I am well informed of upcoming events offered through the recreation program (i.e. Special Olympics, Best Buddies, Sports Programs, Travel Program Trips, etc).

Strongly Agree Agree Disagree Strongly Disagree

My calls, email and/or letters are answered in a timely fashion.

Strongly Agree Agree Disagree Strongly Disagree

I am satisfied with the services provided by the Recreation program.

Strongly Agree Agree Disagree Strongly Disagree

EMPLOYMENT:**Does your son/daughter receive Employment Services? If yes, please answer the following questions:**

The Job Developer at Marrakech took into consideration my son/daughter's strengths, abilities and likes/dislikes when looking for a job.

Strongly Agree Agree Disagree Strongly Disagree Not Applicable

I am satisfied with the Marrakech job development process.

Strongly Agree Agree Disagree Strongly Disagree Not Applicable

The Employment department keeps me up-to-date on my son/daughter's progress.

Strongly Agree Agree Disagree Strongly Disagree Not Applicable

My calls, email and/or letters are answered in a timely fashion.

Strongly Agree Agree Disagree Strongly Disagree Not Applicable

I am satisfied with the services provided by the Employment program.

Strongly Agree Agree Disagree Strongly Disagree Not Applicable

OTHER:

I find the website useful for getting up to date information on recreation and educational offerings.

Strongly Agree Agree Disagree Strongly Disagree

What types of things would you like to see Chapel Haven offer?What do you feel Chapel Haven does well?

Do you have any suggestions for improvements?

Is there anything specific you would like to see Chapel Haven staff trained in?

Additional Comments:

Signed (Optional): _____
Residential Life Skills (parents) 2006-2007