



CLIENT SATISFACTION SURVEY 2020/2021

The survey is also available online at: <https://www.surveymonkey.com/r/D952VN6>

In order to gather information about responses in a variety of areas, we are asking that you complete the following satisfaction survey. All information will remain **CONFIDENTIAL**. If you need assistance with any of the statements, please feel free to ask. Each statement is followed by four options. Please check off the response which most closely represents how you feel. **Thank you for your time.**

		Strongly Agree	Agree	Disagree	Strongly Disagree
1	My opinions and ideas count in the process of my recovery.				
2	CMHA staff consult me in making decisions about my care.				
3	CMHA staff consider my preferences in deciding what my health care needs will be.				
4	CMHA staff take my cultural values into account.				
5	I am satisfied with the service I receive from the CMHA.				
6	CMHA staff always explain things to me in a way I can understand.				
7	CMHA staff explain my care plan and service to me.				
8	I understand my care plan.				
9	CMHA staff keep me informed about my health issues.				
10	I feel respected by my CMHA worker.				
11	CMHA staff talk to me about other services and supports available in the community.				
12	When needed, I am able to reach a CMHA worker in a timely manner.				
13	I have a good understanding of the things I am responsible for in managing my health.				
14	CMHA staff provide me with emotional support and counselling.				
15	I have been made aware that my family or caregiver can be involved in my care if I wish.				

If your family or caregiver is included in your care plan, please answer the following questions. If they are not, leave blank.

		Strongly Agree	Agree	Disagree	Strongly Disagree
16	CMHA staff consult my family or caregiver in making decisions about my care.				
17	CMHA staff consider the preferences of my family or caregiver in deciding what my health care needs will be.				
18	CMHA staff take the cultural values my family or caregiver into account.				
19	CMHA staff keep my family informed about my health issues.				
20	CMHA staff provide my family or caregiver with emotional support and counselling.				

Do you have any comments? Please use the reverse side of this page if needed.
