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|  | | **SATISFACTION SURVEY**  **INDIVIDUAL/ADVOCATE** | **☐** | **Community Participation (9131)** |
|  | **Employment Supports (8871)** |
| **Member #:** | |  | **Supported Group Living (8847)** |
| **YEAR: 2024** |  | **SIL (lives independently; 4-6 hrs./week) (9912)** |
| **Every two years C.L.S.C. takes this opportunity to hear from the individuals we support to ensure our work is in line with our Mission, Vision, Values, and expectations.**    **Please complete the Satisfaction Survey by answering all the questions or just the ones you feel comfortable answering. We welcome your input and any questions you may have about our work.**  **Thank you!** | | | | |
| **SECTION #1** |  | | | |
| **Please Check 🗹 ONLY ONE box (YES or NO or N/A “Not Applicable”) when completing each of the questions**. | | | | |

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|  | **YES** | **NO** | **N/A** |
| 1. **Are you aware of, and are you satisfied with your person-centered plan and/or your Individual Support Plan?** |  |  |  |
| **COMMENTS:** | | | |
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|  | **YES** | **NO** | **N/A** |
| 1. **Do you feel you are being supported in a safe living or community supported environment?** |  |  |  |
| **COMMENTS:** | | | |
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|  | **YES** | **NO** | **N/A** |
| 1. **Have you been given the opportunity to participate in community-based activities and use generic services to the best of your ability?** |  |  |  |
| **COMMENTS:** | | | |
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|  | **YES** | **NO** | **N/A** |
| 1. **Do you feel the Manager and staff, of the service provided to you are available to answer questions and share information as required?** |  |  |  |
| **COMMENTS:** | | | |
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|  | **YES** | **NO** | **N/A** |
| 1. **Are you satisfied with the service being provided to you?** |  |  |  |
| **COMMENTS:** | | | |
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| **SECTION #2** |  | | | |
| **Review attached “Knowing Your Rights and What It Means” prior to answering the statements below.** | | | | |
|  | | **YES** | **NO** | **N/A** |
| **People being supported by C.L.S.C. are being given the:** | |  |  |  |
| 1. **Right to be safe and free from abuse.** | |  |  |  |
| 1. **Right to have relationships.** | |  |  |  |
| 1. **Right to privacy.** | |  |  |  |
| 1. **Right to say “NO”.** | |  |  |  |
| 1. **Right to make choices.** | |  |  |  |
| 1. **Right to be treated with respect and dignity.** | |  |  |  |
| 1. **Right to grow and learn.** | |  |  |  |
| 1. **Right to self-advocacy.** | |  |  |  |
| 1. **Right to risk.** | |  |  |  |
| 1. **Right to Accessible Services.** | |  |  |  |
| 1. **Right to be proud of who I am.** | |  |  |  |
| 1. **Right to Dream.** | |  |  |  |
| 1. **Right to Live in and be a part of my community.** | |  |  |  |
| 1. **Right to freedom of movement.** | |  |  |  |
| 1. **Right to make a complaint** | |  |  |  |
| 1. **Right to have a personal support plan and to be a part of making that plan.** | |  |  |  |
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| **COMMENTS:** | |  |  |  |
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| The Right to Be Treated Nice at All Times. The Right to Be Listened To | |  | The Right to Have A Clean, Safe Place to Live. | |
|  | * My feelings, ideas and opinions are important * I need the time, I need to think and express myself * I decide when I need help to make my own decisions |  | |
| **RESPONSIBILITY - To speaking up for myself and to help others who can’t speak for themselves.** | |
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| The Right to Be Treated the Same as Everyone Else. | |  | The Right to Go to Any Church That You Want to Attend. You Also Have the Right Not to Attend. | |
|  | **Right to Citizenship**   * To be involved in the community, participating and having membership to the groups and activities you choose * To choose community services, like my doctor or dentist, where I bank, do my shopping or get my hair cut * Voting on things I care about * I have and carry my own identification. |  | |
| **RESPONSIBILITY - To take responsibility as a citizen seriously, to contribute to the community, to present myself positively and encourage respect.** | |
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| The Right to See A Dentist When You Have A Toothache, and The Right to See A Doctor When You Are Sick. | |  | The Right to Have People Help You with The Way You Walk, Talk, Act or Feel, If You Need It. | |
|  | |  | \*To Learn in A Manner That Is Suitable to Your Learning Style. |

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| Rights cont’d | | | | | Page 2 of 4 | | |
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| The Right to Have Food That Is Good for You and Meets Your Dietary Needs. | | The Right to Have Time to Be Alone and A Place to Go to Be by Yourself. | | |
|  | |  | | **The Right to My Own Home**   * To have choices about where I live and with whom I live * To have my own key, decide on my furniture and how my place is decorated |
| * To have the freedom to go anywhere and use anything in my house * To privacy | | |
| **RESPONSIBILITY**  To help others understand what I want to do. | | |
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| The Right to Call A Friend or Relative, Write Letters or Talk to Anyone You Want About Anything You Want in A Respectful Manner. | | |  | The Right to Own Personal Things and to Use Them When and How You Want. | | | |
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| The Right to Learn New Things That Will Help You Grow to Be the Best Person You Can Be. | |  | The Right to Have A Job and Earn Money to Purchase the Things You Would Like to Have. | |
|  | **The Right to Know My Rights**   * To have the help I need to understand my rights * To have the help I need to protect my rights |  |  | **The Right to My Money**   * To have control of my money: to make choices about where and how I keep it and how I spend it |
| **RESPONSIBILITY - To act on my rights. The right to ongoing education, teaching life skills etc.** | |  | **RESPONSIBILITIES - to budget so I can pay my bills and buy the things I need before the things I want.** | |
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| Rights cont’d | | | | | | | Page 3 of 4 | | |
| The Right to Use Your Money to Pay for Things You Need and Want with Help if You Need it. | | |  | The Right to Be Treated the Same as Everyone Else Under the Law. | | | |
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| The Right to Not Be Hit, Yelled at, Cursed at or Called Names that Hurt You. | | |  | The Right to Have Either Men or Women as Friends. | | | |
|  | | **The Right to Be Safe**   * Fair treatment by roommates, support staff, families and friends |  |  | | | * The Right to my own relationships. * To have the contact I want with my family, to have friends that I choose, to have someone I can feel close to and can share my life, a boyfriend or girlfriend, husband or wife |
| * Freedom from harm and abuse of any kind. What is abuse/neglect, forms of abuse, the importance of telling * Understand about my medication. * Knowing what to do in an emergency and feeling safe. | | |  |
| **RESPONSIBILITY-Tell someone if you have a complaint or if you feel confused or afraid.** | | |  | **RESPONSIBILITY-To work at relationships, to give and take, to give in return** | | | |
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| The Right to Learn New Things, Make Friends, be Involved in Activities in Your Community. | | |  | The Right to Make Plans or Decisions That Tell People What You Want in Your Life. | | | |
|  | **Right to Choose My Own Day**   * To choose the routine of my day, where I spend it and what I do | |  |  | | |  |
| * To have the support I need to work for real pay, join in leisure activities, to volunteer or continue to learn. | | | * To help you express yourself, and tell people what you want in your life, C.L.S.C. has a Life Plan and an Individual Service Agreement. * These plans have your goals written out for you, and for staff to help you in achieving them. | | | |
| **RESPONSIBILITY-To help others understand what I want to do** | | |
| Rights cont’d | | | | | | Page 4 of 4 | | | |

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| The Right to Ask for Help with Telling Others How You Feel or What You Want. | |  | The Right to Say Yes or No Before People Talk About You or Look at Your File. | | |
|  | * Maybe you need help with making a purchase, keeping a purchase, keeping a budget, cooking, dressing, having a problem with a roommate / friend etc. |  |  | | **The Right to Information**  **About Me**   * To know what’s written about me, the notes that staff write and reports on my file * To give consent about who can talk about me or read information about me |
|  | | | **RESPONSIBILITY- To let others know when and what information I’d like to read** | | |
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| The Right to Complain or Ask for Changes if You don’t Like Something, Without Being Afraid of Getting into Trouble. | |  | The Right to Vote and Learn About Laws and Your Community. | | |
|  | |  | * Remember you have the same rights under the law as anyone else. * It is the responsibility of Community Living to see that those rights are not violated in any manner. | |