

Community Living London

Accommodations Customer Service Survey 2019

Community Living London (CLL) is committed to providing the best possible supports that are readily accessible to you and/or your family member. Your feedback is an important part of our commitment to continuous quality improvement. Please take a few minutes to complete this survey and let us know your thoughts.

1. Please place a check mark beside the Service Area(s) with which you have had contact (check all that apply).

Accommodations:	[] Group Living/ Group Home	[] Community Support
Program		

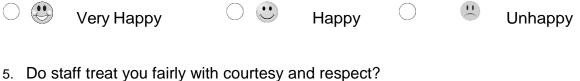
2. Please indicate who is completing this survey.

Very Happy

\bigcirc	Service user/ person supported \bigcirc	Family member	Other (please
spe	ecify)		

3. Overall, are you satisfied with the services you receive from Community Living London.

\bigcirc	Very Happy	\bigcirc	Нарру	\bigcirc		Unhappy
4. Are you	encouraged to	make/particip	ate in making	choices	and decis	sions about
the servic	es and support	you receive fi	rom CLL?			



Happy

Unhappy

Please answer the following questions ONLY if you receive services through a group living/group home or community support program.

6. Do you	ı participate in activiti Very Happy	ies/events in	the commu Happy	nity as m	uch as	you would like to? Unhappy	
7. Are you satisfied with the choices you have in your daily routines and activities you want to do?							
\bigcirc	Very Happy	\bigcirc \bigcirc	Нарру	\bigcirc		Unhappy	
8. Do you health?	receive the necess	ary supports	from staff to	maintair	n your l	best possible	
	Very Happy	\bigcirc	Нарру	\bigcirc		Unhappy	
9. Are yo	9. Are you satisfied with your current living arrangement?						
\bigcirc	Very Happy	\bigcirc \bigcirc	Нарру	\bigcirc		Unhappy	
10. Do yo	ou feel safe and secu	re in your ho	me?				
\bigcirc	Very Happy	\bigcirc \bigcirc	Нарру	\bigcirc		Unhappy	
11. Is your family involved in your life as much as you would like?							
\bigcirc	Very Happy	\bigcirc	Нарру	\bigcirc		Unhappy	
12. Are you satisfied with the supports you receive at your home?							
\bigcirc	Very Happy	\bigcirc \bigcirc	Нарру	\bigcirc		Unhappy	

Please provide any written comments about CLL services you wish to share.

Which services at CLL have been the most helpful for you? What did we do well?

Which services at CLL have not been the most helpful for you? What could we do better?



Community Living London

Community Access Customer Service Survey 2019

1. Please place a check mark beside the Service Area(s) with which you have had contact (check all that apply).

Access:

[] Adelaide Access [] the hub [] Conway

[] Ford Access [] fyi [] Horton Access

Please answer the following questions ONLY if you receive services through a Community Access program.

2. Are you satisfied with your schedule of activities you participate in through your Access program?

\bigcirc

Very Happy

	Нарру
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Unhappy

3. Are you connected to people in the community as much as you would like when you participate in your Access program?

Very Happy 💛 🙂 Happy 💛 🙁 U	Unhappy
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4. Are you satisfied with the choices in activities offered to you through your Access program?



5. Are you satisfied with the resources available to you in your Access program?

	-			-	-	 -
\bigcirc (Very Happy	\bigcirc	Нарру	\bigcirc	 Unhappy

6. Are you satisfied with the supports and services you receive through your Access Program?

Very Happy Happy Unhappy