

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.

Service user/ person supported Family member Other (please specify)_____

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

 Very Happy  Happy  Unhappy

4. Are you encouraged to make/participate in making choices and decisions about the services and support you receive from CLL?

 Very Happy  Happy  Unhappy

5. Do staff treat you fairly with courtesy and respect?

 Very Happy  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 participate in activities/events in the community as much as you would like to?

😄 Very Happy 😊 Happy ☹️ Unhappy

7. Are you satisfied with the choices you have in your daily routines and activities you want to do?

😄 Very Happy 😊 Happy ☹️ Unhappy

8. Do you receive the necessary supports from staff to maintain your best possible health?

😄 Very Happy 😊 Happy ☹️ Unhappy

9. Are you satisfied with your current living arrangement?

😄 Very Happy 😊 Happy ☹️ Unhappy

10. Do you feel safe and secure in your home?

😄 Very Happy 😊 Happy ☹️ Unhappy

11. Is your family involved in your life as much as you would like?

😄 Very Happy 😊 Happy ☹️ Unhappy

12. Are you satisfied with the supports you receive at your home?

😄 Very Happy 😊 Happy ☹️ 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?

Name: _____ **Email Address:** _____ **Phone:** _____

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 Ford Access
 the hub fyi
 Conway 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?

 Very Happy  Happy  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  Unhappy

4. Are you satisfied with the choices in activities offered to you through your Access program?

 Very Happy  Happy  Unhappy

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

 Very Happy  Happy  Unhappy

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

 Very Happy  Happy  Unhappy