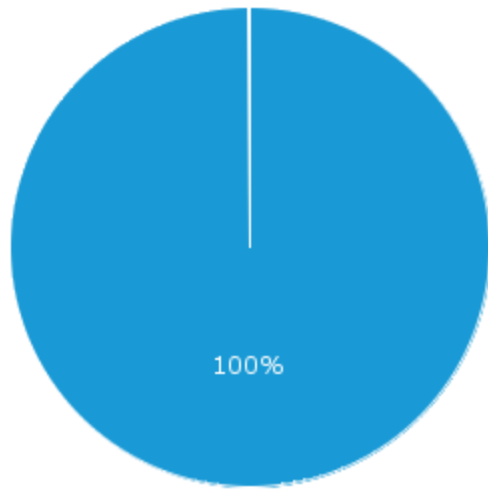


# **Satisfaction Survey - Respite (Parents/Caregivers) 2017**

# Question 5: I am.....

Dropdown



- Legend
- A Family Member
  - A Care Giver
  - A Person Supported
  - Other (Please Specify)



# Question 5: I am.....

## Dropdown

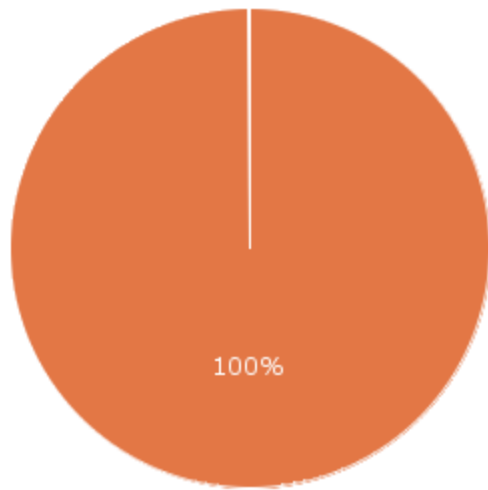
Answer	Percentage	Number
A Family Member	100%	1
A Care Giver	0%	0
A Person Supported	0%	0
Other (Please Specify)	0%	0
<b>Total</b>	<b>100%</b>	<b>1</b>

Comments:

*“Brother of client as well as caregiver.”*

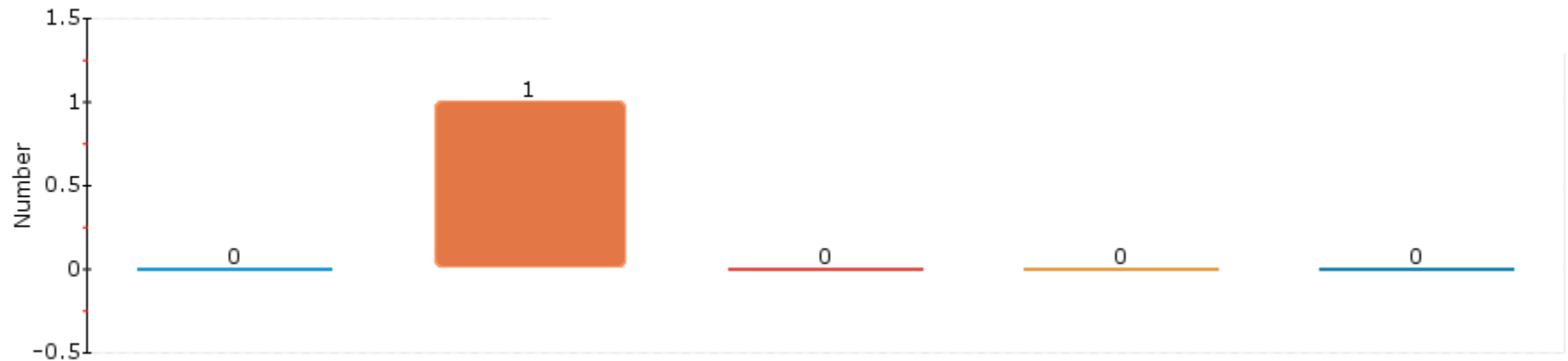
# Question 6: Do you feel that Respite Services provided by SACL are responsive to your needs?

Multiple Choice



Legend

- STRONGLY AGREE - Consistently exceeds expectations
- AGREE - Often exceeds expectations
- NEITHER AGREE NOR DISAGREE - Performs at a satisfactory level
- DISAGREE - Occasionally fails to meet expectations
- STRONGLY DISAGREE - Consistently fails to meet expectations



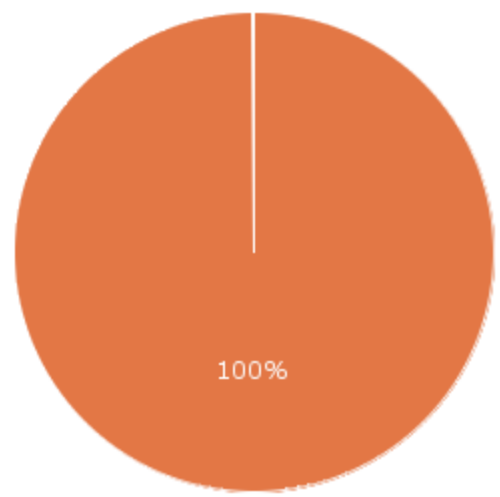
# Question 6: Do you feel that Respite Services provided by SACL are responsive to your needs?

Multiple Choice

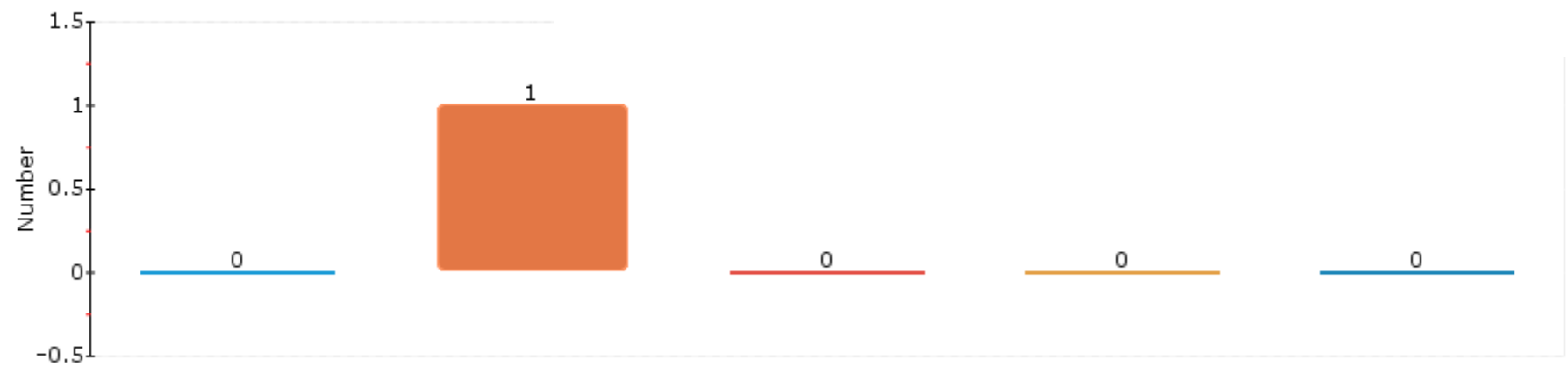
Answer	Percentage	Number
STRONGLY AGREE - Consistently exceeds expectations	0%	0
AGREE - Often exceeds expectations	100%	1
NEITHER AGREE NOR DISAGREE - Performs at a satisfactory level	0%	0
DISAGREE - Occasionally fails to meet expectations	0%	0
STRONGLY DISAGREE - Consistently fails to meet expectations	0%	0
<b>Total</b>	<b>100%</b>	<b>1</b>

# Question 7: Do you feel that Respite services provided by SACL are safe for Persons Supported?

Multiple Choice



- Legend
- STRONGLY AGREE - Consistently exceeds expectations
  - AGREE - Often exceeds expectations
  - NEITHER AGREE NOR DISAGREE - Performs at a satisfactory level
  - DISAGREE - Occasionally fails to meet expectations
  - STRONGLY DISAGREE - Consistently fails to meet expectations



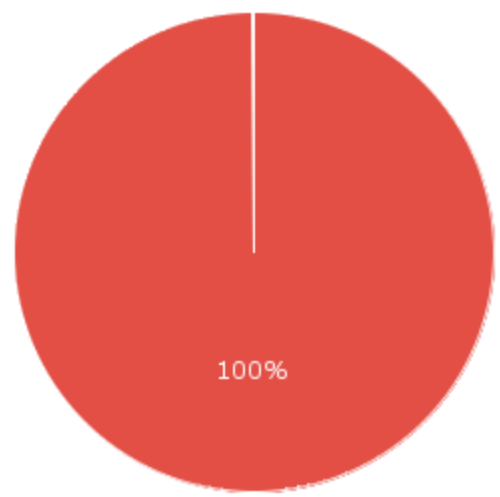
# Question 7: Do you feel that Respite services provided by SACL are safe for Persons Supported?

Multiple Choice

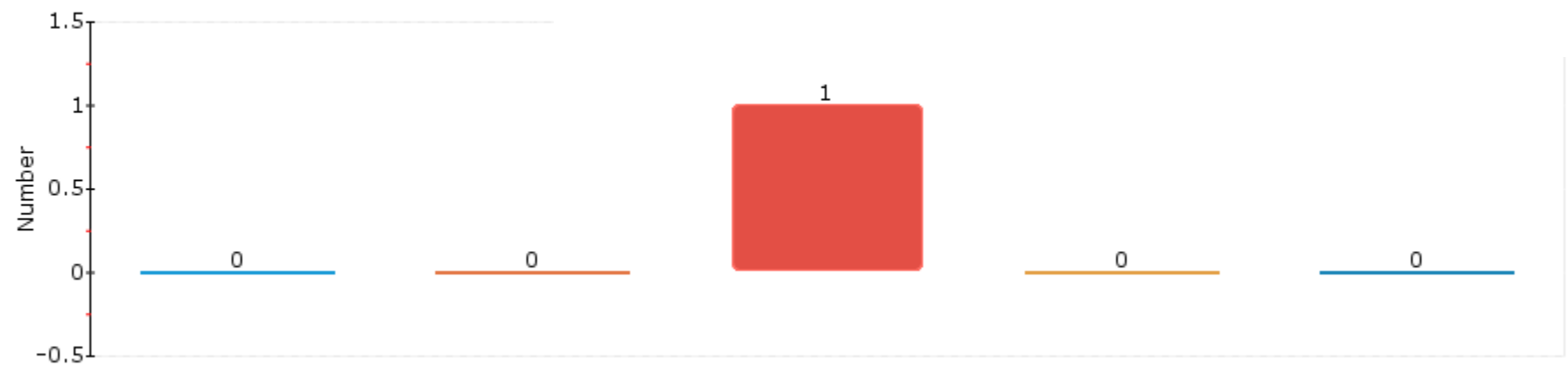
Answer	Percentage	Number
STRONGLY AGREE - Consistently exceeds expectations	0%	0
AGREE - Often exceeds expectations	100%	1
NEITHER AGREE NOR DISAGREE - Performs at a satisfactory level	0%	0
DISAGREE - Occasionally fails to meet expectations	0%	0
STRONGLY DISAGREE - Consistently fails to meet expectations	0%	0
<b>Total</b>	<b>100%</b>	<b>1</b>

# Question 8: Do the Respite services provided by SACL meet the medical needs of the Person Supported?

Multiple Choice



- Legend
- STRONGLY AGREE - Consistently exceeds expectations
  - AGREE - Often exceeds expectations
  - NEITHER AGREE NOR DISAGREE - Performs at a satisfactory level
  - DISAGREE - Occasionally fails to meet expectations
  - STRONGLY DISAGREE - Consistently fails to meet expectations





# Question 8: Do the Respite services provided by SACL meet the medical needs of the Person Supported?

Multiple Choice

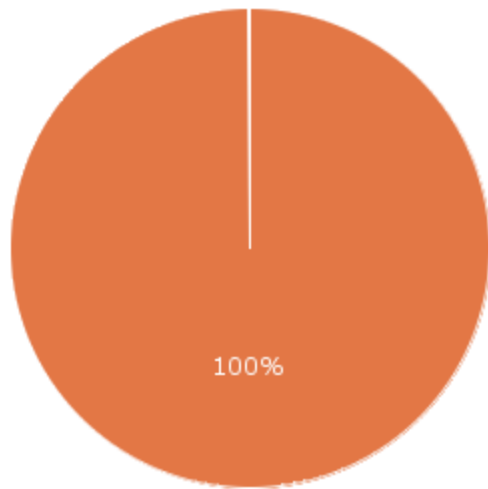
Answer	Percentage	Number
STRONGLY AGREE - Consistently exceeds expectations	0%	0
AGREE - Often exceeds expectations	0%	0
NEITHER AGREE NOR DISAGREE - Performs at a satisfactory level	100%	1
DISAGREE - Occasionally fails to meet expectations	0%	0
STRONGLY DISAGREE - Consistently fails to meet expectations	0%	0
<b>Total</b>	<b>100%</b>	<b>1</b>

Comments:

*"No medical needs are needed."*

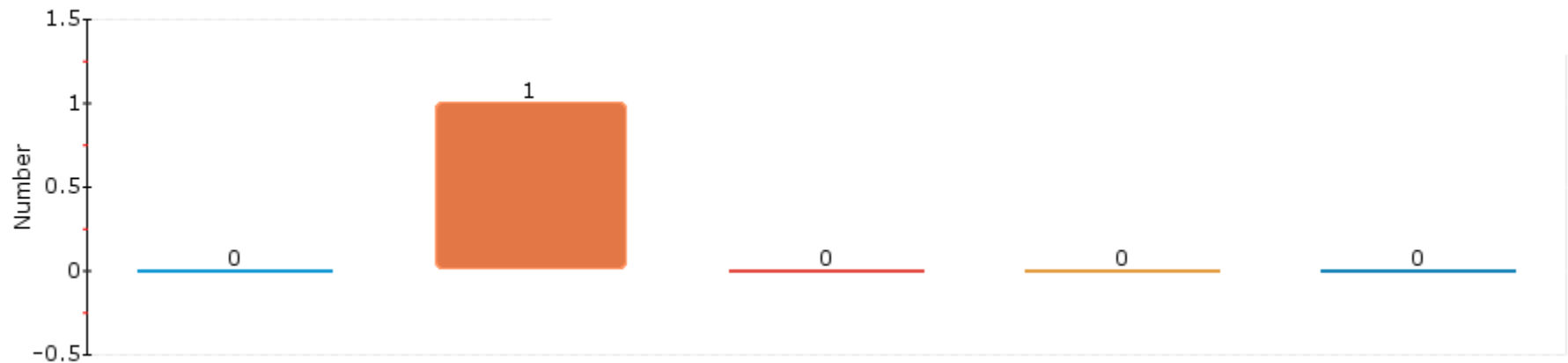
# Question 9: Do you feel that SACL Respite services accommodate your preferences, needs, and expectations?

Multiple Choice



## Legend

- STRONGLY AGREE - Consistently exceeds expectations
- AGREE - Often exceeds expectations
- NEITHER AGREE NOR DISAGREE - Performs at a satisfactory level
- DISAGREE - Occasionally fails to meet expectations
- STRONGLY DISAGREE - Consistently fails to meet expectations



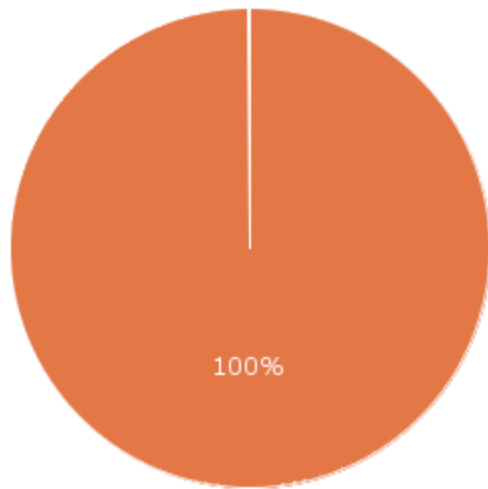
# Question 9: Do you feel that SACL Respite services accommodate your preferences, needs, and expectations?

Multiple Choice

Answer	Percentage	Number
STRONGLY AGREE - Consistently exceeds expectations	0%	0
AGREE - Often exceeds expectations	100%	1
NEITHER AGREE NOR DISAGREE - Performs at a satisfactory level	0%	0
DISAGREE - Occasionally fails to meet expectations	0%	0
STRONGLY DISAGREE - Consistently fails to meet expectations	0%	0
<b>Total</b>	<b>100%</b>	<b>1</b>

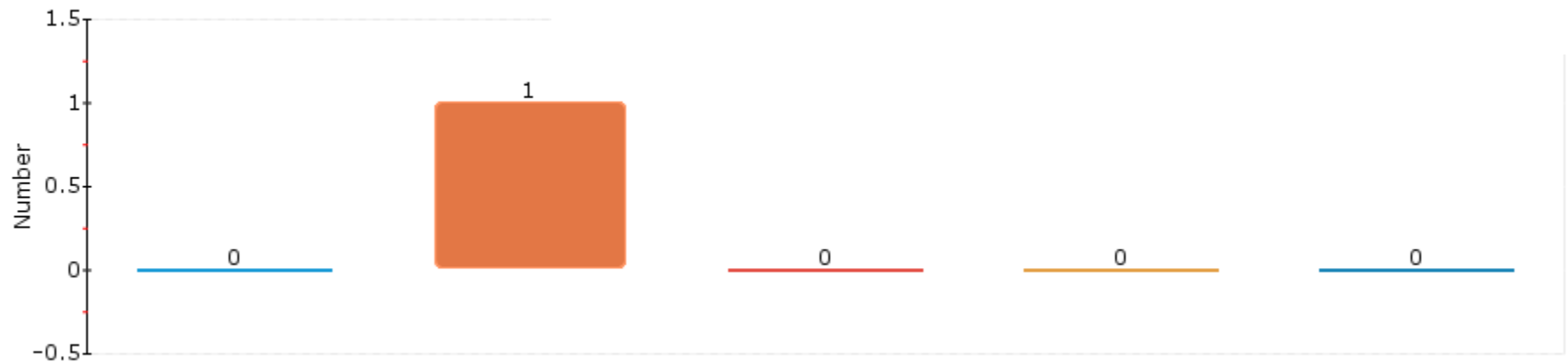
# Question 10: Do you feel that SACL Respite services meets the needs of both the Person Supported and the Family/Caregiver?

Multiple Choice



Legend

- STRONGLY AGREE - Consistently exceeds expectations
- AGREE - Often exceeds expectations
- NEITHER AGREE NOR DISAGREE - Performs at a satisfactory level
- DISAGREE - Occasionally fails to meet expectations
- STRONGLY DISAGREE - Consistently fails to meet expectations



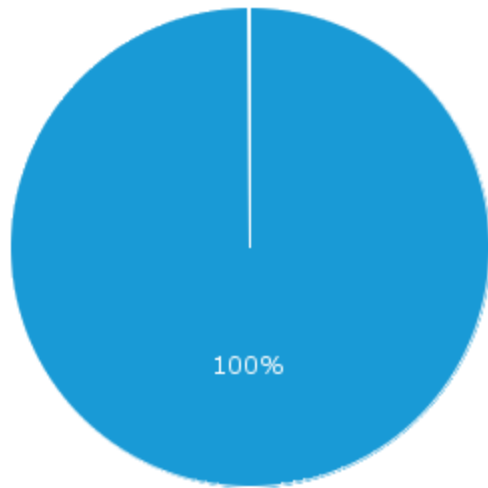
# Question 10: Do you feel that SACL Respite services meets the needs of both the Person Supported and the Family/Caregiver?

Multiple Choice

Answer	Percentage	Number
STRONGLY AGREE - Consistently exceeds expectations	0%	0
AGREE - Often exceeds expectations	100%	1
NEITHER AGREE NOR DISAGREE - Performs at a satisfactory level	0%	0
DISAGREE - Occasionally fails to meet expectations	0%	0
STRONGLY DISAGREE - Consistently fails to meet expectations	0%	0
<b>Total</b>	<b>100%</b>	<b>1</b>

# Question 11: Do you find that SACL is flexible around the schedule of the Person Supported?

Multiple Choice



## Legend

- STRONGLY AGREE - Consistently exceeds expectations
- AGREE - Often exceeds expectations
- NEITHER AGREE NOR DISAGREE - Performs at a satisfactory level
- DISAGREE - Occasionally fails to meet expectations
- STRONGLY DISAGREE - Consistently fails to meet expectations



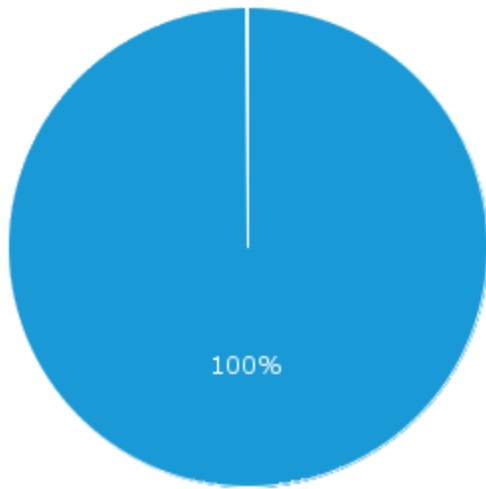
# Question 11: Do you find that SACL is flexible around the schedule of the Person Supported?

Multiple Choice

Answer	Percentage	Number
STRONGLY AGREE - Consistently exceeds expectations	100%	1
AGREE - Often exceeds expectations	0%	0
NEITHER AGREE NOR DISAGREE - Performs at a satisfactory level	0%	0
DISAGREE - Occasionally fails to meet expectations	0%	0
STRONGLY DISAGREE - Consistently fails to meet expectations	0%	0
<b>Total</b>	<b>100%</b>	<b>1</b>

# Question 12: Do you find that SACL is flexible around the schedule of the Family/Caregiver?

Multiple Choice



Legend

- STRONGLY AGREE - Consistently exceeds expectations
- AGREE - Often exceeds expectations
- NEITHER AGREE NOR DISAGREE - Performs at a satisfactory level
- DISAGREE - Occasionally fails to meet expectations
- STRONGLY DISAGREE - Consistently fails to meet expectations





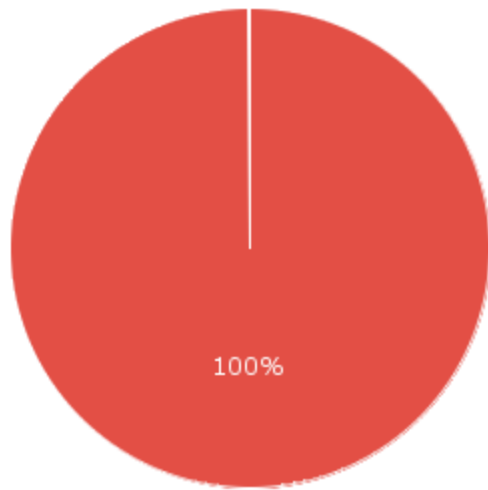
# Question 12: Do you find that SACL is flexible around the schedule of the Family/Caregiver?

Multiple Choice

Answer	Percentage	Number
STRONGLY AGREE - Consistently exceeds expectations	100%	1
AGREE - Often exceeds expectations	0%	0
NEITHER AGREE NOR DISAGREE - Performs at a satisfactory level	0%	0
DISAGREE - Occasionally fails to meet expectations	0%	0
STRONGLY DISAGREE - Consistently fails to meet expectations	0%	0
<b>Total</b>	<b>100%</b>	<b>1</b>

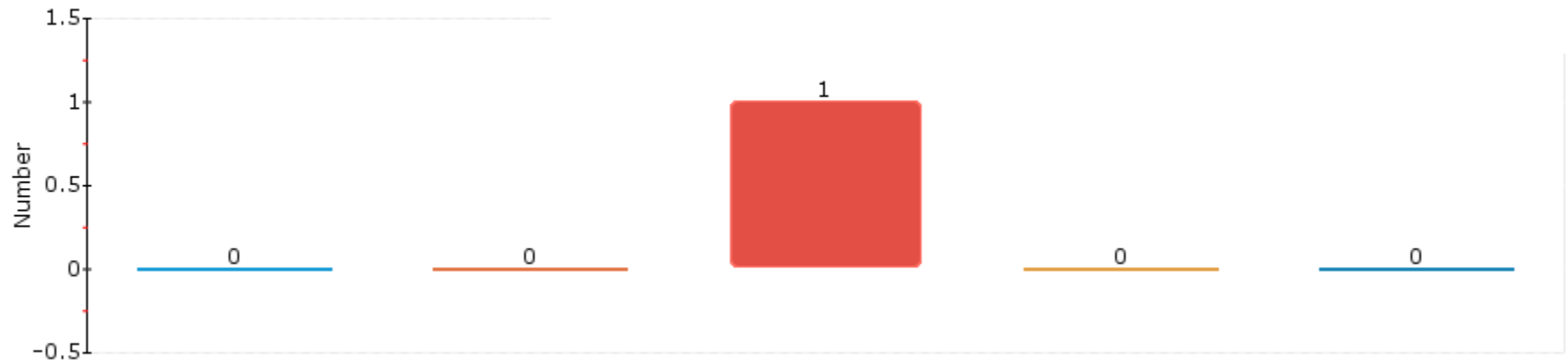
# Question 13: Do you find that SACL is flexible around the specific needs and wants of the Person Supported?

Multiple Choice



Legend

- STRONGLY AGREE - Consistently exceeds expectations
- AGREE - Often exceeds expectations
- NEITHER AGREE NOR DISAGREE - Performs at a satisfactory level
- DISAGREE - Occasionally fails to meet expectations
- STRONGLY DISAGREE - Consistently fails to meet expectations



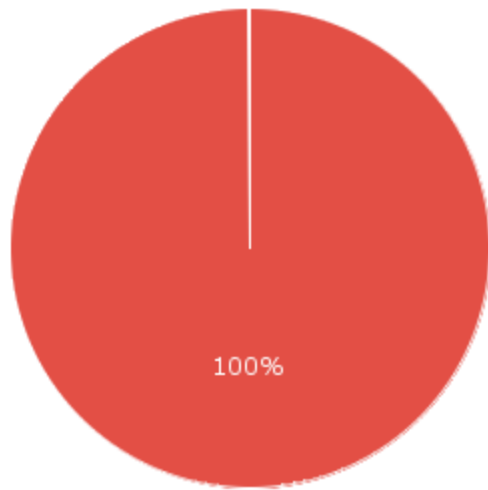
# Question 13: Do you find that SACL is flexible around the specific needs and wants of the Person Supported?

Multiple Choice

Answer	Percentage	Number
STRONGLY AGREE - Consistently exceeds expectations	0%	0
AGREE - Often exceeds expectations	0%	0
NEITHER AGREE NOR DISAGREE - Performs at a satisfactory level	100%	1
DISAGREE - Occasionally fails to meet expectations	0%	0
STRONGLY DISAGREE - Consistently fails to meet expectations	0%	0
<b>Total</b>	<b>100%</b>	<b>1</b>

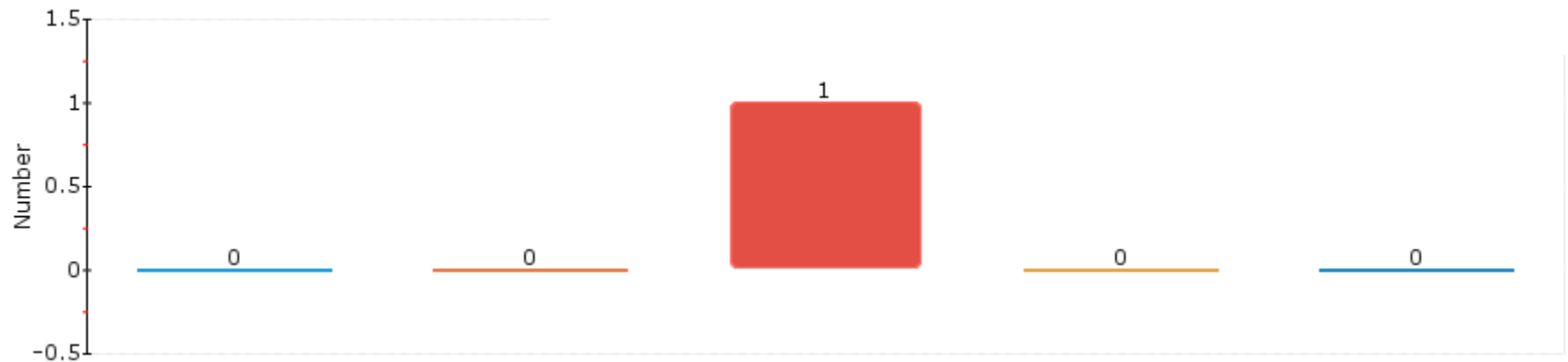
# Question 14: Do you find that SACL is flexible around the specific needs and wants of the Family/Caregiver?

Multiple Choice



## Legend

- STRONGLY AGREE - Consistently exceeds expectations
- AGREE - Often exceeds expectations
- NEITHER AGREE NOR DISAGREE - Performs at a satisfactory level
- DISAGREE - Occasionally fails to meet expectations
- STRONGLY DISAGREE - Consistently fails to meet expectations



# Question 14: Do you find that SACL is flexible around the specific needs and wants of the Family/Caregiver?

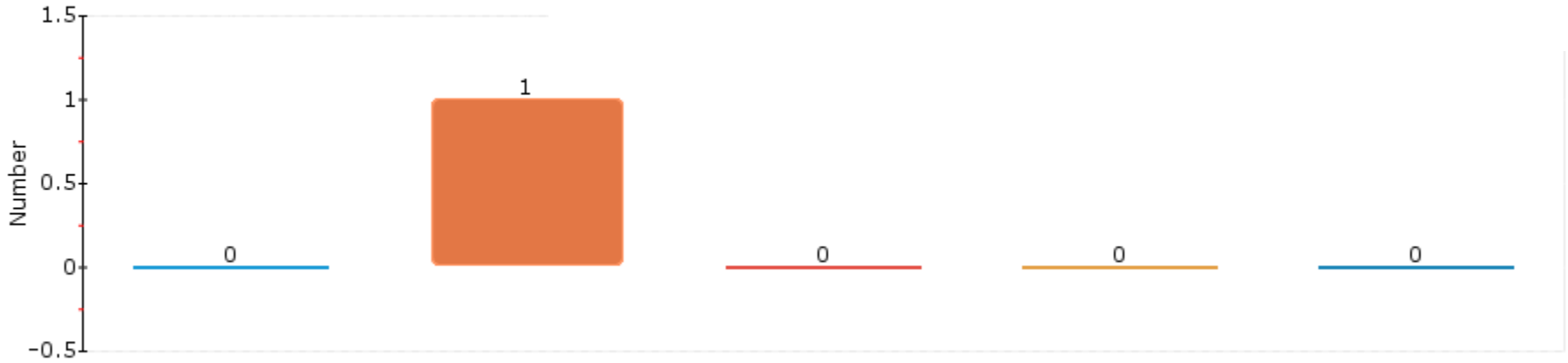
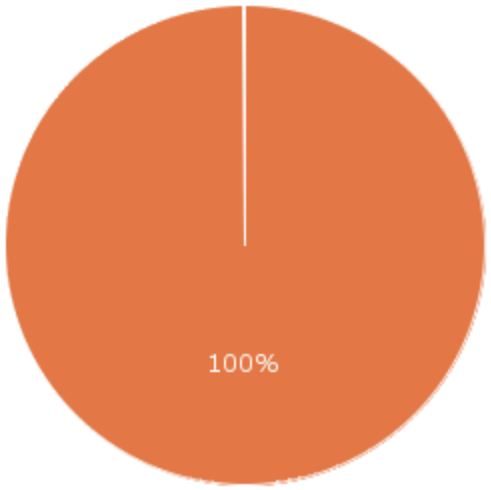
Multiple Choice

Answer	Percentage	Number
STRONGLY AGREE - Consistently exceeds expectations	0%	0
AGREE - Often exceeds expectations	0%	0
NEITHER AGREE NOR DISAGREE - Performs at a satisfactory level	100%	1
DISAGREE - Occasionally fails to meet expectations	0%	0
STRONGLY DISAGREE - Consistently fails to meet expectations	0%	0
<b>Total</b>	<b>100%</b>	<b>1</b>

# Question 15: Do you find that SACL is flexible around the location for Respite delivery to suit the needs of the Person Supported?

Multiple Choice

- Legend
- STRONGLY AGREE - Consistently exceeds expectations
  - AGREE - Often exceeds expectations
  - NEITHER AGREE NOR DISAGREE - Performs at a satisfactory level
  - DISAGREE - Occasionally fails to meet expectations
  - STRONGLY DISAGREE - Consistently fails to meet expectations



# Question 15: Do you find that SACL is flexible around the location for Respite delivery to suit the needs of the Person Supported?

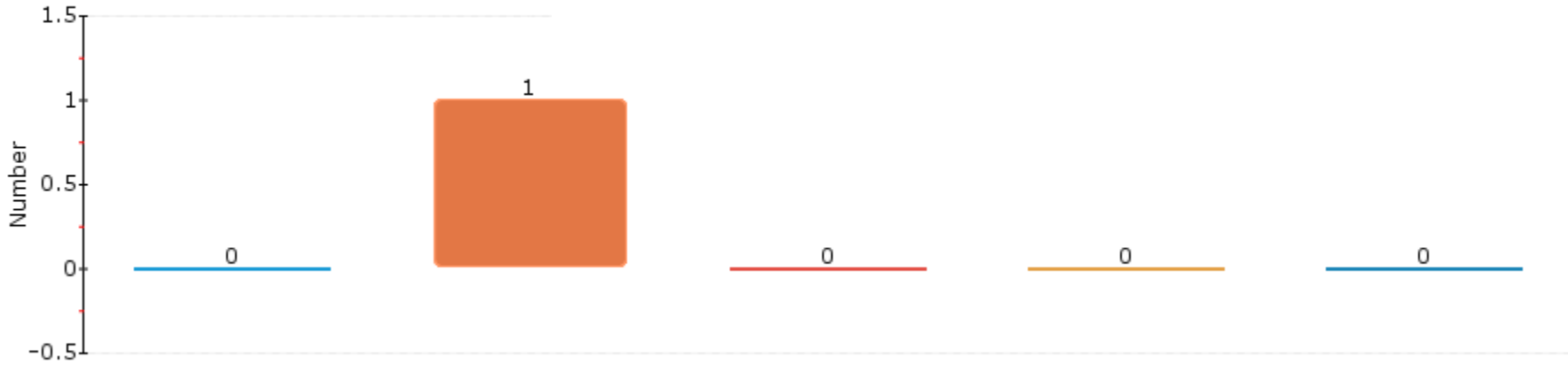
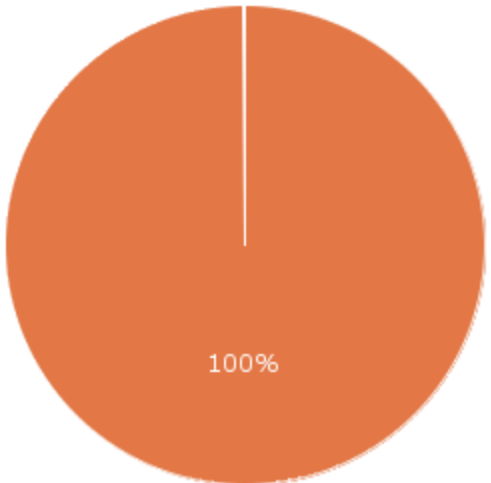
Multiple Choice

Answer	Percentage	Number
STRONGLY AGREE - Consistently exceeds expectations	0%	0
AGREE - Often exceeds expectations	100%	1
NEITHER AGREE NOR DISAGREE - Performs at a satisfactory level	0%	0
DISAGREE - Occasionally fails to meet expectations	0%	0
STRONGLY DISAGREE - Consistently fails to meet expectations	0%	0
<b>Total</b>	<b>100%</b>	<b>1</b>

# Question 16: Do you find that SACL is flexible around the location for Respite delivery to suit the needs of the Family/Caregiver?

Multiple Choice

- Legend
- STRONGLY AGREE - Consistently exceeds expectations
  - AGREE - Often exceeds expectations
  - NEITHER AGREE NOR DISAGREE - Performs at a satisfactory level
  - DISAGREE - Occasionally fails to meet expectations
  - STRONGLY DISAGREE - Consistently fails to meet expectations





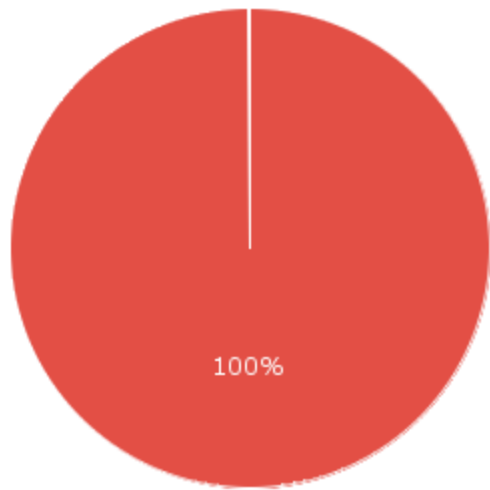
# Question 16: Do you find that SACL is flexible around the location for Respite delivery to suit the needs of the Family/Caregiver?

Multiple Choice

Answer	Percentage	Number
STRONGLY AGREE - Consistently exceeds expectations	0%	0
AGREE - Often exceeds expectations	100%	1
NEITHER AGREE NOR DISAGREE - Performs at a satisfactory level	0%	0
DISAGREE - Occasionally fails to meet expectations	0%	0
STRONGLY DISAGREE - Consistently fails to meet expectations	0%	0
<b>Total</b>	<b>100%</b>	<b>1</b>

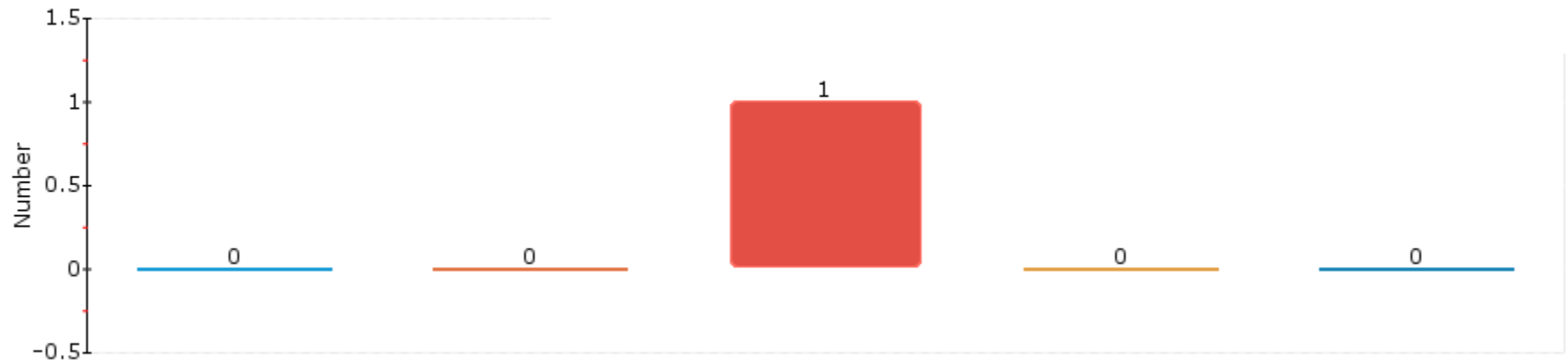
# Question 17: Do you find that SACL has replacement Respite providers available should illness or emergency prevent a regular respite worker from attending a scheduled service?

Multiple Choice



Legend

- STRONGLY AGREE - Consistently exceeds expectations
- AGREE - Often exceeds expectations
- NEITHER AGREE NOR DISAGREE - Performs at a satisfactory level
- DISAGREE - Occasionally fails to meet expectations
- STRONGLY DISAGREE - Consistently fails to meet expectations



# Question 17: Do you find that SACL has replacement Respite providers available should illness or emergency prevent a regular respite worker from attending a scheduled service?

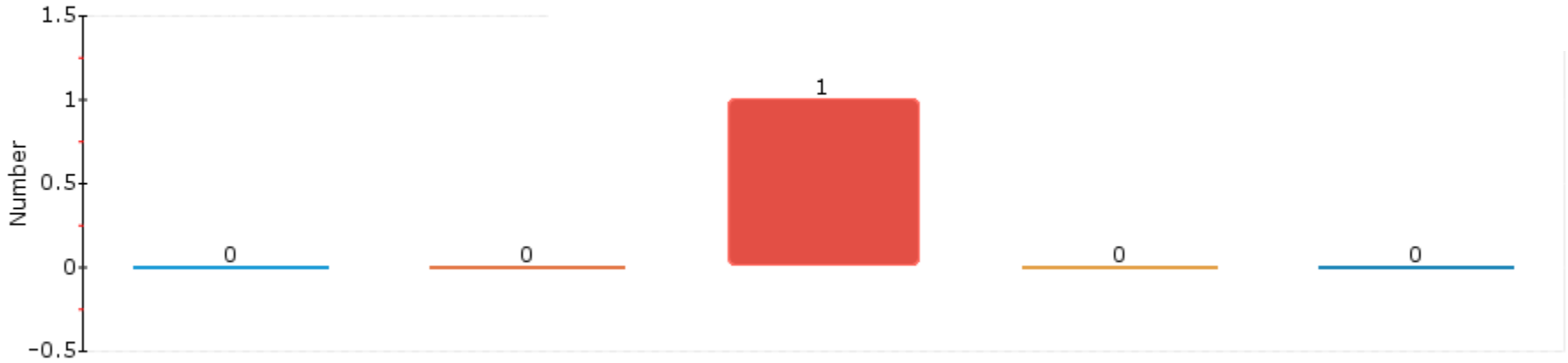
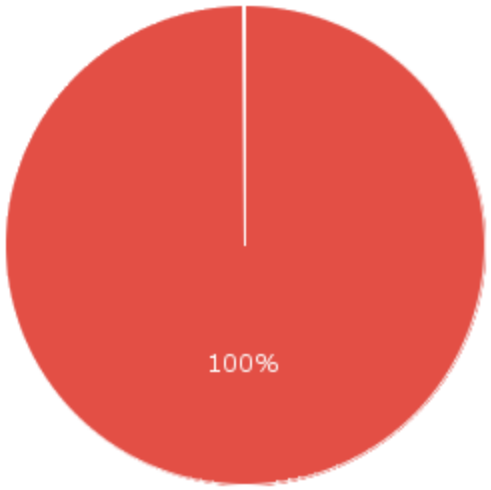
Multiple Choice

Answer	Percentage	Number
STRONGLY AGREE - Consistently exceeds expectations	0%	0
AGREE - Often exceeds expectations	0%	0
NEITHER AGREE NOR DISAGREE - Performs at a satisfactory level	100%	1
DISAGREE - Occasionally fails to meet expectations	0%	0
STRONGLY DISAGREE - Consistently fails to meet expectations	0%	0
<b>Total</b>	<b>100%</b>	<b>1</b>

# Question 18: When you access SACL Respite services, are there clear instructions and procedures in place for necessary medications?

Multiple Choice

- Legend
- STRONGLY AGREE - Consistently exceeds expectations
  - AGREE - Often exceeds expectations
  - NEITHER AGREE NOR DISAGREE - Performs at a satisfactory level
  - DISAGREE - Occasionally fails to meet expectations
  - STRONGLY DISAGREE - Consistently fails to meet expectations



# Question 18: When you access SACL Respite services, are there clear instructions and procedures in place for necessary medications?

Multiple Choice

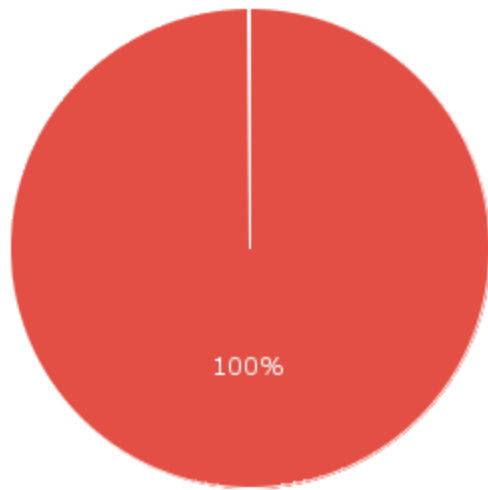
Answer	Percentage	Number
STRONGLY AGREE - Consistently exceeds expectations	0%	0
AGREE - Often exceeds expectations	0%	0
NEITHER AGREE NOR DISAGREE - Performs at a satisfactory level	100%	1
DISAGREE - Occasionally fails to meet expectations	0%	0
STRONGLY DISAGREE - Consistently fails to meet expectations	0%	0
<b>Total</b>	<b>100%</b>	<b>1</b>

Comments:

*“Not applicable.”*

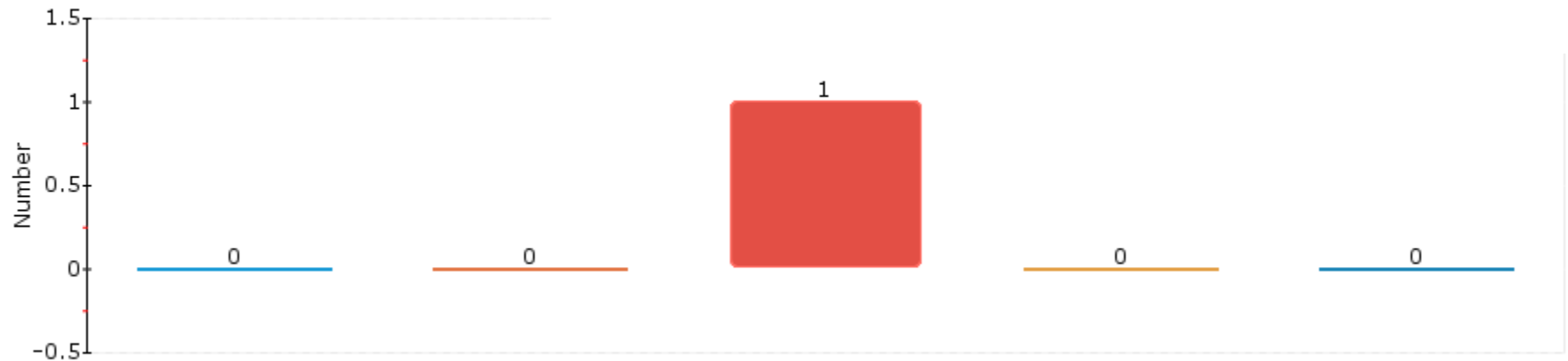
# Question 19: When you access SACL Respite services, are there clear instructions and procedures in place for required medical technology (e.g. respirators, blood pressure machines etc.)?

Multiple Choice



Legend

- STRONGLY AGREE - Consistently exceeds expectations
- AGREE - Often exceeds expectations
- NEITHER AGREE NOR DISAGREE - Performs at a satisfactory level
- DISAGREE - Occasionally fails to meet expectations
- STRONGLY DISAGREE - Consistently fails to meet expectations



# Question 19: When you access SACL Respite services, are there clear instructions and procedures in place for required medical technology (e.g. respirators, blood pressure machines etc.)?

Multiple Choice

Answer	Percentage	Number
STRONGLY AGREE - Consistently exceeds expectations	0%	0
AGREE - Often exceeds expectations	0%	0
NEITHER AGREE NOR DISAGREE - Performs at a satisfactory level	100%	1
DISAGREE - Occasionally fails to meet expectations	0%	0
STRONGLY DISAGREE - Consistently fails to meet expectations	0%	0
<b>Total</b>	<b>100%</b>	<b>1</b>

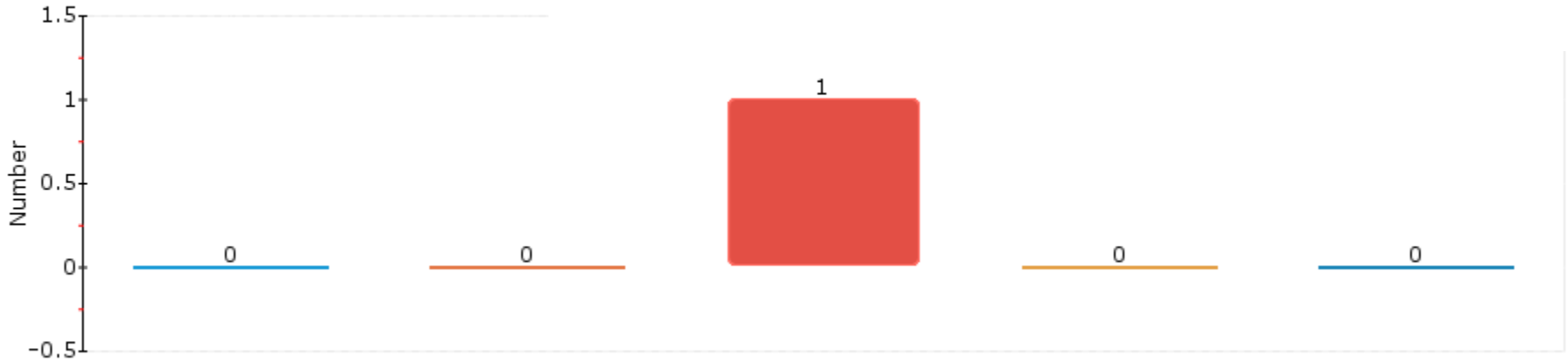
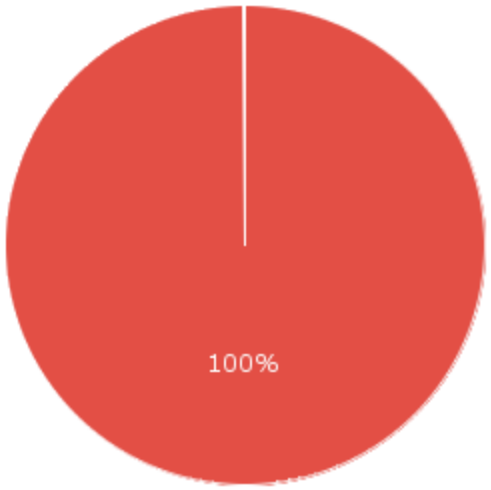
Comments:

*"Not applicable."*

# Question 20: When you access SACL Respite services, are there clear instructions and procedures in place if medical attention is required?

Multiple Choice

- Legend
- STRONGLY AGREE - Consistently exceeds expectations
  - AGREE - Often exceeds expectations
  - NEITHER AGREE NOR DISAGREE - Performs at a satisfactory level
  - DISAGREE - Occasionally fails to meet expectations
  - STRONGLY DISAGREE - Consistently fails to meet expectations





# Question 20: When you access SACL Respite services, are there clear instructions and procedures in place if medical attention is required?

Multiple Choice

Answer	Percentage	Number
STRONGLY AGREE - Consistently exceeds expectations	0%	0
AGREE - Often exceeds expectations	0%	0
NEITHER AGREE NOR DISAGREE - Performs at a satisfactory level	100%	1
DISAGREE - Occasionally fails to meet expectations	0%	0
STRONGLY DISAGREE - Consistently fails to meet expectations	0%	0
<b>Total</b>	<b>100%</b>	<b>1</b>

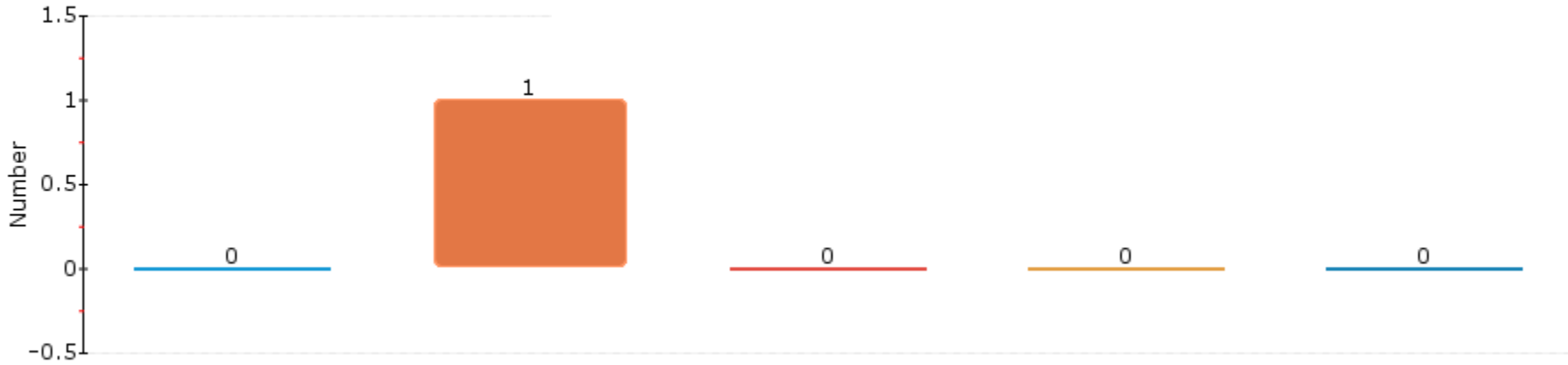
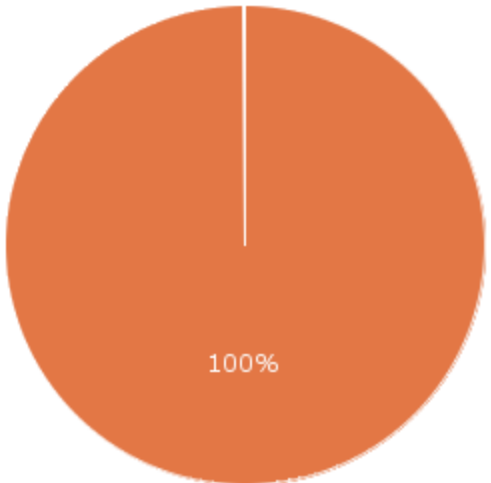
Comments:

*“Not applicable.”*

# Question 21: When you access SACL Respite services, are there clear instructions and procedures in place to address special needs?

Multiple Choice

- Legend
- STRONGLY AGREE - Consistently exceeds expectations
  - AGREE - Often exceeds expectations
  - NEITHER AGREE NOR DISAGREE - Performs at a satisfactory level
  - DISAGREE - Occasionally fails to meet expectations
  - STRONGLY DISAGREE - Consistently fails to meet expectations



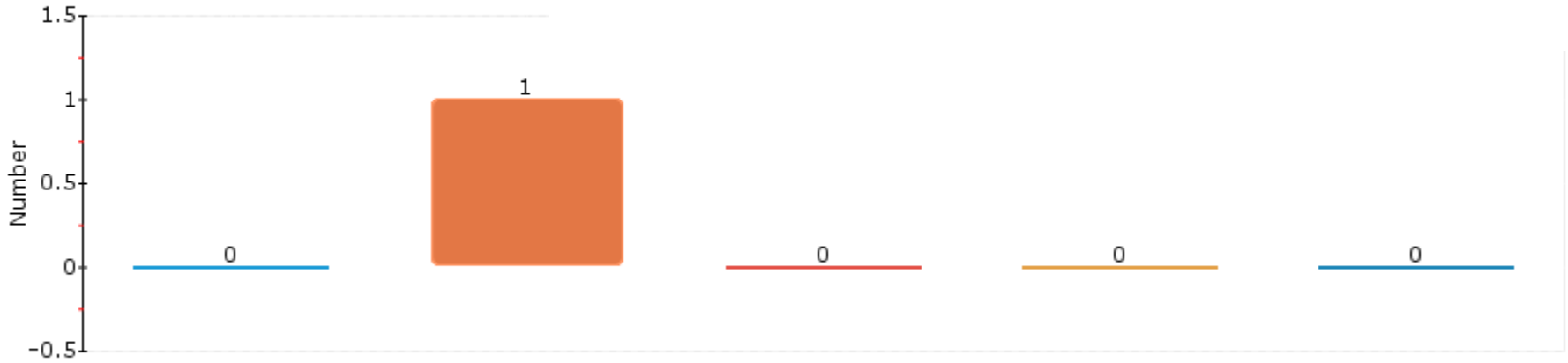
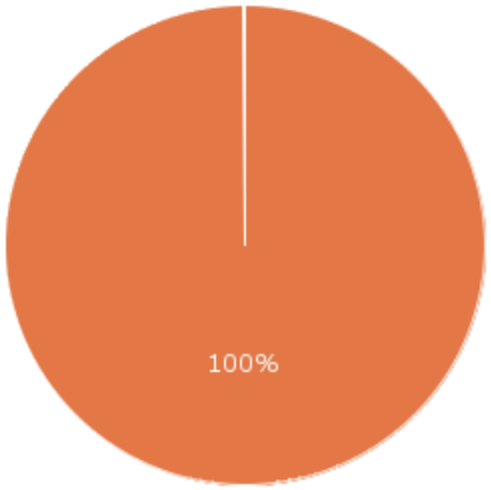
# Question 21: When you access SACL Respite services, are there clear instructions and procedures in place to address special needs?

Multiple Choice

Answer	Percentage	Number
STRONGLY AGREE - Consistently exceeds expectations	0%	0
AGREE - Often exceeds expectations	100%	1
NEITHER AGREE NOR DISAGREE - Performs at a satisfactory level	0%	0
DISAGREE - Occasionally fails to meet expectations	0%	0
STRONGLY DISAGREE - Consistently fails to meet expectations	0%	0
<b>Total</b>	<b>100%</b>	<b>1</b>

**Question 22: When you access SACL Respite services, are there clear instructions and procedures in place to address any patterns or triggers for the comfort and safety of the Person Supported?**  
**Multiple Choice**

- Legend
- STRONGLY AGREE - Consistently exceeds expectations
  - AGREE - Often exceeds expectations
  - NEITHER AGREE NOR DISAGREE - Performs at a satisfactory level
  - DISAGREE - Occasionally fails to meet expectations
  - STRONGLY DISAGREE - Consistently fails to meet expectations



**Question 22: When you access SACL Respite services, are there clear instructions and procedures in place to address any patterns or triggers for the comfort and safety of the Person Supported?**  
**Multiple Choice**

Answer	Percentage	Number
STRONGLY AGREE - Consistently exceeds expectations	0%	0
AGREE - Often exceeds expectations	100%	1
NEITHER AGREE NOR DISAGREE - Performs at a satisfactory level	0%	0
DISAGREE - Occasionally fails to meet expectations	0%	0
STRONGLY DISAGREE - Consistently fails to meet expectations	0%	0
<b>Total</b>	<b>100%</b>	<b>1</b>