

# CLIENT SATISFACTION SURVEY (NON-STANDARDIZED)<sup>1</sup>

Services, staff, and overall experience experience	Strongly Disagree	Disagree	Agree	Strongly Agree	N/A
I felt welcome from the start.	1	2	3	4	N/A
I received enough information about the programs and services available to me.	1	2	3	4	N/A
I understood my care plan.	1	2	3	4	N/A
The care team and I agreed on my care plan.	1	2	3	4	N/A
Responses to urgent needs were provided when needed.	1	2	3	4	N/A
I received clear information about my medication (side effects, purpose, etc.).	1	2	3	4	N/A
The care team helped me access other services and supports when needed, including alternative approaches (e.g., exercise, meditation, culturally appropriate approaches).	1	2	3	4	N/A
I had enough say in planning my care.	1	2	3	4	N/A
I feel the care team listens carefully to me and my concerns.	1	2	3	4	—
Staff treat me with dignity and respect.	1	2	3	4	—
I find staff knowledgeable and competent.	1	2	3	4	—
The services I have received here have helped me deal more effectively with my life’s challenges.	1	2	3	4	N/A
I think the services provided here are of high quality.	1	2	3	4	N/A
I would recommend this program to a friend in need of similar help.	1	2	3	4	N/A

<sup>1</sup> Adapted from materials provided courtesy of the Northwestern Ontario Regional RAAM Steering Committee.