**Day Habilitation Family/Provider**

**Satisfaction Surveys**

**Results AY 2018**

45 Surveys mailed out/22 received from family members/providers: 49% return. That is a decrease of

2% from last year but still a good response rate. The strongly agree positive responses drastically went up

between 7-25% points.

**Question 1: Does your family member/resident enjoy the day hab?**

Strongly Agree-15 **(68%)** Agree-6 **(27%)** Undecided-0 Disagree-1**(5%)** Strongly Disagree-0

**Question 2: Are you satisfied with the services of the Day Hab?**

Strongly Agree-16 **(73%)** Agree-5 **(22%)** Undecided-1 **(5%)** Disagree-0 Strongly Disagree-0

**Question 3: Does the program assist your family member/resident to learn, grow, and**

**become more independent?**

Strongly Agree-11 **(50%)** Agree-11 **(50%)** Undecided-0Disagree-0 Strongly Disagree-0

**Question 4: Do you feel that your family member/resident is treated with respect and dignity?**

Strongly Agree-18 **(82%)** Agree-4 **(18%)**  Undecided-0 Disagree-0 Strongly Disagree-0

**Question 5: Do you feel that you are adequately informed of important issues?**

Strongly Agree-16 **(73%)** Agree-6 **(27%)**  Undecided-0 Disagree-0 Strongly Disagree-0

**Question 5: Do staff return your phone calls/emails within 24 hours?**

Strongly Agree-17 **(77%)** Agree-5 **(23%)** Undecided-0 Disagree-0 Strongly Disagree-0

**Comments:**

* Great job. Thank you!
* Brendan seems to be happy with the staff and group in his room at the day program.
* Thank you for your close attention to John’s needs. Great teamwork. Especially the nurses.
* Keep up the good work
* I’m very happy with the program.
* Provide a broader selection of activities

5/2019