



4054 S. Memorial Dr, Suite K, Winterville, NC 28590

Survey Person Served

1. Overall, how satisfied are you with Paradigm's services provided to you?

Well Satisfied Satisfied Somewhat Satisfied Needs Improvement Not Satisfied

List areas that can be improved and possible recommendations for their improvement:

2. Have there been positive changes/improvements in your life since receiving services from Paradigm? Yes No

Please feel free to provide suggestions as to how we could make more of a positive impact or change:

3. Are you satisfied with the staff working with and supporting you at Paradigm?

Yes No

If No, please explain:

4. Do you feel that the staff who work with you display a positive attitude toward you and your supports?

Yes No

If No, please explain:

5. Do you feel that you have ever experienced any type of abuse or neglect while under Paradigm's care?

_____ Yes _____ No

If Yes, explain: _____

6. If living in a residential home with Paradigm, how satisfied are you with the security of the home and supervision by staff members? _____ N/A

Well Satisfied Satisfied Somewhat Satisfied Needs Improvement Not Satisfied

7. How satisfied are you with the treatment that you are receiving at the residential home from staff members and others who live in the home? ___N/A

Well Satisfied Satisfied Somewhat Satisfied Needs Improvement Not Satisfied

8. Do you feel comfortable talking with staff members about any issues and/or concerns that you may feel displeased with regarding your care?

_____ Yes _____ No

9. Do you feel that you are receiving the appropriate amount of services to meet your needs?

_____ Yes _____ No

10. How satisfied are you with the amount of freedom, privacy, and personal time/space that you are allowed within the home? _____ N/A

Well Satisfied Satisfied Somewhat Satisfied Needs Improvement Not Satisfied

11. How satisfied are you with the house rules and policies that are being used to add structure to the home environment? _____ N/A

Well Satisfied Satisfied Somewhat Satisfied Needs Improvement Not Satisfied

Any suggestions/proposed changes? _____

12. When you are visited by friends and loved ones, how satisfied are you with the space and privacy provided? _____ N/A

Well Satisfied Satisfied Somewhat Satisfied Needs Improvement Not Satisfied

13. How satisfied are you with your ability to access your personal property and finances?

Well Satisfied Satisfied Somewhat Satisfied Needs Improvement Not Satisfied

14. Do you feel that things are explained to you in a manner that you can understand?
_____ Yes _____ No

If No, please explain: _____

15. Do you feel that you are involved in enough activities?
_____ Yes _____ No

If No, what would you suggest? _____

16. Do you feel that you are safe in the environment that you live, work, or go to school?
_____ Yes _____ No

17. Are you satisfied with where you live? _____ Yes _____ No

18. I chose Paradigm for services because of (circle any that apply):

- a) Location
- b) Services Provided
- c) Their reputation in the community

Other: _____

19. I have been with Paradigm for:

- a) less than a year
- b) less than 2 years
- c) 2-5 years
- d) Greater than 5 years

20. What do you like about Paradigm (circle any that apply, please place an asterisk beside the one that represents the biggest reason you are with Paradigm):

- | | |
|---|-----------------------------------|
| a) Friendly People | e) Convenience to loved one |
| b) Open door policy | f) Linkage to community resources |
| c) Support | g) Respectful Supportive Staff |
| d) After hours availability of supports | h) Other: _____ |

21. In what way are you most satisfied with Paradigm? _____

22. What area do you feel needs the most improvement at Paradigm? _____
