



RESPIRE CARE SERVICES SURVEY

In order to improve our respite services, the Arc of Butte County (The Arc) would like your opinions about our program, staff, and services. Please complete this three (3) page survey and return it to The Arc in the self-addressed envelope provided for you. Thank you!

1. What city or town do you live in? _____

2. How many people, including yourself, live in your home? _____

3. What are the ages of the people, including yourself, living in your home?

Your Age
 Age
 Age
 Age
 Age
 Age

4. What is your annual household income?

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Less than \$10,000	\$10,001 to \$20,000	\$20,001 to \$30,000	\$30,001 to \$40,000	\$40,001 & Greater

5. What is the gender of your child for which you are receiving respite services from The Arc?.....

<input type="checkbox"/>	<input type="checkbox"/>
Male	Female

6. What is the age of your child for which you are receiving respite services from The Arc?

_____ Age

7. Typically, how many days each month do you use respite care provided by The Arc?

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
0 to 5 Days	6 to 10 Days	11 to 15 Days	16 to 20 Days	21 Days & Greater

8. Typically, how long do your respite appointments last?

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1 to 3 Hours	4 to 8 Hours	9 to 16 Hours	17 to 24 Hours	Greater than 24 Hours

9. Typically, what part of the day do you use respite care provided by The Arc?

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Morning	Afternoon	Evening	Use Respite Services All Day

10. Does your family give two (2) days notice when respite service is requested?

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Always	Usually	Sometimes	Never

<i>Instructions: Please rate each question/statement regarding your respite care provider by circling the most appropriate response.</i>	Very Good (VG)	Good (G)	Fair (F)	Poor (P)	Very Poor (VP)
11. How would you rate the courtesy of your respite care provider?	VG	G	F	P	VP
12. How would you rate your respite care provider's knowledge of issues encompassing developmental delays?	VG	G	F	P	VP
13. How would you rate your respite care provider's management of personal care issues?	VG	G	F	P	VP
14. How would you rate your respite care provider's ability work with the family as a team?	VG	G	F	P	VP
15. How would you rate the respite care provider's understanding of human behavior?	VG	G	F	P	VP
16. How would you rate the ability of your respite care provider to provide services that match your family's needs?	VG	G	F	P	VP
17. How would you rate the overall performance of your respite care provider?	VG	G	F	P	VP

18. Have you ever spoken to a supervisor about your respite care provider?

Yes

No

If no, skip to question 19, which is at the top of the next page – page 3.

18a. If yes, what were the circumstances or reasons that led you to speak with a supervisor about your respite care provider?

18b. Overall, how satisfied were you with the results of the conversation(s) with the supervisor?

Very Satisfied

Satisfied

Neither Satisfied
Nor Dissatisfied

Dissatisfied

Very Dissatisfied

19. Overall, how would you rate your satisfaction with the respite staff of The Arc?

Very Satisfied
 Satisfied
 Neither Satisfied
Nor Dissatisfied
 Dissatisfied
 Very Dissatisfied

20. Have you ever spoken to a supervisor about a respite staff member?

Yes

No

If no, skip to question 21.

20a. If yes, what were the circumstances or reasons that led you to speak with a supervisor about a staff member(s)?

20b. Overall, how satisfied were you with the results of the conversation(s) with the supervisor?

Very Satisfied
 Satisfied
 Neither Satisfied
Nor Dissatisfied
 Dissatisfied
 Very Dissatisfied

21. How important are The Arc's respite care services in keeping your special needs child at home?

Very Important
 Important
 Somewhat
Important
 Not Important
at All

22. How would you rate your overall satisfaction with The Arc's respite services?

Very Satisfied
 Satisfied
 Neither Satisfied
Nor Dissatisfied
 Dissatisfied
 Very Dissatisfied

23. Would you recommend The Arc's respite service to family or friends with a special needs child?.....

Yes

No

24. Does your special needs child have a need for any other services that The Arc currently doesn't offer?

Yes

No

24a. If yes, please list the service(s).

1. _____

2. _____

3. _____

4. _____

5. _____