

How are we
doing? Talk, we
WILL listen!!!

Clients Satisfaction Survey

PIEDMONT ADULT LIVING SERVICES, INC.
1201 SOUTH BLVD.
CHARLOTTE, NC 28203

Client's Name: _____ Caregiver's Name: _____

Relationship to Client: _____ Date Survey completed: _____

Please grade our services using the options given and feel free to add comments to assist us with improving our programs.

1. Please give us your observation on current services/programs that PALS provides for your family member.

Comments: _____

Poor Fair Good Need Improvement

2. What are your specific impressions relating to all of the new and revised programs that we have developed and implemented based on some of your wishes?

Comments: _____

Poor Fair Good Need Improvement

3. What is your perception of staff and how we interact not only with your Family Member, but with you as a Caregiver?

Comments: _____

Poor Fair Good Need Improvement

4. How could we improve the quality of each of our programs?

Comments: _____

Poor Fair Good Need Improvement

5. How could we improve our delivery of each of these programs?

Comments: _____

Poor Fair Good Need Improvement

6. What is your perception of the support we provide? Does it meet your expectation?

Comments: _____

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14. In which areas should we improve our organization, our services, our marketing and our delivery?

Comments: _____

Poor Fair Good Need Improvement

15. Please share any other thoughts you might like staff/board to be aware of concerning our services and how we are perceived by the community?

Comments: _____

Thank you for taking the time out of your busy day to complete this Satisfaction Survey for our Agency. Our Adult Day Program is evaluated annually by the NC Dept. of Health and Human Services Division of Aging and Adult Services based on the feedback that we received from our Caregivers and Participants.

If you have questions, comments and/or concerns and would like to talk with me I can be reached at the telephone number and email address below.

Sincerely,

Bettye Clark-Mills

Thomas Latimer

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