

Appendix A. Survey Fact Sheet

Senior Companion Program Independent Living Performance Measure Survey ***Senior Companion Program Respite Performance Measure Survey***

SURVEY FACT SHEET

This *Survey Fact Sheet* can be used to introduce the surveys in person to clients, caregivers, and family members who will complete a survey for a client, and answer questions that they may have.

Introduction for Clients and Caregivers

The Senior Companion Program is asking people who use their services to take a short survey measuring how having a Senior Companion has affected their life. Your participation is voluntary. You can choose not to take the survey. Your access to a Senior Companion will not be affected.

If you choose to take the survey, you can skip any questions you don't want to answer. If a question doesn't apply, just leave it blank. Do not put your name on the survey. The survey is confidential and results will only be reported in summary form with everyone's answers combined.

Introduction for Family Member (if needed to complete the survey for a client)

The Senior Companion Program is asking people who use their services to take a short survey. They would like to know how having a Senior Companion has affected their clients' lives. Would you be willing to take the survey for your family member? Participation is voluntary. You can choose not to take the survey. Your family member's access to a Senior Companion will not be affected.

If you choose to take the survey, you will need to answer the way you believe your family member would answer. You can skip any questions you don't want to answer. If a question doesn't apply, or you are unsure of how your family member would feel about it, just leave it blank. Do not put your name on the survey. The survey is confidential and results will only be reported in summary form with everyone's answers combined.

Would you be willing to take the survey for your family member?

Questions

Why am I being asked to do this survey? The Senior Companion Program wants to learn how this support may affect a person's life, and how to improve services.

What does the survey ask? What is the survey about? The survey asks questions about aspects of your daily life. [Offer client or caregiver an opportunity to look at the survey before deciding whether to participate.]

Do I have to do the survey? No, the survey is voluntary, and your access to a Senior Companion will not be affected if you choose not to take the survey.

Can I choose not to answer some of the questions? Yes, you can leave any question blank.

What if a question does not apply to my situation? You can leave that question blank.

Who will see my answers? The director of our Senior Companion program will put all responses together. No names are on the surveys, so no one will know who did which survey.

Can you fill it out for me? No, the questions ask about your life and how you feel.

Can someone else fill it out for me? (clients) Yes, if you are unable to fill out a survey, a family member can fill out the survey for you.

Can my Senior Companion help me fill it out? No, but someone else from the Senior Companion Program can help. If you would like some help, someone from [the project/agency] will contact you.

What does this question (or word) mean? There is not one "correct" meaning. Just respond based on whatever it means to you.

The hours my Senior Companion visits are not the same every time. How do I answer question #1? Think about a typical week. About how many hours does the Companion visit in a typical week?