

# Senior Companion Performance Measure Surveys: Survey Helper Training

Session 1: Giving the Survey to Clients/Caregivers  
to do on their Own



**Trainer:**

**Date:**

# Learning Objectives

You will learn about the *SCP Performance Measure Surveys* and how to give them out, including:

- \* The purpose of the surveys and who gets them;
- \* How to introduce and answer questions about the surveys; and
- \* How to protect confidentiality of clients and caregivers.

# Survey Helper Packet

- \* The Surveys:
  - \* *SCP Independent Living Performance Measure Survey* is the one that clients will do.
  - \* *SCP Respite Performance Measure Survey* is the one that caregivers will do.
- \* ***Survey Helper Instructions*** are your step-by-step instructions.
- \* ***Survey Fact Sheet*** has a scripted introduction and answers to questions people may have.

# Survey Helper Instructions

1. Tell the person about the survey.
  - \* Do they have questions?
  - \* Are they willing to do the survey?
2. If yes, give them a survey (If no, that's okay.)
3. Put the finished survey in the envelope and seal it.



# Protect Confidentiality

- \* No names on the surveys.
- \* Privacy = time and space to fill it out.
- \* Person seals the survey in envelope.
- \* Option to mail the envelope or give it to you.
- \* Give the envelope to the person you report to ASAP.



# Survey Review Exercise

**Step 1.** Choose a survey from your Survey Helper Packet. Complete the survey as if you were a client or caregiver. (10 minutes)

**Step 2.** Find a partner who has done the same survey. Complete the worksheet together. (10 minutes)

- \* What questions would people have about the survey?
- \* What concerns do you have?

# What do I do if...

## The client or caregiver...

- \* Asks about the meaning of a word or question?
- \* Says a question doesn't apply?
- \* Is struggling and getting frustrated?
- \* Has trouble seeing or filling out the survey?
- \* Can't read the questions?
- \* Doesn't understand the questions or how to do the survey?

# Honest Answers

- \* Survey helpers can tell clients and caregivers:
  - \* The survey has no right or wrong answers.
  - \* The purpose is not to make the program look good.
  - \* Surveys are voluntary and do not affect access to services.
  - \* The surveys are confidential. No names are on the surveys and they go into a sealed envelope.
  - \* They can do the survey later and mail it, or give it to the survey helper at a later date.

# Questions?

**Contact:**

