Senior Companion Performance Measure Surveys: Survey Helper Training

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