

Senior Companion Performance Measure Surveys: Survey Helper Training

Session 2: Giving the Survey to Clients/Caregivers
in an Interview Format



Trainer:

Date:

Learning Objectives

You will:

- * Understand the steps involved in doing the survey as an interview;
- * Be able to help clients and caregivers feel comfortable and give honest answers; and
- * Be able to read the survey in a natural and neutral way.

Interview Format

Why interview?

- * Used to assist clients and caregivers who have difficulty seeing, reading, or filling out the survey.

How?

- * Read the questions and answer choices, and mark down the answers the person chooses.
- * Can be done on paper or mobile device, in person or over the telephone.

Honest Answers

Survey helpers can reassure clients and caregivers:

- * The survey has no right or wrong answers.
- * The purpose is not to make the program look good.
- * Answers are confidential.
- * No names are on the surveys.
- * Surveys are voluntary and have nothing to do with access to services.

Reading the Survey

- * **Be neutral.**
 - * Be aware of how you sound; offer no opinions.
- * **Read the question and all answer choices first.**
 - * Only then, mark down the answer the person gives.
- * **Be exact.**
 - * Read the questions and answer choices as written. Do not change the wording.
 - * Read the questions in order.
- * **Take your time.**
 - * Do not rush through the survey.
 - * Give the person enough time to think before they answer.

Survey Helper Instructions for In-Person Interviews

Client/caregiver should be expecting you and already know a little about the survey.

1. Tell the person about the survey.
2. Do they have questions?
3. Are they willing to do a survey?
4. If yes, remind them that honest answers are important. (If no, that's okay.)
5. Tell them you will read each question and the answer choices first and then mark down the answer they want.
6. Put the finished survey in the envelope and seal it.
7. Return the envelope to staff person you report to.

Role Play Exercise

1. In pairs, decide who will be the “client” and who will be the “survey helper” first. Read the “Role Descriptions.”
2. Complete the survey together in your roles. (10 minutes)
3. Switch roles and do it again. (10 minutes)
4. Separately, answer the feedback questions on the worksheet. (5 minutes)
 - * What did the “survey helper” do especially well?
 - * What other constructive feedback do you have?

Questions?

Contact:

