



CLIENT'S OPINION ON CARE RECEIVED (PERFORMANCE SURVEY)

24/7 Home Support and Care Inc., assure Utmost Client's Satisfaction through High Quality Care. We closely monitor care we provide through visits and feedback from clients, their families and general public. Please tell us how we are doing through this CONFIDENTIAL questionnaires:

Employee Name-----Today's Date-----

1.This employee is energetic and enthusiastic about his/her work.

1 UNSATISFACTORY	2 NEEDS IMPROVEMENT	3 MEETS EXPECTATION	4 EXCEEDS EXPECTATION	5 EXCEPTIONAL
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2. How good is the quality of this employee's work?

1 UNSATISFACTORY	2 NEEDS IMPROVEMENT	3 MEETS EXPECTATION	4 EXCEEDS EXPECTATION	5 EXCEPTIONAL
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3. How satisfied are you with the performance of this employee

1 UNSATISFACTORY	2 NEEDS IMPROVEMENT	3 MEETS EXPECTATION	4 EXCEEDS EXPECTATION	5 EXCEPTIONAL
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4. Are you comfortable with this employee providing care to other clients Yes No (Please circle)

5. Would you want this employee to continue providing your care? Yes No (Please circle)

On a scale of 1-5, 5 as excellent, and 1 as unsatisfactory, how competent is this employee in:

6. Listening to you

1	2	3	4	5
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7. Display of professionalism in maintaining your privacy?

1	2	3	4	5
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8. Display of professionalism in maintaining your dignity and respect?

1	2	3	4	5
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9. Meeting your needs, providing you comfort, and leaving a smile on your face?

1	2	3	4	5
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10. Passionate and compassionate about his or her work enough to make you smile?

1	2	3	4	5
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11 Communicating

1	2	3	4	5
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12. Please list any areas of improvement for: a. This employee-----

b. For 24/7 Home Support and Care Inc.-----

On a 1-5 scale, 5 as utmost satisfaction, and 1 as unsatisfied, what is your overall satisfaction?

1	2	3	4	5
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Thank you- Care Director