



**Opal Services
2019
Satisfaction Survey Results**

There were 25 overall responses to the Survey, with 4 identifying themselves as service recipients, 14 as legal representatives, and 6 as case managers. Several of the surveys did not provide responses to all the questions on the survey.

Overall satisfaction with program:

1. Satisfied with the services you receive from Opal Services. **100%**
2. Happy where you are living. **96%**
3. Satisfied with the progress you are making towards accomplishing your goals. **100%**
4. Like the food you get to eat. **95%**
5. Feel that you have opportunities to make decisions. **100%**
6. Feel safe in your home. **100%**
7. Feel that your privacy is respected. **100%**
8. Satisfied that Opal Services is making sure that your rights are respected and protected. **100%**
9. Feel Opal Services provides you with the opportunity for functional and age appropriate skill development. **96%**

Overall satisfaction with program staff:

1. Opal Services staff members treat you with respect. **100%**
2. Opal Services staff members have the knowledge and skills to meet your needs. **96%**
3. Opal Services staff members pay attention to things that are important to you. **100%**
4. Staff members spend enough time with you. **100%**
5. Staff members are friendly and helpful to you. **100%**
6. You are able to give feedback to staff members. **100%**

Comments:

(Service recipient) has been a long-term resident, and her family couldn't be happier regarding her care at (home). The care, patience, and kindness are outstanding. This all is very reassuring and appreciated! (Legal Representative)

I am extremely pleased with the loving care (service recipient) is receiving. Staff are knowledgeable, kind, caring, yet firm and have high expectations for (service recipient). Please keep up the excellent work!! Thank you! (Legal Representative)

My client is doing well at this program – only complaint is not being notified when my client has had falls – other than that the program is doing a great job!! (Legal Representative)

We are very happy with this living situation. Staff are very respectful of this client's wishes. Opal staff are congenial and welcoming when we call with issues. Thank you. (Legal Representative)

As his legal representative I believe (service recipient's) needs are being well met. (Legal Representative)

Great job. (Case Manager)

Opal seems to be doing a great job. (Case Manager)

(Program Coordinator) and her staff do a great job with our client. It is quite evident they care beyond this just being a job. They are to be commended for their compassion, heart felt, tireless service. Thank you. (Legal Representative)

(Program Coordinator) does an amazing job. Very dedicated and person centered. (Legal Representative)

Opal Services has been great with this person. (Case Manager)