



Opal Services 2020 Satisfaction Survey Results

There were 16 overall responses to the Survey, with 3 identifying themselves as service recipients, 11 as legal representatives, and 2 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. **100%**
3. Satisfied with the progress you are making towards accomplishing your goals. **93%**
4. Like the food you get to eat. **100%**
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. **94%**

Overall satisfaction with program staff:

1. Opal Services staff members treat you with respect. **94%**
2. Opal Services staff members have the knowledge and skills to meet your needs. **94%**
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. **93%**
6. You are able to give feedback to staff members. **94%**

Comments:

Sometimes a staff is rude when talking and loud. (Service Recipient)

As always, can't begin to tell you what a relief it is to know my beloved sister is in good hands. Bless you all for everything you do for 'my sister'! (Legal Representative)

I am extremely pleased with the services the service recipient receives from Opal. Everyone treats her with love and respect. They do their utmost to keep her healthy and safe. (Legal Representative)

Very pleased with level of professionalism, knowledge and kindness. Very pleased with our team! (Legal Representative)

As a representative, I am confident in the service recipient's care. Moving her was the best thing we could have done. Thanks for your care. (Legal Representative)

The service recipient has been doing so much better and is a lot happier with the Program Director (PD) and Program Coordinator (PC). He's matured a lot this past year which can be attributed a lot to the PC. The PC and PD are a joy to work with and are receptive to both client and guardian needs. The PC goes out of the way to help with transportation solutions in unique situations. We appreciate them so very much and are extremely happy to work with them. They are pleasant, polite and respectful. (Legal Representative)

Opal could do more outings, exercise, and involvement. (Legal Representative)

As guardian for the client, my only real interaction with Opal staff who care for him is with the Program Director (PD) and Program Coordinator (PC). They both seem to have intimate, long-standing knowledge of who the client is and what he needs. Both seem to care for him as if he were a family member, not just a job. Despite some really good staff who care for some of my other clients, I don't think I've witnessed the top-notch, selfless, consistent and heart-felt care in anyone else that I have seen in this particular group of Opal staff. If all Opal staff care as well for the people they work for, I would recommend them to anyone without reservation. (Legal Representative)

