FAMILY SERVICE ASSOCIATION

Client Survey

Family Service Association is an independent, not-for-profit, community-based agency. We offer professional, confidential counselling and educational services to help people to function more effectively at home, in the community and/or in their place of work.

Our aim is to strengthen and support quality of life for individuals, couples and families throughout the Halifax Regional Municipality.

We invite you to evaluate our counselling services ***anonymously and confidentially*** even if you are still receiving services. Please take a few minutes to rate our services.

Check the item that best matches your opinion. Please return the survey in the envelope provided.

Please check: ☐ Male ☐ Female Age

1) How did you find out about Family Service Association?

☐ Friend/family
☐ Family Doctor
☐ Colleague or Employer
☐ Family Service Association flyer
☐ Community Agency (specify): _____
☐ Other (specify)

2) Type of Counselling Received:

☐ Individual ☐ Therapy Group
☐ Family Member ☐ Educational Group
☐ Couple ☐ Mediation
☐ Family ☐ Other

Please check the number that best reflects your opinion

3) Were the services of Family Service Association described and/or explained to you by the intake worker or your counsellor?

Completely		Somewhat		Not at All
☐ 5	☐ 4	☐ 3	☐ 2	☐ 1

4) Were your expectations for counselling services discussed with the intake worker or your counsellor?

Completely		Somewhat		Not at All
☐ 5	☐ 4	☐ 3	☐ 2	☐ 1

5) Did you understand the recommendations made by your counsellor for dealing with your problem?

Completely		Somewhat		Not at All
☐ 5	☐ 4	☐ 3	☐ 2	☐ 1

6) As a result of counselling, how much more prepared do you think you are to cope with your problem?

Completely		Somewhat		Not at All
☐ 5	☐ 4	☐ 3	☐ 2	☐ 1

7) Are you confident that your counselling was kept private and confidential by your counsellor and Family Service Association?

☐ Yes ☐ No

If no, please explain: _____

8) Overall satisfaction regarding quality of services received

Completely		Somewhat		Not at All
☐ 5	☐ 4	☐ 3	☐ 2	☐ 1

Additional Comments: