

We're always trying to improve!  
Please share your thoughts on your experience with us.

Please return to: Satisfaction Surveys, Thresholds, 236 Victoria Street North, Kitchener, ON N2H 5C8

1. Did you get what you needed from Thresholds Homes and Supports?

- Yes, definitely (4)
  Yes, generally (3)
  No, not really (2)
  No, not at all (1)

2. How well did we do?

- Met all of my needs! (4)
  Met most of my needs (3)
  Only a few of my needs were met (2)
  None of my needs were met (1)

3. Did you get enough help from us?

- Yes, definitely! (4)
  Yes, generally (3)
  No, not really (2)
  No, not at all (1)

4. If a friend had similar needs to yours, would you recommend our services?

- Yes, definitely (4)
  Yes, generally (3)
  No, not really (2)
  No, not at all (1)

5. Would you come back to us if you needed help again?

- Yes, definitely! (4)
  Yes, generally (3)
  No, not really (2)
  No, not at all (1)

6. What else would you like us to know to better meet your and the community's needs?

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**Thank you for your time and input! Please let us know if there is anything else that we can do for you.**

**May we use your comments** (without your name) **in promotional materials?**

- No, please keep them private
  Yes, promote away!

Service Accessed

- Case Management  
 Supportive Housing  
 Crisis Respite  
 ACT

- Extraordinary Needs  
 Other (please specify)

If you have more you'd like to say, please provide...

Name: \_\_\_\_\_

Phone number: \_\_\_\_\_

## Satisfaction Survey

1. Do our hours of support meet your needs?  Yes  No  
If not, why?

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2. Do you have suggestions on other services we could offer that would help you to meet your goals?  Yes  No  
Please explain:

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3. What do you like about the support you receive?

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4. Has housing and support had an impact on your life?  Yes  No  
Please Explain:

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5. What is working, and how can we build on it?  
Please Explain:

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6. Additional Comments:

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