

IMPROVEMENT TEAM REPORT CARD

1. How satisfied are you with the number of places you go like going to the grocery store, shopping, movies etc?

Not Satisfied	Somewhat dissatisfied	In Between	Somewhat satisfied	Very satisfied	Don't know
----------------------	------------------------------	-------------------	---------------------------	-----------------------	-------------------

2. How satisfied are you with your staff, personal assistants or attendants?

Not Satisfied	Somewhat dissatisfied	In Between	Somewhat satisfied	Very satisfied	Don't know
----------------------	------------------------------	-------------------	---------------------------	-----------------------	-------------------

3. How satisfied are you with being able to make choices?

Not Satisfied	Somewhat dissatisfied	In Between	Somewhat satisfied	Very satisfied	Don't know
----------------------	------------------------------	-------------------	---------------------------	-----------------------	-------------------

4. How satisfied are you with getting help with your appointments?

Not Satisfied	Somewhat dissatisfied	In Between	Somewhat satisfied	Very satisfied	Don't know
----------------------	------------------------------	-------------------	---------------------------	-----------------------	-------------------

5. How satisfied are you with getting help with your medications?

Not Satisfied	Somewhat dissatisfied	In Between	Somewhat satisfied	Very satisfied	Don't know
----------------------	------------------------------	-------------------	---------------------------	-----------------------	-------------------

6. How easy is it for you to get help from your staff, personal assistants or attendants?

Not easy	A little easy	In Between	Somewhat easy	Very easy	Don't know
-----------------	----------------------	-------------------	----------------------	------------------	-------------------

7. How comfortable are you with the trusting relationship you have with your staff, personal assistants or attendants?

Not at all comfortable	A little comfortable	In Between	A lot comfortable	Very comfortable	Don't know
-------------------------------	-----------------------------	-------------------	--------------------------	-------------------------	-------------------

8. How much does VIA feel like a family?

Not at all	A little	In Between	A lot	Very much	Don't know
-------------------	-----------------	-------------------	--------------	------------------	-------------------

9. How easy is it for you to get help from VIA?

Not easy	A little easy	In Between	Somewhat easy	Very easy	Don't know
-----------------	----------------------	-------------------	----------------------	------------------	-------------------

10. How much does it feel like VIA includes people from all walks of life together (enhancing cultural diversity)?

Not at all	A little	In Between	Very much	Extremely	Don't know
-------------------	-----------------	-------------------	------------------	------------------	-------------------

11. How safe do you feel in your home?

Not at all	A little	In Between	Very much	Extremely	Don't know
-------------------	-----------------	-------------------	------------------	------------------	-------------------

12. How safe do you feel in your community?

Not at all	A little	In Between	Very much	Extremely	Don't know
-------------------	-----------------	-------------------	------------------	------------------	-------------------

13. What else do you want to tell us?

14. Are there any other important questions you want us to ask?

Report Card developed on April 19, 2009 by the VIA Improvement Team: Jean Searle, Michelle Thompson, Virginia Nurthern, Steve Dorsey, Betty Potts, Stephen Stencler and Robert Bilbrough.