

# The PACE Program

## \*Client Satisfaction Survey

### Tell Us How We're Doing

The PACE Program strives for high standards in the quality of our programs and services and to be accountable to our clients\*. Please take a moment to "Tell Us How We're Doing" by writing down your comments. It is not necessary to include your name but if you wish to, all responses will be kept confidential. Thank you for helping us to improve on what we do.

**\*NOTE:** Clients can include parents, guardians, childcare workers, other professionals, MCFD, VACFSS or anyone involved in service delivery.

Date: \_\_\_\_\_ Name: \_\_\_\_\_ (optional)

Centre / Program: \_\_\_\_\_ (optional)

**What PACE Program service(s) are you associated within?** Please fill in a separate form for each service.

- PACE Family Program                       Supporting Healthy Transitions Program  
 PACE Outreach Support Services         Other: \_\_\_\_\_  
 PACE Child Therapy Services

**Survey Legend:** Very True - #1      True - #2      Somewhat True - #3      Not At All True - #4

**1. I am satisfied with the services provided by the program (worker).**

1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>
Very True	True	Somewhat True	Not at all True

**2. The services received are sensitive to individual cultures and family/group dynamics.**

1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>
Very True	True	Somewhat True	Not at all True

**3. \* Clients are encouraged to participate in the services (goal setting, evaluation, activities).**

1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>
Very True	True	Somewhat True	Not at all True

Completed surveys can be returned to the PACE Program by:

Fax: (604) 266-3041, Email: [admin@thepaceprogram.ca](mailto:admin@thepaceprogram.ca) or by mail: 1524 West 65<sup>th</sup> Avenue, Vancouver, BC V6P 2R1  
Rev 11/10/11

# The PACE Program

## \*Client Satisfaction Survey

---

4. PACE staff are professional and approachable.

1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>
Very True	True	Somewhat True	Not at all True

5. Overall, I feel the service provided brought increased knowledge or taught me something.

1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>
Very true	True	Somewhat True	Not at all True

6. What do you like about the program/service?

7. What could we improve about the program/service? Do you have any ideas for PACE?  
(e.g. training opportunities / workshops....)

Thank you very much!

Completed surveys can be returned to the PACE Program by:

Fax: (604) 266-3041, Email: [admin@thepaceprogram.ca](mailto:admin@thepaceprogram.ca) or by mail: 1524 West 65<sup>th</sup> Avenue, Vancouver, BC V6P 2R1  
Rev 11/10/11