Version for Agency/Residential Facility

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Please rate the following statements based on your experien with the agency:	ices NOII	No. 2	Neutral. 3	Yes.	YESII 5
I feel safe at this agency's facility.			. 🗆		
2. I know my way around this agency's facility.					
<ol> <li>When speaking with staff members from this agency, I am confident our private conversations cannot be overheard.</li> </ol>	that 🔲				
4. It is easy for me to report complaints to someone at this agency.					
<ol><li>I am rarely asked to repeat information that I have already provided to this agency.</li></ol>	° 🛮				
<ol><li>Staff members helped me and my family to make a plan about how to calm down and what we want to happen if we can't.</li></ol>	·				
<ol><li>Someone from this agency explained to me what trauma is and why it should matter.</li></ol>			. 🗆		
<ol> <li>Staff asked me about any traumatic events that have happened to me my child. For example, being seriously injured, witnessing violence, surviving an accident or being abused.</li> </ol>	and			Type of the second	
9. I understand my rights as the parent of a consumer.					
10. I know the formal name of the services and treatments that my child receiving.	is 🗆				
11. I know when, how and why my child's services might end.					
12. I have enough information about the different services and treatment available to make a decision about which ones I want.	ts 🔲				
13. I trust this agency to respect my preferences and choices.					
14. Staff members worked with me to identify my strengths as a parent a how to use them.	nd 🗆				
15. Staff members at this agency understand that my values, traditions at beliefs might be different from theirs.	nd 🔲				
16. Staff members at this agency respect my values, traditions and beliefs	s. 🗆				
17. I help set our family's service and treatment goals.					
18. I feel I can invite other people to meetings. For example, relatives, teachers, aides, staff members from another agency.					
19. Staff members from this agency coordinate and communicate with perform different agencies who are also helping me and my family.	eople 🔲				
20. I am informed in a timely fashion about changes with our services.					
21. The agency tries to match staff members working with me to my preferences.					
22. New staff members working with me and my family are given enough information about us.	,				
<ol> <li>The agency tries to meet my family's cultural needs. For example, providing an interpreter or scheduling meetings around cultural and religious holidays.</li> </ol>					
<ol> <li>I know that family members like me have participated in agency func- like serving on a committee or board.</li> </ol>	tions				
25. I have been asked my opinion about this agency's procedures.					