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BRANDS FOR CANADA EDGE

EMPLOYMENT ONTARIO – APPOINTMENT QUALITY FEEDBACK SURVEY

EDGE EMPLOYMENT SUPPORTS PROGRAM FOR JOB SEEKERS WITH DISABILITIES

Date of appointment: **Appointment delivery method:**

Name of employment consultant:

Employment Ontario – Appointment Quality Feedback Survey

Brands for Canada - EDGE Employment Supports Program for Job Seekers Living with Disabilities

Thank you for attending your recent appointment. Your feedback helps us maintain high-quality, accessible, and client-centred services.

This survey is voluntary and confidential. Your responses will not affect your services.

SECTION 1: ACCESS TO SERVICE

1.1 I was able to access services in a timely manner.

- ◯ Strongly Agree
- ◯ Agree
- ◯ Neutral
- ◯ Disagree
- ◯ Strongly Disagree

1.2 My accessibility needs were discussed and accommodated.

- ◯ Strongly Agree
- ◯ Agree
- ◯ Neutral
- ◯ Disagree
- ◯ Strongly Disagree
- ◯ Not Applicable

1.3 I was informed about my rights and responsibilities as a participant.

- ◯ Yes
- ◯ Somewhat
- ◯ No

I was informed about how to provide feedback or make a complaint.

- ◯ Yes
- ◯ No

Section 2: Quality of Interaction

2.1 I was treated with respect and dignity.

- ◯ Strongly Agree
- ◯ Agree
- ◯ Neutral
- ◯ Disagree
- ◯ Strongly Disagree

2.2 Staff listened to my needs, goals, and concerns.

- ◯ Strongly Agree
- ◯ Agree
- ◯ Neutral
- ◯ Disagree
- ◯ Strongly Disagree

2.3 Information was provided in a way that I could understand.

- ○ Strongly Agree
- ○ Agree
- ○ Neutral
- ○ Disagree
- ○ Strongly Disagree

2.4 I felt comfortable asking questions.

- ○ Strongly Agree
- ○ Agree
- ○ Neutral
- ○ Disagree
- ○ Strongly Disagree

Section 3: Individualized Service Planning

3.1 My employment goals were clearly discussed.

- ○ Strongly Agree
- ○ Agree
- ○ Neutral
- ○ Disagree
- ○ Strongly Disagree

3.2 I was involved in developing my service plan.

- ○ Strongly Agree
- ○ Agree
- ○ Neutral
- ○ Disagree
- ○ Strongly Disagree

3.3 The services offered matched my individual needs and abilities.

- ◯ Strongly Agree
- ◯ Agree
- ◯ Neutral
- ◯ Disagree
- ◯ Strongly Disagree

3.4 Next steps and timelines were clearly explained.

- ◯ Strongly Agree
- ◯ Agree
- ◯ Neutral
- ◯ Disagree
- ◯ Strongly Disagree

Section 4: Effectiveness of Appointment

4.1 This appointment helped me move forward in my employment journey.

- ◯ Strongly Agree
- ◯ Agree
- ◯ Neutral
- ◯ Disagree
- ◯ Strongly Disagree

4.2 I feel more confident about my employment goals after this appointment.

- ◯ Strongly Agree
- ◯ Agree
- ◯ Neutral
- ◯ Disagree
- ◯ Strongly Disagree

4.3 The length of the appointment was appropriate.

- ◯ Too Short
- ◯ Just Right
- ◯ Too Long

Section 5: Overall Satisfaction & Continuous Improvement

5.1 Overall, I am satisfied with the quality of service I received.

- ◯ Very Satisfied
- ◯ Satisfied
- ◯ Neutral
- ◯ Dissatisfied
- ◯ Very Dissatisfied

5.2 What worked well during your appointment?

5.3 What could we improve?

5.4 Additional comments:

SUBMIT