

Survey

The purpose of this survey is to track the quality of the service we offer as a company.

The information provided will not affect directly or indirectly the pay of the caregiver, nor will any of it be discussed with her. The goal is that we as a company, can make a discernable effort to target specific areas of the services we offer, and look to training and development. We care about the quality of the service we offer and need to receive information about our employees in order to conduct the aforementioned training and development.

Please rate the following 12 statements using the following scale:

- 1 - does not do it
- 2 - sometimes, but rarely does
- 3 - in half the cases does, in the other half does not
- 4 - more often does
- 5 - always does it

Thank you for your effort!

<p style="text-align: center;">Please read the described situations and answer using the scale 1 to 5 described</p>	(1 to 5 points)					
	does not do it	rarely does	sometimes, but not	in half the cases does in the other half does not	more often does	always does it
	1	2	3	4	5	
1. <u>Situation: The person you take care of is nervous and anxious, and the caregiver responds calmly and equally.</u>						
2. <u>Situation: In the case of a contradiction between the person you take care of and the caregiver, she steps back and waits for a while before raising the same topic again.</u>						
3. <u>Situation: When reporting information that may irritate the person you take care of , the caregiver carefully selects his words.</u>						
4. <u>Situation: After an "exchange" of words with the person you take care of, the caregiver does not exhibit any evidence that she has been affected or is angry. She continues to be kind and supportive as if nothing has happened.</u>						
5. <u>Situation: The person you take care of and / or his / her relatives inform the caregiver that there are activities that she did not perform to the required level. During this time she listens, does not interrupt, responds only after the conversation is over.</u>						
6. <u>Situation: The caregiver adopts a gentle approach without raising her tone to make the person she's caring for comply with rules and procedures that may be unpleasant.</u>						

	(1 to 5 points)
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	Does not do it	sometimes, but rarely does	in half the cases does in the other half does not	More often does	always does it
	1	2	3	4	5
7. <u>Situation: The caregiver has a sincere and genuine concern that the person she's taking care of is suffering when she is asking questions and actively seeking information about his condition.</u>					
8. <u>Situation: The nurse expresses an emotion corresponding to the emotion expressed by the person she's taking care of.</u>					
9. <u>Situation: The caregiver speaks in a way that indicates she understands the pain, the suffering and the troubles of the person she's taking care of.</u>					
10. <u>Situation: The person being cared for experiences physical or mental pain but does not talk about it - however, the caregiver recognizes this suffering.</u>					
11. <u>Situation: Although she has not been in such a situation, the nurse shows she fully understands and experiences the pain / suffering of the person that she's caring for.</u>					
12. <u>Situation: The person being cared for shares his thoughts or feelings, and the caregiver shows complete understanding and psychological support.</u>					