

## Eva's Initiatives Client Feedback Information

Please answer as many questions as you like.

Please do not sign this form we want the information to be anonymous.

Eva's Phoenix  Eva's Place  Eva's Satellite

### Section A: Tell us about yourself

1. How long have you lived at Eva's?

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2. If you are leaving, are you leaving voluntarily? Yes  No?

3. How do you identify: Female?  Male?  Transgendered?

Transsexual?  Two-Spirited?

4. Is there anything else you would like to tell us about yourself?  
(culture, religion, sexual orientation, etc.)

### Section B: Tell us about the staff

5. Did you meet with your counsellor enough?

6. Did you feel comfortable talking to staff?

7. Were they helpful, and did they know about services in the city that would be helpful to you?

8. Were staff respectful to you?

**Section C: How did you feel about the rules?**

9. Were the routines and rules explained well enough?

10. Did they make sense to you?

11. Are there any rules you think should be added or taken away?

12. Were your rights and responsibilities adequately explained to you? For instance, did you know that there was a complaint process, or that you could appeal decisions?

**Section D: What about the programs and workshops?**

13. Did you feel that you were involved enough in your program/action plans?

14. What program suggestions or changes would you like to make?

15. Did you feel that the events and programs in the shelter provided a diverse perspective, and reflected your specific cultural needs? Comment.

16. Did you feel that the programs in the shelter offered a variety of options? (creative, practical, etc.)

**Section E: Life at the shelter**

17. How would you describe life in the shelter?

18. Did you feel safe in the shelter? If not, can you explain why?

19. Did you feel it was stressful? If so, can you explain why?

20. If you had any concerns, can you suggest how we might improve it?

21. How did you feel about the physical layout of the shelter?

22. Please comment on the nutrition in the shelter.

**Section F: Anything else?**

23. Do you feel that you are better off after living at Eva's? Why or why not?

24. Did you accomplish the things you wanted to? What things were they?

25. What was the best thing about living at Eva's?

26. What was the worst thing?

27. Other comments: