



Regional
Support
Associates

333 Athlone Avenue, Suite 201
Woodstock, Ontario
N4V 0B8
Toll free 1-800-640-4108
Fax (519) 421-4249
www.regionalsupport.on.ca

REGIONAL SUPPORT ASSOCIATES SERVICE EVALUATION SURVEY

IMPORTANT SURVEY INFORMATION BEFORE YOU BEGIN...

By taking part in this survey, you are agreeing to let RSA use your feedback to improve our services.

Your answers will remain anonymous and private. You can choose not to answer any question or stop participating at any time without impacting your service.

If you decide to leave the survey early, no data will be recorded, and if you've already submitted responses, they will be excluded from any analysis if you let RSA know you wish to withdraw.

The survey results will help us to:

- Improve services and support systems.
- Find and fix any issues clients may have accessing or benefiting from services.
- Guide planning and decisions to make programs more person centered.
- Ensure accountability and transparency in how services are provided.

We take privacy seriously and as such, responses will be anonymous, only showing the service provided and whether the person is still receiving RSA services or has completed their time with RSA. Any information collected will be kept private and not shared with anyone who isn't authorized. The information will only be used to evaluate and improve services.

The survey results will be reviewed in a way that combines the answers from all participants to look for themes and patterns. Only authorized people, like the Senior Leadership Team or those managing the survey, will have access to the aggregated data.

If you would like to complete the survey electronically, please follow the link and/or use the QR Code below



[RSA Services - Evaluation Survey \(2026-2027\) – Fill in form](#)

We thank you for taking the time to help us improve our services.



Regional
Support
Associates

What Service(s) are you providing feedback regarding? Please select all that apply.

RSA Clinical Services

- ☐ Behaviour Consultation ☐ Assessment

RSA Specialized Clinical Services

- ☐ Occupational Therapy ☐ Speech & Language Services
☐ Community Health Care Consultation

RSA Case Management Services

- ☐ RSA Enhanced Community Response ☐ RSA Complex Support Coordination
☐ RSA Health Care Facilitation ☐ RSA Dual Diagnosis Justice Case Management

Which option below best describes your role when receiving services from RSA:

- ☐ Client/ Individual ☐ Parent, Family member or Unpaid Caregiver
☐ Agency Staff supporting the individual ☐ Other Paid Staff or Paid Caregiver

Please select where you are in the RSA Referral/ service process

- ☐ I am still receiving services from RSA
☐ My referral has recently been closed/inactive with RSA

1. I felt RSA staff listened to me and what my needs are

Not Satisfied	A Little Satisfied	Partly Satisfied	Very Satisfied
1	2	3	4
			
☐	☐	☐	☐

If you would like to add a comment, please add it here:

2. RSA staff took the time to build trust and offered meaningful information

Not Satisfied	A Little Satisfied	Partly Satisfied	Very Satisfied
1	2	3	4
			
☐	☐	☐	☐
If you would like to add a comment, please add it here:			

3. RSA staff followed through with our plans

Not Satisfied	A Little Satisfied	Partly Satisfied	Very Satisfied
1	2	3	4
			
☐	☐	☐	☐
If you would like to add a comment, please add it here:			

4. I felt respected when working with RSA staff

Not Satisfied	A Little Satisfied	Partly Satisfied	Very Satisfied
1	2	3	4
			
☐	☐	☐	☐
If you would like to add a comment, please add it here:			

5. RSA staff included my thoughts and ideas in our work

Not Satisfied	A Little Satisfied	Partly Satisfied	Very Satisfied
1	2	3	4
			
☐	☐	☐	☐
If you would like to add a comment, please add it here:			

6. RSA staff took the time to explain the process and helped me understand

Not Satisfied	A Little Satisfied	Partly Satisfied	Very Satisfied
1	2	3	4
			
☐	☐	☐	☐
If you would like to add a comment, please add it here:			

7. RSA staff used language that made sense to me

Not Satisfied	A Little Satisfied	Partly Satisfied	Very Satisfied
1	2	3	4
			
☐	☐	☐	☐
If you would like to add a comment, please add it here:			

8. RSA staff made an individual plan with me and my supports



Regional
Support
Associates

Not Satisfied	A Little Satisfied	Partly Satisfied	Very Satisfied
1	2	3	4
			
☐	☐	☐	☐
If you would like to add a comment, please add it here:			

What did you like best about RSA services?

What did you like least about RSA services?

What is something that changed for you because of working with RSA?

Please provide any other feedback that you may have around RSA Services