

**Department of Mental Health and Addiction Services
 Blue Hills Substance Abuse Services
 TRAUMA-INFORMED SERVICES
 CONSUMER SURVEY***

Staff in the program are working to create a safe environment for patients so they can take a meaningful role in their treatment and get the services they require. Please complete this questionnaire to help us evaluate our services.

	BHSAS Program (check one): <input type="checkbox"/> Acute Detox Unit (1 st floor) <input type="checkbox"/> Intermediate Rehab Unit (2 nd floor)	Date:
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For each box, put an X in the circle that applies to you.		
Gender: <input type="radio"/> Male <input type="radio"/> Female	Age: <input type="radio"/> 20 and under <input type="radio"/> 21-24 <input type="radio"/> 25-34 <input type="radio"/> 35-54 <input type="radio"/> 55-64 <input type="radio"/> 65 and older	Primary Reason for Receiving Services: <input type="radio"/> Emotional/Mental Health <input type="radio"/> Alcohol and/or Drugs <input type="radio"/> Both Emotional/Mental Health & Alcohol and/or Drugs
Race: <input type="radio"/> White <input type="radio"/> Black/African American <input type="radio"/> American Indian/Alaskan <input type="radio"/> Native Hawaiian/Pacific Islander <input type="radio"/> Asian <input type="radio"/> Mixed <input type="radio"/> Other	Ethnicity: <input type="radio"/> Puerto Rican <input type="radio"/> Mexican <input type="radio"/> Other Hispanic or Latino <input type="radio"/> Not Hispanic	Length of Time this Admission: <input type="radio"/> Less than 1 week <input type="radio"/> 1 week to 2 weeks <input type="radio"/> More than 2 weeks <input type="radio"/> More than 5 weeks

For each item, <i>circle</i> the answer that matches your view.	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Not Applicable
SAFETY						
1. As a consumer in this program, I feel physically safe.	SA	A	N	D	SD	NA
2. As a consumer in this program, I feel emotionally safe.	SA	A	N	D	SD	NA
TRUSTWORTHINESS						
1. I trust the people who work here at this program.	SA	A	N	D	SD	NA
2. This program provides me with good information about what to expect from its staff and services.	SA	A	N	D	SD	NA

*Survey is adapted from Dr. Roger Fallot's material.
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For each item, <i>circle</i> the answer that matches your view.	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Not Applicable
TRUSTWORTHINESS (con't)						
3. I trust that people here at this program will do what they say they are going to do, when they say they are going to do it.	SA	A	N	D	SD	NA
4. The people who work here at this program act in a respectful and professional way toward me.	SA	A	N	D	SD	NA
CHOICE						
1. This program offers me a lot of choices about the services I receive.	SA	A	N	D	SD	NA
2. I have a great deal of control over the kinds of services I receive, including when, where, and by whom the services are offered.	SA	A	N	D	SD	NA
3. People here at this program really listen to what I have to say about things.	SA	A	N	D	SD	NA
COLLABORATION						
1. At this program, the staff is willing to work <u>with</u> me (rather than doing things <u>for</u> me or <u>to</u> me).	SA	A	N	D	SD	NA
2. When decisions about my services or recovery plan are made, I feel like I am a partner with the staff, and that they really listen to what I want to accomplish.	SA	A	N	D	SD	NA
3. Consumers play a big role in deciding how things are done here at this program.	SA	A	N	D	SD	NA
EMPOWERMENT						
1. This program recognizes that I have strengths and skills as well as challenges and difficulties.	SA	A	N	D	SD	NA
2. The staff here at this program are very good at letting me know that they value me as a person.	SA	A	N	D	SD	NA

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For each item, <i>circle</i> the answer that matches your view.	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Not Applicable
EMPOWERMENT (con't)						
3. The staff at this program help me learn new skills that are helpful in reaching my goals.	SA	A	N	D	SD	NA
4. I feel stronger as a person because of what I have gained by being in this program.	SA	A	N	D	SD	NA
TRAUMA SCREENING PROCESS						
1. The staff explained to me why they asked about difficult experiences in my life (like violence or abuse).	SA	A	N	D	SD	NA
2. The staff are as sensitive as possible when they ask me about difficult or frightening experiences that I may have had.	SA	A	N	D	SD	NA
3. I feel safe talking to staff about my experiences with violence or abuse.	SA	A	N	D	SD	NA