

Dear [MemberName]

You are at the heart of everything we do here at Neighborhood Falmouth.

We are reaching out because your experience matters to us and because we want to make sure we are truly meeting your needs, both now and in the year ahead.

This short survey has seven questions and should take about five minutes to complete. There are no right or wrong answers — we ask for your honest thoughts, which are more valuable to us than anything else.

Please return your completed survey using the enclosed stamped envelope by October 23.

If you prefer to answer by phone or in person, call us at 508-564-7543 and we will be happy to assist you. Volunteers will follow up with members whose surveys are not returned.

Thank you for being part of our community—and thank you for helping us understand how we can be a better resource for you.

With gratitude,

P.S.

Enclosed you'll find a handy reminder about the ways Neighborhood Falmouth regularly helps members along with a magnet with our member phone number. We encourage you to call us for these and other tasks!

1. In the past year, how easy has it been to reach Neighborhood Falmouth when you needed help?

- ☐ Always easy
- ☐ Mostly easy
- ☐ Sometimes difficult
- ☐ I haven't needed to reach out this past year

2. When you've asked Neighborhood Falmouth for help, how satisfied were you with the services that were provided to you? Add details below if you'd like to explain.

- ☐ Completely satisfied
- ☐ Mostly satisfied
- ☐ Somewhat dissatisfied
- ☐ Completely dissatisfied
- ☐ I did not request help from Neighborhood Falmouth this year

3. Is there anything you'd like Neighborhood Falmouth volunteers to do differently in fulfilling requests for you? Please share any thoughts; for example, if you had concerns about driving, whether you prefer the volunteer escorts you to and from the door, whether you are sensitive to fragrance and prefer volunteers avoid wearing fragrances, etc.

4. Was there ever a time a task/need didn't get fulfilled due to hesitation contacting Neighborhood Falmouth OR family? If so, what was the task and what made you hesitate?

5. Are there additional programs or services you would like to see Neighborhood Falmouth offer?

6. Are there additional social activities you would like to see Neighborhood Falmouth offer?

Neighborhood Falmouth Safety Initiative Interest

7. How concerned are you about falling in your home? (Check all that apply.)

- ☐ I have fallen in the recent past, and I am concerned about falling again.
- ☐ I have not fallen but I am concerned that I may.
- ☐ I am not too concerned.
- ☐ I would like a Certified Aging in Place Specialist to review my home and suggest simple fixes that could improve safety.