

- f. Office phone calls are handled quickly and efficiently 1 2 3 4 5
 Comment:
- g. Our fees are fair and reasonable 1 2 3 4 5
 Comment:
- h. Your counsellor was friendly and courteous 1 2 3 4 5
 Comment:
- i. Your counsellor spent adequate time with you 1 2 3 4 5
 Comment:
- j. Your counsellor was knowledgeable and professional 1 2 3 4 5
 Comment:
- k. Your counsellor approached your concerns based on what the Bible has to say 1 2 3 4 5
 Comment:
- l. The gospel message was kept central in counselling 1 2 3 4 5
 Comment:

2. Why did you choose Elisha House for counselling?

fee scale friend/family member location biblical counsel
heard positive things about it
other

3. I have seen an Elisha House counsellor:

More than 3 times 3 times or less

4. Has counselling at Elisha House helped you resolve/cope with the problem that brought you here?

No Yes Somewhat

Comment:

5. Are there any additional services you would like Elisha House to offer?

No Yes (please specify)

6. Do you have any suggestions regarding how we can improve quality care?

No Yes (please specify)

7. Did a counsellor refer you to another organization or individual for other help or services?

No Yes (please specify)

8. If you answered "yes" to Question 7, did you find the referral to be helpful?

No Yes Please explain

9. Would you return to Elisha House if you felt the need for counselling in the future?

No Yes Please explain

10. Would you refer others to Elisha House for counselling?

No Yes Please explain

11. In general, how satisfied have you been with the services you have received?

Very satisfied Satisfied Neutral Dissatisfied Very dissatisfied

Additional Comments:

If you are willing, please write a paragraph below sharing your testimony of your growth in grace through counselling that could be used for promotional purposes (newsletter, website, etc.)

For Office Use Only:

Reviewed by:

Counsellor:

Executive Director:

Return to Admin for filing: