

ST. LEONARD'S COMMUNITY SERVICES

Function: Planning
Policy: Addendum 4 Sample Activity Evaluation Questions
CMHO Standard(s):
Approved: August 1, 2008

ADDENDUM 4

Sample Activity Evaluation Questions

1. On what basis do staff and/or the clients decide that products or services are needed?
2. What is required of staff in order to deliver the product or services?
3. How are staff trained on how to deliver the product or services?
4. How do clients come into the program?
5. What is required of clients?
6. How do staff select which services will be provided to the client?
7. What is the general process that clients go through with the program?
8. What do clients consider to be strengths of the program?
9. What do staff consider to be strengths of the program?
10. What typical complaints are heard from staff and/or clients?
11. What do staff and/or clients recommend to improve the product or program?
12. On what basis do staff and/or the clients decide that the product or services are no longer needed?