Sample survey questions to ask your caregivers

Consider surveying your agency’s aides so you can identify employees’ needs. Catering to those needs may help with recruitment and retention, says Hayley Gleason, interim executive director of the Home Care Aide Council. The council, a nonprofit trade association with over 150 members throughout Massachusetts, recently asked a number of questions of home care aides. (See story, p. 2.)

Many of the questions, including those below, ask employees about their culture, languages spoken and family makeup. Read the full study and questionnaire at https://bit.ly/2NY2Wv5.

If you decide to poll your own agency’s staff, consider having a third-party vendor administer the survey. Survey results should be anonymous — and it’s important to inform staff beforehand that this will be the case.

Among the questions the council asked:

Please select your gender:
- Female
- Male

How many people in your household are adults, age 18 or older, including yourself? ____________ adults

How many children (under 18) in your household are you responsible for? ____________ children

If you have at least one child under 18 you are responsible for in your household:

Of these, how many are under the age of five years old? ____________ children

During the past 30 days, have you missed work due to a child’s illness, medical appointment, or lack of childcare? If yes, please indicate the total number of days you missed work. ____________ days

What is the highest grade you completed in school (select only one)? If educated in another country, please select the highest equivalent year of school you completed.
- Less than ninth grade
- GED/high school equivalency
- Bachelor’s degree (four-year)
- Ninth to 12th grade, no diploma
- Some college, trade school, certification - no degree
- High school diploma
- Associate’s degree (two-year)
- Above a Master’s degree

Not counting the care you get paid for, are you currently taking care of a family member, relative or friend who has a disability or health problem?
- Yes
- No

What language do you consider to be your primary language (select only one)?
- American Sign Language
- German
- Spanish
- Cantonese/Mandarin
- Hindi
- Swahili
- Creole
- Polish
- Tagalog
- English
- Portuguese
- Vietnamese
- French
- Russian
- Other: ____________

How often do you have difficulty communicating with clients because your primary language is different than theirs?
- Never
- Some of the time
- Most of the time
- Always

Source: Home Care Aide Council, Watertown, Mass.