



Brief Assessment of Service Satisfaction in Persons with an Intellectual Disability (BASSPID)¹

Name: _____ Date: _____ Age: _____ Gender: _____

Agency: _____ Work/Living Environment: _____

	Always	Sometimes	Rarely/ Never
1. Your <i>service providers</i> are nice with you.	2	1	0
2. Your <i>service providers</i> help you feel good.	2	1	0
3. You are happy with the services offered by your <i>service providers</i> .	2	1	0
4. Your <i>service providers</i> help you with your problems.	2	1	0
5. When something is going bad, you can talk to your <i>service providers</i> .	2	1	0
6. Your <i>service providers</i> ask for your opinion before making decisions.	2	1	0
7. Your <i>service providers</i> respect your decisions.	2	1	0
8. Your <i>service providers</i> let you make choices.	2	1	0
9. Your <i>service providers</i> help you reach your goals.	2	1	0
10. Your <i>service providers</i> use words that you understand.	2	1	0
11. Your <i>service providers</i> answer your questions.	2	1	0
12. At work/home, it's safe.	2	1	0
13. At work/home, it's clean.	2	1	0
14. At work/home, the furniture and equipment meet your needs.	2	1	0
15. At work/home, you agree with the schedule.	2	1	0
Total			<div style="border: 1px solid black; width: 100px; height: 20px;"></div>



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Open-ended questions (optional)

What do you like the least about your service providers?

What do you like the most about your service providers?

Instructions

1. Prior to the interview:
 - a. Fill up the upper section prior to beginning the interview with the person.
 - b. Explain to the interviewee that he/she can ask questions if he/she does not understand a statement or a response choice.
2. During the interview:
 - a. Focus on a single service (i.e., work) and specify that the statements are related to that service in particular. The person must respond regarding that service and not others.
 - b. Read each statement slowly.
 - c. Replace “service providers” by the name of the provider and/or the type of providers (e.g., caregiver, educators at work). Be as specific as you need to be for the interviewee to understand the service you are referring to.
 - d. When two word options are provided (e.g., work/home), select the one most relevant to the service being assessed.
 - e. Present the response choices at the end of the first statement. Repeat choices after each statement only if needed.
 - f. Accompany each response choice with a visual support (always = happy face, sometimes = neutral face, and rarely/never = unhappy face). The interviewee can either point his/her choice or respond orally.
 - g. Adapt the wording for the interviewee and provide concrete examples for words or statements that the interviewee does not appear to understand.
3. After the interview:
 - a. Add the scores for each response and divide the total by 30 to provide you with a percentage of satisfaction.
 - b. Examine whether the responses to the open-ended questions are consistent with the responses to the closed items.
 - c. If responses are inconsistent between the closed and open-ended items, the results should be interpreted carefully and the person re-interviewed to check for consistency.

¹ For more information or questions, please contact Marc Lanovaz at marc.lanovaz@umontreal.ca or see: Lanovaz, M. J., Argumedes, M., Lamontagne, A. J., Duquette, J. R., & Morizot, J. (2014). Initial validation of the Brief Assessment of Service Satisfaction in Persons with an Intellectual Disability (BASSPID). *Research in Developmental Disabilities, 34*, 171-177.