Selected questions from the Citizenship Model questionnaire at Christian Living Communities

The following questions are a few those asked of residents and of staff ("team members"). On the full questionnaire, there are about two dozen questions for each group. Each question is answered on a 5-point scale (from "strongly disagree" to "strongly agree") plus a sixth option for "N/A or unsure".

CLC worked with an outside consulting firm, LifeLoop, in developing and refining the questionnaire.

Examples of questions for residents:

- I have opportunities to lead or help shape programs and events in the community.
- When I moved in, conversations focused not only on my past, but also on my goals and what I hope to do and learn here.
- People living with physical challenges or who use mobility devices are treated with dignity and fully included in this community.
- If someone acts in a way that is unkind, disrespectful, or exclusionary, I feel comfortable speaking up or reminding them of our norms of kindness and respect.
- When conflicts arise between residents, we usually work them out ourselves without needing management to step in.
- I can work with team members to address challenges that affect the community.
- I often invite new or unfamiliar residents to join me at meals.
- Team members in this community take time to build meaningful relationships with me, beyond just completing tasks.

Examples of questions for staff:

- Residents develop and lead many of the programs and events offered in the community.
- Sales and Marketing highlight how residents can find purpose and contribute to the community and not just the services offered.
- Residents from different care levels regularly interact through programs, meals, or informal time together.
- Residents living with dementia or other cognitive challenges are honored and accepted by other residents.
- Residents take an active role in shaping the community's daily life, processes, and events.
- Team members and residents work together to address challenges that affect the community.
- I am encouraged and supported in building meaningful relationships with residents.
- Leaders in this community regularly connect with residents, both formally and informally.