



Executive Office
1301 W. Colonial Dr.
Orlando, FL 32804
P: 407-843-1760
F: 407-843-1767

Orlando Office
741 W. Colonial Dr.
Orlando, FL 32804
P: 407-843-1760
F: 407-440-2465

Lake County Office
4400 N. Highway 19A
Mt. Dora, FL 32757
P: 352-357-6341
F: 352-357-1434

Osceola County Office
600 N. Thacker Ave, C-23
Kissimmee, FL 34741
P: 407-931-1435
F: 407-931-1419

Stafford House
711 Seminole Ave
Orlando, FL 32804
P: 407-532-0070
F: 407-352-0071

Employee Survey 2025

Categories: Position and Duties (1); Workplace Dynamics (2); Training (3); Belonging and Pride (4); Direct Management (5); Senior Management (6)

Category	Question/Statement	Entry Type
1	1. I know my program goals and expectations.	7-Point Likert
1	2. I understand my roles and responsibilities.	7-Point Likert
1	3. I understand my roles and responsibilities and how they relate to my program goals.	7-Point Likert
5	4. My input is considered when setting my program goals.	7-Point Likert
1	5. I can access the resources and materials needed to meet expectations.	7-Point Likert
3	6. I have had opportunities to access sufficient training to meet expectations.	7-Point Likert
2	7. I feel empowered to take initiative on my team.	7-Point Likert
3	8. I feel confident in my understanding of all the services offered by the organization.	7-Point Likert
2	9. If I make an unintentional error, it is often held against me by my colleagues and/or management.	7-Point Likert
2	10. People on my team can bring up problems and challenging issues.	7-Point Likert
2	11. My unique skills and talents are valued and utilized.	7-Point Likert
2	12. My team can work together to solve problems.	7-Point Likert
3	13. I have the knowledge and confidence to engage in quality improvement activities.	7-Point Likert
4	14. The organization celebrates accomplishments.	7-Point Likert
1	15. There are clear and documented standards for how I do my work.	7-Point Likert
4	16. I am proud to work for this organization.	7-Point Likert
5	17. I am comfortable communicating with my manager.	7-Point Likert
5	18. I have the support and guidance of management in pursuing my personal growth.	7-Point Likert
6	19. Senior Management understands my needs as an employee.	7-Point Likert
6	20. Senior Management's actions are consistent with their words.	7-Point Likert
N/A	21. Comments, Suggestions, Concerns.	Text



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Email and FAQ

Subject: Help Improve Our Workplace

Hi Team,

We envision making Miracle of Love one of the best workplaces.

To get there, the Quality Management Committee wants to know how to shape our thinking, actions, and processes to best serve you. Public health results will follow when we are at our best, aligned, and joyful.

MOL has a variety of existing feedback mechanisms to understand our work and working relationships better:

- 'Open Door' Policy – Management and Administration will always make time to hear from staff.
- Scheduled one-on-ones – Structured time for Management and Employees to have discussions.
- Annual performance reviews – Formal activities that happen yearly.

In addition, the Quality Management Committee allows you to give feedback on your work experience, which is shared directly with those accountable for it.

As a part of our culture of continuous improvement, we are launching a quarterly survey to assess your work experience and our collective culture.

You and your manager can discuss the importance of this survey and answer your questions in more detail, but here are some answers to anticipated questions.

Q: Will this be anonymous?

A: Yes! The survey will be completely anonymous.

Q: Who will distribute it?

A: The Quality Manager will distribute the email.

Q: How will you know if I responded, or not?

A: We will not. Managers will encourage their employees to complete the survey, but they will not know whether you submitted a response unless you tell them.



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Q: What will happen with the survey results?

A: The Quality Management Committee will be presented with the aggregated results for review and to draft a report for Senior and Program Management. The Committee will coordinate with the Senior and Program Management to make improvement plans to address any needs/issues reported. The results will also be presented on the Quality Management Employee Satisfaction dashboard.

Q: What happens after that?

A: The Quality Management Committee will coordinate with Senior and Program Management to provide updates about changes made and respond to any issues identified in the survey. If something cannot be changed, an explanation will be shared.

Q: How often will this survey be conducted?

A: Once every three (3) months. February, May, August, and November annually.

Q: I have more questions. Who can I talk to?

A: Contact any member of the Quality Management Committee, Senior Management, or Program Management. If we do not have the answer now, we will find it for you.

