

RESIDENT / FAMILY SATISFACTION SURVEY

Our mission is to provide holistic health care in a home environment, located within an internal neighbourhood design that promotes a caring community, with emphasis on optimal health and life purpose for each resident.

Dear Resident, Family Member, Representative:

As we strive to meet the mission of Schlegel Villages, we appreciate your comments and feedback. You are invited to complete this survey as part of our “Quality Improvement” program. Please return it to the Village Office in the enclosed envelope as soon as possible. You are assured that only the General Manager will have access to the survey and that your comments will be kept confidential.

Room number: _____ Care Unit/Neighbourhood: _____

1. Activities of daily living, which include routines the resident engages in daily to meet basic needs (e.g., walking, eating, toileting, bathing, grooming), are carried out efficiently and properly.

<i>Very Satisfied</i>		<i>Satisfied</i>		<i>Dissatisfied</i>
1	2	3	4	5

Comments: _____

2. Medical concerns are dealt with efficiently and properly.

<i>Very Satisfied</i>		<i>Satisfied</i>		<i>Dissatisfied</i>
1	2	3	4	5

Comments: _____

3. Meals demonstrate awareness of nutrition, presentation, and variety.

<i>Very Satisfied</i>		<i>Satisfied</i>		<i>Dissatisfied</i>
1	2	3	4	5

Comments: _____

4. Activities and social programs relate adequately to residents' needs and interests.

<i>Very Satisfied</i>			<i>Satisfied</i>		<i>Dissatisfied</i>
1	2	3	4	5	

Comments: _____

5. Housekeeping, Laundry, and Maintenance Services are adequate for the care of the residents.

<i>Very Satisfied</i>			<i>Satisfied</i>		<i>Dissatisfied</i>
1	2	3	4	5	

Comments: _____

6. The Village and its facilities meet the needs of the residents.

<i>Very Satisfied</i>			<i>Satisfied</i>		<i>Dissatisfied</i>
1	2	3	4	5	

Comments: _____

7. Team Members are courteous, helpful, friendly, compassionate and caring.

<i>Very Satisfied</i>			<i>Satisfied</i>		<i>Dissatisfied</i>
1	2	3	4	5	

Comments: _____

8. Problems and concerns are given serious and prompt attention.

<i>Very Satisfied</i>			<i>Satisfied</i>		<i>Dissatisfied</i>
1	2	3	4	5	

Comments: _____

9. Financial and administrative matters are conducted professionally and with respect for the resident and his/her family or representative.

<i>Very Satisfied</i>			<i>Satisfied</i>		<i>Dissatisfied</i>
1	2	3	4	5	

Comments: _____

10. Schlegel Villages provide the overall quality and service I/we expect.

<i>Very Satisfied</i>			<i>Satisfied</i>		<i>Dissatisfied</i>
1	2	3	4	5	

Comments: _____

Additional comments / ideas / questions:

I would appreciate a follow-up conversation/meeting: Yes Not at this time

Signature (optional): _____

Date: _____