

## RESIDENT SATISFACTION SURVEY

Please take a moment to answer the following questions with your resident.

Comments are welcome, and can be included on the back of this page.

**Please return the survey to Lisa White or the booking desk with attention to Lisa White on the envelope.**

For each item identified below, circle the number that best corresponds to your degree of agreement.

Description of Survey Item	Scale				
	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
1. You and your family members are always welcomed and treated with respect.	1	2	3	4	5
2. You and your family members are encouraged to participate in discussions about your care.	1	2	3	4	5
3. Staff respect your day to day routines and habits without rushing them.	1	2	3	4	5
4. The kitchen offers a variety of food that is enjoyable.	1	2	3	4	5
5. Your room is clean to your satisfaction and personal items are respected.	1	2	3	4	5
6. Staff regularly wash their hands and there is information available to encourage others to properly wash their hands.	1	2	3	4	5
7. You and your family are informed when your medical condition has changed.	1	2	3	4	5
8. All areas, including common areas are clean and welcoming.	1	2	3	4	5
9. Staff are pleasant and friendly during your visit.	1	2	3	4	5
10. Your information is shared with only the right people, at the right time and in a way that is easy to understand.	1	2	3	4	5
11. There is an easy process to follow for compliments, comments and or complaints.	1	2	3	4	5
12. Along with recreation, staff offer a variety of activities that are available to you.	1	2	3	4	5
13. As necessary the Home asks service partners to assist in your care, for example visiting health care professionals. Ie: Doctor, Foot Care, Dentist	1	2	3	4	5
14. Staff are approachable & are willing to answer your questions to the best of their ability.	1	2	3	4	5
15. You feel safe at all times.	1	2	3	4	5
16. Admission packages explain everything you would need to know when moving into Valley View Villa.	1	2	3	4	5