

Valley View Villa

Client Satisfaction Survey Action Plan

June 2, 2022

	Directive	Corrective Action Work Plan	Responsibility	Target Date for achieving full compliance
1	The kitchen offers a variety of food that is enjoyable.	<ul style="list-style-type: none"> - Summer menu has started with new items. Survey was done at the end of the winter menu during an outbreak. Will need to resurvey in the fall. - At time of survey, dining rooms were closed. This impacted residents - New menu items will be added to the menu for residents to try. Staff members of the Philippines Community have generously shared cultural recipes for residents to try. This has been well received to date. 	Dietician/ Dietary Supervisor	June 2, 2022
2	There is an easy process to follow for compliments, comments and or complaints.	<ul style="list-style-type: none"> - Make complaint policy available online and emphasized in the admission package. - Make forms available to the public at the entrance so they can have the option to anonymously provide compliments, comments or complaints. 	Admin/DOC	June 30, 2022
3	Along with recreation, staff offer a variety of activities that are available to you.	<ul style="list-style-type: none"> - Residents have been locked down with COVID19 outbreak at the time of the survey. PH measures restricted congregations, visitors, music groups and dining rooms. - Floors are now both open so residents will be able to come together as one big group to enjoy programming. - Building now open to visitors, DCG's & volunteers. 	Dir. Of Recreation	June 2, 2022

Date Completed June 2, 2022

Completed by: Marcus Stephenson