

Survey:	Client Satisfaction Survey May 2022								
Location:	Valley View Villa								
Question #	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Flag Colour	Results are based on 47 responses.		
1. You and your family members are always welcomed and treated with respect.	0.00%	0.00%	4.26%	38.30%	57.45%	Green	Green is when more then 75% of results are Agree or Strongly Agree		
2. You and your family members are encouraged to participate in discussions about your care.	2.13%	8.51%	8.51%	38.30%	42.55%	Green	Yellow is when 50% Agree or Strongly Agree		
3. Staff respect your day to day routines and habits without rushing them.	2.17%	10.87%	8.70%	41.30%	36.96%	Green	Red is when less then 50% Agree or Strongly Agree		
4. The kitchen offers a variety of food that is enjoyable.	4.26%	4.26%	17.02%	42.55%	31.91%	Yellow			
5. Your room is clean to your satisfaction and personal items are respected.	0.00%	2.17%	2.17%	52.17%	43.48%	Green			
6. Staff regularly wash their hands and there is information available to encourage others to properly wash their hands.	2.17%	4.35%	17.39%	36.96%	39.13%	Green			
7. You and your family are informed when your medical condition has changed.	0.00%	6.38%	10.64%	38.30%	44.68%	Green			
8. All areas, including common areas are clean and welcoming.	0.00%	2.17%	4.35%	36.96%	56.52%	Green			
9. Staff are pleasant and friendly during your visit.	0.00%	0.00%	6.38%	40.43%	53.19%	Green			
10. Your information is shared with only the right people, at the right time and in a way that is easy to understand.	0.00%	4.35%	13.04%	45.65%	36.96%	Green			
11. There is an easy process to follow for compliments, comments and or complaints.	6.38%	4.26%	31.91%	34.04%	23.40%	Yellow			
12. Along with recreation, staff offer a variety of activities that are available to you.	4.44%	11.11%	17.78%	37.78%	28.89%	Yellow			
13. As necessary the Home asks service partners to assist in your care, for example visiting health care professionals. Ie: Doctor, Foot Care, Dentist	2.22%	4.44%	8.89%	57.78%	26.67%	Green			
14. Staff are approachable & are willing to answer your questions to the best of their ability.	0.00%	2.17%	6.52%	50.00%	41.30%	Green			
15. You feel safe at all times.	0.00%	4.35%	8.70%	36.96%	50.00%	Green			
16. Admission packages explain everything you would need to know when moving into Valley View Villa.	2.22%	2.22%	13.33%	40.00%	42.22%	Green			