

Retirement Home Resident Satisfaction Survey

Communication and Care

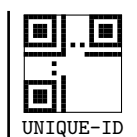
Please cross one in each line

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
Does the staff follow up and respond quickly to your concerns?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Does the staff treat you with respect?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Does the staff treat other residents with respect?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Are you satisfied with the quality of the staff in the facility?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Does a staff check to see if you are comfortable (ask if you need a blanket, need a drink, need a change in position)?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Are the staff gentle when they take care of you?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Homeline and Environment

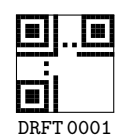
Please cross one in each line

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
Are you satisfied with the activities in the facility?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Do you think that the facility should be cleaner?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Does the facility seem homelike?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Do you have a private space to visit other residents?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Are you satisfied with your room?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



To respond ☒ or ☐

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Please cross one in each line

Strongly
Agree

Agree

Neither
Agree
nor
Disagree

Disagree

Strongly
Disagree

Are you satisfied with the safety and security of the facility?

☐☐☐☐☐

Dining

Please cross one in each line

Strongly
Agree

Agree

Neither
Agree
nor
Disagree

Disagree

Strongly
Disagree

Are foods served at the right temperature (cold foods are cold, hot foods are hot)?

☐☐☐☐☐

Can you get the foods you like?

☐☐☐☐☐

Are there times when you don't get enough to eat?

☐☐☐☐☐

Do you think the food is tasty?

☐☐☐☐☐

Activities

Please cross one in each line

Strongly
Agree

Agree

Neither
Agree
nor
Disagree

Disagree

Strongly
Disagree

Do you have enough to do here?

☐☐☐☐☐

Do the activities staff treat you and other residents with respect?

☐☐☐☐☐

Are you satisfied with activities in the facility?

☐☐☐☐☐

To respond ☒ or ☐

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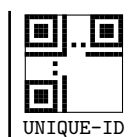
Admission

<i>Please cross one in each line</i>	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
Did the staff provide you with information about the different services in the facility?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Did the staff inform you about the daily rate?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Did the staff inform you about any additional charges?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Were you satisfied with the manner in which the admission was handled?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Noise

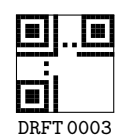
<i>Please cross one in each line</i>	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
Does the noise in other resident's room bother you?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Does the noise in the public areas bother you?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Are there times when other residents get you up-set?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Choice



To respond ☒ or ☐

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<i>Please cross one in each line</i>	Strongly agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
Can you go to bed when you like?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Can you choose what clothes to wear?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Can you bring in belongings that make your room feel homelike?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Do the staff leave you alone if you want to do nothing?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

PREVIEW