

## Satisfaction Survey for LTC

These questions are based on your experience with Hyland Crest/Highland Wood in the last 6 months.

Please indicate the home to which you are answering: **Hyland Crest**..... **Highland Wood**.....

Please circle the most appropriate response

1	There are opportunities for me to be involved in decisions related to my family members care.	Strongly Agree	Agree	Disagree	Strongly Disagree
2	I know who to approach when I have a concern.	Strongly Agree	Agree	Disagree	Strongly Disagree
3	I am sufficiently informed regarding the range of activities available so that I can support my family member's involvement.	Strongly Agree	Agree	Disagree	Strongly Disagree
4	I feel comfortable expressing my opinion and feelings regarding my family members care.	Strongly Agree	Agree	Disagree	Strongly Disagree
5	Information and questions regarding my family member's finances are dealt with efficiently.	Strongly Agree	Agree	Disagree	Strongly Disagree
6	Staff respect my family member's personal and physical privacy.	Strongly Agree	Agree	Disagree	Strongly Disagree
7	Care is provided in a kind and friendly manner.	Strongly Agree	Agree	Disagree	Strongly Disagree
8	Consideration is given to my family member's food preferences.	Strongly Agree	Agree	Disagree	Strongly Disagree
9	Staff work as a team to support my family member.	Strongly Agree	Agree	Disagree	Strongly Disagree
10	Staff are friendly courteous and helpful to me.	Strongly Agree	Agree	Disagree	Strongly Disagree
11	I am satisfied that my questions and concerns are answered and/or followed up.	Strongly Agree	Agree	Disagree	Strongly Disagree
12	Hyland Crest/Highland Wood provides a home like environment.	Strongly Agree	Agree	Disagree	Strongly Disagree
13	I am encouraged to personalize my family member's room.	Strongly Agree	Agree	Disagree	Strongly Disagree
14	Hyland Crest/Highland Wood provides a safe environment for my family member.	Strongly Agree	Agree	Disagree	Strongly Disagree
15	Personal laundry services meet my family member's needs.	Strongly Agree	Agree	Disagree	Strongly Disagree
16	Hyland Crest/Highland Wood provides an enjoyable dining experience for my family member.	Strongly Agree	Agree	Disagree	Strongly Disagree
17	Staff, volunteers and others demonstrate genuine concern for my family member's well being.	Strongly Agree	Agree	Disagree	Strongly Disagree
18	My family member is encouraged and assisted to maintain or improve their level of independence.	Strongly Agree	Agree	Disagree	Strongly Disagree

*Thank-you for taking the time to complete our LTC Survey.*

19	There are opportunities for my family member to express their spiritual and cultural preferences.	Strongly Agree	Agree	Disagree	Strongly Disagree
20	Staff treat my family member with respect.	Strongly Agree	Agree	Disagree	Strongly Disagree
21	Overall I am satisfied with the quality care and service	Strongly Agree	Agree	Disagree	Strongly Disagree
22	Overall I am satisfied that Hyland Crest/Highland Wood is clean and well maintained.	Strongly Agree	Agree	Disagree	Strongly Disagree

Please indicate:

- Are you aware that we have a resident council? Yes.....  
No.....
- Are you aware that we have a family council? Yes.....  
No.....

What is most important to you about the care and service we provide? .....

Can you tell us where we met your expectations? .....

Can you tell us where we did not meet your expectations? .....

What would you like to see improved in the home to improve the resident's quality of life? .....

Is there anything in this survey that we did not ask that you would like to tell us about? .....

Thank - you for completing our questionnaire. Your input is essential for us to improve our services to better meet the needs of the residents at Hyland Crest and Highland Wood.

The results of this survey will be forwarded to HHHS Quality Committee, the resident and family councils.

I would like to receive LTC communication by email (Family and Resident Council minutes, facility updates, Monthly Newsletter and Calendar etc)

Please provide email address \_\_\_\_\_

**I would like the home to contact me**

**Yes** \_\_\_\_\_ **No** \_\_\_\_\_

**Name:** \_\_\_\_\_

**Phone #** \_\_\_\_\_

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