

YEAR Resident Experience Survey

After reading each question or statement and using the provided ratings, please rate Radiant Care Pleasant Manor's performance in the following areas. Please return your survey to the 15 Elden Street Administration Office or to the Therapeutic Recreation Office by **DATE**.

Name (optional):	
Date:	

Personal Care and Medical Issues	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Do Not Know
Personal care received such as bathing, hygiene, safety and comfort, lifting and transferring, etc.					
Staff respect my privacy while providing personal care					
Medical concerns and medical care such as treatments, medication administration, etc. are addressed					
Staff awareness of my personal preferences of routines for waking up in the morning, bedtime rituals and hygiene choices, and reflection of awareness in their daily care					
Staff care that considers my strengths, preferences and needs in a non-rushed manner allowing me the optimal independence at my own pace					
If applicable, the continence products I use help to keep my skin dry, fit comfortably and eliminate soilage on my clothes					
Physiotherapy services offered at Radiant Care Pleasant Manor					
I was involved in decisions about my care as much as I wanted to be					

Programming and Activities	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Do Not Know
Effectiveness of the Resident Council					
Quality of activities I have been involved in					
Variety of activities I have been involved in					
Meaningful and enjoyable activities					
Staff are aware of my personal interests and hobbies and facilitate participation in these					
Chapel Services and Bible Studies					
One-on-one visitations with the Chaplain					
Opportunity and support in meeting my spiritual needs					

Dietary / Food	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Do Not Know
Variety of food offered on our menu					
Presentation of food					
Temperature of food when it's received					
Promptness of meal service					
Seasoning and taste of food served					
Time provided so that I may eat my meal at my own pace					
Appropriate, courteous assistance provided with my meals					
Overall dining room experience (e.g., noise level, table mates, seating, lighting, etc.)					

Environmental Services	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Do Not Know
Radiant Care Pleasant Manor's response to maintenance issues					
Lighting					
Temperature inside our building					
Ease of mobility within our building					
Overall appearance of Radiant Care Pleasant Manor					
Overall comfort of Radiant Care Pleasant Manor					
Laundry service at Radiant Care Pleasant Manor					

Staff Communication with Residents & Families	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Do Not Know
Volume of voice the staff uses to talk with me					
Clarity of speech of the staff					
Body language when staff talk with me					
Ability of staff to help resolve issues					

Administration / Management / Office Staff	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Do Not Know
Management accessibility for me					
Management responsiveness and ability to address issues or complaints I have					
Management efforts to share information with me					
Office staff efforts to provide me with the information I need					
Friendliness					

Having a Voice	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Do Not Know
How well staff listen to me					

Having a Voice	Yes	No
I can express my opinion without fear of consequences		

Recommendation	Yes	No
Would you recommend Radiant Care Pleasant Manor to your family and friends?		

Overall Rating	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Do Not Know
I am treated with excellence, love and dignity					
Overall, rating of my experience at Radiant Care Pleasant Manor and the care and services I receive in all areas					

Additional Comments

If you would like us to contact you to discuss any suggestions or concerns listed, please provide the following:

Name: _____

Email: _____

Phone: _____