

Friendly Manor Question Ranking

QUESTIONS (53)-	DIFFICULTY-	AVERAGE SCORE-
Q28 Overall, I am treated with kindness, courtesy, compassion, fairness, respect and dignity by the environmental team (staff) members (includes Housekeeping, Laundry, Maintenance)	53	96%
Q59 During this year, I felt that the Home was taking appropriate precautions for the COVID -19 pandemic that helped me to feel safe.	52	95%
Q62 Overall, I am happy with the Home and the team members (staff).	51	95%
Q19 Feeling safe and secure with all team members (all staff).	49	94%
Q61 I would recommend this Home to others.	49	94%
Q46 I enjoy the Exercise Programs	46	93%
Q21 Feeling safe and secure in my home environment.	46	93%
Q45 I enjoy the Restorative Care Program (ie. meal support, bladder training, range of motion, and/or walking program)	46	93%
Q35 Overall, I am treated with kindness, courtesy, compassion, fairness, respect and dignity by the Dietary (staff) team members.	42	92%
Q52 Team members (staff) care about any issues I may convey, I feel listened to.	42	92%

QUESTIONS (53)-	DIFFICULTY-	AVERAGE SCORE-
Q18 The overall cleanliness of the Home.	42	92%
Q51 I can share my opinion without fear of consequences.	42	92%
Q49 Overall, I am treated with kindness, courtesy, compassion, fairness, respect and dignity by the Activation/Recreation team (staff).	41	92%
Q42 I am satisfied with the assistance / encouragement I receive from team members (Activation/Recreation staff) to enjoy a program.	36	91%
Q16 I am satisfied with the medical attention provided by my Physician (and Nurse Practitioner, if applicable)	36	91%
Q10 My preferences are respected regarding bathing (day/time/bath or shower)	36	91%
Q27 Laundry Services: The Laundry Services provided over the past year. (ie. were they delivered timely and to the appropriate owner; quality of care of my clothing; missing items being found)	36	91%
Q4 I feel that team members (nursing staff) appreciate / respect my personal privacy.	36	91%
Q37 I enjoy the Recreational / Emotional Activities (manicures,bingo, art therapy, reminiscing).	27	90%
Q24 The cleanliness and layout of my room.	27	90%

QUESTIONS (53)-	DIFFICULTY-	AVERAGE SCORE-
Q11 My preferences are respected regarding time I prefer to go to bed.	27	90%
Q6 I am encouraged and / or involved in decisions about my care.	27	90%
Q3 I am treated with kindness, courtesy, compassion, fairness, respect and dignity.	27	90%
Q30 Mealtime Experiences:Menu Choices - I am offered meal options for breakfast / lunch / dinner.	27	90%
Q58 With the COVID 19 precautions considered, I was given appropriate opportunities to connect with my loved ones including virtual (zoom, facetime, skype), outdoor and indoor visits, phone calls and window visits.	27	90%
Q55 The Home resolves my concern(s) to my satisfaction.	27	90%
Q48 I enjoy the Hairdressing Services (assistance, availability, friendliness)	27	90%
Q47 I am satisfied with my involvement and / or the work of the Residents' Council in the Home.	23	89%
Q25 Feeling an overall homelike environment.	23	89%
Q44 I enjoy the Physiotherapy Services (heat therapy, range of motion, exercises)	23	89%
Q22 Feeling the gardens and grounds outside are inviting and well maintained.	23	89%

QUESTIONS (53)-	DIFFICULTY-	AVERAGE SCORE-
Q40 I enjoy the Social Programs (Special Events, resident socials, parties)	22	89%
Q33 The food tastes good and are good portions.	16	88%
Q7 Team Members answer when I call (when they do so, they are respectful - knock on the door, introduce themselves, etc.)	16	88%
Q20 Feeling safe and secure with other residents.	16	88%
Q57 During this past year, the Home has kept me informed of the COVID-19 policies, procedures and changes?	16	88%
Q43 I am always asked if I want to participate in activities happening in the Home.	16	88%
Q15 The incontinence products (briefs, pads, liners) provided in the Home meet my needs.	16	88%
Q8 Good personal care is provided to me (tooth brushing, bathing and dressing)	13	88%
Q9 Team Members (nursing staff) actively listen to me (listen and acknowledge what I am saying).	13	88%
Q54 The Home responds to my questions / concerns in a timely manner.	13	88%
Q32 Temperature of meals were ok.	12	87%

QUESTIONS (53)-	DIFFICULTY-	AVERAGE SCORE-
Q12 My preferences are respected regarding time I prefer to get up.	7	86%
Q23 Feeling the decor in public and shared areas is homelike.	7	86%
Q53 Team members (staff) take the time to understand my concerns.	7	86%
Q14 I am given timely information on how I may access external healthcare services (ie. dental, advanced foot care, hearing services)	7	86%
Q31 The availability and choice of nourishments and between meal snacks.	7	86%
Q39 I enjoy the Intellectual Programs (trivia, reminiscing, current news events)	5	85%
Q13 I am given enough information about changes in my medication, physical condition and plan of care to feel capable of giving my consent.	5	85%
Q41 I enjoy the Spiritual Services (Church, Bible Study, hymn sing)	4	84%
Q38 I enjoy the Community Outings (shopping trips, lunches out, day trips)	3	83%
Q34 Overall dining experience (service and atmosphere).	2	81%
Q5 Team members (nursing staff), take into consideration my religious, ethnic and cultural values.	1	60%

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