

Family Satisfaction Survey

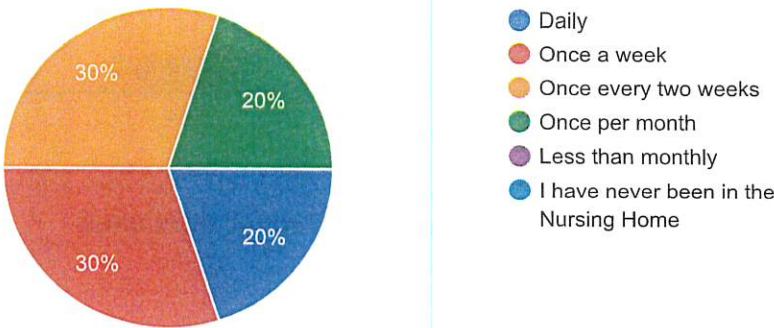
10 responses

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How often I visit the Nursing Home.

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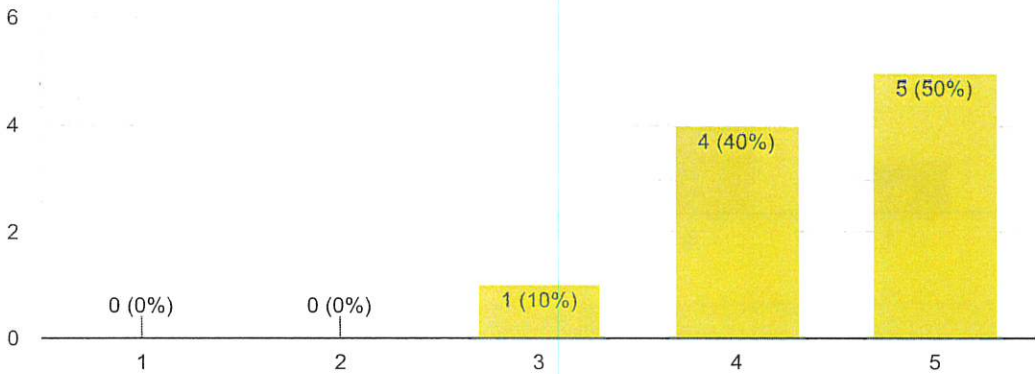
10 responses



I feel that good personal care is provided to my loved one.

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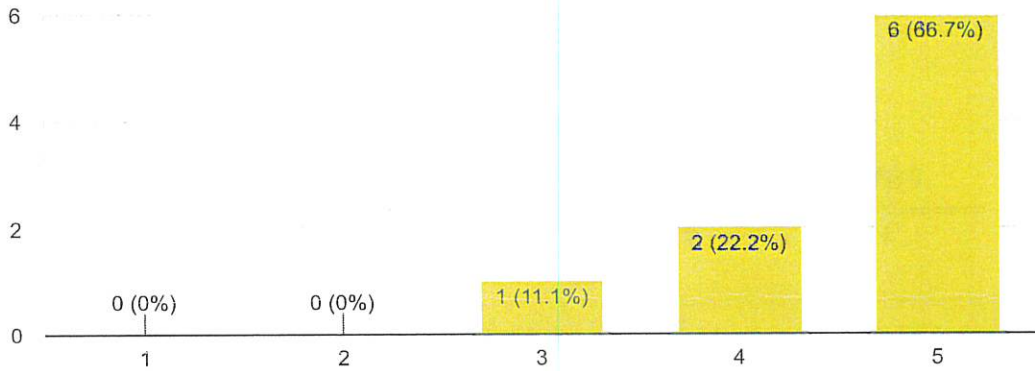
10 responses



I am satisfied with the respect and emotional support given to my loved one.

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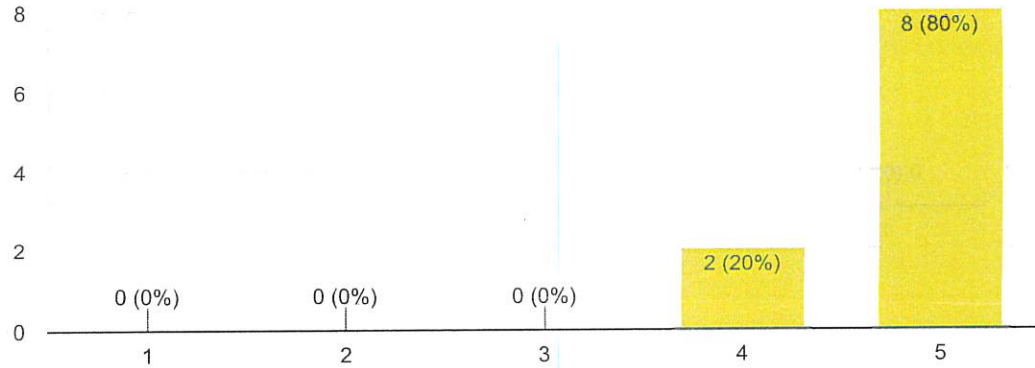
9 responses



I am involved as much as I want to be in the decisions about care.

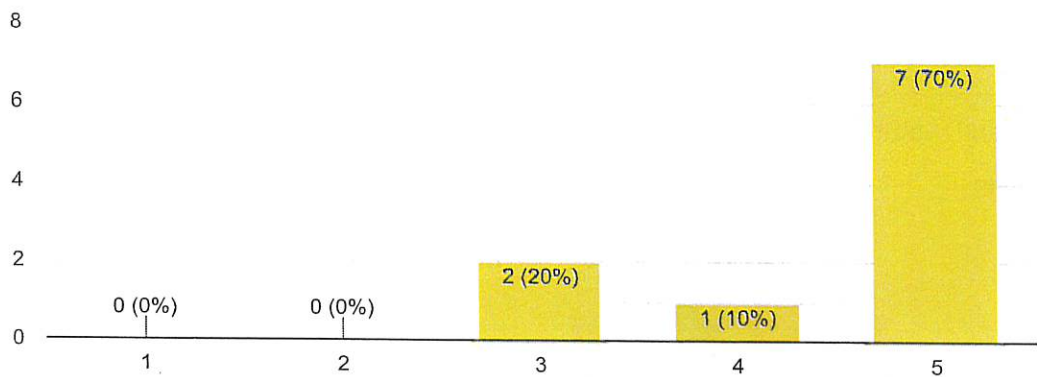
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10 responses



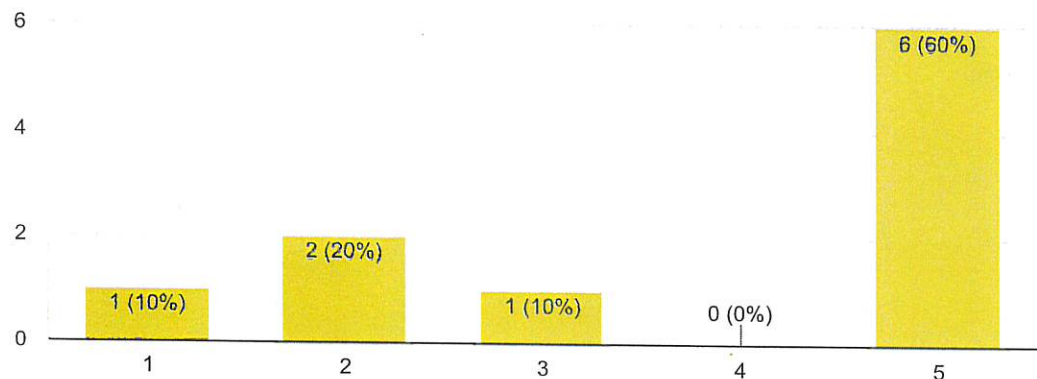
The Nursing Home respects my loved one's spiritual and cultural values. Copy

10 responses



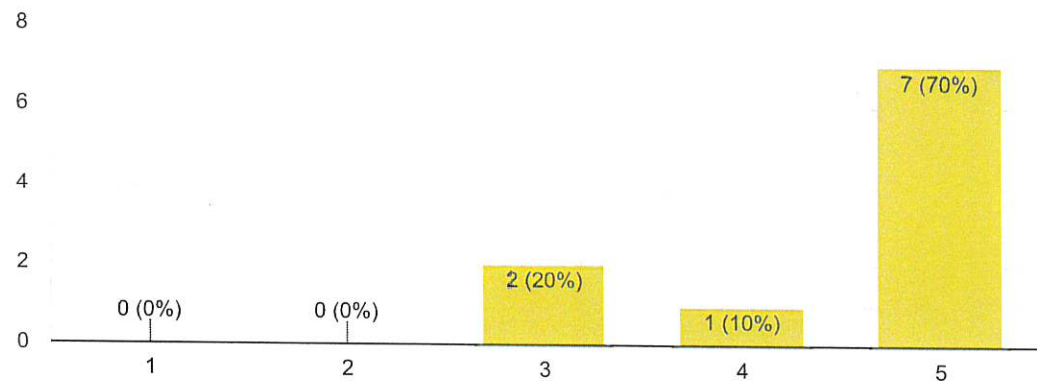
I am satisfied with the medical attention provided by my loved ones physician. Copy

10 responses



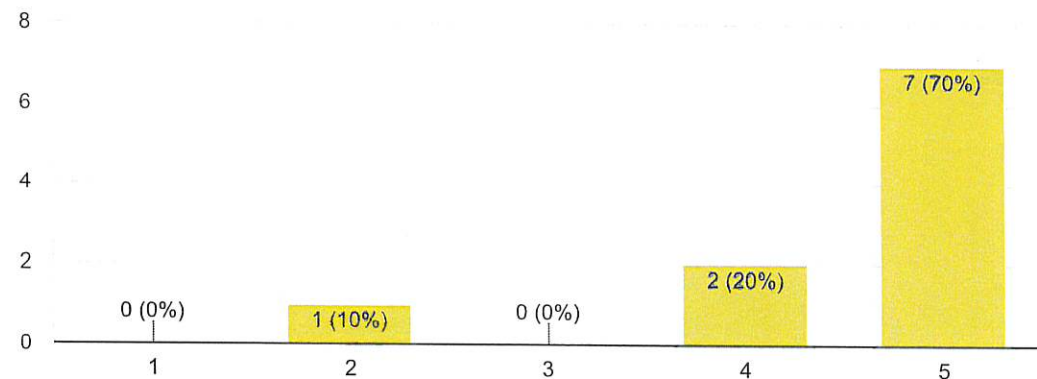
I feel there are enough recreation programs that meet the individual needs and interest of my loved one. Copy

10 responses



I am happy with the overall cleanliness of the Nursing Home. Copy

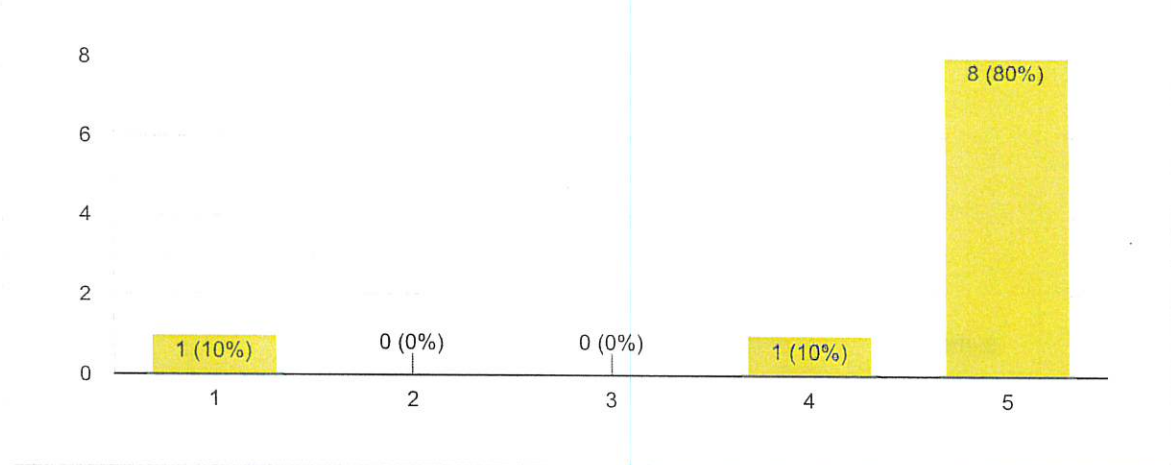
10 responses



I am satisfied with the laundry services provided over the past year to my loved ones.

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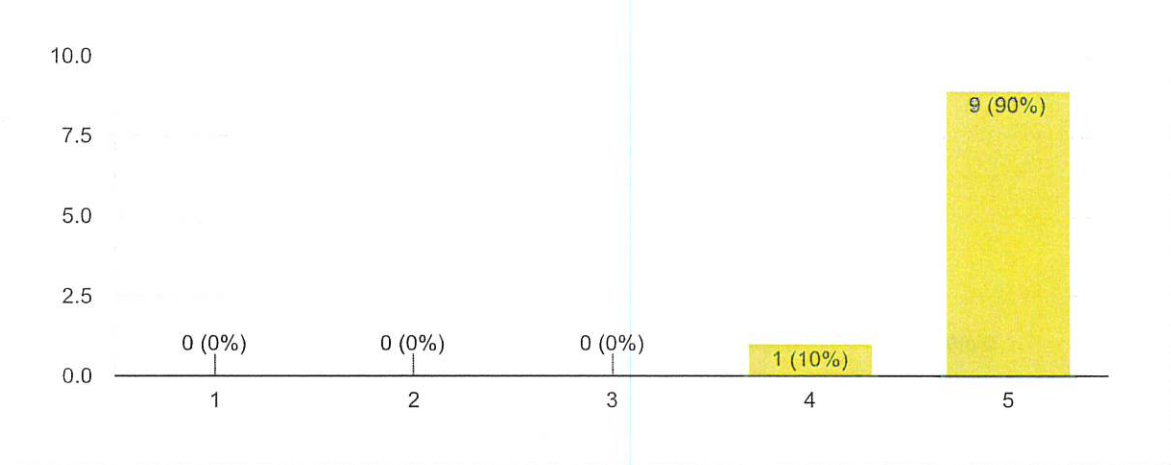
10 responses



Nursing Team members (RN, RPN, PSW) actively listen to me.

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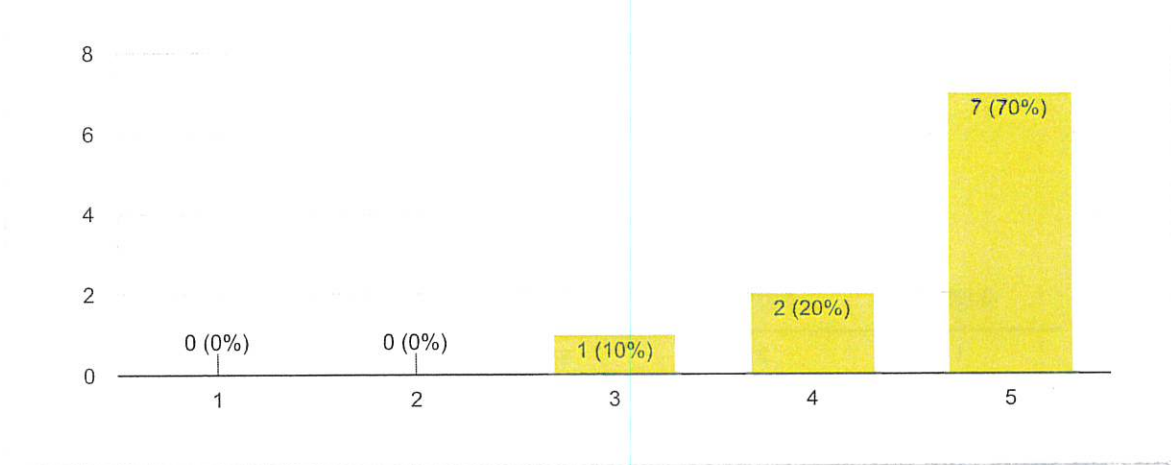
10 responses



The Nursing Home responds to my questions and concerns in a timely manner.

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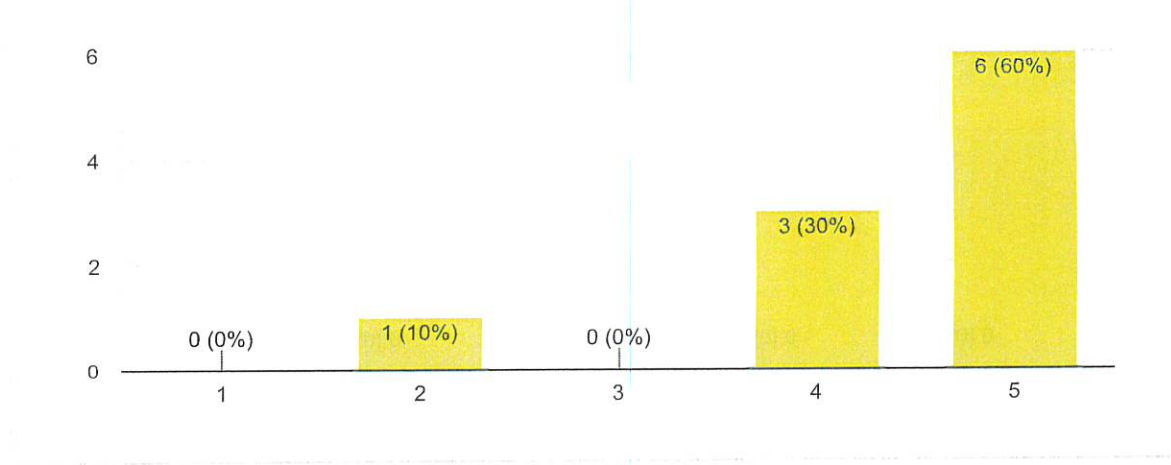
10 responses



I feel informed about policies, routines, and services at the Home so that I understand the context of my loved one's care.

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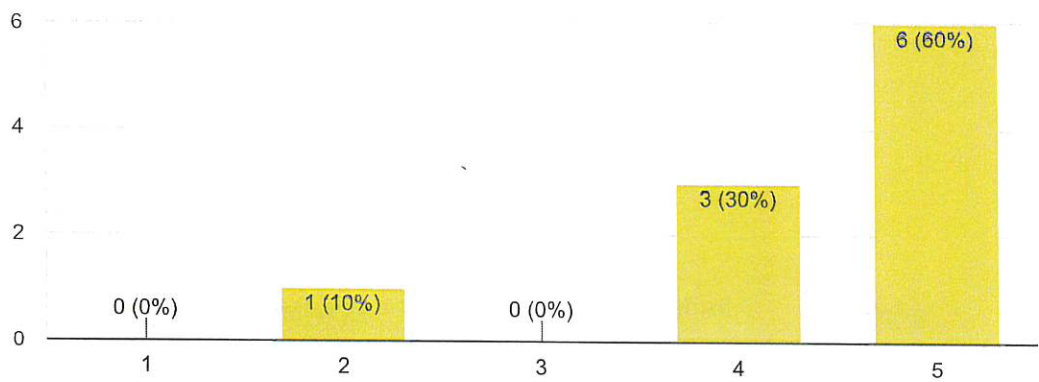
10 responses



Staff identify themselves when I am speaking with them (either verbally or via wearing their name tag).

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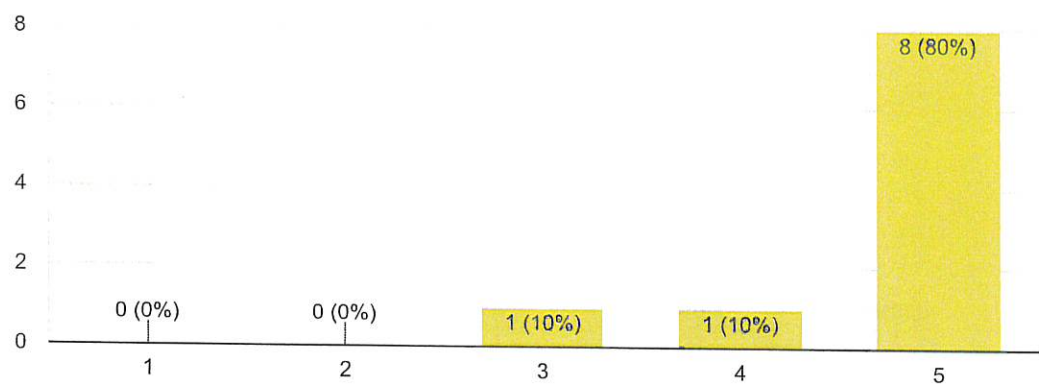
10 responses



I am comfortable approaching a staff member with my concerns.

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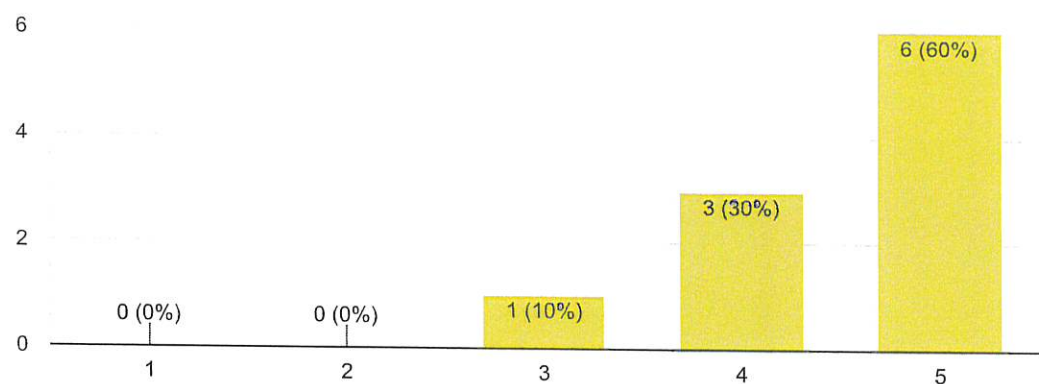
10 responses



The Home resolves my concern(s) to my satisfaction.

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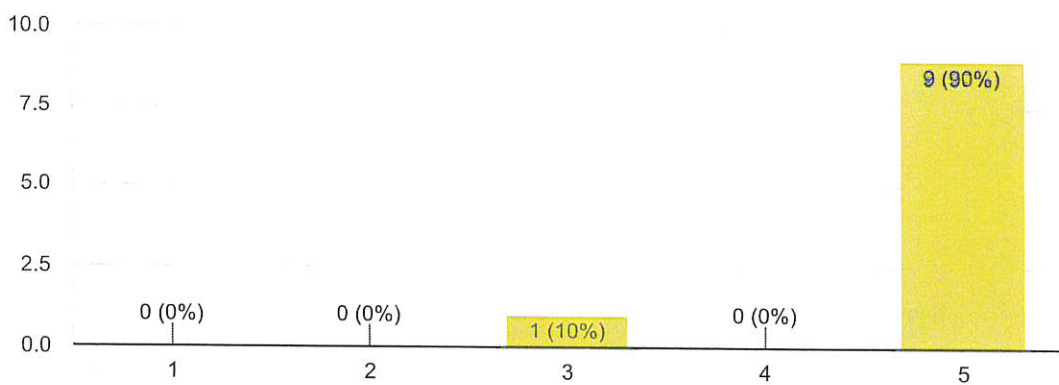
10 responses



As POA/SDM, I am provided with enough information regarding changes in medication, physical condition, and plan of care in order to provided my informed consent.

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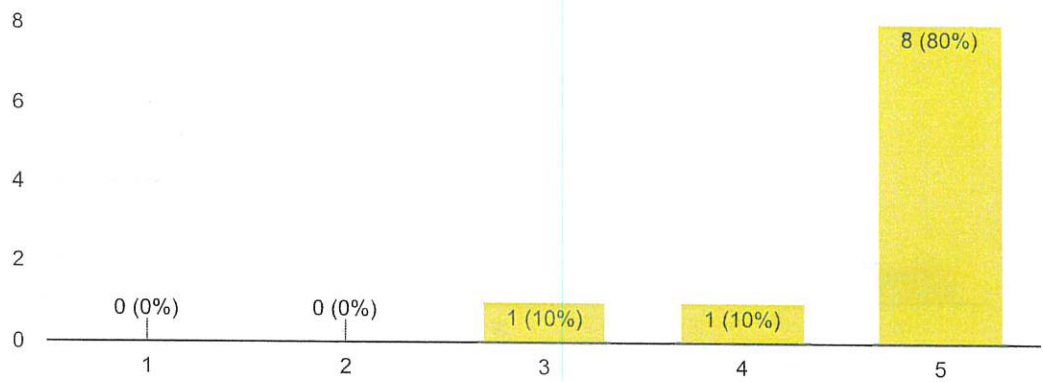
10 responses



During the past year, I am satisfied with how Friendly Manor has responded to outbreaks occurring in the Home. The appropriate precautions were taken to protect my loved one.

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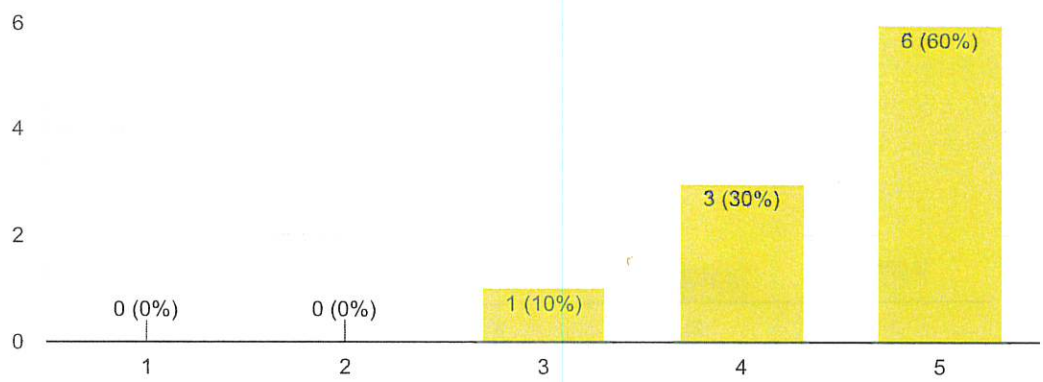
10 responses



I feel that good personal care is provided to my loved one.

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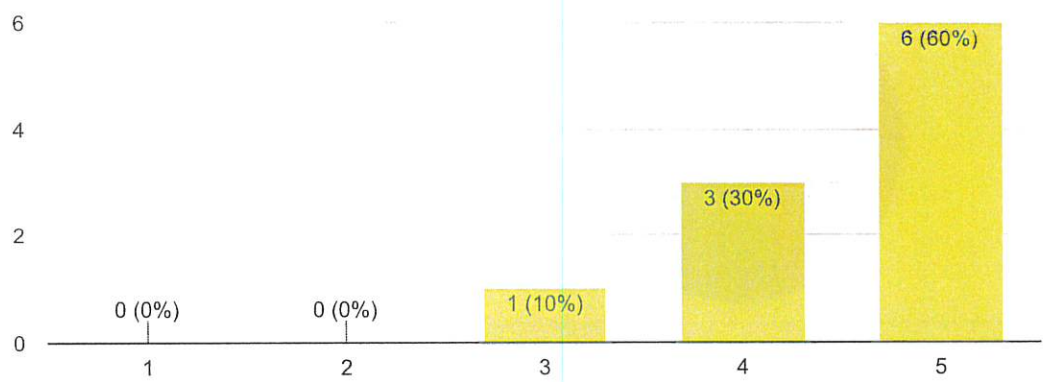
10 responses



I am satisfied with the Hairdressing services provided to my loved one.

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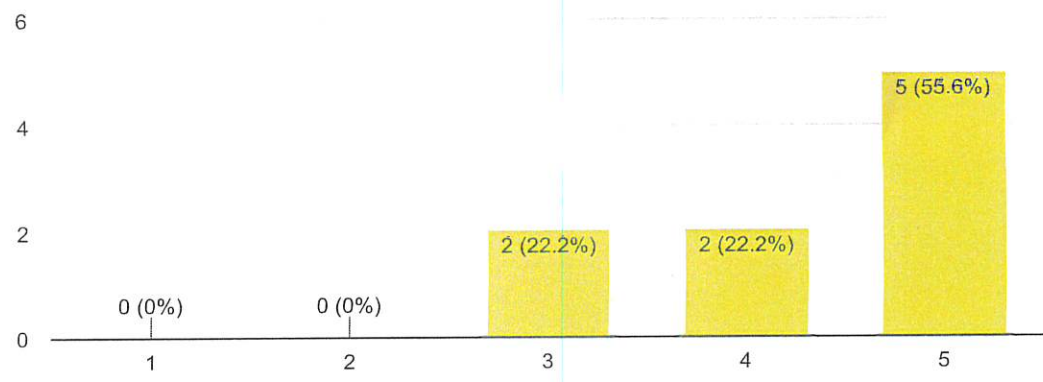
10 responses



I am satisfied with the Physiotherapy Services provided to my loved one.

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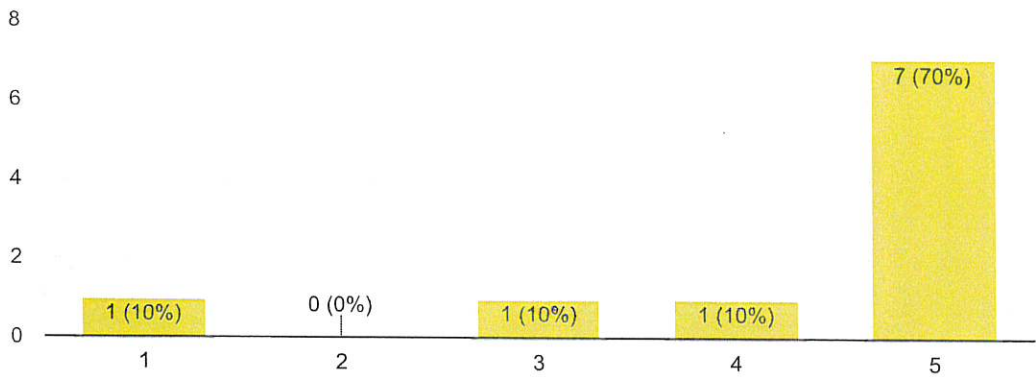
9 responses



I am aware of how I could access external healthcare services (Dental, Advanced Footcare, Hearing services)

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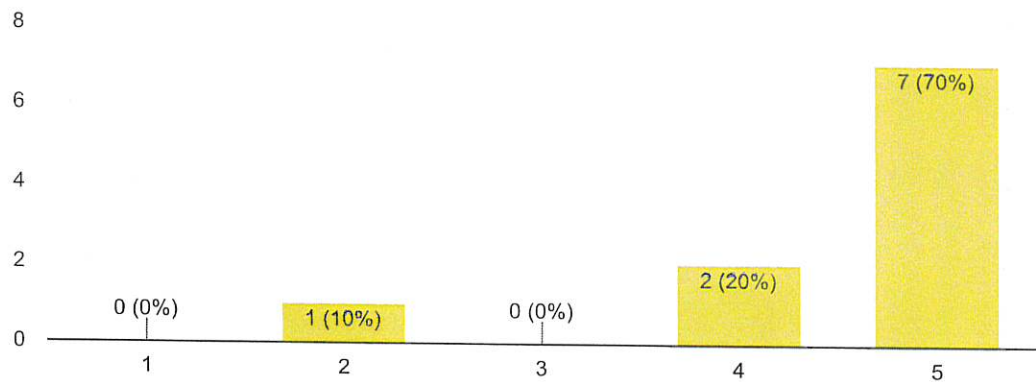
10 responses



I would recommend this Nursing Home to others.

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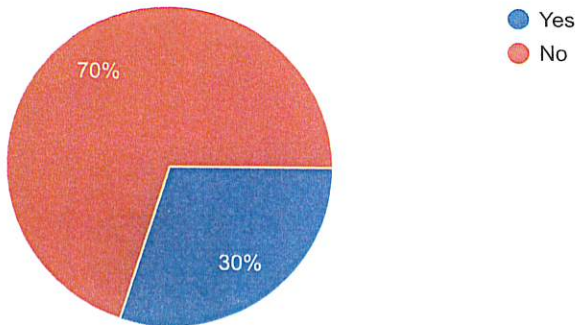
10 responses



Are you interested in participating in the Family Council?

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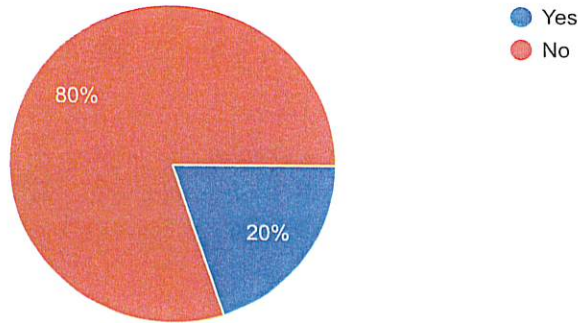
10 responses



Are you interested in becoming a volunteer at Friendly Manor?

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10 responses



Additional Comments

4 responses

Very happy with the care that is provided to my Mom and Uncle

Thanks to all of the amazing people that help my father and others at this time in his life. Your staff makes it easier for families knowing our family members are taken care of. Thanks again from the Woodcocks. Merry Christmas to all.

When we arrived at the nursing home on the first day an admin staff handed me (the POA) a folder of papers while we were moving into the room. They didn't explain much, just told me to look through the papers. They were not unkind, just busy. The process was a bit overwhelming as we receive government subsidies for the room and I was unfamiliar with the process then. I would have liked a one on one, not in my family members room to discuss thing more in-depth when we arrived.

I appreciate the staff @ Friendly Manor and everything being done to accommodate my mom and dad's needs (physically and emotionally)....Thank you

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