

# Resident Satisfaction Survey

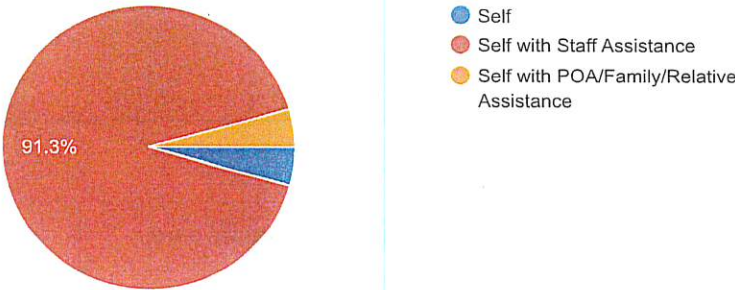
23 responses

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How did you complete this survey?

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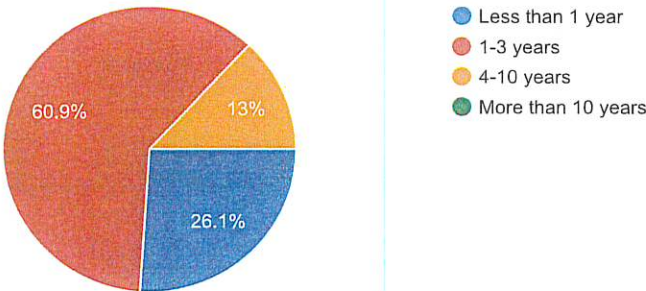
23 responses



How long have you lived at Friendly Manor?

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23 responses

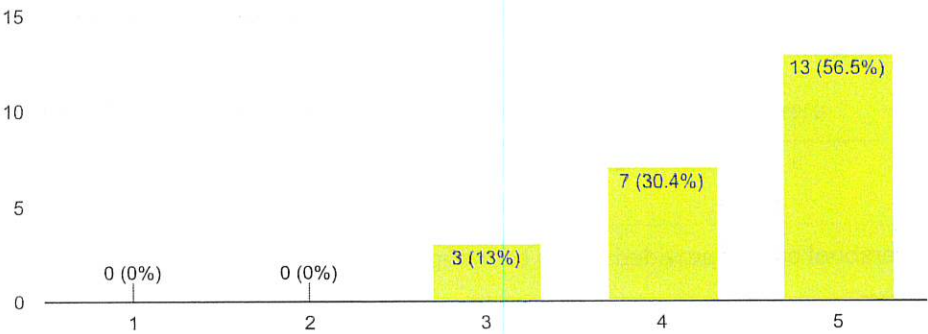


## My Personal Care

I am treated with kindness, courtesy, compassion, fairness, respect and dignity.

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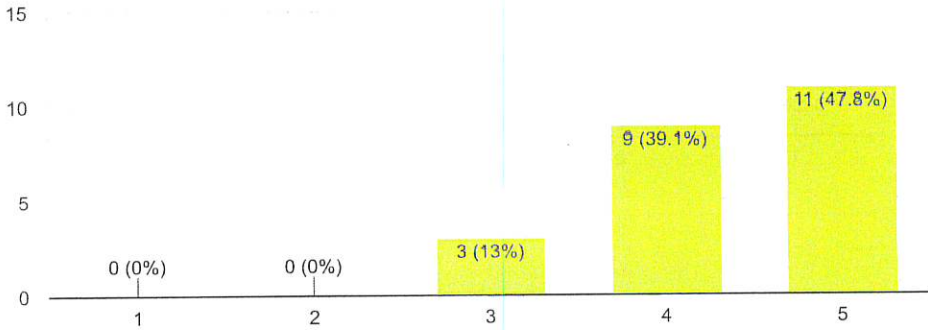
23 responses



I feel that team members appreciate/respect my personal privacy.

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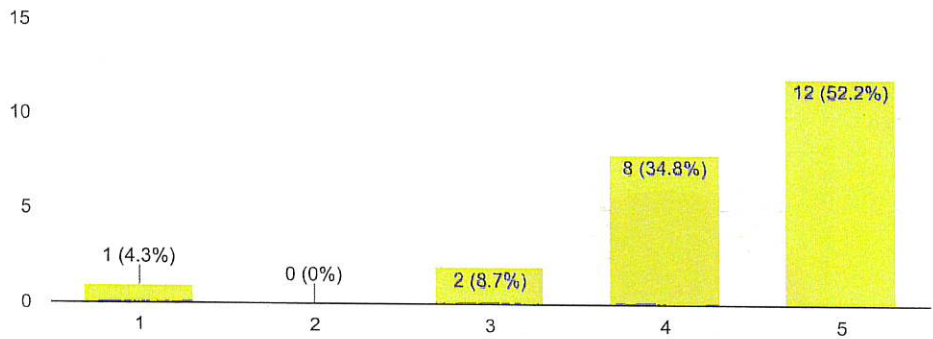
23 responses



Team Members take into consideration my religious, ethnic and cultural values.

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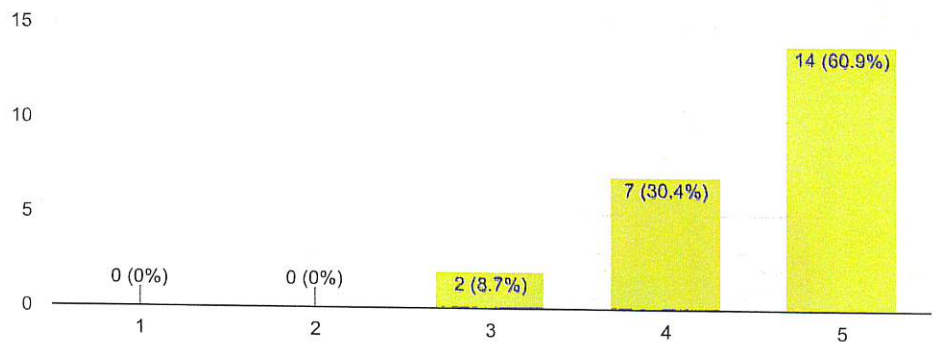
23 responses



I am encouraged and/or involved in decisions about my care.

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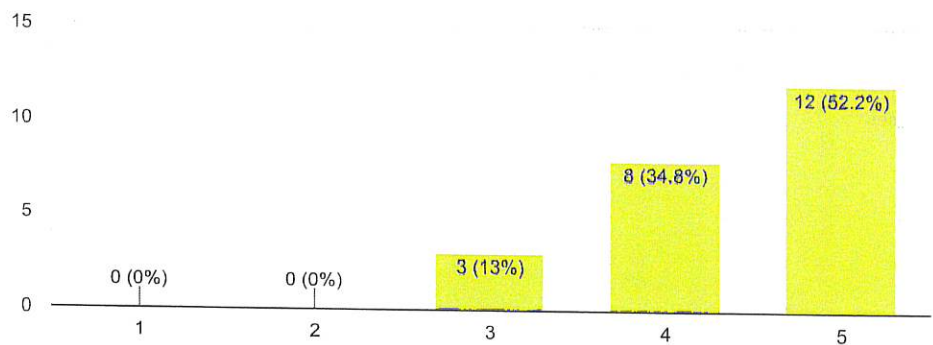
23 responses



Team Members answer when I call.

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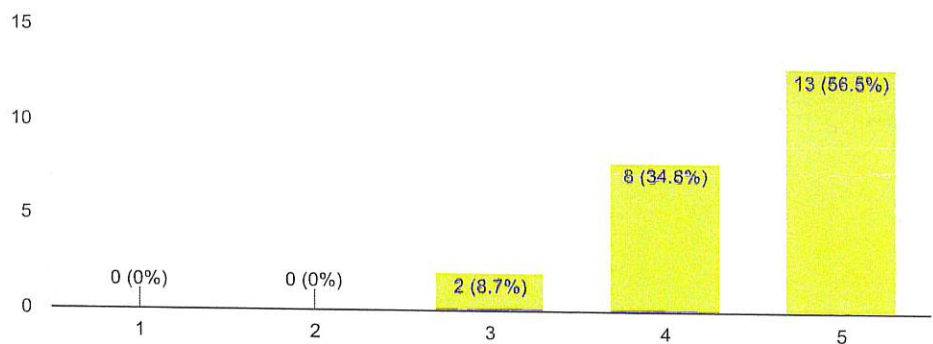
23 responses



Good personal care is provided (tooth brushing, bathing and dressing).

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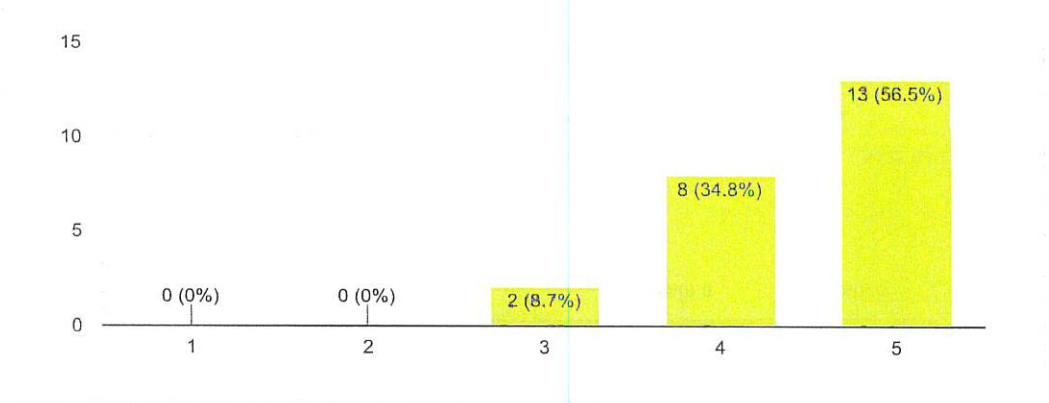
23 responses



Team members actively listen to me (listen and acknowledge what I am saying).

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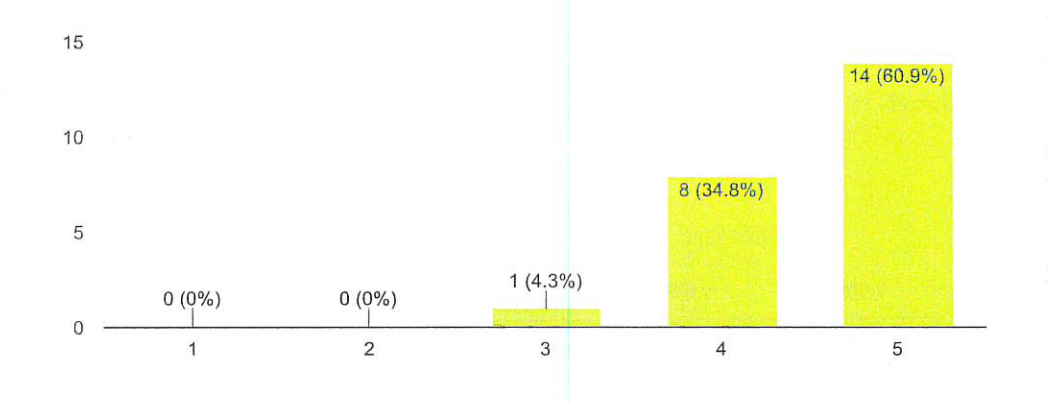
23 responses




My preferences are respected regarding bathing (day/time/bath or shower).

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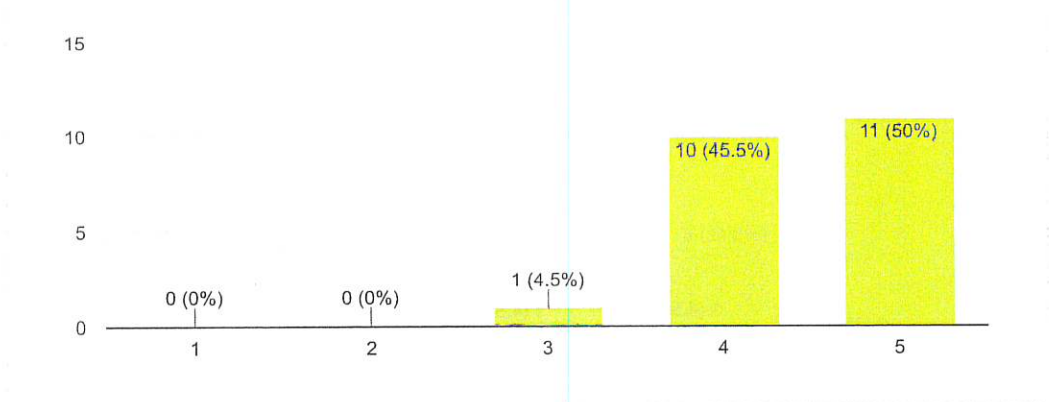
23 responses



My preferences are respected regarding time I prefer to go to bed.

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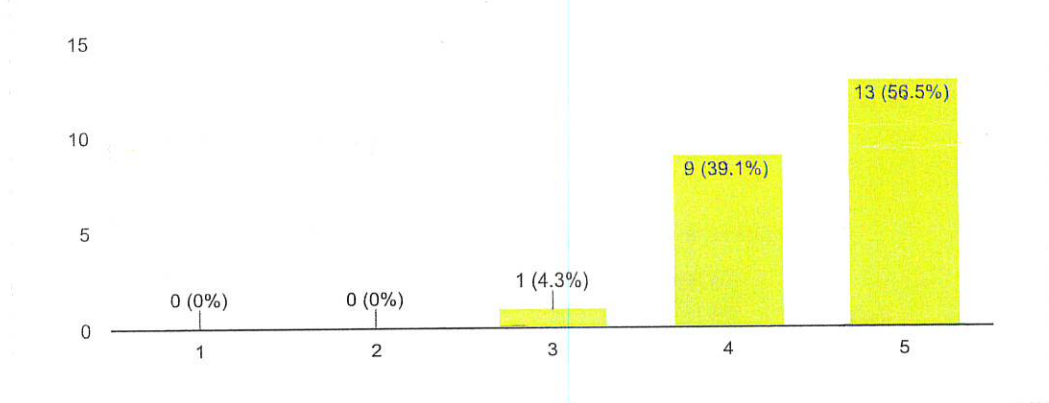
22 responses



My preferences are respected regarding time I prefer to get up.

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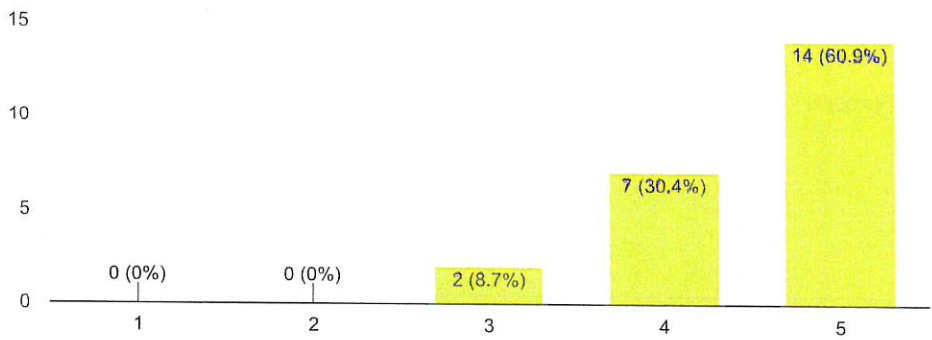
23 responses



I feel the gardens and grounds outside are inviting and well maintained.

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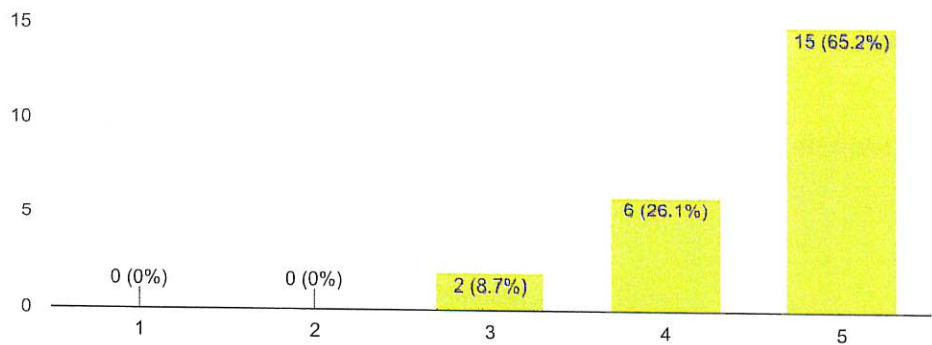
23 responses



I feel the decor in public and shared areas are homelike.

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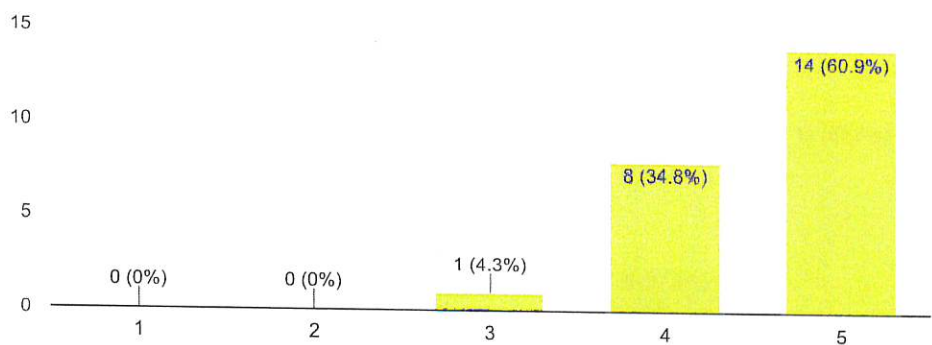
23 responses



The cleanliness and layout of my room

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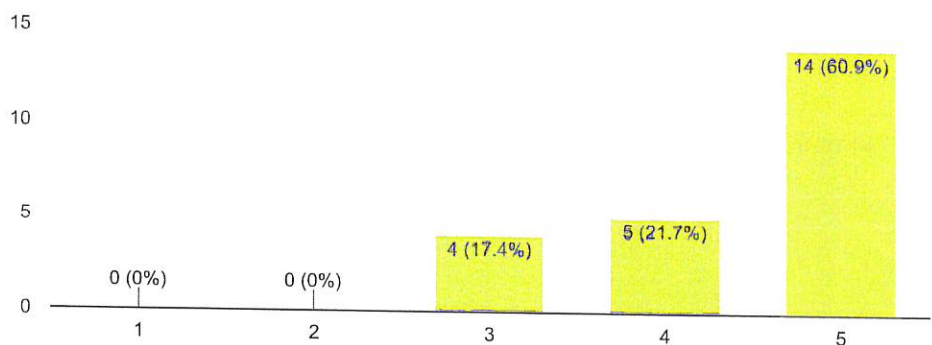
23 responses



I feel an overall homelike environment.

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23 responses

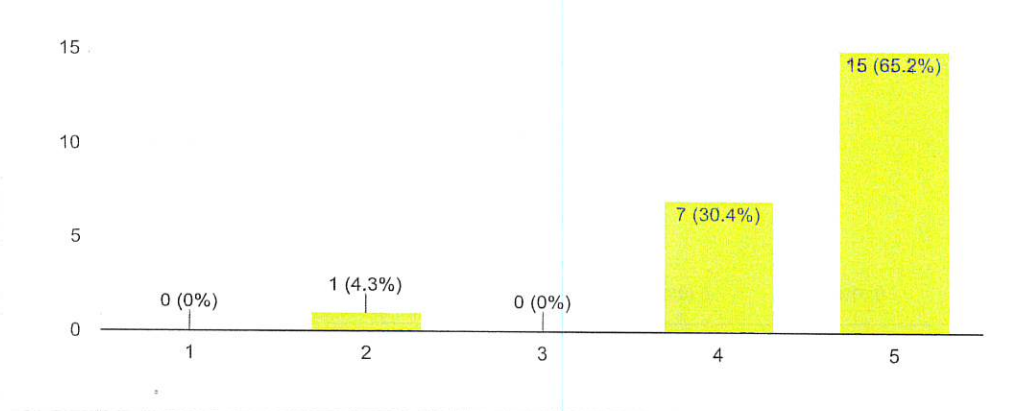




The Laundry services provided over the past year

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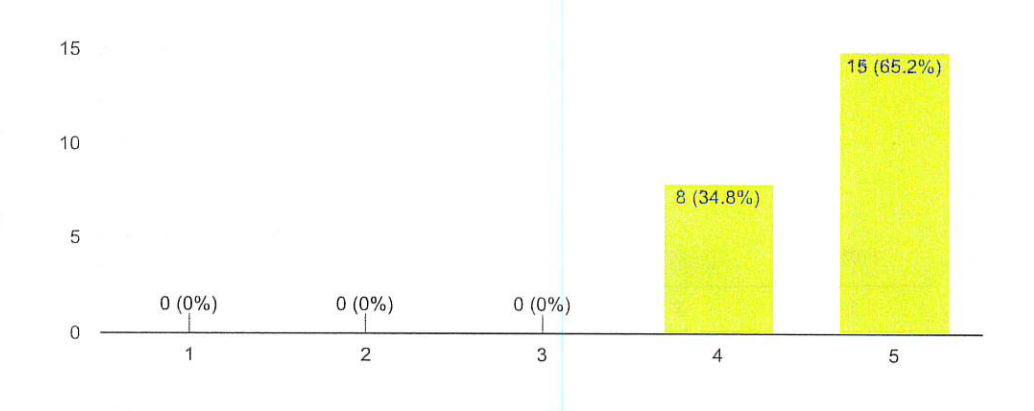
23 responses



I am treated with kindness, courtesy, compassion, fairness, respect and dignity by the environmental team.

Copy

23 responses



Please feel free to add additional comments/suggestions for improvements

1 response

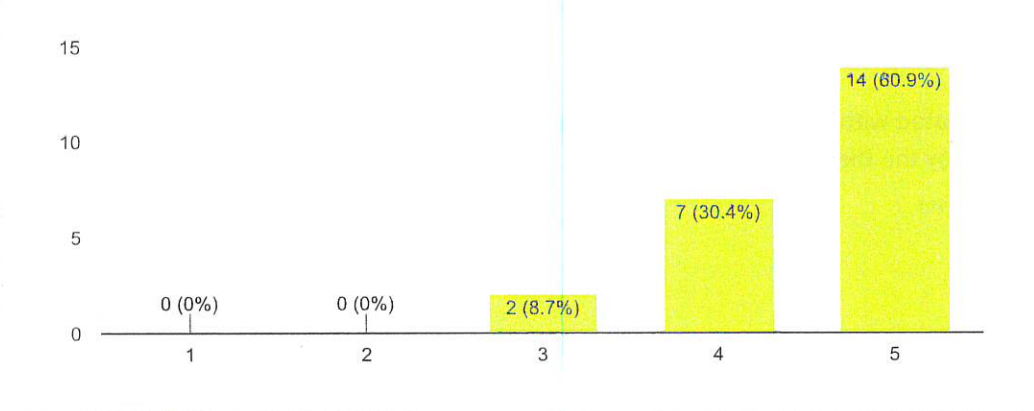
Laundry lost two pair of pants of mine

My Products and Services

Menu Choices: I am offered meal options for breakfast/lunch/dinner.

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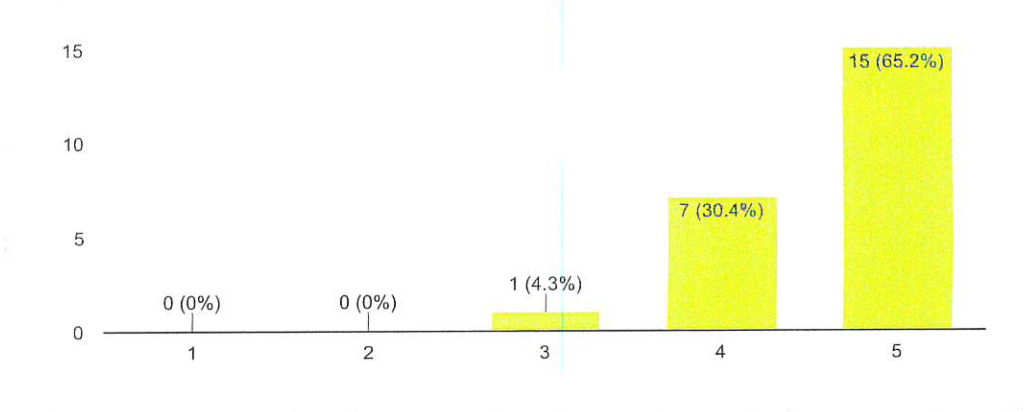
23 responses



I am offered/given availability to choice of nourishments and between meal snacks.

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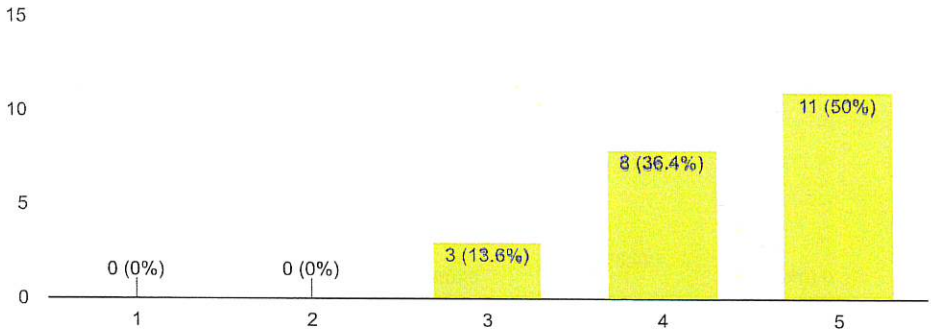
23 responses



The temperature of meals is good.

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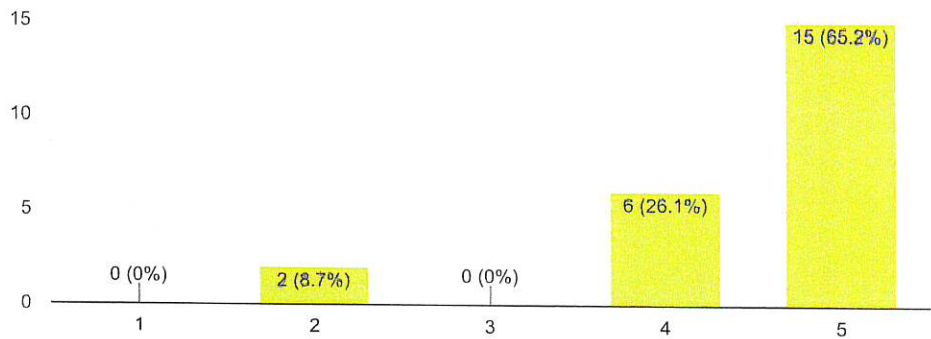
22 responses



The food tastes good and has good portions.

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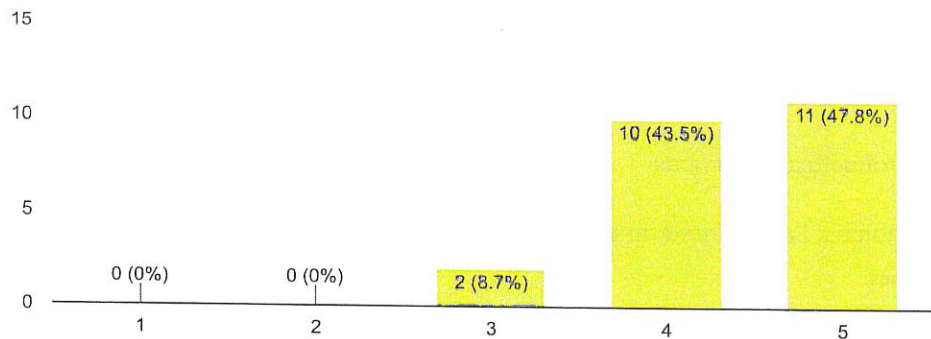
23 responses



Overall dining experience (service and atmosphere).

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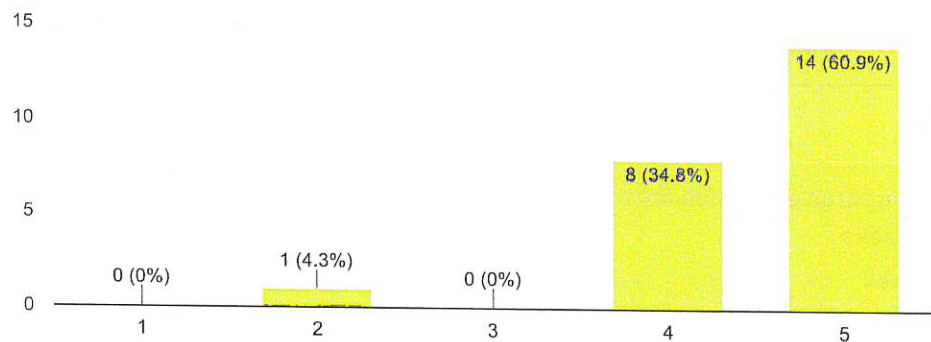
23 responses



I am treated with kindness, courtesy, compassion, fairness, respect and dignity by the Dietary team.

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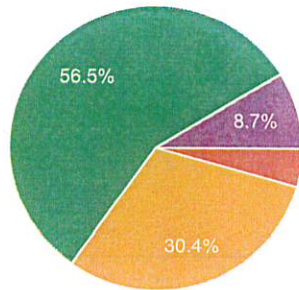
23 responses



I enjoy the Recreational/Emotional activities (bingo, art therapy, manicures, reminiscing).

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23 responses

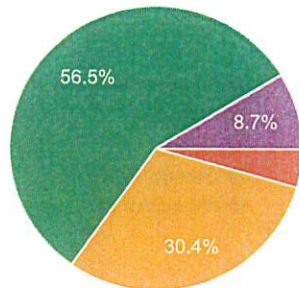


- Strongly Disagree
- Disagree
- Agree
- Strongly Agree
- Not Applicable (I choose not to attend)

I enjoy the Intellectual programs (trivia, reminiscing, current news events)

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23 responses

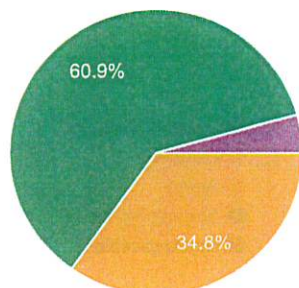


- Strongly Disagree
- Disagree
- Agree
- Strongly Agree
- Not Applicable (I choose not to attend)

I enjoy the Social programs (special events, resident socials, parties).

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23 responses

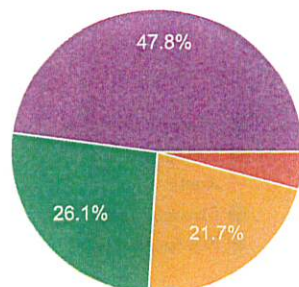


- Strongly Disagree
- Disagree
- Agree
- Strongly Agree
- Not Applicable (I choose not to attend)

I enjoy the Spiritual programs (church services, hymn sing).

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23 responses

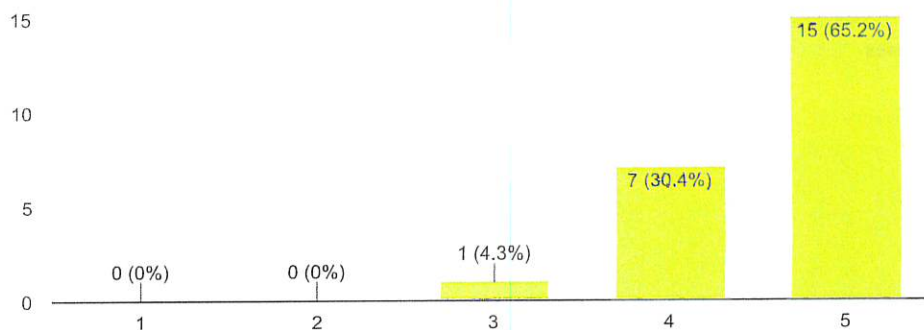


- Strongly Disagree
- Disagree
- Agree
- Strongly Agree
- Not Applicable (I choose not to attend)

I am satisfied with the assistance/encouragement I receive from team members to enjoy a program.

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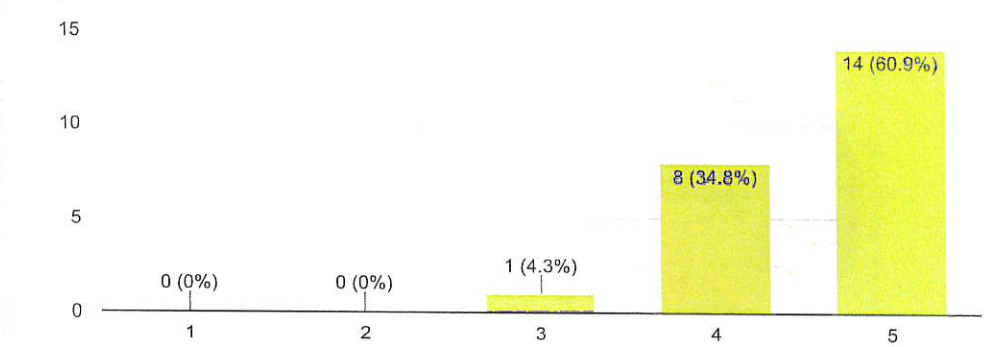
23 responses



I am always asked if I want to participate in activities happening in the Home.

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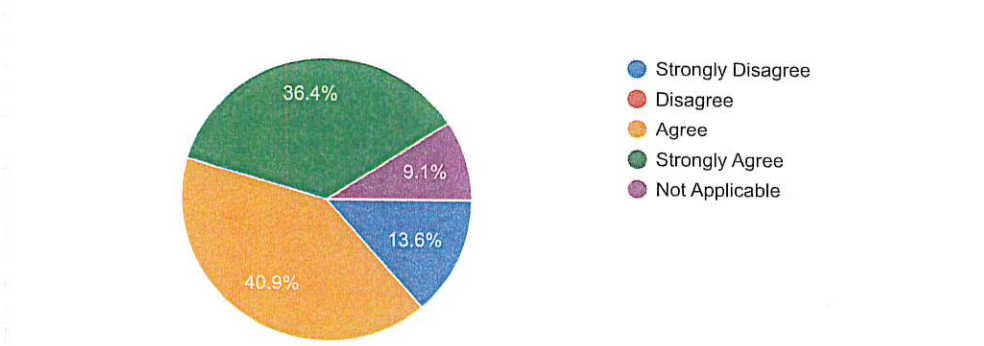
23 responses



I enjoy the Physiotherapy services (heat therapy, range of motion, exercises, walking).

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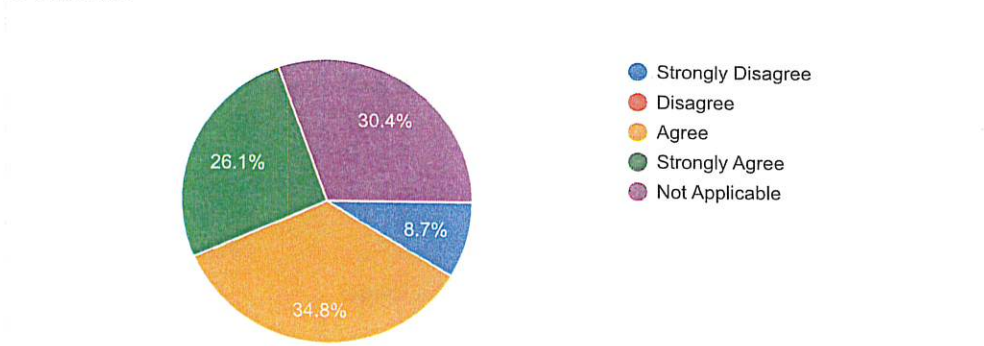
22 responses



I enjoy the Restorative Care Program (meal support, bladder training, and/or walking program).

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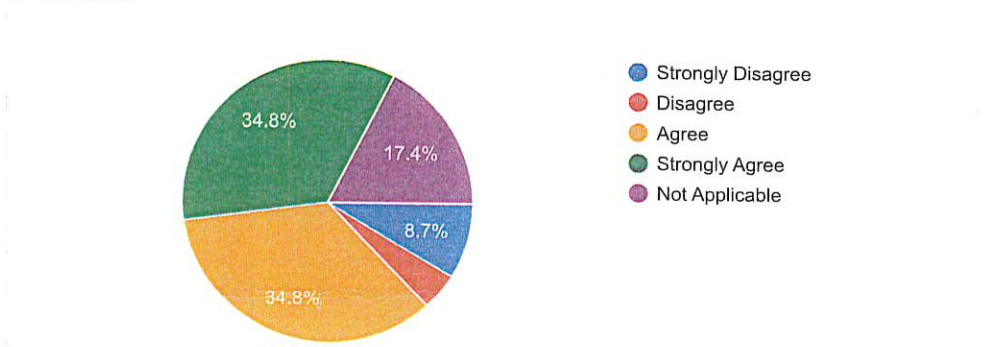
23 responses



I enjoy the Exercise programs.

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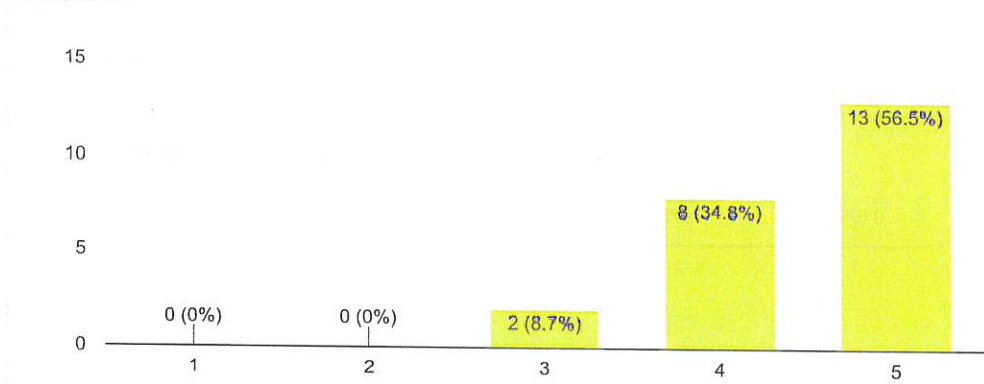
23 responses



I am satisfied with my involvement and/or the work of the Residents' Council at Friendly Manor.

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23 responses

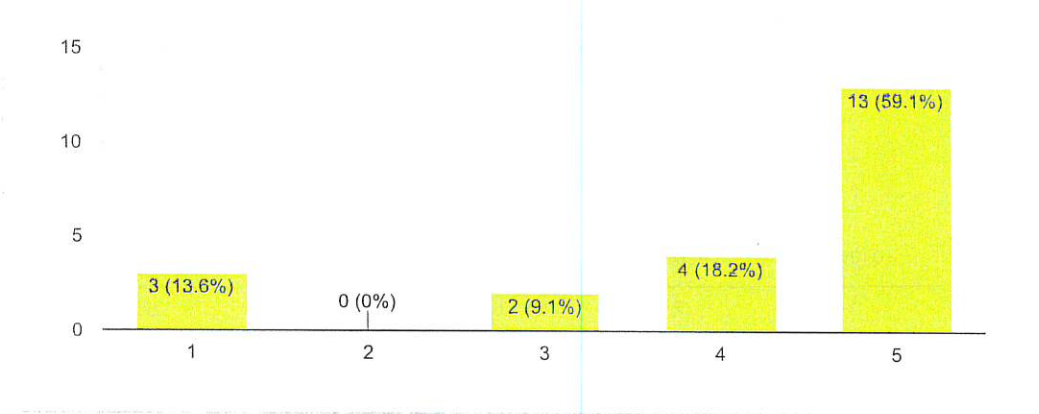




I enjoy the Hairdressing Services (assistance, availability, friendliness).

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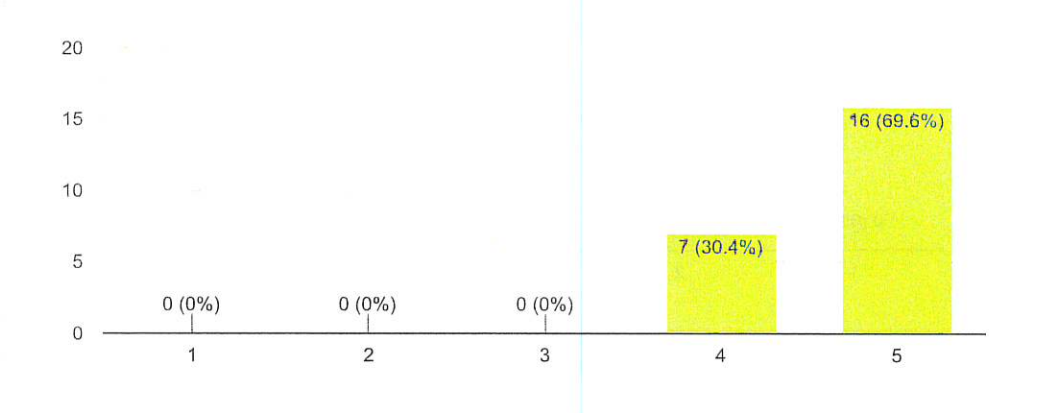
22 responses



I am treated with kindness, courtesy, compassion, fairness, respect and dignity by the Activation/Recreation staff.

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23 responses



Please feel free to add additional comments/suggestions for improvements.

2 responses

Sometimes the food is cold or not good and portions aren't big enough.

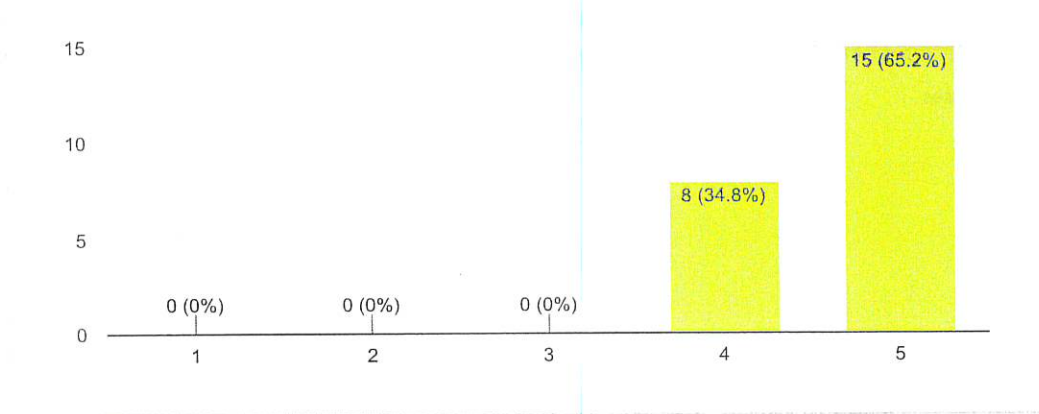
Would like more bingo

Communication

I can share my opinion without fear of consequences.

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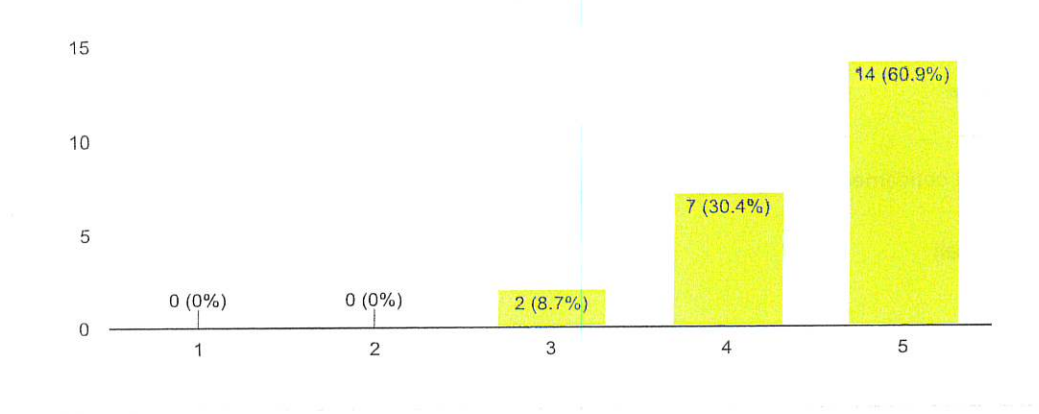
23 responses



All Staff care about any issues I may convey. I feel listened to.

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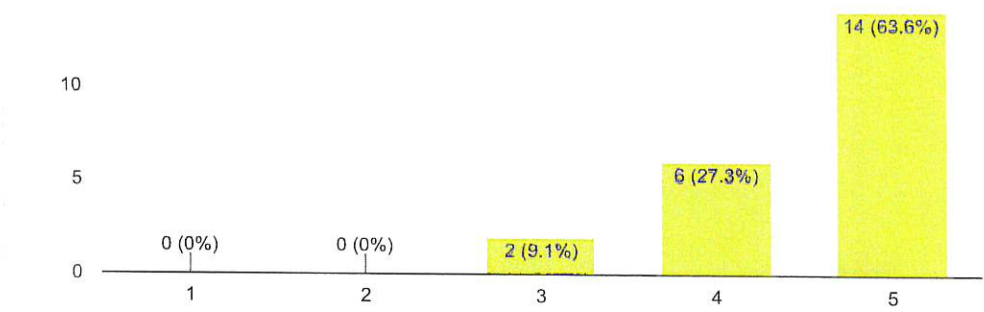
23 responses



All Staff take the time to understand my concerns.

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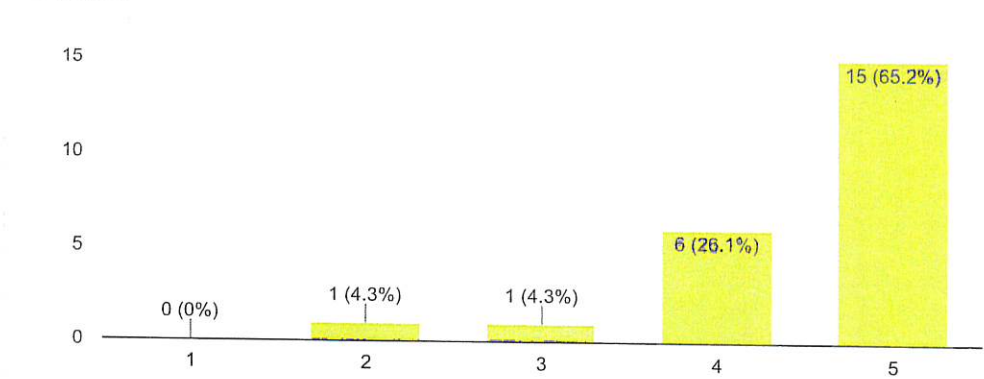
22 responses



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

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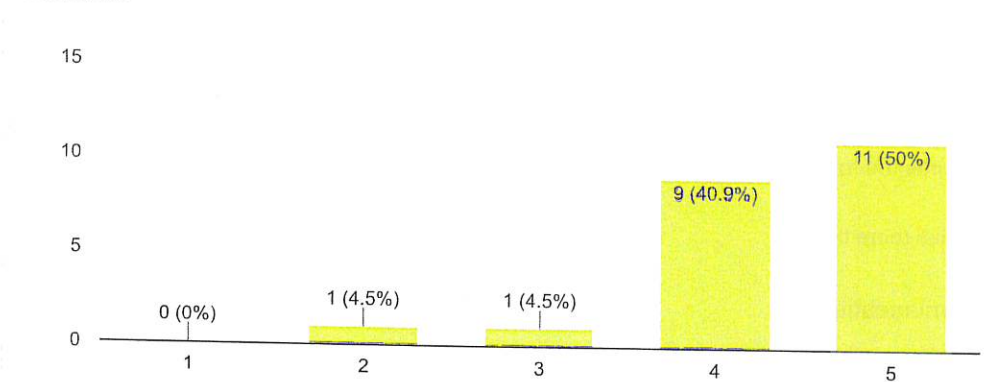
23 responses



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

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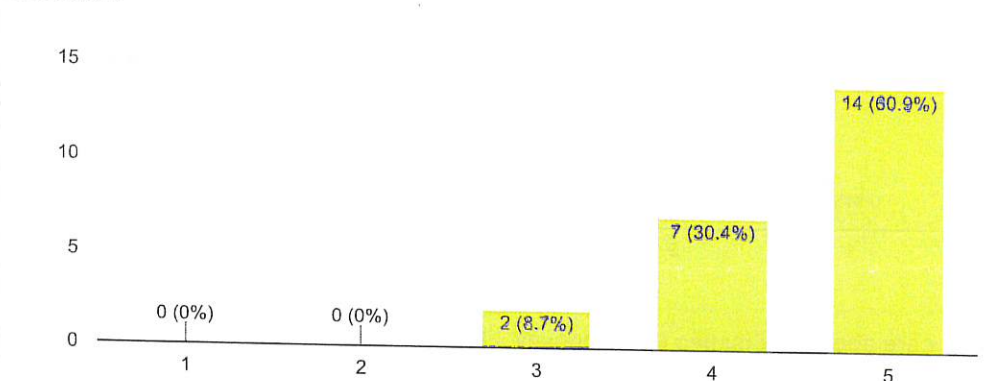
22 responses



During this year, I felt that Friendly Manor was taking appropriate precautions when Outbreaks occurred which helped me feel safe.

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23 responses



Please feel free to add additional comments/suggestions for improvements.

1 response

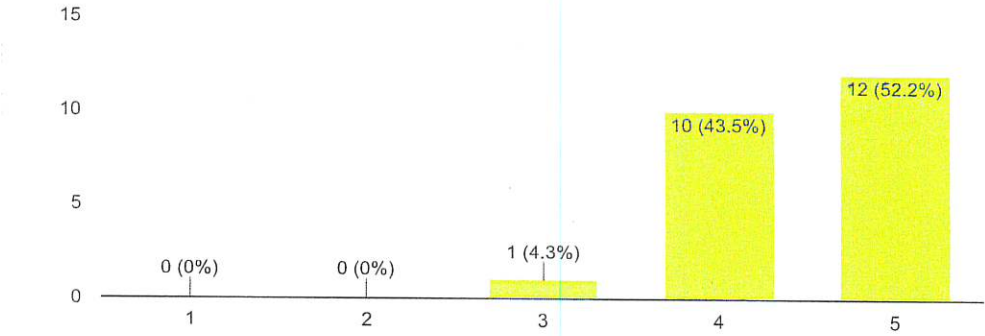
I wasn't concerned about getting sick but I prefer to see the staffs faces

Overall

I would recommend Friendly Manor to others.

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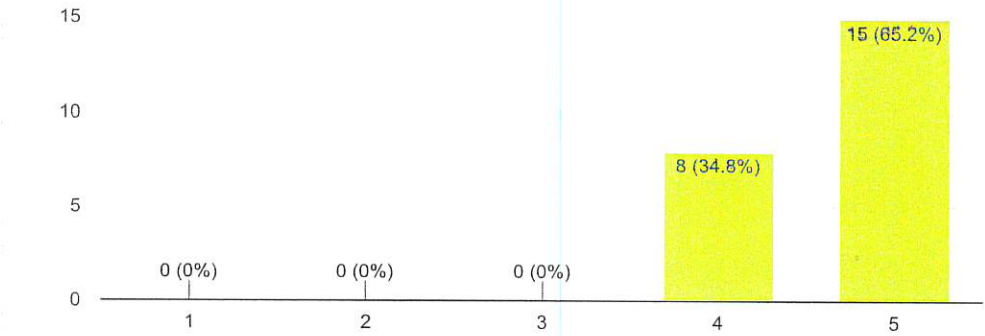
23 responses



Overall, I am happy with the Home and all Staff.

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23 responses



Name (optional)

9 responses

- I like it here. I feel safe. I like the food.
- Joanne Doreen
- Moe woodcock
- Tom
- John t
- Gerry
- Carl
- Bev taylor
- Blain

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