

Quality Survey

(Family)



	N/A	Rarely	Sometimes	Most of the Time	Always
1. I feel welcome at Allen Gray	N/A	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Staff are willing to listen to my suggestions and concerns.	N/A	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. My concerns are dealt with.	N/A	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Staff provide me with information when I request it or when a change occurs in my loved one's care plan.	N/A	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. My loved one receives quality care.	N/A	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. Staff treat my loved one with respect.	N/A	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. There is an adequate variety of recreation activities offered.	N/A	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. The times and the frequency of recreation programs are appropriate and adequate.	N/A	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. When I choose to attend programs and activities I feel welcome.	N/A	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. The rehabilitation programs meet the needs of my loved one.	N/A	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11. The overall quality of food is good and is served in a courteous manner.	N/A	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12. The menu provides sufficient variety.	N/A	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13. Meal portion size is sufficient.	N/A	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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14. I am satisfied with the personal laundry service and care provided to my loved one's clothing.	N/A	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15. The facility is clean and well maintained.	N/A	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
16. Overall, I would rate the services at Allen Gray as:	Very Poor	Poor	Good	Very Good	Excellent

What type of education would you like to see for our family forum sessions?

Additional Comments:

Areas where we do well:

Areas where we could improve:

Should you have any further comments and/or concerns that you do not wish to discuss here, or should you wish to have a response to the comments or concerns you have indicated, please do not hesitate to speak with Manju George, Director of Care.

Thank you for participating in our survey. We appreciate your valuable and constructive feedback.

After filling up this form please Save it and email the form MMcCarthy@allengray.ab.ca or you can print and drop it off at Allen Gray Continuing Care Centre Main Floor Reception Desk

Office Use Only:

Date Received:

Initials