

#1

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, October 01, 2024 7:02:34 AM
Last Modified: Tuesday, October 01, 2024 7:05:56 AM
Time Spent: 00:03:22
IP Address: 142.183.237.152

Page 1: 2024 Ottawa Grace Manor Family Satisfaction Survey

Q1 **Strongly Agree**

The home's safety measures make me feel my loved one is safe (Screening, Masks, Gowns, Signage, Education and Vaccinations)

Q2 **Strongly Agree**

I will support and contribute to a safe, infection free environment

Q3 **Strongly Agree**

Your loved one's room is clean and organized

Q4 **Strongly Agree**

I feel the current activities are appropriate for my loved one

Q5 **Excellent**

How well is Grace Manor meeting the Spiritual Care needs of your loved one

Q6 **Strongly Agree**

The level of volunteer activity in the home is beneficial

Q7 **Strongly agree**

Updates regarding care are communicated in a timely, respectful manner

Q8 **Strongly agree**

The overall quality of care my loved one receives meets my expectations

Q9

I feel included and valued in my loved one's circle of care

Strongly agree,

Comments::

Always receive updates about health timely fashion.

Q10

Communication from the home is appropriate and effective (emails,newsletter, meeting, signage)

Strongly agree

Q11

The dining room is quiet, calm and inviting during meal times

Strongly agree

Q12

My loved one's nutritional care needs are met

Strongly agree,

Comments::

Patient is gaining much needed weight due to good meals.

Q13

I feel confident with the care provided from my loved one's in house physician

Strongly agree

#2

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, October 01, 2024 7:27:46 AM
Last Modified: Tuesday, October 01, 2024 7:29:52 AM
Time Spent: 00:02:05
IP Address: 174.115.195.150

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Q1 **Strongly Agree**

The home's safety measures make me feel my loved one is safe (Screening, Masks, Gowns, Signage, Education and Vaccinations)

Q2 **Strongly Agree**

I will support and contribute to a safe, infection free environment

Q3 **Agree**

Your loved one's room is clean and organized

Q4 **Agree**

I feel the current activities are appropriate for my loved one

Q5 **Great**

How well is Grace Manor meeting the Spiritual Care needs of your loved one

Q6 **Agree**

The level of volunteer activity in the home is beneficial

Q7 **Agree**

Updates regarding care are communicated in a timely, respectful manner

Q8 **Strongly agree**

The overall quality of care my loved one receives meets my expectations

Q9 **Agree**

I feel included and valued in my loved one's circle of care

Q10 **Strongly agree**

Communication from the home is appropriate and effective (emails,newsletter, meeting, signage)

Q11 **Agree**

The dining room is quiet, calm and inviting during meal times

Q12 **Agree**

My loved one's nutritional care needs are met

Q13 **Agree**

I feel confident with the care provided from my loved one's in house physician

#3

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, October 01, 2024 7:27:36 AM
Last Modified: Tuesday, October 01, 2024 7:41:29 AM
Time Spent: 00:13:53
IP Address: 174.115.232.163

Page 1: 2024 Ottawa Grace Manor Family Satisfaction Survey

Q1 **Strongly Agree**

The home's safety measures make me feel my loved one is safe (Screening, Masks, Gowns, Signage, Education and Vaccinations)

Q2 **Strongly Agree**

I will support and contribute to a safe, infection free environment

Q3 **Agree**

Your loved one's room is clean and organized

Q4 **Neither Agree nor Disagree,**

I feel the current activities are appropriate for my loved one

Comments::
Not sure what is or isn't any longer suitable

Q5 **Good,**

How well is Grace Manor meeting the Spiritual Care needs of your loved one

Comments::
Working on Reconnecting

Q6 **Agree**

The level of volunteer activity in the home is beneficial

Q7 **Agree,**

Updates regarding care are communicated in a timely, respectful manner

Comments::
Perhaps the Dr. could come on a more regularly timed basis giving the family a chance for discussions when necessary.

Q8**Strongly agree**

The overall quality of care my loved one receives meets my expectations

Q9**Agree**

I feel included and valued in my loved one's circle of care

Q10**Strongly agree**

Communication from the home is appropriate and effective (emails,newsletter, meeting, signage)

Q11**Neither agree nor disagree**

The dining room is quiet, calm and inviting during meal times

Q12**Agree**

My loved one's nutritional care needs are met

Q13**Neither agree nor disagree,**

I feel confident with the care provided from my loved one's in house physician

Comments::

No matter what or where there are always chances for better. I thank you now for what is being done.

#4

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, October 01, 2024 7:36:01 AM
Last Modified: Tuesday, October 01, 2024 7:46:28 AM
Time Spent: 00:10:26
IP Address: 199.91.247.85

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<p>Q1</p> <p>The home's safety measures make me feel my loved one is safe (Screening, Masks, Gowns, Signage, Education and Vaccinations)</p>	<p>Strongly Agree</p>
<p>Q2</p> <p>I will support and contribute to a safe, infection free environment</p>	<p>Strongly Agree</p>
<p>Q3</p> <p>Your loved one's room is clean and organized</p>	<p>Neither Agree nor Disagree, Comments:: I hear bathroom issues (not clean) from Ellen and my sister Donna., althou</p>
<p>Q4</p> <p>I feel the current activities are appropriate for my loved one</p>	<p>Agree, Comments:: Appreciate efforts being made for Ellen.</p>
<p>Q5</p> <p>How well is Grace Manor meeting the Spiritual Care needs of your loved one</p>	<p>Good, Comments:: No issues</p>
<p>Q6</p> <p>The level of volunteer activity in the home is beneficial</p>	<p>Strongly Agree, Comments:: Love the Sat art! Thank you! Thank you!</p>
<p>Q7</p> <p>Updates regarding care are communicated in a timely, respectful manner</p>	<p>Strongly agree, Comments:: Excellent communication</p>

Q8

Agree

The overall quality of care my loved one receives meets my expectations

Q9

Strongly agree

I feel included and valued in my loved one's circle of care

Q10

Strongly agree

Communication from the home is appropriate and effective (emails,newsletter, meeting, signage)

Q11

Neither agree nor disagree

The dining room is quiet, calm and inviting during meal times

Q12

Strongly agree

My loved one's nutritional care needs are met

Q13

Disagree,

I feel confident with the care provided from my loved one's in house physician

Comments::

Have had no direct communication and no feedback from visits or if and when they are made.

#5

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, October 01, 2024 7:52:50 AM
Last Modified: Tuesday, October 01, 2024 7:55:41 AM
Time Spent: 00:02:50
IP Address: 174.115.97.19

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Q1 **Strongly Agree**

The home's safety measures make me feel my loved one is safe (Screening, Masks, Gowns, Signage, Education and Vaccinations)

Q2 **Strongly Agree**

I will support and contribute to a safe, infection free environment

Q3 **Strongly Agree**

Your loved one's room is clean and organized

Q4 **Strongly Agree**

I feel the current activities are appropriate for my loved one

Q5 **Excellent**

How well is Grace Manor meeting the Spiritual Care needs of your loved one

Q6 **Strongly Agree**

The level of volunteer activity in the home is beneficial

Q7 **Strongly agree**

Updates regarding care are communicated in a timely, respectful manner

Q8 **Strongly agree**

The overall quality of care my loved one receives meets my expectations

Q9 **Strongly agree**

I feel included and valued in my loved one's circle of care

Q10 **Strongly agree**

Communication from the home is appropriate and effective
(emails,newsletter, meeting, signage)

Q11 **Strongly agree**

The dining room is quiet, calm and inviting during meal times

Q12 **Strongly agree**

My loved one's nutritional care needs are met

Q13 **Strongly agree**

I feel confident with the care provided from my loved one's
in house physician

#6

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, October 01, 2024 7:56:41 AM
Last Modified: Tuesday, October 01, 2024 8:00:09 AM
Time Spent: 00:03:27
IP Address: 174.112.233.150

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Q1 **Strongly Agree**

The home's safety measures make me feel my loved one is safe (Screening, Masks, Gowns, Signage, Education and Vaccinations)

Q2 **Strongly Agree**

I will support and contribute to a safe, infection free environment

Q3 **Agree**

Your loved one's room is clean and organized

Q4 **Strongly Agree**

I feel the current activities are appropriate for my loved one

Q5 **Excellent**

How well is Grace Manor meeting the Spiritual Care needs of your loved one

Q6 **Strongly Agree**

The level of volunteer activity in the home is beneficial

Q7 **Strongly agree,**

Updates regarding care are communicated in a timely, respectful manner

Comments::
I always get a phone call if needed.

Q8 **Strongly agree**

The overall quality of care my loved one receives meets my expectations

Q9 **Strongly agree,**
I feel included and valued in my loved one's circle of care
Comments::
I'm always told in person or by phone of any issues.

Q10 **Strongly agree**
Communication from the home is appropriate and effective
(emails,newsletter, meeting, signage)

Q11 **Agree**
The dining room is quiet, calm and inviting during meal times

Q12 **Agree**
My loved one's nutritional care needs are met

Q13 **Strongly agree**
I feel confident with the care provided from my loved one's
in house physician

#7

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, October 01, 2024 8:30:51 AM
Last Modified: Tuesday, October 01, 2024 8:32:59 AM
Time Spent: 00:02:07
IP Address: 174.116.112.99

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Q1 **Strongly Agree**

The home's safety measures make me feel my loved one is safe (Screening, Masks, Gowns, Signage, Education and Vaccinations)

Q2 **Strongly Agree**

I will support and contribute to a safe, infection free environment

Q3 **Strongly Agree**

Your loved one's room is clean and organized

Q4 **Neither Agree nor Disagree,**

I feel the current activities are appropriate for my loved one

Comments::

My brother has such advanced dementia that he is unable to participate in a meaningful way

Q5 **Comments::**

How well is Grace Manor meeting the Spiritual Care needs of your loved one

N/A

Q6 **Neither Agree nor Disagree,**

The level of volunteer activity in the home is beneficial

Comments::

unable to form an opinion

Q7 **Strongly agree**

Updates regarding care are communicated in a timely, respectful manner

Q8 **Strongly agree**

The overall quality of care my loved one receives meets my expectations

Q9 **Strongly agree**

I feel included and valued in my loved one's circle of care

Q10 **Strongly agree**

Communication from the home is appropriate and effective (emails,newsletter, meeting, signage)

Q11 **Strongly agree**

The dining room is quiet, calm and inviting during meal times

Q12 **Strongly agree**

My loved one's nutritional care needs are met

Q13 **Strongly agree**

I feel confident with the care provided from my loved one's in house physician

#8

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, October 01, 2024 8:38:12 AM
Last Modified: Tuesday, October 01, 2024 8:41:27 AM
Time Spent: 00:03:14
IP Address: 174.115.68.183

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Q1 **Strongly Agree**

The home's safety measures make me feel my loved one is safe (Screening, Masks, Gowns, Signage, Education and Vaccinations)

Q2 **Agree**

I will support and contribute to a safe, infection free environment

Q3 **Agree**

Your loved one's room is clean and organized

Q4 **Agree**

I feel the current activities are appropriate for my loved one

Q5 **Good**

How well is Grace Manor meeting the Spiritual Care needs of your loved one

Q6 **Agree**

The level of volunteer activity in the home is beneficial

Q7 **Strongly agree**

Updates regarding care are communicated in a timely, respectful manner

Q8 **Strongly agree**

The overall quality of care my loved one receives meets my expectations

Q9 **Strongly agree**

I feel included and valued in my loved one's circle of care

Q10 **Strongly agree**

Communication from the home is appropriate and effective
(emails,newsletter, meeting, signage)

Q11 **Agree**

The dining room is quiet, calm and inviting during meal times

Q12 **Agree**

My loved one's nutritional care needs are met

Q13 **Agree**

I feel confident with the care provided from my loved one's
in house physician

#9

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, October 01, 2024 8:38:43 AM
Last Modified: Tuesday, October 01, 2024 8:41:49 AM
Time Spent: 00:03:06
IP Address: 172.225.44.224

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Q1 **Agree**

The home's safety measures make me feel my loved one is safe (Screening, Masks, Gowns, Signage, Education and Vaccinations)

Q2 **Strongly Agree**

I will support and contribute to a safe, infection free environment

Q3 **Agree**

Your loved one's room is clean and organized

Q4 **Agree**

I feel the current activities are appropriate for my loved one

Q5 **Great**

How well is Grace Manor meeting the Spiritual Care needs of your loved one

Q6 **Agree**

The level of volunteer activity in the home is beneficial

Q7 **Agree**

Updates regarding care are communicated in a timely, respectful manner

Q8 **Agree**

The overall quality of care my loved one receives meets my expectations

Q9 **Agree**

I feel included and valued in my loved one's circle of care

Q10 **Agree**

Communication from the home is appropriate and effective (emails,newsletter, meeting, signage)

Q11 **Comments::**

The dining room is quiet, calm and inviting during meal times

Some days there is far too much noise. Music playing softly would be nice.

Q12 **Agree,**

My loved one's nutritional care needs are met

Comments::
Need to make sure everyone is aware of allergies

Q13 **Agree**

I feel confident with the care provided from my loved one's in house physician

#10

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, October 01, 2024 8:58:31 AM
Last Modified: Tuesday, October 01, 2024 9:01:18 AM
Time Spent: 00:02:47
IP Address: 50.101.69.127

Page 1: 2024 Ottawa Grace Manor Family Satisfaction Survey

Q1 **Agree**

The home's safety measures make me feel my loved one is safe (Screening, Masks, Gowns, Signage, Education and Vaccinations)

Q2 **Agree**

I will support and contribute to a safe, infection free environment

Q3 **Agree**

Your loved one's room is clean and organized

Q4 **Agree**

I feel the current activities are appropriate for my loved one

Q5 **Good**

How well is Grace Manor meeting the Spiritual Care needs of your loved one

Q6 **Agree**

The level of volunteer activity in the home is beneficial

Q7 **Strongly agree**

Updates regarding care are communicated in a timely, respectful manner

Q8 **Agree**

The overall quality of care my loved one receives meets my expectations

Q9 **Agree**

I feel included and valued in my loved one's circle of care

Q10 **Strongly agree**

Communication from the home is appropriate and effective
(emails,newsletter, meeting, signage)

Q11 **Agree**

The dining room is quiet, calm and inviting during meal times

Q12 **Agree**

My loved one's nutritional care needs are met

Q13 **Agree**

I feel confident with the care provided from my loved one's
in house physician

#11

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, October 01, 2024 9:34:12 AM
Last Modified: Tuesday, October 01, 2024 9:35:41 AM
Time Spent: 00:01:28
IP Address: 174.114.158.211

Page 1: 2024 Ottawa Grace Manor Family Satisfaction Survey

Q1 **Strongly Agree**

The home's safety measures make me feel my loved one is safe (Screening, Masks, Gowns, Signage, Education and Vaccinations)

Q2 **Strongly Agree**

I will support and contribute to a safe, infection free environment

Q3 **Neither Agree nor Disagree**

Your loved one's room is clean and organized

Q4 **Strongly Agree**

I feel the current activities are appropriate for my loved one

Q5 **Great**

How well is Grace Manor meeting the Spiritual Care needs of your loved one

Q6 **Strongly Agree**

The level of volunteer activity in the home is beneficial

Q7 **Strongly agree**

Updates regarding care are communicated in a timely, respectful manner

Q8 **Strongly agree**

The overall quality of care my loved one receives meets my expectations

Q9 **Strongly agree**

I feel included and valued in my loved one's circle of care

Q10 **Strongly agree**

Communication from the home is appropriate and effective (emails,newsletter, meeting, signage)

Q11 **Strongly agree**

The dining room is quiet, calm and inviting during meal times

Q12 **Strongly agree**

My loved one's nutritional care needs are met

Q13 **Strongly agree**

I feel confident with the care provided from my loved one's in house physician

#12

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, October 01, 2024 10:13:46 AM
Last Modified: Tuesday, October 01, 2024 10:16:26 AM
Time Spent: 00:02:40
IP Address: 174.114.81.152

Page 1: 2024 Ottawa Grace Manor Family Satisfaction Survey

Q1 **Agree,**
 Comments::
 There are front door lapses in monitoring.

The home's safety measures make me feel my loved one is safe (Screening, Masks, Gowns, Signage, Education and Vaccinations)

Q2 **Strongly Agree**

I will support and contribute to a safe, infection free environment

Q3 **Agree**

Your loved one's room is clean and organized

Q4 **Agree**

I feel the current activities are appropriate for my loved one

Q5 **Great**

How well is Grace Manor meeting the Spiritual Care needs of your loved one

Q6 **Agree**

The level of volunteer activity in the home is beneficial

Q7 **Agree**

Updates regarding care are communicated in a timely, respectful manner

Q8 **Agree**

The overall quality of care my loved one receives meets my expectations

Q9 **Strongly agree**

I feel included and valued in my loved one's circle of care

Q10 **Agree**

Communication from the home is appropriate and effective (emails,newsletter, meeting, signage)

Q11 **Agree**

The dining room is quiet, calm and inviting during meal times

Q12 **Agree**

My loved one's nutritional care needs are met

Q13 **Agree**

I feel confident with the care provided from my loved one's in house physician

#13

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, October 01, 2024 8:54:07 AM
Last Modified: Tuesday, October 01, 2024 11:33:43 AM
Time Spent: 02:39:36
IP Address: 205.193.94.40

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Q1 **Strongly Agree**

The home's safety measures make me feel my loved one is safe (Screening, Masks, Gowns, Signage, Education and Vaccinations)

Q2 **Strongly Agree**

I will support and contribute to a safe, infection free environment

Q3 **Strongly Agree**

Your loved one's room is clean and organized

Q4 **Strongly Agree**

I feel the current activities are appropriate for my loved one

Q5 **Excellent**

How well is Grace Manor meeting the Spiritual Care needs of your loved one

Q6 **Strongly Agree**

The level of volunteer activity in the home is beneficial

Q7 **Strongly agree**

Updates regarding care are communicated in a timely, respectful manner

Q8 **Strongly agree**

The overall quality of care my loved one receives meets my expectations

Q9 **Strongly agree**

I feel included and valued in my loved one's circle of care

Q10 **Strongly agree**

Communication from the home is appropriate and effective (emails,newsletter, meeting, signage)

Q11 **Agree**

The dining room is quiet, calm and inviting during meal times

Q12 **Strongly agree**

My loved one's nutritional care needs are met

Q13 **Strongly agree**

I feel confident with the care provided from my loved one's in house physician

#14

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, October 01, 2024 1:04:16 PM
Last Modified: Tuesday, October 01, 2024 1:09:49 PM
Time Spent: 00:05:33
IP Address: 174.113.19.64

Page 1: 2024 Ottawa Grace Manor Family Satisfaction Survey

Q1 **Agree**

The home's safety measures make me feel my loved one is safe (Screening, Masks, Gowns, Signage, Education and Vaccinations)

Q2 **Agree**

I will support and contribute to a safe, infection free environment

Q3 **Disagree,**
 Comments::
 Not always

Your loved one's room is clean and organized

Q4 **Disagree,**
 Comments::
 With Dementia anything word based related is useless.

I feel the current activities are appropriate for my loved one

Q5 **Good**

How well is Grace Manor meeting the Spiritual Care needs of your loved one

Q6 **Neither Agree nor Disagree**

The level of volunteer activity in the home is beneficial

Q7 **Disagree,**
 Comments::
 Communication is a hit and miss affair depending on who Ted working on the floor at any given time.

Updates regarding care are communicated in a timely, respectful manner

Q8**Disagree**

The overall quality of care my loved one receives meets my expectations

Q9**Neither agree nor disagree**

I feel included and valued in my loved one's circle of care

Q10**Disagree,**

Communication from the home is appropriate and effective (emails,newsletter, meeting, signage)

Comments::

See early comment

Q11**Disagree**

The dining room is quiet, calm and inviting during meal times

Q12**Agree**

My loved one's nutritional care needs are met

Q13**Disagree**

I feel confident with the care provided from my loved one's in house physician

#15

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, October 01, 2024 2:04:36 PM
Last Modified: Tuesday, October 01, 2024 2:06:44 PM
Time Spent: 00:02:07
IP Address: 174.115.166.240

Page 1: 2024 Ottawa Grace Manor Family Satisfaction Survey

Q1 **Agree**

The home's safety measures make me feel my loved one is safe (Screening, Masks, Gowns, Signage, Education and Vaccinations)

Q2 **Agree**

I will support and contribute to a safe, infection free environment

Q3 **Strongly Agree**

Your loved one's room is clean and organized

Q4 **Agree**

I feel the current activities are appropriate for my loved one

Q5 **Great**

How well is Grace Manor meeting the Spiritual Care needs of your loved one

Q6 **Agree**

The level of volunteer activity in the home is beneficial

Q7 **Agree**

Updates regarding care are communicated in a timely, respectful manner

Q8 **Strongly agree**

The overall quality of care my loved one receives meets my expectations

Q9 **Agree**

I feel included and valued in my loved one's circle of care

Q10 **Agree**

Communication from the home is appropriate and effective
(emails,newsletter, meeting, signage)

Q11 **Agree**

The dining room is quiet, calm and inviting during meal times

Q12 **Agree**

My loved one's nutritional care needs are met

Q13 **Agree**

I feel confident with the care provided from my loved one's
in house physician

#16

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, October 01, 2024 2:37:06 PM
Last Modified: Tuesday, October 01, 2024 2:41:02 PM
Time Spent: 00:03:56
IP Address: 173.206.47.193

Page 1: 2024 Ottawa Grace Manor Family Satisfaction Survey

Q1 **Strongly Agree**

The home's safety measures make me feel my loved one is safe (Screening, Masks, Gowns, Signage, Education and Vaccinations)

Q2 **Strongly Agree**

I will support and contribute to a safe, infection free environment

Q3 **Strongly Agree**

Your loved one's room is clean and organized

Q4 **Agree**

I feel the current activities are appropriate for my loved one

Q5 **Good**

How well is Grace Manor meeting the Spiritual Care needs of your loved one

Q6 **Strongly Agree**

The level of volunteer activity in the home is beneficial

Q7 **Strongly agree**

Updates regarding care are communicated in a timely, respectful manner

Q8 **Strongly agree**

The overall quality of care my loved one receives meets my expectations

Q9 **Strongly agree**

I feel included and valued in my loved one's circle of care

Q10 **Strongly agree**

Communication from the home is appropriate and effective (emails,newsletter, meeting, signage)

Q11 **Strongly agree**

The dining room is quiet, calm and inviting during meal times

Q12 **Strongly agree**

My loved one's nutritional care needs are met

Q13 **Strongly agree**

I feel confident with the care provided from my loved one's in house physician

#17

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, October 01, 2024 6:15:14 PM
Last Modified: Tuesday, October 01, 2024 6:20:28 PM
Time Spent: 00:05:13
IP Address: 172.83.167.41

Page 1: 2024 Ottawa Grace Manor Family Satisfaction Survey

Q1 **Agree**

The home's safety measures make me feel my loved one is safe (Screening, Masks, Gowns, Signage, Education and Vaccinations)

Q2 **Agree**

I will support and contribute to a safe, infection free environment

Q3 **Agree**

Your loved one's room is clean and organized

Q4 **Strongly Agree**

I feel the current activities are appropriate for my loved one

Q5 **Good,**
Comments::
 Loved one not require spirtual needs

Q6 **Strongly Agree,**
Comments::
 Monthly external activites are wonderful

Q7 **Strongly agree,**
Comments::
 I get notices that day of infections or medication changes or consent required

Q8

The overall quality of care my loved one receives meets my expectations

Strongly agree,

Comments::
Everyone is amazing

Q9

I feel included and valued in my loved one's circle of care

Strongly agree,

Comments::
Lots of opportunities to join

Q10

Communication from the home is appropriate and effective (emails,newsletter, meeting, signage)

Strongly agree,

Comments::
tons of communications

Q11

The dining room is quiet, calm and inviting during meal times

Strongly agree**Q12**

My loved one's nutritional care needs are met

Strongly agree,

Comments::
thank you for two choices at meals

Q13

I feel confident with the care provided from my loved one's in house physician

Strongly agree,

Comments::
I get monthly notices and extend my loved one's external care as needed

#18

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, October 01, 2024 6:50:14 PM
Last Modified: Tuesday, October 01, 2024 7:14:20 PM
Time Spent: 00:24:06
IP Address: 76.64.216.213

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Q1

The home's safety measures make me feel my loved one is safe (Screening, Masks, Gowns, Signage, Education and Vaccinations)

Neither Agree nor Disagree,

Comments::

Grace's restraint policy as it concerns wheelchairs, is counter productive. There are too many incidents of falling from wheelchairs for the restraint policy to be considered effective. This area requires an in depth review.

Q2

I will support and contribute to a safe, infection free environment

Agree

Q3

Your loved one's room is clean and organized

Neither Agree nor Disagree,

Comments::

There is room for improvement in this area.

Q4

I feel the current activities are appropriate for my loved one

Neither Agree nor Disagree

Q5

How well is Grace Manor meeting the Spiritual Care needs of your loved one

Good,

Comments::

The Hymn sings are great. There could be additional spiritual music on the tv screen in place of secular songs.

Q6

The level of volunteer activity in the home is beneficial

Agree,

Comments::

Always room for more volunteers.

Q7

Updates regarding care are communicated in a timely, respectful manner

Strongly disagree,

Comments::

Unless pursued, there is a lack of resident care information.

Q8

The overall quality of care my loved one receives meets my expectations

Agree,

Comments::

The psw's are amazing in many facets of care activity.

Q9

I feel included and valued in my loved one's circle of care

Strongly agree**Q10**

Communication from the home is appropriate and effective (emails,newsletter, meeting, signage)

Strongly agree,

Comments::

Kept well abreast of ongoing and upcoming activities.

Q11

The dining room is quiet, calm and inviting during meal times

Strongly agree**Q12**

My loved one's nutritional care needs are met

Neither agree nor disagree**Q13**

I feel confident with the care provided from my loved one's in house physician

Strongly agree,

Comments::

Dr. Smith is always open to dialogue and helpful. She is A+

#19

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Wednesday, October 02, 2024 5:30:11 AM
Last Modified: Wednesday, October 02, 2024 5:31:19 AM
Time Spent: 00:01:07
IP Address: 76.64.154.65

Page 1: 2024 Ottawa Grace Manor Family Satisfaction Survey

Q1 **Strongly Agree**

The home's safety measures make me feel my loved one is safe (Screening, Masks, Gowns, Signage, Education and Vaccinations)

Q2 **Strongly Agree**

I will support and contribute to a safe, infection free environment

Q3 **Strongly Agree**

Your loved one's room is clean and organized

Q4 **Agree**

I feel the current activities are appropriate for my loved one

Q5 **Great**

How well is Grace Manor meeting the Spiritual Care needs of your loved one

Q6 **Neither Agree nor Disagree,**
 Comments::
 Don't know enough to comment

The level of volunteer activity in the home is beneficial

Q7 **Agree**

Updates regarding care are communicated in a timely, respectful manner

Q8 **Strongly agree**

The overall quality of care my loved one receives meets my expectations

Q9 **Strongly agree**

I feel included and valued in my loved one's circle of care

Q10 **Strongly agree**

Communication from the home is appropriate and effective (emails,newsletter, meeting, signage)

Q11 **Agree**

The dining room is quiet, calm and inviting during meal times

Q12 **Agree**

My loved one's nutritional care needs are met

Q13 **Neither agree nor disagree,**

I feel confident with the care provided from my loved one's in house physician

Comments::
Don't know enough to comment

#20

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Wednesday, October 02, 2024 7:54:09 AM
Last Modified: Wednesday, October 02, 2024 8:01:57 AM
Time Spent: 00:07:48
IP Address: 70.51.85.7

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Q1 **Strongly Agree**

The home's safety measures make me feel my loved one is safe (Screening, Masks, Gowns, Signage, Education and Vaccinations)

Q2 **Strongly Agree**

I will support and contribute to a safe, infection free environment

Q3 **Strongly Agree**

Your loved one's room is clean and organized

Q4 **Strongly Agree**

I feel the current activities are appropriate for my loved one

Q5 **Excellent,**
Comments::
 They support with regard to her wishes

How well is Grace Manor meeting the Spiritual Care needs of your loved one

Q6 **Strongly Agree**

The level of volunteer activity in the home is beneficial

Q7 **Strongly agree**

Updates regarding care are communicated in a timely, respectful manner

Q8 **Strongly agree,**
Comments::
 More than meets patients expectations

The overall quality of care my loved one receives meets my expectations

Q9

I feel included and valued in my loved one's circle of care

Strongly agree,

Comments::

More than

Q10

Communication from the home is appropriate and effective (emails,newsletter, meeting, signage)

Strongly agree

Q11

The dining room is quiet, calm and inviting during meal times

Comments::

Lisa does not use the dining room

Q12

My loved one's nutritional care needs are met

Strongly agree

Q13

I feel confident with the care provided from my loved one's in house physician

Strongly agree,

Comments::

All staff go beyond expectation we are blessed

#21

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Saturday, October 05, 2024 8:45:00 AM
Last Modified: Saturday, October 05, 2024 8:46:08 AM
Time Spent: 00:01:08
IP Address: 174.115.2.46

Page 1: 2024 Ottawa Grace Manor Family Satisfaction Survey

Q1 **Strongly Agree**

The home's safety measures make me feel my loved one is safe (Screening, Masks, Gowns, Signage, Education and Vaccinations)

Q2 **Strongly Agree**

I will support and contribute to a safe, infection free environment

Q3 **Strongly Agree**

Your loved one's room is clean and organized

Q4 **Agree**

I feel the current activities are appropriate for my loved one

Q5 **Great**

How well is Grace Manor meeting the Spiritual Care needs of your loved one

Q6 **Agree**

The level of volunteer activity in the home is beneficial

Q7 **Strongly agree**

Updates regarding care are communicated in a timely, respectful manner

Q8 **Strongly agree**

The overall quality of care my loved one receives meets my expectations

Q9 **Strongly agree**

I feel included and valued in my loved one's circle of care

Q10 **Strongly agree**

Communication from the home is appropriate and effective (emails,newsletter, meeting, signage)

Q11 **Agree**

The dining room is quiet, calm and inviting during meal times

Q12 **Strongly agree**

My loved one's nutritional care needs are met

Q13 **Strongly agree**

I feel confident with the care provided from my loved one's in house physician

#22

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, October 07, 2024 7:06:11 AM
Last Modified: Monday, October 07, 2024 7:09:02 AM
Time Spent: 00:02:51
IP Address: 72.143.210.146

Page 1: 2024 Ottawa Grace Manor Family Satisfaction Survey

Q1 **Strongly Agree**

The home's safety measures make me feel my loved one is safe (Screening, Masks, Gowns, Signage, Education and Vaccinations)

Q2 **Strongly Agree**

I will support and contribute to a safe, infection free environment

Q3 **Agree**

Your loved one's room is clean and organized

Q4 **Strongly Agree**

I feel the current activities are appropriate for my loved one

Q5 **Great**

How well is Grace Manor meeting the Spiritual Care needs of your loved one

Q6 **Agree**

The level of volunteer activity in the home is beneficial

Q7 **Strongly agree**

Updates regarding care are communicated in a timely, respectful manner

Q8 **Strongly agree**

The overall quality of care my loved one receives meets my expectations

Q9 **Strongly agree**

I feel included and valued in my loved one's circle of care

Q10 **Strongly agree**

Communication from the home is appropriate and effective (emails,newsletter, meeting, signage)

Q11 **Neither agree nor disagree**

The dining room is quiet, calm and inviting during meal times

Q12 **Agree**

My loved one's nutritional care needs are met

Q13 **Agree**

I feel confident with the care provided from my loved one's in house physician

#23

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, October 07, 2024 2:45:05 PM
Last Modified: Monday, October 07, 2024 3:42:44 PM
Time Spent: 00:57:39
IP Address: 142.126.112.171

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Q1

The home's safety measures make me feel my loved one is safe (Screening, Masks, Gowns, Signage, Education and Vaccinations)

Agree,

Comments::

My mom was able to get into the vestibule between the coded inner door and the door out to the Grace Manor parking lot on one occasion early in the morning earlier this year. Without moving Mom to the secure unit, are there extra safety measures that can be utilized to ensure this can't happen again?

Q2

I will support and contribute to a safe, infection free environment

Strongly Agree**Q3**

Your loved one's room is clean and organized

Agree,

Comments::

I perform any required additional dusting/cleaning and organizing each time I visit. I must speak with Harry about the feasibility of a fresh coat of paint on the walls of Mom's room. They are in need, due to damage done by Mom's wheelchair where it come up against them.

Q4

I feel the current activities are appropriate for my loved one

Strongly Agree**Q5**

How well is Grace Manor meeting the Spiritual Care needs of your loved one

Excellent,

Comments::

My mom and I feel very comfortable speaking with Major Erin. I feel she knows and understands my mom.

Q6

The level of volunteer activity in the home is beneficial

Strongly Agree

Q7 Updates regarding care are communicated in a timely, respectful manner	Agree
Q8 The overall quality of care my loved one receives meets my expectations	Strongly agree
Q9 I feel included and valued in my loved one's circle of care	Strongly agree
Q10 Communication from the home is appropriate and effective (emails,newsletter, meeting, signage)	Agree, Comments:: I miss the way things were done before the pandemic (don't we all??) but I am happy to see that some things are returning to 'normal'. I miss being able to 'catch' Fawn on the phone as easily as I used to. Understandably, the pandemic has placed strains on everyone's time.
Q11 The dining room is quiet, calm and inviting during meal times	Comments:: Neither agree nor disagree. I can't truly comment because since before the pandemic, I have not stayed/eaten in the diningroom during meal times.
Q12 My loved one's nutritional care needs are met	Strongly agree
Q13 I feel confident with the care provided from my loved one's in house physician	Neither agree nor disagree, Comments:: I have as yet to have experience with Dr. Leah Smith as she has just been assigned to replace Dr. Gill on Queens house.

#24

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, October 08, 2024 2:06:51 PM
Last Modified: Tuesday, October 08, 2024 2:08:10 PM
Time Spent: 00:01:19
IP Address: 174.112.46.132

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Q1 **Strongly Agree**

The home's safety measures make me feel my loved one is safe (Screening, Masks, Gowns, Signage, Education and Vaccinations)

Q2 **Strongly Agree**

I will support and contribute to a safe, infection free environment

Q3 **Agree**

Your loved one's room is clean and organized

Q4 **Agree**

I feel the current activities are appropriate for my loved one

Q5 **Good**

How well is Grace Manor meeting the Spiritual Care needs of your loved one

Q6 **Strongly Agree**

The level of volunteer activity in the home is beneficial

Q7 **Strongly agree**

Updates regarding care are communicated in a timely, respectful manner

Q8 **Agree**

The overall quality of care my loved one receives meets my expectations

Q9 **Agree**

I feel included and valued in my loved one's circle of care

Q10 **Agree**

Communication from the home is appropriate and effective (emails,newsletter, meeting, signage)

Q11 **Agree**

The dining room is quiet, calm and inviting during meal times

Q12 **Strongly agree**

My loved one's nutritional care needs are met

Q13 **Agree**

I feel confident with the care provided from my loved one's in house physician

#25

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Wednesday, October 09, 2024 1:52:37 PM
Last Modified: Wednesday, October 09, 2024 6:10:06 PM
Time Spent: 04:17:29
IP Address: 142.180.16.94

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Q1 **Agree**

The home's safety measures make me feel my loved one is safe (Screening, Masks, Gowns, Signage, Education and Vaccinations)

Q2 **Strongly Agree**

I will support and contribute to a safe, infection free environment

Q3 **Agree,**
 Comments::
 Closet smells of urine

Your loved one's room is clean and organized

Q4 **Neither Agree nor Disagree**

I feel the current activities are appropriate for my loved one

Q5 **Good**

How well is Grace Manor meeting the Spiritual Care needs of your loved one

Q6 **Neither Agree nor Disagree**

The level of volunteer activity in the home is beneficial

Q7 **Agree**

Updates regarding care are communicated in a timely, respectful manner

Q8 **Agree**

The overall quality of care my loved one receives meets my expectations

Q9 **Agree**

I feel included and valued in my loved one's circle of care

Q10 **Strongly agree**

Communication from the home is appropriate and effective (emails,newsletter, meeting, signage)

Q11 **Agree**

The dining room is quiet, calm and inviting during meal times

Q12 **Agree**

My loved one's nutritional care needs are met

Q13 **Agree**

I feel confident with the care provided from my loved one's in house physician

#26

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Thursday, October 10, 2024 9:06:38 AM
Last Modified: Thursday, October 10, 2024 9:07:50 AM
Time Spent: 00:01:12
IP Address: 174.114.81.152

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Q1 **Agree**

The home's safety measures make me feel my loved one is safe (Screening, Masks, Gowns, Signage, Education and Vaccinations)

Q2 **Strongly Agree**

I will support and contribute to a safe, infection free environment

Q3 **Agree**

Your loved one's room is clean and organized

Q4 **Agree**

I feel the current activities are appropriate for my loved one

Q5 **Great**

How well is Grace Manor meeting the Spiritual Care needs of your loved one

Q6 **Agree**

The level of volunteer activity in the home is beneficial

Q7 **Agree**

Updates regarding care are communicated in a timely, respectful manner

Q8 **Agree**

The overall quality of care my loved one receives meets my expectations

Q9

Agree

I feel included and valued in my loved one's circle of care

Q10

Agree

Communication from the home is appropriate and effective
(emails,newsletter, meeting, signage)

Q11

Disagree

The dining room is quiet, calm and inviting during meal
times

Q12

Agree

My loved one's nutritional care needs are met

Q13

Neither agree nor disagree

I feel confident with the care provided from my loved one's
in house physician

#27

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Thursday, October 10, 2024 9:14:10 AM
Last Modified: Thursday, October 10, 2024 9:15:22 AM
Time Spent: 00:01:12
IP Address: 174.114.68.41

Page 1: 2024 Ottawa Grace Manor Family Satisfaction Survey

Q1 **Strongly Agree**

The home's safety measures make me feel my loved one is safe (Screening, Masks, Gowns, Signage, Education and Vaccinations)

Q2 **Strongly Agree**

I will support and contribute to a safe, infection free environment

Q3 **Strongly Agree**

Your loved one's room is clean and organized

Q4 **Agree**

I feel the current activities are appropriate for my loved one

Q5 **Good**

How well is Grace Manor meeting the Spiritual Care needs of your loved one

Q6 **Strongly Agree**

The level of volunteer activity in the home is beneficial

Q7 **Strongly agree**

Updates regarding care are communicated in a timely, respectful manner

Q8 **Strongly agree**

The overall quality of care my loved one receives meets my expectations

Q9 **Strongly agree**

I feel included and valued in my loved one's circle of care

Q10 **Strongly agree**

Communication from the home is appropriate and effective
(emails,newsletter, meeting, signage)

Q11 **Strongly agree**

The dining room is quiet, calm and inviting during meal times

Q12 **Agree**

My loved one's nutritional care needs are met

Q13 **Agree**

I feel confident with the care provided from my loved one's
in house physician

#28

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Thursday, October 10, 2024 3:19:16 PM
Last Modified: Thursday, October 10, 2024 3:20:56 PM
Time Spent: 00:01:39
IP Address: 70.52.182.35

Page 1: 2024 Ottawa Grace Manor Family Satisfaction Survey

Q1 **Agree**

The home's safety measures make me feel my loved one is safe (Screening, Masks, Gowns, Signage, Education and Vaccinations)

Q2 **Strongly Agree**

I will support and contribute to a safe, infection free environment

Q3 **Agree**

Your loved one's room is clean and organized

Q4 **Agree**

I feel the current activities are appropriate for my loved one

Q5 **Great**

How well is Grace Manor meeting the Spiritual Care needs of your loved one

Q6 **Agree**

The level of volunteer activity in the home is beneficial

Q7 **Strongly agree**

Updates regarding care are communicated in a timely, respectful manner

Q8 **Strongly agree**

The overall quality of care my loved one receives meets my expectations

Q9 **Strongly agree**

I feel included and valued in my loved one's circle of care

Q10 **Agree**

Communication from the home is appropriate and effective (emails,newsletter, meeting, signage)

Q11 **Agree**

The dining room is quiet, calm and inviting during meal times

Q12 **Strongly agree**

My loved one's nutritional care needs are met

Q13 **Agree**

I feel confident with the care provided from my loved one's in house physician

#29

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Thursday, October 10, 2024 7:44:22 PM
Last Modified: Thursday, October 10, 2024 7:48:26 PM
Time Spent: 00:04:03
IP Address: 174.115.120.26

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Q1

The home's safety measures make me feel my loved one is safe (Screening, Masks, Gowns, Signage, Education and Vaccinations)

Strongly Agree,

Comments::

I felt very comfortable when I first arrived with me mother at Grace Manor. Very pro active to keep everyone safe and healthy

Q2

I will support and contribute to a safe, infection free environment

Strongly Agree**Q3**

Your loved one's room is clean and organized

Strongly Agree,

Comments::

Everyone made my mother feel so welcome I liked the welcome sign that was placed in her room. The first day all of our questions and needs for my mother were met immediately

Q4

I feel the current activities are appropriate for my loved one

Strongly Agree**Q5**

How well is Grace Manor meeting the Spiritual Care needs of your loved one

Excellent**Q6**

The level of volunteer activity in the home is beneficial

Strongly Agree**Q7**

Updates regarding care are communicated in a timely, respectful manner

Strongly agree

Q8 **Strongly agree**

The overall quality of care my loved one receives meets my expectations

Q9 **Strongly agree**

I feel included and valued in my loved one's circle of care

Q10 **Strongly agree**

Communication from the home is appropriate and effective (emails,newsletter, meeting, signage)

Q11 **Strongly agree**

The dining room is quiet, calm and inviting during meal times

Q12 **Strongly agree**

My loved one's nutritional care needs are met

Q13 **Strongly agree**

I feel confident with the care provided from my loved one's in house physician

#30

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Friday, October 11, 2024 10:43:20 AM
Last Modified: Friday, October 11, 2024 11:18:10 AM
Time Spent: 00:34:50
IP Address: 184.161.72.29

Page 1: 2024 Ottawa Grace Manor Family Satisfaction Survey

Q1

The home's safety measures make me feel my loved one is safe (Screening, Masks, Gowns, Signage, Education and Vaccinations)

Agree,

Comments::

I've noted some consistency issues across different section where some staff are late getting updates and creating confusion when applying different guidance to visitors.

Q2

I will support and contribute to a safe, infection free environment

Strongly Agree**Q3**

Your loved one's room is clean and organized

Strongly Agree**Q4**

I feel the current activities are appropriate for my loved one

Agree,

Comments::

My mom seems to be enjoying them

Q5

How well is Grace Manor meeting the Spiritual Care needs of your loved one

Great**Q6**

The level of volunteer activity in the home is beneficial

Neither Agree nor Disagree,

Comments::

After less than a year I still have difficulty discerning types of staff including who are the volunteers. I wish there was a more visual way to identify them as I often asking questions to the wrong personnel.

Q7

Updates regarding care are communicated in a timely, respectful manner

Agree

Q8**Agree**

The overall quality of care my loved one receives meets my expectations

Q9**Agree**

I feel included and valued in my loved one's circle of care

Q10**Strongly agree,**

Communication from the home is appropriate and effective (emails,newsletter, meeting, signage)

Comments::

The single most important challenge I'm experiencing around communication is when I want to update the right staff for upcoming med appointments, social events or external outings It makes it challenging when staff input/feedback or med preparation are needed because the different sections I've dealt with don't seem to follow a standard way of capturing/sharing this information. I wish there was a generic email address to centrally accept/acknowledge this formal communication and that it would then get sent in a timely manner to the relevant teams/shifts/that are impacted to avoid any confusion and miscommunication.

Q11

The dining room is quiet, calm and inviting during meal times

Comments::

Depends on the section, some felt more calm and quiet than others

Q12**Agree**

My loved one's nutritional care needs are met

Q13**Agree,**

I feel confident with the care provided from my loved one's in house physician

Comments::

So far yes but still too soon to give an overall impression.

#31

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Friday, October 11, 2024 9:22:17 PM
Last Modified: Friday, October 11, 2024 9:25:03 PM
Time Spent: 00:02:46
IP Address: 174.115.64.98

Page 1: 2024 Ottawa Grace Manor Family Satisfaction Survey

<p>Q1</p> <p>The home's safety measures make me feel my loved one is safe (Screening, Masks, Gowns, Signage, Education and Vaccinations)</p>	<p>Strongly Agree</p>
<p>Q2</p> <p>I will support and contribute to a safe, infection free environment</p>	<p>Strongly Agree</p>
<p>Q3</p> <p>Your loved one's room is clean and organized</p>	<p>Agree, Comments:: there have been times when I have cleaned the corners of the room as the dirt is washed into the corners</p>
<p>Q4</p> <p>I feel the current activities are appropriate for my loved one</p>	<p>Agree</p>
<p>Q5</p> <p>How well is Grace Manor meeting the Spiritual Care needs of your loved one</p>	<p>Great, Comments:: We really appreciate the Christian focus of the weekly chapels and hymn sings</p>
<p>Q6</p> <p>The level of volunteer activity in the home is beneficial</p>	<p>Strongly Agree</p>
<p>Q7</p> <p>Updates regarding care are communicated in a timely, respectful manner</p>	<p>Strongly agree</p>

Q8 **Agree**

The overall quality of care my loved one receives meets my expectations

Q9 **Strongly agree**

I feel included and valued in my loved one's circle of care

Q10 **Strongly agree**

Communication from the home is appropriate and effective (emails,newsletter, meeting, signage)

Q11 **Comments::**

The dining room is quiet, calm and inviting during meal times

It can be too quiet at times. Where it feels somber. I wonder about making sure blinds are open and conversation is encouraged.

Q12 **Strongly agree**

My loved one's nutritional care needs are met

Q13 **Agree**

I feel confident with the care provided from my loved one's in house physician

#32

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Wednesday, October 16, 2024 7:24:40 AM
Last Modified: Wednesday, October 16, 2024 7:33:29 AM
Time Spent: 00:08:48
IP Address: 174.138.219.180

Page 1: 2024 Ottawa Grace Manor Family Satisfaction Survey

Q1 **Strongly Agree**

The home's safety measures make me feel my loved one is safe (Screening, Masks, Gowns, Signage, Education and Vaccinations)

Q2 **Strongly Agree**

I will support and contribute to a safe, infection free environment

Q3 **Agree,**
 Comments::
 Bed is often pushed so close to the closet that the closet can not be opened

Your loved one's room is clean and organized

Q4 **Agree**

I feel the current activities are appropriate for my loved one

Q5 **Excellent**

How well is Grace Manor meeting the Spiritual Care needs of your loved one

Q6 **Strongly Agree**

The level of volunteer activity in the home is beneficial

Q7 **Strongly agree**

Updates regarding care are communicated in a timely, respectful manner

Q8 **Agree**

The overall quality of care my loved one receives meets my expectations

Q9 **Strongly agree**

I feel included and valued in my loved one's circle of care

Q10 **Strongly agree**

Communication from the home is appropriate and effective (emails,newsletter, meeting, signage)

Q11 **Agree**

The dining room is quiet, calm and inviting during meal times

Q12 **Strongly agree**

My loved one's nutritional care needs are met

Q13 **Strongly agree**

I feel confident with the care provided from my loved one's in house physician

#33

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Wednesday, October 16, 2024 7:58:00 PM
Last Modified: Wednesday, October 16, 2024 8:00:48 PM
Time Spent: 00:02:47
IP Address: 174.112.41.64

Page 1: 2024 Ottawa Grace Manor Family Satisfaction Survey

Q1 **Agree**

The home's safety measures make me feel my loved one is safe (Screening, Masks, Gowns, Signage, Education and Vaccinations)

Q2 **Agree**

I will support and contribute to a safe, infection free environment

Q3 **Agree**

Your loved one's room is clean and organized

Q4 **Agree**

I feel the current activities are appropriate for my loved one

Q5 **Good**

How well is Grace Manor meeting the Spiritual Care needs of your loved one

Q6 **Neither Agree nor Disagree**

The level of volunteer activity in the home is beneficial

Q7 **Agree**

Updates regarding care are communicated in a timely, respectful manner

Q8 **Agree**

The overall quality of care my loved one receives meets my expectations

Q9

Agree

I feel included and valued in my loved one's circle of care

Q10

Agree

Communication from the home is appropriate and effective (emails,newsletter, meeting, signage)

Q11

Neither agree nor disagree

The dining room is quiet, calm and inviting during meal times

Q12

Agree

My loved one's nutritional care needs are met

Q13

Agree

I feel confident with the care provided from my loved one's in house physician

#34

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Friday, November 01, 2024 9:51:13 AM
Last Modified: Friday, November 01, 2024 9:52:54 AM
Time Spent: 00:01:41
IP Address: 96.21.109.243

Page 1: 2024 Ottawa Grace Manor Family Satisfaction Survey

Q1 **Strongly Agree**

The home's safety measures make me feel my loved one is safe (Screening, Masks, Gowns, Signage, Education and Vaccinations)

Q2 **Strongly Agree**

I will support and contribute to a safe, infection free environment

Q3 **Agree**

Your loved one's room is clean and organized

Q4 **Strongly Agree**

I feel the current activities are appropriate for my loved one

Q5 **Great**

How well is Grace Manor meeting the Spiritual Care needs of your loved one

Q6 **Strongly Agree**

The level of volunteer activity in the home is beneficial

Q7 **Strongly agree**

Updates regarding care are communicated in a timely, respectful manner

Q8 **Agree**

The overall quality of care my loved one receives meets my expectations

Q9 **Agree**

I feel included and valued in my loved one's circle of care

Q10 **Strongly agree**

Communication from the home is appropriate and effective (emails,newsletter, meeting, signage)

Q11 **Agree**

The dining room is quiet, calm and inviting during meal times

Q12 **Strongly agree**

My loved one's nutritional care needs are met

Q13 **Strongly agree**

I feel confident with the care provided from my loved one's in house physician
