

## Association of Small Care Residences Care Quality Assurance Survey

Dear valued customer,

In order to provide a consistently high level of service, we participate in the Association of Small Care Residences Quality Assurance program. This program asks current and past clients, as well as 3<sup>rd</sup> party vendors, to complete a brief survey of the service we provide.



By sharing your experiences, you can give comfort to other families when they are searching their long term care living options.

Facility Name <i>Paradise Hill Home A/F</i>	Date: <i>3/10/2014</i>
Name (optional):	Email (optional):
Please rate the quality of care your loved one has received.  <input checked="" type="checkbox"/> Excellent <input type="checkbox"/> Above Average <input type="checkbox"/> Average <input type="checkbox"/> Poor	Please rate the cleanliness of this facility.  <input checked="" type="checkbox"/> Excellent <input type="checkbox"/> Above Average <input type="checkbox"/> Average <input type="checkbox"/> Poor
Please rate the quality of food.  <input checked="" type="checkbox"/> Excellent <input type="checkbox"/> Above Average <input type="checkbox"/> Average <input type="checkbox"/> Poor	Please rate your experience and comfort with the facility staff.  <input checked="" type="checkbox"/> Excellent <input type="checkbox"/> Above Average <input type="checkbox"/> Average <input type="checkbox"/> Poor
In your opinion, does this facility offer Aging in Place? <i>Don't know what this is.</i>  <input type="checkbox"/> Yes <input type="checkbox"/> No	Is management readily available and involved in the day to day operations?  <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Are your questions or concerns addressed in a prompt manor?  <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Would you recommend this facility to other families in need of care?  <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

Comment:

*I have seen different homes in this area, and this home is, in my opinion, top rated in every area. The ladies that work here really do care about the residents & that makes a huge difference.*