

# 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	Date: <u>3/22/14</u>
Name (optional): <u>Walter M DeLeon</u>	Email (optional): <u><del>WDeLeon</del> WDeLeon@CFL.RF.Care</u>
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?  <input checked="" 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:

We are very happy with your facility!

W DeLeon