VIGI santé

LEAVE BLANK

SATISFACTION SURVEY
DURING THE COURSE OF A RESIDENT'S STAY

Resident's name:_____ Room: _____

Name of representative (if applicable): _____

Center concerned: _____Date: _____

Please, check according to your degree of satisfaction

Are you satisfied with the following elements:	Very satisfied	Satisfied	Not very satisfied	Not at all satisfied	Does not apply
1. The atmosphere in the centre					
Comments:					
2. The respect demonstrated towards the residents (lifestyle, intimacy, politeness, etc.).					
Comments:					
3. Confidentiality and discretion demonstrated by the staff					
Comments:					
4. The time taken by the staff to answer your questions and concerns					
Comments:					
5. The information received from the financial services (account statement, trust account, etc.)					
Comments:					
6. The opportunity to participate in a meeting with members of the interdisciplinary team					
Comments:					
7. Communications with staff members					
Comments:					
8. The communication between team members to meet the resident's needs					
Comments:					
9. The cleanliness (room and common areas)					
Comments:					
10. The physical layout (comfort, accessibility, well-maintained, etc.)					
Comments:					

See reverse side

Are you satisfied with the following elements :	Very satisfied	Satisfied	Not very satisfied	Not at all satisfied	Does not apply
11. Leisure activities					
Comments:					
12. Nursing care (nurses, nurses assistants) and assistance care (beneficiary attendant/accompanying orderly)					
Comments:					
13. Doctor's intervention					
Comments:					
14. Actions achieved by professional specialists (social worker, occupational therapist, nutritionist, physical rehabilitation therapist, pharmacist and psychologist/psychoeducator)					
Comments:					
15. Hand and hygiene practices demonstrated by staff (washing hands)					
Comments:					
16. Meals and snacks					
Comments:					
17. The pertinence and usefulness of information transmitted in correspondence, on Vigi Santé website and Espace Famille online portal					
Comments:					
18. The actions achieved by the Resident's committee (ex. : Rights Week, attendance to the welcoming activity, etc.)					
Comments:					

19. What you **enjoy the most** at the CHSLD:

20. What you **enjoy the least** at the CHSLD:

Thank you for completing this survey and returning it within the next two weeks in the envelope provided. A follow-up to your comments will be made.