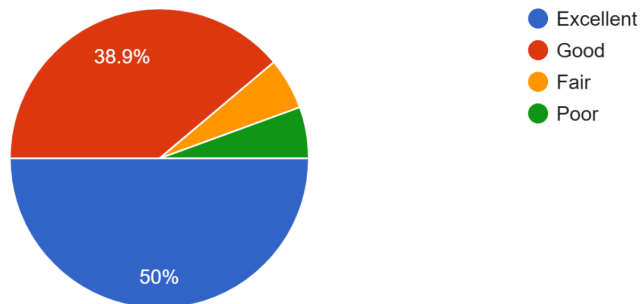




ALBRIGHT FAMILY SATISFACTION SURVEY RESULTS 2024

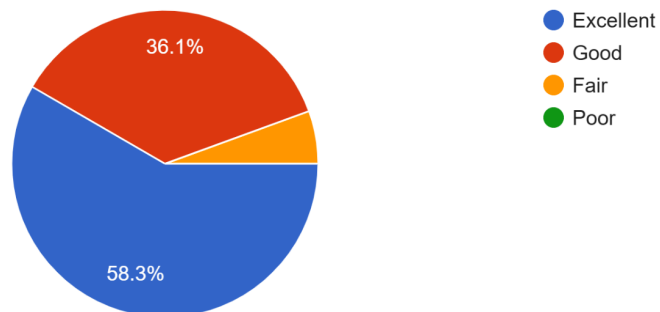
Resident Care - Opportunities for me involved in decisions that relate to my loved one's care have been

36 responses

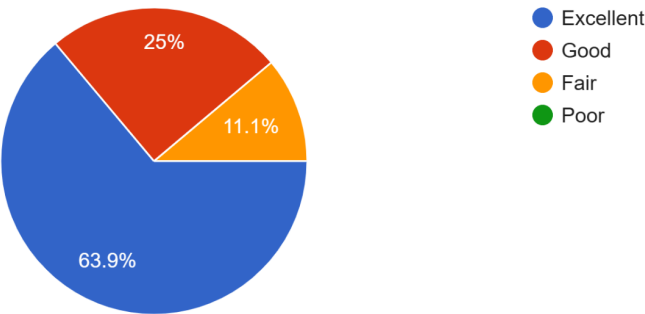


Resident Care - Respect for loved one's privacy is

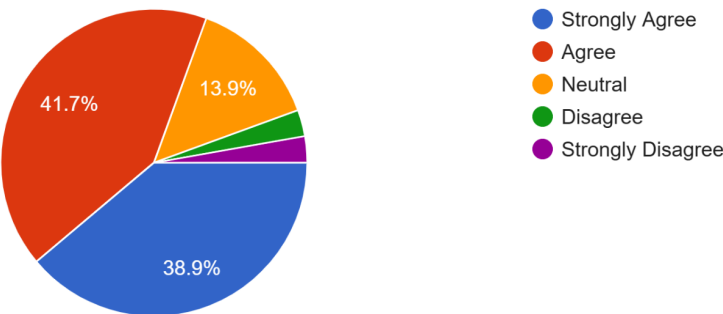
36 responses



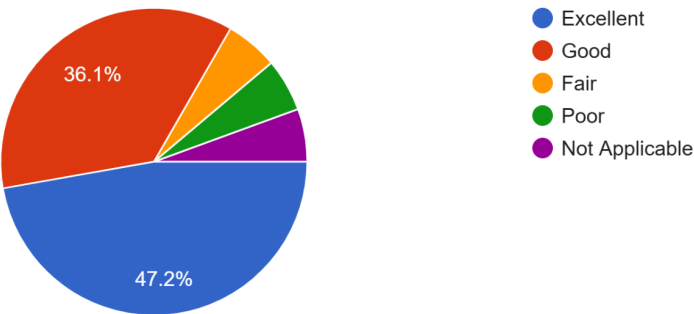
Resident Care - Support in dealing with adjustment to living in the Manor was
36 responses



Resident Care - my loved one can express their opinion without fear of consequences
36 responses

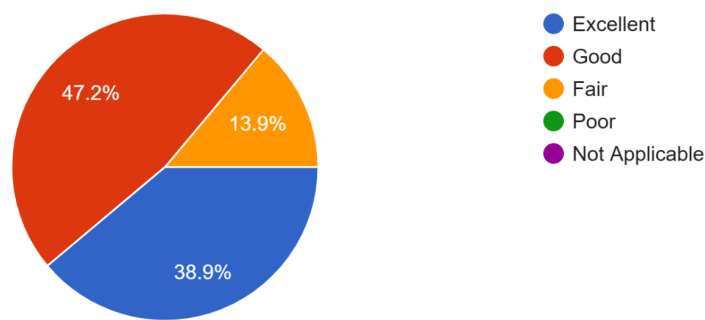


Nursing & Personal Care - How is the assistance your loved one receives with Eating?
36 responses



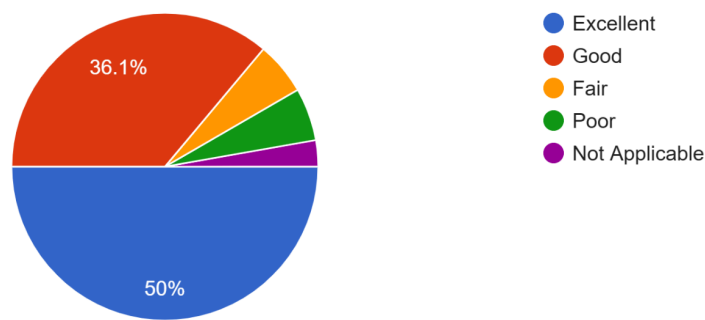
Nursing & Personal Care - How is the assistance your loved one receives with Bathing?

36 responses



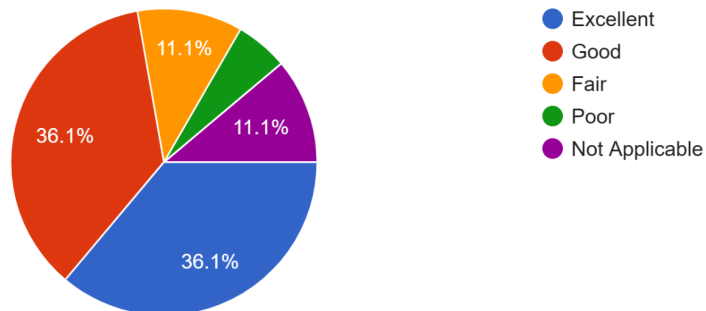
Nursing & Personal Care - How is the assistance your loved one receives with Dressing?

36 responses



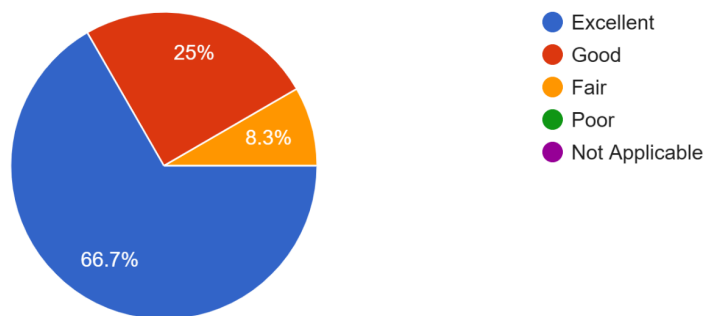
Nursing & Personal Care - How is the assistance your loved one receives with Going to the Bathroom?

36 responses



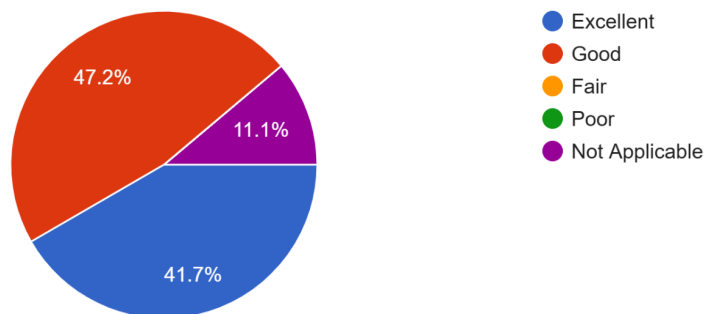
Nursing & Personal Care - How is the assistance your loved one receives with Medications?

36 responses



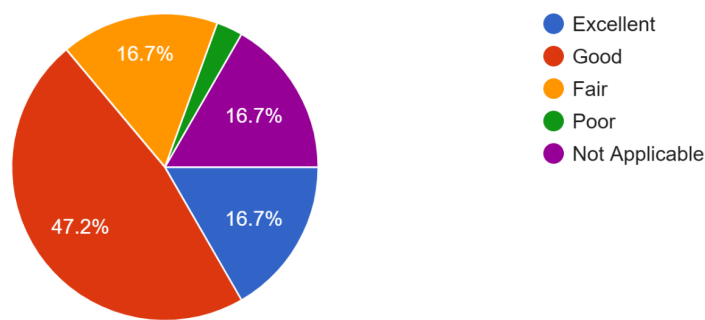
Nursing & Personal Care - How is the assistance your loved one receives with Treatments?

36 responses



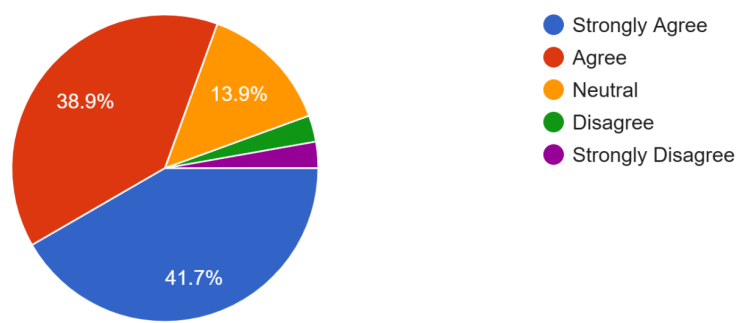
Nursing & Personal Care - How is the assistance your loved one receives with Oral Hygiene?

36 responses



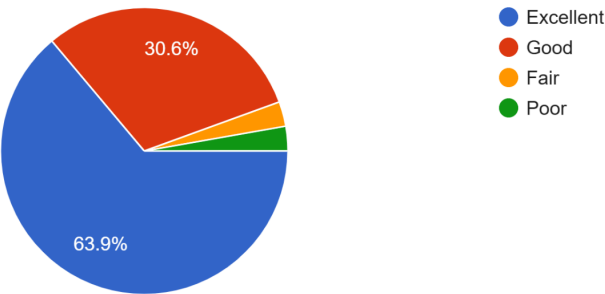
Nursing & Personal Care - My loved one's acute medical needs have been addressed in a timely manner.

36 responses



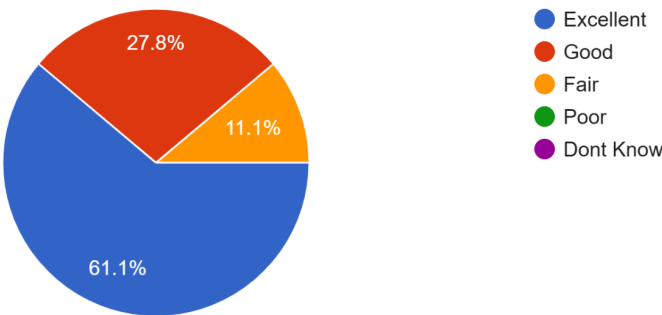
Nursing & Personal Care - How would you rate the availability and helpfulness of the Nursing Staff (Registered Nurse, Registered Practical Nurses, Personal Support Workers).

36 responses



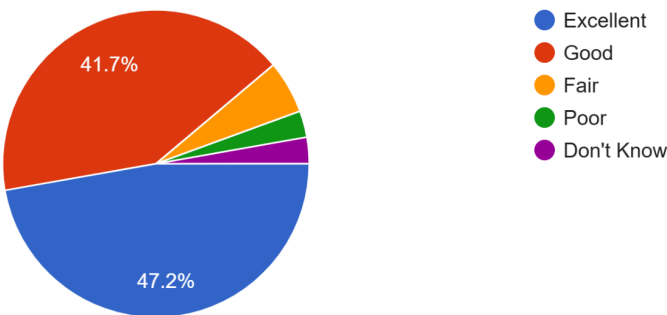
Housekeeping & Laundry - The Manor is kept safe, is visibly clean and free of odor.

36 responses



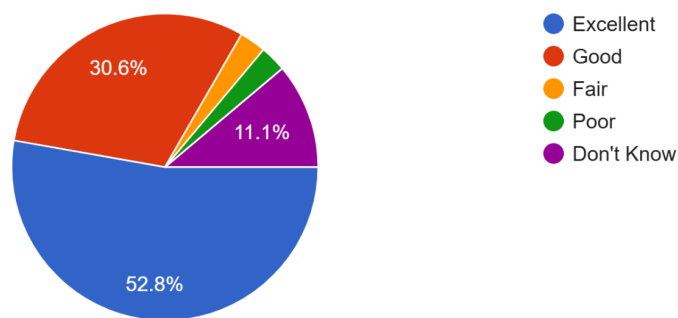
Housekeeping & Laundry - the Laundry services meet the needs of my loved one.

36 responses



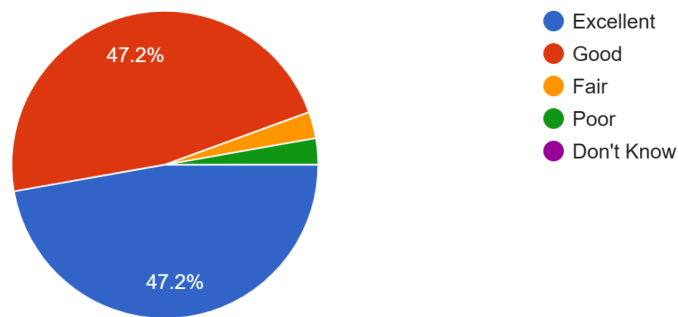
Housekeeping & Laundry - Availability and helpfulness of the housekeeping and laundry staff is

36 responses



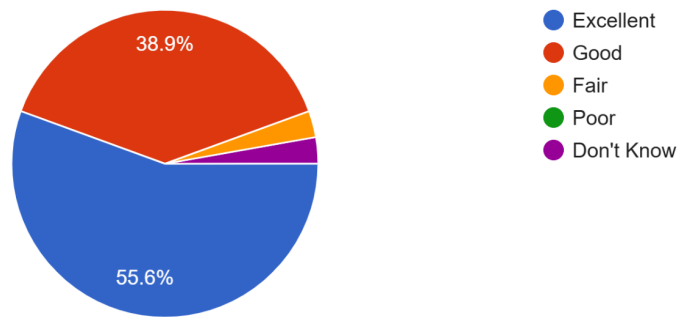
Building & Property - General repair and upkeep of the building is

36 responses



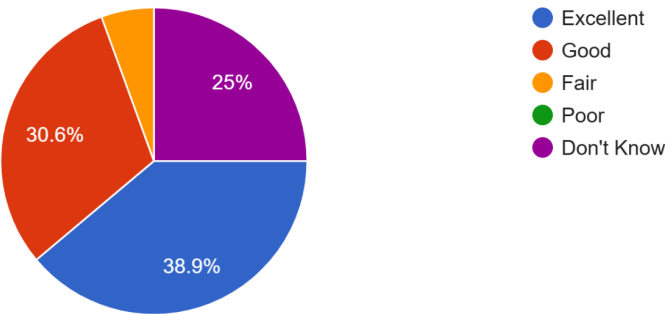
Building & Property - General upkeep of the grounds is

36 responses



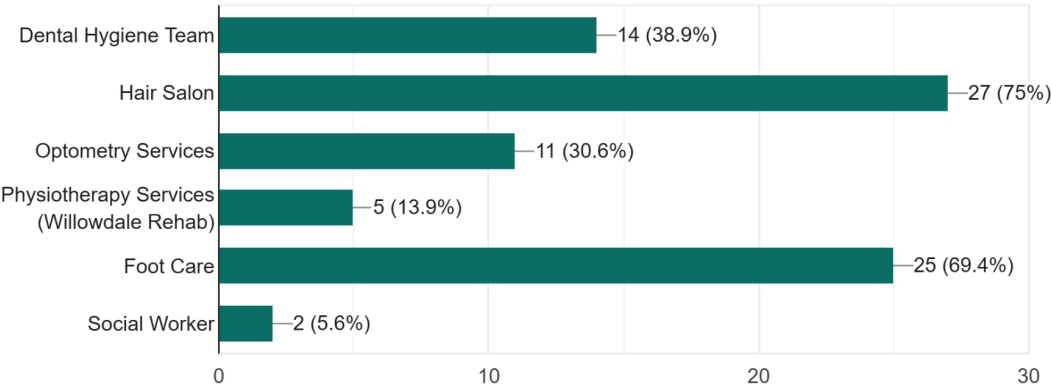
Building & Property - Availability & helpfulness of the maintenance staff is

36 responses

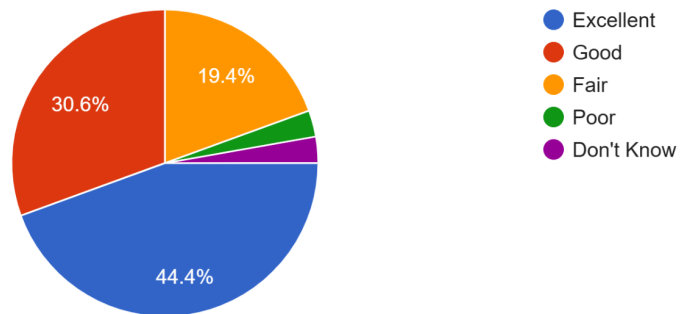


External Services - Which services have you made use of in the past year? Please check all that apply.

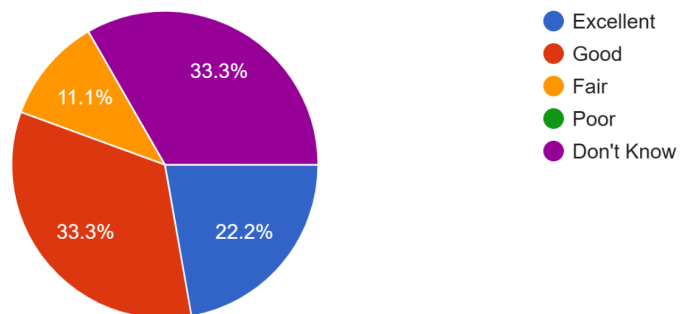
36 responses



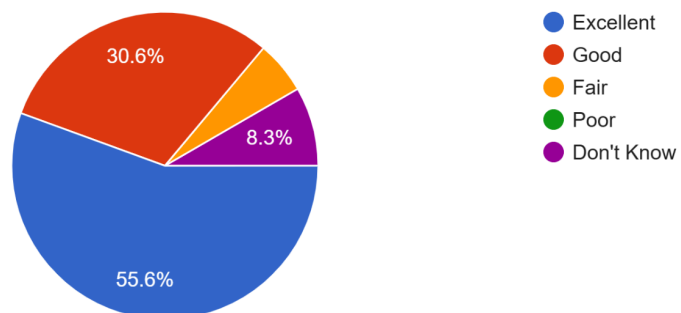
Programs/ Activities - The amount and variety of activity opportunities provided to residents are
36 responses



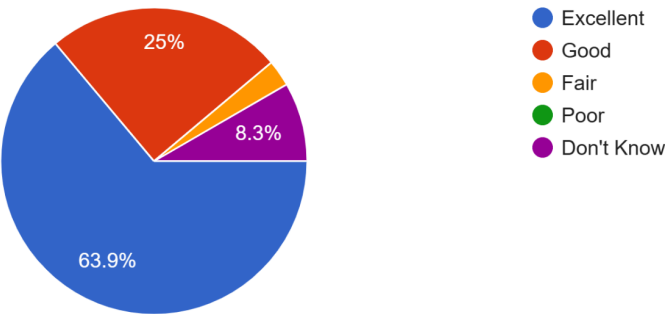
Programs / Activities - The religious/ Chaplain Spiritual care services offered are
36 responses



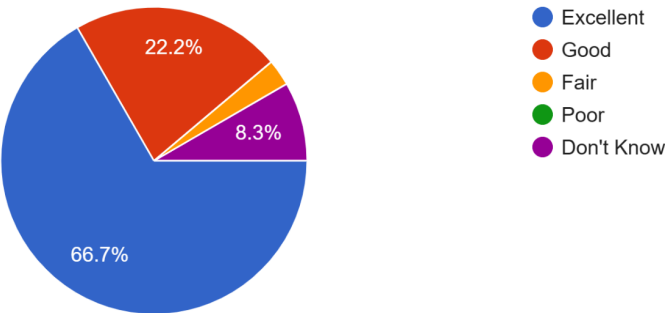
Business Office - Efficiency in dealing with my business as it relates to the Manor is
36 responses



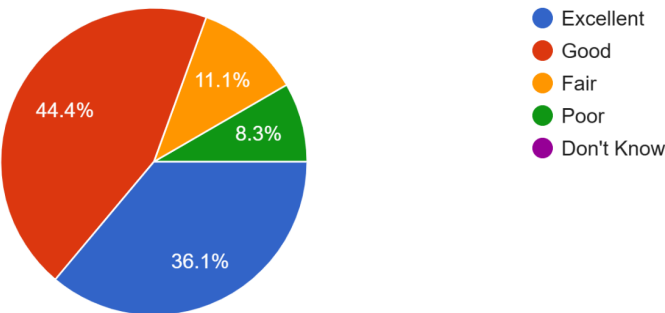
Business Office - Services provided by Reception, Finance etc. are
36 responses



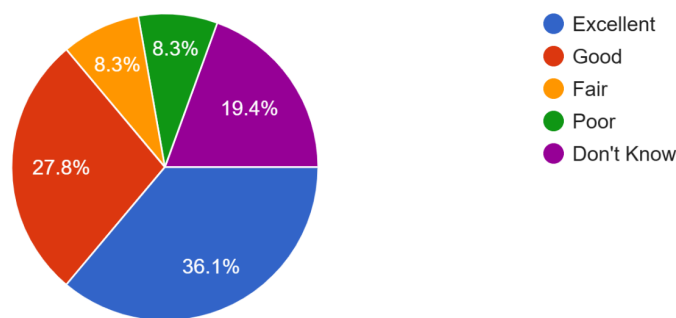
Business Office - Availability and helpfulness of the office staff is
36 responses



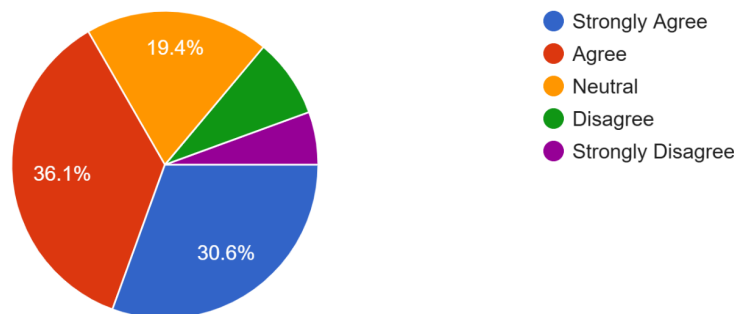
Food Services - The menu variety is
36 responses



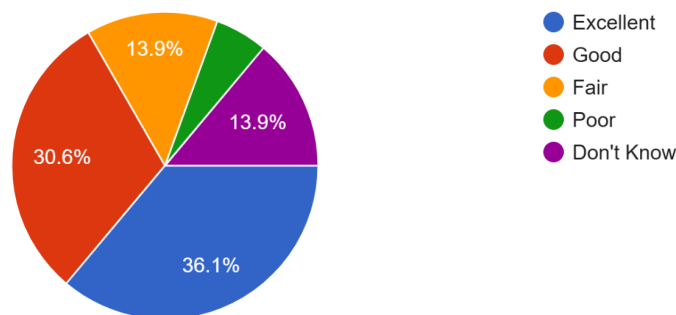
Food Services - Special Diet needs are met for example - diabetic, texturized, food allergies etc.
36 responses



Food Services - the dining experience is satisfying for my loved one
36 responses

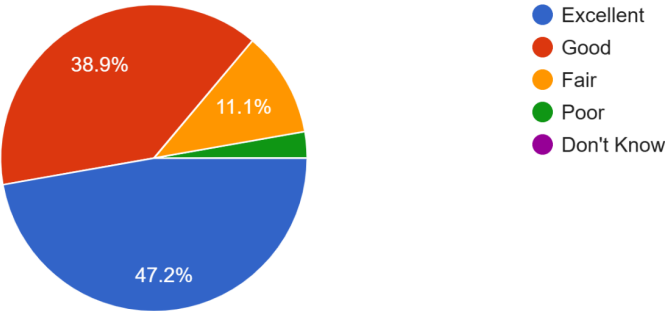


Food Services - the availability & helpfulness of the dietary staff is
36 responses



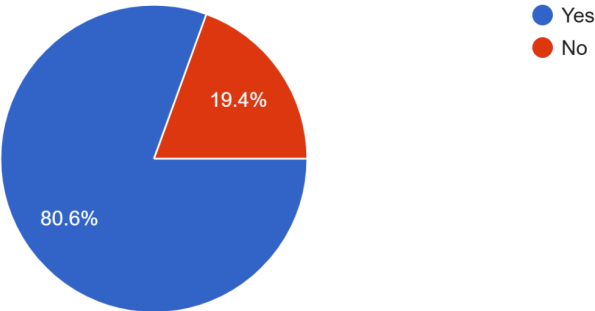
Overall - the living environment at Albright is

36 responses



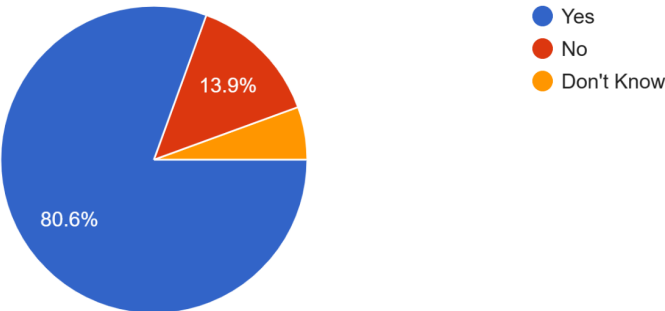
I am familiar with the Albright Manor website

36 responses



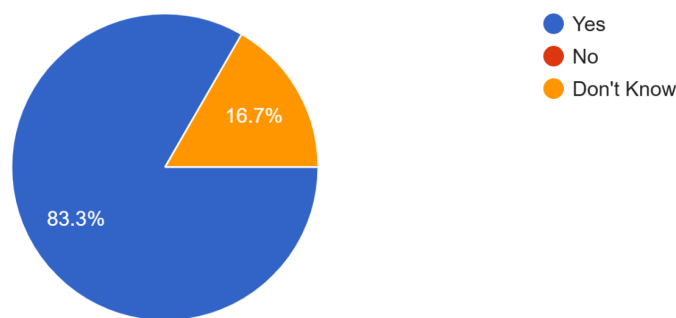
Have you attended a Resident Care Conference (6 weeks upon admission or annually)?

36 responses



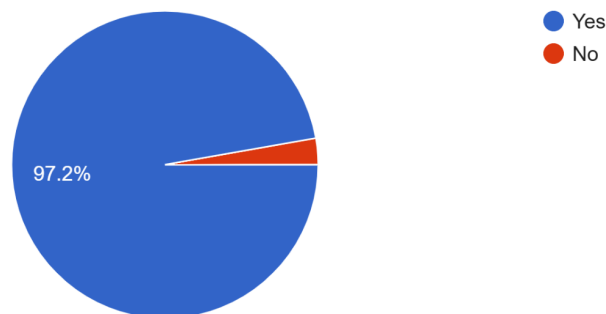
Resident Care Conferences are helpful & informative

36 responses



I receive Albright updates via email (outbreak updates, newsletters etc.)

36 responses



Overall - I would rate Albright Manor as

36 responses

