

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 3rd 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 <u>Paradise Hill Home</u>	Date: <u>03/26/14</u>
Name (optional): <u>Melissa Olsen</u>	Email (optional): <u>olsen0593@bellsouth.net</u>
Please rate the quality of care your loved one has received. <div style="margin-left: 100px;"> <input checked="" type="checkbox"/> Excellent <input type="checkbox"/> Above Average <input type="checkbox"/> Average <input type="checkbox"/> Poor </div>	Please rate the cleanliness of this facility. <div style="margin-left: 100px;"> <input checked="" type="checkbox"/> Excellent <input type="checkbox"/> Above Average <input type="checkbox"/> Average <input type="checkbox"/> Poor </div>
Please rate the quality of food. <div style="margin-left: 100px;"> <input checked="" type="checkbox"/> Excellent <input type="checkbox"/> Above Average <input type="checkbox"/> Average <input type="checkbox"/> Poor </div>	Please rate your experience and comfort with the facility staff. <div style="margin-left: 100px;"> <input checked="" type="checkbox"/> Excellent <input type="checkbox"/> Above Average <input type="checkbox"/> Average <input type="checkbox"/> Poor </div>
In your opinion, does this facility offer Aging in Place? <div style="margin-left: 100px;"> <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No </div>	Is management readily available and involved in the day to day operations? <div style="margin-left: 100px;"> <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No </div>
Are your questions or concerns addressed in a prompt manor? <div style="margin-left: 100px;"> <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No </div>	Would you recommend this facility to other families in need of care? <div style="margin-left: 100px;"> <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No </div>

Comment:

My Aunt is thriving in this home. Her entire family is thrilled to know how happy Jane is and how loving her caregivers are!