



Resident/Family Satisfaction Survey

Dear resident, friend or family member,

We welcome your opinions and suggestions of the services provided by Town & Country. Your valuable feedback helps us improve our community and work toward our mission of showing the care, love and hope of Jesus Christ to senior adults.

Our goal is to set our service standards to meet or exceed our residents' expectations. Please be specific in your feedback so we can address any concerns. We hope to make Town & Country an environment you would happily recommend to others!

Respectfully,

President & CEO Rob Goerzen and the Staff at Town & Country

Please rate our services on a scale from 1 to 5 with 5 being the highest rating

- (5) Excellent service that you would recommend to others
- (4) Above average service that creates a sense of security and contentment for your loved one
- (3) Average service that you would expect
- (2) Poor service that needs immediate attention
- (1) Not applicable – do not have an opinion

Which level of care do you or your loved one reside in?

- Independent Living
- Assisted Living
- Memory Care

Comment:



Do you or your loved one feel safe at Town & Country?

- 5 - Highest
- 4
- 3
- 2 - Poor
- 1 - N/A

Comment:

Do you or your loved one feel respected and cared for?

- 5 - Highest
- 4
- 3
- 2 - Poor
- 1 - N/A

Comment:

Are you treated with respect and courtesy as a family member?

- 5 - Highest
- 4
- 3
- 2 - Poor
- 1 - N/A

Comment:



Do we provide activities, outings or social events that your loved one enjoys attending?

- 5 - Highest
- 4
- 3
- 2 - Poor
- 1 - N/A

Comment:

Does the staff encourage socialization and provide opportunities for interaction with others?

- 5 - Highest
- 4
- 3
- 2 - Poor
- 1 - N/A

Comment:

Does the staff provide resources to assist you and/or your loved one with medical needs?

- 5 - Highest
- 4
- 3
- 2 - Poor
- 1 - N/A

Comment:



Is your loved one satisfied with their menu selections?

- 5 - Highest
- 4
- 3
- 2 - Poor
- 1 - N/A

Comment:

How would you or your loved one rate the quality & preparation of the food?

- 5 - Highest
- 4
- 3
- 2 - Poor
- 1 - N/A

Comment:

Does your loved one enjoy the dining room services & atmosphere?

- 5 - Highest
- 4
- 3
- 2 - Poor
- 1 - N/A

Comment:



Is the dietary staff professional, courteous and prompt?

- 5 - Highest
- 4
- 3
- 2 - Poor
- 1 - N/A

Comment:

Does your loved one receive nursing services to meet their needs?

- Yes
- No

Comment:

Does the staff identify a change of condition in your loved one in a timely manner?

- 5 - Highest
- 4
- 3
- 2 - Poor
- 1 - N/A

Comment:



Does your loved one receive individualized services to improve their ability to remain independent in an apartment setting?

- 5 - Highest
- 4
- 3
- 2 - Poor
- 1 - N/A

Comment:

Is the nursing staff courteous, professional and prompt?

- 5 - Highest
- 4
- 3
- 2 - Poor
- 1 - N/A

Comment:

Is the care staff courteous, professional and prompt?

- 5 - Highest
- 4
- 3
- 2 - Poor
- 1 - N/A

Comment:



Is your loved one's apartment clean and in good repair?

- 5 - Highest
- 4
- 3
- 2 - Poor
- 1 - N/A

Comment:

Is the housekeeping and laundry staff courteous, professional and prompt?

- 5 - Highest
- 4
- 3
- 2 - Poor
- 1 - N/A

Comment:

Are the common spaces of the community kept in good repair?

- 5 - Highest
- 4
- 3
- 2 - Poor
- 1 - N/A

Comment:



Is the maintenance staff courteous, professional and prompt?

- 5 - Highest
- 4
- 3
- 2 - Poor
- 1 - N/A

Comment:

Are the Town & Country grounds clean, well-groomed and appropriately lit?

- 5 - Highest
- 4
- 3
- 2 - Poor
- 1 - N/A

Comment:

Overall, did your loved one's quality of life improve upon moving to Town & Country?

- 5 - Highest
- 4
- 3
- 2 - Poor
- 1 - N/A

Comment:



Overall, did the staff make the initial admission & transition a positive experience for your family and loved one?

- 5 - Highest
- 4
- 3
- 2 - Poor
- 1 - N/A

Comment:

Overall, is the Front Desk staff professional, courteous and prompt?

- 5 - Highest
- 4
- 3
- 2 - Poor
- 1 - N/A

Comment:

Would you recommend our services to another friend or family member?

- Yes
- No

Comment:



Can we use some of your comments for testimonials on our website, printed ads or brochures?

Yes

No

Comment:

If you would like to be contacted regarding your survey response, please include your contact information below.

Name:

Phone #:

Email:

Comment: