At Ageia, our mission everyday is to provide the best possible quality of life to our residents, and to treat them, our staff, and the community like family.

Achieving our mission at Ageia means listening to and learning from the people we serve. Please assist us in achieving our mission by filling out this short survey. We value your comments and want to hear about the things we do right and what things need improvement.

Resident/Family Information
1. Length of residence at Ageia Health Services:
   a) 1 month or less   f) 1 – 2 years
   b) 1 -3 months   g) 2 – 3 years
   c) 3 -6 months   h) 3 – 4 years
   d) 6 – 9 months   i) 4 – 5 years
   e) 9 – 12 months   j) 5 years or more

2. How did you/your family hear about Ageia/your community?

3. Why did you/your family choose Ageia/your community?

Staff
1. Ageia staff are always courteous when dealing with me/my family.
   1  2  3  4  5
   Strongly Disagree    Disagree    Neutral    Agree    Strongly Agree

2. Ageia staff are always willing to listen to my/my family’s concerns or suggestions.
   1  2  3  4  5
   Strongly Disagree    Disagree    Neutral    Agree    Strongly Agree

3. Ageia staff responds to my/my family’s needs quickly and professionally.
   1  2  3  4  5
   Strongly Disagree    Disagree    Neutral    Agree    Strongly Agree

4. Ageia staff is helpful, informative, and prompt regarding any billing questions.
   1  2  3  4  5
   Strongly Disagree    Disagree    Neutral    Agree    Strongly Agree
5. Ageia staff is prompt and polite when answering the telephone.
   
   1 Strongly Disagree  
   2 Neutral  
   3 Agree  
   4 Strongly Agree

6. Ageia staff makes me/my family feel comfortable and protects my/my family’s privacy and dignity while providing care.
   
   1 Strongly Disagree  
   2 Neutral  
   3 Agree  
   4 Strongly Agree

**Housekeeping/Maintenance/Laundry**

1. Resident rooms are comfortable and accommodate my/my family’s needs.
   
   1 Strongly Disagree  
   2 Neutral  
   3 Agree  
   4 Strongly Agree

2. The resident rooms are kept clean and well maintained.
   
   1 Strongly Disagree  
   2 Neutral  
   3 Agree  
   4 Strongly Agree

3. The dining rooms, common areas and hallways are clean and well maintained.
   
   1 Strongly Disagree  
   2 Neutral  
   3 Agree  
   4 Strongly Agree

4. Ageia maintains an acceptable noise level at all times of the day and night.
   
   1 Strongly Disagree  
   2 Neutral  
   3 Agree  
   4 Strongly Agree

5. The décor and overall appearance of the community is pleasant and comfortable.
   
   1 Strongly Disagree  
   2 Neutral  
   3 Agree  
   4 Strongly Agree

6. The Ageia maintenance staff responds quickly to provide apartment maintenance needs when requested.
   
   1 Strongly Disagree  
   2 Neutral  
   3 Agree  
   4 Strongly Agree

7. The Ageia maintenance staff quickly identify, assess and fix problems.
   
   1 Strongly Disagree  
   2 Neutral  
   3 Agree  
   4 Strongly Agree
Food Service

1. Meals are pleasing in taste and appearance.
   1  2  3  4  5
   Strongly Disagree Neutral Agree Strongly Agree
   Strongly Disagree Agree

2. The menus are acceptable in variety.
   1  2  3  4  5
   Strongly Disagree Neutral Agree Strongly Agree
   Strongly Disagree Agree

3. My/my family’s meals are served at the appropriate temperature.
   1  2  3  4  5
   Strongly Disagree Neutral Agree Strongly Agree
   Strongly Disagree Agree

4. The Dietary Department listens to my/my family’s likes and dislikes, considers dietary needs, and serves my/my family’s meals accordingly.
   1  2  3  4  5
   Strongly Disagree Neutral Agree Strongly Agree
   Strongly Disagree Agree

Activities

1. There is good variety of meaningful, varied activities at the community that meet my/my family’s needs and interests.
   1  2  3  4  5
   Strongly Disagree Neutral Agree Strongly Agree
   Strongly Disagree Agree

2. Do you participate in the Resident Council Meetings?
   a) Yes
   b) No

3. The Resident Council Meetings are a good way for residents to express ideas or concerns.
   1  2  3  4  5
   Strongly Disagree Neutral Agree Strongly Agree
   Strongly Disagree Agree

4. The staff responds promptly and professionally to the concerns of the Resident Council.
   1  2  3  4  5
   Strongly Disagree Neutral Agree Strongly Agree
   Strongly Disagree Agree
Management

1. The management team keeps things organized and operating well.

   1  2  3  4  5  
   Strongly Disagree Neutral Agree Strongly Agree

2. The management team knows what their staff is doing and supervises them closely.

   1  2  3  4  5  
   Strongly Disagree Neutral Agree Strongly Agree

3. The management team gives positive and negative feedback to staff.

   1  2  3  4  5  
   Strongly Disagree Neutral Agree Strongly Agree

4. The management team takes time to get to know each resident as individuals.

   1  2  3  4  5  
   Strongly Disagree Neutral Agree Strongly Agree

5. The management team is successful in resolving any complaints or grievances that I/my family may have.

   1  2  3  4  5  
   Strongly Disagree Neutral Agree Strongly Agree

More Information (Attach additional page(s), if necessary)

1. Do you have any ideas or suggestions to improve the services of Ageia?

2. Do you have any “success stories” you would like to share with the staff?

3. Additional comments:

Thank you for your participation in our quality assurance process. Please enclose the survey in the envelope provided. Each survey will be read and considered with great thought. If you wish to be contacted by someone at Ageia, please write your name and phone number in the space provided and we will contact you as soon as possible. Thank again for your participation.

Name:________________________________________________________________________

Phone:________________________________________________________________________