

Family and Staff Survey Forms for The Cottages

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Why The Cottages developed surveys.

“We send out surveys to gauge what our perception is vs. other people's reality. So in other words we can think we are doing great with activities or with our food but if our residents or family members do not then we need to do better. We also look for ways to keep our staff motivated and encouraged and in the end, we all win if employee retention is high. We review these surveys at our monthly management meeting. All of the Administrators for the Cottages and the Corporate Team meet together and these are read aloud both the good and the bad. We have decided as a company to be transparent whether it feels good or not. The benefit has been that egos dropped and teamwork increased. We have all come to realize that when we listen, really listen to what our customers tell us we get better.

Our Mission Statement was re-done at our Annual Cottage Meeting in October of 2012. Prior to that it had been long and somewhat lofty. In fact we realized very few of us could actually recite it in full. Now it reads, “We Treat People Right.” If we really figure that out and maintain that goal then we will be keeping our people satisfied. Ultimately it does lead back to the RALF Rules. However we try to encourage our Staff to not always operate from a place of fear or concern because of survey. We want them to Treat People Right because it's the right thing to do. Lastly we realize it's hard to know where we are going if we don't know where we have been. That is why we are asking the tough questions.”

3/8/13



Location of loved one:

- Boise
- Emmett
- McCall
- Meridian
- Middleton
- Mountain Home
- Nampa
- Payette
- Weiser

Family Survey

Your opinion is very important to us. Please send it back promptly in the self-addressed stamped envelope. Your comments will be used to help us improve The Cottages.

Your Name: (optional) _____ **Name of your loved one:** (optional) _____

Relationship: _____

Why did your loved one leave The Cottages? (Please check all that apply)






Needed nursing home or other care

Death

Dissatisfied (please explain) _____

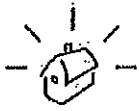
Other _____

What suggestions for improvement do you have for us?

Would you recommend The Cottages?	Yes			No	
In this section, please check the emotion box that best explains your experience with us.					
Activities					
Food					
Communication					
Care					
Resident Life					
Staff					
Value					
Management					

Thank you for your time!

Please use the back of this survey for additional comments if needed.



1. In which Cottages home does your loved one live?

- Boise Middleton Weiser
- Emmett Mt. Home
- McCall Nampa
- Meridian Payette

2. How did you find out about The Cottages?

Check all that apply:

- Doctor / Nurse
- Friend / Family
- Yellow pages
- The Cottages web site
- A Place For Mom™
- Other (please specify)
- Newspaper / Magazine
- Radio / TV
- Billboard / Sign
- Mail / Direct delivery

3. What was the method of your first contact with The Cottages?

Check one:

- Web site
- Phone
- Visit
- Other (please specify)

4. Based on your first contact, what were your first impressions about The Cottages?

5. Please describe the importance of factors used in making your decision:

Factor	Very Important	Fairly Important	Considered Important	Not Important
Location	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Size of Facility	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Appearance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Care Provided	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Activities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Menu	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Price	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

6. How many competitors did you research, before choosing The Cottages?

Check one:

- 0-1 2-4 5+

7. Who was most influential in making the decision?

Check one:

- Resident
- Spouse of resident
- Daughter / in-law
- Son / in-law

8. Ultimately, why did you choose The Cottages?

9. So far, how would you rate your experience with The Cottages?

Performance	Great	Good	Fair	Needs Work
Communication	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Move-in process	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Resident life	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Food	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Activities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Medication mgmt	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Assistance w/care	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Security	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

10. If you could improve The Cottages in ANY way, what would it be?



Exit Survey

*Your opinion is very important to us. Please send back promptly in the self addressed stamped envelope. Your comments will be used to improve the overall effectiveness of the company. Upon receipt we will send you a **FREE GIFT.***

Name: _____ Supervisor: _____
(optional) (optional)

Location: _____ Position: _____

1.	Why did you leave the company?	<input type="checkbox"/> Dismissal	<input type="checkbox"/> Resignation	<input type="checkbox"/> Retirement	<input type="checkbox"/> Layoff	Other: _____
2.	Please explain your reason(s) for leaving in more detail.					
3.	What suggestions for improvement do you have for us?					
4.	Would you recommend this company to your friends as a good place to work?	Yes			No	
	In this section, please rate the following statements:	Strongly agree	Agree	Neither, agree or disagree	Disagree	Strongly disagree
5.	I believe that I was treated like a valuable member of the company.	1	2	3	4	5
6.	My immediate supervisor let me know when I was doing a good job.	1	2	3	4	5
7.	I felt free to suggest to my supervisor changes that would improve my department.	1	2	3	4	5
8.	My job duties and responsibilities were clearly defined.	1	2	3	4	5
9.	I received the proper training in order to perform my job effectively.	1	2	3	4	5
10.	Employee problems and complaints were resolved fairly and promptly in my department.	1	2	3	4	5
11.	If I had questions or concerns, I felt comfortable speaking with:					
	My immediate supervisor	1	2	3	4	5
	Upper management	1	2	3	4	5
12.	I was kept well informed about the company, its policies and procedures, and other important information.	1	2	3	4	5
13.	I feel that the company provided me with job security.	1	2	3	4	5

Continue on back

14. Please rate the benefits that you received at the company (keeping in mind the benefits offered by other companies that you have worked for):

In this section, please rate the following items:	Excellent	Good	Fair	Poor	Not Applicable
Health Insurance	1	2	3	4	NA
Paid time off	1	2	3	4	NA
Wages	1	2	3	4	NA
Opportunity for advancement	1	2	3	4	NA
Holiday Gifts	1	2	3	4	NA

Please list any additional benefits that you wished the company offered:

Use the space provided below for any additional comments.

Thank you, for your time!