



Résidence
Le Monarque

41, Chemin des Presqu'îles,
Plaisance, Québec J0V 1S0
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**CARE AND SERVICE APPRECIATION
QUESTIONNAIRE**

Respond spontaneously to each of the questions, indicating your level of satisfaction with a tick, either from very satisfied to very dissatisfied or not applicable. Please feel free to write down your comments.

GENERAL ATTITUDE OF STAFF	Level of satisfaction				
	Very satisfied	Satisfied	Dissatisfied	Very dissatisfied	Not applicable (N/A)
Courtesy and politeness on the part of staff members					
Respect for privacy					
The confidentiality of information concerning your loved one or yourself					
The availability of staff to meet the needs of the resident					
Availability of staff to meet the needs of the resident's loved ones					

ENVIRONMENTAL QUALITY	Level of satisfaction				
	Very satisfied	Satisfied	Dissatisfied	Very dissatisfied	Not applicable (N/A)
The physical environment of the room					
The climate and tranquility in the Résidence Le Monarque					
Common areas (living rooms, kitchen, etc.)					
The cleanliness of the premises					
Security of the premises					

QUALITY OF CARE	Level of satisfaction				
	Very satisfied	Satisfied	Dissatisfied	Very dissatisfied	Not applicable (N/A)
Reception (admission) to the Residence					
Information given verbally and provided (information kit, books)					
Pain relief					
Relief of other signs and symptoms (nausea, vomiting, anxiety, restlessness, etc.)					
Care safety (hand washing, resident identification, safe travel, etc.)					
The doctor took the time to clearly explain what was going to happen at each stage of the disease(s) evolution, in accessible language					
The professionalism of nurses					
The availability of attendants					
The presence and listening of help relationship worker					
The availability of volunteers, if applicable					

QUALITY OF FOOD SERVICES	Level of satisfaction				
	Very satisfied	Satisfied	Dissatisfied	Very dissatisfied	Not applicable (N/A)
Food diversity					
Food flavor					
Food temperature					

All your comments are appreciated, to help us improve the quality and safety of the care and services offered by Résidence Le Monarque.

Date : _____