

YES
Would you say yes, always
or yes, sometimes?

NO
Would you say no, hardly
ever or no, never?

		Yes, always	Yes, sometimes	No, hardly ever	No, never	DK/NA/NR
ACTIVITIES	I'D LIKE YOU TO THINK ABOUT THE ACTIVITIES THE FACILITY OFFERS TO ENTERTAIN YOU OR KEEP YOU INVOLVED.					
	1. Do you have enough to do here? Yes or no?	<input type="radio"/>				
	2. Do you get enough information about the activities offered here? Yes or no? (Ex: entertainment, arts and crafts, religious services, outings, exercise classes)	<input type="radio"/>				
	3. Are you satisfied with the activities offered here? Yes or no?	<input type="radio"/>				
	4. Can you go where you want to go (either with help or on your own)? Yes or no?	<input type="radio"/>				
CHOICE	NOW I'D LIKE YOU TO THINK ABOUT THE CHOICES YOU HAVE HERE.					
	5. Can you get snacks and drinks whenever you want them? Yes or no?	<input type="radio"/>				
	6. Can you go to bed when you like? Yes or no?	<input type="radio"/>				
	7. Do the employees leave you alone if you don't want to do anything? Yes or no?	<input type="radio"/>				
	8. Do the employees let you do the things you want to do for yourself? Yes or no?	<input type="radio"/>				
	9. Are you free to come and go as you are able? Yes or no?	<input type="radio"/>				
CARE & SERVICES	NEXT I'D LIKE YOU TO THINK ABOUT THE CARE AND SERVICES YOU GET HERE.					
	10. Are the rules here reasonable? Yes or no? (Ex: safety policies, dining room policies, curfew)	<input type="radio"/>				
	11. Do you get the care and services that you need? Yes or no?	<input type="radio"/>				
	12. Do the employees explain your care and services to you? Yes or no?	<input type="radio"/>				
EMPLOYEES	13. Do you get your medications on time? Yes or no? (Ex: Do you get your medications in a timely manner?)	<input type="radio"/>				
	I AM GOING TO ASK YOU SOME QUESTIONS ABOUT THE EMPLOYEES WHO WORK HERE.					
	14. Are the employees courteous to you? Yes or no?	<input type="radio"/>				
	15. Can you depend on the employees? Yes or no? (Ex: Do employees do what they say they will do, follow through?)	<input type="radio"/>				
	16. Are the employees here friendly to you? Yes or no?	<input type="radio"/>				
	17. Do the employees treat you with respect? Yes or no?	<input type="radio"/>				
	18. Do the employees who take care of you know what you like and don't like? Yes or no?	<input type="radio"/>				
19. During the week, are employees available to help you if you need it? Yes or no?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	

		YES Would you say yes, always or yes, sometimes?		NO Would you say no, hardly ever or no, never?		
		Yes, always	Yes, sometimes	No, hardly ever	No, never	DK/NA/NR
EMPLOYEES	20. During the <u>weekend</u> , are employees available to help you if you need it? Yes or no?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	21. During the <u>evening and night</u> , are employees available to help you if you need it? Yes or no?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	22. Do you feel confident that the employees know how to do their job well? Yes or no?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	23. Overall, are you satisfied with the employees who care for you? Yes or no?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
NOW I'D LIKE YOU TO THINK ABOUT THE COMMUNICATION AND MANAGEMENT HERE.		Yes, always	Yes, sometimes	No, hardly ever	No, never	DK/NA/NR
COMMUNICATION	24. Are the people in charge available to talk with you? Yes or no? <i>(Ex: managers, supervisors, administration)</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	25. Do the people in charge treat you with respect? Yes or no? <i>(Ex: managers, supervisors, administration)</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	26. Would you feel comfortable making a complaint (to the people in charge)? Yes or no?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	27. Do you know who to go to here when you have a problem? Yes or no?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	28. Do your problems get taken care of? Yes or no? <i>(Ex: Are your problems addressed?)</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I WANT YOU TO THINK ABOUT THE FOOD AND MEALTIME.		Yes, always	Yes, sometimes	No, hardly ever	No, never	DK/NA/NR
MEALS & DINING	29. Do you get enough to eat? Yes or no?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	30. Is the food here tasty? Yes or no?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	31. Can you get the foods you like? Yes or no?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	32. Is your food served at the right temperature <i>(cold foods cold, hot foods hot)</i> ? Yes or no?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	33. Is the dining area a pleasant place for you to eat? Yes or no?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	34. Do you like the way your meals are served here? Yes or no?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
NEXT I'D LIKE YOU TO THINK ABOUT THE LAUNDRY SERVICE HERE.		Yes, always	Yes, sometimes	No, hardly ever	No, never	DK/NA/NR
LAUNDRY	35. Do you get your clothing back from the laundry? Yes or no? (If resident indicates that the facility does not do their laundry, skip to question 37)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	36. Does your clothing come back from the laundry in good condition? Yes or no?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

