

1. The mission of the Antonine Sisters Adult Day Care is to provide compassionate care to our adult participants in a home-like environment. As a family caregiver, do you see this mission carried out by the sisters and staff of the center?

- They care about us
- I have seen nothing but compassion from the sister's and staff
- My Mother has a good day throughout the day

2. One of our values at the center is to promote and respect the dignity of the individual by welcoming persons of every gender, religion, race, handicap, & age. In your interactions with the sisters and the staff of the center, do you feel that you and your loved one are treated with dignity and respect?

- Thank you for the respect shown to my mother.
- Sisyster Germaine loves spending time with all the clients. She speaks very fondly of everyone.

3. One of the goals at the center is to support you, the family caregiver, and to allow you some respite time during the day. Do you feel that the center is meeting your needs as a caregiver?

- I enjoy the down time!
- The center is a valuable resource for our care needs
- Allows me to work each day..
- Dramatically decreases the amount of time she spends on her own ailments. She is much happier when she is otherwise occupied.
- Wish you provided over night care for two to five days.
- I work full time-Day Care helps me to be able to go to work.

4. Your phone calls are important to us. Are we addressing your needs courteously and in a timely manner when you call the center?

- We should call and make an appointment to see the secretary; she is always busy
- Valerie has always helped me when needed 3***
- Sometimes the drivers do not get the messages!

- Valerie is always courteous and helpful

5. If your loved one received physical, occupational, or speech therapy at our center, were you pleased with these services?

- Our prior authorization and notice needs to be given by family member
- She was always sore, hurting, and could not move well.

6. If you're a family member of an Alzheimer's patient and attend our support group, do you find it effective?

- I am aware and think I might attend in the future.
- I did not know you had a support group, I would like some info

7. If you use the Adult Day Care Center's transportation, please evaluate the overall performance of your driver?

- Jim is extremely kind and friendly but we had two times that she fell and I never heard about it.
- Very nice man Mr. Allen, always helps my mom.
- Bill is always friendly and helpful.
- Allen is happy and welcoming.
- Jim is a bit moody and irritable.
- Allen over and beyond helpful and kind
- Jim is wonderfully excellent x10
- Jim is fantastic and consistently on time.
- Allen does everything he can to help his people.

8. If your loved one has used or currently uses the Adult Day Care Center's beauty salon, please indicate your level of satisfaction with the service.

- Josephine always makes us look beautiful.
- Was not aware of this service but now I will use it in the future.
- Josephine is kind.
- Connie performs a valuable service.

9. Identify the most favorable aspect of the Antonine Sisters Adult Day Care:

- Live Entertainment.
- Mom can socialize with people her own age.
- Spending time with friends.
- Meeting all different personalities.
- Bingo !!!
- Sister Grace's kindness and compassion to my sister.
- My Mom loves it there and so do I.
- Staff is very good at their job and real nice to everyone.
- Valerie makes us a better person and shows us what we need to know.
- Activities and friendship from everyone.
- Entertainment and the girls after breakfast.
- She gets activities outside of home-new people to interact with.
- Very important for Mom to socialize-perfect opportunity.
- Wonderful staff and nice activities..
- Outstanding staff-compassionate and understanding of patient's needs and concerns.

- Kindness that is shown-Interest in everybody.
- The LUNCH!!
- Compassionate care is top notch.
- Respect-Care and concern for the elderly-cleanest place in town-excellent food.
- Having pick up and drop off service-having PT-Beauty Salon and podiatry care
- Mom likes everything.
- You do a Great Job.
- Socialization with others and staff-Hair Salon services-Transportation services
- The Consistency
- The loving compassion shown to all.
- I have confidence that my sister is in a safe, secure and clean facility. We are grateful that staff has always been friendly and loving.
- That services are provided in a faith community is most reassuring.
- I love the way staff is so caring-I am so blessed to have all of them looking after my mother while I am working

10. List any areas that need improvement or change.

- More direct bus routes-shorter rides

- Play more card games.
- More coffee served at the meals
- Improved meals
- More activities
- Shorter bus routes and improved food.
- Everything is GREAT.
- More Bus Outings.
- More variety of entertainment.
- When my mother does not feel well she does not like to have her hair messed with. A Sister told my mother she needs to get something done with her hair. That is not nice.
- Girls are great-pleasant-work very hard
- Thank you for your loving work.
- More communication.
- Glad I found you.
- Thank you Val, Sr. Kay and the ADC, appreciative for all you do.
- Thank you for providing for her special diet needs
- This place is amazing! I tell everyone how wonderful everyone there is with my mother. She loves it there-really makes me feel good to know how well she is being cared for.

11.

Any other Comments or Complaints.

- Love this place very much!
- Wish the bus was smaller it is damaging my driveway.
- It is an excellent place for my mother to go.
- So glad we started to come to the center.
- Better food –fix the menu
- Thank you for assisting my sister with all her needs since the passing of our mother.
- Everything and everyone is satisfactory.
- Meals need improved.

Antonine Sisters Adult Day Care Family Evaluation Survey Results 2019

71 surveys sent out
34 completed surveys received

Question	Strongly Agree	Agree	Disagree	Strongly Disagree	Total Responses
1.) The mission of the Antonine Sisters Adult Day Care is to provide compassionate care to our adult participants in a home-like environment. As a family caregiver, do you see this mission carried out by the sisters and staff of the center?	24	10	0	0	34
2.) One of our values at the center is to promote and respect the dignity of the individual by welcoming persons of every gender, religion, race, handicap, & age. In your interactions with the sisters and the staff of the center, do you feel that you and your loved one are treated with dignity and respect?	28	6	0	0	34
3.) One of the goals at the center is to support you, the family caregiver, and to allow you some respite time during the day. Do you feel that the center is meeting your needs as a caregiver?	25	9	0	0	34
4.) Your phone calls are important to us. Are we addressing your needs courteously and in a timely manner when you call the center?	27	6	0	0	34
5.) If your loved one received physical, occupational, or speech therapy at our center, were you pleased with these services?	7	9	1	0	17
6.) If you're a family member of an Alzheimer's patient and attend our support group, do you find it effective?	2	4	0	0	6
7.) If you use the Adult Day Care Center's transportation, please evaluate the overall performance of your driver?	21	2	0	0	23
8.) If your loved one has used or currently uses the Adult Day Care Center's beauty salon, please indicate your level of satisfaction with the service	6	5	0	0	11