
COVID 19 Resident Council Meeting

POLICY:

1. During the restriction on social distancing this will serve as a temporary policy that will promote private resident feedback as it relates to issues concerns and compliments in accordance with F Tag 565

PROCEDURE:

1. During COVID Social Distancing, present this policy as a solution to hold Resident council "meeting " ,to the council president or decision makers on council.
2. Distribute the COVID19 questionnaire to all able-bodied residents with instructions for them to complete questionnaire and an envelope to protect their privacy.
3. Envelops will be collected (at a time determined by the council i.e. within 24 hours).
4. Those collecting the envelopes will place them in a sealed box where the Activity Director will review all responses and compile the comments into the Minutes document
5. The completed minutes will be reviewed with the Council President and Vice President.
6. Any issues will be forwarded to the appropriate departments for follow up.
7. The Activity Staff will work with residents who were unable to independently complete the questionnaire to document their comments.

COVID 19 Resident Council Satisfaction Survey

Date: _____

Your individual responses are confidential, we do ask you to identify the unit you reside. ____

1. Have you participated in the LIVE broadcasting on channel Yes No

2. What have you liked about the live Broadcasting?

3. What would you like to see changed or added with the LIVE Broadcasting?

4. Do you have enough things to keep engaged independently? Yes No

a. What other things would you like to see delivered in your room or made available to you?

5. Have you had contact with your family? yes No

a. Do you have any suggestions of how we could make this a better experience?

6. . Do you get the help and care you need without waiting a long time? Does staff respond to your call light timely?) Yes No

a. If yes have to identify a time when things are worse than others? Please explain

7. Do you feel the staff is taking proper precaution to keep you healthy like using hand sanitizer when they enter and exit your room? yes No

8. Have you enjoyed the meal delivery services? Yes No

a. Please explain :

9. Do you think the housekeeping department is doing a good job and keeping our building clean and sanitized? Yes No

a. Please explain :

10. Is mail delivered unopened and on Saturdays? Yes No

11. Do residents know where the ombudsman's contact information is posted? Yes No

12. If there anything we can do to exceed your expectations? Yes No

a. IF yes please explain :

13. During this Healthcare Crisis is there a staff member that you would like to recognize for going above and beyond to make you more comfortable and improved your quality of life?
