

1. How long have you been at this facility? More than three months Less than three months

SOCIAL SERVICES

Now I'm going to ask you some questions about the social workers here.

2. Does the Social Worker follow-up and respond quickly to your concerns? Yes or no?

(If respondent says DK/NA/NR, skip to question 5).

3. Does the Social Worker treat you with respect? Yes or no? (If asked: By respect, I mean is the social worker polite, listen to what you have to say, care about your feelings?)

4. Overall, are you satisfied with the quality of the Social Worker in the facility? Yes or no?

Yes, always	Yes, sometimes	No, hardly ever	No, never	DK/NA/NR
<input type="radio"/>				
<input type="radio"/>				
<input type="radio"/>				

THERAPY

Now I have some questions about therapy.

5. Does the physical therapist spend enough time with you? Yes or no?

6. Does the occupational therapist spend enough time with you? Yes or no?

Yes, always	Yes, sometimes	No, hardly ever	No, never	DK/NA/NR
<input type="radio"/>				
<input type="radio"/>				

ACTIVITIES

Next I'd like you to think about the activities the facility offers to entertain you or keep you involved.

7. Do you have enough to do here? Yes or no?

8. Are you satisfied with the spiritual activities they offer here? Yes or no? (If asked: By spiritual activities, I mean bible study, mass, hymns, minister visits)

9. Are the activities here things that you like to do? Yes or no? (If asked: By activities, I mean entertainment, arts and crafts, religious services, outings, exercise classes)

(If respondent says DK/NA/NR, skip to question 12).

10. Does the activities staff treat you with respect? Yes or no? (If asked: By respect, I mean are the activities staff polite, listen to what you have to say, care about your feelings?)

11. Overall, are you satisfied with the activities they offer here? Yes or no? (If asked: The activities in the facility, the outings, the staff?)

Yes, always	Yes, sometimes	No, hardly ever	No, never	DK/NA/NR
<input type="radio"/>				
<input type="radio"/>				
<input type="radio"/>				
<input type="radio"/>				
<input type="radio"/>				

CHOICE

Now I'd like you to think about the choices you have here.

12. Can you go to bed when you like? Yes or no?

13. Can you decide when to get up in the morning? Yes or no?

14. Can you decide what clothing to wear? Yes or no?

15. Can you fix up your room with personal items so it looks like home? Yes or no?

16. Can you decide when to keep your door open or closed? Yes or no?

17. Do the people who work here leave you alone if you don't want to do anything? Yes or no?

Yes, always	Yes, sometimes	No, hardly ever	No, never	DK/NA/NR
<input type="radio"/>				
<input type="radio"/>				
<input type="radio"/>				
<input type="radio"/>				
<input type="radio"/>				
<input type="radio"/>				

CHOICE	Now I'd like you to think about the choices you have here. <i>continued</i>	Yes, always	Yes, sometimes	No, hardly ever	No, never	DK/NA/NR
	18. Do the people who work here let you do the things you want to do for yourself? Yes or no?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

DIRECT CARE AND NURSE ASSISTANTS	The next questions are about the help you get here.	Yes, always	Yes, sometimes	No, hardly ever	No, never	DK/NA/NR
	19. Does a staff person check on you to see if you are comfortable? Yes or no? <i>(If asked: Ask if you need a blanket, if you need a drink, if you need a change in position?)(If asked: By staff, I mean the people who work here)</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	20. During the <u>week</u> , is a staff person available to help you if you need it? Yes or no? <i>(If asked: Help getting dressed, getting things for you?) (If asked: By staff, I mean the people who work here)</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	21. During the <u>weekends</u> , is a staff person available to help you if you need it? Yes or no? <i>(If asked: Help getting dressed, getting things for you?) (If asked: By staff, I mean the people who work here)</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	22. During the <u>evenings and night</u> , is a staff person available to help you if you need it? Yes or no? <i>(If asked: Help getting dressed, getting things for you?) (If asked: By staff, I mean the people who work here)</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	23. Do the people who work here know what you like and don't like? Yes or no?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	24. Do you get your medications on time? 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 people who provide most of your care here, the nurse aides and nursing assistants.					
	25. Are the nurse aides gentle when they take care of you? Yes or no?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	26. Do the nurse aides treat you with respect? Yes or no?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	27. Do the nurse aides spend enough time with you? Yes or no?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	28. Overall, are you satisfied with the nurse aides who care for you? Yes or no?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

ADMINISTRATION	The next few questions are about the people in charge. They are also called the management or administration.	Yes, always	Yes, sometimes	No, hardly ever	No, never	DK/NA/NR
	29. Is the administration available to talk with you? Yes or no? (If the respondent says DK/NA/NR, skip to question 32).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	30. Does the administration treat you with respect? Yes or no? <i>(If asked: By respect, I mean is the administration polite, listen to what you have to say, care about your feelings?)</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	31. Overall, are you satisfied with the administration here? Yes or no?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

MEALS & DINING	Now I want you to think about the food and mealtime.	Yes, always	Yes, sometimes	No, hardly ever	No, never	DK/NA/NR
	32. Is the food here tasty? Yes or no?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	33. Are the foods served at the right temperature (cold foods cold, hot foods hot) Yes or no?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

