

DAY CARE CAREGIVER SURVEY RESULTS FOR 2017

	COLOR CODE	PINK	GOLD	WHITE	GREY	SALMON	GREEN	BLUE	YELLOW	AQUA	LILAC	IVORY		
		BR	DB	FP	LW	NS	PH	PBG	WLW	WPB	WELL	PSL	TOTAL	%
	Total of Surveys Sent Out	58	186	27	95	78	53	119	171	102	151	135	1175	
	Total Surveys Returned	10	19	8	16	17	1	8	24	6	8	16	133	11%
1	Are you satisfied with the activities at the day center?													
	Yes	9	9	6	13	12	1	6	16	3	3	9	87	65.4%
	No	0	1	1	0	0	0	0	2	0	0	1	5	3.8%
	No Response	1	9	1	3	5	0	2	6	3	5	6	41	30.8%
2	The staff at the day center return my call in a timely manner?													
	Yes	9	9	6	13	10	1	5	17	2	3	9	84	63.2%
	No	0	1	0	0	1	0	0	1	0	0	1	4	3.0%
	No Response	1	9	2	3	6	0	3	6	4	5	6	45	33.8%
3	Does the staff welcome you when you leave your loved one at the Day Center?													
	Yes	10	9	7	12	11	1	6	17	3	4	10	90	67.7%
	No	0	1	0	0	0	0	0	1	0	0	1	3	2.3%
	No Response	0	9	1	4	6	0	2	6	3	4	5	40	30.1%
4	Does the staff greet you when you pick up your loved one?													
	Yes	10	9	7	11	11	1	5	16	3	4	10	87	65.4%
	No	0	1	0	0	1	0	0	0	0	0	1	3	2.3%
	No Response	0	9	1	5	5	0	3	8	3	4	5	43	32.3%
5	Day center staff communicate well with you?													
	Yes	10	9	7	13	11	1	6	17	3	4	10	91	68.4%
	No	0	1	0	0	1	0	0	0	0	0	1	3	2.3%
	No Response	0	9	1	3	5	0	2	7	3	4	15	49	36.8%
6	Do you feel your loved one is well cared for in the day center and provides peace of mind?													
	Yes	9	11	8	12	11	1	6	17	3	5	12	95	71.4%
	No	1	1	0	0	1	0	0	1	1	0	0	5	3.8%
	No Response	0	7	0	4	5	0	2	6	2	3	4	33	24.8%

COMMENTS	

	<u>Boca Raton</u>	
	1. Went once.	
	1. Hopefully they are exercising his brain & body. He claims he sits there all day. Same as he does at home.	
	3. The staff at the day center our very nice and helpful.	
	3. Also welcome my mom which loves the attention. I feel she is safe. Thank you.	
	3. The staff is always very nice and helpful.	
	4. Always and gives me a daily report. Very very pleased with your staff.	
	5. Staff has been so gracious and understanding of my mom's needs extremely helpful and caring.	
	5. Somewhat - when we began ADC - Lynne was in charge of Boca Center and she was wonderful. However, when she left, her replacement was uncaring and not well trained about dealing with people w/ Alz/Dementia.	
	6. He still resist going there, but was so happy on the day he won a cute little stuffed puppy.	
	6. I was disappointed with ACC as I know there are so many wonderful services available - we were just not fortunate enough to find a staff member that cared enough to guide us through this very difficult time.	

	Delray Beach	
	1. Mom in Heartland.	
	1. I do not use a day center. I have an aide during the daytime.	
	1. He does not go.	
	1. Activities were excellent.	
	1. Very much!!	
	1. Absolutely pleased!	
	1. I'm confident that mom is satisfied with the activities because she is always into something when I pick her up.	
	1. Staff could be better trained in facilitating to encourage more participation of patients who are able but choose to just sit most of day. Patient favorite activities not scheduled often enough.	
	2. "No calls yet" Only timely resources from my case manager.	
	2. Always	
	2. Always!	
	2. The staff is very good about returning my phone call every time I call. I love that about them. Anytime I need something they are always there to help anyway.	
	3. Definitely.	
	3. All the time.	
	3. Very caring.	
	3. With big smiles :) !	
	3. My mom and I love the Alzheimer daycare center. Very nice staff I feel they care about her.	
	4. "As above"	
	4. Yes, with big smiles!	
	4. We love the staff at the center we are always greeted when mom is dropped off.	
	5. Absolutely!	
	5. 100%. They would always call if there are any concern with her. They always call to check on her if she does show for attendance. Very concerned staff and we love it.	
	6. Absolutely :) !	
	6. He is very happy & content to be there - which puts me more at ease!!	
	6. Yes 100%. I love the fact that I can drop her off there when I go to work or just need time to do things at home or some me time.	

	<u>Fort Pierce</u>	
	1. They are varied and hold interest.	
	1. I'd like more movement for my hubby more music, more caring for him to join - he doesn't like bingo, can't really do cards - likes pictures puzzles but must be encouraged to participate.	
	1. Very satisfied w/ the services provided @ day center.	
	2. I do not really call the center for anything, other than to tell if attendee is not attending.	
	2. Have not had to request.	
	3. Very friendly.	
	<u>Lake Worth</u>	
	1. Just hoping food quality will improve. I had lunch there during the last caregiver gathering.	
	1. I wish they have more activities.	
	1. Would like to see a newspaper there for her to read. I mean it's very inexpensive right now for a weekly delivery.	
	2. The staff at the daycare center are very nice.	
	3. The Palm Tran leaves him at the center but they all are very kind when I visit.	
	3. She would take public transportation. We do not meet.	
	4. The Palm Tran picks him up.	
	4. Same reason of #3	
	5. Yes, when they have concerns about my mother, they immediately call me.	
	5. When she attended the other 2 centers & the tour at lake worth west.	
	5. I love the staff. They are all great in every which way with me and especially with my parents.	
	5. The communication is great! However when I call with questions or concerns they sometimes try to talk to me when I pick up my LO - Not good. She get angry - doesn't want me talking with anyone about her care. I've told them - they need to talk to me privately.	
	6. I have concerns about her eating & drinking. They always tell me she eats & drinks However - she comes home with pockets full of foods and she has uti's monthly doesn't drink enough. Has dropped 20lbs in last year.	
	6. What a great group of caregivers! The patient and I are very pleased.	

<u>North Stuart</u>	
1. For the most part.	
1. Could not ask for more - the day canter is wonderful!!!	
2. They usually answer immediately when I call.	
2. So wonderful!	
3. They are wonderful.	
3. Goes by bus.	
3. Everyday with a smile and cheerfully.	
3. Absolutely - N. Stuart daycare is terrific.	
3. Yes yes and more yes.	
3. Welcome us "with open arms" my mother loves it there, as do I.	
4. Always and with a helping hand too.	
4. Warmly.	
4. Bus pick up.	
4. Yes yes and more yes.	
5. We discuss my loved ones need & concerns about her, regularly. We all love her.	
5. The best.	
5. They are the best ever! I love them all! They are so wonderful, sweet, loving people I've ever wished and prayed for to take care of my mother. I thank you sooooo much for them!	
5. Very accessible & listen very well to our needs.	
6. I have 100% peace of mind!!	
6. I know my mom is getting very good care I never worry.	
6. Absolutely.	
6. Sometimes no.	
6. Stayed late when bus was late - keep me informed.	
6. So much peace of mind!	
<u>Pahokee</u>	
No Comments.	

	<u>Palm Beach Gardens</u>	
	1. Staff is wonderful, always cheerful, energetic, caring, attentive amazing.	
	1. Wonderful people who fix problems as needed. Saved our loved one recently. Tally & Caroline & Tara found she had bradycardia and got her to the hospital!	
	2. Haven't used.	
	2. I haven't had to call them but I 'am sure they would answer me back.	
	3. They are so friendly when we come.	
	4. Also when I come to pick him up.	
	5. They are so helpful.	
	6. Tally & Josie and everyone there is so wonderful. It makes me feel happy just being there when I drop my husband off.	
	6. Couldn't do this without the day center! They are amazing.	
	<u>West Lake Worth</u>	
	1. Do not use yours.	
	1. It is more like a babysitting service than a daycare.	
	1. The day center has been a blessing.	
	1. I feel she is only sitting around with no mental stimulation to help her mind or is it suppose to be like that.	
	2. Always very prompt.	
	2. They are always in touch with us.	
	2. When communication allows them to responds to my inquiries.	
	3. Friendly, smiling, warm feeling.	
	3. They go above and beyond. Comforting my aunt when we arrive and I have to leave for work.	
	3. I never have. The gals are really nice but I fear for my husband being left on his own.	
	3. Most of the time they do.	
	4. Alaways hello, How are you?, etc.	
	4. I don't have to she has transport with Palm Transport.	
	5. When it is nessecary with no problem.	
	5. Always inform us if ofelia ate and whether she went to potty and if she drank fluids.	

<u>West Palm Beach</u>	
1. Do not use.	
1. Great job!!! I am able to see the love on the peoples face, happy happy!!! When you enter the center.	
2. Haven't Been.	
2. Super job!!!	
3. Super job!! Welcome and safe with day center	
4. Staff greet with big smile, great eye contact.	
5. Great team of personnel and staff asset to the day center.	
6.I feel that my love one is being cared for in a very safe environment.	
6. Not yet.	
<u>Wellington</u>	
1. I think my wife enjoys the singing sessions, mostly.	
1. Never been don't know where.	
1. Never went.	
1. Superb! Wellington.	
3. Very mush so, very caring people.	
3. Never did.	
3. Absolutely w/ enthusiasm.	
4. Never did.	
5. Did not go to center.	
6. Don't know.	
<u>Port St. Lucie</u>	
1. Hard to Judge.	
1. Very satisfied.	
1. My husband was only a short time at the day care center.	
1. Home not used it yet.	
1. Excellent facility. Helpful and caring caregivers.	
3. Very Friendly.	
5. They are the best.	
5. Everyone at the center is very helpful.	
5. They are wonderful.	
5. Very well - I feel I can share anything with them. They have been very helpful.	
6. Should he return to the day care.	
6. I am very happy with the care my husband receives. He loves being there, this is a blessing for me.	