

Glenmere Resident/Family Survey Results

"If we had chosen to move our mom into my or my sister's home, we would never have been able to match the level of engagement she has at Glenmere."

Glenmere Assisted Living & Memory Care recently conducted a survey asking residents and families to rate their experiences with the care and services we provide. This is an excellent tool for assessing how well Glenmere is doing, identifying areas for improvement, and providing residents and their loved ones with an opportunity to give us their candid feedback. The survey was administered by Reward Gateway, an employee and customer engagement company.



We are very pleased to share Glenmere's survey results and comments, from the perspectives of both residents and families. We believe they reflect areas of care and service which are most important to our residents and their loved ones.

Our Values

Friendship • Teamwork • Compassion • Excellence • Integrity • Customer Focus

As compared to our peer group locally, Glenmere Assisted Living & Memory Care scored the highest marks in the categories of:

- > Dining: Variety**
- > Dining: Food Quality**

Glenmere resident and family ratings averaged above 90% in the following areas:

- > Safety**
- > Front Desk/Concierge**

We are very pleased to report that over 75% of Glenmere residents and families participated in the survey! This assures results that are representative and reliable.

Four areas have shown improvement in resident and family ratings since our last survey:

- **Resident Programs**
- **Amenities**
- **Dining: Variety**
- **Dining: Food Quality**



The survey write-in comments of residents and families capture personal perspectives on the level of care and services provided by Glenmere:

"I feel listened to and that is an important component of my care. I also enjoy the variety of events offered, and in the past year I have had the pleasure of going on boat rides, out to lunch, visiting museums and taking exercise classes!"



"My mother is a new resident, and she is settling in nicely. I really like that she isn't spending all her time in her room, but instead participates in the community activities."

"My parents are very pleased with the dining services."

"My mother particularly enjoys the music programs you offer. They have added a great deal to her quality of life!"

"The Director is so accessible and gets things done immediately if possible. Vonshaye (Licensed Practical Nurse) gave me information about how to communicate with someone in memory care. She was so very helpful!"



GLENMERE

assisted living & memory care
at cloverwood