

Stakeholder Survey Results

December 2007

Stakeholders Survey Additional Comments:

Livingston

- Home manager and staff always willing to address issues as they arise in a solution focused manner.
- Management and staff address issues as they arise. They are consistent in their approaches to have staff needs met.
- Staff try hard and are open to feedback.
- We are thoroughly happy with the care in this home.
- Need to look at why staff turnover is so high in certain homes. I would suggest exit interview.

Stakeholders Survey Additional Comments:

Lenawee

- Our family is very blessed to have your home and staff taking care of our mother. Thank you so very much!
- The new manager at Green Highway is doing an exceptional job being so new in the position and with regards to transitioning to manager so abruptly.
- Amanda is doing a wonderful job, thanks for the calm.
- As a parent, I would like more inclusion into my child's life. More encouragement to see her in "her" apartment. More family engagement. Does Renaissance ever have open input meetings with families? We can be a valuable resource.
- Every time I'm in the home, everyone is very courteous and the home is very clean.
- I really do thank you for being there for my client. Thank you again.
- Seeing my daughter in her condition is a never ending heartache, as I'm sure it is for her. I am so grateful to know she is safe and well taken care of. So I thank you for making it possible for me to have some peace of mind. I congratulate you on your choice of managers. Michelle is great!
- I have always thought that the home takes excellent care of my brother. I know my mom died with the feeling that XXXXX was well taken care of.
- Thank you!

Stakeholders Survey Additional Comments:

Jackson/Hillsdale

- Very impressed with Gloria and Angel, they treat the ladies with respect and dignity at all times!
- It would be beneficial for my son if he could be involved in more services to take him out of home daily.
- This placement has been the best for meeting the needs of my son.
- XXXXX is taken care of quite well which I appreciate very much.
- Add more nutritional meals: less bologna and sodium.
- I am in the home twice every week, & I feel all of the employees there do a good job. They are sincerely caring & patient & express self satisfaction in maintaining the residents, which I have personally observed can be quite challenging. The person I work with who resides there feels safe, loved & cared for.

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Stakeholders Survey Additional Comments:

Oakland

- The management and staff at our loved one's home is very capable and caring. In addition, they treat the clients with respect. They also make an effort to take clients on field trips to book stores or the mall to make clients life more full.
- Occasionally a dr. or dentist appointment is missed due to short staff. It is important to make dental appointments because cavities can quickly grow into time consuming expensive root canals! Overall, an excellent home!!

Stakeholders Survey Additional Comments:

Washtenaw

- Renaissance has done an excellent job and has followed through on everything to help make our child's life easier. Thank you!
- Manager's don't pass on enough personal info to their successors. Would suggest documentation be more detailed.
- I'm really not familiar with PCP.
- Décor needs improvement. People at the home are mostly friendly and helpful.
- I believe Renaissance House is well run and has very good staff.
- I have no idea what is in his Person Centered Plan and would like to be a part of this.
- He still refuses to do his own laundry because he has been robbed of his wallet and money and doesn't understand how to use the machines. I would greatly appreciate more assistance and supervision of laundry. I have been washing his clothes for the past 55 years and don't expect to live forever.
- Thank you for your continuing efforts. (However): The above survey scarcely(??) touches a large and difficult topic/situation. There is much to be said than possible here. While I recognize the financial constraints and the compromise necessary, your organization could make some "small" improvements with not much cost. Have you considered getting together some of your "correspondents" for a discussion?
- The quality of the persons who staff the program varies significantly. The house managers are excellent or very good. The night staff are not so good or fair. Sometimes not knowledgeable about my friend's needs. Sometimes brusque, curt on phone.
- The staff are very attentive to the residents of this home.
- I understand how difficult it is for staff to encourage self care habits with my brother, but should we expect that XXXX fingernails would be trimmed on a regular basis? I don't think this survey adequately conveys the deep appreciation I have towards staff to provide my brother with quality of life on an ongoing basis.
- It would be helpful to receive periodic written updates of how account is managed and contacted about how money is spent.
- The best group home on Territorial Road for XXXXX.
- We wish the staff would get the residents out into the community a little more.