

TO our Residents:

Please fill out the “**Report Card**” below Submit this completed **Report Card**

Your opinion, experience, and knowledge is essential to the success of the implementation of the Best Practice Guidelines. Please be honest in your feedback!

Thank you for your participation.



Report Card



Person-and Family-Centred Care: How are we doing?

MY NAME _____		Needs Improvement 1	2	3	4	Excellent 5	Not Observed
1.1 Therapeutic Relationships	Do staffs introduce themselves to you and explain their role?						
	Do staffs address you by your preferred name or do they use words like "honey", "dear" etc.?						
	When interacting with you or giving care, do staff explain to you what is going to take place?						
1.2 Empowerment	Do you feel staff intentionally start with what matters most to you when delivering care?						
	When you are asked questions or are given information is it explained in a manner that you can understand?						
1.3 Seeking Insight	Do staffs allow you to be as independent as possible or do they assist you with tasks that you would like to do yourself? Do you feel staff recognize your abilities and health needs?						