

**Elderly Services, Inc.**  
**Project Independence Adult Day Care**  
**Vermont Department of Aging Questionnaire for Project Independence Participants**

**Winter 2020**  
**Participant Satisfaction Survey Summary**

During January and February of 2020, over half of Project Independence participants completed a satisfaction survey rating how well Project met their needs. They also identified areas for improvement.

Participants were asked to rate six aspects of the Project Independence program on a four-point scale: Excellent, Good, Fair or Poor. Four open-ended questions asked for participants' suggestions regarding the food and menus, the physical space, the entertainment and games, and the vans and their drivers. The survey ended with a space for Other Comments.

Based on their preferences or needs, some participants were able to complete the surveys independently. Most were interviewed by a staff member or a Project volunteer to facilitate participants' understanding and completion of the survey.

**When asked how satisfied they were with Project**, 56 (84%) of the participants rated their level of satisfaction as Excellent. Nine (16%) rated it as Good. While no one rated the program as Fair or Poor, one participant did comment that it could "improve a little bit." A participant new to Project commented that "It's beginning to feel like home. I'm getting used to it." The rest of the comments indicated a very high level of overall satisfaction:

- Greatest thing to have for older people
- It's good for the Seniors
- One of the best things that ever happened to me
- I tell everyone to come here
- Everything is wonderful
- It's a wonderful place
- I'm over the top
- I love it

**When asked if the care they received met their needs**, 60 (91%) participants rated their care as Excellent. 6 (9%) rated it as Good. No one rated the program as Fair or Poor. Participants' high level of satisfaction is reflected in their comments:

- Couldn't get better
- Excellent nursing staff
- Oh gosh yes
- I want to live here

**When asked if they had fun at Project,** 61 (92%) of the participants rated the level of fun as Excellent. Five (8%) rated the level of fun as Good. No one thought their level of fun was Fair or Poor. While two participants commented that they “sometimes had fun” the rest of those who commented were more enthusiastic:

- Lots of fun
- Oh gosh yes
- Oh God yes!
- Oh yeah!
- Love it
- Look forward to it

Some participants cited specific activities as fun. Two participants mentioned music. One mentioned field trips. Another cited bingo and reading the Addie Indy as the most fun. Two participants commented that “sometimes” they had fun. One participant commented that she had fun “most of the time,” adding “and if I don’t, it’s my fault.”

**When asked if staff treated them with respect and courtesy,** 64 (97%) of Project participants rated their treatment as Excellent. Two participants (3%) rated the level of respect and courtesy they received as Good. One participant commented that she was respected “most of the time.” No one rated the level of respect they received as either Fair or Poor.

Participants described the staff in glowing terms: amazing, topnotch, wonderful and “all wonderful kitchen people too.” Participants also described the “couldn’t be better” treatment they received from staff as “without a doubt respectful.”

**When asked if they received the social and emotional support they need at Project,** 62 (95%) of the participants rated the support as Excellent. Three (5%) rated the support as Good. No one rated the support as Fair or Poor, although one participant commented that she would “appreciate it if more social workers were available.” Participants also offered a range of positive comments:

- Support is available if I need it
- I wouldn’t get the support if I stayed home all day
- They are the most wonderful people I’ve met in my life
- Two commented that they had not needed the support, one adding the caveat “I’m just happy.”

**When asked to rate the amount of choice they have while at Project (e.g. which activity to attend or food they would like to eat,) 57 (86%) of the participants rated their opportunity to make choices as Excellent. Nine (14%) rated their power to choose as Good. No one rated their power to choose among options as Fair or Poor. From the few participants who commented on this question, the consensus was that Project does a wonderful job providing opportunities to make choices.**

### **Participants' Suggestions for Improvement**

This open-ended section of the questionnaire gave participants the opportunity to make suggestions in four areas: food and menus; the building, the rooms and the furniture; the entertainment and games; and the vans and drivers. There was also an opportunity for Project participants to make additional comments. Most often, those comments were positive statements rather than suggestions.

#### **Suggestions for food and menus**

- Less broccoli and spicy hot food
- More salt and more pasta
- I'd love to see liver
- Alter ingredients for variety
- Try different things
- Food is sometimes cold when it gets to me

#### **Praise for food and menus**

Praise for the food and menus was both general and specific. Food was described as delicious, good, remarkably good, so good, always good, very good, excellent.

- It's already good
- I leave it all up to them
- They pick great things for us to eat and they are made here
- All home cooked.
- I eat everything and anything

Specific praise went to chicken noodle soup, the tomato soup, and grilled cheese sandwiches.

#### **Suggestions for the building and the rooms or furniture**

There were three specific suggestions for the building, rooms and furniture: more bathrooms, more quiet space for card playing and that it could be quieter overall for those taking naps. One participant shared his concern that the chairs move too fast. The rest of the comments were positive.

### **Praise for the building and the rooms or furniture**

- pretty darn good, it's all beautiful, all comfortable, excellent as is
- suits me fine, I'm satisfied
- I can always find a place somewhere
- It's easy to get around
- Everything is handicapped accessible
- Set up well for older people

And for one participant, the beauty and utility of the building, rooms and furniture had a powerful and positive impact on her state of mind. As she expressed it, "It's so bright, I walk in here and it's like a new day." Physical environment matters.

### **Suggestions for the entertainment and games**

The suggestions were quite specific.

- More bingo (3), dance (2), classical music, dancing
- New games, such as inside tennis, ladder ball, and Flip It
- TV would be good.

### **Praise for the entertainment and games**

The praise for the overall program were general:

- I like it the way it is
- Really good stuff, the best possible, good choices
- Always lots to do
- I like group activities
- It fulfills my needs

For current activities, the praise was more specific:

- Puzzles and games
- Van trips
- Entertainment, such as musical and educational presentations

### **Suggestions for the vans and drivers**

There were only two suggestions in this category, both of which were for the vans. There were no suggestions for the drivers, only praise.

### **Suggestions for the van**

Better seatbelts and volunteers to help van drivers were the only suggestions.

## **Praise for drivers**

The praise for the drivers was more extensive.

- All good, so good and attentive (2)
- Wonderful, excellent, cheerful
- Great drivers, always on time, so careful and helpful
- Very courteous, respectful, nice, caring
- Responsive to individual needs
- They really take care of us

Several participants expressed their gratitude for individual drivers: One was grateful for being picked up at the door, another because the driver was nice to her, and a third because Jeff Ellison makes bus rides very entertaining.

## **Other comments**

Ten participants made additional suggestions, two of which were quite specific: One participant noted that “a suggestion box might be helpful.” Another mentioned that that occasionally a Catholic priest comes in for a small mass and wondered if other clergy would come in to see participants of other faiths.

## **Praise for the staff**

Praise for staff was both general - very caring, doing a wonderful job, and who “make me laugh” and specific - “You never see arguments or anger. If any, the staff take care of it right away.”

## **Praise for the program**

Some praise was generic: good, all good, so good, perfect. Other praise was more personal, focused on how participants feel about coming to Project. One said that Project makes her feel happy. Another that she loves to come to Project. Another that “It’s a wonderful service so I don’t have to sit home all day. I can’t think of any way to improve it.”

In summation, participants greatly appreciate, enjoy and benefit from their time at Project. The numbers bear this out: 100% of the participants gave Project an overall rating of Excellent or Good. 91% rated Project as Excellent. 7% rated Project as Good. No one rated Project as Fair or Poor.

Perhaps the words of one participant express the value of Project Independence to those who spend time there: “Project is a great place for anybody who needs company, help, or to make friends.”