Adult Care Center of the Northern Shenandoah Valley

2026 Family & Caregiver Satisfaction Survey Results

13 surveys returned. Twelve respondents completed the front-page rating questions; one respondent left the front page blank but completed the back page. Counts are based on responses to each question.

About Your Family — Length of Time at ACC

Response	Number
Less than 6 months	4
6–12 months	3
More than 12 months	5
No response	1

Why Families Chose ACC

- Peace of mind / time for caregiver
- Opportunity to be with more people
- Socialization, interaction, and activities
- Staff and variety of activities offered
- Memory care, all-day care, safety and friendliness
- Recommendations from several agencies
- Personalized, safe and caring environment
- A needed change of routine and interaction with others
- Positive experience with ACC care and compassion
- Caregiver was spending time sitting in recliner all day
- Working full-time and needing daytime care for Mom
- New response: “being by herself”

Your Experience at ACC — Individual Ratings

Rating choices: Excellent, Good, Fair, Poor, N/A. Each item received twelve responses.

Question	Excellent	Good	Fair	Poor	N/A
Quality of care my loved one receives	11	1	0	0	0
Staff kindness, respect, and professionalism	12	0	0	0	0
Attention to my loved one’s physical and emotional well-being	11	1	0	0	0
Communication and responses to my questions	11	1	0	0	0
Cleanliness and comfort of the facility	12	0	0	0	0
Safety and security of my loved one	12	0	0	0	0
Ease of drop-off, pickup, and parking	11	1	0	0	0
Facility layout and accessibility	12	0	0	0	0
Hours of operation	12	0	0	0	0
Meals and snacks	9	2	1	0	0

Question	Excellent	Good	Fair	Poor	N/A
Variety and quality of activities	12	0	0	0	0
Opportunities for socialization	12	0	0	0	0
Value of services relative to cost	12	0	0	0	0

Overall Satisfaction

Question	Response	Count
Satisfaction with ACC overall	Very satisfied	12
Likelihood of recommending ACC	Very likely	12

One earlier respondent marked additional negative boxes but labeled them “oops” and circled the positive selections; the clearly indicated intended answers are counted.

Activities & Engagement — Favorites Identified

Respondents could check more than one activity.

Activity	Responses
Art / creative projects	8
Exercise / movement	8
Music	9
Games / puzzles	9
Outdoor activities	6
Group social activities	5
Other / unspecified	3

Activities or Experiences Families Would Like Offered

• More entertaining activities

• More wheelchair-accessible activities / opportunities

• No additional activities suggested by several respondents; one wrote that staff already offer a great variety

• Happy with the activities currently offered

• November 20 survey: no response

Impact on Loved Ones

Families could select multiple changes. Responses included increased social interaction, improved mood, greater engagement or stimulation, and more routine or structure. One previous survey selected all four. Several earlier respondents selected “No noticeable change,” sometimes providing context about their loved one’s circumstances. The prior newest survey selected more routine / structure and “Other,” writing “more tired, in a good way.” The November 20 survey selected more routine / structure.

How ACC Has Supported Caregivers

• Peace of mind

• Time for work or personal needs

• Reduced caregiving stress

• Helpful guidance / communication

The November 20 survey selected all four forms of support.

Additional Caregiver Resources or Services Requested

• Caregiver support groups and information on new caregiving studies

• Opportunities for caregivers to meet, compare notes, and learn from each other

• Help understanding Medicare / Medicaid applications

• An occasional weekend day

• Some respondents indicated that current services meet their needs

• November 20 response: “No”

What Families Value Most About ACC

• A safe, secure environment and peace of mind

• Caring, loving, and attentive staff

• Socialization, activities, and interaction

• Reliable care and respite for caregivers

• Staff knowledge of participants and their individual needs

• Friendliness of everyone

• Prior response: “Safe, fun place for mom”

• November 20 response: “We value the fact that there is a service such as an ACC.”

Suggestions for Improvement

• Additional programs and entertainment

• More opportunities for interaction or community outings

• More wheelchair-accessible activities

• More information or pictures about daily activities

• Caregiver resources and peer support

• Several respondents wrote “Nothing,” “N/A,” or otherwise indicated satisfaction with current services

• One response: “Can’t think of anything”

• November 20 survey: no response

What ACC Means to Families — Selected Comments

• “Peace of mind.”

• “It’s impossible to put into words how important the ACC has become in my life.”

• “I feel like you already do an amazing job.”

• “The ACC has been a blessing! Excellent care and willingness to keep working. Thank you.”

• “I couldn’t have cared for my mom this long without ACC’s help.”

• “In one word, it is a BLESSING.”

• “It’s been great for us, a place to take mom that she really enjoys. We can have some peace.”

• November 20 survey: no response

Source: Previously compiled 12-survey detailed results, plus one Family & Caregiver Satisfaction Survey received November 20, 2026.