

2006 Customer Comments

- Just cannot imagine any place better! Virginia Veterans Care Center is a gift from God. Keep up the good work!
- I would like to see more attention paid to the small things like keeping Dad's fingernails trimmed. In addition, the clothes closet and drawers have a foul odor. His roommates are the same. Why? Dad's wardrobe has dwindled. The first labeling procedure was lacking, but seems to have improved. The nursing staff has done a good job of informing us of even the smallest changes in Dad's health and care. We very much appreciate that!
- The overall care is particularly excellent! Attentive, Clean and Caring!
- Everything that goes to the VA to be laundered comes back wrinkled and I cannot get wrinkles out! Was good when Sherri was there.
- Our family has the greatest respect for all the care and concern given by the Virginia Veterans Care Center staff to the residents and their families. When I am not at the care center, I have peace of mind knowing my husband is well cared for lovingly. We are very grateful to everyone!
- I am sure your ratings would be closer to perfect if Mr. D (resident) was better behaved and more cooperative.
- The laundry service is horrible! The wardrobes are a mess and smell terrible! There has to be a better way to keep up with disappearing clothing and this laundry problem.
- I feel good about leaving our loved one in your care. You need more help on the weekends. Otherwise, everything else is fine. Keep up the good work!
- No baths on time and sometimes none at all!
- I live out of town but your staff is always friendly and polite when I visit or call. Overall, my dad's experience has been good. He does say there is a **BIG DIFFERENCE** in the care during the week and on the weekends. He feels the care is much less on the weekends from both the Nurses and the Nursing Assistants. I feel overall you do a good job under difficult circumstances. Thank you for all you do for my dad! Please try to improve weekend staff and care.

- The Virginia Veterans Care Center is providing a much-needed service to our Veterans. It is a great concept for those unable to receive care at home. We think it is the very best, a caring, friendly staff, good medical care, and good nutrition and offers opportunities for social activities. We suspect Roanoke is the best!
- Pam that takes care of my Father is the best! Please take good care of her!
- I really cannot complain about anything! Thanks!
- I am very pleased with the care of my husband and the dedication of the staff. It is always my pleasure to come here.
- Briefs are not being checked on residents for 5 or 6 hours. On the weekends, the CNA's do not check the patients and they take 45-minute breaks. They all go to meals at the same time! The patients are not checked! Also, unnecessary accidents.
- All the Virginia Veterans Care Center staff I have met and had conversations with are very kind and wonderful folks!
- The unleashed dogs running around are frightening to some people. Please consider this before a tragedy occurs.
- You have wonderful nurses and CNAS, but some need lessons in compassion and treating the residents with dignity. Does not get enough therapy ordered by Dr Burch. Need more help in the dining room during the weekends? Food is cold. Agency nurses are not educated in advance stages of Parkinson disease.
- Your grounds are beautiful and well maintained. Nighttime is a problem. My sister asked to go to bed and had to wait 2 hours, even after several reminders. Lately we have had a problem getting medications on time. This is a most important concern for people with end stage Parkinsonson. We have had this problem since the first day we moved my sister from the VA. We chose a well-known and respected Dr. with RVNA. My sister communicates well with him. Dr. Marcus from the Medical Center sees her occasionally but sometimes he is in a rush and only spends a minute with her. There were changes made to her medications and I think we are fine now. My concern now is that she is safe and getting the best possible care. I believe she is. Your facility and staff are "top notch" except for the concerns I mentioned.
- The only concern I have is with the laundry. My Father complains of his clothing not being returned soon enough and not in the best condition.

- We do not have much contact with the center.
- To say this is the best facility of its kind I have ever seen! I feel so lucky to have my husband there! Thanks! At the very least, I am EXTREMELY IMPRESSED WITH EVERYTHING! THANK YOU ALL!
- My brother speaks well of everything and everyone. He always seems to be happy when I get to see him or talk to him.
- I am very pleased with the staff. I have not talked to Mr. F's Doctor yet, but he is receiving excellent care!
- Would recommend VVCC to others! Thanks for your care!
- The agency staff that come in do not do a very good job.
- Amanda is a wonderful person to know!
- I really thank the Lord that my family has Virginia Veterans Care Center and that my husband is in their care. The staff and all the workers are so good and kind. We are so blessed to have a place like VVCC to care for our loved one. Thanks so very much!
- My brother's Social Worker, Niki, goes out of her way to do a great job. On the other side, you have a worker on 2E who is obnoxious and sarcastic. I predict that she will not last too long with your company because of her nasty, nasty attitude! She is the complete opposite of the VVCC image! Overall, your employees are always helpful and courteous.
- I live in N.C. and do not get to visit my cousin very often. However, I know he gets good care and is very comfortable with his surroundings. Ginny Corcoran and I work well together on R's behalf.
- Need to finish wallpapering and repairs to the rooms. Need to finish the painting also.
- I would like to have a No Smoking area on the front porch. I would also like a more cheerful and uplifting dining room for the residents.

- Improvements look great! Thanks!
- Your staff and everyone is always very nice! The building is very clean and inviting. Thanks for all you do for our Veterans!
- My family and I have no complaints! We appreciate all of you!
- I always find everyone very cooperative. I am 250 miles away and wish I could visit more often! I appreciate all that is being done for my brother.
- Alice and her group are good folks and show by their actions that they care.
- My family, my Dad and I are all satisfied with the services at Virginia Veterans Care Center!
- Caregivers are prompt in returning calls and responding to patient needs!
- Frank has trouble using the phone, it is usually tied up. When he gets his power chair, he should have less trouble.
- Great except for shower chairs. Very molded. Things in rooms need to be dusted.
- Phone staff is very rude! Sometimes the Receptionist is not too friendly with the families when they call in.
- I am unable to give a full evaluation of the center. Was there for a short time. Did meet Mrs. Fox and Mrs. Wood and both were helpful.
- Activity program too repetitious. Please expand variety!
- Was disappointed that the bus was broken down so much during the summer! The men did not get to many Salem Avalanche games or other activities this summer.
- I would love to see more outings on 2-W.
- The Physical Therapy Department has pushed my Dad too hard possibly causing him to have at least one heart attack.
- My family and I are very pleased. The staff has been very polite and made a difficult situation little easier.
- Thanks, Patti! You are the reason I chose Va. Vet Care!

- I would wonder...do family and friends "Thank You" after the fact"...so to speak? Overall the efforts given, and more importantly, the attitude it is given, remains- EXCELLENT. More than simply" care" to my Father, your facility and all the staff who make what it is, have restored and improved my Fathers quality of life. In fact, you have done the same for me in a related way. Sometimes the simplest words when used appropriately -still means the most. With that being said;" Thank You"!
- There seems to be a problem with losing clothing. My husband has lost clothes and I find him wearing items that are not his.
- The laundry service has always been very poor.
- Sometimes my dad does not have all of his clothing, but they are always very clean.
- Residents clothing are misplaced and never seen again. They are not clean.
- Clothing not returned to the rightful owners.
- There are several misplaced items in the laundry.
- More effort needs to be into returning personal clothing.
- Sometimes my Dad complains about the food. He did this at home, too!
- The food here is good and there is always plenty of goodies for parties!
- Most of the time I am very pleased with the care my husband receives. Jimmy does a great job with the food. My husband just will not eat a lot of what they serve. As a whole, everything is good. Thank you!
- Meal planning preparation and service could be improved.
- Many times no bread on tray and never what menu says.
- Thank you for the good care of my husband.
- Very good care! Love the CNA's on 1 East!
- Sometimes there is a lack of consistency in care-routine things that are not done on a daily basis. For example: Fresh water and ice everyday, tray tables in place and soaking dentures every night.
- My father is doing great since in your care! Thank you so very much!

- **Good so far! Mr. S. is doing well so far, but it is too early to tell if all the good care and response will keep up. I hope so! I really think this Care Center is a good place for my uncle.**
- **Quality of care is inconsistent. Dad has to wait for hours sometimes to have his ostomy bag changed. It should be changed 3 times daily and not 2. Overall, the care is good, but there is hesitation with the ostomy situation. We find it uncomfortable to deal with also, but he needs better attention when he has a problem.**
- **I am extremely pleased to have my husband at your facility.**
- **Thank you for all the aspects of your exceptional service!**
- **Thank you for your concerned care for my brother-in law.**
- **IMHO, I believe you are slightly understaffed in the Nursing Dept.**
- **My father is on the Alzheimer's Unit. I do his laundry. The people that dress and undress him are to make sure that his clothing is getting into the right hamper. We have lost several items we have never found. In addition, he received a haircut, which he was not supposed to get since I left no money for it. The girl butchered his great head of hair. She cut it in June and it took until August for it to look decent again. I forbade any more haircuts unless I am supervising it. Staff was helpful with this.**
- **To me, everything is excellent, friendly, joyful and wonderful! I cannot complain about anything! If my husband had been anywhere else, he might not be here.**
- **I thank the staff and administration!**
- **My mother and I are very pleased with my father's overall care. I would like to see better attention with his clothing and laundry. Very, very pleased with Virginia Veterans Care Center!**
- **My family and I are very pleased. The staff has been very polite and made a difficult situation little easier.**
- **Thankful every day that you are there for my husband! Thank You!**
- **Keep up the good work of honoring our Veterans!**