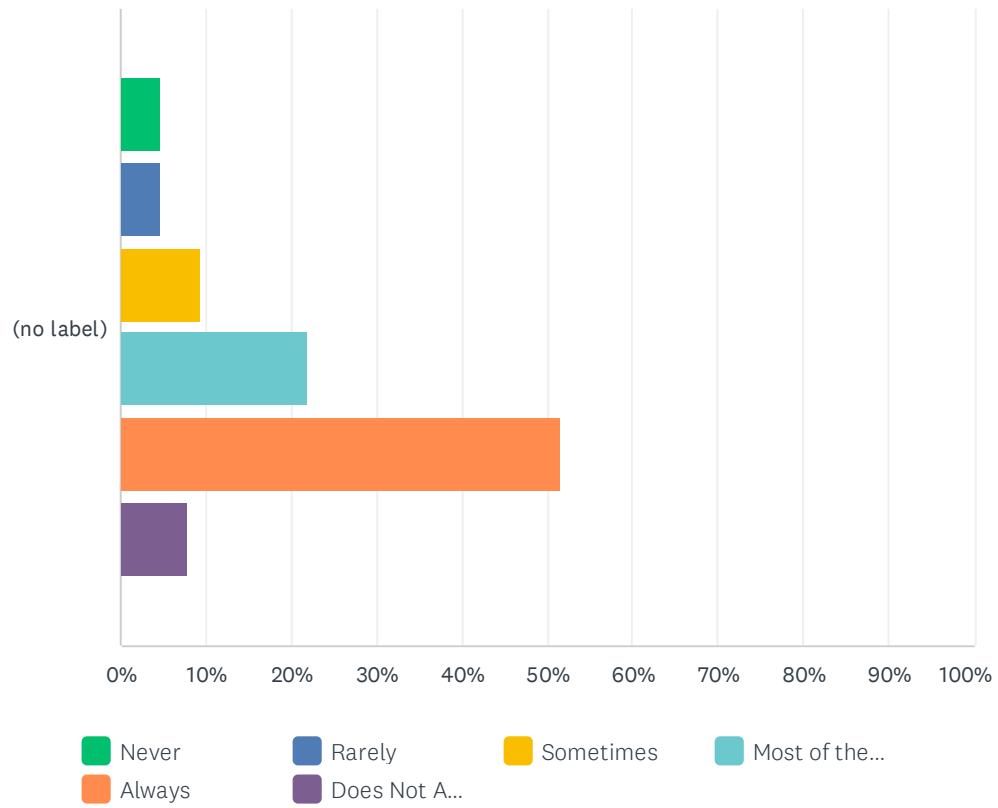


Q1 The staff involve you in decisions about your care

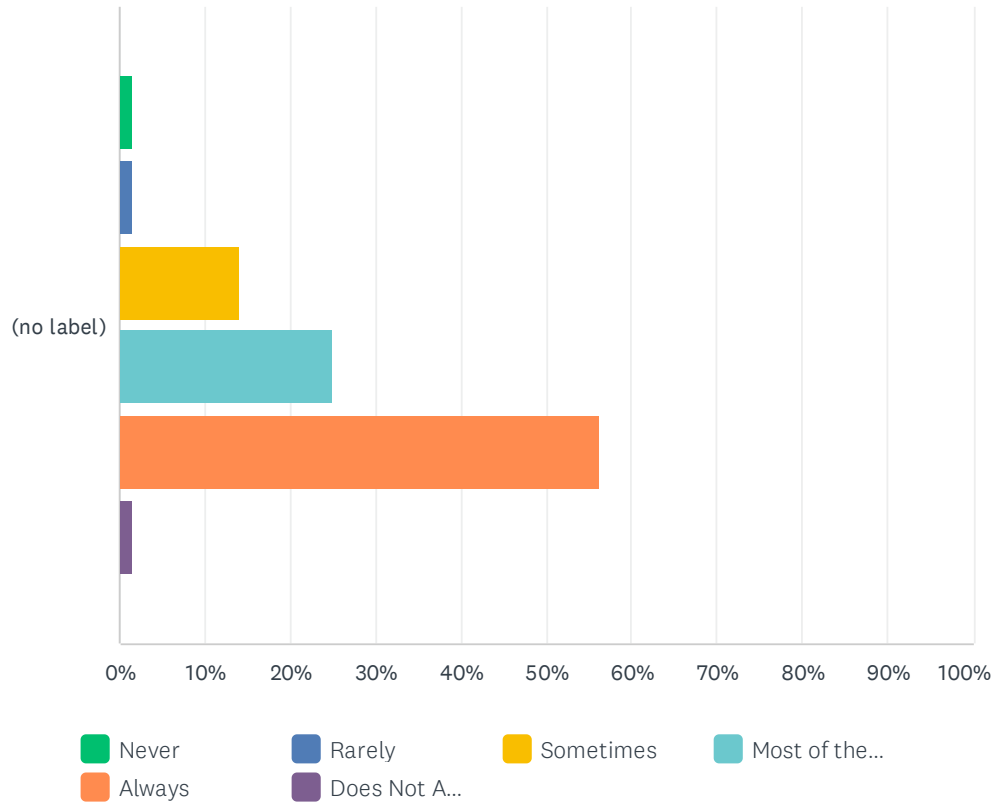
Answered: 64 Skipped: 0



	NEVER	RARELY	SOMETIMES	MOST OF THE TIME	ALWAYS	DOES NOT APPLY TO ME	TOTAL	WEIGHTED AVERAGE
(no label)	4.69% 3	4.69% 3	9.38% 6	21.88% 14	51.56% 33	7.81% 5	64	4.20

Q2 Staff respect my likes/ dislikes

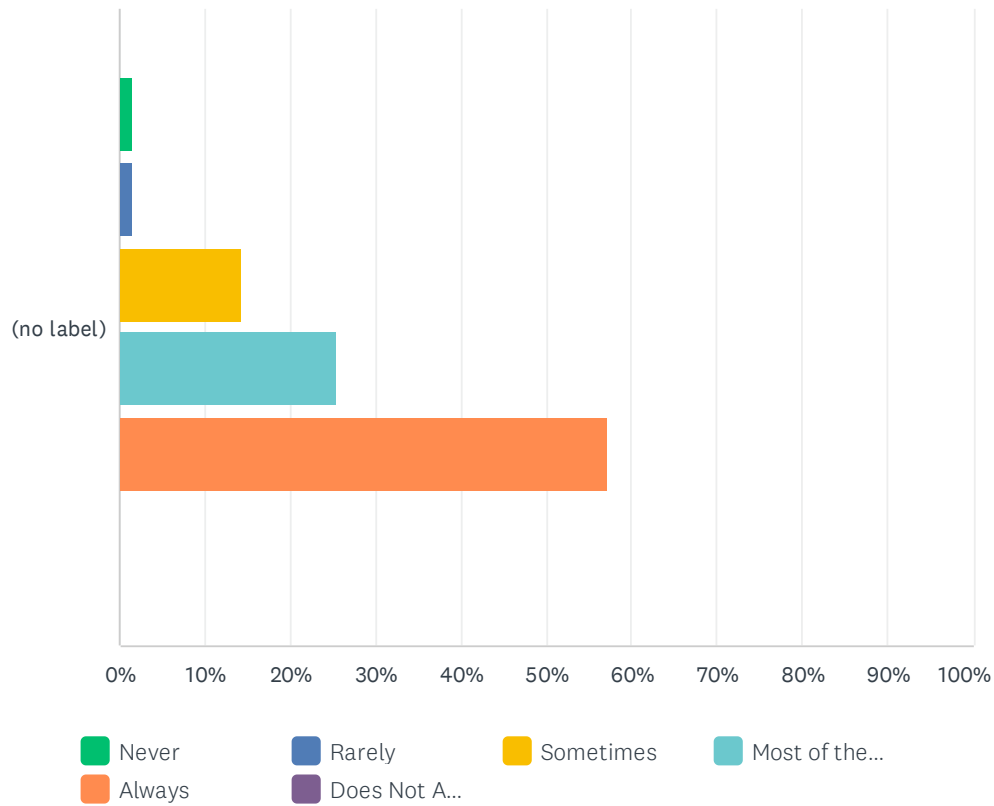
Answered: 64 Skipped: 0



	NEVER	RARELY	SOMETIMES	MOST OF THE TIME	ALWAYS	DOES NOT APPLY TO ME	TOTAL	WEIGHTED AVERAGE
(no label)	1.56% 1	1.56% 1	14.06% 9	25.00% 16	56.25% 36	1.56% 1	64	4.35

Q3 Staff treat me with respect

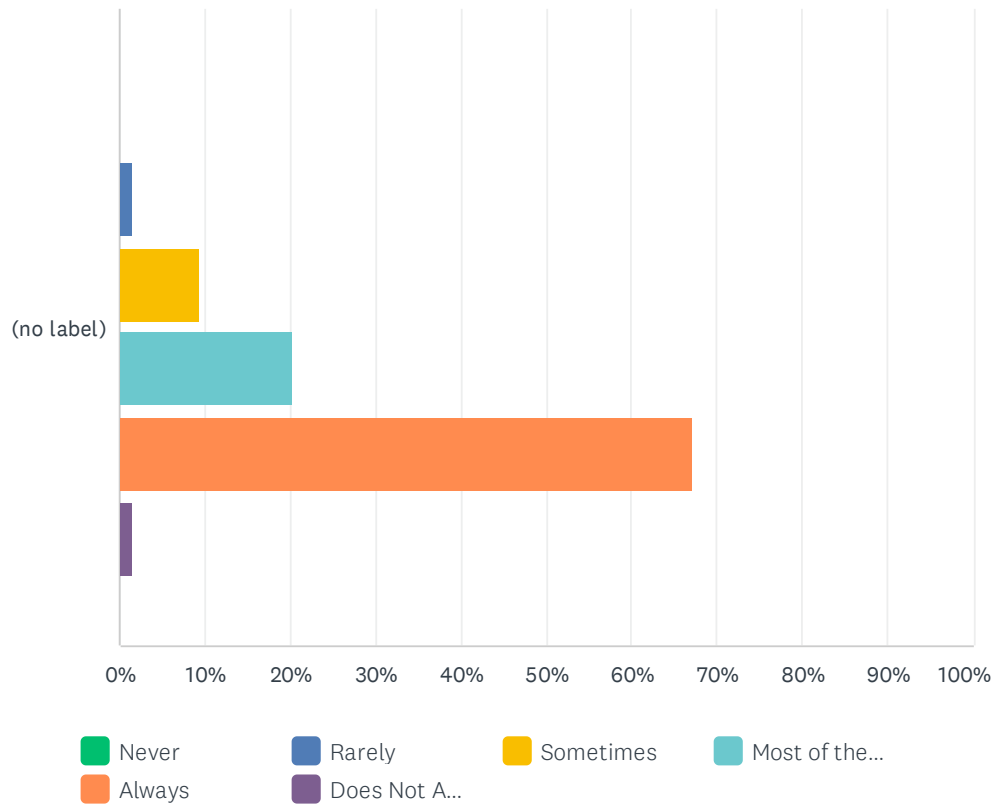
Answered: 63 Skipped: 1



	NEVER	RARELY	SOMETIMES	MOST OF THE TIME	ALWAYS	DOES NOT APPLY TO ME	TOTAL	WEIGHTED AVERAGE
(no label)	1.59% 1	1.59% 1	14.29% 9	25.40% 16	57.14% 36	0.00% 0	63	4.35

Q4 I get my personal care needs met (bathing, grooming, dressing)

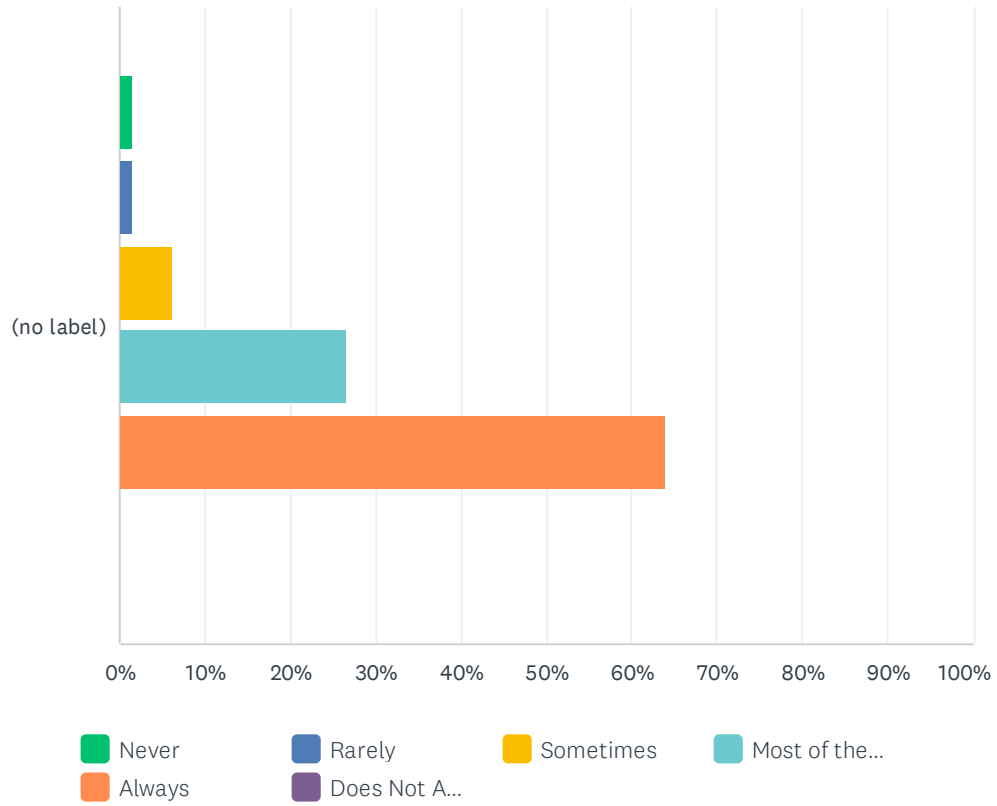
Answered: 64 Skipped: 0



	NEVER	RARELY	SOMETIMES	MOST OF THE TIME	ALWAYS	DOES NOT APPLY TO ME	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	1.56% 1	9.38% 6	20.31% 13	67.19% 43	1.56% 1	64	4.56

Q5 My privacy is respected

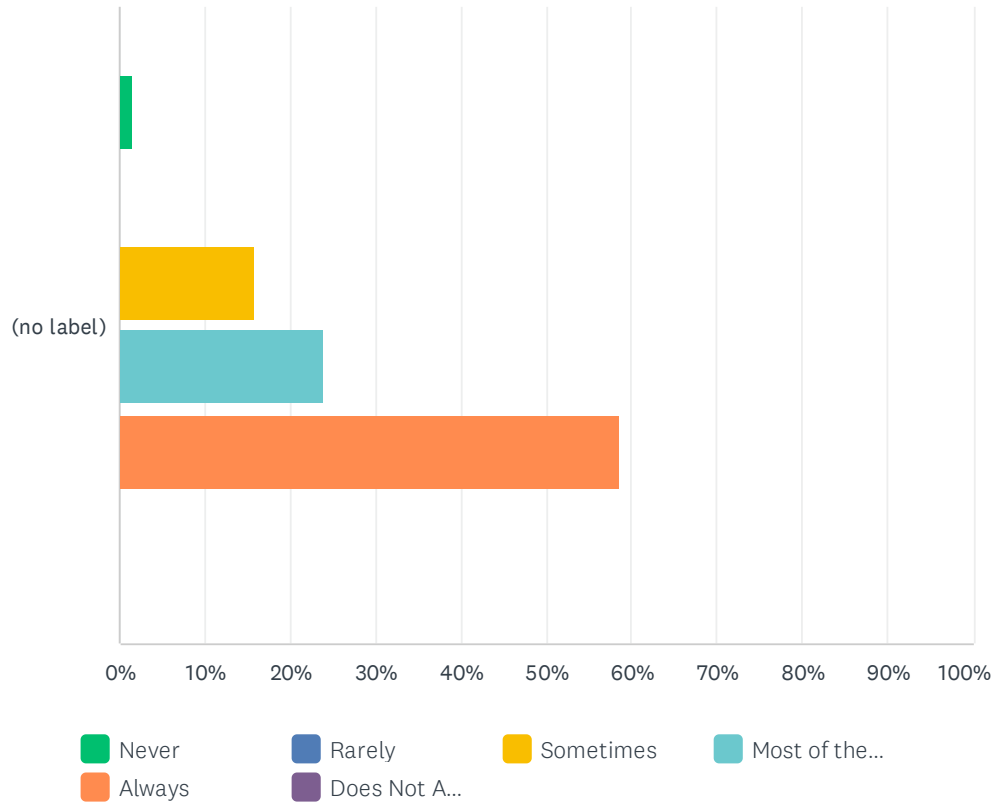
Answered: 64 Skipped: 0



	NEVER	RARELY	SOMETIMES	MOST OF THE TIME	ALWAYS	DOES NOT APPLY TO ME	TOTAL	WEIGHTED AVERAGE
(no label)	1.56% 1	1.56% 1	6.25% 4	26.56% 17	64.06% 41	0.00% 0	64	4.50

Q6 I am given choices and they are respected

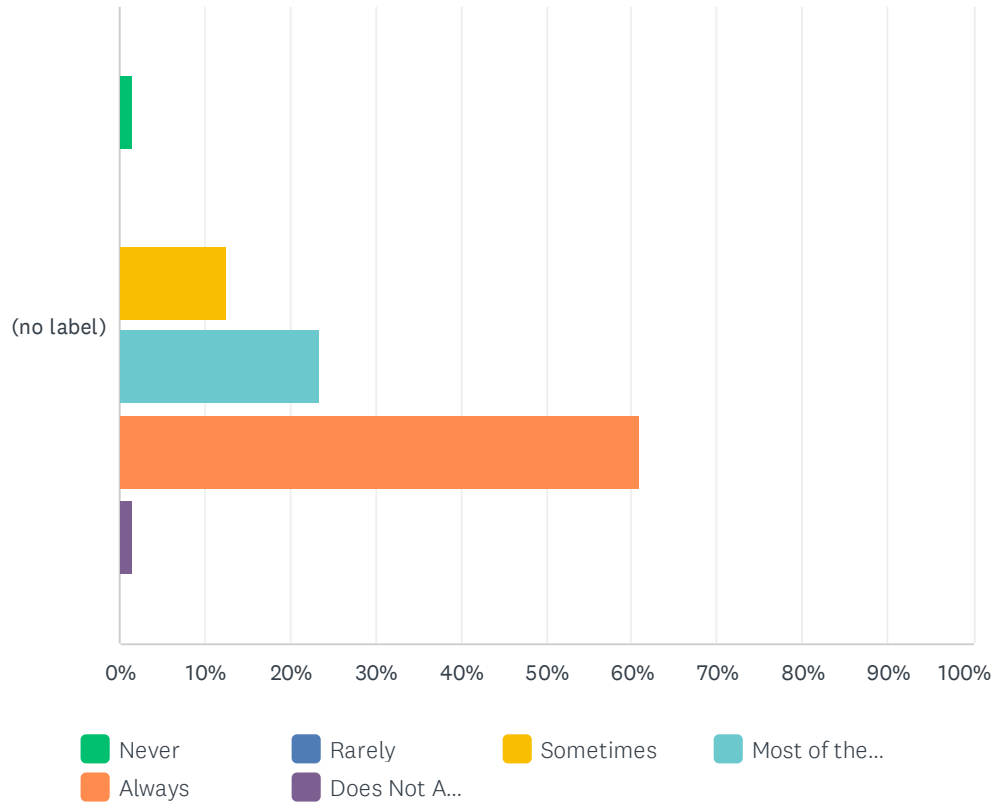
Answered: 63 Skipped: 1



	NEVER	RARELY	SOMETIMES	MOST OF THE TIME	ALWAYS	DOES NOT APPLY TO ME	TOTAL	WEIGHTED AVERAGE
(no label)	1.59% 1	0.00% 0	15.87% 10	23.81% 15	58.73% 37	0.00% 0	63	4.38

Q7 My abilities and strengths are supported and encouraged

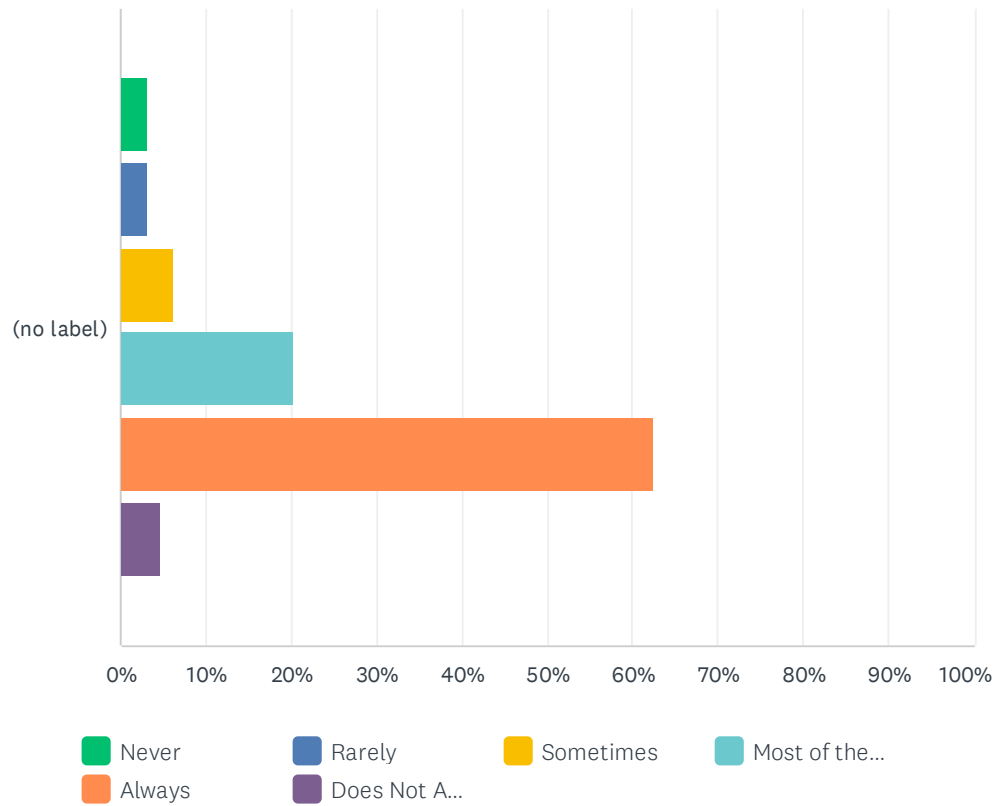
Answered: 64 Skipped: 0



	NEVER	RARELY	SOMETIMES	MOST OF THE TIME	ALWAYS	DOES NOT APPLY TO ME	TOTAL	WEIGHTED AVERAGE
(no label)	1.56% 1	0.00% 0	12.50% 8	23.44% 15	60.94% 39	1.56% 1	64	4.44

Q8 I can express my opinion without fear of consequences

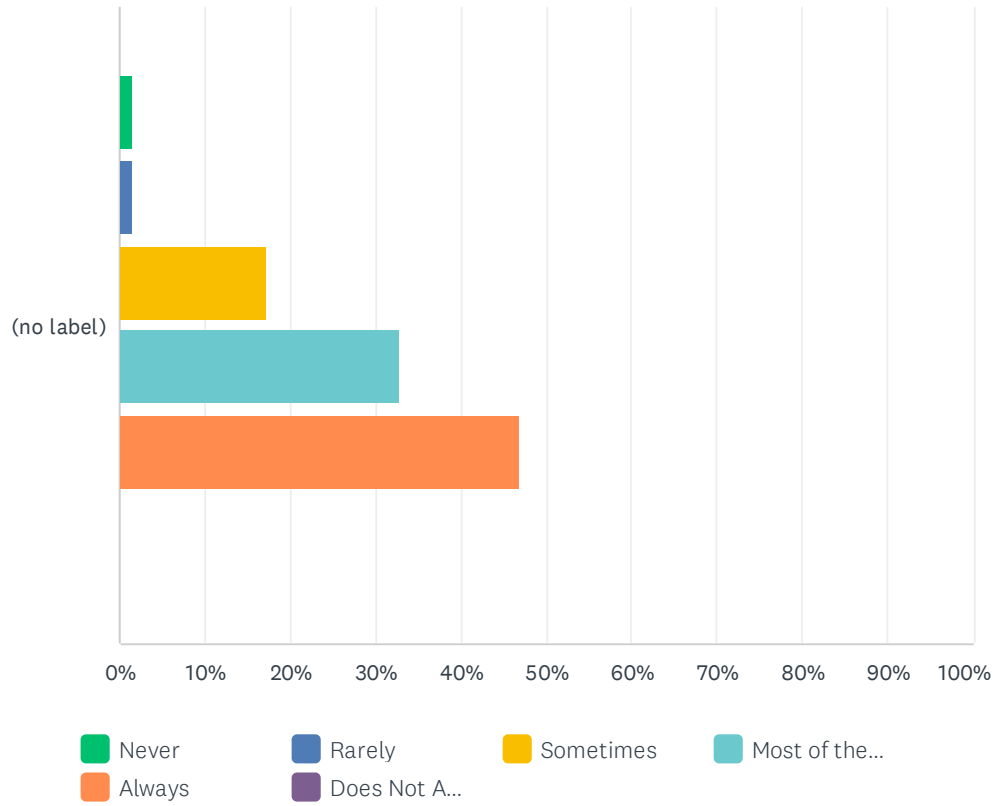
Answered: 64 Skipped: 0



	NEVER	RARELY	SOMETIMES	MOST OF THE TIME	ALWAYS	DOES NOT APPLY TO ME	TOTAL	WEIGHTED AVERAGE
(no label)	3.13% 2	3.13% 2	6.25% 4	20.31% 13	62.50% 40	4.69% 3	64	4.43

Q9 The staff are good listeners

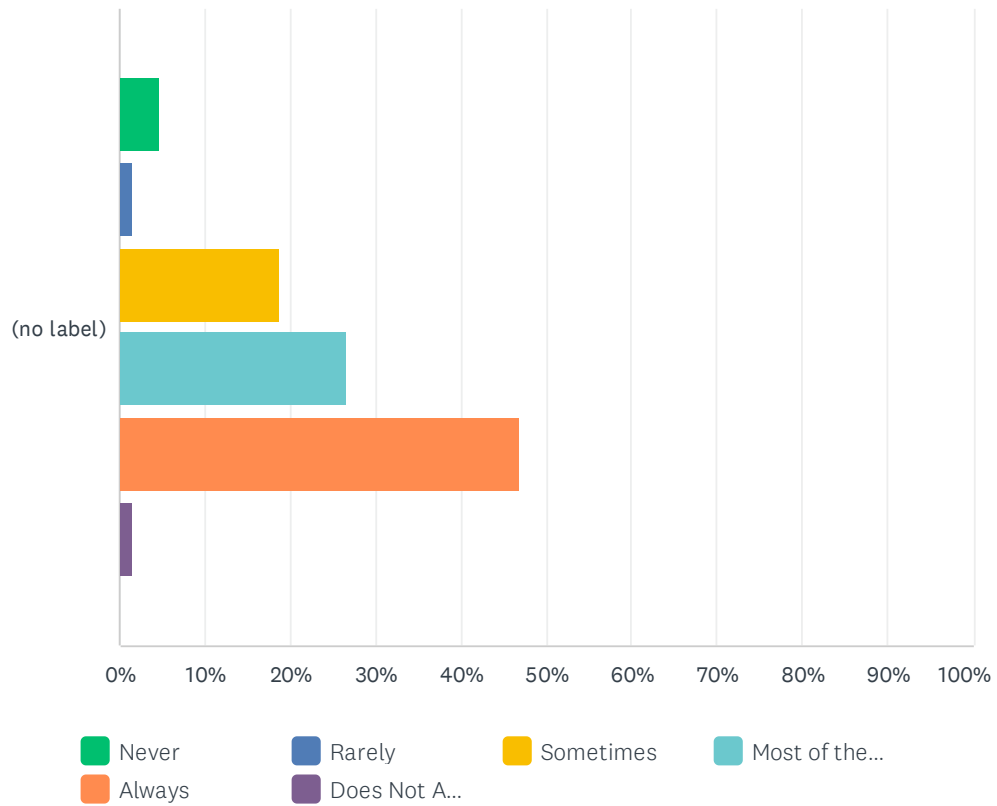
Answered: 64 Skipped: 0



	NEVER	RARELY	SOMETIMES	MOST OF THE TIME	ALWAYS	DOES NOT APPLY TO ME	TOTAL	WEIGHTED AVERAGE
(no label)	1.56% 1	1.56% 1	17.19% 11	32.81% 21	46.88% 30	0.00% 0	64	4.22

Q10 Staff respond promptly when you call

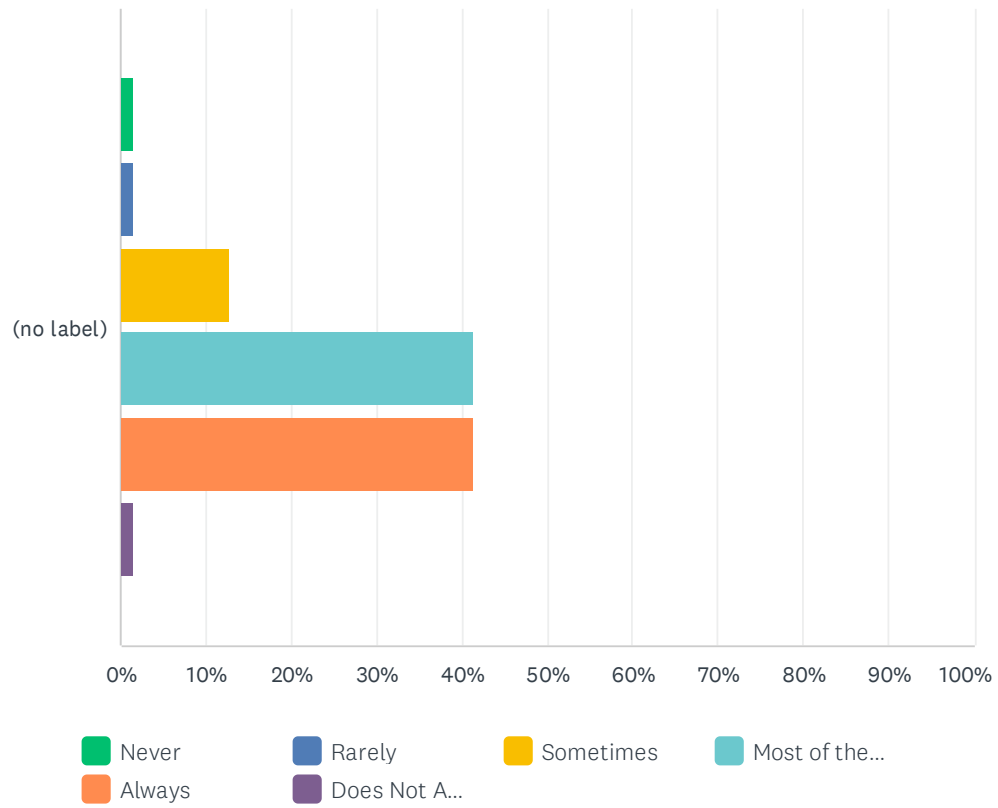
Answered: 64 Skipped: 0



	NEVER	RARELY	SOMETIMES	MOST OF THE TIME	ALWAYS	DOES NOT APPLY TO ME	TOTAL	WEIGHTED AVERAGE
(no label)	4.69% 3	1.56% 1	18.75% 12	26.56% 17	46.88% 30	1.56% 1	64	4.11

Q11 Staff pay attention to the residents

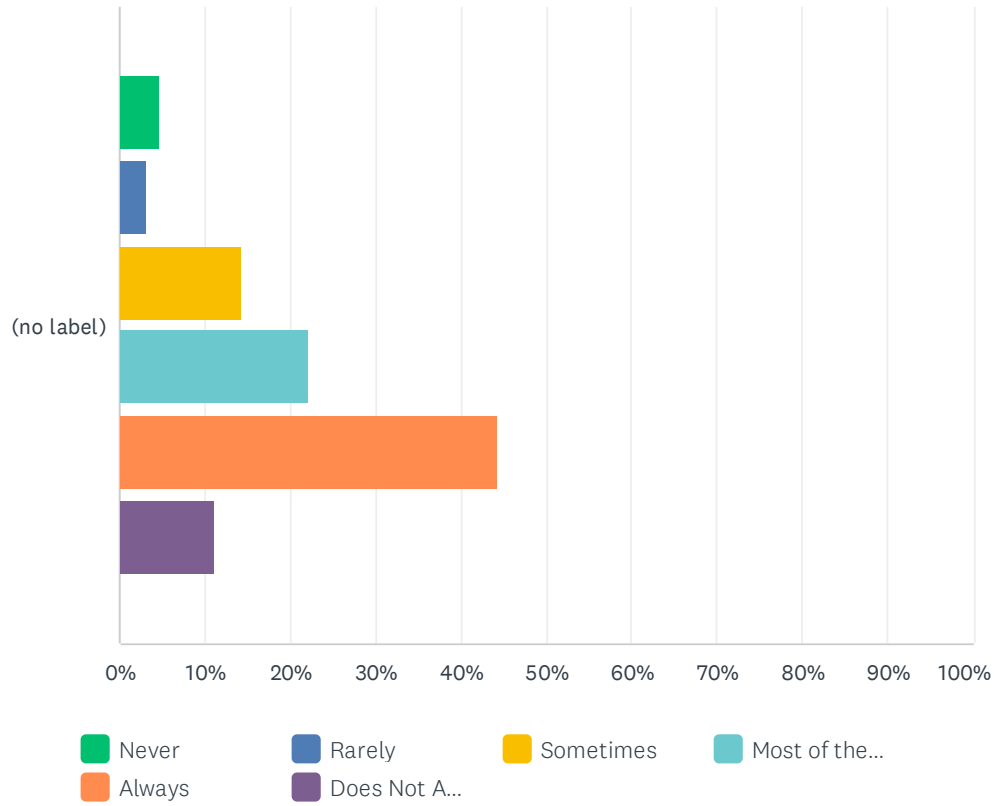
Answered: 63 Skipped: 1



	NEVER	RARELY	SOMETIMES	MOST OF THE TIME	ALWAYS	DOES NOT APPLY TO ME	TOTAL	WEIGHTED AVERAGE
(no label)	1.59% 1	1.59% 1	12.70% 8	41.27% 26	41.27% 26	1.59% 1	63	4.21

Q12 Staff are there when I need them emotionally

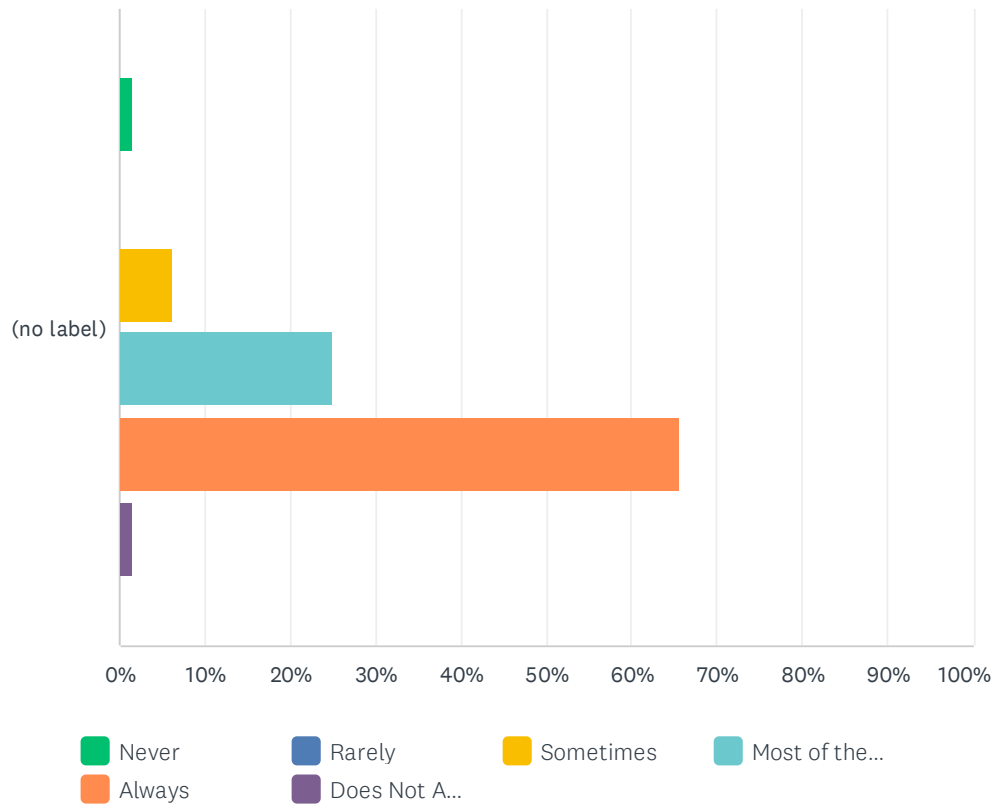
Answered: 63 Skipped: 1



	NEVER	RARELY	SOMETIMES	MOST OF THE TIME	ALWAYS	DOES NOT APPLY TO ME	TOTAL	WEIGHTED AVERAGE
(no label)	4.76% 3	3.17% 2	14.29% 9	22.22% 14	44.44% 28	11.11% 7	63	4.11

Q13 I feel safe in my room

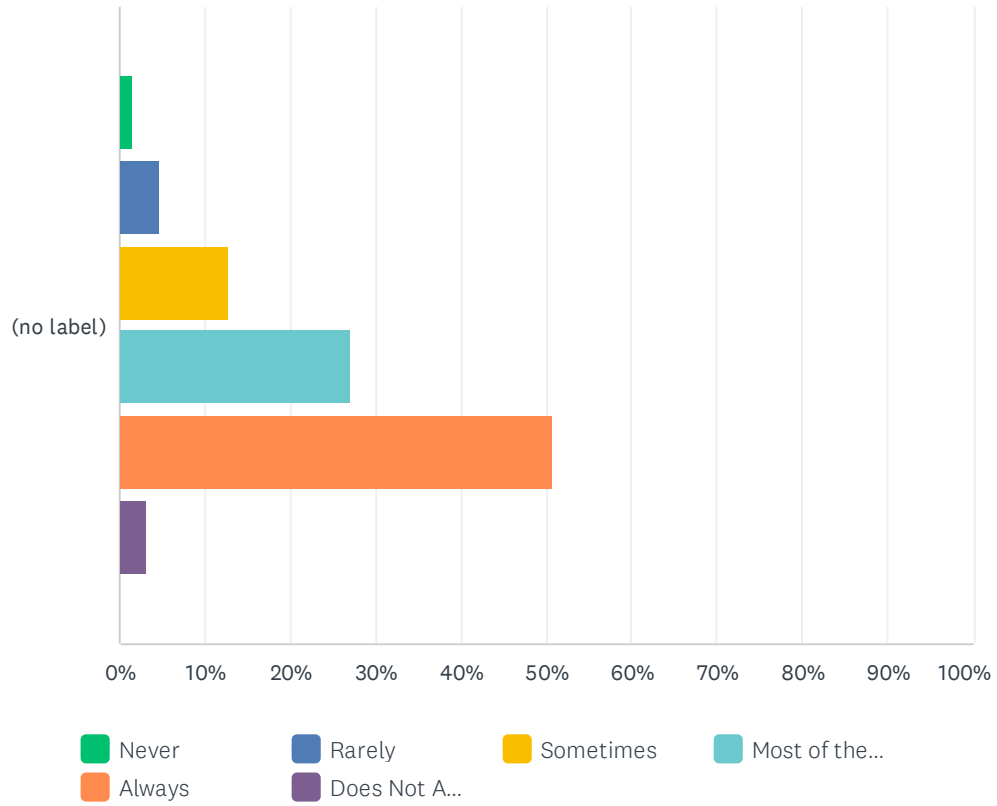
Answered: 64 Skipped: 0



	NEVER	RARELY	SOMETIMES	MOST OF THE TIME	ALWAYS	DOES NOT APPLY TO ME	TOTAL	WEIGHTED AVERAGE
(no label)	1.56% 1	0.00% 0	6.25% 4	25.00% 16	65.63% 42	1.56% 1	64	4.56

Q14 The staff tell you why they come to your room

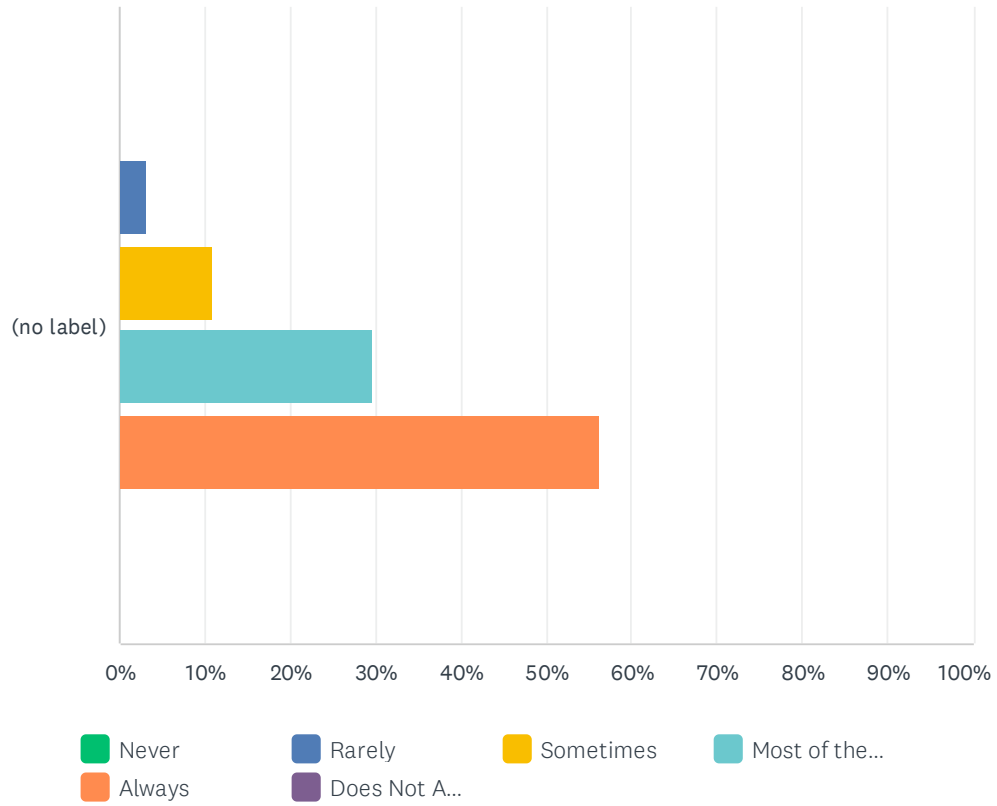
Answered: 63 Skipped: 1



	NEVER	RARELY	SOMETIMES	MOST OF THE TIME	ALWAYS	DOES NOT APPLY TO ME	TOTAL	WEIGHTED AVERAGE
(no label)	1.59% 1	4.76% 3	12.70% 8	26.98% 17	50.79% 32	3.17% 2	63	4.25

Q15 The staff act in a professional manner when they deal with me

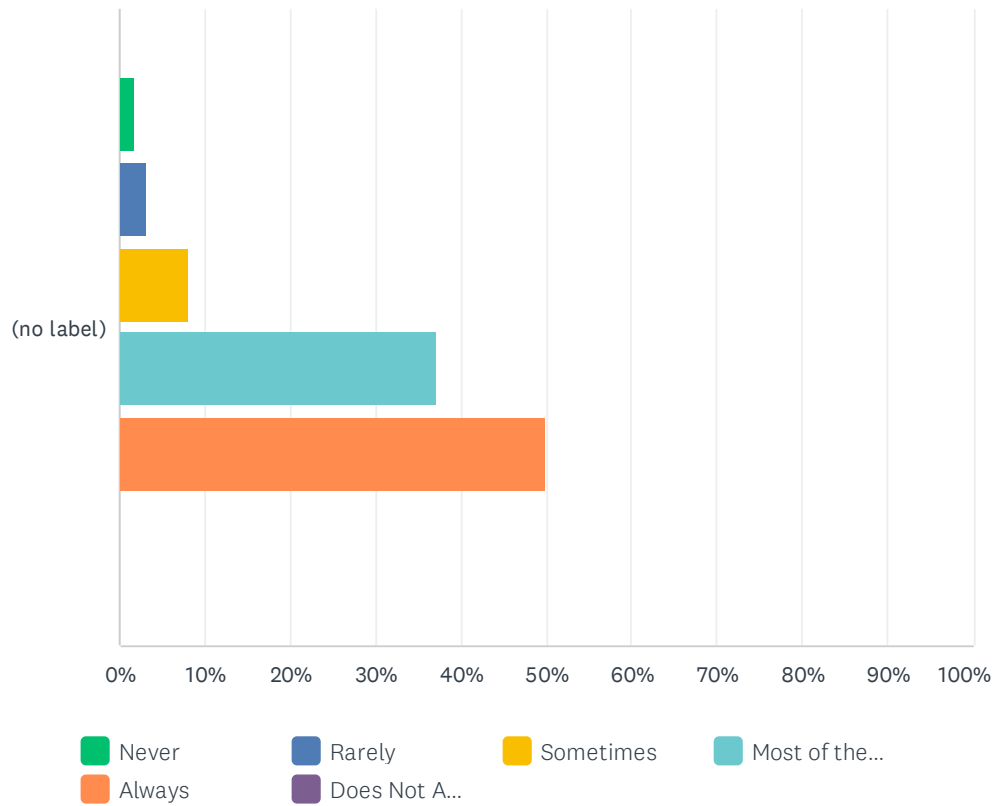
Answered: 64 Skipped: 0



	NEVER	RARELY	SOMETIMES	MOST OF THE TIME	ALWAYS	DOES NOT APPLY TO ME	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	3.13% 2	10.94% 7	29.69% 19	56.25% 36	0.00% 0	64	4.39

Q16 Overall, I am happy with the nursing care

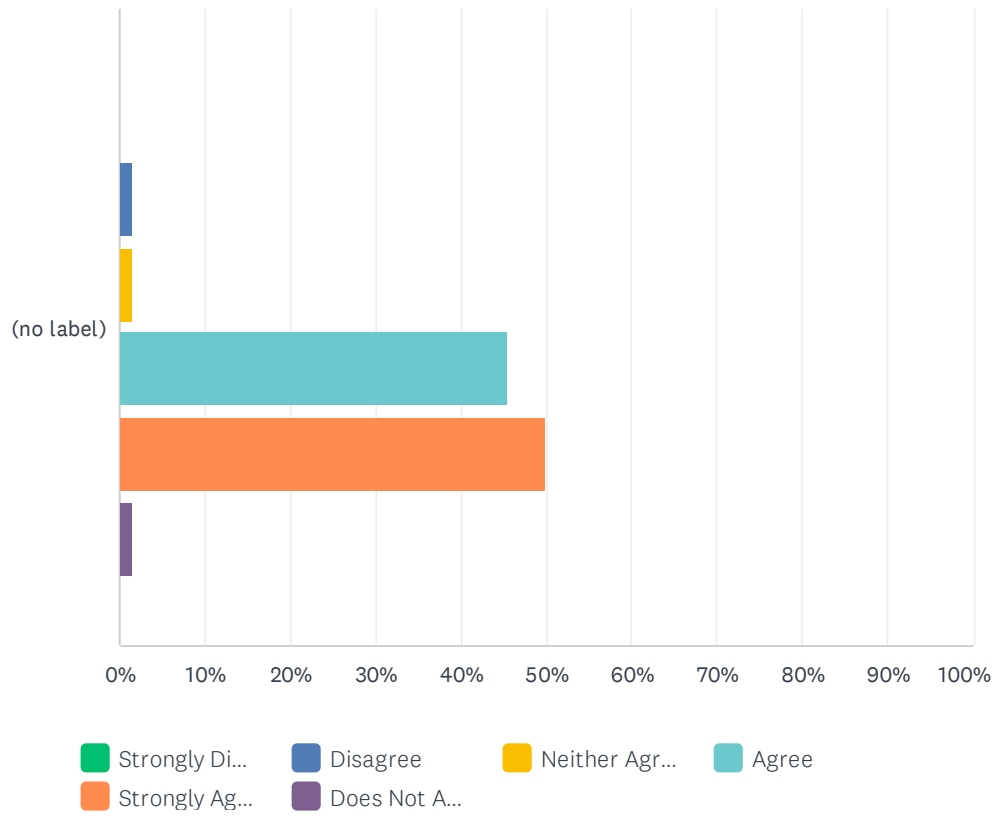
Answered: 62 Skipped: 2



	NEVER	RARELY	SOMETIMES	MOST OF THE TIME	ALWAYS	DOES NOT APPLY TO ME	TOTAL	WEIGHTED AVERAGE
(no label)	1.61% 1	3.23% 2	8.06% 5	37.10% 23	50.00% 31	0.00% 0	62	4.31

Q17 The staff are friendly and courteous

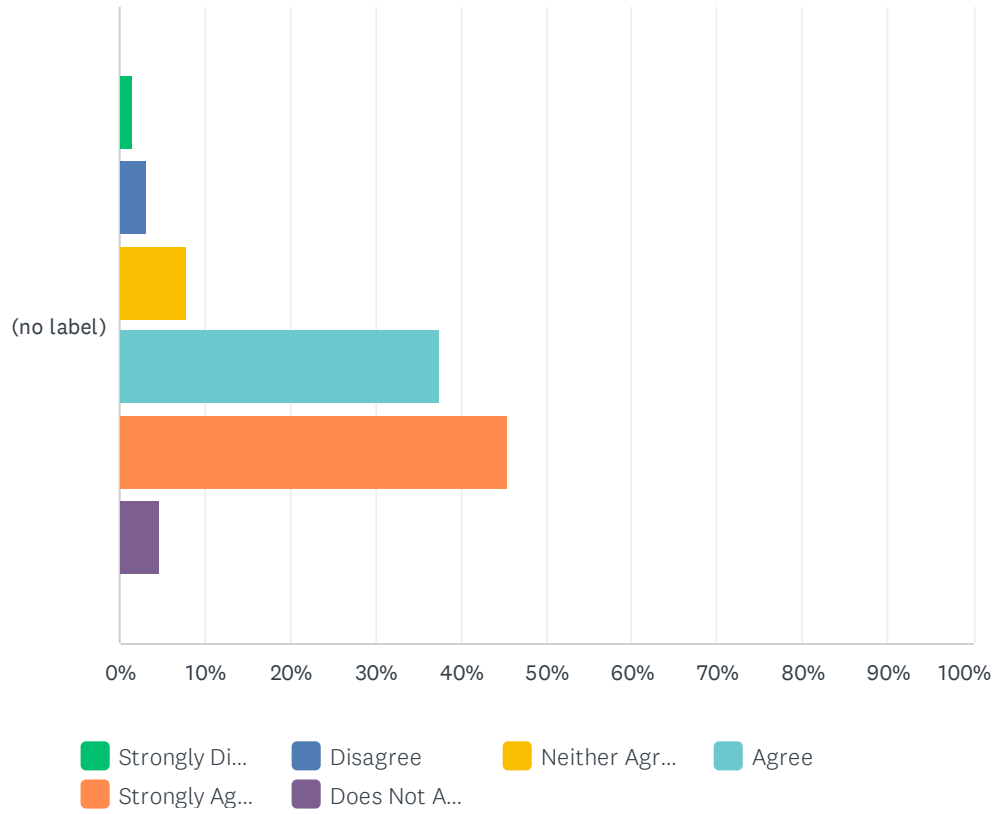
Answered: 64 Skipped: 0



	STRONGLY DISAGREE	DISAGREE	NEITHER AGREE OR DISAGREE	AGREE	STRONGLY AGREE	DOES NOT APPLY TO ME	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	1.56% 1	1.56% 1	45.31% 29	50.00% 32	1.56% 1	64	4.46

Q18 Do the staff take time to have conversations with the residents

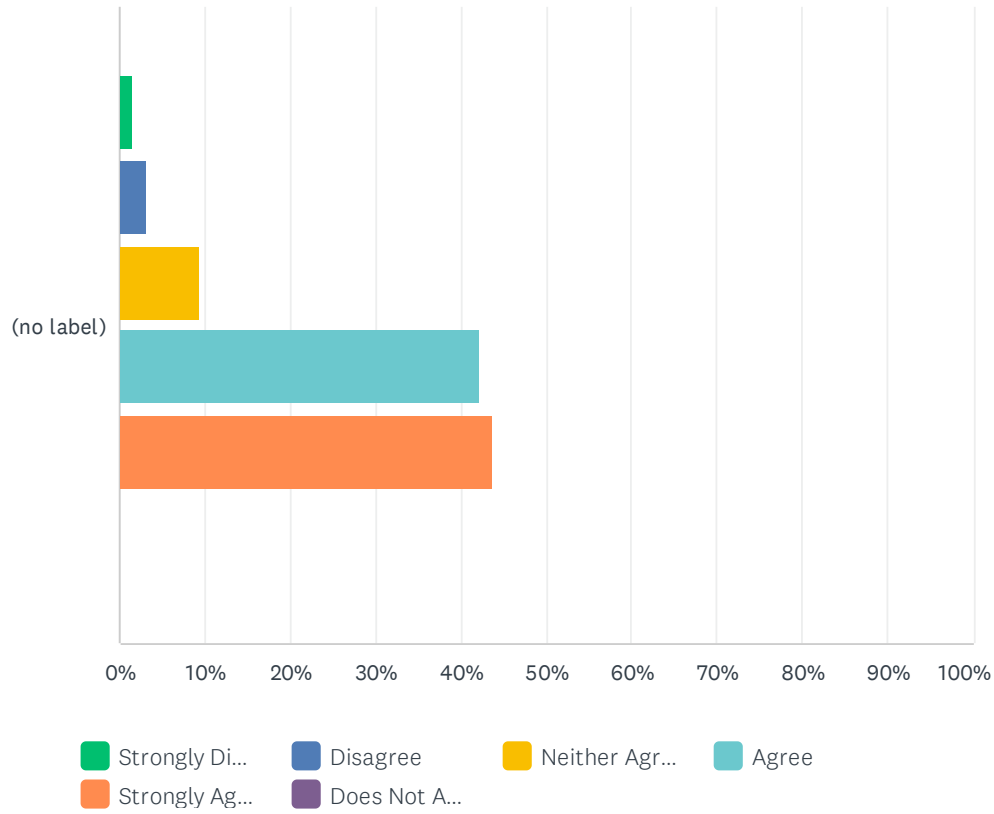
Answered: 64 Skipped: 0



	STRONGLY DISAGREE	DISAGREE	NEITHER AGREE OR DISAGREE	AGREE	STRONGLY AGREE	DOES NOT APPLY TO ME	TOTAL	WEIGHTED AVERAGE
(no label)	1.56% 1	3.13% 2	7.81% 5	37.50% 24	45.31% 29	4.69% 3	64	4.28

Q19 When I tell the staff a concern I feel they listen

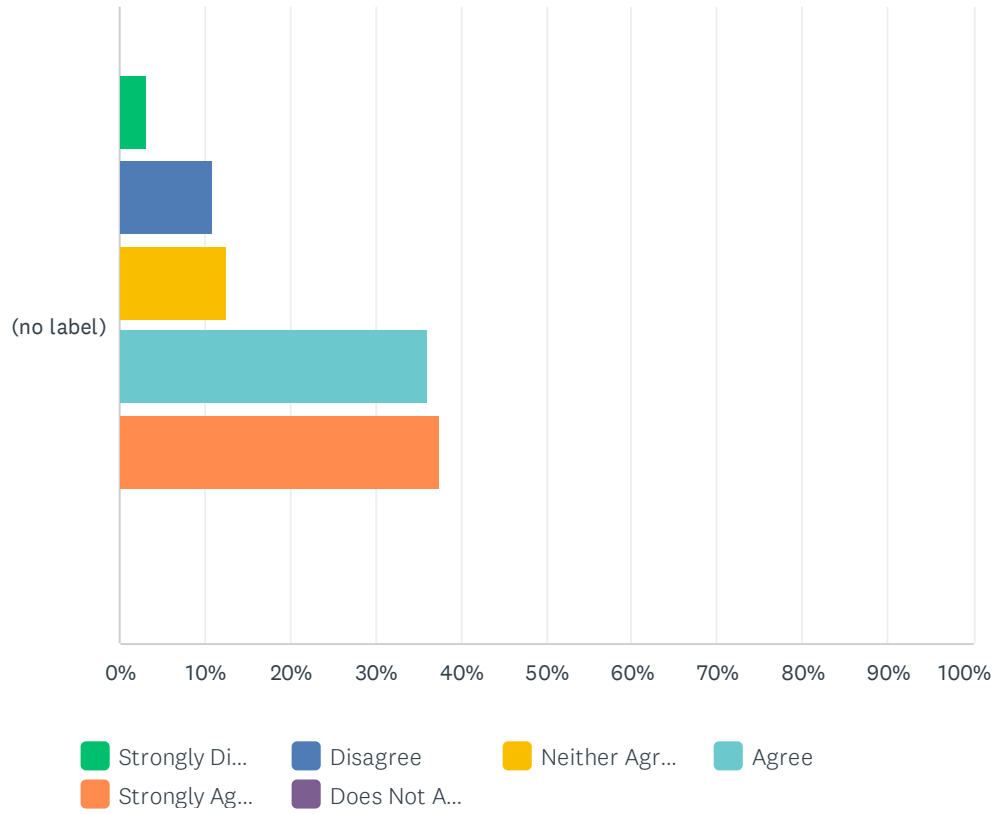
Answered: 64 Skipped: 0



	STRONGLY DISAGREE	DISAGREE	NEITHER AGREE OR DISAGREE	AGREE	STRONGLY AGREE	DOES NOT APPLY TO ME	TOTAL	WEIGHTED AVERAGE
(no label)	1.56% 1	3.13% 2	9.38% 6	42.19% 27	43.75% 28	0.00% 0	64	4.23

Q20 Do problems get resolved in a timely manner?

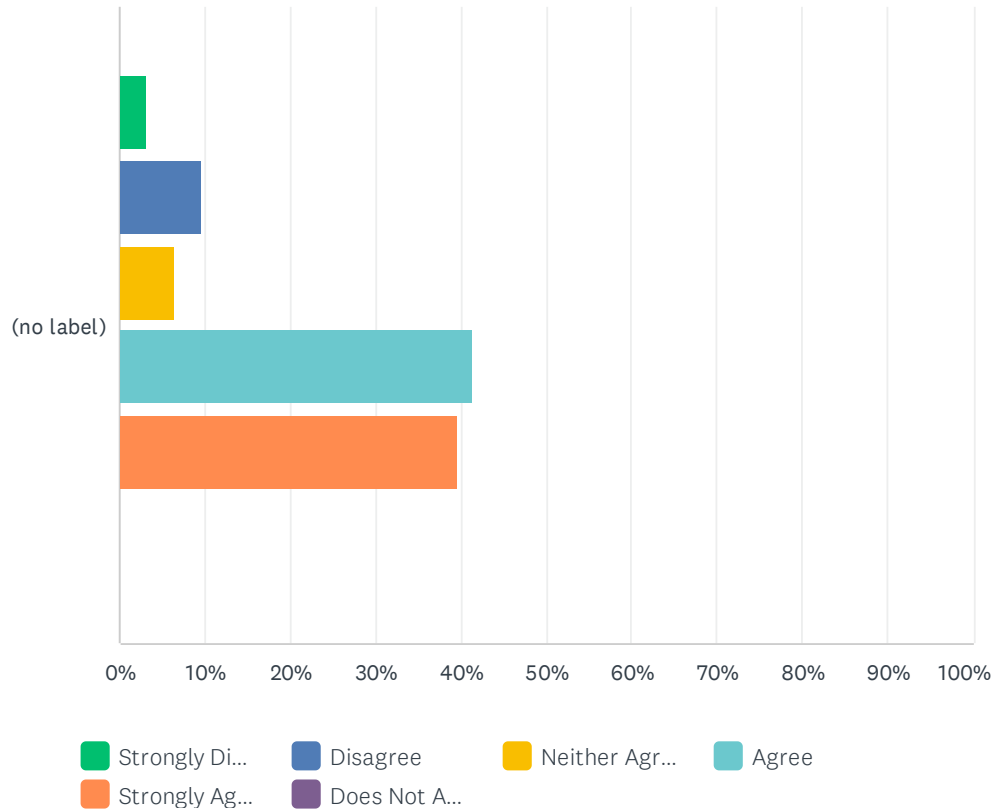
Answered: 64 Skipped: 0



	STRONGLY DISAGREE	DISAGREE	NEITHER AGREE OR DISAGREE	AGREE	STRONGLY AGREE	DOES NOT APPLY TO ME	TOTAL	WEIGHTED AVERAGE
(no label)	3.13% 2	10.94% 7	12.50% 8	35.94% 23	37.50% 24	0.00% 0	64	3.94

Q21 Are you given feedback/ answers to your questions and concerns?

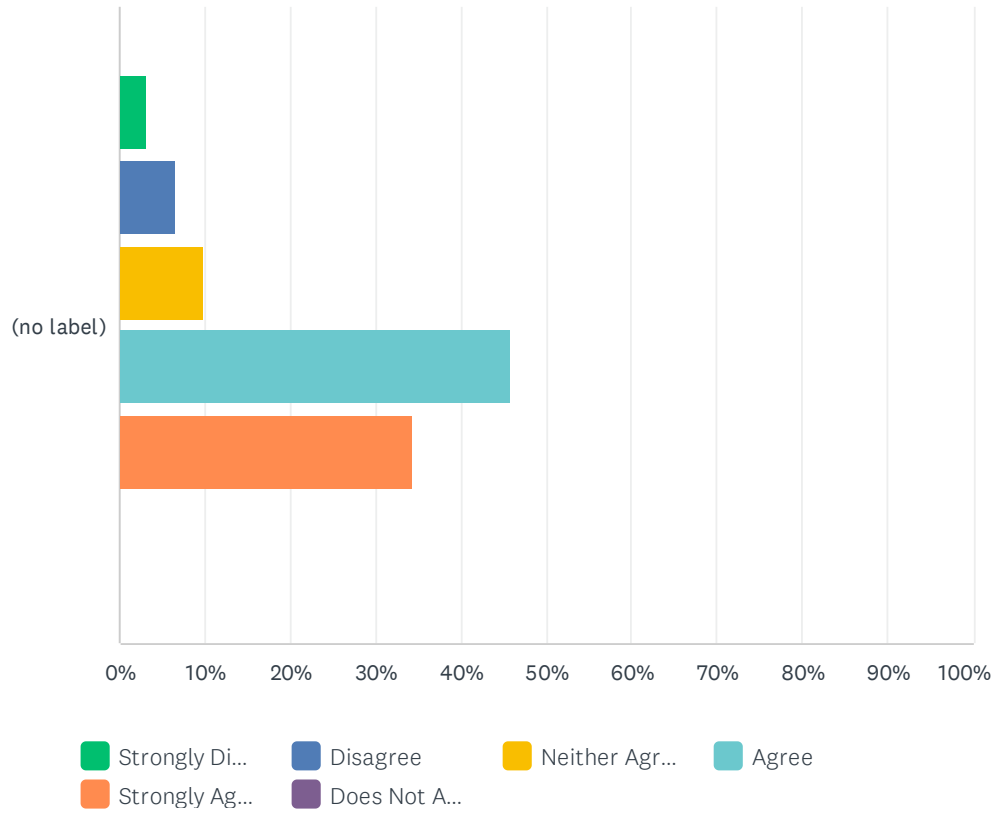
Answered: 63 Skipped: 1



	STRONGLY DISAGREE	DISAGREE	NEITHER AGREE OR DISAGREE	AGREE	STRONGLY AGREE	DOES NOT APPLY TO ME	TOTAL	WEIGHTED AVERAGE
(no label)	3.17% 2	9.52% 6	6.35% 4	41.27% 26	39.68% 25	0.00% 0	63	4.05

Q22 Overall, I'm satisfied with how problems are handled

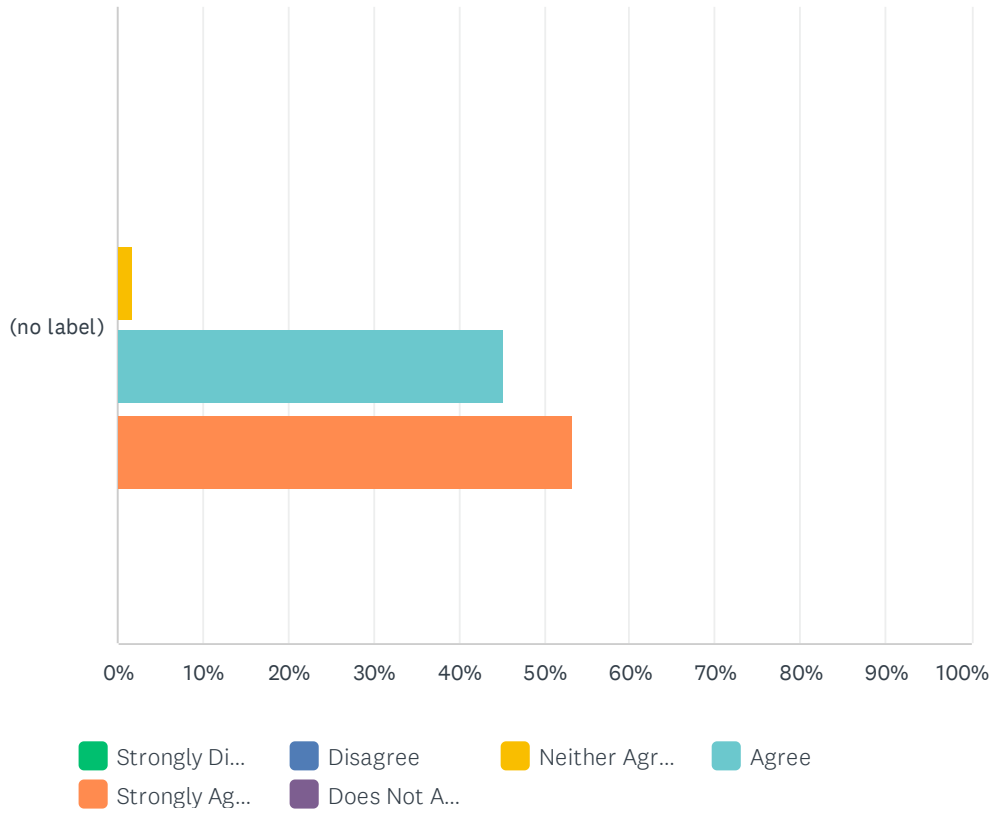
Answered: 61 Skipped: 3



	STRONGLY DISAGREE	DISAGREE	NEITHER AGREE OR DISAGREE	AGREE	STRONGLY AGREE	DOES NOT APPLY TO ME	TOTAL	WEIGHTED AVERAGE
(no label)	3.28% 2	6.56% 4	9.84% 6	45.90% 28	34.43% 21	0.00% 0	61	4.02

Q23 The home is kept clean

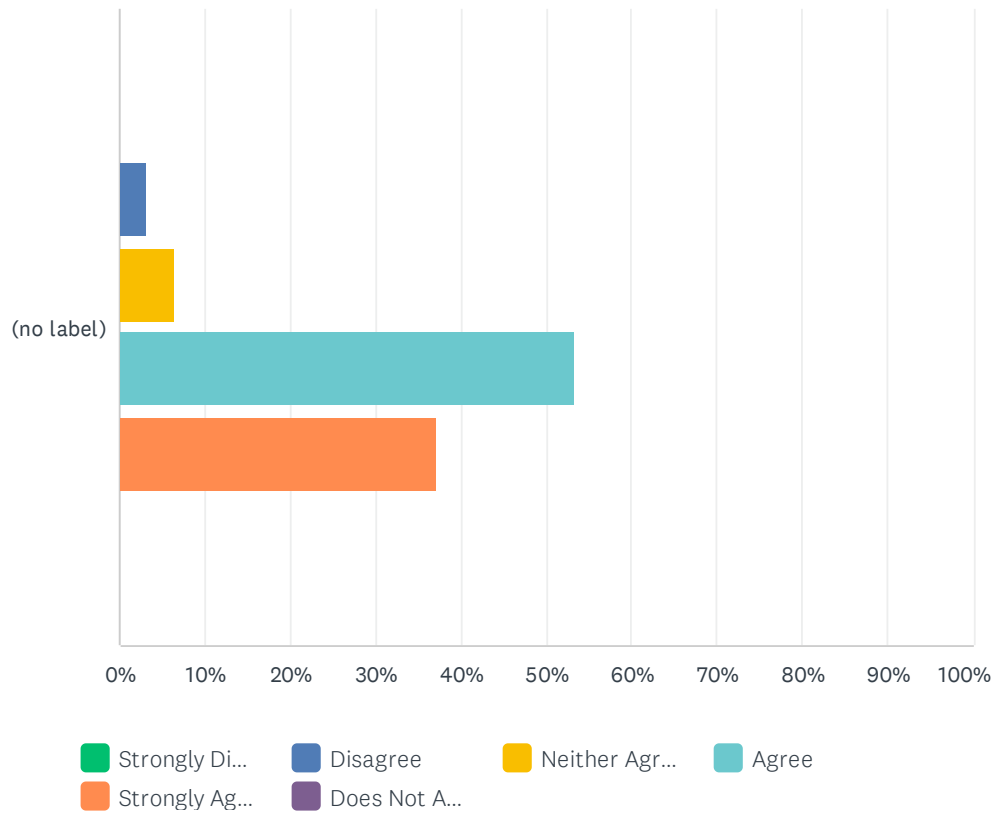
Answered: 62 Skipped: 2



	STRONGLY DISAGREE	DISAGREE	NEITHER AGREE OR DISAGREE	AGREE	STRONGLY AGREE	DOES NOT APPLY TO ME	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	0.00% 0	1.61% 1	45.16% 28	53.23% 33	0.00% 0	62	4.52

Q24 The home is well maintained

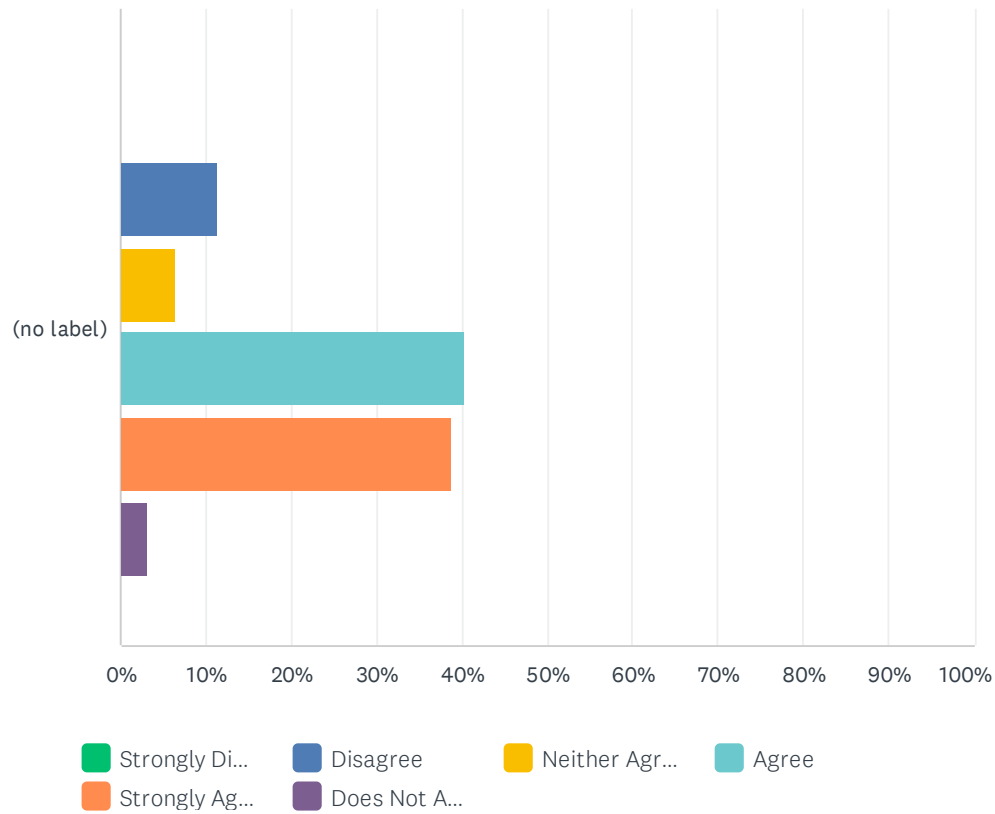
Answered: 62 Skipped: 2



	STRONGLY DISAGREE	DISAGREE	NEITHER AGREE OR DISAGREE	AGREE	STRONGLY AGREE	DOES NOT APPLY TO ME	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	3.23% 2	6.45% 4	53.23% 33	37.10% 23	0.00% 0	62	4.24

Q25 The gardens and grounds outside are well maintained

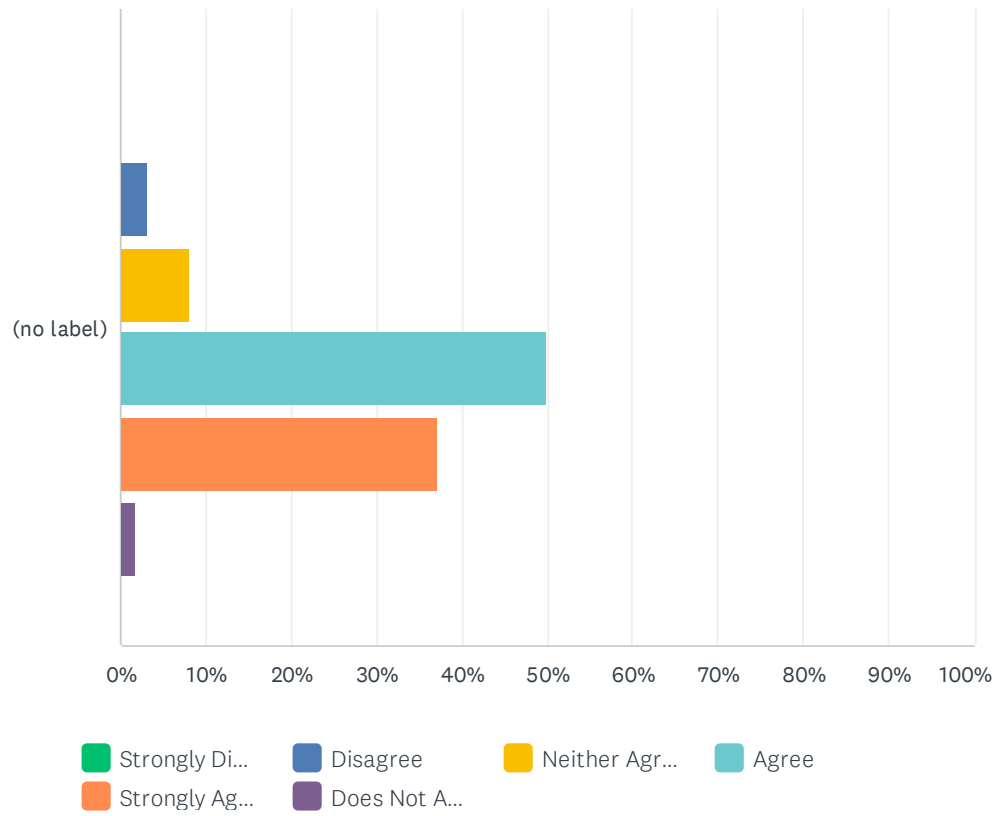
Answered: 62 Skipped: 2



	STRONGLY DISAGREE	DISAGREE	NEITHER AGREE OR DISAGREE	AGREE	STRONGLY AGREE	DOES NOT APPLY TO ME	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	11.29% 7	6.45% 4	40.32% 25	38.71% 24	3.23% 2	62	4.10

Q26 The décor in shared public areas is warm and inviting

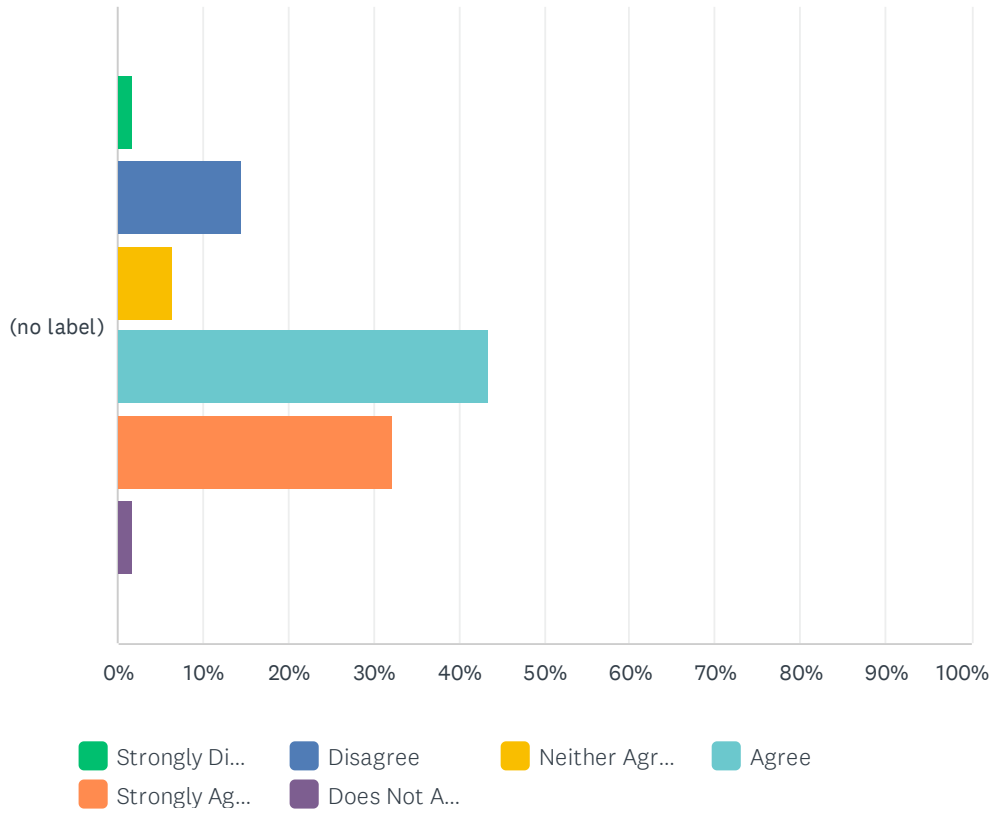
Answered: 62 Skipped: 2



	STRONGLY DISAGREE	DISAGREE	NEITHER AGREE OR DISAGREE	AGREE	STRONGLY AGREE	DOES NOT APPLY TO ME	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	3.23% 2	8.06% 5	50.00% 31	37.10% 23	1.61% 1	62	4.23

Q27 There is a home like feel to our home

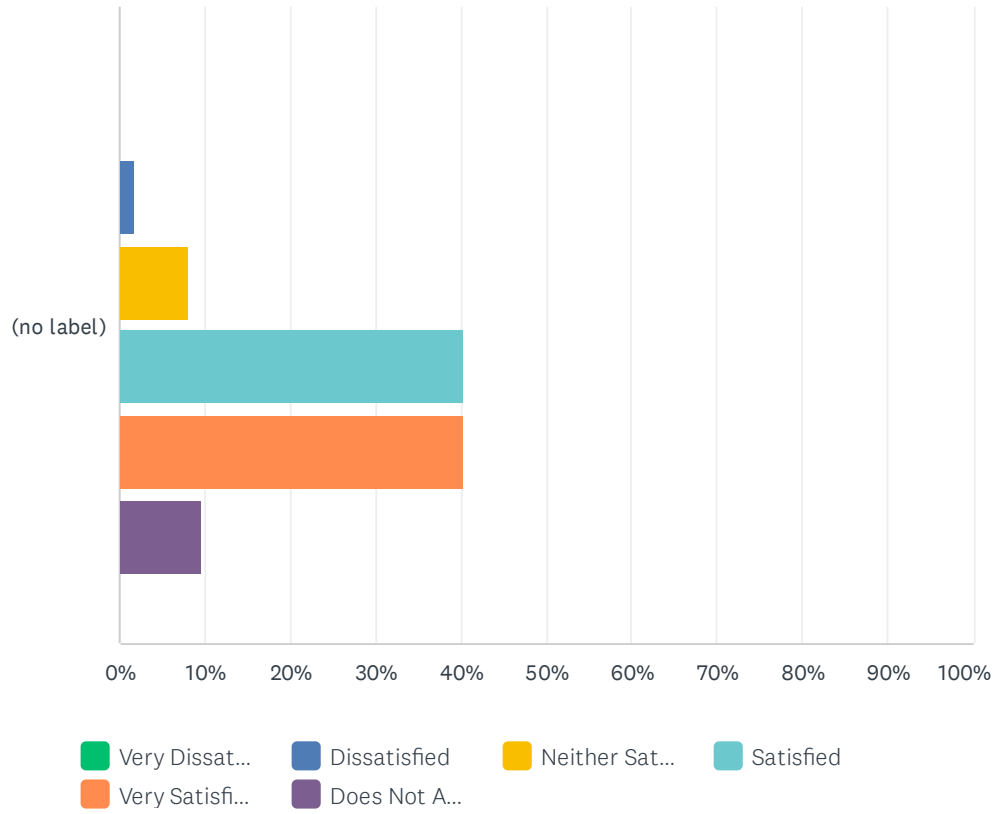
Answered: 62 Skipped: 2



	STRONGLY DISAGREE	DISAGREE	NEITHER AGREE OR DISAGREE	AGREE	STRONGLY AGREE	DOES NOT APPLY TO ME	TOTAL	WEIGHTED AVERAGE
(no label)	1.61% 1	14.52% 9	6.45% 4	43.55% 27	32.26% 20	1.61% 1	62	3.92

Q28 I enjoy the programs offered

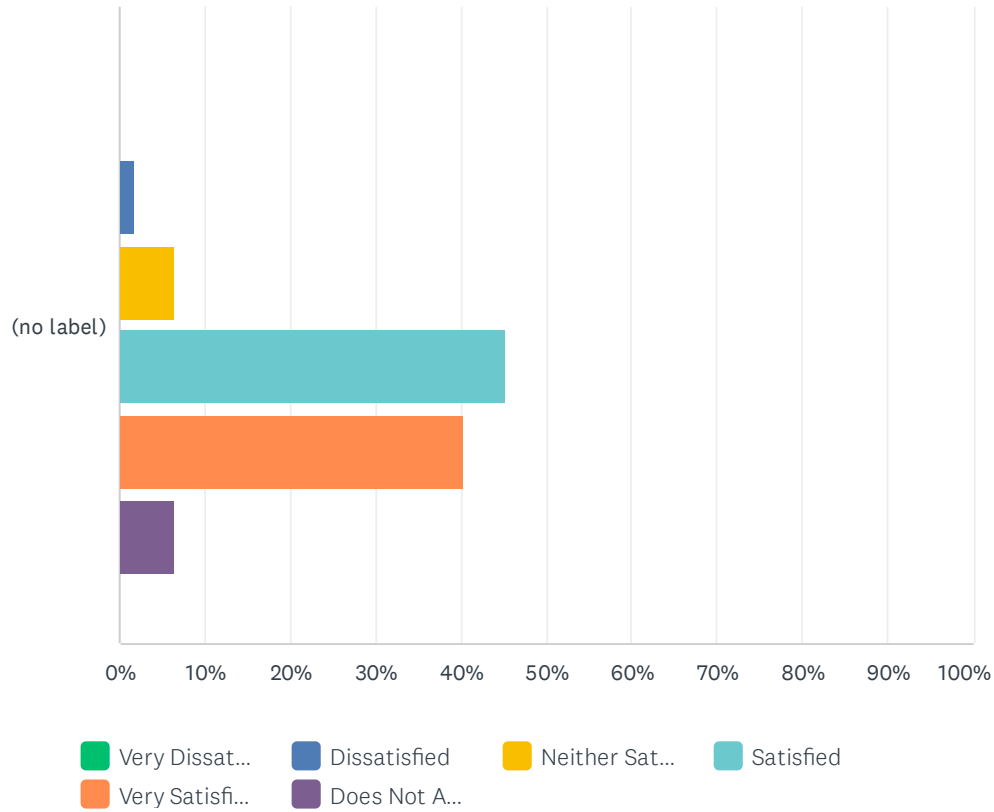
Answered: 62 Skipped: 2



	VERY DISSATISFIED	DISSATISFIED	NEITHER SATISFIED OR DISSATISFIED	SATISFIED	VERY SATISFIED	DOES NOT APPLY TO ME	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	1.61% 1	8.06% 5	40.32% 25	40.32% 25	9.68% 6	62	4.32

Q29 I am able to participate in and be as busy as I choose

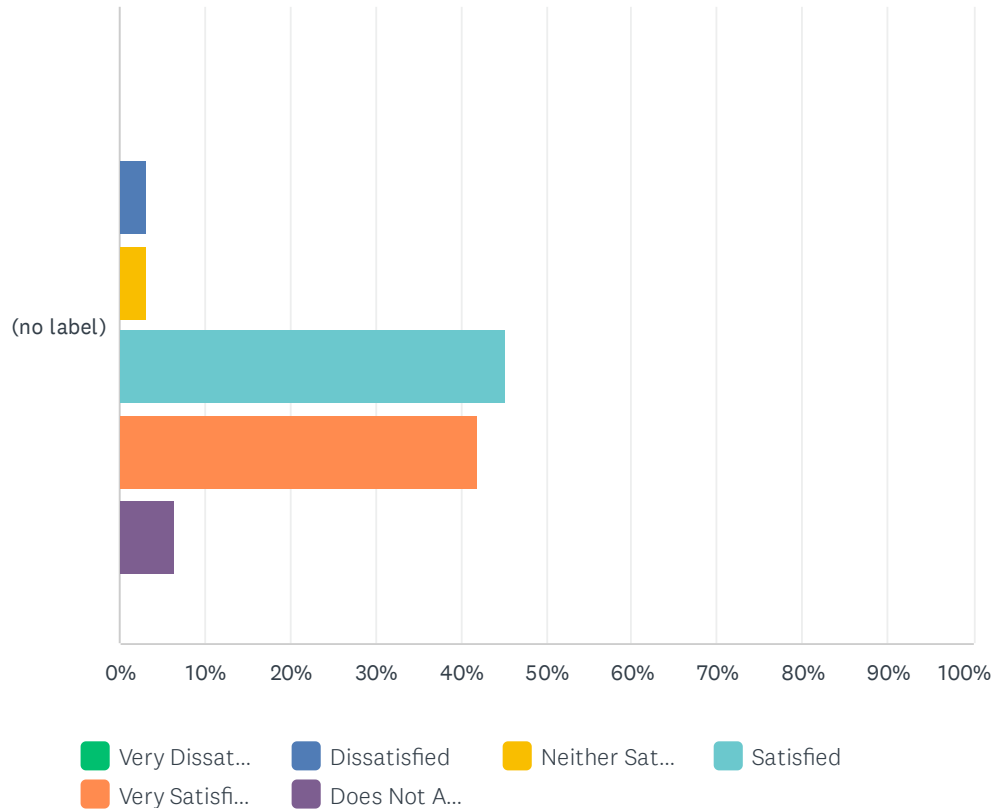
Answered: 62 Skipped: 2



	VERY DISSATISFIED	DISSATISFIED	NEITHER SATISFIED OR DISSATISFIED	SATISFIED	VERY SATISFIED	DOES NOT APPLY TO ME	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	1.61% 1	6.45% 4	45.16% 28	40.32% 25	6.45% 4	62	4.33

Q30 There is a good variety of programs

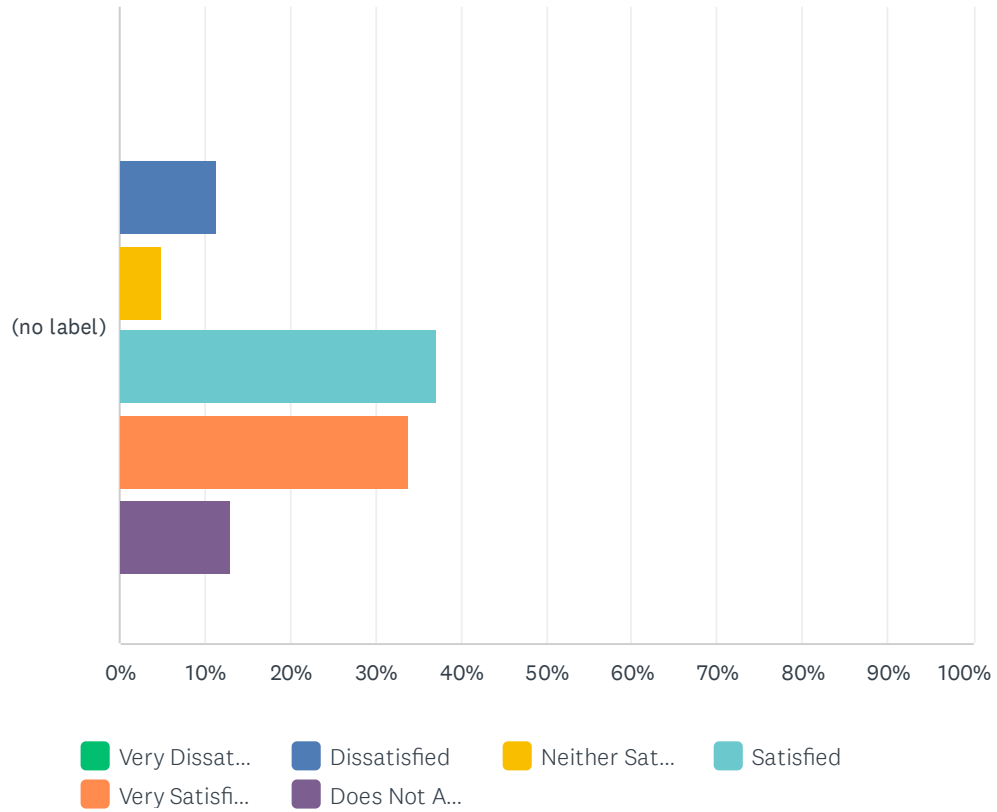
Answered: 62 Skipped: 2



	VERY DISSATISFIED	DISSATISFIED	NEITHER SATISFIED OR DISSATISFIED	SATISFIED	VERY SATISFIED	DOES NOT APPLY TO ME	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	3.23% 2	3.23% 2	45.16% 28	41.94% 26	6.45% 4	62	4.34

Q31 Are there enough programs on the weekends

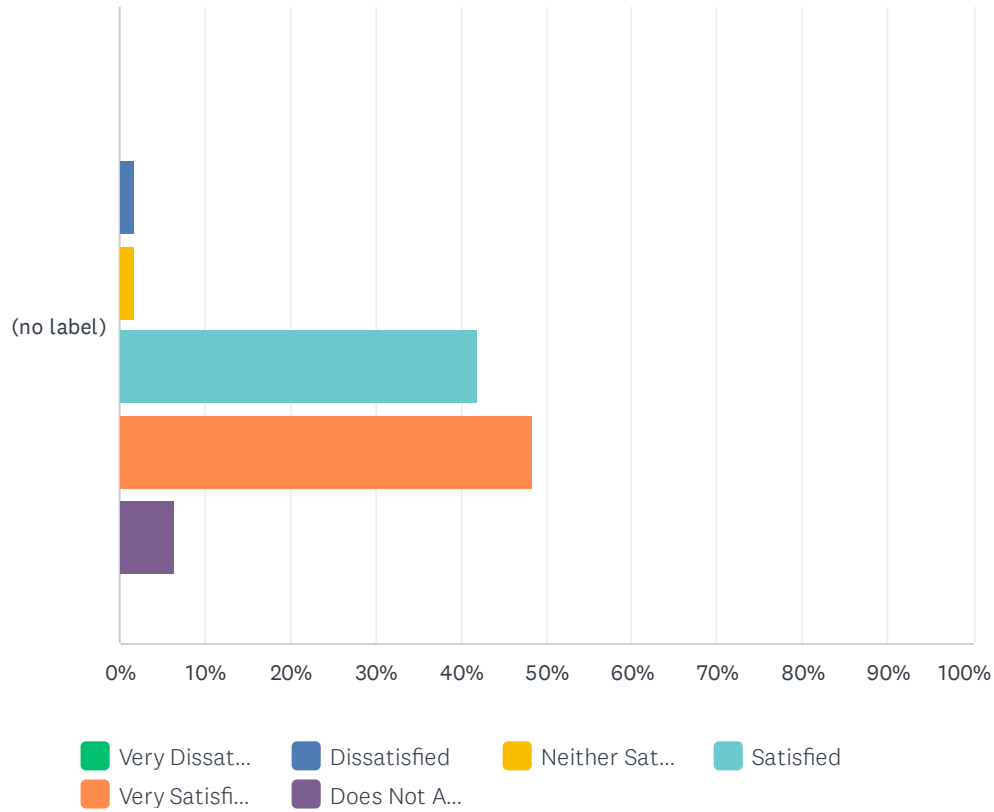
Answered: 62 Skipped: 2



	VERY DISSATISFIED	DISSATISFIED	NEITHER SATISFIED OR DISSATISFIED	SATISFIED	VERY SATISFIED	DOES NOT APPLY TO ME	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	11.29% 7	4.84% 3	37.10% 23	33.87% 21	12.90% 8	62	4.07

Q32 Do you receive enough attention from staff in program department

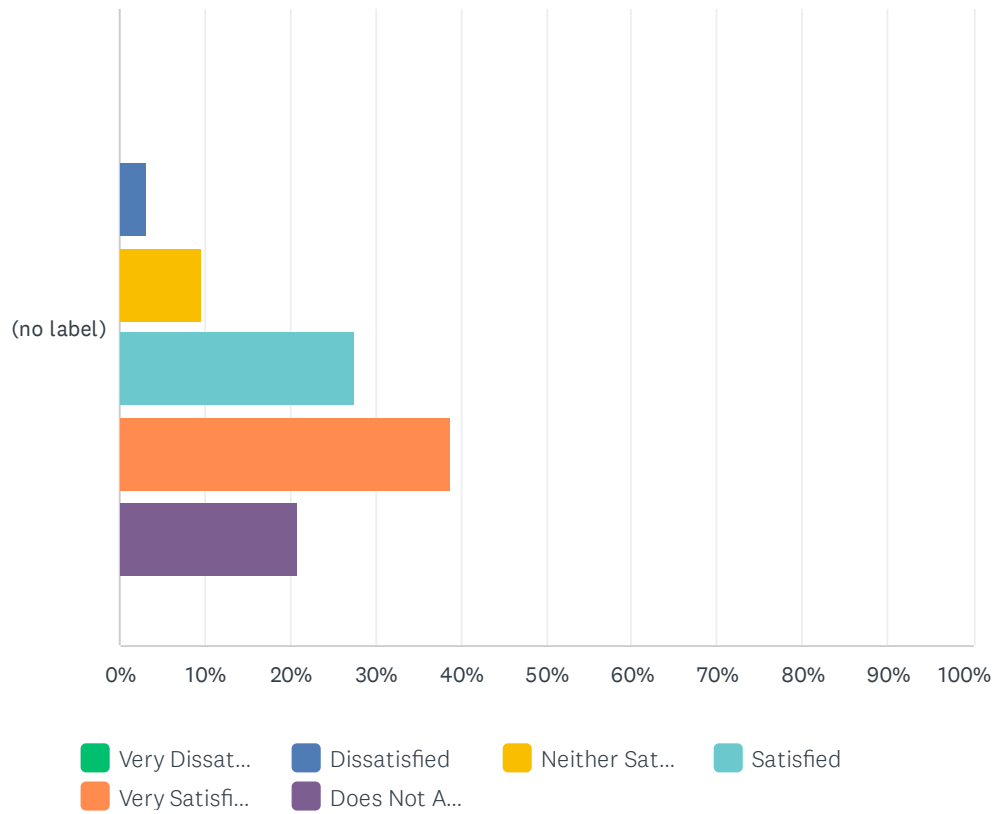
Answered: 62 Skipped: 2



	VERY DISSATISFIED	DISSATISFIED	NEITHER SATISFIED OR DISSATISFIED	SATISFIED	VERY SATISFIED	DOES NOT APPLY TO ME	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	1.61% 1	1.61% 1	41.94% 26	48.39% 30	6.45% 4	62	4.47

Q33 Spiritual/ religious needs are met

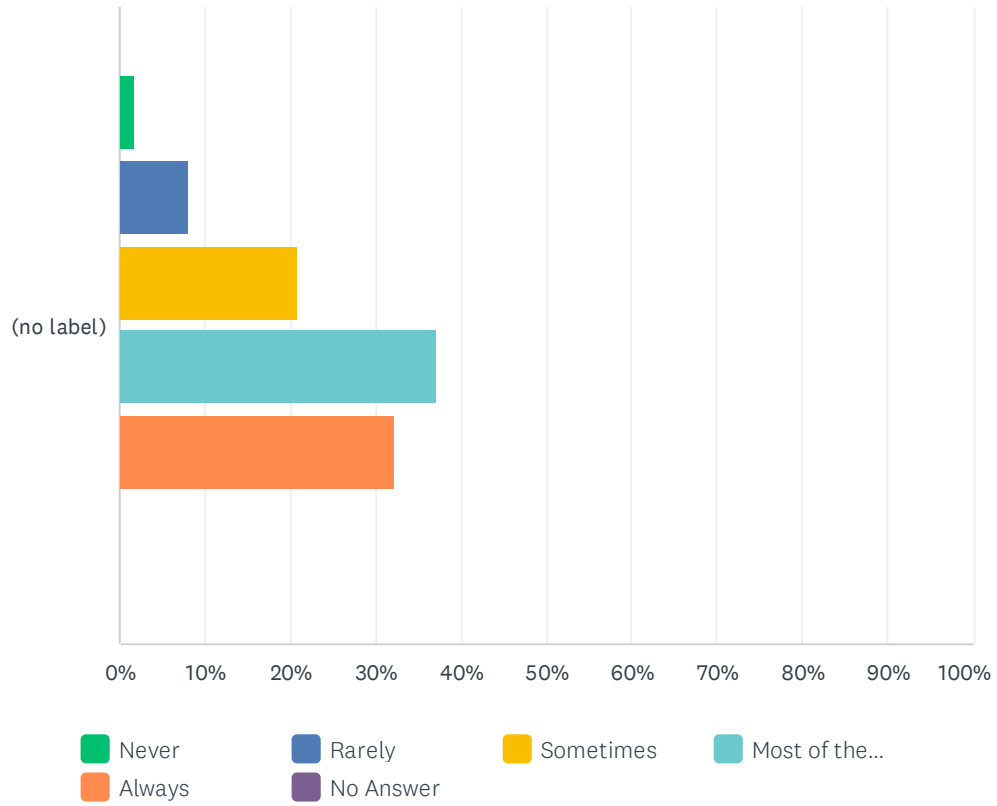
Answered: 62 Skipped: 2



	VERY DISSATISFIED	DISSATISFIED	NEITHER SATISFIED OR DISSATISFIED	SATISFIED	VERY SATISFIED	DOES NOT APPLY TO ME	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	3.23% 2	9.68% 6	27.42% 17	38.71% 24	20.97% 13	62	4.29

Q34 I am happy with the food choices

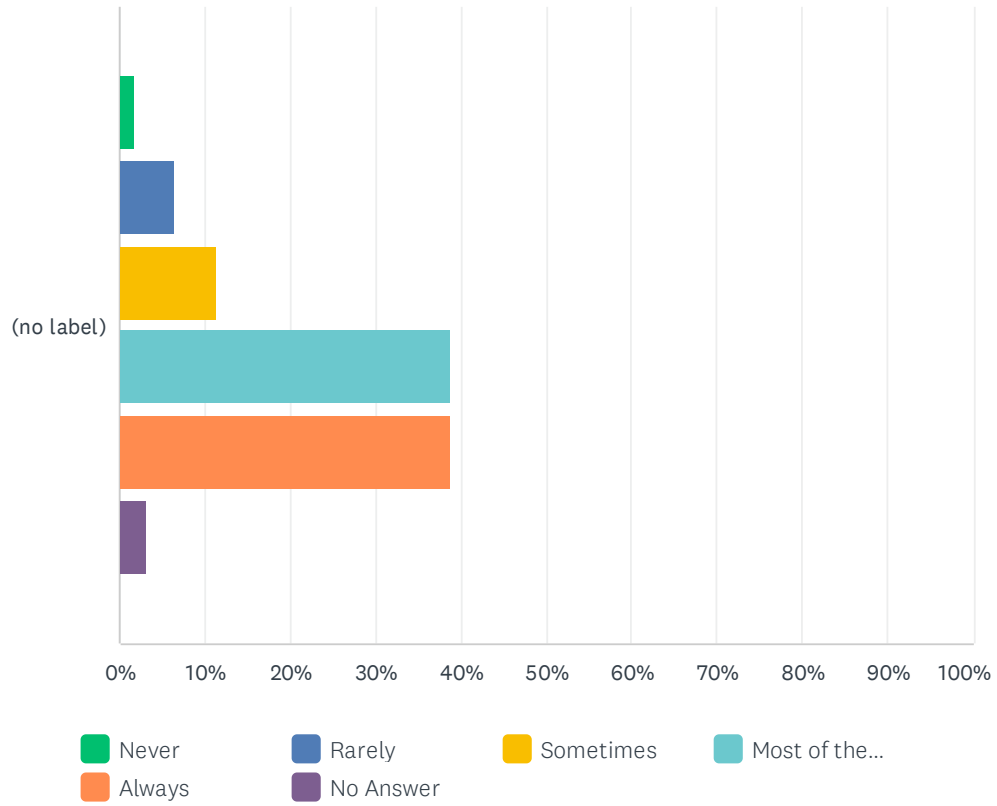
Answered: 62 Skipped: 2



	NEVER	RARELY	SOMETIMES	MOST OF THE TIME	ALWAYS	NO ANSWER	TOTAL	WEIGHTED AVERAGE
(no label)	1.61% 1	8.06% 5	20.97% 13	37.10% 23	32.26% 20	0.00% 0	62	3.90

Q35 Mealtime is an enjoyable time

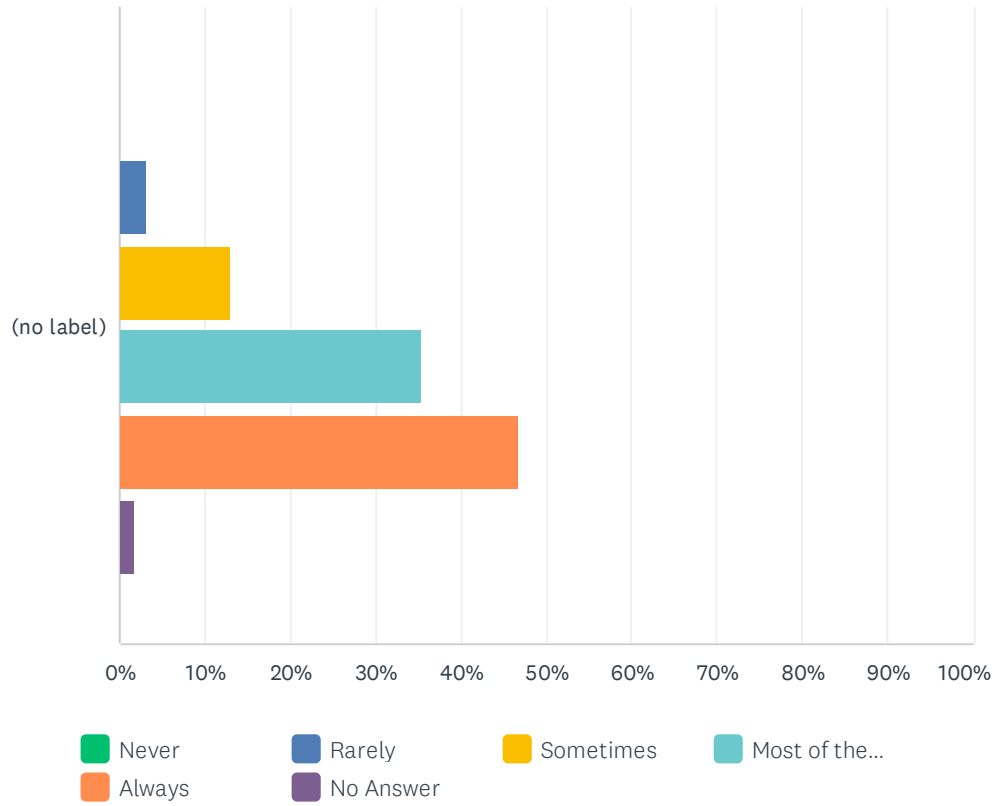
Answered: 62 Skipped: 2



	NEVER	RARELY	SOMETIMES	MOST OF THE TIME	ALWAYS	NO ANSWER	TOTAL	WEIGHTED AVERAGE
(no label)	1.61% 1	6.45% 4	11.29% 7	38.71% 24	38.71% 24	3.23% 2	62	4.10

Q36 I am able to get my meal choice

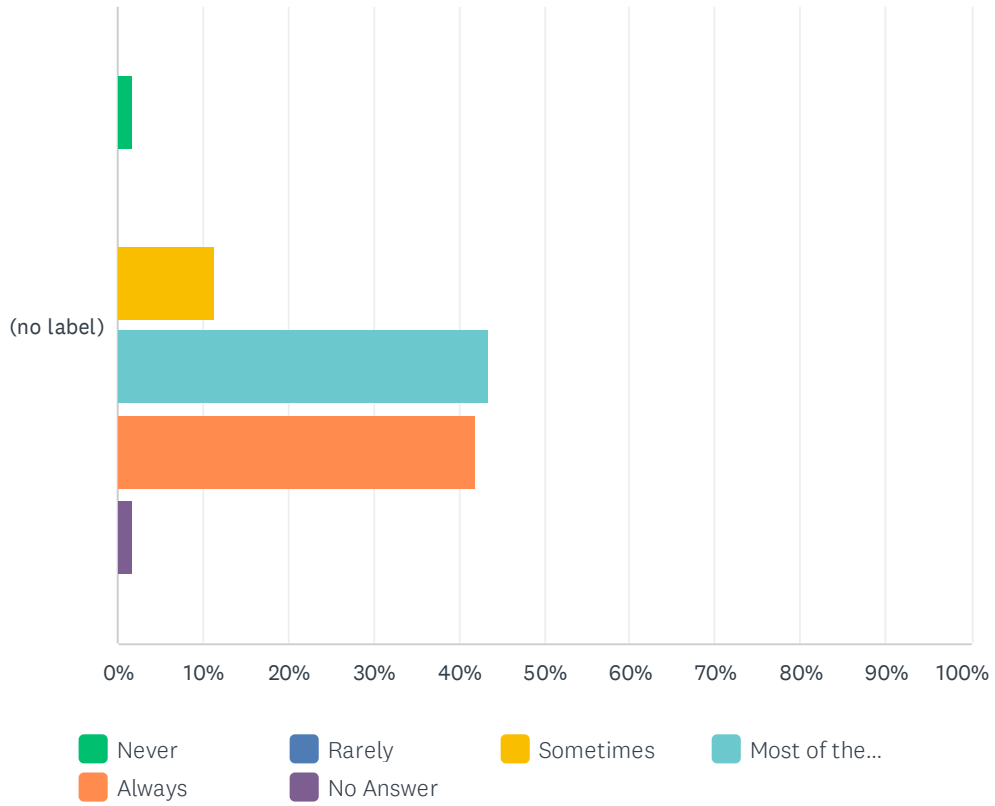
Answered: 62 Skipped: 2



	NEVER	RARELY	SOMETIMES	MOST OF THE TIME	ALWAYS	NO ANSWER	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	3.23% 2	12.90% 8	35.48% 22	46.77% 29	1.61% 1	62	4.28

Q37 I am satisfied with the quantity of food at meals

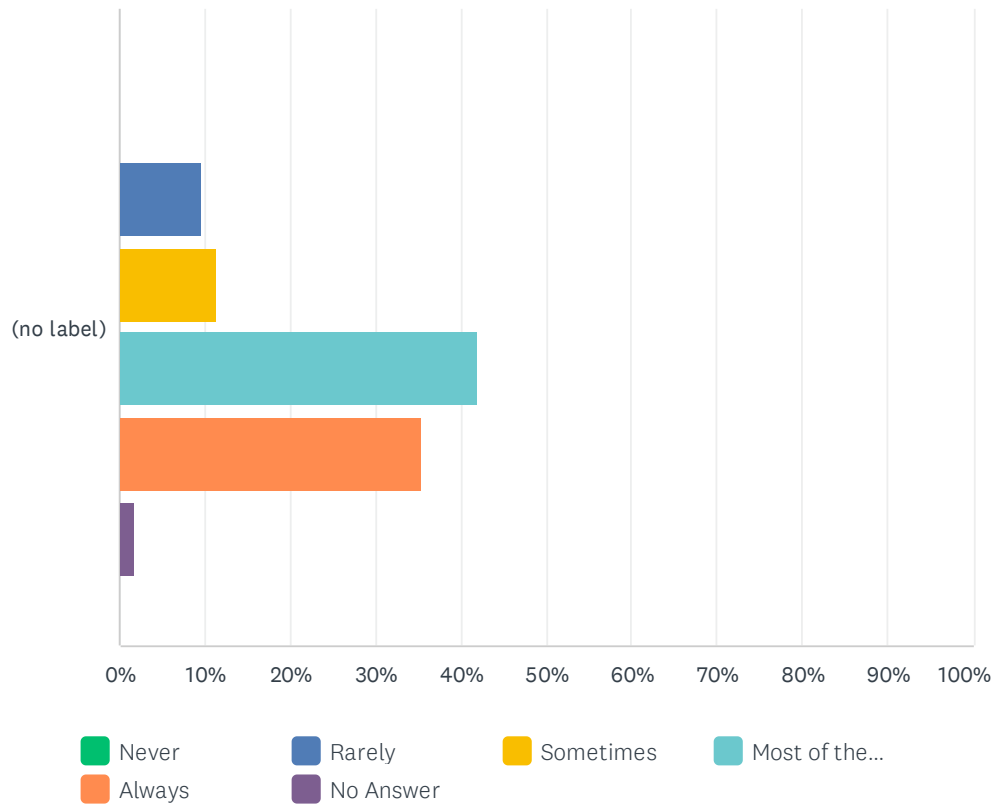
Answered: 62 Skipped: 2



	NEVER	RARELY	SOMETIMES	MOST OF THE TIME	ALWAYS	NO ANSWER	TOTAL	WEIGHTED AVERAGE
(no label)	1.61% 1	0.00% 0	11.29% 7	43.55% 27	41.94% 26	1.61% 1	62	4.26

Q38 There is a good variety of food

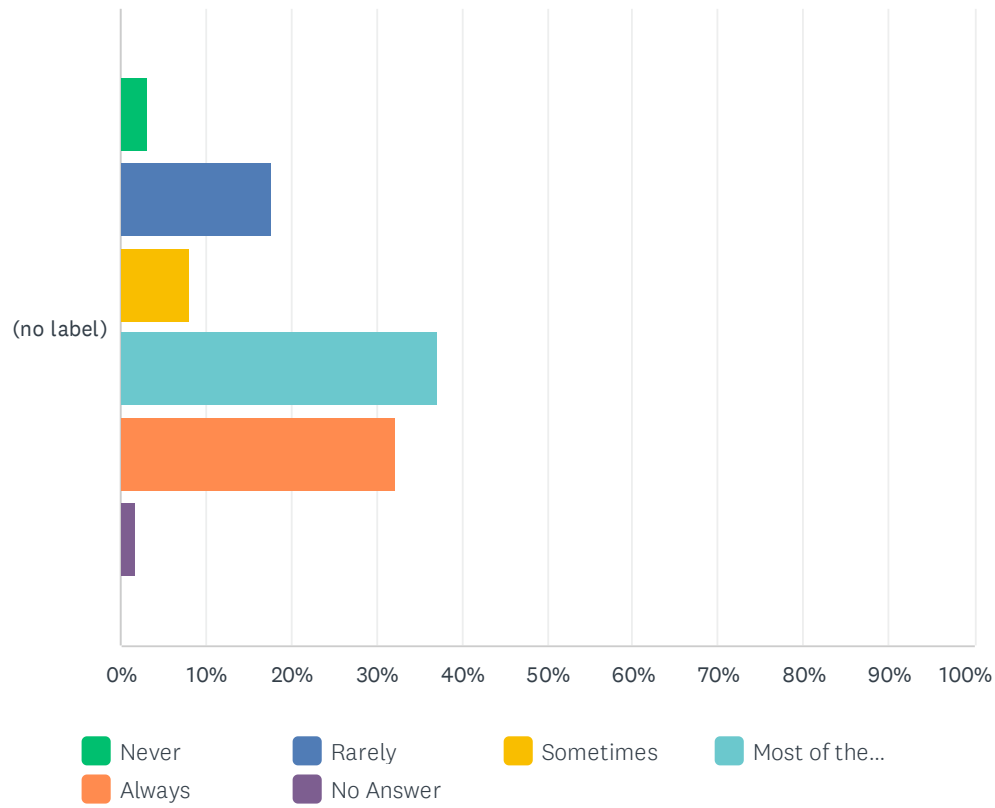
Answered: 62 Skipped: 2



	NEVER	RARELY	SOMETIMES	MOST OF THE TIME	ALWAYS	NO ANSWER	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	9.68% 6	11.29% 7	41.94% 26	35.48% 22	1.61% 1	62	4.05

Q39 There is a variety of food on the snack cart

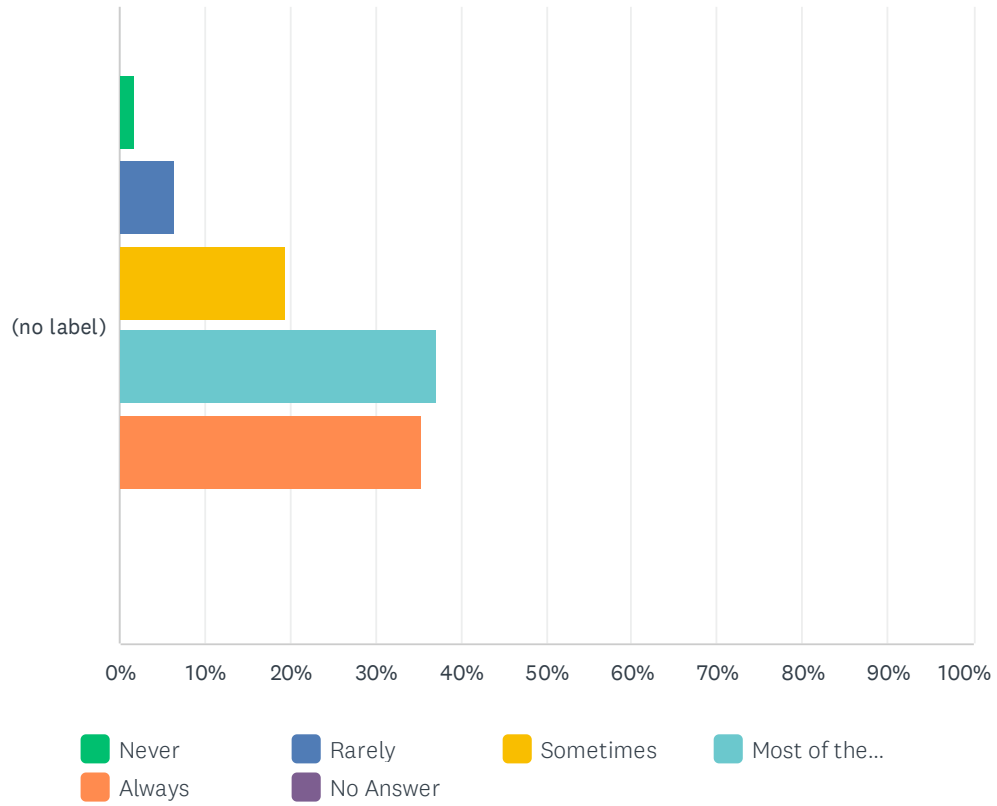
Answered: 62 Skipped: 2



	NEVER	RARELY	SOMETIMES	MOST OF THE TIME	ALWAYS	NO ANSWER	TOTAL	WEIGHTED AVERAGE
(no label)	3.23% 2	17.74% 11	8.06% 5	37.10% 23	32.26% 20	1.61% 1	62	3.79

Q40 The food is tasty and a good temperature

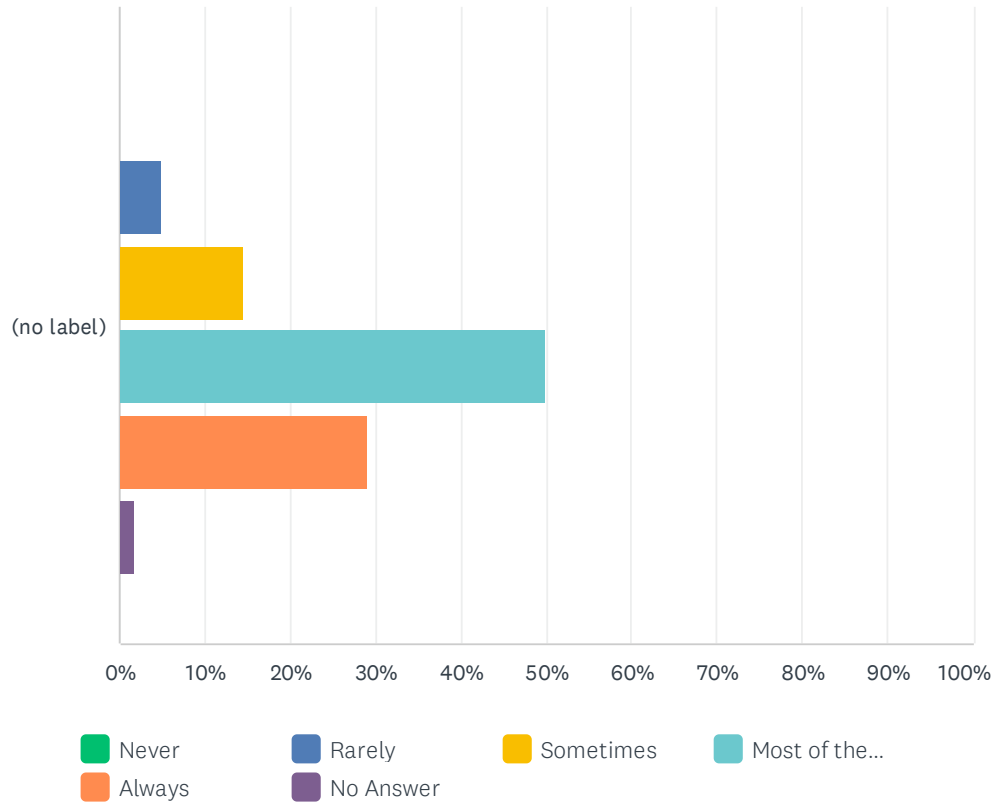
Answered: 62 Skipped: 2



	NEVER	RARELY	SOMETIMES	MOST OF THE TIME	ALWAYS	NO ANSWER	TOTAL	WEIGHTED AVERAGE
(no label)	1.61% 1	6.45% 4	19.35% 12	37.10% 23	35.48% 22	0.00% 0	62	3.98

Q41 I am pleased with the dining experience

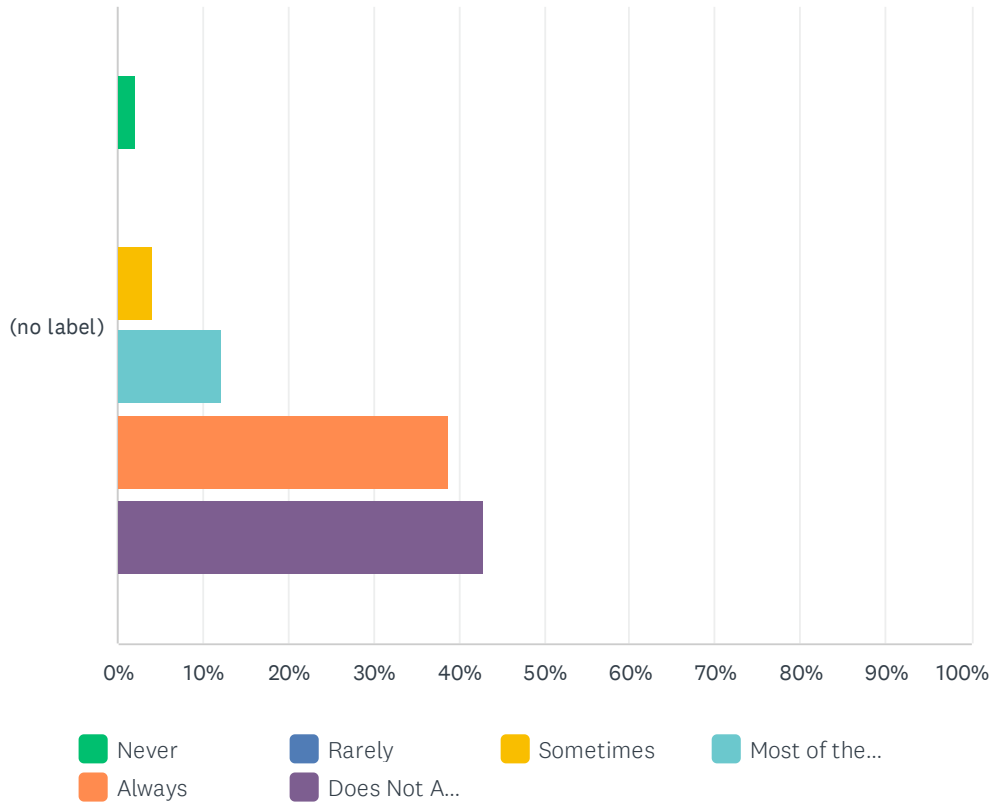
Answered: 62 Skipped: 2



	NEVER	RARELY	SOMETIMES	MOST OF THE TIME	ALWAYS	NO ANSWER	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	4.84% 3	14.52% 9	50.00% 31	29.03% 18	1.61% 1	62	4.05

Q42 Do you feel you have a voice in the care of your family member

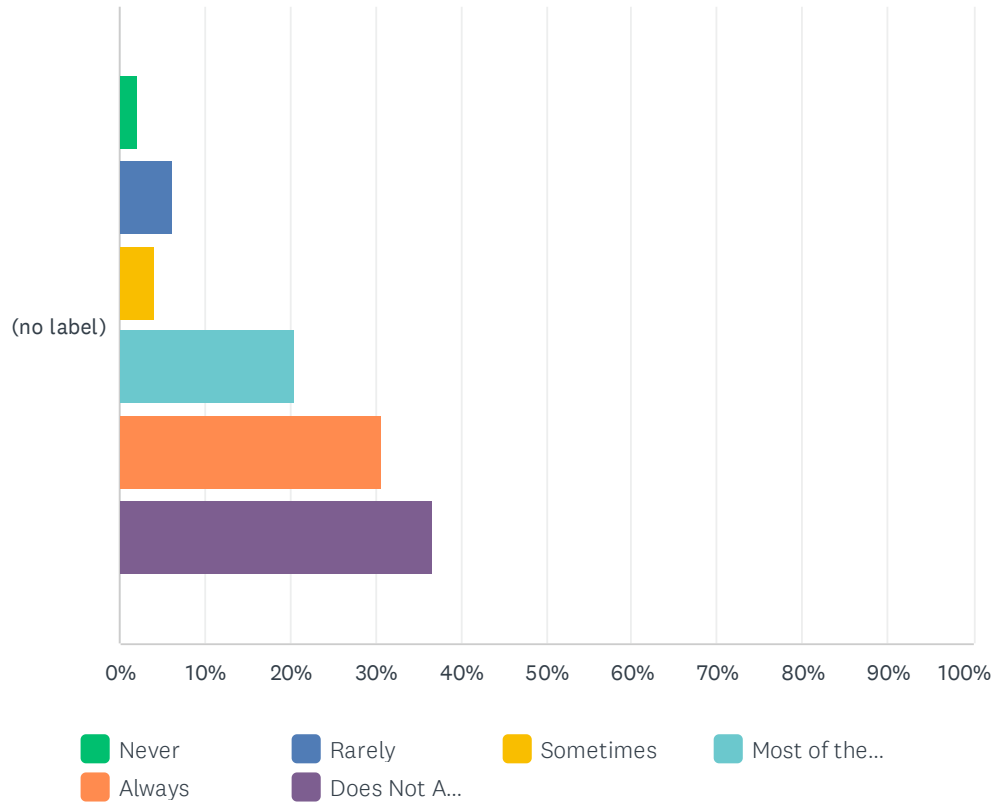
Answered: 49 Skipped: 15



	NEVER	RARELY	SOMETIMES	MOST OF THE TIME	ALWAYS	DOES NOT APPLY TO ME	TOTAL	WEIGHTED AVERAGE
(no label)	2.04% 1	0.00% 0	4.08% 2	12.24% 6	38.78% 19	42.86% 21	49	4.50

Q43 Do you receive good communication from staff when there are concerns

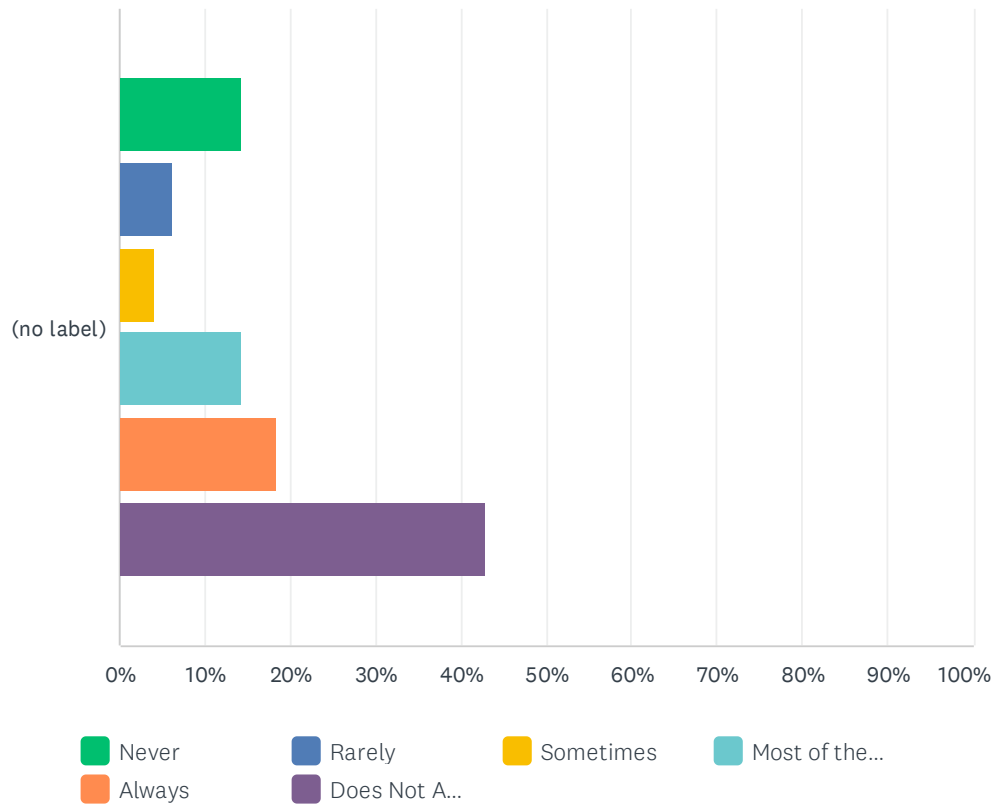
Answered: 49 Skipped: 15



	NEVER	RARELY	SOMETIMES	MOST OF THE TIME	ALWAYS	DOES NOT APPLY TO ME	TOTAL	WEIGHTED AVERAGE
(no label)	2.04%	6.12%	4.08%	20.41%	30.61%	36.73%	49	4.13
	1	3	2	10	15	18		

Q44 Do you participate or know there is a Family Council

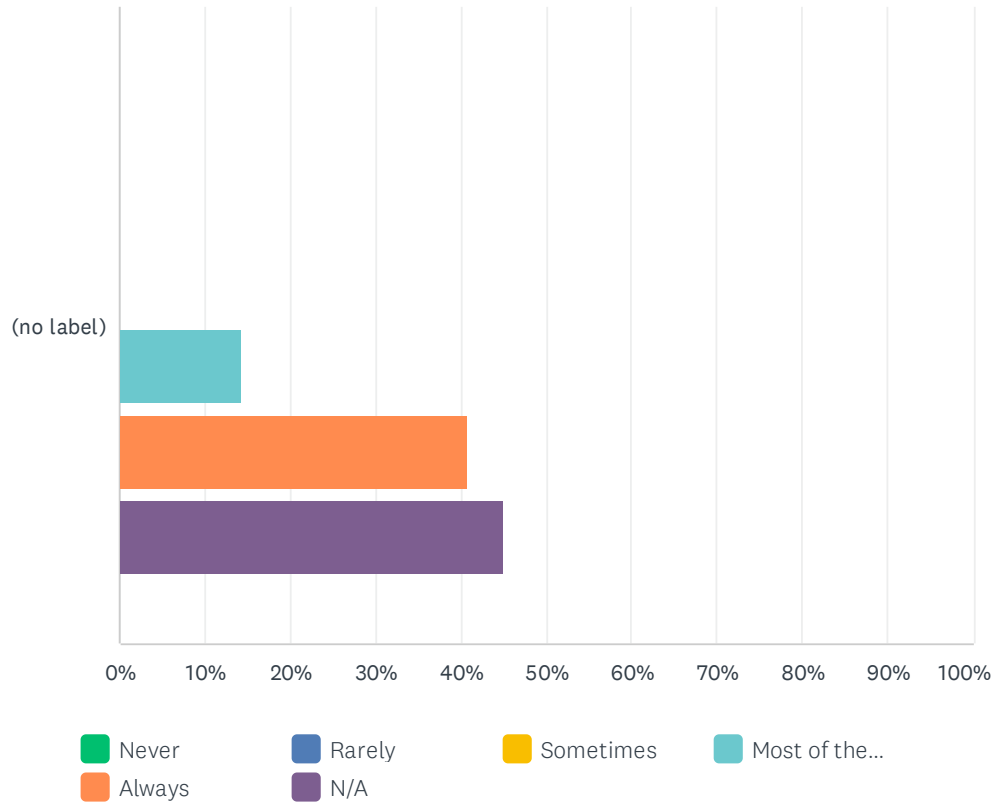
Answered: 49 Skipped: 15



	NEVER	RARELY	SOMETIMES	MOST OF THE TIME	ALWAYS	DOES NOT APPLY TO ME	TOTAL	WEIGHTED AVERAGE
(no label)	14.29% 7	6.12% 3	4.08% 2	14.29% 7	18.37% 9	42.86% 21	49	3.29

Q45 Are you able to visit your family member at any time

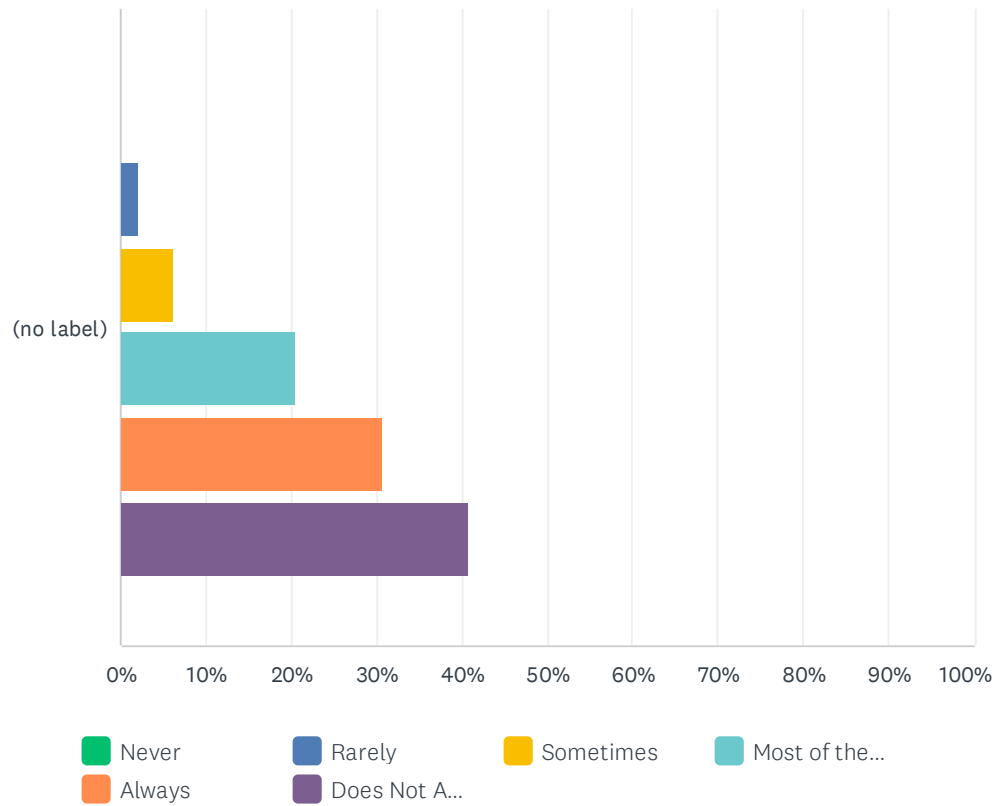
Answered: 49 Skipped: 15



	NEVER	RARELY	SOMETIMES	MOST OF THE TIME	ALWAYS	N/A	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	0.00% 0	0.00% 0	14.29% 7	40.82% 20	44.90% 22	49	4.74

Q46 Are you pleased with the care they are receiving

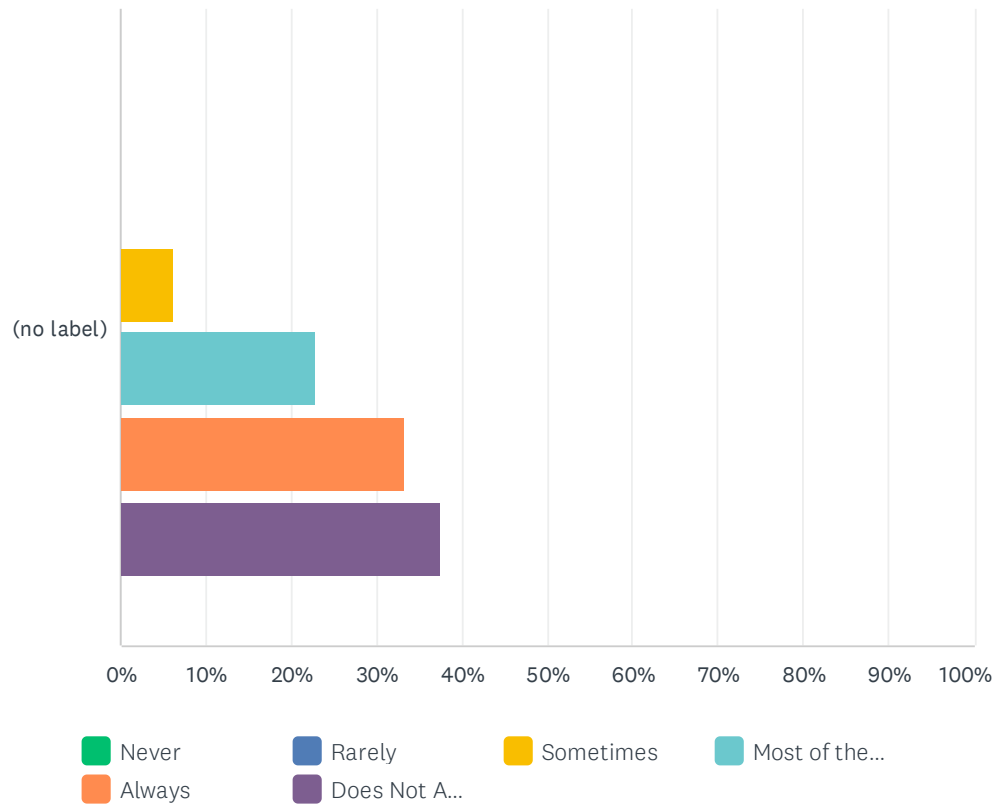
Answered: 49 Skipped: 15



	NEVER	RARELY	SOMETIMES	MOST OF THE TIME	ALWAYS	DOES NOT APPLY TO ME	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	2.04% 1	6.12% 3	20.41% 10	30.61% 15	40.82% 20	49	4.34

Q47 Do you find our home inviting

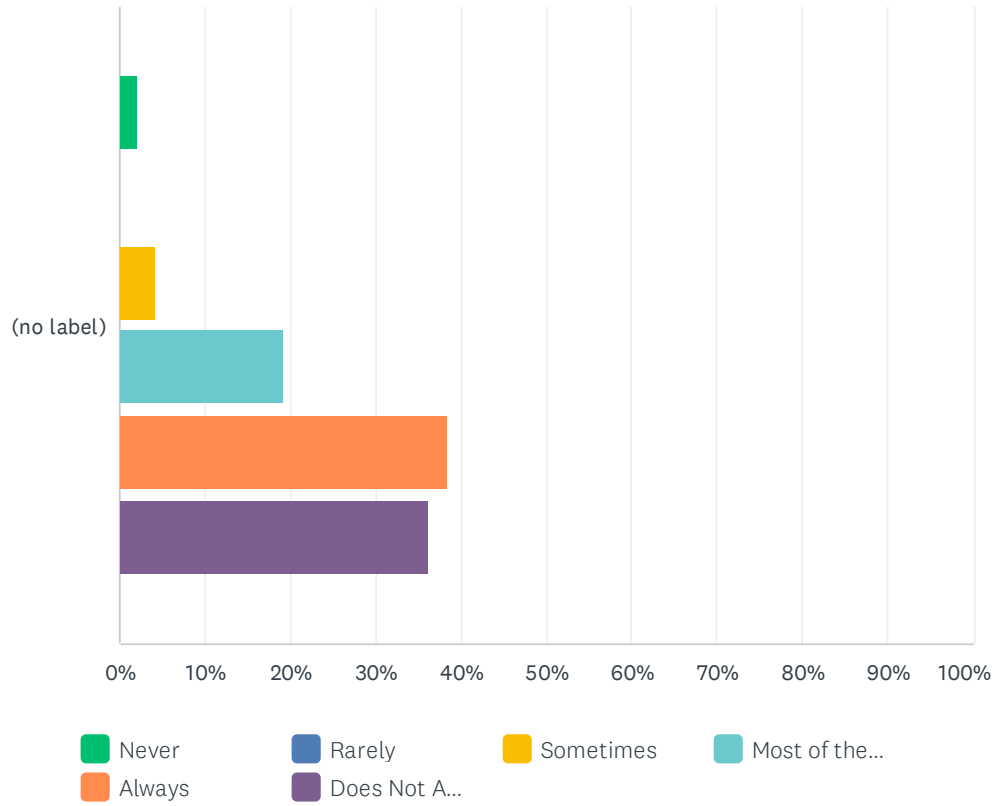
Answered: 48 Skipped: 16



	NEVER	RARELY	SOMETIMES	MOST OF THE TIME	ALWAYS	DOES NOT APPLY TO ME	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	0.00% 0	6.25% 3	22.92% 11	33.33% 16	37.50% 18	48	4.43

Q48 Do you find all staff responsive, efficient and caring

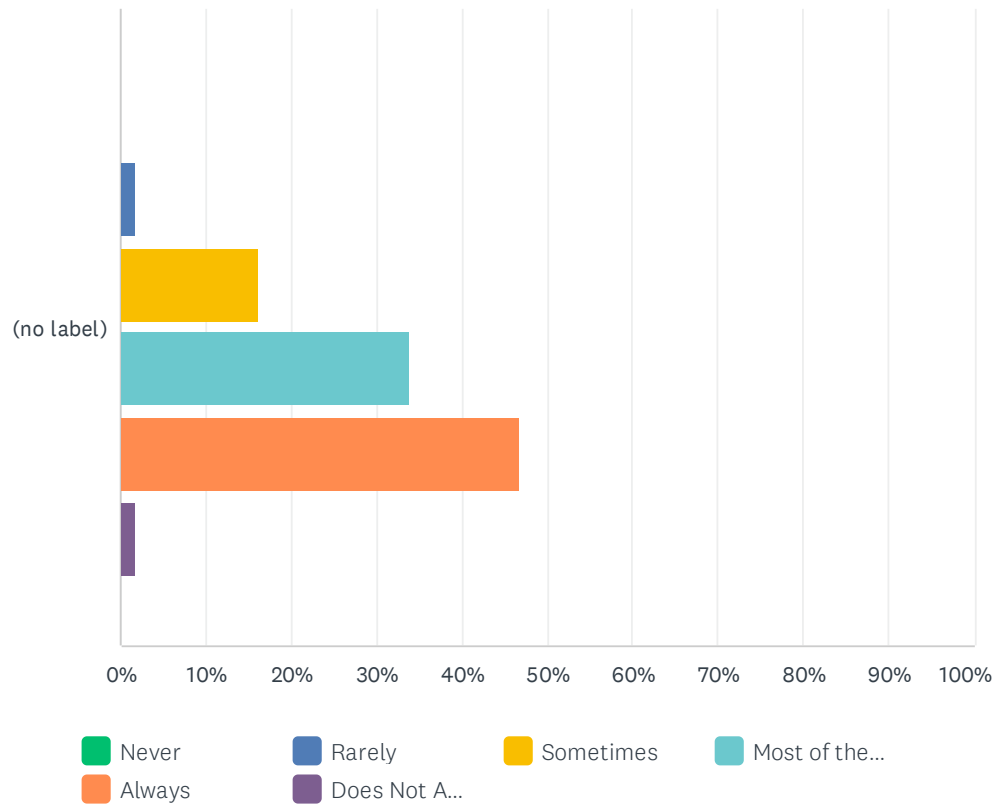
Answered: 47 Skipped: 17



	NEVER	RARELY	SOMETIMES	MOST OF THE TIME	ALWAYS	DOES NOT APPLY TO ME	TOTAL	WEIGHTED AVERAGE
(no label)	2.13% 1	0.00% 0	4.26% 2	19.15% 9	38.30% 18	36.17% 17	47	4.43

Q49 How well do the staff listen to you

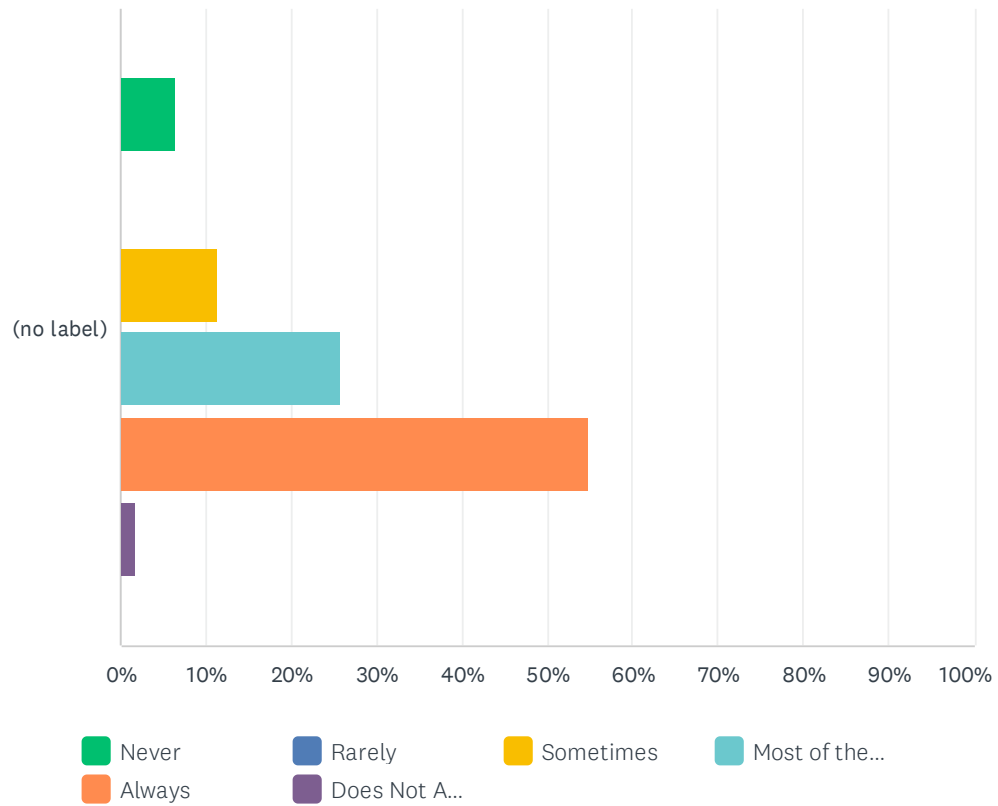
Answered: 62 Skipped: 2



	NEVER	RARELY	SOMETIMES	MOST OF THE TIME	ALWAYS	DOES NOT APPLY TO ME	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	1.61% 1	16.13% 10	33.87% 21	46.77% 29	1.61% 1	62	4.28

Q50 Would you recommend this nursing home to others

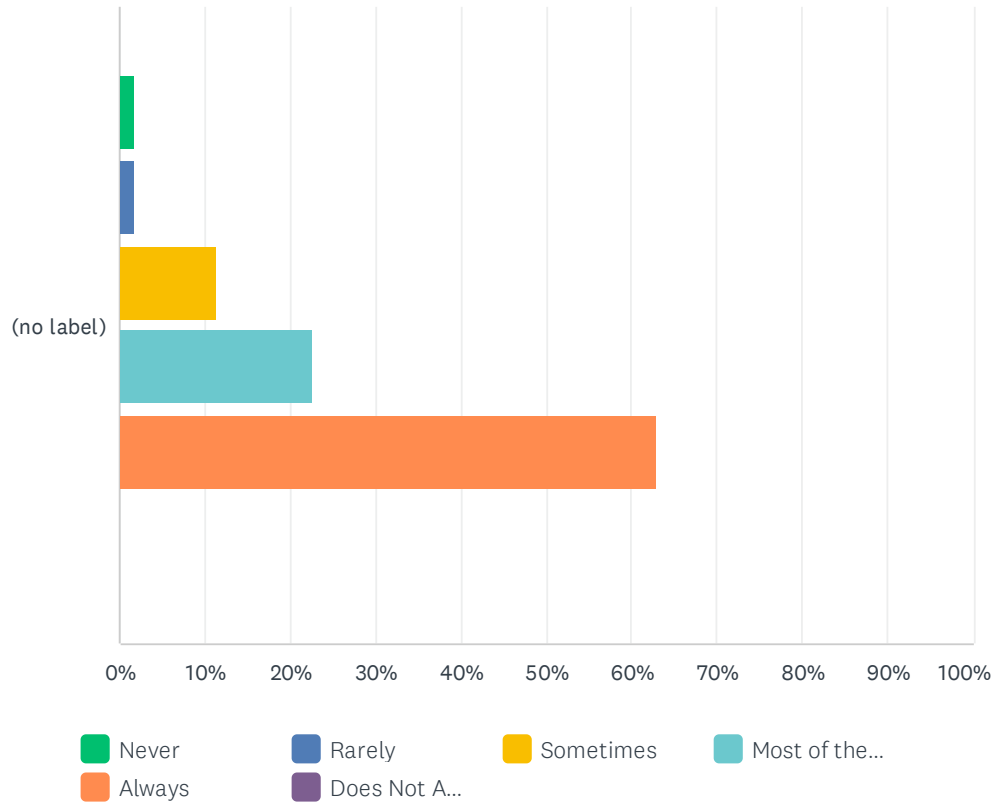
Answered: 62 Skipped: 2



	NEVER	RARELY	SOMETIMES	MOST OF THE TIME	ALWAYS	DOES NOT APPLY TO ME	TOTAL	WEIGHTED AVERAGE
(no label)	6.45% 4	0.00% 0	11.29% 7	25.81% 16	54.84% 34	1.61% 1	62	4.25

Q51 Do you feel safety is important to this home

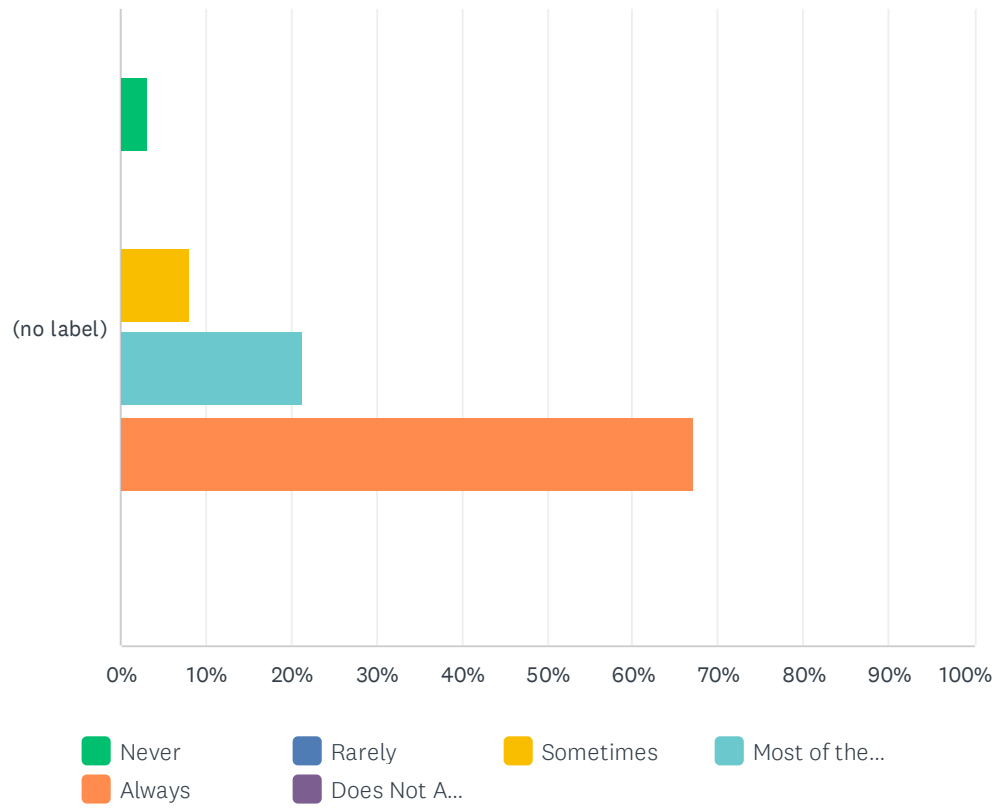
Answered: 62 Skipped: 2



	NEVER	RARELY	SOMETIMES	MOST OF THE TIME	ALWAYS	DOES NOT APPLY TO ME	TOTAL	WEIGHTED AVERAGE
(no label)	1.61% 1	1.61% 1	11.29% 7	22.58% 14	62.90% 39	0.00% 0	62	4.44

Q52 Do you feel safe in this home

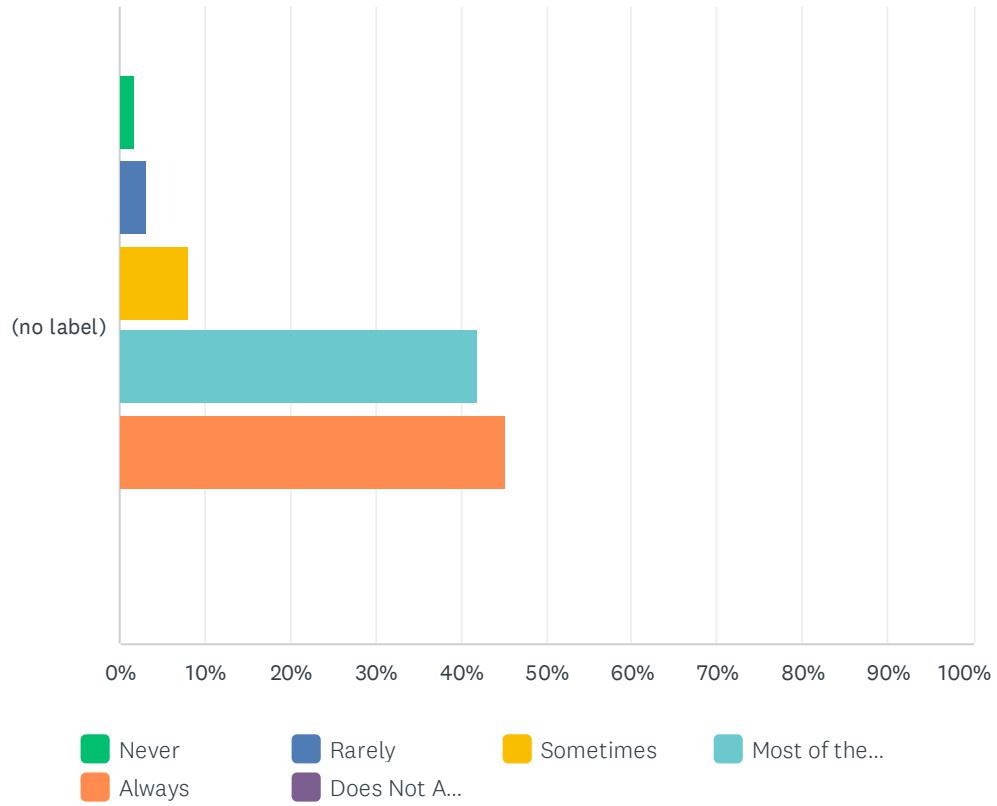
Answered: 61 Skipped: 3



	NEVER	RARELY	SOMETIMES	MOST OF THE TIME	ALWAYS	DOES NOT APPLY TO ME	TOTAL	WEIGHTED AVERAGE
(no label)	3.28%	0.00%	8.20%	21.31%	67.21%	0.00%	61	4.49
	2	0	5	13	41	0		

Q53 Do you feel calm and happy in this home

Answered: 62 Skipped: 2



	NEVER	RARELY	SOMETIMES	MOST OF THE TIME	ALWAYS	DOES NOT APPLY TO ME	TOTAL	WEIGHTED AVERAGE
(no label)	1.61% 1	3.23% 2	8.06% 5	41.94% 26	45.16% 28	0.00% 0	62	4.26

Q54 Is there an area we could improve on?

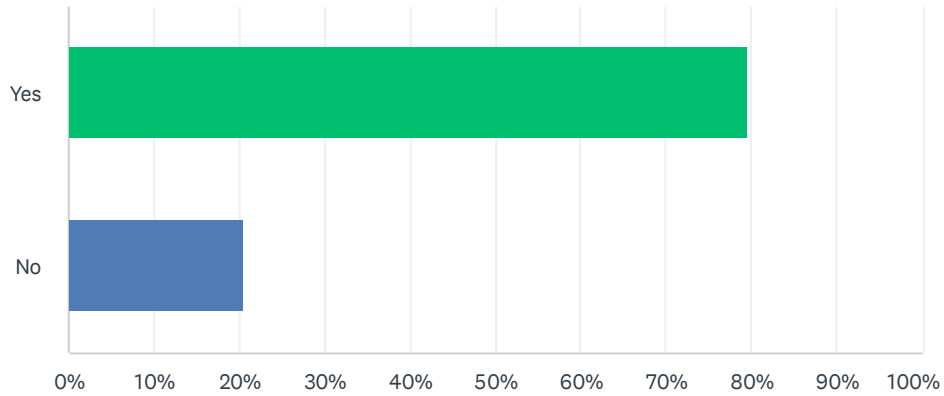
Answered: 40 Skipped: 24

Q55 Please let us know if there are any areas that you feel should be included in this survey

Answered: 32 Skipped: 32

Q56 Does the Product used fit properly, is it comfortable and easy to use?

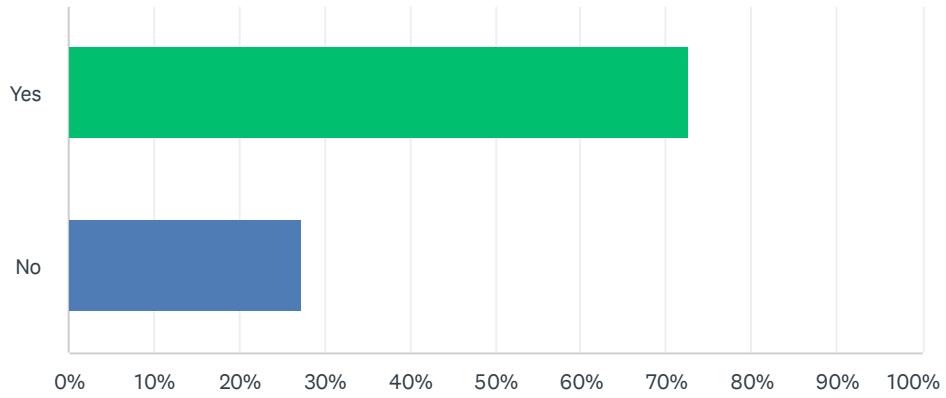
Answered: 44 Skipped: 20



ANSWER CHOICES	RESPONSES	
Yes	79.55%	35
No	20.45%	9
TOTAL		44

Q57 Product is readily available for use?

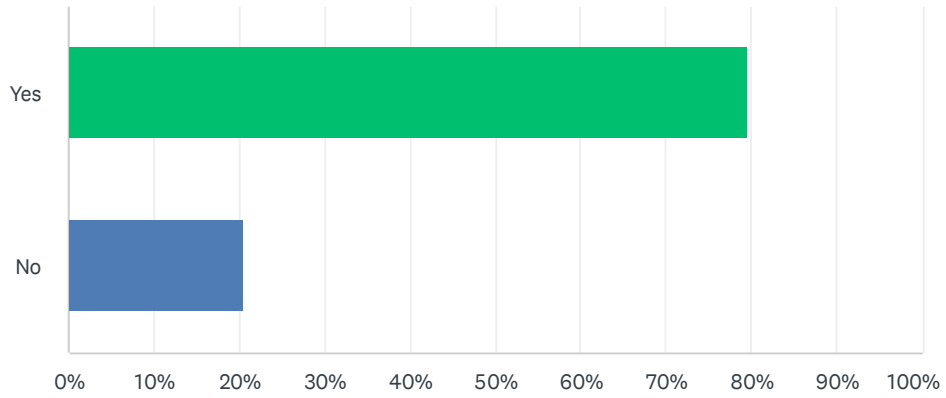
Answered: 44 Skipped: 20



ANSWER CHOICES	RESPONSES	
Yes	72.73%	32
No	27.27%	12
TOTAL		44

Q58 Product is satisfactory for your needs

Answered: 44 Skipped: 20



ANSWER CHOICES	RESPONSES	
Yes	79.55%	35
No	20.45%	9
TOTAL		44

Q59 Resident

Answered: 46 Skipped: 18

Q60 Family Member

Answered: 17 Skipped: 47

Q61 Other (please specify)

Answered: 6 Skipped: 58

Q62 Name:

Answered: 5 Skipped: 59

Q63 Address:

Answered: 11 Skipped: 53

Q64 Phone:

Answered: 5 Skipped: 59