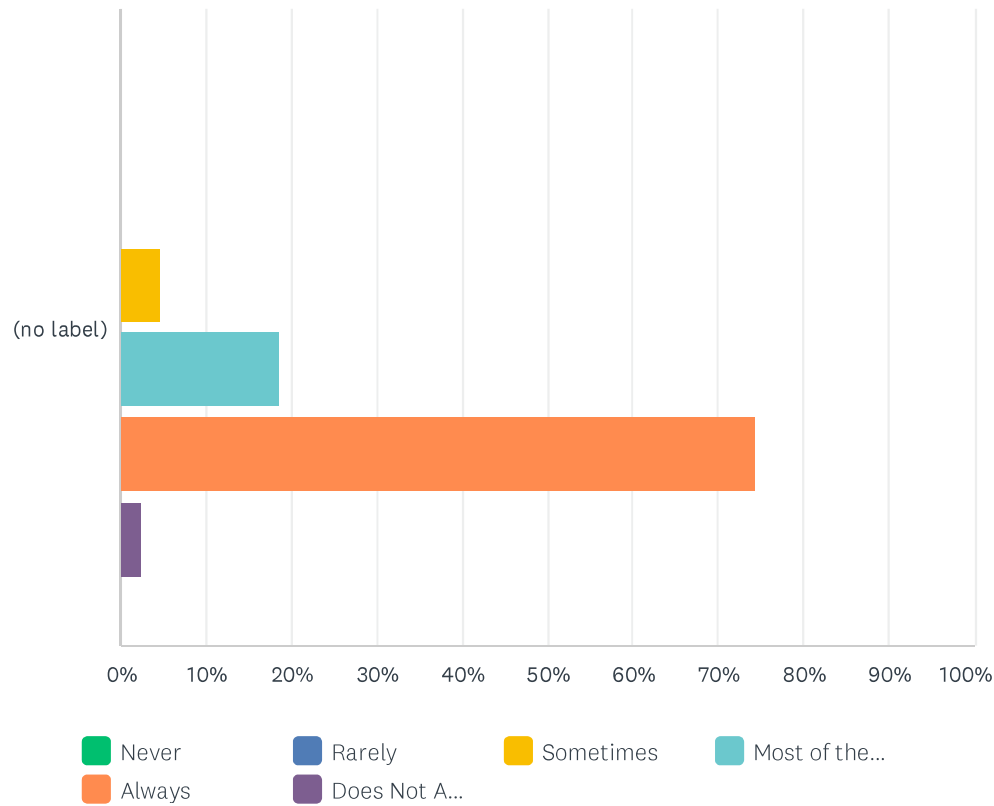


Q1 The staff involve you in decisions about care

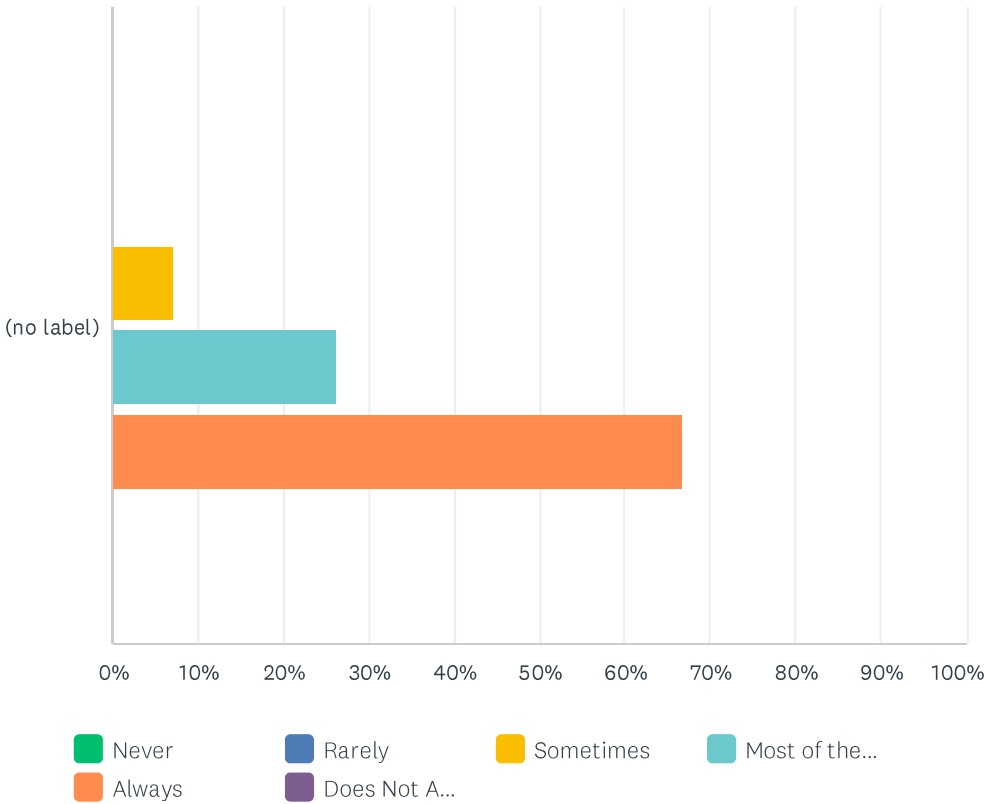
Answered: 43    Skipped: 0



	NEVER	RARELY	SOMETIMES	MOST OF THE TIME	ALWAYS	DOES NOT APPLY TO ME	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	0.00% 0	4.65% 2	18.60% 8	74.42% 32	2.33% 1	43	4.71

Q2 Staff respect resident's likes/ dislikes

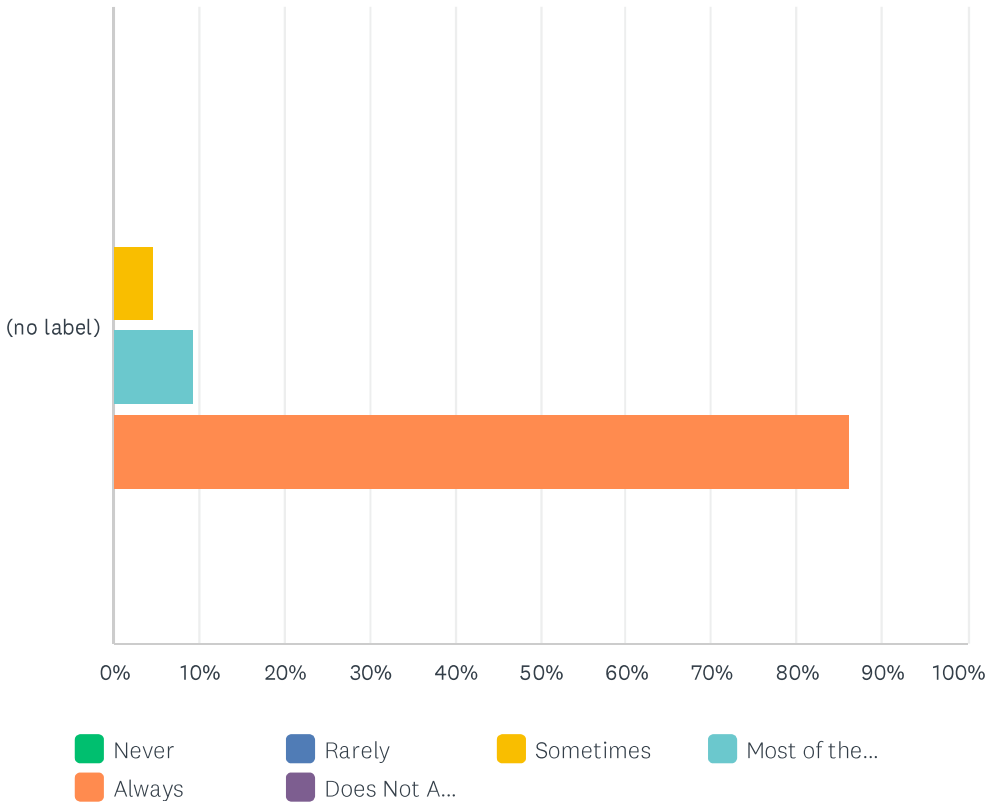
Answered: 42    Skipped: 1



	NEVER	RARELY	SOMETIMES	MOST OF THE TIME	ALWAYS	DOES NOT APPLY TO ME	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	0.00% 0	7.14% 3	26.19% 11	66.67% 28	0.00% 0	42	4.60

Q3 Staff treat me with respect

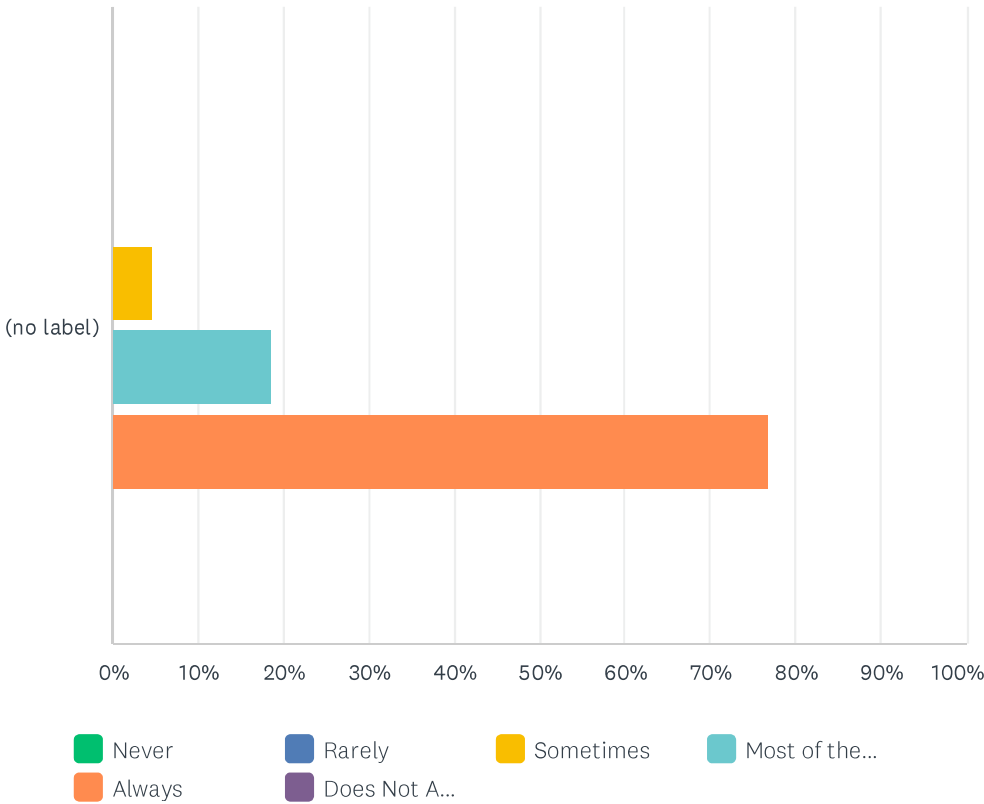
Answered: 43    Skipped: 0



	NEVER	RARELY	SOMETIMES	MOST OF THE TIME	ALWAYS	DOES NOT APPLY TO ME	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	0.00% 0	4.65% 2	9.30% 4	86.05% 37	0.00% 0	43	4.81

Q4 Resident's privacy is respected

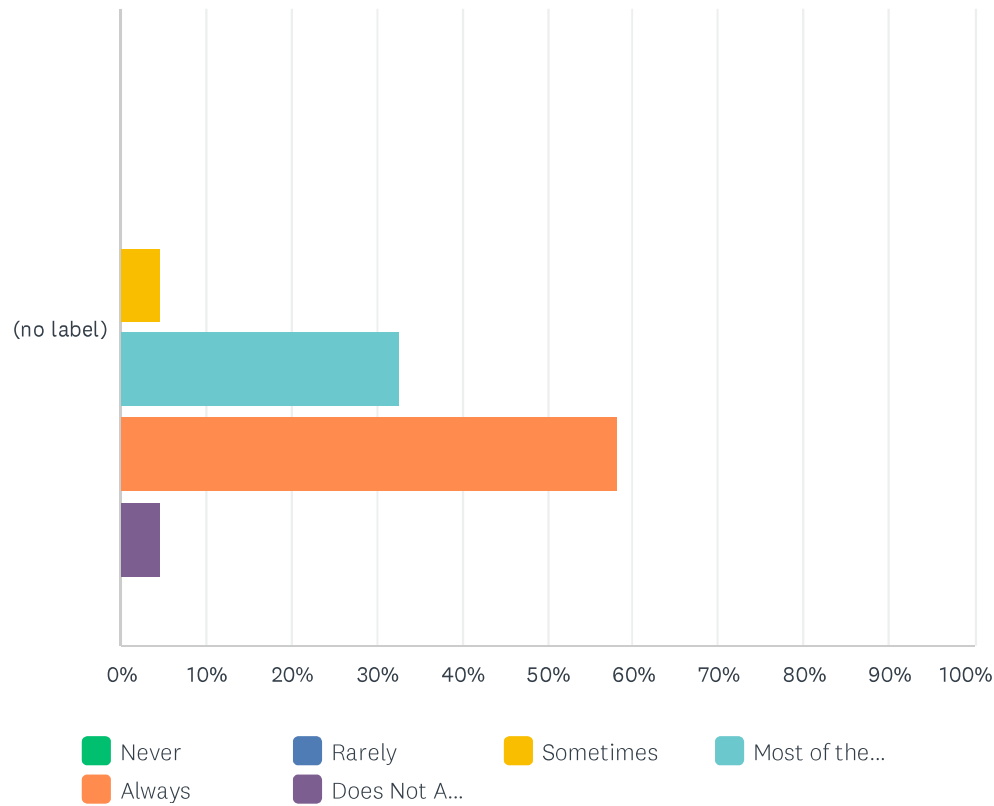
Answered: 43    Skipped: 0



	NEVER	RARELY	SOMETIMES	MOST OF THE TIME	ALWAYS	DOES NOT APPLY TO ME	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	0.00% 0	4.65% 2	18.60% 8	76.74% 33	0.00% 0	43	4.72

Q5 Residents are given choices and they are respected

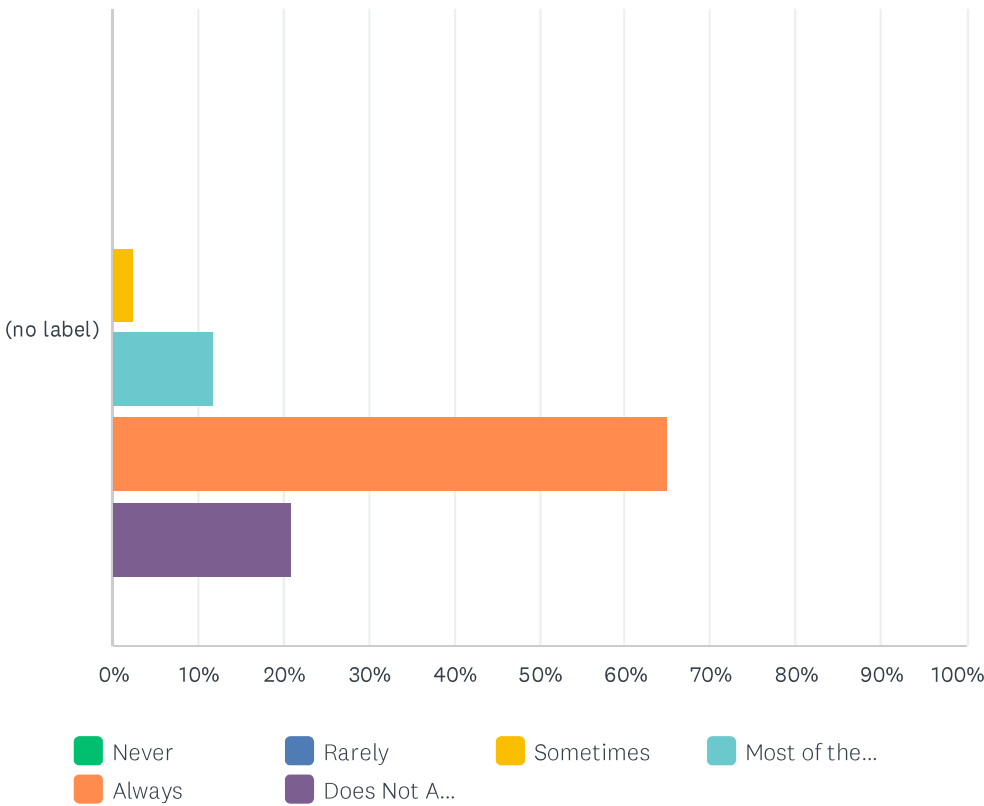
Answered: 43    Skipped: 0



	NEVER	RARELY	SOMETIMES	MOST OF THE TIME	ALWAYS	DOES NOT APPLY TO ME	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	0.00% 0	4.65% 2	32.56% 14	58.14% 25	4.65% 2	43	4.56

Q6 Residents can express their opinions without fear of consequences

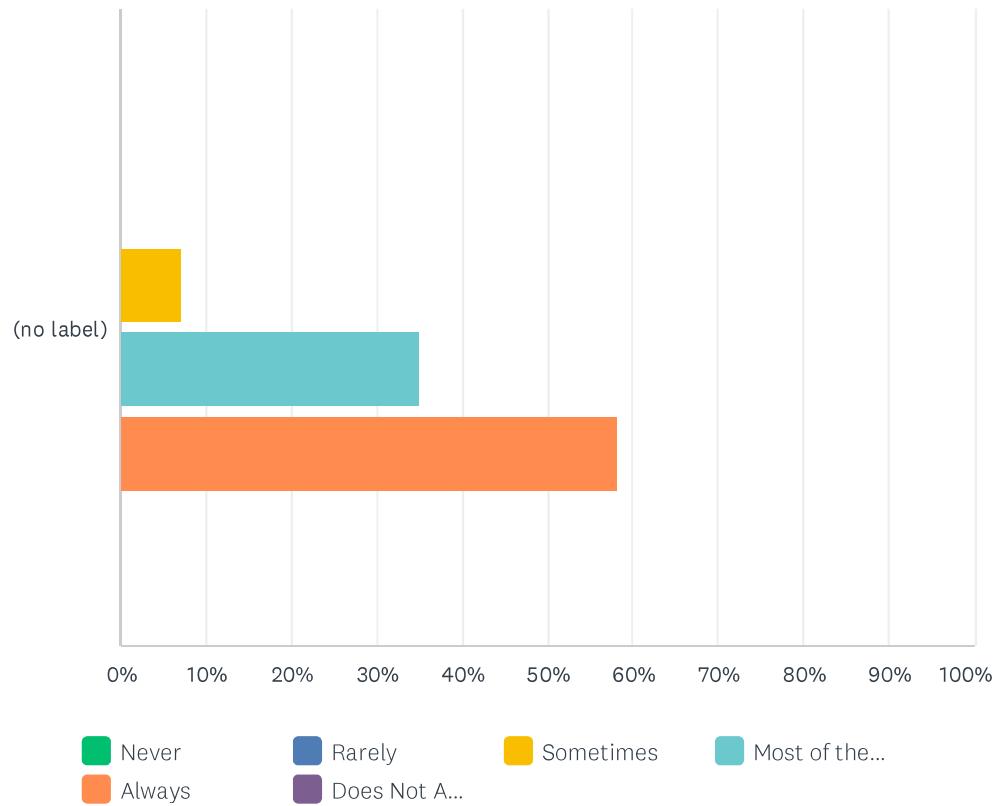
Answered: 43    Skipped: 0



	NEVER	RARELY	SOMETIMES	MOST OF THE TIME	ALWAYS	DOES NOT APPLY TO ME	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	0.00% 0	2.33% 1	11.63% 5	65.12% 28	20.93% 9	43	4.79

Q7 The staff are good listeners

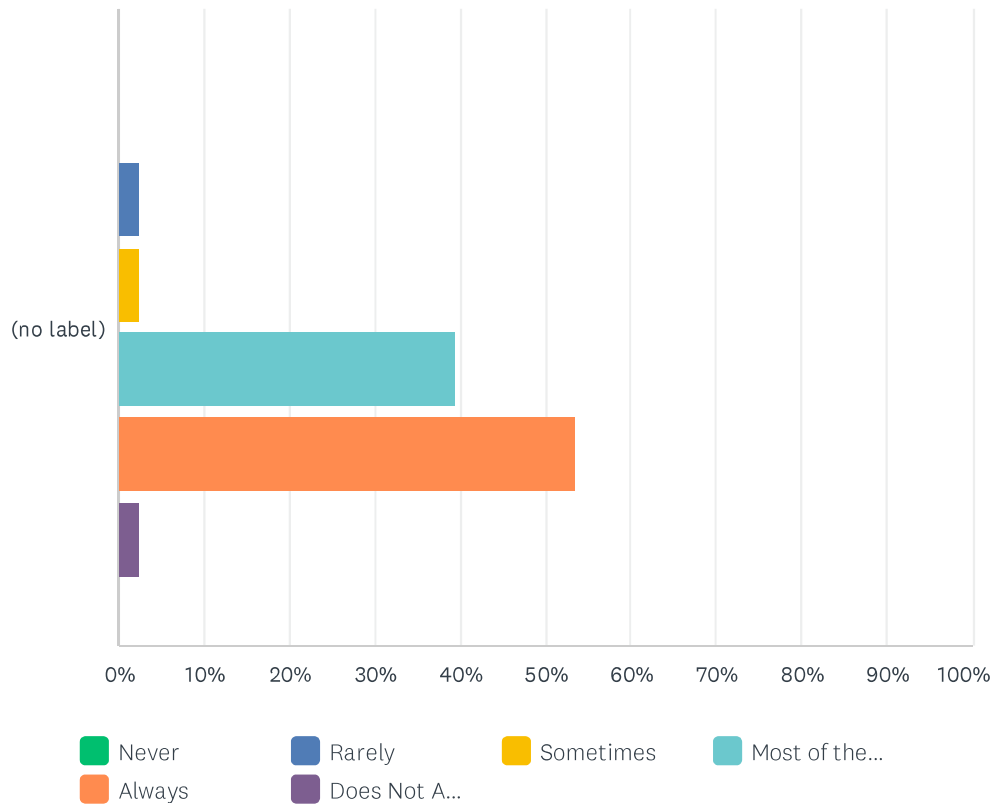
Answered: 43    Skipped: 0



	NEVER	RARELY	SOMETIMES	MOST OF THE TIME	ALWAYS	DOES NOT APPLY TO ME	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	0.00% 0	6.98% 3	34.88% 15	58.14% 25	0.00% 0	43	4.51

Q8 Staff respond promptly when you call

Answered: 43    Skipped: 0

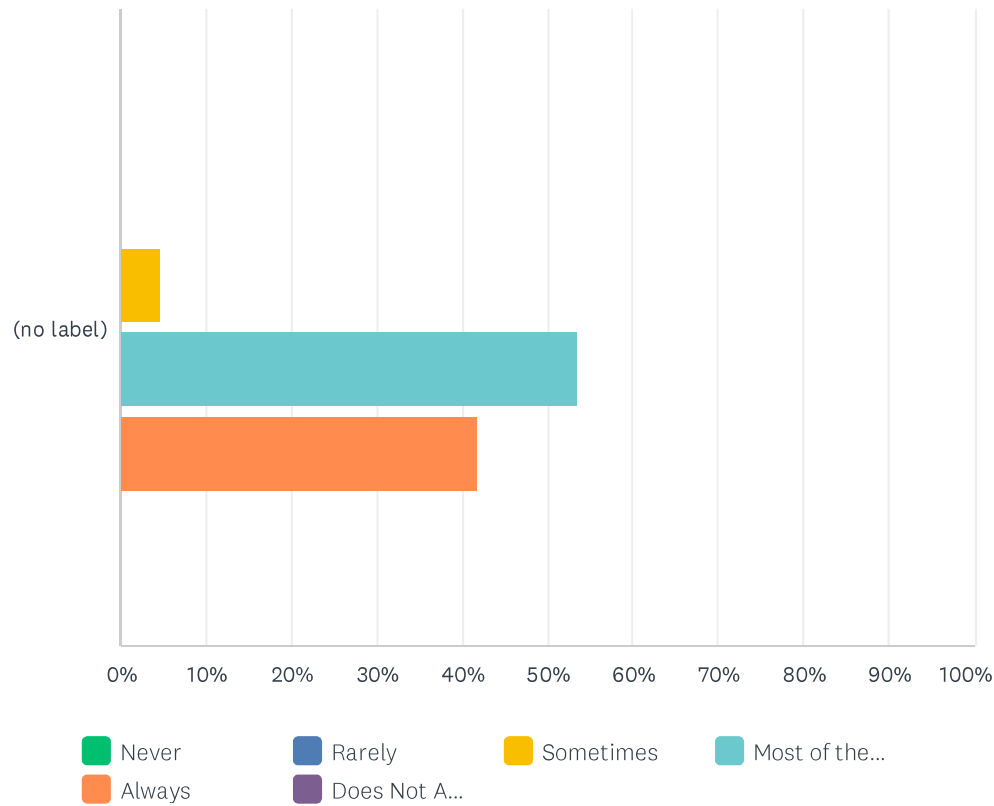


	NEVER	RARELY	SOMETIMES	MOST OF THE TIME	ALWAYS	DOES NOT APPLY TO ME	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	2.33% 1	2.33% 1	39.53% 17	53.49% 23	2.33% 1	43	4.48



Q9 Staff pay attention to the residents

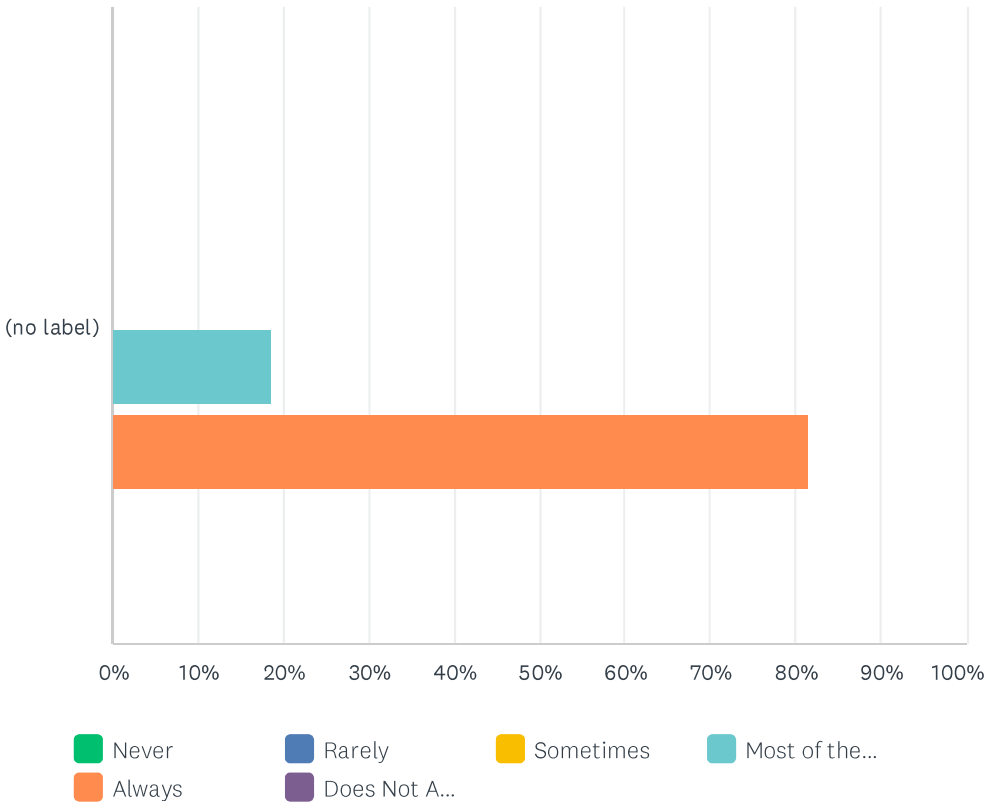
Answered: 43    Skipped: 0



	NEVER	RARELY	SOMETIMES	MOST OF THE TIME	ALWAYS	DOES NOT APPLY TO ME	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	0.00% 0	4.65% 2	53.49% 23	41.86% 18	0.00% 0	43	4.37

Q10 The staff act in a professional manner when they deal with me

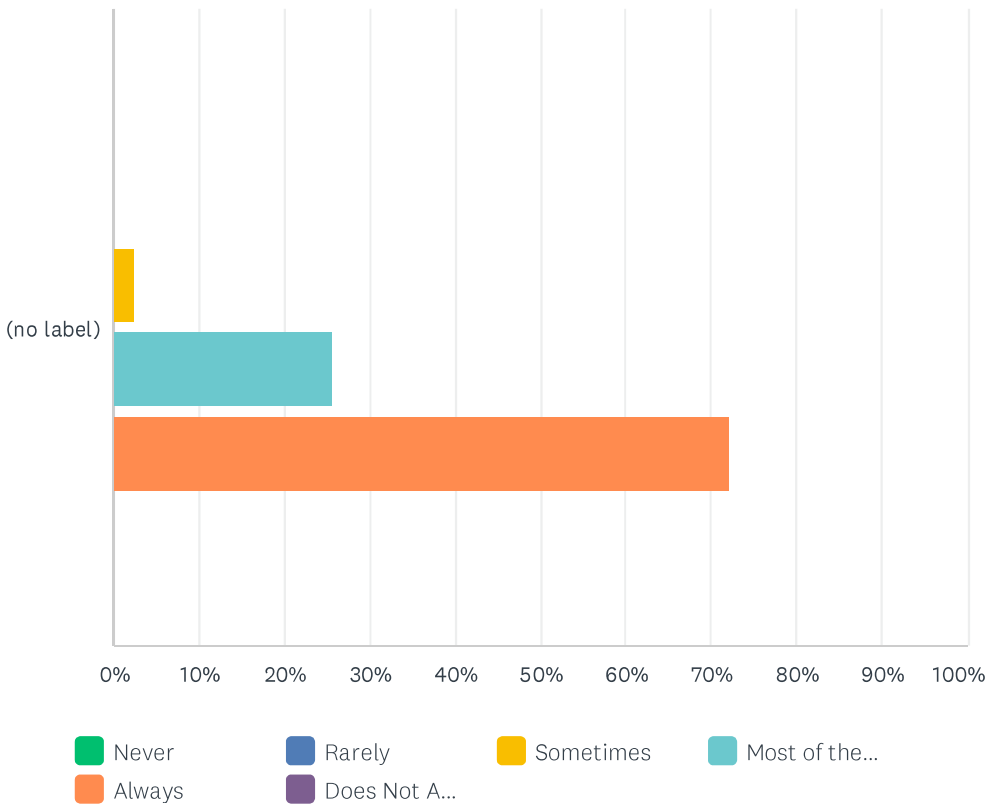
Answered: 43    Skipped: 0



	NEVER	RARELY	SOMETIMES	MOST OF THE TIME	ALWAYS	DOES NOT APPLY TO ME	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	0.00% 0	0.00% 0	18.60% 8	81.40% 35	0.00% 0	43	4.81

Q11 Overall, I am happy with the nursing care

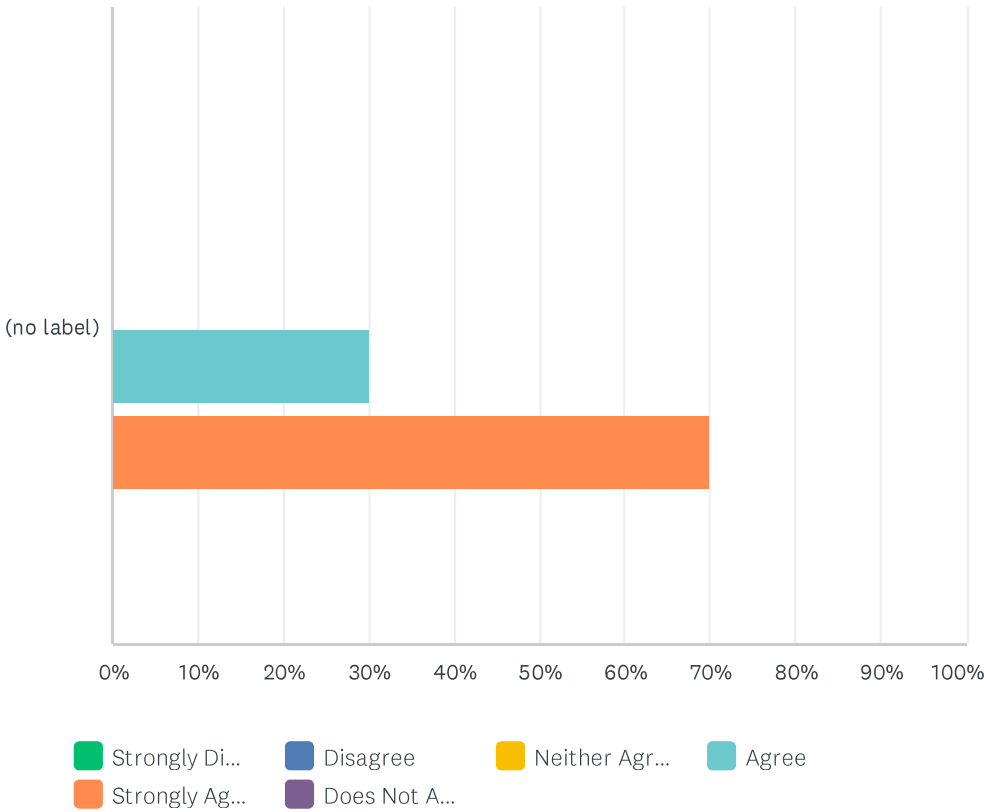
Answered: 43    Skipped: 0



	NEVER	RARELY	SOMETIMES	MOST OF THE TIME	ALWAYS	DOES NOT APPLY TO ME	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	0.00% 0	2.33% 1	25.58% 11	72.09% 31	0.00% 0	43	4.70

Q12 The staff are friendly and courteous

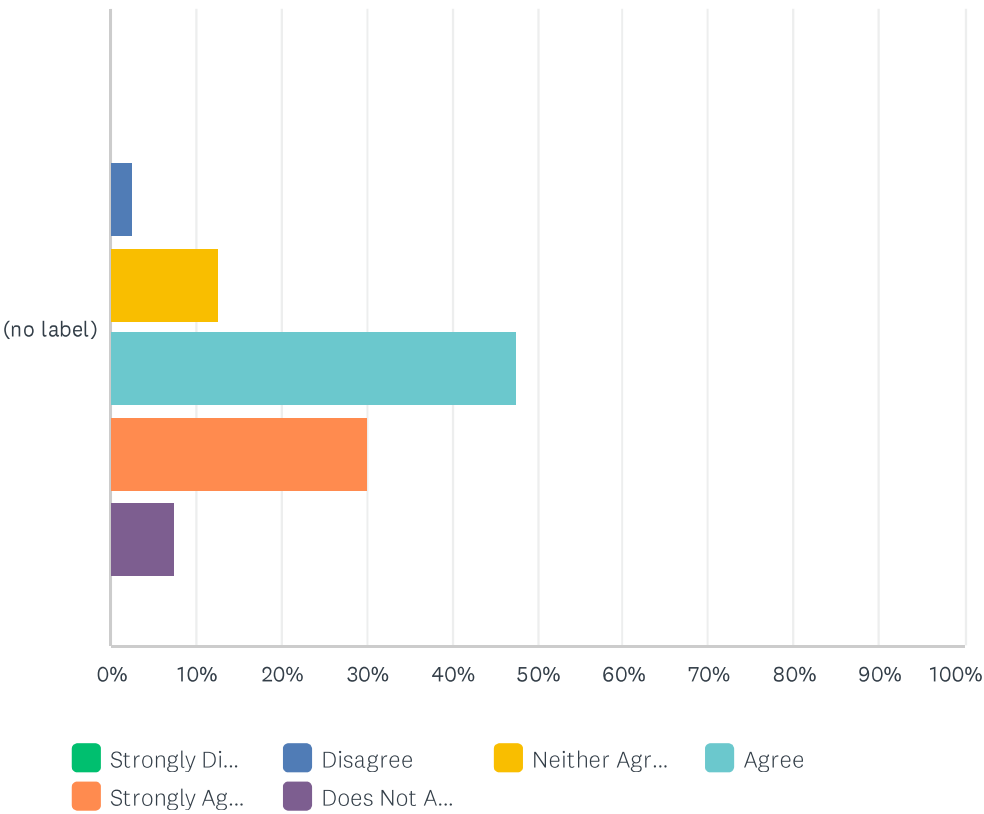
Answered: 40    Skipped: 3



	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	0.00% 0	30.00% 12	70.00% 28	0.00% 0	40	4.70

Q13 Do the staff take time to have conversations with the residents?

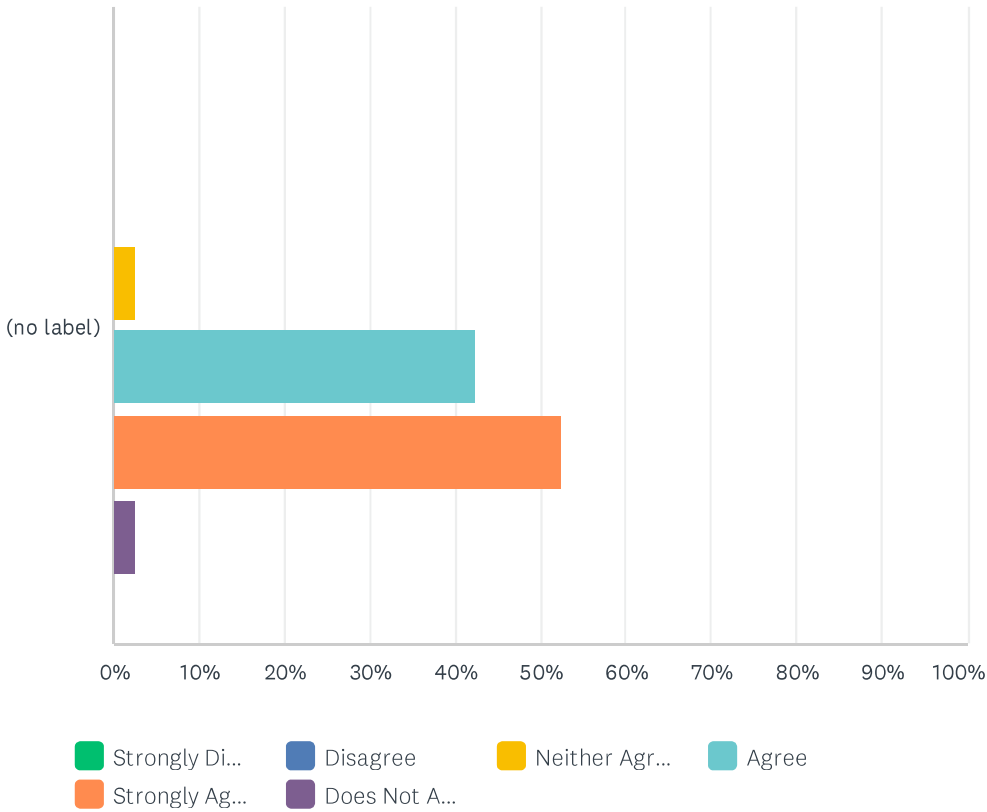
Answered: 40    Skipped: 3



	STRONGLY DISAGREE	DISAGREE	NEITHER AGREE OR DISAGREE	AGREE	STRONGLY AGREE	DOES NOT APPLY TO ME	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	2.50% 1	12.50% 5	47.50% 19	30.00% 12	7.50% 3	40	4.14

Q14 When I tell the staff a concern I feel they listen

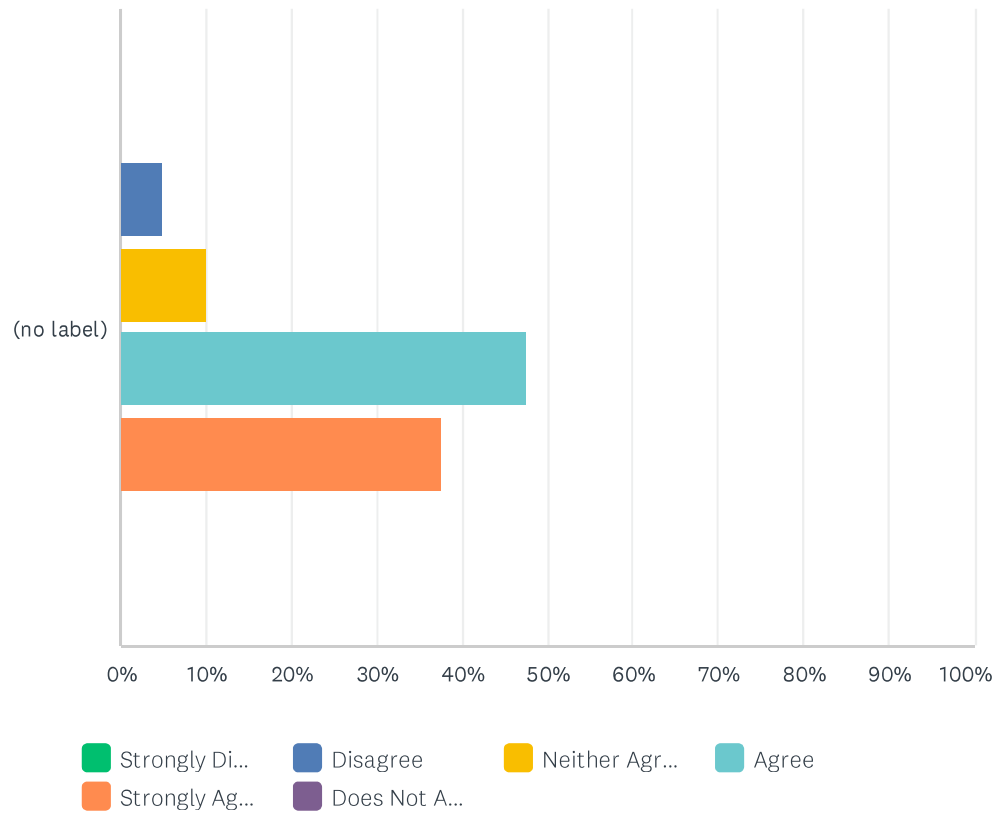
Answered: 40    Skipped: 3



	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	2.50% 1	42.50% 17	52.50% 21	2.50% 1	40	4.51

Q15 Do problems get resolved in a timely manner?

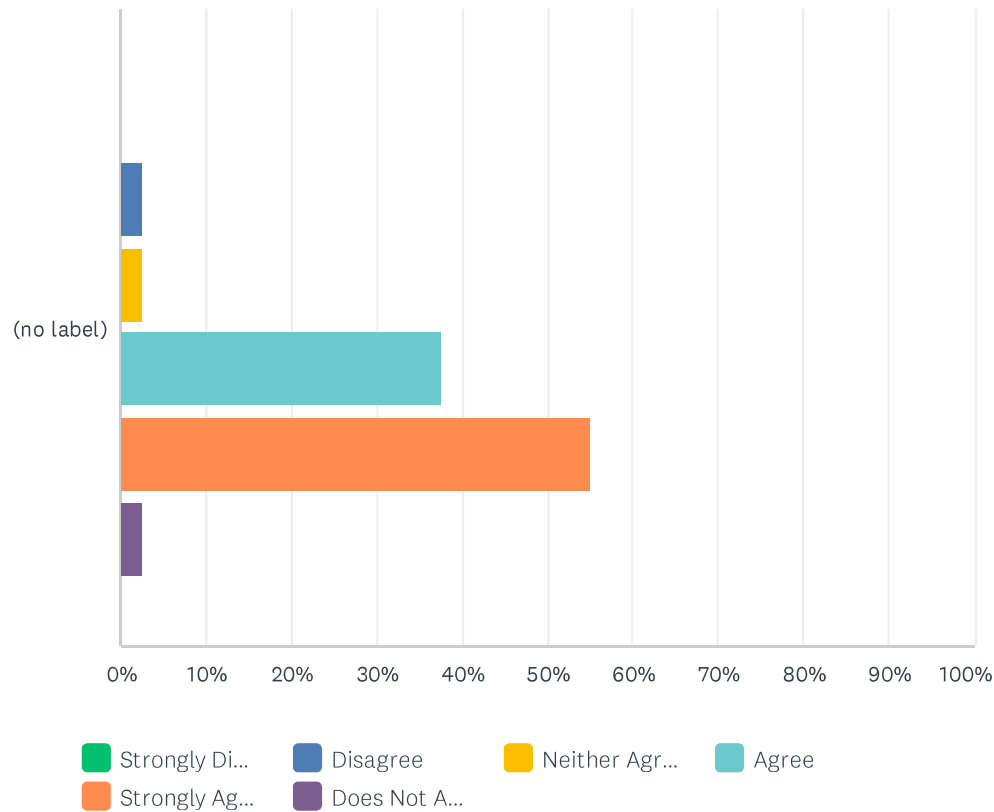
Answered: 40    Skipped: 3



	STRONGLY DISAGREE	DISAGREE	NEITHER AGREE OR DISAGREE	AGREE	STRONGLY AGREE	DOES NOT APPLY TO ME	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	5.00% 2	10.00% 4	47.50% 19	37.50% 15	0.00% 0	40	4.17

Q16 Are you given feedback/answers to your questions and concerns?

Answered: 40    Skipped: 3

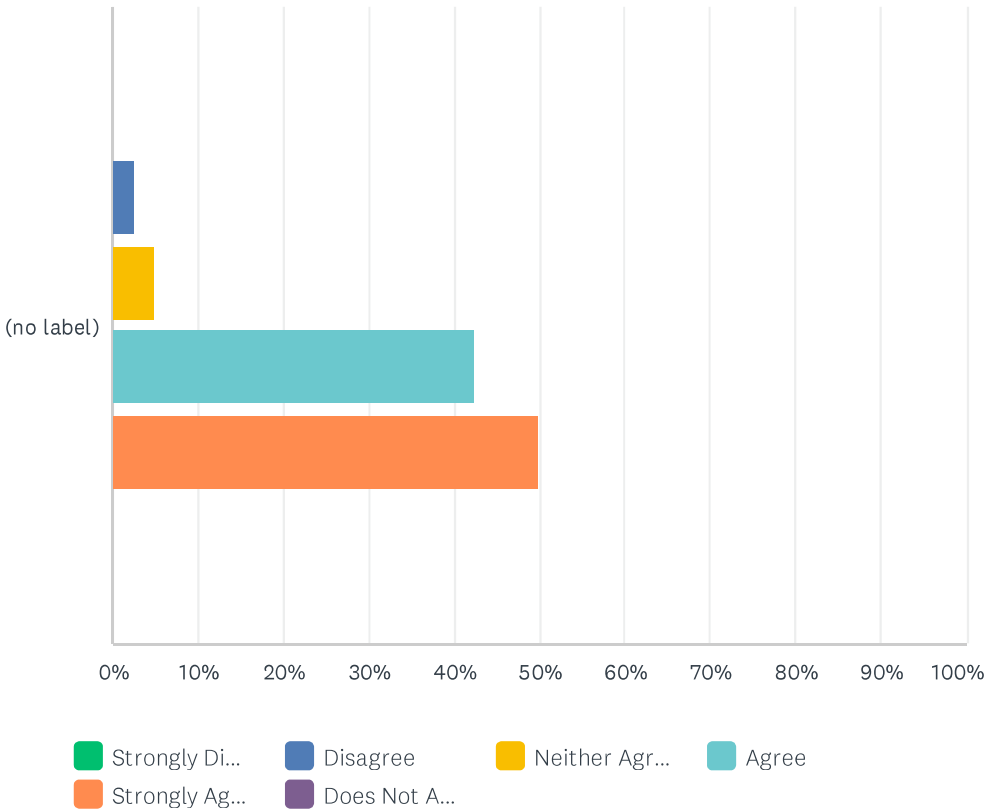


	STRONGLY DISAGREE	DISAGREE	NEITHER AGREE OR DISAGREE	AGREE	STRONGLY AGREE	DOES NOT APPLY TO ME	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	2.50% 1	2.50% 1	37.50% 15	55.00% 22	2.50% 1	40	4.49



Q17 Overall, I'm satisfied with how problems are handled

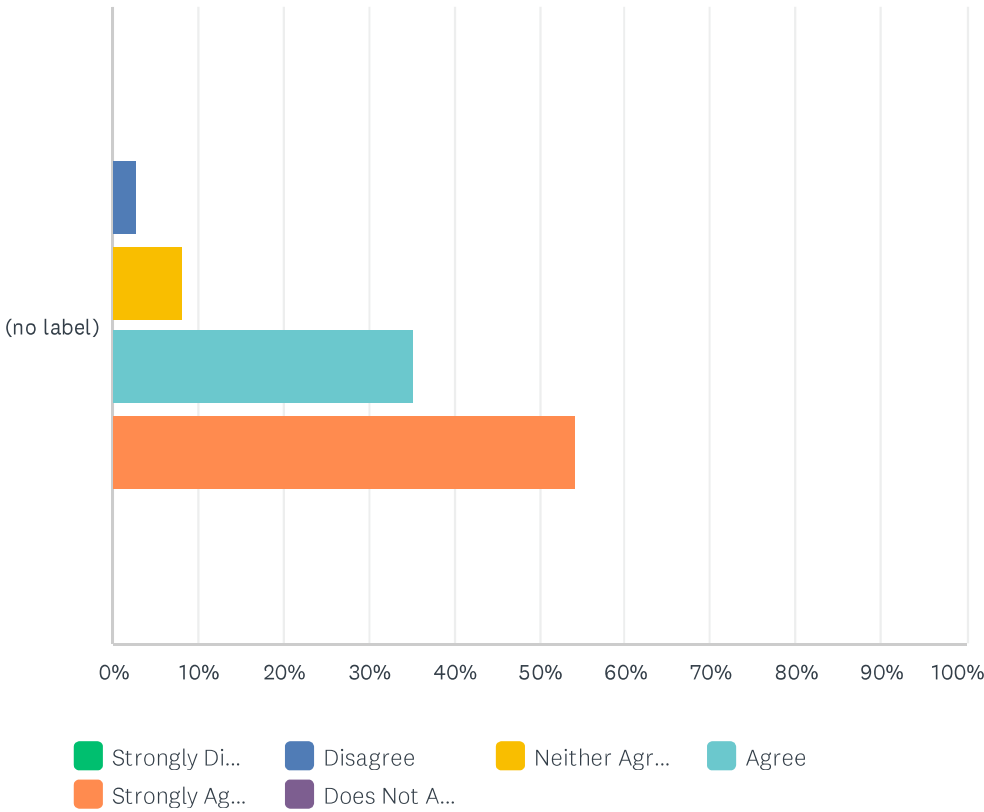
Answered: 40    Skipped: 3



	STRONGLY DISAGREE	DISAGREE	NEITHER AGREE OR DISAGREE	AGREE	STRONGLY AGREE	DOES NOT APPLY TO ME	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	2.50% 1	5.00% 2	42.50% 17	50.00% 20	0.00% 0	40	4.40

Q18 The home is kept clean

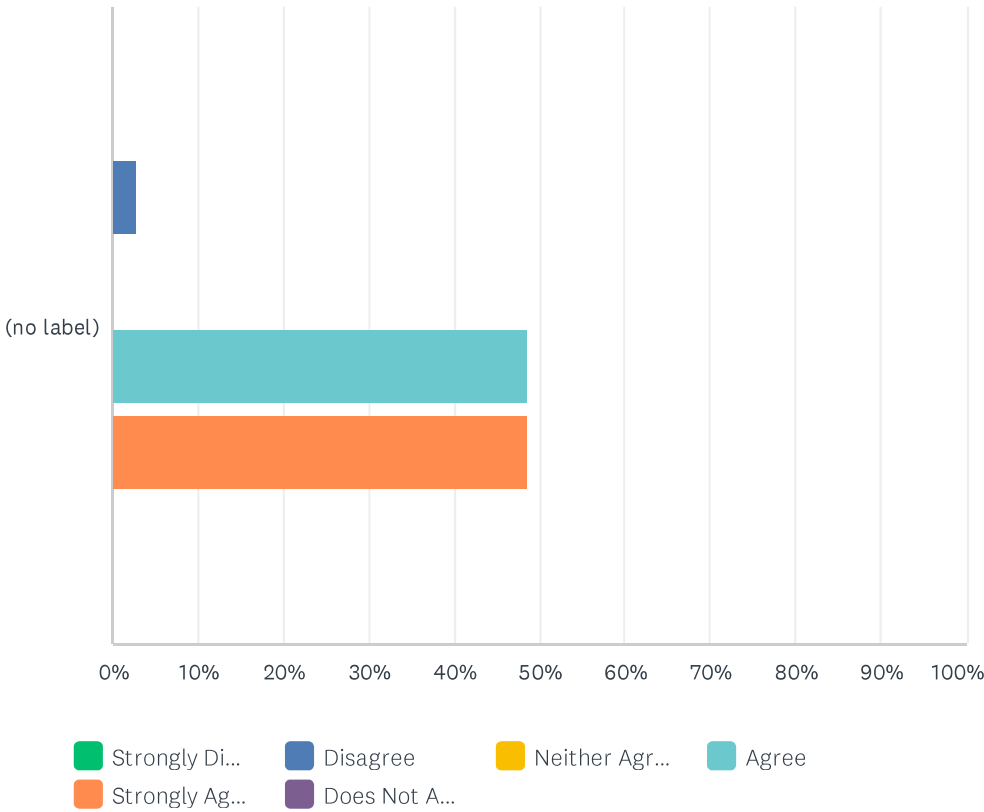
Answered: 37    Skipped: 6



	STRONGLY DISAGREE	DISAGREE	NEITHER AGREE OR DISAGREE	AGREE	STRONGLY AGREE	DOES NOT APPLY TO ME	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	2.70% 1	8.11% 3	35.14% 13	54.05% 20	0.00% 0	37	4.41

Q19 The home is well maintained

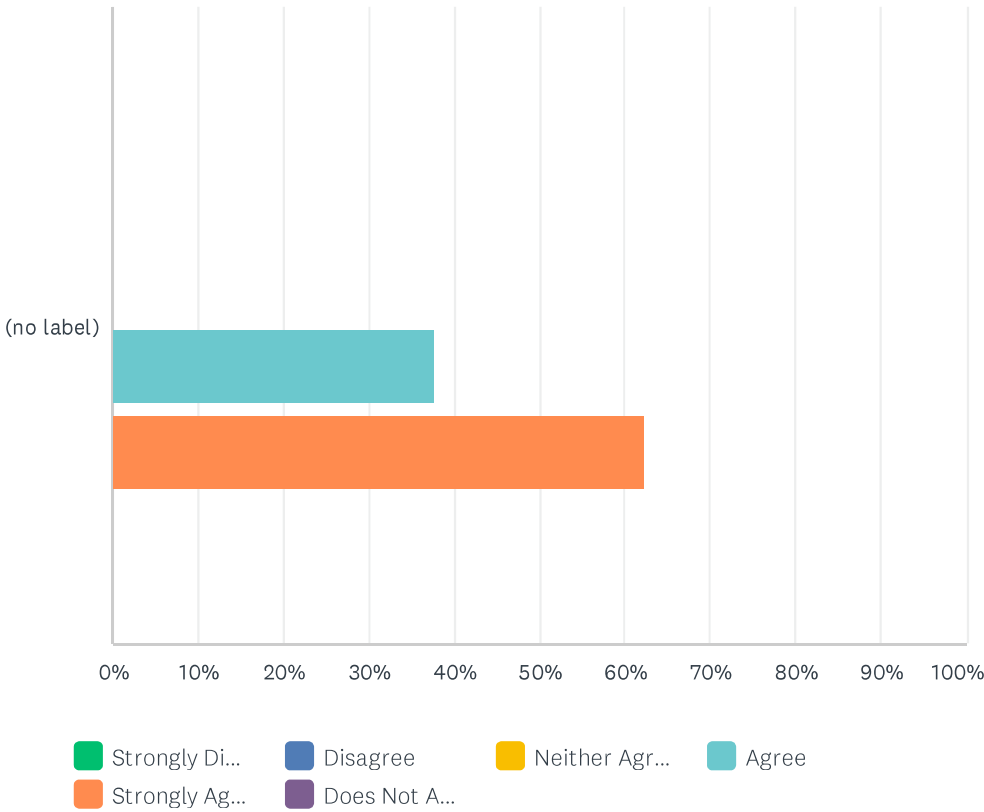
Answered: 37    Skipped: 6



	STRONGLY DISAGREE	DISAGREE	NEITHER AGREE OR DISAGREE	AGREE	STRONGLY AGREE	DOES NOT APPLY TO ME	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	2.70% 1	0.00% 0	48.65% 18	48.65% 18	0.00% 0	37	4.43

Q20 The gardens and grounds outside are well maintained

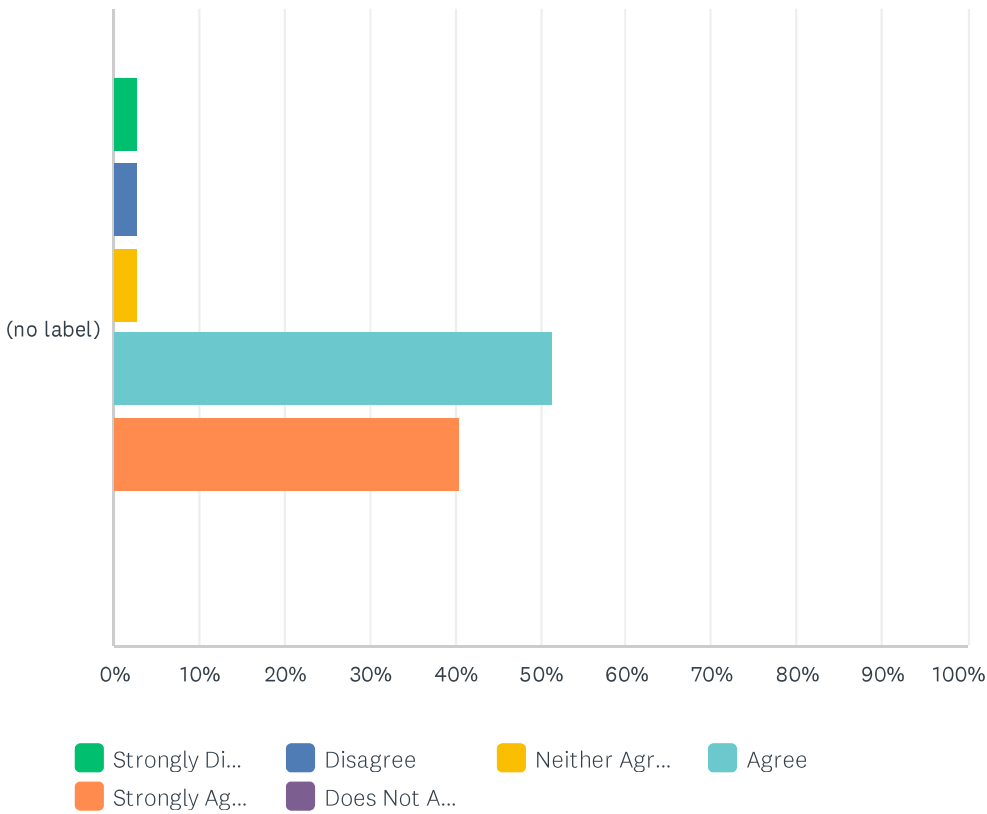
Answered: 37    Skipped: 6



	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	0.00% 0	37.84% 14	62.16% 23	0.00% 0	37	4.62

Q21 The décor in shared public areas is warm and inviting

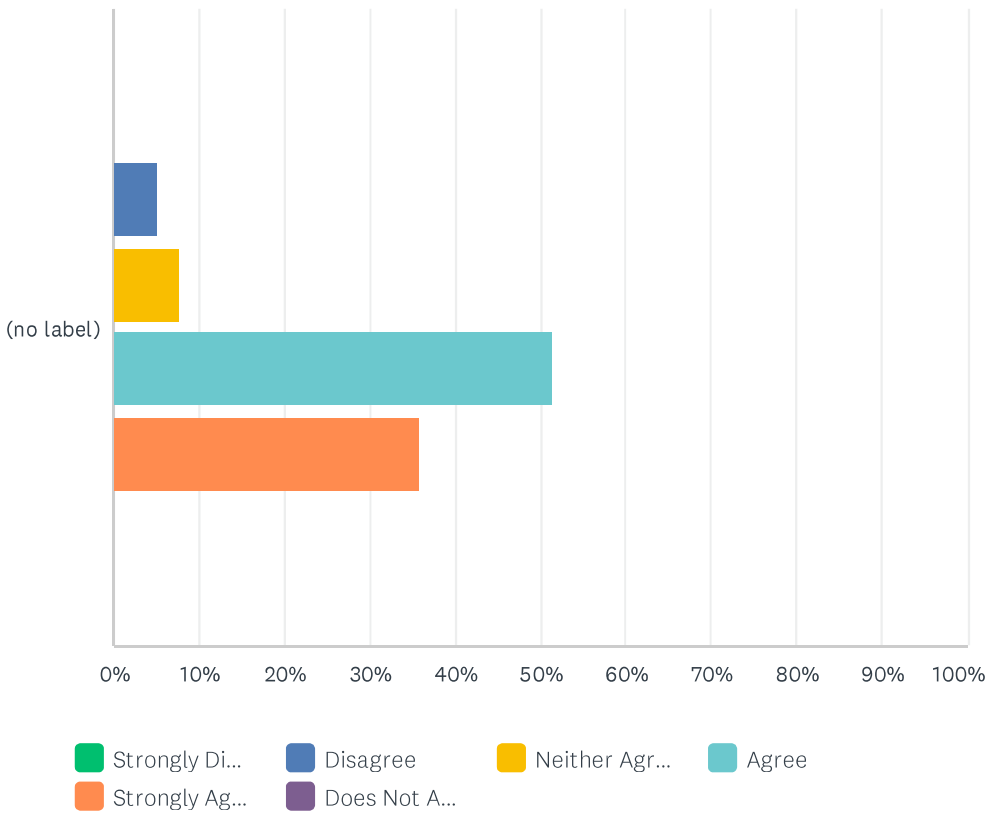
Answered: 37    Skipped: 6



	STRONGLY DISAGREE	DISAGREE	NEITHER AGREE OR DISAGREE	AGREE	STRONGLY AGREE	DOES NOT APPLY TO ME	TOTAL	WEIGHTED AVERAGE
(no label)	2.70% 1	2.70% 1	2.70% 1	51.35% 19	40.54% 15	0.00% 0	37	4.24

Q22 There is a home-like feel to the home

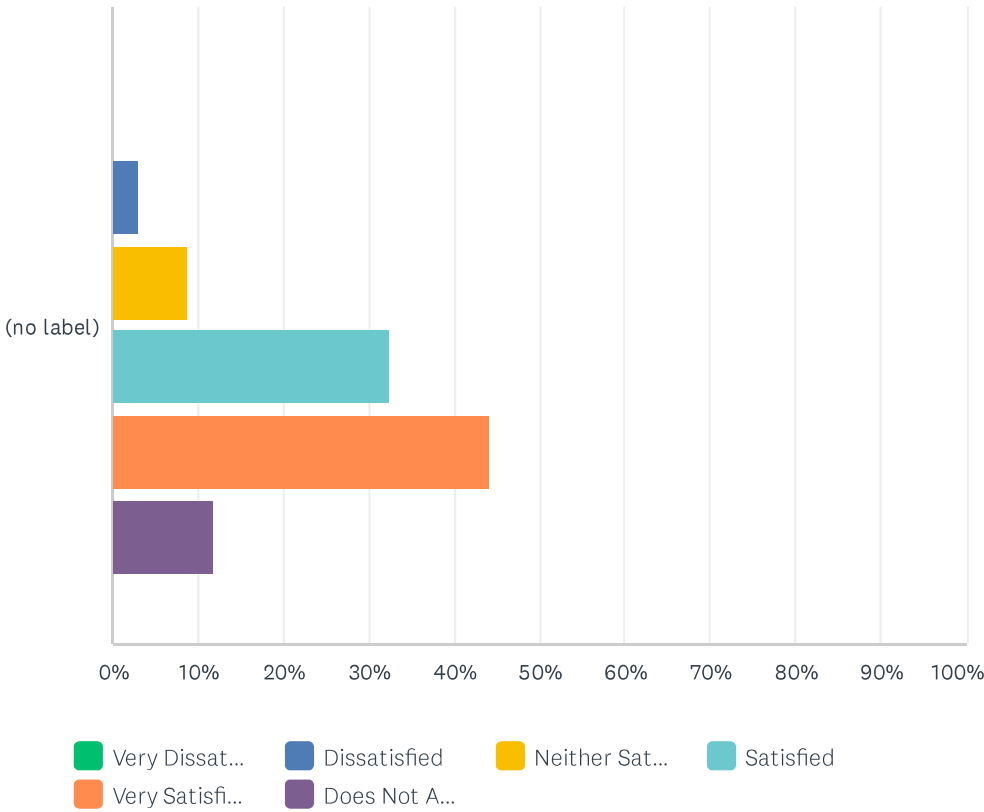
Answered: 39    Skipped: 4



	STRONGLY DISAGREE	DISAGREE	NEITHER AGREE OR DISAGREE	AGREE	STRONGLY AGREE	DOES NOT APPLY TO ME	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	5.13% 2	7.69% 3	51.28% 20	35.90% 14	0.00% 0	39	4.18

Q23 There is a good variety of programs

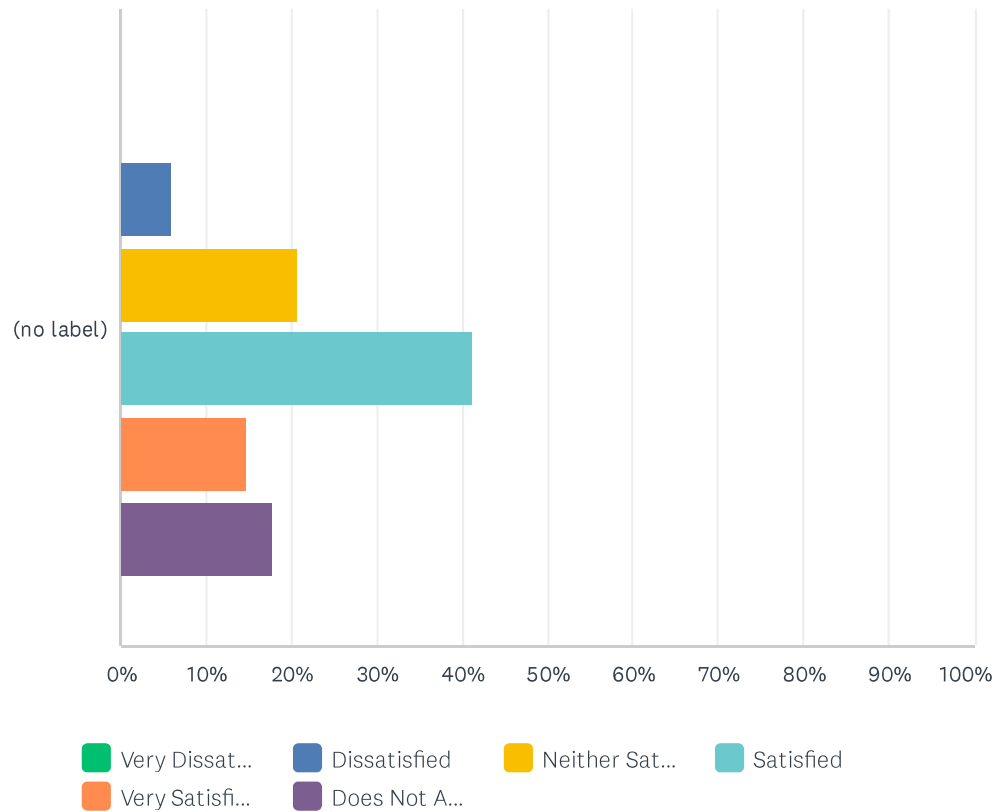
Answered: 34    Skipped: 9



	VERY DISSATISFIED	DISSATISFIED	NEITHER SATISFIED OR DISSATISFIED	SATISFIED	VERY SATISFIED	DOES NOT APPLY TO ME	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	2.94% 1	8.82% 3	32.35% 11	44.12% 15	11.76% 4	34	4.33

Q24 Are there enough programs on the weekends?

Answered: 34    Skipped: 9

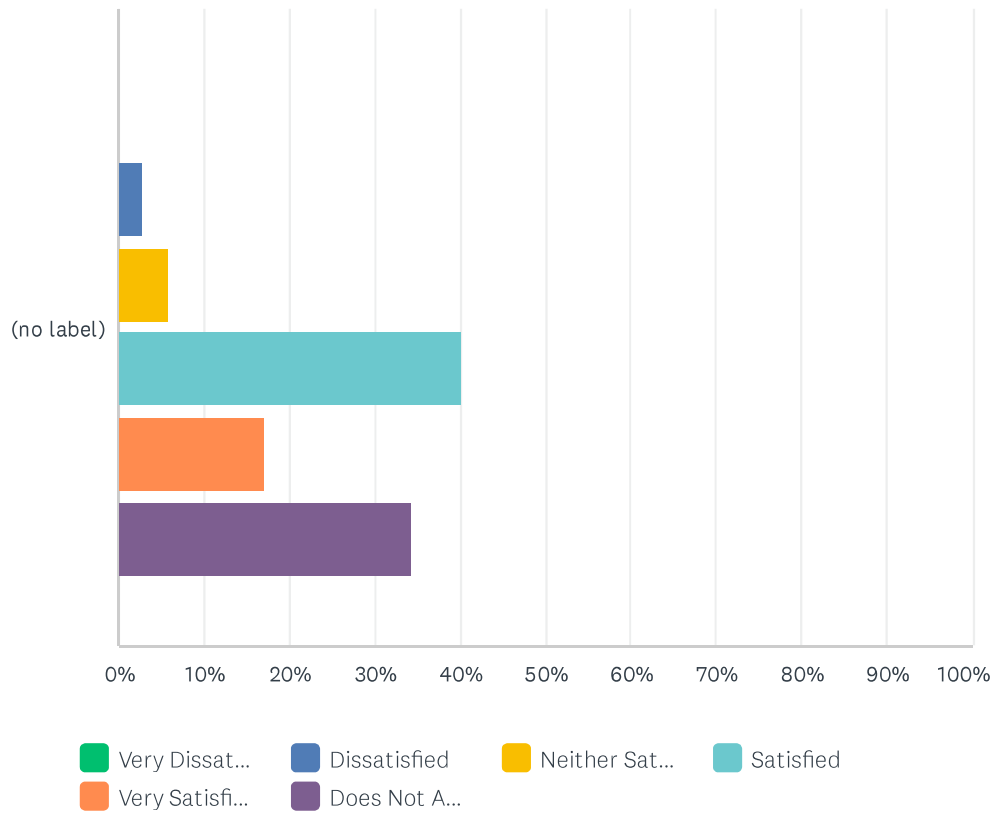


	VERY DISSATISFIED	DISSATISFIED	NEITHER SATISFIED OR DISSATISFIED	SATISFIED	VERY SATISFIED	DOES NOT APPLY TO ME	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	5.88% 2	20.59% 7	41.18% 14	14.71% 5	17.65% 6	34	3.79



Q25 Spiritual/religious needs are met

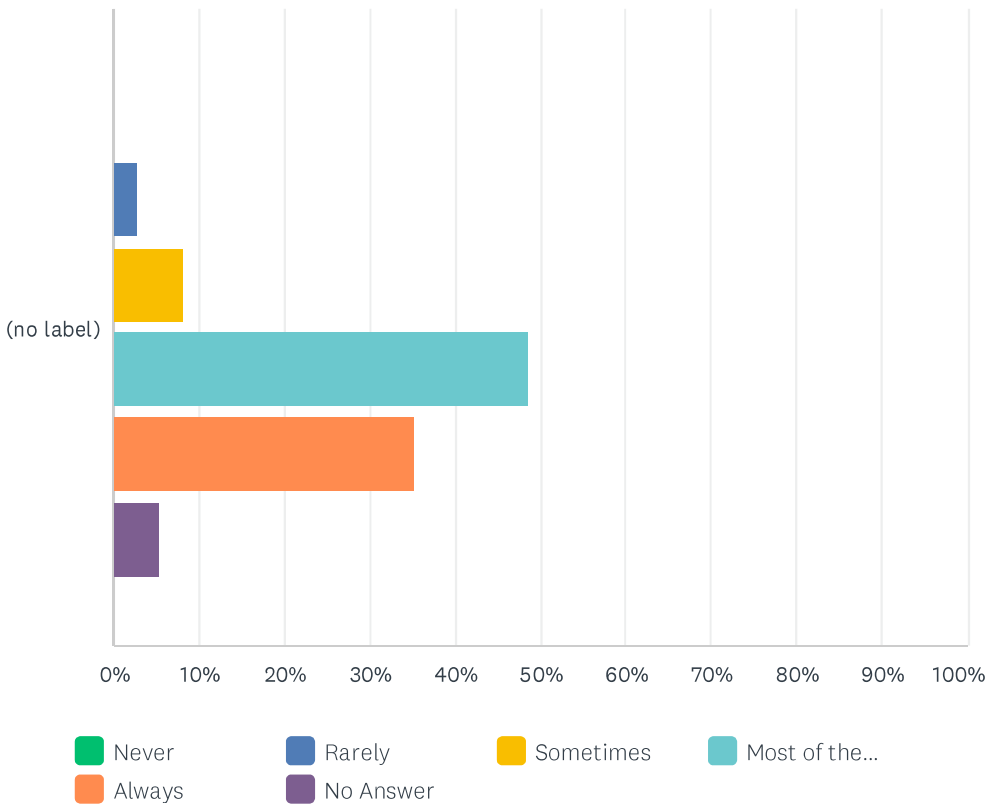
Answered: 35    Skipped: 8



	VERY DISSATISFIED	DISSATISFIED	NEITHER SATISFIED OR DISSATISFIED	SATISFIED	VERY SATISFIED	DOES NOT APPLY TO ME	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	2.86% 1	5.71% 2	40.00% 14	17.14% 6	34.29% 12	35	4.09

Q26 I am happy with the food choices given to residents

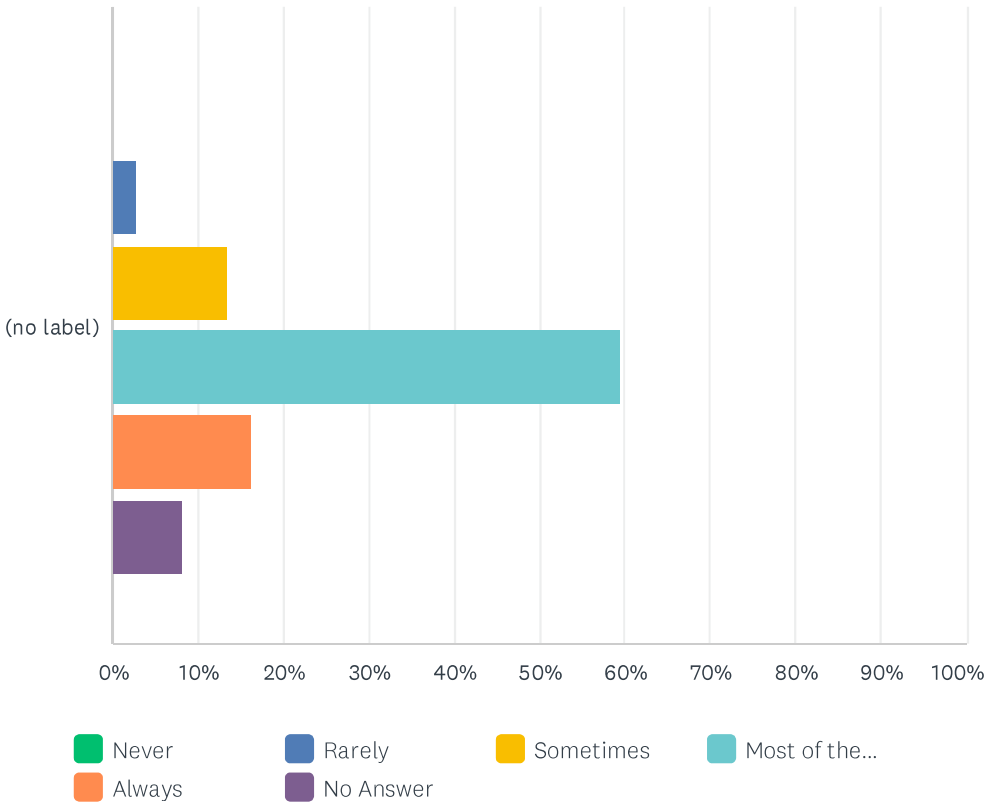
Answered: 37    Skipped: 6



	NEVER	RARELY	SOMETIMES	MOST OF THE TIME	ALWAYS	NO ANSWER	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	2.70% 1	8.11% 3	48.65% 18	35.14% 13	5.41% 2	37	4.23

Q27 Mealtime is an enjoyable time

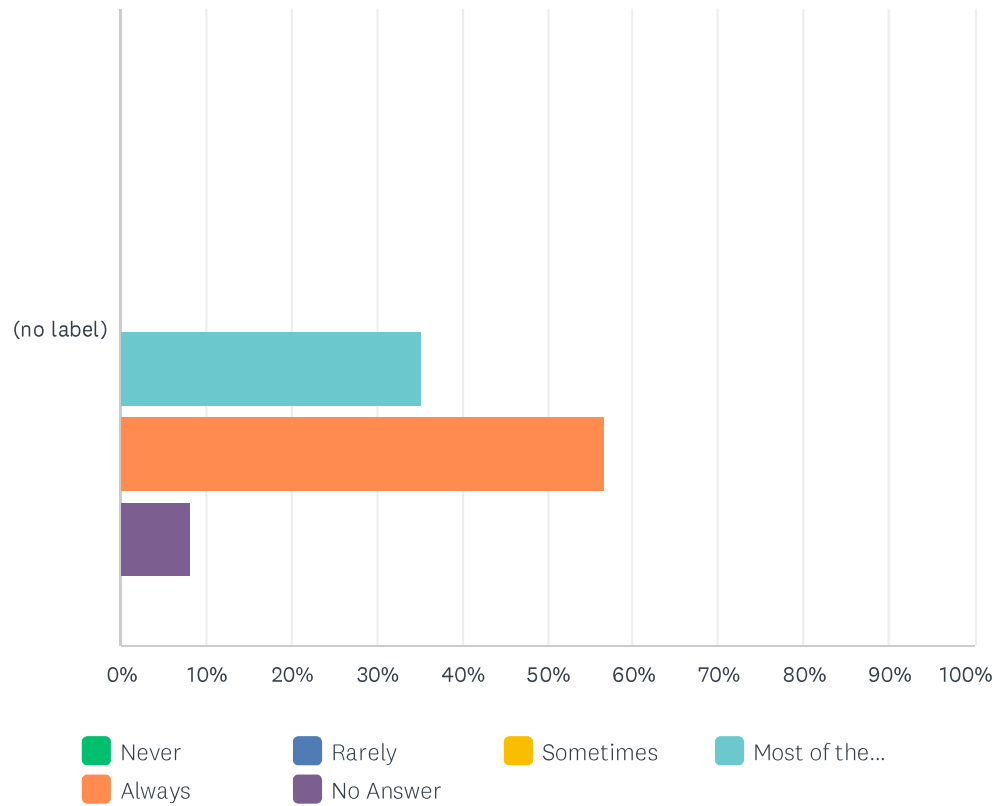
Answered: 37    Skipped: 6



	NEVER	RARELY	SOMETIMES	MOST OF THE TIME	ALWAYS	NO ANSWER	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	2.70% 1	13.51% 5	59.46% 22	16.22% 6	8.11% 3	37	3.97

Q28 I am satisfied with the quantity of food at meals

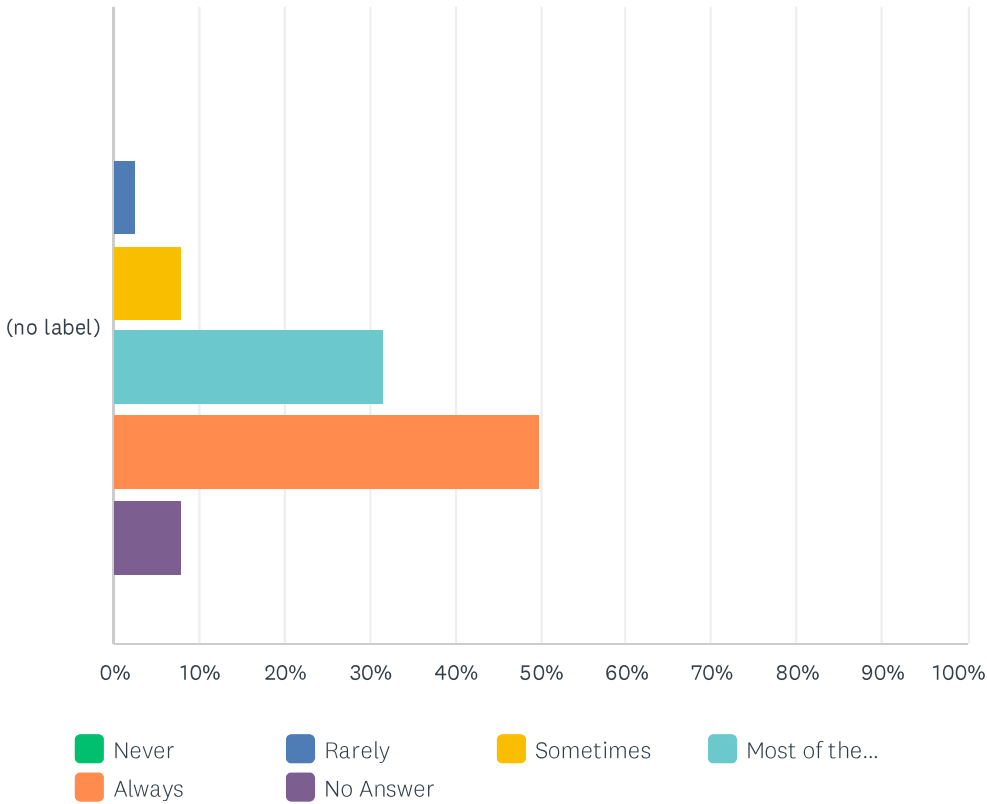
Answered: 37    Skipped: 6



	NEVER	RARELY	SOMETIMES	MOST OF THE TIME	ALWAYS	NO ANSWER	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	0.00% 0	0.00% 0	35.14% 13	56.76% 21	8.11% 3	37	4.62

Q29 There is a good variety of food

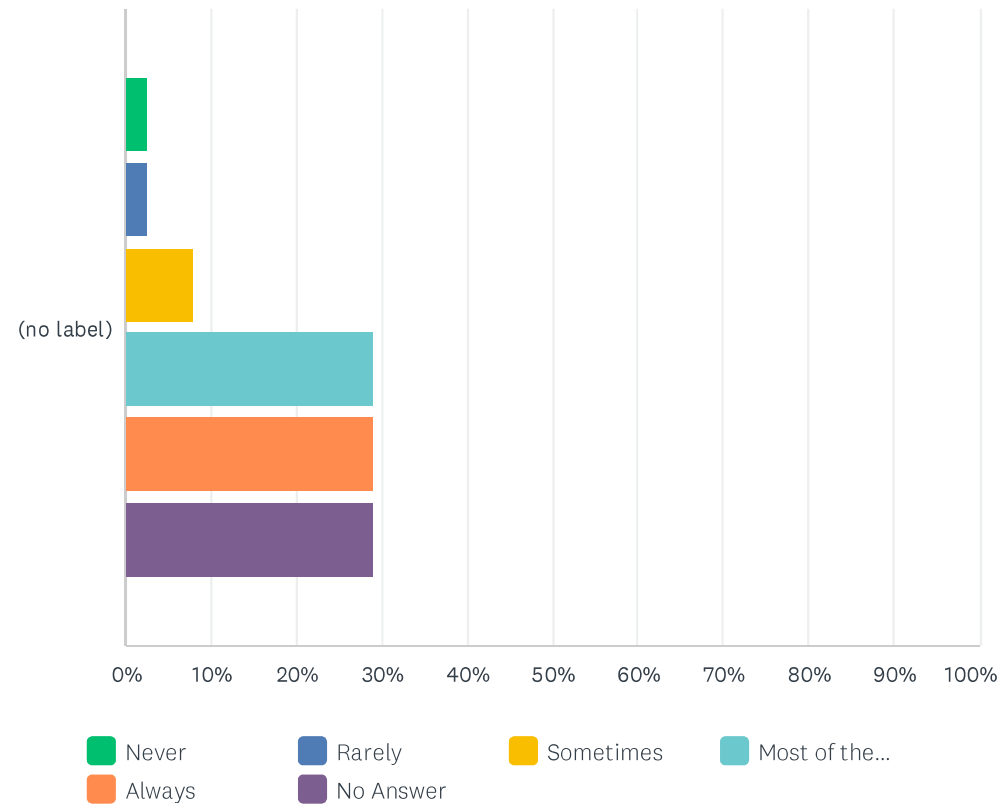
Answered: 38    Skipped: 5



	NEVER	RARELY	SOMETIMES	MOST OF THE TIME	ALWAYS	NO ANSWER	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	2.63% 1	7.89% 3	31.58% 12	50.00% 19	7.89% 3	38	4.40

Q30 There is a variety of food on the snack cart

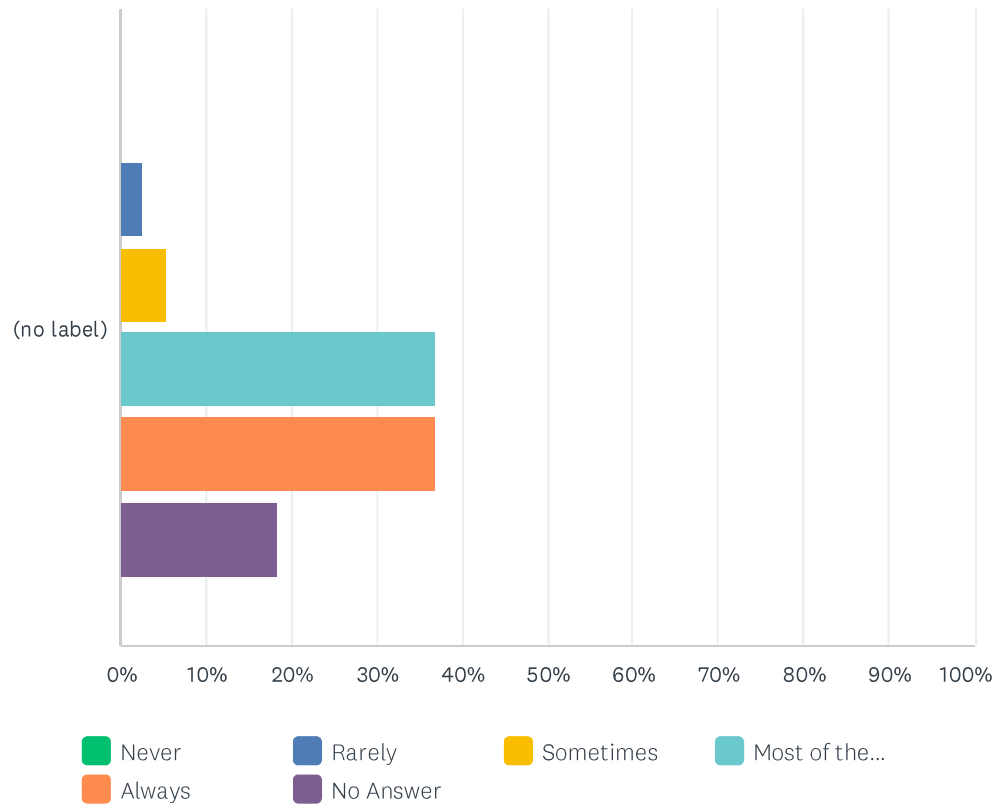
Answered: 38    Skipped: 5



	NEVER	RARELY	SOMETIMES	MOST OF THE TIME	ALWAYS	NO ANSWER	TOTAL	WEIGHTED AVERAGE
(no label)	2.63% 1	2.63% 1	7.89% 3	28.95% 11	28.95% 11	28.95% 11	38	4.11

Q31 I am pleased with the dining experience

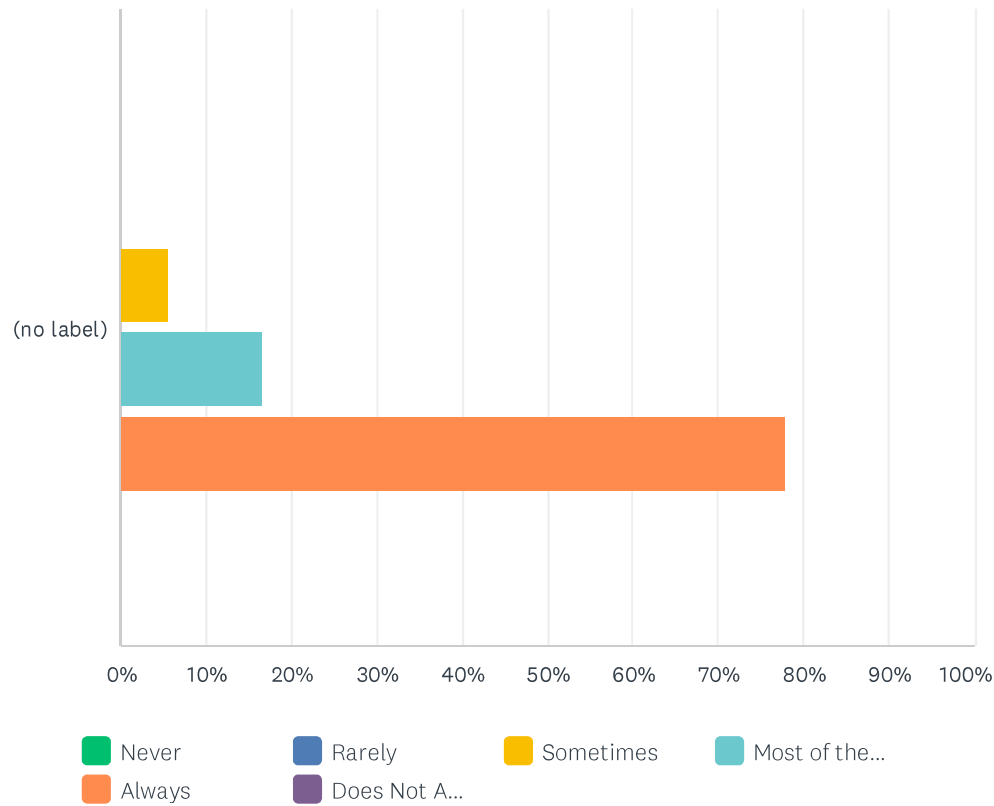
Answered: 38    Skipped: 5



	NEVER	RARELY	SOMETIMES	MOST OF THE TIME	ALWAYS	NO ANSWER	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	2.63% 1	5.26% 2	36.84% 14	36.84% 14	18.42% 7	38	4.32

Q32 Do you feel you have a voice in the care of your family member?

Answered: 36    Skipped: 7

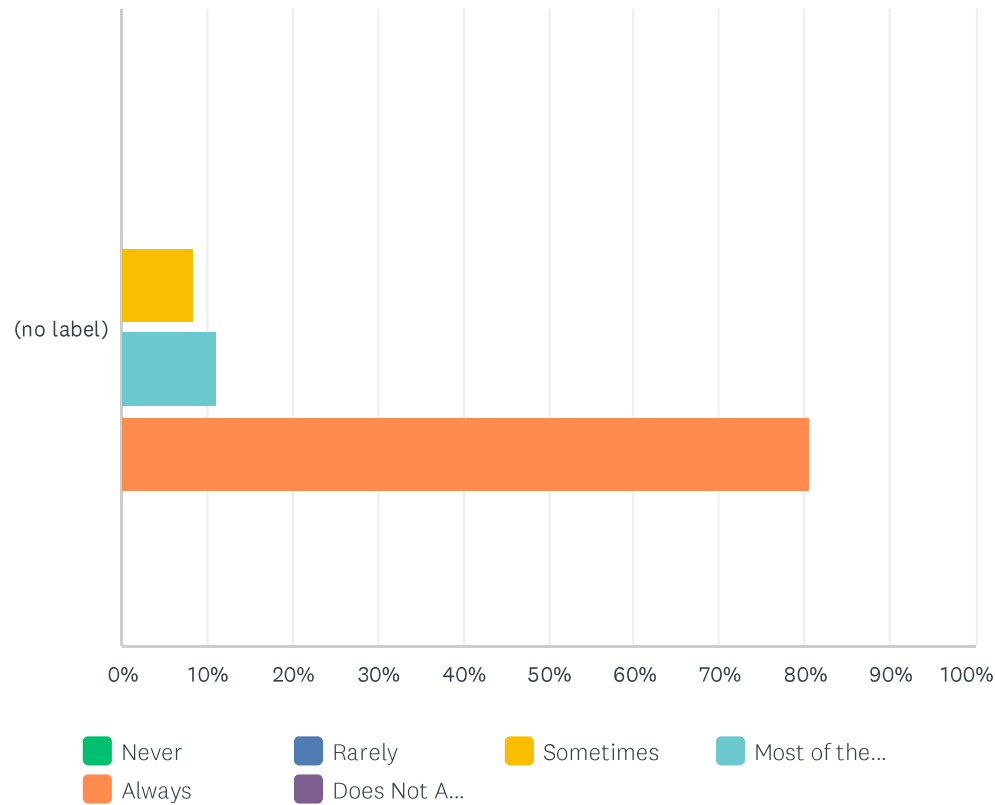


	NEVER	RARELY	SOMETIMES	MOST OF THE TIME	ALWAYS	DOES NOT APPLY TO ME	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	0.00% 0	5.56% 2	16.67% 6	77.78% 28	0.00% 0	36	4.72



Q33 Do you receive good communication from staff when there are concerns?

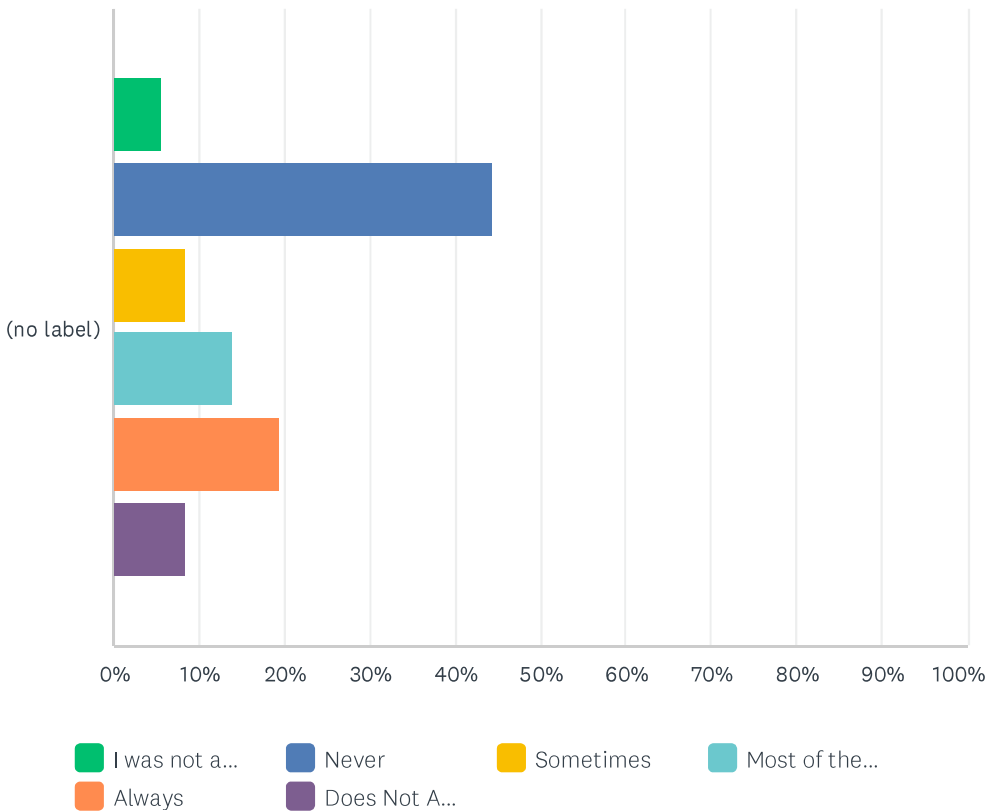
Answered: 36 Skipped: 7



	NEVER	RARELY	SOMETIMES	MOST OF THE TIME	ALWAYS	DOES NOT APPLY TO ME	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	0.00% 0	8.33% 3	11.11% 4	80.56% 29	0.00% 0	36	4.72

Q34 Do you participate in the Family Council?

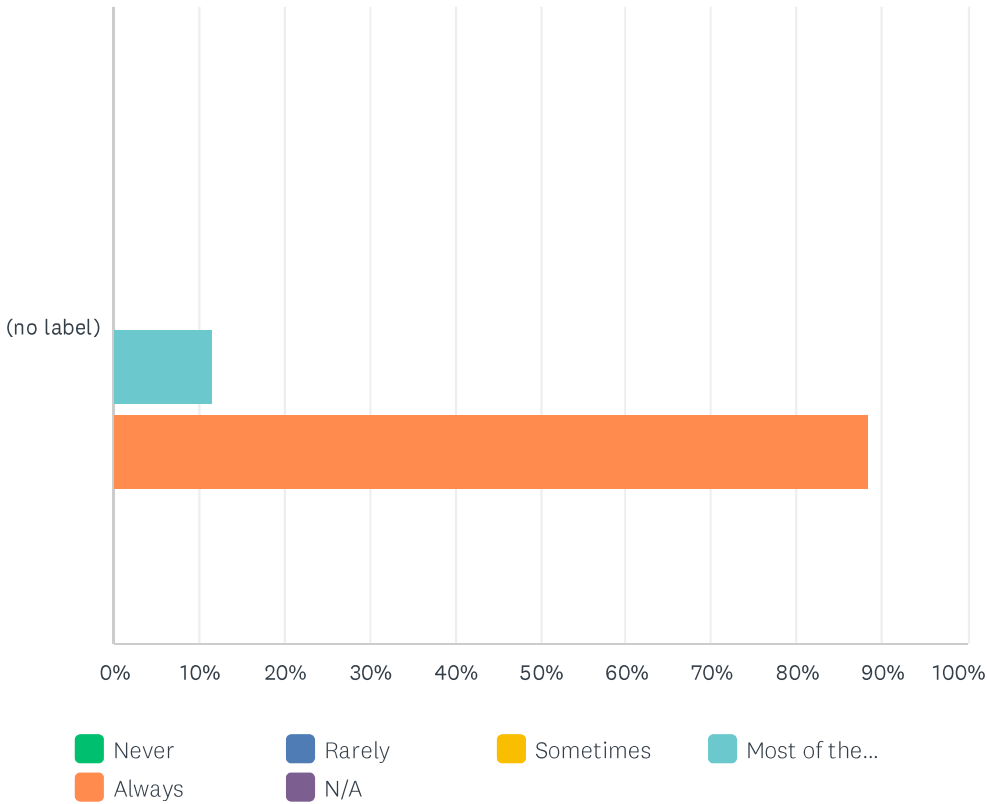
Answered: 36    Skipped: 7



	I WAS NOT AWARE THERE IS A FAMILY COUNCIL	NEVER	SOMETIMES	MOST OF THE TIME	ALWAYS	DOES NOT APPLY TO ME	TOTAL	WEIGHTED AVERAGE
(no label)	5.56% 2	44.44% 16	8.33% 3	13.89% 5	19.44% 7	8.33% 3	36	2.97

Q35 Are you able to visit your family member at any time?

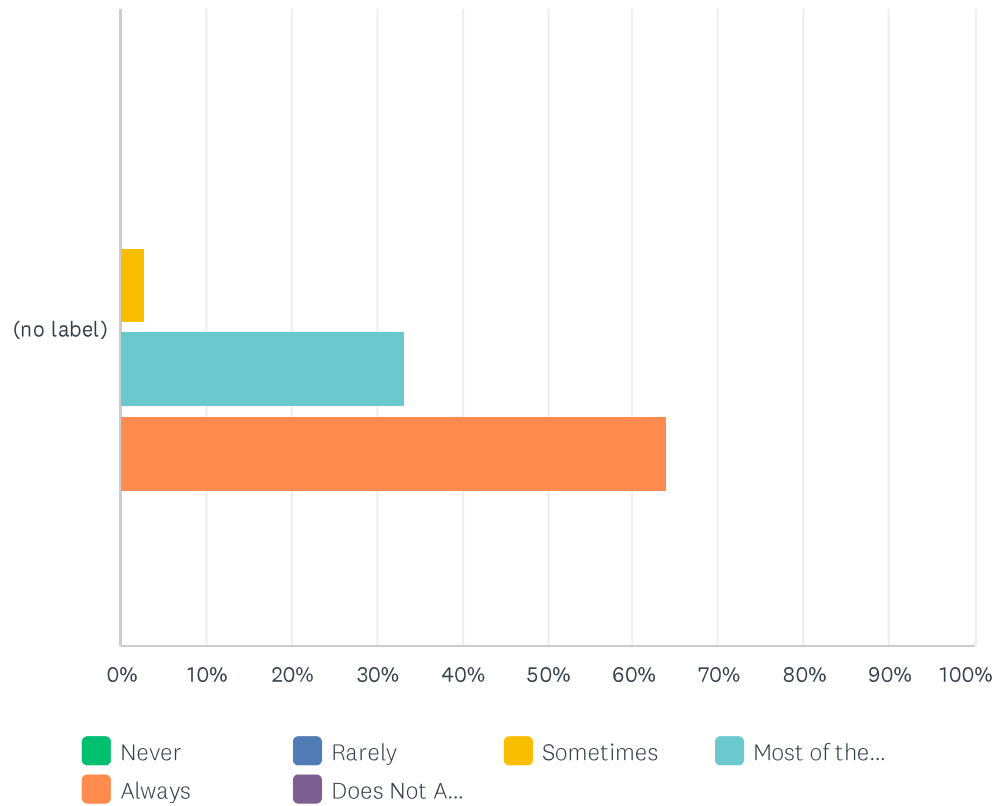
Answered: 35    Skipped: 8



	NEVER	RARELY	SOMETIMES	MOST OF THE TIME	ALWAYS	N/A	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	0.00% 0	0.00% 0	11.43% 4	88.57% 31	0.00% 0	35	4.89

Q36 Are you pleased with the care they are receiving?

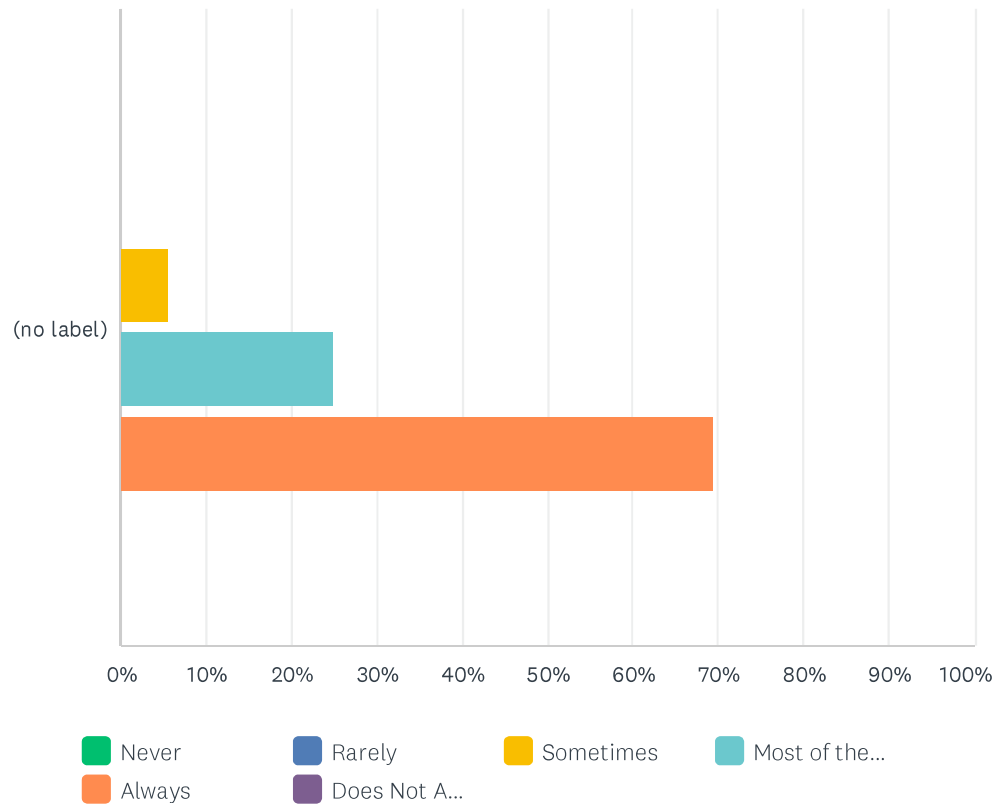
Answered: 36    Skipped: 7



	NEVER	RARELY	SOMETIMES	MOST OF THE TIME	ALWAYS	DOES NOT APPLY TO ME	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	0.00% 0	2.78% 1	33.33% 12	63.89% 23	0.00% 0	36	4.61

Q37 Do you find our home inviting?

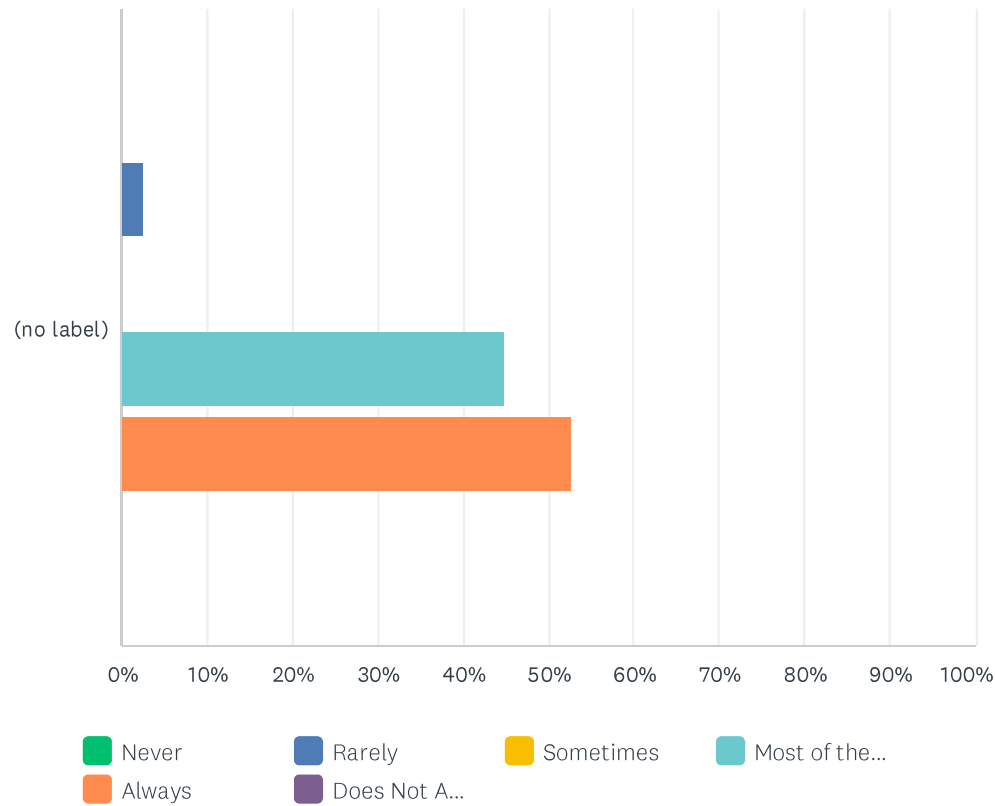
Answered: 36    Skipped: 7



	NEVER	RARELY	SOMETIMES	MOST OF THE TIME	ALWAYS	DOES NOT APPLY TO ME	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	0.00% 0	5.56% 2	25.00% 9	69.44% 25	0.00% 0	36	4.64

Q38 Do you find all staff responsive, efficient and caring?

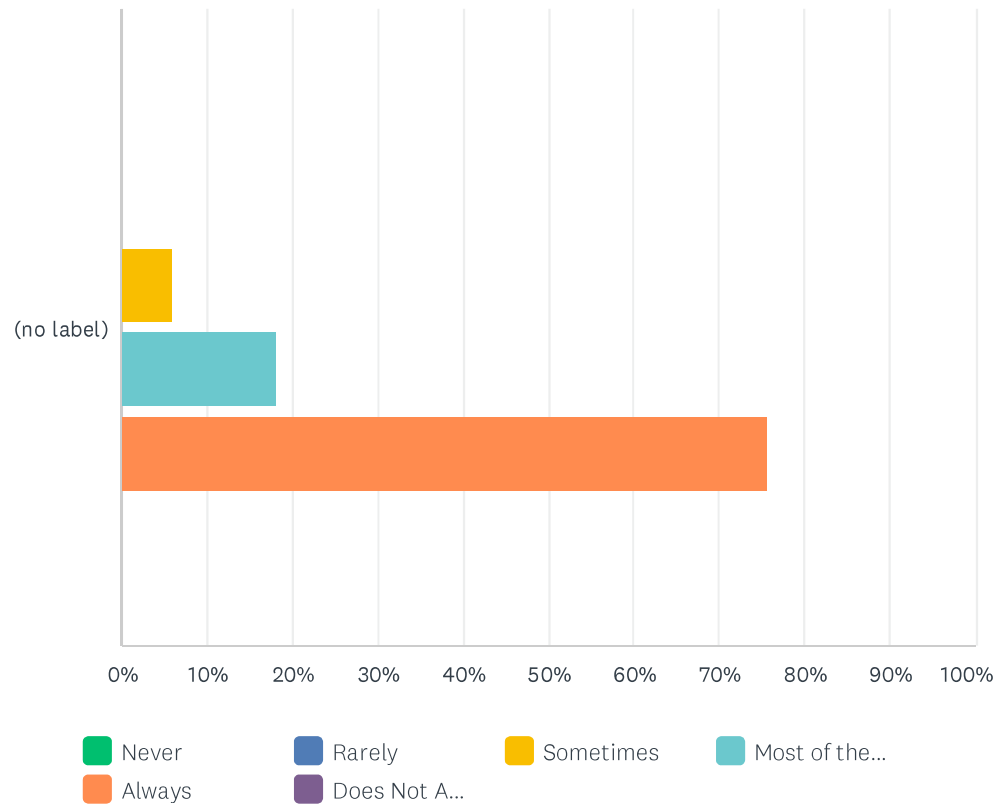
Answered: 38    Skipped: 5



	NEVER	RARELY	SOMETIMES	MOST OF THE TIME	ALWAYS	DOES NOT APPLY TO ME	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	2.63% 1	0.00% 0	44.74% 17	52.63% 20	0.00% 0	38	4.47

Q39 Would you recommend this nursing home to others?

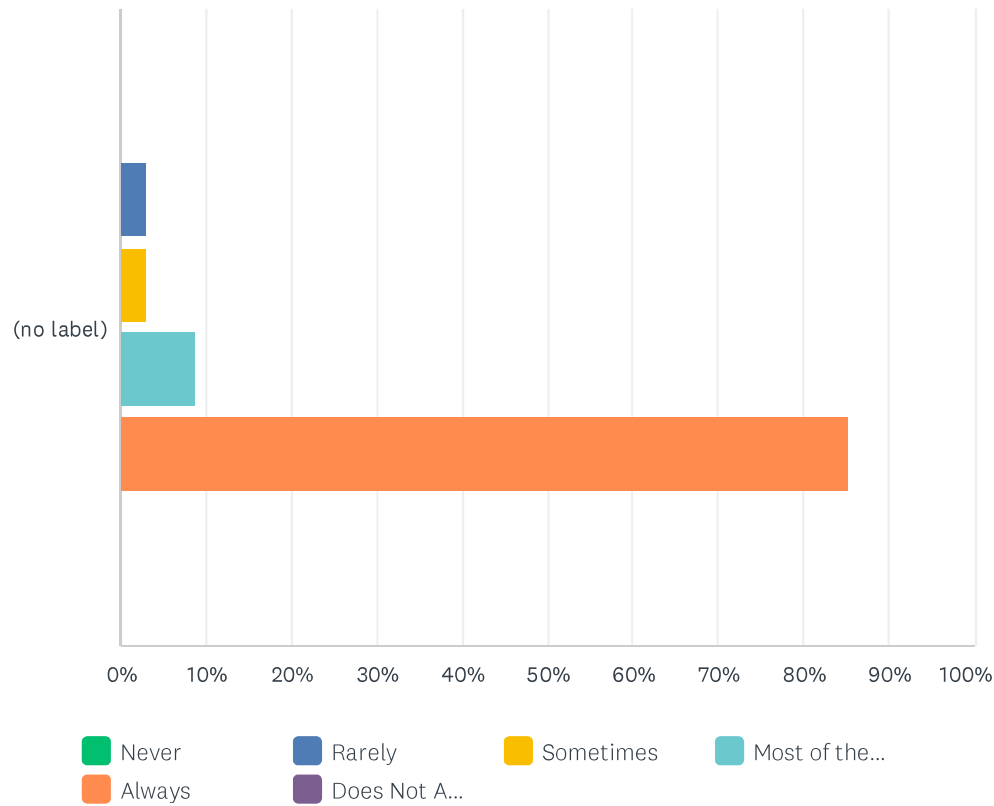
Answered: 33    Skipped: 10



	NEVER	RARELY	SOMETIMES	MOST OF THE TIME	ALWAYS	DOES NOT APPLY TO ME	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	0.00% 0	6.06% 2	18.18% 6	75.76% 25	0.00% 0	33	4.70

Q40 Do you feel safety is important to the home?

Answered: 34    Skipped: 9



	NEVER	RARELY	SOMETIMES	MOST OF THE TIME	ALWAYS	DOES NOT APPLY TO ME	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	2.94% 1	2.94% 1	8.82% 3	85.29% 29	0.00% 0	34	4.76