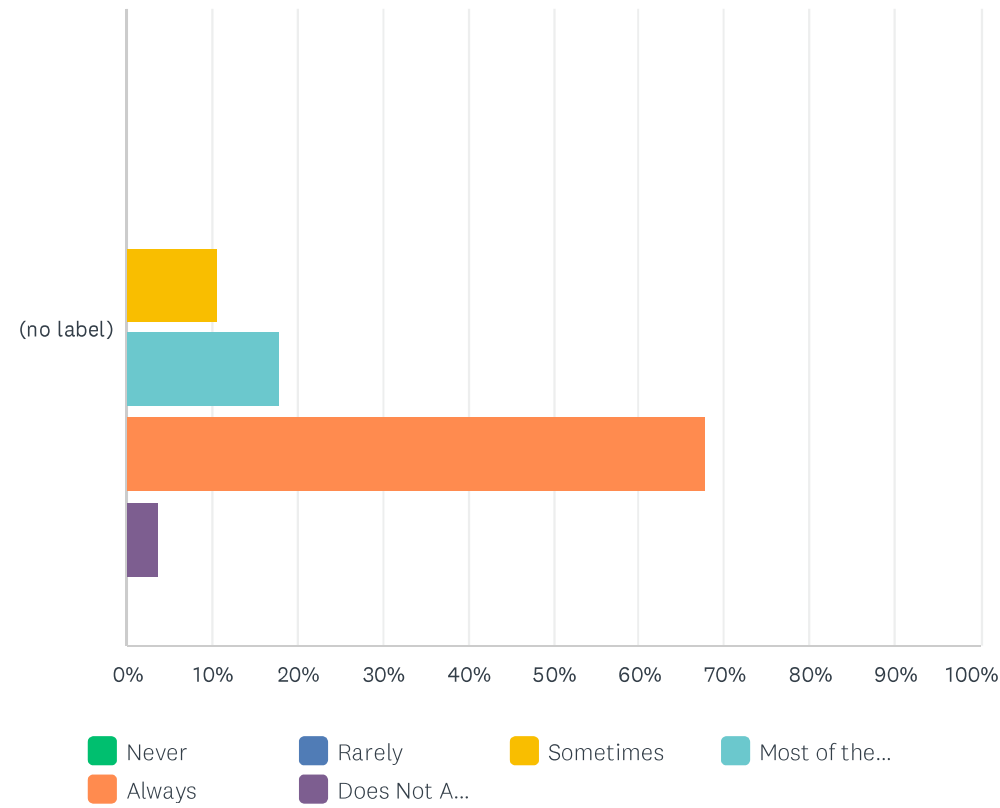


Q1 The staff involve you in decisions about care

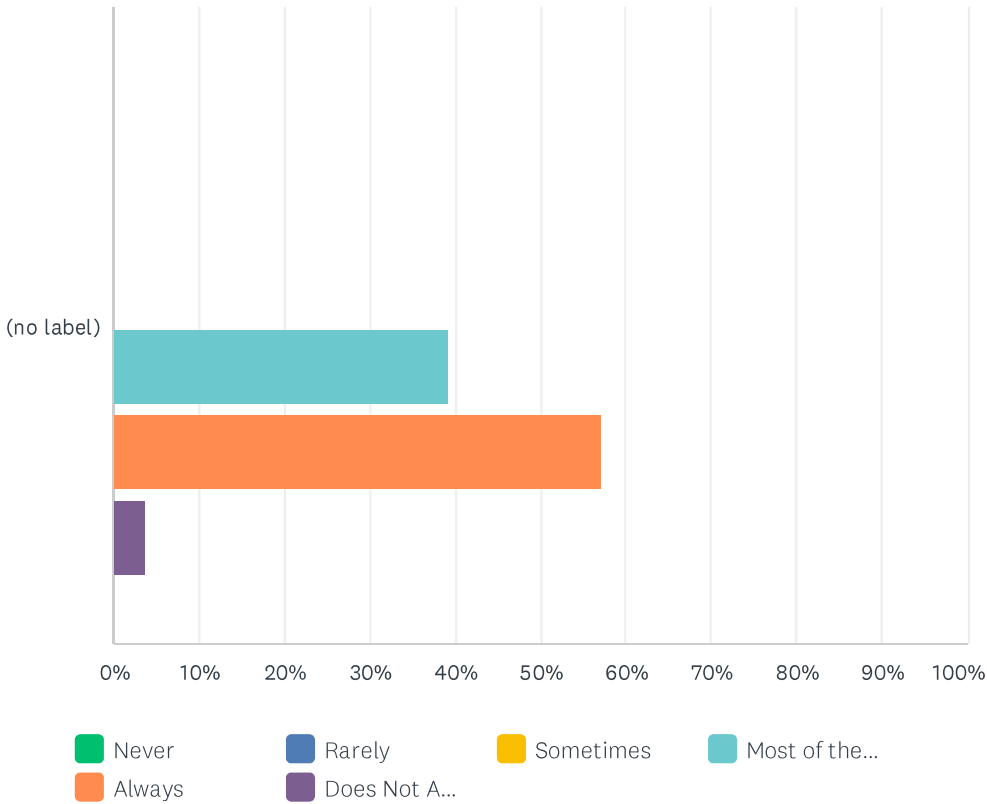
Answered: 28 Skipped: 0



	NEVER	RARELY	SOMETIMES	MOST OF THE TIME	ALWAYS	DOES NOT APPLY TO ME	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	0.00% 0	10.71% 3	17.86% 5	67.86% 19	3.57% 1	28	4.59

Q2 Staff respect resident's likes/ dislikes

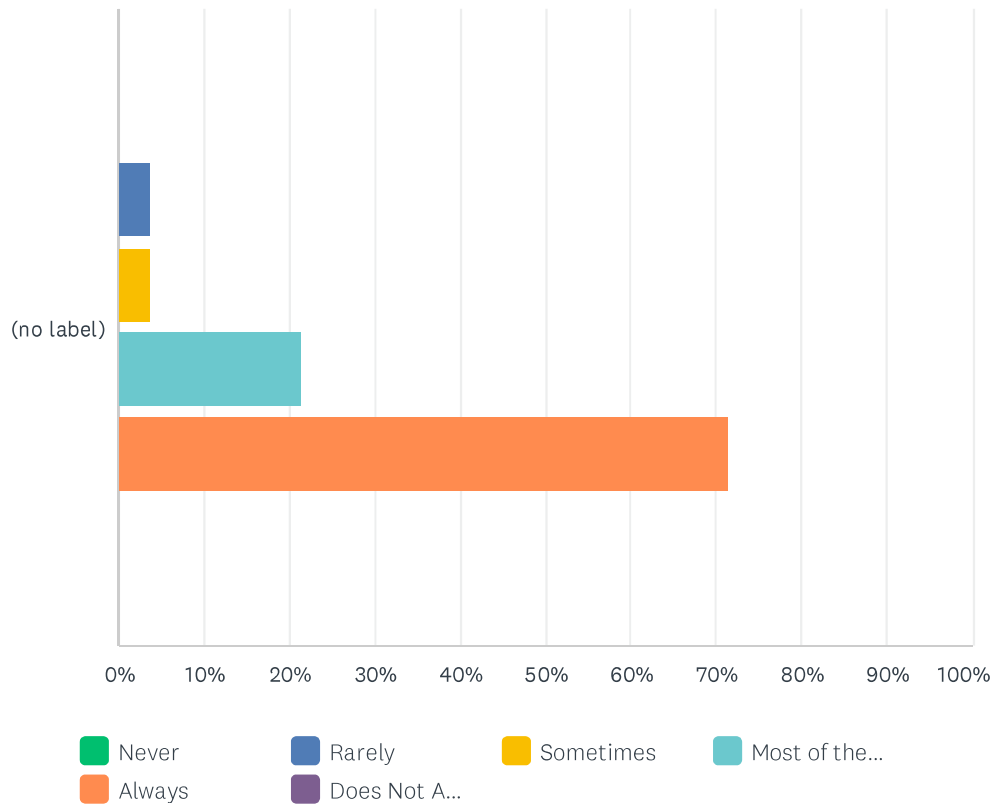
Answered: 28 Skipped: 0



	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	39.29% 11	57.14% 16	3.57% 1	28	4.59

Q3 Staff treat me with respect

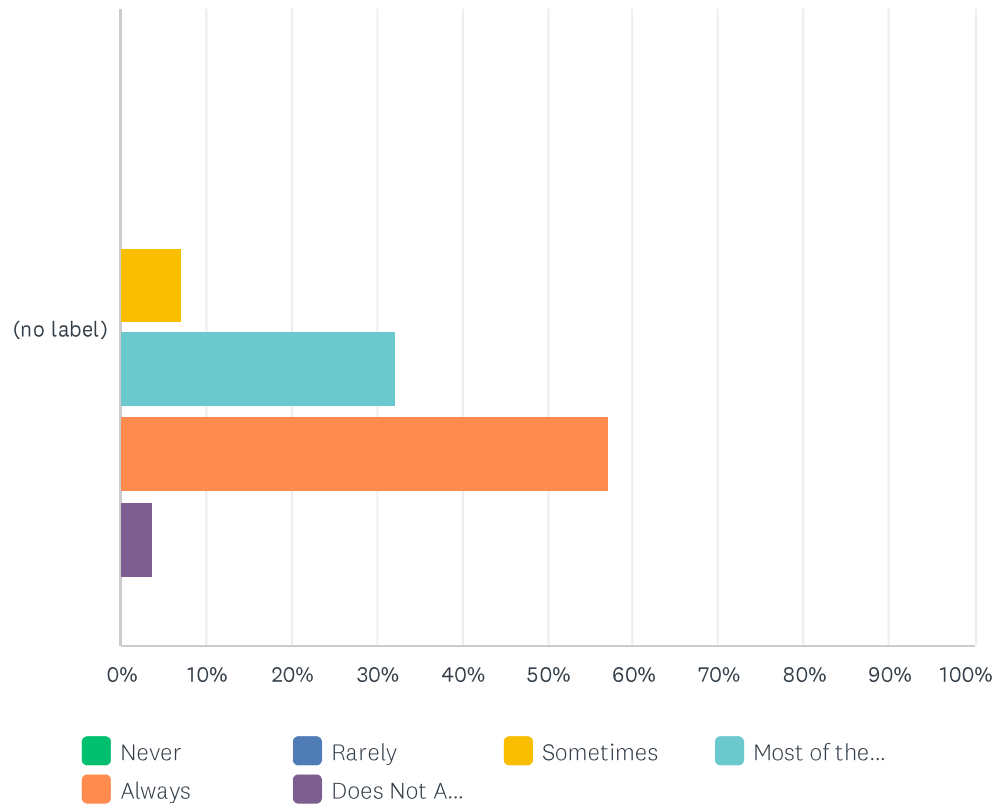
Answered: 28 Skipped: 0



	NEVER	RARELY	SOMETIMES	MOST OF THE TIME	ALWAYS	DOES NOT APPLY TO ME	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	3.57% 1	3.57% 1	21.43% 6	71.43% 20	0.00% 0	28	4.61

Q4 Resident's privacy is respected

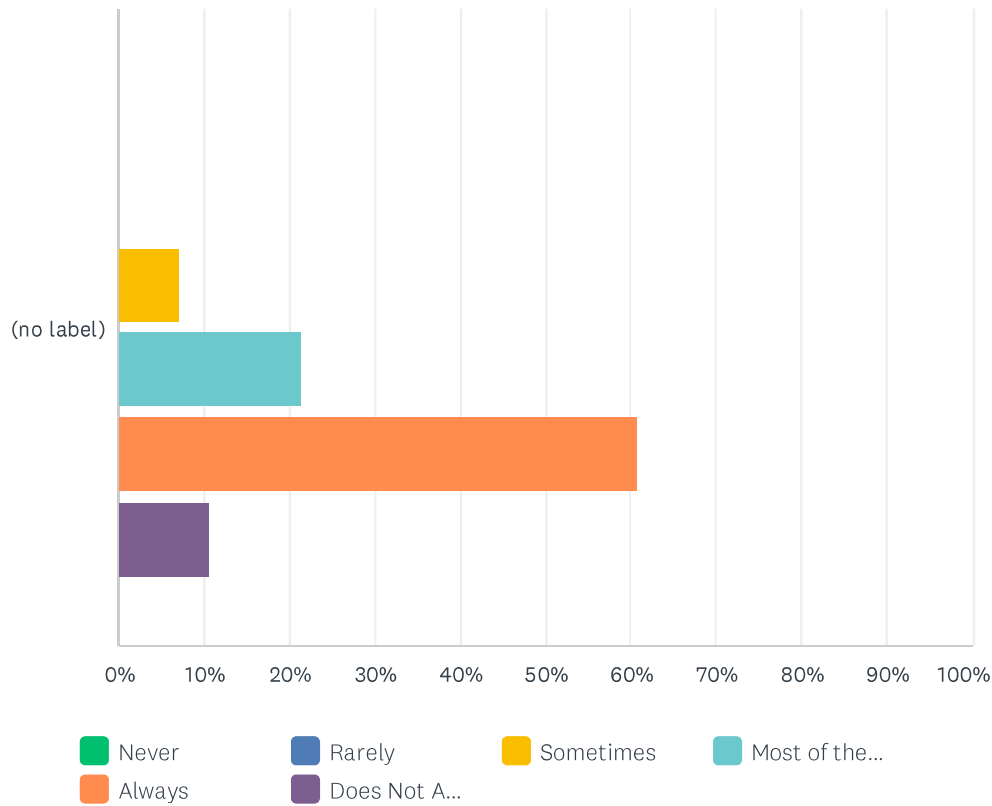
Answered: 28 Skipped: 0



	NEVER	RARELY	SOMETIMES	MOST OF THE TIME	ALWAYS	DOES NOT APPLY TO ME	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	0.00% 0	7.14% 2	32.14% 9	57.14% 16	3.57% 1	28	4.52

Q5 Residents are given choices and they are respected

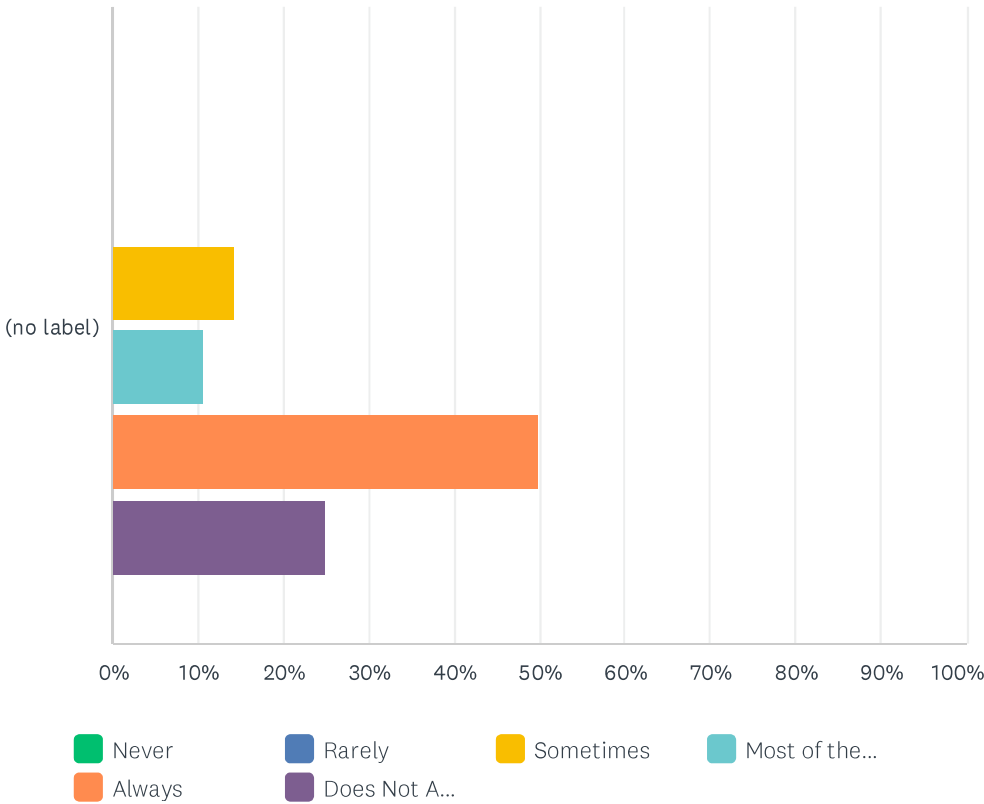
Answered: 28 Skipped: 0



	NEVER	RARELY	SOMETIMES	MOST OF THE TIME	ALWAYS	DOES NOT APPLY TO ME	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	0.00% 0	7.14% 2	21.43% 6	60.71% 17	10.71% 3	28	4.60

Q6 Residents can express their opinions without fear of consequences

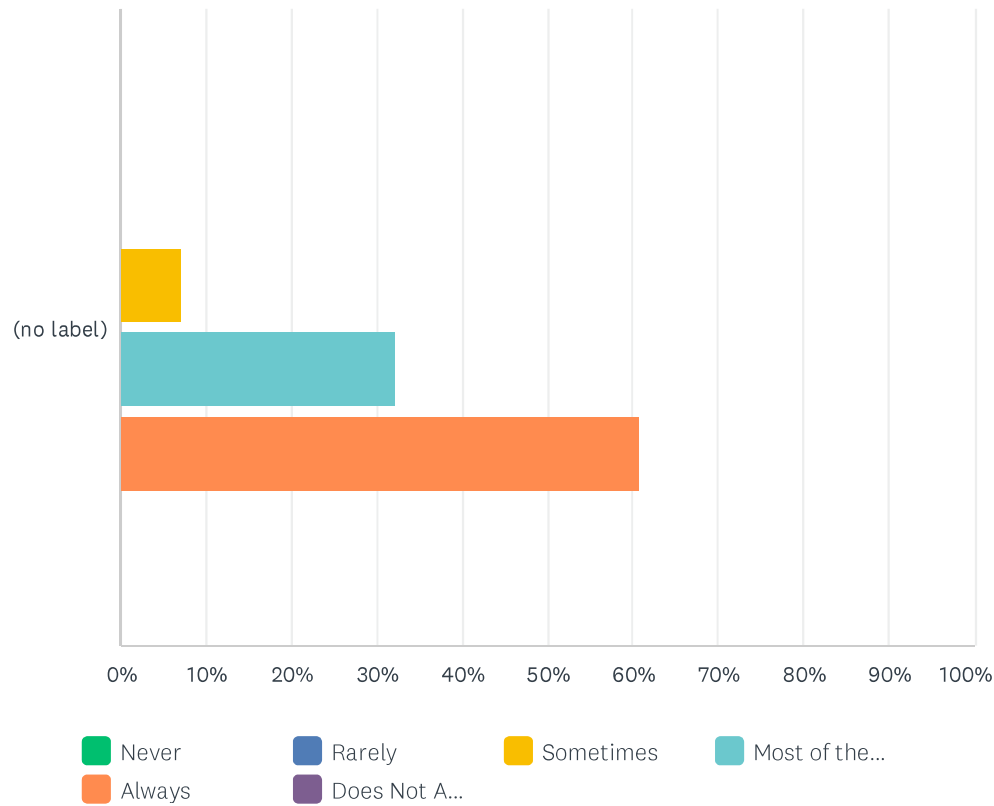
Answered: 28 Skipped: 0



	NEVER	RARELY	SOMETIMES	MOST OF THE TIME	ALWAYS	DOES NOT APPLY TO ME	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	0.00% 0	14.29% 4	10.71% 3	50.00% 14	25.00% 7	28	4.48

Q7 The staff are good listeners

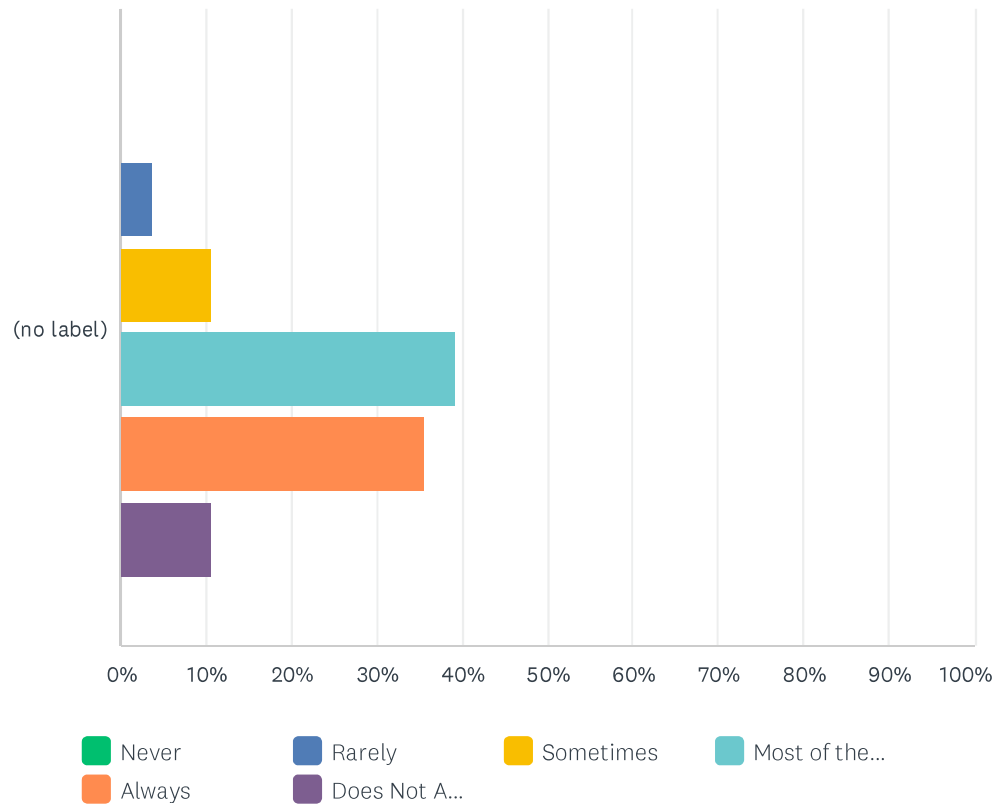
Answered: 28 Skipped: 0



	NEVER	RARELY	SOMETIMES	MOST OF THE TIME	ALWAYS	DOES NOT APPLY TO ME	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	0.00% 0	7.14% 2	32.14% 9	60.71% 17	0.00% 0	28	4.54

Q8 Staff respond promptly when you call

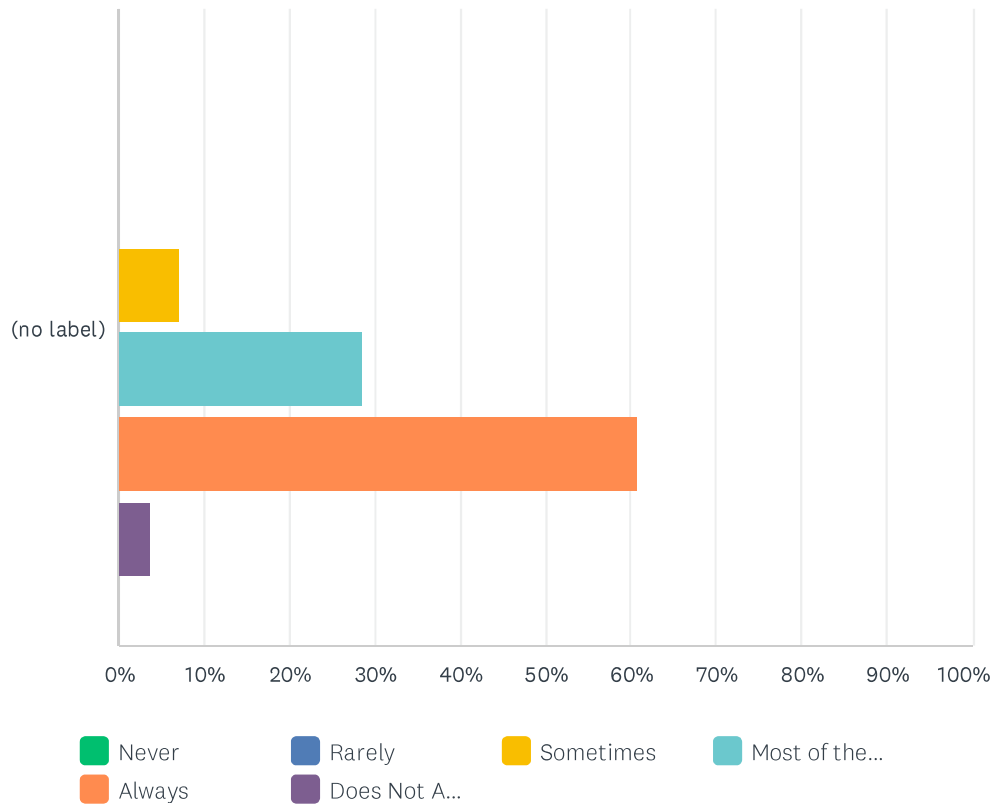
Answered: 28 Skipped: 0



	NEVER	RARELY	SOMETIMES	MOST OF THE TIME	ALWAYS	DOES NOT APPLY TO ME	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	3.57% 1	10.71% 3	39.29% 11	35.71% 10	10.71% 3	28	4.20

Q9 Staff pay attention to the residents

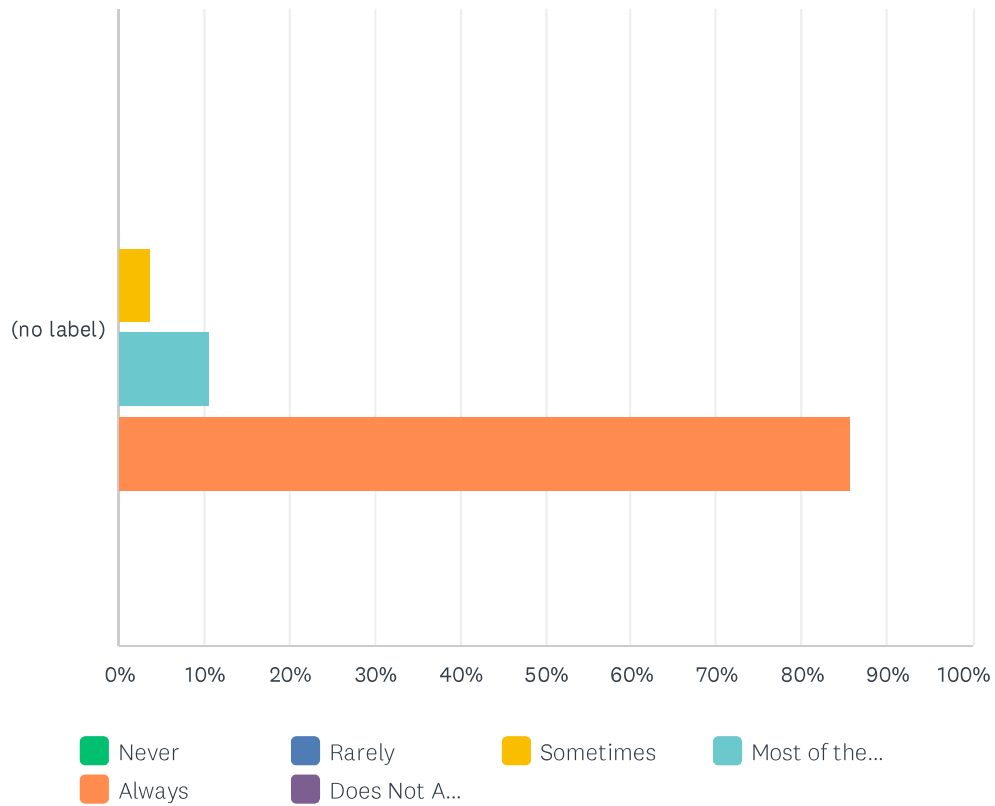
Answered: 28 Skipped: 0



	NEVER	RARELY	SOMETIMES	MOST OF THE TIME	ALWAYS	DOES NOT APPLY TO ME	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	0.00% 0	7.14% 2	28.57% 8	60.71% 17	3.57% 1	28	4.56

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

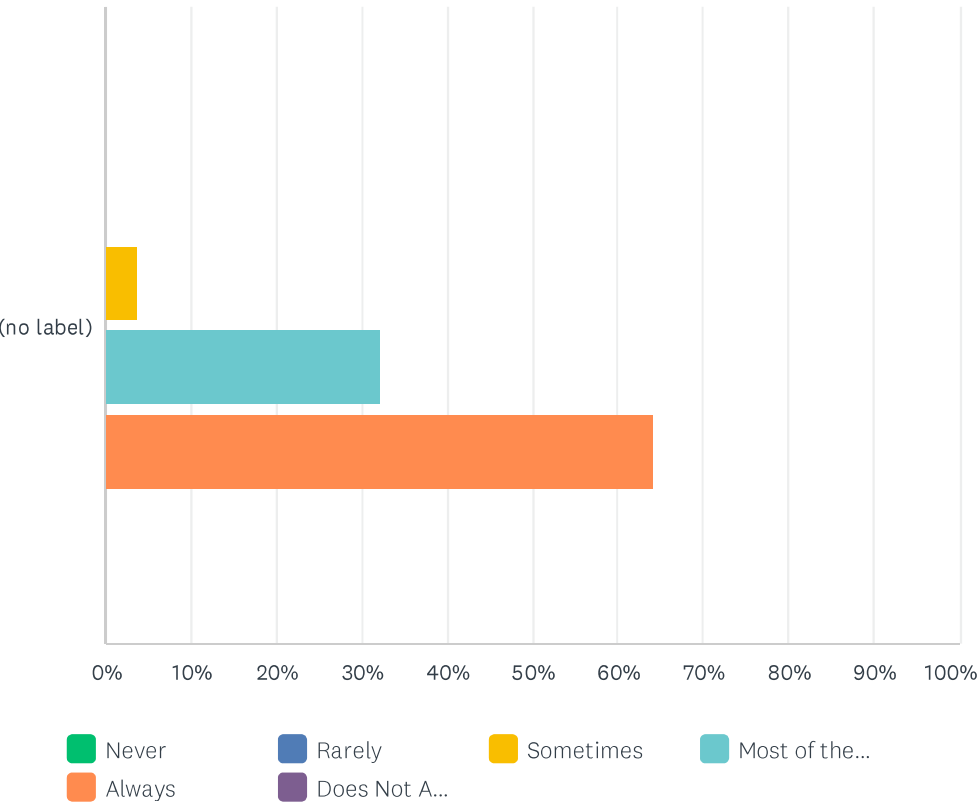
Answered: 28 Skipped: 0



	NEVER	RARELY	SOMETIMES	MOST OF THE TIME	ALWAYS	DOES NOT APPLY TO ME	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	0.00% 0	3.57% 1	10.71% 3	85.71% 24	0.00% 0	28	4.82

Q11 Overall, I am happy with the nursing care

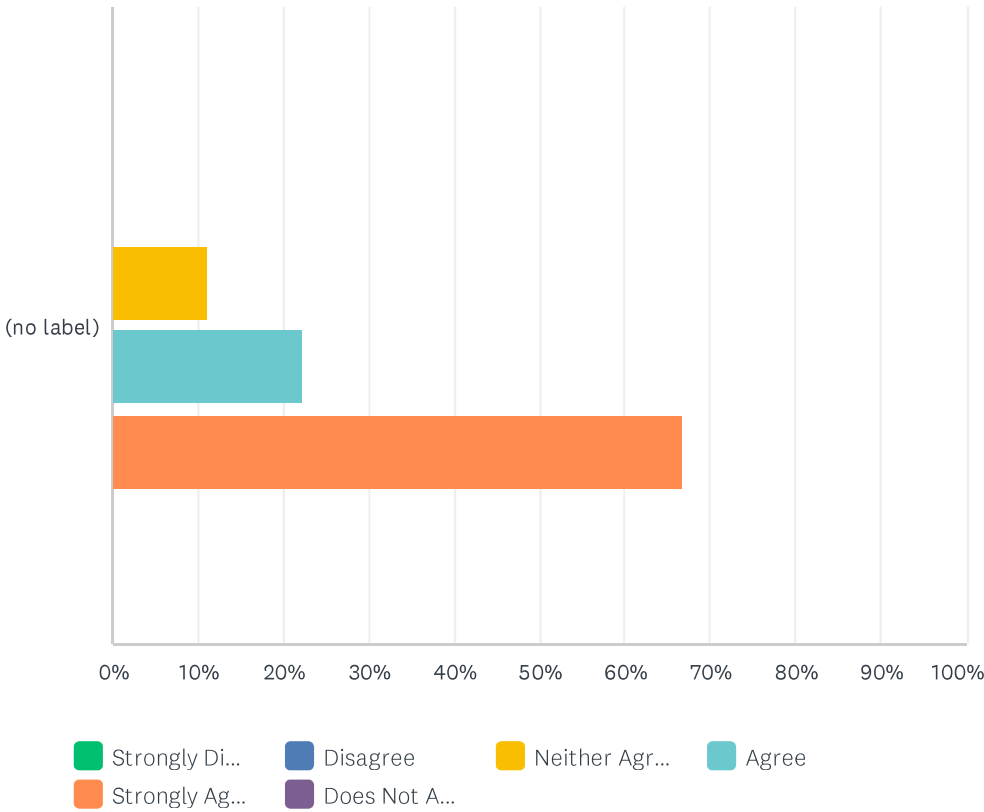
Answered: 28 Skipped: 0



	NEVER	RARELY	SOMETIMES	MOST OF THE TIME	ALWAYS	DOES NOT APPLY TO ME	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	0.00% 0	3.57% 1	32.14% 9	64.29% 18	0.00% 0	28	4.61

Q12 The staff are friendly and courteous

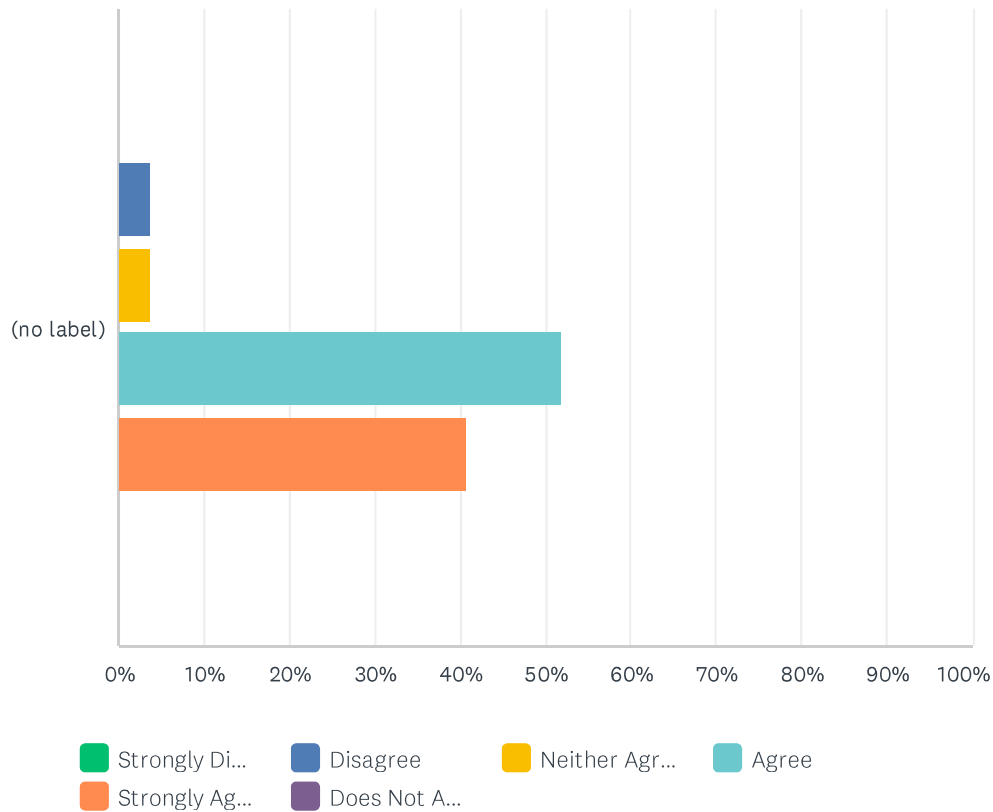
Answered: 27 Skipped: 1



	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	11.11% 3	22.22% 6	66.67% 18	0.00% 0	27	4.56

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

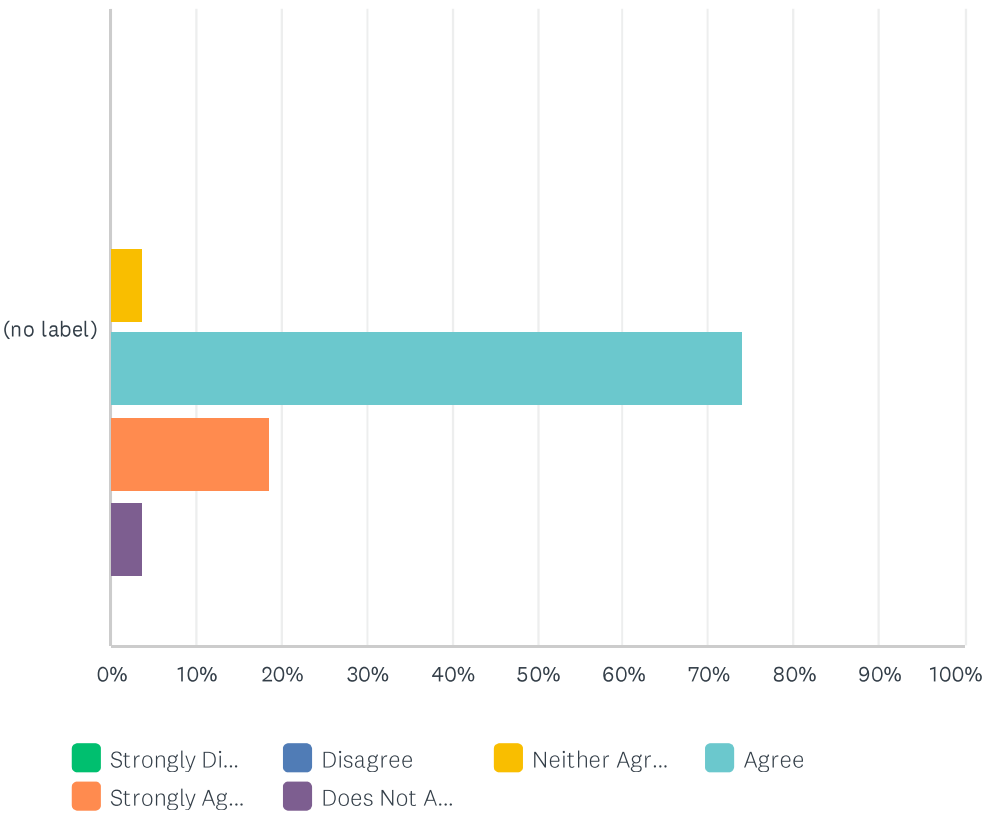
Answered: 27 Skipped: 1



	STRONGLY DISAGREE	DISAGREE	NEITHER AGREE OR DISAGREE	AGREE	STRONGLY AGREE	DOES NOT APPLY TO ME	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	3.70% 1	3.70% 1	51.85% 14	40.74% 11	0.00% 0	27	4.30

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

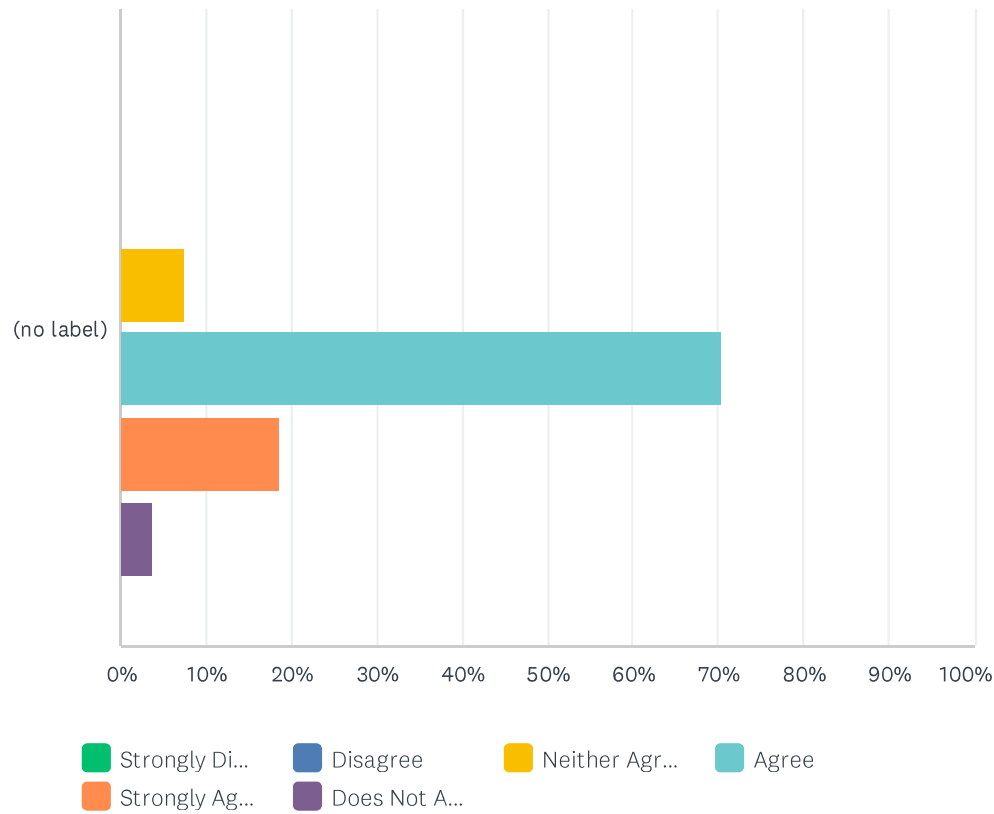
Answered: 27 Skipped: 1



	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	3.70% 1	74.07% 20	18.52% 5	3.70% 1	27	4.15

Q15 Do problems get resolved in a timely manner?

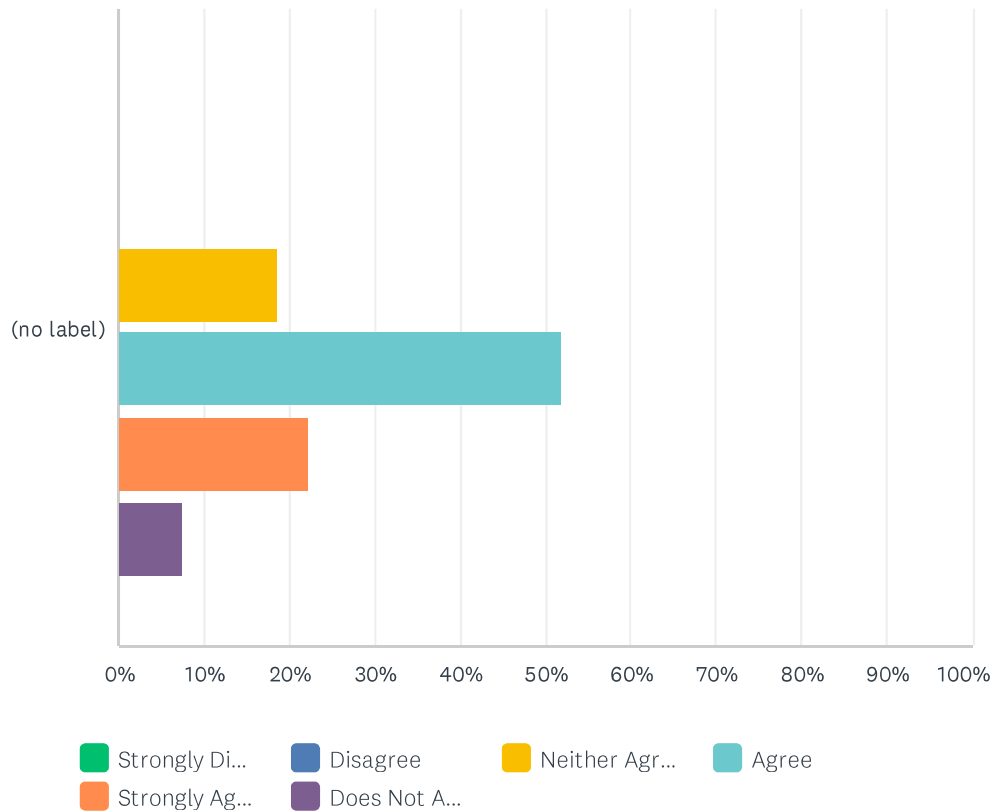
Answered: 27 Skipped: 1



	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	7.41% 2	70.37% 19	18.52% 5	3.70% 1	27	4.12

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

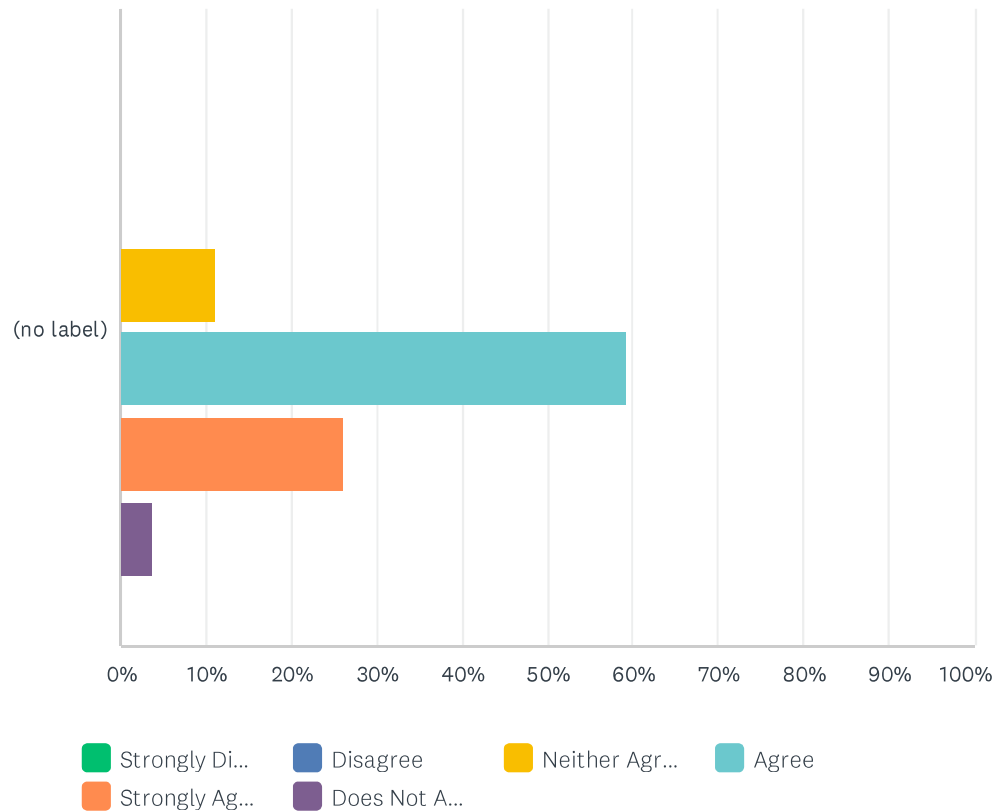
Answered: 27 Skipped: 1



	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	18.52% 5	51.85% 14	22.22% 6	7.41% 2	27	4.04

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

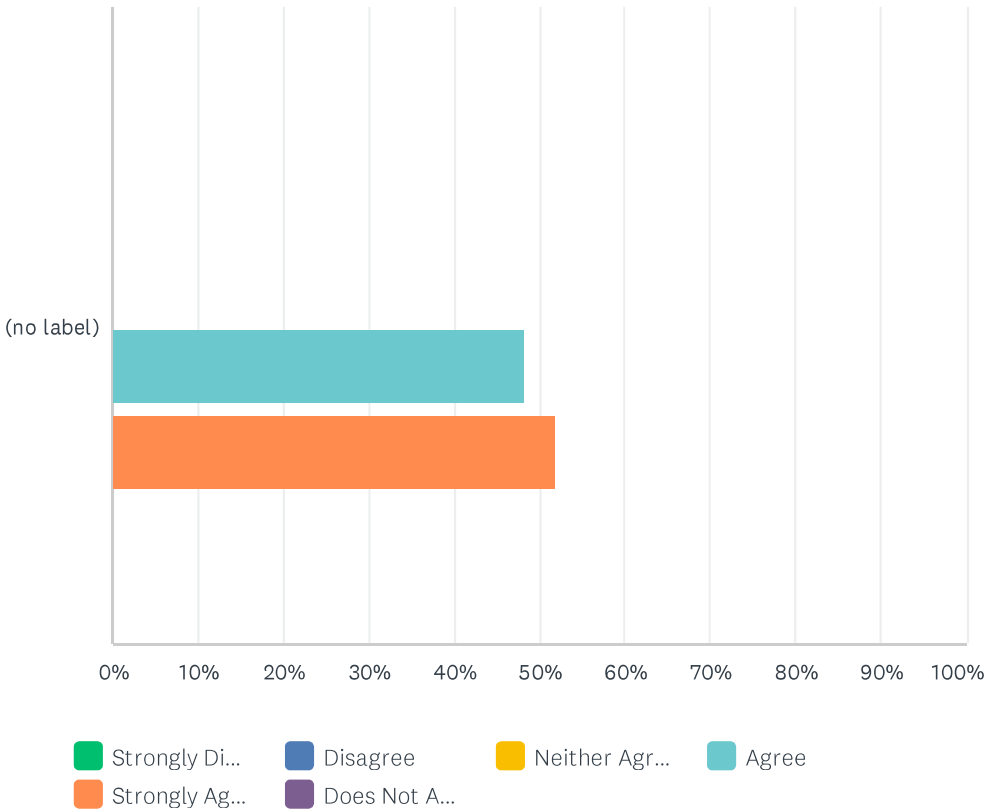
Answered: 27 Skipped: 1



	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	11.11% 3	59.26% 16	25.93% 7	3.70% 1	27	4.15

Q18 The home is kept clean

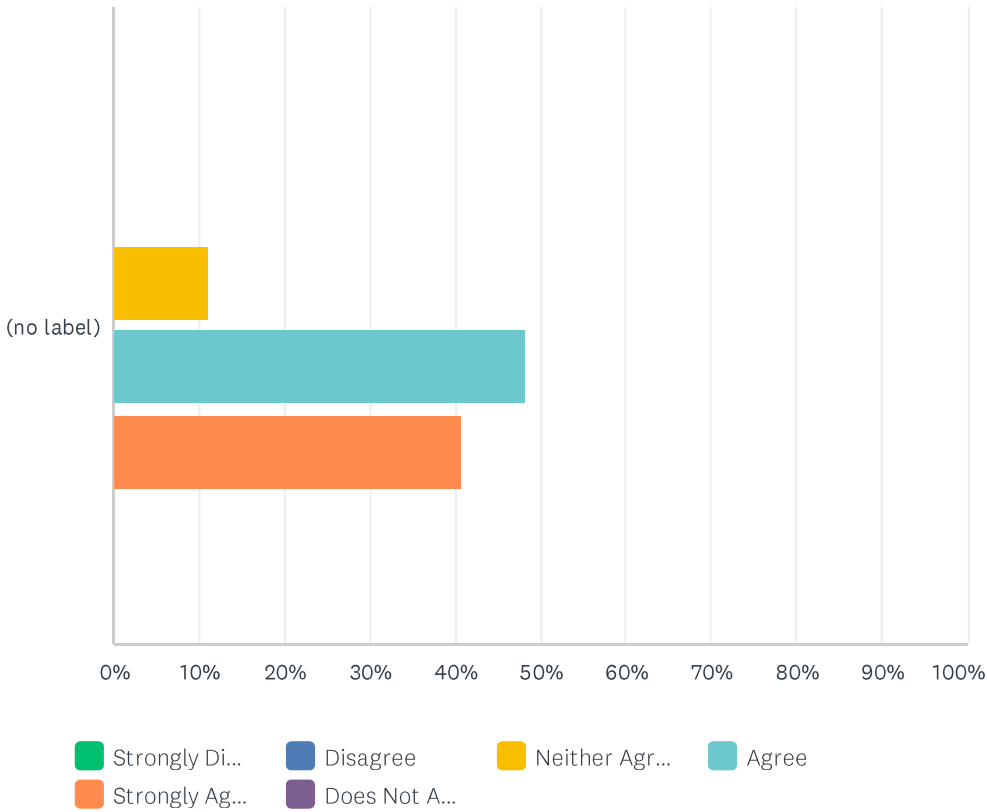
Answered: 27 Skipped: 1



	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	48.15% 13	51.85% 14	0.00% 0	27	4.52

Q19 The home is well maintained

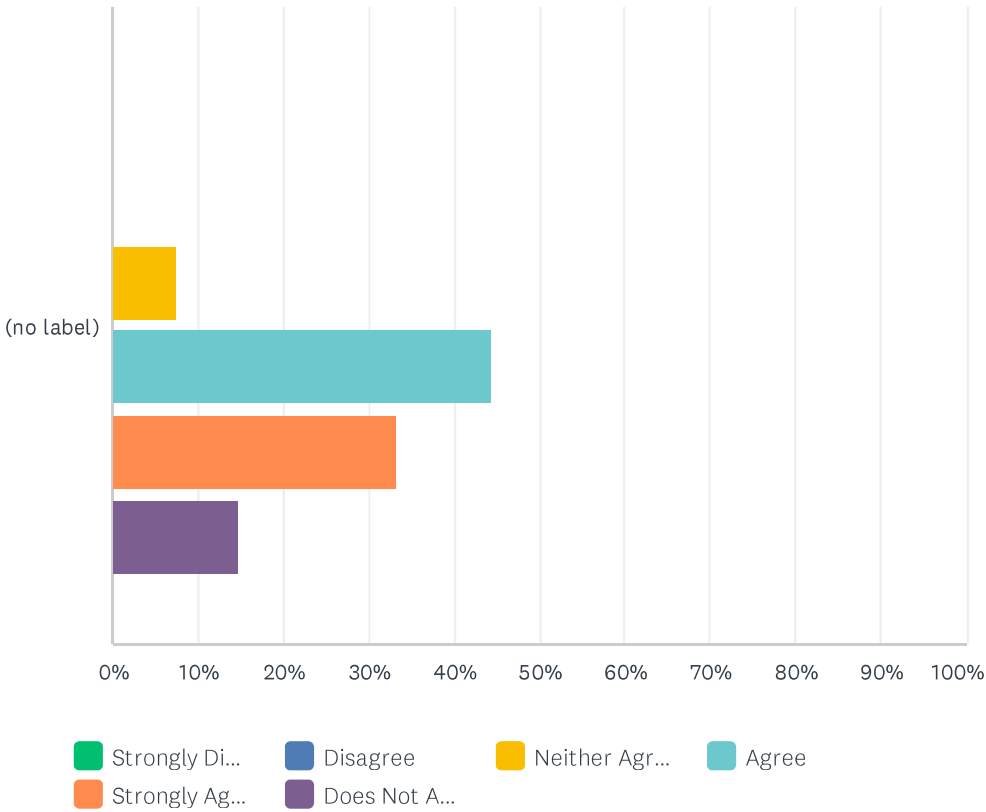
Answered: 27 Skipped: 1



	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	11.11% 3	48.15% 13	40.74% 11	0.00% 0	27	4.30

Q20 The gardens and grounds outside are well maintained

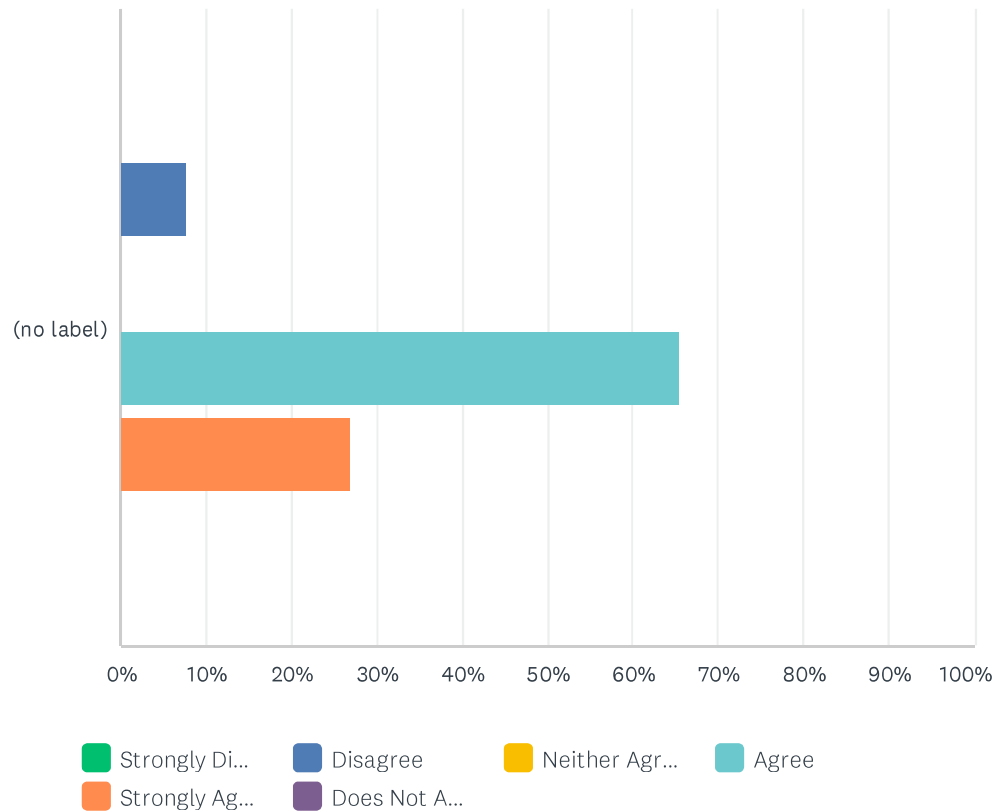
Answered: 27 Skipped: 1



	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	7.41% 2	44.44% 12	33.33% 9	14.81% 4	27	4.30

Q21 The décor in shared public areas is warm and inviting

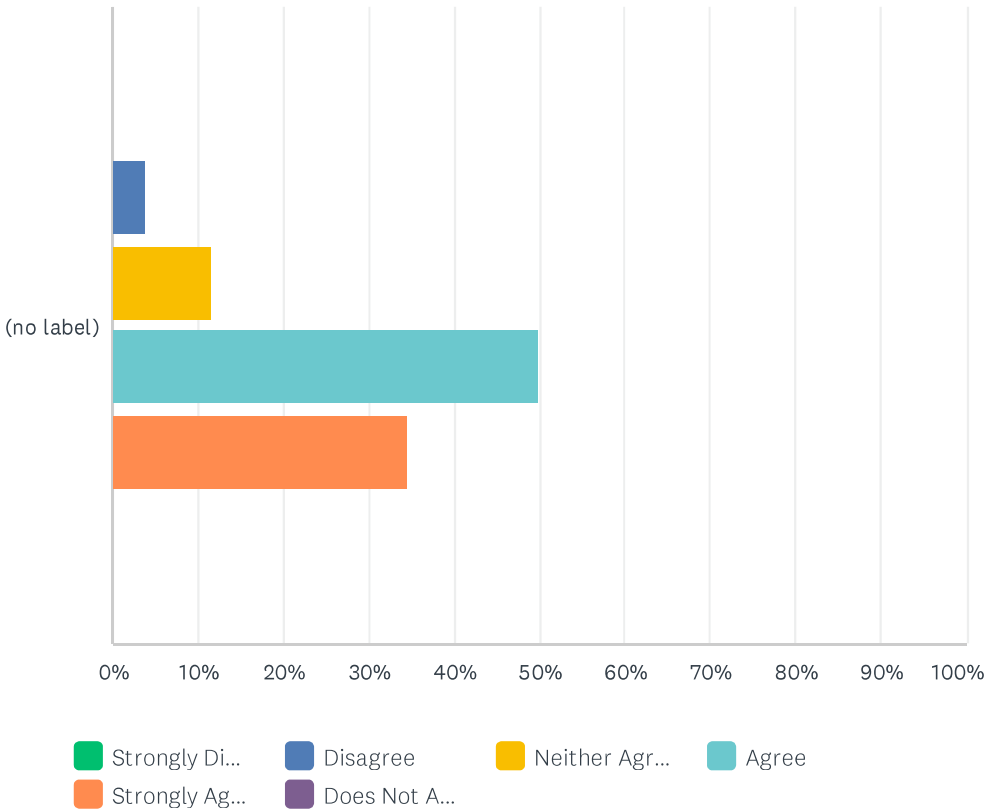
Answered: 26 Skipped: 2



	STRONGLY DISAGREE	DISAGREE	NEITHER AGREE OR DISAGREE	AGREE	STRONGLY AGREE	DOES NOT APPLY TO ME	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	7.69% 2	0.00% 0	65.38% 17	26.92% 7	0.00% 0	26	4.12

Q22 There is a home-like feel to the home

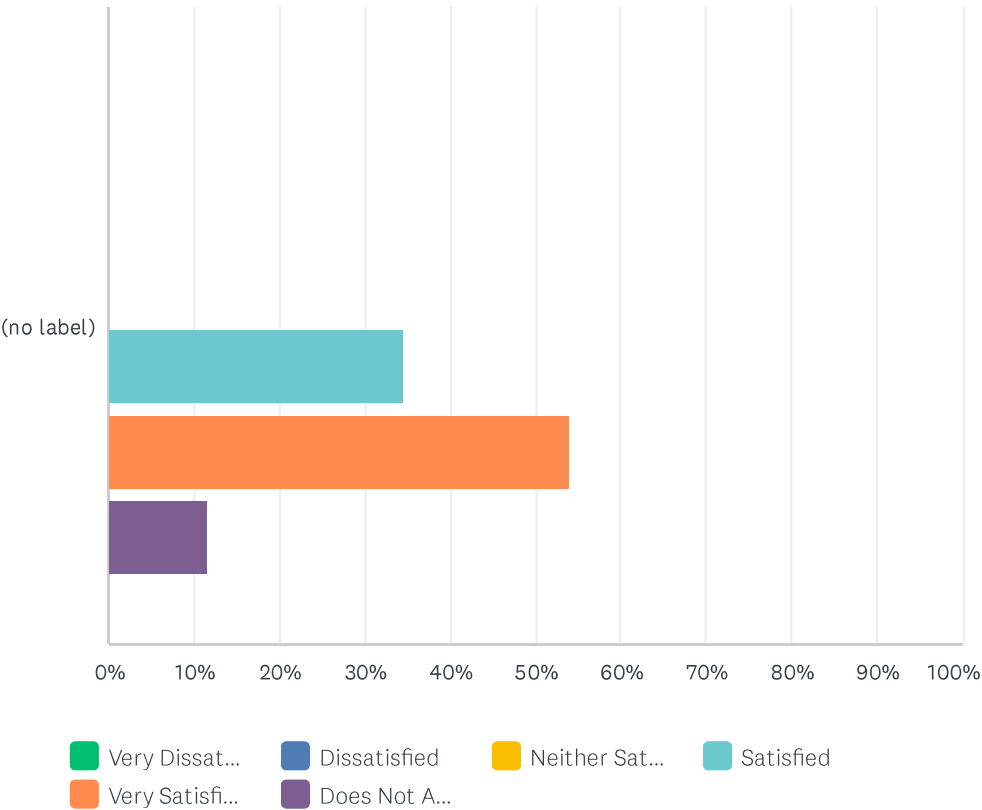
Answered: 26 Skipped: 2



	STRONGLY DISAGREE	DISAGREE	NEITHER AGREE OR DISAGREE	AGREE	STRONGLY AGREE	DOES NOT APPLY TO ME	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	3.85% 1	11.54% 3	50.00% 13	34.62% 9	0.00% 0	26	4.15

Q23 There is a good variety of programs

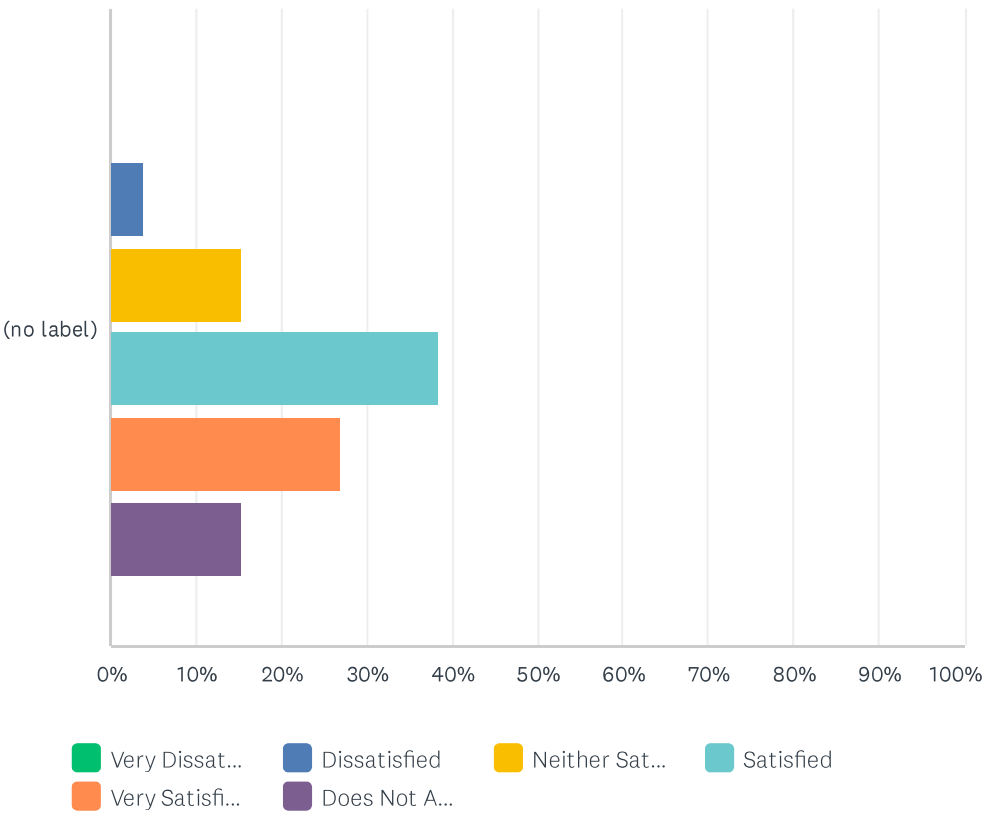
Answered: 26 Skipped: 2



	VERY DISSATISFIED	DISSATISFIED	NEITHER SATISFIED OR DISSATISFIED	SATISFIED	VERY SATISFIED	DOES NOT APPLY TO ME	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	0.00% 0	0.00% 0	34.62% 9	53.85% 14	11.54% 3	26	4.61

Q24 Are there enough programs on the weekends?

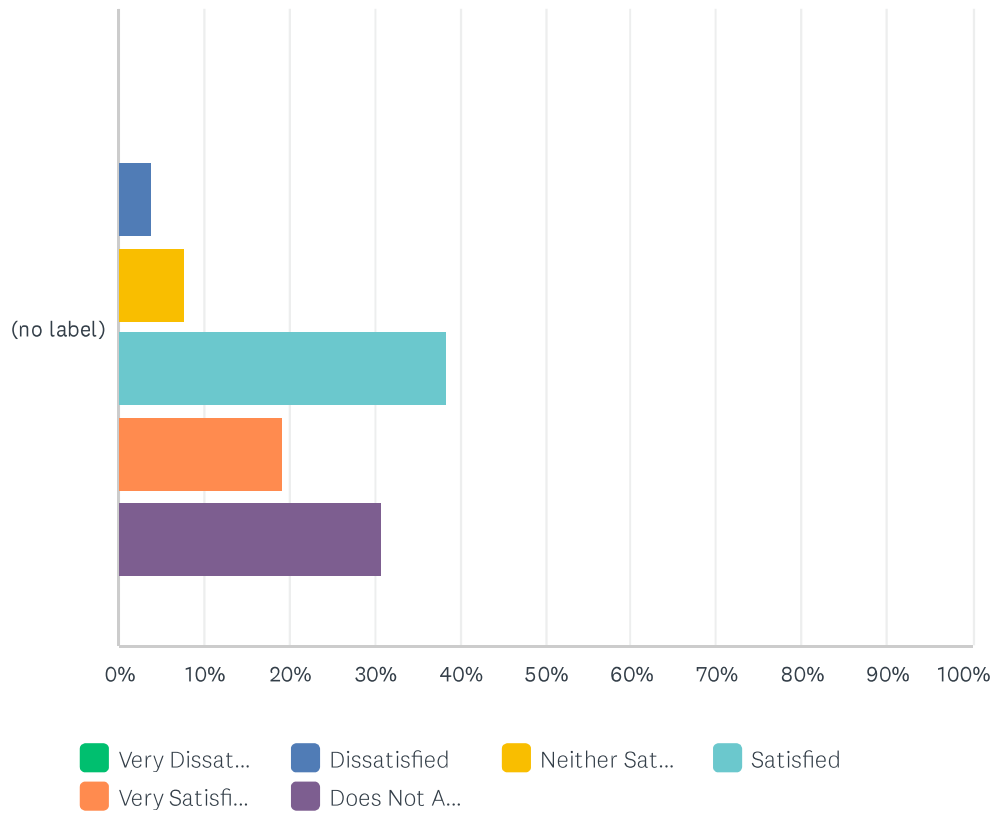
Answered: 26 Skipped: 2



	VERY DISSATISFIED	DISSATISFIED	NEITHER SATISFIED OR DISSATISFIED	SATISFIED	VERY SATISFIED	DOES NOT APPLY TO ME	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	3.85% 1	15.38% 4	38.46% 10	26.92% 7	15.38% 4	26	4.05

Q25 Spiritual/religious needs are met

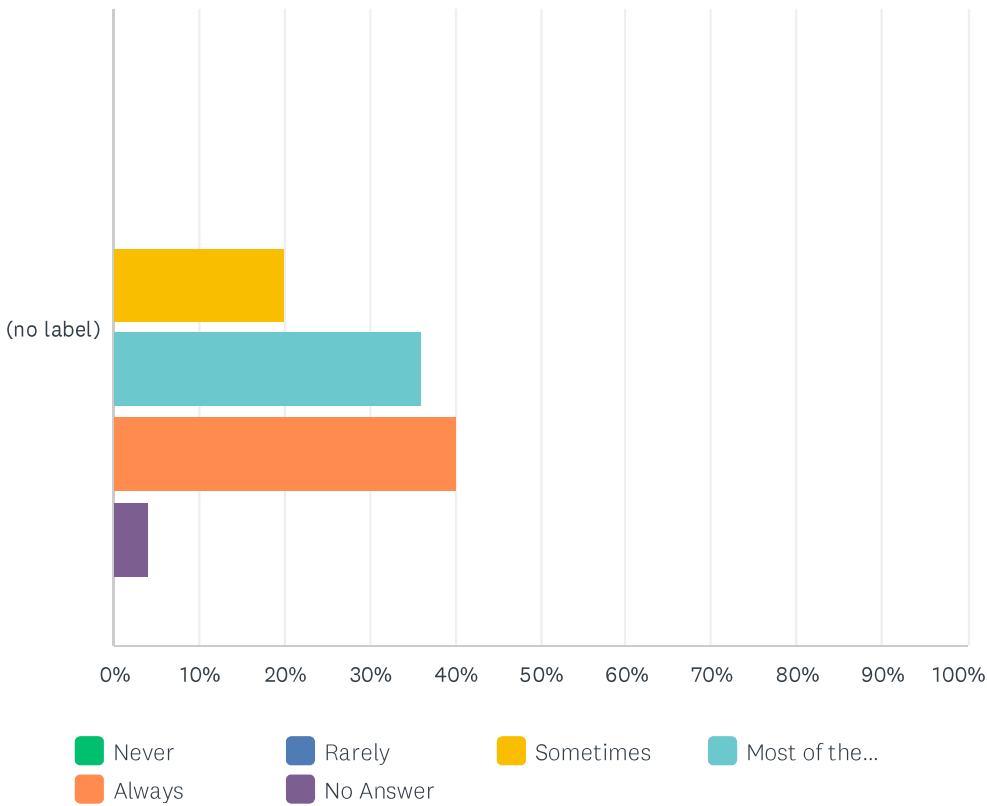
Answered: 26 Skipped: 2



	VERY DISSATISFIED	DISSATISFIED	NEITHER SATISFIED OR DISSATISFIED	SATISFIED	VERY SATISFIED	DOES NOT APPLY TO ME	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	3.85% 1	7.69% 2	38.46% 10	19.23% 5	30.77% 8	26	4.06

Q26 I am happy with the food choices given to residents

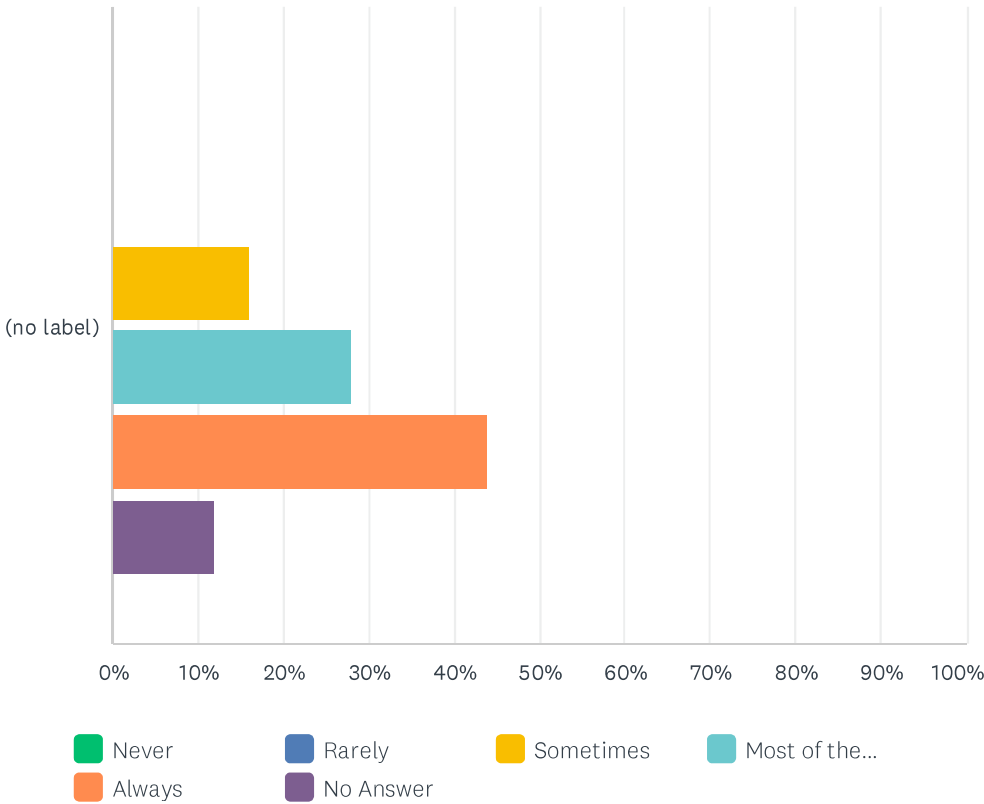
Answered: 25 Skipped: 3



	NEVER	RARELY	SOMETIMES	MOST OF THE TIME	ALWAYS	NO ANSWER	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	0.00% 0	20.00% 5	36.00% 9	40.00% 10	4.00% 1	25	4.21

Q27 Mealtimes is an enjoyable time

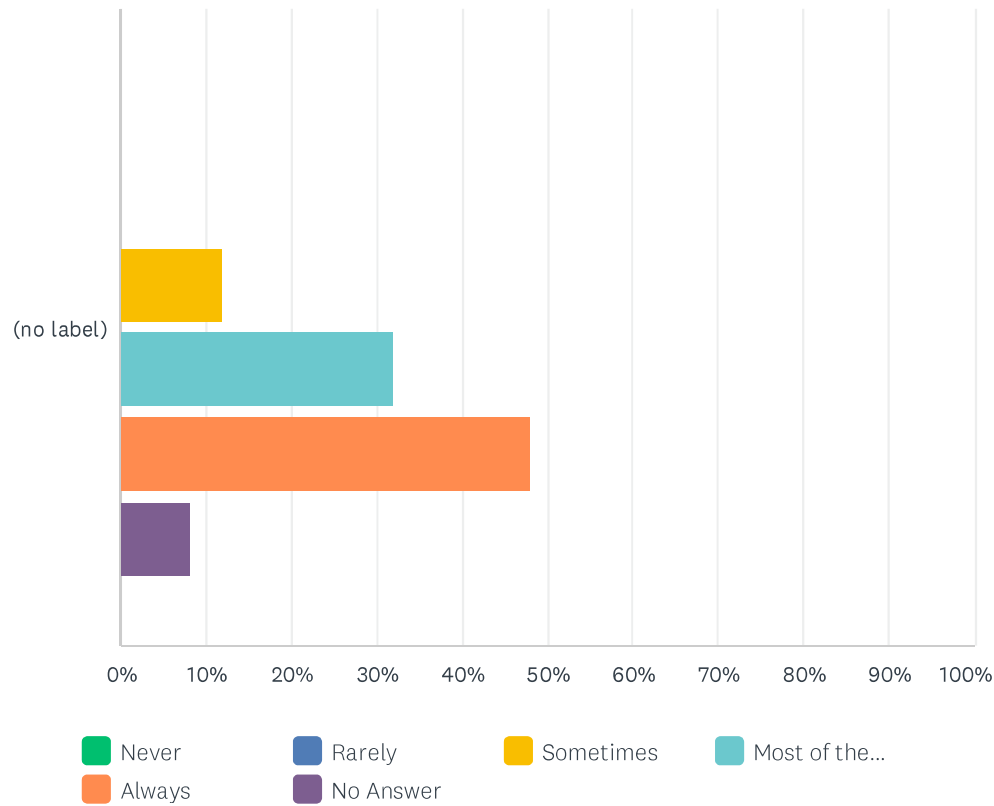
Answered: 25 Skipped: 3



	NEVER	RARELY	SOMETIMES	MOST OF THE TIME	ALWAYS	NO ANSWER	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	0.00% 0	16.00% 4	28.00% 7	44.00% 11	12.00% 3	25	4.32

Q28 I am satisfied with the quantity of food at meals

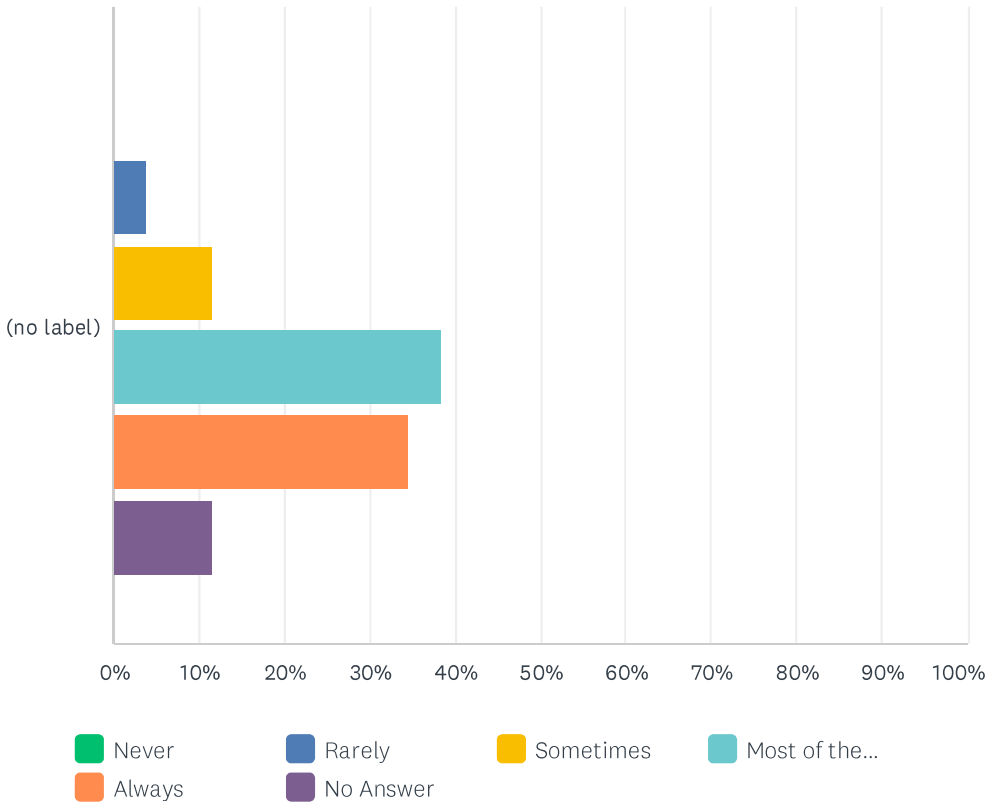
Answered: 25 Skipped: 3



	NEVER	RARELY	SOMETIMES	MOST OF THE TIME	ALWAYS	NO ANSWER	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	0.00% 0	12.00% 3	32.00% 8	48.00% 12	8.00% 2	25	4.39

Q29 There is a good variety of food

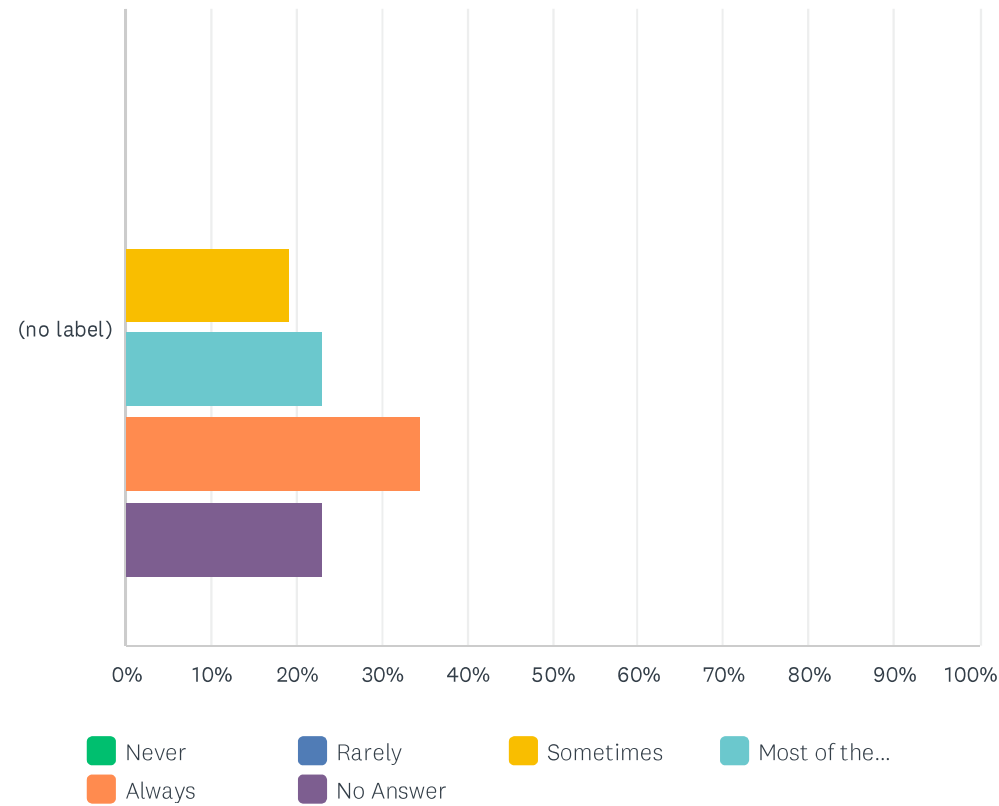
Answered: 26 Skipped: 2



	NEVER	RARELY	SOMETIMES	MOST OF THE TIME	ALWAYS	NO ANSWER	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	3.85% 1	11.54% 3	38.46% 10	34.62% 9	11.54% 3	26	4.17

Q30 There is a variety of food on the snack cart

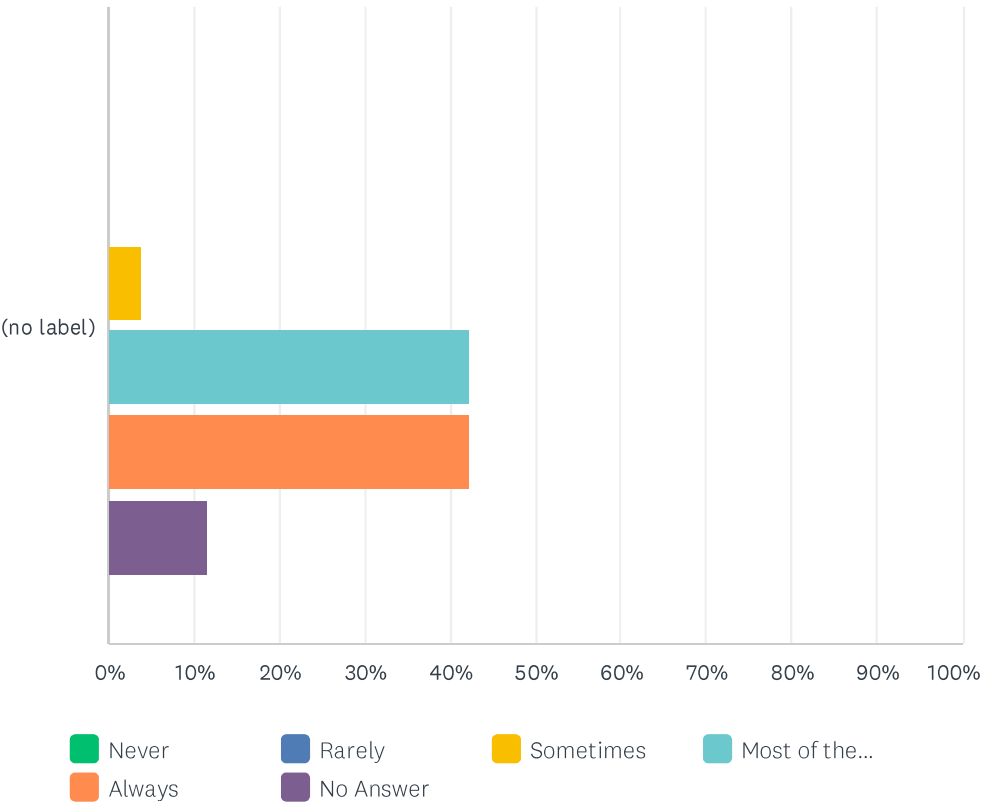
Answered: 26 Skipped: 2



	NEVER	RARELY	SOMETIMES	MOST OF THE TIME	ALWAYS	NO ANSWER	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	0.00% 0	19.23% 5	23.08% 6	34.62% 9	23.08% 6	26	4.20

Q31 I am pleased with the dining experience

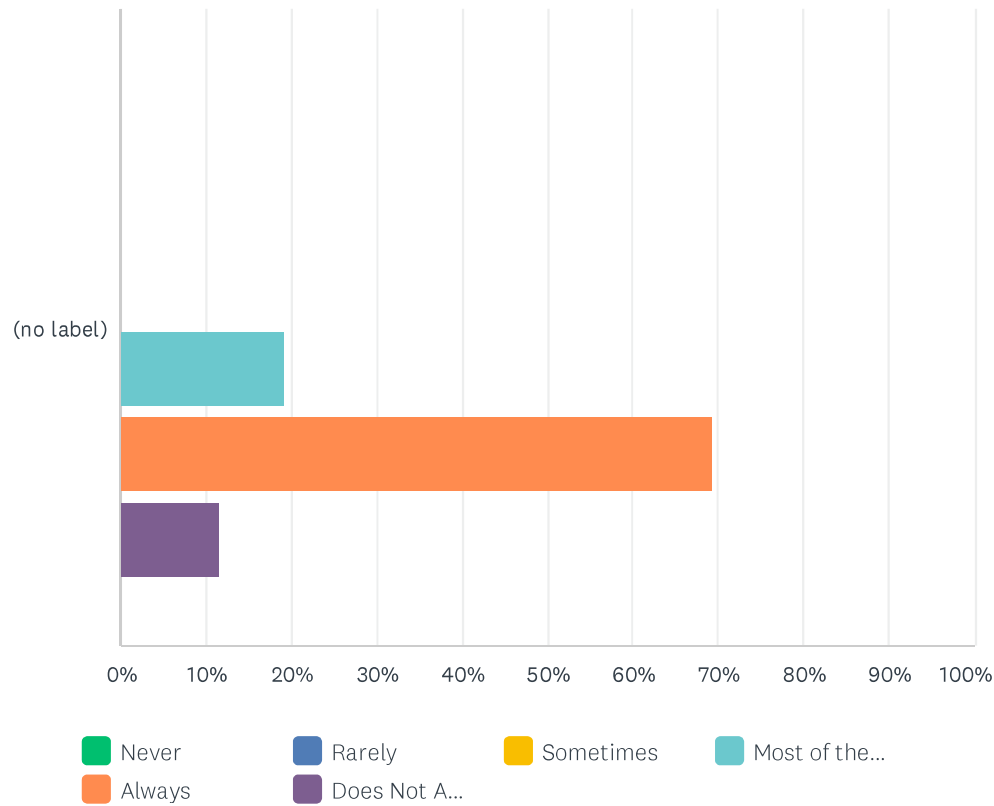
Answered: 26 Skipped: 2



	NEVER	RARELY	SOMETIMES	MOST OF THE TIME	ALWAYS	NO ANSWER	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	0.00% 0	3.85% 1	42.31% 11	42.31% 11	11.54% 3	26	4.43

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

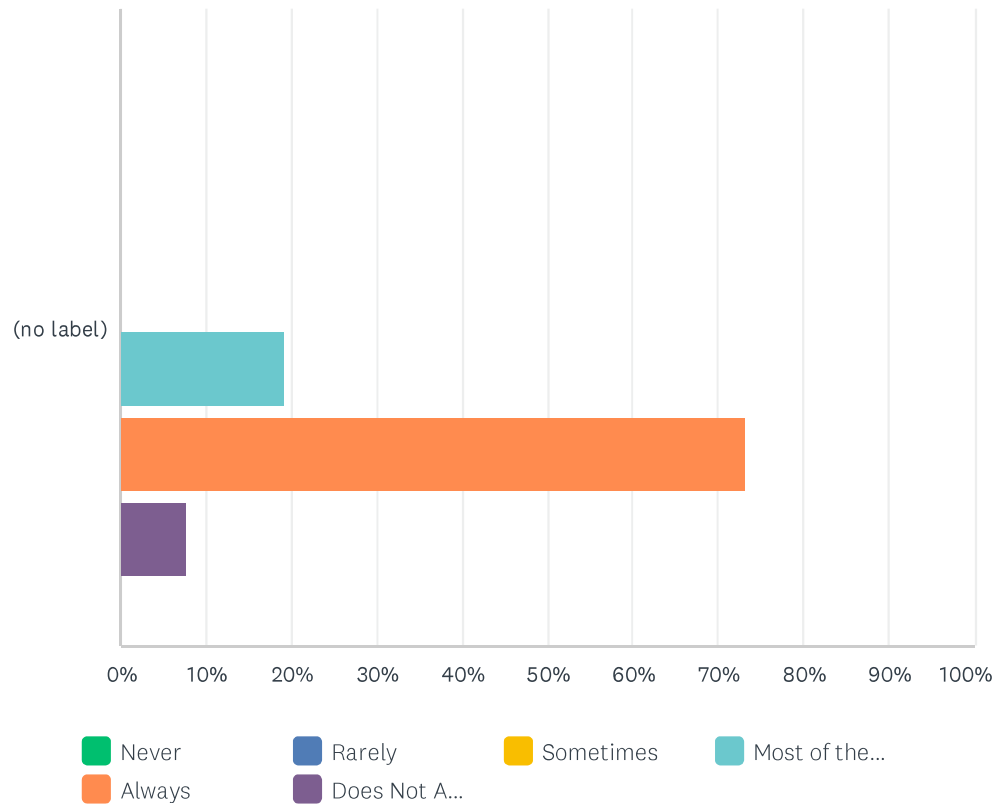
Answered: 26 Skipped: 2



	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	19.23% 5	69.23% 18	11.54% 3	26	4.78

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

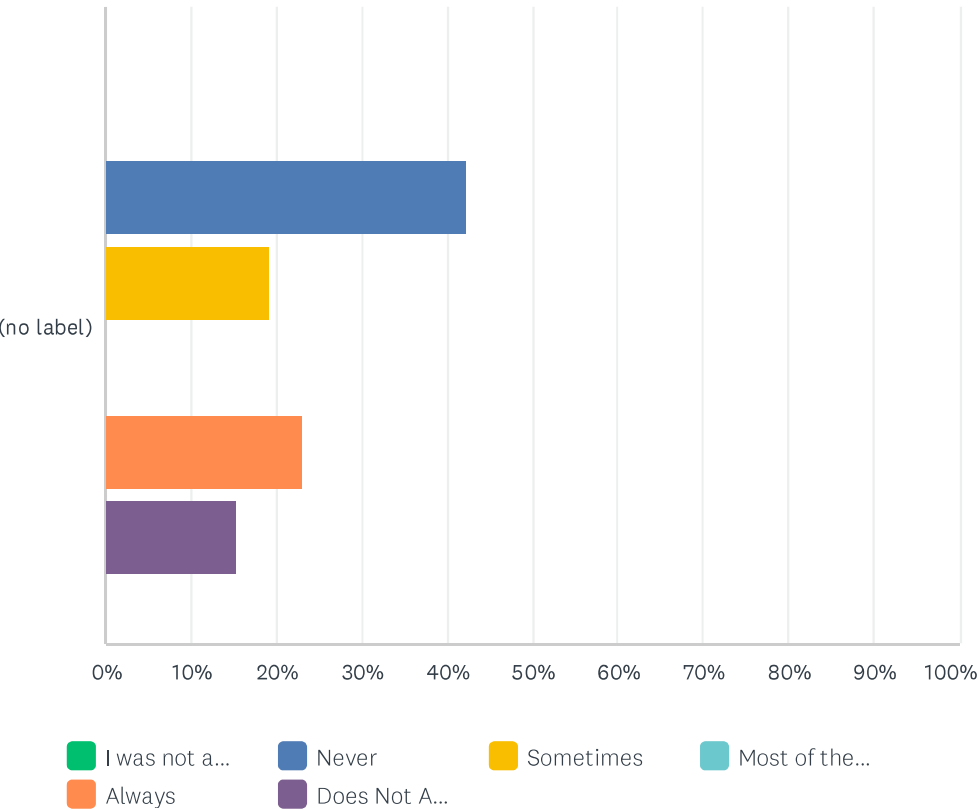
Answered: 26 Skipped: 2



	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	19.23% 5	73.08% 19	7.69% 2	26	4.79

Q34 Do you participate in the Family Council?

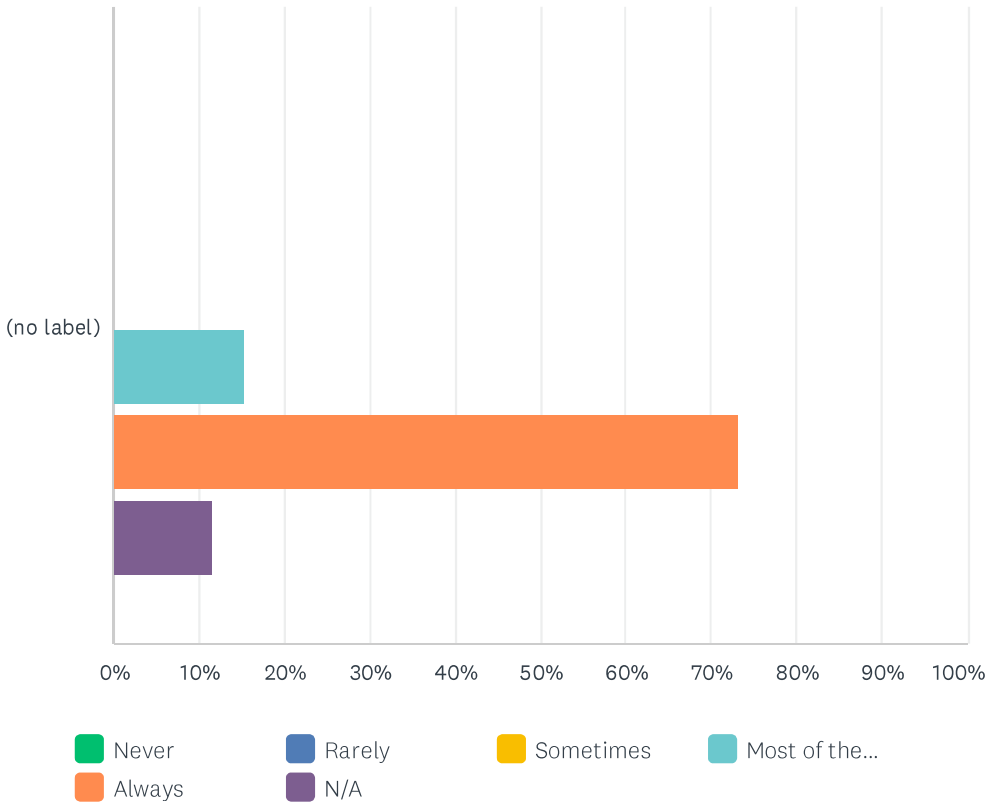
Answered: 26 Skipped: 2



	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)	0.00% 0	42.31% 11	19.23% 5	0.00% 0	23.08% 6	15.38% 4	26	3.05

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

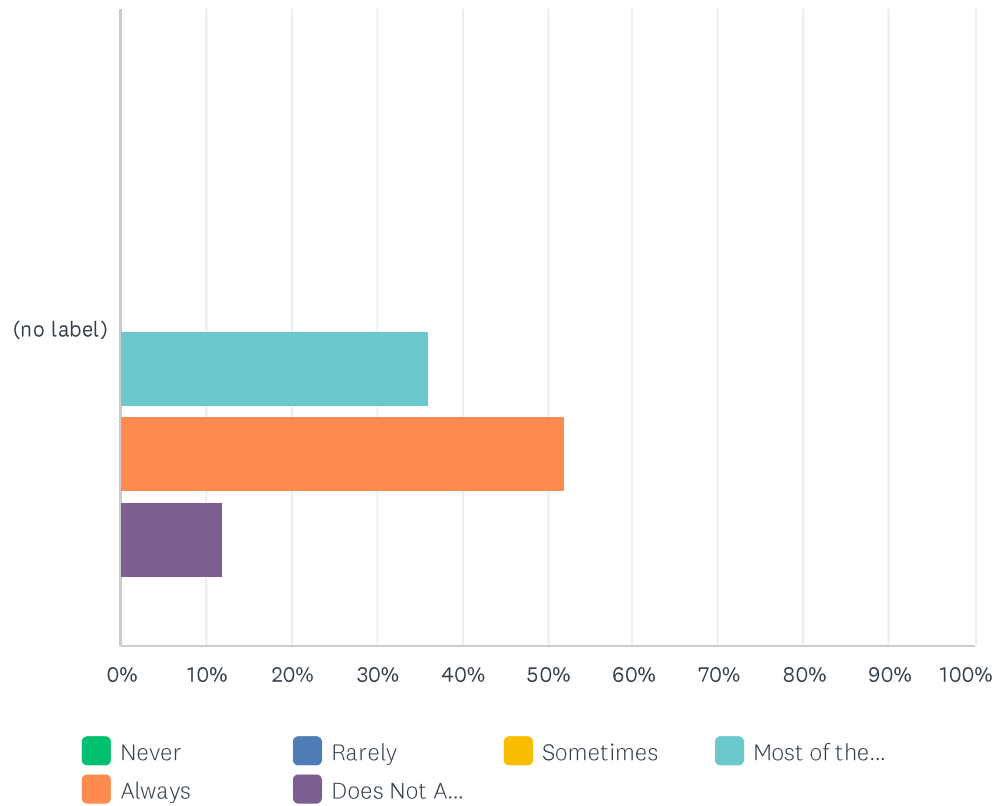
Answered: 26 Skipped: 2



	NEVER	RARELY	SOMETIMES	MOST OF THE TIME	ALWAYS	N/A	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	0.00% 0	0.00% 0	15.38% 4	73.08% 19	11.54% 3	26	4.83

Q36 Are you pleased with the care they are receiving?

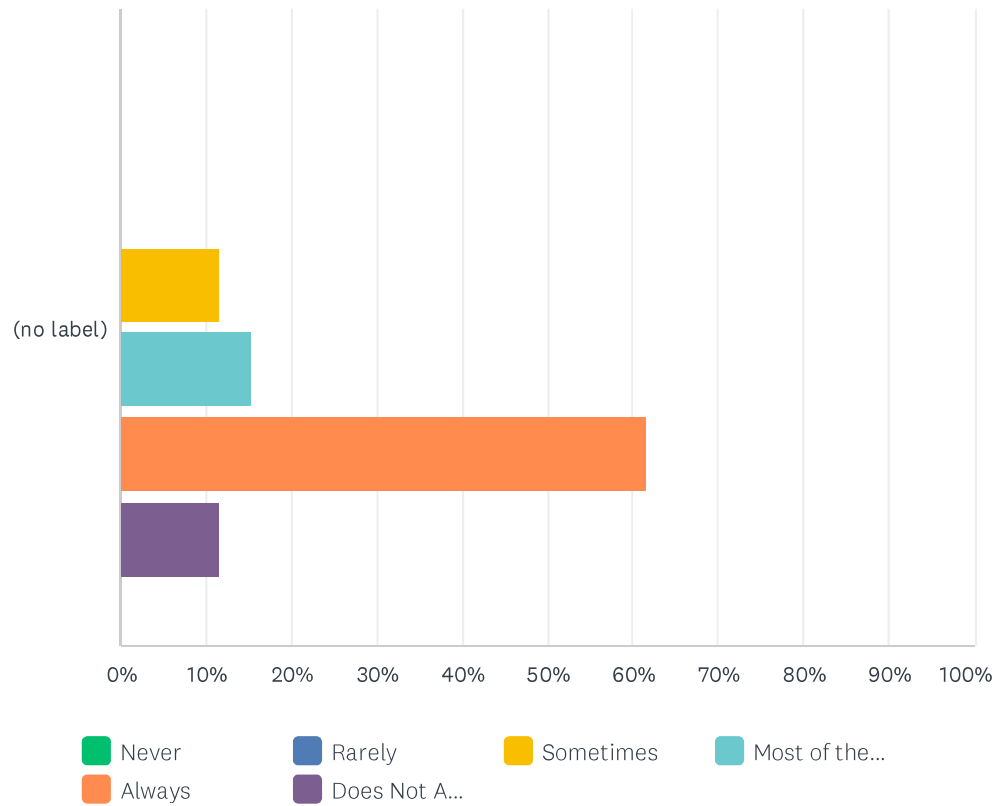
Answered: 25 Skipped: 3



	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	36.00% 9	52.00% 13	12.00% 3	25	4.59

Q37 Do you find our home inviting?

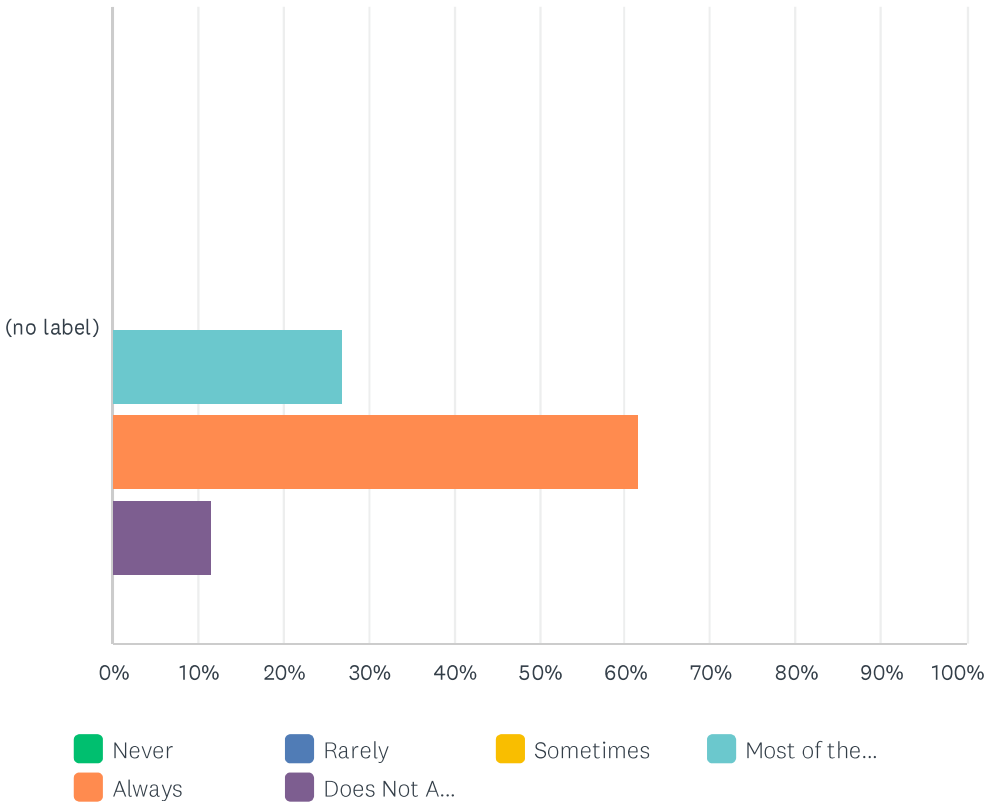
Answered: 26 Skipped: 2



	NEVER	RARELY	SOMETIMES	MOST OF THE TIME	ALWAYS	DOES NOT APPLY TO ME	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	0.00% 0	11.54% 3	15.38% 4	61.54% 16	11.54% 3	26	4.57

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

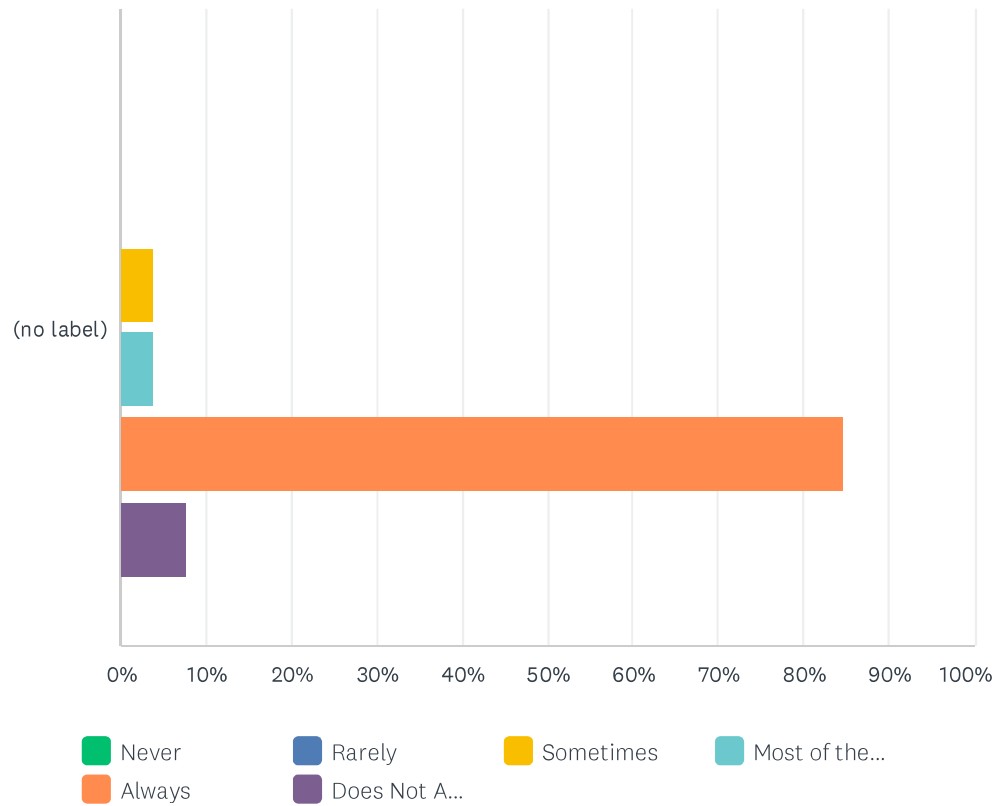
Answered: 26 Skipped: 2



	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	26.92% 7	61.54% 16	11.54% 3	26	4.70

Q39 Would you recommend this nursing home to others?

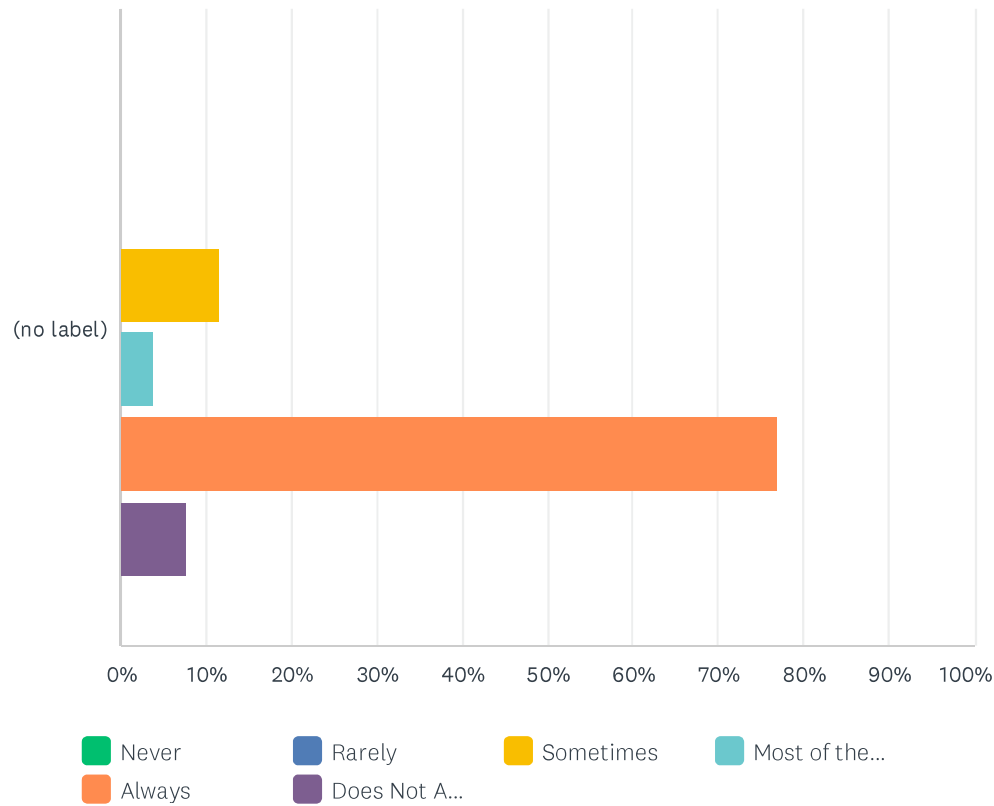
Answered: 26 Skipped: 2



	NEVER	RARELY	SOMETIMES	MOST OF THE TIME	ALWAYS	DOES NOT APPLY TO ME	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	0.00% 0	3.85% 1	3.85% 1	84.62% 22	7.69% 2	26	4.88

Q40 Do you feel safety is important to the home?

Answered: 26 Skipped: 2



	NEVER	RARELY	SOMETIMES	MOST OF THE TIME	ALWAYS	DOES NOT APPLY TO ME	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	0.00% 0	11.54% 3	3.85% 1	76.92% 20	7.69% 2	26	4.71