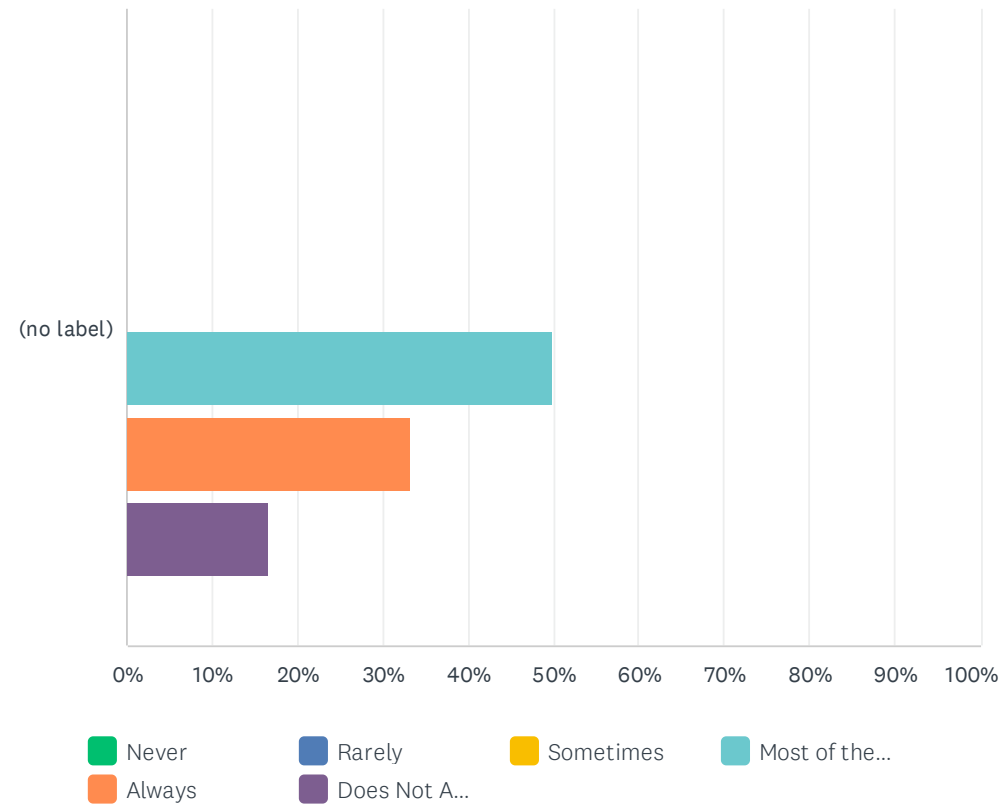


Q1 The staff involve you in decisions about care

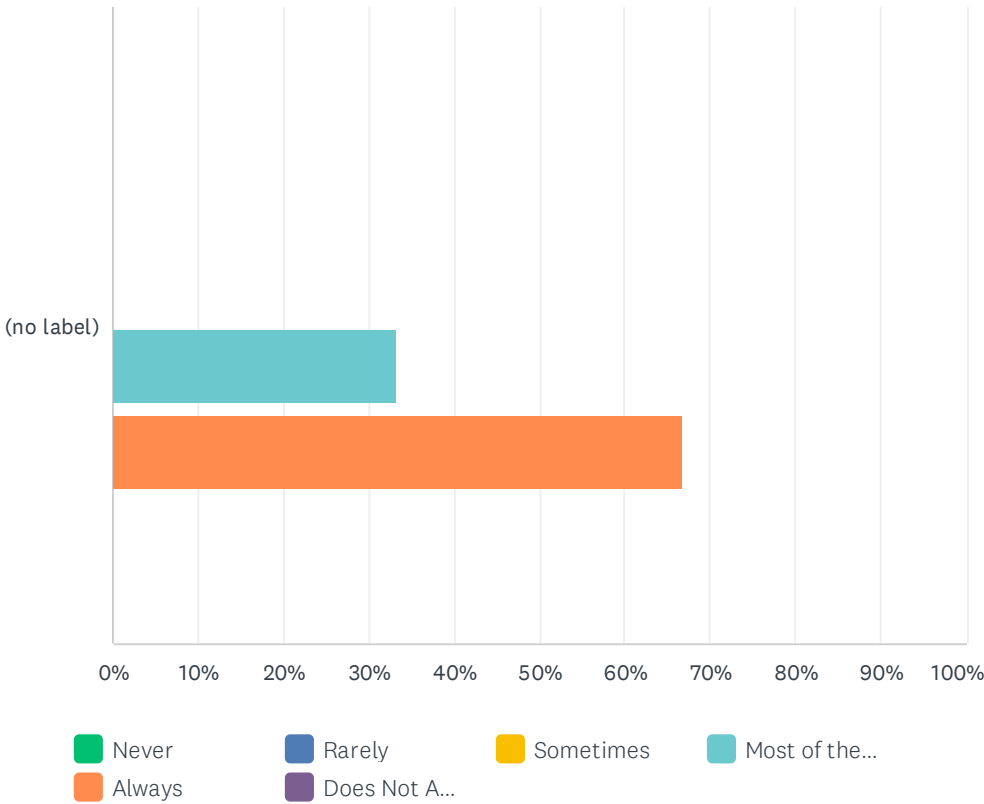
Answered: 6    Skipped: 0



	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	50.00% 3	33.33% 2	16.67% 1	6	4.40

Q2 Staff respect resident's likes/ dislikes

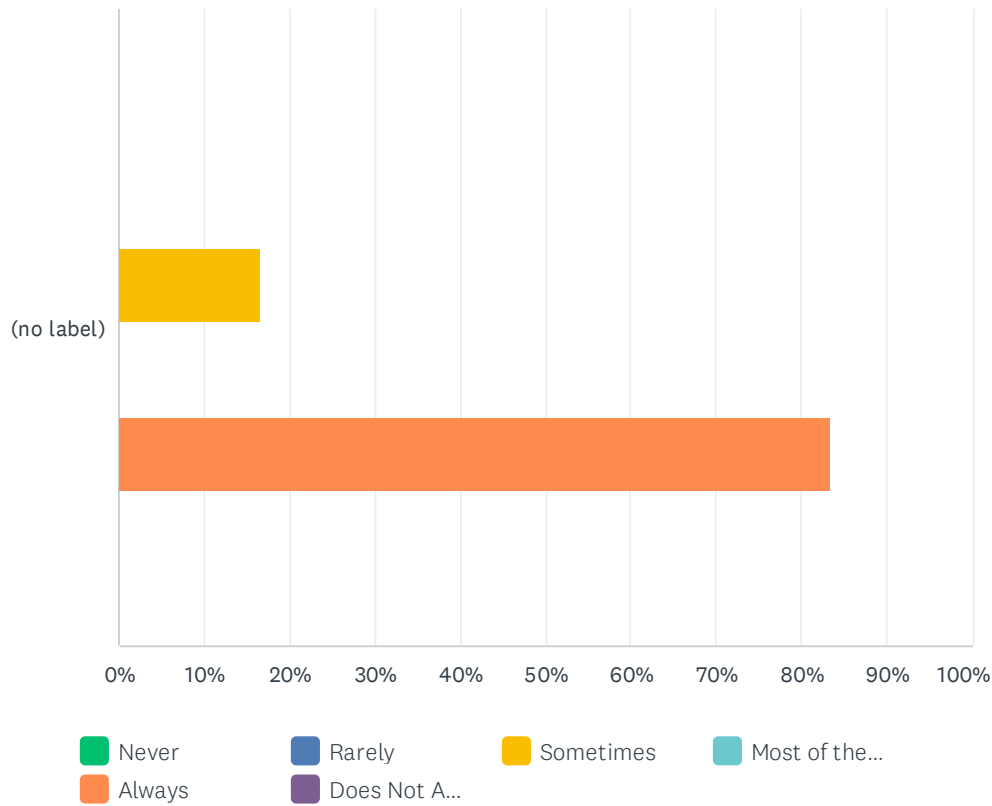
Answered: 6    Skipped: 0



	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	33.33% 2	66.67% 4	0.00% 0	6	4.67

Q3 Staff treat me with respect

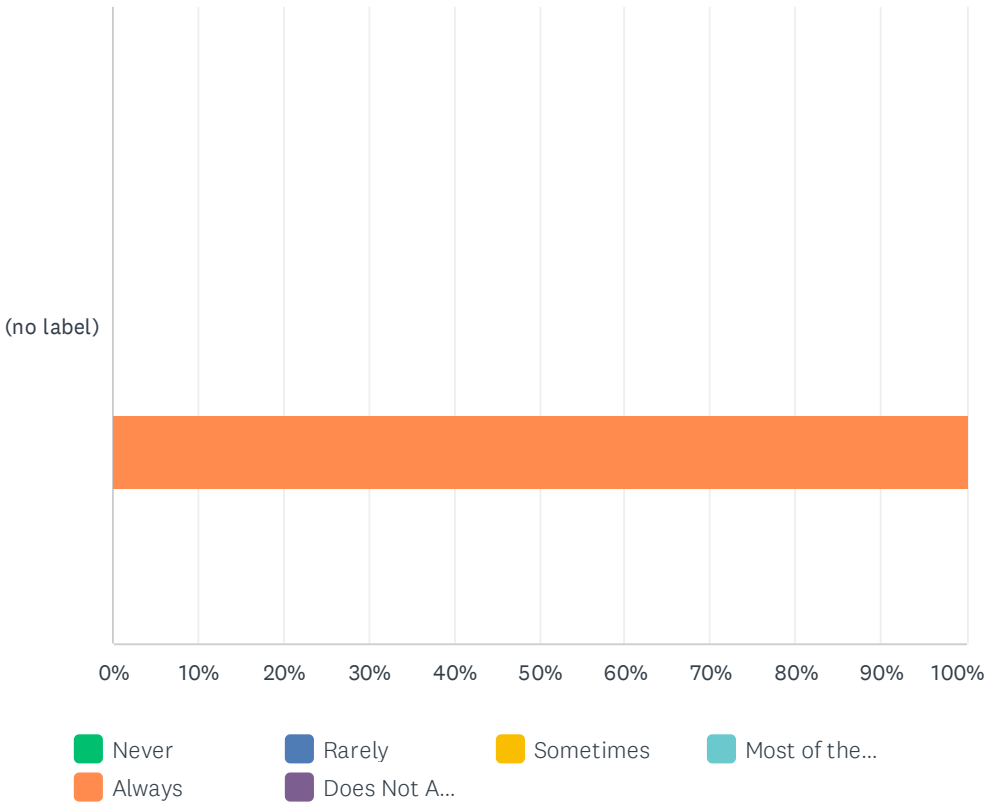
Answered: 6    Skipped: 0



	NEVER	RARELY	SOMETIMES	MOST OF THE TIME	ALWAYS	DOES NOT APPLY TO ME	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	0.00% 0	16.67% 1	0.00% 0	83.33% 5	0.00% 0	6	4.67

Q4 Resident's privacy is respected

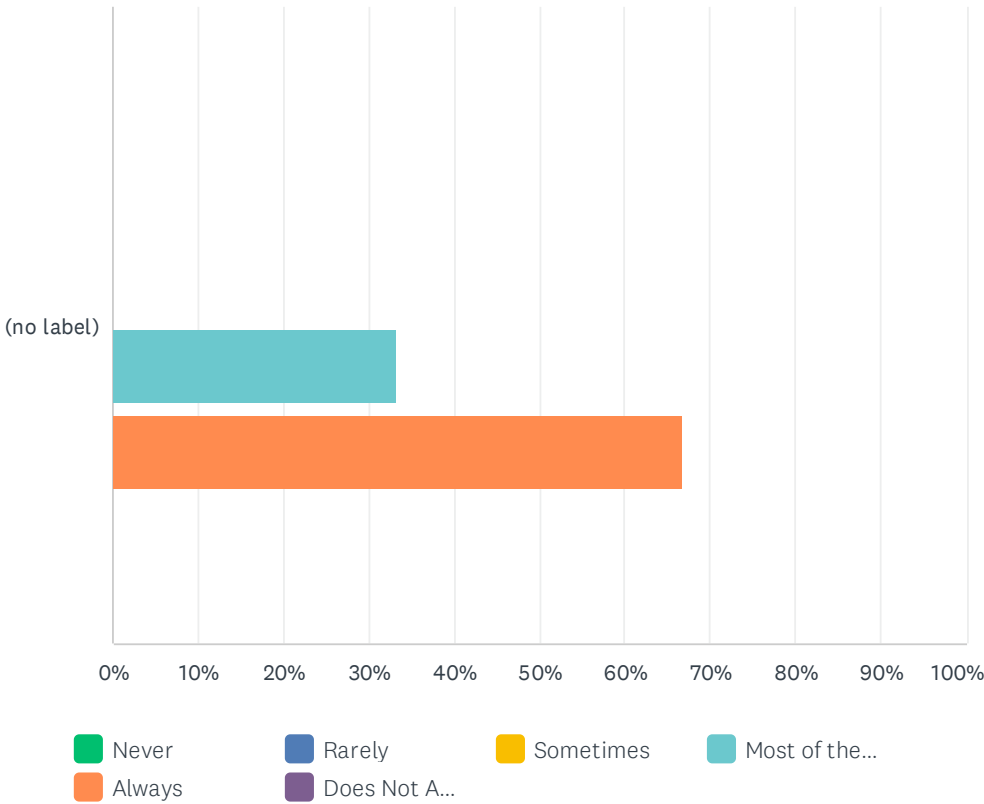
Answered: 6    Skipped: 0



	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	0.00% 0	100.00% 6	0.00% 0	6	5.00

Q5 Residents are given choices and they are respected

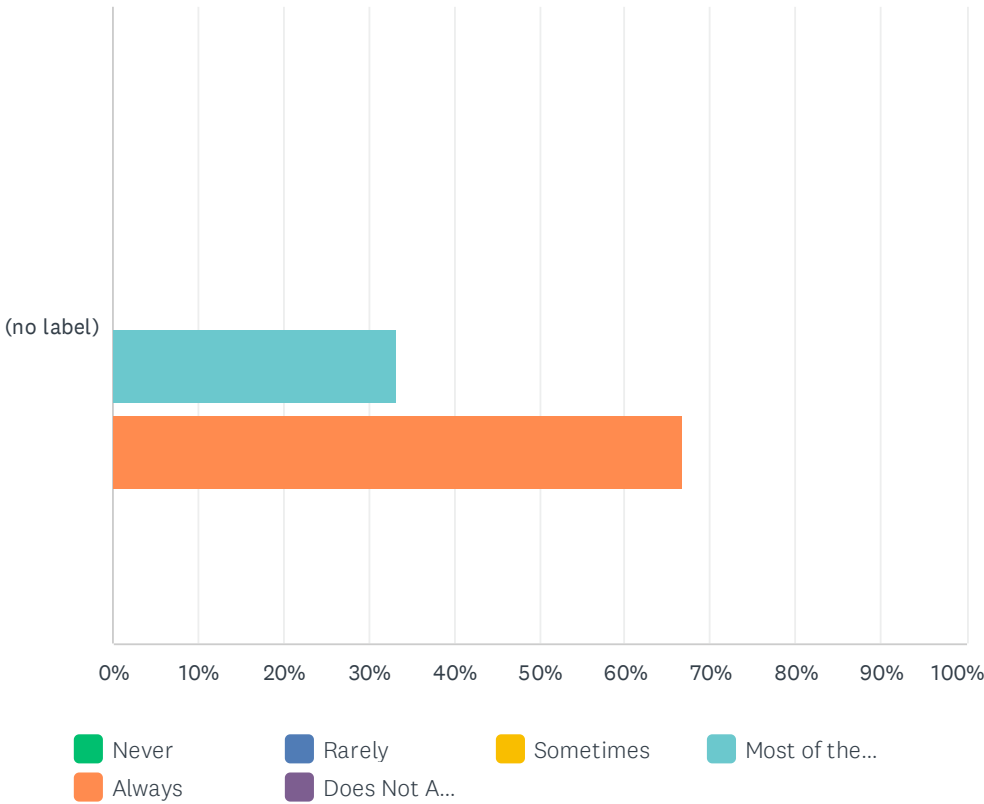
Answered: 6    Skipped: 0



	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	33.33% 2	66.67% 4	0.00% 0	6	4.67

Q6 Residents can express their opinions without fear of consequences

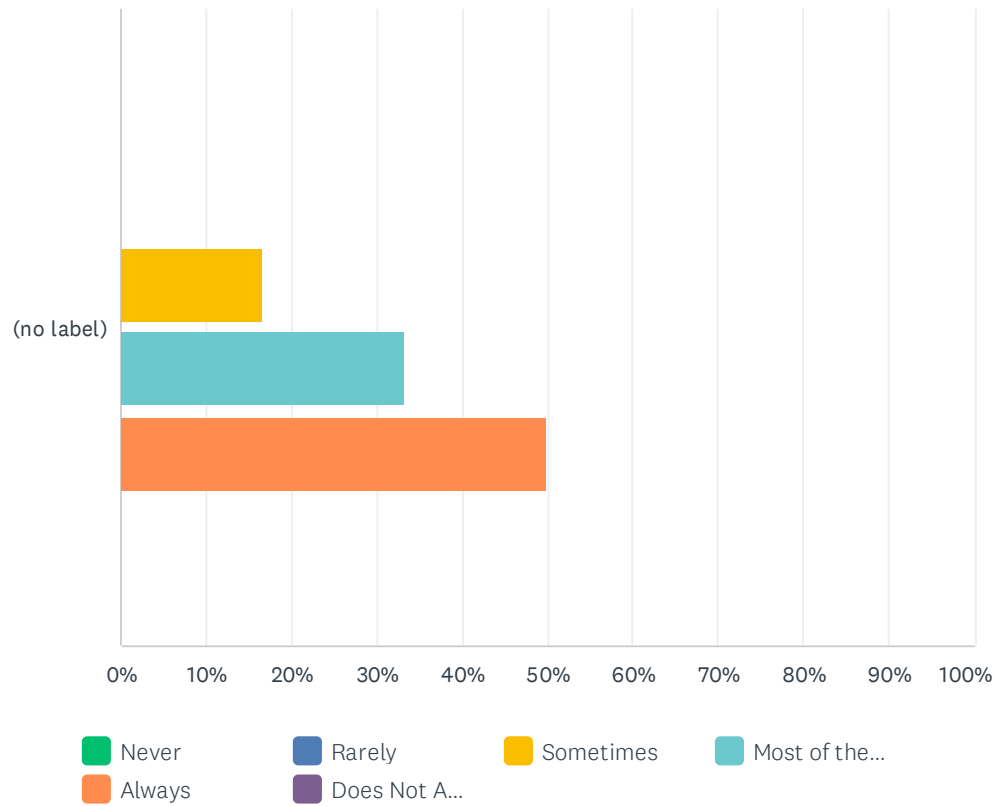
Answered: 6    Skipped: 0



	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	33.33% 2	66.67% 4	0.00% 0	6	4.67

Q7 The staff are good listeners

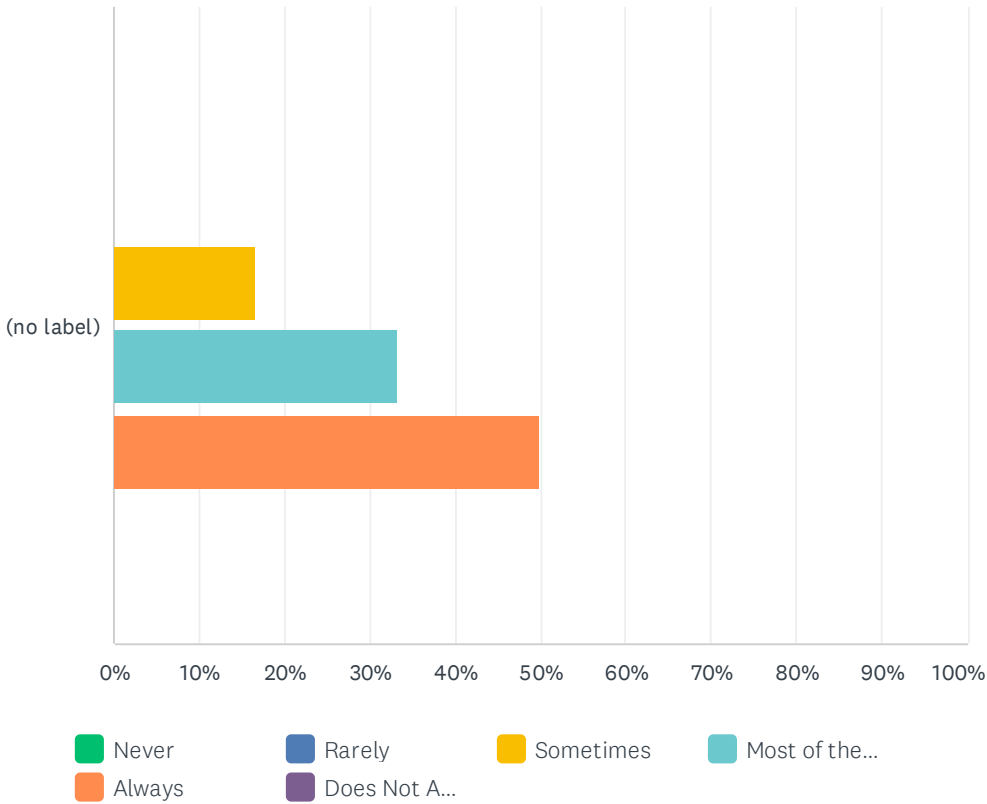
Answered: 6 Skipped: 0



	NEVER	RARELY	SOMETIMES	MOST OF THE TIME	ALWAYS	DOES NOT APPLY TO ME	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	0.00% 0	16.67% 1	33.33% 2	50.00% 3	0.00% 0	6	4.33

Q8 Staff respond promptly when you call

Answered: 6    Skipped: 0

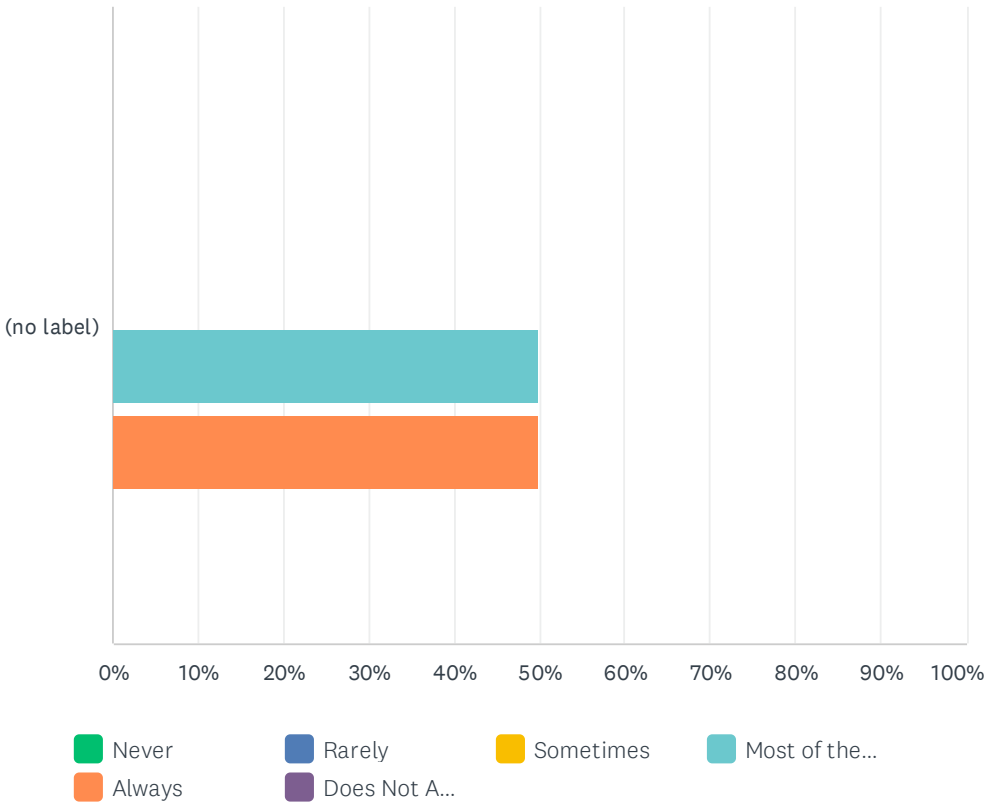


	NEVER	RARELY	SOMETIMES	MOST OF THE TIME	ALWAYS	DOES NOT APPLY TO ME	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	0.00% 0	16.67% 1	33.33% 2	50.00% 3	0.00% 0	6	4.33



Q9 Staff pay attention to the residents

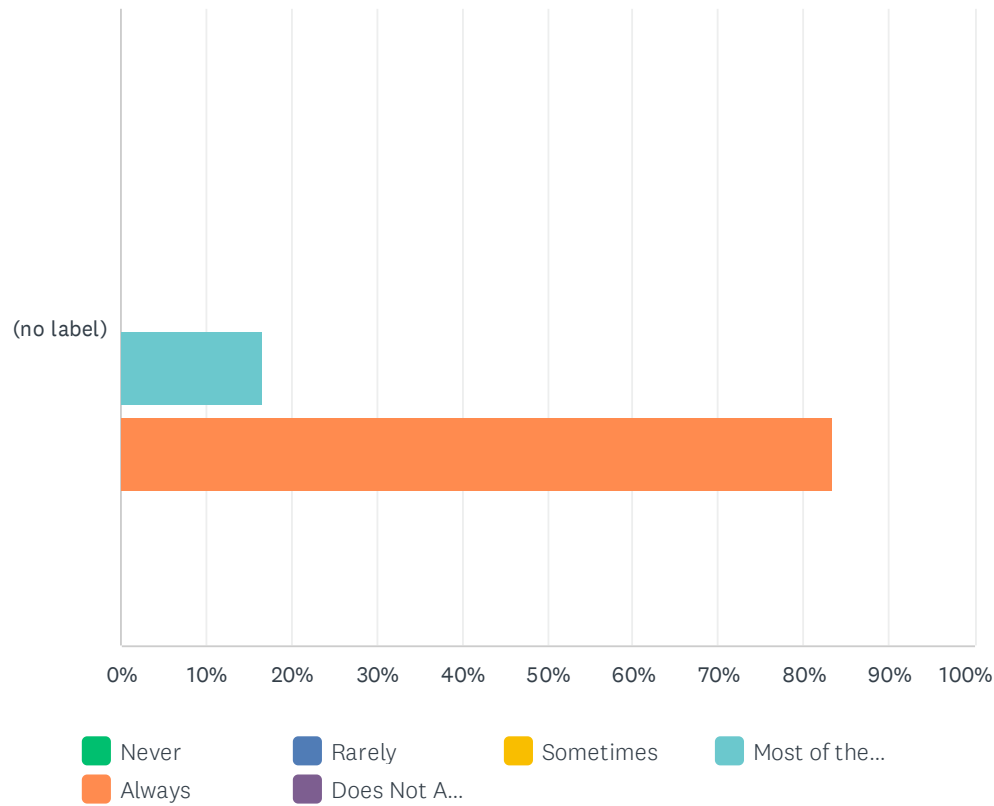
Answered: 6    Skipped: 0



	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	50.00% 3	50.00% 3	0.00% 0	6	4.50

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

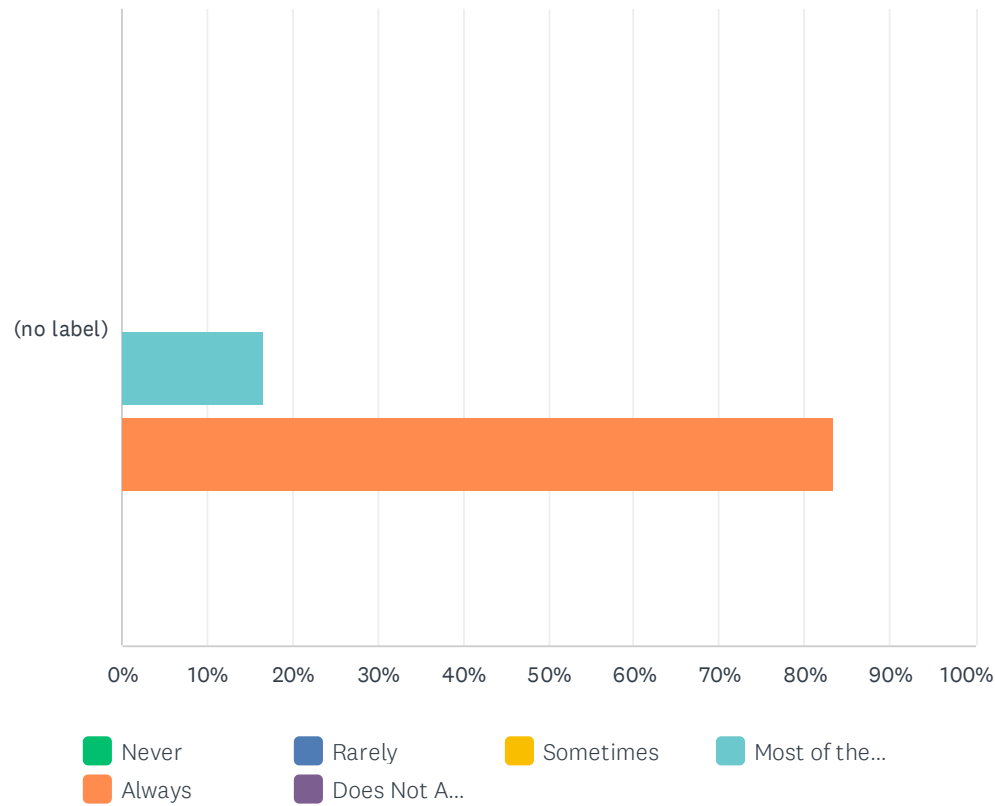
Answered: 6 Skipped: 0



	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	16.67% 1	83.33% 5	0.00% 0	6	4.83

Q11 Overall, I am happy with the nursing care

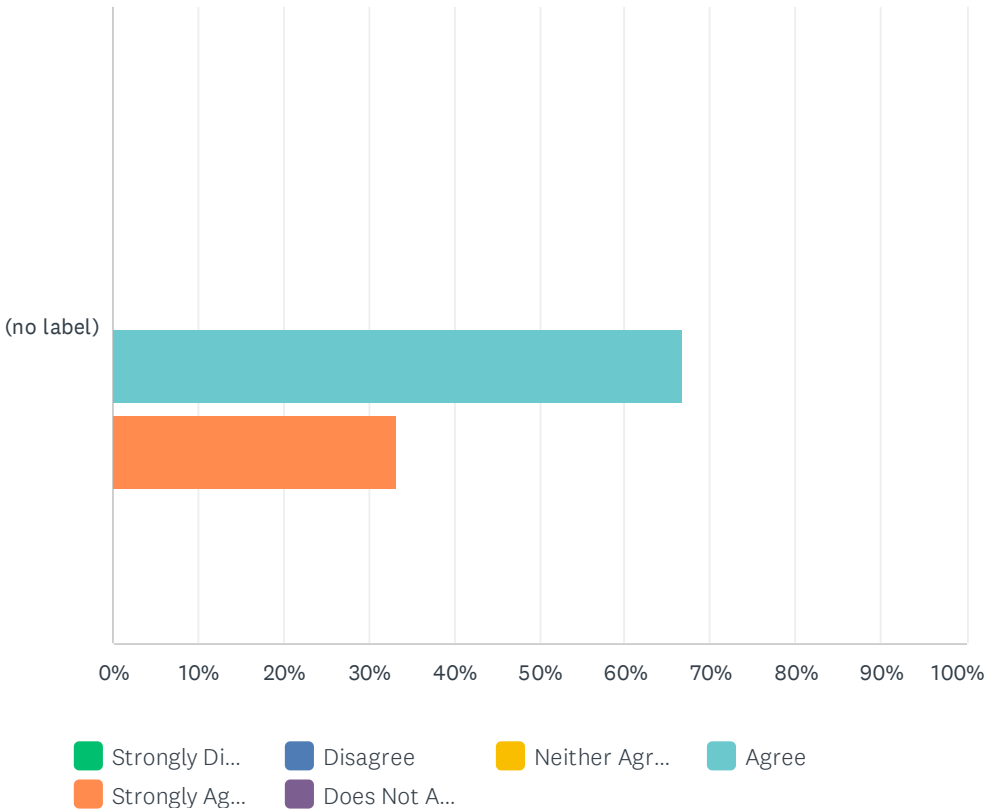
Answered: 6    Skipped: 0



	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	16.67% 1	83.33% 5	0.00% 0	6	4.83

Q12 The staff are friendly and courteous

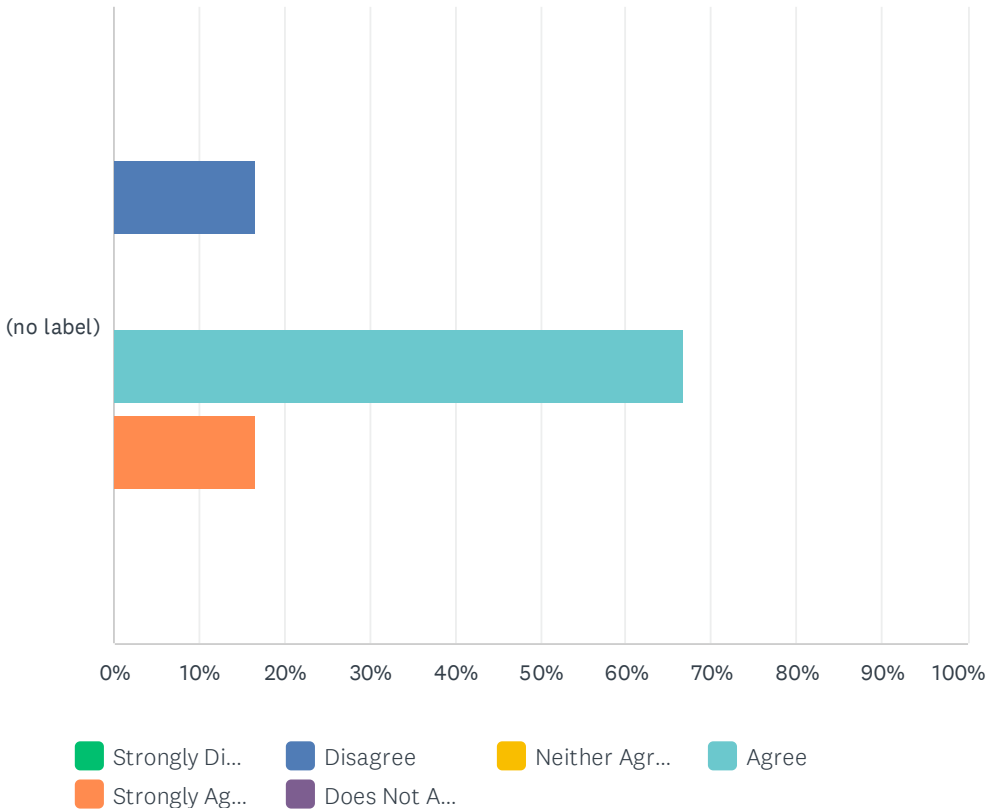
Answered: 6    Skipped: 0



	STRONGLY DISAGREE	DISAGREE	NEITHER AGREE OR DISAGREE	AGREE	STRONGLY AGREE	DOES NOT APPLY TO ME	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	0.00% 0	0.00% 0	66.67% 4	33.33% 2	0.00% 0	6	4.33

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

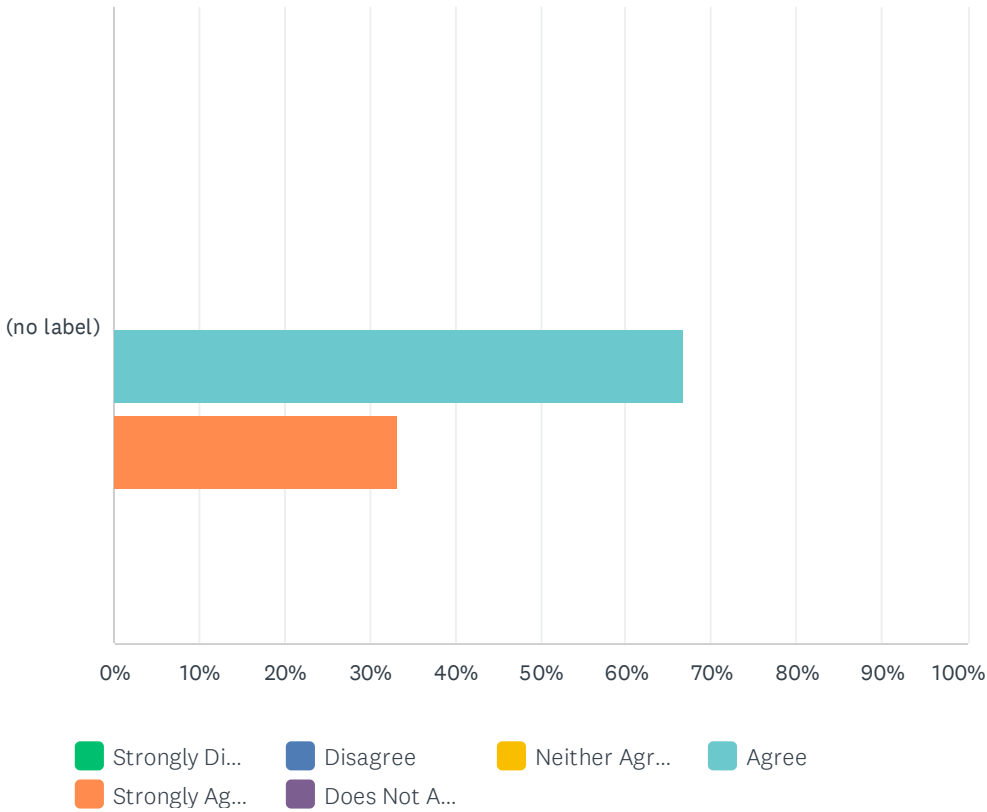
Answered: 6    Skipped: 0



	STRONGLY DISAGREE	DISAGREE	NEITHER AGREE OR DISAGREE	AGREE	STRONGLY AGREE	DOES NOT APPLY TO ME	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	16.67% 1	0.00% 0	66.67% 4	16.67% 1	0.00% 0	6	3.83

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

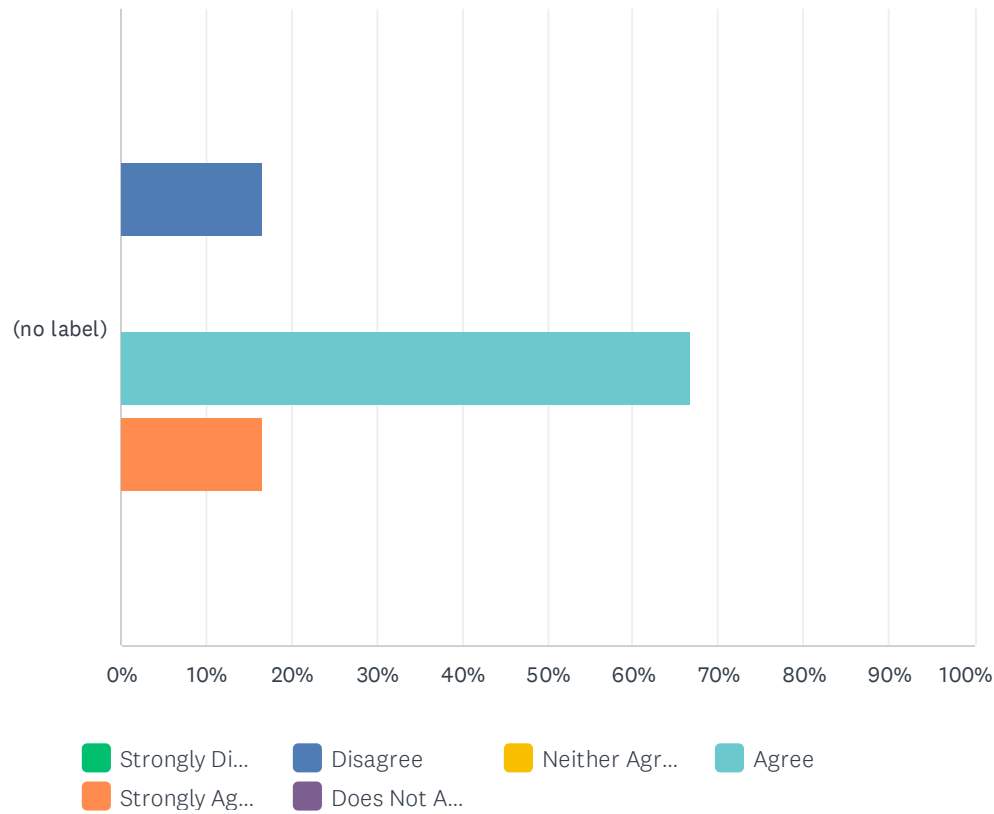
Answered: 6    Skipped: 0



	STRONGLY DISAGREE	DISAGREE	NEITHER AGREE OR DISAGREE	AGREE	STRONGLY AGREE	DOES NOT APPLY TO ME	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	0.00% 0	0.00% 0	66.67% 4	33.33% 2	0.00% 0	6	4.33

Q15 Do problems get resolved in a timely manner?

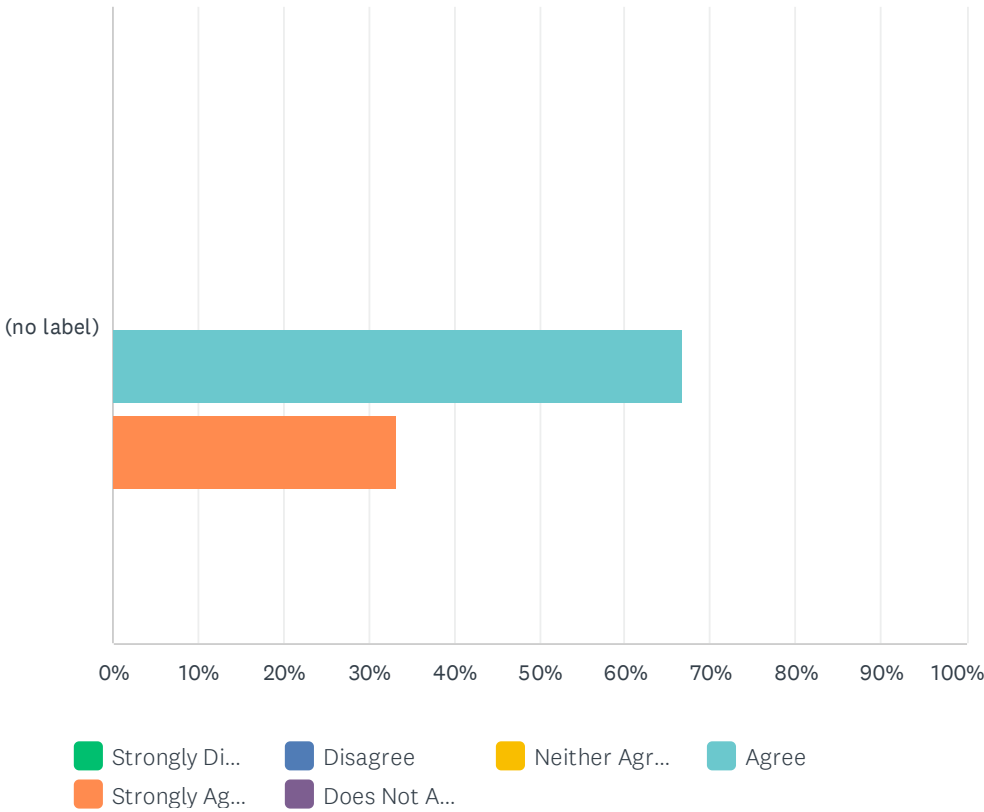
Answered: 6    Skipped: 0



	STRONGLY DISAGREE	DISAGREE	NEITHER AGREE OR DISAGREE	AGREE	STRONGLY AGREE	DOES NOT APPLY TO ME	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	16.67% 1	0.00% 0	66.67% 4	16.67% 1	0.00% 0	6	3.83

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

Answered: 6    Skipped: 0

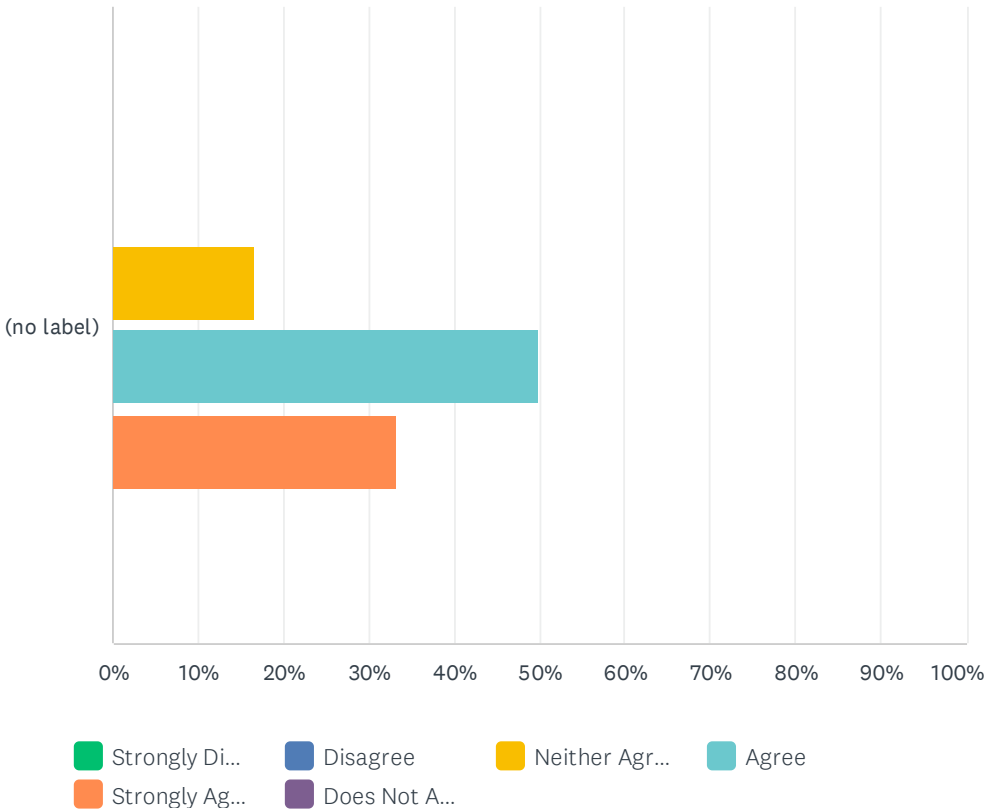


	STRONGLY DISAGREE	DISAGREE	NEITHER AGREE OR DISAGREE	AGREE	STRONGLY AGREE	DOES NOT APPLY TO ME	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	0.00% 0	0.00% 0	66.67% 4	33.33% 2	0.00% 0	6	4.33



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

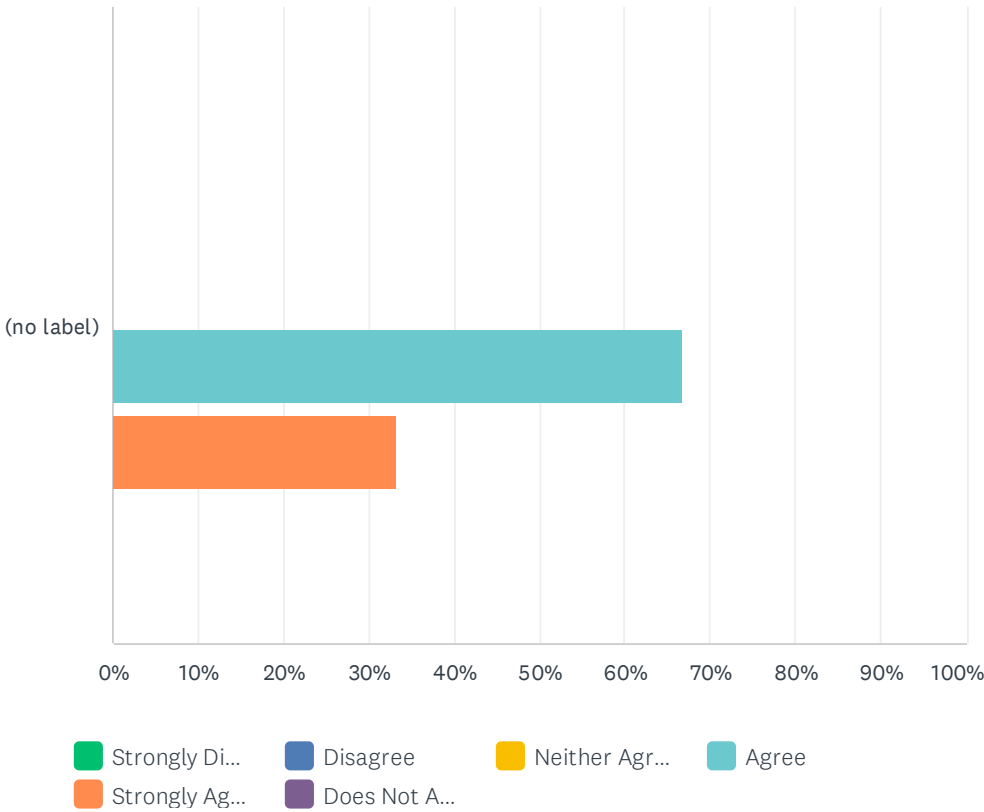
Answered: 6    Skipped: 0



	STRONGLY DISAGREE	DISAGREE	NEITHER AGREE OR DISAGREE	AGREE	STRONGLY AGREE	DOES NOT APPLY TO ME	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	0.00% 0	16.67% 1	50.00% 3	33.33% 2	0.00% 0	6	4.17

Q18 The home is kept clean

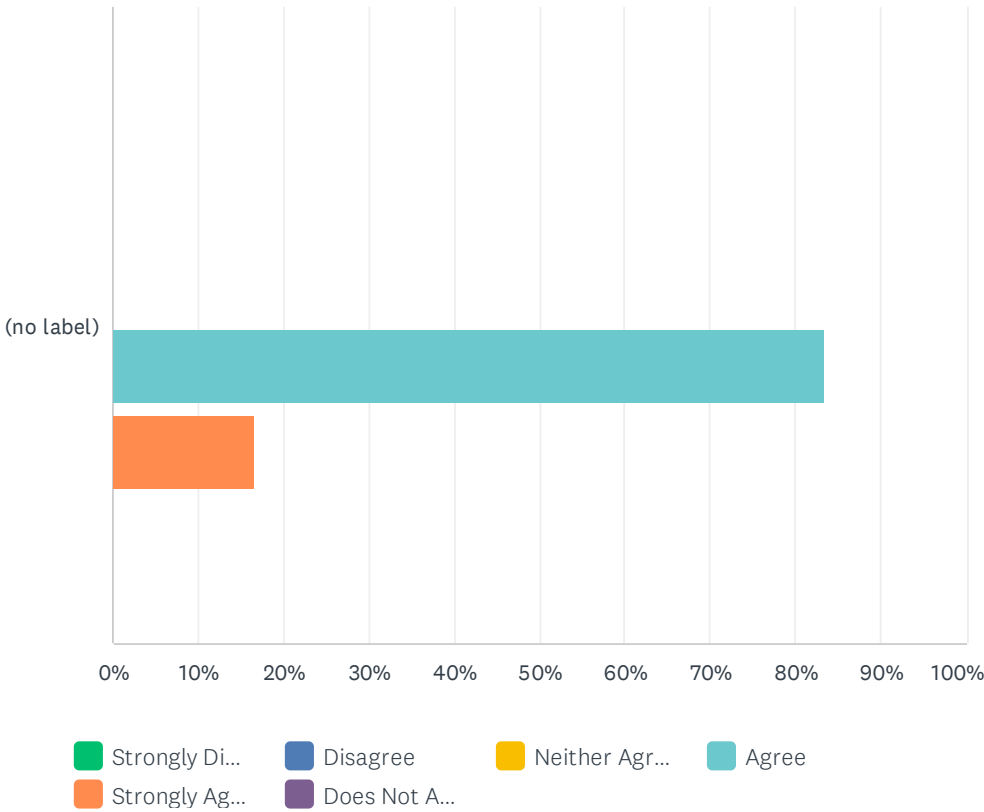
Answered: 6    Skipped: 0



	STRONGLY DISAGREE	DISAGREE	NEITHER AGREE OR DISAGREE	AGREE	STRONGLY AGREE	DOES NOT APPLY TO ME	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	0.00% 0	0.00% 0	66.67% 4	33.33% 2	0.00% 0	6	4.33

Q19 The home is well maintained

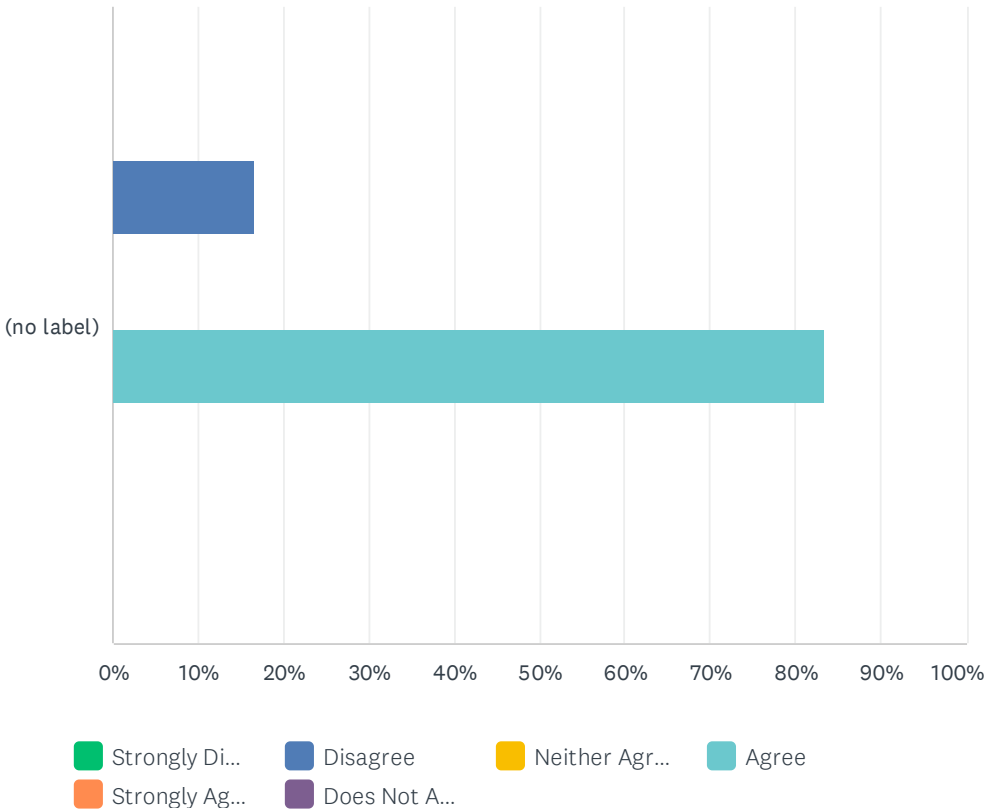
Answered: 6    Skipped: 0



	STRONGLY DISAGREE	DISAGREE	NEITHER AGREE OR DISAGREE	AGREE	STRONGLY AGREE	DOES NOT APPLY TO ME	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	0.00% 0	0.00% 0	83.33% 5	16.67% 1	0.00% 0	6	4.17

Q20 The gardens and grounds outside are well maintained

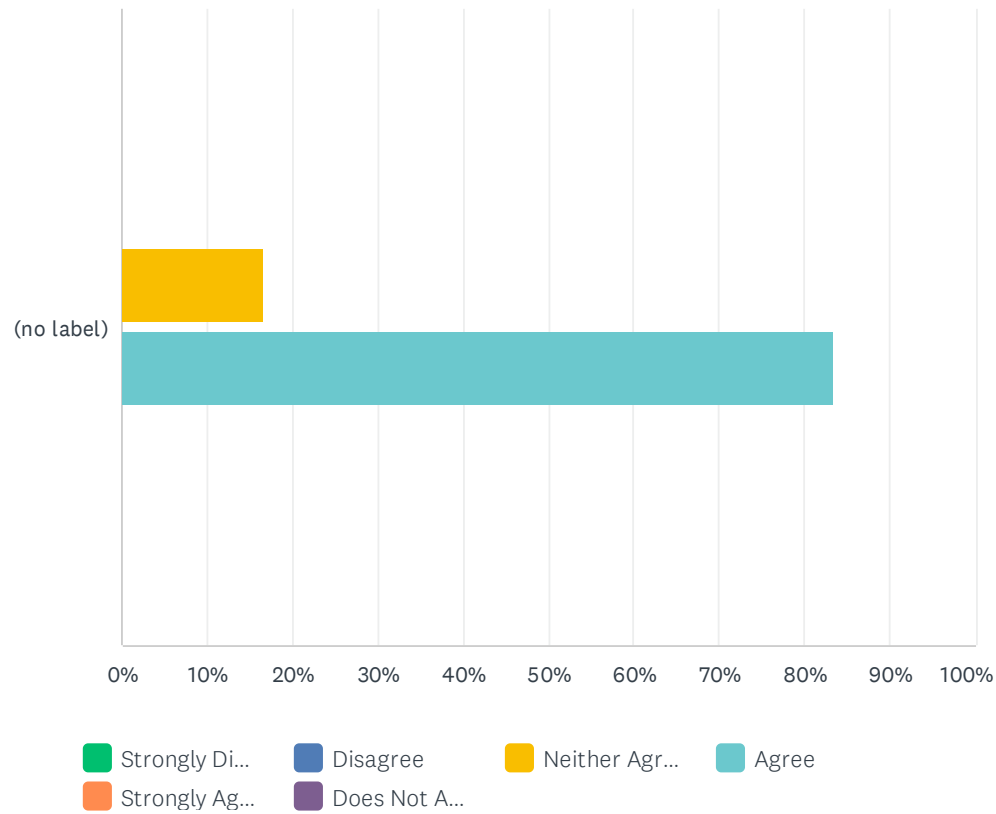
Answered: 6    Skipped: 0



	STRONGLY DISAGREE	DISAGREE	NEITHER AGREE OR DISAGREE	AGREE	STRONGLY AGREE	DOES NOT APPLY TO ME	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	16.67% 1	0.00% 0	83.33% 5	0.00% 0	0.00% 0	6	3.67

Q21 The décor in shared public areas is warm and inviting

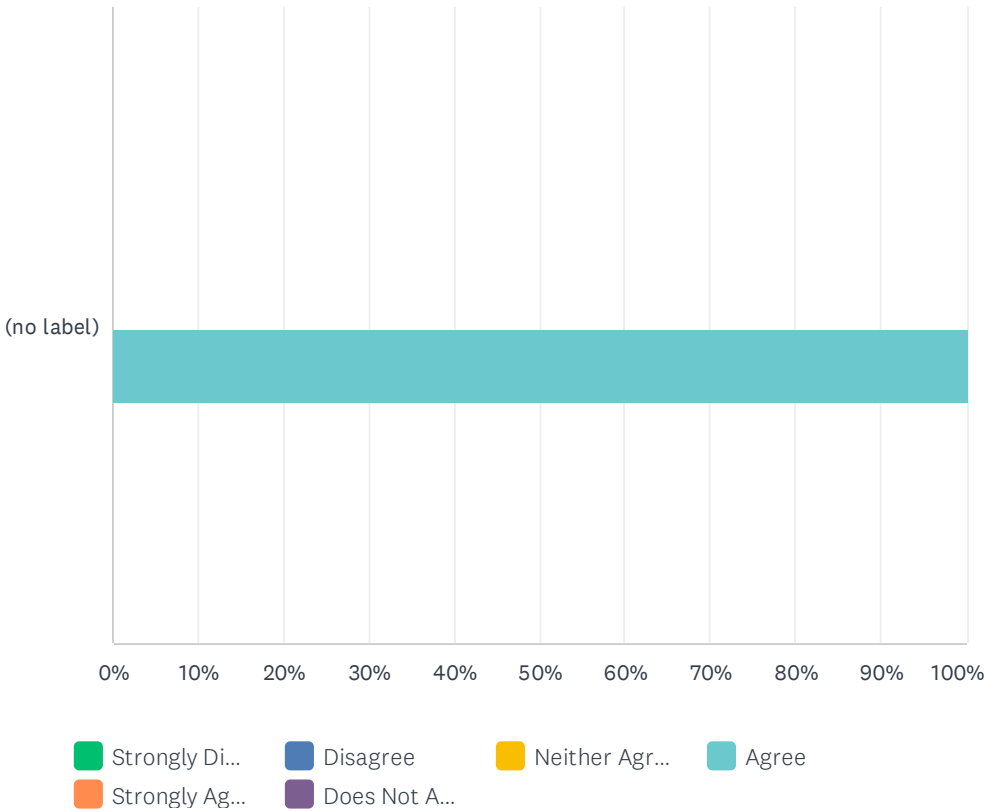
Answered: 6    Skipped: 0



	STRONGLY DISAGREE	DISAGREE	NEITHER AGREE OR DISAGREE	AGREE	STRONGLY AGREE	DOES NOT APPLY TO ME	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	0.00% 0	16.67% 1	83.33% 5	0.00% 0	0.00% 0	6	3.83

Q22 There is a home-like feel to the home

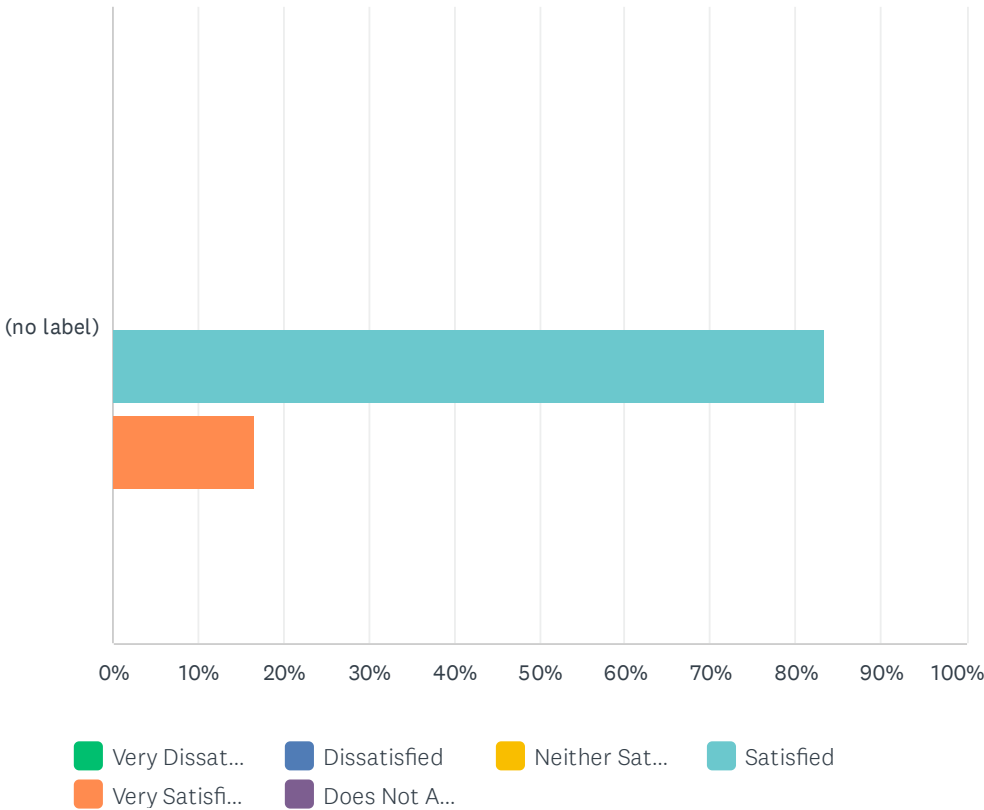
Answered: 6    Skipped: 0



	STRONGLY DISAGREE	DISAGREE	NEITHER AGREE OR DISAGREE	AGREE	STRONGLY AGREE	DOES NOT APPLY TO ME	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	0.00% 0	0.00% 0	100.00% 6	0.00% 0	0.00% 0	6	4.00

Q23 There is a good variety of programs

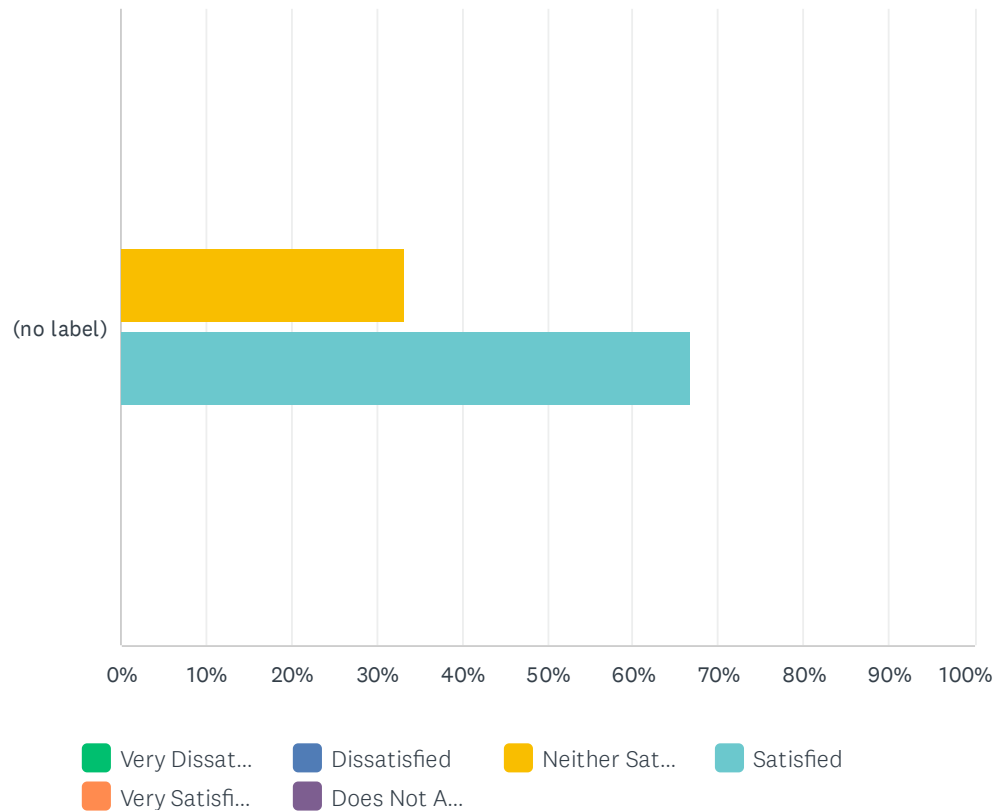
Answered: 6    Skipped: 0



	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	83.33% 5	16.67% 1	0.00% 0	6	4.17

Q24 Are there enough programs on the weekends?

Answered: 6    Skipped: 0

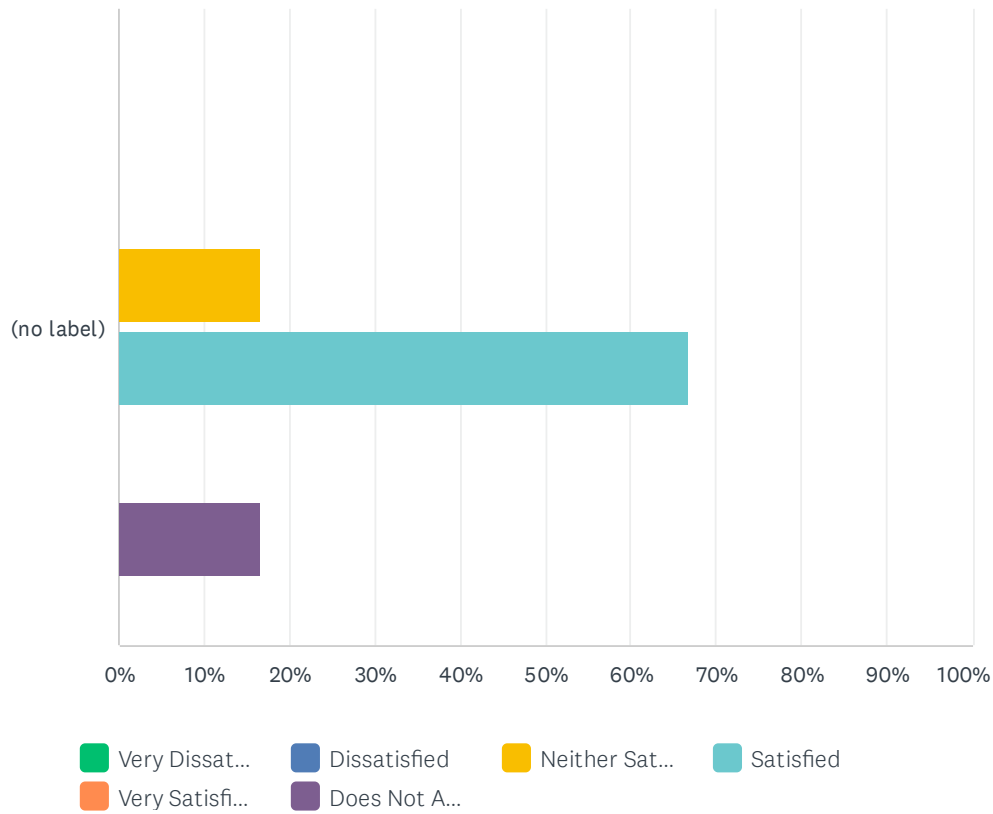


	VERY DISSATISFIED	DISSATISFIED	NEITHER SATISFIED OR DISSATISFIED	SATISFIED	VERY SATISFIED	DOES NOT APPLY TO ME	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	0.00% 0	33.33% 2	66.67% 4	0.00% 0	0.00% 0	6	3.67



Q25 Spiritual/religious needs are met

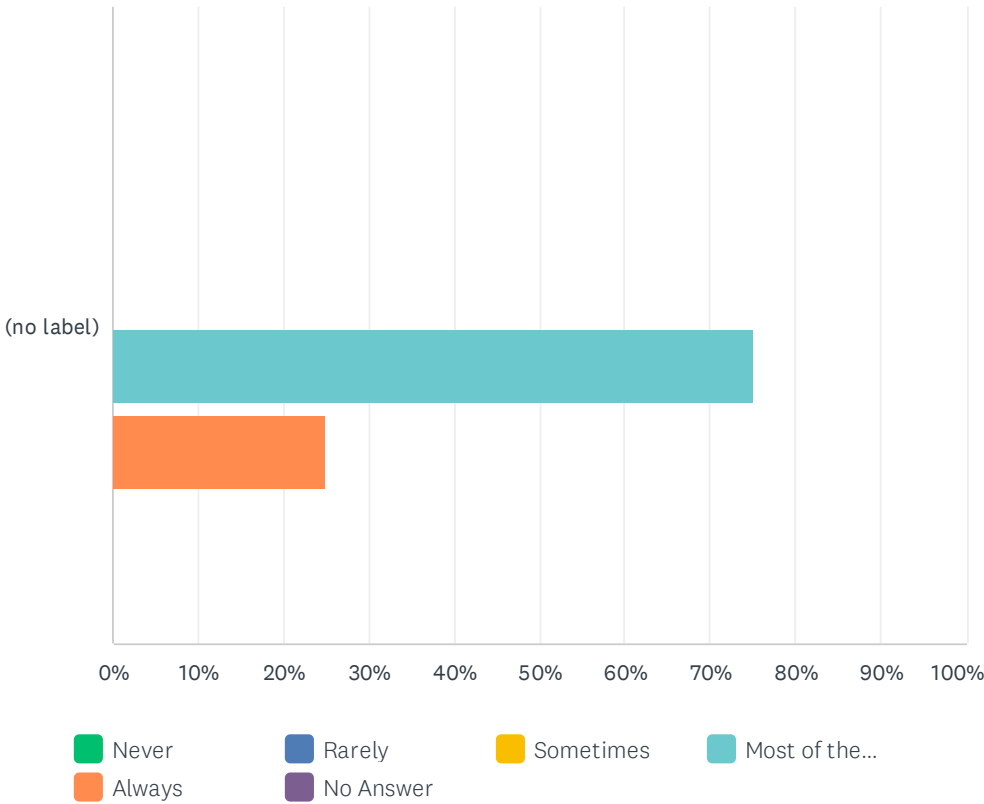
Answered: 6    Skipped: 0



	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	16.67% 1	66.67% 4	0.00% 0	16.67% 1	6	3.80

Q26 I am happy with the food choices given to residents

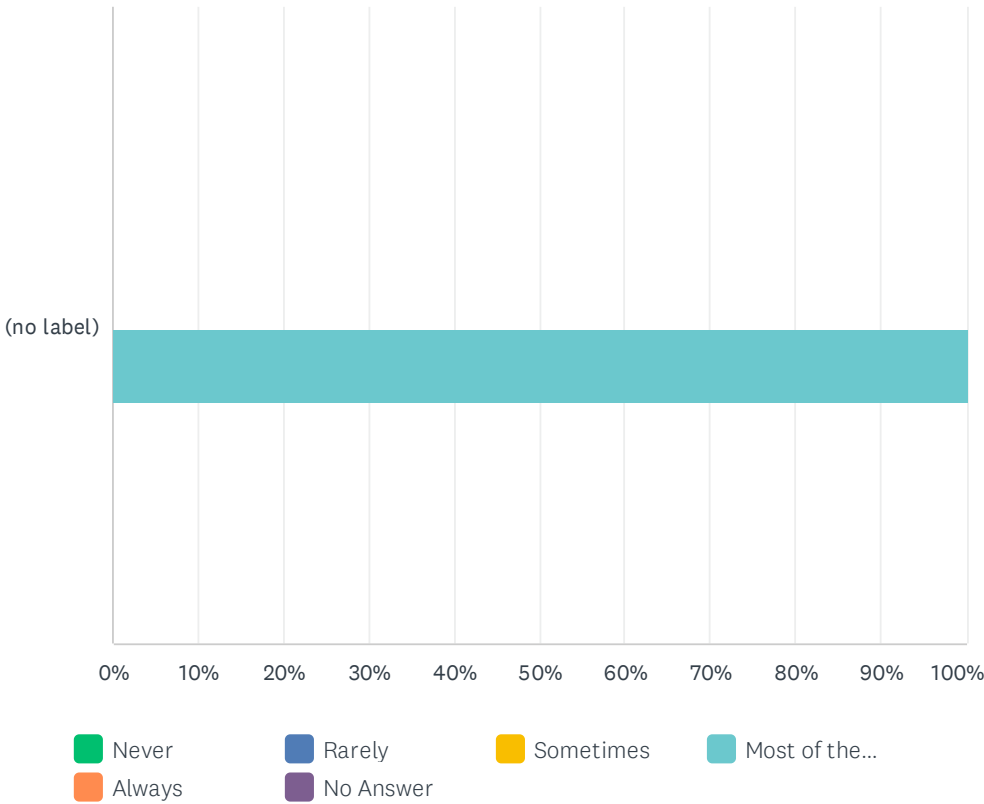
Answered: 4    Skipped: 2



	NEVER	RARELY	SOMETIMES	MOST OF THE TIME	ALWAYS	NO ANSWER	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	0.00% 0	0.00% 0	75.00% 3	25.00% 1	0.00% 0	4	4.25

Q27 Mealtime is an enjoyable time

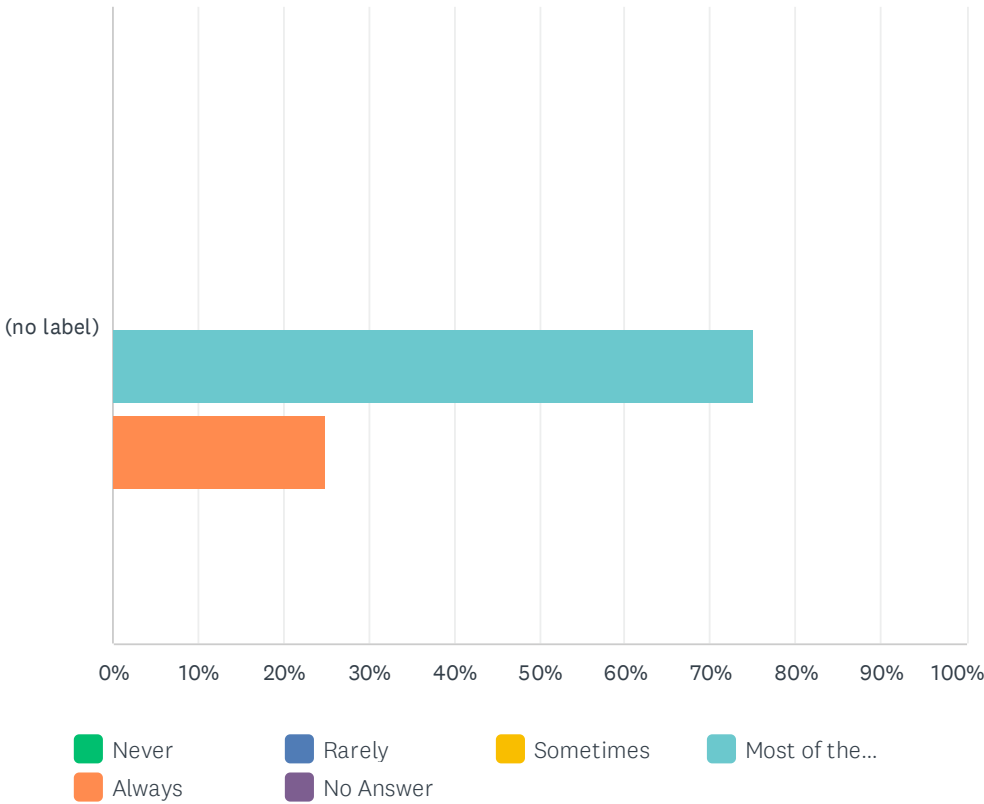
Answered: 4    Skipped: 2



	NEVER	RARELY	SOMETIMES	MOST OF THE TIME	ALWAYS	NO ANSWER	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	0.00% 0	0.00% 0	100.00% 4	0.00% 0	0.00% 0	4	4.00

Q28 I am satisfied with the quantity of food at meals

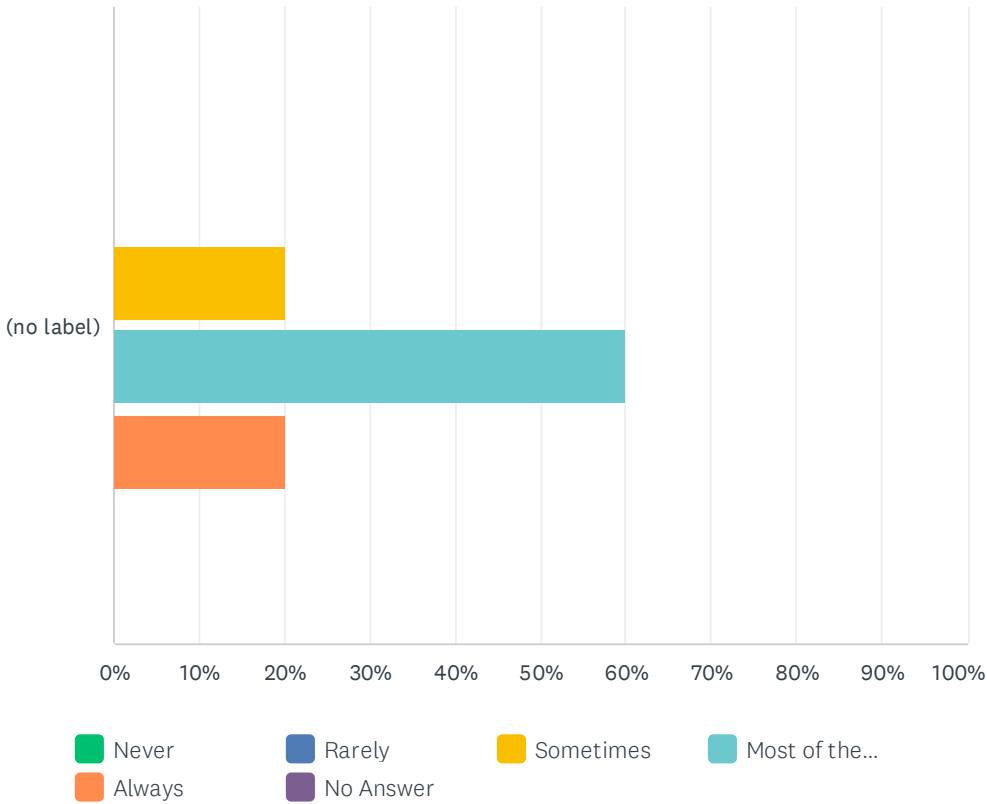
Answered: 4    Skipped: 2



	NEVER	RARELY	SOMETIMES	MOST OF THE TIME	ALWAYS	NO ANSWER	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	0.00% 0	0.00% 0	75.00% 3	25.00% 1	0.00% 0	4	4.25

Q29 There is a good variety of food

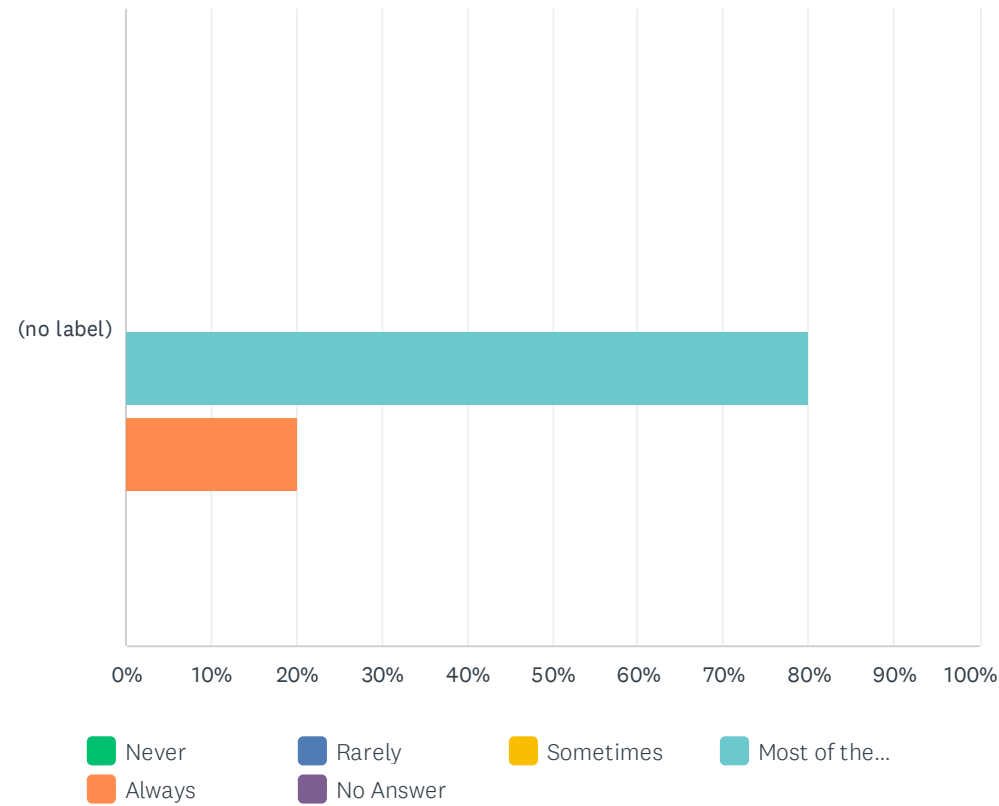
Answered: 5    Skipped: 1



	NEVER	RARELY	SOMETIMES	MOST OF THE TIME	ALWAYS	NO ANSWER	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	0.00% 0	20.00% 1	60.00% 3	20.00% 1	0.00% 0	5	4.00

Q30 There is a variety of food on the snack cart

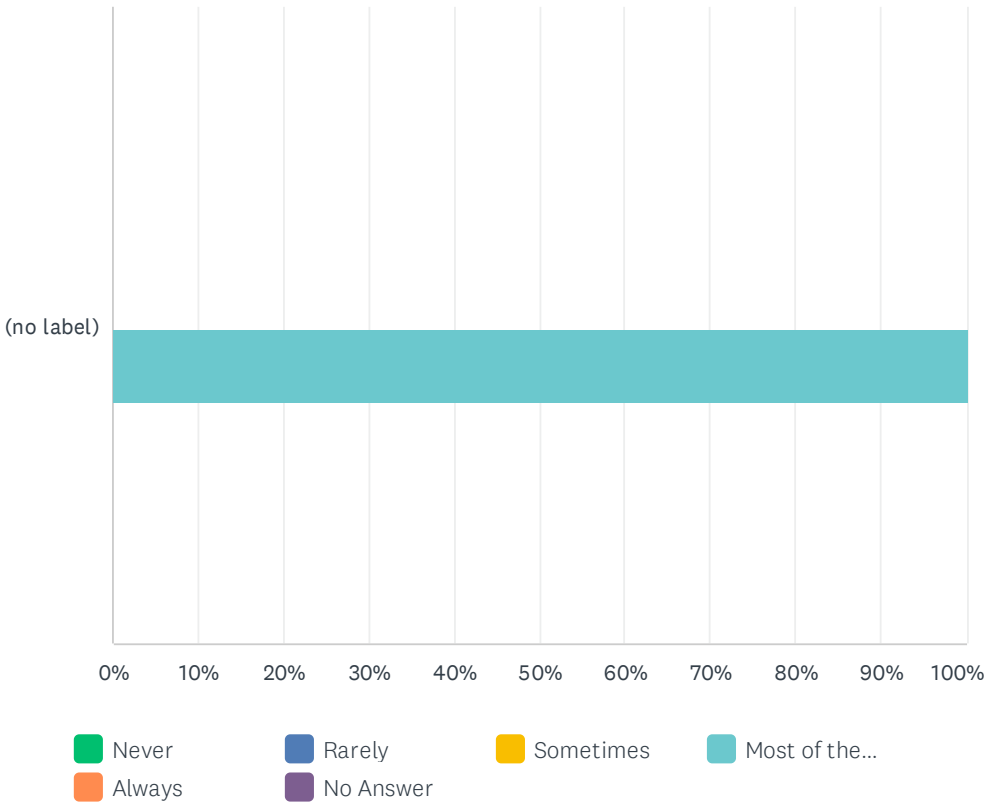
Answered: 5    Skipped: 1



	NEVER	RARELY	SOMETIMES	MOST OF THE TIME	ALWAYS	NO ANSWER	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	0.00% 0	0.00% 0	80.00% 4	20.00% 1	0.00% 0	5	4.20

Q31 I am pleased with the dining experience

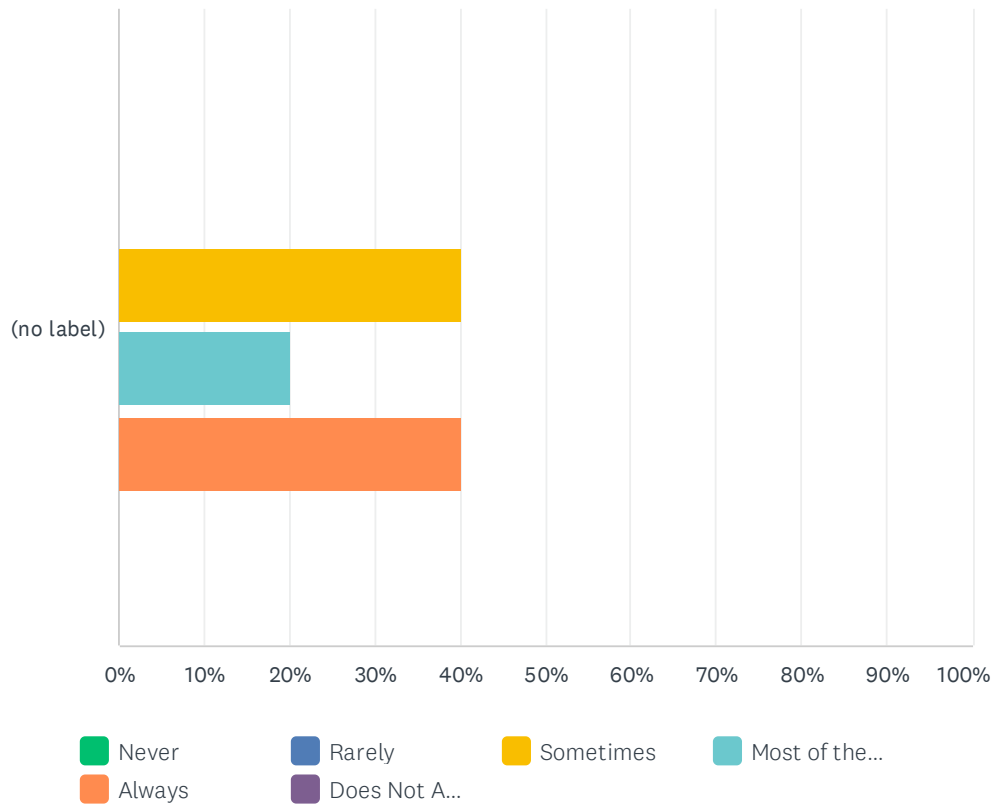
Answered: 5    Skipped: 1



	NEVER	RARELY	SOMETIMES	MOST OF THE TIME	ALWAYS	NO ANSWER	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	0.00% 0	0.00% 0	100.00% 5	0.00% 0	0.00% 0	5	4.00

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

Answered: 5    Skipped: 1

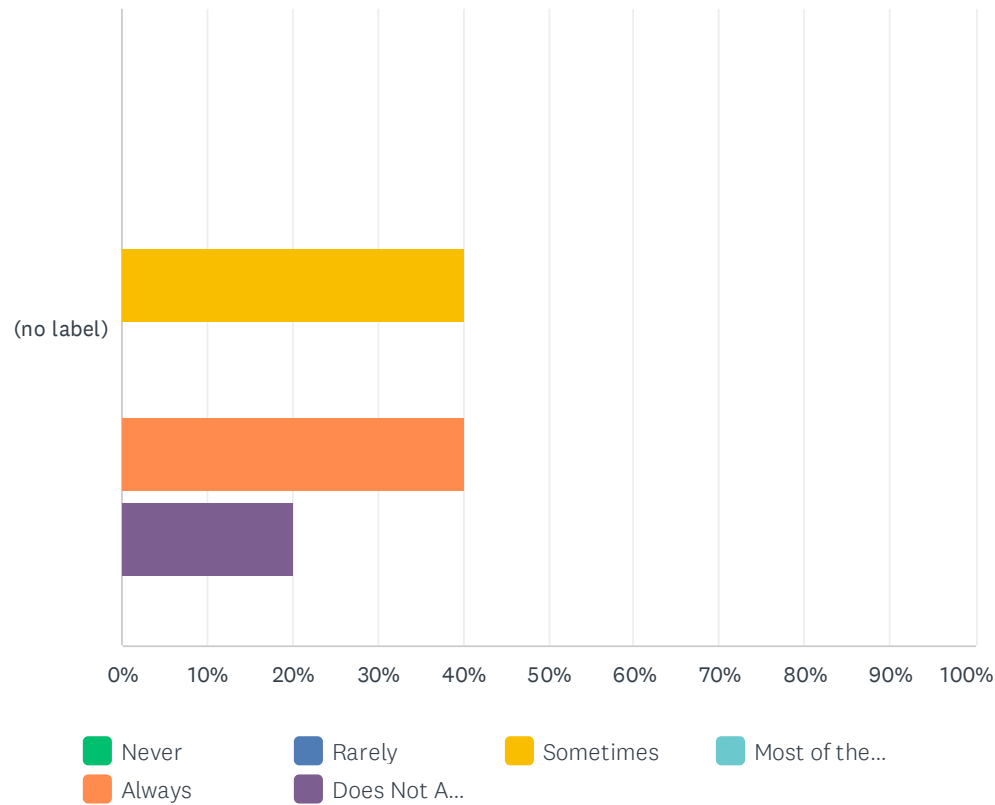


	NEVER	RARELY	SOMETIMES	MOST OF THE TIME	ALWAYS	DOES NOT APPLY TO ME	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	0.00% 0	40.00% 2	20.00% 1	40.00% 2	0.00% 0	5	4.00



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

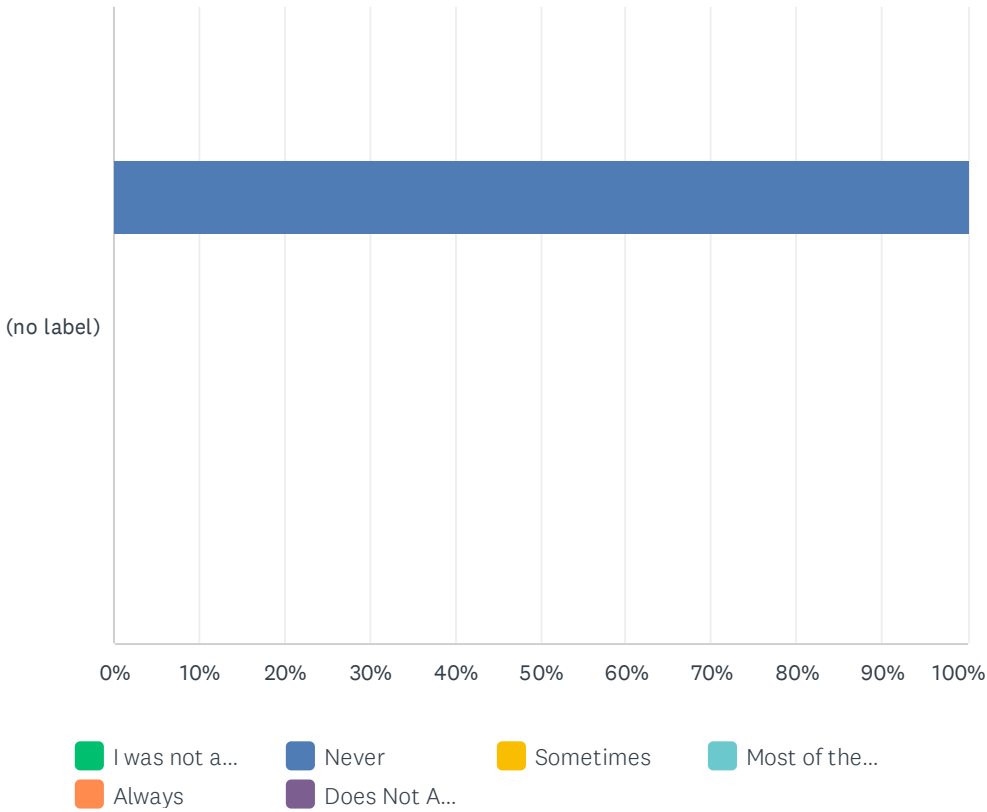
Answered: 5    Skipped: 1



	NEVER	RARELY	SOMETIMES	MOST OF THE TIME	ALWAYS	DOES NOT APPLY TO ME	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	0.00% 0	40.00% 2	0.00% 0	40.00% 2	20.00% 1	5	4.00

Q34 Do you participate in the Family Council?

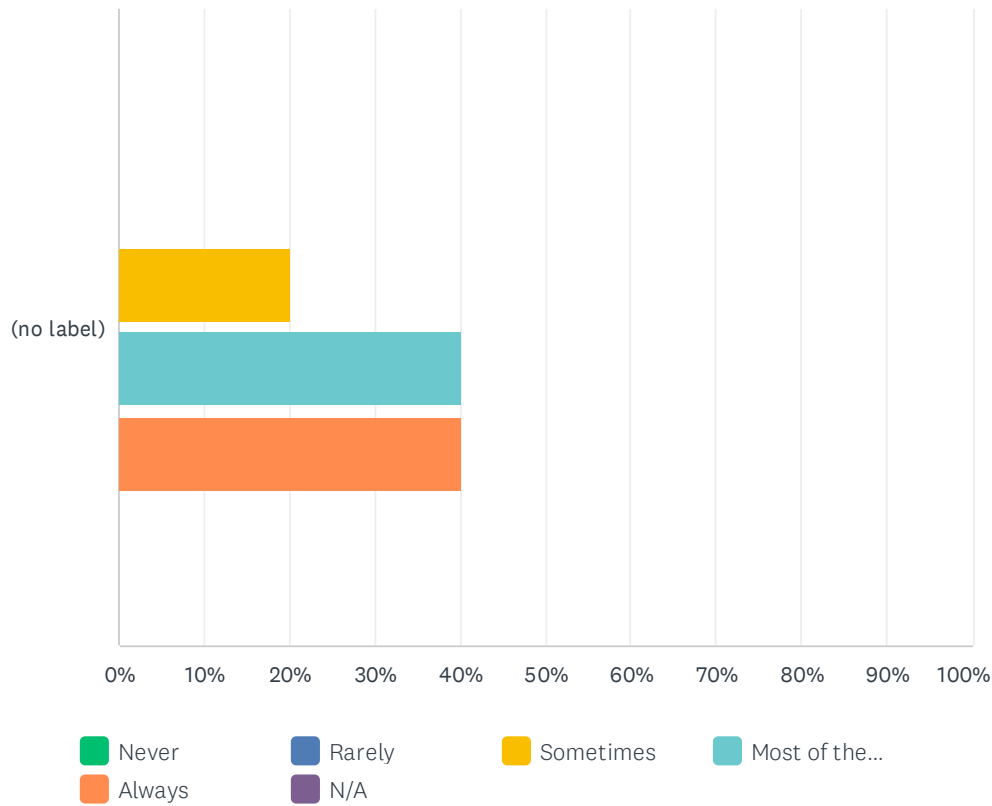
Answered: 5    Skipped: 1



	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	100.00% 5	0.00% 0	0.00% 0	0.00% 0	0.00% 0	5	2.00

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

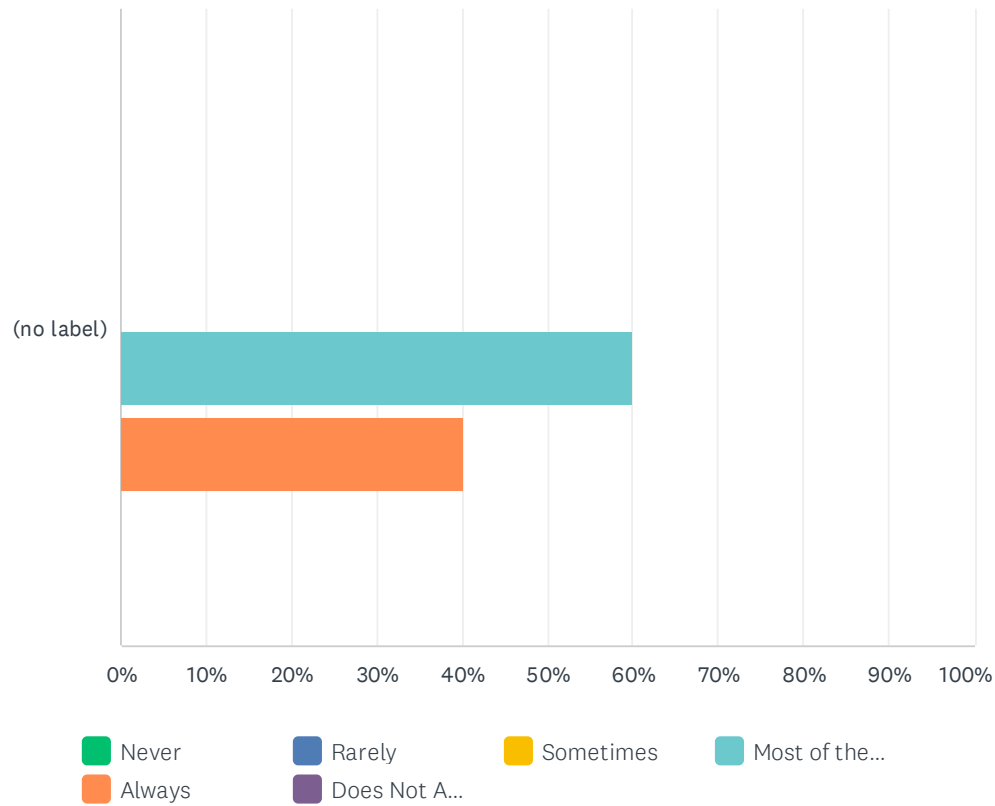
Answered: 5    Skipped: 1



	NEVER	RARELY	SOMETIMES	MOST OF THE TIME	ALWAYS	N/A	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	0.00% 0	20.00% 1	40.00% 2	40.00% 2	0.00% 0	5	4.20

Q36 Are you pleased with the care they are receiving?

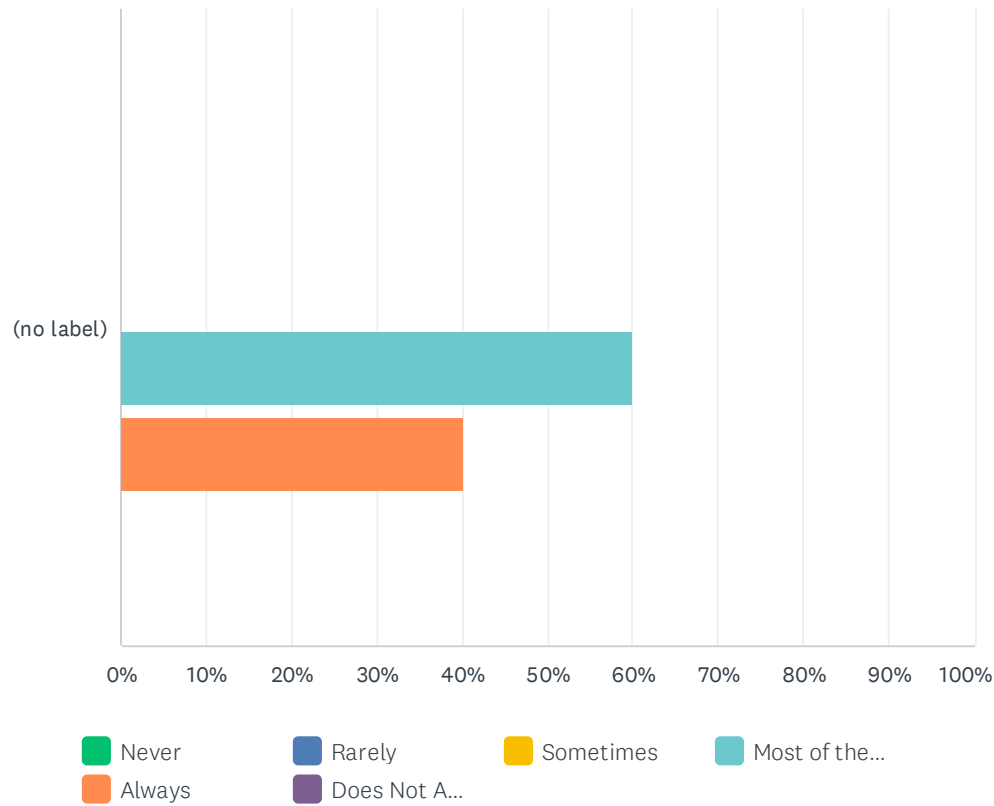
Answered: 5    Skipped: 1



	NEVER	RARELY	SOMETIMES	MOST OF THE TIME	ALWAYS	DOES NOT APPLY TO ME	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	0.00% 0	0.00% 0	60.00% 3	40.00% 2	0.00% 0	5	4.40

Q37 Do you find our home inviting?

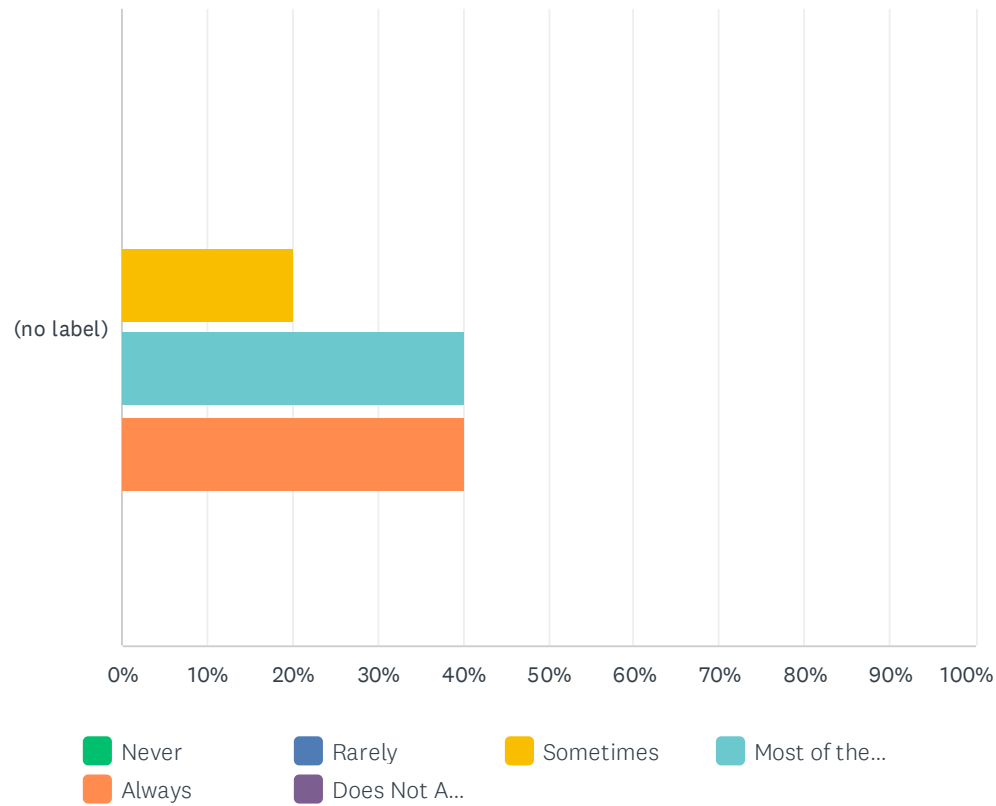
Answered: 5    Skipped: 1



	NEVER	RARELY	SOMETIMES	MOST OF THE TIME	ALWAYS	DOES NOT APPLY TO ME	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	0.00% 0	0.00% 0	60.00% 3	40.00% 2	0.00% 0	5	4.40

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

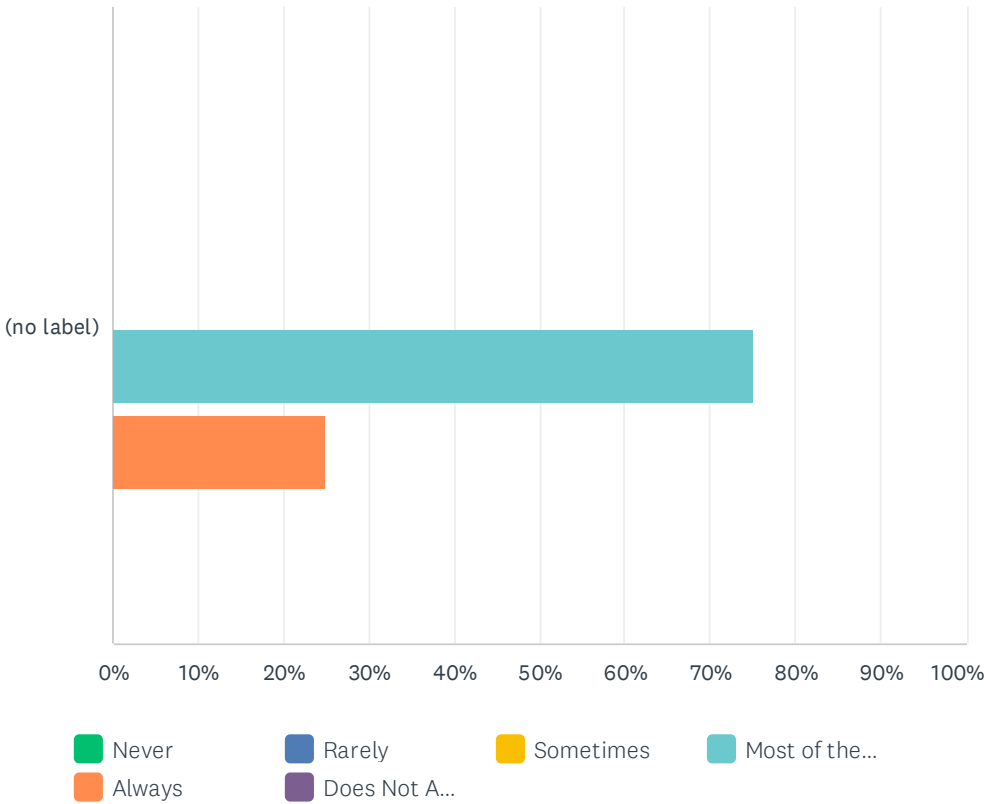
Answered: 5    Skipped: 1



	NEVER	RARELY	SOMETIMES	MOST OF THE TIME	ALWAYS	DOES NOT APPLY TO ME	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	0.00% 0	20.00% 1	40.00% 2	40.00% 2	0.00% 0	5	4.20

Q39 Would you recommend this nursing home to others?

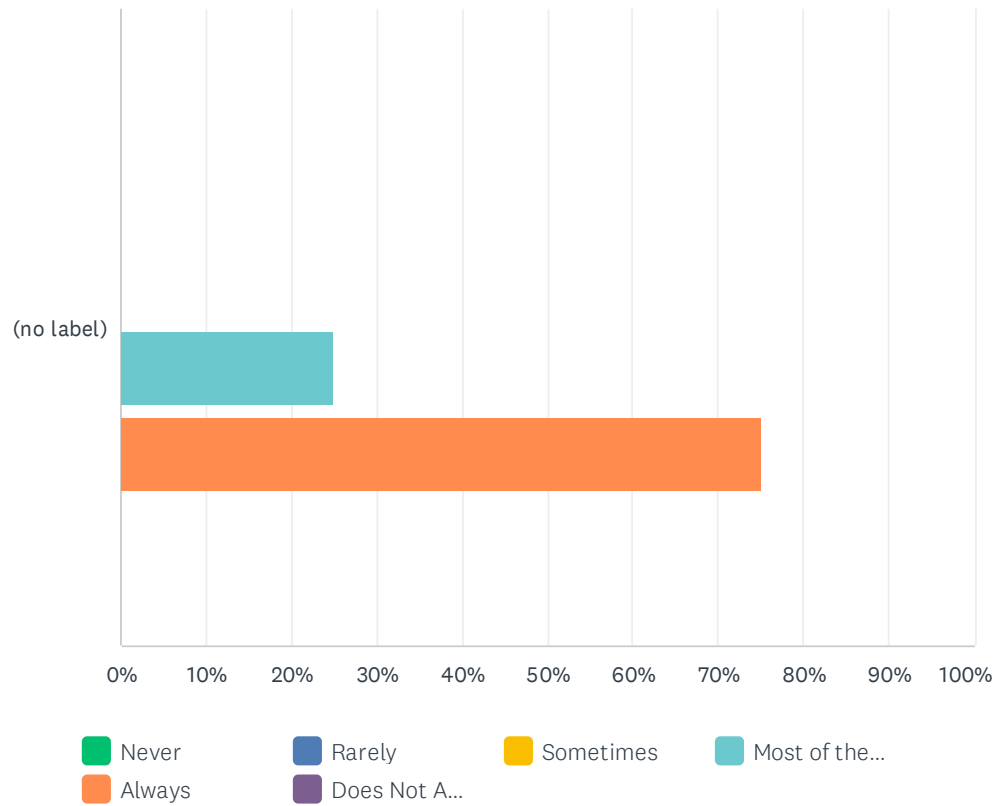
Answered: 4    Skipped: 2



	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	75.00% 3	25.00% 1	0.00% 0	4	4.25

Q40 Do you feel safety is important to the home?

Answered: 4    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	25.00% 1	75.00% 3	0.00% 0	4	4.75



Q41 Is there an area we could improve on?

Answered: 3    Skipped: 3

Q42 Please let us know if there are any areas that you feel should be included in this survey

Answered: 0 Skipped: 6

Q43 Resident you're related to/visit

Answered: 1   Skipped: 5

Q44 Name and relationship to resident:

Answered: 1    Skipped: 5

Q45 E-mail:

Answered: 1    Skipped: 5

Q46 Phone:

Answered: 1    Skipped: 5