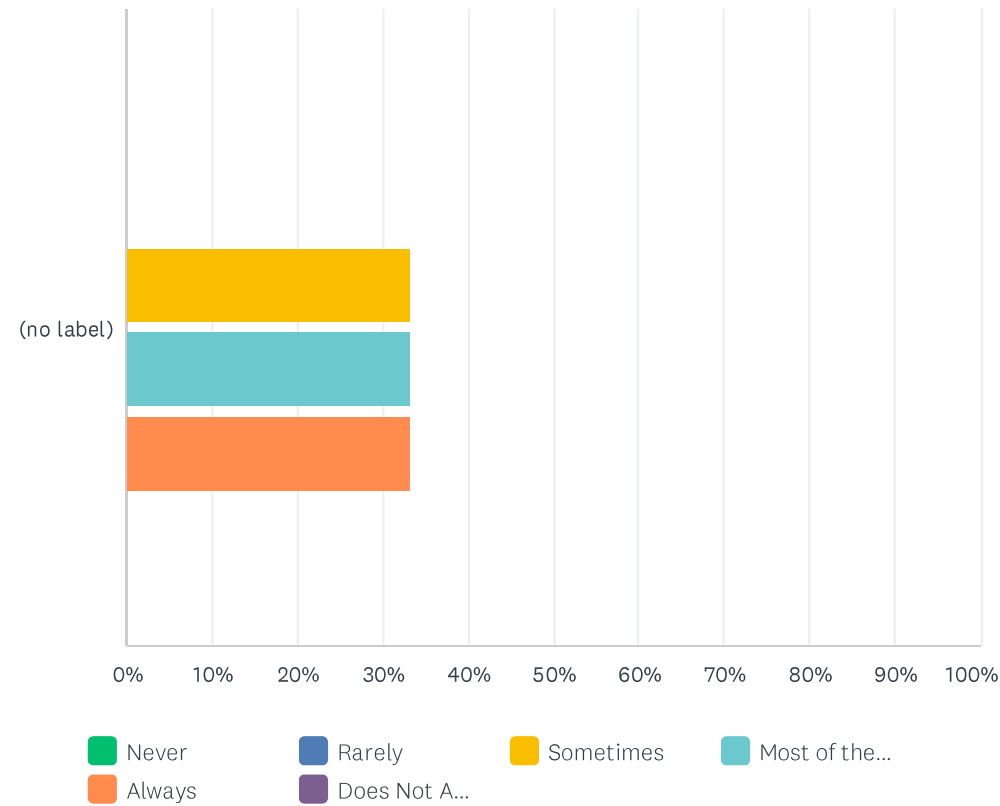


Q1 The staff involve you in decisions about care

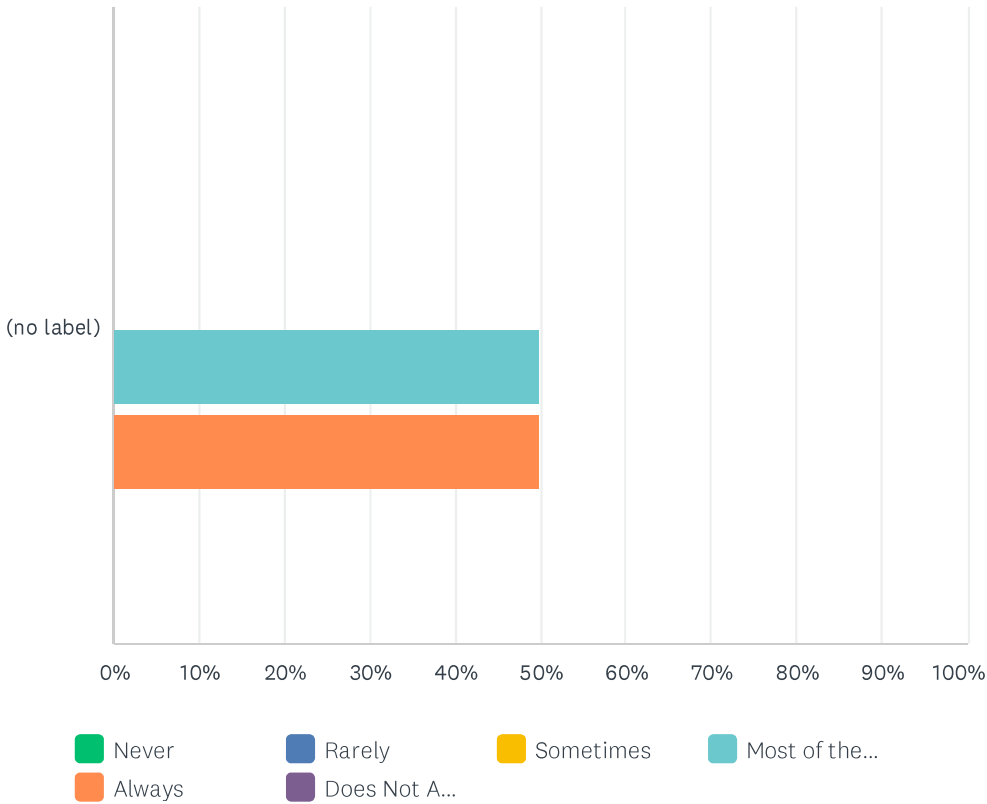
Answered: 9    Skipped: 0



	NEVER	RARELY	SOMETIMES	MOST OF THE TIME	ALWAYS	DOES NOT APPLY TO ME	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	0.00% 0	33.33% 3	33.33% 3	33.33% 3	0.00% 0	9	4.00

Q2 Staff respect resident's likes/ dislikes

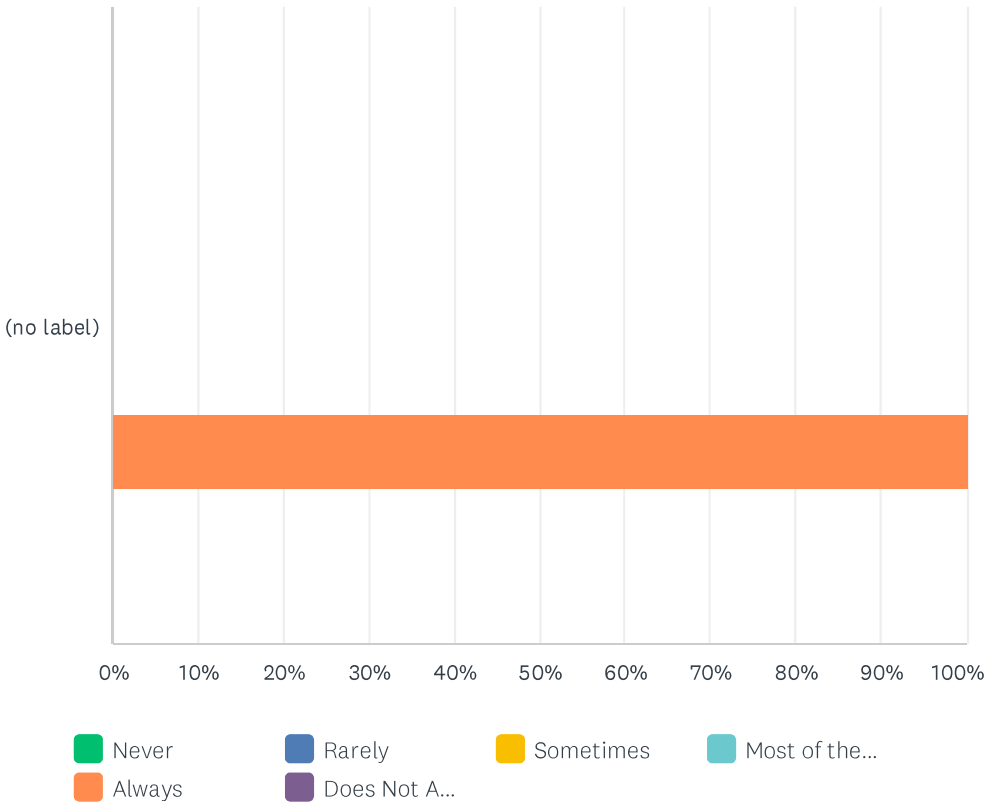
Answered: 8    Skipped: 1



	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	50.00% 4	50.00% 4	0.00% 0	8	4.50

Q3 Staff treat me with respect

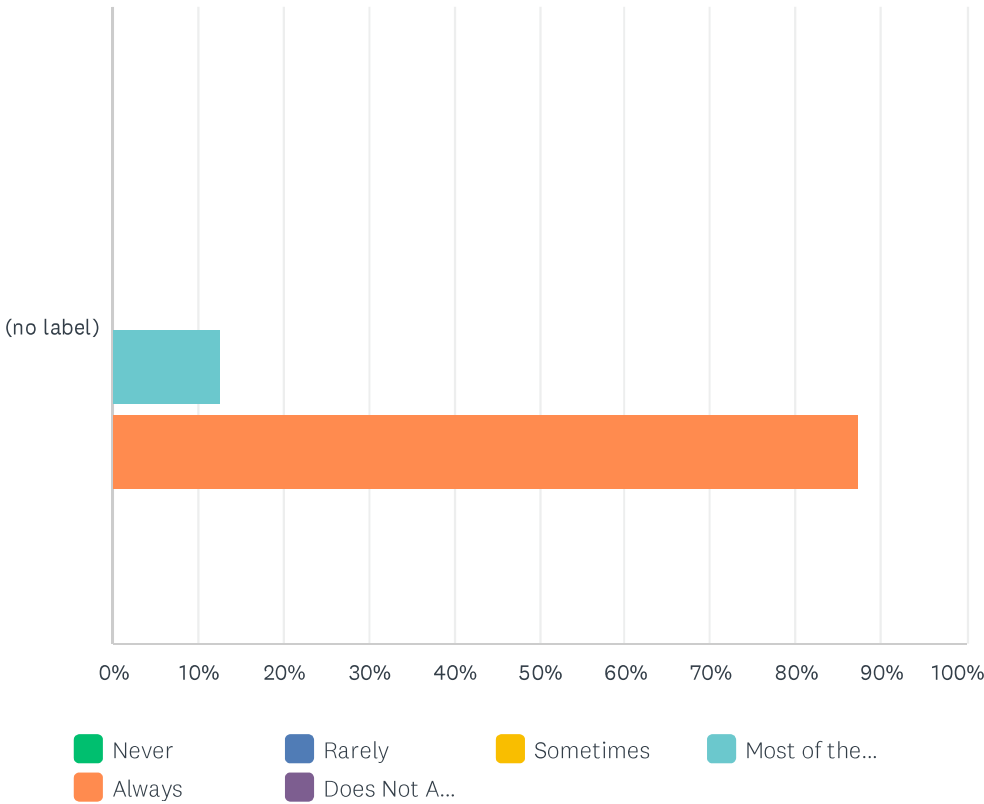
Answered: 9    Skipped: 0



	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% 9	0.00% 0	9	5.00

Q4 Resident's privacy is respected

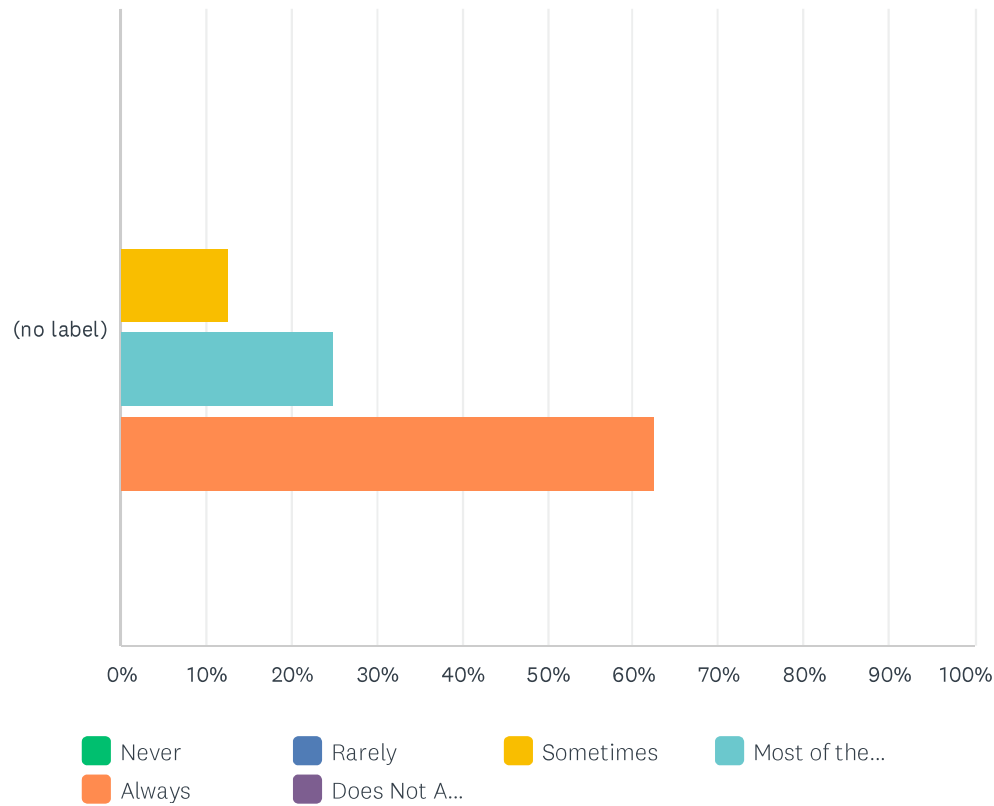
Answered: 8    Skipped: 1



	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	12.50% 1	87.50% 7	0.00% 0	8	4.88

Q5 Residents are given choices and they are respected

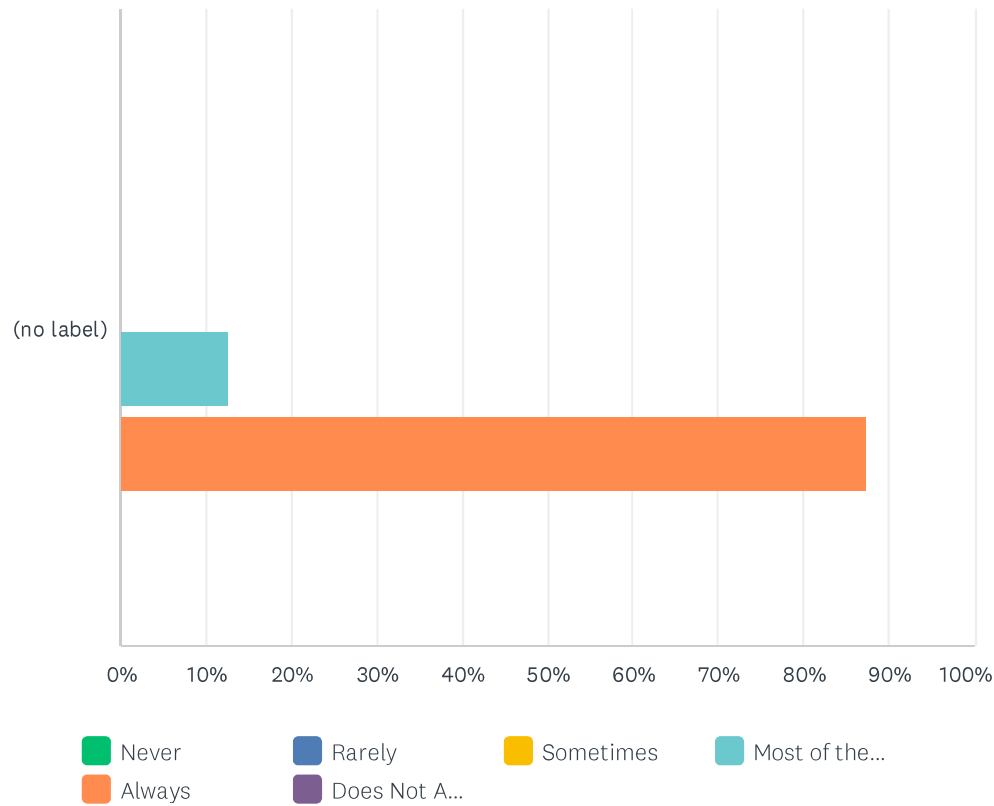
Answered: 8    Skipped: 1



	NEVER	RARELY	SOMETIMES	MOST OF THE TIME	ALWAYS	DOES NOT APPLY TO ME	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	0.00% 0	12.50% 1	25.00% 2	62.50% 5	0.00% 0	8	4.50

Q6 Residents can express their opinions without fear of consequences

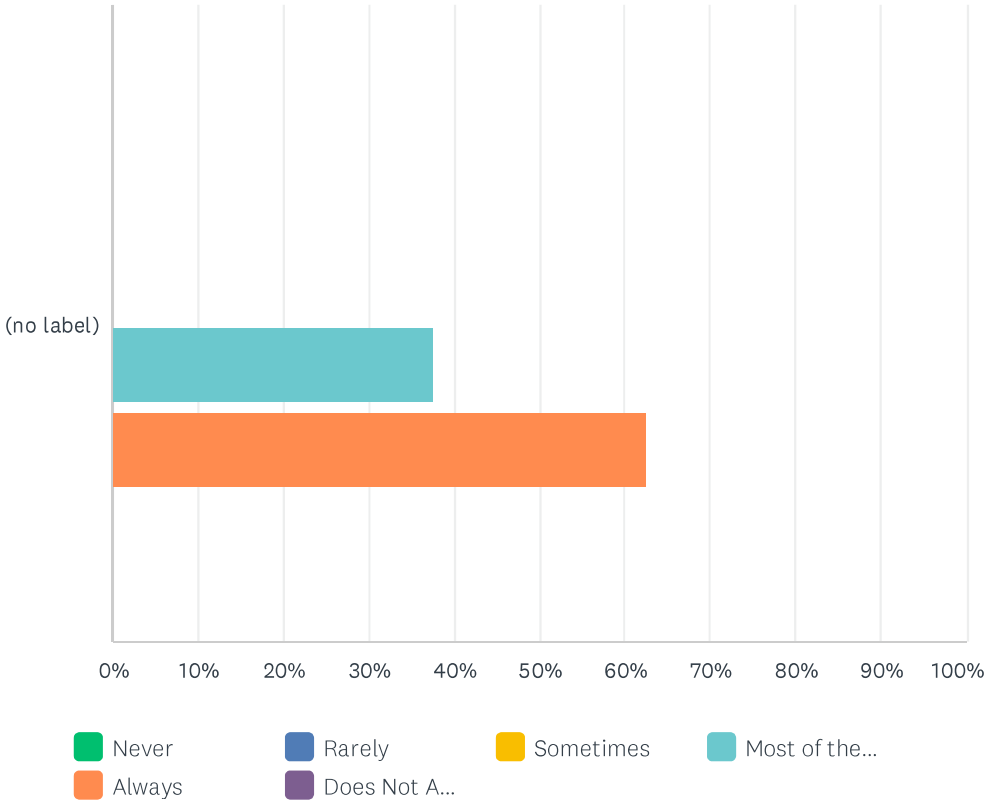
Answered: 8    Skipped: 1



	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	12.50% 1	87.50% 7	0.00% 0	8	4.88

Q7 The staff are good listeners

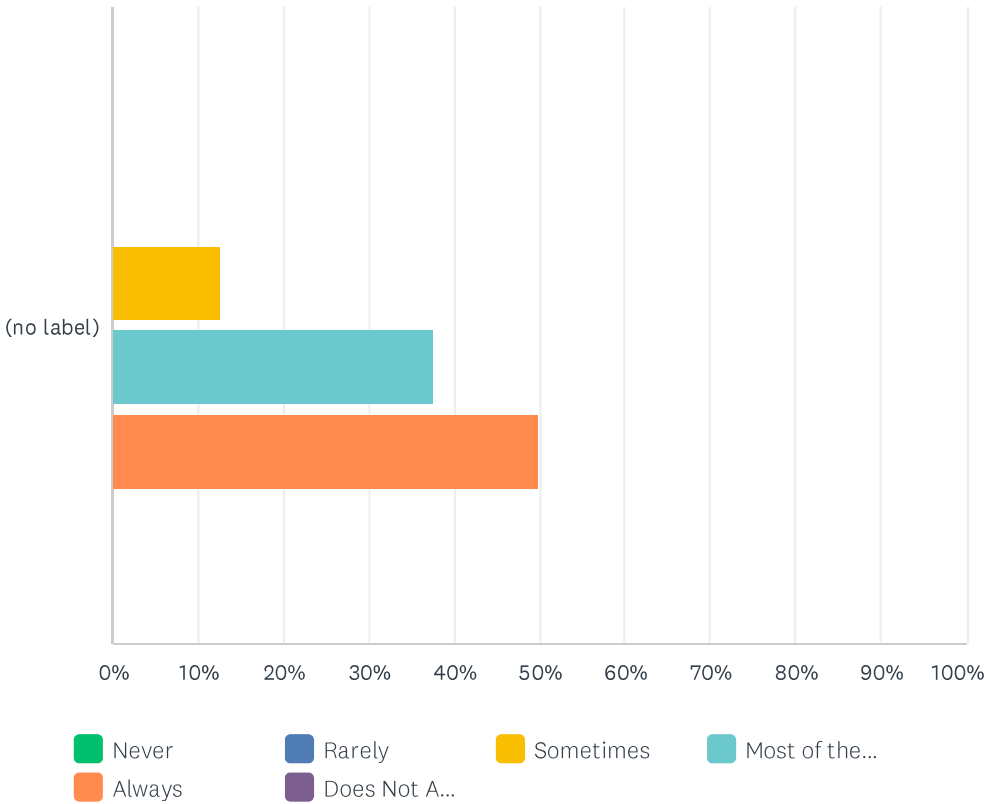
Answered: 8    Skipped: 1



	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	37.50% 3	62.50% 5	0.00% 0	8	4.63

Q8 Staff respond promptly when you call

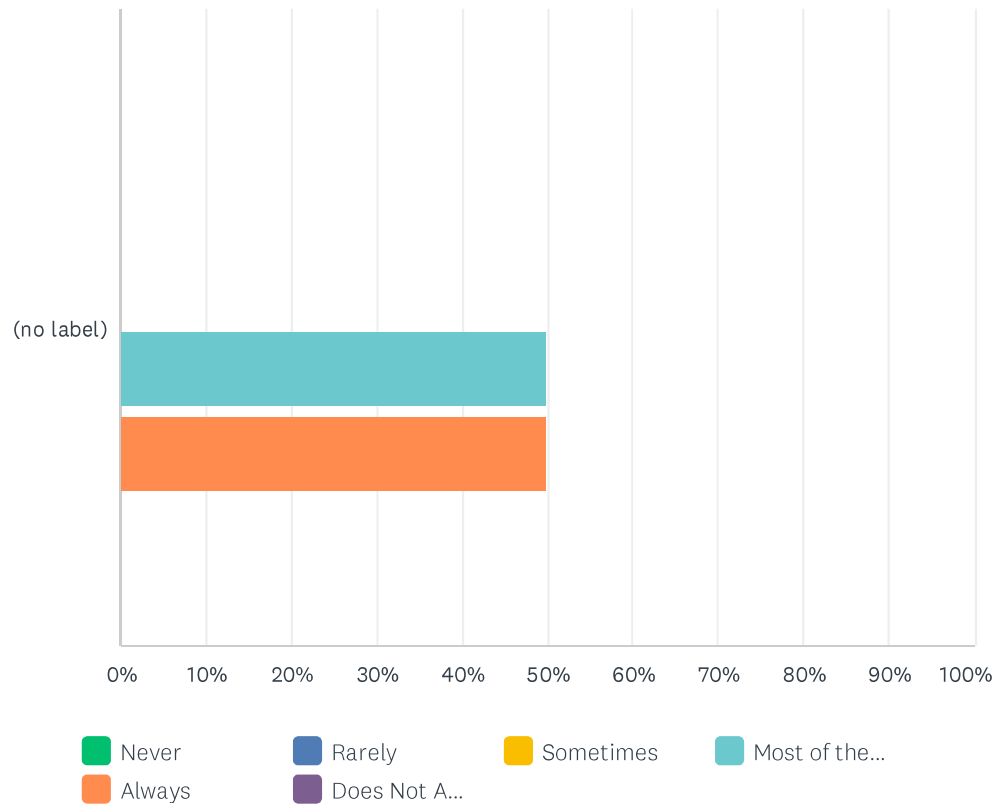
Answered: 8    Skipped: 1



	NEVER	RARELY	SOMETIMES	MOST OF THE TIME	ALWAYS	DOES NOT APPLY TO ME	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	0.00% 0	12.50% 1	37.50% 3	50.00% 4	0.00% 0	8	4.38

Q9 Staff pay attention to the residents

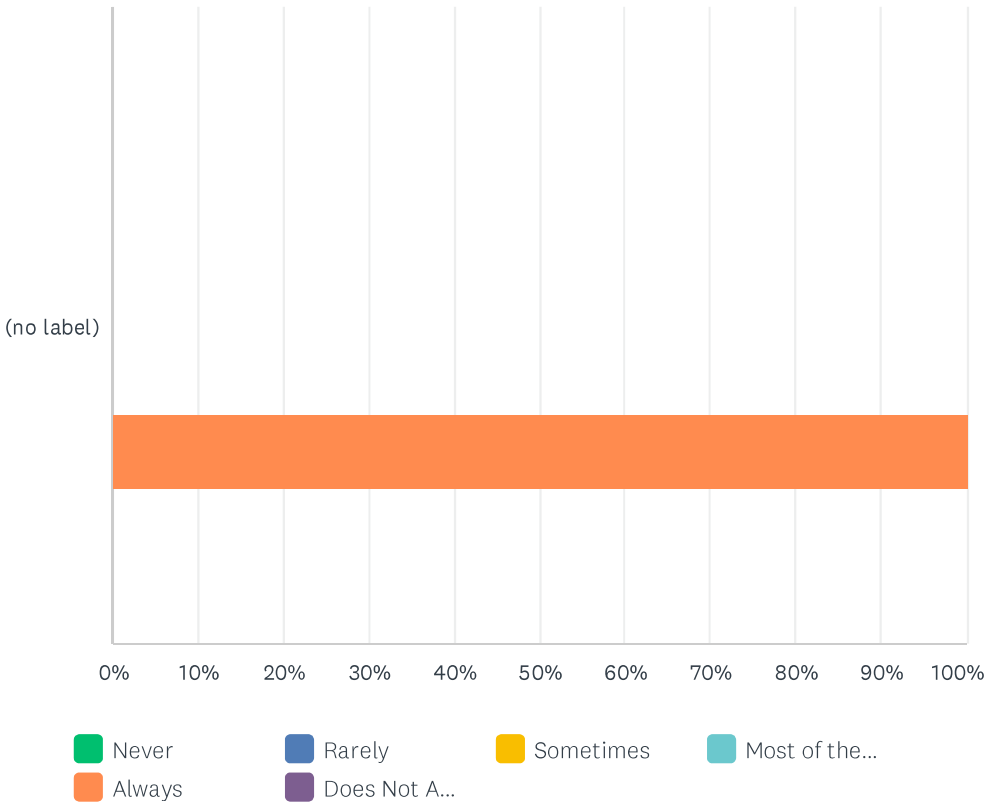
Answered: 8    Skipped: 1



	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	50.00% 4	50.00% 4	0.00% 0	8	4.50

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

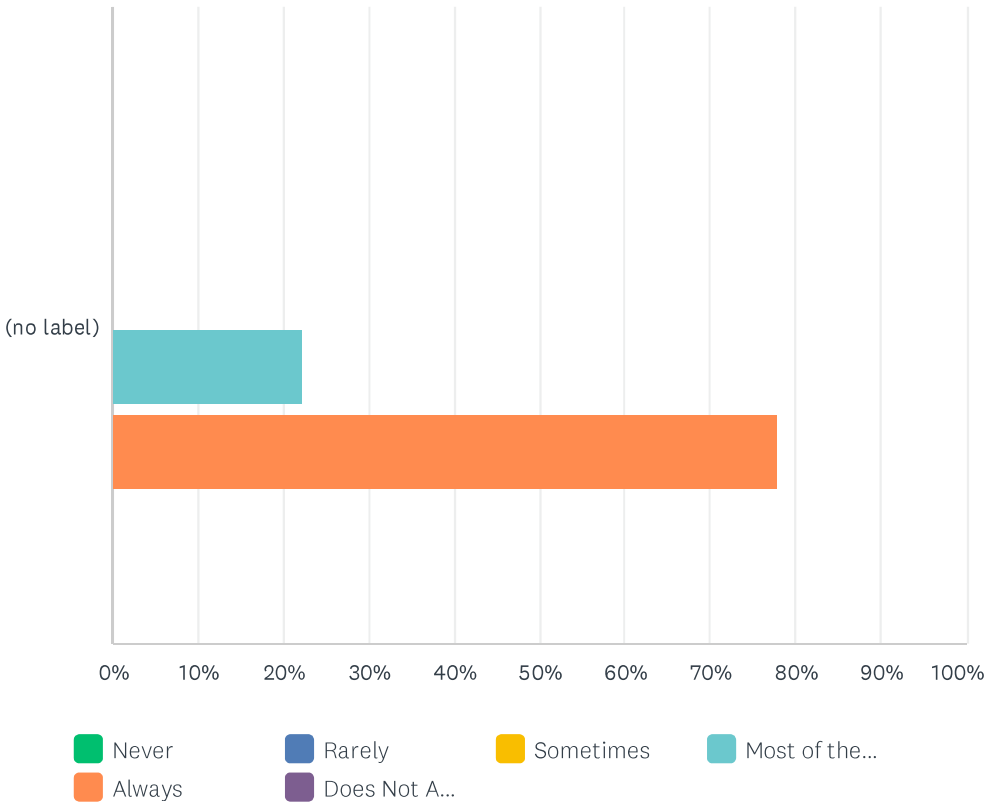
Answered: 9    Skipped: 0



	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% 9	0.00% 0	9	5.00

Q11 Overall, I am happy with the nursing care

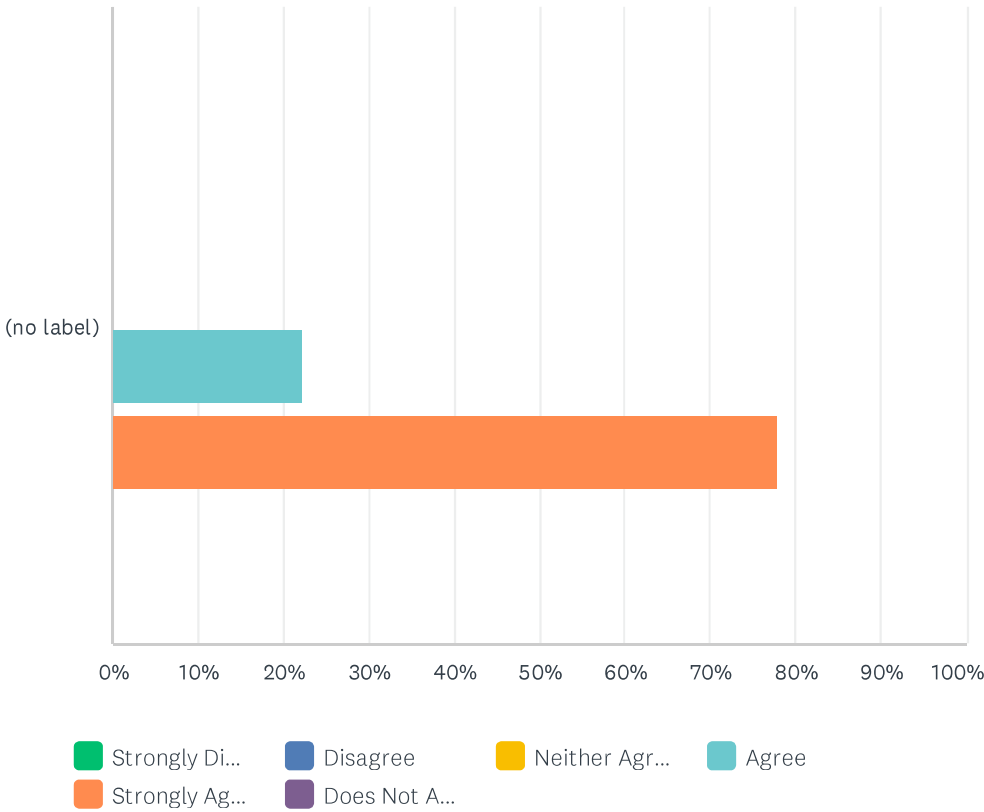
Answered: 9    Skipped: 0



	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	22.22% 2	77.78% 7	0.00% 0	9	4.78

Q12 The staff are friendly and courteous

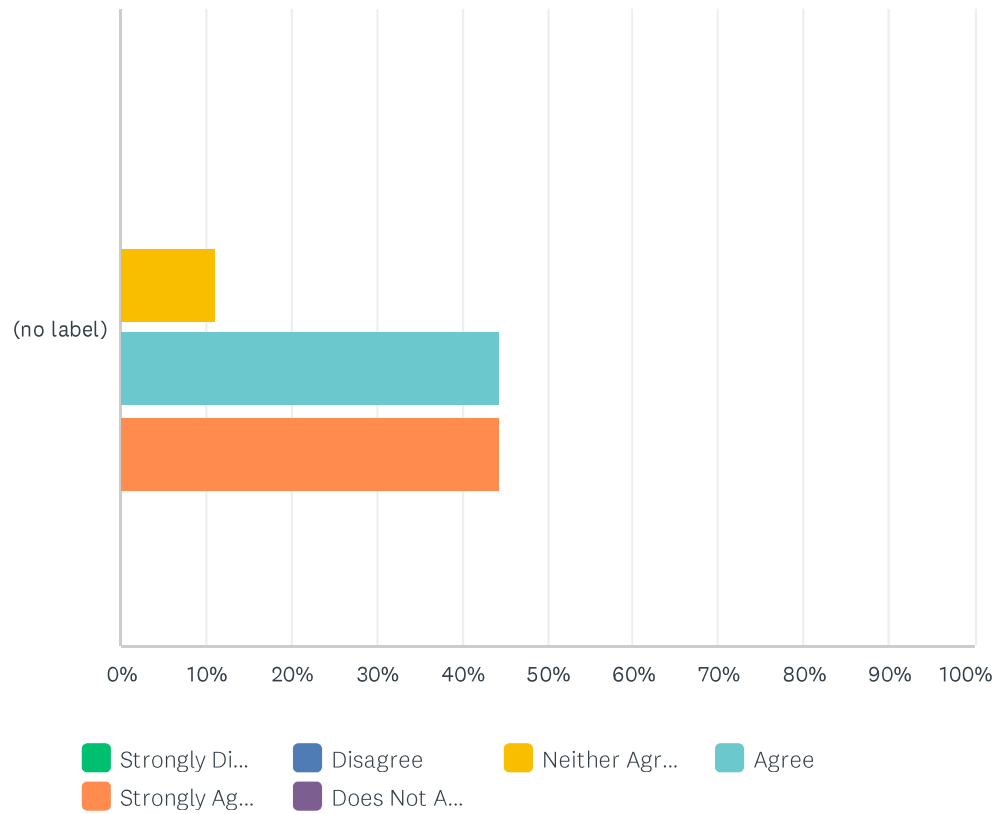
Answered: 9    Skipped: 0



	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	22.22% 2	77.78% 7	0.00% 0	9	4.78

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

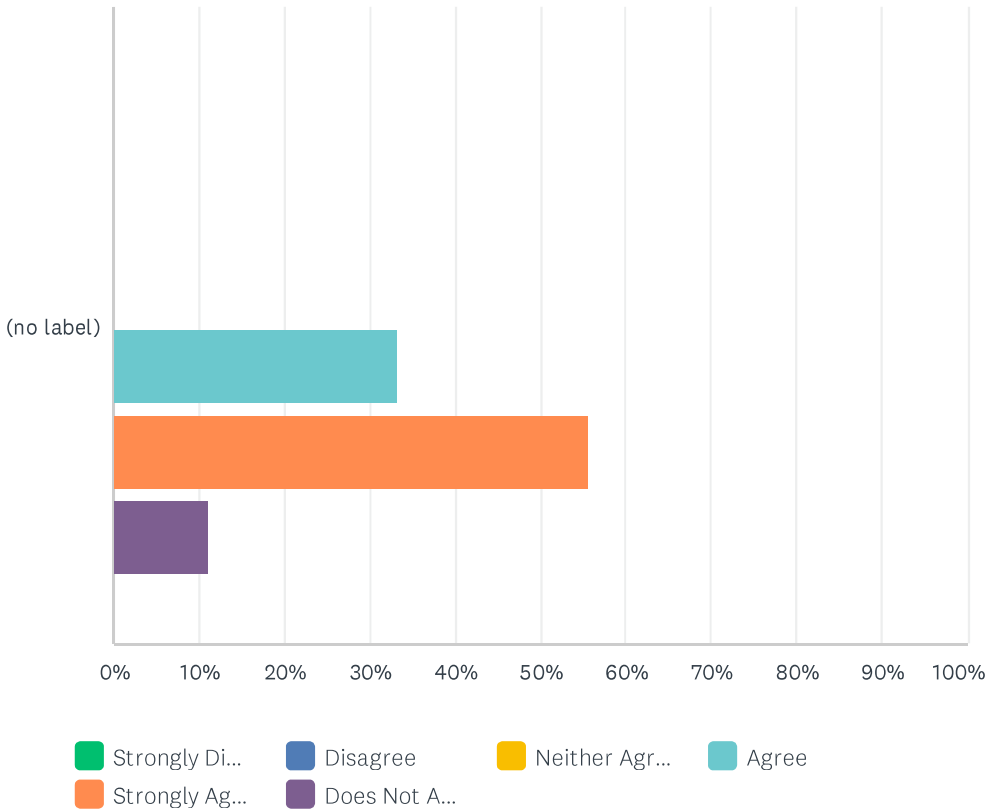
Answered: 9    Skipped: 0



	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	11.11% 1	44.44% 4	44.44% 4	0.00% 0	9	4.33

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

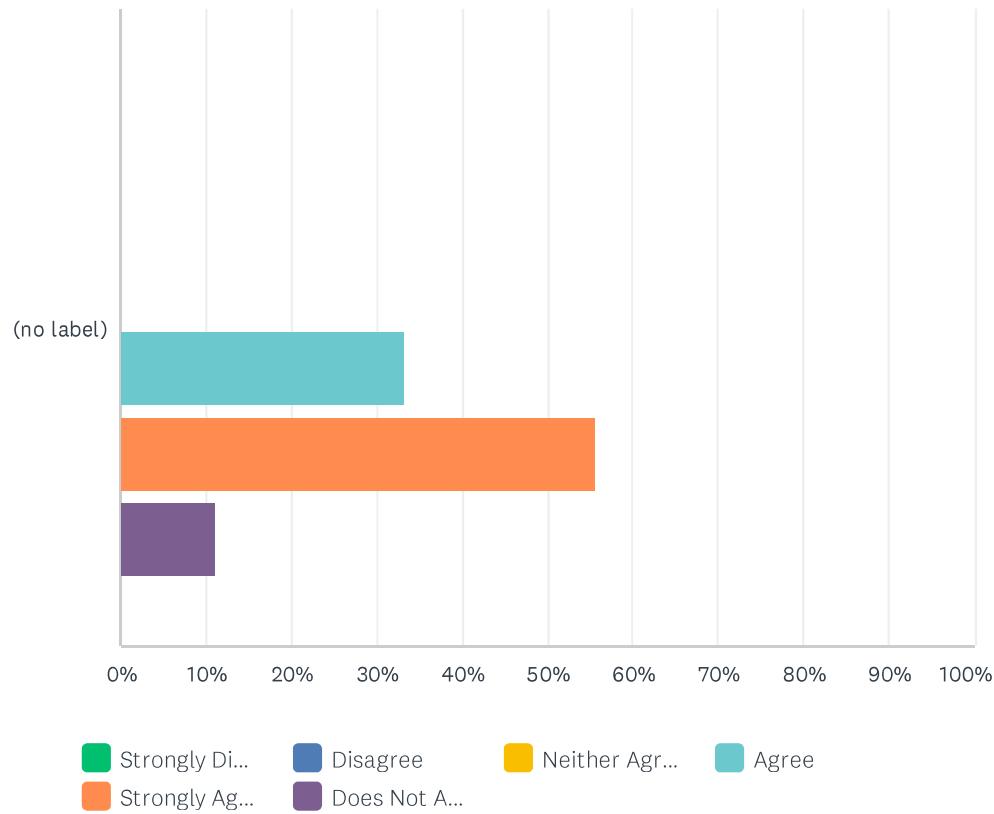
Answered: 9    Skipped: 0



	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	33.33% 3	55.56% 5	11.11% 1	9	4.63

Q15 Do problems get resolved in a timely manner?

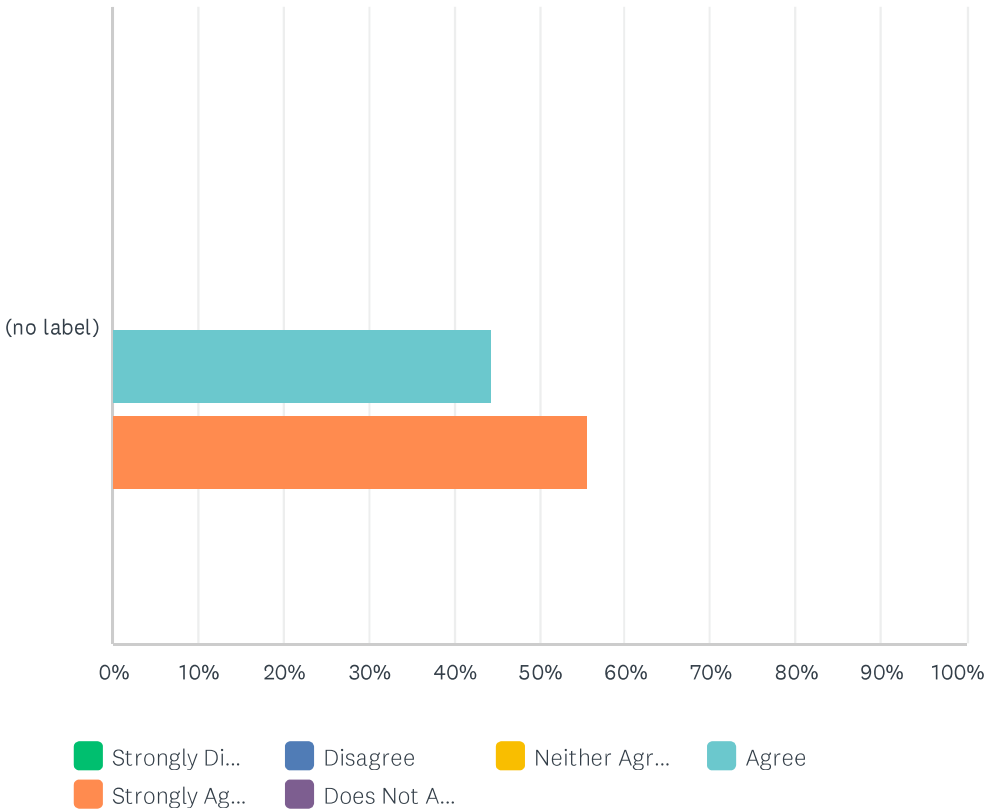
Answered: 9    Skipped: 0



	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	33.33% 3	55.56% 5	11.11% 1	9	4.63

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

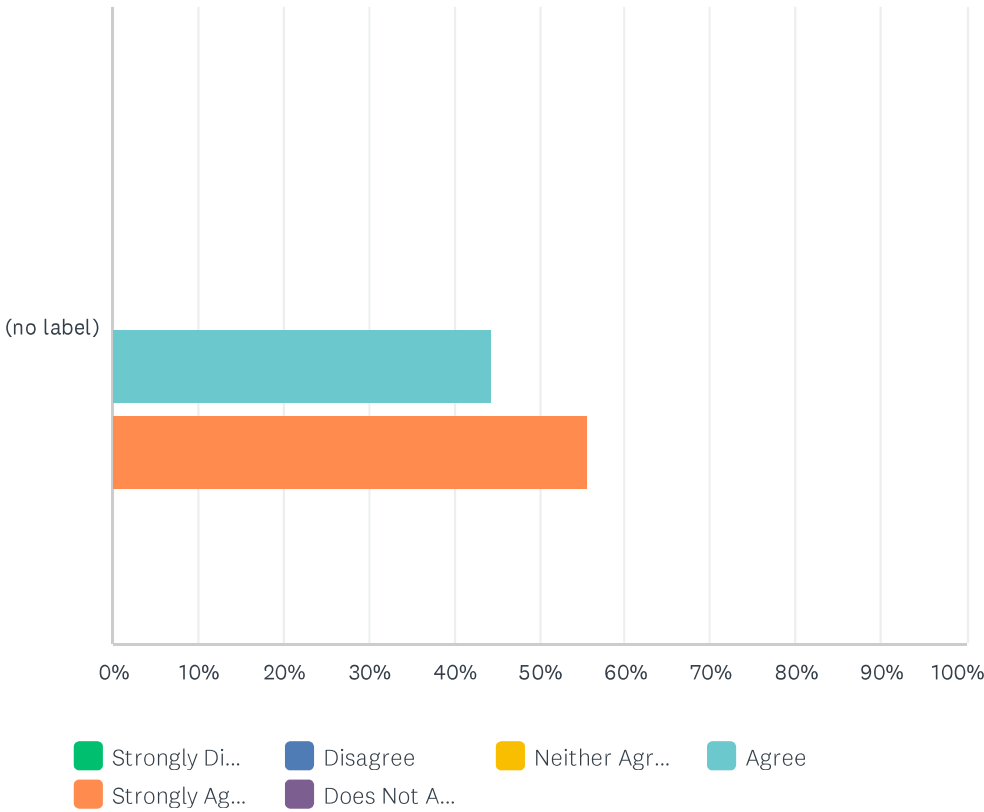
Answered: 9    Skipped: 0



	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	44.44% 4	55.56% 5	0.00% 0	9	4.56

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

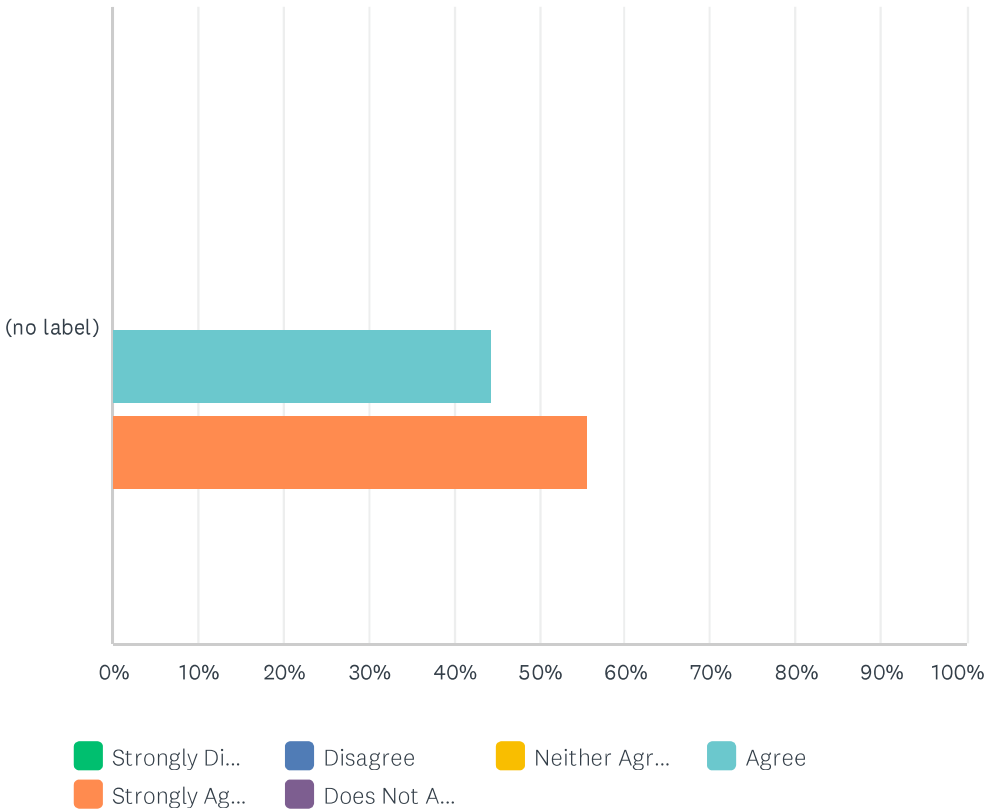
Answered: 9    Skipped: 0



	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	44.44% 4	55.56% 5	0.00% 0	9	4.56

Q18 The home is kept clean

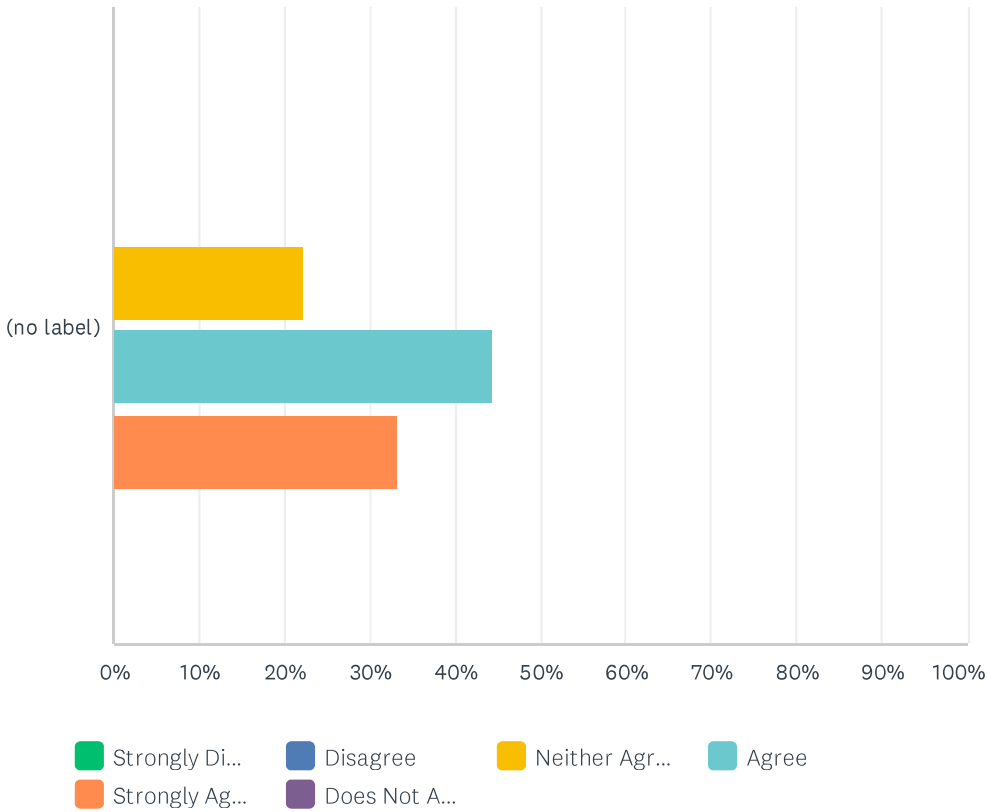
Answered: 9    Skipped: 0



	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	44.44% 4	55.56% 5	0.00% 0	9	4.56

Q19 The home is well maintained

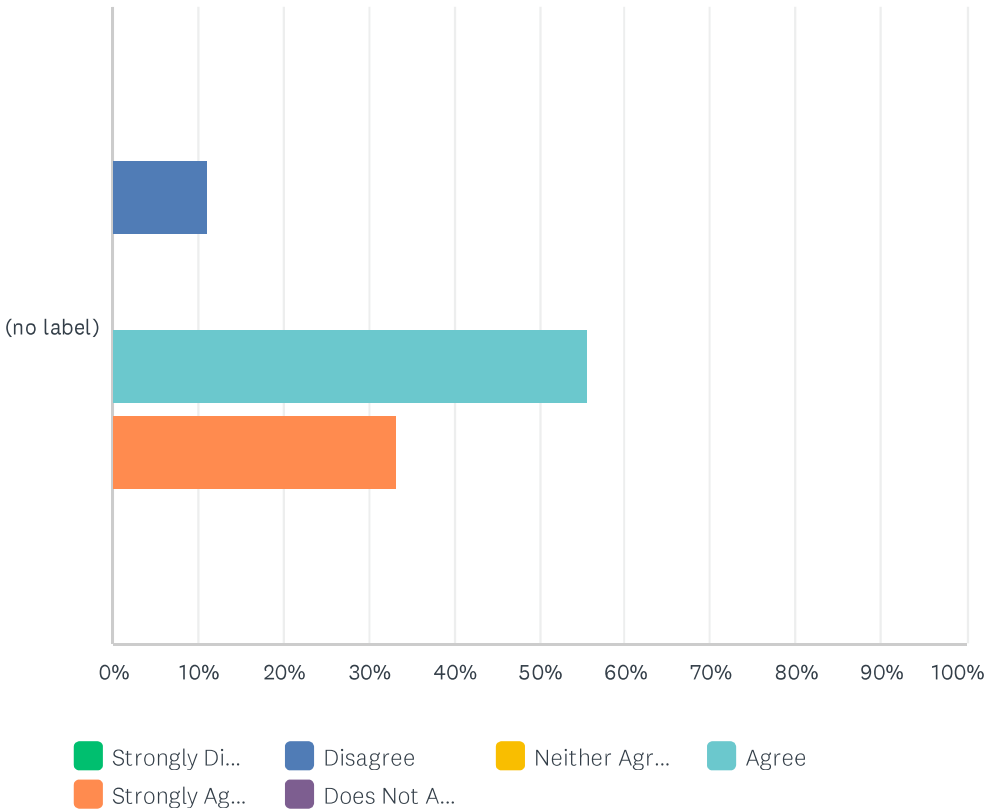
Answered: 9    Skipped: 0



	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	22.22% 2	44.44% 4	33.33% 3	0.00% 0	9	4.11

Q20 The gardens and grounds outside are well maintained

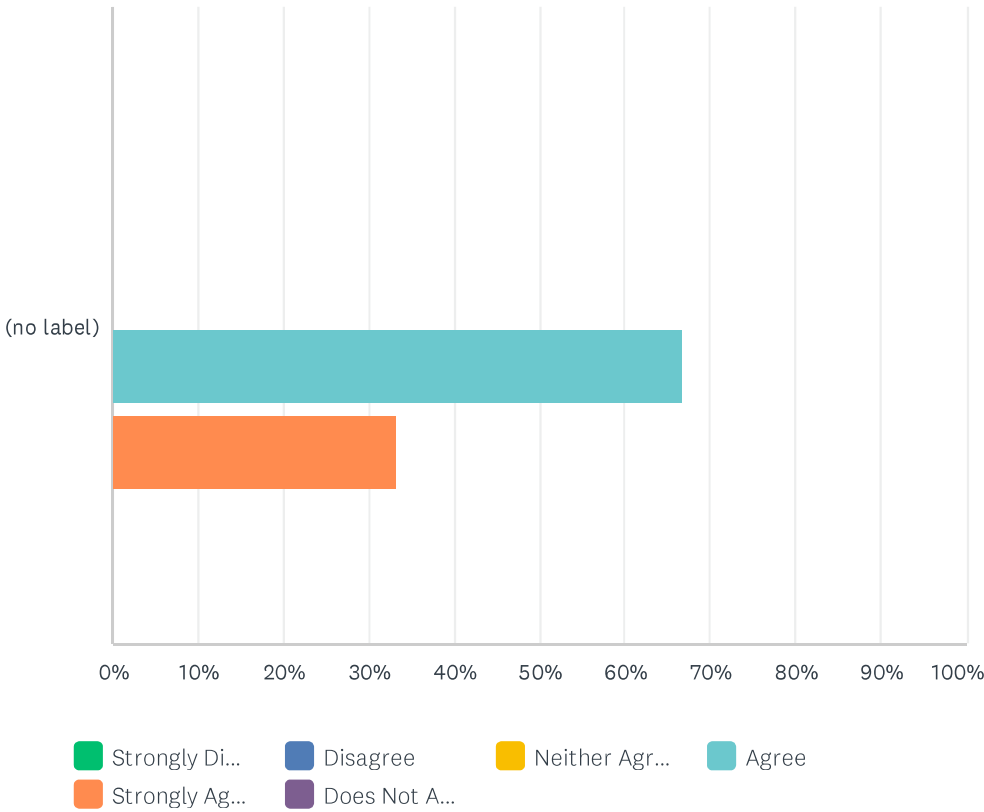
Answered: 9    Skipped: 0



	STRONGLY DISAGREE	DISAGREE	NEITHER AGREE OR DISAGREE	AGREE	STRONGLY AGREE	DOES NOT APPLY TO ME	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	11.11% 1	0.00% 0	55.56% 5	33.33% 3	0.00% 0	9	4.11

Q21 The décor in shared public areas is warm and inviting

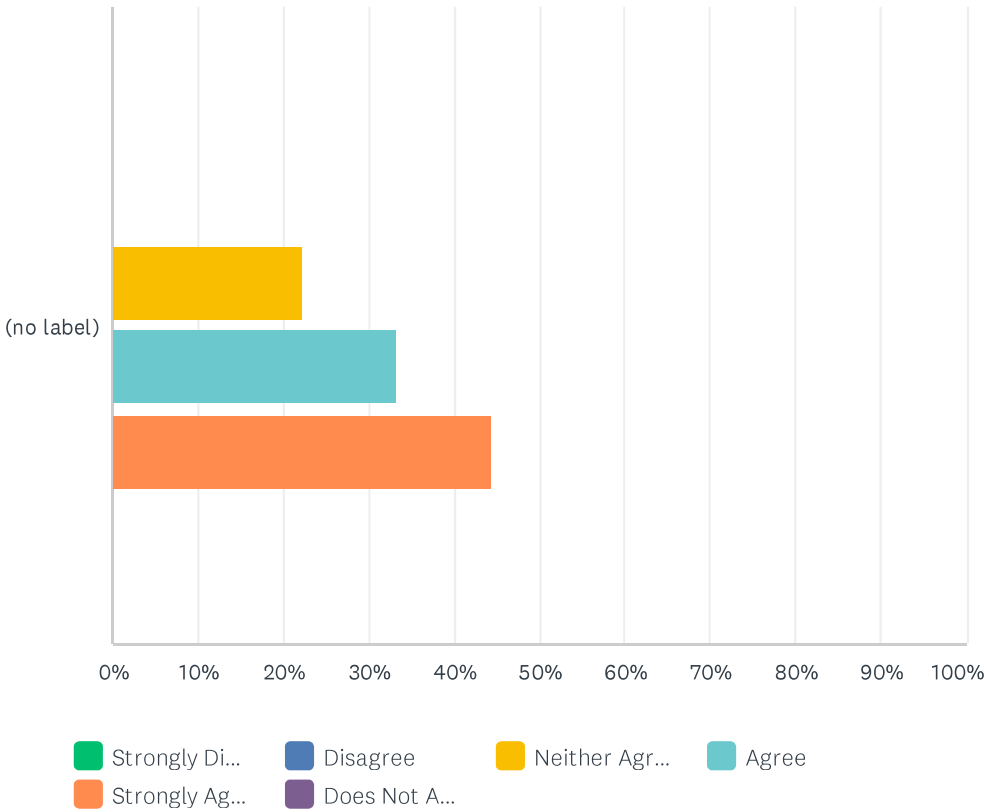
Answered: 9    Skipped: 0



	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% 6	33.33% 3	0.00% 0	9	4.33

Q22 There is a home-like feel to the home

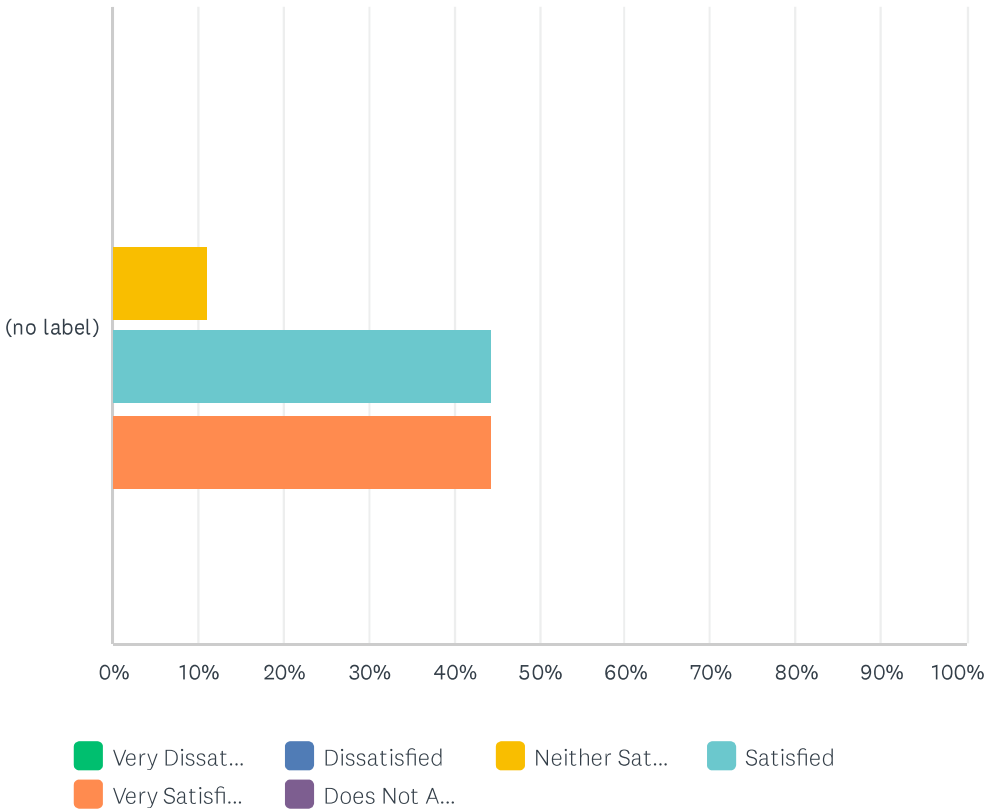
Answered: 9    Skipped: 0



	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	22.22% 2	33.33% 3	44.44% 4	0.00% 0	9	4.22

Q23 There is a good variety of programs

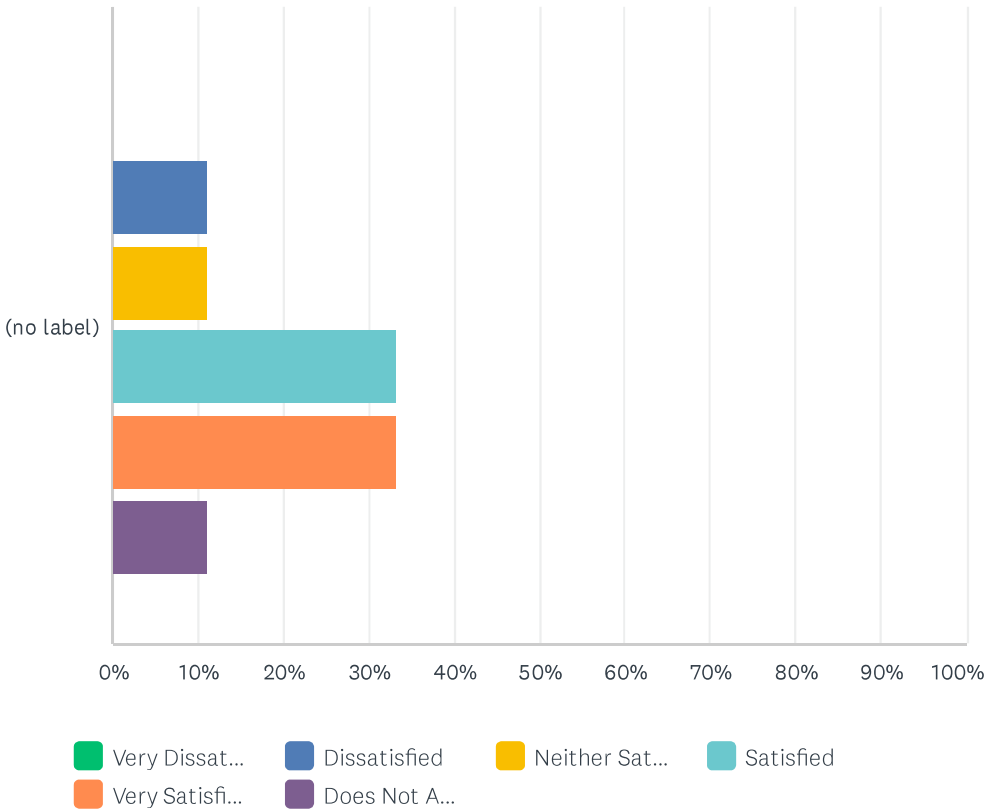
Answered: 9    Skipped: 0



	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	11.11% 1	44.44% 4	44.44% 4	0.00% 0	9	4.33

Q24 Are there enough programs on the weekends?

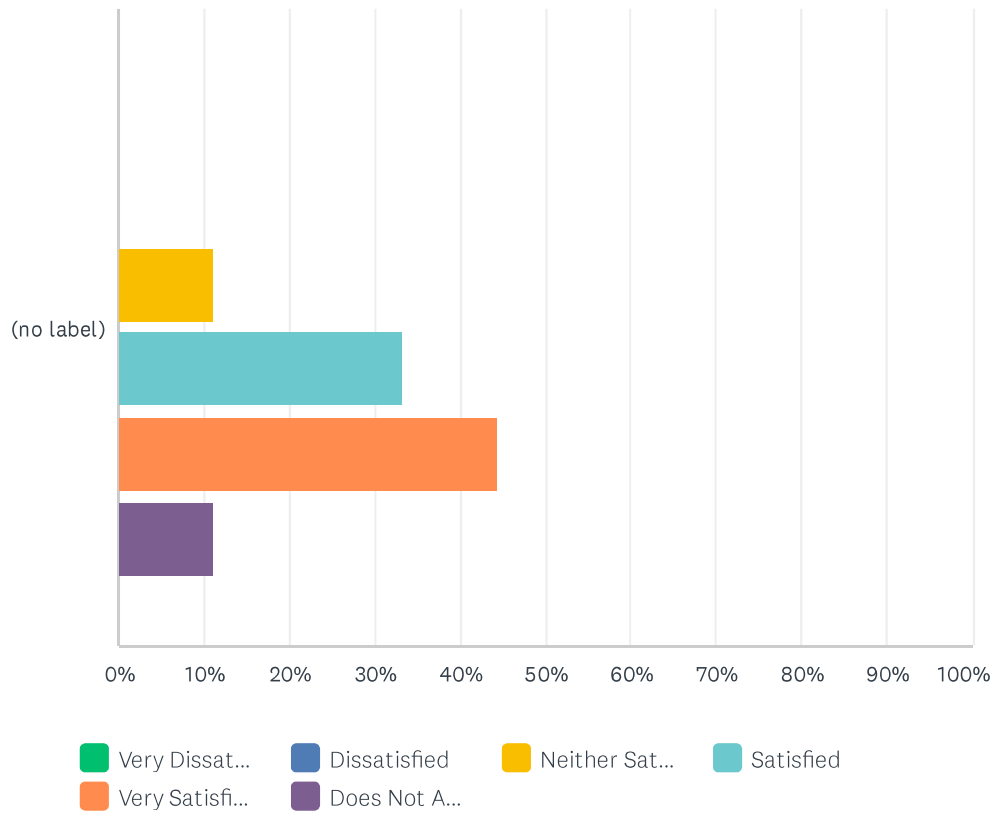
Answered: 9    Skipped: 0



	VERY DISSATISFIED	DISSATISFIED	NEITHER SATISFIED OR DISSATISFIED	SATISFIED	VERY SATISFIED	DOES NOT APPLY TO ME	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	11.11% 1	11.11% 1	33.33% 3	33.33% 3	11.11% 1	9	4.00

Q25 Spiritual/religious needs are met

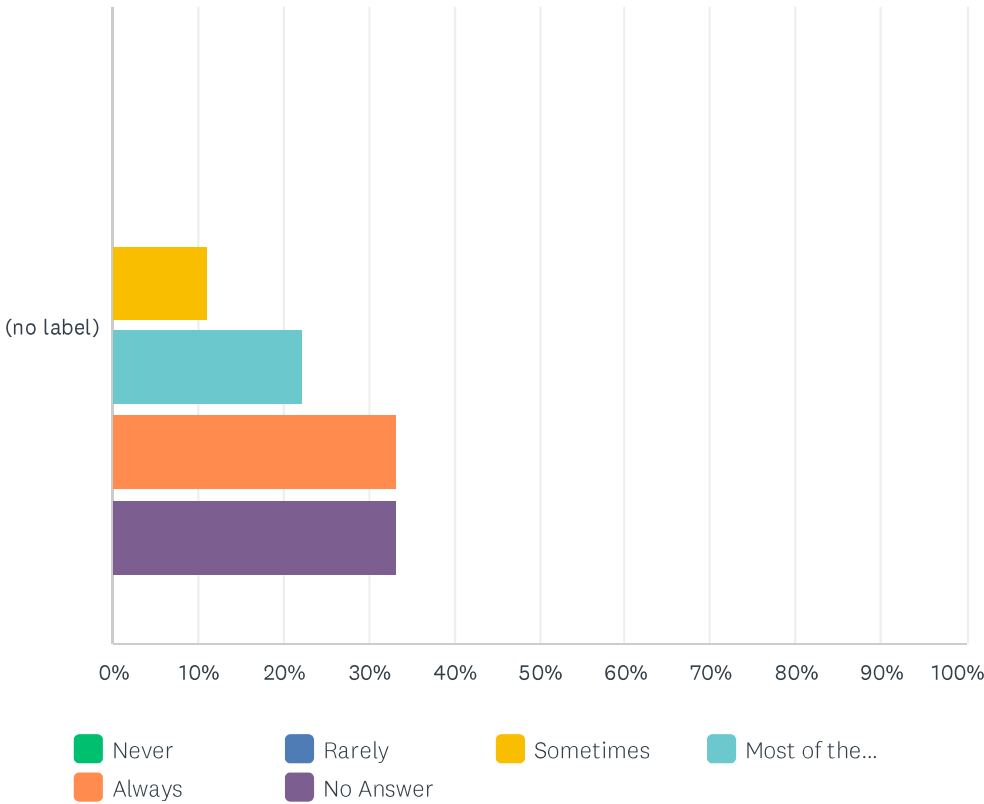
Answered: 9    Skipped: 0



	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	11.11% 1	33.33% 3	44.44% 4	11.11% 1	9	4.38

Q26 I am happy with the food choices given to residents

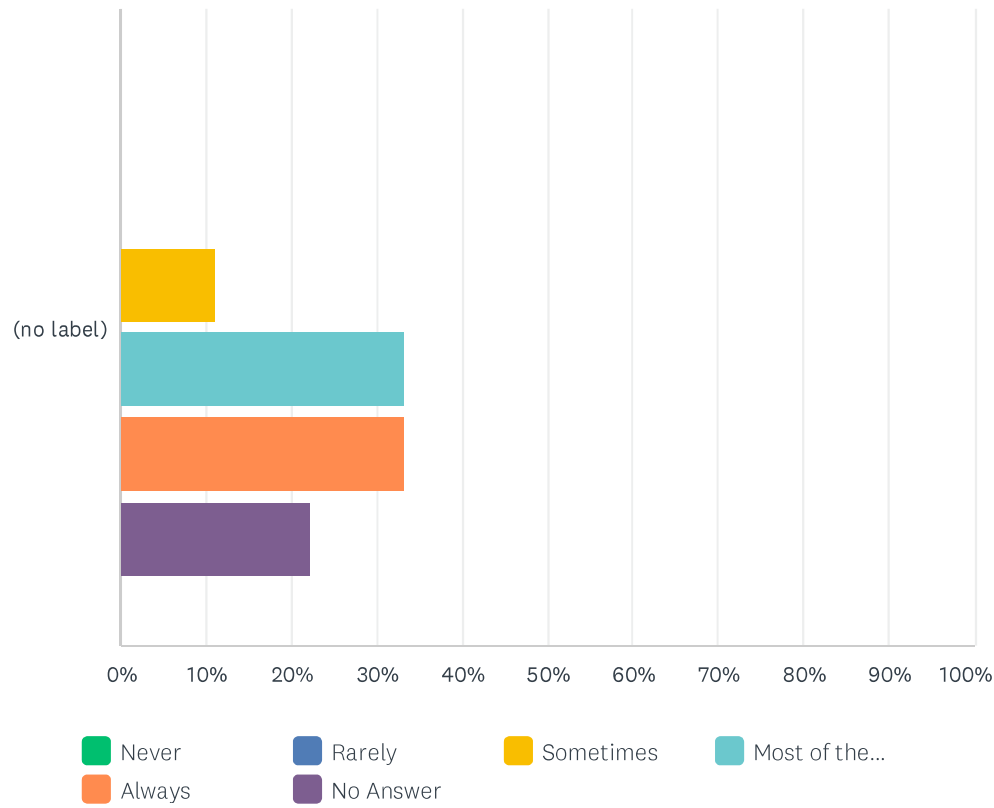
Answered: 9    Skipped: 0



	NEVER	RARELY	SOMETIMES	MOST OF THE TIME	ALWAYS	NO ANSWER	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	0.00% 0	11.11% 1	22.22% 2	33.33% 3	33.33% 3	9	4.33

Q27 Mealtime is an enjoyable time

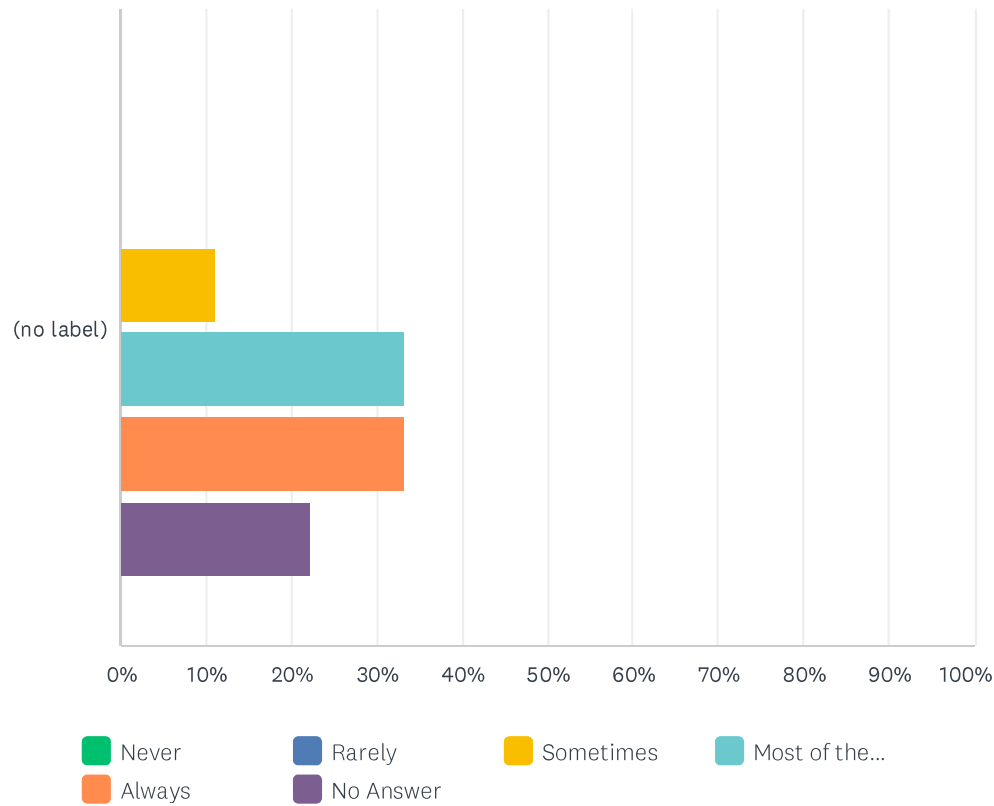
Answered: 9    Skipped: 0



	NEVER	RARELY	SOMETIMES	MOST OF THE TIME	ALWAYS	NO ANSWER	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	0.00% 0	11.11% 1	33.33% 3	33.33% 3	22.22% 2	9	4.29

Q28 I am satisfied with the quantity of food at meals

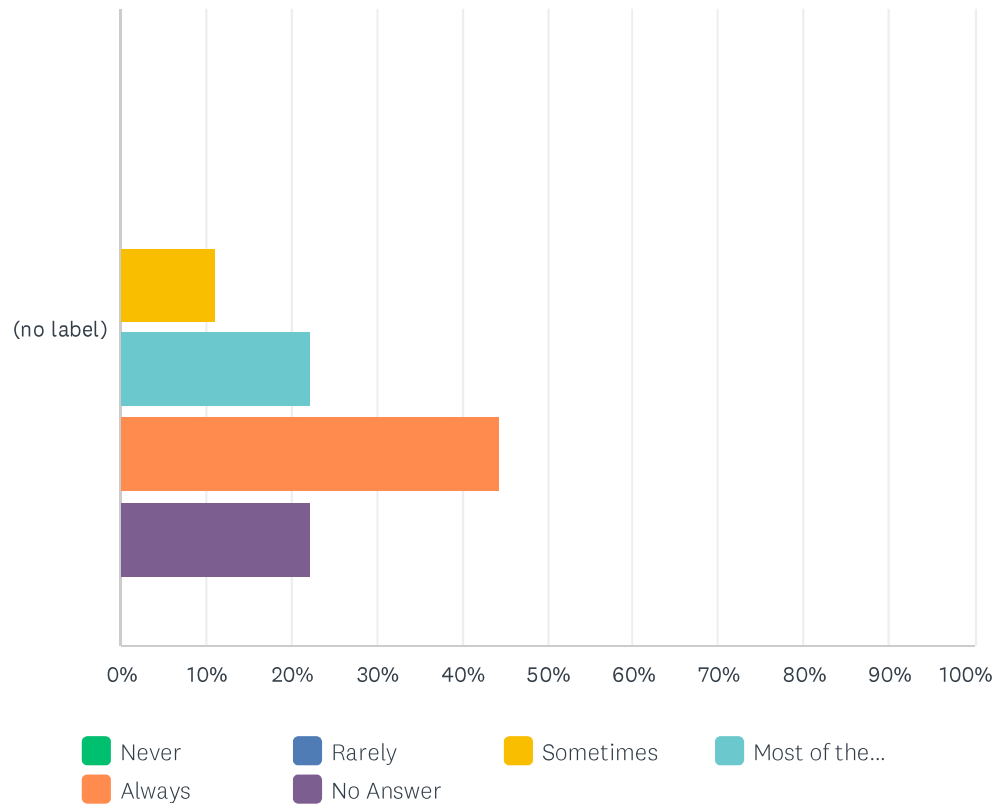
Answered: 9    Skipped: 0



	NEVER	RARELY	SOMETIMES	MOST OF THE TIME	ALWAYS	NO ANSWER	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	0.00% 0	11.11% 1	33.33% 3	33.33% 3	22.22% 2	9	4.29

Q29 There is a good variety of food

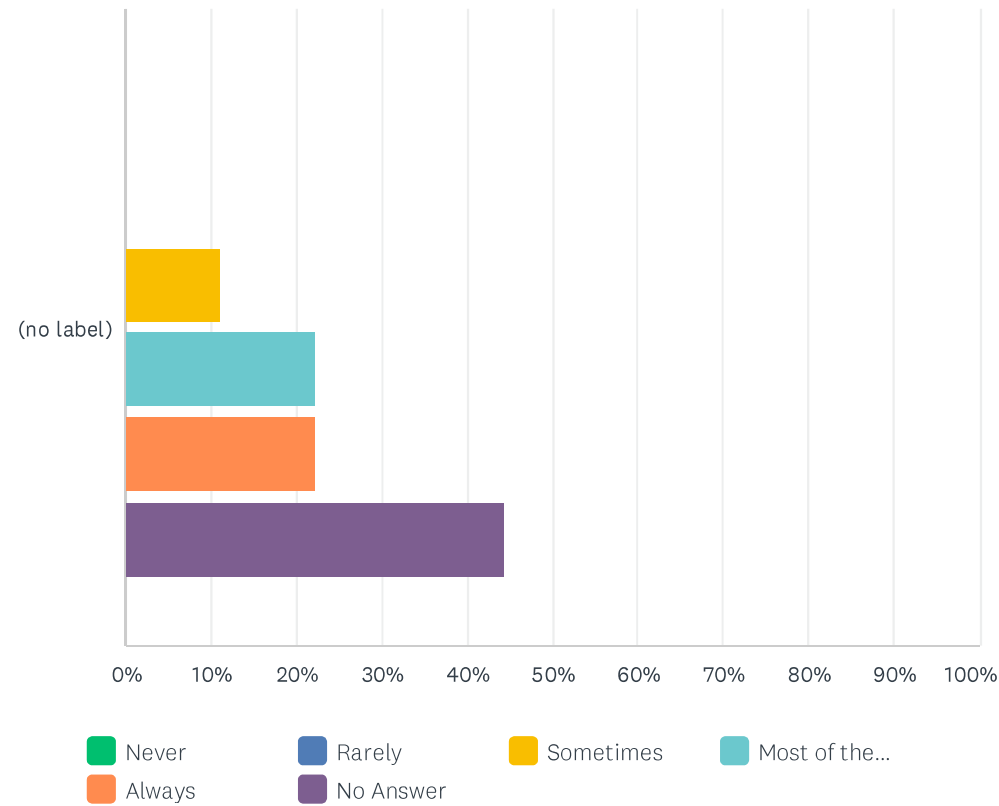
Answered: 9    Skipped: 0



	NEVER	RARELY	SOMETIMES	MOST OF THE TIME	ALWAYS	NO ANSWER	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	0.00% 0	11.11% 1	22.22% 2	44.44% 4	22.22% 2	9	4.43

Q30 There is a variety of food on the snack cart

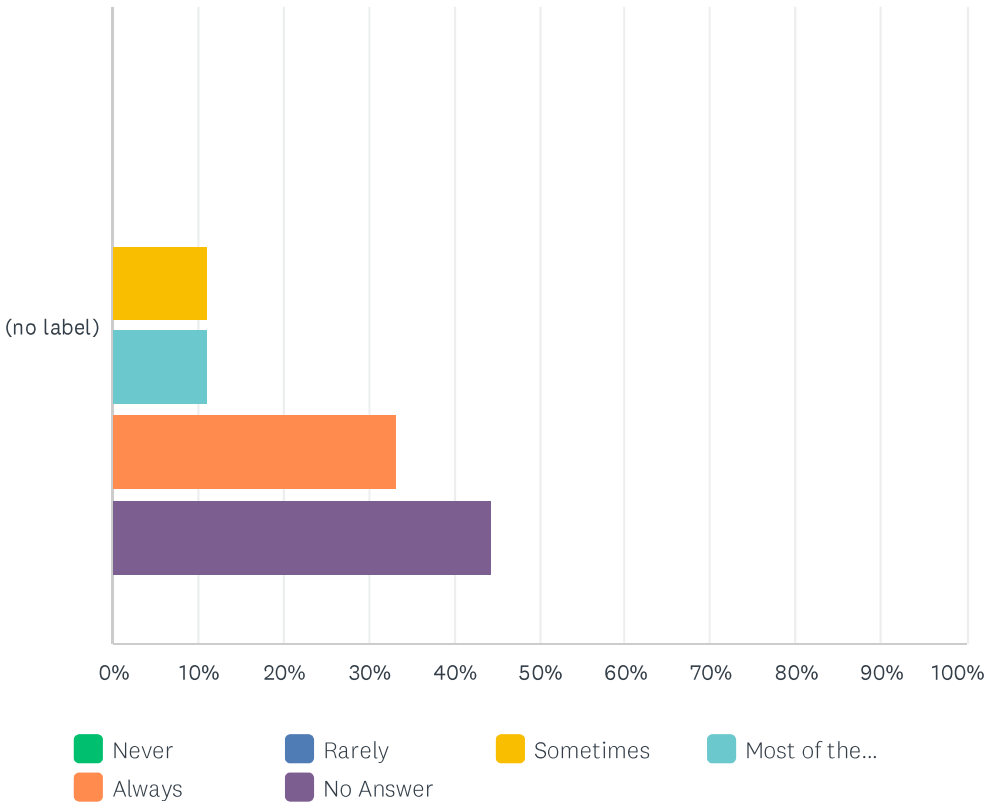
Answered: 9    Skipped: 0



	NEVER	RARELY	SOMETIMES	MOST OF THE TIME	ALWAYS	NO ANSWER	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	0.00% 0	11.11% 1	22.22% 2	22.22% 2	44.44% 4	9	4.20

Q31 I am pleased with the dining experience

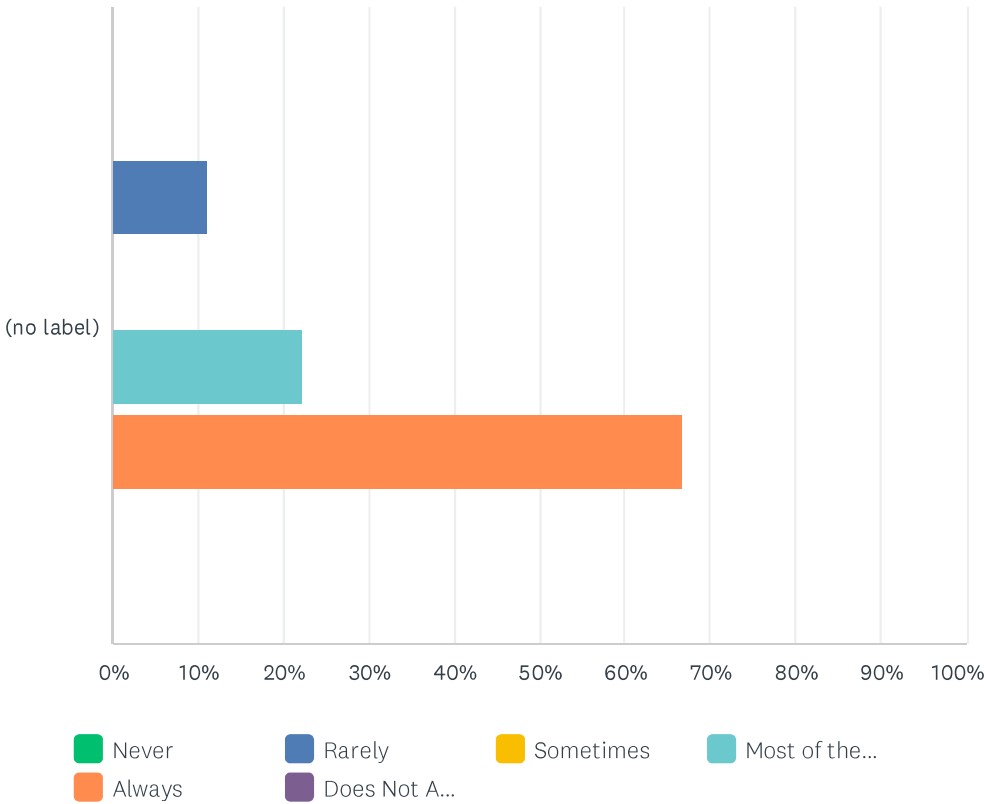
Answered: 9    Skipped: 0



	NEVER	RARELY	SOMETIMES	MOST OF THE TIME	ALWAYS	NO ANSWER	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	0.00% 0	11.11% 1	11.11% 1	33.33% 3	44.44% 4	9	4.40

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

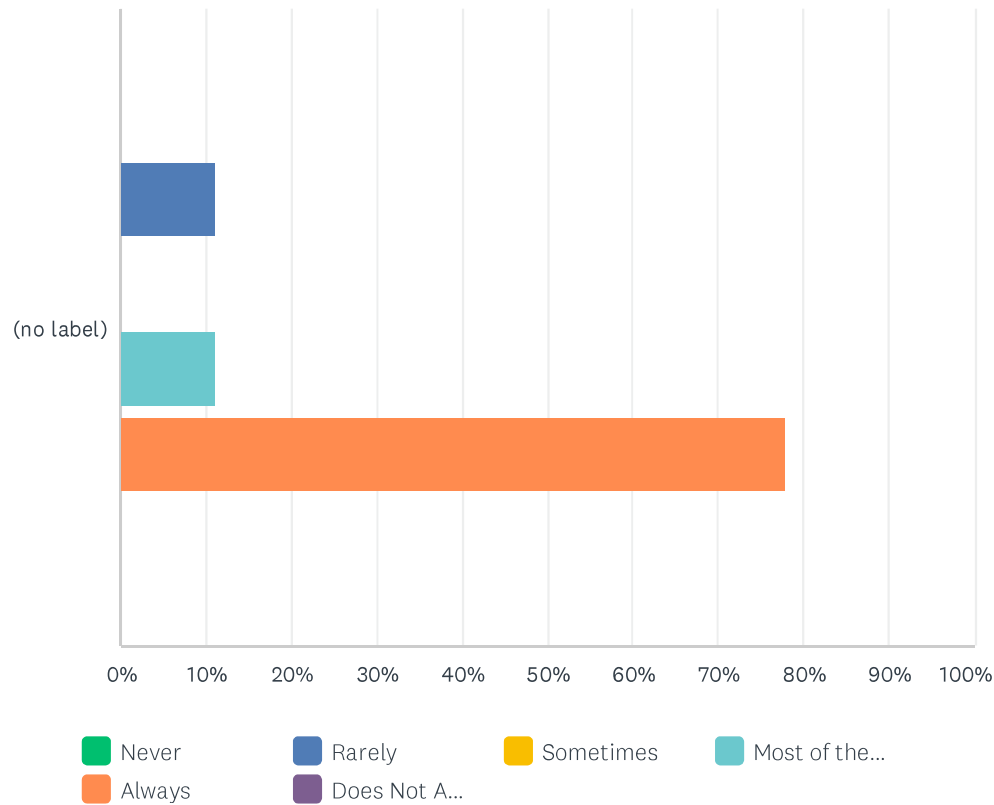
Answered: 9    Skipped: 0



	NEVER	RARELY	SOMETIMES	MOST OF THE TIME	ALWAYS	DOES NOT APPLY TO ME	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	11.11% 1	0.00% 0	22.22% 2	66.67% 6	0.00% 0	9	4.44

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

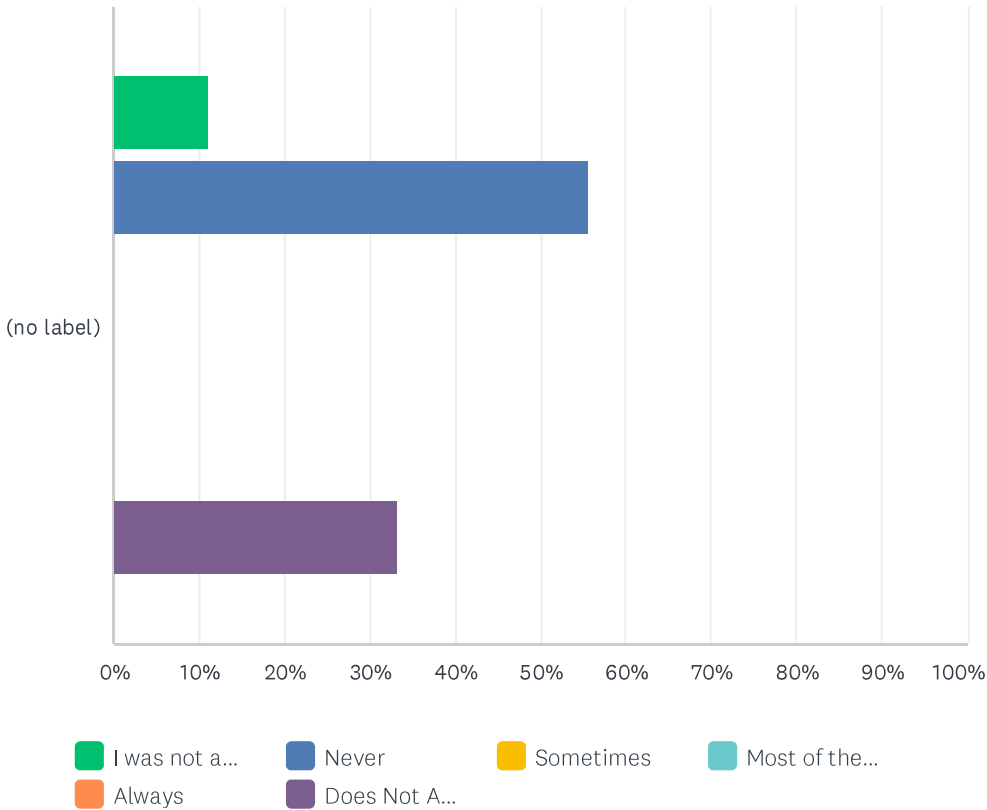
Answered: 9    Skipped: 0



	NEVER	RARELY	SOMETIMES	MOST OF THE TIME	ALWAYS	DOES NOT APPLY TO ME	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	11.11% 1	0.00% 0	11.11% 1	77.78% 7	0.00% 0	9	4.56

Q34 Do you participate in the Family Council?

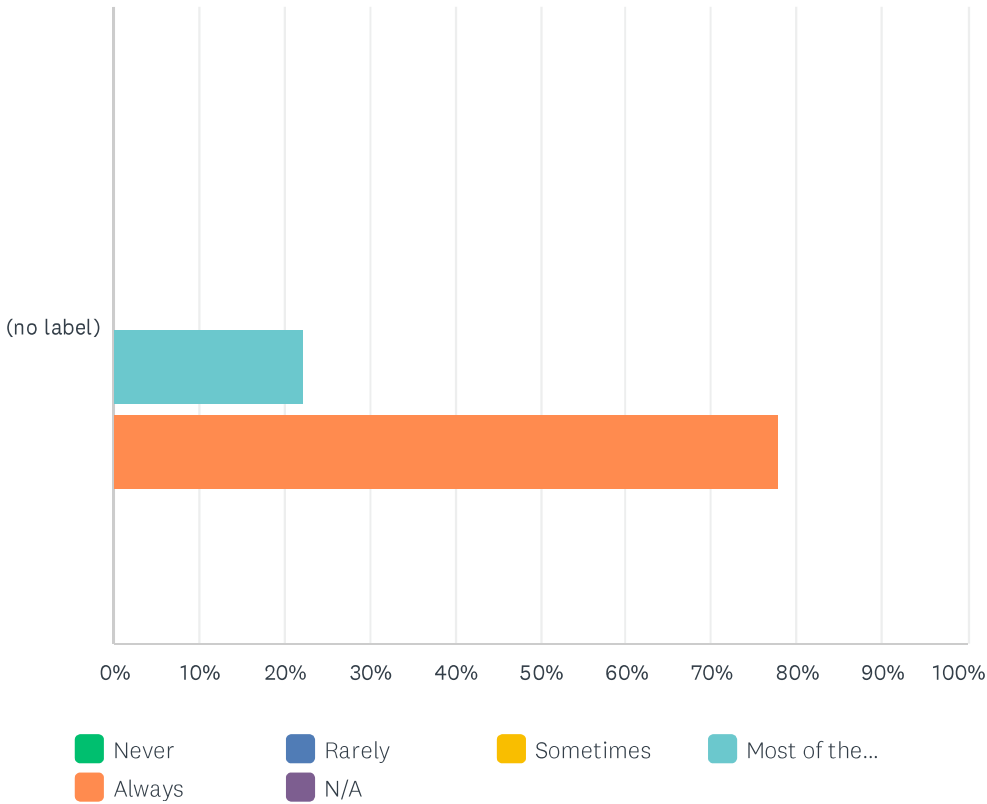
Answered: 9    Skipped: 0



	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)	11.11% 1	55.56% 5	0.00% 0	0.00% 0	0.00% 0	33.33% 3	9	1.83

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

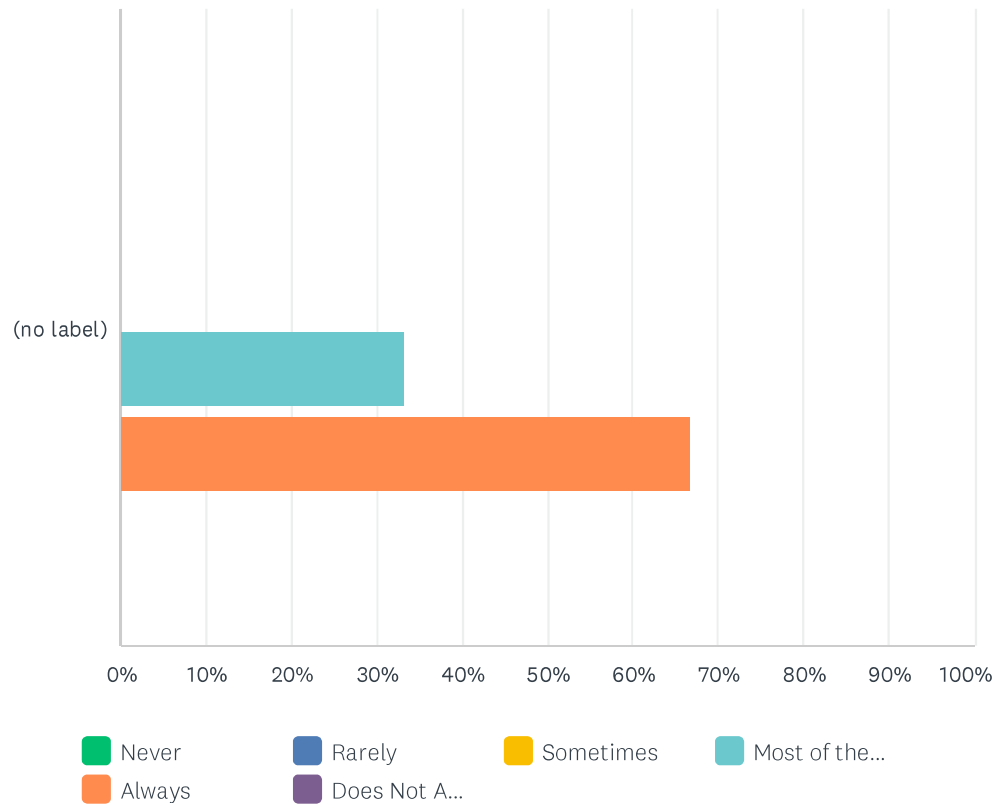
Answered: 9    Skipped: 0



	NEVER	RARELY	SOMETIMES	MOST OF THE TIME	ALWAYS	N/A	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	0.00% 0	0.00% 0	22.22% 2	77.78% 7	0.00% 0	9	4.78

Q36 Are you pleased with the care they are receiving?

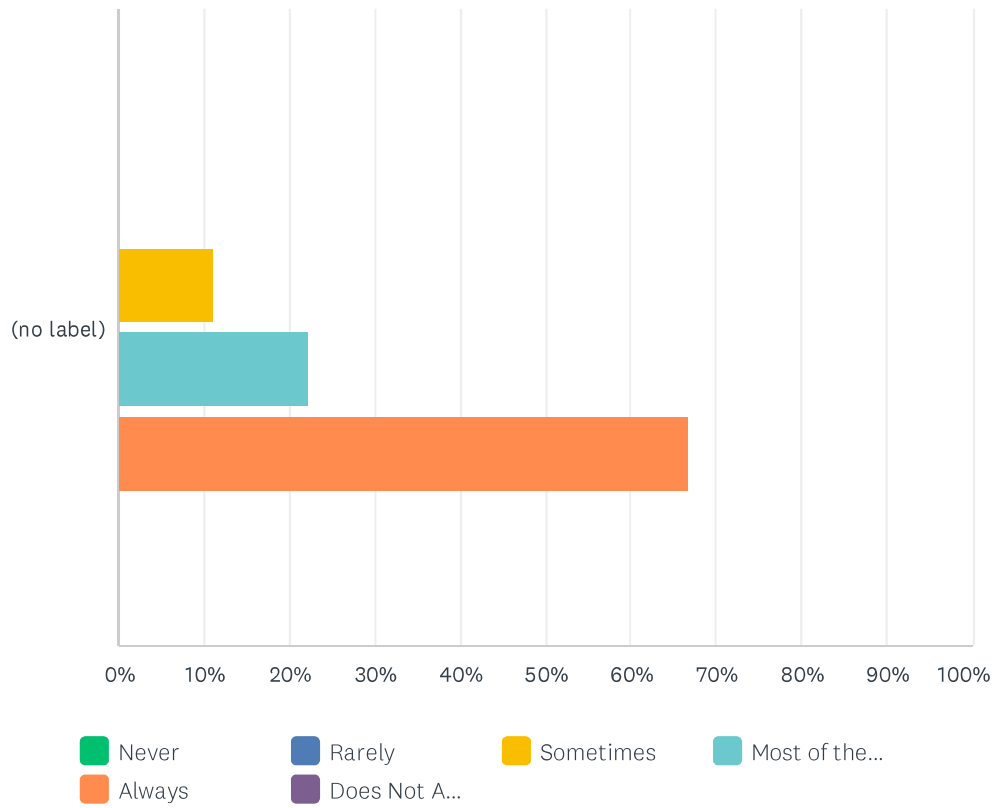
Answered: 9    Skipped: 0



	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% 3	66.67% 6	0.00% 0	9	4.67

Q37 Do you find our home inviting?

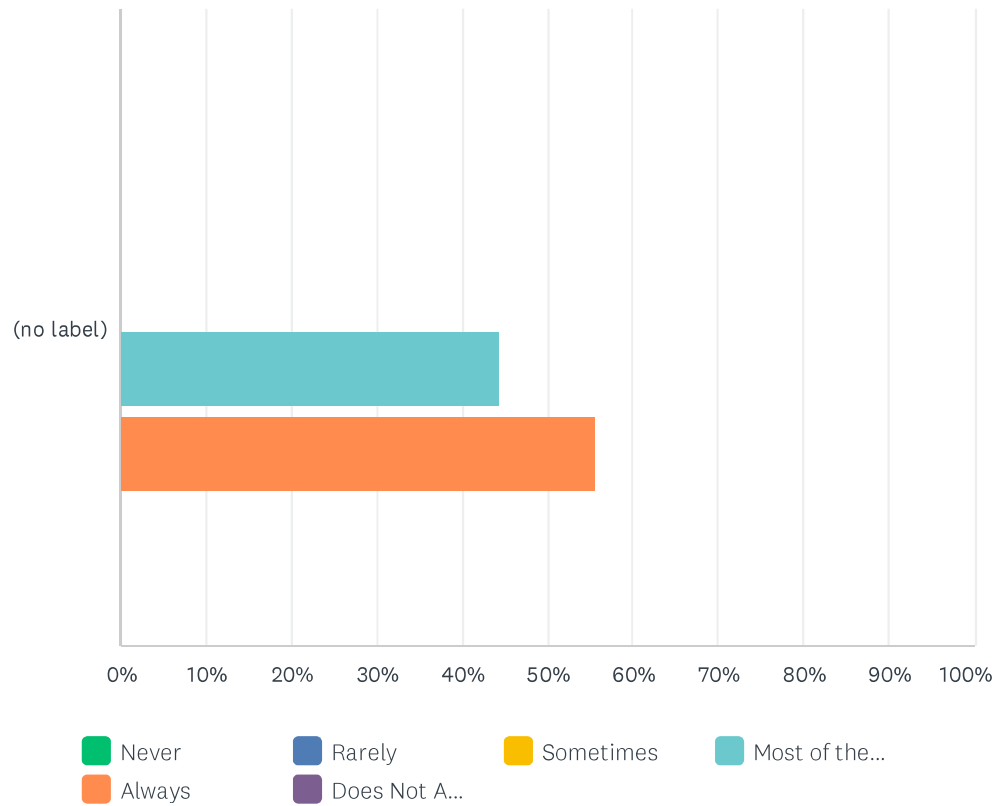
Answered: 9    Skipped: 0



	NEVER	RARELY	SOMETIMES	MOST OF THE TIME	ALWAYS	DOES NOT APPLY TO ME	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	0.00% 0	11.11% 1	22.22% 2	66.67% 6	0.00% 0	9	4.56

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

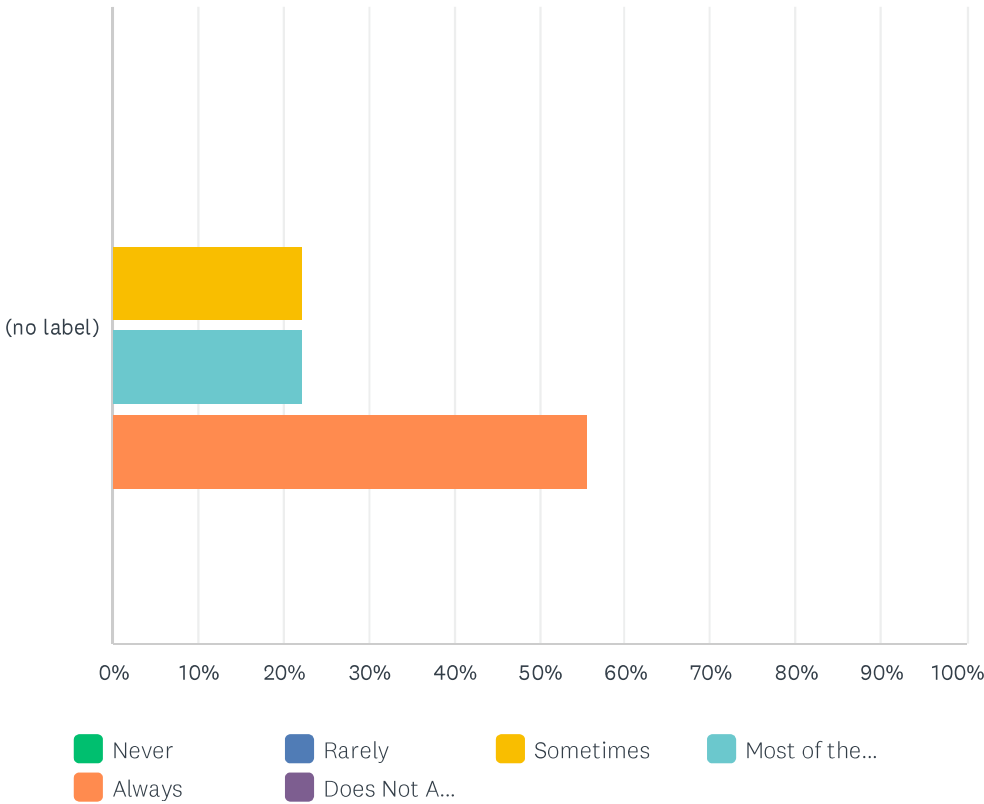
Answered: 9    Skipped: 0



	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	44.44% 4	55.56% 5	0.00% 0	9	4.56

Q39 Would you recommend this nursing home to others?

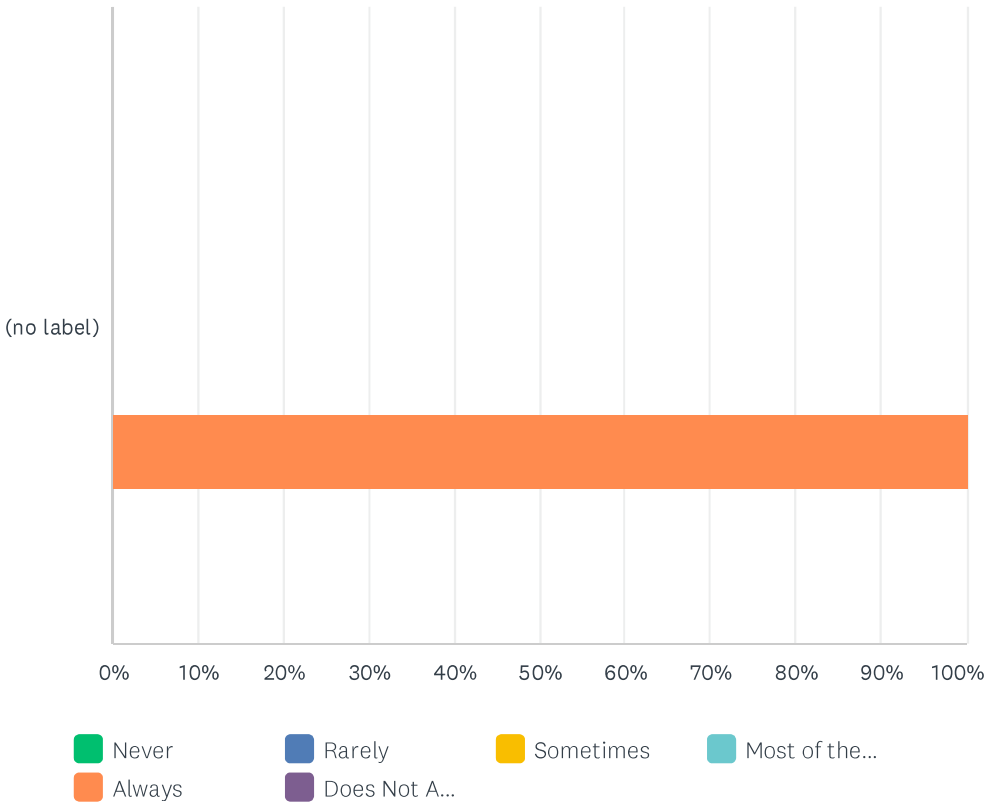
Answered: 9 Skipped: 0



	NEVER	RARELY	SOMETIMES	MOST OF THE TIME	ALWAYS	DOES NOT APPLY TO ME	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	0.00% 0	22.22% 2	22.22% 2	55.56% 5	0.00% 0	9	4.33

Q40 Do you feel safety is important to the home?

Answered: 9    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% 9	0.00% 0	9	5.00