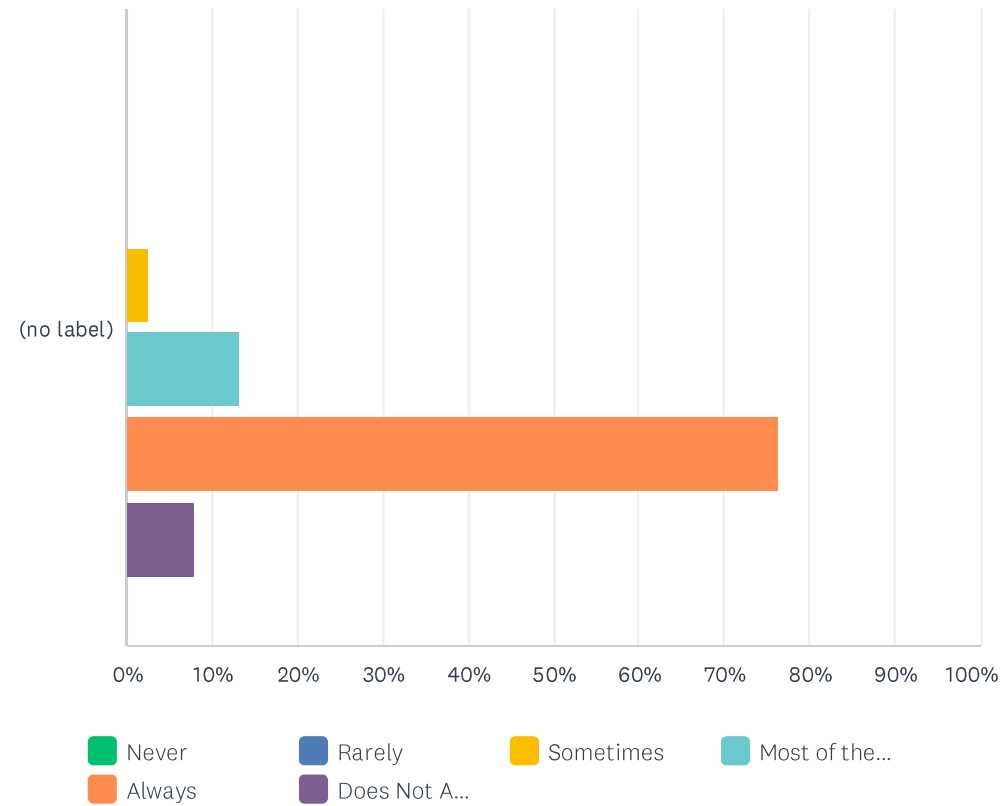


Q1 The staff involve you in decisions about care

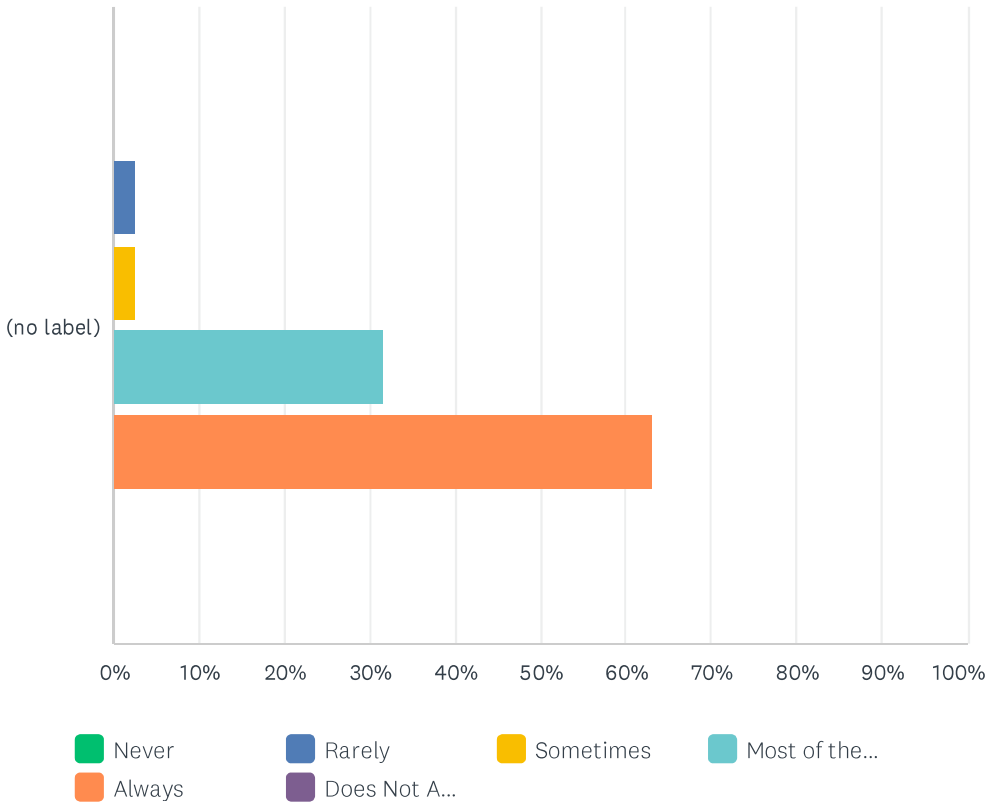
Answered: 38 Skipped: 0



	NEVER	RARELY	SOMETIMES	MOST OF THE TIME	ALWAYS	DOES NOT APPLY TO ME	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	0.00% 0	2.63% 1	13.16% 5	76.32% 29	7.89% 3	38	4.80

Q2 Staff respect resident's likes/ dislikes

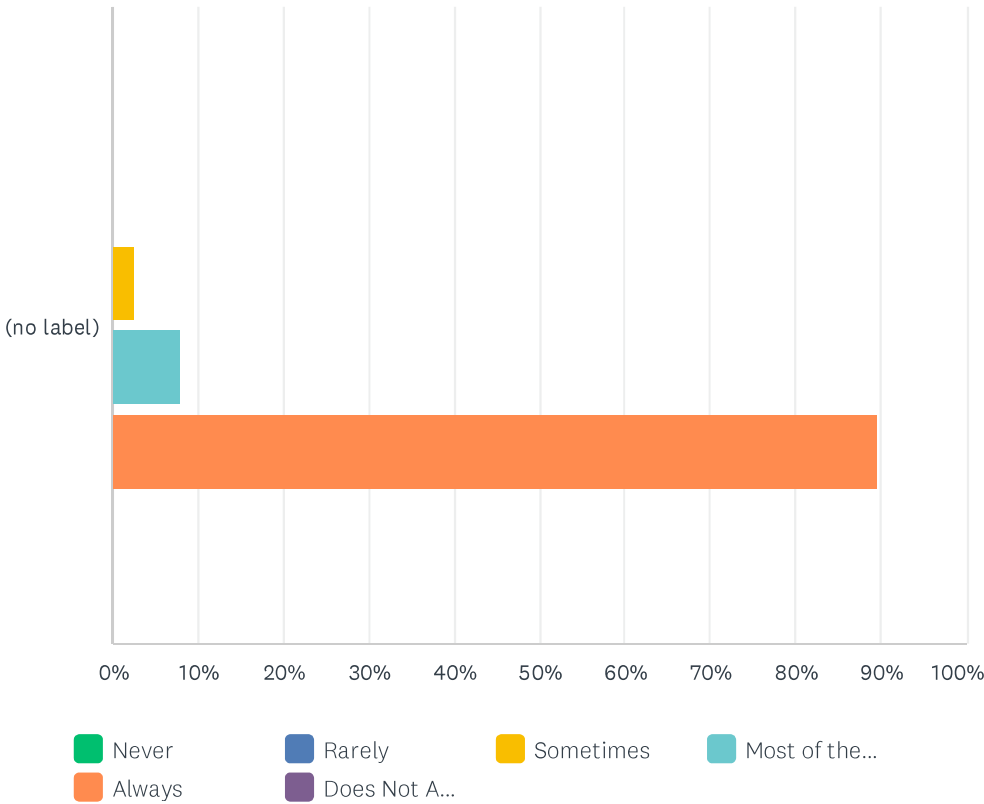
Answered: 38 Skipped: 0



	NEVER	RARELY	SOMETIMES	MOST OF THE TIME	ALWAYS	DOES NOT APPLY TO ME	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	2.63% 1	2.63% 1	31.58% 12	63.16% 24	0.00% 0	38	4.55

Q3 Staff treat me with respect

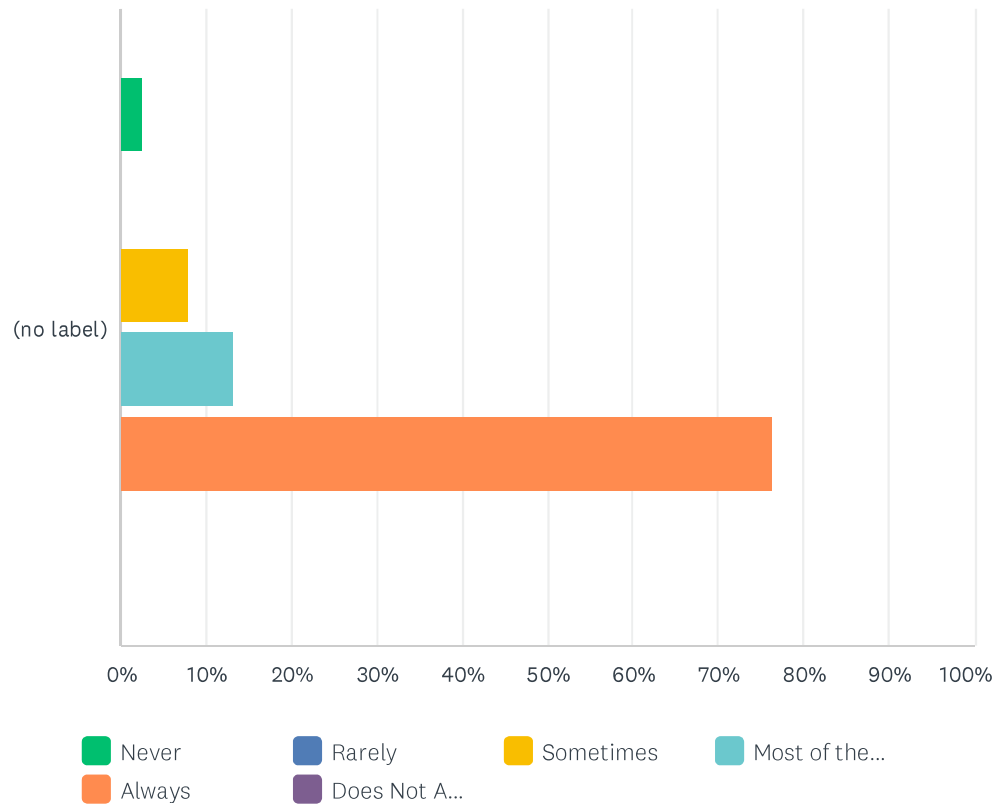
Answered: 38 Skipped: 0



	NEVER	RARELY	SOMETIMES	MOST OF THE TIME	ALWAYS	DOES NOT APPLY TO ME	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	0.00% 0	2.63% 1	7.89% 3	89.47% 34	0.00% 0	38	4.87

Q4 Resident's privacy is respected

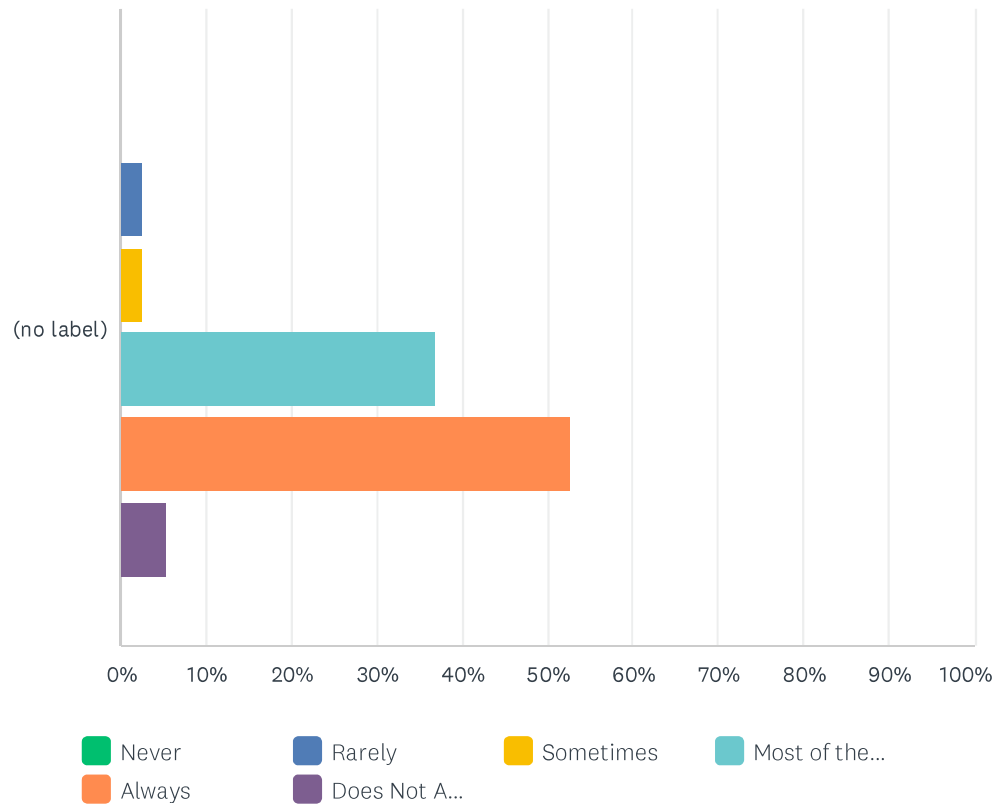
Answered: 38 Skipped: 0



	NEVER	RARELY	SOMETIMES	MOST OF THE TIME	ALWAYS	DOES NOT APPLY TO ME	TOTAL	WEIGHTED AVERAGE
(no label)	2.63% 1	0.00% 0	7.89% 3	13.16% 5	76.32% 29	0.00% 0	38	4.61

Q5 Residents are given choices and they are respected

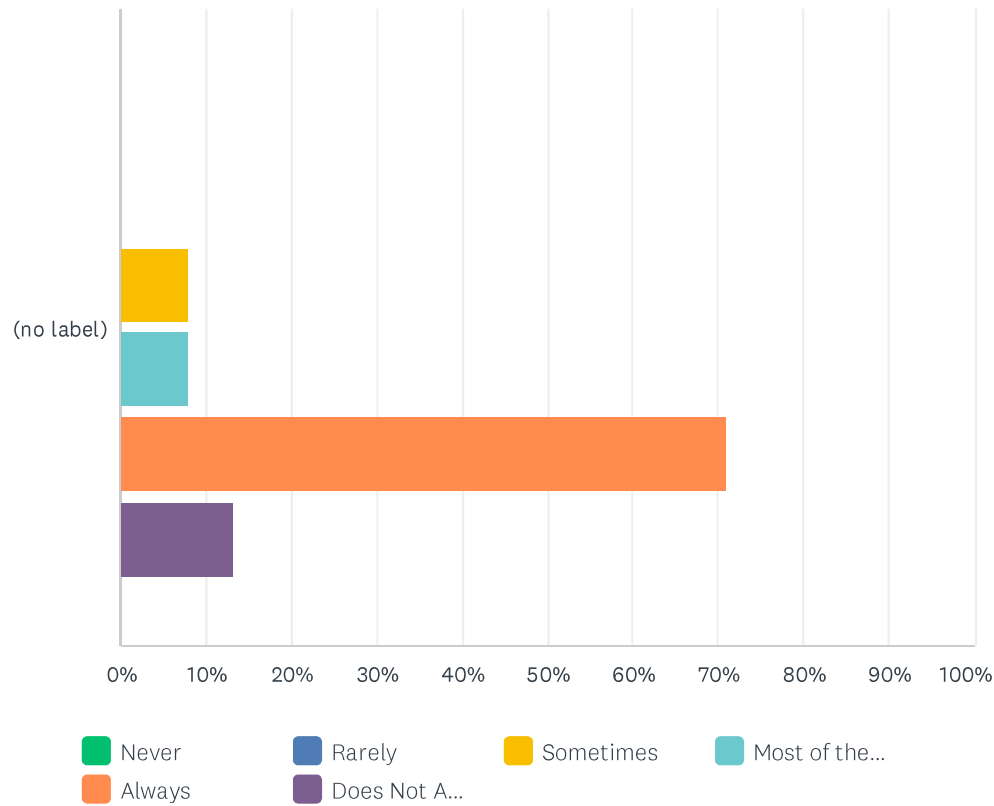
Answered: 38 Skipped: 0



	NEVER	RARELY	SOMETIMES	MOST OF THE TIME	ALWAYS	DOES NOT APPLY TO ME	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	2.63% 1	2.63% 1	36.84% 14	52.63% 20	5.26% 2	38	4.47

Q6 Residents can express their opinions without fear of consequences

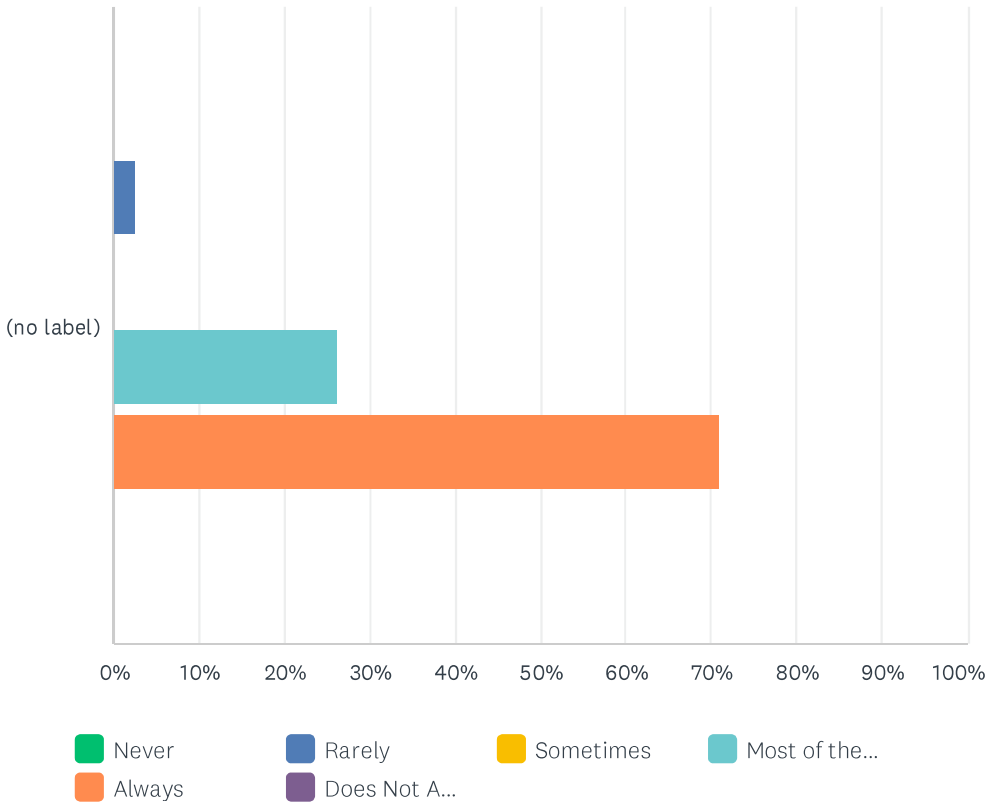
Answered: 38 Skipped: 0



	NEVER	RARELY	SOMETIMES	MOST OF THE TIME	ALWAYS	DOES NOT APPLY TO ME	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	0.00% 0	7.89% 3	7.89% 3	71.05% 27	13.16% 5	38	4.73

Q7 The staff are good listeners

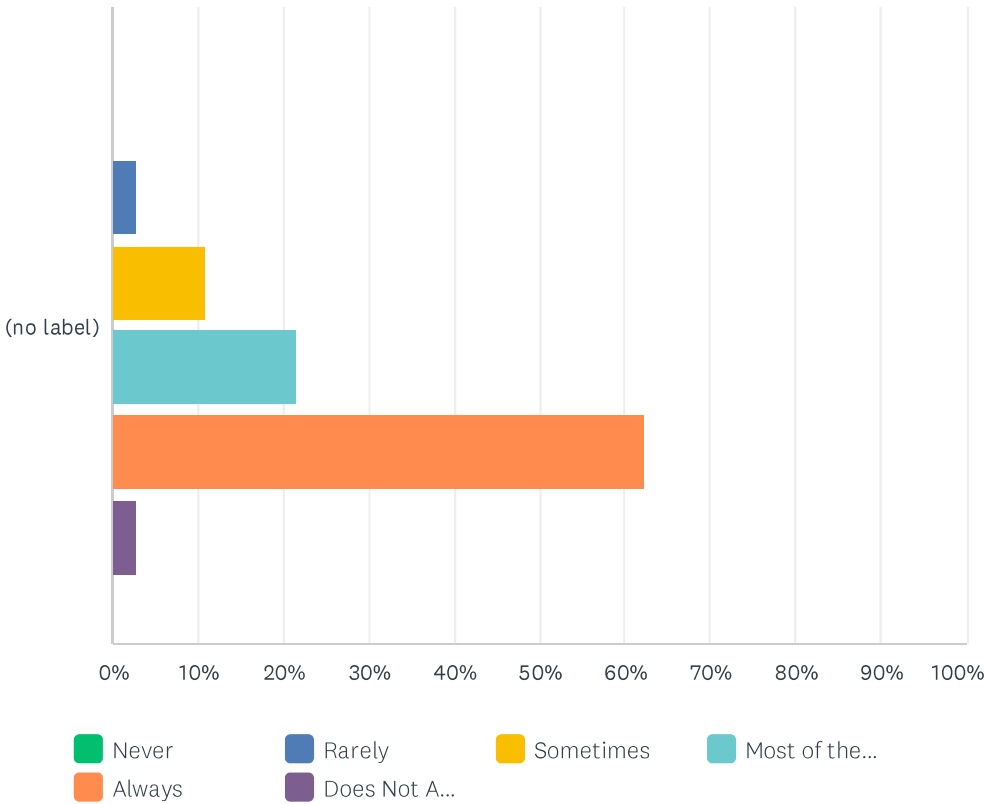
Answered: 38 Skipped: 0



	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	26.32% 10	71.05% 27	0.00% 0	38	4.66

Q8 Staff respond promptly when you call

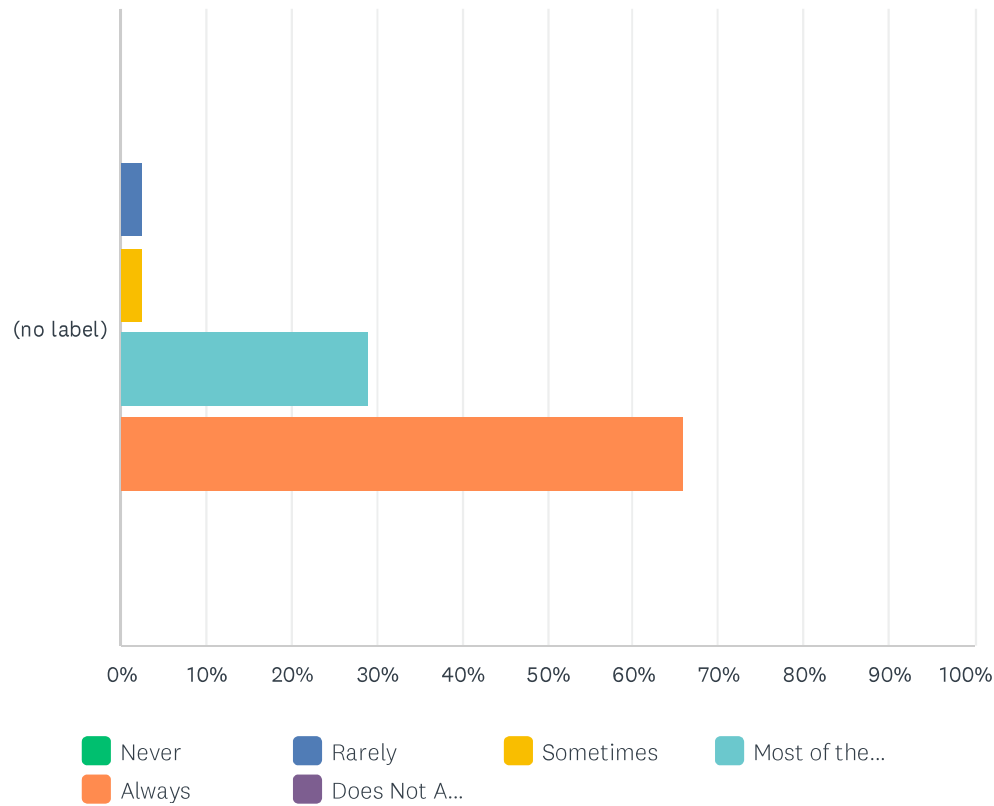
Answered: 37 Skipped: 1



	NEVER	RARELY	SOMETIMES	MOST OF THE TIME	ALWAYS	DOES NOT APPLY TO ME	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	2.70% 1	10.81% 4	21.62% 8	62.16% 23	2.70% 1	37	4.47

Q9 Staff pay attention to the residents

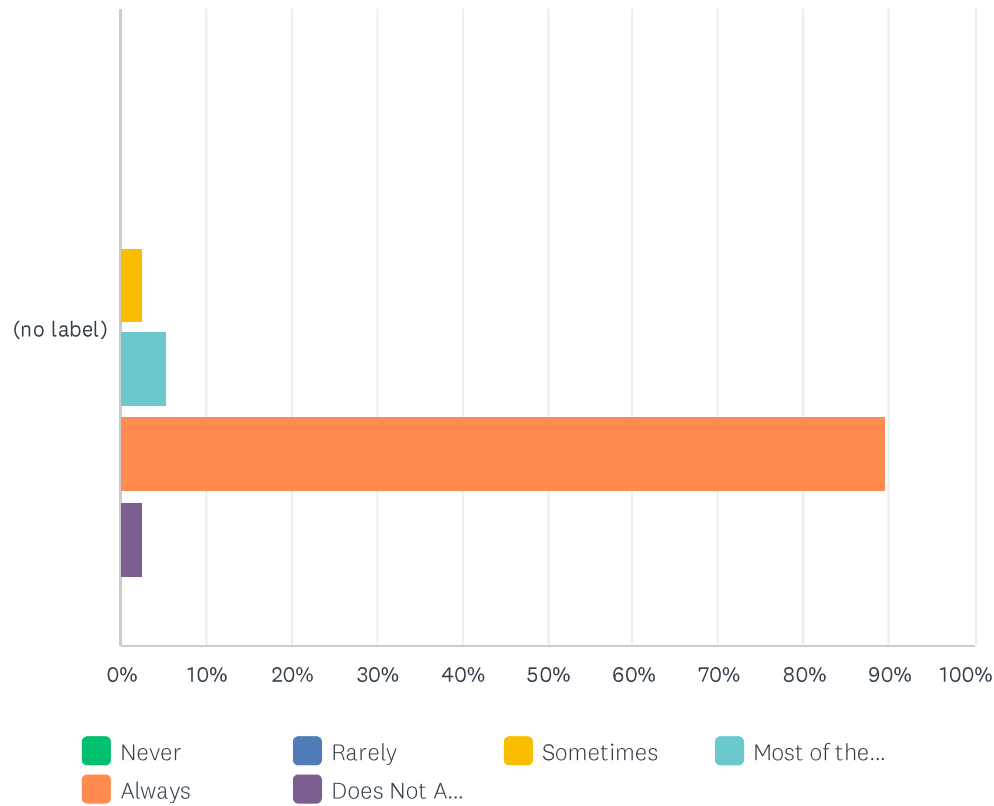
Answered: 38 Skipped: 0



	NEVER	RARELY	SOMETIMES	MOST OF THE TIME	ALWAYS	DOES NOT APPLY TO ME	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	2.63% 1	2.63% 1	28.95% 11	65.79% 25	0.00% 0	38	4.58

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

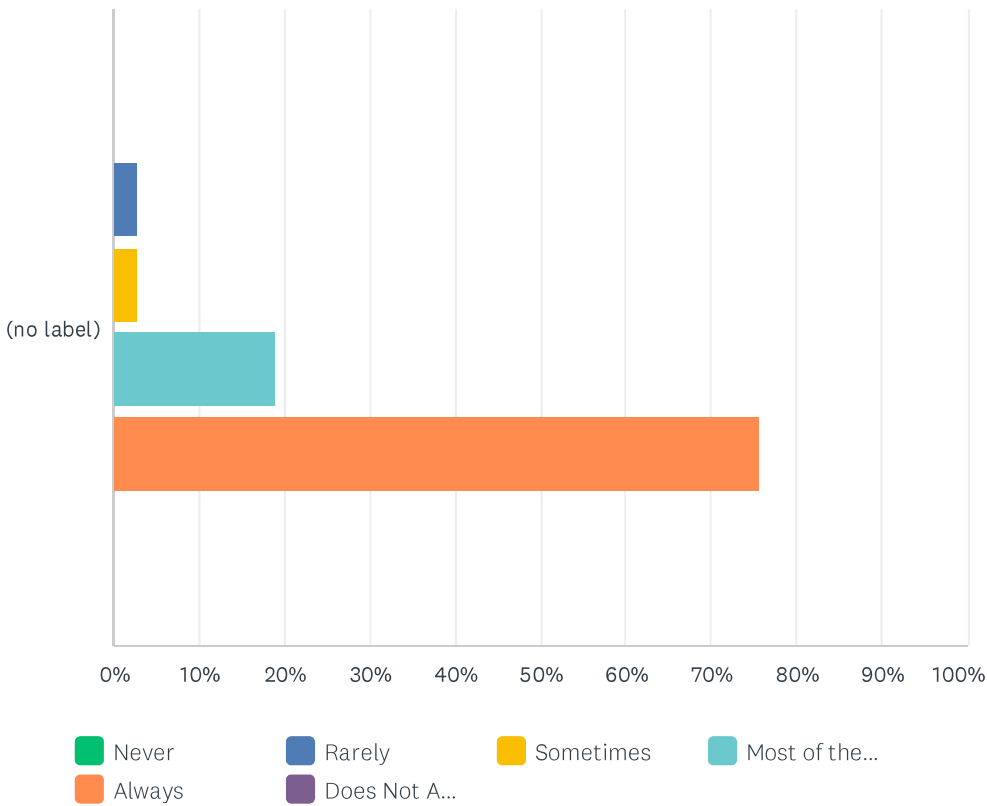
Answered: 38 Skipped: 0



	NEVER	RARELY	SOMETIMES	MOST OF THE TIME	ALWAYS	DOES NOT APPLY TO ME	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	0.00% 0	2.63% 1	5.26% 2	89.47% 34	2.63% 1	38	4.89

Q11 Overall, I am happy with the nursing care

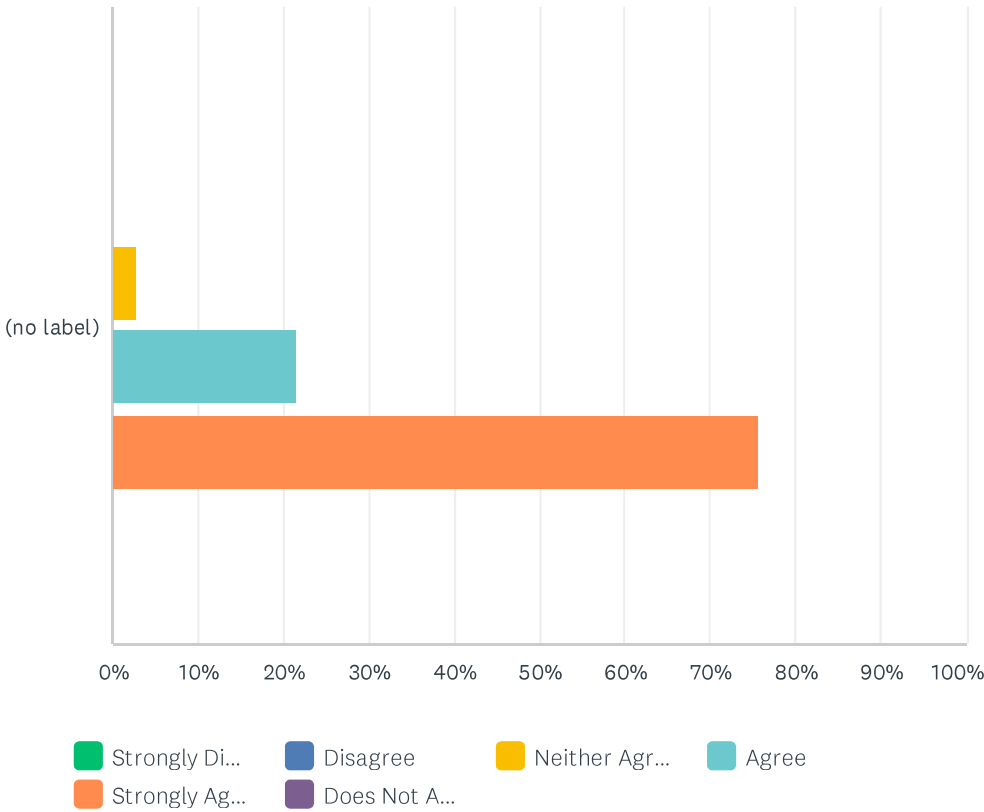
Answered: 37 Skipped: 1



	NEVER	RARELY	SOMETIMES	MOST OF THE TIME	ALWAYS	DOES NOT APPLY TO ME	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	2.70% 1	2.70% 1	18.92% 7	75.68% 28	0.00% 0	37	4.68

Q12 The staff are friendly and courteous

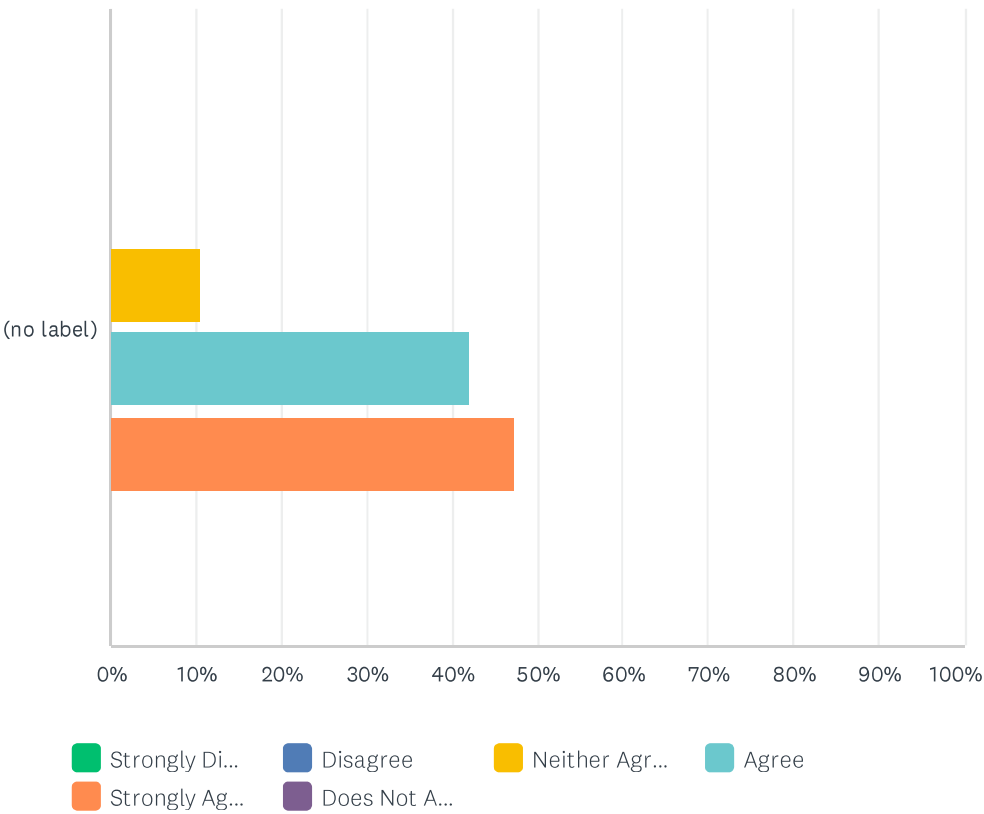
Answered: 37 Skipped: 1



	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	2.70% 1	21.62% 8	75.68% 28	0.00% 0	37	4.73

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

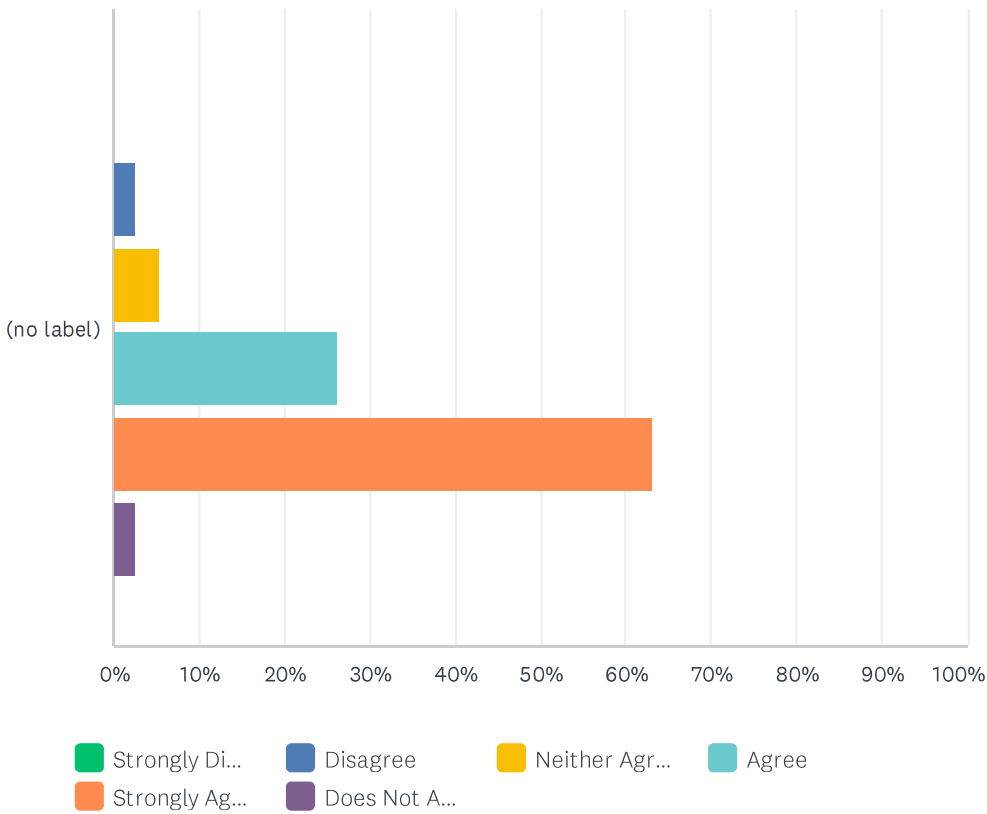
Answered: 38 Skipped: 0



	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	10.53% 4	42.11% 16	47.37% 18	0.00% 0	38	4.37

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

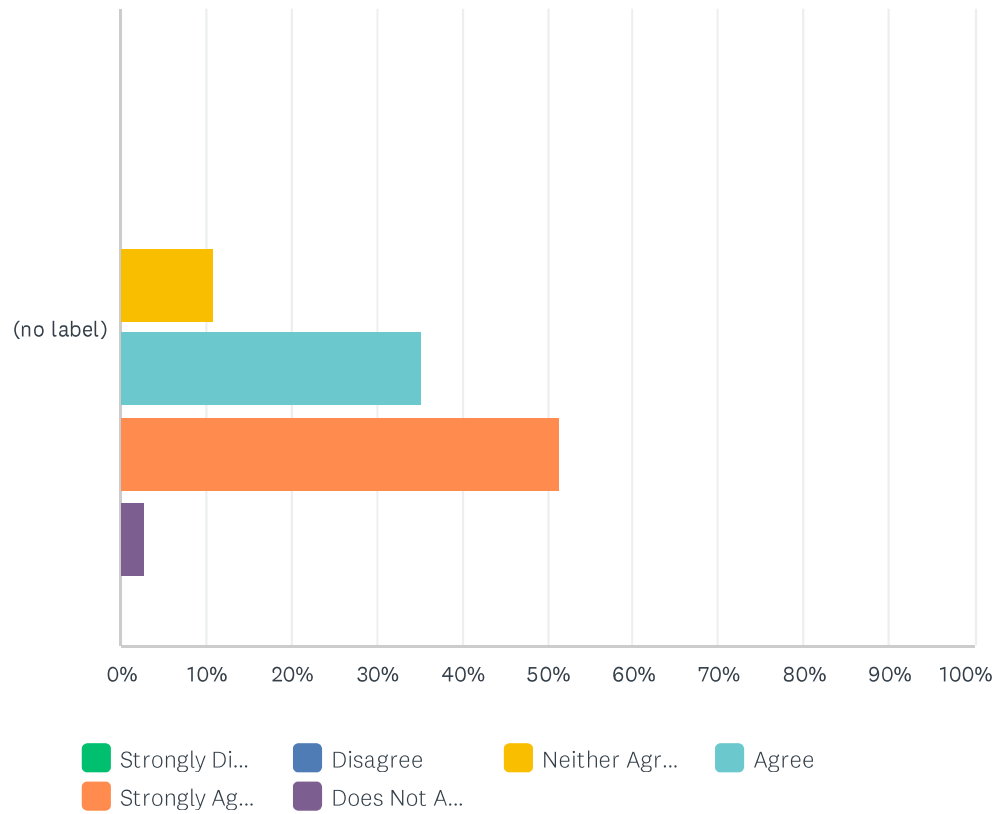
Answered: 38 Skipped: 0



	STRONGLY DISAGREE	DISAGREE	NEITHER AGREE OR DISAGREE	AGREE	STRONGLY AGREE	DOES NOT APPLY TO ME	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	2.63% 1	5.26% 2	26.32% 10	63.16% 24	2.63% 1	38	4.54

Q15 Do problems get resolved in a timely manner?

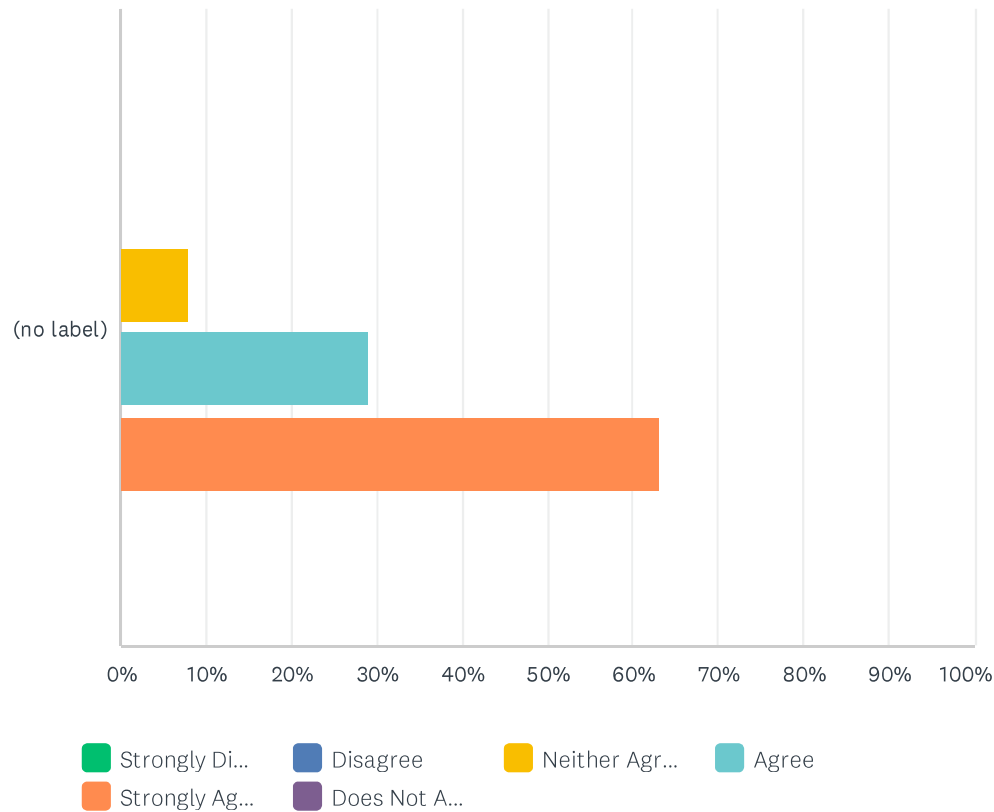
Answered: 37 Skipped: 1



	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	10.81% 4	35.14% 13	51.35% 19	2.70% 1	37	4.42

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

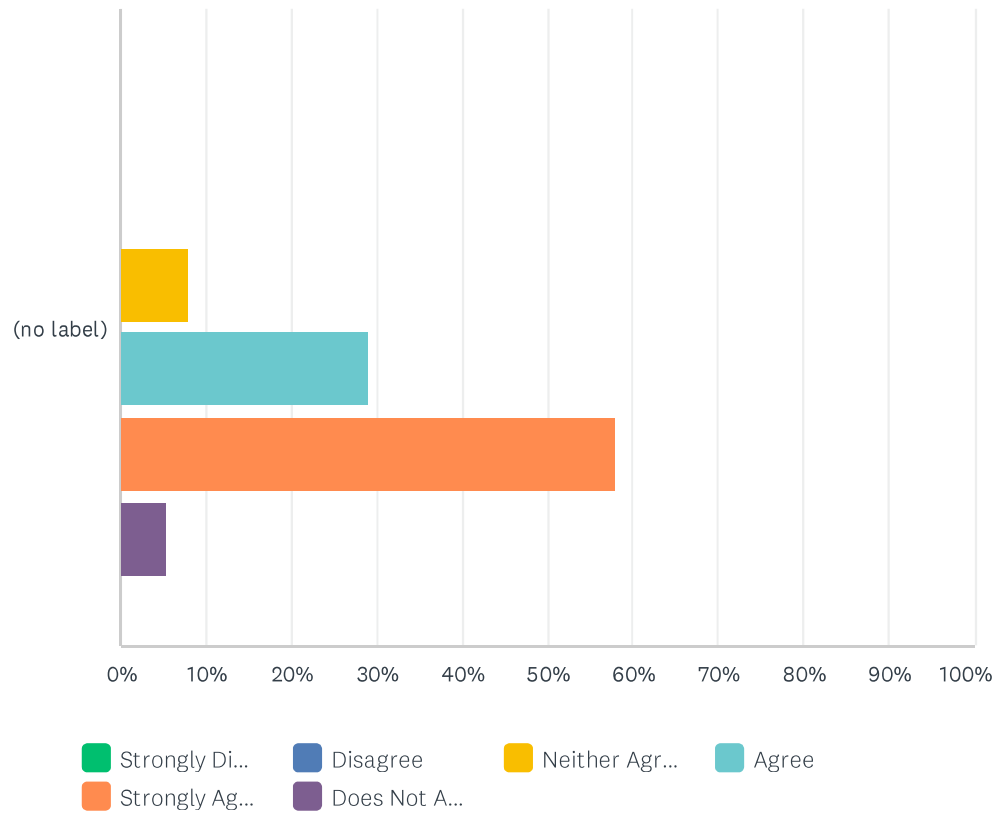
Answered: 38 Skipped: 0



	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	7.89% 3	28.95% 11	63.16% 24	0.00% 0	38	4.55

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

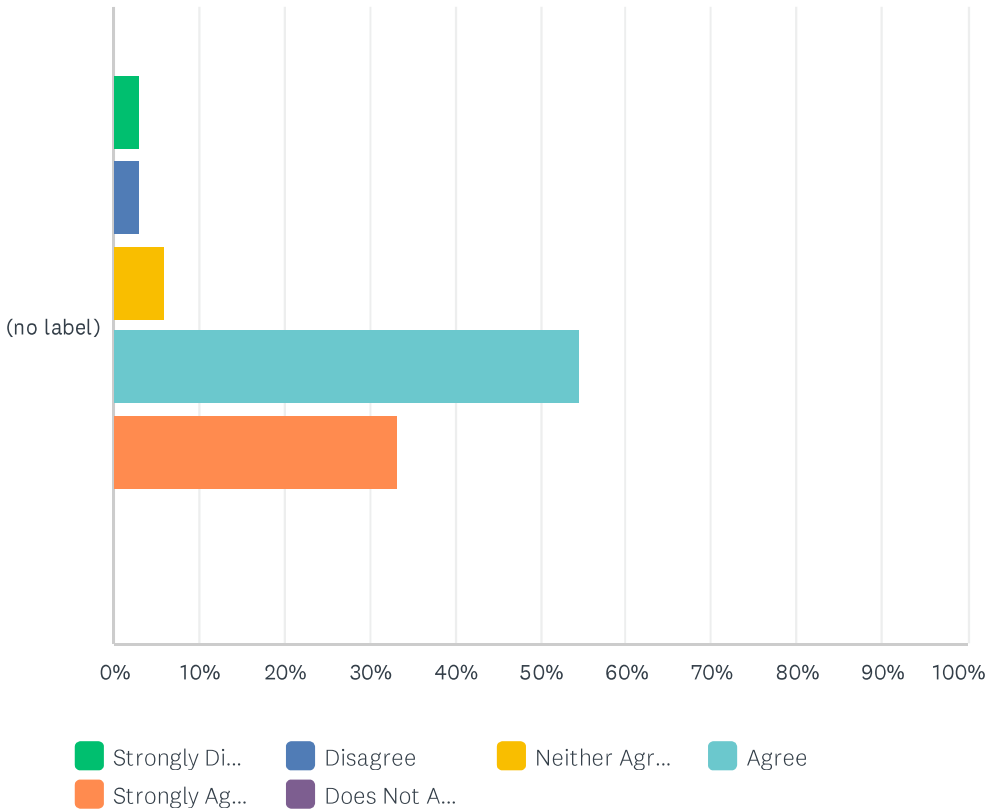
Answered: 38 Skipped: 0



	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	7.89% 3	28.95% 11	57.89% 22	5.26% 2	38	4.53

Q18 The home is kept clean

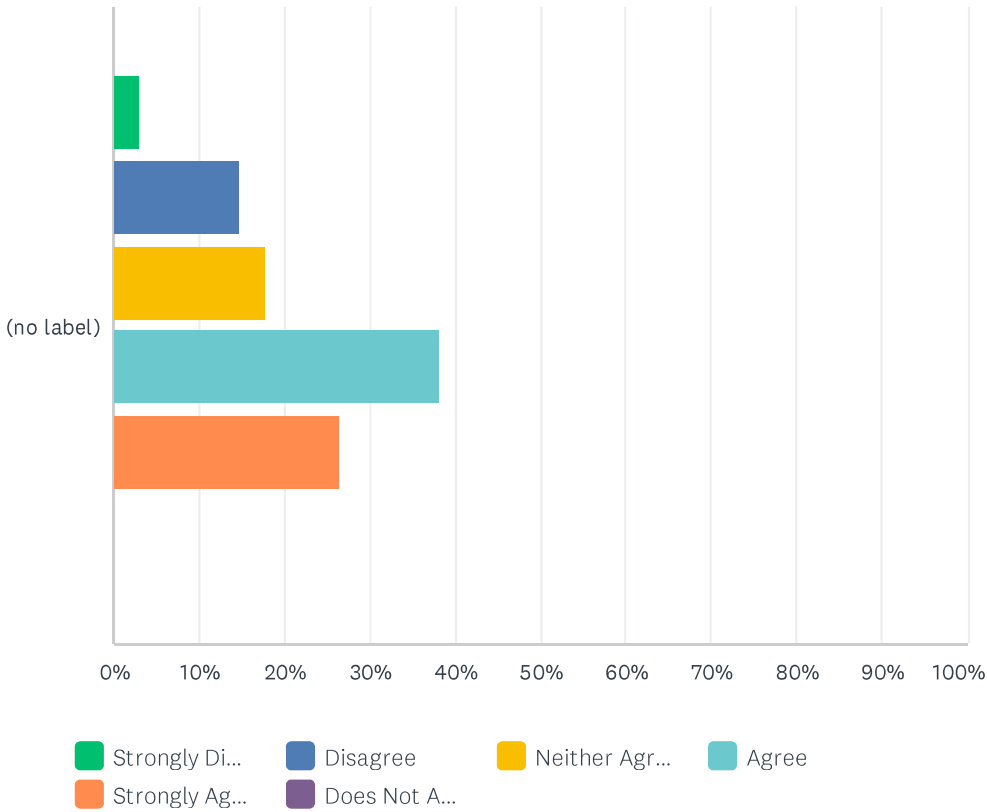
Answered: 33 Skipped: 5



	STRONGLY DISAGREE	DISAGREE	NEITHER AGREE OR DISAGREE	AGREE	STRONGLY AGREE	DOES NOT APPLY TO ME	TOTAL	WEIGHTED AVERAGE
(no label)	3.03% 1	3.03% 1	6.06% 2	54.55% 18	33.33% 11	0.00% 0	33	4.12

Q19 The home is well maintained

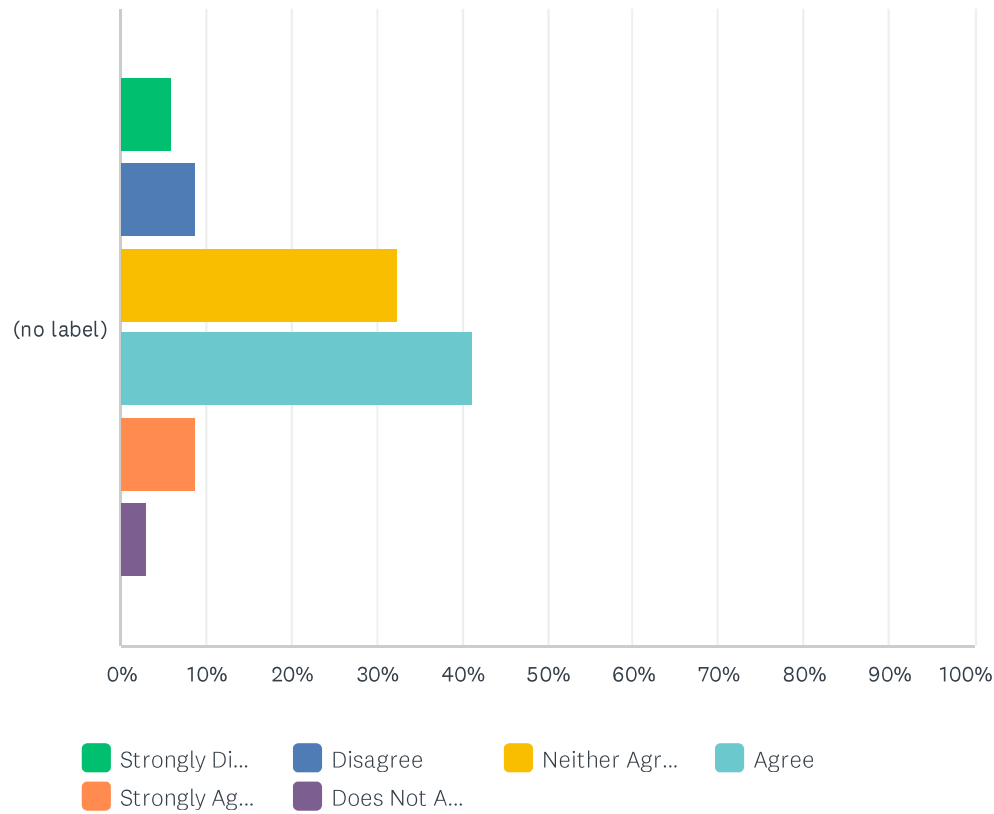
Answered: 34 Skipped: 4



	STRONGLY DISAGREE	DISAGREE	NEITHER AGREE OR DISAGREE	AGREE	STRONGLY AGREE	DOES NOT APPLY TO ME	TOTAL	WEIGHTED AVERAGE
(no label)	2.94% 1	14.71% 5	17.65% 6	38.24% 13	26.47% 9	0.00% 0	34	3.71

Q20 The gardens and grounds outside are well maintained

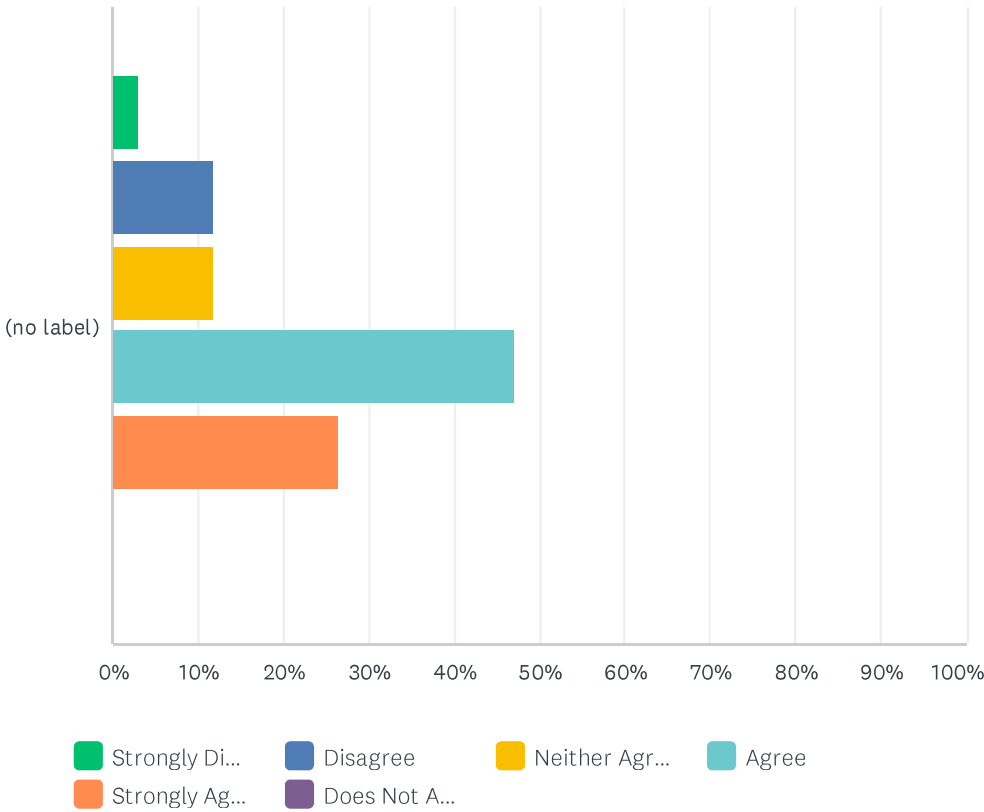
Answered: 34 Skipped: 4



	STRONGLY DISAGREE	DISAGREE	NEITHER AGREE OR DISAGREE	AGREE	STRONGLY AGREE	DOES NOT APPLY TO ME	TOTAL	WEIGHTED AVERAGE
(no label)	5.88% 2	8.82% 3	32.35% 11	41.18% 14	8.82% 3	2.94% 1	34	3.39

Q21 The décor in shared public areas is warm and inviting

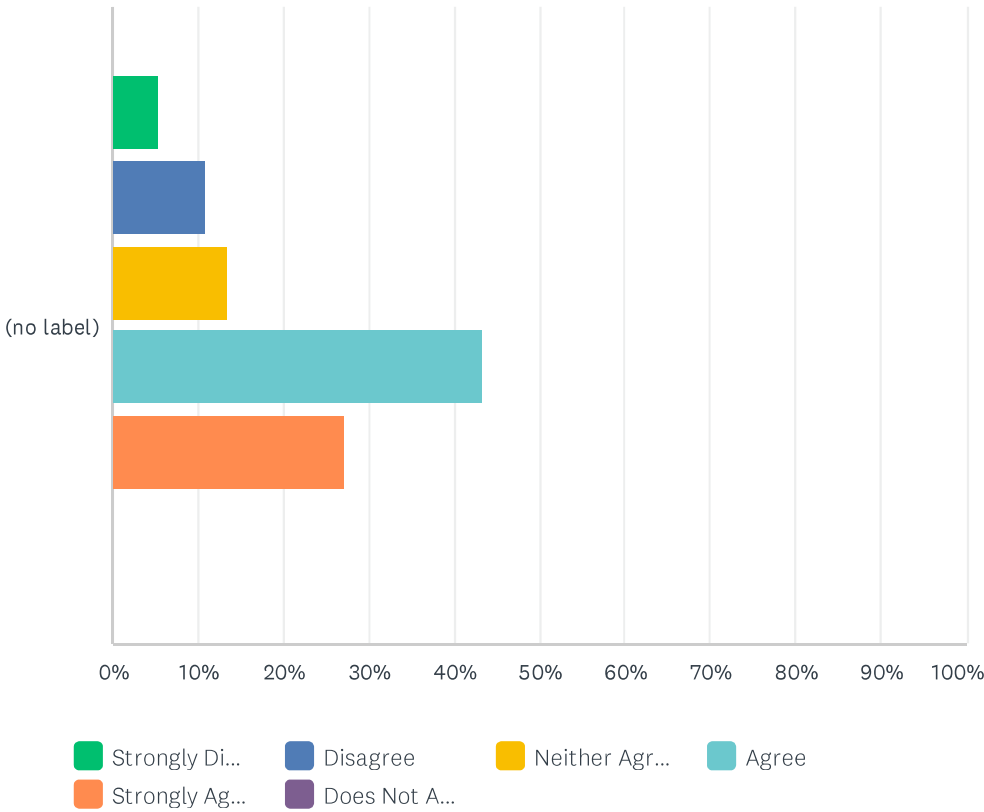
Answered: 34 Skipped: 4



	STRONGLY DISAGREE	DISAGREE	NEITHER AGREE OR DISAGREE	AGREE	STRONGLY AGREE	DOES NOT APPLY TO ME	TOTAL	WEIGHTED AVERAGE
(no label)	2.94% 1	11.76% 4	11.76% 4	47.06% 16	26.47% 9	0.00% 0	34	3.82

Q22 There is a home-like feel to the home

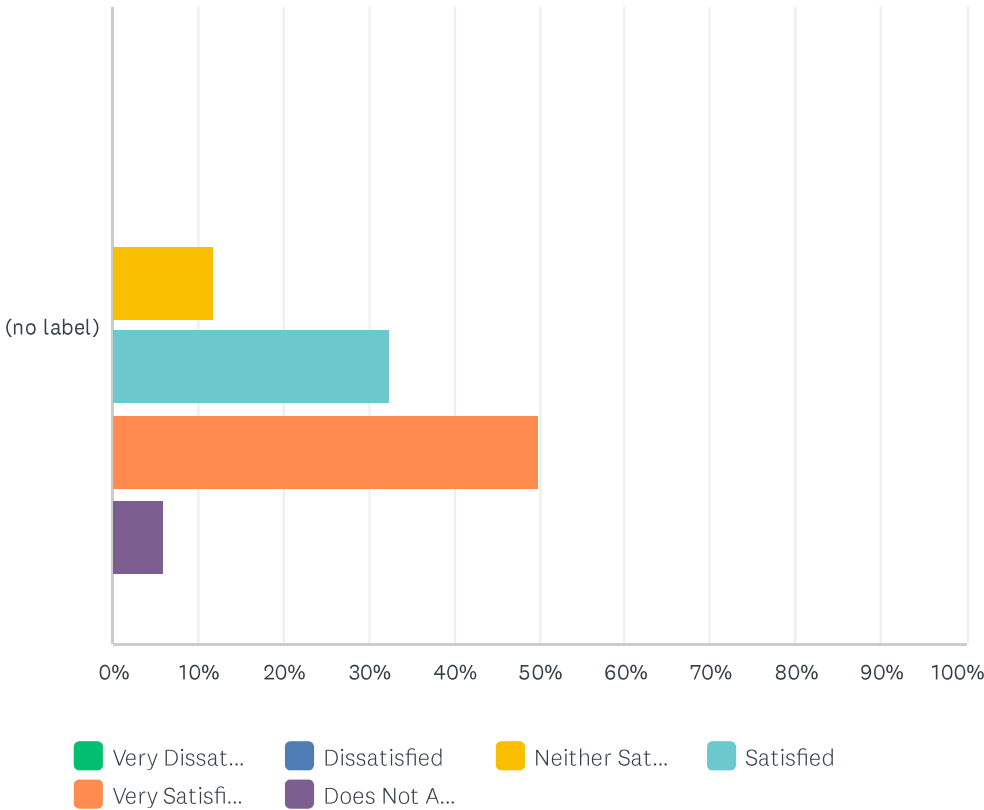
Answered: 37 Skipped: 1



	STRONGLY DISAGREE	DISAGREE	NEITHER AGREE OR DISAGREE	AGREE	STRONGLY AGREE	DOES NOT APPLY TO ME	TOTAL	WEIGHTED AVERAGE
(no label)	5.41% 2	10.81% 4	13.51% 5	43.24% 16	27.03% 10	0.00% 0	37	3.76

Q23 There is a good variety of programs

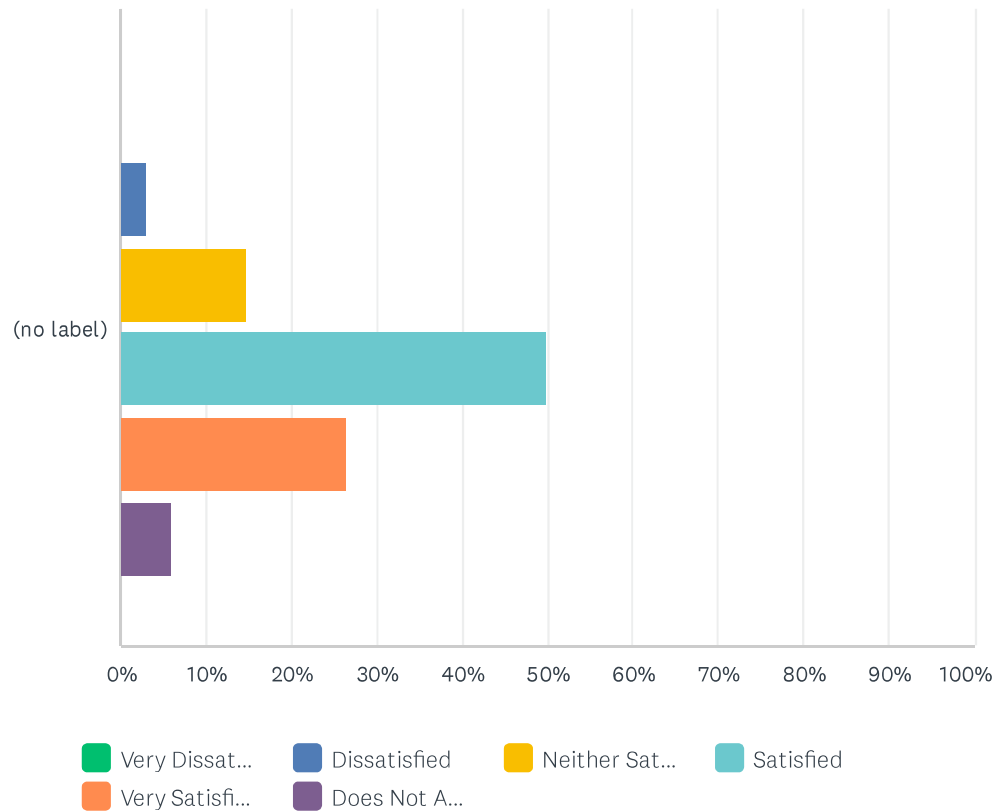
Answered: 34 Skipped: 4



	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	11.76% 4	32.35% 11	50.00% 17	5.88% 2	34	4.41

Q24 Are there enough programs on the weekends?

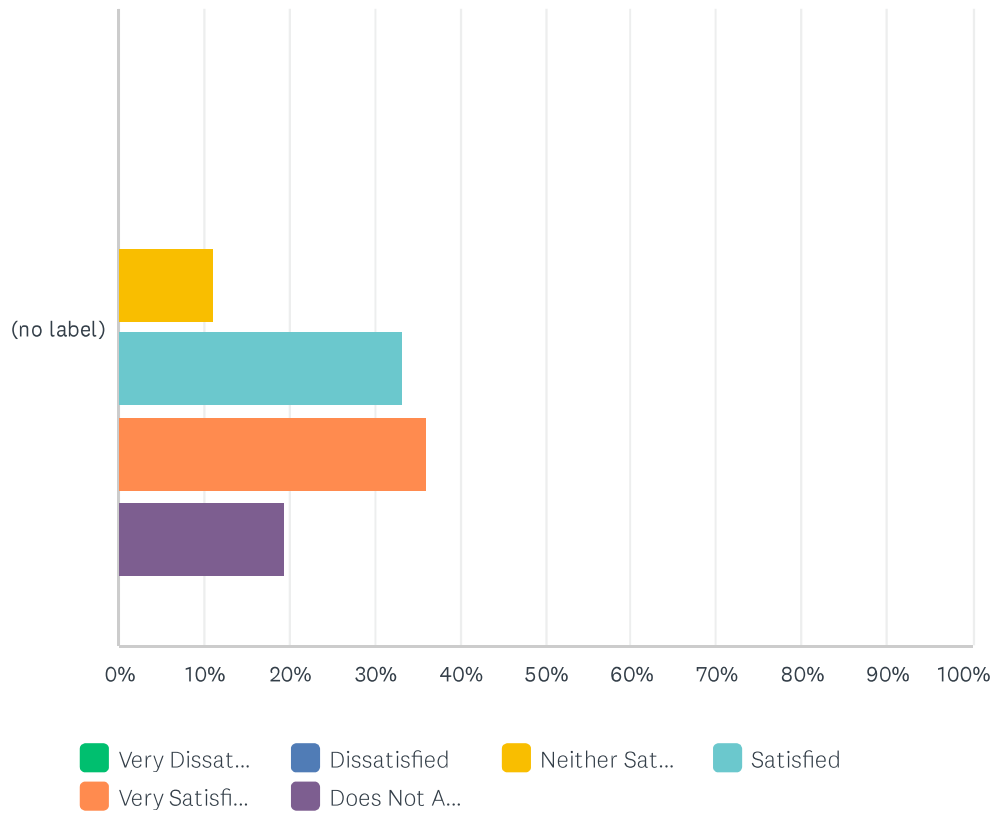
Answered: 34 Skipped: 4



	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	14.71% 5	50.00% 17	26.47% 9	5.88% 2	34	4.06

Q25 Spiritual/religious needs are met

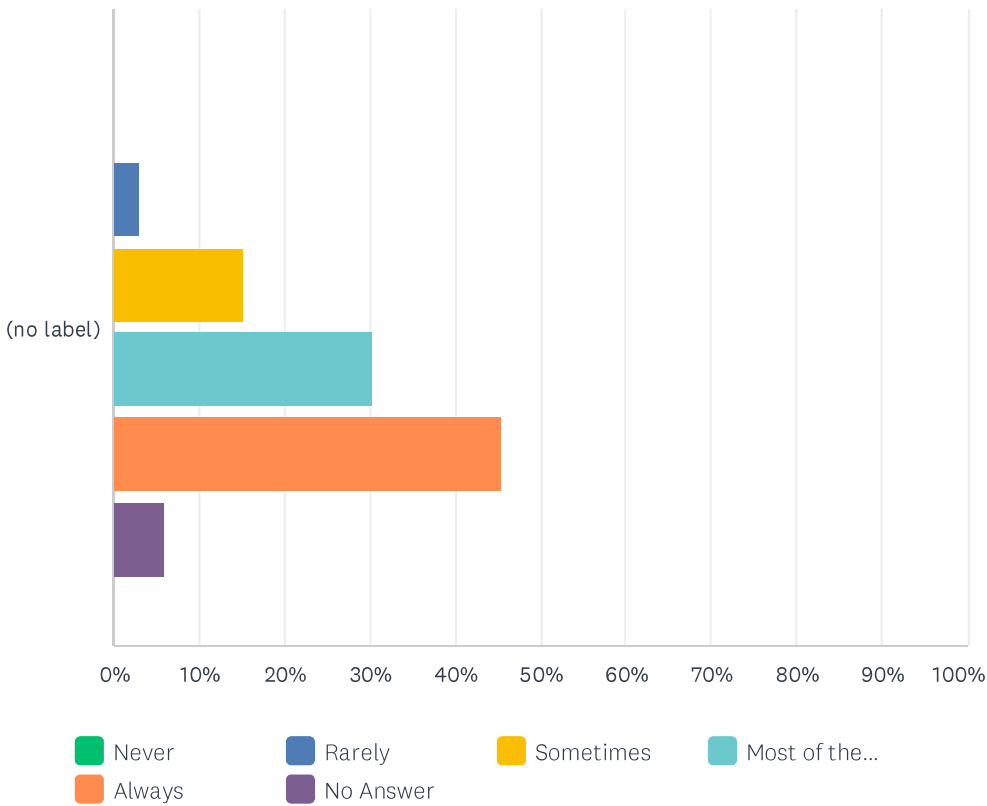
Answered: 36 Skipped: 2



	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	11.11% 4	33.33% 12	36.11% 13	19.44% 7	36	4.31

Q26 I am happy with the food choices given to residents

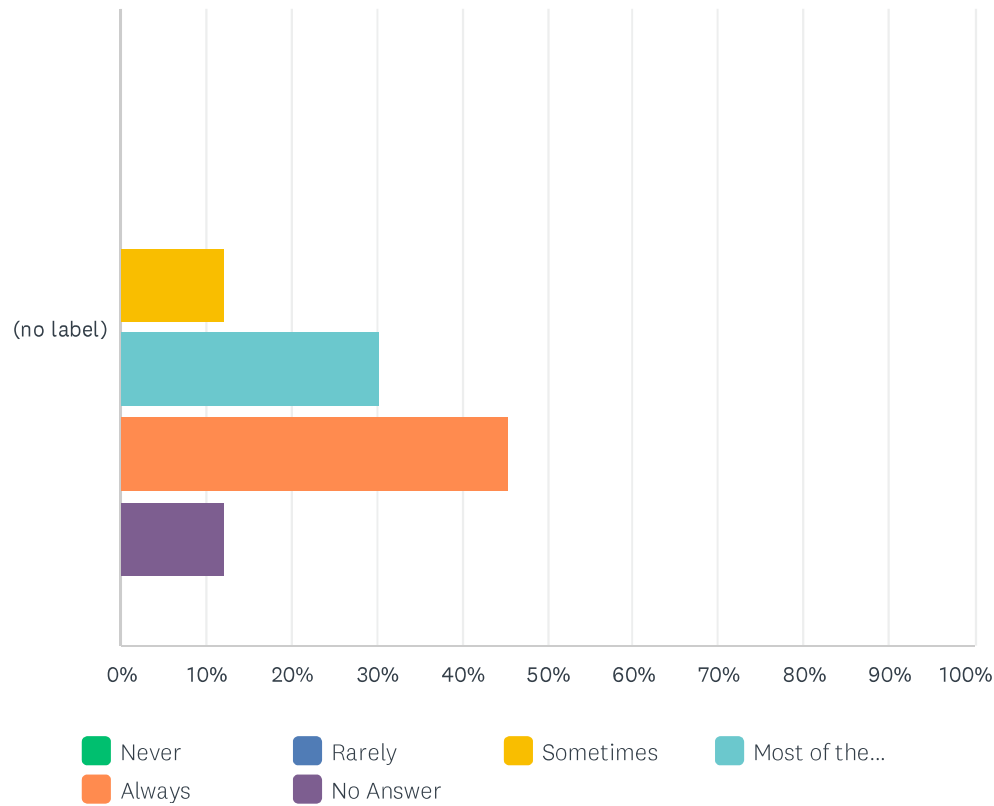
Answered: 33 Skipped: 5



	NEVER	RARELY	SOMETIMES	MOST OF THE TIME	ALWAYS	NO ANSWER	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	3.03% 1	15.15% 5	30.30% 10	45.45% 15	6.06% 2	33	4.26

Q27 Mealtime is an enjoyable time

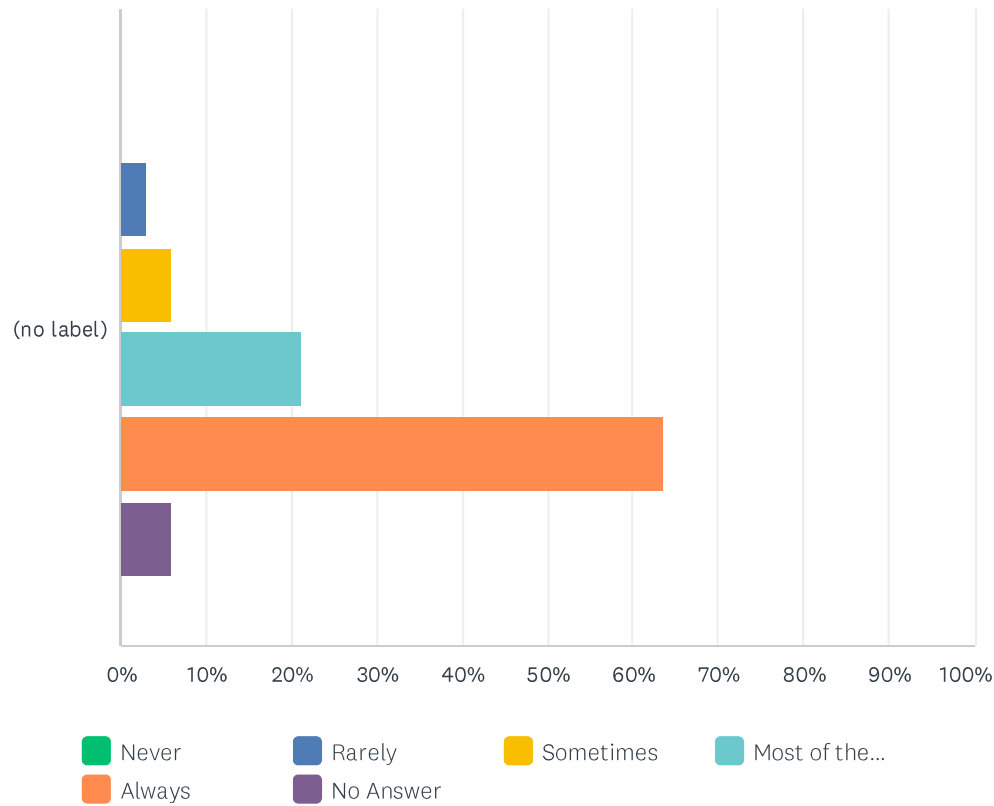
Answered: 33 Skipped: 5



	NEVER	RARELY	SOMETIMES	MOST OF THE TIME	ALWAYS	NO ANSWER	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	0.00% 0	12.12% 4	30.30% 10	45.45% 15	12.12% 4	33	4.38

Q28 I am satisfied with the quantity of food at meals

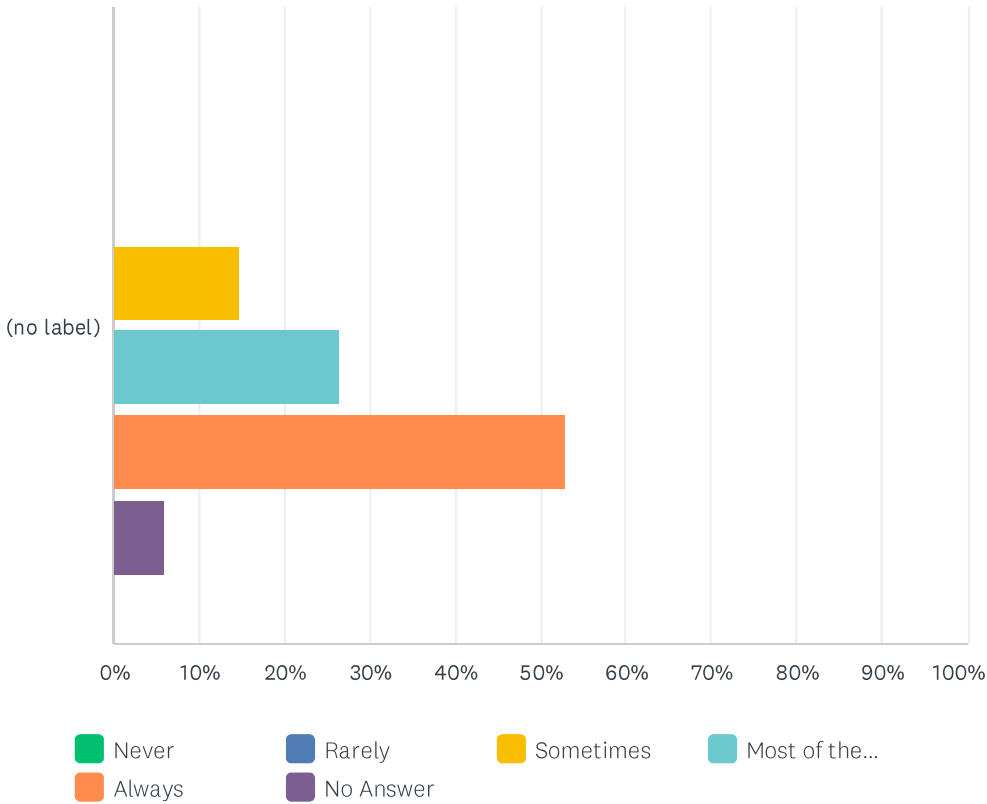
Answered: 33 Skipped: 5



	NEVER	RARELY	SOMETIMES	MOST OF THE TIME	ALWAYS	NO ANSWER	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	3.03% 1	6.06% 2	21.21% 7	63.64% 21	6.06% 2	33	4.55

Q29 There is a good variety of food

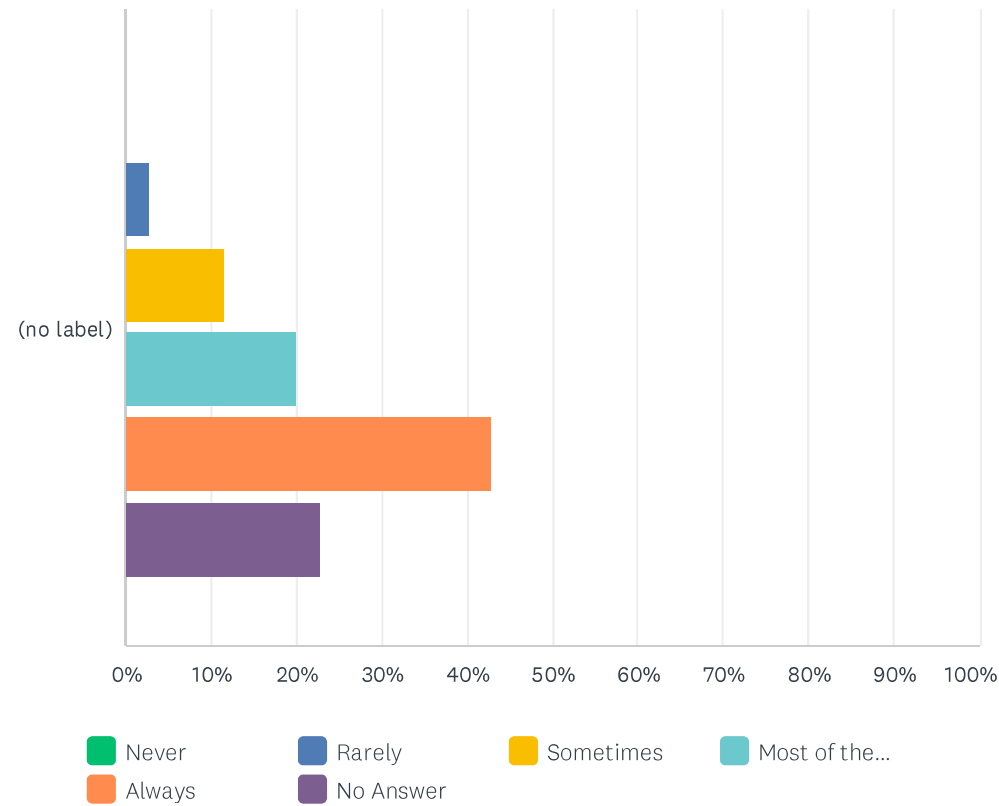
Answered: 34 Skipped: 4



	NEVER	RARELY	SOMETIMES	MOST OF THE TIME	ALWAYS	NO ANSWER	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	0.00% 0	14.71% 5	26.47% 9	52.94% 18	5.88% 2	34	4.41

Q30 There is a variety of food on the snack cart

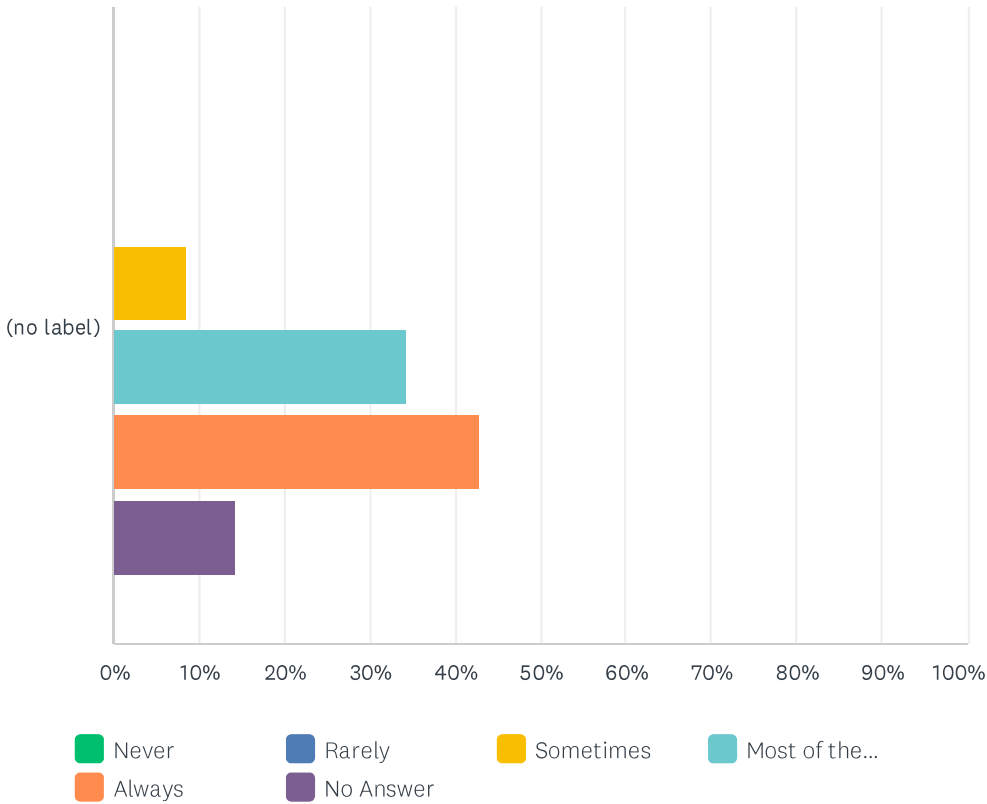
Answered: 35 Skipped: 3



	NEVER	RARELY	SOMETIMES	MOST OF THE TIME	ALWAYS	NO ANSWER	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	2.86% 1	11.43% 4	20.00% 7	42.86% 15	22.86% 8	35	4.33

Q31 I am pleased with the dining experience

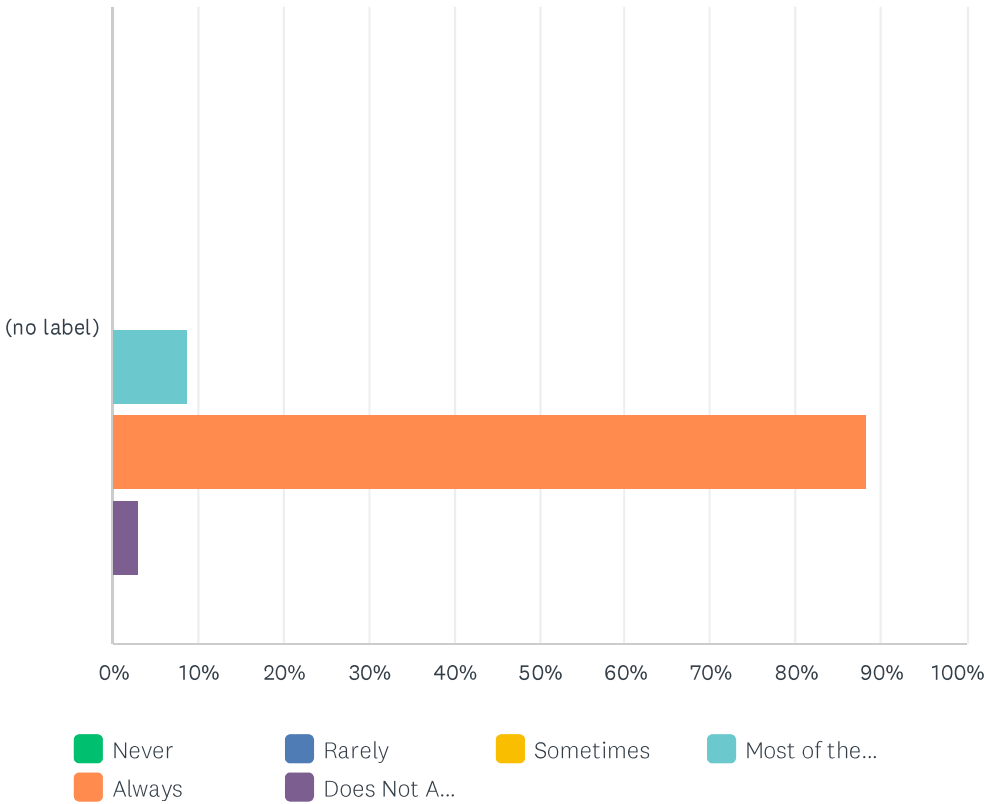
Answered: 35 Skipped: 3



	NEVER	RARELY	SOMETIMES	MOST OF THE TIME	ALWAYS	NO ANSWER	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	0.00% 0	8.57% 3	34.29% 12	42.86% 15	14.29% 5	35	4.40

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

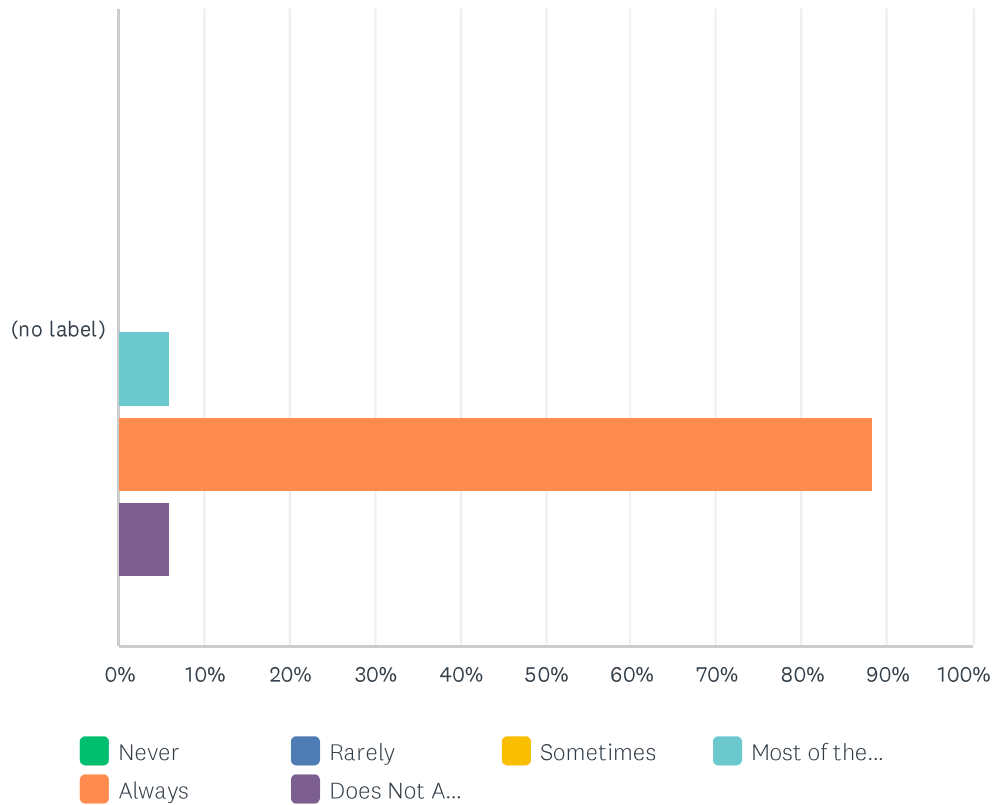
Answered: 34 Skipped: 4



	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	8.82% 3	88.24% 30	2.94% 1	34	4.91

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

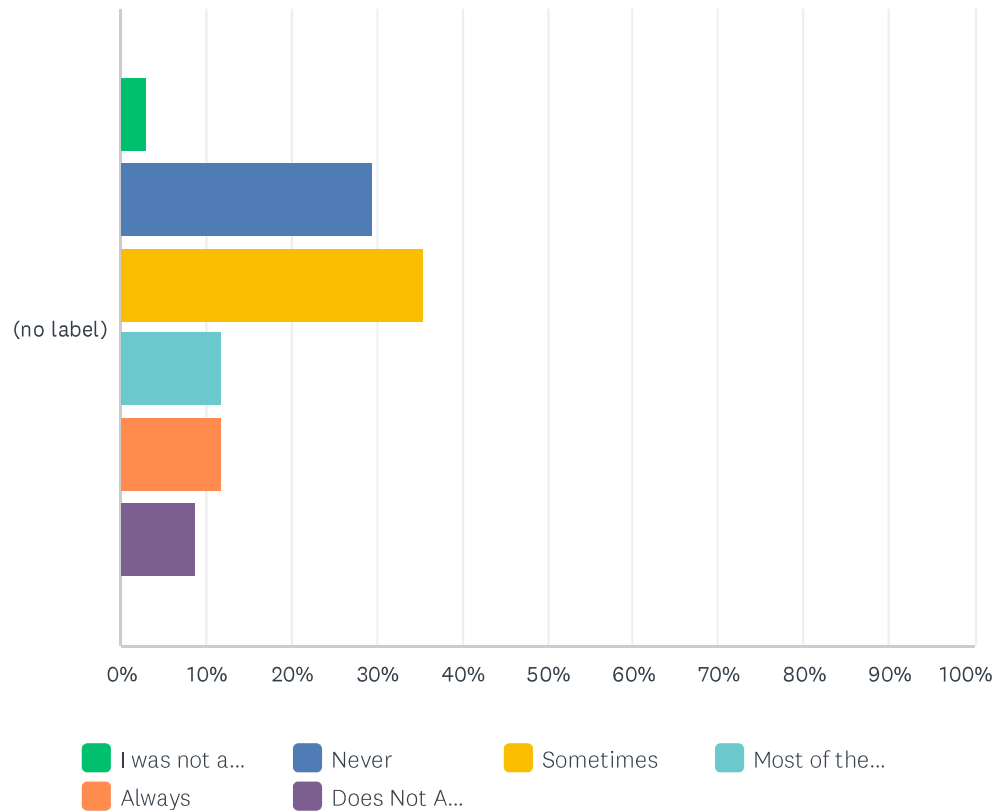
Answered: 34 Skipped: 4



	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	5.88% 2	88.24% 30	5.88% 2	34	4.94

Q34 Do you participate in the Family Council?

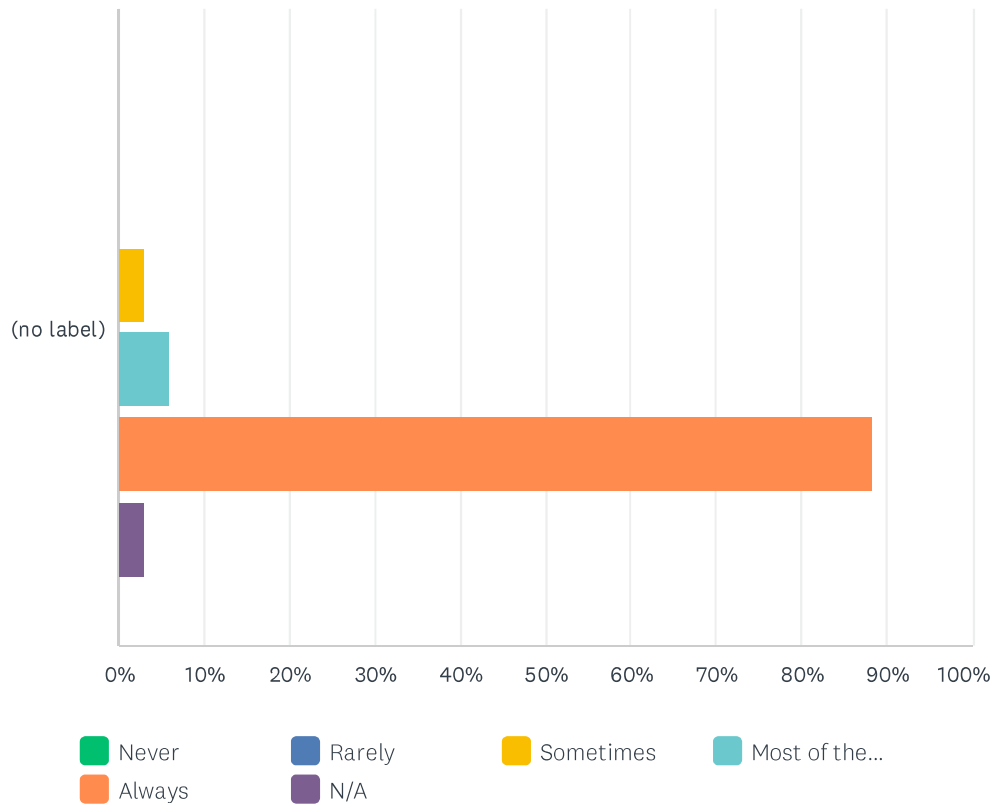
Answered: 34 Skipped: 4



	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)	2.94% 1	29.41% 10	35.29% 12	11.76% 4	11.76% 4	8.82% 3	34	3.00

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

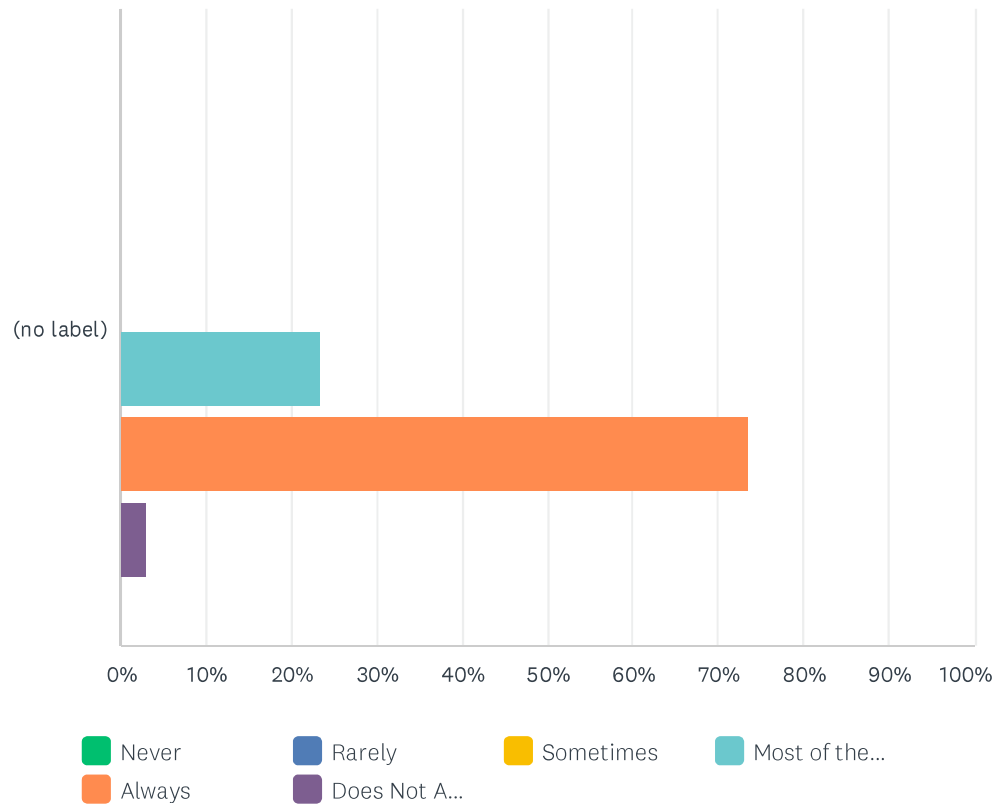
Answered: 34 Skipped: 4



	NEVER	RARELY	SOMETIMES	MOST OF THE TIME	ALWAYS	N/A	TOTAL	WEIGHTED AVERAGE
(no label)	0.00%	0.00%	2.94%	5.88%	88.24%	2.94%	34	4.88
	0	0	1	2	30	1		

Q36 Are you pleased with the care they are receiving?

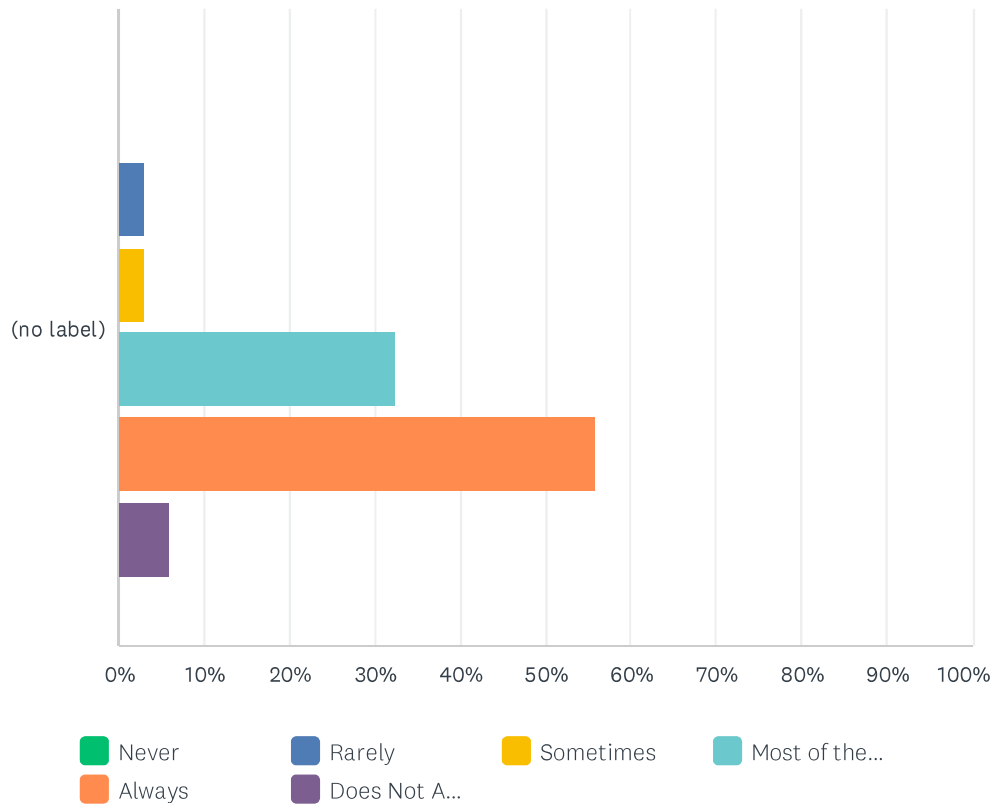
Answered: 34 Skipped: 4



	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	23.53% 8	73.53% 25	2.94% 1	34	4.76

Q37 Do you find our home inviting?

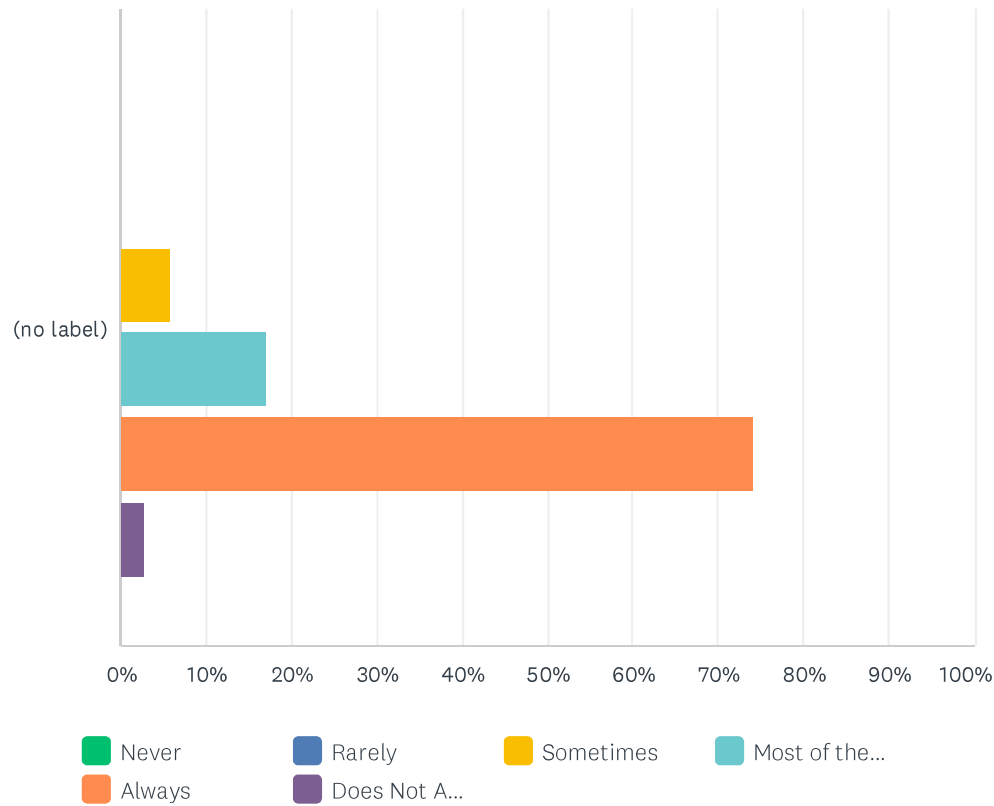
Answered: 34 Skipped: 4



	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	32.35% 11	55.88% 19	5.88% 2	34	4.50

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

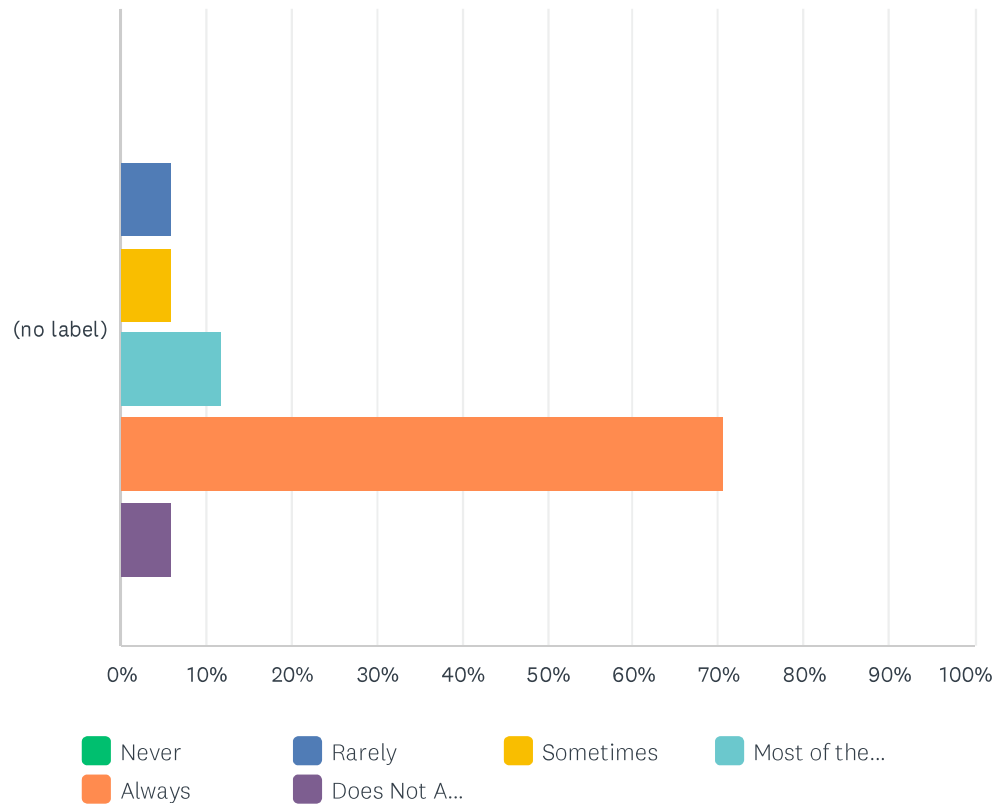
Answered: 35 Skipped: 3



	NEVER	RARELY	SOMETIMES	MOST OF THE TIME	ALWAYS	DOES NOT APPLY TO ME	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	0.00% 0	5.71% 2	17.14% 6	74.29% 26	2.86% 1	35	4.71

Q39 Would you recommend this nursing home to others?

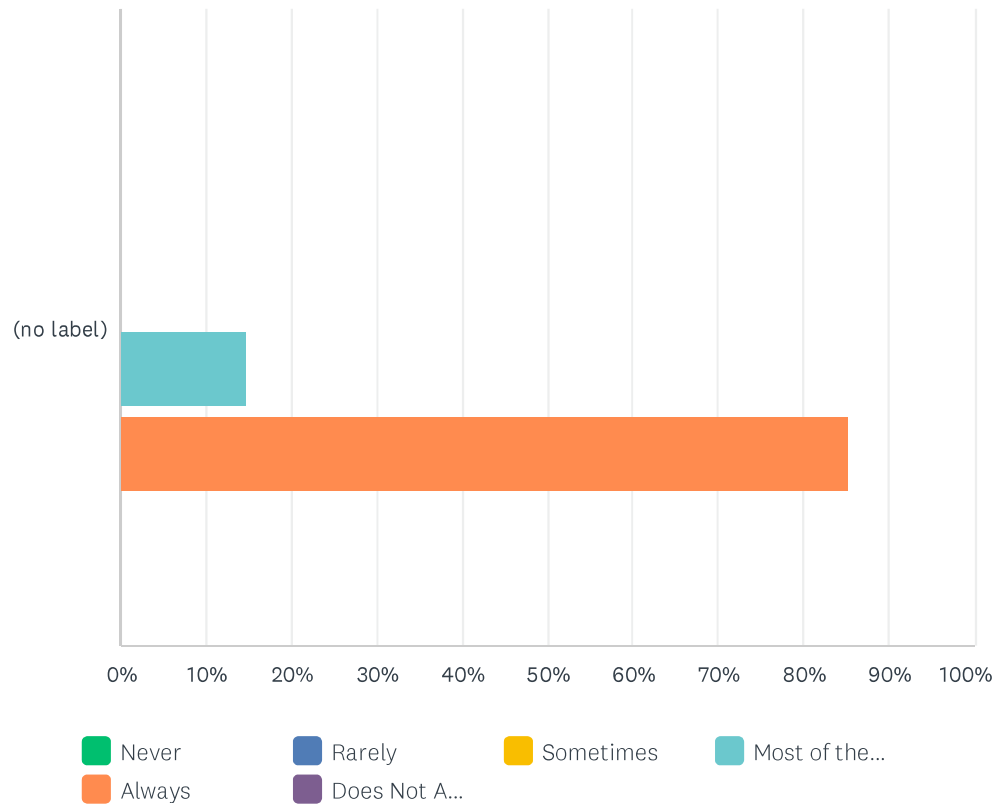
Answered: 34 Skipped: 4



	NEVER	RARELY	SOMETIMES	MOST OF THE TIME	ALWAYS	DOES NOT APPLY TO ME	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	5.88% 2	5.88% 2	11.76% 4	70.59% 24	5.88% 2	34	4.56

Q40 Do you feel safety is important to the home?

Answered: 34 Skipped: 4



	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	14.71% 5	85.29% 29	0.00% 0	34	4.85