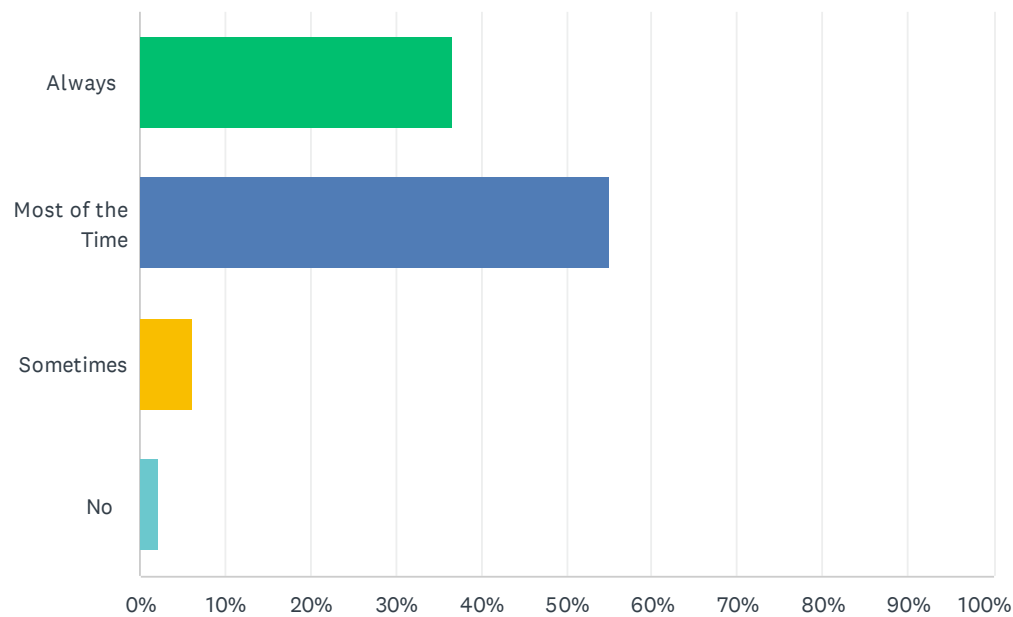


Q1 Do you feel that the staff are courteous and respectful?

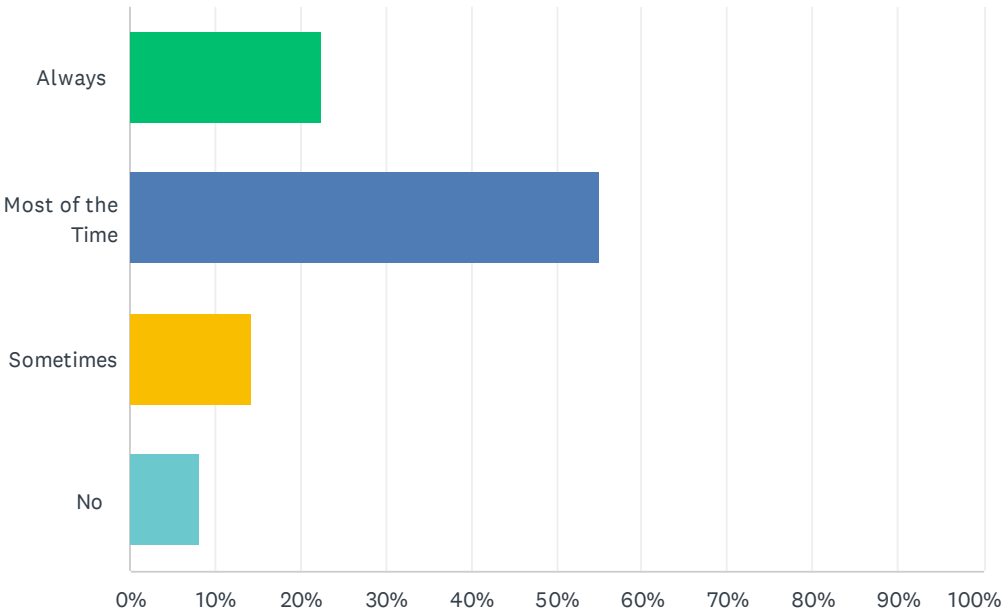
Answered: 49    Skipped: 0



ANSWER CHOICES		RESPONSES	
Always		36.73%	18
Most of the Time		55.10%	27
Sometimes		6.12%	3
No		2.04%	1
TOTAL			49

Q2 Do you feel that the staff listen to you?

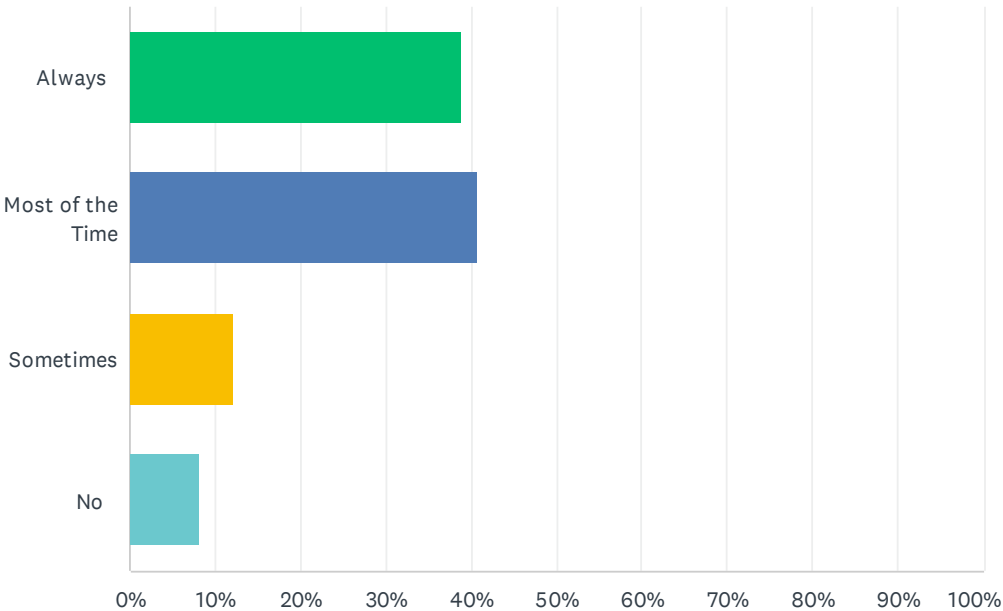
Answered: 49    Skipped: 0



ANSWER CHOICES	RESPONSES	
Always	22.45%	11
Most of the Time	55.10%	27
Sometimes	14.29%	7
No	8.16%	4
TOTAL		49

Q3 Do you feel that you can express your opinion without fear of consequences?

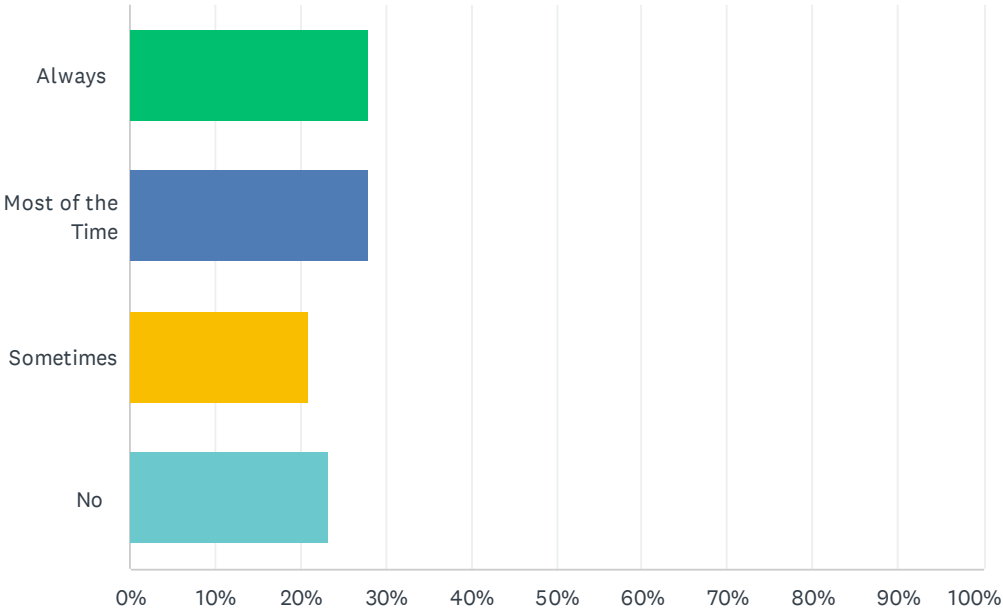
Answered: 49 Skipped: 0



ANSWER CHOICES	RESPONSES	
Always	38.78%	19
Most of the Time	40.82%	20
Sometimes	12.24%	6
No	8.16%	4
TOTAL		49

Q4 Are you satisfied with your involvement in care planning meetings regarding your care?

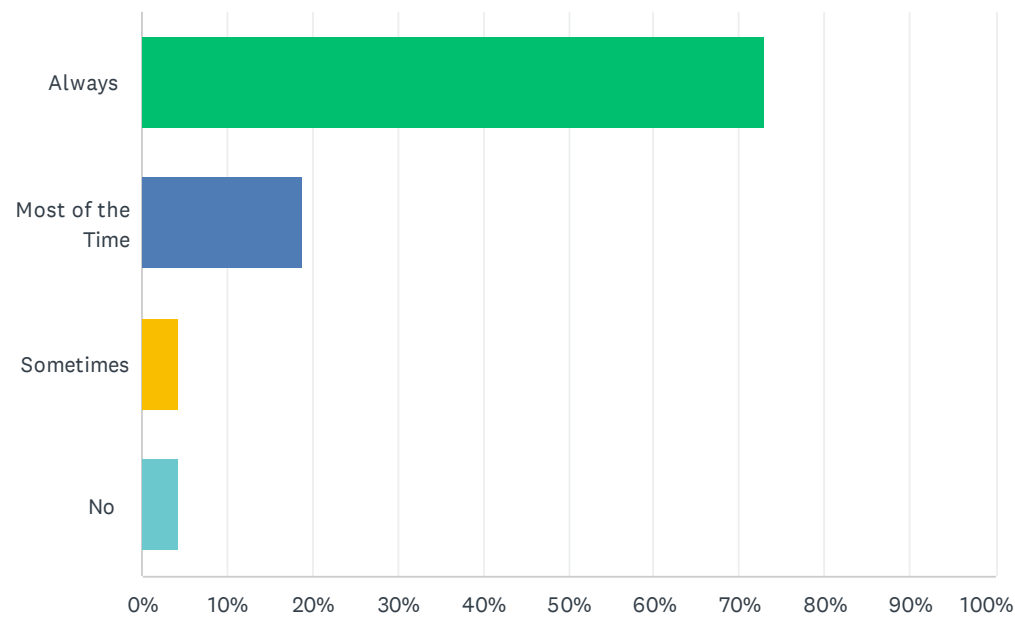
Answered: 43 Skipped: 6



ANSWER CHOICES	RESPONSES	
Always	27.91%	12
Most of the Time	27.91%	12
Sometimes	20.93%	9
No	23.26%	10
TOTAL		43

Q5 Would you recommend this long-term care home to others?

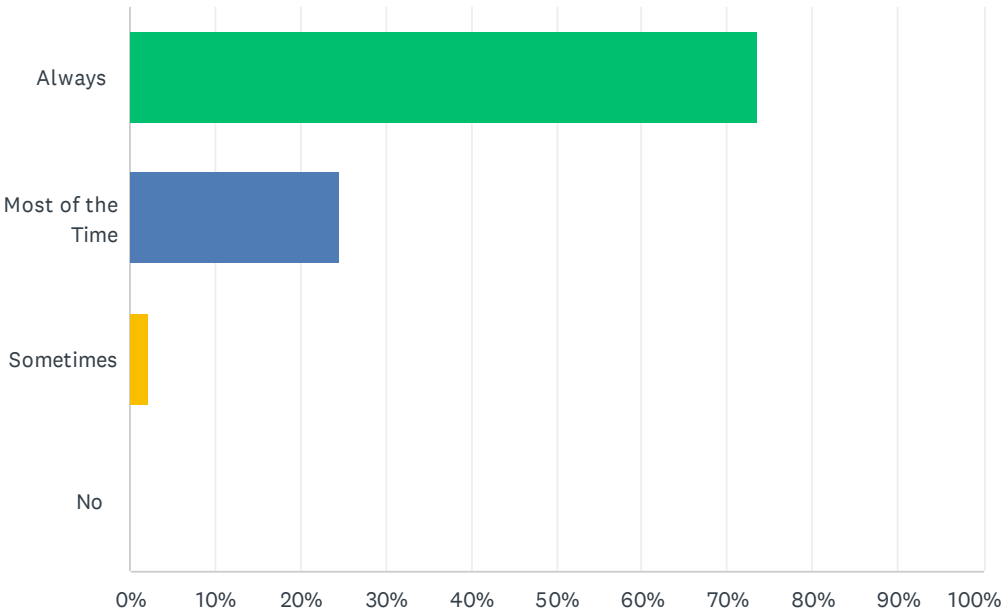
Answered: 48    Skipped: 1



ANSWER CHOICES	RESPONSES	
Always	72.92%	35
Most of the Time	18.75%	9
Sometimes	4.17%	2
No	4.17%	2
TOTAL		48

Q6 Do you feel that the home is clean and comfortable?

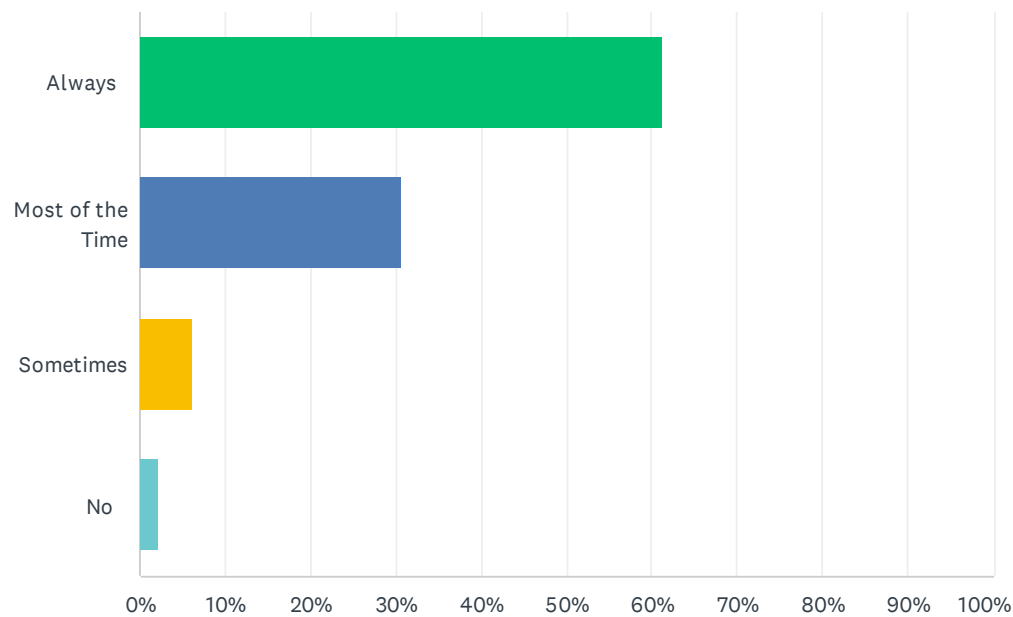
Answered: 49    Skipped: 0



ANSWER CHOICES	RESPONSES	
Always	73.47%	36
Most of the Time	24.49%	12
Sometimes	2.04%	1
No	0.00%	0
TOTAL		49

Q7 Are you satisfied with the laundry/housekeeping services?

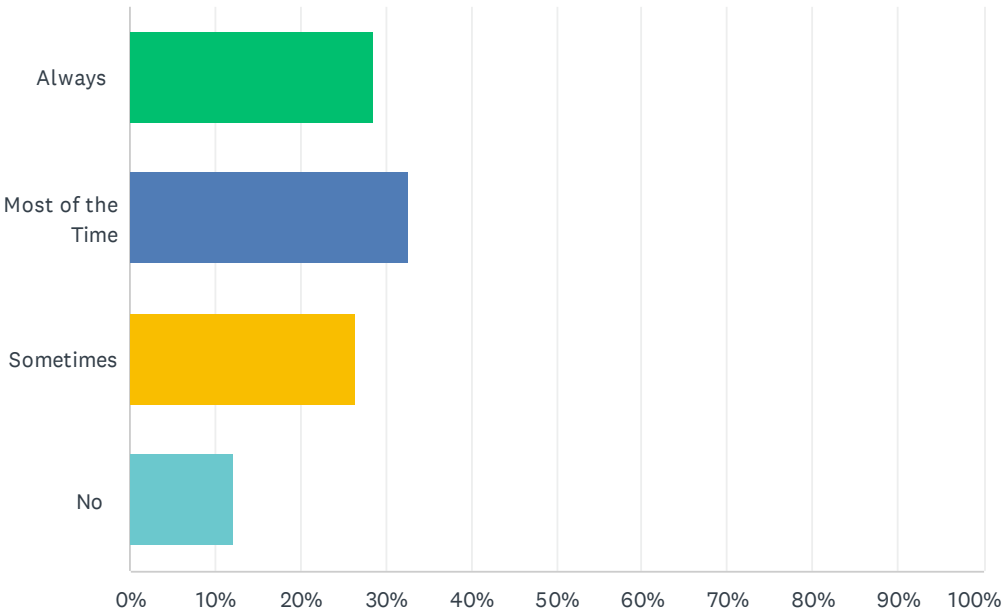
Answered: 49    Skipped: 0



ANSWER CHOICES	RESPONSES	
Always	61.22%	30
Most of the Time	30.61%	15
Sometimes	6.12%	3
No	2.04%	1
TOTAL		49

Q8 Are you happy with how the food tastes?

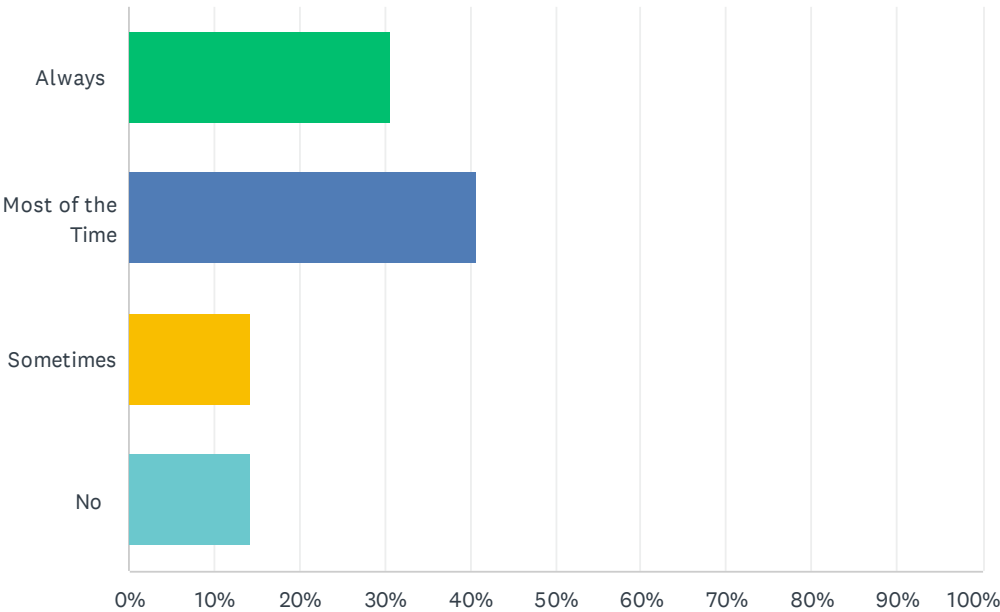
Answered: 49    Skipped: 0



ANSWER CHOICES	RESPONSES	
Always	28.57%	14
Most of the Time	32.65%	16
Sometimes	26.53%	13
No	12.24%	6
TOTAL		49

Q9 Are you happy with the variety of foods?

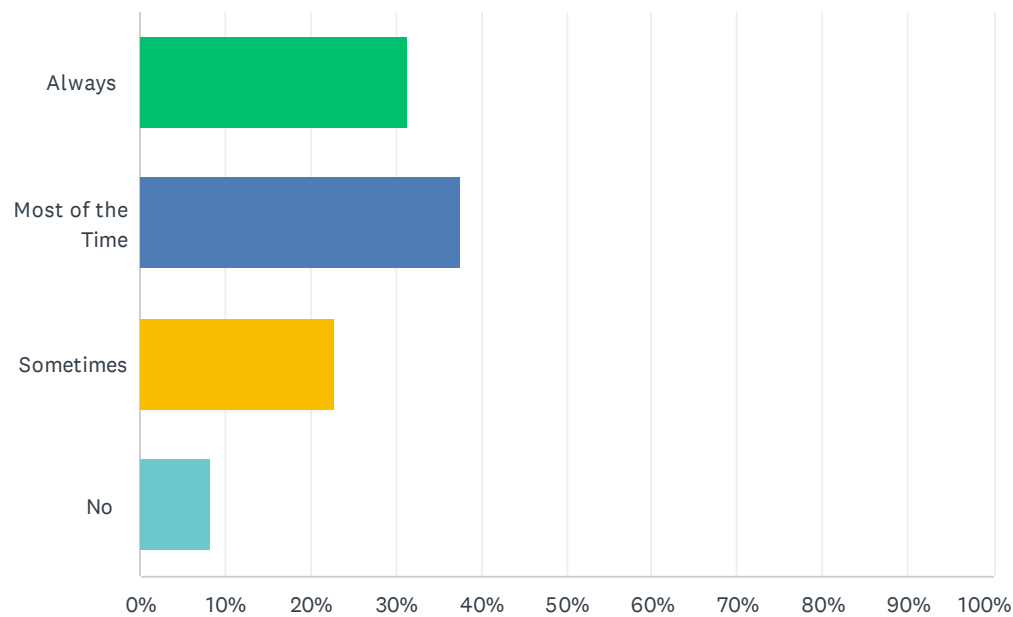
Answered: 49    Skipped: 0



ANSWER CHOICES	RESPONSES	
Always	30.61%	15
Most of the Time	40.82%	20
Sometimes	14.29%	7
No	14.29%	7
TOTAL		49

Q10 Are there programs offered that interest you?

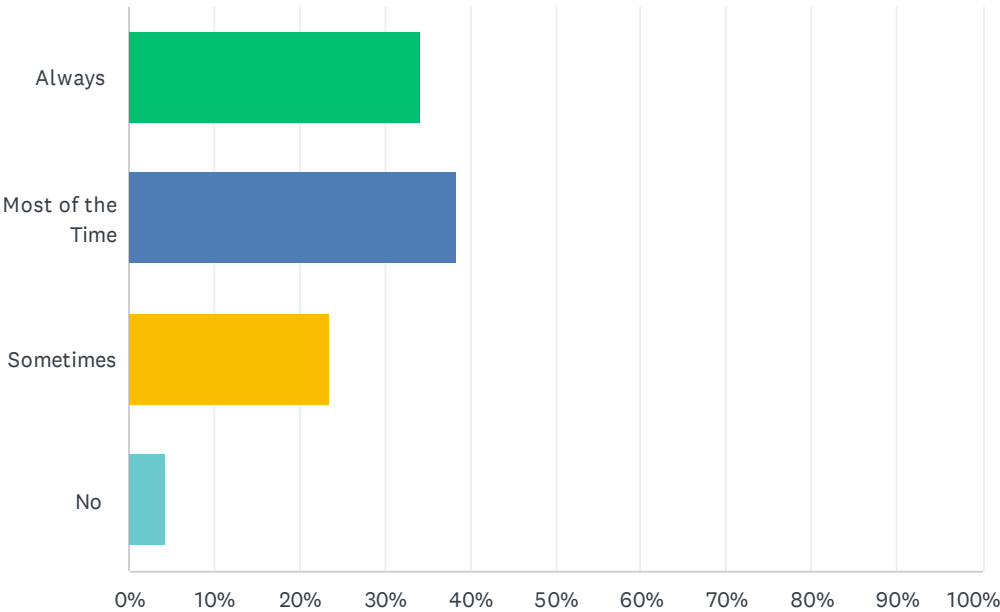
Answered: 48    Skipped: 1



ANSWER CHOICES	RESPONSES	
Always	31.25%	15
Most of the Time	37.50%	18
Sometimes	22.92%	11
No	8.33%	4
TOTAL		48

Q11 Do you feel that there is enough variety and choice in programs?

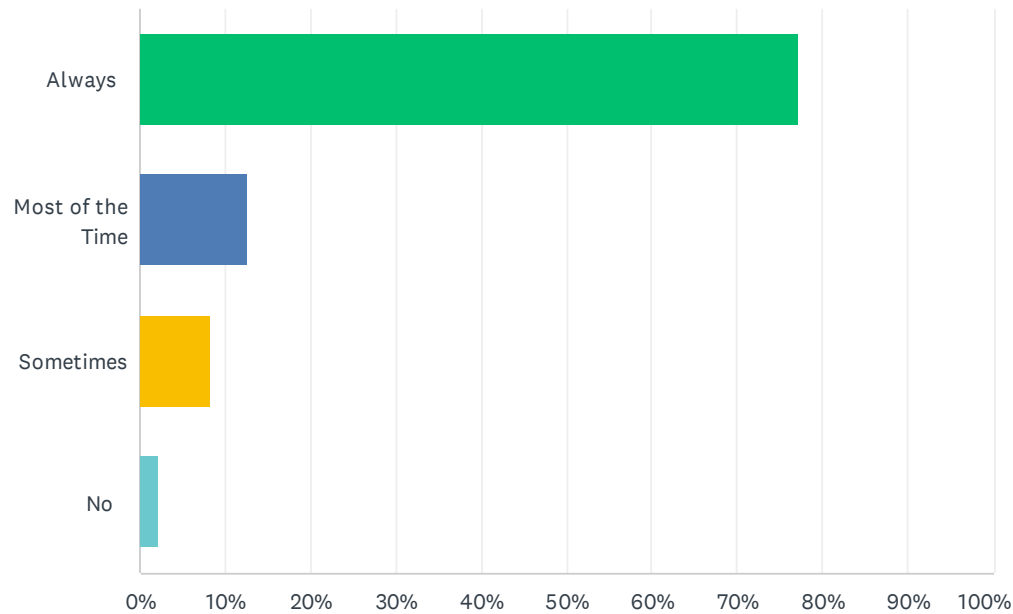
Answered: 47    Skipped: 2



ANSWER CHOICES	RESPONSES	
Always	34.04%	16
Most of the Time	38.30%	18
Sometimes	23.40%	11
No	4.26%	2
TOTAL		47

Q12 Do you feel safe in the home?

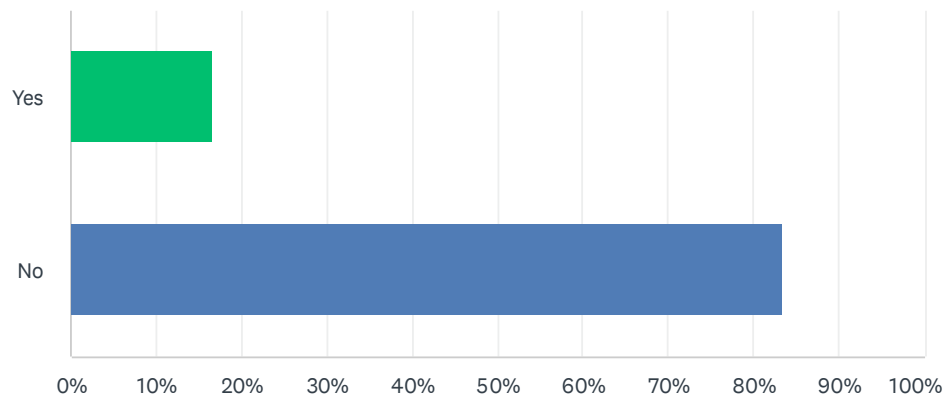
Answered: 48    Skipped: 1



ANSWER CHOICES	RESPONSES	
Always	77.08%	37
Most of the Time	12.50%	6
Sometimes	8.33%	4
No	2.08%	1
TOTAL		48

Q13 Have you ever submitted a formal complaint? (If No – skip to question 14)

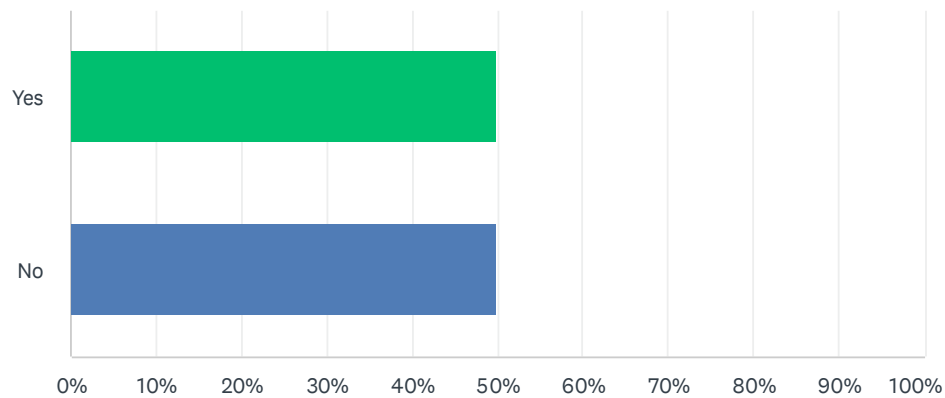
Answered: 48    Skipped: 1



ANSWER CHOICES	RESPONSES	
Yes	16.67%	8
No	83.33%	40
TOTAL		48

Q14 If Yes – was your formal complaint responded to in writing within 10 business days?

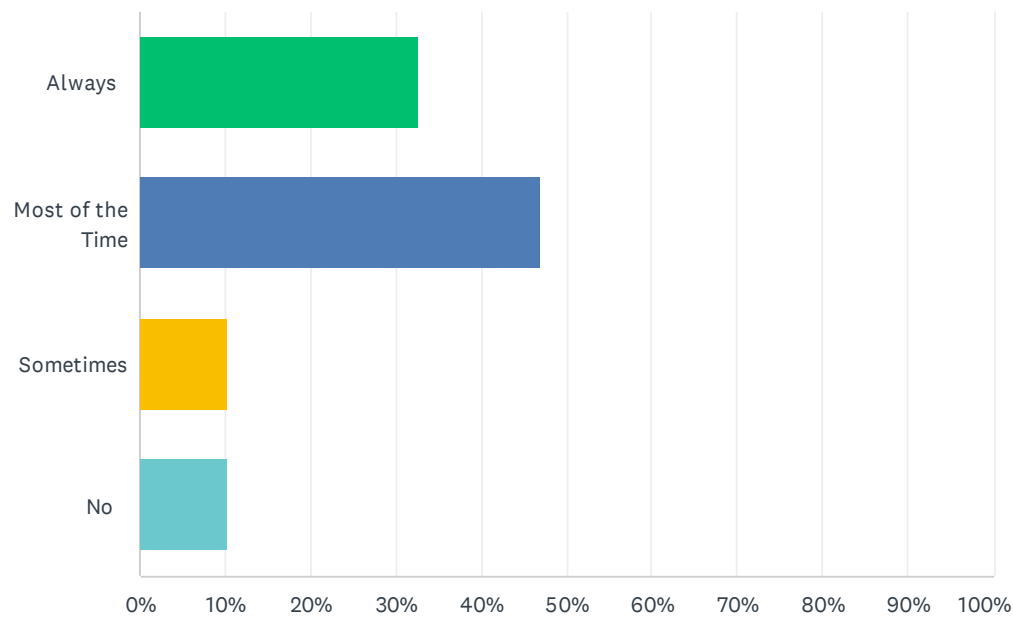
Answered: 8    Skipped: 41



ANSWER CHOICES	RESPONSES	
Yes	50.00%	4
No	50.00%	4
TOTAL		8

Q15 In general, are your questions/concerns addressed promptly?

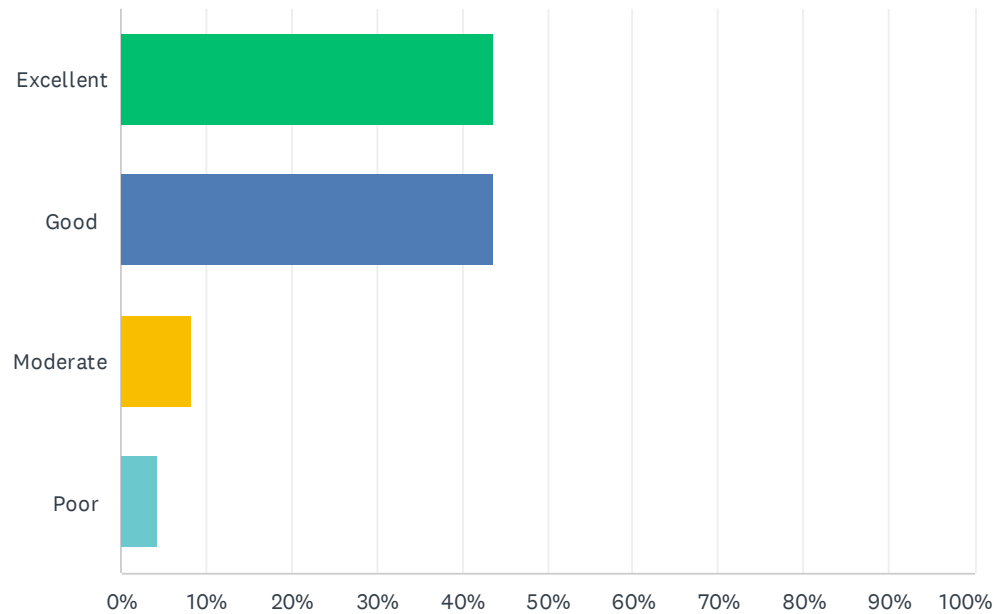
Answered: 49    Skipped: 0



ANSWER CHOICES	RESPONSES	
Always	32.65%	16
Most of the Time	46.94%	23
Sometimes	10.20%	5
No	10.20%	5
TOTAL		49

Q16 Overall, how would you rate the care and services you receive?

Answered: 48    Skipped: 1



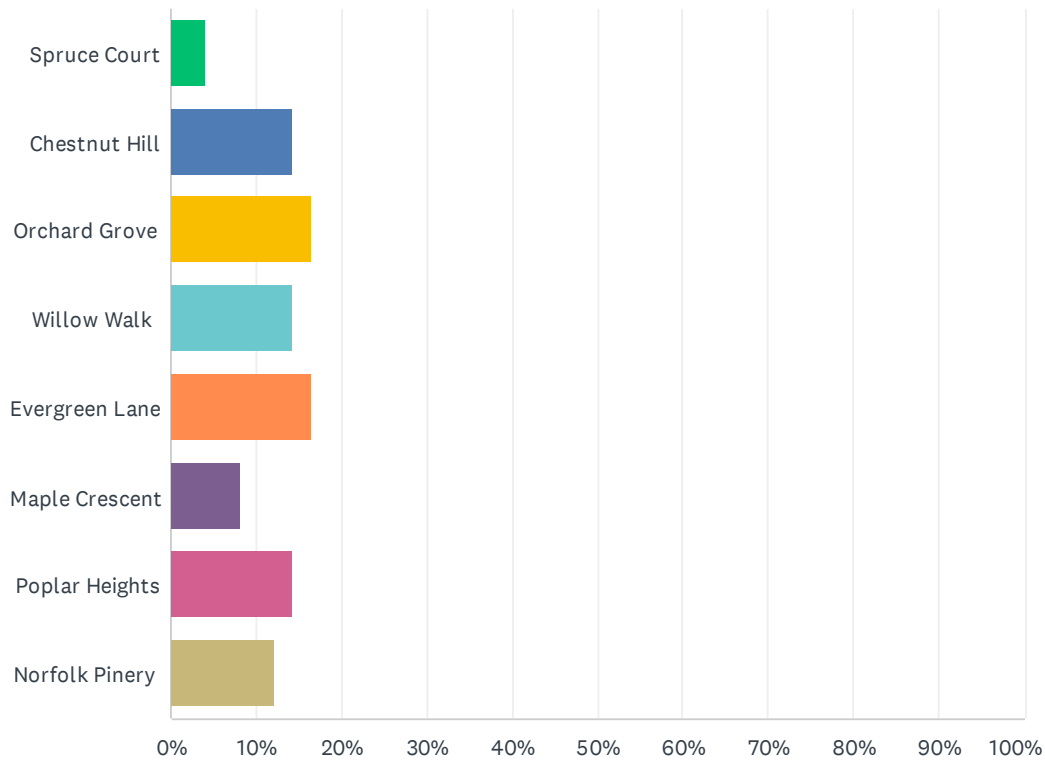
ANSWER CHOICES	RESPONSES	
Excellent	43.75%	21
Good	43.75%	21
Moderate	8.33%	4
Poor	4.17%	2
TOTAL		48

## Q17 Overall General Comments

Answered: 30   Skipped: 19

## Q18 Resident Home Area

Answered: 49 Skipped: 0



ANSWER CHOICES	RESPONSES	
Spruce Court	4.08%	2
Chestnut Hill	14.29%	7
Orchard Grove	16.33%	8
Willow Walk	14.29%	7
Evergreen Lane	16.33%	8
Maple Crescent	8.16%	4
Poplar Heights	14.29%	7
Norfolk Pinery	12.24%	6
TOTAL		49

## Q19 Name (Optional):

Answered: 34   Skipped: 15

Q20 Date:

Answered: 48    Skipped: 1

ANSWER CHOICES	RESPONSES	
Date / Time	100.00%	48