## YOUR OPINION COUNTS - Resident Survey Analysis Of Total Returns

## Divisional Summary

Distribution Period: First Quarter 2010 Number of questionnaires issued: 116 Number of questionnaires returned: 33

YOUR SATISFACTION WITH OUR CARE & SERVICES	Strongly Agree	Agree	No Opinion	Disagree	Strongly	N/A	No	
1. Participation	Agree	T	Opinion	T	Disagree		Answer	1
a) Opportunities to influence decisions related to my care	-	05	-					1
b) I know whom to approach with concerns			2	0	. 1	0	0	
c) I'm encouraged &/or asked to participate in activities	5		3	0	0	3	2	
d) I'm sufficiently informed regarding activities	5		3	1	0	5	1	
e) I'm comfortable expressing opinions about my care	5	17 24	3	1	0	5	1	
f) Info & questions about my finances are dealt with efficie	3	13	6	0	0	1	1	
Participation Totals	29	117	19	0 2	1	10 <b>24</b>	6	
2. Personal Care & Service								
a) Staff respect my personal & physical privacy	8	22	2	1	0			
b) I am well cared for	8	22	3	0	0	0	0	
c) Care is provided in a kind, friendly & gentle manner	5	22	1	2	0	0	0	
d) I am given the help required to do the following:					- 0	0	3	
- eating	1	16	3	0	0	12		
- bathing	5	22	2	1	0	3	0	
- dressing	.3	17	0	1	0	12	0	
- going to the bathroom	3	11	0	0	0	18	1	
e) The Home's dietary program provides:					-	10		
<ul> <li>consideration of my food preferences</li> </ul>	2	18	9	2	0	0	2	
- sufficient variety of food	3	26	2	1	0	0	1	
- adequate portions	3	21	5	1	0	0	3	
Staff work as a team to support me	4	24	1	0	0	2	2	
Personal Care & Service Total	45	221	28	9	0	47	13	
3. Communication								
) Staff available to answer questions & discuss my care	3	26	1	1	0	0	2	
) I'm satisfied that questions & concerns are followed-up	2	23	4	0	. 0	3	1	
I feel comfortable approaching staff	4	26	1	0	0	1	1	
Staff are friendly, courteous & helpful	9	18	2	0	0	2	2	
) Staff communicate effectively about matters affecting m  Communication Total	2 <b>20</b>	26	3	0	0	0	2	
	20	119	11	1	0	6	8	
Advocacy ) I am familiar with the Home's advocacy procedures		STATISTICAL DATE AND	ESCENDEN A DEL SO			SERVICE ALCO		Yes N
Advocacy procedures are useful	2	7	P. S. S. S. S. S.	0			17	11
I have confidence that issues raised will be dealt with fai	3	7	5	2	0	2	15	
Advocacy Total	5	14	10	3	0	4	15 30 *	
5. Living Environment								
The Home provides a homelike environment	5	21	6	1	0	0	-	
There is space to sit & visit privately with visitors	8	23	1	0	0	1	0	
I am encouraged to personalize my room	3	24	3	2	0	1	0	
The Home provides a safe environment for me & my vis	4	27	1	0	0	1	. 0	
Outside grounds are easily accessible & stimulating	5	25	2	1	0	0	0	
	9	20	0	0	0	4	0	
Personal laundry services meets my needs	9	20	0	U		3	2	
Personal clothing is correctly labelled on a timely basis	3	25	0	0	0	31		
Personal clothing is correctly labelled on a timely basis The Home provides an enjoyable dining experience				0	0			
Personal clothing is correctly labelled on a timely basis	3	25	0			10	0	
Personal clothing is correctly labelled on a timely basis The Home provides an enjoyable dining experience Living Environment Total  6. Quality of Life	3 4	25 24	0	3	1	0	0	
Personal clothing is correctly labelled on a timely basis The Home provides an enjoyable dining experience Living Environment Total  6. Quality of Life A community feeling exists in the Home	3 4	25 24	0	3	1 1	10	0 <b>2</b>	
Personal clothing is correctly labelled on a timely basis The Home provides an enjoyable dining experience  Living Environment Total  6. Quality of Life A community feeling exists in the Home Staff, volunteers & others demonstrate genuine concern	3 4 41 3 3	25 24 189	1 14	3 7	1	0	0 <b>2</b>	
Personal clothing is correctly labelled on a timely basis The Home provides an enjoyable dining experience  Living Environment Total  6. Quality of Life A community feeling exists in the Home Staff, volunteers & others demonstrate genuine concern I am encouraged to maintain/improve my independence	3 4 41 3 3 6	25 24 189 21 24 20	0 1 14 5 3 4	3 7	1 1	0 10	0 <b>2</b> 4 3	
Personal clothing is correctly labelled on a timely basis The Home provides an enjoyable dining experience  Living Environment Total  6. Quality of Life A community feeling exists in the Home Staff, volunteers & others demonstrate genuine concern am encouraged to maintain/improve my independence Opportunities to express spiritual & cultural preferences	3 4 41 3 3 6 3	25 24 189 21 24 20 15	0 1 14 5 3 4 6	3 7 0 0 0	1 1 0 0	0 10	0 <b>2</b>	
Personal clothing is correctly labelled on a timely basis The Home provides an enjoyable dining experience  Living Environment Total  6. Quality of Life  A community feeling exists in the Home  Staff, volunteers & others demonstrate genuine concern am encouraged to maintain/improve my independence Opportunities to express spiritual & cultural preferences  Staff treat me with respect	3 4 41 3 3 6 3 8	25 24 189 21 24 20	0 1 14 5 3 4	3 7	1 1 0 0	0 10	0 2 4 3 3 3	
Personal clothing is correctly labelled on a timely basis The Home provides an enjoyable dining experience  Living Environment Total  6. Quality of Life  A community feeling exists in the Home  Staff, volunteers & others demonstrate genuine concern am encouraged to maintain/improve my independence Opportunities to express spiritual & cultural preferences Staff treat me with respect would recommend this Home to others	3 4 41 3 3 6 3	25 24 189 21 24 20 15	0 1 14 5 3 4 6	3 7 0 0 0	0 0 0 0	0 10 0 0 0 0 5	0 2 4 3 3 3 3	
Personal clothing is correctly labelled on a timely basis The Home provides an enjoyable dining experience  Living Environment Total  6. Quality of Life  A community feeling exists in the Home Staff, volunteers & others demonstrate genuine concern am encouraged to maintain/improve my independence Opportunities to express spiritual & cultural preferences Staff treat me with respect	3 4 41 3 3 6 3 8	25 24 189 21 24 20 15 20	0 1 14 5 3 4 6	3 7	1 1 0 0 0 0	0 10 0 0 0 5	0 2 4 3 3 3	
6. Quality of Life A community feeling exists in the Home Staff, volunteers & others demonstrate genuine concern I am encouraged to maintain/improve my independence Opportunities to express spiritual & cultural preferences Staff treat me with respect would recommend this Home to others  Quality of Life Total  YOUR OVERALL SATISFACTION	3 4 41 3 3 6 3 8 6	25 24 189 21 24 20 15 20 18	0 1 14 5 3 4 6 1 6	3 7	1 1 0 0 0 0 0 0	0 10 0 0 0 0 5 1	0 2 4 3 3 3 3 3	
Personal clothing is correctly labelled on a timely basis The Home provides an enjoyable dining experience  Living Environment Total  6. Quality of Life  A community feeling exists in the Home Staff, volunteers & others demonstrate genuine concern I am encouraged to maintain/improve my independence Opportunities to express spiritual & cultural preferences Staff treat me with respect would recommend this Home to others  Quality of Life Total  YOUR OVERALL SATISFACTION  Satisfied with quality of care & service	3 4 41 3 3 6 3 8 6 29	25 24 189 21 24 20 15 20 18 118	0 1 14 5 3 4 6 1 1 6 25	3 7	1 1 0 0 0 0 0 0 0	0 10 0 0 0 5 1 0 6	0 2 4 3 3 3 3 3 19	
Personal clothing is correctly labelled on a timely basis The Home provides an enjoyable dining experience  Living Environment Total  6. Quality of Life A community feeling exists in the Home Staff, volunteers & others demonstrate genuine concern I am encouraged to maintain/improve my independence Opportunities to express spiritual & cultural preferences Staff treat me with respect would recommend this Home to others  Quality of Life Total  YOUR OVERALL SATISFACTION	3 4 41 3 3 6 3 8 6 29	25 24 189 21 24 20 15 20 18 118	0 1 14 5 3 4 6 1 6 25	3 7 0 0 0 0 1 1 0 0 0	1 1 0 0 0 0 0 0 0 0	0 10 0 0 0 5 1 0 6	0 2 4 3 3 3 3 19	
Personal clothing is correctly labelled on a timely basis The Home provides an enjoyable dining experience  Living Environment Total  6. Quality of Life A community feeling exists in the Home Staff, volunteers & others demonstrate genuine concern I am encouraged to maintain/improve my independence Opportunities to express spiritual & cultural preferences Staff treat me with respect would recommend this Home to others  Quality of Life Total  YOUR OVERALL SATISFACTION  Satisfied with quality of care & service Home is clean & well maintained  Overall Satisfaction Total	3 4 41 3 3 6 3 8 6 29	25 24 189 21 24 20 15 20 18 118 25 23 48	0 1 14 5 3 4 6 1 6 25	3 7 0 0 0 1 0 0 1	1 1 0 0 0 0 0 0 0 0 0	0 10 0 0 0 5 1 0 6	4 3 3 3 3 19	
Personal clothing is correctly labelled on a timely basis The Home provides an enjoyable dining experience  Living Environment Total  6. Quality of Life A community feeling exists in the Home Staff, volunteers & others demonstrate genuine concern I am encouraged to maintain/improve my independence Opportunities to express spiritual & cultural preferences Staff treat me with respect would recommend this Home to others  Quality of Life Total  YOUR OVERALL SATISFACTION  Satisfied with quality of care & service Home is clean & well maintained	3 4 41 3 3 6 3 8 6 29	25 24 189 21 24 20 15 20 18 118	0 1 14 5 3 4 6 1 6 25	3 7 0 0 0 0 1 1 0 0 0	1 1 0 0 0 0 0 0 0 0 0	0 10 0 0 0 5 1 0 6	0 2 4 3 3 3 3 19	

## YOUR OPINION COUNTS - Resident Survey Analysis Of Total Returns

**Divisional Summary** 

Distribution Period: First Quarter 2010

Number of questionnaires issued: 116

Number of questionnaires returned: 33

Percentage of questionnaires returned: 28.45%

YOUR SATISFACTION	Strongly	Agree	No	Disagroo	Strongly	N/A	No		
WITH OUR CARE & SERVICES	Agree	Agree	Opinion	Disagree		N/A	No		
1. Participation	Agree		Оринон		Disagree		Answer	1	
a) Opportunities to influence decisions related to my care	15%	76%	6%	09/	20/	00/	00/		
b) I know whom to approach with concerns				0%	3%	0%	0%		
c) I'm encouraged &/or asked to participate in activities	15% 15%	61% 55%	9%	0%	0%	9%	6%		
d) I'm sufficiently informed regarding activities	18%	52%	9% 9%	3% 3%	0% 0%	15%	3%		
e) I'm comfortable expressing opinions about my care	15%	73%	6%	0%	0%	15% 3%	3% 3%		
f) Info & questions about my finances are dealt with efficiently	9%	39%	18%	0%	0%	30%	3%		
Participation Totals	14.6%	59.1%	9.6%	1.0%	0.5%	12.1%	3.0%		
2. Personal Care & Service			T		Т			]	
a) Staff respect my personal & physical privacy	24%	67%	6%	3%	0%	0%	0%		
b) I am well cared for	24%	67%	9%	0%	0%	0%	0%		
c) Care is provided in a kind, friendly & gentle manner	15%	67%	3%	6%	0%	0%	9%		
d) I am given the help required to do the following:									
- eating - bathing	3%	48%	9%	0%	0%	36%	3%		
- dressing	15%	67%	6%	3%	0%	9%	0%		
going to the bathroom	9% 9%	52% 33%	0%	3%	0%	36%	0%		
e) The Home's dietary program provides:	0%	0%	0%	0% 0%	0% 0%	55%	3%		
- consideration of my food preferences	6%	55%	27%	6%	0%	0%	6%		
- sufficient variety of food	9%	79%	6%	3%	0%	0%	3%		
- adequate portions	9%	64%	15%	3%	0%	0%	9%		
f) Staff work as a team to support me	12%	73%	3%	0%	0%	6%	6%		
Personal Care & Service Total	12.4%	60.9%	7.7%	2.5%	0.0%	12.9%	3.6%		
3. Communication				-	Т				
a) Staff available to answer questions & discuss my care	9%	79%	3%	3%	0%	0%	6%		
b) I'm satisfied that questions & concerns are followed-up	6%	70%	12%	0%	0%	9%	3%		
c) I feel comfortable approaching staff	12%	79%	3%	0%	0%	3%	3%		
d) Staff are friendly, courteous & helpful     e) Staff communicate effectively about matters affecting my life	27%	55%	6%	0%	0%	6%	6%		
Communication Total	6%	79%	9%	0%	0%	0%	6%		
Communication Total	12.1%	72.1%	6.7%	0.6%	0.0%	3.6%	4.8%		
4. Advocacy		T	:						
	- 1	1				- 1	. 1	Yes	No I
a) I am familiar with the Home's advocacy procedures			998 J. J.				51.5%	Yes 33.3%	No 15.2%
b) Advocacy procedures are useful	6%	21%	15%	6%	0%	6%	<b>51.5%</b> 45%	Yes 33.3%	No 15.2%
b) Advocacy procedures are useful     c) I have confidence that issues raised will be dealt with fairly	9%	21%	15%	3%	0%	6%			
b) Advocacy procedures are useful							45%		
b) Advocacy procedures are useful c) I have confidence that issues raised will be dealt with fairly  Advocacy Total  5. Living Environment	9%	21%	15%	3%	0%	6%	45% 45%		
b) Advocacy procedures are useful c) I have confidence that issues raised will be dealt with fairly  Advocacy Total  5. Living Environment a) The Home provides a homelike environment	9%	21%	15%	3%	0%	6%	45% 45% 45.5%		
b) Advocacy procedures are useful c) I have confidence that issues raised will be dealt with fairly  Advocacy Total  5. Living Environment a) The Home provides a homelike environment b) There is space to sit & visit privately with visitors	9% 7.6%	21% 21.2% 64% 70%	15% 15.2%	3% 4.5%	0%	6%	45% 45%		
b) Advocacy procedures are useful c) I have confidence that issues raised will be dealt with fairly  Advocacy Total  5. Living Environment a) The Home provides a homelike environment b) There is space to sit & visit privately with visitors c) I am encouraged to personalize my room	9% 7.6%	21% 21.2% 64% 70% 73%	15% 15.2% 18% 3% 9%	3% 4.5% 3% 0% 6%	0% 0.0% 0% 0% 0%	6% 6.1% 0% 3% 3%	45% 45% 45.5% *		
b) Advocacy procedures are useful c) I have confidence that issues raised will be dealt with fairly  Advocacy Total  5. Living Environment a) The Home provides a homelike environment b) There is space to sit & visit privately with visitors c) I am encouraged to personalize my room d) The Home provides a safe environment for me & my visitors	9% 7.6% 15% 24% 9% 12%	21% 21.2% 64% 70% 73% 82%	15% 15.2% 18% 3% 9% 3%	3% 4.5% 3% 0% 6% 0%	0% 0.0% 0% 0% 0% 0%	6% 6.1% 0% 3% 3% 3%	45% 45% 45.5% * 0% 0% 0% 0%		
b) Advocacy procedures are useful c) I have confidence that issues raised will be dealt with fairly  Advocacy Total  5. Living Environment a) The Home provides a homelike environment b) There is space to sit & visit privately with visitors c) I am encouraged to personalize my room d) The Home provides a safe environment for me & my visitors e) Outside grounds are easily accessible & stimulating	9% 7.6% 15% 24% 9% 12% 15%	21% 21.2% 64% 70% 73% 82% 76%	15% 15.2% 18% 3% 9% 3% 6%	3% 4.5% 3% 0% 6% 0% 3%	0% 0.0% 0% 0% 0% 0% 0% 0%	6% 6.1% 0% 3% 3% 3% 0%	45% 45% 45.5% * 0% 0% 0% 0% 0%		
b) Advocacy procedures are useful c) I have confidence that issues raised will be dealt with fairly  Advocacy Total  5. Living Environment a) The Home provides a homelike environment b) There is space to sit & visit privately with visitors c) I am encouraged to personalize my room d) The Home provides a safe environment for me & my visitors e) Outside grounds are easily accessible & stimulating f) Personal laundry services meets my needs	9% 7.6% 15% 24% 9% 12%	21% 21.2% 64% 70% 73% 82% 76% 61%	15% 15.2% 18% 3% 9% 3% 6% 0%	3% 4.5% 3% 0% 6% 0% 3% 0%	0% 0.0% 0% 0% 0% 0% 0% 0%	6% 6.1% 0% 3% 3% 3% 0% 12%	45% 45% 45.5% * 0% 0% 0% 0% 0% 0%		
b) Advocacy procedures are useful c) I have confidence that issues raised will be dealt with fairly  Advocacy Total  5. Living Environment a) The Home provides a homelike environment b) There is space to sit & visit privately with visitors c) I am encouraged to personalize my room d) The Home provides a safe environment for me & my visitors e) Outside grounds are easily accessible & stimulating f) Personal laundry services meets my needs g) Personal clothing is correctly labelled on a timely basis h) The Home provides an enjoyable dining experience	9% 7.6% 15% 24% 9% 12% 15% 27%	21% 21.2% 64% 70% 73% 82% 76% 61% 76%	15% 15.2% 18% 3% 9% 3% 6% 0% 0%	3% 4.5% 3% 0% 6% 0% 3% 0% 0%	0% 0.0% 0% 0% 0% 0% 0% 0% 0%	6% 6.1% 0% 3% 3% 3% 0% 12% 9%	45% 45% 45.5% * 0% 0% 0% 0% 0% 0% 6%		
b) Advocacy procedures are useful c) I have confidence that issues raised will be dealt with fairly  Advocacy Total  5. Living Environment a) The Home provides a homelike environment b) There is space to sit & visit privately with visitors c) I am encouraged to personalize my room d) The Home provides a safe environment for me & my visitors e) Outside grounds are easily accessible & stimulating f) Personal laundry services meets my needs g) Personal clothing is correctly labelled on a timely basis	9% 7.6% 15% 24% 9% 12% 15% 27% 9%	21% 21.2% 64% 70% 73% 82% 76% 61%	15% 15.2% 18% 3% 9% 3% 6% 0%	3% 4.5% 3% 0% 6% 0% 3% 0%	0% 0.0% 0% 0% 0% 0% 0% 0%	6% 6.1% 0% 3% 3% 3% 0% 12%	45% 45% 45.5% * 0% 0% 0% 0% 0% 0%		
b) Advocacy procedures are useful c) I have confidence that issues raised will be dealt with fairly  Advocacy Total  5. Living Environment a) The Home provides a homelike environment b) There is space to sit & visit privately with visitors c) I am encouraged to personalize my room d) The Home provides a safe environment for me & my visitors e) Outside grounds are easily accessible & stimulating f) Personal laundry services meets my needs g) Personal clothing is correctly labelled on a timely basis h) The Home provides an enjoyable dining experience  Living Environment Total	9% 7.6% 15% 24% 9% 15% 27% 9% 12%	21% 21.2% 64% 70% 73% 82% 76% 61% 76% 73%	15% 15.2% 18% 3% 9% 3% 6% 0% 0% 3%	3% 4.5% 3% 0% 6% 0% 3% 0% 0% 9%	0% 0.0% 0% 0% 0% 0% 0% 0% 0% 0% 3%	6% 6.1%  0% 3% 3% 3% 0% 12% 9% 0%	45% 45% 45.5% * 0% 0% 0% 0% 0% 0% 6% 0%		
b) Advocacy procedures are useful c) I have confidence that issues raised will be dealt with fairly  Advocacy Total  5. Living Environment a) The Home provides a homelike environment b) There is space to sit & visit privately with visitors c) I am encouraged to personalize my room d) The Home provides a safe environment for me & my visitors e) Outside grounds are easily accessible & stimulating f) Personal laundry services meets my needs g) Personal clothing is correctly labelled on a timely basis h) The Home provides an enjoyable dining experience  Living Environment Total  6. Quality of Life a) A community feeling exists in the Home	9% 7.6%  15% 24% 9% 12% 15% 27% 12% 15.5%	21% 21.2% 64% 70% 73% 82% 76% 61% 73% 71.6%	15% 15.2%  18% 3% 9% 3% 6% 0% 0% 3% 5.3%	3% 4.5% 3% 0% 6% 0% 3% 0% 0% 9% 2.7%	0% 0.0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	6% 6.1% 0% 3% 3% 0% 12% 9% 0.% 3.8%	45% 45.5% 45.5% 0% 0% 0% 0% 0% 0% 0% 0%		
b) Advocacy procedures are useful c) I have confidence that issues raised will be dealt with fairly  Advocacy Total  5. Living Environment a) The Home provides a homelike environment b) There is space to sit & visit privately with visitors c) I am encouraged to personalize my room d) The Home provides a safe environment for me & my visitors e) Outside grounds are easily accessible & stimulating f) Personal laundry services meets my needs g) Personal clothing is correctly labelled on a timely basis h) The Home provides an enjoyable dining experience  Living Environment Total  6. Quality of Life a) A community feeling exists in the Home b) Staff, volunteers & others demonstrate genuine concern	9% 7.6% 15% 24% 9% 15% 27% 9% 12%	21% 21.2% 64% 70% 73% 82% 76% 61% 76% 73%	15% 15.2%  18% 3% 9% 3% 6% 0% 0% 5.3%	3% 4.5% 3% 0% 6% 0% 3% 0% 9% 2.7%	0% 0.0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	6% 6.1% 0% 3% 3% 0% 12% 9% 0% 3.8%	45% 45.5% 45.5% 0% 0% 0% 0% 0% 0% 6% 0.8%		
b) Advocacy procedures are useful c) I have confidence that issues raised will be dealt with fairly  Advocacy Total  5. Living Environment a) The Home provides a homelike environment b) There is space to sit & visit privately with visitors c) I am encouraged to personalize my room d) The Home provides a safe environment for me & my visitors e) Outside grounds are easily accessible & stimulating f) Personal laundry services meets my needs g) Personal clothing is correctly labelled on a timely basis h) The Home provides an enjoyable dining experience  Living Environment Total  6. Quality of Life a) A community feeling exists in the Home b) Staff, volunteers & others demonstrate genuine concern c) I am encouraged to maintain/improve my independence	9% 7.6% 15% 24% 9% 12% 15% 27% 9% 12%	21% 21.2% 64% 70% 73% 82% 76% 61% 73% 71.6%	15% 15.2%  18% 3% 9% 3% 6% 0% 0% 3% 5.3%	3% 4.5% 3% 0% 6% 0% 3% 0% 0% 9% 2.7%	0% 0.0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	6% 6.1%  0% 3% 3% 0% 12% 9% 0% 3.8%	45% 45.5% 45.5% 0% 0% 0% 0% 0% 0% 0% 0% 0% 9%		
b) Advocacy procedures are useful c) I have confidence that issues raised will be dealt with fairly  Advocacy Total  5. Living Environment a) The Home provides a homelike environment b) There is space to sit & visit privately with visitors c) I am encouraged to personalize my room d) The Home provides a safe environment for me & my visitors e) Outside grounds are easily accessible & stimulating f) Personal laundry services meets my needs g) Personal clothing is correctly labelled on a timely basis h) The Home provides an enjoyable dining experience  Living Environment Total  6. Quality of Life a) A community feeling exists in the Home b) Staff, volunteers & others demonstrate genuine concern c) I am encouraged to maintain/improve my independence d) Opportunities to express spiritual & cultural preferences	9% 7.6%  15% 24% 9% 12% 15% 27% 9% 12% 15.5%	21% 21.2% 64% 70% 73% 82% 76% 61% 78% 73% 71.6%	15% 15.2% 18% 3% 9% 3% 6% 0% 0% 3% 5.3%	3% 4.5% 3% 0% 6% 0% 3% 0% 0% 2.7%	0% 0.0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	6% 6.1% 0% 3% 3% 0% 12% 9% 0% 3.8%	45% 45.5% 45.5% 0% 0% 0% 0% 0% 0% 6% 0.8%		
b) Advocacy procedures are useful c) I have confidence that issues raised will be dealt with fairly  Advocacy Total  5. Living Environment a) The Home provides a homelike environment b) There is space to sit & visit privately with visitors c) I am encouraged to personalize my room d) The Home provides a safe environment for me & my visitors e) Outside grounds are easily accessible & stimulating f) Personal laundry services meets my needs g) Personal clothing is correctly labelled on a timely basis h) The Home provides an enjoyable dining experience  Living Environment Total  6. Quality of Life a) A community feeling exists in the Home b) Staff, volunteers & others demonstrate genuine concern c) I am encouraged to maintain/improve my independence d) Opportunities to express spiritual & cultural preferences e) Staff treat me with respect	9% 7.6%  15% 24% 9% 12% 15% 27% 9% 12% 15.5%	21% 21.2% 64% 70% 73% 82% 76% 61% 73% 71.6%	15% 15.2%  18% 3% 9% 3% 6% 0% 0% 5.3%  15% 9% 12% 18% 3%	3% 4.5% 3% 0% 6% 0% 3% 0% 0% 2.7%	0% 0.0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	6% 6.1%  0% 3% 3% 0% 12% 9% 0% 3.8%  0% 15% 3%	45% 45.5% 45.5% 0% 0% 0% 0% 0% 0% 0% 0% 0.8%		
b) Advocacy procedures are useful c) I have confidence that issues raised will be dealt with fairly  Advocacy Total  5. Living Environment a) The Home provides a homelike environment b) There is space to sit & visit privately with visitors c) I am encouraged to personalize my room d) The Home provides a safe environment for me & my visitors e) Outside grounds are easily accessible & stimulating f) Personal laundry services meets my needs g) Personal clothing is correctly labelled on a timely basis h) The Home provides an enjoyable dining experience  Living Environment Total  6. Quality of Life a) A community feeling exists in the Home b) Staff, volunteers & others demonstrate genuine concern c) I am encouraged to maintain/improve my independence d) Opportunities to express spiritual & cultural preferences e) Staff treat me with respect f) I would recommend this Home to others	9% 7.6%  15% 24% 9% 12% 15% 27% 9% 12% 15.5%	21% 21.2% 64% 70% 73% 82% 76% 61% 73% 71.6%	15% 15.2%  18% 3% 9% 3% 6% 0% 3% 5.3%  15% 9% 12% 18% 3% 18%	3% 4.5% 0% 6% 0% 3% 0% 9% 2.7%	0% 0.0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	6% 6.1%  0% 3% 3% 0% 12% 9% 0% 3.8%  0% 0% 0% 0%	45% 45.5% 45.5% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 9% 9% 9% 9% 9%		
b) Advocacy procedures are useful c) I have confidence that issues raised will be dealt with fairly  Advocacy Total  5. Living Environment a) The Home provides a homelike environment b) There is space to sit & visit privately with visitors c) I am encouraged to personalize my room d) The Home provides a safe environment for me & my visitors e) Outside grounds are easily accessible & stimulating f) Personal laundry services meets my needs g) Personal clothing is correctly labelled on a timely basis h) The Home provides an enjoyable dining experience  Living Environment Total  6. Quality of Life a) A community feeling exists in the Home b) Staff, volunteers & others demonstrate genuine concern c) I am encouraged to maintain/improve my independence d) Opportunities to express spiritual & cultural preferences e) Staff treat me with respect f) I would recommend this Home to others  Quality of Life Total	9% 7.6%  15% 24% 9% 12% 15% 27% 9% 12% 15.5%	21% 21.2% 64% 70% 73% 82% 76% 61% 73% 71.6%	15% 15.2%  18% 3% 9% 3% 6% 0% 0% 5.3%  15% 9% 12% 18% 3%	3% 4.5% 3% 0% 6% 0% 3% 0% 0% 2.7%	0% 0.0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	6% 6.1%  0% 3% 3% 0% 12% 9% 0% 3.8%  0% 15% 3%	45% 45.5% 45.5% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 9% 9% 9% 9%		
b) Advocacy procedures are useful c) I have confidence that issues raised will be dealt with fairly  Advocacy Total  5. Living Environment a) The Home provides a homelike environment b) There is space to sit & visit privately with visitors c) I am encouraged to personalize my room d) The Home provides a safe environment for me & my visitors e) Outside grounds are easily accessible & stimulating f) Personal laundry services meets my needs g) Personal clothing is correctly labelled on a timely basis h) The Home provides an enjoyable dining experience  Living Environment Total  6. Quality of Life a) A community feeling exists in the Home b) Staff, volunteers & others demonstrate genuine concern c) I am encouraged to maintain/improve my independence d) Opportunities to express spiritual & cultural preferences e) Staff treat me with respect f) I would recommend this Home to others  Quality of Life Total  YOUR OVERALL SATISFACTION	9% 7.6%  15% 24% 9% 12% 15% 27% 9% 12% 15.5%  14.6%	21% 21.2% 64% 70% 73% 82% 76% 61% 73% 71.6%	15% 15.2%  18% 3% 9% 3% 6% 0% 3% 5.3%  15% 9% 12% 18% 3% 18%	3% 4.5% 0% 6% 0% 3% 0% 9% 2.7%	0% 0.0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	6% 6.1%  0% 3% 3% 0% 12% 9% 0% 3.8%  0% 0% 0% 0%	45% 45.5% 45.5% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 9% 9% 9% 9% 9%		
b) Advocacy procedures are useful c) I have confidence that issues raised will be dealt with fairly  Advocacy Total  5. Living Environment a) The Home provides a homelike environment b) There is space to sit & visit privately with visitors c) I am encouraged to personalize my room d) The Home provides a safe environment for me & my visitors e) Outside grounds are easily accessible & stimulating f) Personal laundry services meets my needs g) Personal clothing is correctly labelled on a timely basis h) The Home provides an enjoyable dining experience  Living Environment Total  6. Quality of Life a) A community feeling exists in the Home b) Staff, volunteers & others demonstrate genuine concern c) I am encouraged to maintain/improve my independence d) Opportunities to express spiritual & cultural preferences e) Staff treat me with respect f) I would recommend this Home to others  Quality of Life Total  YOUR OVERALL SATISFACTION a) Satisfied with quality of care & service	9% 7.6%  15% 24% 9% 12% 15% 27% 9% 12% 18% 94 14.6%	21% 21.2% 64% 70% 73% 82% 76% 61% 73% 61% 45% 61% 55% 59.6%	15% 15.2%  18% 3% 9% 3% 6% 0% 0% 5.3%  15% 9% 12% 18% 3% 126%	3% 4.5% 3% 0% 6% 0% 3% 0% 0% 0% 0% 0% 0% 0% 0%	0% 0.0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	6% 6.1%  0% 3% 3% 0% 12% 0% 0% 3.8%  0% 3.8%  0% 3.8%	45% 45.5% 45.5% 0% 0% 0% 0% 0% 0% 0% 0.8% 12% 9% 9% 9% 9% 9%		
b) Advocacy procedures are useful c) I have confidence that issues raised will be dealt with fairly  Advocacy Total  5. Living Environment a) The Home provides a homelike environment b) There is space to sit & visit privately with visitors c) I am encouraged to personalize my room d) The Home provides a safe environment for me & my visitors e) Outside grounds are easily accessible & stimulating f) Personal laundry services meets my needs g) Personal clothing is correctly labelled on a timely basis h) The Home provides an enjoyable dining experience  Living Environment Total  6. Quality of Life a) A community feeling exists in the Home b) Staff, volunteers & others demonstrate genuine concern c) I am encouraged to maintain/improve my independence d) Opportunities to express spiritual & cultural preferences e) Staff treat me with respect f) I would recommend this Home to others  Quality of Life Total  YOUR OVERALL SATISFACTION	9% 7.6%  15% 24% 9% 12% 15% 27% 9% 12% 15.5%  9% 14.6%	21% 21.2% 64% 70% 73% 82% 76% 61% 73% 61% 45% 61% 55% 59.6%	15% 15.2%  18% 3% 9% 3% 6% 0% 0% 3% 5.3%  15% 9% 12% 18% 3% 18% 3% 18,6%	3% 4.5% 3% 0% 6% 0% 3% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	0% 0.0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	6% 6.1%  0% 3% 3% 0% 12% 0% 3.8%  0% 0% 3.8%  0% 5% 0% 0% 15% 3% 0% 5% 0% 0% 0% 0% 0% 0%	45% 45.5% 45.5% 0% 0% 0% 0% 0% 0% 0% 0% 0% 09% 9% 9% 9% 9% 9% 9% 9%		
b) Advocacy procedures are useful c) I have confidence that issues raised will be dealt with fairly  Advocacy Total  5. Living Environment a) The Home provides a homelike environment b) There is space to sit & visit privately with visitors c) I am encouraged to personalize my room d) The Home provides a safe environment for me & my visitors e) Outside grounds are easily accessible & stimulating f) Personal laundry services meets my needs g) Personal clothing is correctly labelled on a timely basis h) The Home provides an enjoyable dining experience  Living Environment Total  6. Quality of Life a) A community feeling exists in the Home b) Staff, volunteers & others demonstrate genuine concern c) I am encouraged to maintain/improve my independence d) Opportunities to express spiritual & cultural preferences e) Staff treat me with respect f) I would recommend this Home to others  Quality of Life Total  YOUR OVERALL SATISFACTION  a) Satisfied with quality of care & service b) Home is clean & well maintained	9% 7.6%  15% 24% 9% 12% 15% 27% 9% 12% 18% 94 14.6%	21% 21.2% 64% 70% 73% 82% 76% 61% 73% 61% 45% 61% 55% 59.6%	15% 15.2%  18% 3% 9% 3% 6% 0% 0% 5.3%  15% 9% 12% 18% 3% 126%	3% 4.5% 3% 0% 6% 0% 3% 0% 0% 0% 0% 0% 0% 0% 0%	0% 0.0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	6% 6.1%  0% 3% 3% 0% 12% 0% 0% 3.8%  0% 3.8%  0% 3.8%	45% 45.5% 45.5% 0% 0% 0% 0% 0% 0% 0% 0.8% 12% 9% 9% 9% 9% 9%		

\* Note: Totals for "No Answer" do not include Question # 4 a