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

Divisional Summary Distribution Period: Second Quarter 2010

Number of questionnaires issued: 491

Number of questionnaires returned: 11

Percentage of questionnaires returned: 2.24%

	Strongly	Agree	No	Disagree	Strongly	N/A	No			
WITH OUR CARE & SERVICES	Agree		Opinion		Disagree		Answer			
1. Participation			2							
a) Opportunities to influence care decisions	8	3	0	0	0	0	0			
b) I know whom to approach with concerns	6	4	0	0	0	1	0			
c) I'm encouraged &/or asked to participate in activities	5	3	- 1	0	0	2	0			
d) I'm sufficiently informed regarding activities	5	5	0	0	0	. 1	0			
e) I'm comfortable expressing opinions about care	8	3	0		0	0	0			
f) Info & guestions re: finances are dealt with efficiently	5	3	0	-	0	2	1			
Participation Totals	37	21	1	0	0	6	1			
2. Personal Care & Service										
a) Staff respect personal & physical privacy	7	4	0	0	. 0	0	0			
b) My family member is well cared for	7	4	0	0	0	0	0			
c) Care is provided in a kind, friendly & gentle manner	6	4	0	0	0	0	1			
d) My family member is given the help required to do the following:										
- eating	6	3	0		0	1	1			
- bathing - dressing -	4	4 2	0	0	0	1	2			
- going to the bathroom	2	4	1	0	0	1	2			
e) Consideration is given to my family member's food preferences	3	4	2	0	0	1	1			
f) Staff work as a team to support me	6	4	0	0	0	0	1			
Personal Care & Service Total	46	33	4	0	0	5	11			
3. Communication										
a) Staff available to answer questions & discuss family member's care	6	4	0	0	0	0	1			
b) I'm satisfied that questions & concerns are followed-up	5	5	0	0	0	0	1			
c) I feel comfortable approaching staff about any issue or concern	7	3	0	0	0	0	-1			
d) Staff are friendly, courteous & helpful	8	2	0	0	0	0	1			
e) I'm kept informed about matters affecting my family member's status	5	4	0		0	0	2			
Communication Total	31	18	0	0	0	0	6			
4. Advocacy								Yes		No
a) I am familiar with the Home's advocacy procedures	2.00			MARKET,	<b>图</b>	Nation:	2		7	2
b) Advocacy procedures are useful	3	4	3		0	1	. 0			
c) I have confidence that issues raised will be dealt with fairly	3	4	3		0	1	0			
Advocacy Total	6	8	6	0	0	2	0	*		
5. Living Environment										
a) The Home provides a homelike environment	4	7	0	0	0	0	0			
b) There is space to sit & visit privately with my family member	5	5	0	0	0	0	1			
c) I am encouraged to personalize my family member's room d) The Home provides a safe environment for my family member	6	3	2	0	0	0	. 0			
e) Outside grounds are easily accessible & stimulating	2	8	0	1	0	0	0			
f) Personal laundry services meets my family members needs	3	6	0	1	0	1	0			
g) Personal clothing is correctly labelled on a timely basis	3	4	2	0	0	1	1			
h) The Home provides an enjoyable dining experience	3	8	0	- 0	0	0	0			
Living Environment Total	33	45	4	2	0	2	2			
6. Quality of Life		T								
a) A community feeling exists in the Home	4	. 7	0	0	0	0	0			
b) Staff, volunteers & others demonstrate genuine concern	7	4	0	0	0	0	0			
c) My family member is encouraged to maintain/improve independence	3	5	0	0	0	3	0			
d) Opportunities to express spiritual & cultural preferences	2	6	1	0	0	2	0			
e) Staff treat my family member with respect f) I would recommend this Home to others	5	5	. 0	0	0	0	1			
Quality of Life Total	29	2 <b>2</b> 9	1	0	0	5	2			
	29	29	- 1	U	U	5				
YOUR OVERALL SATISFACTION  a) Satisfied with quality of care & service	8	্যা	<u></u>	٦٦	ol	01	-			
b) Home is clean & well maintained	8	3	0	0	0	0	0			
Overall Satisfaction Total	16	6	. 0	0	0	0	0			7
TOTALS	198	160	16	2	0	20	22	*		
Percent of Answers	47.4%	38.3%	3.8%	0.5%	0.0%	4.8%	5.3%			
				* Not	e: Totals fo	or "No Ar	swer" do	not include Q	uestio	n#4a

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

## Divisional Summary

Distribution Period: Second Quarter 2010

Number of questionnaires issued: 491

Number of questionnaires returned: 11

Percentage of questionnaires returned: 2 24%

WITH OUR CARE & SERVICES   Agree   Opinion   Disagree   Answer	YOUR SATISFACTION	Strongly	Agree	No	Disagree	Strongly	N/A	No		
a) Operanthetes to Influence care decisions	WITH OUR CARE & SERVICES	Agree		Opinion		Disagree		Answer		
Discription of the process with concerns   55%   88%   0%   0%   0%   9%   0%   0%   0%   0	1. Participation									
Di   In converge d'or asket on activitée   45%   45%   65%	a) Opportunities to influence care decisions	73%	27%	0%	0%	0%	0%	0%		
c) Im auditicative incommercy against activative		55%	36%	0%	0%	0%	9%			
a) Imagilicently informed regarding activities   45%   45%   65%   05%						1				
f) Info & questions re-finances are dealt with efficiently   Participation Totals   \$611%   \$181%   \$1.51%   \$0.01%   \$0.01%   \$0.01%   \$1.51%		45%	45%	0%	0%	0%	9%			
Participation Totals		100			1000000					
2. Personal Care & Service  a) Staff respect personal & Dryscal privacy  b) My family member is well canded for 64% 86% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%										
a) Staff respect personal & physical privacy   64%   38%   0%   0%   0%   0%   0%   0%   0%	Participation Totals	56.1%	31.8%	1.5%	0.0%	0.0%	9.1%	1.5%		
a) My family member is well cared for   64%   26%   05%	2. Personal Care & Service									
c) Care is provided in a kind, friendly & gentler manner	a) Staff respect personal & physical privacy	64%	36%	0%	0%	0%	0%	0%		
d) My family member is given the help required to do the following:										
- cating		55%	36%	0%	0%	0%	0%	9%		
- chrating		550/	270/	09/	00/	00/	09/	09/		
- dressing - going to the bathroom				2000						
- going to the bathroom   27%   36%   9%   0%   0%   0%   9%   27%   9%   9%   9%   9%   9%   9%   9%										
Staff work as a team to support me		18%	36%	9%	0%					
Personal Care & Service Total   46.5%   33.3%   4.0%   0.0%   0.0%   5.1%   11.1%	e) Consideration is given to my family member's food preferences	27%	. 36%	18%	0%	0%	9%	9%		
3   Staff available to answer questions & discuss family member's care   55%   36%   0%   0%   0%   0%   0%   9%   0%   0		55%	36%	0%	0%	0%	0%	9%		
a) Staff available to answer questions & discuss family member's care	Personal Care & Service Total	46.5%	33.3%	4.0%	0.0%	0.0%	5.1%	11.1%		
a) Staff available to answer questions & discuss family member's care	3 Communication									
b) Im satisfied that questions & concerns are followed-up		550/	369/	00/	0.04	00/	0.0/	00/		
c)   feel comfortable approaching staff about any issue or concern   64%   27%   0%   0%   0%   0%   0%   9%   0%   0										
e) I'm kept informed about matters affecting my family member's status   45%   36%   05%   05%   0.0%   0.0%   18.5%   0.0%   0.0%   0.0%   10.9%				S						
A. Advocacy		73%	18%	0%	0%	. 0%	. 0%	9%		
A. Advocacy   a) I am familiar with the Home's advocacy procedures   27%   36%   27%   0%   0%   9%   0%   0%   0%   0%   0										
a) I am familiar with the Home's advocacy procedures b) Advocacy procedures are useful c) I have confidence that issues raised will be dealt with fairly c) I have confidence that issues raised will be dealt with fairly c) I have confidence that issues raised will be dealt with fairly c) I have confidence that issues raised will be dealt with fairly c) I have confidence that issues raised will be dealt with fairly c) I have confidence that issues raised will be dealt with fairly c) I have confidence that issues raised will be dealt with fairly c) I have confidence that issues raised will be dealt with fairly c) I have confidence that issues raised will be dealt with fairly c) I have confidence that issues raised will be dealt with fairly c) I have confidence that issues raised will be dealt with fairly c) I have confidence that issues raised will be dealt with fairly c) I have confidence that issues raised will be dealt with fairly c) I have confidence that issues raised will be dealt with fairly c) I have confidence that issues raised will be dealt with fairly c) I have confidence that issues raised will be dealt with fairly c) I have confidence that issues raised will be dealt with fairly c) I have confidence that issues raised will be dealt with fairly c) I have confidence that issues raised will be dealt with fairly c) I have confidence that issues raised will be dealt with fairly c) I have confidence that issues raised will be dealt with fairly c) I have confidence that issues raised will be dealt with fairly c) I have confidence that issues raised will be dealt with fairly c) I have confidence that issues raised will be dealt with fairly c) I have confidence that issues raised will be dealt with fairly c) I have confidence that issues raised will be dealt with fairly c) I have confidence that issues raised will be dealt will be	Communication Total	56.4%	32.7%	0.0%	0.0%	0.0%	0.0%	10.9%		
a) I am familiar with the Home's advocacy procedures b) Advocacy procedures are useful c) I have confidence that issues raised will be dealt with fairly c) I have confidence that issues raised will be dealt with fairly c) I have confidence that issues raised will be dealt with fairly c) I have confidence that issues raised will be dealt with fairly c) I have confidence that issues raised will be dealt with fairly c) I have confidence that issues raised will be dealt with fairly c) I have confidence that issues raised will be dealt with fairly c) I have confidence that issues raised will be dealt with fairly c) I have confidence that issues raised will be dealt with fairly c) I have confidence that issues raised will be dealt with fairly c) I have confidence that issues raised will be dealt with fairly c) I have confidence that issues raised will be dealt with fairly c) I have confidence that issues raised will be dealt with fairly c) I have confidence that issues raised will be dealt with fairly c) I have confidence that issues raised will be dealt with fairly c) I have confidence that issues raised will be dealt with fairly c) I have confidence that issues raised will be dealt with fairly c) I have confidence that issues raised will be dealt with fairly c) I have confidence that issues raised will be dealt with fairly c) I have confidence that issues raised will be dealt with fairly c) I have confidence that issues raised will be dealt with fairly c) I have confidence that issues raised will be dealt with fairly c) I have confidence that issues raised will be dealt with fairly c) I have confidence that issues raised will be dealt with fairly c) I have confidence that issues raised will be dealt with fairly c) I have confidence that issues raised will be dealt with fairly c) I have confidence that issues raised will be dealt will be										1
b) Advocacy procedures are useful   27%   36%   27%   0%   0%   0%   9%   0%   0%   0%   0	4. Advocacy								Yes	No
Advocacy Total   27.3%   36.4%   27.3%   0.0%   0.0%   9.1%   0.0%	1 1			Septiment of	e setat et		Margarita II	18.2%		-
S. Living Environment   36%   64%   0%   0%   0%   0%   0%   0%   0%	a) I am familiar with the Home's advocacy procedures									-
a) The Home provides a homelike environment	a) I am familiar with the Home's advocacy procedures     b) Advocacy procedures are useful     c) I have confidence that issues raised will be dealt with fairly	27%	36%	27%	0%	0%	9%	0%		-
a) The Home provides a homelike environment	a) I am familiar with the Home's advocacy procedures     b) Advocacy procedures are useful     c) I have confidence that issues raised will be dealt with fairly	27% 27%	36% 36%	27% 27%	0% 0%	0% 0%	9% 9%	0% 0%		-
b) There is space to sit & visit privately with my family member	a) I am familiar with the Home's advocacy procedures b) Advocacy procedures are useful c) I have confidence that issues raised will be dealt with fairly  Advocacy Total	27% 27%	36% 36%	27% 27%	0% 0%	0% 0%	9% 9%	0% 0%		-
c)   am encouraged to personalize my family member's room   55%   27%   18%   0%   0%   0%   0%   0%   0%   0%	a) I am familiar with the Home's advocacy procedures b) Advocacy procedures are useful c) I have confidence that issues raised will be dealt with fairly  Advocacy Total  5. Living Environment	27% 27% <b>27.3%</b>	36% 36% 36.4%	27% 27% <b>27.3%</b>	0% 0% 0.0%	0% 0% 0.0%	9% 9% <b>9.1%</b>	0% 0% 0.0%		-
d) The Home provides a safe environment for my family member e) Outside grounds are easily accessible & stimulating f) Personal laundry services meets my family members needs g) Personal clothing is correctly labelled on a timely basis h) The Home provides an enjoyable dining experience 27% 36% 18% 0% 0% 9% 0% 9% h) The Home provides an enjoyable dining experience 27% 73% 0% 0% 0% 0% 0% 0% Living Environment Total 37.5% 51.1% 4.5% 2.3% 0.0% 2.3% 2.3%  6. Quality of Life a) A community feeling exists in the Home 50 Staff, volunteers & others demonstrate genuine concern 64% 36% 0% 0% 0% 0% 0% 0% C) My family member is encouraged to maintain/improve independence 45% 45% 0% 0% 0% 0% 0% 0% e) Staff treat my family member with respect 45% 45% 0% 0% 0% 0% 0% 0% e) Staff treat my family member with respect 45% 45% 0% 0% 0% 0% 0% 0% f) I would recommend this Home to others 73% 18% 0% 0% 0% 0% 0% 0% Quality of Life Total 43.9% 43.9% 1.5% 0.0% 0% 0% 0%  YOUR OVERALL SATISFACTION a) Satisfied with quality of care & service 73% 27% 0% 0% 0% 0% 0% Overall Satisfaction Total 72.7% 27.3% 0.0% 0.0% 0.0% 0.0% 0.0% Overall Satisfaction Total 72.7% 27.3% 0.0% 0.0% 0.0% 0.0% 0.0%	a) I am familiar with the Home's advocacy procedures 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	27% 27% <b>27.3%</b> 36%	36% 36% <b>36.4%</b>	27% 27% <b>27.3%</b>	0% 0% 0.0%	0% 0% <b>0.0%</b>	9% 9% 9.1%	0% 0% 0.0%		-
f) Personal laundry services meets my family members needs g) Personal clothing is correctly labelled on a timely basis 27% 36% 18% 0% 0% 9% 9% 9% h) The Home provides an enjoyable dining experience 27% 73% 0% 0% 0% 0% 0% 0% 0% 0%  Living Environment Total 37.5% 51.1% 4.5% 2.3% 0.0% 2.3% 2.3%  6. Quality of Life a) A community feeling exists in the Home 36% 64% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	a) I am familiar with the Home's advocacy procedures 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 my family member	27% 27% 27.3% 36% 45%	36% 36% 36.4% 64% 45%	27% 27% 27.3%	0% 0% 0.0%	0% 0% 0.0%	9% 9% 9.1%	0% 0% 0.0%		-
g) Personal clothing is correctly labelled on a timely basis	a) I am familiar with the Home's advocacy procedures 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 my family member c) I am encouraged to personalize my family member's room	27% 27% 27.3% 27.3%	36% 36.4% 36.4% 64% 45% 27%	27% 27% 27.3% 0% 0% 18%	0% 0% 0.0%	0% 0% 0.0% 0% 0%	9% 9% 9.1% 0% 0% 0%	0% 0% 0.0% 0% 0%		-
h) The Home provides an enjoyable dining experience   27%   73%   0%   0%   0%   0%   0%   0%   0%	a) I am familiar with the Home's advocacy procedures 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 my family member c) I am encouraged to personalize my family member's room d) The Home provides a safe environment for my family member e) Outside grounds are easily accessible & stimulating	27% 27% 27.3% 36% 45% 55% 64%	36% 36.4% 36.4% 64% 45% 27% 36%	27% 27% 27.3% 0% 0% 18% 0%	0% 0% 0.0% 0% 0% 0% 0%	0% 0% 0.0% 0% 0% 0% 0%	9% 9% 9.1% 0% 0% 0% 0%	0% 0% 0.0% 0% 0%		-
Community feeling exists in the Home   36%   64%   0%   0%   0%   0%   0%   0%   0%	a) I am familiar with the Home's advocacy procedures 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 my family member c) I am encouraged to personalize my family member's room d) The Home provides a safe environment for my family member e) Outside grounds are easily accessible & stimulating f) Personal laundry services meets my family members needs	27% 27% 27.3% 36% 45% 55% 64% 18% 27%	36% 36.4% 36.4% 64% 45% 27% 36% 73% 55%	27% 27% 27.3% 0% 0% 18% 0% 0%	0% 0.0% 0.0% 0% 0% 0% 0% 9% 9%	0% 0% 0.0% 0% 0% 0% 0% 0%	9% 9% 9.1% 0% 0% 0% 0% 0%	0% 0% 0.0% 0% 0% 0% 0% 0% 0%		-
6. Quality of Life a) A community feeling exists in the Home b) Staff, volunteers & others demonstrate genuine concern c) My family member is encouraged to maintain/improve independence c) My family member is encouraged to maintain/improve independence c) My family member is encouraged to maintain/improve independence c) My family member is encouraged to maintain/improve independence c) My family member is encouraged to maintain/improve independence c) My family member is encouraged to maintain/improve independence c) My family member is encouraged to maintain/improve independence c) My family member is encouraged to maintain/improve independence c) My family member is encouraged to maintain/improve independence c) My family member is encouraged to maintain/improve independence c) My family member is encouraged to maintain/improve independence c) My family member is encouraged to maintain/improve independence c) My family member is encouraged to maintain/improve independence c) My family member is encouraged to maintain/improve independence c) My family member is encouraged to maintain/improve independence c) My family member is encouraged to maintain/improve independence c) My family member is encouraged to maintain/improve independence c) My family member is encouraged to maintain/improve independence c) My family member is encouraged to maintain/improve independence c) My family member is encouraged to maintain/improve independence c) My family member is encouraged to maintain/improve independence c) My family member is encouraged to maintain/improve independence c) My family member is encouraged to maintain/improve independence c) My family member is encouraged to maintain/improve independence c) My family member is encouraged to maintain/improve independence c) My family member is encouraged to maintain/improve independence c) My family member is encouraged to maintain/improve independence c) My family member is encouraged to maintain/improve independence c) My family member is encouraged to maintain/impro	a) I am familiar with the Home's advocacy procedures 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 my family member c) I am encouraged to personalize my family member's room d) The Home provides a safe environment for my family member e) Outside grounds are easily accessible & stimulating f) Personal laundry services meets my family members needs g) Personal clothing is correctly labelled on a timely basis	27% 27.3% 27.3% 36% 45% 55% 64% 18% 27% 27%	36% 36.4% 36.4% 64% 45% 27% 36% 73% 55% 36%	27% 27.3% 27.3% 0% 0% 18% 0% 0% 0% 18%	0% 0.0% 0.0% 0% 0% 0% 0% 9% 9%	0% 0.0% 0.0% 0% 0% 0% 0% 0% 0%	9% 9% 9.1% 0% 0% 0% 0% 0% 9%	0% 0.0% 0.0% 0% 0% 0% 0% 0% 0% 9%		-
a) A community feeling exists in the Home b) Staff, volunteers & others demonstrate genuine concern c) My family member is encouraged to maintain/improve independence d) My family member is encouraged to maintain/improve independence d) My family member is encouraged to maintain/improve independence d) My family member is encouraged to maintain/improve independence d) My family member is encouraged to maintain/improve independence d) My family member is encouraged to maintain/improve independence d) My family member is encouraged to maintain/improve independence d) My family member is encouraged to maintain/improve independence d) My family member is encouraged to maintain/improve independence d) My family member is encouraged to maintain/improve independence d) My family member is encouraged to maintain/improve independence d) My family member is encouraged to maintain/improve independence d) My family member is encouraged to maintain/improve independence d) My family member is encouraged to maintain/improve independence d) My family member is encouraged to maintain/improve independence d) My family member is encouraged to maintain/improve independence d) My family member is encouraged to maintain/improve independence d) My family member is encouraged to maintain/improve independence d) My family member is encouraged to maintain/improve independence d) My family member is encouraged to maintain/improve independence d) My family member is encouraged to maintain/improve independence d) My family member is encouraged to maintain/improve independence d) My family member is encouraged to maintain/improve independence d) My family member is encouraged to maintain/improve independence d) My family member is encouraged to maintain/improve independence d) My family member is encouraged to maintain/improve independence d) My family member is encouraged to maintain/improve independence d) My family member is encouraged to my family member is encouraged to my family member is encouraged to my family member is encouraged t	a) I am familiar with the Home's advocacy procedures 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 my family member c) I am encouraged to personalize my family member's room d) The Home provides a safe environment for my family member e) Outside grounds are easily accessible & stimulating f) Personal laundry services meets my family members needs g) Personal clothing is correctly labelled on a timely basis h) The Home provides an enjoyable dining experience	27% 27.3% 27.3% 36% 45% 55% 64% 18% 27% 27% 27%	36% 36.4% 36.4% 64% 45% 27% 36% 73% 55% 36% 73%	27% 27.3% 27.3% 0% 0% 18% 0% 0% 18% 0%	0% 0.0% 0.0% 0% 0% 0% 0% 0% 0%	0% 0.0% 0.0% 0% 0% 0% 0% 0% 0%	9% 9% 9.1% 0% 0% 0% 0% 0% 9% 9%	0% 0.0% 0.0% 0% 0% 0% 0% 0% 0% 0%		-
b) Staff, volunteers & others demonstrate genuine concern c) My family member is encouraged to maintain/improve independence d) Opportunities to express spiritual & cultural preferences 18% 55% 9% 0% 0% 0% 18% 0% e) Staff treat my family member with respect 45% 45% 0% 0% 0% 0% 0% 0% 0% f) I would recommend this Home to others 73% 18% 0% 0% 0% 0% 0% 0% 9% Quality of Life Total 43.9% 43.9% 1.5% 0.0% 0.0% 7.6% 3.0%  YOUR OVERALL SATISFACTION a) Satisfied with quality of care & service 73% 27% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	a) I am familiar with the Home's advocacy procedures 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 my family member c) I am encouraged to personalize my family member's room d) The Home provides a safe environment for my family member e) Outside grounds are easily accessible & stimulating f) Personal laundry services meets my family members needs g) Personal clothing is correctly labelled on a timely basis h) The Home provides an enjoyable dining experience	27% 27.3% 27.3% 36% 45% 55% 64% 18% 27% 27% 27%	36% 36.4% 36.4% 64% 45% 27% 36% 73% 55% 36% 73%	27% 27.3% 27.3% 0% 0% 18% 0% 0% 18% 0%	0% 0.0% 0.0% 0% 0% 0% 0% 0% 0%	0% 0.0% 0.0% 0% 0% 0% 0% 0% 0%	9% 9% 9.1% 0% 0% 0% 0% 0% 9% 9%	0% 0.0% 0.0% 0% 0% 0% 0% 0% 0% 0%		-
c) My family member is encouraged to maintain/improve independence d) Opportunities to express spiritual & cultural preferences 18% 55% 9% 0% 0% 0% 18% 0% e) Staff treat my family member with respect 45% 45% 0% 0% 0% 0% 0% 0% 9% e) Usuality of Life Total 43.9% 43.9% 1.5% 0.0% 0.0% 0.0% 0.0% 9% OW 0.0% 0.0% 0.0% 0.0% 0.0% 0.0% 0.0% 0.0	a) I am familiar with the Home's advocacy procedures 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 my family member c) I am encouraged to personalize my family member's room d) The Home provides a safe environment for my family member e) Outside grounds are easily accessible & stimulating f) Personal laundry services meets my family members needs g) Personal clothing is correctly labelled on a timely basis h) The Home provides an enjoyable dining experience  Living Environment Total	27% 27.3% 27.3% 36% 45% 55% 64% 18% 27% 27% 27%	36% 36.4% 36.4% 64% 45% 27% 36% 73% 55% 36% 73%	27% 27.3% 27.3% 0% 0% 18% 0% 0% 18% 0%	0% 0.0% 0.0% 0% 0% 0% 0% 0% 0%	0% 0.0% 0.0% 0% 0% 0% 0% 0% 0%	9% 9% 9.1% 0% 0% 0% 0% 0% 9% 9%	0% 0.0% 0.0% 0% 0% 0% 0% 0% 0% 0%		-
d) Opportunities to express spiritual & cultural preferences   18%   55%   9%   0%   0%   0%   18%   0%   0%   0%   18%   0%   0%   0%   0%   0%   0%   0%	a) I am familiar with the Home's advocacy procedures 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 my family member c) I am encouraged to personalize my family member's room d) The Home provides a safe environment for my family member e) Outside grounds are easily accessible & stimulating f) Personal laundry services meets my family members 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	27% 27% 27.3% 36% 45% 55% 64% 18% 27% 27% 37.5%	36% 36.4% 64% 45% 27% 36% 73% 55% 36% 73% 51.1%	27% 27% 27.3% 0% 0% 0% 0% 0% 0% 4.5%	0% 0% 0.0% 0% 0% 0% 9% 0% 0% 2.3%	0% 0% 0.0% 0% 0% 0% 0% 0% 0% 0%	9% 9% 9.1% 0% 0% 0% 0% 9% 9% 0% 2.3%	0% 0% 0.0% 0% 9% 0% 0% 0% 9% 0% 2.3%		-
e) Staff treat my family member with respect	a) I am familiar with the Home's advocacy procedures 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 my family member c) I am encouraged to personalize my family member's room d) The Home provides a safe environment for my family member e) Outside grounds are easily accessible & stimulating f) Personal laundry services meets my family members 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	27% 27% 27.3% 36% 45% 55% 64% 27% 27% 37.5%	36% 36.4% 64% 45% 27% 36% 73% 51.1%	27% 27% 27.3% 0% 0% 0% 0% 0% 4.5%	0% 0% 0.0% 0% 0% 0% 9% 0% 0% 2.3%	0% 0% 0.0% 0% 0% 0% 0% 0% 0% 0%	9% 9% 9.1% 0% 0% 0% 0% 9% 9% 0% 2.3%	0% 0% 0.0% 0% 9% 0% 0% 0% 0% 0% 2.3%		-
The following the following forms   Tay	a) I am familiar with the Home's advocacy procedures 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 my family member c) I am encouraged to personalize my family member's room d) The Home provides a safe environment for my family member e) Outside grounds are easily accessible & stimulating f) Personal laundry services meets my family members 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) My family member is encouraged to maintain/improve independence	27% 27% 27.3% 36% 45% 55% 64% 27% 27% 37.5%	36% 36.4% 64% 45% 27% 36% 73% 55% 73% 51.1%	27% 27% 27.3% 0% 0% 0% 0% 0% 0% 4.5%	0% 0% 0.0% 0% 0% 0% 9% 9% 0% 0% 0% 0%	0% 0% 0.0% 0% 0% 0% 0% 0% 0% 0.0%	9% 9% 9.1% 0% 0% 0% 0% 9% 9% 2.3%	0% 0% 0.0% 0% 9% 0% 0% 0% 0% 0% 0%		-
Quality of Life Total         43.9%         43.9%         1.5%         0.0%         0.0%         7.6%         3.0%           YOUR OVERALL SATISFACTION           a) Satisfied with quality of care & service         73%         27%         0%	a) I am familiar with the Home's advocacy procedures 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 my family member c) I am encouraged to personalize my family member's room d) The Home provides a safe environment for my family member e) Outside grounds are easily accessible & stimulating f) Personal laundry services meets my family members 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) My family member is encouraged to maintain/improve independence d) Opportunities to express spiritual & cultural preferences	27% 27% 27.3% 36% 45% 55% 64% 27% 27% 37.5%	36% 36.4% 64% 45% 27% 36% 73% 55.4 36% 73% 51.1%	27% 27% 27.3% 0% 0% 0% 0% 0% 0% 4.5%	0% 0% 0.0% 0% 0% 0% 9% 9% 9% 0% 0% 0%	0% 0% 0.0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	9% 9% 9.1% 0% 0% 0% 0% 9% 9% 9% 2.3%	0% 0% 0.0% 0% 0% 0% 0% 0% 0% 2.3%		-
YOUR OVERALL SATISFACTION           a) Satisfied with quality of care & service         73%         27%         0%         0%         0%         0%           b) Home is clean & well maintained         73%         27%         0%         0%         0%         0%           Overall Satisfaction Total         72.7%         27.3%         0.0%         0.0%         0.0%         0.0%	a) I am familiar with the Home's advocacy procedures 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 my family member c) I am encouraged to personalize my family member's room d) The Home provides a safe environment for my family member e) Outside grounds are easily accessible & stimulating f) Personal laundry services meets my family members 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) My family member is encouraged to maintain/improve independence d) Opportunities to express spiritual & cultural preferences e) Staff treat my family member with respect	27% 27% 27.3% 36% 45% 55% 64% 27% 27% 37.5%	36% 36.4% 64% 45% 27% 36% 73% 55% 36% 73% 51.1%	27% 27% 27.3% 0% 0% 0% 0% 0% 4.5%	0% 0% 0.0% 0% 0% 0% 0% 0% 2.3%	0% 0% 0.0% 0% 0% 0% 0% 0% 0.0%	9% 9% 9.1% 0% 0% 0% 0% 9% 9% 0% 2.3%	0% 0% 0.0% 0% 9% 0% 0% 0% 0% 2.3%		-
a) Satisfied with quality of care & service   73%   27%   0%   0%   0%   0%   0%   0%   0%	a) I am familiar with the Home's advocacy procedures 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 my family member c) I am encouraged to personalize my family member's room d) The Home provides a safe environment for my family member e) Outside grounds are easily accessible & stimulating f) Personal laundry services meets my family members 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) My family member is encouraged to maintain/improve independence d) Opportunities to express spiritual & cultural preferences e) Staff treat my family member with respect f) I would recommend this Home to others	27% 277% 27.3% 36% 45% 55% 64% 27% 27% 37.5% 36% 64% 45% 73%	36% 36.4% 45% 27% 36% 73% 55% 36% 73% 51.1%	27% 27% 27.3% 0% 0% 0% 0% 0% 4.5%	0% 0% 0.0% 0% 0% 0% 9% 0% 0% 2.3%	0% 0% 0.0% 0% 0% 0% 0% 0% 0.0%	9% 9% 9.1% 0% 0% 0% 0% 9% 9% 0% 2.3%	0% 0% 0.0% 0% 9% 0% 0% 0% 0% 2.3%		-
b) Home is clean & well maintained 73% 27% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	a) I am familiar with the Home's advocacy procedures 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 my family member c) I am encouraged to personalize my family member's room d) The Home provides a safe environment for my family member e) Outside grounds are easily accessible & stimulating f) Personal laundry services meets my family members 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) My family member is encouraged to maintain/improve independence d) Opportunities to express spiritual & cultural preferences e) Staff treat my family member with respect f) I would recommend this Home to others  Quality of Life Total	27% 277% 27.3% 36% 45% 55% 64% 27% 27% 37.5% 36% 64% 45% 73%	36% 36.4% 45% 27% 36% 73% 55% 36% 73% 51.1%	27% 27% 27.3% 0% 0% 0% 0% 0% 4.5%	0% 0% 0.0% 0% 0% 0% 9% 0% 0% 2.3%	0% 0% 0.0% 0% 0% 0% 0% 0% 0.0%	9% 9% 9.1% 0% 0% 0% 0% 9% 9% 0% 2.3%	0% 0% 0.0% 0% 9% 0% 0% 0% 0% 2.3%		-
Overall Satisfaction Total 72.7% 27.3% 0.0% 0.0% 0.0% 0.0% 0.0%	a) I am familiar with the Home's advocacy procedures 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 my family member c) I am encouraged to personalize my family member's room d) The Home provides a safe environment for my family member e) Outside grounds are easily accessible & stimulating f) Personal laundry services meets my family members 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) My family member is encouraged to maintain/improve independence d) Opportunities to express spiritual & cultural preferences e) Staff treat my family member with respect f) I would recommend this Home to others  Quality of Life Total	27% 273% 27.3% 36% 45% 55% 64% 27% 27% 27% 37.5% 36% 64% 27% 18% 45% 73%	36% 36.4% 64% 45% 27% 36% 73% 55% 36% 73% 51.1%	27% 27% 27.3% 0% 0% 0% 0% 0% 4.5% 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% 0% 0% 0% 0% 0% 0% 0%	9% 9% 9.1% 0% 0% 0% 0% 9% 9% 0% 2.3% 0% 27% 18% 0% 0%	0% 0% 0.0% 9% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%		-
	a) I am familiar with the Home's advocacy procedures 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 my family member c) I am encouraged to personalize my family member's room d) The Home provides a safe environment for my family member e) Outside grounds are easily accessible & stimulating f) Personal laundry services meets my family members 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) My family member is encouraged to maintain/improve independence d) Opportunities to express spiritual & cultural preferences e) Staff treat my family member with respect f) I would recommend this Home to others  Quality of Life Total  YOUR OVERALL SATISFACTION a) Satisfied with quality of care & service	27% 27.3% 27.3% 36% 45% 55% 64% 27% 27% 37.5% 64% 45% 73% 43.9%	36% 36.4% 45% 27% 36% 73% 55% 36% 73% 51.1% 64% 45% 45% 45% 45% 43.9%	27% 27% 27.3% 0% 0% 0% 0% 0% 0% 4.5% 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% 0% 0% 0% 0%	9% 9% 9.1% 0% 0% 0% 0% 9% 9% 0% 2.3% 0% 2.7% 18% 0% 0%	0% 0% 0.0% 9% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%		-
Percentage of Total Answers         47.4%         38.3%         3.8%         0.5%         0.0%         4.8%         5.3%	a) I am familiar with the Home's advocacy procedures 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 my family member c) I am encouraged to personalize my family member's room d) The Home provides a safe environment for my family member e) Outside grounds are easily accessible & stimulating f) Personal laundry services meets my family members 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) My family member is encouraged to maintain/improve independence d) Opportunities to express spiritual & cultural preferences e) Staff treat my family member 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	27% 27% 27.3% 36% 45% 55% 64% 27% 27% 37.5% 64% 45% 73% 43.9%	36% 36.4% 45% 27% 36% 73% 55% 36% 73% 51.1% 64% 36% 45% 45% 45% 43.9%	27% 27% 27.3% 0% 0% 0% 0% 0% 0% 4.5% 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% 0% 0.0% 0% 0% 0% 0%	9% 9% 9.1% 0% 0% 0% 0% 9% 9% 0% 2.3% 0% 27% 18% 0% 0% 0%	0% 0% 0.0% 9% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%		-
	a) I am familiar with the Home's advocacy procedures 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 my family member c) I am encouraged to personalize my family member's room d) The Home provides a safe environment for my family member e) Outside grounds are easily accessible & stimulating f) Personal laundry services meets my family members 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) My family member is encouraged to maintain/improve independence d) Opportunities to express spiritual & cultural preferences e) Staff treat my family member 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  Overall Satisfaction Total	27% 27% 27.3% 36% 45% 55% 64% 27% 27% 37.5% 64% 45% 73% 43.9%	36% 36.4% 45% 27% 36% 73% 55% 36% 73% 51.1% 64% 36% 45% 45% 45% 43.9%	27% 27% 27.3% 0% 0% 0% 0% 0% 0% 4.5% 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% 0% 0.0% 0% 0% 0% 0%	9% 9% 9.1% 0% 0% 0% 0% 9% 9% 0% 2.3% 0% 27% 18% 0% 0% 0%	0% 0% 0.0% 9% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%		-

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