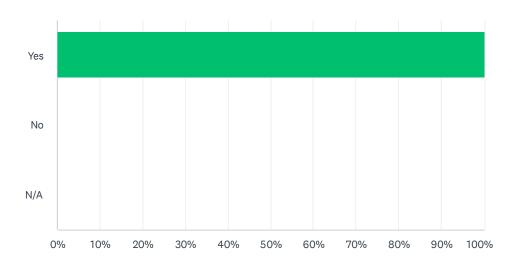
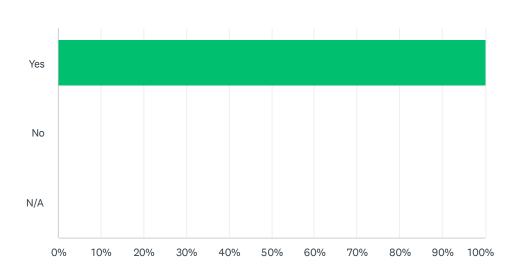
Q1 I find the Office Staff courteous and helpful

Answered: 11 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	100.00%	11
No	0.00%	0
N/A	0.00%	0
TOTAL		11



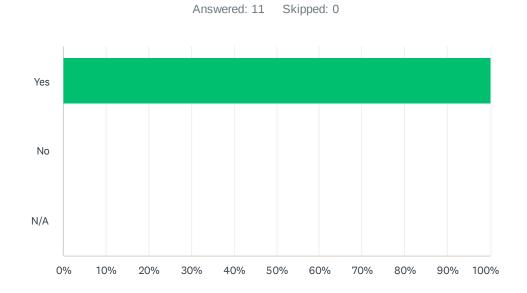
Q2 I am satisfied with my Trust Account set up.

Skipped: 1

Answered: 10

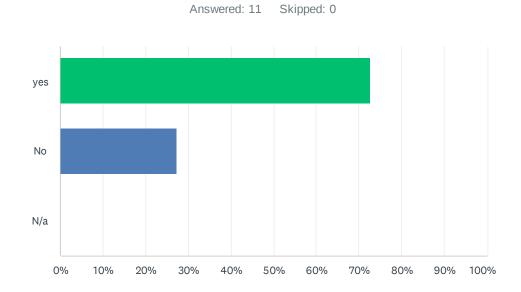
ANSWER CHOICES	RESPONSES	
Yes	100.00%	10
No	0.00%	0
N/A	0.00%	0
TOTAL		10

Q3 Staff are pleasant and courteous when they answer the phone.



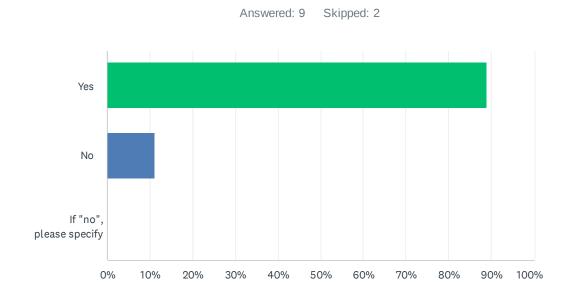
ANSWER CHOICES	RESPONSES	
Yes	100.00%	11
No	0.00%	0
N/A	0.00%	0
TOTAL		11

Q4 I have had contact with the Administrator over the past year



ANSWER CHOICES	RESPONSES	
yes	72.73% 8	ļ.
No	27.27% 3	;
N/a	0.00% 0)
TOTAL	11	

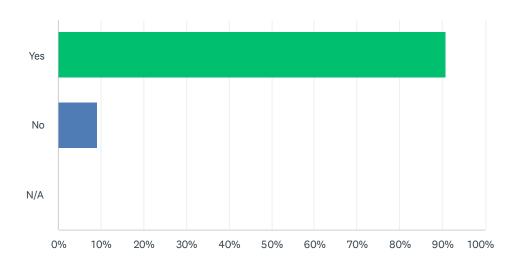
Q5 If you have had contact with the Administrator were you pleased with the outcome?



ANSWER CHOICES	RESPONSES	
Yes	88.89%	8
No	11.11%	1
If "no", please specify	0.00%	0
TOTAL		9

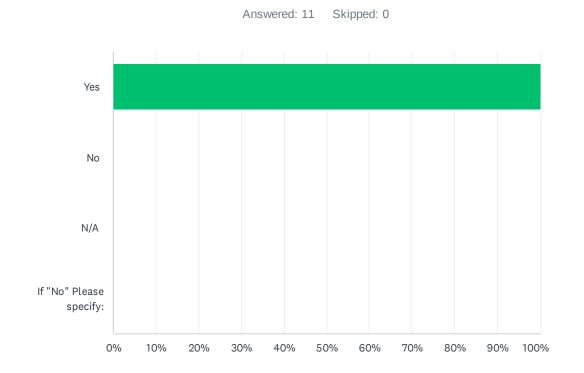


Answered: 11 Skipped: 0



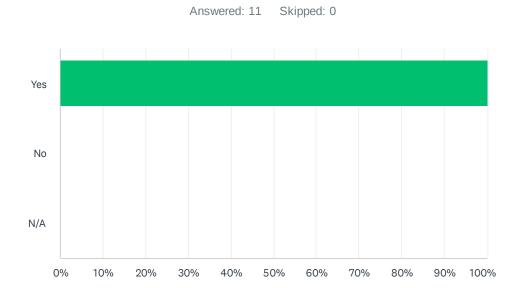
ANSWER CHOICES	RESPONSES	
Yes	90.91%	10
No	9.09%	1
N/A	0.00%	0
TOTAL		11

Q7 I was satisfied with the professional services contact.



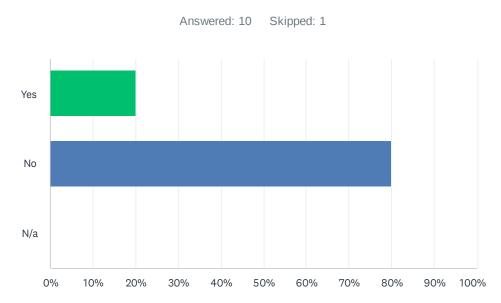
ANSWER CHOICES	RESPONSES	
Yes	100.00%	11
No	0.00%	0
N/A	0.00%	0
If "No" Please specify:	0.00%	0
TOTAL		11

Q8 I am aware of the Outside Services offered to Residents i.e. Foot care, Dentist, Social Work, Physiotherapist.



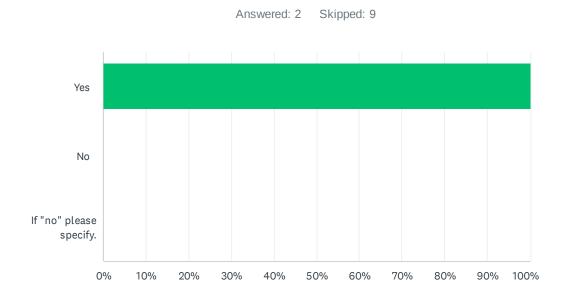
ANSWER CHOICES	RESPONSES	
Yes	100.00% 1:	.1
No	0.00%	0
N/A	0.00%	0
TOTAL	1	.1

Q9 I have had contact with the Housekeeping/Laundry Manager over the past year.



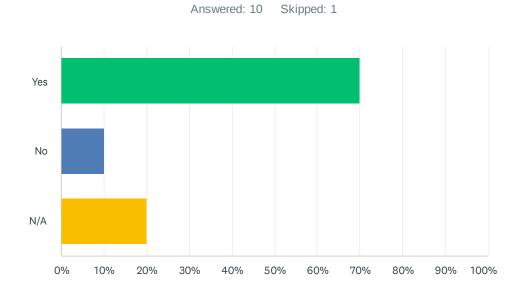
ANSWER CHOICES	RESPONSES	
Yes	20.00%	2
No	80.00%	8
N/a	0.00%	0
Total Respondents: 10		

Q10 If you've had contact with the Housekeeping/Laundry manager, were you pleased with the outcome?



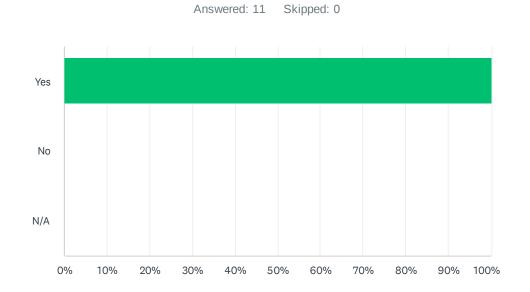
ANSWER CHOICES	RESPONSES	
Yes	100.00%	2
No	0.00%	0
If "no" please specify.	0.00%	0
TOTAL		2

Q11 The quality of the Restorative Care Program is good



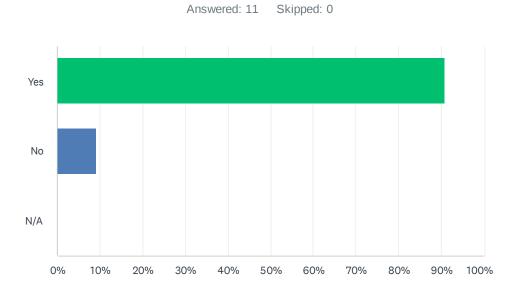
ANSWER CHOICES	RESPONSES
Yes	70.00% 7
No	10.00% 1
N/A	20.00% 2
TOTAL	10

Q12 I find the Home is maintained in a clean and safe condition.



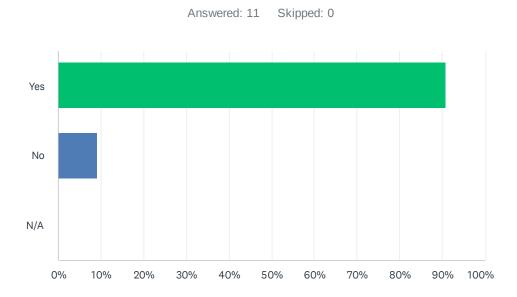
ANSWER CHOICES	RESPONSES	
Yes	100.00%	11
No	0.00%	0
N/A	0.00%	0
TOTAL		11

Q13 The Resident Home Area is free from odour?



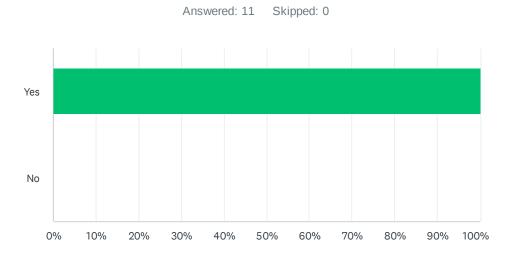
ANSWER CHOICES	RESPONSES	
Yes	90.91%	10
No	9.09%	1
N/A	0.00%	0
TOTAL		11

Q14 I am satisfied with the cleanliness of the Residents' room, my bathroom, lounges and common areas.



ANSWER CHOICES	RESPONSES	
Yes	90.91%	10
No	9.09%	1
N/A	0.00%	0
TOTAL		11

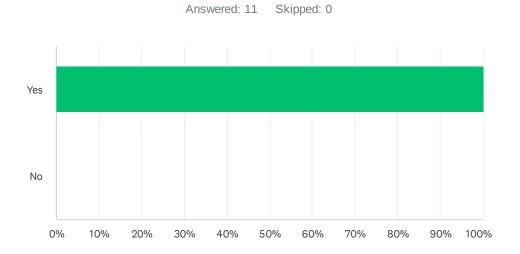
Q15 Housekeeping staff are courteous/helpful?



ANSWER CHOICES	RESPONSES	
Yes	100.00%	11
No	0.00%	0
TOTAL		11

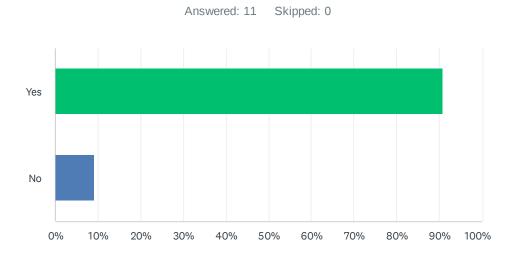
15 / 96

Q16 Linen is in good repair, sheets, bedspreads, face cloths and towels?



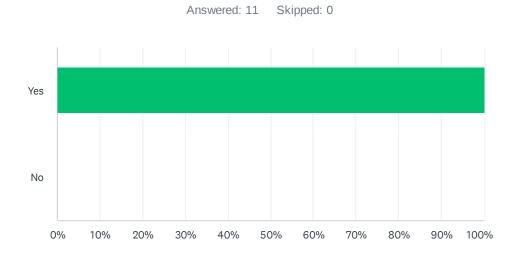
ANSWER CHOICES	RESPONSES	
Yes	100.00%	11
No	0.00%	0
TOTAL		11

Q17 Clothing is clean, in a good state of repair and labelled?

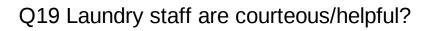


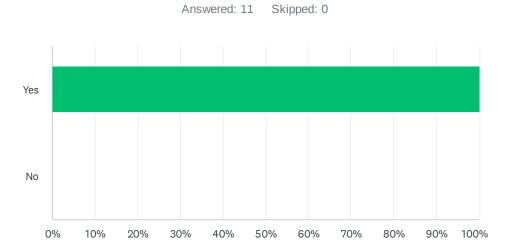
ANSWER CHOICES	RESPONSES	
Yes	90.91%	10
No	9.09%	1
TOTAL		11

Q18 Clothing is returned to my room promptly after laundering?



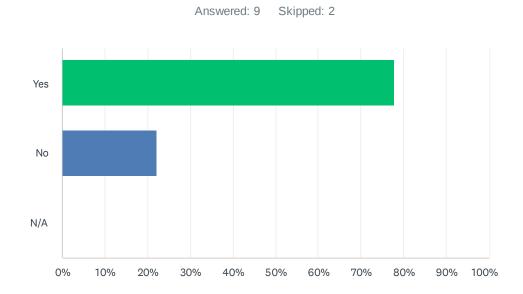
ANSWER CHOICES	RESPONSES	
Yes	100.00%	11
No	0.00%	0
TOTAL		11





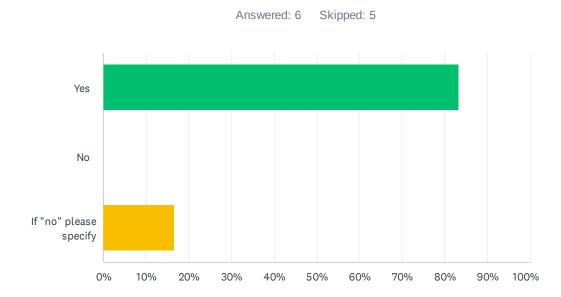
ANSWER CHOICES	RESPONSES	
Yes	100.00%	11
No	0.00%	0
TOTAL		11

Q20 I have had contact with the Maintenance Manager over the past year?



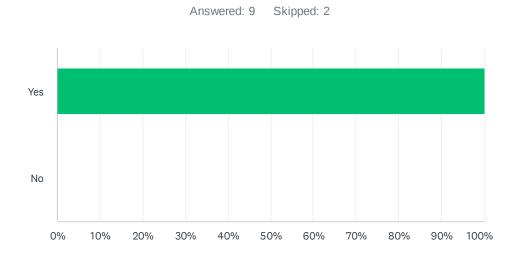
ANSWER CHOICES	RESPONSES	
Yes	77.78%	7
No	22.22%	2
N/A	0.00%	0
TOTAL		9

Q21 If you've had contact with the Maintenance manage. Were you pleased with the outcome?

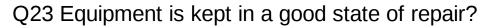


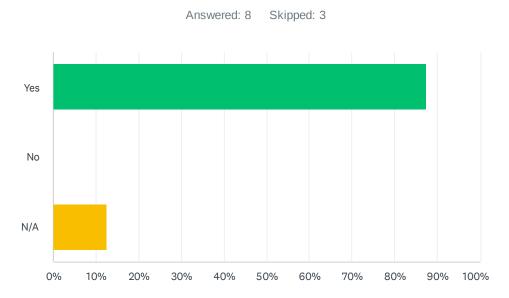
ANSWER CHOICES	RESPONSES	
Yes	83.33%	5
No	0.00%	0
If "no" please specify	16.67%	1
TOTAL		6

Q22 The Building/Grounds are maintained in good condition?



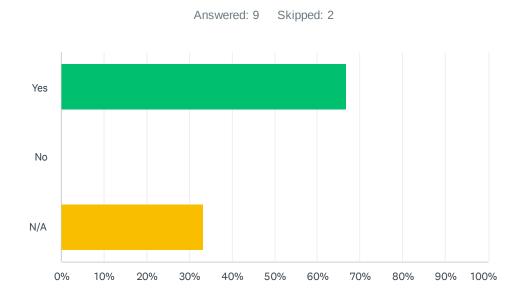
ANSWER CHOICES	RESPONSES	
Yes	100.00%	9
No	0.00%	0
TOTAL		9





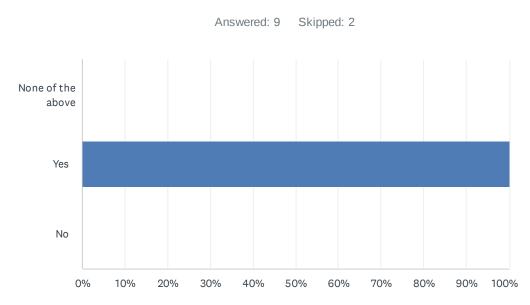
ANSWER CHOICES	RESPONSES	
Yes	87.50%	7
No	0.00%	0
N/A	12.50%	1
TOTAL		8

Q24 Requested repairs are completed in a suitable time frame?



ANSWER CHOICES	RESPONSES	
Yes	66.67%	6
No	0.00%	0
N/A	33.33%	3
TOTAL		9

FAMILY QUALITY OF LIFE SURVEY



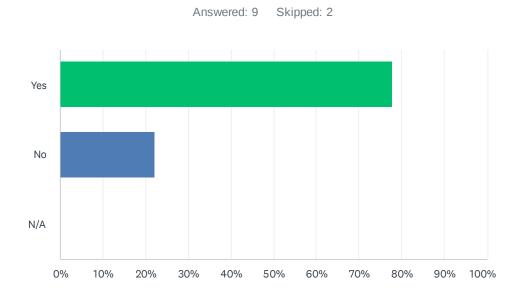
Q25 Maintenance sta	If are courteous/helpful?
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ANSWER CHOICES	RESPONSES	
None of the above	0.00%	0
Yes	100.00%	9
No	0.00%	0
TOTAL		9

Q26 Comments

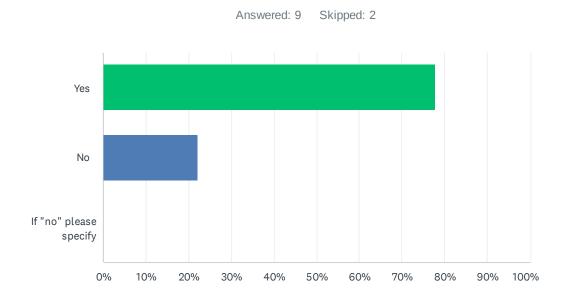
Answered: 3 Skipped: 8

Q27 I have had contact with the Programs & Support Services Manager over the past year?



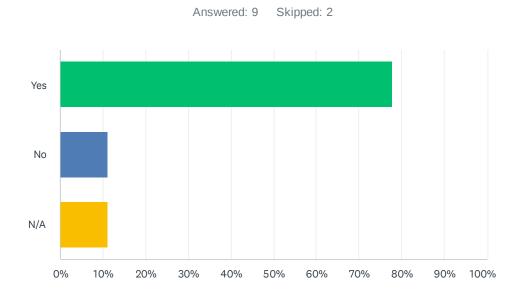
ANSWER CHOICES	RESPONSES	
Yes	77.78%	7
No	22.22%	2
N/A	0.00%	0
TOTAL		9

Q28 If you've had contact with the programs manager. Were you pleased with the outcome?

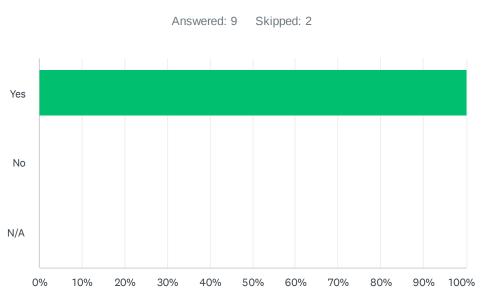


ANSWER CHOICES	RESPONSES	
Yes	77.78%	7
No	22.22%	2
If "no" please specify	0.00%	0
TOTAL		9

Q29 My family member participate(s) in Recreation/leisure Programs in the Home. that interest me?



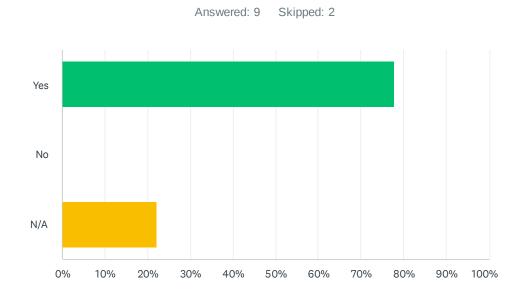
ANSWER CHOICES	RESPONSES	
Yes	77.78%	7
No	11.11%	1
N/A	11.11%	1
TOTAL		9



Q30 Program staff are courteous and helpful?

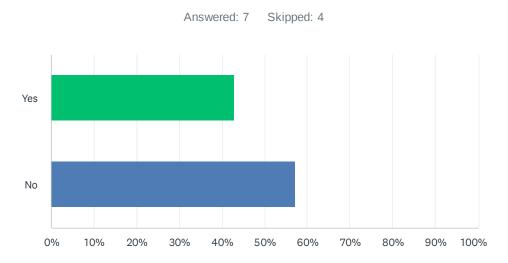
ANSWER CHOICES	RESPONSES	
Yes	100.00%	9
No	0.00%	0
N/A	0.00%	0
TOTAL		9

Q31 The Religious and/or Pastoral Care Services offered fulfill spiritual needs?



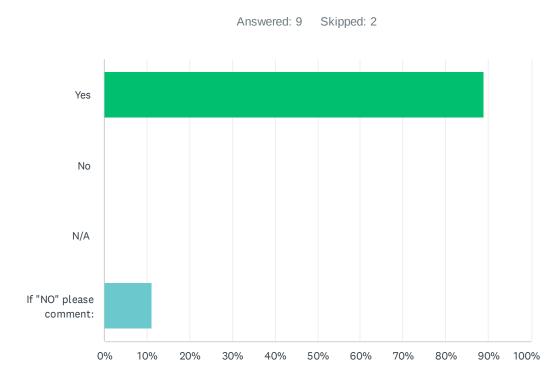
ANSWER CHOICES	RESPONSES	
Yes	77.78%	7
No	0.00%	0
N/A	22.22%	2
TOTAL		9

Q32 I have Recreation Program ideas that I would like to see implemented.



ANSWER CHOICES	RESPONSES	
Yes	42.86%	3
No	57.14%	4
TOTAL		7

Q33 The methods of communicating Recreation Programs to the Residents is sufficient; (i.e. weekly schedules, special events are advertised in the newsletter and daily programs are noted each morning in the elevator & on Recreation White Boards available by the Activity Room on each unit.)

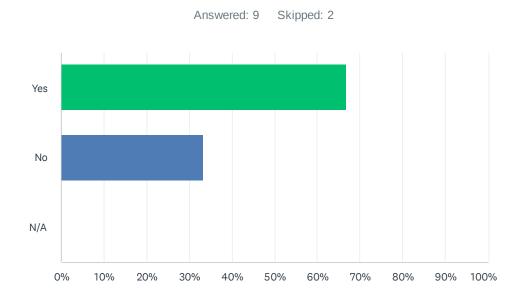


ANSWER CHOICES	RESPONSES	
Yes	88.89%	8
No	0.00%	0
N/A	0.00%	0
If "NO" please comment:	11.11%	1
TOTAL		9

Q34 Comments

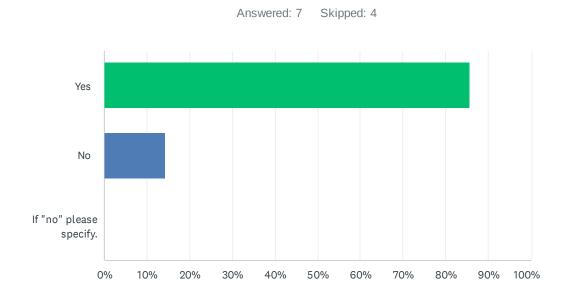
Answered: 0 Skipped: 11

Q35 I have had contact with the Food Services Manager over the past year?



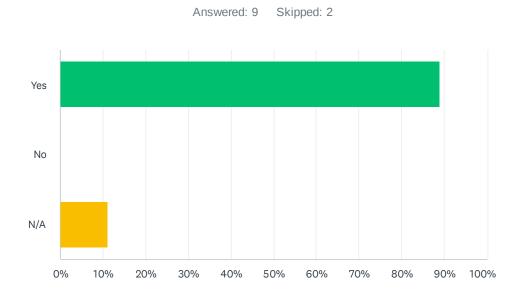
ANSWER CHOICES	RESPONSES	
Yes	66.67%	6
No	33.33%	3
N/A	0.00%	0
TOTAL		9

Q36 If you've had contact with the Food Services Manager. Were you pleased with the outcome?



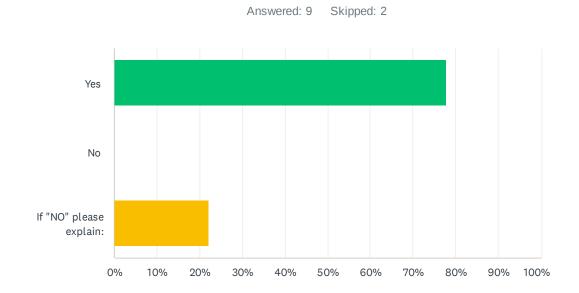
ANSWER CHOICES	RESPONSES	
Yes	85.71%	6
No	14.29%	1
If "no" please specify.	0.00%	0
TOTAL		7

Q37 I generally hear positive comments about the meals, and/ or the meal service from my family member.



ANSWER CHOICES	RESPONSES	
Yes	88.89%	8
No	0.00%	0
N/A	11.11%	1
TOTAL		9

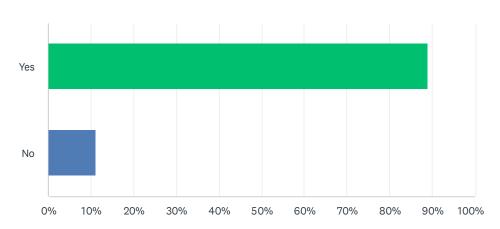
Q38 I feel that my family member is eating appropriately & adequately.



ANSWER CHOICES	RESPONSES	
Yes	77.78%	7
No	0.00%	0
If "NO" please explain:	22.22%	2
TOTAL		9

Q39 The amount of food is adequate

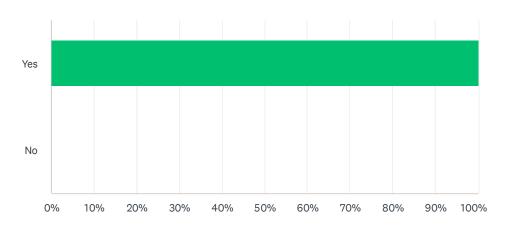
Answered: 9 Skipped: 2



ANSWER CHOICES	RESPONSES	
Yes	88.89%	8
No	11.11%	1
TOTAL		9

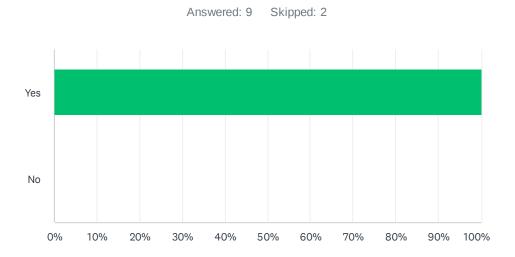
Q40 There is enough of a variety.

Answered: 9 Skipped: 2



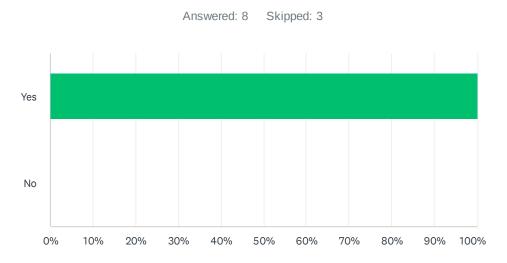
ANSWER CHOICES	RESPONSES	
Yes	100.00%	9
No	0.00%	0
TOTAL		9

Q41 Special needs (if any) are being met, i.e. special diet.



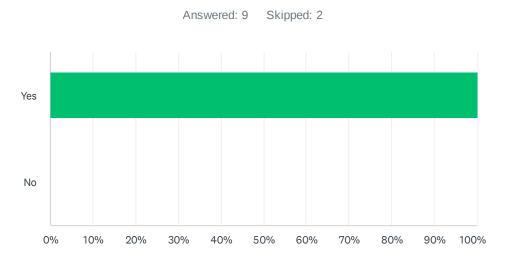
ANSWER CHOICES	RESPONSES	
Yes	100.00%	9
No	0.00%	0
TOTAL		9

Q42 Alternate choices are provided.



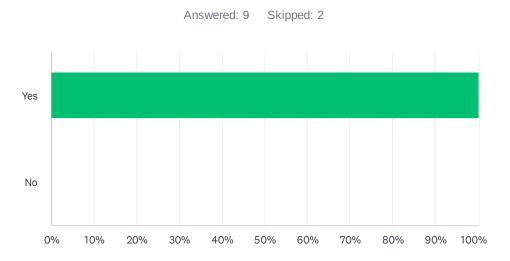
ANSWER CHOICES	RESPONSES	
Yes	100.00%	8
No	0.00%	0
TOTAL		8

Q43 Food servers are friendly and courteous.



ANSWER CHOICES	RESPONSES	
Yes	100.00%	9
No	0.00%	0
TOTAL		9

Q44 Food is served at the appropriate temperature.

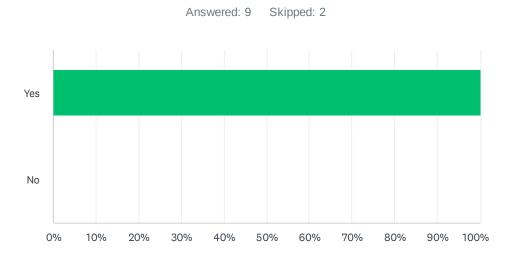


ANSWER CHOICES	RESPONSES	
Yes	100.00%	9
No	0.00%	0
TOTAL		9

Q45 Comments

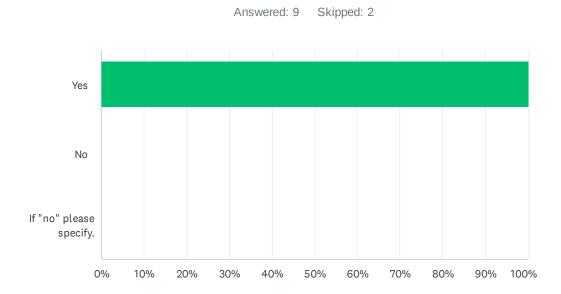
Answered: 1 Skipped: 10

Q46 I have had contact with the Director of Care _____ and/or Associate Director of Care _____ over the past year?



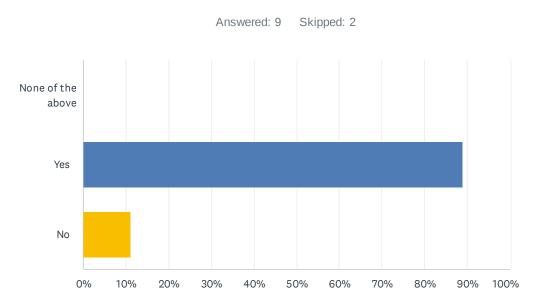
ANSWER CHOICES	RESPONSES	
Yes	100.00%	9
No	0.00%	0
TOTAL		9

Q47 If you've had contact with the Director of Care _____ and/or Associate Director of Care. Were you pleased with the outcome?



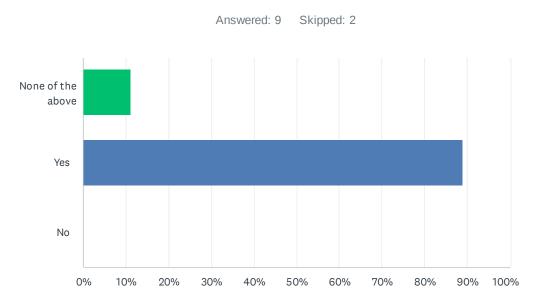
ANSWER CHOICES	RESPONSES	
Yes	100.00%	9
No	0.00%	0
If "no" please specify.	0.00%	0
TOTAL		9

Q48 My family member is well groomed, i.e. hair clean, nails trimmed, shaved.

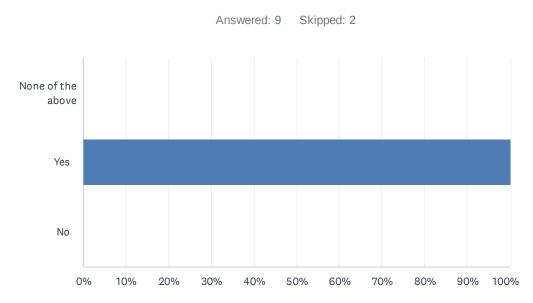


ANSWER CHOICES	RESPONSES	
None of the above	0.00%	0
Yes	88.89%	8
No	11.11%	1
TOTAL		9

Q49 Help is readily available in the dining room to assist my family member?



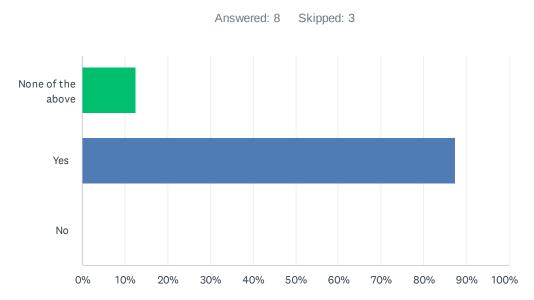
ANSWER CHOICES	RESPONSES	
None of the above	11.11%	1
Yes	88.89%	8
No	0.00%	0
TOTAL		9



Q50 Nursing staff are courteous/helpful?

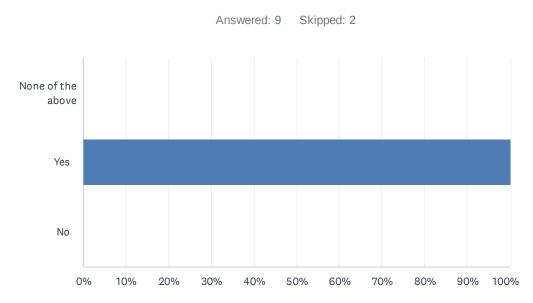
ANSWER CHOICES	RESPONSES	
None of the above	0.00%	0
Yes	100.00%	9
No	0.00%	0
TOTAL		9

Q51 My questions are answered in a satisfactory manner and information requested is received in a suitable time frame?



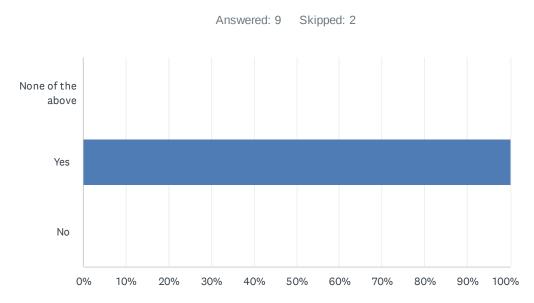
ANSWER CHOICES	RESPONSES	
None of the above	12.50%	1
Yes	87.50%	7
No	0.00%	0
TOTAL		8

Q52 I am informed of changes in care and/or routines in a timely manner?

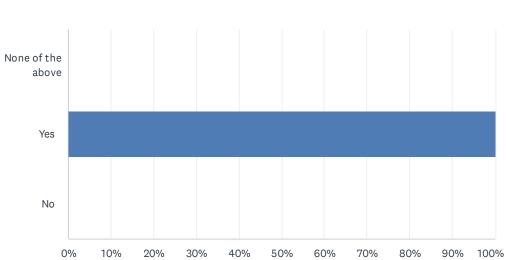


ANSWER CHOICES	RESPONSES	
None of the above	0.00%	0
Yes	100.00%	9
No	0.00%	0
TOTAL		9

Q53 I am informed of changes in care and/or routines in a timely manner?



ANSWER CHOICES	RESPONSES	
None of the above	0.00%	0
Yes	100.00%	9
No	0.00%	0
TOTAL		9

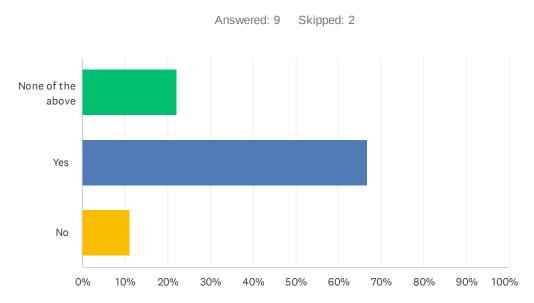


Q54 My privacy is respected

Answered: 9 Skipped: 2

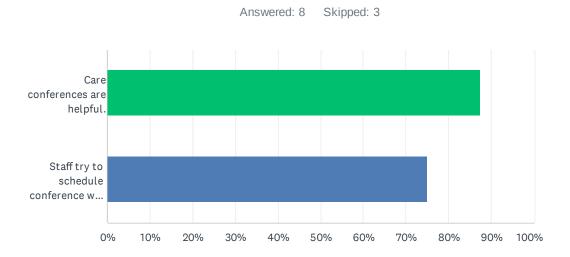
ANSWER CHOICES	RESPONSES	
None of the above	0.00%	0
Yes	100.00%	9
No	0.00%	0
TOTAL		9

Q55 My family member is satisfied with the incontinent product(s) supplied, (if applicable)?



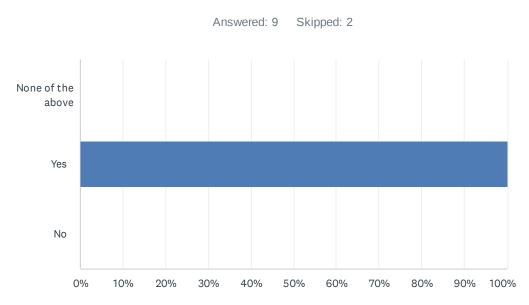
ANSWER CHOICES	RESPONSES	
None of the above	22.22%	2
Yes	66.67%	6
No	11.11%	1
TOTAL		9

Q56 Family Members are encouraged to attend a yearly "Care Conference" on the Resident to review and plan the care to be provided:

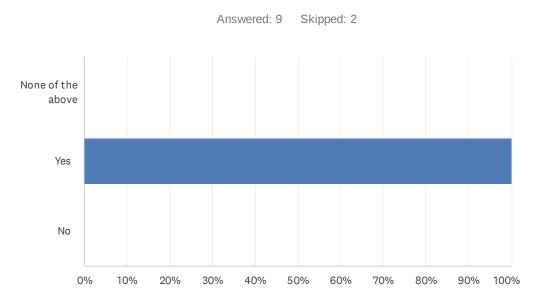


ANSWER CHOICES	RESPONSES	
Care conferences are helpful.	87.50%	7
Staff try to schedule conference when I (family member) is able to attend	75.00%	6
Total Respondents: 8		

Q57 I feel my input is encouraged and my comments are heard?



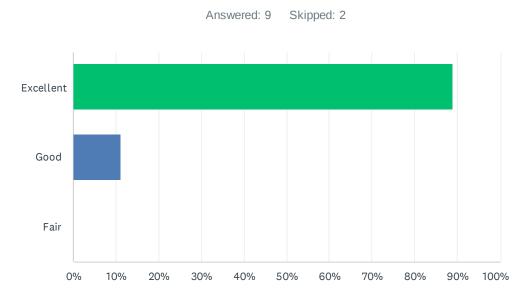
ANSWER CHOICES	RESPONSES
None of the above	0.00% 0
Yes	100.00% 9
No	0.00% 0
TOTAL	9



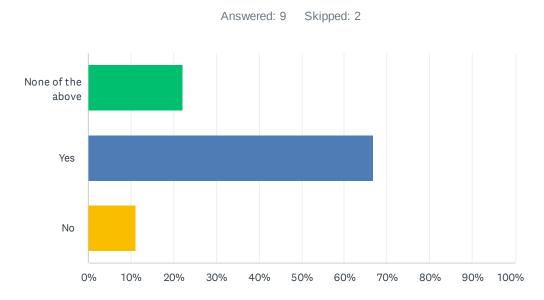
Q58 I am involved in the medical treatment plan?

ANSWER CHOICES	RESPONSES	
None of the above	0.00%	0
Yes	100.00%	9
No	0.00%	0
TOTAL		9

Q59 My overall rating of Belvedere Heights as a place to live is?

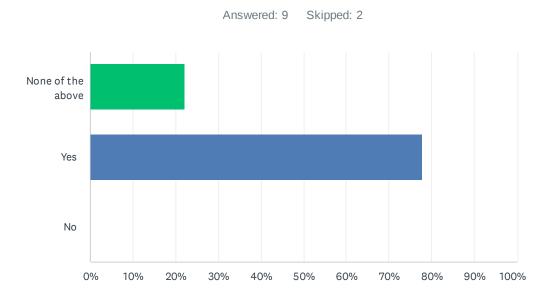


ANSWER CHOICES	RESPONSES	
Excellent	88.89%	8
Good	11.11%	1
Fair	0.00%	0
Total Respondents: 9		



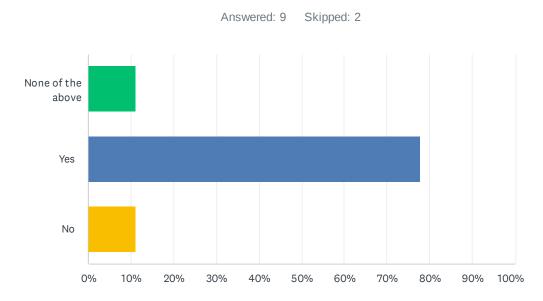
Q60 I feel like this is a second home?

ANSWER CHOICES	RESPONSES	
None of the above	22.22%	2
Yes	66.67%	6
No	11.11%	1
TOTAL		9



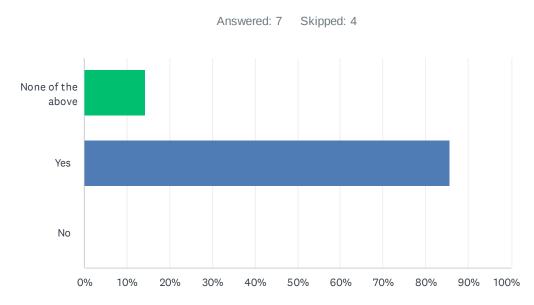
Q61 My family has fun when we visit?

ANSWER CHOICES	RESPONSES	
None of the above	22.22%	2
Yes	77.78%	7
No	0.00%	0
TOTAL		9



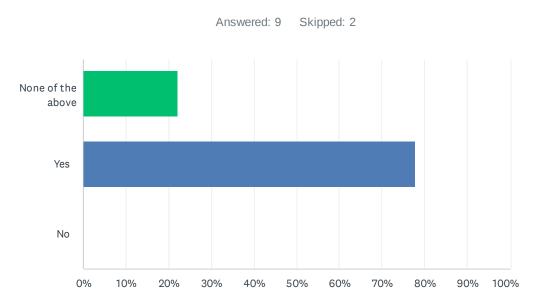
Q62 I share laughter with others here?

ANSWER CHOICES	RESPONSES	
None of the above	11.11%	1
Yes	77.78%	7
No	11.11%	1
TOTAL		9



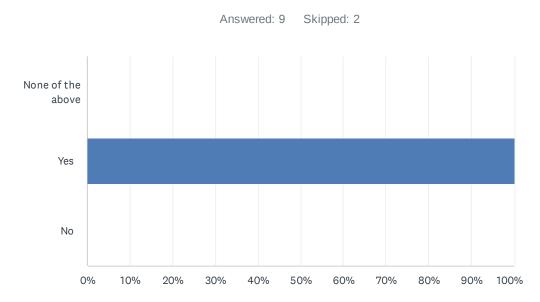
Q63 I always feel welcome at mealtimes?

ANSWER CHOICES	RESPONSES	
None of the above	14.29%	1
Yes	85.71%	6
No	0.00%	0
TOTAL		7



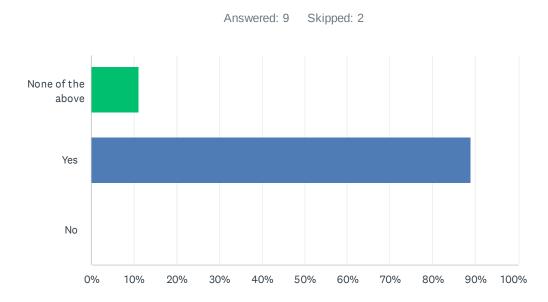
Q64 This home has a cheery atmosphere?

ANSWER CHOICES	RESPONSES	
None of the above	22.22%	2
Yes	77.78%	7
No	0.00%	0
TOTAL		9



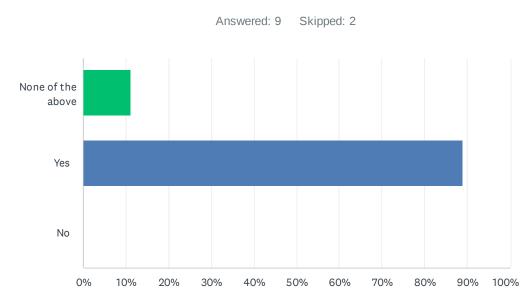
Q65 I feel my loved one is safe here?

ANSWER CHOICES	RESPONSES	
None of the above	0.00%	0
Yes	100.00%	9
No	0.00%	0
TOTAL		9



ANSWER CHOICES	RESPONSES	
None of the above	11.11%	1
Yes	88.89%	8
No	0.00%	0
TOTAL		9

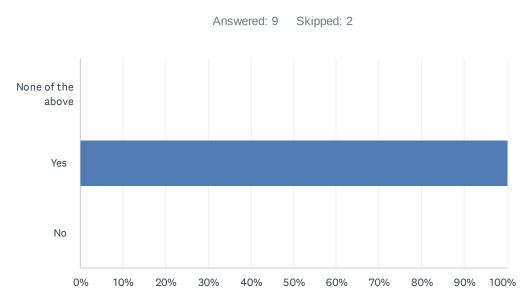
Q66 I enjoy my visits here?



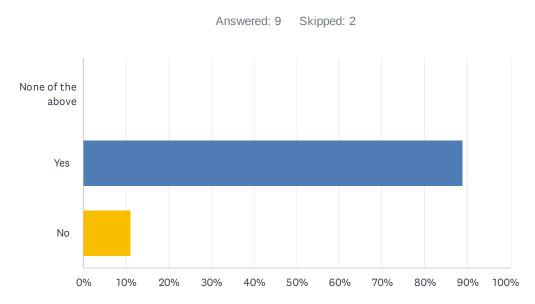
Q67 Our family traditions are respected here?

ANSWER CHOICES	RESPONSES	
None of the above	11.11%	1
Yes	88.89%	8
No	0.00%	0
TOTAL		9

Q68 There is a place where I can have privacy with my loved one?

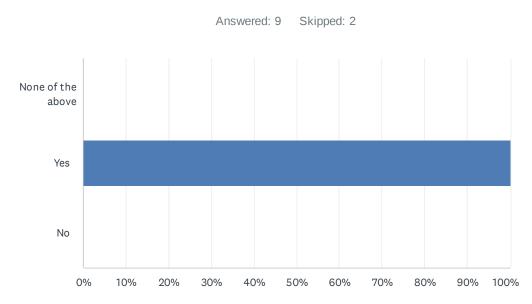


ANSWER CHOICES	RESPONSES	
None of the above	0.00%	0
Yes	100.00%	9
No	0.00%	0
TOTAL		9



Q69 I have a say in my loved one's care plan?

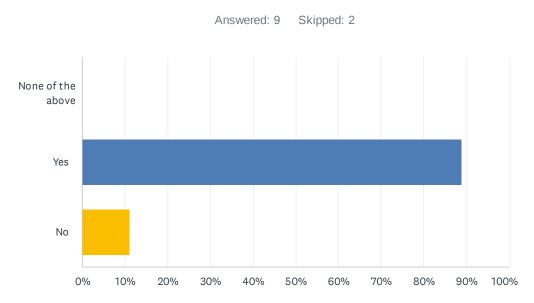
ANSWER CHOICES	RESPONSES	
None of the above	0.00%	0
Yes	88.89%	8
No	11.11%	1
TOTAL		9



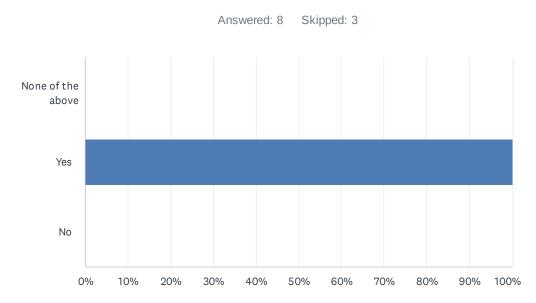
Q70 My opinion about my loved one matters?

ANSWER CHOICES	RESPONSES	
None of the above	0.00%	0
Yes	100.00%	9
No	0.00%	0
TOTAL		9

Q71 I am recognized and called by name when I visit the home?



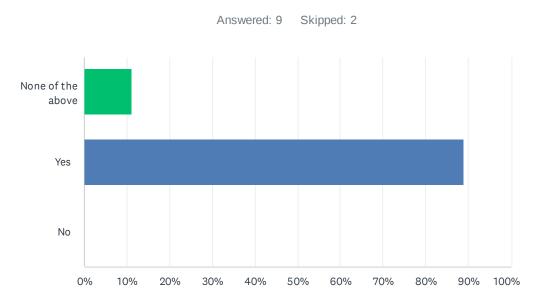
ANSWER CHOICES	RESPONSES	
None of the above	0.00%	0
Yes	88.89%	8
No	11.11%	1
TOTAL		9



Q72 I can visit my loved one when I want?

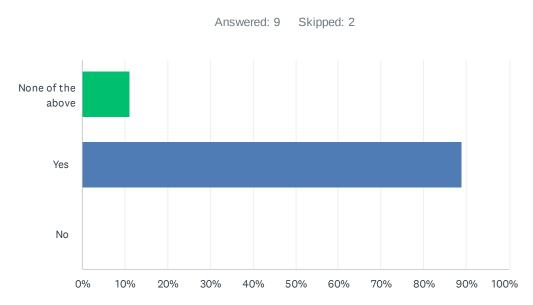
ANSWER CHOICES	RESPONSES	
None of the above	0.00%	0
Yes	100.00%	8
No	0.00%	0
TOTAL		8

Q73 I fell comfort at knowing my loved one is in this home?

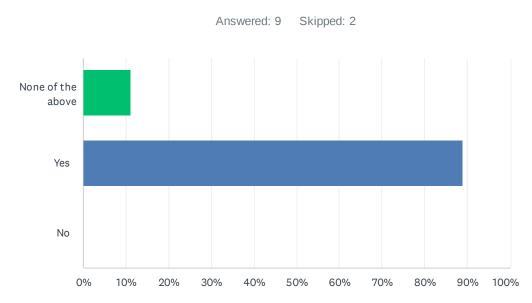


ANSWER CHOICES	RESPONSES	
None of the above	11.11%	1
Yes	88.89%	8
No	0.00%	0
TOTAL		9

Q74 My loved one is encouraged to do as much as she or he is able to do?

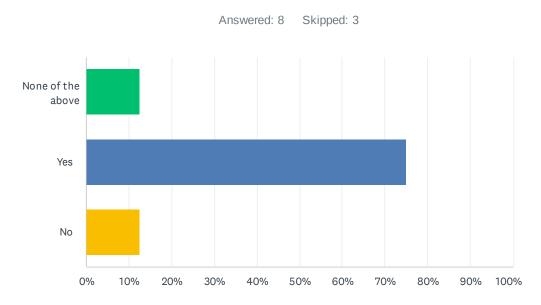


ANSWER CHOICES	RESPONSES	
None of the above	11.11%	1
Yes	88.89%	8
No	0.00%	0
TOTAL		9



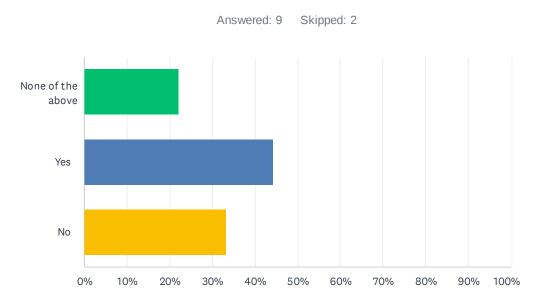
Q75 I feel that	I get the information	I need?
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ANSWER CHOICES	RESPONSES	
None of the above	11.11%	1
Yes	88.89%	8
No	0.00%	0
TOTAL		9



Q76	share	in ce	lebrations
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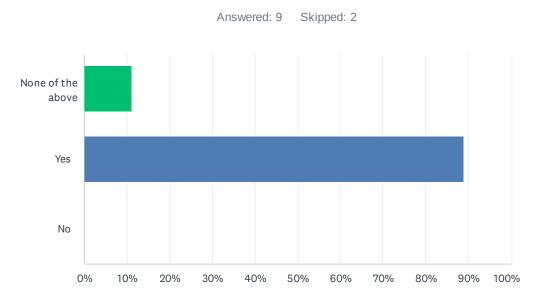
ANSWER CHOICES	RESPONSES	
None of the above	12.50%	1
Yes	75.00%	6
No	12.50%	1
TOTAL		8



Q77 I help out with others who live in this home?

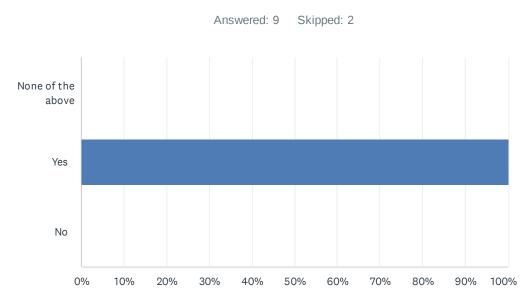
ANSWER CHOICES	RESPONSES	
None of the above	22.22%	2
Yes	44.44%	4
No	33.33%	3
TOTAL		9

Q78 I am a valued member of the care partner team for my loved one?



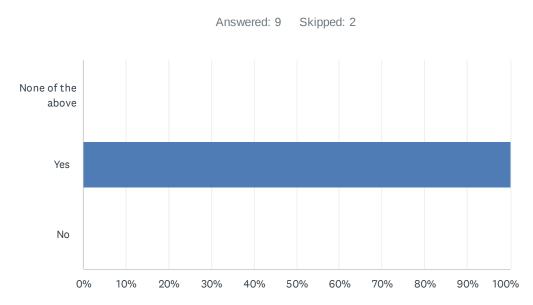
ANSWER CHOICES	RESPONSES	
None of the above	11.11%	1
Yes	88.89%	8
No	0.00%	0
TOTAL		9

Q79 I am able to advocate for my loved one without feeling resented?



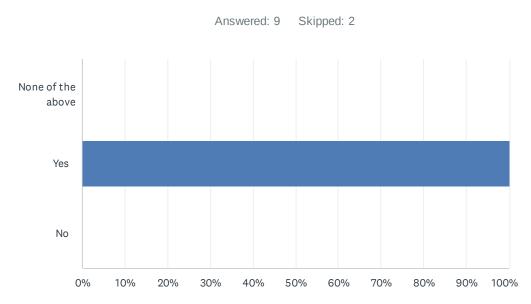
ANSWER CHOICES	RESPONSES	
None of the above	0.00%	0
Yes	100.00%	9
No	0.00%	0
TOTAL		9

Q80 I am able to express my own opinions without resentment from the staff?



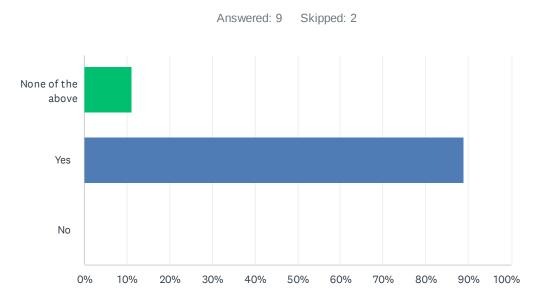
ANSWER CHOICES	RESPONSES	
None of the above	0.00%	0
Yes	100.00%	9
No	0.00%	0
TOTAL		9

Q81 I can respond to the needs and wants of my loved one without asking permission?



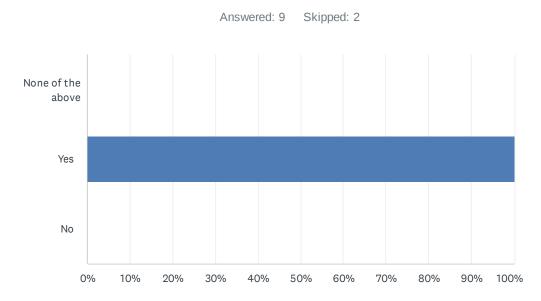
ANSWER CHOICES	RESPONSES	
None of the above	0.00%	0
Yes	100.00%	9
No	0.00%	0
TOTAL		9

Q82 People work here because they enjoy working with the Residents.



ANSWER CHOICES	RESPONSES	
None of the above	11.11%	1
Yes	88.89%	8
No	0.00%	0
TOTAL		9

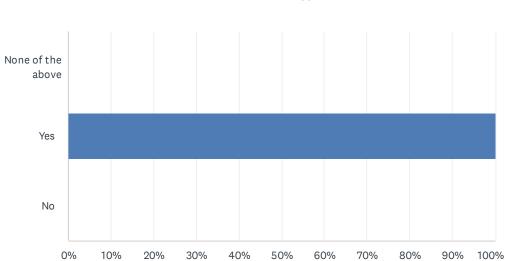
FAMILY QUALITY OF LIFE SURVEY



Q83 Staff care about the Residents.

ANSWER CHOICES	RESPONSES	
None of the above	0.00%	0
Yes	100.00%	9
No	0.00%	0
TOTAL		9

FAMILY QUALITY OF LIFE SURVEY



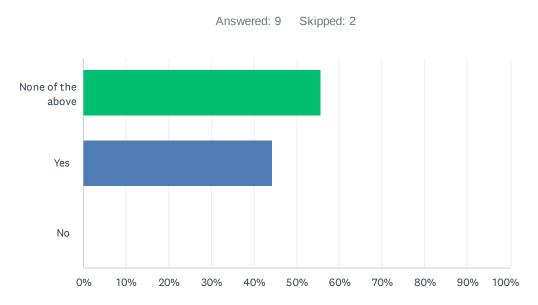
Answered: 9 Skipped: 2

ANSWER CHOICES	RESPONSES	
None of the above	0.00%	0
Yes	100.00%	9
No	0.00%	0
TOTAL		9

Q85 Additional Comments:

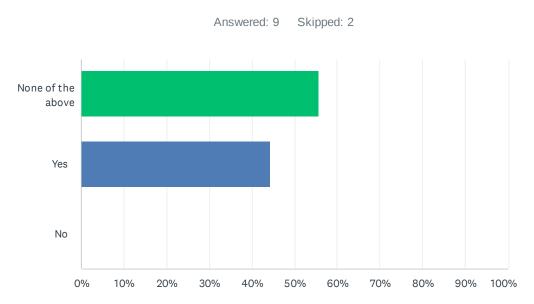
Answered: 0 Skipped: 11

Q86 Does the incontinent products keep your / their skin dry?



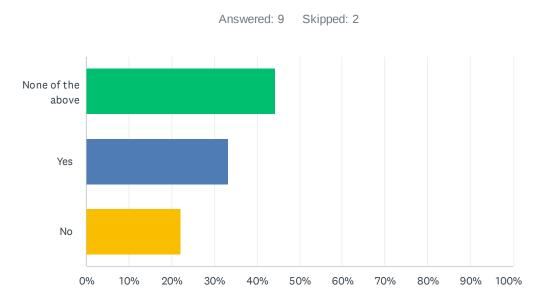
ANSWER CHOICES	RESPONSES	
None of the above	55.56%	5
Yes	44.44%	4
No	0.00%	0
TOTAL		9

Q87 Does the product promote a better sleep at night?



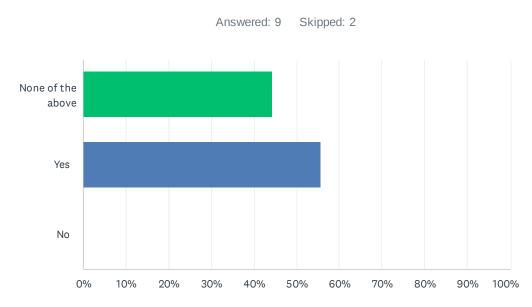
ANSWER CHOICES	RESPONSES	
None of the above	55.56%	5
Yes	44.44%	4
No	0.00%	0
TOTAL		9

Q88 Are you / your family member being assisted with toileting while wearing incontinent product?



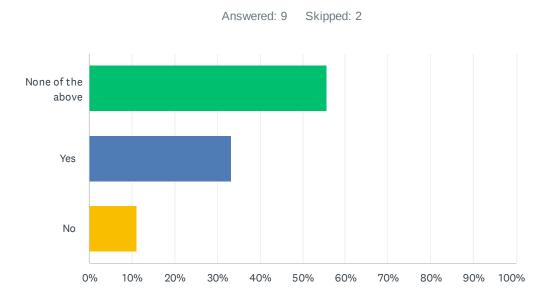
ANSWER CHOICES	RESPONSES	
None of the above	44.44%	4
Yes	33.33%	3
No	22.22%	2
TOTAL		9

Q89 Do you feel that the product used improves your / your family member's dignity?

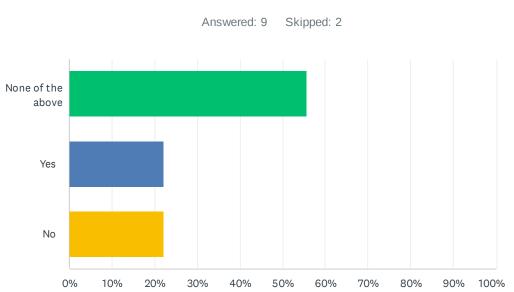


ANSWER CHOICES	RESPONSES	
None of the above	44.44%	4
Yes	55.56%	5
No	0.00%	0
TOTAL		9

Q90 Does the product help to promote safety by reducing falls related to incontinence?



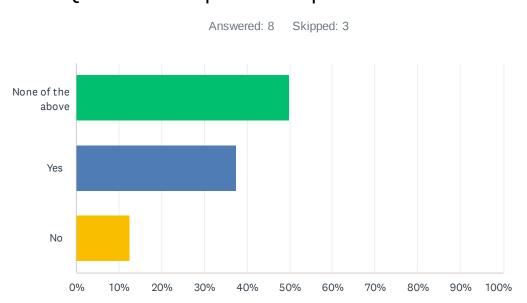
ANSWER CHOICES	RESPONSES	
None of the above	55.56%	5
Yes	33.33%	3
No	11.11%	1
TOTAL		9



Q91 Does the	product	help to	maintain	healthy skin'	?
$\tau = -\tau$					-

ANSWER CHOICES	RESPONSES	
None of the above	55.56%	5
Yes	22.22%	2
No	22.22%	2
TOTAL		9

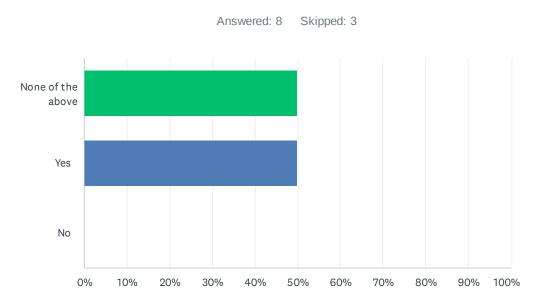
FAMILY QUALITY OF LIFE SURVEY



ANSWER CHOICES	RESPONSES	
None of the above	50.00%	4
Yes	37.50%	3
No	12.50%	1
TOTAL		8

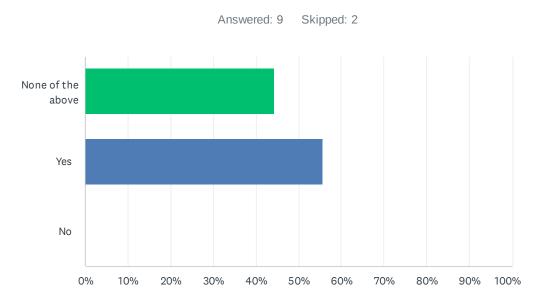
Q92 Does the product help to reduce odor?

Q93 Does the product help to reduce leakage onto clothing?



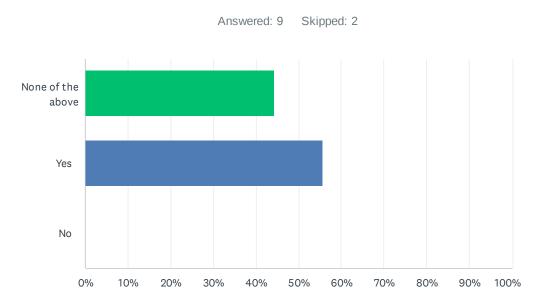
ANSWER CHOICES	RESPONSES	
None of the above	50.00%	4
Yes	50.00%	4
No	0.00%	0
TOTAL		8

Q94 Does the product protect you / your family member's dignity by being quiet, discreet and non-bulky under clothing?



ANSWER CHOICES	RESPONSES	
None of the above	44.44%	4
Yes	55.56%	5
No	0.00%	0
TOTAL		9

Q95 Are you / your family member satisfied with the incontinence products?



ANSWER CHOICES	RESPONSES	
None of the above	44.44%	4
Yes	55.56%	5
No	0.00%	0
TOTAL		9

Q96 Are there any other additional comments or feedback you would like to share?

Answered: 4 Skipped: 7