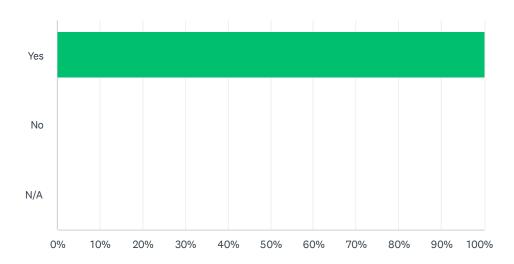
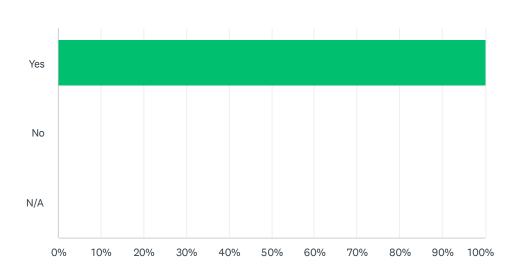
Q1 I find the Office Staff courteous and helpful

Answered: 11 Skipped: 0



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



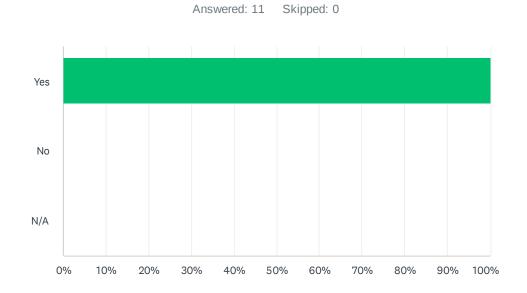
Q2 I am satisfied with my Trust Account set up.

Skipped: 1

Answered: 10

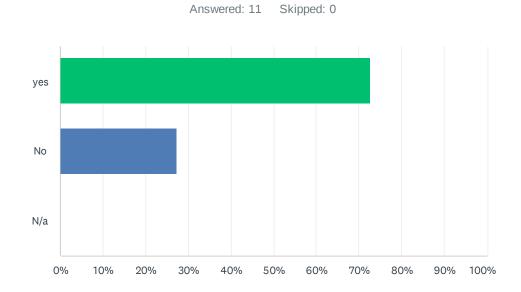
| ANSWER CHOICES | RESPONSES | |
|----------------|-----------|----|
| Yes | 100.00% | 10 |
| No | 0.00% | 0 |
| N/A | 0.00% | 0 |
| TOTAL | | 10 |

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



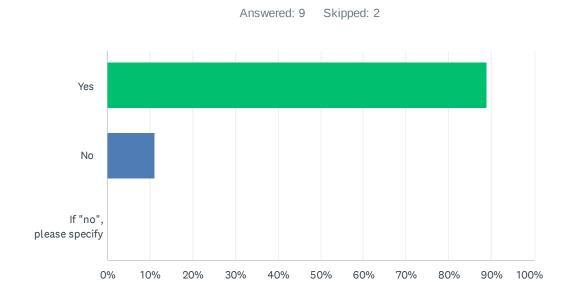
| ANSWER CHOICES | RESPONSES | |
|----------------|-----------|----|
| Yes | 100.00% | 11 |
| No | 0.00% | 0 |
| N/A | 0.00% | 0 |
| TOTAL | | 11 |

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 | |

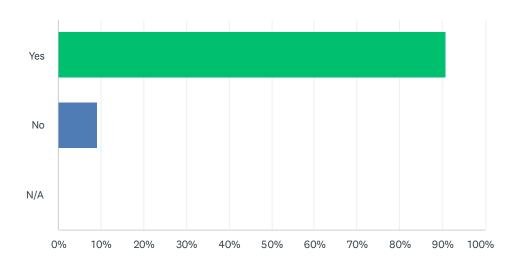
Q5 If you have had contact with the Administrator were you pleased with the outcome?



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

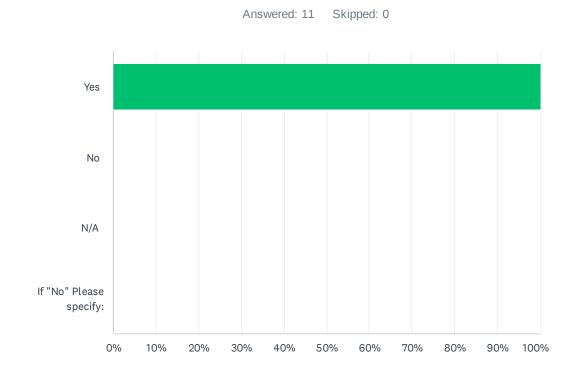


Answered: 11 Skipped: 0



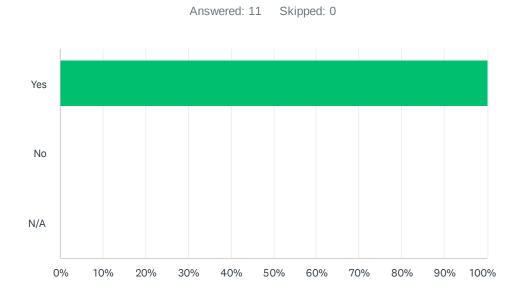
| ANSWER CHOICES | RESPONSES | |
|----------------|-----------|----|
| Yes | 90.91% | 10 |
| No | 9.09% | 1 |
| N/A | 0.00% | 0 |
| TOTAL | | 11 |

Q7 I was satisfied with the professional services contact.



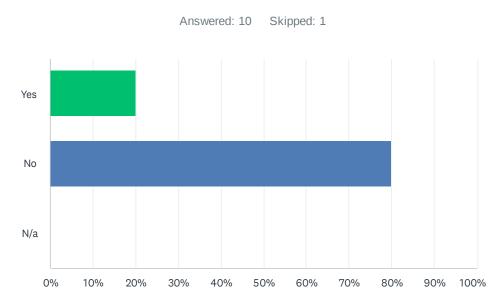
| ANSWER CHOICES | RESPONSES | |
|-------------------------|-----------|----|
| Yes | 100.00% | 11 |
| No | 0.00% | 0 |
| N/A | 0.00% | 0 |
| If "No" Please specify: | 0.00% | 0 |
| TOTAL | | 11 |

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



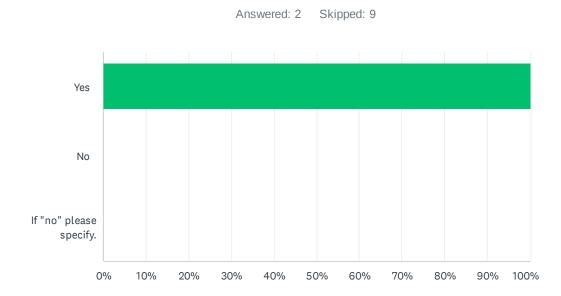
| ANSWER CHOICES | RESPONSES | |
|----------------|------------|----|
| Yes | 100.00% 1: | .1 |
| No | 0.00% | 0 |
| N/A | 0.00% | 0 |
| TOTAL | 1 | .1 |

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



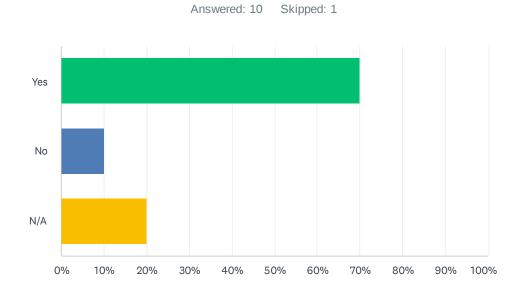
| ANSWER CHOICES | RESPONSES | |
|-----------------------|-----------|---|
| Yes | 20.00% | 2 |
| No | 80.00% | 8 |
| N/a | 0.00% | 0 |
| Total Respondents: 10 | | |

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



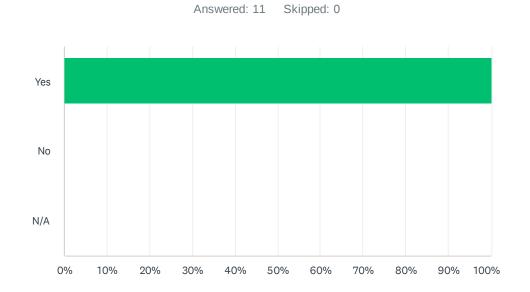
| ANSWER CHOICES | RESPONSES | |
|-------------------------|-----------|---|
| Yes | 100.00% | 2 |
| No | 0.00% | 0 |
| If "no" please specify. | 0.00% | 0 |
| TOTAL | | 2 |

Q11 The quality of the Restorative Care Program is good



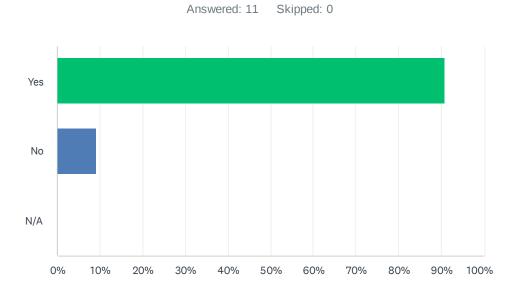
| ANSWER CHOICES | RESPONSES |
|----------------|-----------|
| Yes | 70.00% 7 |
| No | 10.00% 1 |
| N/A | 20.00% 2 |
| TOTAL | 10 |

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



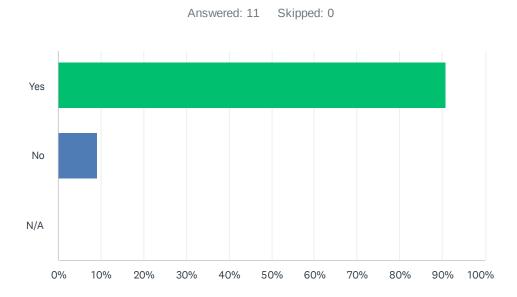
| ANSWER CHOICES | RESPONSES | |
|----------------|-----------|----|
| Yes | 100.00% | 11 |
| No | 0.00% | 0 |
| N/A | 0.00% | 0 |
| TOTAL | | 11 |

Q13 The Resident Home Area is free from odour?



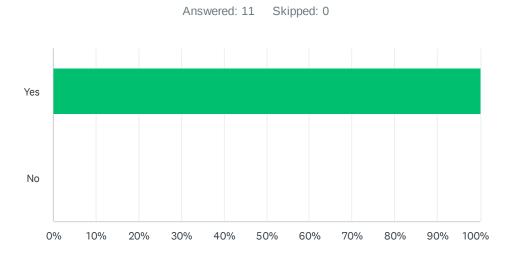
| ANSWER CHOICES | RESPONSES | |
|----------------|-----------|----|
| Yes | 90.91% | 10 |
| No | 9.09% | 1 |
| N/A | 0.00% | 0 |
| TOTAL | | 11 |

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 |

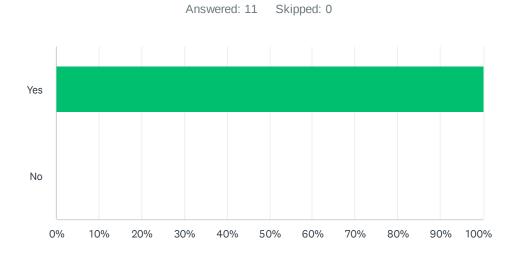
Q15 Housekeeping staff are courteous/helpful?



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

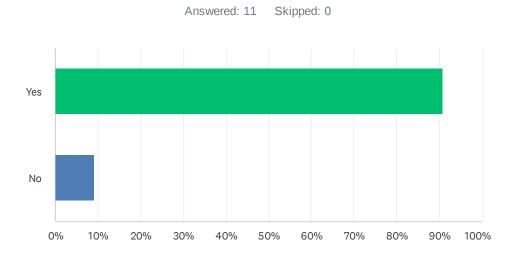
15 / 96

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



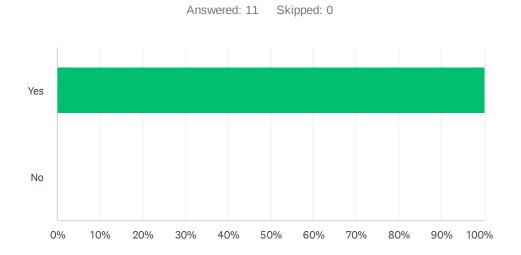
| ANSWER CHOICES | RESPONSES | |
|----------------|-----------|----|
| Yes | 100.00% | 11 |
| No | 0.00% | 0 |
| TOTAL | | 11 |

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

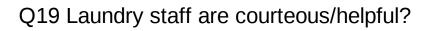


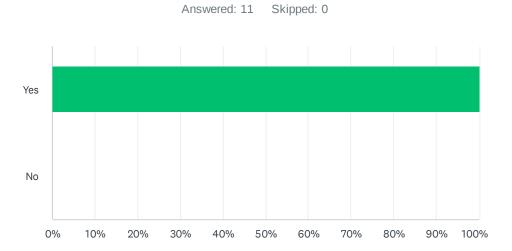
| ANSWER CHOICES | RESPONSES | |
|----------------|-----------|----|
| Yes | 90.91% | 10 |
| No | 9.09% | 1 |
| TOTAL | | 11 |

Q18 Clothing is returned to my room promptly after laundering?



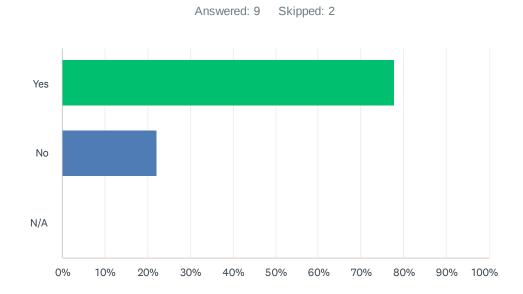
| ANSWER CHOICES | RESPONSES | |
|----------------|-----------|----|
| Yes | 100.00% | 11 |
| No | 0.00% | 0 |
| TOTAL | | 11 |





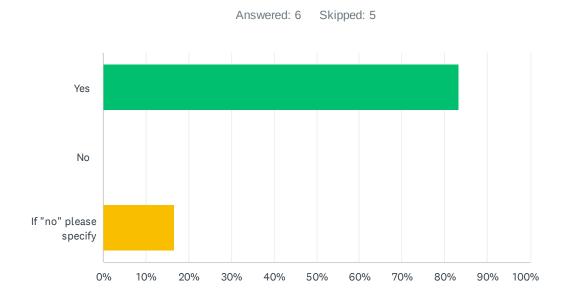
| ANSWER CHOICES | RESPONSES | |
|----------------|-----------|----|
| Yes | 100.00% | 11 |
| No | 0.00% | 0 |
| TOTAL | | 11 |

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



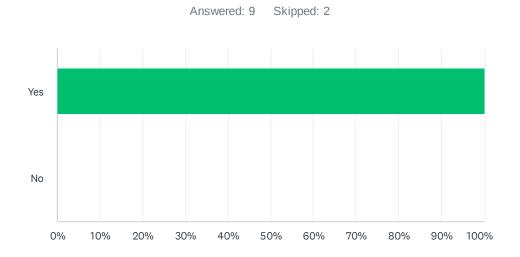
| ANSWER CHOICES | RESPONSES | |
|----------------|-----------|---|
| Yes | 77.78% | 7 |
| No | 22.22% | 2 |
| N/A | 0.00% | 0 |
| TOTAL | | 9 |

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

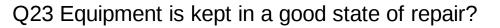


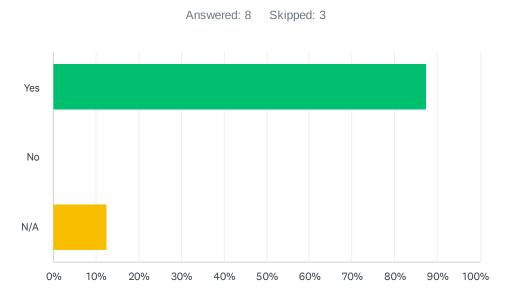
| ANSWER CHOICES | RESPONSES | |
|------------------------|-----------|---|
| Yes | 83.33% | 5 |
| No | 0.00% | 0 |
| If "no" please specify | 16.67% | 1 |
| TOTAL | | 6 |

Q22 The Building/Grounds are maintained in good condition?



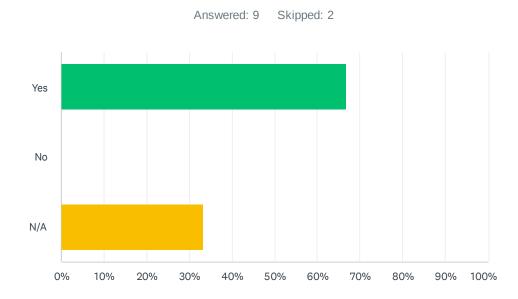
| ANSWER CHOICES | RESPONSES | |
|----------------|-----------|---|
| Yes | 100.00% | 9 |
| No | 0.00% | 0 |
| TOTAL | | 9 |





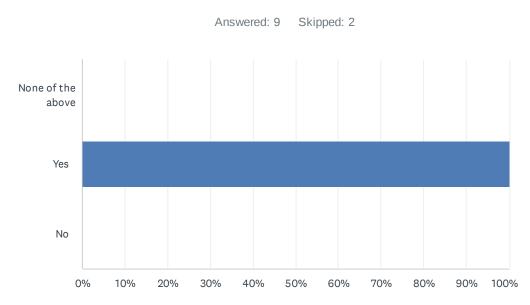
| ANSWER CHOICES | RESPONSES | |
|----------------|-----------|---|
| Yes | 87.50% | 7 |
| No | 0.00% | 0 |
| N/A | 12.50% | 1 |
| TOTAL | | 8 |

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



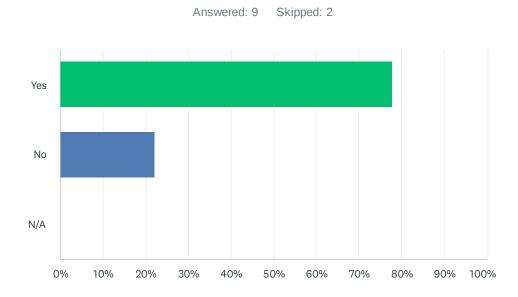
| Q25 Maintenance sta | If are courteous/helpful? |
|---------------------|---------------------------|
|---------------------|---------------------------|

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

Q26 Comments

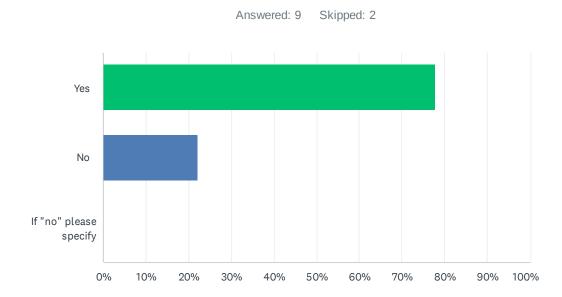
Answered: 3 Skipped: 8

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



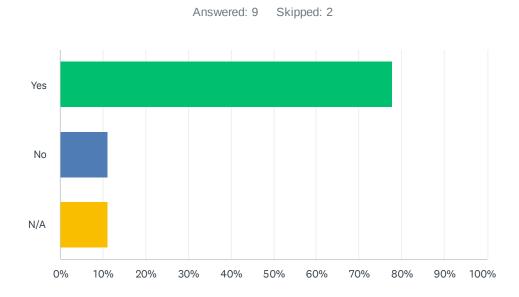
| ANSWER CHOICES | RESPONSES | |
|----------------|-----------|---|
| Yes | 77.78% | 7 |
| No | 22.22% | 2 |
| N/A | 0.00% | 0 |
| TOTAL | | 9 |

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

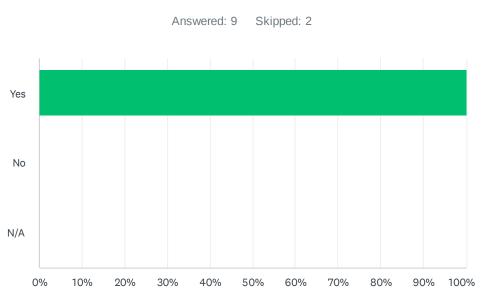


| ANSWER CHOICES | RESPONSES | |
|------------------------|-----------|---|
| Yes | 77.78% | 7 |
| No | 22.22% | 2 |
| If "no" please specify | 0.00% | 0 |
| TOTAL | | 9 |

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



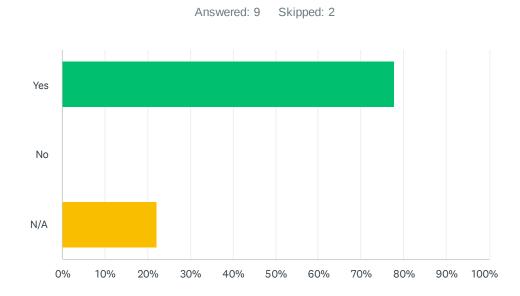
| ANSWER CHOICES | RESPONSES | |
|----------------|-----------|---|
| Yes | 77.78% | 7 |
| No | 11.11% | 1 |
| N/A | 11.11% | 1 |
| TOTAL | | 9 |



Q30 Program staff are courteous and helpful?

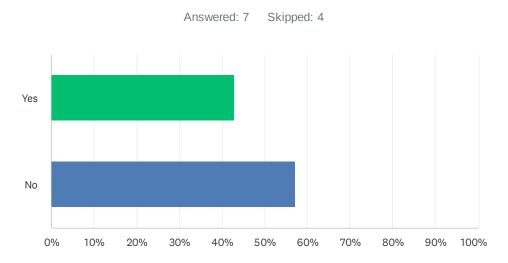
| ANSWER CHOICES | RESPONSES | |
|----------------|-----------|---|
| Yes | 100.00% | 9 |
| No | 0.00% | 0 |
| N/A | 0.00% | 0 |
| TOTAL | | 9 |

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



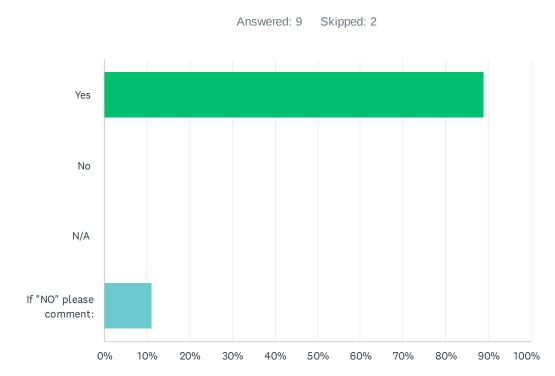
| ANSWER CHOICES | RESPONSES | |
|----------------|-----------|---|
| Yes | 77.78% | 7 |
| No | 0.00% | 0 |
| N/A | 22.22% | 2 |
| TOTAL | | 9 |

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.)

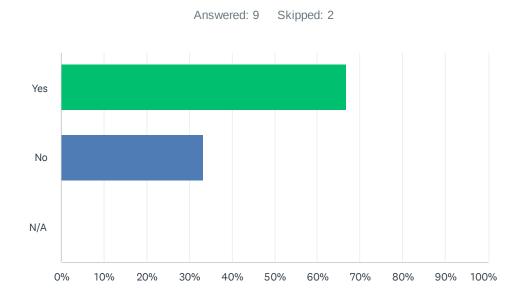


| ANSWER CHOICES | RESPONSES | |
|-------------------------|-----------|---|
| Yes | 88.89% | 8 |
| No | 0.00% | 0 |
| N/A | 0.00% | 0 |
| If "NO" please comment: | 11.11% | 1 |
| TOTAL | | 9 |

Q34 Comments

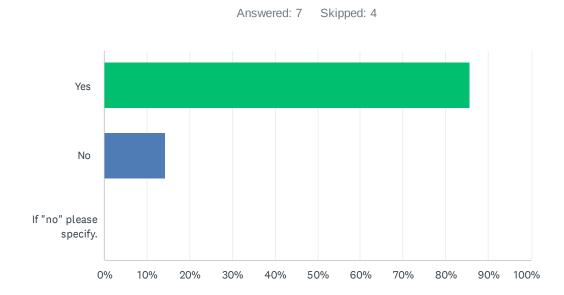
Answered: 0 Skipped: 11

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



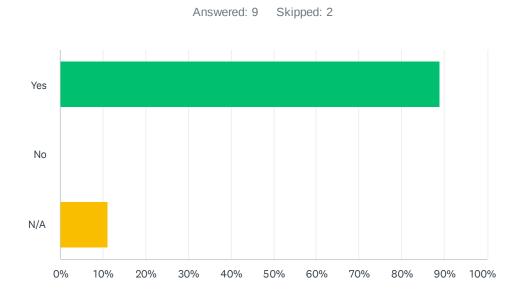
| ANSWER CHOICES | RESPONSES | |
|----------------|-----------|---|
| Yes | 66.67% | 6 |
| No | 33.33% | 3 |
| N/A | 0.00% | 0 |
| TOTAL | | 9 |

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



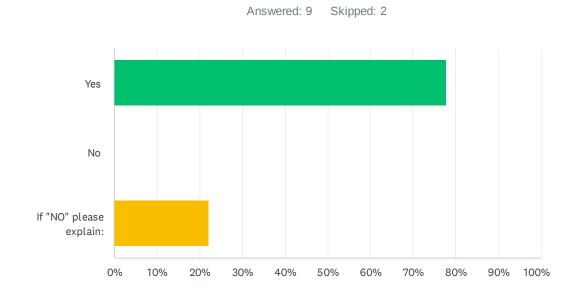
| ANSWER CHOICES | RESPONSES | |
|-------------------------|-----------|---|
| Yes | 85.71% | 6 |
| No | 14.29% | 1 |
| If "no" please specify. | 0.00% | 0 |
| TOTAL | | 7 |

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 |

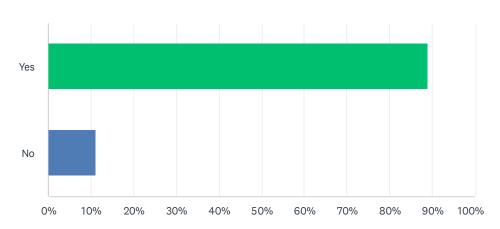
Q38 I feel that my family member is eating appropriately & adequately.



| 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

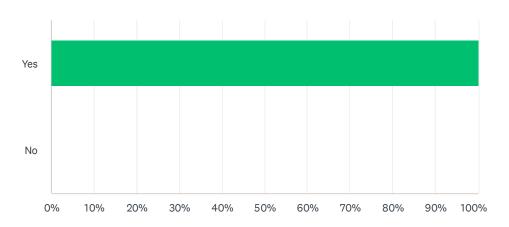
Answered: 9 Skipped: 2



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

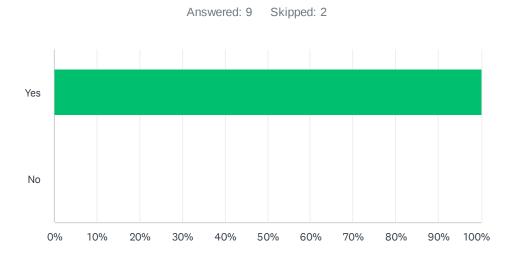
Q40 There is enough of a variety.

Answered: 9 Skipped: 2



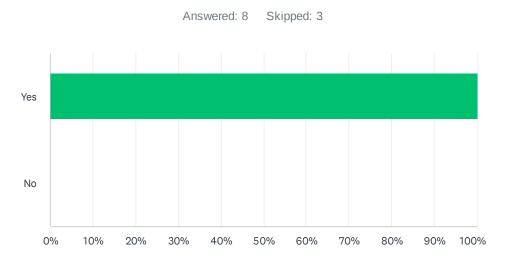
| ANSWER CHOICES | RESPONSES | |
|----------------|-----------|---|
| Yes | 100.00% | 9 |
| No | 0.00% | 0 |
| TOTAL | | 9 |

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



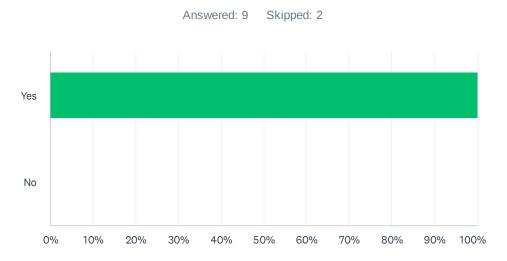
| ANSWER CHOICES | RESPONSES | |
|----------------|-----------|---|
| Yes | 100.00% | 9 |
| No | 0.00% | 0 |
| TOTAL | | 9 |

Q42 Alternate choices are provided.



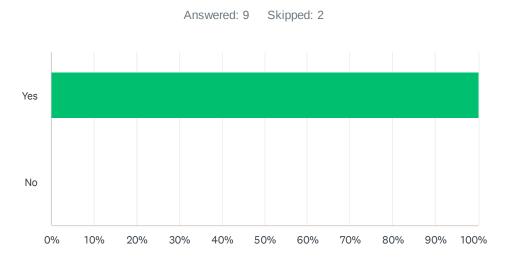
| ANSWER CHOICES | RESPONSES | |
|----------------|-----------|---|
| Yes | 100.00% | 8 |
| No | 0.00% | 0 |
| TOTAL | | 8 |

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.

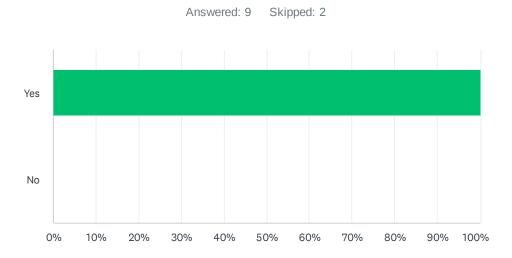


| ANSWER CHOICES | RESPONSES | |
|----------------|-----------|---|
| Yes | 100.00% | 9 |
| No | 0.00% | 0 |
| TOTAL | | 9 |

Q45 Comments

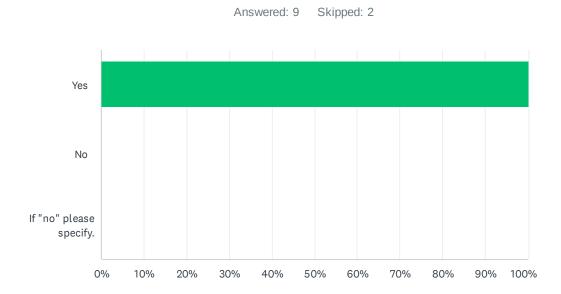
Answered: 1 Skipped: 10

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



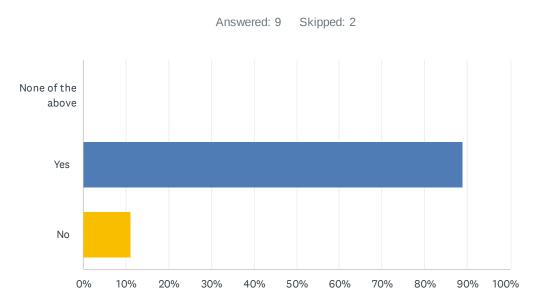
| ANSWER CHOICES | RESPONSES | |
|----------------|-----------|---|
| Yes | 100.00% | 9 |
| No | 0.00% | 0 |
| TOTAL | | 9 |

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



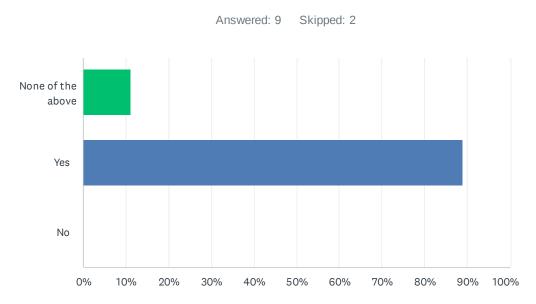
| ANSWER CHOICES | RESPONSES | |
|-------------------------|-----------|---|
| Yes | 100.00% | 9 |
| No | 0.00% | 0 |
| If "no" please specify. | 0.00% | 0 |
| TOTAL | | 9 |

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

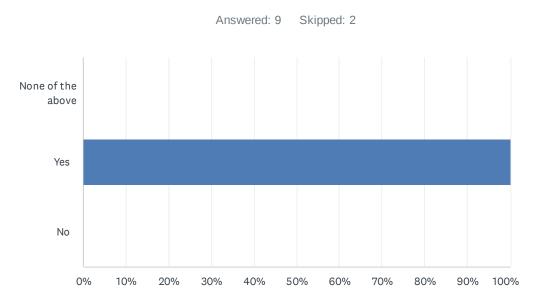


| ANSWER CHOICES | RESPONSES | |
|-------------------|-----------|---|
| None of the above | 0.00% | 0 |
| Yes | 88.89% | 8 |
| No | 11.11% | 1 |
| TOTAL | | 9 |

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



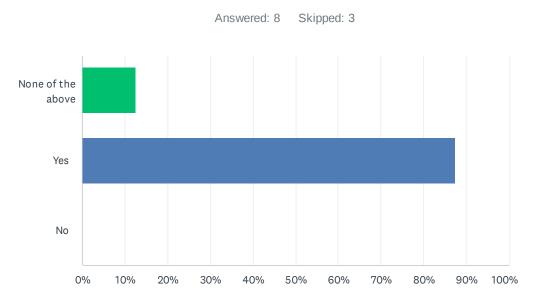
| ANSWER CHOICES | RESPONSES | |
|-------------------|-----------|---|
| None of the above | 11.11% | 1 |
| Yes | 88.89% | 8 |
| No | 0.00% | 0 |
| TOTAL | | 9 |



Q50 Nursing staff are courteous/helpful?

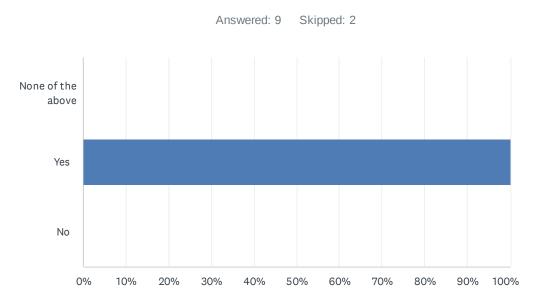
| ANSWER CHOICES | RESPONSES | |
|-------------------|-----------|---|
| None of the above | 0.00% | 0 |
| Yes | 100.00% | 9 |
| No | 0.00% | 0 |
| TOTAL | | 9 |

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



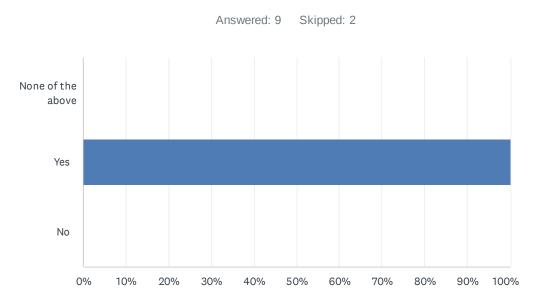
| ANSWER CHOICES | RESPONSES | |
|-------------------|-----------|---|
| None of the above | 12.50% | 1 |
| Yes | 87.50% | 7 |
| No | 0.00% | 0 |
| TOTAL | | 8 |

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

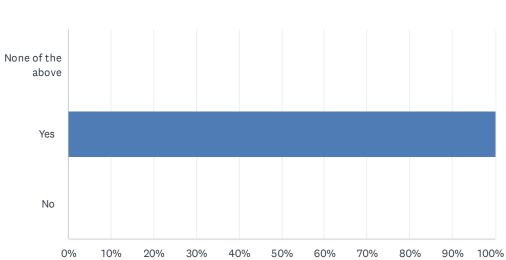


| ANSWER CHOICES | RESPONSES | |
|-------------------|-----------|---|
| None of the above | 0.00% | 0 |
| Yes | 100.00% | 9 |
| No | 0.00% | 0 |
| TOTAL | | 9 |

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 |

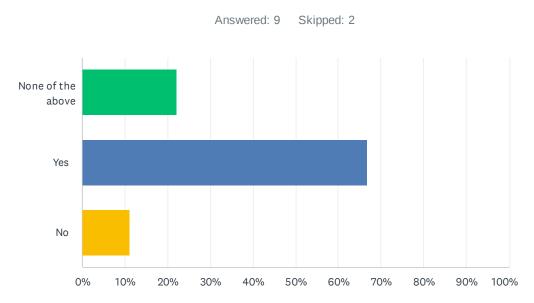


Q54 My privacy is respected

Answered: 9 Skipped: 2

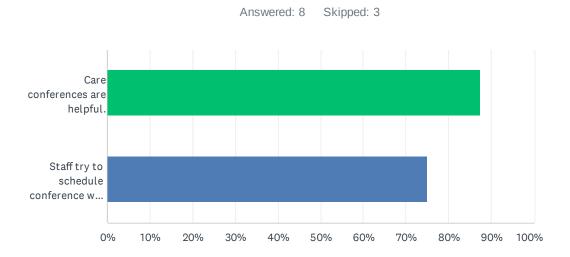
| ANSWER CHOICES | RESPONSES | |
|-------------------|-----------|---|
| None of the above | 0.00% | 0 |
| Yes | 100.00% | 9 |
| No | 0.00% | 0 |
| TOTAL | | 9 |

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



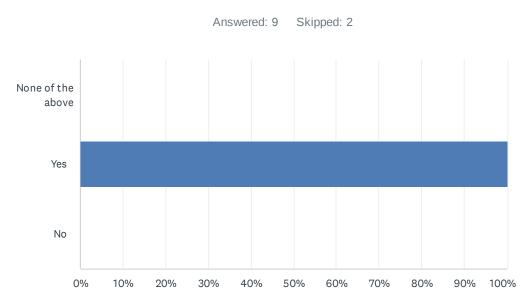
| ANSWER CHOICES | RESPONSES | |
|-------------------|-----------|---|
| None of the above | 22.22% | 2 |
| Yes | 66.67% | 6 |
| No | 11.11% | 1 |
| TOTAL | | 9 |

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

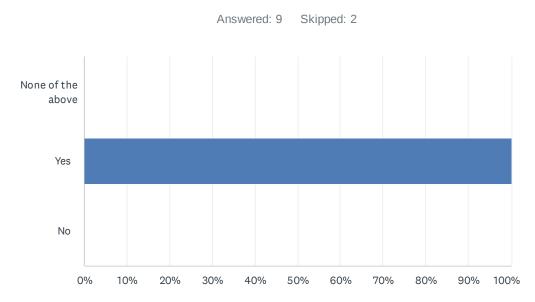


| ANSWER CHOICES | RESPONSES | |
|---|-----------|---|
| Care conferences are helpful. | 87.50% | 7 |
| Staff try to schedule conference when I (family member) is able to attend | 75.00% | 6 |
| Total Respondents: 8 | | |

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



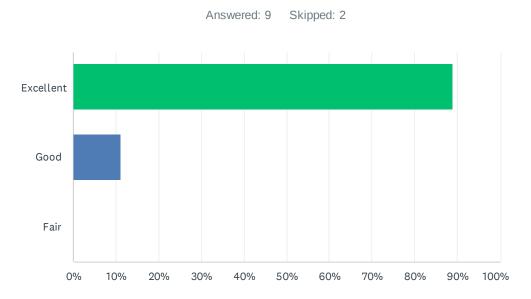
| ANSWER CHOICES | RESPONSES |
|-------------------|-----------|
| None of the above | 0.00% 0 |
| Yes | 100.00% 9 |
| No | 0.00% 0 |
| TOTAL | 9 |



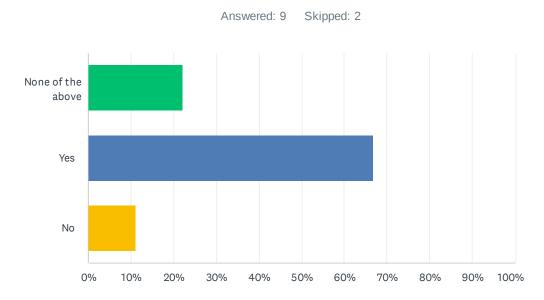
Q58 I am involved in the medical treatment plan?

| 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?

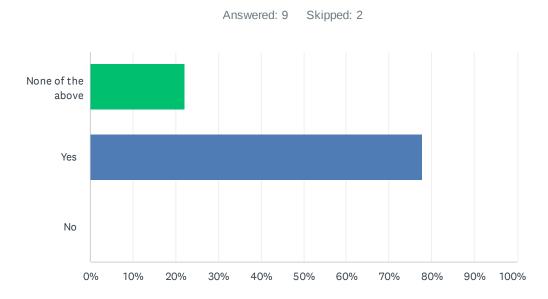


| ANSWER CHOICES | RESPONSES | |
|----------------------|-----------|---|
| Excellent | 88.89% | 8 |
| Good | 11.11% | 1 |
| Fair | 0.00% | 0 |
| Total Respondents: 9 | | |



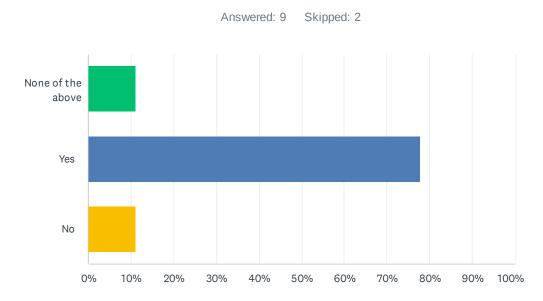
Q60 I feel like this is a second home?

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



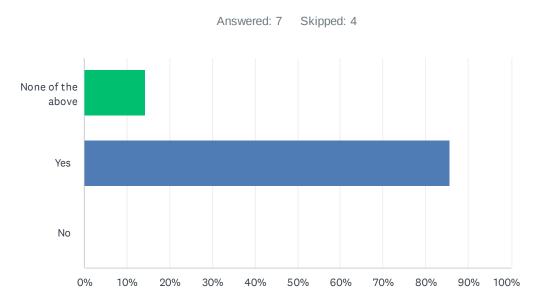
Q61 My family has fun when we visit?

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



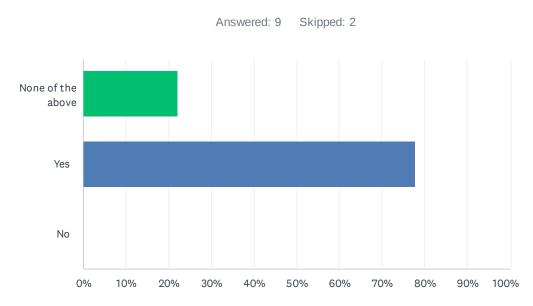
Q62 I share laughter with others here?

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



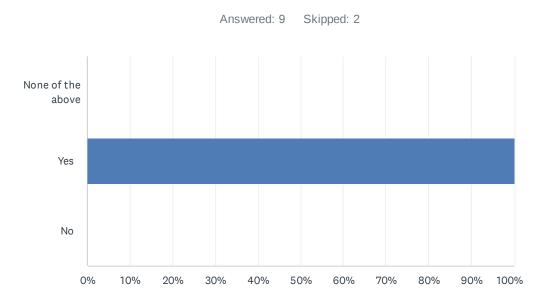
Q63 I always feel welcome at mealtimes?

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



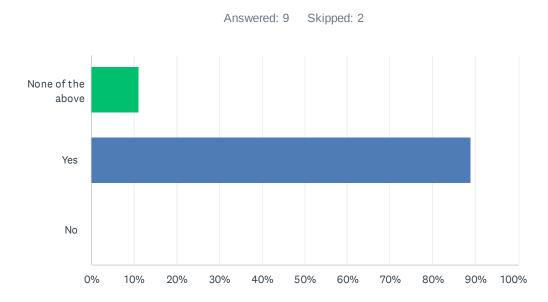
Q64 This home has a cheery atmosphere?

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



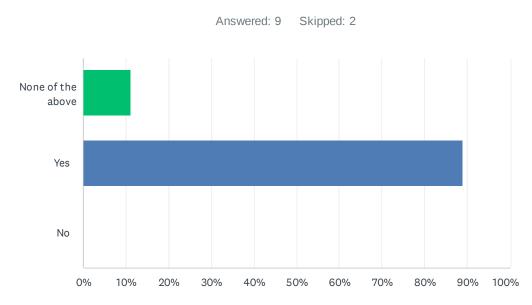
Q65 I feel my loved one is safe here?

| 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 |

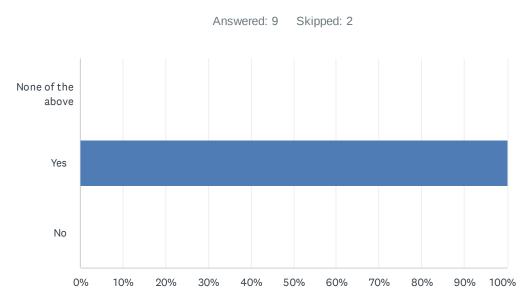
Q66 I enjoy my visits here?



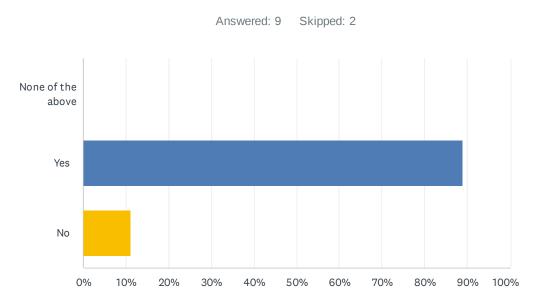
Q67 Our family traditions are respected here?

| 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?

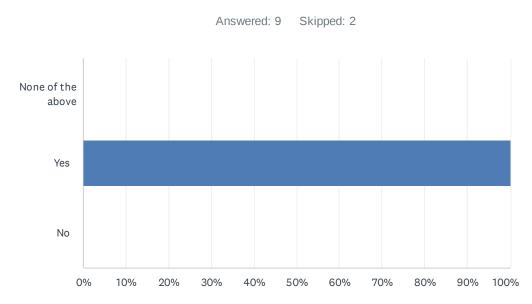


| ANSWER CHOICES | RESPONSES | |
|-------------------|-----------|---|
| None of the above | 0.00% | 0 |
| Yes | 100.00% | 9 |
| No | 0.00% | 0 |
| TOTAL | | 9 |



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

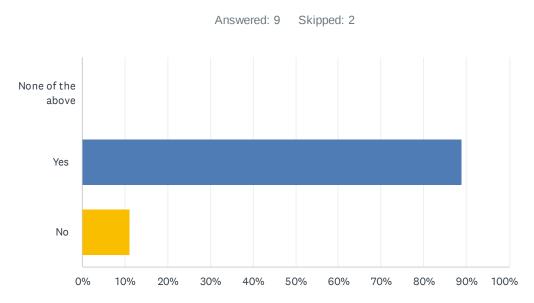
| ANSWER CHOICES | RESPONSES | |
|-------------------|-----------|---|
| None of the above | 0.00% | 0 |
| Yes | 88.89% | 8 |
| No | 11.11% | 1 |
| TOTAL | | 9 |



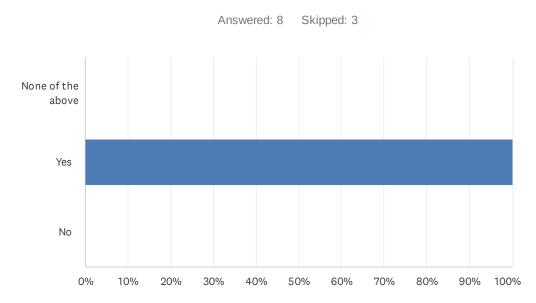
Q70 My opinion about my loved one matters?

| 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?



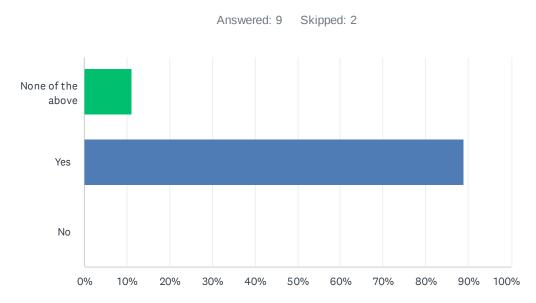
| ANSWER CHOICES | RESPONSES | |
|-------------------|-----------|---|
| None of the above | 0.00% | 0 |
| Yes | 88.89% | 8 |
| No | 11.11% | 1 |
| TOTAL | | 9 |



Q72 I can visit my loved one when I want?

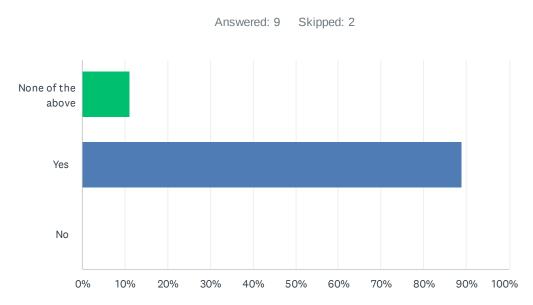
| ANSWER CHOICES | RESPONSES | |
|-------------------|-----------|---|
| None of the above | 0.00% | 0 |
| Yes | 100.00% | 8 |
| No | 0.00% | 0 |
| TOTAL | | 8 |

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

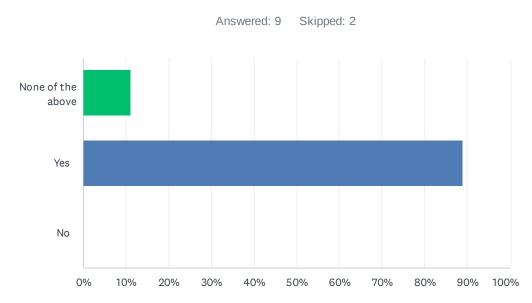


| ANSWER CHOICES | RESPONSES | |
|-------------------|-----------|---|
| None of the above | 11.11% | 1 |
| Yes | 88.89% | 8 |
| No | 0.00% | 0 |
| TOTAL | | 9 |

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

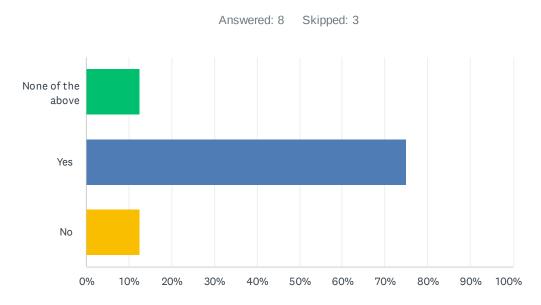


| ANSWER CHOICES | RESPONSES | |
|-------------------|-----------|---|
| None of the above | 11.11% | 1 |
| Yes | 88.89% | 8 |
| No | 0.00% | 0 |
| TOTAL | | 9 |



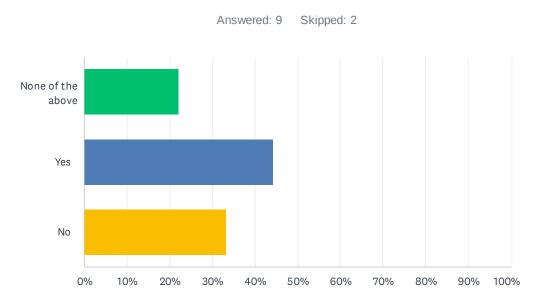
| Q75 I feel that | I get the information | I need? |
|-----------------|-----------------------|---------|
|-----------------|-----------------------|---------|

| 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 |
|-----|-------|-------|------------|
|-----|-------|-------|------------|

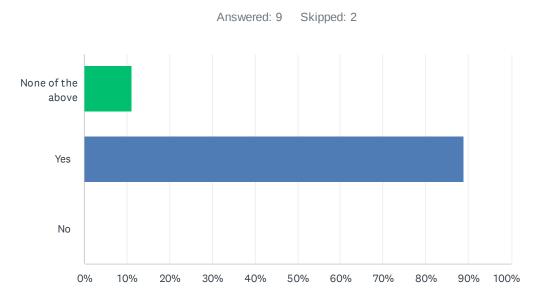
| ANSWER CHOICES | RESPONSES | |
|-------------------|-----------|---|
| None of the above | 12.50% | 1 |
| Yes | 75.00% | 6 |
| No | 12.50% | 1 |
| TOTAL | | 8 |



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

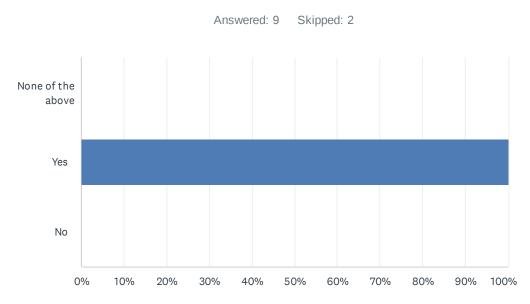
| ANSWER CHOICES | RESPONSES | |
|-------------------|-----------|---|
| None of the above | 22.22% | 2 |
| Yes | 44.44% | 4 |
| No | 33.33% | 3 |
| TOTAL | | 9 |

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



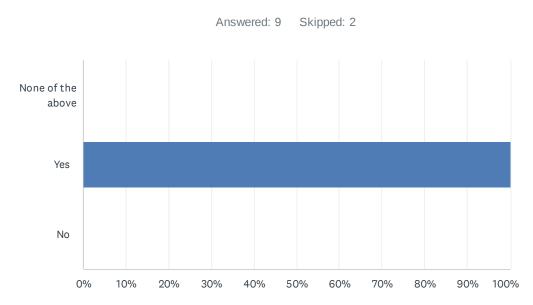
| ANSWER CHOICES | RESPONSES | |
|-------------------|-----------|---|
| None of the above | 11.11% | 1 |
| Yes | 88.89% | 8 |
| No | 0.00% | 0 |
| TOTAL | | 9 |

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



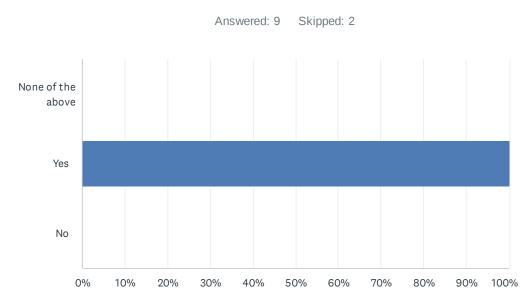
| ANSWER CHOICES | RESPONSES | |
|-------------------|-----------|---|
| None of the above | 0.00% | 0 |
| Yes | 100.00% | 9 |
| No | 0.00% | 0 |
| TOTAL | | 9 |

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



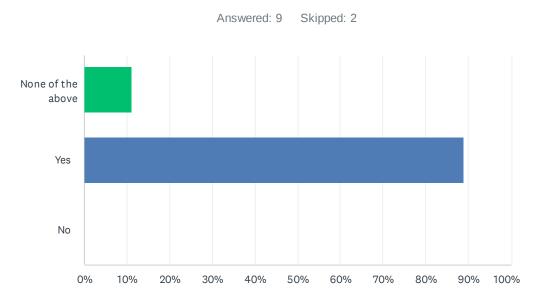
| ANSWER CHOICES | RESPONSES | |
|-------------------|-----------|---|
| None of the above | 0.00% | 0 |
| Yes | 100.00% | 9 |
| No | 0.00% | 0 |
| TOTAL | | 9 |

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



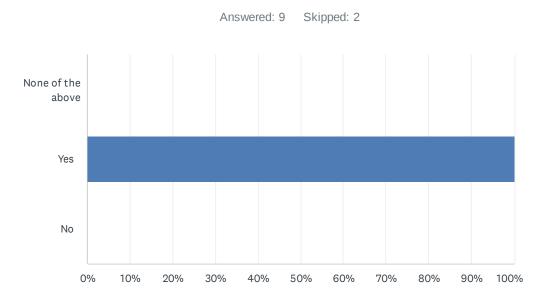
| ANSWER CHOICES | RESPONSES | |
|-------------------|-----------|---|
| None of the above | 0.00% | 0 |
| Yes | 100.00% | 9 |
| No | 0.00% | 0 |
| TOTAL | | 9 |

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 |

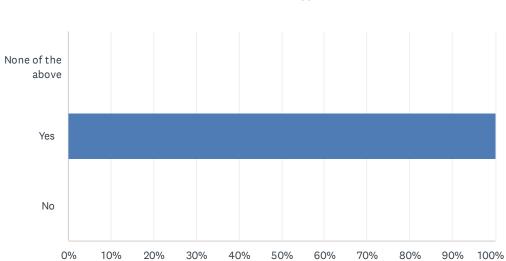
FAMILY QUALITY OF LIFE SURVEY



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



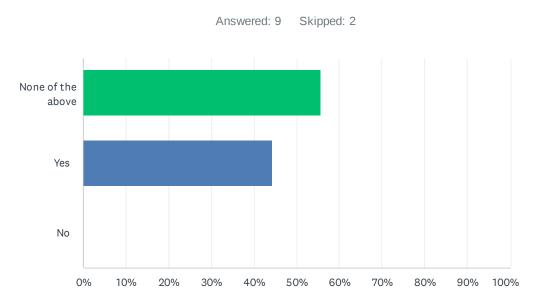
Answered: 9 Skipped: 2

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

Q85 Additional Comments:

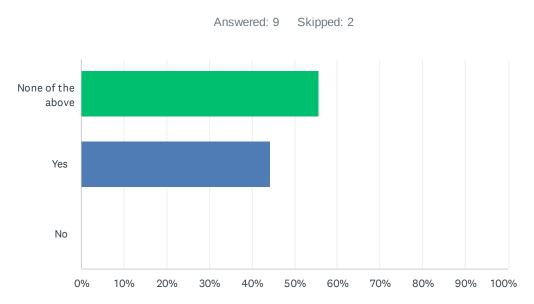
Answered: 0 Skipped: 11

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



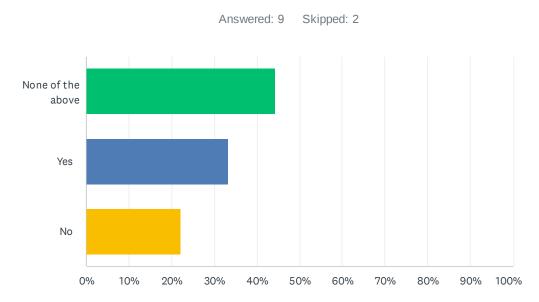
| ANSWER CHOICES | RESPONSES | |
|-------------------|-----------|---|
| None of the above | 55.56% | 5 |
| Yes | 44.44% | 4 |
| No | 0.00% | 0 |
| TOTAL | | 9 |

Q87 Does the product promote a better sleep at night?



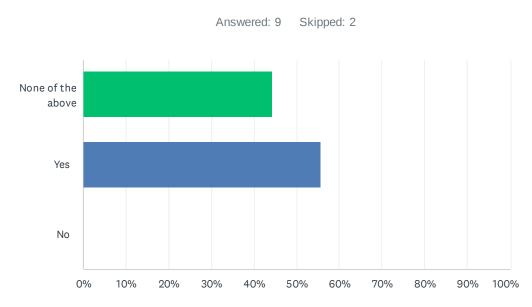
| ANSWER CHOICES | RESPONSES | |
|-------------------|-----------|---|
| None of the above | 55.56% | 5 |
| Yes | 44.44% | 4 |
| No | 0.00% | 0 |
| TOTAL | | 9 |

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



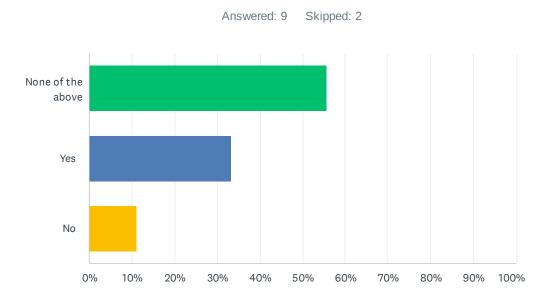
| ANSWER CHOICES | RESPONSES | |
|-------------------|-----------|---|
| None of the above | 44.44% | 4 |
| Yes | 33.33% | 3 |
| No | 22.22% | 2 |
| TOTAL | | 9 |

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

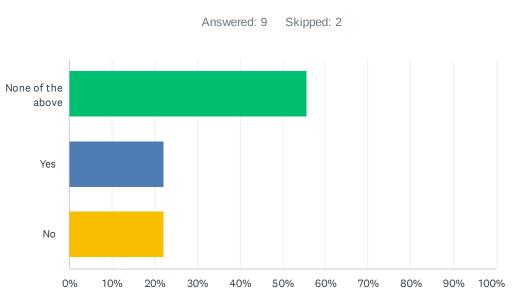


| ANSWER CHOICES | RESPONSES | |
|-------------------|-----------|---|
| None of the above | 44.44% | 4 |
| Yes | 55.56% | 5 |
| No | 0.00% | 0 |
| TOTAL | | 9 |

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



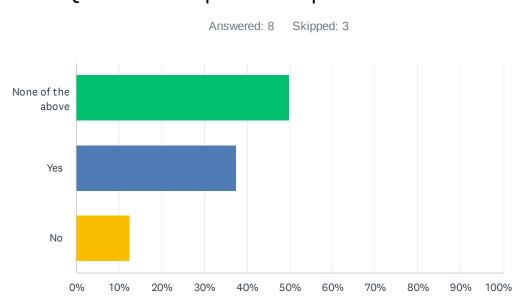
| ANSWER CHOICES | RESPONSES | |
|-------------------|-----------|---|
| None of the above | 55.56% | 5 |
| Yes | 33.33% | 3 |
| No | 11.11% | 1 |
| TOTAL | | 9 |



| 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 |

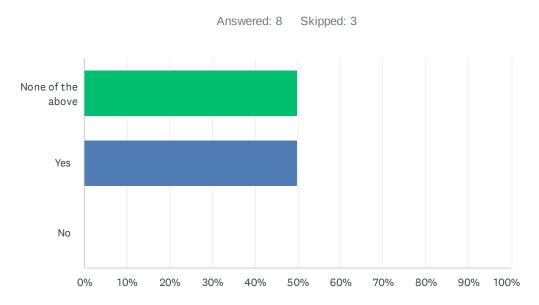
FAMILY QUALITY OF LIFE SURVEY



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

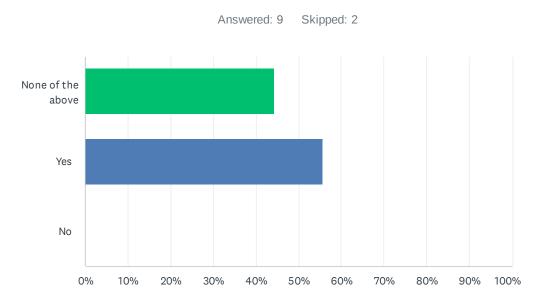
Q92 Does the product help to reduce odor?

Q93 Does the product help to reduce leakage onto clothing?



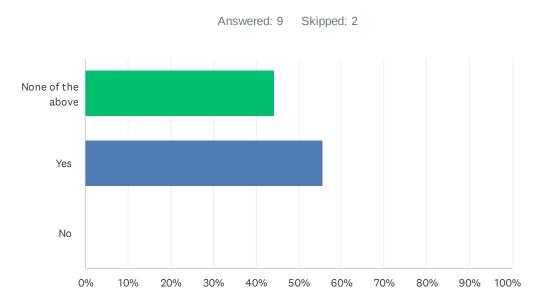
| ANSWER CHOICES | RESPONSES | |
|-------------------|-----------|---|
| None of the above | 50.00% | 4 |
| Yes | 50.00% | 4 |
| No | 0.00% | 0 |
| TOTAL | | 8 |

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