

OVERALL:	Excellent/Good	Fair/Poor
PLEASE INDICATE YOUR OVERALL RATING OF THE HOME AS A PLACE TO LIVE	95%	5%
ON BRINGING FWD A COMPLAINT TO MANAGEMENT, WAS IT ADDRESSED TO YOUR SATISFACTION?	96%	4%
YOUR SATISFACTION ON HOW WELL STAFF LISTEN TO ME	92%	8%
YOUR SATISFACTION WITH INDOOR / OUTDOOR SPACE TO VIST WITH FAMILY / FRIENDS	92%	8%
DO YOU FEEL SAFE IN THE HOME?	98%	2%
DOES THE HOME PROVIDE AN ENVIRONMENT THAT PROMOTES CLIENT SAFETY?	99%	1%
I CAN EXPRESS MY OPINIONS WITHOUT FEAR OF CONSEQUESNCES	98%	2%
I WOULD RECOMMEND THE HOME TO OTHERS	99%	1%
RESIDENT CARE	Excellent/Good	Fair/Poor
OPPORTUNITIES FOR ME TO BE INVOLVED IN DECISIONS THAT RELATE TO MY CARE HAVE BEEN:	92%	8%
OVERALL RATING ON ASSITANCE RECEIVED IN FOLLOWING AREAS:	Excellent/Good	Fair/Poor
EATING	92%	8%
BATHING	92%	8%
DRESSING	92%	8%
GROOMING	94%	6%
GOING TO THE BATHROOM	92%	8%
MY SATISFACTION WITH THE RANGE AND QUALITY OF CONTINENCE CARE PRODUCTS	86%	14%
MY PRIVACY IS RESPECTED	95%	5%
AVAILABILITY OF NURSING STAFF IS:		
DAYS	96%	4%
EVENINGS	94%	6%
NIGHTS	90%	10%
PHYSICIAN AVAILABILITY FOR CONSULTATION AND CARE	83%	17%
HELPLEFULNESS OF PHYSICIAN	86%	14%
THE MEDICAL CARE I RECEIVE	91%	9%
IF YOU ARE CURRENTLY RECEIVING PHYSIOTHERAPY, THE QUALITY OF THE PROGRAM IS:	89%	11%
IF YOU RECEIVE FOOT CARE FROM AN OUTSIDE PROVIDER, YOUR SATISFACTION IS:	89%	11%
IF YOU RECEIVE DENTAL HYGIENE SERVICES FROM AN OUTSIDE PROVIDER, YOUR SATISFACTION IS	83%	17%
IF YOU RECEIVE HAIR CARE SERVICES, YOUR SATISFACTION IS:	90%	10%
HOUSEKEEPING & ENVIRONMENTAL SERVICES	Excellent/Good	Fair/Poor
CLEANLINESS OF THE HOME	100%	
GENERAL REPAIR & UPKEEP OF BUILDING & GROUNDS	100%	
LAUNDRY SERVICE	95%	5%
THE ENVIRO. SERVICES STAFF ARE AVAIL TO RESPOND TO NEEDS AND REQUESTS OF RESIDENTS	94%	6%
ADMINISTRATION:	Excellent/Good	Fair/Poor
EFFICIENCY IN DEALING WITH MY FINANCES/ACCOUNTING	97%	3%
AVAILABILITY AND HELPLEFULNESS OF THE ADMINISTRATION STAFF	96%	4%
TELEVISION SERVICES ARE	82%	8%
FOOD SERVICES:	Excellent/Good	Fair/Poor
MENU VARIETY	78%	22%
THE DINING EXPERIENCE	85%	15%
SPECIAL DIET NEEDS (I.E. DIABETIC, SWALLOWING PROBLEM, ETC.) ARE BEING MET	94%	6%
AVAILABILITY AND HELPLEFULNESS OF THE FOOD SERVICES STAFF	93%	7%

LIFE ENRICHMENT SERVICES:	Excellent/Good	Fair/Poor
LEVEL OF SUPPORT RECEIVED IN ADJUSTING TO LIVING IN THE HOME		
	94%	6%
LEVEL OF SUPPORT I RECEIVE FROM THE HOME (SUPPORT GRP,COUNS.,PROB. RESOL.)	90%	10%
SPIRITUAL CARE NEEDS ARE BEING MET	91%	9%
HOW WOULD YOU RATE THE VOLUNTEERS' SERVICES IN THE HOME?	95%	5%
MY INTERESTS ARE MET THRU QUALITY AND VARIETY OF ACTIVITIES OFFERED ARE:	91%	9%
AVAILABILITY AND HELPFULNESS OF THE LIFE ENRICHMENT STAFF IS		
	95%	5%
98 surveys completed: 24 by resident, 74 by family/friend/ volunteer		