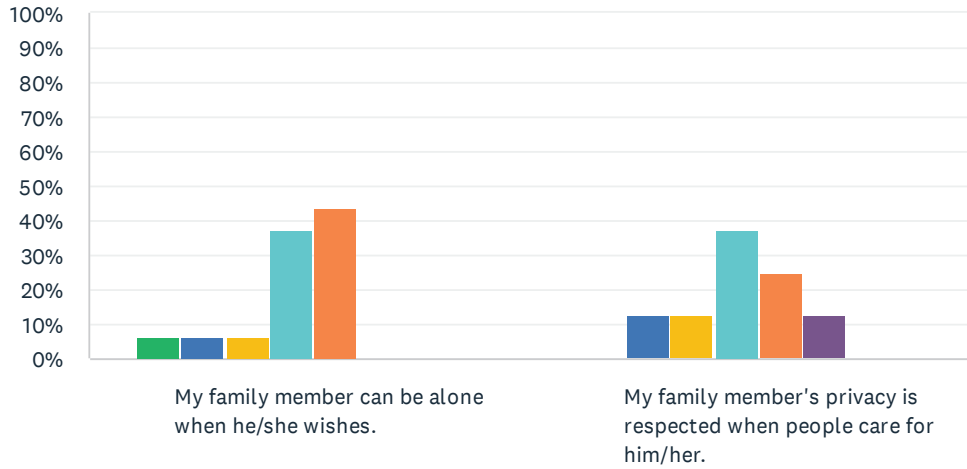


Q1 Privacy: For each statement, please answer with one of the available choices.

Answered: 16 Skipped: 0

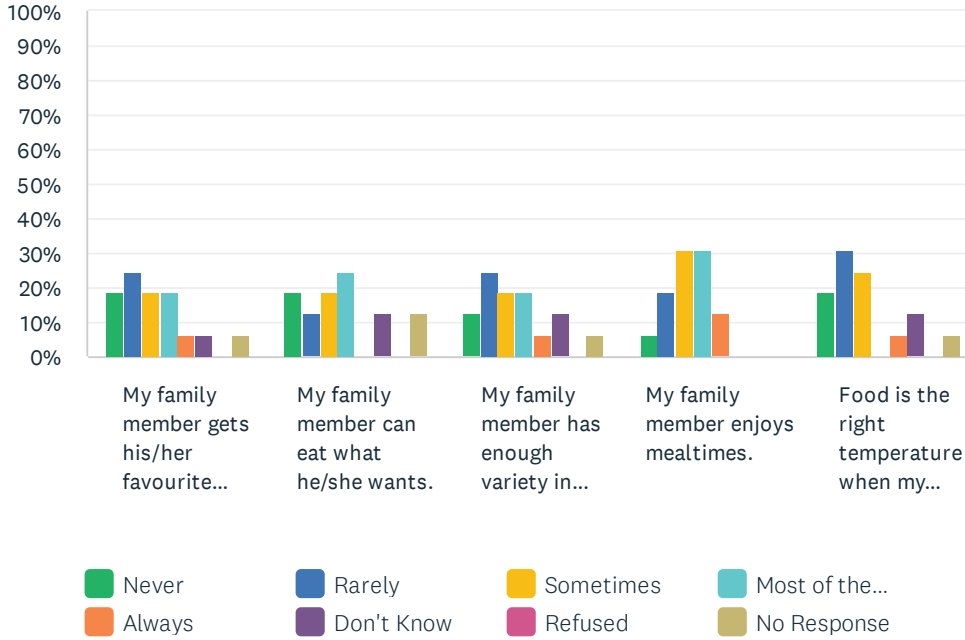


■ Never ■ Rarely ■ Sometimes ■ Most of the...
■ Always ■ Don't Know ■ Refused ■ No Response

	NEVER	RARELY	SOMETIMES	MOST OF THE TIME	ALWAYS	DON'T KNOW	REFUSED	NO RESPONSE	TOTAL
My family member can be alone when he/she wishes.	6.25% 1	6.25% 1	6.25% 1	37.50% 6	43.75% 7	0.00% 0	0.00% 0	0.00% 0	16
My family member's privacy is respected when people care for him/her.	0.00% 0	12.50% 2	12.50% 2	37.50% 6	25.00% 4	12.50% 2	0.00% 0	0.00% 0	16

Q2 Food and Meals: For each statement, please answer one of the available choices.

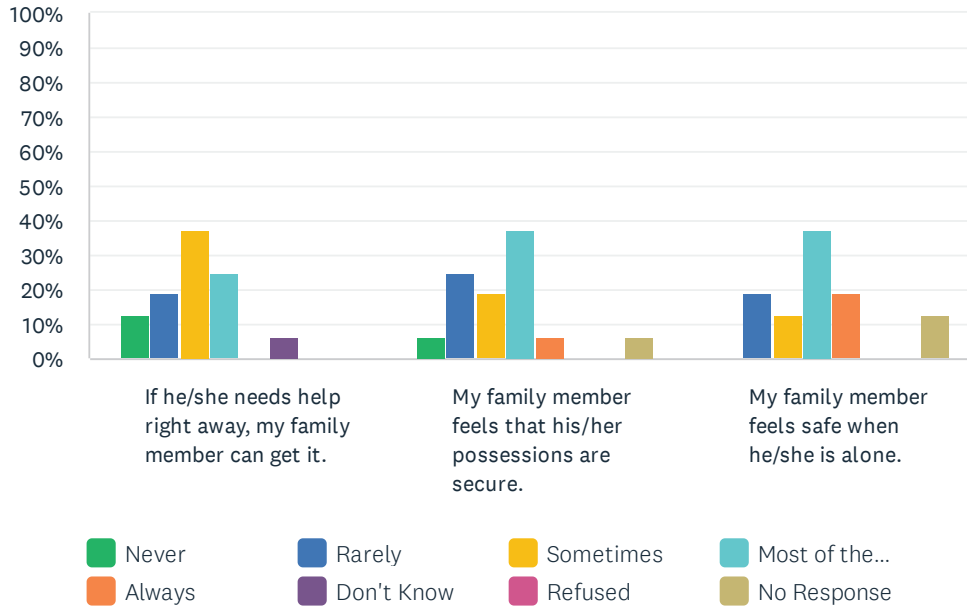
Answered: 16 Skipped: 0



	NEVER	RARELY	SOMETIMES	MOST OF THE TIME	ALWAYS	DON'T KNOW	REFUSED	NO RESPONSE	TOTAL
My family member gets his/her favourite foods in this home.	18.75% 3	25.00% 4	18.75% 3	18.75% 3	6.25% 1	6.25% 1	0.00% 0	6.25% 1	16
My family member can eat what he/she wants.	18.75% 3	12.50% 2	18.75% 3	25.00% 4	0.00% 0	12.50% 2	0.00% 0	12.50% 2	16
My family member has enough variety in his/her meals.	12.50% 2	25.00% 4	18.75% 3	18.75% 3	6.25% 1	12.50% 2	0.00% 0	6.25% 1	16
My family member enjoys mealtimes.	6.25% 1	18.75% 3	31.25% 5	31.25% 5	12.50% 2	0.00% 0	0.00% 0	0.00% 0	16
Food is the right temperature when my family member gets to eat it.	18.75% 3	31.25% 5	25.00% 4	0.00% 0	6.25% 1	12.50% 2	0.00% 0	6.25% 1	16

Q3 Safety and Security: For each statement, please answer one of the available choices.

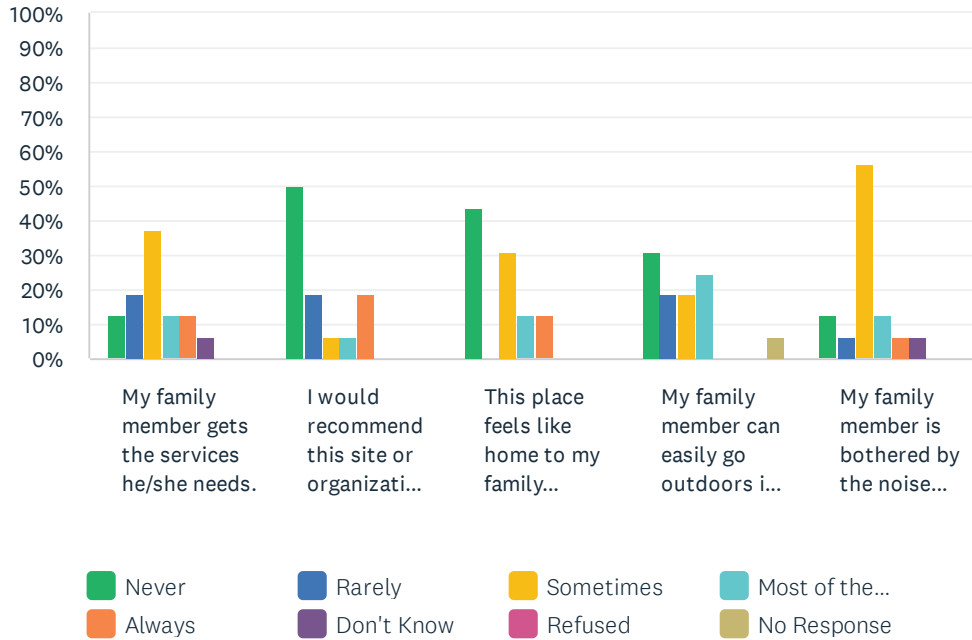
Answered: 16 Skipped: 0



	NEVER	RARELY	SOMETIMES	MOST OF THE TIME	ALWAYS	DON'T KNOW	REFUSED	NO RESPONSE	TOTAL
If he/she needs help right away, my family member can get it.	12.50% 2	18.75% 3	37.50% 6	25.00% 4	0.00% 0	6.25% 1	0.00% 0	0.00% 0	16
My family member feels that his/her possessions are secure.	6.25% 1	25.00% 4	18.75% 3	37.50% 6	6.25% 1	0.00% 0	0.00% 0	6.25% 1	16
My family member feels safe when he/she is alone.	0.00% 0	18.75% 3	12.50% 2	37.50% 6	18.75% 3	0.00% 0	0.00% 0	12.50% 2	16

Q4 Comfort Items: For each statement, please answer with one of the available choices.

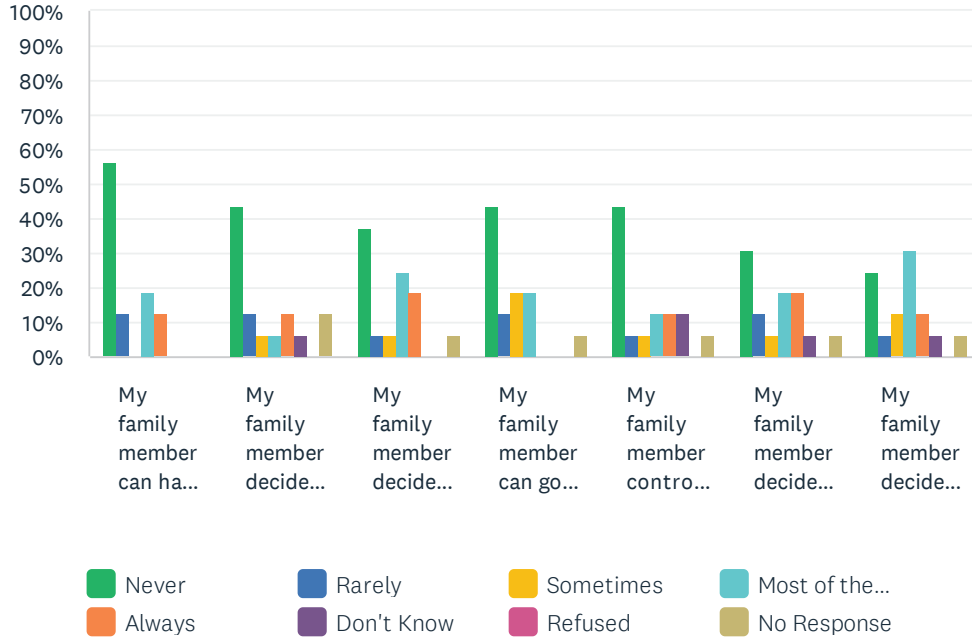
Answered: 16 Skipped: 0



	NEVER	RARELY	SOMETIMES	MOST OF THE TIME	ALWAYS	DON'T KNOW	REFUSED	NO RESPONSE	TOTAL
My family member gets the services he/she needs.	12.50% 2	18.75% 3	37.50% 6	12.50% 2	12.50% 2	6.25% 1	0.00% 0	0.00% 0	16
I would recommend this site or organization to others.	50.00% 8	18.75% 3	6.25% 1	6.25% 1	18.75% 3	0.00% 0	0.00% 0	0.00% 0	16
This place feels like home to my family member.	43.75% 7	0.00% 0	31.25% 5	12.50% 2	12.50% 2	0.00% 0	0.00% 0	0.00% 0	16
My family member can easily go outdoors if he/she wants.	31.25% 5	18.75% 3	18.75% 3	25.00% 4	0.00% 0	0.00% 0	0.00% 0	6.25% 1	16
My family member is bothered by the noise here.	12.50% 2	6.25% 1	56.25% 9	12.50% 2	6.25% 1	6.25% 1	0.00% 0	0.00% 0	16

Q5 Daily Decision Items (Autonomy): For each statement, please answer with one of the available choices.

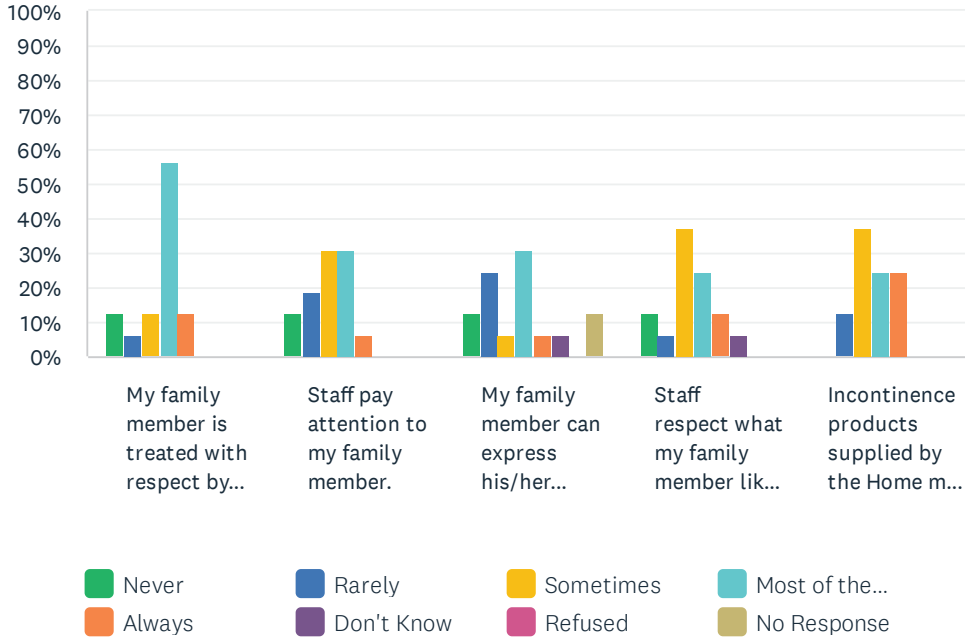
Answered: 16 Skipped: 0



	NEVER	RARELY	SOMETIMES	MOST OF THE TIME	ALWAYS	DON'T KNOW	REFUSED	NO RESPONSE	TOTAL
My family member can have a bath or shower as often as he/she wants.	56.25% 9	12.50% 2	0.00% 0	18.75% 3	12.50% 2	0.00% 0	0.00% 0	0.00% 0	16
My family member decides when to get up.	43.75% 7	12.50% 2	6.25% 1	6.25% 1	12.50% 2	6.25% 1	0.00% 0	12.50% 2	16
My family member decides when to go to bed.	37.50% 6	6.25% 1	6.25% 1	25.00% 4	18.75% 3	0.00% 0	0.00% 0	6.25% 1	16
My family member can go where he/she wants on the "spur of the moment."	43.75% 7	12.50% 2	18.75% 3	18.75% 3	0.00% 0	0.00% 0	0.00% 0	6.25% 1	16
My family member controls who comes into his/her room.	43.75% 7	6.25% 1	6.25% 1	12.50% 2	12.50% 2	12.50% 2	0.00% 0	6.25% 1	16
My family member decides which clothes to wear.	31.25% 5	12.50% 2	6.25% 1	18.75% 3	18.75% 3	6.25% 1	0.00% 0	6.25% 1	16
My family member decides how to spend his/her time.	25.00% 4	6.25% 1	12.50% 2	31.25% 5	12.50% 2	6.25% 1	0.00% 0	6.25% 1	16

Q6 Respect by Staff: For each statement, please answer one of the available choices.

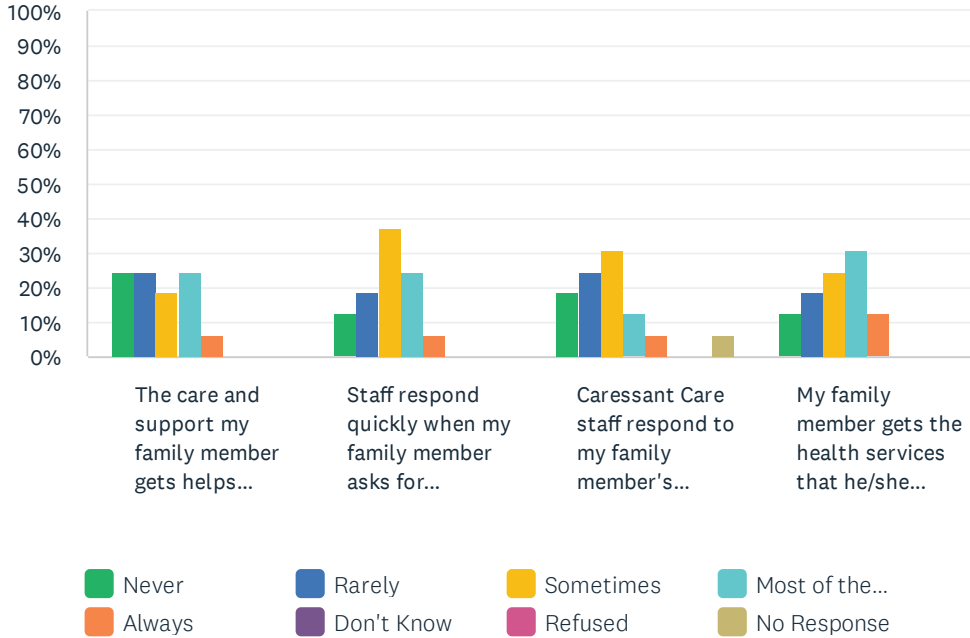
Answered: 16 Skipped: 0



	NEVER	RARELY	SOMETIMES	MOST OF THE TIME	ALWAYS	DON'T KNOW	REFUSED	NO RESPONSE	TOTAL
My family member is treated with respect by the staff.	12.50% 2	6.25% 1	12.50% 2	56.25% 9	12.50% 2	0.00% 0	0.00% 0	0.00% 0	16
Staff pay attention to my family member.	12.50% 2	18.75% 3	31.25% 5	31.25% 5	6.25% 1	0.00% 0	0.00% 0	0.00% 0	16
My family member can express his/her opinion without fear of consequences.	12.50% 2	25.00% 4	6.25% 1	31.25% 5	6.25% 1	6.25% 1	0.00% 0	12.50% 2	16
Staff respect what my family member likes and dislikes.	12.50% 2	6.25% 1	37.50% 6	25.00% 4	12.50% 2	6.25% 1	0.00% 0	0.00% 0	16
Incontinence products supplied by the Home meet the needs of my family member.	0.00% 0	12.50% 2	37.50% 6	25.00% 4	25.00% 4	0.00% 0	0.00% 0	0.00% 0	16

Q7 Staff Responsiveness: For each statement, please answer with one of the available choices.

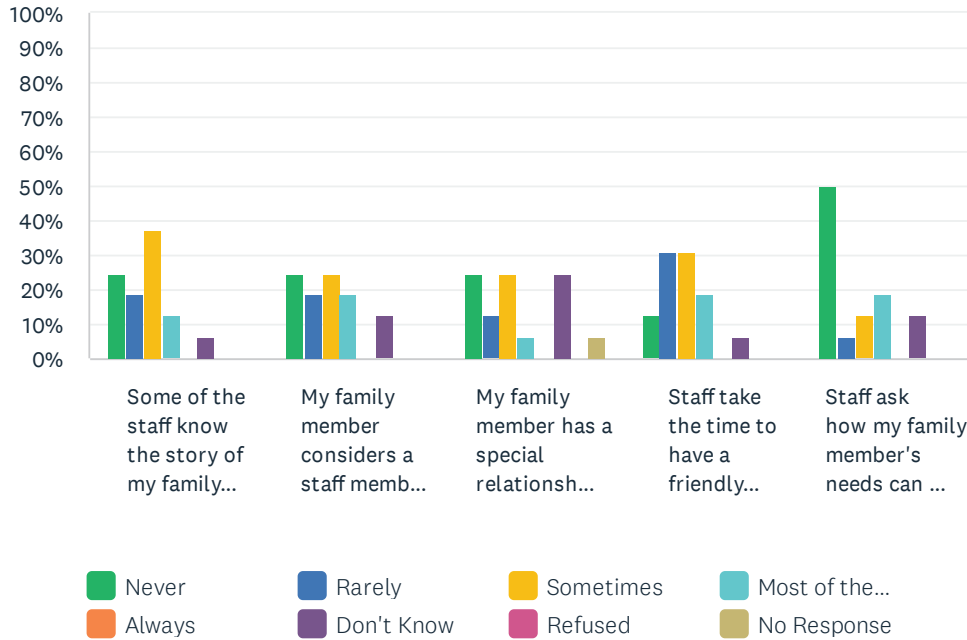
Answered: 16 Skipped: 0



	NEVER	RARELY	SOMETIMES	MOST OF THE TIME	ALWAYS	DON'T KNOW	REFUSED	NO RESPONSE	TOTAL
The care and support my family member gets helps him/her live life the way he/she wants.	25.00% 4	25.00% 4	18.75% 3	25.00% 4	6.25% 1	0.00% 0	0.00% 0	0.00% 0	1
Staff respond quickly when my family member asks for assistance.	12.50% 2	18.75% 3	37.50% 6	25.00% 4	6.25% 1	0.00% 0	0.00% 0	0.00% 0	1
Caressant Care staff respond to my family member's suggestions.	18.75% 3	25.00% 4	31.25% 5	12.50% 2	6.25% 1	0.00% 0	0.00% 0	6.25% 1	1
My family member gets the health services that he/she needs.	12.50% 2	18.75% 3	25.00% 4	31.25% 5	12.50% 2	0.00% 0	0.00% 0	0.00% 0	1

Q8 Staff-Resident Bonding: For each statement, please answer with one of the available choices.

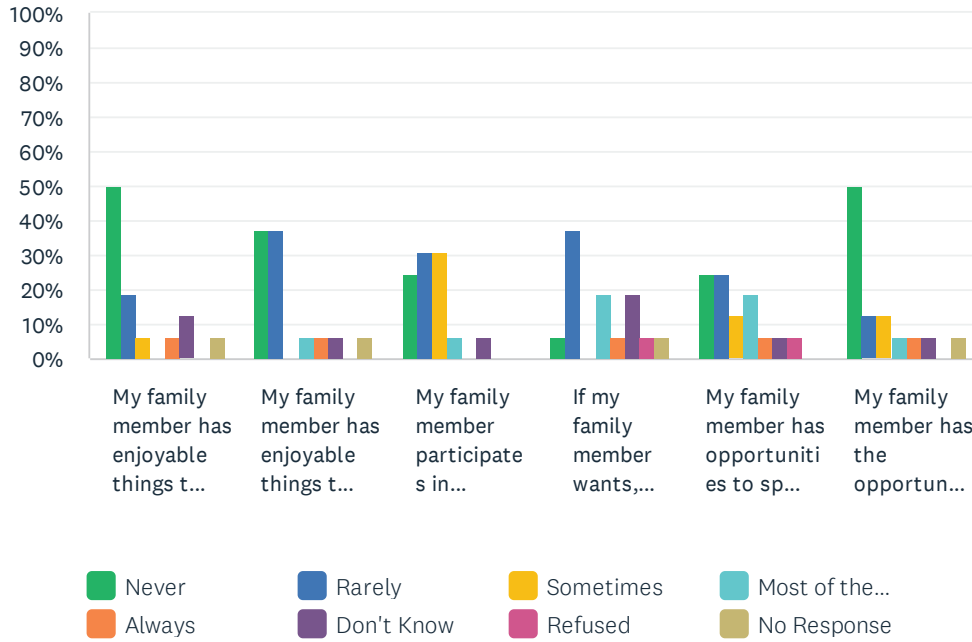
Answered: 16 Skipped: 0



	NEVER	RARELY	SOMETIMES	MOST OF THE TIME	ALWAYS	DON'T KNOW	REFUSED	NO RESPONSE	TOTAL
Some of the staff know the story of my family member's life.	25.00% 4	18.75% 3	37.50% 6	12.50% 2	0.00% 0	6.25% 1	0.00% 0	0.00% 0	16
My family member considers a staff member his/her friend.	25.00% 4	18.75% 3	25.00% 4	18.75% 3	0.00% 0	12.50% 2	0.00% 0	0.00% 0	16
My family member has a special relationship with a staff member.	25.00% 4	12.50% 2	25.00% 4	6.25% 1	0.00% 0	25.00% 4	0.00% 0	6.25% 1	16
Staff take the time to have a friendly conversation with my family member.	12.50% 2	31.25% 5	31.25% 5	18.75% 3	0.00% 0	6.25% 1	0.00% 0	0.00% 0	16
Staff ask how my family member's needs can be met.	50.00% 8	6.25% 1	12.50% 2	18.75% 3	0.00% 0	12.50% 2	0.00% 0	0.00% 0	16

Q9 Activities: For each statement, please answer with one of the available choices.

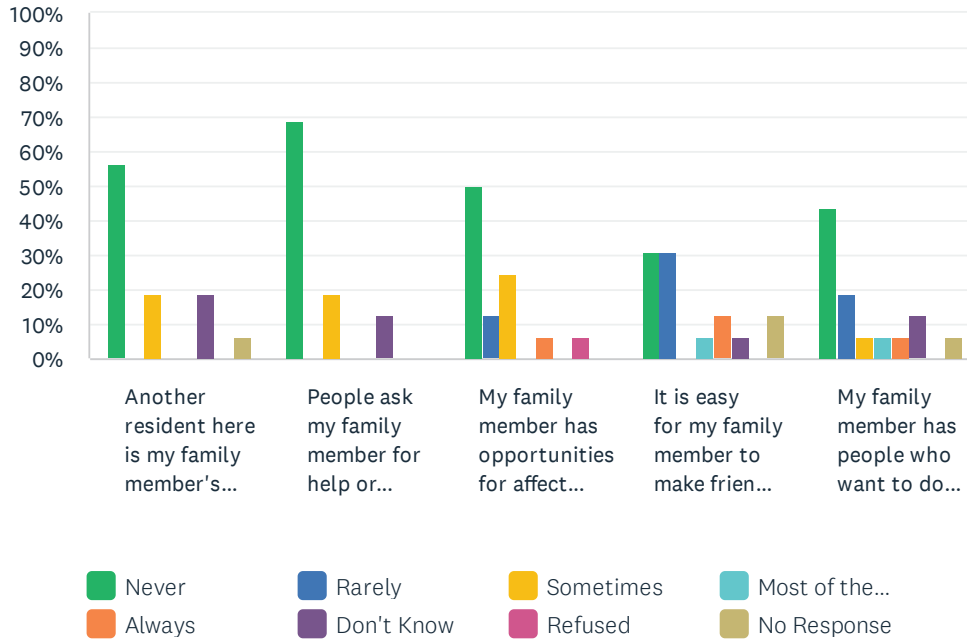
Answered: 16 Skipped: 0



	NEVER	RARELY	SOMETIMES	MOST OF THE TIME	ALWAYS	DON'T KNOW	REFUSED	NO RESPONSE	TOTAL
My family member has enjoyable things to do here on weekends.	50.00% 8	18.75% 3	6.25% 1	0.00% 0	6.25% 1	12.50% 2	0.00% 0	6.25% 1	16
My family member has enjoyable things to do here in the evenings.	37.50% 6	37.50% 6	0.00% 0	6.25% 1	6.25% 1	6.25% 1	0.00% 0	6.25% 1	16
My family member participates in meaningful activities.	25.00% 4	31.25% 5	31.25% 5	6.25% 1	0.00% 0	6.25% 1	0.00% 0	0.00% 0	16
If my family member wants, he/she can participate in religious activities that have meaning to him/her.	6.25% 1	37.50% 6	0.00% 0	18.75% 3	6.25% 1	18.75% 3	6.25% 1	6.25% 1	16
My family member has opportunities to spend time with other like-minded residents.	25.00% 4	25.00% 4	12.50% 2	18.75% 3	6.25% 1	6.25% 1	6.25% 1	0.00% 0	16
My family member has the opportunity to explore new skills and interests.	50.00% 8	12.50% 2	12.50% 2	6.25% 1	6.25% 1	6.25% 1	0.00% 0	6.25% 1	16

Q10 Personal Relationships: For each statement, please answer with one of the available choices.

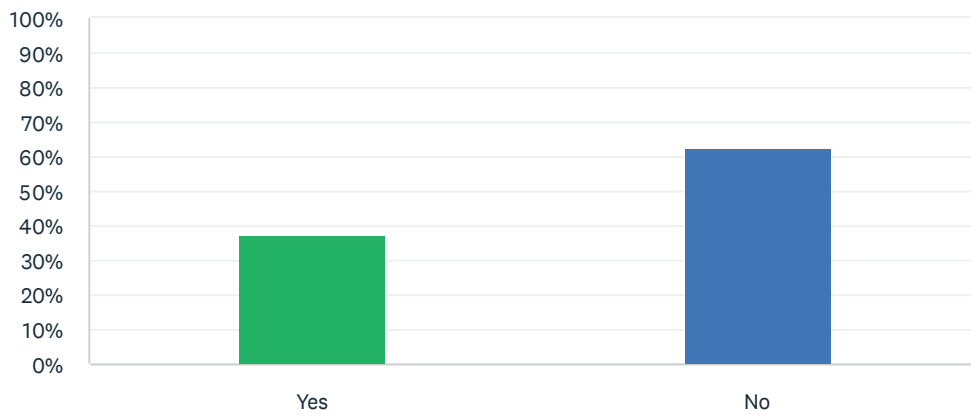
Answered: 16 Skipped: 0



	NEVER	RARELY	SOMETIMES	MOST OF THE TIME	ALWAYS	DON'T KNOW	REFUSED	NO RESPONSE	TOTAL
Another resident here is my family member's close friend.	56.25% 9	0.00% 0	18.75% 3	0.00% 0	0.00% 0	18.75% 3	0.00% 0	6.25% 1	16
People ask my family member for help or advice.	68.75% 11	0.00% 0	18.75% 3	0.00% 0	0.00% 0	12.50% 2	0.00% 0	0.00% 0	16
My family member has opportunities for affection or romance.	50.00% 8	12.50% 2	25.00% 4	0.00% 0	6.25% 1	0.00% 0	6.25% 1	0.00% 0	16
It is easy for my family member to make friends here.	31.25% 5	31.25% 5	0.00% 0	6.25% 1	12.50% 2	6.25% 1	0.00% 0	12.50% 2	16
My family member has people who want to do things together with him/her.	43.75% 7	18.75% 3	6.25% 1	6.25% 1	6.25% 1	12.50% 2	0.00% 0	6.25% 1	16

Q11 Your family member is part of a couple.

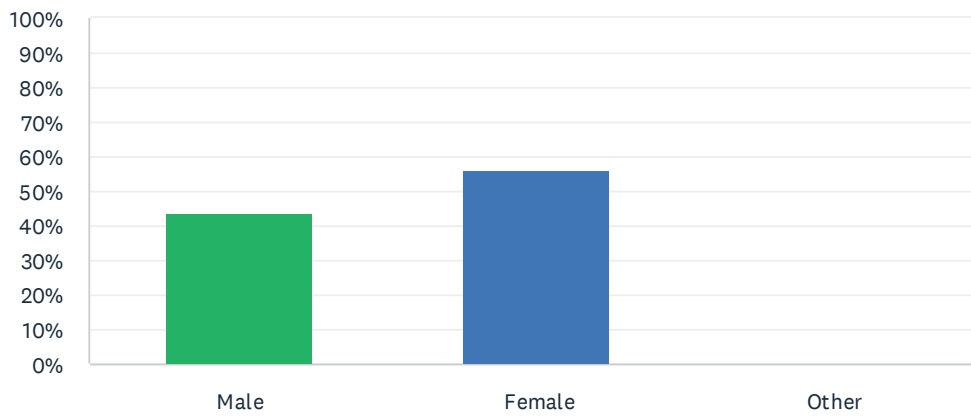
Answered: 16 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	37.50%	6
No	62.50%	10
TOTAL		16

Q12 Your family member's gender is:

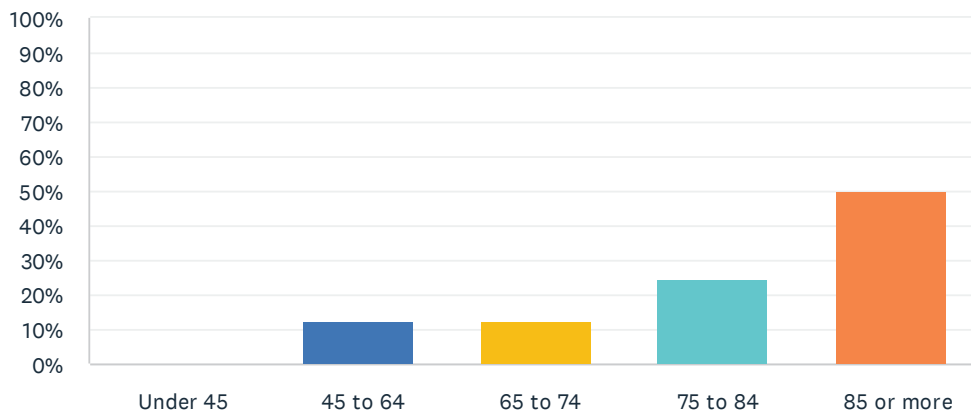
Answered: 16 Skipped: 0



ANSWER CHOICES	RESPONSES	
Male	43.75%	7
Female	56.25%	9
Other	0.00%	0
TOTAL		16

Q13 Your family member's age in years is:

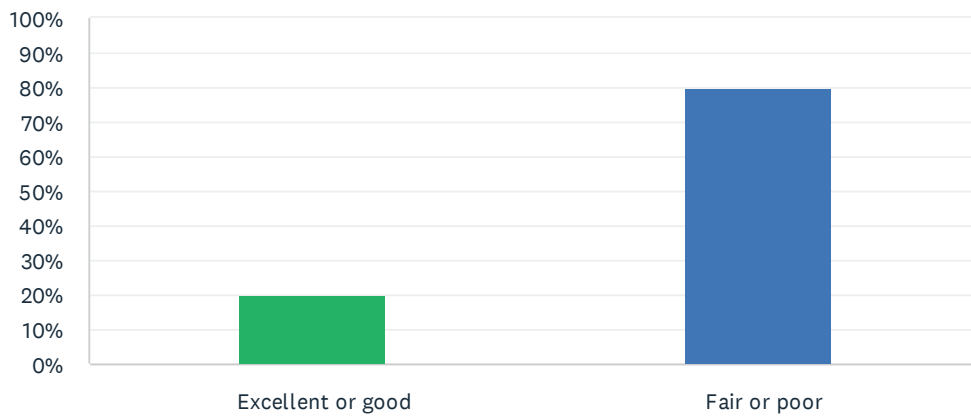
Answered: 16 Skipped: 0



ANSWER CHOICES	RESPONSES	
Under 45	0.00%	0
45 to 64	12.50%	2
65 to 74	12.50%	2
75 to 84	25.00%	4
85 or more	50.00%	8
TOTAL		16

Q14 Your family member's health is:

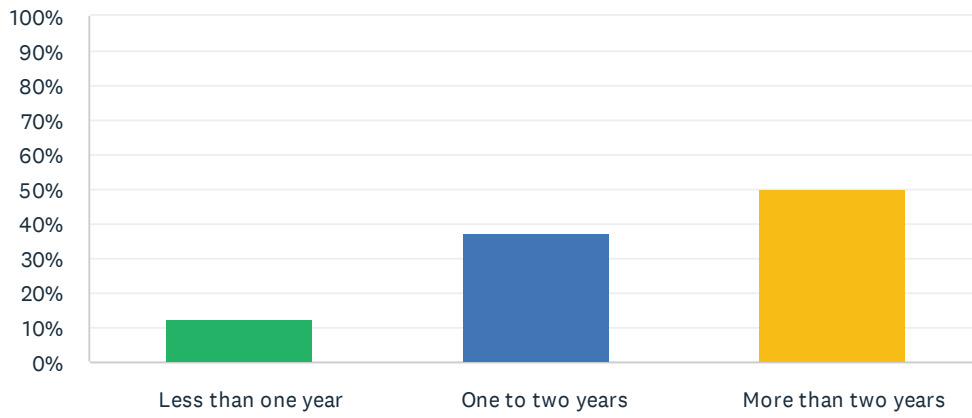
Answered: 15 Skipped: 1



ANSWER CHOICES	RESPONSES	
Excellent or good	20.00%	3
Fair or poor	80.00%	12
TOTAL		15

Q15 Your family member has lived at this LTC Home for:

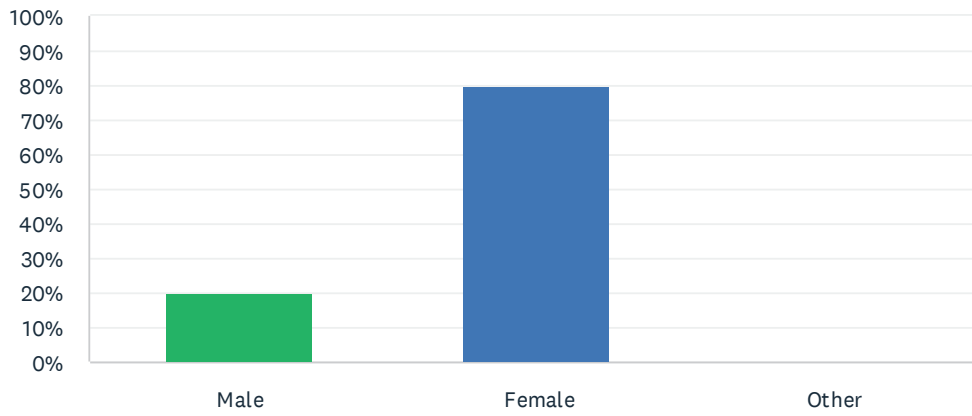
Answered: 16 Skipped: 0



ANSWER CHOICES	RESPONSES	
Less than one year	12.50%	2
One to two years	37.50%	6
More than two years	50.00%	8
TOTAL		16

Q16 Your gender is:

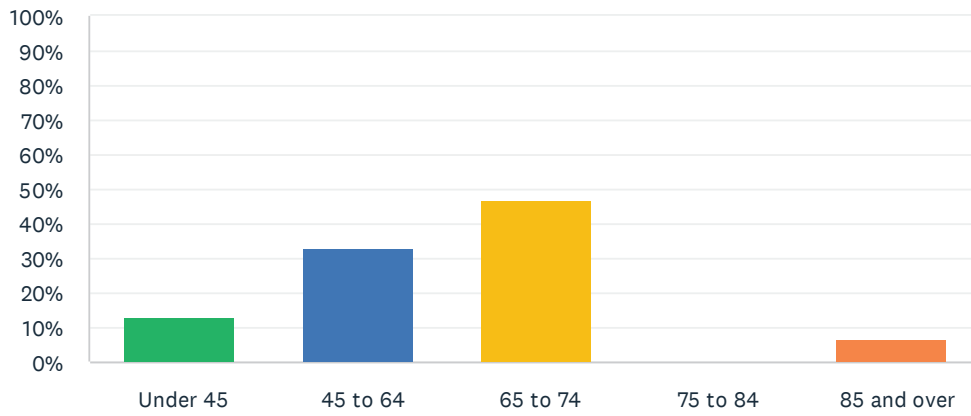
Answered: 15 Skipped: 1



ANSWER CHOICES	RESPONSES	
Male	20.00%	3
Female	80.00%	12
Other	0.00%	0
TOTAL		15

Q17 Your age in years is:

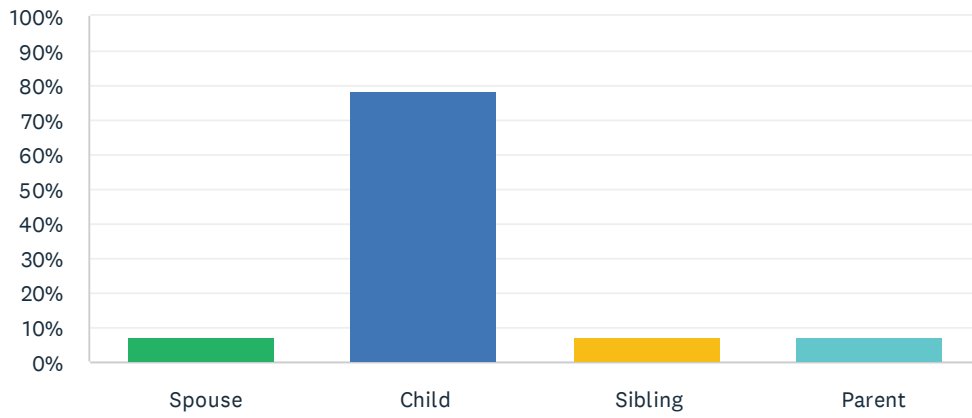
Answered: 15 Skipped: 1



ANSWER CHOICES	RESPONSES
Under 45	13.33% 2
45 to 64	33.33% 5
65 to 74	46.67% 7
75 to 84	0.00% 0
85 and over	6.67% 1
TOTAL	15

Q18 Your relationship to the resident is:

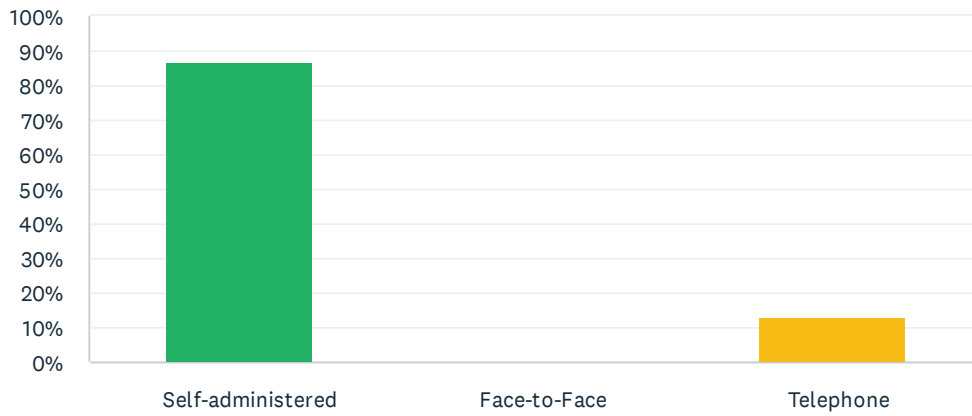
Answered: 14 Skipped: 2



ANSWER CHOICES	RESPONSES	
Spouse	7.14%	1
Child	78.57%	11
Sibling	7.14%	1
Parent	7.14%	1
TOTAL		14

Q19 Survey Method:

Answered: 15 Skipped: 1



ANSWER CHOICES	RESPONSES	
Self-administered	86.67%	13
Face-to-Face	0.00%	0
Telephone	13.33%	2
TOTAL		15