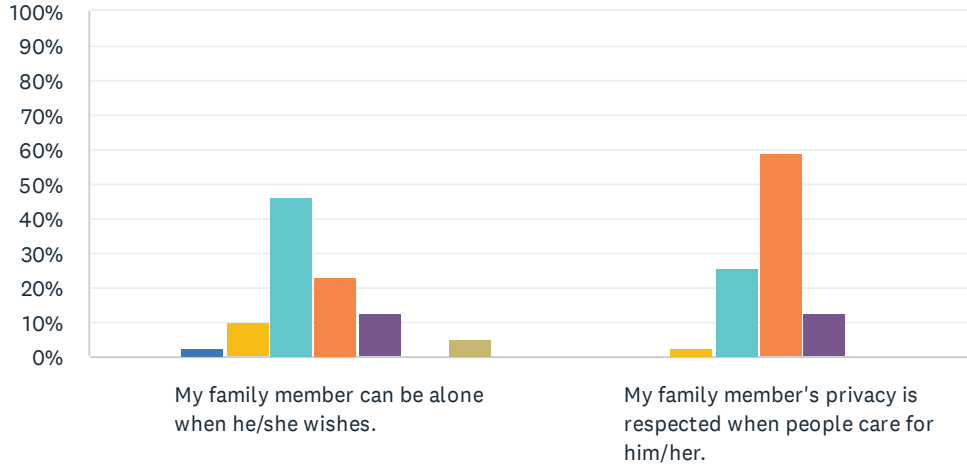


# Q1 Privacy: For each statement, please answer with one of the available choices.

Answered: 39 Skipped: 0

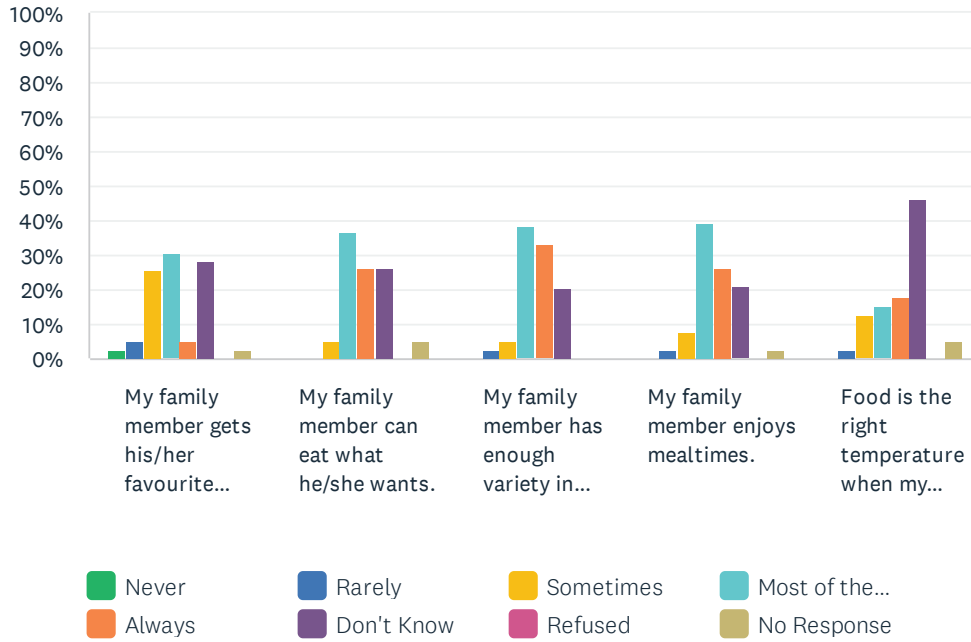


■ Never     ■ Rarely     ■ Sometimes     ■ Most of the...  
■ Always     ■ Don't Know     ■ Refused     ■ No Response

	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.	0.00% 0	2.56% 1	10.26% 4	46.15% 18	23.08% 9	12.82% 5	0.00% 0	5.13% 2	39
My family member's privacy is respected when people care for him/her.	0.00% 0	0.00% 0	2.56% 1	25.64% 10	58.97% 23	12.82% 5	0.00% 0	0.00% 0	39

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

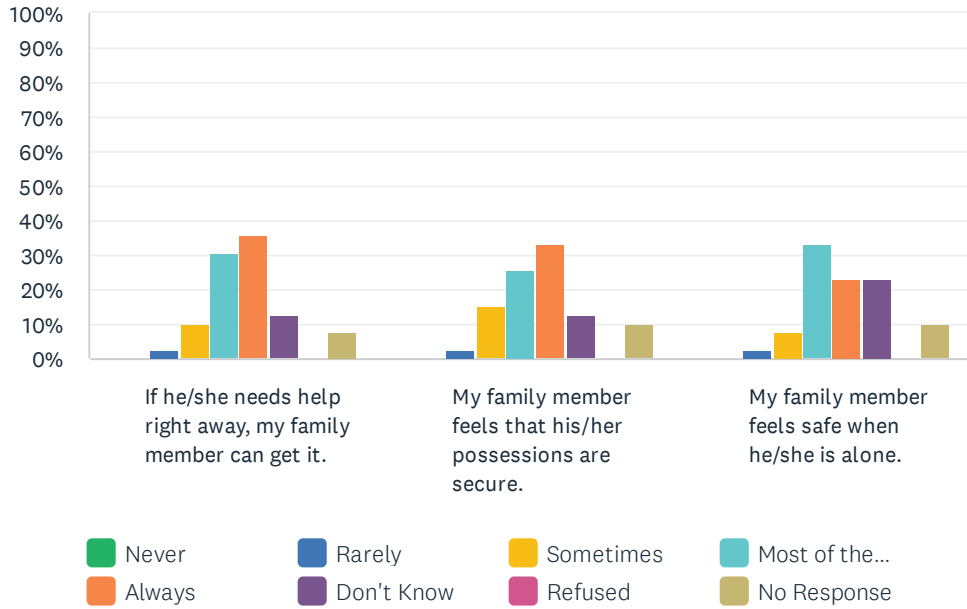
Answered: 39 Skipped: 0



	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.	2.56% 1	5.13% 2	25.64% 10	30.77% 12	5.13% 2	28.21% 11	0.00% 0	2.56% 1	39
My family member can eat what he/she wants.	0.00% 0	0.00% 0	5.26% 2	36.84% 14	26.32% 10	26.32% 10	0.00% 0	5.26% 2	38
My family member has enough variety in his/her meals.	0.00% 0	2.56% 1	5.13% 2	38.46% 15	33.33% 13	20.51% 8	0.00% 0	0.00% 0	39
My family member enjoys mealtimes.	0.00% 0	2.63% 1	7.89% 3	39.47% 15	26.32% 10	21.05% 8	0.00% 0	2.63% 1	38
Food is the right temperature when my family member gets to eat it.	0.00% 0	2.56% 1	12.82% 5	15.38% 6	17.95% 7	46.15% 18	0.00% 0	5.13% 2	39

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

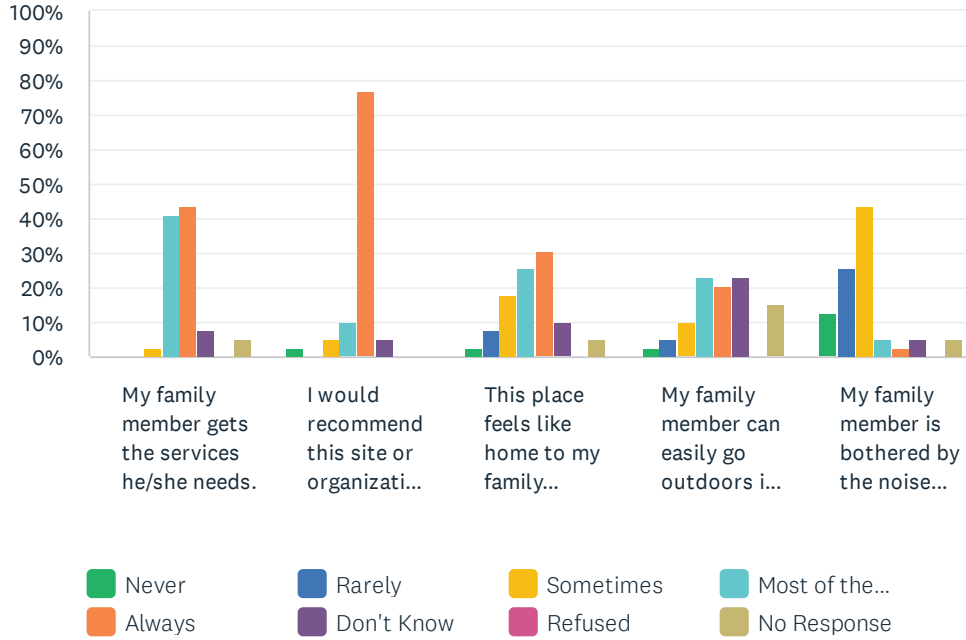
Answered: 39 Skipped: 0



	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.	0.00% 0	2.56% 1	10.26% 4	30.77% 12	35.90% 14	12.82% 5	0.00% 0	7.69% 3	39
My family member feels that his/her possessions are secure.	0.00% 0	2.56% 1	15.38% 6	25.64% 10	33.33% 13	12.82% 5	0.00% 0	10.26% 4	39
My family member feels safe when he/she is alone.	0.00% 0	2.56% 1	7.69% 3	33.33% 13	23.08% 9	23.08% 9	0.00% 0	10.26% 4	39

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

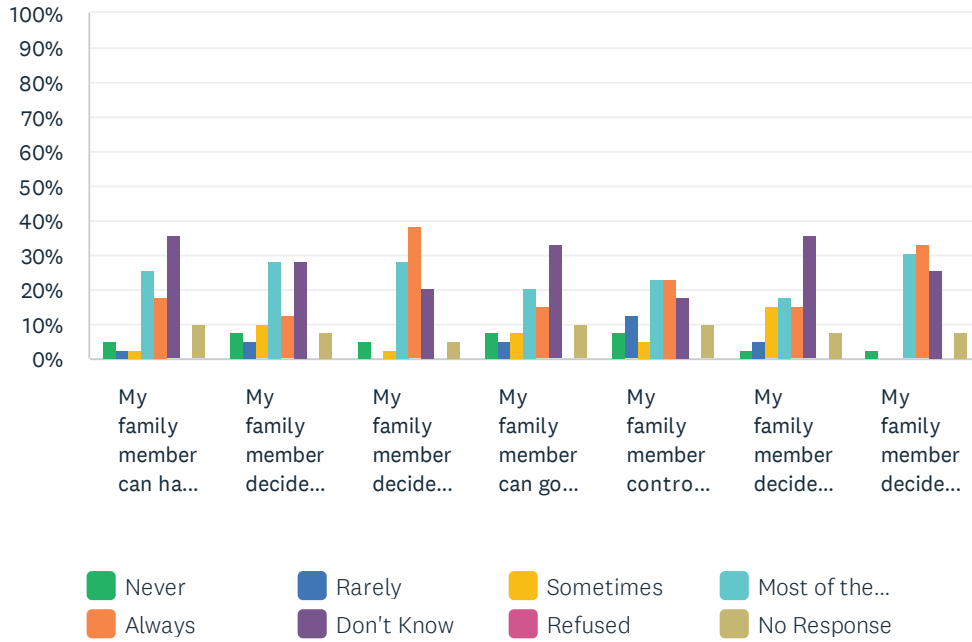
Answered: 39 Skipped: 0



	NEVER	RARELY	SOMETIMES	MOST OF THE TIME	ALWAYS	DON'T KNOW	REFUSED	NO RESPONSE	TOTAL
My family member gets the services he/she needs.	0.00% 0	0.00% 0	2.56% 1	41.03% 16	43.59% 17	7.69% 3	0.00% 0	5.13% 2	39
I would recommend this site or organization to others.	2.56% 1	0.00% 0	5.13% 2	10.26% 4	76.92% 30	5.13% 2	0.00% 0	0.00% 0	39
This place feels like home to my family member.	2.56% 1	7.69% 3	17.95% 7	25.64% 10	30.77% 12	10.26% 4	0.00% 0	5.13% 2	39
My family member can easily go outdoors if he/she wants.	2.56% 1	5.13% 2	10.26% 4	23.08% 9	20.51% 8	23.08% 9	0.00% 0	15.38% 6	39
My family member is bothered by the noise here.	12.82% 5	25.64% 10	43.59% 17	5.13% 2	2.56% 1	5.13% 2	0.00% 0	5.13% 2	39

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

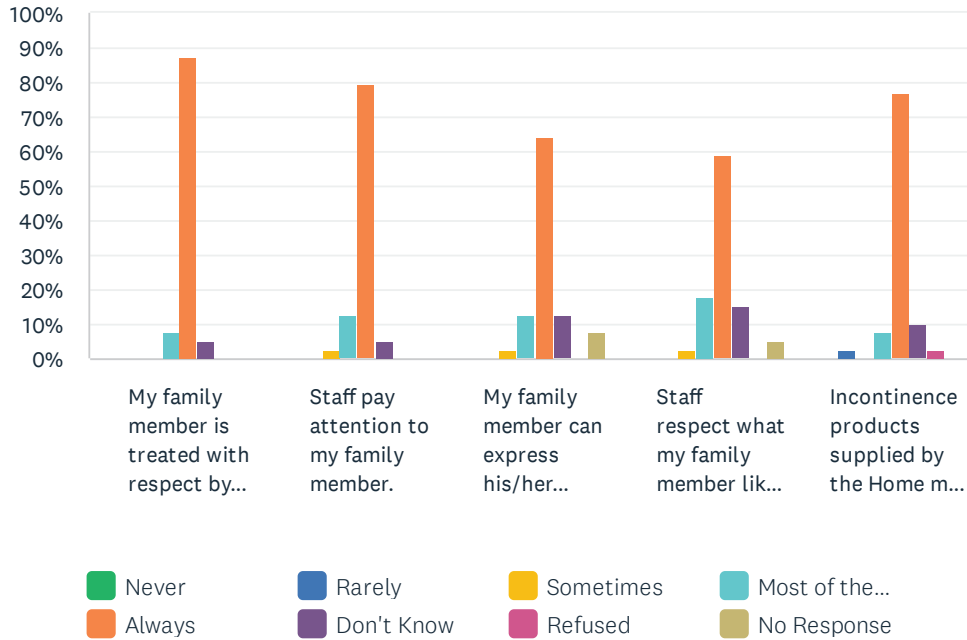
Answered: 39 Skipped: 0



	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.	5.13% 2	2.56% 1	2.56% 1	25.64% 10	17.95% 7	35.90% 14	0.00% 0	10.26% 4	39
My family member decides when to get up.	7.69% 3	5.13% 2	10.26% 4	28.21% 11	12.82% 5	28.21% 11	0.00% 0	7.69% 3	39
My family member decides when to go to bed.	5.13% 2	0.00% 0	2.56% 1	28.21% 11	38.46% 15	20.51% 8	0.00% 0	5.13% 2	39
My family member can go where he/she wants on the "spur of the moment."	7.69% 3	5.13% 2	7.69% 3	20.51% 8	15.38% 6	33.33% 13	0.00% 0	10.26% 4	39
My family member controls who comes into his/her room.	7.69% 3	12.82% 5	5.13% 2	23.08% 9	23.08% 9	17.95% 7	0.00% 0	10.26% 4	39
My family member decides which clothes to wear.	2.56% 1	5.13% 2	15.38% 6	17.95% 7	15.38% 6	35.90% 14	0.00% 0	7.69% 3	39
My family member decides how to spend his/her time.	2.56% 1	0.00% 0	0.00% 0	30.77% 12	33.33% 13	25.64% 10	0.00% 0	7.69% 3	39

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

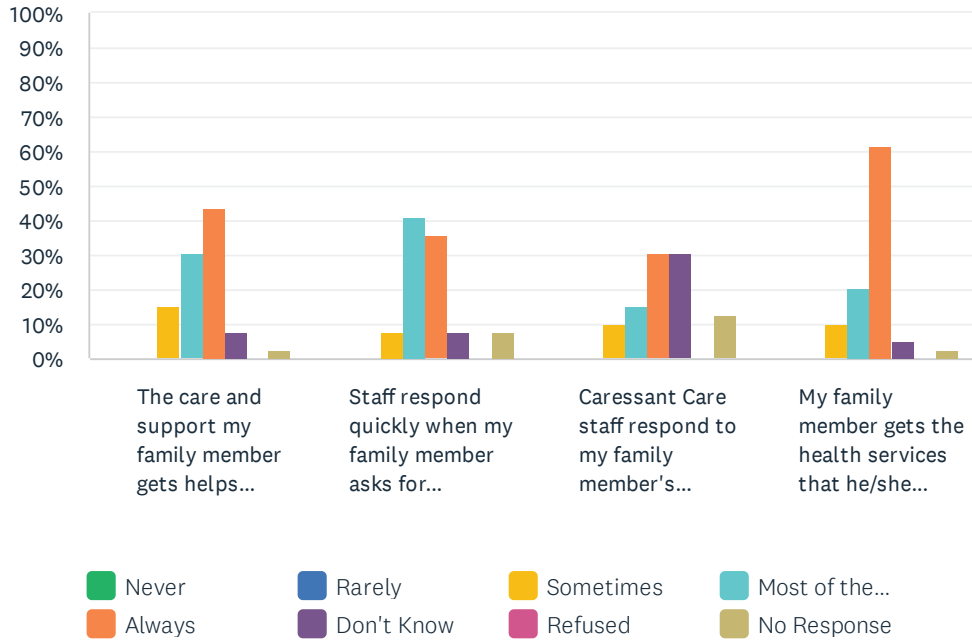
Answered: 39 Skipped: 0



	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.	0.00% 0	0.00% 0	0.00% 0	7.69% 3	87.18% 34	5.13% 2	0.00% 0	0.00% 0	39
Staff pay attention to my family member.	0.00% 0	0.00% 0	2.56% 1	12.82% 5	79.49% 31	5.13% 2	0.00% 0	0.00% 0	39
My family member can express his/her opinion without fear of consequences.	0.00% 0	0.00% 0	2.56% 1	12.82% 5	64.10% 25	12.82% 5	0.00% 0	7.69% 3	39
Staff respect what my family member likes and dislikes.	0.00% 0	0.00% 0	2.56% 1	17.95% 7	58.97% 23	15.38% 6	0.00% 0	5.13% 2	39
Incontinence products supplied by the Home meet the needs of my family member.	0.00% 0	2.56% 1	0.00% 0	7.69% 3	76.92% 30	10.26% 4	2.56% 1	0.00% 0	39

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

Answered: 39 Skipped: 0

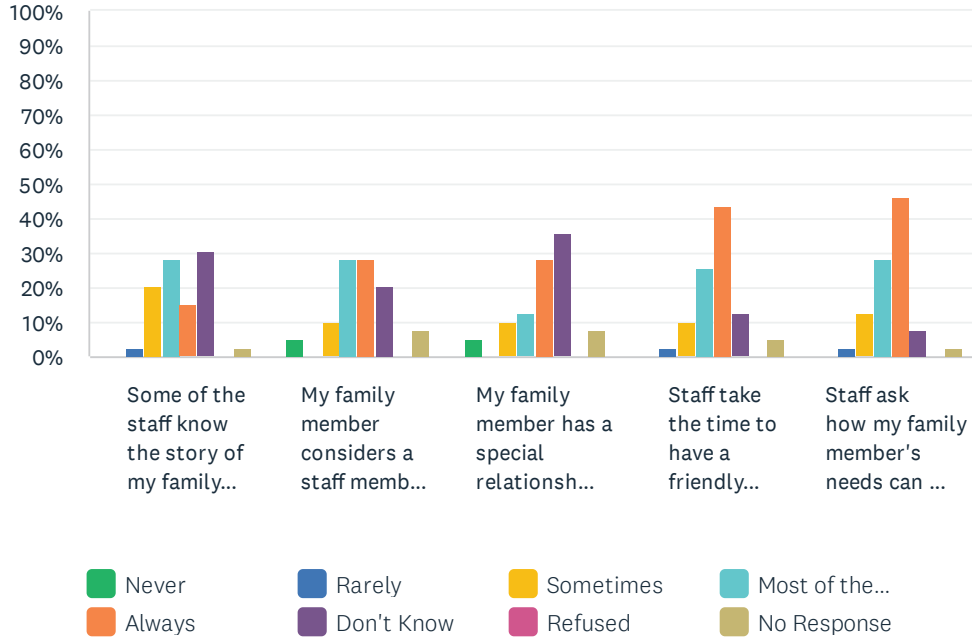


	NEVER	RARELY	SOMETIMES	MOST OF THE TIME	ALWAYS	DON'T KNOW	REFUSED	NO RESPONSE	TOTAL
The care and support my family member gets helps him/her live life the way he/she wants.	0.00% 0	0.00% 0	15.38% 6	30.77% 12	43.59% 17	7.69% 3	0.00% 0	2.56% 1	39
Staff respond quickly when my family member asks for assistance.	0.00% 0	0.00% 0	7.69% 3	41.03% 16	35.90% 14	7.69% 3	0.00% 0	7.69% 3	39
Caressant Care staff respond to my family member's suggestions.	0.00% 0	0.00% 0	10.26% 4	15.38% 6	30.77% 12	30.77% 12	0.00% 0	12.82% 5	39
My family member gets the health services that he/she needs.	0.00% 0	0.00% 0	10.26% 4	20.51% 8	61.54% 24	5.13% 2	0.00% 0	2.56% 1	39



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

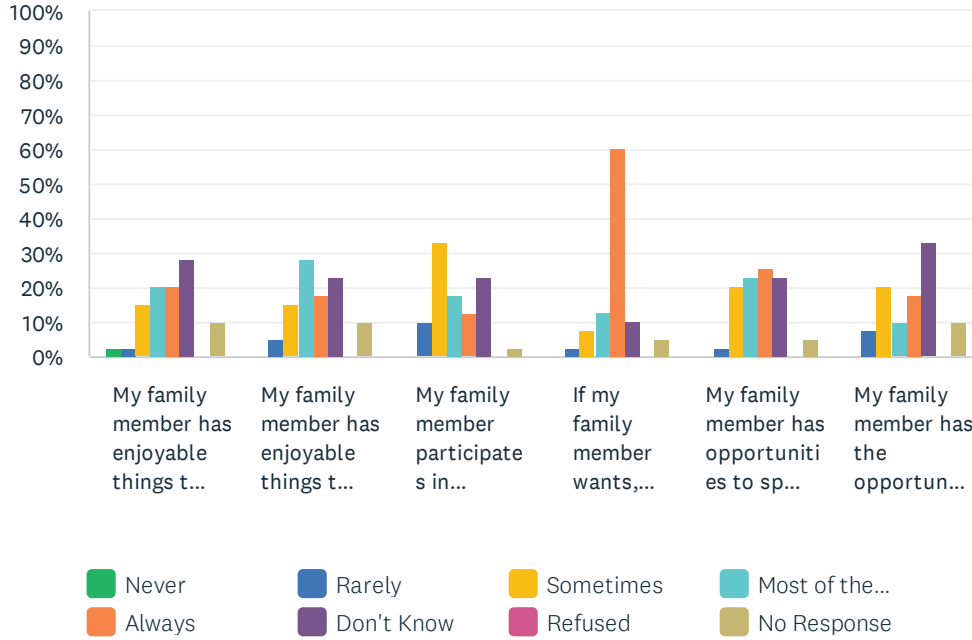
Answered: 39 Skipped: 0



	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.	0.00% 0	2.56% 1	20.51% 8	28.21% 11	15.38% 6	30.77% 12	0.00% 0	2.56% 1	39
My family member considers a staff member his/her friend.	5.13% 2	0.00% 0	10.26% 4	28.21% 11	28.21% 11	20.51% 8	0.00% 0	7.69% 3	39
My family member has a special relationship with a staff member.	5.13% 2	0.00% 0	10.26% 4	12.82% 5	28.21% 11	35.90% 14	0.00% 0	7.69% 3	39
Staff take the time to have a friendly conversation with my family member.	0.00% 0	2.56% 1	10.26% 4	25.64% 10	43.59% 17	12.82% 5	0.00% 0	5.13% 2	39
Staff ask how my family member's needs can be met.	0.00% 0	2.56% 1	12.82% 5	28.21% 11	46.15% 18	7.69% 3	0.00% 0	2.56% 1	39

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

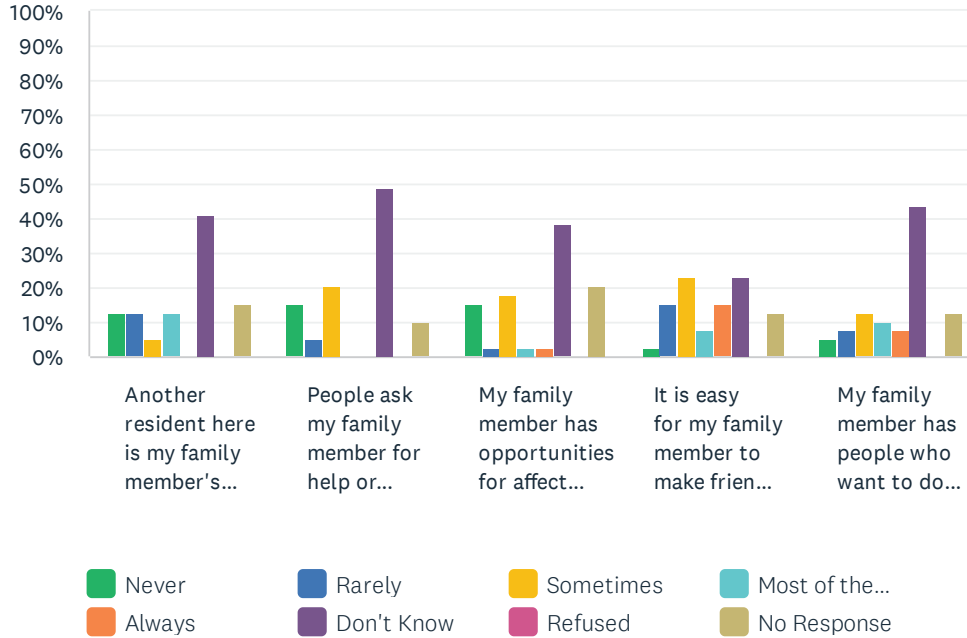
Answered: 39 Skipped: 0



	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.	2.56% 1	2.56% 1	15.38% 6	20.51% 8	20.51% 8	28.21% 11	0.00% 0	10.26% 4	39
My family member has enjoyable things to do here in the evenings.	0.00% 0	5.13% 2	15.38% 6	28.21% 11	17.95% 7	23.08% 9	0.00% 0	10.26% 4	39
My family member participates in meaningful activities.	0.00% 0	10.26% 4	33.33% 13	17.95% 7	12.82% 5	23.08% 9	0.00% 0	2.56% 1	39
If my family member wants, he/she can participate in religious activities that have meaning to him/her.	0.00% 0	2.63% 1	7.89% 3	13.16% 5	60.53% 23	10.53% 4	0.00% 0	5.26% 2	38
My family member has opportunities to spend time with other like-minded residents.	0.00% 0	2.56% 1	20.51% 8	23.08% 9	25.64% 10	23.08% 9	0.00% 0	5.13% 2	39
My family member has the opportunity to explore new skills and interests.	0.00% 0	7.69% 3	20.51% 8	10.26% 4	17.95% 7	33.33% 13	0.00% 0	10.26% 4	39

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

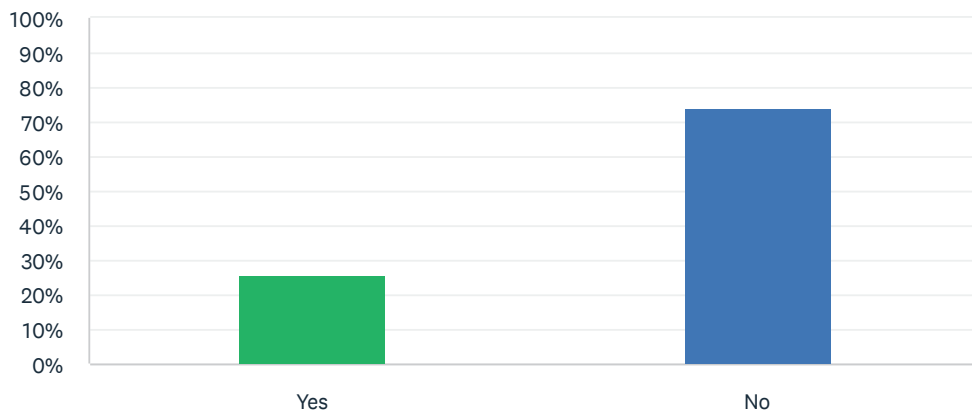
Answered: 39 Skipped: 0



	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.	12.82% 5	12.82% 5	5.13% 2	12.82% 5	0.00% 0	41.03% 16	0.00% 0	15.38% 6	39
People ask my family member for help or advice.	15.38% 6	5.13% 2	20.51% 8	0.00% 0	0.00% 0	48.72% 19	0.00% 0	10.26% 4	39
My family member has opportunities for affection or romance.	15.38% 6	2.56% 1	17.95% 7	2.56% 1	2.56% 1	38.46% 15	0.00% 0	20.51% 8	39
It is easy for my family member to make friends here.	2.56% 1	15.38% 6	23.08% 9	7.69% 3	15.38% 6	23.08% 9	0.00% 0	12.82% 5	39
My family member has people who want to do things together with him/her.	5.13% 2	7.69% 3	12.82% 5	10.26% 4	7.69% 3	43.59% 17	0.00% 0	12.82% 5	39

### Q11 Your family member is part of a couple.

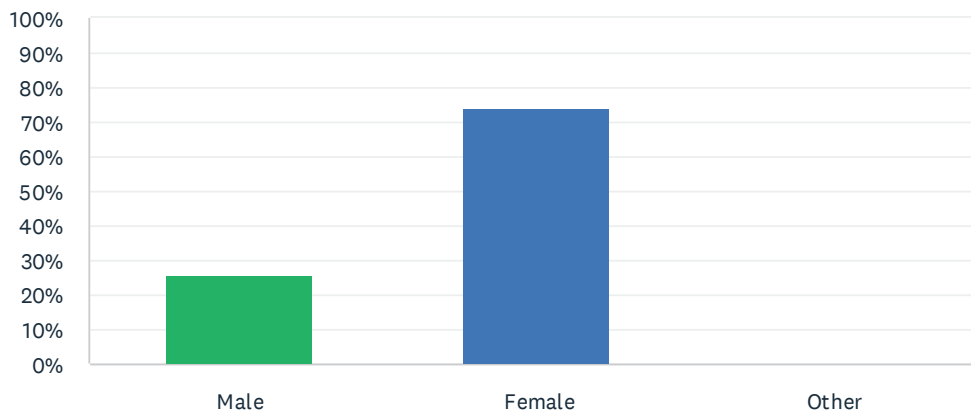
Answered: 39 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	25.64%	10
No	74.36%	29
TOTAL		39

### Q12 Your family member's gender is:

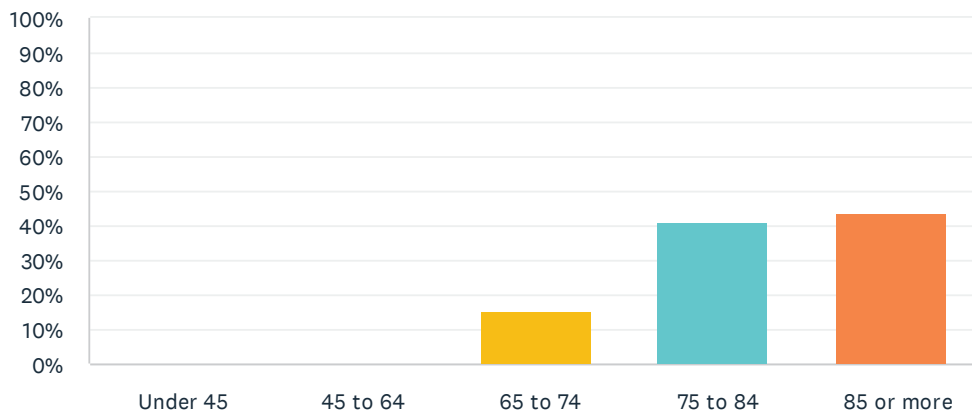
Answered: 39 Skipped: 0



ANSWER CHOICES	RESPONSES	
Male	25.64%	10
Female	74.36%	29
Other	0.00%	0
<b>TOTAL</b>		<b>39</b>

### Q13 Your family member's age in years is:

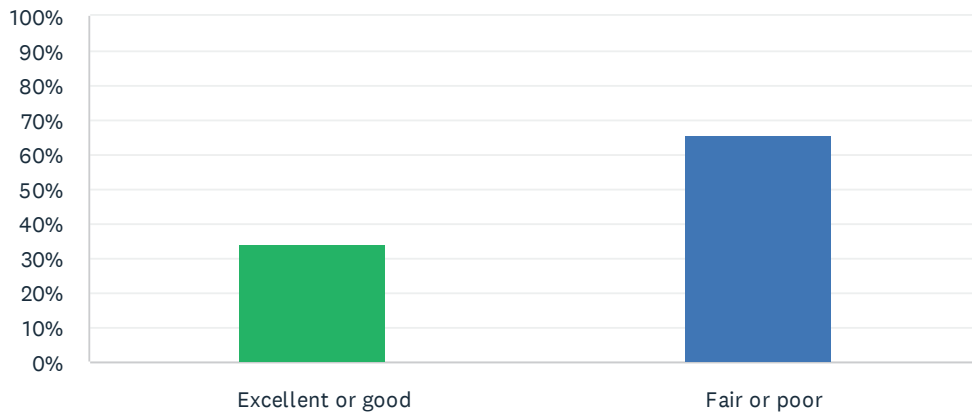
Answered: 39 Skipped: 0



ANSWER CHOICES	RESPONSES	
Under 45	0.00%	0
45 to 64	0.00%	0
65 to 74	15.38%	6
75 to 84	41.03%	16
85 or more	43.59%	17
<b>TOTAL</b>		<b>39</b>

### Q14 Your family member's health is:

Answered: 38 Skipped: 1

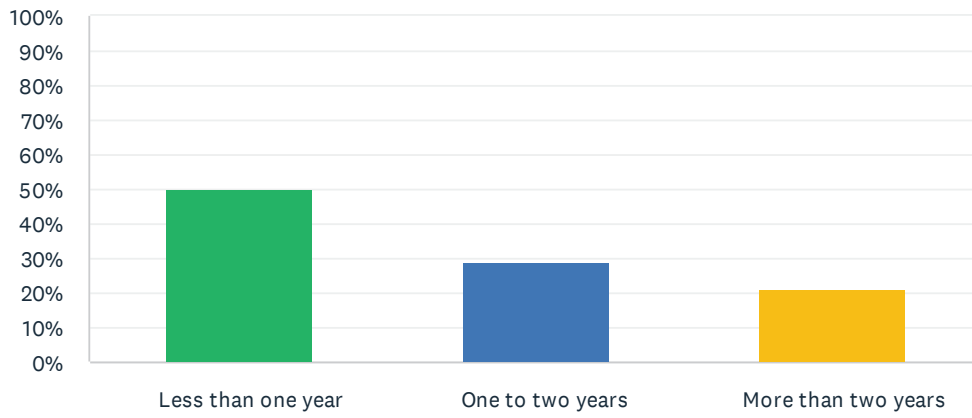


ANSWER CHOICES	RESPONSES	
Excellent or good	34.21%	13
Fair or poor	65.79%	25
TOTAL		38



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

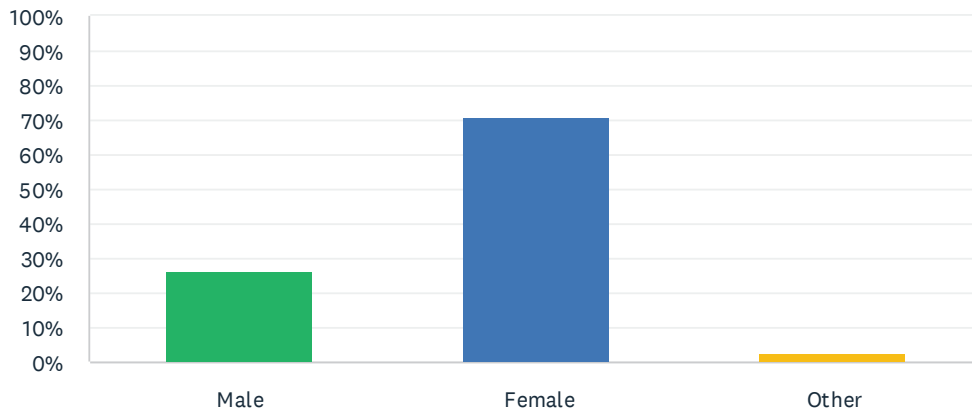
Answered: 38 Skipped: 1



ANSWER CHOICES	RESPONSES
Less than one year	50.00% 19
One to two years	28.95% 11
More than two years	21.05% 8
<b>TOTAL</b>	<b>38</b>

### Q16 Your gender is:

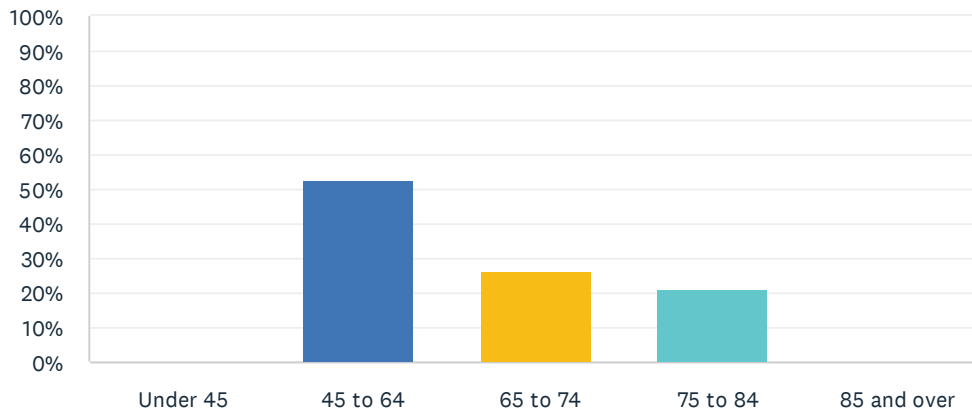
Answered: 38 Skipped: 1



ANSWER CHOICES	RESPONSES	
Male	26.32%	10
Female	71.05%	27
Other	2.63%	1
<b>TOTAL</b>		<b>38</b>

### Q17 Your age in years is:

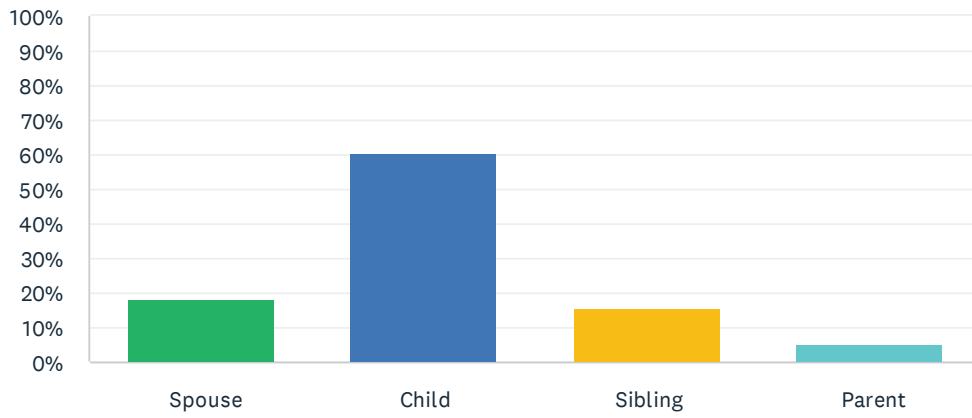
Answered: 38 Skipped: 1



ANSWER CHOICES	RESPONSES
Under 45	0.00% 0
45 to 64	52.63% 20
65 to 74	26.32% 10
75 to 84	21.05% 8
85 and over	0.00% 0
<b>TOTAL</b>	<b>38</b>

### Q18 Your relationship to the resident is:

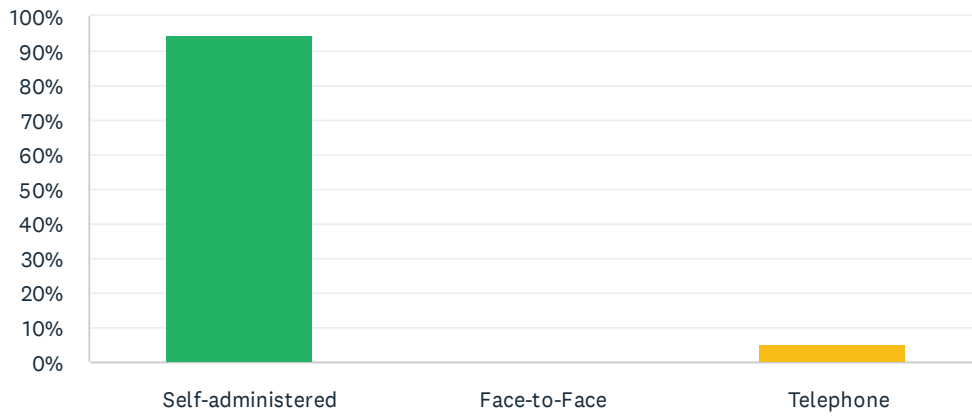
Answered: 38 Skipped: 1



ANSWER CHOICES	RESPONSES	
Spouse	18.42%	7
Child	60.53%	23
Sibling	15.79%	6
Parent	5.26%	2
<b>TOTAL</b>		<b>38</b>

### Q19 Survey Method:

Answered: 39 Skipped: 0



ANSWER CHOICES	RESPONSES
Self-administered	94.87% 37
Face-to-Face	0.00% 0
Telephone	5.13% 2
<b>TOTAL</b>	<b>39</b>