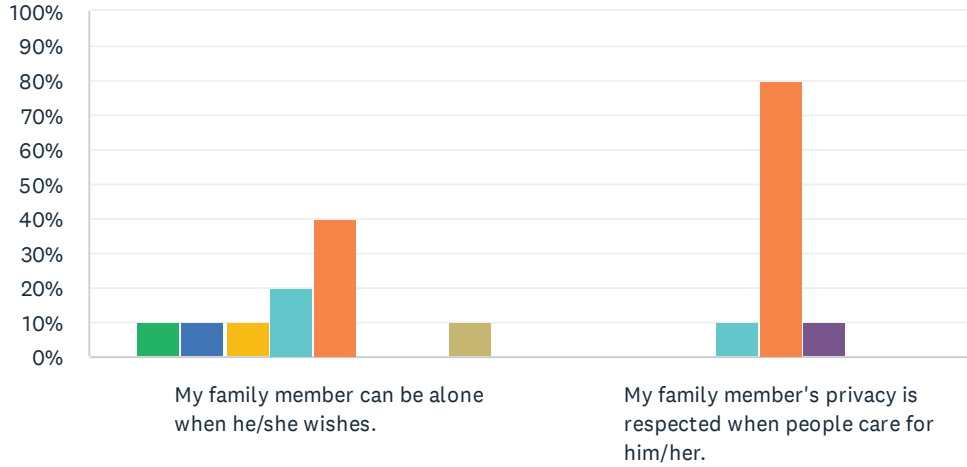


Q1 Privacy: For each statement, please answer with one of the available choices.

Answered: 10 Skipped: 0

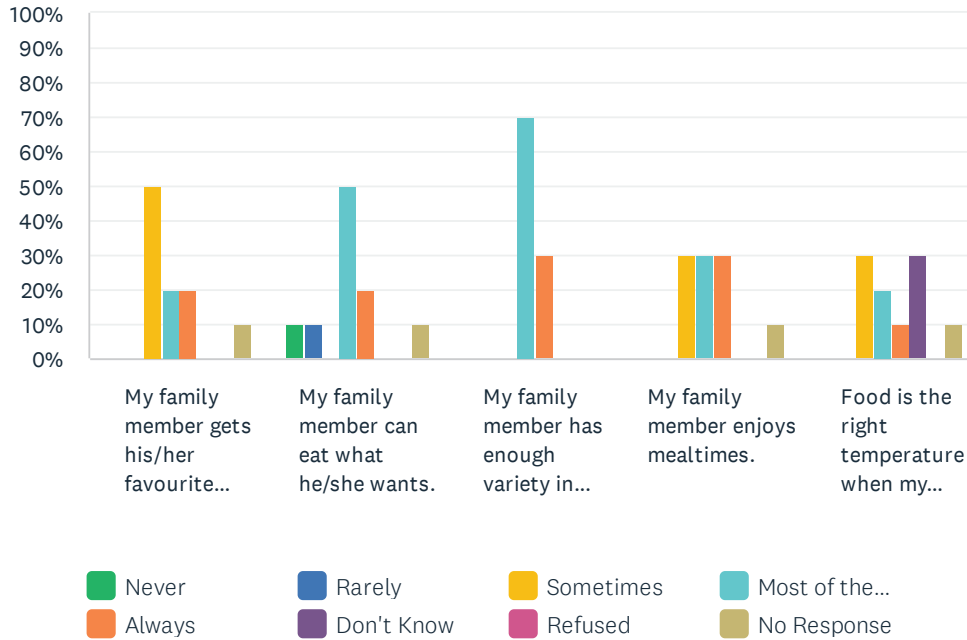


■ Never ■ Rarely ■ Sometimes ■ Most of the...
■ Always ■ Don't Know ■ Refused ■ No Response

	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.	10.00% 1	10.00% 1	10.00% 1	20.00% 2	40.00% 4	0.00% 0	0.00% 0	10.00% 1	10
My family member's privacy is respected when people care for him/her.	0.00% 0	0.00% 0	0.00% 0	10.00% 1	80.00% 8	10.00% 1	0.00% 0	0.00% 0	10

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

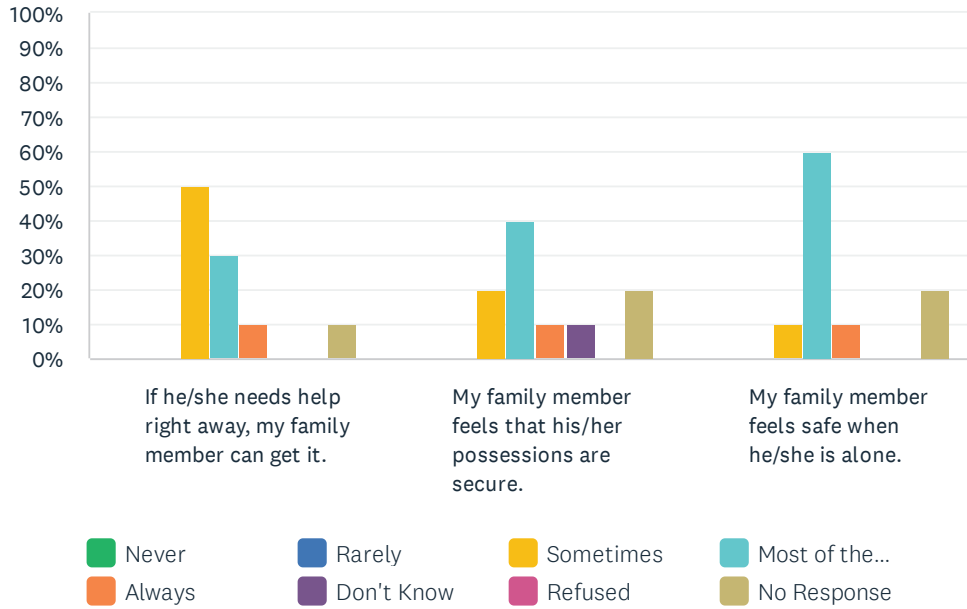
Answered: 10 Skipped: 0



	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.	0.00% 0	0.00% 0	50.00% 5	20.00% 2	20.00% 2	0.00% 0	0.00% 0	10.00% 1	10
My family member can eat what he/she wants.	10.00% 1	10.00% 1	0.00% 0	50.00% 5	20.00% 2	0.00% 0	0.00% 0	10.00% 1	10
My family member has enough variety in his/her meals.	0.00% 0	0.00% 0	0.00% 0	70.00% 7	30.00% 3	0.00% 0	0.00% 0	0.00% 0	10
My family member enjoys mealtimes.	0.00% 0	0.00% 0	30.00% 3	30.00% 3	30.00% 3	0.00% 0	0.00% 0	10.00% 1	10
Food is the right temperature when my family member gets to eat it.	0.00% 0	0.00% 0	30.00% 3	20.00% 2	10.00% 1	30.00% 3	0.00% 0	10.00% 1	10

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

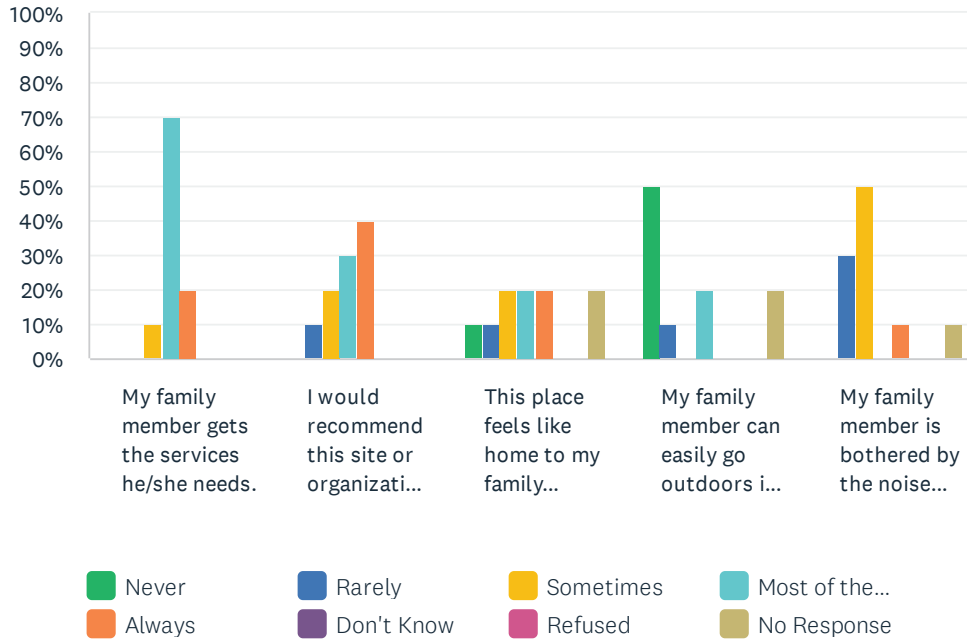
Answered: 10 Skipped: 0



	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	0.00% 0	50.00% 5	30.00% 3	10.00% 1	0.00% 0	0.00% 0	10.00% 1	10
My family member feels that his/her possessions are secure.	0.00% 0	0.00% 0	20.00% 2	40.00% 4	10.00% 1	10.00% 1	0.00% 0	20.00% 2	10
My family member feels safe when he/she is alone.	0.00% 0	0.00% 0	10.00% 1	60.00% 6	10.00% 1	0.00% 0	0.00% 0	20.00% 2	10

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

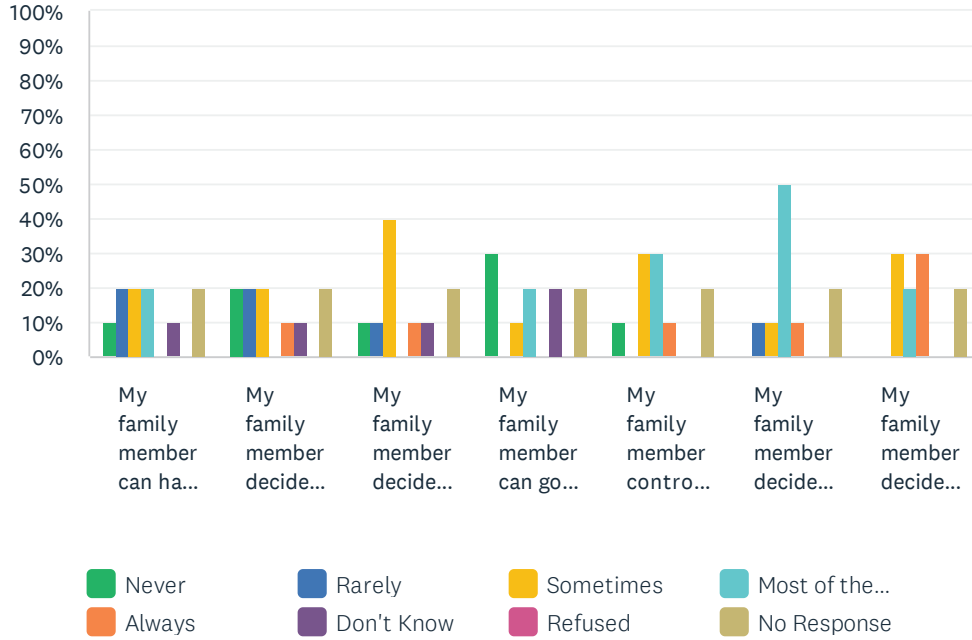
Answered: 10 Skipped: 0



	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	10.00% 1	70.00% 7	20.00% 2	0.00% 0	0.00% 0	0.00% 0	10
I would recommend this site or organization to others.	0.00% 0	10.00% 1	20.00% 2	30.00% 3	40.00% 4	0.00% 0	0.00% 0	0.00% 0	10
This place feels like home to my family member.	10.00% 1	10.00% 1	20.00% 2	20.00% 2	20.00% 2	0.00% 0	0.00% 0	20.00% 2	10
My family member can easily go outdoors if he/she wants.	50.00% 5	10.00% 1	0.00% 0	20.00% 2	0.00% 0	0.00% 0	0.00% 0	20.00% 2	10
My family member is bothered by the noise here.	0.00% 0	30.00% 3	50.00% 5	0.00% 0	10.00% 1	0.00% 0	0.00% 0	10.00% 1	10

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

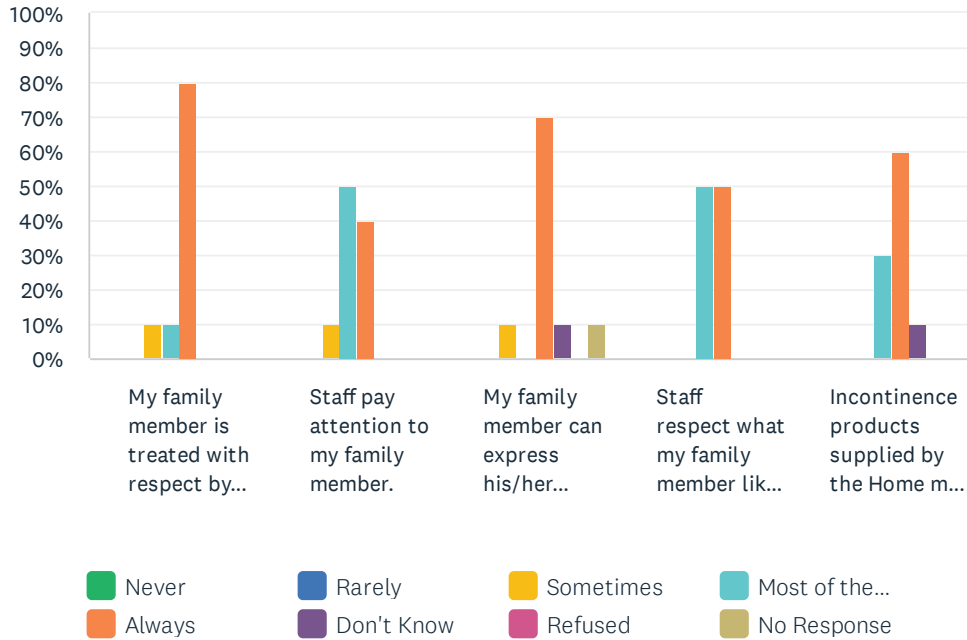
Answered: 10 Skipped: 0



	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.	10.00% 1	20.00% 2	20.00% 2	20.00% 2	0.00% 0	10.00% 1	0.00% 0	20.00% 2	10
My family member decides when to get up.	20.00% 2	20.00% 2	20.00% 2	0.00% 0	10.00% 1	10.00% 1	0.00% 0	20.00% 2	10
My family member decides when to go to bed.	10.00% 1	10.00% 1	40.00% 4	0.00% 0	10.00% 1	10.00% 1	0.00% 0	20.00% 2	10
My family member can go where he/she wants on the "spur of the moment."	30.00% 3	0.00% 0	10.00% 1	20.00% 2	0.00% 0	20.00% 2	0.00% 0	20.00% 2	10
My family member controls who comes into his/her room.	10.00% 1	0.00% 0	30.00% 3	30.00% 3	10.00% 1	0.00% 0	0.00% 0	20.00% 2	10
My family member decides which clothes to wear.	0.00% 0	10.00% 1	10.00% 1	50.00% 5	10.00% 1	0.00% 0	0.00% 0	20.00% 2	10
My family member decides how to spend his/her time.	0.00% 0	0.00% 0	30.00% 3	20.00% 2	30.00% 3	0.00% 0	0.00% 0	20.00% 2	10

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

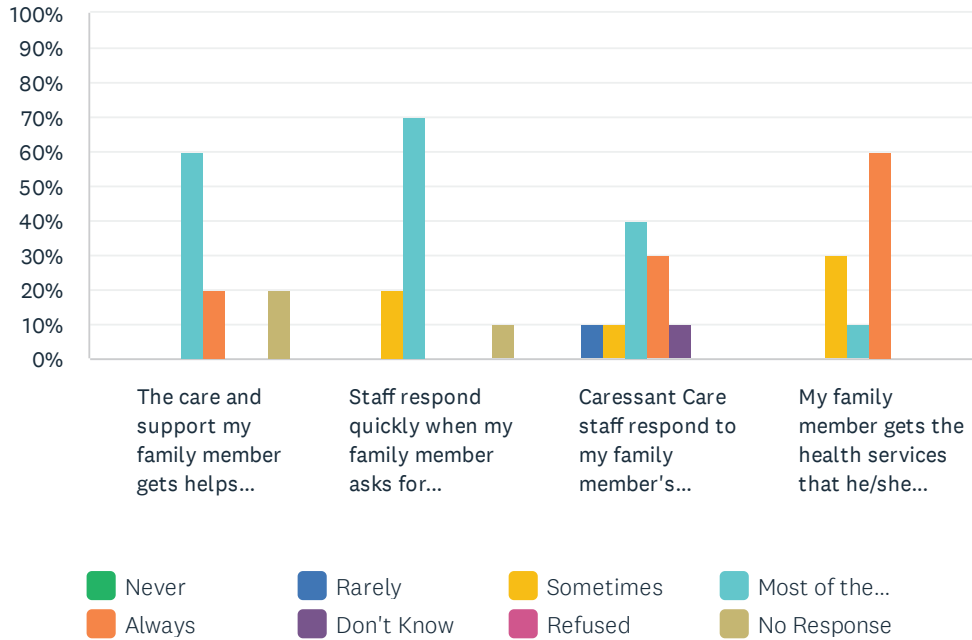
Answered: 10 Skipped: 0



	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	10.00% 1	10.00% 1	80.00% 8	0.00% 0	0.00% 0	0.00% 0	10
Staff pay attention to my family member.	0.00% 0	0.00% 0	10.00% 1	50.00% 5	40.00% 4	0.00% 0	0.00% 0	0.00% 0	10
My family member can express his/her opinion without fear of consequences.	0.00% 0	0.00% 0	10.00% 1	0.00% 0	70.00% 7	10.00% 1	0.00% 0	10.00% 1	10
Staff respect what my family member likes and dislikes.	0.00% 0	0.00% 0	0.00% 0	50.00% 5	50.00% 5	0.00% 0	0.00% 0	0.00% 0	10
Incontinence products supplied by the Home meet the needs of my family member.	0.00% 0	0.00% 0	0.00% 0	30.00% 3	60.00% 6	10.00% 1	0.00% 0	0.00% 0	10

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

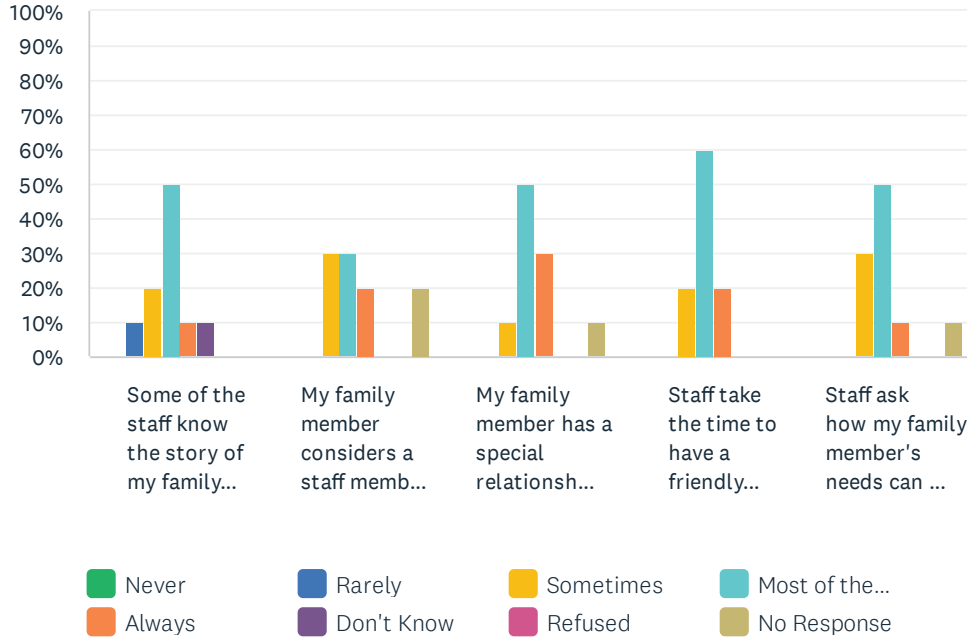
Answered: 10 Skipped: 0



	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	0.00% 0	60.00% 6	20.00% 2	0.00% 0	0.00% 0	20.00% 2	10
Staff respond quickly when my family member asks for assistance.	0.00% 0	0.00% 0	20.00% 2	70.00% 7	0.00% 0	0.00% 0	0.00% 0	10.00% 1	10
Caressant Care staff respond to my family member's suggestions.	0.00% 0	10.00% 1	10.00% 1	40.00% 4	30.00% 3	10.00% 1	0.00% 0	0.00% 0	10
My family member gets the health services that he/she needs.	0.00% 0	0.00% 0	30.00% 3	10.00% 1	60.00% 6	0.00% 0	0.00% 0	0.00% 0	10

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

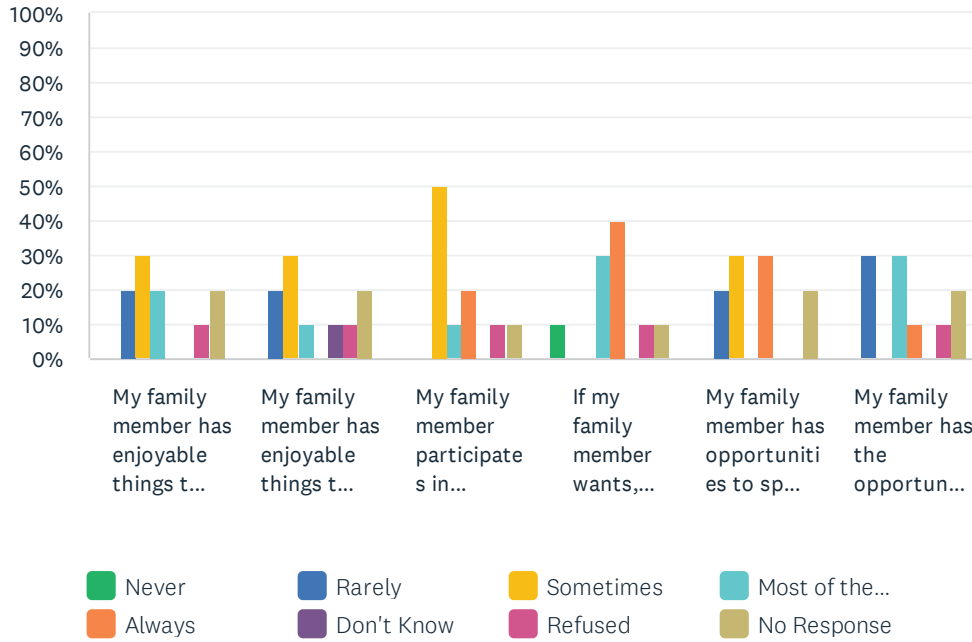
Answered: 10 Skipped: 0



	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	10.00% 1	20.00% 2	50.00% 5	10.00% 1	10.00% 1	0.00% 0	0.00% 0	10
My family member considers a staff member his/her friend.	0.00% 0	0.00% 0	30.00% 3	30.00% 3	20.00% 2	0.00% 0	0.00% 0	20.00% 2	10
My family member has a special relationship with a staff member.	0.00% 0	0.00% 0	10.00% 1	50.00% 5	30.00% 3	0.00% 0	0.00% 0	10.00% 1	10
Staff take the time to have a friendly conversation with my family member.	0.00% 0	0.00% 0	20.00% 2	60.00% 6	20.00% 2	0.00% 0	0.00% 0	0.00% 0	10
Staff ask how my family member's needs can be met.	0.00% 0	0.00% 0	30.00% 3	50.00% 5	10.00% 1	0.00% 0	0.00% 0	10.00% 1	10

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

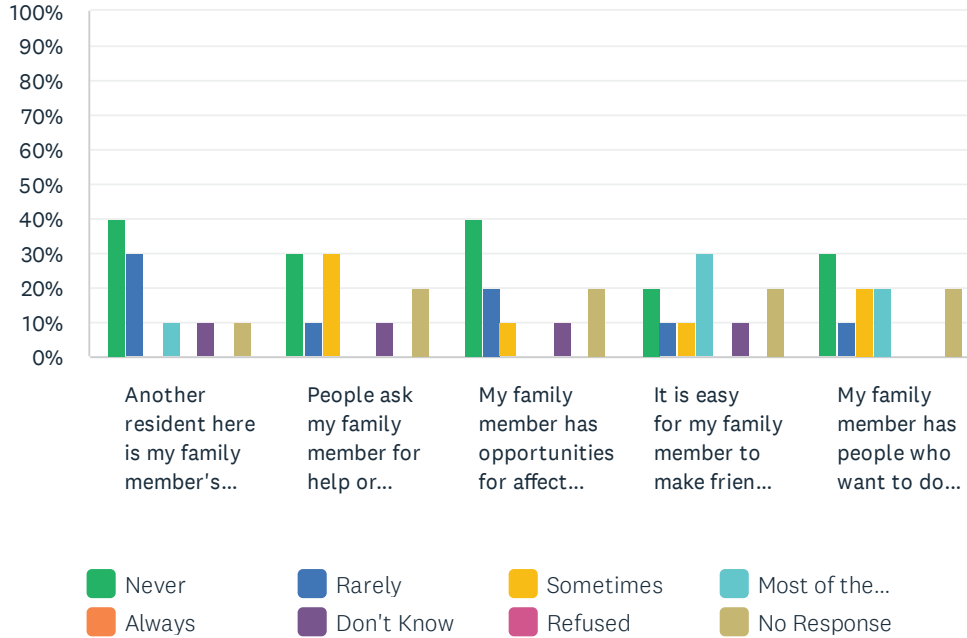
Answered: 10 Skipped: 0



	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.	0.00% 0	20.00% 2	30.00% 3	20.00% 2	0.00% 0	0.00% 0	10.00% 1	20.00% 2	10
My family member has enjoyable things to do here in the evenings.	0.00% 0	20.00% 2	30.00% 3	10.00% 1	0.00% 0	10.00% 1	10.00% 1	20.00% 2	10
My family member participates in meaningful activities.	0.00% 0	0.00% 0	50.00% 5	10.00% 1	20.00% 2	0.00% 0	10.00% 1	10.00% 1	10
If my family member wants, he/she can participate in religious activities that have meaning to him/her.	10.00% 1	0.00% 0	0.00% 0	30.00% 3	40.00% 4	0.00% 0	10.00% 1	10.00% 1	10
My family member has opportunities to spend time with other like-minded residents.	0.00% 0	20.00% 2	30.00% 3	0.00% 0	30.00% 3	0.00% 0	0.00% 0	20.00% 2	10
My family member has the opportunity to explore new skills and interests.	0.00% 0	30.00% 3	0.00% 0	30.00% 3	10.00% 1	0.00% 0	10.00% 1	20.00% 2	10

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

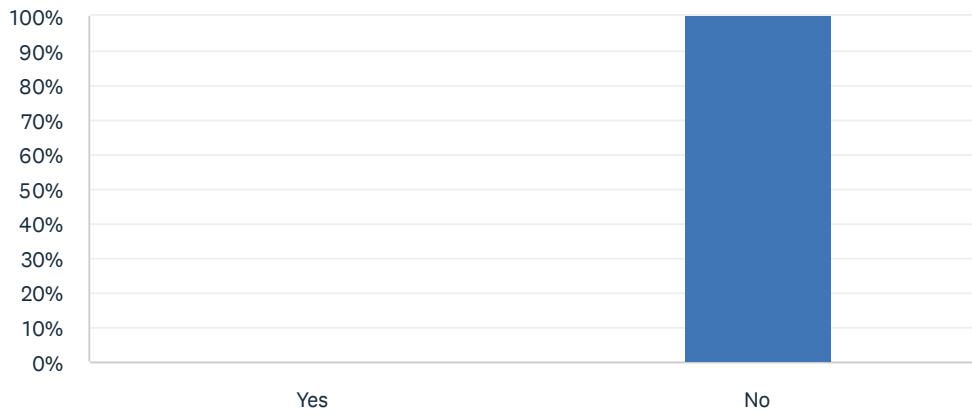
Answered: 10 Skipped: 0



	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.	40.00% 4	30.00% 3	0.00% 0	10.00% 1	0.00% 0	10.00% 1	0.00% 0	10.00% 1	10
People ask my family member for help or advice.	30.00% 3	10.00% 1	30.00% 3	0.00% 0	0.00% 0	10.00% 1	0.00% 0	20.00% 2	10
My family member has opportunities for affection or romance.	40.00% 4	20.00% 2	10.00% 1	0.00% 0	0.00% 0	10.00% 1	0.00% 0	20.00% 2	10
It is easy for my family member to make friends here.	20.00% 2	10.00% 1	10.00% 1	30.00% 3	0.00% 0	10.00% 1	0.00% 0	20.00% 2	10
My family member has people who want to do things together with him/her.	30.00% 3	10.00% 1	20.00% 2	20.00% 2	0.00% 0	0.00% 0	0.00% 0	20.00% 2	10

Q11 Your family member is part of a couple.

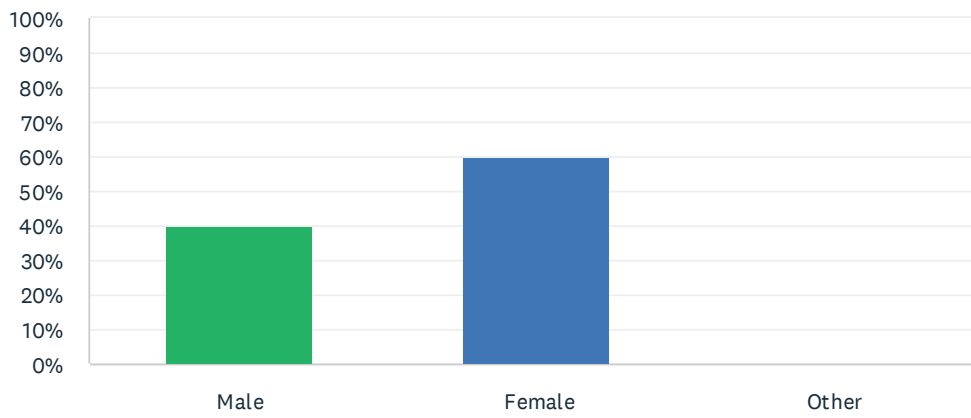
Answered: 10 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	0.00%	0
No	100.00%	10
TOTAL		10

Q12 Your family member's gender is:

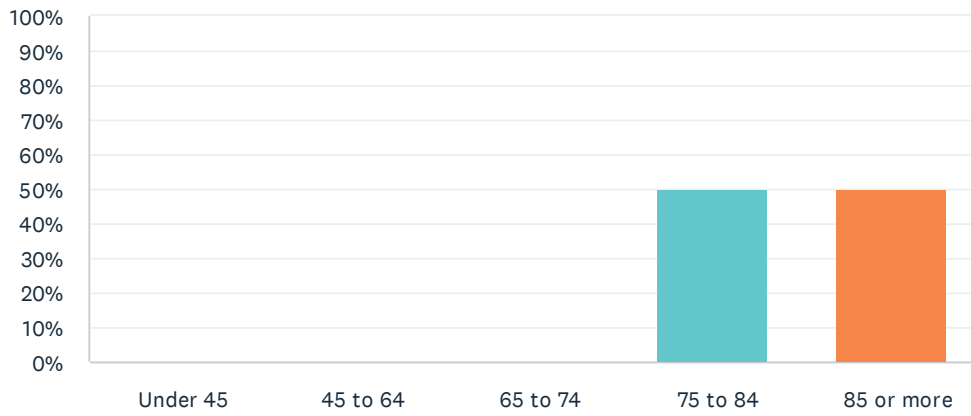
Answered: 10 Skipped: 0



ANSWER CHOICES	RESPONSES	
Male	40.00%	4
Female	60.00%	6
Other	0.00%	0
TOTAL		10

Q13 Your family member's age in years is:

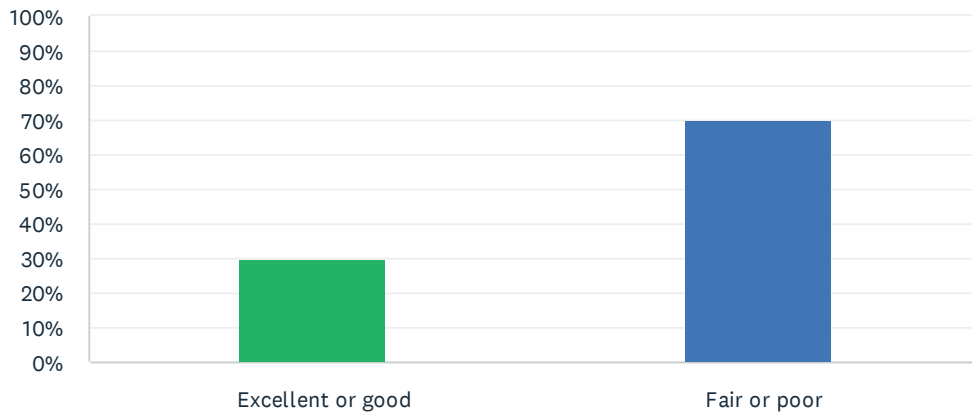
Answered: 10 Skipped: 0



ANSWER CHOICES	RESPONSES	
Under 45	0.00%	0
45 to 64	0.00%	0
65 to 74	0.00%	0
75 to 84	50.00%	5
85 or more	50.00%	5
TOTAL		10

Q14 Your family member's health is:

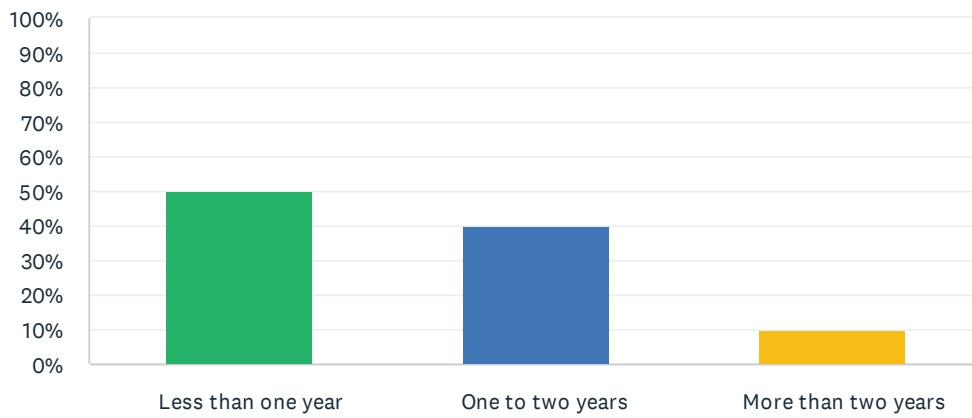
Answered: 10 Skipped: 0



ANSWER CHOICES	RESPONSES	
Excellent or good	30.00%	3
Fair or poor	70.00%	7
TOTAL		10

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

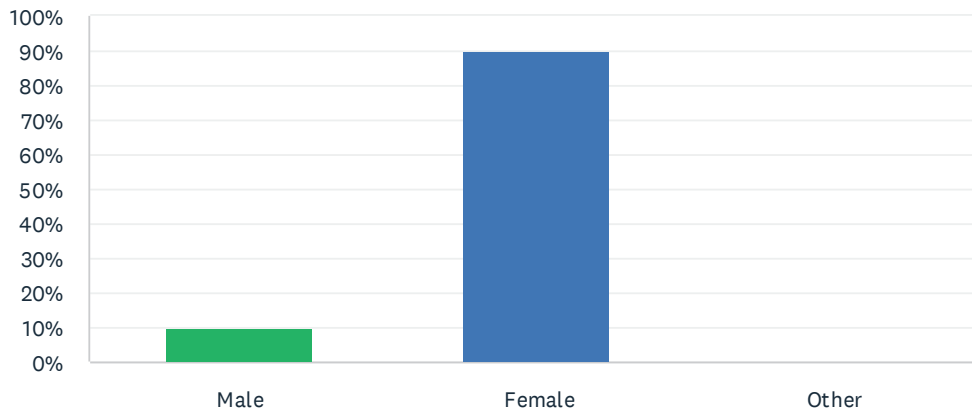
Answered: 10 Skipped: 0



ANSWER CHOICES	RESPONSES	
Less than one year	50.00%	5
One to two years	40.00%	4
More than two years	10.00%	1
TOTAL		10

Q16 Your gender is:

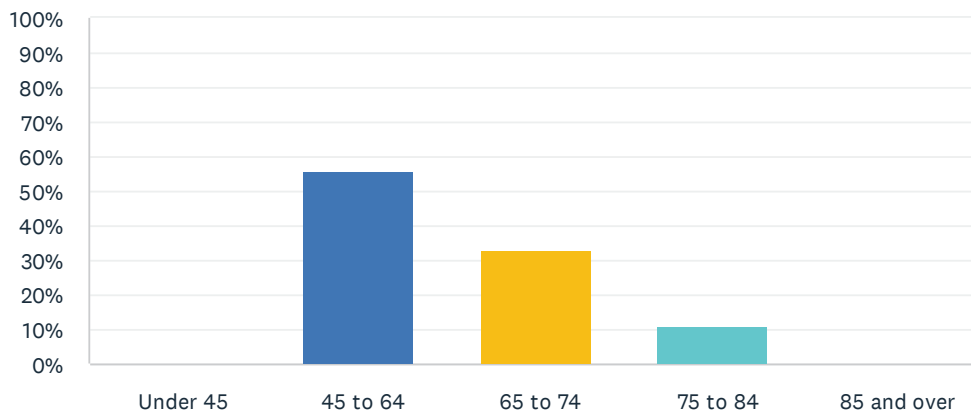
Answered: 10 Skipped: 0



ANSWER CHOICES	RESPONSES	
Male	10.00%	1
Female	90.00%	9
Other	0.00%	0
TOTAL		10

Q17 Your age in years is:

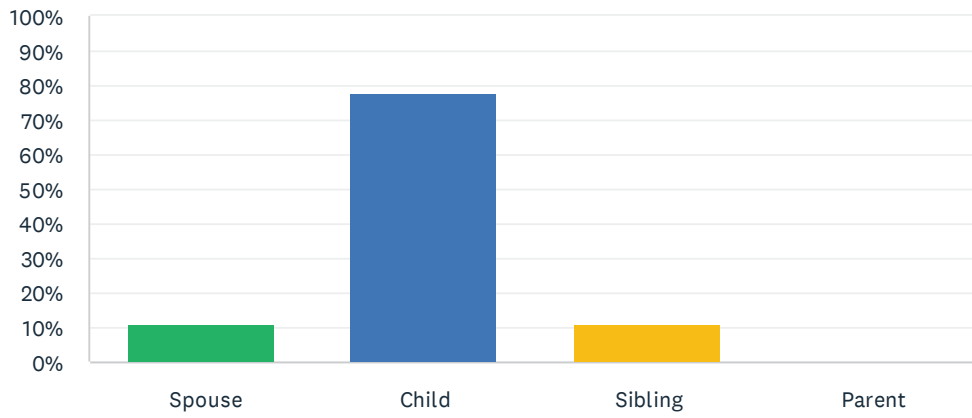
Answered: 9 Skipped: 1



ANSWER CHOICES	RESPONSES
Under 45	0.00% 0
45 to 64	55.56% 5
65 to 74	33.33% 3
75 to 84	11.11% 1
85 and over	0.00% 0
TOTAL	9

Q18 Your relationship to the resident is:

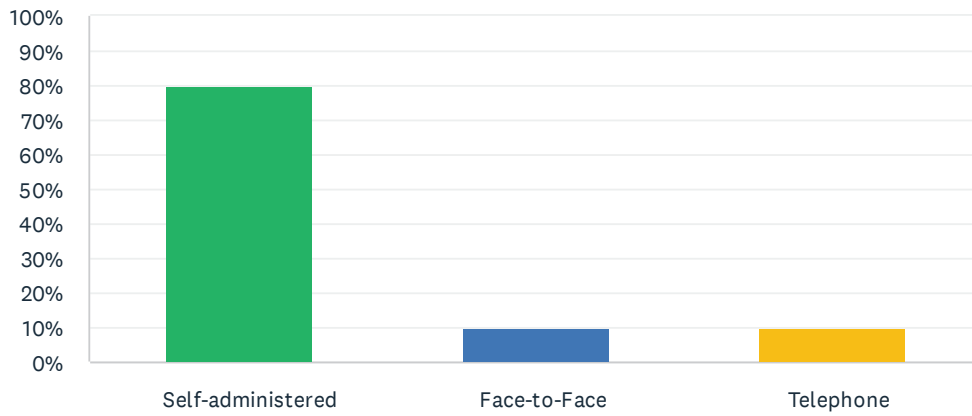
Answered: 9 Skipped: 1



ANSWER CHOICES	RESPONSES	
Spouse	11.11%	1
Child	77.78%	7
Sibling	11.11%	1
Parent	0.00%	0
TOTAL		9

Q19 Survey Method:

Answered: 10 Skipped: 0



ANSWER CHOICES	RESPONSES	
Self-administered	80.00%	8
Face-to-Face	10.00%	1
Telephone	10.00%	1
TOTAL		10