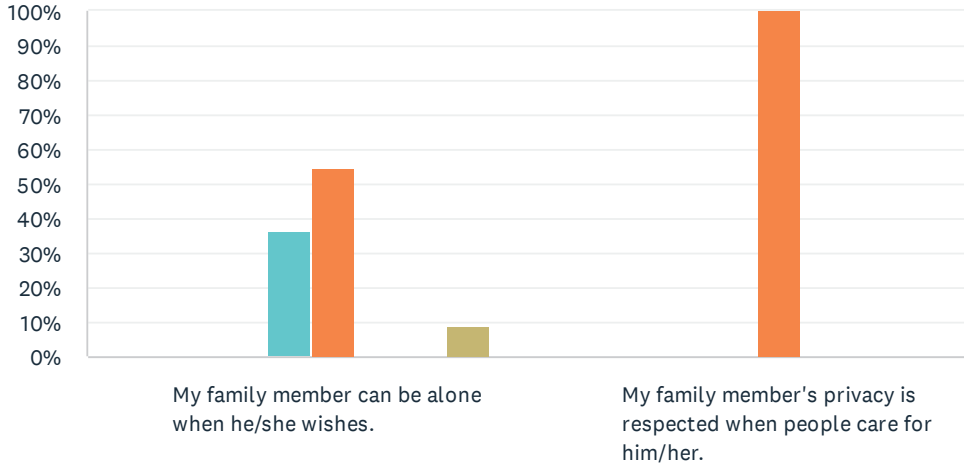


Q1 Privacy: For each statement, please answer with one of the available choices.

Answered: 11 Skipped: 0

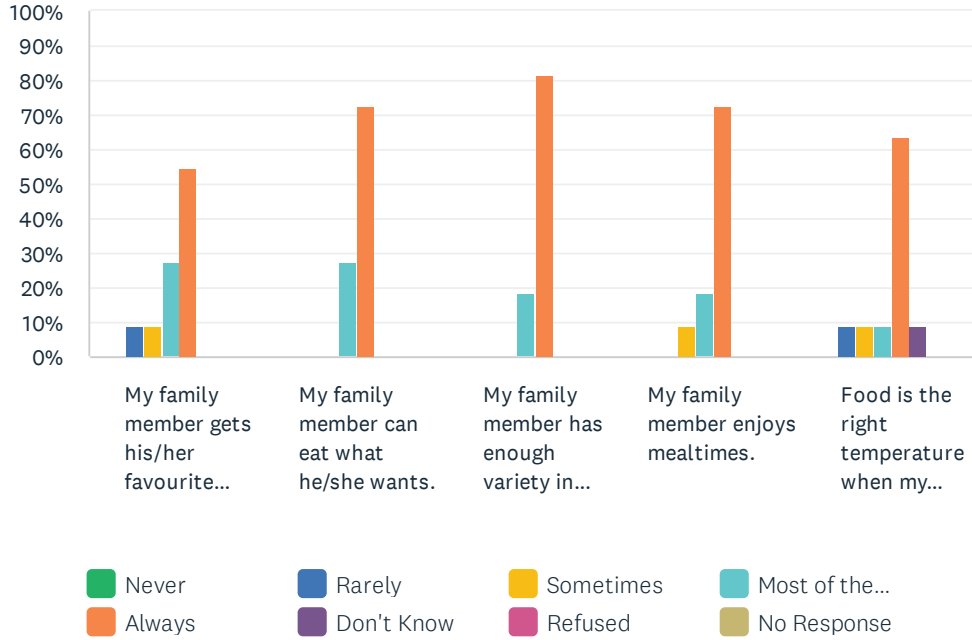


■ Never ■ Rarely ■ Sometimes ■ Most of the...
■ Always ■ Don't Know ■ Refused ■ No Response

	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	0.00% 0	0.00% 0	36.36% 4	54.55% 6	0.00% 0	0.00% 0	9.09% 1	11
My family member's privacy is respected when people care for him/her.	0.00% 0	0.00% 0	0.00% 0	0.00% 0	100.00% 11	0.00% 0	0.00% 0	0.00% 0	11

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

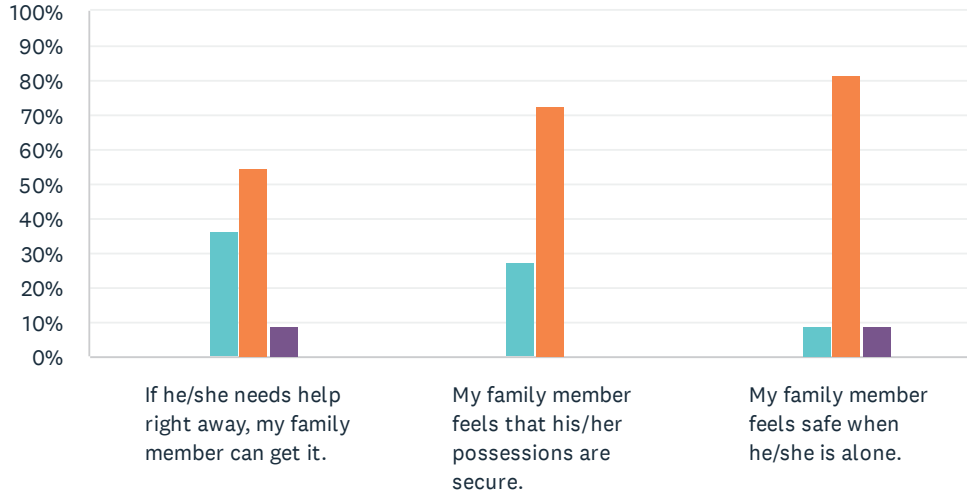
Answered: 11 Skipped: 0



	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	9.09% 1	9.09% 1	27.27% 3	54.55% 6	0.00% 0	0.00% 0	0.00% 0	11
My family member can eat what he/she wants.	0.00% 0	0.00% 0	0.00% 0	27.27% 3	72.73% 8	0.00% 0	0.00% 0	0.00% 0	11
My family member has enough variety in his/her meals.	0.00% 0	0.00% 0	0.00% 0	18.18% 2	81.82% 9	0.00% 0	0.00% 0	0.00% 0	11
My family member enjoys mealtimes.	0.00% 0	0.00% 0	9.09% 1	18.18% 2	72.73% 8	0.00% 0	0.00% 0	0.00% 0	11
Food is the right temperature when my family member gets to eat it.	0.00% 0	9.09% 1	9.09% 1	9.09% 1	63.64% 7	9.09% 1	0.00% 0	0.00% 0	11

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

Answered: 11 Skipped: 0

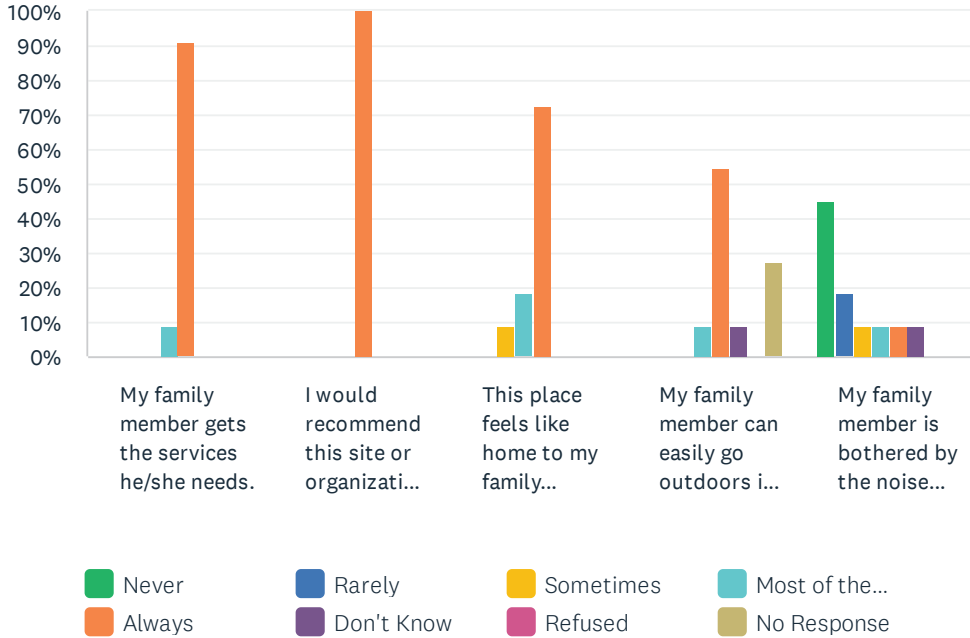


■ Never ■ Rarely ■ Sometimes ■ Most of the...
■ Always ■ Don't Know ■ Refused ■ No Response

	NEVER	RARELY	SOMETIMES	MOST OF THE TIME	ALWAYS	DON'T KNOW	REFUSED	NO RESPONSE	TOTAL
If he/she needs help right away, my family member can get it.	0.00% 0	0.00% 0	0.00% 0	36.36% 4	54.55% 6	9.09% 1	0.00% 0	0.00% 0	11
My family member feels that his/her possessions are secure.	0.00% 0	0.00% 0	0.00% 0	27.27% 3	72.73% 8	0.00% 0	0.00% 0	0.00% 0	11
My family member feels safe when he/she is alone.	0.00% 0	0.00% 0	0.00% 0	9.09% 1	81.82% 9	9.09% 1	0.00% 0	0.00% 0	11

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

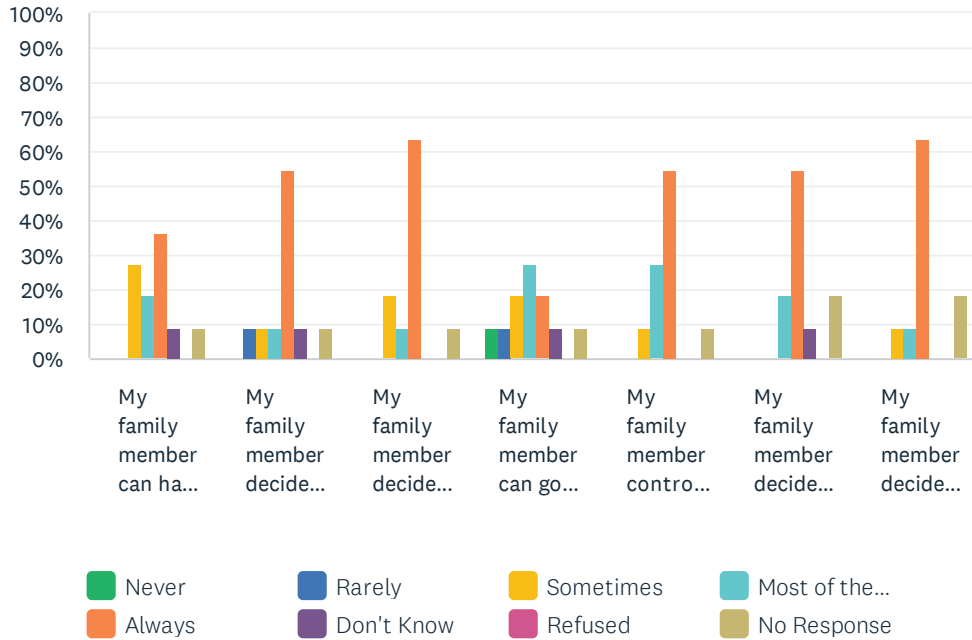
Answered: 11 Skipped: 0



	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	0.00% 0	9.09% 1	90.91% 10	0.00% 0	0.00% 0	0.00% 0	11
I would recommend this site or organization to others.	0.00% 0	0.00% 0	0.00% 0	0.00% 0	100.00% 11	0.00% 0	0.00% 0	0.00% 0	11
This place feels like home to my family member.	0.00% 0	0.00% 0	9.09% 1	18.18% 2	72.73% 8	0.00% 0	0.00% 0	0.00% 0	11
My family member can easily go outdoors if he/she wants.	0.00% 0	0.00% 0	0.00% 0	9.09% 1	54.55% 6	9.09% 1	0.00% 0	27.27% 3	11
My family member is bothered by the noise here.	45.45% 5	18.18% 2	9.09% 1	9.09% 1	9.09% 1	9.09% 1	0.00% 0	0.00% 0	11

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

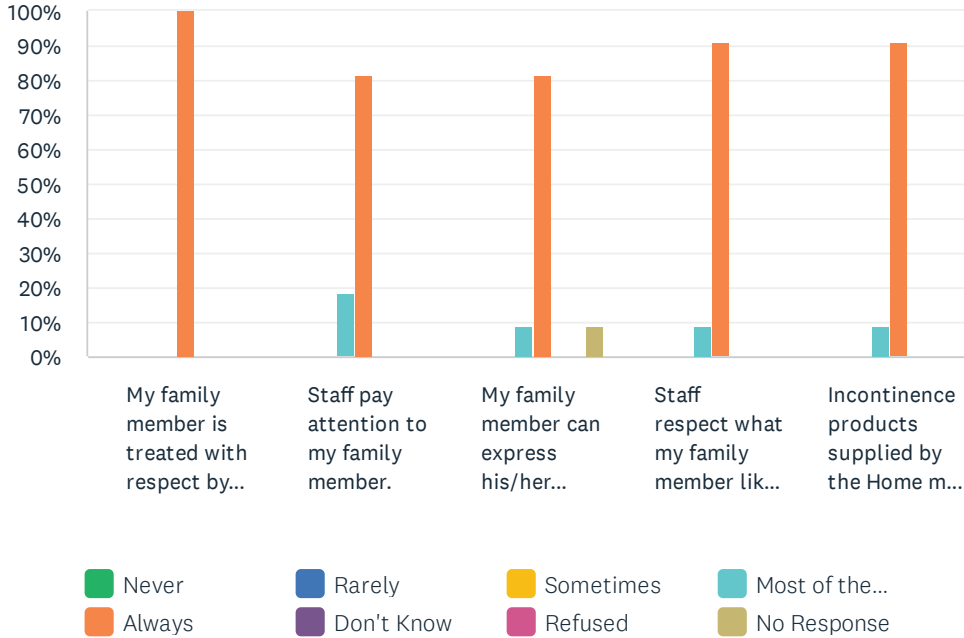
Answered: 11 Skipped: 0



	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.	0.00% 0	0.00% 0	27.27% 3	18.18% 2	36.36% 4	9.09% 1	0.00% 0	9.09% 1	11
My family member decides when to get up.	0.00% 0	9.09% 1	9.09% 1	9.09% 1	54.55% 6	9.09% 1	0.00% 0	9.09% 1	11
My family member decides when to go to bed.	0.00% 0	0.00% 0	18.18% 2	9.09% 1	63.64% 7	0.00% 0	0.00% 0	9.09% 1	11
My family member can go where he/she wants on the "spur of the moment."	9.09% 1	9.09% 1	18.18% 2	27.27% 3	18.18% 2	9.09% 1	0.00% 0	9.09% 1	11
My family member controls who comes into his/her room.	0.00% 0	0.00% 0	9.09% 1	27.27% 3	54.55% 6	0.00% 0	0.00% 0	9.09% 1	11
My family member decides which clothes to wear.	0.00% 0	0.00% 0	0.00% 0	18.18% 2	54.55% 6	9.09% 1	0.00% 0	18.18% 2	11
My family member decides how to spend his/her time.	0.00% 0	0.00% 0	9.09% 1	9.09% 1	63.64% 7	0.00% 0	0.00% 0	18.18% 2	11

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

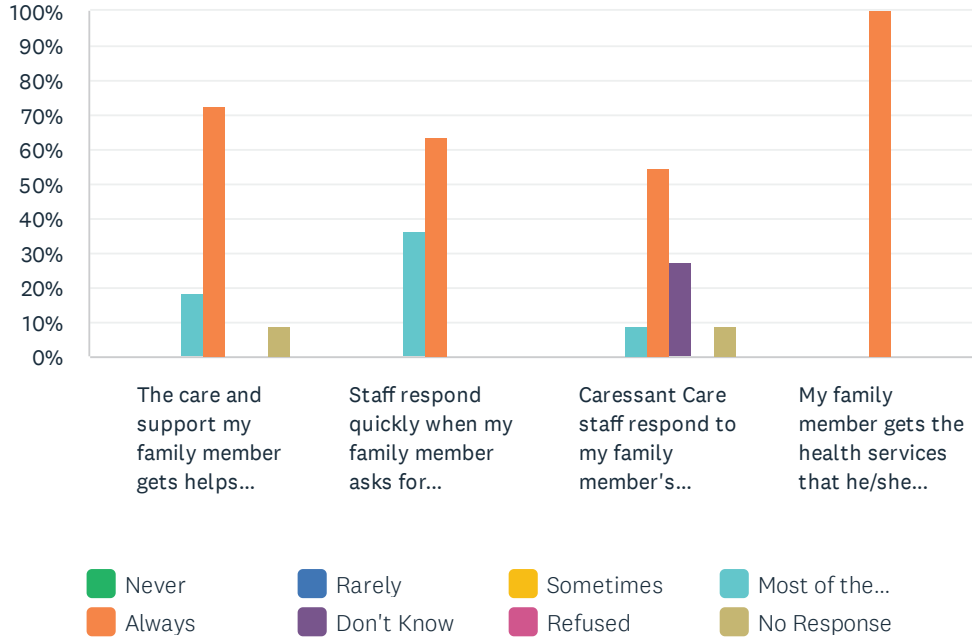
Answered: 11 Skipped: 0



	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	0.00% 0	100.00% 11	0.00% 0	0.00% 0	0.00% 0	11
Staff pay attention to my family member.	0.00% 0	0.00% 0	0.00% 0	18.18% 2	81.82% 9	0.00% 0	0.00% 0	0.00% 0	11
My family member can express his/her opinion without fear of consequences.	0.00% 0	0.00% 0	0.00% 0	9.09% 1	81.82% 9	0.00% 0	0.00% 0	9.09% 1	11
Staff respect what my family member likes and dislikes.	0.00% 0	0.00% 0	0.00% 0	9.09% 1	90.91% 10	0.00% 0	0.00% 0	0.00% 0	11
Incontinence products supplied by the Home meet the needs of my family member.	0.00% 0	0.00% 0	0.00% 0	9.09% 1	90.91% 10	0.00% 0	0.00% 0	0.00% 0	11

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

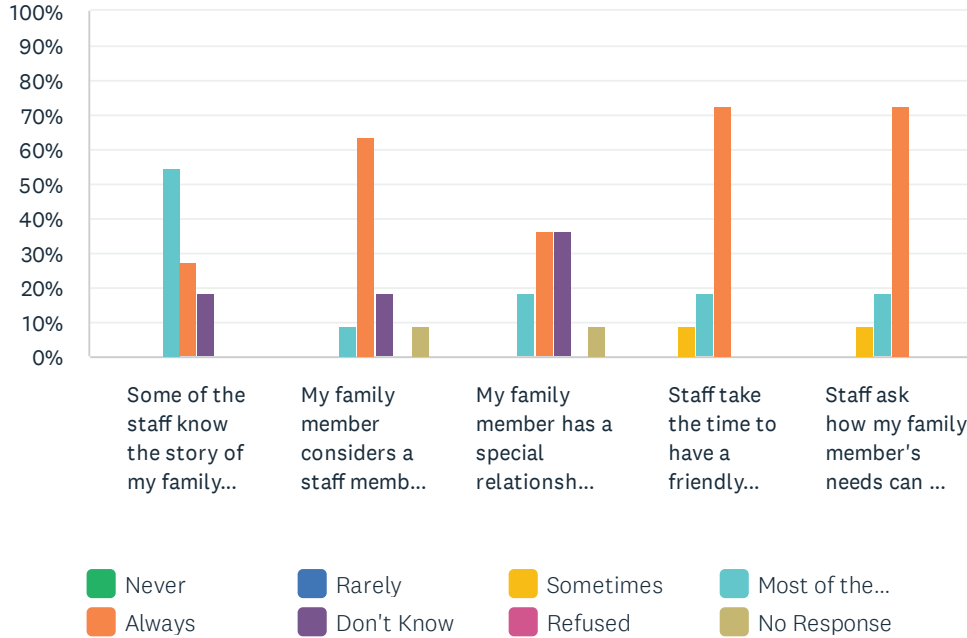
Answered: 11 Skipped: 0



	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	18.18% 2	72.73% 8	0.00% 0	0.00% 0	9.09% 1	11
Staff respond quickly when my family member asks for assistance.	0.00% 0	0.00% 0	0.00% 0	36.36% 4	63.64% 7	0.00% 0	0.00% 0	0.00% 0	11
Caressant Care staff respond to my family member's suggestions.	0.00% 0	0.00% 0	0.00% 0	9.09% 1	54.55% 6	27.27% 3	0.00% 0	9.09% 1	11
My family member gets the health services that he/she needs.	0.00% 0	0.00% 0	0.00% 0	0.00% 0	100.00% 11	0.00% 0	0.00% 0	0.00% 0	11

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

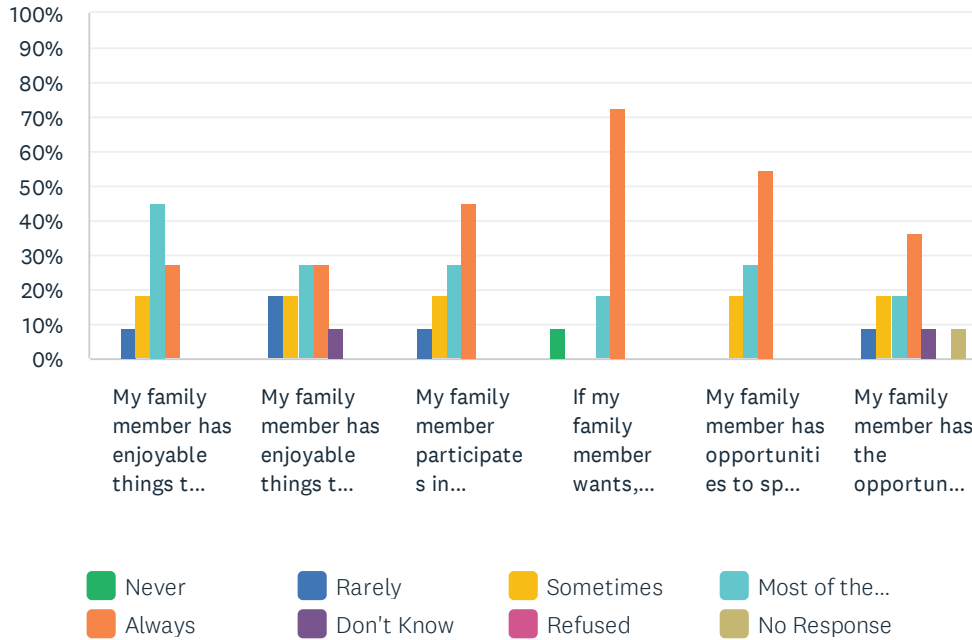
Answered: 11 Skipped: 0



	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	0.00% 0	0.00% 0	54.55% 6	27.27% 3	18.18% 2	0.00% 0	0.00% 0	11
My family member considers a staff member his/her friend.	0.00% 0	0.00% 0	0.00% 0	9.09% 1	63.64% 7	18.18% 2	0.00% 0	9.09% 1	11
My family member has a special relationship with a staff member.	0.00% 0	0.00% 0	0.00% 0	18.18% 2	36.36% 4	36.36% 4	0.00% 0	9.09% 1	11
Staff take the time to have a friendly conversation with my family member.	0.00% 0	0.00% 0	9.09% 1	18.18% 2	72.73% 8	0.00% 0	0.00% 0	0.00% 0	11
Staff ask how my family member's needs can be met.	0.00% 0	0.00% 0	9.09% 1	18.18% 2	72.73% 8	0.00% 0	0.00% 0	0.00% 0	11

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

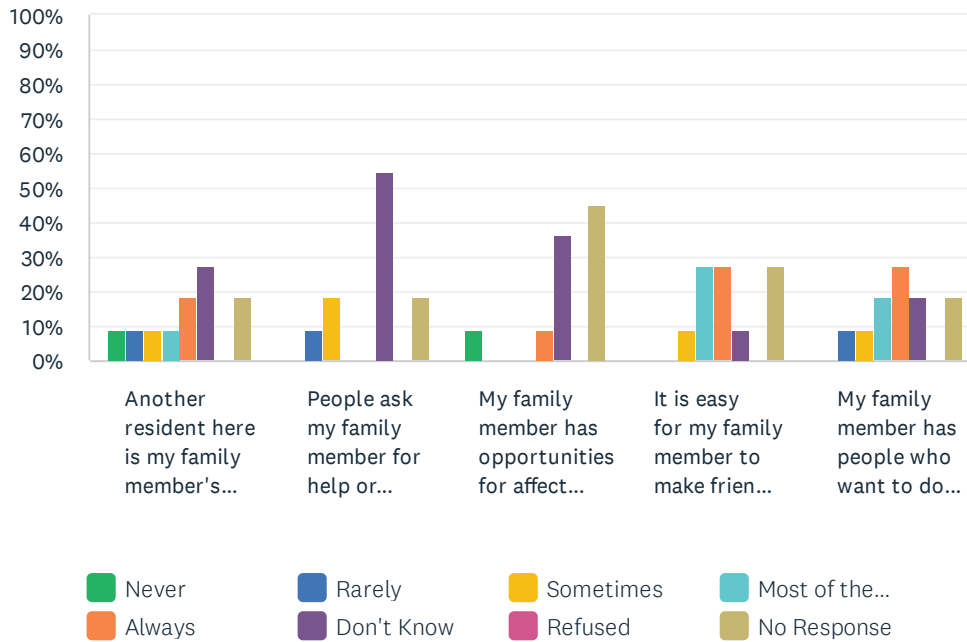
Answered: 11 Skipped: 0



	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	9.09% 1	18.18% 2	45.45% 5	27.27% 3	0.00% 0	0.00% 0	0.00% 0	11
My family member has enjoyable things to do here in the evenings.	0.00% 0	18.18% 2	18.18% 2	27.27% 3	27.27% 3	9.09% 1	0.00% 0	0.00% 0	11
My family member participates in meaningful activities.	0.00% 0	9.09% 1	18.18% 2	27.27% 3	45.45% 5	0.00% 0	0.00% 0	0.00% 0	11
If my family member wants, he/she can participate in religious activities that have meaning to him/her.	9.09% 1	0.00% 0	0.00% 0	18.18% 2	72.73% 8	0.00% 0	0.00% 0	0.00% 0	11
My family member has opportunities to spend time with other like-minded residents.	0.00% 0	0.00% 0	18.18% 2	27.27% 3	54.55% 6	0.00% 0	0.00% 0	0.00% 0	11
My family member has the opportunity to explore new skills and interests.	0.00% 0	9.09% 1	18.18% 2	18.18% 2	36.36% 4	9.09% 1	0.00% 0	9.09% 1	11

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

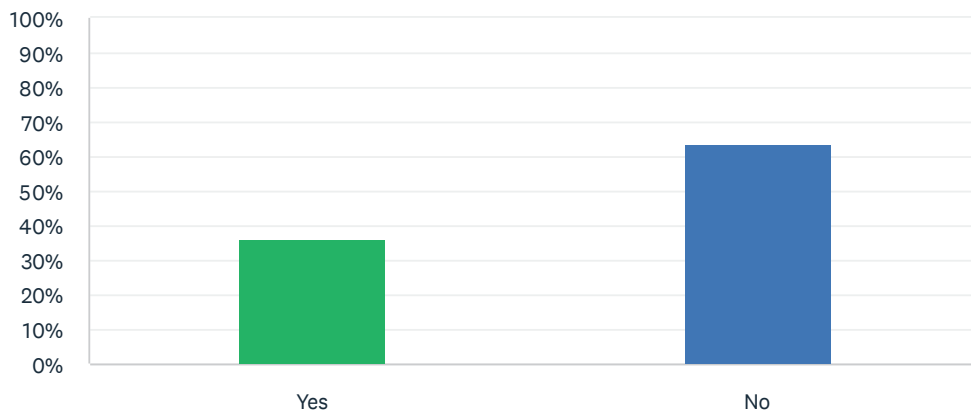
Answered: 11 Skipped: 0



	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.	9.09% 1	9.09% 1	9.09% 1	9.09% 1	18.18% 2	27.27% 3	0.00% 0	18.18% 2	11
People ask my family member for help or advice.	0.00% 0	9.09% 1	18.18% 2	0.00% 0	0.00% 0	54.55% 6	0.00% 0	18.18% 2	11
My family member has opportunities for affection or romance.	9.09% 1	0.00% 0	0.00% 0	0.00% 0	9.09% 1	36.36% 4	0.00% 0	45.45% 5	11
It is easy for my family member to make friends here.	0.00% 0	0.00% 0	9.09% 1	27.27% 3	27.27% 3	9.09% 1	0.00% 0	27.27% 3	11
My family member has people who want to do things together with him/her.	0.00% 0	9.09% 1	9.09% 1	18.18% 2	27.27% 3	18.18% 2	0.00% 0	18.18% 2	11

Q11 Your family member is part of a couple.

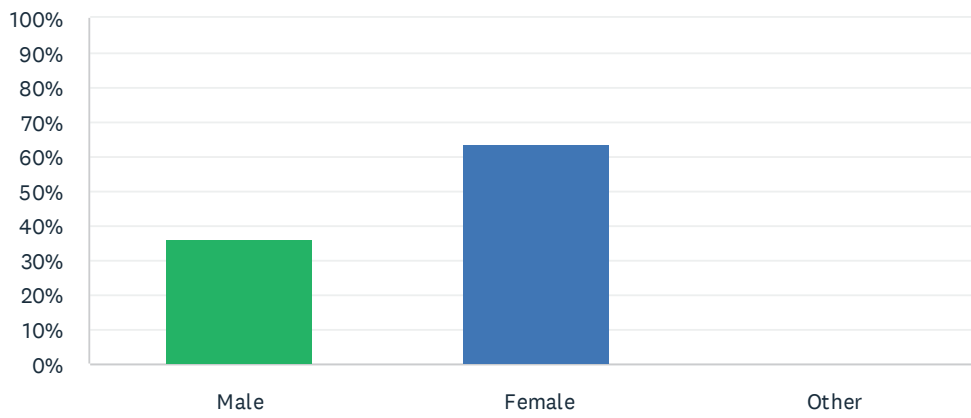
Answered: 11 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	36.36%	4
No	63.64%	7
TOTAL		11

Q12 Your family member's gender is:

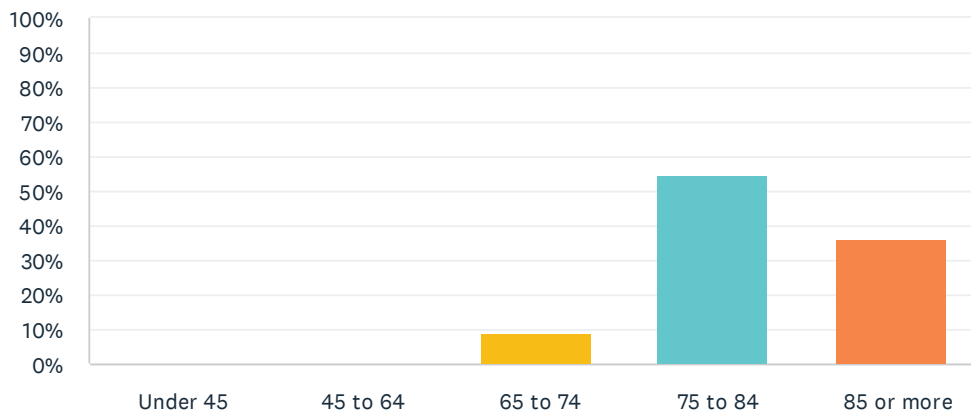
Answered: 11 Skipped: 0



ANSWER CHOICES	RESPONSES
Male	36.36% 4
Female	63.64% 7
Other	0.00% 0
TOTAL	11

Q13 Your family member's age in years is:

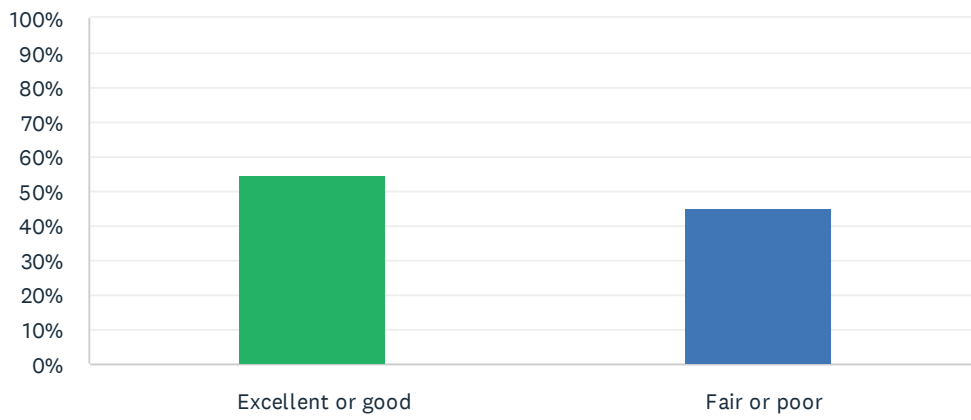
Answered: 11 Skipped: 0



ANSWER CHOICES	RESPONSES	
Under 45	0.00%	0
45 to 64	0.00%	0
65 to 74	9.09%	1
75 to 84	54.55%	6
85 or more	36.36%	4
TOTAL		11

Q14 Your family member's health is:

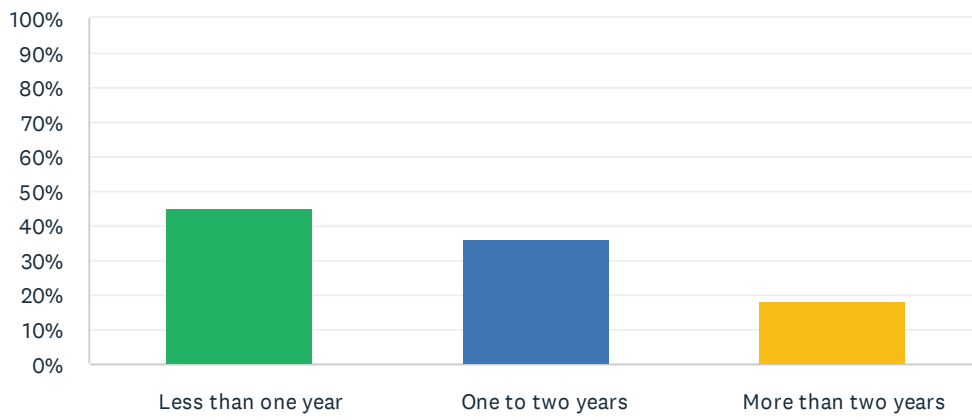
Answered: 11 Skipped: 0



ANSWER CHOICES	RESPONSES	
Excellent or good	54.55%	6
Fair or poor	45.45%	5
TOTAL		11

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

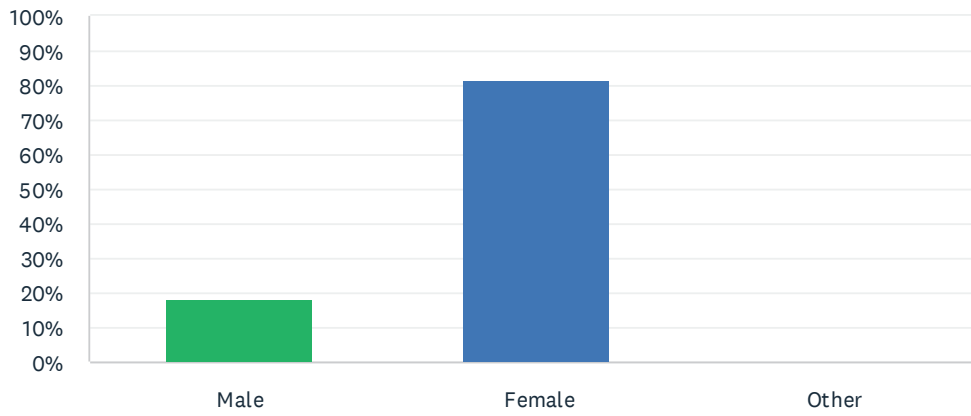
Answered: 11 Skipped: 0



ANSWER CHOICES	RESPONSES	
Less than one year	45.45%	5
One to two years	36.36%	4
More than two years	18.18%	2
TOTAL		11

Q16 Your gender is:

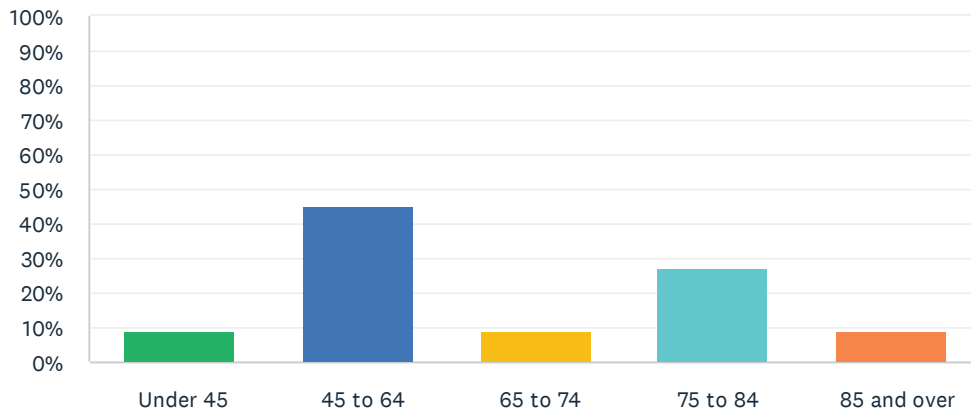
Answered: 11 Skipped: 0



ANSWER CHOICES	RESPONSES	
Male	18.18%	2
Female	81.82%	9
Other	0.00%	0
TOTAL		11

Q17 Your age in years is:

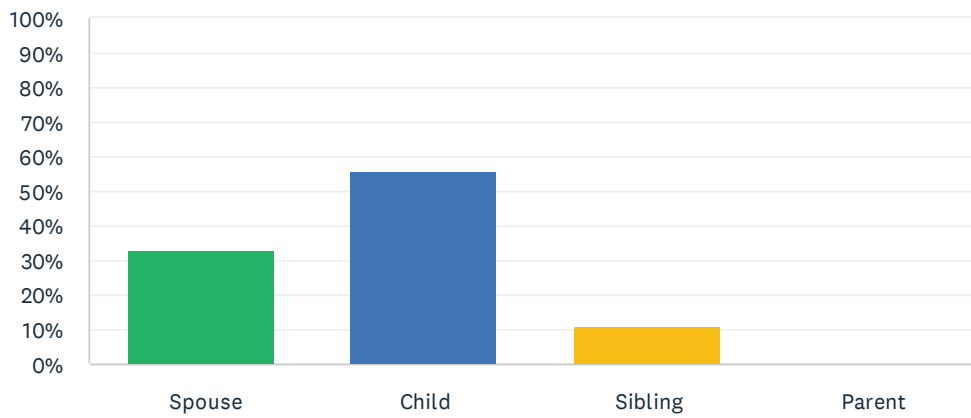
Answered: 11 Skipped: 0



ANSWER CHOICES	RESPONSES	
Under 45	9.09%	1
45 to 64	45.45%	5
65 to 74	9.09%	1
75 to 84	27.27%	3
85 and over	9.09%	1
TOTAL		11

Q18 Your relationship to the resident is:

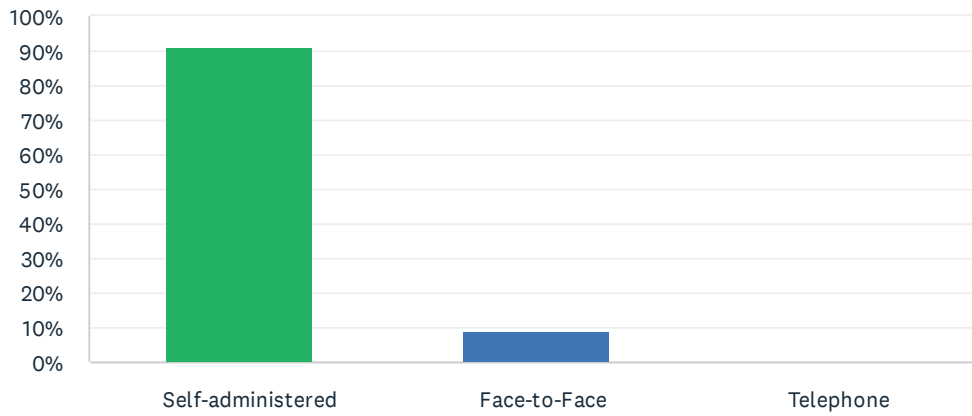
Answered: 9 Skipped: 2



ANSWER CHOICES	RESPONSES	
Spouse	33.33%	3
Child	55.56%	5
Sibling	11.11%	1
Parent	0.00%	0
TOTAL		9

Q19 Survey Method:

Answered: 11 Skipped: 0



ANSWER CHOICES	RESPONSES
Self-administered	90.91% 10
Face-to-Face	9.09% 1
Telephone	0.00% 0
TOTAL	11