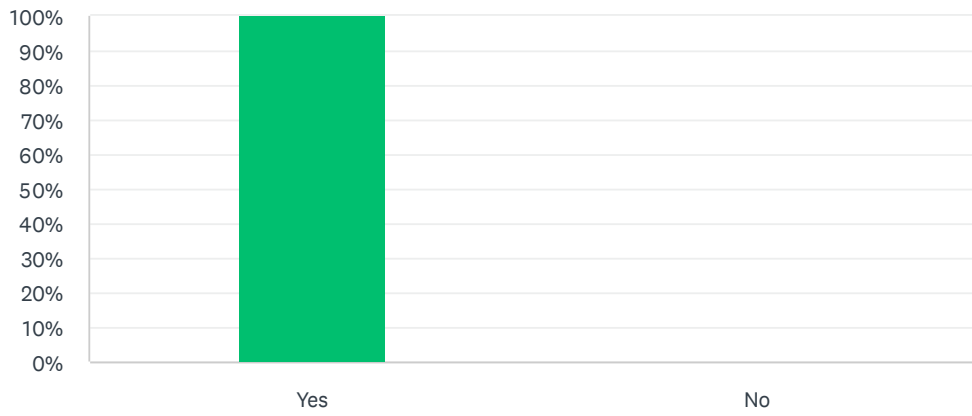


Q1 Would you recommend this home to others?

Answered: 9 Skipped: 1

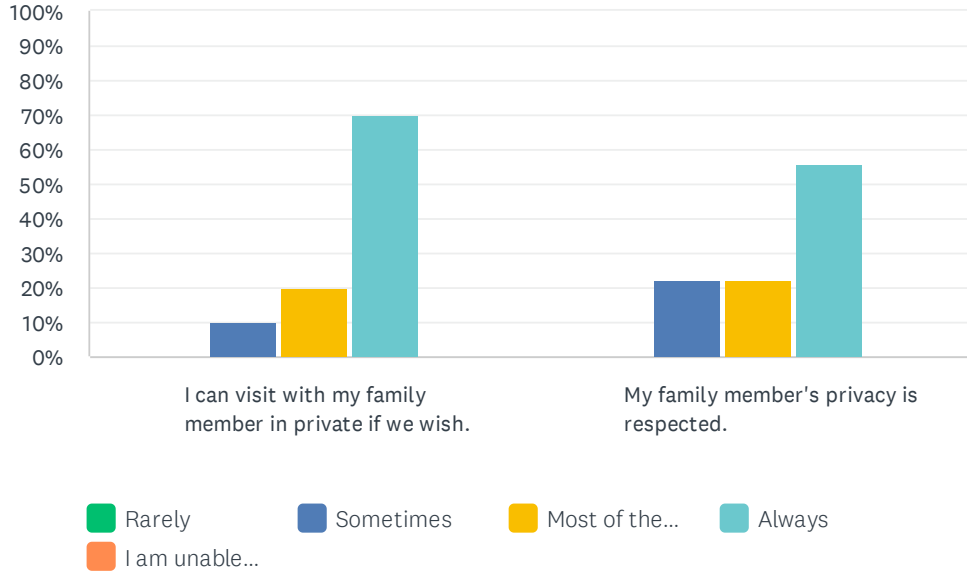


| ANSWER CHOICES | RESPONSES |
|----------------|-----------|
| Yes | 100.00% 9 |
| No | 0.00% 0 |
| TOTAL | 9 |

| # | OTHER COMMENTS (PLEASE SPECIFY) | DATE |
|---|---------------------------------|------------------|
| 1 | not if they are diabetic | 3/2/2024 8:17 AM |

Q2 Privacy: For each statement, please answer with one of the available choices.

Answered: 10 Skipped: 0

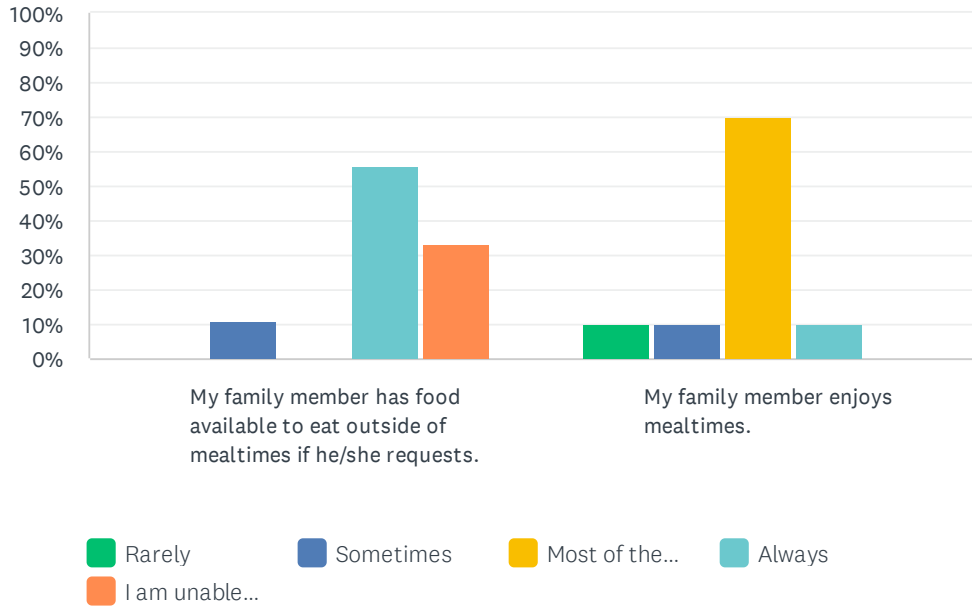


| | RARELY | SOMETIMES | MOST OF THE TIME | ALWAYS | I AM UNABLE TO ANSWER THIS | TOTAL |
|--|------------|-------------|------------------|-------------|----------------------------|-------|
| I can visit with my family member in private if we wish. | 0.00% 0 | 10.00% 1 | 20.00% 2 | 70.00% 7 | 0.00% 0 | 10 |
| My family member's privacy is respected. | 0.00% 0 | 22.22% 2 | 22.22% 2 | 55.56% 5 | 0.00% 0 | 9 |

| # | OTHER COMMENTS (PLEASE SPECIFY) | DATE |
|---|--|------------------|
| 1 | staff speak to loud in halls about residents they have i front desk to share their information | 3/2/2024 8:17 AM |

Q3 Food and Meals: For each statement, please answer one of the available choices.

Answered: 10 Skipped: 0



| | RARELY | SOMETIMES | MOST OF THE TIME | ALWAYS | I AM UNABLE TO ANSWER THIS | TOTAL |
|---|-------------|-------------|------------------|-------------|----------------------------|-------|
| My family member has food available to eat outside of mealtimes if he/she requests. | 0.00% 0 | 11.11% 1 | 0.00% 0 | 55.56% 5 | 33.33% 3 | 9 |
| My family member enjoys mealtimes. | 10.00% 1 | 10.00% 1 | 70.00% 7 | 10.00% 1 | 0.00% 0 | 10 |

| # | OTHER COMMENTS (PLEASE SPECIFY) | DATE |
|---|--|------------------|
| 1 | most of food served is not healthy for diabetics | 3/2/2024 8:17 AM |

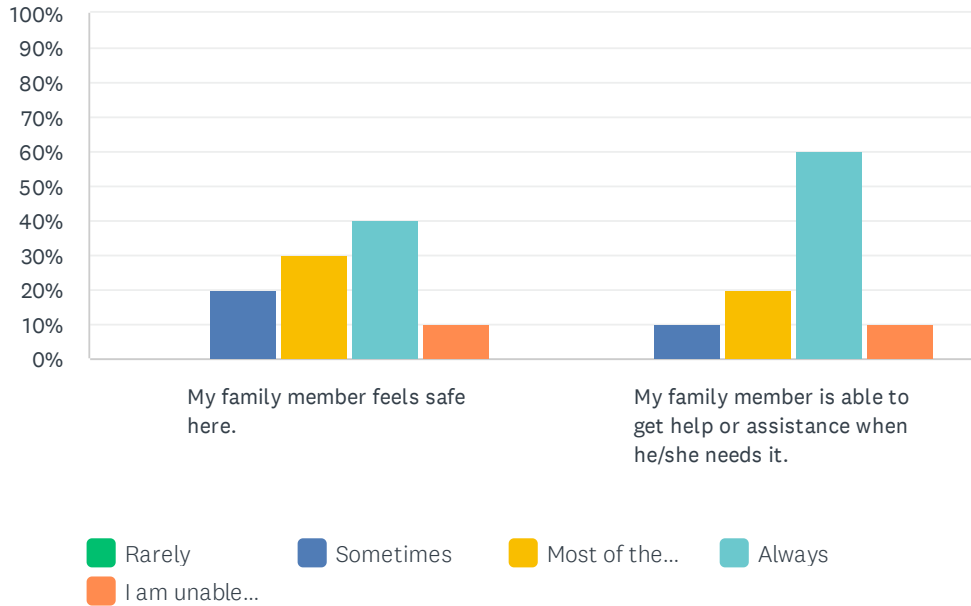
Q4 Food suggestions that my family member would like to see on the menu are:

Answered: 5 Skipped: 5

| # | RESPONSES | DATE |
|---|--|--------------------|
| 1 | roast beef, scalloped potatoes, steamed veggies rather than mushy boiled ones... | 3/4/2024 6:48 PM |
| 2 | raisin bran cereal, hard boiled eggs, toasted bread for sandwiches. | 3/4/2024 6:12 PM |
| 3 | Unknown as he has dementia | 3/2/2024 8:22 PM |
| 4 | properly cooked vegetable not mushy overcooked | 3/2/2024 8:17 AM |
| 5 | I can't think of anything at this time. | 1/10/2024 10:31 AM |

Q5 Safety and Security: For each statement, please answer one of the available choices.

Answered: 10 Skipped: 0

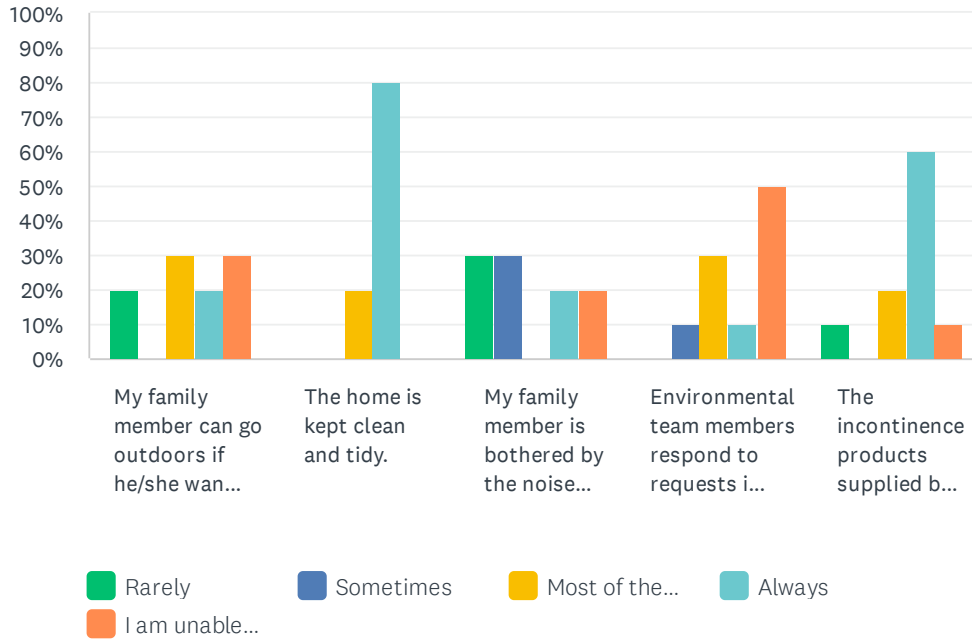


| | RARELY | SOMETIMES | MOST OF THE TIME | ALWAYS | I AM UNABLE TO ANSWER THIS | TOTAL |
|--|------------|-------------|------------------|-------------|----------------------------|-------|
| My family member feels safe here. | 0.00% 0 | 20.00% 2 | 30.00% 3 | 40.00% 4 | 10.00% 1 | 10 |
| My family member is able to get help or assistance when he/she needs it. | 0.00% 0 | 10.00% 1 | 20.00% 2 | 60.00% 6 | 10.00% 1 | 10 |

| # | OTHER COMMENTS (PLEASE SPECIFY) | DATE |
|---|---|------------------|
| 1 | She has been quite nervous about the new man who is going into other rooms. | 3/4/2024 6:48 PM |
| 2 | he will not ask for help or pain relief | 3/2/2024 8:17 AM |

Q6 Comfort Items: For each statement, please answer with one of the available choices.

Answered: 10 Skipped: 0

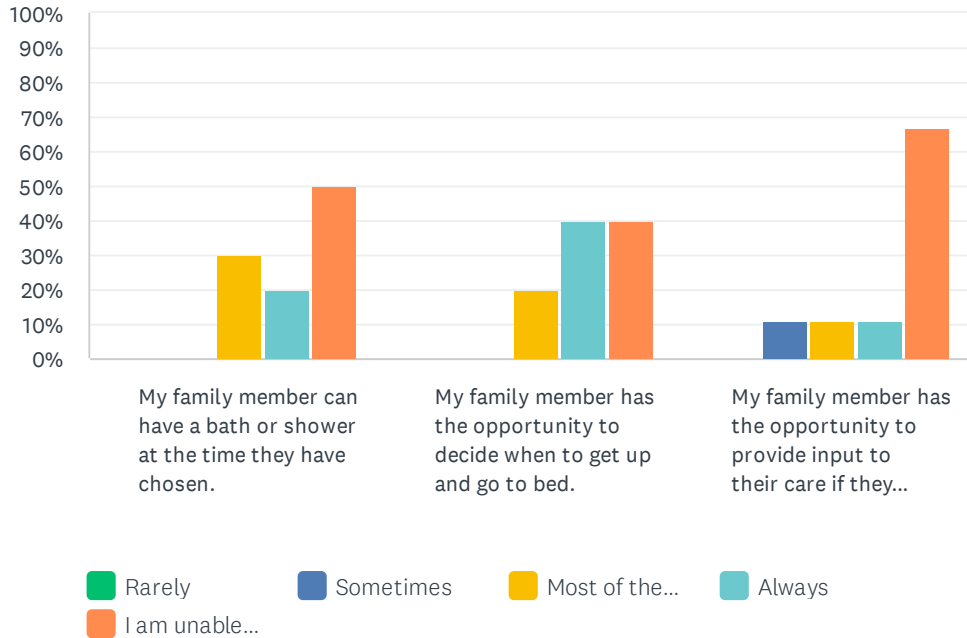


| | RARELY | SOMETIMES | MOST OF THE TIME | ALWAYS | I AM UNABLE TO ANSWER THIS | TOTAL |
|--|-------------|-------------|------------------|-------------|----------------------------|-------|
| My family member can go outdoors if he/she wants (with assistance if she/he needs it). | 20.00% 2 | 0.00% 0 | 30.00% 3 | 20.00% 2 | 30.00% 3 | 10 |
| The home is kept clean and tidy. | 0.00% 0 | 0.00% 0 | 20.00% 2 | 80.00% 8 | 0.00% 0 | 10 |
| My family member is bothered by the noise here. | 30.00% 3 | 30.00% 3 | 0.00% 0 | 20.00% 2 | 20.00% 2 | 10 |
| Environmental team members respond to requests in a timely manner. | 0.00% 0 | 10.00% 1 | 30.00% 3 | 10.00% 1 | 50.00% 5 | 10 |
| The incontinence products supplied by the home meets the needs of my family member (if applicable) | 10.00% 1 | 0.00% 0 | 20.00% 2 | 60.00% 6 | 10.00% 1 | 10 |

| # | OTHER COMMENTS (PLEASE SPECIFY) | DATE |
|---|--|------------------|
| 1 | i believe residents should have extra diapers in their dresser | 3/2/2024 8:17 AM |

Q7 Daily Decision Items (Autonomy): For each statement, please answer with one of the available choices.

Answered: 10 Skipped: 0

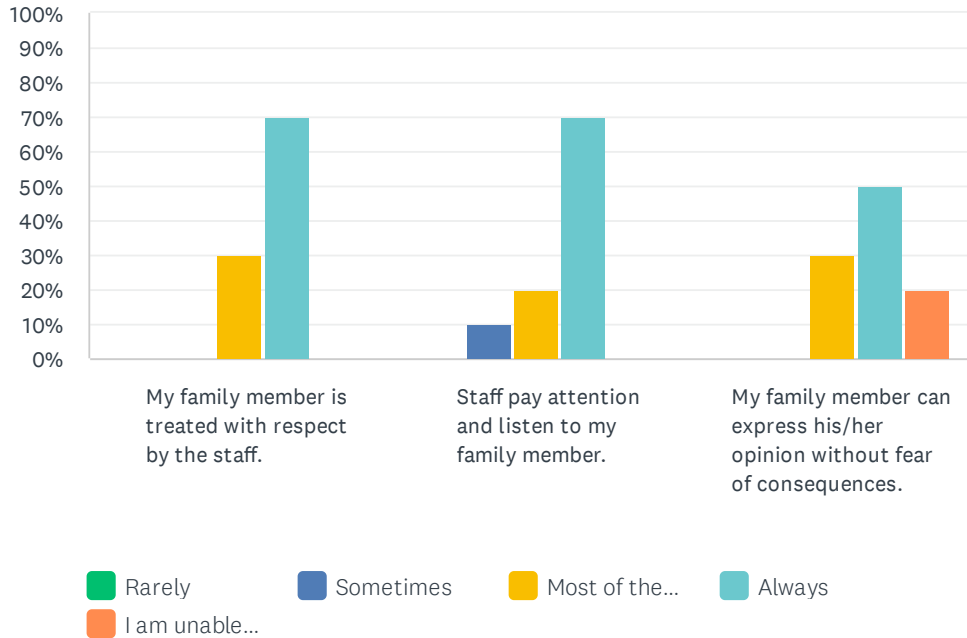


| | RARELY | SOMETIMES | MOST OF THE TIME | ALWAYS | I AM UNABLE TO ANSWER | TOTAL |
|---|------------|-------------|------------------|-------------|-----------------------|-------|
| My family member can have a bath or shower at the time they have chosen. | 0.00% 0 | 0.00% 0 | 30.00% 3 | 20.00% 2 | 50.00% 5 | 10 |
| My family member has the opportunity to decide when to get up and go to bed. | 0.00% 0 | 0.00% 0 | 20.00% 2 | 40.00% 4 | 40.00% 4 | 10 |
| My family member has the opportunity to provide input to their care if they wish. | 0.00% 0 | 11.11% 1 | 11.11% 1 | 11.11% 1 | 66.67% 6 | 9 |

| # | OTHER COMMENTS (PLEASE SPECIFY) | DATE |
|---|--|------------------|
| 1 | He has dementia and does not communicate on his care | 3/2/2024 8:22 PM |
| 2 | he has given up trying to give input he is very depressed living there | 3/2/2024 8:17 AM |

Q8 Respect by Staff: For each statement, please answer one of the available choices.

Answered: 10 Skipped: 0

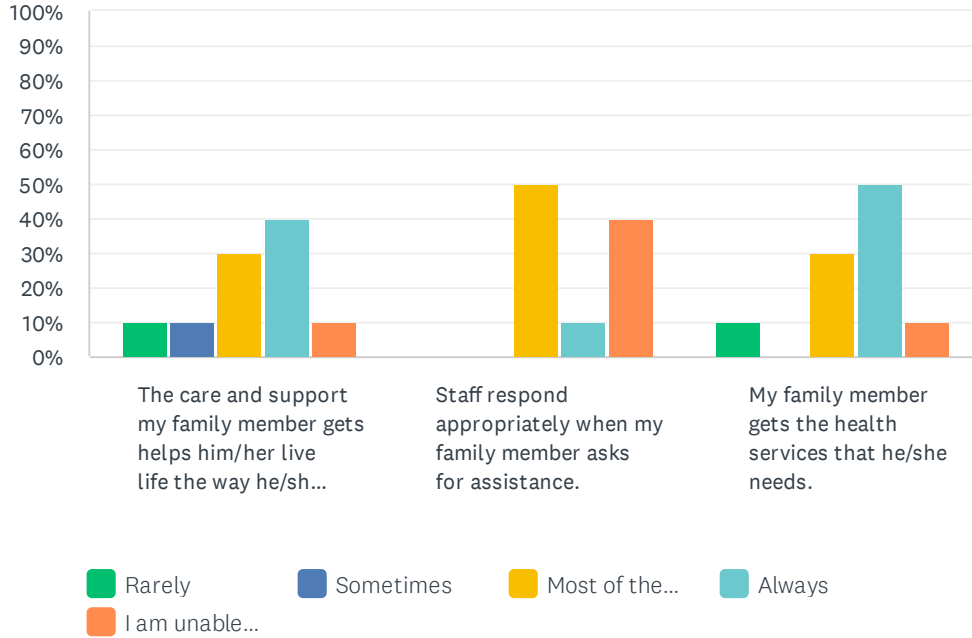


| | RARELY | SOMETIMES | MOST OF THE TIME | ALWAYS | I AM UNABLE TO ANSWER | TOTAL |
|--|------------|-------------|------------------|-------------|-----------------------|-------|
| My family member is treated with respect by the staff. | 0.00% 0 | 0.00% 0 | 30.00% 3 | 70.00% 7 | 0.00% 0 | 10 |
| Staff pay attention and listen to my family member. | 0.00% 0 | 10.00% 1 | 20.00% 2 | 70.00% 7 | 0.00% 0 | 10 |
| My family member can express his/her opinion without fear of consequences. | 0.00% 0 | 0.00% 0 | 30.00% 3 | 50.00% 5 | 20.00% 2 | 10 |

| # | OTHER COMMENTS (PLEASE SPECIFY) | DATE |
|---|---|------------------|
| 1 | Mom says whatever she feels and the staff are always great about it | 3/6/2024 7:35 PM |
| 2 | He does not express anything at this stage | 3/2/2024 8:22 PM |
| 3 | he feels no one cares | 3/2/2024 8:17 AM |

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

Answered: 10 Skipped: 0

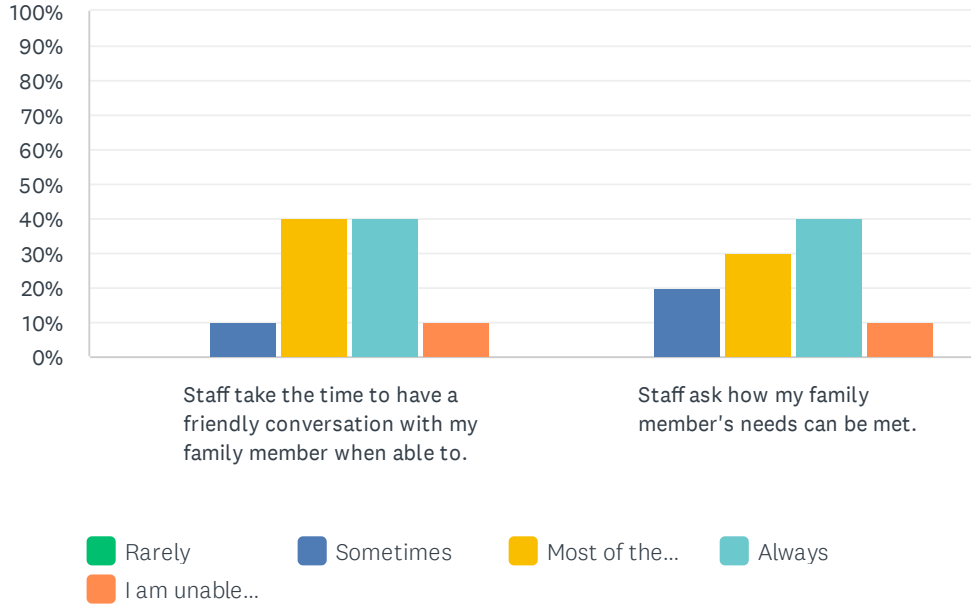


| | RARELY | SOMETIMES | MOST OF THE TIME | ALWAYS | I AM UNABLE TO ANSWER | TOTAL |
|--|-------------|-------------|------------------|-------------|-----------------------|-------|
| The care and support my family member gets helps him/her live life the way he/she wants. | 10.00% 1 | 10.00% 1 | 30.00% 3 | 40.00% 4 | 10.00% 1 | 10 |
| Staff respond appropriately when my family member asks for assistance. | 0.00% 0 | 0.00% 0 | 50.00% 5 | 10.00% 1 | 40.00% 4 | 10 |
| My family member gets the health services that he/she needs. | 10.00% 1 | 0.00% 0 | 30.00% 3 | 50.00% 5 | 10.00% 1 | 10 |

| # | OTHER COMMENTS (PLEASE SPECIFY) | DATE |
|---|---|------------------|
| 1 | you are to eager to mqask the sugar levels with insulin i have never seen his levels so out controled | 3/2/2024 8:17 AM |

Q10 Staff-Resident Bonding: Please answer with one of the available choices.

Answered: 10 Skipped: 0

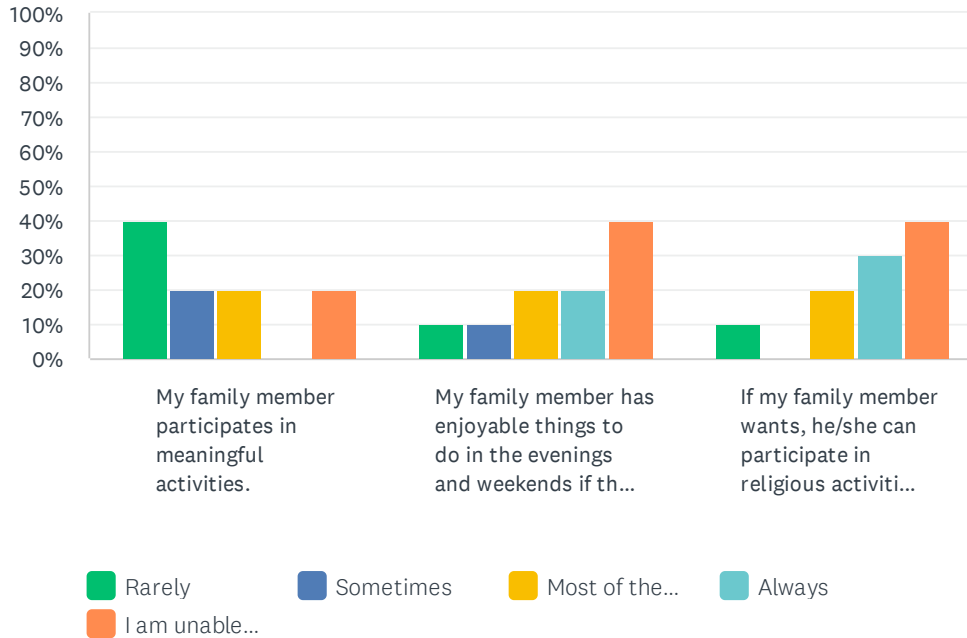


| | RARELY | SOMETIMES | MOST OF THE TIME | ALWAYS | I AM UNABLE TO ANSWER | TOTAL |
|---|------------|-------------|------------------|-------------|-----------------------|-------|
| Staff take the time to have a friendly conversation with my family member when able to. | 0.00% 0 | 10.00% 1 | 40.00% 4 | 40.00% 4 | 10.00% 1 | 10 |
| Staff ask how my family member's needs can be met. | 0.00% 0 | 20.00% 2 | 30.00% 3 | 40.00% 4 | 10.00% 1 | 10 |

| # | OTHER COMMENTS (PLEASE SPECIFY) | DATE |
|---|---|------------------|
| 1 | he does not feel they really care if you live or die the just have ur bed given to someone the next day | 3/2/2024 8:17 AM |

Q11 Activities: For each statement, please answer with one of the available choices.

Answered: 10 Skipped: 0



| | RARELY | SOMETIMES | MOST OF THE TIME | ALWAYS | I AM UNABLE TO ANSWER THIS QUESTION | TOTAL |
|---|-------------|-------------|------------------|-------------|-------------------------------------|-------|
| My family member participates in meaningful activities. | 40.00% 4 | 20.00% 2 | 20.00% 2 | 0.00% 0 | 20.00% 2 | 10 |
| My family member has enjoyable things to do in the evenings and weekends if they wish. | 10.00% 1 | 10.00% 1 | 20.00% 2 | 20.00% 2 | 40.00% 4 | 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 | 20.00% 2 | 30.00% 3 | 40.00% 4 | 10 |

| # | OTHER COMMENTS (PLEASE SPECIFY) | DATE |
|---|--|------------------|
| 1 | if he participated its to have fun and have people laugh and enjoy but not allowed so no longer goes | 3/2/2024 8:17 AM |

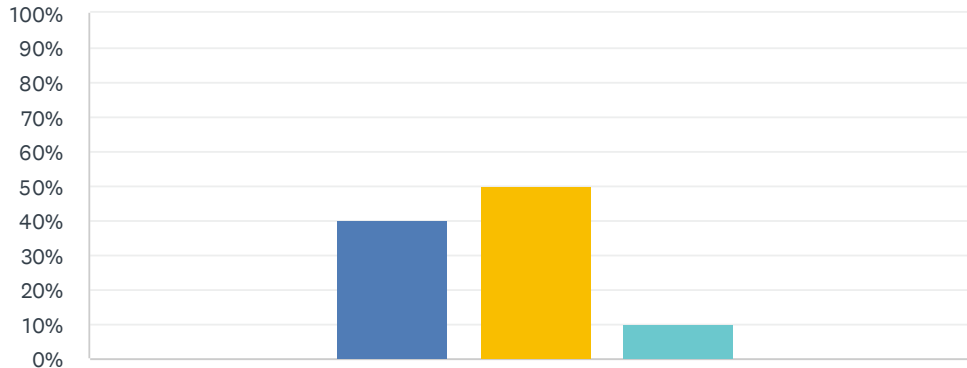
Q12 Do you have any suggestions for activities that your family member may wish to participate in?

Answered: 7 Skipped: 3

| # | RESPONSES | DATE |
|---|--|--------------------|
| 1 | no | 4/25/2024 12:14 PM |
| 2 | She loved the special events you had in the summer/fall (ice cream truck, raffles) | 3/4/2024 6:48 PM |
| 3 | cards games | 3/4/2024 6:12 PM |
| 4 | No | 3/3/2024 7:42 AM |
| 5 | he really enjoyed the painting pictures | 3/2/2024 8:17 AM |
| 6 | At this time, she still remembers how to play the piano to a point. It would be wonderful for her to have the opportunity once a week or so. | 3/1/2024 4:19 PM |
| 7 | No suggestions. Just a hope that she'll be more willing in the future to participate with the ones you currently offer. | 1/10/2024 10:31 AM |

Q13 Personal Relationships: Please answer with one of the available choices.

Answered: 10 Skipped: 0



My family member has people to spend time with him/her if they wish.

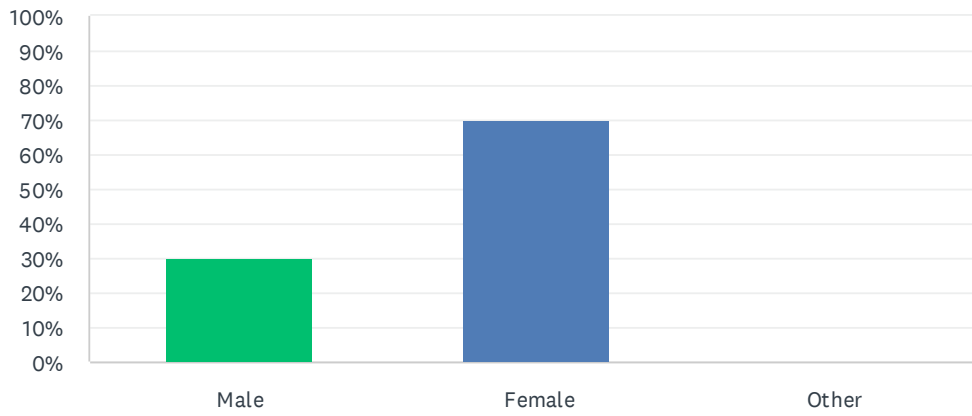
■ Rarely
 ■ Sometimes
 ■ Most of the...
 ■ Always
■ I am unable...

| | RARELY | SOMETIMES | MOST OF THE TIME | ALWAYS | I AM UNABLE TO ANSWER | TOTAL |
|--|------------|-------------|------------------|-------------|-----------------------|-------|
| My family member has people to spend time with him/her if they wish. | 0.00% 0 | 40.00% 4 | 50.00% 5 | 10.00% 1 | 0.00% 0 | 10 |

| # | OTHER COMMENTS (PLEASE SPECIFY) | DATE |
|---|--|------------------|
| 1 | most of his time is spent in bed i go for my visits and he is laying there mostly with his eyes closed no matter the time i visit he really bothers me to see him shut down like this u ask i,Il tell you he is not happy being there he wants me to get him out | 3/2/2024 8:17 AM |

Q14 Your family member's gender is:

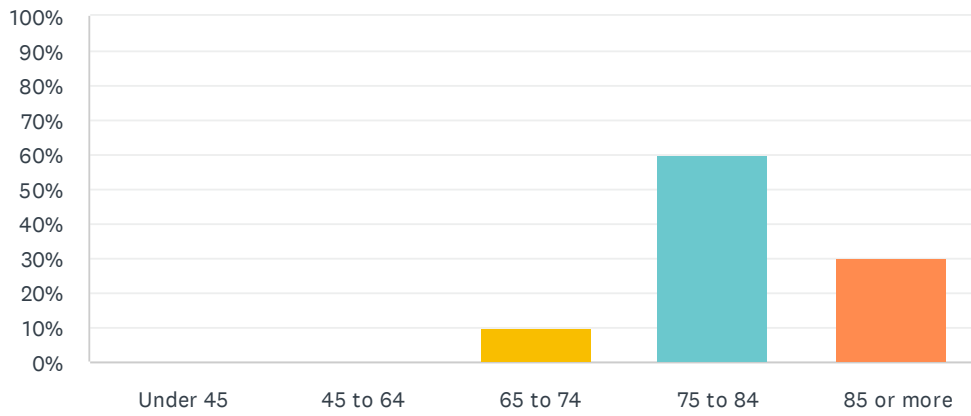
Answered: 10 Skipped: 0



| ANSWER CHOICES | RESPONSES | |
|----------------|-----------|----|
| Male | 30.00% | 3 |
| Female | 70.00% | 7 |
| Other | 0.00% | 0 |
| TOTAL | | 10 |

Q15 Your family member's age in years is:

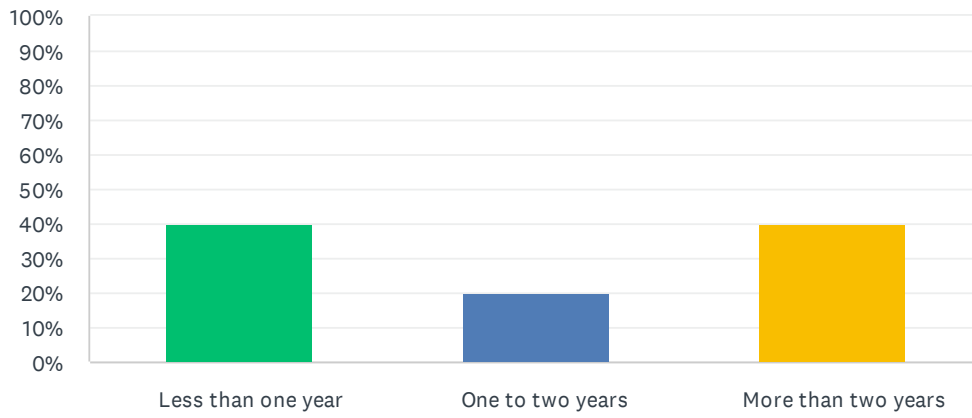
Answered: 10 Skipped: 0



| ANSWER CHOICES | RESPONSES | |
|----------------|-----------|-----------|
| Under 45 | 0.00% | 0 |
| 45 to 64 | 0.00% | 0 |
| 65 to 74 | 10.00% | 1 |
| 75 to 84 | 60.00% | 6 |
| 85 or more | 30.00% | 3 |
| TOTAL | | 10 |

Q16 Your family member has lived at this LTC Home for:

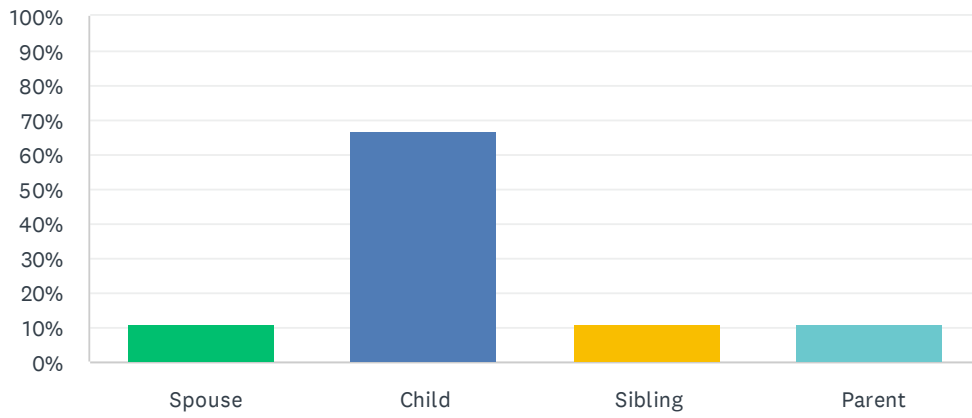
Answered: 10 Skipped: 0



| ANSWER CHOICES | RESPONSES |
|---------------------|-----------|
| Less than one year | 40.00% 4 |
| One to two years | 20.00% 2 |
| More than two years | 40.00% 4 |
| TOTAL | 10 |

Q17 Your relationship to the resident is:

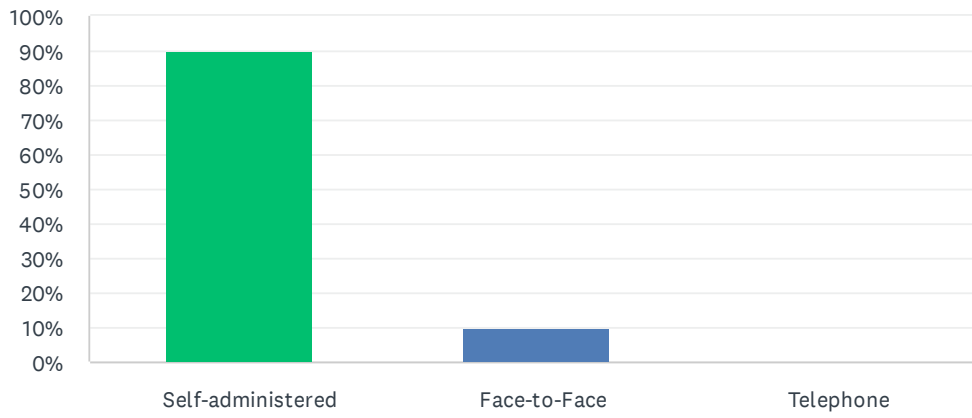
Answered: 9 Skipped: 1



| ANSWER CHOICES | RESPONSES | |
|----------------|-----------|----------|
| Spouse | 11.11% | 1 |
| Child | 66.67% | 6 |
| Sibling | 11.11% | 1 |
| Parent | 11.11% | 1 |
| TOTAL | | 9 |

Q18 Survey Method:

Answered: 10 Skipped: 0



| ANSWER CHOICES | RESPONSES | |
|-------------------|-----------|-----------|
| Self-administered | 90.00% | 9 |
| Face-to-Face | 10.00% | 1 |
| Telephone | 0.00% | 0 |
| TOTAL | | 10 |

Q19 Comments: Do you have any additional comments you'd like to share?

Answered: 6 Skipped: 4

| # | RESPONSES | DATE |
|---|---|------------------|
| 1 | Going to a home was the best thing for my mother, the staff are wonderful, always patient with her when she is talking 'nonsense', they have complete respect for my Mom. The staff keep me informed at all times. Although Mom's Alzheimers has changed rapidly and she cannot tell me most things, she is always smiling and talking to people. I can see that she is happy. Even when her behaviour is not the greatest they ensure her safety and that she is supported. I could not have asked for better care for my mother. Thank you for all of the great work each staff member does in the care they provide for my mother. | 3/6/2024 7:35 PM |
| 2 | No | 3/4/2024 6:48 PM |
| 3 | No | 3/3/2024 7:42 AM |
| 4 | I am his nephew and live 2 hours away from him. I have been asked several times to just drop in (and sign a form or drop something off). I have expressed many times that I can't drop in on a moments notice, but it is difficult to get this message across to staff. Also set appointments and don't give me much notice. | 3/2/2024 8:22 PM |
| 5 | yes i do start by getting people out of the state of depression they are in they are laying there waiting to die this pisses me off | 3/2/2024 8:17 AM |
| 6 | My parent is in the final stages of Alzheimer's and the nurses and PSW do a wonderful job of keeping her as comfortable as possible. She needs assistance with everything in her life now. She is unable to communicate her wishes. Luckily, she has kind and educated PSW's that care over her on a day-to-day basis. For this we are eternally grateful. | 3/1/2024 1:26 PM |