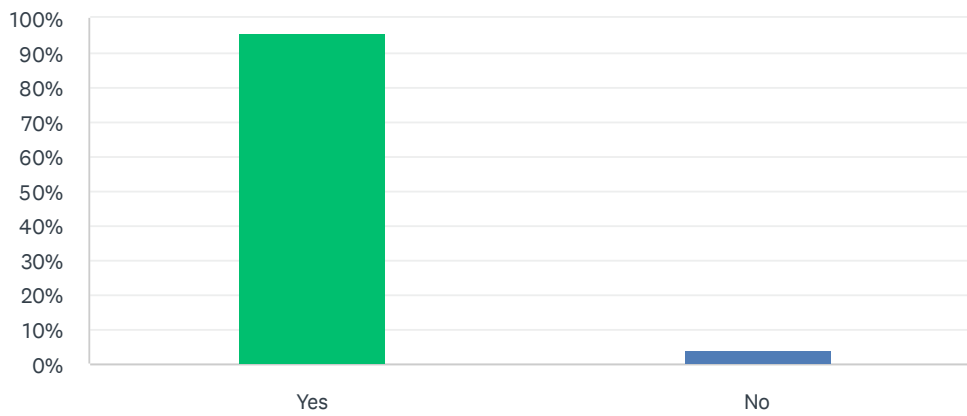


Q1 Would you recommend this home to others?

Answered: 23 Skipped: 0

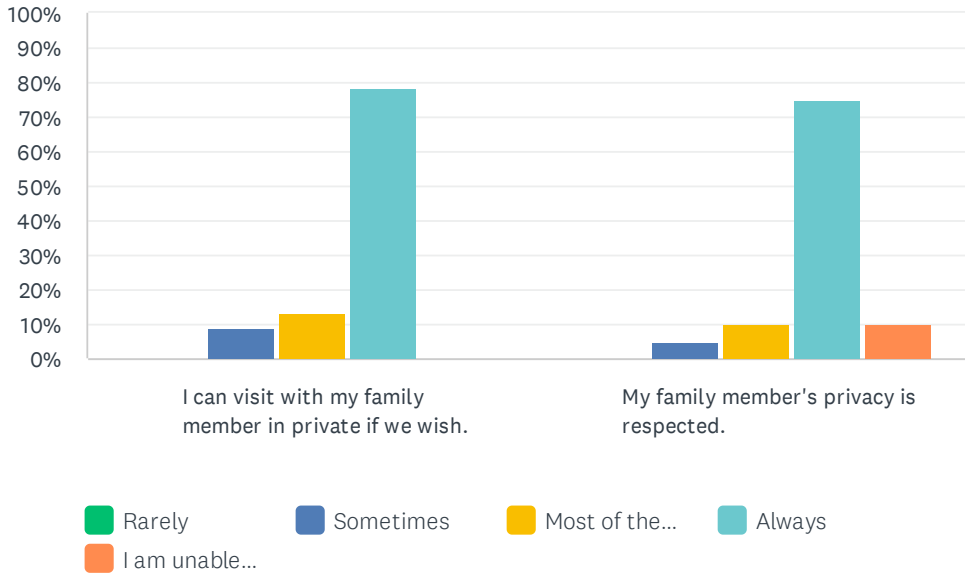


ANSWER CHOICES	RESPONSES	
Yes	95.65%	22
No	4.35%	1
TOTAL		23

#	OTHER COMMENTS (PLEASE SPECIFY)	DATE
1	staff are friendly. good culture.	8/23/2024 8:21 AM
2	It appears to be a safe and caring place	4/11/2024 12:22 PM
3	Would prefer a home were the dementia residents are separated from the non dementia	4/9/2024 5:55 PM

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

Answered: 23 Skipped: 0

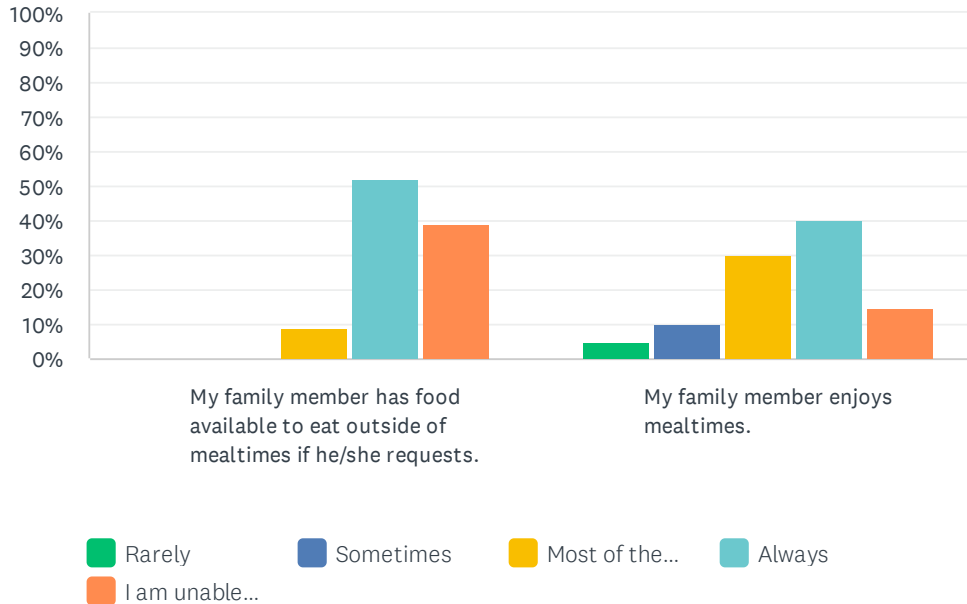


	RARELY	SOMETIMES	MOST OF THE TIME	ALWAYS	I AM UNABLE TO ANSWER THIS	TOTAL
I can visit with my family member in private if we wish.	0.00% 0	8.70% 2	13.04% 3	78.26% 18	0.00% 0	23
My family member's privacy is respected.	0.00% 0	5.00% 1	10.00% 2	75.00% 15	10.00% 2	20

#	OTHER COMMENTS (PLEASE SPECIFY)	DATE
1	It's not a good environment for privacy, but that's the way it is in a group space. Nothing to do with staff.	8/23/2024 8:21 AM
2	assume privacy is respected but resident has dementia	4/12/2024 4:52 PM

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

Answered: 23 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	0.00% 0	8.70% 2	52.17% 12	39.13% 9	23
My family member enjoys mealtimes.	5.00% 1	10.00% 2	30.00% 6	40.00% 8	15.00% 3	20

#	OTHER COMMENTS (PLEASE SPECIFY)	DATE
1	Mom gets protein added to her snacks. if they don't have it on the snack trolley they don't give her anything.	11/13/2024 7:55 AM
2	I have found they haven't made mom's special food so if it isn't on the cart they don't give her a snack	10/2/2024 7:57 AM
3	unable to make those choices	4/21/2024 2:40 PM
4	my husband does not respond to this question	4/9/2024 3:51 PM

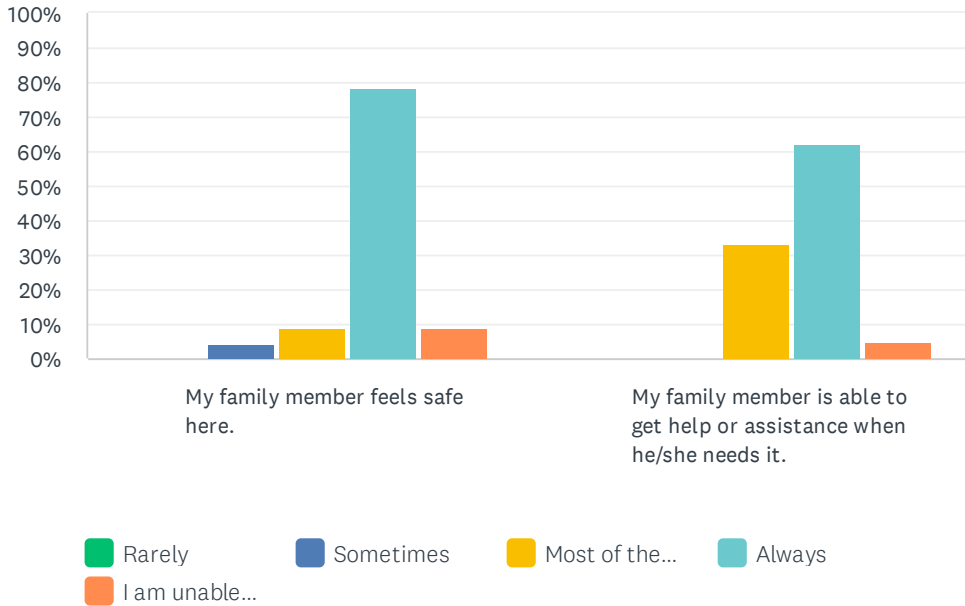
Q4 Food suggestions that my family member would like to see on the menu are:

Answered: 17 Skipped: 6

#	RESPONSES	DATE
1	unable to make those choices	11/16/2024 8:23 PM
2	Everything is fine	11/13/2024 7:55 AM
3	Her specific needs are different as she needs soft food.	11/12/2024 12:56 PM
4	She is happy with whatever is on the menu.	11/12/2024 12:46 PM
5	Chicken Noodle and vegetable soups, not just cream soups was mentioned to me recently. She loves cottage cheese ias a protein in lasagna she mentioned as well	11/12/2024 12:08 PM
6	anything fish or shellfish. Plenty of fruit at each meal.	8/23/2024 8:21 AM
7	More variety in vegetables, salads, more fresh fruit	6/12/2024 12:46 PM
8	none	4/25/2024 4:51 PM
9	unable to make those choices	4/21/2024 2:40 PM
10	due to loss of bottom dentures and not being replaced, we know the dietitian is active in helping with appropriate food choices.	4/12/2024 4:52 PM
11	Polish ethnic	4/12/2024 2:34 PM
12	Seasoning like onion and garlic	4/11/2024 12:22 PM
13	Na	4/11/2024 12:12 AM
14	██████ has stated to me that she enjoys the food immensely.	4/9/2024 5:43 PM
15	She is happy with whatever is on the menu.	4/9/2024 4:07 PM
16	Bananas, ice cream...easy to please	4/9/2024 3:51 PM
17	Dad says he enjoys the food selections	2/24/2024 9:06 AM

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

Answered: 23 Skipped: 0

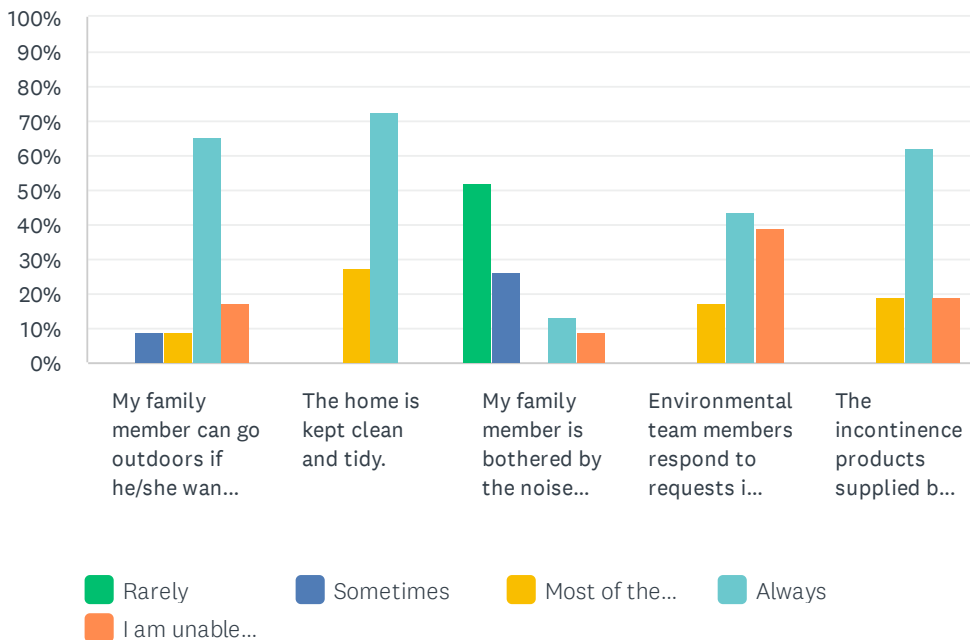


	RARELY	SOMETIMES	MOST OF THE TIME	ALWAYS	I AM UNABLE TO ANSWER THIS	TOTAL
My family member feels safe here.	0.00% 0	4.35% 1	8.70% 2	78.26% 18	8.70% 2	23
My family member is able to get help or assistance when he/she needs it.	0.00% 0	0.00% 0	33.33% 7	61.90% 13	4.76% 1	21

#	OTHER COMMENTS (PLEASE SPECIFY)	DATE
1	I always watch and see a guard and [REDACTED] is never afraid there.	11/12/2024 12:56 PM
2	Staff are sometimes taken up with other things, and my mom can't get around or communicate well. Sometimes, a new patient is cranky or combative - that makes my mom uncomfortable. Again, lay of the land.	8/23/2024 8:21 AM
3	unable to express herself	4/21/2024 2:40 PM
4	has a alarm on wheelchair and bed which helps.	4/12/2024 4:52 PM

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

Answered: 23 Skipped: 0

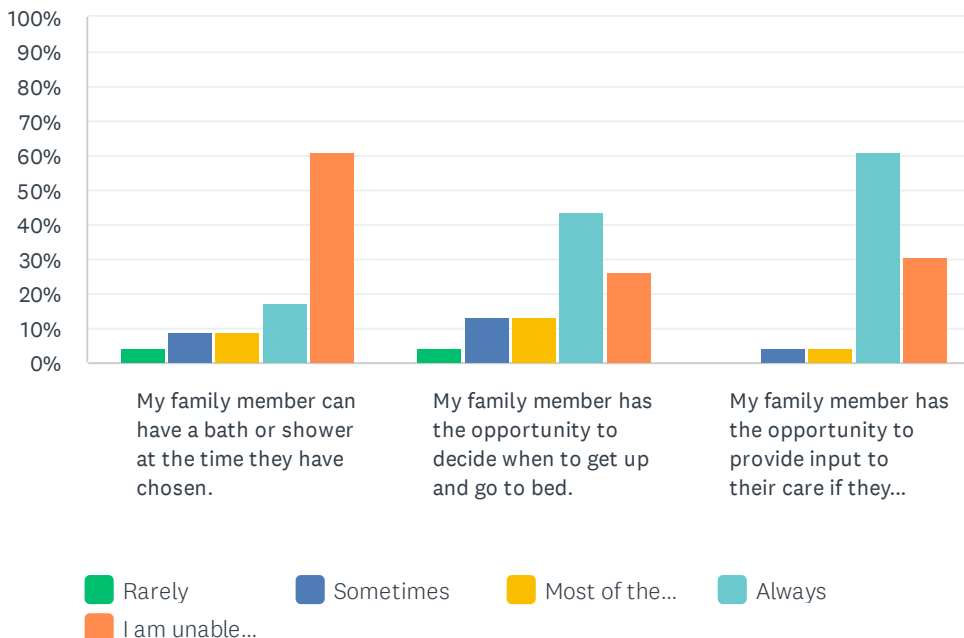


	RARELY	SOMETIMES	MOST OF THE TIME	ALWAYS	I AM UNABLE TO ANSWER THIS	TOTAL
My family member can go outdoors if he/she wants (with assistance if she/he needs it).	0.00% 0	8.70% 2	8.70% 2	65.22% 15	17.39% 4	23
The home is kept clean and tidy.	0.00% 0	0.00% 0	27.27% 6	72.73% 16	0.00% 0	22
My family member is bothered by the noise here.	52.17% 12	26.09% 6	0.00% 0	13.04% 3	8.70% 2	23
Environmental team members respond to requests in a timely manner.	0.00% 0	0.00% 0	17.39% 4	43.48% 10	39.13% 9	23
The incontinence products supplied by the home meets the needs of my family member (if applicable)	0.00% 0	0.00% 0	19.05% 4	61.90% 13	19.05% 4	21

#	OTHER COMMENTS (PLEASE SPECIFY)	DATE
1	unable to hear	4/21/2024 2:40 PM
2	Sometimes there are some overflows	4/11/2024 12:22 PM
3	The dementia residents are loud and disturbing	4/9/2024 5:55 PM
4	As dad's room close to the front desk it can get noisy at times but he closes his door to resolve	2/24/2024 9:06 AM

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

Answered: 23 Skipped: 0

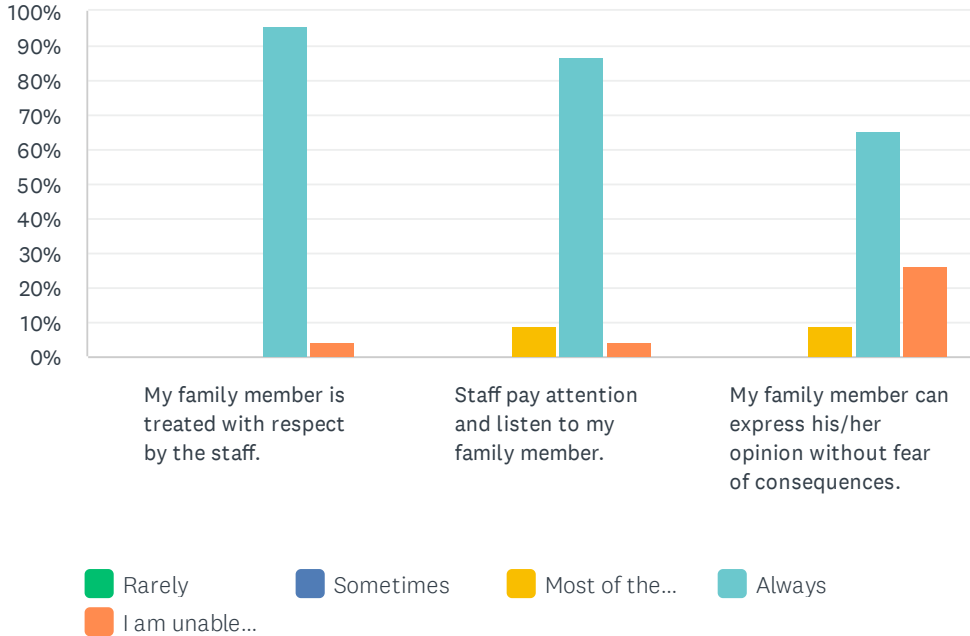


	RARELY	SOMETIMES	MOST OF THE TIME	ALWAYS	I AM UNABLE TO ANSWER	TOTAL
My family member can have a bath or shower at the time they have chosen.	4.35% 1	8.70% 2	8.70% 2	17.39% 4	60.87% 14	23
My family member has the opportunity to decide when to get up and go to bed.	4.35% 1	13.04% 3	13.04% 3	43.48% 10	26.09% 6	23
My family member has the opportunity to provide input to their care if they wish.	0.00% 0	4.35% 1	4.35% 1	60.87% 14	30.43% 7	23

#	OTHER COMMENTS (PLEASE SPECIFY)	DATE
1	Family is unable to voice her needs	11/16/2024 8:23 PM
2	I'll be ask [REDACTED] if she needs anything or has issues and I provide info to office.	11/12/2024 12:56 PM
3	If anything, she has too much autonomy, because sometimes I don't think she understands the question or the consequences of her decision. I have no idea how showers are scheduled, but I don't believe that mom makes the schedule so much as she is allowed to decline if she wishes. Allowing her to decline hygiene is not great.	8/23/2024 8:21 AM
4	Mom has bad dementia so the psw decides	4/14/2024 10:15 AM
5	again dementia does allow for resident making voicing decisions. She is up during the night and staff accomodate this.	4/12/2024 4:52 PM
6	Dad is hesitant with showers but the routine appears to be 2 times per week for him and its important that this be maintained for good health so we think the shower days should be designated and taken as scheduled	2/24/2024 9:06 AM

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

Answered: 23 Skipped: 0

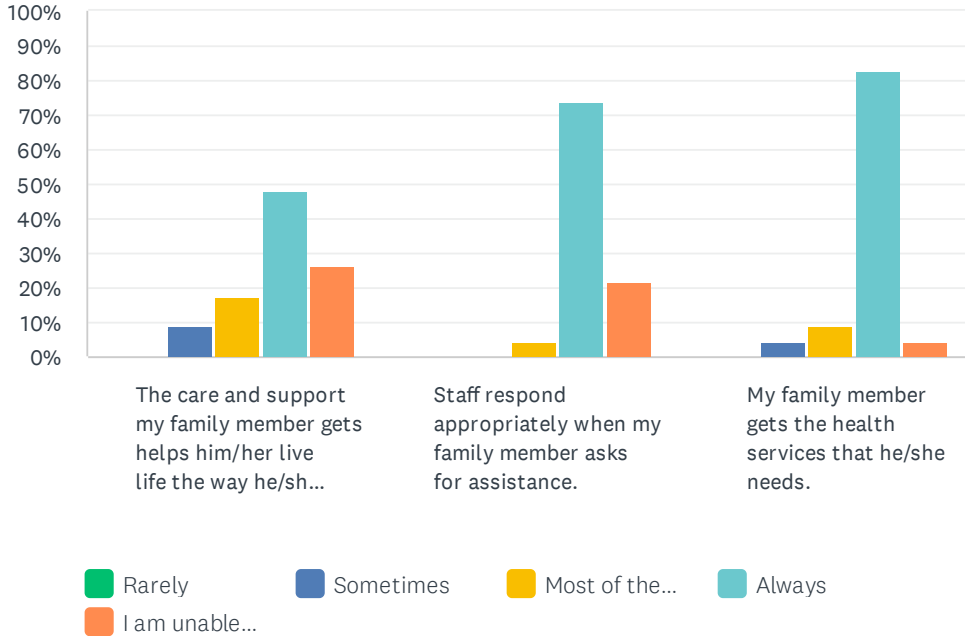


	RARELY	SOMETIMES	MOST OF THE TIME	ALWAYS	I AM UNABLE TO ANSWER	TOTAL
My family member is treated with respect by the staff.	0.00% 0	0.00% 0	0.00% 0	95.65% 22	4.35% 1	23
Staff pay attention and listen to my family member.	0.00% 0	0.00% 0	8.70% 2	86.96% 20	4.35% 1	23
My family member can express his/her opinion without fear of consequences.	0.00% 0	0.00% 0	8.70% 2	65.22% 15	26.09% 6	23

#	OTHER COMMENTS (PLEASE SPECIFY)	DATE
1	when able to express needs to staff	11/16/2024 8:23 PM
2	when able to express needs to staff	4/21/2024 2:40 PM
3	I think she can, but she has not told me of any cases	4/11/2024 12:22 PM

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

Answered: 23 Skipped: 0

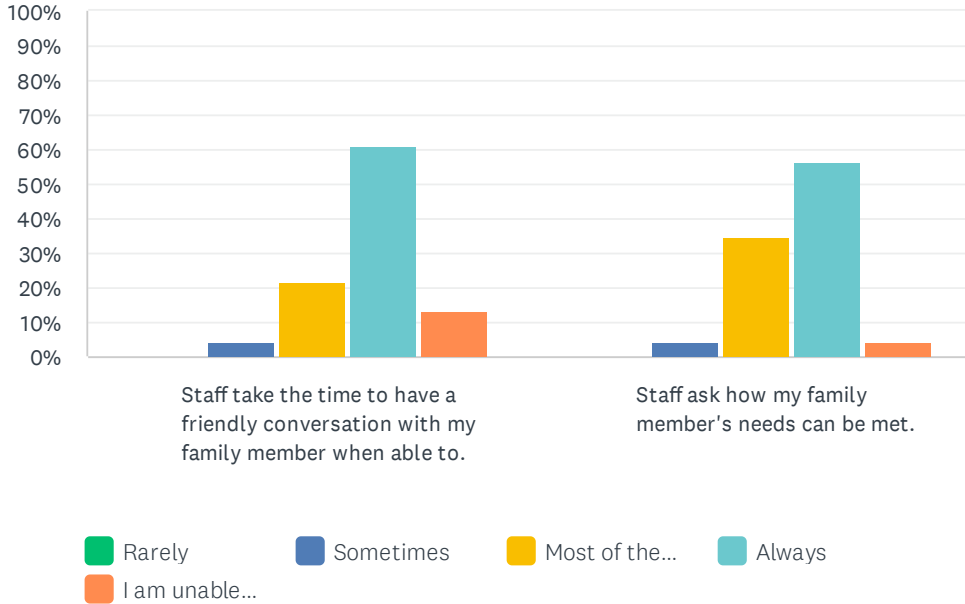


	RARELY	SOMETIMES	MOST OF THE TIME	ALWAYS	I AM UNABLE TO ANSWER	TOTAL
The care and support my family member gets helps him/her live life the way he/she wants.	0.00% 0	8.70% 2	17.39% 4	47.83% 11	26.09% 6	23
Staff respond appropriately when my family member asks for assistance.	0.00% 0	0.00% 0	4.35% 1	73.91% 17	21.74% 5	23
My family member gets the health services that he/she needs.	0.00% 0	4.35% 1	8.70% 2	82.61% 19	4.35% 1	23

#	OTHER COMMENTS (PLEASE SPECIFY)	DATE
1	unable to communicate about living	11/16/2024 8:23 PM
2	Again, she refuses hygiene, especially teeth cleaning with is central to her everything else comfort and health. I don't think she understands the consequences.	8/23/2024 8:21 AM
3	unable to communicate about living	4/21/2024 2:40 PM

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

Answered: 23 Skipped: 0

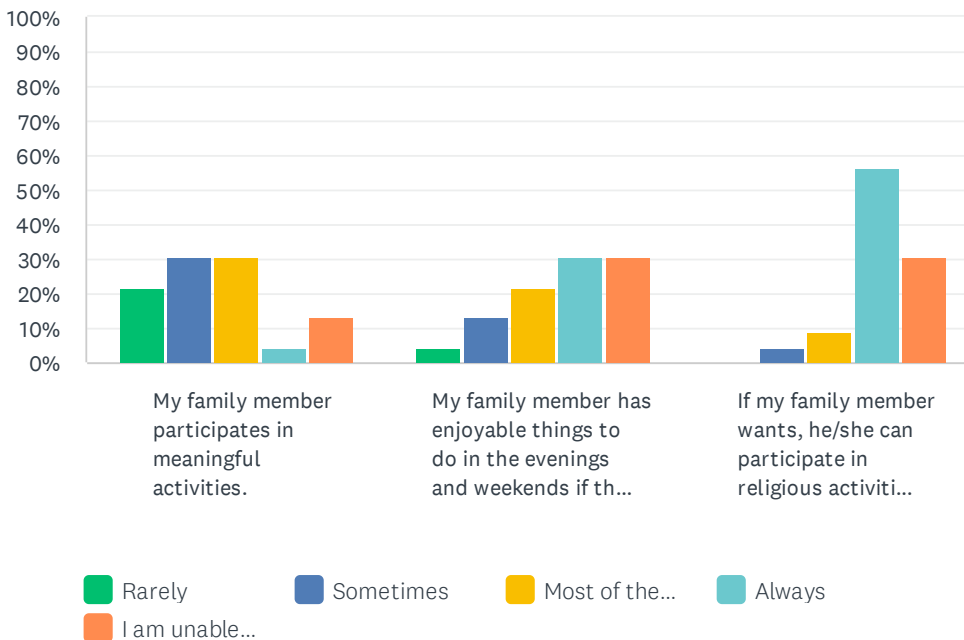


	RARELY	SOMETIMES	MOST OF THE TIME	ALWAYS	I AM UNABLE TO ANSWER	TOTAL
Staff take the time to have a friendly conversation with my family member when able to.	0.00% 0	4.35% 1	21.74% 5	60.87% 14	13.04% 3	23
Staff ask how my family member's needs can be met.	0.00% 0	4.35% 1	34.78% 8	56.52% 13	4.35% 1	23

#	OTHER COMMENTS (PLEASE SPECIFY)	DATE
1	unable to communicate because of hearing loss	11/16/2024 8:23 PM
2	I'm amazed how [redacted] feels so comfortable at the home as if she's back home a little girl with her Mother. [redacted] is still cognitive not in a feeble state but very comfortable.	11/12/2024 12:56 PM
3	Most staff are very proactive in interacting with me and mom about what would make her more comfortable. Some of them provide such a friendly presence that it gives her additional family members where she is living - this is great.	8/23/2024 8:21 AM
4	unable to communicate because of hearing loss	4/21/2024 2:40 PM
5	if resident could communicate, we feel the answer would be always.	4/12/2024 4:52 PM

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

Answered: 23 Skipped: 0



	RARELY	SOMETIMES	MOST OF THE TIME	ALWAYS	I AM UNABLE TO ANSWER THIS QUESTION	TOTAL
My family member participates in meaningful activities.	21.74% 5	30.43% 7	30.43% 7	4.35% 1	13.04% 3	23
My family member has enjoyable things to do in the evenings and weekends if they wish.	4.35% 1	13.04% 3	21.74% 5	30.43% 7	30.43% 7	23
If my family member wants, he/she can participate in religious activities that have meaning to him/her.	0.00% 0	4.35% 1	8.70% 2	56.52% 13	30.43% 7	23

#	OTHER COMMENTS (PLEASE SPECIFY)	DATE
1	Family member has cognitive deficits	11/16/2024 8:23 PM
2	I think mom refuses to participate sometimes. Again, I don't think this is in her best interest.	8/23/2024 8:21 AM
3	staff members need to take her to these things	4/14/2024 10:15 AM
4	We do wish she would be taken to any religious activities as she was very involved with the church and it was very meaningful to her. We believe this may ignite enjoyment.	4/12/2024 4:52 PM

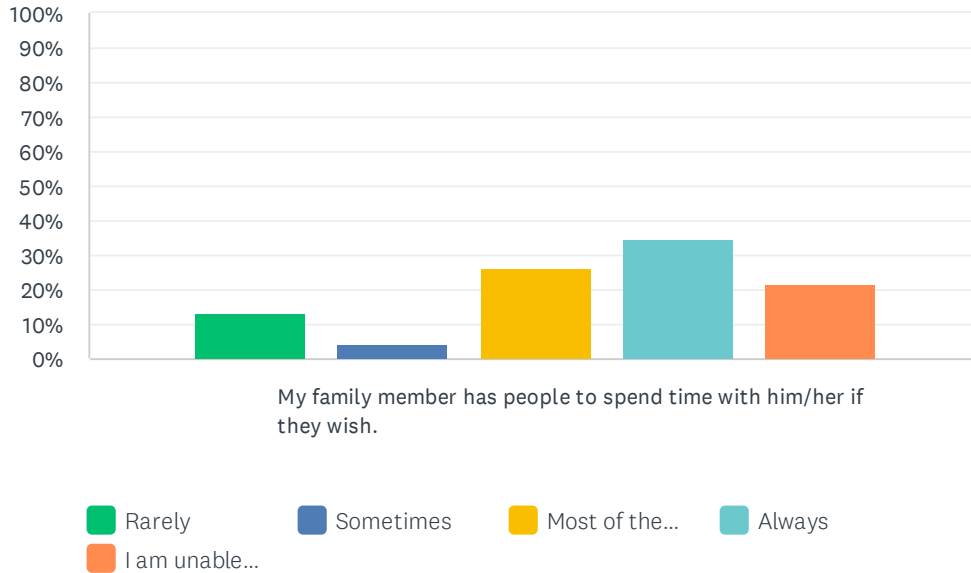
Q12 Do you have any suggestions for activities that your family member may wish to participate in?

Answered: 15 Skipped: 8

#	RESPONSES	DATE
1	no	11/13/2024 7:55 AM
2	Not at this time. Cambridge Country Home to many that first glimpse it looks old but there is love and so much kindness by the staff for these people at the end of their lives that I haven't seen in ultra expensive homes that I've seen.	11/12/2024 12:56 PM
3	No	11/12/2024 12:46 PM
4	None have been mentioned but she always likes watching Comedy sitcoms like I love Lucy, Everyone Loves Raymond, Young Sheldon, and the new shows she watched at my place: new Reba show Happy's Place	11/12/2024 12:08 PM
5	She likes painting and potting flowers	10/2/2024 7:57 AM
6	I think she likes the physical activities and they are good for her. I think she would welcome a little more challenge in that direction. One night I came by and when she went to bed she insisted on walking - I still think she could walk a lot more than she does.	8/23/2024 8:21 AM
7	More weekend activities like during the week,	6/12/2024 12:46 PM
8	none	4/25/2024 4:51 PM
9	gardening	4/14/2024 10:15 AM
10	as already mentioned.	4/12/2024 4:52 PM
11	Handcraft	4/11/2024 12:22 PM
12	Na	4/11/2024 12:12 AM
13	Hopefully [REDACTED] will come around to start participating.	4/9/2024 5:43 PM
14	Not really. Having Dementia, does not help with her decision making. Thank you.	4/9/2024 4:07 PM
15	[REDACTED] loves music, do you have any suggestions re. an appropriate device/method this can be achieved in a way that does not disturb others?	4/9/2024 3:51 PM

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

Answered: 23 Skipped: 0

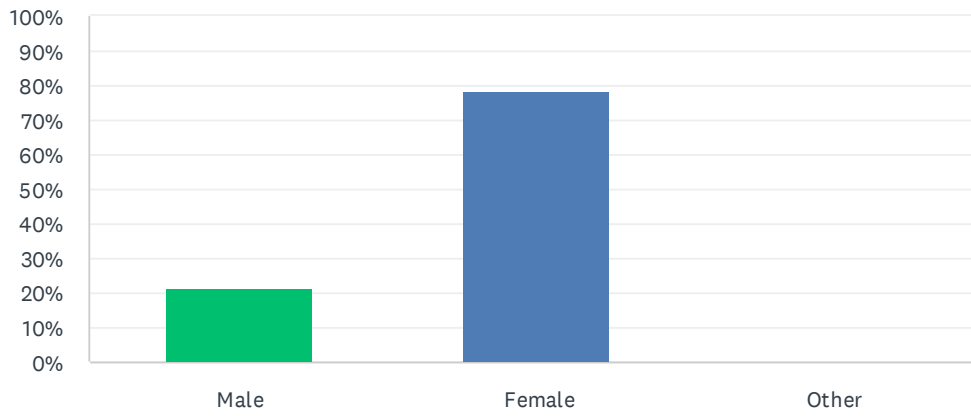


	RARELY	SOMETIMES	MOST OF THE TIME	ALWAYS	I AM UNABLE TO ANSWER	TOTAL
My family member has people to spend time with him/her if they wish.	13.04% 3	4.35% 1	26.09% 6	34.78% 8	21.74% 5	23

#	OTHER COMMENTS (PLEASE SPECIFY)	DATE
1	Family member just likes to sit in lounge with other residents	11/16/2024 8:23 PM
2	There are not many mentally able residents for her to talk to	4/11/2024 12:22 PM
3	Dad doesn't socialize with other residents much. He is a quiet man and seems happy by himself with TV and some of the activities like Bingo & exercises. We visit him regularly to provide family contact as he is alone without mom now.	2/24/2024 9:06 AM

Q14 Your family member's gender is:

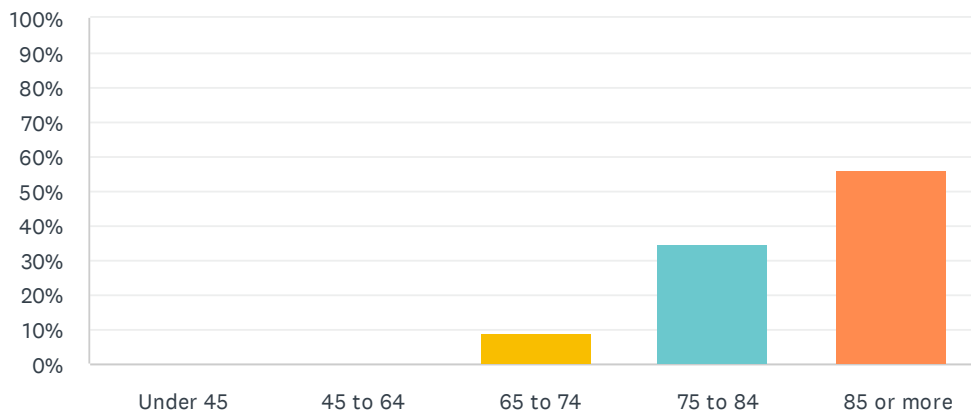
Answered: 23 Skipped: 0



ANSWER CHOICES	RESPONSES	
Male	21.74%	5
Female	78.26%	18
Other	0.00%	0
TOTAL		23

Q15 Your family member's age in years is:

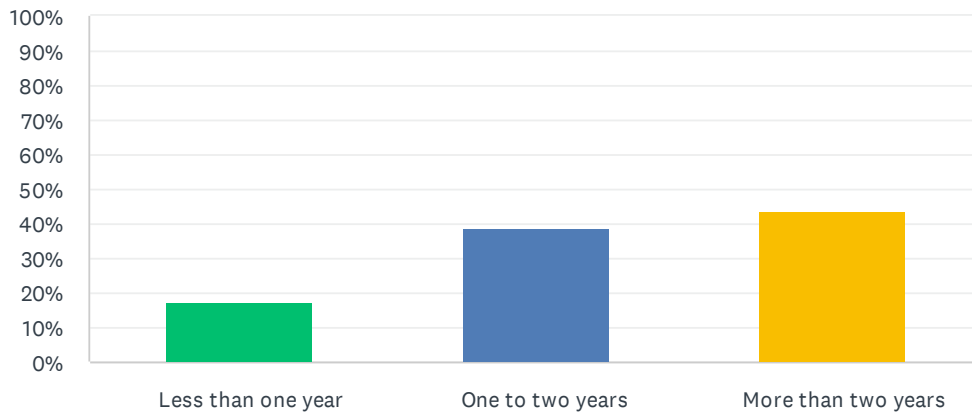
Answered: 23 Skipped: 0



ANSWER CHOICES	RESPONSES	
Under 45	0.00%	0
45 to 64	0.00%	0
65 to 74	8.70%	2
75 to 84	34.78%	8
85 or more	56.52%	13
TOTAL		23

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

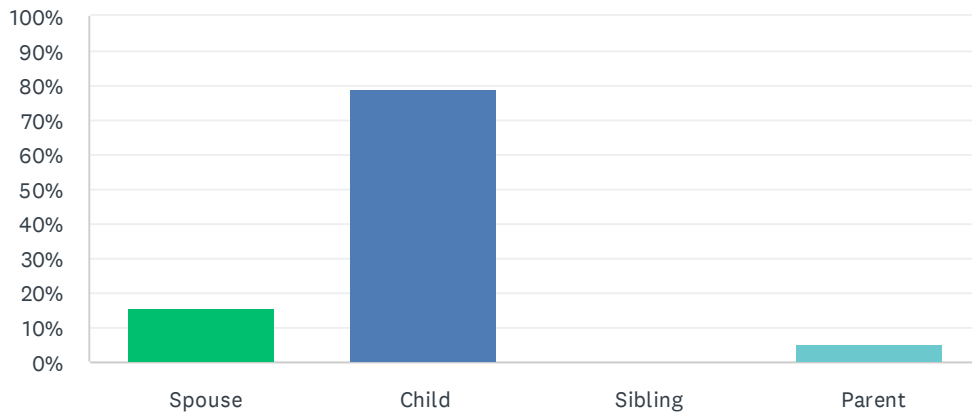
Answered: 23 Skipped: 0



ANSWER CHOICES	RESPONSES
Less than one year	17.39% 4
One to two years	39.13% 9
More than two years	43.48% 10
TOTAL	23

Q17 Your relationship to the resident is:

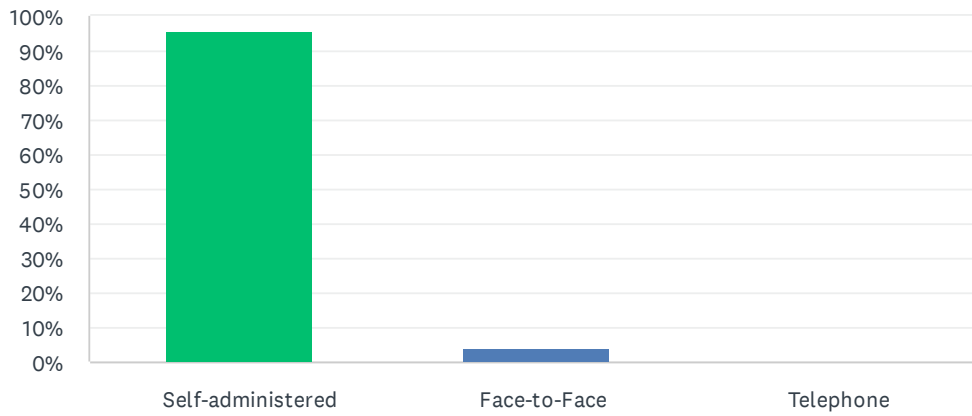
Answered: 19 Skipped: 4



ANSWER CHOICES	RESPONSES	
Spouse	15.79%	3
Child	78.95%	15
Sibling	0.00%	0
Parent	5.26%	1
TOTAL		19

Q18 Survey Method:

Answered: 23 Skipped: 0



ANSWER CHOICES	RESPONSES	
Self-administered	95.65%	22
Face-to-Face	4.35%	1
Telephone	0.00%	0
TOTAL		23

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

Answered: 12 Skipped: 11

#	RESPONSES	DATE
1	I am the sister-in-law to the family member. You should add other in that category.	11/16/2024 8:23 PM
2	no	11/13/2024 7:55 AM
3	At times, but certainly not often, minor articles go missing from the room. Two weeks ago, an envelope containing simple art work was taken from the dresser drawer. The drawing has no meaning to anyone, other than my family member. If possible, residents should not be allowed to just wander into another room. Unfortunately, with my family member state of mind, she does not even realise as to what is going on. A simple letter size art work from our Grandchild! Thank you.	11/12/2024 12:46 PM
4	Our family is happy and grateful to have our relative in your facility ... she has expressed that she is treated like a "Queen" and the food is good. When our Mom is happy, we are happy :)	11/12/2024 12:08 PM
5	Just really happy with the vast majority of staff at this residence. I feel my mom is cared for, and my mom feels safe, comfortable and at home.	8/23/2024 8:21 AM
6	none	4/25/2024 4:51 PM
7	Thank you for the care provided and the use of Zoom in the past.	4/12/2024 4:52 PM
8	Na	4/11/2024 12:12 AM
9	I was [REDACTED] power of attorney and executor for her Father at the beginning of century. I acted when both of them called upon me. At the end of 2015 [REDACTED] had broken up with her longtime boyfriend that I knew well. I stayed there just for a few days in late 2015 before a place in Cambridge was ready for my occupancy. I saw her dire situation and decided to help her covering her rent etc and setting up a savings program having been a loan mgr with BNS.	4/9/2024 5:43 PM
10	CCM is doing a good job. It is a well managed HOME. All staff are always very pleasant & welcoming when I visit my family member. Thank you.	4/9/2024 4:07 PM
11	As my husband does not communicate, I find it hard to be very precise.....	4/9/2024 3:51 PM
12	Dad tells me he is happy at CCM when I ask so thanks for your care & the relationships that the team has developed with dad.	2/24/2024 9:06 AM