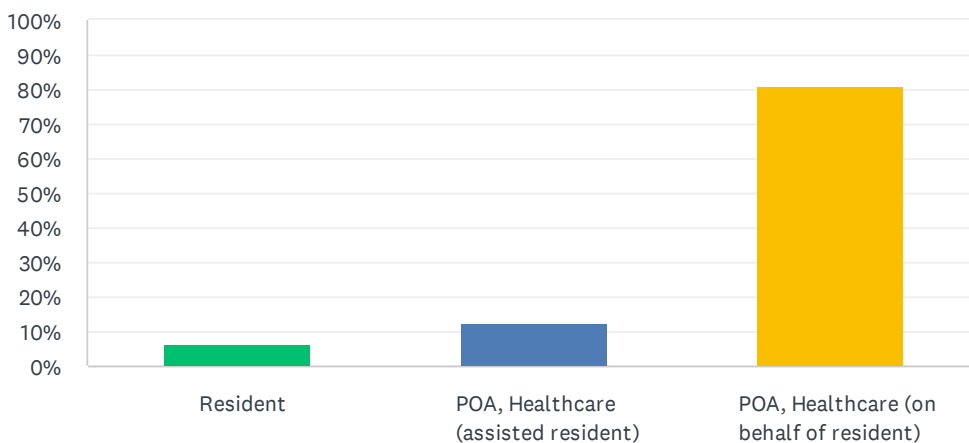


Q1 Survey Completed By:

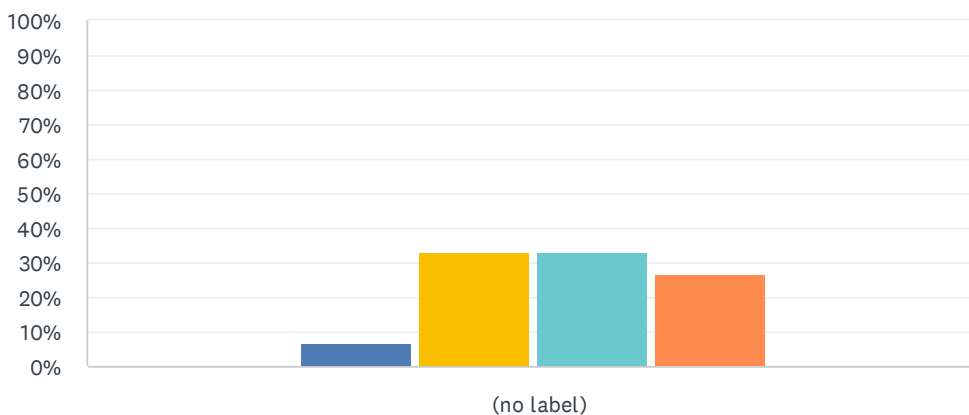
Answered: 16 Skipped: 0



ANSWER CHOICES	RESPONSES	
Resident	6.25%	1
POA, Healthcare (assisted resident)	12.50%	2
POA, Healthcare (on behalf of resident)	81.25%	13
TOTAL		16

Q2 Staff are aware of my personal preferences of routines for waking up in the morning, bedtime rituals and hygiene choices and reflect those in their daily care.

Answered: 15 Skipped: 1

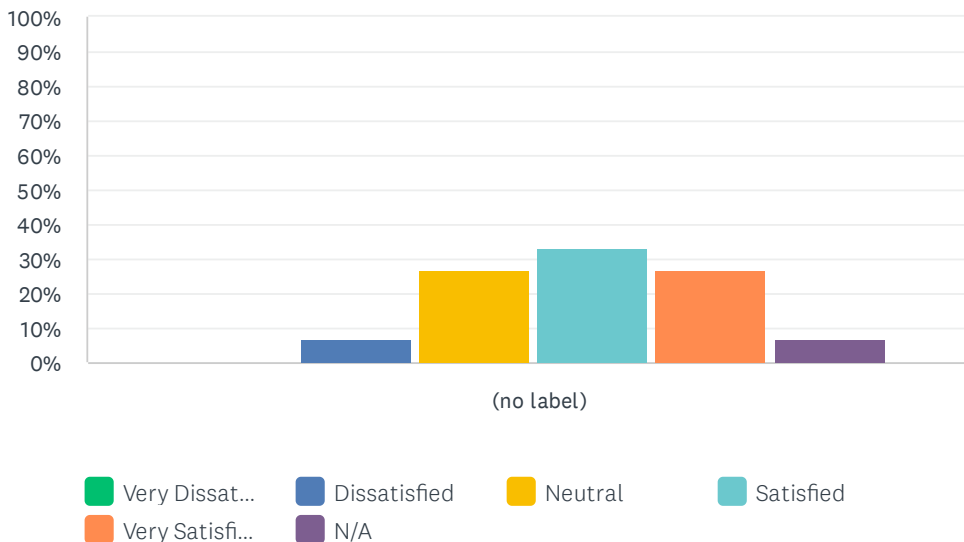


■ Very Dissat...
 ■ Dissatisfied
 ■ Neutral
 ■ Satisfied
 ■ Very Satisfi...
 ■ N/A

	VERY DISSATISFIED	DISSATISFIED	NEUTRAL	SATISFIED	VERY SATISFIED	N/A	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	6.67% 1	33.33% 5	33.33% 5	26.67% 4	0.00% 0	15	3.80

Q3 Staff provide care considering my strengths, preferences and needs in a non rushed manner allowing me the optimal independence at my own pace.

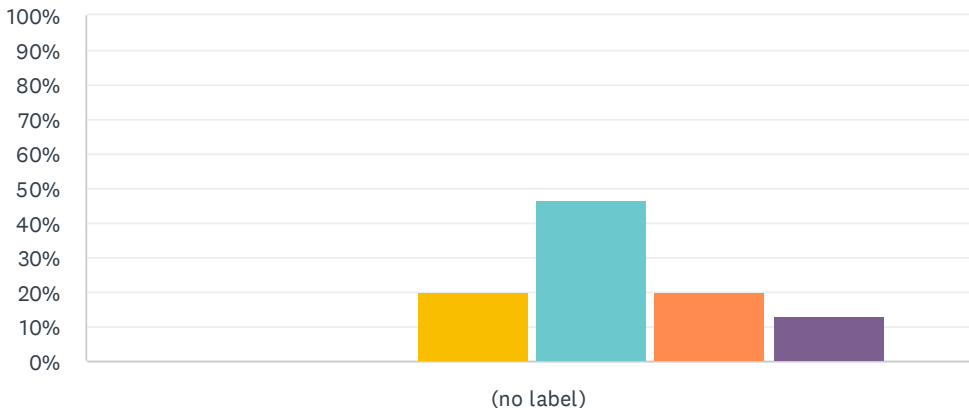
Answered: 15 Skipped: 1



	VERY DISSATISFIED	DISSATISFIED	NEUTRAL	SATISFIED	VERY SATISFIED	N/A	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	6.67% 1	26.67% 4	33.33% 5	26.67% 4	6.67% 1	15	3.86

Q4 If applicable, the continence products I use help to keep my skin dry, eliminates soilage on my clothes and fits comfortably.

Answered: 15 Skipped: 1

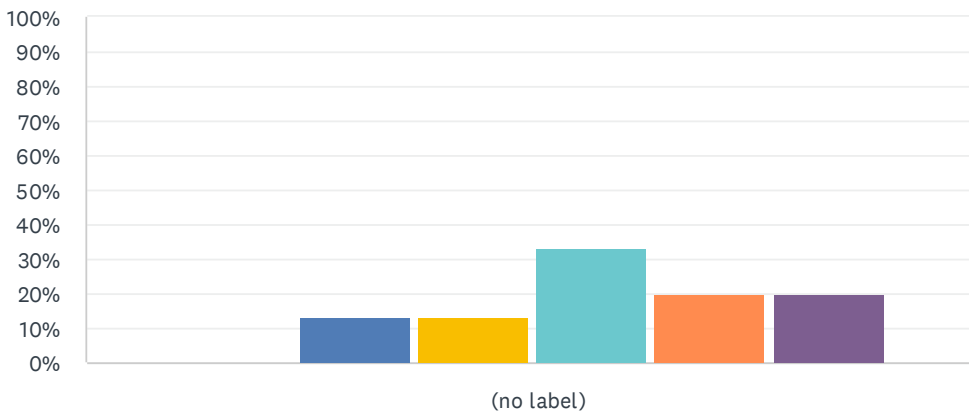


■ Very Dissat...
 ■ Dissatisfied
 ■ Neutral
 ■ Satisfied
■ Very Satisfi...
 ■ N/A

	VERY DISSATISFIED	DISSATISFIED	NEUTRAL	SATISFIED	VERY SATISFIED	N/A	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	0.00% 0	20.00% 3	46.67% 7	20.00% 3	13.33% 2	15	4.00

Q5 I am involved in decisions about care as much as I wanted to be.

Answered: 15 Skipped: 1

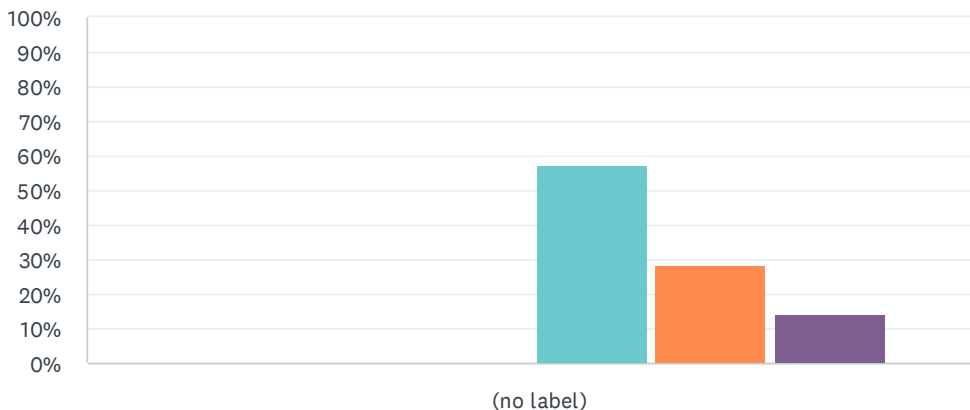


■ Very Dissat...
 ■ Dissatisfied
 ■ Neutral
 ■ Satisfied
■ Very Satisfi...
 ■ N/A

	VERY DISSATISFIED	DISSATISFIED	NEUTRAL	SATISFIED	VERY SATISFIED	N/A	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	13.33% 2	13.33% 2	33.33% 5	20.00% 3	20.00% 3	15	3.75

Q6 Staff respect my privacy while providing personal care.

Answered: 14 Skipped: 2

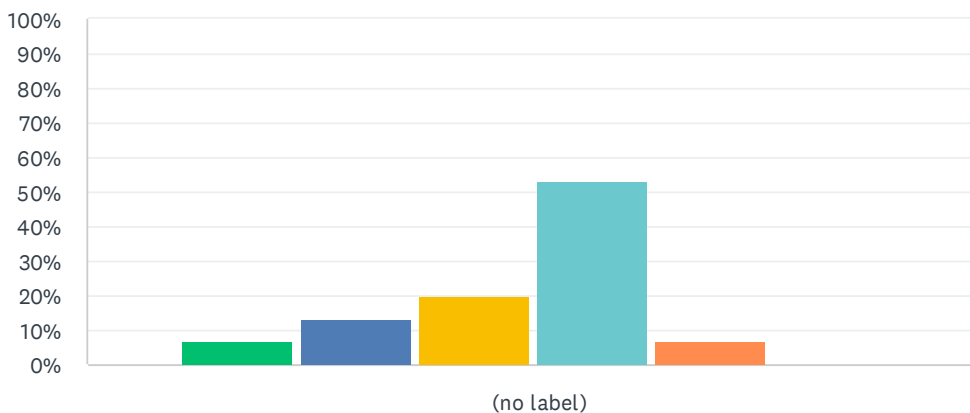


■ Very Dissat... ■ Dissatisfied ■ Neutral ■ Satisfied
■ Very Satisfi... ■ N/A

	VERY DISSATISFIED	DISSATISFIED	NEUTRAL	SATISFIED	VERY SATISFIED	N/A	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	0.00% 0	0.00% 0	57.14% 8	28.57% 4	14.29% 2	14	4.33

Q7 My emotional needs are being assessed and controlled (i.e. depression, anxiety).

Answered: 15 Skipped: 1

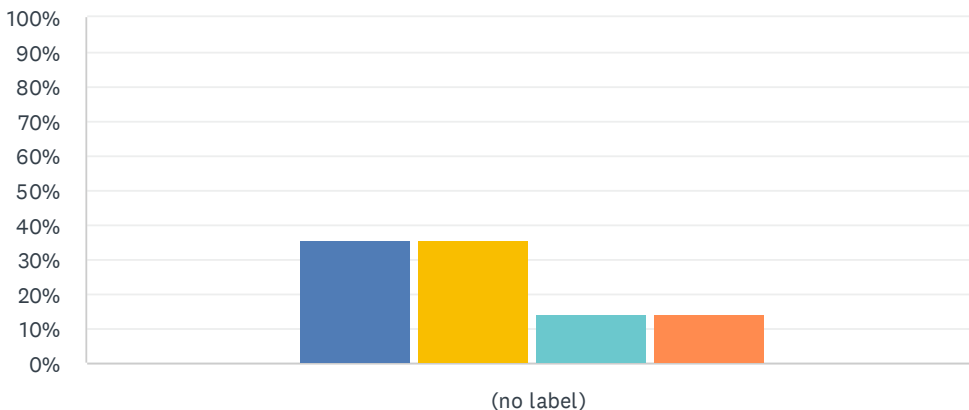


■ Very Dissat... ■ Dissatisfied ■ Neutral ■ Satisfied
■ Very Satisfi... ■ N/A

	VERY DISSATISFIED	DISSATISFIED	NEUTRAL	SATISFIED	VERY SATISFIED	N/A	TOTAL	WEIGHTED AVERAGE
(no label)	6.67% 1	13.33% 2	20.00% 3	53.33% 8	6.67% 1	0.00% 0	15	3.40

Q8 There are enough staff members to provide me with efficient care.

Answered: 14 Skipped: 2

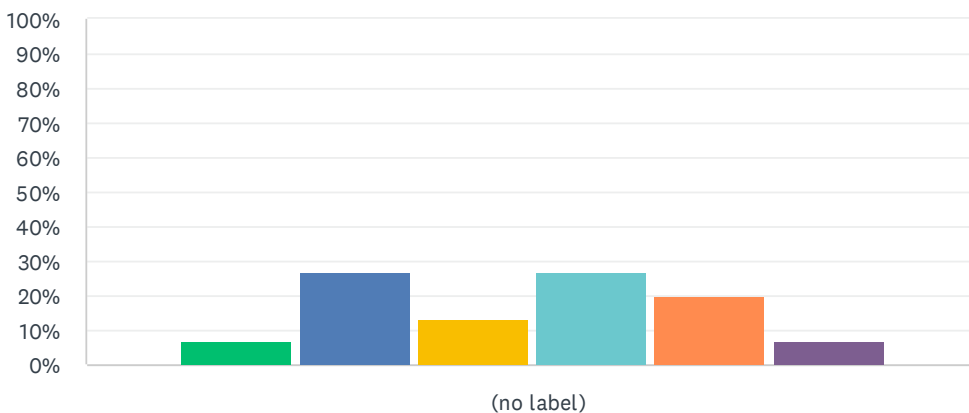


■ Very Dissat...
 ■ Dissatisfied
 ■ Neutral
 ■ Satisfied
■ Very Satisfi...
 ■ N/A

	VERY DISSATISFIED	DISSATISFIED	NEUTRAL	SATISFIED	VERY SATISFIED	N/A	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	35.71% 5	35.71% 5	14.29% 2	14.29% 2	0.00% 0	14	3.07

Q9 I feel that I can express opinions without fear of consequences.

Answered: 15 Skipped: 1

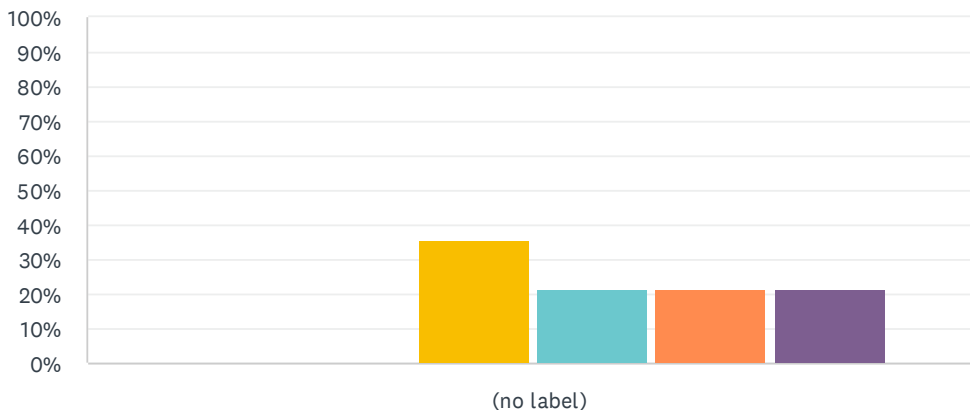


■ Very Dissat...
 ■ Dissatisfied
 ■ Neutral
 ■ Satisfied
■ Very Satisfi...
 ■ N/A

	VERY DISSATISFIED	DISSATISFIED	NEUTRAL	SATISFIED	VERY SATISFIED	N/A	TOTAL	WEIGHTED AVERAGE
(no label)	6.67% 1	26.67% 4	13.33% 2	26.67% 4	20.00% 3	6.67% 1	15	3.29

Q10 Staff respect my cultural/spiritual needs.

Answered: 14 Skipped: 2

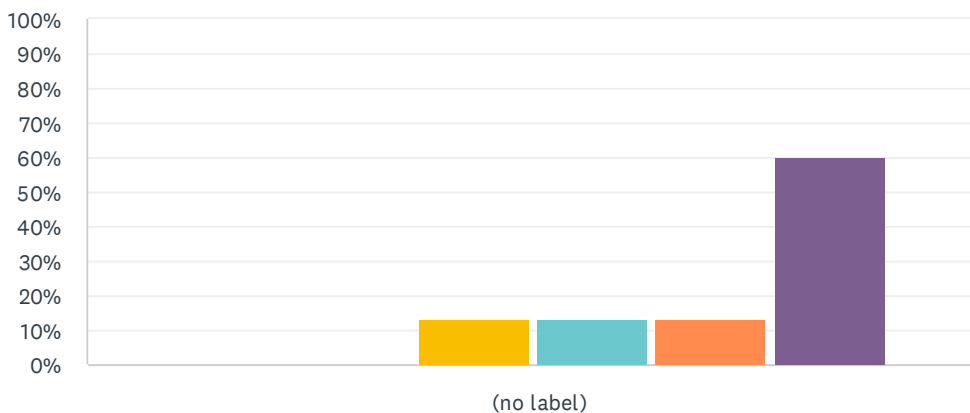


■ Very Dissat...
 ■ Dissatisfied
 ■ Neutral
 ■ Satisfied
■ Very Satisfi...
 ■ N/A

	VERY DISSATISFIED	DISSATISFIED	NEUTRAL	SATISFIED	VERY SATISFIED	N/A	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	0.00% 0	35.71% 5	21.43% 3	21.43% 3	21.43% 3	14	3.82

Q11 Staff allow me to speak in my native language.

Answered: 15 Skipped: 1

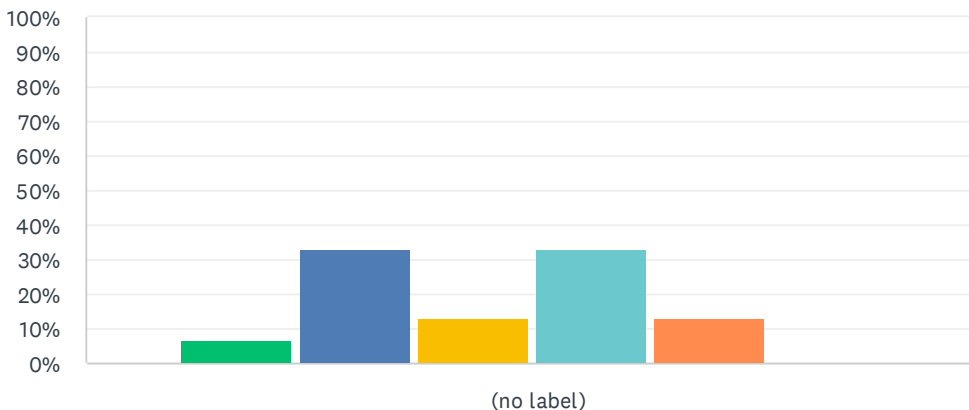


■ Very Dissat...
 ■ Dissatisfied
 ■ Neutral
 ■ Satisfied
■ Very Satisfi...
 ■ N/A

	VERY DISSATISFIED	DISSATISFIED	NEUTRAL	SATISFIED	VERY SATISFIED	N/A	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	0.00% 0	13.33% 2	13.33% 2	13.33% 2	60.00% 9	15	4.00

Q12 Staff have time to talk with me and provide emotional support/companionship.

Answered: 15 Skipped: 1

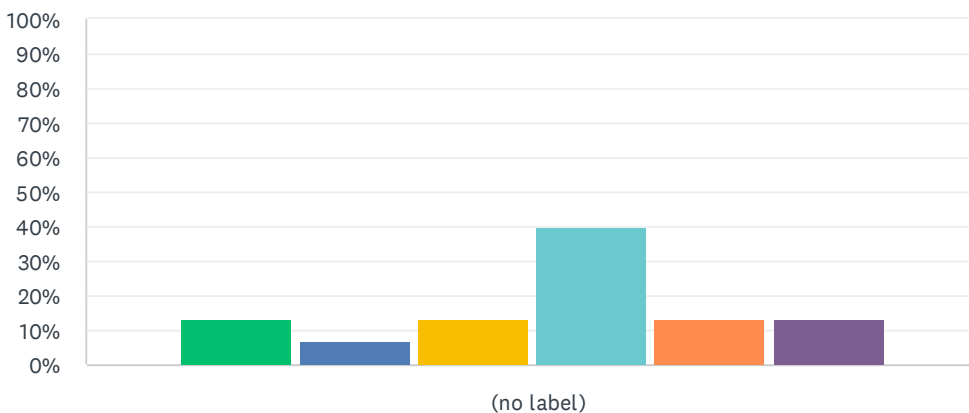


■ Very Dissat...
 ■ Dissatisfied
 ■ Neutral
 ■ Satisfied
■ Very Satisfi...
 ■ N/A

	VERY DISSATISFIED	DISSATISFIED	NEUTRAL	SATISFIED	VERY SATISFIED	N/A	TOTAL	WEIGHTED AVERAGE
(no label)	6.67% 1	33.33% 5	13.33% 2	33.33% 5	13.33% 2	0.00% 0	15	3.13

Q13 I am comfortable talking to the physicians about my care needs.

Answered: 15 Skipped: 1



■ Very Dissat...
 ■ Dissatisfied
 ■ Neutral
 ■ Satisfied
■ Very Satisfi...
 ■ N/A

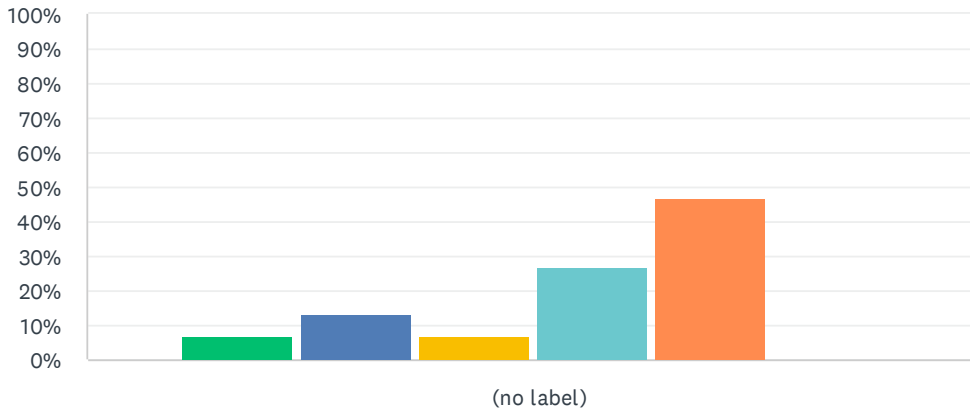
	VERY DISSATISFIED	DISSATISFIED	NEUTRAL	SATISFIED	VERY SATISFIED	N/A	TOTAL	WEIGHTED AVERAGE
(no label)	13.33% 2	6.67% 1	13.33% 2	40.00% 6	13.33% 2	13.33% 2	15	3.38

Q14 Additional comments:

Answered: 5 Skipped: 11

Q15 I appreciate the cleanliness and appearance of my room.

Answered: 15 Skipped: 1

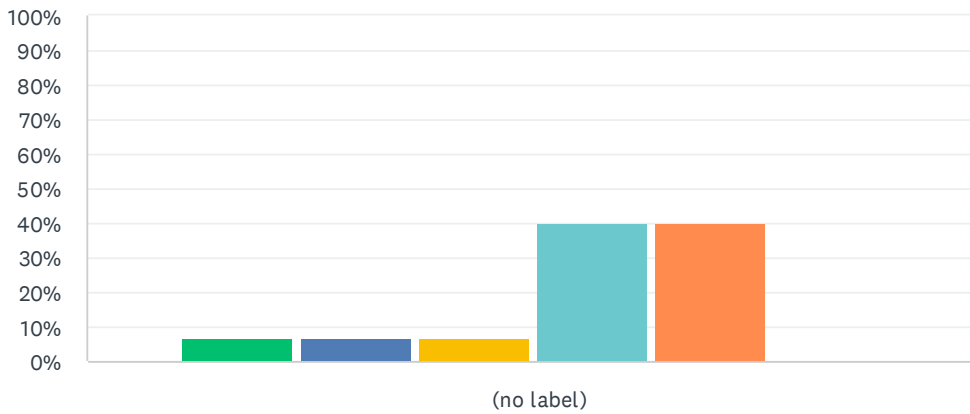


■ Very Dissat...
 ■ Dissatisfied
 ■ Neutral
 ■ Satisfied
 ■ Very Satisfi...
 ■ N/A

	VERY DISSATISFIED	DISSATISFIED	NEUTRAL	SATISFIED	VERY SATISFIED	N/A	TOTAL	WEIGHTED AVERAGE
(no label)	6.67% 1	13.33% 2	6.67% 1	26.67% 4	46.67% 7	0.00% 0	15	3.93

Q16 I appreciate the cleanliness of the facility.

Answered: 15 Skipped: 1

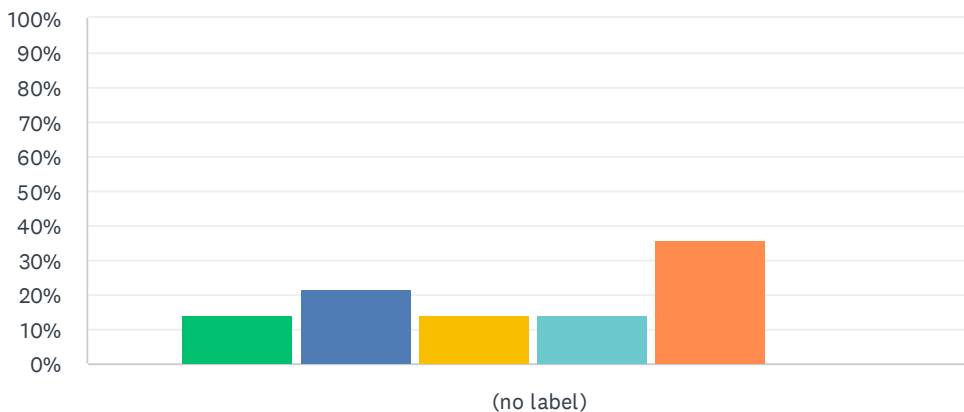


■ Very Dissat...
 ■ Dissatisfied
 ■ Neutral
 ■ Satisfied
 ■ Very Satisfi...
 ■ N/A

	VERY DISSATISFIED	DISSATISFIED	NEUTRAL	SATISFIED	VERY SATISFIED	N/A	TOTAL	WEIGHTED AVERAGE
(no label)	6.67% 1	6.67% 1	6.67% 1	40.00% 6	40.00% 6	0.00% 0	15	4.00

Q17 I find the odors within the home are controlled and managed.

Answered: 14 Skipped: 2

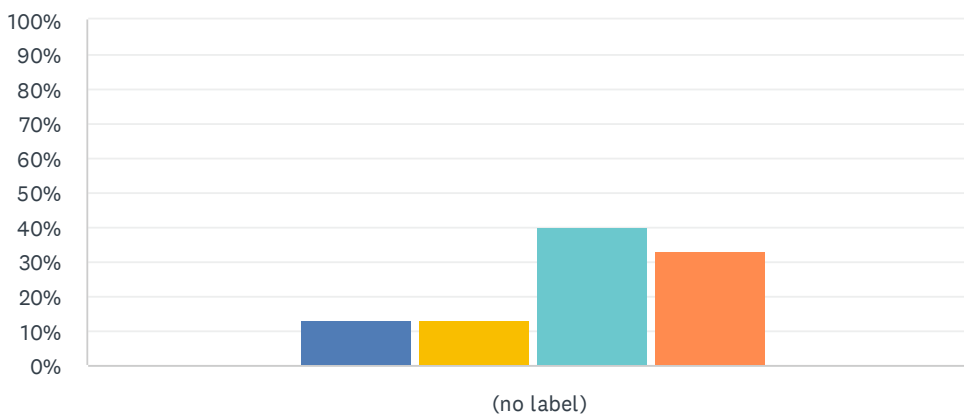


■ Very Dissat...
 ■ Dissatisfied
 ■ Neutral
 ■ Satisfied
 ■ Very Satisfi...
 ■ N/A

	VERY DISSATISFIED	DISSATISFIED	NEUTRAL	SATISFIED	VERY SATISFIED	N/A	TOTAL	WEIGHTED AVERAGE
(no label)	14.29% 2	21.43% 3	14.29% 2	14.29% 2	35.71% 5	0.00% 0	14	3.36

Q18 How would you rate the appearance of the home and grounds?

Answered: 15 Skipped: 1

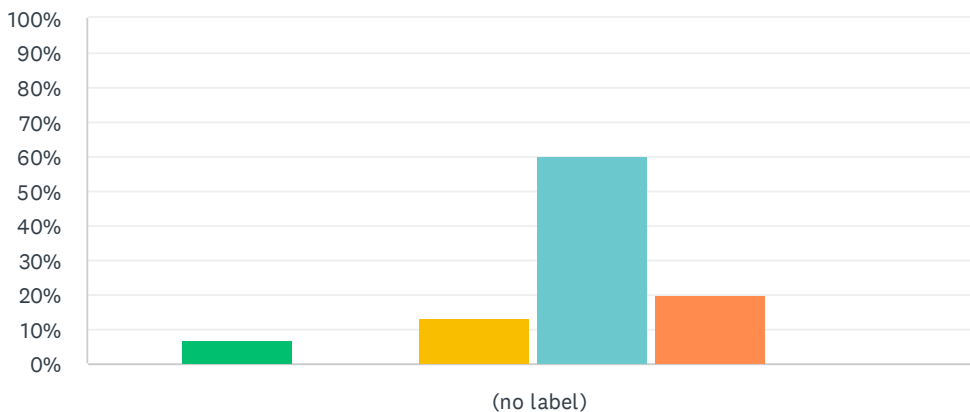


■ Very Dissat...
 ■ Dissatisfied
 ■ Neutral
 ■ Satisfied
 ■ Very Satisfi...
 ■ N/A

	VERY DISSATISFIED	DISSATISFIED	NEUTRAL	SATISFIED	VERY SATISFIED	N/A	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	13.33% 2	13.33% 2	40.00% 6	33.33% 5	0.00% 0	15	3.93

Q19 How would you rate the temperature inside our building?

Answered: 15 Skipped: 1

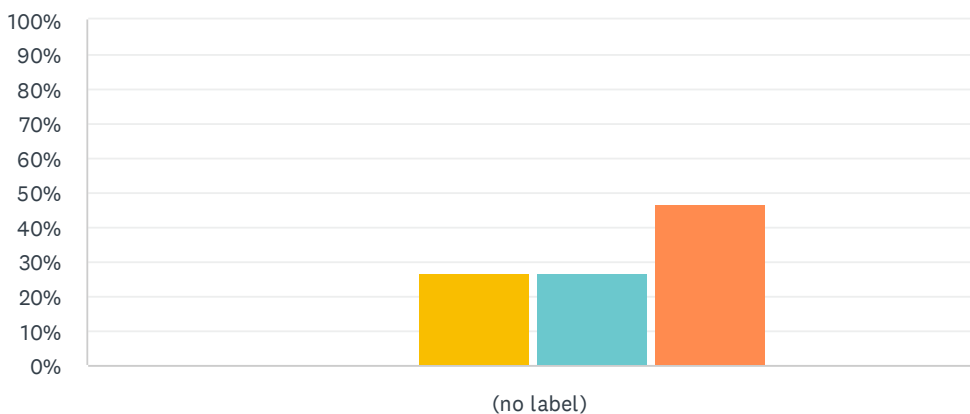


■ Very Dissat...
 ■ Dissatisfied
 ■ Neutral
 ■ Satisfied
 ■ Very Satisfi...
 ■ N/A

	VERY DISSATISFIED	DISSATISFIED	NEUTRAL	SATISFIED	VERY SATISFIED	N/A	TOTAL	WEIGHTED AVERAGE
(no label)	6.67% 1	0.00% 0	13.33% 2	60.00% 9	20.00% 3	0.00% 0	15	3.87

Q20 How would you rate the laundry service?

Answered: 15 Skipped: 1

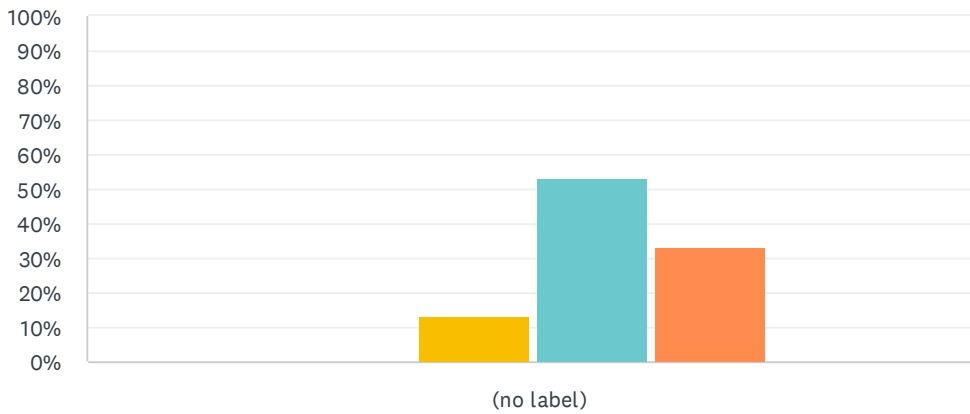


■ Very Dissat...
 ■ Dissatisfied
 ■ Neutral
 ■ Satisfied
 ■ Very Satisfi...
 ■ N/A

	VERY DISSATISFIED	DISSATISFIED	NEUTRAL	SATISFIED	VERY SATISFIED	N/A	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	0.00% 0	26.67% 4	26.67% 4	46.67% 7	0.00% 0	15	4.20

Q21 How would you rate the accessibility throughout the home?

Answered: 15 Skipped: 1

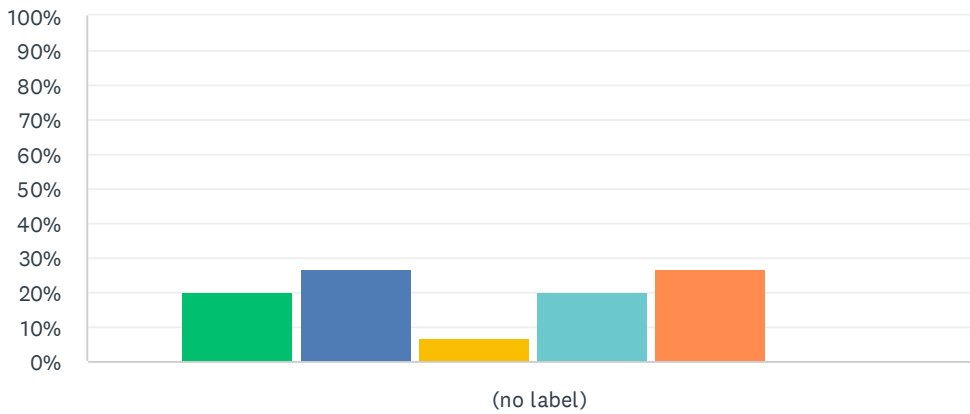


■ Very Dissat...
 ■ Dissatisfied
 ■ Neutral
 ■ Satisfied
■ Very Satisfi...
 ■ N/A

	VERY DISSATISFIED	DISSATISFIED	NEUTRAL	SATISFIED	VERY SATISFIED	N/A	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	0.00% 0	13.33% 2	53.33% 8	33.33% 5	0.00% 0	15	4.20

Q22 How would you rate the call be system within the home?

Answered: 15 Skipped: 1



■ Very Dissat...
 ■ Dissatisfied
 ■ Neutral
 ■ Satisfied
■ Very Satisfi...
 ■ N/A

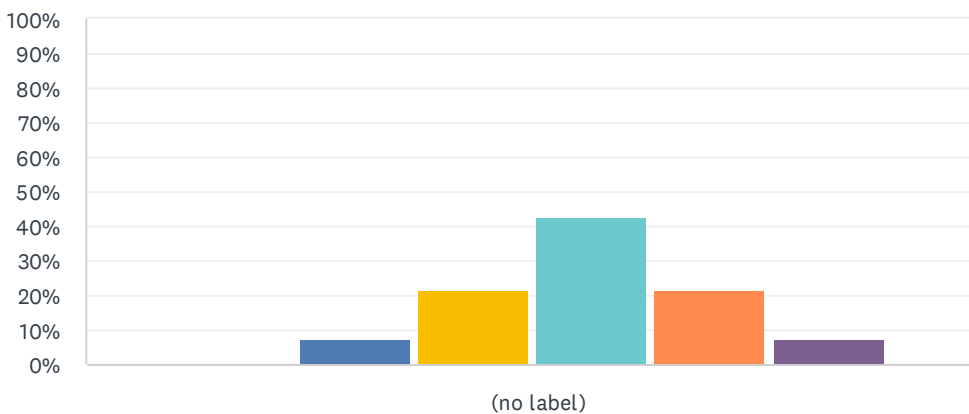
	VERY DISSATISFIED	DISSATISFIED	NEUTRAL	SATISFIED	VERY SATISFIED	N/A	TOTAL	WEIGHTED AVERAGE
(no label)	20.00% 3	26.67% 4	6.67% 1	20.00% 3	26.67% 4	0.00% 0	15	3.07

Q23 Additional comments:

Answered: 5 Skipped: 11

Q24 How would you rate the variety of food offered on our menu?

Answered: 14 Skipped: 2

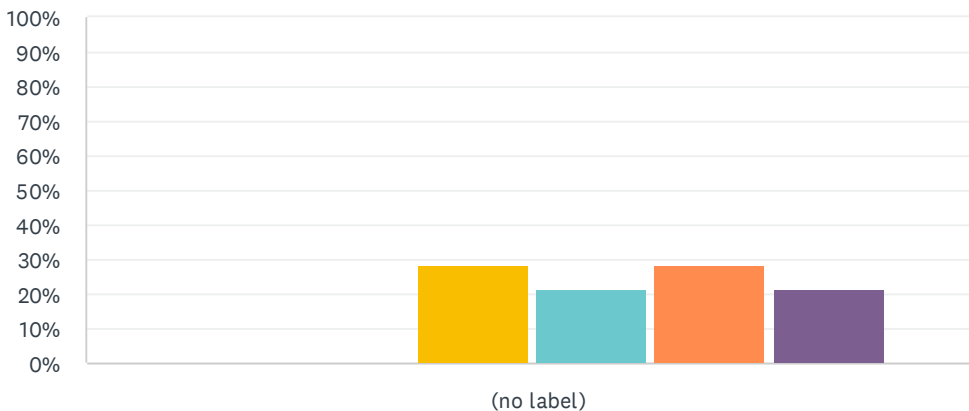


■ Very Dissat...
 ■ Dissatisfied
 ■ Neutral
 ■ Satisfied
■ Very Satisfi...
 ■ N/A

	VERY DISSATISFIED	DISSATISFIED	NEUTRAL	SATISFIED	VERY SATISFIED	N/A	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	7.14% 1	21.43% 3	42.86% 6	21.43% 3	7.14% 1	14	3.85

Q25 How would you rate the temperature of the food when it is received?

Answered: 14 Skipped: 2

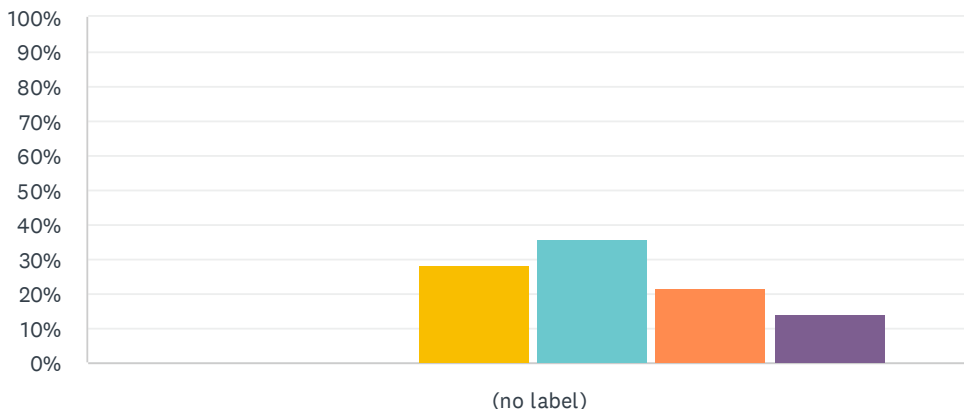


■ Very Dissat...
 ■ Dissatisfied
 ■ Neutral
 ■ Satisfied
■ Very Satisfi...
 ■ N/A

	VERY DISSATISFIED	DISSATISFIED	NEUTRAL	SATISFIED	VERY SATISFIED	N/A	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	0.00% 0	28.57% 4	21.43% 3	28.57% 4	21.43% 3	14	4.00

Q26 How would you rate the taste of the food served?

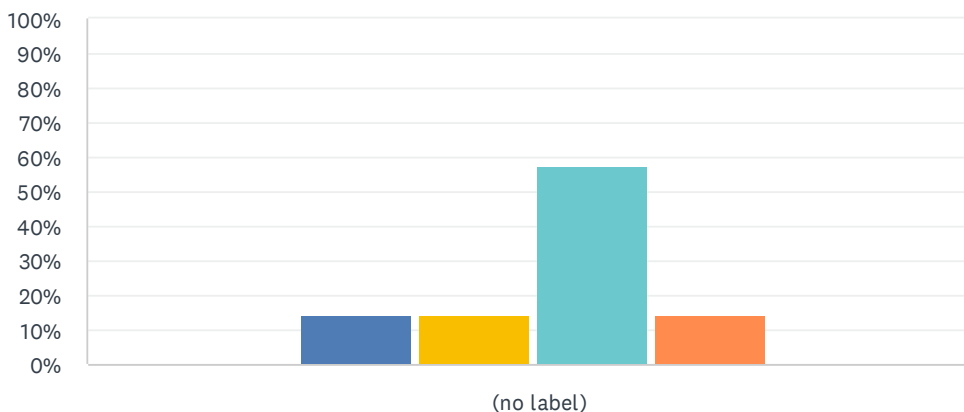
Answered: 14 Skipped: 2



	VERY DISSATISFIED	DISSATISFIED	NEUTRAL	SATISFIED	VERY SATISFIED	N/A	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	0.00% 0	28.57% 4	35.71% 5	21.43% 3	14.29% 2	14	3.92

Q27 How would you rate the noise level in the dining room while you eat?

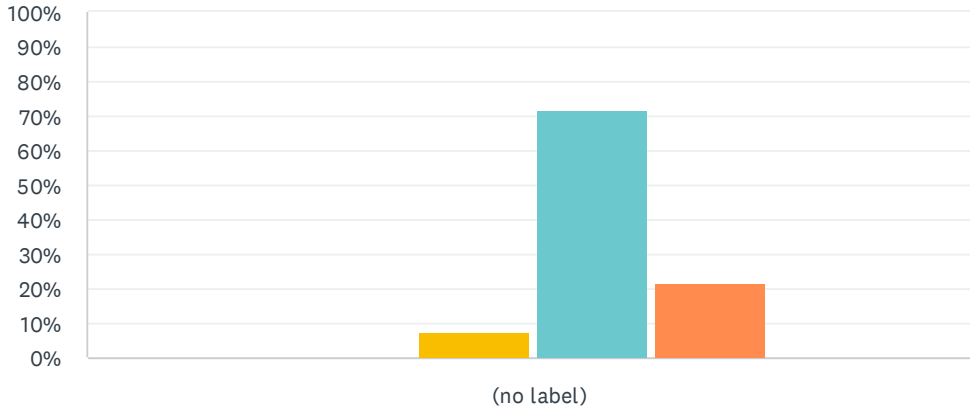
Answered: 14 Skipped: 2



	VERY DISSATISFIED	DISSATISFIED	NEUTRAL	SATISFIED	VERY SATISFIED	N/A	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	14.29% 2	14.29% 2	57.14% 8	14.29% 2	0.00% 0	14	3.71

Q28 How would you rate the appearance of the dining room?

Answered: 14 Skipped: 2

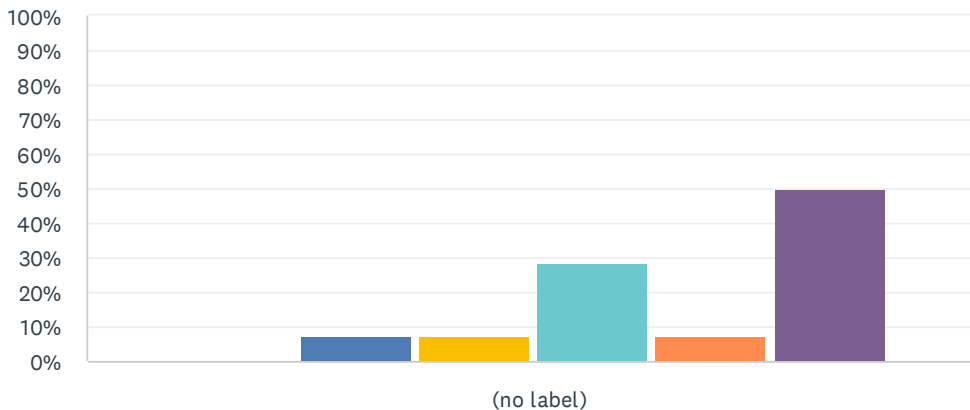


■ Very Dissat...
 ■ Dissatisfied
 ■ Neutral
 ■ Satisfied
■ Very Satisfi...
 ■ N/A

	VERY DISSATISFIED	DISSATISFIED	NEUTRAL	SATISFIED	VERY SATISFIED	N/A	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	0.00% 0	7.14% 1	71.43% 10	21.43% 3	0.00% 0	14	4.14

Q29 There are dietary options available which meet my cultural/spiritual needs.

Answered: 14 Skipped: 2

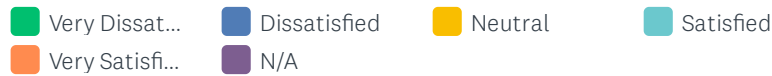
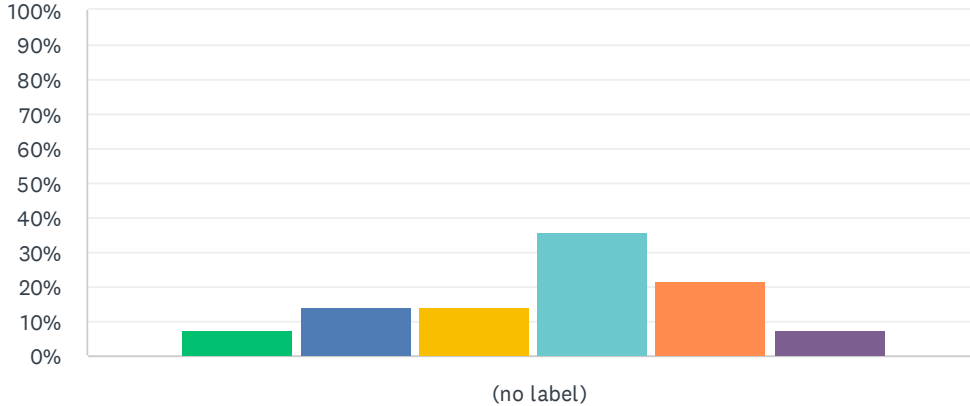


■ Very Dissat...
 ■ Dissatisfied
 ■ Neutral
 ■ Satisfied
■ Very Satisfi...
 ■ N/A

	VERY DISSATISFIED	DISSATISFIED	NEUTRAL	SATISFIED	VERY SATISFIED	N/A	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	7.14% 1	7.14% 1	28.57% 4	7.14% 1	50.00% 7	14	3.71

Q30 I receive enough time to eat my meals.

Answered: 14 Skipped: 2



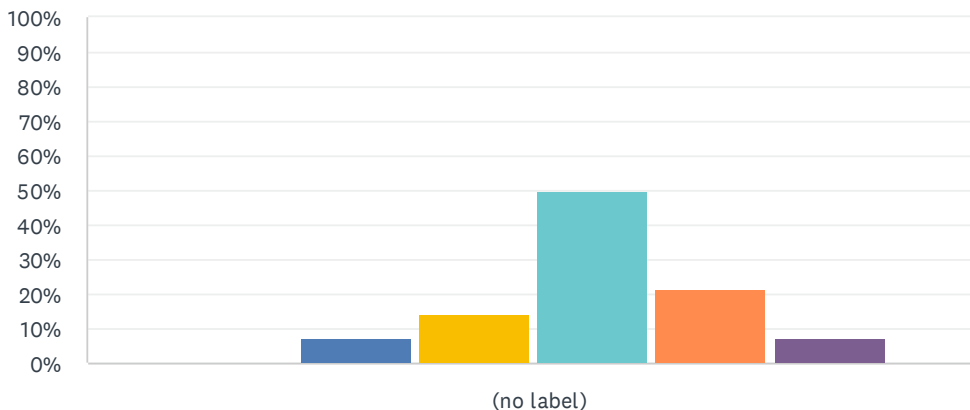
	VERY DISSATISFIED	DISSATISFIED	NEUTRAL	SATISFIED	VERY SATISFIED	N/A	TOTAL	WEIGHTED AVERAGE
(no label)	7.14% 1	14.29% 2	14.29% 2	35.71% 5	21.43% 3	7.14% 1	14	3.54

Q31 Additional Comments:

Answered: 6 Skipped: 10

Q32 How would you rate the quality of the activities you have been involved in?

Answered: 14 Skipped: 2

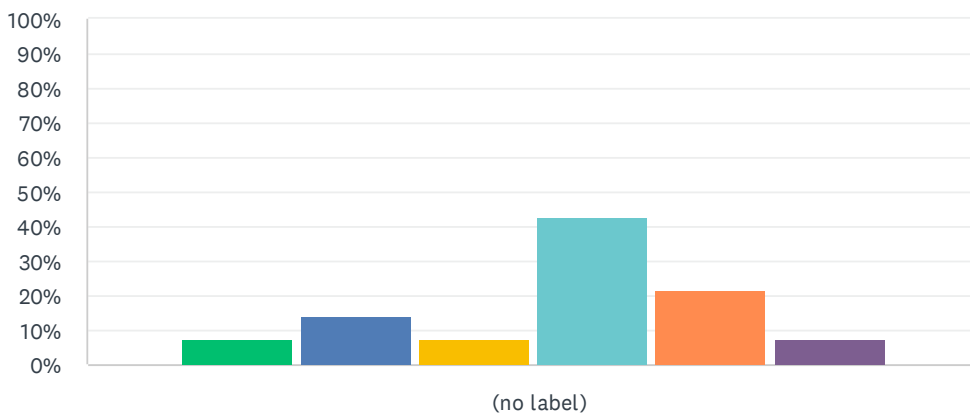


■ Very Dissat...
 ■ Dissatisfied
 ■ Neutral
 ■ Satisfied
■ Very Satisfi...
 ■ N/A

	VERY DISSATISFIED	DISSATISFIED	NEUTRAL	SATISFIED	VERY SATISFIED	N/A	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	7.14% 1	14.29% 2	50.00% 7	21.43% 3	7.14% 1	14	3.92

Q33 How would you rate the variety of the activities you have been involved in?

Answered: 14 Skipped: 2



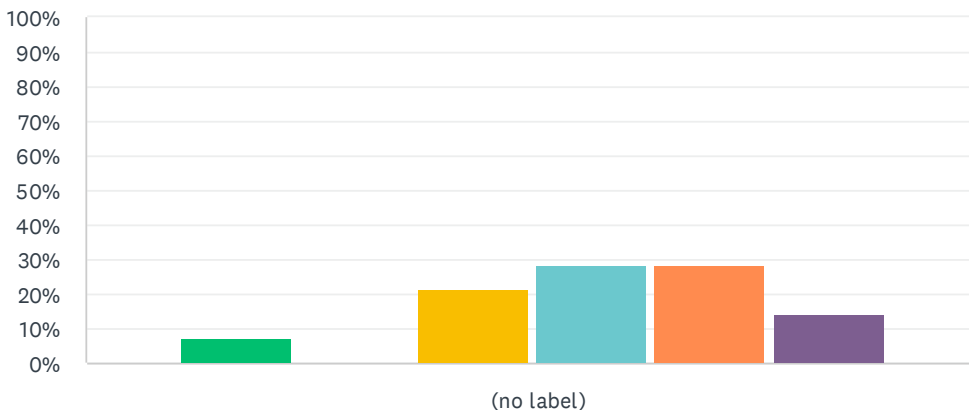
■ Very Dissat...
 ■ Dissatisfied
 ■ Neutral
 ■ Satisfied
■ Very Satisfi...
 ■ N/A

	VERY DISSATISFIED	DISSATISFIED	NEUTRAL	SATISFIED	VERY SATISFIED	N/A	TOTAL	WEIGHTED AVERAGE
(no label)	7.14% 1	14.29% 2	7.14% 1	42.86% 6	21.43% 3	7.14% 1	14	3.62

Q34 Are activities provided at appropriate times?

Answered: 14 Skipped: 2

Niagara Ina Grafton Gage Village Long-Term Care Resident Satisfaction Survey - 2024

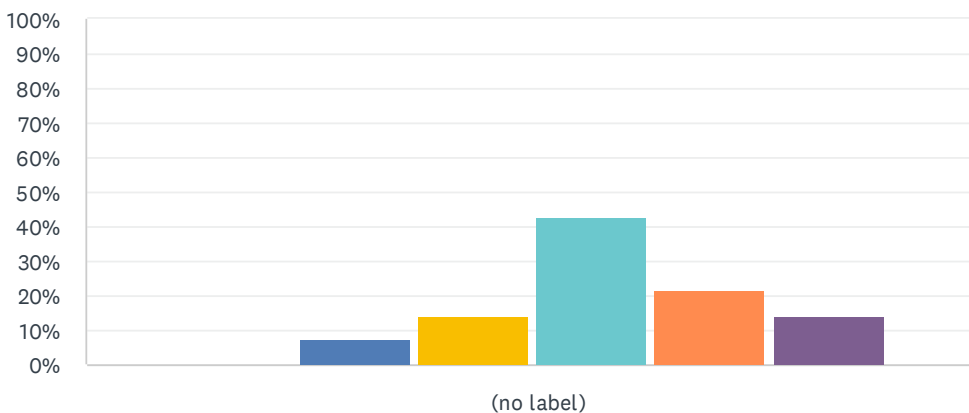


■ Very Dissat...
 ■ Dissatisfied
 ■ Neutral
 ■ Satisfied
■ Very Satisfi...
 ■ N/A

	VERY DISSATISFIED	DISSATISFIED	NEUTRAL	SATISFIED	VERY SATISFIED	N/A	TOTAL	WEIGHTED AVERAGE
(no label)	7.14% 1	0.00% 0	21.43% 3	28.57% 4	28.57% 4	14.29% 2	14	3.83

Q35 Do you find the provided activities meaningful and enjoyable to you?

Answered: 14 Skipped: 2



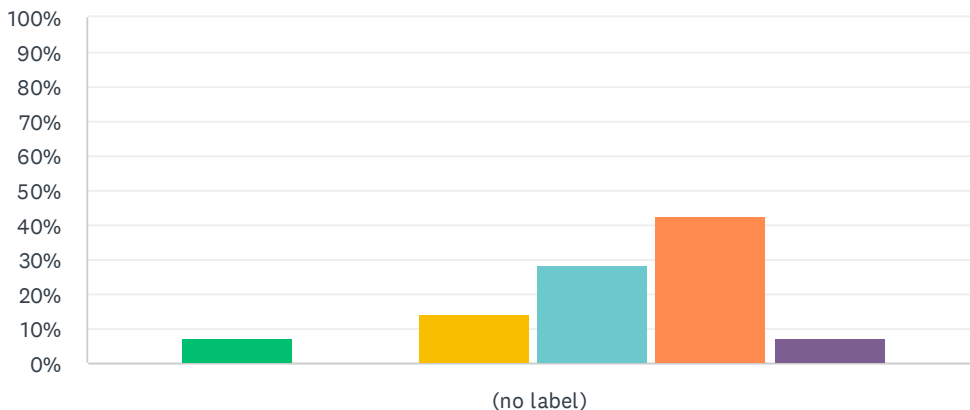
■ Very Dissat...
 ■ Dissatisfied
 ■ Neutral
 ■ Satisfied
■ Very Satisfi...
 ■ N/A

	VERY DISSATISFIED	DISSATISFIED	NEUTRAL	SATISFIED	VERY SATISFIED	N/A	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	7.14% 1	14.29% 2	42.86% 6	21.43% 3	14.29% 2	14	3.92

Q36 How would you rate your 1:1 visitations with activation staff?

Answered: 14 Skipped: 2

Niagara Ina Grafton Gage Village Long-Term Care Resident Satisfaction Survey - 2024

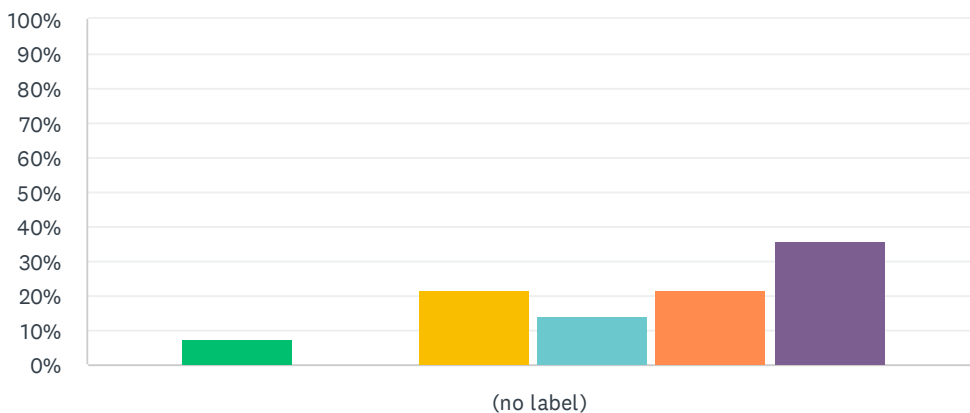


■ Very Dissat...
 ■ Dissatisfied
 ■ Neutral
 ■ Satisfied
 ■ Very Satisfi...
 ■ N/A

	VERY DISSATISFIED	DISSATISFIED	NEUTRAL	SATISFIED	VERY SATISFIED	N/A	TOTAL	WEIGHTED AVERAGE
(no label)	7.14% 1	0.00% 0	14.29% 2	28.57% 4	42.86% 6	7.14% 1	14	4.08

Q37 How would you rate your 1:1 visitations with volunteers?

Answered: 14 Skipped: 2



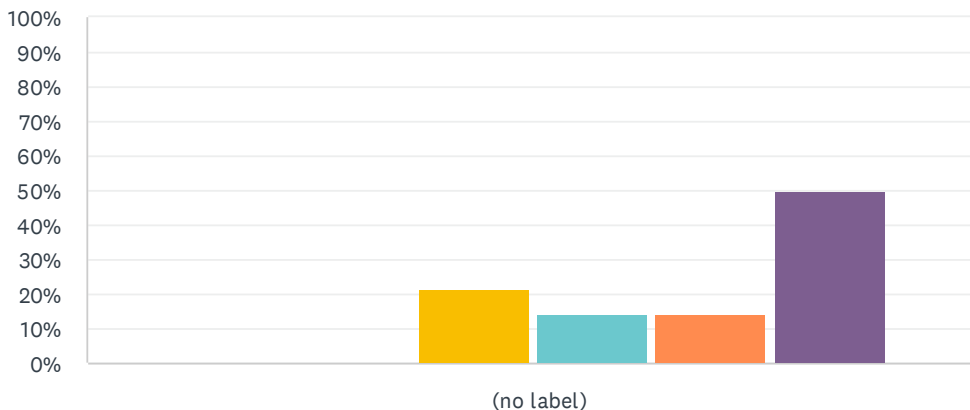
■ Very Dissat...
 ■ Dissatisfied
 ■ Neutral
 ■ Satisfied
 ■ Very Satisfi...
 ■ N/A

	VERY DISSATISFIED	DISSATISFIED	NEUTRAL	SATISFIED	VERY SATISFIED	N/A	TOTAL	WEIGHTED AVERAGE
(no label)	7.14% 1	0.00% 0	21.43% 3	14.29% 2	21.43% 3	35.71% 5	14	3.67

Q38 How would you rate the Chapel Services provided?

Answered: 14 Skipped: 2

Niagara Ina Grafton Gage Village Long-Term Care Resident Satisfaction Survey - 2024

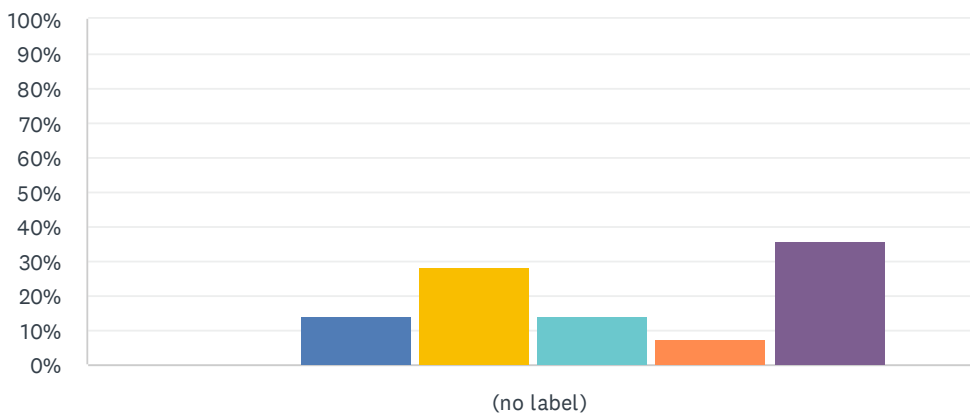


■ Very Dissat...
 ■ Dissatisfied
 ■ Neutral
 ■ Satisfied
■ Very Satisfi...
 ■ N/A

	VERY DISSATISFIED	DISSATISFIED	NEUTRAL	SATISFIED	VERY SATISFIED	N/A	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	0.00% 0	21.43% 3	14.29% 2	14.29% 2	50.00% 7	14	3.86

Q39 How is the accessibility to meet and make new friends?

Answered: 14 Skipped: 2



■ Very Dissat...
 ■ Dissatisfied
 ■ Neutral
 ■ Satisfied
■ Very Satisfi...
 ■ N/A

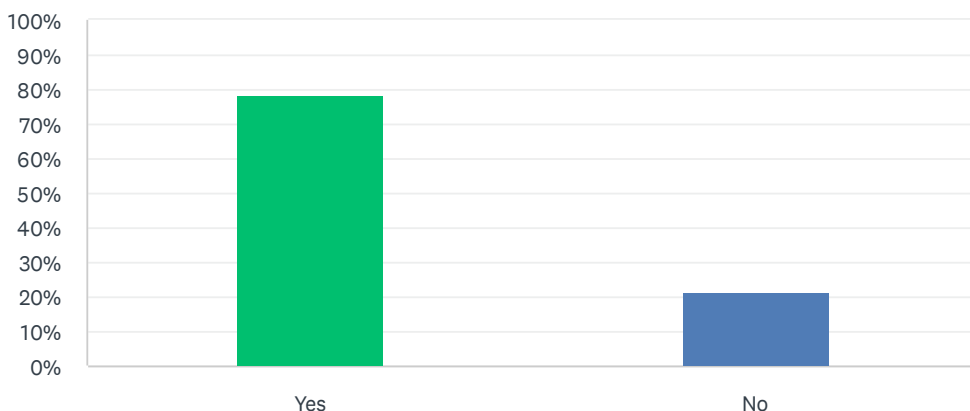
	VERY DISSATISFIED	DISSATISFIED	NEUTRAL	SATISFIED	VERY SATISFIED	N/A	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	14.29% 2	28.57% 4	14.29% 2	7.14% 1	35.71% 5	14	3.22

Q40 Additional comments:

Answered: 3 Skipped: 13

Q41 Are you aware of the homes Resident Council?

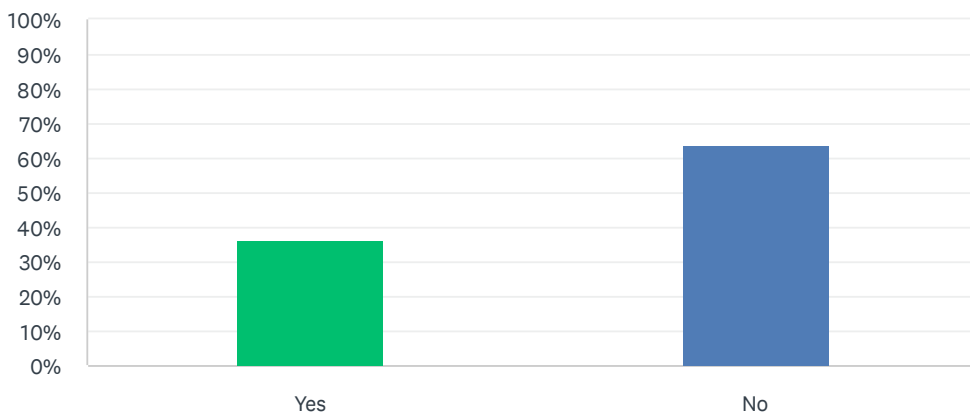
Answered: 14 Skipped: 2



ANSWER CHOICES	RESPONSES	
Yes	78.57%	11
No	21.43%	3
TOTAL		14

Q42 Do you participate in Resident Council?

Answered: 11 Skipped: 5



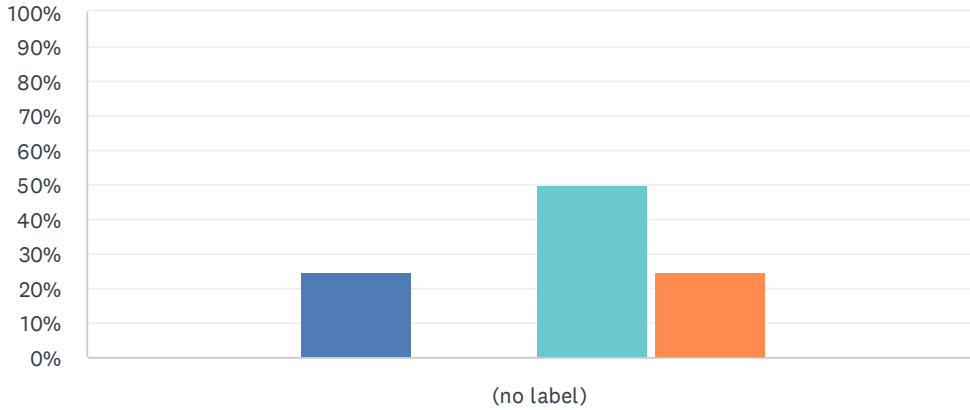
ANSWER CHOICES	RESPONSES	
Yes	36.36%	4
No	63.64%	7
TOTAL		11

Q43 If you answered No to "Do you participate in Resident Council" please explain why.

Answered: 5 Skipped: 11

Q44 How would you rate the effectiveness of the Resident Council?

Answered: 4 Skipped: 12

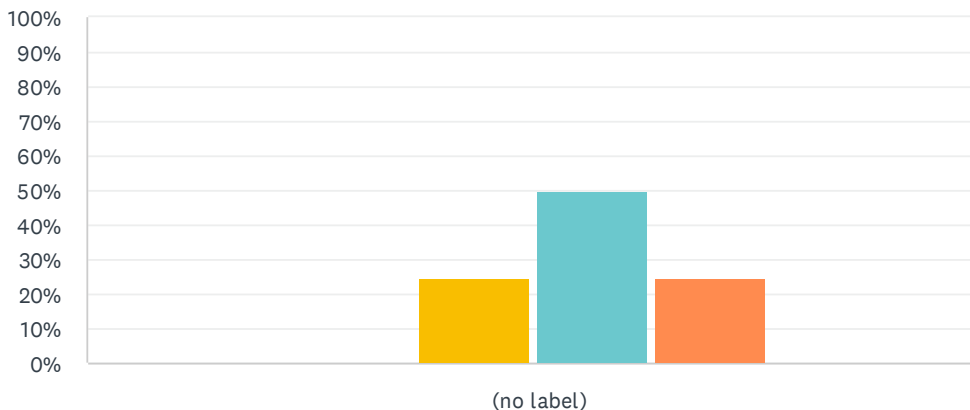


■ Very Dissat... ■ Dissatisfied ■ Neutral ■ Satisfied
■ Very Satisfi... ■ N/A

	VERY DISSATISFIED	DISSATISFIED	NEUTRAL	SATISFIED	VERY SATISFIED	N/A	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	25.00% 1	0.00% 0	50.00% 2	25.00% 1	0.00% 0	4	3.75

Q45 How would you rate the time of day that the Resident Council meeting takes place?

Answered: 4 Skipped: 12

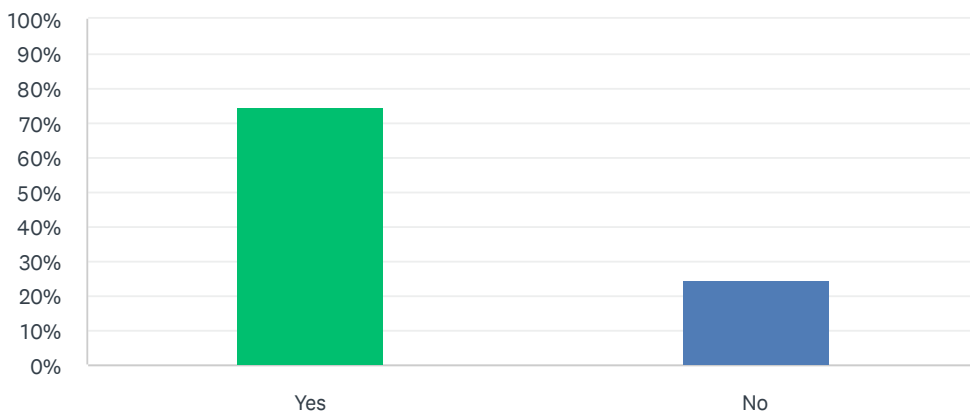


■ Very Dissat...
 ■ Dissatisfied
 ■ Neutral
 ■ Satisfied
 ■ Very Satisfi...
 ■ N/A

	VERY DISSATISFIED	DISSATISFIED	NEUTRAL	SATISFIED	VERY SATISFIED	N/A	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	0.00% 0	25.00% 1	50.00% 2	25.00% 1	0.00% 0	4	4.00

Q46 Do you feel comfortable voicing your concerns during Resident Council meetings?

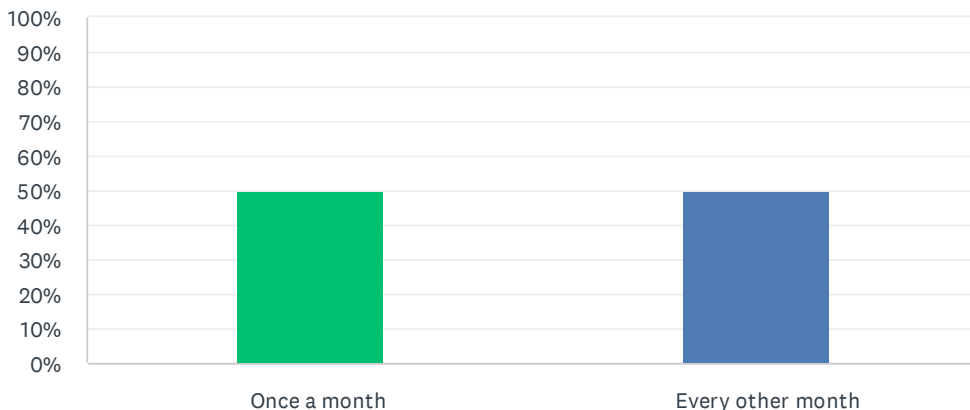
Answered: 4 Skipped: 12



ANSWER CHOICES	RESPONSES
Yes	75.00% 3
No	25.00% 1
TOTAL	4

Q47 How frequent would you prefer Resident Council to meet?

Answered: 4 Skipped: 12



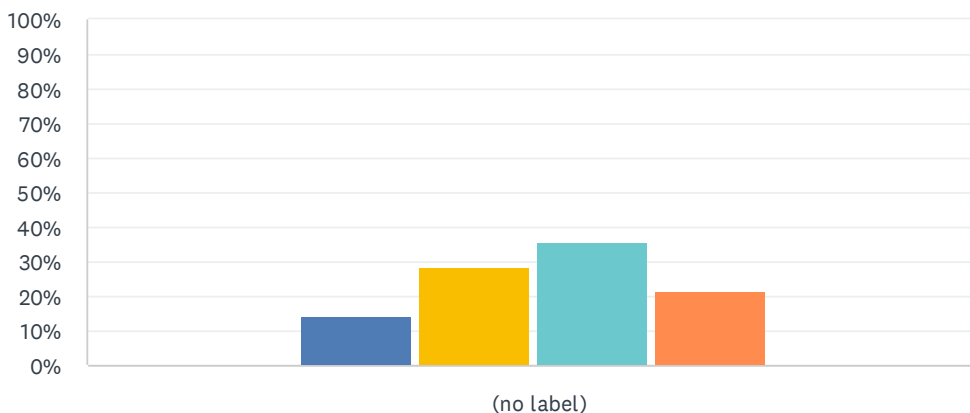
ANSWER CHOICES	RESPONSES
Once a month	50.00% 2
Every other month	50.00% 2
TOTAL	4

Q48 Additional comments:

Answered: 1 Skipped: 15

Q49 Physician

Answered: 14 Skipped: 2



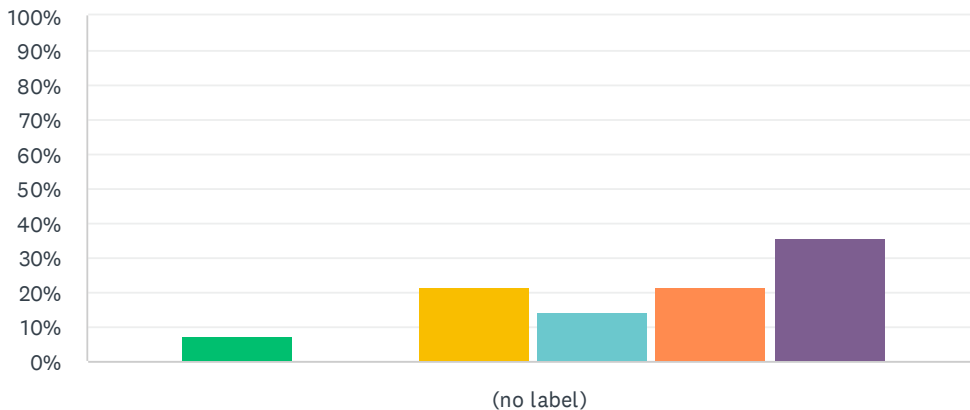
■ Very Dissat...
 ■ Dissatisfied
 ■ Neutral
 ■ Satisfied
 ■ Very Satisfi...
 ■ N/A

	VERY DISSATISFIED	DISSATISFIED	NEUTRAL	SATISFIED	VERY SATISFIED	N/A	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	14.29% 2	28.57% 4	35.71% 5	21.43% 3	0.00% 0	14	3.64

Q50 Physiotherapist

Niagara Ina Grafton Gage Village Long-Term Care Resident Satisfaction Survey - 2024

Answered: 14 Skipped: 2

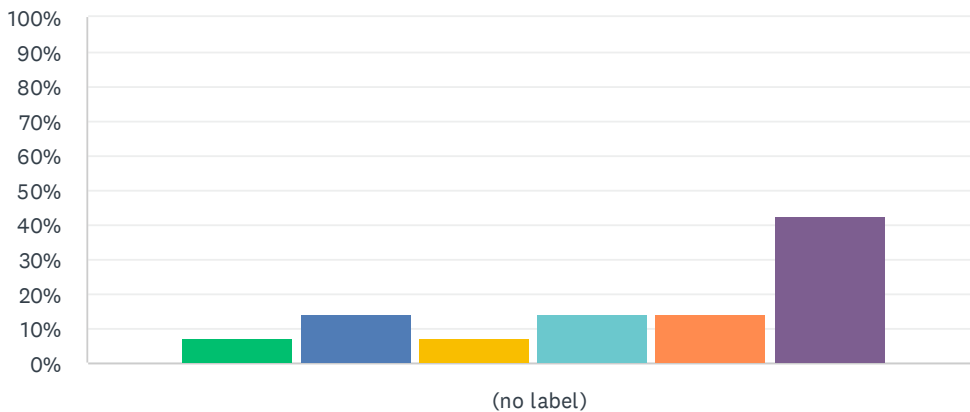


■ Very Dissat...
 ■ Dissatisfied
 ■ Neutral
 ■ Satisfied
■ Very Satisfi...
 ■ N/A

	VERY DISSATISFIED	DISSATISFIED	NEUTRAL	SATISFIED	VERY SATISFIED	N/A	TOTAL	WEIGHTED AVERAGE
(no label)	7.14% 1	0.00% 0	21.43% 3	14.29% 2	21.43% 3	35.71% 5	14	3.67

Q51 Behavioral Support Outreach

Answered: 14 Skipped: 2

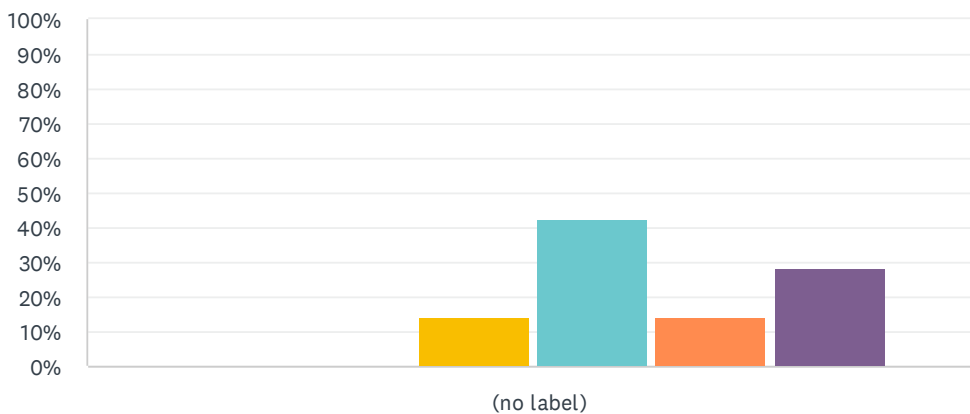


■ Very Dissat...
 ■ Dissatisfied
 ■ Neutral
 ■ Satisfied
■ Very Satisfi...
 ■ N/A

	VERY DISSATISFIED	DISSATISFIED	NEUTRAL	SATISFIED	VERY SATISFIED	N/A	TOTAL	WEIGHTED AVERAGE
(no label)	7.14% 1	14.29% 2	7.14% 1	14.29% 2	14.29% 2	42.86% 6	14	3.25

Q52 Align Home HealthCare

Answered: 14 Skipped: 2

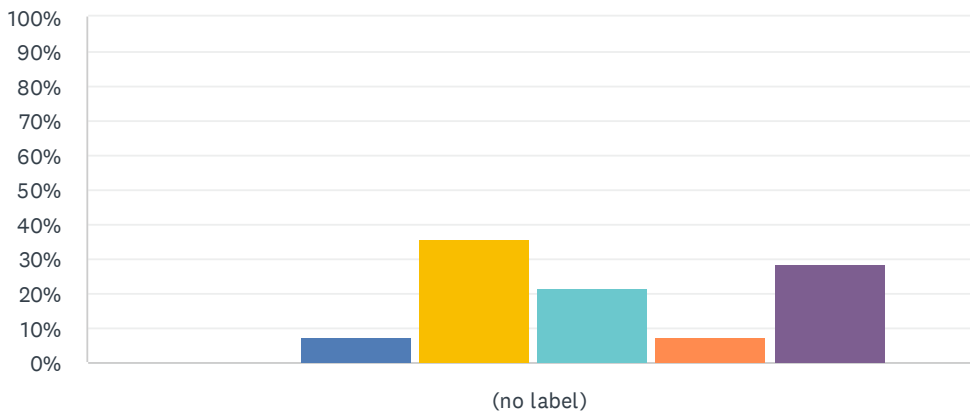


■ Very Dissat...
 ■ Dissatisfied
 ■ Neutral
 ■ Satisfied
■ Very Satisfi...
 ■ N/A

	VERY DISSATISFIED	DISSATISFIED	NEUTRAL	SATISFIED	VERY SATISFIED	N/A	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	0.00% 0	14.29% 2	42.86% 6	14.29% 2	28.57% 4	14	4.00

Q53 Dental Hygiene

Answered: 14 Skipped: 2



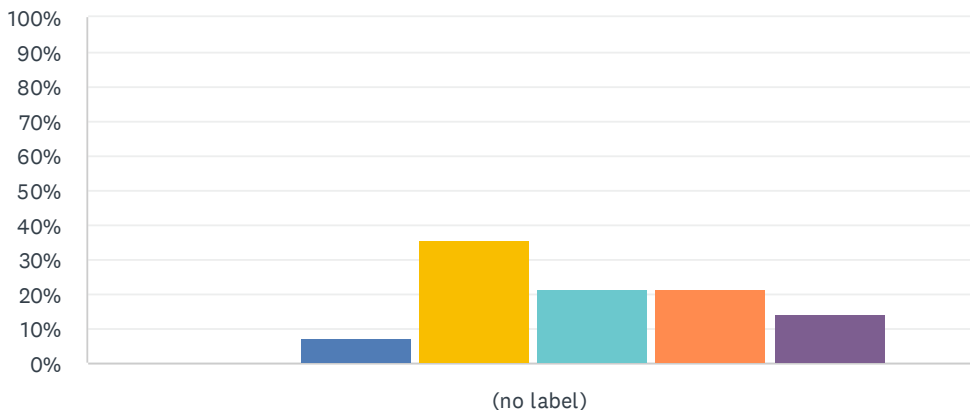
■ Very Dissat...
 ■ Dissatisfied
 ■ Neutral
 ■ Satisfied
■ Very Satisfi...
 ■ N/A

	VERY DISSATISFIED	DISSATISFIED	NEUTRAL	SATISFIED	VERY SATISFIED	N/A	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	7.14% 1	35.71% 5	21.43% 3	7.14% 1	28.57% 4	14	3.40

Q54 Pharmacist

Answered: 14 Skipped: 2

Niagara Ina Grafton Gage Village Long-Term Care Resident Satisfaction Survey - 2024

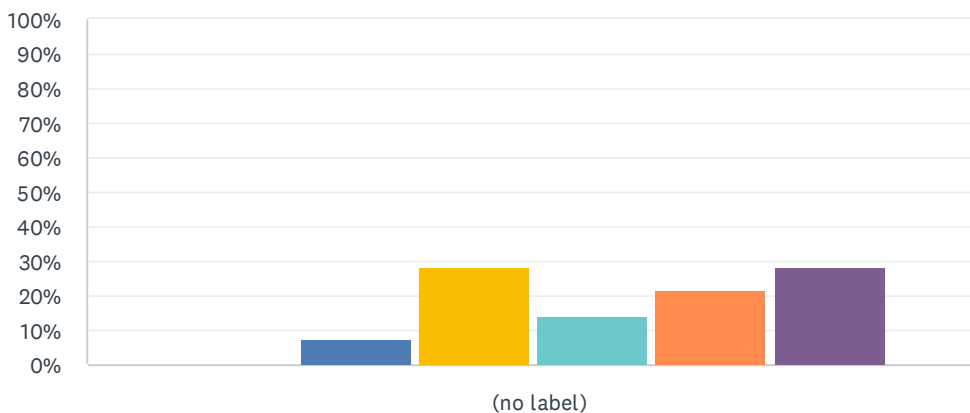


■ Very Dissat...
 ■ Dissatisfied
 ■ Neutral
 ■ Satisfied
■ Very Satisfi...
 ■ N/A

	VERY DISSATISFIED	DISSATISFIED	NEUTRAL	SATISFIED	VERY SATISFIED	N/A	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	7.14% 1	35.71% 5	21.43% 3	21.43% 3	14.29% 2	14	3.67

Q55 Blood testing/drawing

Answered: 14 Skipped: 2

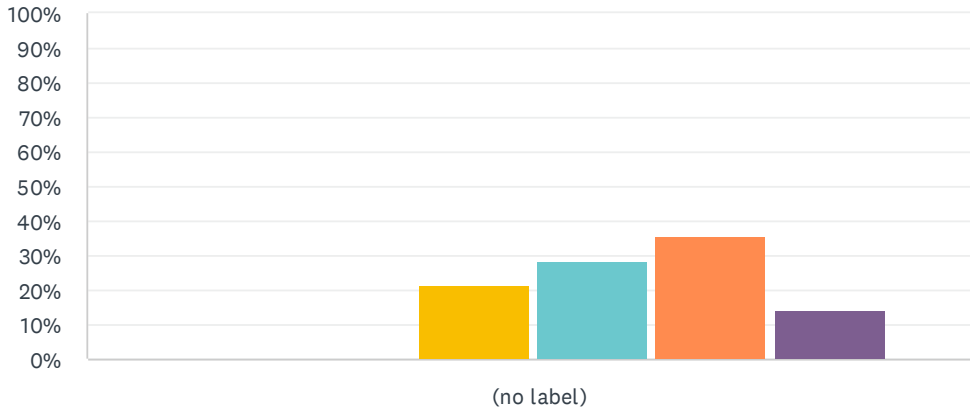


■ Very Dissat...
 ■ Dissatisfied
 ■ Neutral
 ■ Satisfied
■ Very Satisfi...
 ■ N/A

	VERY DISSATISFIED	DISSATISFIED	NEUTRAL	SATISFIED	VERY SATISFIED	N/A	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	7.14% 1	28.57% 4	14.29% 2	21.43% 3	28.57% 4	14	3.70

Q56 Footcare Services

Answered: 14 Skipped: 2

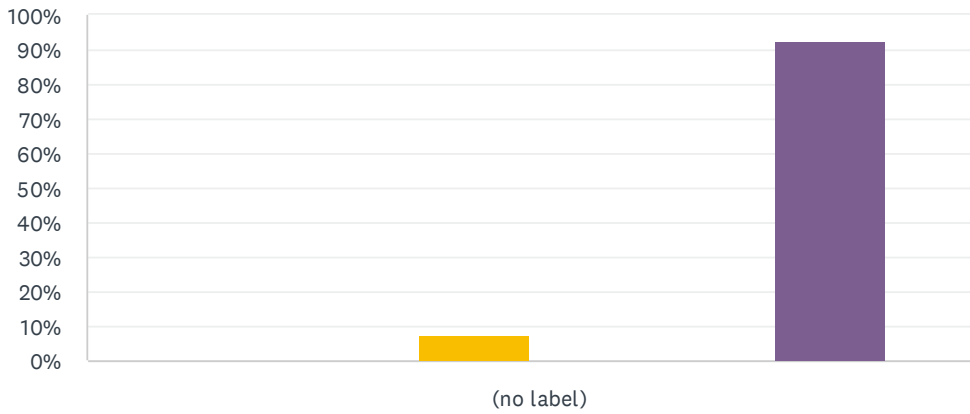


■ Very Dissat...
 ■ Dissatisfied
 ■ Neutral
 ■ Satisfied
■ Very Satisfi...
 ■ N/A

	VERY DISSATISFIED	DISSATISFIED	NEUTRAL	SATISFIED	VERY SATISFIED	N/A	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	0.00% 0	21.43% 3	28.57% 4	35.71% 5	14.29% 2	14	4.17

Q57 Oxygen Services

Answered: 14 Skipped: 2

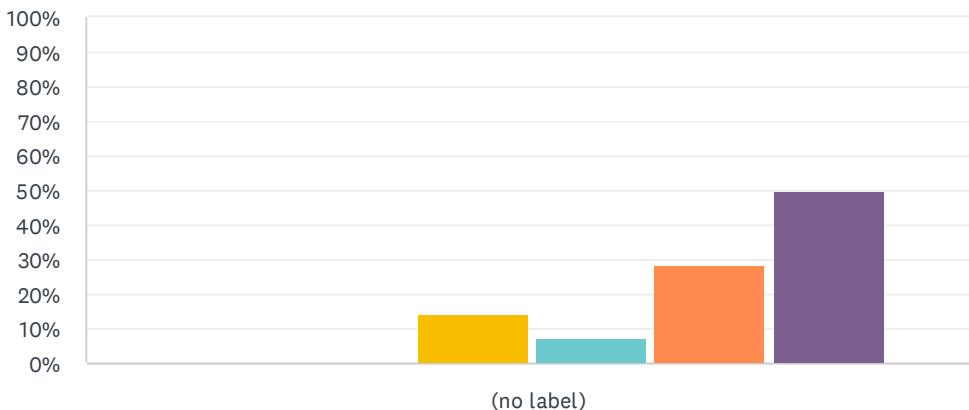


■ Very Dissat...
 ■ Dissatisfied
 ■ Neutral
 ■ Satisfied
■ Very Satisfi...
 ■ N/A

	VERY DISSATISFIED	DISSATISFIED	NEUTRAL	SATISFIED	VERY SATISFIED	N/A	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	0.00% 0	7.14% 1	0.00% 0	0.00% 0	92.86% 13	14	3.00

Q58 X-Ray Services

Answered: 14 Skipped: 2



■ Very Dissat...
 ■ Dissatisfied
 ■ Neutral
 ■ Satisfied
 ■ Very Satisfi...
 ■ N/A

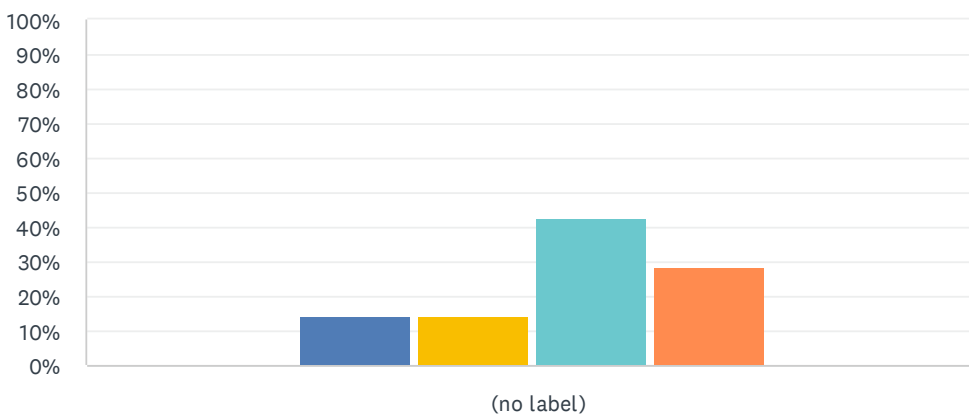
	VERY DISSATISFIED	DISSATISFIED	NEUTRAL	SATISFIED	VERY SATISFIED	N/A	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	0.00% 0	14.29% 2	7.14% 1	28.57% 4	50.00% 7	14	4.29

Q59 Additional Comments:

Answered: 2 Skipped: 14

Q60 How would you rate management's accessibility to you?

Answered: 14 Skipped: 2

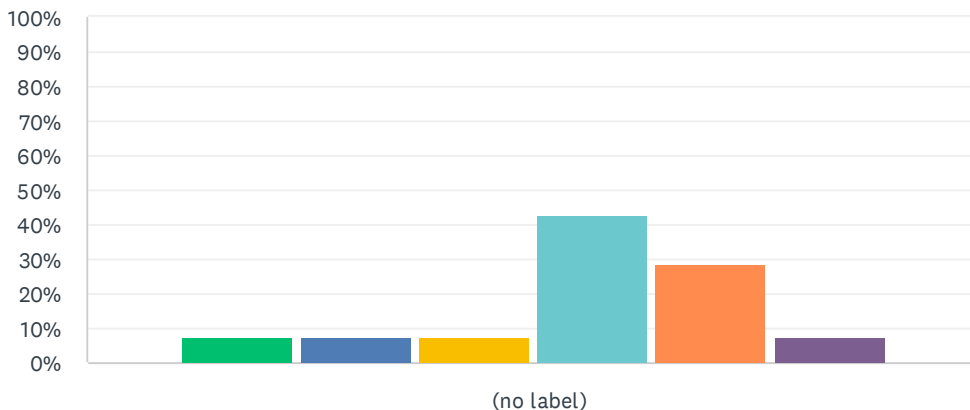


■ Very Dissat...
 ■ Dissatisfied
 ■ Neutral
 ■ Satisfied
 ■ Very Satisfi...
 ■ N/A

	VERY DISSATISFIED	DISSATISFIED	NEUTRAL	SATISFIED	VERY SATISFIED	N/A	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	14.29% 2	14.29% 2	42.86% 6	28.57% 4	0.00% 0	14	3.86

Q61 How would you rate management's responsiveness and ability to address issues or complaints you have?

Answered: 14 Skipped: 2

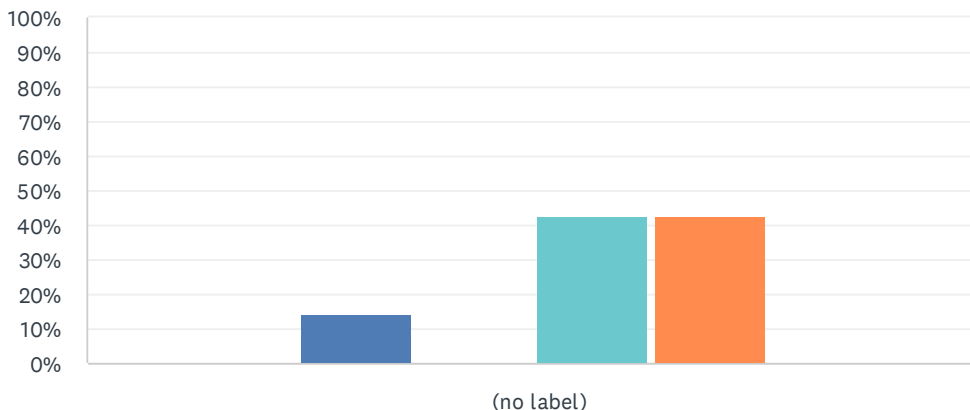


■ Very Dissat... ■ Dissatisfied ■ Neutral ■ Satisfied
■ Very Satisfi... ■ N/A

	VERY DISSATISFIED	DISSATISFIED	NEUTRAL	SATISFIED	VERY SATISFIED	N/A	TOTAL	WEIGHTED AVERAGE
(no label)	7.14% 1	7.14% 1	7.14% 1	42.86% 6	28.57% 4	7.14% 1	14	3.85

Q62 How would you rate management's efforts to share information with you?

Answered: 14 Skipped: 2

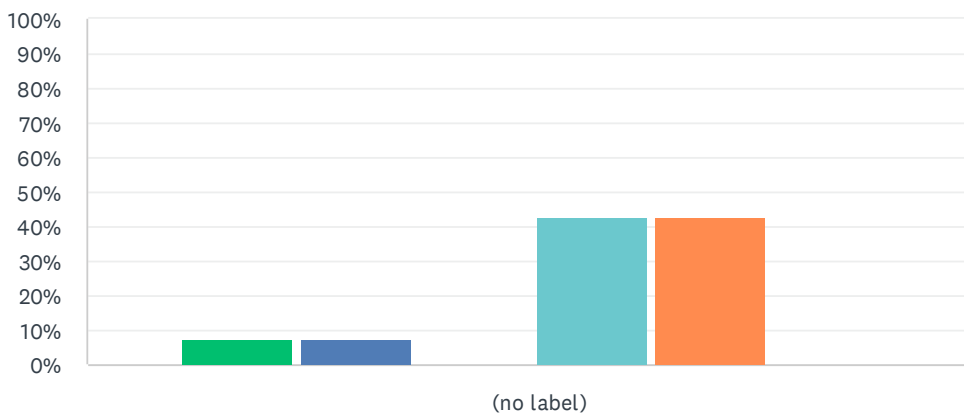


■ Very Dissat... ■ Dissatisfied ■ Neutral ■ Satisfied
■ Very Satisfi... ■ N/A

	VERY DISSATISFIED	DISSATISFIED	NEUTRAL	SATISFIED	VERY SATISFIED	N/A	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	14.29% 2	0.00% 0	42.86% 6	42.86% 6	0.00% 0	14	4.14

Q63 How would you rate our efforts to provide you with the information you need?

Answered: 14 Skipped: 2



■ Very Dissat...
 ■ Dissatisfied
 ■ Neutral
 ■ Satisfied
■ Very Satisfi...
 ■ N/A

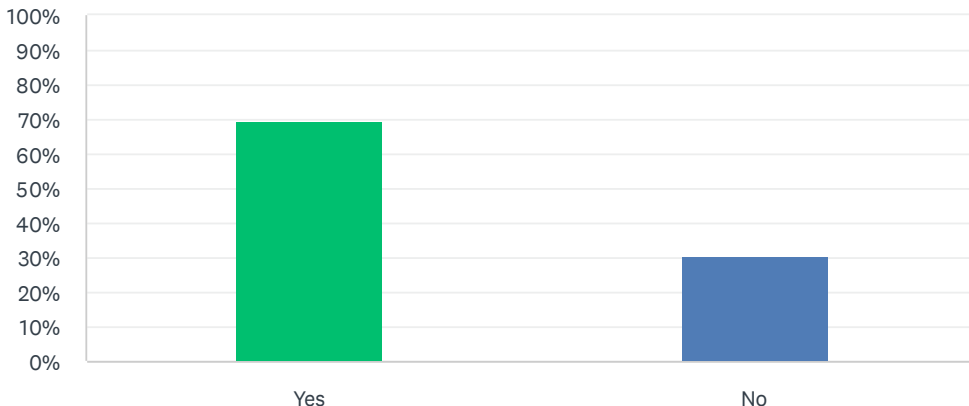
	VERY DISSATISFIED	DISSATISFIED	NEUTRAL	SATISFIED	VERY SATISFIED	N/A	TOTAL	WEIGHTED AVERAGE
(no label)	7.14% 1	7.14% 1	0.00% 0	42.86% 6	42.86% 6	0.00% 0	14	4.07

Q64 Additional Comments:

Answered: 3 Skipped: 13

Q65 Would you recommend Niagara Ina Grafton Gage Village to a family member or friend looking for a Long-Term Care Home?

Answered: 13 Skipped: 3



ANSWER CHOICES	RESPONSES
Yes	69.23% 9
No	30.77% 4
TOTAL	13

Q66 If you answered No to "Would you recommend Niagara Ina Grafton Gage Village to a family member or friend looking for a Long-Term Care Home" please explain why and what we can do better.

Answered: 2 Skipped: 14

Q67 Final Comments:

Answered: 6 Skipped: 10