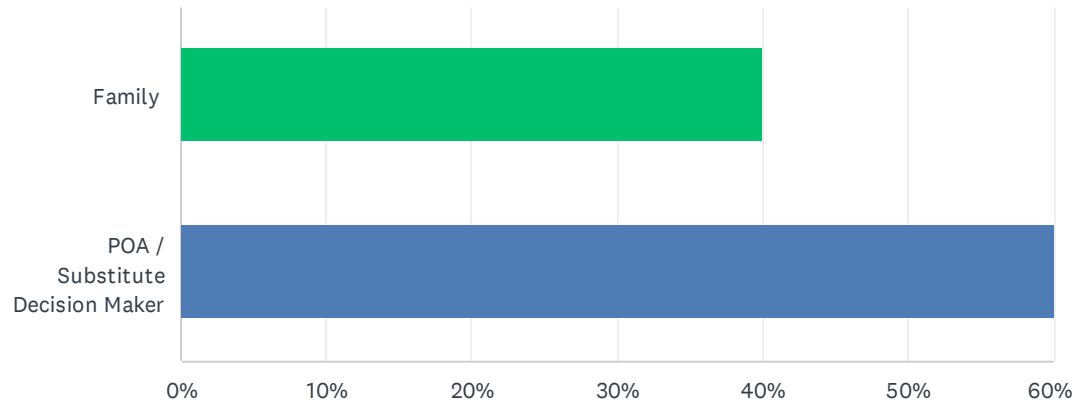


Q1 Survey Completed By:

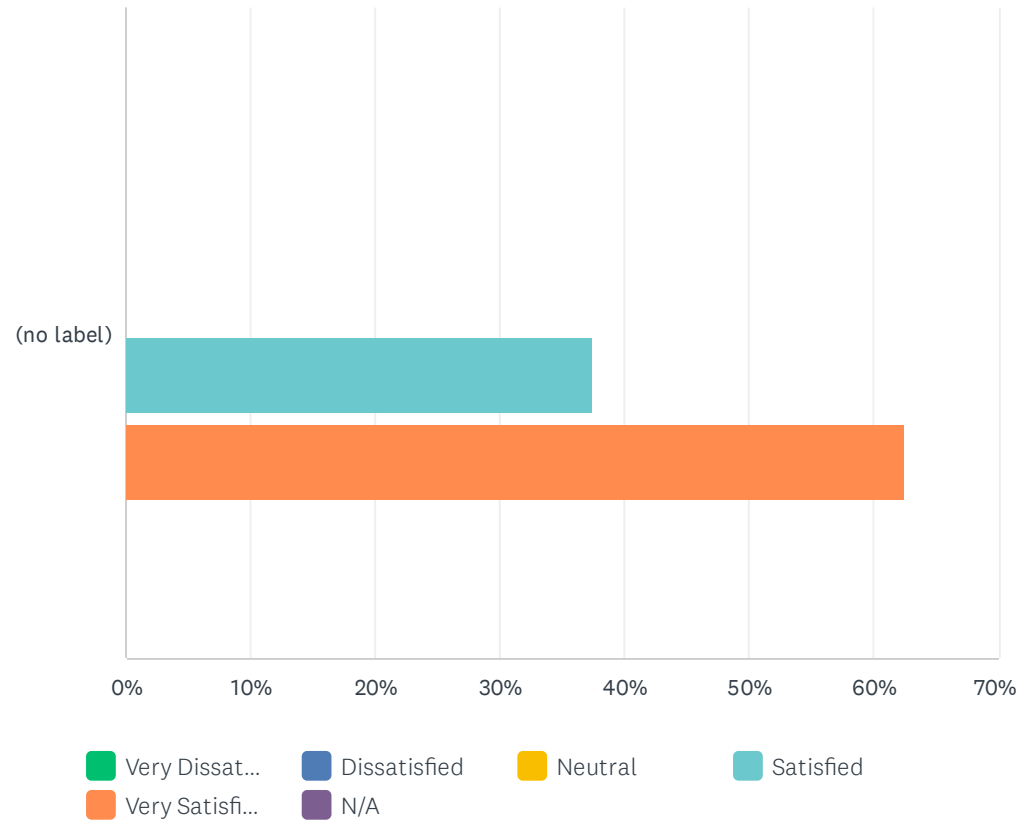
Answered: 10 Skipped: 0



ANSWER CHOICES	RESPONSES
Family	40.00% 4
POA / Substitute Decision Maker	60.00% 6
TOTAL	10

Q2 Appearance of rooms are tidy and clean?

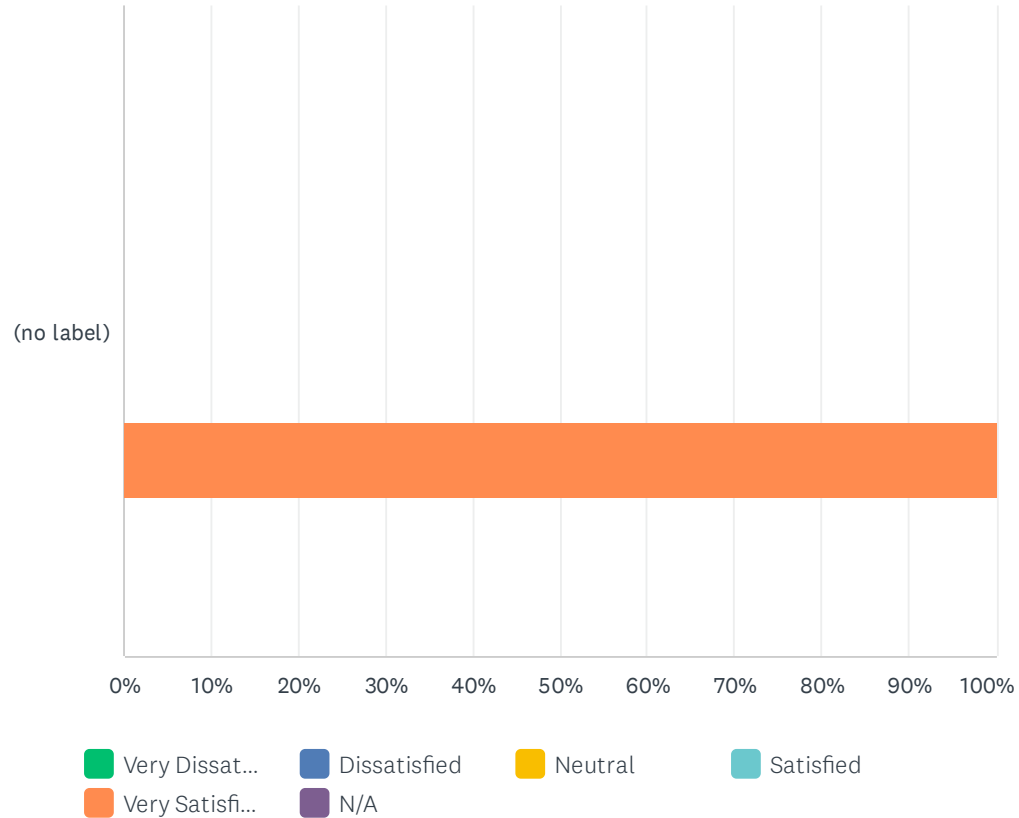
Answered: 8 Skipped: 2



	VERY DISSATISFIED	DISSATISFIED	NEUTRAL	SATISFIED	VERY SATISFIED	N/A	TOTAL	WEIGHTED AVERAGE
(no label)	0.00%	0.00%	0.00%	37.50%	62.50%	0.00%	8	4.63
	0	0	0	3	5	0		

Q3 How would you rate the cleanliness of the facility?

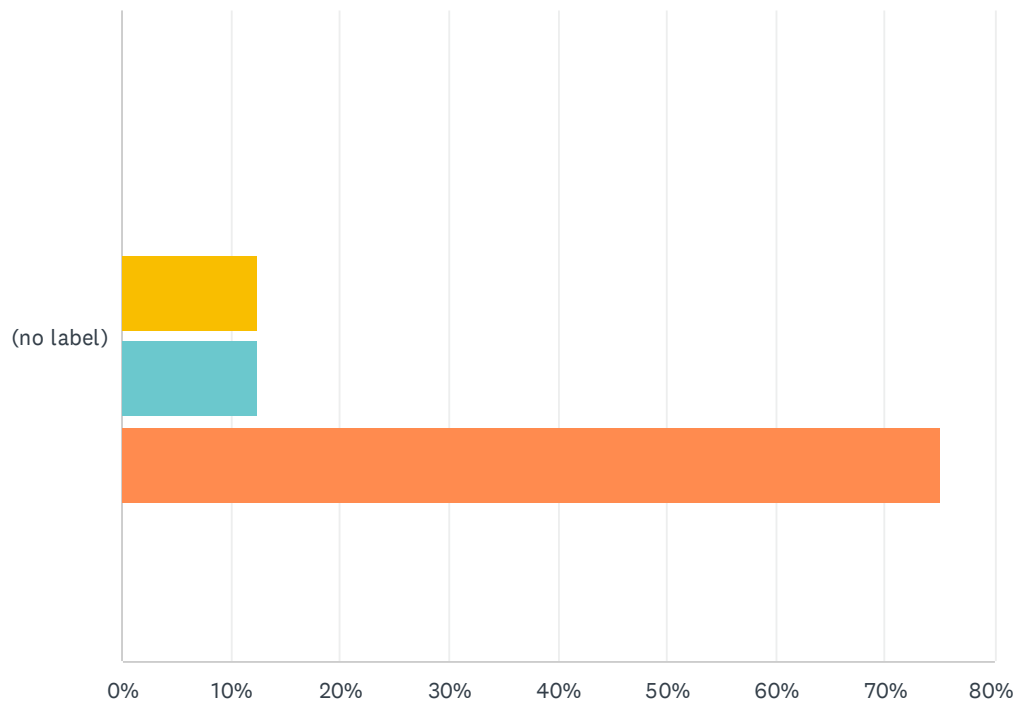
Answered: 8 Skipped: 2



	VERY DISSATISFIED	DISSATISFIED	NEUTRAL	SATISFIED	VERY SATISFIED	N/A	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	0.00% 0	0.00% 0	0.00% 0	100.00% 8	0.00% 0	8	5.00

Q4 The odors within the home are controlled and managed?

Answered: 8 Skipped: 2

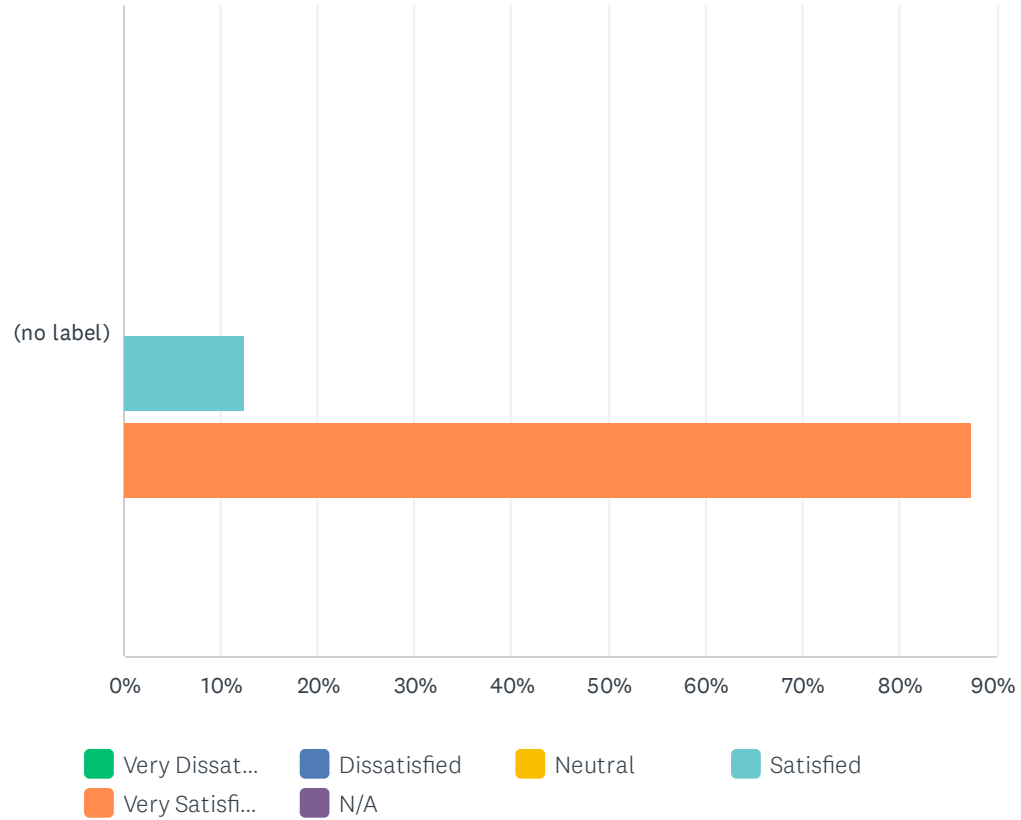


■ Very Dissat...
 ■ Dissatisfied
 ■ Neutral
 ■ Satisfied
 ■ Very Satisfi...
 ■ N/A

	VERY DISSATISFIED	DISSATISFIED	NEUTRAL	SATISFIED	VERY SATISFIED	N/A	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	0.00% 0	12.50% 1	12.50% 1	75.00% 6	0.00% 0	8	4.63

Q5 How would you rate the appearance of the home and grounds?

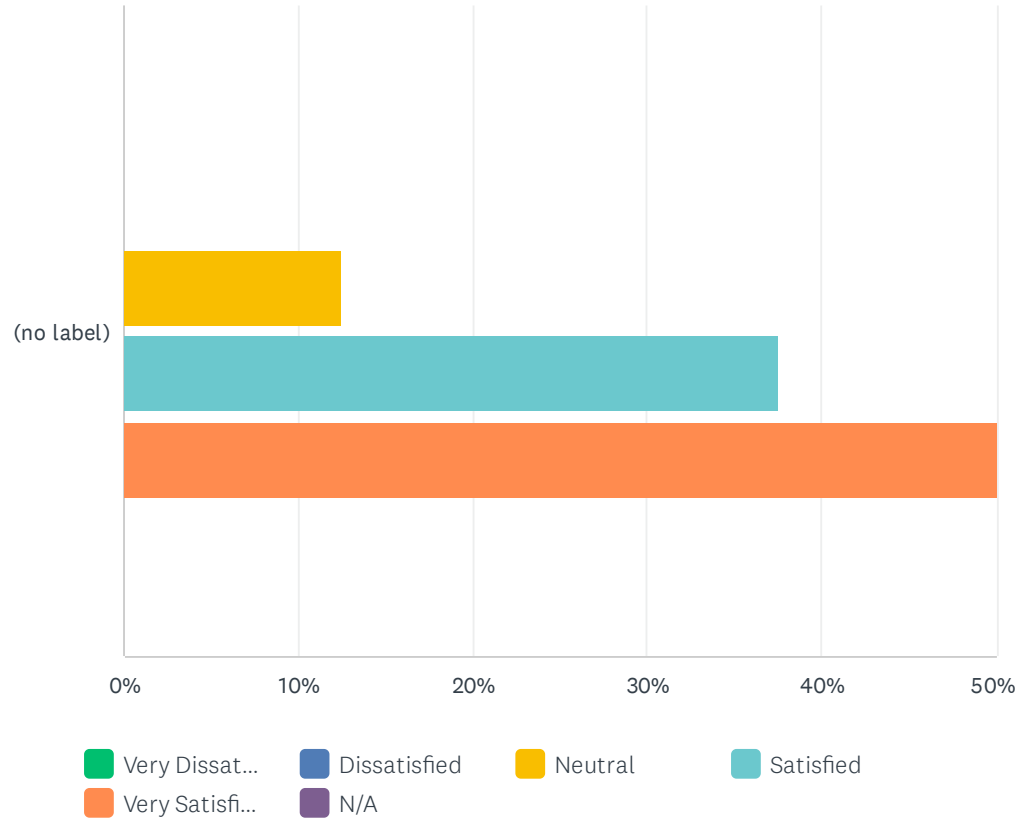
Answered: 8 Skipped: 2



	VERY DISSATISFIED	DISSATISFIED	NEUTRAL	SATISFIED	VERY SATISFIED	N/A	TOTAL	WEIGHTED AVERAGE
(no label)	0.00%	0.00%	0.00%	12.50%	87.50%	0.00%	8	4.88
	0	0	0	1	7	0		

Q6 How would you rate the temperature inside our building?

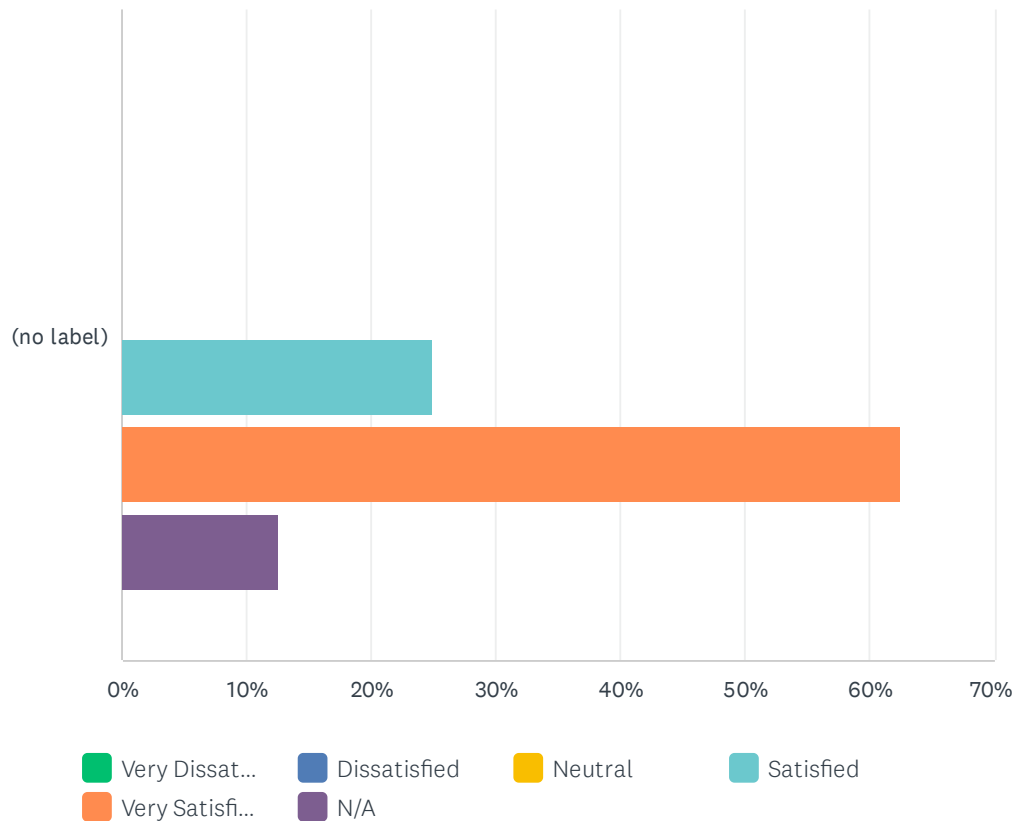
Answered: 8 Skipped: 2



	VERY DISSATISFIED	DISSATISFIED	NEUTRAL	SATISFIED	VERY SATISFIED	N/A	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	0.00% 0	12.50% 1	37.50% 3	50.00% 4	0.00% 0	8	4.38

Q7 How would you rate the laundry service?

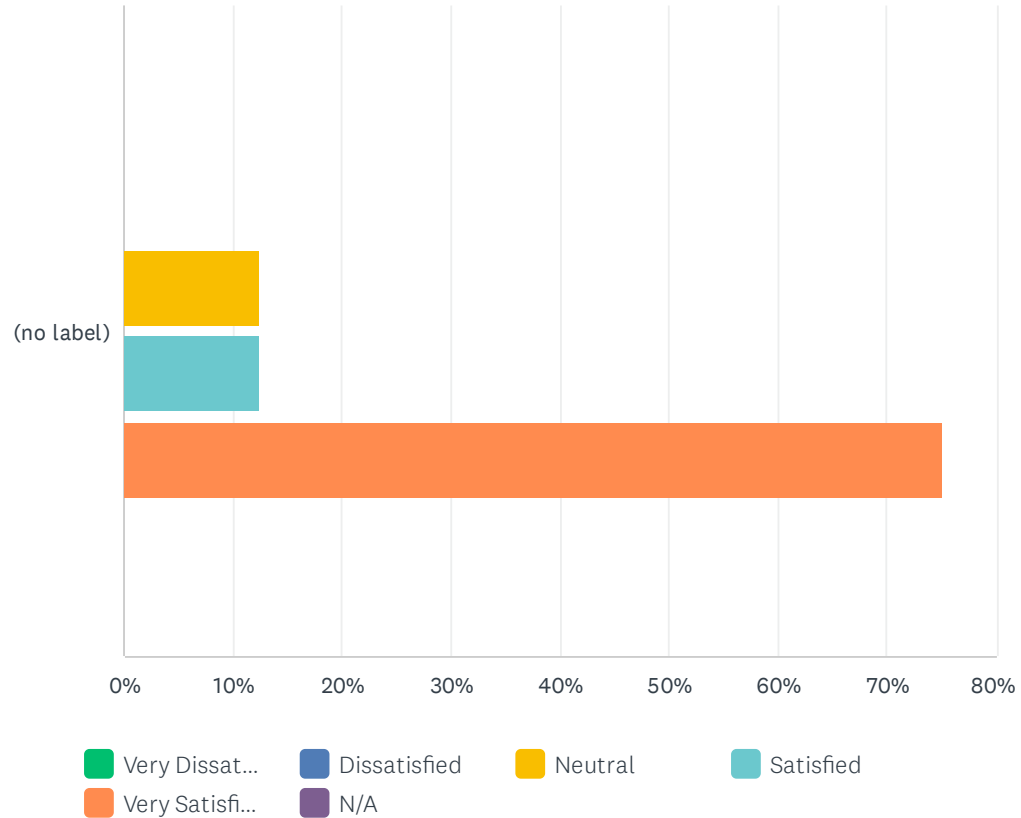
Answered: 8 Skipped: 2



	VERY DISSATISFIED	DISSATISFIED	NEUTRAL	SATISFIED	VERY SATISFIED	N/A	TOTAL	WEIGHTED AVERAGE
(no label)	0.00%	0.00%	0.00%	25.00%	62.50%	12.50%	8	4.71
	0	0	0	2	5	1		

Q8 How would you rate the accessibility throughout the home?

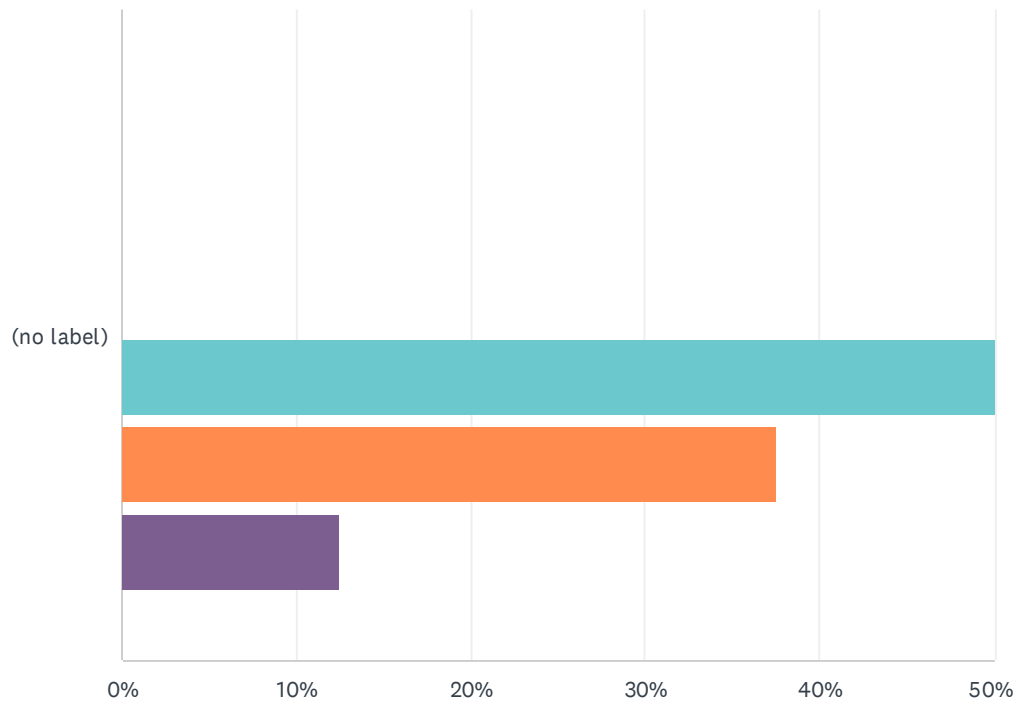
Answered: 8 Skipped: 2



	VERY DISSATISFIED	DISSATISFIED	NEUTRAL	SATISFIED	VERY SATISFIED	N/A	TOTAL	WEIGHTED AVERAGE
(no label)	0.00%	0.00%	12.50%	12.50%	75.00%	0.00%	8	4.63
	0	0	1	1	6	0		

Q9 How would you rate the appearance of the dining room?

Answered: 8 Skipped: 2



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

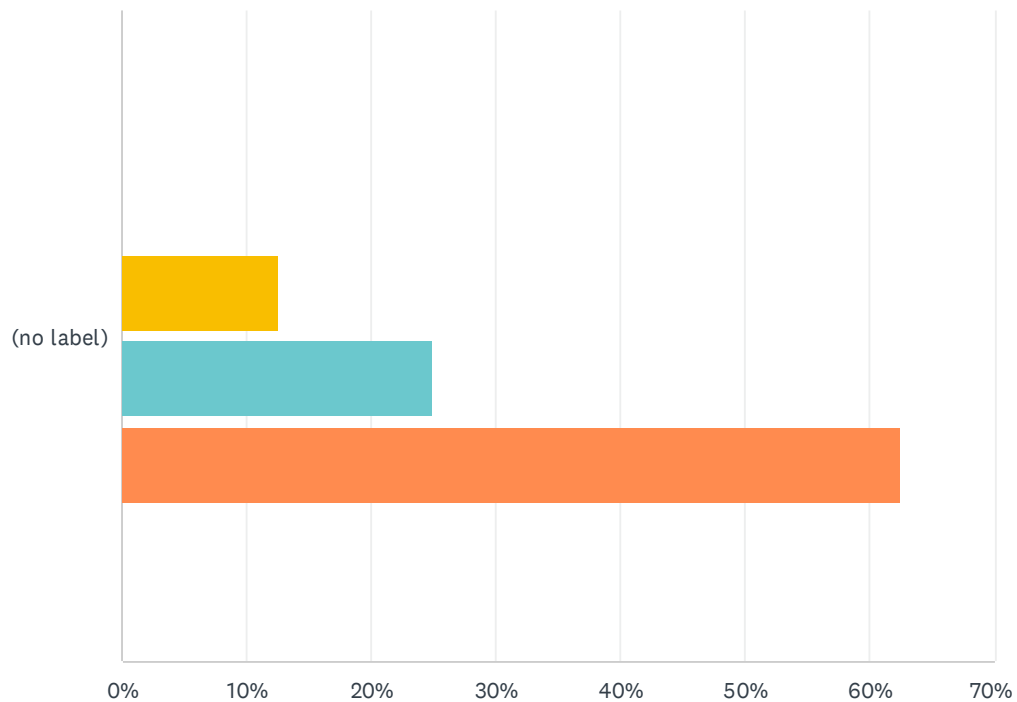
	VERY DISSATISFIED	DISSATISFIED	NEUTRAL	SATISFIED	VERY SATISFIED	N/A	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	0.00% 0	0.00% 0	50.00% 4	37.50% 3	12.50% 1	8	4.43

Q10 Additional comments:

Answered: 2 Skipped: 8

Q11 How would you rate the quality of the activities provided?

Answered: 8 Skipped: 2

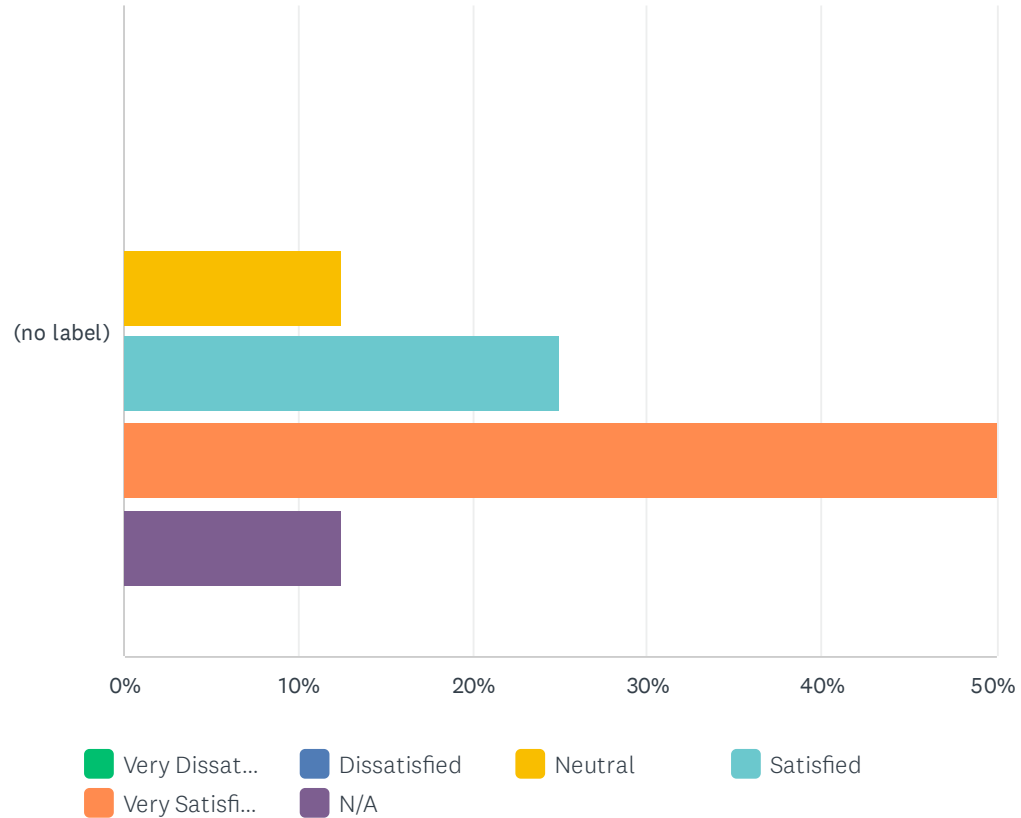


■ Very Dissat...
 ■ Dissatisfied
 ■ Neutral
 ■ Satisfied
 ■ Very Satisfi...
 ■ N/A

	VERY DISSATISFIED	DISSATISFIED	NEUTRAL	SATISFIED	VERY SATISFIED	N/A	TOTAL	WEIGHTED AVERAGE
(no label)	0.00%	0.00%	12.50%	25.00%	62.50%	0.00%	8	4.50
	0	0	1	2	5	0		

Q12 How would you rate the variety of the activities that are provided?

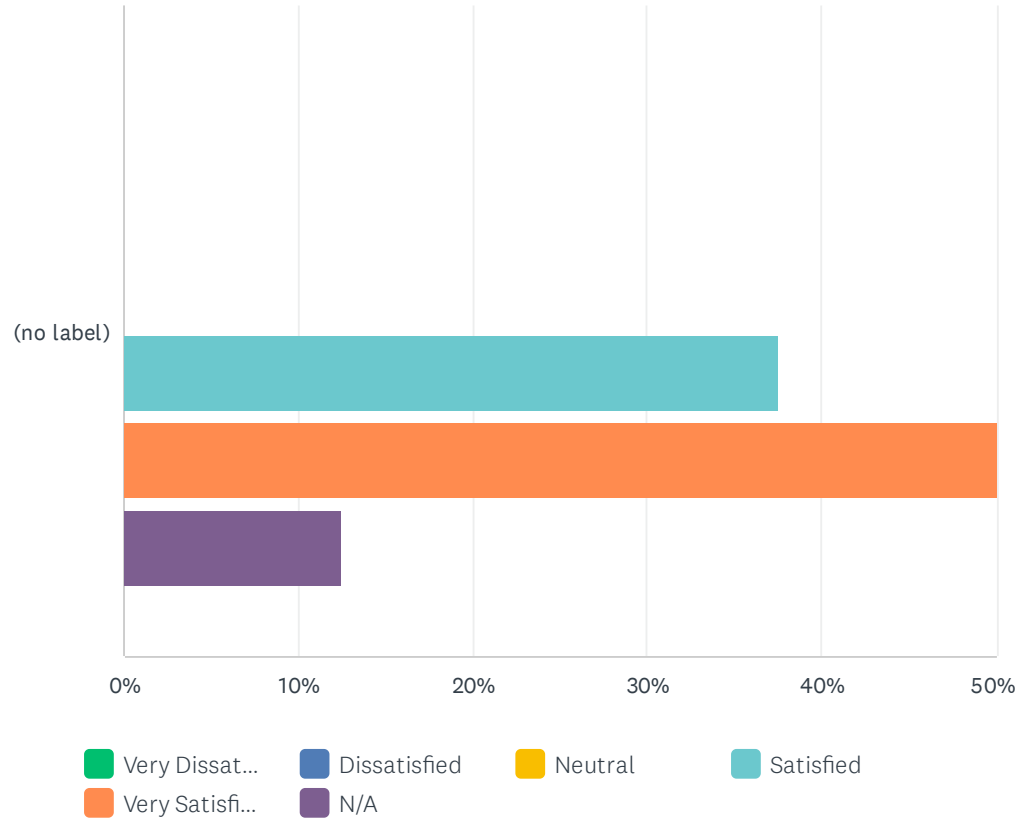
Answered: 8 Skipped: 2



	VERY DISSATISFIED	DISSATISFIED	NEUTRAL	SATISFIED	VERY SATISFIED	N/A	TOTAL	WEIGHTED AVERAGE
(no label)	0.00%	0.00%	12.50%	25.00%	50.00%	12.50%	8	4.43
	0	0	1	2	4	1		

Q13 Do you find the provided activities have purpose and meaning?

Answered: 8 Skipped: 2



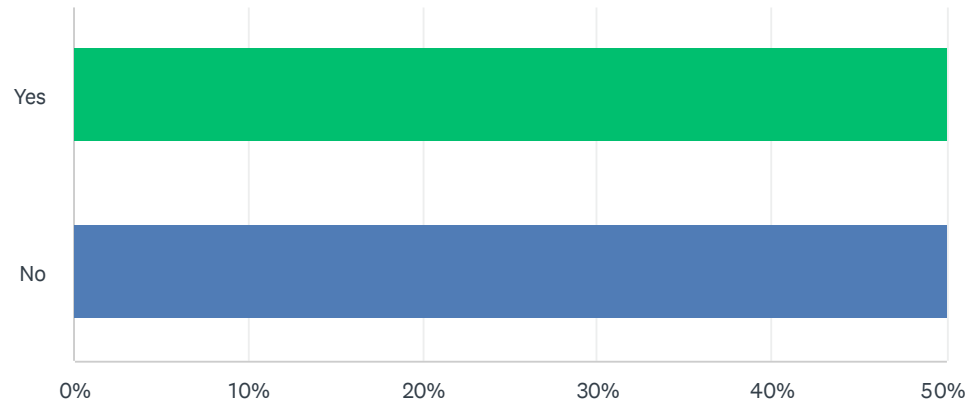
	VERY DISSATISFIED	DISSATISFIED	NEUTRAL	SATISFIED	VERY SATISFIED	N/A	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	0.00% 0	0.00% 0	37.50% 3	50.00% 4	12.50% 1	8	4.57

Q14 Additional comments:

Answered: 1 Skipped: 9

Q15 Are you aware of the homes Family Council?

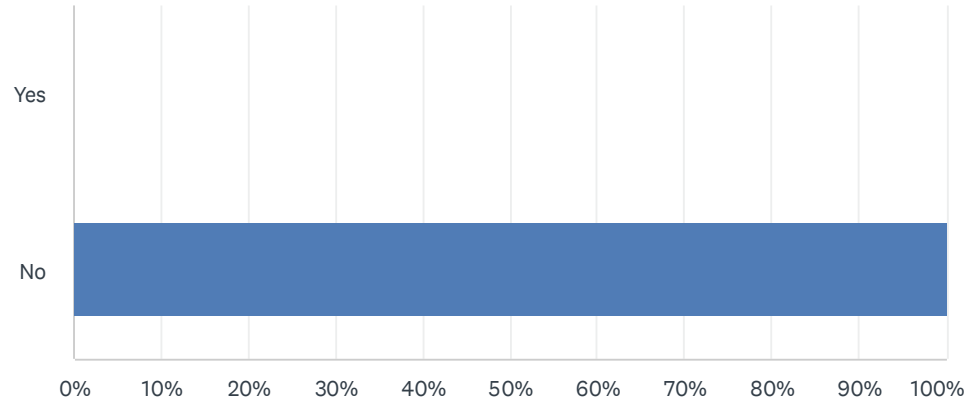
Answered: 8 Skipped: 2



ANSWER CHOICES	RESPONSES	
Yes	50.00%	4
No	50.00%	4
TOTAL		8

Q16 Do you participate in Family Council?

Answered: 4 Skipped: 6



ANSWER CHOICES	RESPONSES	
Yes	0.00%	0
No	100.00%	4
TOTAL		4

Q17 If you answered No to "Do you participate in Family Council" please explain why.

Answered: 4 Skipped: 6

Q18 How would you rate the effectiveness of the Family Council?

Answered: 0 Skipped: 10

 No matching responses.

	VERY DISSATISFIED	DISSATISFIED	NEUTRAL	SATISFIED	VERY SATISFIED	N/A	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0	0.00

Q19 Do you feel comfortable voicing your concerns during Family Council meetings?

Answered: 0 Skipped: 10

 No matching responses.

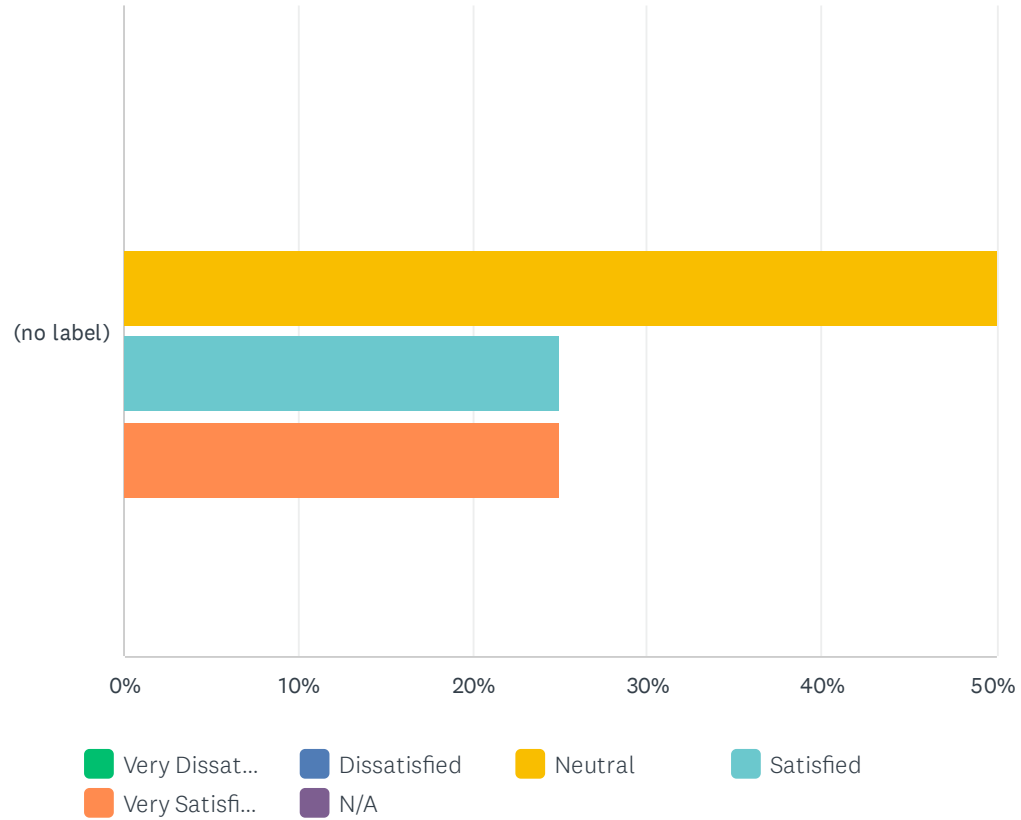
ANSWER CHOICES	RESPONSES	
Yes	0.00%	0
No	0.00%	0
TOTAL		0

Q20 Additional comments:

Answered: 0 Skipped: 10

Q21 Physician

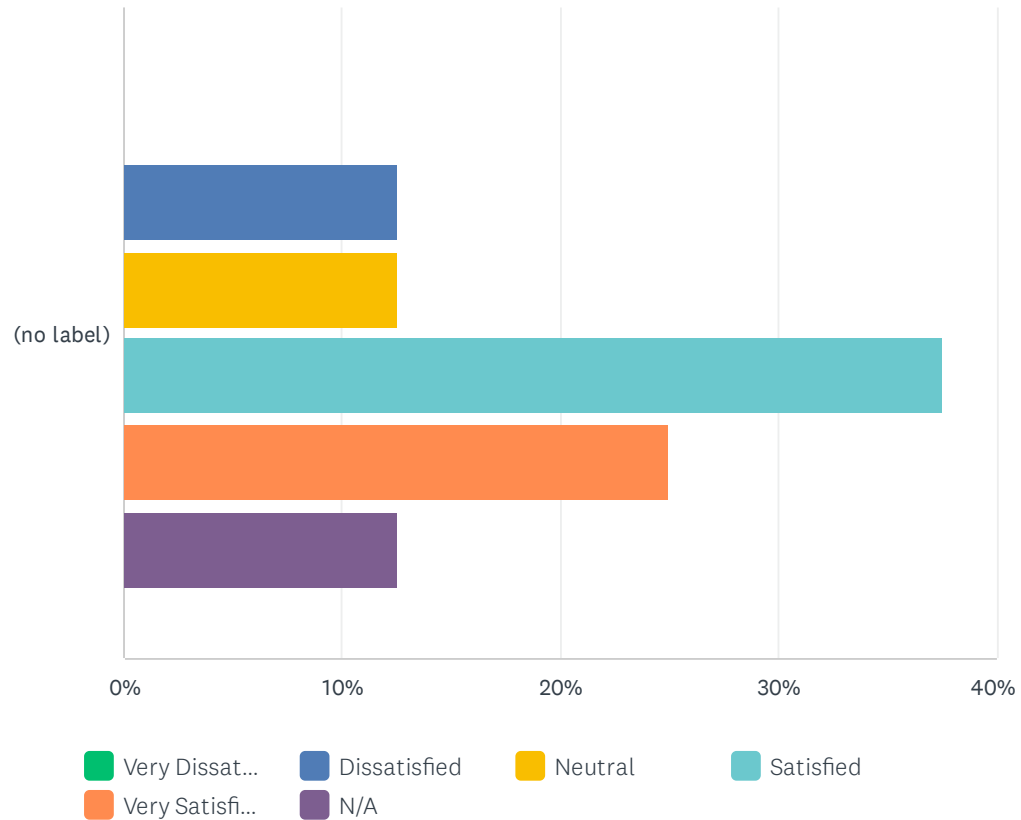
Answered: 8 Skipped: 2



	VERY DISSATISFIED	DISSATISFIED	NEUTRAL	SATISFIED	VERY SATISFIED	N/A	TOTAL	WEIGHTED AVERAGE
(no label)	0.00%	0.00%	50.00%	25.00%	25.00%	0.00%	8	3.75
	0	0	4	2	2	0		

Q22 Physiotherapist

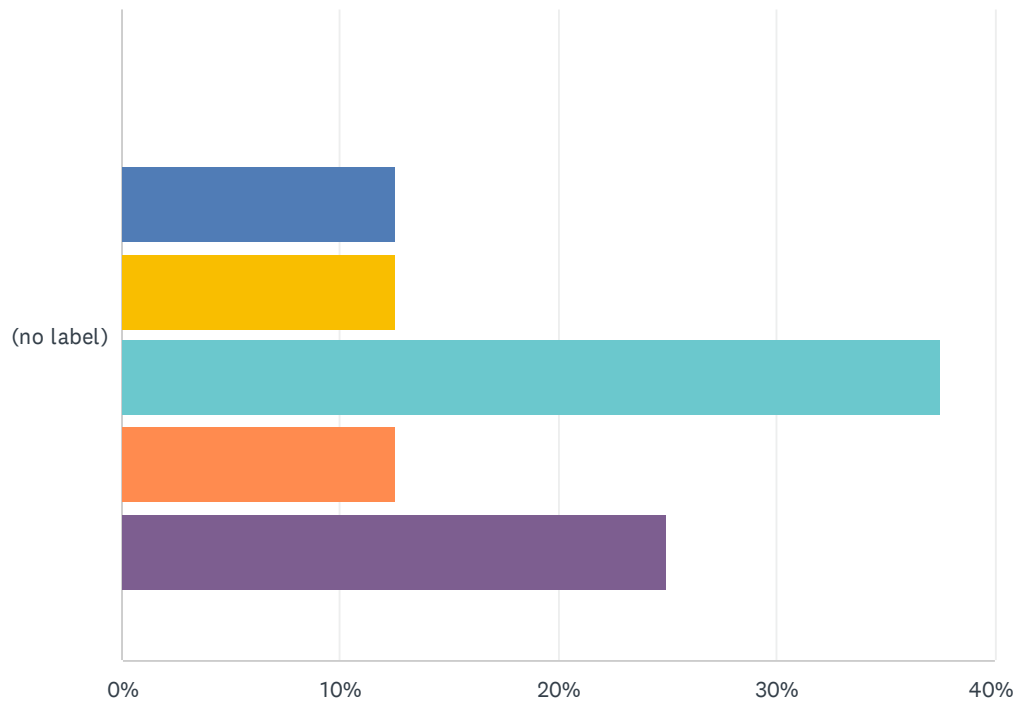
Answered: 8 Skipped: 2



	VERY DISSATISFIED	DISSATISFIED	NEUTRAL	SATISFIED	VERY SATISFIED	N/A	TOTAL	WEIGHTED AVERAGE
(no label)	0.00%	12.50%	12.50%	37.50%	25.00%	12.50%	8	3.86
	0	1	1	3	2	1		

Q23 Behavioral Support Outreach

Answered: 8 Skipped: 2

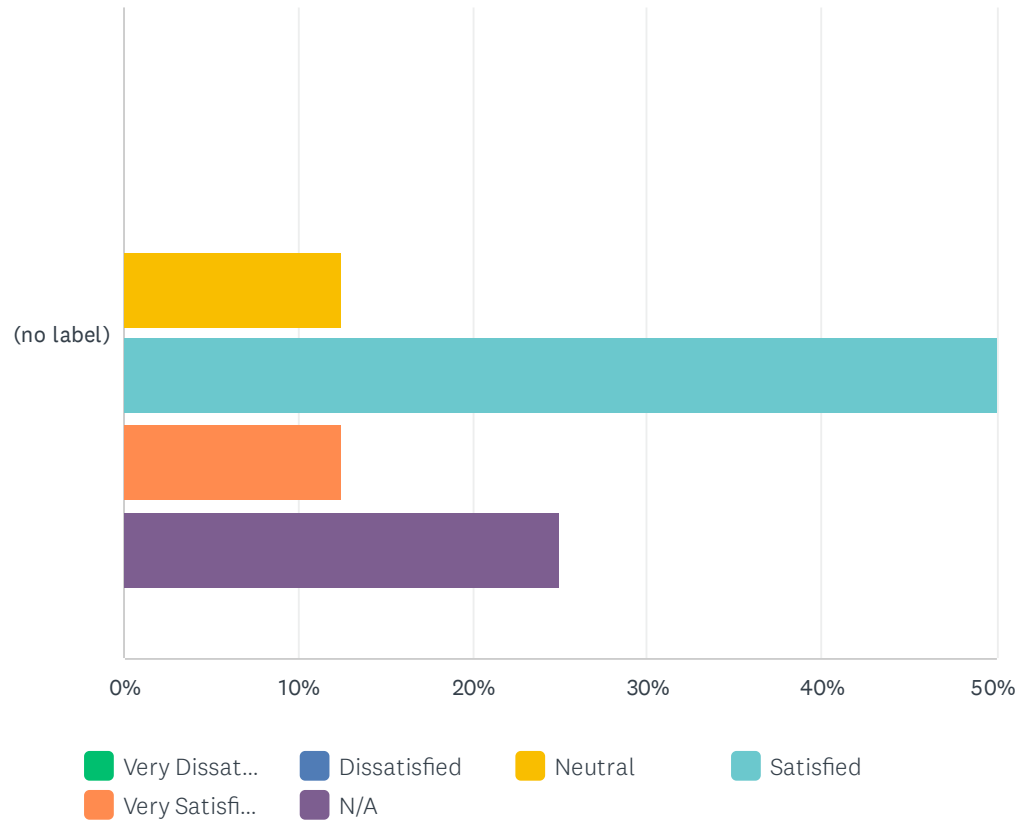


■ Very Dissat...
 ■ Dissatisfied
 ■ Neutral
 ■ Satisfied
 ■ Very Satisfi...
 ■ N/A

	VERY DISSATISFIED	DISSATISFIED	NEUTRAL	SATISFIED	VERY SATISFIED	N/A	TOTAL	WEIGHTED AVERAGE
(no label)	0.00%	12.50%	12.50%	37.50%	12.50%	25.00%	8	3.67
	0	1	1	3	1	2		

Q24 Align Home HealthCare

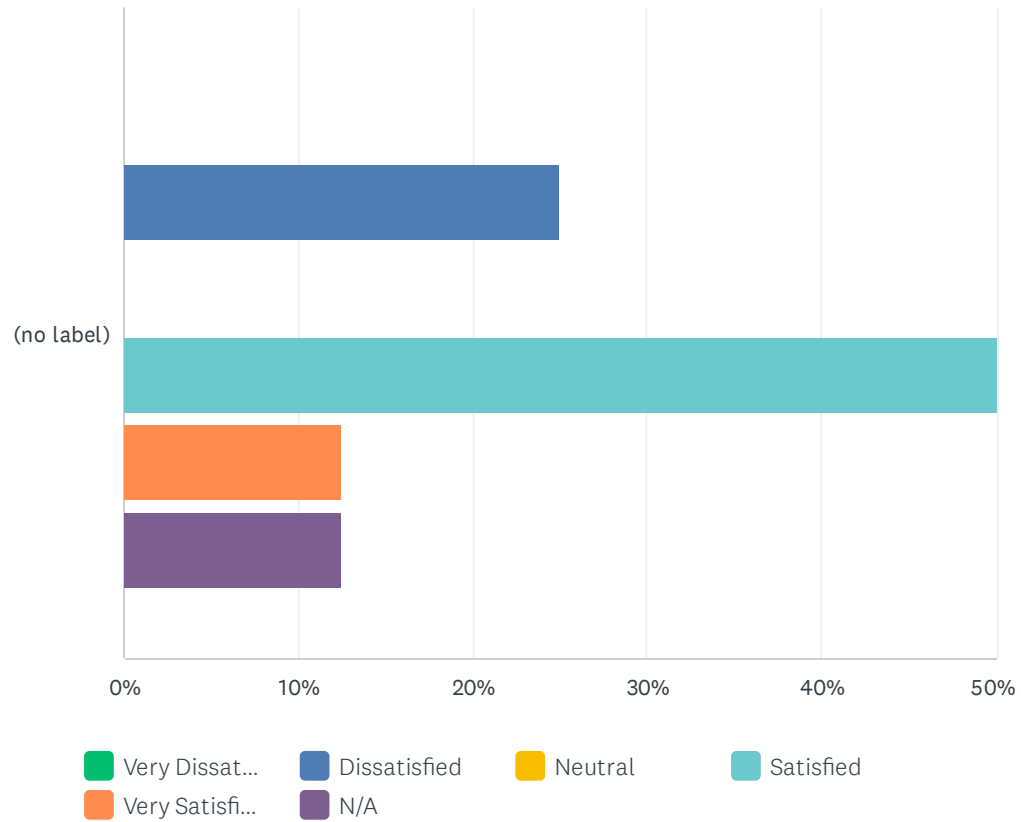
Answered: 8 Skipped: 2



	VERY DISSATISFIED	DISSATISFIED	NEUTRAL	SATISFIED	VERY SATISFIED	N/A	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	0.00% 0	12.50% 1	50.00% 4	12.50% 1	25.00% 2	8	4.00

Q25 Dental Hygiene

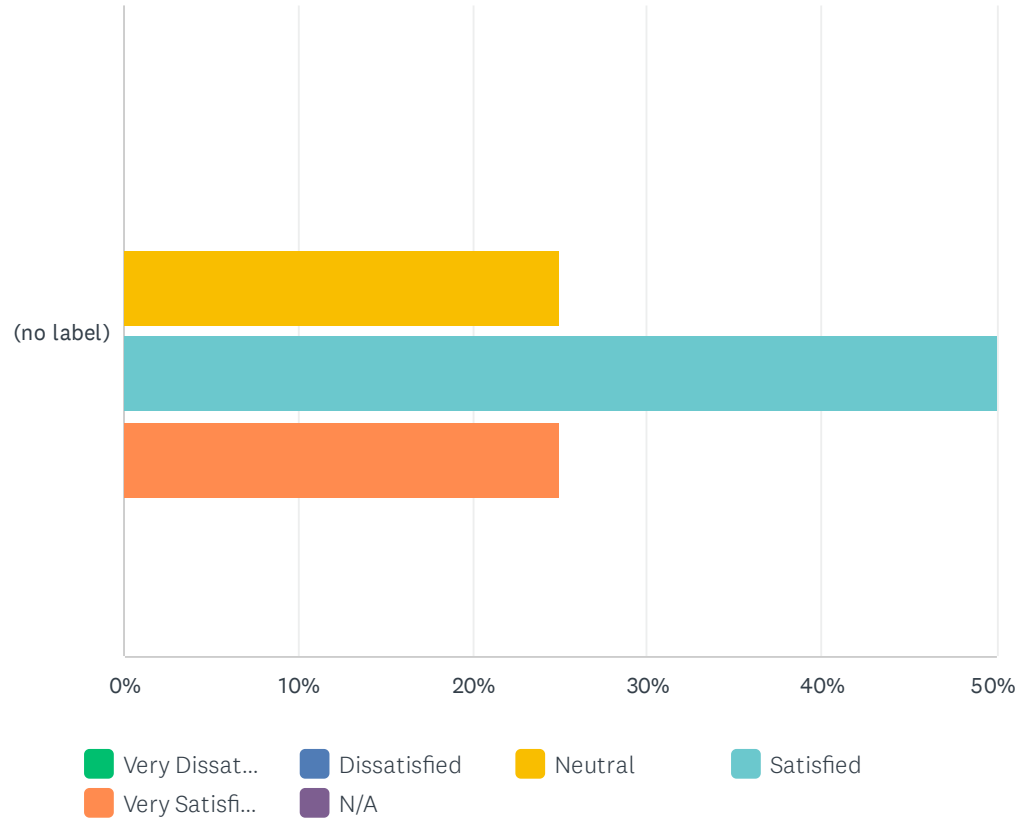
Answered: 8 Skipped: 2



	VERY DISSATISFIED	DISSATISFIED	NEUTRAL	SATISFIED	VERY SATISFIED	N/A	TOTAL	WEIGHTED AVERAGE
(no label)	0.00%	25.00%	0.00%	50.00%	12.50%	12.50%	8	3.57
	0	2	0	4	1	1		

Q26 Pharmacist

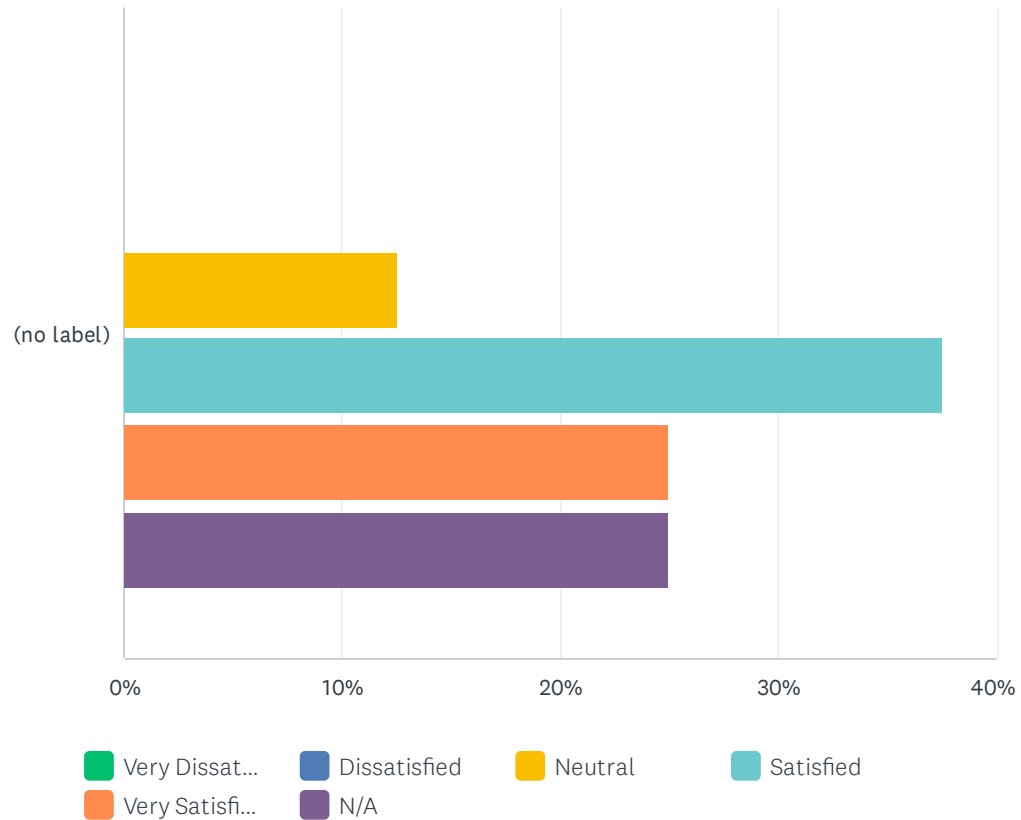
Answered: 8 Skipped: 2



	VERY DISSATISFIED	DISSATISFIED	NEUTRAL	SATISFIED	VERY SATISFIED	N/A	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	0.00% 0	25.00% 2	50.00% 4	25.00% 2	0.00% 0	8	4.00

Q27 Blood testing/drawing

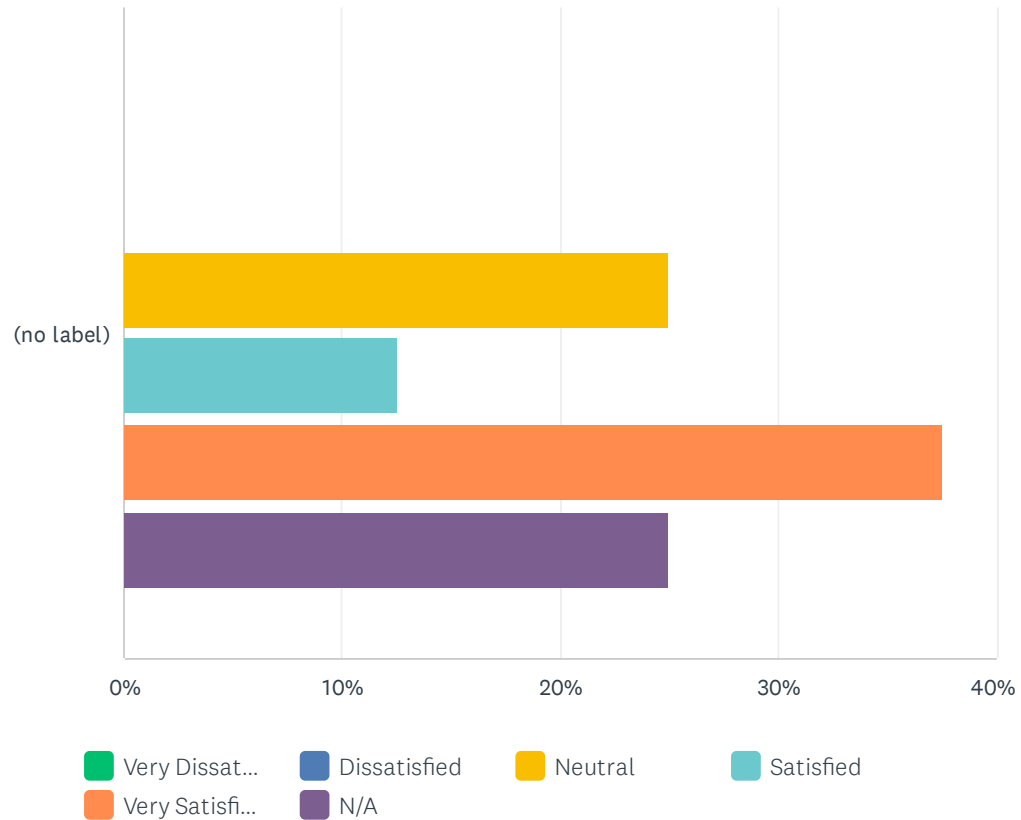
Answered: 8 Skipped: 2



	VERY DISSATISFIED	DISSATISFIED	NEUTRAL	SATISFIED	VERY SATISFIED	N/A	TOTAL	WEIGHTED AVERAGE
(no label)	0.00%	0.00%	12.50%	37.50%	25.00%	25.00%	8	4.17
	0	0	1	3	2	2		

Q28 Footcare Services

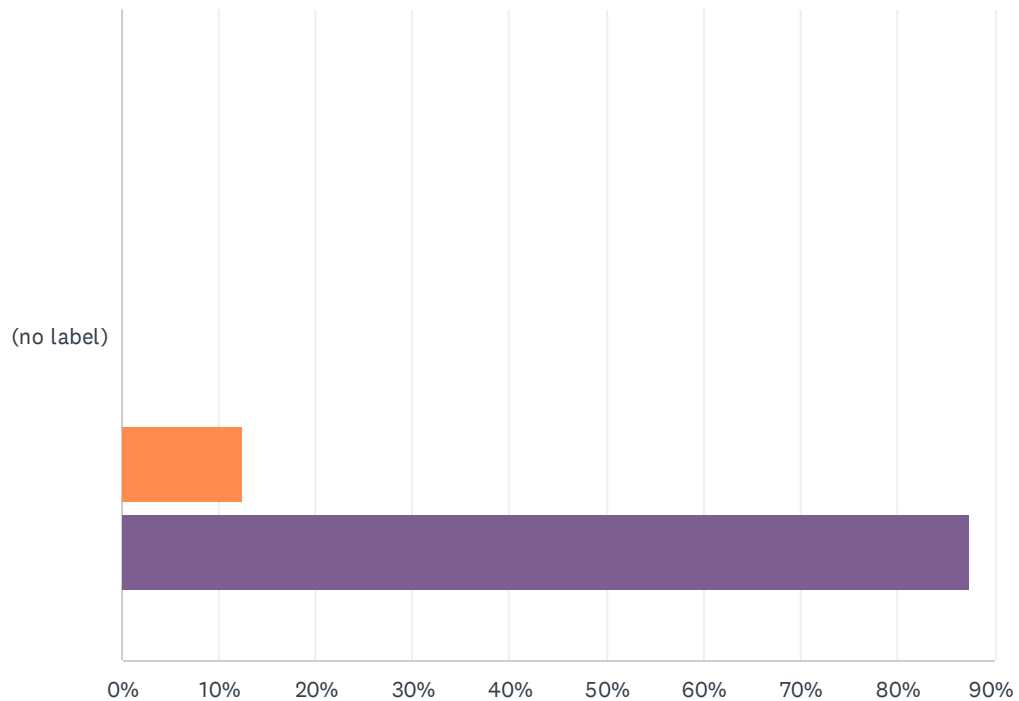
Answered: 8 Skipped: 2



	VERY DISSATISFIED	DISSATISFIED	NEUTRAL	SATISFIED	VERY SATISFIED	N/A	TOTAL	WEIGHTED AVERAGE
(no label)	0.00%	0.00%	25.00%	12.50%	37.50%	25.00%	8	4.17
	0	0	2	1	3	2		

Q29 Oxygen Services

Answered: 8 Skipped: 2

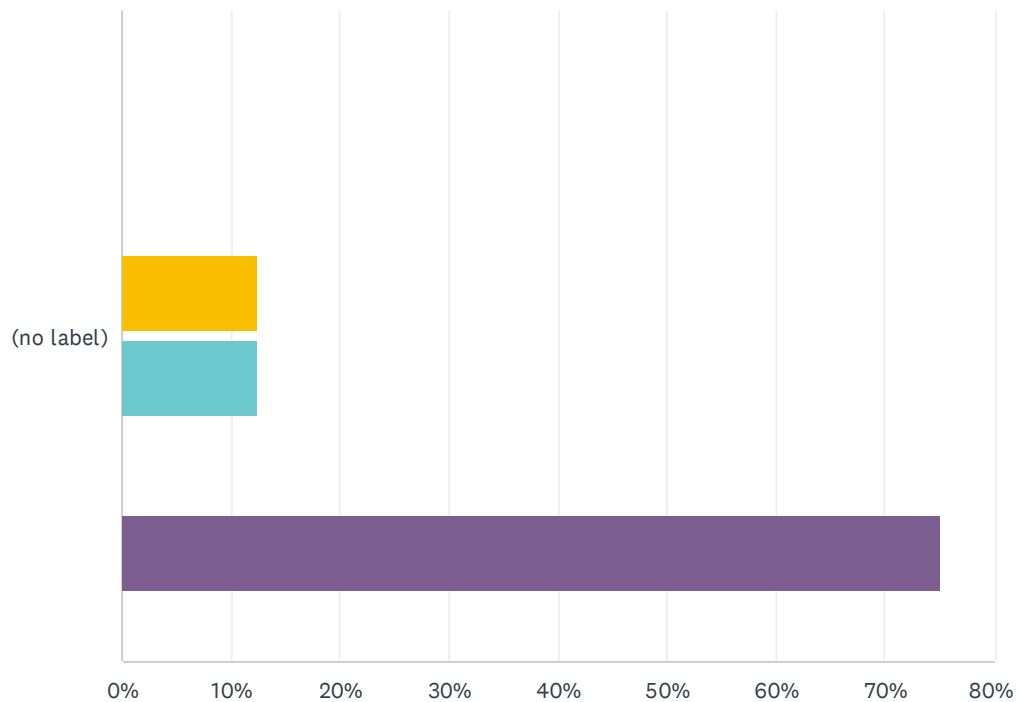


■ Very Dissat...
 ■ Dissatisfied
 ■ Neutral
 ■ Satisfied
 ■ Very Satisfi...
 ■ N/A

	VERY DISSATISFIED	DISSATISFIED	NEUTRAL	SATISFIED	VERY SATISFIED	N/A	TOTAL	WEIGHTED AVERAGE
(no label)	0.00%	0.00%	0.00%	0.00%	12.50%	87.50%	8	5.00
	0	0	0	0	1	7		

Q30 X-Ray Services

Answered: 8 Skipped: 2



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

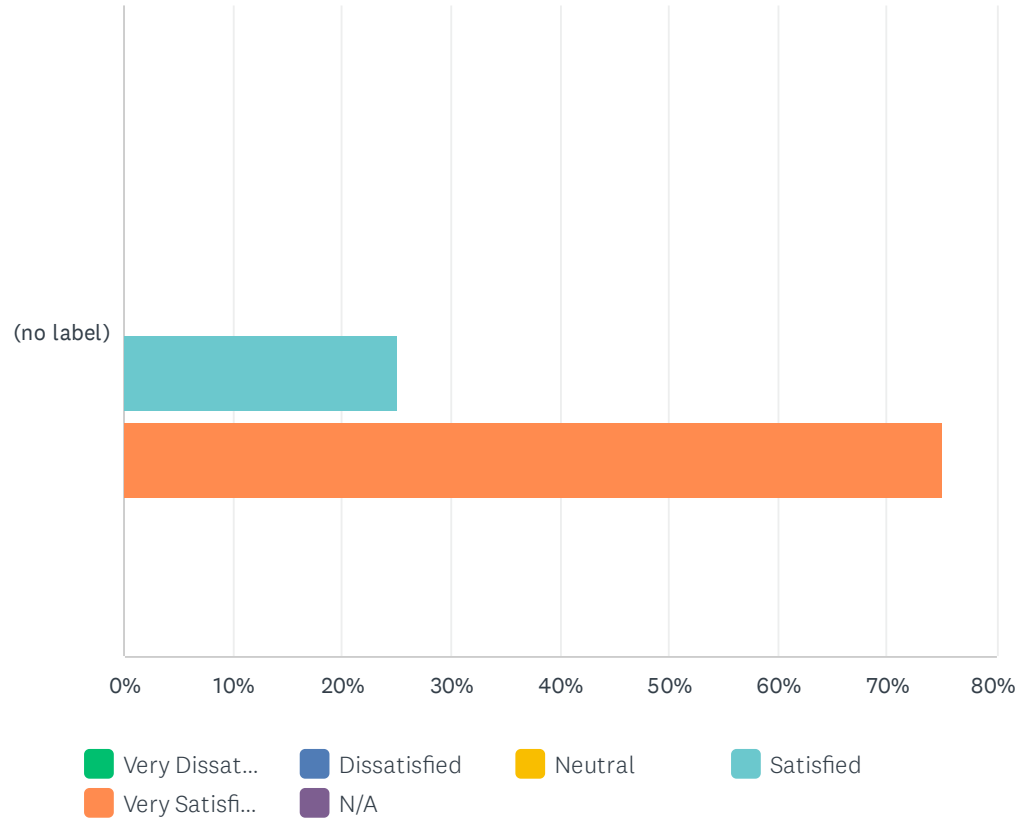
	VERY DISSATISFIED	DISSATISFIED	NEUTRAL	SATISFIED	VERY SATISFIED	N/A	TOTAL	WEIGHTED AVERAGE
(no label)	0.00%	0.00%	12.50%	12.50%	0.00%	75.00%	8	3.50
	0	0	1	1	0	6		

Q31 Additional Comments:

Answered: 1 Skipped: 9

Q32 How would you rate management's accessibility to you?

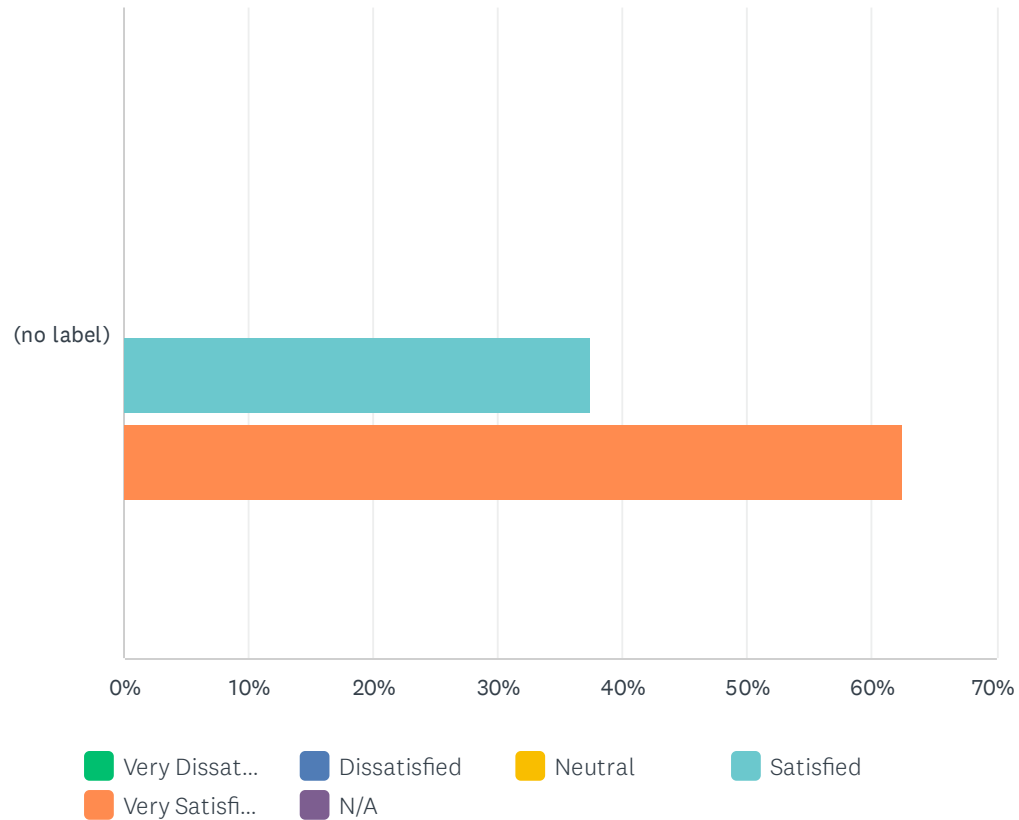
Answered: 8 Skipped: 2



	VERY DISSATISFIED	DISSATISFIED	NEUTRAL	SATISFIED	VERY SATISFIED	N/A	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	0.00% 0	0.00% 0	25.00% 2	75.00% 6	0.00% 0	8	4.75

Q33 How would you rate management's responsiveness and ability to address issues or complaints you have?

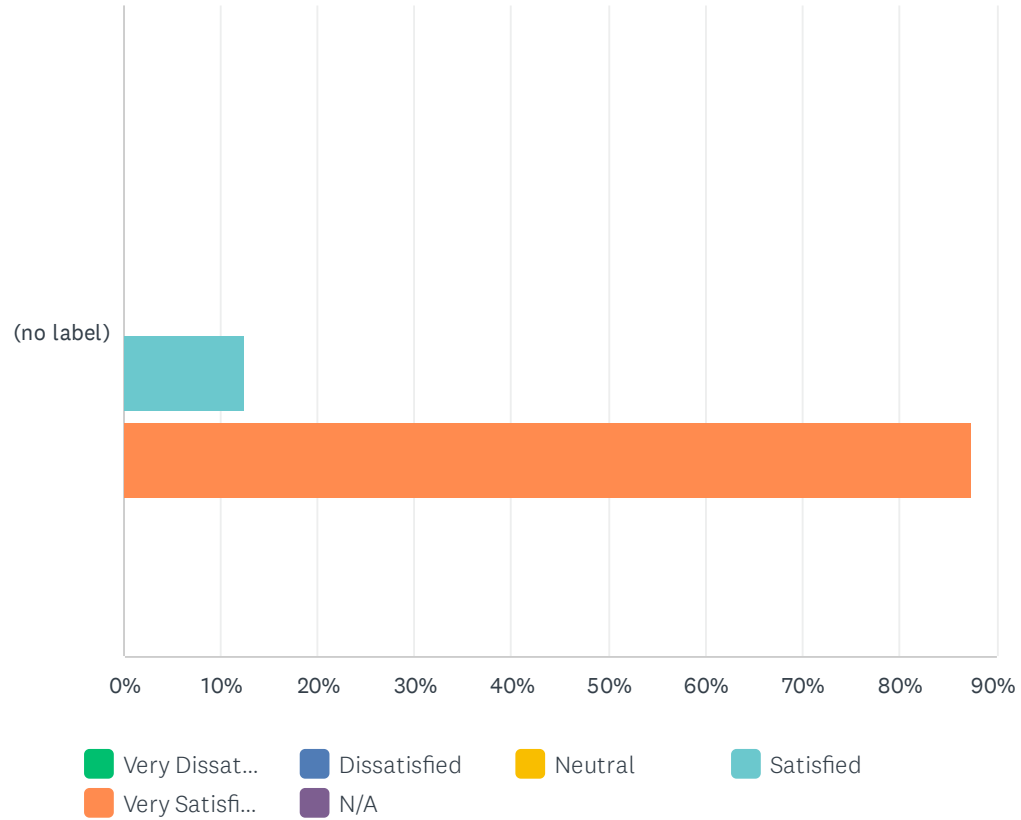
Answered: 8 Skipped: 2



	VERY DISSATISFIED	DISSATISFIED	NEUTRAL	SATISFIED	VERY SATISFIED	N/A	TOTAL	WEIGHTED AVERAGE
(no label)	0.00%	0.00%	0.00%	37.50%	62.50%	0.00%	8	4.63
	0	0	0	3	5	0		

Q34 How would you rate management's efforts to share information with you?

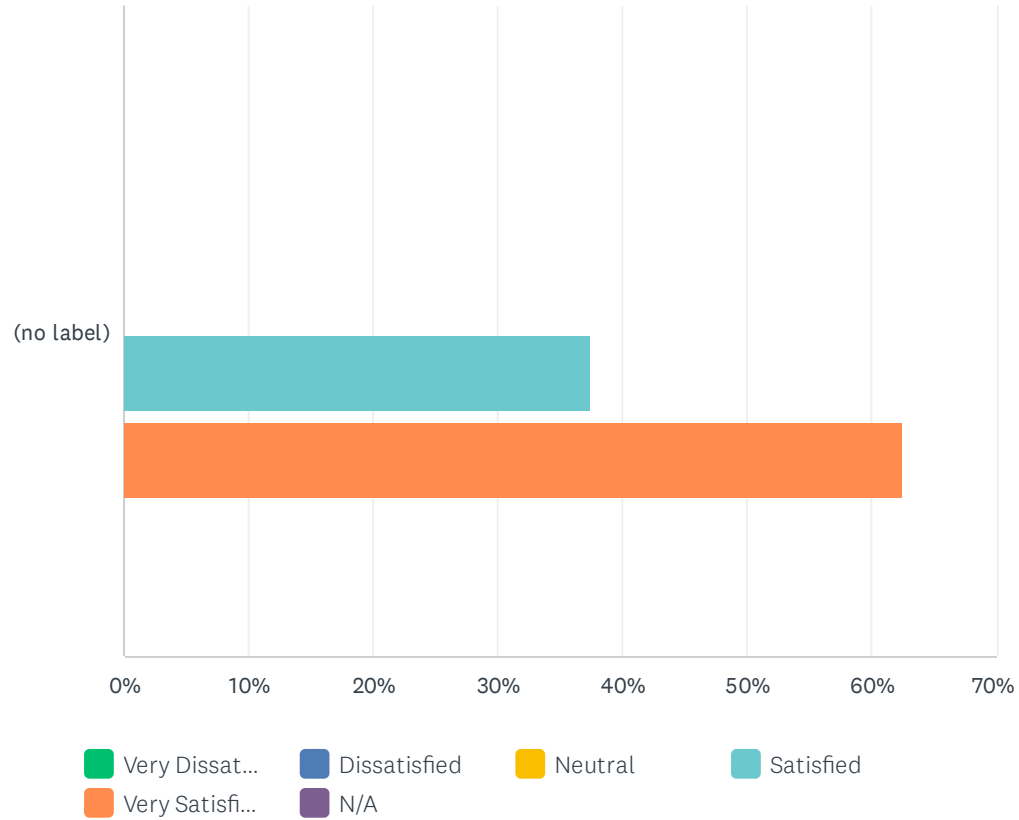
Answered: 8 Skipped: 2



	VERY DISSATISFIED	DISSATISFIED	NEUTRAL	SATISFIED	VERY SATISFIED	N/A	TOTAL	WEIGHTED AVERAGE
(no label)	0.00%	0.00%	0.00%	12.50%	87.50%	0.00%	8	4.88
	0	0	0	1	7	0		

Q35 How would you rate our efforts to provide you with the information you need?

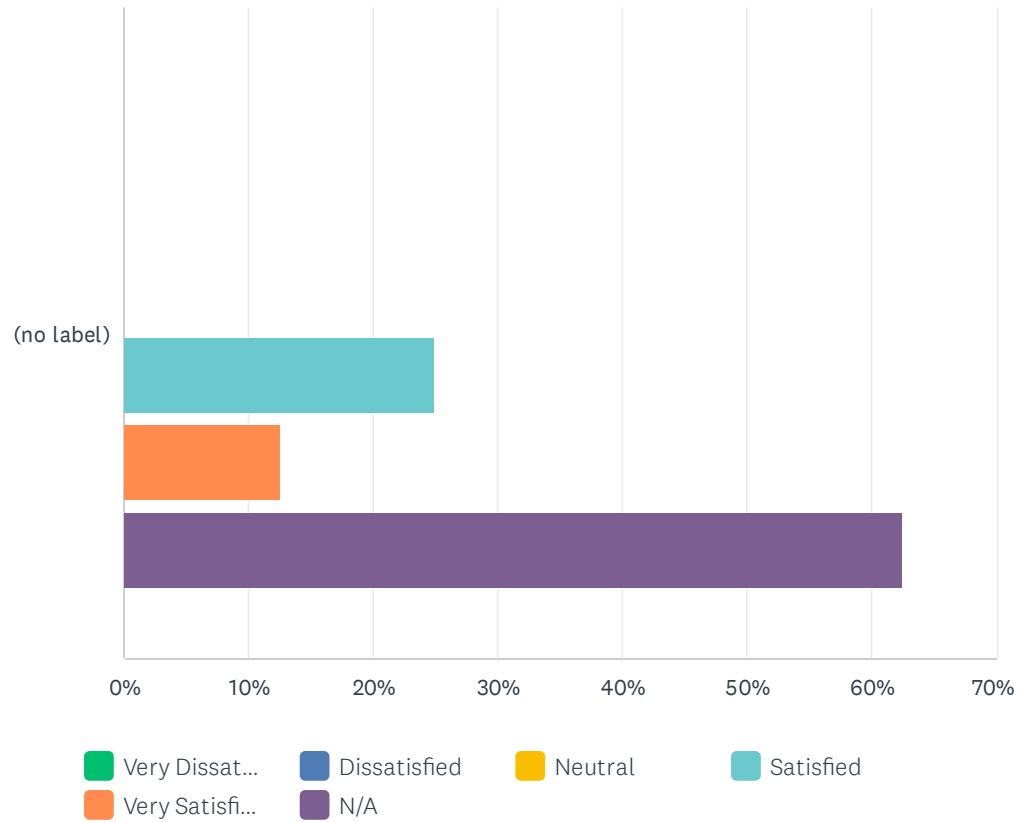
Answered: 8 Skipped: 2



	VERY DISSATISFIED	DISSATISFIED	NEUTRAL	SATISFIED	VERY SATISFIED	N/A	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	0.00% 0	0.00% 0	37.50% 3	62.50% 5	0.00% 0	8	4.63

Q36 If you have expressed a complaint or concern in the last 12 months, has it been resolved to your satisfaction?

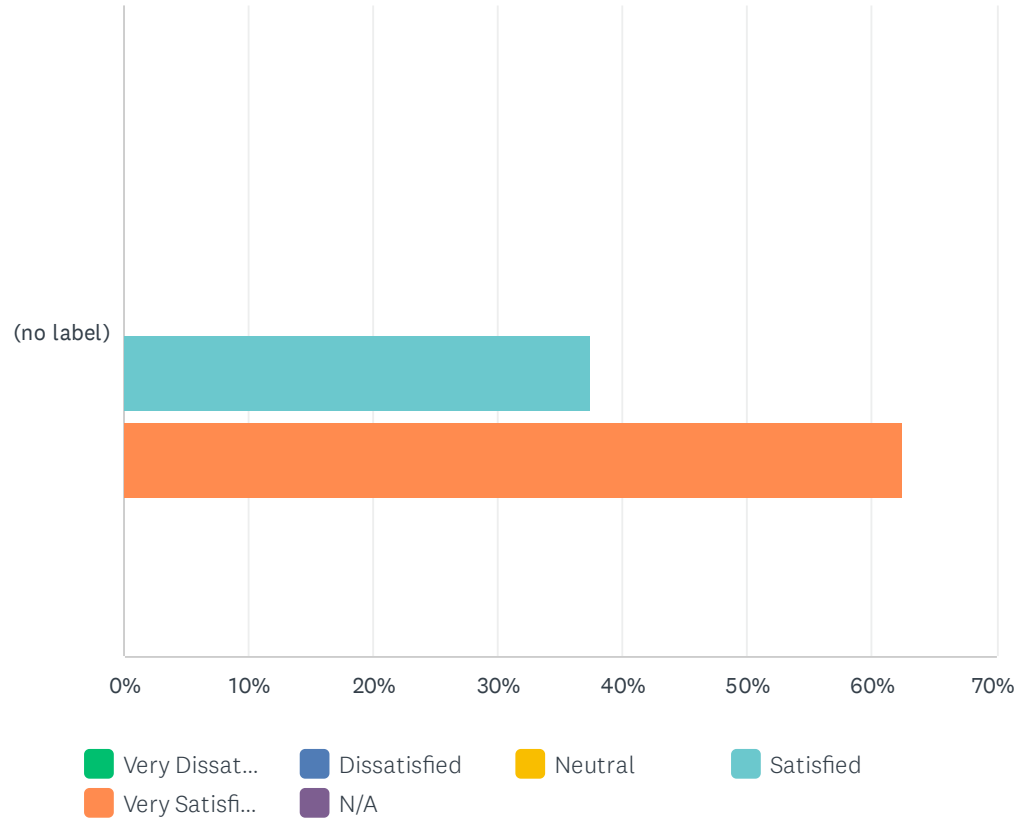
Answered: 8 Skipped: 2



	VERY DISSATISFIED	DISSATISFIED	NEUTRAL	SATISFIED	VERY SATISFIED	N/A	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	0.00% 0	0.00% 0	25.00% 2	12.50% 1	62.50% 5	8	4.33

Q37 I feel the team members at Niagara Ina Grafton Gage Village listen to me?

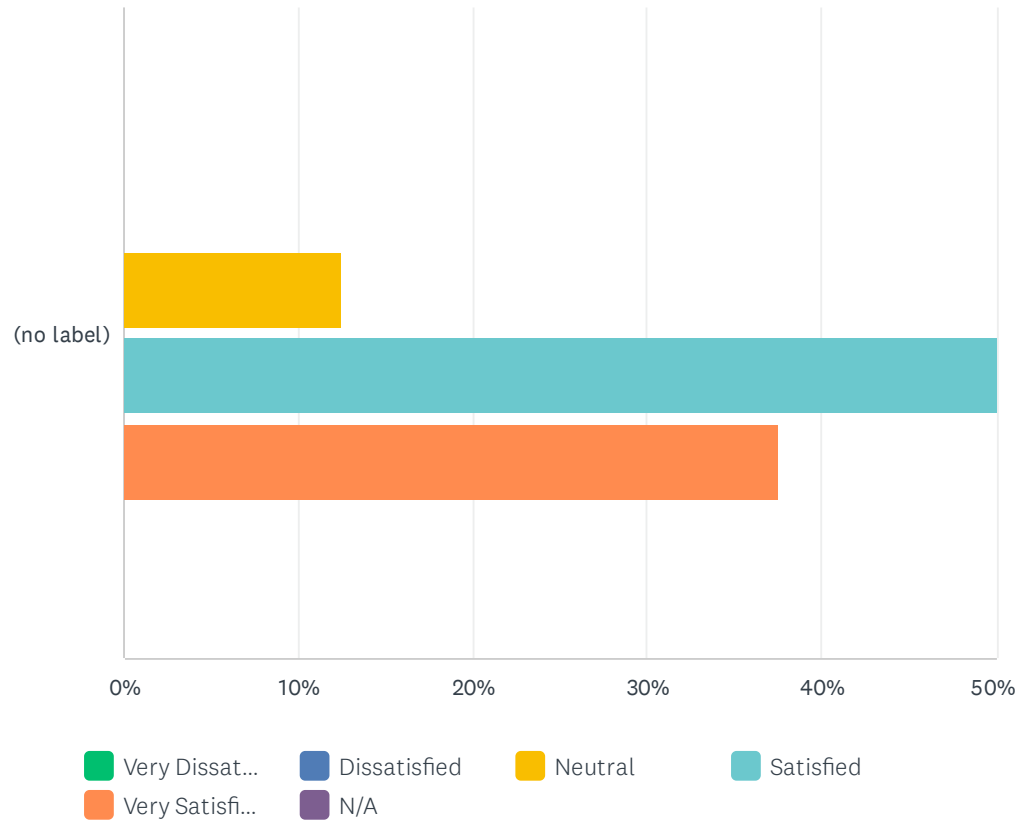
Answered: 8 Skipped: 2



	VERY DISSATISFIED	DISSATISFIED	NEUTRAL	SATISFIED	VERY SATISFIED	N/A	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	0.00% 0	0.00% 0	37.50% 3	62.50% 5	0.00% 0	8	4.63

Q38 I can express my opinion without fear of consequences?

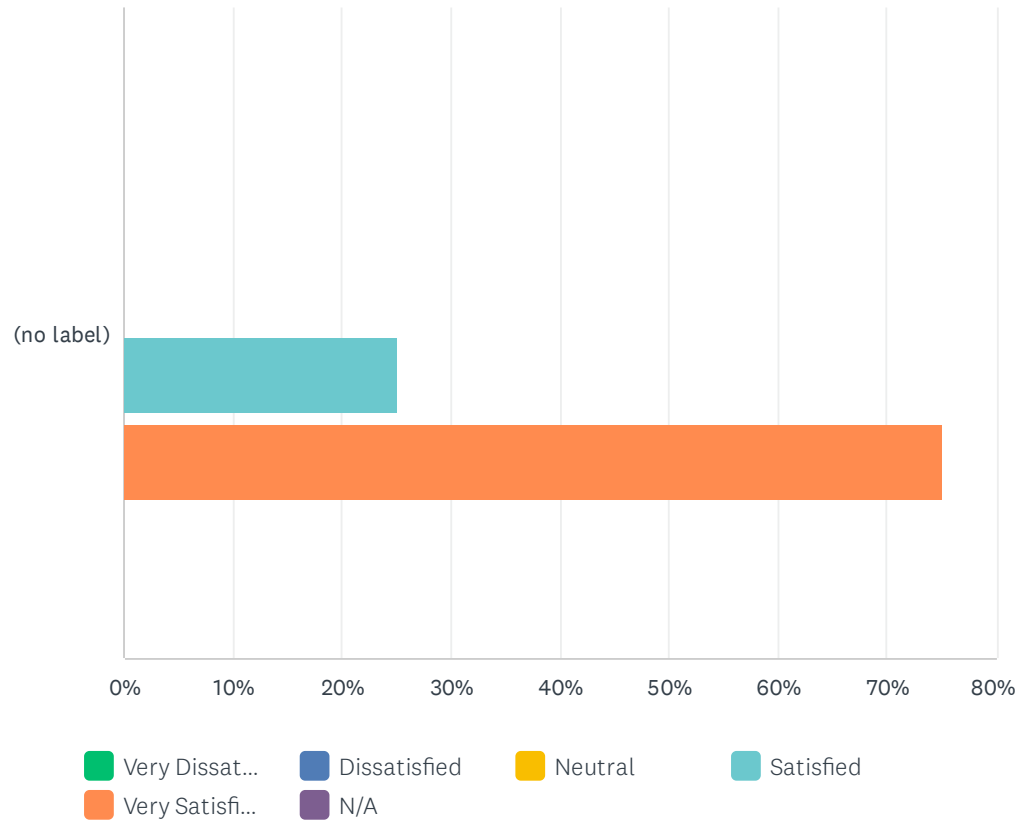
Answered: 8 Skipped: 2



	VERY DISSATISFIED	DISSATISFIED	NEUTRAL	SATISFIED	VERY SATISFIED	N/A	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	0.00% 0	12.50% 1	50.00% 4	37.50% 3	0.00% 0	8	4.25

Q39 The Long-Term Care staff work together as a team to care for your relative?

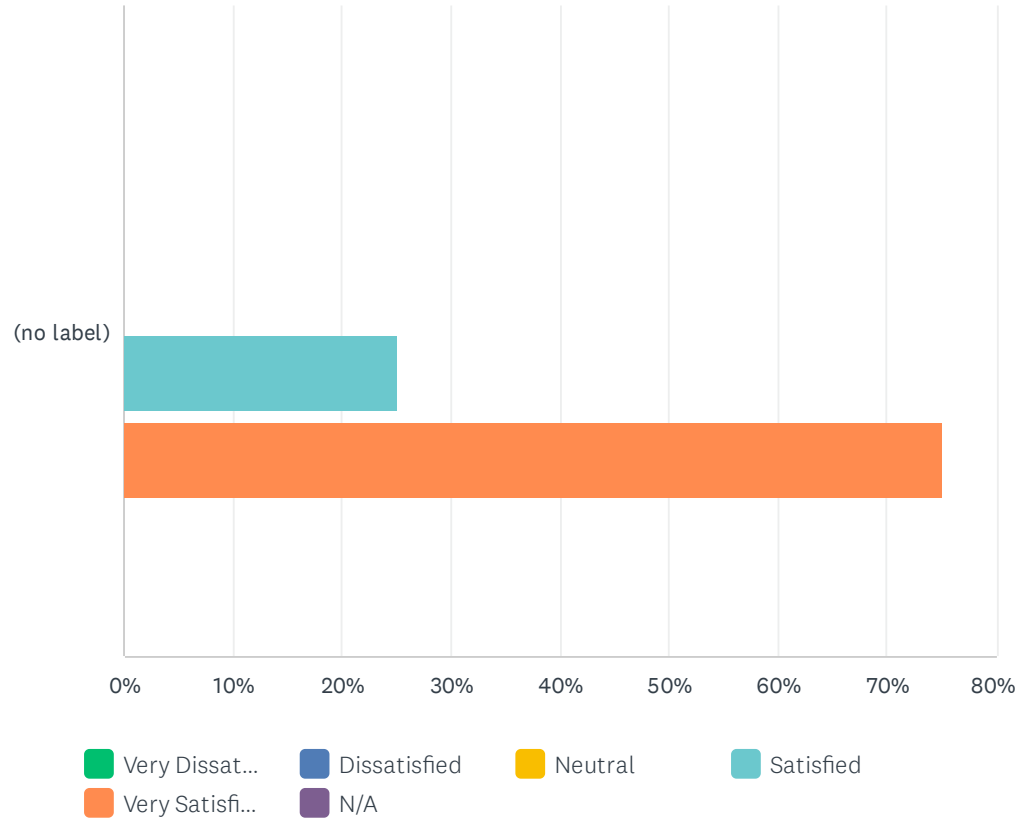
Answered: 8 Skipped: 2



	VERY DISSATISFIED	DISSATISFIED	NEUTRAL	SATISFIED	VERY SATISFIED	N/A	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	0.00% 0	0.00% 0	25.00% 2	75.00% 6	0.00% 0	8	4.75

Q40 The Long-Term Care staff looking after your relative are compassionate and supportive?

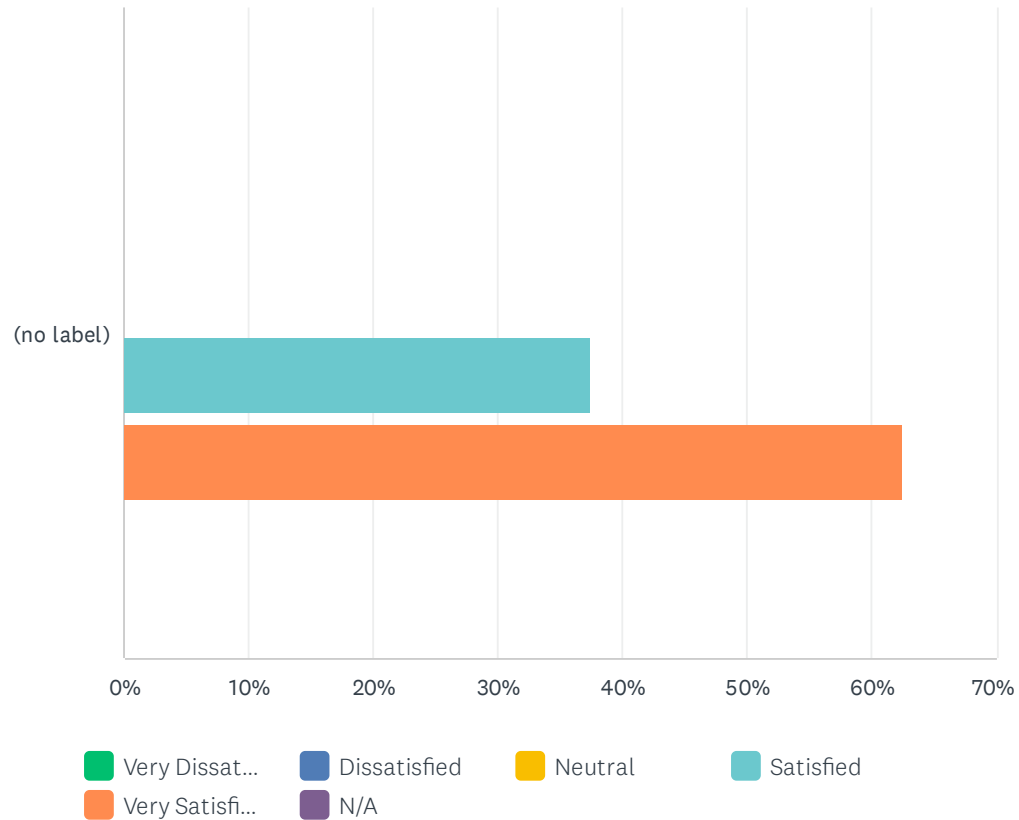
Answered: 8 Skipped: 2



	VERY DISSATISFIED	DISSATISFIED	NEUTRAL	SATISFIED	VERY SATISFIED	N/A	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	0.00% 0	0.00% 0	25.00% 2	75.00% 6	0.00% 0	8	4.75

Q41 Your relative receives good care when you are not able to be with them?

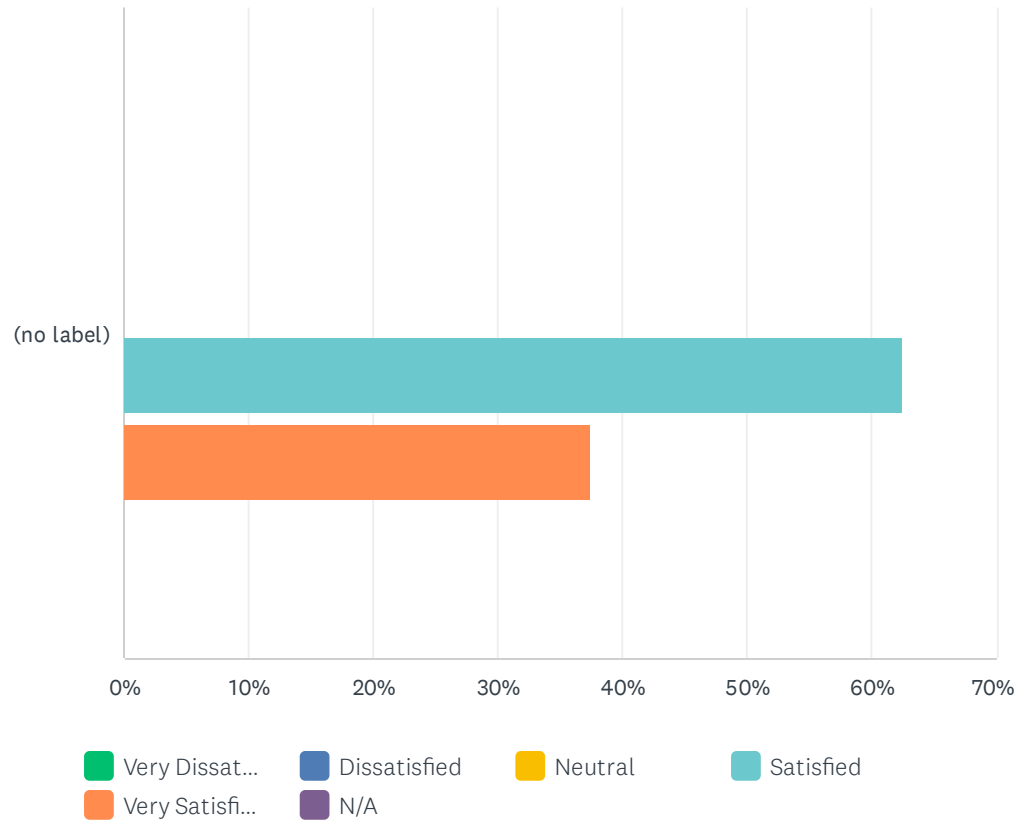
Answered: 8 Skipped: 2



	VERY DISSATISFIED	DISSATISFIED	NEUTRAL	SATISFIED	VERY SATISFIED	N/A	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	0.00% 0	0.00% 0	37.50% 3	62.50% 5	0.00% 0	8	4.63

Q42 The Long-Term Care staff explain information regarding your relatives care plan in a clear and honest manner?

Answered: 8 Skipped: 2



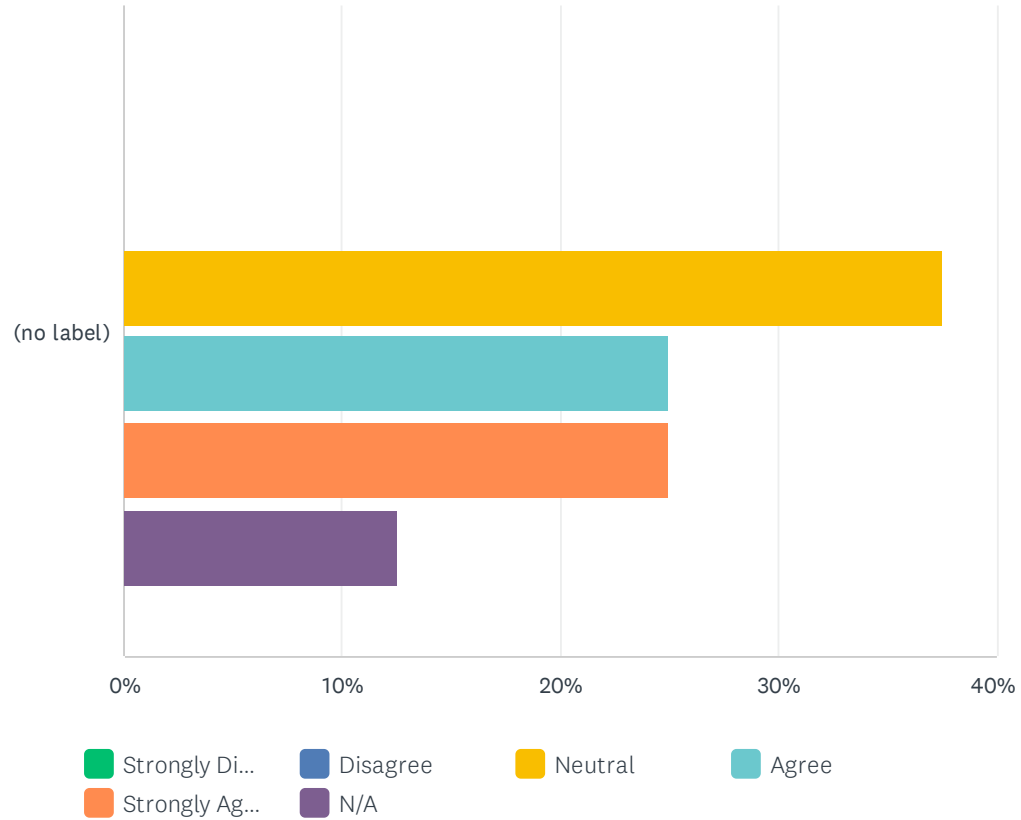
	VERY DISSATISFIED	DISSATISFIED	NEUTRAL	SATISFIED	VERY SATISFIED	N/A	TOTAL	WEIGHTED AVERAGE
(no label)	0.00%	0.00%	0.00%	62.50%	37.50%	0.00%	8	4.38
	0	0	0	5	3	0		

Q43 Additional Comments:

Answered: 2 Skipped: 8

Q44 The triOS College Living Classroom is a positive addition to the home?

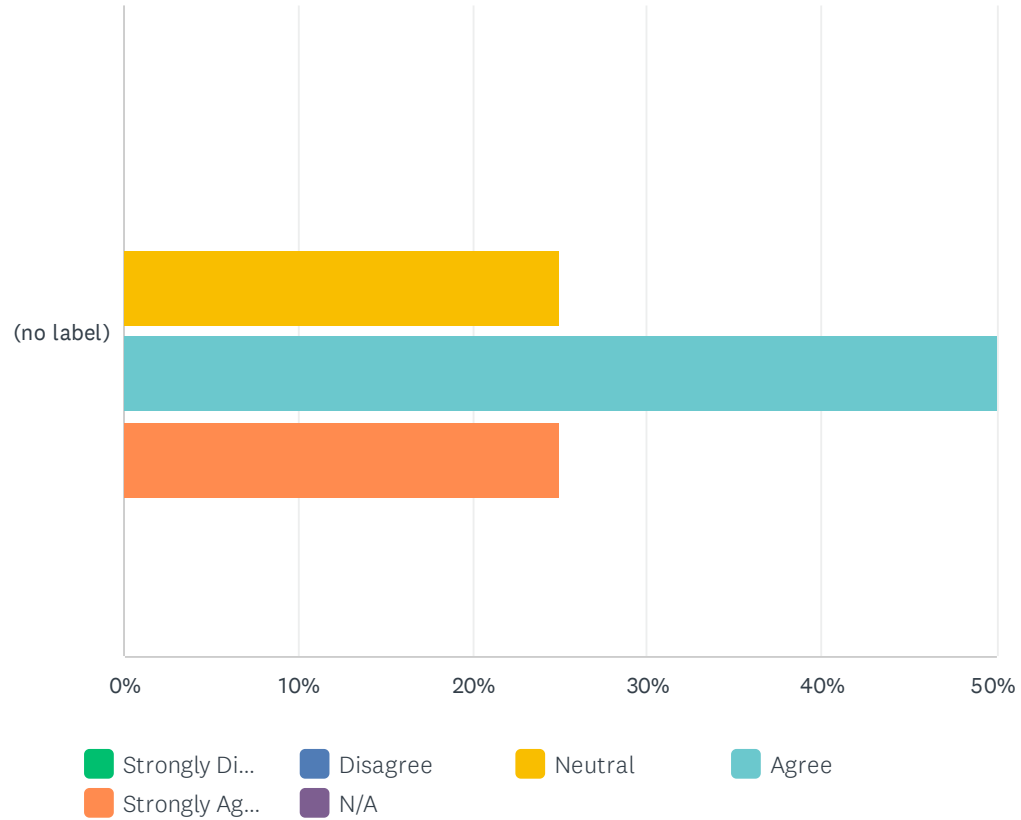
Answered: 8 Skipped: 2



	STRONGLY DISAGREE	DISAGREE	NEUTRAL	AGREE	STRONGLY AGREE	N/A	TOTAL	WEIGHTED AVERAGE
(no label)	0.00%	0.00%	37.50%	25.00%	25.00%	12.50%	8	3.86
	0	0	3	2	2	1		

Q45 The students in the home are professional and respectful?

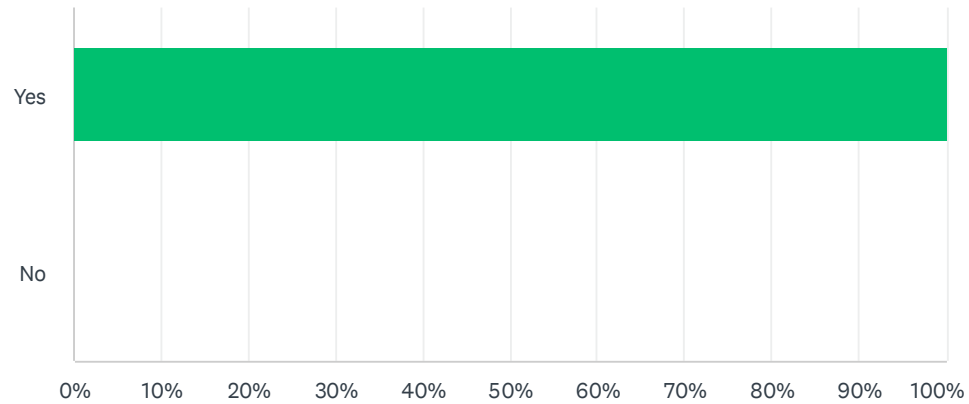
Answered: 8 Skipped: 2



	STRONGLY DISAGREE	DISAGREE	NEUTRAL	AGREE	STRONGLY AGREE	N/A	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	0.00% 0	25.00% 2	50.00% 4	25.00% 2	0.00% 0	8	4.00

Q46 Would you recommend Niagara Ina Grafton Gage Village to a family member or friend looking for a Long-Term Care Home?

Answered: 8 Skipped: 2



ANSWER CHOICES	RESPONSES	
Yes	100.00%	8
No	0.00%	0
TOTAL		8

Q47 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: 0 Skipped: 10

Q48 Final Comments:

Answered: 2 Skipped: 8