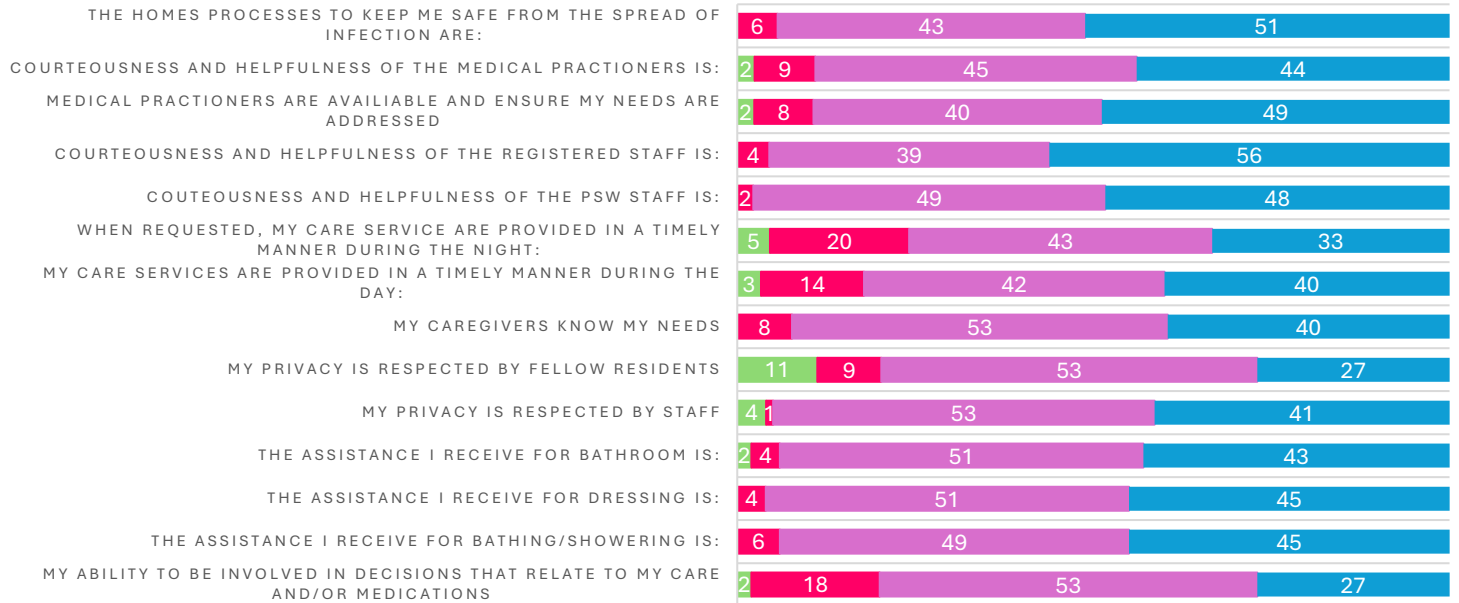


Resident Satisfaction Survey Results

Woodingford Lodge Woodstock:

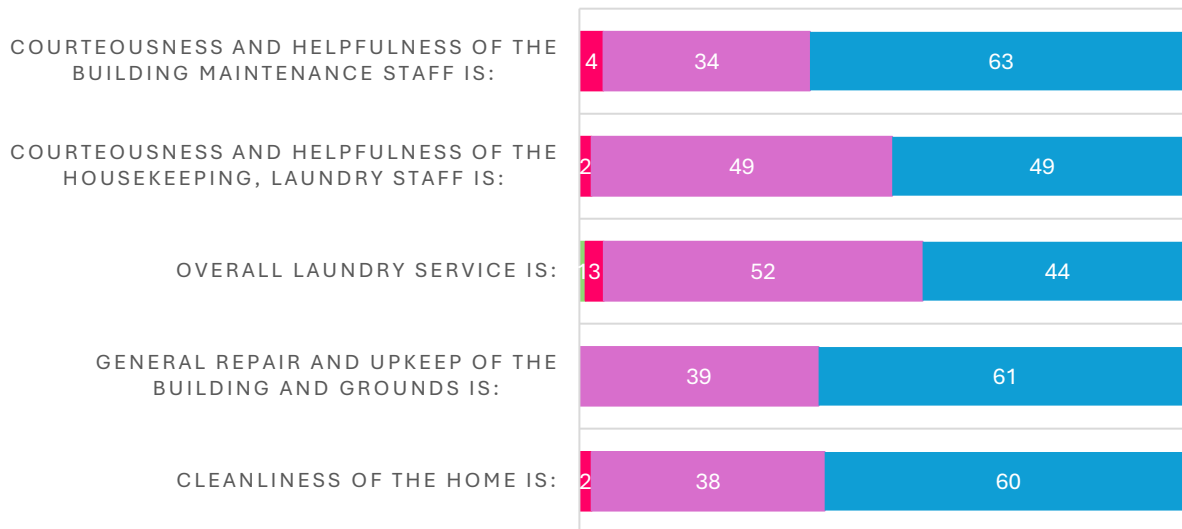
NURSING - RESIDENT CARE

■ 1 = Poor %
 ■ 2 = Fair %
 ■ 3 = Good %
 ■ 4 = Excellent %



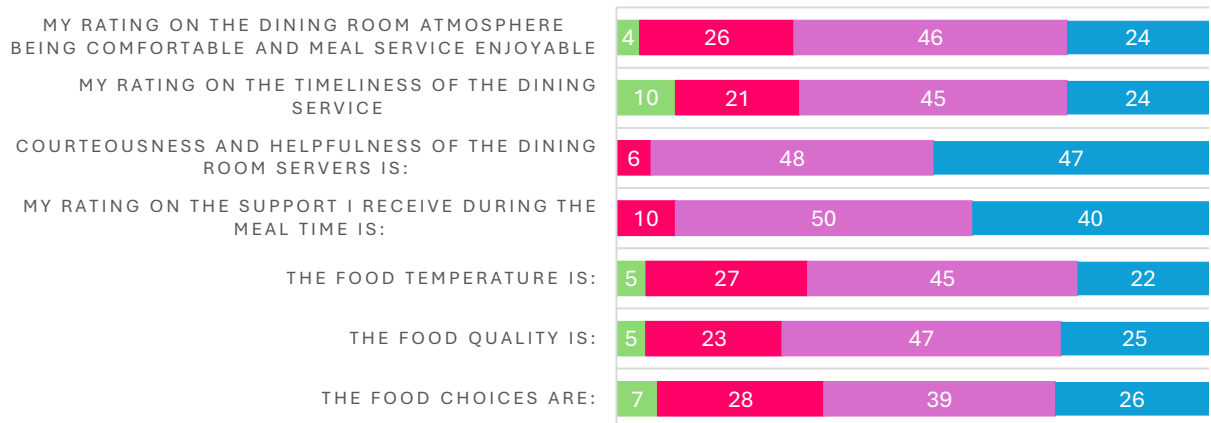
HOUSEKEEPING AND BUILDING SERVICES

■ 1 = Poor %
 ■ 2 = Fair %
 ■ 3 = Good %
 ■ 4 = Excellent %



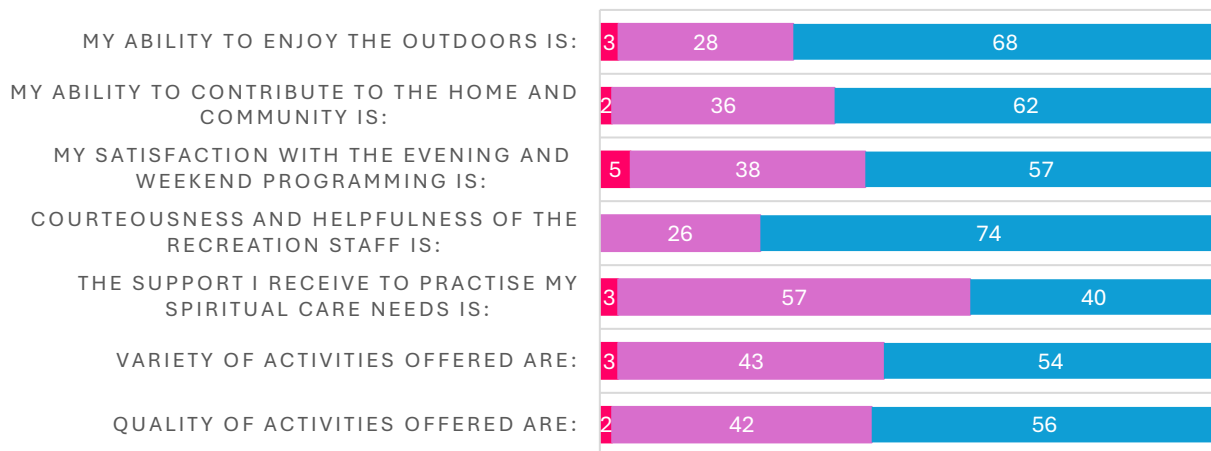
FOOD SERVICES

■ 1 = Poor %
 ■ 2 = Fair %
 ■ 3 = Good %
 ■ 4 = Excellent %



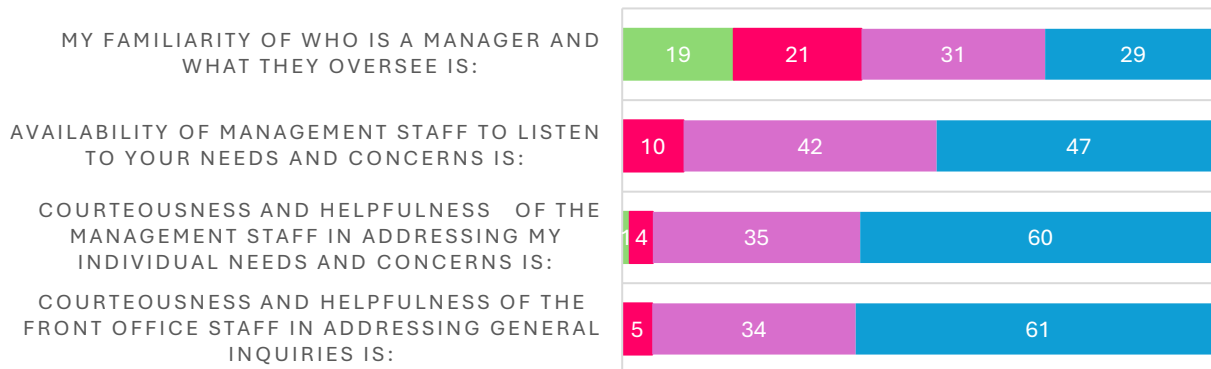
RECREATION SERVICES

■ 1 = Poor %
 ■ 2 = Fair %
 ■ 3 = Good %
 ■ 4 = Excellent %



ADMINISTRATION

■ 1 = Poor %
 ■ 2 = Fair %
 ■ 3 = Good %
 ■ 4 = Excellent %



OTHER SERVICES

■ 1 = Poor % ■ 2 = Fair % ■ 3 = Good % ■ 4 = Excellent %

IF YOU CURRENTLY RECEIVE HAIRDRESSING SERVICES, THE QUALITY OF THE SERVICE IS:



IF YOU ARE CURRENTLY RECEIVING PHYSIOTHERAPY, THE QUALITY OF THE PROGRAM IS:



GLOBAL SATISFACTION

■ 1 = Poor % ■ 2 = Fair % ■ 3 = Good % ■ 4 = Excellent %

WHAT RATING WOULD YOU ASSIGN TO THE ABILITY OF THE STAFF TO ADDRESS ANY COMPLAINTS AND FOLLOW UP WITH THEM IN A...



I FEEL SAFE LIVING HERE:



STAFF HONORS MY CHOICES



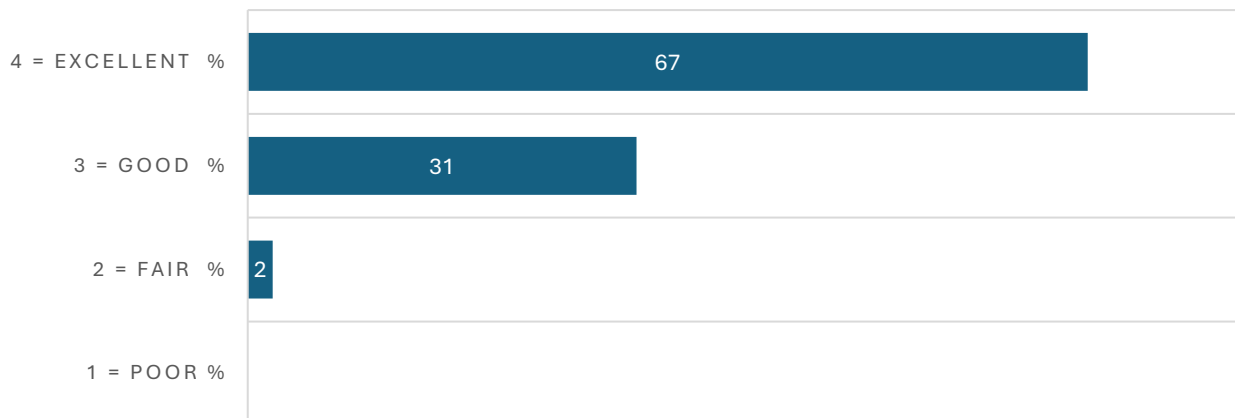
STAFF LISTEN TO MY NEEDS AND CONCERNS



THE COMFORT I FEEL IN EXPRESSING MY OPINION WITHOUT FEAR OF CONSEQUENCES IS:



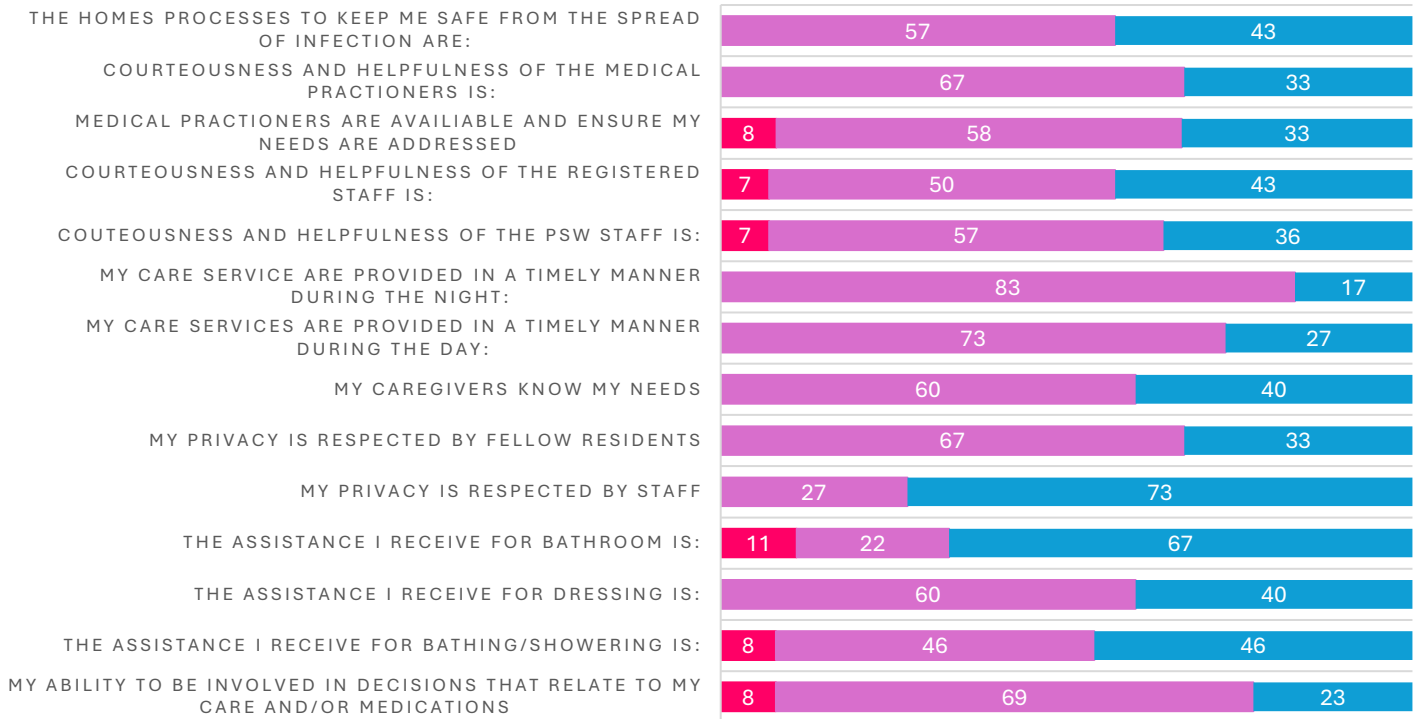
WHAT IS YOUR RATING OF WFL BEING AN EXCEPTIONAL PLACE TO LIVE?



Woodingford Lodge Tillsonburg:

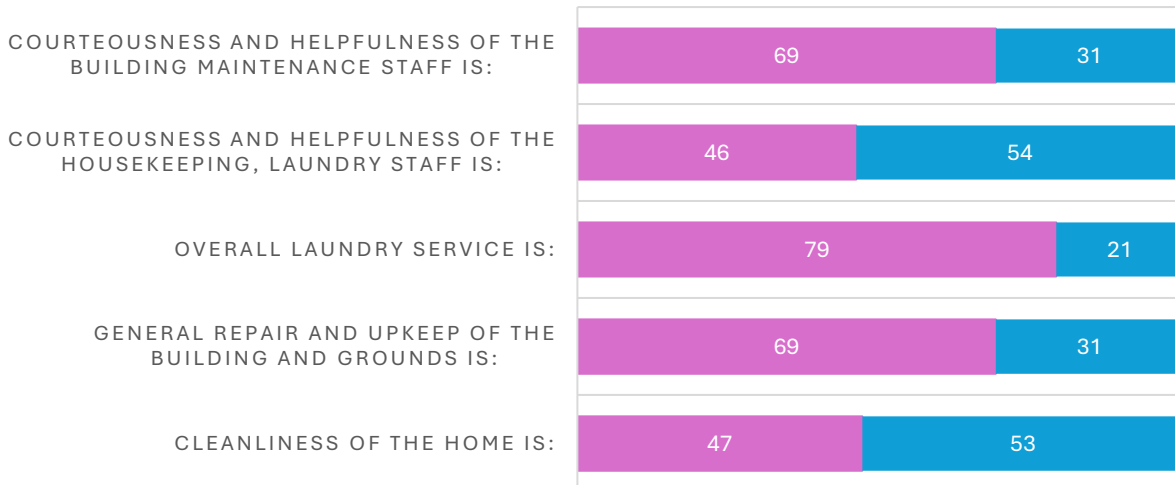
NURSING - RESIDENT CARE

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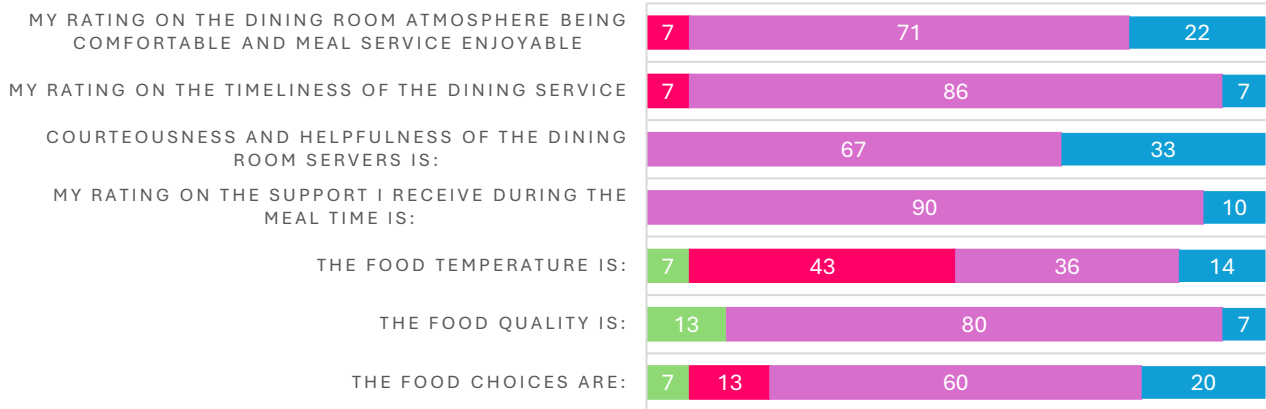
HOUSEKEEPING AND BUILDING SERVICES

■ 1 = Poor % ■ 2 = Fair % ■ 3 = Good % ■ 4 = Excellent %



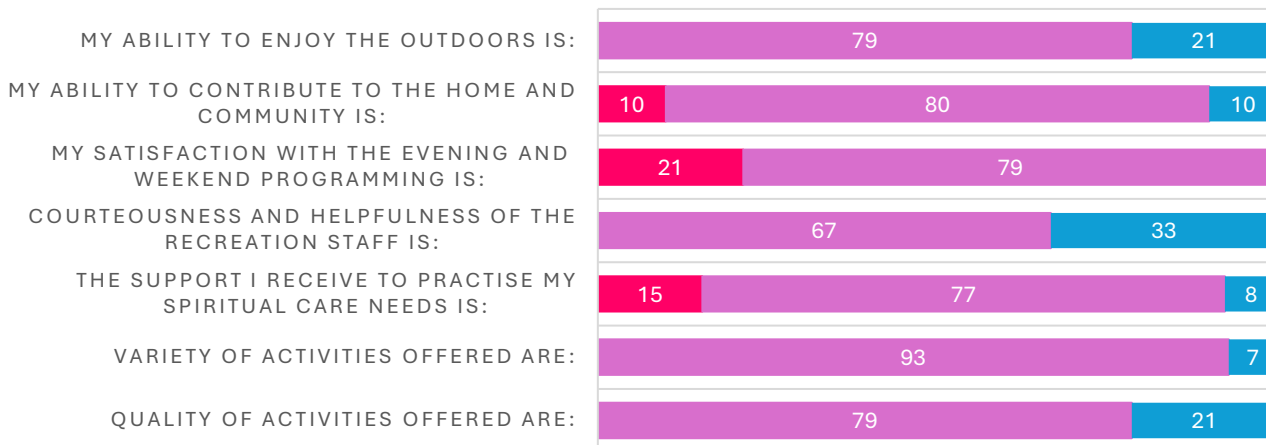
FOOD SERVICES

■ 1 = Poor %
 ■ 2 = Fair %
 ■ 3 = Good %
 ■ 4 = Excellent %



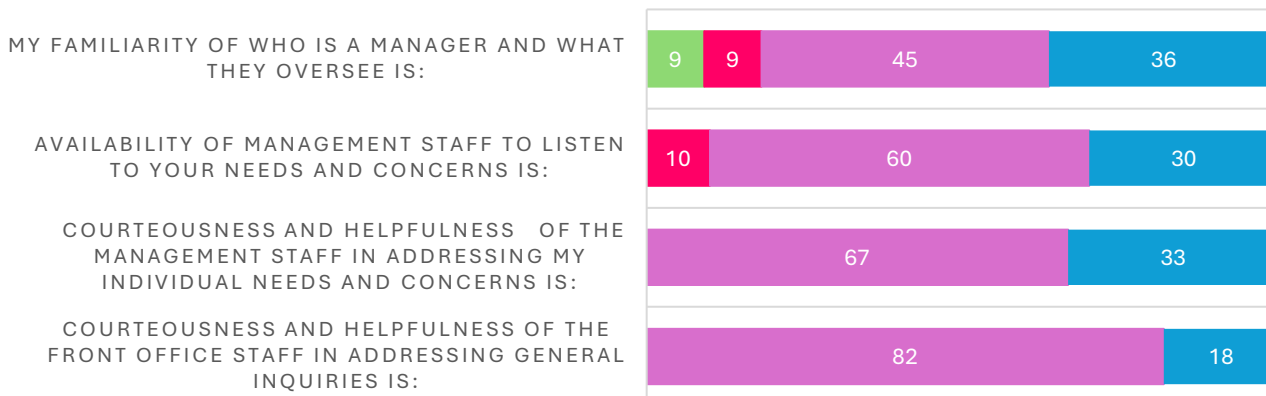
RECREATION SERVICES

■ 1 = Poor %
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ADMINISTRATION

■ 1 = Poor %
 ■ 2 = Fair %
 ■ 3 = Good %
 ■ 4 = Excellent %



OTHER SERVICES

1 = Poor % 2 = Fair % 3 = Good % 4 = Excellent %

IF YOU CURRENTLY RECEIVE HAIRDRESSING SERVICES, THE QUALITY OF THE SERVICE IS:



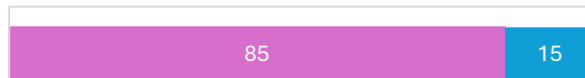
IF YOU ARE CURRENTLY RECEIVING PHYSIOTHERAPY, THE QUALITY OF THE PROGRAM IS:



GLOBAL SATISFACTION

1 = Poor % 2 = Fair % 3 = Good % 4 = Excellent %

WHAT RATING WOULD YOU ASSIGN TO THE ABILITY OF THE STAFF TO ADDRESS ANY COMPLAINTS AND FOLLOW UP WITH THEM IN...



I FEEL SAFE LIVING HERE:



STAFF HONORS MY CHOICES



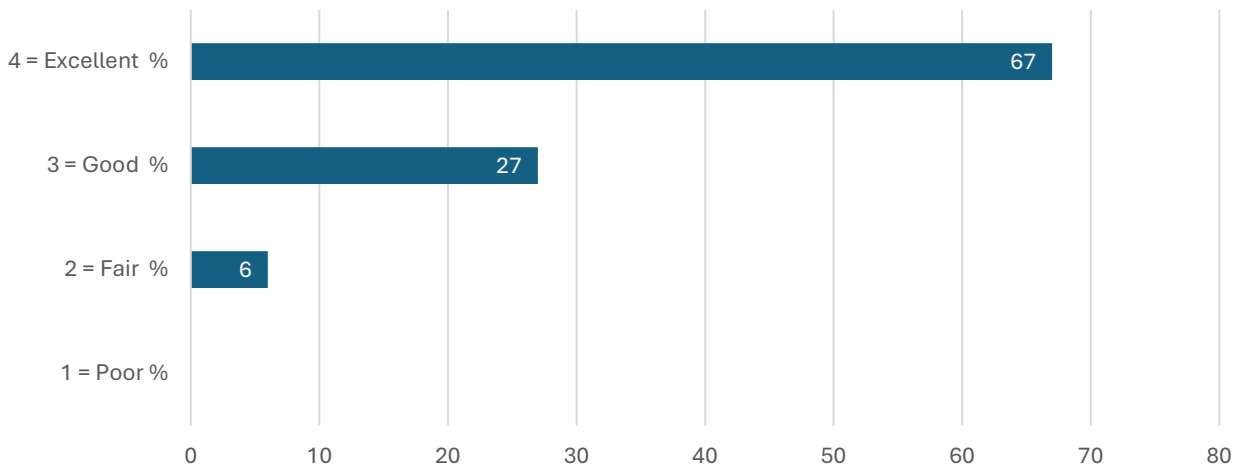
STAFF LISTEN TO MY NEEDS AND CONCERNS



THE COMFORT I FEEL IN EXPRESSING MY OPINION WITHOUT FEAR OF CONSEQUENCES IS:



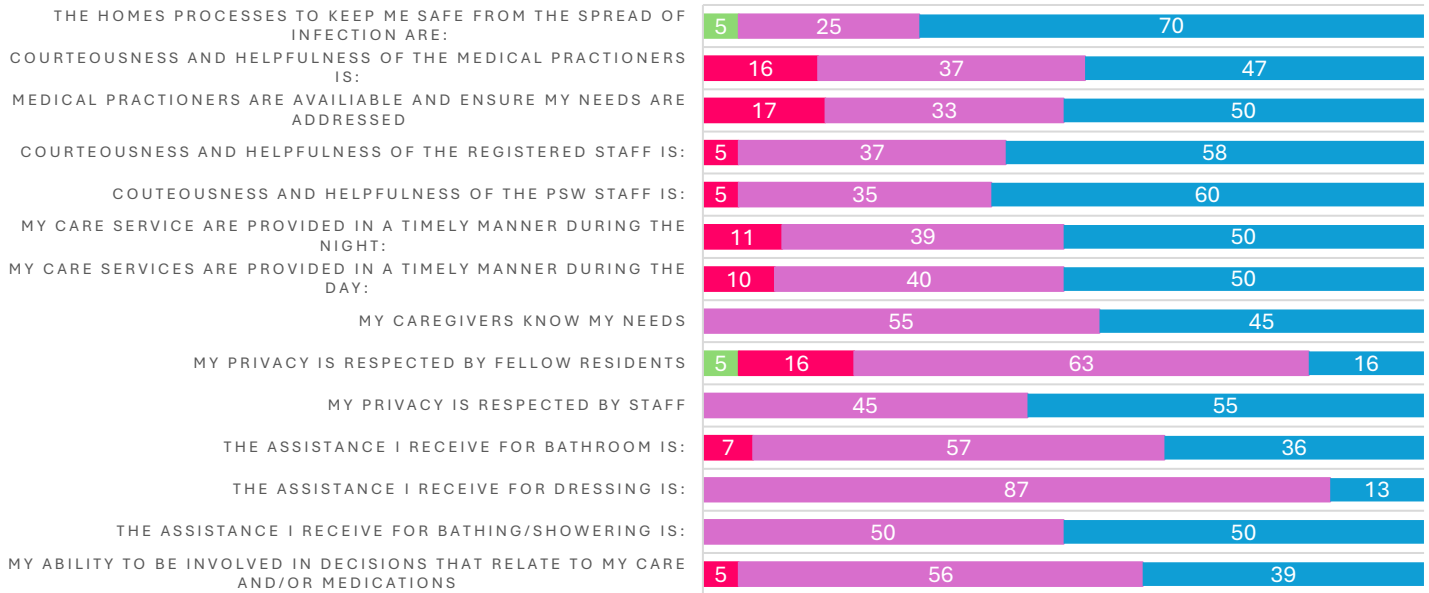
What is your rating of WFL being an exceptional place to live?



Woodingford Lodge Ingersoll:

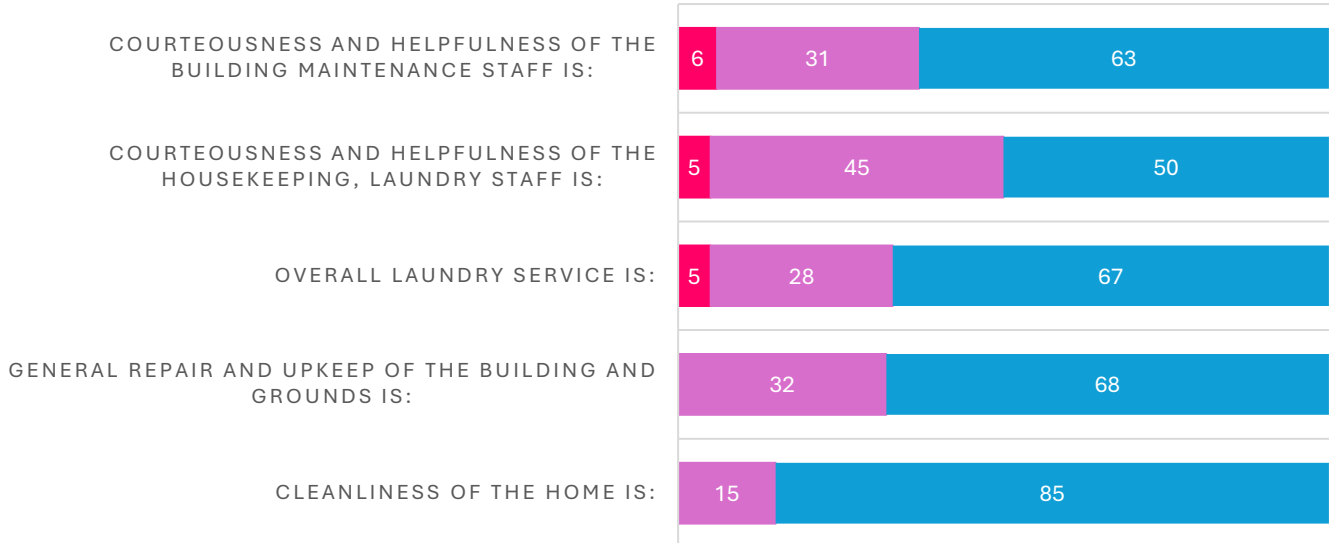
NURSING - RESIDENT CARE

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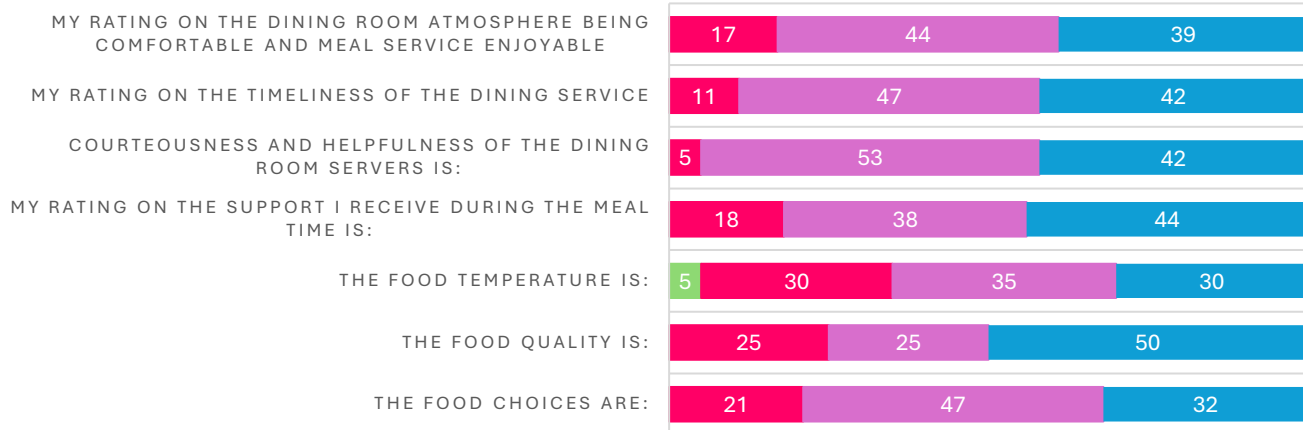
HOUSEKEEPING AND BUILDING SERVICES

■ 1 = Poor % ■ 2 = Fair % ■ 3 = Good % ■ 4 = Excellent %



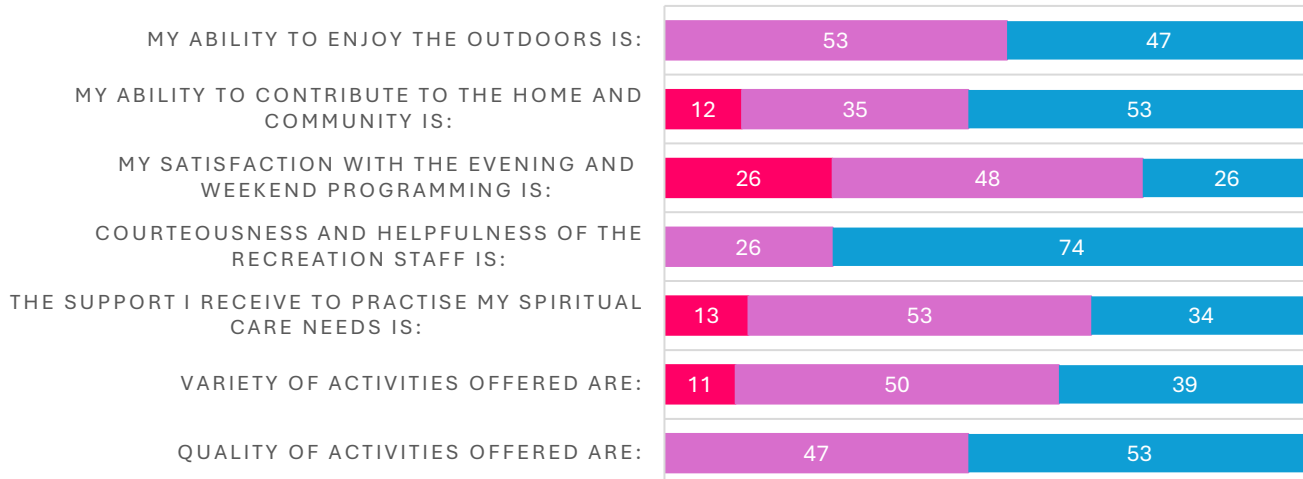
FOOD SERVICES

■ 1 = Poor %
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 ■ 3 = Good %
 ■ 4 = Excellent %



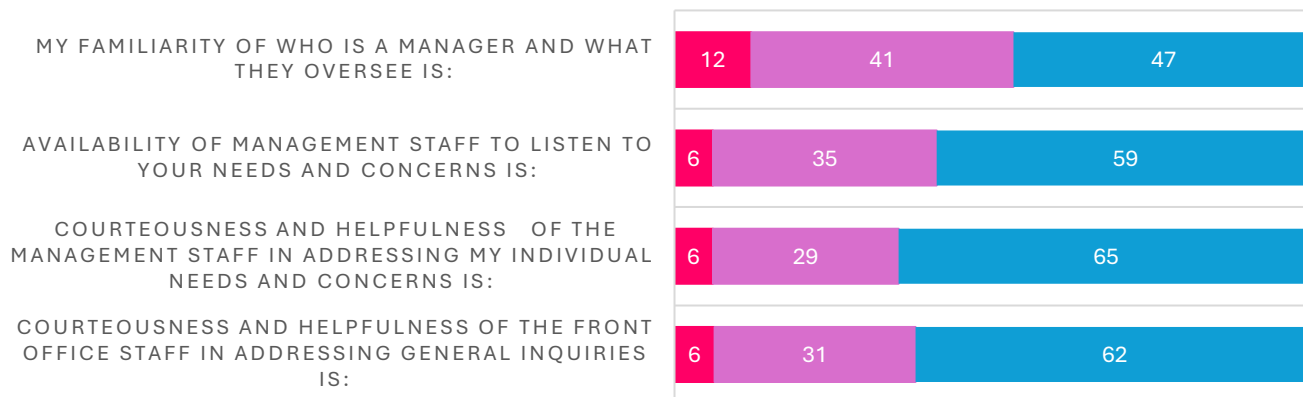
RECREATION SERVICES

■ 1 = Poor %
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ADMINISTRATION

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 ■ 4 = Excellent %



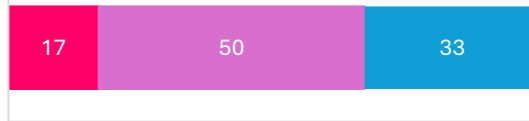
OTHER SERVICES

■ 1 = Poor % ■ 2 = Fair % ■ 3 = Good % ■ 4 = Excellent %

IF YOU CURRENTLY RECEIVE HAIRDRESSING SERVICES, THE QUALITY OF THE SERVICE IS:



IF YOU ARE CURRENTLY RECEIVING PHYSIOTHERAPY, THE QUALITY OF THE PROGRAM IS:



GLOBAL SATISFACTION

■ 1 = Poor % ■ 2 = Fair % ■ 3 = Good % ■ 4 = Excellent %

I FEEL THAT MY CULTURAL BACKGROUND AND TRADITIONS ARE RESPECTED AND VALUED WITHIN THE HOME.



WHAT RATING WOULD YOU ASSIGN TO THE ABILITY OF THE STAFF TO ADDRESS ANY COMPLAINTS AND FOLLOW UP WITH THEM IN A...



I FEEL SAFE LIVING HERE:



STAFF HONORS MY CHOICES



STAFF LISTEN TO MY NEEDS AND CONCERNS



THE COMFORT I FEEL IN EXPRESSING MY OPINION WITHOUT FEAR OF CONSEQUENCES IS:



WHAT IS YOUR RATING OF WFL BEING AN EXCEPTIONAL PLACE TO LIVE?

