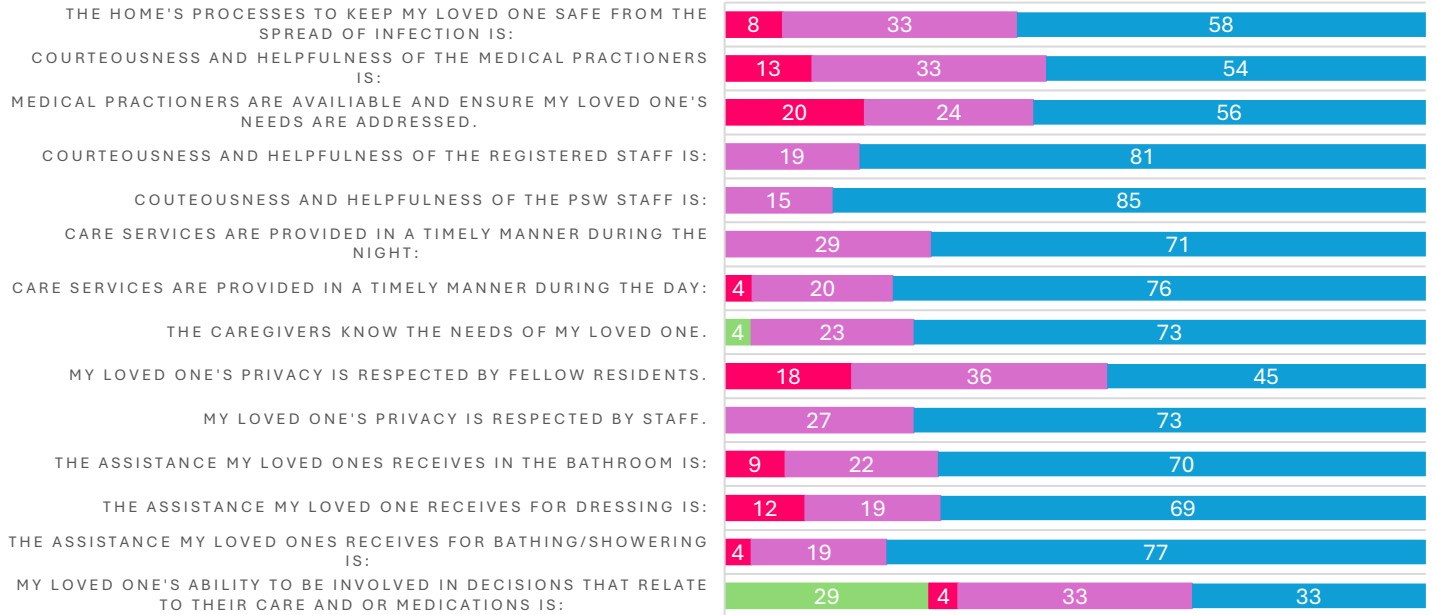


## Family Satisfaction Survey Results

### Woodingford Lodge Woodstock:

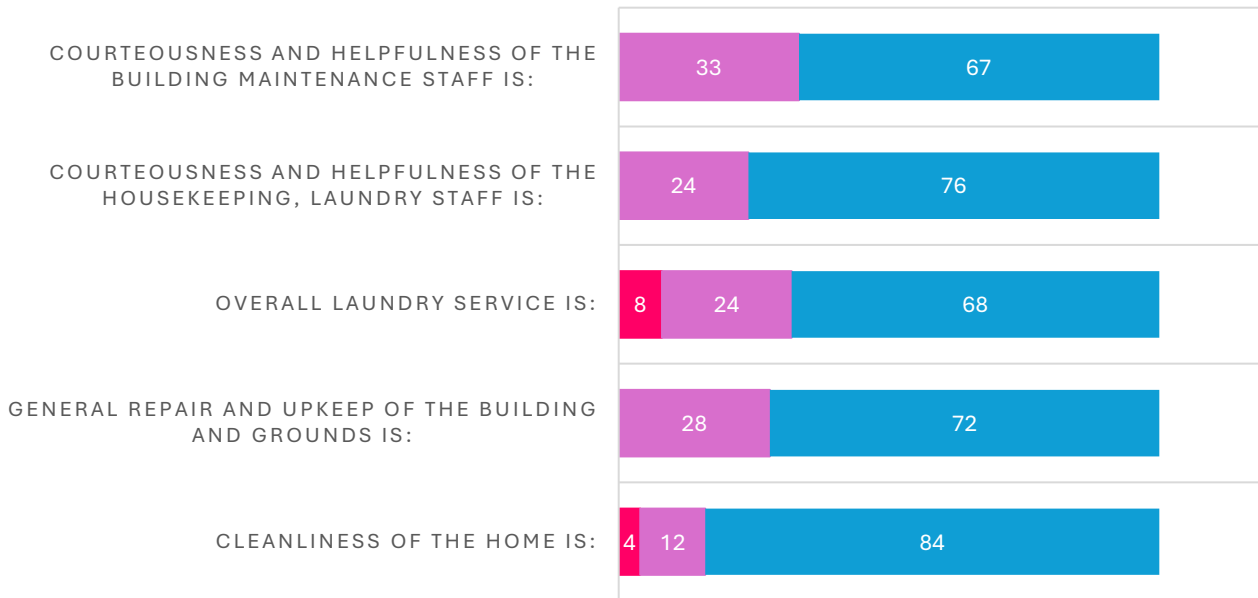
#### NURSING - RESIDENT CARE

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



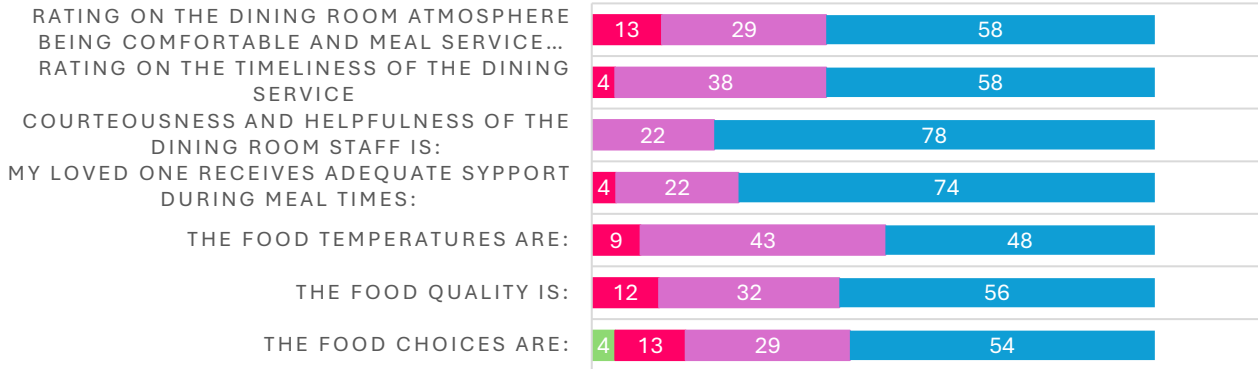
#### HOUSEKEEPING & BUILDING SERVICES

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



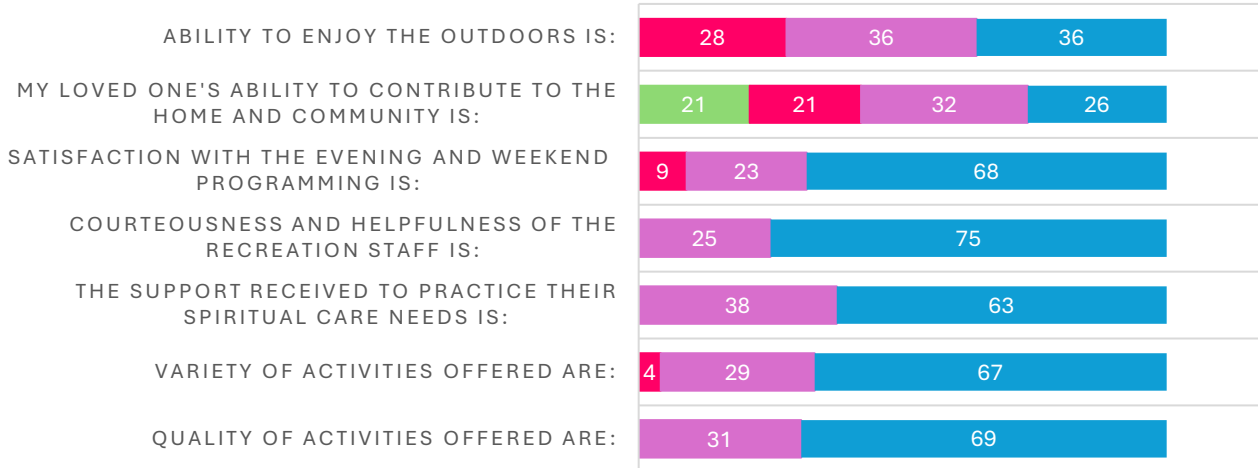
## FOOD SERVICES

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



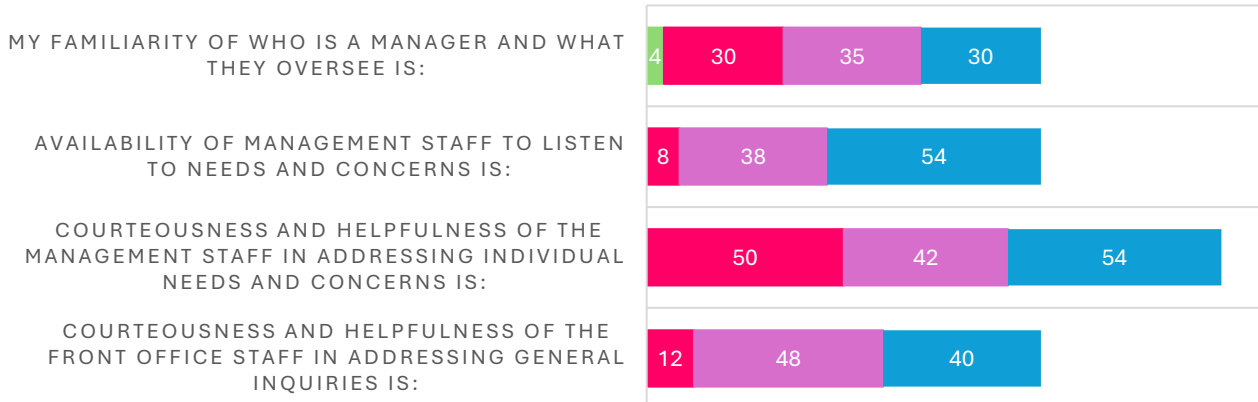
## RECREATION SERVICES

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



## ADMINISTRATION

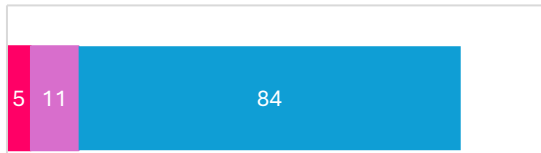
■ 1 = Poor %   
 ■ 2 = Fair %   
 ■ 3 = Good %   
 ■ 4 = Excellent %



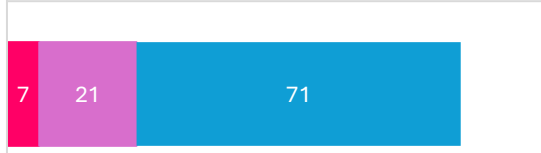
### OTHER SERVICES

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

IF YOUR LOVED ONE IS CURRENTLY RECEIVING HAIRDRESSING SERVICES, THE QUALITY OF THE SERVICE IS:



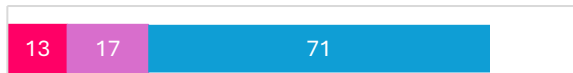
IF YOUR LOVED ONE IS CURRENTLY RECEIVING PHYSIOTHERAPY, THE QUALITY OF THE PROGRAM IS:



### 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...



MY LOVED ONE FEELS SAFE LIVING HERE:



STAFF HONORS MY LOVED ONE'S CHOICES



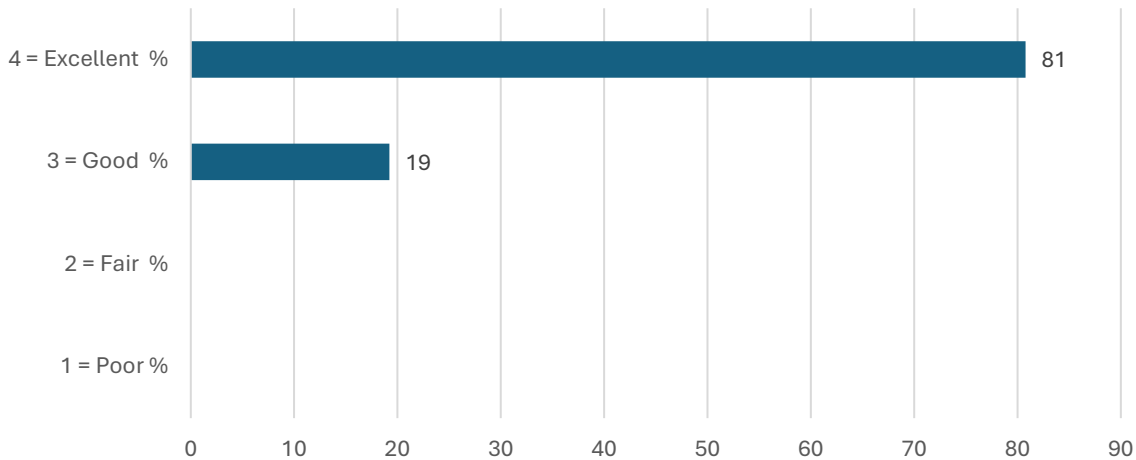
STAFF LISTEN TO MY LOVED ONE'S NEEDS AND CONCERNS



THE COMFORT MY LOVED ONE FEELS IN EXPRESSING THEIR OPINION WITHOUT FEAR OF CONSEQUENCES IS:



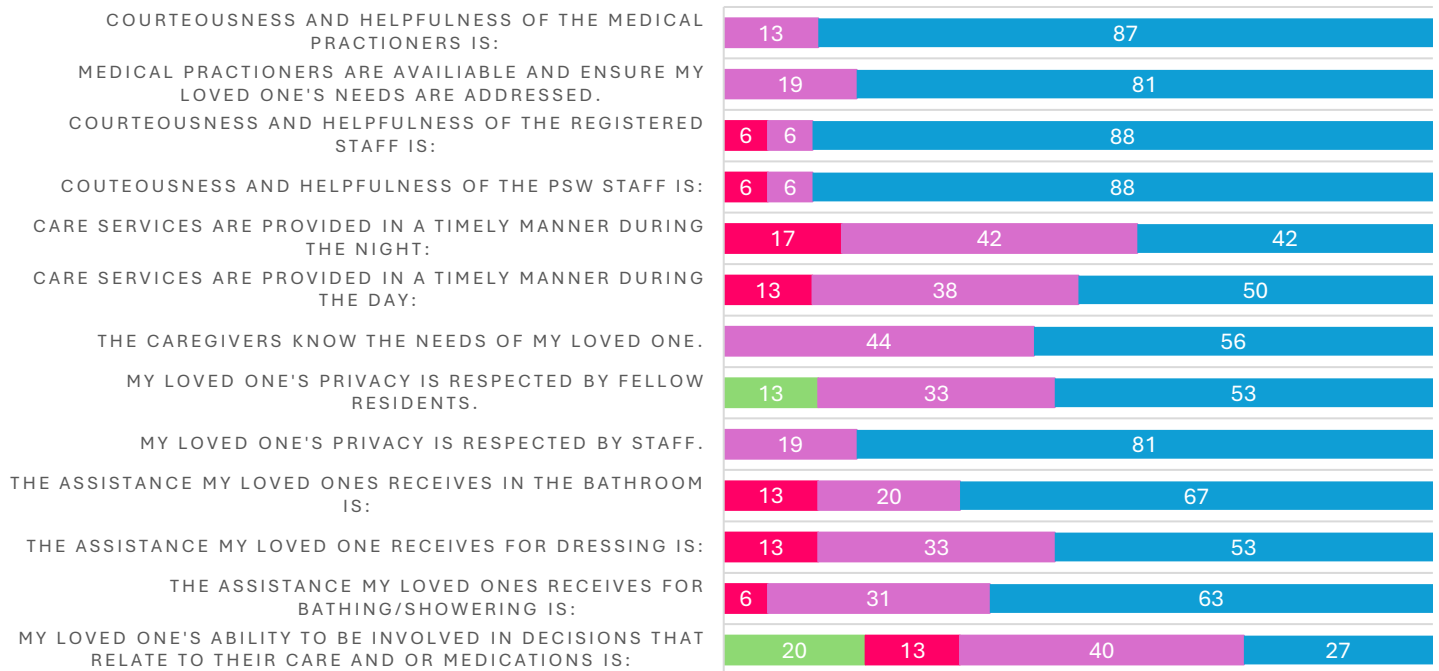
What is your rating of WFL being an exceptional place for your loved one to live in?



## Woodingford Lodge Tillsonburg:

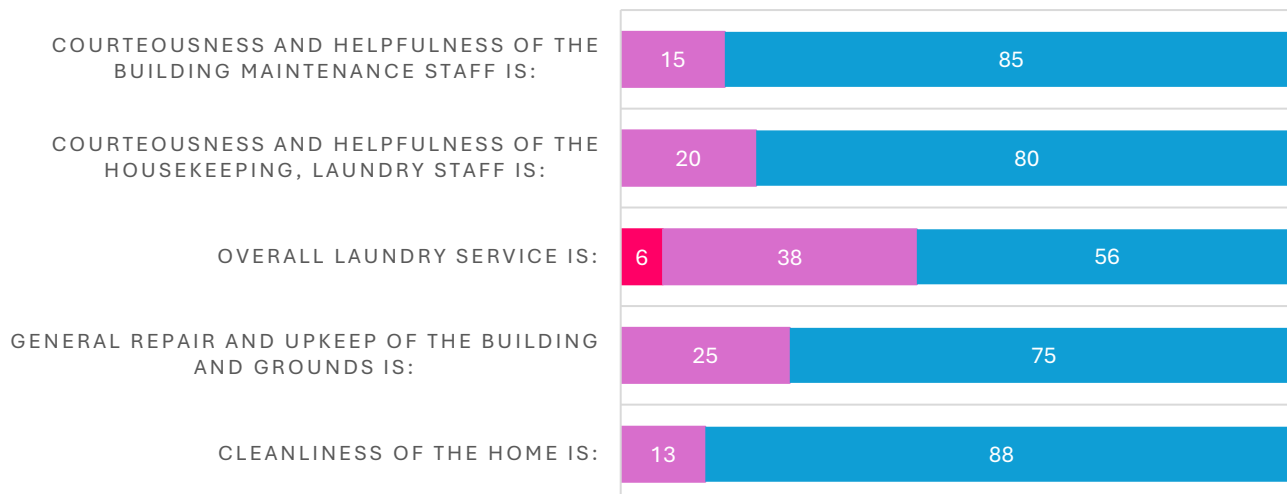
### NURSING - RESIDENT CARE

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



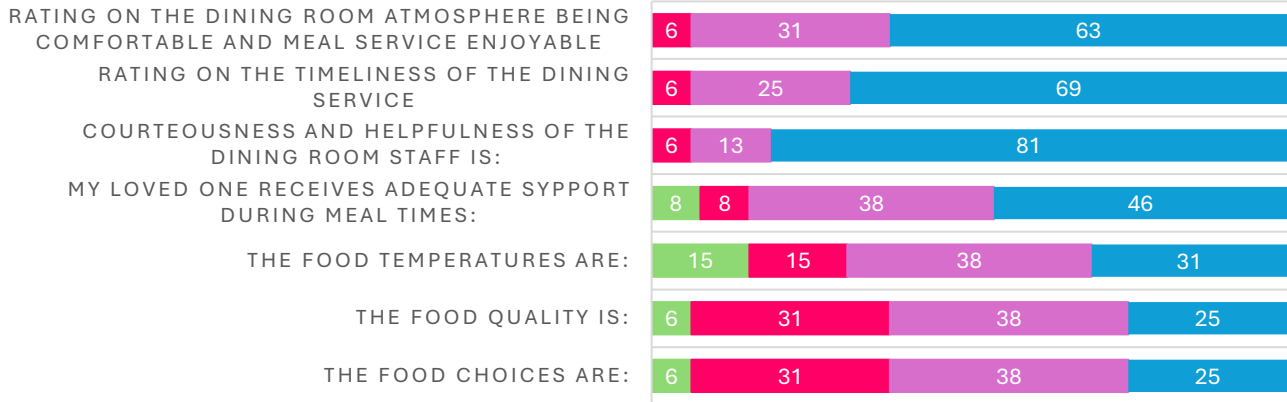
### HOUSEKEEPING & BUILDING SERVICES

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



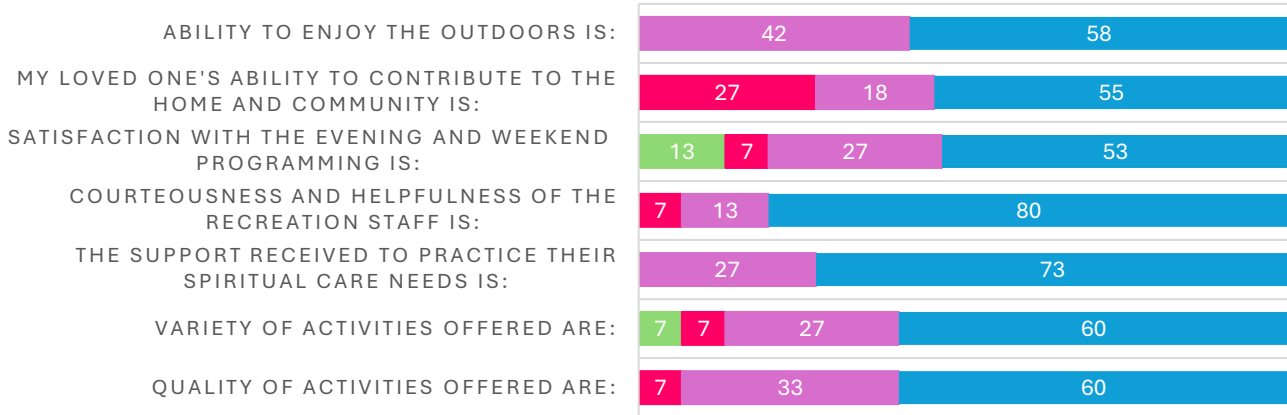
## FOOD SERVICES

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



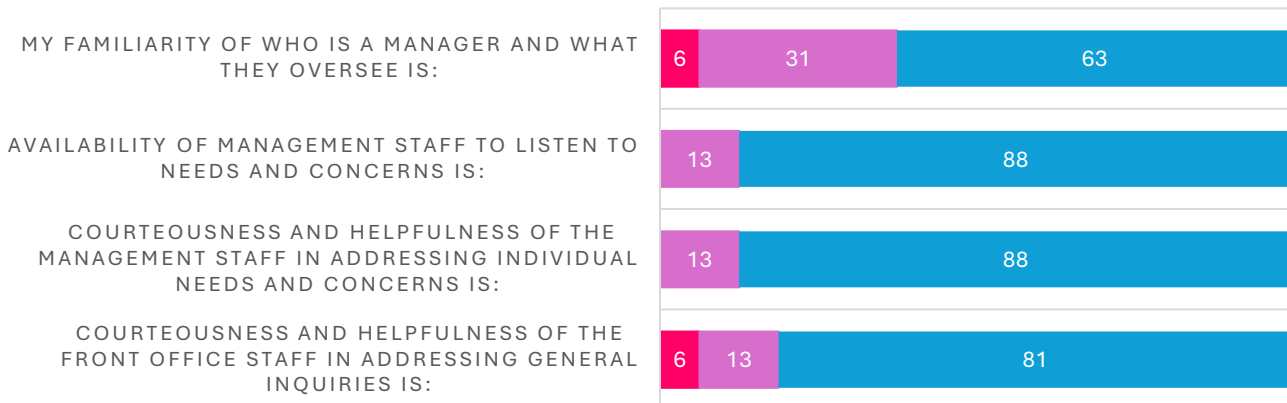
## RECREATION SERVICES

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



## ADMINISTRATION

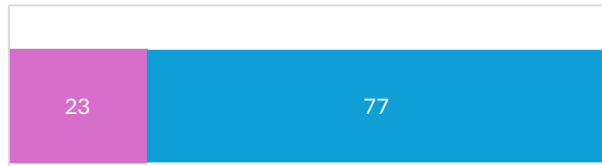
■ 1 = Poor %   
 ■ 2 = Fair %   
 ■ 3 = Good %   
 ■ 4 = Excellent %



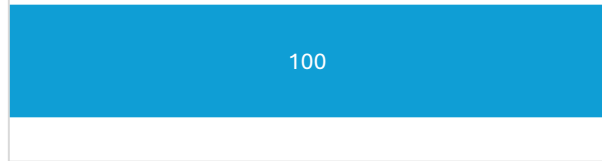
## OTHER SERVICES

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

IF YOUR LOVED ONE IS CURRENTLY RECEIVING HAIRDRESSING SERVICES, THE QUALITY OF THE SERVICE IS:



IF YOUR LOVED ONE IS 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 TIMELY MANNER?



MY LOVED ONE FEELS SAFE LIVING HERE:



STAFF HONORS MY LOVED ONE'S CHOICES



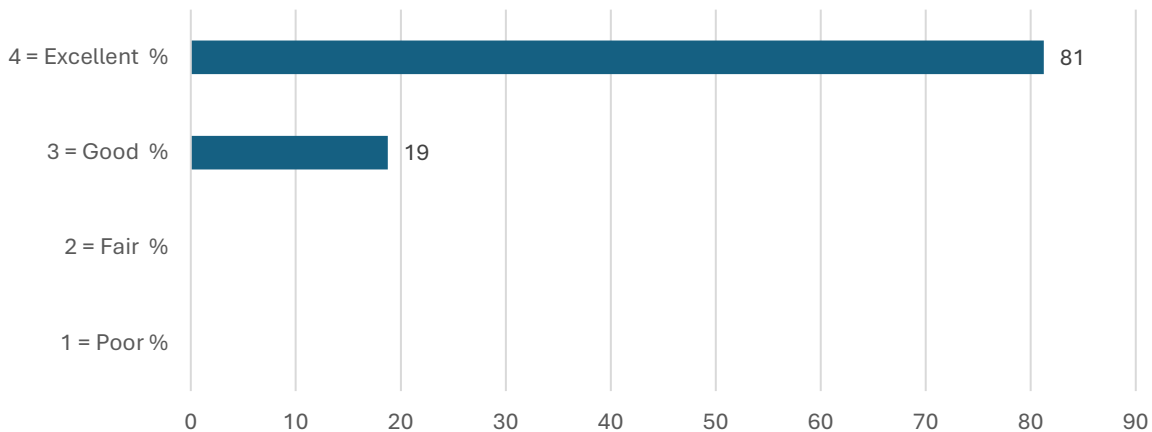
STAFF LISTEN TO MY LOVED ONE'S NEEDS AND CONCERNS



THE COMFORT MY LOVED ONE FEELS IN EXPRESSING THEIR OPINION WITHOUT FEAR OF CONSEQUENCES IS:



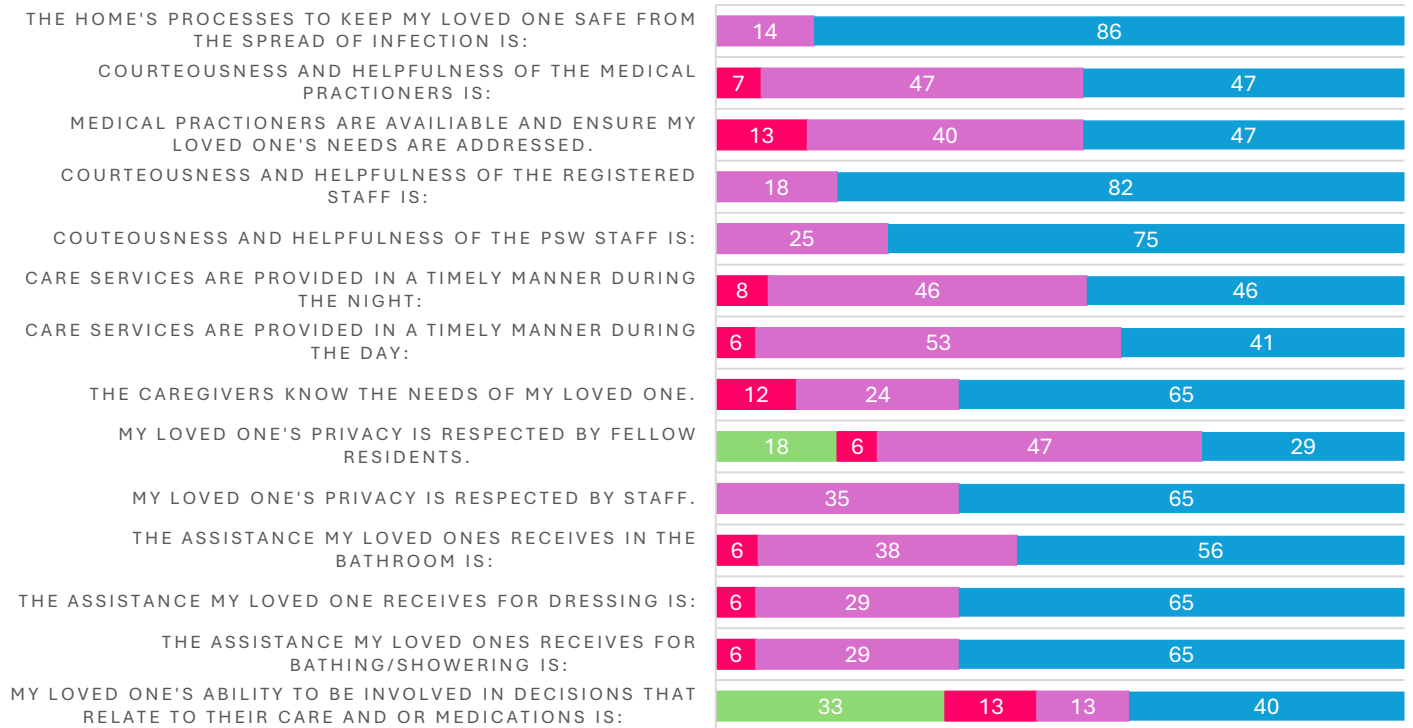
What is your rating of WFL being an exceptional place for your loved one to live in?



## Woodingford Lodge Ingersoll:

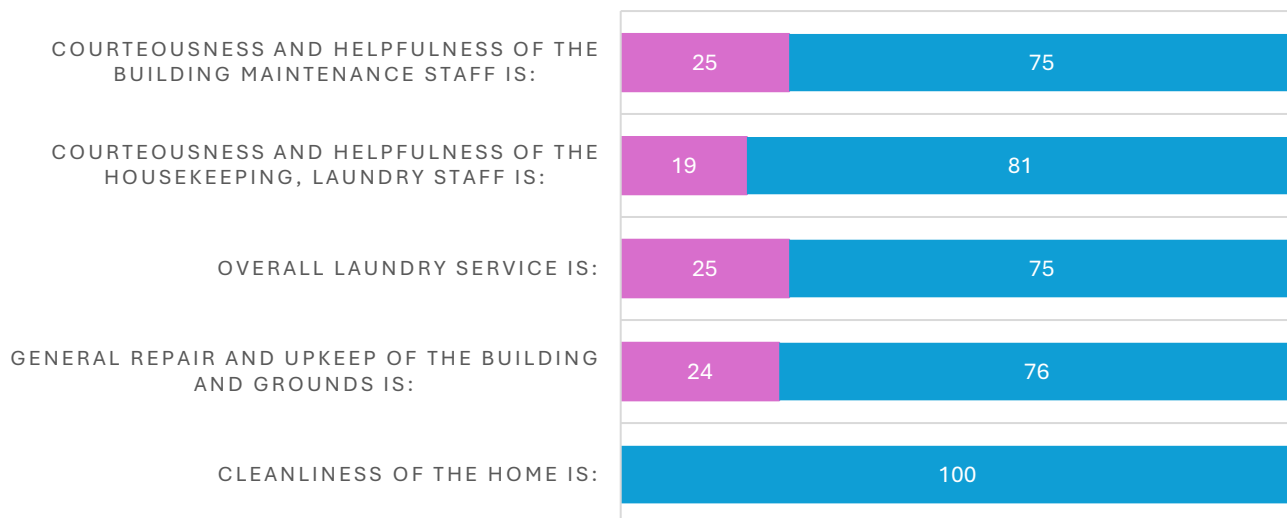
### NURSING - RESIDENT CARE

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



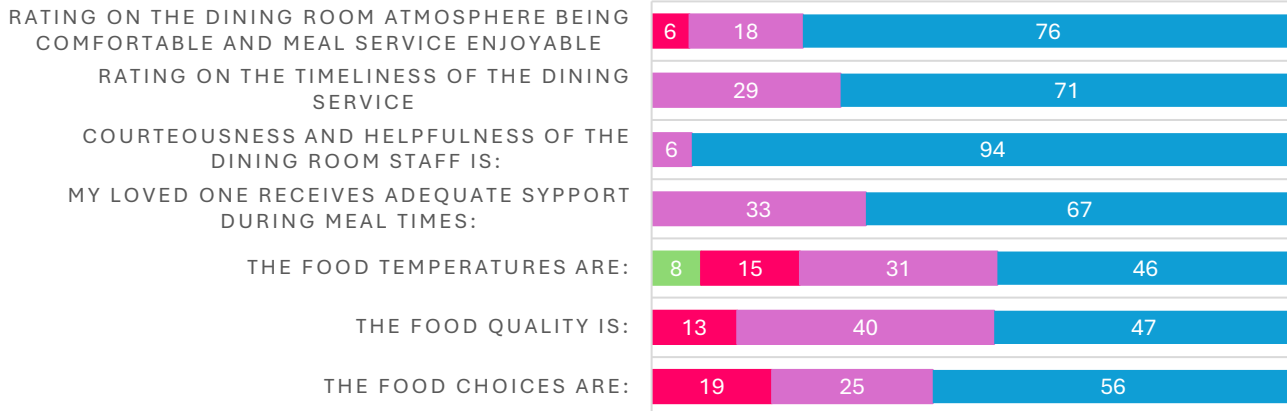
### HOUSEKEEPING AND BUILDING SERVICES

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



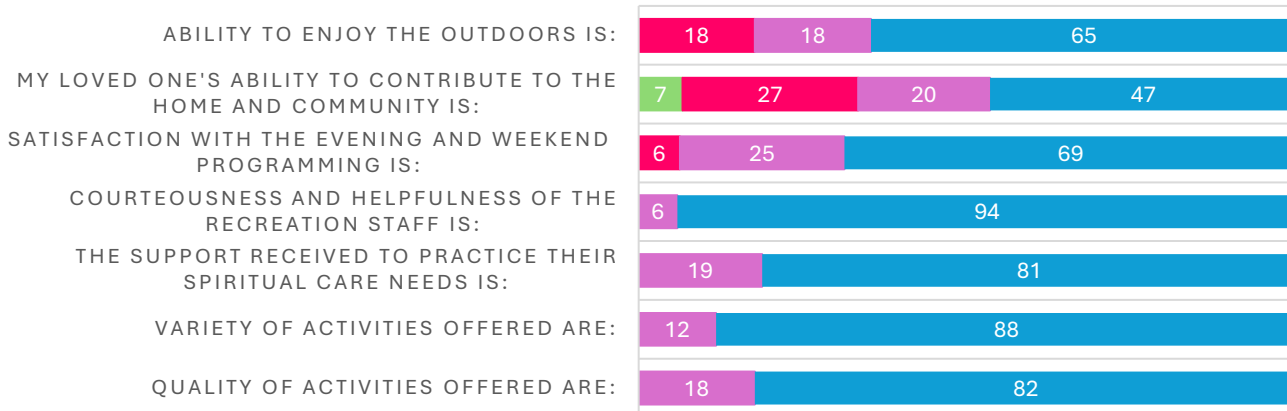
## FOOD SERVICES

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



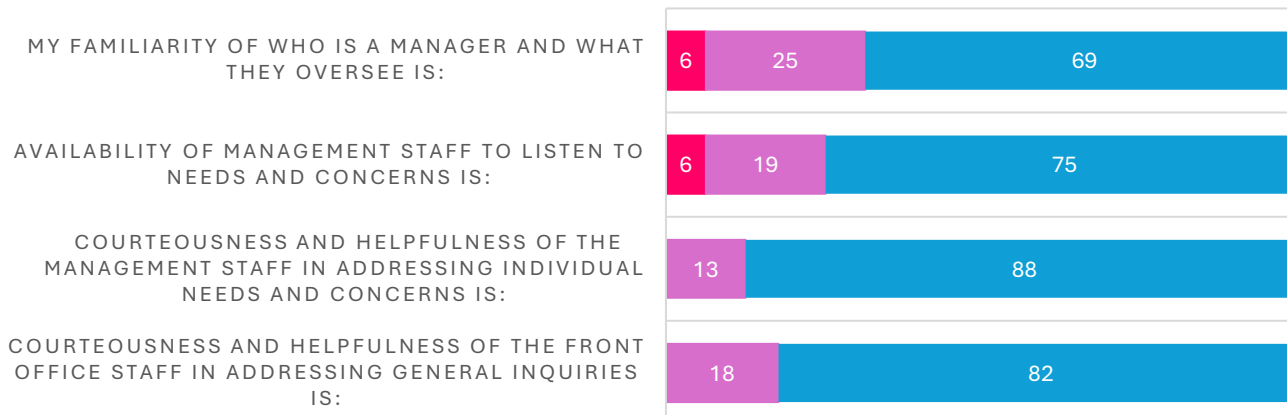
## RECREATION SERVICES

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



## ADMINISTRATION

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



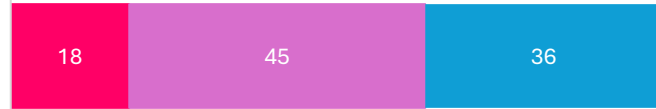
## OTHER SERVICES

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

IF YOUR LOVED ONE IS CURRENTLY RECEIVING HAIRDRESSING SERVICES, THE QUALITY OF THE SERVICE IS:



IF YOUR LOVED ONE IS 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 TIMELY MANNER?



MY LOVED ONE FEELS SAFE LIVING HERE:



STAFF HONORS MY LOVED ONE'S CHOICES



STAFF LISTEN TO MY LOVED ONE'S NEEDS AND CONCERNS



THE COMFORT MY LOVED ONE FEELS IN EXPRESSING THEIR OPINION WITHOUT FEAR OF CONSEQUENCES IS:



What is your rating of WFL being an exceptional place for your loved one to live in?

