



## Resident Satisfaction Survey Results October 2009 and October 2010

	<u>2009</u>	<u>2010</u>		<u>2009</u>	<u>2010</u>
Overall Satisfaction:	97%	98%	Care and Concern of Staff:	99%	98%
Recommendation to Others:	97%	97%	Feeling of Security:	94%	94%
Respectfulness of Staff:	98%	99%	Resident to Resident Friendships:	96%	96%
Courteousness of Dining Staff:	99%	100%	Provision of Healthcare Services:	98%	100%
Cleanliness of Common Areas:	100%	98%	Community Life Opportunities:	95%	96%
Maintenance of Building/Grounds:	97%	99%	Meaningfulness of Activities:	93%	94%
Quality of Amenities:	100%	99%	Home Like Atmosphere:	95%	94%
Quietness of Apartment:	94%	97%	Sufficiency of Transportation:	97%	97%
Sufficiency of Personal Assistance:	98%	96%	Respect for Privacy:	98%	97%
			Commitment to Independence:	94%	96%
			Overall Survey Return Rate:	81%	75%

Bell Trace commissions a third party entity that electronically compiles and processes resident satisfaction survey results in order to guarantee confidentiality and authenticity of the data collected.

All scores represent the percentage of “excellent” and “good” responses to each statement.