

<b>FHS Trinity Suites Satisfaction Survey Results</b>	<b>2020</b>	<b>2019</b>	<b>2018</b>
<b>% Tenant Responses</b>	<b>14%</b>	<b>83%</b>	<b>27%</b>
Cares_I am pleased with the quality of care I receive.	3.50	4.80	4.83
Cares_I am involved in the decisions about my care.	4.50	4.70	4.50
Cares_Staff respond promptly when I ask for assistance.	3.50	4.30	4.50
Cares_People who care for me do things the way I want them done.	4.00	4.80	4.67
Food_The quality of the food served is good.	3.50	4.50	4.17
Food_There is a variety of meals offered.	4.50	4.60	4.33
Food_The temperature of the food is appropriate.	3.50	4.40	4.00
Oter_Care_There are activities offered that are interesting to me.	4.00	4.50	4.17
Oter_Care_There are opportunities to socialize with others.	3.50	4.60	4.33
Oter_Care_I am satisfied with religious/spiritual activities offered to me.	3.50	4.60	4.33
Oter_Care_Staff go the extra mile to resolve problems.	4.50	4.30	3.83
Community_the assisted living is clean and odor-free, including my apartment.	4.50	4.60	4.33
Community_I feel that my room is treated like my home.	4.50	4.70	4.50
Community_My laundry is returned promptly.	4.50	4.60	4.50
Community_I feel safe.	4.50	4.70	4.50
Community_I am able to sleep at night without noise interruptions.	4.50	4.70	4.50
Rights_Caregivers are respectful, concerned and caring with me.	4.50	4.70	4.50
Rights_Staff respect my privacy.	4.50	4.80	4.67
Rights_People who work here treat me politely.	5.00	4.60	4.33
Rights_I feel comfortable to voice concerns in Tenant meetings.	4.00	3.70	3.33
Rights_The homecare director is receptive to my needs.	4.00	4.40	4.00
Rights_I can choose how I spend my day.	4.00	4.60	4.50
Other_The admission and/or discharge process was satisfactory.	4.50	4.60	4.33
Other_Management responds to my concerns.	4.50	4.60	4.33
Other_I recommend this assisted living to others who need care.	4.50	4.50	4.17
<b>Average Total</b>	<b>4.18</b>	<b>4.56</b>	<b>4.33</b>