

| FHS Trinity Terrace Satisfaction Survey Results | 2020 | 2019 | 2018 |
|--|-------------|-------------|-------------|
| % Tenant Responses | 51% | 43% | 31% |
| Cares_ I am pleased with the quality of care I receive. | 4.55 | 4.03 | 4.28 |
| Cares_ I am involved in the decisions about my care. | 4.24 | 3.90 | 4.03 |
| Cares_ Staff respond promptly when I ask for assistance. | 4.42 | 3.76 | 3.91 |
| Cares_ People who care for me do things the way I want them done. | 4.30 | 3.97 | 4.13 |
| Food_ The quality of the food served is good. | 3.52 | 3.38 | 3.66 |
| Food_ There is a variety of meals offered. | 3.70 | 3.52 | 3.69 |
| Food_ The temperature of the food is appropriate. | 3.48 | 3.59 | 3.75 |
| Oter Care_ There are activities offered that are interesting to me. | 4.03 | 4.07 | 4.34 |
| Oter Care_ There are opportunities to socialize with others. | 4.00 | 4.14 | 4.53 |
| Oter Care_ I am satisfied with religious/spiritual activities offered to me. | 4.15 | 4.28 | 4.31 |
| Oter Care_ Staff go the extra mile to resolve problems. | 4.55 | 3.69 | 3.94 |
| Community_ the assisted living is clean and odor-free, including my apartment. | 4.33 | 4.14 | 4.09 |
| Community_ I feel that my room is treated like my home. | 4.36 | 4.24 | 4.28 |
| Community_ My laundry is returned promptly. | 3.73 | 3.41 | 3.53 |
| Community_ I feel safe. | 4.67 | 4.21 | 4.25 |
| Community_ I am able to sleep at night without noise interruptions. | 4.61 | 4.24 | 4.31 |
| Rights_ Caregivers are respectful, concerned and caring with me. | 4.61 | 4.38 | 4.56 |
| Rights_ Staff respect my privacy. | 4.55 | 4.38 | 4.38 |
| Rights_ People who work here treat me politely. | 4.64 | 4.17 | 4.22 |
| Rights_ I feel comfortable to voice concerns in Tenant meetings. | 4.27 | 4.03 | 4.03 |
| Rights_ The homecare director is receptive to my needs. | 4.42 | 4.21 | 4.25 |
| Rights_ I can choose how I spend my day. | 4.67 | 4.10 | 4.16 |
| Other_ The admission and/or discharge process was satisfactory. | 4.39 | 4.24 | 4.34 |
| Other_ Management responds to my concerns. | 4.36 | 4.17 | 4.34 |
| Other_ I recommend this assisted living to others who need care. | 4.52 | 4.14 | 4.31 |
| Average Total | 4.28 | 4.02 | 4.14 |