<table>
<thead>
<tr>
<th>LFHS - Little Falls Care Center</th>
<th>Resident Satisfaction Survey</th>
<th>2023</th>
<th>2022</th>
<th>2021</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>% Resident Response</strong></td>
<td></td>
<td>9%</td>
<td>53%</td>
<td>28%</td>
</tr>
<tr>
<td><strong>Environment</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>My room is comfortable.</td>
<td></td>
<td>3.46</td>
<td>4.42</td>
<td>4.38</td>
</tr>
<tr>
<td>My laundry is returned promptly.</td>
<td></td>
<td>3.62</td>
<td>4.10</td>
<td>4.50</td>
</tr>
<tr>
<td>My family feels comfortable visiting with me here.</td>
<td>4.31</td>
<td>4.19</td>
<td>4.17</td>
<td></td>
</tr>
<tr>
<td>The care center is clean and odor-free, including my room.</td>
<td>3.92</td>
<td>4.30</td>
<td>4.57</td>
<td></td>
</tr>
<tr>
<td>I feel that my room is treated like my home.</td>
<td>3.38</td>
<td>3.73</td>
<td>4.07</td>
<td></td>
</tr>
<tr>
<td>I feel safe.</td>
<td></td>
<td>3.62</td>
<td>4.34</td>
<td>4.83</td>
</tr>
<tr>
<td>I am able to sleep at night without noise interruptions.</td>
<td>3.31</td>
<td>3.85</td>
<td>4.31</td>
<td></td>
</tr>
<tr>
<td><strong>Communication/Responsiveness</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>I am involved in the decisions about my care.</td>
<td>3.92</td>
<td>3.57</td>
<td>3.71</td>
<td></td>
</tr>
<tr>
<td>My resident trust account money is available when requested.</td>
<td>4.62</td>
<td>4.19</td>
<td>4.26</td>
<td></td>
</tr>
<tr>
<td>Management responds to my concerns.</td>
<td>3.92</td>
<td>4.31</td>
<td>3.50</td>
<td></td>
</tr>
<tr>
<td>Staff respond promptly when I asked for assistance.</td>
<td>3.23</td>
<td>4.01</td>
<td>3.74</td>
<td></td>
</tr>
<tr>
<td>People who work here listen to me.</td>
<td>3.77</td>
<td>4.16</td>
<td>4.07</td>
<td></td>
</tr>
<tr>
<td>People who work here treat me politely.</td>
<td>4.38</td>
<td>4.48</td>
<td>4.69</td>
<td></td>
</tr>
<tr>
<td><strong>Food</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>The quality of the food served is good.</td>
<td>3.00</td>
<td>3.93</td>
<td>3.62</td>
<td></td>
</tr>
<tr>
<td>The dining room is a pleasant place to enjoy mealtime.</td>
<td>3.92</td>
<td>3.64</td>
<td>3.83</td>
<td></td>
</tr>
<tr>
<td>My special diet needs or requests are accommodated.</td>
<td>4.00</td>
<td>4.12</td>
<td>3.83</td>
<td></td>
</tr>
<tr>
<td>I am given a menu choice at each meal.</td>
<td>3.54</td>
<td>4.21</td>
<td>3.86</td>
<td></td>
</tr>
<tr>
<td><strong>Medical Care</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>People who care for me do things the way I want them done.</td>
<td>3.38</td>
<td>4.22</td>
<td>3.93</td>
<td></td>
</tr>
<tr>
<td>I can choose how I spend my day.</td>
<td>4.31</td>
<td>4.46</td>
<td>4.26</td>
<td></td>
</tr>
<tr>
<td>I am encouraged to speak up about things I do not like.</td>
<td>4.38</td>
<td>4.36</td>
<td>4.33</td>
<td></td>
</tr>
<tr>
<td>I am pleased with the quality of care I receive.</td>
<td>3.69</td>
<td>4.12</td>
<td>4.14</td>
<td></td>
</tr>
<tr>
<td>I feel my pain is managed effectively.</td>
<td>3.62</td>
<td>4.07</td>
<td>4.07</td>
<td></td>
</tr>
<tr>
<td><strong>Staff</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Staff know me/the same staff are assigned consistently.</td>
<td>3.08</td>
<td>4.12</td>
<td>3.40</td>
<td></td>
</tr>
<tr>
<td>Staff respect my privacy.</td>
<td></td>
<td>4.46</td>
<td>4.28</td>
<td>4.64</td>
</tr>
<tr>
<td>Caregivers are respectful, concerned and caring with me.</td>
<td>4.38</td>
<td>4.34</td>
<td>4.62</td>
<td></td>
</tr>
<tr>
<td>Staff pay attention to me when providing cares.</td>
<td>4.08</td>
<td>4.39</td>
<td>4.19</td>
<td></td>
</tr>
<tr>
<td><strong>Other</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>The Admission and/or discharge process was satisfactory.</td>
<td>4.23</td>
<td>4.09</td>
<td>3.98</td>
<td></td>
</tr>
<tr>
<td>Staff go the extra mile to resolve problems.</td>
<td>3.54</td>
<td>3.97</td>
<td>4.00</td>
<td></td>
</tr>
<tr>
<td>There are activities offered that are interesting to me.</td>
<td>3.62</td>
<td>4.01</td>
<td>4.00</td>
<td></td>
</tr>
<tr>
<td>There are things to do on the weekends that I enjoy.</td>
<td>3.23</td>
<td>3.99</td>
<td>3.14</td>
<td></td>
</tr>
<tr>
<td>I am satisfied with religious/spiritual activities offered to me.</td>
<td>4.38</td>
<td>4.03</td>
<td>4.26</td>
<td></td>
</tr>
<tr>
<td>I would recommend this care center to others who need care.</td>
<td>3.77</td>
<td>4.15</td>
<td>4.31</td>
<td></td>
</tr>
<tr>
<td><strong>Facility Overall Response</strong></td>
<td></td>
<td>3.81</td>
<td>4.13</td>
<td>4.10</td>
</tr>
</tbody>
</table>

Scale 1 to 5, 5 being the highest