

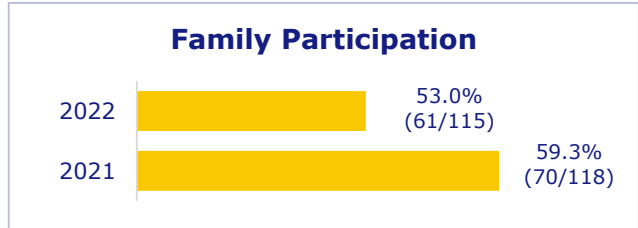
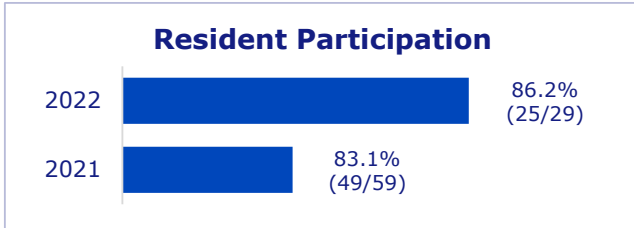
2022 Resident and Family Satisfaction Survey Results River East

Summary Report



83.3% of residents and 77.1% of family members would recommend this home to others.

The 2022 resident and family survey was conducted from October 31st to December 20th, 2022.
 For Participation the numerator represents the number of residents and family members that completed a survey. The denominator represents the number of residents and family members that were eligible to complete the survey.



Resident Satisfaction Survey

Percentage(%) represents respondents agreed or strongly agreed with the following statements.

Top 5 Strengths

I feel that the staff are friendly.	92.0%
I am treated with courtesy in the dining room.	92.0%
If I have a concern I feel comfortable raising it with the staff and leadership	91.7%
I enjoy eating meals in the dining room.	88.0%
I am satisfied with the quality of cleaning services throughout the home	88.0%

Top 5 Opportunities

Laundry services are improving.	45.0%
I am updated regularly about any changes in my home.	44.0%
I have friends in the home.	41.7%
The following services are improving: spiritual care services	30.8%
My relationship with others is improving.	28.6%

Family Satisfaction Survey

Percentage(%) represents respondents agreed or strongly agreed with the following statements.

Top 5 Strengths

I am updated regularly about any changes in the home.	84.8%
If I have a concern I feel comfortable raising it with the staff and leadership	82.0%
Communication from home leadership is clear and timely.	81.7%
I am satisfied with the quality of cleaning services throughout the home	81.4%
I am satisfied with the quality of cleaning within the resident's room	80.3%

Top 5 Opportunities

Laundry services are improving.	30.0%
The resident has input into the recreation programs available.	27.8%
The meal, beverage and dining services are improving.	25.6%
I have an opportunity to provide input on food and beverage options.	21.3%
The following services are improving: spiritual care services	18.2%