

SATISFACTION SURVEY SUMMARY

Extendicare Health Services, Inc. Fir Lane Health & Rehabilitation Center

SKILLED NURSING
FAMILY/RESIDENT:

| Survey date | Surveys distributed | Surveys returned | Response rate |
|--------------|---------------------|------------------|---------------|
| April , 2010 | 111 | 20 | 18% |

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Prepared by:



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Percentage of responses **EXCELLENT**, **GOOD**, **FAIR** or **POOR** on each item on the survey. Items are ranked from the highest percent **EXCELLENT** to the lowest percent **EXCELLENT**. (May not total 100% due to rounding)

FAMILY/RESIDENT Apr, 2010

