

SATISFACTION SURVEY SUMMARY

Extendicare Health Services, Inc.

Spruce Manor Nursing & Rehabilitation

SKILLED NURSING
FAMILY/RESIDENT:

Survey date	Surveys distributed	Surveys returned	Response rate
April , 2010	189	71	38%

Reports published: June 10 ,2010

Prepared by:



This CONFIDENTIAL report is entitled to protection of peer review privilege and similar privileges provided by law.
Do not copy or distribute without written permission.

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

