

Dear Families and Residents:

This attached survey results are an excerpt of the Family Satisfaction Survey completed in November 2007. If you have questions regarding the information, please contact Lynda Blevins.

Family Satisfaction at Central Haven compared to Regional Results

Figure 1: Family Satisfaction Care Domain Results for Central Haven & Saskatoon Health Region

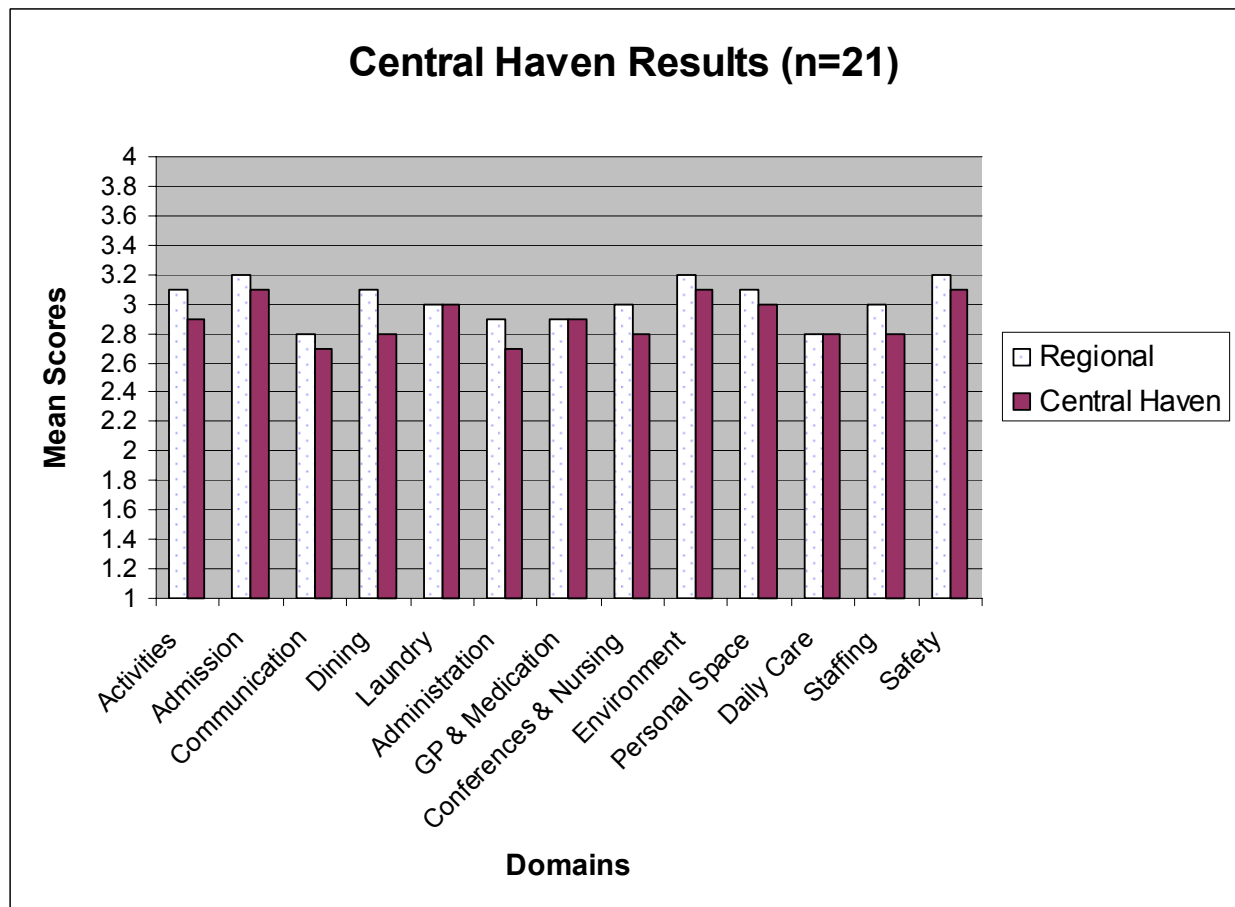


Figure 1 shows the average scores on the 13 care domain subscales from the LTC-FSS (Family Satisfaction Survey) for your site and for the Region. The scale ranges from 1 (strongly disagree) to 4 (strongly agree). Higher scores are indicative of a higher level of satisfaction. As you can see from the Table above, Central Haven is below the regional average 10 of the 13 domains, and matches the regional average on Laundry Service, Physicians & Medications, and Daily Care & Routines.