

SATISFACTION SURVEY SUMMARY

Extendicare Health Services, Inc.

Arbors At Delaware

SKILLED NURSING
FAMILY/RESIDENT:

Survey date	Surveys distributed	Surveys returned	Response rate
April 2009	101	38	38%

Reports published June 19, 2009

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 April 2009

