EDDY SENIOR LIVING RESIDENT SATISFACTION SURVEY

See what Eddy Senior Residents had to say in May 2013: Color coded results: Excellent, Good, Fair, Poor



13

Eddy Independent Living Communities

71%	26%
67%	30%
88%	11%
87%	13%
79%	19%
77%	21%
75%	22%
73%	25%

Recommendation to Others Overall Satisfaction Respectfulness of Staff Courteousness of Dining Staff Feeling of Security Cleanliness of Common Areas Care (Concern) of Staff Respect for Privacy

Eddy Assisted Living Communities

56%	38%	
54%	42%	
71%	28%	
68%	29%	
67%	31%	
67%	30%	
58%	35%	
56%	40%	

RECOMMENDATION TO OTHERS OVERALL SATISFACTION COURTEOUSNESS OF DINING STAFF COMFORT OF ROOM/SURROUNDINGS RESPECTFULNESS OF STAFF SAFETY OF FACILITY CONTROL OF ROOM TEMPERATURE CARE (CONCERN) OF STAFF

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	Eddy Memory Care Communities		
Recommendation to Others	75%	19%	
Overall Satisfaction	75%	19%	
RESPECTFULNESS OF STAFF	85%	15%	
SAFETY OF FACILITY	84%	16%	
Care (Concern) of Staff	78%	16%	
Responsiveness of Management	76%	15%	
CLEANLINESS OF ROOM/SURROUNDINGS	75%	24%	
Competency of Staff	73%	24%	

In 2013, Eddy Senior Living commissioned My InnerView, an independent outside resource to conduct the resident satisfaction survey process. Our residents' input helps us in two very important ways: it allows us to identify opportunities for improvement, and areas in which our staff have achieved excellence in the service they deliver and the amenities we offer.