## EDDY SENIOR LIVING RESIDENT SATISFACTION SURVEY

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



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## 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.