

## 2010 Resident Satisfaction Survey Results

### Overall Satisfaction

**96%**

**Excellent & Good**  
(Compared to national  
benchmark of 93%)

### Recommend to Others

**98%**

**Excellent & Good**  
(Compared to national  
benchmark of 93%)

### Primary Strengths

- Commitment to independence
- Responsiveness of staff
- Provisions for health care services
- Spiritual opportunities

### What We Do Best..

"The staff is outstanding - capable, efficient, friendly and helpful."

"Making one feel like family."

"This is a very well-run, homey place. The staff in every level is courteous and friendly."

"The employees are outstanding with their desire to be helpful."

"Having students from the Eastman School of Music perform on Monday nights."

