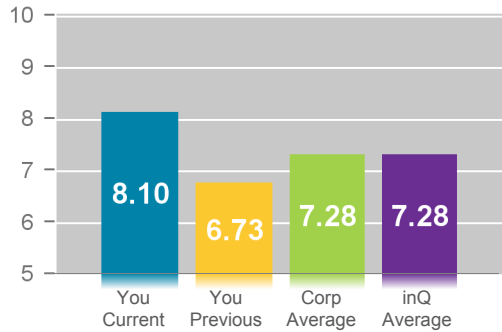
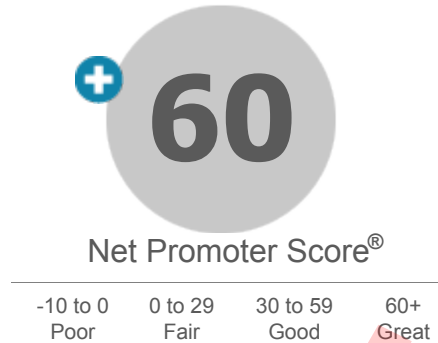


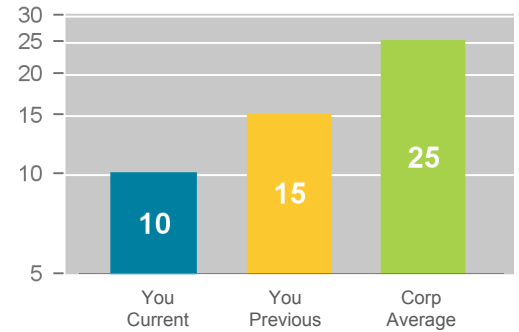
### Overall Experience



### Likelihood to Recommend



### Your Responses



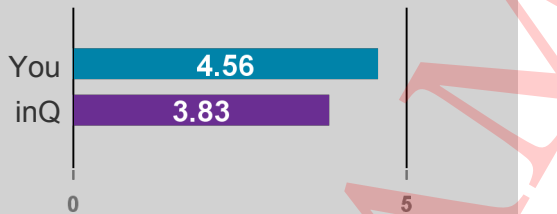
#### Key drivers that contribute to a **MORE POSITIVE** experience

The results on the items below correlate to a higher score on the overall experience question.

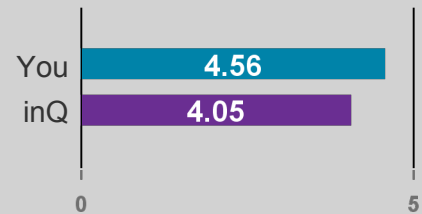
#### Key drivers that contribute to a **LESS POSITIVE** experience

The results on the items below correlate to a lower score on the overall experience question.

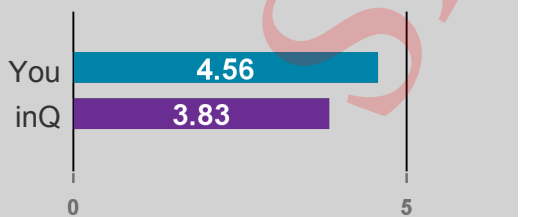
#### **+ 0.73** Activities and programs



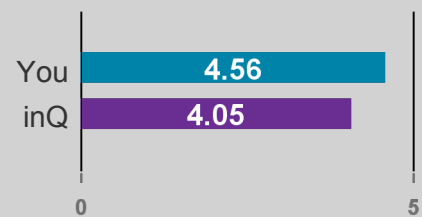
#### **- 0.51** The staff genuinely cares about my family member's well-being.



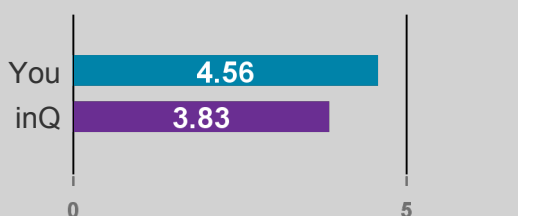
#### **+ 0.73** Access to healthcare services



#### **- 0.51** Maintenance



#### **+ 0.73** Laundry services



#### **- 0.51** Social services

