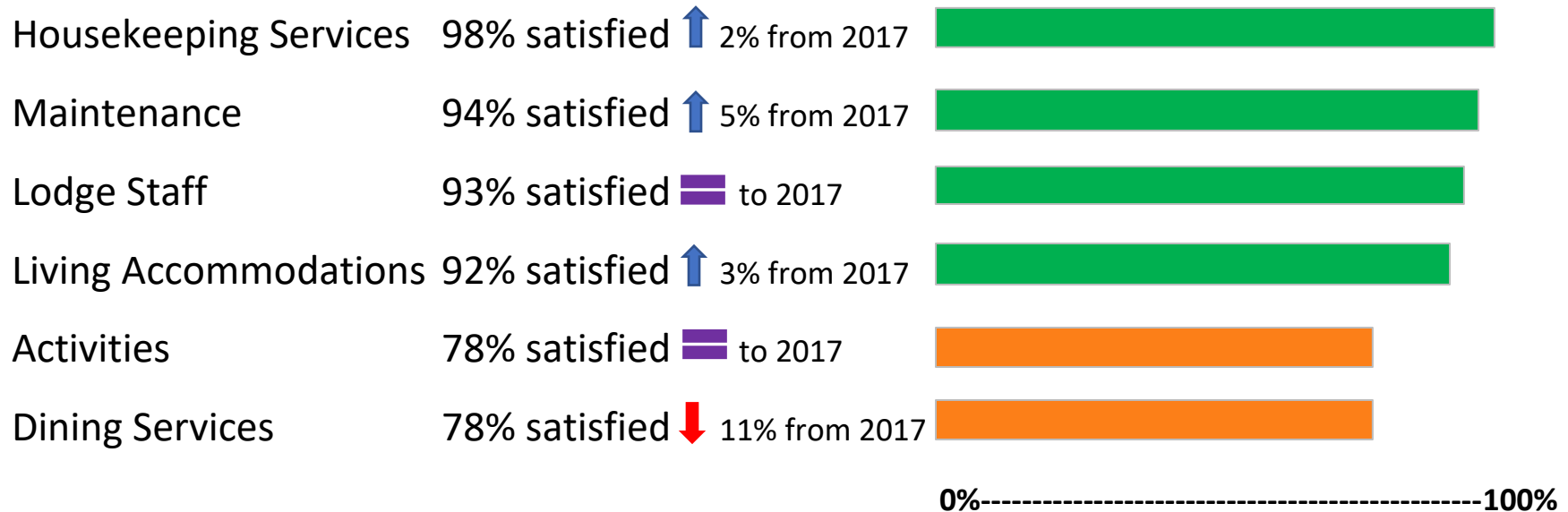


2018 Resident Satisfaction Survey Results

~ Sunshine Lodge ~



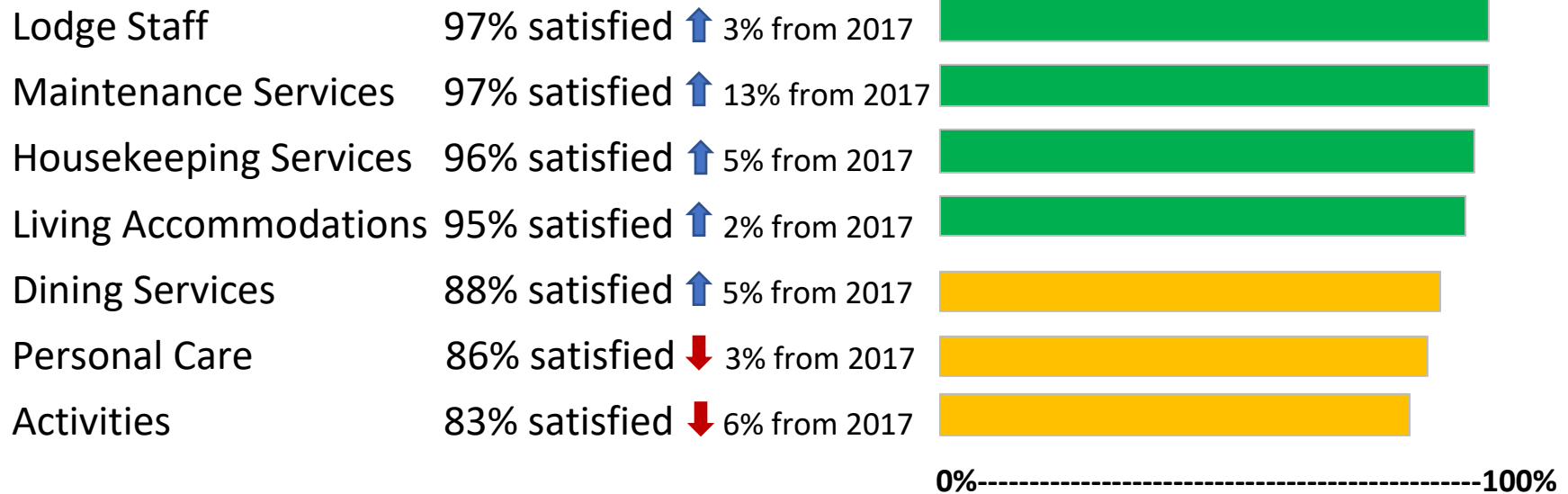
Key Points:

- 100%** of Residents are aware of the Fire Procedures **↑** 14% from 2017
 - 94%** of Residents find the Sunshine Lodge to be pleasant and comfortable **↑** 1% from 2017
 - 87%** of Residents would recommend Sunshine Lodge to another senior **↑** 3% from 2017
 - 66%** of Residents attend the monthly resident meeting **↓** 1% from 2017
 - 21%** of Residents are dissatisfied with the food **↑** 11% from 2017
- 73% of Residents participated in the survey.** **↑** 6% from 2017. Thank you!

**For the full results please contact the Resident Manager – Debbie Laycock.*

2018 Resident Satisfaction Survey Results

~ Hillview Lodge ~



Key Points:

95% of Residents find the Hillview Lodge to be pleasant and comfortable **↑ 1%** from 2017

95% of Residents would recommend the Hillview Lodge to another senior **↑ 1%** from 2017

86% of Residents are aware of the Fire Procedures **↑ 4%** from 2017

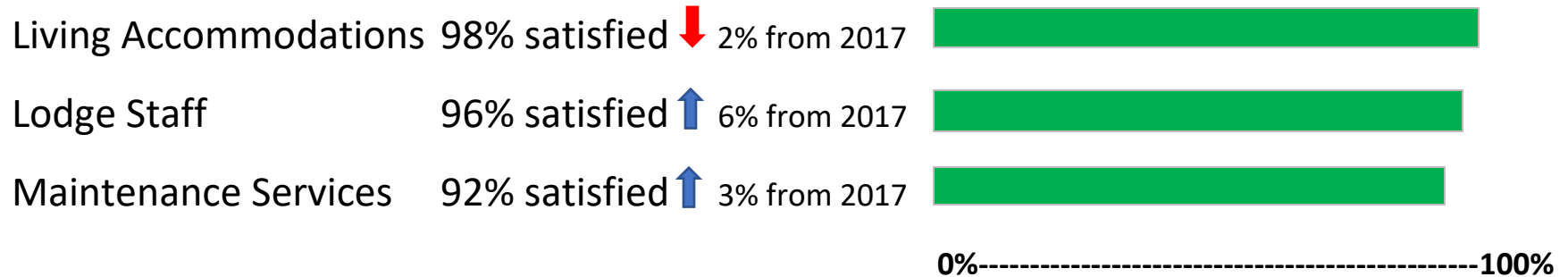
15% of Residents are dissatisfied with the food **↓ 5%** from 2017

60% of Residents participated in the survey. ↑ 13% from 2017. Thank you!

**For the full results please contact the Supportive Living Manager – Jackie Whiffen-Peters.*

2018 Resident Satisfaction Survey Results

~ Cottages ~



Key Points:

100% of Residents say the Cottages are the best place to be **▬** to 2017

100% of Residents would recommend the Cottages to another senior **▬** to 2017

67% of Residents participated in the survey. **↓** 8% from 2017

Thank you!

**For the full results please contact the Resident Manager – Debbie Laycock.*

2018 Resident Satisfaction Survey Results

~ Riverview Villas ~

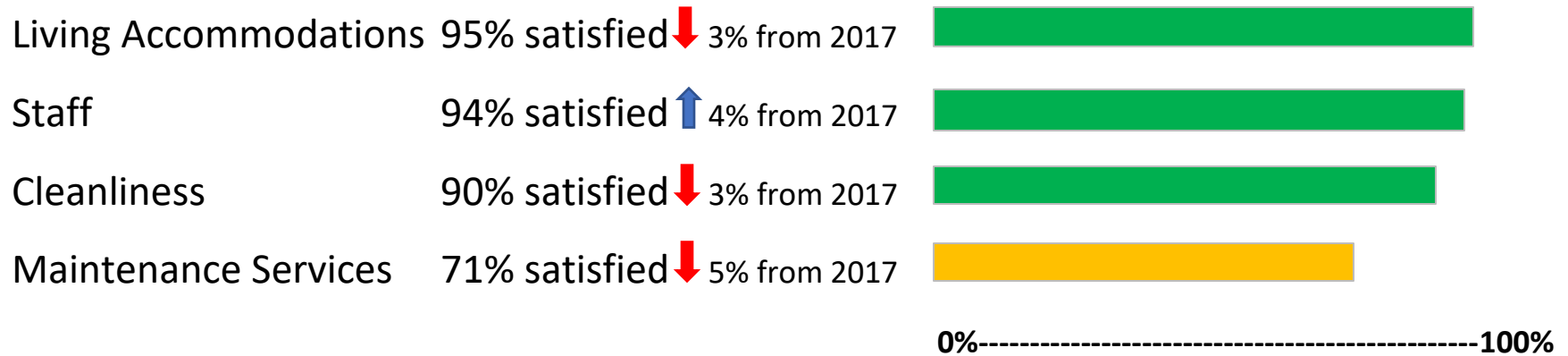
All Riverview Villa tenants state they are **100% satisfied**
in all areas of the survey for the 2nd year in a row!

33% participation in 2018 compared to 50% participation in 2017

**For the full results please contact the Resident Manager – Debbie Laycock.*

2018 Resident Satisfaction Survey Results

~ Maple Ridge Manor I ~



Key Points:

70% of Tenants find Manor I to be pleasant and comfortable. ↓ 22% from 2017

65% of Tenants would recommend Manor I to another senior. ↓ 35% from 2017

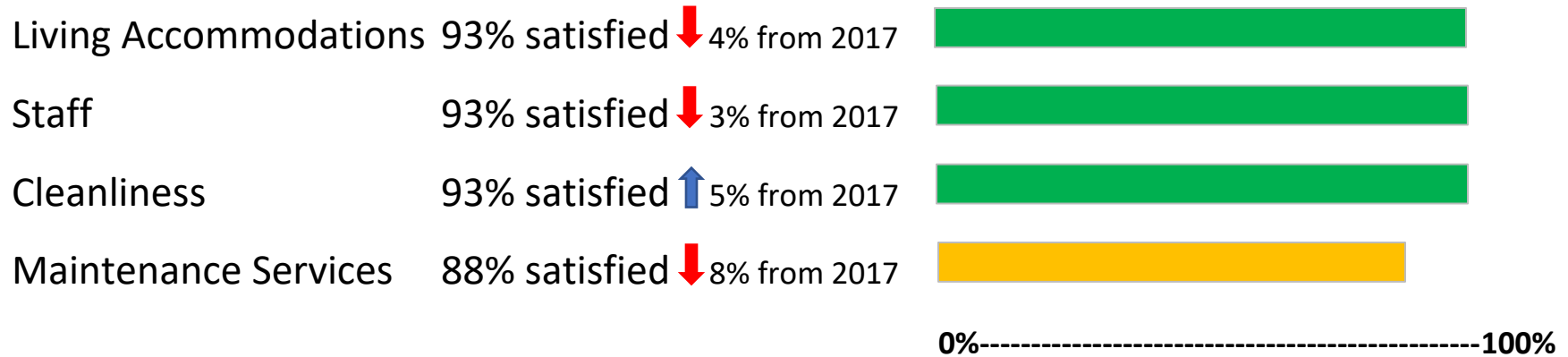
79% of Residents participated in the survey. ↓ 7% from 2017.

Thank you!

**For the full results please contact the Resident Manager – Debbie Laycock.*

2018 Resident Satisfaction Survey Results

~ Maple Ridge Manor II ~



Key Points:

94% of Tenants find Manor II to be pleasant and comfortable. **↑ 7%** from 2017

93% of Tenants would recommend Manor II to another senior. **↑ 7%** from 2017

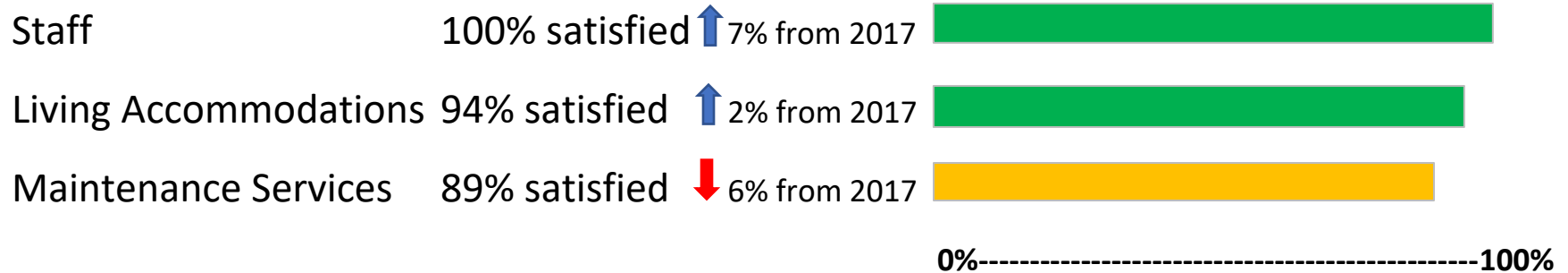
80% of Residents participated in the survey. **↑ 5%** from 2017

Thank you!

**For the full results please contact the Resident Manager – Debbie Laycock.*

2018 Resident Satisfaction Survey Results

~ Blooming Prairies & Highland Dell ~



Key Points:

100% of Tenants would recommend Blooming Prairies or Highland Dell to another senior for the 2nd year in a row!

38% of Tenants participated in the survey. ↓ 22% from 2017

Thank you!

**For the full results please contact the Resident Manager – Debbie Laycock.*