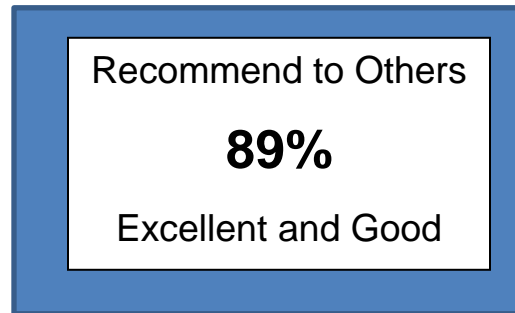
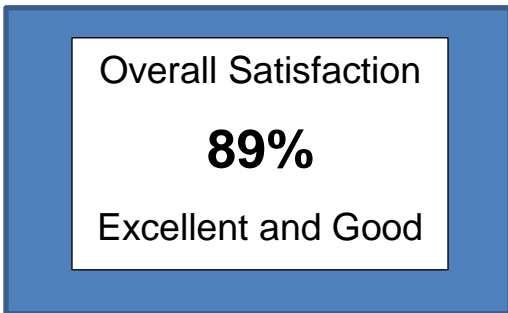




Embrace Living

2010 St. John's Hawthorne Resident & Family Satisfaction Survey Results



Primary Strengths

- Variety of meals
- Comfort of room and surroundings
- Community life opportunities
 - Safety
 - Value of services
- Caring & concern of staff

What participants say about the Hawthorne...

- "I feel very much at home here. It's very comfortable. I feel well taken care of.
- "There is a positive and caring focus on each resident. The social time is in an unrushed environment so it is truly relaxing and enjoyable"
- "There is a very active a stimulating activity program"