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## Date Printed:02/02/2024 Prepared by: Surge learning Inc.

Report Title	Survey Summary Report - Resident Annual Satisfaction Survey 2023						
Date Start	01/22/2024						
Date End	01/31/2024						
Processed by	Katelyn Ward						
Home Name	Albright Centre						
Survey Status:							
	Not Submitted: 0 (0%)						
	Submitted: 37 (100%)						
	Total Invites: 37						

## Survey Detail

#### 1. Survey Number

Answer

2. RESIDENT CARE-GENERAL Opportunities for me to be involved in decisions that relate to my care have been....

Count	Total	Average	20%	40%	60%	80%	100%
7	37	18.92%					
20	37	54.05%					
6	37	16.22%					
1	37	2.7%					
0	37	0%					
3	37	8.11%					
0	37	0%					
	7 20 6 1 0 3	7 37   20 37   6 37   1 37   0 37   3 37	7     37     18.92%       20     37     54.05%       6     37     16.22%       1     37     2.7%       0     37     0%       3     37     8.11%	7   37   18.92%	7     37     18.92%     Image: Constraint of the state of th	7     37     18.92%     Image: Constraint of the state of th	7     37     18.92%     Image: Constraint of the state of th

#### 3. RESIDENT CARE-GENERAL Respect for my privacy is...

Answer	Count	Total	Average	20%	40%	60%	80%	100%
Excellent	5	37	13.51%					
Good	25	37	67.57%					



	6	37	<b>16.22%</b>	
	1	37	2.7%	
	0	37	0%	
	0	37	0%	
ease	0	37	0%	
	ease	1 0 0	1     37       0     37       0     37       0     37	1     37     2.7%       0     37     0%       0     37     0%

# 4. RESIDENT CARE-GENERAL Support in dealing with my adjustment to living in the Manor was....

Count	Total	Average	20%	40%	60%	80%	100%
4	37	10.81%					
26	37	70.27%					
3	37	8.11%					
4	37	10.81%					
0	37	0%					
0	37	0%					
0	37	0%					
	4 26 3 4 0 0	4     37       26     37       3     37       4     37       0     37       0     37	4     37     10.81%       26     37     70.27%       3     37     8.11%       4     37     10.81%       0     37     0%       0     37     0%	4     37     10.81%     Image: second	4     37     10.81%     Image: Constraint of the state of th	4     37     10.81%     Image: Constraint of the state of th	4     37     10.81%     Image: Constraint of the second sec

## 5. RESIDENT CARE-GENERAL Ongoing Assistance that I receive from the Manor is....

37 37 37 37	27.03% 56.76% 8.11%					
37						
	8.11%					
37	5.41%					
37	0%					
37	2.7%					
37	0%					
	37 37	37     0%       37     2.7%	37 0%   37 2.7%	37 0%   37 2.7%	37 0%   37 2.7%	37 0%   37 2.7%

#### 6. RESIDENT CARE GENERAL: I can express my opinion without fear of the consequences.

Answer	Count	Total	Average	20%	40%	60%	80%	100%
Excellent	6	37	<b>16.22%</b>					
Good	25	37	67.57%					
Fair	1	37	2.7%					



Poor		4	37	10.81%	
Not applicabl	e	0	37	0%	
Don't Know		1	37	2.7%	
Other specify)	(please	0	37	0%	
				•	

7. NURSING/MEDICAL/PERSONAL CARE How do you feel about the assistance you receive in eating?

3							80%	100%
2	37	8.11%						
10	37	27.03%						
1	37	2.7%						
1	37	2.7%						
22	37	59.46%						
0	37	0%						
0	37	0%						
	1 1 22 0	1 37   1 37   22 37   0 37	1     37     2.7%       1     37     2.7%       22     37     59.46%       0     37     0%	1   37   2.7%     1   37   2.7%     22   37   59.46%     0   37   0%	1     37     2.7%       1     37     2.7%       22     37     59.46%       0     37     0%	1 37 2.7%   1 37 2.7%   22 37 59.46%   0 37 0%	1 37 2.7%   1 37 2.7%   22 37 59.46%   0 37 0%	1 37 2.7%   1 37 2.7%   22 37 59.46%   0 37 0%

8. NURSING/MEDICAL/PERSONAL CARE How do you feel about the assistance you receive in bathing?

Count	Total	Average	20%	40%	60%	80%	100%
8	37	21.62%					
22	37	<b>59.46</b> %					
3	37	8.11%					
3	37	8.11%					
1	37	2.7%					
0	37	0%					
0	37	0%					
	8 22 3 3 1 0	8     37       22     37       3     37       3     37       1     37       0     37	8     37     21.62%       22     37     59.46%       3     37     8.11%       3     37     8.11%       1     37     2.7%       0     37     0%	8     37     21.62%	8     37     21.62%     Image: Constraint of the second sec	8     37     21.62%     Image: Constraint of the state of th	8     37     21.62%     Image: Constraint of the second sec

9. NURSING/MEDICAL/PERSONAL CARE How do you feel about the assistance you receive in dressing?

Answer	Count	Total	Average	20%	40%	60%	80%	100%
Excellent	7	37	<b>18.92%</b>					
Good	17	37	45.95%					
Fair	3	37	8.11%					



Poor	1	37	2.7%	
Not Applicable	9	37	24.32%	
Don't Know	0	37	0%	
Other (please specify)	0	37	0%	

10. NURSING/MEDICAL/PERSONAL CARE How do you feel about the assistance you receive in going to bathroom?

Count	Total	Average	20%	40%	60%	80%	100%
6	37	<b>16.22%</b>					
14	37	37.84%					
5	37	13.51%					
0	37	0%					
12	37	32.43%					
0	37	0%					
0	37	0%					
	6 14 5 0 12 0	6 37   14 37   5 37   0 37   12 37   0 37	6     37     16.22%       14     37     37.84%       5     37     13.51%       0     37     0%       12     37     32.43%       0     37     0%	6     37     16.22%     1       14     37     37.84%     1       5     37     13.51%     1       0     37     0%     1       12     37     0%     1	6     37     16.22%     Image: Constraint of the state of th	6     37     16.22%     Image: Constraint of the state of th	6     37     16.22%     Image: Constraint of the state of th

11. NURSING/MEDICAL/PERSONAL CARE How do you feel about the assistance you receive in medications?

Answer	Count	Total	Average		20%	40%	60%	80%	100%
Excellent	8	37	21.62%						
Good	25	37	67.57%						
Fair	3	37	8.11%						
Poor	1	37	2.7%						
Not applicable	0	37	0%						
Don't Know	0	37	0%						
Other (please specify)	0	37	0%						
• •									

12. NURSING/MEDICAL/PERSONAL CARE How do you feel about the assistance you receive in treatments?

Answer	Count	Total	Average	20%	40%	60%	80%	100%
Excellent	5	37	13.51%					
Good	19	37	51.35%					



	4	37	<b>10.81%</b>	
	0	37	0%	
	9	37	24.32%	
	0	37	0%	
please	0	37	0%	
		0 9 0	0     37       9     37       0     37       37     37	0     37     0%       9     37     24.32%       0     37     0%

13. NURSING/MEDICAL/PERSONAL CARE How do you feel about the assistance you receive in oral hygiene?

3		1					
	37	8.11%					
11	37	29.73%					
0	37	0%					
1	37	2.7%					
22	37	59.46%					
0	37	0%					
0	37	0%					
-	0 1 22 0	0     37       1     37       22     37       0     37	0     37     0%       1     37     2.7%       22     37     59.46%       0     37     0%	0     37     0%       1     37     2.7%       22     37     59.46%       0     37     0%	0     37     0%       1     37     2.7%       22     37     59.46%       0     37     0%	0     37     0%       1     37     2.7%       22     37     59.46%       0     37     0%	0     37     0%       1     37     2.7%       22     37     59.46%       0     37     0%

14. NURSING/MEDICAL/PERSONAL CARE If you are currently using a bladder/bowel control brief, it is well concealed under clothes.

Count	Total	Average	20%	40%	60%	80%	100%
7	37	18.92%					
23	37	<b>62.16</b> %					
1	37	2.7%					
0	37	0%					
6	37	16.22%					
0	37	0%					
0	37	0%					
	7 23 1 0 6 0	7     37       23     37       1     37       0     37       6     37       0     37	7     37     18.92%       23     37     62.16%       1     37     2.7%       0     37     0%       6     37     16.22%       0     37     0%	7     37     18.92%     1       23     37     62.16%     1       1     37     2.7%     1       0     37     0%     1       6     37     16.22%     1       0     37     0%     1	7     37     18.92%     Image: Constraint of the state of th	7     37     18.92%     Image: Constraint of the state of th	7     37     18.92%     Image: Constraint of the state of th

15. NURSING/MEDICAL/PERSONAL CARE If you are currently using a bladder/bowel control brief, it is comfortable.

Answer	Count	Total	Average	20%	40%	60%	80%	100%
Excellent	5	37	13.51%					



Good	22	37	<b>59.46</b> %	
Fair	4	37	10.81%	
Poor	1	37	2.7%	•
Not applicable	5	37	13.51%	
Don't Know	0	37	0%	
Other (please specify)	0	37	0%	

16. NURSING/MEDICAL/PERSONAL CARE Your acute medical needs have been addressed in a timely manner

Count	Total	Average	20%	40%	60%	80%	100%
5	37	13.51%					
25	37	67.57%					
3	37	8.11%					
1	37	2.7%					
2	37	5.41%					
1	37	2.7%					
0	37	0%					
	5 25 3 1 2 1	5     37       25     37       3     37       1     37       2     37       1     37       2     37       1     37	5     37     13.51%       25     37     67.57%       3     37     8.11%       1     37     2.7%       2     37     5.41%       1     37     2.7%	5     37     13.51%     Image: state sta	5     37     13.51%     Image: Constraint of the state of th	5     37     13.51%     Image: Constraint of the second sec	5     37     13.51%     Image: Constraint of the second sec

17. NURSING/MEDICAL/PERSONAL CARE Availability and helpfulness of the Nursing Staff which includes RN/s, RPN's and PSW's.

Count	Total	Average	20%	40%	60%	80%	100%
9	37	24.32%					
23	37	62.16%					
5	37	13.51%					
0	37	0%					
0	37	0%					
0	37	0%					
0	37	0%					
	9 23 5 0 0 0	9     37       23     37       5     37       0     37       0     37       0     37       0     37       0     37       0     37	9     37     24.32%        23     37     62.16%        5     37     13.51%        0     37     0%        0     37     0%        0     37     0%	9     37     24.32%        23     37     62.16%        5     37     13.51%        0     37     0%        0     37     0%        0     37     0%	9     37     24.32%     Image: Constraint of the second sec	9     37     24.32%     Image: Constraint of the state of th	9     37     24.32%     Image: Constraint of the second sec

18. EXTERNAL PROVIDER RESIDENT SERVICES How do you feel about the assistance you receive from Willowdale Physiotherapy Services (Physio)

Answer	Count	Total	Average	20%	40%	60%	80%	100%



8 37 L 37	48.65%	
L 37		
	2.7%	
) 37	0%	
0 37	27.03%	
2 37	5.41%	
) 37	0%	
	.0 37 2 37	.0     37     27.03%       2     37     5.41%

19. EXTERNAL PROVIDER RESIDENT SERVICES How do you feel about the assistance you receive from Albright Hair Salon?

Count	Total	Average	20%	40%	60%	80%	100%
9	37	24.32%					
15	37	40.54%					
2	37	5.41%					
0	37	0%					
10	37	27.03%					
1	37	2.7%					
0	37	0%					
	9 15 2 0 10 1	9     37       15     37       2     37       0     37       10     37       1     37	9     37     24.32%       15     37     40.54%       2     37     5.41%       0     37     0%       10     37     27.03%       1     37     2.7%	9     37     24.32%     1       15     37     40.54%     1       2     37     5.41%     1       0     37     0%     1       10     37     27.03%     1       1     37     2.7%     1	9     37     24.32%     Image: Constraint of the state of th	9     37     24.32%     Image: Constraint of the state of th	9     37     24.32%     Image: Constraint of the state of th

20. EXTERNAL PROVIDER RESIDENT SERVICES How do you feel about the assistance you receive from Foot Care Services

Count	Total	Average	20%	40%	60%	80%	100%
6	37	16.22%					
15	37	40.54%					
3	37	8.11%					
0	37	0%					
11	37	29.73%					
2	37	5.41%					
0	37	0%					
	6 15 3 0 11 2	6     37       15     37       3     37       0     37       11     37       2     37	6     37     16.22%       15     37     40.54%       3     37     8.11%       0     37     0%       11     37     29.73%       2     37     5.41%	6     37     16.22%     Image: Constraint of the state of th	6     37     16.22%     Image: Constraint of the state of th	6     37     16.22%     Image: Constraint of the state of th	6     37     16.22%     Image: Constraint of the state of th

21. EXTERNAL PROVIDER RESIDENT SERVICES How do you feel about the assistance you receive from Direct Dentistry

Answer Coun	Total Average	20% 40% 60%	80% 100%
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Excellent	1	37	2.7%	
Good	6	37	16.22%	
Fair	2	37	5.41%	
Poor	0	37	0%	
Not applicable	24	37	64.86%	
Don't Know	4	37	10.81%	
Other (please specify)	0	37	0%	

# 22. EXTERNAL PROVIDER RESIDENT SERVICES How do you feel about the assistance you receive from SECURITY SERVICES

Count	Total	Average	20%	40%	60%	80%	100%
0	37	0%					
7	37	18.92%					
2	37	5.41%					
0	37	0%					
25	37	67.57%					
3	37	8.11%					
0	37	0%					
	0 7 2 0 25 3	0     37       7     37       2     37       0     37       25     37       3     37	0     37     0%       7     37     18.92%       2     37     5.41%       0     37     0%       25     37     67.57%       3     37     8.11%	0     37     0%       7     37     18.92%     Image: Compare the state of the stat	0     37     0%       7     37     18.92%     Image: Compare the second s	0     37     0%       7     37     18.92%     Image: Compare the second s	0     37     0%       7     37     18.92%     Image: Compare the second s

#### 23. HOUSEKEEPING & LAUNDRY SERVICES The Manor is kept safe, clean & free of odour.

Answer	Count	Total	Average	20%	40%	60%	80%	100%
Excellent	13	37	35.14%					
Good	20	37	54.05%					
Fair	3	37	8.11%					
Poor	0	37	0%					
Not applicable	0	37	0%					
Don't Know	1	37	2.7%					
Other (please specify)	0	37	0%					

24. HOUSEKEEPING & LAUNDRY SERVICES The Laundry Services meet my needs...

Answer	Count	Total	Average	20%	40%	60%	80%	100%
Excellent	10	37	27.03%					



Good	21	37	<b>56.76%</b>	
Fair	4	37	<b>10.81%</b>	
Poor	2	37	5.41%	
Not applicable	0	37	0%	
Don't Know	0	37	0%	
Other (please specify)	0	37	0%	

25. HOUSEKEEPING & LAUNDRY SERVICES Availability/helpfulness of the Housekeeping & Laundry Service Staff is

Count	Total	Average	20%	40%	60%	80%	100%
8	37	21.62%					
25	37	67.57%					
4	37	10.81%					
0	37	0%					
0	37	0%					
0	37	0%					
0	37	0%					
	8 25 4 0 0 0	8     37       25     37       4     37       0     37       0     37       0     37       0     37       0     37	8     37     21.62%       25     37     67.57%       4     37     10.81%       0     37     0%       0     37     0%       0     37     0%	8     37     21.62%	8     37     21.62%     Image: Constraint of the second sec	8     37     21.62%     Image: Constraint of the second sec	8     37     21.62%     Image: Constraint of the second sec

26. BUILDING & PROPERTY SERVICES General upkeep of the building is...

Answer	Count	Total	Average	20%	40%	60%	80%	100%
Excellent	8	37	21.62%					
Good	17	37	45.95%					
Fair	8	37	21.62%					
Poor	1	37	2.7%					
Not applicable	1	37	2.7%					
Don't Know	2	37	5.41%					
Other (please specify)	0	37	0%					
	1	1		1				

27. BUILDING & PROPERTY SERVICES General upkeep of the grounds is...

Answer	Count	Total	Average	20%	40%	60%	80%	100%
Excellent	11	37	29.73%					
Good	18	37	48.65%					



Fair		4	37	<b>10.81%</b>	
Poor		0	37	0%	
Not applicab	ole	1	37	2.7%	
Don't Know		3	37	8.11%	
Other specify)	(please	0	37	0%	
specify)	-				

28. BUILDING & PROPERTY SERVICES Availability and helpfulness of the Maintenance Staff is..

Answer	Count	Total	Average	20%	40%	60%	80%	100%
Excellent	11	37	29.73%					
Good	15	37	40.54%					
Fair	6	37	16.22%					
Poor	0	37	0%					
Not applicable	2	37	5.41%					
Don't Know	3	37	8.11%					
Other (please specify)	0	37	0%					
	ļ	ļ		I				

29. PROGRAM & SUPPORT SERVICES The activities provided for the residents are..

Count	Total	Average	20%	40%	60%	80%	100%
8	37	21.62%					
17	37	45.95%					
6	37	16.22%					
1	37	2.7%					
3	37	8.11%					
2	37	5.41%					
0	37	0%					
	8 17 6 1 3 2	8     37       17     37       6     37       1     37       3     37       2     37	8     37     21.62%       17     37     45.95%       6     37     16.22%       1     37     2.7%       3     37     8.11%       2     37     5.41%	8     37     21.62%     Image: state sta	8     37     21.62%     Image: Constraint of the state of th	8     37     21.62%     Image: Constraint of the state of th	8     37     21.62%     Image: Constraint of the state of th

30. PROGRAM & SUPPORT SERVICES The amount and variety of activity programs offered to me are...

Answer	Count	Total	Average	20%	40%	60%	80%	100%
Excellent	9	37	24.32%					
Good	17	37	45.95%					
Fair	7	37	<b>18.92%</b>					



Poor	1	37	2.7%	
Not applicable	2	37	5.41%	
Don't Know	1	37	2.7%	
Other (please specify)	0	37	0%	

31. PROGRAM & SUPPORT SERVICES The involvement of volunteers at the Manor are...

Count	Total	Average	20%	40%	60%	80%	100%
6	37	16.22%					
8	37	21.62%					
8	37	21.62%					
10	37	27.03%					
2	37	5.41%					
3	37	8.11%					
0	37	0%					
	6 8 8 10 2 3	6   37     8   37     8   37     10   37     2   37     3   37	6   37   16.22%         8   37   21.62%         8   37   21.62%         10   37   27.03%         2   37   5.41%         3   37   8.11%	6     37     16.22%     Image: second	6     37     16.22%     Image: Constraint of the constrain	6     37     16.22%     Image: Constraint of the state of th	6     37     16.22%     Image: Constraint of the state of th

32. PROGRAM & SUPPORT SERVICES The Religious and Spiritual Care Services offered here are...

Count	Total	Average	20%	40%	60%	80%	100%
10	37	27.03%					
13	37	35.14%					
2	37	5.41%					
1	37	2.7%					
8	37	21.62%					
3	37	8.11%					
0	37	0%					
	10 13 2 1 8 3	10   37     13   37     2   37     1   37     8   37     3   37	10     37     27.03%       13     37     35.14%       2     37     5.41%       1     37     2.7%       8     37     21.62%       3     37     8.11%	10     37     27.03%     1       13     37     35.14%     1       2     37     5.41%     1       1     37     2.7%     1       3     37     2.1.62%     1       3     37     8.11%     1	10     37     27.03%     Image: Constraint of the state of t	10     37     27.03%     Image: Constraint of the state of t	10     37     27.03%     Image: Constraint of the state of t

33. PROGRAM & SUPPORT SERVICES Availability and helpfulness of the Recreation/Programs/ Restorative Staff is...

Answer	Count	Total	Average	20%	40%	60%	80%	100%
Excellent	15	37	40.54%					
Good	16	37	43.24%					
Fair	3	37	8.11%					
Poor	1	37	2.7%					



Not applicable	0	37	0%	
Don't Know	2	37	5.41%	
Other (plea specify)	se O	37	0%	
	•			

34. BUSINESS OFFICE Efficiency in dealing with my business as it relates to the Manor is...

Count	Total	Average	20%	6	40%	60%	80%	100%
6	37	16.22%						
8	37	21.62%						
1	37	2.7%						
1	37	2.7%						
18	37	48.65%						
3	37	8.11%						
0	37	0%						
	6 8 1 1 18 3	6     37       8     37       1     37       1     37       1     37       1     37       3     37	6     37     16.22%       8     37     21.62%       1     37     2.7%       1     37     2.7%       18     37     48.65%       3     37     8.11%	6     37     16.22%     1       8     37     21.62%     1       1     37     2.7%     1       1     37     2.7%     1       18     37     48.65%     1       3     37     8.11%     1	6     37     16.22%     Image: Constraint of the state of th	6     37     16.22%     Image: Constraint of the state of th	6     37     16.22%     Image: Constraint of the state of th	6     37     16.22%     Image: Constraint of the state of th

35. BUSINESS OFFICE The Business Office services are...

Answer	Count	Total	Average		20%	40%	60%	80%	100%
Excellent	6	37	16.22%						
Good	10	37	27.03%						
Fair	1	37	2.7%						
Poor	0	37	0%						
Not applicable	17	37	45.95%						
Don't Know	3	37	8.11%						
Other (please specify)	0	37	0%						
	1	1		1					

36. BUSINESS OFFICE Availability and helpfulness of the Business Office Staff is..

Answer	Count	Total	Average	20%	40%	60%	80%	100%
Excellent	5	37	13.51%					
Good	10	37	27.03%					
Fair	1	37	2.7%					
Poor	0	37	0%					
Not applicable	17	37	45.95%					



Don't Know		4	37	10.81%	
Other specify)	(please	0	37	0%	

# 37. FOOD SERVICES The Menu variety is...

10.81%    51.35%    24.32%    13.51%
24.32%
13.51%
0%
0%
0%

38. FOOD SERVICES The meal portion size is...

Answer	Count	Total	Average	20%	40%	60%	80%	100%
Excellent	5	37	13.51%					
Good	25	37	67.57%					
Fair	7	37	18.92%					
Poor	0	37	0%					
Not applicable	0	37	0%					
Don't Know	0	37	0%					
Other (please specify)	0	37	0%					
	1	1	1	1				

39. FOOD SERVICES Special diet needs are met, for example - diabetic, texturized diets, food allergies, high calorie interventions, etc.

Answer	Count	Total	Average	20%	<b>6 40%</b>	60%	80%	100%
Excellent	5	37	13.51%					
Good	19	37	51.35%					
Fair	2	37	5.41%					
Poor	2	37	5.41%					
Not applicable	7	37	18.92%					
Don't Know	2	37	5.41%					

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Other specify)	(please	0	37	0%			

# 40. FOOD SERVICES The dining experience is satisfying..

Answer	Count	Total	Average	20%	40%	60%	80%	100%
Excellent	3	37	8.11%					
Good	19	37	51.35%					
Fair	9	37	24.32%					
Poor	4	37	10.81%					
Not applicable	2	37	5.41%					
Don't Know	0	37	0%					
Other (please specify)	0	37	0%					
specify)								

41. FOOD SERVICES Availability and helpfulness of Dietary Staff is...

6 3	7 10 220/					
	7 16.22%					
24 3	7 64.86%					
5 3	7 13.51%					
0 3	7 0%					
0 3	7 0%					
2 3	7 5.41%					
0 3	7 0%					
	5 3 0 3 0 3 2 3	5     37     13.51%       0     37     0%       0     37     0%       2     37     5.41%	5     37     13.51%       0     37     0%       1     37     0%       2     37     5.41%	5     37     13.51%       0     37     0%       1     37     0%       2     37     5.41%	5     37     13.51%     Image: Constraint of the second sec	5     37     13.51%       0     37     0%       1     37     0%       2     37     5.41%

42. OVERALL Overall I would rate Albright Manor as...

Answer	Count	Total	Average	20	)%	40%	60%	80%	100%
Excellent	11	37	29.73%						
Good	18	37	48.65%						
Fair	6	37	16.22%						
Poor	0	37	0%						
Not applicable	0	37	0%						
Don't Know	1	37	2.7%						
Other (please specify)	1	37	2.7%						



# Response: Nothing Checked

43. OVERALL I would recommend Albright Manor to my family or friends...

Answer	Count	Total	Average	20%	40%	60%	80%	100%
Yes	33	37	<b>89.19%</b>					
Νο	4	37	10.81%					

# 44. Survey Completed By

Answer	Count	Total	Average	20%	40%	60%	80%	100%
Resident	4	37	10.81%					
Power of Attorney for Personal Care/Substitue Decision Maker	0	37	0%					
Other (please specify)	33	37	89.19%					
Response: Resident with Response: Resident with	TR Staff TR Staff							

45. Name (Optional)

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Answer

## 46. Any other comments

Answer