

YOUR OPINION COUNTS - Supportive Housing
Analysis of Total Returns

Supportive Housing - January 1 to December 31, 2007

Number of questionnaires issued:	276
Number of questionnaires returned:	101
Percentage of questionnaires returned:	36.59%

	Strongly Agree	Agree	No Opinion	Disagree	Strongly Disagree	N/A	No Answer
1. Participation Totals							
a) There are sufficient opportunities to influence care decisions	39	43	4	1	0	10	4
b) I know whom to approach with a concern or problem	49	40	0	4	0	2	6
c) I'm encouraged &/or asked to participate in activities	37	42	6	2	0	7	7
d) I'm sufficiently informed regarding the range of activities in the Home	33	52	5	1	0	6	4
e) I'm comfortable expressing opinions about my care	43	41	5	1	0	6	5
f) Info & questions re: finances are dealt with efficiently	21	26	11	1	1	32	9
Participation Totals	222	244	31	10	1	63	35

2. Personal Care & Service							
a) Staff respect my personal & physical privacy	46	41	1	3	0	5	5
b) I am well cared for	51	34	3	0	0	9	4
c) Care is provided in a kind, friendly & gentle manner	49	37	2	0	0	10	3
d) I am given the help required to do the following:							
- eating	14	6	9	0	1	59	12
- bathing	22	11	4	0	1	49	14
- dressing	14	6	5	0	2	55	19
- going to the bathroom	11	5	5	0	1	59	20
e) The Home's dietary program provides:							
- consideration of my food preferences	12	14	7	4	2	42	20
- sufficient variety of food	11	17	8	5	2	37	21
- adequate portions	14	25	5	1	1	36	19
f) Staff work as a team to support me	27	33	2	1	0	23	15
Personal Care & Service Totals	271	229	51	14	10	384	152

3. Communication							
a) Staff are readily available to answer questions & discuss my care	43	42	4	0	0	6	6
b) I'm satisfied that questions & concerns are followed-up	44	36	5	2	1	5	8
c) I feel comfortable approaching staff about any issue or concern	43	40	4	0	0	4	10
d) Staff are friendly, courteous & helpful	50	43	1	0	0	2	8
e) Staff communicate effectively about matters affecting my life	40	40	5	0	1	8	11
Communication Totals	220	201	19	2	2	25	43

4. Advocacy		Yes	No				
a) I am familiar with the advocacy procedures	0	45	0	30	0	0	0
b) Advocacy procedures are useful	16	27	22	1	0	11	21
c) I have confidence that issues raised will be dealt with fairly	16	29	21	1	0	11	20
Advocacy Totals	32	101	43	32	0	22	41

5. Living Environment							
a) There is a homelike environment	35	48	3	5	1	2	7
b) There is space to sit & visit privately with visitors	35	47	4	4	1	5	5
c) I am encouraged to personalize my room	32	38	13	2	1	8	7
d) The Home provides a safe environment for me & my visitors	38	44	4	3	1	3	8
e) Outside grounds are easily accessible & stimulating	38	44	7	2	1	4	5
f) Personal laundry services meet my needs	41	39	3	0	0	12	6
g) Personal clothing is correctly labelled on a timely basis	22	17	8	0	1	41	12
h) Staff provide an enjoyable dining experience	27	22	12	2	0	29	9
Living Environment Totals	268	299	54	18	6	104	59

6. Quality of Life							
a) A community feeling exists in the Home	28	41	9	5	1	3	14
b) Staff, volunteers & others demonstrate genuine concern	39	38	6	1	1	4	12
c) I am encouraged to maintain/improve independence	43	32	8	1	0	5	12
d) Opportunities to express spiritual & cultural preferences	25	31	13	2	0	16	14
e) Staff treat me with respect	44	40	3	0	0	1	13
f) I would recommend this Supportive Housing site to others	45	30	4	5	0	7	10
Quality of Life Totals	224	212	43	14	2	36	75

7. Finances							
a) I receive accurate info about cost of accommodation and service	22	36	12	1	0	18	12
b) My questions about cost are answered	19	40	10	0	0	20	12
c) I believe I am getting value for my money	28	36	8	0	0	17	12
Quality of Life Totals	69	112	30	1	0	55	36

YOUR OVERALL SATISFACTION							
a) Satisfied with quality of care & service	49	43	2	1	0	2	4
b) Home is clean & well maintained	47	39	2	2	2	0	9
Overall Satisfaction Totals	96	82	4	3	2	2	13

TOTALS	1,402	1,435	275	64	23	691	454
Percent of Answers	32.3%	33.0%	6.3%	1.5%	0.5%	15.9%	10.5%

Supportive Housing "YOUR OPINION COUNTS" January 1 to December 31, 2007

Client			
? #'s	Disagree + Strongly Disagree		Cumulative
	Responses	%	
5 a	6	13.33%	13.33%
6 a	6	13.33%	26.67%
5 b	5	11.11%	37.78%
6 f	5	11.11%	48.89%
5 d	4	8.89%	57.78%
1 b	4	8.89%	66.67%
5 c	3	6.67%	73.33%
5 e	3	6.67%	80.00%
5 h	2	4.44%	84.44%
6 b	2	4.44%	88.89%
6 d	2	4.44%	93.33%
5 g	1	2.22%	95.56%
6 c	1	2.22%	97.78%
1 a	1	2.22%	100.00%
5 f	0	0.00%	100.00%
6 e	0	0.00%	100.00%
Total	45		

Client Disagree Responses in Order to 60%	
5 a	There is a homelike environment
6 a	A community feeling exists in the Home
5 b	There is space to sit & visit privately with visitors
6 f	I would recommend this Supportive Housing site to others
5 d	The Home provides a safe environment for me & my visitors
1 b	There are sufficient opportunities to influence care decisions

YOUR OPINION COUNTS - Supportive Housing Survey
Analysis Of Total Returns

Supportive Housing: All Sites
 Distribution Period: Fourth Quarter 2007
 Number of questionnaires issued: 71
 Number of questionnaires returned: 41
 Percentage of questionnaires returned: 57.74%

**YOUR SATISFACTION
 WITH OUR CARE & SERVICES**

	Strongly Agree	Agree	No Opinion	Disagree	Strongly Disagree	N/A	No Answer
1. Participation							
a) Opportunities to influence care decisions	14	20	1			4	2
b) I know whom to approach with concerns	18	17		2		2	2
c) I'm encouraged &/or asked to participate in activities	15	17	4			3	2
d) I'm sufficiently informed regarding activities	12	22	1			4	2
e) I'm comfortable expressing opinions about my care	14	17	4	1		4	1
f) Info & questions re: my finances are dealt with efficiently	6	12	7			14	2
Participation Totals	79	105	17	3	0	31	11
2. Personal Care & Service							
a) Staff respect my personal & physical privacy	19	18	1			2	1
b) I am well cared for	19	14	3			4	1
c) Care is provided in a kind, friendly & gentle manner	20	14	1			5	1
d) I am given the help required to do the following:							
- eating	7	2	4			24	4
- bathing	10	4	2			17	8
- dressing	6	1	3		1	19	11
- going to the bathroom	5	1	3			21	11
e) The dietary program provides:							
- consideration of my food preferences	5	5	2	3	2	18	6
- sufficient variety of food	3	5	4	4	2	15	8
- adequate portions	4	12	2	1	1	14	7
f) Staff work as a team to support me	11	14	1			9	6
Personal Care & Service Total	109	90	26	8	6	148	64
3. Communication							
a) Staff available to answer questions & discuss my care	18	15	2			2	4
b) I'm satisfied that questions & concerns are followed-up	18	12	4	1	1	2	3
c) I feel comfortable approaching staff	17	15	3			1	5
d) Staff are friendly, courteous & helpful	20	18				1	2
e) Staff communicate effectively about matters affecting my life	17	16	2			3	3
Communication Total	90	76	11	1	1	9	17
4. Advocacy							
a) I am familiar with the advocacy procedures							
b) Advocacy procedures are useful	5	12	13			4	7
c) I have confidence that issues raised will be dealt with fairly	6	13	11			4	7
Advocacy Total	11	25	24	0	0	8	14
5. Living Environment							
a) There is a homelike environment	11	19	3	2		1	5
b) Space to sit & visit privately with visitors	14	14	2	4		3	4
c) I am encouraged to personalize my room	12	12	8	1		4	4
d) There is a safe environment for me & my visitors	14	17	2	2		2	4
e) Outside grounds are easily accessible & stimulating	15	20	1			3	2
f) Personal laundry services meets my needs	12	18	3			4	4
g) Personal clothing is correctly labelled on a timely basis	6	8	6			14	7
h) Staff provide an enjoyable dining experience	10	8	5	1		11	6
Living Environment Total	94	116	30	10	0	42	36
6. Quality of Life							
a) A community feeling exists	14	14	5	1		1	6
b) Staff, volunteers & others demonstrate genuine concern	19	11	5			1	5
c) I am encouraged to maintain/improve my independence	18	11	4	1			7
d) Opportunities to express spiritual & cultural preferences	8	15	4			7	7
e) Staff treat me with respect	17	17	2				5
f) I would recommend this Supportive Housing site to others	19	11	2	1		2	6
Quality of Life Total	95	79	22	3	0	11	36
7. Finances							
a) I receive accurate info about cost of accommodation & service	10	12	6	1		9	3
b) My questions about cost are answered	9	15	4			10	3
c) I believe I am getting value for my money	11	15	3			9	3
Finances Total	30	42	13	1	0	28	9
YOUR OVERALL SATISFACTION							
a) Satisfied with quality of care & service	21	16	1				3
b) Home is clean & well maintained	19	18	1				3
Overall Satisfaction Total	40	34	2	0	0	0	6
TOTALS	548	567	145	26	7	277	193
Percent of Answers	31.1%	32.2%	8.2%	1.5%	0.4%	15.7%	10.9%

* Note: Totals for "No Answer" do not include Question # 4 a

YOUR OPINION COUNTS - Supportive Housing Survey
Analysis Of Total Returns

Supportive Housing: All Sites
 Distribution Period: Fourth Quarter 2007
 Number of questionnaires issued: 71
 Number of questionnaires returned: 41
 Percentage of questionnaires returned: 57.74%

**YOUR SATISFACTION
 WITH OUR CARE & SERVICES**

	Strongly Agree	Agree	No Opinion	Disagree	Strongly Disagree	N/A	No Answer
1. Participation							
a) Opportunities to influence care decisions	34%	49%	2%	0%	0%	10%	5%
b) I know whom to approach with concerns	44%	41%	0%	5%	0%	5%	5%
c) I'm encouraged &/or asked to participate in activities	37%	41%	10%	0%	0%	7%	5%
d) I'm sufficiently informed regarding activities	29%	54%	2%	0%	0%	10%	5%
e) I'm comfortable expressing opinions about my care	34%	41%	10%	2%	0%	10%	2%
f) Info & questions re: my finances are dealt with efficiently	15%	29%	17%	0%	0%	34%	5%
Participation Totals	32.1%	42.7%	6.9%	1.2%	0.0%	12.6%	4.5%
2. Personal Care & Service							
a) Staff respect my personal & physical privacy	46%	44%	2%	0%	0%	5%	2%
b) I am well cared for	46%	34%	7%	0%	0%	10%	2%
c) Care is provided in a kind, friendly & gentle manner	49%	34%	2%	0%	0%	12%	2%
d) I am given the help required to do the following:							
- eating	17%	5%	10%	0%	0%	59%	10%
- bathing	24%	10%	5%	0%	0%	41%	20%
- dressing	15%	2%	7%	0%	2%	46%	27%
- going to the bathroom	12%	2%	7%	0%	0%	51%	27%
e) The dietary program provides:							
- consideration of my food preferences	12%	12%	5%	7%	5%	44%	15%
- sufficient variety of food	7%	12%	10%	10%	5%	37%	20%
- adequate portions	10%	29%	5%	2%	2%	34%	17%
f) Staff work as a team to support me	27%	34%	2%	0%	0%	22%	15%
Personal Care & Service Total	24.2%	20.0%	5.8%	1.8%	1.3%	32.8%	14.2%
3. Communication							
a) Staff available to answer questions & discuss my care	44%	37%	5%	0%	0%	5%	10%
b) I'm satisfied that questions & concerns are followed-up	44%	29%	10%	2%	2%	5%	7%
c) I feel comfortable approaching staff	41%	37%	7%	0%	0%	2%	12%
d) Staff are friendly, courteous & helpful	49%	44%	0%	0%	0%	2%	5%
e) Staff communicate effectively about matters affecting my life	41%	39%	5%	0%	0%	7%	7%
Communication Total	43.9%	37.1%	5.4%	0.5%	0.5%	4.4%	8.3%
4. Advocacy							
a) I am familiar with the advocacy procedures						0.0%	
b) Advocacy procedures are useful	12%	29%	32%	0%	0%	10%	17%
c) I have confidence that issues raised will be dealt with fairly	15%	32%	27%	0%	0%	10%	17%
Advocacy Total	13.4%	30.5%	29.3%	0.0%	0.0%	9.8%	17.1%
5. Living Environment							
a) There is a homelike environment	27%	46%	7%	5%	0%	2%	12%
b) Space to sit & visit privately with visitors	34%	34%	5%	10%	0%	7%	10%
c) I am encouraged to personalize my room	29%	29%	20%	2%	0%	10%	10%
d) There is a safe environment for me & my visitors	34%	41%	5%	5%	0%	5%	10%
e) Outside grounds are easily accessible & stimulating	37%	49%	2%	0%	0%	7%	5%
f) Personal laundry services meets my needs	29%	44%	7%	0%	0%	10%	10%
g) Personal clothing is correctly labelled on a timely basis	15%	20%	15%	0%	0%	34%	17%
h) Staff provide an enjoyable dining experience	24%	20%	12%	2%	0%	27%	15%
Living Environment Total	28.7%	35.4%	9.1%	3.0%	0.0%	12.8%	11.0%
6. Quality of Life							
a) A community feeling exists	34%	34%	12%	2%	0%	2%	15%
b) Staff, volunteers & others demonstrate genuine concern	46%	27%	12%	0%	0%	2%	12%
c) I am encouraged to maintain/improve my independence	44%	27%	10%	2%	0%	0%	17%
d) Opportunities to express spiritual & cultural preferences	20%	37%	10%	0%	0%	17%	17%
e) Staff treat me with respect	41%	41%	5%	0%	0%	0%	12%
f) I would recommend this Supportive Housing site to others	46%	27%	5%	2%	0%	5%	15%
Quality of Life Total	38.6%	32.1%	8.9%	1.2%	0.0%	4.5%	14.6%
7. Finances							
a) I receive accurate info about cost of accommodation & service	24%	29%	15%	2%	0%	22%	7%
b) My questions about cost are answered	22%	37%	10%	0%	0%	24%	7%
c) I believe I am getting value for my money	27%	37%	7%	0%	0%	22%	7%
Finances Total	24.4%	34.1%	10.6%	0.8%	0.0%	22.8%	7.3%
YOUR OVERALL SATISFACTION							
a) Satisfied with quality of care & service	51%	39%	2%	0%	0%	0%	7%
b) Home is clean & well maintained	46%	44%	2%	0%	0%	0%	7%
Overall Satisfaction Total	48.8%	41.5%	2.4%	0.0%	0.0%	0.0%	7.3%
Percentage of Total Answers	31.1%	32.2%	8.2%	1.5%	0.4%	15.7%	10.9%*

* Note: Totals for "No Answer" do not include Question # 4 a

**YOUR OPINION COUNTS - Supportive Housing Survey
Comments from Surveys - Fourth Quarter 2007**

YOUR SATISFACTION WITH OUR CARE AND SERVICES

1. Participation

Excellent service provided by the staff

2. Personal Care and Service

The staff does their best to support me

Would like more vegetables

At cedarbrooke Lodge we seem to be getting eggs for breakfast and in some other meals on the same day. We also get the same dessert. The entrees do not taste the same as those cooked in a restaurant or other homes

I feel the staff cooperate as fairly as they can

There could be a more variety of food

There is no consistent quality of food. No beverages are given at meals (no tea, coffee or milk)

The food is cold most of the time and over cooked. There is no taste to the food and the cook doesn't seem to know how to cook food, the food should be soft and tender not tough

The food is cold many times

3. Communication

There are times when I needed help and they have been there for me

I am very satisfied with the help I am getting all the time

The staff is cooperative and supportive

I feel that the homemaker is doing her best to make everyone feel at home under the circumstances

4. Advocacy

I am confident that the issues will be dealt with

Its clear and satisfactory

5. Living Environment

The food is not very good, I only like the breakfast

The staff are limited according to the rules. The quality of the food is sometimes poor

6. Quality of Life

The staff at the front desk are terrific

Staff are excellent in all departments

Care and services

I would recommend this site except for the food

I would very strongly recommend. We need a sewing class or room, other homes have a solarium

7. Finances

I am very happy at Cedarbrooke Lodge

YOUR OVERALL SATISFACTION

What is most important to you about care & service?

Cleanliness and maintenance

Good meals

I am satisfied

I like the fact that there are staff members available 24hrs a day

The staff is very courteous

I am comfortable with the care and service

Adequate medical care

YOUR OPINION COUNTS - Supportive Housing Survey
Comments from Surveys - Fourth Quarter 2007

Staff respect the tenants
To help with cleaning and bathing
I am happy
The person who provides one on one support and care for me. The quality of care that I am receiving

I feel that the cleaners are doing their best
I don't require much but have it available when I am not well
To respect the privacy of the supportive people about my care and service
Helping in the bathtub
I want to make sure that the supportive housing program continues unchanged
That someone is always here when help is needed
Good food
The food usually comes cold when served, I would like to be served with hot food
Privacy

Please advise where we exceeded your expectations:

How the staff wished so much for me and they do care about me
Staff keep in touch with family members and relate any medical or care concerns immediately
The service is really good. The staff are very friendly
The scheduled trips, activities, parties and lunches
I am dealing with different people all the time
Excellent staff
I am pleased with changing kitchen appliances, new plumbing system
We need security in the building
To move me to another room where I will feel more relaxed
Independence
I did not expect the kind of service they are giving me. They have respect for my well-being
Cleanliness

Please advise where we did not meet your expectations:

Housekeeping assistance and security checks
I am satisfied with the quality of care
Understanding my feelings
The staff does the best that they can
I believe the elevator system is unsafe and should be repaired or replaced immediately
The quality of the cooking
Sell T.T.C fair

What would you like to see done in the Home to improve residents' quality of life?

Always respect ones dignity
To continue to see Jesus
Wear and tear of the appliances within the unit. Must inspect appliances i.e. the heater, thermostat
An easier and faster way of getting us on the program i.e. if we are sick we cannot get a doctors signature
They are doing their best to make me feel comfortable
To continue your profound care and services to us and who need your support
I think everything is done as it should be done
Could everyone please remember this is our home and the people who work here are the visitors and need to be reminded to treat us patiently
Have the carpet in my room cleaned, I have been living in the same room for 7 years
No one showed me how to operate the emergency unit

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Is there anything we did not ask you about in this survey that you want to tell us?

All my needs are being met, the staff is nice

At this site we are an independent residence, we do not need a midnight shift from 11-7am, this is a waste of time and money.

This person will be more useful to us in the morning when we are awake and alert

There are too many residents for only 2 elevators, and one of them seems to be always out of service

The movies on Saturday night seem not to be too selective

The staff members are usually rude to people and become very impatient easily. The dining room staff sometimes clear the table before I am done eating