

YOUR OPINION COUNTS

Survey Statistics

Forth Quarter 2007

Home	Family		Resident		Total	
	Sent	Received	Sent	Received	Sent	Received
Bendale	64	4	0	0	64	4
Carefree	30	9	3	4	33	13
CWT	178	19	0	0	178	19
Cummer	149	4	0	0	149	4
Fudger	36	17	9	1	45	18
Kipling	98	16	27	11	125	27
Lakeshore	26	4	8	3	34	7
Seven Oaks	53	10	17	5	70	15
TDA			1	4	1	4
Wesburn	58	17	29	2	87	19
Totals	692	100	94	30	786	130

HOMES FOR THE AGED DIVISION

YOUR OPINION COUNTS

Identified Respondents

Forth Quarter 2007

Home	Family		Resident		Total	
	Received	Names	Received	Names	Received	Names
Bendale	4	1	0	0	4	1
Carefree	9	6	4	2	13	8
CWT	19	15	0	0	19	15
Cummer	4	3	0	0	4	3
Fudger	17	10	1	1	18	11
Kipling	16	16	11	7	27	23
Lakeshore	4	1	3	0	7	1
Seven Oaks	10	4	5	1	15	5
TDA	0	0	4	2	4	2
Wesburn	17	14	2	1	19	15
Totals	100	70	30	14	130	84

YOUR OPINION COUNTS - Resident Survey
Analysis of Total Returns

Divisional Totals - For period January 1 to December 31, 2007	
Number of questionnaires issued:	472
Number of questionnaires returned:	127
Percentage of questionnaires returned:	26.91%

	Strongly Agree	Agree	No Opinion	Disagree	Strongly Disagree	N/A	No Answer
1. Participation Totals							
a) Home provides sufficient opportunities to influence care decisions	45	58	10	9	3	3	3
b) I know whom to approach with a concern or problem	56	60	2	9	2	1	2
c) I'm encouraged &/or asked to participate in activities	42	60	13	8	1	4	4
d) I'm sufficiently informed regarding the range of activities in the Home	55	53	7	10	1	4	2
e) I'm comfortable expressing opinions about care	51	52	7	15	3	1	3
f) Info & questions re: finances are dealt with efficiently	46	44	19	4	1	14	4
Participation Totals	295	327	58	55	11	27	18

2. Personal Care & Service							
a) Staff respect my personal & physical privacy	53	49	12	10	1	2	3
b) I am well cared for	58	48	6	13	1	1	3
c) Care is provided in a kind, friendly & gentle manner	53	52	5	7	3	1	6
d) I am given the help required to do the following:							
- eating	32	47	7	6	1	28	4
- bathing	44	56	6	5	0	10	8
- dressing	34	48	9	6	0	24	9
- going to the bathroom	27	38	11	8	3	32	11
e) The Home's dietary program provides:							
- consideration of my food preferences	37	52	14	9	3	6	9
- sufficient variety of food	33	54	10	13	4	3	13
- adequate portions	42	60	5	7	2	3	12
f) Staff work as a team to support me	43	50	9	6	4	8	11
Personal Care & Service Totals	456	554	94	90	22	118	89

3. Communication							
a) Staff are readily available to answer questions & discuss my care	43	53	11	15	3	2	5
b) I'm satisfied that questions & concerns are followed-up	43	50	12	16	4	2	5
c) I feel comfortable approaching staff about any issue or concern	54	51	7	7	5	1	8
d) Staff are friendly, courteous & helpful	58	53	3	7	1	2	7
e) Staff communicate effectively about matters affecting my life	48	48	16	9	1	2	8
Communication Totals	246	255	49	54	14	9	33

4. Advocacy		Yes		No			
a) I am familiar with the Home's advocacy procedures		86		28			11
b) Advocacy procedures are useful	28	37	29	7	3	10	18
c) I have confidence that issues raised will be dealt with fairly	33	36	32	8	2	8	13
Advocacy Totals	61	73	61	15	5	18	31

5. Living Environment							
a) The Home provides a homelike environment	33	62	10	11	3	2	11
b) There is space to sit & visit privately with visitors	39	71	1	7	2	3	9
c) I am encouraged to personalize my room	48	54	12	5	1	2	10
d) The Home provides a safe environment for me & my visitors	50	65	0	3	2	2	10
e) Outside grounds are easily accessible & stimulating	37	54	11	11	2	5	12
f) Personal laundry services meet my family members needs	34	59	9	8	1	11	9
g) Personal clothing is correctly labelled on a timely basis	43	63	4	6	0	4	12
h) The Home provides an enjoyable dining experience	32	60	9	14	4	3	10
Living Environment Totals	316	488	56	65	15	32	83

6. Quality of Life							
a) A community feeling exists in the Home	24	51	19	17	4	0	14
b) Staff, volunteers & others demonstrate genuine concern	32	50	16	15	3	1	14
c) I am encouraged to maintain/improve independence	32	49	17	12	5	5	10
d) Opportunities to express spiritual & cultural preferences	28	45	24	13	4	4	13
e) Staff treat me with respect	40	49	16	10	1	1	15
f) I would recommend this Home to others	47	32	22	13	4	0	13
Quality of Life Totals	203	276	114	80	21	11	79

YOUR OVERALL SATISFACTION							
a) Satisfied with quality of care & service	46	63	6	4	1	0	11
b) Home is clean & well maintained	54	60	2	4	1	0	11
Overall Satisfaction Totals	100	123	8	8	2	0	22

TOTALS	1,677	2,096	440	367	90	215	355
Percent of Answers	33.0%	41.3%	8.7%	7.2%	1.8%	4.2%	7.0%

YOUR OPINION COUNTS - Family Survey
Analysis of Total Returns

Divisional Totals - For period January 1 to December 31, 2007	
Number of questionnaires issued:	2345
Number of questionnaires returned:	430
Percentage of questionnaires returned:	18.34%

	Strongly Agree	Agree	No Opinion	Disagree	Strongly Disagree	N/A	No Answer
1. Participation Totals							
a) Home provides sufficient opportunities to influence care decisions	141	247	12	16	3	5	6
b) I know whom to approach with a concern or problem	168	221	10	22	2	1	6
c) I'm encouraged &/or asked to participate in activities	97	190	67	23	11	27	12
d) I'm sufficiently informed regarding the range of activities in the Home	101	212	55	27	5	20	10
e) I'm comfortable expressing opinions about care	162	225	10	19	6	3	5
f) Info & questions re: finances are dealt with efficiently	126	177	43	10	2	62	9
Participation Totals	795	1,272	197	117	29	118	48

2. Personal Care & Service							
a) Staff respect my family member's personal & physical privacy	142	240	17	12	1	2	16
b) My family member is well cared for	149	238	10	17	2	1	11
c) Care is provided in a kind, friendly & gentle manner	149	237	15	14	2	2	9
d) I am given the help required to do the following:							
- eating	117	192	16	12	2	61	30
- bathing	145	221	15	9	1	15	25
- dressing	125	218	18	9	1	27	31
- going to the bathroom	106	188	27	16	6	51	35
e) The Home's dietary program provides:							
- consideration of my food preferences	100	180	70	28	1	23	28
	0	0	0	0	0	0	0
	0	0	0	0	0	0	0
f) Staff work as a team to support me	119	203	51	16	3	5	33
Personal Care & Service Totals	1,152	1,917	239	133	19	187	218

3. Communication							
a) Staff are readily available to answer questions & discuss my care	132	240	10	26	4	1	17
b) I'm satisfied that questions & concerns are followed-up	124	219	32	27	5	1	22
c) I feel comfortable approaching staff about any issue or concern	156	227	9	13	6	1	18
d) Staff are friendly, courteous & helpful	175	222	5	7	3	1	16
e) Staff communicate effectively about matters affecting my life	156	206	22	17	5	2	22
Communication Totals	743	1,114	78	90	23	6	95

4. Advocacy		Yes		No			
a) I am familiar with the Home's advocacy procedures		303		146			14
b) Advocacy procedures are useful	62	152	113	6	2	22	55
c) I have confidence that issues raised will be dealt with fairly	61	147	120	6	5	19	54
Advocacy Totals	123	299	233	12	7	41	109

5. Living Environment							
a) The Home provides a homelike environment	85	254	35	27	3	3	23
b) There is space to sit & visit privately with visitors	134	239	15	22	3	1	16
c) I am encouraged to personalize my room	132	205	46	17	2	11	17
d) The Home provides a safe environment for me & my visitors	154	234	15	9	2	1	15
e) Outside grounds are easily accessible & stimulating	106	220	39	20	3	24	18
f) Personal laundry services meet my family members needs	84	209	29	37	12	36	22
g) Personal clothing is correctly labelled on a timely basis	113	238	21	16	9	15	18
h) The Home provides an enjoyable dining experience	102	227	43	21	5	7	22
Living Environment Totals	910	1,826	243	169	39	98	151

6. Quality of Life							
a) A community feeling exists in the Home	90	231	60	15	2	2	29
b) Staff, volunteers & others demonstrate genuine concern	139	232	25	9	3	2	20
c) I am encouraged to maintain/improve independence	84	198	53	21	5	37	23
d) Opportunities to express spiritual & cultural preferences	80	189	70	11	0	56	23
e) Staff treat me with respect	151	224	20	9	1	7	22
f) I would recommend this Home to others	168	199	25	7	3	2	26
Quality of Life Totals	712	1,273	253	72	14	106	143

YOUR OVERALL SATISFACTION							
a) Satisfied with quality of care & service	146	236	15	12	3	1	17
b) Home is clean & well maintained	159	229	8	13	2	0	19
Overall Satisfaction Totals	305	465	23	25	5	1	36

TOTALS	4,740	8,166	1,266	618	136	557	800
Percent of Answers	29.0%	50.0%	7.7%	3.8%	0.8%	3.4%	4.9%