

Long-Term Care Homes and Services
“Your Opinion Counts” Survey

January 1 to March 31, 2008

YOUR OPINION COUNTS

Survey Statistics

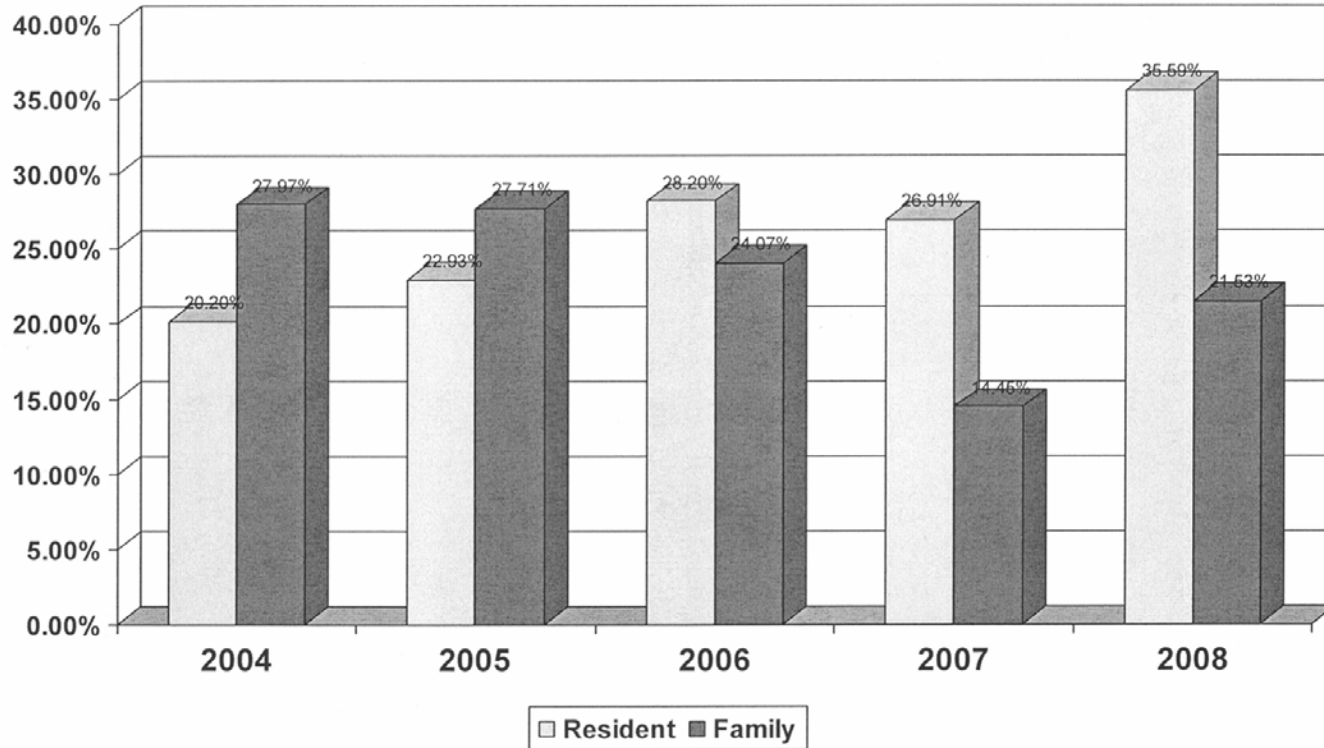
First Quarter 2008

Home	Family		Resident		Total	
	Sent	Received	Sent	Received	Sent	Received
Bendale	91	26	9	4	100	30
Carefree	34	8	5	2	39	10
CWT	87	14	25	1	112	15
Cummer	85	19	3	6	88	25
Fudger	35	3	19	5	54	8
Kipling	114	21	29	9	143	30
Lakeshore	40	10	12	3	52	13
Seven Oaks	51	11	13	10	64	21
TDA	45	9	2	1	47	10
Wesburn	45	14	1	1	46	15
Totals	627	135	118	42	745	177

Long-Term Care Homes and Services

“Your Opinion Counts”

Overall Response Rates
January 1 to March 31, 2008



HOMES FOR THE AGED DIVISION

YOUR OPINION COUNTS

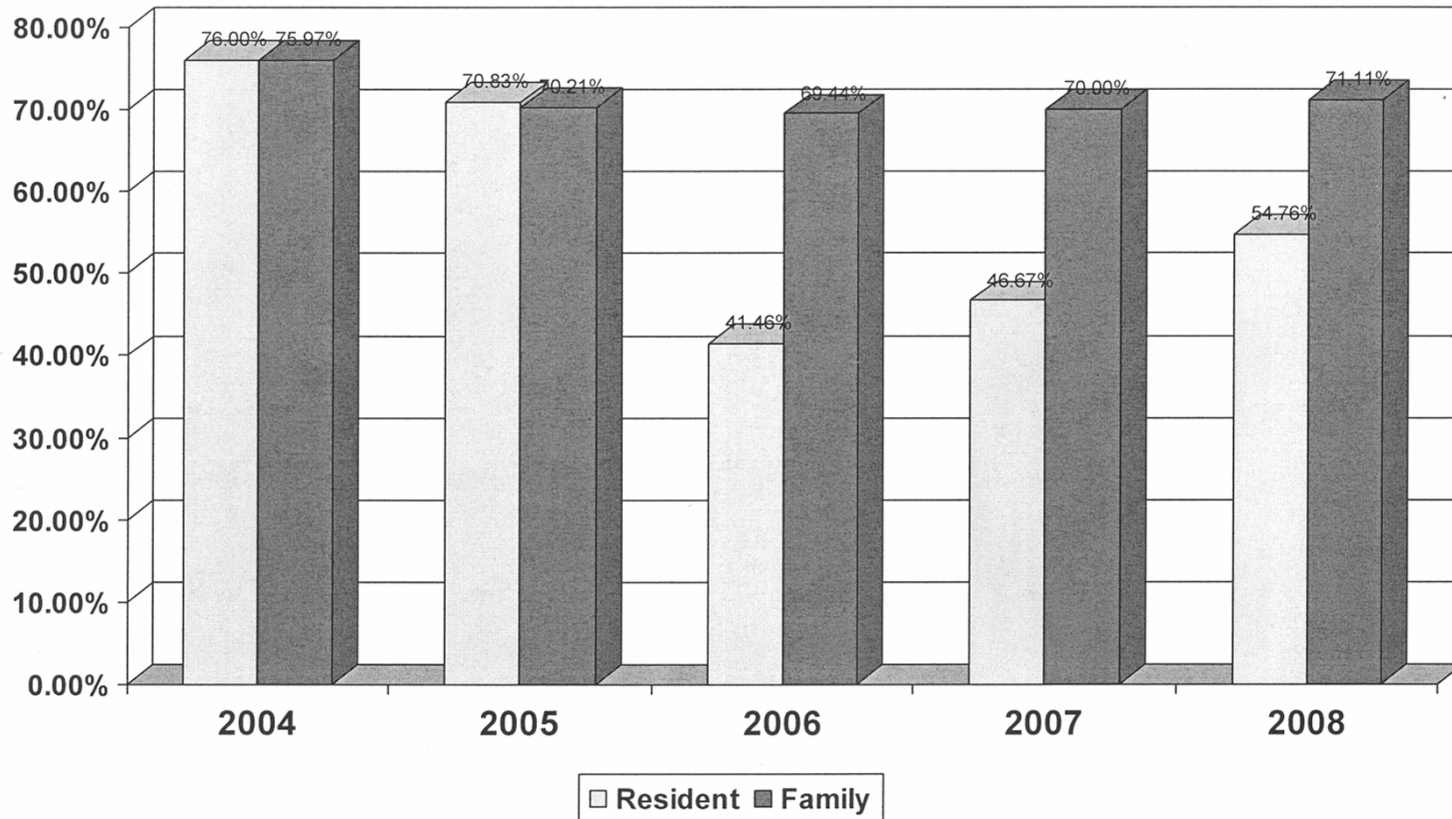
Identified Respondents

First Quarter 2008

Home	Family		Resident		Total	
	Received	Names	Received	Names	Received	Names
Bendale	26	18	4	2	30	20
Carefree	8	5	2	2	10	7
CWT	14	7	1	1	15	8
Cummer	19	12	6	6	25	18
Fudger	3	2	5	4	8	6
Kipling	21	18	9	3	30	21
Lakeshore	10	8	3	2	13	10
Seven Oaks	11	9	10	2	21	11
TDA	9	8	1	1	10	9
Wesburn	14	9	1	0	15	9
Totals	135	96	42	23	177	119

Long-Term Care Homes and Services “Your Opinion Counts”

Percentage of Respondents Identifying Themselves
January 1 to March 31, 2008



YOUR OPINION COUNTS - Resident Survey
Analysis of Total Returns

Divisional Totals - For period January 1 to March 31, 2008	
Number of questionnaires issued:	118
Number of questionnaires returned:	42
Percentage of questionnaires returned:	35.59%

	Strongly Agree	Agree	No Opinion	Disagree	Strongly Disagree	N/A	No Answer
1. Participation Totals							
a) Home provides sufficient opportunities to influence care decisions	12	15	6	3	3	1	1
b) I know whom to approach with a concern or problem	17	17	3	2	1	0	0
c) I'm encouraged &/or asked to participate in activities	20	13	1	2	3	1	0
d) I'm sufficiently informed regarding the range of activities in the Home	15	14	5	4	3	0	1
e) I'm comfortable expressing opinions about care	20	16	1	0	3	0	1
f) Info & questions re: finances are dealt with efficiently	12	28	6	0	1	4	0
Participation Totals	96	103	22	11	14	6	3
2. Personal Care & Service							
a) Staff respect my personal & physical privacy	17	20	1	2	1	0	1
b) I am well cared for	14	21	1	2	0	0	1
c) Care is provided in a kind, friendly & gentle manner	12	22	0	3	2	1	1
d) I am given the help required to do the following:							
- eating	13	13	3	1	1	8	3
- bathing	16	19	3	0	0	2	2
- dressing	14	15	4	0	0	6	3
- going to the bathroom	12	16	2	3	0	6	2
e) The Home's dietary program provides:							
- consideration of my food preferences	16	16	2	4	1	1	2
- sufficient variety of food	12	21	2	0	1	2	4
- adequate portions	9	22	2	2	0	2	4
f) Staff work as a team to support me	14	14	3	5	0	3	2
Personal Care & Service Totals	149	199	23	22	6	31	25
3. Communication							
a) Staff are readily available to answer questions & discuss my care	11	17	4	5	1	2	2
b) I'm satisfied that questions & concerns are followed-up	13	17	6	3	1	0	2
c) I feel comfortable approaching staff about any issue or concern	13	19	2	5	1	0	2
d) Staff are friendly, courteous & helpful	14	19	1	4	0	0	2
e) Staff communicate effectively about matters affecting my life	9	15	5	6	1	2	4
Communication Totals	60	87	18	23	4	4	12
4. Advocacy							
a) I am familiar with the Home's advocacy procedures		15		15			12
b) Advocacy procedures are useful	5	16	9	1	1	2	7
c) I have confidence that issues raised will be dealt with fairly	5	17	10	1	0	2	6
Advocacy Totals	10	33	19	2	1	4	13
5. Living Environment							
a) The Home provides a homelike environment	13	20	2	5	1	0	1
b) There is space to sit & visit privately with visitors	12	22	4	2	0	1	1
c) I am encouraged to personalize my room	13	22	2	1	0	0	1
d) The Home provides a safe environment for me & my visitors	15	22	2	1	0	1	2
e) Outside grounds are easily accessible & stimulating	10	19	6	0	0	3	1
f) Personal laundry services meet my family members needs	12	17	1	2	0	4	2
g) Personal clothing is correctly labelled on a timely basis	13	25	1	2	1	2	1
h) The Home provides an enjoyable dining experience	12	23	2	3	1	0	1
Living Environment Totals	100	170	20	16	3	11	10
6. Quality of Life							
a) A community feeling exists in the Home	11	18	7	2	2	0	2
b) Staff, volunteers & others demonstrate genuine concern	11	20	3	6	0	0	2
c) I am encouraged to maintain/improve independence	2	20	6	4	0	2	2
d) Opportunities to express spiritual & cultural preferences	10	14	8	2	2	1	3
e) Staff treat me with respect	14	18	5	1	1	0	3
f) I would recommend this Home to others	14	13	4	2	3	1	5
Quality of Life Totals	62	103	33	17	8	4	17
YOUR OVERALL SATISFACTION							
a) Satisfied with quality of care & service	15	19	2	2	1	0	3
b) Home is clean & well maintained	22	16	0	1	0	0	3
Overall Satisfaction Totals	37	35	2	3	1	0	6
TOTALS	514	730	137	94	37	60	86
Percent of Answers	30.6%	43.5%	8.2%	5.6%	2.2%	3.6%	5.1%

YOUR OPINION COUNTS - Family Survey
Analysis of Total Returns

Divisional Totals - For period January 1 to March 31, 2008	
Number of questionnaires issued:	627
Number of questionnaires returned:	135
Percentage of questionnaires returned:	21.53%

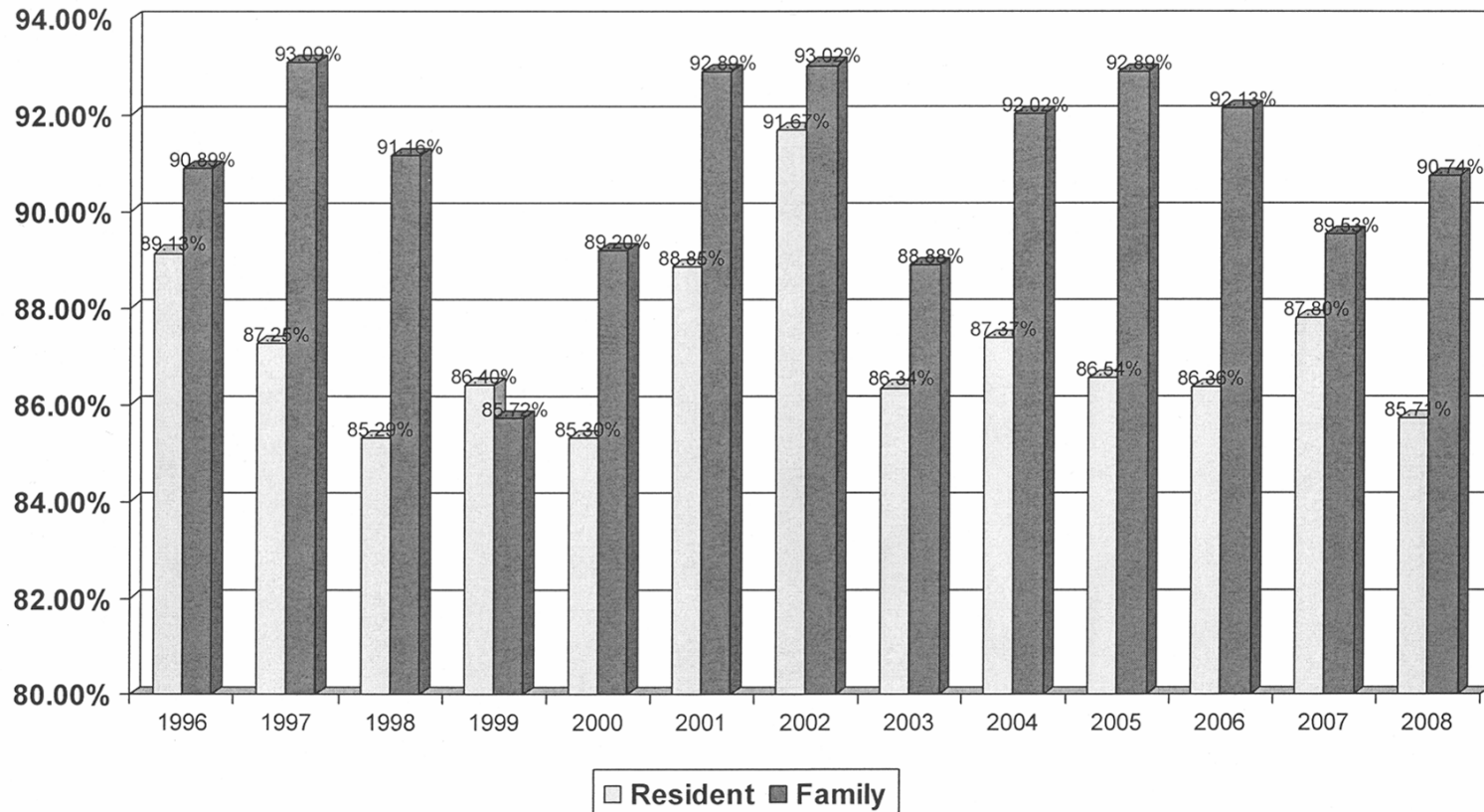
	Strongly Agree	Agree	No Opinion	Disagree	Strongly Disagree	N/A	No Answer
1. Participation Totals							
a) Home provides sufficient opportunities to influence care decisions	52	76	5	2	5	0	2
b) I know whom to approach with a concern or problem	47	85	1	0	4	0	4
c) I'm encouraged &/or asked to participate in activities	29	55	24	13	5	10	5
d) I'm sufficiently informed regarding the range of activities in the Home	32	71	13	13	6	7	1
e) I'm comfortable expressing opinions about care	51	74	4	6	5	1	2
f) Info & questions re: finances are dealt with efficiently	39	64	9	1	3	19	3
Participation Totals	250	425	56	35	28	37	17
2. Personal Care & Service							
a) Staff respect my family member's personal & physical privacy	43	77	7	2	1	1	4
b) My family member is well cared for	55	69	5	2	0	0	4
c) Care is provided in a kind, friendly & gentle manner	55	64	7	2	1	1	5
d) I am given the help required to do the following:							
- eating	43	57	3	1	2	4	8
- bathing	46	70	6	3	2	3	6
- dressing	40	67	5	3	2	12	6
- going to the bathroom	34	63	10	4	1	20	7
e) The Home's dietary program provides:							
- consideration of my food preferences	29	64	20	3	2	8	9
	0	0	0	0	0	0	0
	0	0	0	0	0	0	0
f) Staff work as a team to support me	43	69	13	5	1	0	4
Personal Care & Service Totals	388	600	76	25	12	49	53
3. Communication							
a) Staff are readily available to answer questions & discuss my care	52	64	6	6	4	0	3
b) I'm satisfied that questions & concerns are followed-up	46	68	8	7	3	0	3
c) I feel comfortable approaching staff about any issue or concern	57	64	6	3	4	0	1
d) Staff are friendly, courteous & helpful	63	61	3	2	1	0	5
e) Staff communicate effectively about matters affecting my life	48	66	5	5	4	0	5
Communication Totals	266	323	28	23	16	0	17
4. Advocacy							
a) I am familiar with the Home's advocacy procedures		111		47			12
b) Advocacy procedures are useful	19	52	34	0	0	10	20
c) I have confidence that issues raised will be dealt with fairly	22	50	33	1	0	10	19
Advocacy Totals	41	102	67	1	0	20	39
5. Living Environment							
a) The Home provides a homelike environment	44	67	8	7	3	2	4
b) There is space to sit & visit privately with visitors	61	60	3	7	2	0	2
c) I am encouraged to personalize my room	46	63	12	6	1	3	4
d) The Home provides a safe environment for me & my visitors	54	68	5	8	2	1	2
e) Outside grounds are easily accessible & stimulating	39	68	9	3	3	11	3
f) Personal laundry services meet my family members needs	22	73	9	7	2	9	5
g) Personal clothing is correctly labelled on a timely basis	38	77	7	6	1	1	5
h) The Home provides an enjoyable dining experience	41	72	6	1	2	0	0
Living Environment Totals	345	548	59	45	16	27	25
6. Quality of Life							
a) A community feeling exists in the Home	33	70	19	5	2	0	6
b) Staff, volunteers & others demonstrate genuine concern	49	77	8	2	1	0	3
c) I am encouraged to maintain/improve independence	29	57	19	7	1	14	8
d) Opportunities to express spiritual & cultural preferences	26	49	21	2	1	24	7
e) Staff treat me with respect	56	70	3	0	0	0	6
f) I would recommend this Home to others	59	51	9	2	0	0	6
Quality of Life Totals	252	374	79	18	5	38	36
YOUR OVERALL SATISFACTION							
a) Satisfied with quality of care & service	58	65	4	2	1	0	5
b) Home is clean & well maintained	63	59	2	6	1	0	4
Overall Satisfaction Totals	121	124	6	8	2	0	9
TOTALS	1,663	2,496	371	155	79	171	196
Percent of Answers	32.4%	48.7%	7.2%	3.0%	1.5%	3.3%	3.8%

Long-Term Care Homes and Services

“Your Opinion Counts”

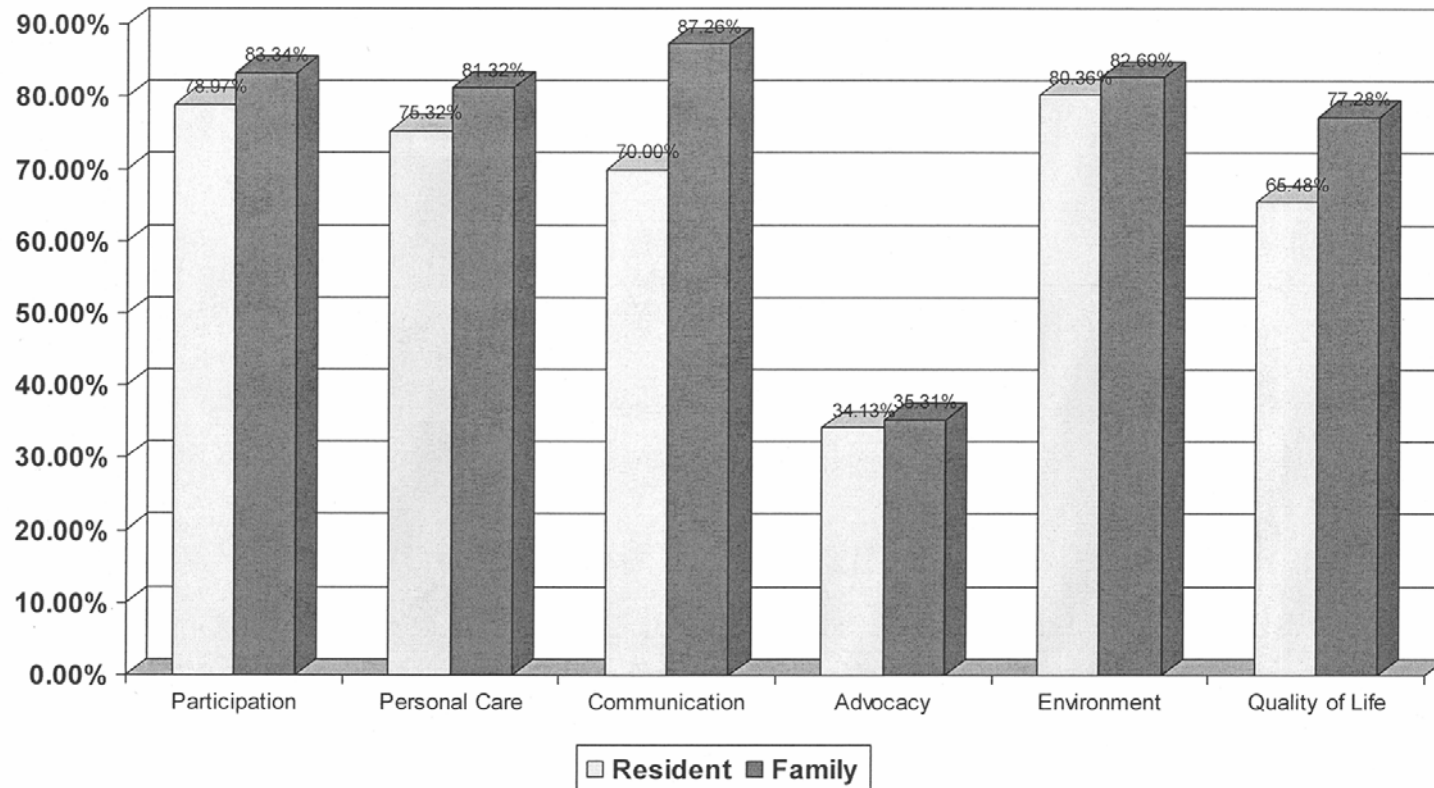
Overall Satisfaction

January 1 to March 31, 2008



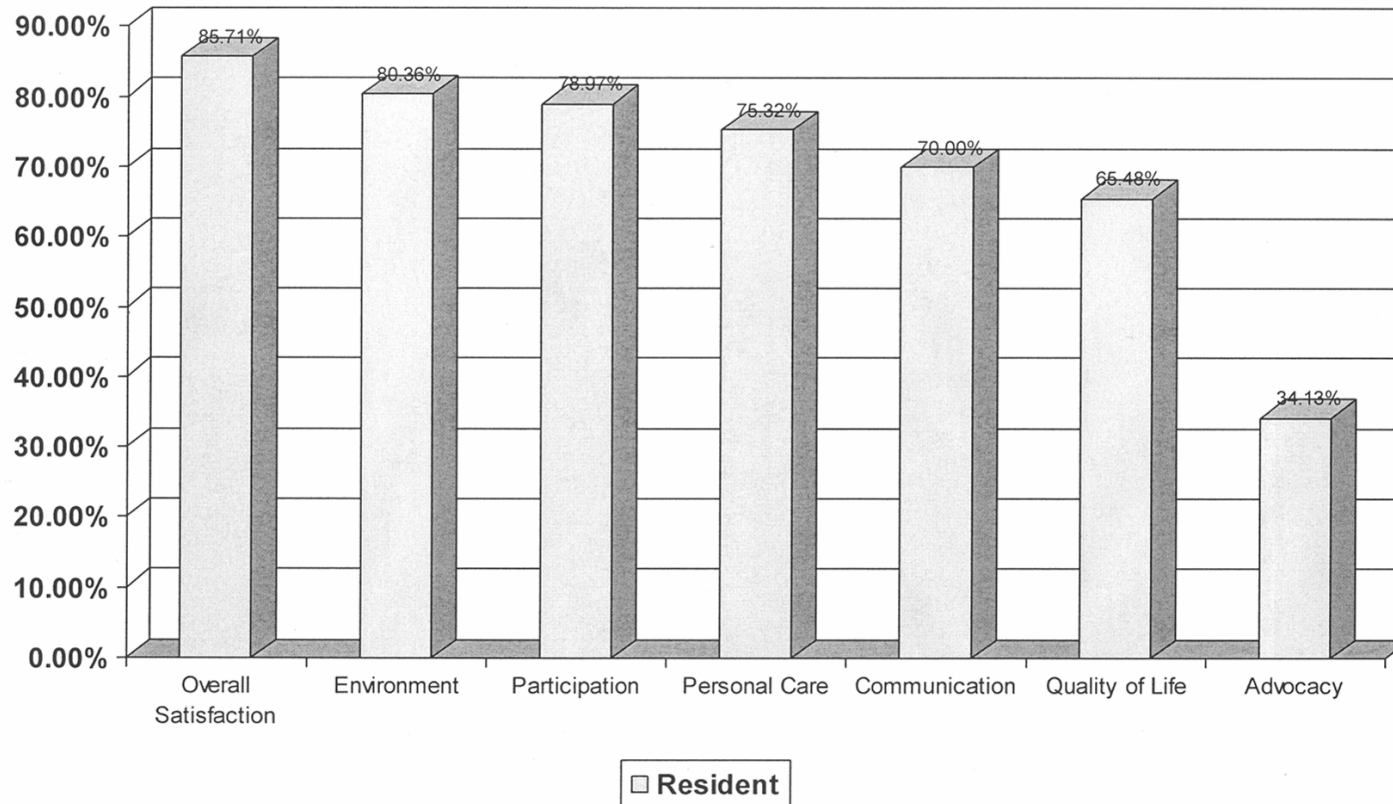
Long-Term Care Homes and Services “Your Opinion Counts”

Resident and Family Satisfaction – Divisional Averages
January 1 to March 31, 2008



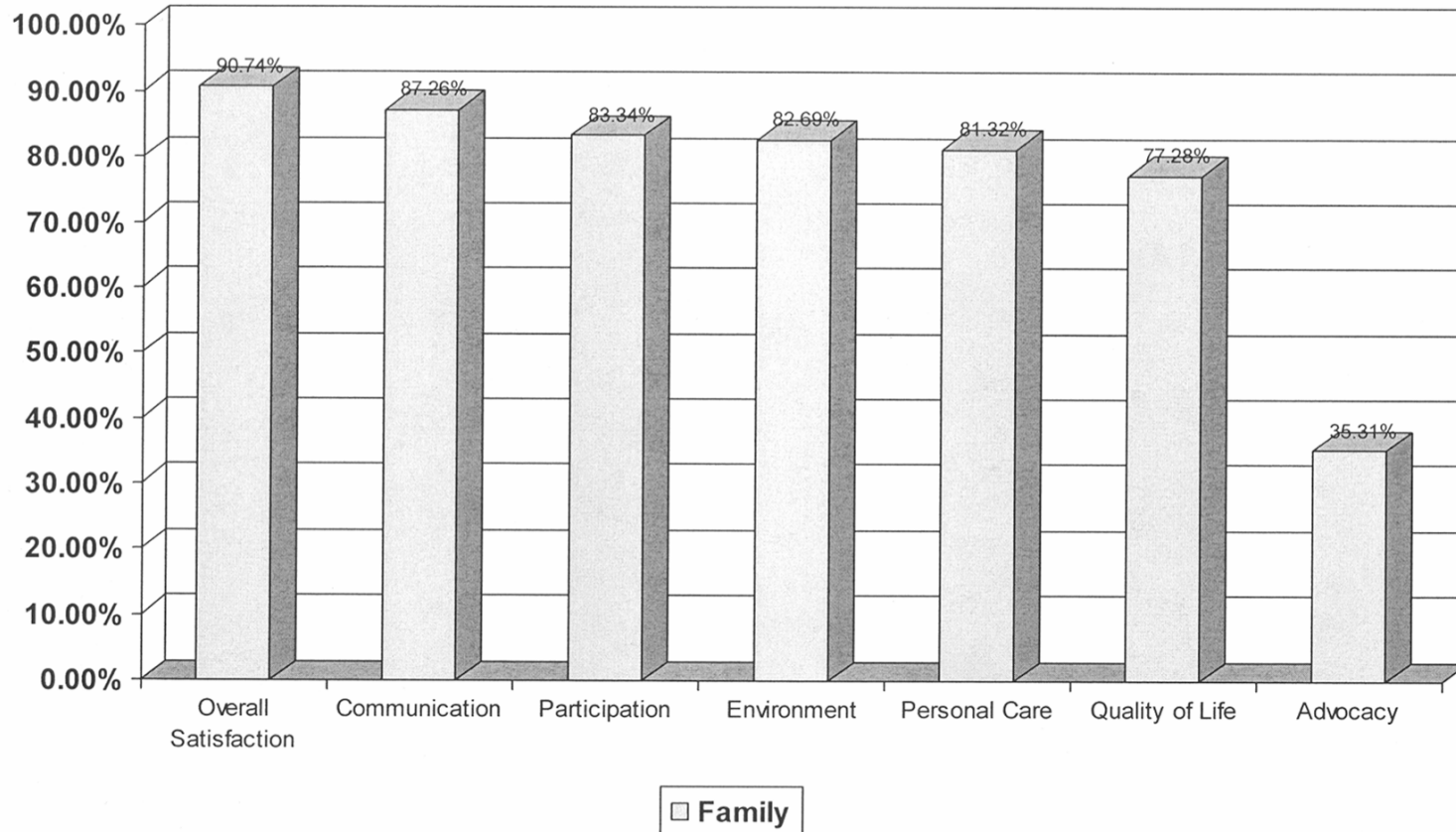
Long-Term Care Homes and Services “Your Opinion Counts”

Resident Agree & Strongly Agree Responses Ranked
January 1 to March 31, 2008



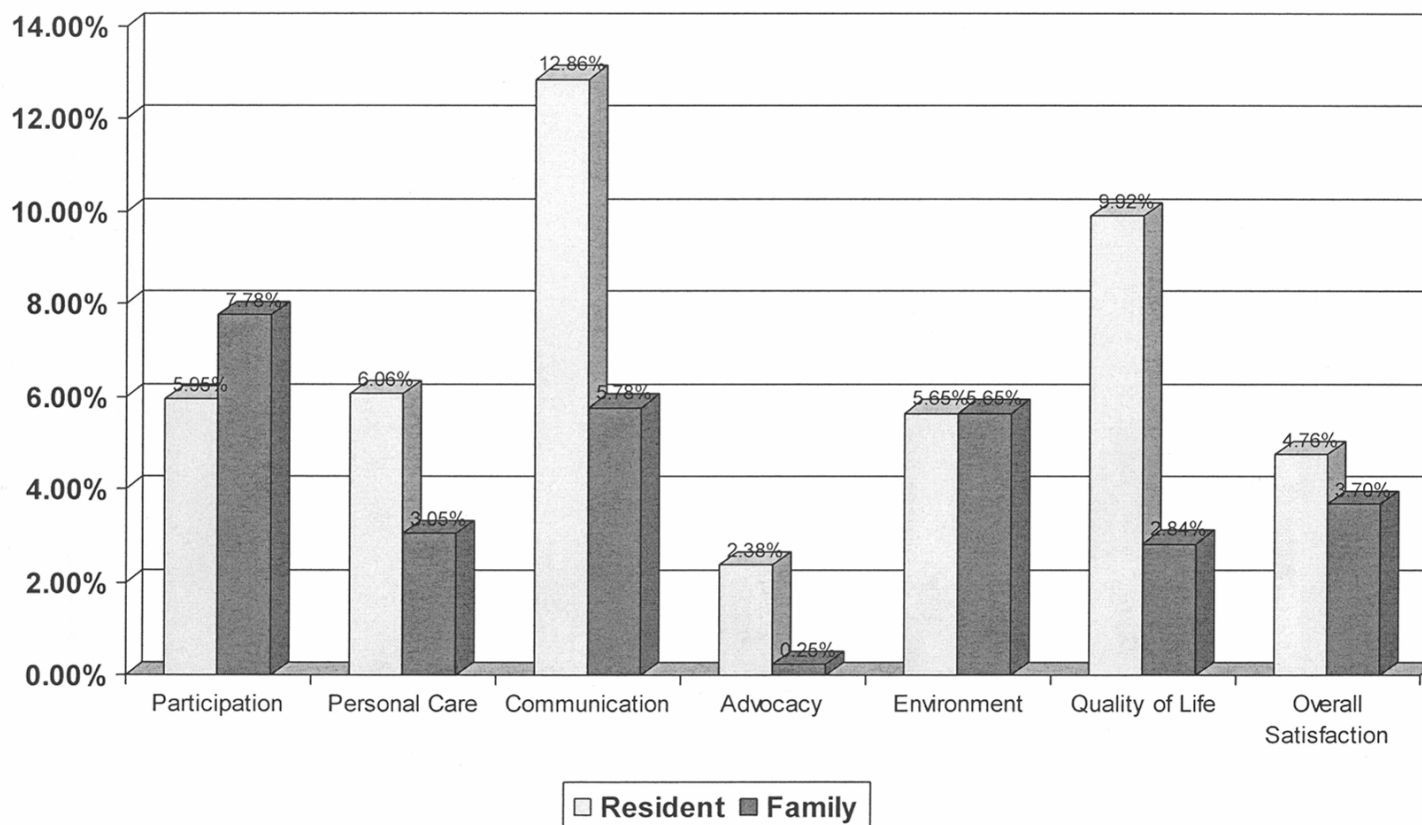
Long-Term Care Homes and Services “Your Opinion Counts”

Family Agree & Strongly Agree Responses Ranked
January 1 to March 31, 2008



Long-Term Care Homes and Services "Your Opinion Counts"

Summary of Disagree & Strongly Disagree Responses January 1 to March 31, 2008

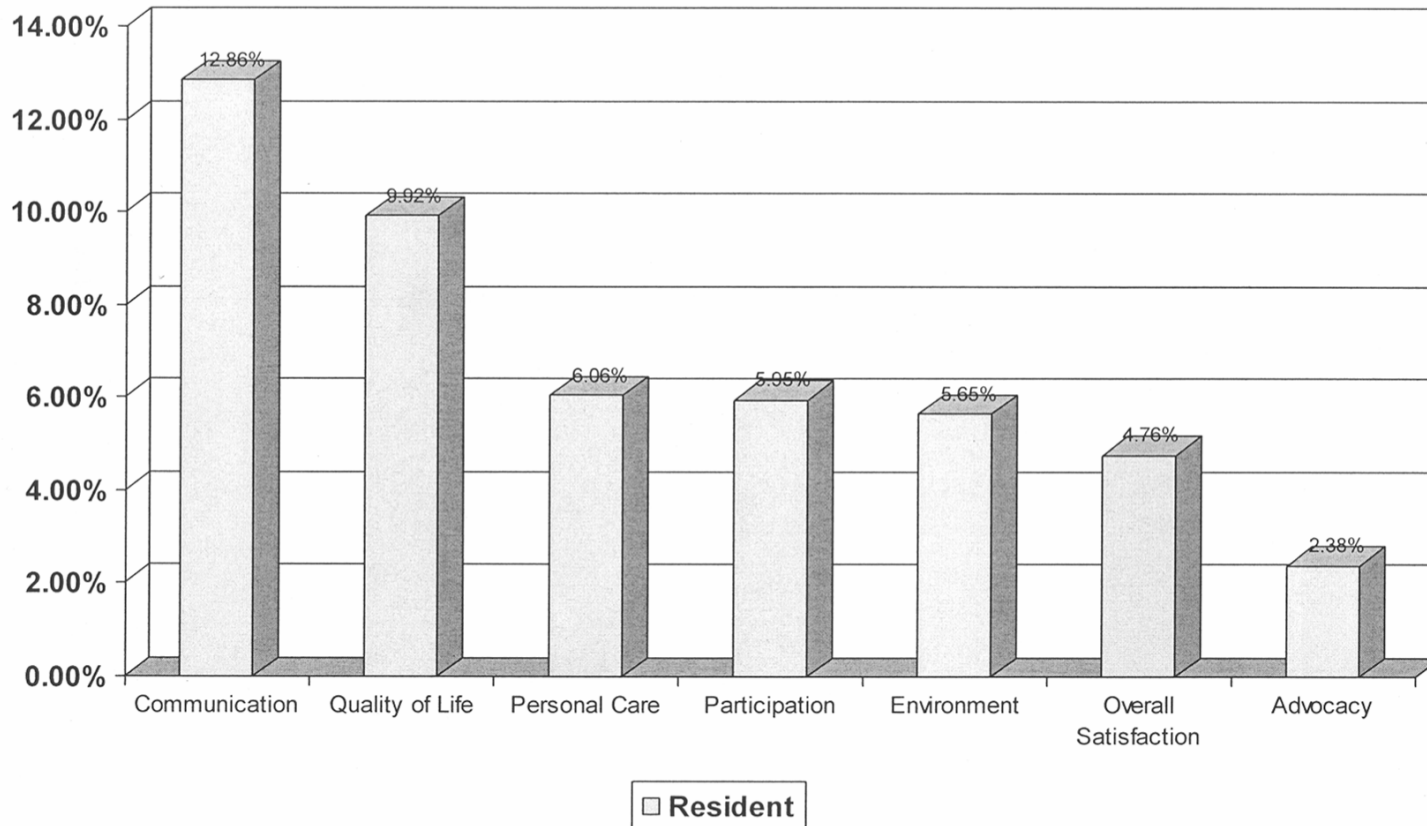


Long-Term Care Homes and Services

“Your Opinion Counts”

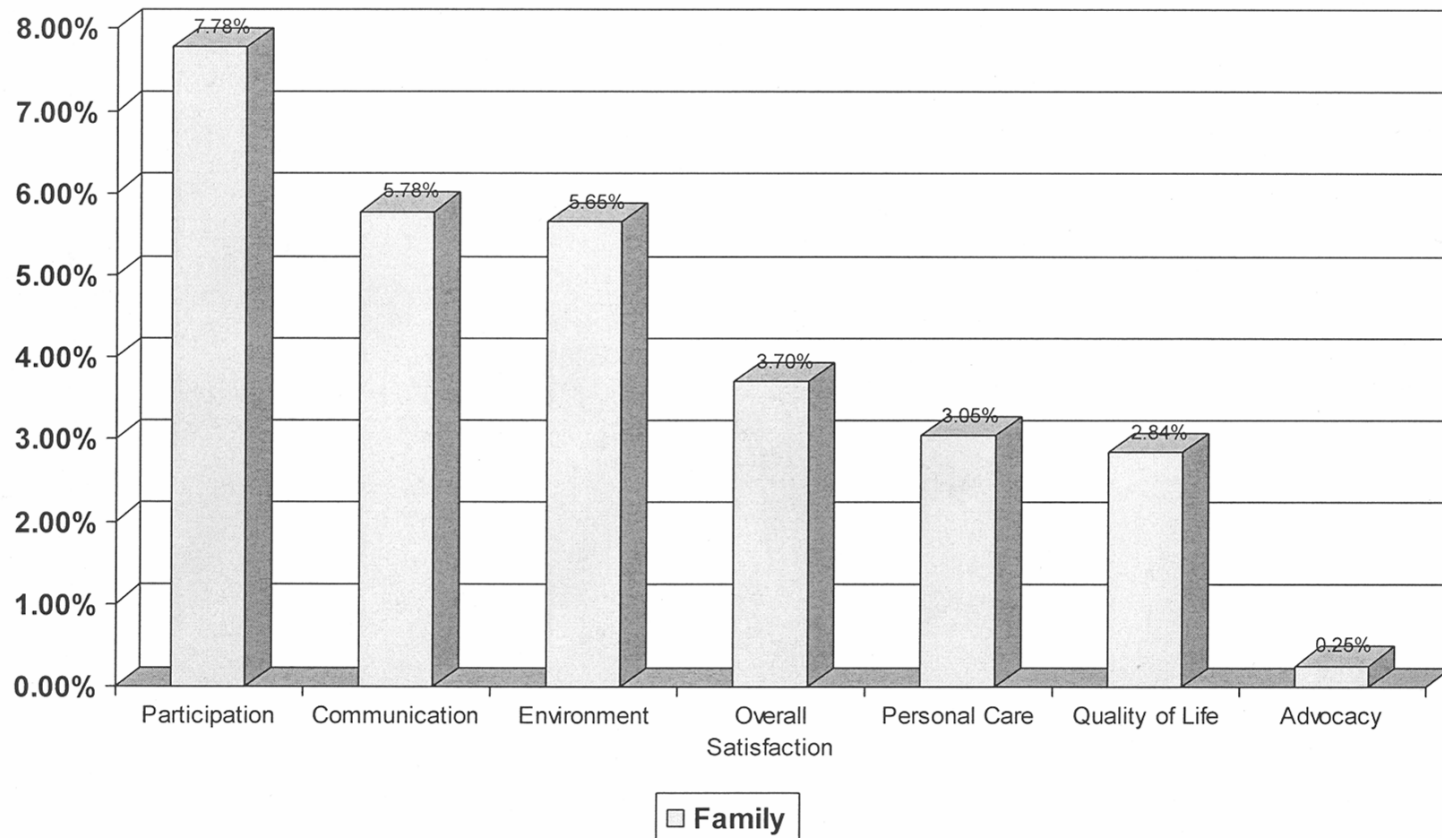
Resident Disagree & Strongly Disagree Responses Ranked

January 1 to March 31, 2008



Long-Term Care Homes and Services “Your Opinion Counts”

Family Disagree & Strongly Disagree Responses Ranked January 1 to March 31, 2008



YOUR OPINION COUNTS' - January 1 to March 31, 2008

RESIDENT			
Disagree + Strongly Disagree			
? #'s	Responses		Cumulative
	#	%	
3 e	7	8.75%	8.75%
3 a	6	7.50%	16.25%
3 c	6	7.50%	23.75%
6 b	6	7.50%	31.25%
6 f	5	6.25%	37.50%
2 c	5	6.25%	43.75%
2 e1	5	6.25%	50.00%
2 f	5	6.25%	56.25%
3 b	4	5.00%	61.25%
3 d	4	5.00%	66.25%
6 a	4	5.00%	71.25%
6 c	4	5.00%	76.25%
6 d	4	5.00%	81.25%
2 a	3	3.75%	85.00%
2 d4	3	3.75%	88.75%
6 e	2	2.50%	91.25%
2 b	2	2.50%	93.75%
2 d1	2	2.50%	96.25%
2 e3	2	2.50%	98.75%
2 e2	1	1.25%	100.00%
2 d2	0	0.00%	100.00%
2 d3	0	0.00%	100.00%
Total	80		

FAMILY			
Disagree + Strongly Disagree			
? #'s	Responses		Cumulative
	#	%	
1 d	19	11.66%	11.66%
1 c	18	11.04%	22.70%
1 e	11	6.75%	29.45%
3 a	10	6.13%	35.58%
3 b	10	6.13%	41.72%
5 a	10	6.13%	47.85%
5 d	10	6.13%	53.99%
3 e	9	5.52%	59.51%
5 b	9	5.52%	65.03%
5 f	9	5.52%	70.55%
1 a	7	4.29%	74.85%
3 c	7	4.29%	79.14%
5 c	7	4.29%	83.44%
5 g	7	4.29%	87.73%
5 e	6	3.68%	91.41%
1 b	4	2.45%	93.87%
1 f	4	2.45%	96.32%
3 d	3	1.84%	98.16%
5 h	3	1.84%	100.00%
Total	163		

YOUR OPINION COUNTS' - January 1 to March 31, 2008

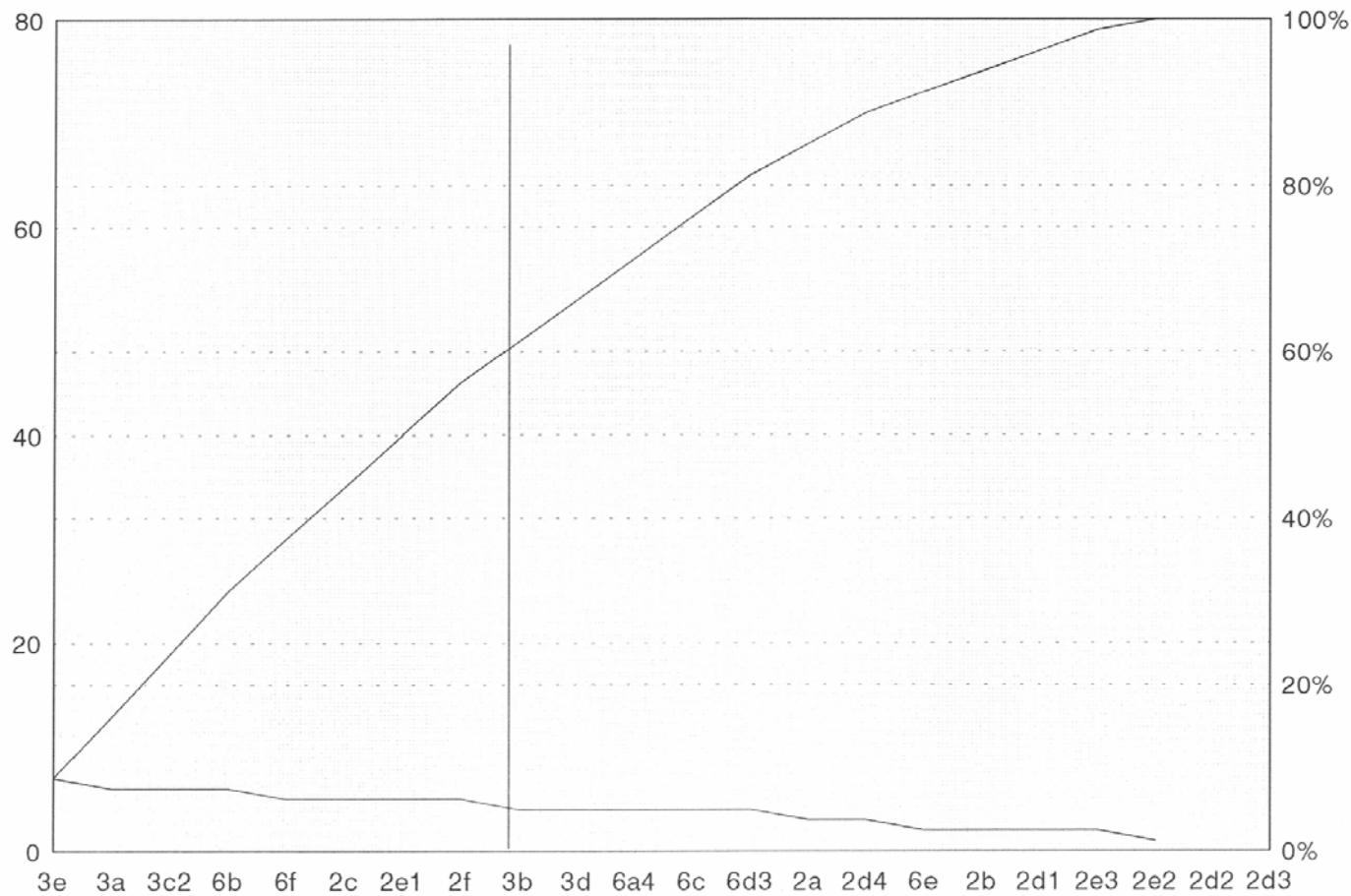
Resident Disagree Responses in Order to 60%
Disagree + Strongly Disagree

- 3 e Staff communicate effectively about matters affecting my life
- 3 a Staff are readily available to answer questions and discuss my care
- 3 c I feel comfortable approaching staff about any issue or concern
- 6 b Staff, volunteers & others demonstrate genuine concern
- 6 f I would recommend this Home to others
- 2 c Care is provided in a kind, friendly & gentle manner
- 2 e1 Homes dietary program give consideration of my food preferences
- 2 f Staff work as a team to support me
- 3 b I'm satisfied that questions & concerns are followed-up

Family Disagree Responses in Order to 60%
Disagree + Strongly Disagree

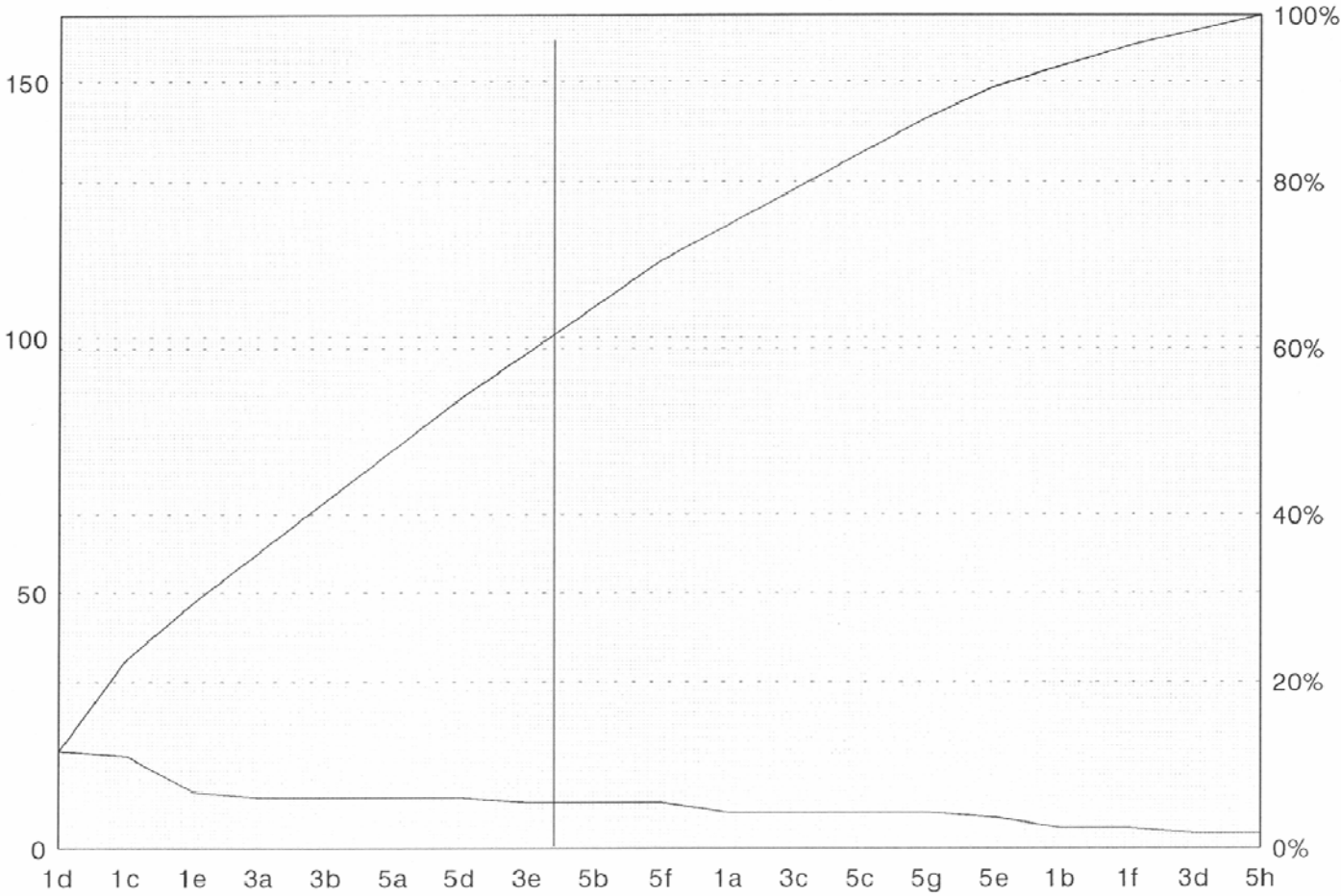
- 1 d I'm sufficiently informed regarding the range of activities in the Home
- 1 c I'm encouraged and/or asked to participate in activities
- 1 e I'm comfortable expressing opinions about care
- 3 a Staff are readily available to answer questions & discuss my care
- 3 b I'm satisfied that quesitons & concerns are followed-up
- 5 a The home provides a homelike environment
- 5 d The home provides a safe environment for me and my visitors
- 3 e Staff communicate effectively about matters affecting my family members life

Long-Term Care Homes and Services "Your Opinion Counts" Resident Dissatisfaction



January 1 to March 31, 2008

Long-Term Care Homes and Services "Your Opinion Counts" Family Dissatisfaction



January 1 to March 31, 2008