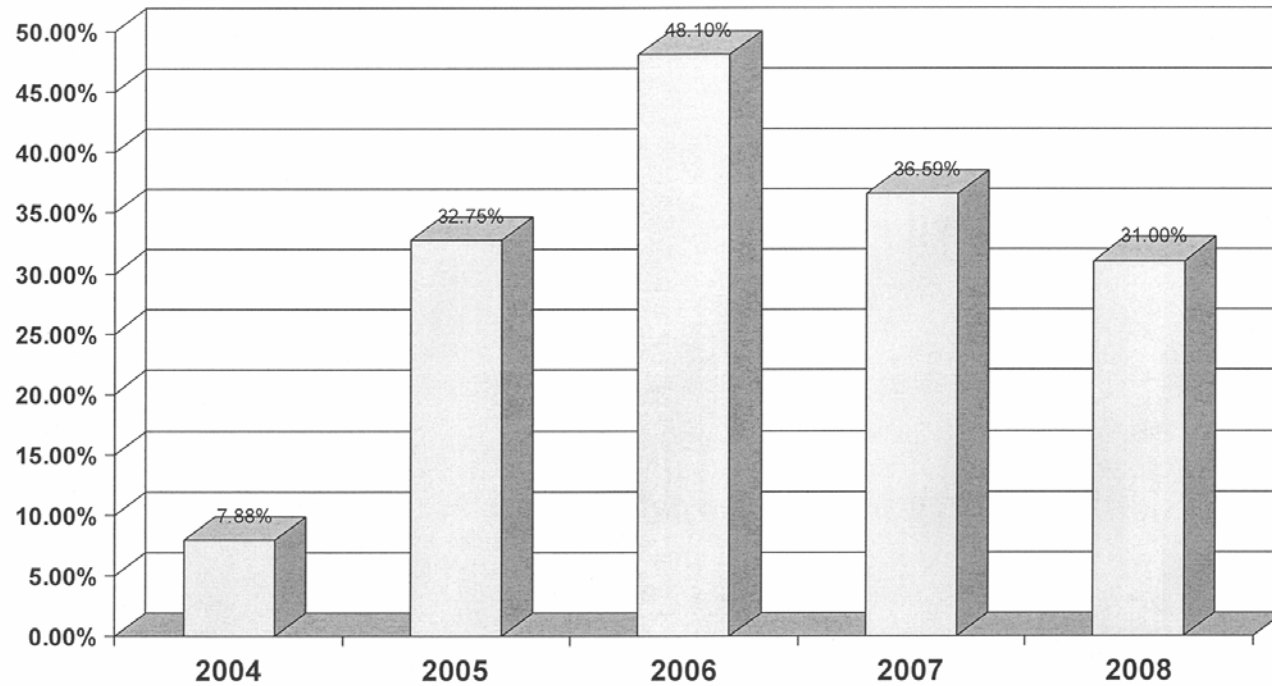


Supportive Housing
“Your Opinion Counts” Survey

January 1 to March 31, 2008

Supportive Housing “Your Opinion Counts” Survey

Response Rates
January 1 to March 31, 2008



**YOUR OPINION COUNTS - Supportive Housing
Analysis of Total Returns**

Supportive Housing - January 1 to March 31, 2008	
Number of questionnaires issued:	100
Number of questionnaires returned:	31
Percentage of questionnaires returned:	31.00%

	Strongly Agree	Agree	No Opinion	Disagree	Strongly Disagree	N/A	No Answer
1. Participation Totals							
a) There are sufficient opportunities to influence care decisions	9	18	2	0	0	1	1
b) I know whom to approach with a concern or problem	15	16	0	0	0	0	0
c) I'm encouraged &/or asked to participate in activities	14	10	6	0	0	1	0
d) I'm sufficiently informed regarding the range of activities in the Home	10	16	4	1	0	0	0
e) I'm comfortable expressing opinions about my care	10	20	1	0	0	0	0
f) Info & questions re: finances are dealt with efficiently	7	13	4	0	0	7	0
Participation Totals	65	93	17	1	0	9	1
2. Personal Care & Service							
a) Staff respect my personal & physical privacy	13	17	1	0	0	0	0
b) I am well cared for	12	16	3	0	0	0	0
c) Care is provided in a kind, friendly & gentle manner	15	13	1	0	0	2	0
d) I am given the help required to do the following:							
- eating	2	4	3	0	0	19	3
- bathing	6	5	2	0	0	17	1
- dressing	4	3	3	0	0	18	3
- going to the bathroom	3	2	3	0	0	19	4
e) The Home's dietary program provides:							
- consideration of my food preferences	2	5	1	1	0	17	5
- sufficient variety of food	3	3	2	1	0	17	5
- adequate portions	3	4	2	0	0	17	5
f) Staff work as a team to support me	7	8	2	0	0	10	4
Personal Care & Service Totals	70	80	23	2	0	136	30
3. Communication							
a) Staff are readily available to answer questions & discuss my care	11	15	2	0	0	2	1
b) I'm satisfied that questions & concerns are followed-up	9	16	2	0	0	3	1
c) I feel comfortable approaching staff about any issue or concern	12	15	0	0	0	2	2
d) Staff are friendly, courteous & helpful	15	13	0	0	0	1	2
e) Staff communicate effectively about matters affecting my life	12	14	2	0	0	1	2
Communication Totals	59	73	6	0	0	9	8
4. Advocacy							
a) I am familiar with the advocacy procedures	0	17	0	14	0	0	0
b) Advocacy procedures are useful	7	7	6	0	0	8	3
c) I have confidence that issues raised will be dealt with fairly	8	8	4	1	0	7	3
Advocacy Totals	15	32	10	15	0	15	6
5. Living Environment							
a) There is a homelike environment	9	15	3	1	0	2	1
b) There is space to sit & visit privately with visitors	9	12	3	2	0	4	1
c) I am encouraged to personalize my room	7	13	5	0	0	4	2
d) The Home provides a safe environment for me & my visitors	8	14	4	0	0	3	2
e) Outside grounds are easily accessible & stimulating	7	14	1	3	0	4	2
f) Personal laundry services meet my needs	8	15	1	0	0	4	3
g) Personal clothing is correctly labelled on a timely basis	10	7	4	0	0	8	2
h) Staff provide an enjoyable dining experience	5	6	2	0	0	16	2
Living Environment Totals	63	96	23	6	0	45	15
6. Quality of Life							
a) A community feeling exists in the Home	6	18	2	0	0	4	1
b) Staff, volunteers & others demonstrate genuine concern	9	16	2	0	0	3	1
c) I am encouraged to maintain/improve independence	11	11	3	0	0	5	1
d) Opportunities to express spiritual & cultural preferences	7	12	6	1	0	3	2
e) Staff treat me with respect	14	13	0	0	0	3	1
f) I would recommend this Supportive Housing site to others	12	12	0	0	1	5	1
Quality of Life Totals	59	82	13	1	1	23	7
7. Finances							
a) I receive accurate info about cost of accommodation and service	6	11	2	0	0	10	2
b) My questions about cost are answered	6	11	1	1	0	10	2
c) I believe I am getting value for my money	10	8	2	1	0	9	1
Quality of Life Totals	22	30	5	2	0	29	5
YOUR OVERALL SATISFACTION							
a) Satisfied with quality of care & service	14	15	1	0	0	1	0
b) Home is clean & well maintained	12	13	1	1	0	3	1
Overall Satisfaction Totals	26	28	2	1	0	4	1
TOTALS	379	497	99	14	1	270	73
Percent of Answers	28.4%	37.3%	7.4%	1.1%	0.1%	20.3%	5.5%

YOUR OPINION COUNTS - Supportive Housing Survey
Analysis Of Total Returns

Supportive Housing: All Sites
 Distribution Period: First Quarter 2008
 Number of questionnaires issued: 100
 Number of questionnaires returned: 31
 Percentage of questionnaires returned: 31%

YOUR SATISFACTION WITH OUR CARE & SERVICES	Strongly	Agree	No	Disagree	Strongly	N/A	No	Answer
	Agree	Opinion	Disagree	Disagree				
1. Participation								
a) Opportunities to influence care decisions	9	18	2				1	1
b) I know whom to approach with concerns	15	16						
c) I'm encouraged &/or asked to participate in activities	14	10	6				1	
d) I'm sufficiently informed regarding activities	10	16	4	1				
e) I'm comfortable expressing opinions about my care	10	20	1					
f) Info & questions re: my finances are dealt with efficiently	7	13	4				7	
Participation Totals	65	93	17	1	0		9	1
2. Personal Care & Service								
a) Staff respect my personal & physical privacy	13	17	1					
b) I am well cared for	12	16	3					
c) Care is provided in a kind, friendly & gentle manner	15	13	1				2	
d) I am given the help required to do the following:								
- eating	2	4	3				19	3
- bathing	6	5	2				17	1
- dressing	4	3	3				18	3
- going to the bathroom	3	2	3				19	4
e) The dietary program provides:								
- consideration of my food preferences	2	5	1	1			17	5
- sufficient variety of food	3	3	2	1			17	5
- adequate portions	3	4	2				17	5
f) Staff work as a team to support me	7	8	2				10	4
Personal Care & Service Total	70	80	23	2	0		136	30
3. Communication								
a) Staff available to answer questions & discuss my care	11	15	2				2	1
b) I'm satisfied that questions & concerns are followed-up	9	16	2				3	1
c) I feel comfortable approaching staff	12	15					2	2
d) Staff are friendly, courteous & helpful	15	13					1	2
e) Staff communicate effectively about matters affecting my life	12	14	2				1	2
Communication Total	59	73	6	0	0		9	8
4. Advocacy								
a) I am familiar with the advocacy procedures								
b) Advocacy procedures are useful	7	7	6				8	3
c) I have confidence that issues raised will be dealt with fairly	8	8	4	1			7	3
Advocacy Total	15	15	10	1	0		15	6
5. Living Environment								
a) There is a homelike environment	9	15	3	1			2	1
b) Space to sit & visit privately with visitors	9	12	3	2			4	1
c) I am encouraged to personalize my room	7	13	5				4	2
d) There is a safe environment for me & my visitors	8	14	4				3	2
e) Outside grounds are easily accessible & stimulating	7	14	1	3			4	2
f) Personal laundry services meets my needs	8	15	1				4	3
g) Personal clothing is correctly labelled on a timely basis	10	7	4				8	2
h) Staff provide an enjoyable dining experience	5	6	2				16	2
Living Environment Total	63	96	23	6	0		45	15
6. Quality of Life								
a) A community feeling exists	6	18	2				4	1
b) Staff, volunteers & others demonstrate genuine concern	9	16	2				3	1
c) I am encouraged to maintain/improve my independence	11	11	3				5	1
d) Opportunities to express spiritual & cultural preferences	7	12	6	1			3	2
e) Staff treat me with respect	14	13					3	1
f) I would recommend this Supportive Housing site to others	12	12			1		5	1
Quality of Life Total	59	82	13	1	1		23	7
7. Finances								
a) I receive accurate info about cost of accommodation & service	6	11	2				10	2
b) My questions about cost are answered	6	11	1	1			10	2
c) I believe I am getting value for my money	10	8	2	1			9	1
Finances Total	22	30	5	2	0		29	5
YOUR OVERALL SATISFACTION								
a) Satisfied with quality of care & service	14	15	1				1	
b) Home is clean & well maintained	12	13	1	1			3	1
Overall Satisfaction Total	26	28	2	1	0		4	1
TOTALS								
Percent of Answers	379	497	99	14	1		270	73
	28.4%	37.3%	7.4%	1.1%	0.1%		20.3%	5.5%

Yes No
17 14

* 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: First Quarter 2008
Number of questionnaires issued: 100
Number of questionnaires returned: 31
Percentage of questionnaires returned: 31%

**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	29%	58%	6%	0%	0%	3%	3%
b) I know whom to approach with concerns	48%	52%	0%	0%	0%	0%	0%
c) I'm encouraged &/or asked to participate in activities	45%	32%	19%	0%	0%	3%	0%
d) I'm sufficiently informed regarding activities	32%	52%	13%	3%	0%	0%	0%
e) I'm comfortable expressing opinions about my care	32%	65%	3%	0%	0%	0%	0%
f) Info & questions re: my finances are dealt with efficiently	23%	42%	13%	0%	0%	23%	0%
Participation Totals	34.9%	50.0%	9.1%	0.5%	0.0%	4.8%	0.5%

2. Personal Care & Service							
a) Staff respect my personal & physical privacy	42%	55%	3%	0%	0%	0%	0%
b) I am well cared for	39%	52%	10%	0%	0%	0%	0%
c) Care is provided in a kind, friendly & gentle manner	48%	42%	3%	0%	0%	6%	0%
d) I am given the help required to do the following:							
- eating	6%	13%	10%	0%	0%	61%	10%
- bathing	19%	16%	6%	0%	0%	55%	3%
- dressing	13%	10%	10%	0%	0%	58%	10%
- going to the bathroom	10%	6%	10%	0%	0%	61%	13%
e) The dietary program provides:							
- consideration of my food preferences	6%	16%	3%	3%	0%	55%	16%
- sufficient variety of food	10%	10%	6%	3%	0%	55%	16%
- adequate portions	10%	13%	6%	0%	0%	55%	16%
f) Staff work as a team to support me	23%	26%	6%	0%	0%	32%	13%
Personal Care & Service Total	20.5%	23.5%	6.7%	0.6%	0.0%	39.9%	8.8%

3. Communication							
a) Staff available to answer questions & discuss my care	35%	48%	6%	0%	0%	6%	3%
b) I'm satisfied that questions & concerns are followed-up	29%	52%	6%	0%	0%	10%	3%
c) I feel comfortable approaching staff	39%	48%	0%	0%	0%	6%	6%
d) Staff are friendly, courteous & helpful	48%	42%	0%	0%	0%	3%	6%
e) Staff communicate effectively about matters affecting my life	39%	45%	6%	0%	0%	3%	6%
Communication Total	38.1%	47.1%	3.9%	0.0%	0.0%	5.8%	5.2%

	Yes	No
4. Advocacy		
a) I am familiar with the advocacy procedures	0.0%	0.0%
b) Advocacy procedures are useful	23%	19%
c) I have confidence that issues raised will be dealt with fairly	26%	13%
Advocacy Total	24.2%	16.1%

5. Living Environment							
a) There is a homelike environment	29%	48%	10%	3%	0%	6%	3%
b) Space to sit & visit privately with visitors	29%	39%	10%	6%	0%	13%	3%
c) I am encouraged to personalize my room	23%	42%	16%	0%	0%	13%	6%
d) There is a safe environment for me & my visitors	26%	45%	13%	0%	0%	10%	6%
e) Outside grounds are easily accessible & stimulating	23%	45%	3%	10%	0%	13%	6%
f) Personal laundry services meets my needs	26%	48%	3%	0%	0%	13%	10%
g) Personal clothing is correctly labelled on a timely basis	32%	23%	13%	0%	0%	26%	6%
h) Staff provide an enjoyable dining experience	16%	19%	6%	0%	0%	52%	6%
Living Environment Total	25.4%	38.7%	9.3%	2.4%	0.0%	18.1%	6.0%

6. Quality of Life							
a) A community feeling exists	19%	58%	6%	0%	0%	13%	3%
b) Staff, volunteers & others demonstrate genuine concern	29%	52%	6%	0%	0%	10%	3%
c) I am encouraged to maintain/improve my independence	35%	35%	10%	0%	0%	16%	3%
d) Opportunities to express spiritual & cultural preferences	23%	39%	19%	3%	0%	10%	6%
e) Staff treat me with respect	45%	42%	0%	0%	0%	10%	3%
f) I would recommend this Supportive Housing site to others	39%	39%	0%	0%	3%	16%	3%
Quality of Life Total	31.7%	44.1%	7.0%	0.5%	0.5%	12.4%	3.8%

7. Finances							
a) I receive accurate info about cost of accommodation & service	19%	35%	6%	0%	0%	32%	6%
b) My questions about cost are answered	19%	35%	3%	3%	0%	32%	6%
c) I believe I am getting value for my money	32%	26%	6%	3%	0%	29%	3%
Finances Total	23.7%	32.3%	5.4%	2.2%	0.0%	31.2%	5.4%

YOUR OVERALL SATISFACTION

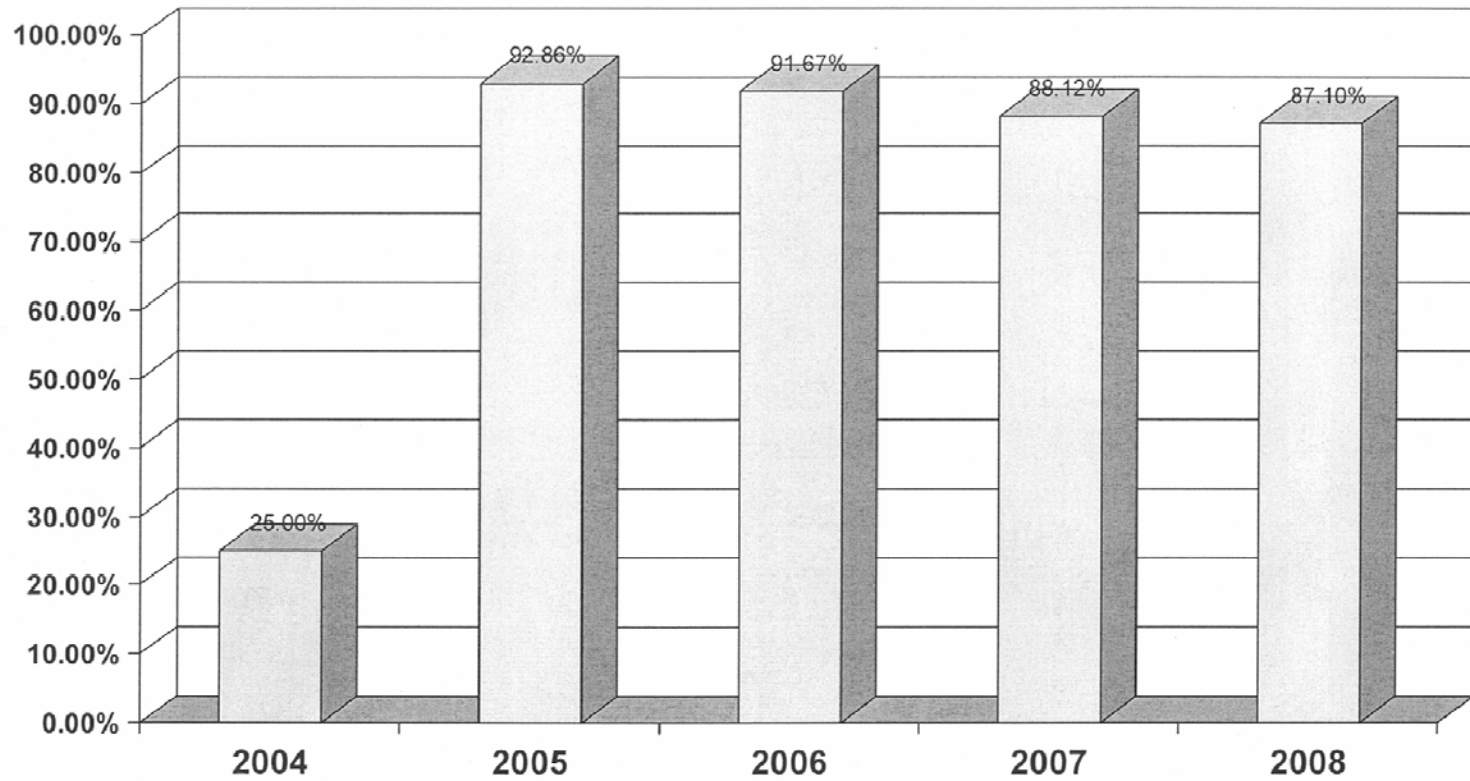
a) Satisfied with quality of care & service	45%	48%	3%	0%	0%	3%	0%
b) Home is clean & well maintained	39%	42%	3%	3%	0%	10%	3%
Overall Satisfaction Total	41.9%	45.2%	3.2%	1.6%	0.0%	6.5%	1.6%

Percentage of Total Answers	28.4%	37.3%	7.4%	1.1%	0.1%	20.3%	5.5%
------------------------------------	--------------	--------------	-------------	-------------	-------------	--------------	-------------

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

Supportive Housing “Your Opinion Counts” Survey

Overall Satisfaction
January 1 to March 31, 2008



**YOUR OPINION COUNTS - Supportive Housing Survey
Comments from Surveys - First Quarter 2008**

YOUR SATISFACTION WITH OUR CARE AND SERVICES

1. Participation

Generally, they are doing a great job

Everything is satisfactory

The can improve on cleaning the washrooms better. Some of the staff don't bother to wash the outside of the bathtub and toilet etc.

I am very grateful and satisfied with the help

I am satisfied with the staff

The care and assistance given by the support unit is excellent, which I appreciate very much

My abilities to cook food or warm up food has been removed with my consent

2. Personal Care and Service

The staff are really good and understanding of me. I feel safe with all of them

I am having food from meals on wheels

The staff that comes does not spend enough time with me because there is only one person

The assistance given to me is excellent

3. Communication

I am completely satisfied with all the staff. They are courteous and friendly and I thank them for all that they do

Communication between the shifts is not so good

All so kind

Need someone who can speak Chinese or translate

4. Advocacy

Some issues were discussed at a meeting but nothing was changed

Good

Not sure what this is

5. Living Environment

When I need assistance, they provide it for me

The clients get the help that they want

Servers are great, very friendly

6. Quality of Life

Good all around. Thank you

The supportive work staff are very pleasant and they respect the client

If the staff would spend more time with us, this would greatly improve our quality of life

All polite and nice

I am happy with the people around me and am grateful to the support unit who makes our lives bearable in spite of our handicaps

My cooking independence has been taken away from me

7. Finances

YOUR OVERALL SATISFACTION

What is most important to you about care & service?

Presently I am getting cleaning service and this is important, maybe in the future I will be needing other personal care services

Right now I am fine

The help they give and trusting them fully

Clean building. Safety? there is no security on site

**YOUR OPINION COUNTS - Supportive Housing Survey
Comments from Surveys - First Quarter 2008**

Prompt
Adequate medical care
Good advice given
Assistance with laundry and cleaning the apartment
Privacy and pleasant service
Having someone check on me provides a great sense of security
Kindness and cleanliness
Stimulation by management for mental and physical activities
Dressing after bathing
Cleaning the bathroom and kitchen cabinets
I wish to be treated with respect and dignity

Please advise where we exceeded your expectations:

Everything is fine
Everything
Cleanliness and courtesy
Dining facility and food service
At this time I am satisfied
Some of the staff are caring, compassionate, understanding and friendly
Extremely kind and patient
Personal bonding of support personnel with residents which result in psychological pluses for seniors with problems
The medical services offered

Please advise where we did not meet your expectations:

Staff are not spending enough time with us to provide for our day to day needs
Coordination with management in the development of social relationship among residents
Not enough events

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

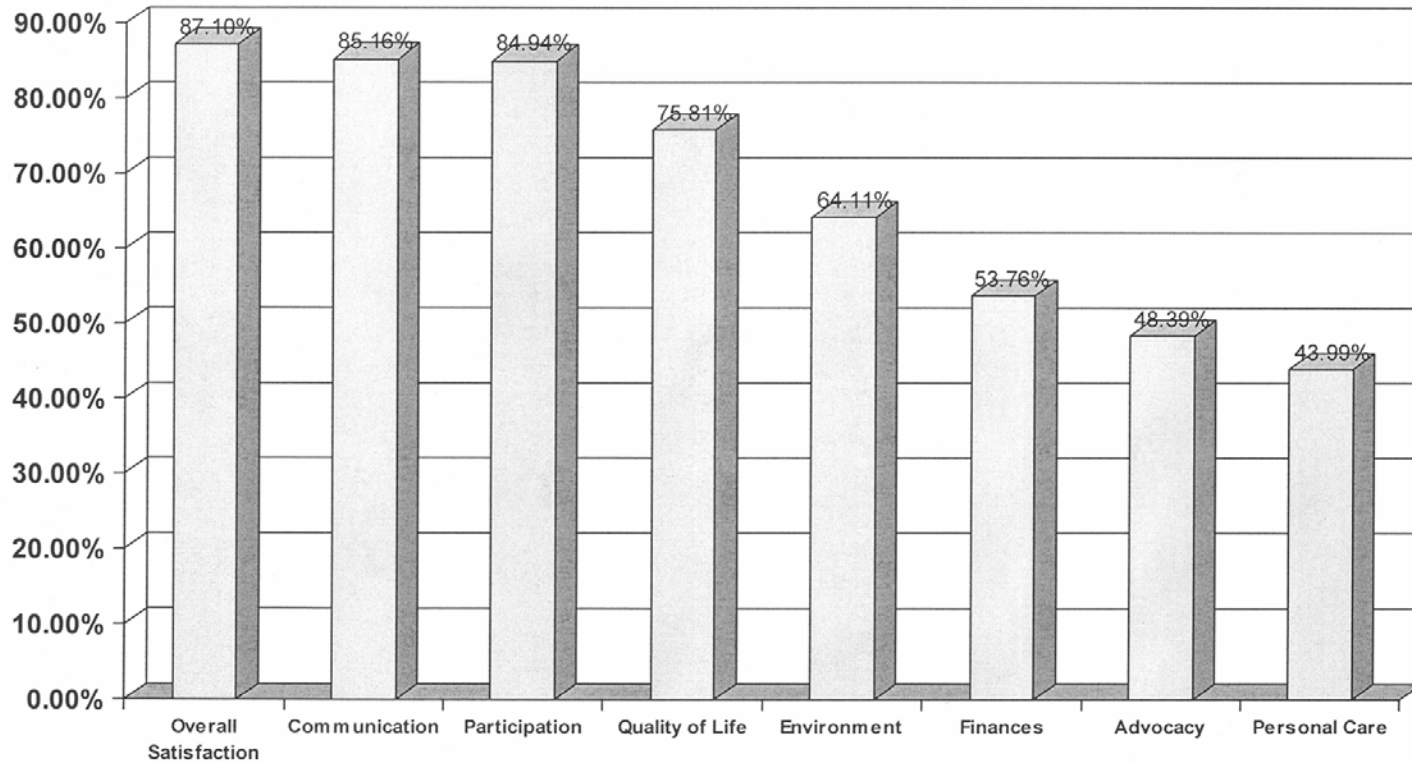
To have things stay as they are
Stop renting apartments to people coming from shelters. They all have behavioural problems, alcohol and drugs etc.
We need help to do shopping when it is hard for us to go out during the winter months
More time spent with clients during the day/evening. No need for someone at nights
Combined leadership with management in the mental development of seniors to keep them active and well
More enjoyable events, something different other than bingo

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

At Broadview manor we do not need night staff. This staff is needed during the day/evening
If anything happens at nights we call 911
I need assistance for cooking

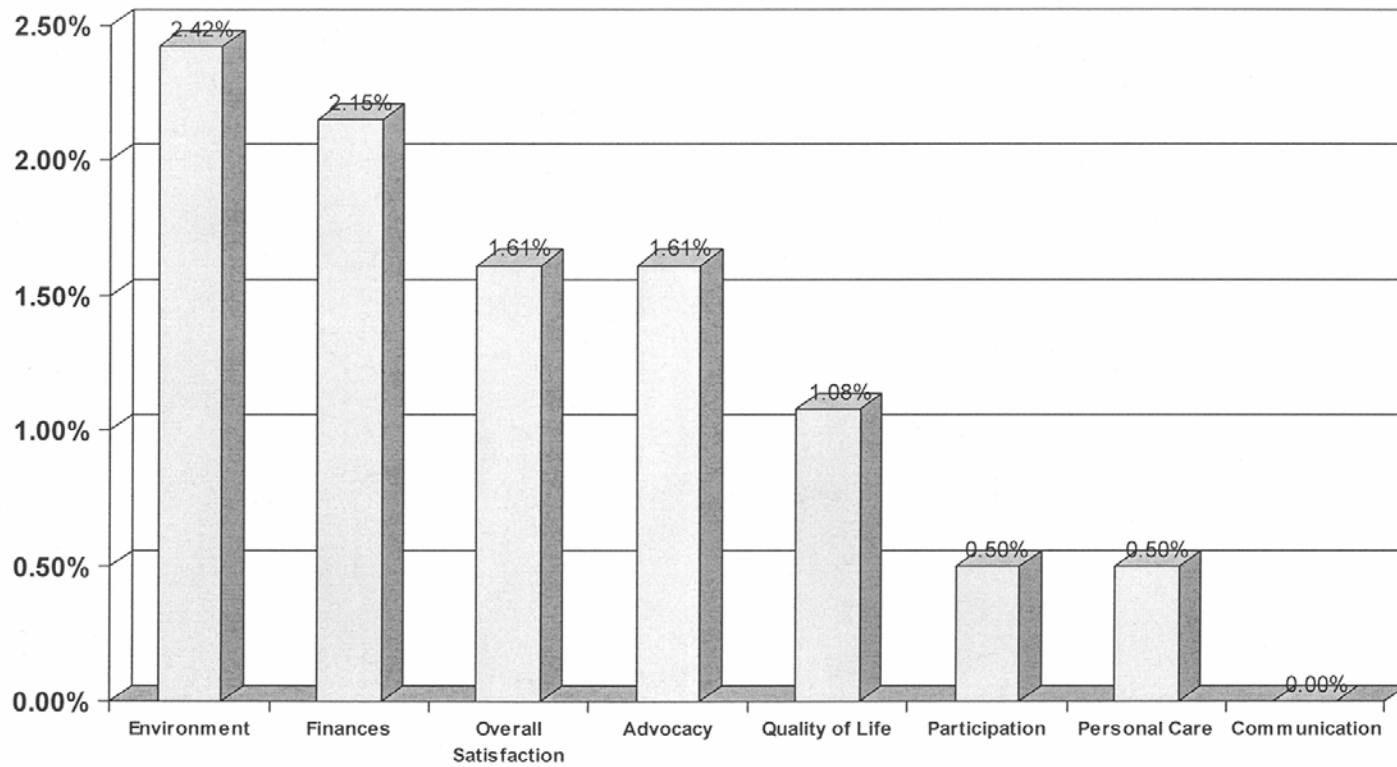
Supportive Housing “Your Opinion Counts” Survey

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

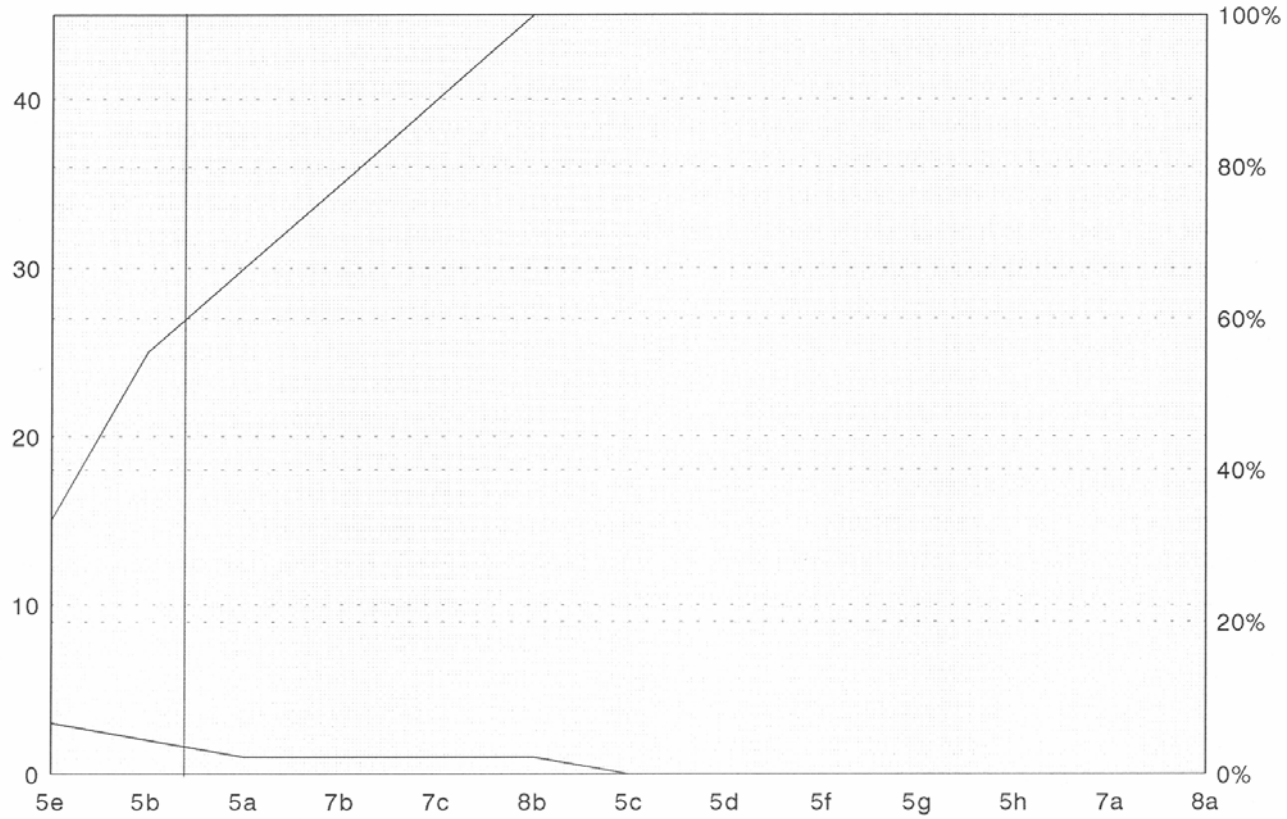


Supportive Housing “Your Opinion Counts” Survey

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



"YOUR OPINION COUNTS" Supportive Housing Client Dissatisfaction



January 1 to March 31, 2008

Supportive Housing "YOUR OPINION COUNTS" January 1 to March 31, 2008

Client Disagree + Strongly Disagree Responses			
? #'s	Responses		Cumulative
	#	%	
5 e	3	33.33%	33.33%
5 b	2	22.22%	55.56%
5 a	1	11.11%	66.67%
7 b	1	11.11%	77.78%
7 c	1	11.11%	88.89%
8 b	1	11.11%	100.00%
5 c	0	0.00%	100.00%
5 d	0	0.00%	100.00%
5 f	0	0.00%	100.00%
5 g	0	0.00%	100.00%
5 h	0	0.00%	100.00%
7 a	0	0.00%	100.00%
8 a	0	0.00%	100.00%
Total	9		

Client Disagree Responses in Order to 60%	
5 e	Outside grounds are easily accessible & stimulating
5 b	There is space to sit & visit privately with visitors
5 a	There is a homelike environment