January 1 to June 30, 2008

Supportive Housing - January 1 to March 31, 2008	
Number of questionnaires issued:	183
Number of questionnaires returned:	58
Percentage of guestionnaires returned:	31.69%

Percentage of questionnaires returned:	31.69%							
referrage of questionnaires returned.	31.0370	Strongly	Agree	No	Disagree	Strongly	N/A	No
Participation Totals	Т	Agree	T	Opinion		Disagree	·	Answer
a) There are sufficient opportunities to influence care decisions		19	30	4	0	1	3	1
b) I know whom to approach with a concern or problem		29	26	0	2	0	0	1
c) I'm encouraged &/or asked to participate in activities		26	23	6	1	0	2	0
d) I'm sufficiently informed regarding the range of activities in the Home		20	30	5	1	0	2	0
e) I'm comfortable expressing opinions about my care		20	32	2	0	1	2	1
f) Info & questions re: finances are dealt with efficiently	n Totala	12 126	23 164	25	0	0	14	1
Participatio	ni rotais _	120	104	25	4	2	23	4
2. Personal Care & Service								
Staff respect my personal & physical privacy		25	27	1	1	0	1	3
b) I am well cared for		22	29	4	0	0	3	0
c) Care is provided in a kind, friendly & gentle manner d) I am given the help required to do the following:		27	23	3	0	1	3	1
- eating		8	4	3	0	0	38	5
- bathing		12	6	4	0	0	33	3
- dressing		9	5	5	ol	0	34	5
- going to the bathroom		10	2	4	0	0	36	6
e) The Home's dietary program provides:								
- consideration of my food preferences		13	8	2	1	0	24	10
- sufficient variety of food		8	5	3	1	0	31	10
- adequate portions		12	8	3	0	1	25	9
f) Staff work as a team to support me Personal Care & Servic	e Totals	11	18	34	0	1 3	16 244	10 62
3. Communication				_				
a) Staff are readily available to answer questions & discuss my care b) I'm satisfied that questions & concerns are followed-up		28 19	21	3	1	0	3	2
b) I'm satisfied that questions & concerns are followed-up c) I feel comfortable approaching staff about any issue or concern		23	23 20	6	1	0	5	-4 7
d) Staff are friendly, courteous & helpful		29	20	2	1	0	3	3
e) Staff communicate effectively about matters affecting my life		28	20	3	o	1	3	3
Communicatio	n Totals	127	104	15	4	1	20	19
4. Advocacy			Yes	— Т	No			
a) I am familiar with the advocacy procedures		0	28	0	22	. 0	0	0
b) Advocacy procedures are useful		12	15	9	0	2	9	. 11
c) I have confidence that issues raised will be dealt with fairly		12	18	9	1	2	8	8
Advocac	y Totals [24	61	18	23	4	17	19
5. Living Environment		T						7
There is a homelike environment		23	21	.5	1	1	4	3
b) There is space to sit & visit privately with visitors		17	23	5	3	0	8	2
c) I am encouraged to personalize my room		16	18	6 7	0	0	11	7
d) The Home provides a safe environment for me & my visitors e) Outside grounds are easily accessible & stimulating		16 19	25 18	4	0	0	6	5
f) Personal laundry services meet my needs		16	20	2	1	0	12	7
g) Personal clothing is correctly labelled on a timely basis		17	11	10	1	ol	15	4
h) Staff provide an enjoyable dining experience		15	12	5	1	0	20	5
Living Environmer	nt Totals	139	148	44	11	1	84	37
6. Quality of Life				T				
A community feeling exists in the Home		18	24	7	0	1	5	3
b) Staff, volunteers & others demonstrate genuine concern		22	22	5	0	1	4	3
c) I am encouraged to maintain/improve independence		22	21	6	1	0	6	2
d) Opportunities to express spiritual & cultural preferences		14	24	9	1	1 0	4	5
e) Staff treat me with respect f) I would recommend this Supportive Housing site to others		22	18 18	2	4	2	4 5	8
Quality of Lif	fe Totals	120	127	32	7	5	28	28
						1		
7. Finances a) I receive accurate info about cost of accommodation and service		15	19	3	0	1	14	6
b) My questions about cost are answered		11	17	1	1	1	17	10
c) I believe I am getting value for my money		16	15	8	2	o	14	3
Quality of Lif	fe Totals	42	51	12	3	2	45	19
YOUR OVERALL SATISFACTION								
a) Satisfied with quality of care & service		23	22	3	2	3	3	2
b) Home is clean & well maintained Overall Satisfactio	n Totale	23	22	3	1 3	0	5 8	4
			` `					6
	TOTALS	781	806	186	36	21	469	194
Percent of A	unswers [31.3%	32.3%	7.5%	1.4%	0.8%	18.8%	7.8%

Supportive Housing: All Sites
Distribution Period: Secind Quarter 2008

Number of questionnaires issued: 83

Number of questionnaires returned: 27
Percentage of questionnaires returned: 32.5%

Percentage of questionnaires returned: 32.5%								-	
YOUR SATISFACTION	Strongly	Agree	No	Disagree	Strongly	N/A	No		
WITH OUR CARE & SERVICES	Agree		Opinion		Disagree		Answer		
1. Participation									
a) Opportunities to influence care decisions	10	12	2		7, 1	2			
b) I know whom to approach with concerns	14	10		2			1		
c) I'm encouraged &/or asked to participate in ad	12	13		1		1			
d) I'm encouraged &/or asked to participate in add) I'm sufficiently informed regarding activities	10	14	1			2			
e) I'm comfortable expressing opinions about my	10	12	1		1	2	1		
f) Info & questions re: my finances are dealt with	5	10	4			7	1		
Participation Totals	61	71	8	3	2	14	3		
Tai tioipation Totals									
2. Personal Care & Service									
a) Staff respect my personal & physical privacy	12	10		1		1	3		
b) I am well cared for	10	13	1			3			
c) Care is provided in a kind, friendly & gentle m	12	10	2		1	1	1		
d) I am given the help required to do the following									
- eating	6					19	2		
- bathing	6	1	2			16	2		
- dressing	5	2	2			16	2		
- going to the bathroom	7		1			17	2		
e) The dietary program provides:		_				_	ا ا		
- consideration of my food preferences	11	3	1 1			7 14	5		
- sufficient variety of food	5 9	2	1 1		1	8	4		
- adequate portions	9	10	,			6	6		
f) Staff work as a team to support me	87	55	11	1		108	32		
Personal Care & Service Total	67			<u>'</u>					
3. Communication									
a) Staff available to answer questions & discuss	17	6	1	1		1	1		
b) I'm satisfied that questions & concerns are fol		7	4	1		2	3		
c) I feel comfortable approaching staff		-5	1	1		. 4	5		
d) Staff are friendly, courteous & helpful	14	7	2	1		2	1		
e) Staff communicate effectively about matters a	16	6	1		1	2	1		
Communication Total	68	31	9	4	1	11	11		
4 4 4			1					Yes I	40
4. Advocacy		1865 - 1848 - 1848 - 1848 - 1848 - 1848 - 1848 - 1848 - 1848 - 1848 - 1848 - 1848 - 1848 - 1848 - 1848 - 1848			1000000				No 8
a) I am familiar with the advocacy procedures					200	1	Я	Yes N	8
a) I am familiar with the advocacy procedures b) Advocacy procedures are useful	5	8	3		2	1	8 5		
a) I am familiar with the advocacy procedures b) Advocacy procedures are useful c) I have confidence that issues raised will be de	4	10	5		2	1	5		
a) I am familiar with the advocacy procedures b) Advocacy procedures are useful	4			0	2	1			
a) I am familiar with the advocacy procedures b) Advocacy procedures are useful c) I have confidence that issues raised will be de Advocacy Total	4	10	5		2	1	5		
a) I am familiar with the advocacy procedures b) Advocacy procedures are useful c) I have confidence that issues raised will be de Advocacy Total 5. Living Environment	4	10	5 8		2	1	5		
a) I am familiar with the advocacy procedures b) Advocacy procedures are useful c) I have confidence that issues raised will be de Advocacy Total 5. Living Environment a) There is a homelike environment	9	10 18	5 8	0	2	1 2	5 1		
a) I am familiar with the advocacy procedures b) Advocacy procedures are useful c) I have confidence that issues raised will be de Advocacy Total 5. Living Environment a) There is a homelike environment b) Space to sit & visit privately with visitors	9	10 18	2 2 2 1	1	2	2 2 4 7	5 1 2 1 5		
a) I am familiar with the advocacy procedures b) Advocacy procedures are useful c) I have confidence that issues raised will be de Advocacy Total 5. Living Environment a) There is a homelike environment	14 8 9	10 18 6 11	2 2 1 3	1	2	2 2 4 7 3	2 1 5 2 1 5 2		
a) I am familiar with the advocacy procedures b) Advocacy procedures are useful c) I have confidence that issues raised will be de Advocacy Total 5. Living Environment a) There is a homelike environment b) Space to sit & visit privately with visitors c) I am encouraged to personalize my room	14 8 9 8	10 18 6 11 5	22 21 3 3 3	1	2	2 2 4 7 3 4	2 1 5 2 1 5 2 3		
a) I am familiar with the advocacy procedures b) Advocacy procedures are useful c) I have confidence that issues raised will be de Advocacy Total 5. Living Environment a) There is a homelike environment b) Space to sit & visit privately with visitors c) I am encouraged to personalize my room d) There is a safe environment for me & my visit e) Outside grounds are easily accessible & stim f) Personal laundry services meets my needs	14 8 9 8 12 8	10 18 6 11 5	2 2 1 3 3	1 1 1	2	2 4 7 3 4 8	2 1 5 2 1 5 2 3 4		
a) I am familiar with the advocacy procedures b) Advocacy procedures are useful c) I have confidence that issues raised will be de Advocacy Total 5. Living Environment a) There is a homelike environment b) Space to sit & visit privately with visitors c) I am encouraged to personalize my room d) There is a safe environment for me & my visit e) Outside grounds are easily accessible & stim f) Personal laundry services meets my needs g) Personal clothing is correctly labelled on a tin	14 8 9 8 12 8 7	10 18 6 11 5 11 4 5	2 2 2 1 3 3 1 6	1 1 1 1 1	2	2 4 7 3 4 8 7	5 1 2 1 5 2 3 4 2		
a) I am familiar with the advocacy procedures b) Advocacy procedures are useful c) I have confidence that issues raised will be de Advocacy Total 5. Living Environment a) There is a homelike environment b) Space to sit & visit privately with visitors c) I am encouraged to personalize my room d) There is a safe environment for me & my visit e) Outside grounds are easily accessible & stim f) Personal laundry services meets my needs g) Personal clothing is correctly labelled on a tin h) Staff provide an enjoyable dining experience	14 8 9 8 12 8 7 10	10 18 6 11 5 11 4 5 4 6	2 2 1 3 3 1 6	1 1 1 1 1 1	1	2 2 4 7 3 4 8 7	2 1 5 2 1 5 2 3 4 2 3		
a) I am familiar with the advocacy procedures b) Advocacy procedures are useful c) I have confidence that issues raised will be de Advocacy Total 5. Living Environment a) There is a homelike environment b) Space to sit & visit privately with visitors c) I am encouraged to personalize my room d) There is a safe environment for me & my visit e) Outside grounds are easily accessible & stim f) Personal laundry services meets my needs g) Personal clothing is correctly labelled on a tin	14 8 9 8 12 8 7	10 18 6 11 5 11 4 5	2 2 1 3 3 1 6	1 1 1 1 1	1	2 2 4 7 3 4 8 7	5 1 2 1 5 2 3 4 2		
a) I am familiar with the advocacy procedures b) Advocacy procedures are useful c) I have confidence that issues raised will be de Advocacy Total 5. Living Environment a) There is a homelike environment b) Space to sit & visit privately with visitors c) I am encouraged to personalize my room d) There is a safe environment for me & my visit e) Outside grounds are easily accessible & stim f) Personal laundry services meets my needs g) Personal clothing is correctly labelled on a tin h) Staff provide an enjoyable dining experience Living Environment Total	14 8 9 8 12 8 7	10 18 6 11 5 11 4 5 4 6	2 2 1 3 3 1 6	1 1 1 1 1 1	1	2 2 4 7 3 4 8 7	2 1 5 2 1 5 2 3 4 2 3		
a) I am familiar with the advocacy procedures b) Advocacy procedures are useful c) I have confidence that issues raised will be de Advocacy Total 5. Living Environment a) There is a homelike environment b) Space to sit & visit privately with visitors c) I am encouraged to personalize my room d) There is a safe environment for me & my visit e) Outside grounds are easily accessible & stim f) Personal laundry services meets my needs g) Personal clothing is correctly labelled on a tin h) Staff provide an enjoyable dining experience Living Environment Total 6. Quality of Life	4 9 9 144 8 9 8 122 8 7 100 76	10 18 6 11 11 5 11 4 5 4 6 5 5 2	2 2 2 1 3 3 3 1 6 3 2 2	1 1 1 1 1 1 5 5	1	2 2 4 7 3 4 8 7	2 1 5 2 1 5 2 3 4 2 3		
a) I am familiar with the advocacy procedures b) Advocacy procedures are useful c) I have confidence that issues raised will be de Advocacy Total 5. Living Environment a) There is a homelike environment b) Space to sit & visit privately with visitors c) I am encouraged to personalize my room d) There is a safe environment for me & my visit e) Outside grounds are easily accessible & stim f) Personal laundry services meets my needs g) Personal clothing is correctly labelled on a tin h) Staff provide an enjoyable dining experience Living Environment Total 6. Quality of Life a) A community feeling exists	14 8 9 8 12 8 7 100 76	10 18 6 11 5 11 4 5 4 6 5 5 2	2 2 2 1 1 3 3 3 1 6 6 3 2 1	1 1 1 1 1 1 5 5	1	2 2 4 7 3 4 8 7	2 1 1 5 2 3 4 2 3 22		
a) I am familiar with the advocacy procedures b) Advocacy procedures are useful c) I have confidence that issues raised will be de Advocacy Total 5. Living Environment a) There is a homelike environment b) Space to sit & visit privately with visitors c) I am encouraged to personalize my room d) There is a safe environment for me & my visit e) Outside grounds are easily accessible & stim f) Personal laundry services meets my needs g) Personal clothing is correctly labelled on a tin h) Staff provide an enjoyable dining experience Living Environment Total 6. Quality of Life a) A community feeling exists b) Staff, volunteers & others demonstrate genui	4 9 9 14 8 9 8 12 8 8 7 10 76 12 13	10 18 6 11 5 11 4 5 5 5 5 5 5 6 6 6 6 6 6 6 6 6 6 6 6 6	22 22 11 33 31 66 32 21	1 1 1 1 1 5 5	1	2 2 4 7 3 4 8 7	2 1 1 5 2 1 5 2 3 3 4 2 2 3 2 2 2		
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a) I am familiar with the advocacy procedures b) Advocacy procedures are useful c) I have confidence that issues raised will be de Advocacy Total 5. Living Environment a) There is a homelike environment b) Space to sit & visit privately with visitors c) I am encouraged to personalize my room d) There is a safe environment for me & my visit e) Outside grounds are easily accessible & stim f) Personal laundry services meets my needs g) Personal clothing is correctly labelled on a tin h) Staff provide an enjoyable dining experience Living Environment Total 6. Quality of Life a) A community feeling exists b) Staff, volunteers & others demonstrate genui c) I am encouraged to maintain/improve my indi d) Opportunities to express spiritual & cultural p e) Staff treat me with respect f) I would recommend this Supportive Housing s Quality of Life Total 7. Finances a) I receive accurate info about cost of accomm b) My questions about cost are answered c) I believe I am getting value for my money Finances Total	14 8 9 8 8 7 10 76 11 11 11 11 11 11 11 11 11 11 11 11 11	66 11 5 4 6 6 6 6 6 6 6 6 7 7 21	55 88 22 11 33 33 11 66 33 21 21	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 2 2 4 7 7 3 4 4 8 7 4 4 9 7 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 1 1 5 2 3 3 4 2 2 3 3 22 2 1 1 3 3 7 6 6 21 4 4 8 2 2 1 4 4 8 2 3 3 3 3 2 2 3 3 3 3 3 3 3 3 3 3 3 3	*	

Supportive Housing: All Sites
Distribution Period: Secind Quarter 2008

Number of questionnaires issued: 83 Number of questionnaires returned: 27

Percentage of questionnaires returned: 32.5%

TOTALS	402	309	87	22	20	199	115	*
Percent of Answers	34.8%	26.8%	7.5%	1.9%	1.7%	17.2%	10.0%	

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

Supportive Housing: All Sites Distribution Period: Secind Quarter 2008 Number of questionnaires issued: 83 Number of questionnaires returned: 27 Percentage of questionnaires returned: 32.5%

Number of questionnaires returned. 27								
Percentage of questionnaires returned: 32.5%								
YOUR SATISFACTION	Strongly	Agree	No	Disagree	Strongly	N/A	No	
WITH OUR CARE & SERVICES	Agree		Opinion		Disagree		Answer	
1. Participation								
1	070/	4.40/	70/	0%	4%	7%	0%	
a) Opportunities to influence care decisions	37%	44%	7%		1	1	1	
b) I know whom to approach with concerns	52%	37%	0%	7%	0%	0%	4%	
c) I'm encouraged &/or asked to participate in activities	44%	48%	0%	4%	0%	4%	0%	
d) I'm sufficiently informed regarding activities	37%	52%	4%	0%	0%	7%	0%	
e) I'm comfortable expressing opinions about my care	37%	44%	4%	0%	4%	7%	4%	
f) Info & questions re: my finances are dealt with efficiently	19%	37%	15%	0%	0%	26%	4%	
Participation Totals	37.7%	43.8%	4.9%	1.9%	1.2%	8.6%	1.9%	
2. Personal Care & Service					1			
1	44%	37%	0%	4%	0%	4%	11%	
a) Staff respect my personal & physical privacy	37%	48%	4%	0%	0%	11%	0%	
b) I am well cared for	44%	37%	7%	0%	4%	4%	4%	
c) Care is provided in a kind, friendly & gentle manner	4476	37 /0	7 70	0,0	4,0	1,0	.,,	
d) I am given the help required to do the following:	200/	00/	0%	0%	0%	70%	7%	
- eating	22%	0%	7%	0%	0%	59%	7%	
- bathing	22%	4%			0%	59%	7%	
- dressing	19%	7%	7%	0%		63%	7%	
- going to the bathroom	26%	0%	4%	0%	0%	03%	/ 70	
e) The dietary program provides:		4461	401	00/	00/	26%	19%	
- consideration of my food preferences	41%	11%	4%	0%	0%		19%	
- sufficient variety of food	19%	7%	4%	0%	0%	52%	15%	
- adequate portions	33%	15%	4%	0%	4%	30%	1 1	
f) Staff work as a team to support me	15%	37%	0%	0%	4%	22%	22%	
Personal Care & Service Total	29.3%	18.5%	3.7%	0.3%	1.0%	36.4%	10.8%	
3. Communication	1 1							
a) Staff available to answer questions & discuss my care	63%	22%	4%	4%	0%	4%	4%	
b) I'm satisfied that questions & concerns are followed-up	37%	26%	15%	4%	0%	7%	11%	
c) I feel comfortable approaching staff	41%	19%	4%	4%	0%	15%	19%	
d) Staff are friendly, courteous & helpful	52%	26%	7%	4%	0%	7%	4%	
e) Staff communicate effectively about matters affecting my life	59%	22%	4%	0%	4%	7%	4%	
Communication Total	50.4%	23.0%	6.7%	3.0%	0.7%	8.1%	8.1%	
4. Advocacy								Yes No
a) I am familiar with the advocacy procedures			Sales (0.0%	57.9% 42.1%
b) Advocacy procedures are useful	19%	30%	11%	0%	7%	4%	30%	
c) I have confidence that issues raised will be dealt with fairly	15%	37%	19%	0%	7%	4%	19%	
Advocacy Total	-	42.9%	19.0%	0.0%	9.5%	4.8%	2.4%	*
Advocacy rotal	21.470	12.070	101070					
5. Living Environment								
	52%	22%	7%	0%	4%	70/	70/	
a) There is a homelike environment	1 1						1 /%	
b) Space to sit & visit privately with visitors		Į.	1	1	1 1	7% 15%	7% 4%	
c) I am encouraged to personalize my room	30%	41%	7%	4%	0%	15%	4%	
	33%	41% 19%	7% 4%	4% 0%	0% 0%	15% 26%	4% 19%	
d) There is a safe environment for me & my visitors	33% 30%	41% 19% 41%	7% 4% 11%	4% 0% 0%	0% 0% 0%	15% 26% 11%	4% 19% 7%	
d) There is a safe environment for me & my visitors e) Outside grounds are easily accessible & stimulating	33% 30% 44%	41% 19% 41% 15%	7% 4% 11% 11%	4% 0% 0% 4%	0% 0% 0% 0%	15% 26% 11% 15%	4% 19% 7% 11%	
d) There is a safe environment for me & my visitors e) Outside grounds are easily accessible & stimulating f) Personal laundry services meets my needs	33% 30% 44% 30%	41% 19% 41% 15% 19%	7% 4% 11% 11% 4%	4% 0% 0% 4% 4%	0% 0% 0% 0% 0%	15% 26% 11% 15% 30%	4% 19% 7% 11% 15%	
d) There is a safe environment for me & my visitors e) Outside grounds are easily accessible & stimulating f) Personal laundry services meets my needs g) Personal clothing is correctly labelled on a timely basis	33% 30% 44% 30% 26%	41% 19% 41% 15% 19% 15%	7% 4% 11% 11% 4% 22%	4% 0% 0% 4% 4% 4%	0% 0% 0% 0% 0% 0%	15% 26% 11% 15% 30% 26%	4% 19% 7% 11% 15% 7%	
d) There is a safe environment for me & my visitors e) Outside grounds are easily accessible & stimulating f) Personal laundry services meets my needs g) Personal clothing is correctly labelled on a timely basis h) Staff provide an enjoyable dining experience	33% 30% 44% 30% 26% 37%	41% 19% 41% 15% 19% 15% 22%	7% 4% 11% 11% 4% 22% 11%	4% 0% 0% 4% 4% 4%	0% 0% 0% 0% 0% 0%	15% 26% 11% 15% 30% 26% 15%	4% 19% 7% 11% 15% 7% 11%	
d) There is a safe environment for me & my visitors e) Outside grounds are easily accessible & stimulating f) Personal laundry services meets my needs g) Personal clothing is correctly labelled on a timely basis	33% 30% 44% 30% 26% 37%	41% 19% 41% 15% 19% 15%	7% 4% 11% 11% 4% 22%	4% 0% 0% 4% 4% 4%	0% 0% 0% 0% 0% 0%	15% 26% 11% 15% 30% 26%	4% 19% 7% 11% 15% 7% 11%	
d) There is a safe environment for me & my visitors e) Outside grounds are easily accessible & stimulating f) Personal laundry services meets my needs g) Personal clothing is correctly labelled on a timely basis h) Staff provide an enjoyable dining experience Living Environment Total	33% 30% 44% 30% 26% 37%	41% 19% 41% 15% 19% 15% 22%	7% 4% 11% 11% 4% 22% 11%	4% 0% 0% 4% 4% 4%	0% 0% 0% 0% 0% 0%	15% 26% 11% 15% 30% 26% 15%	4% 19% 7% 11% 15% 7% 11%	
d) There is a safe environment for me & my visitors e) Outside grounds are easily accessible & stimulating f) Personal laundry services meets my needs g) Personal clothing is correctly labelled on a timely basis h) Staff provide an enjoyable dining experience	33% 30% 44% 30% 26% 37%	41% 19% 41% 15% 19% 22% 24.1%	7% 4% 11% 11% 4% 22% 11% 9.7%	4% 0% 0% 4% 4% 4% 2.3%	0% 0% 0% 0% 0% 0% 0%	15% 26% 11% 15% 30% 26% 15%	4% 19% 7% 11% 15% 7% 11% 10.2%	
d) There is a safe environment for me & my visitors e) Outside grounds are easily accessible & stimulating f) Personal laundry services meets my needs g) Personal clothing is correctly labelled on a timely basis h) Staff provide an enjoyable dining experience Living Environment Total 6. Quality of Life	33% 30% 44% 30% 26% 37%	41% 19% 41% 15% 19% 15% 22%	7% 4% 11% 11% 4% 22% 11% 9.7%	4% 0% 0% 4% 4% 4% 2.3%	0% 0% 0% 0% 0% 0% 0.5%	15% 26% 11% 15% 30% 26% 15% 18.1%	4% 19% 7% 11% 15% 7% 11% 10.2%	
d) There is a safe environment for me & my visitors e) Outside grounds are easily accessible & stimulating f) Personal laundry services meets my needs g) Personal clothing is correctly labelled on a timely basis h) Staff provide an enjoyable dining experience Living Environment Total 6. Quality of Life a) A community feeling exists b) Staff, volunteers & others demonstrate genuine concern	33% 30% 44% 30% 26% 37% 35.2%	41% 19% 41% 15% 19% 15% 22% 24.1%	7% 4% 11% 11% 4% 22% 11% 9.7%	4% 0% 0% 4% 4% 4% 2.3%	0% 0% 0% 0% 0% 0% 0% 0.5%	15% 26% 11% 15% 30% 26% 15% 18.1%	4% 19% 7% 11% 15% 7% 11% 10.2%	
d) There is a safe environment for me & my visitors e) Outside grounds are easily accessible & stimulating f) Personal laundry services meets my needs g) Personal clothing is correctly labelled on a timely basis h) Staff provide an enjoyable dining experience Living Environment Total 6. Quality of Life a) A community feeling exists b) Staff, volunteers & others demonstrate genuine concern	33% 30% 44% 30% 26% 37% 1 35.2%	41% 19% 41% 15% 19% 15% 22% 24.1%	7% 4% 11% 11% 4% 22% 11% 9.7%	4% 0% 0% 4% 4% 4% 2.3%	0% 0% 0% 0% 0% 0% 0.5%	15% 26% 11% 15% 30% 26% 15% 18.1%	4% 19% 7% 11% 15% 7% 11% 10.2%	
d) There is a safe environment for me & my visitors e) Outside grounds are easily accessible & stimulating f) Personal laundry services meets my needs g) Personal clothing is correctly labelled on a timely basis h) Staff provide an enjoyable dining experience Living Environment Total 6. Quality of Life a) A community feeling exists b) Staff, volunteers & others demonstrate genuine concern c) I am encouraged to maintain/improve my independence	33% 30% 44% 30% 26% 37% 35.2%	41% 19% 41% 15% 19% 22% 24.1% 22% 23% 37%	7% 4% 11% 11% 4% 22% 11% 9.7%	4% 0% 0% 4% 4% 4% 2.3%	0% 0% 0% 0% 0% 0% 0.5%	15% 26% 11% 15% 30% 26% 15% 18.1%	4% 19% 7% 11% 15% 11% 10.2%	
d) There is a safe environment for me & my visitors e) Outside grounds are easily accessible & stimulating f) Personal laundry services meets my needs g) Personal clothing is correctly labelled on a timely basis h) Staff provide an enjoyable dining experience Living Environment Total 6. Quality of Life a) A community feeling exists b) Staff, volunteers & others demonstrate genuine concern c) I am encouraged to maintain/improve my independence d) Opportunities to express spiritual & cultural preferences	33% 30% 44% 30% 26% 37% 35.2%	41% 19% 41% 15% 19% 15% 22% 24.1%	7% 4% 11% 11% 4% 22% 11% 9.7%	4% 0% 0% 4% 4% 4% 2.3%	0% 0% 0% 0% 0% 0% 0.5%	15% 26% 11% 15% 30% 26% 15% 18.1%	4% 19% 7% 11% 15% 7% 11% 10.2%	
d) There is a safe environment for me & my visitors e) Outside grounds are easily accessible & stimulating f) Personal laundry services meets my needs g) Personal clothing is correctly labelled on a timely basis h) Staff provide an enjoyable dining experience Living Environment Total 6. Quality of Life a) A community feeling exists b) Staff, volunteers & others demonstrate genuine concern c) I am encouraged to maintain/improve my independence d) Opportunities to express spiritual & cultural preferences e) Staff treat me with respect	33% 30% 44% 30% 26% 37% 35.2%	41% 19% 41% 15% 19% 15% 22% 24.1%	7% 4% 11% 11% 4% 22% 11% 9.7%	4% 0% 0% 4% 4% 4% 2.3%	0% 0% 0% 0% 0% 0% 0.5% 4% 4% 0%	15% 26% 11% 15% 30% 26% 15% 18.1%	4% 19% 7% 11% 15% 7% 11% 10.2%	
d) There is a safe environment for me & my visitors e) Outside grounds are easily accessible & stimulating f) Personal laundry services meets my needs g) Personal clothing is correctly labelled on a timely basis h) Staff provide an enjoyable dining experience Living Environment Total 6. Quality of Life a) A community feeling exists b) Staff, volunteers & others demonstrate genuine concern c) I am encouraged to maintain/improve my independence d) Opportunities to express spiritual & cultural preferences e) Staff treat me with respect f) I would recommend this Supportive Housing site to others	33% 30% 44% 30% 26% 37% 35.2% 44% 50% 41% 26% 30% 37%	41% 19% 41% 15% 22% 24.1% 22% 237% 37% 44% 19% 22%	7% 4% 11% 11% 4% 22% 11% 9.7% 19% 12% 11% 11% 7%	4% 0% 0% 4% 4% 4% 2.3% 0% 0% 15% 4%	0% 0% 0% 0% 0% 0% 0% 0% 0.5% 4% 4% 0% 4% 4% 0% 4%	15% 26% 11% 15% 30% 26% 15% 18.1%	4% 19% 7% 11% 15% 7% 11% 10.2%	
d) There is a safe environment for me & my visitors e) Outside grounds are easily accessible & stimulating f) Personal laundry services meets my needs g) Personal clothing is correctly labelled on a timely basis h) Staff provide an enjoyable dining experience Living Environment Total 6. Quality of Life a) A community feeling exists b) Staff, volunteers & others demonstrate genuine concern c) I am encouraged to maintain/improve my independence d) Opportunities to express spiritual & cultural preferences e) Staff treat me with respect	33% 30% 44% 30% 26% 37% 35.2% 44% 50% 41% 26% 30% 37%	41% 19% 41% 15% 22% 24.1% 22% 237% 37% 44% 19% 22%	7% 4% 11% 11% 4% 22% 11% 9.7% 19% 12% 111% 111%	4% 0% 0% 4% 4% 4% 2.3% 0% 0% 15% 4%	0% 0% 0% 0% 0% 0% 0.5% 0.55%	15% 26% 11% 15% 30% 26% 15% 18.1% 4% 4% 4% 4%	4% 19% 7% 11% 15% 7% 11% 10.2%	
d) There is a safe environment for me & my visitors e) Outside grounds are easily accessible & stimulating f) Personal laundry services meets my needs g) Personal clothing is correctly labelled on a timely basis h) Staff provide an enjoyable dining experience Living Environment Total 6. Quality of Life a) A community feeling exists b) Staff, volunteers & others demonstrate genuine concern c) I am encouraged to maintain/improve my independence d) Opportunities to express spiritual & cultural preferences e) Staff treat me with respect f) I would recommend this Supportive Housing site to others Quality of Life Tota	33% 30% 44% 30% 26% 37% 35.2% 44% 50% 41% 26% 30% 37%	41% 19% 41% 15% 22% 24.1% 22% 233% 37% 44% 19% 22%	7% 4% 11% 11% 4% 22% 11% 9.7% 19% 12% 111% 111%	4% 0% 0% 4% 4% 4% 2.3% 0% 0% 15% 4%	0% 0% 0% 0% 0% 0% 0.5% 0.55%	15% 26% 11% 15% 30% 26% 15% 18.1% 4% 4% 4% 4%	4% 19% 7% 11% 15% 7% 11% 10.2%	
d) There is a safe environment for me & my visitors e) Outside grounds are easily accessible & stimulating f) Personal laundry services meets my needs g) Personal clothing is correctly labelled on a timely basis h) Staff provide an enjoyable dining experience Living Environment Total 6. Quality of Life a) A community feeling exists b) Staff, volunteers & others demonstrate genuine concern c) I am encouraged to maintain/improve my independence d) Opportunities to express spiritual & cultural preferences e) Staff treat me with respect f) I would recommend this Supportive Housing site to others Quality of Life Tota 7. Finances	33% 30% 44% 26% 37% 35.2% 44% 50% 41% 26% 30% 37%	41% 19% 41% 15% 22% 24.1% 22% 23% 37% 44% 19% 22% 28.0%	7% 4% 11% 11% 22% 11% 9.7% 19% 12% 11% 11% 11% 11.8%	4% 0% 0% 4% 4% 4% 2.3% 0% 4% 0% 15% 4%	0% 0% 0% 0% 0% 0% 0.5% 4% 0% 4% 0% 4% 2.5%	15% 26% 11% 15% 30% 26% 15% 18.1% 4% 4% 4% 4%	4% 19% 7% 11% 15% 7% 11% 10.2% 7% 8% 4% 11% 26% 22% 13.0%	
d) There is a safe environment for me & my visitors e) Outside grounds are easily accessible & stimulating f) Personal laundry services meets my needs g) Personal cothing is correctly labelled on a timely basis h) Staff provide an enjoyable dining experience Living Environment Total 6. Quality of Life a) A community feeling exists b) Staff, volunteers & others demonstrate genuine concern c) I am encouraged to maintain/improve my independence d) Opportunities to express spiritual & cultural preferences e) Staff treat me with respect f) I would recommend this Supportive Housing site to others Quality of Life Tota 7. Finances a) I receive accurate info about cost of accommodation & service	33% 30% 44% 30% 26% 37% 35.2% 44% 50% 411% 26% 30% 37.9%	41% 19% 41% 15% 22% 24.1% 22% 233% 37% 44% 19% 22% 28.0%	7% 4% 11% 11% 4% 22% 11% 9.7% 19% 12% 11% 11% 4% 4% 4%	4% 0% 0% 4% 4% 4% 2.3% 0% 0% 15% 4% 3.7%	0% 0% 0% 0% 0% 0% 0% 0% 0.5% 4% 4% 0% 4% 0% 4% 4% 0% 4% 4% 4% 0% 4% 4% 4% 4% 0% 4% 4% 4% 0% 4% 4% 0% 4% 4% 0% 4% 4% 0% 4% 4% 0% 4% 4% 0% 4% 4% 0% 4% 4% 0% 4% 4% 0% 4% 4% 0% 4% 4% 0% 4% 4% 0% 6% 4% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6%	15% 26% 11% 15% 30% 26% 15% 18.1% 4% 4% 4% 4% 15%	4% 19% 7% 11% 15% 7% 11% 10.2% 7% 8% 4% 26% 22% 13.0%	
d) There is a safe environment for me & my visitors e) Outside grounds are easily accessible & stimulating f) Personal laundry services meets my needs g) Personal clothing is correctly labelled on a timely basis h) Staff provide an enjoyable dining experience Living Environment Total 6. Quality of Life a) A community feeling exists b) Staff, volunteers & others demonstrate genuine concern c) I am encouraged to maintain/improve my independence d) Opportunities to express spiritual & cultural preferences e) Staff treat me with respect f) I would recommend this Supportive Housing site to others Quality of Life Tota 7. Finances a) I receive accurate info about cost of accommodation & service b) My questions about cost are answered	33% 30% 44% 30% 26% 37% 1 35.2% 44% 50% 41% 26% 30% 37% 37.9%	41% 19% 41% 15% 22% 24.1% 22% 23,3% 37% 44,44 49,22% 28.0%	7% 4% 11% 11% 22% 11% 9.7% 11% 11.8%	4% 0% 0% 4% 4% 4% 2.3% 0% 0% 4% 0% 3.7%	0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 4% 0% 4% 4% 4% 4% 4%	15% 26% 11% 30% 26% 15% 18.1% 4% 4% 4% 0% 3.1%	4% 19% 7% 11% 15% 7% 119% 10.2% 7% 8% 4% 11% 26% 22% 13.0%	
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Supportive Housing: All Sites

Distribution Period: Secind Quarter 2008

Number of questionnaires issued: 83

Number of questionnaires returned: 27

Percentage of questionnaires returned: 32.5%

	Percentage of Total Answers	34.8%	26.8%	7.5%	1.9%	1.7%	17.2%	10.0%
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* Note: Totals for "No Answer" do not include Question # 4 a

YOUR OPINION COUNTS - Supportive Housing Survey

Comments from Surveys - First Quarter 2008

YOUR SATISFACTION WITH OUR CARE AND SERVICES

1. Participation

No problems with anything

2. Personal Care and Service

The food and service is excellent

Can request help from support staff and know that they are willing to help me

Very Good

If I have a problem, I can call down to the staff and they will come to me.

I would gladly pay extra for a daily meal served in the louge or auditorium.

There is nothing worse then being served cold food when it should have been hot.

3. Communication

They were very supportive with a good attitide in general.

I am 92 yrs old. I do my own thing. I use common sence and keep going.

I was told that i had to be able to look after myself in order to live here. I am not getting nearly enough help

4. Advocacy

Need further explanation

A man come to speak with us once, but that was all.

5. Living Environment

The food and service is excellent. I am happy to be here.

Lounge is being over crowded by the crochet club.

I hate it when people come knocking on the door and then just come in before I have opened the door for them.

I have been caught in a few awkward positions because of this. There are too many people with key entry.

6. Quality of Life

The staff are very kind

The supportive staff that you have put in this building have made such a difference. I don't feel so alone.

staff cinsistantly deny the responsibility of various supportive care duties.

7. Finances

My wife and I are very happy with all the services provided to us.

When i am not well, staff is ways there to help me

Staff listening to my concerns

YOUR OVERALL SATISFACTION

What is most important to you about care & service?

Staff is always friendly.

I don't have to worry about anything, It is all done for me

I am thankful to have the help.

There is always someone there if I need them.

I can wash my own clothes but I need my sheets washed for me.

That staff will provide service

All of the staff is very helpful

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

Please advise where we exceeded your expectations:

Wanting to do enough dusting

Someone to help clean and someone to talk to.

Ambulance service

Being able to discuss any matters that may come up with representitive.

Response to medical issues have always been very prompt.

Please advise where we did not meet your expectations:

Cockroaches

Exterminate all the cockroaches on site

Advise about doctors. Housekeeping will only clean my floor and laundry

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

Playing games outside when the weather is good

More cheerful attitude from workers.

Some good music in the lounge for seniors

I am very satisfied with the staff

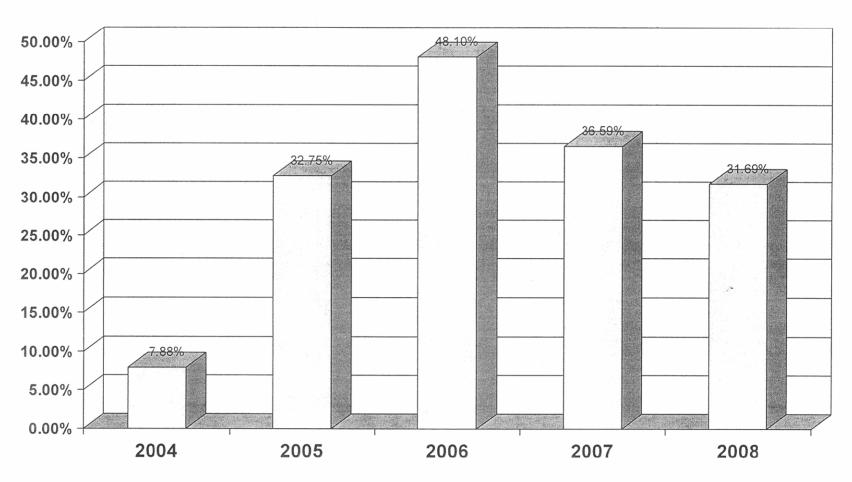
Is there anything we did not ask you about in this survey that you want to tell us?

I am satisfies with the service and thankful to all of the staff.

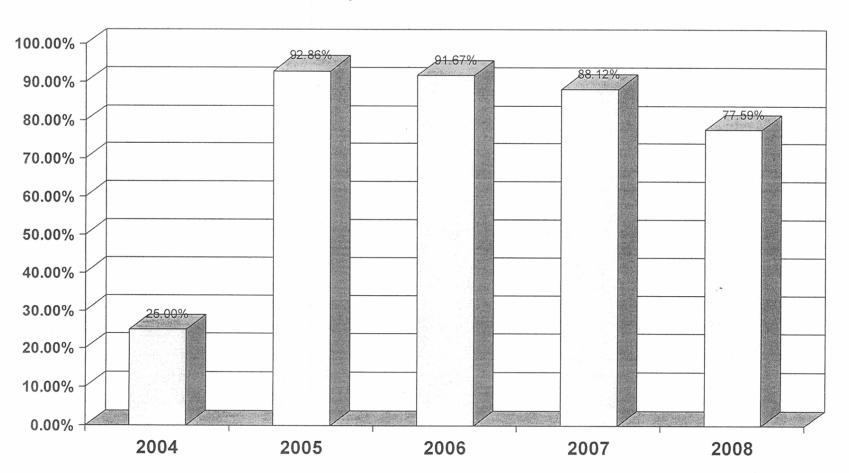
I am almost blind and can not hear much. It is great when I get some help

Thank you for replacing the superintendant. It was a much needed change

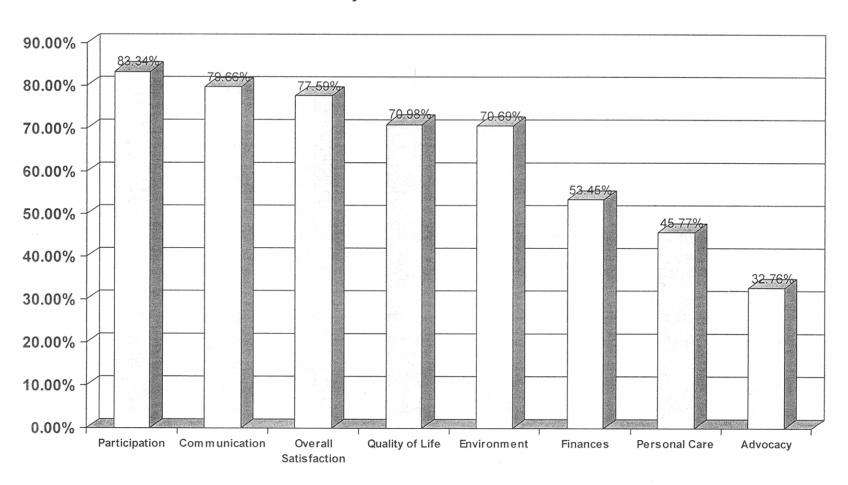
Response Rates January 1 to June 30, 2008



Overall Satisfaction January 1 to June 30, 2008



Strongly Agree & Agree Responses Ranked January 1 to June 30, 2008



Strongly Disagree & Disagree Responses Ranked January 1 to June 30, 2008

