

Supportive Housing
“Your Opinion Counts” Survey

January 1 to June 30, 2008

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

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

	Strongly Agree	Agree	No Opinion	Disagree	Strongly Disagree	N/A	No Answer
1. Participation Totals							
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	12	23	8	0	0	14	1
Participation Totals	126	164	25	4	2	23	4

2. Personal Care & Service							
a) 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	27	23	3	0	1	3	1
d) I am given the help required to do the following:							
- eating	8	4	3	0	0	38	5
- bathing	12	6	4	0	0	33	3
- dressing	9	5	5	0	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	11	18	2	0	1	16	10
Personal Care & Service Totals	157	135	34	3	3	244	62

3. Communication							
a) Staff are readily available to answer questions & discuss my care	28	21	3	1	0	3	2
b) I'm satisfied that questions & concerns are followed-up	19	23	6	1	0	5	4
c) I feel comfortable approaching staff about any issue or concern	23	20	1	1	0	6	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	0	1	3	3
Communication Totals	127	104	15	4	1	20	19

		Yes	No				
4. Advocacy							
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
Advocacy Totals	24	61	18	23	4	17	19

5. Living Environment							
a) 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	0	0	11	7
d) The Home provides a safe environment for me & my visitors	16	25	7	0	0	6	4
e) Outside grounds are easily accessible & stimulating	19	18	4	4	0	8	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	0	15	4
h) Staff provide an enjoyable dining experience	15	12	5	1	0	20	5
Living Environment Totals	139	148	44	11	1	84	37

6. Quality of Life							
a) 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	4	5
e) Staff treat me with respect	22	18	2	4	0	4	8
f) I would recommend this Supportive Housing site to others	22	18	3	1	2	5	7
Quality of Life Totals	120	127	32	7	5	28	28

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	0	14	3
Quality of Life 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	23	22	3	1	0	5	4
Overall Satisfaction Totals	46	44	6	3	3	8	6

TOTALS	781	806	186	36	21	469	194
Percent of Answers	31.3%	32.3%	7.5%	1.4%	0.8%	18.8%	7.8%

YOUR OPINION COUNTS - Supportive Housing Survey
Analysis Of Total Returns

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%

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	10	12	2		1	2	
b) I know whom to approach with concerns	14	10		2			1
c) I'm encouraged &/or asked to participate in ac	12	13		1		1	
d) 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
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:							
- consideration of my food preferences	11	3	1			7	5
- sufficient variety of food	5	2	1			14	5
- adequate portions	9	4	1		1	8	4
f) Staff work as a team to support me	4	10			1	6	6
Personal Care & Service Total	87	55	11	1	3	108	32
3. Communication							
a) Staff available to answer questions & discuss	17	6	1	1		1	1
b) I'm satisfied that questions & concerns are fo	10	7	4	1		2	3
c) I feel comfortable approaching staff	11	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. Advocacy							
a) I am familiar with the advocacy procedures							
b) Advocacy procedures are useful	5	8	3		2	1	8
c) I have confidence that issues raised will be de	4	10	5		2	1	5
Advocacy Total	9	18	8	0	4	2	1 *
5. Living Environment							
a) There is a homelike environment	14	6	2		1	2	2
b) Space to sit & visit privately with visitors	8	11	2	1		4	1
c) I am encouraged to personalize my room	9	5	1			7	5
d) There is a safe environment for me & my visit	8	11	3			3	2
e) Outside grounds are easily accessible & stim	12	4	3	1		4	3
f) Personal laundry services meets my needs	8	5	1	1		8	4
g) Personal clothing is correctly labelled on a tim	7	4	6	1		7	2
h) Staff provide an enjoyable dining experience	10	6	3	1		4	3
Living Environment Total	76	52	21	5	1	39	22
6. Quality of Life							
a) A community feeling exists	12	6	5		1	1	2
b) Staff, volunteers & others demonstrate genuin	13	6	3		1	1	2
c) I am encouraged to maintain/improve my inde	11	10	3	1		1	1
d) Opportunities to express spiritual & cultural pr	7	12	3		1	1	3
e) Staff treat me with respect	8	5	2	4		1	7
f) I would recommend this Supportive Housing s	10	6	3	1	1		6
Quality of Life Total	61	45	19	6	4	5	21
7. Finances							
a) I receive accurate info about cost of accommo	9	8	1		1	4	4
b) My questions about cost are answered	5	6			1	7	8
c) I believe I am getting value for my money	6	7	6	1		5	2
Finances Total	20	21	7	1	2	16	14
YOUR OVERALL SATISFACTION							
a) Satisfied with quality of care & service	9	7	2	2	3	2	2
b) Home is clean & well maintained	11	9	2			2	3
Overall Satisfaction Total	20	16	4	2	3	4	5

YOUR OPINION COUNTS - Supportive Housing Survey

Analysis Of Total Returns

Supportive Housing: All Sites
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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

YOUR OPINION COUNTS - Supportive Housing Survey

Analysis Of Total Returns

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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	37%	44%	7%	0%	4%	7%	0%	
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								
a) Staff respect my personal & physical privacy	44%	37%	0%	4%	0%	4%	11%	
b) I am well cared for	37%	48%	4%	0%	0%	11%	0%	
c) Care is provided in a kind, friendly & gentle manner	44%	37%	7%	0%	4%	4%	4%	
d) I am given the help required to do the following:								
- eating	22%	0%	0%	0%	0%	70%	7%	
- bathing	22%	4%	7%	0%	0%	59%	7%	
- dressing	19%	7%	7%	0%	0%	59%	7%	
- going to the bathroom	26%	0%	4%	0%	0%	63%	7%	
e) The dietary program provides:								
- consideration of my food preferences	41%	11%	4%	0%	0%	26%	19%	
- sufficient variety of food	19%	7%	4%	0%	0%	52%	19%	
- adequate portions	33%	15%	4%	0%	4%	30%	15%	
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								
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								
a) I am familiar with the advocacy procedures							0.0%	57.9%
b) Advocacy procedures are useful	19%	30%	11%	0%	7%	4%	30%	42.1%
c) I have confidence that issues raised will be dealt with fairly	15%	37%	19%	0%	7%	4%	19%	
Advocacy Total	21.4%	42.9%	19.0%	0.0%	9.5%	4.8%	2.4%	
5. Living Environment								
a) There is a homelike environment	52%	22%	7%	0%	4%	7%	7%	
b) Space to sit & visit privately with visitors	30%	41%	7%	4%	0%	15%	4%	
c) I am encouraged to personalize my room	33%	19%	4%	0%	0%	26%	19%	
d) There is a safe environment for me & my visitors	30%	41%	11%	0%	0%	11%	7%	
e) Outside grounds are easily accessible & stimulating	44%	15%	11%	4%	0%	15%	11%	
f) Personal laundry services meets my needs	30%	19%	4%	4%	0%	30%	15%	
g) Personal clothing is correctly labelled on a timely basis	26%	15%	22%	4%	0%	26%	7%	
h) Staff provide an enjoyable dining experience	37%	22%	11%	4%	0%	15%	11%	
Living Environment Total	35.2%	24.1%	9.7%	2.3%	0.5%	18.1%	10.2%	
6. Quality of Life								
a) A community feeling exists	44%	22%	19%	0%	4%	4%	7%	
b) Staff, volunteers & others demonstrate genuine concern	50%	23%	12%	0%	4%	4%	8%	
c) I am encouraged to maintain/improve my independence	41%	37%	11%	4%	0%	4%	4%	
d) Opportunities to express spiritual & cultural preferences	26%	44%	11%	0%	4%	4%	11%	
e) Staff treat me with respect	30%	19%	7%	15%	0%	4%	26%	
f) I would recommend this Supportive Housing site to others	37%	22%	11%	4%	4%	0%	22%	
Quality of Life Total	37.9%	28.0%	11.8%	3.7%	2.5%	3.1%	13.0%	
7. Finances								
a) I receive accurate info about cost of accommodation & service	33%	30%	4%	0%	4%	15%	15%	
b) My questions about cost are answered	19%	22%	0%	0%	4%	26%	30%	
c) I believe I am getting value for my money	22%	26%	22%	4%	0%	19%	7%	
Finances Total	24.7%	25.9%	8.6%	1.2%	2.5%	19.8%	17.3%	
YOUR OVERALL SATISFACTION								
a) Satisfied with quality of care & service	33%	26%	7%	7%	11%	7%	7%	
b) Home is clean & well maintained	41%	33%	7%	0%	0%	7%	11%	
Overall Satisfaction Total	37.0%	29.6%	7.4%	3.7%	5.6%	7.4%	9.3%	

YOUR OPINION COUNTS - Supportive Housing Survey
Analysis Of Total Returns

Supportive Housing: All Sites

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 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 lounge or auditorium.

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

3. Communication

They were very supportive with a good attitude in general.

I am 92 yrs old. I do my own thing. I use common sense 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 consistently 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 representative.
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?

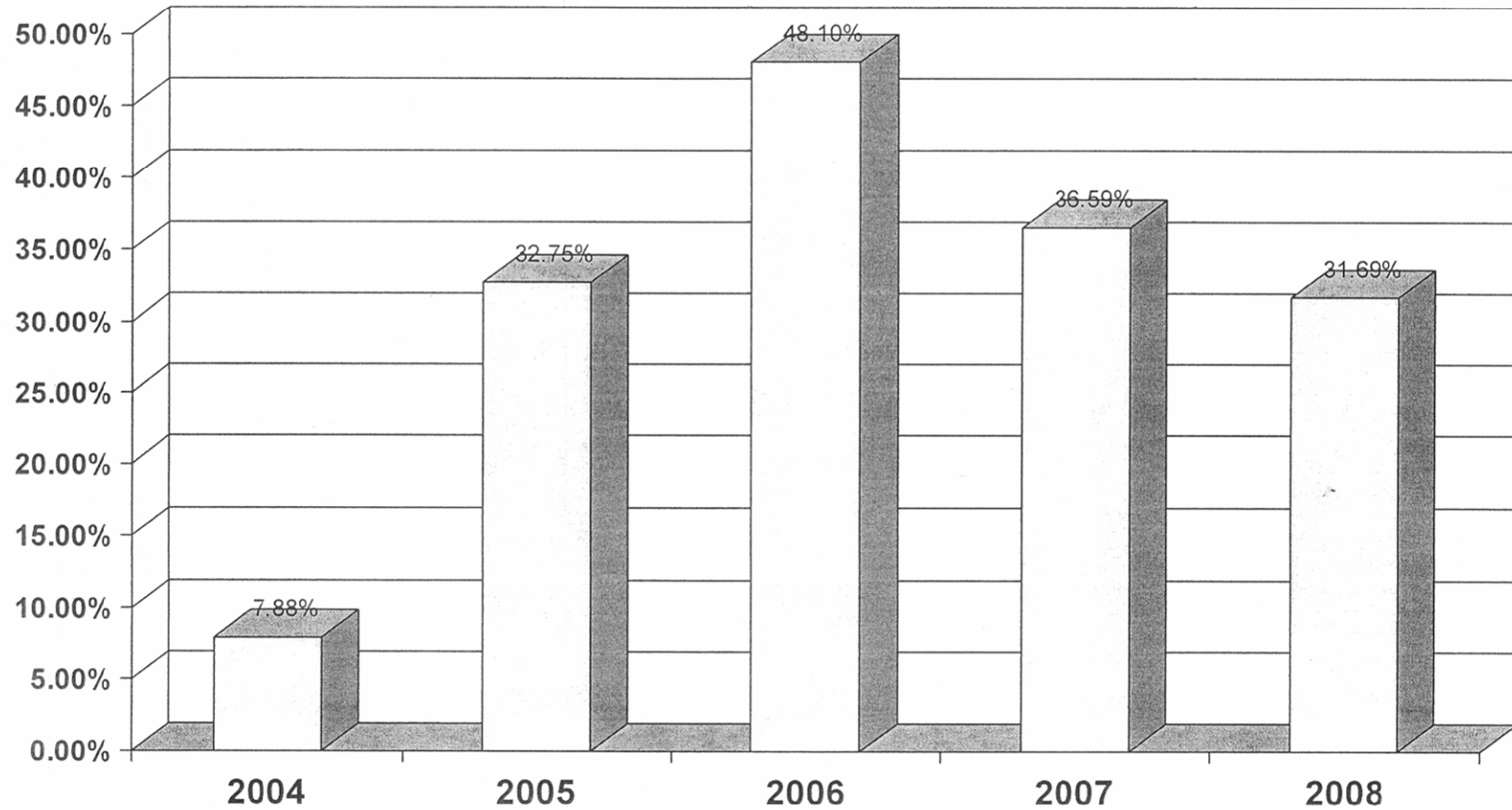
Playing games outside when the weather is good
More cheerful attitude from workers.
Some good music in the lounge for seniors
I am very satisfied with the staff

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

I am satisfied 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 superintendent. It was a much needed change

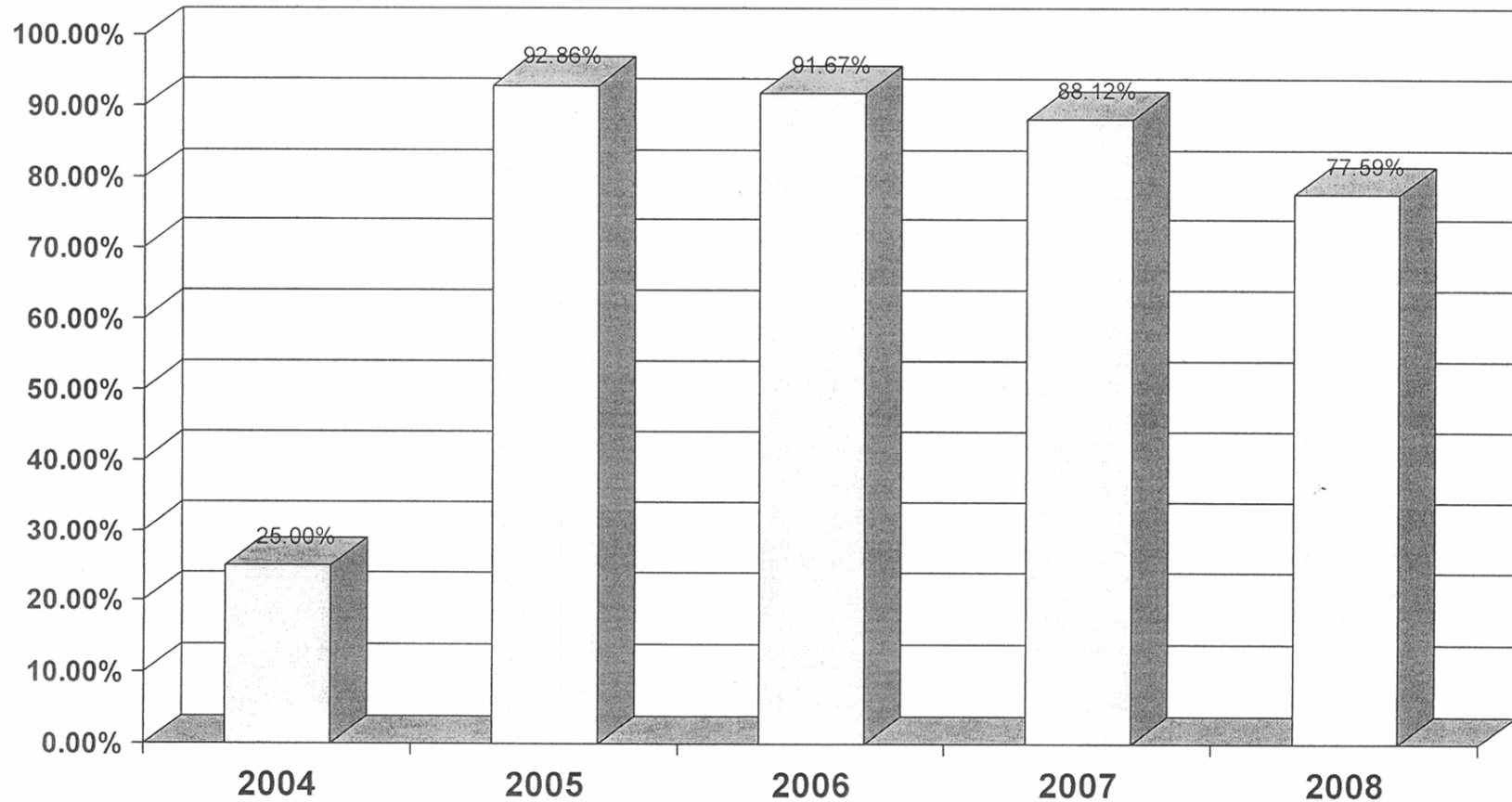
Supportive Housing “Your Opinion Counts” Survey

Response Rates
January 1 to June 30, 2008



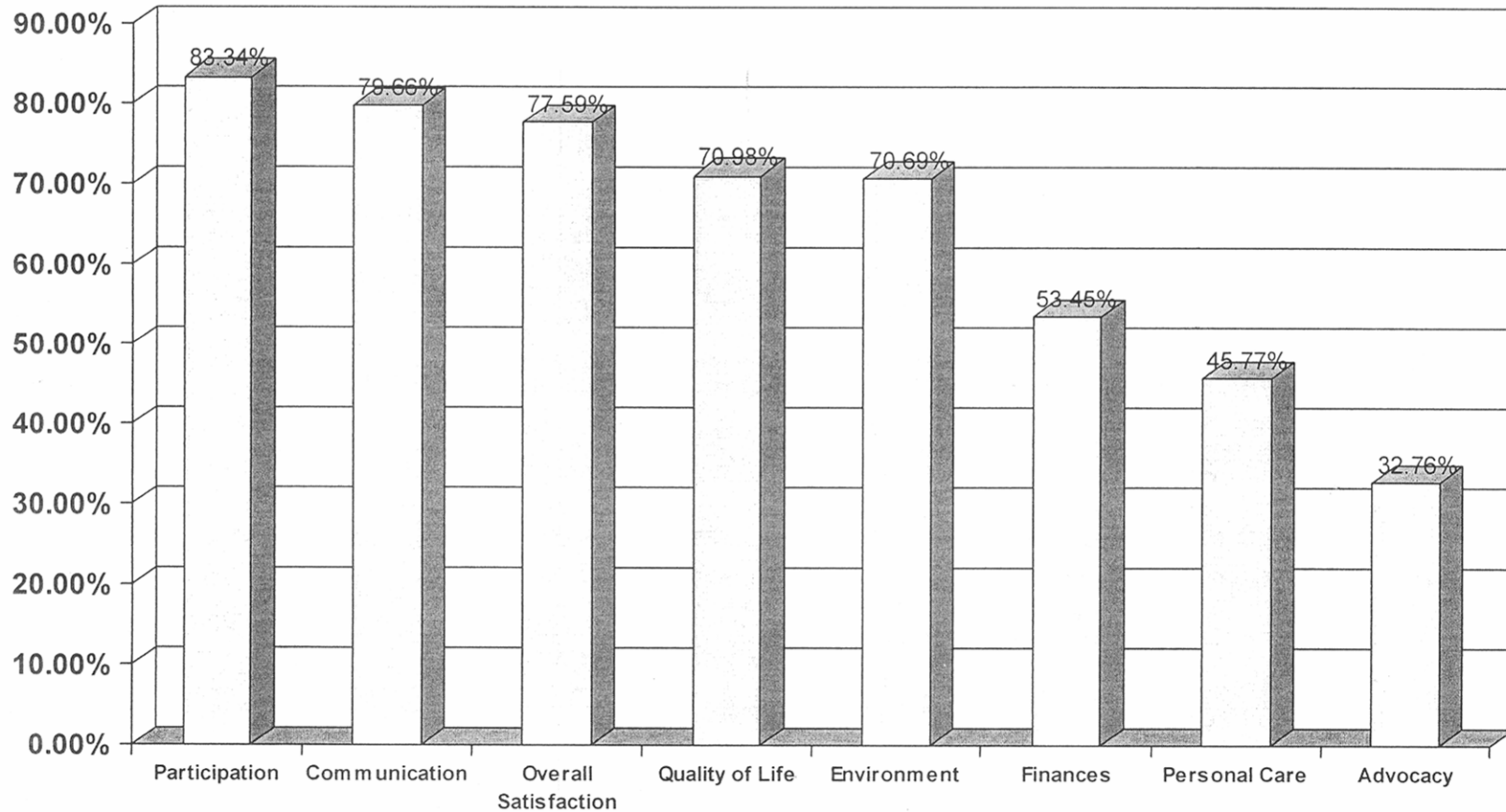
Supportive Housing “Your Opinion Counts” Survey

Overall Satisfaction
January 1 to June 30, 2008



Supportive Housing “Your Opinion Counts” Survey

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



Supportive Housing “Your Opinion Counts” Survey

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

