

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

January 1 to December 31, 2008

## YOUR OPINION COUNTS

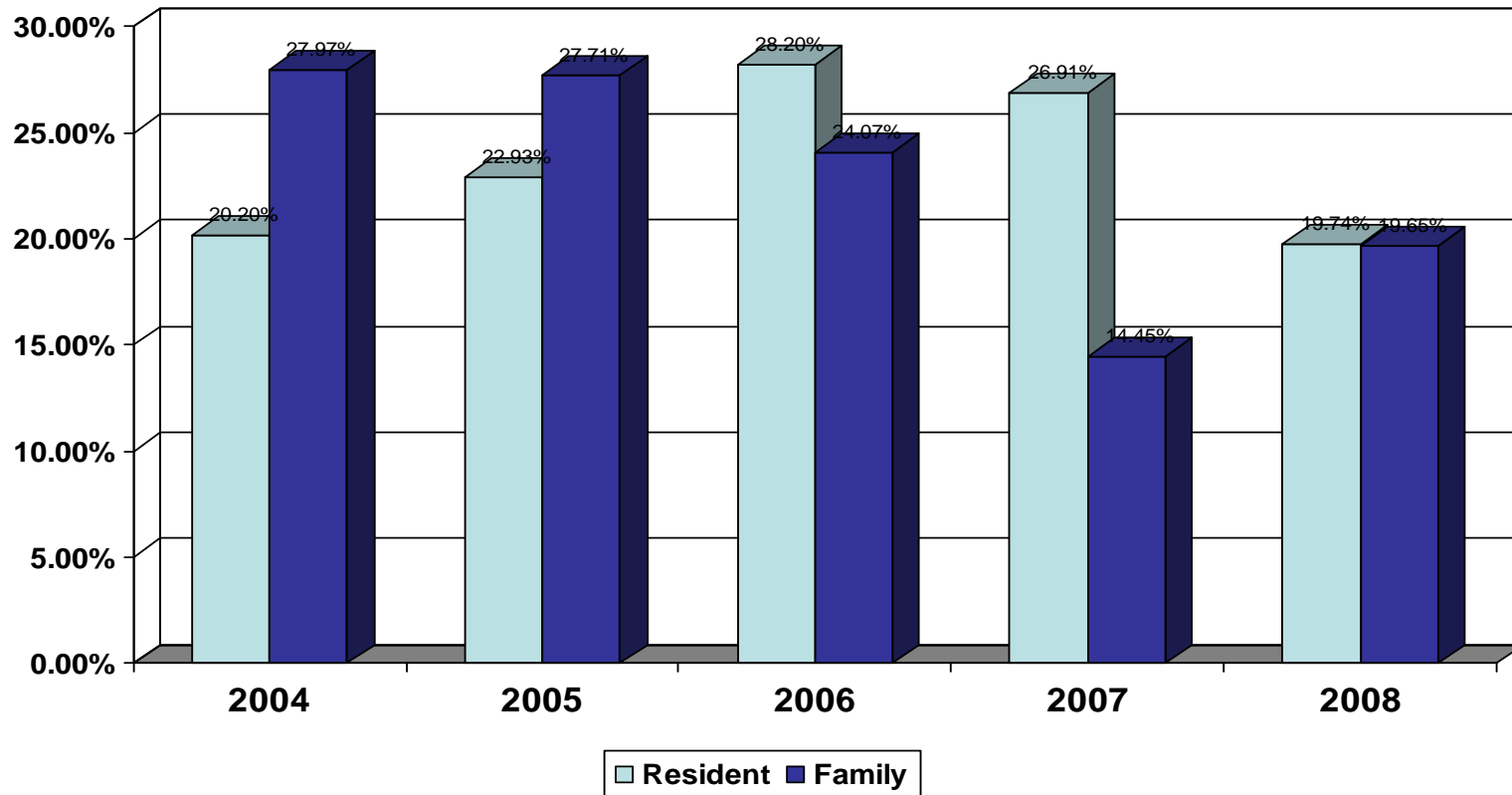
### Survey Statistics

#### Fourth Quarter 2008

Home	Family		Resident		Total	
	Sent	Received	Sent	Received	Sent	Received
Bendale	62	8	8	1	70	9
Carefree	14	12	4	3	18	12
CWT	92	5	21	1	113	6
Cummer	84	17	2	0	86	17
Fudger	42	10	7	1	49	11
Kipling	96	15	30	6	126	21
Lakeshore	26	4	10	2	36	6
Seven Oaks	51	9	16	1	67	10
TDA	33	2	1	1	34	3
Wesburn	51	12	1	0	52	12
<b>Totals</b>	<b>551</b>	<b>94</b>	<b>100</b>	<b>16</b>	<b>651</b>	<b>110</b>

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

Overall Response Rates  
January 1 to December 31, 2008



## LONG-TERM CARE HOMES AND SERVICES

### YOUR OPINION COUNTS

#### Identified Respondents

#### Fourth Quarter 2008

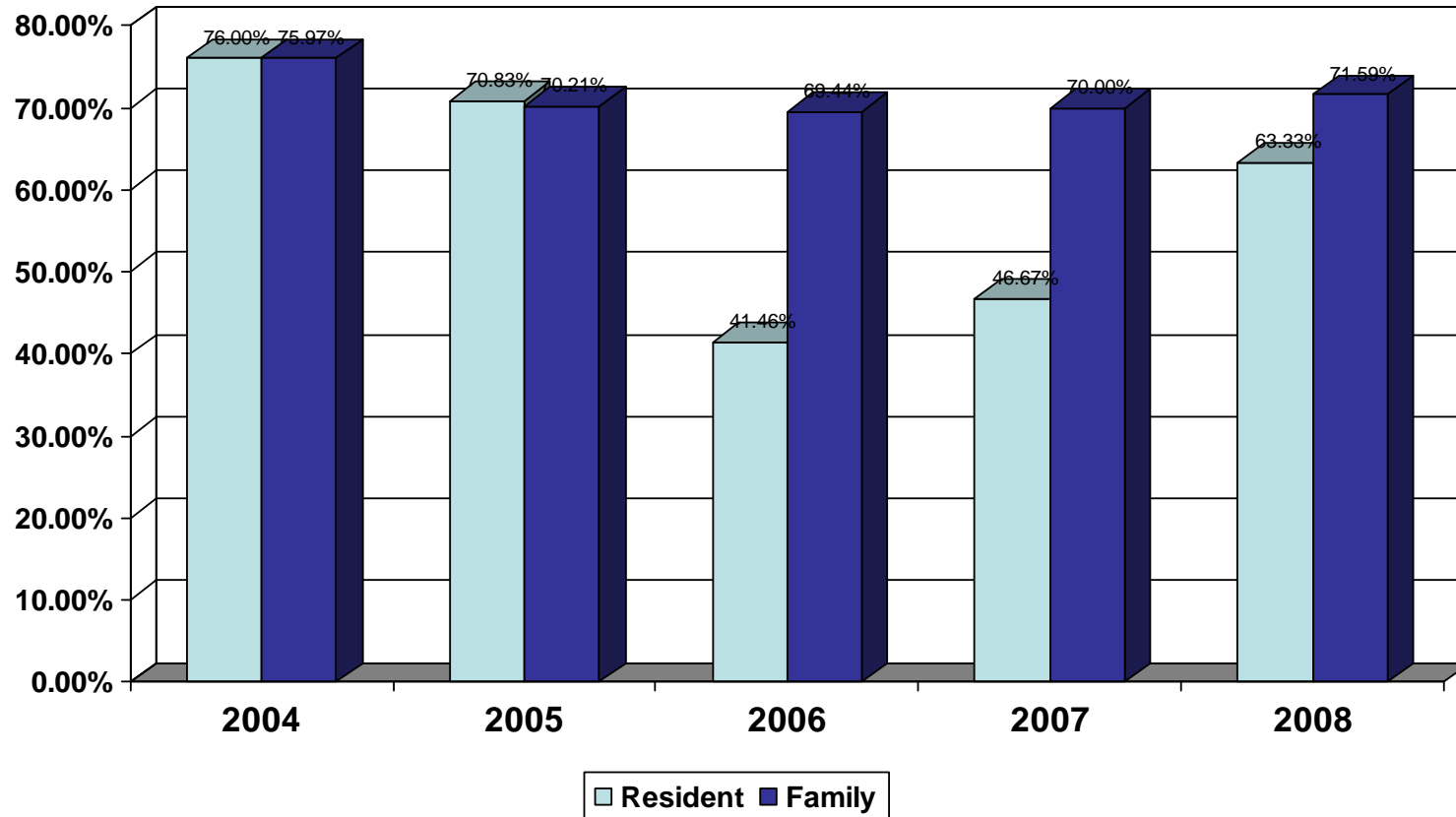
Home	Family		Resident		Total	
	Received	Names	Received	Names	Received	Names
Bendale	8	4	1	1	9	5
Carefree	12	6	3	0	15	6
CWT	5	5	1	0	6	5
Cummer	17	11	0	0	17	11
Fudger	10	6	1	1	11	7
Kipling	15	11	6	4	21	15
Lakeshore	4	3	2	1	6	4
Seven Oaks	9	7	1	1	10	8
TDA	2	2	1	1	3	3
Wesburn	12	9	0	0	12	9
<b>Totals</b>	<b>94</b>	<b>64</b>	<b>16</b>	<b>9</b>	<b>110</b>	<b>73</b>

# Long-Term Care Homes and Services

## “Your Opinion Counts”

Percentage of Respondents Identifying Themselves

January 1 to December 31, 2008



**YOUR OPINION COUNTS - Resident Survey**  
**Analysis of Total Returns**

Divisional Totals - For period January 1 to December 31, 2008	
Number of questionnaires issued:	466
Number of questionnaires returned:	92
Percentage of questionnaires returned:	19.74%

	Strongly Agree	Agree	No Opinion	Disagree	Strongly Disagree	N/A	No Answer
<b>1. Participation Totals</b>							
a) Home provides sufficient opportunities to influence care decisions	32	29	13	8	4	3	2
b) I know whom to approach with a concern or problem	44	37	3	3	1	2	0
c) I'm encouraged &/or asked to participate in activities	38	35	3	3	5	3	3
d) I'm sufficiently informed regarding the range of activities in the Home	34	36	10	4	3	2	3
e) I'm comfortable expressing opinions about care	37	32	8	3	4	3	4
f) Info & questions re: finances are dealt with efficiently	30	52	9	3	1	5	1
<b>Participation Totals</b>	<b>215</b>	<b>221</b>	<b>46</b>	<b>24</b>	<b>18</b>	<b>18</b>	<b>13</b>

<b>2. Personal Care &amp; Service</b>							
a) Staff respect my personal & physical privacy	37	34	6	7	3	1	4
b) I am well cared for	38	44	1	3	0	0	3
c) Care is provided in a kind, friendly & gentle manner	37	41	1	3	2	5	2
d) I am given the help required to do the following:							
- eating	29	25	13	3	2	14	6
- bathing	37	34	9	3	0	5	5
- dressing	33	32	11	0	0	12	4
- going to the bathroom	31	35	6	6	1	11	5
e) The Home's dietary program provides:							
- consideration of my food preferences	28	35	9	8	2	4	5
- sufficient variety of food	27	47	5	1	2	4	6
- adequate portions	24	48	4	3	1	3	8
f) Staff work as a team to support me	34	33	8	9	0	4	3
<b>Personal Care &amp; Service Totals</b>	<b>355</b>	<b>408</b>	<b>73</b>	<b>46</b>	<b>13</b>	<b>63</b>	<b>51</b>

<b>3. Communication</b>							
a) Staff are readily available to answer questions & discuss my care	29	40	9	7	2	2	3
b) I'm satisfied that questions & concerns are followed-up	31	42	9	5	1	1	3
c) I feel comfortable approaching staff about any issue or concern	29	40	10	8	2	0	2
d) Staff are friendly, courteous & helpful	34	45	3	6	0	0	2
e) Staff communicate effectively about matters affecting my life	25	37	11	10	1	3	5
<b>Communication Totals</b>	<b>148</b>	<b>204</b>	<b>42</b>	<b>36</b>	<b>6</b>	<b>6</b>	<b>15</b>

<b>4. Advocacy</b>		Yes		No			
a) I am familiar with the Home's advocacy procedures		45		31			12
b) I'm satisfied that questions & concerns are followed-up	17	35	21	3	3	2	10
c) I have confidence that issues raised will be dealt with fairly	17	38	19	4	1	2	10
<b>Advocacy Totals</b>	<b>34</b>	<b>73</b>	<b>40</b>	<b>7</b>	<b>4</b>	<b>4</b>	<b>20</b>

<b>5. Living Environment</b>							
a) The Home provides a homelike environment	18	49	7	9	3	3	3
b) There is space to sit & visit privately with visitors	23	46	8	7	2	4	2
c) I am encouraged to personalize my room	22	49	12	2	0	3	1
d) The Home provides a safe environment for me & my visitors	27	48	9	2	0	3	4
e) Outside grounds are easily accessible & stimulating	20	49	11	2	1	4	3
f) Personal laundry services meet my family members needs	23	45	3	4	1	7	5
g) Personal clothing is correctly labelled on a timely basis	23	46	2	9	5	5	5
h) The Home provides an enjoyable dining experience	24	46	4	7	3	3	5
<b>Living Environment Totals</b>	<b>180</b>	<b>378</b>	<b>56</b>	<b>42</b>	<b>15</b>	<b>32</b>	<b>28</b>

<b>6. Quality of Life</b>							
a) A community feeling exists in the Home	24	40	13	5	5	2	3
b) Staff, volunteers & others demonstrate genuine concern	21	44	9	8	3	2	5
c) I am encouraged to maintain/improve independence	20	37	13	8	1	3	4
d) Opportunities to express spiritual & cultural preferences	27	35	14	3	3	2	6
e) Staff treat me with respect	26	40	11	6	2	2	5
f) I would recommend this Home to others	30	37	9	4	4	1	7
<b>Quality of Life Totals</b>	<b>148</b>	<b>233</b>	<b>69</b>	<b>34</b>	<b>18</b>	<b>12</b>	<b>30</b>

<b>YOUR OVERALL SATISFACTION</b>							
a) Satisfied with quality of care & service	33	43	5	5	2	0	4
b) Home is clean & well maintained	42	39	2	3	1	1	4
<b>Overall Satisfaction Totals</b>	<b>75</b>	<b>82</b>	<b>7</b>	<b>8</b>	<b>3</b>	<b>1</b>	<b>8</b>

<b>TOTALS</b>	<b>1,155</b>	<b>1,599</b>	<b>333</b>	<b>197</b>	<b>77</b>	<b>136</b>	<b>165</b>
<b>Percent of Answers</b>	<b>31.4%</b>	<b>43.5%</b>	<b>9.0%</b>	<b>5.4%</b>	<b>2.1%</b>	<b>3.7%</b>	<b>4.5%</b>

**YOUR OPINION COUNTS - Family Survey**  
**Analysis of Total Returns**

Divisional Totals - For period January 1 to December 31, 2008	
Number of questionnaires issued:	2249
Number of questionnaires returned:	442
Percentage of questionnaires returned:	19.65%

	Strongly Agree	Agree	No Opinion	Disagree	Strongly Disagree	N/A	No Answer
<b>1. Participation Totals</b>							
a) Home provides sufficient opportunities to influence care decisions	181	225	14	13	7	3	6
b) I know whom to approach with a concern or problem	192	223	6	14	5	0	8
c) I'm encouraged &/or asked to participate in activities	131	166	68	32	11	22	18
d) I'm sufficiently informed regarding the range of activities in the Home	140	209	36	29	12	15	9
e) I'm comfortable expressing opinions about care	180	213	11	22	9	7	8
f) Info & questions re: finances are dealt with efficiently	170	192	30	6	5	33	9
<b>Participation Totals</b>	<b>994</b>	<b>1,228</b>	<b>165</b>	<b>116</b>	<b>49</b>	<b>80</b>	<b>58</b>

<b>2. Personal Care &amp; Service</b>							
a) Staff respect my family member's personal & physical privacy	180	214	29	9	1	1	8
b) My family member is well cared for	210	201	13	10	0	0	8
c) Care is provided in a kind, friendly & gentle manner	205	195	17	10	3	3	9
d) I am given the help required to do the following:							
- eating	173	201	17	3	2	11	18
- bathing	170	209	19	8	3	20	14
- dressing	163	206	21	6	2	26	18
- going to the bathroom	152	192	31	13	3	33	18
e) The Home's dietary program provides:							
- consideration of my food preferences	150	199	41	10	2	21	18
	0	0	0	0	0	0	0
	0	0	0	0	0	0	0
f) Staff work as a team to support me	174	203	26	16	3	8	12
<b>Personal Care &amp; Service Totals</b>	<b>1,577</b>	<b>1,820</b>	<b>214</b>	<b>85</b>	<b>19</b>	<b>123</b>	<b>123</b>

<b>3. Communication</b>							
a) Staff are readily available to answer questions & discuss my care	173	215	17	20	5	1	11
b) I'm satisfied that questions & concerns are followed-up	171	205	23	23	6	4	10
c) I feel comfortable approaching staff about any issue or concern	197	195	15	16	7	1	11
d) Staff are friendly, courteous & helpful	214	186	13	8	2	0	19
e) Staff communicate effectively about matters affecting my life	179	199	20	16	7	3	16
<b>Communication Totals</b>	<b>934</b>	<b>1,000</b>	<b>88</b>	<b>83</b>	<b>27</b>	<b>9</b>	<b>67</b>

<b>4. Advocacy</b>		<b>Yes</b>		<b>No</b>			
a) I am familiar with the Home's advocacy procedures		287		151			12
b) Advocacy procedures are useful	79	150	118	3	0	27	65
c) I have confidence that issues raised will be dealt with fairly	82	157	110	3	0	29	61
<b>Advocacy Totals</b>	<b>161</b>	<b>307</b>	<b>228</b>	<b>6</b>	<b>0</b>	<b>56</b>	<b>126</b>

<b>5. Living Environment</b>							
a) The Home provides a homelike environment	157	194	24	33	6	8	20
b) There is space to sit & visit privately with visitors	179	195	18	25	4	3	18
c) I am encouraged to personalize my room	170	186	38	17	2	12	17
d) The Home provides a safe environment for me & my visitors	183	208	18	17	7	5	9
e) Outside grounds are easily accessible & stimulating	157	208	24	14	6	16	18
f) Personal laundry services meet my family members needs	122	207	29	22	9	27	18
g) Personal clothing is correctly labelled on a timely basis	142	210	27	20	6	16	21
h) The Home provides an enjoyable dining experience	154	189	35	17	5	9	20
<b>Living Environment Totals</b>	<b>1,264</b>	<b>1,597</b>	<b>213</b>	<b>165</b>	<b>45</b>	<b>96</b>	<b>141</b>

<b>6. Quality of Life</b>							
a) A community feeling exists in the Home	138	211	43	14	3	5	28
b) Staff, volunteers & others demonstrate genuine concern	181	200	23	7	5	9	22
c) I am encouraged to maintain/improve independence	152	178	43	20	2	31	16
d) Opportunities to express spiritual & cultural preferences	128	187	43	15	2	36	26
e) Staff treat me with respect	184	209	16	13	2	3	16
f) I would recommend this Home to others	190	171	22	14	1	10	26
<b>Quality of Life Totals</b>	<b>973</b>	<b>1,156</b>	<b>190</b>	<b>83</b>	<b>15</b>	<b>94</b>	<b>134</b>

<b>YOUR OVERALL SATISFACTION</b>							
a) Satisfied with quality of care & service	184	206	10	11	4	7	20
b) Home is clean & well maintained	203	180	7	18	3	7	24
<b>Overall Satisfaction Totals</b>	<b>387</b>	<b>386</b>	<b>17</b>	<b>29</b>	<b>7</b>	<b>14</b>	<b>44</b>

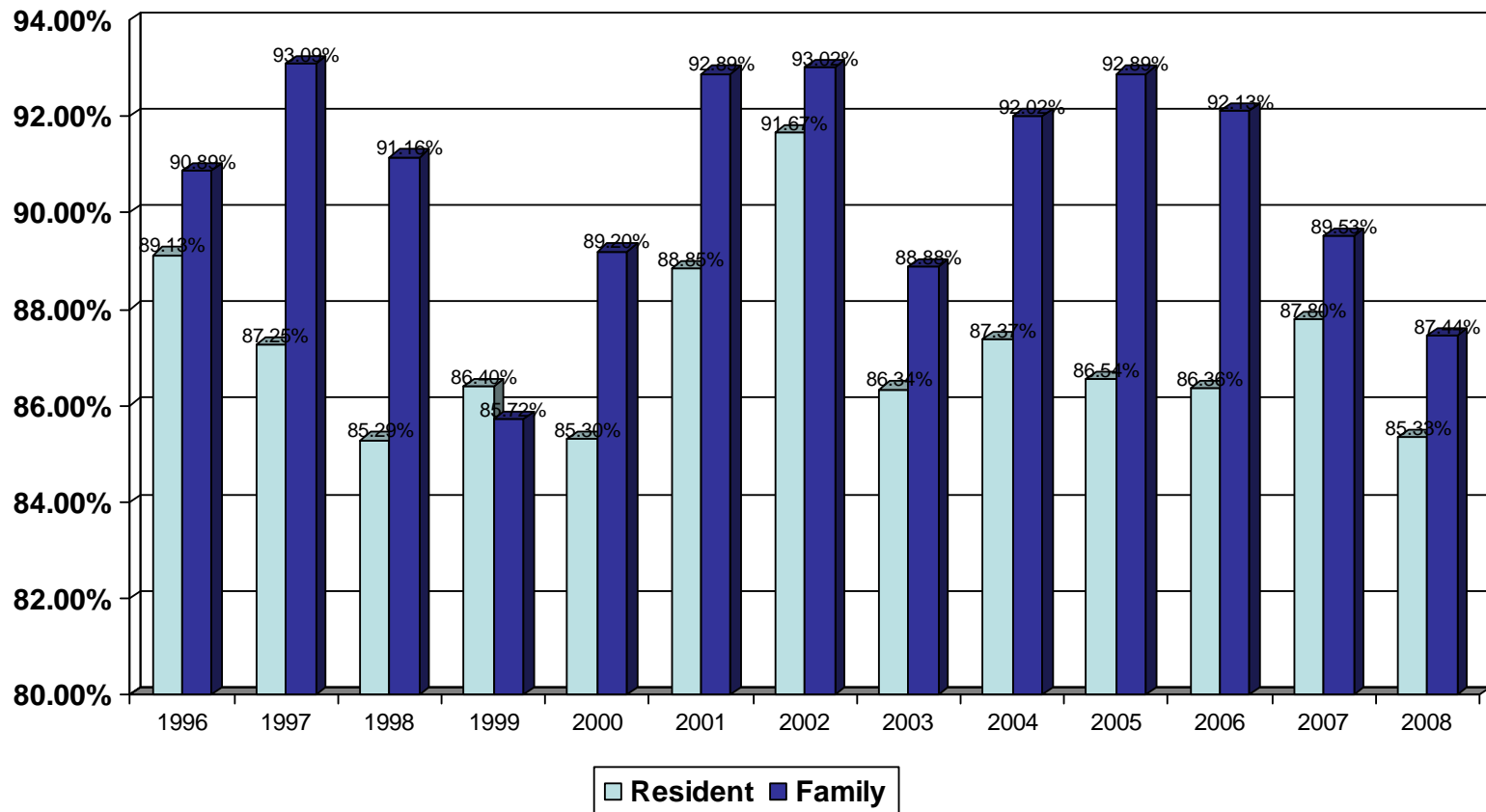
<b>TOTALS</b>	<b>6,290</b>	<b>7,494</b>	<b>1,115</b>	<b>567</b>	<b>162</b>	<b>472</b>	<b>693</b>
<b>Percent of Answers</b>	<b>37.4%</b>	<b>44.6%</b>	<b>6.6%</b>	<b>3.4%</b>	<b>1.0%</b>	<b>2.8%</b>	<b>4.1%</b>

# Long-Term Care Homes and Services

## “Your Opinion Counts”

### Overall Satisfaction

January 1 to December 31, 2008

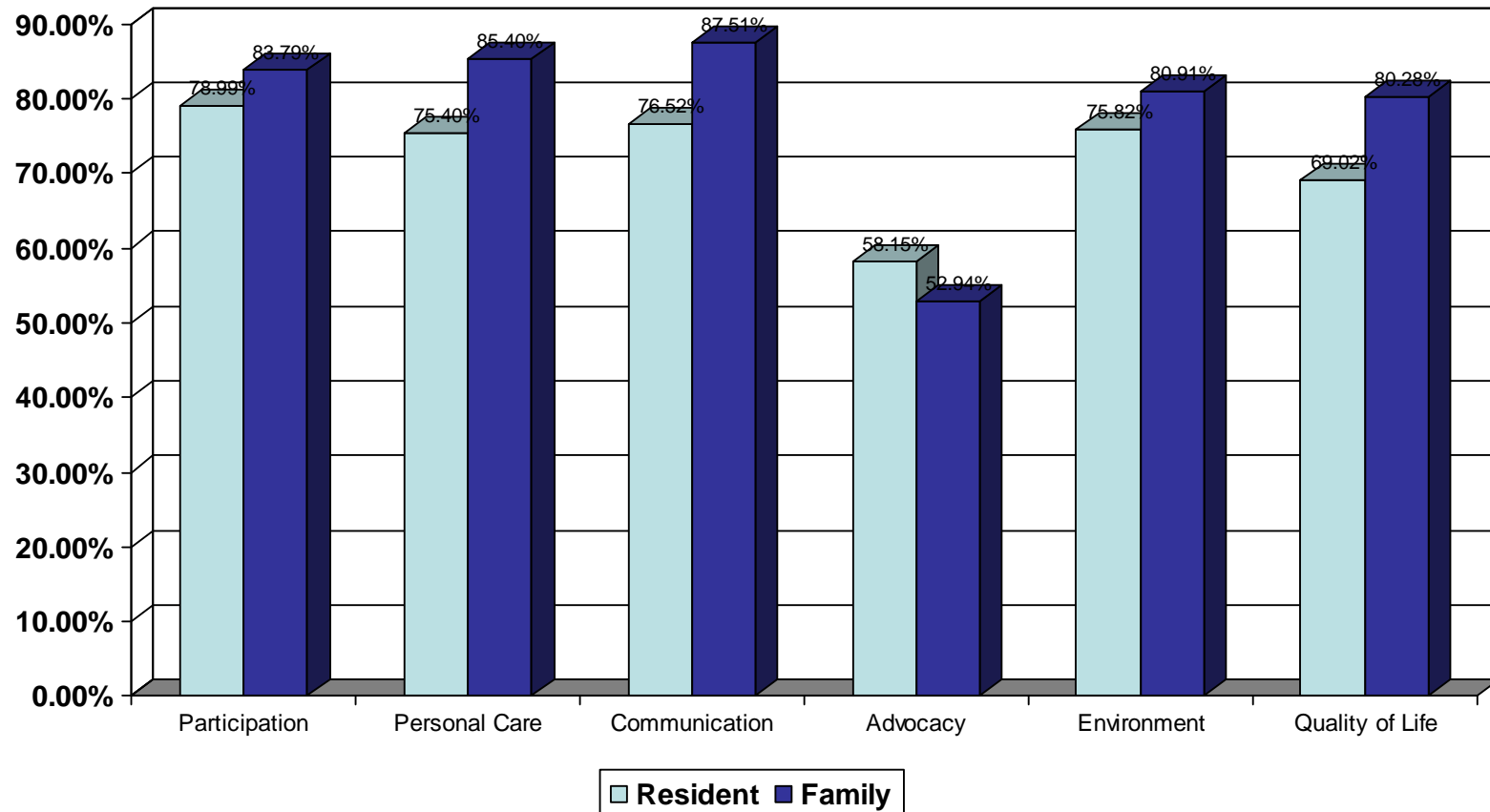




# Long-Term Care Homes and Services

## “Your Opinion Counts”

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

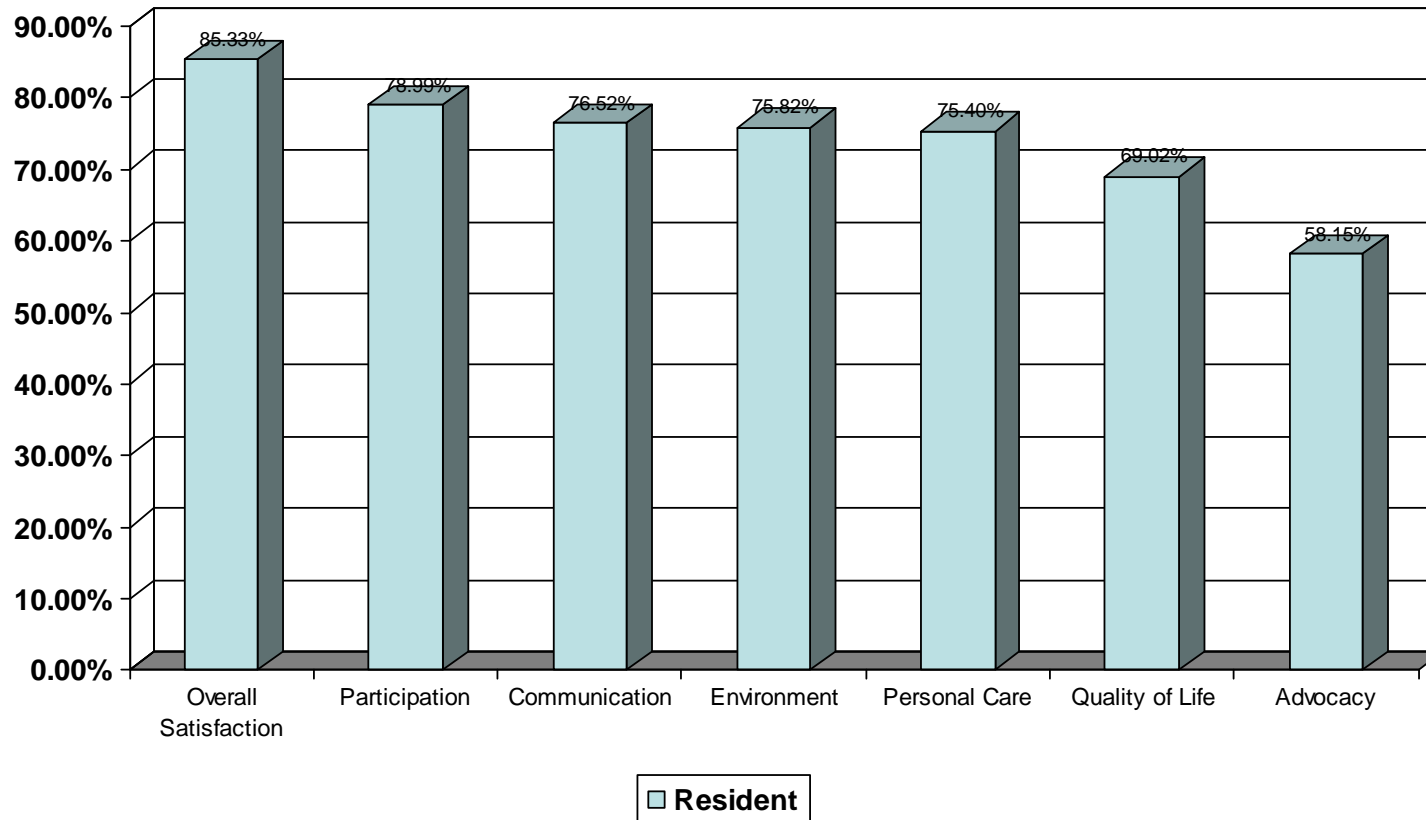


# Long-Term Care Homes and Services

## “Your Opinion Counts”

Resident Agree & Strongly Agree Responses Ranked

January 1 to December 31, 2008



# Long-Term Care Homes and Services

## “Your Opinion Counts”

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

