

Supportive Housing “Your Opinion Counts” Survey

January 1 to September 30, 2008

YOUR OPINION COUNTS - Supportive Housing
Analysis of Total Returns

Supportive Housing - January 1 to September 30, 2008	
Number of questionnaires issued:	292
Number of questionnaires returned:	67
Percentage of questionnaires returned:	22.95%

	Strongly Agree	Agree	No Opinion	Disagree	Strongly Disagree	N/A	No Answer
1. Participation Totals							
a) There are sufficient opportunities to influence care decisions	24	31	4	0	1	6	1
b) I know whom to approach with a concern or problem	34	27	0	2	0	3	1
c) I'm encouraged &/or asked to participate in activities	32	24	6	1	0	4	0
d) I'm sufficiently informed regarding the range of activities in the Home	25	31	5	1	0	5	0
e) I'm comfortable expressing opinions about my care	25	33	2	0	1	5	1
f) Info & questions re: finances are dealt with efficiently	16	24	8	0	0	18	1
Participation Totals	156	170	25	4	2	41	4

2. Personal Care & Service							
a) Staff respect my personal & physical privacy	30	30	1	1	0	1	4
b) I am well cared for	27	32	4	0	0	3	1
c) Care is provided in a kind, friendly & gentle manner	33	25	3	0	1	3	2
d) I am given the help required to do the following:							
- eating	10	5	3	0	0	41	8
- bathing	14	9	4	0	0	36	4
- dressing	9	8	5	0	0	39	6
- going to the bathroom	11	6	4	0	0	38	7
e) The Home's dietary program provides:							
- consideration of my food preferences	15	11	2	1	0	26	12
- sufficient variety of food	9	9	3	1	0	34	11
- adequate portions	13	13	3	0	1	27	10
f) Staff work as a team to support me	12	23	2	0	1	19	10
Personal Care & Service Totals	183	171	34	3	3	267	75

3. Communication							
a) Staff are readily available to answer questions & discuss my care	32	26	3	1	0	3	2
b) I'm satisfied that questions & concerns are followed-up	22	29	6	1	0	5	4
c) I feel comfortable approaching staff about any issue or concern	26	26	1	1	0	6	7
d) Staff are friendly, courteous & helpful	32	26	2	1	0	3	3
e) Staff communicate effectively about matters affecting my life	32	25	3	0	1	3	3
Communication Totals	144	132	15	4	1	20	19

4. Advocacy		Yes	No				
a) I am familiar with the advocacy procedures	0	33	0	26	0	0	0
b) Advocacy procedures are useful	13	19	9	0	2	13	11
c) I have confidence that issues raised will be dealt with fairly	13	22	9	1	2	12	8
Advocacy Totals	26	41	18	1	4	25	19

5. Living Environment							
a) There is a homelike environment	27	26	5	1	1	4	3
b) There is space to sit & visit privately with visitors	22	27	5	3	0	8	2
c) I am encouraged to personalize my room	20	23	6	0	0	11	7
d) The Home provides a safe environment for me & my visitors	20	30	7	0	0	6	4
e) Outside grounds are easily accessible & stimulating	24	22	4	4	0	8	5
f) Personal laundry services meet my needs	18	25	2	1	0	14	7
g) Personal clothing is correctly labelled on a timely basis	18	15	10	1	0	19	4
h) Staff provide an enjoyable dining experience	18	16	5	1	0	22	5
Living Environment Totals	167	184	44	11	1	92	37

6. Quality of Life							
a) A community feeling exists in the Home	20	29	8	0	1	6	3
b) Staff, volunteers & others demonstrate genuine concern	24	26	5	0	1	7	3
c) I am encouraged to maintain/improve independence	26	23	6	1	0	9	2
d) Opportunities to express spiritual & cultural preferences	17	29	9	1	1	5	5
e) Staff treat me with respect	26	23	2	4	0	4	8
f) I would recommend this Supportive Housing site to others	27	22	3	1	2	5	7
Quality of Life Totals	140	152	33	7	5	36	28

7. Finances							
a) I receive accurate info about cost of accommodation and service	18	23	3	0	1	14	8
b) My questions about cost are answered	14	20	2	1	1	17	12
c) I believe I am getting value for my money	19	19	8	2	0	14	5
Quality of Life Totals	51	62	13	3	2	45	25

YOUR OVERALL SATISFACTION							
a) Satisfied with quality of care & service	26	28	3	2	3	3	2
b) Home is clean & well maintained	26	28	3	1	0	5	4
Overall Satisfaction Totals	52	56	6	3	3	8	6

TOTALS	919	968	188	36	21	534	213
Percent of Answers	31.9%	33.6%	6.5%	1.2%	0.7%	18.5%	7.4%

YOUR OPINION COUNTS - Supportive Housing Survey
Analysis Of Total Returns

Supportive Housing: All Sites

Distribution Period: Third Quarter 2008

Number of questionnaires issued: 101

Number of questionnaires returned: 9

Percentage of questionnaires returned: 8.91%

**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	5	1				3	
b) I know whom to approach with concerns	5	1				3	
c) I'm encouraged &/or asked to participate in activities	6	1				2	
d) I'm sufficiently informed regarding activities	5	1				3	
e) I'm comfortable expressing opinions about my care	5	1				3	
f) Info & questions re: my finances are dealt with efficiently	4	1				4	
Participation Totals	30	6	0	0	0	18	0

2. Personal Care & Service							
a) Staff respect my personal & physical privacy	5	3					1
b) I am well cared for	5	3					1
c) Care is provided in a kind, friendly & gentle manner	6	2					1
d) I am given the help required to do the following:							
- eating	2	1				3	3
- bathing	2	3				3	1
- dressing		3				5	1
- going to the bathroom	1	4				2	1
e) The dietary program provides:							
- consideration of my food preferences	2	3				2	2
- sufficient variety of food	1	4				3	1
- adequate portions	1	5				2	1
f) Staff work as a team to support me	1	5				3	
Personal Care & Service Total	26	36	0	0	0	23	13

3. Communication							
a) Staff available to answer questions & discuss my care	4	5					
b) I'm satisfied that questions & concerns are followed-up	3	6					
c) I feel comfortable approaching staff	3	6					
d) Staff are friendly, courteous & helpful	3	6					
e) Staff communicate effectively about matters affecting my life	4	5					
Communication Total	17	28	0	0	0	0	0

4. Advocacy								Yes	No
a) I am familiar with the advocacy procedures								5	4
b) Advocacy procedures are useful	1	4					4		
c) I have confidence that issues raised will be dealt with fairly	1	4					4		
Advocacy Total	2	8	0	0	0	0	8	0	*

5. Living Environment							
a) There is a homelike environment	4	5					
b) Space to sit & visit privately with visitors	5	4					
c) I am encouraged to personalize my room	4	5					
d) There is a safe environment for me & my visitors	4	5					
e) Outside grounds are easily accessible & stimulating	5	4					
f) Personal laundry services meets my needs	2	5				2	
g) Personal clothing is correctly labelled on a timely basis	1	4				4	
h) Staff provide an enjoyable dining experience	3	4				2	
Living Environment Total	28	36	0	0	0	8	0

6. Quality of Life							
a) A community feeling exists	2	5	1			1	
b) Staff, volunteers & others demonstrate genuine concern	2	4				3	
c) I am encouraged to maintain/improve my independence	4	2				3	
d) Opportunities to express spiritual & cultural preferences	3	5				1	
e) Staff treat me with respect	4	5					
f) I would recommend this Supportive Housing site to others	5	4					
Quality of Life Total	20	25	1	0	0	8	0

7. Finances							
a) I receive accurate info about cost of accommodation & service	3	4					2
b) My questions about cost are answered	3	3	1				2
c) I believe I am getting value for my money	3	4					2
Finances Total	9	5	1	0	0	0	6

YOUR OVERALL SATISFACTION

a) Satisfied with quality of care & service	3	6					
b) Home is clean & well maintained	3	6					
Overall Satisfaction Total	6	12	0	0	0	0	0

TOTALS	138	159	2	0	0	65	19
Percent of Answers	36.0%	41.5%	0.5%	0.0%	0.0%	17.0%	5.0%

* 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: Third Quarter 2008
Number of questionnaires issued: 101
Number of questionnaires returned: 9
Percentage of questionnaires returned: 8.91%

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	56%	11%	0%	0%	0%	33%	0%
b) I know whom to approach with concerns	56%	11%	0%	0%	0%	33%	0%
c) I'm encouraged &/or asked to participate in activities	67%	11%	0%	0%	0%	22%	0%
d) I'm sufficiently informed regarding activities	56%	11%	0%	0%	0%	33%	0%
e) I'm comfortable expressing opinions about my care	56%	11%	0%	0%	0%	33%	0%
f) Info & questions re: my finances are dealt with efficiently	44%	11%	0%	0%	0%	44%	0%
Participation Totals	55.6%	11.1%	0.0%	0.0%	0.0%	33.3%	0.0%
2. Personal Care & Service							
a) Staff respect my personal & physical privacy	56%	33%	0%	0%	0%	0%	11%
b) I am well cared for	56%	33%	0%	0%	0%	0%	11%
c) Care is provided in a kind, friendly & gentle manner	67%	22%	0%	0%	0%	0%	11%
d) I am given the help required to do the following:							
- eating	22%	11%	0%	0%	0%	33%	33%
- bathing	22%	33%	0%	0%	0%	33%	11%
- dressing	0%	33%	0%	0%	0%	56%	11%
- going to the bathroom	13%	50%	0%	0%	0%	25%	13%
e) The dietary program provides:							
- consideration of my food preferences	22%	33%	0%	0%	0%	22%	22%
- sufficient variety of food	11%	44%	0%	0%	0%	33%	11%
- adequate portions	11%	56%	0%	0%	0%	22%	11%
f) Staff work as a team to support me	11%	56%	0%	0%	0%	33%	0%
Personal Care & Service Total	26.5%	36.7%	0.0%	0.0%	0.0%	23.5%	13.3%
3. Communication							
a) Staff available to answer questions & discuss my care	44%	56%	0%	0%	0%	0%	0%
b) I'm satisfied that questions & concerns are followed-up	33%	67%	0%	0%	0%	0%	0%
c) I feel comfortable approaching staff	33%	67%	0%	0%	0%	0%	0%
d) Staff are friendly, courteous & helpful	33%	67%	0%	0%	0%	0%	0%
e) Staff communicate effectively about matters affecting my life	44%	56%	0%	0%	0%	0%	0%
Communication Total	37.8%	62.2%	0.0%	0.0%	0.0%	0.0%	0.0%
4. Advocacy							
a) I am familiar with the advocacy procedures							0.0%
b) Advocacy procedures are useful	11%	44%	0%	0%	0%	44%	0%
c) I have confidence that issues raised will be dealt with fairly	11%	44%	0%	0%	0%	44%	0%
Advocacy Total	11.1%	44.4%	0.0%	0.0%	0.0%	44.4%	0.0% *
5. Living Environment							
a) There is a homelike environment	44%	56%	0%	0%	0%	0%	0%
b) Space to sit & visit privately with visitors	56%	44%	0%	0%	0%	0%	0%
c) I am encouraged to personalize my room	44%	56%	0%	0%	0%	0%	0%
d) There is a safe environment for me & my visitors	44%	56%	0%	0%	0%	0%	0%
e) Outside grounds are easily accessible & stimulating	56%	44%	0%	0%	0%	0%	0%
f) Personal laundry services meets my needs	22%	56%	0%	0%	0%	22%	0%
g) Personal clothing is correctly labelled on a timely basis	11%	44%	0%	0%	0%	44%	0%
h) Staff provide an enjoyable dining experience	33%	44%	0%	0%	0%	22%	0%
Living Environment Total	38.9%	50.0%	0.0%	0.0%	0.0%	11.1%	0.0%
6. Quality of Life							
a) A community feeling exists	22%	56%	11%	0%	0%	11%	0%
b) Staff, volunteers & others demonstrate genuine concern	22%	44%	0%	0%	0%	33%	0%
c) I am encouraged to maintain/improve my independence	44%	22%	0%	0%	0%	33%	0%
d) Opportunities to express spiritual & cultural preferences	33%	56%	0%	0%	0%	11%	0%
e) Staff treat me with respect	44%	56%	0%	0%	0%	0%	0%
f) I would recommend this Supportive Housing site to others	56%	44%	0%	0%	0%	0%	0%
Quality of Life Total	37.0%	46.3%	1.9%	0.0%	0.0%	14.8%	0.0%
7. Finances							
a) I receive accurate info about cost of accommodation & service	33%	44%	0%	0%	0%	0%	22%
b) My questions about cost are answered	33%	33%	11%	0%	0%	0%	22%
c) I believe I am getting value for my money	33%	44%	0%	0%	0%	0%	22%
Finances Total	42.9%	23.8%	4.8%	0.0%	0.0%	0.0%	28.6%
YOUR OVERALL SATISFACTION							
a) Satisfied with quality of care & service	33%	67%	0%	0%	0%	0%	0%
b) Home is clean & well maintained	33%	67%	0%	0%	0%	0%	0%
Overall Satisfaction Total	33.3%	66.7%	0.0%	0.0%	0.0%	0.0%	0.0%
Percentage of Total Answers	36.0%	41.5%	0.5%	0.0%	0.0%	17.0%	5.0% *

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

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

YOUR SATISFACTION WITH OUR CARE AND SERVICES

1. Participation

The services are very helpful and encouraging.
Daily telephone calls both morning and at nights.
Punctuality with due respect and courtesy

2. Personal Care and Service

I have requested for health concerns and apartment cleaning.

3. Communication

Very satisfactory

4. Advocacy

Pleasant

5. Living Environment

Health care and cleanliness are my concern

6. Quality of Life

7. Finances

In accordance with my monthly income.

YOUR OVERALL SATISFACTION

What is most important to you about care & service?

Excellent service and care

Please advise where we exceeded your expectations:

Getting together often.

Please advise where we did not meet your expectations:

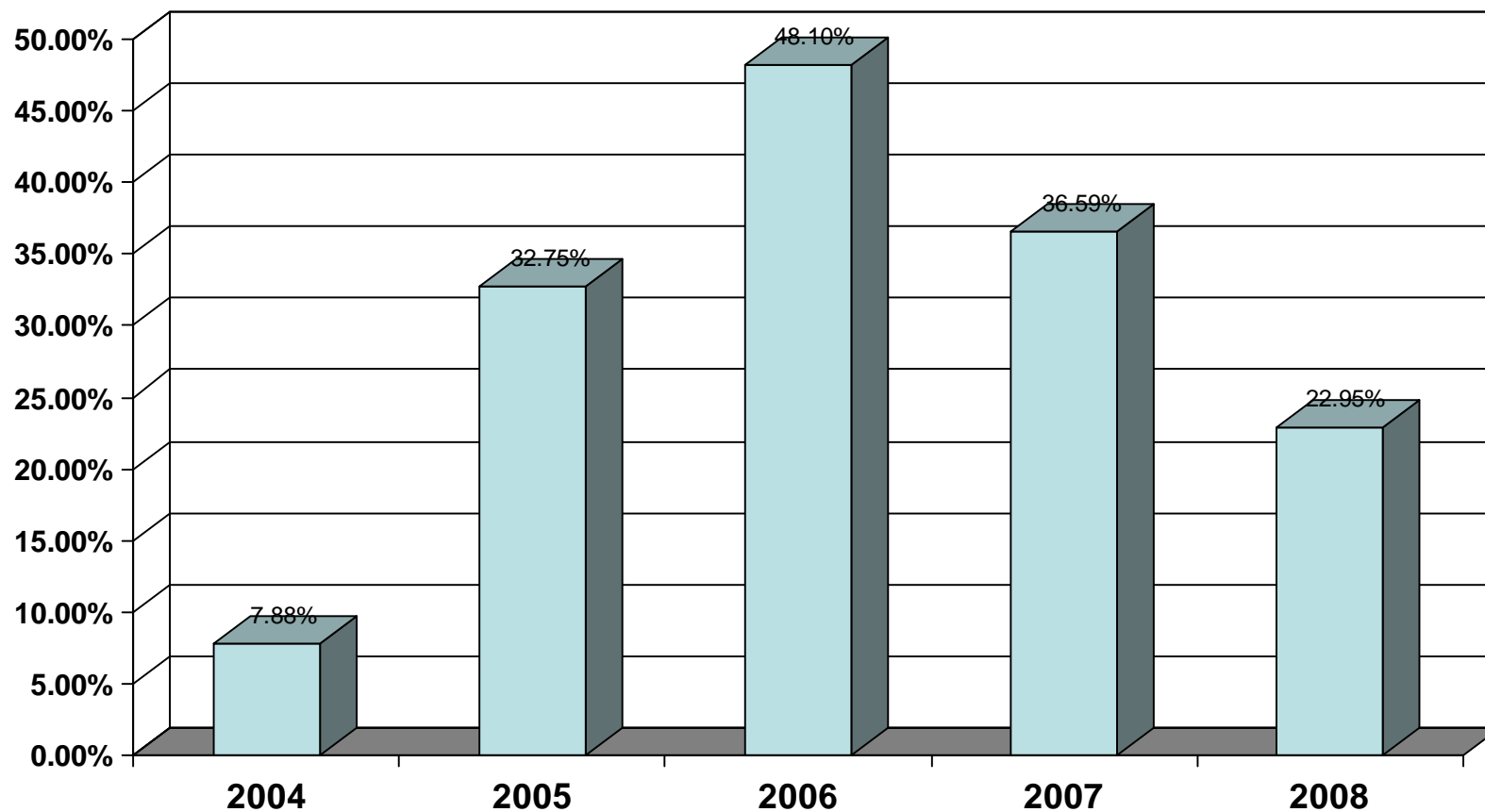
What would you like to see done in the Home to improve residents' quality of life?

More piano playing, I have only heard it once
To get together once a month to voice all concerns.

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

Supportive Housing “Your Opinion Counts” Survey

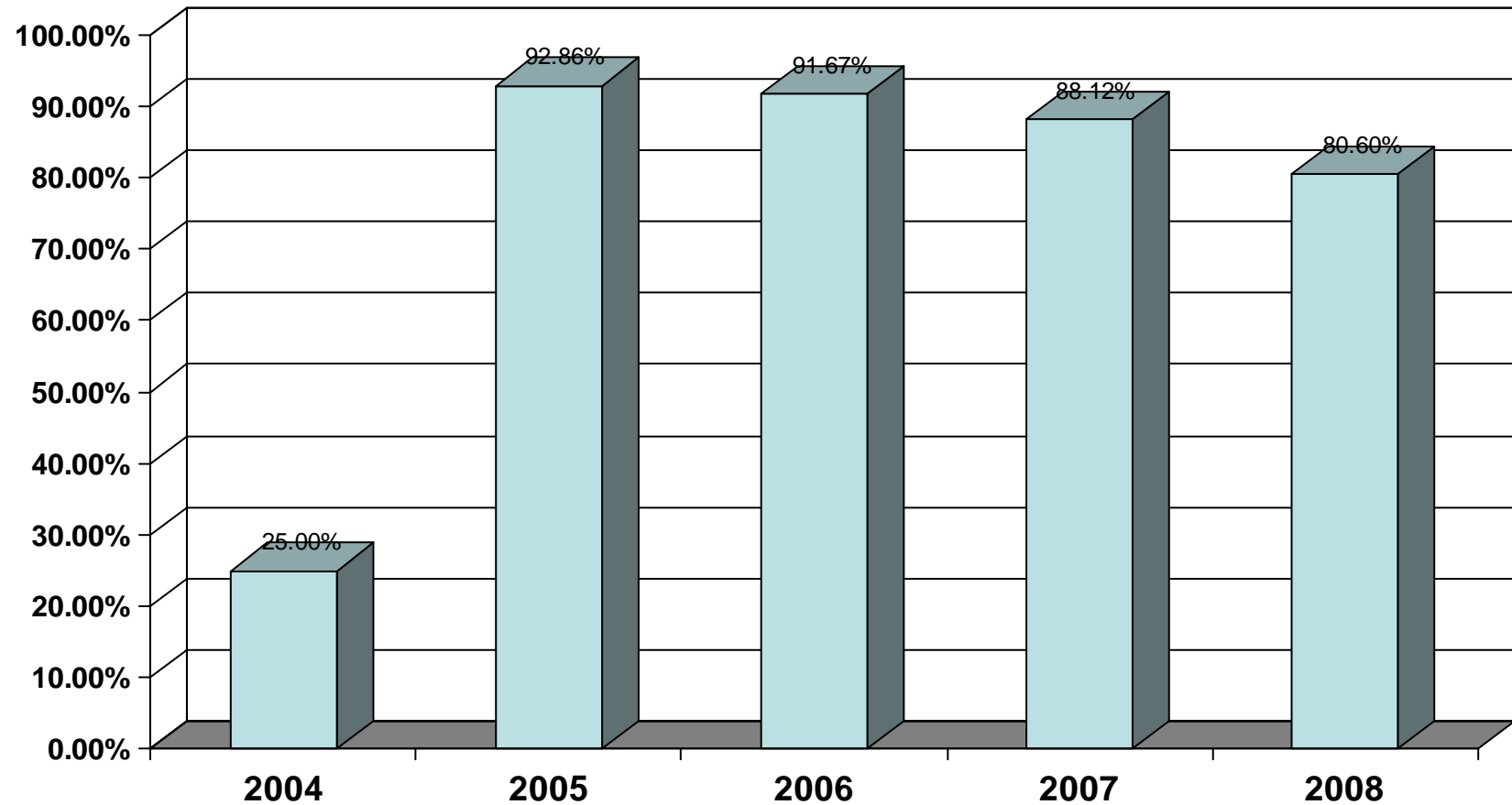
Response Rates
January 1 to September 30, 2008



Supportive Housing “Your Opinion Counts” Survey

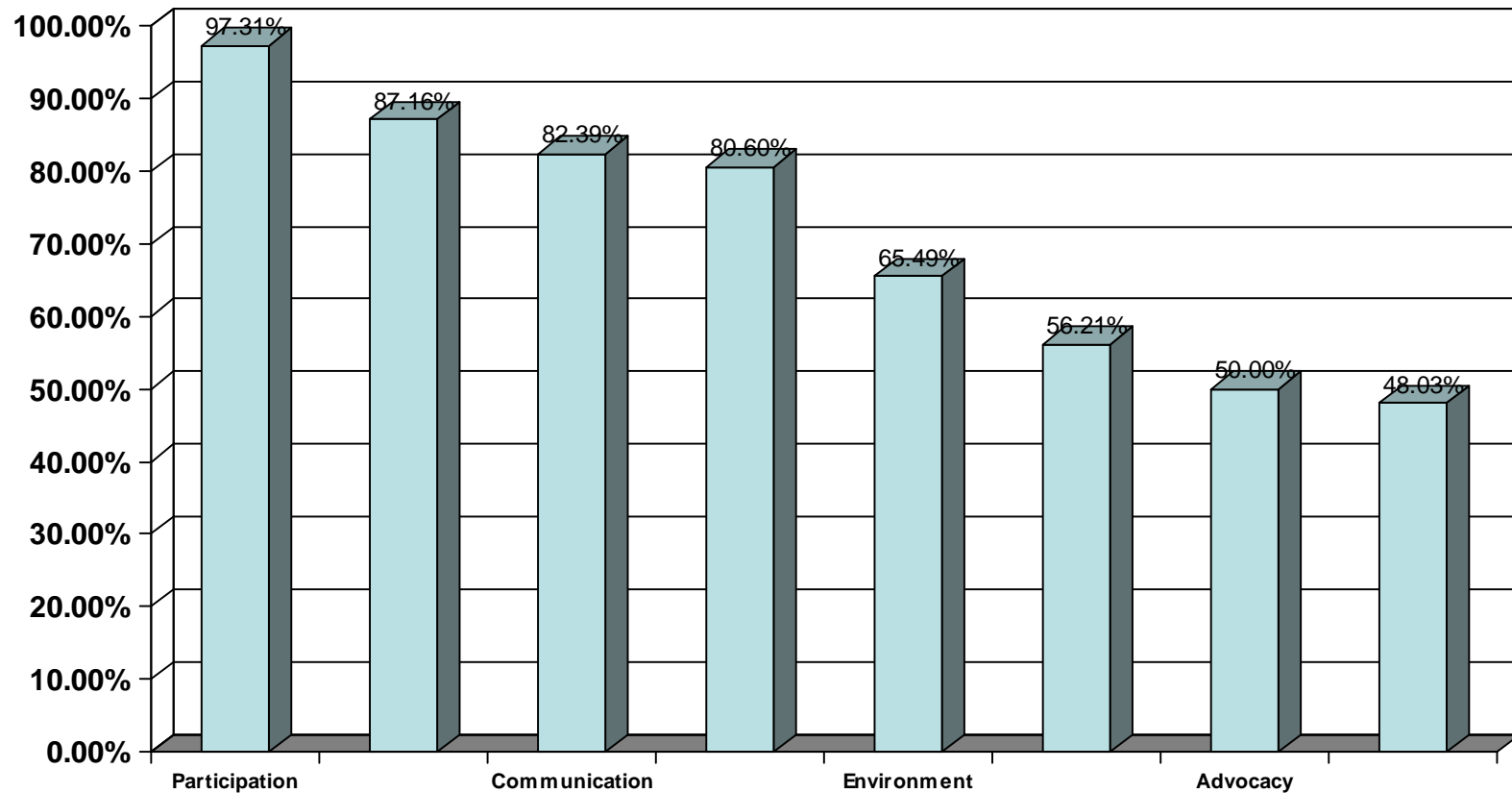
Overall Satisfaction

January 1 to September 30, 2008



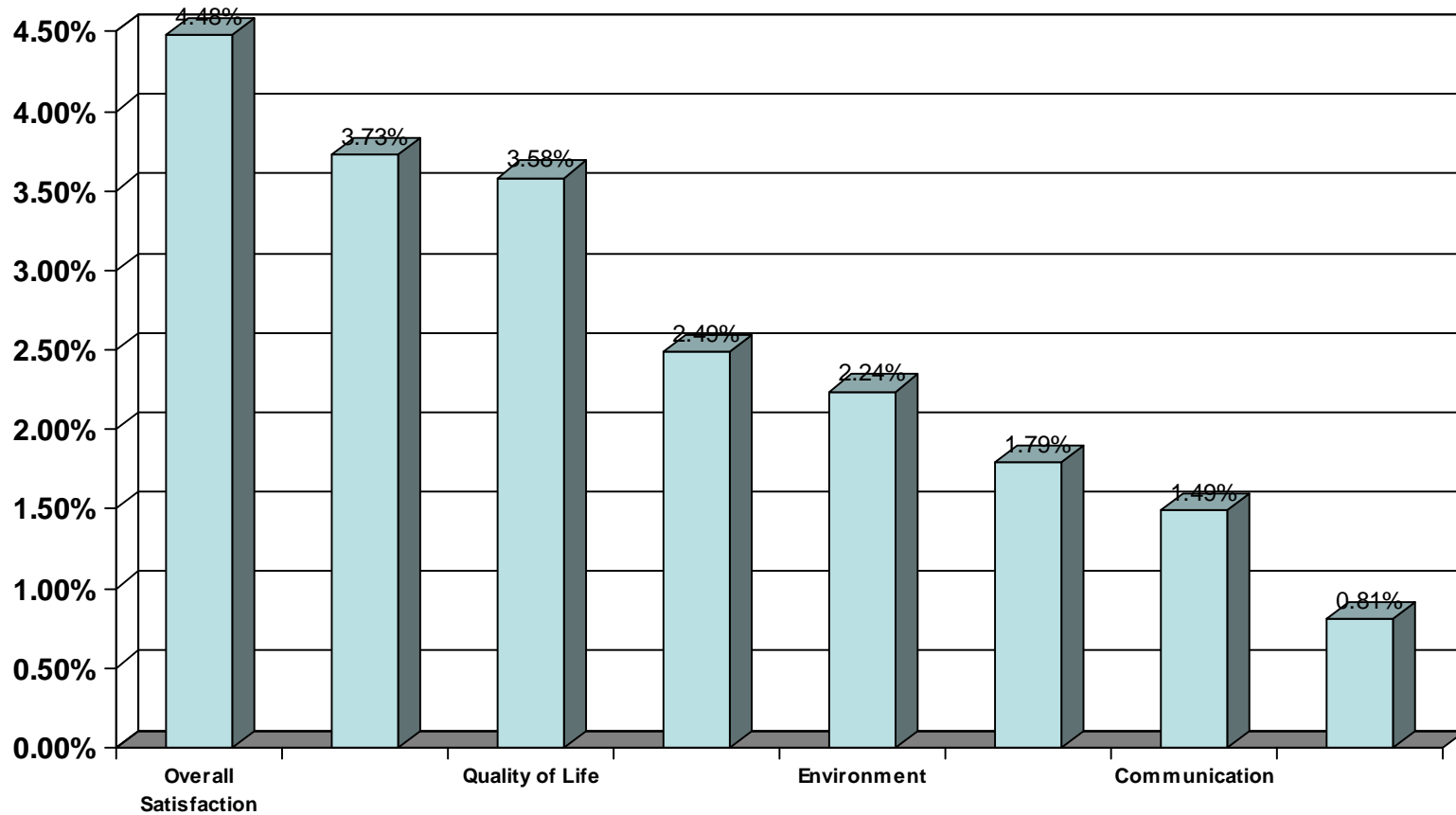
Supportive Housing “Your Opinion Counts” Survey

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



Supportive Housing “Your Opinion Counts” Survey

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

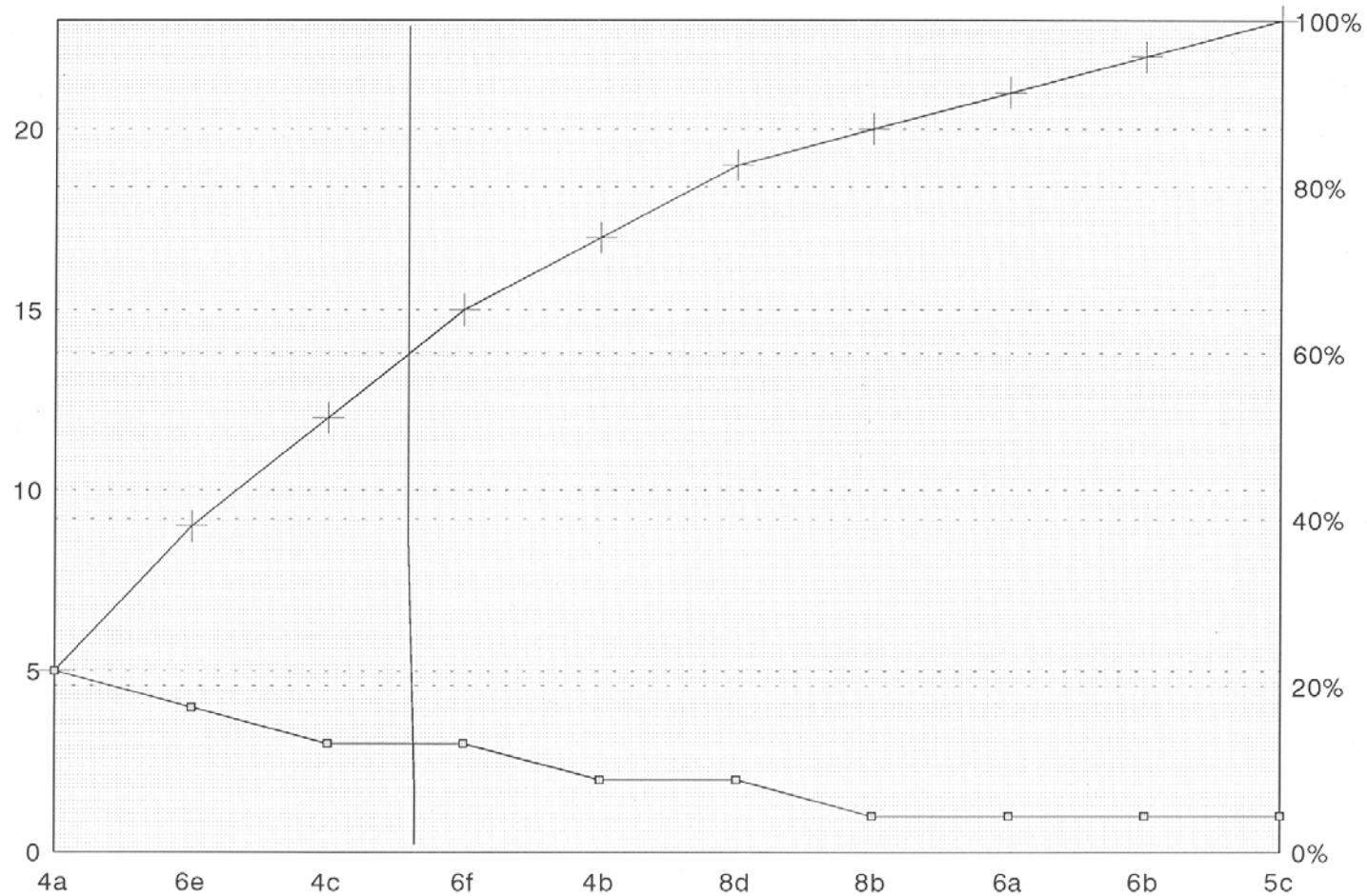


Supportive Housing "YOUR OPINION COUNTS" January 1 to September 30, 2008

Client			
Disagree + Strongly Disagree			
? #'s	Responses		Cumulative
	#	%	
4 a	5	21.74%	21.74%
6 e	4	17.39%	39.13%
4 c	3	13.04%	52.17%
6 f	3	13.04%	65.22%
4 b	2	8.70%	73.91%
8 d	2	8.70%	82.61%
8 b	1	4.35%	86.96%
6 a	1	4.35%	91.30%
6 b	1	4.35%	95.65%
5 c	1	4.35%	100.00%
Total		23	

Client Disagree Responses in Order to 60%	
8 a	Satisfied with quality of care and service
6 e	Staff treat me with respect
4 c	I have confidence that issues raised will be dealt with fairly
6 f	I would recommend this Supportive Housing site to others

"YOUR OPINION COUNTS" Supportive Housing Client Dissatisfaction



January 1 to September 30, 2008