

Supportive Housing “Your Opinion Counts” Survey

January 1 to December 31, 2008

YOUR OPINION COUNTS - Supportive Housing
Analysis of Total Returns

Supportive Housing - January 1 to December 31, 2008	
Number of questionnaires issued:	389
Number of questionnaires returned:	86
Percentage of questionnaires returned:	22.11%

	Strongly Agree	Agree	No Opinion	Disagree	Strongly Disagree	N/A	No Answer
1. Participation Totals							
a) There are sufficient opportunities to influence care decisions	33	37	6	1	1	6	2
b) I know whom to approach with a concern or problem	43	36	0	2	0	3	2
c) I'm encouraged &/or asked to participate in activities	38	33	8	1	0	5	1
d) I'm sufficiently informed regarding the range of activities in the Home	31	41	7	1	0	5	1
e) I'm comfortable expressing opinions about my care	32	40	4	2	1	5	2
f) Info & questions re: finances are dealt with efficiently	23	28	9	0	0	24	2
Participation Totals	200	215	34	7	2	48	10
2. Personal Care & Service							
a) Staff respect my personal & physical privacy	42	36	1	1	0	1	5
b) I am well cared for	38	37	4	1	0	4	2
c) Care is provided in a kind, friendly & gentle manner	41	33	3	1	1	4	3
d) I am given the help required to do the following:							
- eating	15	7	3	1	0	51	9
- bathing	18	10	4	0	0	46	8
- dressing	17	9	5	0	0	48	7
- going to the bathroom	15	7	4	0	0	48	11
e) The Home's dietary program provides:							
- consideration of my food preferences	18	12	2	2	0	35	17
- sufficient variety of food	13	11	3	2	0	41	16
- adequate portions	17	15	4	0	1	35	14
f) Staff work as a team to support me	19	25	2	0	1	25	14
Personal Care & Service Totals	253	202	35	8	3	338	106
3. Communication							
a) Staff are readily available to answer questions & discuss my care	39	35	5	1	0	3	3
b) I'm satisfied that questions & concerns are followed-up	27	38	8	3	0	5	5
c) I feel comfortable approaching staff about any issue or concern	31	37	2	2	0	6	8
d) Staff are friendly, courteous & helpful	40	33	4	2	0	3	4
e) Staff communicate effectively about matters affecting my life	38	31	7	1	1	4	4
Communication Totals	175	174	26	9	1	21	24
4. Advocacy		Yes		No			
a) I am familiar with the advocacy procedures	0	38	0	40	0	0	0
b) Advocacy procedures are useful	18	23	9	1	2	17	16
c) I have confidence that issues raised will be dealt with fairly	15	26	10	2	2	18	13
Advocacy Totals	33	49	19	3	4	35	29
5. Living Environment							
a) There is a homelike environment	35	30	7	1	1	8	4
b) There is space to sit & visit privately with visitors	28	31	6	5	0	11	4
c) I am encouraged to personalize my room	26	29	8	0	0	15	8
d) The Home provides a safe environment for me & my visitors	26	34	8	1	0	12	5
e) Outside grounds are easily accessible & stimulating	27	30	4	5	0	13	7
f) Personal laundry services meet my needs	22	33	2	1	0	19	9
g) Personal clothing is correctly labelled on a timely basis	21	22	10	1	0	26	6
h) Staff provide an enjoyable dining experience	21	22	6	2	0	28	7
Living Environment Totals	206	231	51	16	1	132	50
6. Quality of Life							
a) A community feeling exists in the Home	24	38	10	0	1	9	4
b) Staff, volunteers & others demonstrate genuine concern	28	35	6	0	1	11	4
c) I am encouraged to maintain/improve independence	30	31	7	2	0	13	3
d) Opportunities to express spiritual & cultural preferences	24	34	10	2	1	9	6
e) Staff treat me with respect	32	30	2	5	0	8	9
f) I would recommend this Supportive Housing site to others	33	28	4	2	2	9	8
Quality of Life Totals	171	196	39	11	5	59	34
7. Finances							
a) I receive accurate info about cost of accommodation and service	25	29	4	0	1	18	9
b) My questions about cost are answered	20	24	3	2	1	23	13
c) I believe I am getting value for my money	25	24	9	2	0	20	6
Quality of Life Totals	70	77	16	4	2	61	28
YOUR OVERALL SATISFACTION							
a) Satisfied with quality of care & service	30	35	5	3	3	6	3
b) Home is clean & well maintained	30	35	5	2	0	8	5
Overall Satisfaction Totals	60	70	10	5	3	14	8
TOTALS	1,168	1,214	230	63	21	708	289
Percent of Answers	31.6%	32.8%	6.2%	1.7%	0.6%	19.1%	7.8%

YOUR OPINION COUNTS - Supportive Housing Survey

Analysis Of Total Returns

Supportive Housing: All Sites

Distribution Period: Fourth Quarter 2008

Number of questionnaires issued: 97

Number of questionnaires returned: 19

Percentage of questionnaires returned: 19.58%

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	9	6	2	1			1
b) I know whom to approach with concerns	9	9					1
c) I'm encouraged &/or asked to participate in activities	6	9	2			1	1
d) I'm sufficiently informed regarding activities	6	10	2				1
e) I'm comfortable expressing opinions about my care	7	7	2	2			1
f) Info & questions re: my finances are dealt with efficiently	7	4	1			6	1
Participation Totals	44	45	9	3	0	7	6
2. Personal Care & Service							
a) Staff respect my personal & physical privacy	12	6					1
b) I am well cared for	11	5		1		1	1
c) Care is provided in a kind, friendly & gentle manner	8	8		1		1	1
d) I am given the help required to do the following:							
- eating	5	2		1		10	1
- bathing	4	1				10	4
- dressing	8	1				9	1
- going to the bathroom	4	1				10	4
e) The dietary program provides:							
- consideration of my food preferences	3	1		1		9	5
- sufficient variety of food	4	2		1		7	5
- adequate portions	4	2	1			8	4
f) Staff work as a team to support me	7	2				6	4
Personal Care & Service Total	70	31	1	5	0	71	31
3. Communication							
a) Staff available to answer questions & discuss my care	7	9	2				1
b) I'm satisfied that questions & concerns are followed-up	5	9	2	2			1
c) I feel comfortable approaching staff	5	11	1	1			1
d) Staff are friendly, courteous & helpful	8	7	2	1			1
e) Staff communicate effectively about matters affecting my life	6	6	4	1		1	1
Communication Total	31	42	11	5	0	1	5
4. Advocacy							
a) I am familiar with the advocacy procedures							
b) Advocacy procedures are useful	5	4		1		4	5
c) I have confidence that issues raised will be dealt with fairly	2	4	1	1		6	5
Advocacy Total	7	8	1	2	0	10	10*
5. Living Environment							
a) There is a homelike environment	8	4	2			4	1
b) Space to sit & visit privately with visitors	6	4	1	2		3	2
c) I am encouraged to personalize my room	6	6	2			4	1
d) There is a safe environment for me & my visitors	6	4	1	1		6	1
e) Outside grounds are easily accessible & stimulating	3	8		1		5	2
f) Personal laundry services meets my needs	4	8				5	2
g) Personal clothing is correctly labelled on a timely basis	3	7				7	2
h) Staff provide an enjoyable dining experience	3	6	1	1		6	2
Living Environment Total	39	47	7	5	0	40	13
6. Quality of Life							
a) A community feeling exists	4	9	2			3	1
b) Staff, volunteers & others demonstrate genuine concern	4	9	1			4	1
c) I am encouraged to maintain/improve my independence	4	8	1	1		4	1
d) Opportunities to express spiritual & cultural preferences	7	5	1	1		4	1
e) Staff treat me with respect	6	7		1		4	1
f) I would recommend this Supportive Housing site to others	6	6	1	1		4	1
Quality of Life Total	31	44	6	4	0	23	6
7. Finances							
a) I receive accurate info about cost of accommodation & service	7	6	1			4	1
b) My questions about cost are answered	6	4	1	1		6	1
c) I believe I am getting value for my money	6	5	1			6	1
Finances Total	19	0	3	1	0	16	3
YOUR OVERALL SATISFACTION							
a) Satisfied with quality of care & service	4	7	2	1		3	1
b) Home is clean & well maintained	4	7	2	1		3	1
Overall Satisfaction Total	8	14	4	2	0	6	2
TOTALS	249		42	27	0	174	76*
Percent of Answers	43.8%	0.0%	7.4%	4.8%	0.0%	30.6%	13.4%

* 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: Fourth Quarter 2008
 Number of questionnaires issued: 97
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 Percentage of questionnaires returned: 19.58%

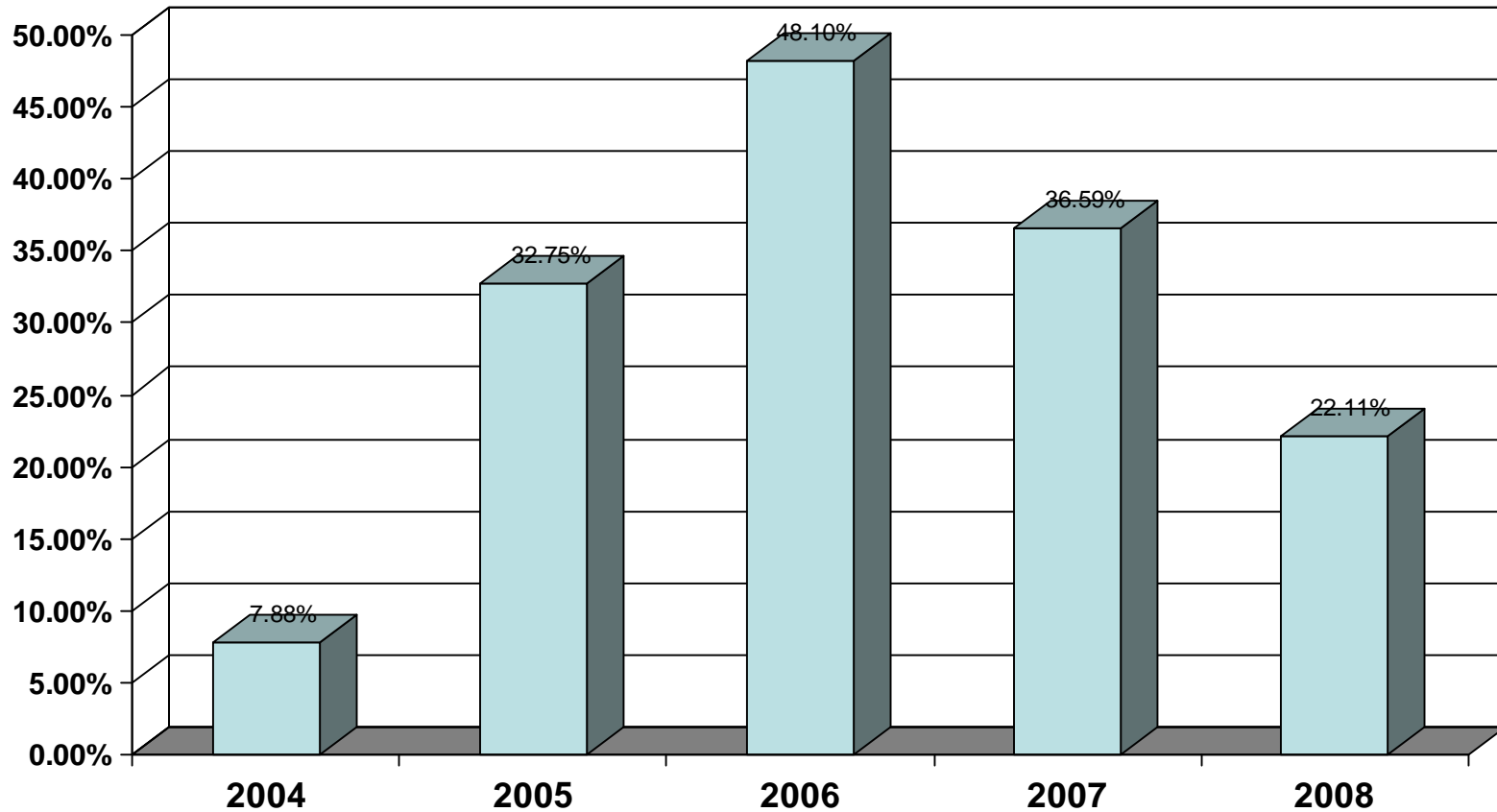
**YOUR SATISFACTION
 WITH OUR CARE & SERVICES**

	Strongly Agree	Agree	No Opinion	Disagree	Strongly Disagree	N/A	No Answer
1. Participation							
a) Opportunities to influence care decisions	47%	32%	11%	5%	0%	0%	5%
b) I know whom to approach with concerns	47%	47%	0%	0%	0%	0%	5%
c) I'm encouraged &/or asked to participate in activities	32%	47%	11%	0%	0%	5%	5%
d) I'm sufficiently informed regarding activities	32%	53%	11%	0%	0%	0%	5%
e) I'm comfortable expressing opinions about my care	37%	37%	11%	11%	0%	0%	5%
f) Info & questions re: my finances are dealt with efficiently	37%	21%	5%	0%	0%	32%	5%
Participation Totals	38.6%	39.5%	7.9%	2.6%	0.0%	6.1%	5.3%
2. Personal Care & Service							
a) Staff respect my personal & physical privacy	63%	32%	0%	0%	0%	0%	5%
b) I am well cared for	58%	26%	0%	5%	0%	5%	5%
c) Care is provided in a kind, friendly & gentle manner	42%	42%	0%	5%	0%	5%	5%
d) I am given the help required to do the following:							
- eating	26%	11%	0%	5%	0%	53%	5%
- bathing	21%	5%	0%	0%	0%	53%	21%
- dressing	42%	5%	0%	0%	0%	47%	5%
- going to the bathroom	21%	5%	0%	0%	0%	53%	21%
e) The dietary program provides:							
- consideration of my food preferences	16%	5%	0%	5%	0%	47%	26%
- sufficient variety of food	21%	11%	0%	5%	0%	37%	26%
- adequate portions	21%	11%	5%	0%	0%	42%	21%
f) Staff work as a team to support me	37%	11%	0%	0%	0%	32%	21%
Personal Care & Service Total	33.5%	14.8%	0.5%	2.4%	0.0%	34.0%	14.8%
3. Communication							
a) Staff available to answer questions & discuss my care	37%	47%	11%	0%	0%	0%	5%
b) I'm satisfied that questions & concerns are followed-up	26%	47%	11%	11%	0%	0%	5%
c) I feel comfortable approaching staff	26%	58%	5%	5%	0%	0%	5%
d) Staff are friendly, courteous & helpful	42%	37%	11%	5%	0%	0%	5%
e) Staff communicate effectively about matters affecting my life	32%	32%	21%	5%	0%	5%	5%
Communication Total	32.6%	44.2%	11.6%	5.3%	0.0%	1.1%	5.3%
4. Advocacy							
a) I am familiar with the advocacy procedures							
b) Advocacy procedures are useful	26%	21%	0%	5%	0%	21%	26%
c) I have confidence that issues raised will be dealt with fairly	11%	21%	5%	5%	0%	32%	26%
Advocacy Total	18.4%	21.1%	2.6%	5.3%	0.0%	26.3%	26.3% *
5. Living Environment							
a) There is a homelike environment	42%	21%	11%	0%	0%	21%	5%
b) Space to sit & visit privately with visitors	33%	22%	6%	11%	0%	17%	11%
c) I am encouraged to personalize my room	32%	32%	11%	0%	0%	21%	5%
d) There is a safe environment for me & my visitors	32%	21%	5%	5%	0%	32%	5%
e) Outside grounds are easily accessible & stimulating	16%	42%	0%	5%	0%	26%	11%
f) Personal laundry services meets my needs	21%	42%	0%	0%	0%	26%	11%
g) Personal clothing is correctly labelled on a timely basis	16%	37%	0%	0%	0%	37%	11%
h) Staff provide an enjoyable dining experience	16%	32%	5%	5%	0%	32%	11%
Living Environment Total	25.8%	31.1%	4.6%	3.3%	0.0%	26.5%	8.6%
6. Quality of Life							
a) A community feeling exists	21%	47%	11%	0%	0%	16%	5%
b) Staff, volunteers & others demonstrate genuine concern	21%	47%	5%	0%	0%	21%	5%
c) I am encouraged to maintain/improve my independence	21%	42%	5%	5%	0%	21%	5%
d) Opportunities to express spiritual & cultural preferences	37%	26%	5%	5%	0%	21%	5%
e) Staff treat me with respect	32%	37%	0%	5%	0%	21%	5%
f) I would recommend this Supportive Housing site to others	32%	32%	5%	5%	0%	21%	5%
Quality of Life Total	27.2%	38.6%	5.3%	3.5%	0.0%	20.2%	5.3%
7. Finances							
a) I receive accurate info about cost of accommodation & service	37%	32%	5%	0%	0%	21%	5%
b) My questions about cost are answered	32%	21%	5%	5%	0%	32%	5%
c) I believe I am getting value for my money	32%	26%	5%	0%	0%	32%	5%
Finances Total	45.2%	0.0%	7.1%	2.4%	0.0%	38.1%	7.1%
YOUR OVERALL SATISFACTION							
a) Satisfied with quality of care & service	22%	39%	11%	6%	0%	17%	6%
b) Home is clean & well maintained	22%	39%	11%	6%	0%	17%	6%
Overall Satisfaction Total	22.2%	38.9%	11.1%	5.6%	0.0%	16.7%	5.6%
Percentage of Total Answers	43.8%	0.0%	7.4%	4.8%	0.0%	30.6%	13.4% *

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

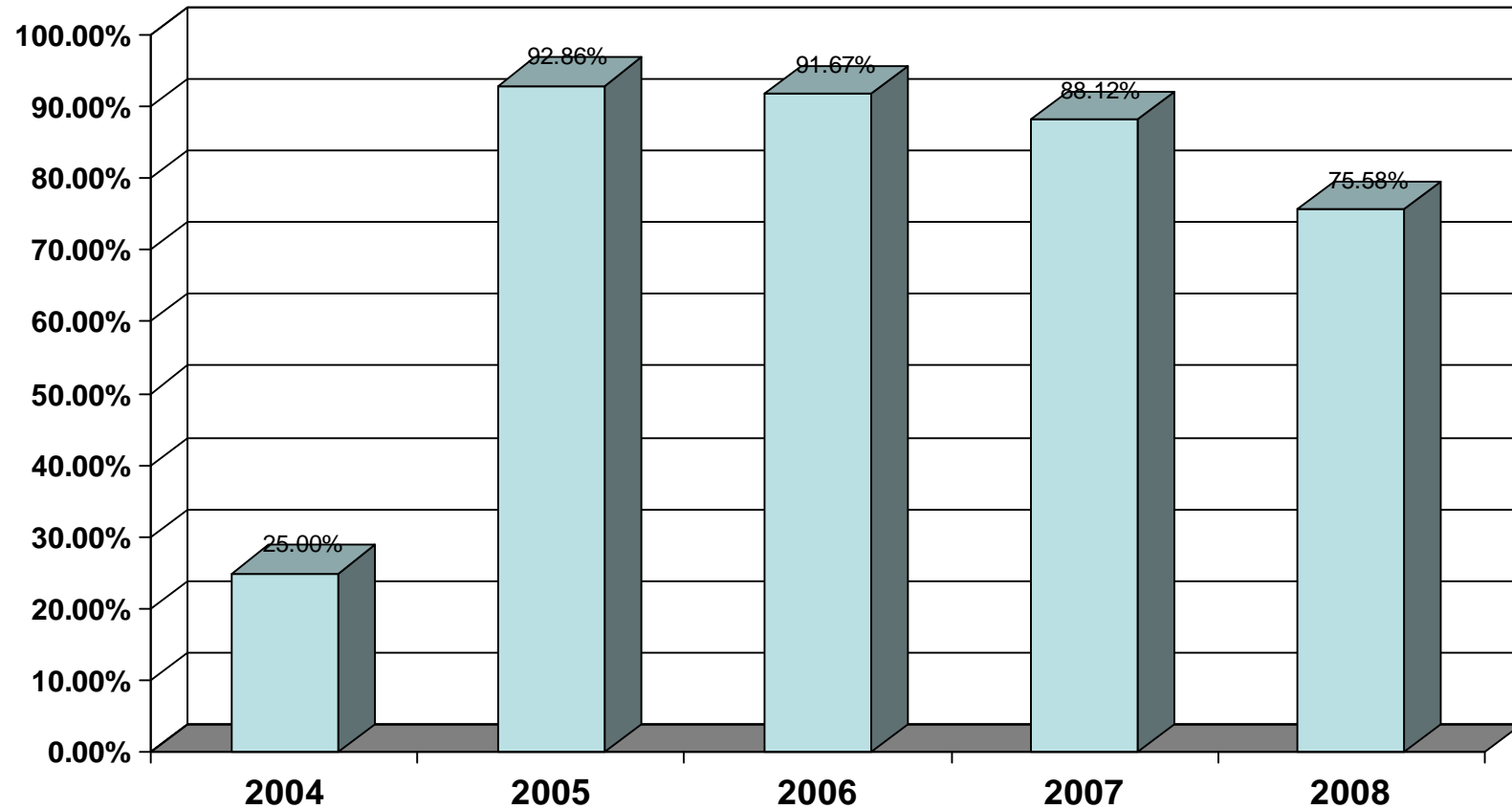
Supportive Housing “Your Opinion Counts” Survey

Response Rates
January 1 to December 31, 2008



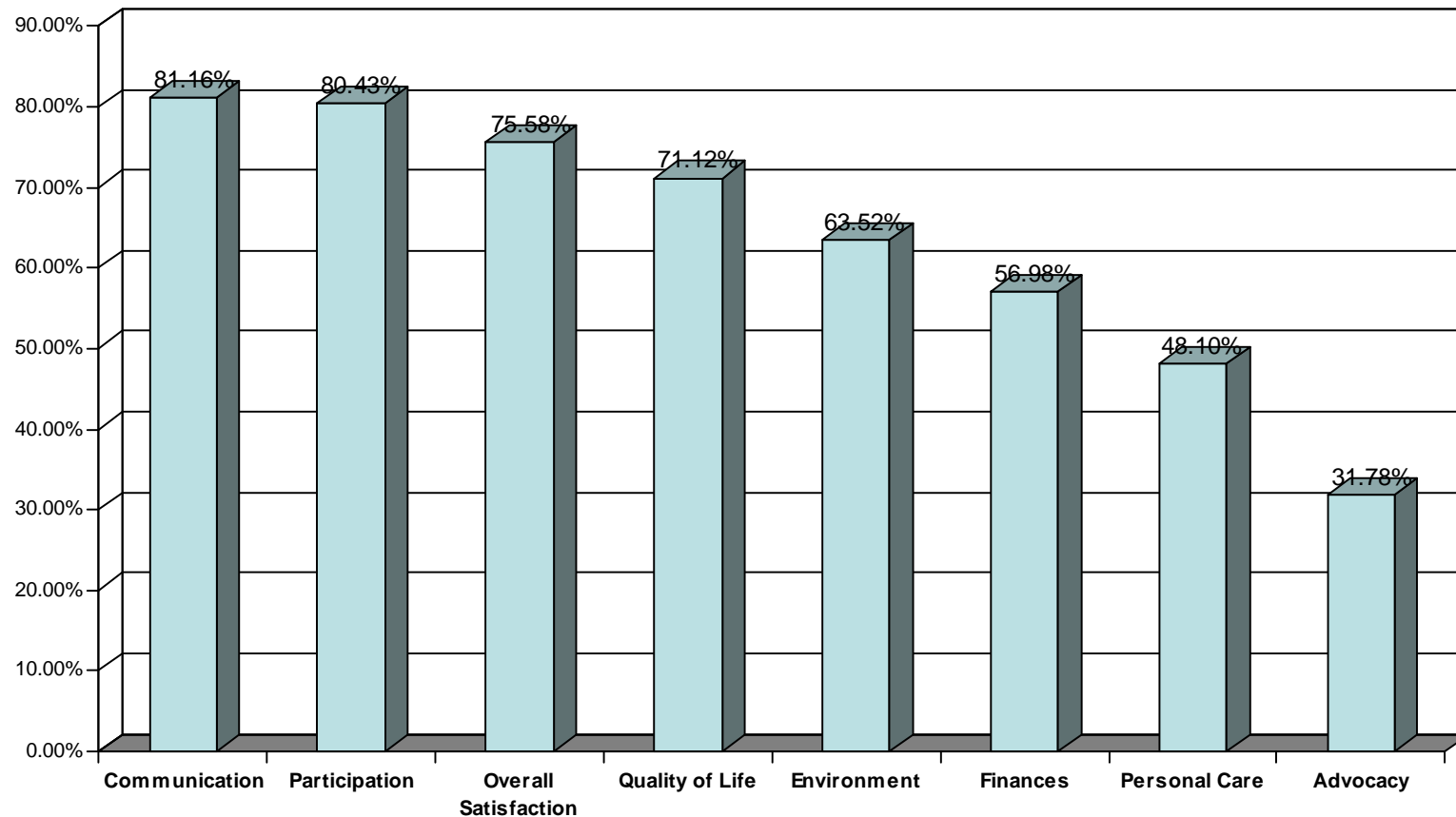
Supportive Housing “Your Opinion Counts” Survey

Overall Satisfaction
January 1 to December 31, 2008



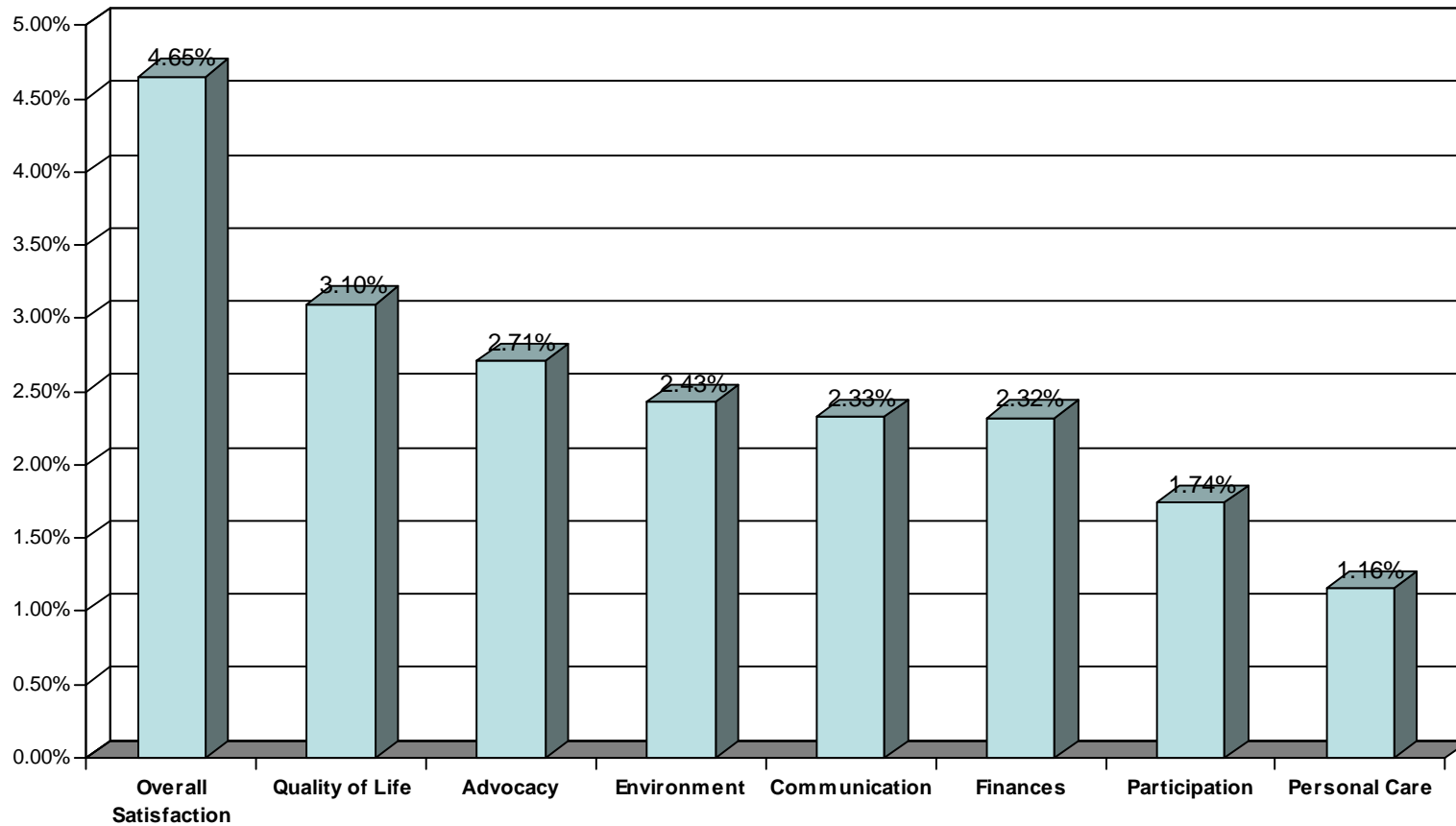
Supportive Housing “Your Opinion Counts” Survey

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



Supportive Housing “Your Opinion Counts” Survey

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



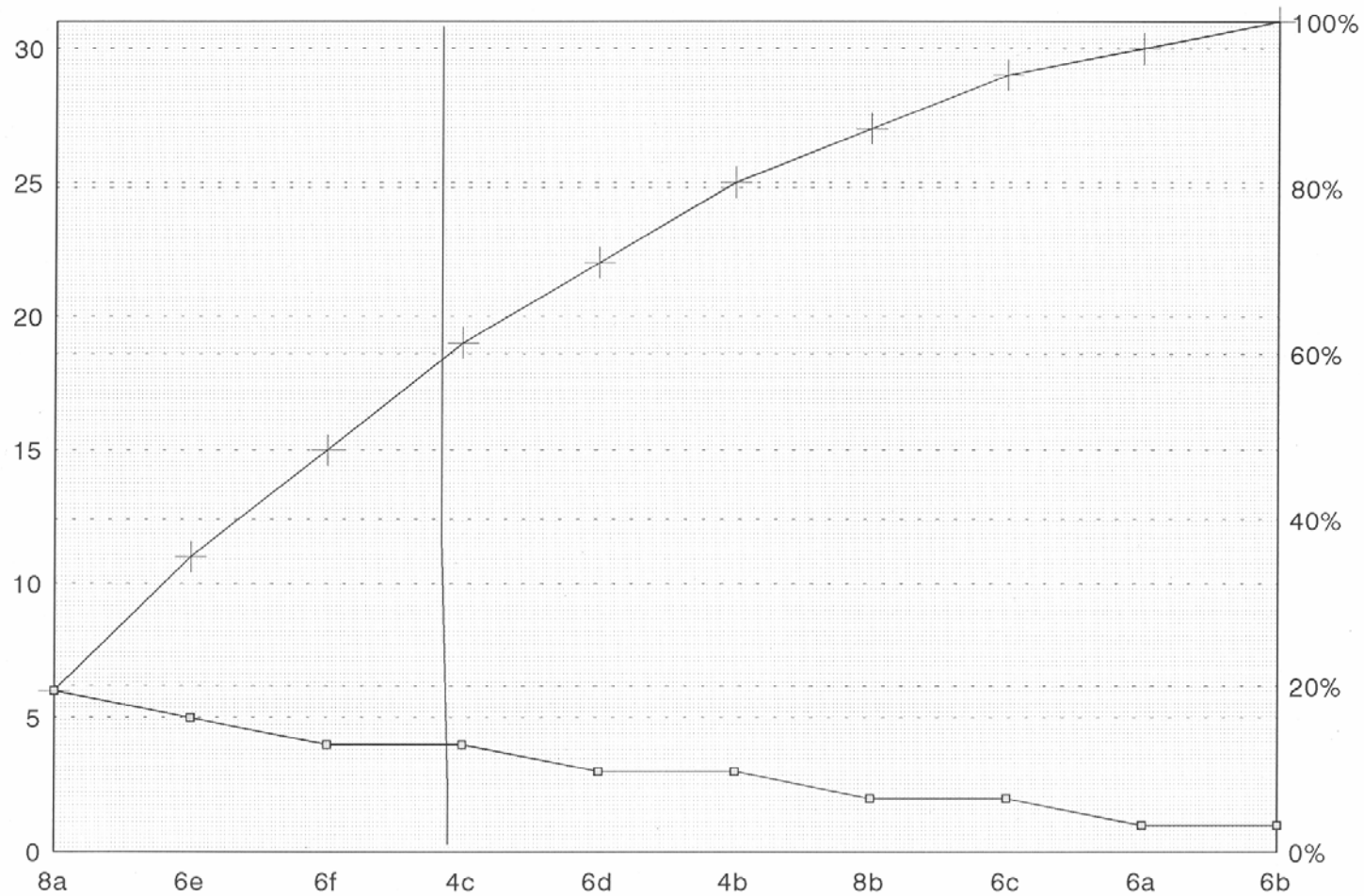
Supportive Housing "YOUR OPINION COUNTS" January 1 to December 31, 2008

Client Disagree + Strongly Disagree			
? #'s	Responses		Cumulative
	#	%	
8 a	6	19.35%	19.35%
6 e	5	16.13%	35.48%
6 f	4	12.90%	48.39%
4 c	4	12.90%	61.29%
6 d	3	9.68%	70.97%
4 b	3	9.68%	80.65%
8 b	2	6.45%	87.10%
6 c	2	6.45%	93.55%
6 a	1	3.23%	96.77%
6 b	1	3.23%	100.00%
Total	31		

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

"YOUR OPINION COUNTS" Supportive Housing

Client Dissatisfaction



January 1 to December 31, 2008