

Long-Term Care Homes and Services

Supportive Housing “Your Opinion Counts” Survey

January 1 to March 31, 2009

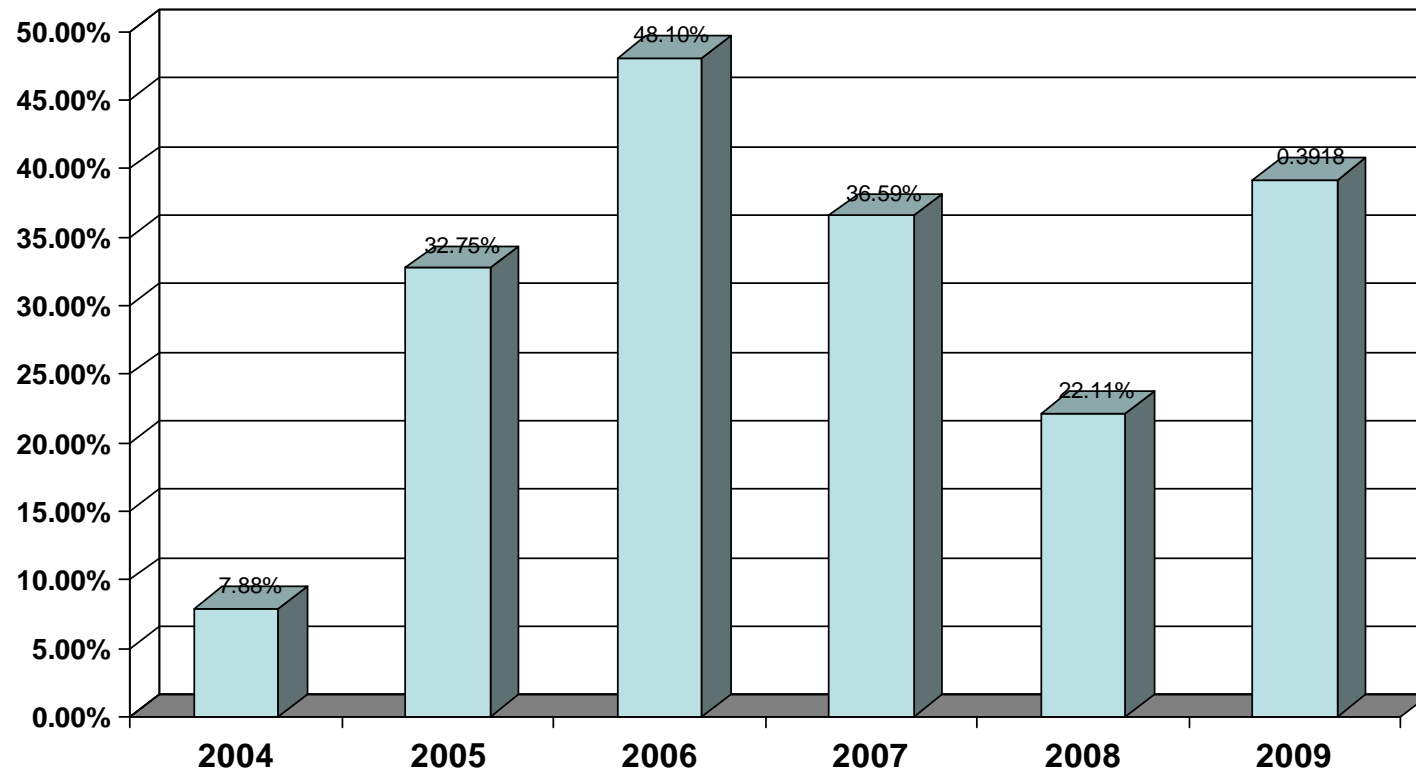
YOUR OPINION COUNTS - Supportive Housing
Analysis of Total Returns

Supportive Housing - January 1 to March 31, 2008	
Number of questionnaires issued:	97
Number of questionnaires returned:	38
Percentage of questionnaires returned:	39.18%

	Strongly Agree	Agree	No Opinion	Disagree	Strongly Disagree	N/A	No Answer
1. Participation Totals							
a) There are sufficient opportunities to influence care decisions	11	21	4	0	1	0	1
b) I know whom to approach with a concern or problem	23	12	1	1	0	1	0
c) I'm encouraged &/or asked to participate in activities	14	19	3	1	0	1	0
d) I'm sufficiently informed regarding the range of activities in the Home	14	19	3	1	0	1	0
e) I'm comfortable expressing opinions about my care	12	21	3	0	2	0	0
f) Info & questions re: finances are dealt with efficiently	12	13	4	0	0	8	1
Participation Totals	86	105	18	3	3	11	2
2. Personal Care & Service							
a) Staff respect my personal & physical privacy	15	21	1	0	1	0	0
b) I am well cared for	22	12	1	1	0	2	0
c) Care is provided in a kind, friendly & gentle manner	20	16	0	0	1	1	0
d) I am given the help required to do the following:							
- eating	9	2	1	0	0	20	6
- bathing	13	4	1	0	0	17	3
- dressing	14	2	1	0	0	17	4
- going to the bathroom	14	1	1	0	0	19	3
e) The Home's dietary program provides:							
- consideration of my food preferences	13	2	0	0	0	19	4
- sufficient variety of food	13	3	0	0	0	19	3
- adequate portions	11	4	0	0	0	20	3
f) Staff work as a team to support me	15	4	0	0	0	16	3
Personal Care & Service Totals	159	71	6	1	2	150	29
3. Communication							
a) Staff are readily available to answer questions & discuss my care	18	11	3	0	0	3	3
b) I'm satisfied that questions & concerns are followed-up	14	14	1	1	0	4	4
c) I feel comfortable approaching staff about any issue or concern	12	17	1	1	0	4	3
d) Staff are friendly, courteous & helpful	17	12	1	0	2	3	3
e) Staff communicate effectively about matters affecting my life	14	13	2	1	1	4	3
Communication Totals	75	67	8	3	3	18	16
4. Advocacy		Yes		No			
a) I am familiar with the advocacy procedures	0	20	0	18	0	0	0
b) Advocacy procedures are useful	13	6	2	1	1	9	6
c) I have confidence that issues raised will be dealt with fairly	13	7	1	0	1	7	9
Advocacy Totals	26	13	3	1	2	16	15
5. Living Environment							
a) There is a homelike environment	14	14	0	2	0	2	6
b) There is space to sit & visit privately with visitors	14	14	1	3	0	0	6
c) I am encouraged to personalize my room	13	10	4	0	0	4	7
d) The Home provides a safe environment for me & my visitors	14	13	2	1	0	0	8
e) Outside grounds are easily accessible & stimulating	12	14	3	3	0	0	6
f) Personal laundry services meet my needs	15	14	0	0	0	3	6
g) Personal clothing is correctly labelled on a timely basis	9	15	3	0	0	4	7
h) Staff provide an enjoyable dining experience	10	13	2	0	1	4	8
Living Environment Totals	101	107	15	9	1	17	54
6. Quality of Life							
a) A community feeling exists in the Home	10	17	0	2	0	2	7
b) Staff, volunteers & others demonstrate genuine concern	14	14	1	1	0	1	7
c) I am encouraged to maintain/improve independence	15	11	0	1	0	4	7
d) Opportunities to express spiritual & cultural preferences	10	10	1	0	0	10	7
e) Staff treat me with respect	17	13	0	0	1	1	6
f) I would recommend this Supportive Housing site to others	16	13	1	0	1	1	6
Quality of Life Totals	82	78	3	4	2	19	40
7. Finances							
a) I receive accurate info about cost of accommodation and service	10	11	2	0	0	8	7
b) My questions about cost are answered	12	11	1	0	0	7	7
c) I believe I am getting value for my money	9	12	1	0	1	8	7
Quality of Life Totals	31	34	4	0	1	23	21
YOUR OVERALL SATISFACTION							
a) Satisfied with quality of care & service	19	12	0	0	0	1	6
b) Home is clean & well maintained	17	11	2	1	0	0	7
Overall Satisfaction Totals	36	23	2	1	0	1	13
TOTALS	596	498	59	22	14	255	190
Percent of Answers	36.5%	30.5%	3.6%	1.3%	0.9%	15.6%	11.6%

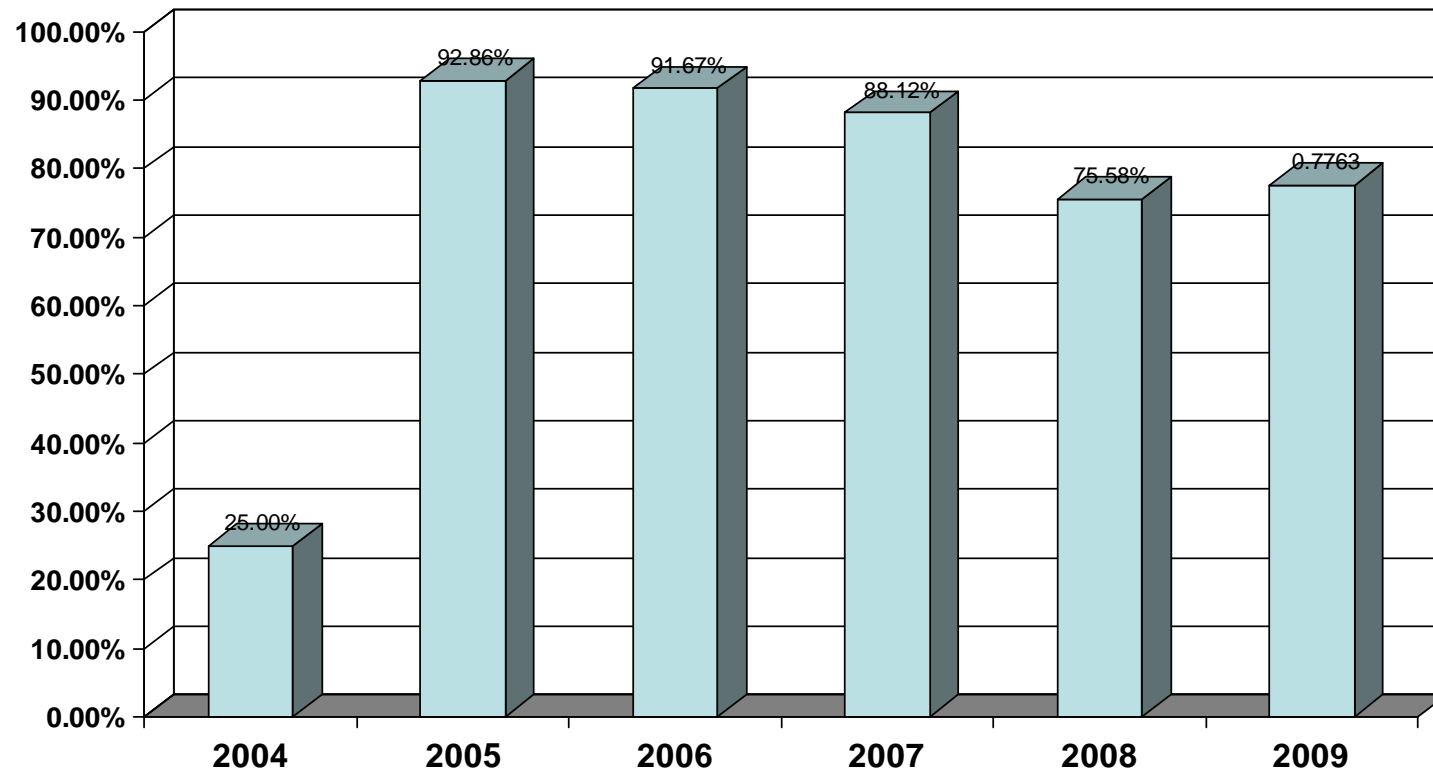
Supportive Housing “Your Opinion Counts” Survey

Response Rates
January 1 to March 31, 2009



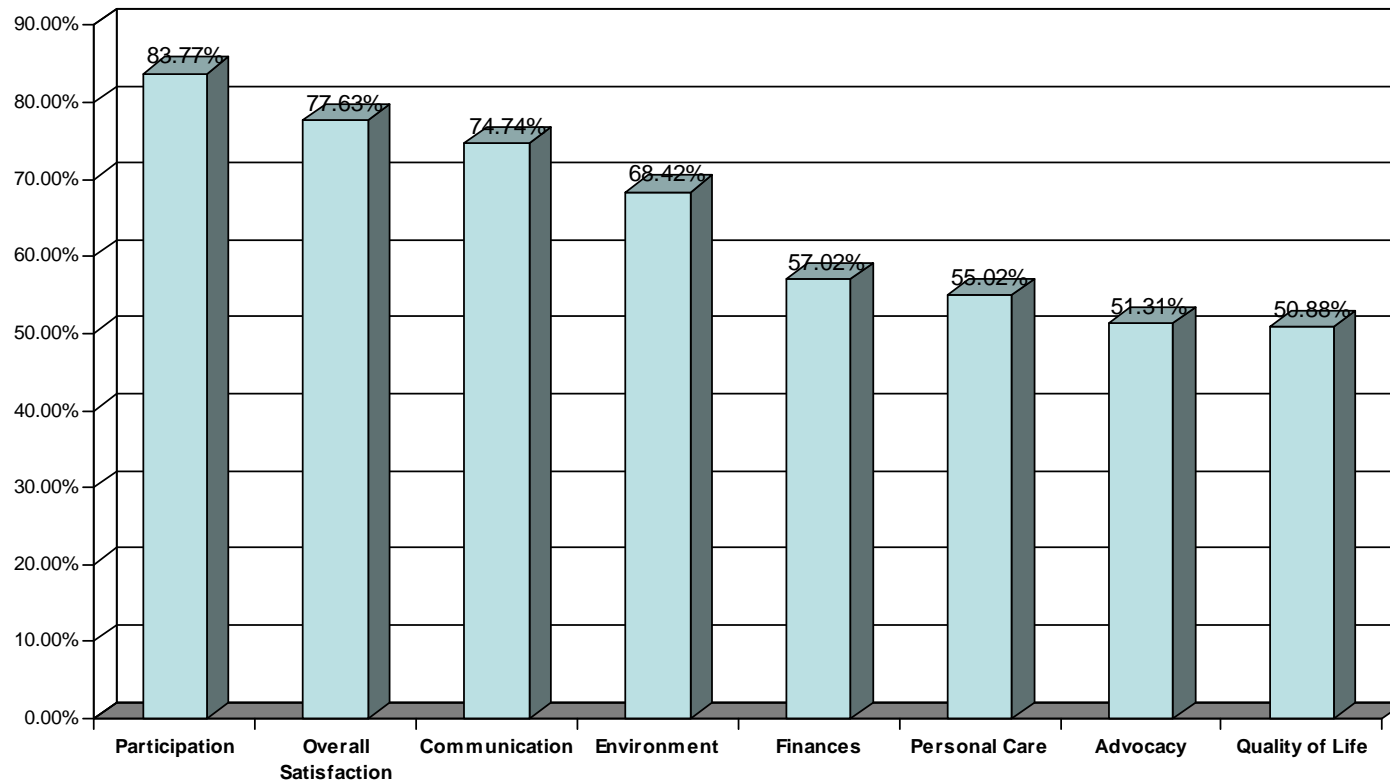
Supportive Housing “Your Opinion Counts” Survey

Overall Satisfaction
January 1 to March 31, 2009



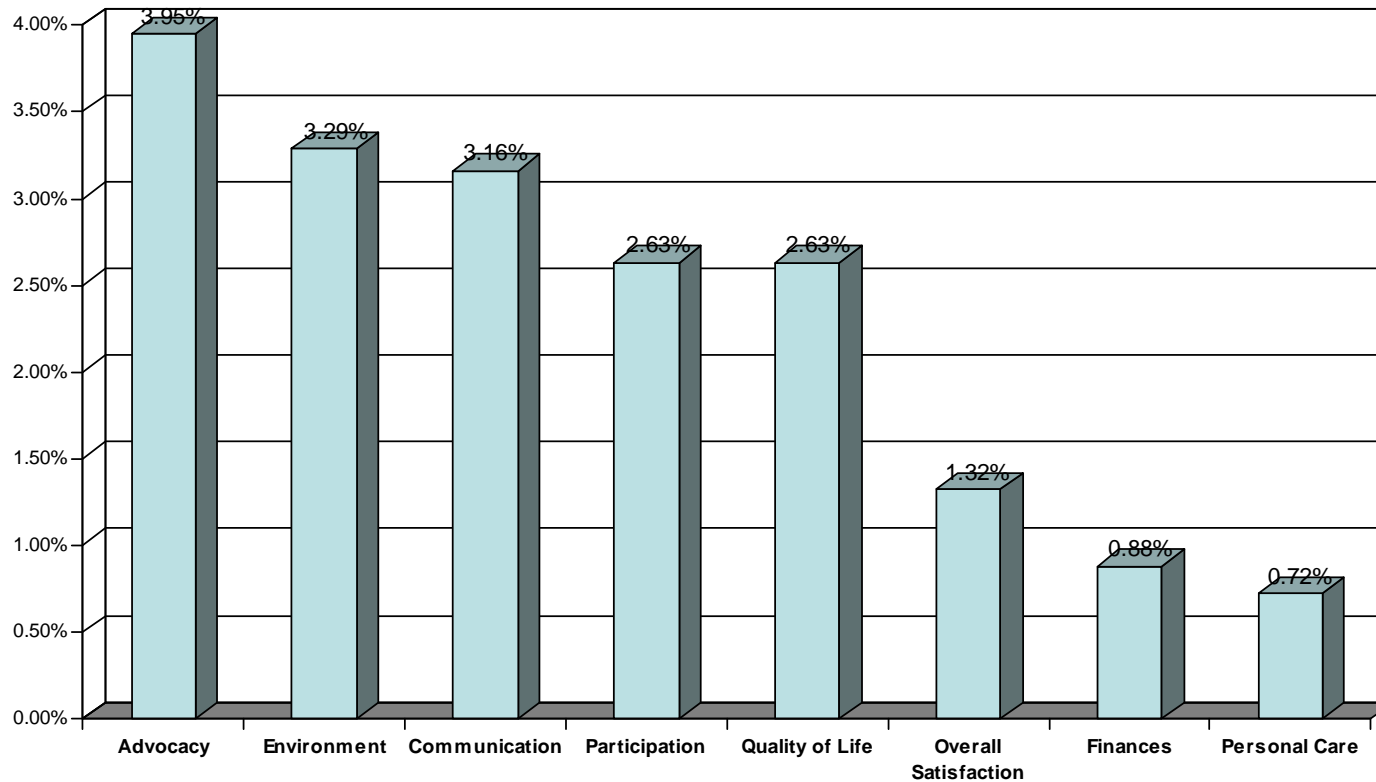
Supportive Housing “Your Opinion Counts” Survey

Strongly Agree & Agree Responses Ranked
January 1 to March 31, 2009



Supportive Housing “Your Opinion Counts” Survey

Strongly Disagree & Disagree Responses Ranked
January 1 to March 31, 2009

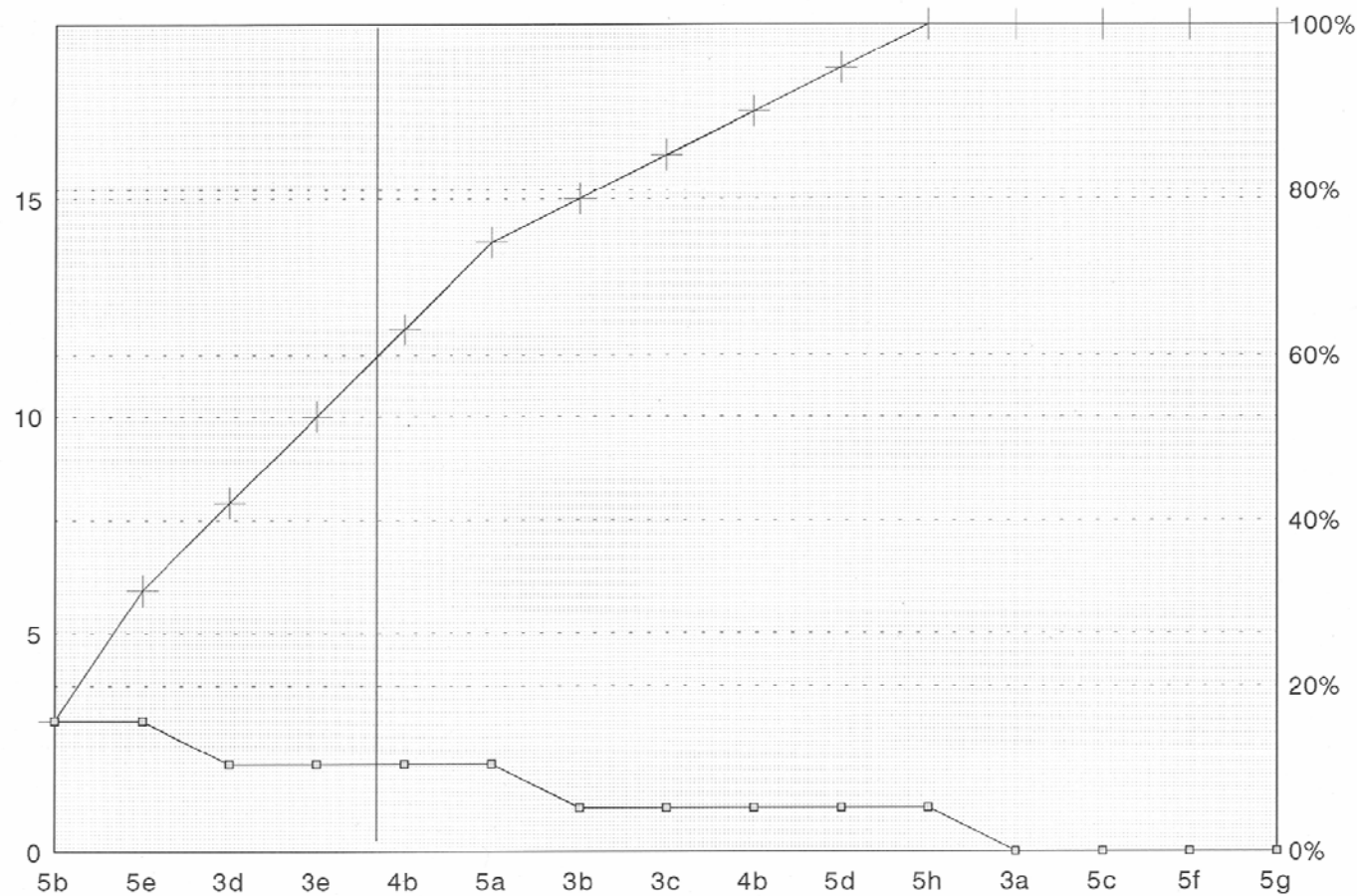


1

Client			
Disagree + Strongly Disagree			
? #'s	Responses		Cumulative
	#	%	
5 b	3	15.79%	15.79%
5 e	3	15.79%	31.58%
3 d	2	10.53%	42.11%
3 e	2	10.53%	52.63%
4 b	2	10.53%	63.16%
5 a	2	10.53%	73.68%
3 b	1	5.26%	78.95%
3 c	1	5.26%	84.21%
4 b	1	5.26%	89.47%
5 d	1	5.26%	94.74%
5 h	1	5.26%	100.00%
3 a	0	0.00%	100.00%
5 c	0	0.00%	100.00%
5 f	0	0.00%	100.00%
5 g	0	0.00%	100.00%
Total	19		

Client Disagree Responses in Order to 60%	
5 b	There is space to sit and visit privately with visitors
5 e	Outside grounds are easily accessible and stimulating
3 d	Staff are friendly, courteous and helpful
3 e	Staff communicate effectively about matters affecting my life
4 b	Advocacy procedures are useful

"YOUR OPINION COUNTS" Supportive Housing Client Dissatisfaction



January 1 to March 31, 2009