

YOUR OPINION COUNTS - Family Survey
Analysis Of Total Returns

Divisional Summary

Distribution Period: First Quarter 2010
 Number of questionnaires issued: 548
 Number of questionnaires returned: 75
 Percentage of questionnaires returned: 13.69%

WITH OUR CARE & SERVICES

	Strongly Agree	Agree	No Opinion	Disagree	Strongly Disagree	N/A	No Answer
1. Participation							
a) Opportunities to influence care decisions	34	35	4	0	0	0	2
b) I know whom to approach with concerns	31	35	6	2	0	0	1
c) I'm encouraged &/or asked to participate in activities	20	31	13	6	0	4	1
d) I'm sufficiently informed regarding activities	17	32	11	7	1	6	1
e) I'm comfortable expressing opinions about care	32	36	3	3	0	0	1
f) Info & questions re: finances are dealt with efficiently	27	29	7	1	0	9	2
Participation Totals	161	198	44	19	1	19	8

2. Personal Care & Service							
a) Staff respect personal & physical privacy	29	39	3	2	0	0	2
b) My family member is well cared for	33	36	2	3	0	0	1
c) Care is provided in a kind, friendly & gentle manner	34	34	3	3	0	0	1
d) My family member is given the help required to do the following:							
- eating	24	34	3	2	0	7	5
- bathing	26	39	2	2	0	3	3
- dressing	24	37	1	3	0	6	4
- going to the bathroom	23	28	5	4	1	10	4
e) Consideration is given to my family member's food preferences	21	30	13	4	0	4	3
f) Staff work as a team to support me	24	37	6	3	0	1	4
Personal Care & Service Total	238	314	38	26	1	31	27

3. Communication							
a) Staff available to answer questions & discuss family member's care	24	39	3	6	1	0	2
b) I'm satisfied that questions & concerns are followed-up	24	38	6	4	0	0	3
c) I feel comfortable approaching staff about any issue or concern	32	33	3	4	0	0	3
d) Staff are friendly, courteous & helpful	33	34	1	4	0	0	3
e) I'm kept informed about matters affecting my family member's status	28	40	3	2	0	0	2
Communication Total	141	184	16	20	1	0	13

4. Advocacy							
a) I am familiar with the Home's advocacy procedures							11
b) Advocacy procedures are useful	10	33	19	1	0	6	6
c) I have confidence that issues raised will be dealt with fairly	10	31	20	1	0	7	6
Advocacy Total	20	64	39	2	0	13	12 *

Yes	No
45	19

5. Living Environment							
a) The Home provides a homelike environment	15	49	3	6	0	0	2
b) There is space to sit & visit privately with my family member	24	43	0	7	0	0	1
c) I am encouraged to personalize my family member's room	21	42	6	3	0	2	1
d) The Home provides a safe environment for my family member	28	44	2	0	0	0	1
e) Outside grounds are easily accessible & stimulating	17	47	6	2	0	2	1
f) Personal laundry services meets my family members needs	11	42	8	6	0	7	1
g) Personal clothing is correctly labelled on a timely basis	20	45	6	2	1	0	1
h) The Home provides an enjoyable dining experience	20	43	9	0	0	1	2
Living Environment Total	156	355	40	26	1	12	10

6. Quality of Life							
a) A community feeling exists in the Home	16	42	13	1	0	1	2
b) Staff, volunteers & others demonstrate genuine concern	28	41	3	1	0	1	1
c) My family member is encouraged to maintain/improve independence	15	42	10	3	0	5	0
d) Opportunities to express spiritual & cultural preferences	15	35	13	0	0	11	1
e) Staff treat my family member with respect	32	39	2	1	0	0	1
f) I would recommend this Home to others	35	33	6	1	0	0	0
Quality of Life Total	141	232	47	7	0	18	5

YOUR OVERALL SATISFACTION

a) Satisfied with quality of care & service	30	43	1	1	0	0	0
b) Home is clean & well maintained	30	38	3	3	0	0	1
Overall Satisfaction Total	60	81	4	4	0	0	1

TOTALS	917	1,428	228	104	4	93	76 *
Percent of Answers	32.2%	50.1%	8.0%	3.6%	0.1%	3.3%	2.7%

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

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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	45%	47%	5%	0%	0%	0%	3%
b) I know whom to approach with concerns	41%	47%	8%	3%	0%	0%	1%
c) I'm encouraged &/or asked to participate in activities	27%	41%	17%	8%	0%	5%	1%
d) I'm sufficiently informed regarding activities	23%	43%	15%	9%	1%	8%	1%
e) I'm comfortable expressing opinions about care	43%	48%	4%	4%	0%	0%	1%
f) Info & questions re: finances are dealt with efficiently	36%	39%	9%	1%	0%	12%	3%
Participation Totals	35.8%	44.0%	9.8%	4.2%	0.2%	4.2%	1.8%

2. Personal Care & Service							
a) Staff respect personal & physical privacy	39%	52%	4%	3%	0%	0%	3%
b) My family member is well cared for	44%	48%	3%	4%	0%	0%	1%
c) Care is provided in a kind, friendly & gentle manner	45%	45%	4%	4%	0%	0%	1%
d) My family member is given the help required to do the following:							
- eating	32%	45%	4%	3%	0%	9%	7%
- bathing	35%	52%	3%	3%	0%	4%	4%
- dressing	32%	49%	1%	4%	0%	8%	5%
- going to the bathroom	31%	37%	7%	5%	1%	13%	5%
e) Consideration is given to my family member's food preferences	28%	40%	17%	5%	0%	5%	4%
f) Staff work as a team to support me	32%	49%	8%	4%	0%	1%	5%
Personal Care & Service Total	35.3%	46.5%	5.6%	3.9%	0.1%	4.6%	4.0%

3. Communication							
a) Staff available to answer questions & discuss family member's care	32%	52%	4%	8%	1%	0%	3%
b) I'm satisfied that questions & concerns are followed-up	32%	51%	8%	5%	0%	0%	4%
c) I feel comfortable approaching staff about any issue or concern	43%	44%	4%	5%	0%	0%	4%
d) Staff are friendly, courteous & helpful	44%	45%	1%	5%	0%	0%	4%
e) I'm kept informed about matters affecting my family member's status	37%	53%	4%	3%	0%	0%	3%
Communication Total	37.6%	49.1%	4.3%	5.3%	0.3%	0.0%	3.5%

4. Advocacy								Yes	No
a) I am familiar with the Home's advocacy procedures								14.7%	60.0%
b) Advocacy procedures are useful	13%	44%	25%	1%	0%	8%		8%	25.3%
c) I have confidence that issues raised will be dealt with fairly	13%	41%	27%	1%	0%	9%		8%	
Advocacy Total	13.3%	42.7%	26.0%	1.3%	0.0%	8.7%	8.0% *		

5. Living Environment							
a) The Home provides a homelike environment	20%	65%	4%	8%	0%	0%	3%
b) There is space to sit & visit privately with my family member	32%	57%	0%	9%	0%	0%	1%
c) I am encouraged to personalize my family member's room	28%	56%	8%	4%	0%	3%	1%
d) The Home provides a safe environment for my family member	37%	59%	3%	0%	0%	0%	1%
e) Outside grounds are easily accessible & stimulating	23%	63%	8%	3%	0%	3%	1%
f) Personal laundry services meets my family members needs	15%	56%	11%	8%	0%	9%	1%
g) Personal clothing is correctly labelled on a timely basis	27%	60%	8%	3%	1%	0%	1%
h) The Home provides an enjoyable dining experience	27%	57%	12%	0%	0%	1%	3%
Living Environment Total	26.0%	59.2%	6.7%	4.3%	0.2%	2.0%	1.7%

6. Quality of Life							
a) A community feeling exists in the Home	21%	56%	17%	1%	0%	1%	3%
b) Staff, volunteers & others demonstrate genuine concern	37%	55%	4%	1%	0%	1%	1%
c) My family member is encouraged to maintain/improve independence	20%	56%	13%	4%	0%	7%	0%
d) Opportunities to express spiritual & cultural preferences	20%	47%	17%	0%	0%	15%	1%
e) Staff treat my family member with respect	43%	52%	3%	1%	0%	0%	1%
f) I would recommend this Home to others	47%	44%	8%	1%	0%	0%	0%
Quality of Life Total	31.3%	51.6%	10.4%	1.6%	0.0%	4.0%	1.1%

YOUR OVERALL SATISFACTION

a) Satisfied with quality of care & service	40%	57%	1%	1%	0%	0%	0%
b) Home is clean & well maintained	40%	51%	4%	4%	0%	0%	1%
Overall Satisfaction Total	40.0%	54.0%	2.7%	2.7%	0.0%	0.0%	0.7%
Percentage of Total Answers	32.2%	50.1%	8.0%	3.6%	0.1%	3.3%	2.7% *

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