

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

**Divisional Summary**

Distribution Period: First Quarter 2010  
 Number of questionnaires issued: 116  
 Number of questionnaires returned: 33  
 Percentage of questionnaires returned: 28.45%

**YOUR SATISFACTION  
 WITH OUR CARE & SERVICES**

	Strongly Agree	Agree	No Opinion	Disagree	Strongly Disagree	N/A	No Answer
<b>1. Participation</b>							
a) Opportunities to influence decisions related to my care	5	25	2	0	1	0	0
b) I know whom to approach with concerns	5	20	3	0	0	3	2
c) I'm encouraged &/or asked to participate in activities	5	18	3	1	0	5	1
d) I'm sufficiently informed regarding activities	6	17	3	1	0	5	1
e) I'm comfortable expressing opinions about my care	5	24	2	0	0	1	1
f) Info & questions about my finances are dealt with efficiently	3	13	6	0	0	10	1
<b>Participation Totals</b>	<b>29</b>	<b>117</b>	<b>19</b>	<b>2</b>	<b>1</b>	<b>24</b>	<b>6</b>

<b>2. Personal Care &amp; Service</b>							
a) Staff respect my personal & physical privacy	8	22	2	1	0	0	0
b) I am well cared for	8	22	3	0	0	0	0
c) Care is provided in a kind, friendly & gentle manner	5	22	1	2	0	0	3
d) I am given the help required to do the following:							
- eating	1	16	3	0	0	12	1
- bathing	5	22	2	1	0	3	0
- dressing	3	17	0	1	0	12	0
- going to the bathroom	3	11	0	0	0	18	1
e) The Home's dietary program provides:							
- consideration of my food preferences	2	18	9	2	0	0	2
- sufficient variety of food	3	26	2	1	0	0	1
- adequate portions	3	21	5	1	0	0	3
f) Staff work as a team to support me	4	24	1	0	0	2	2
<b>Personal Care &amp; Service Total</b>	<b>45</b>	<b>221</b>	<b>28</b>	<b>9</b>	<b>0</b>	<b>47</b>	<b>13</b>

<b>3. Communication</b>							
a) Staff available to answer questions & discuss my care	3	26	1	1	0	0	2
b) I'm satisfied that questions & concerns are followed-up	2	23	4	0	0	3	1
c) I feel comfortable approaching staff	4	26	1	0	0	1	1
d) Staff are friendly, courteous & helpful	9	18	2	0	0	2	2
e) Staff communicate effectively about matters affecting me	2	26	3	0	0	0	2
<b>Communication Total</b>	<b>20</b>	<b>119</b>	<b>11</b>	<b>1</b>	<b>0</b>	<b>6</b>	<b>8</b>

<b>4. Advocacy</b>								<b>Yes</b>	<b>No</b>
a) I am familiar with the Home's advocacy procedures								17	
b) Advocacy procedures are useful	2	7	5	2	0	2	15	11	5
c) I have confidence that issues raised will be dealt with fairly	3	7	5	1	0	2	15		
<b>Advocacy Total</b>	<b>5</b>	<b>14</b>	<b>10</b>	<b>3</b>	<b>0</b>	<b>4</b>	<b>30</b>		

<b>5. Living Environment</b>							
a) The Home provides a homelike environment	5	21	6	1	0	0	0
b) There is space to sit & visit privately with visitors	8	23	1	0	0	1	0
c) I am encouraged to personalize my room	3	24	3	2	0	1	0
d) The Home provides a safe environment for me & my visitors	4	27	1	0	0	1	0
e) Outside grounds are easily accessible & stimulating	5	25	2	1	0	0	0
f) Personal laundry services meets my needs	9	20	0	0	0	4	0
g) Personal clothing is correctly labelled on a timely basis	3	25	0	0	0	3	2
h) The Home provides an enjoyable dining experience	4	24	1	3	1	0	0
<b>Living Environment Total</b>	<b>41</b>	<b>189</b>	<b>14</b>	<b>7</b>	<b>1</b>	<b>10</b>	<b>2</b>

<b>6. Quality of Life</b>							
a) A community feeling exists in the Home	3	21	5	0	0	0	4
b) Staff, volunteers & others demonstrate genuine concern	3	24	3	0	0	0	3
c) I am encouraged to maintain/improve my independence	6	20	4	0	0	0	3
d) Opportunities to express spiritual & cultural preferences	3	15	6	1	0	5	3
e) Staff treat me with respect	8	20	1	0	0	1	3
f) I would recommend this Home to others	6	18	6	0	0	0	3
<b>Quality of Life Total</b>	<b>29</b>	<b>118</b>	<b>25</b>	<b>1</b>	<b>0</b>	<b>6</b>	<b>19</b>

**YOUR OVERALL SATISFACTION**

a) Satisfied with quality of care & service	3	25	1	0	0	1	3
b) Home is clean & well maintained	6	23	1	0	0	0	3
<b>Overall Satisfaction Total</b>	<b>9</b>	<b>48</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>6</b>

<b>TOTALS</b>	<b>178</b>	<b>826</b>	<b>109</b>	<b>23</b>	<b>2</b>	<b>98</b>	<b>84</b>
<b>Percent of Answers</b>	<b>13.5%</b>	<b>62.6%</b>	<b>8.3%</b>	<b>1.7%</b>	<b>0.2%</b>	<b>7.4%</b>	<b>6.4%</b>

\* 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
<b>1. Participation</b>							
a) Opportunities to influence decisions related to my care	15%	76%	6%	0%	3%	0%	0%
b) I know whom to approach with concerns	15%	61%	9%	0%	0%	9%	6%
c) I'm encouraged &/or asked to participate in activities	15%	55%	9%	3%	0%	15%	3%
d) I'm sufficiently informed regarding activities	18%	52%	9%	3%	0%	15%	3%
e) I'm comfortable expressing opinions about my care	15%	73%	6%	0%	0%	3%	3%
f) Info & questions about my finances are dealt with efficiently	9%	39%	18%	0%	0%	30%	3%
<b>Participation Totals</b>	<b>14.6%</b>	<b>59.1%</b>	<b>9.6%</b>	<b>1.0%</b>	<b>0.5%</b>	<b>12.1%</b>	<b>3.0%</b>
<b>2. Personal Care &amp; Service</b>							
a) Staff respect my personal & physical privacy	24%	67%	6%	3%	0%	0%	0%
b) I am well cared for	24%	67%	9%	0%	0%	0%	0%
c) Care is provided in a kind, friendly & gentle manner	15%	67%	3%	6%	0%	0%	9%
d) I am given the help required to do the following:							
- eating	3%	48%	9%	0%	0%	36%	3%
- bathing	15%	67%	6%	3%	0%	9%	0%
- dressing	9%	52%	0%	3%	0%	36%	0%
- going to the bathroom	9%	33%	0%	0%	0%	55%	3%
e) The Home's dietary program provides:	0%	0%	0%	0%	0%	0%	0%
- consideration of my food preferences	6%	55%	27%	6%	0%	0%	6%
- sufficient variety of food	9%	79%	6%	3%	0%	0%	3%
- adequate portions	9%	64%	15%	3%	0%	0%	9%
f) Staff work as a team to support me	12%	73%	3%	0%	0%	6%	6%
<b>Personal Care &amp; Service Total</b>	<b>12.4%</b>	<b>60.9%</b>	<b>7.7%</b>	<b>2.5%</b>	<b>0.0%</b>	<b>12.9%</b>	<b>3.6%</b>
<b>3. Communication</b>							
a) Staff available to answer questions & discuss my care	9%	79%	3%	3%	0%	0%	6%
b) I'm satisfied that questions & concerns are followed-up	6%	70%	12%	0%	0%	9%	3%
c) I feel comfortable approaching staff	12%	79%	3%	0%	0%	3%	3%
d) Staff are friendly, courteous & helpful	27%	55%	6%	0%	0%	6%	6%
e) Staff communicate effectively about matters affecting my life	6%	79%	9%	0%	0%	0%	6%
<b>Communication Total</b>	<b>12.1%</b>	<b>72.1%</b>	<b>6.7%</b>	<b>0.6%</b>	<b>0.0%</b>	<b>3.6%</b>	<b>4.8%</b>
<b>4. Advocacy</b>							
a) I am familiar with the Home's advocacy procedures							
b) Advocacy procedures are useful	6%	21%	15%	6%	0%	6%	45%
c) I have confidence that issues raised will be dealt with fairly	9%	21%	15%	3%	0%	6%	45%
<b>Advocacy Total</b>	<b>7.6%</b>	<b>21.2%</b>	<b>15.2%</b>	<b>4.5%</b>	<b>0.0%</b>	<b>6.1%</b>	<b>45.5% *</b>
<b>5. Living Environment</b>							
a) The Home provides a homelike environment	15%	64%	18%	3%	0%	0%	0%
b) There is space to sit & visit privately with visitors	24%	70%	3%	0%	0%	3%	0%
c) I am encouraged to personalize my room	9%	73%	9%	6%	0%	3%	0%
d) The Home provides a safe environment for me & my visitors	12%	82%	3%	0%	0%	3%	0%
e) Outside grounds are easily accessible & stimulating	15%	76%	6%	3%	0%	0%	0%
f) Personal laundry services meets my needs	27%	61%	0%	0%	0%	12%	0%
g) Personal clothing is correctly labelled on a timely basis	9%	76%	0%	0%	0%	9%	6%
h) The Home provides an enjoyable dining experience	12%	73%	3%	9%	3%	0%	0%
<b>Living Environment Total</b>	<b>15.5%</b>	<b>71.6%</b>	<b>5.3%</b>	<b>2.7%</b>	<b>0.4%</b>	<b>3.8%</b>	<b>0.8%</b>
<b>6. Quality of Life</b>							
a) A community feeling exists in the Home	9%	64%	15%	0%	0%	0%	12%
b) Staff, volunteers & others demonstrate genuine concern	9%	73%	9%	0%	0%	0%	9%
c) I am encouraged to maintain/improve my independence	18%	61%	12%	0%	0%	0%	9%
d) Opportunities to express spiritual & cultural preferences	9%	45%	18%	3%	0%	15%	9%
e) Staff treat me with respect	24%	61%	3%	0%	0%	3%	9%
f) I would recommend this Home to others	18%	55%	18%	0%	0%	0%	9%
<b>Quality of Life Total</b>	<b>14.6%</b>	<b>59.6%</b>	<b>12.6%</b>	<b>0.5%</b>	<b>0.0%</b>	<b>3.0%</b>	<b>9.6%</b>
<b>YOUR OVERALL SATISFACTION</b>							
a) Satisfied with quality of care & service	9%	76%	3%	0%	0%	3%	9%
b) Home is clean & well maintained	18%	70%	3%	0%	0%	0%	9%
<b>Overall Satisfaction Total</b>	<b>13.6%</b>	<b>72.7%</b>	<b>3.0%</b>	<b>0.0%</b>	<b>0.0%</b>	<b>1.5%</b>	<b>9.1%</b>
<b>Percentage of Total Answers</b>	<b>13.5%</b>	<b>62.6%</b>	<b>8.3%</b>	<b>1.7%</b>	<b>0.2%</b>	<b>7.4%</b>	<b>6.4% *</b>

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