

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

**Divisional Summary**

Distribution Period: Second Quarter 2010  
 Number of questionnaires issued: 491  
 Number of questionnaires returned: 11  
 Percentage of questionnaires returned: 2.24%

	Strongly Agree	Agree	No Opinion	Disagree	Strongly Disagree	N/A	No Answer
<b>WITH OUR CARE &amp; SERVICES</b>							
<b>1. Participation</b>							
a) Opportunities to influence care decisions	8	3	0	0	0	0	0
b) I know whom to approach with concerns	6	4	0	0	0	1	0
c) I'm encouraged &/or asked to participate in activities	5	3	1	0	0	2	0
d) I'm sufficiently informed regarding activities	5	5	0	0	0	1	0
e) I'm comfortable expressing opinions about care	8	3	0	0	0	0	0
f) Info & questions re finances are dealt with efficiently	5	3	0	0	0	2	1
<b>Participation Totals</b>	<b>37</b>	<b>21</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>6</b>	<b>1</b>

<b>2. Personal Care &amp; Service</b>							
a) Staff respect personal & physical privacy	7	4	0	0	0	0	0
b) My family member is well cared for	7	4	0	0	0	0	0
c) Care is provided in a kind, friendly & gentle manner	6	4	0	0	0	0	1
d) My family member is given the help required to do the following:							
- eating	6	3	0	0	0	1	1
- bathing	4	4	0	0	0	1	2
- dressing	5	2	1	0	0	1	2
- going to the bathroom	2	4	1	0	0	1	3
e) Consideration is given to my family member's food preferences	3	4	2	0	0	1	1
f) Staff work as a team to support me	6	4	0	0	0	0	1
<b>Personal Care &amp; Service Total</b>	<b>46</b>	<b>33</b>	<b>4</b>	<b>0</b>	<b>0</b>	<b>5</b>	<b>11</b>

<b>3. Communication</b>							
a) Staff available to answer questions & discuss family member's care	6	4	0	0	0	0	1
b) I'm satisfied that questions & concerns are followed-up	5	5	0	0	0	0	1
c) I feel comfortable approaching staff about any issue or concern	7	3	0	0	0	0	1
d) Staff are friendly, courteous & helpful	8	2	0	0	0	0	1
e) I'm kept informed about matters affecting my family member's status	5	4	0	0	0	0	2
<b>Communication Total</b>	<b>31</b>	<b>18</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>6</b>

<b>4. Advocacy</b>							
a) I am familiar with the Home's advocacy procedures							2
b) Advocacy procedures are useful	3	4	3	0	0	1	0
c) I have confidence that issues raised will be dealt with fairly	3	4	3	0	0	1	0
<b>Advocacy Total</b>	<b>6</b>	<b>8</b>	<b>6</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>0*</b>

<b>5. Living Environment</b>							
a) The Home provides a homelike environment	4	7	0	0	0	0	0
b) There is space to sit & visit privately with my family member	5	5	0	0	0	0	1
c) I am encouraged to personalize my family member's room	6	3	2	0	0	0	0
d) The Home provides a safe environment for my family member	7	4	0	0	0	0	0
e) Outside grounds are easily accessible & stimulating	2	8	0	1	0	0	0
f) Personal laundry services meets my family members needs	3	6	0	1	0	1	0
g) Personal clothing is correctly labelled on a timely basis	3	4	2	0	0	1	1
h) The Home provides an enjoyable dining experience	3	8	0	0	0	0	0
<b>Living Environment Total</b>	<b>33</b>	<b>45</b>	<b>4</b>	<b>2</b>	<b>0</b>	<b>2</b>	<b>2</b>

<b>6. Quality of Life</b>							
a) A community feeling exists in the Home	4	7	0	0	0	0	0
b) Staff, volunteers & others demonstrate genuine concern	7	4	0	0	0	0	0
c) My family member is encouraged to maintain/improve independence	3	5	0	0	0	3	0
d) Opportunities to express spiritual & cultural preferences	2	6	1	0	0	2	0
e) Staff treat my family member with respect	5	5	0	0	0	0	1
f) I would recommend this Home to others	8	2	0	0	0	0	1
<b>Quality of Life Total</b>	<b>29</b>	<b>29</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>5</b>	<b>2</b>

**YOUR OVERALL SATISFACTION**

a) Satisfied with quality of care & service	8	3	0	0	0	0	0
b) Home is clean & well maintained	8	3	0	0	0	0	0
<b>Overall Satisfaction Total</b>	<b>16</b>	<b>6</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

<b>TOTALS</b>	<b>198</b>	<b>160</b>	<b>16</b>	<b>2</b>	<b>0</b>	<b>20</b>	<b>22*</b>
<b>Percent of Answers</b>	<b>47.4%</b>	<b>38.3%</b>	<b>3.8%</b>	<b>0.5%</b>	<b>0.0%</b>	<b>4.8%</b>	<b>5.3%</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 care decisions	73%	27%	0%	0%	0%	0%	0%
b) I know whom to approach with concerns	55%	36%	0%	0%	0%	9%	0%
c) I'm encouraged &/or asked to participate in activities	45%	27%	9%	0%	0%	18%	0%
d) I'm sufficiently informed regarding activities	45%	45%	0%	0%	0%	9%	0%
e) I'm comfortable expressing opinions about care	73%	27%	0%	0%	0%	0%	0%
f) Info & questions re: finances are dealt with efficiently	45%	27%	0%	0%	0%	18%	9%
<b>Participation Totals</b>	<b>56.1%</b>	<b>31.8%</b>	<b>1.5%</b>	<b>0.0%</b>	<b>0.0%</b>	<b>9.1%</b>	<b>1.5%</b>

<b>2. Personal Care &amp; Service</b>							
a) Staff respect personal & physical privacy	64%	36%	0%	0%	0%	0%	0%
b) My family member is well cared for	64%	36%	0%	0%	0%	0%	0%
c) Care is provided in a kind, friendly & gentle manner	55%	36%	0%	0%	0%	0%	9%
d) My family member is given the help required to do the following:							
- eating	55%	27%	0%	0%	0%	9%	9%
- bathing	36%	36%	0%	0%	0%	9%	18%
- dressing	45%	18%	9%	0%	0%	9%	18%
- going to the bathroom	18%	36%	9%	0%	0%	9%	27%
e) Consideration is given to my family member's food preferences	27%	36%	18%	0%	0%	9%	9%
f) Staff work as a team to support me	55%	36%	0%	0%	0%	0%	9%
<b>Personal Care &amp; Service Total</b>	<b>46.5%</b>	<b>33.3%</b>	<b>4.0%</b>	<b>0.0%</b>	<b>0.0%</b>	<b>5.1%</b>	<b>11.1%</b>

<b>3. Communication</b>							
a) Staff available to answer questions & discuss family member's care	55%	36%	0%	0%	0%	0%	9%
b) I'm satisfied that questions & concerns are followed-up	45%	45%	0%	0%	0%	0%	9%
c) I feel comfortable approaching staff about any issue or concern	64%	27%	0%	0%	0%	0%	9%
d) Staff are friendly, courteous & helpful	73%	18%	0%	0%	0%	0%	9%
e) I'm kept informed about matters affecting my family member's status	45%	36%	0%	0%	0%	0%	18%
<b>Communication Total</b>	<b>56.4%</b>	<b>32.7%</b>	<b>0.0%</b>	<b>0.0%</b>	<b>0.0%</b>	<b>0.0%</b>	<b>10.9%</b>

<b>4. Advocacy</b>								<b>Yes</b>	<b>No</b>
a) I am familiar with the Home's advocacy procedures							18.2%	63.6%	18.2%
b) Advocacy procedures are useful	27%	36%	27%	0%	0%	9%		0%	
c) I have confidence that issues raised will be dealt with fairly	27%	36%	27%	0%	0%	9%		0%	
<b>Advocacy Total</b>	<b>27.3%</b>	<b>36.4%</b>	<b>27.3%</b>	<b>0.0%</b>	<b>0.0%</b>	<b>9.1%</b>	<b>0.0%</b>	<b>0.0%</b>	<b>0.0%</b>

<b>5. Living Environment</b>								
a) The Home provides a homelike environment	36%	64%	0%	0%	0%	0%	0%	
b) There is space to sit & visit privately with my family member	45%	45%	0%	0%	0%	0%	9%	
c) I am encouraged to personalize my family member's room	55%	27%	18%	0%	0%	0%	0%	
d) The Home provides a safe environment for my family member	64%	36%	0%	0%	0%	0%	0%	
e) Outside grounds are easily accessible & stimulating	18%	73%	0%	9%	0%	0%	0%	
f) Personal laundry services meets my family members needs	27%	55%	0%	9%	0%	9%	0%	
g) Personal clothing is correctly labelled on a timely basis	27%	36%	18%	0%	0%	9%	9%	
h) The Home provides an enjoyable dining experience	27%	73%	0%	0%	0%	0%	0%	
<b>Living Environment Total</b>	<b>37.5%</b>	<b>51.1%</b>	<b>4.5%</b>	<b>2.3%</b>	<b>0.0%</b>	<b>2.3%</b>	<b>2.3%</b>	

<b>6. Quality of Life</b>								
a) A community feeling exists in the Home	36%	64%	0%	0%	0%	0%	0%	
b) Staff, volunteers & others demonstrate genuine concern	64%	36%	0%	0%	0%	0%	0%	
c) My family member is encouraged to maintain/improve independence	27%	45%	0%	0%	0%	27%	0%	
d) Opportunities to express spiritual & cultural preferences	18%	55%	9%	0%	0%	18%	0%	
e) Staff treat my family member with respect	45%	45%	0%	0%	0%	0%	9%	
f) I would recommend this Home to others	73%	18%	0%	0%	0%	0%	9%	
<b>Quality of Life Total</b>	<b>43.9%</b>	<b>43.9%</b>	<b>1.5%</b>	<b>0.0%</b>	<b>0.0%</b>	<b>7.6%</b>	<b>3.0%</b>	

**YOUR OVERALL SATISFACTION**

a) Satisfied with quality of care & service	73%	27%	0%	0%	0%	0%	0%	
b) Home is clean & well maintained	73%	27%	0%	0%	0%	0%	0%	
<b>Overall Satisfaction Total</b>	<b>72.7%</b>	<b>27.3%</b>	<b>0.0%</b>	<b>0.0%</b>	<b>0.0%</b>	<b>0.0%</b>	<b>0.0%</b>	
<b>Percentage of Total Answers</b>	<b>47.4%</b>	<b>38.3%</b>	<b>3.8%</b>	<b>0.5%</b>	<b>0.0%</b>	<b>4.8%</b>	<b>5.3%</b>	

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