

YOUR OPINION COUNTS - Resident Survey

Analysis Of Total Returns

Divisional Summary

Distribution Period: Second Quarter 2010
 Number of questionnaires issued: 125
 Number of questionnaires returned: 7
 Percentage of questionnaires returned: 5.60%

YOUR SATISFACTION WITH OUR CARE & SERVICES

	Strongly Agree	Agree	No Opinion	Disagree	Strongly Disagree	N/A	No Answer
1. Participation							
a) Opportunities to influence decisions related to my care	0	6	1	0	0	0	0
b) I know whom to approach with concerns	3	3	1	0	0	0	0
c) I'm encouraged &/or asked to participate in activities	1	2	0	0	0	0	1
d) I'm sufficiently informed regarding activities	1	4	1	0	0	0	1
e) I'm comfortable expressing opinions about my care	1	3	3	0	0	0	1
f) Info & questions about my finances are dealt with efficiently	1	4	0	0	0	1	1
Participation Totals	7	22	6	0	0	1	4

2. Personal Care & Service							
a) Staff respect my personal & physical privacy	0	6	1	0	0	0	0
b) I am well cared for	3	4	0	0	0	0	0
c) Care is provided in a kind, friendly & gentle manner	3	3	0	0	0	0	1
d) I am given the help required to do the following:							
- eating	2	3	0	0	0	2	0
- bathing	3	4	0	0	0	0	0
- dressing	2	4	0	0	0	1	0
- going to the bathroom	2	4	0	0	0	1	0
e) The Home's dietary program provides:							
- consideration of my food preferences	1	4	1	0	0	0	1
- sufficient variety of food	1	4	1	0	0	0	1
- adequate portions	2	2	0	0	0	0	1
f) Staff work as a team to support me	2	3	0	0	0	0	2
Personal Care & Service Total	21	41	3	0	0	4	6

3. Communication							
a) Staff available to answer questions & discuss my care	2	4	0	0	0	0	1
b) I'm satisfied that questions & concerns are followed-up	2	4	0	0	0	0	1
c) I feel comfortable approaching staff	2	4	0	0	0	0	1
d) Staff are friendly, courteous & helpful	2	4	0	0	0	0	1
e) Staff communicate effectively about matters affecting my life	2	3	1	0	0	0	1
Communication Total	10	19	1	0	0	0	5

4. Advocacy								Yes	No
a) I am familiar with the Home's advocacy procedures								3	4
b) Advocacy procedures are useful	1	2	3	0	1	0	0		
c) I have confidence that issues raised will be dealt with fairly	1	2	3	0	1	0	0		
Advocacy Total	2	4	6	0	2	0	0		

5. Living Environment									
a) The Home provides a homelike environment	1	4	1	0	0	0	1		
b) There is space to sit & visit privately with visitors	1	4	1	0	0	0	1		
c) I am encouraged to personalize my room	1	5	2	0	0	0	1		
d) The Home provides a safe environment for me & my visitors	2	3	0	0	0	0	1		
e) Outside grounds are easily accessible & stimulating	2	2	1	1	0	0	1		
f) Personal laundry services meets my needs	1	3	0	1	0	1	1		
g) Personal clothing is correctly labelled on a timely basis	1	4	0	0	0	0	2		
h) The Home provides an enjoyable dining experience	2	4	0	0	0	0	1		
Living Environment Total	11	29	5	2	0	1	9		

6. Quality of Life									
a) A community feeling exists in the Home	1	5	0	1	0	0	0		
b) Staff, volunteers & others demonstrate genuine concern	2	5	0	0	0	0	0		
c) I am encouraged to maintain/improve my independence	3	4	0	0	0	0	0		
d) Opportunities to express spiritual & cultural preferences	1	5	1	0	0	0	0		
e) Staff treat me with respect	2	5	0	0	0	0	0		
f) I would recommend this Home to others	2	4	0	0	0	0	1		
Quality of Life Total	11	28	1	1	0	0	1		

YOUR OVERALL SATISFACTION

a) Satisfied with quality of care & service	2	4	0	0	0	0	1
b) Home is clean & well maintained	2	4	0	0	0	0	1
Overall Satisfaction Total	4	8	0	0	0	0	2

TOTALS	66	151	22	3	2	6	27
Percent of Answers	23.8%	54.5%	7.9%	1.1%	0.7%	2.2%	9.7%

* 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 decisions related to my care	0%	86%	14%	0%	0%	0%	0%
b) I know whom to approach with concerns	43%	43%	14%	0%	0%	0%	0%
c) I'm encouraged &/or asked to participate in activities	25%	50%	0%	0%	0%	0%	25%
d) I'm sufficiently informed regarding activities	14%	57%	14%	0%	0%	0%	14%
e) I'm comfortable expressing opinions about my care	13%	38%	38%	0%	0%	0%	13%
f) Info & questions about my finances are dealt with efficiently	14%	57%	0%	0%	0%	14%	14%
Participation Totals	17.5%	55.0%	15.0%	0.0%	0.0%	2.5%	10.0%

2. Personal Care & Service							
a) Staff respect my personal & physical privacy	0%	86%	14%	0%	0%	0%	0%
b) I am well cared for	43%	57%	0%	0%	0%	0%	0%
c) Care is provided in a kind, friendly & gentle manner	43%	43%	0%	0%	0%	0%	14%
d) I am given the help required to do the following:							
- eating	29%	43%	0%	0%	0%	29%	0%
- bathing	43%	57%	0%	0%	0%	0%	0%
- dressing	29%	57%	0%	0%	0%	14%	0%
- going to the bathroom	29%	57%	0%	0%	0%	14%	0%
e) The Home's dietary program provides:							
- consideration of my food preferences	14%	57%	14%	0%	0%	0%	14%
- sufficient variety of food	14%	57%	14%	0%	0%	0%	14%
- adequate portions	40%	40%	0%	0%	0%	0%	20%
f) Staff work as a team to support me	29%	43%	0%	0%	0%	0%	29%
Personal Care & Service Total	28.0%	54.7%	4.0%	0.0%	0.0%	5.3%	8.0%

3. Communication							
a) Staff available to answer questions & discuss my care	29%	57%	0%	0%	0%	0%	14%
b) I'm satisfied that questions & concerns are followed-up	29%	57%	0%	0%	0%	0%	14%
c) I feel comfortable approaching staff	29%	57%	0%	0%	0%	0%	14%
d) Staff are friendly, courteous & helpful	29%	57%	0%	0%	0%	0%	14%
e) Staff communicate effectively about matters affecting my life	29%	43%	14%	0%	0%	0%	14%
Communication Total	28.6%	54.3%	2.9%	0.0%	0.0%	0.0%	14.3%

4. Advocacy							
a) I am familiar with the Home's advocacy procedures							0.0%
b) Advocacy procedures are useful	14%	29%	43%	0%	14%	0%	0%
c) I have confidence that issues raised will be dealt with fairly	14%	29%	43%	0%	14%	0%	0%
Advocacy Total	14.3%	28.6%	42.9%	0.0%	14.3%	0.0%	0.0%
							Yes No
							42.9% 57.1%

5. Living Environment							
a) The Home provides a homelike environment	14%	57%	14%	0%	0%	0%	14%
b) There is space to sit & visit privately with visitors	14%	57%	14%	0%	0%	0%	14%
c) I am encouraged to personalize my room	11%	56%	22%	0%	0%	0%	11%
d) The Home provides a safe environment for me & my visitors	33%	50%	0%	0%	0%	0%	17%
e) Outside grounds are easily accessible & stimulating	29%	29%	14%	14%	0%	0%	14%
f) Personal laundry services meets my needs	14%	43%	0%	14%	0%	14%	14%
g) Personal clothing is correctly labelled on a timely basis	14%	57%	0%	0%	0%	0%	29%
h) The Home provides an enjoyable dining experience	29%	57%	0%	0%	0%	0%	14%
Living Environment Total	19.3%	50.9%	8.8%	3.5%	0.0%	1.8%	15.8%

6. Quality of Life							
a) A community feeling exists in the Home	14%	71%	0%	14%	0%	0%	0%
b) Staff, volunteers & others demonstrate genuine concern	29%	71%	0%	0%	0%	0%	0%
c) I am encouraged to maintain/improve my independence	43%	57%	0%	0%	0%	0%	0%
d) Opportunities to express spiritual & cultural preferences	14%	71%	14%	0%	0%	0%	0%
e) Staff treat me with respect	29%	71%	0%	0%	0%	0%	0%
f) I would recommend this Home to others	29%	57%	0%	0%	0%	0%	14%
Quality of Life Total	26.2%	66.7%	2.4%	2.4%	0.0%	0.0%	2.4%

YOUR OVERALL SATISFACTION

a) Satisfied with quality of care & service	29%	57%	0%	0%	0%	0%	14%
b) Home is clean & well maintained	29%	57%	0%	0%	0%	0%	14%
Overall Satisfaction Total	28.6%	57.1%	0.0%	0.0%	0.0%	0.0%	14.3%
Percentage of Total Answers	23.8%	54.5%	7.9%	1.1%	0.7%	2.2%	9.7%

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