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	Strongly	Agree	No	Disagree	Strongly	N/A	No		
WITH OUR CARE & SERVICES	Agree		Opinion		Disagree		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 e) I'm comfortable expressing opinions about my care	1	4	1	0	0	0	1		
f) Info & questions about my finances are dealt with efficiently	1	3	3	0	0	0	1		
Participation Totals	7	22	6	0	0	1	4		
2. Personal Care & Service			8						
a) Staff respect my personal & physical privacy b) I am well cared for	0	6	1	0	0	0	0		
c) Care is provided in a kind, friendly & gentle manner	3	4	0	0	0	0	0		
d) I am given the help required to do the following:			U	· ·	. 0	. 0	1		
- 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 e) The Home's dietary program provides:	2	4	0	0	0	1	0		
- 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 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	Т							V	NI -
a) I am familiar with the Home's advocacy procedures	16.6	WAY.	10.44		708			Yes 3	No 4
b) Advocacy procedures are useful	1	2	3	0	1	of	0	3	
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 e) Outside grounds are easily accessible & stimulating	2	3	0	0	0	0	1		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				· T		T			
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		. 1
c) I am encouraged to maintain/improve my independence d) Opportunities to express spiritual & cultural preferences	3	4 5	0	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 Overall Satisfaction Total	4	8	0	0	0	0	1		
	4	8	U	U	U	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: Tota	als for "No	Answer"	do not inc	lude Questio	on # 4 a

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	4								
YOUR SATISFACTION	Strongly	Agree	No	Disagree	Ctrongly	N/A	No		
WITH OUR CARE & SERVICES		Agree		Disagree	Strongly	N/A	No		
	Agree		Opinion		Disagree		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 d) I am given the help required to do the following:	43%	43%	0%	0%	0%	0%	14%		
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:		2.70	2.0	5 70	0.0		0,70		
- 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 e) Staff communicate effectively about matters affecting my life	29% 29%	57% 43%	0% 14%	0%	0%	0%	14%		
the state of the s									
Communication Total	28.6%	54.3%	2.9%	0.0%	0.0%	0.0%	14.3%		
Communication Total								Vas	No
Communication Total 4. Advocacy					0.0%		14.3%	Yes	No
Communication Total 4. Advocacy a) I am familiar with the Home's advocacy procedures	28.6%	54.3%	2.9%	0.0%	0.0%	0.0%	0.0%	Yes 42.9%	No 57.1%
4. Advocacy a) I am familiar with the Home's advocacy procedures b) Advocacy procedures are useful	28.6%	54.3%	2.9%	0.0%	0.0%	0.0%	0.0%		
4. Advocacy a) I am familiar with the Home's advocacy procedures b) Advocacy procedures are useful c) I have confidence that issues raised will be dealt with fairly	28.6% 14% 14%	54.3% 29% 29%	2.9% 43% 43%	0.0%	0.0% 14% 14%	0.0%	0.0% 0% 0%		
4. Advocacy a) I am familiar with the Home's advocacy procedures b) Advocacy procedures are useful	28.6%	54.3%	2.9%	0.0%	0.0%	0.0%	0.0%		
4. Advocacy a) I am familiar with the Home's advocacy procedures b) Advocacy procedures are useful c) I have confidence that issues raised will be dealt with fairly	28.6% 14% 14%	54.3% 29% 29%	2.9% 43% 43%	0.0%	0.0% 14% 14%	0.0%	0.0% 0% 0%		
4. Advocacy a) I am familiar with the Home's advocacy procedures b) Advocacy procedures are useful c) I have confidence that issues raised will be dealt with fairly Advocacy Total	28.6% 14% 14%	54.3% 29% 29%	2.9% 43% 43%	0.0%	0.0% 14% 14%	0.0%	0.0% 0% 0%		
4. Advocacy a) I am familiar with the Home's advocacy procedures b) Advocacy procedures are useful c) I have confidence that issues raised will be dealt with fairly Advocacy Total 5. Living Environment	28.6% 14% 14% 14.3%	29% 29% 28.6%	2.9% 43% 43% 42.9%	0.0% - 0% - 0% - 0%	0.0% 14% 14% 14.3%	0.0% 0% 0% 0.0%	0.0% 0% 0% 0.0%		
Advocacy a) I am familiar with the Home's advocacy procedures b) Advocacy procedures are useful c) I have confidence that issues raised will be dealt with fairly Advocacy Total 5. Living Environment a) The Home provides a homelike environment b) There is space to sit & visit privately with visitors c) I am encouraged to personalize my room	28.6% 14% 14% 14.3%	29% 29% 28.6%	2.9% 43% 43% 42.9%	0.0% 0% 0% 0.0%	0.0% 14% 14% 14.3%	0.0% 0% 0%	0.0% 0% 0% 0.0%		
A. Advocacy a) I am familiar with the Home's advocacy procedures b) Advocacy procedures are useful c) I have confidence that issues raised will be dealt with fairly Advocacy Total 5. Living Environment a) The Home provides a homelike environment b) There is space to sit & visit privately with visitors c) I am encouraged to personalize my room d) The Home provides a safe environment for me & my visitors	28.6% 14% 14% 14.3% 14% 11% 33%	54.3% 29% 29% 28.6% 57% 56% 50%	2.9% 43% 43% 42.9%	0.0% 0% 0.0% 0.0%	0.0% 14% 14% 14.3%	0.0% 0% 0% 0.0%	14.3% 0.0% 0% 0% 0.0% 14% 14% 11% 17%		
A. Advocacy a) I am familiar with the Home's advocacy procedures b) Advocacy procedures are useful c) I have confidence that issues raised will be dealt with fairly Advocacy Total 5. Living Environment a) The Home provides a homelike environment b) There is space to sit & visit privately with visitors c) I am encouraged to personalize my room d) The Home provides a safe environment for me & my visitors e) Outside grounds are easily accessible & stimulating	28.6% 14% 14% 14.3% 14% 11% 33% 29%	54.3% 29% 29% 28.6% 57% 56% 50% 29%	2.9% 43% 43% 42.9% 14% 22% 0% 14%	0.0% . 0% 0% 0.0% . 0% 0% 0% 14%	0.0% 14% 14% 14.3%	0.0% 0% 0.0% 0.0%	14.3% 0.0% 0% 0% 0.0% 14% 11% 17% 14%		
A. Advocacy a) I am familiar with the Home's advocacy procedures b) Advocacy procedures are useful c) I have confidence that issues raised will be dealt with fairly Advocacy Total 5. Living Environment a) The Home provides a homelike environment b) There is space to sit & visit privately with visitors c) I am encouraged to personalize my room d) The Home provides a safe environment for me & my visitors e) Outside grounds are easily accessible & stimulating f) Personal laundry services meets my needs	28.6% 14% 14.3% 14.3% 14% 11% 33% 29% 14%	54.3% 29% 28.6% 57% 50% 50% 43%	2.9% 43% 43% 42.9% 14% 0% 0% 0%	0.0% 0% 0% 0% 0% 0% 0% 14%	0.0% 14% 14% 14.3%	0.0% 0% 0% 0.0% 0% 0% 0% 0%	14.3% 0.0% 0% 0% 0.0% 14% 11% 17% 14% 14%		
Advocacy a) I am familiar with the Home's advocacy procedures b) Advocacy procedures are useful c) I have confidence that issues raised will be dealt with fairly Advocacy Total 5. Living Environment a) The Home provides a homelike environment b) There is space to sit & visit privately with visitors c) I am encouraged to personalize my room d) The Home provides a safe environment for me & my visitors e) Outside grounds are easily accessible & stimulating f) Personal laundry services meets my needs g) Personal clothing is correctly labelled on a timely basis	28.6% 14% 14.3% 14.3% 14% 11% 33% 29% 14% 14%	54.3% 29% 28.6% 57% 56% 50% 43% 57%	2.9% 43% 43% 42.9% 14% 22% 0% 14% 0% 0%	0.0% 0% 0% 0% 0% 0% 0% 14% 14%	0.0% 14% 144% 14.3%	0.0% 0% 0% 0.0% 0% 0% 0% 0%	14.3% 0.0% 0% 0% 0.0% 14% 11% 17% 14% 29%		
Advocacy a) I am familiar with the Home's advocacy procedures b) Advocacy procedures are useful c) I have confidence that issues raised will be dealt with fairly Advocacy Total 5. Living Environment a) The Home provides a homelike environment b) There is space to sit & visit privately with visitors c) I am encouraged to personalize my room d) The Home provides a safe environment for me & my visitors e) Outside grounds are easily accessible & stimulating f) Personal laundry services meets my needs g) Personal clothing is correctly labelled on a timely basis h) The Home provides an enjoyable dining experience	28.6% 14% 14.3% 14.3% 14% 11% 33% 29% 14% 29%	54.3% 29% 29% 28.6% 57% 56% 50% 43% 57% 57%	2.9% 43% 43% 42.9% 14% 14% 22% 0% 14% 0% 0%	0.0% 0% 0% 0.0% 0% 0% 0% 14% 0% 0%	0.0% 14% 14.3% 0% 0% 0% 0% 0% 0%	0.0% 0% 0% 0.0% 0% 0% 0% 0% 0% 0% 0%	14.3% 0.0% 0% 0% 0.0% 14% 11% 17% 14% 29% 14%		
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A. Advocacy a) I am familiar with the Home's advocacy procedures b) Advocacy procedures are useful c) I have confidence that issues raised will be dealt with fairly Advocacy Total 5. Living Environment a) The Home provides a homelike environment b) There is space to sit & visit privately with visitors c) I am encouraged to personalize my room d) The Home provides a safe environment for me & my visitors e) Outside grounds are easily accessible & stimulating f) Personal laundry services meets my needs g) Personal clothing is correctly labelled on a timely basis h) The Home provides an enjoyable dining experience Living Environment Total 6. Quality of Life	28.6% 14% 14% 14.3% 14% 11% 33% 29% 14% 29% 1496 19.3%	54.3% 29% 29% 28.6% 57% 56% 50% 29% 43% 57% 50.9%	2.9% 43% 43% 42.9% 14% 0% 0% 0% 0% 0% 0% 8.8%	0.0% 0% 0% 0% 0% 0% 0% 14% 0% 0% 3.5%	0.0% 14% 143% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	0.0% 0% 0% 0.0% 0% 0% 0% 0% 0% 0% 14% 0% 0%	14.3% 0.0% 0% 0% 0.0% 14% 11% 17% 14% 14% 14% 14% 15.8%		
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A. Advocacy a) I am familiar with the Home's advocacy procedures b) Advocacy procedures are useful c) I have confidence that issues raised will be dealt with fairly Advocacy Total 5. Living Environment a) The Home provides a homelike environment b) There is space to sit & visit privately with visitors c) I am encouraged to personalize my room d) The Home provides a safe environment for me & my visitors e) Outside grounds are easily accessible & stimulating f) Personal laundry services meets my needs g) Personal clothing is correctly labelled on a timely basis h) The Home provides an enjoyable dining experience Living Environment Total 6. Quality of Life	28.6% 14% 14% 14.3% 14% 11% 33% 29% 14% 29% 1496 19.3%	54.3% 29% 29% 28.6% 57% 56% 50% 29% 43% 57% 50.9%	2.9% 43% 43% 42.9% 14% 0% 0% 0% 0% 0% 0% 8.8%	0.0% 0% 0% 0% 0% 0% 0% 14% 0% 0% 3.5%	0.0% 14% 14.3% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	0.0% 0% 0% 0.0% 0% 0% 0% 0% 0% 0% 14% 0% 0%	14.3% 0.0% 0% 0% 0.0% 14% 11% 17% 14% 14% 14% 14% 15.8%		
A. Advocacy a) I am familiar with the Home's advocacy procedures b) Advocacy procedures are useful c) I have confidence that issues raised will be dealt with fairly Advocacy Total 5. Living Environment a) The Home provides a homelike environment b) There is space to sit & visit privately with visitors c) I am encouraged to personalize my room d) The Home provides a safe environment for me & my visitors e) Outside grounds are easily accessible & stimulating f) Personal laundry services meets my needs g) Personal clothing is correctly labelled on a timely basis h) The Home provides an enjoyable dining experience Living Environment Total 6. Quality of Life a) A community feeling exists in the Home b) Staff, volunteers & others demonstrate genuine concern	28.6% 14% 14% 14.3% 14% 14% 29% 14% 29% 14% 29% 14% 29%	54.3% 29% 29% 28.6% 57% 50% 43% 57% 57% 50.9%	2.9% 43% 42.9% 14% 0% 0% 0% 0% 0% 0%	0.0% 0% 0% 0% 0% 0% 14% 14% 0% 3.5%	0.0% 14% 14.3% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	0.0% 0% 0% 0% 0% 0% 0% 0% 14% 0% 0% 1.8%	14.3% 0.0% 0% 0% 0.0% 14% 17% 14% 14% 29% 14% 15.8%		
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^{*} Note: Totals for "No Answer" do not include Question # 4 a