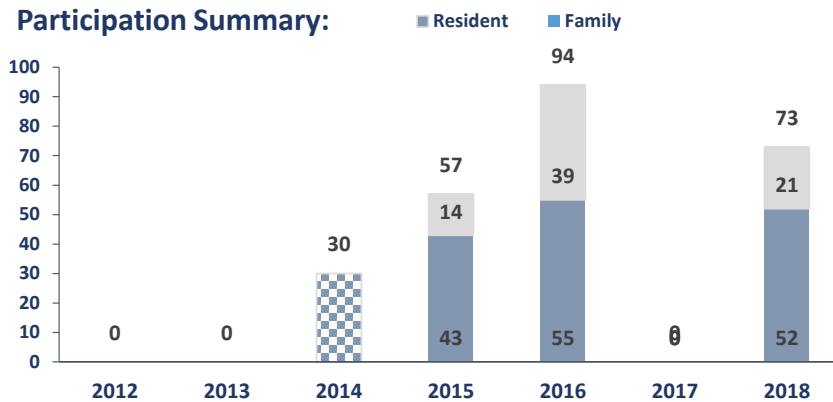


# Resident & Family Satisfaction Survey 2018 River East

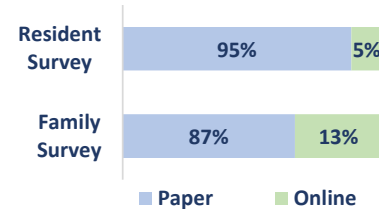
## Summary Report

### Participation Summary:



Resident Response Rate: 52.5%

Family Response Rate: 43.3%



### Resident Quality of Life Score: **71.9%**

Top 5	
I am treated with respect by the staff.	<b>100.0%</b>
I can express my opinion without fear of consequences.	<b>95.2%</b>
I can be alone when I wish.	<b>90.5%</b>
Staff pay attention to me.	<b>90.5%</b>
I decide when to go to bed.	<b>90.5%</b>

Bottom 5	
I have people who want to do things together with me.	<b>37.5%</b>
I have a special relationship with a staff member.	<b>36.8%</b>
I can have a bath or shower as often as I want.	<b>35.0%</b>
People ask for my help or advice.	<b>29.4%</b>
I have opportunities for affection or romance.	<b>13.3%</b>



**95.2%** Residents can express their opinion without fear of

**82.4%** Residents would recommend this home to others

### Family Satisfaction Score **89.6%**

Top 5	
Personal sense of safety while visiting home	<b>100.0%</b>
Experience and engagement with Office Staff	<b>98.0%</b>
Courtesy of Personal Care Staff	<b>98.0%</b>
Experience and engagement with Activity/Recreation Staff	<b>97.8%</b>
Experience and engagement with Beautician	<b>97.7%</b>

Bottom 5	
Care of resident personal belongings (excluding clothing)	<b>81.4%</b>
Experience and engagement with the resident's Physician	<b>78.1%</b>
Care of resident clothing	<b>77.8%</b>
Absence of odours in the home	<b>72.0%</b>
Are you satisfied with the outcome of your complaint?	<b>68.8%</b>



**88.5%** Family members can express their opinion without fear of consequences.

**86.5%** Family members would probably or definitely recommend this home to others.

## Resident Quality of Life Survey 2018

QUESTION	2018	2017	2016	Corporate Overall	Top Quartile
<b>PRIVACY</b>	<b>90.0%</b>	--	<b>90.6%</b>	<b>82.7%</b>	<b>● 89.9%</b>
I can be alone when I wish.	90.5%	--	90.9%	78.4%	● 86.6%
My privacy is respected when people care for me.	89.5%	--	90.3%	87.1%	94.2%
<b>FOOD/MEALS</b>	<b>64.5%</b>	--	<b>63.7%</b>	<b>● 66.9%</b>	<b>75.4%</b>
I get my favourite foods here.	57.1%	--	37.1%	52.0%	62.5%
I can eat when I want.	42.1%	--	71.4%	● 56.7%	65.7%
I have enough variety in my meals.	75.0%	--	57.1%	70.6%	81.8%
I enjoy mealtimes.	68.4%	--	74.4%	● 72.5%	82.5%
Food is the right temperature when I get to eat it.	66.7%	--	76.3%	● 70.6%	82.3%
The dining room is a nice place to eat.	76.2%	--	--	● 79.1%	89.3%
<b>SAFETY/SECURITY</b>	<b>79.0%</b>	--	<b>83.2%</b>	<b>● 79.8%</b>	<b>87.1%</b>
If I need help right away, I can get it.	85.0%	--	76.3%	70.0%	● 82.2%
I feel my possessions are secure.	71.4%	--	84.2%	● 78.4%	86.6%
I feel safe when I am alone.	81.0%	--	89.2%	● 90.9%	97.3%
<b>COMFORT</b>	<b>74.1%</b>	--	<b>63.2%</b>	<b>● 74.3%</b>	<b>82.1%</b>
I get the services I need.	80.0%	--	85.3%	● 84.8%	93.2%
I would recommend this site or organization to others.	82.4%	--	82.9%	80.5%	90.2%
This place feels like home to me.	60.0%	--	67.6%	59.5%	70.0%
This place is kept very clean.	84.2%	--	--	● 91.2%	100.0%
I can easily go outdoors if I want.	84.2%	--	75.7%	74.4%	85.4%
I am bothered by the noise here. <i>*(The lower the better)</i>	10.0%	--	10.3%	17.6%	8.0%
I am bothered by the smells here. <i>*(The lower the better)</i>	5.0%	--	--	10.4%	4.3%
<b>DAILY DECISIONS [AUTONOMY]</b>	<b>79.1%</b>	--	<b>77.9%</b>	<b>69.6%</b>	<b>● 77.5%</b>
I can have a bath or shower as often as I want.	35.0%	--	37.5%	● 48.3%	62.5%
I decide when to get up.	85.7%	--	86.5%	65.4%	● 77.0%
I decide when to go to bed.	90.5%	--	78.9%	81.3%	91.9%
I can go where I want on the "spur of the moment."	82.4%	--	75.8%	58.3%	● 71.5%
I control who comes into my room.	85.0%	--	81.8%	60.6%	● 71.9%
I decide which clothes to wear.	90.0%	--	91.4%	82.9%	90.6%
I decide how to spend my time.	85.0%	--	80.0%	● 88.1%	94.9%
<b>RESPECT BY STAFF</b>	<b>92.9%</b>	--	<b>88.7%</b>	<b>84.8%</b>	<b>● 92.7%</b>
I am treated with respect by the staff.	100.0%	--	92.1%	90.5%	● 97.6%
Staff pay attention to me.	90.5%	--	86.8%	81.4%	● 89.9%
I can express my opinion without fear of consequences.	95.2%	--	80.0%	83.1%	● 92.6%
Staff respect what I like and dislike.	85.7%	--	94.3%	84.2%	93.5%
<b>STAFF RESPONSIVENESS</b>	<b>82.9%</b>	--	<b>78.9%</b>	<b>74.8%</b>	<b>● 82.0%</b>
The care and support I get help me live my life the way I want.	90.0%	--	84.4%	79.3%	● 89.5%
Staff respond quickly when I ask for assistance.	81.0%	--	75.0%	70.0%	83.0%
Staff respond to my suggestions.	70.0%	--	50.0%	62.0%	76.6%
I get the health services that I need.	85.0%	--	88.2%	● 86.4%	95.5%
Staff have enough time for me.	85.0%	--	74.3%	65.0%	● 75.1%
Staff know what they are doing.	85.0%	--	83.3%	84.2%	91.6%
My services are delivered when I want them.	84.2%	--	85.7%	75.4%	86.4%

## Resident Quality of Life Survey 2018

QUESTION	2018	2017	2016	Corporate Overall	Top Quartile
<b>STAFF-RESIDENT BONDING</b>	<b>63.6%</b>	--	<b>53.3%</b>	<b>54.6%</b>	<b>63.5%</b>
Some of the staff know the story of my life.	40.0%	--	26.9%	40.5%	55.1%
I consider a staff member my friend.	76.2%	--	62.5%	62.7%	78.1%
I have a special relationship with a staff member.	36.8%	--	26.1%	44.9%	60.0%
Staff take the time to have a friendly conversation with me.	68.4%	--	51.4%	60.7%	72.4%
Staff ask how my needs can be met.	73.7%	--	71.0%	58.5%	71.6%
I have the same nurse assistant on most weekdays.	85.0%	--	35.5%	59.6%	77.3%
<b>ACTIVITIES</b>	<b>65.0%</b>	--	<b>59.0%</b>	<b>59.4%</b>	<b>67.7%</b>
I have enjoyable things to do here on weekends.	57.1%	--	34.6%	56.6%	67.4%
I have enjoyable things to do here in the evenings.	68.4%	--	31.0%	55.9%	71.4%
I participate in meaningful activities.	65.0%	--	48.3%	56.8%	69.3%
If I want, I can participate in religious activities that have meaning to me.	76.5%	--	82.9%	72.6%	85.8%
I have opportunities to spend time with other like-minded residents.	65.0%	--	67.6%	63.2%	78.6%
I have the opportunity to explore new skills and interests.	60.0%	--	80.0%	51.0%	65.1%
<b>PERSONAL RELATIONSHIPS</b>	<b>36.8%</b>	--	<b>29.9%</b>	<b>39.1%</b>	<b>48.9%</b>
Another resident here is my close friend.	50.0%	--	31.0%	47.7%	60.4%
People ask for my help or advice.	29.4%	--	12.1%	23.2%	30.3%
I have opportunities for affection or romance.	13.3%	--	19.4%	16.2%	22.9%
It is easy to make friends here.	47.4%	--	54.1%	60.3%	73.7%
I have people who want to do things together with me.	37.5%	--	29.6%	44.3%	59.4%
<b>Resident QoL OVERALL</b>	<b>71.9%</b>	--	<b>67.1%</b>	<b>67.4%</b>	<b>73.1%</b>

▲ Better than 2017 ▼ Lower than 2017 ● Lower than corporate overall ● Achieved or higher than top quartile

## Family Satisfaction Survey 2018

QUESTION	2018	2017	2016	Corporate Overall	Top Quartile
<b>DINING EXPERIENCE</b>	<b>89.7%</b>	--	<b>89.2%</b>	<b>● 90.9%</b>	<b>95.2%</b>
Appearance, aroma and taste of the meals	83.0%	--	--	● 87.5%	95.8%
Choice of dietary options offered	86.4%	--	--	● 89.5%	95.9%
Courtesy of staff who serve your family member	94.0%	--	98.0%	● 97.1%	100.0%
Time it takes to serve your family member their meal	90.7%	--	--	90.7%	96.5%
Wait time that your family member experiences to receive assistance with eating/feeding their meal (if assistance required)	89.7%	--	--	87.8%	95.7%
Cleanliness of dining room	96.1%	--	--	95.7%	100.0%
Noise level in dining room	87.2%	--	76.6%	86.5%	93.2%
<b>QUALITY OF SERVICE</b>	<b>85.8%</b>	--	<b>88.2%</b>	<b>● 88.1%</b>	<b>93.1%</b>
Quality of nursing care from Registered Staff	87.5%	--	94.3%	● 94.8%	100.0%
Quality of nursing care from Personal Care Staff	90.0%	--	--	--	--
Attention to personal care and grooming	83.3%	--	82.0%	82.7%	90.3%
Overall bathing experience	95.1%	--	89.7%	88.6%	● 95.1%
Care of resident clothing	77.8%	--	79.6%	● 83.8%	93.1%
Care of resident personal belongings (excluding clothing)	81.4%	--	--	--	--
<b>COURTESY OF STAFF</b>	<b>95.9%</b>	--	<b>97.7%</b>	<b>95.6%</b>	<b>98.6%</b>
Courtesy of Registered Staff	96.0%	--	98.1%	● 97.0%	100.0%
Courtesy of Personal Care Staff	98.0%	--	--	95.2%	100.0%
Courtesy and experience with Religious services	90.5%	--	92.6%	● 93.7%	100.0%
● <i>If you experienced a concern, was it resolved in a timely manner?</i>	100.0%	--	--	93.5%	● 100.0%
<b>COMMUNICATION</b>	<b>84.8%</b>	--	<b>--</b>	<b>● 90.8%</b>	<b>96.6%</b>
Communication flow with Registered Staff	82.0%	--	--	● 89.8%	98.3%
Communication flow with Personal Care Staff	86.7%	--	--	● 89.5%	96.3%
Communication from the home that keeps you informed	86.0%	--	--	● 93.1%	100.0%
<b>EXPERIENCE &amp; ENGAGEMENT</b>	<b>93.0%</b>	--	<b>90.1%</b>	<b>92.1%</b>	<b>95.7%</b>
Experience and engagement with Registered Staff	92.2%	--	--	● 94.8%	100.0%
Experience and engagement with Care Staff	93.8%	--	--	93.6%	100.0%
Experience and engagement with Director of Care (Nursing)	92.1%	--	89.2%	● 92.1%	100.0%
● <i>If you experienced a concern, was it resolved in a timely manner?</i>	80.6%	--	--	● 87.9%	100.0%
Experience and engagement with the resident's Physician	78.1%	--	84.6%	● 84.1%	91.7%
● <i>If you experienced a concern, was it resolved in a timely manner?</i>	82.1%	--	--	● 87.4%	94.6%
Experience and engagement with Activity/Recreation Staff	97.8%	--	95.9%	94.9%	100.0%
● <i>If you experienced a concern, was it resolved in a timely manner?</i>	86.4%	--	--	● 92.4%	100.0%
Experience and engagement with Housekeeping, Laundry and Maintenance Staff	87.0%	--	96.2%	● 89.0%	95.0%
● <i>If you experienced a concern, was it resolved in a timely manner?</i>	72.0%	--	--	● 84.0%	95.0%
Experience and engagement with Office Staff	98.0%	--	100.0%	97.0%	100.0%
● <i>If you experienced a concern, was it resolved in a timely manner?</i>	92.3%	--	--	● 94.7%	100.0%
Experience and engagement with Administrator/Executive Director	97.3%	--	88.6%	93.3%	100.0%
● <i>If you experienced a concern, was it resolved in a timely manner?</i>	83.3%	--	--	● 91.3%	100.0%
Experience and engagement with Beautician	97.7%	--	95.7%	92.0%	98.0%
● <i>If you experienced a concern, was it resolved in a timely manner?</i>	87.5%	--	--	● 92.0%	100.0%
Experience and engagement with Restorative Care	94.1%	--	100.0%	90.5%	100.0%
● <i>If you experienced a concern, was it resolved in a timely manner?</i>	83.3%	--	--	● 92.4%	100.0%
Experience and engagement with Physio/Occupational Therapy	90.6%	--	84.0%	88.6%	96.0%
● <i>If you experienced a concern, was it resolved in a timely manner?</i>	84.2%	--	--	● 86.3%	100.0%
<b>FACILITY ENVIRONMENT</b>	<b>89.6%</b>	--	<b>--</b>	<b>88.6%</b>	<b>93.6%</b>
Adequate privacy when visiting with your family member in the home	96.1%	--	--	92.6%	97.8%

## Family Satisfaction Survey 2018

QUESTION	2018	2017	2016	Corporate Overall	Top Quartile
Personal sense of safety while visiting home	100.0%	--	--	97.5%	● 100.0%
Cleanliness of home and resident's room	89.8%	--	87.0%	88.7%	96.7%
Absence of odours in the home	72.0%	--	84.9%	● 75.2%	86.9%
<b>COMPLAINTS</b>	<b>80.0%</b>	<b>--</b>	<b>43.2%</b>	<b>● 81.7%</b>	<b>94.2%</b>
Do you believe the complaints resolution process at this home is fair?	84.2%	--	57.9%	● 84.8%	100.0%
Do you believe the complaints resolution process occurs in a timely manners	85.0%	--	--	80.9%	100.0%
Are you satisfied with the outcome of your complaint?	68.8%	--	27.8%	● 79.2%	100.0%
<b>FAMILY OVERALL</b>	<b>89.6%</b>	<b>--</b>	<b>89.3%</b>	<b>● 90.4%</b>	<b>94.5%</b>
I can express my opinion without fear of consequences	88.5%	--	--	● 90.0%	97.9%
Would you recommend this home to others? (% Definitely Yes)	53.8%	--	65.4%	● 56.0%	68.1%
Would you recommend this home to others? (% Probably Yes & Definitely Yes)	86.5%	--	96.2%	● 91.0%	100.0%

▲ Better than 2017 ▼ Lower than 2017 ● Lower than corporate overall ● Achieved or higher than top quartile