CARE COMMUNITY

RESIDENT EXPERIENCE SURVEY

Data begins:DEC 14, 2020Data ends:JAN 23, 2021Date reported:FEB 12, 2021

COMPREHENSIVE REPORT

ANALYSIS PREPARED FOR

SIENNA SENIOR LIVING

REGION 4

VICTORIA MANOR

220 Angeline Street South • Lindsay, ON K9V 5E9

This report summarizes your survey results. The charts and graphs selected by your organization provide important information necessary to identify opportunities for improvement, as well as areas in which respondents feel you do well.



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SURVEY HIGHLIGHTS

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401

DOMAINS: Highest to lowest by 'Strongly Agree'

DISAGREE

STRONGLY DISAGREE

65%	31%
66%	31%
66%	30%
66%	30%
7 64%	29%
27%	2001/
67%	29%
70%	26%
	66% 7 64% 67%

ITEMS: Top 5 by 'Strongly Agree'

AGREE

Of all survey items, the 5 items with the highest "Strongly Agree" rating, listed by highest to lowest.

STRONGLY AGREE

Laundry services		
	5 59%	36%
Opportunities to communicate		
	63%	35%
Assistance received	62%	35%
	02 /8	55 %
Involved in plan of care	61%	34%
	0.70	
Care/Concern shown	65%	33%

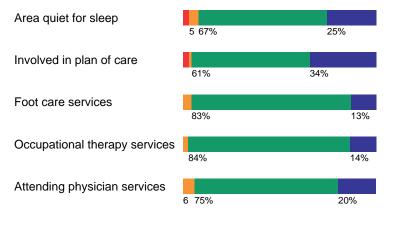
COMMENTS: Top words

ITEM: What are three words you would use to describe your experience at our care community?

good	13
excellent	5
fine	5
nice	5
happy	4
clean	3
fun	3
great	3
perfect	3
alright	2
attentive	2
fair	2
friendly	2
lovely	2

ITEMS: Bottom 5 by 'Strongly Disagree'

Of all survey items, the 5 items with the highest "Strongly Disagree" rating, listed by highest to lowest.



Date reported: FEB 12, 2021 COMPREHENSIVE REPORT

DEC 14, 2020

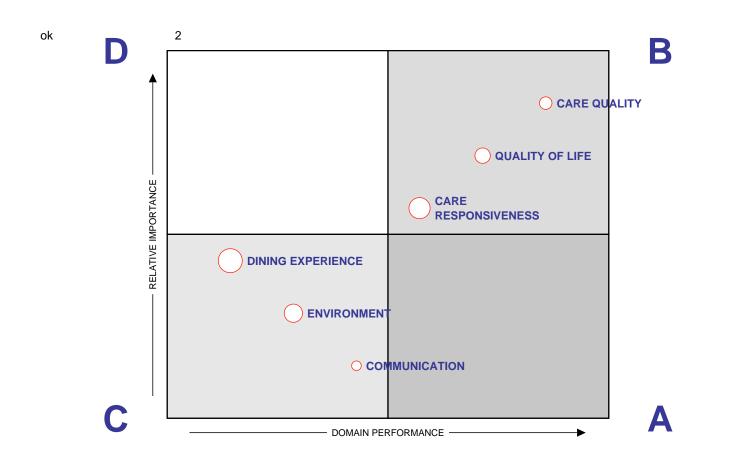
JAN 23, 2021

Data begins:

Data ends:

DOMAIN PRIORITY MAP

COMPREHENSIVE REPORT



	ST	STRONGLY DISAGREE		DISAGREE			AGREE		STRONGLY AGREE		Average	
											ENTITY	ORG.
DINING EXPERIENCE												
Meals appealing/tasty											74	63
	6%	64%						30%				
Meal needs/preferences met											74	63
·	8%	63%						30%				
Pleasant atmosphere for meals											73	68
	8%	65%	1	L.		I	l.	28%		1	10	00
		POOR			FAIR		GOOD		EXCE		Ave	rage
											ENTITY	ORG.
GLOBAL												
Recommendation to others					4						76	68
	5	62%					3	34%				
	_											

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RATINGS BY DOMAIN

COMPREHENSIVE REPORT

	STRONGLY DISAGREE	DISAGREE	AGREE	STRONGLY AGREE	Strongly Ag	ree + Agree
					ENTITY	ORG.
QUALITY OF LIFE						
Respect Shown	68%		31	%	99%	94%
Involvement in daily decisions	66%		31	%	97%	90%
Offers meaningful things to do	4 63%		33%		96%	84%
Privacy needs respected	4 67%			28%	96%	91%
COMMUNICATION						
Involved in plan of care	61%		34%		96%	85%
Questions answered	4 72%			24%	96%	88%
Kept informed by staff	5 65%				95%	84%
CARE RESPONSIVENESS						
Care/Concern shown	65%		33%		98%	92%
Assistance received	3 62%		25%		97%	89%
Timely response	7% 70%			22%	93%	85%
CARE QUALITY						
Quality of nursing care	66%			2/0	97%	93%
Quality of personal care	66%		31		97%	92%
Staff well trained/competent	3 64%		33%		97%	90%
Effective pain management	5 66%			0%	95%	89%

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RATINGS BY DOMAIN

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COMPREHENSIVE REPORT

	STRONGLY DISAGREE	DISAGREE	AGREE S	STRONGLY AGREE		Strongly Agree + Agree	
					ENTITY	ORG.	
ENVIRONMENT							
Maintained room/surroundings	66%		32%		98%	96%	
Clean/Comfortable furnishings	71%		27%		98%	94%	
Safe in surroundings	3 66%		31%		97%	95%	
Area quiet for sleep	3 5 67%		25%		92%	86%	
DINING EXPERIENCE							
Meals appealing/tasty	6% 64%		30%		94%	77%	
Meal needs/preferences met	8% 63%		30%		92%	78%	
Pleasant atmosphere for meals	8% 65%		28%		92%	88%	
	POOR	FAIR	GOOD	EXCELLENT	Excellent		
GLOBAL					ENTITY	ORG.	
Recommendation to others	5 62%		34%		95%	81%	
Overall quality of services	6% 65%		29%		94%	83%	

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RATINGS BY DOMAIN

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COMPREHENSIVE REPORT

	STRONGLY DISAGREE	DISAGREE	AGREE	STRONGLY AGREE	Strongly Ag	ree + Agre
					ENTITY	ORG.
CUSTOM						
Aware of precautions	65%		33%		98%	89%
	05%		33%			
Opportunities to communicate	C20(25%		98%	93%
	63%		35%			
Occupational therapy services	0.404			1.10/	97%	86%
	84%			14%		
Foot care services					96%	86%
	4 83%			13%		
Nurse practitioner services					96%	94%
	4 71%			25%		
Laundry services					95%	85%
-	5% 59%		36%			
Well informed on COVID-19					95%	80%
	5% 68%		2	27%		
Physiotherapy services					94%	89%
5 15	6% 73%			20%		
Attending physician services					94%	85%
	6% 75%			20%	0170	5070
				1 I I I		

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RATINGS BY ITEM

Data begins:	DEC 14, 2020
Data ends:	JAN 23, 2021
Date reported:	FEB 12, 2021

COMPREHENSIVE REPORT

	STRONGLY DISAGREE	DISAGREE	AGREE STRONGLY AGREE	Strongly Agree + Agree
		I I I		ENTITY ORG.
Respect Shown	68%		31%	99% 94%
Maintained room/surroundings	66%		32%	98% 96%
Care/Concern shown	65%		33%	98% 92%
Clean/Comfortable furnishings	71%		27%	98% 94%
Involvement in daily decisions	66%		31%	97% 90%
Assistance received	3 62%		35%	97% 89%
Safe in surroundings	3 66%		31%	97% 95%
Quality of nursing care	66%		31%	97% 93%
Quality of personal care	66%		31%	97% 92%
Staff well trained/competent	3 64%			97% 90%
Involved in plan of care	61%		34%	96% 85%
Offers meaningful things to do	4 63%		33%	96% 84%
Privacy needs respected				96% 91%
Questions answered	4 67%		28%	96% 88%
Effective pain management	4 72%		24%	95% 89%
Kept informed by staff	5 66%		30%	95% 84%
Meals appealing/tasty	5 65%		31%	94% 77%
	6% 64%		30%	000/ 050/
Timely response	7% 70%		22%	93% 85%
Area quiet for sleep	3 5 67%		25%	92% 86%
Meal needs/preferences met	8% 63%		30%	92% 78%
Pleasant atmosphere for meals	8% 65%		28%	92% 88%

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RATINGS BY ITEM

Continued from previous page

COMPREHENSIVE REPORT

	STRONGLY DISAG	REE	DISAGREE		AGREE	STRONGLY AGREE	Strongly Agr	ree + Agree
		1					ENTITY	ORG.
Aware of precautions	65%				33%		98%	89%
Opportunities to communicate	63%	· · · · · · · · · · · · · · · · · · ·		 	35%		98%	93%
Occupational therapy services	84%					14%	97%	86%
Foot care services	4 83%			1 		13%	96%	86%
Nurse practitioner services	4 71%	· · ·				25%	96%	94%
Laundry services	5% 59%				36%		95%	85%
Well informed on COVID-19	5% 68%				2	7%	95%	80%
Physiotherapy services	6% 73%			r I		20%	94%	89%
Attending physician services	6% 75%					20%	94%	85%
	POOR		FAIR		GOOD	EXCELLENT	Excellent	+ Good
							ENTITY	ORG.
Recommendation to others	5 62%				34%		95%	81%
Overall quality of services	6% 65%			 	299	%	94%	83%

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SURVEY ITEMS BY DOMAIN

ITEM NO.	LABEL	ITEM AS IT APPEARS ON THE SURVEY
CARE	QUALITY	
11 12 13 14	Quality of nursing care Quality of personal care Staff well trained/competent Effective pain management	The nurses provide high-quality nursing care. The personal support workers / resident care aides provide high-quality care. Staff is well trained and competent. My pain is managed effectively.
QUALI	TY OF LIFE	
1 2 3 4	Respect shown Involvement in daily decisions Offers meaningful things to do Privacy needs respected	Staff behave respectfully toward residents and families. My preferences and choices are incorporated into my daily routine. I am offered opportunities for meaningful things to do. My need for privacy is respected.
CARE I	RESPONSIVENESS	
8 9 10	Timely response Care/Concern shown Assistance received	My requests are responded to in a timely fashion. Staff show care and concern for my needs. I receive all the assistance that I need.
COMM	IUNICATION	
5 6 7	Questions answered Involved in plan of care Kept informed by staff	My questions are answered to my satisfaction. My family and I are actively involved in my plan of care. Staff keep me informed of information that affects me.
DINING	G EXPERIENCE	
19 20 21	Meals appealing/tasty Meal needs/preferences met Pleasant atmosphere for meals	Meals served to me are appealing and tasty. Meals meet my needs and preferences. Meals are served in a pleasant atmosphere.
ENVIR	ONMENT	
15 16 17 18	Maintained room/surroundings Area quiet for sleep Clean/Comfortable furnishings Safe in surroundings	My room and surroundings are clean and well maintained. The area around my room is kept quiet for sleep. The furnishings are clean and comfortable. I feel safe in my surroundings.
GLOB	AL .	
22 23	Recommendation to others Overall quality of services	Overall, how would you recommend this care community to others? How would you rate the overall quality of services provided by this care community?
ORGA	NIZATION-SPECIFIC	
24 25 26 27 28 20 30 31 32	Laundry services Foot care services Physiotherapy services Attending physician services Nurse practitioner services Occupational therapy services Well informed on COVID-19 Aware of precautions Opportunities to communicate	I am satisfied with the quality of laundry services at this care community. I am satisfied with the foot care services at this care community (as applicable). I am satisfied with the physiotherapy services at this care community (as applicable). I am satisfied with the Attending Physician services at this care community (as applicable). I am satisfied with the Nurse Practitioner Services at this care community (as applicable). I am satisfied with the Occupational Therapy Services at this care community (as applicable). I am kept informed about the impact of COVID-19 within the care community. I am aware of the precautions taken to protect me during this pandemic. I have opportunities to communicate with my family and friends during this pandemic.
COMN	IENTS:	

COMMENTS:

COMMENTS.	
CARE QUALITY	What is one thing we could do to improve the way we provide care?
QUALITY OF LIFE	What is one thing we could do to improve your quality of life?
CARE RESPONSIVENESS	What is one thing we could do to improve the way we respond to your needs?
COMMUNICATION	What is one thing we could do to improve our communication with residents and families?
DINING EXPERIENCE	What is one thing we could do to enhance our dining services?
ENVIRONMENT	What is one thing we could do to enhance the environment at our care community?
GLOBAL: THREE WORDS	What are three words you would use to describe your experience at our care community?
GLOBAL	Any other comments?