

CARE COMMUNITY

FAMILY EXPERIENCE SURVEY

Data begins: **DEC 14, 2020**

Data ends: **JAN 22, 2021**

Date reported: **JAN 25, 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.

Surveys created:

162

Surveys received:

66

Response rate:

41%

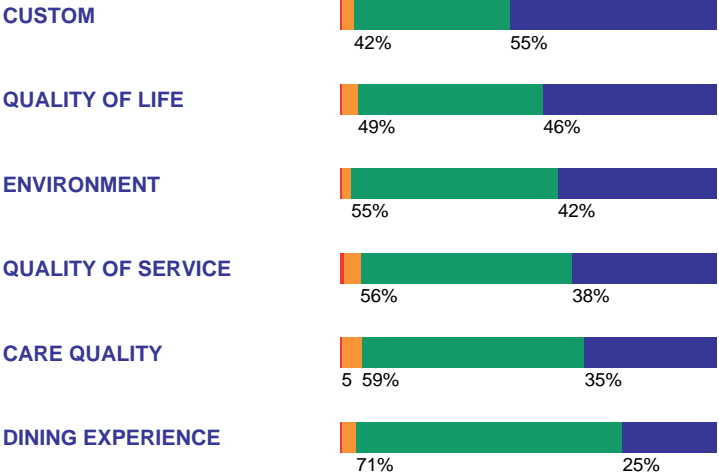
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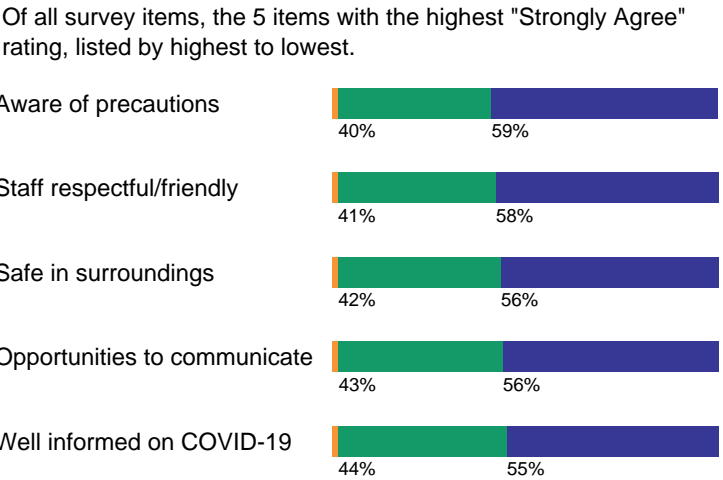
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DOMAINS: Highest to lowest by 'Strongly Agree'



ITEMS: Top 5 by 'Strongly Agree'

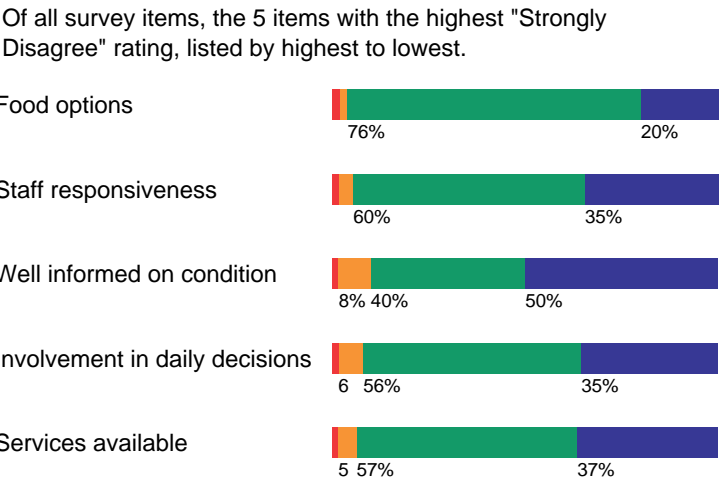


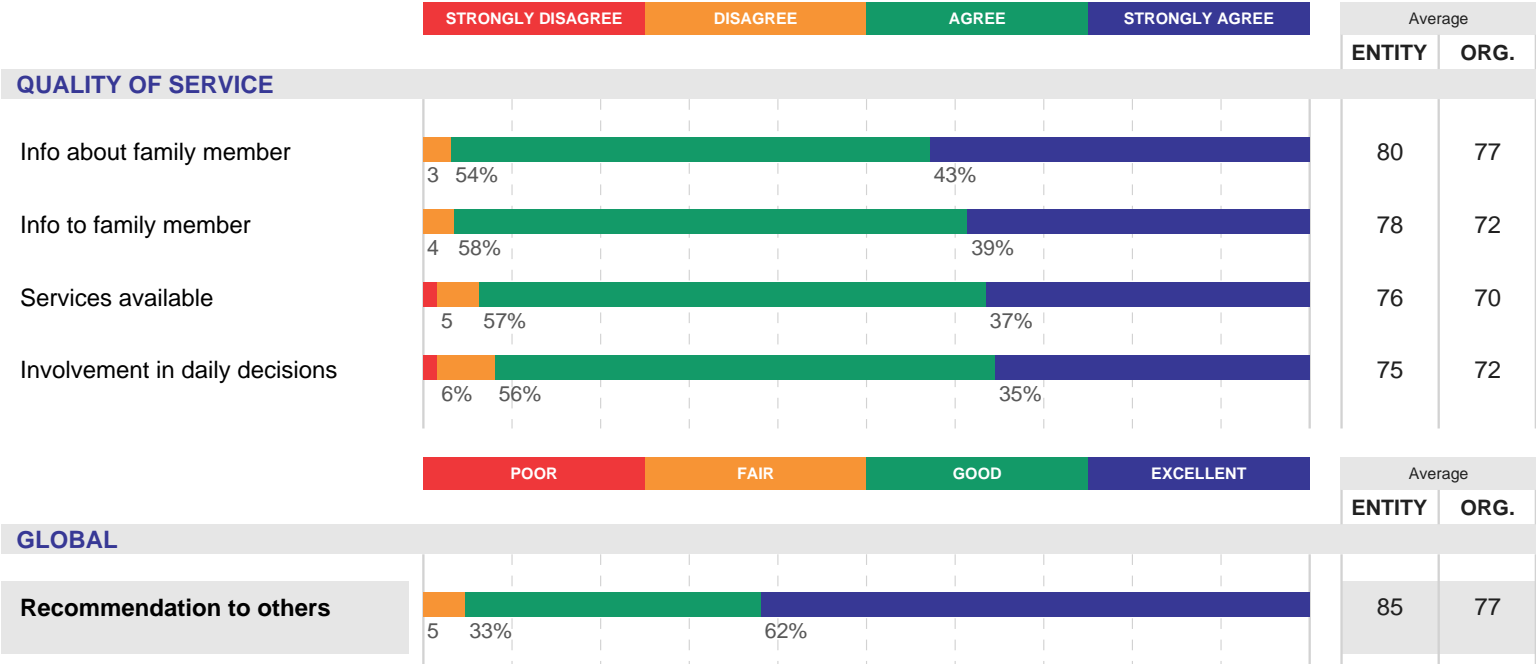
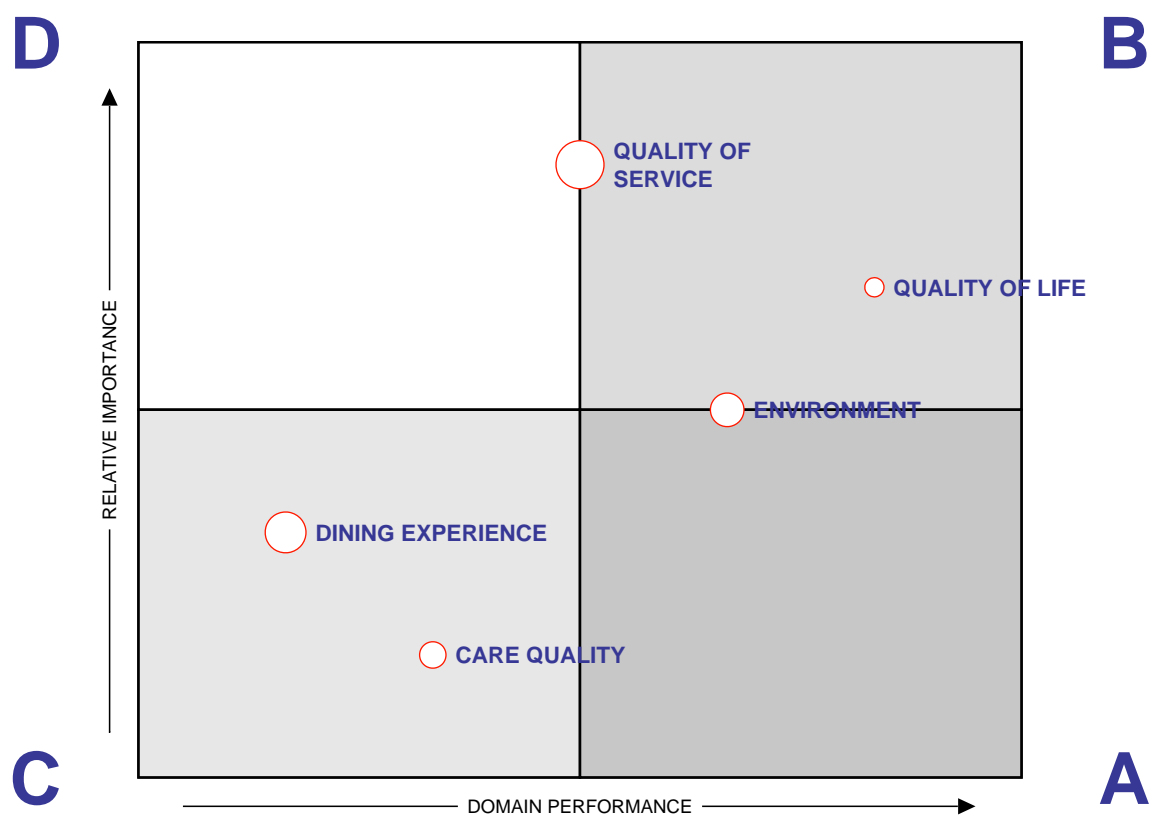
COMMENTS: Top words

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

caring	20
friendly	20
clean	10
safe	8
competent	4
pleasant	4
professional	4
comfortable	3
helpful	3
informative	3
respectful	3
welcoming	3
compassionate	2
good	2
happy	2

ITEMS: Bottom 5 by 'Strongly Disagree'

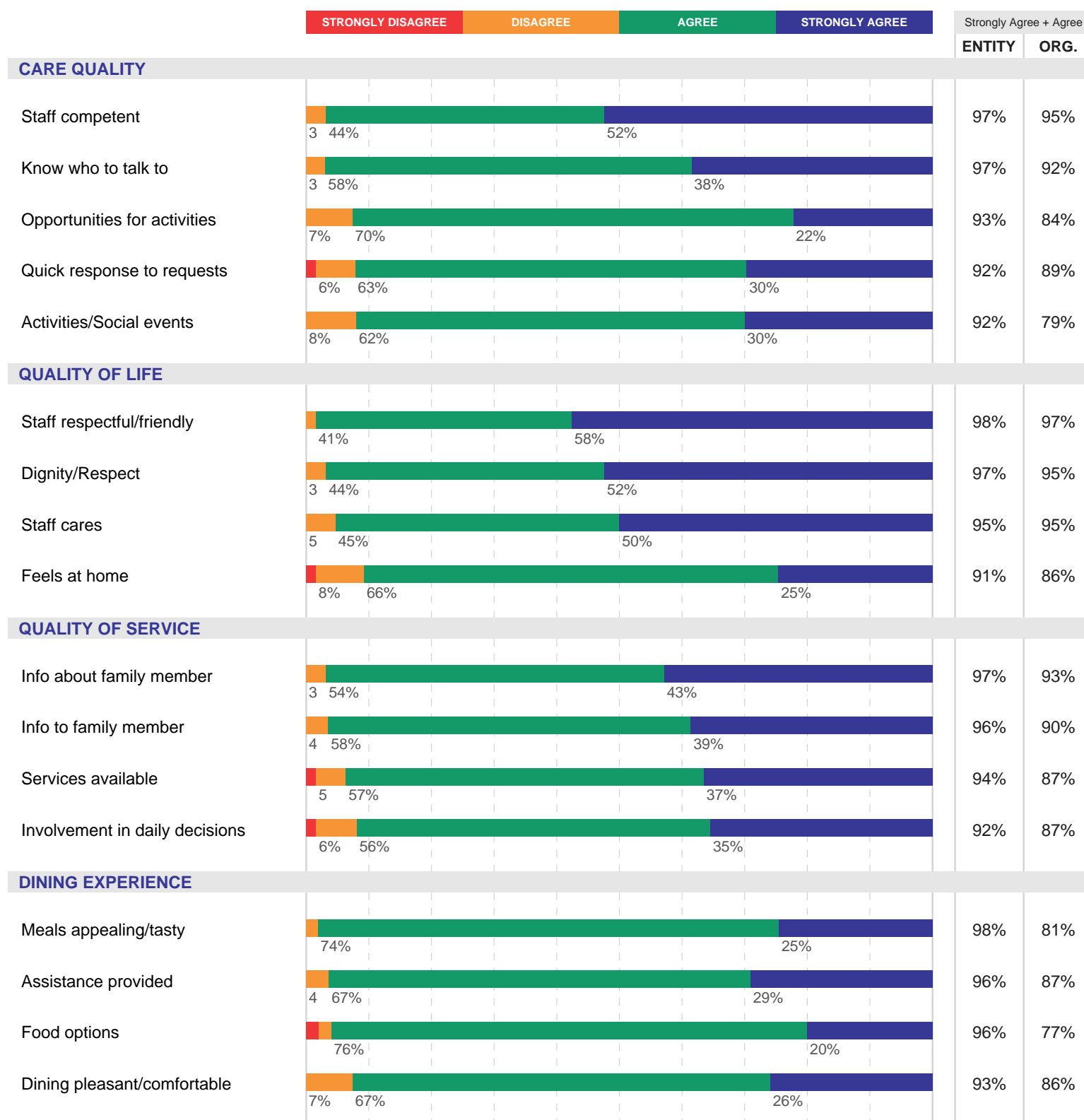




**CARE COMMUNITY
FAMILY EXPERIENCE SURVEY
RATINGS BY DOMAIN**

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Continued on next page

115

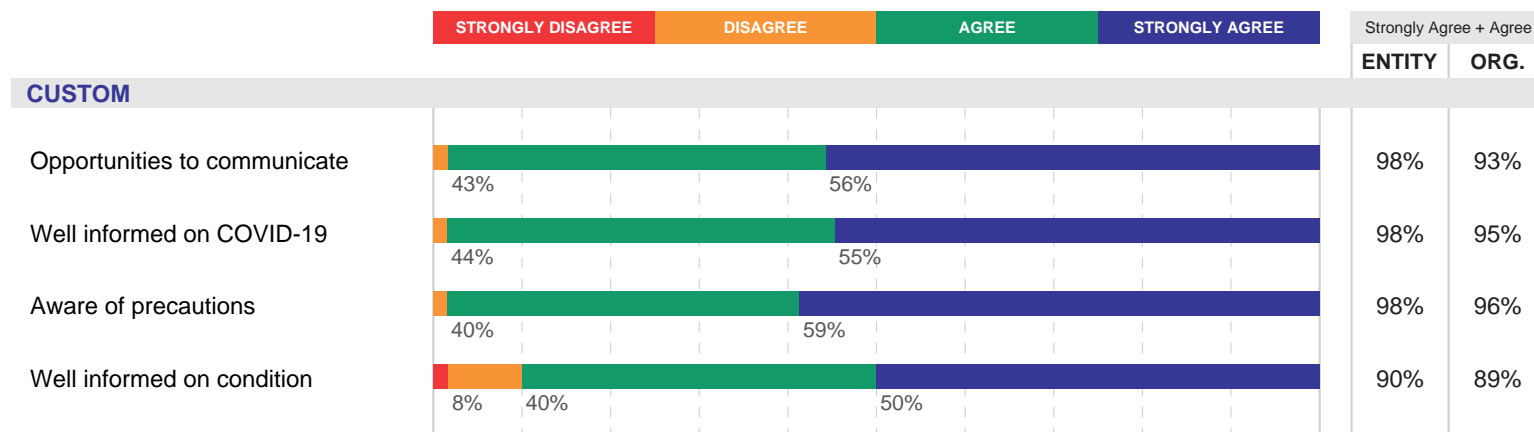
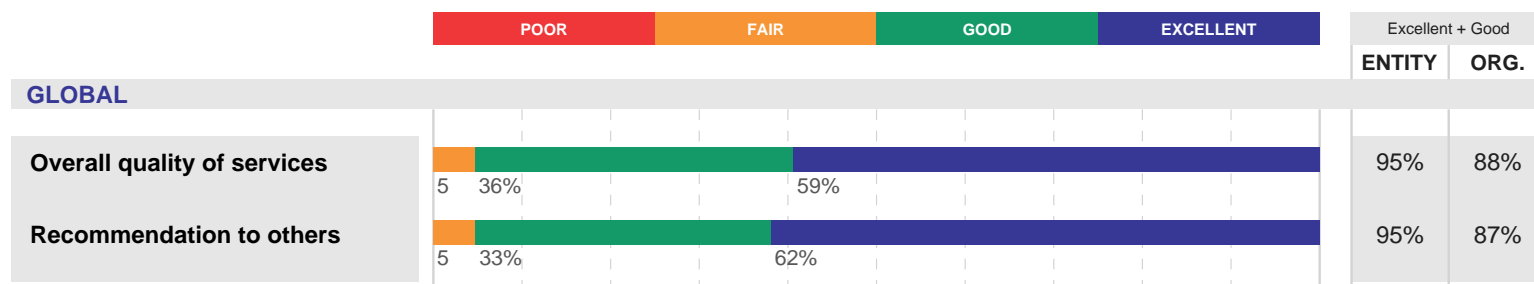
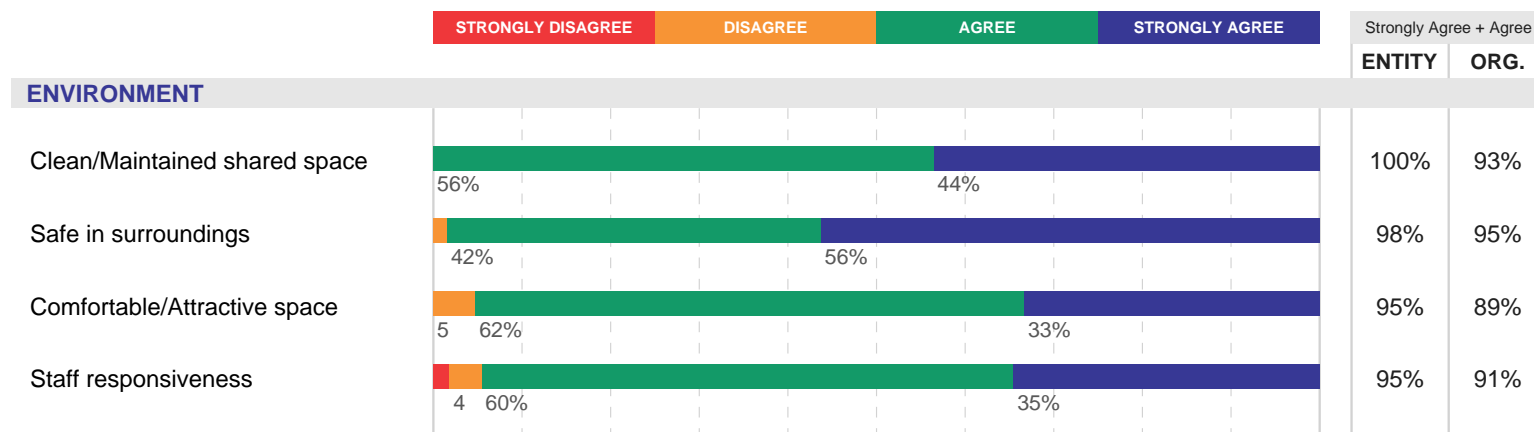
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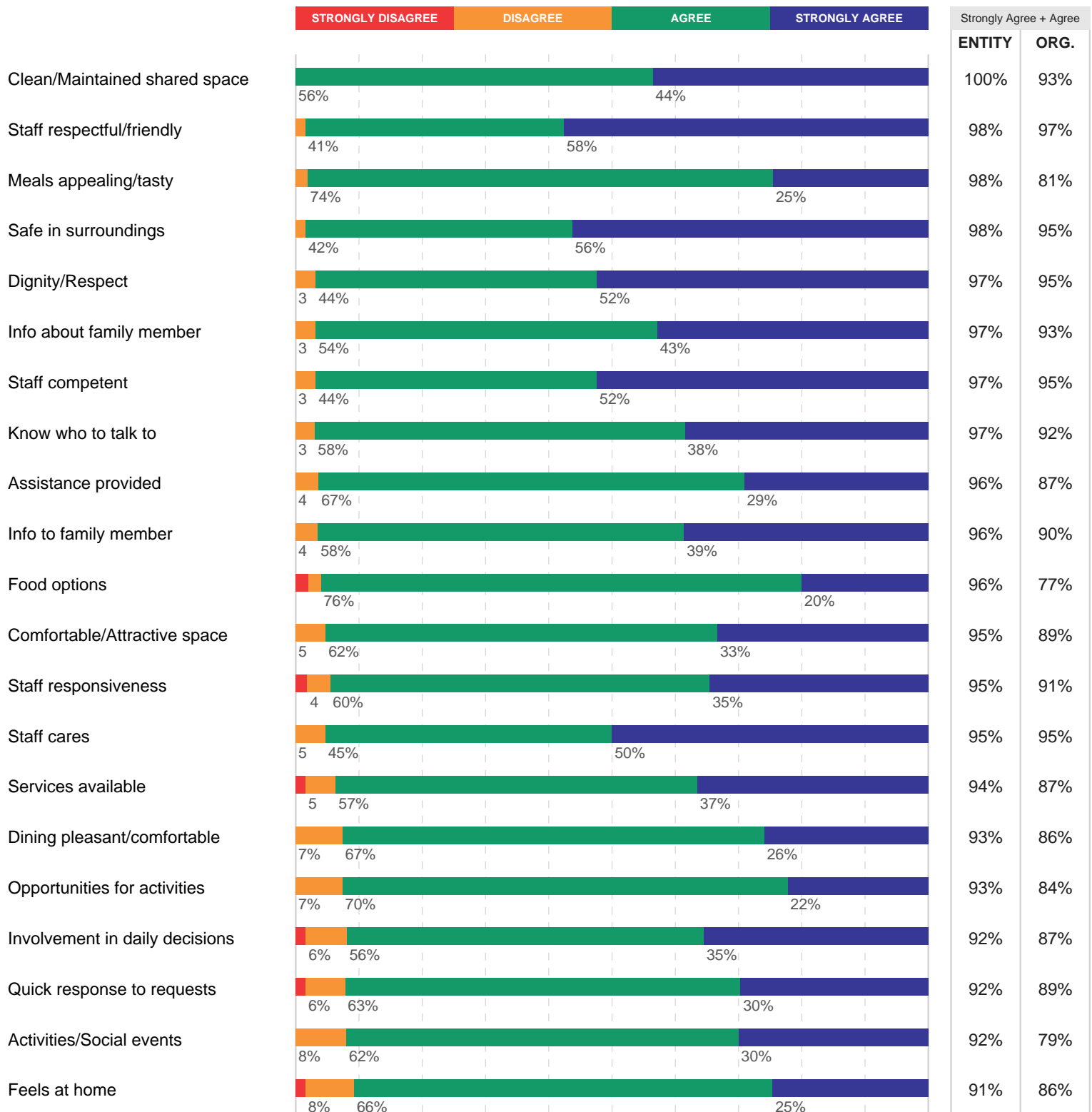


**CARE COMMUNITY
FAMILY EXPERIENCE SURVEY
RATINGS BY ITEM**

Data begins:
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Continued on next page

110

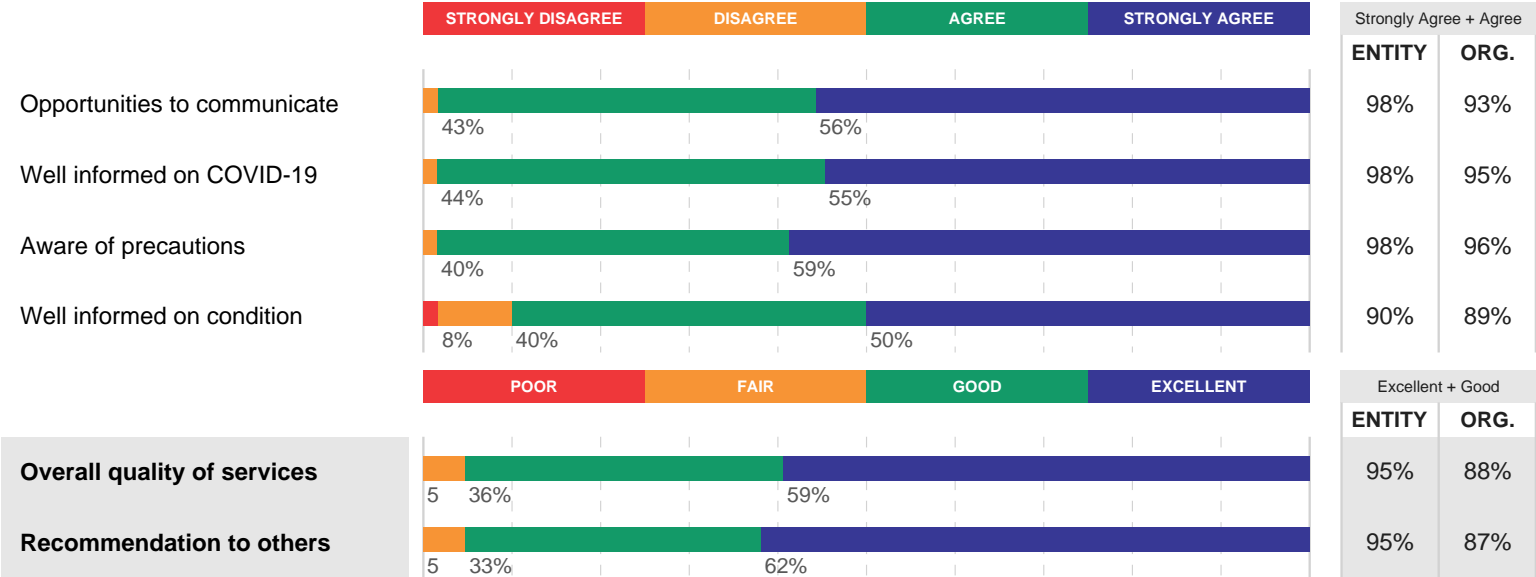
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CARE COMMUNITY

FAMILY EXPERIENCE SURVEY

RATINGS BY ITEM

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CARE COMMUNITY

FAMILY EXPERIENCE SURVEY

SURVEY ITEMS BY DOMAIN

ITEM NO. LABEL

ITEM AS IT APPEARS ON THE SURVEY

CARE QUALITY

5	Staff competent	Staff helping my family member are competent at what they do.
6	Quick response to requests	My requests are responded to quickly.
7	Know who to talk to	I know who to talk to if I have an issue or concern.
8	Activities/Social events	My family member is comfortable attending activities and social events.
9	Opportunities for activities	My family member has opportunities to engage in activities throughout the day.

QUALITY OF LIFE

1	Feels at home	My family member feels at home.
2	Staff cares	Staff working here really do care about me and my family.
3	Dignity/Respect	My family member is treated with dignity and respect by staff.
4	Staff respectful/friendly	Staff are respectful and friendly.

QUALITY OF SERVICE

10	Services available	Services to meet my family member's personal needs are readily available.
11	Involvement in daily decisions	I am involved in making decisions about my family member's daily routines and healthcare.
12	Info to family member	Staff gives my family member the information he/she needs.
13	Info about family member	Staff gives the family information needed about their family member.

DINING EXPERIENCE

14	Meals appealing/tasty	Meals served are appealing and tasty.
15	Dining pleasant/comfortable	The dining experience is pleasant and comfortable.
16	Assistance provided	Adequate assistance is provided during meals.
17	Food options	My family member can eat what he/she wants when hungry.

ENVIRONMENT

18	Comfortable/Attractive space	The living space is attractive and comfortable for my family member.
19	Clean/Maintained shared space	Shared spaces in this community are clean and well maintained.
20	Staff responsiveness	Staff is responsive when I report a problem or repair need.
21	Safe in surroundings	My family member is safe and secure living here.

GLOBAL

22	Recommendation to others	Overall, how would you recommend this care community to others?
23	Overall quality of services	How would you rate the overall quality of services provided by this care community?

ORGANIZATION-SPECIFIC

24	Well informed on COVID-19	I am kept informed about the impact of COVID-19 within the care community.
25	Well informed on condition	I am kept well informed about the condition of my loved one during this pandemic.
26	Aware of precautions	I am aware of the precautions taken to protect my loved one during this pandemic.
27	Opportunities to communicate	I have opportunities to communicate with my loved one during this pandemic.

COMMENTS:

CARE QUALITY

What is one thing we could do to improve the quality of care for your family member?

QUALITY OF LIFE

What is one thing we could do to improve your family member's quality of life?

QUALITY OF SERVICE

What is one thing we could do to improve our service?

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 here?

GLOBAL: THREE WORDS

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

GLOBAL

Any other comments?