

CARE COMMUNITY

FAMILY EXPERIENCE SURVEY

Data begins: **AUG 13, 2021**

Data ends: **OCT 21, 2021**

Date reported: **OCT 26, 2021**

COMPREHENSIVE REPORT

ANALYSIS PREPARED FOR

SIENNA SENIOR LIVING

JP

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:

168

Surveys received:

83

Response rate:

49%

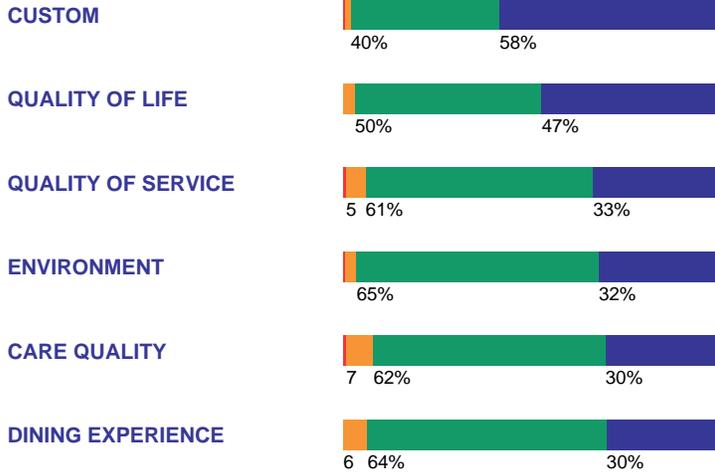
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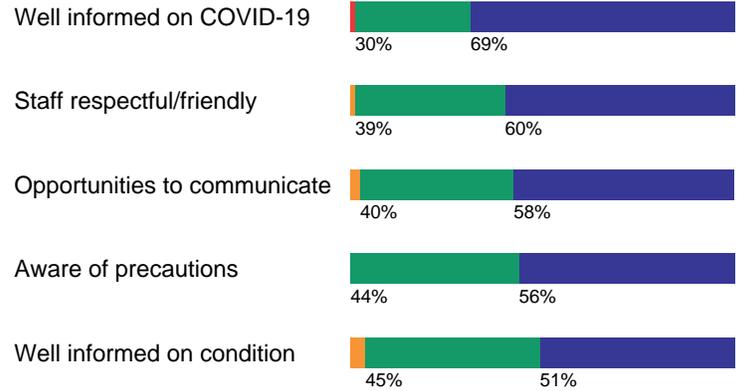


DOMAINS: Highest to lowest by 'Strongly Agree'



ITEMS: Top 5 by 'Strongly Agree'

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



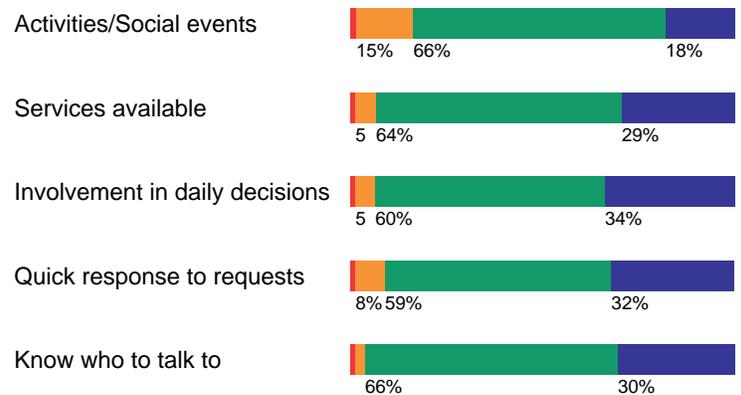
COMMENTS: Top words

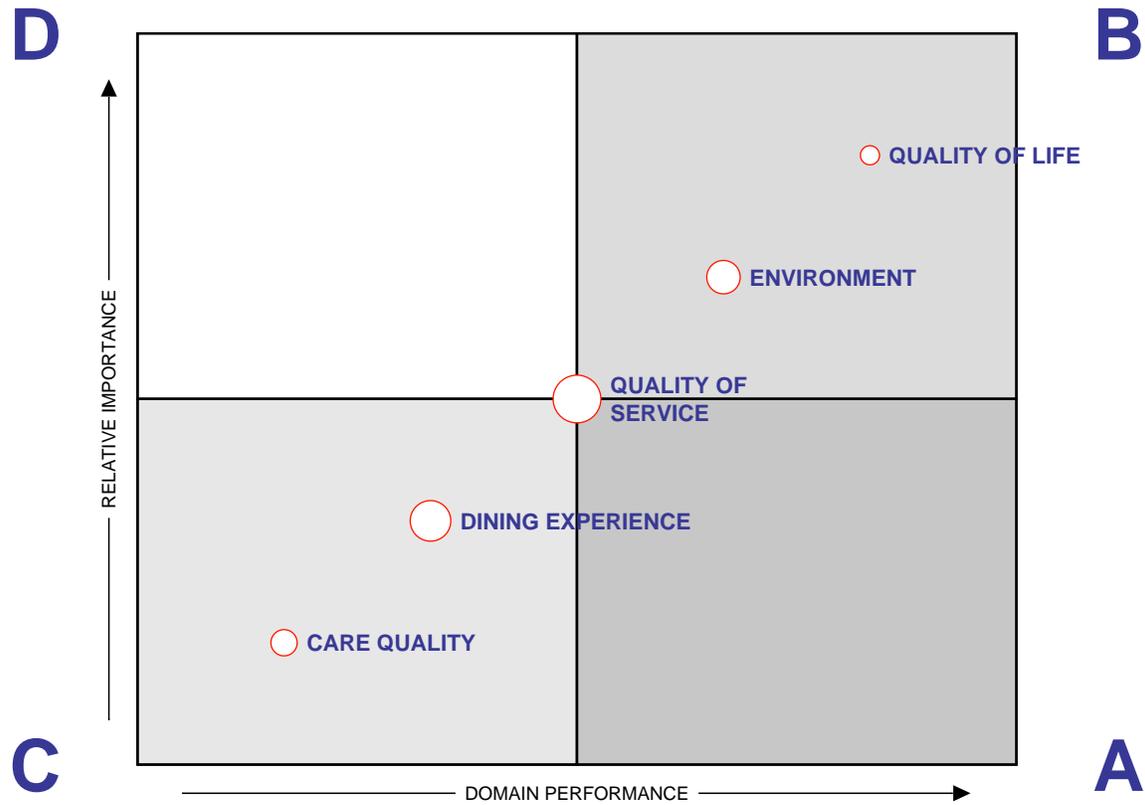
ITEM: What are three words you would use to describe your experience at our care community?

friendly	25
caring	24
clean	12
professional	11
safe	7
helpful	4
informative	4
kind	4
pleasant	4
respectful	4
comfortable	3
compassionate	3
reliable	3
supportive	3
accomodating	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.





					Average	
	STRONGLY DISAGREE	DISAGREE	AGREE	STRONGLY AGREE	ENTITY	ORG.
QUALITY OF SERVICE						
Info about family member	5	53%	42%		79	78
Involvement in daily decisions	5%	60%	34%		75	74
Info to family member	6%	67%	27%		73	72
Services available	5%	64%	29%		73	71



					Average	
	POOR	FAIR	GOOD	EXCELLENT	ENTITY	ORG.
GLOBAL						
Recommendation to others	4	43%	52%		82	77

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RATINGS BY DOMAIN**

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	STRONGLY DISAGREE	DISAGREE	AGREE	STRONGLY AGREE	Strongly Agree + Agree	
					ENTITY	ORG.
CARE QUALITY						
Staff competent	54%		46%		100%	95%
Know who to talk to	66%		30%		96%	91%
Quick response to requests	8%		59%		32%	91%
Opportunities for activities	13%		66%		21%	87%
Activities/Social events	15%		66%		18%	84%
QUALITY OF LIFE						
Staff cares	50%		49%		99%	94%
Staff respectful/friendly	39%		60%		99%	96%
Dignity/Respect	4%		48%		49%	96%
Feels at home	6%		63%		30%	94%
QUALITY OF SERVICE						
Info about family member	5%		53%		42%	95%
Involvement in daily decisions	5%		60%		34%	94%
Info to family member	6%		67%		27%	94%
Services available	5%		64%		29%	93%
DINING EXPERIENCE						
Dining pleasant/comfortable	69%		28%		97%	85%
Meals appealing/tasty	4%		64%		32%	96%
Assistance provided	7%		61%		32%	93%
Food options	13%		61%		27%	88%

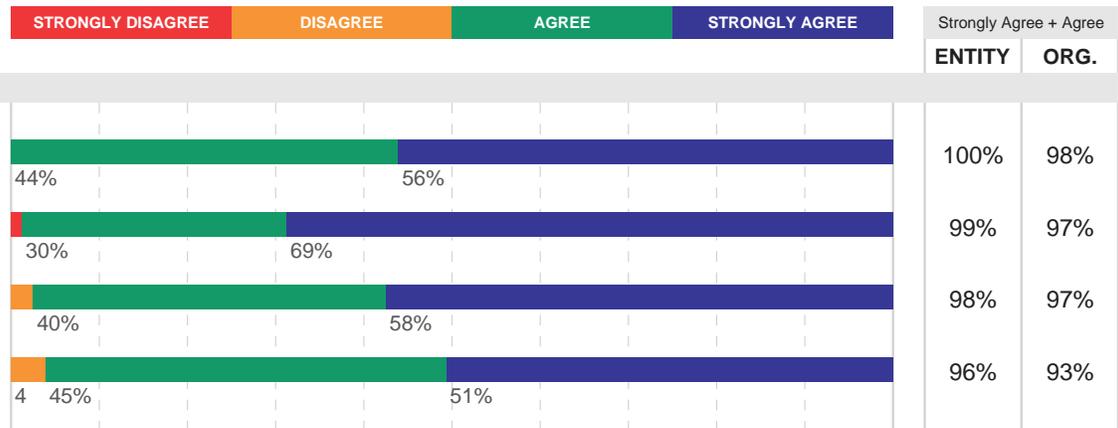
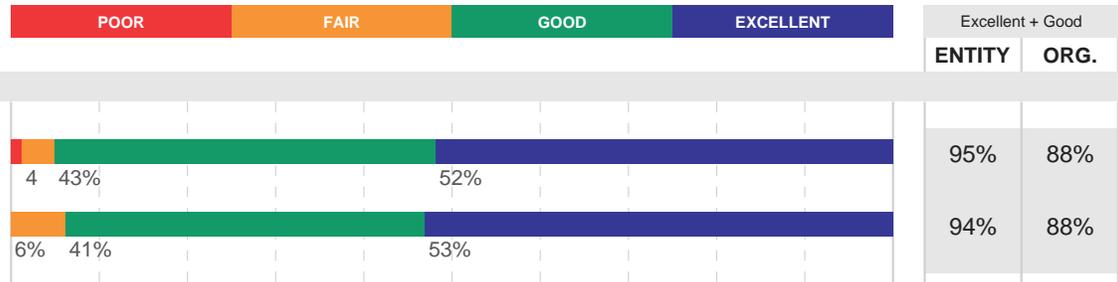
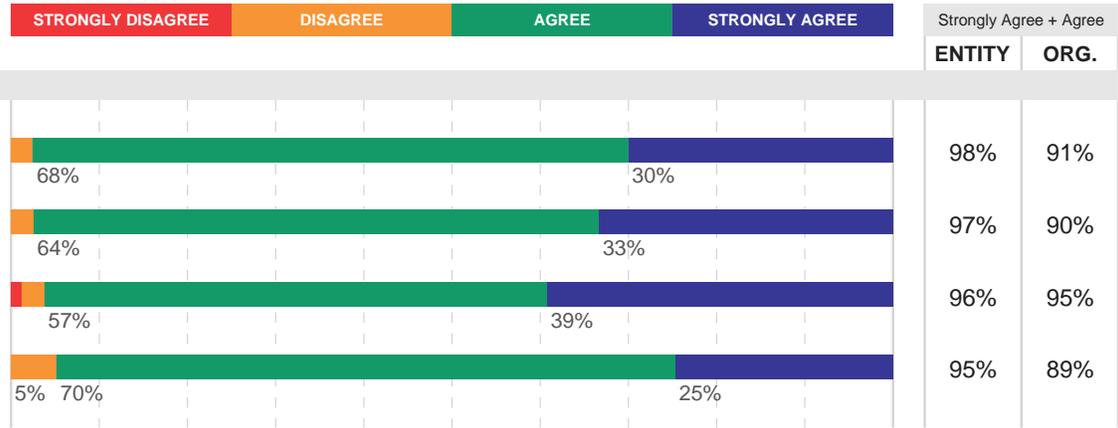
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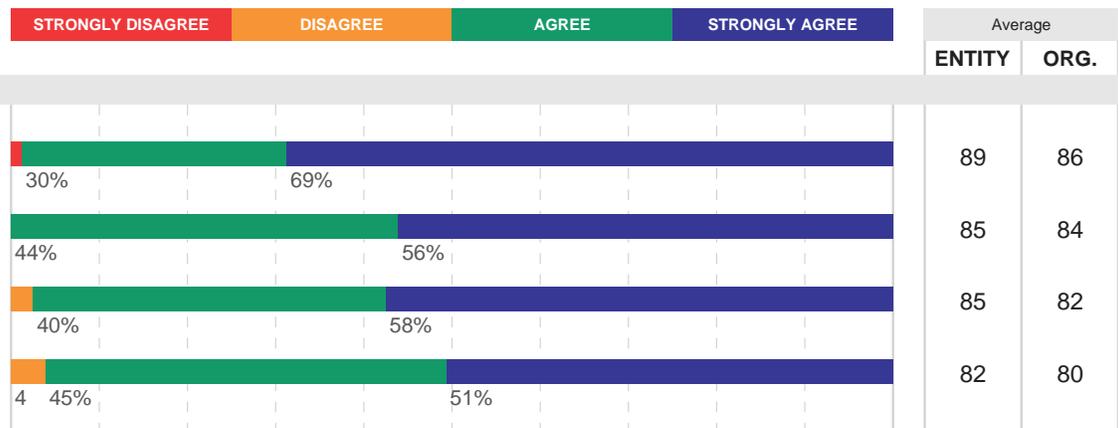
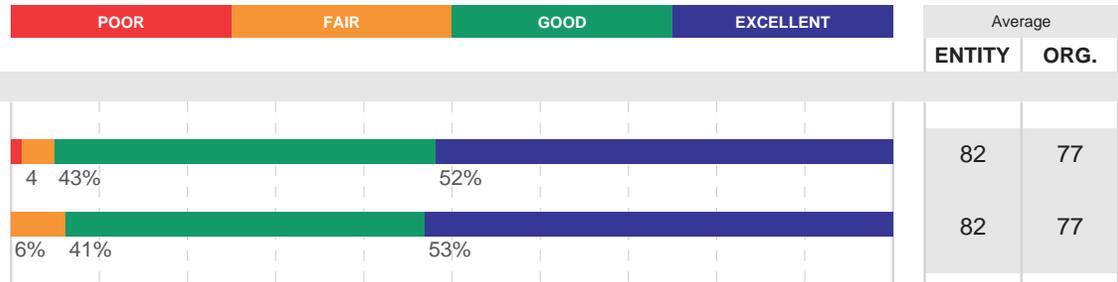
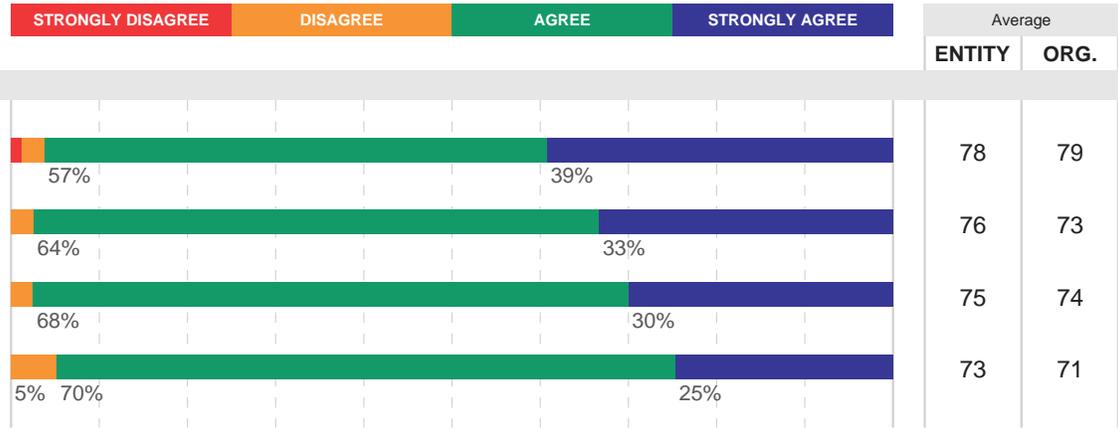
	STRONGLY DISAGREE DISAGREE AGREE STRONGLY AGREE				Average	
					ENTITY	ORG.
CARE QUALITY						
Staff competent					81	77
Know who to talk to					75	75
Quick response to requests					74	73
Opportunities for activities					69	67
Activities/Social events					66	66
QUALITY OF LIFE						
Staff respectful/friendly					86	82
Staff cares					82	78
Dignity/Respect					81	79
Feels at home					74	70
QUALITY OF SERVICE						
Info about family member					79	78
Involvement in daily decisions					75	74
Services available					73	71
Info to family member					73	72
DINING EXPERIENCE						
Meals appealing/tasty					75	65
Dining pleasant/comfortable					75	67
Assistance provided					75	69
Food options					71	64

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FAMILY EXPERIENCE SURVEY
RATINGS BY DOMAIN**

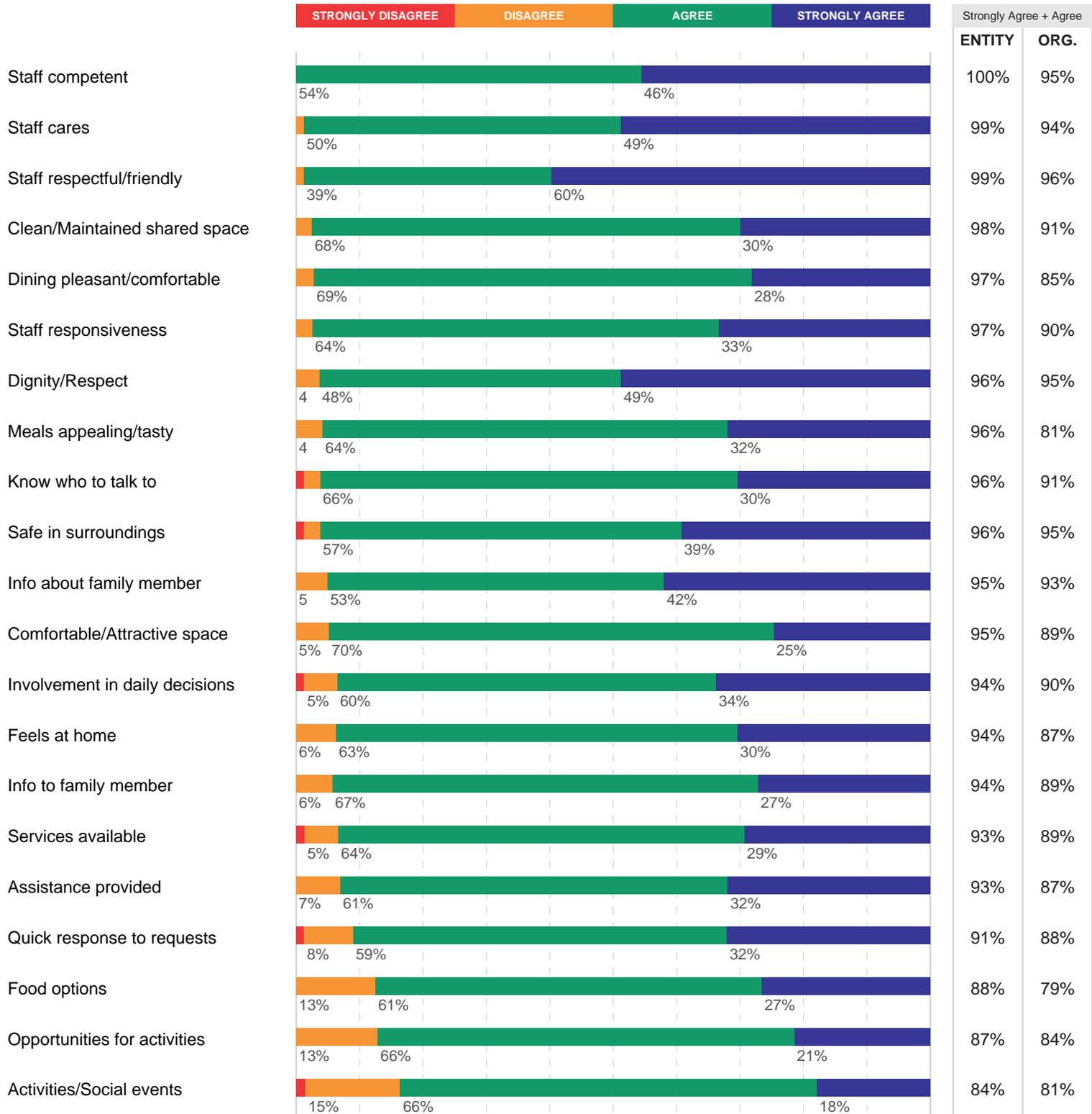
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**CARE COMMUNITY
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RATINGS BY ITEM**

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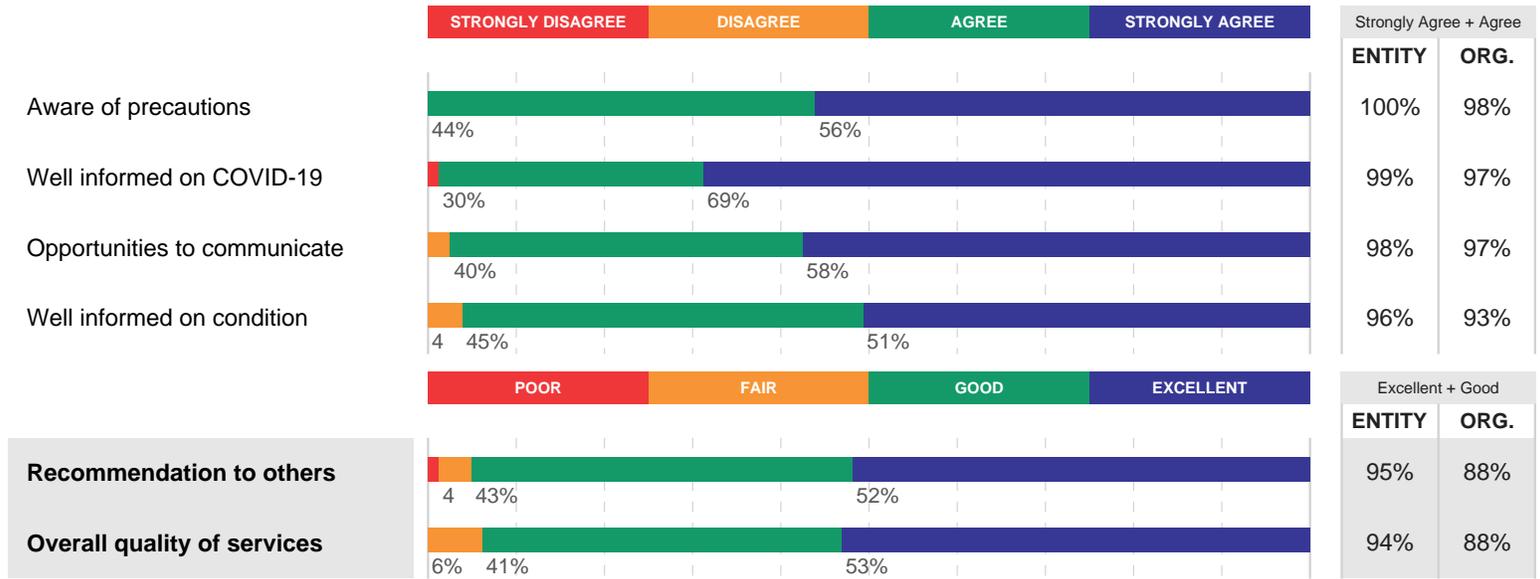
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RATINGS BY ITEM

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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 could we do to improve the quality of care for your family member?

QUALITY OF LIFE

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

QUALITY OF SERVICE

What could we do to improve our service?

DINING EXPERIENCE

What could we do to enhance our dining services?

ENVIRONMENT

What could we 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?