**CARE COMMUNITY** 

# FAMILY EXPERIENCE SURVEY

Data begins:AUG 13, 2021Data ends:OCT 21, 2021Date 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.



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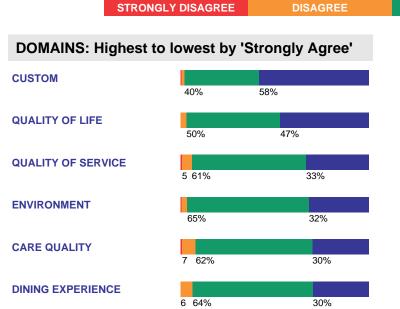
# SURVEY HIGHLIGHTS

 Data begins:
 AUG 13, 2021

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COMPREHENSIVE REPORT

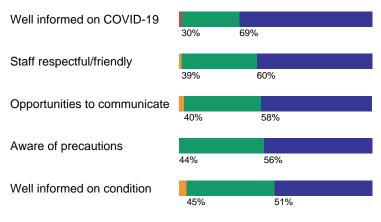


## ITEMS: Top 5 by 'Strongly Agree'

AGREE

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

STRONGLY AGREE



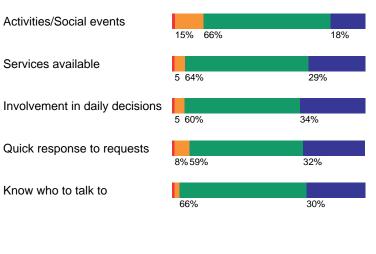
### **COMMENTS:** Top words

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'

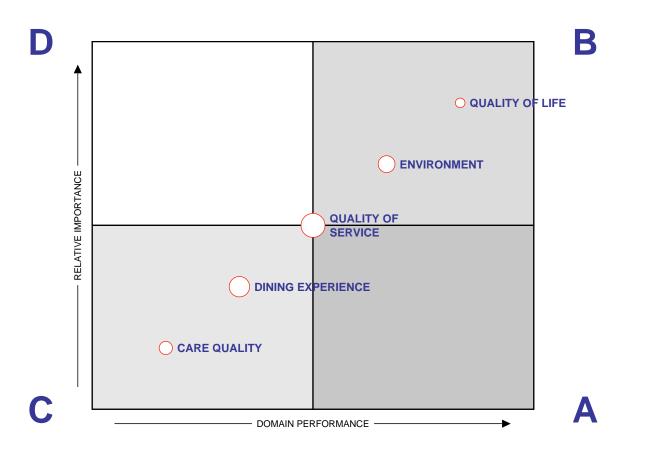
Of all survey items, the 5 items with the highest "Strongly Disagree" rating, listed by highest to lowest.



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# DOMAIN PRIORITY MAP

Data begins:AUG 13, 2021Data ends:OCT 21, 2021Date reported:OCT 26, 2021



	STI	RONGLY DISAGREE DISAGREE			AGREE		STRONGLY AGREE		Ave	rage		
											ENTITY	ORG.
QUALITY OF SERVICE												
Info about family member	_	500/					1001				79	78
	5	53%					42%					
Involvement in daily decisions											75	74
	5%	60%						34%				
Info to family member											73	72
,	6%	67%						2	7%			
Services available				1			1		1		73	71
	5%	64%						29%	0		10	
		POOR			FAIR		GOOD		EXC	ELLENT	Ave	rage
											ENTITY	ORG.
GLOBAL												
Recommendation to others											82	77
	4	43%				52%						
	1										1	

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# **RATINGS BY DOMAIN**

Data begins:AUG 13, 2021Data ends:OCT 21, 2021Date reported:OCT 26, 2021

#### COMPREHENSIVE REPORT

	STRONGLY DISAGREE	DISAGREE	AGREE	STRONGLY AGREE	Strongly Ag	ree + Agree
					ENTITY	ORG.
CARE QUALITY						
Staff competent		1			100%	95%
,	54%		46%			
Know who to talk to	66%		30	%	96%	91%
Quick reasonas to requests					91%	88%
Quick response to requests	8% 59%		32%	<b>)</b>	9170	00 /0
Opportunities for activities	100%				87%	84%
	13% 66%			21%		
Activities/Social events	15% 66%	I I	I I I	18%	84%	81%
QUALITY OF LIFE				1 1		
Staff cares	50%		49%		99%	94%
Staff respectful/friendly					99%	96%
otan respectivily menally	39%	60%			0070	5070
Dignity/Respect	4 400/		400(		96%	95%
	4 48%		49%			
Feels at home	6% 63%		30	%	94%	87%
QUALITY OF SERVICE						
Info about family member	5 53%		42%		95%	93%
Involvement in daily decisions					94%	90%
,	5% 60%		34%			
Info to family member	6% 67%			27%	94%	89%
Services available		I I		2170	0.20/	0.00/
Services available	5% 64%		2	9%	93%	89%
DINING EXPERIENCE						
<b>-</b>						
Dining pleasant/comfortable	69%			28%	97%	85%
Meals appealing/tasty					96%	81%
	4 64%		32%			
Assistance provided	7% 61%		32%		93%	87%
Food options					88%	79%
Food options	13% 61%			27%	00%	1970
	I I I I					

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# **RATINGS BY DOMAIN**

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#### COMPREHENSIVE REPORT

	STRONGLY DISAGREE	DISAGREE	AGREE	STRONGLY AGREE	Strongly Agree + Agree	
					ENTITY	ORG.
ENVIRONMENT						
Clean/Maintained shared space	68%		30	)%	98%	91%
	0078		50	570		
Staff responsiveness	64%		33%		97%	90%
	0478		33/0			
Safe in surroundings	57%		39%		96%	95%
	5778		3978			
Comfortable/Attractive space	5% 70%			25%	95%	89%
	576 7078			2378		
	BOOD	FAID	GOOD		Eveellen	t + Good
	POOR	FAIR	GOOD	EXCELLENT	ENTITY	ORG
GLOBAL					ENITT	UKG
Recommendation to others					95%	88%
	4 43%	5	2%			
Overall quality of services					94%	88%
	6% 41%	53	%			
					I	
	STRONGLY DISAGREE	DISAGREE	AGREE	STRONGLY AGREE	Strongly Ag	ree + Agre
					ENTITY	ORG
CUSTOM						
Aware of precautions	44%	56%			100%	98%
Well informed on COVID-19	30%	69%			99%	97%
					0001	0.70
Opportunities to communicate	40%	58%	I I I		98%	97%
Well informed on condition	4 45%		51%		96%	93%
	4 43 /0		5170			

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# **RATINGS BY DOMAIN**

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### COMPREHENSIVE REPORT

	STRONGLY DISAGREE	DISAGREE	AGREE	STRONGLY AGREE	Aver	age
CARE QUALITY					ENTITY	ORG.
CARE QUALITY						
Staff competent	54%		46%		81	77
Know who to talk to	66%		30%		75	75
Quick response to requests	8% 59%		32%		74	73
Opportunities for activities	13% 66%			21%	69	67
Activities/Social events	15% 66%		1 1 1 1 1 1 1 1 1 1 1 1 1	18%	66	66
QUALITY OF LIFE						
Staff respectful/friendly	39%	60%			86	82
Staff cares		00%			82	78
Dignity/Respect	50%		49%		81	79
Feels at home	4 48%		49%		74	70
QUALITY OF SERVICE	6% 63%		30%			
Info about family member	5 53%		42%		79	78
Involvement in daily decisions	5% 60%		34%		75	74
Services available	5% 64%		29%		73	71
Info to family member	6% 67%		279	%	73	72
DINING EXPERIENCE						
Meals appealing/tasty			200/		75	65
Dining pleasant/comfortable	4 64%		32%		75	67
	69%		28%			
Assistance provided	7% 61%		32%		75	69
Food options	13% 61%		27	%	71	64

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# **RATINGS BY DOMAIN**

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#### COMPREHENSIVE REPORT

	STRONGLY DISAGREE	DISAGREE	AGREE	STRONGLY AGREE	Ave	rage
					ENTITY	ORG.
ENVIRONMENT						
	i i		i i	i i	70	
Safe in surroundings	57%		39%		78	79
Staff responsiveness	64%		33%		76	73
Clean/Maintained shared space	68%		3	0%	75	74
			I I		70	- 4
Comfortable/Attractive space	5% 70%			25%	73	71
	POOR	FAIR	GOOD	EXCELLENT	Ave	ade
	TOOK	1 AIN	0000	EXOLUCIN	ENTITY	ORG.
GLOBAL						
Recommendation to others	4 400/		00/		82	77
	4 43%	5	2%			
Overall quality of services	6% 41%	53	0/		82	77
	070 4170	55	70			
	STRONGLY DISAGREE	DISAGREE	AGREE	STRONGLY AGREE	Aver ENTITY	oRG.
CUSTOM						OKG.
Well informed on COVID-19					89	86
	30%	69%				
Aware of precautions					85	84
·	44%	56%				
Opportunities to communicate					85	82
	40%	58%				
Well informed on condition					82	80
	4 45%		51%			
	I I I				1	

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# **RATINGS BY ITEM**

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COMPREHENSIVE REPORT

	STRONGLY DISAGREE	DISAGREE	AGREE	STRONGLY AGREE	Strongly Agree + Agre	
					ENTITY	ORG.
Staff competent	54%		46%		100%	95%
Staff cares	50%		49%		99%	94%
Staff respectful/friendly	39%	60%			99%	96%
Clean/Maintained shared space		0078			98%	91%
Dining pleasant/comfortable	68%		30%		97%	85%
	69%		28%	6		
Staff responsiveness	64%		33%		97%	90%
Dignity/Respect	4 48%		49%		96%	95%
Meals appealing/tasty	4 64%		32%		96%	81%
Know who to talk to					96%	91%
Safe in surroundings	66%		30%		96%	95%
	57%		39%			000/
Info about family member	5 53%		42%		95%	93%
Comfortable/Attractive space	5% 70%			25%	95%	89%
Involvement in daily decisions	5% 60%		34%		94%	90%
Feels at home	6% 63%		30%		94%	87%
Info to family member					94%	89%
Services available	6% 67%		27	%	93%	89%
	5% 64%		29%			
Assistance provided	7% 61%		32%		93%	87%
Quick response to requests	8% 59%		32%		91%	88%
Food options	13% 61%		27	7%	88%	79%
Opportunities for activities				21%	87%	84%
Activities/Social events	13% 66%				84%	81%
	15% 66%			18%		

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# **RATINGS BY ITEM**

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#### COMPREHENSIVE REPORT

	STR	ONGLY	/ DISAGREE		DISAGREE			AGREE		STRONGLY AGREE		Strongly Ag	ree + Agree
												ENTITY	ORG.
Aware of precautions					I							100%	98%
	44%					56%							
Well informed on COVID-19	0.000	,		0.00			1		1			99%	97%
	30%	Ó		699	%								
Opportunities to communicate	40'	%				58%	1					98%	97%
	40				I	0070			I		1	0.00/	000/
Well informed on condition	4 4	5%			1		51%					96%	93%
		POC	DR		FAIR			GOOD		EXC	ELLENT	Excellent	+ Good
												ENTITY	ORG.
Recommendation to others					I							95%	88%
Recommendation to others	4 4	43%				5	52%					3370	0070
Overall quality of services			l.					1				94%	88%
	6%	41%		I	i	53	3%	i.	I	i.			

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SURVEY ITEMS BY DOMAIN

#### ITEM NO. LABEL

ITEM AS IT APPEARS ON THE SURVEY

## C

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.
QUALI	TY 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.
QUALI	TY 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	G 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.
ENVIR	ONMENT	
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.
<b>GLOB</b>	AL	
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?
	NIZATION-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.
COMN	IENTS:	
	2-	

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 to enhance our dining services?
ENVIRONMENT	What could we 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?