



**Perley Rideau**

The Perley and Rideau  
Veterans' Health Centre

# 2013 Resident Feedback Survey

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Final Report

June 20, 2014

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## Executive Summary

To meet the requirements of the Long Term Care Homes Act (LTCHA), the Home must administer a satisfaction survey to residents and families once a year. The survey will be used as a tool for quality improvement, as results will enable the Home to identify areas for improvement.

The survey questionnaire included 56 quantitative, 13 qualitative and 3 demographic questions. The questions addressed all aspects of daily living in the Home, including activities, services, care, physical environment, food as well as safety and security. All long-stay residents or their Power of Attorney (POA)/Substitute Decision Maker (SDM) were asked to participate in the survey in October and November 2013. Accordingly, volunteers asked 387 individuals to complete the questionnaire, of which 136 were residents and 251 were POAs/SDMs.

**Response rate:** All able (mental and physical) residents or POAs/SDMs of unable residents were given the opportunity to participate in the survey. Questionnaires were completed by 253 individuals (104 residents and 149 POAs/SDMs) for a response rate of 65%.

**Rating scale:** 80 percent or over = high satisfaction; 60 to 79 percent = moderate satisfaction; less than 60 percent = low satisfaction. Areas of moderate and low satisfaction are considered potential areas for improvement.

## Summary of Findings

### *Strengths*

Overall, residents and POAs/SDMs are highly satisfied with the Home. The global level of satisfaction is 84.7%, which corresponds to an A rating. Respondents reported high satisfaction in the following areas:

- Resident activities (organized activities)
- Resident services (care-related and non-care related)
- Resident care (pain, oral health & continence care, dignity and respect, quality of care)
- Safety and security
- Building and environment
- Food services

Although satisfied with these areas, respondents identified specific areas where the home could improve.

### *Potential Areas for Improvement*

#### **Resident Activities**

- Acknowledging and celebrating residents' birthdays
- Broadening activities to meet more residents' interests
- Making activities more accessible to residents whose participation may be limited due to their medical conditions
- Providing more support to residents that participate in individual activities

### **Resident Services**

- Therapy services are not completely meeting the needs of residents
- Physicians' availability
- Having a dentist and ophthalmologist on site
- Ongoing issues with hairdresser

### **Resident Care**

- Addressing wait times, especially on evenings, weekends and holidays
- Rotation of staff is confusing for residents/families and leads to inconsistency in communication; some staff members aren't aware of residents' care routine
- Inconsistent personal care provided in the following areas: daily dental care, toileting, nail care, grooming
- Continence products are not well concealed or comfortable
- Issues with customer service
- Issues with staff approach
- Ensuring the family or POA understands the care plan and knows that they have received it
- Responding to family or POA concerns in a timely manner
- Alerting family or POA of unit outbreaks

### **Safety and Security**

- Preventing items from going missing
- Increasing fall prevention efforts and initiatives
- Increasing abuse prevention efforts
- Issues with increased access of the Home by members of the community
- Better resolution of reported incidents

### **Building and Environment**

- Cleanliness of resident rooms
- Addressing common noise complaints
- Resident rooms found to be cold throughout the year

### **Food**

- Improving the temperature of the food
- Improving the overall atmosphere of the dining room by addressing noise issues and promoting socialization
- More food choices and a wider variety of food on the menu
- Providing residents enough time to eat and enjoy their meals

### ***Next Steps***

Management will evaluate the potential areas for improvement based on various factors, including impact on and importance to residents/families, LTCHA compliance, feasibility and cost. Following the evaluation, an action plan will be developed to outline the issues that the Home will address in the short term (by the end of 2014), as well as issues that require more time to address.

## Introduction

To meet the requirements of the LTCHA, the Home must administer a satisfaction survey to residents and families once a year. The satisfaction survey will be used as a tool for quality improvement, as the findings of the survey will enable the Home to identify current strengths, as well as areas where improvements are needed. These areas for improvement will apprise the Home's short term and long term quality improvement goals.

## Methodology

### Survey Instrument

In 2011, two questionnaires were developed in-house, one for resident respondents and the other for representative (family) respondents. Both surveys featured the same questions, which incorporated MOHLTC inspection interview questions, questions from a survey developed by LTC homes in Ottawa as well as feedback from staff, resident and family councils, Management and Board members.

Each year, the survey is revised to capture meaningful responses from Residents and their families and to reflect any change in resident care or services. To date, only minor revisions have been made to the survey. The 2013 survey had a total of 60 questions (56 quantitative, 13 qualitative and 3 demographic questions). Survey questions addressed all aspects of the Home, including resident activities, resident services, resident care, safety, security, food and the physical facility. Quantitative questions asked respondents to select the most appropriate answer from the available options (e.g. Yes/Sometimes/No). Qualitative questions asked respondents to comment on the aforementioned topics.

### Population Surveyed

All long-stay residents or POAs/SDMs of long-stay residents residing in the Home during the months of October and November 2013 were invited to answer the survey.

All residents that were identified as able (mental and physical) to answer the survey were provided the opportunity to do so. For those residents that were identified as unable, a "representative" was asked to answer on behalf of the resident. Nursing staff/unit clerks on each unit were asked to identify all residents who were not able to answer the survey. For each of these residents, they were also asked to provide contact information for the residents' Power of Attorney (POA) or Substitute Decision-Maker (SDM).

### Administration of the Survey

To ensure anonymity of the respondents, a group of 14 volunteers was trained to administer the survey to residents and POAs/SDMs. Although volunteers were available to assist POAs/SDMs in completing the survey in person, the majority preferred to complete the survey individually by mail or via a secure survey website.

## Response Rate

- 387 surveys were attempted
  - 136 residents
  - 251 POAs/SDMs
- 253 surveys were completed
  - 104 residents (76% of residents contacted) – 41% of total surveys completed
    - 69 veteran, 35 community
  - 149 POAs/SDMs (59% of individuals contacted) – 59% of total surveys completed
    - 93 veteran, 56 community

The response rate for the survey was 65%. Veteran respondents accounted for 64%, whereas community respondents accounted for 36% of responses received. This appears to be representative of our long-stay population as a whole.

## Analysis

Qualitative data under each survey section was analyzed to identify recurring themes. Any themes receiving 10 or more negative comments were considered potential areas for improvement.

The quantitative data was analyzed to determine the level of satisfaction with a given area (each area is represented by a different survey question). This was done by calculating the weighted average of the responses received for each question (see *Calculations* below).

### Calculations

To determine the level of satisfaction, each survey question was converted from the number of responses given to the percentage of respondents that provided the desired response (weighted average). This was done by assigning a value to each potential response of the question. In most cases:

Yes = 2, Sometimes = 1 and No = 0. The formula used to determine the percentage is below:

$$\% \text{ providing desired response} = \left( \frac{(\# \text{ of yes} * 2) + (\# \text{ of sometimes} * 1) + (\# \text{ of no} * 0)}{\text{Total \# of respondents} * 2} \right) * 100$$

Once the percentage was calculated for each question, the average percentage was calculated for each section of the survey.

$$\text{Average \% for section} = \left( \frac{\text{sum (\% for questions in section)}}{\# \text{ of questions in section}} \right) * 100$$

## Rating scale

A satisfaction rating scale was adopted from Accreditation Canada's (an accrediting body for health care organizations in Canada and internationally) 2010 Annual Client Satisfaction Survey Report (released May 2011).

Accordingly, the analysis of the questionnaire results applied the following rating scale:

- 80 percent or over = high satisfaction
- 60 to 79 percent = moderate satisfaction
- Less than 60 percent = low satisfaction

Areas of moderate and low satisfaction were considered potential areas for improvement. These areas will be evaluated based on the following factors:

- Impact on residents (resident care/safety, quality of life)
- Risk to organization (LTCHA compliance issue)
- Importance to residents/families
- Feasibility
- Cost

Following the evaluation, up to eight (8) areas will be included in an action plan. The action plan will outline the issues that the Home will address in the short term (by the end of 2014), as well as issues that require more extensive evaluation and consideration. Unfortunately due to a lack of resources, the Home cannot resolve every issue identified in the survey.

## Results

### Overview

The following table shows the level of satisfaction for each survey section (**bold**) and sub-section (as appropriate). The bottom row of the table provides the global level of satisfaction for the survey. Results are displayed for five (5) different respondent categories – overall (all respondents), veteran (veteran residents or POAs of veteran residents), community (community residents or POAs of community residents), resident (resident respondents) and POA/SDM (POA/SDM respondents). The respondent categories are not mutually exclusive.

Despite what may appear as variations in levels of satisfaction across respondent categories, statistically, results are not significantly different. The small sample sizes do not allow for statistical inference.

Level of Satisfaction					
Survey Section	Overall	Veteran	Community	Resident	POA/SDM
<b>Resident Activities</b>	<b>77.2%</b>	<b>82.0%</b>	<b>71.1%</b>	<b>75.1%</b>	<b>79.0%</b>
Organized Activities	81.7%	84.5%	76.1%	79.6%	83.4%
Individual Activities	45.6%	50.0%	36.1%	43.3%	48.1%
<b>Resident Services</b>	<b>87.6%</b>	<b>87.1%</b>	<b>87.9%</b>	<b>87.8%</b>	<b>88.4%</b>
Care-Related Services	87.9%	87.7%	88.5%	88.0%	89.3%
Other Services	87.1%	86.0%	86.7%	87.5%	86.8%
<b>Resident Care</b>	<b>84.9%</b>	<b>87.4%</b>	<b>81.0%</b>	<b>80.4%</b>	<b>87.0%</b>
Dignity	91.7%	93.2%	87.6%	87.9%	93.9%
Information & Communication	78.8%	79.0%	78.0%	68.4%	85.2%
Personal Care	80.9%	85.1%	71.4%	76.9%	77.5%
Overall Quality of Care	90.2%	92.1%	87.2%	88.3%	91.6%
<b>Safety &amp; Security</b>	<b>83.1%</b>	<b>82.3%</b>	<b>83.6%</b>	<b>77.9%</b>	<b>88.0%</b>
<b>Building &amp; Environment</b>	<b>87.2%</b>	<b>87.6%</b>	<b>84.7%</b>	<b>87.2%</b>	<b>89.1%</b>
<b>Food</b>	<b>88.3%</b>	<b>88.8%</b>	<b>88.0%</b>	<b>83.6%</b>	<b>91.7%</b>
<b>Survey Average</b>	<b>84.7%</b>	<b>85.9%</b>	<b>82.7%</b>	<b>84.4%</b>	<b>87.1%</b>

## Comparison of results over time: Are we making a difference?

This is the third year that the Home has conducted a resident and family satisfaction survey. Statistically, results are not significantly different from year to year. Additionally, the global levels of satisfaction for each respondent category are not significantly different from year to year.

### Comparing 2013, 2012, and 2011 Survey Results

This is the third year that the Home has conducted a resident and family satisfaction survey. The following table presents the overall results for each survey section in 2013, 2012, and 2011.

	2013	2012	2011
<b>Resident Activities</b>	77.2%	75.4%	71.8%
<b>Resident Services</b>	87.6%	86.9%	90.5%
<b>Resident Care</b>	84.9%	87.3%	88.9%
<b>Safety and Security</b>	83.1%	95.2%	73.2%
<b>Building and Environment</b>	87.2%	89.9%	93.5%
<b>Food</b>	88.3%	86.2%	88.9%

### Qualitative Feedback: What residents/families like most about the Home

Overall, the respondents expressed satisfaction with all aspects of the Home. The comments were abundant and evenly dispersed across all respondent categories. The following themes were identified:

- Staff – Staff identified as caring, friendly, kind, cheerful, respectful and dedicated. Nursing, volunteers, and Recreation/Creative Arts staff received high praise from respondents.
- Care – Respondents noted that residents consistently receive high quality care that meets their needs.
- Atmosphere – Respondents reported that the Home is pleasant, warm, and friendly place that feels like home.

### Qualitative Feedback: Suggestions for Improvements from residents/families

Fewer comments for areas for improvement were reported from residents when compared to family members and POA's. The following themes were identified:

- Activities – Respondents noted that they are not always informed of activities. They requested that participation be encouraged despite any medical concerns that may pose a challenge to involvement. Residents reported a desire for individual activities.

- Staffing – Respondents would like to see more care providers on the units and strongly voiced a desire to have consistent care providers with less staff rotation.
- Facility – Respondents indicated that housekeeping in resident rooms and the appearance of common areas could be improved upon.
- Care – Respondents highlighted individual care issues, including wait times, and being attentive to specific care needs.
- Dining – Respondents reported that the noise level and amount of activity in the dining room is not conducive to eating and relaxing.

## Interpretation

Respondents continue to be extremely satisfied with the Home. For the second consecutive year, the Home has an “A” rating in satisfaction, achieving a global level of satisfaction of 85%, which is statistically unchanged from the past two years at 86% and 87%.

## Strengths

Quantitative survey results at the Section level indicate high satisfaction in all aspects of the Home (activities, services, care, physical environment, food and safety). Although ratings may indicate moderate satisfaction with activities, this is largely driven by the low ratings associated with individual activities, which are not organized by the Home’s Recreation and Creative Arts staff.

Qualitative feedback supports the quantitative results, indicating that respondents are satisfied with the Home overall. Based on comments, respondents appear to be particularly happy with the staff, the care provided, the physical environment and organized activities.

## Potential areas for improvement

Although respondents appear to be quite satisfied with their experiences at the Home, qualitative feedback suggests that the Home can make some improvements in the areas of staffing, cleanliness, individual activities and resident care. Further information on these areas can be found below.

## Detailed Results by Survey Section

### Section 1: Resident Activities – Q’s #36 to #39

The section on Resident Activities asked respondents to provide feedback on organized activities available at the Home (provided through Recreation and Creative Arts) as well as individual (non-organized) activities that they may participate in, such as reading, watching television, etc.

Overall, 73% of respondents reported participating in activities available on their Home unit. There is a greater report of participation among Veteran respondents (77%) vs Community respondents (68%) and between Resident respondents (64%) and (81%). This variability warrants further investigation. Participation in activities offered at the Perley Centre (creative arts studios, concerts) was less than on Home units (68%); however, negligible variability among groups was noted. Participation in activities outside of the Perley Home was on average 56% with equal participation among groups with the exception of the Community respondents at 40%.

All respondents were extremely satisfied (90%) with the times that activities are offered. Additionally, respondents were equally satisfied (no statistical difference) with the recognition and celebration of holidays (98%), and personal (89%) and important anniversaries (98%).

Overall, respondents were quite dissatisfied (46%) with the level of assistance received from the home for things they like to do. The levels of satisfaction for each respondent category are not significantly different.

### ***Suggestions***

Respondents indicated that they would like more musical activities and concerts offered in the Home and have reported a desire for additional assistance for individual activities. The respondents recognize that the medical condition of some residents is a barrier for participating in a number of activities (e.g. dementia, visually/hearing impaired) and have strongly encouraged the Home to address this need. Again this year, respondents praised the staff and volunteers associated with Recreation and Creative Arts.

### ***Strengths:***

Rec/CAS programming and staff  
Scheduling activities at appropriate times  
Celebration and recognition of important activities

### ***Potential areas for improvement:***

Providing more support to residents that take part in individual activities  
Broadening activities to meet more residents' interests and enable more residents to participate

## **Section 2: Resident Services – Q's #42 to #48**

The section on Resident Services asked respondents to provide feedback about care related services provided at the Home such as therapy programs, physicians, the Pharmacy and Dental Clinic, as well as non-care related services such as spiritual care, financial services, and the hairdresser/barber.

On average, the respondents report a high level of satisfaction with the services provided from physiotherapy (89%), occupational therapy (83%), the physicians (90%), the Pharmacy (94%), the Dental Clinic (80%), spiritual care (91%), the finances office (92%), and the barber (92%). The level of satisfaction reported was slightly less for hairdressing services (77%). The levels of satisfaction for each respondent category are not significantly different.

### ***Suggestions***

Although qualitative data suggests high levels of satisfaction overall, it is noteworthy that some residents and a greater number of family members or POA reported that current physiotherapy and dental services do not fully meet the residents' needs. Similarly, respondents indicated the need for more individual time with physicians. Again this year, respondents expressed a need for an eye care specialist on site. Issues with the current hairdresser were also highlighted.

### ***Strengths:***

Services provided by physicians and the pharmacy are meeting the care needs of residents  
Non care related services are currently meeting the needs of residents

**Potential areas for improvement:**

Residents and families do not feel therapy programs and dental services are completely meeting their needs

Attending to the need for ophthalmology on site

Evaluating hairdresser services

Increased physician time with residents and families

**Section 3: Resident Care - Q's #1 to #21**

The section on Resident Care asked respondents to provide feedback about the care residents receive at the Home. Questions were organized into four sub-sections: information and communication (about their condition and care etc.); dignity; personal care (daily care provided by Personal Support Workers, pain and continence management); and overall quality of care.

Overall, respondents are very satisfied with all aspects of Resident Care (90%) at the Home. Among the four sub-sections of Resident Care, the levels of satisfaction are consistent (range of 12%). The levels of satisfaction for each respondent category are not significantly different.

Of note however, are the responses to the following two questions:

#2 – Does the staff help the resident clean their teeth twice a day as required, and

#7 – Has the resident been offered and/or given a copy of the resident's care plan in the last 6 months.

Overall, the levels of satisfaction appear quite low (55% and 43% respectively) and reveal a wide range of variability across all respondent categories (33% and 36% respectively).

Specific to question #2, a significantly high number of responses (59%) are reported as "don't know" or "not applicable". This trend may suggest more accurately a lack of communication around teeth care vs a known low level of care.

Similarly, 66% of the responses to question #7 are either "no" (45%), or "don't know" and "not applicable" (21%). This trend may suggest more accurately a lack of communication and/or knowledge of receipt around the care plan.

**Suggestions**

Families and residents alike are highly satisfied with the care provided at the Home. The Home strives to provide high quality care that meets the needs of residents; however, respondents noted that the level and quality of personal care received varies among staff members and have requested more consistent staffing practices. As a result, some families have now hired someone to assist in providing additional personal care.

Families identified issues related to customer service, timeliness and ease of contacting staff at the communication station, staff not returning phone calls, etc. Respondents identified issues with call bell response time as well as responsiveness when addressing concerns. Respondents identified that staff can be rushed and unpleasant during their interactions with residents. Respondents have reported a desire to have care provided in French.

**Strengths:**

Respondents commented positively about the respect they are shown by staff  
 Respondents value the high level of dignity provided to the residents  
 Respondents indicated that they are informed about changes in health status of the resident or changes to care  
 Personal preferences in care and individuality are being respected  
 Respondents stated that staff members are friendly, caring, and warm

**Potential areas for improvement:**

Communication around receiving and updating Care Plans  
 Minimizing rotation of staff  
 Dealing with staff approach issues  
 Addressing wait times, particularly on evenings, weekends and holidays to avoid residents waiting a long time to receive care and assistance  
 Hiring bilingual staff and care providers

**Section 4: Safety and Security - Q's #24 to #27**

The section on Safety and Security asked respondents about abuse, lost/missing personal items and safety.

**Abuse**

We asked respondents if they had been mistreated at the Home (verbally, physically, and/or mentally) within the last year. The following table compares the number of respondents that responded “yes” to this question (Q24) in 2013, 2012 and 2011, as well as the number of respondents that felt the situation was handled appropriately (Q24a).

**4.1 Summary Table**

	<b>2013</b>	<b>2012</b>	<b>2011</b>
<b>Q24</b>	35/252	20/233	<b>20/277</b>
<b>Q24a</b>	10 yes (4 no)	10 yes (7 no)	10 yes (3 no)

### **Lost/Missing Items**

Respondents were also asked if any of their personal items went missing within the last 12 months. The following table compares the number of respondents that responded “yes” to this question (Q25) in 2013, 2012 and 2011, as well as the number of respondents that felt the situation was handled appropriately (Q25a).

#### **4.2 Summary Table**

	<b>2013</b>	<b>2012</b>	<b>2011</b>
<b>Q25</b>	42/130	61/233	82/277
<b>Q25a</b>	10 yes (19 no)	28 yes (23 no)	25 yes (18 no)

Note: Some respondents acknowledged that they don’t always report incidents of abuse/missing items to the Home. This may explain why the number of resolutions doesn’t correspond with the number of incidents.

Overall, respondents are very satisfied with Safety and Security (83%) at the Home; however, reported concern (satisfaction of 62% to 65%) about lost and missing items has been acknowledged. Furthermore, the level of satisfaction with the manner in which lost and missing items are addressed is significantly low throughout the Home (29% to 37%).

### **Suggestions**

Comments received by residents and families or POA’s was consistent with the quantitative data across all respondent categories. The emphasis on finding timely resolutions to missing/lost items was evident.

#### **Strengths:**

Residents feel safe in the Home and on the Home’s external property  
The number of cases reported of missing/lost items is decreasing each year

#### **Potential areas for improvement:**

Residents (42) continue to have had personal items go missing during the last year  
Increase abuse prevention efforts  
Better resolution of reported incidents of abuse and missing items

### **Section 5: Building and Environment - Q’s #50 to #53**

The section on Building and Environment asked respondents to provide feedback about the facility, maintenance, housekeeping and laundry services.

The level of satisfaction with the building and overall environment of the Home was high (87%). Responses were consistent across all respondent categories for satisfaction with temperature (84%-92%), light (95%-98%), and noise (78%-84%). The respondents were highly satisfied with the cleanliness of the building (89%-94%); however, less so in individual rooms (69%-79%), and were satisfied with laundry services (90%-93%).

***Suggestions:***

Respondents' comments were in keeping with the results of the quantitative data. Of note, respondents requested a change in the Home's current call bell system to reduce noise, especially during evening hours. Regarding individual rooms, residents reported that they have found their room to be cold at times and have requested that their room be cleaned more frequently and in a more consistent manner.

***Strengths:***

Comfortable building to live in  
Public spaces are generally clean and well-maintained  
Laundry services consistently cleans and returns clothes within two days

***Potential areas for improvement:***

Revisiting frequency of housekeeping in resident rooms  
Minimizing unnecessary noise in hallways of resident areas

**Section 6: Food - Q's #29 to #34**

This section asked respondents to provide feedback about the variety, quality and taste of food offered at the Home.

Respondents were quite pleased with the food services (88%). The level of satisfaction with choice of food selection and options (95%), food quality (80%), food temperature (92%), and snacks offered between meals (94%) were reported as high. Although the levels of satisfaction with all qualifiers of food and the dining experience were reported as high, it was observed that residents reported lower levels of satisfaction with the quality (69%) and temperature (85%) of food.

***Suggestions:***

Generally, respondents were happy with the quality and choice of food and food services. Respondents however, did report that they are often rushed and find the level of noise in the dining room disruptive. The temperature of food was reported as less than optimal whereby food designed to be served hot was cold and vice versa. Both residents and families requested that they be able to maximize their dining experience by sitting with other residents that share common interests.

***Strengths:***

The range of choices available with main entrées and beverage  
Offering residents snacks between meals  
Providing consistent high quality food

***Potential areas for improvement:***

Providing a relaxing and sociable dining experience  
Providing residents enough time to eat and enjoy their meals  
Consistently serving food at the appropriate temperature  
Providing consistent high quality food that meet the needs of the resident

## Next Steps

Residents and POAs/SDMs identified a number of areas where the Home could make improvements. These areas, listed by survey section, were compared and contrasted for trend with the results of the Resident Feedback Surveys from 2011 and 2012. A full review of the recommendations, actions taken and improvements made over the past two years was also conducted. Based on this multi-year review and careful re-assessment of the Survey methodology and administration, there is merit in proposing the following for future consideration and discussion:

- Consider shortening the Survey.
- Consider alternate methods and forums to gather valued feedback from residents and families.
- Improvements in the Home and efforts to meet the needs of the residents and families may not be reflected accurately in the Survey results (qualitative or quantitative).
- Communication and promotion of improvements and initiatives throughout the Home should be a priority moving forward.
- Strategies to ensure that we are receiving timely and accurate feedback from residents and families are essential.
- Focus groups related to specific activities and/or areas of care may facilitate a deeper understanding of issues and concerns.
- Further engagement of the Family and Friends Council.
- There is value in developing a communication plan and strategies to ensure that residents and families are aware of the action we are taking in addressing their concerns and needs.

## Appendix A



### Perley Rideau

The Perley and Rideau  
Veterans' Health Centre

Le Centre de santé Perley et Rideau  
pour anciens combattants

## ANNUAL RESIDENT FEEDBACK SURVEY – POA

The questions in this survey are designed to get your opinion about the resident's (or your) experience in the Home during the last 12 months. By answering this questionnaire, you are helping us improve the care and services we provide our residents. We would like to know your opinion, whether it is positive or negative. We also welcome your comments and suggestions.

Rest assured that the answers to this questionnaire will be treated confidentially.

### Instructions for Completing the Survey:

1. Please answer all questions to the best of your abilities. If you cannot answer on behalf of the resident because they are unable to express themselves, please tell us what your observations are.
2. For all questions, unless otherwise indicated, if your response is Sometimes/No, please provide details in the Comments section below the question.

#### ANSWER KEY:

Yes = MOST or ALL of the time

Sometimes = SOME of the time, Not always

No = RARELY or NEVER

N/A = Question does not apply to the resident

Don't Know = You don't have enough information to answer the question

RESIDENT CARE		YES	SOMETIMES	NO	N/A	DON'T KNOW
[FOR QUESTION 1, IF RESPONSE IS YES/SOMETIMES, PLEASE PROVIDE DETAILS IN THE COMMENTS SECTION BELOW]						
1.	Within the last month, has the resident had discomfort such as pain, heaviness, burning or hurting that has not been addressed?	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.	Do the staff help the resident clean their teeth twice a day (as required)?	<input type="checkbox"/>				
3.	Do the staff help the resident with their nail care (as required)?	<input type="checkbox"/>				
4.	Does the resident wear a continence product? [if NO, skip to question #5]					
	If YES, is/does the product:					
	a) discreet under their clothes?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>
	b) fit well?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>
	c) meeting their bladder/bowel control needs?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>
5. Are there any comments you wish to make about the personal care provided to the resident?						
<hr/> <hr/> <hr/>						

INFORMATION AND COMMUNICATION		YES	SOMETIMES	NO	N/A	DON'T KNOW
6.	Is the resident (are you) given the opportunity to participate in the development of the resident's plan of care?	<input type="checkbox"/>				

INFORMATION AND COMMUNICATION		YES	SOMETIMES	NO	N/A	DON'T KNOW
7.	Has the resident (have you) been offered and/or given a copy of the resident's care plan in the last 6 months?	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8.	Are the resident's (your) preferences such as when the resident goes to bed and when the resident has a bath being respected?	<input type="checkbox"/>				
9.	Does the resident (do you) feel comfortable expressing his/her (your) feelings and opinions to staff?	<input type="checkbox"/>				
10.	Is their adequate signage to help the resident (you) get around the Home?	<input type="checkbox"/>				
11. Are there any comments you wish to make about information and communication at the home?						
<hr/> <hr/>						

DIGNITY		YES	SOMETIMES	NO	N/A	DON'T KNOW
[FOR QUESTION 14, IF RESPONSE IS YES/SOMETIMES, PLEASE PROVIDE DETAILS IN COMMENTS SECTION BELOW]		YES	SOMETIMES	NO	N/A	DON'T KNOW
12.	Do staff talk with the resident when they provide care?	<input type="checkbox"/>				
13.	Are concerns/complaints followed up to the resident's (your) satisfaction?	<input type="checkbox"/>				
14.	Does the resident (do you) avoid providing feedback for fear of repercussions (e.g. care and staff will be affected)?	<input type="checkbox"/>				
15.	Do we respect the resident's personal privacy (knocking before entering resident's room) and physical privacy (privacy curtains drawn during personal care)?	<input type="checkbox"/>				
16. Are there any comments you wish to make about the level of respect the resident is shown at the home?						
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<b>DIGNITY</b>		<b>YES</b>	<b>SOMETIMES</b>	<b>NO</b>	<b>N/A</b>	<b>DON'T KNOW</b>
<b>[FOR QUESTION 14, IF RESPONSE IS YES/SOMETIMES, PLEASE PROVIDE DETAILS IN COMMENTS SECTION BELOW]</b>						

<b>OVERALL QUALITY OF CARE</b>		<b>YES</b>	<b>SOMETIMES</b>	<b>NO</b>	<b>N/A</b>	<b>DON'T KNOW</b>
17.	Is the resident provided care and treatment in the official language of their choice (English or French)?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
18.	Does the resident (do you) feel staff respond to the resident's needs for assistance in a timely manner? a) If SOMETIMES/NO, specify the care/assistance needed and the time of day this usually happens:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
19.	Does the resident (do you) feel that his/her personal care providers know his/her care routine?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
20.	Are the resident's overall care needs being met?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
21.	Overall, how would you rate the quality of care and services the resident receives?	<b>Excellent</b> <input type="checkbox"/>	<b>Good</b> <input type="checkbox"/>	<b>Fair</b> <input type="checkbox"/>	<b>Poor</b> <input type="checkbox"/>	<b>Terrible</b> <input type="checkbox"/>
22. Are there any comments you wish to make about the overall quality of care the resident receives at the home? <hr/> <hr/>						
23. What are the resident's most important care needs at this time? Please provide the TOP 3 needs. <hr/> <hr/>						

<b>SAFETY AND SECURITY</b>		<b>YES</b>	<b>SOMETIMES</b>	<b>NO</b>	<b>N/A</b>	<b>DON'T KNOW</b>
<b>[FOR QUESTIONS 24, 25 &amp; 26, IF RESPONSE IS YES/SOMETIMES, PLEASE PROVIDE DETAILS IN COMMENTS SECTION BELOW]</b>						
24.	Has the resident been mistreated verbally or physically by anybody in the home? a) If YES, was the situation handled to the resident's (your) satisfaction?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>
25.	Has the resident had any missing personal items (clothing, jewellery, money, etc.)? a) If YES, was the situation handled to the resident's (your) satisfaction?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>
26.	Has the resident been treated roughly by staff?	<input type="checkbox"/>				
27.	Does the resident feel safe in the home and on the home's external property (courtyards, patios, mini-putt, etc.)?	<input type="checkbox"/>				
28. Are there any comments you wish to make about safety and security at the home?						
_____						
_____						

<b>FOOD</b>		<b>YES</b>	<b>SOMETIMES</b>	<b>NO</b>	<b>N/A</b>	<b>DON'T KNOW</b>
29.	Is the resident offered a choice at meal times (main entrée and beverage)?	<input type="checkbox"/>				
30.	Does the food taste good and look appetizing?	<input type="checkbox"/>				
31.	Is the food served at the proper temperature (e.g. is hot food hot and cold food cold)?	<input type="checkbox"/>				

FOOD		YES	SOMETIMES	NO	N/A	DON'T KNOW
32.	Are snacks and beverages being offered between meals?	<input type="checkbox"/>				
33.	Is the resident rushed through their meals?	<input type="checkbox"/>				
34.	Is the overall dining experience pleasurable?	<input type="checkbox"/>				
35. Are there any comments you wish to make about the food or food services at the home?						
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RESIDENT ACTIVITIES		YES	SOMETIMES	NO	N/A	DON'T KNOW
36.	Does the resident enjoy the following activities that are available at the Home? <b>[if resident doesn't participate in the activity, rate as N/A]</b>	<input type="checkbox"/>				
	a) Activities available on the unit (e.g. Recreation/Creative Arts, music)	<input type="checkbox"/>				
	b) Activities available in the Perley Centre (e.g. Creative Arts studios, concerts)	<input type="checkbox"/>				
	c) Outings	<input type="checkbox"/>				
37.	Do we offer activities at an appropriate time for the resident?	<input type="checkbox"/>				
	a) If SOMETIMES/NO, when is the best time to offer activities?					
	g					
38.	Are the following celebrated and/or recognized appropriately?					
	a) Holidays (e.g. Christmas, Valentine's Day)					
	b) Personal anniversaries (e.g. weddings,	<input type="checkbox"/>				

RESIDENT ACTIVITIES		YES	SOMETIMES	NO	N/A	DON'T KNOW
	birthdays)	<input type="checkbox"/>				
	c) Important anniversaries (e.g. Vimy, VE Day)	<input type="checkbox"/>				
39.	Does the resident receive assistance from the home for things they like to do (e.g. reading, writing letters, computer, etc.) such as supplies, books, etc.? a) If NO, what can be provided?	<input type="checkbox"/>				
40. Are there any comments you wish to make about the resident activities offered at the home? <hr/> <hr/>						
41. What are the resident's interests? What are the things that the resident likes to do? <hr/> <hr/>						

SERVICES		YES	SOMEWHAT	NO	N/A	DON'T KNOW
42.	Is the resident (are you) happy with the services the resident receives from: a) Physiotherapy b) Occupational Therapy	<input type="checkbox"/>				
43.	Is the resident (are you) satisfied with the care provided by the physician?	<input type="checkbox"/>				
44.	Is the resident (are you) satisfied with the services provided by the Pharmacy?	<input type="checkbox"/>				
45.	Is the resident (are you) satisfied with the services provided by the Dental Clinic?	<input type="checkbox"/>				
46.	Do we meet the resident's religious and spiritual needs?	<input type="checkbox"/>				

47.	Is the resident (are you) satisfied with the services the resident receives from:					
	a) the hair dresser	<input type="checkbox"/>				
	b) the barber	<input type="checkbox"/>				
48.	Is the resident (are you) happy with the Finance Office's hours of operation (Monday to Friday 9-12 and 1-3)?	<input type="checkbox"/>				
	a) If SOMEWHAT/NO, what times are better?					
49. Are there any comments you wish to make about the services provided at the home?						
<hr/> <hr/> <hr/>						

BUILDING AND ENVIRONMENT		YES	SOMETIMES	NO	N/A	DON'T KNOW
50.	a) Is the temperature comfortable day and night?	<input type="checkbox"/>				
	b) Is the lighting adequate in all areas of the home?	<input type="checkbox"/>				
	c) Is the noise level acceptable day and night?	<input type="checkbox"/>				
51.	Is the home clean and well maintained ( <i>for example, repairs, decorating, or painting</i> )?	<input type="checkbox"/>				
52.	Does the resident (do you) have any concerns about the cleanliness of the resident's room?  <b>[If YES, provide details below]</b>	<input type="checkbox"/>				
53.	Are the resident's clothes cleaned and returned within two days?	<input type="checkbox"/>				

BUILDING AND ENVIRONMENT	YES	SOMETIMES	NO	N/A	DON'T KNOW
54. If you could improve one thing about the home environment, what would it be?					
_____					
_____					

GENERAL QUESTIONS		YES	MAYBE	NO
55.	Would you recommend our home to a family member or friend?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
56. What does the resident (do you) like most about the home?				
_____				
_____				
57. Does the resident (do you) have any suggestions for improvement for the home?				
_____				
_____				

RESIDENT'S DEMOGRAPHIC INFORMATION	
58. Residential Home Area	<input type="checkbox"/> Gatineau 1 North <input type="checkbox"/> Gatineau 1 South <input type="checkbox"/> Gatineau 2 North <input type="checkbox"/> Gatineau 2 South <input type="checkbox"/> Rideau 1 North <input type="checkbox"/> Rideau 1 South <input type="checkbox"/> Rideau 2 North <input type="checkbox"/> Rideau 2 South <input type="checkbox"/> Ottawa 1 East <input type="checkbox"/> Ottawa 1 West <input type="checkbox"/> Ottawa 2 East <input type="checkbox"/> Ottawa 2 West
59. How long has resident lived here?	<input type="checkbox"/> Less than 12 months <input type="checkbox"/> Over 1 year
60. Age	<input type="checkbox"/> 64 and under <input type="checkbox"/> 65 - 74 <input type="checkbox"/> 75 - 84 <input type="checkbox"/> 85 +

Thank you for your feedback!