

**DESIGNATED
SUPPORTIVE LIVING
RESIDENT EXPERIENCE
SURVEY REPORT**

Provincial Results

September 2020

The Health Quality Council of Alberta is a provincial agency that pursues opportunities to improve patient safety and health service quality for Albertans. It surveys Albertans on their experience with patient safety and health service quality, gathers and analyzes information, monitors the healthcare system, and collaborates with Alberta Health, Alberta Health Services, health professions, academia, and other stakeholders to drive actionable improvements. Our responsibilities are set forth in the *Health Quality Council of Alberta Act*.

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Health Quality Council of Alberta. Designated Supportive Living Resident Experience Survey Report. Provincial results. Calgary, Alberta, Canada: Health Quality Council of Alberta; September 2020.

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TABLE OF CONTENTS

| | | |
|------------|--|-----------|
| 1.0 | USING THE RESULTS AND OVERVIEW OF FINDINGS | 5 |
| 1.1 | A note on how to use the results..... | 5 |
| 1.2 | 2019 Site results at a glance..... | 5 |
| 1.3 | What are the actions for improvement? | 15 |
| 2.0 | BACKGROUND | 18 |
| 2.1 | Designated Supportive Living | 18 |
| 2.2 | HQCA's Designated Supportive Living Resident Experience Survey | 21 |
| 2.3 | HQCA's Designated Supportive Living Family Experience Survey | 21 |
| 3.0 | SURVEY PROCESS AND METHODOLOGY | 22 |
| 3.1 | The survey instrument | 22 |
| 3.2 | Survey sampling | 22 |
| 3.3 | Survey protocol and survey type..... | 22 |
| 3.4 | Quantitative analytical approach | 23 |
| 4.0 | 2019 AND 2016 PROVINCIAL AND AHS ZONE RESULTS..... | 25 |
| 4.1 | Overall Care Rating | 25 |
| 4.2 | Propensity to Recommend..... | 26 |
| 4.3 | Dimension of Care: Facility Environment | 27 |
| 4.4 | Dimension of Care: Resident Environment..... | 29 |
| 4.5 | Dimension of Care: Choice | 31 |
| 4.6 | Dimension of Care: Relationship with Employees..... | 33 |
| 4.7 | Dimension of Care: Activities | 35 |
| 4.8 | Dimension of Care: Meals and Dining..... | 37 |
| 4.9 | Dimension of Care: Communications..... | 39 |
| 4.10 | Dimension of Care: Care and Services..... | 41 |
| 4.11 | Dimension of Care: Employee Responsiveness | 43 |
| 4.12 | Dimension of Care: Laundry | 45 |
| 4.13 | Dimension of Care: General Satisfaction | 47 |
| 4.14 | Additional Care Questions | 49 |
| 5.0 | SITE CHARACTERISTICS | 53 |
| 5.1 | Level of care | 53 |
| 5.2 | Site size: Number of DSL spaces | 54 |
| 5.3 | Operator type | 55 |
| 5.4 | Site age..... | 55 |
| 5.5 | Geography: Urban versus rural..... | 56 |

| | | |
|------------|--|-----------|
| 6.0 | LIMITATIONS..... | 57 |
| 7.0 | APPENDICES..... | 58 |
| | APPENDIX I: RESIDENT EXPERIENCE SURVEY TOOL (PAPER VERSION)..... | 59 |
| | APPENDIX II: SURVEY PROCESS AND METHODOLOGY | 68 |
| | APPENDIX III: SURVEY MODALITY | 80 |
| | APPENDIX IV: DIFFERENCES BETWEEN 2019 SURVEY AND 2016 SURVEY..... | 81 |
| | APPENDIX V: CRITERIA FOR SITE INCLUSION 2019..... | 82 |
| | APPENDIX VI: 2019 RESPONDENT CHARACTERISTICS | 88 |
| | APPENDIX VII: 2019 SITE RESULTS | 90 |
| | APPENDIX VIII: SUMMARY OF 2019 PROVINCIAL AND ZONE-LEVEL RESPONSES TO INDIVIDUAL SURVEY QUESTIONS | 155 |
| | APPENDIX IX: MODELLING SPECIFICS..... | 175 |
| | APPENDIX X: DETERMINING ACTIONS FOR IMPROVEMENT | 176 |

1.0 USING THE RESULTS AND OVERVIEW OF FINDINGS

1.1 A note on how to use the results

The focus of this report is to describe the current state of designated supportive living (DSL) from the perspective of the residents who live at DSL sites. The results for each DSL site are compared amongst site peers within each AHS Zone, in addition to the previous survey iteration. Ultimately, these results are intended to guide reflection on performance and assist in identifying quality improvement opportunities.

The key measures used to present the survey results include 11 Dimensions of Care, the Overall Care Rating (a measure of residents' overall experience), and the Propensity to Recommend. The Dimensions of Care each represent a set of questions that share a similar theme; they influence the Overall Care Rating and can be used to identify areas of success and opportunities for improvement at DSL sites across Alberta.

Other factors can contribute to residents' experience at a site. Resident experience alone should not be used to assess site performance in the absence of other information, such as site demographics (i.e., average age of residents and percentage male/female), level-of-need of the resident population, and other quality measures such as those derived from the interRAI™ *Resident Assessment Instrument* (RAI), complaints and concerns, accreditation results, and compliance with *Continuing Care Health Service Standards* (CCHSS). One option for publicly available information is the HQCA's FOCUS on Healthcare website. It was expanded to include designated supportive living in 2019. It features 28 interactive charts that present administrative data as well as patient experience survey data about designated supportive living. Users can compare information about designated supportive living sites or zones, and look at data presented over time. <https://focus.hqca.ca/designated-supportive-living/>

This report provides a single perspective of several possible interpretations of these findings. DSL owners, operators, and other stakeholders may choose to examine and interpret the findings differently. While being mindful of the limitations of the data, there are a number of ways to interpret and use the results.

It is important to note that while significance testing can identify where there has been a mathematical change, this does not necessarily indicate a change in performance especially when comparing two survey cycles. In addition, results that did not show any statistically significant change or difference may still be important.

1.2 2019 Site results at a glance

[Table 1](#) below provides a summary of 2019 site-level results. Sites are grouped by AHS Zone and rank-ordered by performance on Dimensions of Care scores only. These measures were selected because they reflect specific aspects of care that sites have the opportunity to directly impact as opposed to measures that reflect general overall experience (i.e., Overall Care Rating and Propensity to Recommend).

Among sites that did show a statistically significant change in any of the key measures, the majority of these changes were in the negative direction.

To provide context, other variables were included such as geography, site size (number of DSL spaces), number of respondents, level of care (DSL3, DSL4, or both), and operator type (AHS, Private, Not-for-Profit).

The majority of sites did not show a statistically significant change in any of the key measures, defined as the Dimensions of Care, Propensity to Recommend, and Overall Care Rating from the previous survey conducted in 2016. Among the sites that did show a statistically significant change in any of the key measures, the majority of those changes were in the negative direction.

How sites were rank ordered:

1. For each site, a rank was calculated for six of the eleven Dimensions of Care found to have a statistically significant influence on the Overall Care Rating, resulting in six separate ranks:
 - a) Facility Environment
 - b) Resident Environment
 - c) Choice
 - d) Relationship with Employees
 - e) Activities
 - f) Meals and Dining
2. For each site, each rank was then weighted by how strongly the Dimension of Care influenced the Overall Care Rating (if a Dimension of Care had a stronger association with the Overall Care Rating it was weighted more heavily).
3. Next, based on the weighted ranks above, a “weighted average” rank was computed.
4. Within each AHS zone, sites were then rank ordered based on this weighted average rank.

Sites that consistently have positive scores across the Dimensions of Care will in turn have a high rank. Additional details about this approach can be found in [Appendix II](#).

While only 2019 data is presented in [Table 1](#) below, statistical tests were conducted to test significant differences across survey cycles (2019 versus 2016).

- When the 2019 site score is shaded **GREEN** this indicates that the 2019 score is significantly HIGHER than the 2016 score.
- When the 2019 site score is shaded **ORANGE** this indicates that the 2019 score is significantly LOWER than the 2016 score.

It is important to note that site rankings from year to year are not entirely comparable as site participation and eligibility for public reporting varies across survey years. In addition, while significance testing can identify where there has been a mathematical change, this does not necessarily indicate a change in operational practices (i.e., performance) especially when comparing only two survey cycles.

Table 1: Summary of 2019 site results

| Order | North Zone (N = 17 sites) | Dimensions of Care | | | | | | | | | | | Overall Care Rating | Propensity to Recommend (%) | Geography | Number of DSL Spaces | Respondents (N) | Level of Care (DSL3, DSL4, Both) | Operator type |
|-------|--------------------------------------|----------------------|----------------------|--------|-----------------------------|------------|----------------|---------------|-------------------|-------------------------|---------|----------------------|---------------------|-----------------------------|-----------|----------------------|-----------------|----------------------------------|---------------|
| | | Facility Environment | Resident Environment | Choice | Relationship with Employees | Activities | Meals & Dining | Communication | Care and Services | Employee responsiveness | Laundry | General Satisfaction | | | | | | | |
| 1 | Heimstaed Lodge | 97 | 98 | 98 | 99 | 98 | 90 | 93 | 98 | 97 | 100 | 96 | 9.2 | 100 | Rural | 54 | 6 | Both | NP |
| 2 | Manoir du Lac | 94 | 96 | 97 | 97 | 89 | 88 | 97 | 89 | 97 | 100 | 89 | 7.1 | 83 | Rural | 35 | 12 | Both | Priv |
| 3 | Vilna Lodge | 96 | 96 | 95 | 92 | 89 | 91 | 96 | 92 | 94 | 98 | 100 | 8.4 | 100 | Rural | 12 | 10 | DSL3 | NP |
| 4 | Shepherd's Care Barrhead | 91 | 96 | 96 | 97 | 82 | 90 | 90 | 84 | 89 | 93 | 86 | 8.0 | 93 | Rural | 42 | 14 | DSL4 | NP |
| 5 | Stone Brook | 93 | 95 | 95 | 97 | 85 | 84 | 95 | 95 | 92 | 95 | 91 | 8.4 | 100 | Rural | 56 | 14 | Both | NP |
| 6 | Smithfield Lodge | 91 | 95 | 88 | 94 | 84 | 80 | 91 | 89 | 90 | 91 | 88 | 8.2 | 100 | Rural | 46 | 12 | Both | AHS |
| 7 | Whispering Pines Seniors Lodge | 96 | 92 | 94 | 80 | 83 | 87 | 87 | 90 | 79 | 100 | 75 | 7.6 | 80 | Rural | 15 | 5 | DSL4 | NP |
| 8 | Mackenzie Place Supportive Living | 91 | 90 | 91 | 92 | 76 | 71 | 92 | 89 | 85 | 92 | 79 | 7.7 | 82 | Urban | 71 | 31 | DSL4 | AHS |
| 9 | Points West Living Slave Lake | 90 | 90 | 93 | 89 | 81 | 82 | 86 | 86 | 88 | 97 | 90 | 8.5 | 100 | Rural | 45 | 6 | DSL4 | Priv |
| 10 | Grande Prairie Care Centre | 90 | 91 | 88 | 87 | 73 | 74 | 83 | 82 | 79 | 96 | 81 | 8.3 | 93 | Urban | 60 | 15 | DSL4 | Priv |
| 11 | Points West Living Cold Lake | 85 | 92 | 90 | 91 | 64 | 68 | 82 | 82 | 80 | 86 | 71 | 7.2 | 83 | Rural | 42 | 6 | Both | Priv |
| 12 | Prairie Lake Seniors Community | 88 | 89 | 88 | 91 | 77 | 82 | 85 | 82 | 83 | 95 | 79 | 7.6 | 90 | Urban | 95 | 21 | DSL4 | Priv |
| 13 | Emerald Gardens Retirement Residence | 85 | 89 | 90 | 88 | 77 | 80 | 84 | 79 | 83 | 97 | 81 | 7.4 | 88 | Urban | 15 | 10 | DSL3 | Priv |
| 14 | Points West Living Peace River | 88 | 83 | 91 | 93 | 70 | 70 | 89 | 84 | 84 | 92 | 80 | 7.1 | 90 | Rural | 42 | 10 | Both | Priv |
| 15 | J.B. Wood Continuing Care Centre | 84 | 94 | 85 | 84 | 49 | 57 | 84 | 82 | 77 | 85 | 64 | 6.3 | 60 | Rural | 40 | 7 | DSL4 | AHS |
| 16 | Edson Healthcare Centre | 90 | 81 | 82 | 84 | 71 | 78 | 84 | 76 | 77 | 75 | 65 | 6.8 | 80 | Rural | 38 | 6 | DSL4 | AHS |
| 17 | Hinton Continuing Care Centre | 82 | 83 | 88 | 83 | 70 | 76 | 80 | 81 | 83 | 83 | 81 | 6.7 | 90 | Rural | 52 | 11 | DSL4 | AHS |

Table 1: Summary of 2019 site results (continued)

| Order | Edmonton Zone (N = 36 sites) | Dimensions of Care | | | | | | | | | | | Overall Care Rating | Propensity to Recommend (%) | Geography | Number of DSL Spaces | Respondents (N) | Level of Care (DSL3, DSL4, Both) | Operator type |
|-------|--|----------------------|----------------------|--------|-----------------------------|------------|----------------|---------------|-------------------|-------------------------|---------|----------------------|---------------------|-----------------------------|-----------|----------------------|-----------------|----------------------------------|---------------|
| | | Facility Environment | Resident Environment | Choice | Relationship with Employees | Activities | Meals & Dining | Communication | Care and Services | Employee responsiveness | Laundry | General Satisfaction | | | | | | | |
| 1 | Good Samaritan Society George Hennig Place | 95 | 95 | 95 | 94 | 84 | 87 | 90 | 73 | 97 | 89 | 89 | 8.5 | 89 | Urban | 30 | 20 | DSL4 | NP |
| 2 | Chartwell Wild Rose Retirement Residence | 95 | 95 | 93 | 92 | 88 | 83 | 79 | 91 | 91 | 100 | 100 | 7.5 | 100 | Urban | 27 | 5 | DSL4 | Priv |
| 3 | Our Parents' Home | 97 | 97 | 96 | 95 | 72 | 82 | 67 | 71 | 88 | 89 | 90 | 8.6 | 100 | Urban | 50 | 5 | DSL4 | Priv |
| 4 | Shepherd's Garden | 93 | 98 | 95 | 94 | 79 | 82 | 91 | 91 | 92 | 96 | 91 | 8.5 | 94 | Urban | 45 | 17 | DSL4 | NP |
| 5 | Good Samaritan Society Spruce Grove Centre | 94 | 93 | 91 | 92 | 86 | 96 | 93 | 87 | 95 | 95 | 89 | 8.3 | 91 | Urban | 30 | 13 | DSL4 | NP |
| 6 | Citadel Mews West | 94 | 92 | 91 | 96 | 87 | 78 | 87 | 80 | 89 | 95 | 88 | 7.9 | 90 | Urban | 67 | 33 | DSL4 | Priv |
| 7 | Shepherd's Care Vanguard | 93 | 94 | 96 | 95 | 82 | 73 | 88 | 86 | 82 | 96 | 83 | 7.1 | 80 | Urban | 92 | 10 | DSL4 | NP |
| 8 | Riverbend Retirement Residence | 95 | 91 | 94 | 91 | 84 | 79 | 87 | 79 | 88 | 94 | 88 | 7.2 | 100 | Urban | 38 | 11 | DSL4 | Priv |
| 9 | Glastonbury Village (Mews) | 92 | 94 | 90 | 91 | 86 | 78 | 93 | 86 | 89 | 93 | 93 | 8.2 | 95 | Urban | 49 | 21 | DSL4 | Priv |
| 10 | St. Albert Retirement Residence | 93 | 89 | 91 | 94 | 88 | 79 | 91 | 85 | 85 | 95 | 88 | 7.8 | 90 | Urban | 92 | 11 | DSL4 | Priv |
| 11 | Lifestyle Options Whitemud | 89 | 92 | 97 | 95 | 81 | 79 | 95 | 75 | 86 | 95 | 94 | 8.4 | 100 | Urban | 80 | 12 | DSL4 | NP |
| 12 | Chartwell Country Cottage Retirement Residence | 96 | 90 | 88 | 87 | 87 | 87 | 96 | 80 | 86 | 94 | 89 | 8.1 | 100 | Urban | 26 | 11 | DSL4 | Priv |
| 13 | Tuoi Hac - Golden Age Manor | 94 | 93 | 89 | 86 | 82 | 76 | 88 | 83 | 85 | 93 | 90 | 8.2 | 100 | Urban | 91 | 28 | DSL4 | NP |
| 14 | Emmanuel Home | 91 | 87 | 95 | 91 | 89 | 86 | 93 | 85 | 83 | 90 | 88 | 8.6 | 83 | Urban | 15 | 6 | DSL4 | NP |
| 15 | Laurel Heights Retirement Residence | 92 | 94 | 89 | 89 | 82 | 77 | 87 | 84 | 84 | 89 | 84 | 7.7 | 100 | Urban | 70 | 34 | DSL4 | Priv |
| 16 | Shepherds Care Kensington | 94 | 92 | 88 | 89 | 83 | 73 | 83 | 71 | 89 | 94 | 87 | 7.0 | 86 | Urban | 86 | 22 | DSL4 | NP |
| 17 | CapitalCare Laurier House Strathcona | 92 | 94 | 87 | 90 | 81 | 76 | 84 | 86 | 85 | 92 | 87 | 7.8 | 100 | Urban | 42 | 27 | DSL4 | AHS |
| 18 | CapitalCare Dickinsfield | 81 | 90 | 94 | 93 | 87 | 92 | 85 | 83 | 84 | 98 | 92 | 9.3 | 88 | Urban | 14 | 9 | DSL3 | AHS |
| 19 | Garneau Hall | 86 | 93 | 96 | 94 | 72 | 75 | 92 | 81 | 94 | 90 | 80 | 7.7 | 89 | Urban | 37 | 9 | DSL4 | Priv |
| 20 | Copper Sky Lodge | 93 | 90 | 91 | 89 | 83 | 77 | 88 | 83 | 86 | 92 | 87 | 8.1 | 94 | Urban | 130 | 54 | DSL4 | Priv |
| 21 | Lifestyle Options - Terra Losa | 89 | 90 | 92 | 91 | 86 | 83 | 88 | 80 | 83 | 93 | 85 | 7.4 | 92 | Urban | 77 | 15 | DSL4 | NP |
| 22 | Devonshire Manor | 93 | 93 | 88 | 91 | 79 | 73 | 82 | 75 | 90 | 91 | 89 | 8.3 | 93 | Urban | 59 | 27 | DSL4 | Priv |
| 23 | Chartwell Aspen House | 86 | 92 | 93 | 89 | 84 | 77 | 93 | 79 | 90 | 97 | 83 | 7.9 | 92 | Urban | 72 | 14 | DSL4 | AHS |
| 24 | Chartwell St. Albert | 92 | 90 | 92 | 90 | 79 | 76 | 83 | 73 | 82 | 94 | 86 | 8.0 | 95 | Urban | 70 | 22 | DSL4 | Priv |

Table 1: Summary of 2019 site results (continued)

| Order | Edmonton Zone (N = 36 sites) | Dimensions of Care | | | | | | | | | | | Overall Care Rating | Propensity to Recommend (%) | Geography | Number of DSL Spaces | Respondents (N) | Level of Care (DSL3, DSL4, Both) | Operator type |
|-------|---|----------------------|----------------------|--------|-----------------------------|------------|----------------|---------------|-------------------|-------------------------|---------|----------------------|---------------------|-----------------------------|-----------|----------------------|-----------------|----------------------------------|---------------|
| | | Facility Environment | Resident Environment | Choice | Relationship with Employees | Activities | Meals & Dining | Communication | Care and Services | Employee responsiveness | Laundry | General Satisfaction | | | | | | | |
| 25 | Sprucewood Place | 85 | 91 | 91 | 84 | 86 | 82 | 90 | 83 | 84 | 94 | 83 | 7.2 | 75 | Urban | 93 | 22 | DSL4 | Priv |
| 26 | Grand Manor | 89 | 88 | 87 | 87 | 91 | 87 | 89 | 75 | 86 | 91 | 80 | 7.9 | 80 | Urban | 102 | 22 | DSL4 | NP |
| 27 | Rutherford Heights Retirement Residence | 91 | 88 | 90 | 84 | 79 | 81 | 85 | 74 | 86 | 88 | 85 | 7.5 | 86 | Urban | 89 | 26 | DSL4 | Priv |
| 28 | Chateau Vitaline | 87 | 91 | 89 | 88 | 80 | 75 | 86 | 75 | 77 | 90 | 85 | 8.0 | 91 | Urban | 46 | 12 | DSL4 | NP |
| 29 | Good Samaritan Society Wedman House | 91 | 86 | 94 | 89 | 66 | 77 | 91 | 81 | 90 | 92 | 80 | 7.2 | 80 | Urban | 30 | 17 | DSL4 | NP |
| 30 | Rosedale Estates | 90 | 87 | 84 | 90 | 73 | 77 | 85 | 64 | 83 | 95 | 86 | 7.7 | 100 | Urban | 50 | 21 | Both | Priv |
| 31 | CapitalCare Laurier House Lynnwood | 90 | 90 | 83 | 84 | 74 | 76 | 83 | 78 | 81 | 92 | 87 | 7.6 | 92 | Urban | 80 | 39 | DSL4 | AHS |
| 32 | Chartwell Griesbach | 85 | 85 | 89 | 90 | 82 | 77 | 85 | 78 | 81 | 82 | 80 | 7.3 | 83 | Urban | 165 | 26 | DSL4 | Priv |
| 33 | Saint Thomas Health Centre | 89 | 87 | 87 | 86 | 76 | 70 | 84 | 80 | 83 | 89 | 80 | 7.8 | 94 | Urban | 138 | 36 | DSL4 | NP |
| 34 | Salvation Army Grace Manor | 87 | 87 | 83 | 81 | 83 | 77 | 82 | 69 | 80 | 86 | 72 | 7.3 | 69 | Urban | 87 | 30 | DSL4 | NP |
| 35 | Villa Marguerite | 83 | 86 | 90 | 85 | 78 | 74 | 78 | 74 | 86 | 83 | 74 | 6.8 | 69 | Urban | 239 | 52 | DSL4 | Priv |
| 36 | Summerwood Village Retirement Residence | 85 | 87 | 85 | 82 | 74 | 79 | 90 | 72 | 85 | 83 | 72 | 7.0 | 67 | Urban | 79 | 7 | DSL4 | Priv |
| Order | Central Zone (N = 36 sites) | Dimensions of Care | | | | | | | | | | | Overall Care Rating | Propensity to Recommend (%) | Geography | Number of DSL Spaces | Respondents (N) | Level of Care (DSL3, DSL4, Both) | Operator type |
| | | Facility Environment | Resident Environment | Choice | Relationship with Employees | Activities | Meals & Dining | Communication | Care and Services | Employee responsiveness | Laundry | General Satisfaction | | | | | | | |
| 1 | Vermilion Valley Lodge | 98 | 99 | 96 | 100 | 81 | 85 | 97 | 95 | 95 | 100 | 94 | 8.7 | 92 | Rural | 40 | 14 | DSL3 | NP |
| 2 | Pioneer House | 97 | 94 | 94 | 93 | 84 | 83 | 85 | 89 | 90 | 95 | 90 | 8.5 | 100 | Rural | 44 | 11 | DSL4 | NP |
| 3 | Eckville Manor House | 95 | 92 | 92 | 96 | 84 | 94 | 94 | 83 | 95 | 100 | 94 | 8.8 | 100 | Urban | 15 | 11 | DSL3 | NP |
| 4 | Bashaw Meadows | 92 | 96 | 91 | 94 | 82 | 89 | 95 | 90 | 91 | 93 | 94 | 8.3 | 92 | Rural | 30 | 15 | DSL4 | NP |
| 5 | Hillview Lodge | 95 | 92 | 94 | 93 | 83 | 80 | 90 | 85 | 83 | 94 | 89 | 8.4 | 94 | Rural | 36 | 18 | DSL3 | NP |

Table 1: Summary of 2019 site results (continued)

| Order | Central Zone (N = 36 sites) | Dimensions of Care | | | | | | | | | | | Overall Care Rating | Propensity to Recommend (%) | Geography | Number of DSL Spaces | Respondents (N) | Level of Care (DSL3, DSL4, Both) | Operator type |
|-------|-------------------------------------|----------------------|----------------------|--------|-----------------------------|------------|----------------|---------------|-------------------|-------------------------|---------|----------------------|---------------------|-----------------------------|-----------|----------------------|-----------------|----------------------------------|---------------|
| | | Facility Environment | Resident Environment | Choice | Relationship with Employees | Activities | Meals & Dining | Communication | Care and Services | Employee responsiveness | Laundry | General Satisfaction | | | | | | | |
| 6 | Coronation Hospital and Care Centre | 91 | 95 | 96 | 95 | 85 | 77 | 93 | 91 | 93 | 100 | 80 | 8.0 | 82 | Rural | 19 | 11 | DSL3 | AHS |
| 7 | Vegreville Manor | 95 | 90 | 92 | 96 | 82 | 87 | 93 | 88 | 90 | 97 | 87 | 6.0 | 100 | Rural | 15 | 6 | DSL3 | NP |
| 8 | Royal Oak Manor | 91 | 94 | 92 | 95 | 88 | 72 | 88 | 81 | 81 | 98 | 84 | 7.8 | 92 | Rural | 111 | 27 | Both | Priv |
| 9 | Wetaskiwin Meadows | 92 | 96 | 91 | 96 | 74 | 81 | 87 | 86 | 90 | 100 | 86 | 8.2 | 86 | Rural | 26 | 14 | DSL3 | NP |
| 10 | Sundre Seniors Supportive Living | 92 | 93 | 96 | 93 | 81 | 78 | 89 | 84 | 84 | 100 | 83 | 8.3 | 100 | Rural | 40 | 6 | DSL4 | NP |
| 11 | Providence Place | 96 | 91 | 92 | 92 | 91 | 80 | 94 | 82 | 94 | 96 | 91 | 8.2 | 100 | Rural | 16 | 6 | DSL3 | NP |
| 12 | Points West Living Wainwright | 93 | 92 | 91 | 95 | 84 | 74 | 87 | 77 | 87 | 85 | 83 | 7.6 | 92 | Rural | 59 | 14 | DSL4 | Priv |
| 13 | Points West Living Lloydminster | 93 | 89 | 95 | 95 | 86 | 85 | 90 | 93 | 91 | 95 | 90 | 8.4 | 91 | Rural | 60 | 13 | DSL4 | Priv |
| 14 | Century Park | 99 | 90 | 95 | 88 | 78 | 83 | 80 | 78 | 86 | 90 | 95 | 8.5 | 100 | Rural | 40 | 6 | DSL4 | Priv |
| 15 | Seasons Retirement Ponoka | 89 | 93 | 98 | 94 | 85 | 63 | 89 | 83 | 89 | 98 | 74 | 7.3 | 55 | Rural | 20 | 12 | DSL3 | Priv |
| 16 | West Park Lodge | 94 | 93 | 90 | 87 | 71 | 86 | 86 | 83 | 87 | 91 | 90 | 8.6 | 100 | Urban | 36 | 13 | DSL4 | Priv |
| 17 | Seasons Retirement Wetaskiwin | 95 | 89 | 88 | 96 | 81 | 80 | 85 | 77 | 87 | 100 | 86 | 7.9 | 100 | Rural | 20 | 7 | DSL3 | Priv |
| 18 | Extendicare Michener Hill | 93 | 91 | 91 | 83 | 82 | 79 | 87 | 75 | 78 | 82 | 81 | 7.3 | 88 | Urban | 60 | 16 | DSL4 | Priv |
| 19 | Islay Assisted Living | 92 | 93 | 82 | 89 | 78 | 81 | 82 | 81 | 88 | 93 | 86 | 7.8 | 100 | Rural | 20 | 12 | DSL3 | AHS |
| 20 | Park Avenue At Creekside | 94 | 89 | 91 | 94 | 80 | 76 | 87 | 83 | 73 | 75 | 81 | 8.0 | 83 | Rural | 40 | 8 | DSL4 | Priv |
| 21 | Bethany Meadows | 89 | 92 | 95 | 90 | 80 | 72 | 91 | 80 | 92 | 94 | 80 | 8.1 | 84 | Rural | 30 | 20 | DSL4 | NP |
| 22 | Heritage House | 91 | 92 | 88 | 92 | 81 | 76 | 88 | 73 | 78 | 96 | 72 | 7.3 | 75 | Rural | 42 | 12 | DSL4 | Priv |
| 23 | Seasons Retirement Olds | 86 | 91 | 91 | 96 | 74 | 86 | 89 | 81 | 78 | 96 | 78 | 7.3 | 55 | Rural | 20 | 13 | DSL3 | Priv |
| 24 | Seasons Drayton Valley | 92 | 91 | 89 | 92 | 79 | 65 | 82 | 87 | 79 | 90 | 79 | 6.9 | 78 | Rural | 16 | 10 | DSL3 | Priv |
| 25 | Points West Living Stettler | 91 | 92 | 91 | 88 | 70 | 78 | 83 | 76 | 74 | 89 | 81 | 7.9 | 89 | Rural | 88 | 29 | DSL4 | Priv |
| 26 | Clearwater Centre | 92 | 91 | 85 | 83 | 57 | 78 | 82 | 68 | 75 | 82 | 81 | 7.3 | 82 | Rural | 39 | 18 | Both | NP |
| 27 | Seasons Retirement Camrose | 89 | 92 | 85 | 90 | 72 | 71 | 87 | 86 | 87 | 80 | 78 | 7.8 | 86 | Rural | 82 | 15 | DSL4 | Priv |
| 28 | Faith House | 89 | 90 | 84 | 95 | 61 | 89 | 93 | 72 | 88 | 93 | 77 | 7.1 | 71 | Rural | 20 | 7 | DSL3 | NP |
| 29 | Points West Living Red Deer | 85 | 90 | 88 | 87 | 75 | 80 | 82 | 72 | 84 | 91 | 90 | 7.1 | 95 | Urban | 114 | 21 | DSL4 | Priv |
| 30 | Viewpoint | 89 | 84 | 90 | 84 | 62 | 80 | 82 | 80 | 86 | 100 | 73 | 7.0 | 80 | Rural | 20 | 13 | DSL3 | NP |

Table 1: Summary of 2019 site results (continued)

| Order | Central Zone (N = 36 sites) | Dimensions of Care | | | | | | | | | | | Overall Care Rating | Propensity to Recommend (%) | Geography | Number of DSL Spaces | Respondents (N) | Level of Care (DSL3, DSL4, Both) | Operator type |
|-------|--|----------------------|----------------------|--------|-----------------------------|------------|----------------|---------------|-------------------|-------------------------|---------|----------------------|---------------------|-----------------------------|-----------|----------------------|-----------------|----------------------------------|---------------|
| | | Facility Environment | Resident Environment | Choice | Relationship with Employees | Activities | Meals & Dining | Communication | Care and Services | Employee responsiveness | Laundry | General Satisfaction | | | | | | | |
| 31 | Good Samaritan Good Shepherd Lutheran Home | 85 | 86 | 89 | 87 | 81 | 74 | 78 | 75 | 79 | 78 | 81 | 7.6 | 96 | Rural | 69 | 28 | DSL4 | NP |
| 32 | Timberstone Mews | 88 | 86 | 84 | 89 | 65 | 75 | 78 | 76 | 78 | 92 | 84 | 8.2 | 95 | Urban | 60 | 20 | DSL4 | Priv |
| 33 | Bethany Sylvan Lake | 82 | 88 | 87 | 91 | 60 | 73 | 82 | 77 | 79 | 97 | 81 | 7.2 | 91 | Urban | 21 | 13 | DSL4 | NP |
| 34 | Sunset Manor | 82 | 86 | 84 | 88 | 80 | 70 | 76 | 71 | 82 | 76 | 76 | 7.6 | 81 | Rural | 102 | 21 | Both | Priv |
| 35 | Seasons Encore Olds | 88 | 88 | 87 | 76 | 65 | 69 | 77 | 73 | 66 | 69 | 78 | 7.7 | 93 | Rural | 60 | 15 | DSL4 | Priv |
| 36 | Villa Marie | 88 | 80 | 85 | 86 | 66 | 68 | 73 | 72 | 74 | 84 | 76 | 6.9 | 85 | Urban | 106 | 40 | DSL4 | NP |
| Order | Calgary Zone (N = 28 sites) | Dimensions of Care | | | | | | | | | | | Overall Care Rating | Propensity to Recommend (%) | Geography | Number of DSL Spaces | Respondents (N) | Level of Care (DSL3, DSL4, Both) | Operator type |
| | | Facility Environment | Resident Environment | Choice | Relationship with Employees | Activities | Meals & Dining | Communication | Care and Services | Employee responsiveness | Laundry | General Satisfaction | | | | | | | |
| 1 | Prince of Peace Manor | 94 | 96 | 94 | 96 | 88 | 86 | 94 | 89 | 89 | 100 | 96 | 8.4 | 100 | Urban | 30 | 14 | DSL4 | Priv |
| 2 | Carewest Colonel Belcher Care Centre | 94 | 94 | 94 | 94 | 83 | 89 | 92 | 81 | 92 | 92 | 93 | 8.6 | 94 | Urban | 30 | 16 | DSL4 | AHS |
| 3 | McKenzie Towne Retirement Residence | 96 | 93 | 97 | 96 | 88 | 74 | 94 | 95 | 91 | 94 | 90 | 8.3 | 92 | Urban | 42 | 12 | DSL4 | Priv |
| 4 | Revera Heartland | 93 | 95 | 93 | 94 | 88 | 82 | 88 | 86 | 90 | 100 | 88 | 7.8 | 95 | Urban | 40 | 22 | DSL4 | Priv |
| 5 | Providence Care Centre | 96 | 92 | 92 | 95 | 84 | 77 | 94 | 90 | 94 | 98 | 84 | 7.9 | 79 | Urban | 56 | 15 | DSL4 | NP |
| 6 | Evanston Grand Village | 96 | 94 | 92 | 87 | 80 | 77 | 87 | 78 | 86 | 90 | 90 | 8.1 | 95 | Urban | 102 | 25 | DSL4 | Priv |
| 7 | St. Marguerite Manor | 94 | 93 | 93 | 90 | 82 | 73 | 86 | 84 | 89 | 87 | 90 | 8.3 | 96 | Urban | 102 | 27 | DSL4 | NP |
| 8 | AgeCare Sagewood | 93 | 92 | 91 | 93 | 87 | 77 | 86 | 87 | 89 | 99 | 89 | 8.0 | 92 | Rural | 110 | 28 | DSL4 | Priv |
| 9 | Edgemont Retirement Residence | 92 | 91 | 95 | 92 | 92 | 81 | 91 | 86 | 89 | 95 | 82 | 7.2 | 82 | Urban | 31 | 14 | DSL4 | Priv |
| 10 | AgeCare Walden Heights | 92 | 93 | 91 | 94 | 78 | 71 | 85 | 84 | 88 | 96 | 86 | 7.5 | 91 | Urban | 238 | 90 | DSL4 | Priv |
| 11 | Aspen Ridge Lodge | 95 | 86 | 91 | 94 | 81 | 82 | 86 | 88 | 83 | 100 | 85 | 8.6 | 89 | Rural | 30 | 10 | DSL4 | NP |
| 12 | Scenic Acres Retirement Residence | 89 | 94 | 92 | 91 | 80 | 83 | 94 | 81 | 90 | 100 | 90 | 8.0 | 100 | Urban | 26 | 9 | DSL4 | Priv |

Table 1: Summary of 2019 site results (continued)

| Order | Calgary Zone (N = 28 sites) | Dimensions of Care | | | | | | | | | | | Overall Care Rating | Propensity to Recommend (%) | Geography | Number of DSL Spaces | Respondents (N) | Level of Care (DSL3, DSL4, Both) | Operator type |
|-------|--|----------------------|----------------------|--------|-----------------------------|------------|----------------|---------------|-------------------|-------------------------|---------|----------------------|---------------------|-----------------------------|-----------|----------------------|-----------------|----------------------------------|---------------|
| | | Facility Environment | Resident Environment | Choice | Relationship with Employees | Activities | Meals & Dining | Communication | Care and Services | Employee responsiveness | Laundry | General Satisfaction | | | | | | | |
| 13 | Strafford Foundation Tudor Manor | 91 | 93 | 90 | 91 | 84 | 76 | 86 | 85 | 84 | 90 | 86 | 8.1 | 92 | Urban | 152 | 50 | DSL4 | NP |
| 14 | Wentworth Manor The Residence | 89 | 91 | 97 | 91 | 82 | 84 | 86 | 86 | 80 | 98 | 86 | 8.3 | 94 | Urban | 62 | 18 | DSL4 | NP |
| 15 | Whitehorn Village Retirement Community | 92 | 91 | 91 | 92 | 84 | 80 | 90 | 86 | 87 | 95 | 90 | 7.8 | 100 | Urban | 53 | 20 | DSL4 | Priv |
| 16 | Kingsland Terrace | 91 | 91 | 95 | 93 | 79 | 83 | 91 | 89 | 88 | 93 | 82 | 8.0 | 87 | Urban | 24 | 16 | DSL4 | Priv |
| 17 | Swan Evergreen Village | 85 | 92 | 92 | 93 | 81 | 83 | 84 | 92 | 91 | 88 | 87 | 7.8 | 90 | Urban | 48 | 12 | DSL4 | Priv |
| 18 | Holy Cross Manor | 92 | 92 | 92 | 91 | 81 | 73 | 85 | 83 | 90 | 90 | 85 | 7.6 | 96 | Urban | 100 | 27 | DSL4 | NP |
| 19 | AgeCare Seton | 93 | 89 | 91 | 92 | 80 | 75 | 84 | 82 | 86 | 92 | 85 | 7.8 | 90 | Urban | 252 | 78 | DSL4 | Priv |
| 20 | Bethany Didsbury | 90 | 93 | 90 | 93 | 74 | 77 | 87 | 84 | 87 | 97 | 84 | 7.7 | 97 | Rural | 100 | 34 | DSL4 | NP |
| 21 | Carewest Nickle House | 91 | 93 | 85 | 84 | 52 | 94 | 84 | 97 | 88 | 93 | 83 | 7.8 | 83 | Urban | 10 | 6 | DSL4 | AHS |
| 22 | Sage Hill Retirement Residence | 91 | 89 | 89 | 89 | 81 | 75 | 86 | 79 | 89 | 83 | 84 | 7.7 | 93 | Urban | 72 | 15 | DSL4 | Priv |
| 23 | Silver Willow Lodge | 92 | 89 | 90 | 90 | 72 | 73 | 84 | 85 | 85 | 95 | 73 | 8.1 | 93 | Rural | 38 | 16 | Both | AHS |
| 24 | St. Teresa Place | 90 | 91 | 89 | 91 | 73 | 65 | 84 | 82 | 82 | 88 | 82 | 7.5 | 87 | Urban | 250 | 56 | DSL4 | NP |
| 25 | Seasons Retirement High River | 91 | 89 | 88 | 88 | 76 | 73 | 86 | 82 | 84 | 91 | 86 | 8.1 | 94 | Rural | 108 | 36 | DSL4 | Priv |
| 26 | Eau Claire Retirement Residence | 91 | 87 | 85 | 88 | 76 | 72 | 84 | 82 | 82 | 90 | 83 | 7.9 | 90 | Urban | 73 | 13 | DSL4 | Priv |
| 27 | Monterey Place | 83 | 86 | 88 | 86 | 81 | 74 | 87 | 73 | 76 | 92 | 80 | 7.6 | 91 | Urban | 107 | 26 | DSL4 | Priv |
| 28 | Millrise Place | 87 | 85 | 86 | 89 | 73 | 54 | 74 | 73 | 77 | 85 | 68 | 6.0 | 58 | Urban | 40 | 14 | DSL4 | Priv |
| Order | South Zone (N = 28 sites) | Dimensions of Care | | | | | | | | | | | Overall Care Rating | Propensity to Recommend (%) | Geography | Number of DSL Spaces | Respondents (N) | Level of Care (DSL3, DSL4, Both) | Operator type |
| | | Facility Environment | Resident Environment | Choice | Relationship with Employees | Activities | Meals & Dining | Communication | Care and Services | Employee responsiveness | Laundry | General Satisfaction | | | | | | | |
| 1 | AgeCare Orchard Manor | 98 | 97 | 97 | 100 | 91 | 94 | 91 | 94 | 97 | 88 | 93 | 8.3 | 100 | Rural | 25 | 8 | DSL3 | Priv |
| 2 | Chinook Lodge | 94 | 98 | 95 | 98 | 83 | 79 | 92 | 91 | 97 | 91 | 97 | 8.8 | 100 | Rural | 20 | 13 | DSL3 | NP |
| 3 | Meadowlands Retirement Residence | 98 | 96 | 89 | 94 | 95 | 85 | 93 | 85 | 88 | 100 | 86 | 7.3 | 83 | Urban | 10 | 6 | DSL4 | Priv |

Table 1: Summary of 2019 site results (continued)

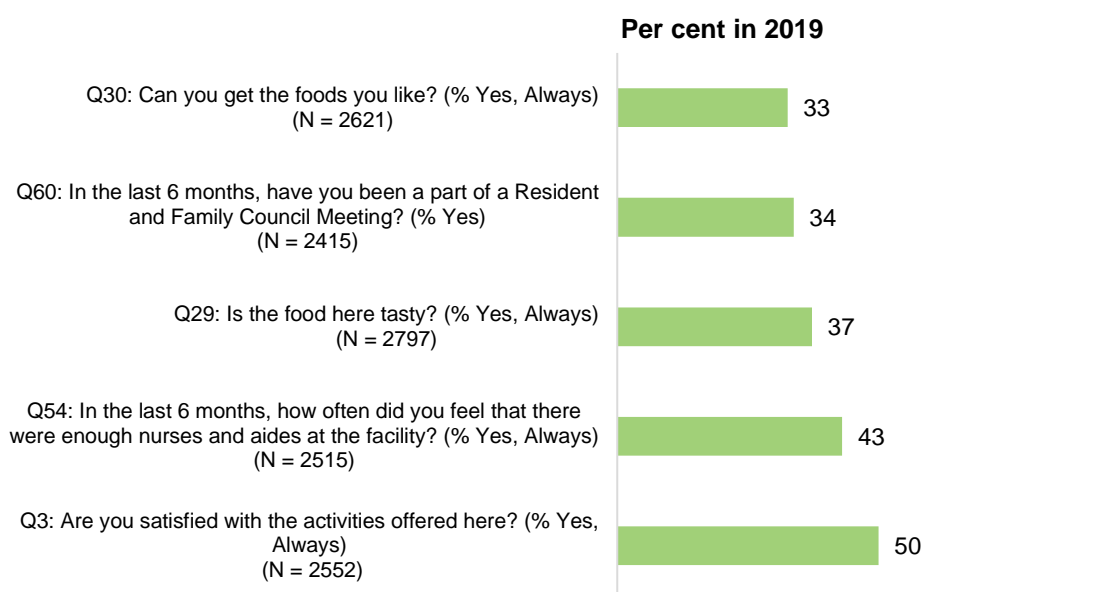
| Order | South Zone (N = 28 sites) | Dimensions of Care | | | | | | | | | | | Overall Care Rating | Propensity to Recommend (%) | Geography | Number of DSL Spaces | Respondents (N) | Level of Care (DSL3, DSL4, Both) | Operator type |
|-------|--|----------------------|----------------------|--------|-----------------------------|------------|----------------|---------------|-------------------|-------------------------|---------|----------------------|---------------------|-----------------------------|-----------|----------------------|-----------------|----------------------------------|---------------|
| | | Facility Environment | Resident Environment | Choice | Relationship with Employees | Activities | Meals & Dining | Communication | Care and Services | Employee responsiveness | Laundry | General Satisfaction | | | | | | | |
| 4 | Cypress View Foundation Medicine Hat | 96 | 92 | 94 | 95 | 86 | 83 | 92 | 82 | 92 | 76 | 90 | 8.3 | 92 | Urban | 45 | 25 | DSL3 | NP |
| 5 | Sunny South Lodge | 93 | 95 | 94 | 94 | 86 | 86 | 91 | 88 | 90 | 89 | 95 | 8.5 | 100 | Urban | 53 | 24 | Both | NP |
| 6 | Good Samaritan Society Prairie Ridge | 95 | 92 | 94 | 95 | 86 | 85 | 92 | 93 | 87 | 95 | 91 | 8.1 | 100 | Rural | 85 | 22 | DSL4 | NP |
| 7 | Clearview Lodge | 94 | 93 | 92 | 92 | 86 | 91 | 92 | 90 | 94 | 89 | 92 | 8.6 | 100 | Rural | 20 | 14 | DSL3 | NP |
| 8 | Good Samaritan Society West Highlands | 94 | 93 | 93 | 94 | 87 | 84 | 89 | 86 | 90 | 92 | 91 | 8.5 | 96 | Urban | 100 | 46 | DSL4 | NP |
| 9 | Golden Acres Lodge | 95 | 93 | 92 | 94 | 81 | 85 | 93 | 87 | 92 | 97 | 92 | 8.2 | 100 | Urban | 45 | 22 | DSL3 | NP |
| 10 | Good Samaritan Garden Vista | 92 | 92 | 93 | 92 | 86 | 82 | 87 | 82 | 94 | 88 | 89 | 8.6 | 100 | Rural | 35 | 8 | DSL4 | NP |
| 11 | Masterpiece Southland Meadows | 93 | 91 | 91 | 94 | 84 | 84 | 90 | 90 | 92 | 88 | 92 | 8.2 | 100 | Urban | 50 | 18 | DSL4 | Priv |
| 12 | Good Samaritan Society Pincher Creek Vista Village | 92 | 93 | 89 | 94 | 83 | 87 | 89 | 85 | 92 | 94 | 91 | 7.9 | 96 | Rural | 75 | 27 | Both | NP |
| 13 | York Creek Lodge | 93 | 90 | 90 | 95 | 82 | 80 | 86 | 94 | 92 | 92 | 89 | 7.9 | 86 | Rural | 20 | 7 | DSL3 | NP |
| 14 | Meadow Ridge Seniors Village | 93 | 93 | 94 | 88 | 76 | 76 | 80 | 83 | 79 | 92 | 82 | 7.5 | 85 | Urban | 84 | 13 | DSL4 | Priv |
| 15 | Haven Care Centre | 91 | 92 | 93 | 91 | 89 | 77 | 93 | 89 | 90 | 63 | 91 | 8.1 | 100 | Urban | 24 | 12 | DSL4 | NP |
| 16 | The Wellington Retirement Residence | 91 | 96 | 89 | 91 | 76 | 76 | 86 | 82 | 85 | 90 | 86 | 7.9 | 92 | Urban | 50 | 27 | DSL4 | Priv |
| 17 | AgeCare Sunrise Gardens | 92 | 93 | 83 | 85 | 76 | 78 | 80 | 75 | 77 | 88 | 90 | 7.8 | 91 | Rural | 84 | 25 | DSL4 | Priv |
| 18 | AgeCare Columbia | 87 | 91 | 94 | 94 | 77 | 78 | 82 | 81 | 87 | 91 | 82 | 7.2 | 77 | Urban | 50 | 25 | DSL3 | Priv |
| 19 | Good Samaritan Society Lee Crest | 93 | 90 | 90 | 90 | 75 | 76 | 85 | 86 | 89 | 88 | 83 | 8.3 | 89 | Rural | 95 | 28 | DSL4 | NP |
| 20 | Extendicare Fairmont Park | 91 | 91 | 89 | 91 | 76 | 72 | 85 | 84 | 86 | 90 | 86 | 7.9 | 94 | Urban | 140 | 37 | DSL4 | Priv |
| 21 | Good Samaritan Society South Ridge Village | 91 | 91 | 91 | 87 | 79 | 74 | 90 | 78 | 83 | 92 | 83 | 7.9 | 92 | Urban | 48 | 13 | DSL4 | NP |
| 22 | River Ridge Seniors Village | 92 | 90 | 89 | 92 | 81 | 72 | 91 | 88 | 87 | 94 | 87 | 8.1 | 89 | Urban | 36 | 9 | DSL4 | Priv |
| 23 | Legacy Lodge | 90 | 90 | 89 | 87 | 78 | 75 | 82 | 84 | 85 | 87 | 84 | 7.6 | 90 | Urban | 104 | 53 | DSL4 | Priv |
| 24 | Good Samaritan Society Park Meadows Village | 90 | 89 | 90 | 89 | 77 | 76 | 88 | 87 | 85 | 89 | 82 | 7.5 | 93 | Urban | 121 | 31 | DSL4 | NP |
| 25 | St. Therese Villa | 90 | 88 | 88 | 88 | 80 | 77 | 81 | 80 | 82 | 86 | 87 | 7.6 | 90 | Urban | 200 | 57 | DSL4 | NP |
| 26 | Good Samaritan Society Linden View | 88 | 89 | 87 | 88 | 73 | 74 | 82 | 75 | 80 | 91 | 77 | 7.4 | 86 | Rural | 105 | 22 | DSL4 | NP |

Table 1: Summary of 2019 site results (continued)

| Order | South Zone (N = 28 sites) | Dimensions of Care | | | | | | | | | | | Overall Care Rating | Propensity to Recommend (%) | Geography | Number of DSL Spaces | Respondents (N) | Level of Care (DSL3, DSL4, Both) | Operator type |
|-------|------------------------------|----------------------|----------------------|--------|-----------------------------|------------|----------------|---------------|-------------------|-------------------------|---------|----------------------|---------------------|-----------------------------|-----------|----------------------|-----------------|----------------------------------|---------------|
| | | Facility Environment | Resident Environment | Choice | Relationship with Employees | Activities | Meals & Dining | Communication | Care and Services | Employee responsiveness | Laundry | General Satisfaction | | | | | | | |
| 27 | Piyami Place | 90 | 88 | 74 | 82 | 71 | 76 | 79 | 86 | 77 | 83 | 74 | 7.6 | 100 | Urban | 15 | 5 | DSL4 | NP |
| 28 | St. Michael's Health Centre | 89 | 88 | 88 | 89 | 69 | 72 | 82 | 76 | 87 | 98 | 82 | 7.5 | 75 | Urban | 72 | 12 | DSL4 | NP |

1.3 What are the actions for improvement?

In response to stakeholder requests for assistance in interpreting the survey results and identifying improvement opportunities, the HQCA further examined the individual questions from the survey. The survey questions were prioritized according to greatest opportunity for improvement based on (1) the strength of the question as an influencer of overall resident experience (i.e. Overall Care Rating), and (2) the question's room for improvement (i.e., the lower the score the more room for improvement). From this analysis, the top five survey questions provincially, are presented below. Because this analysis was conducted at the respondent-level, the averages of all respondents (N=2,857) are presented as opposed to the averages of the 145 eligible sites as in the rest of the report.



From these top five survey questions, the HQCA determined Actions for Improvement. If implemented, these actions have the greatest potential to improve overall resident experience at the provincial level (i.e., increase the Overall Care Rating). For more details, see [Appendix X](#). While this type of analysis is new to this survey iteration, select results from previous iterations are presented, where available, to provide additional support for the Actions for Improvement from the residents' perspective.

It is important to note that the survey is one source of information that can inform improvement priorities. Other quality measures such as those derived from the interRAI™ *Resident Assessment Instrument* (RAI), complaints and concerns, accreditation results, and CCHSS compliance should also be considered along with resident characteristics such as level of need and average age. The Actions for Improvement provide one possible use or interpretation of the survey findings. Stakeholders may choose to interpret the findings differently depending on their role and specific context in the continuing care system.



Actions for Improvement

Action 1: Food

- Alberta Health Services and contracted designated supportive living owner and operators collaborate with residents to fully understand resident's food preferences and develop strategies to improve variety and taste of food as well as manage residents' expectations.

Provincially, only 33 per cent of residents felt that they could *Always* get the foods they like (Question 30) and only 37 per cent of residents felt that the food is *Always* tasty (Question 29).

Similarly in 2016, only 32 per cent of residents felt that they could *Always* get the foods they like and only 38 per cent of residents felt that the food is *Always* tasty. Furthermore in 2013-14, 34 percent felt that they could *Always* get the foods they like and 40 per cent felt that the food is *Always* tasty.

Action 2: Resident and Family Council

- Alberta Health Services and contracted designated supportive living owner and operators collaborate with residents to ensure that residents are aware of their ability to form a Resident and Family Council and, where they exist, engage with Resident and Family Councils to ensure residents are aware of meetings, and determine if there are any other barriers to resident participation.

Provincially, only 34 per cent of residents said *Yes* they were part of a Resident and Family Council meeting in the last six months (Question 60)^{1,2} and only 50 per cent of residents answered *Yes* their facility has a Resident and Family Council (Question 59)¹.

Action 3: Staffing

- Alberta Health, Alberta Health Services, and contracted designated supportive living owner and operators collaborate with residents to fully understand residents' concerns regarding staffing levels of nurses and aides, and develop strategies to address these concerns.

Only 43 per cent of residents felt there were *Always* enough nurses and aides in the site, provincially (Question 54).

Similarly in 2016, only 40 per cent of residents felt there were *Always* enough nurses and aides in the site.

¹ These two questions were new to the 2019 survey.

Action 4: Activities

- Alberta Health Services and contracted designated supportive living owner and operators collaborate with residents to fully understand residents' activity needs and develop strategies to meet their needs and manage their expectations.

Provincially, 50 per cent of residents said they were *Always* satisfied with the activities offered (Question 3).

Previous survey iterations showed 52 per cent of residents were *Always* satisfied with the activities offered in 2016, and 54 per cent were *Always* satisfied in 2013-14.

2.0 BACKGROUND

2.1 Designated Supportive Living²

Alberta's continuing care system provides Albertans of advanced age or disability with the healthcare, personal care, and accommodation services they need to support their daily activities, independence, and quality of life. There are three streams of continuing care in Alberta tailored to the client's level of need and/or limitations: home care, supportive living, and long-term care (or facility living), (Figure 1, below).

- **Home care** is provided to those still able to live independently.
- **Supportive living** is provided in a shared accommodation setting recognizing different degrees of independence.
- **Long-term care** (or facility living) includes long-term care sites like nursing homes and auxiliary hospitals.

Figure 1: Three streams of the continuing care system

| Three Streams of the Continuing Care System | | | | | |
|---|--|---|---|--|---|
| Home Care | Supportive Living | | | | Facility Living |
| Independent Living (e.g., House, Apartment and Condominium) | A congregate setting that combines accommodation services with other supports and care | | | | |
| | Non-Designated Supportive Living (e.g., Lodges, Group Homes and Congregate Settings) | Designated Supportive Living (DSL) A congregate setting that provides additional support with on-site health care staff | | | Long-Term Care (LTC) Facility (i.e., Nursing Homes and Auxiliary Hospitals) |
| Publicly funded health care is provided through the Home Care Program | Publicly funded health care is provided through the Home Care Program | DSL- 3 | DSL- 4 | DSL 4-Dementia | 24-hour on-site health care services provided by a diverse mix of health care professionals** and health care staff |
| | | 24-hour on-site care provided by health care staff* | 24-hour on-site care provided by health care staff* | 24-hour on-site care provided by health care staff* in a therapeutic environment | |

*Health care staff in DSL 3, 4 and 4D may include Health Care Aides, Therapy Assistants and Licensed Practical Nurses.

**Health care professionals in LTC may include Registered Nurses, Licensed Practical Nurses, Health Care Aides, Occupational and Physical Therapists and Physicians.

Supportive living is an option for individuals who want a maintenance-free environment, feel they are too isolated in their own home, or have more complex needs than those provided for by home care. To some extent, individuals can choose which supportive living option is right for them. Based on an assessment of their needs by Alberta Health Services (AHS), individuals may be eligible for a space or a

² For more information, see <http://www.health.alberta.ca/services/continuing-care-system.html>

room in publicly funded Designated Supportive Living (levels 3, 4 and 4D).³ Although services for assessed care needs are publicly funded, residents are generally responsible for paying for their room, meals, housekeeping, and other optional services. Supportive living sites are not required to provide on-site 24-hour registered nurses or regularly scheduled visits by physicians.

The defined levels in the *Supportive Living* stream⁴ are:

- **Supportive Living Level 1 (SL1):** This level of care is also referred to as Residential Living and is designed for individuals who are independent, can manage most daily tasks, and are responsible for making decisions around their day-to-day activities. Publicly funded home care may be provided, but there is no on-site 24-hour staffing.
- **Supportive Living Level 2 (SL2):** This level of care is also referred to as Lodge Living and is designed for individuals who are generally independent (e.g., can manage some daily tasks), and can arrange, manage, and/or direct their own care. Publicly funded home care may be continually provided, but there is no on-site 24-hour staffing.
- **(Designated) Supportive Living Level 3 (DSL3):** This level of care is for individuals whose medical condition is stable and appropriately managed without 24-hour on-site nursing staff, but who have limited independence. These individuals need help with many tasks and/or decision-making in day-to-day activities. Personal care at this level is generally provided within a set schedule; however, unscheduled personal assistance may also be provided. Publicly funded scheduled home care may be provided, and trained and certified healthcare aide staff are on-site on a 24-hour basis (registered nurse on-call).
- **(Designated) Supportive Living Level 4 (DSL4):** This level of care is also referred to as Enhanced Assisted Living and is for individuals with more complex medical conditions. These individuals tend to have very limited independence, have significant limitations, and need help with most or all tasks, as well as decisions about day-to-day activities. Publicly funded scheduled home care may be provided, and a trained licensed practical nurse and/or healthcare aide is on-site on a 24-hour basis.
- **(Designated) Supportive Living Level 4 Dementia (DSL4-D):** This level of care is a subset of DSL4 and is designed for persons who have significant limitations due to dementia.

The focus of this report and the results presented are for DSL (levels 3 and 4).

As of September 2019, there were over 11,600 publicly funded spaces dedicated to DSL in Alberta. DSL sites are operated under three ownership models (AHS, private, and not-for-profit).⁵ All are required to adhere to provincial standards to ensure residents are in a safe and comfortable environment and receive quality services. These standards are described in Box A below and include: CCHSS,⁶ The

³ Designated Assisted Living or Designated Supportive Living refers to designated rooms in the supportive living stream that are operated under contract with AHS. Individuals are assessed and placed by AHS based on an individual's healthcare needs.

⁴ For more information, see <http://www.albertahealthservices.ca/assets/info/seniors/if-sen-living-option-guidelines.pdf>

⁵ The site categorization is based on AHS definitions.

⁶ *Continuing Care Health Service Standards*. More information can be found here: <https://open.alberta.ca/publications/9781460138441>

Supportive Living Accommodation Standards and Checklist,⁷ Supportive Living Accommodation Licensing Act,⁸ and Admission Guidelines for Publicly Funded Continuing Care Living Options.⁹ Referring to these standards while reviewing this report may provide context and help to better focus improvement efforts. Resident observations and perceptions alone are not sufficient to evaluate a site's compliance with a specific standard.

Box A: Standards

Continuing Care Health Service Standards: The *Continuing Care Health Service Standards (CCHSS)* are a legislated requirement of operators pursuant to the *Nursing Homes General Regulation* and under the *Nursing Homes Act*, the *Co-ordinated Home Care Program Regulation* under the *Public Health Act* and pursuant to a ministerial directive under the *Regional Health Authorities Act*. The CCHSS set the minimum requirement that operators in the continuing care system must comply with in the provision of healthcare.

Supportive Living Accommodation Standards and Checklist: The Alberta government sets provincial accommodation standards, and monitors compliance to the standards through annual site inspections. The standards apply to accommodation and related services such as facility maintenance, meals, housekeeping, and areas that impact a resident's safety and security. Each accommodation is inspected at least once a year, and more often if required. An operator must meet all accommodation standards to achieve compliance.

Supportive Living Accommodation Licensing Act: All supportive living accommodations must be licensed when the operator provides permanent accommodation to four or more adults and the operator provides or arranges for services related to safety and security of the residents as well as at least one meal a day or housekeeping services.

Admission Guidelines for Publicly Funded Continuing Care Living Options: The intent of the Alberta Health Services Living Option guidelines is to provide a set of support tools to assist with consistent living option decisions in relation to supportive living levels 3 and 4 and long-term care.

⁷ Supportive Living Accommodation Standards and Checklist. More information can be found here: <http://www.health.alberta.ca/documents/CC-Supportive-Living-Standards-2010.pdf>

⁸ Licensing and accommodation standards: <http://www.health.alberta.ca/services/supportive-living.html>

⁹ Admission Guidelines for Publicly Funded Continuing Care Living Options. More information can be found here: <http://www.albertahealthservices.ca/assets/info/seniors/if-sen-living-option-guidelines.pdf>

2.2 HQCA's Designated Supportive Living Resident Experience Survey

The HQCA conducted the *Designated Supportive Living Resident Experience Survey* in collaboration with Alberta Health Services (AHS) and Alberta Health (AH). The survey results can be used as one source of evidence to meet *Standard 19: Quality Improvement Reporting* under the CCHSS and are meant to support a culture of continual quality improvement that is evidence-based.

The 2019 survey is the third iteration of the survey, the previous iterations were in 2016 and 2013-14.

2.2.1 Purpose

The overall purpose of the survey was to obtain feedback from residents about the quality of care and services they receive at DSL sites across Alberta. The feedback is used to describe the current state of DSL from the residents' perspective and to provide DSL sites and other stakeholders with information that can be used for ongoing quality monitoring and improvement.

2.2.2 Objectives

The objectives of the survey were to:

- Conduct a follow-up to previous iterations of the *HQCA's Designated Supportive Living Resident Experience Survey*.
- Identify potential improvement opportunities and report on areas of success at DSL sites across Alberta to inform quality improvement efforts.

2.3 HQCA's Designated Supportive Living Family Experience Survey

Concurrent to the resident experience survey, the HQCA conducted a family experience survey, which surveyed family members of residents in DSL sites via a mail-in paper and on-line survey. The results of this survey can be found in a separate report, the *HQCA's Designated Supportive Living Family Experience Survey*.¹⁰

¹⁰ <http://hqca.ca/surveys/supportive-living-family-resident-experience-survey/>

3.0 SURVEY PROCESS AND METHODOLOGY

3.1 The survey instrument

Residents of DSL sites were surveyed using a modified version of the *Ohio Residential Care Facility Survey* ([Appendix I](#)) developed by the Scripps Gerontology Centre and funded by the Ohio Department of Aging. This is a 64-question instrument that assesses the resident's overall experience with a DSL site (i.e., Overall Care Rating), whether they would recommend the site (Propensity to Recommend), along with 11 Dimensions of Care. In addition to the above, the survey includes ten additional questions that assess other aspects of care and services important to the experiences of residents such as transportation to and from medical appointments and questions about Resident and Family Councils.

3.2 Survey sampling

The survey was conducted as a census of all eligible DSL residents. Eligible residents were identified using a compiled database obtained from AHS and confirmed by site staff. Residents were excluded if, for example, the resident was limited by cognitive ability. For a complete list of exclusion criteria, see [Appendix II](#).

Survey data collection occurred from May to September 2019. The overall response rate for the survey was 60 per cent; 2,857 out of a possible 4,761 eligible residents completed the survey. Nearly two-thirds of completed surveys were via in-person interview (1,824 of 2,857). For a breakdown of sampling, see [Appendix II](#).

3.3 Survey protocol and survey type

The questionnaire was completed either as: (1) a self-administered paper survey, or (2) an in-person administration of the survey (referred to in this report as "in-person interview"). RAI data and feedback from site staff was used to assign residents to either a self-administered paper survey or to an in-person interview.¹¹ To accommodate resident preference, eligible residents were also provided with the option of choosing the alternate type of survey at the time of the site visit. Paper surveys were also mailed directly to residents in remote sites.¹² Completed paper surveys were accepted from May to September 2019.

3.3.1 Enacted personal directives

Residents with enacted personal directives (as identified by site staff) were not surveyed unless site staff or HQCA staff obtained consent from the resident's agent. Otherwise, a survey package was sent to the resident's agent requesting the resident's participation. If the agent consented, the agent was instructed to deliver the survey package to the resident to complete. For more details, see [Appendix II](#).

¹¹ The decision to implement a dual-modality survey delivery protocol was informed by a pilot study that found in general there were no significant differences in response to survey questions based on survey type used, which supported treating both paper survey and in-person interviews as equally valid modes for completing the survey. For an analysis based on survey modality, see Appendix III.

¹² Remote sites are defined as sites greater than 220 km away from any of the following locations: Grande Prairie, Edmonton, Red Deer, Calgary, or Lethbridge.

3.4 Quantitative analytical approach

3.4.1 Site inclusion for site-level analyses

To maximize the reliability of site-level results and to maintain respondent anonymity, a site's data was included in site-level analyses only if:

- The site yielded five or more respondents; **AND**,
- The site response margin of error was equal to or less than 10 per cent and/or the site had a response rate of over 50 per cent among eligible respondents.

As a result, 145 of the 166 participating sites were used to calculate the zone and provincial averages. Data from sites that did not meet the above criteria may still receive an individual site-level report (see [Appendix V](#)).

For this report, a test was deemed statistically significant if the probability of the event occurring by chance alone was less than or equal to one per cent ($p \leq 0.01$).

3.4.2 Dimensions of Care

Each Dimension of Care represents a set of questions or topics that share a similar conceptual theme. Dimension of Care scores were computed by summarizing all the items within a Dimension of Care into an average score on a 0 to 100 scale. A Dimension of Care score was generated for all respondents who answered a minimum number of questions within the Dimension of Care.

For each survey question within a Dimension of Care, a scoring method was used to transform responses to a scaled score between 0.0-100.0, where higher scores represent more positive experiences and lower scores represent more negative experiences. The scaled scores were then weighted based on how strongly each question related to the particular Dimension of Care, relative to all other questions within the Dimension of Care. For example, questions that relate more strongly to a Dimension of Care would be weighted slightly more heavily than the other questions within the same Dimension of Care. Dimension of Care scores were then calculated by summing individual scaled and weighted survey items and dividing the total score by the number of items within each Dimension of Care (creating an average score out of 100). (for detailed methodology, see [Appendix II](#)).

For complete question-level results, see [Appendix VIII](#).

3.4.3 Modelling

A structural equation model was constructed to examine the relative influence of each Dimension of Care on the Overall Care Rating. This analysis showed a significant association between the Dimensions of Care and the Overall Care Rating (for detailed results, see [Appendix IX](#)) which are listed below in order of decreasing strength of association:

- | | |
|--------------------------------|----------------------------|
| 1. Facility Environment | 7. Communication |
| 2. Resident Environment | 8. Care and Services |
| 3. Choice | 9. Employee Responsiveness |
| 4. Relationship with Employees | 10. Laundry |
| 5. Activities | 11. General Satisfaction |
| 6. Meals and Dining | |

Within this report, results are presented as ordered above.¹³

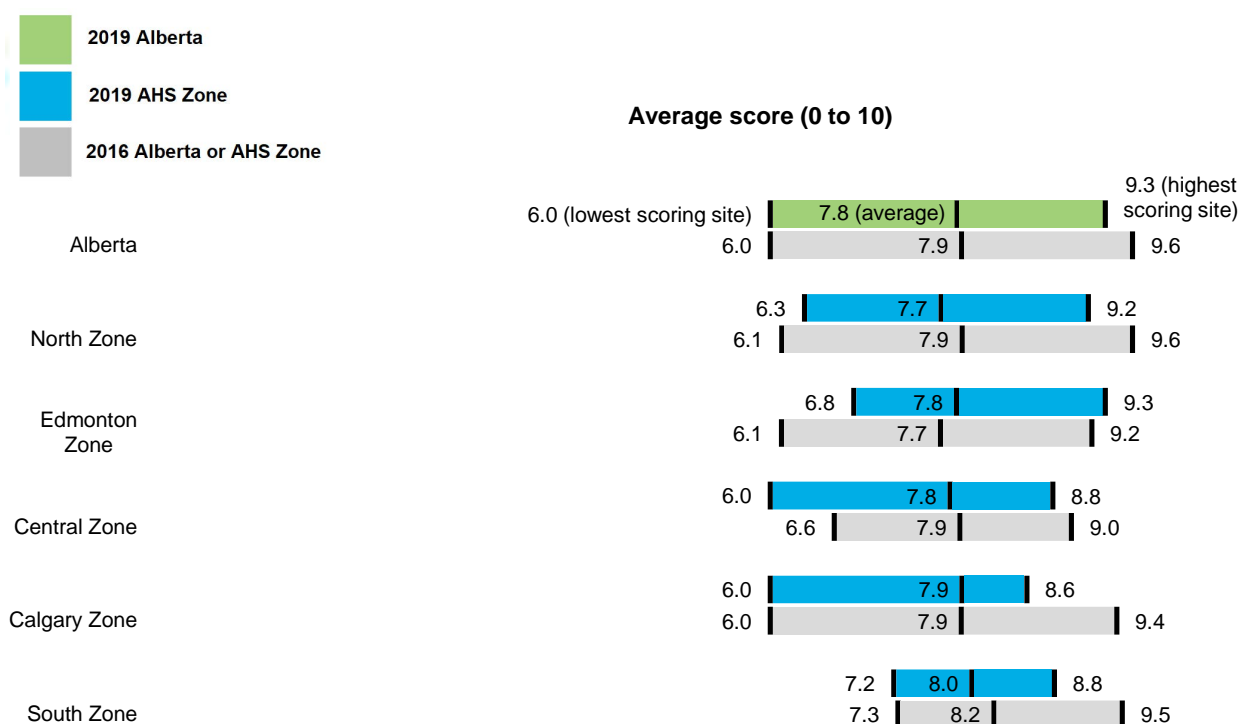
¹³ Dimensions 7 to 9 are ordered based on the strength of association with the Overall Care Rating examined in isolation. In addition, General Satisfaction was not included in modelling given that the dimension addressed topics of general experience which the Overall Care Rating already addresses. Dimension of Care Laundry could not be feasibly included in modelling given that the number of respondents greatly restricted the sample and there were only two questions in that dimension which could not form a latent construct in the structural equation model.

4.0 2019 AND 2016 PROVINCIAL AND AHS ZONE RESULTS

4.1 Overall Care Rating

The Overall Care Rating is a single item intended to reflect a resident's overall opinion about the site and asks: *Using any number from 0 to 10, where 0 is the worst and 10 is the best...Overall, what number would you use to rate your home?*

In 2019, the average Overall Care Rating for the 145 eligible sites was 7.8 out of 10; individual site averages ranged from 6.0 to 9.3 out of 10 and there were no significant differences between AHS Zones (for site-level results of the 145 eligible sites see [Appendix VII](#)). When comparing 2019 and 2016 results, there were no significant differences provincially or by AHS Zone.



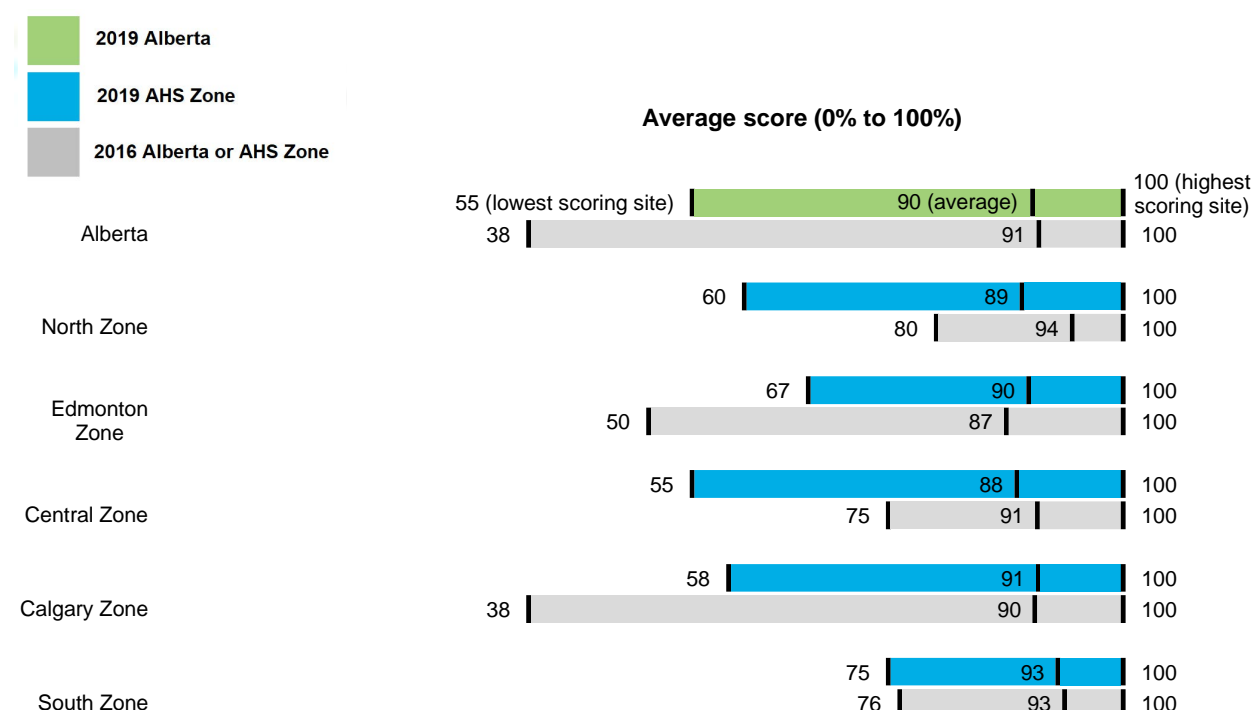
4.2 Propensity to Recommend

An important indicator of residents' perception of the quality of a site is whether a resident would recommend the site to someone needing DSL care. For this reason, Q50 in the Dimension of Care General Satisfaction is presented in this section separately and asks: *Would you recommend this place to a family member or friend? Yes or No?*

The four possible responses to this question were collapsed into a Yes or No response, and represent the Propensity to Recommend percentage (i.e., the percentage of residents who said *Yes* they would recommend their site):

| YES | NO |
|----------------|-----------------|
| Yes, always | No, hardly ever |
| Yes, sometimes | No, never |

In 2019, the average Propensity to Recommend percentage for the 145 eligible sites was 90 out of 100; individual site averages ranged from 55 to 100 out of 100 and there were no significant differences between AHS Zones (for site-level results of the 145 eligible sites see [Appendix VII](#)). When comparing 2019 and 2016 results, there were no significant differences provincially or by AHS Zone.



4.3 Dimension of Care: Facility Environment

Residents were asked to reflect on their experiences on a range of topics regarding the building in which they live. The following five questions were asked, and are listed in order of their potential to improve overall resident experience:

Q36: Do you like the location of this place?

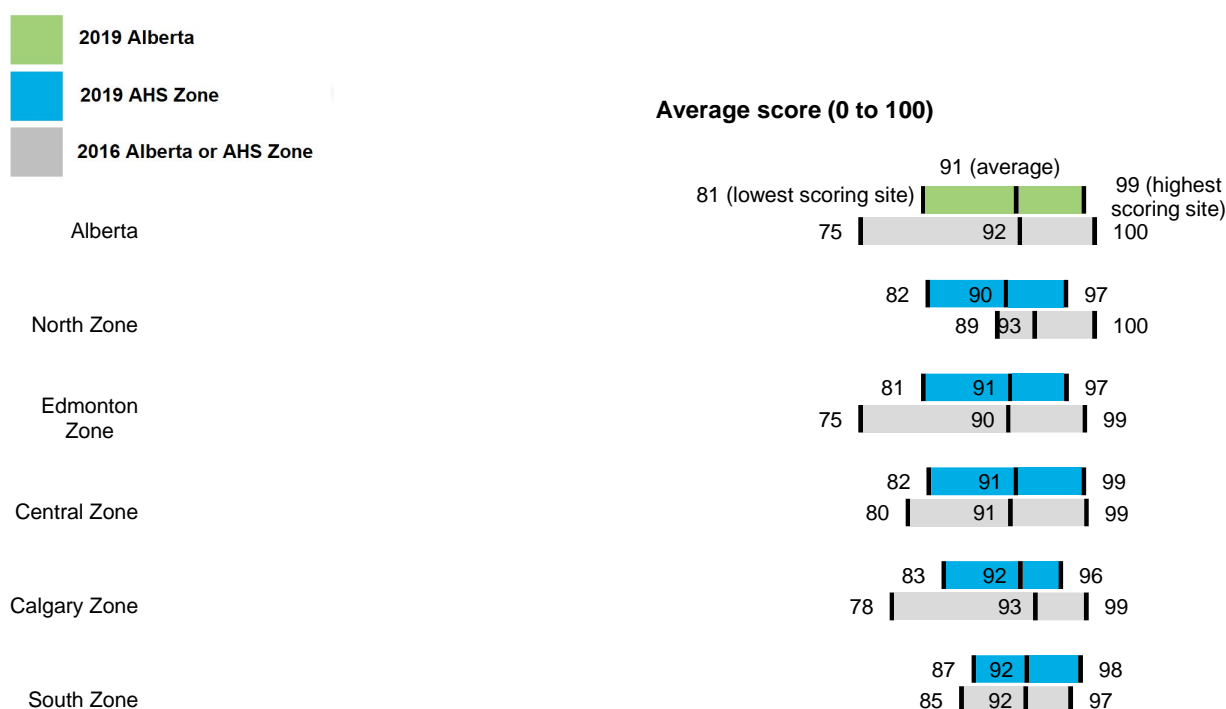
Q38: Does this place look attractive to you?

Q39: Is this place clean enough?

Q37: Are the outside walkways and grounds well taken care of?

Q40: Is this place quiet when it should be?

In 2019, the average Facility Environment score for the 145 eligible sites was 91 out of 100; individual site averages ranged from 81 to 99 out of 100 and there were no significant differences between AHS Zones (for site-level results of the 145 eligible sites see [Appendix VII](#)). When comparing 2019 and 2016 results, there were no significant differences provincially or by AHS Zone.



The top-box results (% of residents that chose *Yes, always*) for each question in this Dimension of Care is presented below by AHS Zone. For the other response options to these questions by AHS Zone, see [Appendix VIII](#).

| | Alberta | North Zone | Edmonton Zone | Central Zone | Calgary Zone | South Zone |
|--|-------------|------------|---------------|--------------|--------------|------------|
| | % | % | % | % | % | % |
| Q36: Do you like the location of this place? | | | | | | |
| | (N = 2,626) | (N = 204) | (N = 705) | (N = 496) | (N = 643) | (N = 578) |
| Yes, always | 72 | 74 | 73 | 63 | 72 | 78 |
| Q38: Does this place look attractive to you? | | | | | | |
| | (N = 2,669) | (N = 207) | (N = 720) | (N = 491) | (N = 660) | (N = 591) |
| Yes, always | 75 | 74 | 76 | 63 | 79 | 81 |
| Q39: Is this place clean enough? | | | | | | |
| | (N = 2,811) | (N = 220) | (N = 748) | (N = 526) | (N = 703) | (N = 614) |
| Yes, always | 81 | 80 | 80 | 78 | 85 | 81 |
| Q37: Are the outside walkways and grounds well taken care of? | | | | | | |
| | (N = 2,531) | (N = 194) | (N = 671) | (N = 469) | (N = 633) | (N = 564) |
| Yes, always | 81 | 79 | 80 | 71 | 85 | 86 |
| Q40: Is this place quiet when it should be? | | | | | | |
| | (N = 2,798) | (N = 222) | (N = 734) | (N = 529) | (N = 702) | (N = 611) |
| Yes, always | 76 | 77 | 78 | 75 | 78 | 72 |

4.4 Dimension of Care: Resident Environment

Residents were asked to reflect on their experiences on a range of topics regarding the room in which they live. The following six questions were asked, and are listed in order of their potential to improve overall resident experience:

Q42: Are you satisfied with your room or apartment?

Q44: Are your belongings safe here?

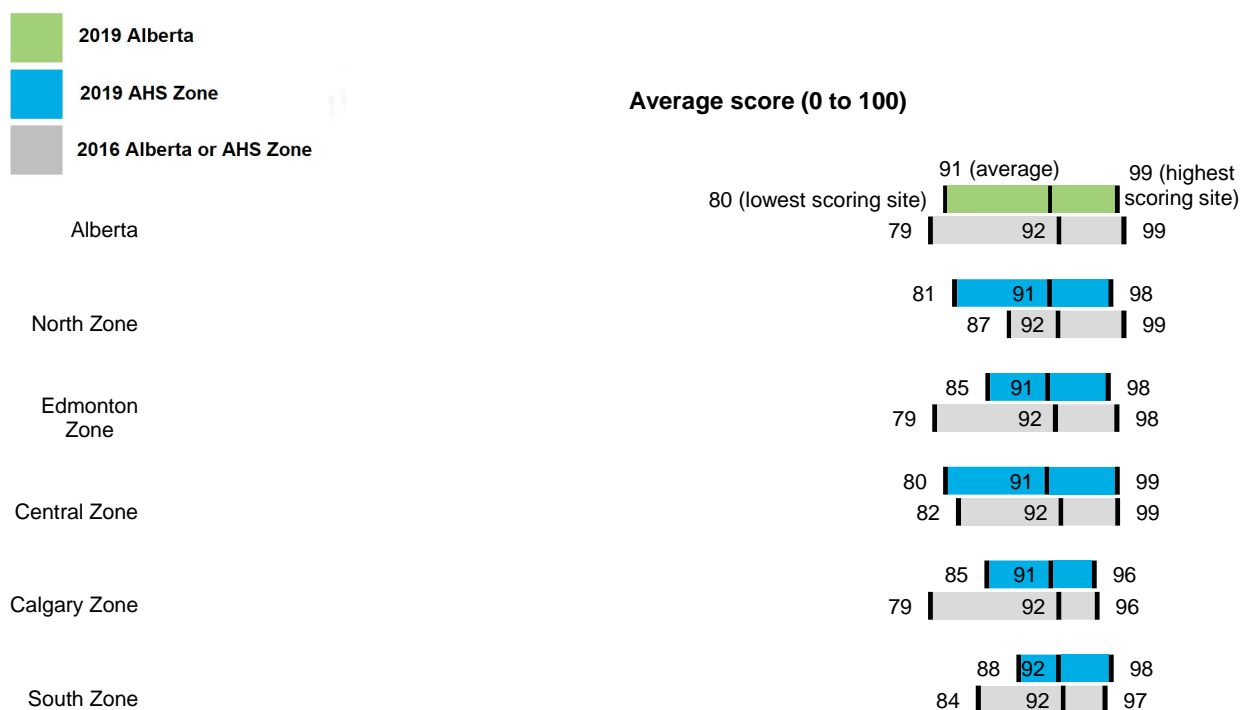
Q45: Do you think this is a pleasant place for people to visit?

Q41: Do you have enough privacy in your room or apartment?

Q43: Do you feel safe here?

Q46: Is the room temperature comfortable for you?

In 2019, the average Resident Environment score for the 145 eligible sites was 91 out of 100; individual site averages ranged from 80 to 99 out of 100 and there were no significant differences between AHS Zones (for site-level results of the 145 eligible sites see [Appendix VII](#)). When comparing 2019 and 2016 results, there were no significant differences provincially or by AHS Zone.



The top-box results (% of residents that chose *Yes, always*) for each question in this Dimension of Care is presented below by AHS Zone. For the other response options to these questions by AHS Zone, see [Appendix VIII](#).

| | Alberta | North Zone | Edmonton Zone | Central Zone | Calgary Zone | South Zone |
|--|-------------|------------|---------------|--------------|--------------|------------|
| | % | % | % | % | % | % |
| Q42: Are you satisfied with your room or apartment? | | | | | | |
| | (N = 2,818) | (N = 221) | (N = 747) | (N = 530) | (N = 706) | (N = 614) |
| Yes, always | 79 | 81 | 80 | 72 | 79 | 82 |
| Q44: Are your belongings safe here? | | | | | | |
| | (N = 2,758) | (N = 215) | (N = 735) | (N = 521) | (N = 684) | (N = 603) |
| Yes, always | 76 | 82 | 76 | 73 | 77 | 74 |
| Q45: Do you think this is a pleasant place for people to visit? | | | | | | |
| | (N = 2,715) | (N = 217) | (N = 715) | (N = 504) | (N = 682) | (N = 597) |
| Yes, always | 80 | 82 | 81 | 68 | 83 | 84 |
| Q41: Do you have enough privacy in your room or apartment? | | | | | | |
| | (N = 2,816) | (N = 221) | (N = 747) | (N = 526) | (N = 708) | (N = 614) |
| Yes, always | 82 | 86 | 83 | 82 | 83 | 81 |
| Q43: Do you feel safe here? | | | | | | |
| | (N = 2,811) | (N = 220) | (N = 743) | (N = 528) | (N = 711) | (N = 609) |
| Yes, always | 84 | 87 | 84 | 76 | 84 | 90 |
| Q46: Is the room temperature comfortable for you? | | | | | | |
| | (N = 2,806) | (N = 217) | (N = 743) | (N = 526) | (N = 708) | (N = 612) |
| Yes, always | 61 | 57 | 64 | 52 | 63 | 63 |

4.5 Dimension of Care: Choice

Residents were asked to reflect on the choices they have at their site. The following six questions were asked, and are listed in order of their potential to improve overall resident experience:

Q9: Are the rules here reasonable?

Q6: Do the employees leave you alone if you don't want to do anything?

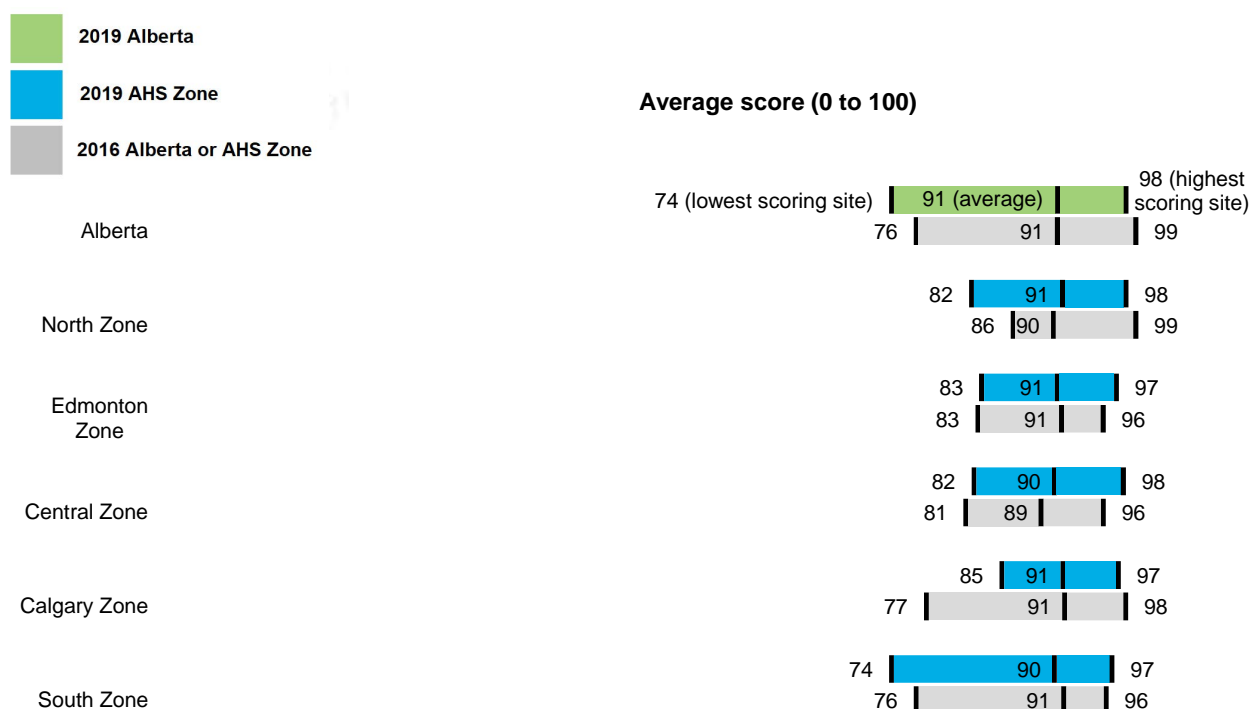
Q8: Are you free to come and go as you are able?

Q10: Can you choose what clothes to wear?

Q7: Do the people who work here encourage you to do the things you are able to do yourself?

Q5: Can you go to bed when you like?

In 2019, the average Choice score for the 145 eligible sites was 91 out of 100; individual site averages ranged from 74 to 98 out of 100 and there were no significant differences between AHS Zones (for site-level results of the 145 eligible sites see [Appendix VII](#)). When comparing 2019 and 2016 results, there were no significant differences provincially or by AHS Zone.



The top-box results (% of residents that chose *Yes, always*) for each question in this Dimension of Care is presented below by AHS Zone. For the other response options to these questions by AHS Zone, see [Appendix VIII](#).

| | Alberta | North Zone | Edmonton Zone | Central Zone | Calgary Zone | South Zone |
|--|-------------|------------|---------------|--------------|--------------|------------|
| | % | % | % | % | % | % |
| Q9: Are the rules here reasonable? | | | | | | |
| | (N = 2,696) | (N = 211) | (N = 710) | (N = 511) | (N = 674) | (N = 590) |
| Yes, always | 74 | 79 | 75 | 67 | 74 | 76 |
| Q6: Do the employees leave you alone if you don't want to do anything? | | | | | | |
| | (N = 2,724) | (N = 218) | (N = 714) | (N = 502) | (N = 693) | (N = 597) |
| Yes, always | 75 | 78 | 78 | 68 | 78 | 74 |
| Q8: Are you free to come and go as you are able? | | | | | | |
| | (N = 2,741) | (N = 217) | (N = 710) | (N = 516) | (N = 699) | (N = 599) |
| Yes, always | 82 | 84 | 83 | 76 | 83 | 87 |
| Q10: Can you choose what clothes to wear? | | | | | | |
| | (N = 2,796) | (N = 215) | (N = 737) | (N = 529) | (N = 709) | (N = 606) |
| Yes, always | 90 | 87 | 93 | 86 | 93 | 90 |
| Q7: Do the people who work here encourage you to do things you are able to do yourself? | | | | | | |
| | (N = 2,637) | (N = 208) | (N = 693) | (N = 507) | (N = 644) | (N = 585) |
| Yes, always | 64 | 74 | 68 | 57 | 65 | 59 |
| Q5: Can you go to bed when you like? | | | | | | |
| | (N = 2,791) | (N = 215) | (N = 738) | (N = 528) | (N = 706) | (N = 604) |
| Yes, always | 80 | 78 | 79 | 78 | 83 | 78 |

4.6 Dimension of Care: Relationship with Employees

Residents were asked to reflect on the way employees at the site treat them. The following four questions were asked, and are listed in order of their potential to improve overall resident experience:

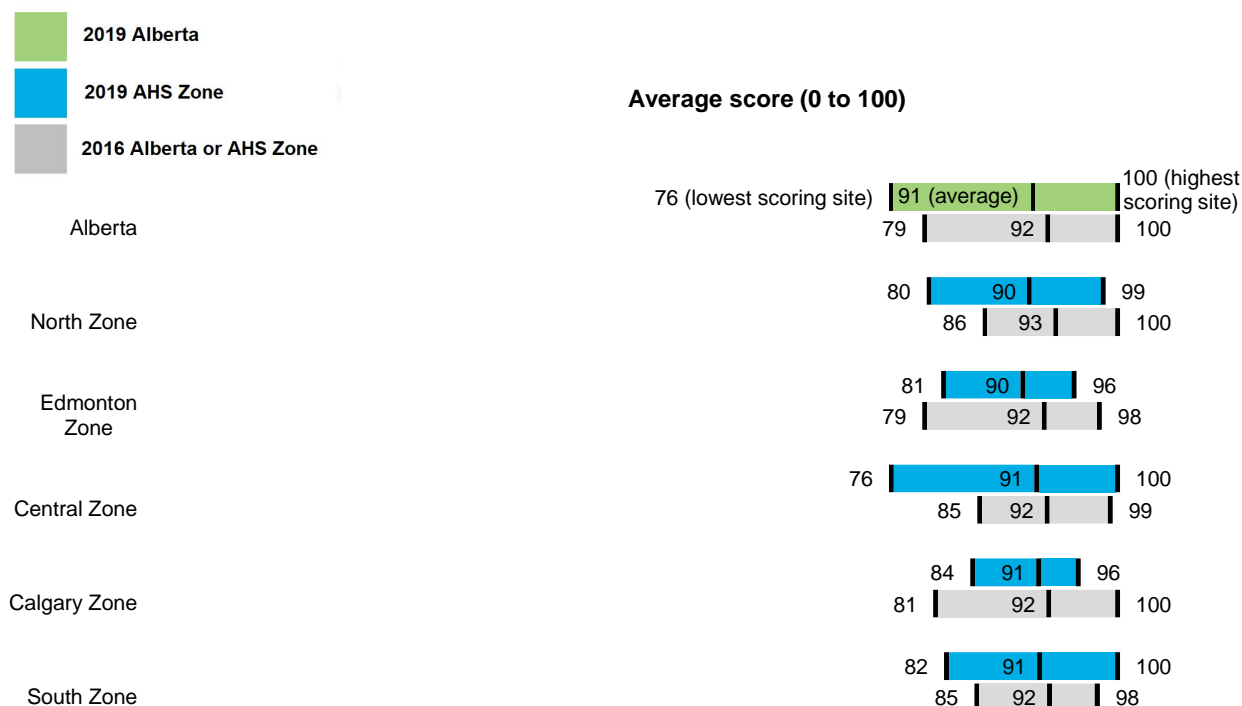
Q16: Can you depend on the employees?

Q15: Are the employees courteous to you?

Q17: Are the people who work here friendly?

Q18: Do the employees treat you with respect?

In 2019, the average Relationship with Employees score for the 145 eligible sites was 91 out of 100; individual site averages ranged from 76 to 100 out of 100 and there were no significant differences between AHS Zones (for site-level results of the 145 eligible sites see [Appendix VII](#)). When comparing 2019 and 2016 results, there were no significant differences provincially or by AHS Zone.



The top-box results (% of residents that chose *Yes, always*) for each question in this Dimension of Care is presented below by AHS Zone. For the other response options to these questions by AHS Zone, see [Appendix VIII](#).

| | Alberta | North Zone | Edmonton Zone | Central Zone | Calgary Zone | South Zone |
|--|-------------|------------|---------------|--------------|--------------|------------|
| | % | % | % | % | % | % |
| Q16: Can you depend on the employees? | | | | | | |
| | (N = 2,739) | (N = 218) | (N = 707) | (N = 525) | (N = 688) | (N = 601) |
| Yes, always | 62 | 68 | 61 | 56 | 64 | 63 |
| Q15: Are the employees courteous to you? | | | | | | |
| | (N = 2,805) | (N = 215) | (N = 741) | (N = 531) | (N = 709) | (N = 609) |
| Yes, always | 76 | 80 | 73 | 75 | 79 | 78 |
| Q17: Are the people who work here friendly? | | | | | | |
| | (N = 2,815) | (N = 221) | (N = 744) | (N = 529) | (N = 707) | (N = 614) |
| Yes, always | 76 | 78 | 75 | 72 | 79 | 78 |
| Q18: Do the employees treat you with respect? | | | | | | |
| | (N = 2,800) | (N = 218) | (N = 734) | (N = 531) | (N = 704) | (N = 613) |
| Yes, always | 78 | 83 | 76 | 73 | 80 | 82 |

4.7 Dimension of Care: Activities

Residents were asked to reflect on the activities their site offered to entertain them or keep them involved. The following four questions were asked, and are listed in order of their potential to improve overall resident experience:

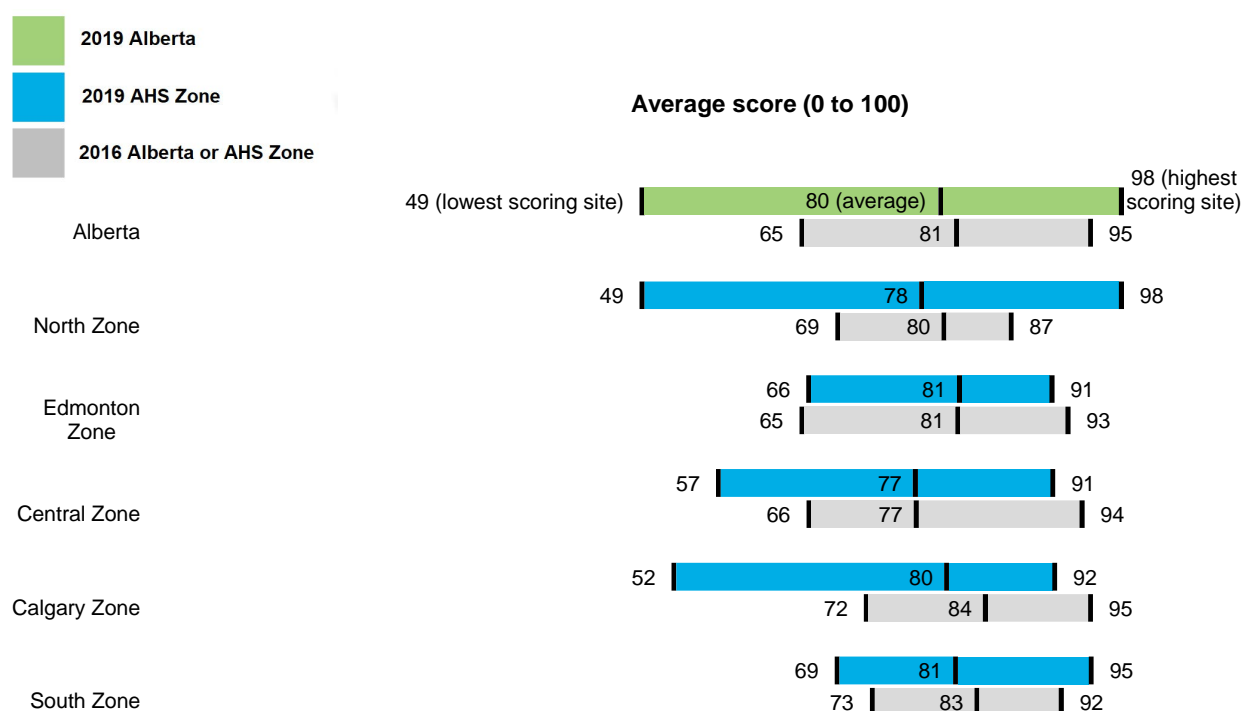
Q3: Are you satisfied with the activities offered here?

Q1: Do you have enough to do here?

Q2: Do you get enough information about the activities offered here?

Q4: Can you choose what activities you do here?

In 2019, the average Activities score for the 145 eligible sites was 80 out of 100; individual site averages ranged from 49 to 98 out of 100 and there were no significant differences between AHS Zones (for site-level results of the 145 eligible sites see [Appendix VII](#)). When comparing 2019 and 2016 results, there were no significant differences provincially or by AHS Zone.



The top-box results (% of residents that chose *Yes, always*) for each question in this Dimension of Care is presented below by AHS Zone. For the other response options to these questions by AHS Zone, see [Appendix VIII](#).

| | Alberta | North Zone | Edmonton Zone | Central Zone | Calgary Zone | South Zone |
|---|-------------|------------|---------------|--------------|--------------|------------|
| | % | % | % | % | % | % |
| Q3: Are you satisfied with the activities offered here? | | | | | | |
| | (N = 2,552) | (N = 199) | (N = 675) | (N = 478) | (N = 621) | (N = 579) |
| Yes, always | 50 | 52 | 53 | 45 | 48 | 53 |
| Q1: Do you have enough to do here? | | | | | | |
| | (N = 2,672) | (N = 210) | (N = 717) | (N = 493) | (N = 656) | (N = 596) |
| Yes, always | 49 | 49 | 56 | 44 | 49 | 47 |
| Q2: Do you get enough information about the activities offered here? | | | | | | |
| | (N = 2,695) | (N = 209) | (N = 704) | (N = 502) | (N = 679) | (N = 601) |
| Yes, always | 63 | 62 | 69 | 61 | 62 | 60 |
| Q4: Can you choose what activities you do here? | | | | | | |
| | (N = 2,562) | (N = 194) | (N = 693) | (N = 461) | (N = 638) | (N = 576) |
| Yes, always | 68 | 71 | 76 | 52 | 69 | 67 |

4.8 Dimension of Care: Meals and Dining

Residents were asked to reflect on the food and mealtimes at their site. The following six questions were asked, and are listed in order of their potential to improve overall resident experience:

Q30: Can you get the foods you like?

Q29: Is the food here tasty?

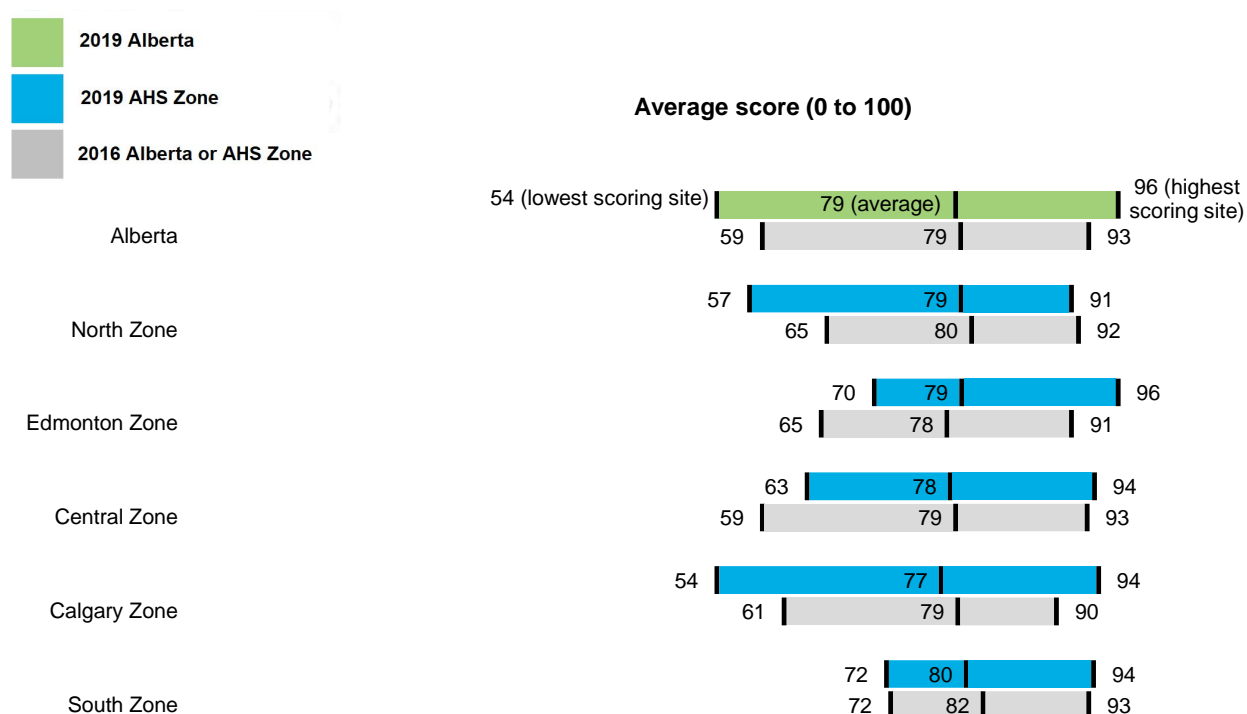
Q31: Is your food served at the right temperature?

Q32: Do you like the way your meals are served here?

Q33: Does the food here meet your dietary needs?¹⁴

Q28: Do you get enough to eat?

In 2019, the average Meals and Dining score for the 145 eligible sites was 79 out of 100; individual site averages ranged from 54 to 96 out of 100 and there were no significant differences between AHS Zones (for site-level results of the 145 eligible sites see [Appendix VII](#)). When comparing 2019 and 2016 results, there were no significant differences provincially or by AHS Zone.



¹⁴ This question was not included in the calculation of the Meals and Dining Dimension of Care summary score but was included in the Meals and Dining latent construct for the structural equation modelling and was shown to have an influence on the Overall Care Rating.

The top-box results (% of residents that chose *Yes, always*) for each question in this Dimension of Care is presented below by AHS Zone. For the other response options to these questions by AHS Zone, see [Appendix VIII](#).

| | Alberta | North Zone | Edmonton Zone | Central Zone | Calgary Zone | South Zone |
|---|-------------|------------|---------------|--------------|--------------|------------|
| | % | % | % | % | % | % |
| Q30: Can you get the foods you like? | | | | | | |
| | (N = 2,621) | (N = 208) | (N = 692) | (N = 501) | (N = 656) | (N = 564) |
| Yes, always | 33 | 40 | 35 | 24 | 31 | 37 |
| Q29: Is the food here tasty? | | | | | | |
| | (N = 2,797) | (N = 221) | (N = 735) | (N = 528) | (N = 704) | (N = 609) |
| Yes, always | 37 | 47 | 40 | 30 | 34 | 41 |
| Q31: Is your food served at the right temperature? | | | | | | |
| | (N = 2,774) | (N = 216) | (N = 732) | (N = 525) | (N = 697) | (N = 604) |
| Yes, always | 46 | 54 | 49 | 40 | 43 | 47 |
| Q32: Do you like the way your meals are served here? | | | | | | |
| | (N = 2,752) | (N = 215) | (N = 727) | (N = 520) | (N = 692) | (N = 598) |
| Yes, always | 61 | 70 | 62 | 53 | 58 | 66 |
| Q33: Does the food here meet your dietary needs? | | | | | | |
| | (N = 2,408) | (N = 195) | (N = 648) | (N = 439) | (N = 636) | (N = 490) |
| Yes, always | 62 | 68 | 66 | 53 | 61 | 63 |
| Q28: Do you get enough to eat? | | | | | | |
| | (N = 2,805) | (N = 221) | (N = 738) | (N = 524) | (N = 708) | (N = 614) |
| Yes, always | 83 | 86 | 84 | 82 | 79 | 85 |

4.9 Dimension of Care: Communications

Residents were asked to reflect on the communication between themselves and management at the site. The following five questions were asked, and are listed in order of their potential to improve overall resident experience:

Q27: Do your problems get taken care of here?

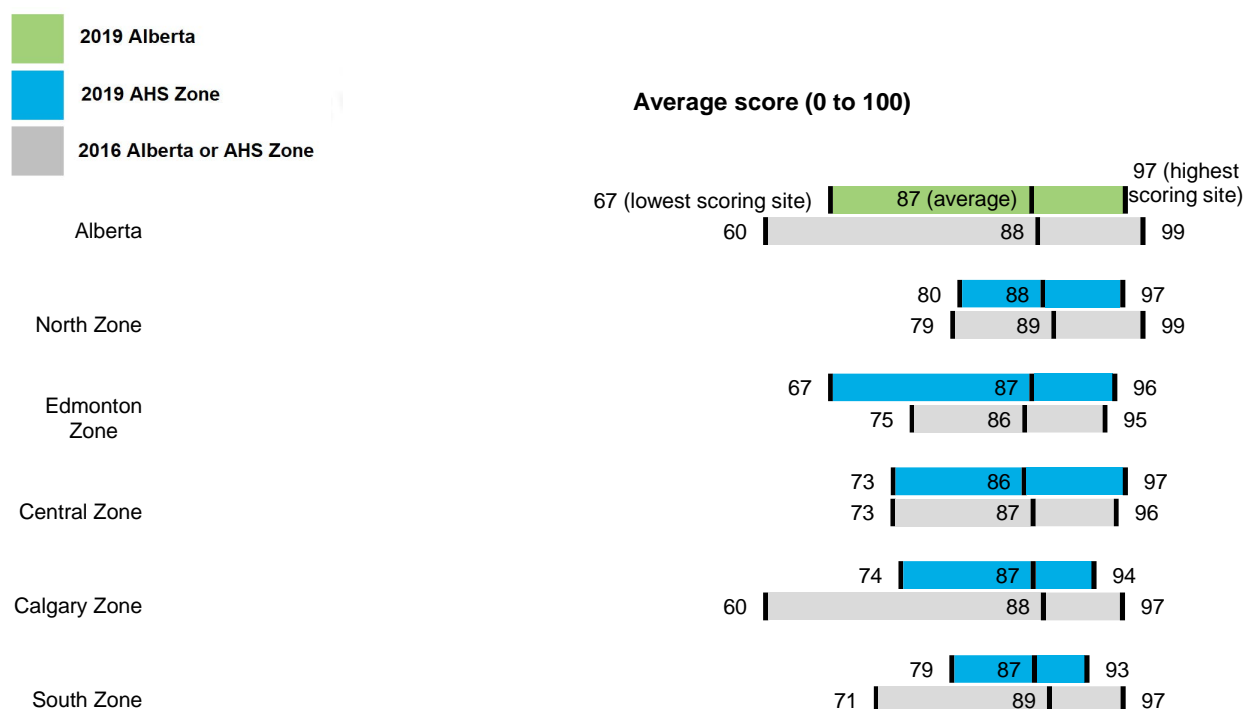
Q23: Are the people in charge available to talk with you?

Q26: Do you know who to go to here when you have a problem?

Q25: Would you feel comfortable speaking to the people in charge about a problem?

Q24: Do the people in charge treat you with respect?

In 2019, the average Communications score for the 145 eligible sites was 87 out of 100; individual site averages ranged from 67 to 97 out of 100 and there were no significant differences between AHS Zones (for site-level results of the 145 eligible sites see [Appendix VII](#)). When comparing 2019 and 2016 results, there were no significant differences provincially or by AHS Zone.



The top-box results (% of residents that chose *Yes, always*) for each question in this Dimension of Care is presented below by AHS Zone. For the other response options to these questions by AHS Zone, see [Appendix VIII](#).

| | Alberta | North Zone | Edmonton Zone | Central Zone | Calgary Zone | South Zone |
|--|-------------|------------|---------------|--------------|--------------|------------|
| | % | % | % | % | % | % |
| Q27: Do your problems get taken care of here? | | | | | | |
| | (N = 2,439) | (N = 190) | (N = 652) | (N = 444) | (N = 610) | (N = 543) |
| Yes, always | 57 | 70 | 57 | 48 | 57 | 61 |
| Q23: Are the people in charge available to talk with you? | | | | | | |
| | (N = 2,485) | (N = 204) | (N = 649) | (N = 469) | (N = 603) | (N = 560) |
| Yes, always | 60 | 69 | 63 | 55 | 58 | 61 |
| Q26: Do you know who to go to here when you have a problem? | | | | | | |
| | (N = 2,576) | (N = 202) | (N = 693) | (N = 479) | (N = 653) | (N = 549) |
| Yes, always | 68 | 75 | 73 | 62 | 64 | 69 |
| Q25: Would you feel comfortable speaking to the people in charge about a problem? | | | | | | |
| | (N = 2,656) | (N = 203) | (N = 696) | (N = 499) | (N = 680) | (N = 578) |
| Yes, always | 73 | 74 | 75 | 71 | 74 | 70 |
| Q24: Do the people in charge treat you with respect? | | | | | | |
| | (N = 2,635) | (N = 210) | (N = 688) | (N = 482) | (N = 667) | (N = 588) |
| Yes, always | 82 | 86 | 83 | 76 | 83 | 83 |

4.10 Dimension of Care: Care and Services

Residents were asked to reflect on the care and services received at the site such as things employees do for them or to help them. The following four questions were asked, and are listed in order of their potential to improve overall resident experience:

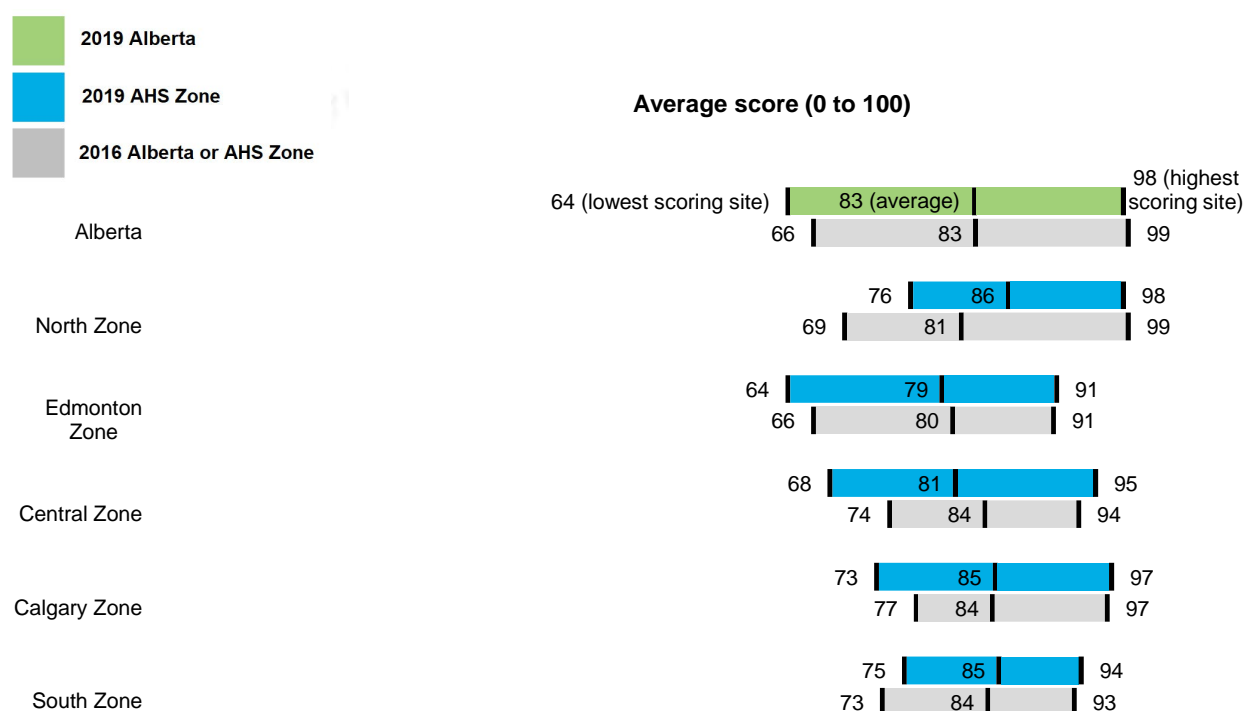
Q14: Do the employees who take care of you know what you like and you don't like?

Q13: Do the employees explain your care and services to you?

Q11: Can you get snacks and drinks whenever you want them?

Q12: Do you get your medications on time?

In 2019, the average Care and Services score for the 145 eligible sites was 83 out of 100; individual site averages ranged from 64 to 98 out of 100 and there were no significant differences between AHS Zones (for site-level results of the 145 eligible sites see [Appendix VII](#)). When comparing 2019 and 2016 results, there were no significant differences provincially or by AHS Zone.



The top-box results (% of residents that chose *Yes, always*) for each question in this Dimension of Care is presented below by AHS Zone. For the other response options to these questions by AHS Zone, see [Appendix VIII](#).

| | Alberta | North Zone | Edmonton Zone | Central Zone | Calgary Zone | South Zone |
|--|-------------|------------|---------------|--------------|--------------|------------|
| | % | % | % | % | % | % |
| Q14: Do the employees who take care of you know what you like and you don't like? | | | | | | |
| | (N = 2,587) | (N = 209) | (N = 682) | (N = 495) | (N = 644) | (N = 557) |
| Yes, always | 51 | 61 | 54 | 39 | 51 | 54 |
| Q13: Do employees explain your care and services to you? | | | | | | |
| | (N = 2,529) | (N = 205) | (N = 669) | (N = 482) | (N = 611) | (N = 562) |
| Yes, always | 55 | 68 | 53 | 41 | 58 | 62 |
| Q11: Can you get snacks and drinks whenever you want them? | | | | | | |
| | (N = 2,483) | (N = 189) | (N = 654) | (N = 476) | (N = 622) | (N = 542) |
| Yes, always | 58 | 72 | 49 | 55 | 58 | 65 |
| Q12: Do you get your medications on time? | | | | | | |
| | (N = 2,655) | (N = 214) | (N = 706) | (N = 491) | (N = 660) | (N = 584) |
| Yes, always | 76 | 81 | 80 | 63 | 79 | 76 |

4.11 Dimension of Care: Employee Responsiveness

Residents were asked to reflect on the availability of employees who work at their site. The following four questions were asked, and are listed in order of their potential to improve overall resident experience:

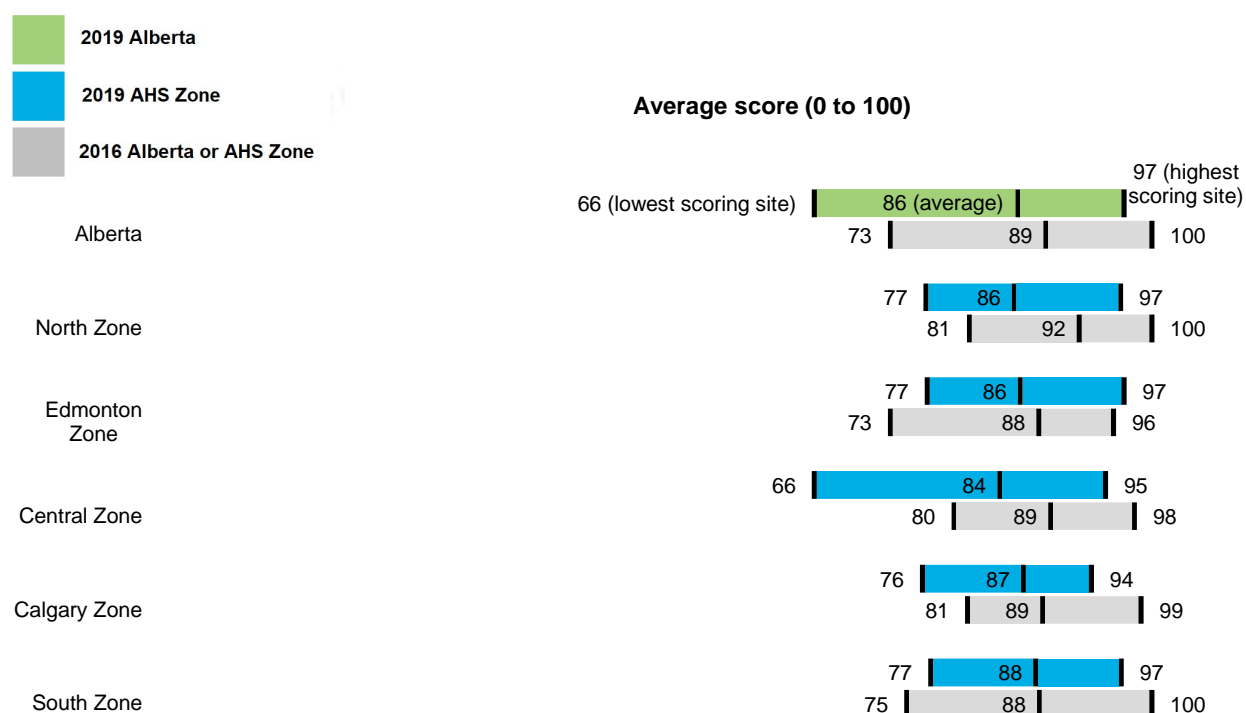
Q20: During the weekend, are employees available to help you if you need it?

Q22: Do you feel confident that employees know how to do their jobs?

Q19: During the week, are employees available to help you if you need it?

Q21: During the evening and night, are employees available to help you if you need it?

In 2019, the average Employee Responsiveness score for the 145 eligible sites was 86 out of 100; individual site averages ranged from 66 to 97 out of 100 and there were no significant differences between AHS Zones (for site-level results of the 145 eligible sites see [Appendix VII](#)). When comparing 2019 and 2016 results, there were no significant differences provincially or by AHS Zone.



The top-box results (% of residents that chose *Yes, always*) for each question in this Dimension of Care is presented below by AHS Zone. For the other response options to these questions by AHS Zone, see [Appendix VIII](#).

| | Alberta | North Zone | Edmonton Zone | Central Zone | Calgary Zone | South Zone |
|---|-------------|------------|---------------|--------------|--------------|------------|
| | % | % | % | % | % | % |
| Q20: During the weekend, are the employees available to help you if you need it? | | | | | | |
| | (N = 2,584) | (N = 209) | (N = 659) | (N = 493) | (N = 647) | (N = 576) |
| Yes, always | 54 | 55 | 58 | 41 | 55 | 57 |
| Q22: Do you feel confident that employees know how to do their jobs? | | | | | | |
| | (N = 2,747) | (N = 215) | (N = 724) | (N = 522) | (N = 696) | (N = 590) |
| Yes, always | 61 | 69 | 60 | 53 | 62 | 67 |
| Q19: During the week, are the employees available to help you if you need it? | | | | | | |
| | (N = 2,648) | (N = 216) | (N = 683) | (N = 499) | (N = 666) | (N = 584) |
| Yes, always | 66 | 70 | 71 | 51 | 70 | 66 |
| Q21: During the evening and night, are the employees available to help you if you need it? | | | | | | |
| | (N = 2,536) | (N = 204) | (N = 640) | (N = 479) | (N = 630) | (N = 583) |
| Yes, always | 65 | 69 | 69 | 47 | 68 | 73 |

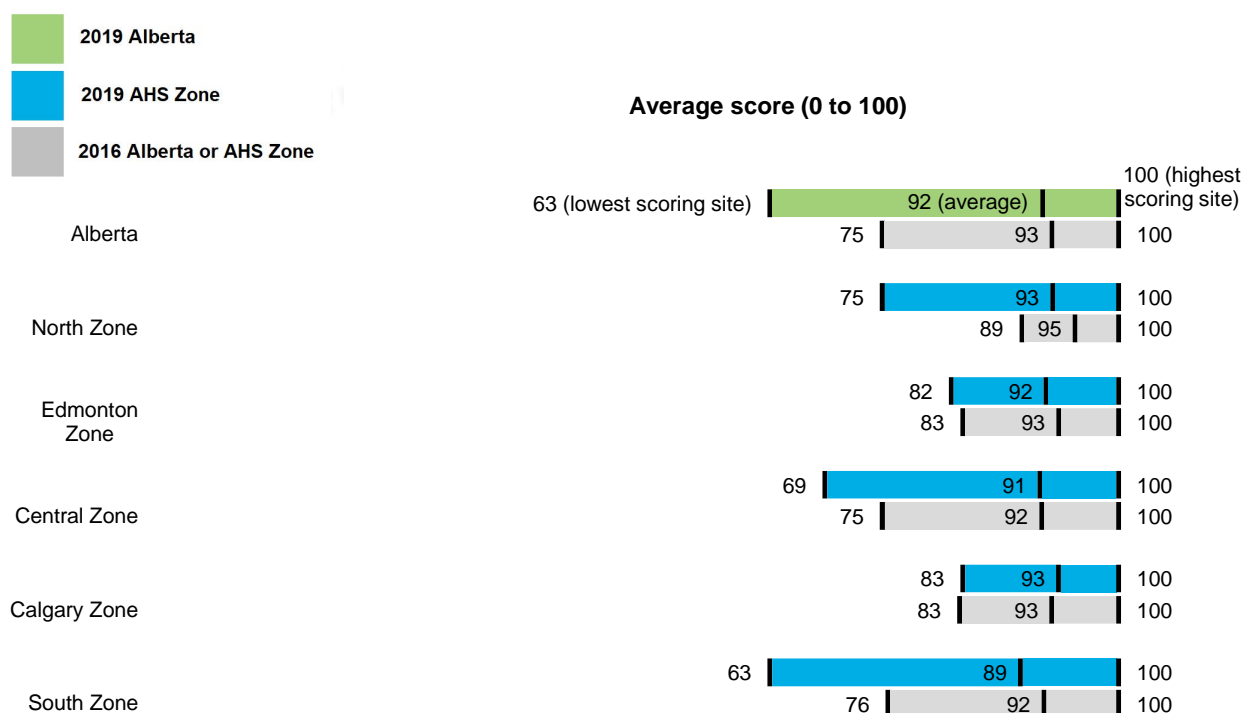
4.12 Dimension of Care: Laundry

Residents were asked to reflect on the laundry service at the site. The following two questions were asked, and are listed in order of how strongly they influence this Dimension of Care¹⁵:

Q34: Do you get your clothing back from the laundry?

Q35: Does your clothing come back from the laundry in good condition?

In 2019, the average Laundry score for the 145 eligible sites was 92 out of 100; individual site averages ranged from 63 to 100 out of 100 and there were no significant differences between AHS Zones (for site-level results of the 145 eligible sites see [Appendix VII](#)). When comparing 2019 and 2016 results, there were no significant differences provincially or by AHS Zone.



¹⁵ Laundry was not included in modelling given that the number of respondents greatly restricted the sample and there were only two questions, therefore these questions are not ordered for their potential in improving overall resident experience but instead are presented from strongest to weakest influence on this Dimension of Care.

The top-box results (% of residents that chose *Yes, always*) for each question in this Dimension of Care is presented below by AHS Zone. For the other response options to these questions by AHS Zone, see [Appendix VIII](#).

| | Alberta | North Zone | Edmonton Zone | Central Zone | Calgary Zone | South Zone |
|--|-------------|------------|---------------|--------------|--------------|------------|
| | % | % | % | % | % | % |
| Q34: Do you get your clothing back from the laundry? | | | | | | |
| | (N = 1,827) | (N = 153) | (N = 512) | (N = 343) | (N = 373) | (N = 446) |
| | 76 | 82 | 79 | 74 | 79 | 72 |
| Q35: Does your clothing come back from the laundry in good condition? | | | | | | |
| | (N = 1,827) | (N = 147) | (N = 502) | (N = 343) | (N = 371) | (N = 464) |
| Yes, always | 77 | 85 | 80 | 74 | 79 | 73 |

4.13 Dimension of Care: General Satisfaction

Residents were asked to reflect on their satisfaction with the site in general. The following four questions were asked, and are listed here in order of how strongly they influence this Dimension of Care¹⁶:

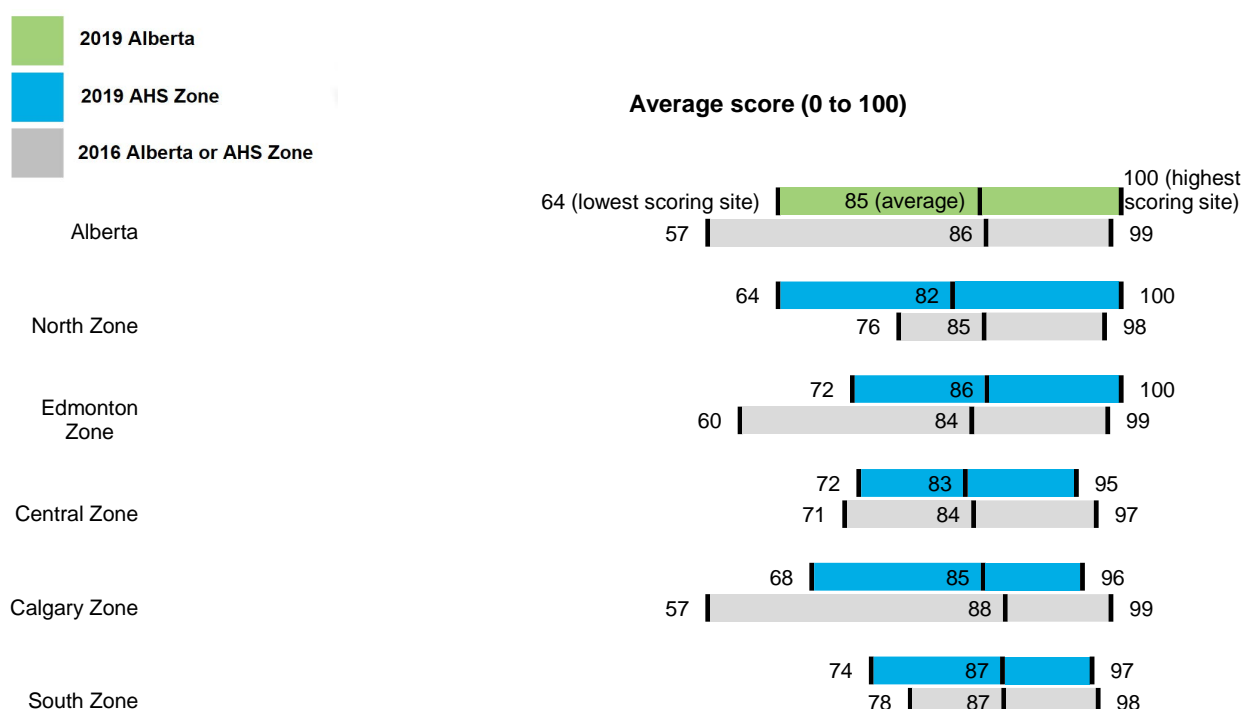
Q50: Would you recommend this place to a family member or friend?¹⁷

Q49: Overall, do you like living here?

Q47: Do you feel comfortable here?

Q48: Do you feel like you are getting your money's worth here?

In 2019, the average General Satisfaction score for the 145 eligible sites was 85 out of 100; individual site averages ranged from 64 to 100 out of 100 and there were no significant differences between AHS Zones (for site-level results of the 145 eligible sites see [Appendix VII](#)). When comparing 2019 and 2016 results, there were no significant differences provincially or by AHS Zone.



¹⁶ General Satisfaction was not included in modelling given that the dimension addressed topics of general experience which the Overall Care Rating already addresses therefore these questions are not ordered for their potential in improving overall resident experience but instead are presented from strongest to weakest influence on this Dimension of Care.

¹⁷ An important indicator of residents' perception of the quality of a site is whether a resident would recommend the site to someone needing supportive living care. For this reason, Q50 in the Dimension of Care General Satisfaction is also presented in Section 4.2 separately as Propensity to Recommend.

The top-box results (% of residents that chose *Yes, always*) for each question in this Dimension of Care is presented below by AHS Zone. For the other response options to these questions by AHS Zone, see [Appendix VIII](#).

| | Alberta | North Zone | Edmonton Zone | Central Zone | Calgary Zone | South Zone |
|--|-------------|------------|---------------|--------------|--------------|------------|
| | % | % | % | % | % | % |
| Q50: Would you recommend this place to a family member or friend? | | | | | | |
| | (N = 2,637) | (N = 207) | (N = 701) | (N = 496) | (N = 649) | (N = 584) |
| Yes, always | 70 | 71 | 74 | 59 | 70 | 74 |
| Q49: Overall do you like living here? | | | | | | |
| | (N = 2,751) | (N = 212) | (N = 729) | (N = 522) | (N = 685) | (N = 603) |
| Yes, always | 61 | 61 | 64 | 49 | 61 | 68 |
| Q47: Do you feel comfortable here? | | | | | | |
| | (N = 2,782) | (N = 218) | (N = 730) | (N = 520) | (N = 706) | (N = 608) |
| Yes, always | 77 | 78 | 78 | 68 | 77 | 82 |
| Q48: Do you feel like you are getting your money's worth here? | | | | | | |
| | (N = 2,443) | (N = 193) | (N = 650) | (N = 458) | (N = 619) | (N = 523) |
| Yes, always | 56 | 58 | 58 | 44 | 57 | 63 |

4.14 Additional Care Questions

Although the additional care questions were not originally included in the validated questions that make up each Dimension of Care, these questions provide important information about residents' care and services, and include:

Q59: Does your facility have a Resident and Family Council?¹⁸

Q60: In the last 6 months, have you been a part of a Resident and Family Council Meeting? ¹⁸

Q61, among those that said *Yes* to Q60: Do you feel that participating in the Resident and Family Council helped you feel heard about the things that matter to you? ¹⁸

Q52: Can you see a doctor if you need to?

Q53: Are you able to get transportation to or from medical appointments?

Q54: In the last 6 months, how often did you feel that there were enough nurses and aides at the facility?

Q55: Do the people who work here take a personal interest in your life?

Q56: Do you get your mental health and emotional needs met?

Q57: Do you get your healthcare needs met?

Q58: Are you involved in making decisions about your care?

¹⁸ Questions 59 to 61 were new additions to the 2019 survey and therefore year-year comparisons are not available.

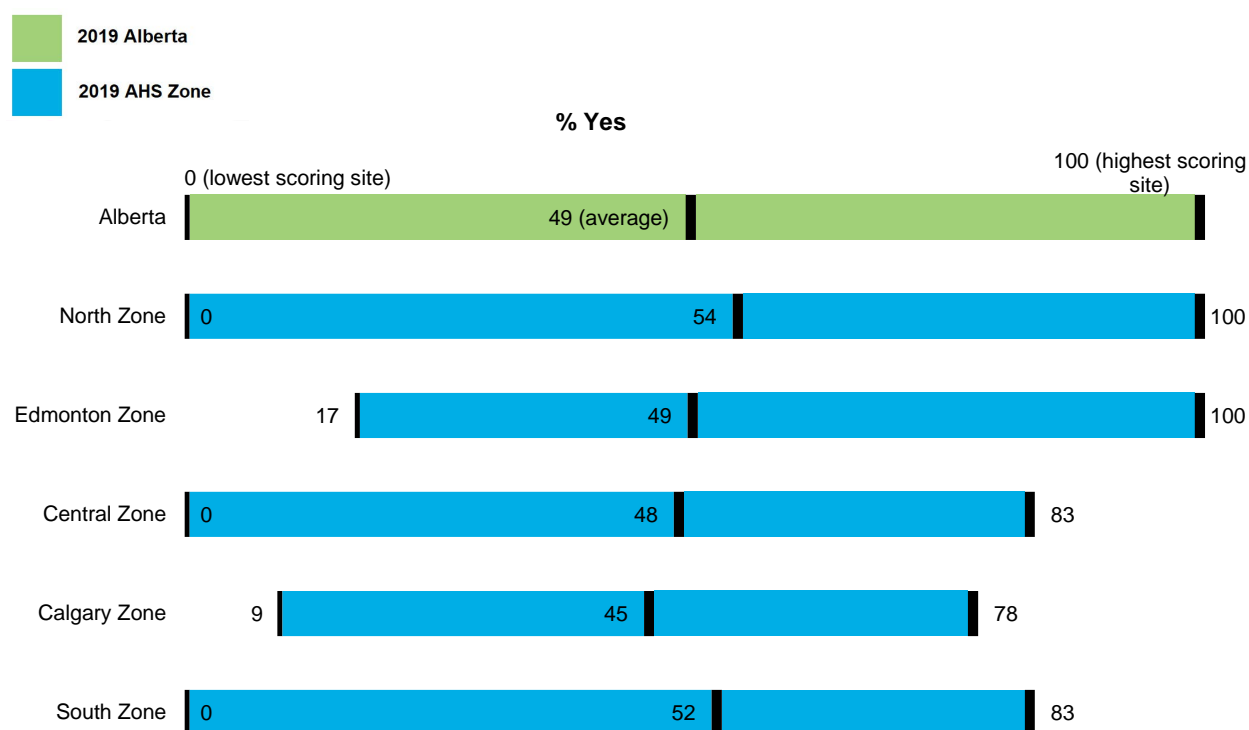
The top-box results (% of residents that chose *Yes, always* or *Yes*) for each Additional Care question is presented below by AHS Zone. For the other response options to these questions by AHS Zone, see [Appendix VIII](#).

| | Alberta | North Zone | Edmonton Zone | Central Zone | Calgary Zone | South Zone |
|--|-------------|------------|---------------|--------------|--------------|------------|
| | % | % | % | % | % | % |
| Q59: Does your facility have a Resident and Family Council? | | | | | | |
| | (N = 2,784) | (N = 215) | (N = 739) | (N = 524) | (N = 692) | (N = 614) |
| Yes | 50 | 54 | 48 | 48 | 49 | 54 |
| Q60: In the last 6 months, have you been a part of a Resident and Family Council Meeting? | | | | | | |
| | (N = 2,415) | (N = 178) | (N = 672) | (N = 427) | (N = 605) | (N = 533) |
| Yes | 34 | 44 | 28 | 36 | 35 | 35 |
| Q61: Do you feel that participating in the Resident and Family Council helped you feel heard about the things that matter to you? (Among those who answered Yes to Q60) | | | | | | |
| | (N = 761) | (N = 70) | (N = 180) | (N = 146) | (N = 193) | (N = 172) |
| Yes, always | 50 | 61 | 53 | 36 | 50 | 52 |
| Q52: Can you see a doctor if you need to? | | | | | | |
| | (N = 2,581) | (N = 207) | (N = 698) | (N = 481) | (N = 635) | (N = 560) |
| Yes, always | 63 | 66 | 67 | 51 | 63 | 70 |
| Q53: Are you able to get transportation to or from medical appointments? | | | | | | |
| | (N = 2,297) | (N = 180) | (N = 638) | (N = 413) | (N = 524) | (N = 542) |
| Yes, always | 68 | 71 | 69 | 54 | 70 | 76 |
| Q54: In the last 6 months, how often did you feel that there were enough nurses and aides at the facility? | | | | | | |
| | (N = 2,515) | (N = 197) | (N = 668) | (N = 490) | (N = 623) | (N = 537) |
| Always | 43 | 37 | 45 | 33 | 51 | 43 |
| Q55: Do the people who work here take a personal interest in your life? | | | | | | |
| | (N = 2,551) | (N = 206) | (N = 676) | (N = 487) | (N = 643) | (N = 539) |
| Yes, always | 43 | 52 | 42 | 40 | 42 | 44 |
| Q56: Do you get your mental health and emotional needs met? | | | | | | |
| | (N = 2,323) | (N = 178) | (N = 627) | (N = 443) | (N = 575) | (N = 500) |
| Yes, always | 54 | 52 | 56 | 43 | 56 | 59 |
| Q57: Do you get your healthcare needs met? | | | | | | |
| | (N = 2,639) | (N = 210) | (N = 701) | (N = 501) | (N = 656) | (N = 571) |
| Yes, always | 68 | 71 | 70 | 60 | 69 | 73 |
| Q58: Are you involved in making decisions about your care? | | | | | | |
| | (N = 2,565) | (N = 198) | (N = 698) | (N = 466) | (N = 637) | (N = 566) |
| Yes, always | 52 | 51 | 57 | 40 | 56 | 53 |

4.14.1 Resident and Family Councils

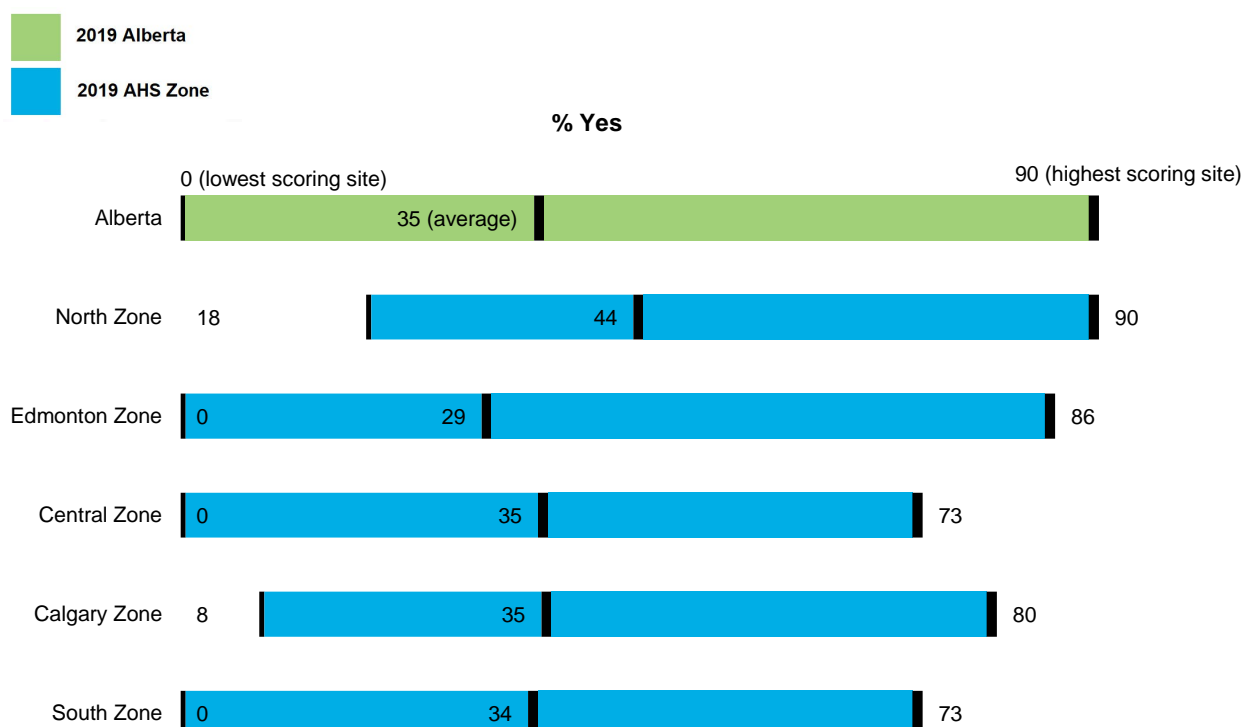
Resident and Family Councils provide a voice to DSL communities and can help make positive changes to the care, services, and quality of life of residents. In April of 2018, the *Resident and Family Councils Act*, came into effect that gives residents and families the right to establish self-governing councils.¹⁹ Three questions regarding Resident and Family Councils (Q59-Q61) were added to this iteration of the survey, providing a unique opportunity to explore resident perspectives with respect to Resident and Family Councils. The averages of the 145 eligible sites are presented here and therefore may differ slightly from the averages of all respondents presented in the table in the previous section.

The average percentage of residents who said **Yes, my site has a Resident and Family Council** was 49 per cent (Q59) for the 145 eligible sites. Individual site averages ranged from 0 to 100 per cent. There were no significant differences between AHS Zones.



¹⁹ <https://www.alberta.ca/resident-family-councils.aspx>

The average percentage of residents that said **Yes, they were a part of a Resident and Family Council Meeting** in the last six months was 35 per cent (Q60) for the 145 eligible sites. Individual site averages ranged from 0 to 90 per cent. There were no significant differences between AHS Zones.



The residents who said *Yes* to being part of a Resident and Family Council Meeting were also asked a follow-up question: whether they felt heard about the things important to them (Q61). Due to the small per-site sample sizes for this question, the results cannot be reported by AHS Zone. For the respondent-level results, see [Appendix VIII](#).

5.0 SITE CHARACTERISTICS

The results in this section present the influence that level of care for the site, site size, geography, site operator type, and building age, have on the Overall Care Rating, Propensity to Recommend, and Dimensions of Care. Analyses were conducted at the provincial level (145 sites), and all site characteristics were considered simultaneously in order to adjust for confounding effects.

5.1 Level of care

For the purpose of analyses and to simplify reporting, DSL3 only sites were compared to all other types of sites (referred to as “Rest”), which can have DSL4 level of care only or a combination of both DSL4 and DSL3 levels of care. These sites were combined as initial analyses did not show substantial differences between these types of sites.

Generally, DSL3 only sites tend to have higher scores on average than the other sites, (Table 2 below). The Relationship with Employees Dimension of Care showed DSL3 sites were more positive than the other sites, while the other measures showed no statistically significant relationship with site level of care.

Table 2: Level of care: DSL3 versus Rest (N = 145 sites)

| Measure | DSL3 only | Rest ²⁰ | Statistical Significance |
|--------------------------------------|----------------|--------------------|--------------------------|
| | (N = 24 sites) | (N = 121 sites) | |
| Overall Care Rating (0-10) | 7.9 | 7.8 | No |
| Propensity to Recommend (%) | 88 | 90 | No |
| Dimensions of Care (0 to 100) | | | |
| Measure | DSL3 only | Rest | Statistical Significance |
| | (N = 24 sites) | (N = 121 sites) | |
| Facility Environment | 92 | 91 | No |
| Resident Environment | 92 | 91 | No |
| Choice | 92 | 90 | No |
| Relationship with Employees | 94 | 90 | DSL3 > Rest |
| Activities | 81 | 79 | No |
| Meals and Dining | 82 | 78 | No |
| Communication | 89 | 87 | No |
| Care and Services | 85 | 82 | No |
| Employee Responsiveness | 89 | 85 | No |
| General Satisfaction | 87 | 85 | No |
| Laundry | 95 | 91 | No |

²⁰ DSL4 level of care or a combination of both DSL4 and DSL3.

5.2 Site size: Number of DSL spaces

Site size was measured by the number of DSL spaces at each site.²¹ This data was collected from AHS at the time of survey rollout. The 145 sites eligible for site-level analyses ranged from 10 to 252 DSL spaces.

Generally, smaller sites (50 spaces or less) had higher scores than larger sites (51 spaces or more), (Table 3 below). Specifically for the Meals and Dining, and Communication Dimensions of Care smaller sites had statistically significant higher scores than larger sites.

Table 3: Number of DSL spaces (N = 145 sites)

| Measure | 50 spaces or less | 51-100 spaces | 101 spaces or more | Statistical Significance ²² |
|--------------------------------------|-------------------|----------------|--------------------|--|
| | (N = 77 sites) | (N = 45 sites) | (N = 23 sites) | |
| Overall Care Rating (0-10) | 7.9 | 7.8 | 7.7 | No |
| Propensity to Recommend (%) | 90 | 90 | 89 | No |
| Dimensions of Care (0 to 100) | | | | |
| Measure | 50 spaces or less | 51-100 spaces | 101 spaces or more | Statistical Significance ²² |
| | (N = 77 sites) | (N = 45 sites) | (N = 23 sites) | |
| Facility Environment | 92 | 91 | 89 | No |
| Resident Environment | 92 | 91 | 89 | No |
| Choice | 91 | 90 | 89 | No |
| Relationship with Employees | 92 | 90 | 89 | No |
| Activities | 79 | 80 | 79 | No |
| Meals and Dining | 81 | 78 | 74 | Yes |
| Communication | 88 | 86 | 84 | Yes |
| Care and Services | 84 | 82 | 80 | No |
| Employee Responsiveness | 87 | 85 | 84 | No |
| General Satisfaction | 85 | 85 | 83 | No |
| Laundry | 93 | 91 | 89 | No |

²¹ Data was obtained from AHS's bi-annual bed survey. Sites included in the HQCA's analyses (N = 145) ranged in bed numbers from 10 to 252.

²² The statistical analysis was conducted using the actual number of DSL spaces but are presented as categories for the purposes of the table.

5.3 Operator type

Three AHS-defined operator models were examined to determine their impact on residents' experiences of care and services provided.²³ These three operator models are:

- AHS – publicly operated by or wholly owned subsidiary of AHS.
- Private – owned by a private for-profit organization.
- Not-for-profit – owned by a not-for-profit or faith-based organization.

In general, not-for-profit sites had on average higher scores compared to the other operator types. For two of the eleven Dimensions of Care, AHS sites had less positive scores and these differences were statistically significant, (Table 4 below).

Table 4: Operator type (N = 145 sites)

| Measure | AHS | Not-for-profit | Private | Statistical Significance |
|--------------------------------------|----------------|----------------|----------------|----------------------------------|
| | (N = 14 sites) | (N = 61 sites) | (N = 70 sites) | |
| Overall Care Rating (0-10) | 7.7 | 8.0 | 7.7 | No |
| Propensity to Recommend (%) | 85 | 92 | 89 | No |
| Dimensions of Care (0 to 100) | | | | |
| Measure | AHS | Not-for-profit | Private | Statistical Significance |
| | (N = 14 sites) | (N = 61 sites) | (N = 70 sites) | |
| Facility Environment | 89 | 92 | 91 | Not-for profit > AHS |
| Resident Environment | 91 | 92 | 91 | No |
| Choice | 89 | 91 | 91 | No |
| Relationship with Employees | 89 | 91 | 91 | No |
| Activities | 74 | 80 | 80 | Not-for-profit and Private > AHS |
| Meals and Dining | 78 | 81 | 77 | No |
| Communication | 86 | 88 | 86 | No |
| Care and Services | 83 | 84 | 81 | No |
| Employee Responsiveness | 86 | 87 | 85 | No |
| General Satisfaction | 81 | 86 | 84 | No |
| Laundry | 91 | 92 | 91 | No |

5.4 Site age

Site age is defined as the number of years of operation from the build date to 2019, the year the survey took place. The age of sites ranged from one year to 69 years.

In general, there was no relationship between site age and any of the key measures.

²³ It is recognized there may be other operator models than the three reported above (for example, private not-for-profit housing bodies); however, the choice was made to use operator models defined and categorized by AHS.

5.5 Geography: Urban versus rural

Geography was based on the site's postal code, and defined as:

- Urban areas:
 - Cities of Calgary and Edmonton proper and surrounding commuter communities.
 - Major urban centres with populations greater than 25,000 and their surrounding commuter communities.
- Rural areas:
 - Populations less than 25,000 and/or greater than 200 kilometres away from an urban centre.

Of the 145 sites eligible for site-level analyses, 57 were classified as rural, and 88 were classified as urban. There were no statistically significant relationships between geography and the measures, (Table 5 below).

Table 5: Urban versus rural (N = 145 sites)

| Measure | Urban | Rural | Statistical Significance |
|--------------------------------------|----------------|----------------|--------------------------|
| | (N = 88 sites) | (N = 57 sites) | |
| Overall Care Rating (0-10) | 7.8 | 7.8 | No |
| Propensity to Recommend (%) | 90 | 89 | No |
| Dimensions of Care (0 to 100) | | | |
| Measure | Urban | Rural | Statistical Significance |
| | (N = 88 sites) | (N = 57 sites) | |
| Facility Environment | 91 | 92 | No |
| Resident Environment | 91 | 92 | No |
| Choice | 90 | 91 | No |
| Relationship with Employees | 90 | 92 | No |
| Activities | 80 | 79 | No |
| Meals and Dining | 78 | 79 | No |
| Communication | 87 | 87 | No |
| Care and Services | 82 | 84 | No |
| Employee Responsiveness | 86 | 86 | No |
| General Satisfaction | 85 | 84 | No |
| Laundry | 92 | 92 | No |

6.0 LIMITATIONS

In interpreting results, there are several important limitations to consider:

- 1. The effect of sample size.** Results become increasingly unreliable as the sample size (i.e., the number of respondents) decreases in relation to the overall population. When giving weight to findings, in particular site-to-site comparisons, readers must consider sample size. To mitigate this, the analyses were limited to sites with reliable sample sizes (145 of 166 sites; see [Section 3.4.1](#) and [Appendix V](#)), which are defined as those sites for which respondents reliably represent the site within a predefined margin of error. The criteria for reliability was two-fold: (1) a site with a margin of error of equal to or less than 10 per cent, and (2) a response rate of greater than 50 per cent (for more details, see [Appendix V](#)).
- 2. The effect of the resident profile.** Differences in resident profiles must be considered when interpreting the survey results relative to the AHS zone and the province. For example, age and the degree of physical and cognitive impairment of residents may provide context to the interpretation of the survey results, such as explaining why differences exist or do not exist relative to AHS zone and provincial results, and whether these differences are meaningful.
- 3. The effect of services provided.** The survey and its components must also be evaluated relative to the activities and services provided by each site. For example, laundry services may not be a service offered by all sites or used by all residents within each site. This limits the applicability of questions related to laundry for these sites and/or residents.
- 4. Survey protocol changes.** A number of changes were made for the current iteration of the survey in terms of survey protocol to improve the survey process and reliability of the data. While these changes do not impact findings in this iteration of the survey, caution must be employed when interpreting significant differences between survey cycles.
- 5. Questionnaire changes.** The core questions remained identical from the previous iteration of the survey. However, a few questions were added or removed, and are listed in [Appendix II, Changes to the questionnaire from 2016](#). This was done in order to improve the relevance and utility of the survey tool for DSL stakeholders. While these changes do not impact current findings, caution must be employed when interpreting significant differences between survey cycles.

7.0 APPENDICES

APPENDIX I: RESIDENT EXPERIENCE SURVEY TOOL (PAPER VERSION)



ACTIVITIES

Please think about the activities the facility offers to entertain you or keep you involved.

1. Do you have enough to do here?
Yes or No?
 1 ☐ Yes, always 8 ☐ Don't know
 2 ☐ Yes, sometimes 9 ☐ Not applicable
 3 ☐ No, hardly ever
 4 ☐ No, never
2. Do you get enough information about the activities offered here? Yes or No?
(Activities such as entertainment, arts and crafts, religious services, outings, exercise classes)
 1 ☐ Yes, always 8 ☐ Don't know
 2 ☐ Yes, sometimes 9 ☐ Not applicable
 3 ☐ No, hardly ever
 4 ☐ No, never
3. Are you satisfied with the activities offered here? Yes or No?
 1 ☐ Yes, always 8 ☐ Don't know
 2 ☐ Yes, sometimes 9 ☐ Not applicable
 3 ☐ No, hardly ever
 4 ☐ No, never
4. Can you choose what activities you do here? Yes or No?
 1 ☐ Yes, always 8 ☐ Don't know
 2 ☐ Yes, sometimes 9 ☐ Not applicable
 3 ☐ No, hardly ever
 4 ☐ No, never

Alberta Supportive Living Resident Experience Survey

FACILITY ID:

| | | | | | |
|--|--|--|--|--|--|
| | | | | | |
|--|--|--|--|--|--|

PARTICIPANT ID:

| | | | | | |
|--|--|--|--|--|--|
| | | | | | |
|--|--|--|--|--|--|

CHOICE

Please think about the choices you have here.

5. Can you go to bed when you like?
Yes or No?
 1 ☐ Yes, always 8 ☐ Don't know
 2 ☐ Yes, sometimes 9 ☐ Not applicable
 3 ☐ No, hardly ever
 4 ☐ No, never
6. Do the employees leave you alone if you don't want to do anything?
Yes or No?
 1 ☐ Yes, always 8 ☐ Don't know
 2 ☐ Yes, sometimes 9 ☐ Not applicable
 3 ☐ No, hardly ever
 4 ☐ No, never
7. Do the people who work here encourage you to do the things you are able to do yourself? Yes or No?
 1 ☐ Yes, always 8 ☐ Don't know
 2 ☐ Yes, sometimes 9 ☐ Not applicable
 3 ☐ No, hardly ever
 4 ☐ No, never
8. Are you free to come and go as you are able? Yes or No?
 1 ☐ Yes, always 8 ☐ Don't know
 2 ☐ Yes, sometimes 9 ☐ Not applicable
 3 ☐ No, hardly ever
 4 ☐ No, never

0001

Page 1 of 9

Please continue with survey →



Alberta Supportive Living
Resident Experience Survey

CHOICE cont'd

Please think about the choices you have here.

9. Are the rules here reasonable? Yes or no? (Rules such as safety policies, dining room policies, curfew)

☐ Yes, always ☐ Don't know
☐ Yes, sometimes ☐ Not applicable
☐ No, hardly ever
☐ No, never

10. Can you choose what clothes to wear? Yes or No?

☐ Yes, always ☐ Don't know
☐ Yes, sometimes ☐ Not applicable
☐ No, hardly ever
☐ No, never

CARE & SERVICES

Please think about the care and services that you get here. By care we mean things employees do for you or to help you.

11. Can you get snacks and drinks whenever you want them? Yes or No?

☐ Yes, always ☐ Don't know
☐ Yes, sometimes ☐ Not applicable
☐ No, hardly ever
☐ No, never

12. Do you get your medications on time? Yes or No? (Do you get your medications in a timely manner?)

☐ Yes, always ☐ Don't know
☐ Yes, sometimes ☐ Not applicable
☐ No, hardly ever
☐ No, never

13. Do employees explain your care and services to you? Yes or No? (By care we mean the things employees do for you or to help you)

☐ Yes, always ☐ Don't know
☐ Yes, sometimes ☐ Not applicable
☐ No, hardly ever
☐ No, never

14. Do the employees who take care of you know what you like and you don't like? Yes or No?

☐ Yes, always ☐ Don't know
☐ Yes, sometimes ☐ Not applicable
☐ No, hardly ever
☐ No, never

0001

Page 2 of 9

Please continue with survey →



Alberta Supportive Living
Resident Experience Survey

RELATIONSHIP WITH EMPLOYEES

Please think about the way employees treat you here.

15. Are the employees courteous to you?
Yes or No?

- | | |
|--|---|
| <input type="checkbox"/> 1 Yes, always | <input type="checkbox"/> 8 Don't know |
| <input type="checkbox"/> 2 Yes, sometimes | <input type="checkbox"/> 9 Not applicable |
| <input type="checkbox"/> 3 No, hardly ever | |
| <input type="checkbox"/> 4 No, never | |

16. Can you depend on the employees?
Yes or No? (Do employees do what they say they will do, follow through?)

- | | |
|--|---|
| <input type="checkbox"/> 1 Yes, always | <input type="checkbox"/> 8 Don't know |
| <input type="checkbox"/> 2 Yes, sometimes | <input type="checkbox"/> 9 Not applicable |
| <input type="checkbox"/> 3 No, hardly ever | |
| <input type="checkbox"/> 4 No, never | |

17. Are the people who work here friendly? Yes or No?

- | | |
|--|---|
| <input type="checkbox"/> 1 Yes, always | <input type="checkbox"/> 8 Don't know |
| <input type="checkbox"/> 2 Yes, sometimes | <input type="checkbox"/> 9 Not applicable |
| <input type="checkbox"/> 3 No, hardly ever | |
| <input type="checkbox"/> 4 No, never | |

18. Do the employees treat you with respect? Yes or No?

- | | |
|--|---|
| <input type="checkbox"/> 1 Yes, always | <input type="checkbox"/> 8 Don't know |
| <input type="checkbox"/> 2 Yes, sometimes | <input type="checkbox"/> 9 Not applicable |
| <input type="checkbox"/> 3 No, hardly ever | |
| <input type="checkbox"/> 4 No, never | |

EMPLOYEE RESPONSIVENESS

Please think about the availability of employees who work here.

19. During the week, are the employees available to help you if you need it? Yes or No?

- | | |
|--|---|
| <input type="checkbox"/> 1 Yes, always | <input type="checkbox"/> 8 Don't know |
| <input type="checkbox"/> 2 Yes, sometimes | <input type="checkbox"/> 9 Not applicable |
| <input type="checkbox"/> 3 No, hardly ever | |
| <input type="checkbox"/> 4 No, never | |

20. During the weekend, are the employees available to help you if you need it? Yes or No?

- | | |
|--|---|
| <input type="checkbox"/> 1 Yes, always | <input type="checkbox"/> 8 Don't know |
| <input type="checkbox"/> 2 Yes, sometimes | <input type="checkbox"/> 9 Not applicable |
| <input type="checkbox"/> 3 No, hardly ever | |
| <input type="checkbox"/> 4 No, never | |

21. During the evening and night, are the employees available to help you if you need it? Yes or No?

- | | |
|--|---|
| <input type="checkbox"/> 1 Yes, always | <input type="checkbox"/> 8 Don't know |
| <input type="checkbox"/> 2 Yes, sometimes | <input type="checkbox"/> 9 Not applicable |
| <input type="checkbox"/> 3 No, hardly ever | |
| <input type="checkbox"/> 4 No, never | |

22. Do you feel confident that employees know how to do their jobs? Yes or No?

- | | |
|--|---|
| <input type="checkbox"/> 1 Yes, always | <input type="checkbox"/> 8 Don't know |
| <input type="checkbox"/> 2 Yes, sometimes | <input type="checkbox"/> 9 Not applicable |
| <input type="checkbox"/> 3 No, hardly ever | |
| <input type="checkbox"/> 4 No, never | |

0001

Page 3 of 9

Please continue with survey →



Alberta Supportive Living
Resident Experience Survey

COMMUNICATIONS

*Please think about the communication
between you and management here.*

23. Are the people in charge available to talk with you? Yes or No? (Such as managers, supervisors, administration)

☐ Yes, always ☐ Don't know
☐ Yes, sometimes ☐ Not applicable
☐ No, hardly ever
☐ No, never

24. Do the people in charge treat you with respect? Yes or No? (Such as managers, supervisors, administration)

☐ Yes, always ☐ Don't know
☐ Yes, sometimes ☐ Not applicable
☐ No, hardly ever
☐ No, never

25. Would you feel comfortable speaking to the people in charge about a problem? Yes or No? (A problem with the care and services that you receive here)

☐ Yes, always ☐ Don't know
☐ Yes, sometimes ☐ Not applicable
☐ No, hardly ever
☐ No, never

26. Do you know who to go to here when you have a problem? Yes or No? (A problem with the care and services that you receive here)

☐ Yes, always ☐ Don't know
☐ Yes, sometimes ☐ Not applicable
☐ No, hardly ever
☐ No, never

COMMUNICATIONS cont'd

27. Do your problems get taken care of here? Yes or No? (Are your problems addressed?)

☐ Yes, always ☐ Don't know
☐ Yes, sometimes ☐ Not applicable
☐ No, hardly ever
☐ No, never

MEALS & DINING

*Please think about the food and
mealtimes here.*

28. Do you get enough to eat?
Yes or No?

☐ Yes, always ☐ Don't know
☐ Yes, sometimes ☐ Not applicable
☐ No, hardly ever
☐ No, never

29. Is the food here tasty? Yes or No?

☐ Yes, always ☐ Don't know
☐ Yes, sometimes ☐ Not applicable
☐ No, hardly ever
☐ No, never

30. Can you get the foods you like?
Yes or No?

☐ Yes, always ☐ Don't know
☐ Yes, sometimes ☐ Not applicable
☐ No, hardly ever
☐ No, never

0001

Page 4 of 9

Please continue with survey →



Alberta Supportive Living
Resident Experience Survey

MEALS & DINING cont'd

31. Is your food served at the right temperature? Yes or No? (Cold foods cold, hot foods hot)
- ☐ Yes, always ☐ Don't know
☐ Yes, sometimes ☐ Not applicable
☐ No, hardly ever
☐ No, never
32. Do you like the way that your meals are served here? Yes or No?
- ☐ Yes, always ☐ Don't know
☐ Yes, sometimes ☐ Not applicable
☐ No, hardly ever
☐ No, never
33. Does the food here meet your dietary needs? Yes or No?
- ☐ Yes, always ☐ Don't know
☐ Yes, sometimes ☐ Not applicable
☐ No, hardly ever
☐ No, never

LAUNDRY

Please think about the laundry service here.

34. Do you get your clothing back from the laundry? Yes or No?
- ☐ Yes, always ☐ Don't know
☐ Yes, sometimes ☐ Not applicable
☐ No, hardly ever
☐ No, never
- ↓
- If Not applicable,
please skip to
question 36
35. Does your clothing come back from the laundry in good condition? Yes or No?
- ☐ Yes, always ☐ Don't know
☐ Yes, sometimes ☐ Not applicable
☐ No, hardly ever
☐ No, never

0001

Page 5 of 9

Please continue with survey →



Alberta Supportive Living
Resident Experience Survey

FACILITY ENVIRONMENT

Please think about the building.

36. Do you like the location of this place?
Yes or No?

- | | |
|--|---|
| <input type="checkbox"/> 1 Yes, always | <input type="checkbox"/> 8 Don't know |
| <input type="checkbox"/> 2 Yes, sometimes | <input type="checkbox"/> 9 Not applicable |
| <input type="checkbox"/> 3 No, hardly ever | |
| <input type="checkbox"/> 4 No, never | |

37. Are the outside walkways and grounds well taken care of? Yes or No?

- | | |
|--|---|
| <input type="checkbox"/> 1 Yes, always | <input type="checkbox"/> 8 Don't know |
| <input type="checkbox"/> 2 Yes, sometimes | <input type="checkbox"/> 9 Not applicable |
| <input type="checkbox"/> 3 No, hardly ever | |
| <input type="checkbox"/> 4 No, never | |

38. Does this place look attractive to you? Yes or No? (Overall look).

- | | |
|--|---|
| <input type="checkbox"/> 1 Yes, always | <input type="checkbox"/> 8 Don't know |
| <input type="checkbox"/> 2 Yes, sometimes | <input type="checkbox"/> 9 Not applicable |
| <input type="checkbox"/> 3 No, hardly ever | |
| <input type="checkbox"/> 4 No, never | |

39. Is this place clean enough?
Yes or No? (Overall cleanliness)

- | | |
|--|---|
| <input type="checkbox"/> 1 Yes, always | <input type="checkbox"/> 8 Don't know |
| <input type="checkbox"/> 2 Yes, sometimes | <input type="checkbox"/> 9 Not applicable |
| <input type="checkbox"/> 3 No, hardly ever | |
| <input type="checkbox"/> 4 No, never | |

40. Is this place quiet when it should be?
Yes or No?

- | | |
|--|---|
| <input type="checkbox"/> 1 Yes, always | <input type="checkbox"/> 8 Don't know |
| <input type="checkbox"/> 2 Yes, sometimes | <input type="checkbox"/> 9 Not applicable |
| <input type="checkbox"/> 3 No, hardly ever | |
| <input type="checkbox"/> 4 No, never | |

RESIDENT ENVIRONMENT

Please think about your room.

41. Do you have enough privacy in your room or apartment? Yes or No?

- | | |
|--|---|
| <input type="checkbox"/> 1 Yes, always | <input type="checkbox"/> 8 Don't know |
| <input type="checkbox"/> 2 Yes, sometimes | <input type="checkbox"/> 9 Not applicable |
| <input type="checkbox"/> 3 No, hardly ever | |
| <input type="checkbox"/> 4 No, never | |

42. Are you satisfied with your room or apartment? Yes or No?

- | | |
|--|---|
| <input type="checkbox"/> 1 Yes, always | <input type="checkbox"/> 8 Don't know |
| <input type="checkbox"/> 2 Yes, sometimes | <input type="checkbox"/> 9 Not applicable |
| <input type="checkbox"/> 3 No, hardly ever | |
| <input type="checkbox"/> 4 No, never | |

43. Do you feel safe here? Yes or No?

- | | |
|--|---|
| <input type="checkbox"/> 1 Yes, always | <input type="checkbox"/> 8 Don't know |
| <input type="checkbox"/> 2 Yes, sometimes | <input type="checkbox"/> 9 Not applicable |
| <input type="checkbox"/> 3 No, hardly ever | |
| <input type="checkbox"/> 4 No, never | |

44. Are your belongings safe here?

Yes or No? (Belongings are things that belong to you, your property)

- | | |
|--|---|
| <input type="checkbox"/> 1 Yes, always | <input type="checkbox"/> 8 Don't know |
| <input type="checkbox"/> 2 Yes, sometimes | <input type="checkbox"/> 9 Not applicable |
| <input type="checkbox"/> 3 No, hardly ever | |
| <input type="checkbox"/> 4 No, never | |

45. Do you think this is a pleasant place for people to visit? Yes or No?

- | | |
|--|---|
| <input type="checkbox"/> 1 Yes, always | <input type="checkbox"/> 8 Don't know |
| <input type="checkbox"/> 2 Yes, sometimes | <input type="checkbox"/> 9 Not applicable |
| <input type="checkbox"/> 3 No, hardly ever | |
| <input type="checkbox"/> 4 No, never | |

0001

Page 6 of 9

Please continue with survey →



Alberta Supportive Living
Resident Experience Survey

RESIDENT ENVIRONMENT cont'd...

Please think about your room.

46. Is the room temperature comfortable for you? Yes or No?

- | | |
|--|---|
| <input type="checkbox"/> Yes, always | <input type="checkbox"/> Don't know |
| <input type="checkbox"/> Yes, sometimes | <input type="checkbox"/> Not applicable |
| <input type="checkbox"/> No, hardly ever | |
| <input type="checkbox"/> No, never | |

GENERAL SATISFACTION

Please think about the facility in general.

47. Do you feel comfortable here? Yes or No?

- | | |
|--|---|
| <input type="checkbox"/> Yes, always | <input type="checkbox"/> Don't know |
| <input type="checkbox"/> Yes, sometimes | <input type="checkbox"/> Not applicable |
| <input type="checkbox"/> No, hardly ever | |
| <input type="checkbox"/> No, never | |

48. Do you feel like you are getting your money's worth here? Yes or No?

- | | |
|--|---|
| <input type="checkbox"/> Yes, always | <input type="checkbox"/> Don't know |
| <input type="checkbox"/> Yes, sometimes | <input type="checkbox"/> Not applicable |
| <input type="checkbox"/> No, hardly ever | |
| <input type="checkbox"/> No, never | |

GENERAL SATISFACTION cont'd

49. Overall, do you like living here? Yes or No?

- | | |
|--|---|
| <input type="checkbox"/> Yes, always | <input type="checkbox"/> Don't know |
| <input type="checkbox"/> Yes, sometimes | <input type="checkbox"/> Not applicable |
| <input type="checkbox"/> No, hardly ever | |
| <input type="checkbox"/> No, never | |

50. Would you recommend this place to a family member or friend? Yes or No?

- | | |
|--|---|
| <input type="checkbox"/> Yes, always | <input type="checkbox"/> Don't know |
| <input type="checkbox"/> Yes, sometimes | <input type="checkbox"/> Not applicable |
| <input type="checkbox"/> No, hardly ever | |
| <input type="checkbox"/> No, never | |

51. Using any number from 0-10, where 0 is the worst and 10 is the best...

Overall, what number would you use to rate your home?

| | | | | | | | | | | | | |
|-------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|------|
| WORST | | | | | | | | | | | | BEST |
| | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | |
| | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | |

0001

Page 7 of 9

Please continue with survey →



ADDITIONAL CARE QUESTIONS

The next questions are about your care here.

52. Can you see a doctor if you need to?
Yes or No? (Your doctor or a site doctor)

- | | |
|--|---|
| <input type="checkbox"/> 1 Yes, always | <input type="checkbox"/> 8 Don't know |
| <input type="checkbox"/> 2 Yes, sometimes | <input type="checkbox"/> 9 Not applicable |
| <input type="checkbox"/> 3 No, hardly ever | |
| <input type="checkbox"/> 4 No, never | |

53. Are you able to get transportation to or from medical appointments? Yes or No? (Medical appointments include seeing a doctor, a dentist, a therapist or someone else who takes care of your health)

- | | |
|--|---|
| <input type="checkbox"/> 1 Yes, always | <input type="checkbox"/> 8 Don't know |
| <input type="checkbox"/> 2 Yes, sometimes | <input type="checkbox"/> 9 Not applicable |
| <input type="checkbox"/> 3 No, hardly ever | |
| <input type="checkbox"/> 4 No, never | |

54. In the last 6 months, how often did you feel that there were enough nurses and aides at the facility?

- | | |
|--------------------------------------|---|
| <input type="checkbox"/> 1 Always | <input type="checkbox"/> 8 Don't know |
| <input type="checkbox"/> 2 Sometimes | <input type="checkbox"/> 9 Not applicable |
| <input type="checkbox"/> 3 Usually | |
| <input type="checkbox"/> 4 Never | |

55. Do the people who work here take a personal interest in your life?

- | | |
|--|---|
| <input type="checkbox"/> 1 Yes, always | <input type="checkbox"/> 8 Don't know |
| <input type="checkbox"/> 2 Yes, sometimes | <input type="checkbox"/> 9 Not applicable |
| <input type="checkbox"/> 3 No, hardly ever | |
| <input type="checkbox"/> 4 No, never | |

Alberta Supportive Living Resident Experience Survey

56. Do you get your mental health and emotional needs met? Yes or No?

- | | |
|--|---|
| <input type="checkbox"/> 1 Yes, always | <input type="checkbox"/> 8 Don't know |
| <input type="checkbox"/> 2 Yes, sometimes | <input type="checkbox"/> 9 Not applicable |
| <input type="checkbox"/> 3 No, hardly ever | |
| <input type="checkbox"/> 4 No, never | |

57. Do you get your healthcare needs met? Yes or No? (For example, access to a doctor, physical therapists, occupational therapists, etc)

- | | |
|--|---|
| <input type="checkbox"/> 1 Yes, always | <input type="checkbox"/> 8 Don't know |
| <input type="checkbox"/> 2 Yes, sometimes | <input type="checkbox"/> 9 Not applicable |
| <input type="checkbox"/> 3 No, hardly ever | |
| <input type="checkbox"/> 4 No, never | |

58. Are you involved in making decisions about your care? Yes or No? (Such as planning your daily activities, choosing medical treatments or medication schedule)

- | | |
|--|---|
| <input type="checkbox"/> 1 Yes, always | <input type="checkbox"/> 8 Don't know |
| <input type="checkbox"/> 2 Yes, sometimes | <input type="checkbox"/> 9 Not applicable |
| <input type="checkbox"/> 3 No, hardly ever | |
| <input type="checkbox"/> 4 No, never | |

59. A Resident and Family Council is a group of residents or family from the same home that meets on a regular basis to improve the quality of life of residents and to identify and address concerns.

Does your facility have a Resident and Family Council? Yes or No?

- | |
|---|
| <input type="checkbox"/> 1 Yes |
| <input type="checkbox"/> 2 No |
| <input type="checkbox"/> 8 I don't know |

0001

Page 8 of 9

Please continue with survey →



Alberta Supportive Living
Resident Experience Survey

ABOUT YOU

This information will only be used to group our results and will not be used to identify you as an individual.

60. In the last 6 months, have you been a part of a Resident and Family Council Meeting? Yes or No?

- ☐ Yes If you answer No or I don't know, please skip to question 62
☐ No
☐ I don't know

61. Do you feel that participating in the Resident and Family Council helped you feel heard about the things that matter to you? Yes or No?

- ☐ Yes, always ☐ Don't know
☐ Yes, sometimes ☐ Not applicable
☐ No, hardly ever
☐ No, never

62. Do you have a roommate?

- ☐ Yes
☐ No

63. Did someone help you complete this survey?

- ☐ Yes
☐ No → If No, please return the completed survey in the postage-paid envelope

64. How did that person help you?
Please select all that apply.

- ☐ Read the question to me
☐ Circled the answers I gave
☐ Answered the questions for me
☐ Translated the questions into my language
☐ Helped me in another way (how?): _____

☐ No one helped me complete this survey:

End of Survey. Thank you!

Please put the survey in the postage paid return envelope that is enclosed. An HQCA Survey Administrator will collect this completed survey from you during their return visit on _____. If that return visit has passed or if you prefer, you may drop off the sealed postage paid envelope in a Canada post mail box."

If you have any other questions or comments, please contact [NAME] from PRA Inc. toll free at [number] or at hqca@pra.ca.

0001

Page 9 of 9

Please continue with survey →

APPENDIX II: SURVEY PROCESS AND METHODOLOGY

Privacy, confidentiality, and ethical considerations

In accordance with the requirements of the *Health Information Act of Alberta* (HIA), and the *Freedom of Information and Protection of Privacy Act* (FOIPPA), an amendment to the Health Quality Council of Alberta (HQCA) privacy impact assessment for patient experience surveys was submitted to, and accepted by, the Office of the Information and Privacy Commissioner of Alberta specifically for the *Designated Supportive Living Resident Experience Survey*.

As a provincial custodian, the HQCA follows the HIA and FOIPPA to ensure the security of the information it collects. Potential respondents were informed of the survey's purpose and process, that participation was voluntary, and that their information would be kept confidential. Those respondents who declined to participate were removed from the survey process. Residents were informed about the survey through posters and pamphlets. A contact number was provided for those who had questions.

HQCA's Designated Supportive Living Resident Experience Survey

The survey tool ([Appendix I](#))

The core questions in the *Designated Supportive Living Resident Experience Survey* was adapted from the *Ohio Residential Care Facility Survey*, including the sets of questions used for the 11 Dimensions of Care described below. The Ohio survey instrument was developed and tested by Scripps Gerontology Centre at Miami University of Ohio and the Margaret Blenkner Research Institute of Benjamin Rose in Cleveland and implemented state-wide in 2007 at Ohio long-term care sites to assess resident experiences.

The Scripps group performed the instrument refinement and psychometric evaluation, which involved testing the reliability of the questionnaire as a whole, in addition to Dimension of Care specific construct reliability of the questions within each Dimension of Care. This ensures that questions within a particular Dimension of Care were similar to each other and were within a central conceptual theme. Questions that did not meet the reliability criteria were revised, moved to a more related Dimension of Care, or removed. Several methods were used to achieve the final version of the questionnaire, which involved factor analyses and scale reliability analyses.²⁴

The questionnaire is written in the present tense with questions positively worded. These questions are designed to ask the respondent about their current experience as opposed to past or future experiences.

Survey Dimensions of Care

The Ohio survey is made up of 11 subscales (i.e., Dimensions of Care): Activities; Choice; Care and Services; Relationship with Employees; Employee Responsiveness; Communication; Meals and Dining;

²⁴ 2007 Long-Term Care Resident Satisfaction Survey, RCF Survey Findings Report, Vital Research, prepared for the Ohio Department of Aging, February 2008.

Laundry; Facility Environment; Resident Environment; and General Satisfaction. Each Dimension of Care is made up of four to six questions, and a Dimension of Care summary score is produced from specific questions within each Dimension of Care. For a list of these questions, see [Appendix I](#).

Additional questions

After consultation with stakeholders, the HQCA added 10 additional questions related to care and services ([Appendix I](#)). The purpose of the additional care questions was to assess aspects of care important to the experiences of residents not discussed in the questions that make up the Dimensions of Care; for example, transportation to and from medical appointments. These questions and their response options were constructed with wording consistent with the core instrument. Questions about resident demographics (Q62-64) were also included.

The Overall Care Rating 0 to 10 scale and Q54 *In the last 6 months, how often did you feel that there were enough nurses and aides at the facility* were taken from the Consumer Assessment of Healthcare Providers and Systems (CAHPS®)²⁵ survey. These questions were taken for the purpose of comparison with other instruments used to measure family and resident experiences in continuing care (such as in the HQCA's *Designated Supportive Living Family Experience Survey Report* and the *Long-Term Care Family Experience Survey Reports*).

²⁵ For more details on CAHPS please refer to: <https://cahps.ahrq.gov/>

Changes to the questionnaire from 2016

The core of the questionnaire (Q1 through Q51) remained identical from the previous iterations of the survey. However, a few questions were added or removed, and are listed below.

| Question | Change | Reason |
|---|------------------|--|
| Q59: Does your facility have a Resident and Family Council? | Added question | Discussion with stakeholders revealed this is a primary avenue for communication of information to residents and families. Especially relevant given that the Resident and Family Councils Act came into effect April 2018. |
| Q60: In the last 6 months, have you been a part of Resident and Family Council Meeting? | Added question | Discussion with stakeholders showed interest in resident participation in the council. Especially relevant given that the Resident and Family Councils Act came into effect April 2018. |
| Q61: Do you feel that participating in the Resident and Family Council helped you feel heard about the things that matter to you? | Added question | Discussion with stakeholders showed interest in whether residents felt their voice was heard when they participated in the council. Especially relevant given that the Resident and Family Councils Act came into effect April 2018. |
| Do the people that work here respond negatively when you are frustrated? | Removed question | Discussion with stakeholders revealed this question is ambiguous. |
| In general, how would you rate your overall health? | Removed question | A single rating question reveals little information regarding health that may be actioned. Information on aspects of overall health can be found in administrative data. |
| In general, how would you rate our overall mental or emotional health? | Removed question | A single rating question reveals little information that may be actioned. Information on aspects of mental and emotional health can be found in administrative data. |

Survey response options

Each survey question was followed by *Yes* or *No* to help the resident decide on an answer category before making a decision on the degree of agreement or disagreement. The survey was designed this way to help accommodate residents with diminished comprehension and/or decision-making capacity (e.g., residents with some degree of cognitive impairment). Once a resident chose either *Yes* or *No*, the interviewer followed with:

Would that be yes, always, or yes sometimes?

Would that be no, hardly ever, or no never?

Similarly, the instructions for the paper version of the survey encouraged residents to think of the questions in this way where each question was immediately followed by *Yes* or *No*?

The majority of the questions in the *Designated Supportive Living Resident Experience Survey* have the following response options:

- Yes, always
- Yes, sometimes
- No, hardly ever
- No, never
- Don't know/Not applicable

Survey scoring

The method for scoring the survey involved transforming each valid response to a scaled measure between 0.0-100.0, as shown below, where higher scores represent more positive experiences and lower scores represent more negative experiences.

| Four response options | |
|-----------------------|------------------------|
| Response option | Converted scaled value |
| Yes, always | 100.0 |
| Yes, sometimes | 66.67 |
| No, hardly ever | 33.33 |
| No, never | 0.0 |

The scoring method then involved the calculation of a summary score for each Dimension of Care using an average of the scaled and weighted response scores within each Dimension of Care:

1. A Dimension of Care summary score was generated for respondents who answered at least N-2 questions within the associated Dimension of Care.²⁶ For example to generate a Dimension of Care summary score, a Dimension of Care with five questions would need to have at least three questions answered. Respondents who met this minimum criterion had missing values (if any) replaced by the site average for that question.
2. Summary scores for each Dimension of Care were calculated by scaling the survey questions to a 0.0-to-100.0 scale, where 0.0 was the least positive outcome/response and 100.0 was the most positive outcome/response.
3. The scaled scores were then weighted based on how strongly each question related to the Dimension of Care, relative to all other questions within the Dimension of Care. For example, questions that relate more strongly to a Dimension of Care would be weighted slightly more heavily than the other questions within the same Dimension of Care.²⁷
4. Dimension of Care scores were then calculated by summing individual scaled and weighted survey items and dividing the total score by the number of items within each Dimension of Care (creating an average score).

Testing significant differences and identifying opportunities for improvement

All statistical tests were tested at a significance of $p \leq 0.01$. In all instances the higher the score, the more positive the experience. Therefore, an increase in score would represent a positive result and a decrease would represent a negative result. While statistical significance may help sites identify potential improvement opportunities, there are many factors that influence statistical significance. Areas of care and services that did not show any statistically significant change or difference may still be important.

1. Comparisons between independent means and proportions (e.g., 2019 vs. 2016 results):

To meet the criteria of statistically significant difference, the following criteria must be met:

- a) For a comparison of means
 - i. Statistically significant using a one-sample t-test.
 - ii. Statistically significant using a non-parametric test.
 - iii. Statistically significant using a one-sample t-test with a condensed sample of those who have a length of stay of three years or less.

²⁶ The N-2 rule does not apply to the Dimension of Care: Laundry, as this Dimension of Care consists of only two questions.

²⁷ The same weight was not used across survey cycles. It was thought that the most appropriate weight, i.e., relative importance of each question, should be determined by the respondent population for each survey year.

- b) For a comparison of proportions
 - i. Statistically significant using a chi² test.
 - ii. Statistically significant using a chi² test with a condensed sample of those who have a length of stay of three years or less.

Comparing two data points (i.e., survey cycles) may not indicate a “clinically significant” change.

Survey sampling design and recruitment

The survey was conducted as a census of all eligible residents. Given the small size of Designated Supportive Living (DSL) sites, random sampling techniques were not required and would have added little value at the expense of increased complexity for a few larger sites where random selection might have been justified.

Site recruitment and inclusion criteria

Personal care homes (SL1); group or family care homes or lodges (SL2); and special care homes (including mental health support homes and long-term care-only sites) were excluded from participation as were sites that have been in operation for less than one year, and sites where English was not the first language of most or all residents at the site.

To meet time and budget constraints, criteria were applied at the site-level to limit the number of in-person interviews conducted across the province. Specifically, DSL sites were divided into non-remote and remote sites, the latter of which were defined as greater than 220 kilometres away from a major urban centre including: Calgary, Edmonton, Red Deer, Grande Prairie, or Lethbridge. Sites deemed geographically remote were sent self-administered paper surveys by mail. The survey team visited all other sites where an in-person interview was administered or a paper survey was delivered to residents for self-administration.

All eligible sites were contacted via email before survey rollout and were asked to identify a site-based staff member who could act as the designated site liaison for the survey. Site liaisons were provided with specific written instructions about the following survey processes: dissemination of the HQCA survey communication materials (survey information letters and brochures to staff, residents, and families, as well as posters to be placed in visible common areas around the site); verifying resident and family information; and coding residents with respect to eligibility for participation and survey type.

Survey administrator recruitment and training

Survey administrators were hired for each major urban centre, which included Calgary, Edmonton, Red Deer, Grande Prairie, and Lethbridge. To accommodate the number of sites located around each urban centre, two interviewers were based out of Calgary, two in Red Deer, two in Lethbridge, and four in Edmonton. All interviewers underwent security clearance and an extensive three-day training before the survey roll-out. These training sessions included information about the project, the HQCA's role and mandate, characteristics of the population under study, relevant Alberta legislation (such as the

Protection for Persons in Care Act and information and privacy legislation), and ethical principles in research with vulnerable populations. In addition, these sessions covered the survey instrument, survey process and documentation, handling of confidential data, and appropriate ways to communicate with residents who may have cognitive impairments or dementia. The third day involved on-site supervised interviewing at a DSL site. Survey administrators met with the site liaison and were given a tour of the site. With supervision, survey administrators: (1) navigated a site and located residents, (2) approached residents for an interview, (3) conducted an interview and/or distributed a self-administered paper survey, and (4) dealt with refusals. At the end of the day, the team reconvened, shared experiences and debriefed.

Throughout the survey data collection period, bi-weekly check-ins by supervisors were conducted which involved the supervisor observing an interview. Any deviations from protocol were course corrected and any potential improvements were conveyed to the interviewer. In addition to bi-weekly in-person meetings, weekly conference calls were held where survey administrators could share their experiences for shared learning and to address any concerns.

Site visit protocol

Site visits took place from May to September 2019 and generally ranged from two to three days depending on the size of the site and the number of interviewers. During each initial visit, survey administrators located the site liaison and re-validated the resident list noting resident absences or any other changes. Survey administrators then located each resident to conduct either an interview (i.e., in-person survey) or deliver a paper survey following the survey eligibility protocol. If a resident was not located, survey administrators asked staff to help locate that resident and made at least five attempts to locate them. A return visit was then scheduled approximately two weeks from the initial visit. The purpose of the return visit was to: (1) interview any residents that were not interviewed during the first visit, and (2) collect completed paper surveys.

General mailing protocol and protocol for residents with enacted personal directives

Site staff indicated which residents had an enacted personal directive. The HQCA sent a survey package to the residents' agent requesting that, upon consent from the agent, the survey package be delivered to the resident to complete. Paper surveys delivered directly to the residents' designated agent used the following three-stage mailing protocol to ensure maximum participation rates:

- initial mailing of questionnaire packages
- postcard reminders to all non-respondents
- mailing of questionnaire package with modified cover letter to all non-respondents

Resident inclusion/exclusion criteria

Eligible respondents were identified with assistance from DSL site liaisons. The HQCA implemented a comprehensive method of selecting residents for participation. Overall, there were two goals in determining resident inclusion/exclusion criteria:

1. To select residents capable of participating (e.g., not limited by cognitive ability, illness or other physical disabilities that would cause a burden to the resident).
2. To select the appropriate survey type for residents eligible to take part in a survey either through a self-administered paper survey or an in-person interview.²⁸

The full dataset obtained from AHS contained 10,728 DSL residents. First, the following residents were excluded:

- Residents in SL4D.
- Residents in non-English speaking sites.
- Residents with a cognitive performance scale (CPS) scores of 5 or 6 (severe to very severe cognitive impairment).

Next, site liaisons were tasked with updating their site's resident list to exclude residents who met the following criteria:

- Residents who subsequently moved to another level of care, were discharged, or were deceased.
- From the site liaison's perspective, residents who had moderate to severe cognitive impairment with whom it would be difficult to communicate with and obtain verbal consent.
- From the site liaison's perspective, residents who had a language barrier and with whom it would be difficult to communicate with and obtain verbal consent.
- Legally blind and hard of hearing.
- From the site liaison's perspective, residents who may pose a risk to the survey administrator.
- Residents who had been at the site for one month or less or were a transitional resident.

In total, 5,967 residents were excluded and 4,761 residents were considered eligible for the survey. Among eligible residents, residents were pre-assigned to either a self-administered paper survey or an in-person interview based on CPS and vision scores which was further refined by feedback from site staff. To accommodate resident preferences, the survey administrators provided the option of choosing either an in-person interview or a paper survey on-site. In addition, residents who refused to participate were offered the alternate method to which they were assigned. For more details on survey type pre-assignment, (Table below).

| Paper survey criteria | Interview criteria |
|--|---|
| <ul style="list-style-type: none"> ▪ All eligible residents in small sites (<20 spaces) that are outside of the city limits of Calgary, Edmonton, Red Deer, Grande Prairie or Lethbridge. ▪ Cognitively well residents (CPS score of 0 or 1) with good vision (vision score of 0 to 2). | <ul style="list-style-type: none"> ▪ A CPS score of 2, 3 or 4 (moderate to moderate-severe impairment). ▪ Residents with CPS of 0 or 1 (intact to borderline intact cognition) and a vision assessment score of 3 to 4 (highly to severely impaired) or no vision assessment. |

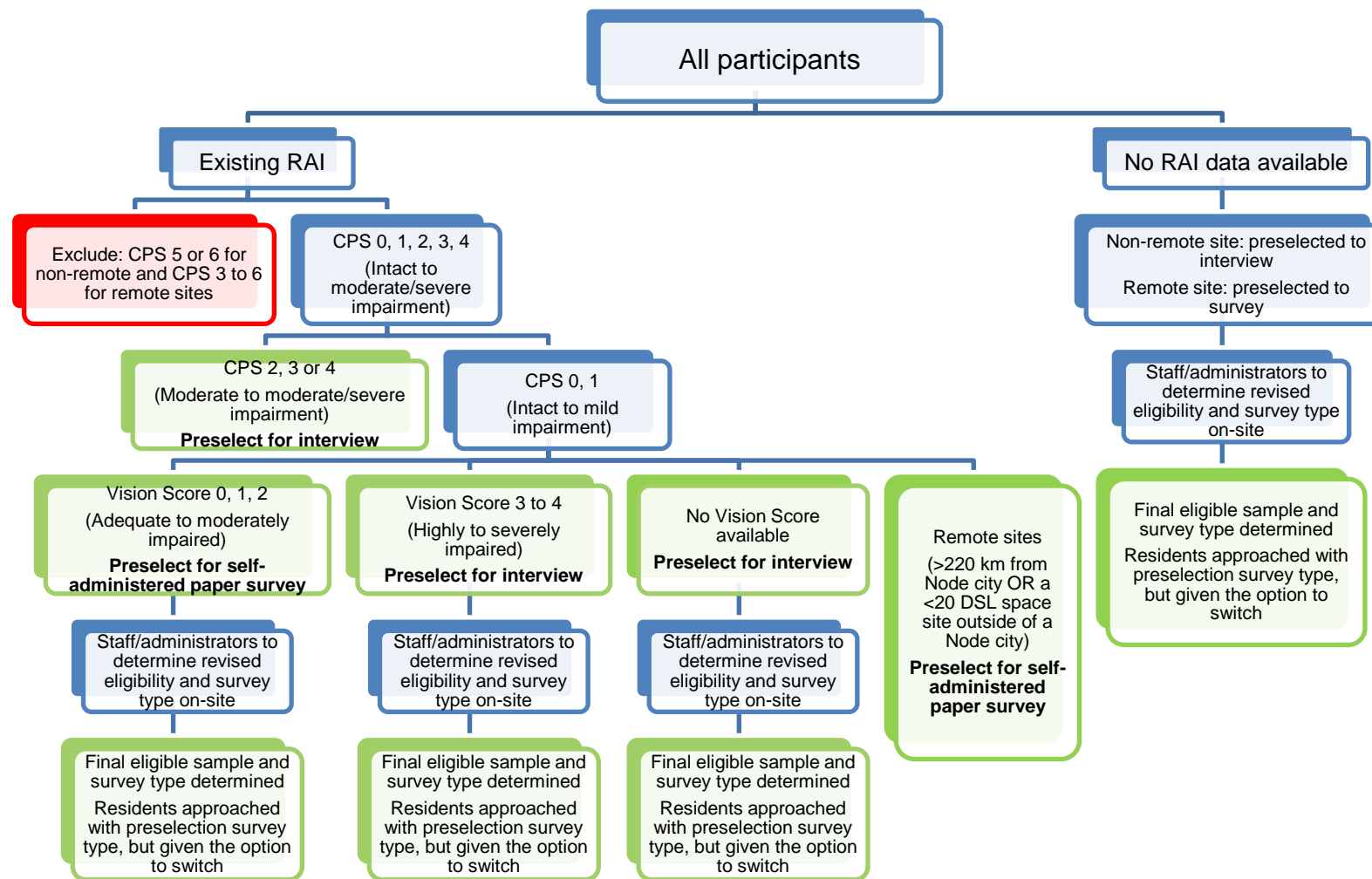
²⁸ Priority was given to the self-administered paper survey to control costs.

Response rates

To reduce the potential for “non-response bias”, it is desirable to achieve a high response rate.

Of the 10,728 residents in the DSL database, 4,761 (44 per cent) were deemed eligible to participate after all exclusion criteria were applied. A total of 2,857 residents returned a survey or completed an in-person interview and were considered *respondents* (60 per cent). The main mode of participation was through in-person interviews (N = 1,824), which constituted 64 per cent of all completed survey responses.

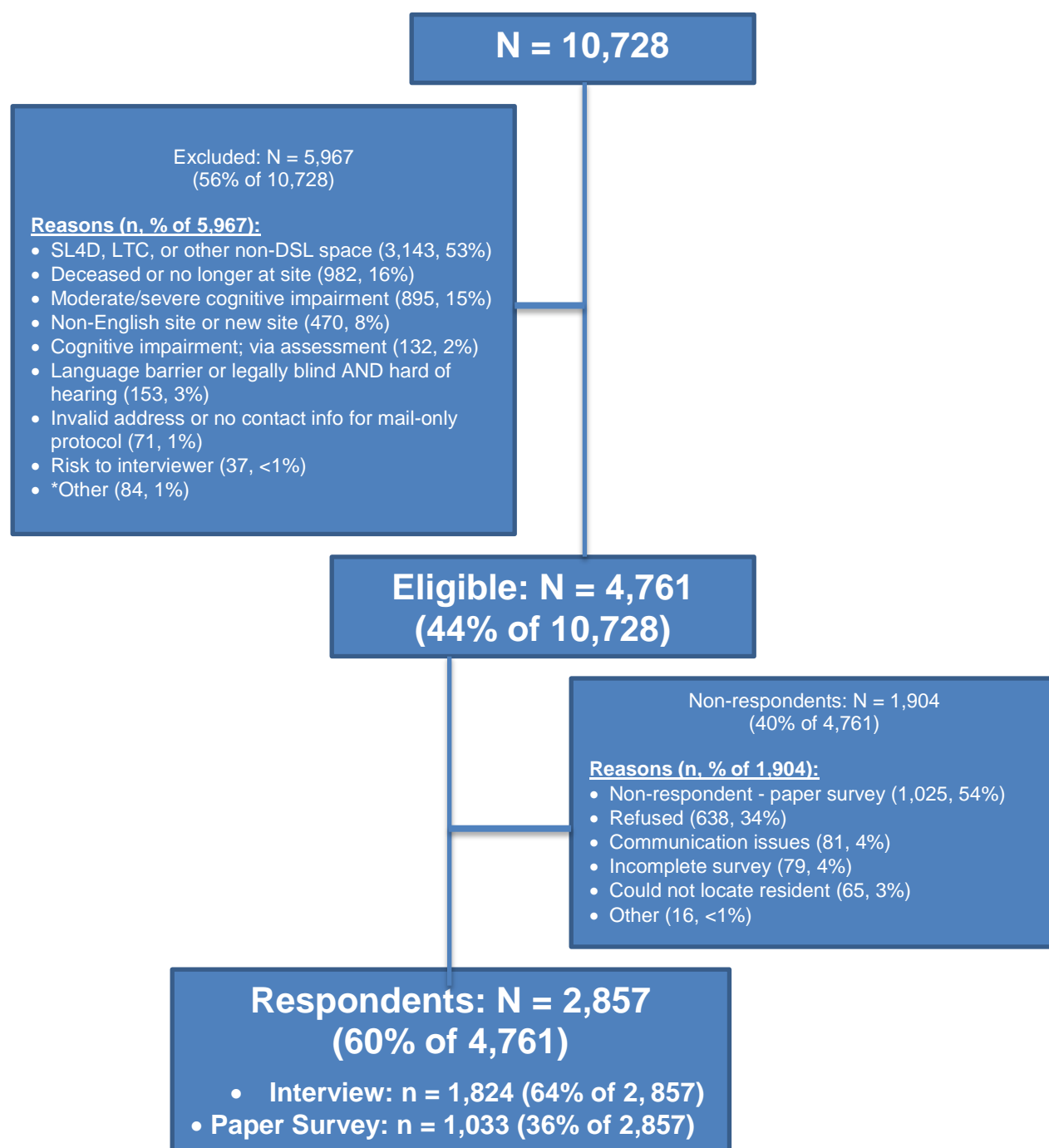
Figure 1: Sample definition – intended sampling frame



Note: The sampling frame intended to assign residents to modalities of either a self-administered paper survey or in-person interview using the RAI, CPS, and Vision Scale. After this initial preselection of survey type, site administrators and staff revised (when necessary) eligibility and survey type based on predefined criteria. Residents were then approached with this type of survey, and (for residents in non-remote sites) were given the option to switch survey type as per their preference.

Node cities are: Calgary, Edmonton, Red Deer, Grande Prairie, and Lethbridge.

Figure 2: Study flow chart



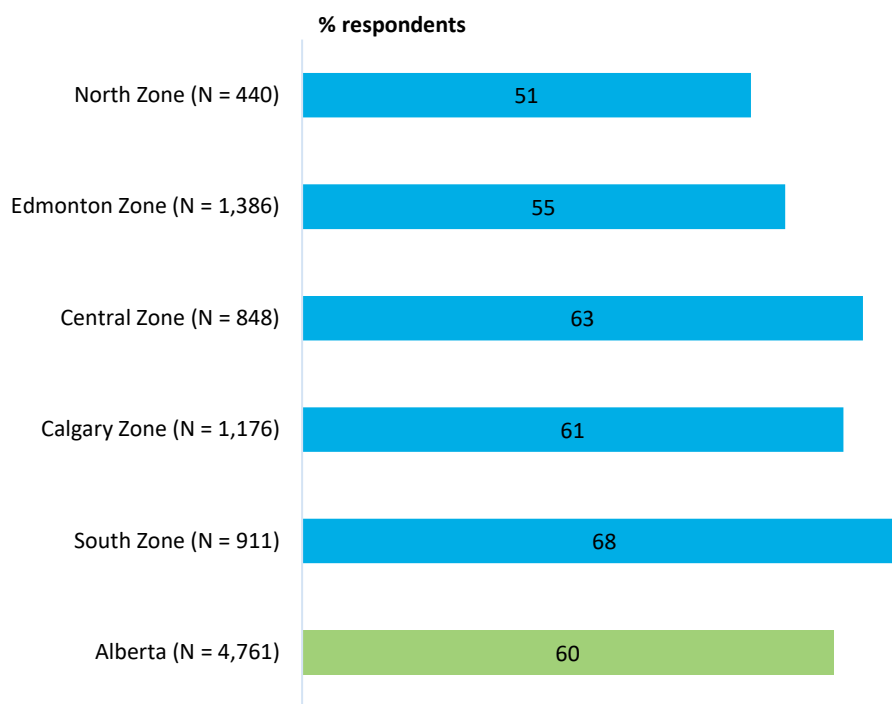
Notes:

* Other includes: site liaison excluded resident from participation; no other reason provided

Moderate to severe cognitive impairment as judged by site liaison defined as an inability to communicate with the resident and obtaining verbal consent unlikely.

Response rates by AHS Zone²⁹

Figure 3: Survey response rates by AHS Zone and province



Note: Percentages may not always add to 100 per cent due to rounding.

²⁹ Note: When results refer to AHS Zone comparisons, these results refer to zones in which the site in reference is located and the resident resides.

APPENDIX III: SURVEY MODALITY

The survey type (paper or in-person interview) may affect survey results. This is particularly true for this survey work because the designation of survey type was conditional on characteristics that may have influenced the results, such as CPS. The majority of respondents completed an in-person interview (64 per cent of respondents).

Of the 13 key measures, see Table 1 below, only one survey type difference was statistically significant. Specifically, those who were interviewed had higher scores for the Dimension of Care Resident Environment as compared to those who completed a survey on their own. However, the overall difference was one point and not considered substantive. Therefore, it was decided that the results of both survey types would be combined.

Table 1: Key measures by survey type

| Key Measures | Interview | Self-administered paper survey |
|--------------------------------------|-----------|--------------------------------|
| Overall Care Rating (0 to 10) | 7.8 | 7.8 |
| Propensity to Recommend (%) | 89 | 92 |
| <i>Dimensions of Care (0 to 100)</i> | | |
| Activities | 79 | 81 |
| Choice | 90 | 91 |
| Care and Services | 81 | 83 |
| Relationship with Employees | 91 | 90 |
| Employee Responsiveness | 86 | 85 |
| Communications | 87 | 86 |
| Meals and Dining | 78 | 77 |
| Laundry | 91 | 91 |
| Facility Environment | 91 | 91 |
| Resident Environment | 91 | 90* |
| General Satisfaction | 85 | 85 |

Note: Comparisons were adjusted for gender, age, level of care, length of stay, CPS, and vision score to control for any confounding effects.

* Indicates significant difference at < 0.01

APPENDIX IV: DIFFERENCES BETWEEN 2019 SURVEY AND 2016 SURVEY

Limitations

In interpreting results, there are several important limitations to consider:

- 1. The effect of sample size.** Results become increasingly unreliable as the sample size (i.e., the number of respondents) decreases in relation to the overall population. When giving weight to findings, in particular site-to-site comparisons, readers must consider sample size. To mitigate this, the analyses were limited to sites with reliable sample sizes (145 of 166 sites), defined as: (1) a site with a margin of error of equal to or less than 10 per cent, and (2) a response rate of greater than 50 per cent (for more details, see [Appendix X](#) in the provincial report).
- 2. The effect of services provided.** Given that sites differ in many ways, the survey and its components must also be evaluated relative to the activities and services provided by each site. For example, laundry services may not be a service offered by all sites, or used by all residents within each site. This may limit the applicability of some questions.
- 3. Repeat participants.** In some cases, a resident may have participated in 2016 and 2019. Statistical tests require an assumption that each respondent's result is present only in 2016 or 2019, but not both (independence assumption). To mitigate this, we chose a more conservative criterion for significant differences at $p \leq 0.01$ rather than the more conventional $p \leq 0.05$. In addition, the statistical difference must also persist after conducting the same statistical test limiting the sample to those with a length of stay three years or less (the approximate length between surveys), which eliminates the chance that a resident participated in both survey cycles.
- 4. Changes to the survey tool.** There were a number of changes to the survey protocol and the questionnaire in 2019 to improve the survey process and reliability of the data. While core questions remained identical from the previous iterations of the survey, a few non-core questions were added or removed. For a list of these changes, see [Appendix II, Changes to the questionnaire from 2016](#). This was done in order to improve the relevance and utility of the survey for DSL stakeholders. While these changes do not impact current findings, caution must be employed in interpreting significant differences between survey cycles.

APPENDIX V: CRITERIA FOR SITE INCLUSION 2019

Criteria:

1. Confidentiality: five or more respondents per site.³⁰
2. ≤ 10 per cent margin of error (with finite population correction).
3. Response rate of > 50 per cent.

Of 188 DSL sites, 22 sites were not surveyed for the reasons shown in Table 1 below.

Table 1: Sites not surveyed and reason for exclusion

| AHS Zone | Site name | Reason for exclusion |
|----------|--|---|
| North | Bar V Nook Supportive Living | New site; opened less than one year from the start of data collection |
| North | Points West Living Lac La Biche | New site; opened less than one year from the start of data collection |
| Edmonton | Balwin Villa | SL4-Dementia only |
| Edmonton | CapitalCare McConnell Place North | SL4-Dementia only |
| Edmonton | CapitalCare McConnell Place West | SL4-Dementia only |
| Edmonton | Chartwell Heritage Valley | SL4-Dementia only |
| Edmonton | Edmonton Chinatown Care Centre | Language barrier |
| Edmonton | Edmonton People In Need - Bridgeway 2 | No DSL spaces |
| Edmonton | Good Samaritan Society Stony Plain Care Centre | SL4-Dementia only |
| Edmonton | Kipohtakawmik Elders Lodge | Language barrier |
| Edmonton | Lewis Estates Retirement Residence | SL4-Dementia only |
| Edmonton | Shepherd's Care Greenfield | SL4-Dementia only |
| Edmonton | Wedman Village Homes | SL4-Dementia only |
| Central | Eagle View Lodge | No DSL spaces |
| Central | Memory Lane | SL4-Dementia only |
| Central | Pines Lodge - Piper Creek Foundation | No DSL spaces |
| Central | Points West Living Wetaskiwin | New site; opened less than one year from the start of data collection |
| Calgary | AgeCare Skypointe | New site; opened less than one year from the start of data collection |

³⁰ Public reporting with very few individuals runs the risk of direct or indirect disclosure of a resident's identity.

| AHS Zone | Site name | Reason for exclusion |
|----------|----------------------------------|---|
| Calgary | Prince of Peace Harbour | SL4-Dementia only |
| Calgary | Rocky Ridge Retirement Community | SL4-Dementia only |
| Calgary | Wing Kei Greenview | Language barrier |
| South | Pioneer Lodge | New site; opened less than one year from the start of data collection |

Of the 166 surveyed sites, 145 had at least five surveys collected and met the reporting criteria below: (87 per cent of 166 sites; Table 2):

- 117 met both the margin of error and response rate criteria **labelled in green.**
- 28 met EITHER the margin of error criterion OR response rate criterion **labelled in yellow.**

These sites also accounted for 98 per cent of all respondents (2,805 of 2,857) and 97 per cent of all eligible respondents (4,615 of 4,761). Sites with small sample sizes (i.e., small sites) will inherently have more difficulty meeting confidentiality, response rate, and margin of error criteria.

- 21 did not meet either criterion **labelled in red** and were excluded from public reporting but may still receive an individualized site report.

Table 2: Site inclusion criteria – Included sites

| AHS Zone | Site Name | Response Rate (%) | Margin of Error (%) |
|----------|--|-------------------|---------------------|
| North | Emerald Gardens Retirement Residence | 83 | 3 |
| North | Grande Prairie Care Centre | 58 | 3 |
| North | Mackenzie Place Supportive Living | 63 | 1 |
| North | Manoir du Lac | 80 | 3 |
| North | Points West Living Peace River | 63 | 4 |
| North | Prairie Lake Seniors Community | 78 | 2 |
| North | Shepherd's Care Barrhead | 54 | 3 |
| North | Smithfield Lodge | 52 | 3 |
| Edmonton | CapitalCare Dickinsfield | 69 | 4 |
| Edmonton | CapitalCare Laurier House Lynnwood | 71 | 1 |
| Edmonton | CapitalCare Laurier House Strathcona | 79 | 1 |
| Edmonton | Chartwell Aspen House | 88 | 2 |
| Edmonton | Chartwell Country Cottage Retirement Residence | 61 | 4 |

Table 2: Site inclusion criteria – Included sites (continued)

| AHS Zone | Site Name | Response Rate (%) | Margin of Error (%) |
|----------|--|-------------------|---------------------|
| Edmonton | Chateau Vitaline | 75 | 3 |
| Edmonton | Citadel Mews West | 87 | 1 |
| Edmonton | Copper Sky Lodge | 69 | 1 |
| Edmonton | Devonshire Manor | 71 | 1 |
| Edmonton | Emmanuel Home | 60 | 7 |
| Edmonton | Garneau Hall | 75 | 4 |
| Edmonton | Glastonbury Village (Mews) | 62 | 2 |
| Edmonton | Good Samaritan Society George Hennig Place | 80 | 2 |
| Edmonton | Good Samaritan Society Spruce Grove Centre | 62 | 3 |
| Edmonton | Good Samaritan Society Wedman House | 68 | 2 |
| Edmonton | Laurel Heights Retirement Residence | 52 | 1 |
| Edmonton | Lifestyle Options - Terra Losa | 54 | 3 |
| Edmonton | Lifestyle Options Whitemud | 60 | 3 |
| Edmonton | Our Parents' Home | 56 | 9 |
| Edmonton | Rosedale Estates | 70 | 2 |
| Edmonton | Rutherford Heights Retirement Residence | 55 | 2 |
| Edmonton | Shepherds Care Kensington | 54 | 2 |
| Edmonton | Summerwood Village Retirement Residence | 54 | 6 |
| Edmonton | Tuoi Hac - Golden Age Manor | 57 | 1 |
| Central | Bashaw Meadows | 63 | 3 |
| Central | Bethany Meadows | 74 | 2 |
| Central | Bethany Sylvan Lake | 93 | 2 |
| Central | Century Park | 50 | 7 |
| Central | Clearwater Centre | 82 | 2 |
| Central | Coronation Hospital and Care Centre | 69 | 4 |
| Central | Eckville Manor House | 92 | 2 |
| Central | Extendicare Michener Hill | 57 | 3 |
| Central | Faith House | 64 | 6 |
| Central | Good Samaritan Good Shepherd Lutheran Home | 70 | 1 |
| Central | Hillview Lodge | 55 | 2 |
| Central | Islay Assisted Living | 75 | 3 |
| Central | Park Avenue At Creekside | 67 | 5 |
| Central | Pioneer House | 61 | 4 |
| Central | Points West Living Red Deer | 55 | 2 |
| Central | Points West Living Stettler | 66 | 1 |
| Central | Points West Living Wainwright | 70 | 3 |
| Central | Providence Place | 50 | 7 |
| Central | Royal Oak Manor | 61 | 1 |
| Central | Seasons Drayton Valley | 56 | 4 |
| Central | Seasons Retirement Camrose | 58 | 3 |

Table 2: Site inclusion criteria – Included sites (continued)

| AHS Zone | Site Name | Response Rate (%) | Margin of Error (%) |
|----------|--|-------------------|---------------------|
| Central | Seasons Retirement Olds | 93 | 2 |
| Central | Seasons Retirement Ponoka | 67 | 3 |
| Central | Seasons Retirement Wetaskiwin | 88 | 4 |
| Central | Vegreville Manor | 55 | 7 |
| Central | Sundre Seniors Supportive Living | 75 | 6 |
| Central | Seasons Encore Olds | 64 | 2 |
| Central | Sunset Manor | 58 | 2 |
| Central | Timberstone Mews | 65 | 2 |
| Central | Vermilion Valley Lodge | 67 | 3 |
| Central | Viewpoint | 76 | 3 |
| Central | Villa Marie | 82 | 1 |
| Central | West Park Lodge | 93 | 2 |
| Central | Wetaskiwin Meadows | 78 | 2 |
| Calgary | AgeCare Sagewood | 61 | 1 |
| Calgary | AgeCare Seton | 53 | 1 |
| Calgary | AgeCare Walden Heights | 64 | 0 |
| Calgary | Aspen Ridge Lodge | 71 | 4 |
| Calgary | Bethany Didsbury | 71 | 1 |
| Calgary | Strafford Foundation Tudor Manor | 65 | 1 |
| Calgary | Carewest Colonel Belcher Care Centre | 73 | 2 |
| Calgary | Carewest Nickle House | 86 | 5 |
| Calgary | Eau Claire Retirement Residence | 54 | 3 |
| Calgary | Edgemont Retirement Residence | 50 | 3 |
| Calgary | Evanston Grand Village | 60 | 2 |
| Calgary | Kingsland Terrace | 70 | 2 |
| Calgary | McKenzie Towne Retirement Residence | 92 | 2 |
| Calgary | Millrise Place | 74 | 3 |
| Calgary | Monterey Place | 63 | 1 |
| Calgary | Prince of Peace Manor | 78 | 2 |
| Calgary | Providence Care Centre | 75 | 2 |
| Calgary | Revera Heartland | 79 | 2 |
| Calgary | Sage Hill Retirement Residence | 58 | 3 |
| Calgary | Scenic Acres Retirement Residence | 60 | 5 |
| Calgary | Seasons Retirement High River | 72 | 1 |
| Calgary | Silver Willow Lodge | 71 | 2 |
| Calgary | St. Marguerite Manor | 57 | 1 |
| Calgary | Swan Evergreen Village | 50 | 3 |
| Calgary | Wentworth Manor The Residence | 67 | 2 |
| Calgary | Whitehorn Village Retirement Community | 69 | 2 |
| South | AgeCare Columbia | 64 | 2 |

Table 2: Site inclusion criteria – Included sites (continued)

| AHS Zone | Site Name | Response Rate (%) | Margin of Error (%) |
|----------|--|-------------------|---------------------|
| South | AgeCare Orchard Manor | 62 | 5 |
| South | Chinook Lodge | 93 | 2 |
| South | Clearview Lodge | 88 | 2 |
| South | Cypress View Foundation Medicine Hat | 71 | 1 |
| South | Extendicare Fairmont Park | 60 | 1 |
| South | Golden Acres Lodge | 79 | 2 |
| South | Good Samaritan Society Lee Crest | 80 | 1 |
| South | Good Samaritan Society Linden View | 59 | 2 |
| South | Good Samaritan Society Park Meadows Village | 84 | 1 |
| South | Good Samaritan Society Pincher Creek Vista Village | 68 | 1 |
| South | Good Samaritan Society Prairie Ridge | 73 | 2 |
| South | Good Samaritan Society South Ridge Village | 72 | 3 |
| South | Good Samaritan Society West Highlands | 71 | 1 |
| South | Legacy Lodge | 65 | 1 |
| South | Masterpiece Southland Meadows | 53 | 2 |
| South | Meadow Ridge Seniors Village | 72 | 3 |
| South | Meadowlands Retirement Residence | 67 | 7 |
| South | River Ridge Seniors Village | 75 | 4 |
| South | St. Michael's Health Centre | 80 | 3 |
| South | St. Therese Villa | 66 | 1 |
| South | Sunny South Lodge | 65 | 2 |
| South | Haven Care Centre | 75 | 3 |
| South | Sunrise Gardens | 64 | 2 |
| South | The Wellington Retirement Residence | 77 | 1 |
| North | Edson Healthcare Centre | 46 | 7 |
| North | Heimstaed Lodge | 23 | 6 |
| North | J.B. Wood Continuing Care Centre | 41 | 6 |
| North | Mountain View Centre | 41 | 4 |
| North | Points West Living Cold Lake | 24 | 6 |
| North | Points West Living Slave Lake | 27 | 6 |
| North | Stone Brook | 48 | 3 |
| North | Vilna Lodge | 100 | 25 |
| North | Whispering Pines Seniors Lodge | 36 | 8 |
| Edmonton | Chartwell Griesbach | 41 | 2 |
| Edmonton | Chartwell St. Albert | 45 | 2 |
| Edmonton | Chartwell Wild Rose Cottage | 36 | 8 |
| Edmonton | Grand Manor | 44 | 2 |
| Edmonton | Riverbend Retirement Residence | 42 | 4 |
| Edmonton | Saint Thomas Health Centre | 44 | 1 |
| Edmonton | Salvation Army Grace Manor | 43 | 1 |

Table 2: Site inclusion criteria – Included sites (continued)

| AHS Zone | Site Name | Response Rate (%) | Margin of Error (%) |
|----------|---------------------------------------|-------------------|---------------------|
| Edmonton | Shepherd's Care Vanguard | 43 | 4 |
| Edmonton | Shepherd's Garden | 49 | 2 |
| Edmonton | Sprucewood Place | 32 | 2 |
| Edmonton | St. Albert Retirement Residence | 46 | 4 |
| Edmonton | Villa Marguerite | 44 | 1 |
| Central | Heritage House | 36 | 3 |
| Central | Points West Living Lloydminster | 37 | 3 |
| Calgary | Holy Cross Manor | 46 | 1 |
| Calgary | St. Teresa Place | 47 | 1 |
| South | Good Samaritan Garden Vista | 44 | 5 |
| South | Piyami Place | 100 | 35 |
| South | York Creek Lodge | 100 | 30 |
| North | Pleasant View Lodge | 80 | 10 |
| North | Alpine Summit Seniors Lodge | 40 | 24 |
| North | Parkland Lodge | 25 | 45 |
| North | Spruce View Lodge | 22 | 18 |
| North | Vanderwell Heritage Place | 29 | 21 |
| North | Chateau Lac St. Anne | 50 | 16 |
| North | Elk Point Heritage Lodge | 75 | 15 |
| North | Ridgevalley Seniors Home | 75 | 15 |
| North | St. Paul Abilities Network (S.P.A.N.) | 60 | 16 |
| North | Wildrose Villa | 29 | 10 |
| Edmonton | Lifestyle Options - Riverbend | 57 | 11 |
| Edmonton | West Country Hearth | 100 | 45 |
| Edmonton | Churchill Retirement Community | 0 | N/A |
| Edmonton | Lifestyle Options - Leduc | 33 | 14 |
| Central | Chateau Three Hills | 17 | 16 |
| Central | Serenity House | 0 | N/A |
| South | Pleasant View Lodge - Bow Island | 80 | 10 |
| South | AgeCare Valleyview | 20 | 39 |
| South | Leisure Way | 17 | 35 |
| South | Piyami Lodge | 75 | 15 |
| South | Prairie Rose Lodge | 40 | 11 |

APPENDIX VI: 2019 RESPONDENT CHARACTERISTICS

Data obtained from the *Resident Assessment Instrument* (RAI) (for example gender, age, Cognitive Performance Scale, vision score, and length of stay) was independent of survey data obtained from the Ohio survey instrument tool. Nearly all residents who were deemed eligible for the survey had a completed RAI. This allowed for comparisons between resident respondents and non-respondents (residents who were deemed eligible for the survey but did not participate in the DSL survey) on those variables included in the RAI. The purpose of the following analyses is to explore whether respondents are representative of the population of eligible residents.

Detailed results for each attribute are reported in the following pages. Variables included are:

- gender
- age
- RAI Cognitive Performance Scale (0 to 6)
- vision score (0 to 4)
- length of stay

There were no significant differences between respondents and non-respondents with respect to age, gender, and vision score. Median length of stay was longer for non-respondents compared to respondents. As expected, non-respondents were more cognitively impaired than respondents.

Table 1: Respondent demographics

| | Respondent | Non-respondent | Significant difference |
|------------------------------|------------|----------------|------------------------|
| Gender (% Female) | 66 | 66 | No |
| Age (average age in years) | 81 years | 81 years | No |
| CPS Score (average score) | 1.3 | 1.6 | Yes |
| Vision Score (average score) | 0.4 | 0.4 | No |
| Length of stay (median) | 740 days | 835 days | Yes |

Respondent characteristics and differences in Overall Care Ratings

The Overall Care Rating (a score from 0 to 10) was compared to select respondent characteristics. Two-level categories such as gender (Male/Female) were assessed using t-tests at an alpha of 0.01 and further supported by a non-parametric rank sum test.

Table 2: Respondent characteristics and differences in Overall Care Ratings

| | Significant differences in Overall Care Rating |
|---|---|
| Gender | Female respondents had higher Overall Care Ratings than male respondents (7.9 versus 7.7, respectively, $p < 0.01$). |
| Age (dichotomized at the median 84 years) | Respondents below the median age of 84 years had lower Overall Care Ratings than respondents over the median age (7.7 versus 7.9, respectively, $p < 0.01$). |
| CPS Score (dichotomized at 0 and 1 vs. 2,3,4) | Respondents with CPS of 0 and 1 had lower Overall Care Ratings than respondents with CPS 2, 3 or 4 (7.7 versus 7.9, respectively, $p < 0.01$). |
| Vision Score (dichotomized at 0 to 2 vs 3 to 4) | Not significant. |
| Length of stay (dichotomized at the median of 740 days) | Not significant. |

Length of stay

Length of stay is defined as the amount of time in days a resident resided in a site shortly before survey delivery (May 2019). Admission dates (or days since admission to a site) were captured from administrative data. The median length of stay for residents was approximately 740 days for the residents who completed the survey.

The association between length of stay and Dimensions of Care were subsequently explored. Generally, residents did not differ in key measures based on their length of stay. Any differences that were statistically significant were small.

Table 3: Resident length of stay

| Dimensions of Care | Linear association | Below median of 740 days | Above median of 740 days | Significant difference at the median |
|-----------------------------|-----------------------------------|--------------------------|--------------------------|--------------------------------------|
| Activities | Longer the stay, higher the score | 79 | 80 | No |
| Choice | Not significant | 90 | 90 | No |
| Care and Services | Not significant | 82 | 82 | No |
| Relationship with Employees | Longer the stay, lower the score | 91 | 90 | Yes |
| Employee Responsiveness | Not significant | 86 | 85 | No |
| Communications | Not significant | 86 | 86 | No |
| Meals and Dining | Not significant | 77 | 77 | No |
| Laundry | Not significant | 92 | 90 | No |
| Facility Environment | Not significant | 91 | 91 | No |
| Resident Environment | Not significant | 91 | 91 | No |
| General Satisfaction | Not significant | 84 | 85 | No |

APPENDIX VII: 2019 SITE RESULTS

Overall Care Rating

The Overall Care Rating is a single item intended to reflect a resident's overall opinion about the site and asks: *Using any number from 0 to 10, where 0 is the worst and 10 is the best...Overall, what number would you use to rate your home?*

In 2019, the average Overall Care Rating for the 145 eligible sites was 7.8 out of 10 and individual site averages ranged from 6.0 to 9.3 out of 10.

Table 1 below summarizes the 2019 site-level Overall Care Ratings and change in score from 2016 by AHS Zone (N = 145 sites).

- When the **Change from the 2016 survey** is shaded **GREEN** this indicates that the 2019 score is statistically significantly HIGHER than the 2016 score.
- When the **Change from the 2016 survey** is shaded **ORANGE** this indicates that the 2019 score is statistically significantly LOWER than the 2016 score.
- No shade: 2019 and 2016 scores do not significantly differ.
- "---" 2016 result unavailable.

Table 1: Overall Care Rating

| North Zone (N = 17 sites) | 2019 Results | | Change from 2016 |
|--------------------------------------|--------------|------------|------------------|
| | N | Average | |
| Heimstaed Lodge | 6 | 9.2 | --- |
| Points West Living Slave Lake | 6 | 8.5 | --- |
| Vilna Lodge | 10 | 8.4 | --- |
| Stone Brook | 13 | 8.4 | +0.7 |
| Grande Prairie Care Centre | 15 | 8.3 | --- |
| Smithfield Lodge | 11 | 8.2 | +0.5 |
| Shepherd's Care Barrhead | 12 | 8.0 | +1.9 |
| ALBERTA AVERAGE | --- | 7.8 | --- |
| NORTH ZONE AVERAGE | --- | 7.7 | --- |
| Mackenzie Place Supportive Living | 30 | 7.7 | --- |
| Whispering Pines Seniors Lodge | 5 | 7.6 | --- |
| Prairie Lake Seniors Community | 18 | 7.6 | --- |
| Emerald Gardens Retirement Residence | 10 | 7.4 | -0.4 |
| Points West Living Cold Lake | 6 | 7.2 | --- |
| Manoir du Lac | 9 | 7.1 | --- |
| Points West Living Peace River | 10 | 7.1 | -0.7 |
| Edson Healthcare Centre | 5 | 6.8 | --- |
| Hinton Continuing Care Centre | 11 | 6.7 | --- |
| J.B. Wood Continuing Care Centre | 6 | 6.3 | --- |

Table 2: Overall Care Rating (continued)

| Edmonton Zone (N = 36 sites) | 2019 Results | | Change from 2016 |
|--|--------------|------------|------------------|
| | N | Average | |
| CapitalCare Dickinsfield | 9 | 9.3 | --- |
| Emmanuel Home | 5 | 8.6 | +0.7 |
| Our Parents' Home | 5 | 8.6 | --- |
| Good Samaritan Society George Hennig Place | 19 | 8.5 | +0.6 |
| Shepherd's Garden | 16 | 8.5 | +0.6 |
| Lifestyle Options Whitemud | 12 | 8.4 | +0.5 |
| Devonshire Manor | 23 | 8.3 | +0.1 |
| Good Samaritan Society Spruce Grove Centre | 12 | 8.3 | +0.2 |
| Glastonbury Village (Mews) | 21 | 8.2 | +0.7 |
| Tuoi Hac - Golden Age Manor | 26 | 8.2 | +0.6 |
| Copper Sky Lodge | 50 | 8.1 | +0.5 |
| Chartwell Country Cottage Retirement Residence | 11 | 8.1 | +0.3 |
| Chateau Vitaline | 12 | 8.0 | -1.1 |
| Chartwell St. Albert | 22 | 8.0 | +0.5 |
| Citadel Mews West | 30 | 7.9 | -0.1 |
| Chartwell Aspen House | 14 | 7.9 | +0.3 |
| Grand Manor | 22 | 7.9 | --- |
| CapitalCare Laurier House Strathcona | 25 | 7.8 | +0.2 |
| ALBERTA AVERAGE | --- | 7.8 | --- |
| EDMONTON ZONE AVERAGE | --- | 7.8 | --- |
| Saint Thomas Health Centre | 35 | 7.8 | +0.5 |
| St. Albert Retirement Residence | 10 | 7.8 | --- |
| Laurel Heights Retirement Residence | 31 | 7.7 | +1.0 |
| Rosedale Estates | 20 | 7.7 | -0.3 |
| Garneau Hall | 9 | 7.7 | -0.1 |
| CapitalCare Laurier House Lynnwood | 38 | 7.6 | -0.1 |
| Rutherford Heights Retirement Residence | 23 | 7.5 | --- |
| Chartwell Wild Rose Retirement Residence | 2 | 7.5 | -0.3 |
| Lifestyle Options - Terra Rosa | 14 | 7.4 | -0.7 |
| Salvation Army Grace Manor | 28 | 7.3 | -0.5 |
| Chartwell Griesbach | 25 | 7.3 | -0.6 |
| Good Samaritan Society Wedman House | 17 | 7.2 | -0.5 |
| Riverbend Retirement Residence | 10 | 7.2 | -0.2 |
| Sprucewood Place | 21 | 7.2 | +1.1 |
| Shepherd's Care Vanguard | 10 | 7.1 | --- |
| Shepherds Care Kensington | 21 | 7.0 | -0.5 |
| Summerwood Village Retirement Residence | 6 | 7.0 | -1.1 |
| Villa Marguerite | 49 | 6.8 | +0.7 |

Table 3: Overall Care Rating (continued)

| Central Zone (N = 36 sites) | 2019 Results | | Change from 2016 |
|--|--------------|------------|------------------|
| | N | Average | |
| Eckville Manor House | 11 | 8.8 | --- |
| Vermilion Valley Lodge | 14 | 8.7 | +1.1 |
| West Park Lodge | 13 | 8.6 | -0.2 |
| Century Park | 4 | 8.5 | --- |
| Pioneer House | 11 | 8.5 | --- |
| Hillview Lodge | 17 | 8.4 | --- |
| Points West Living Lloydminster | 13 | 8.4 | --- |
| Bashaw Meadows | 15 | 8.3 | +0.5 |
| Sundre Seniors Supportive Living | 6 | 8.3 | --- |
| Wetaskiwin Meadows | 14 | 8.2 | -0.3 |
| Timberstone Mews | 20 | 8.2 | --- |
| Providence Place | 6 | 8.2 | -0.7 |
| Bethany Meadows | 17 | 8.1 | --- |
| Park Avenue At Creekside | 8 | 8.0 | --- |
| Coronation Hospital and Care Centre | 11 | 8.0 | +0.3 |
| Points West Living Stettler | 29 | 7.9 | +0.4 |
| Seasons Retirement Wetaskiwin | 7 | 7.9 | -1.1 |
| Islay Assisted Living | 12 | 7.8 | -0.3 |
| ALBERTA AVERAGE | --- | 7.8 | --- |
| Seasons Retirement Camrose | 14 | 7.8 | -0.3 |
| Royal Oak Manor | 27 | 7.8 | +0.1 |
| CENTRAL ZONE AVERAGE | --- | 7.8 | --- |
| Seasons Encore Olds | 15 | 7.7 | --- |
| Good Samaritan Good Shepherd Lutheran Home | 26 | 7.6 | +0.5 |
| Sunset Manor | 21 | 7.6 | -0.6 |
| Points West Living Wainwright | 14 | 7.6 | -1.4 |
| Extendicare Michener Hill | 16 | 7.3 | -0.2 |
| Seasons Retirement Olds | 13 | 7.3 | +0.1 |
| Heritage House | 10 | 7.3 | +0.4 |
| Clearwater Centre | 18 | 7.3 | -0.1 |
| Seasons Retirement Ponoka | 12 | 7.3 | -1.0 |
| Bethany Sylvan Lake | 13 | 7.2 | -1.6 |
| Faith House | 7 | 7.1 | --- |
| Points West Living Red Deer | 20 | 7.1 | --- |
| Viewpoint | 11 | 7.0 | -1.0 |
| Villa Marie | 39 | 6.9 | -0.5 |
| Seasons Drayton Valley | 8 | 6.9 | +0.3 |
| Vegreville Manor | 5 | 6.0 | -0.7 |

Table 4: Overall Care Rating (continued)

| Calgary Zone (N = 28 sites) | 2019 Results | | Change from 2016 |
|--|--------------|------------|------------------|
| | N | Average | |
| Carewest Colonel Belcher Care Centre | 16 | 8.6 | +0.7 |
| Aspen Ridge Lodge | 9 | 8.6 | -0.3 |
| Prince of Peace Manor | 14 | 8.4 | +0.6 |
| McKenzie Towne Retirement Residence | 12 | 8.3 | -1.1 |
| Wentworth Manor The Residence | 17 | 8.3 | +0.3 |
| St. Marguerite Manor | 27 | 8.3 | +0.4 |
| Strafford Foundation Tudor Manor | 47 | 8.1 | -0.1 |
| Evanston Grand Village | 23 | 8.1 | +0.0 |
| Silver Willow Lodge | 16 | 8.1 | -0.1 |
| Seasons Retirement High River | 34 | 8.1 | +0.8 |
| AgeCare Sagewood | 27 | 8.0 | +0.6 |
| Kingsland Terrace | 16 | 8.0 | +2.0 |
| Scenic Acres Retirement Residence | 8 | 8.0 | 0.0 |
| Eau Claire Retirement Residence | 13 | 7.9 | --- |
| CALGARY ZONE AVERAGE | --- | 7.9 | --- |
| Providence Care Centre | 15 | 7.9 | --- |
| Carewest Nickle House | 6 | 7.8 | -0.0 |
| Swan Evergreen Village | 12 | 7.8 | --- |
| ALBERTA AVERAGE | --- | 7.8 | --- |
| Revera Heartland | 21 | 7.8 | -0.2 |
| AgeCare Seton | 76 | 7.8 | -0.3 |
| Whitehorn Village Retirement Community | 19 | 7.8 | +0.2 |
| Bethany Didsbury | 34 | 7.7 | -0.5 |
| Sage Hill Retirement Residence | 15 | 7.7 | --- |
| Monterey Place | 25 | 7.6 | +0.4 |
| Holy Cross Manor | 27 | 7.6 | -0.1 |
| St. Teresa Place | 55 | 7.5 | --- |
| AgeCare Walden Heights | 87 | 7.5 | -0.4 |
| Edgemont Retirement Residence | 12 | 7.2 | -1.2 |
| Millrise Place | 13 | 6.0 | -1.3 |
| South Zone (N = 28 sites) | 2019 Results | | Change from 2016 |
| | N | Average | |
| Chinook Lodge | 12 | 8.8 | +0.5 |
| Clearview Lodge | 14 | 8.6 | +1.0 |
| Good Samaritan Garden Vista | 7 | 8.6 | -0.4 |
| Good Samaritan Society West Highlands | 44 | 8.5 | +0.1 |
| Sunny South Lodge | 23 | 8.5 | +1.0 |
| Cypress View Foundation Medicine Hat | 25 | 8.3 | -0.6 |
| Good Samaritan Society Lee Crest | 27 | 8.3 | +0.7 |

Table 5: Overall Care Rating (continued)

| | | | |
|--|------------|------------|------------|
| AgeCare Orchard Manor | 8 | 8.3 | 0.0 |
| Masterpiece Southland Meadows | 17 | 8.2 | --- |
| Golden Acres Lodge | 22 | 8.2 | +0.6 |
| Good Samaritan Society Prairie Ridge | 21 | 8.1 | -0.5 |
| River Ridge Seniors Village | 9 | 8.1 | -0.5 |
| Haven Care Centre | 12 | 8.1 | 0.0 |
| SOUTH ZONE AVERAGE | --- | 8.0 | --- |
| Good Samaritan Society Pincher Creek Vista Village | 27 | 7.9 | -0.4 |
| The Wellington Retirement Residence | 26 | 7.9 | +0.1 |
| Good Samaritan Society South Ridge Village | 13 | 7.9 | -0.5 |
| Extendicare Fairmont Park | 37 | 7.9 | -0.3 |
| York Creek Lodge | 7 | 7.9 | +0.5 |
| ALBERTA AVERAGE | --- | 7.8 | --- |
| AgeCare Sunrise Gardens | 25 | 7.8 | --- |
| Legacy Lodge | 52 | 7.6 | -0.7 |
| St. Therese Villa | 54 | 7.6 | -0.3 |
| Piyami Place | 5 | 7.6 | -0.8 |
| Good Samaritan Society Park Meadows Village | 31 | 7.5 | -0.7 |
| St. Michael's Health Centre | 12 | 7.5 | --- |
| Meadow Ridge Seniors Village | 13 | 7.5 | -1.0 |
| Good Samaritan Society Linden View | 22 | 7.4 | -1.4 |
| Meadowlands Retirement Residence | 6 | 7.3 | 0.0 |
| AgeCare Columbia | 24 | 7.2 | -0.0 |

Note: Categorical decision rules based on the average extend beyond the first decimal place. In the event of a tie, the lower limit of the confidence interval was used as a sorting criterion from highest to lowest among ties.

Propensity to Recommend

An important indicator of the quality of a site is whether a resident would recommend the site to someone needing DSL care. For this reason, Q50 in the Dimension of Care General Satisfaction is presented in this section separately, and asks: *Would you recommend this place to a family member or friend? Yes or No?*

The four possible responses to this question were collapsed into a Yes or No response, and represent the Propensity to Recommend percentage (i.e., the percentage of residents who said *Yes* they would recommend their site):

| YES | NO |
|----------------|-----------------|
| Yes, always | No, hardly ever |
| Yes, sometimes | No, never |

In 2019, the average Propensity to Recommend percentage for the 145 eligible sites was 90 out of 100 per cent, and individual site averages ranged from 55 to 100 out of 100.

Table 2 below summarizes the 2019 site-level Propensity to Recommend averages and change in score from 2016 by AHS Zone (N = 145 sites).

- When the **Change from the 2016 survey** is shaded **GREEN** this indicates that the 2019 score is statistically significantly HIGHER than the 2016 score.
- When the **Change from the 2016 survey** is shaded **ORANGE** this indicates that the 2019 score is statistically significantly LOWER than the 2016 score.
- No shade: 2019 and 2016 scores do not significantly differ.
- "---" 2016 result unavailable.

Table 2: Propensity to Recommend

| North Zone (N = 17 sites) | 2019 Results | | Change from 2016 |
|--------------------------------|--------------|-----------|------------------|
| | N | Average | |
| Heimstaed Lodge | 5 | 100 | --- |
| Vilna Lodge | 10 | 100 | --- |
| Stone Brook | 12 | 100 | +17 |
| Points West Living Slave Lake | 6 | 100 | --- |
| Smithfield Lodge | 11 | 100 | +11 |
| Shepherd's Care Barrhead | 14 | 93 | +13 |
| Grande Prairie Care Centre | 14 | 93 | --- |
| ALBERTA AVERAGE | --- | 90 | --- |
| Prairie Lake Seniors Community | 20 | 90 | --- |
| Points West Living Peace River | 10 | 90 | -2 |
| Hinton Continuing Care Centre | 10 | 90 | --- |
| NORTH ZONE AVERAGE | --- | 89 | --- |

Table 2: Propensity to Recommend (continued)

| Emerald Gardens Retirement Residence | 8 | 88 | -3 |
|--|--------------|-----------|------------------|
| Manoir du Lac | 12 | 83 | --- |
| Points West Living Cold Lake | 6 | 83 | --- |
| Mackenzie Place Supportive Living | 28 | 82 | --- |
| Whispering Pines Seniors Lodge | 5 | 80 | --- |
| Edson Healthcare Centre | 5 | 80 | --- |
| J.B. Wood Continuing Care Centre | 5 | 60 | --- |
| Edmonton Zone (N = 36 sites) | 2019 Results | | Change from 2016 |
| | N | Average | |
| Our Parents' Home | 5 | 100 | --- |
| Lifestyle Options Whitemud | 12 | 100 | +11 |
| Chartwell Wild Rose Retirement Residence | 5 | 100 | 0 |
| Riverbend Retirement Residence | 10 | 100 | +8 |
| CapitalCare Laurier House Strathcona | 26 | 100 | 0 |
| Chartwell Country Cottage Retirement Residence | 10 | 100 | +12 |
| Tuoi Hac - Golden Age Manor | 26 | 100 | +15 |
| Rosedale Estates | 20 | 100 | 0 |
| Laurel Heights Retirement Residence | 29 | 100 | +24 |
| Chartwell St. Albert | 21 | 95 | +6 |
| Glastonbury Village (Mews) | 19 | 95 | +1 |
| Shepherd's Garden | 17 | 94 | +1 |
| Copper Sky Lodge | 51 | 94 | -0 |
| Saint Thomas Health Centre | 34 | 94 | +5 |
| Devonshire Manor | 27 | 93 | +3 |
| Lifestyle Options - Terra Rosa | 13 | 92 | -8 |
| Chartwell Aspen House | 12 | 92 | -8 |
| CapitalCare Laurier House Lynnwood | 36 | 92 | -3 |
| Good Samaritan Society Spruce Grove Centre | 11 | 91 | -9 |
| Chateau Vitaline | 11 | 91 | -3 |
| ALBERTA AVERAGE | --- | 90 | --- |
| Citadel Mews West | 30 | 90 | -7 |
| St. Albert Retirement Residence | 10 | 90 | --- |
| EDMONTON ZONE AVERAGE | --- | 90 | --- |
| Good Samaritan Society George Hennig Place | 19 | 89 | -3 |
| Garneau Hall | 9 | 89 | 0 |
| CapitalCare Dickinsfield | 8 | 88 | --- |
| Rutherford Heights Retirement Residence | 22 | 86 | --- |
| Shepherds Care Kensington | 21 | 86 | -4 |
| Emmanuel Home | 6 | 83 | -8 |
| Chartwell Griesbach | 24 | 83 | -8 |
| Good Samaritan Society Wedman House | 15 | 80 | -5 |

Table 2: Propensity to Recommend (continued)

| Shepherd's Care Vanguard | 10 | 80 | --- |
|--|--------------|-----------|------------------|
| Grand Manor | 20 | 80 | --- |
| Sprucewood Place | 20 | 75 | +8 |
| Villa Marguerite | 49 | 69 | +19 |
| Salvation Army Grace Manor | 29 | 69 | -10 |
| Summerwood Village Retirement Residence | 6 | 67 | -33 |
| Central Zone (N = 36 sites) | 2019 Results | | Change from 2016 |
| | N | Average | |
| Century Park | 5 | 100 | --- |
| Sundre Seniors Supportive Living | 6 | 100 | --- |
| Eckville Manor House | 11 | 100 | --- |
| Pioneer House | 11 | 100 | --- |
| Providence Place | 5 | 100 | 0 |
| Vegreville Manor | 5 | 100 | +17 |
| Islay Assisted Living | 11 | 100 | 0 |
| West Park Lodge | 13 | 100 | 0 |
| Seasons Retirement Wetaskiwin | 7 | 100 | +18 |
| Good Samaritan Good Shepherd Lutheran Home | 24 | 96 | +11 |
| Timberstone Mews | 20 | 95 | --- |
| Points West Living Red Deer | 19 | 95 | --- |
| Hillview Lodge | 17 | 94 | --- |
| Seasons Encore Olds | 15 | 93 | --- |
| Bashaw Meadows | 13 | 92 | +5 |
| Vermilion Valley Lodge | 13 | 92 | +2 |
| Royal Oak Manor | 26 | 92 | +3 |
| Points West Living Wainwright | 12 | 92 | -8 |
| Points West Living Lloydminster | 11 | 91 | --- |
| Bethany Sylvan Lake | 11 | 91 | -9 |
| ALBERTA AVERAGE | --- | 90 | --- |
| Points West Living Stettler | 28 | 89 | -2 |
| CENTRAL ZONE AVERAGE | --- | 88 | --- |
| Extendicare Michener Hill | 16 | 88 | -13 |
| Wetaskiwin Meadows | 14 | 86 | -14 |
| Seasons Retirement Camrose | 14 | 86 | -9 |
| Villa Marie | 33 | 85 | -0 |
| Bethany Meadows | 19 | 84 | --- |
| Park Avenue At Creekside | 6 | 83 | --- |
| Clearwater Centre | 17 | 82 | -9 |
| Coronation Hospital and Care Centre | 11 | 82 | 0 |
| Sunset Manor | 21 | 81 | -19 |
| Viewpoint | 10 | 80 | 0 |

Table 2: Propensity to Recommend (continued)

| Seasons Drayton Valley | 9 | 78 | +3 |
|--|--------------|-----------|------------------|
| Heritage House | 12 | 75 | -14 |
| Faith House | 7 | 71 | --- |
| Seasons Retirement Olds | 11 | 55 | -33 |
| Seasons Retirement Ponoka | 11 | 55 | -45 |
| Calgary Zone (N = 28 sites) | 2019 Results | | Change from 2016 |
| | N | Average | |
| Prince of Peace Manor | 12 | 100 | +7 |
| Whitehorn Village Retirement Community | 19 | 100 | +5 |
| Scenic Acres Retirement Residence | 9 | 100 | 0 |
| Bethany Didsbury | 30 | 97 | +1 |
| St. Marguerite Manor | 25 | 96 | +1 |
| Holy Cross Manor | 25 | 96 | +11 |
| Evanston Grand Village | 21 | 95 | +6 |
| Revera Heartland | 19 | 95 | +6 |
| Seasons Retirement High River | 34 | 94 | +8 |
| Carewest Colonel Belcher Care Centre | 16 | 94 | -6 |
| Wentworth Manor The Residence | 16 | 94 | -2 |
| Sage Hill Retirement Residence | 15 | 93 | --- |
| Silver Willow Lodge | 14 | 93 | -7 |
| AgeCare Sagewood | 26 | 92 | -5 |
| Strafford Foundation Tudor Manor | 48 | 92 | -3 |
| McKenzie Towne Retirement Residence | 12 | 92 | -8 |
| Monterey Place | 23 | 91 | +7 |
| AgeCare Walden Heights | 77 | 91 | -1 |
| CALGARY ZONE AVERAGE | --- | 91 | --- |
| ALBERTA AVERAGE | --- | 90 | --- |
| Swan Evergreen Village | 10 | 90 | --- |
| Eau Claire Retirement Residence | 10 | 90 | --- |
| AgeCare Seton | 69 | 90 | -8 |
| Aspen Ridge Lodge | 9 | 89 | -11 |
| Kingsland Terrace | 15 | 87 | +49 |
| St. Teresa Place | 52 | 87 | --- |
| Carewest Nickle House | 6 | 83 | -2 |
| Edgemont Retirement Residence | 11 | 82 | -12 |
| Providence Care Centre | 14 | 79 | --- |
| Millrise Place | 12 | 58 | -14 |
| South Zone (N = 28 sites) | 2019 Results | | Change from 2016 |
| | N | Average | |
| Chinook Lodge | 13 | 100 | +11 |
| Sunny South Lodge | 20 | 100 | +9 |

Table 2: Propensity to Recommend (continued)

| | | | |
|--|------------|-----------|------------|
| AgeCare Orchard Manor | 8 | 100 | 0 |
| Good Samaritan Garden Vista | 7 | 100 | 0 |
| Masterpiece Southland Meadows | 17 | 100 | --- |
| Haven Care Centre | 11 | 100 | 0 |
| Good Samaritan Society Prairie Ridge | 21 | 100 | +6 |
| Clearview Lodge | 14 | 100 | 0 |
| Golden Acres Lodge | 21 | 100 | +11 |
| Piyami Place | 5 | 100 | +20 |
| Good Samaritan Society Pincher Creek Vista Village | 26 | 96 | +6 |
| Good Samaritan Society West Highlands | 45 | 96 | -1 |
| Extendicare Fairmont Park | 33 | 94 | -6 |
| Good Samaritan Society Park Meadows Village | 30 | 93 | -7 |
| SOUTH ZONE AVERAGE | --- | 93 | --- |
| Good Samaritan Society South Ridge Village | 13 | 92 | +1 |
| The Wellington Retirement Residence | 25 | 92 | -2 |
| Cypress View Foundation Medicine Hat | 24 | 92 | -8 |
| AgeCare Sunrise Gardens | 22 | 91 | --- |
| St. Therese Villa | 51 | 90 | +1 |
| ALBERTA AVERAGE | --- | 90 | --- |
| Legacy Lodge | 50 | 90 | -8 |
| Good Samaritan Society Lee Crest | 27 | 89 | -0 |
| River Ridge Seniors Village | 9 | 89 | -11 |
| York Creek Lodge | 7 | 86 | +6 |
| Good Samaritan Society Linden View | 21 | 86 | -9 |
| Meadow Ridge Seniors Village | 13 | 85 | -5 |
| Meadowlands Retirement Residence | 6 | 83 | -17 |
| AgeCare Columbia | 22 | 77 | +1 |
| St. Michael's Health Centre | 12 | 75 | --- |

Note: Categorical decision rules based on the average extend beyond the first decimal place. In the event of a tie, sites are presented by the percentage who answered *Yes, Always* from highest to lowest and if there was still a tie at this level sites are presented by their Overall Care Ratings from highest to lowest.

Dimension of Care: Facility Environment

In 2019, the average Facility Environment score for the 145 eligible sites was 91 out of 100, and individual site averages ranged from 81 to 99 out of 100.

Table 3 below summarizes the 2019 site-level Facility Environment averages and change in score from 2016 by AHS Zone (N = 145 sites).

- When the **Change from the 2016 survey** is shaded **GREEN** this indicates that the 2019 score is statistically significantly HIGHER than the 2016 score.
- When the **Change from the 2016 survey** is shaded **ORANGE** this indicates that the 2019 score is statistically significantly LOWER than the 2016 score.
- No shade: 2019 and 2016 scores do not significantly differ.
- "---" 2016 result unavailable.

Table 3: Facility Environment

| North Zone (N = 17 sites) | 2019 Results | | Change from 2016 |
|--------------------------------------|--------------|-----------|------------------|
| | N | Average | |
| Heimstaed Lodge | 5 | 97 | --- |
| Vilna Lodge | 10 | 96 | --- |
| Whispering Pines Seniors Lodge | 5 | 96 | --- |
| Manoir du Lac | 12 | 94 | --- |
| Stone Brook | 13 | 93 | +4 |
| Smithfield Lodge | 12 | 91 | +1 |
| ALBERTA AVERAGE | --- | 91 | --- |
| Mackenzie Place Supportive Living | 30 | 91 | --- |
| Shepherd's Care Barrhead | 13 | 91 | +1 |
| NORTH ZONE AVERAGE | --- | 90 | --- |
| Grande Prairie Care Centre | 15 | 90 | --- |
| Points West Living Slave Lake | 6 | 90 | --- |
| Edson Healthcare Centre | 6 | 90 | --- |
| Points West Living Peace River | 10 | 88 | -6 |
| Prairie Lake Seniors Community | 21 | 88 | --- |
| Points West Living Cold Lake | 6 | 85 | --- |
| Emerald Gardens Retirement Residence | 8 | 85 | -5 |
| J.B. Wood Continuing Care Centre | 7 | 84 | --- |
| Hinton Continuing Care Centre | 11 | 82 | --- |

Table 3: Facility Environment (continued)

| Edmonton Zone (N = 36 sites) | 2019 Results | | Change from 2016 |
|--|--------------|-----------|------------------|
| | N | Average | |
| Our Parents' Home | 5 | 97 | --- |
| Chartwell Country Cottage Retirement Residence | 11 | 96 | +7 |
| Riverbend Retirement Residence | 11 | 95 | +5 |
| Good Samaritan Society George Hennig Place | 20 | 95 | +2 |
| Chartwell Wild Rose Retirement Residence | 5 | 95 | -2 |
| Tuoi Hac - Golden Age Manor | 28 | 94 | +4 |
| Citadel Mews West | 33 | 94 | +0 |
| Shepherds Care Kensington | 22 | 94 | +4 |
| Good Samaritan Society Spruce Grove Centre | 13 | 94 | +3 |
| Shepherd's Garden | 16 | 93 | +2 |
| Shepherd's Care Vanguard | 10 | 93 | --- |
| St. Albert Retirement Residence | 11 | 93 | --- |
| Devonshire Manor | 27 | 93 | +0 |
| Copper Sky Lodge | 53 | 93 | +0 |
| CapitalCare Laurier House Strathcona | 27 | 92 | +1 |
| Glastonbury Village (Mews) | 21 | 92 | +2 |
| Chartwell St. Albert | 21 | 92 | +3 |
| Laurel Heights Retirement Residence | 32 | 92 | +1 |
| ALBERTA AVERAGE | --- | 91 | --- |
| Good Samaritan Society Wedman House | 16 | 91 | +0 |
| Emmanuel Home | 6 | 91 | -5 |
| Rutherford Heights Retirement Residence | 24 | 91 | --- |
| EDMONTON ZONE AVERAGE | --- | 91 | --- |
| Rosedale Estates | 21 | 90 | -1 |
| CapitalCare Laurier House Lynnwood | 38 | 90 | -3 |
| Saint Thomas Health Centre | 36 | 89 | +2 |
| Lifestyle Options Whitemud | 12 | 89 | +3 |
| Grand Manor | 22 | 89 | --- |
| Lifestyle Options - Terra Rosa | 15 | 89 | -7 |
| Salvation Army Grace Manor | 30 | 87 | -3 |
| Chateau Vitaline | 12 | 87 | -9 |
| Garneau Hall | 8 | 86 | -5 |
| Chartwell Aspen House | 14 | 86 | -6 |
| Chartwell Griesbach | 26 | 85 | -6 |
| Sprucewood Place | 21 | 85 | +5 |
| Summerwood Village Retirement Residence | 7 | 85 | -11 |
| Villa Marguerite | 52 | 83 | +6 |
| CapitalCare Dickinsfield | 9 | 81 | --- |

Table 3: Facility Environment (continued)

| Central Zone (N = 36 sites) | 2019 Results | | Change from 2016 |
|--|--------------|-----------|------------------|
| | N | Average | |
| Century Park | 6 | 99 | --- |
| Vermilion Valley Lodge | 14 | 98 | +7 |
| Pioneer House | 10 | 97 | --- |
| Providence Place | 6 | 96 | +0 |
| Eckville Manor House | 11 | 95 | --- |
| Vegreville Manor | 6 | 95 | +16 |
| Seasons Retirement Wetaskiwin | 7 | 95 | +1 |
| Hillview Lodge | 18 | 95 | --- |
| Park Avenue At Creekside | 8 | 94 | --- |
| West Park Lodge | 13 | 94 | -1 |
| Points West Living Wainwright | 14 | 93 | -5 |
| Extendicare Michener Hill | 15 | 93 | +5 |
| Points West Living Lloydminster | 12 | 93 | --- |
| Clearwater Centre | 18 | 92 | -3 |
| Bashaw Meadows | 15 | 92 | +2 |
| Sundre Seniors Supportive Living | 6 | 92 | --- |
| Wetaskiwin Meadows | 13 | 92 | +2 |
| Islay Assisted Living | 12 | 92 | -6 |
| Seasons Drayton Valley | 9 | 92 | +8 |
| Royal Oak Manor | 27 | 91 | +3 |
| ALBERTA AVERAGE | --- | 91 | --- |
| CENTRAL ZONE AVERAGE | --- | 91 | --- |
| Points West Living Stettler | 28 | 91 | +1 |
| Heritage House | 12 | 91 | +5 |
| Coronation Hospital and Care Centre | 10 | 91 | +2 |
| Seasons Retirement Camrose | 15 | 89 | -4 |
| Seasons Retirement Ponoka | 12 | 89 | -10 |
| Viewpoint | 13 | 89 | +7 |
| Bethany Meadows | 19 | 89 | --- |
| Faith House | 7 | 89 | --- |
| Timberstone Mews | 20 | 88 | --- |
| Seasons Encore Olds | 15 | 88 | --- |
| Villa Marie | 39 | 88 | -3 |
| Seasons Retirement Olds | 13 | 86 | -4 |
| Good Samaritan Good Shepherd Lutheran Home | 27 | 85 | -1 |
| Points West Living Red Deer | 20 | 85 | --- |
| Bethany Sylvan Lake | 13 | 82 | -13 |
| Sunset Manor | 21 | 82 | -2 |

Table 3: Facility Environment (continued)

| Calgary Zone (N = 28 sites) | 2019 Results | | Change from 2016 |
|--|--------------|-----------|------------------|
| | N | Average | |
| McKenzie Towne Retirement Residence | 12 | 96 | -3 |
| Providence Care Centre | 13 | 96 | --- |
| Evanston Grand Village | 24 | 96 | +1 |
| Aspen Ridge Lodge | 9 | 95 | -3 |
| Carewest Colonel Belcher Care Centre | 16 | 94 | +0 |
| St. Marguerite Manor | 27 | 94 | +1 |
| Prince of Peace Manor | 14 | 94 | -2 |
| AgeCare Sagewood | 26 | 93 | -1 |
| Revera Heartland | 22 | 93 | -2 |
| AgeCare Seton | 77 | 93 | -1 |
| AgeCare Walden Heights | 88 | 92 | -2 |
| Edgemont Retirement Residence | 14 | 92 | -1 |
| Silver Willow Lodge | 16 | 92 | -5 |
| Holy Cross Manor | 27 | 92 | -0 |
| Whitehorn Village Retirement Community | 19 | 92 | -6 |
| CALGARY ZONE AVERAGE | --- | 92 | --- |
| Eau Claire Retirement Residence | 13 | 91 | --- |
| ALBERTA AVERAGE | --- | 91 | --- |
| Seasons Retirement High River | 35 | 91 | +1 |
| Sage Hill Retirement Residence | 14 | 91 | --- |
| Carewest Nickle House | 6 | 91 | -1 |
| Strafford Foundation Tudor Manor | 50 | 91 | -6 |
| Kingsland Terrace | 16 | 91 | +13 |
| St. Teresa Place | 54 | 90 | --- |
| Bethany Didsbury | 34 | 90 | -5 |
| Wentworth Manor The Residence | 17 | 89 | -4 |
| Scenic Acres Retirement Residence | 9 | 89 | -2 |
| Millrise Place | 13 | 87 | -0 |
| Swan Evergreen Village | 12 | 85 | --- |
| Monterey Place | 26 | 83 | -6 |
| South Zone (N = 28 sites) | 2019 Results | | Change from 2016 |
| | N | Average | |
| Meadowlands Retirement Residence | 5 | 98 | +6 |
| AgeCare Orchard Manor | 8 | 98 | +4 |
| Cypress View Foundation Medicine Hat | 25 | 96 | -2 |
| Good Samaritan Society Prairie Ridge | 22 | 95 | -0 |
| Golden Acres Lodge | 21 | 95 | -1 |
| Good Samaritan Society West Highlands | 46 | 94 | -1 |
| Chinook Lodge | 13 | 94 | +0 |

Table 3: Facility Environment (continued)

| | | | |
|--|------------|-----------|------------|
| Clearview Lodge | 14 | 94 | -1 |
| York Creek Lodge | 7 | 93 | +8 |
| Masterpiece Southland Meadows | 15 | 93 | --- |
| Sunny South Lodge | 24 | 93 | +3 |
| Good Samaritan Society Lee Crest | 28 | 93 | +3 |
| Meadow Ridge Seniors Village | 13 | 93 | +1 |
| SOUTH ZONE AVERAGE | --- | 92 | --- |
| Good Samaritan Garden Vista | 8 | 92 | -3 |
| AgeCare Sunrise Gardens | 25 | 92 | --- |
| Good Samaritan Society Pincher Creek Vista Village | 27 | 92 | +6 |
| River Ridge Seniors Village | 9 | 92 | -1 |
| The Wellington Retirement Residence | 27 | 91 | +2 |
| ALBERTA AVERAGE | --- | 91 | --- |
| Extendicare Fairmont Park | 37 | 91 | -0 |
| Good Samaritan Society South Ridge Village | 12 | 91 | +2 |
| Haven Care Centre | 12 | 91 | +3 |
| St. Therese Villa | 55 | 90 | -0 |
| Piyami Place | 5 | 90 | -3 |
| Legacy Lodge | 53 | 90 | -5 |
| Good Samaritan Society Park Meadows Village | 31 | 90 | -8 |
| St. Michael's Health Centre | 12 | 89 | --- |
| Good Samaritan Society Linden View | 22 | 88 | -2 |
| AgeCare Columbia | 25 | 87 | -2 |

Note: Categorical decision rules based on the average extend beyond the first decimal place. In the event of a tie, sites are presented in order of their Overall Care Rating from highest to lowest.

Dimension of Care: Resident Environment

In 2019, the average Resident Environment score for the 145 eligible sites was 91 out of 100, and individual site averages ranged from 80 to 99 out of 100.

Table 4 below summarizes the 2019 site-level Resident Environment averages and change in score from 2016 by AHS Zone (N = 145 sites).

- When the **Change from the 2016 survey** is shaded **GREEN** this indicates that the 2019 score is statistically significantly HIGHER than the 2016 score.
- When the **Change from the 2016 survey** is shaded **ORANGE** this indicates that the 2019 score is statistically significantly LOWER than the 2016 score.
- No shade: 2019 and 2016 scores do not significantly differ.
- "---" 2016 result unavailable.

Table 4: Resident Environment

| North Zone (N = 17 sites) | 2019 Results | | Change from 2016 |
|--------------------------------------|--------------|-----------|------------------|
| | N | Average | |
| Heimstaed Lodge | 6 | 98 | --- |
| Shepherd's Care Barrhead | 14 | 96 | +7 |
| Manoir du Lac | 12 | 96 | --- |
| Vilna Lodge | 10 | 96 | --- |
| Stone Brook | 14 | 95 | +3 |
| Smithfield Lodge | 12 | 95 | +4 |
| J.B. Wood Continuing Care Centre | 6 | 94 | --- |
| Points West Living Cold Lake | 6 | 92 | --- |
| Whispering Pines Seniors Lodge | 5 | 92 | --- |
| Grande Prairie Care Centre | 15 | 91 | --- |
| ALBERTA AVERAGE | --- | 91 | --- |
| NORTH ZONE AVERAGE | --- | 91 | --- |
| Mackenzie Place Supportive Living | 31 | 90 | --- |
| Points West Living Slave Lake | 6 | 90 | --- |
| Emerald Gardens Retirement Residence | 9 | 89 | -0 |
| Prairie Lake Seniors Community | 21 | 89 | --- |
| Hinton Continuing Care Centre | 11 | 83 | --- |
| Points West Living Peace River | 10 | 83 | -4 |
| Edson Healthcare Centre | 6 | 81 | --- |

Table 4: Resident Environment (continued)

| Edmonton Zone (N = 36 sites) | 2019 Results | | Change from 2016 |
|--|--------------|-----------|------------------|
| | N | Average | |
| Shepherd's Garden | 17 | 98 | +2 |
| Our Parents' Home | 5 | 97 | --- |
| Chartwell Wild Rose Retirement Residence | 5 | 95 | -0 |
| Good Samaritan Society George Hennig Place | 20 | 95 | +4 |
| Glastonbury Village (Mews) | 21 | 94 | -2 |
| Shepherd's Care Vanguard | 10 | 94 | --- |
| CapitalCare Laurier House Strathcona | 27 | 94 | -3 |
| Laurel Heights Retirement Residence | 32 | 94 | +2 |
| Garneau Hall | 9 | 93 | +2 |
| Good Samaritan Society Spruce Grove Centre | 13 | 93 | -4 |
| Tuoi Hac - Golden Age Manor | 28 | 93 | -0 |
| Devonshire Manor | 27 | 93 | -1 |
| Citadel Mews West | 33 | 92 | -4 |
| Chartwell Aspen House | 14 | 92 | -1 |
| Shepherds Care Kensington | 22 | 92 | +5 |
| Lifestyle Options Whitemud | 12 | 92 | +2 |
| Sprucewood Place | 21 | 91 | +10 |
| Riverbend Retirement Residence | 11 | 91 | +4 |
| ALBERTA AVERAGE | --- | 91 | --- |
| EDMONTON ZONE AVERAGE | --- | 91 | --- |
| Chateau Vitaline | 12 | 91 | -5 |
| CapitalCare Dickinsfield | 9 | 90 | --- |
| CapitalCare Laurier House Lynnwood | 39 | 90 | -4 |
| Lifestyle Options - Terra Rosa | 15 | 90 | -3 |
| Copper Sky Lodge | 54 | 90 | -2 |
| Chartwell Country Cottage Retirement Residence | 11 | 90 | -2 |
| Chartwell St. Albert | 22 | 90 | +2 |
| St. Albert Retirement Residence | 11 | 89 | --- |
| Rutherford Heights Retirement Residence | 24 | 88 | --- |
| Grand Manor | 21 | 88 | --- |
| Rosedale Estates | 21 | 87 | -3 |
| Saint Thomas Health Centre | 36 | 87 | -3 |
| Emmanuel Home | 6 | 87 | -8 |
| Salvation Army Grace Manor | 30 | 87 | +0 |
| Summerwood Village Retirement Residence | 7 | 87 | -9 |
| Villa Marguerite | 52 | 86 | +7 |
| Good Samaritan Society Wedman House | 17 | 86 | -8 |
| Chartwell Griesbach | 26 | 85 | -7 |

Table 4: Resident Environment (continued)

| Central Zone (N = 36 sites) | 2019 Results | | Change from 2016 |
|--|--------------|-----------|------------------|
| | N | Average | |
| Vermilion Valley Lodge | 14 | 99 | +9 |
| Bashaw Meadows | 15 | 96 | +3 |
| Wetaskiwin Meadows | 14 | 96 | -2 |
| Coronation Hospital and Care Centre | 10 | 95 | +4 |
| Royal Oak Manor | 27 | 94 | +3 |
| Pioneer House | 10 | 94 | --- |
| Islay Assisted Living | 12 | 93 | -3 |
| Sundre Seniors Supportive Living | 6 | 93 | --- |
| West Park Lodge | 13 | 93 | -3 |
| Seasons Retirement Ponoka | 12 | 93 | -2 |
| Hillview Lodge | 18 | 92 | --- |
| Eckville Manor House | 11 | 92 | --- |
| Points West Living Wainwright | 14 | 92 | -4 |
| Seasons Retirement Camrose | 15 | 92 | -3 |
| Bethany Meadows | 20 | 92 | --- |
| Points West Living Stettler | 29 | 92 | +0 |
| Heritage House | 12 | 92 | +2 |
| Clearwater Centre | 18 | 91 | -1 |
| ALBERTA AVERAGE | --- | 91 | --- |
| Seasons Drayton Valley | 10 | 91 | +9 |
| Seasons Retirement Olds | 13 | 91 | +1 |
| CENTRAL ZONE AVERAGE | --- | 91 | --- |
| Extendicare Michener Hill | 16 | 91 | +0 |
| Providence Place | 6 | 91 | -2 |
| Faith House | 7 | 90 | --- |
| Vegreville Manor | 6 | 90 | +1 |
| Century Park | 6 | 90 | --- |
| Points West Living Red Deer | 21 | 90 | --- |
| Points West Living Lloydminster | 12 | 89 | --- |
| Seasons Retirement Wetaskiwin | 7 | 89 | -4 |
| Park Avenue At Creekside | 8 | 89 | --- |
| Bethany Sylvan Lake | 13 | 88 | -11 |
| Seasons Encore Olds | 15 | 88 | --- |
| Timberstone Mews | 20 | 86 | --- |
| Sunset Manor | 21 | 86 | -6 |
| Good Samaritan Good Shepherd Lutheran Home | 26 | 86 | -3 |
| Viewpoint | 13 | 84 | -5 |
| Villa Marie | 39 | 80 | -7 |

Table 4: Resident Environment (continued)

| Calgary Zone (N = 28 sites) | 2019 Results | | Change from 2016 |
|--|--------------|-----------|------------------|
| | N | Average | |
| Prince of Peace Manor | 14 | 96 | +2 |
| Revera Heartland | 22 | 95 | +2 |
| Evanston Grand Village | 25 | 94 | -1 |
| Carewest Colonel Belcher Care Centre | 16 | 94 | +0 |
| Scenic Acres Retirement Residence | 9 | 94 | +3 |
| Carewest Nickle House | 6 | 93 | +1 |
| St. Marguerite Manor | 27 | 93 | -0 |
| Strafford Foundation Tudor Manor | 50 | 93 | -3 |
| McKenzie Towne Retirement Residence | 12 | 93 | -4 |
| AgeCare Walden Heights | 90 | 93 | +2 |
| Bethany Didsbury | 34 | 93 | -1 |
| AgeCare Sagewood | 26 | 92 | +0 |
| Swan Evergreen Village | 12 | 92 | --- |
| Holy Cross Manor | 27 | 92 | +2 |
| Providence Care Centre | 15 | 92 | --- |
| Wentworth Manor The Residence | 17 | 91 | -2 |
| Edgemont Retirement Residence | 14 | 91 | -0 |
| CALGARY ZONE AVERAGE | --- | 91 | --- |
| ALBERTA AVERAGE | --- | 91 | --- |
| Kingsland Terrace | 16 | 91 | +12 |
| Whitehorn Village Retirement Community | 19 | 91 | -4 |
| St. Teresa Place | 55 | 91 | --- |
| AgeCare Seton | 78 | 89 | -3 |
| Sage Hill Retirement Residence | 15 | 89 | --- |
| Seasons Retirement High River | 36 | 89 | -2 |
| Silver Willow Lodge | 16 | 89 | -5 |
| Eau Claire Retirement Residence | 13 | 87 | --- |
| Monterey Place | 26 | 86 | -4 |
| Aspen Ridge Lodge | 9 | 86 | -8 |
| Millrise Place | 13 | 85 | -3 |
| South Zone (N = 28 sites) | 2019 Results | | Change from 2016 |
| | N | Average | |
| Chinook Lodge | 13 | 98 | +6 |
| AgeCare Orchard Manor | 8 | 97 | +2 |
| The Wellington Retirement Residence | 27 | 96 | +3 |
| Meadowlands Retirement Residence | 6 | 96 | +9 |
| Sunny South Lodge | 24 | 95 | +1 |
| Clearview Lodge | 14 | 93 | +2 |
| AgeCare Sunrise Gardens | 25 | 93 | --- |

Table 4: Resident Environment (continued)

| | | | |
|--|------------|-----------|------------|
| Good Samaritan Society Pincher Creek Vista Village | 27 | 93 | +1 |
| Meadow Ridge Seniors Village | 13 | 93 | -2 |
| Golden Acres Lodge | 21 | 93 | -3 |
| Good Samaritan Society West Highlands | 46 | 93 | -1 |
| Cypress View Foundation Medicine Hat | 25 | 92 | -2 |
| Good Samaritan Garden Vista | 8 | 92 | -5 |
| Good Samaritan Society Prairie Ridge | 22 | 92 | -2 |
| Haven Care Centre | 12 | 92 | +4 |
| SOUTH ZONE AVERAGE | --- | 92 | --- |
| Extendicare Fairmont Park | 37 | 91 | +1 |
| ALBERTA AVERAGE | --- | 91 | --- |
| Masterpiece Southland Meadows | 18 | 91 | --- |
| Good Samaritan Society South Ridge Village | 13 | 91 | -4 |
| AgeCare Columbia | 25 | 91 | +2 |
| Legacy Lodge | 53 | 90 | -4 |
| York Creek Lodge | 7 | 90 | +7 |
| Good Samaritan Society Lee Crest | 27 | 90 | +2 |
| River Ridge Seniors Village | 9 | 90 | -4 |
| Good Samaritan Society Linden View | 22 | 89 | -5 |
| Good Samaritan Society Park Meadows Village | 31 | 89 | -5 |
| St. Therese Villa | 57 | 88 | -1 |
| Piyami Place | 4 | 88 | -8 |
| St. Michael's Health Centre | 12 | 88 | --- |

Note: Categorical decision rules based on the average extend beyond the first decimal place. In the event of a tie, sites are presented in order of their Overall Care Rating from highest to lowest.

Dimension of Care: Choice

In 2019, the average Choice score for the 145 eligible sites was 91 out of 100 and individual site averages ranged from 74 to 98 out of 100.

Table 5 below summarizes the 2019 site-level Choice averages and change in score from 2016 by AHS Zone (N = 145 sites).

- When the **Change from the 2016 survey** is shaded **GREEN** this indicates that the 2019 score is statistically significantly HIGHER than the 2016 score.
- When the **Change from the 2016 survey** is shaded **ORANGE** this indicates that the 2019 score is statistically significantly LOWER than the 2016 score.
- No shade: 2019 and 2016 scores do not significantly differ.
- "---" 2016 result unavailable.

Table 5: Choice

| North Zone (N = 17 sites) | 2019 Results | | Change from 2016 |
|--------------------------------------|--------------|-----------|------------------|
| | N | Average | |
| Heimstaed Lodge | 6 | 98 | --- |
| Manoir du Lac | 11 | 97 | --- |
| Shepherd's Care Barrhead | 12 | 96 | +9 |
| Stone Brook | 14 | 95 | +7 |
| Vilna Lodge | 10 | 95 | --- |
| Whispering Pines Seniors Lodge | 5 | 94 | --- |
| Points West Living Slave Lake | 6 | 93 | --- |
| Mackenzie Place Supportive Living | 30 | 91 | --- |
| NORTH ZONE AVERAGE | --- | 91 | --- |
| Points West Living Peace River | 10 | 91 | -1 |
| ALBERTA AVERAGE | --- | 91 | --- |
| Points West Living Cold Lake | 6 | 90 | --- |
| Emerald Gardens Retirement Residence | 10 | 90 | +0 |
| Smithfield Lodge | 12 | 88 | -2 |
| Grande Prairie Care Centre | 15 | 88 | --- |
| Hinton Continuing Care Centre | 11 | 88 | --- |
| Prairie Lake Seniors Community | 20 | 88 | --- |
| J.B. Wood Continuing Care Centre | 7 | 85 | --- |
| Edson Healthcare Centre | 6 | 82 | --- |
| Edmonton Zone (N = 36 sites) | 2019 Results | | Change from 2016 |
| | N | Average | |
| Lifestyle Options Whitemud | 12 | 97 | +6 |
| Our Parents' Home | 5 | 96 | --- |
| Shepherd's Care Vanguard | 10 | 96 | --- |
| Garneau Hall | 9 | 96 | +0 |

Table 5: Choice (continued)

| | | | |
|--|------------|-----------|------------|
| Emmanuel Home | 6 | 95 | +0 |
| Shepherd's Garden | 17 | 95 | -1 |
| Good Samaritan Society George Hennig Place | 20 | 95 | +3 |
| Riverbend Retirement Residence | 11 | 94 | +1 |
| CapitalCare Dickinsfield | 9 | 94 | --- |
| Good Samaritan Society Wedman House | 17 | 94 | +2 |
| Chartwell Aspen House | 14 | 93 | +2 |
| Chartwell Wild Rose Retirement Residence | 5 | 93 | +3 |
| Lifestyle Options - Terra Losa | 15 | 92 | -1 |
| Chartwell St. Albert | 22 | 92 | +2 |
| St. Albert Retirement Residence | 9 | 91 | --- |
| Copper Sky Lodge | 53 | 91 | +1 |
| Good Samaritan Society Spruce Grove Centre | 13 | 91 | -1 |
| Citadel Mews West | 33 | 91 | -4 |
| Sprucewood Place | 22 | 91 | +2 |
| ALBERTA AVERAGE | --- | 91 | --- |
| EDMONTON ZONE AVERAGE | --- | 91 | --- |
| Glastonbury Village (Mews) | 21 | 90 | +1 |
| Villa Marguerite | 51 | 90 | +4 |
| Rutherford Heights Retirement Residence | 25 | 90 | --- |
| Tuoi Hac - Golden Age Manor | 25 | 89 | +0 |
| Laurel Heights Retirement Residence | 33 | 89 | +1 |
| Chateau Vitaline | 12 | 89 | -4 |
| Chartwell Griesbach | 26 | 89 | -4 |
| Shepherds Care Kensington | 22 | 88 | -2 |
| Chartwell Country Cottage Retirement Residence | 11 | 88 | -4 |
| Devonshire Manor | 26 | 88 | -3 |
| CapitalCare Laurier House Strathcona | 27 | 87 | -2 |
| Grand Manor | 22 | 87 | --- |
| Saint Thomas Health Centre | 34 | 87 | -5 |
| Summerwood Village Retirement Residence | 7 | 85 | -9 |
| Rosedale Estates | 21 | 84 | -11 |
| Salvation Army Grace Manor | 29 | 83 | -3 |
| CapitalCare Laurier House Lynnwood | 39 | 83 | -8 |

Table 5: Choice (continued)

| Central Zone (N = 36 sites) | 2019 Results | | Change from 2016 |
|--|--------------|-----------|------------------|
| | N | Average | |
| Seasons Retirement Ponoka | 12 | 98 | +3 |
| Coronation Hospital and Care Centre | 11 | 96 | +3 |
| Vermilion Valley Lodge | 14 | 96 | +6 |
| Sundre Seniors Supportive Living | 6 | 96 | --- |
| Century Park | 6 | 95 | --- |
| Bethany Meadows | 20 | 95 | --- |
| Points West Living Lloydminster | 13 | 95 | --- |
| Hillview Lodge | 18 | 94 | --- |
| Pioneer House | 11 | 94 | --- |
| Vegreville Manor | 6 | 92 | +9 |
| Eckville Manor House | 11 | 92 | --- |
| Providence Place | 6 | 92 | -0 |
| Royal Oak Manor | 27 | 92 | +10 |
| Points West Living Wainwright | 13 | 91 | -4 |
| Extendicare Michener Hill | 16 | 91 | +0 |
| Wetaskiwin Meadows | 14 | 91 | +4 |
| Seasons Retirement Olds | 13 | 91 | +10 |
| Park Avenue At Creekside | 7 | 91 | --- |
| Bashaw Meadows | 15 | 91 | -5 |
| ALBERTA AVERAGE | --- | 91 | --- |
| Points West Living Stettler | 29 | 91 | +1 |
| West Park Lodge | 13 | 90 | -1 |
| Viewpoint | 13 | 90 | +6 |
| CENTRAL ZONE AVERAGE | --- | 90 | --- |
| Seasons Drayton Valley | 10 | 89 | -1 |
| Good Samaritan Good Shepherd Lutheran Home | 28 | 89 | -0 |
| Heritage House | 12 | 88 | +2 |
| Seasons Retirement Wetaskiwin | 7 | 88 | -3 |
| Points West Living Red Deer | 21 | 88 | --- |
| Bethany Sylvan Lake | 13 | 87 | -6 |
| Seasons Encore Olds | 15 | 87 | --- |
| Clearwater Centre | 18 | 85 | +1 |
| Villa Marie | 40 | 85 | -5 |
| Seasons Retirement Camrose | 15 | 85 | -4 |
| Sunset Manor | 21 | 84 | -1 |
| Timberstone Mews | 20 | 84 | --- |
| Faith House | 7 | 84 | --- |
| Islay Assisted Living | 11 | 82 | -10 |

Table 5: Choice (continued)

| Calgary Zone (N = 28 sites) | 2019 Results | | Change from 2016 |
|--|--------------|-----------|------------------|
| | N | Average | |
| McKenzie Towne Retirement Residence | 12 | 97 | -1 |
| Wentworth Manor The Residence | 18 | 97 | +1 |
| Edgemont Retirement Residence | 14 | 95 | -1 |
| Kingsland Terrace | 16 | 95 | +18 |
| Prince of Peace Manor | 14 | 94 | +4 |
| Carewest Colonel Belcher Care Centre | 16 | 94 | +2 |
| Revera Heartland | 22 | 93 | -1 |
| St. Marguerite Manor | 26 | 93 | +1 |
| Scenic Acres Retirement Residence | 9 | 92 | +1 |
| Evanston Grand Village | 24 | 92 | -1 |
| Swan Evergreen Village | 11 | 92 | --- |
| Providence Care Centre | 14 | 92 | --- |
| Holy Cross Manor | 27 | 92 | +2 |
| AgeCare Walden Heights | 90 | 91 | -1 |
| Aspen Ridge Lodge | 10 | 91 | -3 |
| AgeCare Seton | 77 | 91 | -0 |
| CALGARY ZONE AVERAGE | --- | 91 | --- |
| Whitehorn Village Retirement Community | 20 | 91 | -5 |
| AgeCare Sagewood | 27 | 91 | -1 |
| ALBERTA AVERAGE | --- | 91 | --- |
| Bethany Didsbury | 33 | 90 | -1 |
| Silver Willow Lodge | 16 | 90 | +0 |
| Strafford Foundation Tudor Manor | 50 | 90 | +1 |
| St. Teresa Place | 55 | 89 | --- |
| Sage Hill Retirement Residence | 15 | 89 | --- |
| Monterey Place | 26 | 88 | -3 |
| Seasons Retirement High River | 35 | 88 | -4 |
| Millrise Place | 14 | 86 | -1 |
| Eau Claire Retirement Residence | 13 | 85 | --- |
| Carewest Nickle House | 6 | 85 | +1 |
| South Zone (N = 28 sites) | 2019 Results | | Change from 2016 |
| | N | Average | |
| AgeCare Orchard Manor | 8 | 97 | +3 |
| Chinook Lodge | 12 | 95 | +3 |
| Meadow Ridge Seniors Village | 13 | 94 | +2 |
| Cypress View Foundation Medicine Hat | 25 | 94 | -1 |
| Good Samaritan Society Prairie Ridge | 21 | 94 | -1 |
| AgeCare Columbia | 24 | 94 | +4 |
| Sunny South Lodge | 23 | 94 | +3 |

Table 5: Choice (continued)

| | | | |
|--|------------|-----------|------------|
| Good Samaritan Garden Vista | 7 | 93 | -1 |
| Haven Care Centre | 12 | 93 | +6 |
| Good Samaritan Society West Highlands | 46 | 93 | -1 |
| Clearview Lodge | 14 | 92 | -4 |
| Golden Acres Lodge | 22 | 92 | -3 |
| Good Samaritan Society South Ridge Village | 13 | 91 | +1 |
| ALBERTA AVERAGE | --- | 91 | --- |
| Masterpiece Southland Meadows | 18 | 91 | --- |
| Good Samaritan Society Lee Crest | 28 | 90 | +3 |
| SOUTH ZONE AVERAGE | --- | 90 | --- |
| Good Samaritan Society Park Meadows Village | 31 | 90 | -2 |
| York Creek Lodge | 7 | 90 | -2 |
| Legacy Lodge | 53 | 89 | -3 |
| Extendicare Fairmont Park | 37 | 89 | +2 |
| The Wellington Retirement Residence | 27 | 89 | -2 |
| Meadowlands Retirement Residence | 6 | 89 | +13 |
| Good Samaritan Society Pincher Creek Vista Village | 27 | 89 | -3 |
| River Ridge Seniors Village | 9 | 89 | -2 |
| St. Michael's Health Centre | 12 | 88 | --- |
| St. Therese Villa | 55 | 88 | -3 |
| Good Samaritan Society Linden View | 22 | 87 | -4 |
| AgeCare Sunrise Gardens | 25 | 83 | --- |
| Piyami Place | 5 | 74 | -20 |

Note: Categorical decision rules based on the average extend beyond the first decimal place. In the event of a tie, sites are presented in order of their Overall Care Rating from highest to lowest. The 2016 site average for the Dimension of Care Choice is different than in the 2016 report due to a previous error in the calculation of this score. This does not affect the site rankings by AHS Zone.

Dimension of Care: Relationship with Employees

In 2019, the average Relationship with Employees score for the 145 eligible sites was 91 out of 100, and individual site averages ranged from 76 to 100 out of 100.

Table 6 below summarizes the 2019 site-level Relationship with Employees averages and change in score from 2016 by AHS Zone (N = 145 sites).

- When the **Change from the 2016 survey** is shaded **GREEN** this indicates that the 2019 score is statistically significantly HIGHER than the 2016 score.
- When the **Change from the 2016 survey** is shaded **ORANGE** this indicates that the 2019 score is statistically significantly LOWER than the 2016 score.
- No shade: 2019 and 2016 scores do not significantly differ.
- "---" 2016 result unavailable.

Table 6: Relationship with Employees

| North Zone (N = 17 sites) | 2019 Results | | Change from 2016 |
|--------------------------------------|--------------|-----------|------------------|
| | N | Average | |
| Heimstaed Lodge | 6 | 99 | --- |
| Manoir du Lac | 12 | 97 | --- |
| Shepherd's Care Barrhead | 14 | 97 | +10 |
| Stone Brook | 14 | 97 | +3 |
| Smithfield Lodge | 12 | 94 | +0 |
| Points West Living Peace River | 10 | 93 | +2 |
| Mackenzie Place Supportive Living | 31 | 92 | --- |
| Vilna Lodge | 10 | 92 | --- |
| Prairie Lake Seniors Community | 21 | 91 | --- |
| Points West Living Cold Lake | 6 | 91 | --- |
| ALBERTA AVERAGE | --- | 91 | --- |
| NORTH ZONE AVERAGE | --- | 90 | --- |
| Points West Living Slave Lake | 6 | 89 | --- |
| Emerald Gardens Retirement Residence | 10 | 88 | -4 |
| Grande Prairie Care Centre | 15 | 87 | --- |
| J.B. Wood Continuing Care Centre | 7 | 84 | --- |
| Edson Healthcare Centre | 6 | 84 | --- |
| Hinton Continuing Care Centre | 11 | 83 | --- |
| Whispering Pines Seniors Lodge | 5 | 80 | --- |
| Edmonton Zone (N = 36 sites) | 2019 Results | | Change from 2016 |
| | N | Average | |
| Citadel Mews West | 33 | 96 | -0 |
| Lifestyle Options Whitemud | 12 | 95 | +8 |
| Shepherd's Care Vanguard | 10 | 95 | --- |
| Our Parents' Home | 5 | 95 | --- |

Table 6: Relationship with Employees (continued)

| | | | |
|--|------------|-----------|------------|
| Garneau Hall | 9 | 94 | -4 |
| St. Albert Retirement Residence | 11 | 94 | --- |
| Good Samaritan Society George Hennig Place | 20 | 94 | +1 |
| Shepherd's Garden | 17 | 94 | +2 |
| CapitalCare Dickinsfield | 9 | 93 | --- |
| Good Samaritan Society Spruce Grove Centre | 13 | 92 | -5 |
| Chartwell Wild Rose Retirement Residence | 5 | 92 | +2 |
| Glastonbury Village (Mews) | 21 | 91 | -2 |
| Emmanuel Home | 6 | 91 | -5 |
| ALBERTA AVERAGE | --- | 91 | --- |
| Riverbend Retirement Residence | 11 | 91 | -4 |
| Lifestyle Options - Terra Losa | 15 | 91 | -7 |
| Devonshire Manor | 27 | 91 | -3 |
| Rosedale Estates | 21 | 90 | -4 |
| Chartwell St. Albert | 22 | 90 | +0 |
| Chartwell Griesbach | 24 | 90 | -4 |
| CapitalCare Laurier House Strathcona | 27 | 90 | -5 |
| EDMONTON ZONE AVERAGE | --- | 90 | --- |
| Copper Sky Lodge | 54 | 89 | +1 |
| Laurel Heights Retirement Residence | 34 | 89 | -6 |
| Chartwell Aspen House | 14 | 89 | -3 |
| Shepherds Care Kensington | 22 | 89 | -2 |
| Good Samaritan Society Wedman House | 17 | 89 | -1 |
| Chateau Vitaline | 12 | 88 | +1 |
| Chartwell Country Cottage Retirement Residence | 11 | 87 | -7 |
| Grand Manor | 21 | 87 | --- |
| Tuoi Hac - Golden Age Manor | 28 | 86 | -4 |
| Saint Thomas Health Centre | 36 | 86 | -6 |
| Villa Marguerite | 49 | 85 | +5 |
| CapitalCare Laurier House Lynnwood | 39 | 84 | -7 |
| Rutherford Heights Retirement Residence | 25 | 84 | --- |
| Sprucewood Place | 21 | 84 | -1 |
| Summerwood Village Retirement Residence | 7 | 82 | -12 |
| Salvation Army Grace Manor | 29 | 81 | -7 |

Table 6: Relationship with Employees (continued)

| Central Zone (N = 36 sites) | 2019 Results | | Change from 2016 |
|--|--------------|-----------|------------------|
| | N | Average | |
| Vermilion Valley Lodge | 14 | 100 | +5 |
| Seasons Retirement Wetaskiwin | 7 | 96 | -3 |
| Wetaskiwin Meadows | 14 | 96 | -1 |
| Seasons Retirement Olds | 13 | 96 | +5 |
| Eckville Manor House | 11 | 96 | --- |
| Vegreville Manor | 6 | 96 | +3 |
| Royal Oak Manor | 27 | 95 | +7 |
| Points West Living Lloydminster | 12 | 95 | --- |
| Faith House | 7 | 95 | --- |
| Coronation Hospital and Care Centre | 11 | 95 | -3 |
| Points West Living Wainwright | 14 | 95 | -4 |
| Bashaw Meadows | 15 | 94 | +1 |
| Park Avenue At Creekside | 8 | 94 | --- |
| Seasons Retirement Ponoka | 12 | 94 | +8 |
| Sundre Seniors Supportive Living | 6 | 93 | --- |
| Pioneer House | 11 | 93 | --- |
| Hillview Lodge | 18 | 93 | --- |
| Seasons Drayton Valley | 9 | 92 | +7 |
| Heritage House | 12 | 92 | +5 |
| Providence Place | 6 | 92 | -3 |
| Bethany Sylvan Lake | 13 | 91 | -6 |
| CENTRAL ZONE AVERAGE | --- | 91 | --- |
| ALBERTA AVERAGE | --- | 91 | --- |
| Seasons Retirement Camrose | 15 | 90 | -1 |
| Bethany Meadows | 20 | 90 | --- |
| Islay Assisted Living | 12 | 89 | -5 |
| Timberstone Mews | 20 | 89 | --- |
| Points West Living Stettler | 29 | 88 | -1 |
| Sunset Manor | 20 | 88 | -2 |
| Century Park | 6 | 88 | --- |
| Points West Living Red Deer | 21 | 87 | --- |
| Good Samaritan Good Shepherd Lutheran Home | 28 | 87 | +2 |
| West Park Lodge | 13 | 87 | -8 |
| Villa Marie | 40 | 86 | -1 |
| Viewpoint | 13 | 84 | -8 |
| Clearwater Centre | 18 | 83 | -7 |
| Extendicare Michener Hill | 16 | 83 | -10 |
| Seasons Encore Olds | 15 | 76 | --- |

Table 6: Relationship with Employees (continued)

| Calgary Zone (N = 28 sites) | 2019 Results | | Change from 2016 |
|--|--------------|-----------|------------------|
| | N | Average | |
| Prince of Peace Manor | 14 | 96 | +3 |
| McKenzie Towne Retirement Residence | 12 | 96 | -4 |
| Providence Care Centre | 15 | 95 | --- |
| Carewest Colonel Belcher Care Centre | 16 | 94 | +7 |
| Revera Heartland | 22 | 94 | -3 |
| AgeCare Walden Heights | 88 | 94 | +3 |
| Aspen Ridge Lodge | 10 | 94 | -4 |
| Swan Evergreen Village | 12 | 93 | --- |
| AgeCare Sagewood | 28 | 93 | +0 |
| Bethany Didsbury | 33 | 93 | -2 |
| Kingsland Terrace | 16 | 93 | +12 |
| Whitehorn Village Retirement Community | 20 | 92 | -4 |
| AgeCare Seton | 77 | 92 | -1 |
| Edgemont Retirement Residence | 14 | 92 | -1 |
| Strafford Foundation Tudor Manor | 50 | 91 | -0 |
| Scenic Acres Retirement Residence | 9 | 91 | -2 |
| CALGARY ZONE AVERAGE | --- | 91 | --- |
| Wentworth Manor The Residence | 17 | 91 | +0 |
| St. Teresa Place | 55 | 91 | --- |
| ALBERTA AVERAGE | --- | 91 | --- |
| Holy Cross Manor | 27 | 91 | +1 |
| St. Marguerite Manor | 27 | 90 | -4 |
| Silver Willow Lodge | 16 | 90 | -7 |
| Millrise Place | 13 | 89 | -1 |
| Sage Hill Retirement Residence | 15 | 89 | --- |
| Seasons Retirement High River | 36 | 88 | -2 |
| Eau Claire Retirement Residence | 13 | 88 | --- |
| Evanston Grand Village | 25 | 87 | -5 |
| Monterey Place | 26 | 86 | -6 |
| Carewest Nickle House | 6 | 84 | -4 |
| South Zone (N = 28 sites) | 2019 Results | | Change from 2016 |
| | N | Average | |
| AgeCare Orchard Manor | 7 | 100 | +4 |
| Chinook Lodge | 13 | 98 | +6 |
| York Creek Lodge | 7 | 95 | +0 |
| Cypress View Foundation Medicine Hat | 24 | 95 | +3 |
| Good Samaritan Society Prairie Ridge | 22 | 95 | +0 |
| Meadowlands Retirement Residence | 6 | 94 | +5 |
| Sunny South Lodge | 24 | 94 | +1 |

Table 6: Relationship with Employees (continued)

| | | | |
|--|------------|-----------|------------|
| Masterpiece Southland Meadows | 18 | 94 | --- |
| Good Samaritan Society West Highlands | 46 | 94 | -1 |
| AgeCare Columbia | 25 | 94 | +2 |
| Good Samaritan Society Pincher Creek Vista Village | 27 | 94 | +2 |
| Golden Acres Lodge | 22 | 94 | -4 |
| Clearview Lodge | 14 | 92 | -4 |
| River Ridge Seniors Village | 9 | 92 | -3 |
| Good Samaritan Garden Vista | 8 | 92 | -3 |
| SOUTH ZONE AVERAGE | --- | 91 | --- |
| Haven Care Centre | 12 | 91 | +2 |
| The Wellington Retirement Residence | 26 | 91 | -4 |
| Extendicare Fairmont Park | 37 | 91 | +3 |
| ALBERTA AVERAGE | --- | 91 | --- |
| Good Samaritan Society Lee Crest | 27 | 90 | +2 |
| Good Samaritan Society Park Meadows Village | 31 | 89 | -5 |
| St. Michael's Health Centre | 12 | 89 | --- |
| Meadow Ridge Seniors Village | 13 | 88 | +0 |
| Good Samaritan Society Linden View | 22 | 88 | -5 |
| St. Therese Villa | 57 | 88 | +3 |
| Good Samaritan Society South Ridge Village | 12 | 87 | -0 |
| Legacy Lodge | 53 | 87 | -6 |
| AgeCare Sunrise Gardens | 25 | 85 | --- |
| Piyami Place | 5 | 82 | -11 |

Note: Categorical decision rules based on the average extend beyond the first decimal place. In the event of a tie, sites are presented in order of their Overall Care Rating from highest to lowest.

Dimension of Care: Activities

In 2019, the average Activities score for the 145 eligible sites was 80 out of 100, and individual site averages ranged from 49 to 98 out of 100.

Table 7 below summarizes the 2019 site-level Activities averages and change in score from 2016 by AHS Zone (N = 145 sites).

- When the **Change from the 2016 survey** is shaded **GREEN** this indicates that the 2019 score is statistically significantly HIGHER than the 2016 score.
- When the **Change from the 2016 survey** is shaded **ORANGE** this indicates that the 2019 score is statistically significantly LOWER than the 2016 score.
- No shade: 2019 and 2016 scores do not significantly differ.
- "---" 2016 result unavailable.

Table 7: Activities

| North Zone (N = 17 sites) | 2019 Results | | Change from 2016 |
|--------------------------------------|--------------|-----------|------------------|
| | N | Average | |
| Heimstaed Lodge | 6 | 98 | --- |
| Manoir du Lac | 11 | 89 | --- |
| Vilna Lodge | 10 | 89 | --- |
| Stone Brook | 14 | 85 | +5 |
| Smithfield Lodge | 12 | 84 | +1 |
| Whispering Pines Seniors Lodge | 5 | 83 | --- |
| Shepherd's Care Barrhead | 14 | 82 | +7 |
| Points West Living Slave Lake | 6 | 81 | --- |
| ALBERTA AVERAGE | --- | 80 | --- |
| NORTH ZONE AVERAGE | --- | 78 | --- |
| Emerald Gardens Retirement Residence | 10 | 77 | +4 |
| Prairie Lake Seniors Community | 18 | 77 | --- |
| Mackenzie Place Supportive Living | 29 | 76 | --- |
| Grande Prairie Care Centre | 14 | 73 | --- |
| Edson Healthcare Centre | 6 | 71 | --- |
| Points West Living Peace River | 10 | 70 | +1 |
| Hinton Continuing Care Centre | 11 | 70 | --- |
| Points West Living Cold Lake | 6 | 64 | --- |
| J.B. Wood Continuing Care Centre | 6 | 49 | --- |

Table 7: Activities (continued)

| Edmonton Zone (N = 36 sites) | 2019 Results | | Change from 2016 |
|--|--------------|-----------|------------------|
| | N | Average | |
| Grand Manor | 21 | 91 | --- |
| Emmanuel Home | 6 | 89 | +6 |
| St. Albert Retirement Residence | 10 | 88 | --- |
| Chartwell Wild Rose Retirement Residence | 5 | 88 | -1 |
| Chartwell Country Cottage Retirement Residence | 11 | 87 | +4 |
| CapitalCare Dickinsfield | 9 | 87 | --- |
| Citadel Mews West | 33 | 87 | +2 |
| Sprucewood Place | 22 | 86 | +10 |
| Glastonbury Village (Mews) | 21 | 86 | +4 |
| Lifestyle Options - Terra Losa | 15 | 86 | +2 |
| Good Samaritan Society Spruce Grove Centre | 12 | 86 | -0 |
| Chartwell Aspen House | 14 | 84 | +4 |
| Good Samaritan Society George Hennig Place | 19 | 84 | +5 |
| Riverbend Retirement Residence | 11 | 84 | +0 |
| Shepherds Care Kensington | 21 | 83 | +1 |
| Copper Sky Lodge | 54 | 83 | +7 |
| Salvation Army Grace Manor | 30 | 83 | -1 |
| Shepherd's Care Vanguard | 10 | 82 | --- |
| Laurel Heights Retirement Residence | 32 | 82 | +4 |
| Chartwell Griesbach | 26 | 82 | -5 |
| Tuoi Hac - Golden Age Manor | 25 | 82 | +4 |
| EDMONTON ZONE AVERAGE | --- | 81 | --- |
| Lifestyle Options Whitemud | 11 | 81 | +4 |
| CapitalCare Laurier House Strathcona | 27 | 81 | +3 |
| Chateau Vitaline | 12 | 80 | +8 |
| ALBERTA AVERAGE | --- | 80 | --- |
| Chartwell St. Albert | 21 | 79 | -4 |
| Rutherford Heights Retirement Residence | 25 | 79 | --- |
| Devonshire Manor | 27 | 79 | -8 |
| Shepherd's Garden | 16 | 79 | -7 |
| Villa Marguerite | 49 | 78 | +8 |
| Saint Thomas Health Centre | 32 | 76 | +2 |
| CapitalCare Laurier House Lynnwood | 37 | 74 | -9 |
| Summerwood Village Retirement Residence | 7 | 74 | -19 |
| Rosedale Estates | 21 | 73 | -12 |
| Our Parents' Home | 5 | 72 | --- |
| Garneau Hall | 7 | 72 | -10 |
| Good Samaritan Society Wedman House | 15 | 66 | -17 |

Table 7: Activities (continued)

| Central Zone (N = 36 sites) | 2019 Results | | Change from 2016 |
|--|--------------|-----------|------------------|
| | N | Average | |
| Providence Place | 6 | 91 | +4 |
| Royal Oak Manor | 27 | 88 | +13 |
| Points West Living Lloydminster | 12 | 86 | --- |
| Coronation Hospital and Care Centre | 11 | 85 | +2 |
| Seasons Retirement Ponoka | 8 | 85 | -9 |
| Points West Living Wainwright | 13 | 84 | +2 |
| Eckville Manor House | 11 | 84 | --- |
| Pioneer House | 11 | 84 | --- |
| Hillview Lodge | 18 | 83 | --- |
| Bashaw Meadows | 15 | 82 | -1 |
| Extendicare Michener Hill | 16 | 82 | +2 |
| Vegreville Manor | 6 | 82 | +5 |
| Heritage House | 12 | 81 | +15 |
| Seasons Retirement Wetaskiwin | 6 | 81 | -6 |
| Sundre Seniors Supportive Living | 6 | 81 | --- |
| Good Samaritan Good Shepherd Lutheran Home | 27 | 81 | +6 |
| Vermilion Valley Lodge | 14 | 81 | +12 |
| Sunset Manor | 20 | 80 | -1 |
| Bethany Meadows | 20 | 80 | --- |
| ALBERTA AVERAGE | --- | 80 | --- |
| Park Avenue At Creekside | 8 | 80 | --- |
| Seasons Drayton Valley | 10 | 79 | +8 |
| Islay Assisted Living | 12 | 78 | -7 |
| Century Park | 6 | 78 | --- |
| CENTRAL ZONE AVERAGE | --- | 77 | --- |
| Points West Living Red Deer | 17 | 75 | --- |
| Seasons Retirement Olds | 12 | 74 | +2 |
| Wetaskiwin Meadows | 14 | 74 | +3 |
| Seasons Retirement Camrose | 15 | 72 | -10 |
| West Park Lodge | 13 | 71 | -14 |
| Points West Living Stettler | 28 | 70 | -3 |
| Villa Marie | 27 | 66 | -7 |
| Seasons Encore Olds | 14 | 65 | --- |
| Timberstone Mews | 20 | 65 | --- |
| Viewpoint | 13 | 62 | -5 |
| Faith House | 6 | 61 | --- |
| Bethany Sylvan Lake | 13 | 60 | -12 |
| Clearwater Centre | 18 | 57 | -12 |

Table 7: Activities (continued)

| Calgary Zone (N = 28 sites) | 2019 Results | | Change from 2016 |
|--|--------------|-----------|------------------|
| | N | Average | |
| Edgemont Retirement Residence | 14 | 92 | +4 |
| Prince of Peace Manor | 13 | 88 | +3 |
| Revera Heartland | 21 | 88 | +1 |
| McKenzie Towne Retirement Residence | 12 | 88 | -2 |
| AgeCare Sagewood | 25 | 87 | +3 |
| Providence Care Centre | 13 | 84 | --- |
| Strafford Foundation Tudor Manor | 46 | 84 | +1 |
| Whitehorn Village Retirement Community | 20 | 84 | -6 |
| Carewest Colonel Belcher Care Centre | 16 | 83 | -3 |
| Wentworth Manor The Residence | 18 | 82 | -5 |
| St. Marguerite Manor | 25 | 82 | -1 |
| Monterey Place | 25 | 81 | +0 |
| Swan Evergreen Village | 12 | 81 | --- |
| Sage Hill Retirement Residence | 14 | 81 | --- |
| Aspen Ridge Lodge | 10 | 81 | -14 |
| Holy Cross Manor | 26 | 81 | +5 |
| AgeCare Seton | 74 | 80 | -2 |
| Evanston Grand Village | 23 | 80 | +0 |
| Scenic Acres Retirement Residence | 9 | 80 | -5 |
| CALGARY ZONE AVERAGE | --- | 80 | --- |
| ALBERTA AVERAGE | --- | 80 | --- |
| Kingsland Terrace | 16 | 79 | +7 |
| AgeCare Walden Heights | 88 | 78 | -4 |
| Seasons Retirement High River | 36 | 76 | -6 |
| Eau Claire Retirement Residence | 13 | 76 | --- |
| Bethany Didsbury | 33 | 74 | -8 |
| St. Teresa Place | 52 | 73 | --- |
| Millrise Place | 12 | 73 | -7 |
| Silver Willow Lodge | 16 | 72 | -10 |
| Carewest Nickle House | 6 | 52 | -35 |
| South Zone (N = 28 sites) | 2019 Results | | Change from 2016 |
| | N | Average | |
| Meadowlands Retirement Residence | 6 | 95 | +20 |
| AgeCare Orchard Manor | 8 | 91 | +7 |
| Haven Care Centre | 12 | 89 | +6 |
| Good Samaritan Society West Highlands | 45 | 87 | +1 |
| Good Samaritan Garden Vista | 7 | 86 | -5 |
| Sunny South Lodge | 23 | 86 | +4 |
| Cypress View Foundation Medicine Hat | 24 | 86 | -4 |

Table 7: Activities (continued)

| | | | |
|--|------------|-----------|------------|
| Good Samaritan Society Prairie Ridge | 22 | 86 | -6 |
| Clearview Lodge | 14 | 86 | -5 |
| Masterpiece Southland Meadows | 18 | 84 | --- |
| Chinook Lodge | 13 | 83 | -5 |
| Good Samaritan Society Pincher Creek Vista Village | 27 | 83 | -3 |
| York Creek Lodge | 7 | 82 | -2 |
| SOUTH ZONE AVERAGE | --- | 81 | --- |
| River Ridge Seniors Village | 9 | 81 | +3 |
| Golden Acres Lodge | 22 | 81 | -11 |
| St. Therese Villa | 55 | 80 | -1 |
| ALBERTA AVERAGE | --- | 80 | --- |
| Good Samaritan Society South Ridge Village | 13 | 79 | -2 |
| Legacy Lodge | 53 | 78 | -8 |
| AgeCare Columbia | 23 | 77 | -1 |
| Good Samaritan Society Park Meadows Village | 31 | 77 | -4 |
| Meadow Ridge Seniors Village | 13 | 76 | +4 |
| AgeCare Sunrise Gardens | 25 | 76 | --- |
| Extendicare Fairmont Park | 37 | 76 | +2 |
| The Wellington Retirement Residence | 25 | 76 | -5 |
| Good Samaritan Society Lee Crest | 28 | 75 | -1 |
| Good Samaritan Society Linden View | 22 | 73 | -6 |
| Piyami Place | 5 | 71 | -13 |
| St. Michael's Health Centre | 12 | 69 | --- |

Note: Categorical decision rules based on the average extend beyond the first decimal place. In the event of a tie, sites are presented in order of their Overall Care Rating from highest to lowest.

Dimension of Care: Meals and Dining

In 2019, the average Meals and Dining score for the 145 eligible sites was 79 out of 100, and individual site averages ranged from 54 to 96 out of 100.

Table 8 below summarizes the 2019 site-level Meals and Dining averages and change in score from 2016 by AHS Zone (N = 145 sites).

- When the **Change from the 2016 survey** is shaded **GREEN** this indicates that the 2019 score is statistically significantly HIGHER than the 2016 score.
- When the **Change from the 2016 survey** is shaded **ORANGE** this indicates that the 2019 score is statistically significantly LOWER than the 2016 score.
- No shade: 2019 and 2016 scores do not significantly differ.
- "---" 2016 result unavailable.

Table 8: Meals and Dining

| North Zone (N = 17 sites) | 2019 Results | | Change from 2016 |
|--------------------------------------|--------------|-----------|------------------|
| | N | Average | |
| Vilna Lodge | 10 | 91 | --- |
| Heimstaed Lodge | 5 | 90 | --- |
| Shepherd's Care Barrhead | 14 | 90 | +18 |
| Manoir du Lac | 12 | 88 | --- |
| Whispering Pines Seniors Lodge | 5 | 87 | --- |
| Stone Brook | 14 | 84 | +12 |
| Points West Living Slave Lake | 6 | 82 | --- |
| Prairie Lake Seniors Community | 20 | 82 | --- |
| Emerald Gardens Retirement Residence | 9 | 80 | -6 |
| Smithfield Lodge | 12 | 80 | +1 |
| NORTH ZONE AVERAGE | --- | 79 | --- |
| ALBERTA AVERAGE | --- | 79 | --- |
| Edson Healthcare Centre | 6 | 78 | --- |
| Hinton Continuing Care Centre | 11 | 76 | --- |
| Grande Prairie Care Centre | 15 | 74 | --- |
| Mackenzie Place Supportive Living | 31 | 71 | --- |
| Points West Living Peace River | 10 | 70 | +5 |
| Points West Living Cold Lake | 6 | 68 | --- |
| J.B. Wood Continuing Care Centre | 7 | 57 | --- |

Table 8: Meals and Dining (continued)

| Edmonton Zone (N = 36 sites) | 2019 Results | | Change from 2016 |
|--|--------------|-----------|------------------|
| | N | Average | |
| Good Samaritan Society Spruce Grove Centre | 13 | 96 | +5 |
| CapitalCare Dickinsfield | 9 | 92 | --- |
| Good Samaritan Society George Hennig Place | 20 | 87 | +5 |
| Grand Manor | 22 | 87 | --- |
| Chartwell Country Cottage Retirement Residence | 11 | 87 | +1 |
| Emmanuel Home | 6 | 86 | -2 |
| Lifestyle Options - Terra Losa | 14 | 83 | -3 |
| Chartwell Wild Rose Retirement Residence | 5 | 83 | +4 |
| Our Parents' Home | 5 | 82 | --- |
| Shepherd's Garden | 17 | 82 | +15 |
| Sprucewood Place | 20 | 82 | +4 |
| Rutherford Heights Retirement Residence | 24 | 81 | --- |
| Riverbend Retirement Residence | 11 | 79 | -4 |
| EDMONTON ZONE AVERAGE | --- | 79 | --- |
| St. Albert Retirement Residence | 11 | 79 | --- |
| Lifestyle Options Whitemud | 12 | 79 | +4 |
| ALBERTA AVERAGE | --- | 79 | --- |
| Summerwood Village Retirement Residence | 7 | 79 | +1 |
| Citadel Mews West | 33 | 78 | -1 |
| Glastonbury Village (Mews) | 21 | 78 | +1 |
| Rosedale Estates | 21 | 77 | -8 |
| Copper Sky Lodge | 53 | 77 | +5 |
| Salvation Army Grace Manor | 30 | 77 | +1 |
| Chartwell Griesbach | 26 | 77 | -2 |
| Laurel Heights Retirement Residence | 34 | 77 | +8 |
| Chartwell Aspen House | 14 | 77 | -4 |
| Good Samaritan Society Wedman House | 17 | 77 | -0 |
| Chartwell St. Albert | 22 | 76 | -4 |
| CapitalCare Laurier House Lynnwood | 38 | 76 | +5 |
| CapitalCare Laurier House Strathcona | 27 | 76 | +4 |
| Tuoi Hac - Golden Age Manor | 27 | 76 | +2 |
| Chateau Vitaline | 12 | 75 | -8 |
| Garneau Hall | 9 | 75 | -1 |
| Villa Marguerite | 52 | 74 | +5 |
| Devonshire Manor | 25 | 73 | -5 |
| Shepherds Care Kensington | 21 | 73 | -1 |
| Shepherd's Care Vanguard | 10 | 73 | --- |
| Saint Thomas Health Centre | 36 | 70 | -2 |

Table 8: Meals and Dining (continued)

| Central Zone (N = 36 sites) | 2019 Results | | Change from 2016 |
|--|--------------|-----------|------------------|
| | N | Average | |
| Eckville Manor House | 11 | 94 | --- |
| Bashaw Meadows | 15 | 89 | +21 |
| Faith House | 7 | 89 | --- |
| Vegreville Manor | 5 | 87 | +15 |
| Seasons Retirement Olds | 13 | 86 | +5 |
| West Park Lodge | 12 | 86 | -0 |
| Vermilion Valley Lodge | 14 | 85 | +4 |
| Points West Living Lloydminster | 12 | 85 | --- |
| Century Park | 6 | 83 | --- |
| Pioneer House | 11 | 83 | --- |
| Islay Assisted Living | 12 | 81 | -8 |
| Wetaskiwin Meadows | 14 | 81 | -6 |
| Providence Place | 6 | 80 | -11 |
| Hillview Lodge | 18 | 80 | --- |
| Viewpoint | 13 | 80 | +3 |
| Seasons Retirement Wetaskiwin | 7 | 80 | -4 |
| Points West Living Red Deer | 21 | 80 | --- |
| Extendicare Michener Hill | 15 | 79 | +1 |
| ALBERTA AVERAGE | --- | 79 | --- |
| CENTRAL ZONE AVERAGE | --- | 78 | --- |
| Sundre Seniors Supportive Living | 6 | 78 | --- |
| Points West Living Stettler | 29 | 78 | -4 |
| Clearwater Centre | 18 | 78 | -2 |
| Coronation Hospital and Care Centre | 11 | 77 | -2 |
| Heritage House | 12 | 76 | +11 |
| Park Avenue At Creekside | 8 | 76 | --- |
| Timberstone Mews | 20 | 75 | --- |
| Points West Living Wainwright | 14 | 74 | -14 |
| Good Samaritan Good Shepherd Lutheran Home | 28 | 74 | -1 |
| Bethany Sylvan Lake | 13 | 73 | -7 |
| Royal Oak Manor | 27 | 72 | +13 |
| Bethany Meadows | 20 | 72 | --- |
| Seasons Retirement Camrose | 15 | 71 | -6 |
| Sunset Manor | 21 | 70 | -3 |
| Seasons Encore Olds | 15 | 69 | --- |
| Villa Marie | 39 | 68 | -6 |
| Seasons Drayton Valley | 9 | 65 | -9 |
| Seasons Retirement Ponoka | 12 | 63 | -15 |

Table 8: Meals and Dining (continued)

| Calgary Zone (N = 28 sites) | 2019 Results | | Change from 2016 |
|--|--------------|-----------|------------------|
| | N | Average | |
| Carewest Nickle House | 5 | 94 | +7 |
| Carewest Colonel Belcher Care Centre | 16 | 89 | +3 |
| Prince of Peace Manor | 14 | 86 | +2 |
| Wentworth Manor The Residence | 18 | 84 | +8 |
| Kingsland Terrace | 15 | 83 | +22 |
| Scenic Acres Retirement Residence | 9 | 83 | -4 |
| Swan Evergreen Village | 12 | 83 | --- |
| Revera Heartland | 22 | 82 | -3 |
| Aspen Ridge Lodge | 10 | 82 | -6 |
| Edgemont Retirement Residence | 14 | 81 | -2 |
| Whitehorn Village Retirement Community | 20 | 80 | -4 |
| ALBERTA AVERAGE | --- | 79 | --- |
| Evanston Grand Village | 25 | 77 | -3 |
| AgeCare Sagewood | 28 | 77 | +5 |
| Providence Care Centre | 15 | 77 | --- |
| CALGARY ZONE AVERAGE | --- | 77 | --- |
| Bethany Didsbury | 34 | 77 | +1 |
| Strafford Foundation Tudor Manor | 50 | 76 | +1 |
| AgeCare Seton | 78 | 75 | -3 |
| Sage Hill Retirement Residence | 14 | 75 | --- |
| Monterey Place | 25 | 74 | -7 |
| McKenzie Towne Retirement Residence | 12 | 74 | -16 |
| Silver Willow Lodge | 15 | 73 | -9 |
| Holy Cross Manor | 27 | 73 | +7 |
| St. Marguerite Manor | 26 | 73 | -2 |
| Seasons Retirement High River | 36 | 73 | -2 |
| Eau Claire Retirement Residence | 13 | 72 | --- |
| AgeCare Walden Heights | 90 | 71 | -4 |
| St. Teresa Place | 56 | 65 | --- |
| Millrise Place | 13 | 54 | -15 |
| South Zone (N = 28 sites) | 2019 Results | | Change from 2016 |
| | N | Average | |
| AgeCare Orchard Manor | 8 | 94 | +22 |
| Clearview Lodge | 14 | 91 | +3 |
| Good Samaritan Society Pincher Creek Vista Village | 26 | 87 | +4 |
| Sunny South Lodge | 23 | 86 | +6 |
| Good Samaritan Society Prairie Ridge | 22 | 85 | +8 |
| Meadowlands Retirement Residence | 6 | 85 | +3 |
| Golden Acres Lodge | 22 | 85 | -7 |

Table 8: Meals and Dining (continued)

| | | | |
|---|------------|-----------|------------|
| Masterpiece Southland Meadows | 17 | 84 | --- |
| Good Samaritan Society West Highlands | 46 | 84 | +5 |
| Cypress View Foundation Medicine Hat | 24 | 83 | -2 |
| Good Samaritan Garden Vista | 8 | 82 | -7 |
| York Creek Lodge | 7 | 80 | -8 |
| SOUTH ZONE AVERAGE | --- | 80 | --- |
| Chinook Lodge | 13 | 79 | -5 |
| ALBERTA AVERAGE | --- | 79 | --- |
| AgeCare Sunrise Gardens | 25 | 78 | --- |
| AgeCare Columbia | 25 | 78 | +6 |
| Haven Care Centre | 12 | 77 | +2 |
| St. Therese Villa | 57 | 77 | +2 |
| Piyami Place | 5 | 76 | -14 |
| Good Samaritan Society Park Meadows Village | 31 | 76 | -5 |
| The Wellington Retirement Residence | 27 | 76 | -9 |
| Good Samaritan Society Lee Crest | 28 | 76 | +4 |
| Meadow Ridge Seniors Village | 13 | 76 | -7 |
| Legacy Lodge | 52 | 75 | -8 |
| Good Samaritan Society Linden View | 22 | 74 | -2 |
| Good Samaritan Society South Ridge Village | 13 | 74 | -6 |
| Extendicare Fairmont Park | 36 | 72 | -3 |
| River Ridge Seniors Village | 9 | 72 | -9 |
| St. Michael's Health Centre | 12 | 72 | --- |

Note: Categorical decision rules based on the average extend beyond the first decimal place. In the event of a tie, sites are presented in order of their Overall Care Rating from highest to lowest.

Dimension of Care: Communications

In 2019, the average Communications score for the 145 eligible sites was 87 out of 100, and individual site averages ranged from 67 to 97 out of 100.

Table 9 below summarizes the 2019 site-level Communications averages and change in score from 2016 by AHS Zone (N = 145 sites).

- When the **Change from the 2016 survey** is shaded **GREEN** this indicates that the 2019 score is statistically significantly HIGHER than the 2016 score.
- When the **Change from the 2016 survey** is shaded **ORANGE** this indicates that the 2019 score is statistically significantly LOWER than the 2016 score.
- No shade: 2019 and 2016 scores do not significantly differ.
- "---" 2016 result unavailable.

Table 9: Communications

| North Zone (N = 17 sites) | 2019 Results | | Change from 2016 |
|--------------------------------------|--------------|-----------|------------------|
| | N | Average | |
| Manoir du Lac | 12 | 97 | --- |
| Vilna Lodge | 10 | 96 | --- |
| Stone Brook | 14 | 95 | +12 |
| Heimstaed Lodge | 4 | 93 | --- |
| Mackenzie Place Supportive Living | 30 | 92 | --- |
| Smithfield Lodge | 12 | 91 | +0 |
| Shepherd's Care Barrhead | 12 | 90 | +11 |
| Points West Living Peace River | 10 | 89 | -2 |
| NORTH ZONE AVERAGE | --- | 88 | --- |
| Whispering Pines Seniors Lodge | 5 | 87 | --- |
| ALBERTA AVERAGE | --- | 87 | --- |
| Points West Living Slave Lake | 6 | 86 | --- |
| Prairie Lake Seniors Community | 19 | 85 | --- |
| Emerald Gardens Retirement Residence | 9 | 84 | -5 |
| Edson Healthcare Centre | 5 | 84 | --- |
| J.B. Wood Continuing Care Centre | 5 | 84 | --- |
| Grande Prairie Care Centre | 15 | 83 | --- |
| Points West Living Cold Lake | 6 | 82 | --- |
| Hinton Continuing Care Centre | 11 | 80 | --- |

Table 9: Communications (continued)

| Edmonton Zone (N = 36 sites) | 2019 Results | | Change from 2016 |
|--|--------------|-----------|------------------|
| | N | Average | |
| Chartwell Country Cottage Retirement Residence | 11 | 96 | +5 |
| Lifestyle Options Whitemud | 12 | 95 | +13 |
| Good Samaritan Society Spruce Grove Centre | 12 | 93 | +5 |
| Chartwell Aspen House | 14 | 93 | -0 |
| Emmanuel Home | 6 | 93 | +4 |
| Glastonbury Village (Mews) | 20 | 93 | +6 |
| Garneau Hall | 7 | 92 | +4 |
| Shepherd's Garden | 16 | 91 | +5 |
| Good Samaritan Society Wedman House | 14 | 91 | +3 |
| St. Albert Retirement Residence | 11 | 91 | --- |
| Summerwood Village Retirement Residence | 5 | 90 | +5 |
| Sprucewood Place | 21 | 90 | +11 |
| Good Samaritan Society George Hennig Place | 19 | 90 | +3 |
| Grand Manor | 20 | 89 | --- |
| Lifestyle Options - Terra Rosa | 12 | 88 | -4 |
| Copper Sky Lodge | 52 | 88 | +3 |
| Tuoi Hac - Golden Age Manor | 26 | 88 | -1 |
| Shepherd's Care Vanguard | 9 | 88 | --- |
| Laurel Heights Retirement Residence | 33 | 87 | +0 |
| Riverbend Retirement Residence | 11 | 87 | -0 |
| ALBERTA AVERAGE | --- | 87 | --- |
| EDMONTON ZONE AVERAGE | --- | 87 | --- |
| Citadel Mews West | 30 | 87 | -3 |
| Chateau Vitaline | 11 | 86 | -5 |
| Rosedale Estates | 21 | 85 | -3 |
| Chartwell Griesbach | 24 | 85 | -1 |
| Rutherford Heights Retirement Residence | 22 | 85 | --- |
| CapitalCare Dickinsfield | 9 | 85 | --- |
| CapitalCare Laurier House Strathcona | 25 | 84 | -5 |
| Saint Thomas Health Centre | 36 | 84 | +1 |
| Chartwell St. Albert | 20 | 83 | +0 |
| CapitalCare Laurier House Lynnwood | 39 | 83 | -0 |
| Shepherds Care Kensington | 19 | 83 | -5 |
| Devonshire Manor | 25 | 82 | -6 |
| Salvation Army Grace Manor | 28 | 82 | +0 |
| Chartwell Wild Rose Retirement Residence | 5 | 79 | -10 |
| Villa Marguerite | 49 | 78 | +3 |
| Our Parents' Home | 5 | 67 | --- |

Table 9: Communications (continued)

| Central Zone (N = 36 sites) | 2019 Results | | Change from 2016 |
|--|--------------|-----------|------------------|
| | N | Average | |
| Vermilion Valley Lodge | 12 | 97 | +7 |
| Bashaw Meadows | 15 | 95 | +4 |
| Eckville Manor House | 11 | 94 | --- |
| Providence Place | 6 | 94 | -0 |
| Faith House | 6 | 93 | --- |
| Coronation Hospital and Care Centre | 11 | 93 | +2 |
| Vegreville Manor | 5 | 93 | +5 |
| Bethany Meadows | 19 | 91 | --- |
| Points West Living Lloydminster | 12 | 90 | --- |
| Hillview Lodge | 18 | 90 | --- |
| Seasons Retirement Olds | 12 | 89 | +5 |
| Sundre Seniors Supportive Living | 6 | 89 | --- |
| Seasons Retirement Ponoka | 12 | 89 | +1 |
| Royal Oak Manor | 25 | 88 | +6 |
| Heritage House | 12 | 88 | +10 |
| Points West Living Wainwright | 13 | 87 | -8 |
| Seasons Retirement Camrose | 15 | 87 | +4 |
| ALBERTA AVERAGE | --- | 87 | --- |
| Wetaskiwin Meadows | 14 | 87 | -3 |
| Park Avenue At Creekside | 8 | 87 | --- |
| Extendicare Michener Hill | 13 | 87 | +1 |
| West Park Lodge | 12 | 86 | -8 |
| CENTRAL ZONE AVERAGE | --- | 86 | --- |
| Pioneer House | 11 | 85 | --- |
| Seasons Retirement Wetaskiwin | 6 | 85 | -10 |
| Points West Living Stettler | 28 | 83 | -1 |
| Viewpoint | 13 | 82 | -2 |
| Points West Living Red Deer | 21 | 82 | --- |
| Seasons Drayton Valley | 10 | 82 | +9 |
| Bethany Sylvan Lake | 13 | 82 | -7 |
| Clearwater Centre | 18 | 82 | -8 |
| Islay Assisted Living | 10 | 82 | -11 |
| Century Park | 6 | 80 | --- |
| Timberstone Mews | 18 | 78 | --- |
| Good Samaritan Good Shepherd Lutheran Home | 25 | 78 | +2 |
| Seasons Encore Olds | 15 | 77 | --- |
| Sunset Manor | 18 | 76 | -10 |
| Villa Marie | 28 | 73 | -7 |

Table 9: Communications (continued)

| Calgary Zone (N = 28 sites) | 2019 Results | | Change from 2016 |
|--|--------------|-----------|------------------|
| | N | Average | |
| Providence Care Centre | 14 | 94 | --- |
| Scenic Acres Retirement Residence | 9 | 94 | +7 |
| McKenzie Towne Retirement Residence | 12 | 94 | -3 |
| Prince of Peace Manor | 14 | 94 | +5 |
| Carewest Colonel Belcher Care Centre | 15 | 92 | -1 |
| Edgemont Retirement Residence | 11 | 91 | -0 |
| Kingsland Terrace | 16 | 91 | +31 |
| Whitehorn Village Retirement Community | 17 | 90 | -0 |
| Revera Heartland | 22 | 88 | -4 |
| Evanston Grand Village | 24 | 87 | -2 |
| CALGARY ZONE AVERAGE | --- | 87 | --- |
| ALBERTA AVERAGE | --- | 87 | --- |
| Bethany Didsbury | 32 | 87 | -0 |
| Monterey Place | 23 | 87 | -3 |
| Sage Hill Retirement Residence | 13 | 86 | --- |
| Strafford Foundation Tudor Manor | 47 | 86 | +1 |
| St. Marguerite Manor | 27 | 86 | -5 |
| Aspen Ridge Lodge | 10 | 86 | -10 |
| Wentworth Manor The Residence | 18 | 86 | -3 |
| Seasons Retirement High River | 34 | 86 | +2 |
| AgeCare Sagewood | 27 | 86 | -4 |
| AgeCare Walden Heights | 84 | 85 | -1 |
| Holy Cross Manor | 27 | 85 | -4 |
| Eau Claire Retirement Residence | 13 | 84 | --- |
| Carewest Nickle House | 6 | 84 | +1 |
| St. Teresa Place | 55 | 84 | --- |
| Swan Evergreen Village | 11 | 84 | --- |
| Silver Willow Lodge | 16 | 84 | -8 |
| AgeCare Seton | 70 | 84 | -6 |
| Millrise Place | 13 | 74 | -12 |
| South Zone (N = 28 sites) | 2019 Results | | Change from 2016 |
| | N | Average | |
| Haven Care Centre | 12 | 93 | +2 |
| Meadowlands Retirement Residence | 6 | 93 | +21 |
| Golden Acres Lodge | 21 | 93 | +3 |
| Clearview Lodge | 14 | 92 | -4 |
| Good Samaritan Society Prairie Ridge | 21 | 92 | -0 |
| Chinook Lodge | 11 | 92 | -2 |
| Cypress View Foundation Medicine Hat | 22 | 92 | +3 |

Table 9: Communications (continued)

| | | | |
|--|-----|-----------|-----|
| Sunny South Lodge | 23 | 91 | +4 |
| AgeCare Orchard Manor | 8 | 91 | +3 |
| River Ridge Seniors Village | 9 | 91 | -3 |
| Good Samaritan Society South Ridge Village | 12 | 90 | +8 |
| Masterpiece Southland Meadows | 18 | 90 | --- |
| Good Samaritan Society West Highlands | 44 | 89 | -3 |
| Good Samaritan Society Pincher Creek Vista Village | 27 | 89 | -0 |
| Good Samaritan Society Park Meadows Village | 29 | 88 | -1 |
| Good Samaritan Garden Vista | 8 | 87 | -8 |
| SOUTH ZONE AVERAGE | --- | 87 | --- |
| ALBERTA AVERAGE | --- | 87 | --- |
| York Creek Lodge | 7 | 86 | -5 |
| The Wellington Retirement Residence | 25 | 86 | -6 |
| Extendicare Fairmont Park | 33 | 85 | -1 |
| Good Samaritan Society Lee Crest | 28 | 85 | +2 |
| Good Samaritan Society Linden View | 22 | 82 | -12 |
| St. Michael's Health Centre | 11 | 82 | --- |
| Legacy Lodge | 52 | 82 | -10 |
| AgeCare Columbia | 23 | 82 | -3 |
| St. Therese Villa | 52 | 81 | -2 |
| Meadow Ridge Seniors Village | 13 | 80 | -7 |
| AgeCare Sunrise Gardens | 22 | 80 | --- |
| Piyami Place | 4 | 79 | -9 |

Note: Categorical decision rules based on the average extend beyond the first decimal place. In the event of a tie, sites are presented in order of their Overall Care Rating from highest to lowest.

Dimension of Care: Care and Services

In 2019, the average Care and Services score for the 145 eligible sites was 83 out of 100, and individual site averages ranged from 64 to 98 out of 100.

Table 10 below summarizes the 2019 site-level Care and Services averages and change in score from 2016 by AHS Zone (N = 145 sites).

- When the **Change from the 2016 survey** is shaded **GREEN** this indicates that the 2019 score is statistically significantly HIGHER than the 2016 score.
- When the **Change from the 2016 survey** is shaded **ORANGE** this indicates that the 2019 score is statistically significantly LOWER than the 2016 score.
- No shade: 2019 and 2016 scores do not significantly differ.
- "---" 2016 result unavailable.

Table 10: Care and Services

| North Zone (N = 17 sites) | 2019 Results | | Change from 2016 |
|--------------------------------------|--------------|-----------|------------------|
| | N | Average | |
| Heimstaed Lodge | 5 | 98 | --- |
| Stone Brook | 13 | 95 | +10 |
| Vilna Lodge | 10 | 92 | --- |
| Whispering Pines Seniors Lodge | 5 | 90 | --- |
| Manoir du Lac | 12 | 89 | --- |
| Smithfield Lodge | 12 | 89 | +4 |
| Mackenzie Place Supportive Living | 31 | 89 | --- |
| NORTH ZONE AVERAGE | --- | 86 | --- |
| Points West Living Slave Lake | 6 | 86 | --- |
| Shepherd's Care Barrhead | 14 | 84 | +13 |
| Points West Living Peace River | 10 | 84 | +8 |
| ALBERTA AVERAGE | --- | 83 | --- |
| J.B. Wood Continuing Care Centre | 6 | 82 | --- |
| Grande Prairie Care Centre | 15 | 82 | --- |
| Prairie Lake Seniors Community | 21 | 82 | --- |
| Points West Living Cold Lake | 6 | 82 | --- |
| Hinton Continuing Care Centre | 11 | 81 | --- |
| Emerald Gardens Retirement Residence | 10 | 79 | -8 |
| Edson Healthcare Centre | 6 | 76 | --- |

Table 10: Care and Services (continued)

| Edmonton Zone (N = 36 sites) | 2019 Results | | Change from 2016 |
|--|--------------|-----------|------------------|
| | N | Average | |
| Chartwell Wild Rose Retirement Residence | 5 | 91 | +15 |
| Shepherd's Garden | 16 | 91 | +4 |
| Good Samaritan Society Spruce Grove Centre | 12 | 87 | +2 |
| CapitalCare Laurier House Strathcona | 26 | 86 | -1 |
| Glastonbury Village (Mews) | 21 | 86 | +5 |
| Shepherd's Care Vanguard | 10 | 86 | --- |
| Emmanuel Home | 6 | 85 | +2 |
| St. Albert Retirement Residence | 11 | 85 | --- |
| Laurel Heights Retirement Residence | 32 | 84 | +4 |
| Sprucewood Place | 21 | 83 | +11 |
| Tuoi Hac - Golden Age Manor | 28 | 83 | +6 |
| Copper Sky Lodge | 53 | 83 | +3 |
| CapitalCare Dickinsfield | 9 | 83 | --- |
| ALBERTA AVERAGE | --- | 83 | --- |
| Good Samaritan Society Wedman House | 17 | 81 | -0 |
| Garneau Hall | 8 | 81 | -6 |
| Saint Thomas Health Centre | 35 | 80 | -5 |
| Chartwell Country Cottage Retirement Residence | 11 | 80 | -1 |
| Lifestyle Options - Terra Losa | 15 | 80 | -6 |
| Citadel Mews West | 33 | 80 | -5 |
| Chartwell Aspen House | 14 | 79 | -5 |
| EDMONTON ZONE AVERAGE | --- | 79 | --- |
| Riverbend Retirement Residence | 11 | 79 | -5 |
| Chartwell Griesbach | 25 | 78 | -2 |
| CapitalCare Laurier House Lynnwood | 37 | 78 | -3 |
| Devonshire Manor | 27 | 75 | -5 |
| Chateau Vitaline | 11 | 75 | -3 |
| Grand Manor | 22 | 75 | --- |
| Lifestyle Options Whitemud | 12 | 75 | -6 |
| Villa Marguerite | 50 | 74 | +6 |
| Rutherford Heights Retirement Residence | 26 | 74 | --- |
| Good Samaritan Society George Hennig Place | 19 | 73 | -8 |
| Chartwell St. Albert | 22 | 73 | -2 |
| Summerwood Village Retirement Residence | 7 | 72 | +2 |
| Our Parents' Home | 5 | 71 | --- |
| Shepherds Care Kensington | 21 | 71 | -12 |
| Salvation Army Grace Manor | 29 | 69 | +0 |
| Rosedale Estates | 20 | 64 | -23 |

Table 10: Care and Services (continued)

| Central Zone (N = 36 sites) | 2019 Results | | Change from 2016 |
|--|--------------|-----------|------------------|
| | N | Average | |
| Vermilion Valley Lodge | 14 | 95 | +12 |
| Points West Living Lloydminster | 11 | 93 | --- |
| Coronation Hospital and Care Centre | 11 | 91 | -2 |
| Bashaw Meadows | 15 | 90 | +9 |
| Pioneer House | 11 | 89 | --- |
| Vegreville Manor | 6 | 88 | +8 |
| Seasons Drayton Valley | 8 | 87 | +2 |
| Wetaskiwin Meadows | 14 | 86 | -5 |
| Seasons Retirement Camrose | 15 | 86 | +0 |
| Hillview Lodge | 18 | 85 | --- |
| Sundre Seniors Supportive Living | 6 | 84 | --- |
| Eckville Manor House | 11 | 83 | --- |
| West Park Lodge | 13 | 83 | -7 |
| Park Avenue At Creekside | 7 | 83 | --- |
| Seasons Retirement Ponoka | 11 | 83 | -1 |
| ALBERTA AVERAGE | --- | 83 | --- |
| Providence Place | 6 | 82 | -12 |
| Islay Assisted Living | 11 | 81 | -12 |
| Seasons Retirement Olds | 12 | 81 | -1 |
| CENTRAL ZONE AVERAGE | --- | 81 | --- |
| Royal Oak Manor | 27 | 81 | +4 |
| Viewpoint | 13 | 80 | +2 |
| Bethany Meadows | 20 | 80 | --- |
| Century Park | 6 | 78 | --- |
| Points West Living Wainwright | 14 | 77 | -12 |
| Seasons Retirement Wetaskiwin | 7 | 77 | -15 |
| Bethany Sylvan Lake | 13 | 77 | -11 |
| Points West Living Stettler | 27 | 76 | +0 |
| Timberstone Mews | 20 | 76 | --- |
| Good Samaritan Good Shepherd Lutheran Home | 28 | 75 | -5 |
| Extendicare Michener Hill | 16 | 75 | -7 |
| Seasons Encore Olds | 15 | 73 | --- |
| Heritage House | 12 | 73 | -1 |
| Villa Marie | 39 | 72 | -6 |
| Faith House | 7 | 72 | --- |
| Points West Living Red Deer | 21 | 72 | --- |
| Sunset Manor | 21 | 71 | -7 |
| Clearwater Centre | 18 | 68 | -21 |

Table 10: Care and Services (continued)

| Calgary Zone (N = 28 sites) | 2019 Results | | Change from 2016 |
|--|--------------|-----------|------------------|
| | N | Average | |
| Carewest Nickle House | 6 | 97 | +14 |
| McKenzie Towne Retirement Residence | 11 | 95 | -2 |
| Swan Evergreen Village | 11 | 92 | --- |
| Providence Care Centre | 15 | 90 | --- |
| Prince of Peace Manor | 13 | 89 | +7 |
| Kingsland Terrace | 16 | 89 | +10 |
| Aspen Ridge Lodge | 10 | 88 | -1 |
| AgeCare Sagewood | 27 | 87 | +3 |
| Edgemont Retirement Residence | 12 | 86 | +2 |
| Whitehorn Village Retirement Community | 20 | 86 | -2 |
| Wentworth Manor The Residence | 18 | 86 | +2 |
| Revera Heartland | 20 | 86 | -1 |
| Strafford Foundation Tudor Manor | 49 | 85 | -1 |
| Silver Willow Lodge | 16 | 85 | -4 |
| CALGARY ZONE AVERAGE | --- | 85 | --- |
| St. Marguerite Manor | 26 | 84 | -2 |
| Bethany Didsbury | 33 | 84 | -1 |
| AgeCare Walden Heights | 87 | 84 | +3 |
| Holy Cross Manor | 26 | 83 | +2 |
| ALBERTA AVERAGE | --- | 83 | --- |
| AgeCare Seton | 75 | 82 | -1 |
| Eau Claire Retirement Residence | 13 | 82 | --- |
| Seasons Retirement High River | 36 | 82 | +0 |
| St. Teresa Place | 55 | 82 | --- |
| Carewest Colonel Belcher Care Centre | 16 | 81 | +5 |
| Scenic Acres Retirement Residence | 8 | 81 | +3 |
| Sage Hill Retirement Residence | 14 | 79 | --- |
| Evanston Grand Village | 24 | 78 | -8 |
| Millrise Place | 14 | 73 | -8 |
| Monterey Place | 24 | 73 | -13 |
| South Zone (N = 28 sites) | 2019 Results | | Change from 2016 |
| | N | Average | |
| York Creek Lodge | 7 | 94 | +2 |
| AgeCare Orchard Manor | 8 | 94 | +11 |
| Good Samaritan Society Prairie Ridge | 21 | 93 | +6 |
| Chinook Lodge | 13 | 91 | +12 |
| Clearview Lodge | 14 | 90 | -1 |
| Masterpiece Southland Meadows | 17 | 90 | --- |
| Haven Care Centre | 12 | 89 | +10 |

Table 10: Care and Services (continued)

| | | | |
|--|------------|-----------|------------|
| River Ridge Seniors Village | 9 | 88 | -3 |
| Sunny South Lodge | 24 | 88 | +10 |
| Golden Acres Lodge | 21 | 87 | -6 |
| Good Samaritan Society Park Meadows Village | 31 | 87 | +3 |
| Good Samaritan Society West Highlands | 46 | 86 | -1 |
| Piyami Place | 4 | 86 | -6 |
| Good Samaritan Society Lee Crest | 27 | 86 | +9 |
| SOUTH ZONE AVERAGE | --- | 85 | --- |
| Good Samaritan Society Pincher Creek Vista Village | 27 | 85 | -0 |
| Meadowlands Retirement Residence | 6 | 85 | +11 |
| Legacy Lodge | 53 | 84 | -4 |
| Extendicare Fairmont Park | 36 | 84 | +11 |
| Meadow Ridge Seniors Village | 13 | 83 | +3 |
| ALBERTA AVERAGE | --- | 83 | --- |
| Good Samaritan Garden Vista | 8 | 82 | -9 |
| The Wellington Retirement Residence | 26 | 82 | -5 |
| Cypress View Foundation Medicine Hat | 25 | 82 | -3 |
| AgeCare Columbia | 23 | 81 | +4 |
| St. Therese Villa | 56 | 80 | +3 |
| Good Samaritan Society South Ridge Village | 13 | 78 | -4 |
| St. Michael's Health Centre | 12 | 76 | --- |
| AgeCare Sunrise Gardens | 24 | 75 | --- |
| Good Samaritan Society Linden View | 22 | 75 | -9 |

Note: Categorical decision rules based on the average extend beyond the first decimal place. In the event of a tie, sites are presented in order of their Overall Care Rating from highest to lowest.

Dimension of Care: Employee Responsiveness

In 2019, the average Employee Responsiveness score for the 145 eligible sites was 86 out of 100, and individual site averages ranged from 66 to 97 out of 100.

Table 11 below summarizes the 2019 site-level Employee Responsiveness averages and change in score from 2016 by AHS Zone (N = 145 sites).

- When the **Change from the 2016 survey** is shaded **GREEN** this indicates that the 2019 score is statistically significantly HIGHER than the 2016 score.
- When the **Change from the 2016 survey** is shaded **ORANGE** this indicates that the 2019 score is statistically significantly LOWER than the 2016 score.
- No shade: 2019 and 2016 scores do not significantly differ.
- "---" 2016 result unavailable.

Table 11: Employee Responsiveness

| North Zone (N = 17 sites) | 2019 Results | | Change from 2016 |
|--------------------------------------|--------------|-----------|------------------|
| | N | Average | |
| Heimstaed Lodge | 6 | 97 | --- |
| Manoir du Lac | 12 | 97 | --- |
| Vilna Lodge | 10 | 94 | --- |
| Stone Brook | 14 | 92 | +5 |
| Smithfield Lodge | 12 | 90 | -1 |
| Shepherd's Care Barrhead | 12 | 89 | +8 |
| Points West Living Slave Lake | 6 | 88 | --- |
| ALBERTA AVERAGE | --- | 86 | --- |
| NORTH ZONE AVERAGE | --- | 86 | --- |
| Mackenzie Place Supportive Living | 30 | 85 | --- |
| Points West Living Peace River | 10 | 84 | -6 |
| Hinton Continuing Care Centre | 11 | 83 | --- |
| Prairie Lake Seniors Community | 21 | 83 | --- |
| Emerald Gardens Retirement Residence | 10 | 83 | -7 |
| Points West Living Cold Lake | 6 | 80 | --- |
| Grande Prairie Care Centre | 15 | 79 | --- |
| Whispering Pines Seniors Lodge | 5 | 79 | --- |
| J.B. Wood Continuing Care Centre | 7 | 77 | --- |
| Edson Healthcare Centre | 6 | 77 | --- |

Table 11: Employee Responsiveness (continued)

| Edmonton Zone (N = 36 sites) | 2019 Results | | Change from 2016 |
|--|--------------|-----------|------------------|
| | N | Average | |
| Good Samaritan Society George Hennig Place | 18 | 97 | +8 |
| Good Samaritan Society Spruce Grove Centre | 13 | 95 | -1 |
| Garneau Hall | 9 | 94 | +2 |
| Shepherd's Garden | 15 | 92 | +2 |
| Chartwell Wild Rose Retirement Residence | 4 | 91 | -0 |
| Devonshire Manor | 24 | 90 | +4 |
| Chartwell Aspen House | 14 | 90 | -1 |
| Good Samaritan Society Wedman House | 14 | 90 | +5 |
| Citadel Mews West | 29 | 89 | -2 |
| Glastonbury Village (Mews) | 20 | 89 | -6 |
| Shepherds Care Kensington | 21 | 89 | +2 |
| Our Parents' Home | 5 | 88 | --- |
| Riverbend Retirement Residence | 10 | 88 | -2 |
| EDMONTON ZONE AVERAGE | --- | 86 | --- |
| Copper Sky Lodge | 53 | 86 | +0 |
| ALBERTA AVERAGE | --- | 86 | --- |
| Villa Marguerite | 46 | 86 | +9 |
| Grand Manor | 19 | 86 | --- |
| Chartwell Country Cottage Retirement Residence | 11 | 86 | -5 |
| Lifestyle Options Whitemud | 12 | 86 | -0 |
| Rutherford Heights Retirement Residence | 23 | 86 | --- |
| CapitalCare Laurier House Strathcona | 26 | 85 | -7 |
| Summerwood Village Retirement Residence | 5 | 85 | -4 |
| Tuoi Hac - Golden Age Manor | 28 | 85 | -1 |
| St. Albert Retirement Residence | 10 | 85 | --- |
| CapitalCare Dickinsfield | 9 | 84 | --- |
| Laurel Heights Retirement Residence | 33 | 84 | -0 |
| Sprucewood Place | 20 | 84 | +1 |
| Lifestyle Options - Terra Rosa | 13 | 83 | -11 |
| Emmanuel Home | 6 | 83 | -7 |
| Saint Thomas Health Centre | 34 | 83 | -10 |
| Rosedale Estates | 21 | 83 | -10 |
| Chartwell St. Albert | 21 | 82 | -1 |
| Shepherd's Care Vanguard | 10 | 82 | --- |
| CapitalCare Laurier House Lynnwood | 37 | 81 | -6 |
| Chartwell Griesbach | 22 | 81 | -8 |
| Salvation Army Grace Manor | 28 | 80 | -4 |
| Chateau Vitaline | 12 | 77 | -15 |

Table 11: Employee Responsiveness (continued)

| Central Zone (N = 36 sites) | 2019 Results | | Change from 2016 |
|--|--------------|-----------|------------------|
| | N | Average | |
| Eckville Manor House | 9 | 95 | --- |
| Vermilion Valley Lodge | 13 | 95 | +9 |
| Providence Place | 6 | 94 | -2 |
| Coronation Hospital and Care Centre | 11 | 93 | -1 |
| Bethany Meadows | 19 | 92 | --- |
| Points West Living Lloydminster | 13 | 91 | --- |
| Bashaw Meadows | 14 | 91 | -1 |
| Vegreville Manor | 6 | 90 | +5 |
| Wetaskiwin Meadows | 14 | 90 | -6 |
| Pioneer House | 11 | 90 | --- |
| Seasons Retirement Ponoka | 11 | 89 | -0 |
| Faith House | 7 | 88 | --- |
| Islay Assisted Living | 11 | 88 | -7 |
| Seasons Retirement Camrose | 14 | 87 | -0 |
| West Park Lodge | 13 | 87 | -8 |
| Points West Living Wainwright | 14 | 87 | -9 |
| Seasons Retirement Wetaskiwin | 7 | 87 | -6 |
| ALBERTA AVERAGE | --- | 86 | --- |
| Viewpoint | 13 | 86 | -6 |
| Century Park | 5 | 86 | --- |
| Points West Living Red Deer | 19 | 84 | --- |
| CENTRAL ZONE AVERAGE | --- | 84 | --- |
| Sundre Seniors Supportive Living | 4 | 84 | --- |
| Hillview Lodge | 18 | 83 | --- |
| Sunset Manor | 19 | 82 | -0 |
| Royal Oak Manor | 27 | 81 | -2 |
| Good Samaritan Good Shepherd Lutheran Home | 27 | 79 | -0 |
| Bethany Sylvan Lake | 13 | 79 | -15 |
| Seasons Drayton Valley | 10 | 79 | -3 |
| Heritage House | 12 | 78 | -9 |
| Seasons Retirement Olds | 11 | 78 | -13 |
| Extendicare Michener Hill | 16 | 78 | -6 |
| Timberstone Mews | 19 | 78 | --- |
| Clearwater Centre | 18 | 75 | -15 |
| Points West Living Stettler | 25 | 74 | -11 |
| Villa Marie | 35 | 74 | -7 |
| Park Avenue At Creekside | 7 | 73 | --- |
| Seasons Encore Olds | 14 | 66 | --- |

Table 11: Employee Responsiveness (continued)

| Calgary Zone (N = 28 sites) | 2019 Results | | Change from 2016 |
|--|--------------|-----------|------------------|
| | N | Average | |
| Providence Care Centre | 15 | 94 | --- |
| Carewest Colonel Belcher Care Centre | 16 | 92 | +9 |
| McKenzie Towne Retirement Residence | 12 | 91 | -8 |
| Swan Evergreen Village | 12 | 91 | --- |
| Holy Cross Manor | 27 | 90 | +7 |
| Revera Heartland | 21 | 90 | -2 |
| Scenic Acres Retirement Residence | 9 | 90 | +1 |
| AgeCare Sagewood | 28 | 89 | -2 |
| Edgemont Retirement Residence | 12 | 89 | -4 |
| Sage Hill Retirement Residence | 14 | 89 | --- |
| St. Marguerite Manor | 26 | 89 | -0 |
| Prince of Peace Manor | 14 | 89 | +1 |
| AgeCare Walden Heights | 86 | 88 | -0 |
| Kingsland Terrace | 16 | 88 | +7 |
| Carewest Nickle House | 6 | 88 | +7 |
| Bethany Didsbury | 32 | 87 | +6 |
| Whitehorn Village Retirement Community | 18 | 87 | -6 |
| CALGARY ZONE AVERAGE | --- | 87 | --- |
| ALBERTA AVERAGE | --- | 86 | --- |
| AgeCare Seton | 71 | 86 | -4 |
| Evanston Grand Village | 24 | 86 | -3 |
| Silver Willow Lodge | 16 | 85 | -6 |
| Seasons Retirement High River | 35 | 84 | +1 |
| Strafford Foundation Tudor Manor | 49 | 84 | -3 |
| Aspen Ridge Lodge | 9 | 83 | -15 |
| Eau Claire Retirement Residence | 13 | 82 | --- |
| St. Teresa Place | 50 | 82 | --- |
| Wentworth Manor The Residence | 17 | 80 | -8 |
| Millrise Place | 13 | 77 | -11 |
| Monterey Place | 23 | 76 | -16 |
| South Zone (N = 28 sites) | 2019 Results | | Change from 2016 |
| | N | Average | |
| Chinook Lodge | 13 | 97 | +7 |
| AgeCare Orchard Manor | 7 | 97 | +8 |
| Clearview Lodge | 14 | 94 | -6 |
| Good Samaritan Garden Vista | 8 | 94 | +2 |
| Masterpiece Southland Meadows | 18 | 92 | --- |
| Good Samaritan Society Pincher Creek Vista Village | 27 | 92 | +3 |
| Cypress View Foundation Medicine Hat | 23 | 92 | -2 |

Table 11: Employee Responsiveness (continued)

| | | | |
|---|------------|-----------|------------|
| Golden Acres Lodge | 21 | 92 | -5 |
| York Creek Lodge | 7 | 92 | -5 |
| Good Samaritan Society West Highlands | 45 | 90 | -1 |
| Haven Care Centre | 12 | 90 | +6 |
| Sunny South Lodge | 22 | 90 | +2 |
| Good Samaritan Society Lee Crest | 27 | 89 | +7 |
| Meadowlands Retirement Residence | 6 | 88 | +7 |
| SOUTH ZONE AVERAGE | --- | 88 | --- |
| St. Michael's Health Centre | 12 | 87 | --- |
| Good Samaritan Society Prairie Ridge | 22 | 87 | +2 |
| AgeCare Columbia | 24 | 87 | +0 |
| River Ridge Seniors Village | 8 | 87 | -2 |
| Extendicare Fairmont Park | 37 | 86 | +7 |
| ALBERTA AVERAGE | --- | 86 | --- |
| The Wellington Retirement Residence | 26 | 85 | -2 |
| Good Samaritan Society Park Meadows Village | 31 | 85 | -2 |
| Legacy Lodge | 53 | 85 | -3 |
| Good Samaritan Society South Ridge Village | 12 | 83 | -3 |
| St. Therese Villa | 57 | 82 | -1 |
| Good Samaritan Society Linden View | 22 | 80 | -8 |
| Meadow Ridge Seniors Village | 13 | 79 | +5 |
| Piyami Place | 4 | 77 | -18 |
| AgeCare Sunrise Gardens | 25 | 77 | --- |

Note: Categorical decision rules based on the average extend beyond the first decimal place. In the event of a tie, sites are presented in order of their Overall Care Rating from highest to lowest.

Dimension of Care: Laundry

In 2019, the average Laundry score for the 145 eligible sites was 92 out of 100, and individual site averages ranged from 63 to 100 out of 100.

Table 12 below summarizes the 2019 site-level Laundry averages and change in score from 2016 by AHS Zone (N = 145 sites).

- When the **Change from the 2016 survey** is shaded **GREEN** this indicates that the 2019 score is statistically significantly HIGHER than the 2016 score.
- When the **Change from the 2016 survey** is shaded **ORANGE** this indicates that the 2019 score is statistically significantly LOWER than the 2016 score.
- No shade: 2019 and 2016 scores do not significantly differ.
- "---" 2016 result unavailable.

Table 12: Laundry

| North Zone (N = 17 sites) | 2019 Results | | Change from 2016 |
|--------------------------------------|--------------|-----------|------------------|
| | N | Average | |
| Heimstaed Lodge | 4 | 100 | --- |
| Whispering Pines Seniors Lodge | 3 | 100 | --- |
| Manoir du Lac | 6 | 100 | --- |
| Vilna Lodge | 9 | 98 | --- |
| Points West Living Slave Lake | 6 | 97 | --- |
| Emerald Gardens Retirement Residence | 5 | 97 | -3 |
| Grande Prairie Care Centre | 12 | 96 | --- |
| Stone Brook | 14 | 95 | +6 |
| Prairie Lake Seniors Community | 14 | 95 | --- |
| Shepherd's Care Barrhead | 10 | 93 | +4 |
| NORTH ZONE AVERAGE | --- | 93 | --- |
| Mackenzie Place Supportive Living | 17 | 92 | --- |
| Points West Living Peace River | 6 | 92 | -1 |
| ALBERTA AVERAGE | --- | 92 | --- |
| Smithfield Lodge | 12 | 91 | -4 |
| Points West Living Cold Lake | 6 | 86 | --- |
| J.B. Wood Continuing Care Centre | 4 | 85 | --- |
| Hinton Continuing Care Centre | 2 | 83 | --- |
| Edson Healthcare Centre | 2 | 75 | --- |

Table 12: Laundry (continued)

| Edmonton Zone (N = 36 sites) | 2019 Results | | Change from 2016 |
|--|--------------|-----------|------------------|
| | N | Average | |
| Chartwell Wild Rose Retirement Residence | 3 | 100 | +8 |
| CapitalCare Dickinsfield | 9 | 98 | --- |
| Chartwell Aspen House | 10 | 97 | +3 |
| Shepherd's Garden | 13 | 96 | -2 |
| Shepherd's Care Vanguard | 8 | 96 | --- |
| Citadel Mews West | 15 | 95 | -1 |
| Rosedale Estates | 15 | 95 | +5 |
| Good Samaritan Society Spruce Grove Centre | 7 | 95 | -5 |
| St. Albert Retirement Residence | 7 | 95 | --- |
| Lifestyle Options Whitemud | 10 | 95 | +6 |
| Chartwell Country Cottage Retirement Residence | 6 | 94 | -6 |
| Chartwell St. Albert | 15 | 94 | +4 |
| Shepherds Care Kensington | 19 | 94 | +2 |
| Riverbend Retirement Residence | 8 | 94 | +3 |
| Sprucewood Place | 16 | 94 | +6 |
| Glastonbury Village (Mews) | 15 | 93 | -7 |
| Tuoi Hac - Golden Age Manor | 26 | 93 | -1 |
| Lifestyle Options - Terra Rosa | 14 | 93 | -4 |
| Copper Sky Lodge | 44 | 92 | +4 |
| Good Samaritan Society Wedman House | 9 | 92 | -3 |
| CapitalCare Laurier House Lynnwood | 24 | 92 | +1 |
| EDMONTON ZONE AVERAGE | --- | 92 | --- |
| CapitalCare Laurier House Strathcona | 20 | 92 | -5 |
| ALBERTA AVERAGE | --- | 92 | --- |
| Devonshire Manor | 9 | 91 | -1 |
| Grand Manor | 20 | 91 | --- |
| Emmanuel Home | 4 | 90 | -10 |
| Garneau Hall | 4 | 90 | -10 |
| Chateau Vitaline | 8 | 90 | -3 |
| Saint Thomas Health Centre | 28 | 89 | -3 |
| Laurel Heights Retirement Residence | 22 | 89 | -2 |
| Our Parents' Home | 3 | 89 | --- |
| Good Samaritan Society George Hennig Place | 18 | 89 | +5 |
| Rutherford Heights Retirement Residence | 7 | 88 | --- |
| Salvation Army Grace Manor | 19 | 86 | -10 |
| Summerwood Village Retirement Residence | 4 | 83 | -6 |
| Villa Marguerite | 35 | 83 | -6 |
| Chartwell Griesbach | 14 | 82 | -11 |

Table 12: Laundry (continued)

| Central Zone (N = 36 sites) | 2019 Results | | Change from 2016 |
|--|--------------|-----------|------------------|
| | N | Average | |
| Eckville Manor House | 10 | 100 | --- |
| Vermilion Valley Lodge | 14 | 100 | +7 |
| Sundre Seniors Supportive Living | 1 | 100 | --- |
| Wetaskiwin Meadows | 2 | 100 | 0 |
| Coronation Hospital and Care Centre | 4 | 100 | 0 |
| Seasons Retirement Wetaskiwin | 2 | 100 | +3 |
| Viewpoint | 8 | 100 | +4 |
| Royal Oak Manor | 10 | 98 | -2 |
| Seasons Retirement Ponoka | 7 | 98 | +6 |
| Vegreville Manor | 6 | 97 | +1 |
| Bethany Sylvan Lake | 6 | 97 | +3 |
| Heritage House | 9 | 96 | +7 |
| Providence Place | 4 | 96 | -4 |
| Seasons Retirement Olds | 4 | 96 | +21 |
| Pioneer House | 11 | 95 | --- |
| Points West Living Lloydminster | 10 | 95 | --- |
| Bethany Meadows | 16 | 94 | --- |
| Hillview Lodge | 18 | 94 | --- |
| Faith House | 5 | 93 | --- |
| Islay Assisted Living | 10 | 93 | -4 |
| Bashaw Meadows | 12 | 93 | -1 |
| Timberstone Mews | 8 | 92 | --- |
| ALBERTA AVERAGE | --- | 92 | --- |
| CENTRAL ZONE AVERAGE | --- | 91 | --- |
| West Park Lodge | 12 | 91 | -3 |
| Points West Living Red Deer | 13 | 91 | --- |
| Seasons Drayton Valley | 4 | 90 | +13 |
| Century Park | 5 | 90 | --- |
| Points West Living Stettler | 21 | 89 | +2 |
| Points West Living Wainwright | 14 | 85 | -13 |
| Villa Marie | 30 | 84 | +0 |
| Clearwater Centre | 14 | 82 | -2 |
| Extendicare Michener Hill | 9 | 82 | -11 |
| Seasons Retirement Camrose | 11 | 80 | -13 |
| Good Samaritan Good Shepherd Lutheran Home | 16 | 78 | -1 |
| Sunset Manor | 14 | 76 | -16 |
| Park Avenue At Creekside | 2 | 75 | --- |
| Seasons Encore Olds | 7 | 69 | --- |

Table 12: Laundry (continued)

| Calgary Zone (N = 28 sites) | 2019 Results | | Change from 2016 |
|--|--------------|-----------|------------------|
| | N | Average | |
| Aspen Ridge Lodge | 3 | 100 | +8 |
| Prince of Peace Manor | 3 | 100 | 0 |
| Scenic Acres Retirement Residence | 1 | 100 | 0 |
| Revera Heartland | 2 | 100 | +10 |
| AgeCare Sagewood | 13 | 99 | +3 |
| Wentworth Manor The Residence | 8 | 98 | +3 |
| Providence Care Centre | 9 | 98 | --- |
| Bethany Didsbury | 23 | 97 | +11 |
| AgeCare Walden Heights | 43 | 96 | +3 |
| Silver Willow Lodge | 11 | 95 | +0 |
| Edgemont Retirement Residence | 7 | 95 | -5 |
| Whitehorn Village Retirement Community | 13 | 95 | -4 |
| McKenzie Towne Retirement Residence | 3 | 94 | -6 |
| Kingsland Terrace | 5 | 93 | +9 |
| Carewest Nickle House | 5 | 93 | +3 |
| CALGARY ZONE AVERAGE | --- | 93 | --- |
| AgeCare Seton | 38 | 92 | -3 |
| Monterey Place | 13 | 92 | +2 |
| Carewest Colonel Belcher Care Centre | 6 | 92 | +8 |
| ALBERTA AVERAGE | --- | 92 | --- |
| Seasons Retirement High River | 20 | 91 | +8 |
| Evanston Grand Village | 19 | 90 | -7 |
| Eau Claire Retirement Residence | 5 | 90 | --- |
| Holy Cross Manor | 20 | 90 | +3 |
| Strafford Foundation Tudor Manor | 32 | 90 | +2 |
| St. Teresa Place | 39 | 88 | --- |
| Swan Evergreen Village | 9 | 88 | --- |
| St. Marguerite Manor | 15 | 87 | -6 |
| Millrise Place | 9 | 85 | -8 |
| Sage Hill Retirement Residence | 5 | 83 | --- |
| South Zone (N = 28 sites) | 2019 Results | | Change from 2016 |
| | N | Average | |
| Meadowlands Retirement Residence | 4 | 100 | --- |
| St. Michael's Health Centre | 10 | 98 | --- |
| Golden Acres Lodge | 12 | 97 | -0 |
| Good Samaritan Society Prairie Ridge | 19 | 95 | +1 |
| River Ridge Seniors Village | 6 | 94 | +4 |
| Good Samaritan Society Pincher Creek Vista Village | 27 | 94 | +3 |
| Good Samaritan Society South Ridge Village | 11 | 92 | +1 |

Table 12: Laundry (continued)

| | | | |
|---|------------|-----------|------------|
| York Creek Lodge | 6 | 92 | 0 |
| Meadow Ridge Seniors Village | 10 | 92 | -1 |
| ALBERTA AVERAGE | --- | 92 | --- |
| Good Samaritan Society West Highlands | 40 | 92 | -3 |
| AgeCare Columbia | 14 | 91 | -4 |
| Chinook Lodge | 10 | 91 | -0 |
| Good Samaritan Society Linden View | 20 | 91 | -2 |
| The Wellington Retirement Residence | 20 | 90 | +2 |
| Extendicare Fairmont Park | 26 | 90 | -3 |
| SOUTH ZONE AVERAGE | --- | 89 | --- |
| Clearview Lodge | 9 | 89 | -8 |
| Sunny South Lodge | 17 | 89 | -0 |
| Good Samaritan Society Park Meadows Village | 26 | 89 | +1 |
| Masterpiece Southland Meadows | 12 | 88 | --- |
| AgeCare Sunrise Gardens | 19 | 88 | --- |
| AgeCare Orchard Manor | 6 | 88 | -8 |
| Good Samaritan Garden Vista | 8 | 88 | -2 |
| Good Samaritan Society Lee Crest | 20 | 88 | -0 |
| Legacy Lodge | 39 | 87 | -2 |
| St. Therese Villa | 48 | 86 | -3 |
| Piyami Place | 5 | 83 | -8 |
| Cypress View Foundation Medicine Hat | 14 | 76 | -21 |
| Haven Care Centre | 6 | 63 | -12 |

Note: Categorical decision rules based on the average extend beyond the first decimal place. In the event of a tie, sites are presented in order of their Overall Care Rating from highest to lowest.

Dimension of Care: General Satisfaction

In 2019, the average General Satisfaction score for the 145 eligible sites was 85 out of 100, and individual site averages ranged from 64 to 100 out of 100.

Table 13 below summarizes the 2019 site-level General Satisfaction averages and change in score from 2016 by AHS Zone (N = 145 sites).

- When the **Change from the 2016 survey** is shaded **GREEN** this indicates that the 2019 score is statistically significantly HIGHER than the 2016 score.
- When the **Change from the 2016 survey** is shaded **ORANGE** this indicates that the 2019 score is statistically significantly LOWER than the 2016 score.
- No shade: 2019 and 2016 scores do not significantly differ.
- "---" 2016 result unavailable.

Table 13: General Satisfaction

| North Zone (N = 17 sites) | 2019 Results | | Change from 2016 |
|--------------------------------------|--------------|-----------|------------------|
| | N | Average | |
| Vilna Lodge | 10 | 100 | --- |
| Heimstaed Lodge | 6 | 96 | --- |
| Stone Brook | 14 | 91 | +14 |
| Points West Living Slave Lake | 6 | 90 | --- |
| Manoir du Lac | 12 | 89 | --- |
| Smithfield Lodge | 11 | 88 | +2 |
| Shepherd's Care Barrhead | 14 | 86 | +9 |
| ALBERTA AVERAGE | --- | 85 | --- |
| NORTH ZONE AVERAGE | --- | 82 | --- |
| Grande Prairie Care Centre | 15 | 81 | --- |
| Emerald Gardens Retirement Residence | 10 | 81 | +2 |
| Hinton Continuing Care Centre | 11 | 81 | --- |
| Points West Living Peace River | 10 | 80 | -5 |
| Prairie Lake Seniors Community | 21 | 79 | --- |
| Mackenzie Place Supportive Living | 31 | 79 | --- |
| Whispering Pines Seniors Lodge | 5 | 75 | --- |
| Points West Living Cold Lake | 6 | 71 | --- |
| Edson Healthcare Centre | 5 | 65 | --- |
| J.B. Wood Continuing Care Centre | 6 | 64 | --- |

Table 13: General Satisfaction (continued)

| Edmonton Zone (N = 36 sites) | 2019 Results | | Change from 2016 |
|--|--------------|-----------|------------------|
| | N | Average | |
| Chartwell Wild Rose Retirement Residence | 5 | 100 | +13 |
| Lifestyle Options Whitemud | 12 | 94 | +14 |
| Glastonbury Village (Mews) | 21 | 93 | +6 |
| CapitalCare Dickinsfield | 8 | 92 | --- |
| Shepherd's Garden | 17 | 91 | +6 |
| Tuoi Hac - Golden Age Manor | 28 | 90 | +6 |
| Our Parents' Home | 5 | 90 | --- |
| Good Samaritan Society Spruce Grove Centre | 13 | 89 | -8 |
| Good Samaritan Society George Hennig Place | 20 | 89 | +5 |
| Chartwell Country Cottage Retirement Residence | 11 | 89 | +8 |
| Devonshire Manor | 27 | 89 | -2 |
| Emmanuel Home | 6 | 88 | +0 |
| St. Albert Retirement Residence | 11 | 88 | --- |
| Citadel Mews West | 33 | 88 | -2 |
| Riverbend Retirement Residence | 11 | 88 | -0 |
| CapitalCare Laurier House Strathcona | 27 | 87 | -7 |
| CapitalCare Laurier House Lynnwood | 38 | 87 | -2 |
| Shepherds Care Kensington | 22 | 87 | +4 |
| Copper Sky Lodge | 54 | 87 | +5 |
| Chartwell St. Albert | 22 | 86 | +3 |
| Rosedale Estates | 21 | 86 | -2 |
| EDMONTON ZONE AVERAGE | --- | 86 | --- |
| Lifestyle Options - Terra Losa | 15 | 85 | -6 |
| ALBERTA AVERAGE | --- | 85 | --- |
| Chateau Vitaline | 12 | 85 | -6 |
| Rutherford Heights Retirement Residence | 24 | 85 | --- |
| Laurel Heights Retirement Residence | 33 | 84 | +5 |
| Shepherd's Care Vanguard | 9 | 83 | --- |
| Sprucewood Place | 21 | 83 | +15 |
| Chartwell Aspen House | 14 | 83 | -10 |
| Grand Manor | 22 | 80 | --- |
| Good Samaritan Society Wedman House | 17 | 80 | -5 |
| Garneau Hall | 8 | 80 | -5 |
| Chartwell Griesbach | 26 | 80 | -6 |
| Saint Thomas Health Centre | 36 | 80 | +0 |
| Villa Marguerite | 52 | 74 | +14 |
| Summerwood Village Retirement Residence | 7 | 72 | -15 |
| Salvation Army Grace Manor | 30 | 72 | -3 |

Table 13: General Satisfaction (continued)

| Central Zone (N = 36 sites) | 2019 Results | | Change from 2016 |
|--|--------------|-----------|------------------|
| | N | Average | |
| Century Park | 6 | 95 | --- |
| Vermilion Valley Lodge | 14 | 94 | +19 |
| Eckville Manor House | 11 | 94 | --- |
| Bashaw Meadows | 15 | 94 | +12 |
| Providence Place | 5 | 91 | -6 |
| Points West Living Red Deer | 21 | 90 | --- |
| Points West Living Lloydminster | 12 | 90 | --- |
| West Park Lodge | 13 | 90 | -4 |
| Pioneer House | 11 | 90 | --- |
| Hillview Lodge | 17 | 89 | --- |
| Vegreville Manor | 5 | 87 | +3 |
| Seasons Retirement Wetaskiwin | 7 | 86 | +8 |
| Wetaskiwin Meadows | 14 | 86 | -2 |
| Islay Assisted Living | 12 | 86 | -6 |
| ALBERTA AVERAGE | --- | 85 | --- |
| Royal Oak Manor | 27 | 84 | +2 |
| Timberstone Mews | 20 | 84 | --- |
| Sundre Seniors Supportive Living | 6 | 83 | --- |
| CENTRAL ZONE AVERAGE | --- | 83 | --- |
| Points West Living Wainwright | 14 | 83 | -14 |
| Park Avenue At Creekside | 8 | 81 | --- |
| Points West Living Stettler | 29 | 81 | -1 |
| Clearwater Centre | 18 | 81 | -0 |
| Extendicare Michener Hill | 16 | 81 | -5 |
| Good Samaritan Good Shepherd Lutheran Home | 26 | 81 | -3 |
| Bethany Sylvan Lake | 13 | 81 | -9 |
| Coronation Hospital and Care Centre | 11 | 80 | -2 |
| Bethany Meadows | 20 | 80 | --- |
| Seasons Drayton Valley | 9 | 79 | +2 |
| Seasons Retirement Olds | 13 | 78 | -8 |
| Seasons Encore Olds | 15 | 78 | --- |
| Seasons Retirement Camrose | 15 | 78 | -11 |
| Faith House | 7 | 77 | --- |
| Sunset Manor | 21 | 76 | -10 |
| Villa Marie | 38 | 76 | -6 |
| Seasons Retirement Ponoka | 12 | 74 | -11 |
| Viewpoint | 13 | 73 | -6 |
| Heritage House | 12 | 72 | -0 |

Table 13: General Satisfaction (continued)

| Calgary Zone (N = 28 sites) | 2019 Results | | Change from 2016 |
|--|--------------|-----------|------------------|
| | N | Average | |
| Prince of Peace Manor | 14 | 96 | +6 |
| Carewest Colonel Belcher Care Centre | 16 | 93 | -0 |
| Scenic Acres Retirement Residence | 9 | 90 | -2 |
| St. Marguerite Manor | 27 | 90 | +1 |
| Evanston Grand Village | 23 | 90 | +2 |
| McKenzie Towne Retirement Residence | 12 | 90 | -9 |
| Whitehorn Village Retirement Community | 20 | 90 | -1 |
| AgeCare Sagewood | 28 | 89 | +3 |
| Revera Heartland | 22 | 88 | +0 |
| Swan Evergreen Village | 12 | 87 | --- |
| Strafford Foundation Tudor Manor | 50 | 86 | -4 |
| AgeCare Walden Heights | 90 | 86 | -3 |
| Seasons Retirement High River | 35 | 86 | +5 |
| Wentworth Manor The Residence | 17 | 86 | -3 |
| CALGARY ZONE AVERAGE | --- | 85 | --- |
| Holy Cross Manor | 27 | 85 | -0 |
| AgeCare Seton | 78 | 85 | -5 |
| ALBERTA AVERAGE | --- | 85 | --- |
| Aspen Ridge Lodge | 9 | 85 | -10 |
| Providence Care Centre | 15 | 84 | --- |
| Bethany Didsbury | 34 | 84 | +0 |
| Sage Hill Retirement Residence | 15 | 84 | --- |
| Carewest Nickle House | 6 | 83 | -7 |
| Eau Claire Retirement Residence | 13 | 83 | --- |
| Edgemont Retirement Residence | 13 | 82 | -9 |
| Kingsland Terrace | 16 | 82 | +25 |
| St. Teresa Place | 55 | 82 | --- |
| Monterey Place | 26 | 80 | -2 |
| Silver Willow Lodge | 16 | 73 | -20 |
| Millrise Place | 14 | 68 | -11 |
| South Zone (N = 28 sites) | 2019 Results | | Change from 2016 |
| | N | Average | |
| Chinook Lodge | 13 | 97 | +6 |
| Sunny South Lodge | 22 | 95 | +11 |
| AgeCare Orchard Manor | 8 | 93 | +7 |
| Clearview Lodge | 14 | 92 | -5 |
| Golden Acres Lodge | 21 | 92 | +2 |
| Masterpiece Southland Meadows | 17 | 92 | --- |
| Good Samaritan Society West Highlands | 46 | 91 | -1 |

Table 13: General Satisfaction (continued)

| | | | |
|--|------------|-----------|------------|
| Good Samaritan Society Prairie Ridge | 22 | 91 | +3 |
| Haven Care Centre | 12 | 91 | +3 |
| Good Samaritan Society Pincher Creek Vista Village | 27 | 91 | +4 |
| Cypress View Foundation Medicine Hat | 25 | 90 | -5 |
| AgeCare Sunrise Gardens | 24 | 90 | --- |
| York Creek Lodge | 7 | 89 | +10 |
| Good Samaritan Garden Vista | 7 | 89 | -8 |
| SOUTH ZONE AVERAGE | --- | 87 | --- |
| River Ridge Seniors Village | 9 | 87 | -4 |
| St. Therese Villa | 55 | 87 | +3 |
| The Wellington Retirement Residence | 26 | 86 | -1 |
| Meadowlands Retirement Residence | 6 | 86 | +0 |
| Extendicare Fairmont Park | 37 | 86 | -3 |
| ALBERTA AVERAGE | --- | 85 | --- |
| Legacy Lodge | 53 | 84 | -6 |
| Good Samaritan Society Lee Crest | 28 | 83 | +5 |
| Good Samaritan Society South Ridge Village | 13 | 83 | -1 |
| AgeCare Columbia | 24 | 82 | +4 |
| Good Samaritan Society Park Meadows Village | 31 | 82 | -3 |
| Meadow Ridge Seniors Village | 13 | 82 | +1 |
| St. Michael's Health Centre | 12 | 82 | --- |
| Good Samaritan Society Linden View | 22 | 77 | -7 |
| Piyami Place | 5 | 74 | -13 |

Note: Categorical decision rules based on the average extend beyond the first decimal place. In the event of a tie, sites are presented in order of their Overall Care Rating from highest to lowest.

APPENDIX VIII: SUMMARY OF 2019 PROVINCIAL AND ZONE-LEVEL RESPONSES TO INDIVIDUAL SURVEY QUESTIONS

This section presents respondent-level results to the survey questions that make up the Dimensions of Care and the Additional Care questions.

Notes: Percentages may not always add to 100 per cent due to rounding. Responses *Don't Know* and *Not applicable* were coded as missing.

Table 1: Dimension of Care: Activities question-level results by AHS Zone

| Q1: Do you have enough to do here? | | | | | | |
|--|------------------------|-------------------------|----------------------------|---------------------------|---------------------------|-------------------------|
| | Alberta (N = 2,672) | North Zone (N = 210) | Edmonton Zone (N = 717) | Central Zone (N = 493) | Calgary Zone (N = 656) | South Zone (N = 596) |
| | % | % | % | % | % | % |
| Yes, always | 49 | 49 | 56 | 44 | 49 | 47 |
| Yes, sometimes | 33 | 31 | 26 | 34 | 36 | 39 |
| No, hardly ever | 13 | 12 | 12 | 16 | 12 | 11 |
| No never | 5 | 8 | 6 | 6 | 3 | 3 |
| Total | 100 | 100 | 100 | 100 | 100 | 100 |
| Q2: Do you get enough information about the activities offered here? | | | | | | |
| | Alberta (N = 2,695) | North Zone (N = 209) | Edmonton Zone (N = 704) | Central Zone (N = 502) | Calgary Zone (N = 679) | South Zone (N = 601) |
| | % | % | % | % | % | % |
| Yes, always | 63 | 62 | 69 | 61 | 62 | 60 |
| Yes, sometimes | 27 | 28 | 20 | 28 | 28 | 31 |
| No, hardly ever | 7 | 8 | 6 | 6 | 9 | 8 |
| No never | 3 | 3 | 4 | 4 | 1 | 1 |
| Total | 100 | 100 | 100 | 100 | 100 | 100 |
| Q3: Are you satisfied with the activities offered here? | | | | | | |
| | Alberta (N = 2,552) | North Zone (N = 199) | Edmonton Zone (N = 675) | Central Zone (N = 478) | Calgary Zone (N = 621) | South Zone (N = 579) |
| | % | % | % | % | % | % |
| Yes, always | 50 | 52 | 53 | 45 | 48 | 53 |
| Yes, sometimes | 36 | 34 | 34 | 40 | 37 | 34 |
| No, hardly ever | 10 | 10 | 8 | 10 | 13 | 11 |
| No never | 4 | 4 | 6 | 5 | 2 | 2 |
| Total | 100 | 100 | 100 | 100 | 100 | 100 |

Table 1: Dimension of Care: Activities question-level results by AHS Zone (continued)

| Q4: Can you choose what activities you do here? | | | | | | |
|--|--------------------------------|---------------------------------|------------------------------------|-----------------------------------|-----------------------------------|---------------------------------|
| | Alberta (N = 2,562) | North Zone (N = 194) | Edmonton Zone (N = 693) | Central Zone (N = 461) | Calgary Zone (N = 638) | South Zone (N = 576) |
| | % | % | % | % | % | % |
| Yes, always | 68 | 71 | 76 | 52 | 69 | 67 |
| Yes, sometimes | 22 | 19 | 16 | 35 | 21 | 22 |
| No, hardly ever | 7 | 5 | 4 | 8 | 8 | 8 |
| No never | 3 | 5 | 3 | 4 | 3 | 4 |
| Total | 100 | 100 | 100 | 100 | 100 | 100 |

Table 2: Dimension of Care: Choice question-level results by AHS Zone

| Q5: Can you go to bed when you like? | | | | | | |
|--|--------------------------------|---------------------------------|------------------------------------|-----------------------------------|-----------------------------------|---------------------------------|
| | Alberta (N = 2,791) | North Zone (N = 215) | Edmonton Zone (N = 738) | Central Zone (N = 528) | Calgary Zone (N = 706) | South Zone (N = 604) |
| | % | % | % | % | % | % |
| Yes, always | 80 | 78 | 79 | 78 | 83 | 78 |
| Yes, sometimes | 14 | 17 | 12 | 17 | 13 | 15 |
| No, hardly ever | 4 | 4 | 5 | 4 | 3 | 4 |
| No never | 2 | 1 | 4 | 1 | 1 | 3 |
| Total | 100 | 100 | 100 | 100 | 100 | 100 |
| Q6: Do the employees leave you alone if you don't want to do anything? | | | | | | |
| | Alberta (N = 2,724) | North Zone (N = 218) | Edmonton Zone (N = 714) | Central Zone (N = 502) | Calgary Zone (N = 693) | South Zone (N = 597) |
| | % | % | % | % | % | % |
| Yes, always | 75 | 78 | 78 | 68 | 78 | 74 |
| Yes, sometimes | 22 | 20 | 17 | 30 | 19 | 23 |
| No, hardly ever | 2 | 2 | 3 | 2 | 2 | 2 |
| No never | 1 | 0 | 2 | 1 | 1 | 1 |
| Total | 100 | 100 | 100 | 100 | 100 | 100 |
| Q7: Do the people who work here encourage you to do things you are able to do yourself? | | | | | | |
| | Alberta (N = 2,637) | North Zone (N = 208) | Edmonton Zone (N = 693) | Central Zone (N = 507) | Calgary Zone (N = 644) | South Zone (N = 585) |
| | % | % | % | % | % | % |
| Yes, always | 64 | 74 | 68 | 57 | 65 | 59 |
| Yes, sometimes | 27 | 21 | 21 | 36 | 25 | 32 |
| No, hardly ever | 6 | 4 | 6 | 6 | 7 | 6 |
| No never | 3 | 1 | 5 | 2 | 3 | 3 |
| Total | 100 | 100 | 100 | 100 | 100 | 100 |
| Q8: Are you free to come and go as you are able? | | | | | | |
| | Alberta (N = 2,741) | North Zone (N = 217) | Edmonton Zone (N = 710) | Central Zone (N = 516) | Calgary Zone (N = 699) | South Zone (N = 599) |
| | % | % | % | % | % | % |
| Yes, always | 82 | 84 | 83 | 76 | 83 | 87 |
| Yes, sometimes | 13 | 12 | 10 | 21 | 13 | 10 |
| No, hardly ever | 3 | 3 | 3 | 3 | 3 | 3 |
| No never | 2 | 1 | 4 | 1 | 2 | 1 |
| Total | 100 | 100 | 100 | 100 | 100 | 100 |

Table 2: Dimension of Care: Choice question-level results by AHS Zone (continued)

| Q9: Are the rules here reasonable? | | | | | | |
|--|--------------------------------|---------------------------------|------------------------------------|-----------------------------------|-----------------------------------|---------------------------------|
| | Alberta (N = 2,696) | North Zone (N = 211) | Edmonton Zone (N = 710) | Central Zone (N = 511) | Calgary Zone (N = 674) | South Zone (N = 590) |
| | % | % | % | % | % | % |
| Yes, always | 74 | 79 | 75 | 67 | 74 | 76 |
| Yes, sometimes | 22 | 18 | 19 | 28 | 22 | 20 |
| No, hardly ever | 3 | 2 | 3 | 4 | 2 | 3 |
| No never | 1 | 1 | 2 | 2 | 1 | < 1 |
| Total | 100 | 100 | 100 | 100 | 100 | 100 |
| Q10: Can you choose what clothes to wear? | | | | | | |
| | Alberta (N = 2,796) | North Zone (N = 215) | Edmonton Zone (N = 737) | Central Zone (N = 529) | Calgary Zone (N = 709) | South Zone (N = 606) |
| | % | % | % | % | % | % |
| Yes, always | 90 | 87 | 93 | 86 | 93 | 90 |
| Yes, sometimes | 8 | 11 | 5 | 12 | 6 | 8 |
| No, hardly ever | 1 | 1 | 1 | 2 | 1 | 1 |
| No never | 1 | < 1 | 1 | < 1 | < 1 | < 1 |
| Total | 100 | 100 | 100 | 100 | 100 | 100 |

Table 3: Dimension of Care: Care and Services question-level results by AHS Zone

| Q11: Can you get snacks and drinks whenever you want them? | | | | | | |
|--|--------------------------------|---------------------------------|------------------------------------|-----------------------------------|-----------------------------------|---------------------------------|
| | Alberta (N = 2,483) | North Zone (N = 189) | Edmonton Zone (N = 654) | Central Zone (N = 476) | Calgary Zone (N = 622) | South Zone (N = 542) |
| | % | % | % | % | % | % |
| Yes, always | 58 | 72 | 49 | 55 | 58 | 65 |
| Yes, sometimes | 27 | 17 | 24 | 36 | 29 | 24 |
| No, hardly ever | 9 | 7 | 13 | 7 | 10 | 6 |
| No never | 6 | 3 | 14 | 3 | 3 | 5 |
| Total | 100 | 100 | 100 | 100 | 100 | 100 |
| Q12: Do you get your medications on time? | | | | | | |
| | Alberta (N = 2,655) | North Zone (N = 214) | Edmonton Zone (N = 706) | Central Zone (N = 491) | Calgary Zone (N = 660) | South Zone (N = 584) |
| | % | % | % | % | % | % |
| Yes, always | 76 | 81 | 80 | 63 | 79 | 76 |
| Yes, sometimes | 21 | 17 | 18 | 34 | 20 | 19 |
| No, hardly ever | 2 | 1 | 2 | 2 | 1 | 4 |
| No never | 0 | < 1 | 1 | 1 | < 1 | < 1 |
| Total | 100 | 100 | 100 | 100 | 100 | 100 |
| Q13: Do employees explain your care and services to you? | | | | | | |
| | Alberta (N = 2,529) | North Zone (N = 205) | Edmonton Zone (N = 669) | Central Zone (N = 482) | Calgary Zone (N = 611) | South Zone (N = 562) |
| | % | % | % | % | % | % |
| Yes, always | 55 | 68 | 53 | 41 | 58 | 62 |
| Yes, sometimes | 30 | 24 | 27 | 44 | 28 | 25 |
| No, hardly ever | 11 | 6 | 12 | 11 | 11 | 10 |
| No never | 5 | 2 | 8 | 4 | 3 | 4 |
| Total | 100 | 100 | 100 | 100 | 100 | 100 |
| Q14: Do the employees who take care of you know what you like and you don't like? | | | | | | |
| | Alberta (N = 2,587) | North Zone (N = 209) | Edmonton Zone (N = 682) | Central Zone (N = 495) | Calgary Zone (N = 644) | South Zone (N = 557) |
| | % | % | % | % | % | % |
| Yes, always | 51 | 61 | 54 | 39 | 51 | 54 |
| Yes, sometimes | 41 | 33 | 37 | 53 | 41 | 39 |
| No, hardly ever | 5 | 5 | 6 | 5 | 5 | 5 |
| No never | 3 | 1 | 4 | 3 | 2 | 2 |
| Total | 100 | 100 | 100 | 100 | 100 | 100 |

Table 4: Dimension of Care: Relationship with Employees question-level results by AHS Zone

| Q15: Are the employees courteous to you? | | | | | | |
|--|--------------------------------|---------------------------------|------------------------------------|-----------------------------------|-----------------------------------|---------------------------------|
| | Alberta (N = 2,805) | North Zone (N = 215) | Edmonton Zone (N = 741) | Central Zone (N = 531) | Calgary Zone (N = 709) | South Zone (N = 609) |
| | % | % | % | % | % | % |
| Yes, always | 76 | 80 | 73 | 75 | 79 | 78 |
| Yes, sometimes | 22 | 17 | 25 | 23 | 21 | 20 |
| No, hardly ever | 1 | 2 | 2 | 2 | 1 | 1 |
| No never | < 1 | 0 | 1 | < 1 | 0 | 1 |
| Total | 100 | 100 | 100 | 100 | 100 | 100 |
| Q16: Can you depend on the employees? | | | | | | |
| | Alberta (N = 2,739) | North Zone (N = 218) | Edmonton Zone (N = 707) | Central Zone (N = 525) | Calgary Zone (N = 688) | South Zone (N = 601) |
| | % | % | % | % | % | % |
| Yes, always | 62 | 68 | 61 | 56 | 64 | 63 |
| Yes, sometimes | 33 | 27 | 33 | 40 | 32 | 32 |
| No, hardly ever | 4 | 6 | 4 | 4 | 3 | 5 |
| No never | 1 | 0 | 2 | < 1 | < 1 | < 1 |
| Total | 100 | 100 | 100 | 100 | 100 | 100 |
| Q17: Are the people who work here friendly? | | | | | | |
| | Alberta (N = 2,815) | North Zone (N = 221) | Edmonton Zone (N = 744) | Central Zone (N = 529) | Calgary Zone (N = 707) | South Zone (N = 614) |
| | % | % | % | % | % | % |
| Yes, always | 76 | 78 | 75 | 72 | 79 | 78 |
| Yes, sometimes | 22 | 21 | 23 | 26 | 21 | 21 |
| No, hardly ever | 1 | 1 | 2 | 2 | < 1 | 1 |
| No never | < 1 | 0 | < 1 | < 1 | 0 | < 1 |
| Total | 100 | 100 | 100 | 100 | 100 | 100 |
| Q18: Do the employees treat you with respect? | | | | | | |
| | Alberta (N = 2,800) | North Zone (N = 218) | Edmonton Zone (N = 734) | Central Zone (N = 531) | Calgary Zone (N = 704) | South Zone (N = 613) |
| | % | % | % | % | % | % |
| Yes, always | 78 | 83 | 76 | 73 | 80 | 82 |
| Yes, sometimes | 20 | 17 | 22 | 25 | 19 | 17 |
| No, hardly ever | 1 | 1 | 1 | 2 | 1 | 1 |
| No never | < 1 | 0 | 1 | 0 | < 1 | < 1 |
| Total | 100 | 100 | 100 | 100 | 100 | 100 |

Table 5: Dimension of Care: Employee Responsiveness question-level results by AHS Zone

| Q19: During the week, are the employees available to help you if you need it? | | | | | | |
|---|--------------------------------|---------------------------------|------------------------------------|-----------------------------------|-----------------------------------|---------------------------------|
| | Alberta (N = 2,648) | North Zone (N = 216) | Edmonton Zone (N = 683) | Central Zone (N = 499) | Calgary Zone (N = 666) | South Zone (N = 584) |
| | % | % | % | % | % | % |
| Yes, always | 66 | 70 | 71 | 51 | 70 | 66 |
| Yes, sometimes | 31 | 29 | 25 | 46 | 27 | 31 |
| No, hardly ever | 3 | 1 | 3 | 3 | 2 | 3 |
| No never | < 1 | 0 | 1 | < 1 | < 1 | < 1 |
| Total | 100 | 100 | 100 | 100 | 100 | 100 |
| Q20: During the weekend, are the employees available to help you if you need it? | | | | | | |
| | Alberta (N = 2,584) | North Zone (N = 209) | Edmonton Zone (N = 659) | Central Zone (N = 493) | Calgary Zone (N = 647) | South Zone (N = 576) |
| | % | % | % | % | % | % |
| Yes, always | 54 | 55 | 58 | 41 | 55 | 57 |
| Yes, sometimes | 39 | 40 | 34 | 52 | 38 | 37 |
| No, hardly ever | 6 | 3 | 6 | 7 | 7 | 6 |
| No never | 1 | 2 | 2 | 1 | 1 | < 1 |
| Total | 100 | 100 | 100 | 100 | 100 | 100 |
| Q21: During the evening and night, are the employees available to help you if you need it? | | | | | | |
| | Alberta (N = 2,536) | North Zone (N = 204) | Edmonton Zone (N = 640) | Central Zone (N = 479) | Calgary Zone (N = 630) | South Zone (N = 583) |
| | % | % | % | % | % | % |
| Yes, always | 65 | 69 | 69 | 47 | 68 | 73 |
| Yes, sometimes | 30 | 27 | 25 | 46 | 29 | 24 |
| No, hardly ever | 4 | 3 | 5 | 7 | 3 | 3 |
| No never | 1 | < 1 | 2 | < 1 | 1 | 0 |
| Total | 100 | 100 | 100 | 100 | 100 | 100 |
| Q22: Do you feel confident that employees know how to do their jobs? | | | | | | |
| | Alberta (N = 2,747) | North Zone (N = 215) | Edmonton Zone (N = 724) | Central Zone (N = 522) | Calgary Zone (N = 696) | South Zone (N = 590) |
| | % | % | % | % | % | % |
| Yes, always | 61 | 69 | 60 | 53 | 62 | 67 |
| Yes, sometimes | 33 | 26 | 33 | 41 | 33 | 27 |
| No, hardly ever | 5 | 5 | 5 | 5 | 4 | 5 |
| No never | 1 | < 1 | 2 | 1 | 1 | 1 |
| Total | 100 | 100 | 100 | 100 | 100 | 100 |

Table 6: Dimension of Care: Communication question-level results by AHS Zone

| Q23: Are the people in charge available to talk with you? | | | | | | |
|--|--------------------------------|---------------------------------|------------------------------------|-----------------------------------|-----------------------------------|---------------------------------|
| | Alberta (N = 2,485) | North Zone (N = 204) | Edmonton Zone (N = 649) | Central Zone (N = 469) | Calgary Zone (N = 603) | South Zone (N = 560) |
| | % | % | % | % | % | % |
| Yes, always | 60 | 69 | 63 | 55 | 58 | 61 |
| Yes, sometimes | 31 | 25 | 28 | 36 | 34 | 31 |
| No, hardly ever | 6 | 5 | 7 | 6 | 6 | 7 |
| No never | 2 | 1 | 3 | 3 | 1 | 1 |
| Total | 100 | 100 | 100 | 100 | 100 | 100 |
| Q24: Do the people in charge treat you with respect? | | | | | | |
| | Alberta (N = 2,635) | North Zone (N = 210) | Edmonton Zone (N = 688) | Central Zone (N = 482) | Calgary Zone (N = 667) | South Zone (N = 588) |
| | % | % | % | % | % | % |
| Yes, always | 82 | 86 | 83 | 76 | 83 | 83 |
| Yes, sometimes | 16 | 12 | 14 | 22 | 15 | 14 |
| No, hardly ever | 2 | 2 | 1 | 2 | 1 | 2 |
| No never | 1 | 0 | 1 | < 1 | 1 | 1 |
| Total | 100 | 100 | 100 | 100 | 100 | 100 |
| Q25: Would you feel comfortable speaking to the people in charge about a problem? | | | | | | |
| | Alberta (N = 2,656) | North Zone (N = 203) | Edmonton Zone (N = 696) | Central Zone (N = 499) | Calgary Zone (N = 680) | South Zone (N = 578) |
| | % | % | % | % | % | % |
| Yes, always | 73 | 74 | 75 | 71 | 74 | 70 |
| Yes, sometimes | 19 | 16 | 15 | 22 | 21 | 20 |
| No, hardly ever | 5 | 5 | 5 | 4 | 4 | 7 |
| No never | 3 | 4 | 5 | 3 | 2 | 2 |
| Total | 100 | 100 | 100 | 100 | 100 | 100 |
| Q26: Do you know who to go to here when you have a problem? | | | | | | |
| | Alberta (N = 2,576) | North Zone (N = 202) | Edmonton Zone (N = 693) | Central Zone (N = 479) | Calgary Zone (N = 653) | South Zone (N = 549) |
| | % | % | % | % | % | % |
| Yes, always | 68 | 75 | 73 | 62 | 64 | 69 |
| Yes, sometimes | 21 | 18 | 16 | 27 | 24 | 19 |
| No, hardly ever | 7 | 5 | 5 | 7 | 9 | 8 |
| No never | 4 | 2 | 5 | 5 | 3 | 4 |
| Total | 100 | 100 | 100 | 100 | 100 | 100 |

Table 6: Dimension of Care: Communication question-level results by AHS Zone (continued)

| Q27: Do your problems get taken care of here? | | | | | | |
|--|--------------------------------|---------------------------------|------------------------------------|-----------------------------------|-----------------------------------|---------------------------------|
| | Alberta (N = 2,439) | North Zone (N = 190) | Edmonton Zone (N = 652) | Central Zone (N = 444) | Calgary Zone (N = 610) | South Zone (N = 543) |
| | % | % | % | % | % | % |
| Yes, always | 57 | 70 | 57 | 48 | 57 | 61 |
| Yes, sometimes | 33 | 24 | 31 | 41 | 34 | 29 |
| No, hardly ever | 7 | 5 | 7 | 9 | 6 | 7 |
| No never | 3 | 1 | 4 | 2 | 3 | 2 |
| Total | 100 | 100 | 100 | 100 | 100 | 100 |

Table 7: Dimension of Care: Meals and Dining question-level results by AHS Zone

| Q28: Do you get enough to eat? | | | | | | |
|---|--------------------------------|---------------------------------|------------------------------------|-----------------------------------|-----------------------------------|---------------------------------|
| | Alberta (N = 2,805) | North Zone (N = 221) | Edmonton Zone (N = 738) | Central Zone (N = 524) | Calgary Zone (N = 708) | South Zone (N = 614) |
| | % | % | % | % | % | % |
| Yes, always | 83 | 86 | 84 | 82 | 79 | 85 |
| Yes, sometimes | 14 | 11 | 13 | 14 | 17 | 14 |
| No, hardly ever | 3 | 2 | 2 | 2 | 4 | 1 |
| No never | 1 | 1 | 1 | 1 | 1 | < 1 |
| Total | 100 | 100 | 100 | 100 | 100 | 100 |
| Q29: Is the food here tasty? | | | | | | |
| | Alberta (N = 2,797) | North Zone (N = 221) | Edmonton Zone (N = 735) | Central Zone (N = 528) | Calgary Zone (N = 704) | South Zone (N = 609) |
| | % | % | % | % | % | % |
| Yes, always | 37 | 47 | 40 | 30 | 34 | 41 |
| Yes, sometimes | 44 | 37 | 42 | 50 | 46 | 44 |
| No, hardly ever | 13 | 10 | 12 | 15 | 15 | 11 |
| No never | 5 | 6 | 5 | 5 | 5 | 4 |
| Total | 100 | 100 | 100 | 100 | 100 | 100 |
| Q30: Can you get the foods you like? | | | | | | |
| | Alberta (N = 2,621) | North Zone (N = 208) | Edmonton Zone (N = 692) | Central Zone (N = 501) | Calgary Zone (N = 656) | South Zone (N = 564) |
| | % | % | % | % | % | % |
| Yes, always | 33 | 40 | 35 | 24 | 31 | 37 |
| Yes, sometimes | 43 | 38 | 42 | 49 | 43 | 42 |
| No, hardly ever | 17 | 14 | 15 | 20 | 20 | 15 |
| No never | 7 | 8 | 7 | 7 | 5 | 7 |
| Total | 100 | 100 | 100 | 100 | 100 | 100 |
| Q31: Is your food served at the right temperature? | | | | | | |
| | Alberta (N = 2,774) | North Zone (N = 216) | Edmonton Zone (N = 732) | Central Zone (N = 525) | Calgary Zone (N = 697) | South Zone (N = 604) |
| | % | % | % | % | % | % |
| Yes, always | 46 | 54 | 49 | 40 | 43 | 47 |
| Yes, sometimes | 39 | 34 | 36 | 43 | 38 | 42 |
| No, hardly ever | 12 | 8 | 11 | 13 | 15 | 9 |
| No never | 4 | 4 | 5 | 3 | 4 | 2 |
| Total | 100 | 100 | 100 | 100 | 100 | 100 |

Table 7: Dimension of Care: Meals and Dining question-level results by AHS Zone (continued)

| Q32: Do you like the way your meals are served here? | | | | | | |
|---|--------------------------------|---------------------------------|------------------------------------|-----------------------------------|-----------------------------------|---------------------------------|
| | Alberta (N = 2,752) | North Zone (N = 215) | Edmonton Zone (N = 727) | Central Zone (N = 520) | Calgary Zone (N = 692) | South Zone (N = 598) |
| | % | % | % | % | % | % |
| Yes, always | 61 | 70 | 62 | 53 | 58 | 66 |
| Yes, sometimes | 30 | 21 | 30 | 38 | 30 | 27 |
| No, hardly ever | 7 | 7 | 6 | 7 | 9 | 6 |
| No never | 3 | 1 | 3 | 3 | 3 | 2 |
| Total | 100 | 100 | 100 | 100 | 100 | 100 |
| Q33: Does the food here meet your dietary needs? | | | | | | |
| | Alberta (N = 2,408) | North Zone (N = 195) | Edmonton Zone (N = 648) | Central Zone (N = 439) | Calgary Zone (N = 636) | South Zone (N = 490) |
| | % | % | % | % | % | % |
| Yes, always | 62 | 68 | 66 | 53 | 61 | 63 |
| Yes, sometimes | 26 | 23 | 23 | 34 | 24 | 26 |
| No, hardly ever | 9 | 7 | 8 | 9 | 11 | 7 |
| No never | 4 | 3 | 4 | 4 | 3 | 3 |
| Total | 100 | 100 | 100 | 100 | 100 | 100 |

Table 8: Dimension of Care: Laundry question-level results by AHS Zone

| Q34: Do you get your clothing back from the laundry? | | | | | | |
|--|--------------------------------|---------------------------------|------------------------------------|-----------------------------------|-----------------------------------|---------------------------------|
| | Alberta (N = 1,827) | North Zone (N = 153) | Edmonton Zone (N = 512) | Central Zone (N = 343) | Calgary Zone (N = 373) | South Zone (N = 446) |
| | % | % | % | % | % | % |
| Yes, always | 76 | 82 | 79 | 74 | 79 | 72 |
| Yes, sometimes | 21 | 17 | 18 | 24 | 20 | 25 |
| No, hardly ever | 2 | 0 | 3 | 3 | 1 | 1 |
| No never | 1 | 1 | < 1 | 0 | < 1 | 2 |
| Total | 100 | 100 | 100 | 100 | 100 | 100 |
| Q35: Does your clothing come back from the laundry in good condition? | | | | | | |
| | Alberta (N = 1,827) | North Zone (N = 147) | Edmonton Zone (N = 502) | Central Zone (N = 343) | Calgary Zone (N = 371) | South Zone (N = 464) |
| | % | % | % | % | % | % |
| Yes, always | 77 | 85 | 80 | 74 | 79 | 73 |
| Yes, sometimes | 19 | 14 | 16 | 21 | 19 | 23 |
| No, hardly ever | 3 | 1 | 3 | 3 | 2 | 3 |
| No never | 1 | 0 | 1 | 1 | < 1 | 1 |
| Total | 100 | 100 | 100 | 100 | 100 | 100 |

Table 9: Dimension of Care: Facility Environment question-level results by AHS Zone

| Q36: Do you like the location of this place? | | | | | | |
|--|--------------------------------|---------------------------------|------------------------------------|-----------------------------------|-----------------------------------|---------------------------------|
| | Alberta (N = 2,626) | North Zone (N = 204) | Edmonton Zone (N = 705) | Central Zone (N = 496) | Calgary Zone (N = 643) | South Zone (N = 578) |
| | % | % | % | % | % | % |
| Yes, always | 72 | 74 | 73 | 63 | 72 | 78 |
| Yes, sometimes | 21 | 21 | 21 | 30 | 20 | 17 |
| No, hardly ever | 4 | 2 | 4 | 5 | 4 | 3 |
| No never | 3 | 3 | 2 | 2 | 4 | 2 |
| Total | 100 | 100 | 100 | 100 | 100 | 100 |
| Q37: Are the outside walkways and grounds well taken care of? | | | | | | |
| | Alberta (N = 2,531) | North Zone (N = 194) | Edmonton Zone (N = 671) | Central Zone (N = 469) | Calgary Zone (N = 633) | South Zone (N = 564) |
| | % | % | % | % | % | % |
| Yes, always | 81 | 79 | 80 | 71 | 85 | 86 |
| Yes, sometimes | 17 | 18 | 18 | 27 | 14 | 13 |
| No, hardly ever | 2 | 4 | 2 | 2 | 1 | 1 |
| No never | < 1 | 0 | < 1 | 1 | < 1 | < 1 |
| Total | 100 | 100 | 100 | 100 | 100 | 100 |
| Q38: Does this place look attractive to you? | | | | | | |
| | Alberta (N = 2,669) | North Zone (N = 207) | Edmonton Zone (N = 720) | Central Zone (N = 491) | Calgary Zone (N = 660) | South Zone (N = 591) |
| | % | % | % | % | % | % |
| Yes, always | 75 | 74 | 76 | 63 | 79 | 81 |
| Yes, sometimes | 20 | 22 | 18 | 30 | 18 | 15 |
| No, hardly ever | 4 | 2 | 4 | 5 | 2 | 3 |
| No never | 1 | 1 | 2 | 2 | 1 | 1 |
| Total | 100 | 100 | 100 | 100 | 100 | 100 |
| Q39: Is this place clean enough? | | | | | | |
| | Alberta (N = 2,811) | North Zone (N = 220) | Edmonton Zone (N = 748) | Central Zone (N = 526) | Calgary Zone (N = 703) | South Zone (N = 614) |
| | % | % | % | % | % | % |
| Yes, always | 81 | 80 | 80 | 78 | 85 | 81 |
| Yes, sometimes | 16 | 18 | 16 | 18 | 14 | 15 |
| No, hardly ever | 2 | < 1 | 3 | 2 | 1 | 3 |
| No never | 1 | 1 | 1 | 1 | < 1 | 1 |
| Total | 100 | 100 | 100 | 100 | 100 | 100 |

Table 9: Dimension of Care: Facility Environment question-level results by AHS Zone (continued)

| Q40: Is this place quiet when it should be? | | | | | | |
|--|--------------------------------|---------------------------------|------------------------------------|-----------------------------------|-----------------------------------|---------------------------------|
| | Alberta (N = 2,798) | North Zone (N = 222) | Edmonton Zone (N = 734) | Central Zone (N = 529) | Calgary Zone (N = 702) | South Zone (N = 611) |
| | % | % | % | % | % | % |
| Yes, always | 76 | 77 | 78 | 75 | 78 | 72 |
| Yes, sometimes | 21 | 20 | 17 | 22 | 19 | 25 |
| No, hardly ever | 3 | 1 | 3 | 3 | 3 | 3 |
| No never | 1 | 1 | 2 | < 1 | < 1 | < 1 |
| Total | 100 | 100 | 100 | 100 | 100 | 100 |

Table 10: Dimension of Care: Resident Environment question-level results by AHS Zone

| Q41: Do you have enough privacy in your room or apartment? | | | | | | |
|---|--------------------------------|---------------------------------|------------------------------------|-----------------------------------|-----------------------------------|---------------------------------|
| | Alberta (N = 2,816) | North Zone (N = 221) | Edmonton Zone (N = 747) | Central Zone (N = 526) | Calgary Zone (N = 708) | South Zone (N = 614) |
| | % | % | % | % | % | % |
| Yes, always | 82 | 86 | 83 | 82 | 83 | 81 |
| Yes, sometimes | 14 | 11 | 13 | 14 | 14 | 16 |
| No, hardly ever | 3 | 1 | 3 | 3 | 3 | 3 |
| No never | 1 | 1 | 1 | 1 | < 1 | < 1 |
| Total | 100 | 100 | 100 | 100 | 100 | 100 |
| Q42: Are you satisfied with your room or apartment? | | | | | | |
| | Alberta (N = 2,818) | North Zone (N = 221) | Edmonton Zone (N = 747) | Central Zone (N = 530) | Calgary Zone (N = 706) | South Zone (N = 614) |
| | % | % | % | % | % | % |
| Yes, always | 79 | 81 | 80 | 72 | 79 | 82 |
| Yes, sometimes | 17 | 15 | 15 | 24 | 17 | 15 |
| No, hardly ever | 3 | 1 | 3 | 4 | 2 | 2 |
| No never | 1 | 2 | 2 | 1 | 2 | 1 |
| Total | 100 | 100 | 100 | 100 | 100 | 100 |
| Q43: Do you feel safe here? | | | | | | |
| | Alberta (N = 2,811) | North Zone (N = 220) | Edmonton Zone (N = 743) | Central Zone (N = 528) | Calgary Zone (N = 711) | South Zone (N = 609) |
| | % | % | % | % | % | % |
| Yes, always | 84 | 87 | 84 | 76 | 84 | 90 |
| Yes, sometimes | 14 | 11 | 13 | 21 | 14 | 8 |
| No, hardly ever | 2 | 1 | 2 | 2 | 1 | 1 |
| No never | 1 | 1 | 1 | 1 | 1 | < 1 |
| Total | 100 | 100 | 100 | 100 | 100 | 100 |
| Q44: Are your belongings safe here? | | | | | | |
| | Alberta (N = 2,758) | North Zone (N = 215) | Edmonton Zone (N = 735) | Central Zone (N = 521) | Calgary Zone (N = 684) | South Zone (N = 603) |
| | % | % | % | % | % | % |
| Yes, always | 76 | 82 | 76 | 73 | 77 | 74 |
| Yes, sometimes | 18 | 11 | 16 | 24 | 18 | 19 |
| No, hardly ever | 4 | 4 | 5 | 2 | 3 | 6 |
| No never | 2 | 4 | 3 | 1 | 2 | 1 |
| Total | 100 | 100 | 100 | 100 | 100 | 100 |

Table 10: Dimension of Care: Resident Environment question-level results by AHS Zone

| Q45: Do you think this is a pleasant place for people to visit? | | | | | | |
|--|--------------------------------|---------------------------------|------------------------------------|-----------------------------------|-----------------------------------|---------------------------------|
| | Alberta (N = 2,715) | North Zone (N = 217) | Edmonton Zone (N = 715) | Central Zone (N = 504) | Calgary Zone (N = 682) | South Zone (N = 597) |
| | % | % | % | % | % | % |
| Yes, always | 80 | 82 | 81 | 68 | 83 | 84 |
| Yes, sometimes | 17 | 17 | 14 | 29 | 15 | 14 |
| No, hardly ever | 2 | < 1 | 3 | 2 | 2 | 1 |
| No never | 1 | 1 | 2 | 1 | 1 | 1 |
| Total | 100 | 100 | 100 | 100 | 100 | 100 |
| Q46: Is the room temperature comfortable for you? | | | | | | |
| | Alberta (N = 2,806) | North Zone (N = 217) | Edmonton Zone (N = 743) | Central Zone (N = 526) | Calgary Zone (N = 708) | South Zone (N = 612) |
| | % | % | % | % | % | % |
| Yes, always | 61 | 57 | 64 | 52 | 63 | 63 |
| Yes, sometimes | 29 | 35 | 26 | 35 | 27 | 28 |
| No, hardly ever | 7 | 6 | 5 | 10 | 6 | 7 |
| No never | 3 | 2 | 4 | 4 | 3 | 2 |
| Total | 100 | 100 | 100 | 100 | 100 | 100 |

Table 11: Dimension of Care: General Satisfaction question-level results by AHS Zone

| Q47: Do you feel comfortable here? | | | | | | |
|--|--------------------------------|---------------------------------|------------------------------------|-----------------------------------|-----------------------------------|---------------------------------|
| | Alberta (N = 2,782) | North Zone (N = 218) | Edmonton Zone (N = 730) | Central Zone (N = 520) | Calgary Zone (N = 706) | South Zone (N = 608) |
| | % | % | % | % | % | % |
| Yes, always | 77 | 78 | 78 | 68 | 77 | 82 |
| Yes, sometimes | 19 | 17 | 17 | 28 | 20 | 15 |
| No, hardly ever | 2 | 3 | 2 | 3 | 2 | 2 |
| No never | 1 | 1 | 2 | 1 | 1 | 1 |
| Total | 100 | 100 | 100 | 100 | 100 | 100 |
| Q48: Do you feel like you are getting your money's worth here? | | | | | | |
| | Alberta (N = 2,443) | North Zone (N = 193) | Edmonton Zone (N = 650) | Central Zone (N = 458) | Calgary Zone (N = 619) | South Zone (N = 523) |
| | % | % | % | % | % | % |
| Yes, always | 56 | 58 | 58 | 44 | 57 | 63 |
| Yes, sometimes | 30 | 25 | 27 | 38 | 32 | 24 |
| No, hardly ever | 9 | 11 | 8 | 11 | 7 | 9 |
| No never | 5 | 5 | 6 | 7 | 3 | 4 |
| Total | 100 | 100 | 100 | 100 | 100 | 100 |
| Q49: Overall do you like living here? | | | | | | |
| | Alberta (N = 2,751) | North Zone (N = 212) | Edmonton Zone (N = 729) | Central Zone (N = 522) | Calgary Zone (N = 685) | South Zone (N = 603) |
| | % | % | % | % | % | % |
| Yes, always | 61 | 61 | 64 | 49 | 61 | 68 |
| Yes, sometimes | 30 | 28 | 27 | 41 | 30 | 25 |
| No, hardly ever | 5 | 4 | 5 | 6 | 5 | 5 |
| No never | 4 | 7 | 5 | 4 | 4 | 2 |
| Total | 100 | 100 | 100 | 100 | 100 | 100 |
| Q50: Would you recommend this place to a family member or friend? | | | | | | |
| | Alberta (N = 2,637) | North Zone (N = 207) | Edmonton Zone (N = 701) | Central Zone (N = 496) | Calgary Zone (N = 649) | South Zone (N = 584) |
| | % | % | % | % | % | % |
| Yes, always | 70 | 71 | 74 | 59 | 70 | 74 |
| Yes, sometimes | 20 | 19 | 15 | 29 | 21 | 18 |
| No, hardly ever | 5 | 4 | 4 | 7 | 5 | 4 |
| No never | 5 | 5 | 7 | 5 | 4 | 4 |
| Total | 100 | 100 | 100 | 100 | 100 | 100 |

Table 12: Additional Care Questions question-level results by AHS Zone

| Q52: Can you see a doctor if you need to? | | | | | | |
|---|--------------------------------|---------------------------------|--|---------------------------------------|---------------------------------------|---------------------------------|
| | Alberta (N = 2,581) | North Zone (N = 207) | Edmonton Zone (N = 698) | Central Zone (N = 481) | Calgary Zone (N = 635) | South Zone (N = 560) |
| | % | % | % | % | % | % |
| Yes, always | 63 | 66 | 67 | 51 | 63 | 70 |
| Yes, sometimes | 28 | 20 | 25 | 38 | 30 | 24 |
| No, hardly ever | 7 | 9 | 6 | 9 | 6 | 4 |
| No never | 2 | 5 | 2 | 2 | 2 | 2 |
| Total | 100 | 100 | 100 | 100 | 100 | 100 |
| Q53: Are you able to get transportation to or from medical appointments? | | | | | | |
| | Alberta (N = 2,297) | North Zone (N = 180) | Edmonton Zone (N = 638) | Central Zone (N = 413) | Calgary Zone (N = 524) | South Zone (N = 542) |
| | % | % | % | % | % | % |
| Yes, always | 68 | 71 | 69 | 54 | 70 | 76 |
| Yes, sometimes | 22 | 18 | 18 | 38 | 20 | 19 |
| No, hardly ever | 4 | 4 | 5 | 5 | 4 | 4 |
| No never | 5 | 7 | 8 | 3 | 6 | 1 |
| Total | 100 | 100 | 100 | 100 | 100 | 100 |
| Q54: In the last 6 months, how often did you feel that there were enough nurses and aides at the facility? | | | | | | |
| | Alberta (N = 2,515) | North Zone (N = 197) | Edmonton Zone (N = 668) | Central Zone (N = 490) | Calgary Zone (N = 623) | South Zone (N = 537) |
| | % | % | % | % | % | % |
| Always | 43 | 37 | 45 | 33 | 51 | 43 |
| Sometimes | 22 | 26 | 21 | 26 | 19 | 21 |
| Usually | 28 | 29 | 25 | 33 | 25 | 29 |
| Never | 7 | 9 | 9 | 8 | 4 | 6 |
| Total | 100 | 100 | 100 | 100 | 100 | 100 |
| Q55: Do the people who work here take a personal interest in your life? | | | | | | |
| | Alberta (N = 2,551) | North Zone (N = 206) | Edmonton Zone (N = 676) | Central Zone (N = 487) | Calgary Zone (N = 643) | South Zone (N = 539) |
| | % | % | % | % | % | % |
| Yes, always | 43 | 52 | 42 | 40 | 42 | 44 |
| Yes, sometimes | 40 | 33 | 39 | 43 | 42 | 41 |
| No, hardly ever | 11 | 10 | 11 | 10 | 12 | 12 |
| No never | 5 | 4 | 9 | 6 | 4 | 3 |
| Total | 100 | 100 | 100 | 100 | 100 | 100 |

Table 12: Additional Care Questions question-level results by AHS Zone (continued)

| Q56: Do you get your mental health and emotional needs met? | | | | | | |
|--|--------------------------------|---------------------------------|--|---------------------------------------|---------------------------------------|---------------------------------|
| | Alberta (N = 2,323) | North Zone (N = 178) | Edmonton Zone (N = 627) | Central Zone (N = 443) | Calgary Zone (N = 575) | South Zone (N = 500) |
| | % | % | % | % | % | % |
| Yes, always | 54 | 52 | 56 | 43 | 56 | 59 |
| Yes, sometimes | 33 | 38 | 28 | 45 | 33 | 28 |
| No, hardly ever | 8 | 7 | 9 | 7 | 8 | 9 |
| No never | 5 | 3 | 7 | 5 | 3 | 5 |
| Total | 100 | 100 | 100 | 100 | 100 | 100 |
| Q57: Do you get your healthcare needs met? | | | | | | |
| | Alberta (N = 2,639) | North Zone (N = 210) | Edmonton Zone (N = 701) | Central Zone (N = 501) | Calgary Zone (N = 656) | South Zone (N = 571) |
| | % | % | % | % | % | % |
| Yes, always | 68 | 71 | 70 | 60 | 69 | 73 |
| Yes, sometimes | 26 | 23 | 23 | 36 | 27 | 23 |
| No, hardly ever | 3 | 3 | 5 | 2 | 3 | 4 |
| No never | 2 | 3 | 3 | 2 | 2 | 1 |
| Total | 100 | 100 | 100 | 100 | 100 | 100 |
| Q58: Are you involved in making decisions about your care? | | | | | | |
| | Alberta (N = 2,565) | North Zone (N = 198) | Edmonton Zone (N = 698) | Central Zone (N = 466) | Calgary Zone (N = 637) | South Zone (N = 566) |
| | % | % | % | % | % | % |
| Yes, always | 52 | 51 | 57 | 40 | 56 | 53 |
| Yes, sometimes | 27 | 27 | 23 | 36 | 28 | 25 |
| No, hardly ever | 12 | 14 | 10 | 15 | 12 | 12 |
| No never | 8 | 8 | 11 | 10 | 4 | 10 |
| Total | 100 | 100 | 100 | 100 | 100 | 100 |
| Q59: Does your facility have a Resident and Family Council? | | | | | | |
| | Alberta (N = 2,784) | North Zone (N = 215) | Edmonton Zone (N = 739) | Central Zone (N = 524) | Calgary Zone (N = 692) | South Zone (N = 614) |
| | % | % | % | % | % | % |
| Yes | 50 | 54 | 48 | 48 | 49 | 54 |
| No | 10 | 10 | 14 | 11 | 7 | 9 |
| I don't know | 40 | 36 | 38 | 40 | 45 | 37 |
| Total | 100 | 100 | 100 | 100 | 100 | 100 |

Table 12: Additional Care Questions question-level results by AHS Zone (continued)

| Q60: In the last 6 months, have you been a part of a Resident and Family Council Meeting? | | | | | | |
|--|--------------------------------|---------------------------------|--|---------------------------------------|---------------------------------------|---------------------------------|
| | Alberta (N = 2,415) | North Zone (N = 178) | Edmonton Zone (N = 672) | Central Zone (N = 427) | Calgary Zone (N = 605) | South Zone (N = 533) |
| | % | % | % | % | % | % |
| Yes | 34 | 44 | 28 | 36 | 35 | 35 |
| No | 66 | 56 | 72 | 64 | 65 | 65 |
| Total | 100 | 100 | 100 | 100 | 100 | 100 |
| Q61: Do you feel that participating in the Resident and Family Council helped you feel heard about the things that matter to you? (Among those who answered Yes to Q60) | | | | | | |
| | Alberta (N = 761) | North Zone (N = 70) | Edmonton Zone (N = 180) | Central Zone (N = 146) | Calgary Zone (N = 193) | South Zone (N = 172) |
| | % | % | % | % | % | % |
| Yes, always | 50 | 61 | 53 | 36 | 50 | 52 |
| Yes, sometimes | 33 | 26 | 28 | 43 | 33 | 33 |
| No, hardly ever | 12 | 7 | 11 | 14 | 14 | 10 |
| No never | 6 | 6 | 8 | 6 | 4 | 5 |
| Total | 100 | 100 | 100 | 100 | 100 | 100 |

APPENDIX IX: MODELLING SPECIFICS

Model building steps

A structural equation model was constructed to determine which Dimensions of Care most strongly influence overall resident experience (i.e., the Overall Care Rating). This analysis was conducted at the respondent-level with N = 2,857 respondents. Maximum likelihood estimation was used since there were some missing observations. Models were compared and adjusted on various fit indices to select the model that best fits the data. Select resident characteristics and survey questions were included in the analysis to explore how they change the relationships with overall resident experience. The selection of included variables was based on previous iterations of the survey as well as literature and consultation with stakeholders.

Outcome measure

Overall resident experience is made up of the Overall Care Rating which represents a respondent's overall opinion about a site on a scale from 0 to 10, where 0 is the worst care possible and 10 is the best care possible.

Selection of final model

Similar to the factor analysis used to generate Dimension of Care summary scores, the questions in each Dimension of Care were first examined to ensure all questions loaded onto their associated conceptual theme or construct. Questions were excluded from the Dimension of Care construct if the factor loading was less than 0.3. These Dimension of Care constructs were analyzed in the final model with the overall experience outcome. Demographic covariates were also analyzed such as resident level of care. Covariates that were excluded were not significantly associated with the outcome, had small coefficients, or did not contribute to R-squared or other model fit indices relative to other similar and correlated covariates. For the final model, only age and gender were included. Mediation and Moderation effects were also explored. Overall, the included Dimensions of Care constructs and variables explained 32 per cent of the variance in overall experience.

APPENDIX X: DETERMINING ACTIONS FOR IMPROVEMENT

In an effort to identify specific Actions for Improvement based on the survey results, the HQCA determined a method that prioritizes individual questions based on their potential for improvement of overall resident experience (i.e., the Overall Care Rating). Questions were prioritized based on the following two criteria:

- Strength of relationship to overall resident experience, and
- The potential for, or room for, improvement.

From this order, the top five survey questions were selected and were used to generate the Actions for Improvement.

Determining question strength and prioritization criteria

Four prioritization criteria were determined:

Table 1: Prioritization criteria

| Criteria | Measured by: |
|---|---|
| 1. Strength of the Dimension of Care to overall resident experience | Beta coefficient of Dimension of Care |
| 2. Strength of Question to Dimension of Care | Factor loading of question to Dimension of Care |
| 3. Potential room for improvement | $(100 - [\text{top-box score}]) / 100$ |
| 4. Question quality | Discrimination criteria from IRT Analyses |

The Dimensions of Care, as well as the Additional Care Questions that do not comprise any of the Dimensions of Care, were considered as components of the model. Six Dimensions of Care were found to significantly influence overall resident experience, as determined by statistical modelling (described in [Appendix VII](#)). Of these, the Dimension of Care Facility and Resident Environment had the strongest influence on overall resident experience as measured by the value of the beta coefficients.

The strength of each of the Dimensions of Care was the first consideration in determining Actions for Improvement. In order to identify specific actions, the second consideration was the survey questions that make up each Dimension of Care. This involved 1) exploring the relationship of the question with the Dimension of Care, which is determined by their factor loading where the larger the value the stronger the relationship, and 2) exploring room for improvement in regards to the top-box or most positive score, whereby questions with lower scores have more opportunity for improvement.

To determine the strength of the relationship of each question with overall resident experience, as part of a Dimension of Care, the Dimension of Care's beta coefficient was multiplied by the factor loading for each question. The HQCA then took the proportion for improvement for each question by subtracting the top-box score from 100 then dividing by 100. These two numbers were then added to obtain a final prioritization score where larger numbers would get a higher priority.

While not included in how the survey questions were ordered, the final consideration in selecting the top five questions was the quality of the question as indicated by the discrimination criteria from Item Response Theory analyses. Any questions with a discrimination of <1.35 were considered low-performing questions. Therefore, only questions that met the minimum discrimination criteria were ordered in decreasing final prioritization score. From this list, the top-five questions were selected to develop the Actions for Improvement.



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