HQCA
Health Quality Council of Alberta

DESIGNATED SUPPORTIVE LIVING FAMILY 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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1.0 USING THE RESULTS AND OVERVIEW OF FINDINGS

1.1 A note on how to use results

The focus of this report is to describe the current state of designated supportive living (DSL) from the perspective of the resident's family member. 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 four Dimensions of Care , the Food Rating Scale, the Overall Care Rating (a measure of family members' overall opinion of the site), 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 family members' experience at a site. Family 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 the four Dimensions of Care and Food Rating Scale 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 seven key measures, the majority of these changes were in the positive direction.

To provide context, other variables were included such as geography, site size (number of DSL spaces), number of respondents, level of care (DSL3, DSL3 + 4, DSL4 + 4D, DSL3 + 4 + 4D) and operator type

(AHS, Private, Not-for-profit). While only 2019 data is presented in the following table (Table 1), statistical tests were conducted to test significant differences across survey cycles (2019 versus 2016).

The majority of sites did not show a statistically significant change in any of the seven key measures, defined as the four Dimensions of Care, the Food Rating Scale, the Overall Care Rating, and the Propensity to Recommend. Among sites that did show a statistically significant change in any of the seven key measures, the majority of these changes were in the positive direction.

How sites were rank-ordered:

1. For each site, a rank was calculated for the four Dimensions of Care and the Food Rating Scale, resulting in five separate ranks.

2. For each site, each rank was then weighted by how strongly the Dimension of Care relates to the Overall Care Rating. Therefore, ranks for Dimensions of Care that have a stronger association with the Overall Care Rating are 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 and the Food Rating Scale 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).

A note on colours:

- 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 varied 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 (0 to 100)					Overall Care Rating (0 to 10)	Propensity to Recommend (%)	Geography	Number of DSL spaces	Respondents (N)	Operator type	Level of care
		Staffing, Care of Belongings and Environment	Food Rating Scale	Providing Information and Family Involvement	Kindness and Respect	Meeting Basic Needs							
1	Spruce View Lodge	93	85	93	99	100	9.8	100	Rural	15	6	NP	DSL3
2	Elk Point Heritage Lodge	94	92	88	98	100	9.8	100	Rural	10	5	AHS	DSL3
3	Smithfield Lodge	83	76	96	92	97	8.5	96	Rural	46	24	AHS	DSL3+4
4	Heimstaed Lodge	80	79	82	89	94	8.7	93	Rural	54	28	NP	DSL3+4+4D
5	Grande Prairie Care Centre	75	72	88	87	95	8.4	92	Urban	60	29	Priv	DSL4+4D
6	Shepherd's Care Barrhead	77	74	73	86	98	8.3	100	Rural	42	22	NP	DSL4
7	Wildrose Villa	76	72	88	84	92	8.3	94	Rural	22	16	AHS	DSL4+4D
8	Stone Brook	71	66	87	93	95	8.4	100	Rural	56	15	NP	DSL3+4+4D
9	Prairie Lake Seniors Community	73	74	86	84	89	8.2	97	Urban	95	38	Priv	DSL4+4D
10	Points West Living Slave Lake	69	74	84	86	94	8.1	83	Rural	45	13	Priv	DSL4+4D
11	Edson Healthcare Centre	70	67	84	83	89	8.2	95	Rural	38	20	AHS	DSL4+4D
12	Mackenzie Place Supportive Living	72	60	83	83	90	8.0	96	Urban	71	26	AHS	DSL4
13	Points West Living Peace River	66	65	84	80	92	7.9	78	Rural	42	20	Priv	DSL3+4+4D
14	Points West Living Cold Lake	58	62	77	85	88	7.1	65	Rural	42	18	Priv	DSL3+4+4D
15	Manoir du Lac	58	66	73	79	92	6.9	83	Rural	35	10	Priv	DSL3+4+4D
16	J.B. Wood Continuing Care Centre	69	47	68	70	89	7.1	93	Rural	40	14	AHS	DSL4+4D
17	Hinton Continuing Care Centre	57	59	68	76	81	6.4	69	Rural	52	17	AHS	DSL4D
Order	Edmonton Zone (N = 48 sites)	Dimensions of Care (0 to 100)					Overall Care Rating (0 to 10)	Propensity to Recommend (%)	Geography	Number of DSL spaces	Respondents (N)	Operator type	Level of care
		Staffing, Care of Belongings and Environment	Food Rating Scale	Providing Information and Family Involvement	Kindness and Respect	Meeting Basic Needs							
1	CapitalCare Dickinsfield	85	88	88	99	100	9.3	100	Metro	14	7	AHS	DSL3
2	Good Samaritan Society Spruce Grove Centre	85	82	98	92	100	9.3	100	Metro	30	12	NP	DSL4
3	Riverbend Retirement Residence	89	83	89	93	98	8.8	100	Metro	38	9	Priv	DSL4+4D
4	Chateau Vitaline	85	81	94	92	99	8.9	100	Metro	46	19	NP	DSL4+4D
5	Chartwell Country Cottage Retirement Residence	87	81	94	94	96	8.5	100	Metro	26	15	Priv	DSL4
6	Emmanuel Home	87	77	91	93	100	8.9	100	Metro	15	7	NP	DSL4

Table 1: Summary of 2019 site results (continued)

Order	Edmonton Zone (N = 48 sites)	Dimensions of Care (0 to 100)					Overall Care Rating (0 to 10)	Propensity to Recommend (%)	Geography	Number of DSL spaces	Respondents (N)	Operator type	Level of care
		Staffing, Care of Belongings and Environment	Food Rating Scale	Providing Information and Family Involvement	Kindness and Respect	Meeting Basic Needs							
7	Glastonbury Village	88	72	88	96	99	8.8	93	Metro	49	30	Priv	DSL4
8	Chartwell Wild Rose Retirement Residence	83	70	92	98	100	9.0	100	Metro	27	5	Priv	DSL4
9	Churchill Retirement Community	81	86	87	87	100	8.3	100	Metro	35	10	Priv	DSL4+4D
10	Chartwell Heritage Valley	77	78	92	91	97	9.0	100	Metro	18	19	Priv	DSL4D
11	CapitalCare McConnell Place West	80	72	94	89	99	9.0	100	Metro	36	27	AHS	DSL4D
12	Rosedale Estates	82	77	91	85	100	8.7	100	Metro	50	18	Priv	DSL4+3
13	Good Samaritan Society George Hennig Place	82	74	91	88	97	8.6	100	Metro	30	16	NP	DSL4
14	Lifestyle Options Whitemud	80	79	89	91	92	8.6	96	Metro	80	33	NP	DSL4+4D
15	Shepherds Care Kensington	78	72	89	93	95	8.8	100	Metro	86	37	NP	DSL4+4D
16	Lifestyle Options - Leduc	74	82	87	89	95	8.4	96	Metro	74	30	NP	DSL4+4D
17	Lifestyle Options - Terra Losa	77	80	85	88	99	8.5	97	Metro	77	37	NP	DSL4+4D
18	Lifestyle Options - Riverbend	82	77	78	86	100	8.0	57	Metro	17	7	NP	DSL4
19	Citadel Mews West	82	71	87	91	92	8.8	100	Metro	67	30	Priv	DSL4
20	Shepherd's Care Greenfield	77	84	81	90	91	8.2	89	Metro	30	19	NP	DSL4D
21	Wedman Village Homes	86	68	84	86	99	8.6	100	Metro	30	16	NP	DSL4D
22	West Country Hearth	76	72	89	91	92	8.5	93	Metro	32	15	NP	DSL4+4D
23	Shepherd's Garden	85	68	79	85	100	8.5	95	Metro	45	21	NP	DSL4
24	Saint Thomas Health Centre	78	69	85	87	97	8.2	90	Metro	138	58	NP	DSL4+4D
25	Rutherford Heights Retirement Residence	74	74	85	87	94	8.1	94	Metro	89	52	Priv	DSL4+4D
26	Devonshire Manor	78	68	84	88	96	8.4	97	Metro	59	35	Priv	DSL4
27	Grand Manor	72	77	84	86	100	7.4	88	Metro	102	18	NP	DSL4D
28	Copper Sky Lodge	77	71	85	84	97	8.0	91	Metro	130	58	Priv	DSL4+4D
29	Chartwell St. Albert	80	64	85	87	92	8.3	97	Metro	70	34	Priv	DSL4
30	Chartwell Griesbach	71	69	86	88	96	7.9	95	Metro	165	43	Priv	DSL4+4D
31	Salvation Army Grace Manor	78	74	84	78	93	8.3	87	Metro	87	29	NP	DSL4
32	Summerwood Village Retirement Residence	72	74	85	87	92	8.1	91	Metro	79	35	Priv	DSL4+4D
33	Good Samaritan Society Stony Plain Care Centre	71	73	84	87	97	8.2	93	Metro	30	15	NP	DSL4D
34	Chartwell Aspen House	77	64	85	88	93	8.3	94	Metro	72	35	AHS	DSL4+4D

Table 1: Summary of 2019 site results (continued)

Order	Edmonton Zone (N = 48 sites)	Dimensions of Care (0 to 100)					Overall Care Rating (0 to 10)	Propensity to Recommend (%)	Geography	Number of DSL spaces	Respondents (N)	Operator type	Level of care
		Staffing, Care of Belongings and Environment	Food Rating Scale	Providing Information and Family Involvement	Kindness and Respect	Meeting Basic Needs							
35	Garneau Hall	78	61	78	88	98	8.3	88	Metro	37	9	Priv	DSL4+4D
36	CapitalCare McConnell Place North	73	79	72	85	93	8.7	100	Metro	36	16	AHS	DSL4D
37	CapitalCare Laurier House Lynnwood	73	68	86	81	90	8.4	100	Metro	80	47	AHS	DSL4
38	Shepherd's Care Vanguard	70	73	80	82	95	7.7	89	Metro	92	46	NP	DSL4+4D
39	Balwin Villa	71	75	83	80	85	7.8	83	Metro	104	26	NP	DSL4+4D
40	Laurel Heights Retirement Residence	73	72	80	79	90	8.1	100	Metro	70	23	Priv	DSL4+4D
41	CapitalCare Laurier House Strathcona	73	63	85	82	89	8.2	96	Metro	42	28	AHS	DSL4
42	Good Samaritan Society Wedman House	74	55	84	85	90	8.0	90	Metro	30	12	NP	DSL4
43	Villa Marguerite	71	66	80	83	98	7.9	87	Metro	239	94	Priv	DSL4+4D
44	Lewis Estates Retirement Residence	72	70	76	81	91	7.8	92	Metro	87	28	Priv	DSL4D
45	Sprucewood Place	69	63	78	76	99	7.3	73	Metro	93	25	Priv	DSL4
46	Tuoi Hac - Golden Age Manor	69	63	78	82	97	7.6	100	Metro	91	26	NP	DSL4
47	St. Albert Retirement Residence	58	64	73	74	93	6.9	76	Metro	92	37	Priv	DSL4+4D
48	Our Parents' Home	66	68	72	80	81	7.5	84	Metro	50	22	Priv	DSL4+4D
Order	Central Zone (N = 39 sites)	Dimensions of Care (0 to 100)					Overall Care Rating (0 to 10)	Propensity to Recommend (%)	Geography	Number of DSL spaces	Respondents (N)	Operator type	Level of care
		Staffing, Care of Belongings and Environment	Food Rating Scale	Providing Information and Family Involvement	Kindness and Respect	Meeting Basic Needs							
1	Seasons Retirement Wetaskiwin	92	78	99	99	100	9.0	100	Rural	20	9	Priv	DSL4+4D
2	Hillview Lodge	91	84	95	95	100	9.4	100	Rural	36	12	NP	DSL3
3	Faith House	90	80	98	90	100	9.2	100	Rural	20	7	NP	DSL3
4	Serenity House	89	88	96	99	97	9.3	100	Rural	12	6	AHS	DSL3
5	Islay Assisted Living	88	77	96	96	100	9.4	100	Rural	20	9	AHS	DSL3
6	Providence Place	90	77	90	94	100	9.3	100	Rural	16	9	NP	DSL3
7	Eckville Manor House	88	90	87	91	100	9.6	100	Urban	15	9	NP	DSL3
8	Seasons Retirement Olds	88	75	91	96	100	9.4	93	Rural	20	15	Priv	DSL3
9	West Park Lodge	85	80	94	92	97	9.1	96	Urban	36	24	Priv	DSL4+4D
10	Bashaw Meadows	87	84	88	95	93	8.7	100	Rural	30	17	NP	DSL4+4D

Table 1: Summary of 2019 site results (continued)

Order	Central Zone (N = 39 sites)	Dimensions of Care (0 to 100)					Overall Care Rating (0 to 10)	Propensity to Recommend (%)	Geography	Number of DSL spaces	Respondents (N)	Operator type	Level of care
		Staffing, Care of Belongings and Environment	Food Rating Scale	Providing Information and Family Involvement	Kindness and Respect	Meeting Basic Needs							
11	Coronation Hospital and Care Centre	90	66	96	98	96	9.8	100	Rural	19	11	AHS	DSL3
12	Timberstone Mews	81	82	89	92	94	8.8	95	Urban	60	46	Priv	DSL4+4D
13	Sundre Seniors Supportive Living	81	76	92	93	99	8.9	100	Rural	40	27	NP	DSL4+4D
14	Chateau Three Hills	83	69	97	90	100	8.8	100	Rural	15	9	Priv	DSL3
15	Pioneer House	78	80	88	94	93	8.8	100	Rural	44	26	NP	DSL4+4D
16	Vermilion Valley Lodge	88	66	91	85	100	8.7	96	Rural	40	24	NP	DSL3
17	Seasons Drayton Valley	90	70	86	89	94	8.7	100	Rural	16	6	Priv	DSL3
18	Vegreville Manor	83	74	82	98	88	8.4	100	Rural	15	5	NP	DSL3
19	Memory Lane	79	70	93	86	100	8.9	100	Rural	25	12	NP	DSL4D
20	Century Park	77	78	88	88	98	8.4	92	Rural	40	12	Priv	DSL4+4D
21	Seasons Retirement Ponoka	84	60	90	93	100	8.4	100	Rural	20	11	Priv	DSL3
22	Extendicare Michener Hill	79	70	89	88	94	8.1	92	Urban	60	27	Priv	DSL4
23	Bethany Sylvan Lake	80	67	95	89	85	8.5	100	Urban	21	15	NP	DSL4
24	Viewpoint	79	76	77	87	98	8.4	83	Rural	20	14	NP	DSL3
25	Points West Living Lloydminster	77	77	81	85	98	8.3	97	Rural	60	32	Priv	DSL4+4D
26	Points West Living Red Deer	70	79	82	89	91	8.0	88	Urban	114	61	Priv	DSL4+4D
27	Wetaskiwin Meadows	82	67	79	83	97	8.9	100	Rural	26	12	NP	DSL3
28	Sunset Manor	77	67	86	87	92	8.2	96	Rural	102	52	Priv	DSL3+4+4D
29	Clearwater Centre	71	70	81	84	94	8.0	82	Rural	39	24	NP	DSL3+4+4D
30	Bethany Meadows	74	65	87	84	98	8.0	92	Rural	30	14	NP	DSL4
31	Points West Living Wainwright	72	70	83	75	97	7.6	86	Rural	59	7	Priv	DSL4+4D
32	Seasons Retirement Camrose	71	66	83	87	95	8.0	90	Rural	82	42	Priv	DSL4+4D
33	Points West Living Stettler	70	72	79	85	90	8.0	85	Rural	88	56	Priv	DSL4+4D
34	Park Avenue At Creekside	63	74	80	86	76	7.6	86	Rural	40	23	Priv	DSL4+4D
35	Royal Oak Manor	69	70	80	83	86	8.0	88	Rural	111	45	Priv	DSL3+4+4D
36	Good Samaritan Good Shepherd Lutheran Home	70	65	83	83	91	7.8	92	Rural	69	37	NP	DSL4+4D
37	Heritage House	63	63	78	78	92	6.6	67	Rural	42	18	Priv	DSL4
38	Seasons Encore Olds	58	67	67	71	88	6.9	79	Rural	60	31	Priv	DSL4+4D

Table 1: Summary of 2019 site results (continued)

Order	Central Zone (N = 39 sites)	Dimensions of Care (0 to 100)					Overall Care Rating (0 to 10)	Propensity to Recommend (%)	Geography	Number of DSL spaces	Respondents (N)	Operator type	Level of care
		Staffing, Care of Belongings and Environment	Food Rating Scale	Providing Information and Family Involvement	Kindness and Respect	Meeting Basic Needs							
39	Villa Marie	66	63	78	82	84	7.7	87	Urban	106	58	NP	DSL4+4D

Order	Calgary Zone (N = 31 sites)	Dimensions of Care (0 to 100)					Overall Care Rating (0 to 10)	Propensity to Recommend (%)	Geography	Number of DSL spaces	Respondents (N)	Operator type	Level of care
		Staffing, Care of Belongings and Environment	Food Rating Scale	Providing Information and Family Involvement	Kindness and Respect	Meeting Basic Needs							
1	Prince of Peace Harbour	89	81	96	99	100	9.2	100	Metro	32	18	Priv	DSL4D
2	Providence Care Centre	82	80	93	92	99	9.2	100	Metro	56	26	NP	DSL4+4D
3	Aspen Ridge Lodge	88	77	91	94	97	9.2	100	Rural	30	19	NP	DSL4+4D
4	Silver Willow Lodge	85	72	91	90	100	8.6	94	Rural	38	20	AHS	DSL3+4+4D
5	Revera Heartland	88	72	87	89	100	8.3	100	Metro	40	20	Priv	DSL4
6	Wing Kei Greenview	83	81	87	88	94	8.9	100	Metro	95	62	NP	DSL4+4D
7	McKenzie Towne Retirement Residence	80	74	89	89	99	9.1	96	Metro	42	27	Priv	DSL4+4D
8	Strafford Foundation Tudor Manor	80	73	91	91	97	8.8	100	Metro	152	81	NP	DSL4+4D
9	Whitehorn Village Retirement Community	82	77	83	90	98	8.6	100	Metro	53	19	Priv	DSL4+4D
10	AgeCare Seton	83	73	86	90	97	8.7	96	Metro	252	106	Priv	DSL4+4D
11	Bethany Didsbury	80	71	91	93	97	8.8	94	Rural	100	49	NP	DSL4+4D
12	AgeCare Sagewood	79	68	91	87	98	8.7	98	Rural	110	44	Priv	DSL4+4D
13	St. Marguerite Manor	77	67	91	90	95	8.7	100	Metro	102	43	NP	DSL4+4D
14	Monterey Place	80	73	84	83	96	8.4	95	Metro	107	42	Priv	DSL4+4D
15	Carewest Colonel Belcher Care Centre	79	75	80	81	97	8.6	92	Metro	30	14	AHS	DSL4
16	Wentworth Manor The Residence	76	72	79	93	100	8.6	100	Metro	62	13	NP	DSL4+4D
17	Prince of Peace Manor	76	79	80	87	97	8.0	93	Metro	30	14	Priv	DSL3
18	St. Teresa Place	79	72	87	88	94	8.5	95	Metro	250	134	NP	DSL4+4D
19	Kingsland Terrace	81	66	84	86	100	8.3	92	Metro	24	14	Priv	DSL4
20	Scenic Acres Retirement Residence	77	74	84	87	95	8.1	94	Metro	26	17	Priv	DSL4+4D
21	Eau Claire Retirement Residence	77	70	90	85	96	8.4	96	Metro	73	28	Priv	DSL4+4D
22	Sage Hill Retirement Residence	73	73	85	90	93	8.3	97	Metro	72	38	Priv	DSL4+4D
23	Rocky Ridge Retirement Community	77	72	86	84	96	8.1	87	Metro	29	15	Priv	DSL4+4D

Table 1: Summary of 2019 site results (continued)

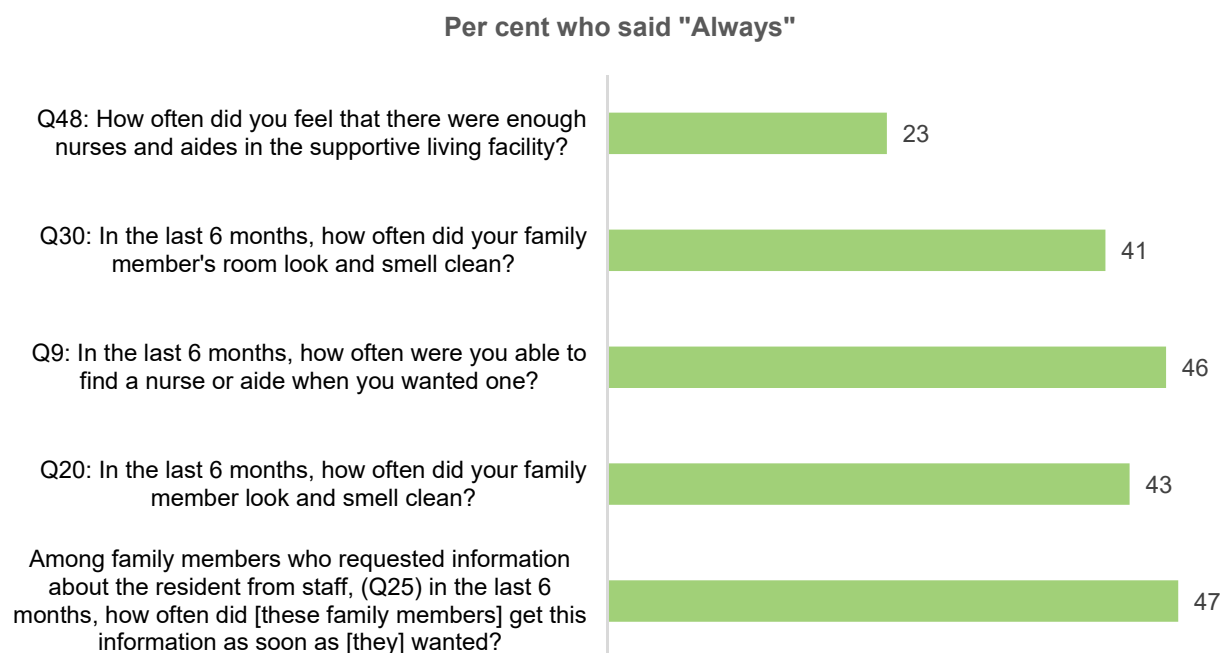| Order	Calgary Zone (N = 31 sites)	Dimensions of Care (0 to 100)					Overall Care Rating (0 to 10)	Propensity to Recommend (%)	Geography	Number of DSL spaces	Respondents (N)	Operator type	Level of care
		Staffing, Care of Belongings and Environment	Food Rating Scale	Providing Information and Family Involvement	Kindness and Respect	Meeting Basic Needs							
24	Swan Evergreen Village	75	79	85	81	92	7.9	89	Metro	48	29	Priv	DSL4+4D
25	AgeCare Walden Heights	78	68	85	86	94	8.5	94	Metro	238	120	Priv	DSL4+4D
26	Carewest Nickle House	72	83	79	67	93	7.3	83	Metro	10	6	AHS	DSL4
27	Edgemont Retirement Residence	75	68	81	83	99	8.3	88	Metro	31	17	Priv	DSL4
28	Millrise Place	73	61	86	83	99	7.8	93	Metro	40	31	Priv	DSL4+4D
29	Evanston Grand Village	74	70	80	82	94	7.8	91	Metro	102	68	Priv	DSL4+4D
30	Holy Cross Manor	72	61	84	83	88	7.7	94	Metro	100	51	NP	DSL4+4D
31	Seasons Retirement High River	70	57	76	85	96	7.4	78	Rural	108	35	Priv	DSL4+4D
Order	South Zone (N = 28 sites)	Dimensions of Care (0 to 100)					Overall Care Rating (0 to 10)	Propensity to Recommend (%)	Geography	Number of DSL spaces	Respondents (N)	Operator type	Level of care
		Staffing, Care of Belongings and Environment	Food Rating Scale	Providing Information and Family Involvement	Kindness and Respect	Meeting Basic Needs							
1	Clearview Lodge	91	94	92	96	100	9.7	100	Rural	20	10	NP	DSL3
2	AgeCare Orchard Manor	91	80	91	98	100	9.8	100	Rural	25	9	Priv	DSL3
3	Chinook Lodge	89	82	95	89	100	9.4	100	Rural	20	10	NP	DSL3
4	Pleasant View Lodge - Bow Island	89	76	94	95	100	9.4	100	Rural	20	11	NP	DSL3
5	Cypress View	87	80	86	93	100	9.1	100	Urban	45	15	NP	DSL3
6	Golden Acres Lodge	87	81	88	91	100	9.1	100	Urban	45	20	NP	DSL3
7	Piyami Place	86	83	90	87	97	9.3	100	Urban	15	6	NP	DSL4+4D
8	Good Samaritan Garden Vista	82	82	86	91	97	8.8	100	Rural	35	14	NP	DSL4+4D
9	Good Samaritan Society Pincher Creek Vista Village	81	81	89	91	92	8.9	100	Rural	75	40	NP	DSL3+4+4D
10	Meadowlands Retirement Residence	88	72	94	83	100	9.0	100	Urban	10	5	Priv	DSL4
11	Sunny South Lodge	82	81	89	88	91	8.6	100	Urban	53	29	NP	DSL3+4+4D
12	Leisure Way	81	73	84	94	100	7.9	86	Urban	16	8	Priv	DSL4+4D
13	Good Samaritan Society Park Meadows Village	77	78	89	88	97	8.6	96	Urban	121	57	NP	DSL4+4D
14	Good Samaritan Society West Highlands	77	73	91	88	96	8.5	98	Urban	100	59	NP	DSL4+4D
15	Good Samaritan Society Linden View	78	78	89	88	91	8.5	100	Rural	105	39	NP	DSL4+4D
16	Masterpiece Southland Meadows	79	73	85	94	96	8.3	96	Urban	50	24	Priv	DSL4+4D

Table 1: Summary of 2019 site results (continued)

Order	South Zone (N = 28 sites)	Dimensions of Care (0 to 100)					Overall Care Rating (0 to 10)	Propensity to Recommend (%)	Geography	Number of DSL spaces	Respondents (N)	Operator type	Level of care
		Staffing, Care of Belongings and Environment	Food Rating Scale	Providing Information and Family Involvement	Kindness and Respect	Meeting Basic Needs							
17	Haven Care Centre	76	69	90	91	99	8.5	100	Urban	24	15	NP	DSL4
18	Good Samaritan Society South Ridge Village	74	75	88	88	99	8.3	95	Urban	48	21	NP	DSL4+4D
19	Good Samaritan Society Prairie Ridge	77	77	85	89	87	8.7	100	Rural	85	28	NP	DSL4+4D
20	Legacy Lodge	77	72	86	88	93	8.2	95	Urban	104	61	Priv	DSL4+4D
21	The Wellington Retirement Residence	79	65	85	86	96	7.8	90	Urban	50	31	Priv	DSL4
22	River Ridge Seniors Village	76	67	83	87	100	8.5	95	Urban	36	21	Priv	DSL4+4D
23	AgeCare Columbia	71	72	81	80	99	7.7	89	Urban	50	19	Priv	DSL3
24	Extendicare Fairmont Park	73	67	85	84	93	8.1	96	Urban	140	84	Priv	DSL4+4D
25	Good Samaritan Society Lee Crest	67	70	76	84	96	8.1	80	Rural	95	11	NP	DSL4+4D
26	AgeCare Sunrise Gardens	66	72	72	78	82	7.3	83	Rural	84	44	Priv	DSL4+4D
27	St. Therese Villa	66	64	77	79	89	7.3	86	Urban	200	109	NP	DSL4+4D
28	St. Michael's Health Centre	63	66	74	74	89	7.4	78	Urban	72	34	NP	DSL4+4D

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 and the top five were ranked according to greatest opportunity for improvement based on (1) the strength of the question as an influencer of overall family member experience, and (2) the degree of 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=4,589) are presented as opposed to the averages of the 163 eligible sites as in the rest of the report.

Per cent who said "Always"

Question	Value
Q48: How often did you feel that there were enough nurses and aides in the supportive living facility?	23
Q30: In the last 6 months, how often did your family member's room look and smell clean?	41
Q9: In the last 6 months, how often were you able to find a nurse or aide when you wanted one?	46
Q20: In the last 6 months, how often did your family member look and smell clean?	43
Among family members who requested information about the resident from staff, (Q25) in the last 6 months, how often did [these family members] get this information as soon as [they] wanted?	47

From these five survey questions, we determined the following Actions for Improvement. If implemented, these actions have the greatest potential to improve overall family member experience (as measured by three items: 1) the Overall Care Rating, 2) Propensity to Recommend, and 3) Question 37 which asks whether family members were ever unhappy with the care their resident received) at the provincial level. While this type of analysis is new to this survey iteration, select results from previous iterations will be presented, where available, to provide additional support for the Actions for Improvement from the family members' perspective.

It is important to note that family experience is not the only source of information to determine improvement priorities, other quality measures such as those derived from the *Resident Assessment Instrument* (RAI), complaints and concerns, accreditation results, and CCHSS compliance should also be considered. 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: Staffing

➢ Alberta Health, Alberta Health Services, and contracted designated supportive living owners and operators collaborate with family members to fully understand family member's expectations and concerns regarding staffing levels and availability of staff, and develop strategies to address these concerns.

Provincially, only 23 per cent of family members felt that there were *Always* enough nurses and aides in the site (Question 48) and only 46 per cent of family members felt that they could *Always* find a nurse or aide when they wanted one (Question 9).

Similarly in 2016, only 24 per cent of family members felt that there were *Always* enough nurses and aides in the site and only 47 per cent of family members felt that they could *Always* find a nurse or aide when they wanted one. While in 2013-14, only 22 per cent of family members felt that there were *Always* enough nurses and aides in the site and 45 per cent of family members felt that they could *Always* find a nurse or aide when they wanted one.

According to their comments, a prominent concern for family members was understaffing. Overall, they felt there was not enough staff available to provide residents with help, especially in the morning, evening, during weekends, and at mealtimes. Many said their resident's basic care needs were rushed, delayed, or not met, such as with eating, timely toileting, dressing in clean clothing, and proper hygiene. Family members also found it difficult to find staff when they needed help or needed to speak with staff. They acknowledged the limits to the quality of care staff could provide due to the limited staff available, and recognized its connection to provincial funding.

Action 2: Cleanliness

➢ Alberta Health Services and contracted designated supportive living owners and operators, collaborate with family members to fully understand their concerns regarding resident hygiene and room cleanliness, and develop strategies to address these concerns.

Provincially, only 41 per cent of family members felt that the residents' room *Always* looked and smelled clean (Question 30) and only 43 per cent of family members felt that the residents' themselves *Always* looked and smelled clean (Question 20).

Similarly in 2016, only 43 per cent of family members felt that the residents' room *Always* looked and smelled clean and only 43 per cent of family members felt that the residents' themselves *Always* looked and smelled clean. While in 2013-14, only 40 per cent of family members felt that the residents' room *Always* looked and smelled clean

and only 42 per cent of family members felt that the residents' themselves *Always* looked and smelled clean.

According to family member comments, a clean and scent free enviornment was important. Most felt their resident's room was not cleaned frequently and thoroughly enough, and unpleasant odours were not well managed. Because family members felt the cleanliness of their resident's room was inadequate they discussed cleaning it themselves.

In addition, family members felt resident's personal hygiene was an important part of resident's health and wellness as it allows them to maintain their dignity, self-esteem, comfort, and appearance; however, these needs often were unmet. For example, many felt bathing could be more frequent and thorough, and residents could be supported to wear clean clothing.

Action 3: Information

➢   Alberta Health Services and contracted designated supportive living owners and operators collaborate with family members to fully understand family member's expectations for receiving information and develop strategies to improve the timeliness of information provision and manage family member's expectations.

Among family members who requested information about their resident, provincially only 47 per cent felt that they *Always* get the requested information as soon as they wanted (Question 25).

Similarly in 2016, only 48 per cent of family members felt that they *Always* get the requested information as soon as they wanted. While in 2013-14, only 47 per cent of family members felt that they *Always* get the requested information as soon as they wanted.

Family members commented that they did not always receive regular updates about their resident's health and care, or were not notified quickly enough when their resident was involved in an incident, became ill, fell, or were hospitalized. When they had questions about their resident, many family members said it was challenging to locate staff in-person or get a hold of them over the phone or by e-mail. And, their messages were not always returned, or returned in a timely manner.

2.0 BACKGROUND

2.1 Designated Supportive Living[1]

Alberta's continuing care system provides Albertans of advanced age or disability with the healthcare, personal care, and accomodation 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 accomodation 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[2]

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 healthcare 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** 24-hour on-site care provided by health care staff*	**DSL- 4** 24-hour on-site care provided by health care staff*	**DSL 4-Dementia** 24-hour on-site care provided by health care staff* in a therapeutic environment	24-hour on-site health care services provided by a diverse mix of health care professionals** and health care staff

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 publicly

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[1] For more information, see http://www.health.alberta.ca/services/continuing-care-system.html

[2] Continuing Care Standards 2016: http://www.health.alberta.ca/documents/CC-Design-Guidelines-Facilities-2014.pdf

funded Designated Supportive Living (levels 3, 4, and 4-Dementia).[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* stream[4] 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, 4, and 4D).

As of September 2019, there were over 11,600 publicly funded spaces dedicated to DSL in Alberta. DSL sites are operated under three ownership/operator models (AHS/public, 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: *The Continuing Care Health Service Standards*,[6] The Supportive Living Accommodation Standards and

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[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

Checklist,[7] Supportive Living Accommodation Licensing Act,[8] and Admission Guidelines for Publicly Funded Continuing Care Living Options.[9] These standards are referenced throughout the report. The purpose of referring to these standards is not to suggest where DSL sites may or may not be in compliance with standards, but rather to provide context and to better focus improvement efforts. Family members' 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 site 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.

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[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 2019 Designated Supportive Living Family Experience Survey

The HQCA conducted the *2019 Designated Supportive Living Family Experience Survey* in collaboration with Alberta Health Services (AHS) and Alberta Health (AH). The survey can assist providers in meeting *Continuing Care Health Service Standard 19: Quality Improvement Reporting* under the *Continuing Care Health Service Standards (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 family members of residents about the quality of care and services residents received at DSL sites across Alberta. This is used to describe the current state of DSL from the family members' perspective and to provide DSL sites and other stakeholders with information that can be used for ongoing monitoring and quality improvement.

2.2.2 Objectives

The objectives of the survey were to:

- Conduct a follow-up to the previous iteration of the *HQCA's Designated Supportive Living Family 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 2019 Designated Supportive Living Resident Experience Survey

Concurrent to the family experience survey, the HQCA conducted a resident experience survey, which surveyed residents in DSL sites via a mail-in paper survey or in-person interview (in-person administration of the survey tool). The results of this survey can be found in a separate report, the *HQCA's 2019 Designated Supportive Living Resident Experience Survey.*[10]

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[10] http://hqca.ca/surveys/supportive-living-family-resident-experience-survey/

3.0   SURVEY PROCESS AND METHODOLOGY

3.1   The survey instrument

Family members of DSL residents were surveyed using a modified version of the *Consumer Assessment of Healthcare Providers and Services (CAHPS®) Nursing Home Survey: Family Member Instrument*[11] ([Appendix I](#)). This is a 68-question self-report measure that assesses family members' overall rating of a site (Overall Care Rating), whether they would recommend the site (Propensity to Recommend), a Food Rating Scale, along with four Dimensions of Care.

In addition to the above, the survey includes questions about other topics important to resident and family experiences, such as medications, privacy, and questions about Resident and Family Councils.

3.2   Survey protocol and sampling

The survey was conducted as a census of all eligible DSL residents. Eligible respondents, who were a family member or friend of the eligible resident, were identified using a compiled database obtained from AHS and confirmed by on-site staff. Family members were excluded if, for example, the resident's contact was a public guardian. For a complete list of exclusion criteria, see [Appendix II](#).

Survey data collection occurred from June to November 2019. Family members had the option of completing the mail-in paper survey or completing the survey online.

The survey response rate is 57 per cent; 4,589 out of a possible 8,107 eligible family members completed and returned the survey. For a breakdown of sampling by AHS Zone, see [Appendix II](#).

3.3   Site inclusion criteria

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, 163 of the 180 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 III](#)).

3.3.1   Dimensions of Care

The *CAHPS® Nursing Home Survey: Family Member Instrument* collects respondent experience based on four Dimensions of Care: (1) Staffing, Care of Belongings, and Environment; (2) Providing Information and Encouraging Family Involvement; (3) Kindness and Respect; and (4) Meeting Basic Needs.

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

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[11] For more details on CAHPS, please refer to: https://cahps.ahrq.gov/

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 VI.

3.3.2   Overall Care Rating and Food Rating Scale

Two scale-based measures were included in the survey: the Overall Care Rating and the Food Rating Scale. The Overall Care Rating reflects the overall family member experience with a DSL site. The Overall Care Rating question asks:

Using any number from 0 to 10, where 0 is the worst and 10 is the best care possible, what number would you use to rate the care at the supportive living facility?

The Food Rating Scale reflects overall family member experience with the food at a DSL site. The Food Rating Scale asks:

Using any number from 0 to 10, where 0 is the worst food possible and 10 is the best food possible, what number would you use to rate the food at this supportive living facility?

In keeping with the Dimensions of Care, the Food Rating Scale was rescaled to a 0 to 100 scale by multiplying the results by 10.

3.3.3   Modelling

A structural equation model was constructed to examine the relative influence of each Dimension of Care on Overall family member experience, as measured by three items: 1) the Overall Care Rating, 2) Propensity to Recommend, and Question 37 which asks whether family members were ever unhappy with the care their resident received. This analysis showed a significant association between the Dimensions of Care and Food Rating Scale with the Overall family member experience (for detailed results, see Appendix VII) and are listed below in order of decreasing strength of association:

1. Staffing, Care of Belongings, and Environment
2. Food Rating Scale
3. Providing Information and Encouraging Family Involvement
4. Kindness and Respect
5. Meeting Basic Needs

Within this report, results are presented as ordered above.

3.4 Family member comments

At the end of the survey, family members were asked one open-ended question:

Do you have any suggestions of how care and services at this supportive living facility could be improved? If so, please explain.

In total, 2,668 of the 4,589 respondents provided a response to this question (58 per cent). The majority of family members' comments reflected themes relevant to one of the four Dimensions of Care. Family members also provided comments related to the themes of Food or Safety and Security. Comments that were not related to any of the preceding themes were categorized as 'Other'. A summary of the comments for each theme is provided alongside the quantitative survey results with the exception of Safety and Security and Other, which are reported separately.

Family members' suggestions for improvement are also provided for each theme, where relevant. For more information on how comments were analyzed, see Appendix II.

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 respondent's overall opinion about a site. The Overall Care Rating asks: *Using any number from 0 to 10, where 0 is the worst and 10 is the best care possible, what number would you use to rate the care at the supportive living facility?*

In 2019, the average Overall Care Rating for the 163 eligible sites was 8.4 out of 10; individual site averages ranged from 6.6 to 9.8 out of 10 and there were no significant differences between AHS Zones (for complete site-level results, see Appendix IV). When comparing 2019 and 2016 results, there were no significant differences provincially or by AHS Zone.

Legend:
- 2019 Alberta
- 2019 AHS Zone
- 2016 Alberta or AHS Zone

Average score (0 to 10)

Alberta
- 6.4 (lowest scoring site) | 8.4 (average) | 9.8 (highest scoring site)
- 6.7 | 8.4 | 9.8

North Zone
- 6.4 | 8.1 | 9.8
- 6.7 | 8.3 | 9.3

Edmonton Zone
- 6.9 | 8.3 | 9.3
- 7.1 | 8.3 | 9.5

Central Zone
- 6.6 | 8.5 | 9.8
- 7.4 | 8.5 | 9.8

Calgary Zone
- 7.3 | 8.4 | 9.2
- 7.3 | 8.5 | 9.1

South Zone
- 7.3 | 8.5 | 9.8
- 7.5 | 8.4 | 9.8
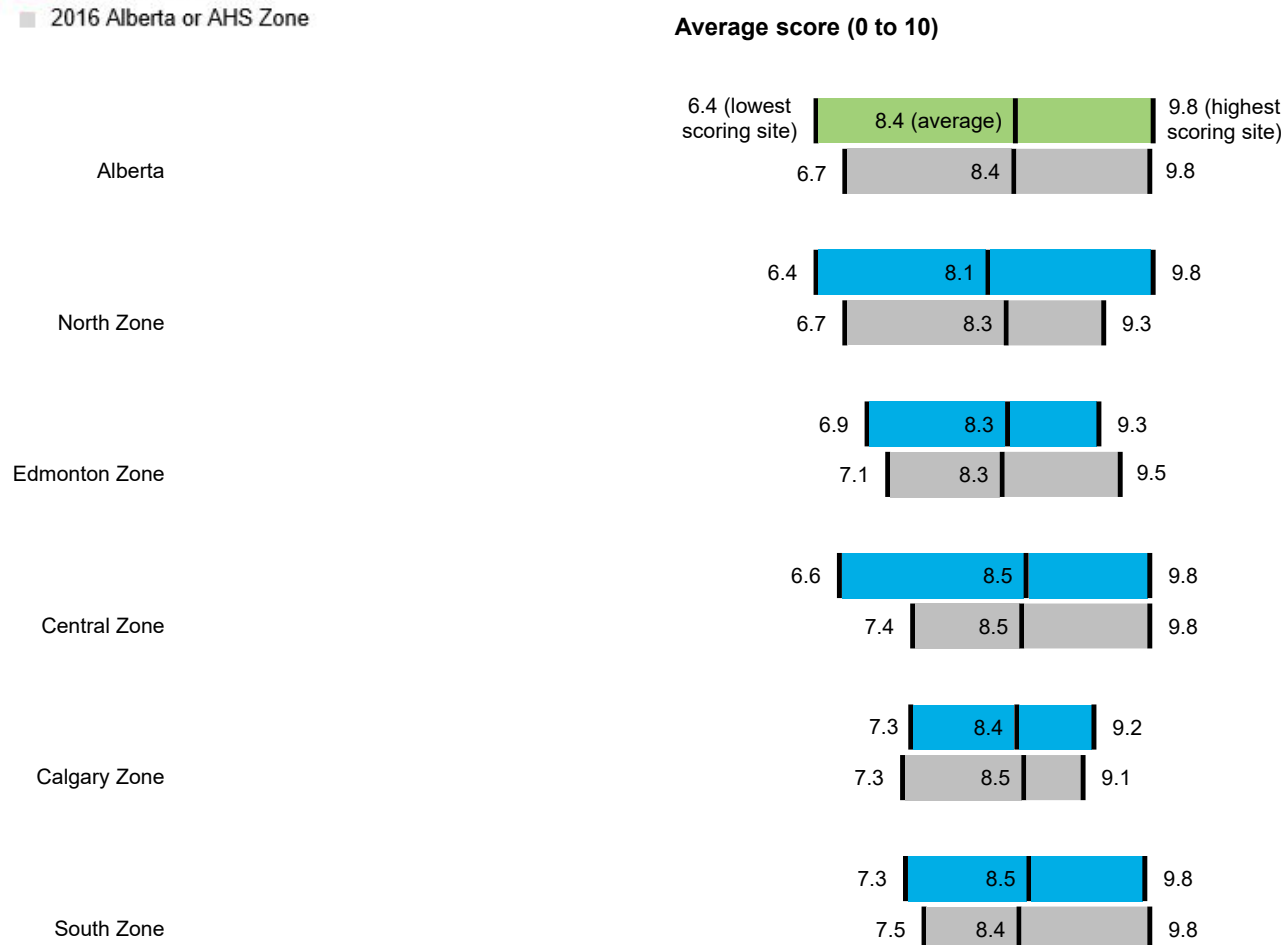
4.2 Propensity to Recommend

An important indicator of family members' perception of the quality of a site is whether a family member would recommend the site to someone needing DSL care. For this reason, a separate section was devoted to this question. Family members were asked (Q47): *If someone needed supportive living facility care, would you recommend this supportive living facility to them?*

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
Definitely YES	Definitely NO
Probably YES	Probably NO

In 2019, the average Propensity to Recommend percentage for the 163 eligible sites was 94 out of 100; individual site averages ranged from 57 to 100 out of 100 (for complete site-level results see Appendix IV). The averages for sites in the North Zone was significantly lower than for sites in the Calgary Zone (for full response options by AHS Zone, see Appendix VI). There were no significant differences between 2019 and 2016 results, provincially or by AHS Zone.

- 2019 Alberta
- 2019 AHS Zone
- 2016 Alberta or AHS Zone

Average score (0 to 100)

	57 (lowest scoring site)	94 (average)	100 (highest scoring site)
Alberta	60	94	100
North Zone	65	90	100
	64	92	100
Edmonton Zone	57	94	100
	60	92	100
Central Zone	67	94	100
	79	95	100
Calgary Zone	78	95	100
	86	97	100
South Zone	78	95	100
	80	93	100
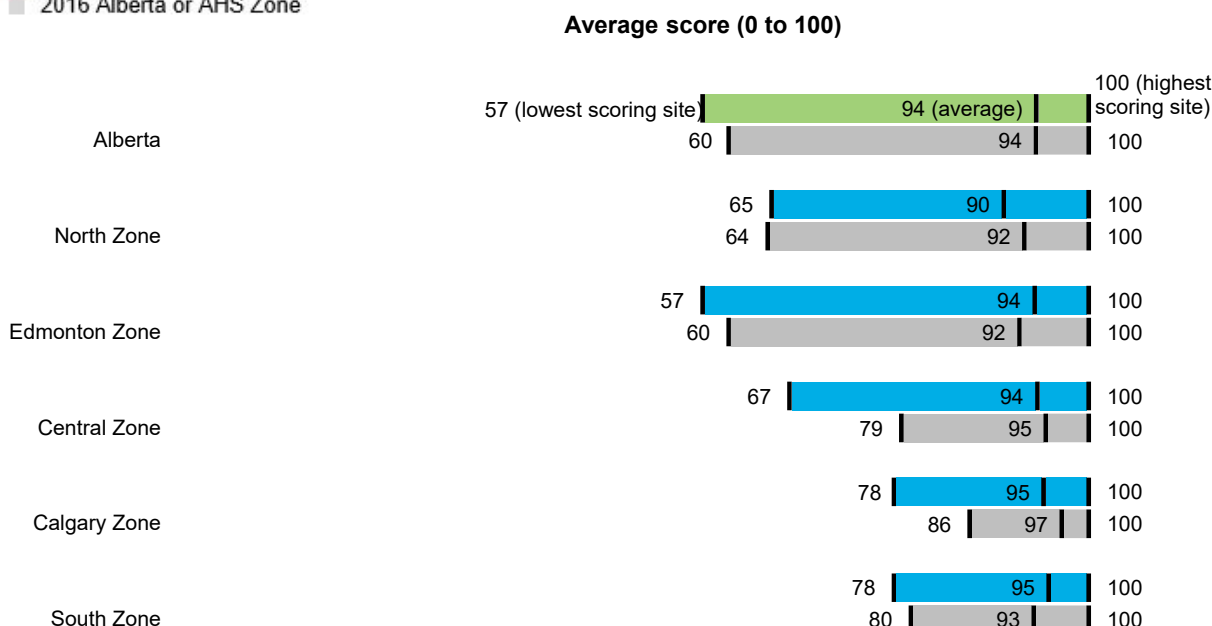
4.3   Dimension of Care: Staffing, Care of Belongings, and Environment

> "I see very good workers being over worked and pulled in too many directions, not being able to provide the best care."

Family members were asked to reflect on their experiences with a range of topics, including staff availability, security of residents' clothing and personal belongings, laundry services, and condition and cleanliness of resident rooms and common areas. The following survey questions were asked, and are listed in order of potential for improving overall family member experience:

1. (Q48) How often are there enough nurses or aides?

2. (Q30) Resident's room looks and smells clean?

3. (Q8 and Q9) Can you find a nurse or aide?

4. (Q20) Resident looks and smells clean?

5. (Q32) Public area looks and smells clean?

6. (Q35 and Q36) Resident's clothes lost?

7. (Q34) Resident's medical belongings lost?

Family member comments related to this Dimension of Care obtained from Q68 is also reported in this section. Q68 asks: Do you have any suggestions how care and services at this supportive living site could be improved? If so, please explain.

In 2019, the average Staffing, Care of Belongings, and Environment score for the 163 eligible sites was 78 out of 100; individual site averages ranged from 57 to 94 out of 100. In addition, the average score for sites in the North Zone (73 out of 100) was significantly lower than the average site score in the other AHS Zones (for complete site-level results for this Dimension of Care, see Appendix IV. There were no significant differences between 2019 and 2016 results, provincially or by AHS Zone.

Legend:
- 2019 Alberta
- 2019 AHS Zone
- 2016 Alberta or AHS Zone

Average score (0 to 100)

	57 (lowest scoring site)	78 (average)	94 (highest scoring site)
Alberta	59	78	95
North Zone	57	73	94
	63	78	95
Edmonton Zone	58	77	89
	62	77	85
Central Zone	58	79	92
	67	80	90
Calgary Zone	70	79	89
	59	79	90
South Zone	63	79	91
	66	77	91
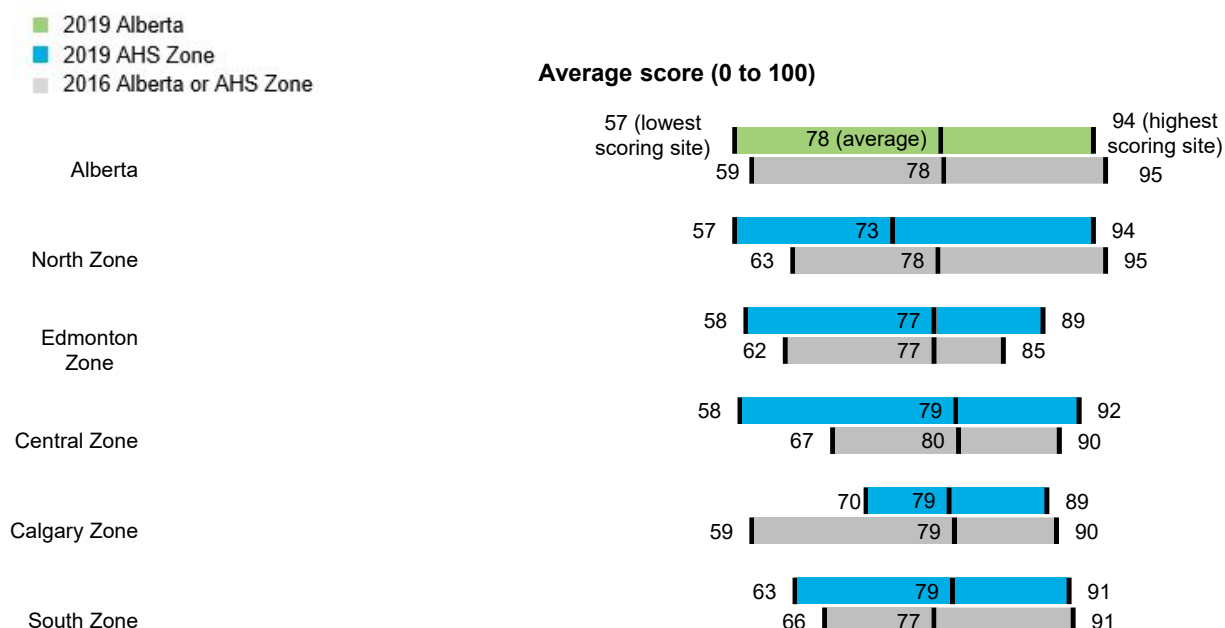
The top-box results (% of family members that chose *Always or Never*) for each question in this Dimension of Care is presented below by AHS Zone. For the other response options to these questions by AHS Zone, see Appendix VI.

	Alberta	North Zone	Edmonton Zone	Central Zone	Calgary Zone	South Zone
	%	%	%	%	%	%
Q48: In the last 6 months, how often did you feel that there were enough nurses and aides in the supportive living facility?						
	(N = 4,371)	(N = 338)	(N = 1,218)	(N = 826)	(N = 1,184)	(N = 805)
Always	23	19	24	23	28	19
Q30: In the last 6 months, how often did your family member's room look and smell clean?						
	(N = 4,440)	(N = 338)	(N = 1,238)	(N = 843)	(N = 1,202)	(N = 819)
Always	41	40	38	41	44	41
Q9: In the last 6 months, how often were you able to find a nurse or aide when you wanted one? (Among those who answered Yes to Q8)						
	(N = 3,662)	(N = 279)	(N = 1,038)	(N = 678)	(N = 1,024)	(N = 643)
Always	46	39	49	41	52	43
Q20: In the last 6 months, how often did your family member look and smell clean?						
	(N = 4,449)	(N = 342)	(N = 1,240)	(N = 846)	(N = 1,204)	(N = 817)
Always	43	41	39	46	43	46
Q32: In the last 6 months, how often did the public areas of the supportive living facility look and smell clean?						
	(N = 4,443)	(N = 339)	(N = 1,239)	(N = 848)	(N = 1,201)	(N = 816)
Always	71	69	66	70	76	71
Q36: In the last 6 months, when your family member used the laundry service, how often were clothes damaged or lost? (Among those that answered Yes to Q35)						
	(N = 2,823)	(N = 209)	(N = 801)	(N = 524)	(N = 759)	(N = 530)
Never	59	55	59	60	63	56
Q34: In the last 6 months, how often were your family member's personal medical belongings (e.g., hearing aids, eye-glasses, dentures, etc.) damaged or lost?						
	(N = 4,366)	(N = 334)	(N = 1,222)	(N = 827)	(N = 1,181)	(N = 802)
Never	73	69	71	74	74	73

4.3.2 What did family members say about Staffing, Care of Belongings, and Environment?

The following section summarizes family member feedback about Staffing, Care of Belongings, and Environment, and related topics, to Question 68, *'Do you have any suggestions how care and services at this supportive living facility could be improved? If so, please explain.'*

Staffing

The most common concern for family members was understaffing, which they felt was most apparent at high-needs times including meals, mornings, evenings, and

> "I believe more staffing would make a positive impact for the residents."

weekends. They felt residents were unable to receive timely help with toileting, proper hygiene, or eating as a result. Relatedly, they observed that direct care staff took on increased workloads and roles such as housekeeping and meal service, when they should be caring for, and interacting with, residents. While family members thought staff were 'ran off their feet' and overworked, they praised staff for being hardworking and helpful going above and beyond in their care of the residents.

Family members also assessed the quality of care provided by staff to residents. They conveyed their satisfaction with resident care when staff were professional and

> "All staff need more education in dealing with dementia clients."

knowledgeable about their resident's needs. This was facilitated when the same staff cared for a resident on a regular basis, as it enabled the resident to form trusting relationships built on familiarity with their needs and care routine. In contrast, family members expressed dissatisfaction with resident care when resident's wellbeing was not prioritized (e.g., staff were on their cellphone instead of helping residents), and when staff demonstrated that they did not know how best to meet residents' care needs.

In addition, family members shared their perceptions of, and experiences with, management at the site. They felt that management did not always adequately oversee and support their staff, and that management should enhance staff supervision, commend competent staff, ensure skilled staff are hired, and let unsuitable staff go. Overall, family members appreciated when management was approachable, and was receptive to discussing and resolving questions and concerns.

What family members said could be improved

★ Ensure enough staff are scheduled to meet residents' care needs and job responsibilities.

★ Enhance staff training (e.g., dementia, Alzheimer's, medical equipment, healthcare needs).

★ Schedule the same staff over time to enhance residents' comfort and familiarity with their care staff.

★ Consider hiring dedicated housekeeping and laundry staff.

★ Enhance management's oversight and support of staff.

Care of resident belongings

Family members expressed concern with how resident's personal belongings were cared for, as resident's clothing, glasses, hearing aids, hygiene supplies and jewelry went

> "Laundry cost is too high for how it is being done."

missing (misplaced or theft), or were damaged. Despite voicing their concerns, staff did not always address these issues or resolve them, which caused frustration. Family members also felt laundry

service could be improved, as labelled clothing went missing or was returned to the incorrect resident. In addition, clothing was wrinkled, discolored, or damaged during laundering. This was particularly frustrating as laundry services were said to be costly.

What family members said could be improved

★ Improve the security of residents' personal belongings, such as by enabling residents to lock their doors.

★ Complete laundry according to clothing care instructions, return clothing to the correct resident, and put clothing away neatly.

Cleanliness and condition of the site

A clean, scent-free and home-like environment was important to family members. However, most felt common areas and resident rooms were not cleaned frequently and thoroughly enough, that

> "Just a little more attention to room cleanliness."

unpleasant odors were not well managed, and that the room temperature was not always comfortable for their resident. In addition, some family members described sites as institutional, and lacking a home-like and comfortable environment. They felt that updating the décor, and playing music in common areas would be beneficial. Family members also talked about the amount of space available, stating that resident rooms and common areas were too small, presenting challenges for residents using wheelchairs or walkers. They advocated for the provision of private resident rooms, spaces for residents to socialize in or visit with family, and accessible outdoor spaces residents could use. Lastly, they felt maintenance and repairs in the building and of outdoor spaces could be improved.

What family members said could be improved

★ Improve cleanliness of the site to ensure an odor free environment, and keep it well maintained.

★ Provide a bright, welcoming, and home-like environment that invites social interaction.

4.4 Food Rating Scale

> "Food service is not as good as it should be, especially since enjoying food is one of the few pleasures left to many of the residents."

The Food Rating Scale asks: *Using any number from 0 to 10, where 0 is the worst food possible and 10 is the best food possible, what number would you use to rate the food at this supportive living facility?* In keeping with the Dimensions of Care, the Food Rating Scale was rescaled to a 0 to 100 scale by multiplying the results by 10. In addition, family members commented on their experiences with food in response to Question 68, *Do you have any suggestions how care and services at this supportive living site could be improved? If so, please explain.*

In 2019, the average Food Rating Scale for the 163 eligible sites was 73 out of 100; individual site averages ranged from 47 to 94 out of 100; and there were no significant differences between AHS Zones. There were no significant differences between 2019 and 2016 results.

- 2019 Alberta
- 2019 AHS Zone
- 2016 Alberta or AHS Zone

Average score (0 to 100)

Alberta
- 47 (lowest scoring site) — 73 (average) — 94 (highest scoring site)
- 50 — 71 — 97

North Zone
- 47 — 70 — 92
- 62 — 73 — 97

Edmonton Zone
- 55 — 73 — 88
- 53 — 71 — 87

Central Zone
- 60 — 73 — 90
- 58 — 71 — 90

Calgary Zone
- 57 — 72 — 83
- 62 — 71 — 84

South Zone
- 64 — 75 — 94
- 50 — 71 — 89
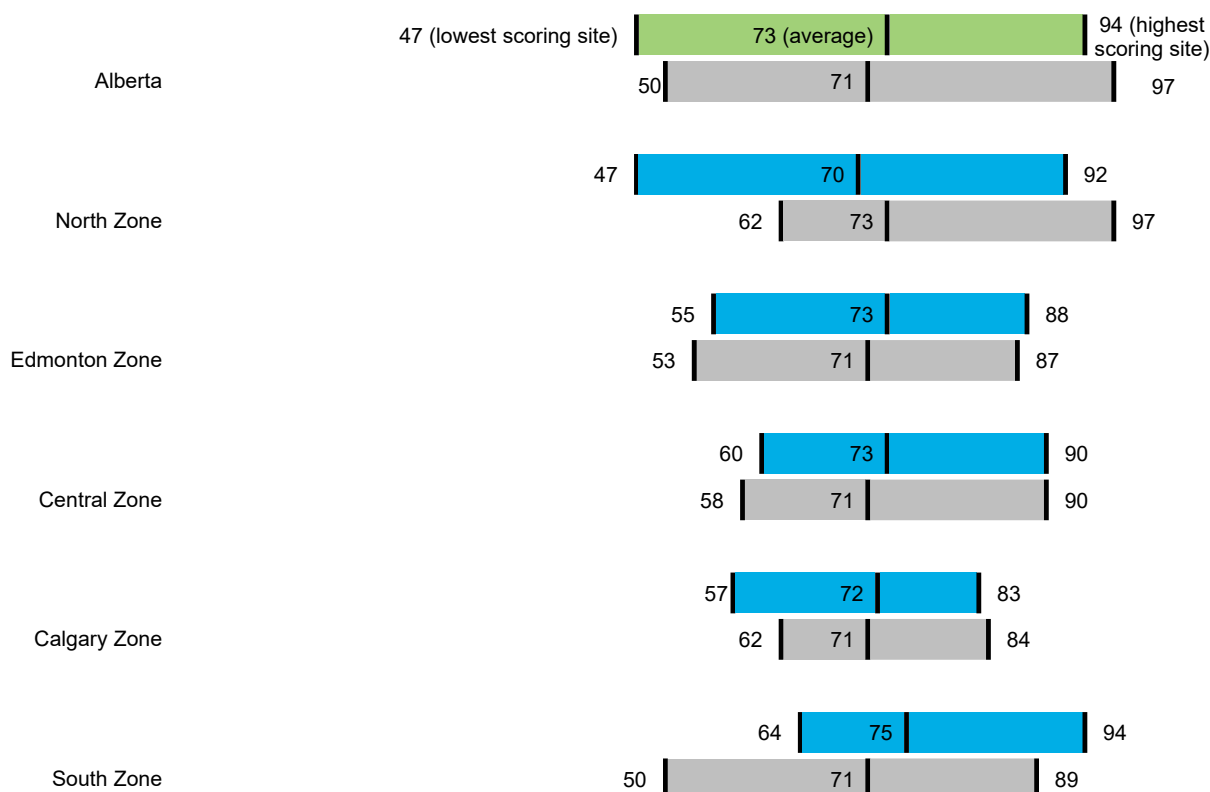
4.4.2   What did family members say about food?

The following section summarizes family member feedback about food and mealtimes to Question 68:
'Do you have any suggestions how care and services at this supportive living facility could be improved? If so, please explain.'

Meals provide residents with pleasure, comfort, and happiness and are a highlight of their day. Family members felt meals should be enjoyable, flavourful, appetizing, well prepared and presented, and cater to resident preferences and dietary needs. However, most said this was not the case. Family members commented on the large amount of food waste and brought-in food or meal replacements to support their resident's diet. In general, they said meals need more thought, planning, and overall improvement.

Specifically, many said the quality of the food could be improved, as meals were often created using processed, pre-cooked, frozen, or canned foods. These foods were thought to contain high amounts of sodium, sugar, and preservatives that negatively impacted residents' health (e.g., weight gain, diabetes). In general, they felt more nutritious foods could be provided such as fresh vegetables and fruits, whole grains, and quality cuts of non-breaded meat.

> "It would be great to see healthier food, meaning more meals made from scratch than from processed or items with preservatives. More fresh fruits and vegetables."

Family members also suggested meal preparation, which they perceived to influence residents' ability and desire to eat, could be improved. They commented that meals were mass-produced or cooked off-site, lacked variety, were not always appropriately cooked (e.g., overcooked), and were under seasoned or over seasoned with spices or sauce. Family members suggested meals would improve if they were made fresh daily and in-house.

Resident's dietary needs (e.g., diabetes, lactose intolerance, celiac disease, and allergies) were not always considered during meal planning, and alternatives were not always available. This put resident's health at risk. Relatedly, they felt residents' preferences were not always considered. Specifically, meals did not always reflect what residents were used to eating. Overall, more attention to these areas may make meals more enjoyable for residents.

> "These people just want good meat, potato, vegetable with a dessert. Remember the age of the people. They just want the plain decent food they used to have."

Lastly, some commented meal service could be improved, by regularly changing who is served first and last, and by ensuring that meals arrive on time and at the appropriate temperature.

What did family members think could be improved?

★   Improve the quality, variety, and taste of meals.

★   Ensure food is nutritious, healthy, and appropriately prepared.

★   Seek to ensure resident dietary needs and preferences are met.

★   Enhance meal service by adjusting who is served first and last, and serve meals on time.

4.5 Dimension of Care: Providing Information and Encouraging Family Involvement

"Don't get updates when things change, falls, medication changes, ongoing concerns, health updates."

Family members were asked to reflect on their experiences with the degree to which they feel informed about their resident, involved in decisions, and able to express and resolve their concerns. The following survey questions were asked, and are listed in order of potential for improving overall family member experience:

1. (Q24 and Q25) Nurses and aides give family member information about resident?

2. (Q26) Nurses and aides explain things in an understandable way?

3. (Q57 and Q58) Family members given information about payments and expenses as soon as they wanted?

4. (Q40) Does the [family member] stops his/her self from complaining?

5. (Q27) Nurses and aides discourage [family member] questions?

6. (Q42 and Q43) Family member involved in decisions about care?

Family member comments related to this Dimension of Care obtained from Q68 is also reported in this section. Q68 asks: Do you have any suggestions how care and services at this supportive living site could be improved? If so, please explain.

In 2019, the average Providing Information and Encouraging Family Involvement score for the 163 eligible sites was 86 out of 100; individual site averages ranged from 67 to 99 out of 100; and there were no significant differences between AHS Zones (for complete site-level results for this Dimension of Care, see Appendix IV). In addition, there were no significant differences between 2019 and 2016 results, provincially or by AHS Zone.

Legend:
- 2019 Alberta
- 2019 AHS Zone
- 2016 Alberta or AHS Zone

Average score (0 to 100)

Alberta: 67 (lowest scoring site) | 86 (average) | 99 (highest scoring site); 69 | 86 | 100

North Zone: 68 | 83 | 96; 76 | 88 | 100

Edmonton Zone: 72 | 85 | 98; 69 | 84 | 93

Central Zone: 67 | 87 | 99; 74 | 87 | 100

Calgary Zone: 76 | 86 | 96; 74 | 86 | 91

South Zone: 72 | 86 | 95; 80 | 86 | 99

The top-box results (% of family members that chose *Always or No*) 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 VI.

	Alberta	North Zone	Edmonton Zone	Central Zone	Calgary Zone	South Zone
	%	%	%	%	%	%
Q25: In the last 6 months, how often did you get this information as soon as you wanted? (Among those who answered Yes to Q24)						
	(N = 3,819)	(N = 282)	(N = 1,096)	(N = 706)	(N = 1,069)	(N = 666)
Always	47	48	45	48	49	47
Q26: In the last 6 months, how often did the nurses and aides explain things in a way that was easy for you to understand?						
	(N = 4,378)	(N = 328)	(N = 1,228)	(N = 832)	(N = 1,180)	(N = 810)
Always	63	63	62	64	64	64
Q58: In the last 6 months, how often did you get all the information you wanted about payments or expenses? (Among those who answered Yes to Q57)						
	(N = 1,031)	(N = 65)	(N = 321)	(N = 190)	(N = 271)	(N = 184)
Always	66	43	68	68	67	68
Q40: In the last 6 months, did you ever stop yourself from talking to any supportive living facility staff about your concerns because you thought they would take it out on your family member?						
	(N = 2,904)	(N = 162)	(N = 791)	(N = 506)	(N = 993)	(N = 452)
No	88	83	88	85	91	85
Q27: In the last 6 months, did nurses and aides ever try to discourage you from asking questions about your family member?						
	(N = 4,427)	(N = 335)	(N = 1,234)	(N = 841)	(N = 1,198)	(N = 819)
No	98	99	97	98	98	98
Q43: In the last 6 months, how often were you involved as much as you wanted to be in the decisions about your family member's care? (Among those who answered Yes to Q42)						
	(N = 3,921)	(N = 296)	(N = 1,100)	(N = 734)	(N = 1,096)	(N = 695)
Always	62	56	61	60	65	62

4.5.2 What did family members say about Providing Information and Encouraging Family Involvement?

The following section summarizes family member feedback about Providing Information and Encouraging Family involvement, and related topics, to Question 68, *'Do you have any suggestions how care and services at this supportive living facility could be improved? If so, please explain.'*

Informing and involving family members

Family members felt it was important to be partners in their resident's care, working collaboratively with site staff to meet their resident's needs. However, many felt they were not informed of and involved in decisions regarding their resident's care, especially concerning medication changes. As a result, they reported feeling frustrated that their input was not welcomed and valued. They also felt they did not always receive regular updates about their resident's health and care, or were not notified quickly enough when their resident was involved in an incident, became ill, fell, or was hospitalized. When they had questions, many family members encountered difficulties in locating or contacting site staff, or received inconsistent information, reducing their confidence in staff.

"The nurses and aides always keep me informed of any problems and provide my [resident] with excellent care. Any health concerns are discussed with me promptly."

Family members also discussed their ability to resolve their concerns, and while some said their concerns were listened to and resolved quickly, many experienced challenges. Specifically, staff or management were not always receptive to hearing their concerns, were dismissive, defensive, non-responsive, or unwilling to address them. A few family members reported instances where they did not feel safe expressing a concern because they worried about repercussions for their resident. Others did not know who to contact or speak with regarding their concerns, and felt it would be beneficial to have the contact information of the staff involved in their resident's care (e.g., case manager).

What family members said could be improved?

★ Inform and involve family members in decisions about their resident's care, as appropriate.

★ Regularly update family members about their residents and notify them of incidents.

★ Ensure staff are available to answer questions in person, over the phone, or by e-mail, and respond to family members in a timely manner.

★ Encourage staff and management to be receptive to receiving and resolving concerns in a timely manner.

Communication between staff

Family members felt it was important that staff frequently and effectively communicate with each other in order to ensure resident's needs are met. In particular, staff and management did not always communicate family member's concerns and requests to the appropriate persons, or report changes in a resident's health or care to the relevant staff during shift change or staff rotation. Family members described

"Workers going off shift and workers coming on shift don't seem to record issues or read clients files…and patient care suffers."

needing to repeat information to different staff as a result. They also felt communication was delayed or nonexistent between physicians and staff about resident's health concerns or medication changes. Overall, the lack of communication between staff negatively impacted resident health and wellbeing.

What family members said could be improved?

★ Enhance communication and the exchange of information between all those involved in resident care (e.g., management, staff, and physicians).

Care conferences or meetings, and resident care plans

Attending resident care conferences and meetings were important to family members, as it enabled them to be informed of, and share input about, their resident's health and care needs. While the CCHSS requires annual care conferences, concerns were expressed about how often meetings take place. Specifically, family members felt care conferences or meetings could occur more frequently to discuss their resident's health and care, and ensure their resident's care plan is kept up-to-date especially when their resident's health changed. In addition, some said they had not participated in a care conference or meeting, said it had been a long time since one had occurred, or wanted to be more informed about when they are scheduled. Relatedly, new changes to their resident's care plan as a result of a care conference were not always communicated to all staff involved in the resident's care. Because of this, some family members felt they needed to follow up with staff about their resident's needs and care requirements. Family members suggested that staff regularly review resident care plans and complete care tasks as outlined to enhance consistency of care.

> "I would love to be involved in more regular care conferences with staff."

What family members said could be improved?

★ Consider family members concerns with how often care conferences or meetings take place.

★ Inform family members about care conferences, and invite them to meetings.

★ Consider scheduling care conferences more often than once a year, and especially when a resident's health changes. Ensure all staff involved in resident care review and follow resident care plans.

4.6 Dimension of Care: Kindness and Respect

"Staff are loving, caring and so sweet to [the resident]. [They are] getting wonderful care and I'm so appreciative of the whole health care team for their love."

Family members were asked about their experiences with the way staff treat and interact with residents. The following survey questions were asked, and are listed in order of potential for improving overall family member experience:

1. (Q12) Nurses and aides really care about resident?

2. (Q21 and Q22) Nurses and aides were appropriate with difficult residents?

3. (Q11) Nurses and aides treat resident with kindness?

4. (Q10) Nurses and aides treat resident with courtesy and respect?

5. (Q13; reverse scoring) Nurses and aides were rude to residents?

Family member comments related to this Dimension of Care obtained from Q68 is also reported in this section. Q68 asks: Do you have any suggestions how care and services at this supportive living site could be improved? If so, please explain.

In 2019, the average Kindness and Respect score for the 163 eligible sites was 87 out of 100; individual site averages ranged from 67 to 99 out of 100; with no differences between AHS Zones (for complete site-level results for this Dimension of Care, see Appendix IV). In addition, there were no significant differences between 2019 and 2016 results, provincially or by AHS Zone.

■ 2019 Alberta
■ 2019 AHS Zone
■ 2016 Alberta or AHS Zone

Average score (0 to 100)

Alberta	67 (lowest scoring site) / 65	87 (average) / 88	99 (highest scoring site) / 100
North Zone	70 / 75	85 / 89	99 / 99
Edmonton Zone	74 / 65	87 / 87	99 / 97
Central Zone	71 / 79	89 / 88	99 / 100
Calgary Zone	67 / 76	87 / 88	99 / 96
South Zone	74 / 77	88 / 88	98 / 97

The top-box results (% of family members that chose *Always or No*) 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 VI.

	Alberta	North Zone	Edmonton Zone	Central Zone	Calgary Zone	South Zone
	%	%	%	%	%	%
Q12: In the last 6 months, how often did you feel that the nurses and aides really cared about your family member?						
	(N = 4,413)	(N = 340)	(N = 1,228)	(N = 837)	(N = 1,196)	(N = 812)
Always	53	50	51	55	55	54
Q22: In the last 6 months, how often did the nurses and aides handle this situation in a way that you felt was appropriate? (Among those who answered Yes to Q21)						
	(N = 1,145)	(N = 82)	(N = 381)	(N = 170)	(N = 322)	(N = 190)
Always	58	55	59	56	62	52
Q11: In the last 6 months, how often did you see the nurses and aides treat your family member with kindness?						
	(N = 4,420)	(N = 342)	(N = 1,230)	(N = 838)	(N = 1,198)	(N = 812)
Always	69	65	68	70	71	68
Q10: In the last 6 months, how often did you see the nurses and aides treat your family member with courtesy and respect?						
	(N = 4,431)	(N = 342)	(N = 1,234)	(N = 844)	(N = 1,197)	(N = 814)
Always	73	69	71	74	75	72
Q13: In the last 6 months, did you ever see any nurses or aides be rude to your family member or any other resident?						
	(N = 4,410)	(N = 337)	(N = 1,231)	(N = 833)	(N = 1,196)	(N = 813)
No	92	92	91	93	93	91

4.6.2 What did family members say about Kindness and Respect?

The following section summarizes family member feedback about Kindness and Respect, and related topics, to Question 68, *'Do you have any suggestions how care and services at this supportive living facility could be improved? If so, please explain.'*

Family members shared positive experiences with staff who they described as caring, kind, and friendly towards their resident. They commended staff who demonstrated genuine interest and care, and made residents feel loved. However, other family members observed that some staff did not possess these qualities and could be rude, disrespectful, impatient, and lacking compassion. For example, staff did not always communicate respectfully with residents who had hearing and comprehension difficulties. Family members recommended staff speak slowly and clearly, use a neutral tone of voice, avoid speaking to residents like they are children, and give residents time to respond.

> "It's wonderful to see how kind the staff is."

Another area of concern was how often staff engaged residents in personal interaction and conversation beyond topics of care. Many family members felt staff could spend more one-on-one time with residents to prevent them from feeling lonely or bored. However, many acknowledged staff's ability to do so was limited by inadequate staffing, as staff had to dedicate their time to completing care tasks. However, family members also felt that staff missed opportunities to interact with residents, such as when they observed staff on their cellphone or talking to co-workers.

> "There should be more interactions with the residents. The people deteriorate so fast because they are bored and lonely."

Lastly, some family members felt their resident's dignity was not maintained or respected. One way this occurred was that staff did not always provide timely help with toileting, or encouraged residents to wear incontinence products instead. Another way this occurred was that staff did not always ensure residents were well groomed and presentable, such as dressed in clean clothing and face cleaned. Lastly, family members observed that residents were treated like a set of care tasks to be completed, instead of as human beings. Family members suggested that staff treat residents in a dignified manner by supporting resident's independence and involving them in their care.

> "All residents need to be treated as individuals."

What family members said could be improved

★ Foster positive interaction between residents and staff by encouraging staff to be friendly and attentive.

★ Encourage and enable staff to get to know residents, spend time with them, and engage them in conversation beyond topics of care.

★ Ensure residents are treated with dignity and respect.

★ Ensure staff speak slowly and clearly with residents and give them enough time to respond.

★ Greet residents and family members, and ensure staff introduce themselves when unacquainted.

4.7 Dimension of Care: Meeting Basic Needs

> "I see that certain times they are rushed to go to the next person who is needing help."

Family members were asked to reflect on their experiences with whether or not residents' needs were met, and the ways family members helped to meet resident needs. The following survey questions were asked, and are listed in order of potential for improving overall family member experience:
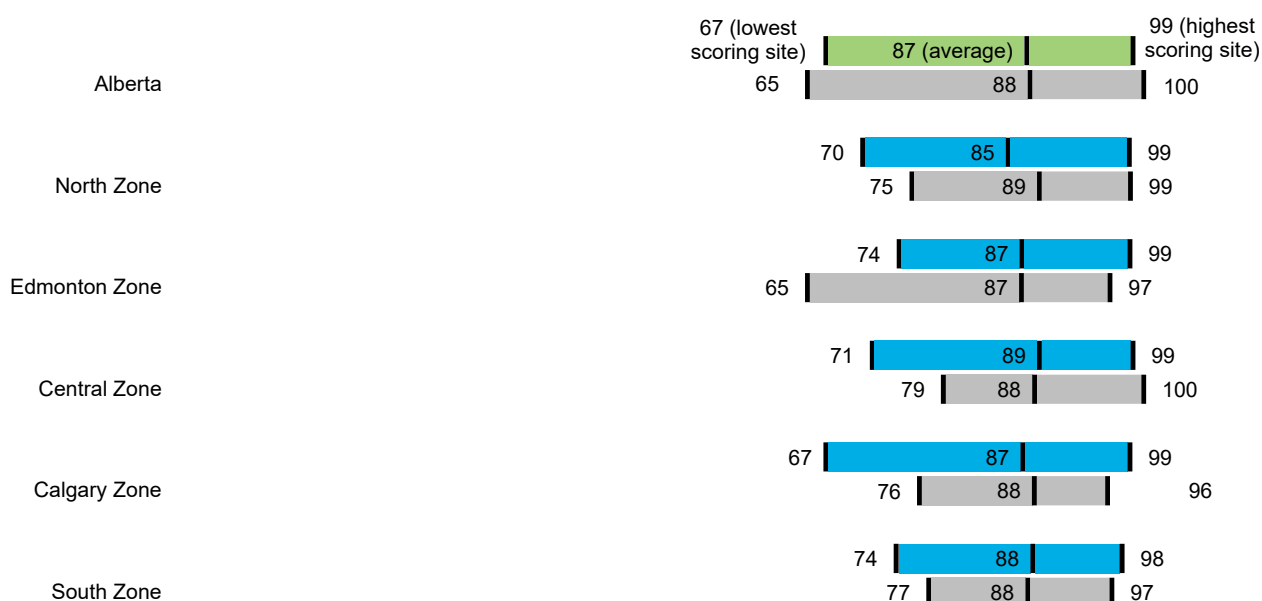
1. (Q19 and Q20) Family members helped because staff didn't help or resident waited too long for help with toileting

2. (Q17 and Q18) Family members helped because staff didn't help or resident waited too long for help with drinking

3. (Q15 and Q16) Family members helped because staff didn't help or resident waited too long for help with eating

Family member comments related to this Dimension of Care obtained from Q68 is also reported in this section. Q68 asks: Do you have any suggestions how care and services at this supportive living site could be improved? If so, please explain.

In 2019, the average Meeting Basic Needs score for the 163 eligible sites was 95 out of 100; individual site averages ranged from 76 to 100 out of 100; and there were no significant differences between AHS Zones (for complete site-level results for this Dimension of Care, see Appendix IV). In addition, there were no significant differences between 2019 and 2016 results, provincially or by Zone.

Legend:
- 2019 Alberta
- 2019 AHS Zone
- 2016 Alberta or AHS Zone

Average score (0 to 100)

Region	Lowest scoring site	Average	Highest scoring site
Alberta (2019)	76 (lowest scoring site)	95 (average)	100 (highest scoring site)
Alberta (2016)	71	95	100
North Zone (2019)	81	93	100
North Zone (2016)	86	96	100
Edmonton Zone (2019)	81	95	100
Edmonton Zone (2016)	82	95	100
Central Zone (2019)	76	95	100
Central Zone (2016)	84	96	100
Calgary Zone (2019)	88	96	100
Calgary Zone (2016)	71	95	100
South Zone (2019)	82	96	100
South Zone (2016)	83	94	100
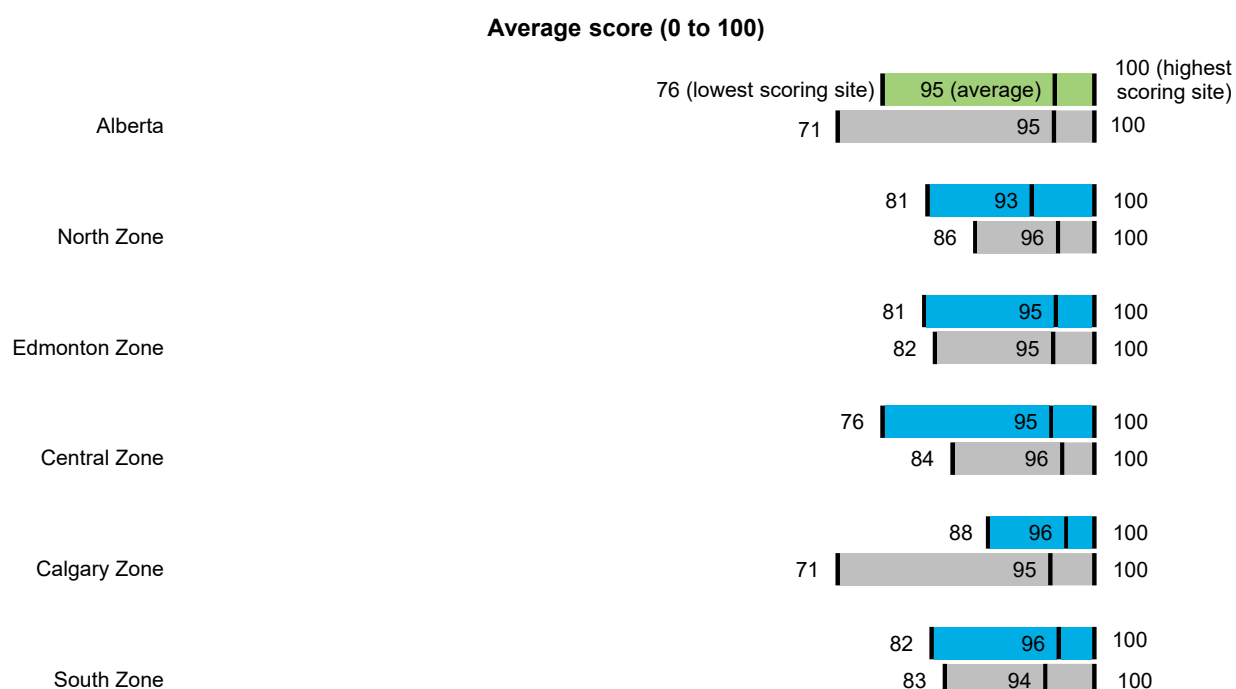
The top-box results (% of family members that chose *No)* for each question in this Dimension of Care is presented below by AHS Zone. For the other response options to these questions by AHS Zone, see Appendix VI.

	Alberta	North Zone	Edmonton Zone	Central Zone	Calgary Zone	South Zone
	%	%	%	%	%	%
Q19: Did you help your family member with toileting because the nurses or aides either didn't help or made him or her wait too long? (Among those who answered Yes to Q18)						
	(N = 1,010)	(N = 80)	(N = 302)	(N = 210)	(N = 227)	(N = 191)
No	61	58	60	53	70	64
Q17: Did you help your family member with drinking because the nurses or aides either didn't help or made him or her wait too long? (Among those who answered Yes to Q16)						
	(N = 921)	(N = 76)	(N = 230)	(N = 184)	(N = 216)	(N = 215)
No	78	70	83	73	81	75
Q15: Did you help your family member with eating because nurses or aides either didn't help or made him or her wait too long? (Among those who answered Yes to Q14)						
	(N = 1,041)	(N = 91)	(N = 289)	(N = 184)	(N = 261)	(N = 216)
No	78	76	81	74	79	79

4.7.2   What did family members say about Meeting Basic Needs?

The following section summarizes family member feedback about Meeting Basic Needs, and related topics, to Question 68, *'Do you have any suggestions how care and services at this supportive living facility could be improved? If so, please explain.'*

Family members assisting residents in their care

Many family members were grateful for the care and attention their resident received, and believed staff were trying their best to meet resident needs. Though, there were limits to the quality of care staff could provide due to the limited staff available, and given staffs' many responsibilities. As a result, many described how they assisted in their resident's care. Family members performed various roles, including decision-maker, advocate, liaison, caregiver, housekeeper, and social, emotional, and financial supporter. Some also hired private caregivers to ensure their resident's needs were met.

> "Several times I've had to help [the resident] with toileting because the aide can only be in one place at a time. If push comes to shove [they] will get on the toilet [themselves] which [they are] not supposed to do. [They do] have a toileting schedule but bathroom needs wait for no person!"

The basic needs of residents

Most family members felt meeting their resident's basic care needs was essential for their health and wellness, dignity, self-esteem, safety, and comfort. However, assistance was often rushed, delayed, or not provided, such as with help cutting up food and eating, hydration, toileting, transferring or portering, dressing in clean clothing, bathing, oral hygiene, shaving, nail trimming, face washing, and hair brushing. In addition, some family members felt staff could better support residents with Alzheimer's and dementia specifically. They suggested staff slow down and try different approaches to encourage these residents to accept help, through encouragement, prompting, redirection, and distraction.

What family members said could be improved

★ Provide residents with help meeting their basic needs in an unrushed and timely manner.

★ Provide residents with personal hygiene services such as dressing in clean clothing and nail care.

The healthcare needs of residents

One aspect of resident health that was important to family members was mobility. It was important to them that residents are supported to maintain or improve their mobility through access to regular on-site physiotherapy, and that staff support residents to use their walkers instead of relying on wheelchairs. When residents did not receive support, they were concerned residents experienced a decline in strength, balance, and stamina, which was detrimental to resident's health and mental wellbeing.

> "Onsite physio support would be helpful, someone to coach and prompt activity that would support sustained mobility and physical ability."

Another area of resident health that was of concern to family members was resident access to a physician. Family members felt physicians should visit residents regularly to discuss and address their healthcare needs, and be easier to access when health concerns arise. This was of particular concern when site staff were not knowledgeable about a particular medical condition, or skilled in monitoring, assessing, reporting, and escalating health concerns (e.g., infections, fall injuries). As a result, residents did not always receive appropriate or timely care, and in some cases were hospitalized.

Relatedly, staff were not always knowledgeable about how to use, maintain, and store resident health equipment, and did not always ensure residents were using these items as needed, such as their hearing aids, dentures, oxygen, and compression stockings. In some cases, equipment became lost or damaged.

Lastly, many family members discussed their resident's medications, stating that medications were not always administered correctly (e.g., correct resident, time, and dose) or were not provided at all, especially when prescriptions were not filled. As a result, some residents experienced unnecessary side effects or required hospitalization. Family members expressed concern that staff were not always knowledgeable about medications and how to administer them.

> "A complaint is the medication given is never the same time or by the same person, sometimes forgotten for 2-3 hours."

What family members said could be improved

★ Improve or maintain resident's mobility as much as possible (e.g., regular on-site physiotherapy).

★ Increase access to physician services such as with regularly scheduled visits.

★ Ensure staff is knowledgeable about, and skilled in, assessing, reporting, and escalating health concerns.

★ Ensure resident's health equipment is well-maintained, stored properly, and used by residents.

★ Provide medications to the correct resident, at the correct time, and the correct dosage.

Complete and consistent care

Family members felt providing complete and consistent care to residents was important to ensuring high quality care, but felt that this did not always occur. In particular, staff did not always follow resident care plans, which meant staff did not complete all of the care tasks that were identified to meet the needs of residents. In addition, staff did not always provide the same level of care and attention. Further, when staff changed or rotated, care was often provided differently or care tasks were missed.

What family members said could be improved

★ Provide residents with complete and consistent care.

4.8 Additional care questions

Although the additional care questions were not originally included in the validated questions that make up each Dimension of Care, they provide important information about care and services that was determined to be important for DSL stakeholders in Alberta. The additional questions are:

Q23: In the last 6 months, how often did the nurses and aides treat you with courtesy and respect?

Q28: In the last 6 months, how often is your family member cared for by the same team of nurses and aides?

Q29: In the last 6 months, how often did you feel confident that employees knew how to do their jobs?

Q31: In the last 6 months, how often were you able to find places to talk to your family member in private?

Q33: In the last 6 months, did you ever see the nurses and aides fail to protect any resident's privacy while the resident was dressing, showering, bathing or in a public area?

Q37: At any time in the last 6 months, were you ever unhappy with the care your family member received at the nursing home?

Q39: In the last 6 months, how often were you satisfied with the way the nursing home staff handled these concerns?

Q44: In the last 12 months, have you been part of a care conference, either in person or by phone?

Q45: Were you given the opportunity to be part of a care conference in the last 12 months either in person or by phone?

Q49: In the last 6 months, how often did you feel like your family member is safe at the facility?

Q50: In the last 6 months, did you help with the care of your family member when you visited because nurses and aides either didn't help or made him or her wait too long?

Q51: Do you feel that supportive living facility staff expect you to help with the care of your family member when you visit?

Q53: In the last 6 months, how often did your family member receive all of the healthcare services and treatments they needed?

Q54: In the last 6 months, how often did you have concerns about your family member's medication?

Q56: In the last 6 months, how often were your concerns about your family member's medication resolved?

Q59: Does your family member's facility have a resident and family council?

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

Q61: Do you feel that participating in the Resident and Family Council helped you feel heard about the things that matter to you?

Q62: In the last 6 months, how often were the people in charge available to talk with you?

The top-box results (% of family members that chose *Always or Yes or No)* for each Additional Care question is presented below by AHS Zone. For the other response options to these questions by AHS Zone, see Appendix VI.

	Alberta	North Zone	Edmonton Zone	Central Zone	Calgary Zone	South Zone
	%	%	%	%	%	%
Q23: In the last 6 months, how often did the nurses and aides treat you [the respondent] with courtesy and respect?						
	(N = 4,440)	(N = 338)	(N = 1,238)	(N = 845)	(N = 1,199)	(N = 820)
Always	81	79	80	82	82	79
Q28: In the last 6 months, how often is your family member cared for by the same team of staff?						
	(N = 4,242)	(N = 321)	(N = 1,180)	(N = 814)	(N = 1,143)	(N = 784)
Always	18	21	19	17	17	16
Q29: In the last 6 months, how often did you feel confident that employees knew how to do their jobs?						
	(N = 4,415)	(N = 335)	(N = 1,231)	(N = 840)	(N = 1,192)	(N = 817)
Always	44	42	43	44	45	42
Q31: In the last 6 months, how often were you able to find places to talk to your family member in private?						
	(N = 4,411)	(N = 336)	(N = 1,226)	(N = 839)	(N = 1,197)	(N = 813)
Always	84	80	84	84	84	84
Q33: In the last 6 months, did you ever see the nurses and aides fail to protect any resident's privacy while the resident was dressing, showering, bathing, or in a public area?						
	(N = 4,370)	(N = 329)	(N = 1,212)	(N = 838)	(N = 1,182)	(N = 809)
No	97	95	97	97	98	97
Q37: At any time during the last six months, were you ever unhappy with the care your family member received at the supportive living facility?						
	(N = 4,409)	(N = 335)	(N = 1,238)	(N = 833)	(N = 1,192)	(N = 811)
No	72	70	72	70	75	71
Q39: How often were you satisfied with the way the supportive living staff handled these problems? (Among those who answered Yes to Q38)						
	(N = 1,103)	(N = 90)	(N = 309)	(N = 216)	(N = 275)	(N = 213)
Always	12	8	15	10	13	9
Q41: In your opinion, is the overall cost of living at this facility reasonable?						
	(N = 3,577)	(N = 279)	(N = 983)	(N = 679)	(N = 992)	(N = 644)
Yes	82	74	85	79	86	80
Q44: In the last 12 months, have you been part of a care conference, either in person or by phone?						
	(N = 4,410)	(N = 339)	(N = 1,237)	(N = 831)	(N = 1,196)	(N = 807)
Yes	82	76	77	81	89	84
Q45: Were you given the opportunity to be part of a care conference in the last 12 months, either in person or by phone?						
	(N = 744)	(N = 76)	(N = 277)	(N = 149)	(N = 122)	(N = 120)
Yes	24	26	19	22	30	33

	Alberta	North Zone	Edmonton Zone	Central Zone	Calgary Zone	South Zone
	%	%	%	%	%	%
Q49: In the last 6 months, how often did you feel like your family member is safe at the facility?						
	(N = 4,443)	(N = 342)	(N = 1,241)	(N = 841)	(N = 1,201)	(N = 818)
Always	66	60	61	66	71	70
Q50: In the last 6 months, did you help with the care of your family member when you visited because the nurses and aides either didn't help or made him or her wait too long?						
	(N = 4,383)	(N = 337)	(N = 1,220)	(N = 826)	(N = 1,187)	(N = 813)
No	78	77	78	74	83	76
Q51: Do you feel that supportive living staff expect you to help with the care of your family member when you visit?						
	(N = 2,089)	(N = 250)	(N = 600)	(N = 477)	(N = 255)	(N = 507)
No	87	84	86	88	88	88
Q53: In the last 6 months, how often did your family member receive all of the healthcare services and treatments they needed?						
	(N = 4,394)	(N = 337)	(N = 1,229)	(N = 831)	(N = 1,187)	(N = 810)
Always	56	52	52	55	60	56
Q54: In the last 6 months, how often did you have concerns about your family member's medication?						
	(N = 4,405)	(N = 336)	(N = 1,230)	(N = 838)	(N = 1,189)	(N = 812)
Never	52	52	49	50	56	54
Q56: In the last 6 months, how often were your concerns about your family member's medication resolved? (Among those who answered Yes to Q55)						
	(N = 1,861)	(N = 141)	(N = 551)	(N = 372)	(N = 467)	(N = 330)
Always	48	47	48	47	50	49
Q59: Does your family member's facility have a resident and family council?						
	(N = 4,395)	(N = 332)	(N = 1,235)	(N = 834)	(N = 1,187)	(N = 807)
Yes	42	44	33	42	48	47
Q60: In the last 6 months, have you been a part of a Resident and Family Council meeting?						
	(N = 4,094)	(N = 307)	(N = 1,146)	(N = 762)	(N = 1,118)	(N = 761)
Yes	16	20	14	16	16	17
Q61: In the last 6 months, have you been a part of a Resident and Family Council meeting?						
	(N = 582)	(N = 53)	(N = 139)	(N = 114)	(N = 159)	(N = 117)
Yes always	55	45	56	52	62	53
Q62: In the last 6 months, how often were the people in charge available to talk with you?						
	(N = 3,837)	(N = 305)	(N = 1,087)	(N = 738)	(N = 995)	(N = 712)
Always	40	32	36	42	44	43

4.8.2 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.[12] The following survey questions were asked:

- (Q59) Does [the resident]'s facility have a Resident and Family Council?

- (Q60) In the last 6 months, have you been a part of a Resident and Family Council?

- (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?

- (Q68) Do you have any suggestions how care and services at this supportive living facility could be improved? If so, please explain.

Among the 163 eligible sites, the average percentage of family members who said **Yes the site where their resident lived had a Resident and Family Council**, grew from 27 per cent in 2016 to 39 per cent in 2019. This is a statistically significant difference.[13]

Average score (0 to 100)

Legend:
- 2019 Alberta
- 2019 AHS Zone
- 2016 Alberta or AHS Zone

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[12] https://www.alberta.ca/resident-family-councils.aspx
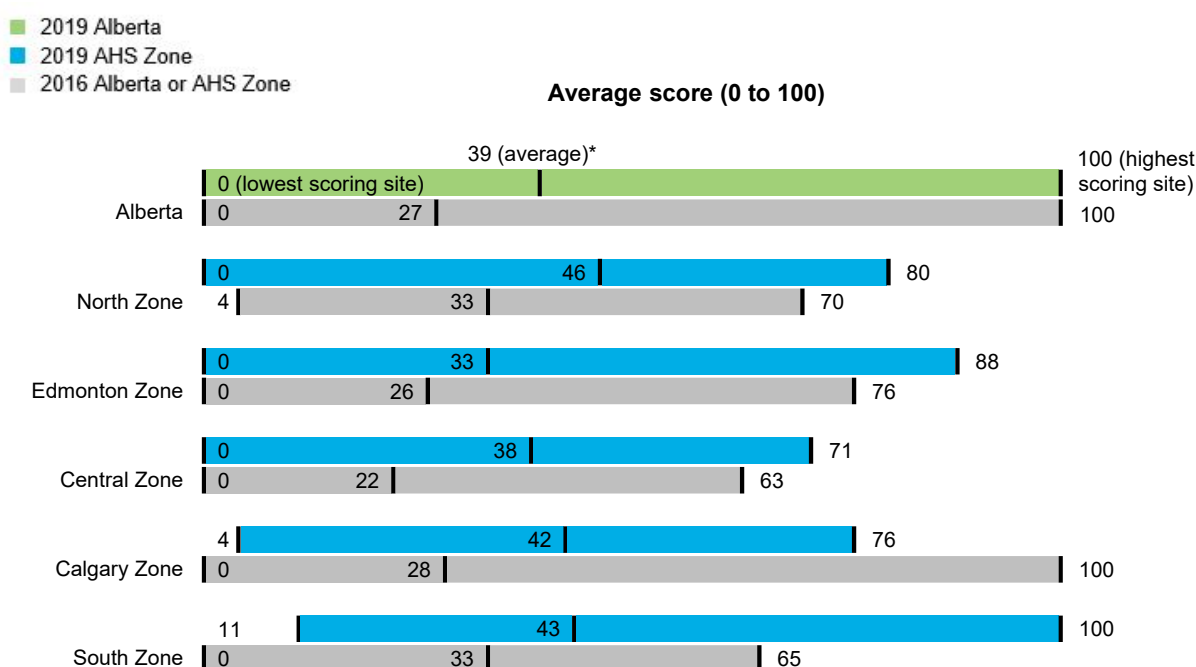
[13] This question does not confirm the existence of a Resident and Family Council, but asks whether the family member knows whether the site has a Resident and Family Council.

The average percentage of residents that said *Yes* **they were a part of a Resident and Family Council** in the last six months was 16 per cent (Q60) for the 163 eligible sites. Individual site averages ranged from 0 to 86 per cent. There were no significant differences between AHS Zones.

% Yes, Always

■ 2019 Alberta
■ 2019 AHS Zone

Alberta	0 (lowest scoring site)	16 (average)	86 (highest scoring site)
North Zone	0	22	43
Edmonton Zone	0	14	57
Central Zone	0	15	40
Calgary Zone	0	15	43
South Zone	0	17	86

The residents who said *Yes* to being part of a Resident and Family Council 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 VI.

4.8.3.1 What did family members say about Resident and Family Councils

The following section summarizes family member feedback about Resident and Family Councils, and related topics, to Question 68, *'Do you have any suggestions how care and services at this supportive living facility could be improved? If so, please explain.'*

Some family members discussed their experiences participating in Resident and Family Councils, stating they brought forward concerns and suggestions for improvement related to resident care, food services, and social activities.

While some were appreciative that their feedback was heard and informed changes, or felt the creation of a council improved communication, others expressed concerns. Specifically, they either did not feel able to voice their concerns or felt their feedback was not used or was dismissed.

Family members felt their Resident and Family Council could be more effective by: following provincial guidelines such as meeting every six months and recording concerns; increasing meeting frequency; having a chairperson; having management or supervisors present and open to feedback; sharing minutes and actions with all families and directly to management; asking family members to be involved; and by offering more flexible meeting times outside typical business hours to enhance their ability to attend.

> I feel that the comments/concerns about the food from the families and residents are being heard, and steps are being taken to improve the quality. Kudos to all those involved in making this happen.

> Resident and family council meeting minutes and actions to be communicated to all resident families.

Lastly, a few family members acknowledged their interest in having a Resident and Family Council at their site, while a couple said they would like to know more about them.

What did family members think could be improved?

★ Ensure Resident and Family Council feedback is recorded and used to make improvements.

★ Enable family members and residents to have a Resident and Family Council.

4.9 Family member comments: Additional topics

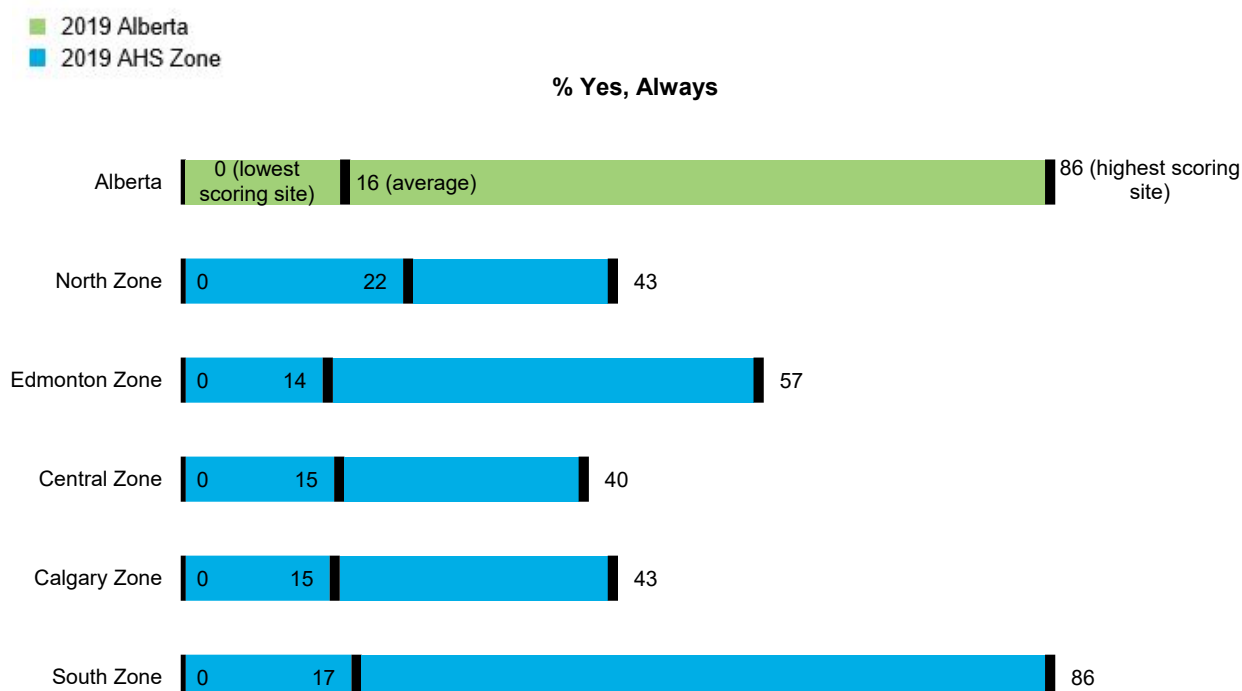Responses to Question 68, '*Do you have any suggestions how care and services at this supportive living facility could be improved? If so, please explain,*' were not always relevant to a Dimension of Care or to food, and were themed into the following additional topics: safety and security, activities, financial concerns, and other topics of care transitions, room choice, resources, policies and procedures, scheduling, and pharmacy. These themes are summarized below.

Safety and Security

The safety and security of residents was important to family members. While some appreciated the efforts of staff and their site to ensure residents were safe, comfortable and well cared for, many were concerned for their resident's safety. The majority discussed staff's ability to adequately monitor and supervise residents to keep them safe, and provide assistance. Specifically, by monitoring common areas, hallways, and rooms to prevent residents from wandering into other resident's rooms uninvited; becoming lost or leaving the site unattended; falls; behaving negatively (e.g., aggression); and getting into conflict with other residents. These concerns were especially noted when there were limited staff available. Other concerns included ensuring residents were able to lock their doors; ensuring the building was secure such as with a passcode entry system, entrance security staff, or locked stairwells; and ensuring resident and visitor sign-in and out sheets were monitored.

Some family members commented on situations where their resident experienced physical harm, neglect, or verbal or emotional abuse. Many of these family members said harm occurred because their resident experienced a fall. They felt this was due to a lack of staff available, either to supervise residents in order to prevent the fall, or to provide timely assistance causing the resident to help themselves and experience a fall. Also, a few family members expressed concerns with fall hazards in the site's environment, such as dim lighting, carpeting, uneven flooring, heavy doors, and easy access to stairwells.

Another common experience of harm was conflict between residents. While some family members felt conflict occurred due to a lack of staff available to provide supervision of residents, others felt the approaches used by staff to mitigate conflict were not sufficient to keep residents safe. Further, steps were not always in place at the site to keep resident's safe from those with a history of negative behaviours.

> "I have aided other residents including intervening when a resident was being verbally and physically aggressive towards a new resident. More staff would make it a safer environment."

In general, family members wanted staff to prevent harm to residents and to promptly respond to their need for help. They suggested more frequent room checks and monitoring of common areas; installing video cameras or sensors; providing residents with call bells that are functional, accessible, and easy to use especially by residents with dementia; and to assess occurrences of frequent falls and find solutions to prevent them from occurring.

What family members said could be improved?

★ Improve staff availability in order to adequately monitor and supervise residents.

★ Improve falls prevention measures (e.g., assess residents that experience frequent falls, functional call bells).

★ Ensure processes are in place to prevent and manage resident-to-resident conflict.

★ Ensure staff are trained to effectively manage negative resident behaviours (e.g., aggression).

Activities

Activities were considered to be important to residents' wellbeing, and helped to prevent boredom, social isolation, and physical and cognitive decline. As a result, family members appreciated recreation staff's efforts to provide

> "The recreation program is keeping my [resident] alive and gives [them] some purpose."

regularly scheduled activities. Family members felt residents particularly enjoyed the music entertainment and outings.

However, most family members said they did not think there were enough activities scheduled, especially during weekends, and found activities offered to be repetitive and not reflective of residents' preferences or interests. In addition, many felt activities were not inclusive of residents' diverse range of capabilities and interests, and excluded residents living with dementia or Alzheimer's, residents who had a physical, auditory, or vision impairment, younger residents, and male residents.

Many family members felt that the lack of activities available stemmed from low staffing levels and financial constraints. They felt this could be improved by employing a fulltime recreational director dedicated to improving the number and type of activities offered to residents, and by better utilizing volunteers.

They suggested offering more live entertainment, visits from school-age children, exercise programs, walking activities, opportunities to spend time outdoors, social events involving family members, and more opportunities

> "Residents need stimulation. Their life is very boring."

for residents to socialize. In addition to discussing the activities offered, family members said that staff did not always seek to include residents in activities. They suggested staff could assist residents to get to activities when they needed this support. As well, staff could better inform residents about upcoming activities and remind residents to attend them.

What family members said could be improved?

★ Ensure activities provided comprise a wide range of resident preferences, and cognitive and physical capabilities.

★ Help residents spend more time outdoors.

★ Enhance scheduling of activities to include evenings and weekends; utilize volunteers if needed.

★ Encourage residents to participate in activities, and assist them with getting to activities if needed.

Financial concerns

Cost of monthly accommodation fees and residents' ability to afford to pay was of concern for many family members. Some criticized increases to these fees, because they felt residents did not receive a reciprocal increase in the value of these services.

"Need more funding for our elderly, more places to live, more staff and more affordable."

Relatedly, family members stated that the high cost of laundry services and extra expenses incurred by the resident, such as medical equipment (wheelchairs, beds), supplies (e.g., toiletries, wipes, light bulbs), medications, and other mandatory charges (TV, cable package) increased residents' financial burden.

Family members also expressed concern with provincial funding of DSL. They felt that budget constraints negatively impacted the number of staff available to care for residents, food quality, and availability of activities and outings. As well, some family members felt that staff should be paid fair wages.

What family members said could be improved?

★ Cost of accommodation fees should be affordable for residents.

★ Provincially, review funding for DSL to address staffing issues in order to improve care and services for residents.

Other topics

Care transitions: Family members appreciated that when their resident required the next level of care, their resident was able to transition within the same site, as this ensured continuity. However, in many situations this was not an option and family members worried about their resident's future, should their resident require more care. In general, family members valued that staff eased their resident's transition to the site by being kind, considerate, patient, and accommodating. However, the transition experience could be improved with increased communication between staff, family members, and residents.

Room choice: Family members felt that residents should be able to live in private rooms, as shared accommodations negatively impacted residents' comfort and wellbeing. However, married residents should be able to share the same room. Additionally, family members suggested that residents who are similar cognitively and physically should be assigned to the same unit or floor.

Supplies: Many family members felt that the management of supplies (e.g., hygiene, cleaning, and incontinent products) could be improved. They stated that supplies ran out fast, went missing, and were not reordered in a timely manner. Relatedly, they were not notified early enough to restock these items if they were responsible for doing so.

Policies and procedures: Family members did not always agree with their site's policies, and recommended policies be revisited and improved. In particular policies relating to: smoking, housekeeping, and care standards. Some also observed that staff did not always follow the policies, procedures, and guidelines in place, and stated that these should be followed by all staff (e.g., care provision, privacy, emergencies).

Scheduling: Family members suggested that staff breaks should be staggered and not taken at high needs times to ensure residents receive timely care. Also, some recommended that care tasks could be scheduled to better accommodate resident preferences (e.g., when residents are woken up).

Pharmacy: Family members expressed frustration when they were not able to use their preferred pharmacy. Specifically, they noted that the cost of medications and dispensing fees was higher at their assigned pharmaceutical provider and they experienced poorer service quality (e.g., billing errors).

5.0   SITE CHARACTERISTICS

The results in this section present the influence that site-level of care, geography, site size, operator type, and site age on the Overall Care Rating, Propensity to Recommend, Dimensions of Care, and Food Rating Scale. Analyses were conducted at the provincial level (163 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 which have a combination of DSL4, DSL4-Dementia, 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 on average tend to have higher scores than other types of sites (Table 2 below).

Table 2: Level of Care: DSL3 only sites versus rest (N = 163 sites)

Measure	DSL3 only (N = 26 sites)	Rest[14] (N = 137 sites)	Statistical Significance
Overall Care Rating (0-10)	9.1	8.2	DSL3 only sites > rest
Propensity to Recommend (%)	99	93	DSL3 only sites > rest
Dimensions of Care (0 to 100)			
Measure	DSL3 only (N = 26 sites)	Rest (N = 137 sites)	Statistical Significance
Staffing, Care of Belonging, and Environment	87	76	DSL3 only sites > rest
Food Rating Scale	78	72	DSL3 only sites > rest
Providing Information and Encouraging Family Involvement	90	85	DSL3 only sites > rest
Kindness and Respect	93	86	DSL3 only sites > rest
Meeting Basic Needs	99	95	DSL3 only sites > rest

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[14] Combination of DSL4, DSL4-Dementia, and DSL3 levels of care

5.2 Site size: Number of DSL spaces

Site size was measured by the number of DSL spaces at each site.[15] This data was collected from AHS at the time of survey rollout. The 163 sites eligible for site-level analyses ranged from 10 to 252 DSL spaces.

While smaller sites (50 spaces or less) consistently had higher scores than larger sites (51 spaces or more), (Table 3 below). Specifically, for three measures: 1) Overall Care Rating, 2) Dimension of Care Staffing, Care of Belongings, and 3) Dimension of Care Meeting Basic Needs. Smaller sites had statistically significant higher scores than larger sites.

Table 3: Number of DSL spaces (N = 163 sites)

Measure	50 spaces or less (N = 92 sites)	51-100 spaces (N = 47 sites)	100 spaces or more (N = 24 sites)	Statistical Significance[16]
Overall Care Rating (0-10)	8.6	8.2	8.1	Yes
Propensity to Recommend (%)	95	93	92	No
Dimensions of Care (0 to 100)				
Measure	50 spaces or less (N = 83 sites)	51-100 spaces (N = 43 sites)	100 spaces or more (N = 20 sites)	Statistical Significance[17]
Staffing, Care of Belongings, and Environment	81	74	75	Yes
Food Rating Scale	74	72	70	No
Providing Information and Encouraging Family Involvement	87	83	84	No
Kindness and Respect	89	85	86	No
Meeting Basic Needs	97	93	94	Yes

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[15] Data was obtained from AHS's bi-annual bed survey. Sites included in the HQCA's analyses (N = 163) ranged in bed numbers from 10 to 252.

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

[17] 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 the family members' experiences with the care and services provided.[18] 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.

Not-for-profit sites had on average higher scores compared to Private sites for the Overall Care Rating and Propensity to Recommend. For each of the Dimensions of Care, overall the differences in scores across operator types were small and not statistically significant, (Table 4 below)

Table 4: Operator type (N = 163 sites)

Measure	AHS (N = 16 sites)	Private (N = 75 sites)	Not-for-profit (N = 69 sites)	Statistical Significance
Overall Care Rating (0-10)	8.5	8.2	8.6	NP>Priv
Propensity to Recommend (%)	95	92	95	NP>Priv
Dimensions of Care (0 to 100)				
Measure	AHS (N = 13 sites)	Private (N = 73 sites)	Voluntary (N = 60 sites)	Statistical Significance
Staffing, Care of Belonging, and Environment	78	76	79	No
Food Rating Scale	7.2	7.1	7.5	No
Providing Information and Encouraging Family Involvement	95	95	97	No
Kindness and Respect	86	87	89	No
Meeting Basic Needs	94	95	96	No

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[18] 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.

5.4 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.

Though older sites in general had higher scores than newer sites, differences were small and not statistically significant, with one exception: older sites on average had significantly higher scores than newer sites for the Dimension of Care Meeting Basic Needs. For example, sites that were 10 years or newer had an average score of 93, whereas those that were older than 10 years had an average of 96.

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 163 sites eligible for site-level analyses, 61 were classified as rural, and 102 were classified as urban. Though rural sites in general had higher scores than urban sites, the differences were small and not statistically significant, (Table 5 below).

Table 5: Urban versus rural (N = 163 sites)

Measure	Rural (N = 61 sites)	Urban (N = 102 sites)	Statistical Significance
Overall Care Rating (0-10)	8.5	8.3	No
Propensity to Recommend (%)	93	94	No
Dimensions of Care (0 to 100)			
Measure	Rural (N = 61 sites)	Urban (N = 102 sites)	Statistical Significance
Staffing, Care of Belonging, and Environment	78	78	No
Food Rating Scale	73	73	No
Providing Information and Encouraging Family Involvement	86	85	No
Kindness and Respect	88	87	No
Meeting Basic Needs	95	95	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 (163 of 180 sites; see Section 3.3 and Appendix III), 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 III).

2. **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.

3. **Survey protocol and questionnaire changes.** A number of changes were made for the 2019 iteration of the survey in terms of survey protocol and survey questionnaire 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 in interpreting significant differences between survey cycles. The following changes were made:

   a) **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

HQCA
Health Quality Council of Alberta

THE RESIDENT

1. Who is the person named on the cover letter?
   - 1 ☐ My Spouse/Partner
   - 2 ☐ My Parent
   - 3 ☐ My Mother-in-law / Father-in-law
   - 4 ☐ My Grandparent
   - 5 ☐ My Aunt / Uncle
   - 6 ☐ My Sister / Brother
   - 7 ☐ My Child
   - 8 ☐ My Friend
   - 9 ☐ Other (specify)_____

> For this survey, the phrase "family member" refers to the person named in the cover letter.

2. Is your family member now living in the supportive living facility listed in the cover letter?
   - 1 ☐ Yes → if Yes, go to question 4
   - 2 ☐ No

3. Was your family member discharged from this facility, moved to another facility or are they deceased?
   - 1 ☐ Discharged
   - 2 ☐ Moved to another facility

   If your family member was discharged or moved to another home please stop and return this survey in the postage-paid envelope.

   - 3 ☐ Deceased

   If your family member is deceased, we understand that you may not want to fill out a survey at this time. Please check the box indicating that your family member is deceased and return the survey in the enclosed envelope.
   If you would like to do the rest of the survey, we would be very grateful for your feedback. Please answer the questions about your family member's **last six months** at the supportive living facility. Thank you for your help.

4. Do you expect your family member to live in this supportive living facility permanently?
   - 1 ☐ Yes
   - 2 ☐ No
   - 3 ☐ Don't know

5. In the last 6 months, has your family member ever shared a room with another person at this supportive living facility?
   - 1 ☐ Yes
   - 2 ☐ No

6. In the last 6 months, how often was your family member capable of making decisions about his or her own daily life, such as when to get up, what clothes to wear, and which activities to do?
   - 1 ☐ Never
   - 2 ☐ Sometimes
   - 3 ☐ Usually
   - 4 ☐ Always

YOUR VISITS

> Please answer the following questions for only yourself. Do not include the experiences of other family members.

7. In the last 6 months, about how many times did you visit your family member in the supportive living facility?
   - 1 ☐ 0 - 1 times in the last 6 months → go to question 63 on page 7
   - 2 ☐ 2 - 5 times in the last 6 months
   - 3 ☐ 6 - 10 times in the last 6 months
   - 4 ☐ 11 - 20 times in the last 6 months
   - 5 ☐ More than 20 times in the last 6 months

8. In the last 6 months, during any of your visits, did you try to find a nurse or aide for any reason?
   - 1 ☐ Yes
   - 2 ☐ No → if No, go to question 10

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9. In the last 6 months, how often were you able to find a nurse or aide when you wanted one?
1☐ Never
2☐ Sometimes
3☐ Usually
4☐ Always

10. In the last 6 months, how often did you see the nurses and aides treat your family member with courtesy and respect?
1☐ Never
2☐ Sometimes
3☐ Usually
4☐ Always

11. In the last 6 months, how often did you see the nurses and aides treat your family member with kindness?
1☐ Never
2☐ Sometimes
3☐ Usually
4☐ Always

12. In the last 6 months, how often did you feel that the nurses and aides really cared about your family member?
1☐ Never
2☐ Sometimes
3☐ Usually
4☐ Always

13. In the last 6 months, did you ever see any nurses or aides be rude to your family member or any other resident?
1☐ Yes
2☐ No

14. In the last 6 months, during any of your visits, did you help your family member with eating?
1☐ Yes
2☐ No → if No, go to question 16

15. Did you help your family member with eating because the nurses or aides either didn't help or made him or her wait too long?
1☐ Yes
2☐ No

16. In the last 6 months, during any of your visits, did you help your family member with drinking?
1☐ Yes
2☐ No → if No, go to question 18

17. Did you help your family member with drinking because the nurses or aides either didn't help or made him or her wait too long?
1☐ Yes
2☐ No

18. "Help toileting" means helping someone get on and off the toilet, or helping to change disposable briefs or pads.

In the last 6 months, during any of your visits to the supportive living facility, did you help your family member with toileting?

1☐ Yes
2☐ No → if No, go to question 20

19. Did you help your family member with toileting because the nurses or aides either didn't help or made him or her wait too long?
1☐ Yes
2☐ No

20. In the last 6 months, how often did your family member look and smell clean?
1☐ Never
2☐ Sometimes
3☐ Usually
4☐ Always

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21. Sometimes residents make it hard for nurses and aides to provide care by doing things like yelling, pushing or hitting. In the last 6 months, did you see any resident, including your family member, behave in a way that made it hard for nurses or aides to provide care?

1 ☐ Yes
2 ☐ No → if No, go to question 23

22. In the last 6 months, how often did the nurses and aides handle this situation in a way that you felt was appropriate?

1 ☐ Never
2 ☐ Sometimes
3 ☐ Usually
4 ☐ Always

YOUR EXPERIENCE WITH NURSES AND AIDES

23. In the last 6 months, how often did the nurses and aides treat you with courtesy and respect?

1 ☐ Never
2 ☐ Sometimes
3 ☐ Usually
4 ☐ Always

24. In the last 6 months, did you want to get information about your family member from a nurse or an aide?

1 ☐ Yes
2 ☐ No → if No, go to question 26

25. In the last 6 months, how often did you get this information as soon as you wanted?

1 ☐ Never
2 ☐ Sometimes
3 ☐ Usually
4 ☐ Always

26. In the last 6 months, how often did the nurses and aides explain things in a way that was easy for you to understand?

1 ☐ Never
2 ☐ Sometimes
3 ☐ Usually
4 ☐ Always

27. In the last 6 months, did the nurses and aides ever try to discourage you from asking questions about your family member?

1 ☐ Yes
2 ☐ No

28. In the last 6 months, how often is your family member cared for by the same team of staff?

1 ☐ Never
2 ☐ Sometimes
3 ☐ Usually
4 ☐ Always

29. In the last 6 months, how often did you feel confident that employees knew how to do their jobs?

1 ☐ Never
2 ☐ Sometimes
3 ☐ Usually
4 ☐ Always

THE SUPPORTIVE LIVING FACILITY

30. In the last 6 months, how often did your family member's room look and smell clean?

1 ☐ Never
2 ☐ Sometimes
3 ☐ Usually
4 ☐ Always

31. In the last 6 months, how often were you able to find places to talk to your family member in private?

1 ☐ Never
2 ☐ Sometimes
3 ☐ Usually
4 ☐ Always

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32. In the last 6 months, how often did the public areas of the supportive living facility look and smell clean?

1 ☐ Never
2 ☐ Sometimes
3 ☐ Usually
4 ☐ Always

33. In the last 6 months, did you ever see the nurses and aides fail to protect any resident's privacy while the resident was dressing, showering, bathing, or in a public area?

1 ☐ Yes
2 ☐ No

34. Personal medical belongings are things like hearing aids, eye-glasses, and dentures. In the last 6 months, how often were your family member's personal medical belongings damaged or lost?

1 ☐ Never
2 ☐ Once
3 ☐ Two or more times

35. In the last 6 months, did your family member use the supportive living facility's laundry services for his or her clothes?

1 ☐ Yes
2 ☐ No → if No, go to question 37

36. In the last 6 months, when your family member used the laundry service, how often were clothes damaged or lost?

1 ☐ Never
2 ☐ Once or twice
3 ☐ Three times or more

37. At any time in the last 6 months, were you ever unhappy with the care your family member received at the supportive living facility?

1 ☐ Yes
2 ☐ No → if No, go to question 41

38. In the last 6 months, did you talk to any supportive living facility staff about this concern?

1 ☐ Yes
2 ☐ No → if No, go to question 40

39. In the last 6 months, how often were you satisfied with the way the supportive living facility staff handled these problems?

1 ☐ Never
2 ☐ Sometimes
3 ☐ Usually
4 ☐ Always

40. In the last 6 months, did you ever stop yourself from talking to any supportive living facility staff about your concerns because you thought they would take it out on your family member?

1 ☐ Yes
2 ☐ No

41. In your opinion, is the overall cost of living at this facility reasonable?

(By cost of living we mean accommodation cost, meals, housekeeping, and other services paid by you or your family member)

1 ☐ Yes
2 ☐ No
8 ☐ Don't know
9 ☐ Not applicable

CARE OF YOUR FAMILY MEMBER

42. In the last 6 months, have you been involved in decisions about your family member's care?

1 ☐ Yes
2 ☐ No → if No, go to question 44

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43. In the last 6 months, how often were you involved as much as you wanted to be in the decisions about your family member's care?

1 ☐ Never
2 ☐ Sometimes
3 ☐ Usually
4 ☐ Always

44. A care conference is a formal meeting about care planning and health progress between a care team and a resident and his or her family.

In the last 12 months, have you been part of a care conference, either in person or by phone?

1 ☐ Yes → if Yes, go to question 46
2 ☐ No

45. Were you given the opportunity to be part of a care conference in the last 12 months either in person or by phone?

1 ☐ Yes
2 ☐ No

OVERALL RATINGS

46. Using any number from 0 to 10 where 0 is the worst care possible and 10 is the best care possible, what number would you use to rate the care at the supportive living facility?

1 ☐ 0   Worst Care Possible
2 ☐ 1
3 ☐ 2
4 ☐ 3
5 ☐ 4
6 ☐ 5
7 ☐ 6
8 ☐ 7
9 ☐ 8
10 ☐ 9
11 ☐ 10   Best Care Possible

47. If someone needed supportive living facility care, would you recommend this supportive living facility to them?

1 ☐ Probably no
2 ☐ Definitely no
3 ☐ Probably yes
4 ☐ Definitely yes

48. In the last 6 months, how often did you feel that there were enough nurses and aides in the supportive living facility?

1 ☐ Never
2 ☐ Sometimes
3 ☐ Usually
4 ☐ Always

OTHER ISSUES

> **Please remember the questions in this survey are about your experiences. Do not include the experiences of other family members.**

49. In the last 6 months, how often did you feel like your family member is safe at the facility?

1 ☐ Never
2 ☐ Sometimes
3 ☐ Usually
4 ☐ Always

50. In the last 6 months, did you help with the care of your family member when you visited because the nurses and aides either didn't help or made him or her wait too long?

1 ☐ Yes
2 ☐ No

51. Do you feel that supportive living facility staff expect you to help with the care of your family member when you visit?

1 ☐ Yes
2 ☐ No

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52. Using any number from 0 to 10 where 0 is the worst food possible and 10 is the best food possible, what number would you use to rate the food at this supportive living facility?

1. ☐ 0   **Worst Food Possible**
2. ☐ 1
3. ☐ 2
4. ☐ 3
5. ☐ 4
6. ☐ 5
7. ☐ 6
8. ☐ 7
9. ☐ 8
10. ☐ 9
11. ☐ 10   **Best Food Possible**

53. In the last 6 months, how often did your family member receive all of the healthcare services and treatments they needed?

1. ☐ Never
2. ☐ Sometimes
3. ☐ Usually
4. ☐ Always

54. In the last 6 months, how often did you have concerns about your family member's medication?

1. ☐ Never → if Never, go to question 57
2. ☐ Sometimes
3. ☐ Usually
4. ☐ Always

55. Did you talk with any supportive living facility staff about these medication concerns?

1. ☐ Yes
2. ☐ No → if No, go to question 57

56. In the last 6 months, how often were your concerns about your family member's medication resolved?

1. ☐ Never
2. ☐ Sometimes
3. ☐ Usually
4. ☐ Always

57. In the last 6 months, did you ask the supportive living facility for information about payments or expenses?

1. ☐ Yes
2. ☐ No → if No, go to question 59

58. In the last 6 months, how often did you get all the information you wanted about payments or expenses?

1. ☐ Never
2. ☐ Sometimes
3. ☐ Usually
4. ☐ Always

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

Does your family member's facility have a Resident and Family Council?

1. ☐ Yes
2. ☐ No
8. ☐ I don't know

60. In the last 6 months, have you been a part of a Resident and Family Council meeting?

1. ☐ Yes
2. ☐ No → if No, go to question 62
8. ☐ I don't know → if you don't know, go to question 62

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?

1. ☐ No, never
2. ☐ No, hardly ever
3. ☐ Yes, sometimes
4. ☐ Yes, always
8. ☐ I don't know
9. ☐ Not applicable

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62. In the last 6 months, how often were the people in charge available to talk with you? (Such as managers, supervisors, administration)

1. ☐ Never
2. ☐ Sometimes
3. ☐ Usually
4. ☐ Always
9. ☐ I did not need this

YOU AND YOUR ROLE

63. What is your age?

1. ☐ 18 to 24
2. ☐ 25 to 34
3. ☐ 35 to 44
4. ☐ 45 to 54
5. ☐ 55 to 64
6. ☐ 65 to 74
7. ☐ 75 or older

64. Are you male or female?

1. ☐ Male
2. ☐ Female

65. What is the highest grade or level of school that you have completed?

1. ☐ Grade school or some high school
2. ☐ Completed high school
3. ☐ Post-secondary technical school
4. ☐ Some university or college
5. ☐ Completed college diploma
6. ☐ Completed university degree
7. ☐ Postgrad degree (Master's or Ph.D.)

66. What language do you mainly speak at home?

1. ☐ English
2. ☐ French
3. ☐ Other

67. Considering all of the people who visit your family member in the supportive living facility, are you the person who has the most experience with his/her care?

1. ☐ Yes
2. ☐ No
8. ☐ Don't know

68. Do you have any suggestions how care and services at this supportive living facility could be improved? If so, please explain.

Feel free to use the back page or attach an extra page if necessary

Thank you for completing this survey. Your opinions are important to us.

Please return the competed survey in the postage-paid envelope.

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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 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 Family 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. Families were informed about the survey through posters and pamphlets. A contact number was provided for those who had questions.

Alberta Designated Supportive Living Family Experience Survey

The survey tool (Appendix I)

The core questions in the *Designated Supportive Living Family Experience Survey* were adapted from the *CAHPS® Nursing Home Survey: Family Member Instrument,* including the sets of questions used for the four Dimensions of Care described below. This instrument was used in the previous iterations of the HQCA's designated supportive living survey (DSL) with minimal changes.

The survey is a 68-question self-reported assessment that includes a family member's overall experience (i.e., Overall Care Rating) with the site and was used with the permission of the Agency for Healthcare Research and Quality.

The questionnaire was delivered to, and answered by, family members (respondents).

Survey dimensions of care

The CAHPS® survey comprises four subscales (i.e., Dimensions of Care):

1. Staffing, Care of Belongings, and Environment
2. Providing Information and Encouraging Family Involvement
3. Kindness and Respect
4. Meeting Basic Needs

Each Dimension of Care comprises multiple questions that share a similar conceptual theme and a summary score is produced for each Dimension of Care. For a list of these questions, see Appendix VI.

Supplementary / additional survey questions

In addition to the above, the survey also comprises questions that address the following topics:

- Suggestions on how care and services provided at the site could be improved (open-ended question).
- Family member rating of site food (Food Rating Scale).
- Willingness to recommend the site (Propensity to Recommend).
- Resident and respondent (family member) characteristics (Appendix V).
- Questions related to medications.

Changes to the questionnaire from 2016

The core questions remained identical from the previous iterations of the survey; however, a few questions were added, removed, or modified, and are listed below.

Question	Change	Reason
In total, about how long has your family member lived in this supportive living site?	Removed question	More accurate information obtained via administrative data using actual admission date to the DSL site.
In the last 6 months, did you help with the care of your family member when you visited? Modified to: In the last 6 months, did you help with the care of your family member when you visited because the nurses and aides either didn't help or made him or her wait too long?	Modified question	Some family members may willingly choose to help with the care, and some sites encourage family members to help. The question was modified to identify if family members felt help was needed because nurses and aides either didn't help or made him or her wait too long.
A Resident and Family Council is a group of residents or family members from the same supportive living site that meets on a regular basis to improve the quality of life of residents and to identify and address concerns.	Modified question	A set of questions about Resident and Family Councils are included in this survey. To introduce this set, a definition was added that explained what a Resident and Family Council is.
In the last 6 months, have you been a part of a Resident and Family Council meeting?	Added question	As part of the set of questions pertaining to the Resident and Family Council.
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?	Added question	As part of the set of questions pertaining to the Resident and Family Council.

Survey response options

Each survey question was typically followed by a two-option *Yes or No* response or a four-option response:

- Always
- Usually
- Sometimes
- Never

Survey scoring

For each survey question, a scoring method was used to transform responses to a scaled measure between 0.0-100.0, as shown in the Table below, where higher scores represent more positive experiences and lower scores represent more negative experiences. Negatively framed questions such as Question 13: *In the last 6 months, did you ever see any nurses or aides be rude to your family member or any other resident?* were reverse coded, where *No* responses were coded as 100.0 and *Yes* responses were coded as 0.0.

Four response options		Two response options	
Response options	**Converted scaled value**	**Answer choice**	**Converted scaled value**
Always	100.0	Yes	100.0
Usually	66.67		
Sometimes	33.33	No	0.0
Never	0.0		

A summary score for each Dimension of Care was generated by using an average of the scaled and weighted survey items within each Dimension of Care, specifically:

1. A Dimension of Care score was generated for respondents who answered at least one question within the associated Dimension of Care.[19] Respondents who met this minimum criterion had missing values (if any) replaced by the site average for that question.

2. 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.

---

[19] Among respondents (N = 4,589), the percentage who gave no responses to any question within each Dimension of Care was low.

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.[20]

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).

NOTE: For the Meeting Basic Needs Dimension of Care, the average required a combination of two questions for each set of questions (i.e., eating, drinking, and toileting). A score of 100.0 was assigned to each set of questions if the respondent indicated that they: (1) had not helped their family member with that basic need OR (2) had helped their family member because they chose to help and not because nurses or aides either didn't help or made the family member wait too long. A score of 0.0 was assigned to each set of questions (eating, drinking, and toileting) if the respondent indicated that they: had helped their family member AND that they did this because nurses or aides either didn't help or made the family member wait too long.

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 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.

   b) For a comparison of proportions
      i. Statistically significant using a chi^2 test.
      ii. Statistically significant using a chi^2 test with a condensed sample of those who have a length of stay of three years or less.

---

[20] 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 population of each survey year.

Survey sampling design and recruitment

The survey was conducted as a census of all eligible participants for whom contact data was available. Given the small size of 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 site inclusion criteria

Personal care homes (SL1); group or family care homes or lodges (SL2); and special care homes (including mental health support homes and LTC-only sites) were excluded from participation, as were sites with language barriers.

Eligible respondents (family members) were identified with assistance from DSL site liaisons, who were asked to provide the contact information of each resident's most involved family member or contact person. Exclusion criteria included:

- Contacts of new (< 1 month stay at the site) or transitional residents.
- Residents who had no contact person (family member), or whose contact person resided outside of Canada.
- Contacts of deceased residents or residents no longer living at the site.
- Contacts of residents who were listed as a public guardian.

Family members of residents who were deceased after the survey rollout were given the option to complete the survey and to provide responses that reflected the last six months the resident lived in the site.

The 2019 survey employed a continuous recruitment strategy and mailings were sent from June 2019 to November 2019.

The following three-stage mailing protocol was used 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.

Response rates

To reduce the potential for "non-response bias," it is desirable to achieve a high response rate. The Table below shows the overall response rate by survey method.

Description	Count (N)	Response proportion (%)
Total sample (original)	10,729	---
Proportion eligible	8,107	100
Total responses from paper survey source	2,193	27
Total responses from email survey source	2,396	30
Total responses	**4,589**	**57**

Of the 10,729 family member contacts obtained from sites, 8,107 (76 per cent) were deemed eligible to participate (after exclusion criteria were applied). A total of 4,589 family members returned a paper survey or completed a web survey and were considered *respondents* (57 per cent).

Response rates by AHS Zone[21]

Figure 1: Survey response rates by AHS Zone and province

% respondents

Zone	%
North Zone (N = 697)	51
Edmonton Zone (N = 2,423)	53
Central Zone (N = 1,393)	63
Calgary Zone (N = 2,112)	58
South Zone (N = 1,482)	57
Alberta (N = 8,107)	57
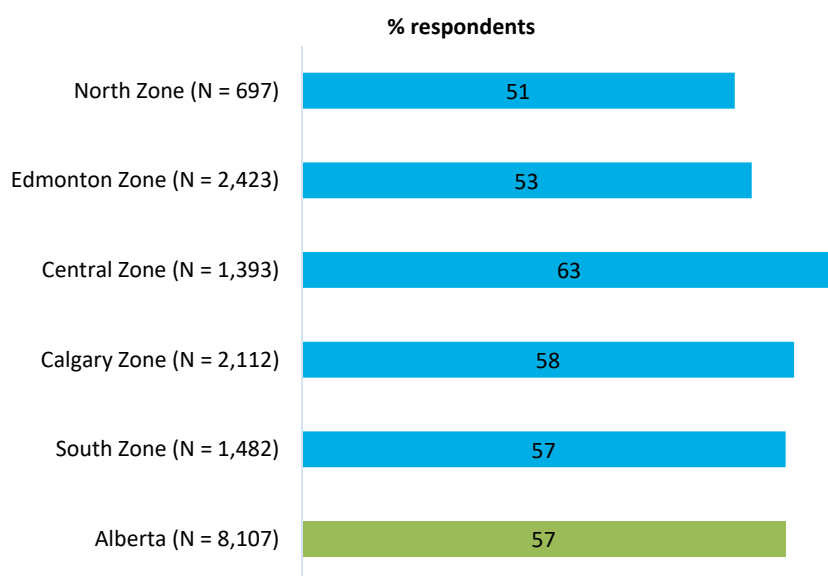
Note: Percentages may not always add to 100 per cent due to rounding.

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[21] When results refer to AHS Zone comparisons, these results refer to zones in which the respondent's resident resides. In other words, it is the zone in which the site referenced is located.

Figure 2: Study flowchart[22]

N = 10,728

Excluded: N = 2,622
(24% of 10,728)

Reasons (n, % of 2,622):
- Incomplete or no contact info/person (642, 24%)
- Moved/discharged (617, 24%)
- Public guardian (495, 19%)
- Deceased (322, 12%)
- New from resident (133, 5%)
- Family contact outside Canada (35, 1%)
- Other (378, 14%)

**Eligible: N = 8,107
(76% of 10,728)**

Survey source (delivered by):
Mail: N = 4,117
Email: N = 3,990

Non-respondents: N = 3,518
(43% of 8,107)

Reasons (n, % of 3,518):
- Deceased (28, <1%)
- Invalid address/return-to-sender (223, 6%)
- Refused (127, 4%)
- Non-response (3,140, 89%)

**Respondents: N = 4,589
(57% of 8,107)**

Survey source: Mail
Response rate: 53%
(2,193 of 4,117)

Survey source: Email
Response rate: 60%
(2,396 of 3,990)

---

[22] Incomplete or no contact info includes: (1) Residents whose family contact is themselves, (2) family member contact lives at the same site as the resident, or (3) the site stated the resident has no involved family members.

New from resident – These were residents added to the survey after the collection of family contact information was completed.

Other includes (1) Language barrier or (2) Blank survey returned.

Modality analysis

Respondents received one of two modalities to complete the survey (email or paper returned by mail). To ensure there were no systematic effects based on the way family members received the survey, results were compared between mail and email.

There were no significant differences between mail and email in Overall Care Rating, Propensity to Recommend, Food Rating Scale, or any of the four Dimensions of Care.

	Mail	Email
Overall Care Rating (0 to 10)	8.3	8.3
Propensity to Recommend (%)	93	94
Staffing, Care of Belongings, and Environment (0-100)	76	77
Kindness and Respect (0-100)	86	87
Food Rating Scale (0-100)	7.2	7.1
Providing Information and Encouraging Family Involvement (0-100)	85	85
Meeting Basic Needs (0-100)	94	95

Comments Analysis - Detailed methodology

Family members were asked one open-ended question: *Do you have any suggestions how care and services at this supportive living facility could be improved? If so, please explain.*

In 2019, 2,668 family members provided a comment in response to this question, in comparison to 2,813 family members in 2016.

The initial analysis of the comments determined that themes and subthemes provided by family members were consistent with those identified in the *2016 Designated Supportive Living Family Experience Survey.* Based on themes and subthemes previously identified, a codebook was designed and updated to guide analysis and to maintain coding consistency, as shown in Table 1.

Before the start of analysis, coding consistency was tested using the codebook and analysis began using NVivo 12, a qualitative data analysis software. To ensure high coding agreement, each analyst reviewed the other's coding until comment coding was finished and analysis was deemed 'complete.'

Comments were themed within one of the four Dimensions of Care: (1) Staffing, Care of Belongings, and Environment, (2) Kindness and Respect, (3) Providing Information and Encouraging Family Involvement, and (4) Meeting Basic Needs. In addition, two themes of Food, and Safety and Security were highlighted for their importance to family members. When a comment was not related to any of the preceding themes, it was categorized as 'Other'. Other themes identified were activities, financial concerns, care transitions, room choice, resources, policies and procedures, scheduling, and pharmacy.

Table 1: Guidelines used to code comments by Dimension of Care and additional themes

Dimension of Care: Staffing, Care of Belongings, and Environment	
▪ Staffing levels	▪ Quality of staff
▪ Additional training and continuous education for staff	▪ Leadership, administration, case managers, and supervision of staff
▪ Staff accountability	▪ Cleanliness and condition of resident's room and common areas
▪ Resident's ability to be cared for by same staff	▪ Work roles and responsibilities
▪ Resident belongings	▪ Transportation of residents
▪ Laundry services	▪ Noise levels
▪ Volunteering	▪ Temperature and air quality
▪ Smoking	

Dimension of Care: Kindness and Respect	
▪ Interpersonal relations including kindness, respect, courtesy and concern for resident's well-being	▪ Privacy
▪ Respect between residents	▪ Dignity

Food	
▪ Quality, variety, taste, nutrition value, temperature, preparation, and presentation	▪ Dietary restrictions and meal plans
▪ Food service and dining experience	

Dimension of Care: Providing Information and Encouraging Family Involvement	
▪ Involving family in resident care and providing information	▪ How concerns are handled
▪ Language barriers between staff and the family	▪ Communication between staff
▪ Information about payments or expenses	▪ Staff availability to answer questions
▪ General quality of communication	▪ Staff identification
▪ Care plans and care conferences	▪ Resident and family councils
▪ Contact information	

Dimension of Care: Meeting Basic Needs	
▪ Help and supervision with basic needs including help with eating, drinking, and toileting	▪ Consistent delivery of resident care
▪ General quality of care	▪ Hygiene and grooming
▪ Work family members do to help the resident	▪ Healthcare needs
▪ Medications	▪ Privately hired care and services

Safety and Security	
▪ Safety and security measures in the site	▪ Perception of security within site
▪ Sense of resident safety and security	

Other	
▪ Activities	▪ Access to the site
▪ Provision of resources	▪ Scheduling of resident's day
▪ Financial concerns	▪ Resident's experience transitioning into the site
▪ Maintaining documents and records	▪ Site policies and procedures
▪ General quality of site	▪ Resident's ability to have choice
▪ Resident's placement in a room or site of choice	▪ Parking availability, cost, and maintenance
▪ Non-classifiable, miscellaneous	▪ Infection control measure
▪ Quality and choice of pharmacy	▪ Transition of care
▪ Call bell system	▪ Internet

APPENDIX III: CRITERIA FOR SITE INCLUSION IN 2019

Criteria:

1. Confidentiality: five or more respondents per site.[23]

2. $\leq$ 10 per cent margin of error (with finite population correction).

3. Response rate of > 50 per cent.

Of 188 DSL sites, eight sites were not surveyed for the following reasons (Table 1).

Table 1: Sites not surveyed and reason for exclusion

AHS Zone	Site name	Reason for exclusion
North	Points West Living Lac La Biche	New site; opened less than one year from the start of data collection
North	Bar-V-Nook Manor	New site; opened less than one year from the start of data collection
Edmonton	Edmonton People in Need – Bridgeway 2	New site; opened less than one year from the start of data collection
Central	Points West Living Wetaskiwin	New site; opened less than one year from the start of data collection
Central	Pines Lodge – Piper Creek Foundation	Non-DSL or No DSL spaces at time of surveying
Central	Eagle View Lodge	Non-DSL or No DSL spaces at time of surveying
Calgary	AgeCare Skypointe	New site; opened less than one year from the start of data collection
South	Pioneer Lodge	New site; opened less than one year from the start of data collection

Of the 180 surveyed sites, 163 sites had at least five surveys collected (90.5 per cent of 180 sites; Table 2. Of those 163 sites:

- 126 met both the margin of error and response rate criteria **labelled in green**.

- 37 met EITHER the margin of error criterion OR response rate criterion **labelled in yellow.**

Sites that met the margin of error criterion, response rate criterion, or both, accounted for 163 of 180 surveyed sites, or 91 per cent (labelled in green and yellow). These sites also accounted for 99 per cent of all respondents (4,539 of 4,589) and 98 per cent of all eligible respondents (7,976 of 8,107).

Sites that did not meet the margin of error criterion or response rate criterion were excluded from public reporting (17 sites). This occurred for sites with small sample sizes (i.e., small sites) as these sites inherently have more difficulty meeting confidentiality, response rate and margin of error criteria.

Sites excluded from public reporting (17 sites) in this report may still receive an individualized site-level report.

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[23] Site-level reporting with very few respondents runs the risk of direct or indirect disclosure of a family member's and/or resident's identity.

Table 2: Site inclusion criteria – Included sites

AHS Zone	Site name	Response rate (%)	Margin of error (%)
North	Edson Healthcare Centre	59%	2%
North	Elk Point Heritage Lodge	71%	8%
North	Grande Prairie Care Centre	52%	1%
North	Heimstaed Lodge	57%	1%
North	Mackenzie Place Supportive Living	55%	2%
North	Manoir du Lac	56%	4%
North	Points West Living Cold Lake	56%	2%
North	Points West Living Peace River	56%	2%
North	Shepherd's Care Barrhead	65%	2%
North	Smithfield Lodge	63%	2%
North	Wildrose Villa	73%	2%
Edmonton	CapitalCare Dickinsfield	78%	5%
Edmonton	CapitalCare Laurier House Lynnwood	68%	1%
Edmonton	CapitalCare Laurier House Strathcona	70%	1%
Edmonton	CapitalCare McConnell Place North	59%	3%
Edmonton	CapitalCare McConnell Place West	84%	1%
Edmonton	Chartwell Aspen House	55%	1%
Edmonton	Chartwell Country Cottage Retirement Residence	65%	3%
Edmonton	Chartwell Heritage Valley	63%	2%
Edmonton	Chartwell St. Albert	61%	1%
Edmonton	Churchill Retirement Community	50%	4%
Edmonton	Citadel Mews West	49%	1%
Edmonton	Devonshire Manor	66%	1%
Edmonton	Emmanuel Home	50%	6%
Edmonton	Glastonbury Village (Mews)	67%	1%
Edmonton	Good Samaritan Society George Hennig Place	67%	2%
Edmonton	Good Samaritan Society Stony Plain Care Centre	56%	3%
Edmonton	Lifestyle Options - Leduc	53%	1%
Edmonton	Lifestyle Options - Riverbend	88%	4%
Edmonton	Lifestyle Options - Terra Losa	58%	1%
Edmonton	Lifestyle Options Whitemud	55%	1%
Edmonton	Our Parents' Home	54%	2%
Edmonton	Rutherford Heights Retirement Residence	63%	1%
Edmonton	Saint Thomas Health Centre	53%	1%
Edmonton	Shepherd's Care Greenfield	66%	2%
Edmonton	Shepherd's Care Vanguard	55%	1%

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

AHS Zone	Site name	Response rate (%)	Margin of error (%)
Edmonton	Shepherd's Garden	53%	2%
Edmonton	Shepherds Care Kensington	56%	1%
Edmonton	St. Albert Retirement Residence	59%	1%
Edmonton	Villa Marguerite	50%	0%
Edmonton	Wedman Village Homes	70%	2%
Edmonton	West Country Hearth	56%	3%
Central	Bashaw Meadows	63%	2%
Central	Bethany Meadows	50%	3%
Central	Bethany Sylvan Lake	71%	2%
Central	Chateau Three Hills	69%	4%
Central	Clearwater Centre	69%	2%
Central	Coronation Hospital and Care Centre	69%	4%
Central	Eckville Manor House	75%	4%
Central	Extendicare Michener Hill	56%	1%
Central	Faith House	54%	6%
Central	Good Samaritan Good Shepherd Lutheran Home	61%	1%
Central	Hillview Lodge	63%	3%
Central	Islay Assisted Living	69%	4%
Central	Memory Lane	63%	3%
Central	Park Avenue At Creekside	72%	2%
Central	Pioneer House	62%	2%
Central	Points West Living Lloydminster	59%	1%
Central	Points West Living Red Deer	55%	1%
Central	Points West Living Stettler	73%	1%
Central	Points West Living Wainwright	70%	6%
Central	Providence Place	60%	5%
Central	Royal Oak Manor	58%	1%
Central	Seasons Retirement Camrose	62%	1%
Central	Seasons Retirement Olds	71%	2%
Central	Seasons Retirement Ponoka	73%	3%
Central	Seasons Retirement Wetaskiwin	53%	5%
Central	Serenity House	60%	7%
Central	Sundre Seniors Supportive Living	75%	1%
Central	Seasons Encore Olds	60%	1%
Central	Sunset Manor	60%	1%
Central	Timberstone Mews	77%	1%

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

AHS Zone	Site name	Response rate (%)	Margin of error (%)
Central	Vermilion Valley Lodge	63%	2%
Central	Viewpoint	78%	2%
Central	Villa Marie	69%	1%
Central	West Park Lodge	75%	1%
Central	Wetaskiwin Meadows	67%	3%
Calgary	AgeCare Walden Heights	55%	0%
Calgary	Aspen Ridge Lodge	76%	2%
Calgary	Bethany Didsbury	64%	1%
Calgary	Strafford Foundation Tudor Manor	58%	0%
Calgary	Carewest Colonel Belcher Care Centre	54%	3%
Calgary	Carewest Nickle House	67%	7%
Calgary	Eau Claire Retirement Residence	51%	1%
Calgary	Edgemont Retirement Residence	71%	2%
Calgary	Evanston Grand Village	72%	1%
Calgary	Holy Cross Manor	56%	1%
Calgary	Kingsland Terrace	74%	3%
Calgary	McKenzie Towne Retirement Residence	68%	1%
Calgary	Millrise Place	79%	1%
Calgary	Prince of Peace Harbour	69%	2%
Calgary	Prince of Peace Manor	74%	3%
Calgary	Providence Care Centre	68%	1%
Calgary	Revera Heartland	69%	2%
Calgary	Rocky Ridge Retirement Community	54%	3%
Calgary	Sage Hill Retirement Residence	60%	1%
Calgary	Scenic Acres Retirement Residence	85%	2%
Calgary	Seasons Retirement High River	52%	1%
Calgary	Silver Willow Lodge	59%	2%
Calgary	St. Teresa Place	60%	0%
Calgary	Swan Evergreen Village	74%	1%
Calgary	Wentworth Manor The Residence	65%	3%
Calgary	Wing Kei Greenview	68%	1%
South	AgeCare Orchard Manor	53%	5%
South	AgeCare Sunrise Gardens	59%	1%
South	Chinook Lodge	71%	4%
South	Clearview Lodge	56%	4%
South	Extendicare Fairmont Park	62%	0%

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

AHS Zone	Site name	Response rate (%)	Margin of error (%)
South	Golden Acres Lodge	65%	2%
South	Good Samaritan Society Park Meadows Village	54%	1%
South	Good Samaritan Society Pincher Creek Vista Village	63%	1%
South	Good Samaritan Society Prairie Ridge	56%	1%
South	Good Samaritan Society South Ridge Village	54%	2%
South	Good Samaritan Society West Highlands	65%	1%
South	Legacy Lodge	60%	1%
South	Leisure Way	73%	5%
South	Masterpiece Southland Meadows	52%	2%
South	Meadowlands Retirement Residence	50%	9%
South	Piyami Place	50%	7%
South	Pleasant View Lodge - Bow Island	85%	3%
South	River Ridge Seniors Village	70%	2%
South	St. Michael's Health Centre	59%	1%
South	St. Therese Villa	58%	0%
South	Sunny South Lodge	55%	1%
South	Haven Care Centre	63%	3%
South	The Wellington Retirement Residence	76%	1%
North	Hinton Continuing Care Centre	44%	2%
North	J.B. Wood Continuing Care Centre	44%	3%
North	Points West Living Slave Lake	37%	3%
North	Prairie Lake Seniors Community	45%	1%
North	Spruce View Lodge	46%	7%
North	Stone Brook	33%	3%
Edmonton	Balwin Villa	43%	2%
Edmonton	Chartwell Griesbach	46%	1%
Edmonton	Chartwell Wild Rose Retirement Residence	38%	8%
Edmonton	Chateau Vitaline	49%	2%
Edmonton	Copper Sky Lodge	49%	1%
Edmonton	Garneau Hall	36%	4%
Edmonton	Good Samaritan Society Spruce Grove Centre	48%	3%
Edmonton	Good Samaritan Society Wedman House	46%	3%
Edmonton	Grand Manor	41%	2%
Edmonton	Laurel Heights Retirement Residence	49%	2%
Edmonton	Lewis Estates Retirement Residence	42%	1%
Edmonton	Riverbend Retirement Residence	47%	5%

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

AHS Zone	Site name	Response rate (%)	Margin of error (%)
Edmonton	Rosedale Estates	46%	2%
Edmonton	Salvation Army Grace Manor	47%	1%
Edmonton	Sprucewood Place	42%	2%
Edmonton	Summerwood Village Retirement Residence	47%	1%
Edmonton	Tuoi Hac - Golden Age Manor	48%	2%
Central	Century Park	40%	3%
Central	Heritage House	49%	2%
Central	Seasons Drayton Valley	38%	7%
Central	Vegreville Manor	45%	9%
Calgary	AgeCare Sagewood	44%	1%
Calgary	AgeCare Seton	45%	0%
Calgary	Monterey Place	48%	1%
Calgary	St. Marguerite Manor	48%	1%
Calgary	Whitehorn Village Retirement Community	44%	2%
South	AgeCare Columbia	48%	2%
South	Cypress View	47%	3%
South	Good Samaritan Garden Vista	47%	3%
South	Good Samaritan Society Lee Crest	30%	3%
South	Good Samaritan Society Linden View	49%	1%

Sites who did not meet margin of error or response rate criteria or sites with less than 5 respondents, or no respondents (excluded from public reporting, but may receive an individualized site-level report)		
AHS Zone	**Site name**	**Number of respondents**
North	Emerald Gardens Retirement Residence	3
North	Parkland Lodge	3
North	Vanderwell Heritage Place	2
North	Chateau Lac St. Anne	4
North	Whispering Pines Seniors Lodge	3
North	Alpine Summit Seniors Lodge	3
North	Aspen House – St. Paul Abilities Network	3
North	Vilna Lodge	4
North	Ridgevalley Seniors Home	4
North	Pleasant View Lodge - Mayerthorpe	3
Edmonton	Kipohtakawmik Elder's Lodge	1
Edmonton	Edmonton Chinatown Care Centre	2

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

South	Prairie Rose Lodge	2
South	AgeCare Valleyview	0
South	Piyami Lodge	1
South	York Creek Lodge	3
South	Meadow Ridge Seniors Village	3

APPENDIX IV: 2019 SITE RESULTS

Overall Care Rating

The Overall Care Rating asks family members: *Using any number from 0 to 10, where 0 is the worst care possible and 10 is the best care possible, what number would you use to rate the care at the supportive living facility?*

In 2019, the average Overall Care Rating for the 163 eligible sites was 8.4 out of 10 and individual site averages ranged from 6.4 to 9.8 out of 10.

Table 1 summarizes the 2019 Overall Care Ratings and change in score from 2016 by AHS Zone.

- 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	
Spruce View Lodge	6	9.8	+1.2
Elk Point Heritage Lodge	5	9.8	+0.5
Heimstaed Lodge	28	8.7	+0.1
Smithfield Lodge	24	8.5	-0.3
ALBERTA AVERAGE	---	**8.4**	---
Stone Brook	15	8.4	+0.5
Grande Prairie Care Centre	29	8.4	+0.3
Shepherd's Care Barrhead	22	8.3	+1.7
Wildrose Villa	16	8.3	--
Prairie Lake Seniors Community	38	8.2	+0.5
Edson Healthcare Centre	20	8.2	--
NORTH ZONE AVERAGE	---	**8.1**	---
Points West Living Slave Lake	13	8.1	-0.5
Mackenzie Place Supportive Living	26	8.0	-0.9
Points West Living Peace River	20	7.9	+0.2
J.B. Wood Continuing Care Centre	14	7.1	--
Points West Living Cold Lake	18	7.1	-0.6
Manoir du Lac	10	6.9	-1.4
Hinton Continuing Care Centre	17	6.4	-1.2

Table 1: Overall Care Rating (continued)

Edmonton Zone (N = 48 sites)	2019 results		Change from 2016
	N	Average	
CapitalCare Dickinsfield	7	9.3	--
Good Samaritan Society Spruce Grove Centre	12	9.3	+0.7
Chartwell Wild Rose Retirement Residence	5	9.0	+0.8
Chartwell Heritage Valley	19	9.0	--
CapitalCare McConnell Place West	27	9.0	+0.1
Chateau Vitaline	19	8.9	+0.8
Emmanuel Home	7	8.9	+0.4
Glastonbury Village	30	8.8	+0.9
Citadel Mews West	30	8.8	+0.4
Shepherds Care Kensington	37	8.8	+0.5
Riverbend Retirement Residence	9	8.8	+1.0
Rosedale Estates	18	8.7	+0.5
CapitalCare McConnell Place North	16	8.7	-0.8
Good Samaritan Society George Hennig Place	16	8.6	-0.5
Lifestyle Options Whitemud	33	8.6	-0.1
Wedman Village Homes	16	8.6	-0.1
West Country Hearth	15	8.5	-0.8
Chartwell Country Cottage Retirement Residence	15	8.5	+0.1
Lifestyle Options - Terra Losa	37	8.5	-0.7
Shepherd's Garden	21	8.5	+0.3
Lifestyle Options - Leduc	30	8.4	+0.1
ALBERTA AVERAGE	---	**8.4**	---
CapitalCare Laurier House Lynnwood	47	8.4	+0.3
Devonshire Manor	35	8.4	--
Salvation Army Grace Manor	29	8.3	-0.1
Garneau Hall	9	8.3	-0.3
Chartwell St. Albert	34	8.3	+0.0
EDMONTON ZONE AVERAGE	---	**8.3**	---
Chartwell Aspen House	35	8.3	-0.5
Churchill Retirement Community	10	8.3	+1.2
Good Samaritan Society Stony Plain Care Centre	15	8.2	-0.4
Saint Thomas Health Centre	58	8.2	+0.6
CapitalCare Laurier House Strathcona	28	8.2	+0.1
Shepherd's Care Greenfield	19	8.2	-0.5
Summerwood Village Retirement Residence	35	8.1	+0.4
Rutherford Heights Retirement Residence	52	8.1	+0.1
Laurel Heights Retirement Residence	23	8.1	+0.1
Good Samaritan Society Wedman House	12	8.0	-0.1
Lifestyle Options – Riverbend	7	8.0	--
Copper Sky Lodge	58	8.0	-0.2

Table 1: Overall Care Rating (continued)

	N	Average	Change from 2016
Villa Marguerite	94	7.9	0.0
Edmonton Zone (N = 48 sites)	**2019 results**		**Change from 2016**
	N	**Average**	
Chartwell Griesbach	43	7.9	-0.7
Balwin Villa	26	7.8	+0.3
Lewis Estates Retirement Residence	28	7.8	0.0
Shepherd's Care Vanguard	46	7.7	-0.5
Tuoi Hac - Golden Age Manor	26	7.6	-0.3
Our Parents' Home	22	7.5	--
Grand Manor	18	7.4	-0.6
Sprucewood Place	25	7.3	+0.1
St. Albert Retirement Residence	37	6.9	--
Central Zone (N = 39 sites)	**2019 results**		**Change from 2016**
	N	**Average**	
Coronation Hospital and Care Centre	11	9.8	+0.4
Eckville Manor House	9	9.6	+0.8
Islay Assisted Living	9	9.4	-0.2
Seasons Retirement Olds	15	9.4	+0.5
Hillview Lodge	12	9.4	+0.5
Serenity House	6	9.3	-0.2
Providence Place	9	9.3	0.0
Faith House	7	9.2	+0.6
West Park Lodge	24	9.1	+0.1
Seasons Retirement Wetaskiwin	9	9.0	-0.3
Memory Lane	12	8.9	+0.7
Wetaskiwin Meadows	12	8.9	-0.4
Sundre Seniors Supportive Living	27	8.9	--
Pioneer House	26	8.8	--
Timberstone Mews	46	8.8	--
Chateau Three Hills	9	8.8	+1.3
Vermilion Valley Lodge	24	8.7	-0.3
Bashaw Meadows	17	8.7	-0.4
Seasons Drayton Valley	6	8.7	-1.1
Bethany Sylvan Lake	15	8.5	+0.4
CENTRAL ZONE AVERAGE	**---**	**8.5**	**---**
Seasons Retirement Ponoka	11	8.4	+0.1
Viewpoint	14	8.4	--
Century Park	12	8.4	+0.5
Vegreville Manor	5	8.4	+0.9
ALBERTA AVERAGE	**---**	**8.4**	**---**
Points West Living Lloydminster	32	8.3	-0.1
Sunset Manor	52	8.2	0.0

Table 1: Overall Care Rating (continued)

	N	Average	Change from 2016
Extendicare Michener Hill	27	8.1	0.0
Clearwater Centre	24	8.0	+0.5
Bethany Meadows	14	8.0	0.0
Central Zone (N = 39 sites)	**2019 results**		**Change from 2016**
	N	**Average**	
Seasons Retirement Camrose	42	8.0	+0.3
Points West Living Red Deer	61	8.0	--
Points West Living Stettler	56	8.0	+0.4
Royal Oak Manor	45	8.0	+0.3
Good Samaritan Good Shepherd Lutheran Home	37	7.8	+0.2
Villa Marie	58	7.7	-0.2
Park Avenue At Creekside	23	7.6	--
Points West Living Wainwright	7	7.6	-1.4
Seasons Encore Olds	31	6.9	-1.1
Heritage House	18	6.6	-0.7
Calgary Zone (N = 31 sites)	**2019 results**		**Change from 2016**
	N	**Average**	
Prince of Peace Harbour	18	9.2	+0.5
Aspen Ridge Lodge	19	9.2	+0.2
Providence Care Centre	26	9.2	--
McKenzie Towne Retirement Residence	27	9.1	+0.3
Wing Kei Greenview	62	8.9	+0.3
Strafford Foundation Tudor Manor	81	8.8	+0.2
Bethany Didsbury	49	8.8	+0.5
St. Marguerite Manor	43	8.7	+0.3
AgeCare Seton	106	8.7	-0.2
AgeCare Sagewood	44	8.7	+0.1
Wentworth Manor The Residence	13	8.6	0.0
Silver Willow Lodge	20	8.6	-0.4
Whitehorn Village Retirement Community	19	8.6	-0.5
Carewest Colonel Belcher Care Centre	14	8.6	+0.6
AgeCare Walden Heights	120	8.5	+0.2
St. Teresa Place	134	8.5	--
Eau Claire Retirement Residence	28	8.4	0.0
CALGARY ZONE AVERAGE	**---**	**8.4**	**---**
ALBERTA AVERAGE	**---**	**8.4**	**---**
Monterey Place	42	8.4	+0.2
Kingsland Terrace	14	8.3	-0.1
Revera Heartland	20	8.3	-0.1
Sage Hill Retirement Residence	38	8.3	--
Edgemont Retirement Residence	17	8.3	-0.5

Table 1: Overall Care Rating (continued)

Rocky Ridge Retirement Community	15	8.1	+0.8
Scenic Acres Retirement Residence	17	8.1	-0.2
Prince of Peace Manor	14	8.0	-1.1
Swan Evergreen Village	29	7.9	--
Evanston Grand Village	68	7.8	-0.2
Calgary Zone (N = 31 sites)	**2019 results**		**Change from 2016**
	N	**Average**	
Millrise Place	31	7.8	-0.6
Holy Cross Manor	51	7.7	-0.5
Seasons Retirement High River	35	7.4	-0.8
Carewest Nickle House	6	7.3	--
South Zone (N = 28 sites)	**2019 results**		**Change from 2016**
	N	**Average**	
AgeCare Orchard Manor	9	9.8	+1.3
Clearview Lodge	10	9.7	0.0
Chinook Lodge	10	9.4	-0.1
Pleasant View Lodge - Bow Island	11	9.4	-0.4
Piyami Place	6	9.3	+0.9
Cypress View	15	9.1	+0.3
Golden Acres Lodge	20	9.1	+0.8
Meadowlands Retirement Residence	5	9.0	--
Good Samaritan Society Pincher Creek Vista Village	40	8.9	+0.6
Good Samaritan Garden Vista	14	8.8	-0.2
Good Samaritan Society Prairie Ridge	28	8.7	-0.3
Good Samaritan Society Park Meadows Village	57	8.6	+0.5
Sunny South Lodge	29	8.6	+1.1
Good Samaritan Society West Highlands	59	8.5	+0.5
SOUTH ZONE AVERAGE	**---**	**8.5**	**---**
Good Samaritan Society Linden View	39	8.5	+0.4
Haven Care Centre	15	8.5	-0.2
River Ridge Seniors Village	21	8.5	+0.5
ALBERTA AVERAGE	**---**	**8.4**	**---**
Good Samaritan Society South Ridge Village	21	8.3	-0.4
Masterpiece Southland Meadows	24	8.3	--
Legacy Lodge	61	8.2	-0.1
Good Samaritan Society Lee Crest	11	8.1	+0.6
Extendicare Fairmont Park	84	8.1	0.0
Leisure Way	8	7.9	-1.3
The Wellington Retirement Residence	31	7.8	+0.3
AgeCare Columbia	19	7.7	--
St. Michael's Health Centre	34	7.4	-0.6
St. Therese Villa	109	7.3	-0.5

Table 1: Overall Care Rating (continued)

AgeCare Sunrise Gardens	44	7.3	-0.6

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 family members' perception of the quality of a site is whether a family member would recommend the site to someone needing supportive living care. Family members were asked (Q47): *If someone needed supportive living care, would you recommend this supportive living facility to them?*

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
Definitely Yes	Definitely No
Probably Yes	Probably No

In 2019, the average Propensity to Recommend percentage for the 163 eligible sites was 94 out of 100 and individual site averages ranged from 57 to 100 out of 100.

Table 2 summarizes the 2019 Propensity to Recommend percentage and change in percentage from 2016 by AHS Zone. For full response options by AHS Zone, see Appendix VI.

- 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.

- "--" historical result unavailable.

Table 2: Propensity to Recommend

North Zone (N = 17 sites)	2019 results		Change from 2016
	N	Average	
Spruce View Lodge	6	100	+17
Elk Point Heritage Lodge	5	100	0
Stone Brook	15	100	+18
Shepherd's Care Barrhead	22	100	+36
Prairie Lake Seniors Community	38	97	+2
Mackenzie Place Supportive Living	26	96	-4
Smithfield Lodge	24	96	-4
Edson Healthcare Centre	20	95	--

Table 2: Propensity to Recommend (continued)

	N	Average	Change from 2016
Wildrose Villa	16	94	--
ALBERTA AVERAGE	---	**94**	---
J.B. Wood Continuing Care Centre	14	93	--
North Zone (N = 17 sites)	**2019 results**		**Change from 2016**
	N	Average	
Heimstaed Lodge	28	93	-7
Grande Prairie Care Centre	29	92	+9
NORTH ZONE AVERAGE	---	**90**	---
Points West Living Slave Lake	13	83	-17
Manoir du Lac	10	83	-17
Points West Living Peace River	20	78	-7
Hinton Continuing Care Centre	17	69	-16
Points West Living Cold Lake	18	65	-21
Edmonton Zone (N = 48 sites)	**2019 results**		**Change from 2016**
	N	Average	
Emmanuel Home	7	100	+11
CapitalCare McConnell Place West	27	100	0
Good Samaritan Society Spruce Grove Centre	12	100	+14
Chartwell Wild Rose Retirement Residence	5	100	+9
Rosedale Estates	18	100	0
Riverbend Retirement Residence	9	100	+14
CapitalCare Laurier House Lynnwood	47	100	0
Chateau Vitaline	19	100	+6
Shepherds Care Kensington	37	100	+2
CapitalCare Dickinsfield	7	100	0
Wedman Village Homes	16	100	+7
Good Samaritan Society George Hennig Place	16	100	0
Chartwell Heritage Valley	19	100	--
Citadel Mews West	30	100	+9
CapitalCare McConnell Place North	16	100	0
Laurel Heights Retirement Residence	23	100	+9
Tuoi Hac - Golden Age Manor	26	100	+14
Chartwell Country Cottage Retirement Residence	15	100	+6
Churchill Retirement Community	10	100	+40
Lifestyle Options - Terra Losa	37	97	-3
Chartwell St. Albert	34	97	+2
Devonshire Manor	35	97	+7
CapitalCare Laurier House Strathcona	28	96	-4
Lifestyle Options – Leduc	30	96	-4
Lifestyle Options Whitemud	33	96	-1
Shepherd's Garden	21	95	+5

Table 2: Propensity to Recommend (continued)

	2019 results		Change from 2016
Chartwell Griesbach	43	95	-5
Chartwell Aspen House	35	94	-6
Edmonton Zone (N = 48 sites)	**2019 results**		**Change from 2016**
	N	**Average**	
Rutherford Heights Retirement Residence	52	94	+3
ALBERTA AVERAGE	---	**94**	---
EDMONTON ZONE AVERAGE	---	**94**	---
West Country Hearth	15	93	-7
Glastonbury Village	30	93	+5
Good Samaritan Society Stony Plain Care Centre	15	93	-7
Lewis Estates Retirement Residence	28	92	+5
Copper Sky Lodge	58	91	-0
Summerwood Village Retirement Residence	35	91	+8
Good Samaritan Society Wedman House	12	90	+2
Saint Thomas Health Centre	58	90	-1
Shepherd's Care Greenfield	19	89	-3
Shepherd's Care Vanguard	46	89	-5
Garneau Hall	9	88	-13
Grand Manor	18	88	+3
Villa Marguerite	94	87	-1
Salvation Army Grace Manor	29	87	-6
Our Parents' Home	22	84	-16
Balwin Villa	26	83	+7
St. Albert Retirement Residence	37	76	--
Sprucewood Place	25	73	-1
Lifestyle Options – Riverbend	7	57	-43
Central Zone (N = 39 sites)	**2019 results**		**Change from 2016**
	N	**Average**	
Providence Place	9	100	0
Islay Assisted Living	9	100	0
Serenity House	6	100	0
Faith House	7	100	0
Hillview Lodge	12	100	0
Coronation Hospital and Care Centre	11	100	0
Eckville Manor House	9	100	0
Seasons Retirement Wetaskiwin	9	100	0
Bashaw Meadows	17	100	+7
Sundre Seniors Supportive Living	27	100	--
Seasons Drayton Valley	6	100	0
Bethany Sylvan Lake	15	100	0
Pioneer House	26	100	--

Table 2: Propensity to Recommend (continued)

	2019 results		Change from 2016
Vegreville Manor	5	100	0
Central Zone (N = 39 sites)	**2019 results**		**Change from 2016**
	N	**Average**	
Seasons Retirement Ponoka	11	100	+13
Memory Lane	12	100	+7
Chateau Three Hills	9	100	0
Wetaskiwin Meadows	12	100	0
Points West Living Lloydminster	32	97	-1
Sunset Manor	52	96	+4
West Park Lodge	24	96	-4
Vermilion Valley Lodge	24	96	-4
Timberstone Mews	46	95	--
CENTRAL ZONE AVERAGE	---	**94**	---
ALBERTA AVERAGE	---	**94**	---
Seasons Retirement Olds	15	93	-7
Extendicare Michener Hill	27	92	+6
Bethany Meadows	14	92	+2
Century Park	12	92	+7
Good Samaritan Good Shepherd Lutheran Home	37	92	-5
Seasons Retirement Camrose	42	90	+1
Royal Oak Manor	45	88	+2
Points West Living Red Deer	61	88	--
Villa Marie	58	87	-5
Park Avenue At Creekside	23	86	--
Points West Living Wainwright	7	86	-11
Points West Living Stettler	56	85	-3
Viewpoint	14	83	+12
Clearwater Centre	24	82	+3
Seasons Encore Olds	31	79	-8
Heritage House	18	67	-16
Calgary Zone (N = 31 sites)	**2019 results**		**Change from 2016**
	N	**Average**	
Aspen Ridge Lodge	19	100	0
Prince of Peace Harbour	18	100	0
Providence Care Centre	26	100	--
Whitehorn Village Retirement Community	19	100	0
Wing Kei Greenview	62	100	0
Strafford Foundation Tudor Manor	81	100	+1
St. Marguerite Manor	43	100	+3
Wentworth Manor The Residence	13	100	0
Revera Heartland	20	100	0

Table 2: Propensity to Recommend (continued)

Calgary Zone (N = 31 sites)	2019 results		Change from 2016
	N	Average	
AgeCare Sagewood	44	98	-1
Sage Hill Retirement Residence	38	97	--
Eau Claire Retirement Residence	28	96	-0
McKenzie Towne Retirement Residence	27	96	+2
AgeCare Seton	106	96	-1
St. Teresa Place	134	95	--
Monterey Place	42	95	+2
CALGARY ZONE AVERAGE	---	**95**	---
Silver Willow Lodge	20	94	-6
Scenic Acres Retirement Residence	17	94	-6
Holy Cross Manor	51	94	+1
Bethany Didsbury	49	94	+7
AgeCare Walden Heights	120	94	+1
ALBERTA AVERAGE	---	**94**	---
Prince of Peace Manor	14	93	-7
Millrise Place	31	93	-7
Carewest Colonel Belcher Care Centre	14	92	-8
Kingsland Terrace	14	92	-8
Evanston Grand Village	68	91	+1
Swan Evergreen Village	29	89	--
Edgemont Retirement Residence	17	88	-12
Rocky Ridge Retirement Community	15	87	0
Carewest Nickle House	6	83	-17
Seasons Retirement High River	35	78	-11
South Zone (N = 28 sites)	2019 results		Change from 2016
	N	Average	
Chinook Lodge	10	100	0
Clearview Lodge	10	100	0
Piyami Place	6	100	+17
Pleasant View Lodge - Bow Island	11	100	0
Cypress View	15	100	0
AgeCare Orchard Manor	9	100	+6
Good Samaritan Society Pincher Creek Vista Village	40	100	+9
Golden Acres Lodge	20	100	+12
Sunny South Lodge	29	100	+9
Good Samaritan Garden Vista	14	100	0
Meadowlands Retirement Residence	5	100	0
Good Samaritan Society Prairie Ridge	28	100	0

Table 2: Propensity to Recommend (continued)

South Zone (N = 28 sites)	2019 results		Change from 2016
	N	Average	
Good Samaritan Society Linden View	39	100	+4
Haven Care Centre	15	100	+7
Good Samaritan Society West Highlands	59	98	+9
Good Samaritan Society Park Meadows Village	57	96	+5
Extendicare Fairmont Park	84	96	+1
Masterpiece Southland Meadows	24	96	--
Good Samaritan Society South Ridge Village	21	95	-0
SOUTH ZONE AVERAGE	---	**95**	---
River Ridge Seniors Village	21	95	+3
Legacy Lodge	61	95	-0
ALBERTA AVERAGE	---	**94**	---
The Wellington Retirement Residence	31	90	+10
AgeCare Columbia	19	89	-11
St. Therese Villa	109	86	-5
Leisure Way	8	86	-14
AgeCare Sunrise Gardens	44	83	-7
Good Samaritan Society Lee Crest	11	80	-6
St. Michael's Health Centre	34	78	-18

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 "Definitely Yes" from highest to lowest. In the event of a tie at this level, sites are presented by their Overall Care Ratings from highest to lowest.

Staffing, Care of Belongings, and Environment

In 2019, the average Staffing, Care of Belongings, and Environment score for the 163 eligible sites was 78 out of 100, and individual site averages range from 57 to 94 out of 100.

Table 3 summarizes the 2019 site scores and change in score from 2016 by AHS Zone.

- 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.

- "--" historical result unavailable.

Table 3: Staffing, Care of Belongings, and Environment

North Zone (N = 17 sites)	2019 results		Change from 2016
	N	Average	
Elk Point Heritage Lodge	5	94	+7
Spruce View Lodge	6	93	+10
Smithfield Lodge	24	83	-1
Heimstaed Lodge	28	80	0
ALBERTA AVERAGE	---	78	---
Shepherd's Care Barrhead	22	77	+14
Wildrose Villa	16	76	--
Grande Prairie Care Centre	29	75	+3
NORTH ZONE AVERAGE	---	73	---
Prairie Lake Seniors Community	38	73	+4
Mackenzie Place Supportive Living	26	72	-6
Stone Brook	15	71	-1
Edson Healthcare Centre	20	70	--
J.B. Wood Continuing Care Centre	14	69	--
Points West Living Slave Lake	13	69	-11
Points West Living Peace River	20	66	-6
Points West Living Cold Lake	18	58	-8
Manoir du Lac	10	58	-11
Hinton Continuing Care Centre	17	57	-9
Edmonton Zone (N = 48 sites)	2019 results		Change from 2016
	N	Average	
Riverbend Retirement Residence	9	89	+18
Glastonbury Village	30	88	+12
Chartwell Country Cottage Retirement Residence	15	87	+5
Edmonton Zone (N = 48 sites)	2019 results		Change from 2016
	N	Average)	

Table 3: Staffing, Care of Belongings, and Environment (continued)

Emmanuel Home	7	87	+3
Wedman Village Homes	16	86	+2
Chateau Vitaline	19	85	+6
CapitalCare Dickinsfield	7	85	--
Good Samaritan Society Spruce Grove Centre	12	85	+3
Shepherd's Garden	21	85	+3
Chartwell Wild Rose Retirement Residence	5	83	+3
Lifestyle Options – Riverbend	7	82	--
Good Samaritan Society George Hennig Place	16	82	+1
Citadel Mews West	30	82	0
Rosedale Estates	18	82	+1
Churchill Retirement Community	10	81	+18
CapitalCare McConnell Place West	27	80	+2
Chartwell St. Albert	34	80	+2
Lifestyle Options Whitemud	33	80	-2
Shepherds Care Kensington	37	78	+3
ALBERTA AVERAGE	---	**78**	---
Devonshire Manor	35	78	--
Garneau Hall	9	78	-6
Salvation Army Grace Manor	29	78	0
Saint Thomas Health Centre	58	78	+6
Chartwell Heritage Valley	19	77	--
EDMONTON ZONE AVERAGE	---	**77**	---
Shepherd's Care Greenfield	19	77	-4
Chartwell Aspen House	35	77	-2
Lifestyle Options - Terra Losa	37	77	-8
Copper Sky Lodge	58	77	+3
West Country Hearth	15	76	-6
Rutherford Heights Retirement Residence	52	74	+3
Good Samaritan Society Wedman House	12	74	-2
Lifestyle Options - Leduc	30	74	-7
CapitalCare Laurier House Lynnwood	47	73	-1
Laurel Heights Retirement Residence	23	73	0
CapitalCare Laurier House Strathcona	28	73	-1
CapitalCare McConnell Place North	16	73	-10
Summerwood Village Retirement Residence	35	72	+6
Lewis Estates Retirement Residence	28	72	+3
Grand Manor	18	72	-3
Chartwell Griesbach	43	71	-12
Good Samaritan Society Stony Plain Care Centre	15	71	-7

Table 3: Staffing, Care of Belongings, and Environment (continued)

Edmonton Zone (N = 48 sites)	2019 results		Change from 2016
	N	Average	
Balwin Villa	26	71	0
Villa Marguerite	94	71	0
Shepherd's Care Vanguard	46	70	-4
Tuoi Hac - Golden Age Manor	26	69	-5
Sprucewood Place	25	69	-1
Our Parents' Home	22	66	--
St. Albert Retirement Residence	37	58	--
Central Zone (N = 39 sites)	**2019 results**		**Change from 2016**
	N	Average	
Seasons Retirement Wetaskiwin	9	92	+3
Hillview Lodge	12	91	+8
Providence Place	9	90	+7
Faith House	7	90	+5
Coronation Hospital and Care Centre	11	90	+1
Seasons Drayton Valley	6	90	+4
Serenity House	6	89	-1
Vermilion Valley Lodge	24	88	+2
Seasons Retirement Olds	15	88	0
Eckville Manor House	9	88	+5
Islay Assisted Living	9	88	-1
Bashaw Meadows	17	87	+4
West Park Lodge	24	85	-2
Seasons Retirement Ponoka	11	84	+3
Vegreville Manor	5	83	+12
Chateau Three Hills	9	83	-1
Wetaskiwin Meadows	12	82	-3
Timberstone Mews	46	81	--
Sundre Seniors Supportive Living	27	81	--
Bethany Sylvan Lake	15	80	0
CENTRAL ZONE AVERAGE	---	**79**	---
Memory Lane	12	79	+9
Extendicare Michener Hill	27	79	+4
Viewpoint	14	79	--
Pioneer House	26	78	--
ALBERTA AVERAGE	---	**78**	---
Sunset Manor	52	77	0
Points West Living Lloydminster	32	77	-1
Century Park	12	77	+1
Bethany Meadows	14	74	-2

Table 3: Staffing, Care of Belongings, and Environment (continued)

	2019 results		Change from 2016
Points West Living Wainwright	7	72	-13
Central Zone (N = 39 sites)	**2019 results**		**Change from 2016**
	N	**Average**	
Clearwater Centre	24	71	0
Seasons Retirement Camrose	42	71	+2
Points West Living Red Deer	61	70	--
Points West Living Stettler	56	70	+3
Good Samaritan Good Shepherd Lutheran Home	37	70	+1
Royal Oak Manor	45	69	0
Villa Marie	58	66	-5
Heritage House	18	63	-9
Park Avenue At Creekside	23	63	--
Seasons Encore Olds	31	58	-15
Calgary Zone (N = 31 sites)	**2019 results**		**Change from 2016**
	N	**Average**	
Prince of Peace Harbour	18	89	+9
Revera Heartland	20	88	+8
Aspen Ridge Lodge	19	88	+2
Silver Willow Lodge	20	85	+4
AgeCare Seton	106	83	-3
Wing Kei Greenview	62	83	0
Whitehorn Village Retirement Community	19	82	-6
Providence Care Centre	26	82	--
Kingsland Terrace	14	81	--
McKenzie Towne Retirement Residence	27	80	-1
Strafford Foundation Tudor Manor	81	80	+4
Monterey Place	42	80	+1
Bethany Didsbury	49	80	+3
Carewest Colonel Belcher Care Centre	14	79	+2
AgeCare Sagewood	44	79	-1
St. Teresa Place	134	79	--
CALGARY ZONE AVERAGE	**---**	**79**	**---**
AgeCare Walden Heights	120	78	-2
ALBERTA AVERAGE	**---**	**78**	**---**
St. Marguerite Manor	43	77	+1
Eau Claire Retirement Residence	28	77	-2
Scenic Acres Retirement Residence	17	77	+1
Rocky Ridge Retirement Community	15	77	+18
Prince of Peace Manor	14	76	-10
Wentworth Manor The Residence	13	76	-4
Swan Evergreen Village	29	75	--

	2019 results		Change from 2016
Edgemont Retirement Residence	17	75	-15
Evanston Grand Village	68	74	-3
Calgary Zone (N = 31 sites)	**2019 results**		**Change from 2016**
	N	**Average**	
Sage Hill Retirement Residence	38	73	--
Millrise Place	31	73	-3
Carewest Nickle House	6	72	--
Holy Cross Manor	51	72	-1
Seasons Retirement High River	35	70	-4
South Zone (N = 28 sites)	**2019 results**		**Change from 2016**
	N	**Average**	
AgeCare Orchard Manor	9	91	+12
Clearview Lodge	10	91	+2
Pleasant View Lodge - Bow Island	11	89	-2
Chinook Lodge	10	89	-3
Meadowlands Retirement Residence	5	88	--
Cypress View	15	87	-2
Golden Acres Lodge	20	87	+7
Piyami Place	6	86	+10
Sunny South Lodge	29	82	+15
Good Samaritan Garden Vista	14	82	-3
Good Samaritan Society Pincher Creek Vista Village	40	81	+7
Leisure Way	8	81	-6
The Wellington Retirement Residence	31	79	+3
SOUTH ZONE AVERAGE	**---**	**79**	**---**
Masterpiece Southland Meadows	24	79	--
Good Samaritan Society Linden View	39	78	+7
ALBERTA AVERAGE	**---**	**78**	**---**
Good Samaritan Society Park Meadows Village	57	77	+2
Good Samaritan Society Prairie Ridge	28	77	-3
Good Samaritan Society West Highlands	59	77	+2
Legacy Lodge	61	77	+1
Haven Care Centre	15	76	-1
River Ridge Seniors Village	21	76	+7
Good Samaritan Society South Ridge Village	21	74	-3
Extendicare Fairmont Park	84	73	0
AgeCare Columbia	19	71	--
Good Samaritan Society Lee Crest	11	67	+1
AgeCare Sunrise Gardens	44	66	-4
St. Therese Villa	109	66	-4
St. Michael's Health Centre	34	63	-3

Food Rating Scale

In 2019, the average Food Rating Scale for the 163 eligible sites was 73 out of 100, and individual site averages range from 47 to 94 out of 100. Table 4 summarizes the 2019 site scores and change in score from 2016 by AHS Zone.

- 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.

- "--" historical result unavailable.

Table 4: Food Rating Scale

North Zone (N = 17 sites)	2019 results		Change from 2016
	N	Average	
Elk Point Heritage Lodge	5	92	+1
Spruce View Lodge	6	85	+23
Heimstaed Lodge	28	79	+8
Smithfield Lodge	24	76	+2
Shepherd's Care Barrhead	22	74	+11
Prairie Lake Seniors Community	38	74	0
Points West Living Slave Lake	13	74	+1
ALBERTA AVERAGE	---	**73**	---
Grande Prairie Care Centre	29	72	0
Wildrose Villa	16	72	--
NORTH ZONE AVERAGE	---	**70**	---
Edson Healthcare Centre	20	67	--
Stone Brook	15	66	-2
Manoir du Lac	10	66	+1
Points West Living Peace River	20	65	0
Points West Living Cold Lake	18	62	-5
Mackenzie Place Supportive Living	26	60	-11
Hinton Continuing Care Centre	17	59	-4
J.B. Wood Continuing Care Centre	14	47	--
Edmonton Zone (N = 48 sites)	2019 results		Change from 2016
	N	Average	
CapitalCare Dickinsfield	7	88	--
Churchill Retirement Community	10	86	+17
Shepherd's Care Greenfield	19	84	+8
Riverbend Retirement Residence	9	83	+6

Table 4: Food Rating Scale (continued)

Edmonton Zone (N = 48 sites)	2019 results		Change from 2016
	N	Average	
Lifestyle Options - Leduc	30	82	+6
Good Samaritan Society Spruce Grove Centre	12	82	+5
Chateau Vitaline	19	81	+7
Chartwell Country Cottage Retirement Residence	15	81	+2
Lifestyle Options - Terra Losa	37	80	+8
CapitalCare McConnell Place North	16	79	-6
Lifestyle Options Whitemud	33	79	+2
Chartwell Heritage Valley	19	78	--
Grand Manor	18	77	-2
Emmanuel Home	7	77	+1
Lifestyle Options – Riverbend	7	77	--
Rosedale Estates	18	77	-2
Balwin Villa	26	75	+2
Summerwood Village Retirement Residence	35	74	+2
Rutherford Heights Retirement Residence	52	74	0
Good Samaritan Society George Hennig Place	16	74	-9
Salvation Army Grace Manor	29	74	+7
Good Samaritan Society Stony Plain Care Centre	15	73	+1
Shepherd's Care Vanguard	46	73	-4
ALBERTA AVERAGE	---	**73**	---
EDMONTON ZONE AVERAGE	---	**73**	---
CapitalCare McConnell Place West	27	72	+4
Laurel Heights Retirement Residence	23	72	+4
West Country Hearth	15	72	-15
Glastonbury Village	30	72	+12
Shepherds Care Kensington	37	72	+8
Copper Sky Lodge	58	71	+4
Citadel Mews West	30	71	+3
Chartwell Wild Rose Retirement Residence	5	70	0
Lewis Estates Retirement Residence	28	70	+3
Chartwell Griesbach	43	70	-6
Saint Thomas Health Centre	58	69	+7
CapitalCare Laurier House Lynnwood	47	68	+9
Devonshire Manor	35	68	--
Shepherd's Garden	21	68	+15
Our Parents' Home	22	68	--
Wedman Village Homes	16	68	-14
Villa Marguerite	94	66	-1
Chartwell St. Albert	34	64	-6

St. Albert Retirement Residence	37	64	--
Edmonton Zone (N = 48 sites)	**2019 results**		**Change from 2016**
	N	**Average**	
Chartwell Aspen House	35	64	-8
Sprucewood Place	25	64	+1
CapitalCare Laurier House Strathcona	28	63	+6
Tuoi Hac - Golden Age Manor	26	63	+3
Garneau Hall	9	61	-4
Good Samaritan Society Wedman House	12	55	-10
Central Zone (N = 39 sites)	**2019 results**		**Change from 2016**
	N	**Average**	
Eckville Manor House	9	90	+15
Serenity House	6	88	-2
Bashaw Meadows	17	84	+7
Hillview Lodge	12	84	+12
Timberstone Mews	46	82	--
Pioneer House	26	80	--
Faith House	7	80	+20
West Park Lodge	24	80	0
Points West Living Red Deer	61	79	--
Seasons Retirement Wetaskiwin	9	78	-2
Century Park	12	78	+7
Islay Assisted Living	9	77	-10
Providence Place	9	77	-3
Points West Living Lloydminster	32	77	+1
Viewpoint	14	76	--
Sundre Seniors Supportive Living	27	76	--
Seasons Retirement Olds	15	75	-1
Vegreville Manor	5	74	+16
Park Avenue At Creekside	23	74	--
ALBERTA AVERAGE	**---**	**73**	**---**
CENTRAL ZONE AVERAGE	**---**	**73**	**---**
Points West Living Stettler	56	72	+7
Clearwater Centre	24	70	+6
Extendicare Michener Hill	27	70	+7
Royal Oak Manor	45	70	+8
Seasons Drayton Valley	6	70	-2
Points West Living Wainwright	7	70	-8
Memory Lane	12	70	-9
Chateau Three Hills	9	69	-9
Wetaskiwin Meadows	12	67	-7

Table 4: Food Rating Scale (continued)

Seasons Encore Olds	31	67	-4
Sunset Manor	52	67	+1
Central Zone (N = 39 sites)	**2019 results**		**Change from 2016**
	N	**Average**	
Bethany Sylvan Lake	15	67	-3
Vermilion Valley Lodge	24	66	-12
Seasons Retirement Camrose	42	66	-6
Coronation Hospital and Care Centre	11	66	+7
Good Samaritan Good Shepherd Lutheran Home	37	65	-1
Bethany Meadows	14	65	+3
Heritage House	18	63	+1
Villa Marie	58	63	-4
Seasons Retirement Ponoka	11	60	-4
Calgary Zone (N = 31 sites)	**2019 results**		**Change from 2016**
	N	**Average**	
Carewest Nickle House	6	83	--
Wing Kei Greenview	62	81	+5
Prince of Peace Harbour	18	81	+4
Providence Care Centre	26	80	--
Prince of Peace Manor	14	79	-5
Swan Evergreen Village	29	79	--
Whitehorn Village Retirement Community	19	77	-1
Aspen Ridge Lodge	19	77	-4
Carewest Colonel Belcher Care Centre	14	75	+13
McKenzie Towne Retirement Residence	27	74	-3
Scenic Acres Retirement Residence	17	74	-1
Strafford Foundation Tudor Manor	81	73	+6
ALBERTA AVERAGE	**---**	**73**	**---**
Sage Hill Retirement Residence	38	73	--
AgeCare Seton	106	73	+3
Monterey Place	42	73	+5
Silver Willow Lodge	20	72	-3
CALGARY ZONE AVERAGE	**---**	**72**	**---**
Rocky Ridge Retirement Community	15	72	+7
Revera Heartland	20	72	-3
Wentworth Manor The Residence	13	72	0
St. Teresa Place	134	72	--
Bethany Didsbury	49	71	+2
Eau Claire Retirement Residence	28	70	+3
Evanston Grand Village	68	70	-1
AgeCare Sagewood	44	68	+6

Table 4: Food Rating Scale (continued)

	2019 results		Change from 2016
	N	Average	
AgeCare Walden Heights	120	68	+3
Edgemont Retirement Residence	17	68	+1
St. Marguerite Manor	43	67	+2
Calgary Zone (N = 31 sites)	**2019 results**		**Change from 2016**
	N	**Average**	
Kingsland Terrace	14	66	--
Holy Cross Manor	51	61	-7
Millrise Place	31	61	-7
Seasons Retirement High River	35	57	-9
South Zone (N = 28 sites)	**2019 results**		**Change from 2016**
	N	**Average**	
Clearview Lodge	10	94	+5
Piyami Place	6	83	+3
Chinook Lodge	10	82	+4
Good Samaritan Garden Vista	14	82	+8
Good Samaritan Society Pincher Creek Vista Village	40	81	+9
Sunny South Lodge	29	81	+10
Golden Acres Lodge	20	81	+6
AgeCare Orchard Manor	9	80	+24
Cypress View	15	80	+2
Good Samaritan Society Park Meadows Village	57	78	+9
Good Samaritan Society Linden View	39	78	+10
Good Samaritan Society Prairie Ridge	28	77	+4
Pleasant View Lodge - Bow Island	11	76	+8
Good Samaritan Society South Ridge Village	21	75	-1
SOUTH ZONE AVERAGE	**---**	**75**	**---**
Good Samaritan Society West Highlands	59	73	+2
Masterpiece Southland Meadows	24	73	--
ALBERTA AVERAGE	**---**	**73**	**---**
Leisure Way	8	73	-1
AgeCare Sunrise Gardens	44	72	+3
Meadowlands Retirement Residence	5	72	--
AgeCare Columbia	19	72	--
Legacy Lodge	61	72	-4
Good Samaritan Society Lee Crest	11	70	+20
Haven Care Centre	15	69	+6
River Ridge Seniors Village	21	67	-1
Extendicare Fairmont Park	84	67	-1
St. Michael's Health Centre	34	66	0
The Wellington Retirement Residence	31	65	-7
St. Therese Villa	109	64	-2

Providing Information and Encouraging Family Involvement

In 2019, the average Providing Information and Encouraging Family Involvement score for the 163 eligible sites was 86 out of 100, and individual site averages range from 67 to 99 out of 100.

Table 5 summarizes the 2019 site scores and change in score from 2016 by AHS Zone.

- 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.

- "--" historical result unavailable.

Table 5: Providing Information and Encouraging Family Involvement

North Zone (N = 17 sites)	2019 results		Change from 2016
	N	Average	
Smithfield Lodge	24	96	+2
Spruce View Lodge	6	93	-4
Wildrose Villa	16	88	--
Grande Prairie Care Centre	29	88	+4
Elk Point Heritage Lodge	5	88	-6
Stone Brook	15	87	+4
Prairie Lake Seniors Community	38	86	-1
ALBERTA AVERAGE	---	**86**	---
Points West Living Peace River	20	84	+3
Edson Healthcare Centre	20	84	--
Points West Living Slave Lake	13	84	-6
Mackenzie Place Supportive Living	26	83	-7
NORTH ZONE AVERAGE	---	**83**	---
Heimstaed Lodge	28	82	-4
Points West Living Cold Lake	18	77	-5
Shepherd's Care Barrhead	22	73	-4
Manoir du Lac	10	73	-11
Hinton Continuing Care Centre	17	68	-14
J.B. Wood Continuing Care Centre	14	68	--
Edmonton Zone (N = 48 sites)	2019 results		Change from 2016
	N	Average	
Good Samaritan Society Spruce Grove Centre	12	98	+12
Chartwell Country Cottage Retirement Residence	15	94	+7
Chateau Vitaline	19	94	+15

Table 5: Providing Information and Encouraging Family Involvement (continued)

Edmonton Zone (N = 48 sites)	2019 results		Change from 2016
	N	Average	
CapitalCare McConnell Place West	27	94	+2
Chartwell Heritage Valley	19	92	--
Chartwell Wild Rose Retirement Residence	5	92	+7
Rosedale Estates	18	91	+11
Emmanuel Home	7	91	+2
Good Samaritan Society George Hennig Place	16	91	+7
West Country Hearth	15	89	-4
Lifestyle Options Whitemud	33	89	+4
Shepherds Care Kensington	37	89	+5
Riverbend Retirement Residence	9	89	+9
Glastonbury Village	30	88	+9
CapitalCare Dickinsfield	7	88	--
Lifestyle Options - Leduc	30	87	+2
Churchill Retirement Community	10	87	+19
Citadel Mews West	30	87	+2
CapitalCare Laurier House Lynnwood	47	86	+1
Chartwell Griesbach	43	86	-4
ALBERTA AVERAGE	---	**86**	---
CapitalCare Laurier House Strathcona	28	85	-2
Copper Sky Lodge	58	85	+2
Saint Thomas Health Centre	58	85	+2
Chartwell Aspen House	35	85	-5
Rutherford Heights Retirement Residence	52	85	-1
Lifestyle Options - Terra Losa	37	85	-6
EDMONTON ZONE AVERAGE	---	**85**	---
Summerwood Village Retirement Residence	35	85	+9
Chartwell St. Albert	34	85	+1
Devonshire Manor	35	84	--
Good Samaritan Society Stony Plain Care Centre	15	84	-5
Good Samaritan Society Wedman House	12	84	+3
Wedman Village Homes	16	84	+2
Salvation Army Grace Manor	29	84	0
Grand Manor	18	84	-4
Balwin Villa	26	83	++2
Shepherd's Care Greenfield	19	81	-11
Shepherd's Care Vanguard	46	80	-3
Laurel Heights Retirement Residence	23	80	+3
Villa Marguerite	94	80	-3
Shepherd's Garden	21	79	-8

Table 5: Providing Information and Encouraging Family Involvement (continued)

Garneau Hall	9	78	-12
Edmonton Zone (N = 48 sites)	**2019 results**		**Change from 2016**
	N	**Average**	
Sprucewood Place	25	78	+5
Tuoi Hac - Golden Age Manor	26	78	+1
Lifestyle Options – Riverbend	7	78	--
Lewis Estates Retirement Residence	28	76	+4
St. Albert Retirement Residence	37	73	--
CapitalCare McConnell Place North	16	72	-21
Our Parents' Home	22	72	--
Central Zone (N = 39 sites)	**2019 results**		**Change from 2016**
	N	**Average**	
Seasons Retirement Wetaskiwin	9	99	+5
Faith House	7	98	+5
Chateau Three Hills	9	97	+20
Islay Assisted Living	9	96	+3
Coronation Hospital and Care Centre	11	96	+5
Serenity House	6	96	-4
Bethany Sylvan Lake	15	95	+9
Hillview Lodge	12	95	+3
West Park Lodge	24	94	+1
Memory Lane	12	93	+7
Sundre Seniors Supportive Living	27	92	--
Vermilion Valley Lodge	24	91	+1
Seasons Retirement Olds	15	91	-9
Providence Place	9	90	-4
Seasons Retirement Ponoka	11	90	+3
Extendicare Michener Hill	27	89	+3
Timberstone Mews	46	89	--
Bashaw Meadows	17	88	-6
Pioneer House	26	88	--
Century Park	12	88	+14
Eckville Manor House	9	87	-2
CENTRAL ZONE AVERAGE	**---**	**87**	**---**
Bethany Meadows	14	87	+4
Sunset Manor	52	86	+2
Seasons Drayton Valley	6	86	-5
ALBERTA AVERAGE	**---**	**86**	**---**
Good Samaritan Good Shepherd Lutheran Home	37	83	0
Points West Living Wainwright	7	83	-6
Seasons Retirement Camrose	42	83	-5

Table 5: Providing Information and Encouraging Family Involvement (continued)

Points West Living Red Deer	61	82	--
Vegreville Manor	5	82	-2
Central Zone (N = 39 sites)	**2019 results**		**Change from 2016**
	N	**Average**	
Clearwater Centre	24	81	+7
Points West Living Lloydminster	32	81	-6
Royal Oak Manor	45	80	-1
Park Avenue At Creekside	23	80	--
Points West Living Stettler	56	79	+1
Wetaskiwin Meadows	12	79	-8
Heritage House	18	78	-3
Villa Marie	58	78	-6
Viewpoint	14	77	--
Seasons Encore Olds	31	67	-13
Calgary Zone (N = 31 sites)	**2019 results**		**Change from 2016**
	N	**Average**	
Prince of Peace Harbour	18	96	+5
Providence Care Centre	26	93	--
Bethany Didsbury	49	91	+10
St. Marguerite Manor	43	91	+3
AgeCare Sagewood	44	91	+2
Silver Willow Lodge	20	91	0
Aspen Ridge Lodge	19	91	+5
Strafford Foundation Tudor Manor	81	91	+4
Eau Claire Retirement Residence	28	90	-1
McKenzie Towne Retirement Residence	27	89	+6
Revera Heartland	20	87	0
Wing Kei Greenview	62	87	+2
St. Teresa Place	134	87	--
Millrise Place	31	86	-2
CALGARY ZONE AVERAGE	**---**	**86**	**---**
AgeCare Seton	106	86	0
Rocky Ridge Retirement Community	15	86	+12
ALBERTA AVERAGE	**---**	**86**	**---**
Swan Evergreen Village	29	85	--
AgeCare Walden Heights	120	85	0
Sage Hill Retirement Residence	38	85	--
Monterey Place	42	84	+4
Scenic Acres Retirement Residence	17	84	0
Holy Cross Manor	51	84	-2
Kingsland Terrace	14	84	--

Table 5: Providing Information and Encouraging Family Involvement (continued)

	2019 results		Change from 2016
	N	Average	
Whitehorn Village Retirement Community	19	83	-2
Edgemont Retirement Residence	17	81	-6
Carewest Colonel Belcher Care Centre	14	80	-9
Calgary Zone (N = 31 sites)	**2019 results**		**Change from 2016**
	N	Average	
Prince of Peace Manor	14	80	-7
Evanston Grand Village	68	80	-1
Carewest Nickle House	6	79	--
Wentworth Manor The Residence	13	79	-9
Seasons Retirement High River	35	76	-8
South Zone (N = 28 sites)	**2019 results**		**Change from 2016**
	N	Average	
Chinook Lodge	10	95	+4
Pleasant View Lodge - Bow Island	11	94	-4
Meadowlands Retirement Residence	5	94	--
Clearview Lodge	10	92	-1
AgeCare Orchard Manor	9	91	+2
Good Samaritan Society West Highlands	59	91	+8
Haven Care Centre	15	90	+11
Piyami Place	6	90	-2
Good Samaritan Society Pincher Creek Vista Village	40	89	+9
Good Samaritan Society Linden View	39	89	+4
Sunny South Lodge	29	89	+9
Good Samaritan Society Park Meadows Village	57	89	+5
Good Samaritan Society South Ridge Village	21	88	+2
Golden Acres Lodge	20	88	+3
Legacy Lodge	61	86	+2
Good Samaritan Garden Vista	14	86	-5
SOUTH ZONE AVERAGE	---	**86**	---
Cypress View	15	86	-1
ALBERTA AVERAGE	---	**86**	---
Good Samaritan Society Prairie Ridge	28	85	-7
Extendicare Fairmont Park	84	85	0
The Wellington Retirement Residence	31	85	0
Masterpiece Southland Meadows	24	85	--
Leisure Way	8	84	-14
River Ridge Seniors Village	21	83	+3
AgeCare Columbia	19	81	--
St. Therese Villa	109	77	-3
Good Samaritan Society Lee Crest	11	76	-5
St. Michael's Health Centre	34	74	-10

Table 5: Providing Information and Encouraging Family Involvement (continued)

AgeCare Sunrise Gardens	44	72	-12

Kindness and Respect

In 2019, the average Kindness and Respect score for the 163 eligible sites was 87 out of 100, and individual site averages range from 67 to 99 out of 100.

Table 6 summarizes the 2019 site scores and change in score from 2016 by AHS Zone.

- 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.

- "--" historical result unavailable.

Table 6: Kindness and Respect

North Zone (N = 17 sites)	2019 results		Change from 2016
	N	**Average**	
Spruce View Lodge	6	99	+2
Elk Point Heritage Lodge	5	98	0
Stone Brook	15	93	+7
Smithfield Lodge	24	92	-2
Heimstaed Lodge	28	89	-3
ALBERTA AVERAGE	---	**87**	---
Grande Prairie Care Centre	29	87	+1
Points West Living Slave Lake	13	86	-3
Shepherd's Care Barrhead	22	86	+10
NORTH ZONE AVERAGE	---	**85**	---
Points West Living Cold Lake	18	85	-6
Prairie Lake Seniors Community	38	84	+2
Wildrose Villa	16	84	--
Edson Healthcare Centre	20	83	--
Mackenzie Place Supportive Living	26	83	-7
Points West Living Peace River	20	80	-2
Manoir du Lac	10	79	-9
Hinton Continuing Care Centre	17	76	-5
J.B. Wood Continuing Care Centre	14	70	--
Edmonton Zone (N = 48 sites)	2019 results		Change from 2016
	N	**Average**	
CapitalCare Dickinsfield	7	99	--
Chartwell Wild Rose Retirement Residence	5	98	+15

Table 6: Kindness and Respect (continued)

	2019 results		Change from 2016
Glastonbury Village	30	96	+14
Chartwell Country Cottage Retirement Residence	15	94	+6
Edmonton Zone (N = 48 sites)	**N**	**Average**	**Change from 2016**
Riverbend Retirement Residence	9	93	+9
Emmanuel Home	7	93	+1
Shepherds Care Kensington	37	93	+6
Good Samaritan Society Spruce Grove Centre	12	92	+2
Chateau Vitaline	19	92	+4
Chartwell Heritage Valley	19	91	--
Lifestyle Options Whitemud	33	91	-1
Citadel Mews West	30	91	-1
West Country Hearth	15	91	-5
Shepherd's Care Greenfield	19	90	-3
CapitalCare McConnell Place West	27	89	-4
Lifestyle Options - Leduc	30	89	+4
Chartwell Griesbach	43	88	-6
Garneau Hall	9	88	-4
Chartwell Aspen House	35	88	-2
Lifestyle Options - Terra Losa	37	88	-7
Devonshire Manor	35	88	--
Good Samaritan Society George Hennig Place	16	88	-3
Saint Thomas Health Centre	58	87	+4
ALBERTA AVERAGE	**---**	**87**	**---**
Chartwell St. Albert	34	87	+7
Rutherford Heights Retirement Residence	52	87	0
Good Samaritan Society Stony Plain Care Centre	15	87	-8
EDMONTON ZONE AVERAGE	**---**	**87**	**---**
Churchill Retirement Community	10	87	+22
Summerwood Village Retirement Residence	35	87	+4
Grand Manor	18	86	+4
Lifestyle Options – Riverbend	7	86	--
Wedman Village Homes	16	86	-5
CapitalCare McConnell Place North	16	85	-11
Good Samaritan Society Wedman House	12	85	-3
Shepherd's Garden	21	85	-12
Rosedale Estates	18	85	+2
Copper Sky Lodge	58	84	-4
Villa Marguerite	94	83	-1
Shepherd's Care Vanguard	46	82	-5
Tuoi Hac - Golden Age Manor	26	82	-2

Table 6: Kindness and Respect (continued)

CapitalCare Laurier House Strathcona	28	82	-4
CapitalCare Laurier House Lynnwood	47	81	+3
Lewis Estates Retirement Residence	28	81	-1
Edmonton Zone (N = 48 sites)	**2019 results**		**Change from 2016**
	N	**Average**	
Balwin Villa	26	80	+3
Our Parents' Home	22	80	--
Laurel Heights Retirement Residence	23	79	-4
Salvation Army Grace Manor	29	78	-8
Sprucewood Place	25	76	+3
St. Albert Retirement Residence	37	74	--
Central Zone (N = 39 sites)	**2019 results**		**Change from 2016**
	N	**Average**	
Seasons Retirement Wetaskiwin	9	99	+1
Serenity House	6	99	-1
Vegreville Manor	5	98	+12
Coronation Hospital and Care Centre	11	98	+4
Islay Assisted Living	9	96	-1
Seasons Retirement Olds	15	96	+4
Hillview Lodge	12	95	+2
Bashaw Meadows	17	95	-2
Providence Place	9	94	+3
Pioneer House	26	94	--
Sundre Seniors Supportive Living	27	93	--
Seasons Retirement Ponoka	11	93	+7
Timberstone Mews	46	92	--
West Park Lodge	24	92	-2
Eckville Manor House	9	91	+8
Faith House	7	90	-6
Chateau Three Hills	9	90	+6
Seasons Drayton Valley	6	89	-2
Points West Living Red Deer	61	89	--
Bethany Sylvan Lake	15	89	+9
CENTRAL ZONE AVERAGE	**---**	**89**	**---**
Extendicare Michener Hill	27	88	+4
Century Park	12	88	+5
ALBERTA AVERAGE	**---**	**87**	**---**
Seasons Retirement Camrose	42	87	-3
Sunset Manor	52	87	+2
Viewpoint	14	87	--
Memory Lane	12	86	+2

Table 6: Kindness and Respect (continued)

	2019 results N	2019 results Average	Change from 2016
Park Avenue At Creekside	23	86	--
Points West Living Stettler	56	85	+2
Points West Living Lloydminster	32	85	-6
Vermilion Valley Lodge	24	85	-2
Central Zone (N = 39 sites)	**2019 results**		**Change from 2016**
	N	**Average**	
Clearwater Centre	24	84	+5
Bethany Meadows	14	84	-2
Wetaskiwin Meadows	12	83	-10
Royal Oak Manor	45	83	+3
Good Samaritan Good Shepherd Lutheran Home	37	83	-3
Villa Marie	58	82	-5
Heritage House	18	78	-1
Points West Living Wainwright	7	75	-18
Seasons Encore Olds	31	71	-10
Calgary Zone (N = 31 sites)	**2019 results**		**Change from 2016**
	N	**Average**	
Prince of Peace Harbour	18	99	+5
Aspen Ridge Lodge	19	94	0
Bethany Didsbury	49	93	+6
Wentworth Manor The Residence	13	93	+5
Providence Care Centre	26	92	--
Strafford Foundation Tudor Manor	81	91	+2
St. Marguerite Manor	43	90	+2
Sage Hill Retirement Residence	38	90	--
Whitehorn Village Retirement Community	19	90	+5
Silver Willow Lodge	20	90	-6
AgeCare Seton	106	90	-1
Revera Heartland	20	89	-3
McKenzie Towne Retirement Residence	27	89	+2
St. Teresa Place	134	88	--
Wing Kei Greenview	62	88	+2
Scenic Acres Retirement Residence	17	87	+1
ALBERTA AVERAGE	**---**	**87**	**---**
AgeCare Sagewood	44	87	-2
CALGARY ZONE AVERAGE	**---**	**87**	**---**
Prince of Peace Manor	14	87	-3
AgeCare Walden Heights	120	86	0
Kingsland Terrace	14	86	--
Eau Claire Retirement Residence	28	85	-6
Seasons Retirement High River	35	85	-3

Table 6: Kindness and Respect (continued)

	N	Average	Change from 2016
Rocky Ridge Retirement Community	15	84	+8
Monterey Place	42	83	-3
Holy Cross Manor	51	83	-2
Edgemont Retirement Residence	17	83	-5
Millrise Place	31	83	-9
Calgary Zone (N = 31 sites)	**2019 results**		**Change from 2016**
	N	**Average**	
Evanston Grand Village	68	82	-2
Carewest Colonel Belcher Care Centre	14	81	-5
Swan Evergreen Village	29	81	--
Carewest Nickle House	6	67	--
South Zone (N = 28 sites)	**2019 results**		**Change from 2016**
	N	**Average**	
AgeCare Orchard Manor	9	98	+8
Clearview Lodge	10	96	+2
Pleasant View Lodge - Bow Island	11	95	-2
Masterpiece Southland Meadows	24	94	--
Leisure Way	8	94	-2
Cypress View	15	93	+6
Good Samaritan Garden Vista	14	91	+1
Good Samaritan Society Pincher Creek Vista Village	40	91	+6
Haven Care Centre	15	91	+1
Golden Acres Lodge	20	91	+3
Chinook Lodge	10	89	+4
Good Samaritan Society Prairie Ridge	28	89	-5
Good Samaritan Society West Highlands	59	88	+6
Legacy Lodge	61	88	0
Good Samaritan Society South Ridge Village	21	88	-4
Good Samaritan Society Linden View	39	88	-1
SOUTH ZONE AVERAGE	**---**	**88**	**---**
Sunny South Lodge	29	88	+11
Good Samaritan Society Park Meadows Village	57	88	+1
ALBERTA AVERAGE	**---**	**87**	**---**
Piyami Place	6	87	-6
River Ridge Seniors Village	21	87	+6
The Wellington Retirement Residence	31	86	+1
Extendicare Fairmont Park	84	84	0
Good Samaritan Society Lee Crest	11	84	+4
Meadowlands Retirement Residence	5	83	--
AgeCare Columbia	19	80	--
St. Therese Villa	109	79	-2

Table 6: Kindness and Respect (continued)

AgeCare Sunrise Gardens	44	78	-5
St. Michael's Health Centre	34	74	-13

Meeting Basic Needs

In 2019, the average Meeting Basic Needs score for the 163 eligible sites was 95 out of 100, and individual site averages range from 76 to 100 out of 100.

Table 7 summarizes the 2019 site scores and change in score from 2016 by AHS Zone.

- 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.

- "--" historical result unavailable.

Table 7: Meeting Basic Needs

North Zone (N = 17 sites)	2019 results		Change from 2016
	N	Average	
Spruce View Lodge	6	100	0
Elk Point Heritage Lodge	5	100	0
Shepherd's Care Barrhead	22	98	+4
Smithfield Lodge	24	97	0
Stone Brook	15	95	+3
ALBERTA AVERAGE	---	**95**	---
Grande Prairie Care Centre	29	95	+8
Points West Living Slave Lake	13	94	+5
Heimstaed Lodge	28	94	-3
NORTH ZONE AVERAGE	---	**93**	---
Wildrose Villa	16	92	--
Manoir du Lac	10	92	-6
Points West Living Peace River	20	92	-4
Mackenzie Place Supportive Living	26	90	-7
Edson Healthcare Centre	20	89	--
Prairie Lake Seniors Community	38	89	-5
J.B. Wood Continuing Care Centre	14	89	--
Points West Living Cold Lake	18	88	+1
Hinton Continuing Care Centre	17	81	-11

Table 7: Meeting Basic Needs (continued)

Edmonton Zone (N = 48 sites)	2019 results		Change from 2016
	N	Average	
CapitalCare Dickinsfield	7	100	--
Good Samaritan Society Spruce Grove Centre	12	100	+1
Chartwell Wild Rose Retirement Residence	5	100	+3
Emmanuel Home	7	100	+4
Edmonton Zone (N = 48 sites)	2019 results		Change from 2016
	N	Average	
Rosedale Estates	18	100	+1
Shepherd's Garden	21	100	+5
Churchill Retirement Community	10	100	+18
Lifestyle Options – Riverbend	7	100	--
Grand Manor	18	100	0
Sprucewood Place	25	99	0
Chateau Vitaline	19	99	0
Lifestyle Options - Terra Losa	37	99	+2
Wedman Village Homes	16	99	+7
Glastonbury Village	30	99	+9
CapitalCare McConnell Place West	27	99	+11
Villa Marguerite	94	98	+1
Riverbend Retirement Residence	9	98	+10
Garneau Hall	9	98	-2
Good Samaritan Society George Hennig Place	16	97	-1
Good Samaritan Society Stony Plain Care Centre	15	97	-3
Saint Thomas Health Centre	58	97	+2
Chartwell Heritage Valley	19	97	--
Tuoi Hac - Golden Age Manor	26	97	-2
Copper Sky Lodge	58	97	+5
Chartwell Griesbach	43	96	-2
Devonshire Manor	35	96	--
Chartwell Country Cottage Retirement Residence	15	96	-4
Lifestyle Options - Leduc	30	95	+2
EDMONTON ZONE AVERAGE	---	**95**	---
ALBERTA AVERAGE	---	**95**	---
Shepherd's Care Vanguard	46	95	0
Shepherds Care Kensington	37	95	-4
Rutherford Heights Retirement Residence	52	94	-3
St. Albert Retirement Residence	37	93	--
CapitalCare McConnell Place North	16	93	-6
Salvation Army Grace Manor	29	93	-1
Chartwell Aspen House	35	93	-3

Table 7: Meeting Basic Needs (continued)

	N	Average	Change from 2016
Citadel Mews West	30	92	-2
Chartwell St. Albert	34	92	-1
Summerwood Village Retirement Residence	35	92	0
West Country Hearth	15	92	-8
Lifestyle Options Whitemud	33	92	-2
Shepherd's Care Greenfield	19	91	-9
Lewis Estates Retirement Residence	28	91	+4
Edmonton Zone (N = 48 sites)	**2019 results**		**Change from 2016**
	N	**Average**	
CapitalCare Laurier House Lynnwood	47	90	+1
Good Samaritan Society Wedman House	12	90	-9
Laurel Heights Retirement Residence	23	90	+8
CapitalCare Laurier House Strathcona	28	89	-3
Balwin Villa	26	85	-11
Our Parents' Home	22	81	--
Central Zone (N = 39 sites)	**2019 results**		**Change from 2016**
	N	**Average**	
Eckville Manor House	9	100	+3
Islay Assisted Living	9	100	0
Hillview Lodge	12	100	+1
Seasons Retirement Olds	15	100	0
Providence Place	9	100	0
Faith House	7	100	0
Seasons Retirement Wetaskiwin	9	100	0
Memory Lane	12	100	+4
Chateau Three Hills	9	100	0
Vermilion Valley Lodge	24	100	0
Seasons Retirement Ponoka	11	100	+10
Sundre Seniors Supportive Living	27	99	--
Bethany Meadows	14	98	+4
Viewpoint	14	98	--
Century Park	12	98	+4
Points West Living Lloydminster	32	98	-2
West Park Lodge	24	97	-1
Points West Living Wainwright	7	97	+1
Serenity House	6	97	-3
Wetaskiwin Meadows	12	97	-3
Coronation Hospital and Care Centre	11	96	-4
ALBERTA AVERAGE	**---**	**95**	**---**
CENTRAL ZONE AVERAGE	**---**	**95**	**---**

Table 7: Meeting Basic Needs (continued)

Seasons Retirement Camrose	42	95	-1
Clearwater Centre	24	94	+8
Timberstone Mews	46	94	--
Extendicare Michener Hill	27	94	+4
Seasons Drayton Valley	6	94	-6
Pioneer House	26	93	--
Bashaw Meadows	17	93	-7
Sunset Manor	52	92	-1
Heritage House	18	92	-4
Central Zone (N = 39 sites)	**2019 results**		**Change from 2016**
	N	**Average**	
Good Samaritan Good Shepherd Lutheran Home	37	91	+4
Points West Living Red Deer	61	91	--
Points West Living Stettler	56	90	+6
Vegreville Manor	5	88	-12
Seasons Encore Olds	31	88	-4
Royal Oak Manor	45	86	-4
Bethany Sylvan Lake	15	85	-10
Villa Marie	58	84	-6
Park Avenue At Creekside	23	76	--
Calgary Zone (N = 31 sites)	**2019 results**		**Change from 2016**
	N	**Average**	
Prince of Peace Harbour	18	100	0
Wentworth Manor The Residence	13	100	+2
Silver Willow Lodge	20	100	+2
Kingsland Terrace	14	100	--
Revera Heartland	20	100	+1
McKenzie Towne Retirement Residence	27	99	+3
Edgemont Retirement Residence	17	99	0
Millrise Place	31	99	+7
Providence Care Centre	26	99	--
AgeCare Sagewood	44	98	0
Whitehorn Village Retirement Community	19	98	+2
Carewest Colonel Belcher Care Centre	14	97	+9
AgeCare Seton	106	97	-1
Bethany Didsbury	49	97	+7
Prince of Peace Manor	14	97	0
Strafford Foundation Tudor Manor	81	97	+2
Aspen Ridge Lodge	19	97	+3
CALGARY ZONE AVERAGE	**---**	**96**	**---**

Table 7: Meeting Basic Needs (continued)

	N	Average	Change
Monterey Place	42	96	-1
Seasons Retirement High River	35	96	+1
Eau Claire Retirement Residence	28	96	-4
Rocky Ridge Retirement Community	15	96	+24
Scenic Acres Retirement Residence	17	95	+1
ALBERTA AVERAGE	---	**95**	---
St. Marguerite Manor	43	95	-1
Wing Kei Greenview	62	94	-4
Evanston Grand Village	68	94	+1
St. Teresa Place	134	94	--
AgeCare Walden Heights	120	94	-2
Calgary Zone (N = 31 sites)	**2019 results**		**Change from 2016**
	N	**Average**	
Sage Hill Retirement Residence	38	93	--
Carewest Nickle House	6	93	--
Swan Evergreen Village	29	92	--
Holy Cross Manor	51	88	-1
South Zone (N = 28 sites)	**2019 results**		**Change from 2016**
	N	**Average**	
AgeCare Orchard Manor	9	100	0
Clearview Lodge	10	100	0
Chinook Lodge	10	100	0
Pleasant View Lodge - Bow Island	11	100	0
Cypress View	15	100	0
Golden Acres Lodge	20	100	+4
Meadowlands Retirement Residence	5	100	--
River Ridge Seniors Village	21	100	0
Leisure Way	8	100	0
Good Samaritan Society South Ridge Village	21	99	+4
AgeCare Columbia	19	99	--
Haven Care Centre	15	99	+7
Good Samaritan Garden Vista	14	97	0
Good Samaritan Society Park Meadows Village	57	97	+4
Piyami Place	6	97	-3
Good Samaritan Society West Highlands	59	96	+5
Good Samaritan Society Lee Crest	11	96	+7
The Wellington Retirement Residence	31	96	-2
Masterpiece Southland Meadows	24	96	--
SOUTH ZONE AVERAGE	---	**96**	---
ALBERTA AVERAGE	---	**95**	---

Table 7: Meeting Basic Needs (continued)

Legacy Lodge	61	93	+4
Extendicare Fairmont Park	84	93	+1
Good Samaritan Society Pincher Creek Vista Village	40	92	+1
Good Samaritan Society Linden View	39	91	-4
Sunny South Lodge	29	91	+2
St. Michael's Health Centre	34	89	+6
St. Therese Villa	109	89	+2
Good Samaritan Society Prairie Ridge	28	87	-12
AgeCare Sunrise Gardens	44	82	-3

APPENDIX V: 2019 RESPONDENT AND RESIDENT CHARACTERISCTICS

Several questions about respondent (family member) and resident characteristics were included in the survey questionnaire. These were intended to:

1. Describe the respondent sample and the residents they represent.

2. Evaluate how these characteristics may have affected the results.

Respondent (i.e., family member) characteristics

Respondent characteristics were grouped into two categories:

1. Respondents' relationship and level of involvement with the resident

    a) respondent relationship to resident

    b) frequency of visits

    c) most experienced person with care

2. Socio-demographic profiles of respondents

    a) age

    b) gender

    c) education

    d) language most commonly spoken at home

Detailed results for each attribute are reported in the following pages. Percentages may not always add to 100 per cent due to rounding.

Respondent relationship to resident

Respondents were asked the following question (Q1): *Who is the person named on the cover letter?* The majority of respondents reported that they were representing their parents (66 per cent).

Table 1: Respondent relationship to resident by AHS Zone

	Alberta	North Zone	Edmonton Zone	Central Zone	Calgary Zone	South Zone
	(N = 4,549)	(N = 348)	(N = 1,281)	(N = 864)	(N = 1,215)	(N = 841)
	%	%	%	%	%	%
My Spouse/Partner	10	12	9	11	8	11
My Parent	66	61	62	66	73	66
My Mother-in-law/Father-in-law	2	5	2	2	2	2
My Grandparent	1	1	1	1	1	1
My Aunt/Uncle	4	5	4	3	3	3
My Sister/Brother	7	7	11	5	5	8
My Child	3	5	4	3	2	3
My Friend	3	1	3	3	2	3
Other	4	4	4	5	3	3
Total	**100**	**100**	**100**	**100**	**100**	**100**

Frequency of visits

Respondents were asked the following question (Q7)*: In the last 6 months, about how many times did you visit your family member in the supportive living facility?* Respondents who answered *0-1 time* were instructed to skip to the demographic section of the questionnaire. Responses for those respondents who answered *0-1 time* but continued to answer the survey questions were set to *missing*.

Some respondents did not provide a response to Q7, but did complete the rest of the questionnaire. Overall Care Ratings for this group did not differ significantly from those who provided a valid response (Table 2) so their responses to the rest of the questionnaire were retained.

Table 2: Missing responses to Q7 versus frequency of visits in relation to the Overall Care Rating

Q7 response	Overall Care Rating Results
Missing	Referent group
0-1 time in the last 6 months	Not significantly different relative to referent group (p > 0.01)
2-5 times in the last 6 months	Not significantly different relative to referent group (p > 0.01)
6-10 times in the last 6 months	Not significantly different relative to referent group (p > 0.01)
11-20 times in the last 6 months	Not significantly different relative to referent group (p > 0.01)
More than 20 times in the last 6 months	Not significantly different relative to referent group (p > 0.01)

Most experienced person with resident care

Respondents were asked the following question (Q67): *Considering all of the people who visit your family member in the supportive living facility, are you the person who has the most experience with his/her care?*

Table 3: Most experienced person with resident care by AHS Zone

	Alberta (N = 4,412)	North Zone (N = 336)	Edmonton Zone (N = 1,243)	Central Zone (N = 833)	Calgary Zone (N = 1,184)	South Zone (N = 816)
	%	%	%	%	%	%
Yes	92	90	93	94	93	91
No	8	10	7	6	7	9
Total	**100**	**100**	**100**	**100**	**100**	**100**

Age

Respondents were asked the following question (Q63): *What is your age?*

Table 4: Respondent age (years) by AHS Zone

	Alberta (N = 4,528)	North Zone (N = 348)	Edmonton Zone (N = 1,280)	Central Zone (N = 861)	Calgary Zone (N = 1,201)	South Zone (N = 838)
	%	%	%	%	%	%
18 to 24	<1	0	<1	0	0	0
25 to 34	1	<1	1	<1	1	<1
35 to 44	3	3	4	3	4	3
45 to 54	14	15	15	13	16	11
55 to 64	42	45	41	37	45	40
65 to 74	28	26	26	32	25	33
75 or older	12	11	13	15	8	13
Total	**100**	**100**	**100**	**100**	**100**	**100**

Gender

Respondents were asked the following question (Q64): *Are you male or female?*

Table 5: Respondent gender by AHS Zone

	Alberta (N = 4,516)	North Zone (N = 345)	Edmonton Zone (N = 1,276)	Central Zone (N = 859)	Calgary Zone (N = 1,199)	South Zone (N = 837)
	%	%	%	%	%	%
Male	31	29	31	32	31	33
Female	69	71	69	68	69	67
Total	**100**	**100**	**100**	**100**	**100**	**100**

Education

Respondents were asked the following question (Q65): *What is the highest grade or level of school that you have completed?*

Table 6: Respondent education level by AHS Zone

	Alberta (N = 4,329)	North Zone (N = 336)	Edmonton Zone (N = 1,237)	Central Zone (N = 821)	Calgary Zone (N = 1,142)	South Zone (N = 793)
	%	%	%	%	%	%
Grade school or some high school	6	15	5	9	3	7
Completed high school	20	29	19	25	15	21
Post-secondary technical school	15	15	13	17	14	15
Some university or college	14	11	15	11	15	15
Completed college diploma	20	13	18	20	22	20
Completed university degree	18	13	22	14	20	15
Postgrad degree (Master's or Ph.D.)	7	3	8	4	10	6
Total	**100**	**100**	**100**	**100**	**100**	**100**

Language

Respondents were asked the following question (Q66): *What language do you mainly speak at home?*

Table 7: Respondent language at home by AHS Zone

	Alberta (N = 4,542)	North Zone (N = 350)	Edmonton Zone (N = 1,283)	Central Zone (N = 861)	Calgary Zone (N = 1,204)	South Zone (N = 844)
	%	%	%	%	%	%
English	97	93	97	100	96	100
French	<1	2	<1	0	<1	<1
Other (please specify):[24]	2	5	2	0	4	<1
Total	**100**	**100**	**100**	**100**	**100**	**100**

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[24] Of the 2% of family members who said other. Some of the languages include: Chinese, Vietnamese, Filipino/Taglog, German, Stoney, and Dutch.

Respondent characteristics and differences in Overall Care Ratings

Overall Care Ratings (a score from 0 to 10) were compared to variables considered under the section Respondent Characteristics. Two-level categories such as gender (Male/Female) were assessed using t-tests. For simplicity in reporting, visit frequency, age, education, and language, were dichotomized into:

- Visit frequency: More than 20 times versus 0 to 20 times in the past six months.[25]

- Age: 65 and over versus under 65 years of age.

- Education: High school or less versus more than high school.

- Language: English versus other.

Table 8: Respondent characteristics and differences in Overall Care Rating

Respondent characteristic and/or related questions	Significant differences in Overall Care Rating
Q7: In the last 6 months, about how many times did you visit your family member in the supportive living facility?	Not significant
Q67: Considering all of the people who visit your family member in the supportive living facility, are you the person who has the most experience with his/her care?	Not significant
Q63: What is your age?	Older individuals have more positive ratings, with average ratings of 8.2 for respondents under 65, and 8.4 with respondents over 65 ($p < 0.01$)
Q64: Are you male or female?	Female respondents had lower Overall Care Ratings than male respondents (8.2 versus 8.5, respectively, $p < 0.01$)
Q65: What is the highest grade or level of school that you have completed?	Respondents with a completed education of high school or less had higher Overall Care Ratings than respondents with education greater than high school (8.4 versus 8.3, respectively, $p < 0.01$)
Q66: What language do you normally speak at home?	Not significant

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[25] Reported past 6-month visit frequencies of 2-5 times, 6-10 times and 11-20 times did not significantly differ from each other and therefore were collapsed.

Resident characteristics

The following *resident* demographic information was collected from both the survey and from administrative data:

- amount of time resident lived in the DSL site
- expected permanency in the DSL site
- whether the resident lived in a shared room
- resident autonomy
- resident age
- resident gender

Length of stay

Length of stay is defined as the amount of time in months a resident resided in a site at the time of survey delivery. Admission dates (or months since admission to a site) were captured from administrative data. The median length of stay was approximately 24 months for residents whose family members were responders.

The association between length of stay and Overall Care Rating, Dimensions of Care, and Food Rating Scale were subsequently explored, using the median of 24 months. Differences were small with correlations ranging from a low of -0.02 to a high of -0.08.[26]

Overall, respondents whose resident had lived in the site less than 24 months had slightly higher ratings compared to respondents of residents who had lived in their site for longer than 24 months. However, this association was only significant for the Overall Care Rating, and Staffing, Care of Belongings and Environment, and Kindness and Respect.

Expected permanency

Respondents were asked the following question (Q4): *Do you expect your family member to live in this supportive living facility permanently?* Approximately 95 per cent of family members reported that they expected the resident to permanently live in their DSL site.

Table 9: Resident expected permanency by AHS Zone

	Alberta (N = 3,823)	North Zone (N = 296)	Edmonton Zone (N = 1,015)	Central Zone (N = 731)	Calgary Zone (N = 1,045)	South Zone (N = 736)
	%	%	%	%	%	%
Yes	95	95	93	96	96	97
No	5	5	7	4	4	3
Total	**100**	**100**	**100**	**100**	**100**	**100**

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[26] Non-parametric Spearman's rank coefficients were similarly low, none of which were above 0.1.

Shared room

Respondents were asked the following question (Q5): *In the last 6 months, has your family member ever shared a room with another person at this supportive living facility?* Approximately 95 per cent of residents did not share a room with another person.

Table 10: Resident in shared room by AHS Zone

	Alberta (N = 4,532)	North Zone (N = 348)	Edmonton Zone (N = 1,276)	Central Zone (N = 860)	Calgary Zone (N = 1,212)	South Zone (N = 836)
	%	%	%	%	%	%
Yes	5	7	3	4	6	6
No	95	93	97	96	94	94
Total	**100**	**100**	**100**	**100**	**100**	**100**

Resident autonomy

Respondents were asked the following question (Q6): *In the last 6 months, how often was your family member capable of making decisions about his or her own daily life, such as when to get up, what clothes to wear, and which activities to do?* Provincially, 28 per cent of respondents reported that their resident was *Always* capable of making decisions about his or her own daily life, while 28 per cent reported their resident was *Usually* capable of making decisions.

Table 11: Resident autonomy by AHS Zone

	Alberta (N = 4,494)	North Zone (N = 344)	Edmonton Zone (N = 1,259)	Central Zone (N = 854)	Calgary Zone (N = 1,204)	South Zone (N = 833)
	%	%	%	%	%	%
Always	28	29	24	31	30	30
Usually	28	26	27	27	28	27
Sometimes	27	24	28	25	27	25
Never	18	21	20	17	15	17
Total	**100**	**100**	**100**	**100**	**100**	**100**

Resident age

Residents ranged from 22 to 109 years of age; the average age was 85 years.

Table 12: Resident autonomy by AHS Zone

	Alberta (N = 4,485)	North Zone (N = 344)	Edmonton Zone (N = 1,274)	Central Zone (N = 844)	Calgary Zone (N = 1,185)	South Zone (N = 838)
Average age	85	84	83	86	85	86

Resident gender

Table 13: Resident gender by AHS Zone

	Alberta (N = 4,498)	North Zone (N = 344)	Edmonton Zone (N = 1,274)	Central Zone (N = 850)	Calgary Zone (N = 1,189)	South Zone (N = 841)
	%	%	%	%	%	%
Male	29	34	29	28	27	31
Female	71	66	71	72	73	69
Total	**100**	**100**	**100**	**100**	**100**	**100**

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

This section provides a detailed analysis of responses to individual survey 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: Propensity to Recommend by AHS Zone

Q47: If someone needed supportive living facility care, would you recommend this supportive living facility to them?						
	Alberta **(N = 4,377)**	**North Zone** **(N = 332)**	**Edmonton Zone** **(N = 1,222)**	**Central Zone** **(N = 829)**	**Calgary Zone** **(N = 1,187)**	**South Zone** **(N = 807)**
	%	%	%	%	%	%
Definitely yes	55	49	54	53	61	54
Probably yes	38	42	39	39	34	40
Definitely no	1	2	2	2	1	1
Probably no	5	7	5	7	4	5
Total	**100**	**100**	**100**	**100**	**100**	**100**

Table 2: Dimension of Care: Staffing, Care of Belongings, and Environment question-level results by AHS Zone

Q9: In the last 6 months, how often were you able to find a nurse or aide when you wanted one? (Among those who answered Yes to Q8)						
	Alberta **(N = 3,662)**	**North Zone** **(N = 279)**	**Edmonton Zone** **(N = 1,038)**	**Central Zone** **(N = 678)**	**Calgary Zone** **(N = 1,024)**	**South Zone** **(N = 643)**
	%	%	%	%	%	%
Always	46	39	49	41	52	43
Usually	41	44	40	42	39	45
Sometimes	12	16	11	17	9	12
Never	<1	<1	<1	<1	0	<1
Total	**100**	**100**	**100**	**100**	**100**	**100**

Q20: In the last 6 months, how often did your family member look and smell clean?						
	Alberta **(N = 4,449)**	**North Zone** **(N = 342)**	**Edmonton Zone** **(N = 1,240)**	**Central Zone** **(N = 846)**	**Calgary Zone** **(N = 1,204)**	**South Zone** **(N = 817)**
	%	%	%	%	%	%
Always	43	41	39	46	43	46
Usually	47	50	50	45	46	46
Sometimes	9	7	10	9	10	7
Never	1	1	1	≤1	1	1
Total	**100**	**100**	**100**	**100**	**100**	**100**

Q30: In the last 6 months, how often did your family member's room look and smell clean?						
	Alberta **(N = 4,440)**	**North Zone** **(N = 338)**	**Edmonton Zone** **(N = 1,238)**	**Central Zone** **(N = 843)**	**Calgary Zone** **(N = 1,202)**	**South Zone** **(N = 819)**
	%	%	%	%	%	%
Always	41	40	38	41	44	41
Usually	46	47	47	44	45	47
Sometimes	12	11	14	14	10	11
Never	1	2	2	2	1	1
Total	**100**	**100**	**100**	**100**	**100**	**100**

Table 2: Dimension of Care: Staffing, Care of Belongings, and Environment question-level results by AHS Zone (continued)

Q32: In the last 6 months, how often did the public areas of the supportive living facility look and smell clean?

	Alberta (N = 4,443)	North Zone (N = 339)	Edmonton Zone (N = 1,239)	Central Zone (N = 848)	Calgary Zone (N = 1,201)	South Zone (N = 816)
	%	%	%	%	%	%
Always	71	69	66	70	76	71
Usually	26	24	29	27	23	26
Sometimes	3	6	4	3	1	3
Never	<1	1	1	<1	<1	<1
Total	**100**	**100**	**100**	**100**	**100**	**100**

Q34: In the last 6 months, how often were your family member's personal medical belongings (e.g., hearing aids, eye-glasses, dentures, etc.) damaged or lost?

	Alberta (N = 4,366)	North Zone (N = 334)	Edmonton Zone (N = 1,222)	Central Zone (N = 827)	Calgary Zone (N = 1,181)	South Zone (N = 802)
	%	%	%	%	%	%
Two or more times	12	15	13	11	12	11
Once	15	15	16	15	15	16
Never	73	69	71	74	74	73
Total	**100**	**100**	**100**	**100**	**100**	**100**

Q36: In the last 6 months, when your family member used the laundry service, how often were clothes damaged or lost? (Among those that answered Yes to Q35)

	Alberta (N = 2,823)	North Zone (N = 209)	Edmonton Zone (N = 801)	Central Zone (N = 524)	Calgary Zone (N = 759)	South Zone (N = 530)
	%	%	%	%	%	%
Three times or more	9	9	9	8	8	10
Once or Twice	32	36	32	33	30	35
Never	59	55	59	60	63	56
Total	**100**	**100**	**100**	**100**	**100**	**100**

Table 2: Dimension of Care: Staffing, Care of Belongings, and Environment question-level results by AHS Zone (continued)

Q48: In the last 6 months, how often did you feel that there were enough nurses and aides in the supportive living facility?						
	Alberta **(N = 4,371)**	**North Zone** **(N = 338)**	**Edmonton Zone** **(N = 1,218)**	**Central Zone** **(N = 826)**	**Calgary Zone** **(N = 1,184)**	**South Zone** **(N = 805)**
	%	%	%	%	%	%
Always	23	19	24	23	28	19
Usually	49	44	50	45	53	49
Sometimes	18	24	18	20	14	20
Never	10	12	9	12	6	12
Total	**100**	**100**	**100**	**100**	**100**	**100**

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

Q10: In the last 6 months, how often did you see the nurses and aides treat your family member with courtesy and respect?

	Alberta (N = 4,431)	North Zone (N = 342)	Edmonton Zone (N = 1,234)	Central Zone (N = 844)	Calgary Zone (N = 1,197)	South Zone (N = 814)
	%	%	%	%	%	%
Always	73	69	71	74	75	72
Usually	23	27	24	21	21	24
Sometimes	4	3	4	4	4	3
Never	1	1	1	<1	<1	1
Total	**100**	**100**	**100**	**100**	**100**	**100**

Q11: In the last 6 months, how often did you see the nurses and aides treat your family member with kindness?

	Alberta (N = 4,420)	North Zone (N = 342)	Edmonton Zone (N = 1,230)	Central Zone (N = 838)	Calgary Zone (N = 1,198)	South Zone (N = 812)
	%	%	%	%	%	%
Always	69	65	68	70	71	68
Usually	27	30	27	26	25	28
Sometimes	4	4	5	3	4	4
Never	<1	1	<1	<1	<1	1
Total	**100**	**100**	**100**	**100**	**100**	**100**

Q12: In the last 6 months, how often did you feel that the nurses and aides really cared about your family member?

	Alberta (N = 4,413)	North Zone (N = 340)	Edmonton Zone (N = 1,228)	Central Zone (N = 837)	Calgary Zone (N = 1,196)	South Zone (N = 812)
	%	%	%	%	%	%
Always	53	50	51	55	55	54
Usually	37	39	38	36	36	36
Sometimes	9	10	10	8	9	9
Never	1	1	1	1	<1	<1
Total	**100**	**100**	**100**	**100**	**100**	**100**

Table 3: Dimension of Care: Kindness and Respect question-level results by AHS Zone (continued)

Q13: In the last 6 months, did you ever see any nurses or aides be rude to your family member or any other resident?						
	Alberta **(N = 4,410)**	**North Zone** **(N = 337)**	**Edmonton Zone** **(N = 1,231)**	**Central Zone** **(N = 833)**	**Calgary Zone** **(N = 1,196)**	**South Zone** **(N = 813)**
	%	%	%	%	%	%
Yes	8	8	9	7	7	9
No	92	92	91	93	93	91
Total	**100**	**100**	**100**	**100**	**100**	**100**

Q22: In the last 6 months, how often did the nurses and aides handle this situation in a way that you felt was appropriate? (Among those who answered Yes to Q21)						
	Alberta **(N = 1,145)**	**North Zone** **(N = 82)**	**Edmonton Zone** **(N = 381)**	**Central Zone** **(N = 170)**	**Calgary Zone** **(N = 322)**	**South Zone** **(N = 190)**
	%	%	%	%	%	%
Always	58	55	59	56	62	52
Usually	32	32	30	35	29	39
Sometimes	8	10	9	9	6	8
Never	2	4	2	0	3	2
Total	**100**	**100**	**100**	**100**	**100**	**100**

Table 4: Dimension of Care: Providing Information and Encouraging Family Involvement question-level results by AHS Zone

Q25: In the last 6 months, how often did you get this information as soon as you wanted? (Among those who answered Yes to Q24)

	Alberta (N = 3,819)	North Zone (N = 282)	Edmonton Zone (N = 1,096)	Central Zone (N = 706)	Calgary Zone (N = 1,069)	South Zone (N = 666)
	%	%	%	%	%	%
Always	47	48	45	48	49	47
Usually	41	41	41	39	42	42
Sometimes	11	9	13	12	9	11
Never	1	2	2	1	1	1
Total	**100**	**100**	**100**	**100**	**100**	**100**

Q26: In the last 6 months, how often did the nurses and aides explain things in a way that was easy for you to understand?

	Alberta (N = 4,378)	North Zone (N = 328)	Edmonton Zone (N = 1,228)	Central Zone (N = 832)	Calgary Zone (N = 1,180)	South Zone (N = 810)
	%	%	%	%	%	%
Always	63	63	62	64	64	64
Usually	29	31	30	28	30	28
Sometimes	6	4	6	7	6	7
Never	1	2	2	1	1	1
Total	**100**	**100**	**100**	**100**	**100**	**100**

Q27: In the last 6 months, did nurses and aides ever try to discourage you from asking questions about your family member?

	Alberta (N = 4,427)	North Zone (N = 335)	Edmonton Zone (N = 1,234)	Central Zone (N = 841)	Calgary Zone (N = 1,198)	South Zone (N = 819)
	%	%	%	%	%	%
Yes	2	1	3	2	2	2
No	98	99	97	98	98	98
Total	**100**	**100**	**100**	**100**	**100**	**100**

Q40: In the last 6 months, did you ever stop yourself from talking to any supportive living facility staff about your concerns because you thought they would take it out on your family member?

	Alberta (N = 2,904)	North Zone (N = 162)	Edmonton Zone (N = 791)	Central Zone (N = 506)	Calgary Zone (N = 993)	South Zone (N = 452)
	%	%	%	%	%	%
Yes	12	17	12	15	9	15
No	88	83	88	85	91	85
Total	**100**	**100**	**100**	**100**	**100**	**100**

Table 4: Dimension of Care: Providing Information and Encouraging Family Involvement question-level results by AHS Zone (continued)

Q43: In the last 6 months, how often were you involved as much as you wanted to be in the decisions about your family member's care? (Among those who answered Yes to Q42)						
	Alberta **(N = 3,921)**	**North Zone** **(N = 296)**	**Edmonton Zone** **(N = 1,100)**	**Central Zone** **(N = 734)**	**Calgary Zone** **(N = 1,096)**	**South Zone** **(N = 695)**
	%	%	%	%	%	%
Always	62	56	61	60	65	62
Usually	31	39	31	33	28	32
Sometimes	6	5	7	6	6	6
Never	<1	0	1	<1	<1	<1
Total	**100**	**100**	**100**	**100**	**100**	**100**

Q58: In the last 6 months, how often did you get all the information you wanted about payments or expenses? (Among those who answered Yes to Q57)						
	Alberta **(N = 1,031)**	**North Zone** **(N = 65)**	**Edmonton Zone** **(N = 321)**	**Central Zone** **(N = 190)**	**Calgary Zone** **(N = 271)**	**South Zone** **(N = 184)**
	%	%	%	%	%	%
Always	66	43	68	68	67	68
Usually	22	32	21	21	21	22
Sometimes	9	20	8	8	9	7
Never	2	5	2	2	2	2
Total	**100**	**100**	**100**	**100**	**100**	**100**

Table 5: Dimension of Care: Meeting Basic Needs question-level results by AHS Zone

Q15: Did you help your family member with eating because nurses or aides either didn't help or made him or her wait too long? (Among those who answered Yes to Q14)						
	Alberta **(N = 1,041)**	**North Zone** **(N = 91)**	**Edmonton Zone** **(N = 289)**	**Central Zone** **(N = 184)**	**Calgary Zone** **(N = 261)**	**South Zone** **(N = 216)**
	%	%	%	%	%	%
Yes	22	24	19	26	21	21
No	78	76	81	74	79	79
Total	**100**	**100**	**100**	**100**	**100**	**100**

Q17: Did you help your family member with drinking because the nurses or aides either didn't help or made him or her wait too long? (Among those who answered Yes to Q16)						
	Alberta **(N = 921)**	**North Zone** **(N = 76)**	**Edmonton Zone** **(N = 230)**	**Central Zone** **(N = 184)**	**Calgary Zone** **(N = 216)**	**South Zone** **(N = 215)**
	%	%	%	%	%	%
Yes	22	30	17	27	19	25
No	78	70	83	73	81	75
Total	**100**	**100**	**100**	**100**	**100**	**100**

Q19: Did you help your family member with toileting because the nurses or aides either didn't help or made him or her wait too long? (Among those who answered Yes to Q18)						
	Alberta **(N = 1,010)**	**North Zone** **(N = 80)**	**Edmonton Zone** **(N = 302)**	**Central Zone** **(N = 210)**	**Calgary Zone** **(N = 227)**	**South Zone** **(N = 191)**
	%	%	%	%	%	%
Yes	39	43	40	47	30	36
No	61	58	60	53	70	64
Total	**100**	**100**	**100**	**100**	**100**	**100**

Additional care questions

Table 6: Additional care questions by AHS Zone

Q23: In the last 6 months, how often did the nurses and aides treat you [the respondent] with courtesy and respect?						
	Alberta **(N = 4,440)**	**North Zone** **(N = 338)**	**Edmonton Zone** **(N = 1,238)**	**Central Zone** **(N = 845)**	**Calgary Zone** **(N = 1,199)**	**South Zone** **(N = 820)**
	%	%	%	%	%	%
Always	81	79	80	82	82	79
Usually	18	19	18	16	16	19
Sometimes	2	2	2	2	1	2
Never	<1	<1	<1	<1	<1	0
Total	**100**	**100**	**100**	**100**	**100**	**100**
Q28: In the last 6 months, how often is your family member cared for by the same team of staff?						
	Alberta **(N = 4,242)**	**North Zone** **(N = 321)**	**Edmonton Zone** **(N = 1,180)**	**Central Zone** **(N = 814)**	**Calgary Zone** **(N = 1,143)**	**South Zone** **(N = 784)**
	%	%	%	%	%	%
Always	18	21	19	17	17	16
Usually	65	62	65	66	67	62
Sometimes	17	16	15	17	15	21
Never	1	1	1	1	<1	1
Total	**100**	**100**	**100**	**100**	**100**	**100**
Q29: In the last 6 months, how often did you feel confident that employees knew how to do their jobs?						
	Alberta **(N = 4,415)**	**North Zone** **(N = 335)**	**Edmonton Zone** **(N = 1,231)**	**Central Zone** **(N = 840)**	**Calgary Zone** **(N = 1,192)**	**South Zone** **(N = 817)**
	%	%	%	%	%	%
Always	44	42	43	44	45	42
Usually	45	44	45	43	44	46
Sometimes	11	12	11	12	10	12
Never	1	1	1	1	1	1
Total	**100**	**100**	**100**	**100**	**100**	**100**

Table 6: Additional care questions by AHS Zone (continued)

Q31: In the last 6 months, how often were you able to find places to talk to your family member in private?						
	Alberta (N = 4,411)	North Zone (N = 336)	Edmonton Zone (N = 1,226)	Central Zone (N = 839)	Calgary Zone (N = 1,197)	South Zone (N = 813)
	%	%	%	%	%	%
Always	84	80	84	84	84	84
Usually	14	18	13	14	14	15
Sometimes	2	1	2	2	1	1
Never	<1	1	1	<1	<1	<1
Total	**100**	**100**	**100**	**100**	**100**	**100**

Q33: In the last 6 months, did you ever see the nurses and aides fail to protect any resident's privacy while the resident was dressing, showering, bathing, or in a public area?						
	Alberta (N = 4,370)	North Zone (N = 329)	Edmonton Zone (N = 1,212)	Central Zone (N = 838)	Calgary Zone (N = 1,182)	South Zone (N = 809)
	%	%	%	%	%	%
Yes	3	5	3	3	2	3
No	97	95	97	97	98	97
Total	**100**	**100**	**100**	**100**	**100**	**100**

Q37: At any time during the last six months, were you ever unhappy with the care your family member received at the supportive living facility?						
	Alberta (N = 4,409)	North Zone (N = 335)	Edmonton Zone (N = 1,238)	Central Zone (N = 833)	Calgary Zone (N = 1,192)	South Zone (N = 811)
	%	%	%	%	%	%
Yes	28	30	28	30	25	29
No	72	70	72	70	75	71
Total	**100**	**100**	**100**	**100**	**100**	**100**

Q39: How often were you satisfied with the way the supportive living staff handled these problems? (Among those who answered Yes to Q38)						
	Alberta (N = 1,103)	North Zone (N = 90)	Edmonton Zone (N = 309)	Central Zone (N = 216)	Calgary Zone (N = 275)	South Zone (N = 213)
	%	%	%	%	%	%
Always	12	8	15	10	13	9
Usually	42	49	38	40	44	45
Sometimes	39	34	40	43	37	40
Never	7	9	8	7	6	6
Total	**100**	**100**	**100**	**100**	**100**	**100**

Table 6: Additional care questions by AHS Zone (continued)

Q41: In your opinion, is the overall cost of living at this facility reasonable?						
	Alberta (N = 3,577)	**North Zone** (N = 279)	**Edmonton Zone** (N = 983)	**Central Zone** (N = 679)	**Calgary Zone** (N = 992)	**South Zone** (N = 644)
	%	%	%	%	%	%
Yes	82	74	85	79	86	80
No	18	26	15	21	14	20
Total	**100**	**100**	**100**	**100**	**100**	**100**

Q44: In the last 12 months, have you been part of a care conference, either in person or by phone?						
	Alberta (N = 4,410)	**North Zone** (N = 339)	**Edmonton Zone** (N = 1,237)	**Central Zone** (N = 831)	**Calgary Zone** (N = 1,196)	**South Zone** (N = 807)
	%	%	%	%	%	%
Yes	82	76	77	81	89	84
No	18	24	23	19	11	16
Total	**100**	**100**	**100**	**100**	**100**	**100**

Q45: Were you given the opportunity to be part of a care conference in the last 12 months, either in person or by phone?						
	Alberta (N = 744)	**North Zone** (N = 76)	**Edmonton Zone** (N = 277)	**Central Zone** (N = 149)	**Calgary Zone** (N = 122)	**South Zone** (N = 120)
	%	%	%	%	%	%
Yes	24	26	19	22	30	33
No	76	74	81	78	70	68
Total	**100**	**100**	**100**	**100**	**100**	**100**

Q49: In the last 6 months, how often did you feel like your family member is safe at the facility?						
	Alberta (N = 4,443)	**North Zone** (N = 342)	**Edmonton Zone** (N = 1,241)	**Central Zone** (N = 841)	**Calgary Zone** (N = 1,201)	**South Zone** (N = 818)
	%	%	%	%	%	%
Always	66	60	61	66	71	70
Usually	30	33	34	30	26	26
Sometimes	4	6	5	4	3	3
Never	<1	1	<1	<1	<1	<1
Total	**100**	**100**	**100**	**100**	**100**	**100**

Table 6: Additional care questions by AHS Zone (continued)

Q50: In the last 6 months, did you help with the care of your family member when you visited because the nurses and aides either didn't help or made him or her wait too long?						
	Alberta (N = 4,383)	**North Zone** (N = 337)	**Edmonton Zone** (N = 1,220)	**Central Zone** (N = 826)	**Calgary Zone** (N = 1,187)	**South Zone** (N = 813)
	%	%	%	%	%	%
Yes	22	23	22	26	17	24
No	78	77	78	74	83	76
Total	**100**	**100**	**100**	**100**	**100**	**100**

Q51: Do you feel that supportive living staff expect you to help with the care of your family member when you visit?						
	Alberta (N = 2,089)	**North Zone** (N = 250)	**Edmonton Zone** (N = 600)	**Central Zone** (N = 477)	**Calgary Zone** (N = 255)	**South Zone** (N = 507)
	%	%	%	%	%	%
Yes	13	16	14	12	12	12
No	87	84	86	88	88	88
Total	**100**	**100**	**100**	**100**	**100**	**100**

Q53: In the last 6 months, how often did your family member receive all of the healthcare services and treatments they needed?						
	Alberta (N = 4,394)	**North Zone** (N = 337)	**Edmonton Zone** (N = 1,229)	**Central Zone** (N = 831)	**Calgary Zone** (N = 1,187)	**South Zone** (N = 810)
	%	%	%	%	%	%
Always	56	52	52	55	60	56
Usually	38	42	40	38	35	39
Sometimes	6	6	7	7	5	6
Never	<1	<1	<1	<1	<1	<1
Total	**100**	**100**	**100**	**100**	**100**	**100**

Q54: In the last 6 months, how often did you have concerns about your family member's medication?						
	Alberta (N = 4,405)	**North Zone** (N = 336)	**Edmonton Zone** (N = 1,230)	**Central Zone** (N = 838)	**Calgary Zone** (N = 1,189)	**South Zone** (N = 812)
	%	%	%	%	%	%
Always	3	2	3	2	2	2
Usually	4	6	4	3	3	5
Sometimes	41	40	44	44	39	39
Never	52	52	49	50	56	54
Total	**100**	**100**	**100**	**100**	**100**	**100**

Table 6: Additional care questions by AHS Zone (continued)

Q56: In the last 6 months, how often were your concerns about your family member's medication resolved? (Among those who answered Yes to Q55)						
	Alberta	**North Zone**	**Edmonton Zone**	**Central Zone**	**Calgary Zone**	**South Zone**
	(N = 1,861)	**(N = 141)**	**(N = 551)**	**(N = 372)**	**(N = 467)**	**(N = 330)**
	%	%	%	%	%	%
Always	48	47	48	47	50	49
Usually	35	36	33	36	35	34
Sometimes	14	13	16	16	12	13
Never	3	4	3	2	3	3
Total	**100**	**100**	**100**	**100**	**100**	**100**

Q59: Does your family member's facility have a resident and family council?						
	Alberta	**North Zone**	**Edmonton Zone**	**Central Zone**	**Calgary Zone**	**South Zone**
	(N = 4,395)	**(N = 332)**	**(N = 1,235)**	**(N = 834)**	**(N = 1,187)**	**(N = 807)**
	%	%	%	%	%	%
Yes	42	44	33	42	48	47
No	3	4	5	4	1	3
I don't know	54	52	62	54	50	50
Total	**100**	**100**	**100**	**100**	**100**	**100**

Q60: In the last 6 months, have you been a part of a Resident and Family Council meeting?						
	Alberta	**North Zone**	**Edmonton Zone**	**Central Zone**	**Calgary Zone**	**South Zone**
	(N = 4,094)	**(N = 307)**	**(N = 1,146)**	**(N = 762)**	**(N = 1,118)**	**(N = 761)**
	%	%	%	%	%	%
Yes	16	20	14	16	16	17
No	84	80	86	84	84	83
Total	**100**	**100**	**100**	**100**	**100**	**100**

Q61: In the last 6 months, have you been a part of a Resident and Family Council meeting?						
	Alberta	**North Zone**	**Edmonton Zone**	**Central Zone**	**Calgary Zone**	**South Zone**
	(N = 582)	**(N = 53)**	**(N = 139)**	**(N = 114)**	**(N = 159)**	**(N = 117)**
	%	%	%	%	%	%
Yes always	55	45	56	52	62	53
Yes sometimes	36	36	37	39	31	38
No hardly ever	7	15	5	9	6	6
No never	2	4	2	0	2	3
Total	**100**	**100**	**100**	**100**	**100**	**100**

Table 6: Additional care questions by AHS Zone (continued)

Q62: In the last 6 months, how often were the people in charge available to talk with you?						
	Alberta (N = 3,837)	**North Zone** (N = 305)	**Edmonton Zone** (N = 1,087)	**Central Zone** (N = 738)	**Calgary Zone** (N = 995)	**South Zone** (N = 712)
	%	%	%	%	%	%
Always	40	32	36	42	44	43
Usually	43	52	44	41	41	42
Sometimes	15	13	18	15	14	13
Never	2	2	2	2	1	2
Total	**100**	**100**	**100**	**100**	**100**	**100**

APPENDIX VII: MODELLING SPECIFICS

Model building steps

A structural equation model was constructed to determine which Dimensions of Care most strongly influenced overall family member experience. Models were compared and adjusted on various fit indices that determine model fit. Select family member and resident characteristics, and survey questions were included in the analysis to explore their relationship with overall family member experience. The selection of included variables was based on previous iterations of the survey as well as literature and consultation with stakeholders.

Outcome measure

Three measures make up the outcome of overall family experience: 1) The Overall Care rating 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; 2) Propensity to Recommend, which is the percentage of family members who said that they would recommend their resident's site to a family member or friend (Q47) and was top-box coded with those who responded *Yes*; and 3) Question 37 where family members indicated if they were ever unhappy with the care their family member received at the DSL site and this question was reverse coded with the top-box percentage of those who said *No*.

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. Mediation and Moderation effects were also explored. Overall, the included Dimensions of Care constructs and variables explained 69 per cent of the variance in overall experience.

APPENDIX VIII: DETERMINING ACTIONS FOR IMPROVEMENT

In an effort to identify specific Actions for Improvement based on the survey results, we determined a methodology that prioritizes questions based on their potential for improvement of overall family member experience. Questions were prioritized based on the following two criteria:

- Strength of relationship to overall family member 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 family member 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 – [top-box score]) / 100
4. Question quality	Discrimination criteria from IRT Analyses

Five Dimensions of Care quantitatively influence the Overall experience, as determined by statistical modelling (described in Appendix VII). In addition, Additional Care Questions that do not comprise any of the Dimensions of Care were also considered as components of the model. Among the Dimensions of Care, Staffing, Care of Belongings, and Environment had the strongest influence on overall experience as measured by the value of the beta coefficients.

While the strength of the Dimension of Care is the first consideration in determining actions for improvement, in order to identify specific actions the second consideration is 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 take into account the strength of the relationship of each question with overall experience, while also considering the Dimension of Care it is a part of, 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 IRT 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.

HQCA
Health Quality Council of Alberta