

**SUPPORTIVE LIVING
FAMILY EXPERIENCE
SURVEY REPORT**

January 2015

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1.0 EXECUTIVE SUMMARY

The *Supportive Living Family Experience Survey* was conducted by the Health Quality Council of Alberta in collaboration with Alberta Health and Alberta Health Services (AHS). The intent of the survey is to establish a baseline measurement for supportive living family experiences (family members of supportive living level 3 and 4 residents)¹ that can be used for benchmarking and ongoing monitoring as measured by the Global Overall Care rating, four Dimensions of Care, and the Food Rating Scale. This report presents an overview of facility performance across the province from the family members' perspectives. This information can be used to assess performance relative to peers, to identify opportunities for improvement, and to identify higher performing facilities.

Survey process and methodology

Family members were surveyed using the *Consumer Assessment of Healthcare Providers and Services (CAHPS®) Nursing Home Survey: Family Member Instrument*. This is a 64-question self-report measure that assesses a family member's overall evaluation of the facility, along with four dimensions of healthcare services: (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, a Food Rating Scale was included in the survey.

Eligible respondents were identified using information obtained from facilities and AHS. Family members had the option of either sending back a paper questionnaire or completing the survey on-line. The response rate for the survey was 66.7 per cent.

Results

Global Overall Care rating

The Global Overall Care rating reflects family members' overall evaluation of the supportive living facility. The Global Overall Care rating for the province was 8.4 out of 10. There was variation among the facilities throughout the province with individual facility scores ranging from 6.5 to 9.9 out of 10.

At the provincial level, the four Dimensions of Care and the Food Rating Scale vary in their influence on family experience and family's overall evaluation of the supportive living facility. The greatest gains at the provincial level may be realized by focusing on the strongest influencers of Global Overall Care. These are listed in order of decreasing influence and include:

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

¹ Supportive living level 3 is for individuals whose medical condition is stable and appropriately managed without 24-hour on-site nursing staff, but who have limited independence. Supportive living level 4 is for individuals with more complex medical conditions.

In addition, each facility has their own unique areas of focus, which may differ from those identified for the province. These are highlighted in facility-level reports, which have been provided to each facility that participated in the survey.

Staffing, Care of Belongings, and Environment

The Staffing, Care of Belongings, and Environment Dimension of Care has the strongest influence on the Global Overall Care rating. This dimension reflects family members' experiences with the availability of staff, the cleanliness of the resident's room, and whether the resident's clothes or belongings were lost. The score for the province on this dimension was 78.3 out of 100. There was variability among the facilities throughout the province with scores ranging from 58.1 to 95.7 out of 100. The Staffing, Care of Belongings, and Environment Dimension of Care accounted for approximately 33 per cent of all family member comments. Family members most frequently provided comments related to staffing levels and specifically, issues regarding high staff turnover and understaffing.

Kindness and Respect

The Kindness and Respect Dimension of Care has the second most influence on the Global Overall Care rating. This dimension reflects family members' experiences with the courteousness, kindness, politeness, and appropriateness of employees towards residents. The score for the province on this dimension was 85.8 out of 100. Individual facility scores ranged from 60.3 to 100 out of 100. The Kindness and Respect Dimension of Care accounted for approximately five per cent of all family member comments. Family members expressed that they were appreciative of friendly, kind, and respectful staff who took an interest in residents. Family members also expressed concerns that when staff did not possess these qualities, this disrupted the residents' ability to receive care, to get their complaints and concerns addressed and to be treated fairly and considerately.

Food Rating Scale

The Food Rating Scale reflects family members' opinions about the food at the facility. The score for the province on this item was 7.2 out of 10; facility scores ranged from 5.3 to 9.7 out of 10. With respect to food and food related issues, some family members complimented the quality of the food served at facilities. Other family members expressed concerns about general food quality: that the food was not always nutritious and did not always meet resident's dietary needs and health and wellness goals.

Providing Information and Encouraging Family Involvement

The Providing Information and Encouraging Family Involvement Dimension of Care reflects family members' experiences with being informed about the care and services that the resident is receiving, as well as information on payments and expenses. In addition, family members were asked if they are comfortable asking questions and whether they are ever discouraged from asking questions of the employees at the facility. The score for this dimension for the province was 84.6 out of 100. The facility scores ranged from 69.6 to 98.4 out of 100. The Providing Information and Encouraging Family Involvement Dimension of Care comprised approximately 11 per cent of all family member comments. Most of the comments focused on the flow of information between staff and family members, as well as the degree to which the facility included and involved family members in resident care.

Meeting Basic Needs

The Meeting Basic Needs Dimension of Care reflects family members' experiences with facility staff helping the resident with eating, drinking, or toileting. The score for this dimension for the province was 95.8 out of 100. Individual facility scores ranged from 74.7 to 100 out of 100. The Meeting Basic Needs Dimension of Care accounted for approximately 31 per cent of all family member comments. The most frequently provided comments related to the availability of care and services in the facility; however, families recognized that the number and type of care and services provided to residents were limited by facility resources, staffing levels, and staffing requirements. Overall, family members said residents would benefit from receiving more timely care and services and from having access to in-house healthcare, hygiene, and grooming services.

Quartile analyses

Facilities that were categorized in the upper quartile (i.e., upper 25 per cent of scores) on their Global Overall Care rating were also rated more positively in each of the four Dimensions of Care and Food Rating Scale relative to facilities that were categorized in the lower quartile (i.e., lower 25 per cent of scores). This analysis will assist lower quartile facilities in determining the importance and focus of quality improvement initiatives. Facilities wishing to improve can look to those upper quartile performers for examples of how to achieve improved performance in various areas. Differences in means between the upper and lower performing facilities, in each of the four Dimensions of Care and Food Rating Scale are:

- Staffing, Care of Belongings, and Environment: 17.6 out of 100
- Kindness and Respect: 9.9 out of 100
- Food: 1.3 out of 10
- Providing Information and Encouraging Family Involvement: 10.4 out of 100
- Meeting Basic Needs: 7.0 out of 100

Facility size

Overall, results showed that facility size is an important factor that influences all Dimensions of Care and the Global Overall Care rating. As facility size *increases* (i.e., number of beds), the Global Overall Care rating and scores for Dimensions of Care *decrease*. Typically, smaller facilities (i.e., fewer beds) have more favorable ratings than larger facilities. This is similar to a finding that was previously reported by the Health Quality Council of Alberta for the long term care sector.² However, it was noted that there were a few large facilities that received relatively high scores and a few small facilities that received relatively low scores on the Global Overall Care rating.

² For further details please refer to: <http://hqca.ca/surveys/continuing-care-experience/>

Ownership type

Although there were differences among ownership types for some of the individual questions in the survey, no evidence was found to suggest that the Global Overall Care, Dimensions of Care, and the Food Rating Scale scores differed by ownership type (i.e., AHS, privately owned, or voluntary owned).

Propensity to recommend

Provincially, 92.0 per cent of respondents stated that they would recommend the facility their family member lived in to another family member or friend. A greater percentage of respondents from facilities categorized in the upper quartile of Global Overall Care ratings would recommend their facility relative to respondents from lower quartile facilities (99.0% versus 84.6%).

Conclusion

Results presented in this report are intended to guide reflection on performance by identifying the factors that contribute to the overall evaluation of a facility from the family members' perspectives. Going forward, results from facility-level reports, this report, and the *2014 Supportive Living Resident Experience Survey Report* provide a benchmark by which to compare future survey results and to measure improvement outcomes. In addition, the ongoing evaluation of a facility against itself, and its peers, will provide opportunities to identify areas of success, and to determine the importance and focus of quality improvement initiatives. This can support a culture of continual quality improvement based on family and resident feedback.

At a provincial level, the greatest gains may be realized by focusing on improvement to the following, in order of decreasing priority and influence on Global Overall Care rating:

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

Each individual facility has their own unique areas for improvement, which may differ from those identified for the province. Facilities should refer to their facility-level reports to better determine where to focus quality improvement efforts to best meet the needs of their residents and family members.

Family experience data alone should not be used to judge facility performance in the absence of other information such as level-of-need of the resident population, services provided, other quality measures such as those derived from the interRAI™ *Resident Assessment Instrument*, complaints and concerns, and compliance with provincial continuing care standards.

2.0 REPORT ORGANIZATION

The provincial report consists of the following sections:

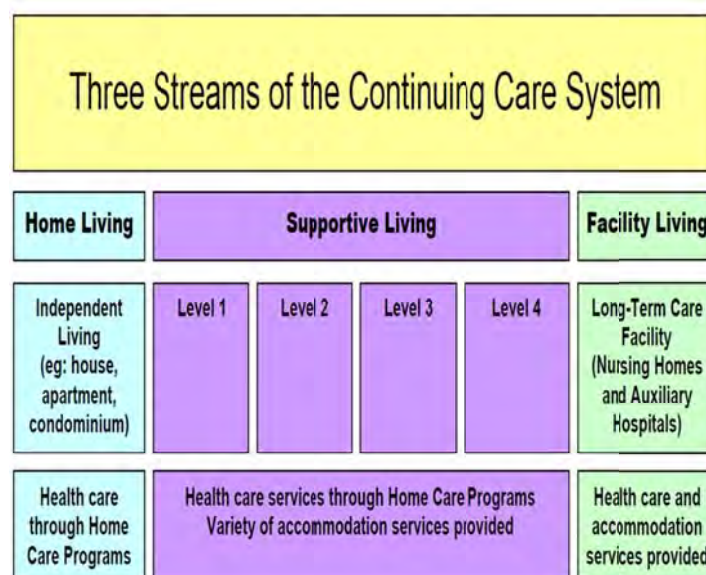
1. **Executive summary**
2. **Report organization:** description of the sections of the report.
3. **Background:** description of continuing care in Alberta and purpose and objectives of the supportive living family experience survey.
4. **Survey process and methodology:** overview of the survey tools used, recruitment protocols, and analytical methods. Details can be found in **Appendix B**.
5. **Using the results:** purpose of the report and alternative ways of using the results.
6. **Overview of survey results:** overview of facility-level results.
7. **Facility results by Global Overall Care rating, Dimensions of Care, and Food Rating Scale:** detailed results of the Global Overall Care rating question, the four Dimensions of Care, and the Food Rating Scale are outlined in this section including facility results by zone and quartile (provincial).
8. **Additional care questions:** description of eight additional questions that are independent from questions related to the four Dimensions of Care.
9. **Relationship between Dimensions of Care and Global Overall Care rating:** presents results of lower and upper quartile facilities on the Global Overall Care rating for each of the Dimensions of Care and the individual components (survey questions) that comprise each Dimension of Care.
10. **Facility-level effects – Facility size and ownership type:** information about whether and how facility characteristics such as size (i.e., number of beds) and ownership type (i.e., private, public, and voluntary) influence Global Overall Care rating and ratings of the Dimensions of Care.
11. **Propensity to recommend facility:** summary results of question 49: *If someone needed supportive living facility care, would you recommend this supportive living facility to them? Yes or No?* This section provides facility results within each zone and provincially for the percentage of residents who would recommend the facility.
12. **Qualitative analytical results:** describes qualitative analytical results for comments provided by families.
13. **Limitations:** describes limitations to consider when interpreting survey results.
14. **Summary of findings and conclusion**

3.0 BACKGROUND

3.1 Continuing care streams

Alberta's continuing care system provides Albertans of advanced age or disability with the healthcare, personal care, and accommodation services they need to support their daily activities, independence, and quality of life. There are three streams of continuing care in Alberta tailored to the clients' level of need and/or limitations: home care, supportive living, and facility living (**Figure 1**). Home care is provided to those still able to live independently; supportive living is provided in a shared accommodation setting recognizing different degrees of independence; and facility living or long term care, is provided in a nursing home setting. The focus of this report is on levels 3 and 4 of the supportive living stream.

Figure 1: Streams of continuing care³



Supportive living is an option for individuals who want a maintenance-free environment, feel they are too isolated in their own home, or have more complex needs than those provided for by home care. To some extent, individuals can choose which supportive living option is right for them. Based on an assessment of their needs by Alberta Health Services (AHS), individuals may be eligible for a space or a room in publicly funded Designated Supportive Living.⁴ 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 facilities are not required to provide onsite 24-hour registered nurses or regularly scheduled visits by physicians.

³ Continuing Care Standards 2008: <http://www.health.alberta.ca/documents/Continuing-Care-Standards-2008.pdf>

⁴ 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.

The four defined levels in the *Supportive Living* stream⁵ 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. Publically funded home care may be provided, but there is no onsite 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. Publically funded home care may be continually provided, but there is no onsite 24-hour staffing.
- **Supportive Living Level 3 (SL3):** 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. Publically funded scheduled home care is provided and trained and certified healthcare aide staff is on-site on a 24-hour basis (registered nurse on-call).
- **Supportive Living Level 4 (SL4):** 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. Publically 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.
- **Supportive Living Level 4 Dementia (SL4-D):** this level of care is a subset of SL4 and is designed for persons who have significant limitations due to dementia.

3.2 Supportive living surveys

The *Supportive Living Family and Resident Experience Surveys* were conducted by the Health Quality Council of Alberta (HQCA), in collaboration with AHS and Alberta Health (AH). The surveys assist providers in meeting the Continuing Care Health Service Standards that require providers to have processes to gather client and family experience feedback regarding the quality of care and service provided.

3.2.1 Purpose

The overall purpose of this survey was to obtain feedback from family members of residents, and loved one's who look after the residents, about the quality of care and services received at supportive living facilities across Alberta and to provide supportive living facilities and other stakeholders with information that can be used for ongoing quality monitoring and improvement. This report focuses on

⁵ For more information, see <http://www.albertahealthservices.ca/Seniors/if-sen-living-option-guidelines.pdf>

responses from families of residents who require more than minimal care and live in supportive living levels 3 and 4.⁶

3.2.2 Objectives

The objectives of the survey were to:

- Establish a baseline measurement for supportive living family members' evaluation and experiences that can be used for ongoing benchmarking and monitoring.
- Identify and report on improvement opportunities and best practices at supportive living facilities across Alberta to inform quality improvement efforts in various topics including: staffing and care of resident belongings; facility environment; employee relations and responsiveness to residents; communication between residents and management; meals and dining; and quality of care and services in general.

⁶ SL1 and 2 residents are excluded because those who require publicly funded care services receive them from Home Care, not Supportive Living.

4.0 SURVEY PROCESS AND METHODOLOGY

4.1 The survey instrument (Appendix A)

Family members of supportive living residents were surveyed using the *Consumer Assessment of Healthcare Providers and Services (CAHPS®) Nursing Home Survey: Family Member Instrument*⁷ (Appendix A). This is a 64-question self-report measure that assesses a family member's overall evaluation (i.e., Global Overall Care rating) of the facility, along with four dimensions of healthcare services: 1) Staffing, Care of Belongings, and Environment, 2) Kindness and Respect, 3) Providing Information and Encouraging Family Involvement, and 4) Meeting Basic Needs.

4.1.1 Additional questions

In addition to the above information, the CAHPS® Nursing Home Survey: Family Member Instrument also comprises questions that address the following topics:

- Suggestions on how care and services provided at the supportive living facility could be improved.
- Family member ratings of facility food.
- Willingness to recommend the supportive living facility.
- Resident and respondent (family member) characteristics (Appendix C).

4.2 Survey protocol

Eligible respondents were identified using a compiled supportive living database that was constructed using data obtained from facilities and AHS. Eligibility was based on both the resident and family member information. The following individuals were excluded:

- Contacts of new residents (those who had resided at the facility for a period of less than one month).
- Residents who had no contact person (family member), or whose contact person resided outside of Canada.
- Contacts of deceased residents upon database construction.
- Contacts of residents who were listed as a public guardian.
- Contacts of residents who were no longer living at the facility listed in the database.

4.3 Sampling

The study employed a continuous recruitment strategy and mailings were sent out in three waves: October 2013, November 2013, and January 2014. Within each wave, the following three-stage mailing protocol was used to ensure maximum participation rates:

- Initial mailing of questionnaire packages.

⁷ For further details on CAHPS please refer to: <https://cahps.ahrq.gov/>

- Postcard reminders to all non-respondents.
- Mailing of questionnaire package with modified cover letter to all non-respondents.

Family members had the option of either sending back a paper questionnaire, or completing the survey on-line using a unique single-use survey access code printed on each questionnaire cover page.

Family members of residents living in one of the three ownership models (i.e., those which provide publically funded supportive living care in Alberta) were surveyed. The three ownership categories were identified using AHS 2012 data, and are:

- Public – operated by or wholly owned subsidiary of AHS (10 facilities).
- Private – owned by a private organization (69 facilities).
- Voluntary – owned by a not-for-profit or faith-based organization (75 facilities).

The response rate for this survey was 66.7 per cent (2,869 out of a possible 4,303 eligible family members completed and returned the survey). For a breakdown of sampling by zone and by wave, see **Appendix B**.

4.4 Quantitative analytical approach

For this report, a test was deemed statistically significant (i.e., differences referred to as *significant* throughout the report) if the probability of the event occurring by chance alone was less than or equal to 5 per cent ($p \leq 0.05$).

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

- The facility yielded five or more respondents, **AND**
- The facility response margin of error was equal to or less than 10 per cent and/or the facility had a response rate of over 50 per cent among eligible respondents. For more details on the determination of facility sample reliability and for a list of facility response rates and sample margin of errors see **Appendix D**.

To conserve data from facilities which did not meet the above inclusion criteria, responses from **all** facilities (with at least one respondent; $N = 128$) were included in descriptive analyses of zone and provincial results where appropriate (analyses which include data from all facilities are labelled throughout). Unless otherwise stated, all analyses in this report are based *only* on those facilities which met the inclusion criteria ($N = 107$ facilities).⁸

Other notes:

- Percentages may not always add to 100 per cent due to rounding.
- References to zones refer to the resident's facility zone.
- Facility, zone, and provincial results are presented in graphs which include 95 per cent confidence intervals (95% CI). These intervals are meant to aid the reader in gauging

⁸ Included facilities account for 96.3 per cent of all respondents (2,764 of 2,869 respondents) and 94.4 per cent of all eligible respondents (4,063 of 4,303 respondents).

statistically significant differences in results. As a general rule, intervals that do not overlap reflect significant differences between measures. In contrast, intervals that do overlap reflect non-significant differences between measures.

- Lower limits of the 95 per cent CI that range below zero will be reported as zero. Upper limits of the 95 per cent CI that range above 100 will be reported as 100. These changes will be marked with †.

4.4.1 Global Overall Care rating

The Global Overall Care rating reflects the respondent's overall evaluation of the supportive living facility. This is a single item measure intended to reflect a respondent's summative opinion about the facility. The Global 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?*

4.4.2 Dimensions of Care

The CAHPS® *Nursing Home Survey: Family Member Instrument* collects respondent ratings from four Dimensions of Care. The 21 questions used to compute the four Dimensions of Care are described below:

1. Staffing, Care of Belongings, and Environment
 - a) (Q11) Can find a nurse or aide
 - b) (Q50) How often there are enough nurses and aides
 - c) (Q31) Resident's room looks and smells clean
 - d) (Q22) Resident looks and smells clean
 - e) (Q34) Public areas look and smell clean
 - f) (Q36) Resident's medical belongings lost
 - g) (Q38) Resident's clothes lost
2. Kindness and Respect
 - a) (Q12) Nurses and aides treat resident with respect
 - b) (Q13) Nurses and aides treat resident with kindness
 - c) (Q14) Nurses and aides really cared about resident
 - d) (Q15) Nurses and aides were rude to resident (reverse scoring)
 - e) (Q24) Nurses and aides were appropriate with difficult resident
3. Providing Information and Encouraging Family Involvement
 - a) (Q27) Nurses and aides give respondent information about resident
 - b) (Q28) Nurses and aides explain things in an understandable way
 - c) (Q42) Resident stops self from complaining
 - d) (Q29) Nurses and aides discourage respondent questions (reverse scoring)

- e) (Q45) Respondent involved in decisions about care
- f) (Q59) Respondent given info about payments and expenses

4. Meeting Basic Needs⁹

Eating

- a) (Q16) Helped family member with eating?
- b) (Q17) Helped because staff didn't help or resident waited too long for help with eating (reverse scoring)

Drinking

- a) (Q18) Helped family member with drinking?
- b) (Q19) If yes, helped because staff didn't help or resident waited too long for help with drinking (reverse scoring)

Toileting

- a) (Q20) Helped family member with toileting?
- b) (Q21) If yes, helped because staff didn't help or resident waited too long for help with toileting (reverse scoring)

For each respondent, a score on each of the four Dimensions of Care was computed as follows:

1. Mean scores for each Dimension of Care were calculated by scaling the relevant survey items (i.e., questions) to a 0 to 100 scale, where zero was the least positive or most undesired outcome/response and 100 was the most positive or most desired outcome/response (for more information on scaling procedures, see **Appendix B**).
2. Dimension scores were then calculated by summing individual scaled survey items and dividing the total score by the number of items within each Dimension of Care (mean or average scores).

A Dimension of Care score was generated for all respondents who answered at least one question within the Dimension of Care. Respondents who met the minimum criterion had missing values replaced by the facility mean for that question. Scaled responses were then summed and divided by the number of items within each Dimension of Care to arrive at a summary score (see **Appendix B** for more details). Weights for each question were determined according to factor loading in a factor analysis using a promax rotation.

NOTE: For the Meeting Basic Needs Dimension of Care, mean generation required the combination of two questions for each sub-dimension (i.e., eating, drinking, toileting). A score of 100 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 was assigned to each set of questions (eating, drinking, or toileting) if the respondent indicated that they: Had helped

⁹ According to CAHPS® data cleaning instructions: If a gate question a) was answered "NO" and subsequent survey questions controlled by that gate b) contained valid responses, the valid responses were set to missing. If a gate question was missing (blank, not ascertained: a), and subsequent survey questions controlled by that gate question contained valid responses b), the responses for those questions were retained.

their family member **AND** that they did this because nurses or aides either didn't help or made the family member wait too long.

For complete question-level results, see the following appendices:

- **Appendix C: Additional respondent and resident characteristics:** details of respondent and resident characteristics including visitation frequency, gender, age, education, language primarily spoken at home, time at supportive living facility, shared room, memory problems, and capability of making decisions.
- **Appendix F: Summary of provincial and zone level results:** Includes complete question-level details of the survey tool.

4.4.3 Food Rating Scale

The question relating to food 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?*

This measure reflects an individual's overall evaluation of the food at a supportive living facility on a scale from 0 (worst) to 10 (best).

4.4.4 Facility comparison to zone and provincial averages

For each facility, scores for the Global Overall Care rating and each of the four Dimensions of Care were compared to the average for facilities that participated in the survey within their respective AHS zone and the provincial average as follows:

- *Below/above zone mean:* A zone mean was created by adding the scores for all facilities within a zone and then dividing by the number of facilities within the zone. For each facility, the report indicates whether the facility score fell below or above the zone mean.
- *Below/above provincial mean:* A provincial mean was created by adding the scores for all facilities within the province and then dividing by the number of facilities within the province (N = 107). For each facility, the report indicates whether the facility score fell below or above the provincial mean.

4.4.5 Facility categorization by quartile

Facilities (N = 107) were categorized into four quartiles¹⁰ based on their mean Global Overall Care rating:

- Upper (top 25% of facilities)
- Upper middle
- Lower middle
- Lower (bottom 25% of facilities)

¹⁰ A quartile represents four equal groups (subject to ties) into which a population can be divided according to the distribution of values of a particular measure; each group comprises 25 per cent of the data.

4.4.6 Modeling

A regression model was constructed to examine the relative influence of the Dimensions of Care on the Global Overall Care rating. This analysis showed an association between the four CAHPS® Dimensions of Care, and Food Rating Scale with the Global Overall Care rating (for detailed results of this analysis, see **Appendix G**). Dimensions of care of the CAHPS® survey tool are listed in order of decreasing strength of association with the Global Overall Care rating:

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

Within this report, results are presented in order of their strength of association with the Global Overall Care rating.

4.5 Qualitative analytical approach

At the end of the questionnaire, 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 explain.*

Responses were recorded within the space provided. While some family members made a positive comment, the majority of comments included constructive feedback and recommendations for change. In total, 1,736 family members provided qualitative feedback.

4.5.1 Method and analysis of comments

Open-ended responses were examined for multiple themes and ideas. Analyses of these comments were designed to provide insight into the current issues in supportive living facilities and to provide direction to resolve these issues. Themes were categorized into 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, (4) Meeting Basic Needs. When a theme could not be categorized within any of the four Dimensions of Care, it was retained and categorized as 'Other'. Two themes existed within the 'Other' category. These were Activities and Funding. In addition, a Safety and Security theme was identified and was highlighted independently of the four Dimensions of Care and the 'Other' category. Each Dimension of Care and additional theme was defined by a list of attributes that guided how comments were coded (see **Table 88** for coding by Dimension of Care and additional themes). Detailed qualitative results can be found in **Section 12** and **Appendix H**.

5.0 USING THE RESULTS

The focus of this report is to establish a baseline measurement for family members of supportive living residents' experiences that can be used for ongoing benchmarking and monitoring. The report presents factors that drive the Global Overall Care rating, represented by the four Dimensions of Care, which can subsequently be used to identify improvement opportunities and best practices at supportive living facilities across Alberta.

Readers should be aware that many additional factors may contribute to both the residents' and family members' experience of a facility. Ultimately, facility-level results are intended to guide reflection on performance and identify quality improvement opportunities at the facility level. Family experience data alone should not be used to judge facility performance in the absence of other information, such as 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, and compliance with provincial continuing care standards.

This report examines facility-level results and provides a single perspective of several possible interpretations of these findings. Facilities and other stakeholders may choose to examine and interpret the findings differently. Examples may include:

- Provincial-level comparisons only
- One Dimension of Care (or questions within) over others, irrespective of provincial or peer group comparisons
- One or more Dimensions of Care irrespective of how the facility scored

If facilities and other stakeholders are mindful of the limitations of the data, there are a number of ways the results can be interpreted and used.

6.0 OVERVIEW OF SURVEY RESULTS

Table 2 provides a comprehensive summary of facility-level results based on the four Dimensions of Care (Staffing, Care of Belongings, and Environment; Kindness and Respect; Providing Information and Encouraging Family Involvement; and Meeting Basic Needs), Food Rating Scale, and the mean Global Overall Care rating for each facility. It incorporates information from all areas of care and services measured in the survey and provides the most complete representation of overall facility performance.

Criteria emphasize within-zone facility comparisons.¹¹ Detailed results of the Global Overall Care rating and individual Dimensions of Care are provided in **Section 7**. Facilities are ordered according to the following criteria. Criteria are listed in order of priority. In the event of a tie on one level, the next sorting level was used:

1. The number of instances in which a facility had a Dimension of Care score lower than its associated zone average, ordered from lowest to highest.
2. The number of instances in which a facility had a Dimension of Care score lower than the provincial mean, ordered from lowest to highest.
3. The number of instances in which a facility was in the lower quartile of facilities on a Dimension of Care, ordered from lowest to highest.
4. The facility mean Global Overall Care rating from highest to lowest.

Other variables included in this table are the number of surveys collected and facility size. Facility size was measured by the total number of beds at the facility (e.g., including long term care).¹² Facilities are grouped by quintile where the first quintile represents the 20 per cent of facilities with the smallest number of beds, and the fifth quintile represents the 20 per cent of facilities with the largest number of beds (**Table 1**).

Table 1: Facility size quintile groupings

Quintile (# facilities out of 107)	Number of beds reported as of March 2012
1 (11)	0 to 19 beds
2 (24)	20 to 31 beds
3 (21)	32 to 50 beds
4 (26)	51 to 84 beds
5 (25)	85+ beds

¹¹ It was determined that the most relevant comparisons are between peers (facilities within the same zones) and therefore the criteria emphasize within-zone facility comparisons. It is important to note some readers may want to emphasize a comparison to provincial result. In this case, the absolute values of the criteria columns can be examined on their own.

¹² Information on the number of beds was retrieved from AHS using current data as of March 2012, data from which the original sample size was estimated from. It is recognized that there is a certain degree of uncertainty in the bed count, for example, downsizing and upsizing of some facilities throughout the study period. However, it is believed that, in general, bed numbers reflect a reasonable estimate of the size of the facility.

Table 2: Comprehensive summary of facility results

Dimensions of Care means and Food Rating Scale										Ordering criterion			
										Criterion 1	Criterion 2	Criterion 3	Criterion 4
										# out of 5 Dimensions of Care and Food Rating Scale where facility is:			
Order	Calgary (N = 13 facilities)	Facility size quintile	Respondents (N)	Staffing, Care of Belongings, and Environment (0 to 100)	Kindness and Respect (0 to 100)	Food Rating Scale (0 to 10)	Providing Information and Family Involvement (0 to 100)	Meeting Basic Needs (0 to 100)	Below Zone mean on a dimension and food	Below provincial mean on a dimension and food	At lower quartile of provincial mean on a dimension and food	Facility mean Global Overall Care rating (0 to 10)	
1	Millrise Place	3	18	82.6	92.3	8.5	92.9	100.0	0	0	0	9.2	
2	Aspen Ridge Lodge	2	19	84.6	90.9	7.7	86.9	99.0	0	0	0	9.0	
3	Prince of Peace Manor	3	19	84.3	91.0	7.8	82.2	98.9	1	1	0	9.1	
4	Whitehorn Village	4	18	86.6	93.1	6.4	89.1	100.0	1	1	1	9.0	
5	Silver Willow Lodge	3	27	82.3	87.3	7.8	83.2	96.1	2	1	0	8.8	
6	McKenzie Towne Retirement Residence	3	19	74.5	88.7	7.3	90.0	96.5	2	1	0	8.5	
7	Sagewood Supportive Living	4	33	77.8	89.4	7.4	88.4	95.7	2	2	0	8.4	
8	Eau Claire Retirement Residence	4	41	75.0	84.5	7.5	85.3	95.9	3	2	0	8.4	
9	Carewest Colonel Belcher	5	19	79.1	84.7	7.4	77.5	96.9	4	2	1	8.4	
10	Walden Supportive Living Community	5	52	84.1	85.9	6.9	84.0	95.5	4	3	0	8.8	
11	Wentworth Manor/The Residence and The Court	5	24	74.3	81.5	6.5	80.9	99.1	4	4	2	8.3	
12	Scenic Acres Retirement Residence	2	6	74.1	80.3	6.8	74.4	96.7	5	4	2	8.2	
13	Monterey Place	5	56	72.0	81.4	6.2	80.0	97.0	5	4	4	7.5	

Order	Central (N = 26 facilities)	Facility size quintile	Respondents (N)	Staffing, Care of Belongings, and Environment (0 to 100)	Kindness and Respect (0 to 100)	Food Rating Scale (0 to 10)	Providing Information and Family Involvement (0 to 100)	Meeting Basic Needs (0 to 100)	Below Zone mean on a dimension and food	Below provincial mean on a dimension and food	At lower quartile of provincial mean on a dimension and food	Facility mean Global Overall Care rating (0 to 10)
1	Serenity House	1	6	93.7	88.3	9.3	88.8	100.0	0	0	0	9.8
2	Islay Assisted Living	2	10	94.9	89.0	8.7	95.2	100.0	0	0	0	9.6
3	Sunrise Village Wetaskiwin	2	7	84.1	94.2	7.9	95.6	100.0	0	0	0	9.4
4	West Park Lodge	3	22	87.0	93.3	8.1	91.8	98.1	0	0	0	9.4
5	Vermillion Valley Lodge	3	15	88.2	91.2	8.1	89.4	100.0	0	0	0	9.3
6	Faith House	2	14	89.9	96.7	7.9	93.5	100.0	0	0	0	9.3
7	Pines Lodge	2	8	84.4	91.8	7.4	89.6	100.0	1	0	0	8.6
8	Providence Place	1	6	90.8	84.7	9.2	95.2	100.0	1	1	0	9.4
9	Hillview Lodge	3	19	88.2	84.2	7.9	91.0	97.9	1	1	0	9.2
10	Points West Living Lloydminster	4	34	81.2	89.7	7.9	82.9	97.6	1	1	0	8.7
11	Sunrise Village Olds	2	9	80.3	88.9	8.1	84.4	97.8	2	1	0	8.9
12	Coronation Hospital and Care Centre	3	8	82.4	88.8	5.9	83.9	100.0	2	2	1	8.5
13	Good Samaritan Good Shepherd Lutheran Home	4	36	70.7	89.2	7.1	87.6	97.6	2	2	1	8.1
14	Chateau Three Hills	1	8	72.4	93.6	7.9	91.5	95.0	2	2	1	7.3
15	Eckville Manor House	1	6	86.2	79.8	7.8	79.4	100.0	2	2	2	9.2
16	Manor at Royal Oak	2	27	76.3	93.5	7.2	85.1	99.3	3	2	0	8.5
17	Sunrise Village (Ponoka)	2	11	84.1	86.0	7.2	94.8	90.9	3	2	1	8.6
18	Bethany Sylvan Lake	4	13	76.1	73.7	6.4	87.7	98.3	3	3	2	8.2
19	Heritage House	2	18	79.8	86.5	6.4	83.1	98.9	4	2	1	8.2
20	Sunset Manor	4	65	78.9	89.9	6.8	81.2	93.7	4	3	1	8.2
21	Sunrise Village Camrose	4	54	69.3	83.2	7.6	84.3	90.3	4	4	2	7.6
22	Bethany Meadows	5	21	78.9	76.0	6.2	86.6	96.2	5	2	2	8.6

Order	Central (N = 26 facilities)	Facility size quintile	Respondents (N)	Staffing, Care of Belongings, and Environment (0 to 100)	Kindness and Respect (0 to 100)	Food Rating Scale (0 to 10)	Providing Information and Family Involvement (0 to 100)	Meeting Basic Needs (0 to 100)	Below Zone mean on a dimension and food	Below provincial mean on a dimension and food	At lower quartile of provincial mean on a dimension and food	Facility mean Global Overall Care rating (0 to 10)
23	Points West Living Century Park	3	24	77.8	86.5	7.0	82.1	95.0	5	4	0	8.5
24	Points West Living Wainwright	4	33	73.5	86.2	6.7	81.7	95.7	5	4	1	7.8
25	Extendicare Michener Hill	5	41	72.5	77.5	5.7	81.4	90.9	5	5	4	7.3
26	Clearwater Centre	4	13	62.3	80.9	6.6	75.9	77.0	5	5	5	6.5
Order	Edmonton (N = 35 facilities)	Facility size quintile	Respondents (N)	Staffing, Care of Belongings, and Environment (0 to 100)	Kindness and Respect (0 to 100)	Food Rating Scale (0 to 10)	Providing Information and Family Involvement (0 to 100)	Meeting Basic Needs (0 to 100)	Below Zone mean on a dimension and food	Below provincial mean on a dimension and food	At lower quartile of provincial mean on a dimension and food	Facility mean Global Overall Care rating (0 to 10)
1	Good Samaritan George Hennig Place	2	16	86.9	92.9	8.1	94.3	100.0	0	0	0	9.1
2	Place Beausejour	3	16	87.5	95.7	8.1	89.3	98.8	0	0	0	9.1
3	Emmanuel Home	1	8	87.6	86.7	8.6	90.2	100.0	0	0	0	9.1
4	LifeStyle Options Terra Losa	4	20	84.3	92.1	8.3	92.2	98.9	0	0	0	8.8
5	Shepherd's Care Greenfield	2	13	82.8	96.1	8.3	95.5	100.0	0	0	0	8.8
6	Citadel Mews West	4	30	85.9	91.6	7.5	85.8	98.6	0	0	0	8.8
7	Glastonbury Village	4	23	85.3	89.5	7.8	87.7	96.4	0	0	0	8.5
8	Good Samaritan Spruce Grove Centre	2	15	93.0	86.2	8.2	92.9	100.0	1	0	0	8.6
9	LifeStyle Options Leduc	4	33	79.3	89.4	7.5	84.9	96.0	1	0	0	8.2
10	West Country Hearth	1	10	85.3	96.1	7.6	85.0	94.0	1	1	0	9.7
11	Country Cottage Seniors Residence	2	8	89.8	85.0	8.6	91.1	100.0	1	1	0	9.4
12	Rosedale St. Albert	4	40	85.7	89.8	7.5	83.2	97.0	1	1	0	8.7
13	Good Samaritan Wedman	4	32	80.8	88.6	7.2	86.9	98.6	1	1	0	8.4

[illegible]

Retirement Residence												
Order	North (N = 6 facilities)	Facility size quintile	Respondents (N)	Staffing, Care of Belongings, and Environment (0 to 100)	Kindness and Respect (0 to 100)	Food Rating Scale (0 to 10)	Providing Information and Family Involvement (0 to 100)	Meeting Basic Needs (0 to 100)	Below Zone mean on a dimension and food	Below provincial mean on a dimension and food	At lower quartile of provincial mean on a dimension and food	Facility mean Global Overall Care rating (0 to 10)
35	Balwin Villa	5	32	67.2	75.3	6.4	79.5	90.5	5	5	5	6.9
1	Vilna Villa	1	7	86.3	96.9	8.7	83.4	100.0	0	1	0	9.1
2	Heimstaed Lodge	4	40	71.4	81.3	7.6	79.5	90.7	2	4	4	8.3
3	Points West Living Grande Prairie	5	41	65.7	77.6	6.9	79.0	93.2	2	5	4	7.4
4	Manoir du Lac	3	19	65.1	78.1	5.8	80.7	98.7	3	4	4	7.9
5	Mountain View Centre	4	21	58.1	80.3	5.3	74.0	93.9	4	5	4	6.8
6	Grande Prairie Care Centre	4	27	62.7	75.2	6.7	73.8	74.7	5	5	4	6.8

Order	South (N = 27 facilities)	Facility size quintile	Respondents (N)	Staffing, Care of Belongings, and Environment (0 to 100)	Kindness s and Respect (0 to 100)	Food Rating Scale (0 to 10)	Providing Information and Family Involvement (0 to 100)	Meeting Basic Needs (0 to 100)	Below Zone mean on a dimension and food	Below provincial mean on a dimension and food	At lower quartile of provincial mean on a dimension and food	Facility mean Global Overall Care rating (0 to 10)
1	Clearview Lodge	2	9	95.7	100.0	9.7	98.4	97.8	0	0	0	9.9
2	MacLeod Pioneer Lodge	1	5	80.2	94.9	7.6	85.7	100.0	0	0	0	9.0
3	Chinook Lodge	2	5	85.0	86.4	7.0	97.9	100.0	1	1	0	9.4
4	Orchard Manor	2	13	91.0	97.5	6.7	96.6	100.0	1	1	0	9.2
5	Good Samaritan Vista Village	4	36	79.6	87.6	7.1	89.3	97.0	1	1	0	8.5
6	Golden Acres Lodge	3	14	80.3	89.2	7.3	81.7	98.6	1	1	0	8.4
7	Leisure Way	1	7	79.6	91.5	7.8	94.4	91.5	1	1	1	9.0
8	Piyami Lodge	2	11	82.9	71.6	7.3	90.0	100.0	1	1	1	8.6
9	Sunny South Lodge	2	18	82.3	90.6	7.6	85.6	93.3	1	1	1	8.6
10	Haven of Rest - South Country Village	5	11	86.0	83.2	7.0	94.0	98.2	2	2	0	9.5
11	Pleasant View Lodge South	2	7	90.3	83.6	8.5	82.9	100.0	2	2	0	9.0
12	York Creek Lodge	2	7	77.7	81.2	6.7	86.5	97.2	2	3	1	8.4

13	Cypress View Foundation	2	18	80.1	82.2	7.9	82.7	93.0	3	3			1	8.5
14	Meadow Lands	1	6	77.2	60.3	7.8	83.5	100.0	3	3			1	8.0
Order	South (N = 27 facilities)	Facility size quintile	Respondents (N)	Staffing, Care of Belongings, and Environment (0 to 100)	Kindness s and Respect (0 to 100)	Food Rating Scale (0 to 10)	Providing Information and Family Involvement (0 to 100)	Meeting Basic Needs (0 to 100)	Below Zone mean on a dimension and food	Below provincial mean on a dimension and food	At lower quartile of provincial mean on a dimension and food	Facility mean Global Overall Care rating (0 to 10)		
15	Piyami Place	1	6	72.0	79.6	7.5	77.3	96.7	3	3	3	8.2		
16	The Wellington Retirement Residence	3	33	73.5	84.0	7.9	79.9	94.8	3	4	1	8.0		
17	Good Samaritan Linden View	5	49	70.4	85.4	6.7	86.5	92.2	3	4	2	8.0		
18	Legacy Lodge	5	62	69.5	85.4	7.4	77.4	85.2	3	4	3	7.9		
19	Good Samaritan West Highlands	5	62	71.6	85.2	6.4	78.8	95.3	3	5	3	8.0		
20	Good Samaritan Prairie Ridge	5	15	73.6	92.6	6.9	81.8	93.4	4	4	1	8.3		
21	Good Samaritan Garden Vista	3	15	79.6	82.7	7.1	79.2	88.1	4	4	2	8.6		
22	St. Therese Villa - St. Michaels Health Centre	5	92	70.5	85.1	7.1	80.2	90.7	4	5	3	8.1		
23	Good Samaritan Lee Crest	5	37	67.5	76.6	5.9	72.3	95.0	4	5	4	7.7		
24	Good Samaritan Park Meadows Village	5	66	73.7	84.1	7.0	81.9	91.5	5	5	1	8.0		
25	Extendicare Fairmont Park	5	81	71.0	83.2	6.8	83.6	92.5	5	5	2	8.0		
26	Columbia Assisted Living	3	19	67.2	78.6	6.7	82.1	89.2	5	5	3	7.4		
27	Sunrise Gardens	4	37	67.0	80.1	6.1	79.8	86.1	5	5	5	7.5		

Note: Categorical decision rules based on the mean extend beyond the first decimal place.

7.0 FACILITY RESULTS BY GLOBAL OVERALL CARE RATING, DIMENSIONS OF CARE, AND FOOD RATING SCALE

The following section provides detailed results of the Global Overall Care rating and individual Dimensions of Care for each facility.

Global Overall Care ratings are presented first and reflect the respondents' overall evaluation of the supportive living facility. This is a single item measure intended to reflect a respondent's summative opinion about the facility. Global 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?*

Dimensions of Care and Food Ratings are presented in order of their influence on the Global Overall Care rating, as determined through a regression model (see **Appendix G**).

Dimensions of Care and Food Ratings are presented as follows:

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

Detailed zone analyses of individual question responses can be found in **Appendix F**.

7.1 Global Overall Care rating

The family member Global Overall Care rating for the province was 8.4 out of 10. **Table 4** summarizes the Global Overall Care ratings for facilities that participated in the survey. Facilities are presented by mean facility Global Overall Care rating and are grouped by zone to facilitate comparisons at the zone and provincial level. To better aid in the interpretation of the findings, the following features have been included in the table:

- **Below or above zone mean:** Whether the facility's average Global Overall Care rating is above or below the average facility rating for the associated zone.
- **Below or above provincial mean:** Whether the facility's average Global Overall Care rating is above or below the average facility rating for the province.
- **Quartile:** Specifies the facility's quartile grouping relative to all facilities in the province based on the Global Overall Care rating (see **Table 3** for a description of the categories).

Table 3: Guide for interpretation

Quartile details (107 facilities)	
Quartiles	Range
Upper (Highest 25% of scores)	8.9-10.0
Upper middle (50-75 th percentile)	8.4-8.9
Lower middle (25-50 th percentile)	8.0-8.4
Lower (Lowest 25% of scores)	0.0-8.0

Note: Categorical decision rules extend beyond the first decimal place.

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

- The facility yielded five or more respondents, **AND**
- The facility response margin of error was equal to or less than 10 per cent *and/or* the facility had a response rate of over 50 per cent among eligible respondents. For more details on the determination of facility sample reliability and for a list of facility response rates and sample margin of errors see **Appendix F**.

The table below includes *only* facilities which met the inclusion criteria (N = 107 facilities).

Table 4: Summary of facility mean Global Overall Care ratings by zone

Calgary	Respondents (N)	Mean	95% CI		Below/above zone mean (N = 13 facilities)	Below/above provincial mean (N = 107 facilities)	Quartile
			Lower	Upper			
					8.6	8.4	
Millrise Place	18	9.2	8.9	9.6	Above	Above	Upper
Prince of Peace Manor	18	9.1	8.6	9.5	Above	Above	Upper
Aspen Ridge Lodge	19	9.0	8.7	9.3	Above	Above	Upper
Whitehorn Village	17	9.0	8.5	9.5	Above	Above	Upper
Walden Supportive Living Community	50	8.8	8.5	9.1	Above	Above	Up. Mid
Silver Willow Lodge	25	8.8	8.4	9.2	Above	Above	Up. Mid
McKenzie Towne Retirement Residence	17	8.5	7.9	9.0	Below	Above	Up. Mid
Carewest Colonel Belcher	19	8.4	7.8	9.0	Below	Above	Up. Mid
Eau Claire Retirement Residence	40	8.4	8.0	8.8	Below	Below	Low. Mid.
Sagewood Supportive Living	33	8.4	7.9	8.9	Below	Below	Low. Mid.
Wentworth Manor/The Residence and The Court	23	8.3	7.8	8.7	Below	Below	Low. Mid.
Scenic Acres Retirement Residence	6	8.2	7.2	9.1	Below	Below	Low. Mid.
Monterey Place	55	7.5	7.1	7.8	Below	Below	Lower
Central	Respondents (N)	Mean	95% CI		Below/above zone mean (N = 26 facilities)	Below/above provincial mean (N = 107 facilities)	Quartile
			Lower	Upper			
					8.6	8.4	
Serenity House	6	9.8	9.5	10.0 [†]	Above	Above	Upper
Islay Assisted Living	10	9.6	9.2	10.0	Above	Above	Upper
Sunrise Village Wetaskiwin	7	9.4	9.0	9.8	Above	Above	Upper
Providence Place	5	9.4	8.6	10.0 [†]	Above	Above	Upper
West Park Lodge	21	9.4	9.1	9.7	Above	Above	Upper
Vermillion Valley Lodge	15	9.3	8.8	9.8	Above	Above	Upper
Faith House	13	9.3	8.9	9.7	Above	Above	Upper
Eckville Manor House	5	9.2	8.5	9.9	Above	Above	Upper
Hillview Lodge	19	9.2	8.8	9.5	Above	Above	Upper
Sunrise Village Olds	9	8.9	7.8	9.9	Above	Above	Upper
Points West Living Lloydminster	33	8.7	8.2	9.1	Above	Above	Up. Mid
Sunrise Village (Ponoka)	11	8.6	7.8	9.5	Above	Above	Up. Mid
Pines Lodge	8	8.6	7.9	9.4	Above	Above	Up. Mid

Central	Respondents (N)	Mean	95% CI		Below/above zone mean (N = 26 facilities)	Below/above provincial mean (N = 107 facilities)	Quartile
			Lower	Upper			
					8.6	8.4	
Bethany Meadows	21	8.6	7.9	9.2	Above	Above	Up. Mid
Points West Living Century Park	23	8.5	7.9	9.1	Below	Above	Up. Mid
Manor at Royal Oak	27	8.5	8.1	9.0	Below	Above	Up. Mid
Coronation Hospital and Care Centre	8	8.5	7.8	9.2	Below	Above	Up. Mid
Heritage House	18	8.2	7.6	8.8	Below	Below	Low. Mid.
Bethany Sylvan Lake	12	8.2	7.5	8.8	Below	Below	Low. Mid.
Sunset Manor	64	8.2	7.8	8.5	Below	Below	Low. Mid.
Good Samaritan Good Shepherd Lutheran Home	33	8.1	7.7	8.5	Below	Below	Low. Mid.
Points West Living Wainwright	30	7.8	6.9	8.7	Below	Below	Lower
Sunrise Village Camrose	50	7.6	7.1	8.1	Below	Below	Lower
Extendicare Michener Hill	40	7.3	6.7	7.8	Below	Below	Lower
Chateau Three Hills	8	7.3	5.8	8.7	Below	Below	Lower
Clearwater Centre	13	6.5	5.1	7.8	Below	Below	Lower
Edmonton	Respondents (N)	Mean	95% CI		Below/above zone mean (N = 35 facilities)	Below/above provincial mean (N = 107 facilities)	Quartile
			Lower	Upper			
					8.2	8.4	
West Country Hearth	10	9.7	9.4	10.0	Above	Above	Upper
Country Cottage Seniors Residence	8	9.4	8.9	9.9	Above	Above	Upper
Good Samaritan George Hennig Place	15	9.1	8.7	9.6	Above	Above	Upper
Place Beausejour	16	9.1	8.8	9.5	Above	Above	Upper
Emmanuel Home	8	9.1	8.1	10.0 [†]	Above	Above	Upper
LifeStyle Options Terra Rosa	17	8.8	8.3	9.4	Above	Above	Up. Mid
Shepherd's Care Greenfield	11	8.8	7.9	9.8	Above	Above	Up. Mid
Citadel Mews West	28	8.8	8.4	9.2	Above	Above	Up. Mid
Shepherd's Gardens	22	8.7	8.3	9.2	Above	Above	Up. Mid
Rosedale St. Albert	40	8.7	8.4	9.1	Above	Above	Up. Mid
Good Samaritan Spruce Grove Centre	14	8.6	7.9	9.3	Above	Above	Up. Mid
Rosedale Estates	17	8.6	8.2	9.0	Above	Above	Up. Mid
Glastonbury Village	22	8.5	7.8	9.1	Above	Above	Up. Mid
Good Samaritan Wedman House/Village	30	8.4	7.9	8.9	Above	Above	Up. Mid
Shepherd's Care Kensington	21	8.4	7.8	8.9	Above	Below	Low. Mid.
Devonshire Manor	24	8.4	7.9	8.8	Above	Below	Low. Mid.

Edmonton	Respondents (N)	Mean	95% CI		Below/above zone mean (N = 35 facilities)	Below/above provincial mean (N = 107 facilities)	Quartile
			Lower	Upper			
					8.2	8.4	
LifeStyle Options Riverbend	8	8.4	7.6	9.2	Above	Below	Low. Mid.
Aspen House	40	8.3	7.8	8.8	Above	Below	Low. Mid.
Wild Rose Cottage	12	8.3	7.3	9.2	Below	Below	Low. Mid.
Shepherd's Care Vanguard	36	8.2	7.8	8.6	Below	Below	Low. Mid.
LifeStyle Options Leduc	30	8.2	7.6	8.8	Below	Below	Low. Mid.
Grand Manor	11	8.2	7.4	9.0	Below	Below	Low. Mid.
CapitalCare Laurier House Lynnwood	55	8.1	7.8	8.4	Below	Below	Low. Mid.
Rosedale at Griesbach	41	8.1	7.7	8.5	Below	Below	Low. Mid.
CapitalCare Strathcona	49	8.1	7.7	8.5	Below	Below	Low. Mid.
Salvation Army Grace Manor	31	8.0	7.3	8.7	Below	Below	Low. Mid.
Garneau Hall	10	7.9	6.9	8.9	Below	Below	Lower
Saint Thomas Assisted Living Centre	30	7.9	7.2	8.5	Below	Below	Lower
Innovative Housing - Villa Marguerite	95	7.8	7.5	8.2	Below	Below	Lower
Tuoi Hac - Golden Age Manor	32	7.5	6.9	8.2	Below	Below	Lower
Summerwood Village Retirement Residence	46	7.5	7.0	8.0	Below	Below	Lower
Rutherford Heights Retirement Residence	40	7.0	6.4	7.6	Below	Below	Lower
Balwin Villa	30	6.9	6.1	7.6	Below	Below	Lower
Riverbend Retirement Residence	16	6.8	5.4	8.1	Below	Below	Lower
Churchill Retirement Community	19	6.7	6.1	7.4	Below	Below	Lower
North	Respondents (N)	Mean	95% CI		Below/above zone mean (N = 6 facilities)	Below/above provincial mean (N = 107 facilities)	Quartile
			Lower	Upper			
					7.7	8.4	
Vilna Villa	7	9.1	8.4	9.9	Above	Above	Upper
Heimstaed Lodge	38	8.3	7.7	8.8	Above	Below	Low. Mid.
Manoir du Lac	14	7.9	7.3	8.5	Above	Below	Lower
Points West Living Grande Prairie	39	7.4	6.8	8.0	Below	Below	Lower
Mountain View Centre	18	6.8	5.9	7.7	Below	Below	Lower
Grande Prairie Care Centre	26	6.8	5.9	7.7	Below	Below	Lower

South	Respondents (N)	Mean	95% CI		Below/above zone mean (N = 27 facilities)	Below/above provincial mean (N = 107 facilities)	Quartile
			Lower	Upper			
					8.4	8.4	
Clearview Lodge	9	9.9	9.7	10.0 [†]	Above	Above	Upper
Haven of Rest - South Country Village	11	9.5	8.8	10.0 [†]	Above	Above	Upper
Chinook Lodge	5	9.4	8.6	10.0 [†]	Above	Above	Upper
Orchard Manor	13	9.2	8.8	9.7	Above	Above	Upper
Pleasant View Lodge South	7	9.0	8.6	9.4	Above	Above	Upper
Leisure Way	6	9.0	8.3	9.7	Above	Above	Upper
MacLeod Pioneer Lodge	5	9.0	8.1	9.9	Above	Above	Upper
Good Samaritan Garden Vista	14	8.6	8.0	9.3	Above	Above	Up. Mid
Piyami Lodge	11	8.6	8.2	9.1	Above	Above	Up. Mid
Sunny South Lodge	18	8.6	8.0	9.1	Above	Above	Up. Mid
Good Samaritan Vista Village	35	8.5	8.0	9.1	Above	Above	Up. Mid
Cypress View Foundation	17	8.5	7.7	9.3	Above	Above	Up. Mid
Golden Acres Lodge	14	8.4	7.8	9.1	Below	Above	Up. Mid
York Creek Lodge	7	8.4	7.7	9.2	Below	Above	Up. Mid
Good Samaritan Prairie Ridge	15	8.3	7.7	8.8	Below	Below	Low. Mid.
Piyami Place	6	8.2	6.6	9.7	Below	Below	Low. Mid.
St. Therese Villa – St. Michaels Health Centre	90	8.1	7.8	8.4	Below	Below	Low. Mid.
The Wellington Retirement Residence	31	8.0	7.5	8.6	Below	Below	Low. Mid.
Good Samaritan West Highlands	57	8.0	7.6	8.4	Below	Below	Low. Mid.
Meadow Lands	4	8.0	7.2	8.8	Below	Below	Low. Mid.
Extendicare Fairmont Park	76	8.0	7.6	8.3	Below	Below	Lower
Good Samaritan Park Meadows Village	62	8.0	7.6	8.4	Below	Below	Lower
Good Samaritan Linden View	45	8.0	7.4	8.5	Below	Below	Lower
Legacy Lodge	60	7.9	7.5	8.2	Below	Below	Lower
Good Samaritan Lee Crest	33	7.7	7.1	8.4	Below	Below	Lower
Sunrise Gardens	36	7.5	7.0	8.0	Below	Below	Lower
Columbia Assisted Living	19	7.4	6.8	8.0	Below	Below	Lower

Note: Categorical decision rules based on the mean 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.

7.2 Staffing, Care of Belongings, and Environment Dimension of Care

The Staffing, Care of Belongings, and Environment Dimension of Care is comprised of the following questions (detailed zone results of individual question responses can be found in **Appendix F**):

- (Q10 and Q11) Can find a nurse or aide?
- (Q50) How often there are enough nurses or aides?
- (Q31) Resident's room looks and smells clean?
- (Q22) Resident looks and smells clean?
- (Q34) Public area looks and smells clean?
- (Q36) Resident's medical belongings lost?
- (Q37 and Q38) Resident's clothes lost?

Table 6 summarizes the Staffing, Care of Belongings, and Environment Dimension of Care for facilities that participated in the survey. Facilities are presented by mean scores on Staffing, Care of Belongings, and Environment and are grouped by zone to facilitate comparisons at the zone and provincial level. To better aid in the interpretation of the findings, the following features have been included in the table:

- **Below or above zone dimension summary mean:** Whether the facility's average Staffing, Care of Belongings, and Environment score is above or below the average facility score for the associated zone.
- **Below or above provincial dimension summary mean:** Whether the facility's average Staffing, Care of Belongings, and Environment score is above or below the average facility rating for the province.
- **Quartile:** Specifies the facility's quartile grouping relative to all facilities in the province based on the Staffing, Care of Belongings, and Environment Dimension of Care (see **Table 5** for a description of the categories).

Table 5: Guide for interpretation

Quartile details (107 facilities)	
Quartiles	Range
Upper (Highest 25% of scores)	84.3-100.0
Upper middle (50-75 th percentile)	79.1-84.3
Lower middle (25-50 th percentile)	72.7-79.1
Lower (Lowest 25% of scores)	0.0-72.7

Note: Categorical decision rules extend beyond the first decimal place.

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

- The facility yielded five or more respondents, **AND**
- The facility response margin of error was equal to or less than 10 per cent *and/or* the facility had a response rate of over 50 per cent among eligible respondents. For more details on the determination of facility sample reliability and for a list of facility response rates and sample margin of errors see **Appendix F**.

The table below includes *only* facilities which met the inclusion criteria (N = 107 facilities).

Table 6: Summary of facility means for Staffing, Care of Belongings, and Environment

Calgary	Respondents (N)	Mean	95% CI		Below/above zone mean (N = 13 facilities)	Below/above provincial mean (N = 107 facilities)	Quartile
			Lower	Upper			
					79.3	78.3	
Whitehorn Village	18	86.6	81.1	92.1	Above	Above	Upper
Aspen Ridge Lodge	19	84.6	80.2	89.0	Above	Above	Upper
Prince of Peace Manor	18	84.3	79.8	88.8	Above	Above	Up. Mid
Walden Supportive Living Community	50	84.1	81.1	87.1	Above	Above	Up. Mid
Millrise Place	18	82.6	78.1	87.2	Above	Above	Up. Mid
Silver Willow Lodge	26	82.3	77.3	87.3	Above	Above	Up. Mid
Carewest Colonel Belcher	19	79.1	73.9	84.2	Below	Above	Low. Mid.
Sagewood Supportive Living	33	77.8	72.9	82.6	Below	Below	Low. Mid.
Eau Claire Retirement Residence	40	75.0	70.7	79.2	Below	Below	Low. Mid.
McKenzie Towne Retirement Residence	17	74.5	67.2	81.9	Below	Below	Low. Mid.
Wentworth Manor/The Residence and The Court	23	74.3	68.9	79.6	Below	Below	Low. Mid.
Scenic Acres Retirement Residence	6	74.1	65.2	83.0	Below	Below	Low. Mid.
Monterey Place	55	72.0	68.7	75.2	Below	Below	Lower
Central	Respondents (N)	Mean	95% CI		Below/above zone mean (N = 26 facilities)	Below/above provincial mean (N = 107 facilities)	Quartile
			Lower	Upper			
					80.9	78.3	
Islay Assisted Living	10	94.9	91.8	98.1	Above	Above	Upper
Serenity House	6	93.7	88.6	98.9	Above	Above	Upper
Providence Place	5	90.8	82.1	99.5	Above	Above	Upper
Faith House	13	89.9	86.6	93.2	Above	Above	Upper
Hillview Lodge	19	88.2	84.5	92.0	Above	Above	Upper

Central	Respondents (N)	Mean	95% CI		Below/above zone mean (N = 26 facilities)	Below/above provincial mean (N = 107 facilities)	Quartile
			Lower	Upper			
					80.9	78.3	
Vermillion Valley Lodge	15	88.2	83.9	92.4	Above	Above	Upper
West Park Lodge	22	87.0	82.4	91.5	Above	Above	Upper
Eckville Manor House	5	86.2	76.4	96.1	Above	Above	Upper
Pines Lodge	8	84.4	78.2	90.6	Above	Above	Upper
Sunrise Village Wetaskiwin	7	84.1	75.5	92.6	Above	Above	Up. Mid
Sunrise Village (Ponoka)	11	84.1	77.0	91.1	Above	Above	Up. Mid
Coronation Hospital and Care Centre	8	82.4	79.1	85.7	Above	Above	Up. Mid
Points West Living Lloydminster	33	81.2	77.4	85.0	Above	Above	Up. Mid
Sunrise Village Olds	9	80.3	71.4	89.3	Below	Above	Up. Mid
Heritage House	18	79.8	74.7	85.0	Below	Above	Up. Mid
Sunset Manor	65	78.9	75.5	82.4	Below	Above	Low. Mid.
Bethany Meadows	21	78.9	73.1	84.7	Below	Above	Low. Mid.
Points West Living Century Park	24	77.8	72.2	83.3	Below	Below	Low. Mid.
Manor at Royal Oak	27	76.3	70.8	81.7	Below	Below	Low. Mid.
Bethany Sylvan Lake	12	76.1	71.7	80.6	Below	Below	Low. Mid.
Points West Living Wainwright	33	73.5	67.0	79.9	Below	Below	Low. Mid.
Extendicare Michener Hill	40	72.5	67.7	77.3	Below	Below	Lower
Chateau Three Hills	8	72.4	62.5	82.2	Below	Below	Lower
Good Samaritan Good Shepherd Lutheran Home	34	70.7	66.7	74.6	Below	Below	Lower
Sunrise Village Camrose	52	69.3	64.7	73.9	Below	Below	Lower
Clearwater Centre	13	62.3	50.3	74.4	Below	Below	Lower
Edmonton	Respondents (N)	Mean	95% CI		Below/above zone mean (N = 35 facilities)	Below/above provincial mean (N = 107 facilities)	Quartile
			Lower	Upper			
					78.3	78.3	
Good Samaritan Spruce Grove Centre	14	93.0	89.3	96.8	Above	Above	Upper
Country Cottage Seniors Residence	8	89.8	79.4	100.0 [†]	Above	Above	Upper
Emmanuel Home	8	87.6	79.6	95.7	Above	Above	Upper
Place Beausejour	16	87.5	83.6	91.4	Above	Above	Upper
Good Samaritan George Hennig Place	15	86.9	82.2	91.6	Above	Above	Upper
Citadel Mews West	29	85.9	81.6	90.1	Above	Above	Upper
Rosedale St. Albert	40	85.7	82.4	88.9	Above	Above	Upper
West Country Hearth	10	85.3	78.5	92.2	Above	Above	Upper
Glastonbury Village	23	85.3	79.8	90.9	Above	Above	Upper

Edmonton	Respondents (N)	Mean	95% CI		Below/above zone mean (N = 35 facilities)	Below/above provincial mean (N = 107 facilities)	Quartile
			Lower	Upper			
					78.3	78.3	
LifeStyle Options Terra Losa	18	84.3	78.7	89.9	Above	Above	Up. Mid
Devonshire Manor	24	83.1	78.9	87.4	Above	Above	Up. Mid
Shepherd's Care Greenfield	11	82.8	74.0	91.7	Above	Above	Up. Mid
Rosedale Estates	17	80.8	75.3	86.4	Above	Above	Up. Mid
Good Samaritan Wedman House/Village	30	80.8	76.0	85.6	Above	Above	Up. Mid
LifeStyle Options Riverbend	8	80.8	73.6	88.0	Above	Above	Up. Mid
Shepherd's Gardens	23	79.4	74.5	84.3	Above	Above	Up. Mid
LifeStyle Options Leduc	31	79.3	74.6	84.0	Above	Above	Up. Mid
Shepherd's Care Kensington	22	79.1	74.6	83.6	Above	Above	Up. Mid
Rosedale at Griesbach	42	78.7	74.5	82.9	Above	Above	Low. Mid.
Saint Thomas Assisted Living Centre	31	77.5	72.9	82.2	Below	Below	Low. Mid.
Garneau Hall	11	76.6	67.7	85.5	Below	Below	Low. Mid.
Shepherd's Care Vanguard	37	76.5	72.0	81.0	Below	Below	Low. Mid.
Aspen House	41	76.0	71.4	80.5	Below	Below	Low. Mid.
Tuoi Hac - Golden Age Manor	32	75.5	69.2	81.7	Below	Below	Low. Mid.
Wild Rose Cottage	13	74.6	65.6	83.5	Below	Below	Low. Mid.
Grand Manor	11	74.5	64.2	84.8	Below	Below	Low. Mid.
Salvation Army Grace Manor	31	74.3	67.1	81.4	Below	Below	Low. Mid.
CapitalCare Laurier House Lynnwood	56	73.4	69.5	77.4	Below	Below	Low. Mid.
Innovative Housing - Villa Marguerite	98	72.7	69.9	75.5	Below	Below	Lower
CapitalCare Strathcona	50	69.4	65.7	73.0	Below	Below	Lower
Riverbend Retirement Residence	16	68.6	60.8	76.3	Below	Below	Lower
Balwin Villa	30	67.2	61.6	72.8	Below	Below	Lower
Summerwood Village Retirement Residence	46	63.7	58.6	68.9	Below	Below	Lower
Rutherford Heights Retirement Residence	40	61.2	55.5	67.0	Below	Below	Lower
Churchill Retirement Community	19	61.2	54.3	68.0	Below	Below	Lower
North	Respondents (N)	Mean	95% CI		Below/above zone mean (N = 6 facilities)	Below/above provincial mean (N = 107 facilities)	Quartile
			Lower	Upper			
					68.2	78.3	
Vilna Villa	7	86.3	79.1	93.4	Above	Above	Upper
Heimstaed Lodge	39	71.4	66.1	76.7	Above	Below	Lower
Points West Living Grande Prairie	40	65.7	60.1	71.3	Below	Below	Lower

North	Respondents (N)	Mean	95% CI		Below/above zone mean (N = 6 facilities)	Below/above provincial mean (N = 107 facilities)	Quartile
			Lower	Upper			
					68.2	78.3	
Manoir du Lac	15	65.1	58.4	71.9	Below	Below	Lower
Grande Prairie Care Centre	26	62.7	55.7	69.7	Below	Below	Lower
Mountain View Centre	20	58.1	50.6	65.6	Below	Below	Lower
South	Respondents (N)	Mean	95% CI		Below/above zone mean (N = 27 facilities)	Below/above provincial mean (N = 107 facilities)	Quartile
			Lower	Upper			
					77.6	78.3	
Clearview Lodge	9	95.7	93.3	98.1	Above	Above	Upper
Orchard Manor	13	91.0	86.3	95.7	Above	Above	Upper
Pleasant View Lodge South	7	90.3	82.8	97.9	Above	Above	Upper
Haven of Rest - South Country Village	11	86.0	78.3	93.7	Above	Above	Upper
Chinook Lodge	5	85.0	77.7	92.3	Above	Above	Upper
Piyami Lodge	11	82.9	78.1	87.6	Above	Above	Up. Mid
Sunny South Lodge	18	82.3	75.9	88.7	Above	Above	Up. Mid
Golden Acres Lodge	14	80.3	71.7	88.8	Above	Above	Up. Mid
MacLeod Pioneer Lodge	5	80.2	75.9	84.5	Above	Above	Up. Mid
Cypress View Foundation	17	80.1	74.3	86.0	Above	Above	Up. Mid
Good Samaritan Garden Vista	14	79.6	73.3	85.9	Above	Above	Up. Mid
Good Samaritan Vista Village	35	79.6	75.0	84.1	Above	Above	Up. Mid
Leisure Way	7	79.6	67.9	91.3	Above	Above	Up. Mid
York Creek Lodge	7	77.7	68.4	87.0	Above	Below	Low. Mid.
Meadow Lands	4	77.2	66.5	88.0	Below	Below	Low. Mid.
Good Samaritan Park Meadows Village	62	73.7	69.9	77.5	Below	Below	Low. Mid.
Good Samaritan Prairie Ridge	15	73.6	66.1	81.1	Below	Below	Low. Mid.
The Wellington Retirement Residence	31	73.5	67.3	79.6	Below	Below	Low. Mid.
Piyami Place	6	72.0	62.1	81.8	Below	Below	Lower
Good Samaritan West Highlands	58	71.6	67.8	75.3	Below	Below	Lower
Extendicare Fairmont Park	77	71.0	67.8	74.2	Below	Below	Lower
St. Therese Villa - St. Michaels Health Centre	91	70.5	67.2	73.8	Below	Below	Lower
Good Samaritan Linden View	46	70.4	65.5	75.3	Below	Below	Lower
Legacy Lodge	61	69.5	65.7	73.3	Below	Below	Lower
Good Samaritan Lee Crest	37	67.5	62.0	73.0	Below	Below	Lower
Columbia Assisted Living	19	67.2	61.0	73.3	Below	Below	Lower
Sunrise Gardens	36	67.0	62.4	71.6	Below	Below	Lower

Note: Categorical decision rules based on the mean extend beyond the first decimal place.

7.3 Kindness and Respect Dimension of Care

The Kindness and Respect Dimension of Care is comprised of the following questions (detailed zone results of individual question responses can be found in **Appendix F**):

- (Q12) Nurses and aides treat resident with courtesy and respect?
- (Q13) Nurses and aides treat resident with kindness?
- (Q14) Nurses and aides really care about resident?
- (Q15; reverse scoring) Nurses and aides were rude to residents?
- (Q23 and Q24) Nurses and aides were appropriate with difficult residents?

Table 8 summarizes the Kindness and Respect Dimension of Care for facilities that participated in the survey. Facilities are presented by mean scores on Kindness and Respect and are grouped by zone to facilitate comparisons at the zone and provincial level. To better aid in the interpretation of the findings, the following features have been included in the table:

- **Below or above zone dimension summary mean:** Whether the facility's average Kindness and Respect score is above or below the average facility score for the associated zone.
- **Below or above provincial dimension summary mean:** Whether the facility's average Kindness and Respect score is above or below the average facility rating for the province.
- **Quartile:** Specifies the facility's quartile grouping relative to all facilities in the province based on the Kindness and Respect Dimension of Care (see **Table 7** for a description of the categories).

Table 7: Guide for interpretation

Quartile details (107 facilities)	
Quartiles	Range
Upper (Highest 25% of scores)	89.9-100.0
Upper middle (50-75 th percentile)	86.2-89.9
Lower middle (25-50 th percentile)	81.7-86.2
Lower (Lowest 25% of scores)	0.0-81.7

Note: Categorical decision rules extend beyond the first decimal place.

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

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

determination of facility sample reliability and for a list of facility response rates and sample margin of errors see **Appendix F**.

The table below includes *only* facilities which met the inclusion criteria (N = 107 facilities).

Table 8: Summary of facility means for Kindness and Respect

Calgary	Respondents (N)	Mean	95% CI		Below/above zone mean (N = 13 facilities)	Below/above provincial mean (N = 107 facilities)	Quartile
			Lower	Upper			
					87.0	85.8	
Whitehorn Village	18	93.1	87.7	98.4	Above	Above	Upper
Millrise Place	18	92.3	86.4	98.3	Above	Above	Upper
Prince of Peace Manor	18	91.0	85.8	96.3	Above	Above	Upper
Aspen Ridge Lodge	19	90.9	85.0	96.7	Above	Above	Upper
Sagewood Supportive Living	33	89.4	84.3	94.6	Above	Above	Up. Mid
McKenzie Towne Retirement Residence	17	88.7	83.7	93.7	Above	Above	Up. Mid
Silver Willow Lodge	26	87.3	83.2	91.4	Above	Above	Up. Mid
Walden Supportive Living Community	50	85.9	82.4	89.5	Below	Above	Low. Mid.
Carewest Colonel Belcher	19	84.7	76.6	92.8	Below	Below	Low. Mid.
Eau Claire Retirement Residence	40	84.5	79.8	89.2	Below	Below	Low. Mid.
Wentworth Manor/The Residence and The Court	23	81.5	76.1	87.0	Below	Below	Lower
Monterey Place	54	81.4	77.6	85.3	Below	Below	Lower
Scenic Acres Retirement Residence	6	80.3	64.6	95.9	Below	Below	Lower
Central	Respondents (N)	Mean	95% CI		Below/above zone mean (N = 26 facilities)	Below/above provincial mean (N = 107 facilities)	Quartile
			Lower	Upper			
					87.1	85.8	
Faith House	13	96.7	93.9	99.6	Above	Above	Upper
Sunrise Village Wetaskiwin	7	94.2	89.3	99.0	Above	Above	Upper
Chateau Three Hills	8	93.6	86.8	100.0 [†]	Above	Above	Upper
Manor at Royal Oak	27	93.5	89.7	97.3	Above	Above	Upper
West Park Lodge	21	93.3	88.3	98.4	Above	Above	Upper
Pines Lodge	8	91.8	86.4	97.2	Above	Above	Upper
Vermillion Valley Lodge	15	91.2	85.2	97.3	Above	Above	Upper
Sunset Manor	65	89.9	87.0	92.8	Above	Above	Up. Mid
Points West Living Lloydminster	33	89.7	84.6	94.8	Above	Above	Up. Mid
Good Samaritan Good Shepherd Lutheran Home	33	89.2	84.4	94.1	Above	Above	Up. Mid

Central	Respondents (N)	Mean	95% CI		Below/above zone mean (N = 26 facilities)	Below/above provincial mean (N = 107 facilities)	Quartile
			Lower	Upper			
					87.1	85.8	
Islay Assisted Living	10	89.0	87.4	90.6	Above	Above	Up. Mid
Sunrise Village Olds	9	88.9	87.1	90.7	Above	Above	Up. Mid
Coronation Hospital and Care Centre	8	88.8	86.7	90.8	Above	Above	Up. Mid
Serenity House	6	88.3	85.4	91.3	Above	Above	Up. Mid
Heritage House	18	86.5	80.8	92.3	Below	Above	Up. Mid
Points West Living Century Park	24	86.5	80.3	92.7	Below	Above	Up. Mid
Points West Living Wainwright	33	86.2	79.9	92.6	Below	Above	Low. Mid.
Sunrise Village (Ponoka)	11	86.0	82.5	89.5	Below	Above	Low. Mid.
Providence Place	5	84.7	74.7	94.7	Below	Below	Low. Mid.
Hillview Lodge	19	84.2	80.7	87.7	Below	Below	Low. Mid.
Sunrise Village Camrose	52	83.2	79.1	87.3	Below	Below	Low. Mid.
Clearwater Centre	13	80.9	67.8	93.9	Below	Below	Lower
Eckville Manor House	5	79.8	63.9	95.7	Below	Below	Lower
Extencicare Michener Hill	40	77.5	71.7	83.3	Below	Below	Lower
Bethany Meadows	21	76.0	67.5	84.5	Below	Below	Lower
Bethany Sylvan Lake	12	73.7	62.1	85.4	Below	Below	Lower
Edmonton	Respondents (N)	Mean	95% CI		Below/above zone mean (N = 35 facilities)	Below/above provincial mean (N = 107 facilities)	Quartile
			Lower	Upper			
					86.3	85.8	
West Country Hearth	10	96.1	88.5	100.0 [†]	Above	Above	Upper
Shepherd's Care Greenfield	11	96.1	90.9	100.0 [†]	Above	Above	Upper
Place Beausejour	16	95.7	92.0	99.5	Above	Above	Upper
Shepherd's Gardens	23	94.4	89.8	99.1	Above	Above	Upper
Good Samaritan George Hennig Place	15	92.9	87.4	98.4	Above	Above	Upper
LifeStyle Options Terra Losa	18	92.1	85.8	98.4	Above	Above	Upper
Citadel Mews West	29	91.6	88.2	95.0	Above	Above	Upper
Shepherd's Care Kensington	22	91.1	86.6	95.7	Above	Above	Upper
Rosedale St. Albert	40	89.8	85.4	94.2	Above	Above	Up. Mid
Garneau Hall	11	89.6	82.5	96.7	Above	Above	Up. Mid
Glastonbury Village	23	89.5	82.1	96.9	Above	Above	Up. Mid
LifeStyle Options Leduc	31	89.4	83.8	94.9	Above	Above	Up. Mid
Devonshire Manor	24	88.9	83.9	94.0	Above	Above	Up. Mid
Good Samaritan Wedman House/Village	30	88.6	83.2	94.0	Above	Above	Up. Mid

Edmonton	Respondents (N)	Mean	95% CI		Below/above zone mean (N = 35 facilities)	Below/above provincial mean (N = 107 facilities)	Quartile
			Lower	Upper			
					86.3	85.8	
Rosedale at Griesbach	42	87.5	83.3	91.7	Above	Above	Up. Mid
Shepherd's Care Vanguard	36	87.4	82.1	92.6	Above	Above	Up. Mid
Grand Manor	11	86.9	78.4	95.4	Above	Above	Up. Mid
Emmanuel Home	8	86.7	83.8	89.7	Above	Above	Up. Mid
CapitalCare Strathcona	50	86.4	82.0	90.9	Above	Above	Up. Mid
Good Samaritan Spruce Grove Centre	14	86.2	82.5	90.0	Below	Above	Up. Mid
Aspen House	41	85.8	80.6	91.1	Below	Below	Low. Mid.
Riverbend Retirement Residence	15	85.3	76.0	94.6	Below	Below	Low. Mid.
Country Cottage Seniors Residence	8	85.0	75.4	94.5	Below	Below	Low. Mid.
Rosedale Estates	17	84.8	77.8	91.7	Below	Below	Low. Mid.
Summerwood Village Retirement Residence	46	84.5	79.3	89.7	Below	Below	Low. Mid.
Salvation Army Grace Manor	31	83.5	75.4	91.6	Below	Below	Low. Mid.
Innovative Housing - Villa Marguerite	96	83.5	80.1	86.9	Below	Below	Low. Mid.
Saint Thomas Assisted Living Centre	31	82.6	75.5	89.8	Below	Below	Low. Mid.
Wild Rose Cottage	13	81.7	73.4	90.0	Below	Below	Lower
CapitalCare Laurier House Lynnwood	56	78.7	75.0	82.5	Below	Below	Lower
LifeStyle Options Riverbend	8	77.8	68.1	87.4	Below	Below	Lower
Rutherford Heights Retirement Residence	40	75.7	69.2	82.2	Below	Below	Lower
Balwin Villa	29	75.3	67.5	83.1	Below	Below	Lower
Tuoi Hac - Golden Age Manor	32	75.2	68.2	82.3	Below	Below	Lower
Churchill Retirement Community	19	72.4	64.3	80.5	Below	Below	Lower
North	Respondents (N)	Mean	95% CI		Below/above zone mean (N = 6 facilities)	Below/above provincial mean (N = 107 facilities)	Quartile
			Lower	Upper			
					81.6	85.8	
Vilna Villa	7	96.9	92.8	100.0 [†]	Above	Above	Upper
Heimstaed Lodge	38	81.3	74.7	87.8	Below	Below	Lower
Mountain View Centre	20	80.3	72.4	88.1	Below	Below	Lower
Manoir du Lac	15	78.1	70.4	85.7	Below	Below	Lower
Points West Living Grande Prairie	40	77.6	71.9	83.4	Below	Below	Lower
Grande Prairie Care Centre	26	75.2	68.1	82.2	Below	Below	Lower

South	Respondents (N)	Mean	95% CI		Below/above zone mean (N = 27 facilities)	Below/above provincial mean (N = 107 facilities)	Quartile
			Lower	Upper			
					84.5	85.8	
Clearview Lodge	9	100.0	100.0	100.0	Above	Above	Upper
Orchard Manor	13	97.5	94.6	100.0 [†]	Above	Above	Upper
MacLeod Pioneer Lodge	5	94.9	88.1	100.0 [†]	Above	Above	Upper
Good Samaritan Prairie Ridge	15	92.6	88.4	96.9	Above	Above	Upper
Leisure Way	7	91.5	84.2	98.7	Above	Above	Upper
Sunny South Lodge	18	90.6	85.0	96.2	Above	Above	Upper
Golden Acres Lodge	14	89.2	83.2	95.2	Above	Above	Up. Mid.
Good Samaritan Vista Village	35	87.6	81.1	94.2	Above	Above	Up. Mid.
Chinook Lodge	5	86.4	79.6	93.1	Above	Above	Up. Mid.
Legacy Lodge	61	85.4	81.8	89.1	Above	Below	Low. Mid.
Good Samaritan Linden View	46	85.4	80.5	90.3	Above	Below	Low. Mid.
Good Samaritan West Highlands	58	85.2	80.9	89.5	Above	Below	Low. Mid.
St. Therese Villa - St. Michaels Health Centre	90	85.1	81.6	88.5	Above	Below	Low. Mid.
Good Samaritan Park Meadows Village	62	84.1	79.7	88.6	Below	Below	Low. Mid.
The Wellington Retirement Residence	31	84.0	77.4	90.7	Below	Below	Low. Mid.
Pleasant View Lodge South	7	83.6	76.6	90.6	Below	Below	Low. Mid.
Haven of Rest - South Country Village	11	83.2	77.4	89.0	Below	Below	Low. Mid.
Extendicare Fairmont Park	77	83.2	79.6	86.8	Below	Below	Low. Mid.
Good Samaritan Garden Vista	14	82.7	73.8	91.6	Below	Below	Low. Mid.
Cypress View Foundation	17	82.2	71.2	93.2	Below	Below	Low. Mid.
York Creek Lodge	7	81.2	73.9	88.6	Below	Below	Lower
Sunrise Gardens	36	80.1	74.2	86.0	Below	Below	Lower
Piyami Place	6	79.6	61.1	98.1	Below	Below	Lower
Columbia Assisted Living	19	78.6	72.3	84.9	Below	Below	Lower
Good Samaritan Lee Crest	37	76.6	70.3	82.9	Below	Below	Lower
Piyami Lodge	11	71.6	62.6	80.6	Below	Below	Lower
Meadow Lands	4	60.3	38.4	82.2	Below	Below	Lower

Note: Categorical decision rules based on the mean extend beyond the first decimal place.

7.4 Food Rating Scale¹³

The Food rating is comprised of the following question: *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?*

Table 10 summarizes the Food Rating Scale for each facility that participated in the survey. Facilities are presented by mean scores on the Food Rating Scale and are grouped by zone to facilitate comparisons at the zone and provincial level. To better aid in the interpretation of the findings, the following features have been included in the table:

- **Below or above zone dimension summary mean:** Whether the facility's average Food Rating Scale score is above or below the average facility score for the associated zone.
- **Below or above provincial dimension summary mean:** Whether the facility's average Food Rating Scale score is above or below the average facility rating of the province.
- **Quartile:** Specifies the facility's quartile grouping relative to all facilities in the province, on the Food Rating Scale (see **Table 9** for a brief description of the categories).

Table 9: Guide for interpretation

Quartile details (107 facilities)	
Quartiles	Range
Upper (Highest 25% of scores)	7.8-10.0
Upper middle (50-75 th percentile)	7.2-7.8
Lower middle (25-50 th percentile)	6.7-7.2
Lower (Lowest 25% of scores)	0.0-6.7

Note: Categorical decision rules extend beyond the first decimal place.

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

- The facility yielded five or more respondents, **AND**
- The facility response margin of error was equal to or less than 10 per cent *and/or* the facility had a response rate of over 50 per cent among eligible respondents. For more details on the determination of facility sample reliability and a list of facility response rates and sample margin of errors see **Appendix F**.

¹³ It is important to note that residents at supportive living facilities are not limited to the meals served on site. Some rooms are equipped with stoves and/or microwaves to help residents prepare their own meals. Therefore, the relevance of some questions may differ by facility. The questions in this Dimension were asked without capturing whether these aspects were applicable.

The table below includes *only* facilities which met the inclusion criteria (N = 107 facilities).

Table 10: Summary of facility means for Food Rating Scale

Calgary	Respondents (N)	Mean	95% CI		Below/above zone mean (N = 13 facilities)	Below/above provincial mean (N = 107 facilities)	Quartile
			Lower	Upper			
					7.2	7.2	
Millrise Place	17	8.5	8.0	9.1	Above	Above	Upper
Silver Willow Lodge	25	7.8	7.2	8.3	Above	Above	Up. Mid
Prince of Peace Manor	16	7.8	7.1	8.4	Above	Above	Up. Mid
Aspen Ridge Lodge	18	7.7	7.2	8.1	Above	Above	Up. Mid
Eau Claire Retirement Residence	38	7.5	7.0	8.0	Above	Above	Up. Mid
Carewest Colonel Belcher	19	7.4	6.6	8.2	Above	Above	Up. Mid
Sagewood Supportive Living	31	7.4	6.7	8.1	Above	Above	Up. Mid
McKenzie Towne Retirement Residence	16	7.3	6.4	8.2	Above	Above	Up. Mid
Walden Supportive Living Community	49	6.9	6.2	7.6	Below	Below	Low. Mid.
Scenic Acres Retirement Residence	6	6.8	5.6	8.1	Below	Below	Low. Mid.
Wentworth Manor/The Residence and The Court	21	6.5	5.5	7.5	Below	Below	Lower
Whitehorn Village	17	6.4	5.2	7.6	Below	Below	Lower
Monterey Place	53	6.2	5.7	6.7	Below	Below	Lower
Central	Respondents (N)	Mean	95% CI		Below/above zone mean (N = 26 facilities)	Below/above provincial mean (N = 107 facilities)	Quartile
			Lower	Upper			
					7.4	7.2	
Serenity House	6	9.3	8.5	10.0 [†]	Above	Above	Upper
Providence Place	5	9.2	8.2	10.0 [†]	Above	Above	Upper
Islay Assisted Living	10	8.7	7.3	10.0 [†]	Above	Above	Upper
Vermillion Valley Lodge	14	8.1	7.4	8.9	Above	Above	Upper
Sunrise Village Olds	9	8.1	6.3	10.0	Above	Above	Upper
West Park Lodge	21	8.1	7.6	8.6	Above	Above	Upper
Faith House	12	7.9	6.9	8.9	Above	Above	Upper
Points West Living Lloydminster	30	7.9	7.3	8.5	Above	Above	Upper
Hillview Lodge	18	7.9	7.2	8.6	Above	Above	Upper
Sunrise Village Wetaskiwin	7	7.9	6.9	8.9	Above	Above	Upper
Chateau Three Hills	7	7.9	7.1	8.6	Above	Above	Upper
Eckville Manor House	5	7.8	6.1	9.5	Above	Above	Up. Mid
Sunrise Village Camrose	48	7.6	7.2	8.1	Above	Above	Up. Mid

Central	Respondents (N)	Mean	95% CI		Below/above zone mean (N = 26 facilities)	Below/above provincial mean (N = 107 facilities)	Quartile
			Lower	Upper			
					7.4	7.2	
Pines Lodge	8	7.4	6.9	7.9	Below	Above	Up. Mid
Sunrise Village (Ponoka)	11	7.2	6.4	8.0	Below	Below	Up. Mid
Manor at Royal Oak	26	7.2	6.2	8.1	Below	Below	Low. Mid.
Good Samaritan Good Shepherd Lutheran Home	33	7.1	6.6	7.5	Below	Below	Low. Mid.
Points West Living Century Park	22	7.0	6.1	7.8	Below	Below	Low. Mid.
Sunset Manor	63	6.8	6.4	7.3	Below	Below	Low. Mid.
Points West Living Wainwright	29	6.7	5.6	7.7	Below	Below	Lower
Clearwater Centre	12	6.6	5.5	7.7	Below	Below	Lower
Bethany Sylvan Lake	12	6.4	5.4	7.4	Below	Below	Lower
Heritage House	17	6.4	5.2	7.5	Below	Below	Lower
Bethany Meadows	21	6.2	5.3	7.1	Below	Below	Lower
Coronation Hospital and Care Centre	8	5.9	4.5	7.2	Below	Below	Lower
Extendicare Michener Hill	38	5.7	5.0	6.3	Below	Below	Lower
Edmonton	Respondents (N)	Mean	95% CI		Below/above zone mean (N = 35 facilities)	Below/above provincial mean (N = 107 facilities)	Quartile
			Lower	Upper			
					7.2	7.2	
Country Cottage Seniors Residence	8	8.6	7.6	9.7	Above	Above	Upper
Emmanuel Home	8	8.6	7.7	9.5	Above	Above	Upper
Shepherd's Care Greenfield	11	8.3	7.2	9.4	Above	Above	Upper
LifeStyle Options Terra Rosa	16	8.3	7.7	8.8	Above	Above	Upper
Good Samaritan Spruce Grove Centre	14	8.2	7.4	9.0	Above	Above	Upper
Place Beausejour	16	8.1	7.7	8.6	Above	Above	Upper
Good Samaritan George Hennig Place	14	8.1	7.1	9.0	Above	Above	Upper
Glastonbury Village	21	7.8	7.2	8.5	Above	Above	Upper
LifeStyle Options Riverbend	8	7.8	6.8	8.7	Above	Above	Up. Mid
West Country Hearth	10	7.6	6.7	8.5	Above	Above	Up. Mid
LifeStyle Options Leduc	27	7.5	7.0	8.1	Above	Above	Up. Mid
Summerwood Village Retirement Residence	45	7.5	7.0	8.0	Above	Above	Up. Mid
Citadel Mews West	28	7.5	7.0	8.0	Above	Above	Up. Mid
Rosedale St. Albert	38	7.5	6.9	8.1	Above	Above	Up. Mid
Rosedale Estates	17	7.4	6.6	8.1	Above	Above	Up. Mid

Edmonton	Respondents (N)	Mean	95% CI		Below/above zone mean (N = 35 facilities)	Below/above provincial mean (N = 107 facilities)	Quartile
			Lower	Upper			
					7.2	7.2	
Shepherd's Care Vanguard	33	7.2	6.6	7.9	Above	Below	Up. Mid
Good Samaritan Wedman House/Village	29	7.2	6.4	7.9	Below	Below	Low. Mid.
Wild Rose Cottage	13	7.2	6.6	7.7	Below	Below	Low. Mid.
Grand Manor	10	7.1	5.6	8.6	Below	Below	Low. Mid.
Churchill Retirement Community	18	7.1	6.3	7.8	Below	Below	Low. Mid.
Rosedale at Griesbach	41	7.0	6.4	7.7	Below	Below	Low. Mid.
Aspen House	40	7.0	6.3	7.6	Below	Below	Low. Mid.
Garneau Hall	10	6.9	5.9	7.9	Below	Below	Low. Mid.
Innovative Housing - Villa Marguerite	82	6.9	6.4	7.3	Below	Below	Low. Mid.
CapitalCare Strathcona	49	6.7	6.2	7.1	Below	Below	Lower
Shepherd's Gardens	22	6.6	5.9	7.3	Below	Below	Lower
Shepherd's Care Kensington	21	6.6	5.8	7.3	Below	Below	Lower
Salvation Army Grace Manor	29	6.5	5.6	7.4	Below	Below	Lower
Balwin Villa	27	6.4	5.5	7.3	Below	Below	Lower
Saint Thomas Assisted Living Centre	30	6.4	5.7	7.1	Below	Below	Lower
Rutherford Heights Retirement Residence	39	6.4	5.7	7.1	Below	Below	Lower
Tuoi Hac - Golden Age Manor	31	6.2	5.3	7.1	Below	Below	Lower
Devonshire Manor	24	6.1	5.2	7.0	Below	Below	Lower
CapitalCare Laurier House Lynnwood	56	6.0	5.4	6.6	Below	Below	Lower
Riverbend Retirement Residence	14	5.9	4.7	7.2	Below	Below	Lower
North	Respondents (N)	Mean	95% CI		Below/above zone mean (N = 6 facilities)	Below/above provincial mean (N = 107 facilities)	Quartile
			Lower	Upper			
					6.8	7.2	
Vilna Villa	7	8.7	7.7	9.7	Above	Above	Upper
Heimstaed Lodge	37	7.6	7.1	8.2	Above	Above	Up. Mid
Points West Living Grande Prairie	38	6.9	6.3	7.5	Above	Below	Low. Mid.
Grande Prairie Care Centre	26	6.7	6.1	7.4	Below	Below	Low. Mid.
Manoir du Lac	15	5.8	4.6	7.0	Below	Below	Lower
Mountain View Centre	19	5.3	4.2	6.4	Below	Below	Lower

South	Respondents (N)	Mean	95% CI		Below/above zone mean (N = 27 facilities)	Below/above provincial mean (N = 107 facilities)	Quartile
			Lower	Upper			
					7.2	7.2	
Clearview Lodge	9	9.7	9.2	10.0 [†]	Above	Above	Upper
Pleasant View Lodge South	6	8.5	7.5	9.5	Above	Above	Upper
Cypress View Foundation	17	7.9	7.3	8.6	Above	Above	Upper
The Wellington Retirement Residence	31	7.9	7.3	8.5	Above	Above	Upper
Leisure Way	6	7.8	6.7	9.0	Above	Above	Upper
Meadow Lands	4	7.8	7.3	8.2	Above	Above	Up. Mid
Sunny South Lodge	18	7.6	6.8	8.4	Above	Above	Up. Mid
MacLeod Pioneer Lodge	5	7.6	6.0	9.2	Above	Above	Up. Mid
Piyami Place	6	7.5	5.9	9.1	Above	Above	Up. Mid
Legacy Lodge	60	7.4	7.0	7.9	Above	Above	Up. Mid
Golden Acres Lodge	14	7.3	6.4	8.1	Above	Above	Up. Mid
Piyami Lodge	11	7.3	6.0	8.5	Above	Above	Up. Mid
Good Samaritan Vista Village	34	7.1	6.5	7.6	Below	Below	Low. Mid.
St. Therese Villa - St. Michaels Health Centre	87	7.1	6.6	7.5	Below	Below	Low. Mid.
Good Samaritan Garden Vista	13	7.1	6.0	8.2	Below	Below	Low. Mid.
Good Samaritan Park Meadows Village	59	7.0	6.6	7.5	Below	Below	Low. Mid.
Haven of Rest - South Country Village	11	7.0	5.9	8.1	Below	Below	Low. Mid.
Chinook Lodge	5	7.0	5.5	8.5	Below	Below	Low. Mid.
Good Samaritan Prairie Ridge	14	6.9	5.9	7.9	Below	Below	Low. Mid.
Extendicare Fairmont Park	74	6.8	6.3	7.2	Below	Below	Low. Mid.
Columbia Assisted Living	19	6.7	5.9	7.6	Below	Below	Low. Mid.
York Creek Lodge	7	6.7	5.1	8.4	Below	Below	Low. Mid.
Good Samaritan Linden View	44	6.7	5.9	7.5	Below	Below	Low. Mid.
Orchard Manor	13	6.7	5.6	7.8	Below	Below	Low. Mid.
Good Samaritan West Highlands	53	6.4	5.6	7.1	Below	Below	Lower
Sunrise Gardens	34	6.1	5.4	6.8	Below	Below	Lower
Good Samaritan Lee Crest	34	5.9	5.0	6.7	Below	Below	Lower

Note: Categorical decision rules based on the mean extend beyond the first decimal place. In the event of a tie, facilities are presented by their Global Overall Care ratings from highest to lowest.

7.5 Providing Information and Encouraging Family Involvement Dimension of Care

The Providing Information and Encouraging Family Involvement Dimension of Care is comprised of the following questions (detailed zone results of individual question responses can be found in **Appendix F**):

- (Q26 and Q27) Nurses and aides gives family member information about resident?
- (Q28) Nurses and aides explain things in an understandable way?
- (Q29) Nurses and aides discourage respondent questions?
- (Q42) Respondent stops self from complaining?
- (Q44 and Q45) Respondent involved in decisions about care?
- (Q58 and Q59) Respondent given info about payments and expenses as soon as they wanted?

Table 12 summarizes the Providing Information and Encouraging Family Involvement Dimension of Care for facilities that participated in the survey. Facilities are presented by mean scores on Providing Information and Encouraging Family Involvement and are grouped by zone to facilitate comparisons at the zone and provincial level. To better aid in the interpretation of the findings, the following features have been included in the table:

- **Below or above zone dimension summary mean:** Whether the facility's average Providing Information and Encouraging Family Involvement score is above or below the average facility score for the associated zone.
- **Below or above provincial dimension summary mean:** Whether the facility's average Providing Information and Encouraging Family Involvement score is above or below the average facility rating for the province.
- **Quartile:** Specifies the facility's quartile grouping relative to all facilities in the province based on the Providing Information and Encouraging Family Involvement Dimension of Care (see **Table 11** for a description of the categories).

Table 11: Guide for interpretation

Quartile details (107 facilities)	
Quartiles	Range
Upper (Highest 25% of scores)	89.1-100.0
Upper middle (50-75 th percentile)	83.9-89.1
Lower middle (25-50 th percentile)	80.7-83.9
Lower (Lowest 25% of scores)	0.0-80.7

Note: Categorical decision rules extend beyond the first decimal place.

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

- The facility yielded five or more respondents, **AND**
- The facility response margin of error was equal to or less than 10 per cent *and/or* the facility had a response rate of over 50 per cent among eligible respondents. For more details on the determination of facility sample reliability and for a list of facility response rates and sample margin of errors see **Appendix F**.

The table below includes *only* facilities which met the inclusion criteria (N = 107 facilities).

Table 12: Summary of facility means for Providing Information and Encouraging Family Involvement

Calgary	Respondents (N)	Mean	95% CI		Below/above zone mean (N = 13 facilities)	Below/above provincial mean (N = 107 facilities)	Quartile
			Lower	Upper			
					84.2	84.6	
Millrise Place	18	92.9	88.9	96.9	Above	Above	Upper
McKenzie Towne Retirement Residence	17	90.0	85.2	94.8	Above	Above	Upper
Whitehorn Village	18	89.1	84.7	93.6	Above	Above	Upper
Sagewood Supportive Living	33	88.4	85.0	91.8	Above	Above	Up. Mid
Aspen Ridge Lodge	19	86.9	82.7	91.0	Above	Above	Up. Mid
Eau Claire Retirement Residence	40	85.3	81.1	89.5	Above	Above	Up. Mid
Walden Supportive Living Community	50	84.0	80.7	87.2	Below	Below	Up. Mid
Silver Willow Lodge	26	83.2	78.5	87.9	Below	Below	Low. Mid.
Prince of Peace Manor	18	82.2	76.2	88.2	Below	Below	Low. Mid.
Wentworth Manor/The Residence and The Court	23	80.9	76.8	85.0	Below	Below	Low. Mid.
Monterey Place	55	80.0	76.8	83.2	Below	Below	Lower
Carewest Colonel Belcher	19	77.5	72.9	82.0	Below	Below	Lower
Scenic Acres Retirement Residence	6	74.4	63.3	85.5	Below	Below	Lower
Central	Respondents (N)	Mean	95% CI		Below/above zone mean (26 facilities)	Below/above provincial mean (107 facilities)	Quartile
			Lower	Upper			
					87.1	84.6	
Sunrise Village Wetaskiwin	7	95.6	91.1	100.0	Above	Above	Upper
Providence Place	5	95.2	89.8	100.0 [†]	Above	Above	Upper
Islay Assisted Living	10	95.2	92.0	98.3	Above	Above	Upper
Sunrise Village (Ponoka)	11	94.8	92.2	97.4	Above	Above	Upper
Faith House	13	93.5	90.0	97.1	Above	Above	Upper
West Park Lodge	21	91.8	89.0	94.6	Above	Above	Upper

Central	Respondents (N)	Mean	95% CI		Below/above zone mean (26 facilities)	Below/above provincial mean (107 facilities)	Quartile
			Lower	Upper			
					87.1	84.6	
Chateau Three Hills	8	91.5	85.5	97.5	Above	Above	Upper
Hillview Lodge	19	91.0	87.5	94.4	Above	Above	Upper
Pines Lodge	8	89.6	83.4	95.8	Above	Above	Upper
Vermillion Valley Lodge	15	89.4	83.4	95.3	Above	Above	Upper
Serenity House	6	88.8	86.1	91.4	Above	Above	Up. Mid
Bethany Sylvan Lake	12	87.7	81.4	94.1	Above	Above	Up. Mid
Good Samaritan Good Shepherd Lutheran Home	34	87.6	83.9	91.3	Above	Above	Up. Mid
Bethany Meadows	21	86.6	82.0	91.3	Below	Above	Up. Mid
Manor at Royal Oak	27	85.1	80.8	89.4	Below	Above	Up. Mid
Sunrise Village Olds	9	84.4	80.1	88.8	Below	Below	Up. Mid
Sunrise Village Camrose	52	84.3	80.8	87.8	Below	Below	Up. Mid
Coronation Hospital and Care Centre	8	83.9	77.3	90.5	Below	Below	Low. Mid.
Heritage House	18	83.1	76.9	89.4	Below	Below	Low. Mid.
Points West Living Lloydminster	33	82.9	79.0	86.9	Below	Below	Low. Mid.
Points West Living Century Park	24	82.1	78.4	85.8	Below	Below	Low. Mid.
Points West Living Wainwright	33	81.7	75.6	87.9	Below	Below	Low. Mid.
Extendicare Michener Hill	40	81.4	76.4	86.4	Below	Below	Low. Mid.
Sunset Manor	65	81.2	78.2	84.2	Below	Below	Low. Mid.
Eckville Manor House	5	79.4	72.8	86.0	Below	Below	Lower
Clearwater Centre	13	75.9	66.8	85.0	Below	Below	Lower
Edmonton	Respondents (N)	Mean	95% CI		Below/above zone mean (N = 35 facilities)	Below/above provincial mean (N = 107 facilities)	Quartile
			Lower	Upper			
					83.9	84.6	
Shepherd's Care Greenfield	11	95.5	90.0	100.0 [†]	Above	Above	Upper
Good Samaritan George Hennig Place	15	94.3	91.6	97.0	Above	Above	Upper
Good Samaritan Spruce Grove Centre	14	92.9	90.4	95.5	Above	Above	Upper
LifeStyle Options Terra Rosa	18	92.2	89.0	95.5	Above	Above	Upper
Country Cottage Seniors Residence	8	91.1	86.3	96.0	Above	Above	Upper
Emmanuel Home	8	90.2	83.4	97.0	Above	Above	Upper
Place Beausejour	16	89.3	84.6	94.1	Above	Above	Upper
Shepherd's Care Kensington	21	88.3	84.5	92.1	Above	Above	Up. Mid
Shepherd's Gardens	23	87.8	83.9	91.6	Above	Above	Up. Mid
Glastonbury Village	23	87.7	82.0	93.3	Above	Above	Up. Mid

Edmonton	Respondents (N)	Mean	95% CI		Below/above zone mean (N = 35 facilities)	Below/above provincial mean (N = 107 facilities)	Quartile
			Lower	Upper			
					83.9	84.6	
Good Samaritan Wedman House/Village	30	86.9	83.1	90.7	Above	Above	Up. Mid
Shepherd's Care Vanguard	37	86.8	83.0	90.6	Above	Above	Up. Mid
Citadel Mews West	29	85.8	81.5	90.2	Above	Above	Up. Mid
West Country Hearth	10	85.0	79.3	90.6	Above	Above	Up. Mid
LifeStyle Options Leduc	31	84.9	81.0	88.8	Above	Above	Up. Mid
CapitalCare Strathcona	50	84.5	81.8	87.2	Above	Below	Up. Mid
Rosedale Estates	17	84.5	77.1	91.9	Above	Below	Up. Mid
CapitalCare Laurier House Lynnwood	56	84.1	80.7	87.5	Above	Below	Up. Mid
Rosedale at Griesbach	40	83.7	80.2	87.2	Below	Below	Low. Mid.
Rosedale St. Albert	40	83.2	79.4	87.0	Below	Below	Low. Mid.
Summerwood Village Retirement Residence	46	82.8	78.7	86.9	Below	Below	Low. Mid.
Aspen House	41	82.6	77.4	87.8	Below	Below	Low. Mid.
Salvation Army Grace Manor	31	82.1	76.2	88.0	Below	Below	Low. Mid.
Devonshire Manor	24	81.9	78.1	85.7	Below	Below	Low. Mid.
Grand Manor	11	81.3	73.5	89.1	Below	Below	Low. Mid.
Innovative Housing - Villa Marguerite	98	81.2	78.4	84.0	Below	Below	Low. Mid.
Riverbend Retirement Residence	16	80.3	73.0	87.5	Below	Below	Lower
Saint Thomas Assisted Living Centre	31	79.9	75.1	84.8	Below	Below	Lower
Balwin Villa	30	79.5	74.4	84.6	Below	Below	Lower
Wild Rose Cottage	13	77.0	69.2	84.8	Below	Below	Lower
Garneau Hall	10	76.9	69.6	84.2	Below	Below	Lower
Rutherford Heights Retirement Residence	40	75.1	69.3	80.8	Below	Below	Lower
Churchill Retirement Community	19	73.7	67.6	79.8	Below	Below	Lower
Tuoi Hac - Golden Age Manor	32	72.5	66.6	78.5	Below	Below	Lower
LifeStyle Options Riverbend	8	69.6	64.4	74.7	Below	Below	Lower
North	Respondents (N)	Mean	95% CI		Below/above zone mean (N = 6 facilities)	Below/above provincial mean (N = 107 facilities)	Quartile
			Lower	Upper			
					78.4	84.6	
Vilna Villa	7	83.4	79.9	86.9	Above	Below	Low. Mid.
Manoir du Lac	15	80.7	73.6	87.9	Above	Below	Lower
Heimstaed Lodge	39	79.5	74.4	84.6	Above	Below	Lower

North	Respondents (N)	Mean	95% CI		Below/above zone mean (N = 6 facilities)	Below/above provincial mean (N = 107 facilities)	Quartile
			Lower	Upper			
					78.4	84.6	
Points West Living Grande Prairie	40	79.0	74.4	83.6	Above	Below	Lower
Mountain View Centre	20	74.0	65.7	82.3	Below	Below	Lower
Grande Prairie Care Centre	26	73.8	67.3	80.2	Below	Below	Lower
South	Respondents (N)	Mean	95% CI		Below/above zone mean (N = 27 facilities)	Below/above provincial mean (N = 107 facilities)	Quartile
			Lower	Upper			
					84.8	84.6	
Clearview Lodge	9	98.4	96.8	99.9	Above	Above	Upper
Chinook Lodge	5	97.9	94.8	100.0 [†]	Above	Above	Upper
Orchard Manor	13	96.6	94.7	98.5	Above	Above	Upper
Leisure Way	7	94.4	88.3	100.0 [†]	Above	Above	Upper
Haven of Rest - South Country Village	11	94.0	90.6	97.5	Above	Above	Upper
Piyami Lodge	11	90.0	84.3	95.7	Above	Above	Upper
Good Samaritan Vista Village	35	89.3	84.7	93.9	Above	Above	Upper
Good Samaritan Linden View	46	86.5	83.0	90.0	Above	Above	Up. Mid
York Creek Lodge	7	86.5	82.6	90.3	Above	Above	Up. Mid
MacLeod Pioneer Lodge	5	85.7	82.0	89.4	Above	Above	Up. Mid
Sunny South Lodge	18	85.6	80.7	90.6	Above	Above	Up. Mid
Extendicare Fairmont Park	77	83.6	81.1	86.1	Below	Below	Low. Mid.
Meadow Lands	4	83.5	79.0	88.1	Below	Below	Low. Mid.
Pleasant View Lodge South	7	82.9	74.5	91.4	Below	Below	Low. Mid.
Cypress View Foundation	17	82.7	77.8	87.5	Below	Below	Low. Mid.
Columbia Assisted Living	19	82.1	76.8	87.5	Below	Below	Low. Mid.
Good Samaritan Park Meadows Village	62	81.9	77.9	85.9	Below	Below	Low. Mid.
Good Samaritan Prairie Ridge	15	81.8	74.5	89.2	Below	Below	Low. Mid.
Golden Acres Lodge	14	81.7	77.1	86.4	Below	Below	Low. Mid.
St. Therese Villa - St. Michaels Health Centre	91	80.2	76.6	83.7	Below	Below	Lower
The Wellington Retirement Residence	31	79.9	75.5	84.4	Below	Below	Lower
Sunrise Gardens	36	79.8	75.0	84.5	Below	Below	Lower
Good Samaritan Garden Vista	14	79.2	71.1	87.4	Below	Below	Lower
Good Samaritan West Highlands	58	78.8	75.4	82.2	Below	Below	Lower
Legacy Lodge	61	77.4	73.6	81.2	Below	Below	Lower
Piyami Place	6	77.3	67.9	86.8	Below	Below	Lower
Good Samaritan Lee Crest	36	72.3	67.2	77.4	Below	Below	Lower

Note: Categorical decision rules based on the mean extend beyond the first decimal place.

7.6 Meeting Basic Needs Dimension of Care

The Meeting Basic Needs Dimension of Care is comprised of the following questions (detailed zone results of individual question responses can be found in **Appendix F**):

- (Q16 and Q17) Helped because staff didn't help or resident waited too long for help with eating?
- (Q18 and Q19) Helped because staff didn't help or resident waited too long for help with drinking?
- (Q20 and Q21) Helped because staff didn't help or resident waited too long for help with toileting?

Table 14 summarizes the Meeting Basic Needs Dimension of Care for facilities that participated in the survey. Facilities are presented by mean scores on Meeting Basic Needs and are grouped by zone to facilitate comparisons at the zone and provincial level. To better aid in the interpretation of the findings, the following features have been included in the table:

- **Below or above zone dimension summary mean:** Whether the facility's average Meeting Basic Needs score is above or below the average facility score for the associated zone.
- **Below or above provincial dimension summary mean:** Whether the facility's average Meeting Basic Needs score is above or below the average facility rating for the province.
- **Quartile:** Specifies the facility's quartile grouping relative to all facilities in the province based on the Meeting Basic Needs Dimension of Care (see **Table 13** for a description of the categories).

Table 13: Guide for interpretation

Quartile details (107 facilities)	
Quartiles	Range
Upper (Highest 25% of scores)	99.3-100.0
Upper middle (50-75 th percentile)	97.0-99.3
Lower middle (25-50 th percentile)	93.7-97.0
Lower (Lowest 25% of scores)	0.0-93.7

Note: Categorical decision rules extend beyond the first decimal place.

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

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

determination of facility sample reliability and for a list of facility response rates and sample margin of errors see **Appendix F**.

The table below includes *only* facilities which met the inclusion criteria (N = 107 facilities).

Table 14: Summary of facility means for Meeting Basic Needs

Calgary	Respondents (N)	Mean	95% CI		Below/above zone mean (N = 13 facilities)	Below/above provincial mean (N = 107 facilities)	Quartile
			Lower	Upper			
					97.5	95.8	
Millrise Place	18	100.0	100.0	100.0	Above	Above	Upper
Whitehorn Village	18	100.0	100.0	100.0	Above	Above	Upper
Wentworth Manor/The Residence and The Court	23	99.1	97.4	100.0 [†]	Above	Above	Up. Mid
Aspen Ridge Lodge	19	99.0	96.9	100.0 [†]	Above	Above	Up. Mid
Prince of Peace Manor	18	98.9	96.7	100.0 [†]	Above	Above	Up. Mid
Monterey Place	55	97.0	93.7	100.0 [†]	Below	Above	Low. Mid.
Carewest Colonel Belcher	19	96.9	92.4	100.0 [†]	Below	Above	Low. Mid.
Scenic Acres Retirement Residence	6	96.7	90.2	100.0 [†]	Below	Above	Low. Mid.
McKenzie Towne Retirement Residence	17	96.5	91.5	100.0 [†]	Below	Above	Low. Mid.
Silver Willow Lodge	26	96.1	92.4	99.9	Below	Above	Low. Mid.
Eau Claire Retirement Residence	40	95.9	90.5	100.0 [†]	Below	Above	Low. Mid.
Sagewood Supportive Living	33	95.7	90.6	100.0 [†]	Below	Below	Low. Mid.
Walden Supportive Living Community	50	95.5	92.0	99.1	Below	Below	Low. Mid.
Central	Respondents (N)	Mean	95% CI		Below/above zone mean (N = 26 facilities)	Below/above provincial mean (N = 107 facilities)	Quartile
			Lower	Upper			
					96.5	95.8	
Serenity House	6	100.0	100.0	100.0	Above	Above	Upper
Islay Assisted Living	10	100.0	100.0	100.0	Above	Above	Upper
Sunrise Village Wetaskiwin	7	100.0	100.0	100.0	Above	Above	Upper
Providence Place	5	100.0	100.0	100.0	Above	Above	Upper
Vermillion Valley Lodge	15	100.0	100.0	100.0	Above	Above	Upper
Faith House	13	100.0	100.0	100.0	Above	Above	Upper
Eckville Manor House	5	100.0	100.0	100.0	Above	Above	Upper
Pines Lodge	8	100.0	100.0	100.0	Above	Above	Upper
Coronation Hospital and Care Centre	8	100.0	100.0	100.0	Above	Above	Upper
Manor at Royal Oak	27	99.3	97.8	100.0 [†]	Above	Above	Up. Mid

Central	Respondents (N)	Mean	95% CI		Below/above zone mean (N = 26 facilities) 96.5	Below/above provincial mean (N = 107 facilities) 95.8	Quartile
			Lower	Upper			
Heritage House	18	98.9	96.7	100.0 [†]	Above	Above	Up. Mid
Bethany Sylvan Lake	12	98.3	95.1	100.0 [†]	Above	Above	Up. Mid
West Park Lodge	21	98.1	95.6	100.0 [†]	Above	Above	Up. Mid
Hillview Lodge	19	97.9	93.7	100.0 [†]	Above	Above	Up. Mid
Sunrise Village Olds	9	97.8	93.5	100.0 [†]	Above	Above	Up. Mid
Good Samaritan Good Shepherd Lutheran Home	34	97.6	94.4	100.0 [†]	Above	Above	Up. Mid
Points West Living Lloydminster	33	97.6	93.9	100.0 [†]	Above	Above	Up. Mid
Bethany Meadows	21	96.2	91.9	100.0 [†]	Below	Above	Low. Mid.
Points West Living Wainwright	33	95.7	92.0	99.5	Below	Below	Low. Mid.
Chateau Three Hills	8	95.0	85.3	100.0 [†]	Below	Below	Low. Mid.
Points West Living Century Park	24	95.0	86.8	100.0 [†]	Below	Below	Low. Mid.
Sunset Manor	64	93.7	88.6	98.8	Below	Below	Lower
Sunrise Village (Ponoka)	11	90.9	73.1	100.0 [†]	Below	Below	Lower
Extendicare Michener Hill	40	90.9	83.0	98.8	Below	Below	Lower
Sunrise Village Camrose	52	90.3	82.8	97.8	Below	Below	Lower
Clearwater Centre	13	77.0	57.7	96.3	Below	Below	Lower
Edmonton	Respondents (N)	Mean	95% CI		Below/above zone mean (N = 35 facilities) 96.1	Below/above provincial mean (N = 107 facilities) 95.8	Quartile
			Lower	Upper			
Country Cottage Seniors Residence	8	100.0	100.0	100.0	Above	Above	Upper
Good Samaritan George Hennig Place	15	100.0	100.0	100.0	Above	Above	Upper
Emmanuel Home	8	100.0	100.0	100.0	Above	Above	Upper
Shepherd's Care Greenfield	11	100.0	100.0	100.0	Above	Above	Upper
Shepherd's Gardens	23	100.0	100.0	100.0	Above	Above	Upper
Good Samaritan Spruce Grove Centre	14	100.0	100.0	100.0	Above	Above	Upper
Rosedale Estates	17	100.0	100.0	100.0	Above	Above	Upper
Grand Manor	11	100.0	100.0	100.0	Above	Above	Upper
LifeStyle Options Terra Rosa	18	98.9	96.7	100.0 [†]	Above	Above	Up. Mid
Place Beausejour	16	98.8	96.3	100.0 [†]	Above	Above	Up. Mid
Citadel Mews West	29	98.6	96.8	100.0 [†]	Above	Above	Up. Mid
Good Samaritan Wedman House/Village	30	98.6	96.8	100.0 [†]	Above	Above	Up. Mid
Wild Rose Cottage	13	98.5	95.5	100.0 [†]	Above	Above	Up. Mid

Edmonton	Respondents (N)	Mean	95% CI		Below/above zone mean (N = 35 facilities) 96.1	Below/above provincial mean (N = 107 facilities) 95.8	Quartile
			Lower	Upper			
Shepherd's Care Vanguard	37	98.4	96.6	100.0 [†]	Above	Above	Up. Mid
Devonshire Manor	24	98.3	96.1	100.0 [†]	Above	Above	Up. Mid
Shepherd's Care Kensington	22	98.2	94.6	100.0 [†]	Above	Above	Up. Mid
Rosedale at Griesbach	42	98.1	95.9	100.0 [†]	Above	Above	Up. Mid
Saint Thomas Assisted Living Centre	31	98.1	95.3	100.0 [†]	Above	Above	Up. Mid
Innovative Housing - Villa Marguerite	98	97.3	94.5	100.0 [†]	Above	Above	Up. Mid
Rosedale St. Albert	40	97.0	94.0	100.0	Above	Above	Low. Mid.
Glastonbury Village	23	96.4	91.7	100.0 [†]	Above	Above	Low. Mid.
LifeStyle Options Leduc	31	96.0	90.7	100.0 [†]	Below	Above	Low. Mid.
Garneau Hall	10	96.0	88.2	100.0 [†]	Below	Above	Low. Mid.
Aspen House	41	95.2	90.7	99.6	Below	Below	Low. Mid.
Tuoi Hac - Golden Age Manor	32	95.0	89.2	100.0 [†]	Below	Below	Low. Mid.
Summerwood Village Retirement Residence	46	94.7	89.8	99.7	Below	Below	Low. Mid.
Riverbend Retirement Residence	15	94.7	84.2	100.0 [†]	Below	Below	Low. Mid.
West Country Hearth	10	94.0	85.7	100.0 [†]	Below	Below	Low. Mid.
LifeStyle Options Riverbend	8	91.8	81.8	100.0 [†]	Below	Below	Lower
CapitalCare Strathcona	50	91.4	85.4	97.5	Below	Below	Lower
Salvation Army Grace Manor	30	91.0	81.5	100.0 [†]	Below	Below	Lower
Balwin Villa	30	90.5	82.0	99.0	Below	Below	Lower
Churchill Retirement Community	19	88.4	74.3	100.0 [†]	Below	Below	Lower
Rutherford Heights Retirement Residence	40	88.4	79.5	97.4	Below	Below	Lower
CapitalCare Laurier House Lynnwood	56	79.5	71.6	87.5	Below	Below	Lower
North	Respondents (N)	Mean	95% CI		Below/above zone mean (N = 6 facilities) 91.8	Below/above provincial mean (N = 107 facilities) 95.8	Quartile
			Lower	Upper			
Vilna Villa	7	100.0	100.0	100.0	Above	Above	Upper
Manoir du Lac	15	98.7	96.1	100.0 [†]	Above	Above	Up. Mid
Mountain View Centre	20	93.9	84.0	100.0 [†]	Above	Below	Low. Mid.
Points West Living Grande Prairie	40	93.2	87.3	99.0	Above	Below	Lower
Heimstaed Lodge	39	90.7	83.5	97.9	Below	Below	Lower
Grande Prairie Care Centre	26	74.7	60.2	89.2	Below	Below	Lower

South	Respondents (N)	Mean	95% CI		Below/above zone mean (N = 27 facilities) 94.7	Below/above provincial mean (N = 107 facilities) 95.8	Quartile
			Lower	Upper			
Chinook Lodge	5	100.0	100.0	100.0	Above	Above	Upper
Orchard Manor	13	100.0	100.0	100.0	Above	Above	Upper
Pleasant View Lodge South	7	100.0	100.0	100.0	Above	Above	Upper
MacLeod Pioneer Lodge	5	100.0	100.0	100.0	Above	Above	Upper
Piyami Lodge	11	100.0	100.0	100.0	Above	Above	Upper
Meadow Lands	4	100.0	100.0	100.0	Above	Above	Upper
Golden Acres Lodge	14	98.6	95.8	100.0 [†]	Above	Above	Up. Mid
Haven of Rest - South Country Village	11	98.2	94.7	100.0 [†]	Above	Above	Up. Mid
Clearview Lodge	9	97.8	93.5	100.0 [†]	Above	Above	Up. Mid
York Creek Lodge	7	97.2	91.6	100.0 [†]	Above	Above	Up. Mid
Good Samaritan Vista Village	35	97.0	92.4	100.0 [†]	Above	Above	Low. Mid.
Piyami Place	6	96.7	90.2	100.0 [†]	Above	Above	Low. Mid.
Good Samaritan West Highlands	58	95.3	91.7	98.9	Above	Below	Low. Mid.
Good Samaritan Lee Crest	37	95.0	90.9	99.1	Above	Below	Low. Mid.
The Wellington Retirement Residence	31	94.8	88.3	100.0 [†]	Above	Below	Low. Mid.
Good Samaritan Prairie Ridge	15	93.4	87.2	99.6	Below	Below	Lower
Sunny South Lodge	18	93.3	85.6	100.0 [†]	Below	Below	Lower
Cypress View Foundation	17	93.0	81.3	100.0 [†]	Below	Below	Lower
Extendicare Fairmont Park	77	92.5	88.5	96.6	Below	Below	Lower
Good Samaritan Linden View	45	92.2	86.9	97.6	Below	Below	Lower
Leisure Way	7	91.5	79.9	100.0 [†]	Below	Below	Lower
Good Samaritan Park Meadows Village	62	91.5	85.9	97.0	Below	Below	Lower
St. Therese Villa - St. Michaels Health Centre	91	90.7	86.2	95.2	Below	Below	Lower
Columbia Assisted Living	19	89.2	78.3	100.0 [†]	Below	Below	Lower
Good Samaritan Garden Vista	14	88.1	75.8	100.0 [†]	Below	Below	Lower
Sunrise Gardens	36	86.1	76.4	95.8	Below	Below	Lower
Legacy Lodge	61	85.2	77.7	92.6	Below	Below	Lower

Note: Categorical decision rules based on the mean extend beyond the first decimal place. In the event of a tie, facilities are presented by their Global Overall Care ratings from highest to lowest.

8.0 ADDITIONAL CARE QUESTIONS

The following questions were not included in the calculations of the Dimensions of Care. Nonetheless, they provide important information on the care and services provided by supportive living facilities in the province. These questions assess the acceptability of the quality and cost of clinical care provided at supportive living facilities. The additional care questions are:

- (Q25) In the last six months, how often did the nurses and aides treat you [the respondent] with courtesy and respect?
- (Q30) In the last six months, how often is your family member cared for by the same team of staff?
- (Q32) In the last six months, how often was the noise level around your family member's room acceptable to you?
- (Q33) In the last six months, how often were you able to find places to talk to your family member in private?
- (Q35) In the last six 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?
- (Q39) At any time during the last six months, were you ever unhappy with the care your family member received at the supportive living facility?
- (Q41) How often were you satisfied with the way the supportive living facility staff handled these problems?
- (Q43) In your opinion, is the overall cost of living at this facility reasonable?
- (Q46) In the last 12 months, have you been part of a care conference, either in person or by phone?
- (Q47) Among those who did not participate in a care conference (Question 46), were you given the opportunity to be part of a care conference in the last 12 months either in person or by phone?
- (Q51) In the last six months, did you help with the care of your family member when you visited?
- (Q52) Do you feel that supportive living facility staff expects you to help with the care of your family member when you visit?
- (Q54) In the last six months, how often did your family member receive all of the medical services and treatments they needed?
- (Q55) In the last six months, how often did you have concerns about your family member's medication?
- (Q57) In the last six months, how often were your concerns about your family member's medication resolved?

Table 15 summarizes the above questions for each facility that participated in the survey. Facilities are grouped by zone to facilitate comparisons at the zone and provincial level. The results are sorted by Global Overall Care rating from highest to lowest. For ease of interpretation, responses were collapsed into two categories and **Table 15** presents the results for one of these response categories.¹⁴

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

- The facility yielded five or more respondents, **AND**
- The facility response margin of error was equal to or less than 10 per cent *and/or* the facility had a response rate of over 50 per cent among eligible respondents. For more details on the determination of facility sample reliability and a list of facility response rates and sample margin of errors see **Appendix F**.

The following table includes *only* facilities which met the inclusion criteria (N = 107 facilities).

¹⁴ The four response options for questions 25, 30, 32, 33, 41, 54, 55, and 57 were *Always, Usually, Sometimes, Never*, which were subsequently collapsed into % *Always/Usually* and % *Sometimes/Never*. Response options for questions 35, 39, 46, 47, 51, and 52 were *Yes/No*. The response options for question 43 were *Yes, No, Don't know, and Not applicable*, which were subsequently collapsed into % *Yes* and % *No/Don't know/Not applicable*. The unreported response category can be determined by subtracting the reported result from 100. For details on all response options, see **Appendix F**.

Table 15: Additional questions

Calgary	Q25: In the last 6 months, how often did the nurses and aides treat you [the respondent] with courtesy and respect?		Q30: In the last 6 months, how often is your family member cared for by the same team of staff?		Q32: In the last 6 months, how often was the noise level around your family member's room acceptable to you?		Q33: In the last 6 months, how often were you able to find places to talk to your family member in private?		Q35: 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?		Q39: At any time during the last 6 months, were you ever unhappy with the care your family member received at the supportive living facility?		Q41: How often were you satisfied with the way the supportive living facility staff handled these problems?		Q43: In your opinion, is the overall cost of living at this facility reasonable?			
	N	% Always/ Usually	N	% Always/ Usually	N	% Always/ Usually	N	% Always/ Usually	N	% No	N	% No	N	% Always/ Usually	N	% Yes		
Millrise Place	18	100.0	18	100.0	18	100.0	18	100.0	18	100.0	17	94.1	18	88.9	2	100.0	18	88.9
Prince of Peace Manor	18	100.0	18	77.8	18	94.4	18	100.0	18	100.0	18	100.0	17	88.2	2	0.0	18	77.8
Aspen Ridge Lodge	19	100.0	18	77.8	19	94.7	18	100.0	18	100.0	18	100.0	19	78.9	3	66.7	19	89.5
Whitehorn Village	18	100.0	15	93.3	18	100.0	18	100.0	18	100.0	16	100.0	18	100.0	0	--	18	72.2
Walden Supportive Living Community	50	100.0	46	76.1	49	95.9	49	98.0	47	100.0	47	100.0	50	74.0	11	45.5	46	69.6
Silver Willow Lodge	26	100.0	24	83.3	25	100.0	25	92.0	24	100.0	24	100.0	26	76.9	4	50.0	26	76.9
McKenzie Towne Retirement Residence	17	100.0	17	82.4	16	93.8	17	94.1	17	94.1	17	94.1	17	82.4	3	66.7	17	76.5
Carewest Colonel Belcher	19	100.0	17	100.0	19	94.7	19	100.0	18	100.0	18	100.0	19	84.2	2	0.0	19	73.7
Eau Claire Retirement Residence	40	100.0	36	86.1	40	100.0	40	100.0	40	100.0	40	100.0	40	72.5	11	63.6	38	73.7
Sagewood Supportive Living	33	97.0	32	84.4	32	100.0	32	100.0	33	100.0	32	96.9	33	75.8	7	71.4	33	66.7
Wentworth Manor/The Residence and The Court	23	100.0	20	75.0	23	100.0	22	95.5	23	95.7	23	95.7	22	54.5	10	80.0	23	78.3
Scenic Acres Retirement Residence	6	100.0	6	66.7	6	83.3	5	100.0	5	80.0	5	80.0	6	50.0	3	33.3	6	50.0
Monterey Place	54	100.0	51	66.7	55	92.7	54	98.1	50	98.0	50	98.0	52	51.9	25	56.0	51	66.7

Central	Q25: In the last 6 months, how often did the nurses and aides treat you [the respondent] with courtesy and respect?		Q30: In the last 6 months, how often is your family member cared for by the same team of staff?		Q32: In the last 6 months, how often was the noise level around your family member's room acceptable to you?		Q33: In the last 6 months, how often were you able to find places to talk to your family member in private?		Q35: 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?		Q39: At any time during the last 6 months, were you ever unhappy with the care your family member received at the supportive living facility?		Q41: How often were you satisfied with the way the supportive living facility staff handled these problems?		Q43: In your opinion, is the overall cost of living at this facility reasonable?	
	N	% Always/ Usually	N	% Always/ Usually	N	% Always/ Usually	N	% Always/ Usually	N	% No	N	% No	N	% Always/ Usually	N	% Yes
Serenity House	6	100.0	6	83.3	6	100.0	6	100.0	6	100.0	6	83.3	1	100.0	5	100.0
Islay Assisted Living	10	100.0	10	100.0	10	100.0	9	100.0	10	100.0	10	100.0	0	--	10	70.0
Sunrise Village Wetaskiwin	7	100.0	7	100.0	7	100.0	7	100.0	7	100.0	7	85.7	1	100.0	7	57.1
Providence Place	5	100.0	5	100.0	5	80.0	5	100.0	4	75.0	5	80.0	1	100.0	5	80.0
West Park Lodge	21	100.0	19	94.7	21	100.0	21	100.0	20	100.0	21	95.2	1	100.0	21	95.2
Vermillion Valley Lodge	15	100.0	15	100.0	15	100.0	15	93.3	15	100.0	15	73.3	3	100.0	14	92.9
Faith House	13	100.0	11	100.0	13	100.0	13	100.0	13	100.0	12	100.0	0	--	12	75.0
Eckville Manor House	5	100.0	4	100.0	5	100.0	5	100.0	5	100.0	5	100.0	0	--	4	100.0
Hillview Lodge	19	100.0	17	100.0	19	94.7	19	100.0	19	100.0	19	89.5	2	100.0	17	82.4
Sunrise Village Olds	9	100.0	8	100.0	9	100.0	9	100.0	9	100.0	9	88.9	1	0.0	9	55.6
Points West Living Lloydminster	32	100.0	32	96.9	32	100.0	32	100.0	32	96.9	32	81.3	5	40.0	30	76.7
Sunrise Village (Ponoka)	11	100.0	10	100.0	11	100.0	11	90.9	10	100.0	11	100.0	0	--	10	90.0
Pines Lodge	8	100.0	8	100.0	8	100.0	8	100.0	8	100.0	8	75.0	1	100.0	8	87.5
Bethany Meadows	21	100.0	18	83.3	20	100.0	20	100.0	19	100.0	20	85.0	3	33.3	17	52.9
Points West Living Century Park	24	100.0	22	90.9	23	100.0	23	100.0	23	100.0	24	75.0	5	60.0	23	52.2
Manor at Royal Oak	27	100.0	25	80.0	27	100.0	27	100.0	26	100.0	25	64.0	9	66.7	25	84.0
Coronation Hospital and Care Centre	8	100.0	8	100.0	8	87.5	8	100.0	8	100.0	8	100.0	0	--	8	62.5
Heritage House	18	100.0	16	81.3	18	100.0	17	100.0	17	100.0	18	66.7	5	20.0	16	43.8
Bethany Sylvan Lake	12	100.0	10	80.0	12	100.0	12	100.0	12	100.0	12	100.0	0	--	12	75.0

Central	Q25: In the last 6 months, how often did the nurses and aides treat you [the respondent] with courtesy and respect?	Q30: In the last 6 months, how often is your family member cared for by the same team of staff?		Q32: In the last 6 months, how often was the noise level around your family member's room acceptable to you?		Q33: In the last 6 months, how often were you able to find places to talk to your family member in private?		Q35: 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?		Q39: At any time during the last 6 months, were you ever unhappy with the care your family member received at the supportive living facility?		Q41: How often were you satisfied with the way the supportive living facility staff handled these problems?		Q43: In your opinion, is the overall cost of living at this facility reasonable?		
	N	% Always/ Usually	N	% Always/ Usually	N	% Always/ Usually	N	% Always/ Usually	N	% No	N	% No	N	% Always/ Usually	N	% Yes
Sunset Manor	64	100.0	56	78.6	65	98.5	65	98.5	63	95.2	62	80.6	10	70.0	63	60.3
Good Samaritan Good Shepherd Lutheran Home	33	97.0	31	71.0	33	100.0	32	100.0	32	100.0	33	72.7	8	62.5	30	63.3
Points West Living Wainwright	33	93.9	31	83.9	33	100.0	32	96.9	31	96.8	32	68.8	9	22.2	32	53.1
Sunrise Village Camrose	52	100.0	46	60.9	52	98.1	52	98.1	52	98.1	52	53.8	21	57.1	49	67.3
Extendicare Michener Hill	40	92.5	39	69.2	40	92.5	39	94.9	39	94.9	39	53.8	16	43.8	40	65.0
Chateau Three Hills	8	100.0	7	71.4	8	100.0	8	100.0	7	100.0	8	62.5	2	50.0	6	33.3
Clearwater Centre	13	92.3	13	46.2	13	100.0	13	100.0	13	92.3	13	38.5	8	12.5	12	50.0

Edmonton	Q25: In the last 6 months, how often did the nurses and aides treat you [the respondent] with courtesy and respect?	Q30: In the last 6 months, how often is your family member cared for by the same team of staff?		Q32: In the last 6 months, how often was the noise level around your family member's room acceptable to you?		Q33: In the last 6 months, how often were you able to find places to talk to your family member in private?		Q35: 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?		Q39: At any time during the last 6 months, were you ever unhappy with the care your family member received at the supportive living facility?		Q41: How often were you satisfied with the way the supportive living facility staff handled these problems?		Q43: In your opinion, is the overall cost of living at this facility reasonable?		
	N	% Always/ Usually	N	% Always/ Usually	N	% Always/ Usually	N	% Always/ Usually	N	% No	N	% No	N	% Always/ Usually	N	% Yes
West Country Hearth	10	100.0	10	80.0	10	100.0	10	100.0	10	100.0	10	80.0	2	100.0	10	80.0
Country Cottage Seniors Residence	8	100.0	8	100.0	8	100.0	8	100.0	7	100.0	8	87.5	0	--	7	42.9
Good Samaritan George Hennig Place	15	100.0	15	100.0	15	100.0	15	100.0	15	100.0	15	93.3	1	0.0	13	69.2
Place Beausejour	16	100.0	16	81.3	16	100.0	16	100.0	16	100.0	16	87.5	2	100.0	16	100.0
Emmanuel Home	8	100.0	7	100.0	8	100.0	8	100.0	7	85.7	8	87.5	1	100.0	8	75.0

Edmonton	Q25: In the last 6 months, how often did the nurses and aides treat you [the respondent] with courtesy and respect?	Q30: In the last 6 months, how often is your family member cared for by the same team of staff?		Q32: In the last 6 months, how often was the noise level around your family member's room acceptable to you?		Q33: In the last 6 months, how often were you able to find places to talk to your family member in private?		Q35: 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?		Q39: At any time during the last 6 months, were you ever unhappy with the care your family member received at the supportive living facility?		Q41: How often were you satisfied with the way the supportive living facility staff handled these problems?		Q43: In your opinion, is the overall cost of living at this facility reasonable?	
	N	% Always/ Usually	N	% Always/ Usually	N	% Always/ Usually	N	% Always/ Usually	N	% No	N	% Always/ Usually	N	% Yes	
LifeStyle Options Terra Losa	18	100.0	16	100.0	18	100.0	18	100.0	18	100.0	17	100.0	17	82.4	
Shepherd's Care Greenfield	11	100.0	11	100.0	11	100.0	11	90.9	11	100.0	11	100.0	10	80.0	
Citadel News West	29	96.6	29	82.8	29	96.6	29	100.0	28	100.0	29	100.0	29	48.3	
Shepherd's Gardens	23	100.0	22	95.5	23	100.0	23	95.7	23	100.0	23	66.7	23	56.5	
Rosedale St. Albert	40	100.0	40	97.5	40	100.0	40	100.0	39	97.4	39	66.7	39	76.9	
Good Samaritan Spruce Grove Centre	14	100.0	14	100.0	14	100.0	14	100.0	14	100.0	14	50.0	13	76.9	
Rosedale Estates	17	100.0	16	93.8	17	100.0	17	100.0	17	100.0	17	50.0	16	50.0	
Glastonbury Village	23	95.7	19	94.7	23	100.0	23	100.0	23	100.0	22	83.3	23	65.2	
Good Samaritan Wedman House/Village	30	100.0	27	85.2	30	96.7	30	100.0	29	96.6	30	42.9	30	70.0	
Shepherd's Care Kensington	21	100.0	21	81.0	21	100.0	21	100.0	21	100.0	21	100.0	21	71.4	
Devonshire Manor	24	100.0	23	78.3	24	100.0	24	100.0	24	95.8	24	75.0	23	56.5	
LifeStyle Options Riverbend	7	100.0	8	75.0	8	100.0	8	100.0	8	75.0	8	0.0	8	37.5	
Aspen House	40	95.0	39	84.6	41	100.0	41	100.0	41	97.6	39	50.0	40	97.5	
Wild Rose Cottage	13	100.0	13	92.3	13	92.3	12	100.0	13	100.0	13	50.0	12	50.0	
Shepherd's Care Vanguard	37	97.3	35	88.6	36	94.4	36	100.0	33	100.0	36	33.3	36	72.2	
LifeStyle Options Leduc	30	96.7	30	90.0	31	93.5	30	96.7	30	96.7	30	62.5	30	83.3	
Grand Manor	11	100.0	11	90.9	11	100.0	11	100.0	11	100.0	11	100.0	11	54.5	
CapitalCare Laurier House Lynnwood	56	100.0	54	61.1	56	100.0	56	100.0	54	96.3	55	70.4	53	81.1	
Rosedale at Griesbach	42	100.0	38	89.5	42	97.6	42	100.0	41	100.0	42	72.7	42	57.1	
CapitalCare Strathcona	50	98.0	49	65.3	50	98.0	49	98.0	47	97.9	49	55.6	49	81.6	

Edmonton	Q25: In the last 6 months, how often did the nurses and aides treat you [the respondent] with courtesy and respect?	Q30: In the last 6 months, how often is your family member cared for by the same team of staff?		Q32: In the last 6 months, how often was the noise level around your family member's room acceptable to you?		Q33: In the last 6 months, how often were you able to find places to talk to your family member in private?		Q35: 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?		Q39: At any time during the last 6 months, were you ever unhappy with the care your family member received at the supportive living facility?		Q41: How often were you satisfied with the way the facility staff handled these problems?		Q43: In your opinion, is the overall cost of living at this facility reasonable?		
	N	% Always/ Usually	N	% Always/ Usually	N	% Always/ Usually	N	% Always/ Usually	N	% No	N	% Always/ Usually	N	% Yes		
Salvation Army Grace Manor	31	93.5	26	84.6	31	90.3	31	93.5	29	96.6	31	77.4	7	57.1	31	74.2
Gameau Hall	10	100.0	10	60.0	10	100.0	10	90.0	10	100.0	10	90.0	1	0.0	10	70.0
Saint Thomas Assisted Living Centre	31	96.8	28	89.3	31	96.8	30	93.3	31	100.0	30	66.7	8	62.5	30	66.7
Innovative Housing - Villa Marguerite	93	97.8	84	72.6	95	96.8	96	97.9	93	98.9	96	70.8	25	56.0	94	60.6
Tuoi Hac - Golden Age Manor	30	90.0	30	66.7	32	87.5	32	100.0	31	96.8	31	67.7	10	50.0	30	50.0
Summerwood Village Retirement Residence	46	97.8	45	71.1	46	100.0	45	97.8	45	97.8	45	53.3	21	42.9	43	62.8
Rutherford Heights Retirement Residence	38	94.7	38	84.2	39	92.3	40	97.5	40	95.0	40	45.0	18	50.0	40	62.5
Balwin Villa	30	96.7	29	55.2	30	100.0	30	96.7	30	96.7	30	60.0	12	41.7	30	36.7
Riverbend Retirement Residence	15	93.3	13	84.6	16	87.5	16	100.0	16	87.5	16	62.5	6	33.3	14	64.3
Churchill Retirement Community	19	94.7	18	77.8	19	94.7	19	94.7	19	100.0	19	42.1	11	18.2	19	84.2

North	Q25: In the last 6 months, how often did the nurses and aides treat you [the respondent] with courtesy and respect?	Q30: In the last 6 months, how often is your family member cared for by the same team of staff?		Q32: In the last 6 months, how often was the noise level around your family member's room acceptable to you?		Q33: In the last 6 months, how often were you able to find places to talk to your family member in private?		Q35: 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?		Q39: At any time during the last 6 months, were you ever unhappy with the care your family member received at the supportive living facility?		Q41: How often were you satisfied with the way the facility staff handled these problems?		Q43: In your opinion, is the overall cost of living at this facility reasonable?
	N	% Always/ Usually	N	% Always/ Usually	N	% Always/ Usually	N	% Always/ Usually	N	% No	N	% Always/ Usually	N	% Yes
Vilna Villa	7	100.0	7	85.7	7	100.0	7	100.0	7	100.0	7	--	6	100.0
Heimstaed Lodge	37	97.3	36	77.8	38	94.7	35	97.1	38	97.4	36	37.5	34	47.1

North	Q25: In the last 6 months, how often did the nurses and aides treat you [the respondent] with courtesy and respect?	% Always/ Usually		N	Q30: In the last 6 months, how often is your family member cared for by the same team of staff?	% Always/ Usually		N	Q32: In the last 6 months, how often was the noise level around your family member's room acceptable to you?	% Always/ Usually		N	Q33: In the last 6 months, how often were you able to find places to talk to your family member in private?	% Always/ Usually		N	Q35: 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?	% No		N	Q39: At any time during the last 6 months, were you ever unhappy with the care your family member received at the supportive living facility?	% No		N	Q41: How often were you satisfied with the way the facility staff handled these problems?	% Always/ Usually		N	Q43: In your opinion, is the overall cost of living at this facility reasonable?
	N	% Always/ Usually	N		% Always/ Usually	N	% Always/ Usually		N	% No	N		% No	N	% Yes														
Manoir du Lac	15	93.3	13	69.2	15	86.7	15	100.0	15	93.3	13	76.9	2	50.0	13	53.8													
Points West Living Grande Prairie	40	97.5	39	92.3	40	95.0	39	100.0	40	97.5	38	50.0	17	41.2	38	55.3													
Mountain View Centre	20	95.0	19	68.4	19	94.7	19	100.0	19	94.7	19	42.1	10	30.0	19	47.4													
Grande Prairie Care Centre	26	100.0	25	36.0	25	92.0	25	96.0	24	79.2	25	48.0	12	25.0	23	52.2													

South	Q25: In the last 6 months, how often did the nurses and aides treat you [the respondent] with courtesy and respect?	% Always/ Usually		N	Q30: In the last 6 months, how often is your family member cared for by the same team of staff?	% Always/ Usually		N	Q32: In the last 6 months, how often was the noise level around your family member's room acceptable to you?	% Always/ Usually		N	Q33: In the last 6 months, how often were you able to find places to talk to your family member in private?	% Always/ Usually		N	Q35: 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?	% No		N	Q39: At any time during the last 6 months, were you ever unhappy with the care your family member received at the supportive living facility?	% No		N	Q41: How often were you satisfied with the way the facility staff handled these problems?	% Always/ Usually		N	Q43: In your opinion, is the overall cost of living at this facility reasonable?
	N	% Always/ Usually	N		% Always/ Usually	N	% Always/ Usually		N	% No	N		% No	N	% Yes														
Clearview Lodge	9	100.0	9	88.9	9	88.9	9	100.0	9	100.0	9	100.0	9	100.0	0	--	9	100.0											
Haven of Rest - South Country Village	11	100.0	10	90.0	11	90.9	11	100.0	11	90.9	11	90.9	1	100.0	11	81.8													
Chinook Lodge	5	100.0	5	100.0	5	100.0	5	100.0	5	100.0	5	80.0	1	100.0	5	60.0													
Orchard Manor	13	100.0	13	100.0	13	100.0	13	100.0	13	100.0	13	100.0	0	--	13	92.3													
Pleasant View Lodge South	7	100.0	7	85.7	7	100.0	7	85.7	7	100.0	7	57.1	3	66.7	7	85.7													
Leisure Way	7	100.0	7	100.0	7	100.0	7	85.7	7	100.0	7	85.7	1	100.0	7	42.9													
MacLeod Pioneer Lodge	5	100.0	5	80.0	5	100.0	5	100.0	5	100.0	5	100.0	0	--	5	80.0													
Good Samaritan Garden Vista	14	100.0	14	92.9	14	92.9	14	100.0	13	100.0	14	78.6	3	66.7	13	61.5													

South	Q25: In the last 6 months, how often did the nurses and aides treat you [the respondent] with courtesy and respect?		Q30: In the last 6 months, how often is your family member cared for by the same team of staff?		Q32: In the last 6 months, how often was the noise level around your family member's room acceptable to you?		Q33: In the last 6 months, how often were you able to find places to talk to your family member in private?		Q35: 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?		Q39: At any time during the last 6 months, were you ever unhappy with the care your family member received at the supportive living facility?		Q41: How often were you satisfied with the way the facility staff handled these problems?		Q43: In your opinion, is the overall cost of living at this facility reasonable?	
	N	% Always/ Usually	N	% Always/ Usually	N	% Always/ Usually	N	% Always/ Usually	N	% No	N	% No	N	% Always/ Usually	N	% Yes
Piyami Lodge	11	81.8	11	90.9	11	100.0	11	100.0	11	100.0	11	72.7	3	66.7	11	81.8
Sunny South Lodge	18	100.0	18	88.9	18	100.0	18	100.0	18	94.4	18	77.8	3	66.7	18	61.1
Good Samaritan Vista Village	35	97.1	35	94.3	35	94.3	35	97.1	34	94.1	35	85.7	4	75.0	34	73.5
Cypress View Foundation	17	94.1	17	88.2	17	100.0	17	94.1	17	94.1	17	76.5	4	25.0	17	64.7
Golden Acres Lodge	13	100.0	11	100.0	13	100.0	13	100.0	13	100.0	14	71.4	2	100.0	14	64.3
York Creek Lodge	7	100.0	7	85.7	7	85.7	7	100.0	7	100.0	7	85.7	1	100.0	7	57.1
Good Samaritan Prairie Ridge	15	100.0	12	100.0	15	100.0	15	100.0	15	93.3	15	46.7	8	75.0	15	66.7
Piyami Place	5	100.0	6	50.0	6	100.0	6	100.0	6	83.3	6	50.0	3	33.3	6	50.0
St. Therese Villa – St. Michaels Health Centre	90	98.9	90	75.6	89	95.5	90	98.9	90	96.7	90	66.7	28	53.6	91	76.9
The Wellington Retirement Residence	31	100.0	31	80.6	30	100.0	31	100.0	31	93.5	30	66.7	10	70.0	30	70.0
Good Samaritan West Highlands	57	96.5	55	74.5	58	96.6	57	98.2	58	94.8	57	66.7	17	64.7	57	66.7
Meadow Lands	4	100.0	3	66.7	4	100.0	4	100.0	4	100.0	4	100.0	0	--	4	75.0
Extendicare Fairmont Park	77	97.4	73	76.7	76	92.1	75	98.7	75	97.3	77	64.9	25	56.0	73	71.2
Good Samaritan Park Meadows Village	62	95.2	57	73.7	62	100.0	62	93.5	61	93.4	60	60.0	22	54.5	60	66.7
Good Samaritan Linden View	46	100.0	43	76.7	46	89.1	45	97.8	45	93.3	42	66.7	12	58.3	43	67.4
Legacy Lodge	60	98.3	57	75.4	60	100.0	59	100.0	60	100.0	60	60.0	22	54.5	58	77.6
Good Samaritan Lee Crest	35	94.3	32	62.5	36	94.4	36	97.2	34	97.1	35	51.4	14	42.9	35	68.6
Sunrise Gardens	36	100.0	33	78.8	36	100.0	36	97.2	36	88.9	36	58.3	15	60.0	36	77.8
Columbia Assisted Living	19	100.0	17	82.4	19	100.0	18	100.0	17	100.0	19	47.4	9	33.3	18	61.1

Table 15: Additional questions continued

Calgary	Q46: In the last 12 months, have you been part of a care conference, either in person or by phone?		Q47: Were you given the opportunity to be part of a care conference in the last 12 months either in person or by phone?		Q51: In the last 6 months, did you help with the care of your family member when you visited?		Q52: Do you feel that supportive living facility staff expects you to help with the care of your family member when you visit?		Q54: In the last 6 months, how often did your family member receive all of the medical services and treatments they needed?		Q55: In the last 6 months, how often did you have concerns about your family member's medication?		Q57: In the last 6 months, how often were your concerns about your family member's medication resolved?	
	N	% Yes	N	% Yes	N	% No	N	% No	N	% Always/ Usually	N	% Never/ Sometimes	N	% Always/ Usually
Millrise Place	18	94.4	1	0.0	18	44.4	18	88.9	18	100.0	18	100.0	6	100.0
Prince of Peace Manor	17	70.6	5	0.0	18	61.1	18	88.9	18	100.0	18	100.0	4	75.0
Aspen Ridge Lodge	18	83.3	4	25.0	18	66.7	18	83.3	18	100.0	19	100.0	9	100.0
Whitehorn Village	18	72.2	4	0.0	17	52.9	17	94.1	17	100.0	18	100.0	6	100.0
Walden Supportive Living Community	49	71.4	12	8.3	50	40.0	49	93.9	49	95.9	49	93.9	22	86.4
Silver Willow Lodge	26	69.2	7	14.3	26	42.3	26	96.2	25	96.0	25	88.0	8	87.5
McKenzie Towne Retirement Residence	17	88.2	2	50.0	17	35.3	17	76.5	17	100.0	17	94.1	4	100.0
Carewest Colonel Belcher	19	73.7	5	40.0	18	44.4	18	77.8	19	100.0	19	100.0	8	87.5
Eau Claire Retirement Residence	40	87.5	3	33.3	39	53.8	40	92.5	40	95.0	40	95.0	19	89.5
Sagewood Supportive Living	33	81.8	6	50.0	33	42.4	32	93.8	32	93.8	31	93.5	12	100.0
Wentworth Manor/The Residence and The Court	23	91.3	2	50.0	22	59.1	23	65.2	23	95.7	23	91.3	11	81.8
Scenic Acres Retirement Residence	6	100.0	0	--	6	33.3	5	60.0	6	100.0	6	83.3	2	100.0
Monterey Place	55	85.5	8	87.5	54	38.9	51	90.2	55	94.5	56	96.4	27	96.3

Central	Q46: In the last 12 months, have you been part of a care conference, either in person or by phone?		Q47: Were you given the opportunity to be part of a care conference in the last 12 months either in person or by phone?		Q51: In the last 6 months, did you help with the care of your family member when you visited?		Q52: Do you feel that supportive living facility staff expects you to help with the care of your family member when you visit?		Q54: In the last 6 months, how often did your family member receive all of the medical services and treatments they needed?		Q55: In the last 6 months, how often did you have concerns about your family member's medication?		Q57: In the last 6 months, how often were your concerns about your family member's medication resolved?	
	N	% Yes	N	% Yes	N	% No	N	% No	N	% Always/ Usually	N	% Never/ Sometimes	N	% Always/ Usually
Serenity House	6	83.3	1	0.0	6	66.7	6	100.0	6	100.0	6	100.0	3	100.0
Islay Assisted Living	10	40.0	5	40.0	10	90.0	10	100.0	10	100.0	9	100.0	2	100.0
Sunrise Village Wetaskiwin	7	57.1	2	0.0	7	14.3	6	66.7	6	100.0	7	100.0	3	100.0
Providence Place	5	80.0	1	0.0	5	0.0	5	60.0	5	100.0	5	100.0	2	100.0
West Park Lodge	21	33.3	13	7.7	21	42.9	21	85.7	21	100.0	21	95.2	5	100.0
Vermillion Valley Lodge	15	33.3	9	22.2	15	53.3	15	100.0	15	100.0	15	93.3	5	100.0
Faith House	12	41.7	6	33.3	11	45.5	13	92.3	13	100.0	12	91.7	3	66.7
Eckville Manor House	5	60.0	1	0.0	5	80.0	5	100.0	5	100.0	5	100.0	1	100.0
Hillview Lodge	19	42.1	10	10.0	19	42.1	19	94.7	19	100.0	19	100.0	6	100.0
Sunrise Village Olds	9	77.8	0	--	9	44.4	9	100.0	9	100.0	9	100.0	1	100.0
Points West Living Lloydminster	32	28.1	18	5.6	33	51.5	32	90.6	33	97.0	33	93.9	12	91.7
Sunrise Village (Ponoka)	11	90.9	1	0.0	11	36.4	11	72.7	11	100.0	11	100.0	1	100.0
Pines Lodge	8	87.5	1	0.0	8	37.5	8	75.0	8	100.0	8	100.0	2	100.0
Bethany Meadows	20	80.0	4	25.0	21	66.7	21	90.5	21	90.5	21	100.0	8	87.5
Points West Living Century Park	24	41.7	13	7.7	24	70.8	23	91.3	22	100.0	24	87.5	11	90.9
Manor at Royal Oak	26	42.3	15	6.7	27	25.9	27	88.9	25	96.0	27	88.9	14	85.7
Coronation Hospital and Care Centre	8	62.5	2	0.0	8	75.0	8	100.0	8	100.0	8	87.5	1	100.0
Heritage House	18	66.7	5	0.0	18	38.9	18	88.9	18	94.4	17	82.4	8	87.5
Bethany Sylvan Lake	12	33.3	6	33.3	12	33.3	12	100.0	12	75.0	12	100.0	6	100.0
Sunset Manor	64	51.6	27	7.4	64	34.4	64	90.6	63	92.1	61	95.1	32	87.5
Good Samaritan Good Shepherd Lutheran Home	33	97.0	1	0.0	34	32.4	33	81.8	33	93.9	34	94.1	18	88.9
Points West Living Wainwright	33	75.8	7	42.9	32	34.4	31	80.6	31	96.8	30	90.0	16	81.3

Central	Q46: In the last 12 months, have you been part of a care conference, either in person or by phone?		Q47: Were you given the opportunity to be part of a care conference in the last 12 months either in person or by phone?		Q51: In the last 6 months, did you help with the care of your family member when you visited?		Q52: Do you feel that supportive living facility staff expects you to help with the care of your family member when you visit?		Q54: In the last 6 months, how often did your family member receive all of the medical services and treatments they needed?		Q55: In the last 6 months, how often did you have concerns about your family member's medication?		Q57: In the last 6 months, how often were your concerns about your family member's medication resolved?	
	N	% Yes	N	% Yes	N	% No	N	% No	N	% Always/ Usually	N	% Never/ Sometimes	N	% Always/ Usually
Sunrise Village Camrose	52	90.4	5	40.0	51	35.3	50	88.0	51	100.0	51	90.2	25	92.0
Extendicare Michener Hill	39	59.0	15	13.3	40	42.5	37	78.4	40	85.0	39	94.9	17	70.6
Chateau Three Hills	8	37.5	5	0.0	8	0.0	5	80.0	8	87.5	8	87.5	5	80.0
Clearwater Centre	13	92.3	1	0.0	13	15.4	13	53.8	13	76.9	12	83.3	10	80.0
Edmonton	Q46: In the last 12 months, have you been part of a care conference, either in person or by phone?		Q47: Were you given the opportunity to be part of a care conference in the last 12 months either in person or by phone?		Q51: In the last 6 months, did you help with the care of your family member when you visited?		Q52: Do you feel that supportive living facility staff expects you to help with the care of your family member when you visit?		Q54: In the last 6 months, how often did your family member receive all of the medical services and treatments they needed?		Q55: In the last 6 months, how often did you have concerns about your family member's medication?		Q57: In the last 6 months, how often were your concerns about your family member's medication resolved?	
	N	% Yes	N	% Yes	N	% No	N	% No	N	% Always/ Usually	N	% Never/ Sometimes	N	% Always/ Usually
West Country Hearth	10	70.0	3	66.7	10	20.0	10	100.0	10	80.0	10	90.0	3	100.0
Country Cottage Seniors Residence	8	75.0	2	0.0	8	62.5	7	100.0	8	100.0	8	100.0	5	100.0
Good Samaritan George Hennig Place	13	76.9	3	33.3	15	33.3	15	86.7	14	92.9	15	93.3	4	50.0
Place Beausejour	16	75.0	4	0.0	16	43.8	15	93.3	16	100.0	16	93.8	5	80.0
Emmanuel Home	8	50.0	4	50.0	8	25.0	8	100.0	8	100.0	8	87.5	3	100.0
LifeStyle Options Terra Rosa	16	81.3	4	50.0	16	43.8	18	88.9	17	100.0	18	94.4	8	87.5
Shepherd's Care Greenfield	11	72.7	2	0.0	11	27.3	11	100.0	11	100.0	11	100.0	4	100.0
Citadel Mews West	29	65.5	10	50.0	29	44.8	29	96.6	29	96.6	29	96.6	13	100.0
Shepherd's Gardens	23	47.8	12	33.3	23	47.8	22	90.9	22	90.9	23	100.0	9	77.8
Rosedale St. Albert	38	55.3	17	5.9	40	42.5	40	85.0	40	97.5	40	97.5	13	84.6
Good Samaritan Spruce Grove Centre	14	71.4	4	25.0	13	30.8	13	84.6	14	100.0	13	100.0	2	100.0

	Q46: In the last 12 months, have you been part of a care conference, either in person or by phone?		Q47: Were you given the opportunity to be part of a care conference in the last 12 months either in person or by phone?		Q51: In the last 6 months, did you help with the care of your family member when you visited?		Q52: Do you feel that supportive living facility staff expects you to help with the care of your family member when you visit?		Q54: In the last 6 months, how often did your family member receive all of the medical services and treatments they needed?		Q55: In the last 6 months, how often did you have concerns about your family member's medication?		Q57: In the last 6 months, how often were your concerns about your family member's medication resolved?	
	N	% Yes	N	% Yes	N	% No	N	% No	N	% Always/ Usually	N	% Never/ Sometimes	N	% Always/ Usually
Edmonton														
Rosedale Estates	17	58.8	7	28.6	16	43.8	16	87.5	16	93.8	17	88.2	6	66.7
Glastonbury Village	23	69.6	6	0.0	23	26.1	22	81.8	21	100.0	23	91.3	7	100.0
Good Samaritan Wedman House/Village	30	66.7	10	10.0	30	36.7	30	90.0	30	96.7	28	100.0	8	87.5
Shepherd's Care Kensington	21	85.7	3	0.0	21	57.1	20	100.0	21	95.2	21	100.0	9	77.8
Devonshire Manor	24	50.0	11	9.1	24	20.8	23	87.0	24	95.8	24	91.7	9	88.9
LifeStyle Options Riverbend	8	100.0	0	--	8	12.5	8	87.5	8	100.0	8	87.5	4	100.0
Aspen House	41	43.9	20	5.0	40	25.0	41	82.9	40	90.0	38	97.4	14	78.6
Wild Rose Cottage	12	41.7	7	28.6	13	30.8	13	84.6	13	84.6	13	100.0	5	80.0
Shepherd's Care Vanguard	37	59.5	15	6.7	36	41.7	36	77.8	34	91.2	35	97.1	18	94.4
LifeStyle Options Leduc	30	36.7	19	10.5	31	48.4	31	93.5	30	96.7	31	93.5	9	77.8
Grand Manor	11	100.0	0	--	11	63.6	10	90.0	11	90.9	11	100.0	5	80.0
CapitalCare Laurier House Lynnwood	56	89.3	6	50.0	54	16.7	53	79.2	55	94.5	56	94.6	34	91.2
Rosedale at Griesbach	42	50.0	21	14.3	41	43.9	39	87.2	41	87.8	41	95.1	19	89.5
CapitalCare Strathcona	49	81.6	9	66.7	49	16.3	49	85.7	48	95.8	49	93.9	27	92.6
Salvation Army Grace Manor	30	80.0	5	80.0	30	43.3	31	83.9	31	83.9	31	90.3	11	54.5
Garneau Hall	10	60.0	3	0.0	10	50.0	10	100.0	9	100.0	10	100.0	2	100.0
Saint Thomas Assisted Living Centre	30	80.0	6	0.0	30	36.7	29	86.2	29	89.7	30	96.7	11	72.7
Innovative Housing - Villa Marguerite	96	64.6	32	9.4	94	41.5	93	83.9	97	90.7	94	90.4	35	82.9
Tuoi Hac - Golden Age Manor	32	65.6	10	30.0	32	43.8	30	73.3	32	87.5	32	78.1	19	73.7
Summerwood Village Retirement Residence	46	84.8	3	33.3	46	17.4	43	83.7	46	87.0	46	91.3	26	80.8
Rutherford Heights Retirement Residence	40	75.0	10	70.0	40	27.5	39	79.5	40	77.5	40	85.0	21	61.9

Edmonton	Q46: In the last 12 months, have you been part of a care conference, either in person or by phone?		Q47: Were you given the opportunity to be part of a care conference in the last 12 months either in person or by phone?		Q51: In the last 6 months, did you help with the care of your family member when you visited?		Q52: Do you feel that supportive living facility staff expects you to help with the care of your family member when you visit?		Q54: In the last 6 months, how often did your family member receive all of the medical services and treatments they needed?		Q55: In the last 6 months, how often did you have concerns about your family member's medication?		Q57: In the last 6 months, how often were your concerns about your family member's medication resolved?	
	N	% Yes	N	% Yes	N	% No	N	% No	N	% Always/ Usually	N	% Never/ Sometimes	N	% Always/ Usually
Balwin Villa	30	90.0	3	33.3	30	30.0	29	72.4	30	96.7	29	96.6	13	92.3
Riverbend Retirement Residence	16	56.3	5	40.0	16	25.0	16	87.5	16	87.5	16	100.0	9	77.8
Churchill Retirement Community	19	73.7	5	0.0	19	15.8	19	89.5	19	100.0	19	100.0	7	71.4
North	Q46: In the last 12 months, have you been part of a care conference, either in person or by phone?		Q47: Were you given the opportunity to be part of a care conference in the last 12 months either in person or by phone?		Q51: In the last 6 months, did you help with the care of your family member when you visited?		Q52: Do you feel that supportive living facility staff expects you to help with the care of your family member when you visit?		Q54: In the last 6 months, how often did your family member receive all of the medical services and treatments they needed?		Q55: In the last 6 months, how often did you have concerns about your family member's medication?		Q57: In the last 6 months, how often were your concerns about your family member's medication resolved?	
	N	% Yes	N	% Yes	N	% No	N	% No	N	% Always/ Usually	N	% Never/ Sometimes	N	% Always/ Usually
Vilna Villa	7	42.9	4	0.0	7	71.4	7	100.0	7	100.0	7	100.0	2	100.0
Heimstaed Lodge	35	62.9	10	30.0	39	38.5	37	78.4	38	94.7	37	86.5	15	93.3
Manoir du Lac	14	92.9	1	0.0	14	14.3	14	85.7	15	93.3	15	80.0	4	100.0
Points West Living Grande Prairie	39	59.0	14	35.7	40	30.0	40	75.0	38	92.1	39	92.3	19	84.2
Mountain View Centre	19	57.9	8	25.0	18	22.2	19	63.2	19	84.2	19	89.5	8	87.5
Grande Prairie Care Centre	23	39.1	13	15.4	26	15.4	23	78.3	25	76.0	23	87.0	13	76.9

South	Q46: In the last 12 months, have you been part of a care conference, either in person or by phone?		Q47: Were you given the opportunity to be part of a care conference in the last 12 months either in person or by phone?		Q51: In the last 6 months, did you help with the care of your family member when you visited?		Q52: Do you feel that supportive living facility staff expects you to help with the care of your family member when you visit?		Q54: In the last 6 months, how often did your family member receive all of the medical services and treatments they needed?		Q55: In the last 6 months, how often did you have concerns about your family member's medication?		Q57: In the last 6 months, how often were your concerns about your family member's medication resolved?	
	N	% Yes	N	% Yes	N	% No	N	% No	N	% Always/ Usually	N	% Never/ Sometimes	N	% Always/ Usually
Clearview Lodge	9	77.8	2	50.0	9	77.8	9	100.0	9	100.0	9	100.0	1	100.0
Haven of Rest - South Country Village	11	54.5	5	0.0	11	54.5	11	90.9	11	90.9	11	100.0	3	66.7
Chinook Lodge	5	80.0	0	--	5	80.0	5	100.0	5	100.0	5	80.0	1	100.0
Orchard Manor	13	100.0	0	--	13	61.5	13	92.3	13	100.0	13	100.0	3	100.0
Pleasant View Lodge South	7	42.9	4	25.0	7	14.3	7	100.0	7	85.7	7	71.4	4	75.0
Leisure Way	7	100.0	0	--	7	28.6	6	100.0	7	100.0	7	100.0	4	100.0
MacLeod Pioneer Lodge	5	20.0	3	0.0	5	40.0	5	80.0	5	100.0	5	100.0	3	100.0
Good Samaritan Garden Vista	14	92.9	1	100.0	13	15.4	12	100.0	14	92.9	13	92.3	6	83.3
Piyami Lodge	11	54.5	3	0.0	11	54.5	11	90.9	11	100.0	11	81.8	6	83.3
Sunny South Lodge	18	50.0	9	22.2	18	22.2	18	83.3	18	88.9	18	94.4	7	71.4
Good Samaritan Vista Village	35	85.7	4	50.0	34	23.5	35	91.4	34	100.0	33	90.9	14	92.9
Cypress View Foundation	17	35.3	9	55.6	17	35.3	17	76.5	17	100.0	17	94.1	6	83.3
Golden Acres Lodge	14	57.1	6	0.0	14	50.0	14	85.7	14	100.0	14	100.0	6	83.3
York Creek Lodge	7	42.9	3	0.0	7	28.6	7	100.0	7	100.0	7	100.0	3	100.0
Good Samaritan Prairie Ridge	15	80.0	3	0.0	15	33.3	15	100.0	15	100.0	13	92.3	6	100.0
Piyami Place	6	50.0	3	0.0	6	16.7	6	100.0	6	100.0	6	83.3	3	33.3
St. Therese Villa – St. Michael's Health Centre	91	50.5	44	13.6	90	28.9	87	87.4	90	86.7	90	97.8	34	82.4
The Wellington Retirement Residence	30	83.3	5	20.0	30	26.7	31	71.0	31	93.5	29	96.6	16	100.0
Good Samaritan West Highlands	58	86.2	6	0.0	55	23.6	55	85.5	55	87.3	57	93.0	28	82.1
Meadow Lands	4	100.0	0	--	4	75.0	4	75.0	4	100.0	4	100.0	3	100.0
Extendicare Fairmont Park	76	72.4	18	72.2	76	27.6	77	81.8	77	94.8	77	93.5	33	84.8
Good Samaritan Park Meadows Village	62	88.7	7	57.1	62	41.9	62	83.9	62	91.9	61	83.6	31	74.2
Good Samaritan Linden View	43	69.8	13	15.4	46	23.9	46	82.6	46	97.8	44	93.2	17	88.2

South	Q46: In the last 12 months, have you been part of a care conference, either in person or by phone?		Q47: Were you given the opportunity to be part of a care conference in the last 12 months either in person or by phone?		Q51: In the last 6 months, did you help with the care of your family member when you visited?		Q52: Do you feel that supportive living facility staff expects you to help with the care of your family member when you visit?		Q54: In the last 6 months, how often did your family member receive all of the medical services and treatments they needed?		Q55: In the last 6 months, how often did you have concerns about your family member's medication?		Q57: In the last 6 months, how often were your concerns about your family member's medication resolved?	
	N	% Yes	N	% Yes	N	% No	N	% No	N	% Always/ Usually	N	% Never/ Sometimes	N	% Always/ Usually
Legacy Lodge	60	65.0	17	0.0	60	31.7	58	84.5	61	93.4	59	89.8	33	78.8
Good Samaritan Lee Crest	36	91.7	3	33.3	36	13.9	34	73.5	35	82.9	36	91.7	22	77.3
Sunrise Gardens	36	94.4	2	100.0	36	30.6	35	80.0	36	91.7	36	86.1	24	87.5
Columbia Assisted Living	19	57.9	5	20.0	19	21.1	19	73.7	19	78.9	19	89.5	9	88.9

9.0 RELATIONSHIP BETWEEN DIMENSIONS OF CARE, FOOD RATING SCALE AND GLOBAL OVERALL CARE RATING

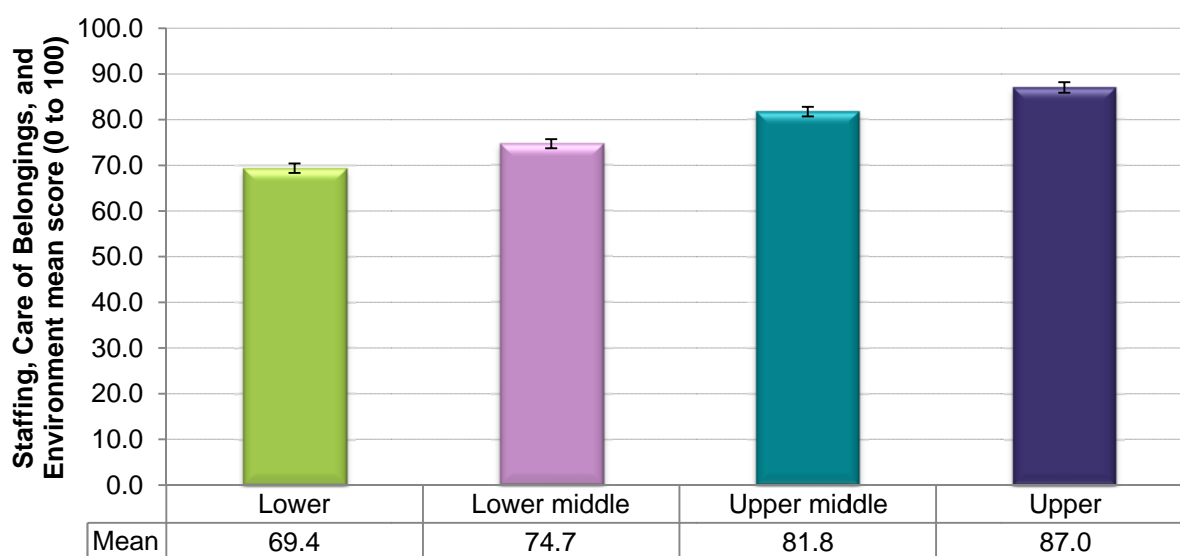
This section presents comparative results between lower and upper quartile facilities based on the Global Overall Care rating for each of the four Dimensions of Care and Food Rating Scale. Overall, respondent mean scores on each Dimension of Care were significantly higher in facilities categorized in the upper quartile of the Global Overall Care rating, relative to the lower quartile.

For details on question-level results by upper and lower quartile groupings, see **Appendix I**.

9.1 Staffing, Care of Belongings, and Environment

Facilities in the upper quartile of Global Overall Care ratings scored significantly higher (difference of 17.6 out of 100 points) than facilities in the lower quartile on the Staffing, Care of Belongings, and Environment Dimension of Care (**Figure 2**).

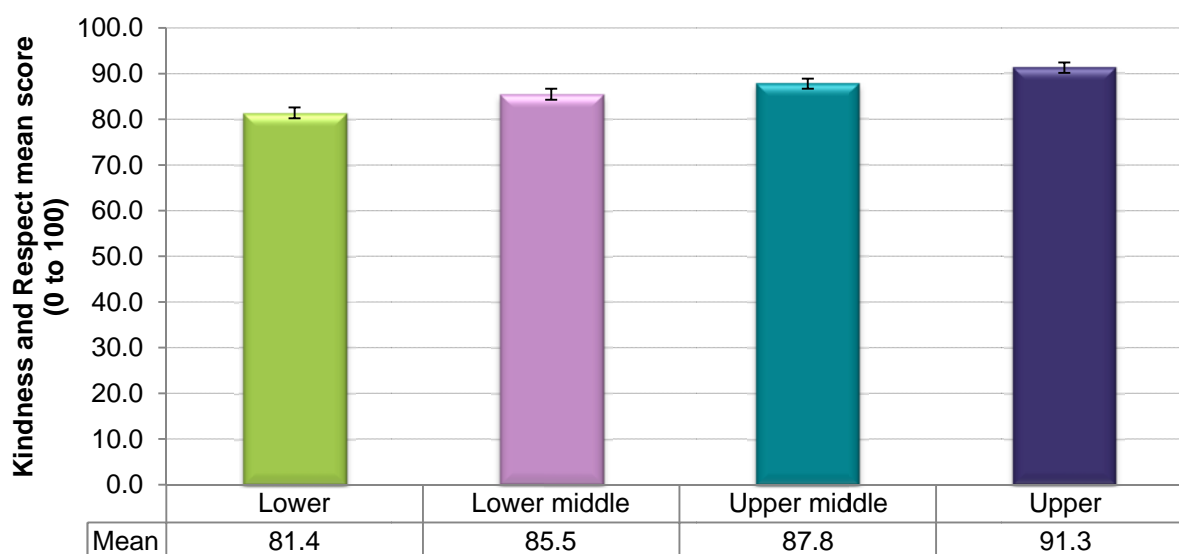
Figure 2: Staffing, Care of Belongings, and Environment Dimension of Care by Global Overall Care rating quartile



9.2 Kindness and Respect

Facilities in the upper quartile of Global Overall Care ratings scored significantly higher (difference of 9.9 out of 100 points) than facilities in the lower quartile on the Kindness and Respect Dimension of Care (**Figure 3**).

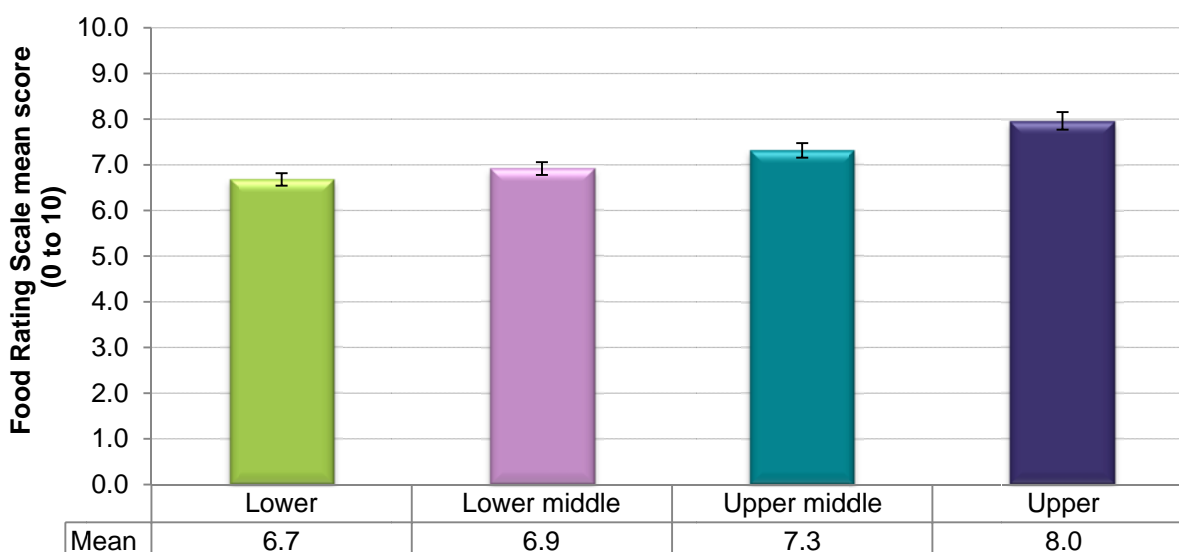
Figure 3: Kindness and Respect Dimension of Care by Global Overall Care rating quartile



9.3 Food Rating Scale

Facilities in the upper quartile of Global Overall Care ratings scored significantly higher (difference of 1.3 out of 10 points) than facilities in the lower quartile on the Food Rating Scale (**Figure 4**).

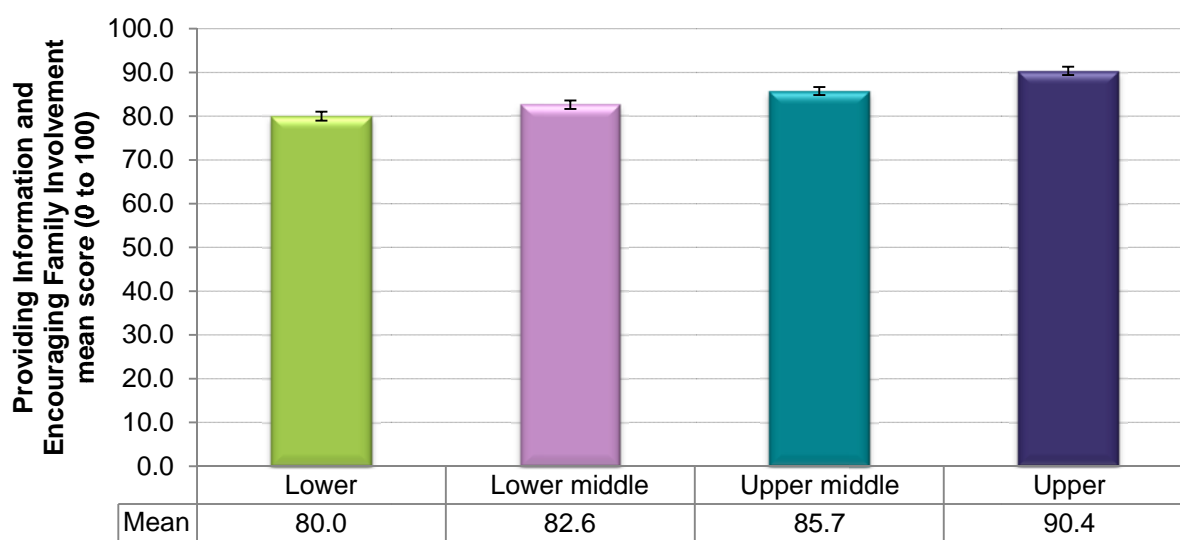
Figure 4: Food Rating Scale by Global Overall Care rating quartile



9.4 Providing Information and Encouraging Family Involvement

Facilities in the upper quartile of Global Overall Care ratings scored significantly higher (difference of 10.4 out of 100 points) than facilities in the lower quartile on the Providing Information and Encouraging Family Involvement Dimension of Care (**Figure 5**).

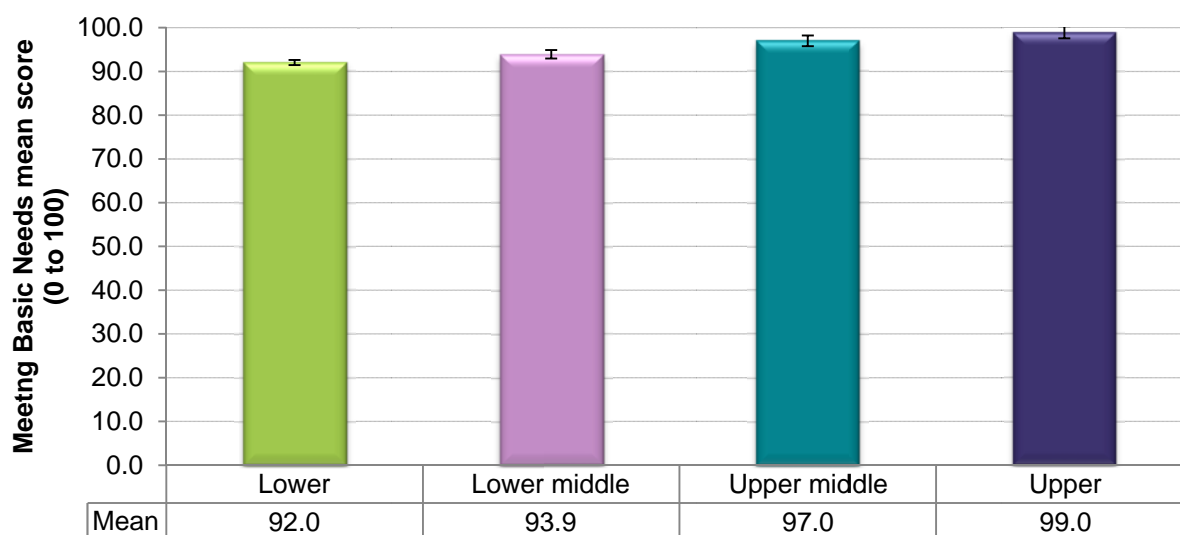
Figure 5: Providing Information and Encouraging Family Involvement Dimension of Care by Global Overall Care rating quartile



9.5 Meeting Basic Needs

Facilities in the upper quartile of Global Overall Care ratings scored significantly higher (difference of 7.0 out of 100 points) than facilities in the lower quartile on the Meeting Basic Needs Dimension of Care (**Figure 6**).

Figure 6: Meeting Basic Needs Dimension of Care by Global Overall Care rating quartile



10.0 FACILITY-LEVEL EFFECTS: FACILITY SIZE AND OWNERSHIP TYPE

This section presents data on the impact of facility size and facility ownership type on Global Overall Care ratings, the four Dimensions of Care, and the Food Rating Scale.

Facility size was measured by the number of beds at each facility. Information on the number of beds was collected from AHS using current data, as of March 2012. The number includes all beds within the facility (i.e., supportive living and long term care). It is recognized that the total number of beds may not be completely accurate (there was a certain degree of variability in the downsizing and upsizing of some facilities during the study period). Caution should be taken when interpreting results that refer to the number of beds. In general, facility size reported reflects a reasonable *estimate* of the size of the facility at the time of the survey.

In addition to facility size, three facility ownership models were examined to determine their impact on the families' experiences of the care and services provided at a supportive living facility. The ownership category of each facility was identified using AHS 2012 data. The three ownership models that provide publically funded supportive living care in Alberta (as of 2012) are:

1. Public – operated by or wholly owned subsidiary of AHS
2. Private – owned by a private for profit organization
3. Voluntary – owned by a not-for-profit or faith-based organization

10.1 Facility size

Facilities included in the following analyses (N = 107) ranged in bed numbers from 10 to 280, with a provincial average of 63 beds per facility. The tables in this section show that facilities categorized in the lower quartile on Global Overall Care ratings had on average approximately three times as many beds as compared to facilities that were categorized in the upper quartile (94 versus 29 beds; **Table 16**).

Analyses of each of the Dimensions of Care showed similar results: facilities categorized in the lower quartile of a Dimension of Care or the Food Rating Scale had on average approximately two to three times as many beds compared to facilities categorized in the upper quartile (see following tables).

Results show that facilities with fewer beds are more likely to obtain a higher Global Overall Care rating and higher scores on each of the Dimensions of Care.

Follow-up analyses showed that as facility size increases up to approximately 100 beds, scores on the Global Overall Care rating, Kindness and Respect Dimension of Care, and the Food Rating Scale decrease. However, the effect of increasing bed numbers plateaus in facilities with greater than 100 beds. For more information on these analyses, see **Appendix J**.

10.1.1 Global Overall Care ratings

Table 16: Mean number of beds by Global Overall Care rating quartiles

Global Overall Care rating quartiles	Mean number of beds	95% CI	
		Lower	Upper
Upper (27 facilities)	29	21	37
Upper middle (27 facilities)	54	38	71
Lower middle (27 facilities)	75	57	94
Lower (26 facilities)	94	72	117

10.1.2 Staffing, Care of Belongings, and Environment

Table 17: Mean number of beds by Staffing, Care of Belongings, and Environment Dimension of Care quartiles

Staffing, Care of Belongings, and Environment quartiles	Mean number of beds	95% CI	
		Lower	Upper
Upper (26 facilities)	34	25	44
Upper middle (27 facilities)	47	33	61
Lower middle (27 facilities)	74	56	92
Lower (27 facilities)	96	72	119

10.1.3 Kindness and Respect

Table 18: Mean number of beds by Kindness and Respect Dimension of Care quartiles

Kindness and Respect quartiles	Mean number of beds	95% CI	
		Lower	Upper
Upper (26 facilities)	38	27	50
Upper middle (27 facilities)	55	41	70
Lower middle (27 facilities)	87	64	110
Lower (27 facilities)	69	48	91

10.1.4 Food Rating Scale

Table 19: Mean number of beds by Food Rating Scale quartiles

Food Rating quartiles	Mean number of beds	95% CI	
		Lower	Upper
Upper (26 facilities)	30	23	37
Upper middle (27 facilities)	52	36	68
Lower middle (28 facilities)	78	56	101
Lower (26 facilities)	90	70	110

10.1.5 Providing Information and Encouraging Family Involvement

Table 20: Mean number of beds by Providing Information and Encouraging Family Involvement Dimension of Care quartiles

Providing Information and Encouraging Family Involvement quartiles	Mean number of beds	95% CI:	
		Lower	Upper
Upper (27 facilities)	34	25	43
Upper middle (26 facilities)	65	47	82
Lower middle (27 facilities)	78	53	102
Lower (27 facilities)	75	56	94

10.1.6 Meeting Basic Needs

Table 21: Mean number of beds by Meeting Basic Needs Dimension of Care quartiles

Meeting Basic Needs quartiles	Mean number of beds	95% CI	
		Lower	Upper
Upper (26 facilities)	27	22	32
Upper middle (27 facilities)	70	49	91
Lower middle (27 facilities)	68	52	84
Lower (27 facilities)	85	62	108

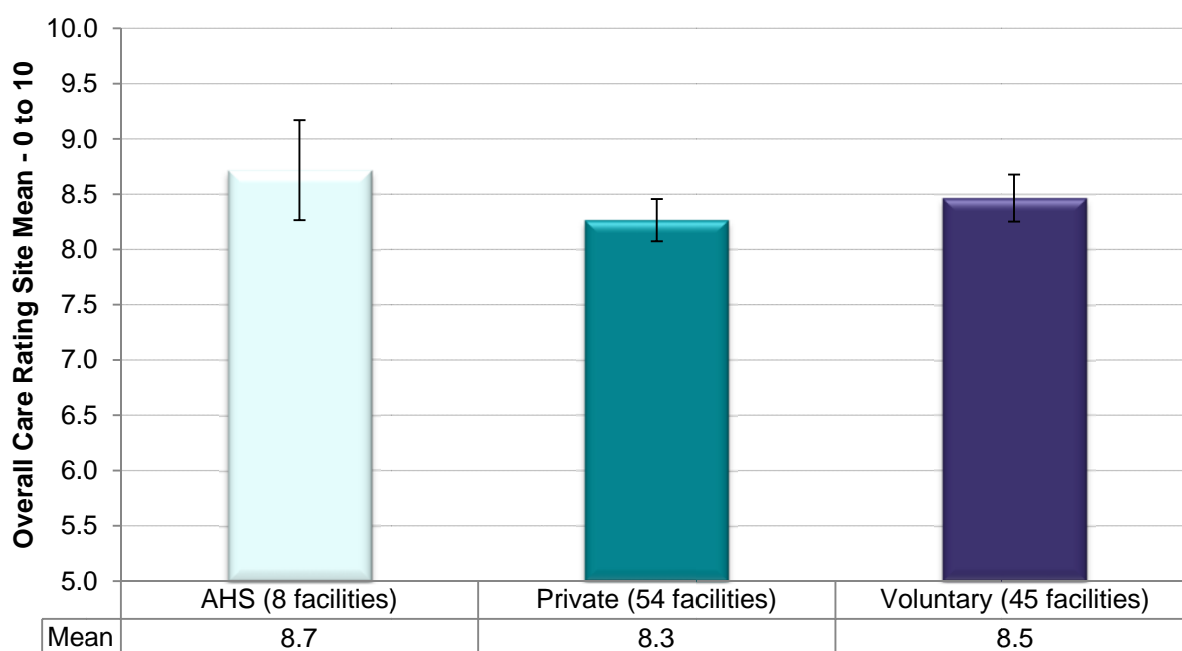
10.2 Facility ownership

Analyses of the influence of facility ownership type on the Global Overall Care rating and each of the Dimensions of Care showed that there were no significant differences among facility ownership types for the Global Overall Care rating, the Dimensions of Care mean scores, or the Food Rating Scale.

Differences were found among facility ownership types with respect to the individual questions within each Dimension of Care. For additional details, including an analysis of the individual survey questions that comprise each Dimension of Care, see **Appendix K**.

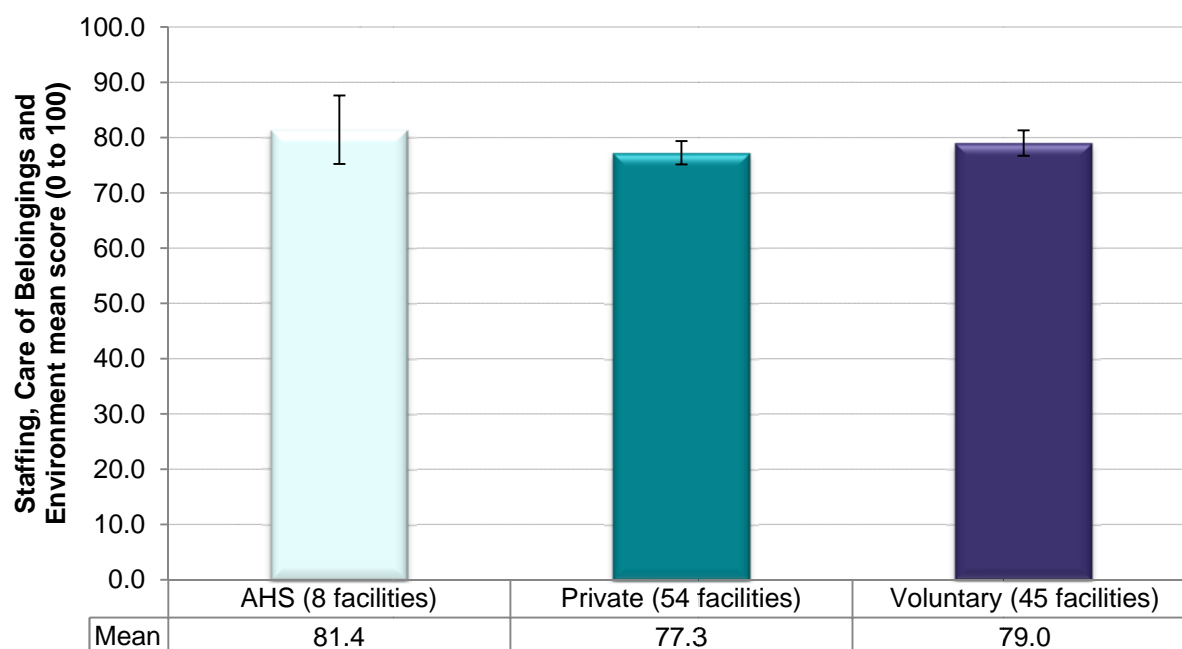
10.2.1 Global Overall Care ratings

Figure 7: Global Overall Care ratings as a function of ownership type



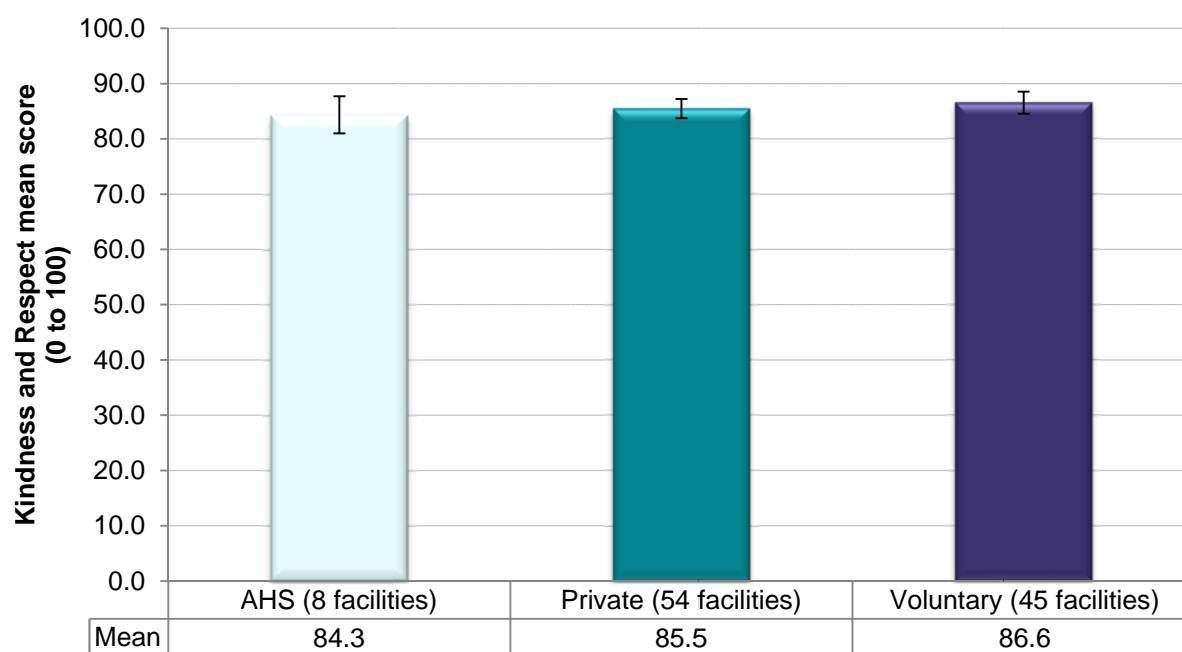
10.2.2 Staffing, Care of Belongings, and Environment

Figure 8: Staffing, Care of Belongings, and Environment as a function of ownership type



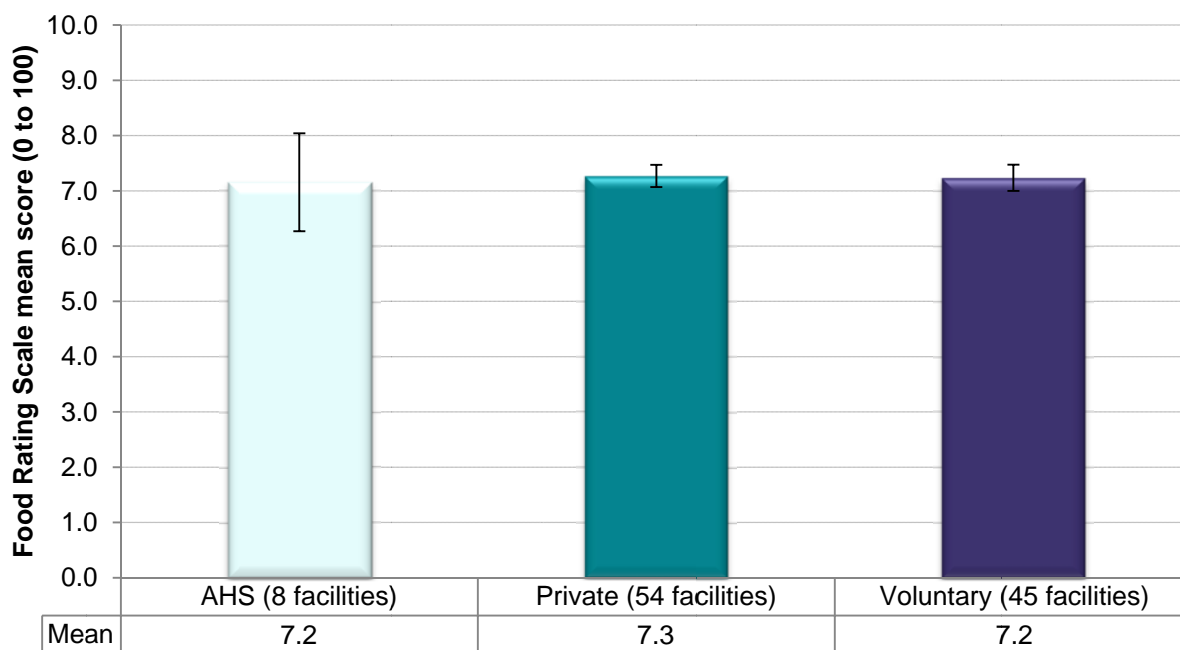
10.2.3 Kindness and Respect

Figure 9: Kindness and Respect as a function of ownership type



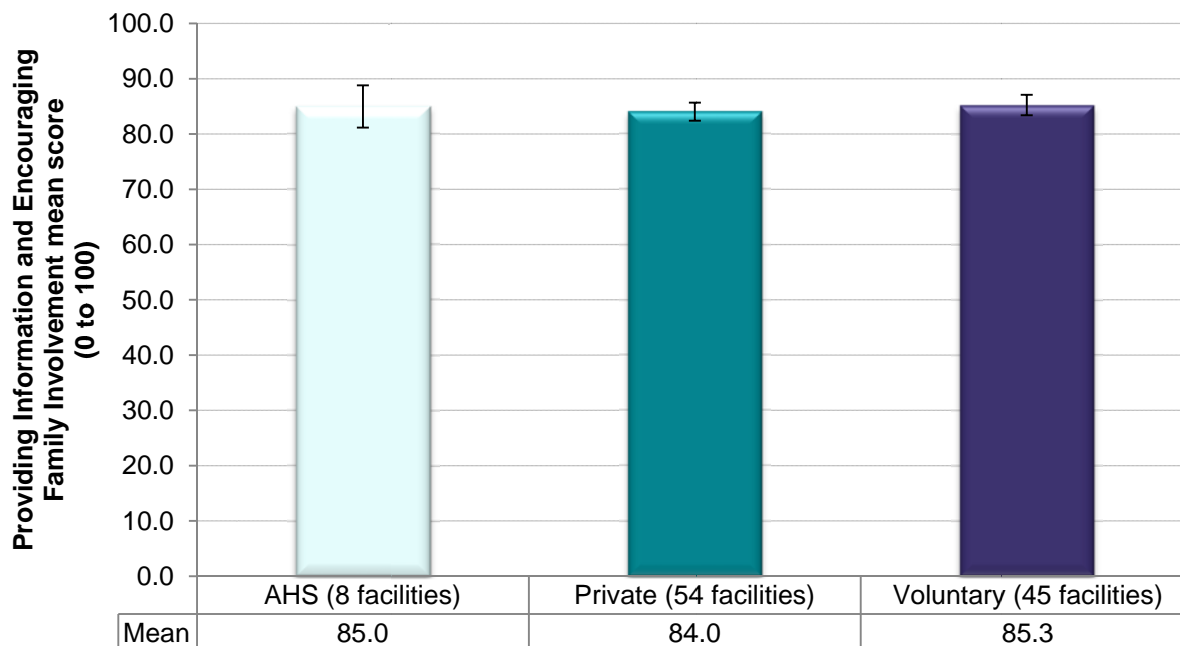
10.2.4 Food Rating Scale

Figure 10: Food Rating Scale as a function of ownership type



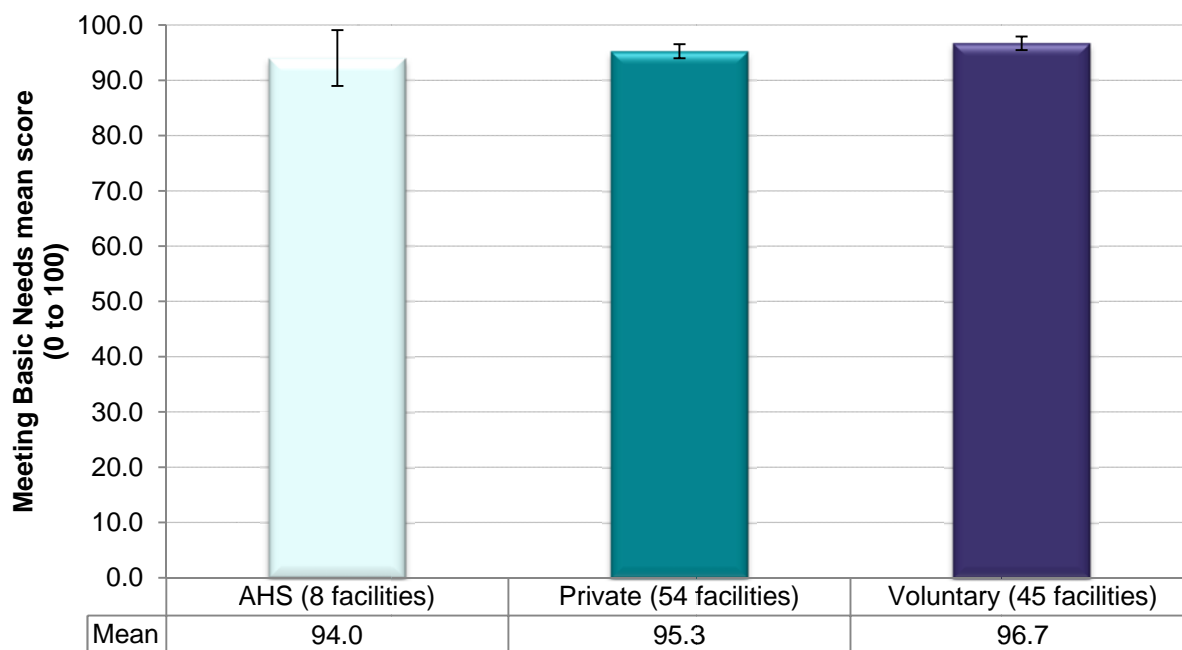
10.2.5 Providing Information and Encouraging Family Involvement

Figure 11: Providing Information and Encouraging Family Involvement as a function of ownership type



10.2.6 Meeting Basic Needs

Figure 12: Meeting Basic Needs as a function of ownership type



11.0 PROPENSITY TO RECOMMEND FACILITY

(Survey Question 49): If someone needed supportive living facility care, would you recommend this supportive living facility?

An important indicator to the perceived quality of a facility is whether a family member would recommend the facility to someone needing supportive living facility. For this reason, a separate section was devoted to General Satisfaction Question 49 (Q49) regarding the propensity to recommend.

This section is structured as follows:

- Facility list by percentage of those who would recommend (Q49)
- Relationship between propensity to recommend and Global Overall Care rating quartile
- Results by facility size and ownership type

Question 49 is presented in two ways:

1. Four-level responses to Question 49:
 - a) Definitely **No**
 - b) Probably **No**
 - c) Probably **Yes**
 - d) Definitely **Yes**
2. Binary response, recommendation: YES/NO
 - a) **Yes** (*Probably Yes* and *Definitely Yes*)
 - b) **No** (*Probably No* and *Definitely No*)

11.1 Propensity to recommend – provincial and zone results (Q49)

Provincially, 92.0 per cent of respondents stated that they would *definitely* or *probably* recommend the facility (*Definitely Yes* or *Probably Yes*).

Figure 13: Provincial summary of responses for propensity to recommend

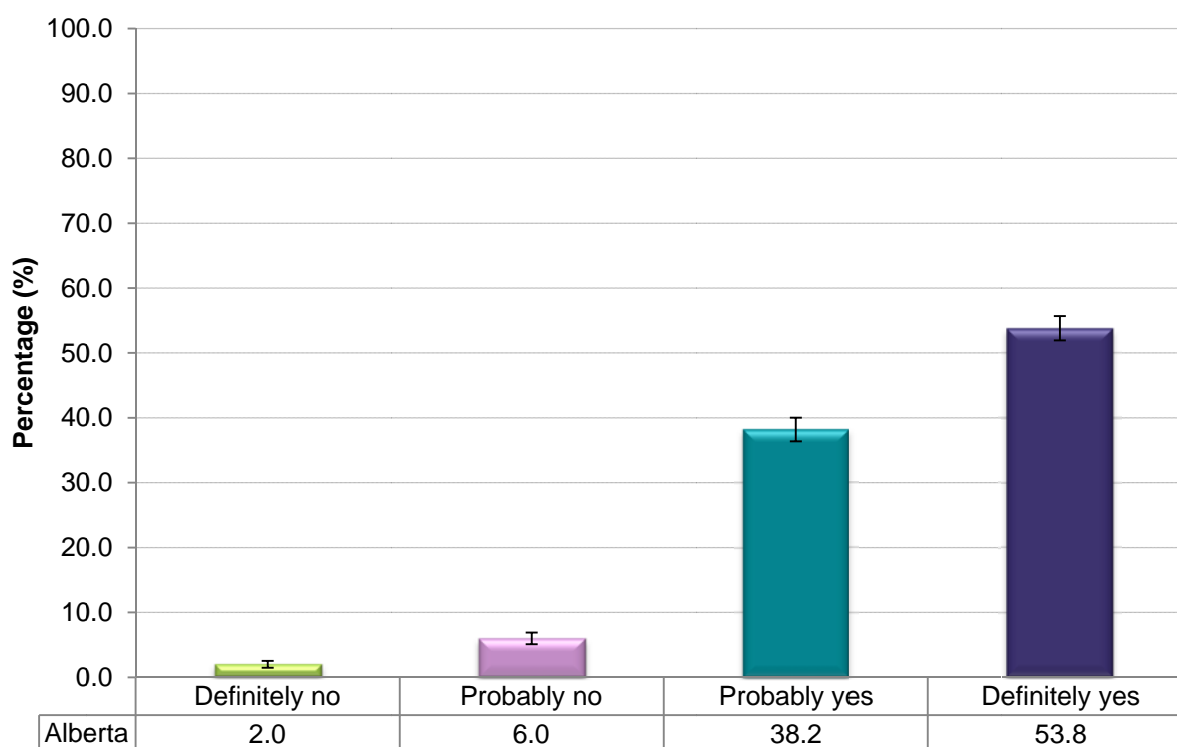


Table 22: Zone summary of responses for propensity to recommend

	Calgary (N = 353)	Central (N = 526)	Edmonton (N = 969)	North (N = 162)	South (N = 709)	Alberta (N = 2,719)
	%	%	%	%	%	%
Definitely no	0.8	1.7	2.6	4.3*	1.4	2.0
Probably no	4.5	5.5	6.0	9.9*	6.3	6.0
Probably yes	37.1	37.1	38.3	43.2	38.4	38.2
Definitely yes	57.5	55.7	53.1	42.6*	53.9	53.8
Total	100.0	100.0	100.0	100.0	100.0	100.0

*significantly different compared to the Alberta result

The following table (**Table 23**) summarizes respondents' propensity to recommend (YES/NO) for each facility. Facilities are presented by percentage of respondents willing to recommend the facility and are grouped by zone to facilitate comparisons at the zone and provincial level.

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

- The facility yielded five or more respondents, **AND**
- The facility response margin of error was equal to or less than 10 per cent *and/or* the facility had a response rate of over 50 per cent among eligible respondents. For more details on the determination of facility sample reliability and for a list of facility response rates and sample margin of errors see **Appendix F**.

The table below includes *only* facilities which met the inclusion criteria (N = 107 facilities).

Table 23: Summary of the percentage of respondents who would recommend the facility by Global Overall Care rating

Calgary	Respondent (N)	Percentage willing to recommend (%)	Global Overall Care rating
Millrise Place	18	100.0	9.2
Aspen Ridge Lodge	19	100.0	9.0
Whitehorn Village	17	100.0	9.0
Silver Willow Lodge	24	100.0	8.8
McKenzie Towne Retirement Residence	17	100.0	8.5
Scenic Acres Retirement Residence	6	100.0	8.2
Walden Supportive Living Community	50	98.0	8.8
Eau Claire Retirement Residence	40	97.5	8.4
Sagewood Supportive Living	33	97.0	8.4
Carewest Colonel Belcher	19	94.7	8.4
Prince of Peace Manor	18	94.4	9.1
Wentworth Manor/The Residence and The Court	23	91.3	8.3
Monterey Place	55	80.0	7.5
Central	Respondent (N)	Percentage willing to recommend (%)	Global Overall Care rating
Serenity House	6	100.0	9.8
Islay Assisted Living	10	100.0	9.6
Sunrise Village Wetaskiwin	7	100.0	9.4
Providence Place	5	100.0	9.4

Central	Respondent (N)	Percentage willing to recommend (%)	Global Overall Care rating
West Park Lodge	21	100.0	9.4
Vermillion Valley Lodge	15	100.0	9.3
Faith House	13	100.0	9.3
Eckville Manor House	5	100.0	9.2
Hillview Lodge	19	100.0	9.2
Sunrise Village (Ponoka)	11	100.0	8.6
Pines Lodge	8	100.0	8.6
Coronation Hospital and Care Centre	8	100.0	8.5
Bethany Sylvan Lake	12	100.0	8.2
Good Samaritan Good Shepherd Lutheran Home	34	100.0	8.1
Points West Living Lloydminster	33	97.0	8.7
Manor at Royal Oak	27	96.3	8.5
Bethany Meadows	21	95.2	8.6
Sunset Manor	62	95.2	8.2
Heritage House	18	94.4	8.2
Points West Living Century Park	24	91.7	8.5
Sunrise Village Olds	9	88.9	8.9
Chateau Three Hills	8	87.5	7.3
Sunrise Village Camrose	51	86.3	7.6
Points West Living Wainwright	32	81.3	7.8
Extendicare Michener Hill	36	80.6	7.3
Clearwater Centre	13	53.8	6.5
Edmonton	Respondent (N)	Percentage willing to recommend (%)	Global Overall Care rating
West Country Hearth	10	100.0	9.7
Good Samaritan George Hennig Place	15	100.0	9.1
Place Beausejour	16	100.0	9.1
Emmanuel Home	8	100.0	9.1
LifeStyle Options Terra Rosa	17	100.0	8.8
Shepherd's Care Greenfield	11	100.0	8.8
Shepherd's Gardens	23	100.0	8.7
Rosedale St. Albert	40	100.0	8.7
Shepherd's Care Kensington	21	100.0	8.4

Edmonton	Respondent (N)	Percentage willing to recommend (%)	Global Overall Care rating
Devonshire Manor	24	100.0	8.4
LifeStyle Options Riverbend	8	100.0	8.4
Wild Rose Cottage	12	100.0	8.3
CapitalCare Laurier House Lynnwood	53	98.1	8.1
Citadel Mews West	28	96.4	8.8
CapitalCare Strathcona	50	96.0	8.1
Glastonbury Village	23	95.7	8.5
Shepherd's Care Vanguard	35	94.3	8.2
Rosedale Estates	17	94.1	8.6
Salvation Army Grace Manor	31	93.5	8.0
Tuoi Hac - Golden Age Manor	31	93.5	7.5
LifeStyle Options Leduc	30	93.3	8.2
Good Samaritan Spruce Grove Centre	14	92.9	8.6
Rosedale at Griesbach	42	92.9	8.1
Aspen House	40	92.5	8.3
Garneau Hall	10	90.0	7.9
Saint Thomas Assisted Living Centre	30	90.0	7.9
Innovative Housing - Villa Marguerite	98	87.8	7.8
Country Cottage Seniors Residence	8	87.5	9.4
Good Samaritan Wedman House/Village	30	86.7	8.4
Rutherford Heights Retirement Residence	40	85.0	7.0
Grand Manor	11	81.8	8.2
Riverbend Retirement Residence	16	81.3	6.8
Summerwood Village Retirement Residence	46	78.3	7.5
Churchill Retirement Community	17	76.5	6.7
Balwin Villa	28	71.4	6.9
North	Respondent (N)	Percentage willing to recommend (%)	Global Overall Care rating
Vilna Villa	7	100.0	9.1
Heimstaed Lodge	38	92.1	8.3
Points West Living Grande Prairie	39	89.7	7.4
Manoir du Lac	14	85.7	7.9
Grande Prairie Care Centre	25	68.0	6.8
Mountain View Centre	18	66.7	6.8

South	Respondent (N)	Percentage willing to recommend (%)	Global Overall Care rating
Clearview Lodge	9	100.0	9.9
Haven of Rest - South Country Village	11	100.0	9.5
Chinook Lodge	5	100.0	9.4
Orchard Manor	13	100.0	9.2
Pleasant View Lodge South	7	100.0	9.0
Leisure Way	6	100.0	9.0
MacLeod Pioneer Lodge	5	100.0	9.0
Piyami Lodge	11	100.0	8.6
Sunny South Lodge	18	100.0	8.6
Cypress View Foundation	17	100.0	8.5
York Creek Lodge	7	100.0	8.4
Good Samaritan Prairie Ridge	15	100.0	8.3
Good Samaritan West Highlands	56	96.4	8.0
St. Therese Villa - St. Michaels Health Centre	90	94.4	8.1
Good Samaritan Vista Village	35	94.3	8.5
Extendicare Fairmont Park	76	93.4	8.0
Legacy Lodge	60	93.3	7.9
Golden Acres Lodge	14	92.9	8.4
Good Samaritan Garden Vista	13	92.3	8.6
Good Samaritan Lee Crest	36	88.9	7.7
Good Samaritan Park Meadows Village	61	86.9	8.0
Sunrise Gardens	34	85.3	7.5
Good Samaritan Linden View	45	84.4	8.0
The Wellington Retirement Residence	31	83.9	8.0
Piyami Place	6	83.3	8.2
Columbia Assisted Living	19	78.9	7.4
Meadow Lands	4	75.0	8.0

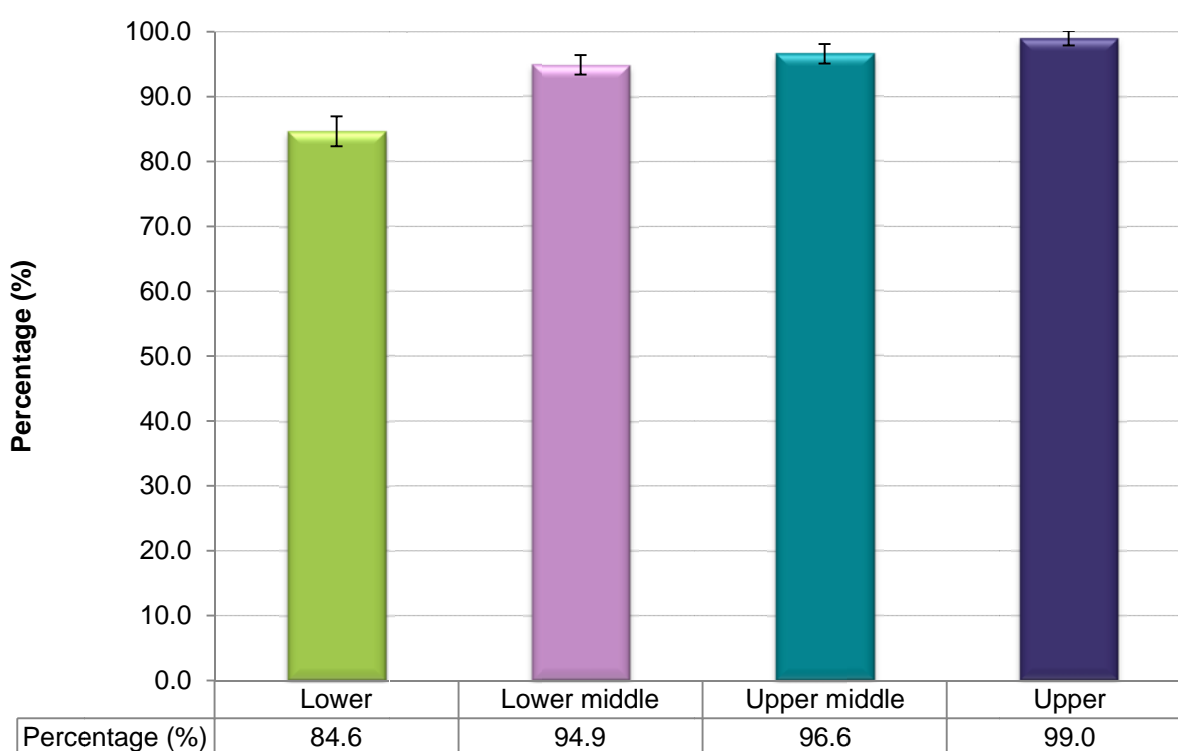
Note: Categorical decision rules based on the mean extend beyond the first decimal place. In the event of a tie, facilities are presented by their Global Overall Care ratings from highest to lowest.

11.2 Propensity to recommend by Global Overall Care rating quartile

The following section describes respondents' propensity to recommend the facility as a function of Global Overall Care rating.

Compared to respondents with a family member residing in a lower quartile facility, a significantly greater percentage of respondents with a family member living in a facility in the upper quartile of Global Overall Care ratings stated that they would recommend the facility (84.6% versus 99.0%; **Figure 14**).

Figure 14: Percentage who would recommend their family members' facility by Global Overall Care rating quartile



11.3 Propensity to recommend by facility size and ownership type

This section presents data on the influence of facility size and facility ownership type on the propensity to recommend the facility. For more details on the methodology of this section, see **Section 10**.

11.3.1 The influence of facility size on propensity to recommend

Facilities scoring below the median percentage of respondents who would recommend the facility (96%) had on average twice as many beds compared to facilities above the median. This finding suggests that facilities operating fewer beds have a greater percentage of family members who would recommend the facility (**Table 24**). For additional details, see **Appendix J**.

Table 24: Number of beds by percentage of respondents who would recommend the facility (median 96%)¹⁵

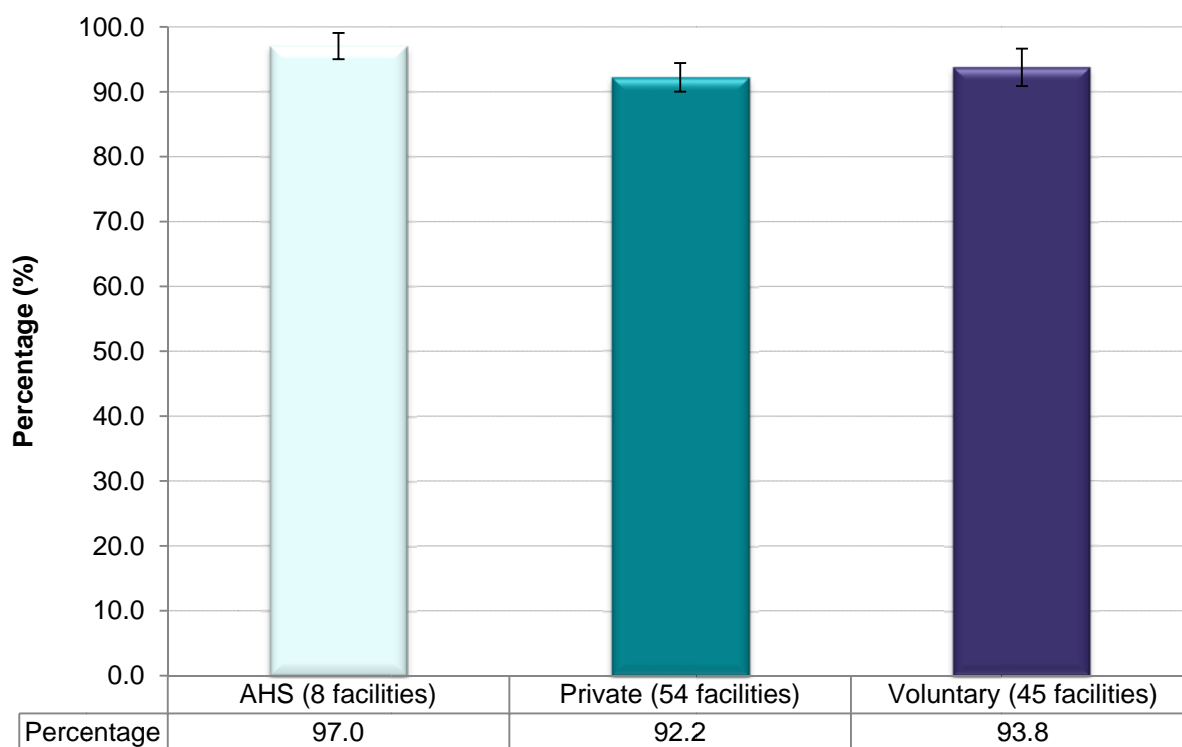
Percent recommended median	Mean number of beds	95% CI:	
		Lower	Upper
Above median (53 facilities)	42	33	52
Below median (54 facilities)	83	67	98

¹⁵ Due to the distribution of results, the decision was made to use a median rather than a quartile split.

11.3.2 Influence of ownership type on propensity to recommend

There were no significant differences among facilities for the propensity to recommend by ownership type (**Figure 15**).

Figure 15: Percentage who would recommend facility by ownership type



Security, and (6) Other. Below is a summary of the key themes and ideas identified in family members' comments. These summaries are accompanied by direct quotes from family members to provide a more complete picture of their experiences. Quotes have been edited for grammatical purposes, but no changes to the content of the comments were made, with the exception of the removal of identifying information.

All supportive living facilities must be licensed under the *Supportive Living Accommodation Licensing Act* and must comply with both the Supportive Living Accommodation Standards and the Continuing Care Health Service Standards. The standards are noted where family member comments relate. The purpose of referring to these standards was not to suggest where facilities may or may not be in compliance with standards, but to provide context to family members' comments. As a result, family members' observations and perceptions are not sufficient to evaluate a facility's compliance with a specific standard in the absence of further study. These standards and compliance requirements are described in more detail in **Box A**.^{17,18,19}

Box A: Standards

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.

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

Continuing Care Health Service Standards: Alberta Health is responsible for publicly funded continuing care health services and has developed the Continuing Care Health Service Standards. The Continuing Care Health Service Standards are intended to build on existing legislation, and include a number of standards not currently in legislation. The intent of the Continuing Care Health Service Standards is to identify standards for the provision of quality continuing care health services that take into consideration the individual needs, preferences and abilities of each client. The regional health authority is accountable to Alberta Health for ensuring that these standards are being implemented and adhered to at both the regional and the operational level.

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.

¹⁷ Licensing and accommodation standards <http://www.health.alberta.ca/services/supportive-living.html>

¹⁸ Continuing Care Health Service Standards <http://www.health.alberta.ca/documents/Continuing-Care-Standards-2008.pdf>

¹⁹ Admission Guidelines for Publicly Funded Continuing Care Living Options <http://www.albertahealthservices.ca/Seniors/if-sen-living-option-guidelines.pdf>

12.1 Staffing, Care of Belongings, and Environment

Below is a summary of family member comments relating to the Care of Residents Belongings, Facility Environment, and Facility Staff (staffing levels, additional training and education for staff, leadership, and management).

12.1.1 Staffing levels

Approximately 29 per cent of family members made a comment about staffing levels.²⁰ Family members conveyed their appreciation for staff and expressed that staff were hardworking and caring individuals who genuinely had the residents' best interests at heart. While family members complimented the qualities of the staff, they also recognized staff must operate within the limits of available resources. 'Staffing levels' was the most common concern for family members.

I believe the caregivers are carrying out their duties very well, but I feel the facility does not have enough workers on each shift. Delays happen simply because the workers are helping others and can't be two places at the same time.

Family members said they thought that high staff turnover, understaffing, and poor staff to resident ratios were negatively affecting residents' quality of care. Specifically, family members said they felt that when there were too few staff, residents were unable to receive timely help with meeting basic needs, such as toileting. In addition, residents experienced delays in receiving services, such as meals. Family members also described situations where residents were unable to receive mandated care, such as two baths per week. Family members said that at times resident care was rushed and errors were made or care was overlooked. When staff turnover was high, family members said they felt residents struggled to establish trusting relationships with staff.²¹

In addition to having an impact on residents' quality of care, family members also commented that when a facility had a low number of staff, it produced challenges for staff. Specifically, family members said they felt that staff were required to take on greater responsibility and accomplish more work during their shift. Some of this work, according to family members, was beyond what should be expected. For example, family members noted healthcare aides and nurses cleaned resident rooms and served meals when these were tasks best suited to cleaning staff and kitchen staff. When a staff member was sick and unable to come to work, family members commented that, at times, there was no one to replace this person. Family members suggested staff might be at risk of burnout, and said they felt that this contributed to high staff turnover at some facilities.

Overall, family members said they felt that facilities would benefit from a review of the staff-to-resident ratio and from increasing numbers of permanent full-time staff. While family members commented that this might be especially important on evenings, weekends, and during 'peak hours', such as meal time, most wanted to see an increase of staff at all hours. Although there are no current staff-to-resident ratio requirements in supportive living facilities, there are AHS guidelines that define the type of staff (e.g., healthcare aide, licensed practical nurse, registered nurse) that must be on-site or available. Specifically,

²⁰ Proportions were calculated by dividing the number of people who provided a thematic statement for a theme over the total number of commenters. As a result, the proportion of people who provided a thematic statement per theme will not add to 100 because family members at times made more than one thematic statement in their comments.

²¹ Family members also said this was the case when staff were rotated throughout the facility.

supportive living level three sites (SL3) are required to have one healthcare aide on-site at all times and level four sites (SL4) are required to have one healthcare aid and one licensed practical nurse on-site at all times; both require an on-call 24-hour registered nurse.²² Further study would be required in order to determine whether or not current staffing levels should be changed.

In their comments, family members of residents suggested:

- Increasing the number of healthcare aides, registered nurses, and licensed practical nurses in facilities.
- Hiring dedicated kitchen staff and cleaning staff, and a recreation coordinator.
- Enlisting volunteers to help staff with tasks like water delivery, and providing companionship and entertainment to residents.

At minimum, family members suggested a reconsideration of how tasks are delegated so that staff are not overworked. Overall, family members expressed that there was not enough staff to assist with the number of residents and this produced challenges for both residents and for staff.

12.1.2 Cleanliness and condition of the facility

The degree to which facilities were kept clean and maintained was the focus of approximately 15 per cent of family member comments. Family members praised facility conditions, including well groomed lawns and spotless common areas. Other family members said they felt that although this work was completed, it could have been done better. Specifically, family members said they felt that at some sites maintenance and repairs were not conducted regularly. For example, family members described situations where lighting, temperature and elevator maintenance and repairs were delayed and lawn care and snow removal were not performed. As well, family members said they did not always think resident rooms and common areas were cleaned regularly or thoroughly enough. Whether or not family members' comments are reflective of facilities' compliance or non-compliance, supportive living accommodation standards require that regular preventative maintenance and repairs are performed,²³ the building and grounds are maintained and free of hazards,²⁴ and the supportive living accommodation is cleaned regularly.²⁵

We have suggested that [the resident's] room be cleaned a little better. No major problems but room for improvement.

Family members also talked about the amount of space available within facilities and residents ability to move within these spaces. Specifically, family members said that in some facilities, spaces were too small and were overcrowded, presenting challenges for residents who had disabilities, such as those who were wheelchair bound. As well, family members said facilities were designed to include particular spaces, but access to these spaces, like use of outdoor space, was sometimes restricted. In some cases,

²² Alberta Health Services, Admission Guidelines for Publicly Funded Continuing Care Living Options <http://www.albertahealthservices.ca/Seniors/if-sen-living-option-guidelines.pdf>

²³ Supportive Living Accommodation Standards and Checklist, standard 3: Maintenance requirements <http://www.health.alberta.ca/documents/CC-Accommodation-Guide4-2013-SL.pdf>

²⁴ Supportive Living Accommodation Standards and Checklist, standard 2: Safety requirements <http://www.health.alberta.ca/documents/CC-Accommodation-Guide4-2013-SL.pdf>

²⁵ Supportive Living Accommodation Standards and Checklist, standard 15: Cleaning requirements <http://www.health.alberta.ca/documents/CC-Accommodation-Guide4-2013-SL.pdf>

family members said that common areas were not available and expressed concern that this isolated residents from each other.

Suggestions were made to ensure regular and thorough cleaning and maintenance of facilities. Family members suggested that cleaning be completed by dedicated housekeeping staff and maintenance and repairs by maintenance staff. As well, family members suggested facilities ensure that there is enough space to accommodate the number of residents at a facility and to ensure residents have access to spaces like common areas and outdoor areas.

12.1.3 Additional training and continued education

About nine per cent of family members discussed the degree to which staff possessed the skills and qualifications required to meet residents' needs. Several family members praised staff who they said were knowledgeable and demonstrated their experience and skill by providing excellent care to residents.

The majority of personnel working with residents are doing the best they can with the training and experience they have.

Other family members conveyed that some staff did not appear to be as well trained or experienced as other staff, but were doing the best that they could with the level of knowledge and skill that they had.

While family members said they recognized these limitations, they also said they felt that when staff were less informed resident care was negatively impacted. Specifically, family members said that when staff was improperly trained and lacked qualifications or experience, errors to care were made, inappropriate approaches to care were used, inconsistent quality of care was provided, and barriers to understanding residents' needs and behaviours occurred.

Family members suggested staff undergo continuous training and education in order to meet the needs of the residents. Some specific suggestions included that staff:

- Undergo training to learn how to interact with and approach residents who have dementia, Alzheimer's, neurological damage, and memory problems.
- Learn how to better interact with upset and disgruntled residents.
- Take part in additional training to support residents' healthcare needs, including oxygen management, incontinence management and ostomy care, maintenance of medical equipment such as hearing aids, appropriate dispensing of medications, and monitoring of medication side effects, and ability to assess and diagnose minor illness.
- Participate in sensitivity training and conflict resolution training.
- Undergo training to provide lifestyle coaching to residents including smoking, diet, and weight control.

These suggestions reflect the opinions and perceptions of family members and further study would be required to determine whether staff would benefit from additional training. At present, supportive living

facilities standards require care to be delivered by educated and qualified providers who undergo ongoing training to address the changing needs of residents.²⁶

12.1.4 Leadership and management

Comments relating to leadership and management made up approximately five per cent of family members comments. Family members expressed that management was helpful, friendly, always available and willing to help, and a positive influence on resident quality of care and staff. Other family members said they felt that management did not always perform their role to family members' expectations and could do better.

I felt management should have been more involved with [residents] – getting to know them, listening to them, and being concerned about their needs.

In particular, family members said they felt that management did not always provide appropriate levels of staff supervision and support. First, family members said this negatively affected residents because residents experienced repeated errors and inappropriate care as a result. Second, family members expressed that this negatively affected staff, such as when management did not encourage staff to stay home when they were ill or find replacement staff when facilities were short of staff.

Family members said they felt that it was the role of management to ensure flow of information between staff and family members. These family members expressed concern that management did not always communicate changes that occurred in the facility and family members expressed a desire to contribute to discussions about changes beforehand. Additionally, family members perceived management as not always available for, and receptive to, questions and concerns.

In their comments, family members suggested that when employees are not suitable or are disruptive, they should be let go. In addition to ensuring staff perform their duties correctly, family members said they wanted management to communicate with them about residents and to be open to complaints and concerns.

12.2 Kindness and Respect

Family members commented on topics relating to kindness, courtesy, respect, privacy and handling of difficult residents.

12.2.1 Interpersonal relations

Approximately nine per cent of family members provided a comment about interpersonal relations between staff and family members and residents. Family members expressed that they were appreciative of compassionate, caring, kind, polite, friendly, supportive, and respectful staff. Other family members talked about how some staff did not possess these qualities, and could be uncaring, unkind, impatient, rude, and disrespectful. Family members spoke about both types of staff and how both have the ability to contribute to positive or negative resident and family experiences. The concerns expressed

Take time with the residents, show compassion and understand the situation they are in.

²⁶ Continuing Care Health Service Standard, standard 1.13: Continuing care health service providers
<http://www.health.alberta.ca/documents/Continuing-Care-Standards-2008.pdf>

by family members were that in cases where staff were rude and disrespectful, it disrupted residents ability to receive care, to get their complaints and concerns addressed, and to be treated fairly and considerately.

Family members said they felt that staff did not always know how to communicate with residents who had comprehension difficulties and with residents who were difficult or disruptive. Relatedly, family members said some staff did not communicate with residents in a manner that conveyed they respected the resident's dignity, independence, and wishes. Some staff were noted by family members as using demanding and offensive language and gestures as well as a condescending tone of voice when talking to residents. Family members expressed concern that this style of communication was disrespectful to residents. In contrast, family members said some staff avoided interaction with residents' altogether and did not engage with residents aside from when they were providing help and care.

In their comments, family members suggested staff be compassionate, understanding, respectful, and kind to residents and to family members. Family members suggested staff get to know the residents and spend time with them outside of providing care and services. Lastly, family members suggested staff acknowledge the residents on a daily basis, even with a simple "good morning". When talking to residents, family members suggested staff use positive and encouraging statements.

12.3 Providing Information and Encouraging Family Involvement

The discussion below addresses topics family members commented on relating to the flow of information between staff and between staff and family members, as well as the degree to which facilities include and involve family members in resident care. In general, the comments made by family members provide a glimpse into their experiences participating in resident care and the successes and challenges that occurred as a result.

12.3.1 Involving family in resident care

Involvement in residents' care was the focus of approximately 10 per cent of family members' comments. This included both being informed about and helping to make decisions concerning residents. Family members said they were involved in resident's care and felt confident that staff kept them up-to-date. Many other family members said they experienced challenges to their involvement.

The staff are kind, well-informed, communicate with me on a regular basis, and always respond positively.

It is important to note that individuals who were legally entitled to receive information about residents varied, and this information was not collected in the questionnaire. Supportive living facilities protect residents' privacy and personal information by complying with Alberta privacy laws and have policies and procedures regarding the collection, use and disclosure of residents' personal information.²⁷ As a result, family members might not have had legal access to residents' personal and financial information, unless they were appointed this right by law (e.g., power of attorney or guardian). Family members did however have access to information about the facility, including maintenance and cleaning schedules, cost of services and accommodations, and information regarding how to file a complaint or concern.

²⁷ Supportive Living Accommodation Standards and Checklist, standard 32: Privacy and personal information
<http://www.health.alberta.ca/documents/CC-Accommodation-Guide4-2013-SL.pdf>

Family members might have also been granted permission by residents or had a legal right to attend an annual care conference on behalf of the resident.²⁸ Family members said they felt that care conferences provided an opportunity to receive regular updates about resident's progress, health status, dietary, and exercise needs, and to address any concerns. While some family members said they participated in a care conference, others said they experienced scheduling conflicts or their request for a care conference was not acted on.

Relatedly, family members reported that they were not always informed about episodic events concerning residents or about resident's immediate needs. Family members recalled times when they were not informed that residents had become ill, were taken to hospital, had fallen and become injured in the facility, or had medications changed. When family members were not informed of these events, they said it caused them to feel "out of the loop". Because family members were unaware, they said it also prevented them from checking in on the resident to ensure they were okay and to offer support.

Family members also talked about times when they were not informed about changes within the facility. For example, family members said staff and management changes occurred without their knowledge. Similarly, family members described times when they were not notified about changes to accommodation and service charges.

In addition to not always being kept informed about residents, family members said that there were times when they were not included in decision-making. As some family members had a history of being involved in residents care and were knowledgeable about their resident's specific needs, family members said they felt like staff did not always listen to what they had to say. Family members said there were times when their knowledge about the resident could have prevented medical errors from being made.

Part of being involved and included was determined by the degree to which family members said they were enabled or prevented from playing an active role in resident's care. While some family members said staff were always available and receptive, other family members expressed that they experienced long wait times to contact staff and to get a response from staff. For example, family members said they experienced administrative difficulties when messages left for staff were not delivered. Relatedly, family members said they did not always know how to contact staff because this information was not always available to them. When staff were difficult to contact, family members expressed challenges to their involvement in resident care.

In their comments, family members made recommendations to increase their involvement in resident care. Family members suggested frequent (quarterly, semi-annually, or annual) updates from staff about residents by way of a formal meeting or care conference. In addition to regular updates, family members suggested they: be informed about incidents concerning the resident immediately after they occur; be kept up-to-date on resident needs; and be involved in discussions before changes to resident care are made.

Family members suggested they be provided with updated staff contact information, and that staff be available to speak with them both in person and by phone. Where this is not possible, family members suggested that messages be responded to within a timely manner (within 24-hours). Lastly, family

²⁸ Continuing Care Health Service, standard 1.9: Client/family involvement in care planning
<http://www.health.alberta.ca/documents/Continuing-Care-Standards-2008.pdf>

members wanted to be included in decision-making concerning the resident. They said they would like their knowledge of the resident to be acknowledged, and they want to provide input before staff makes changes to the resident's care plan.

12.3.2 Complaints and concerns

About five per cent of family members shared that they had mixed experiences with getting complaints and concerns addressed. In particular, family members said they felt the degree to which staff were willing to address complaints and concerns contributed to their resolution. Family members said that staff were receptive and worked to find resolutions quickly.

On the whole I have a good relationship with the staff and try to work with them to solve the problems we encounter.

Other family members said they struggled to get complaints and concerns addressed because staff were defensive, rude, unwilling to make changes, or unwilling to take responsibility for making changes. When complaints and concerns were unresolved, family members conveyed that they felt helpless and their confidence in the facility and staff declined. Other family members said that while staff were not necessarily rude or unreceptive, family members had to be persistent and insist that something be done.

For a small number of family members, their concern was not with getting complaints and concerns addressed, but voicing a complaint altogether. Some of these family members said they were concerned that if they made a complaint, the resident might be penalized as a result. Similarly, other family members said that the resident asked them not to make a complaint because the resident was worried about the repercussions.

Family members suggested staff be receptive to complaints and concerns by listening to resident and family members without being combative or complacent, and to respond respectfully. Family members suggested staff deal with complaints and concerns in a timely manner and to seek permanent resolutions. Although it is not possible to determine facility compliance or non-compliance as further review would be necessary, as per provincial standards^{29,30} supportive living facilities must have a concerns resolution process in place to provide a fair review of concerns and complaints.

12.4 Meeting Basic Needs

Family members talked about a series of topics relating to residents basic needs. Comments relating to food, hygiene and grooming, healthcare needs, help and supervision with basic needs, and the work that family members do to support residents are all discussed below. These topics help to create an understanding of what residents' basic day-to-day needs are, and whether or not they are being met.

12.4.1 Food and meal service

Approximately 23 per cent of family members made a comment about food and meal services. Some family members complimented the quality of the food served at facilities. Other

Food could be more diverse, nutritious, hot, and interesting. Meals are high spots in the day for most [residents].

²⁹ Continuing Care Health Service, standard 1.5: Clients concerns <http://www.health.alberta.ca/documents/Continuing-Care-Standards-2008.pdf>

³⁰ Supportive Living Accommodation standards – Standard 24: Concerns and complaints <http://www.health.alberta.ca/documents/CC-Accommodation-Guide4-2013-SL.pdf>

family members conveyed dissatisfaction with the quality, variety, temperature, portion size, and nutrition value of the food. Overall, family members recognized that although facilities must operate within the constraints of available resources, including staffing levels and budget, facilities sometimes struggled to provide quality meals to all residents - who often had diverse nutrition and dietary needs.

According to family members, food preparation affected food quality. Specifically, family members said they did not think facilities always employed individuals who had culinary knowledge and skill and expressed that this negatively affected food quality as residents received food that was unappealing, unappetizing, too cold and overcooked or undercooked. In addition to food preparation, family members said they thought the quality of the food brought in also contributed to overall food quality. In particular, family members said they thought some facilities relied on pre-made foods high in sodium and preservatives or 'fresh' ingredients that seemed closer to expiration. Family members also expressed that they did not think there were enough choices in the food offered, and as a result residents were not always provided with a variety of foods or foods that they preferred. Overall, family members expressed that when food was not prepared on-site using a variety of fresh ingredients and prepared by an experienced and knowledgeable cook, food quality was poor.

Relating to food quality, family members expressed that the food was not always nutritious and did not always meet residents' dietary needs and health and wellness goals. Specifically, family members said residents were sometimes served foods that did not promote good health, like deep fried foods and large sugary desserts. As well, family members said residents who had dietary restrictions due to medical conditions (e.g., diabetes, high cholesterol), or who had difficulty chewing and swallowing were not always provided with suitable foods. Family members said they felt that residents gained weight, lost weight, or were at risk of choking as a result.

Family members also said meal services were not always well planned. In particular, family members said the timing of meals was at times problematic, especially for residents who had healthcare needs that required that they take medications at particular times of day and with food. Family members said that sometimes meals were served too early or were spaced too far apart. Relatedly, family members said residents were not always provided with regular snacks and beverages between meals, which they suggested was also a result of poor planning. In addition to their concerns about meal timing, family members said residents were not always able to eat their meals on time due to delays in getting all of the residents into the dining area. When meals were delayed, family members said they felt residents were rushed to finish their meals.

As a result family members suggested facilities ensure residents' nutrition needs are fulfilled. Family members also suggested food be prepared and served on the same day, by a cook with experience in the food industry. As well, family members suggested facilities seek regular feedback from residents concerning resident preferences. Lastly, family members suggested adequate staffing levels to enable residents to get to and from meals on time, and to assist residents with eating if residents need help. While family members' comments provided valuable insight as to where improvements to food and meal services could be made, further study would be required in order to determine whether or not supportive living facilities comply or do not comply with standards. Currently, supportive living facilities

must assess each resident for nutrition and hydration needs³¹ and ensure residents dietary and nutritional requirements³² are fulfilled.

12.4.2 Healthcare needs

The level of care and services available at the facility made up the focus of approximately 10 per cent of family members comments. Family members complimented the quality of care provided to residents and were satisfied that resident's healthcare needs were being met. While family members expressed their appreciation, they also recognized that the facility resources, staffing levels, and staffing requirements, limited the number and type of care and services provided to residents.

The number of regulated health professionals available to assess and review client care is minimal. Issues get dealt with, but not always in a timely way.

In particular, family members said that residents did not always receive therapeutic services like physiotherapy and mental health services, or health services like dentistry, hearing, and vision services. It is important to note that, presently facilities are required to assess and provide residents with therapeutic services provided or funded for by the regional health authority, and assist with, but not provide access to therapeutic services and health services not provided or funded by the regional health authority's continuing care health services program or health services.^{33,34} As a result, residents may not always be provided with particular therapeutic services under these standards, and family members comments would require further study to determine whether residents were assisted with accessing these services.

As well, family members said they did not feel that all healthcare professionals on-site, including licensed practical nurses and healthcare aides, had the knowledge or skill necessary to address residents' healthcare needs or to follow residents' care plans. As a result, family members said residents experienced delays in assessment, treatment and monitoring. To bridge this gap, family members said they arranged for appointments and transportation and accompanied residents to their appointments. Family members said this could be challenging, such as when they had to work around their busy schedules.

In addition to the above health services, family members commented on medication distribution. In particular, family members conveyed dissatisfaction with the facility's decision to only receive medications from one pharmacy. Family members said this had negative consequences for residents including delays in receiving medication because pharmacies were geographically distant or because pharmacies did not carry particular medications. Overall, family members questioned whether these arrangements benefited pharmacies more so than residents. In addition to medication distribution, family members said residents did not always receive the correct medication, or were not monitored by staff to ensure they took their prescribed medication.

³¹ Continuing Care Health Service, standard 1.17: Therapeutic nutrition and hydration
<http://www.health.alberta.ca/documents/Continuing-Care-Standards-2008.pdf>

³² Supportive Living Accommodation Standards, standard 13: Nutritional requirements; and standard 14: Menu requirements
<http://www.health.alberta.ca/documents/CC-Accommodation-Guide4-2013-SL.pdf>

³³ Continuing Care Health Service Standards, standard 1.18: Therapeutic services
<http://www.health.alberta.ca/documents/Continuing-Care-Standards-2008.pdf>

³⁴ Continuing Care Health Service Standards, standard 1.19: Oral health, dental, podiatry, hearing and vision services
<http://www.health.alberta.ca/documents/Continuing-Care-Standards-2008.pdf>

Related to health services, family members expressed that maintenance of residents' health equipment was a concern. Specifically, medical equipment was not always functioning properly, cleaned properly, and staff were not always aware of how these items worked. In addition, family members said they experienced challenges when trying to access medical equipment, and said facilities did not always support them in this effort. Without further investigation and review, it is not possible to determine whether family members' comments are reflective of facilities compliance or non-compliance. Currently, and in accordance with continuing care standards, based on assessed health service needs, residents should be supported in accessing medically necessary health service equipment and medical-surgical supplies; and when not provided as part of the regional health authority's continuing care health services program the resident should be assisted in accessing them.³⁵

In their comments, family members provided recommendations to improve care and services at facilities. Family members suggested facilities arrange in-house healthcare services as much as possible. A visiting physiotherapist or mobile dentist was suggested. Family members also suggested 24-hour availability of health professionals knowledgeable and skilled enough to assess and treat residents' medical conditions. As mentioned elsewhere, supportive living facility's levels three and four are required to ensure 24-hour availability of a registered nurse.³⁶ In order to determine whether family members' comments reflect compliance or non-compliance with this guideline, further investigation would be required. Also, family members suggested that facilities provide residents with choice in pharmacy. Family members suggested medications be delivered on time and for staff to administer the correct medication and dosage. Lastly, family members suggested staff ensure residents always have use of working medical equipment.

12.4.3 Help and supervision with basic needs

Resident's ability to receive timely help with basic needs such as toileting, eating, and transferring (assistance with being moved from bed to wheelchair) was discussed by approximately nine per cent of family members. Although family members said they were pleased with how quickly staff responded to residents' requests for help, others said residents experienced long wait times because of short staffing or understaffing and because residents were unable to locate or alert staff when they needed help. In addition to receiving help on an as needed basis, family members said residents did not always receive assistance with daily needs, either because there were not enough staff or because staff believed residents were capable of completing tasks on their own, even though residents were not. Relatedly, family members said staff did not always supervise or monitor residents enough, especially when residents were at risk of falling or were ill.

How long is too long to wait for assistance to the toilet?...There have been situations whereby a resident has been left on the toilet because [staff] were busy attending [other residents]. This is not the fault of the aides, but is simply a fact of shortage of staff.

Family members said that when residents experienced long wait times or did not receive help, residents were negatively affected. Specifically, family members perceived that: residents felt less safe, residents dignity was compromised (such as when residents did not receive timely assistance to use the bathroom

³⁵ Continuing Care Health Service Standards, standard 1.20: Specialized health service equipment and medical-surgical supplies
<http://www.health.alberta.ca/documents/Continuing-Care-Standards-2008.pdf>

³⁶ Alberta Health Services, Admission Guidelines for Publically Funded Continuing Care Living Options.
<http://www.albertahealthservices.ca/Seniors/if-sen-living-option-guidelines.pdf>

and had to sit in urine soaked clothing for long periods of time), residents were less likely to ask for help to avoid burdening staff, residents were more likely to place themselves at risk of harm by doing things for themselves rather than ask for help, and residents were less likely to receive help quickly in a medical emergency. In general, family members recognized there were limits placed on staff when staffing levels were low, however family members said they felt response times to help residents with basic needs could be better.

Family members recommended staff strive to provide residents with timely help. To do so, family members suggested staff always be visible and available to residents and ensure that call bell systems function properly. When staff are busy and cannot assist residents immediately, family members suggested staff acknowledge residents requests so that residents are aware that help is coming. Family members also suggested staff routinely check in on residents. It was suggested that this would provide staff with the opportunity to monitor residents who require extra supervision, and to proactively provide help with daily needs like transferring, providing snacks and beverages, and assisting with toileting. Overall, while family members recognized that staff could only do so much with the number of staff they had, they felt that resident dignity should not be compromised because residents must wait too long to get help with basic needs.

12.4.4 Resident hygiene and grooming

Approximately seven per cent of family members commented about resident hygiene and grooming. In particular, family members said they did not feel that resident hygiene and grooming was done often enough.

A minimum of two bathing days needs to apply in all facilities and be enforced.

Family members said they felt facilities could improve this and offered constructive feedback.

In general, family members' most common concern was the number of times per week that residents were bathed. The province recently mandated a bathing standard which requires residents receive two baths per week at minimum, according to resident preferences (e.g., bath, shower, bed bath).³⁷ This was also suggested by family members. Should residents require more frequent bathing, for example if they are incontinent, residents are eligible for this. Family members said that residents were not bathed as often as the standard mandated. Instead, family members said that it was common for residents to receive only one bath per week and scheduling of this bath was often unpredictable. When residents were not bathed often enough, family members said they were concerned resident dignity was compromised, especially for those who were incontinent. In addition, family members commented that when residents were bathed, staff were hurried and left soap and shampoo in the residents' hair.

While family members were aware of this standard, and made reference to it in their comments. They were also aware that facilities were not provided additional funding to hire more staff to assist with bathing. As some residents require more than one staff member in order to seat them in a lift for bathing, family members were conscious that this standard could not be properly enforced with the number of staff available.

Family members also expressed that other grooming practices, such as oral care, shaving, hair brushing, and hair cutting were not always performed. In addition, family members said that resident clothing was

³⁷ Continuing Care Health Service Standards, standard 1.21(b): Operational processes
<http://www.health.alberta.ca/documents/Continuing-Care-Standards-2008.pdf>

not always changed daily, or when dirty. Overall, family members conveyed that grooming was an important part of residents' personal and medical care (e.g., foot care for diabetics). Family members recognized that these tasks required time not always available to staff, but family members stressed their importance to resident dignity. While supportive living facilities may provide personal services like manicures, hairdressing and barbering, it is not a requirement.³⁸

Family members suggested that staff provide residents with daily personal care, like changing residents into clean clothing, combing their hair and brushing their teeth. In addition, family members suggested other services, like hair cutting and styling as well as nail and foot care, be made available to residents, such as by providing space within the facility for residents to pay certified professionals for these services.

12.4.5 The work family members do for residents

About five per cent of family members shared their experiences of assisting residents at supportive living facilities. Family members said they stepped in and helped residents because they felt that facility staff were unable to or because they were not satisfied with the help residents received. Other family members expressed that they regularly did things for residents because they enjoyed doing so. Still other family members said they felt that it was their role and responsibility as a family member, and at times, legal guardian, to help and to look out for residents. Overall, family members described the multiple roles that they performed in resident care. Some of these roles included:

For the last several years we have been fortunate to be able to employ a fulltime care person for my [family member]. Reason being, there just is not enough staff to care for everyone properly. My [resident's] condition requires more time and attention than the limited number of staff can provide, without taking away from others.

- Cleaning residents' rooms
- Cleaning common areas
- Providing residents with food, food storage, or taking residents out for meals
- Filling communication gaps between staff
- Taking residents out for appointments or arranging for transportation
- Doing residents laundry
- Following-up on resident care, ensuring residents got the care they needed such as checking that they received their medications and that dietary plans were followed
- Monitoring, assessing and reporting on resident's health such as by checking for infection, bruises, medication side effects, weight change and overall progress
- Maintaining resident hygiene and grooming
- Assisting with basic needs like toileting and eating
- Getting residents supplies such as toiletries

³⁸ Supportive Living Accommodation Standards and Checklist, standard 9: Personal choice services
<http://www.health.alberta.ca/documents/CC-Accommodation-Guide4-2013-SL.pdf>

- Paying for extra assistance for residents because staff were too busy or too few
- Paying for costs the resident could not afford
- Providing exercise and recreation opportunities
- Advocating for the resident by taking complaints and concerns to higher level authorities like the Minister of Health and the Ministry of Health
- Finding alternative solutions when problems arose, such as researching medications that could be administered more easily by staff
- Locating residents missing items
- Performing building maintenance, such as repairs
- Getting residents needed health equipment by researching, phoning and following-up
- Acting as translators at medical appointments when residents could not speak English

In their comments, family members described occasions where they acted as advocates, emotional and physical supports, caregivers, and decision-makers. Family members acknowledged that staff were only capable of doing so much, and there were times when they had to step in and ensure that residents' needs were met. Additionally, family members expressed that providing residents with help was also something they wanted to do and should do. Overall, family members conveyed that they were likely to contribute to resident care in the future.

12.5 Safety and Security

This theme was retained independent of the other four dimensions because of its significance. Family members commented on what they perceived to be security or safety concerns within the facility that could potentially place residents and staff at risk of harm. Family members also commented on situations where they felt that residents' mental, physical, and emotional wellbeing was harmed because of the way that staff or other residents at a facility treated them. Approximately four per cent of family members provided a comment that related to the theme Safety and Security, and of these, the majority were general concerns about the security of the facility rather than about harm to residents. Overall, this suggests that issues of safety and security were perceived by the majority of family members to be minimal.

Working alone at any facility at night should not be allowed because of safety reasons for the patients and staff.

Of all the comments of this nature, family members most commonly expressed concern for the security of the facility and resident safety. In particular, family members said that residents did not always have complete privacy in their personal spaces, as other residents may, at times, have wandered into their rooms. Family members were also concerned about the security of residents' personal items (from other residents). In addition, family members expressed concern that residents that could not safely handle personal care items, like razors, might have access to these items when these were not properly secured.

Another security concern family members talked about was the number of staff available to ensure that residents were able to get the help they needed and that residents were monitored. Several family members said they felt that residents who did not get along might act out and this behaviour might go unmonitored. In addition, family members said they felt that low numbers of staff and high staff rotation

reduced residents' sense of security and comfort. Relatedly, family members were concerned about staff safety when there was too few staff. Specifically, family members said they felt that if a resident was behaviorally challenging or aggressive, staff might not be able to control that resident's behaviour on their own.

Family members also said they were concerned about the evacuation of residents in the case of an emergency. Family members said that there was not always a system in place to quickly inform residents of an emergency, and there was no easy way to get every resident out of the facility. In particular, family members pointed out that many residents were immobile, there was not enough staff to assist residents, and there was usually only one elevator.

Several family members said that both keeping residents within the facility and taking residents outside of the facility was a security concern. One family member expressed that keeping track of residents within the facility was a challenge because tracking devices did not always work correctly. Another family member said that residents who they felt should be placed in a secure unit, because these residents had a tendency to wander, were not. In either case, family members said that residents might be able to exit the facility unnoticed. Other family members said they were concerned about security measures in place to ensure residents were not taken out of the facility by anyone other than trusted individuals known to the family. Family members said that staff was not always aware of who should and should not take residents outside of the facility.

In their comments, family members expressed concern about situations in which a resident experienced physical harm, neglect, or emotional harm. It is important to reiterate that these comments were few in number and do not reflect the experience of the majority of residents. A few family members said that staff withheld prescribed medication or they felt that staff inappropriately used medication to resolve behavioural issues. Lastly, a few family members said that staff did not adequately monitor or supervise residents to protect residents from risk of falling, resulting in broken or fractured bones.

Overall, family members had few comments relating to the topic of safety and security. However, family members also offered recommendations to continue to improve resident safety and security. In particular, family members suggested an increase in staffing levels so that staff can better monitor residents and ensure residents' personal items are secure. Also, family members recommended that adequate security procedures be put in place to ensure residents are always accounted for and monitored regularly. To do so, family members suggested a monitored log book for visitors to sign in and out with; staff become familiar with residents and their families; securing wandering residents in locked units if needed; and ensuring tracking devices (if applicable) function. Whether or not family members' comments are reflective of facilities compliance or non-compliance, which would require further review, facilities are required to promote the safety and security of residents, including processes that account for all residents on a daily basis, and ensure that monitoring mechanisms or personnel are in place on a round-the-clock basis.³⁹

³⁹ Supportive Living Accommodation Standards and Checklist, standard 18: Resident safety and security
<http://www.health.alberta.ca/documents/CC-Accommodation-Guide4-2013-SL.pdf>

12.6 Other

In addition to providing comments that could be categorized into one of the four Dimensions of Care or the Safety and Security category, family members provided comments that were not classifiable to a Dimension of Care. The 'Other' category addresses these additional topics in the summaries below.

12.6.1 Activities

For approximately 12 per cent of family members, the level of activity residents were perceived to be engaged in was a topic of interest. Family members said they felt that residents took part in regular well-organized activities and were active and engaged as a result. These family members appreciated the work recreational directors did to ensure residents were kept entertained and active and noticed the positive effects activities had on residents' overall wellbeing.

[Facilities should] have established entertainment activities daily. Keep [residents] busy and they will have fun.

Other family members said they felt that residents did not have enough opportunity to take part in activities and felt that this could be improved. Specifically, these family members said they did not think there were always enough activities or enough variety in the activities offered. As well, family members said they felt that staff did not always make enough of an effort to ensure residents were engaged and involved. Because residents were not as active as family members said they would like residents to be, family members expressed concern that residents were isolated, bored, had no sense of purpose, or were not physically and mentally stimulated enough. In general, family members said they felt that this stemmed from not having enough staff, not having enough funding to support activities and not having a fulltime recreational director on staff. It is important to note that supportive living facilities are not required to provide activities to residents, however, where an operator provides social or leisure activities, supportive living facilities shall provide activities that address the needs and preferences of residents.⁴⁰

Family members recommended that facilities employ a fulltime recreational director who can guide the development of activities and lead these activities. Family members suggested increasing the number and type of activities offered to residents to get residents to be more active. Suggestions included:

- Cooking
- Baking
- Outings
- Socials with other residents
- Crochet
- Cut clippings
- Game night
- Movie night
- Shuffleboard

⁴⁰ Supportive Living Accommodation Standards and Checklist, standard 12: Social or leisure activities
<http://www.health.alberta.ca/documents/CC-Accommodation-Guide4-2013-SL.pdf>

- Bingo
- Live entertainment such as music and dancers
- Going for walks
- Pet visits
- Audio readings
- Gardening
- Volunteering
- Crafts

When developing these activities, family members suggested that staff keep in mind the resident population, including age and capabilities.

Family members also conveyed the importance of staff involving and engaging all residents. Specifically, family members suggested staff use encouragement and positive reinforcement to get residents to participate in activities. Family members also suggested that a variety of activities be available to residents so that all residents can participate in activities, regardless of their capabilities. To accommodate residents with varying physical capabilities, family members suggested resources be made available, such as access to a HandiBus, so that immobile residents can go on outings.

12.6.2 Funding

Approximately eight per cent of family members highlighted the importance of receiving quality care at an affordable price. Specifically, family members said they did not think residents always received value for the amount paid each month. Family members expressed that this was especially the case when facility funding was minimized and family members said they felt that the quality of resident care declined as a result (e.g., reduced and delayed services and not enough staff to provide residents with care). Family members also expressed concern for residents' ability to afford to pay for the monthly facility fees, particularly when rates increased. In some cases, family members said they paid out of pocket because residents could not afford to pay for rent, medications, additional health services, and toiletries each month.

Rent goes up too often. Fixed incomes do not.

Overall, family members suggested facility fees should be affordable for residents. Family members recommended that facility fees decrease or at least stay constant to ensure residents can afford to pay their monthly bills and afford personal items.

13.0 LIMITATIONS

13.1 Limitations of the quantitative analyses

In interpreting the results of the report, 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. Readers must be mindful of the sample size when giving weight to findings, in particular facility-to-facility comparisons. To mitigate this, facility-level analyses were limited to facilities with reliable sample sizes (107 of 134 facilities; see **Section 4.3** and **Appendix D**), which is defined as those facilities for which respondents reliably represent the facility within a predefined margin of error. The criteria for reliability was two-fold: 1) a margin of error calculation which identified reliable facilities as those 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 further details, see **Appendix D**). Furthermore, sample sizes and 95 per cent confidence intervals are reported in association with results among facilities in order for the reader to make judgments regarding the reliability of findings.
2. **The effect of the resident profile at the facility:** Differences in resident profiles must be considered when interpreting the survey results relative to the zone and the province. For example, age and the degree of physical and cognitive impairment of residents within a particular facility may provide meaningful context in the interpretation of the survey results, including explaining why differences exist or do not exist relative to AHS zone and provincial results, and whether these differences are meaningful.
3. **The effect of services provided:** Given that facilities differ in many ways, the survey and its components must also be evaluated relative to the activities and the services provided by each facility. For example, laundry services may not be a service offered by all facilities, or used by all residents within each facility thereby limiting the applicability of questions related to laundry for those facilities or residents.

13.2 Limitations of the qualitative analyses

There are several important limitations to the qualitative analyses. First, family members were limited by the amount of space provided to record their answers. While family members chose to expand their answers by writing on the back page of their questionnaire, or to submit an additional long-answer response, most wrote their responses within the space provided. As a result, the responses to these questions may be shorter, less detailed, and may not cover all of what a family member had to say had a larger space been provided.

Another important consideration is that these comments provide one perspective of the quality of care and services at supportive living facilities. This analysis is based on family members' opinions and experiences, and does not provide a comprehensive, overall picture of a facility's care and services. In particular, family members' comments may not reflect the opinions and experiences of residents, staff and facility operators. It is possible that the family members who provided comments and concerns were those whose family members required the most help and/or whose family members were most at risk of negative healthcare experiences. If this was the case, it is possible that the experiences of those

who provided comments were relatively more negative than the overall population. Nevertheless, family members provided invaluable insight based on their own observations and experiences.

14.0 SUMMARY OF FINDINGS AND CONCLUSION

The *Supportive Living Family Experience Survey* was conducted by the Health Quality Council of Alberta in collaboration with Alberta Health and Alberta Health Services (AHS). The intent of the survey is to establish a baseline measurement for supportive living family experiences (family members of supportive living level 3 and 4 residents)⁴¹ that can be used for benchmarking and ongoing monitoring as measured by the Global Overall Care rating, four Dimensions of Care, and the Food Rating Scale. This report presents an overview of facility performance across the province from the family members' perspectives. This information can be used to assess performance relative to peers, to identify opportunities for improvement, and to identify higher performing facilities.

Results

Global Overall Care rating

The Global Overall Care rating reflects family member's overall evaluation of the supportive living facility. The Global Overall Care rating for the province was 8.4 out of 10. There was variation among the facilities throughout the province with individual facility scores ranging from 6.5 to 9.9 out of 10.

At the provincial level, the four Dimensions of Care and the Food Rating Scale vary in their influence on family experience and family's overall evaluation of the supportive living facility. The greatest gains at the provincial level may be realized by focusing on the strongest influencers of Global Overall Care. These are listed in order of decreasing influence and include:

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

In addition, each facility has their own unique areas of focus, which may differ from those identified for the province. These are highlighted in facility-level reports, which have been provided to each facility that participated in the survey.

Staffing, Care of Belongings, and Environment

The Staffing, Care of Belongings, and Environment Dimension of Care has the strongest influence on the Global Overall Care rating. This dimension reflects family members' experiences with the availability of staff, the cleanliness of the resident's room, and whether the resident's clothes or belongings were lost. The score for the province on this dimension was 78.3 out of 100. There was variability among the facilities throughout the province with scores ranging from 58.1 to 95.7 out of 100. The Staffing, Care of Belongings, and Environment Dimension of Care accounted for approximately 33 per cent of all family member comments. Family members most frequently provided comments related to staffing levels and specifically, issues regarding high staff turnover and understaffing.

⁴¹ Supportive living level 3 is for individuals whose medical condition is stable and appropriately managed without 24-hour on-site nursing staff, but who have limited independence. Supportive living level 4 is for individuals with more complex medical conditions.

Kindness and Respect

The Kindness and Respect Dimension of Care has the second most influence on the Global Overall Care rating. This dimension reflects family members' experiences with the courteousness, kindness, politeness, and appropriateness of employees towards residents. The score for the province on this dimension was 85.8 out of 100. Individual facility scores ranged from 60.3 to 100 out of 100. The Kindness and Respect Dimension of Care accounted for approximately five per cent of all family member comments. Family members expressed that they were appreciative of friendly, kind, and respectful staff who took an interest in residents. Family members also expressed concerns that when staff did not possess these qualities, this disrupted the residents' ability to receive care, to get their complaints and concerns addressed and to be treated fairly and considerately.

Food Rating Scale

The Food Rating Scale reflects family members' opinions about the food at the facility. The score for the province on this item was 7.2 out of 10; facility scores ranged from 5.3 to 9.7 out of 10. With respect to food and food related issues, some family members complimented the quality of the food served at facilities. Other family members expressed concerns about general food quality: that the food was not always nutritious and did not always meet resident's dietary needs and health and wellness goals.

Providing Information and Encouraging Family Involvement

The Providing Information and Encouraging Family Involvement Dimension of Care reflects family members' experiences with being informed about the care and services that the resident is receiving, as well as information on payments and expenses. In addition, family members were asked if they are comfortable asking questions and whether they are ever discouraged from asking questions of the employees at the facility. The score for this dimension for the province was 84.6 out of 100. The facility scores ranged from 69.6 to 98.4 out of 100. The Providing Information and Encouraging Family Involvement Dimension of Care comprised approximately 11 per cent of all family member comments. Most of the comments focused on the flow of information between staff and family members, as well as the degree to which the facility included and involved family members in resident care.

Meeting Basic Needs

The Meeting Basic Needs Dimension of Care reflects family members' experiences with facility staff helping the resident with eating, drinking, or toileting. The score for this dimension for the province was 95.8 out of 100. Individual facility scores ranged from 74.7 to 100 out of 100. The Meeting Basic Needs Dimension of Care accounted for approximately 31 per cent of all family member comments. The most frequently provided comments related to the availability of care and services in the facility; however, families recognized that the number and type of care and services provided to residents were limited by facility resources, staffing levels, and staffing requirements. Overall, family members said residents would benefit from receiving more timely care and services and from having access to in-house healthcare, hygiene, and grooming services.

Quartile analyses

Facilities that were categorized in the upper quartile (i.e., upper 25 per cent of scores) on their Global Overall Care rating were also rated more positively in each of the four Dimensions of Care and Food Rating Scale relative to facilities that were categorized in the lower quartile (i.e., lower 25 per cent of scores). This analysis will assist lower quartile facilities in determining the importance and focus of quality improvement initiatives. Facilities wishing to improve can look to those upper quartile performers for examples of how to achieve improved performance in various areas. Differences in means between the upper and lower performing facilities, in each of the four Dimensions of Care and the Food Rating Scale are:

- Staffing, Care of Belongings, and Environment: 17.6 out of 100
- Kindness and Respect: 9.9 out of 100
- Food: 1.3 out of 10
- Providing Information and Encouraging Family Involvement: 10.4 out of 100
- Meeting Basic Needs: 7.0 out of 100

Facility size

Overall, results showed that facility size is an important factor that influences all Dimensions of Care and the Global Overall Care rating. As facility size *increases* (i.e., number of beds), the Global Overall Care rating and scores for Dimensions of Care *decrease*. Typically, smaller facilities (i.e., fewer beds) have more favorable ratings than larger facilities. This is similar to a finding that was previously reported by the Health Quality Council of Alberta for the long term care sector.⁴² However, it was noted that there were a few large facilities that received relatively high scores and a few small facilities that received relatively low scores on the Global Overall Care rating.

Ownership type

Although there were differences among ownership types for some of the individual questions in the survey, no evidence was found to suggest that the Global Overall Care, Dimensions of Care, and the Food Rating Scale scores differed by ownership type (i.e., AHS, privately owned, or voluntary owned).

Propensity to recommend

Provincially, 92.0 per cent of respondents stated that they would recommend the facility their family member lived in to another family member or friend. A greater percentage of respondents from facilities categorized in the upper quartile of Global Overall Care ratings would recommend their facility relative to respondents from lower quartile facilities (99.0% versus 84.6%).

Conclusion

Results presented in this report are intended to guide reflection on performance by identifying the factors that contribute to the overall evaluation of a facility from the family members' perspectives.

⁴² For further details please refer to: <http://hqca.ca/surveys/continuing-care-experience/>

Going forward, results from facility-level reports, this report, and the *2014 Supportive Living Resident Experience Survey Report* provide a benchmark by which to compare future survey results and to measure improvement outcomes. In addition, the ongoing evaluation of a facility against itself, and its peers, will provide opportunities to identify areas of success, and to determine the importance and focus of quality improvement initiatives. This can support a culture of continual quality improvement based on family and resident feedback.

At a provincial level, the greatest gains may be realized by focusing on improvement to the following, in order of decreasing priority and influence on Global Overall Care rating:

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

Each individual facility has their own unique areas for improvement, which may differ from those identified for the province. Facilities should refer to their facility-level reports to better determine where to focus quality improvement efforts to best meet the needs of their residents and family members.

Family experience data alone should not be used to judge facility performance in the absence of other information such as level-of-need of the resident population, services provided, other quality measures such as those derived from the interRAI™ *Resident Assessment Instrument*, complaints and concerns, and compliance with provincial continuing care standards.

APPENDICES

APPENDIX A: SURVEY DOCUMENTS



The Alberta Supportive Living Family Experience Survey

Completing the questionnaire

- In completing this survey, we ask you to consider the care received by the supportive living facility resident mentioned in the cover letter, at the specified supportive living facility. This survey is about your own opinions and experience with this supportive living facility.
- For each question, please place a check mark ☒ clearly inside one box using a black or blue pen.
- Sometimes you will find the box you have checked has an instruction to go to another question, like this: *Yes → If Yes, go to Question 1.* By following the instructions carefully you can skip questions that do not apply to you.
- Don't worry if you make a mistake; simply cross out the mistake and place a check mark in the correct box.
- For each question, please choose the response that best describes your experience or opinion.
- If there is any question you would prefer not to answer, please leave the answer boxes for that particular question blank and go on to the next question.

Once you complete the survey, please return it in the postage-paid envelope. If you prefer, you may complete the survey on-line via the Internet at **<insert link>** using the following survey access code: **<insert code>**

If you have any questions regarding this survey, please contact Tazim Esmail (toll free) at 1-855-944-8927.
Thank you.

This survey instrument has been adapted from the American CAHPS Nursing Home Questionnaire (property of the Agency for Healthcare Research and Quality) for use in the supportive living population in Alberta, Canada. This questionnaire differs from the original in the following ways: 1) demographic items have been modified for use in Canada; 2) several questions have been deleted or added; 3) minor modifications in language were made to some questions.



THE RESIDENT

Alberta Supportive Living Family Experience Survey

1. Who is the person named on the cover letter?

- ☐ My Spouse/Partner
☐ My Parent
☐ My Mother-in-law / Father-in-law
☐ My Grandparent
☐ My Aunt / Uncle
☐ My Sister / Brother
☐ My Child
☐ My Friend
☐ Other (specify):

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

Is your family member now living in the supportive living facility listed in the cover letter?

- ☐ Yes → If Yes, go to question 4
☐ No

3. Was your family member discharged from this facility, moved to another facility or are they deceased?

- ☐ Discharged
☐ Moved to another facility

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

☐ 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. In total, about how long has your family member lived in this supportive living facility?

- ☐ Less than 1 month
☐ 1 month to almost 3 months
☐ 3 months to almost 6 months
☐ 6 months to almost 12 months
☐ 12 months or longer

5. Do you expect your family member to live in this or any other supportive living facility permanently?

- ☐ Yes
☐ No
☐ Don't know

6. In the last 6 months, has your family member ever shared a room with another person at this supportive living facility?

- ☐ Yes
☐ No

7. Does your family member have serious memory problems because of Alzheimer's disease, dementia, stroke, accident, or something else?

- ☐ Yes
☐ No

8. 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?

- ☐ Never
☐ Sometimes
☐ Usually
☐ Always

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Please continue with survey →



YOUR VISITS

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

9. In the last 6 months, about how many times did you visit your family member in the supportive living facility?
- ☐ 0 - 1 times in the last 6 months → Go to Question 60 on Page 7
- ☐ 2 - 5 times in the last 6 months
- ☐ 6 - 10 times in the last 6 months
- ☐ 11 - 20 times in the last 6 months
- ☐ More than 20 times in the last 6 months
10. In the last 6 months, during any of your visits, did you try to find a nurse or aide for any reason?
- ☐ Yes
- ☐ No → If No, go to question 12
11. In the last 6 months, how often were you able to find a nurse or aide when you wanted one?
- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always
12. In the last 6 months, how often did you see the nurses and aides treat your family member with courtesy and respect?
- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always
13. In the last 6 months, how often did you see the nurses and aides treat your family member with kindness?
- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always
14. In the last 6 months, how often did you feel that the nurses and aides really cared about your family member?
- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always
15. In the last 6 months, did you ever see any nurses or aides be rude to your family member or any other resident?
- ☐ Yes
- ☐ No
16. In the last 6 months, during any of your visits, did you help your family member with eating?
- ☐ Yes
- ☐ No → If No, go to question 18
17. 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?
- ☐ Yes
- ☐ No
18. In the last 6 months, during any of your visits, did you help your family member with drinking?
- ☐ Yes
- ☐ No → If No, Go to Question 20 on page 3

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Please continue with survey →



Alberta Supportive Living Family Experience Survey

19. 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?

☐ Yes
☐ No

20. "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?

☐ Yes
☐ No → If No, go to question 22

21. 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?

☐ Yes
☐ No

22. In the last 6 months, how often did your family member look and smell clean?

☐ Never
☐ Sometimes
☐ Usually
☐ Always

23. 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?

☐ Yes
☐ No → If No, go to question 25

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

☐ Never
☐ Sometimes
☐ Usually
☐ Always

YOUR EXPERIENCE WITH NURSES AND AIDES

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

☐ Never
☐ Sometimes
☐ Usually
☐ Always

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

☐ Yes
☐ No → If No, go to question 28

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

☐ Never
☐ Sometimes
☐ Usually
☐ Always

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

☐ Never
☐ Sometimes
☐ Usually
☐ Always

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Alberta Supportive Living Family Experience Survey

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

- ☐ Yes
☐ No

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

- ☐ Never
☐ Sometimes
☐ Usually
☐ Always

THE SUPPORTIVE LIVING FACILITY

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

- ☐ Never
☐ Sometimes
☐ Usually
☐ Always

32. In the last 6 months, how often was the noise level around your family member's room acceptable to you?

- ☐ Never
☐ Sometimes
☐ Usually
☐ Always

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

- ☐ Never
☐ Sometimes
☐ Usually
☐ Always

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

- ☐ Never
☐ Sometimes
☐ Usually
☐ Always

35. 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?

- ☐ Yes
☐ No

36. 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?

- ☐ Never
☐ Once
☐ Two or more times

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

- ☐ Yes
☐ No → If No, go to question 39

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Please continue with survey →

38.



Alberta Supportive Living Family Experience Survey

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

- ☐ Never
☐ Once or twice
☐ Three times or more

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

- ☐ Yes
☐ No → If No, go to question 43

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

- ☐ Yes
☐ No → If No, go to question 42

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

- ☐ Never
☐ Sometimes
☐ Usually
☐ Always

42. 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?

- ☐ Yes
☐ No

43. 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)

- ☐ Yes
☐ No
☐ Don't know
☐ Not applicable

CARE OF YOUR FAMILY MEMBER

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

- ☐ Yes
☐ No → If No, go to question 46

45. 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?

- ☐ Never
☐ Sometimes
☐ Usually
☐ Always

46. 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?

- ☐ Yes → If Yes, go to question 48
☐ No

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

- ☐ Yes
☐ No

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Please continue with survey →



OVERALL RATINGS

48. 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?

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

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

- ☐ Probably no
☐ Definitely no
☐ Probably yes
☐ Definitely yes

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

- ☐ Never
☐ Sometimes
☐ Usually
☐ Always

Alberta Supportive Living Family Experience Survey

OTHER ISSUES

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

51. In the last 6 months, did you help with the care of your family member when you visited?

- ☐ Yes
☐ No

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

- ☐ Yes
☐ No

53. 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?

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

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

- ☐ Never
☐ Sometimes
☐ Usually
☐ Always

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Alberta Supportive Living Family Experience Survey

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

- ☐ Never → If Never, go to question 58
☐ Sometimes
☐ Usually
☐ Always

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

- ☐ Yes
☐ No → If No, go to question 58

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

- ☐ Never
☐ Sometimes
☐ Usually
☐ Always

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

- ☐ Yes
☐ No → If No, go to question 60

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

- ☐ Never
☐ Sometimes
☐ Usually
☐ Always

YOU AND YOUR ROLE

60. What is your age?

- ☐ 18 to 24 ☐ 55 to 64
☐ 25 to 34 ☐ 65 to 74
☐ 35 to 44 ☐ 75 or older
☐ 45 to 54

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61. Are you male or female?

- ☐ Male
☐ Female

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

- ☐ Grade school or some high school
☐ Completed high school
☐ Post-secondary technical school
☐ Some university or college
☐ Completed college diploma
☐ Completed university degree
☐ Postgrad degree (Master's or Ph.D.)

63. What language do you mainly speak at home?

- ☐ English
☐ French
☐ Other →

(Please print.)

64. 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?

- ☐ Yes
☐ No
☐ Don't know

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

Please return the completed survey in the postage-paid envelope. Thank you for completing this survey. Your opinions are important to us.

APPENDIX B: SURVEY PROCESS AND METHODOLOGY

B.1 Privacy, confidentiality, and ethical considerations

In accordance with the requirements of the *Health Information Act of Alberta* (HIA), 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 (OIPC) specifically for the *Supportive Living Resident and Family Experience surveys*.

As a provincial custodian, the HQCA follows the HIA to ensure the security of the health information it collects. Potential respondents were informed of the purpose and process of the survey, that their participation was voluntary, and that their information would be confidential. Those respondents who declined to participate were removed from the survey process. Residents and families were informed about the survey process using conventional communication channels including posters and pamphlets. A contact number was provided for those who had concerns.

B.2 The Alberta Supportive Living Family Experience Survey

B.2.1 The survey instrument (Appendix A)

The CAHPS® *Nursing Home Survey: Family Member Instrument* was used for this survey of supportive living resident family members. This instrument was also used in the HQCA survey of long term care resident family members. Questions in the CAHPS® instrument were reworded to change the context from long term care to supportive living. For example, question 9 (Q9) reads:

Q9: In the last 6 months, about how many times did you visit your family member in the nursing home?

It was changed to:

Q9: In the last 6 months, about how many times did you visit your family member in the supportive living facility?

The survey is comprised of 64 questions, plus one open-ended question, and was used with the permission of the Agency for Healthcare Research and Quality (AHRQ).

The questionnaire was delivered to, and answered by, family members (respondents). The questionnaire collected the following information:

- Resident and respondent (family member) characteristics (**Appendix C**)
- Reported family experience and perception of supportive living facility activities and services
- Family member ratings of the care provided to the resident by the supportive living facility
- Willingness to recommend the supportive living facility
- Suggestions for improvement of care and services provided at the supportive living facility

B.2.2 Survey dimensions

The CAHPS® survey comprises four subscales (i.e., 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. Each Dimension of Care comprises multiple questions; and a dimension summary score is produced from specific questions within each dimension. For a list of these questions, see **Appendix F**.

B.2.3 Survey response options

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

- Never
- Sometimes
- Usually
- Always

B.2.4 Survey scoring

The typical method for scoring the survey is to transform each response to a scaled measure between 0-100, as shown in **Table 25**. Higher scores represent positive experiences and lower scores represent more negative experiences. The scoring methodology involves the calculation of a summary score for each Dimension of Care using a mean (or average) of the scaled-response scores within each Dimension of Care.

Table 25: Survey scale conversion

Four response options		Two response options	
Answer choice	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		

Negatively framed questions such as Question 15 (*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. For all respondents, each response was converted to a numerical value based on the scaling method above (**Table 25**). A Dimension of Care summary score was calculated only if *at least* one answer was provided to the questions used for calculating the summary variable. Facility means replaced missing values for these questions. Scaled responses were summed and divided by the number of questions within each Dimension of Care to

arrive at a summary score. Question weights were determined according to factor loadings in a factor analysis using a promax rotation.

B.3 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 most supportive living facilities, random sampling techniques were not required and would have added little value at the expense of increased complexity for the few larger facilities, where random selection might have been justified.

Eligible respondents were identified using a compiled supportive living resident database; which was constructed using data obtained from facilities and AHS. Eligibility was based on both the resident and family member information. The following individuals were excluded:

- Contacts of new residents (those who had resided at the facility for a period of less than one month)
- Residents who had no contact person (family member), or whose contact person resided outside of Canada
- Contacts of deceased residents upon database construction
- Contacts of residents who were listed as a public guardian
- Contacts of residents who were no longer living at the facility that was listed in the database

Family members of those who were deceased subsequent to survey rollout were given the option to complete the survey and to provide responses that reflected the last six months in which the resident resided in the facility. One respondent was excluded because the resident had been living at the supportive living facility for less than one month.⁴³

Thirty-nine individuals declined to be sent a survey before survey roll-out. Due to their potential eligibility, these individuals were regarded as 'refused to participate' (therefore eligible respondents).

The study employed a continuous recruitment strategy and mailings were sent out in three waves: October 2013, November 2013, and January 2014. Within each wave, 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

Family members had the option of either sending back a paper questionnaire, or completing the survey on-line using a unique single-use survey access code imprinted on each questionnaire cover page.

⁴³ Among respondents, 1.8 per cent said that their family member lived in their facility for less than six months but greater than one month.

B.3.1 Response rates

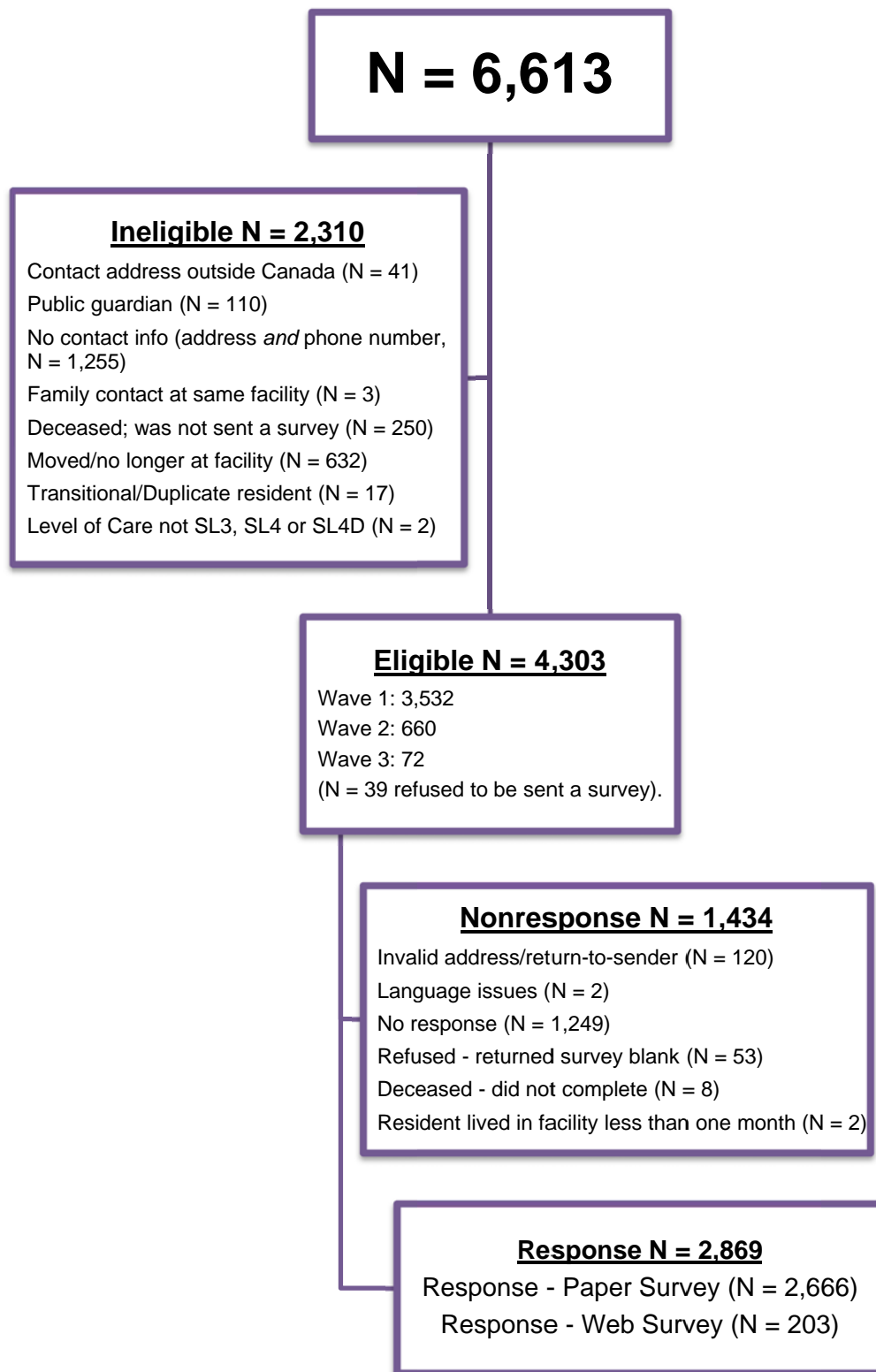
To reduce the potential for “non-response bias”, it is desirable to achieve a high response rate. **Table 26** shows overall response rate by survey method.

Table 26: Response rate

Description	Count	Response proportion (%)
Total Sample (Original)	6,613	
Proportion eligible (All waves)	4,303	100
Total paper survey responses	2,666	62.0
Total web surveys	203	4.7
Total response	2,869	66.7

Of the 6,613 residents in the completed database, 4,303 (65.1%) were deemed eligible to participate (after all exclusion criteria were applied). A total of 2,869 family members returned a survey or completed a web survey and were considered *respondents* (66.7%). The main mode of participation was through paper survey responses (N = 2,666), which constituted 92.9 per cent of all completed survey responses.

Figure 17: Study flow-chart



Note: Transitional/Duplicate resident refers to a resident captured twice in the database.

B.3.2 Response rates by wave

The majority of mail outs were completed during wave 1; 82.0 per cent of eligible respondents received a mail out during wave 1. Response proportions (percentages of total response) were relatively similar across waves (**Table 27**). The primary reason for a nonresponse was unreturned/nonresponse (89.6%); this was defined as unreturned mail and no response via web (**Table 28**).

Table 27: Response proportions by wave

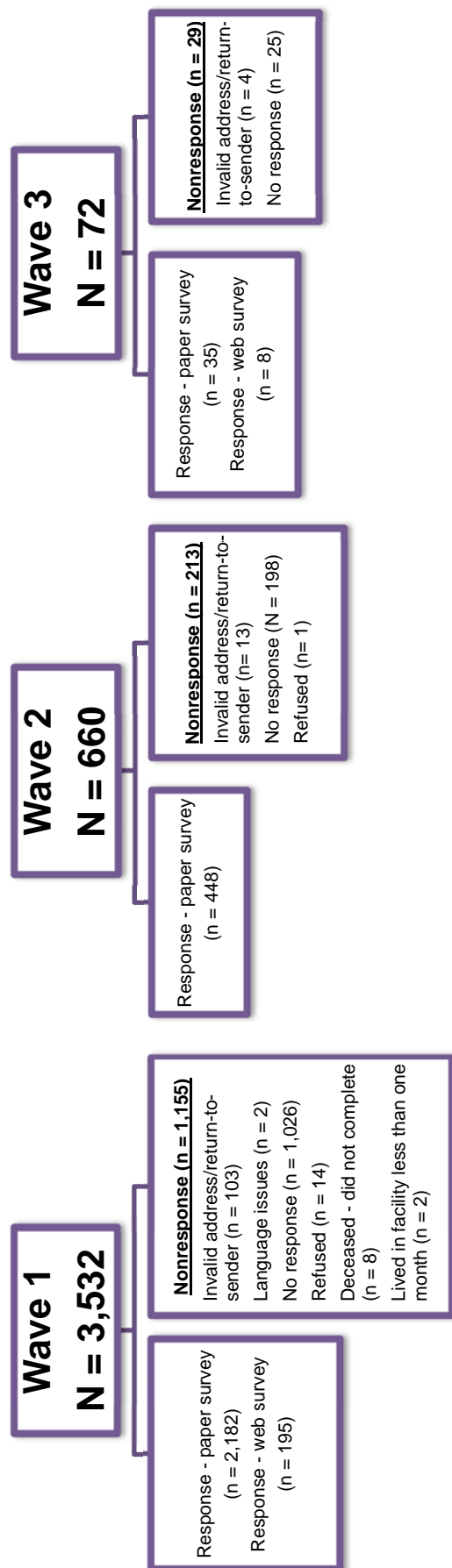
	Wave 1 (N = 3,532)	Wave 2 (N = 660)	Wave 3 (N = 72)	Alberta (N = 4,264)
Description	Percentage (%)	Percentage (%)	Percentage (%)	Percentage (%)
Proportion eligible	100.0	100.0	100.0	100.0
Total paper survey responses	61.8	67.8*	48.5	62.5
Total web surveys	5.5	0.0	11.1	4.8
Total response	67.3	67.8	59.7	67.3*

*Total response excludes 39 individuals that declined prior to survey mail out.

Table 28: Reasons for non-response by wave

	Wave 1 (N = 3,532)	Wave 2 (N = 660)	Wave 3 (N = 72)	Alberta (N = 4,264)
Description	Percentage (%)	Percentage (%)	Percentage (%)	Percentage (%)
Proportion eligible	100	100	100	100
Invalid address/RTS	2.9	2.0	5.6	2.8
Language	0.1	--	--	0.1
Unreturned/non-response	29.1	30.0	34.7	29.3
Refused	0.4	0.2	--	0.4
Deceased - did not complete	0.2	--	--	0.2
Lived in facility less than one month	0.1	--	--	0.1

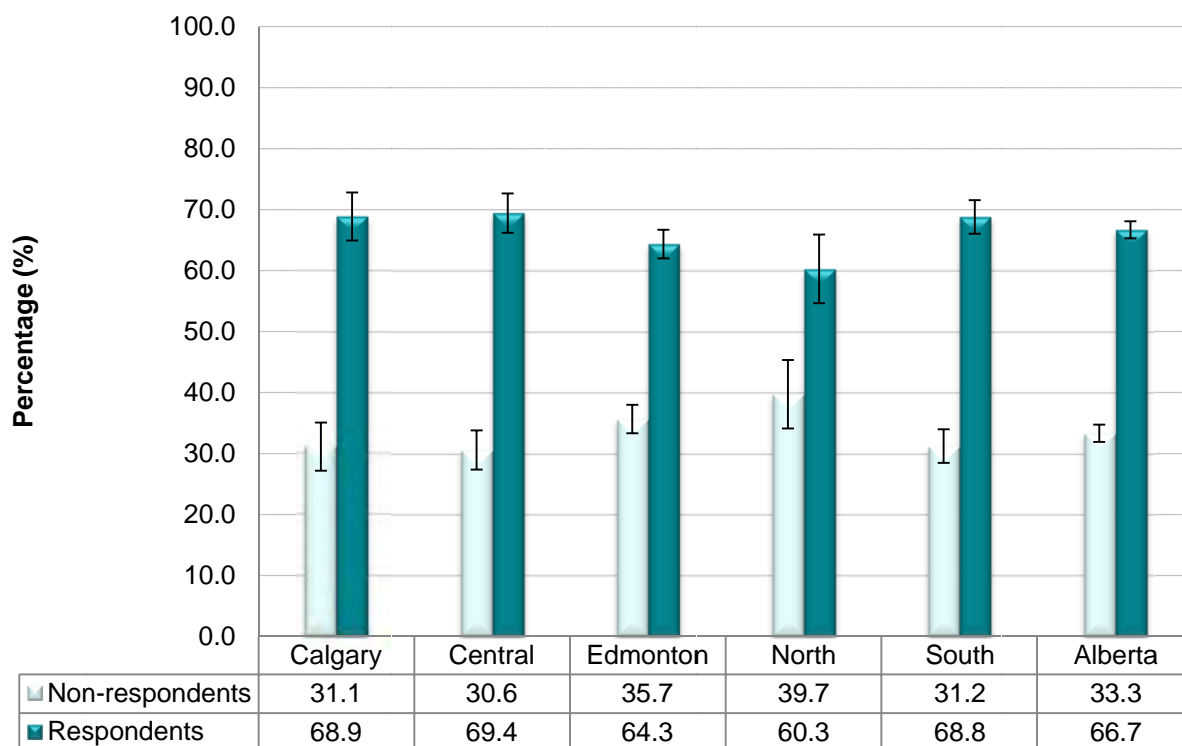
Figure 18: Response flow-chart by wave



B.4 Response rates by zone⁴⁴

Response rate overall was 66.7 per cent. Of the completed responses, nearly all (92.9%) were paper surveys.

Figure 19: Survey response rates by AHS zone and province



⁴⁴ Note: when results refer to zone comparisons, these results refer to zones in which the respondents' family member (resident) resides. In other words, it is the zone in which the facility in reference is located.

APPENDIX C: RESPONDENT AND RESIDENT CHARACTERISTICS

Note asterisk (*) represents a value statistically different as compared to the Alberta (provincial) result. See **Table 46, Appendix F** for an example.

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

1. Help to understand who visits the resident (their demographic characteristics and their relationship to the resident)
2. Evaluate how these characteristics may have impacted the results

C.1 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 level of care
2. Socio-demographic profiles of respondents:
 - a) Age
 - b) Gender
 - c) Education
 - d) Ethnicity
 - e) Language

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

C.1.1 Question 1 (Q1): Who is the person named on the cover letter?

Respondents were asked to report their relationship to the resident named on the cover letter. The majority of respondents reported that they were representing their parents (65.8%) or their spouse/partner (8.8%).

Among those who reported *other*, the majority reported the resident was a sibling, or brother- or sister-in-law (23.5%).

Figure 20: Provincial summary of responses for survey Q1

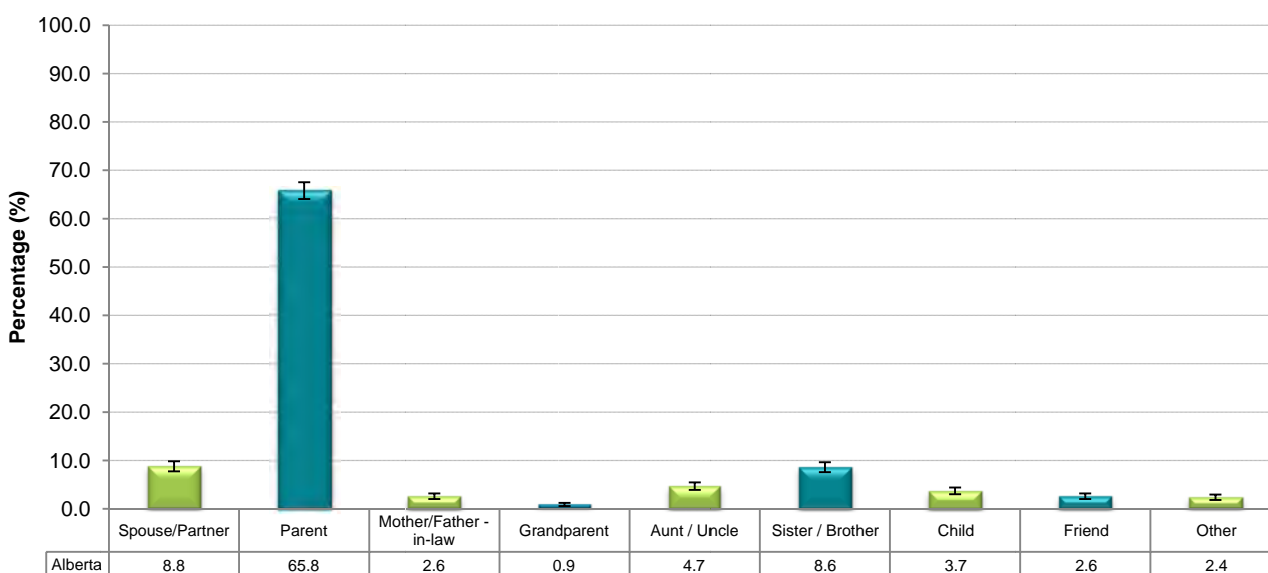


Table 29: Zone summary of responses for survey Q1

	Calgary (N = 363)	Central (N = 540)	Edmonton (N = 1,023)	North (N = 173)	South (N = 742)	Alberta (N = 2,841)
	%	%	%	%	%	%
Spouse/partner	6.1	8.5	7.9	12.7	10.6	8.8
Parent	74.1*	66.9	62.8*	63.0	65.9	65.8
Mother/father -in-law	1.9	1.9	2.6	4.6	3.0	2.6
Grandparent	1.1	1.3	0.7	0.6	0.8	0.9
Aunt/uncle	2.8	5.7	4.9	3.5	4.9	4.7
Sister/brother	5.8	8.0	10.1	9.2	8.1	8.6
Child	2.8	4.6	4.3	2.9	2.7	3.7
Friend	3.6	1.7	3.0	2.9	2.2	2.6
Other	1.9	1.5	3.7*	0.6	1.9	2.4
Total	100.0	100.0	100.0	100.0	100.0	100.0

C.1.2 Q9: In the last 6 months, about how many times did you visit your family member in the supportive living facility?

The majority of respondents reported that they visited their family member *more than 20 times* in the last six months (68.7%). Responses were found to differ significantly across zones ($p \leq 0.05$, **Table 30**).

Figure 21: Provincial summary of responses for survey Q9

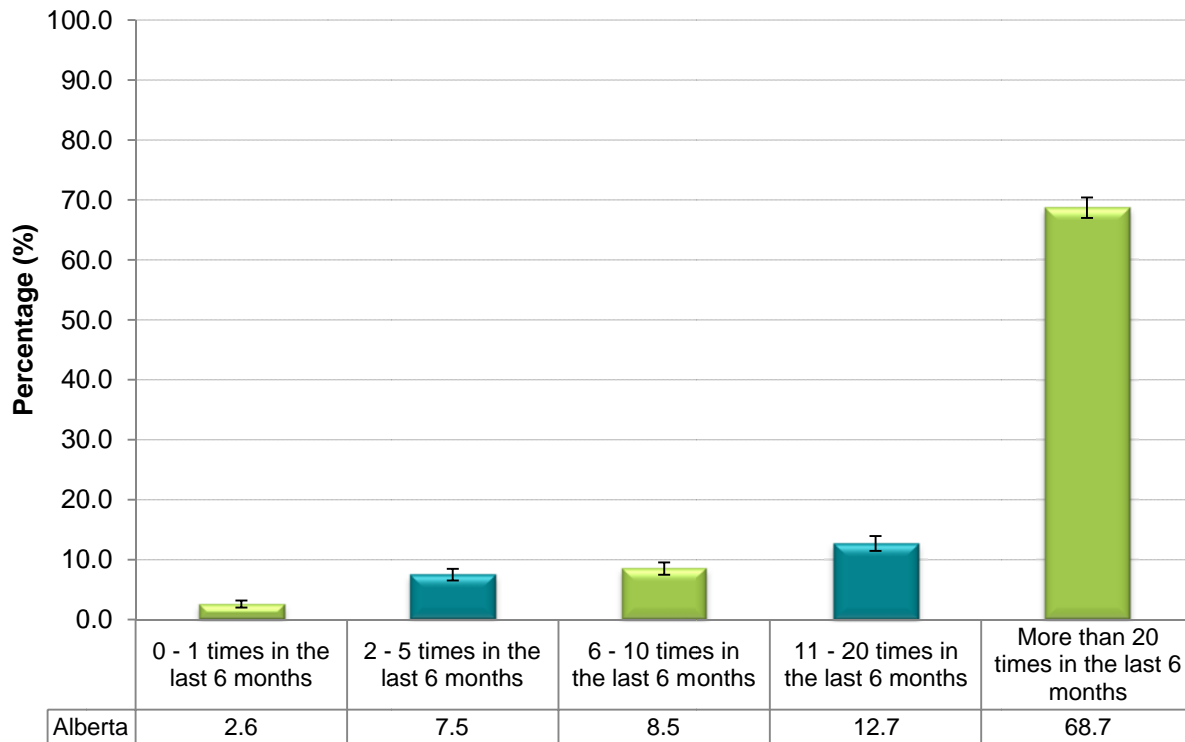


Table 30: Zone summary of responses for survey Q9

	Calgary (N = 360)	Central (N = 539)	Edmonton N = 1,010)	North (N = 171)	South (N = 732)	Alberta (N = 2,812)
	%	%	%	%	%	%
0 - 1 times In the last six months	2.2	1.1*	3.7*	2.9	2.5	2.6
2 - 5 times In the last six months	6.4	7.1	8.3	8.2	7.2	7.5
6 - 10 times In the last six months	8.6	9.5	8.9	10.5	6.6	8.5
11 - 20 times In the last six months	14.4	13.9	14.1	10.5	9.6*	12.7
More than 20 times In the last six months	68.3	68.5	65.0*	67.8	74.2*	68.7
Total	100.0	100.0	100.0	100.0	100.0	100.0

Respondents who answered *0-1 times* were instructed to skip to the demographic section of the questionnaire. For those who continued to answer survey questions, their responses were set to *missing* (N = 21 with valid response on Global Overall Care rating question).

Some respondents did not provide a response to Q9, but did complete the rest of the questionnaire. Global Overall Care ratings for this group did not differ significantly from those who provided a valid response and therefore their responses to the rest of the questionnaire were retained.

Table 31: Missing responses to Q9 versus frequency of visits

Q9 Response	Results
Missing	Referent group
0 to 1 times In the last six months	<i>Not significant relative to referent group ($p > 0.05$)</i>
2 to 5 times In the last six months	<i>Not significant relative to referent group ($p > 0.05$)</i>
6 to 10 times In the last six months	<i>Not significant relative to referent group ($p > 0.05$)</i>
11 to 20 times In the last six months	<i>Not significant relative to referent group ($p > 0.05$)</i>
More than 20 times In the last six months	<i>Not significant relative to referent group ($p > 0.05$)</i>

C.1.3 Q64: 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 or her care?

In almost all cases, the respondent was the person with the most experience with care of the resident (87.8%).

Figure 22: Provincial summary of responses for survey Q64

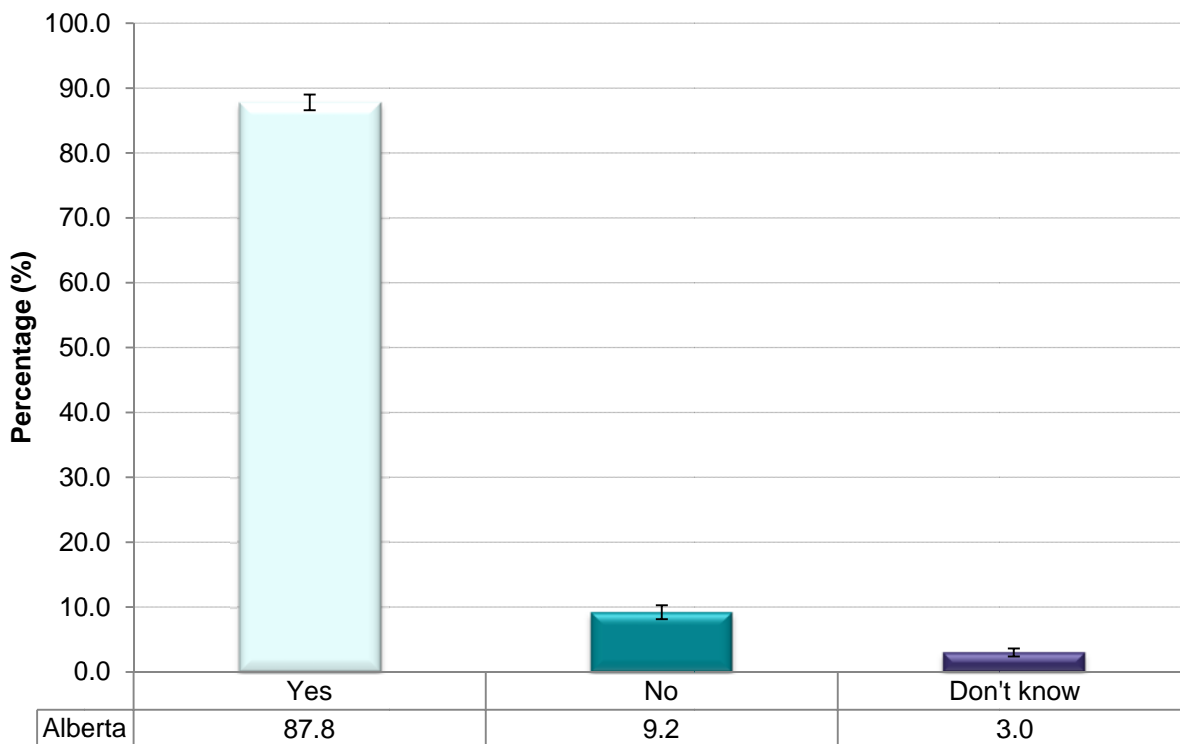


Table 32: Zone summary of responses for survey Q64

	Calgary (N = 362)	Central (N = 535)	Edmonton (N = 1,011)	North (N = 173)	South (N = 730)	Alberta (N = 2,811)
	%	%	%	%	%	%
Yes	86.7	88.0	87.9	84.4	88.9	87.8
No	9.9	9.2	9.1	11.0	8.6	9.2
Don't know	3.3	2.8	3.0	4.6	2.5	3.0
Total	100.0	100.0	100.0	100.0	100.0	100.0

C.1.4 Q60: What is your age?

The most common respondent age group was those 55 to 64 years old, consisting of 41.4 per cent of respondents. Approximately 34 per cent of respondents were over 65 years of age.

Figure 23: Provincial summary of responses for survey Q60

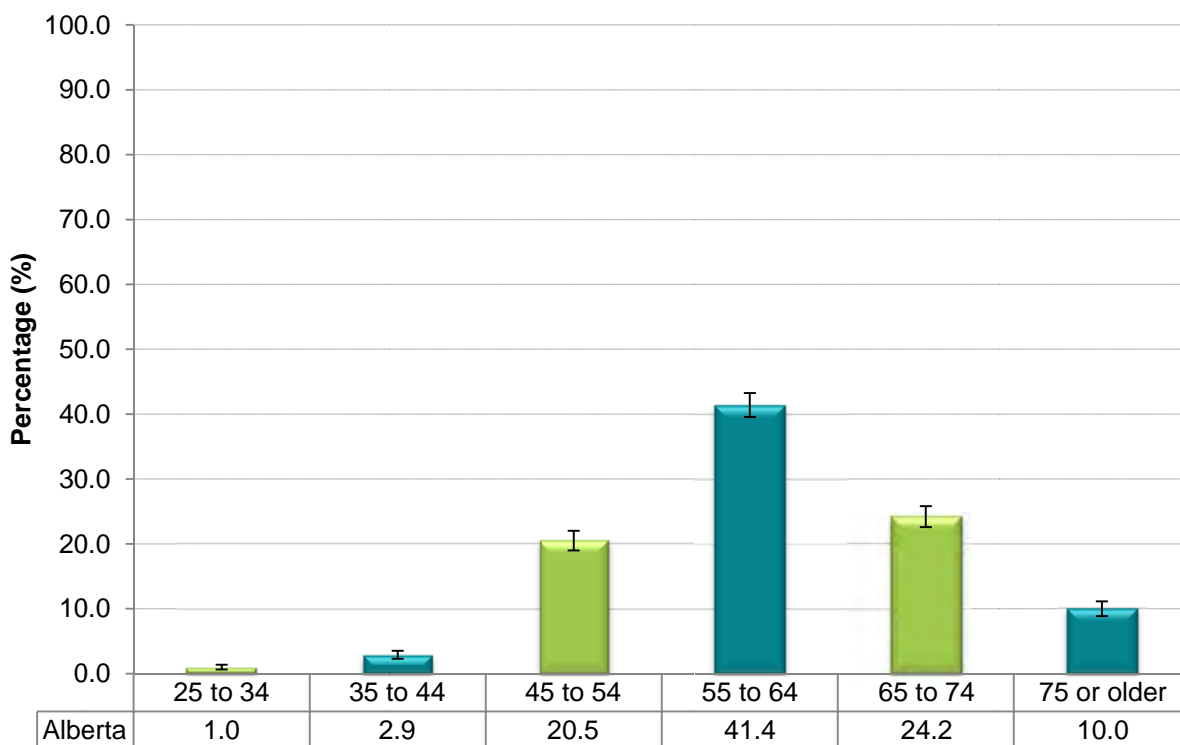


Table 33: Zone summary of responses for survey Q60

	Calgary (N = 353)	Central (N = 509)	Edmonton (N = 989)	North (N = 162)	South (N = 709)	Alberta (N = 2,722)
	%	%	%	%	%	%
25 to 34	0.3	1.4	1.1	1.2	0.8	1.0
35 to 44	3.1	2.2	4.0*	2.5	1.7	2.9
45 to 54	20.7	17.1	23.7*	24.7	17.5	20.5
55 to 64	44.2	40.1	41.0	38.3	42.3	41.4
65 to 74	22.9	28.5*	21.5*	21.6	26.1	24.2
75 or older	8.8	10.8	8.7	11.7	11.6	10.0
Total	100.0	100.0	100.0	100.0	100.0	100.0

C.1.5 Q61: Are you male or female?

Females constituted 66.8 per cent of respondents and the proportion of females to males did not differ significantly across AHS zone ($p > 0.05$, **Table 34**).

Figure 24: Provincial summary of responses for survey Q61

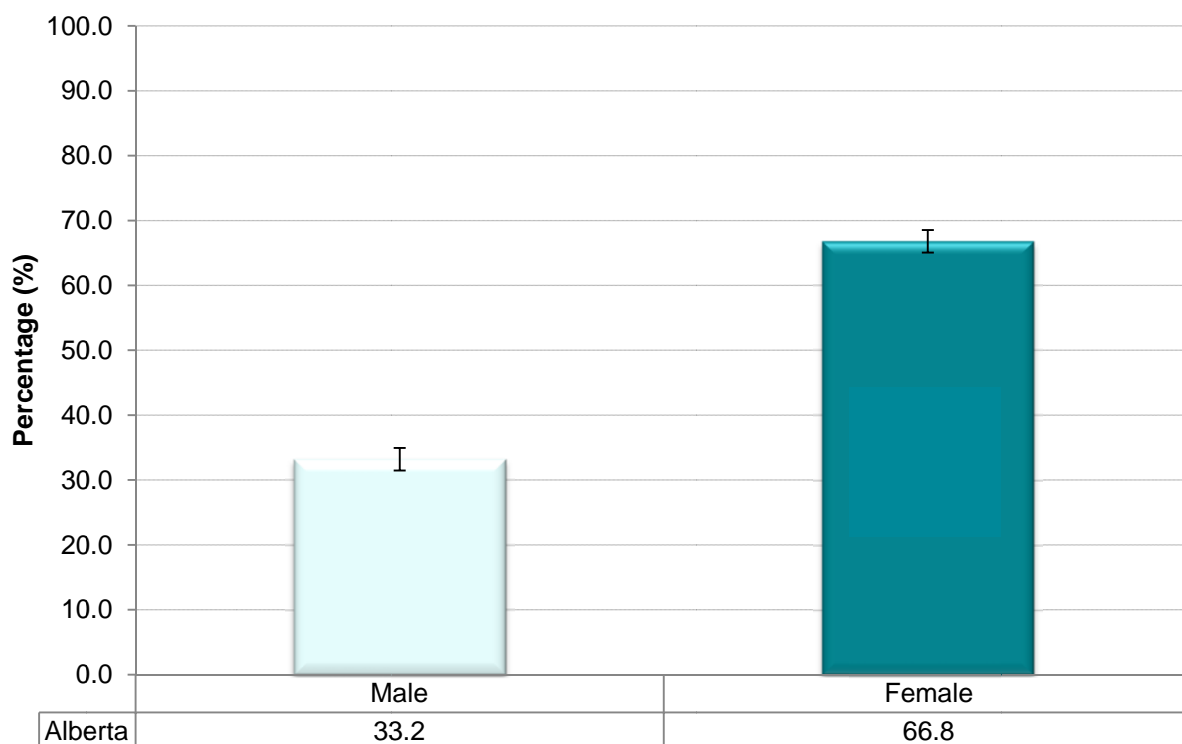


Table 34: Zone summary of responses for survey Q61

	Calgary (N = 363)	Central (N = 535)	Edmonton (N = 1,013)	North (N = 171)	South (N = 731)	Alberta (N = 2,813)
	%	%	%	%	%	%
Male	36.4	33.1	32.6	27.5	33.9	33.2
Female	63.6	66.9	67.4	72.5	66.1	66.8
Total	100.0	100.0	100.0	100.0	100.0	100.0

C.1.6 Q62: What is the highest grade or level of school that you have completed?

Approximately 32 per cent of respondents reported their highest level of education was high school or less, and 24 per cent of respondents reported that they had completed a university degree. Significant differences in responses were found across zones ($p \leq 0.05$, **Table 35**).

Figure 25: Provincial summary of responses for survey Q62

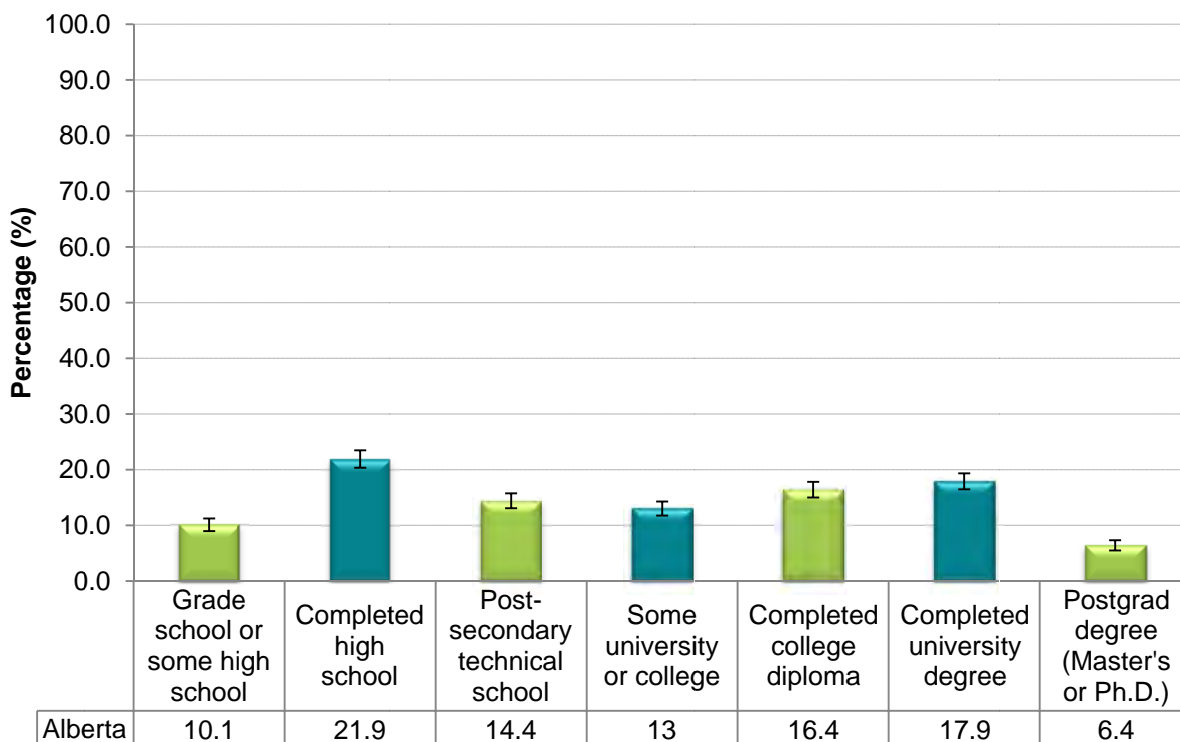


Table 35: Zone summary of responses for survey Q62

	Calgary (N = 348)	Central (N = 519)	Edmonton (N = 968)	North (N = 165)	South (N = 700)	Alberta (N = 2,700)
	%	%	%	%	%	%
Grade school or some high school	7.5	11	6.2*	34.5*	10.3	10.1
Completed high school	22.1	23.9	22.4	22.4	19.3	21.9
Post-secondary technical school	13.8	17.9*	14.4	10.9	13.0	14.4
Some university or college	17.5*	10.8	12	9.7	14.6	13
Completed college diploma	14.4	15.8	15.7	11.5	20.1*	16.4
Completed university degree	19	16.4	20.1	7.3*	17.7	17.9
Postgrad degree (Master's or Ph.D.)	5.7	4.2*	9.2*	3.6	5.0	6.4
Total	100.0	100.0	100.0	100.0	100.0	100.0

C.1.7 Q63: What language do you normally speak at home?

The majority of respondents reported that English was the primary language spoken in their home (97.3%). The North zone consisted of the largest percentage of non-English respondents (16.5%). Significant differences were found across zones in the percentage of respondents whose primary language was English ($p \leq 0.05$, **Table 36**).

Among those who reported *other* as their primary language, the most common languages were German, Italian, Ukrainian, and French.

Figure 26: Provincial summary of responses for survey Q63

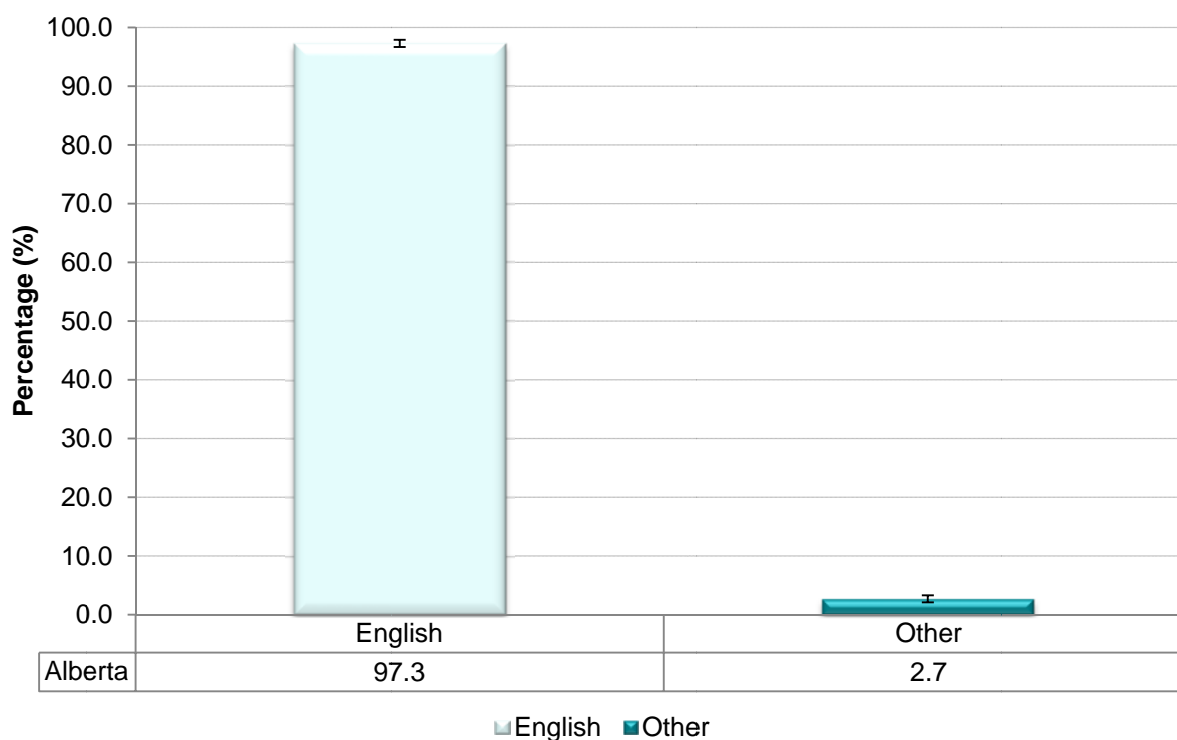


Table 36: Zone summary of responses for survey Q63

	Calgary (N = 363)	Central (N = 538)	Edmonton (N = 1012)	North (N = 170)	South (N = 733)	Alberta (N = 2,816)
	%	%	%	%	%	%
English	97.2	99.6*	96.8	83.5*	99.3*	97.3
Other	2.8	0.4*	3.2	16.5*	0.7*	2.7
Total	100.0	100.0	100.0	100.0	100.0	100.0

C.1.8 Respondent characteristics and differences in Global Overall Care ratings

Global Overall Care ratings (a score from 0 to 10) were compared to variables considered under the section **Respondent characteristics**. In performing mean comparisons, variables with more than two levels were assessed using a one-way analysis of variance, whereas two-level categories such as gender (Male/Female) were assessed using t-tests. For simplicity in reporting, age and education were dichotomized into:

- Age: 65 and over versus under 65 years of age
- Education: High school or less versus more than high school

Table 37: Respondent characteristics and differences in Global Overall Care ratings

Respondent characteristic and/or related questions	Comment: significant difference in Global Overall Care rating
Q9: In the last 6 months, about how many times did you visit your family member in the supportive living facility?	Not significant
Q64: 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 or her care?	Not significant
Q60: What is your age?	Respondents 65 and older had higher Global Overall Care ratings compared to respondents under 65 (8.4 versus 8.1 out of 10; $p \leq 0.05$)
Q61: Are you male or female?	Male respondents had higher Global Overall Care ratings compared to female respondents (8.3 versus 8.1; $p \leq 0.05$).
Q62: What is the highest grade or level of school that you have completed?	Not significant
Q63: What language do you normally speak at home?	Not significant

C.2 Resident characteristics

Note asterisk (*) represents a value statistically different as compared to the Alberta result. See **Table 46 Appendix F** for an example.

The following *resident* demographic information was collected:

- Time lived in home
- Permanency in home
- Resident in shared room
- Resident with serious memory problems
- Resident autonomy

C.2.1 Q4: In total, about how long has your family member lived in this supportive living facility?

The majority of residents (88.0%) lived at their supportive living facility for 12 months or longer. Significant differences in responses were found across zones ($p \leq 0.05$, **Table 38**).

Figure 27: Provincial summary of responses for survey Q4

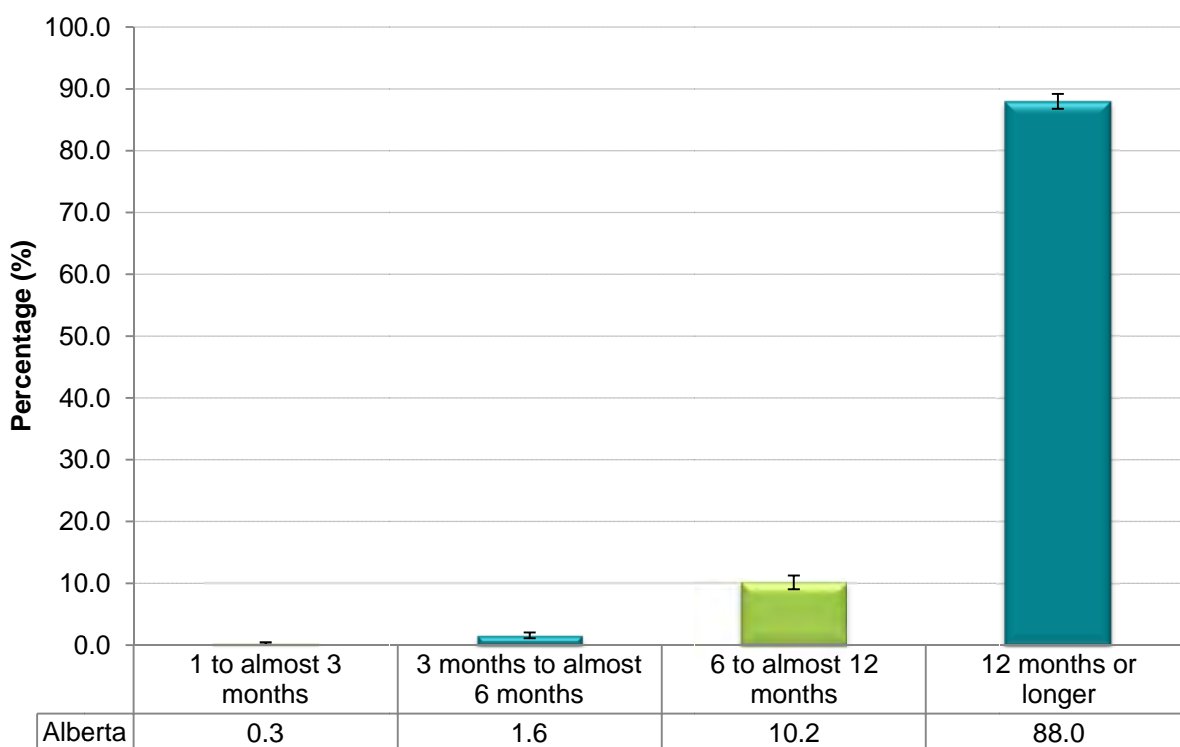


Table 38: Zone summary of responses for survey Q4

	Calgary (N = 363)	Central (N = 541)	Edmonton (N = 1,027)	North (N = 173)	South (N = 742)	Alberta (N = 2,846)
	%	%	%	%	%	%
1 month to almost 3 months	0.6	0.4	0.1	0.6	0.3	0.3
3 months to almost 5 months	1.7	3.1*	1.2	0.6	1.2	1.6
6 to almost 12 months	8.5	14.4*	9.6	12.7	8.0	10.2
12 months or longer	89.3	82.1*	89.1	86.1	90.6*	88.0
Total	100.0	100.0	100.0	100.0	100.0	100.0

C.2.2 Q5: Do you expect your family member to live in this or any other supportive living facility permanently?

Approximately 91 per cent of family members stated that they expected the resident to permanently live at a supportive living facility; with 5.5 per cent saying that they were *unsure*. Significant differences in responses were found across zones ($p \leq 0.05$, **Table 39**).

Figure 28: Provincial summary of responses for survey Q5

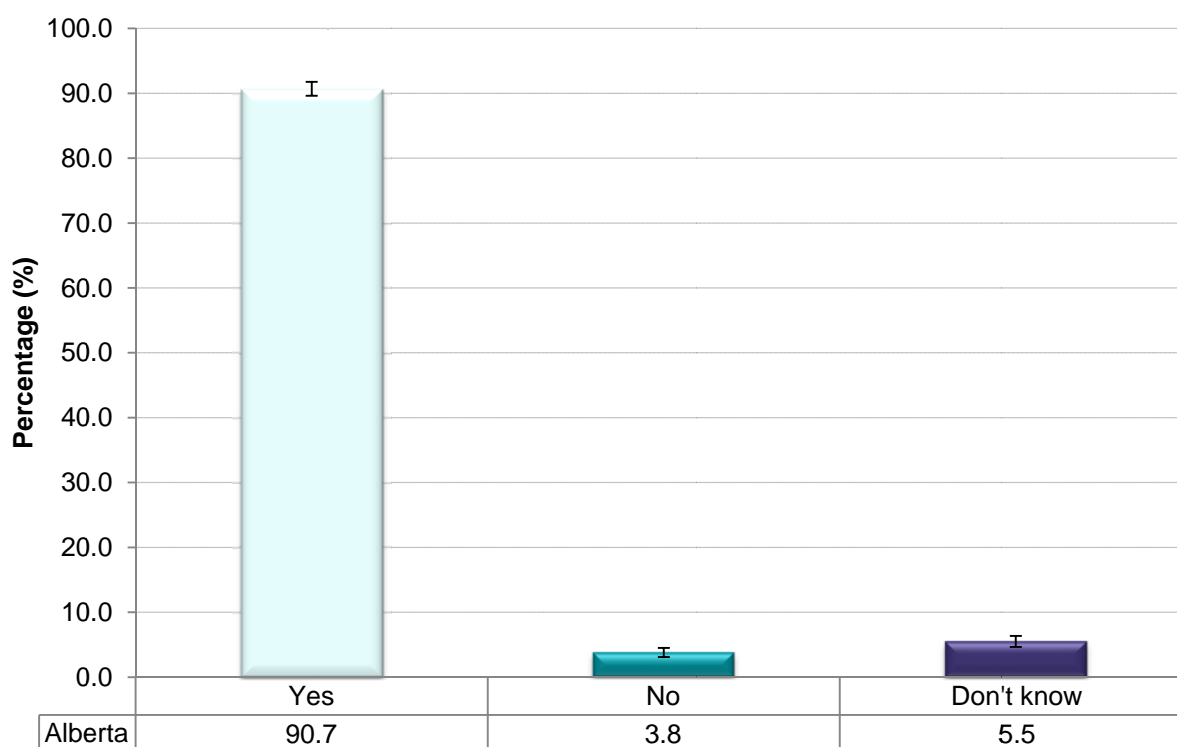


Table 39: Zone summary of responses for survey Q5

	Calgary (N = 361)	Central (N = 535)	Edmonton (N = 1,008)	North (N = 168)	South (N = 728)	Alberta (N = 2,800)
	%	%	%	%	%	%
Yes	93.4	89.5	89.8	86.9	92.3	90.7
No	3.9	4.3	3.1	6.0	3.8	3.8
Don't know	2.8*	6.2	7.1*	7.1	3.8	5.5
Total	100.0	100.0	100.0	100.0	100.0	100.0

C.2.3 Q6: In the last 6 months, has your family member ever shared a room with another person at this supportive living facility?

The majority of residents (95.4%) resided in a single-resident room. Significant differences in responses were found across zones ($p \leq 0.05$, **Table 40**).

Figure 29: Provincial summary of responses for survey Q6

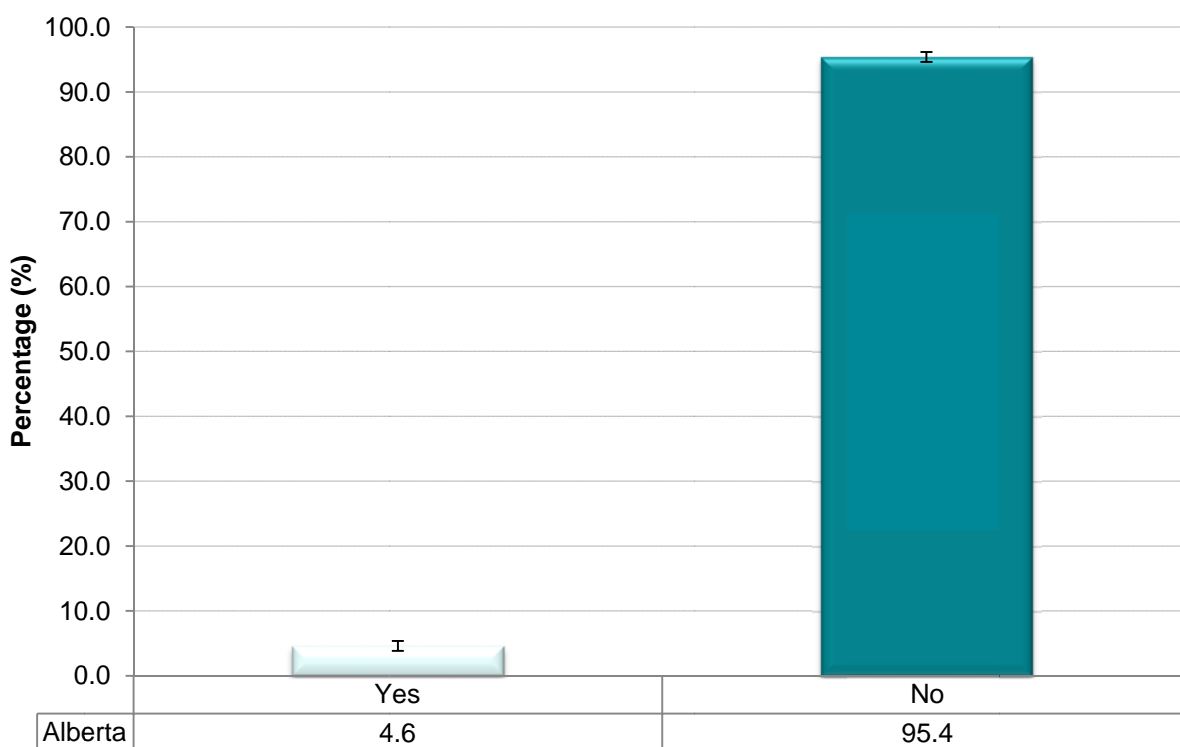


Table 40: Zone summary of responses for survey Q6

	Calgary (N = 364)	Central (N = 540)	Edmonton (N = 1,019)	North (N = 174)	South (N = 742)	Alberta (N = 2,839)
	%	%	%	%	%	%
Yes	5.5	3.3	3.1*	1.7	7.8*	4.6
No	94.5	96.7	96.9*	98.3	92.2*	95.4
Total	100.0	100.0	100.0	100.0	100.0	100.0

C.2.4 Q7: Does your family member have serious memory problems because of Alzheimer's disease, dementia, stroke, accident, or something else?

Provincially, 58.8 per cent of family members reported that the resident had serious memory problems. Significant differences in responses were found across zones ($p \leq 0.05$, **Table 41**).

Figure 30: Provincial summary of responses for survey Q7

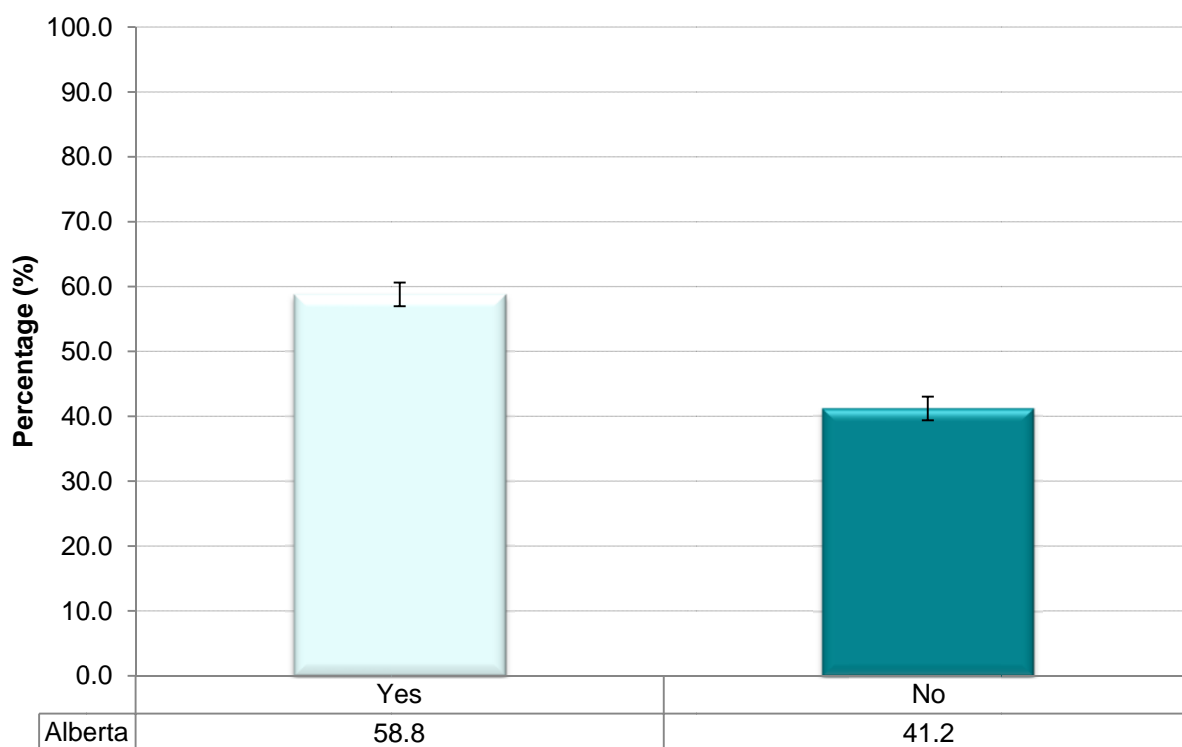


Table 41: Zone summary of responses for survey Q7

	Calgary (N = 359)	Central (N = 531)	Edmonton (N = 1,006)	North (N = 171)	South (N = 730)	Alberta (N = 2,797)
	%	%	%	%	%	%
Yes	60.2	52.9*	57.8	66.1	62.3	58.8
No	39.8	47.1*	42.2	33.9	37.7	41.2
Total	100.0	100.0	100.0	100.0	100.0	100.0

C.2.5 Q8: 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, 58.6 per cent of respondents reported that the resident they represented was *usually* or *always* capable of making decisions about his or her own daily life. Significant differences in responses were found across zones ($p \leq 0.05$, **Table 42**).

Figure 31: Provincial summary of responses for survey Q8

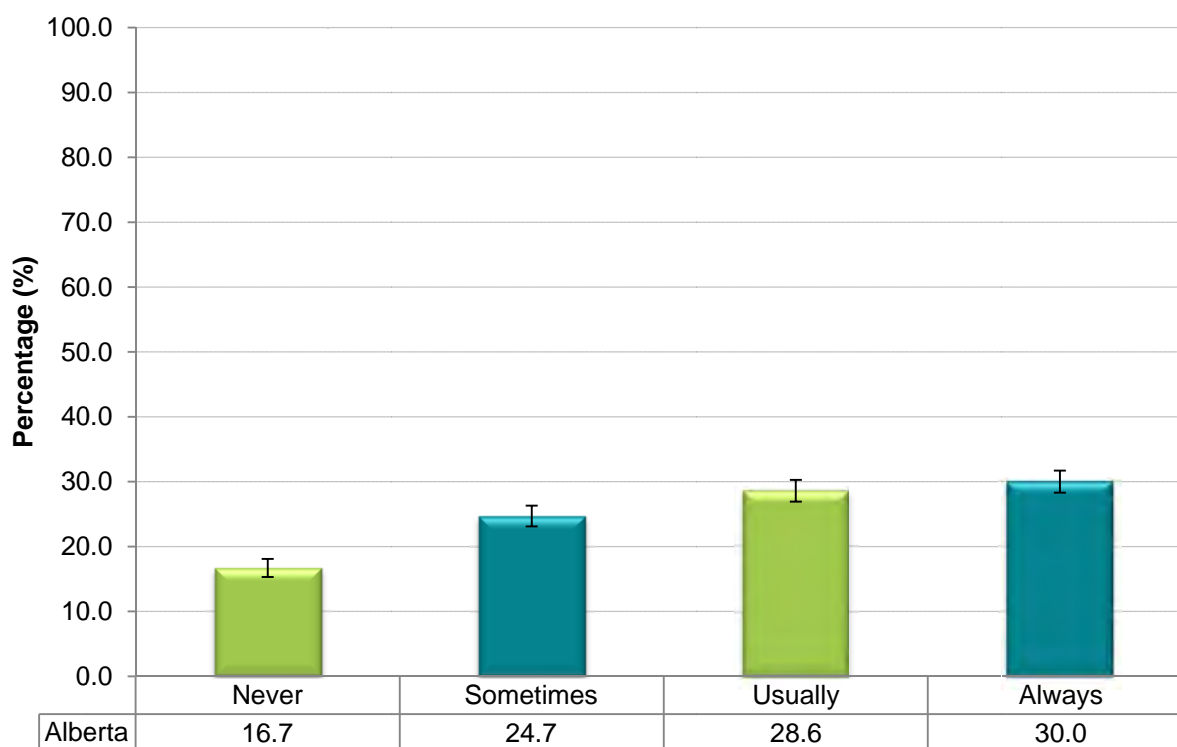


Table 42: Zone summary of responses for survey Q8

	Calgary (N = 357)	Central (N = 527)	Edmonton (N = 1,015)	North (N = 167)	South (N = 733)	Alberta (N = 2,799)
	%	%	%	%	%	%
Never	15.1	13.1*	14.4*	24.6*	21.6*	16.7
Sometimes	22.1	24.3	23.4	28.1	27.1	24.7
Usually	31.7	28.8	30.0	25.7	25.6	28.6
Always	31.1	33.8	32.2	21.6*	25.6*	30.0
Total	100.0	100.0	100.0	100.0	100.0	100.0

C.2.7 Resident characteristics and differences in Global Overall Care ratings

Global Overall Care ratings (a score from 0 to 10) were compared to variables considered under the section **Resident characteristics**. In performing mean comparisons, variables with more than two levels were assessed using a one-way analysis of variance, whereas two-level categories such as gender (Male/Female) were assessed using t-tests.

Table 43: Resident characteristics and differences in Global Overall Care ratings

Resident characteristic and/or related questions	Comment: significant difference in Global Overall Care rating
Q4: In total, about how long as your family member lived in this supportive living facility?	Not significant
Q5: Do you expect your family member to live in this or any other supportive living facility permanently?	Respondents who expected their family member to live in this or any other supportive living facility gave higher Global Overall Care ratings (8.2 out of 10) compared to those who did not expect this (7.9; $p \leq 0.05$) and those who were unsure (7.5; $p \leq 0.05$).
Q6: In the last 6 months, has your family member ever shared a room with another person at this supportive living facility?	Respondents whose family member shared a room with another person gave lower Global Overall Care ratings than those who did not have to share a room (7.8 versus 8.2 out of 10; $p \leq 0.05$)
Q7: Does your family member have serious memory problems because of Alzheimer's disease, dementia, stroke, accident, or something else?	Respondents whose family member had memory problems gave lower Global Overall Care ratings than those who had no problems (8.1 versus 8.3 out of 10; $p \leq 0.05$)
Q8: 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?	Respondents who's family member answered <i>never</i> gave lower Global Overall Care ratings (8.0 out of 10) than those answered with <i>usually</i> (8.3 out of 10) and <i>always</i> (8.3 out of 10), $p \leq 0.05$

APPENDIX D: CRITERIA FOR INCLUSION IN FACILITY-LEVEL ANALYSES

Criteria:

1. Confidentiality: five or more respondents per facility⁴⁵
2. ≤ 10 per cent margin of error (with finite population correction)
3. Response rate of > 50 per cent

Of 113 facilities with at least five surveys collected (84.3% of 134 facilities; **Table 44**):

- 60 met both the margin of error and response rate criteria **labelled in green**
- 47 met the response rate criterion but not the margin of error criterion (with an average margin of error of 14.4%, ranging from 10.4% to 23.0%) **labelled in yellow**
- Six did not meet either criterion **labelled in red**

Facilities that met the margin of error criterion, response rate criterion, or both, accounted for 107 of 134 facilities, or 79.9 per cent of facilities (labelled in green and yellow), and these facilities also accounted for 96.3 per cent of all respondents (2,764 of 2,869) and 94.4 per cent of all eligible respondents (4,063 of 4,303). It is important to note that facilities with small sample sizes (e.g., small facilities) will inherently have more difficulty in meeting confidentiality, response rate and margin of error criteria. In addition, the resident profile of a facility must be considered as these criteria may impact the number of residents who were ultimately eligible for a survey, and in turn impacts the number considered for confidentiality reasons, response rate, and the margin of error calculation. For example, the smaller the facility, the more difficult to meet the confidentiality criterion of five respondents, and similarly the margin of error calculation is dependent on sample size.

Facilities excluded from facility-level reporting (27 facilities) in this report still received individual facility-level reports.

Table 44: Facility inclusion criteria

Zone	Facility	Response rate (%)	Margin of error (%)
Calgary	Walden Supportive Living Community	71.2	5.9
Calgary	Monterey Place	68.3	5.9
Calgary	Eau Claire Retirement Residence	75.9	6.1
Calgary	Silver Willow Lodge	79.4	6.9
Calgary	Sagewood Supportive Living	63.5	8.3
Calgary	Aspen Ridge Lodge	79.2	8.4
Calgary	Millrise Place	75.0	9.4
Calgary	Carewest Colonel Belcher	73.1	9.5
Calgary	McKenzie Towne Retirement Residence	70.4	10.0
Central	Sunset Manor	71.4	5.2

⁴⁵ Facility-level reporting with very few individuals runs the risk of direct or indirect disclosure.

Zone	Facility	Response rate (%)	Margin of error (%)
Central	Good Samaritan Good Shepherd Lutheran Home	83.7	5.3
Central	Sunrise Village Camrose	71.1	5.8
Central	Bethany Meadows	87.5	6.2
Central	Extendicare Michener Hill	73.2	6.4
Central	Faith House	87.5	7.7
Central	Points West Living Wainwright	68.8	7.7
Central	Points West Living Century Park	77.4	7.7
Central	Points West Living Lloydminster	63.0	8.3
Central	West Park Lodge	75.9	8.4
Central	Manor at Royal Oak	69.2	8.5
Edmonton	Innovative Housing - Villa Marguerite	64.9	4.5
Edmonton	CapitalCare Laurier House Lynnwood	78.9	4.8
Edmonton	CapitalCare Strathcona	77.3	5.3
Edmonton	Summerwood Village Retirement Residence	67.6	6.6
Edmonton	Aspen House	70.0	6.7
Edmonton	Rosedale at Griesbach	67.7	6.8
Edmonton	Churchill Retirement Community	86.4	6.8
Edmonton	Rosedale St. Albert	67.8	7.1
Edmonton	Rutherford Heights Retirement Residence	62.5	7.7
Edmonton	Shepherd's Care Vanguard	63.8	7.8
Edmonton	LifeStyle Options Terra Rosa	80.0	8.0
Edmonton	Citadel Mews West	68.2	8.2
Edmonton	Salvation Army Grace Manor	60.0	8.3
Edmonton	Tuoi Hac - Golden Age Manor	61.1	8.6
Edmonton	Good Samaritan Wedman House/Village	59.3	8.9
Edmonton	Good Samaritan George Hennig Place	80.0	9.0
Edmonton	LifeStyle Options Leduc	56.9	9.0
Edmonton	Balwin Villa	58.2	9.0
Edmonton	Saint Thomas Assisted Living Centre	56.1	9.3
Edmonton	Devonshire Manor	66.7	9.4
Edmonton	Shepherd's Gardens	67.6	9.4
Edmonton	Shepherd's Care Kensington	68.8	9.5
Edmonton	Good Samaritan Spruce Grove Centre	78.9	9.5
Edmonton	Grand Manor	84.6	9.7
Edmonton	Country Cottage Seniors Residence	88.9	9.8
North	Heimstaed Lodge	74.1	6.4
North	Points West Living Grande Prairie	56.9	8.1
North	Grande Prairie Care Centre	69.2	8.5
North	Mountain View Centre	67.7	9.9

Zone	Facility	Response rate (%)	Margin of error (%)
South	St. Therese Villa - St. Michaels Health Centre	67.2	4.7
South	Extendicare Fairmont Park	71.1	4.7
South	Good Samaritan Park Meadows Village	73.3	5.0
South	Legacy Lodge	68.1	5.7
South	The Wellington Retirement Residence	82.5	5.8
South	Good Samaritan West Highlands	66.0	5.8
South	Good Samaritan Vista Village	76.6	6.4
South	Good Samaritan Linden View	67.1	6.5
South	Sunrise Gardens	68.5	7.3
South	Good Samaritan Lee Crest	59.7	8.3
South	Good Samaritan Garden Vista	83.3	8.5
Calgary	Wentworth Manor/The Residence and The Court	55.8	10.8
Calgary	Whitehorn Village	66.7	10.9
Calgary	Prince of Peace Manor	63.3	11.1
Calgary	Scenic Acres Retirement Residence	75.0	17.1
Central	Hillview Lodge	63.3	11.1
Central	Vermillion Valley Lodge	71.4	11.1
Central	Heritage House	62.1	11.6
Central	Sunrise Village Olds	81.8	11.7
Central	Bethany Sylvan Lake	72.2	11.8
Central	Sunrise Village (Ponoka)	73.3	12.6
Central	Clearwater Centre	65.0	13.2
Central	Islay Assisted Living	71.4	13.8
Central	Sunrise Village Wetaskiwin	77.8	14.8
Central	Chateau Three Hills	72.7	15.2
Central	Pines Lodge	66.7	16.7
Central	Serenity House	75.0	17.1
Central	Coronation Hospital and Care Centre	57.1	18.8
Central	Providence Place	54.5	22.6
Central	Eckville Manor House	54.5	22.6
Edmonton	Rosedale Estates	67.9	10.4
Edmonton	Glastonbury Village	59.0	10.6
Edmonton	Place Beausejour	57.1	13.1
Edmonton	Riverbend Retirement Residence	57.1	13.1
Edmonton	Wild Rose Cottage	56.0	14.2
Edmonton	Shepherd's Care Greenfield	59.1	14.2
Edmonton	Garneau Hall	64.7	14.5
Edmonton	West Country Hearth	66.7	14.8
Edmonton	Emmanuel Home	72.7	15.2
Edmonton	LifeStyle Options Riverbend	57.1	18.8

Zone	Facility	Response rate (%)	Margin of error (%)
North	Manoir du Lac	54.3	12.3
North	Vilna Villa	70.0	17.1
South	York Creek Lodge	63.6	18.7
South	Sunny South Lodge	69.2	10.5
South	Orchard Manor	76.5	10.9
South	Pleasant View Lodge South	87.5	11.2
South	Haven of Rest - South Country Village	78.6	11.4
South	Golden Acres Lodge	70.0	11.8
South	Columbia Assisted Living	55.9	12.1
South	Cypress View Foundation	56.3	12.4
South	Piyami Lodge	73.3	12.6
South	Piyami Place	85.7	13.1
South	Good Samaritan Prairie Ridge	57.7	13.4
South	Leisure Way	77.8	14.8
South	Clearview Lodge	60.0	17.1
South	Chinook Lodge	71.4	20.2
South	Meadow Lands	60.0	21.3
South	MacLeod Pioneer Lodge	62.5	23.0
Calgary	Edgemont Retirement Residence	50.0	18.0
Central	Viewpoint	38.5	28.6
Edmonton	Innovative Housing - 114 Gravelle	38.9	13.5
Edmonton	Salvation Army Stepping Stone Supportive Residence	47.6	18.4
Edmonton	Edmonton Chinatown Care Centre	50.0	21.7
Edmonton	Shepherd's Care Ashbourne	35.0	24.5

Table 45: Facilities excluded from provincial reporting

Facilities with zero respondents (6 facilities) – excluded from report	
Zone	Facility
Central	Sunrise Village Drayton Valley
Central	Symphony Seniors Living at Aspen Ridge
Edmonton	Kipohtakawmik Elders Lodge
North	Shepherd's Care Barrhead
North	Parkland Lodge
North	Jasper Alpine Summit Seniors Lodge
Facilities with less than 5 respondents (excluded from facility-level analyses, but included in all other aggregate level reporting)	
Zone	Facility (# of respondents)
Calgary	Carewest Nickle House (4)
Central	Eagle View Lodge (3)
Central	Provost Health Centre (4)
Central	St. Michael's Manor/Vegreville Manor (3)
Central	Wetaskiwin Meadows (4)
North	St. Paul Abilities Network (2)
North	Ridgevalley Seniors Home (4)
North	The Gardens at Emerald Park (2)
North	Pleasant View Lodge North (1)
North	Chateau Lac St. Anne (4)
North	Spruceview Lodge (4)
North	Vanderwell Lodge (1)
North	Whispering Pines Seniors Lodge (3)
South	Valleyview (3)
South	Prairie Rose Lodge (3)

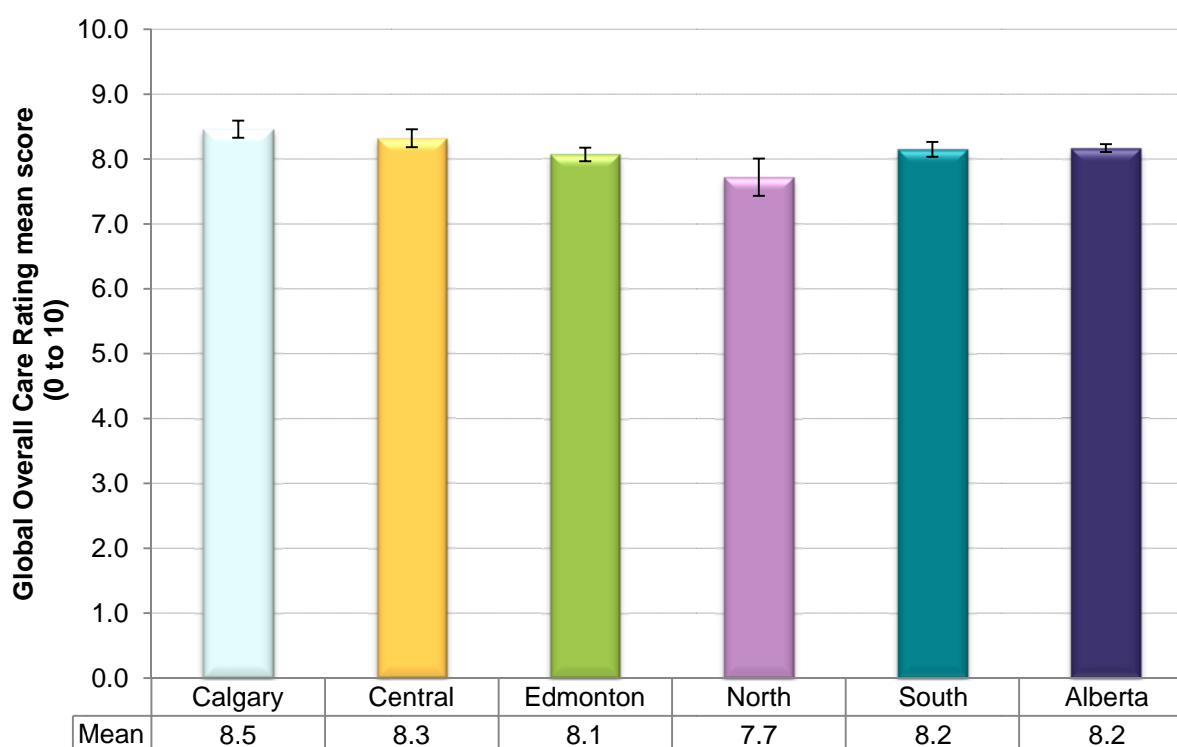
APPENDIX E: PROVINCIAL AND ZONE-LEVEL DIMENSIONS OF CARE AND FOOD RATING SCALE SUMMARY MEANS AND PROPENSITY TO RECOMMEND

This appendix describes respondent-level data at the zone and provincial level. Analyses in this section emphasize equal weight to each individual respondent within each zone (i.e., the denominator is the number of respondents), rather than individual facilities within the zones. Although the sampling strategy was designed for representative zone-level analyses (i.e., a census), not all facilities (and consequently not all zones) were adequately represented in the resulting sampling distribution. As a result, the data did not lend itself to comparative zone-level analyses. Although potential bias may be partially mitigated by emphasizing equal weight to each individual respondent within each zone, zone-level results in this section should be interpreted with caution.

E.1 Global Overall Care ratings

The Global Overall Care rating for all respondents in the province (N = 2,727) was 8.2 out of 10. There was significant variation in Global Overall Care ratings across AHS zones (**Figure 32**).

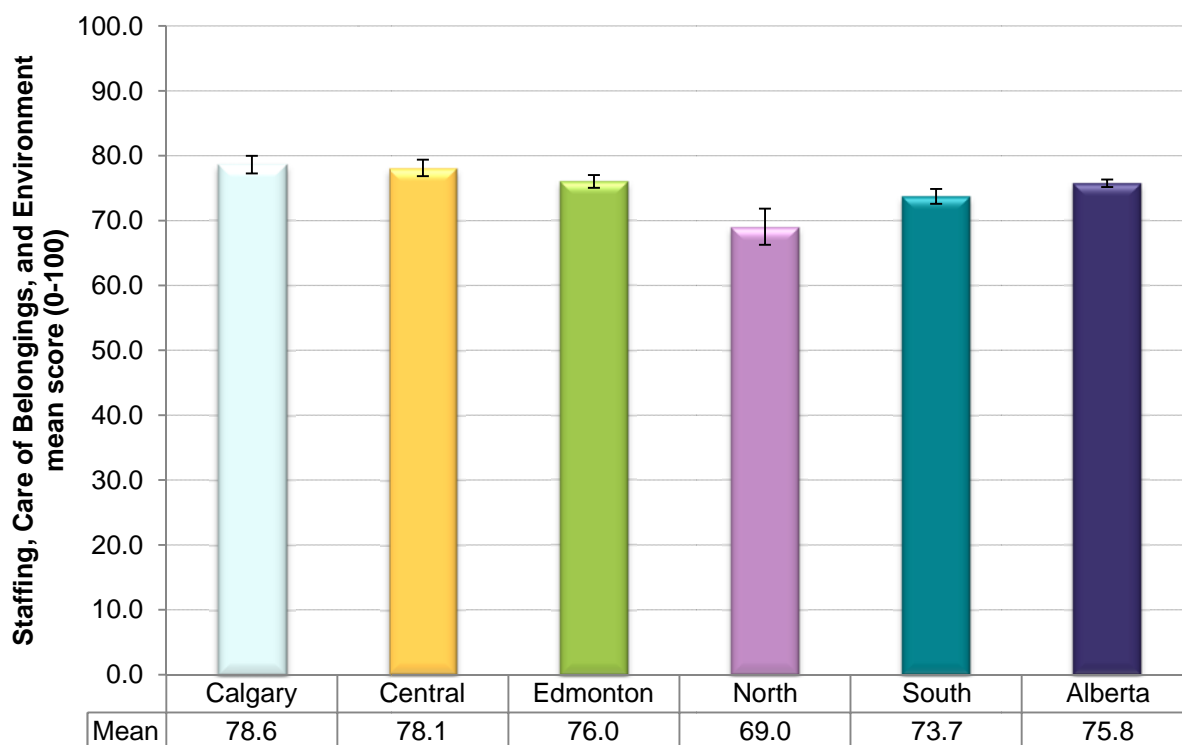
Figure 32: Global Overall Care ratings by AHS zone



E.2 Staffing, Care of Belongings, and Environment

The mean score for Staffing, Care of Belongings, and Environment for all respondents in the province (N = 2,772) was 75.8 out of 100. Significant differences in mean scores across zones were found (**Figure 33**).

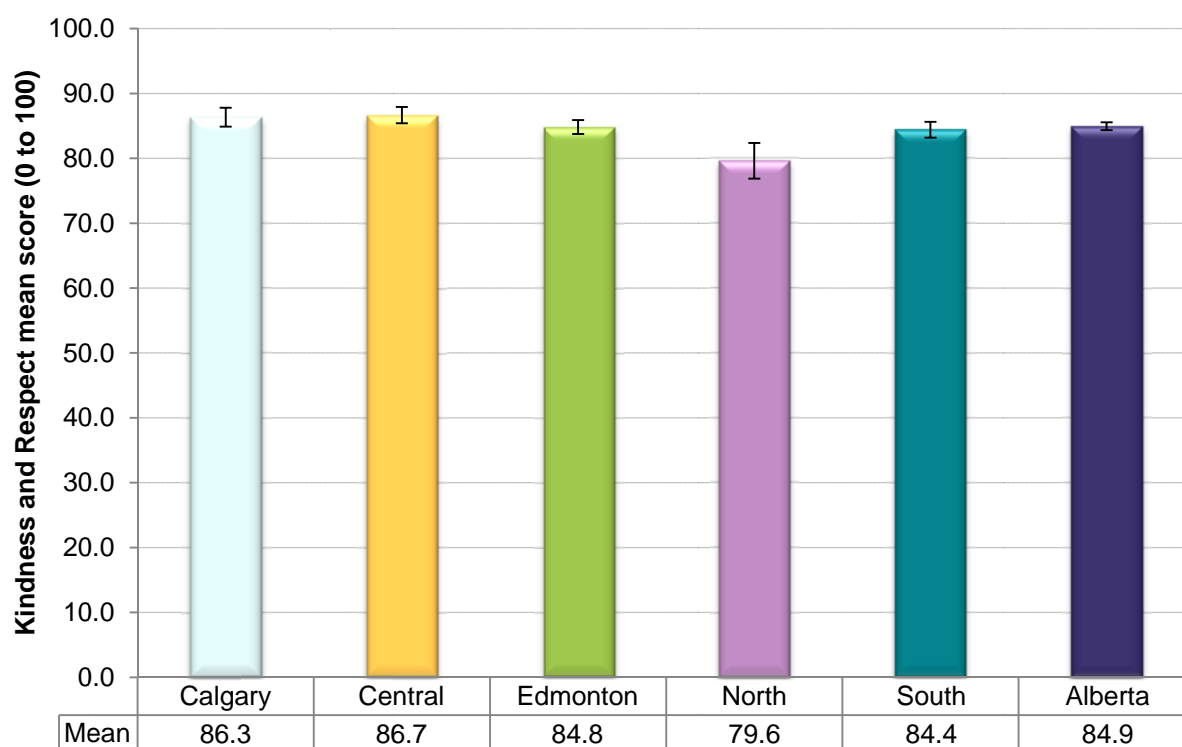
Figure 33: Staffing, Care of Belongings, and Environment Dimension of Care scores by AHS zone



E.3 Kindness and Respect

The mean score for Kindness and Respect for all respondents in the province (N = 2,763) was 84.9 out of 100. Significant differences in mean scores across zones were found (**Figure 34**).

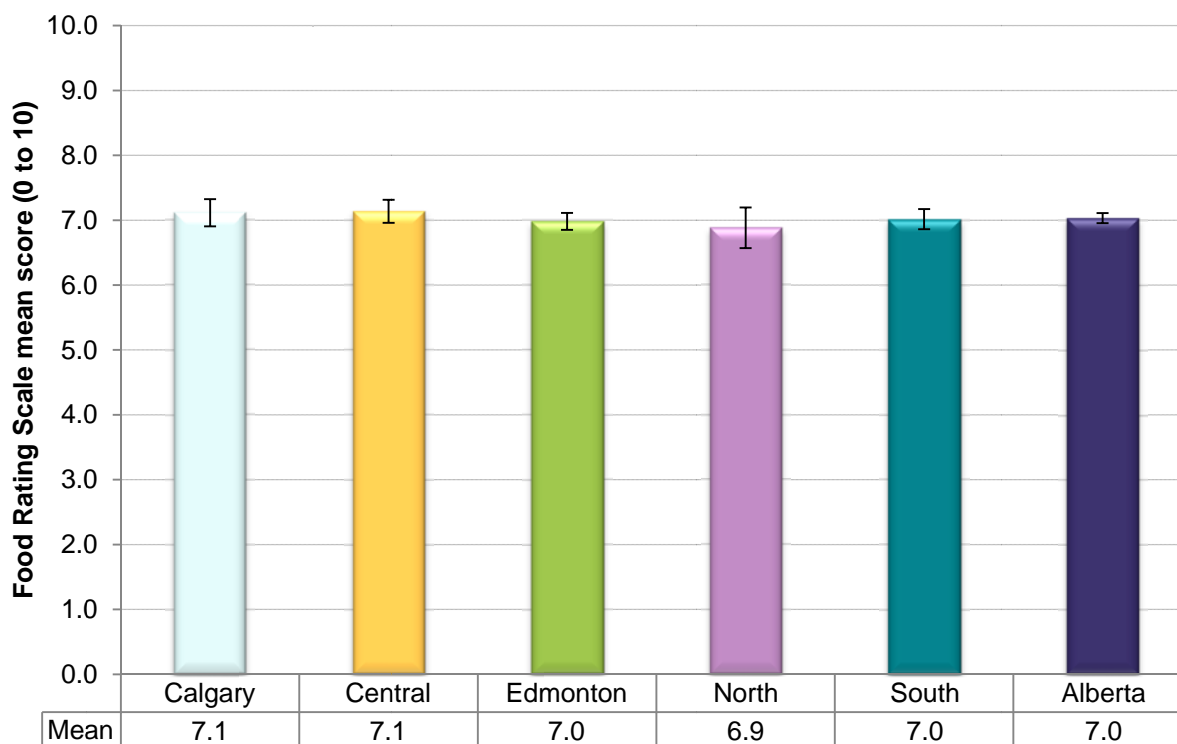
Figure 34: Kindness and Respect Dimension of Care scores by AHS zone



E.4 Food Rating Scale

The provincial mean score for the Food rating scale for all respondents in the province (N = 2,640) was 7.0 out of 10. There were no significant differences in mean scores across zones (**Figure 35**).

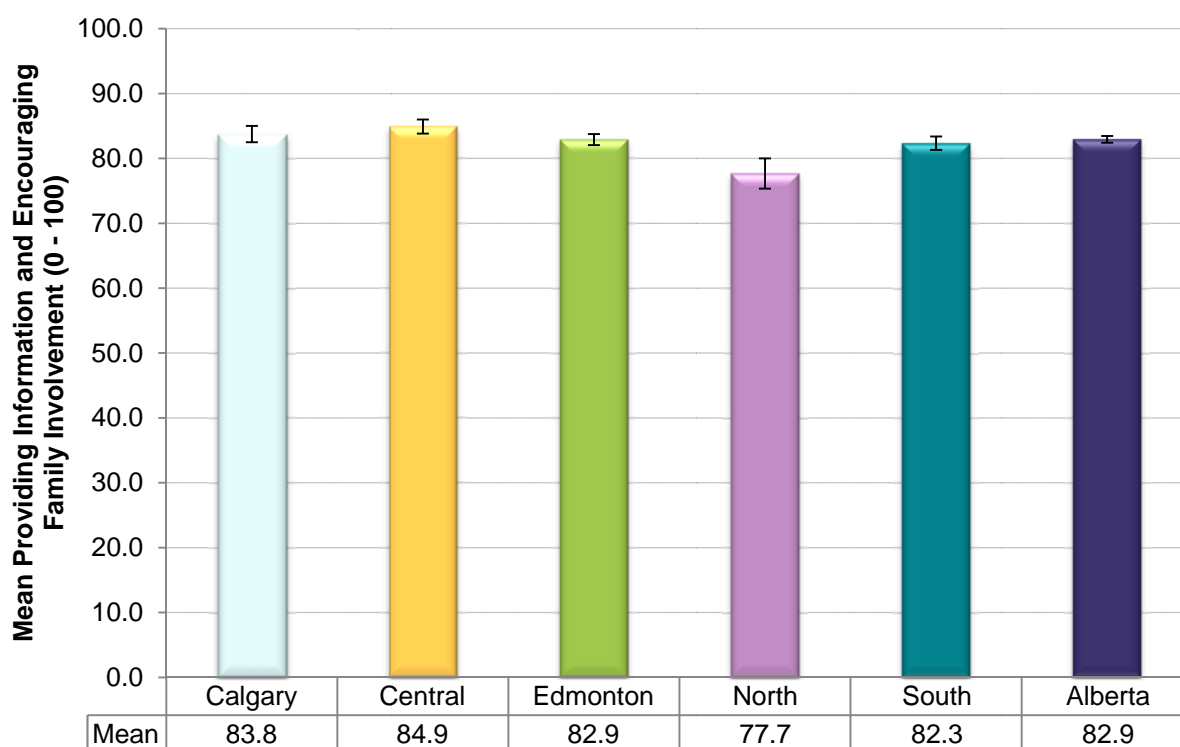
Figure 35: Food Rating Scale Mean Dimension of Care scores by AHS zone



E.5 Providing Information and Encouraging Family Involvement

The mean score for Providing Information and Encouraging Family Involvement for all respondents in the province was 82.9 out of 100. Significant differences in mean scores across zones were found (Figure 36).

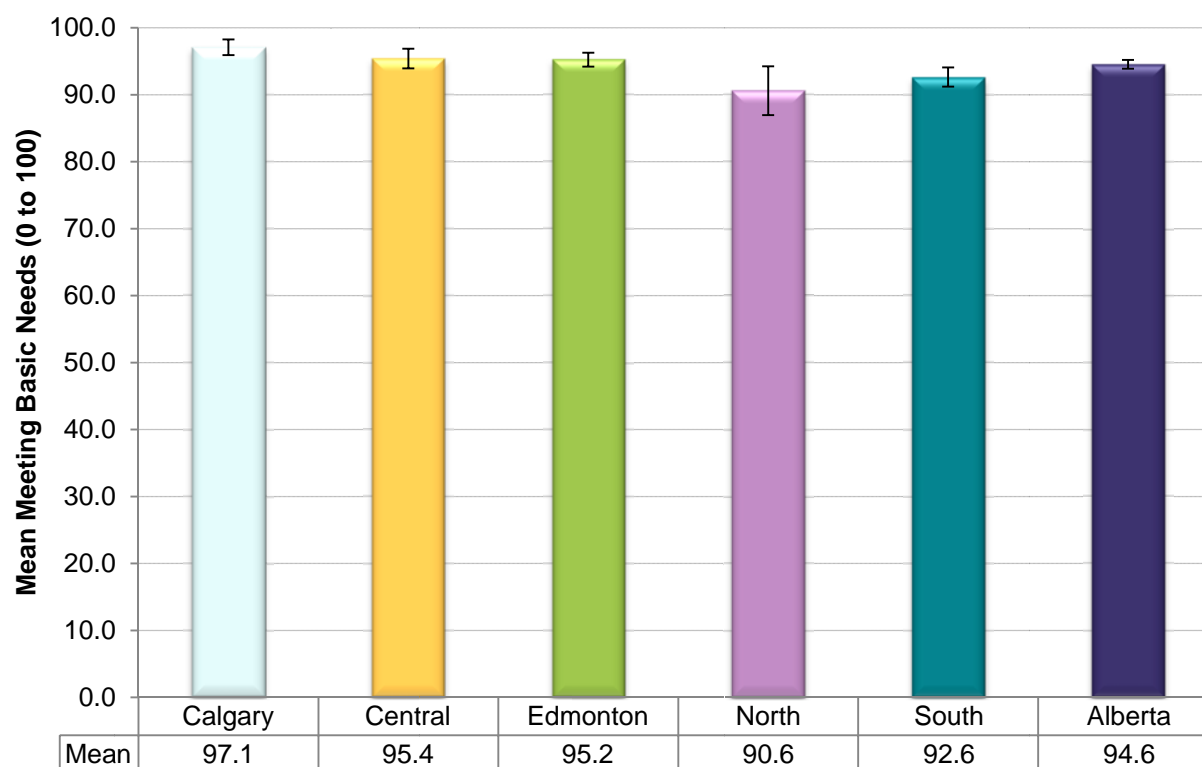
Figure 36: Providing Information and Encouraging Family Involvement Dimension of Care scores by AHS zone



E.6 Meeting Basic Needs

The mean score for Meeting Basic Needs for all respondents in the province (N = 2,765) was 94.6 out of 100. Significant differences in mean scores across zones were found (**Figure 37**).

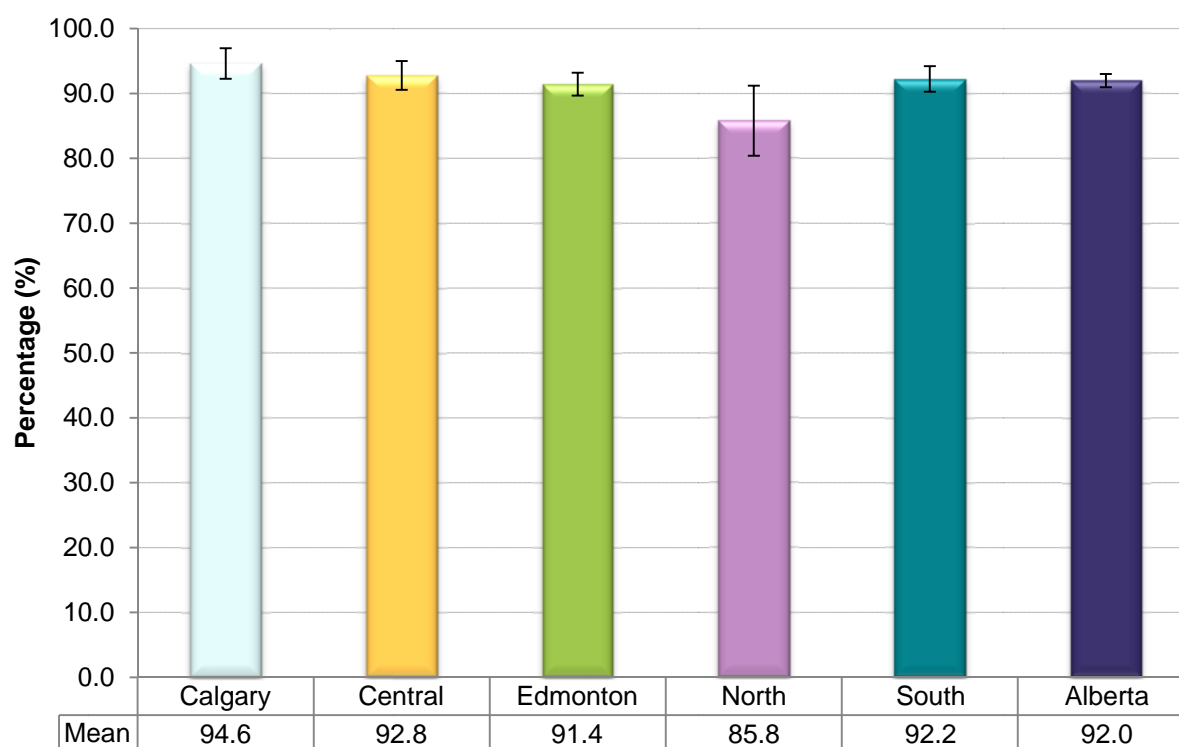
Figure 37: Meeting Basic Needs Dimension of Care scores by AHS zone



E.7 Propensity to recommend

The percentage of respondents who would recommend their facility in the province (N = 2,719) was 92.0 per cent. Significant differences in percentages across zones were found (**Figure 38**).

Figure 38: Percentage who would recommend facility by AHS zone



APPENDIX F: SUMMARY OF PROVINCIAL AND ZONE LEVEL RESPONSES TO INDIVIDUAL SURVEY QUESTIONS

This section provides a detailed analysis of responses to survey questions which make up the 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 to the Food Rating Scale.

Results in this section are presented as follows:

F.1 Staffing, Care of Belongings, and Environment

- (Q10 and Q11) Can find a nurse or aide?
- (Q50) How often there are enough nurses or aides?
- (Q31) Resident's room looks and smells clean?
- (Q22) Resident looks and smells clean?
- (Q34) Public area look and smells clean?
- (Q36) Resident's medical belongings lost?
- (Q37 and Q38) Resident's clothes lost?

F.2 Kindness and Respect

- (Q12) Nurses and aides treat resident with courtesy and respect?
- (Q13) Nurses and aides treat resident with kindness?
- (Q14) Nurses and aides really care about resident?
- (Q15) Nurses and aides were rude to residents?
- (Q23 and Q24) Nurses and aides were appropriate with difficult residents?

F.3 Providing information and encouraging family involvement

- (Q26 and Q27) Nurses and aides give respondent information about resident?
- (Q28) Nurses and aides explain things in an understandable way?
- (Q29) Nurses and aides discourage respondent questions?
- (Q42) Respondent stops self from complaining?
- (Q44 and Q45) Respondent involved in decisions about care?
- (Q58 and Q59) Respondent given info about payments and expenses as soon as they wanted?

F.4 Meeting Basic Needs

- (Q16 and Q17) Helped because staff didn't help or resident waited too long for help with eating?
- (Q18 and Q19) Helped because staff didn't help or resident waited too long for help with drinking?

- (Q20 and Q21) Helped because staff didn't help or resident waited too long for help with toileting?

F.5 Other

- Questions related to Staffing, Care of Belongings, and Environment
- Questions related to Kindness and Respect
- Questions related to Providing Information and Encouraging Family Involvement
- Questions related to Meeting Basic Needs
- (Q55, Q56 and Q57) Medications

Descriptive statistics (means and response percentages for all 2,869 respondents) were computed to produce provincial and AHS zone level data. Response proportions (percentages) were compared using the binomial probability test, which assesses whether a zone-specific percentage differs from the percentage observed at the provincial level. For example, (**Table 46**):

A: The percentage of Edmonton respondents who answered *usually* was 62.5 per cent

B: The percentage of all respondents (Alberta population) who answered *usually* was 37.5 per cent

Table 46: Example table of binomial probability test interpretation

	Calgary		Central		Edmonton		A North		South		Alberta		B
	N	%	N	%	N	%	N	%	N	%	N	%	
Never	10	25.0	10	25.0	10	12.5	10	25.0	10	25.0	50	20.8	
Sometimes	10	25.0	10	25.0	10	12.5	10	25.0	10	25.0	50	20.8	
Usually	10	25.0	10	25.0	50	62.5*	10	25.0	10	25.0	90	37.5	
Always	10	25.0	10	25.0	10	12.5	10	25.0	10	25.0	50	20.8	
Total	40		40		80		40		40		240		

The binomial probability test compares whether 62.5 per cent (A), those who answered *usually*, is significantly different from what is observed in the Alberta population (37.5%; B). Using this test, we can see that 62.5 per cent is significantly different from the provincial average (37.5%) at $p \leq 0.05$.

Other notes:

- Percentages may not always add to 100 per cent due to rounding.
- References to zones refer to the *resident's* facility zone.
- Facility, zone, and provincial results are presented in graphs which include 95 per cent confidence intervals (95% CI). These intervals can aid the reader in gauging statistically significant differences in results. As a general rule, intervals that do not overlap reflect significant differences between measures. In contrast, intervals that overlap do not reflect significant differences between measures.

F.1 Staffing, Care of Belongings, and Environment

F.1.1 Question 11 (Q11): In the last 6 months, how often were you able to find a nurse or aide when you wanted one?

Question 11 was asked only of those who responded *YES* to Question 10: *In the last 6 months, during any of your visits, did you try to find a nurse or aide for any reason?* Provincially, approximately 80.1 per cent of respondents sought a nurse or aide in the past six months.

Among those who tried to find a nurse or aide, 87.3 per cent said they *always* or *usually* could find a nurse or aide when they wanted one (**Table 47**).

Figure 39: Provincial summary of responses for Question 11 (Q11)

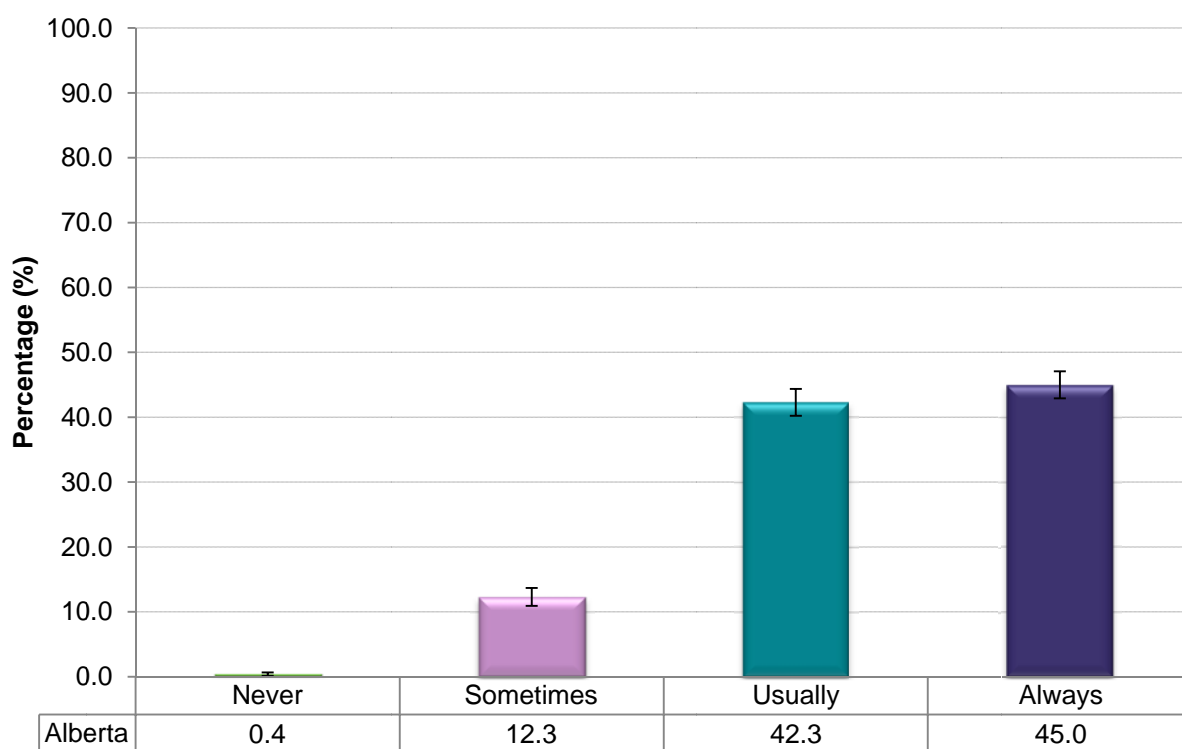


Table 47: Zone summary of responses for Question 11 (Q11)

	Calgary (N = 288)	Central (N = 410)	Edmonton (N = 781)	North (N = 132)	South (N = 574)	Alberta (N = 2,185)
	%	%	%	%	%	%
Never	0.3	0.5	0.5	1.5	0.0	0.4
Sometimes	9.7	13.2	9.5*	24.2*	13.9	12.3
Usually	43.4	36.6*	42.8	37.9	46.2	42.3
Always	46.5	49.8	47.2	36.4	39.9*	45.0
Total	100.0	100.0	100.0	100.0	100.0	100.0

F.1.2 Q50: In the last 6 months, how often did you feel that there were enough nurses and aides in the supportive living facility?

Figure 40: Provincial summary of responses for Q50

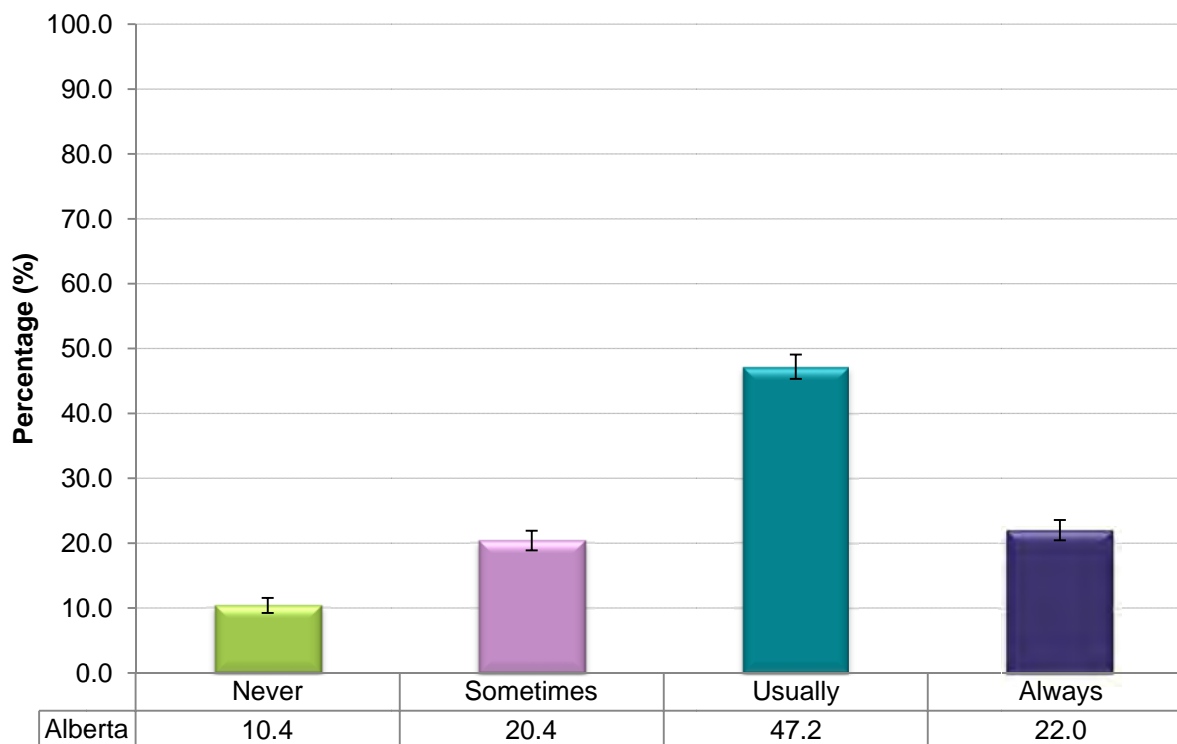


Table 48: Zone summary of responses for Q50

	Calgary (N = 350)	Central (N = 522)	Edmonton (N = 961)	North (N = 159)	South (N = 711)	Alberta (N = 2,703)
	%	%	%	%	%	%
Never	4.6*	8.6	7.9*	26.4*	14.3*	10.4
Sometimes	13.7*	19.9	18.3	21.4	26.6*	20.4
Usually	56.3*	47.7	48.6	40.3	42.1*	47.2
Always	25.4	23.8	25.2*	11.9*	17.0*	22.0
Total	100.0	100.0	100.0	100.0	100.0	100.0

F.1.3 Q31: In the last 6 months, how often did your family member's room look and smell clean?

Figure 41: Provincial summary of responses for Q31

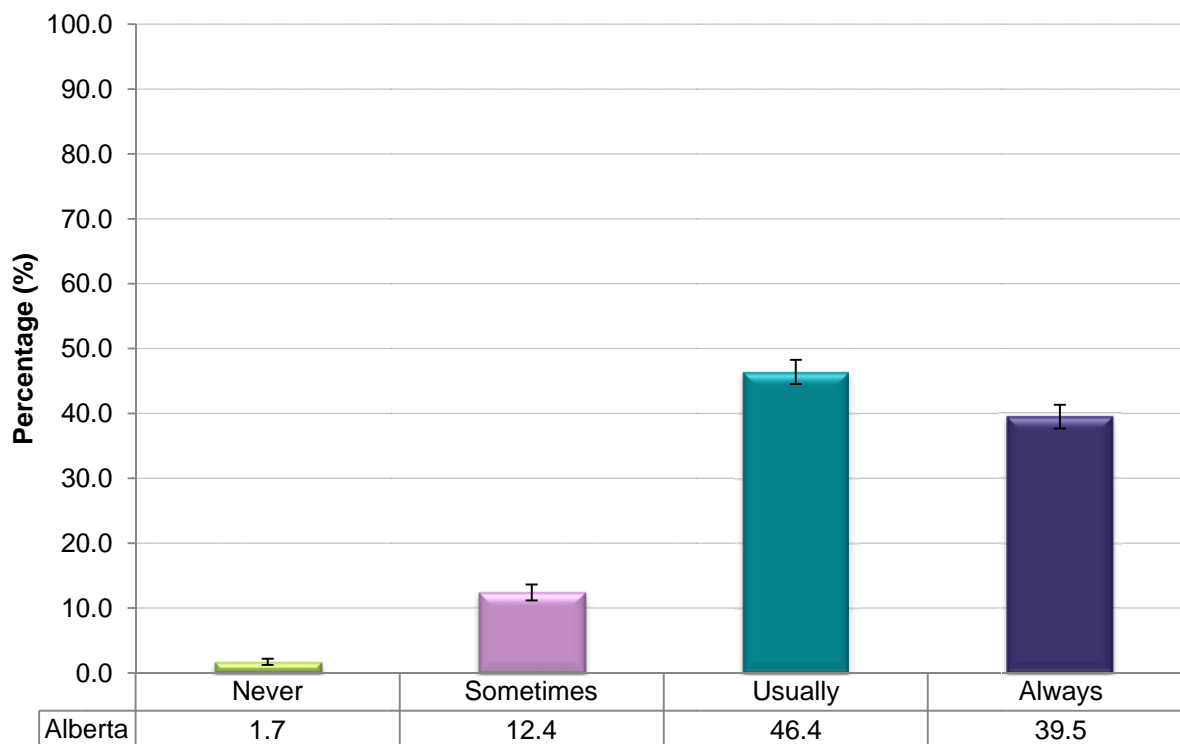


Table 49: Zone summary of responses for Q31

	Calgary (N = 353)	Central (N = 528)	Edmonton (N = 982)	North (N = 165)	South (N = 712)	Alberta (N = 2,740)
	%	%	%	%	%	%
Never	2.0	1.7	2.3	1.8	0.7*	1.7
Sometimes	9.1	9.1*	13.7	18.2*	13.3	12.4
Usually	46.7	44.9	46.6	45.5	47.3	46.4
Always	42.2	44.3*	37.3	34.5	38.6	39.5
Total	100.0	100.0	100.0	100.0	100.0	100.0

F.1.4 Q22: In the last 6 months, how often did your family member look and smell clean?

Figure 42: Provincial summary of responses for Q22

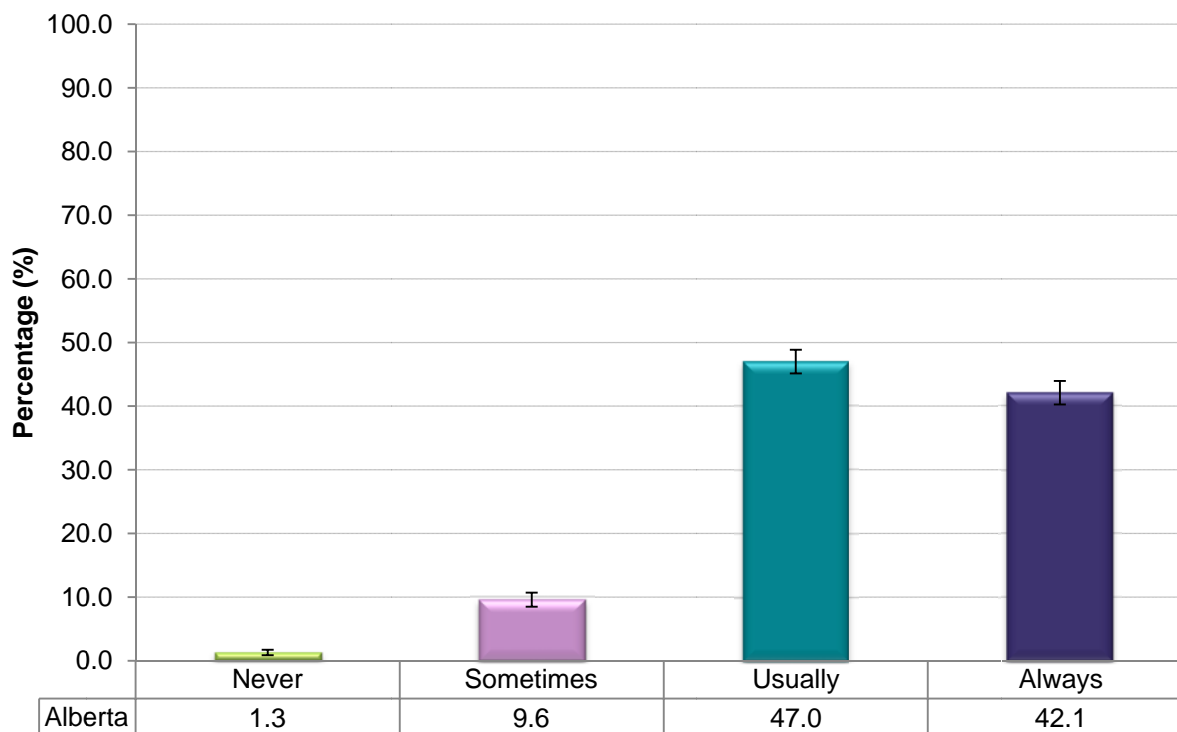


Table 50: Zone summary of responses for Q22

	Calgary (N = 353)	Central (N = 529)	Edmonton (N = 983)	North (N = 166)	South (N = 718)	Alberta (N = 2,749)
	%	%	%	%	%	%
Never	1.4	0.8	1.5	2.4	1.1	1.3
Sometimes	6.5*	7.0*	11.0	16.9*	9.5	9.6
Usually	48.2	47.3	45.5	47.6	48.3	47.0
Always	43.9	45.0	42.0	33.1*	41.1	42.1
Total	100.0	100.0	100.0	100.0	100.0	100.0

F.1.5 Q34: In the last 6 months, how often did the public areas of the supportive living facility look and smell clean?

Figure 43: Provincial summary of responses for Q34

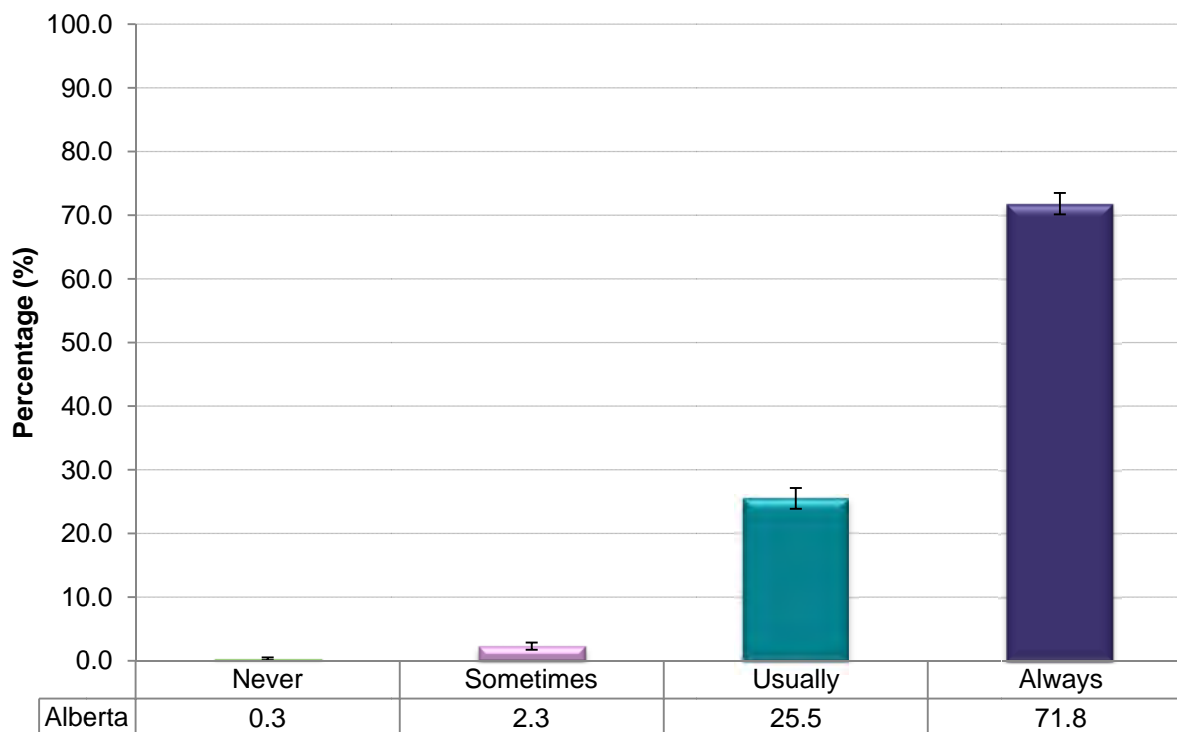


Table 51: Zone summary of responses for Q34

	Calgary (N = 352)	Central (N = 529)	Edmonton (N = 980)	North (N = 166)	South (N = 714)	Alberta (N = 2,741)
	%	%	%	%	%	%
Never	0.0	0.4	0.4	0.0	0.4	0.3
Sometimes	1.4	1.1	3.4*	2.4	2.1	2.3
Usually	24.1	21.0*	25.9	35.5*	26.8	25.5
Always	74.4	77.5*	70.3	62.0*	70.7	71.8
Total	100.0	100.0	100.0	100.0	100.0	100.0

F.1.6 Q36: 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?

Figure 44: Provincial summary of responses for Q36

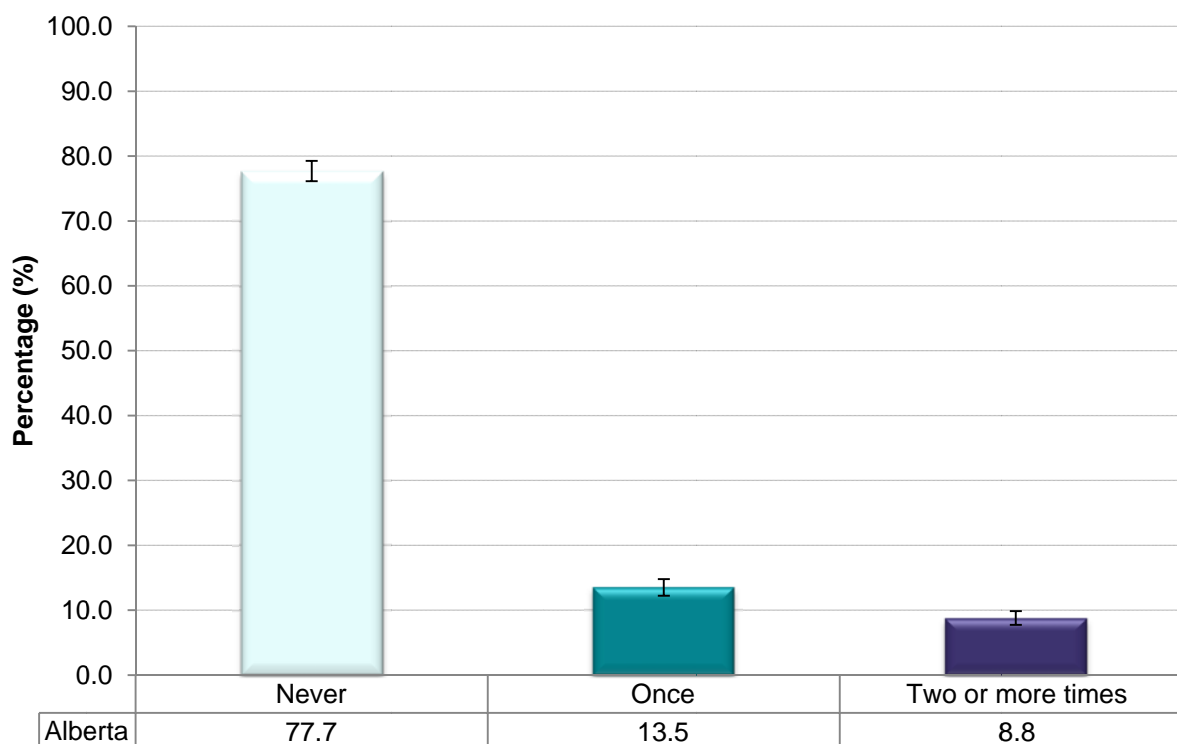


Table 52: Zone summary of responses for Q36

	Calgary (N = 345)	Central (N = 521)	Edmonton (N = 971)	North (N = 164)	South (N = 708)	Alberta (N = 2,709)
	%	%	%	%	%	%
Never	77.4	81.6*	76.8	75.0	76.7	77.7
Once	13.6	11.7	14.4	12.8	13.7	13.5
Two or more times	9.0	6.7	8.8	12.2	9.6	8.8
Total	100.0	100.0	100.0	100.0	100.0	100.0

F.1.7 Q38: In the last 6 months, when your family member used the laundry service, how often were clothes damaged or lost?

Question 38 was asked only of those who responded *YES* to Question 37: *In the last 6 months, did your family member use the supportive living facility's laundry services for his or her clothes?* Provincially, 67.6 per cent of respondents stated that their family used supportive living laundry services for his or her clothes.

Among those who used laundry services, 57.6 per cent stated that their clothes were *never* damaged or lost (**Table 53**).

Figure 45: Provincial summary of responses for Q38

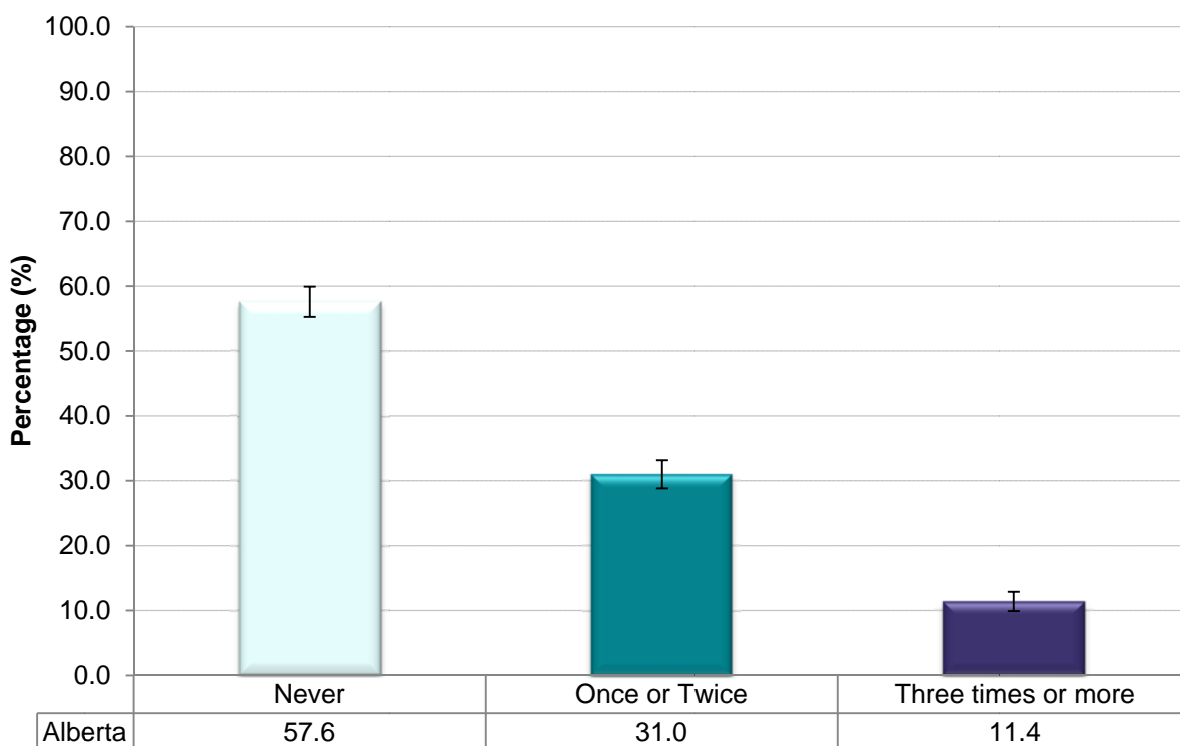


Table 53: Zone summary of responses for Q38

	Calgary (N = 203)	Central (N = 335)	Edmonton (N = 628)	North (N = 106)	South (N = 466)	Alberta (N = 1,738)
	%	%	%	%	%	%
Never	65.0*	62.1	57.0	53.8	52.8*	57.6
Once or twice	27.6	29.3	30.9	30.2	33.9	31.0
Three times or more	7.4	8.7	12.1	16.0	13.3	11.4
Total	100.0	100.0	100.0	100.0	100.0	100.0

F.2 Kindness and Respect

F.2.1 Q12: In the last 6 months, how often did you see the nurses and aides treat your family member with courtesy and respect?

Figure 46: Provincial summary of responses for Q12

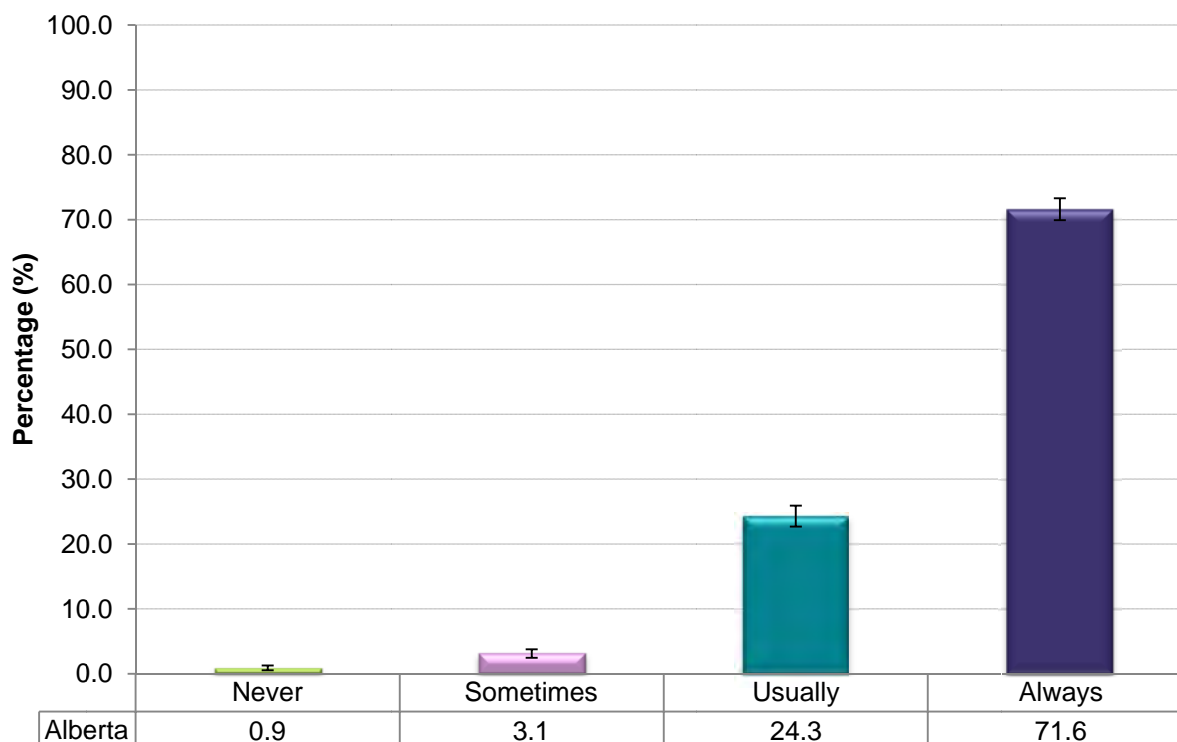


Table 54: Zone summary of responses for Q12

	Calgary (N = 351)	Central (N = 528)	Edmonton (N = 979)	North (N = 165)	South (N = 715)	Alberta (N = 2,738)
	%	%	%	%	%	%
Never	0.6	0.4	1.3	2.4	0.7	0.9
Sometimes	2.3	2.8	3.1	4.8	3.5	3.1
Usually	23.6	19.3*	24.2	34.5*	26.2	24.3
Always	73.5	77.5*	71.4	58.2*	69.7	71.6
Total	100.0	100.0	100.0	100.0	100.0	100.0

F.2.2 Q13: In the last 6 months, how often did you see the nurses and aides treat your family member with kindness?

Figure 47: Provincial summary of responses for Q13

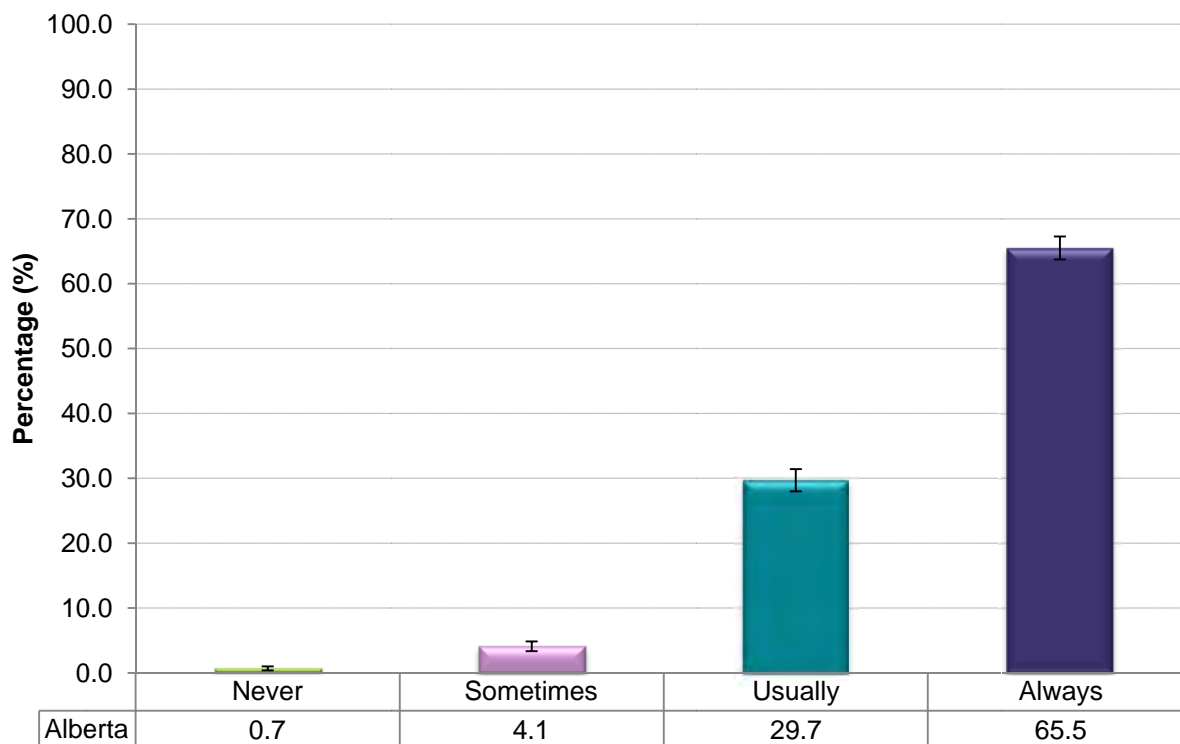


Table 55: Zone summary of responses for Q13

	Calgary (N = 346)	Central (N = 527)	Edmonton (N = 978)	North (N = 165)	South (N = 714)	Alberta (N = 2,730)
	%	%	%	%	%	%
Never	0.6	0.0	1.2	1.8	0.3	0.7
Sometimes	2.6	2.7	4.4	7.3	4.9	4.1
Usually	32.1	23.5*	30.2	36.4	30.8	29.7
Always	64.7	73.8*	64.2	54.5*	64.0	65.5
Total	100.0	100.0	100.0	100.0	100.0	100.0

F.2.3 Q14: In the last 6 months, how often did you feel that the nurses and aides really cared about your family member?

Figure 48: Provincial summary of responses for Q14

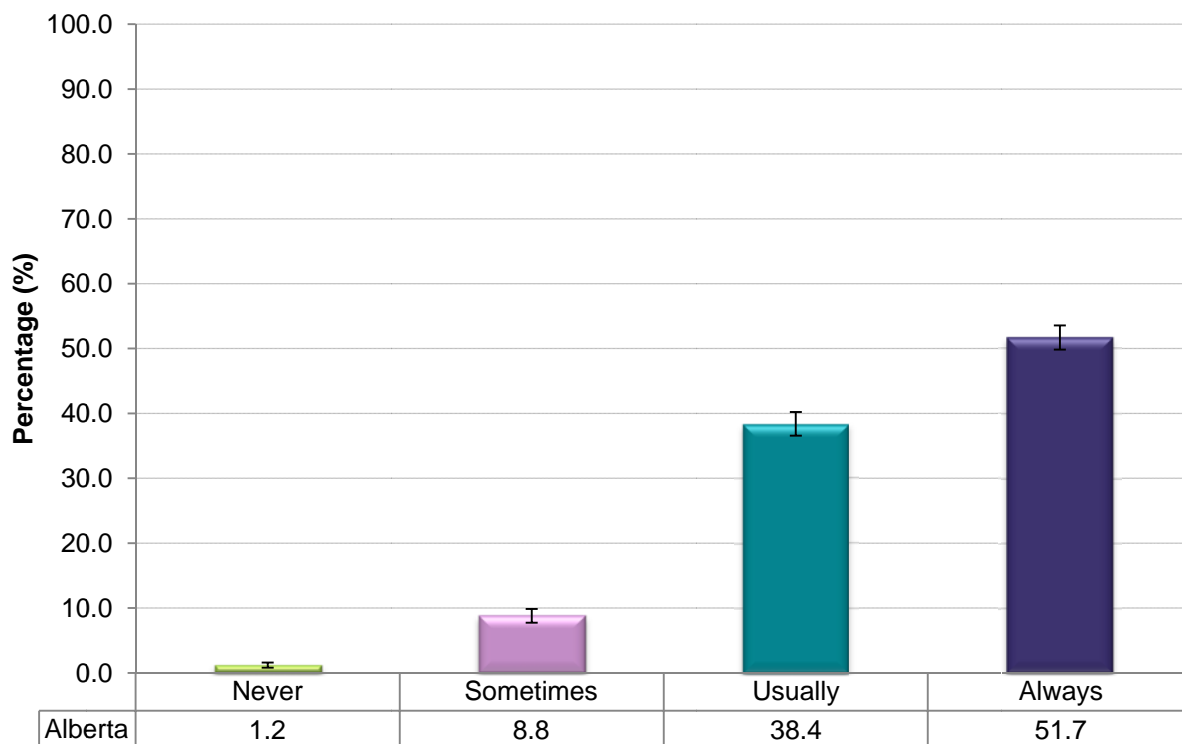


Table 56: Zone summary of responses for Q14

	Calgary (N = 349)	Central (N = 530)	Edmonton (N = 976)	North (N = 164)	South (N = 716)	Alberta (N = 2,735)
	%	%	%	%	%	%
Never	0.3	0.4	1.6	1.2	1.5	1.2
Sometimes	7.7	7.7	8.9	15.2*	8.4	8.8
Usually	39.8	32.1*	39.8	39.0	40.2	38.4
Always	52.1	59.8*	49.7	44.5	49.9	51.7
Total	100.0	100.0	100.0	100.0	100.0	100.0

F.2.4 Q15: In the last 6 months, did you ever see any nurses or aides be rude to your family member or any other resident?

Figure 49: Provincial summary of responses for Q15

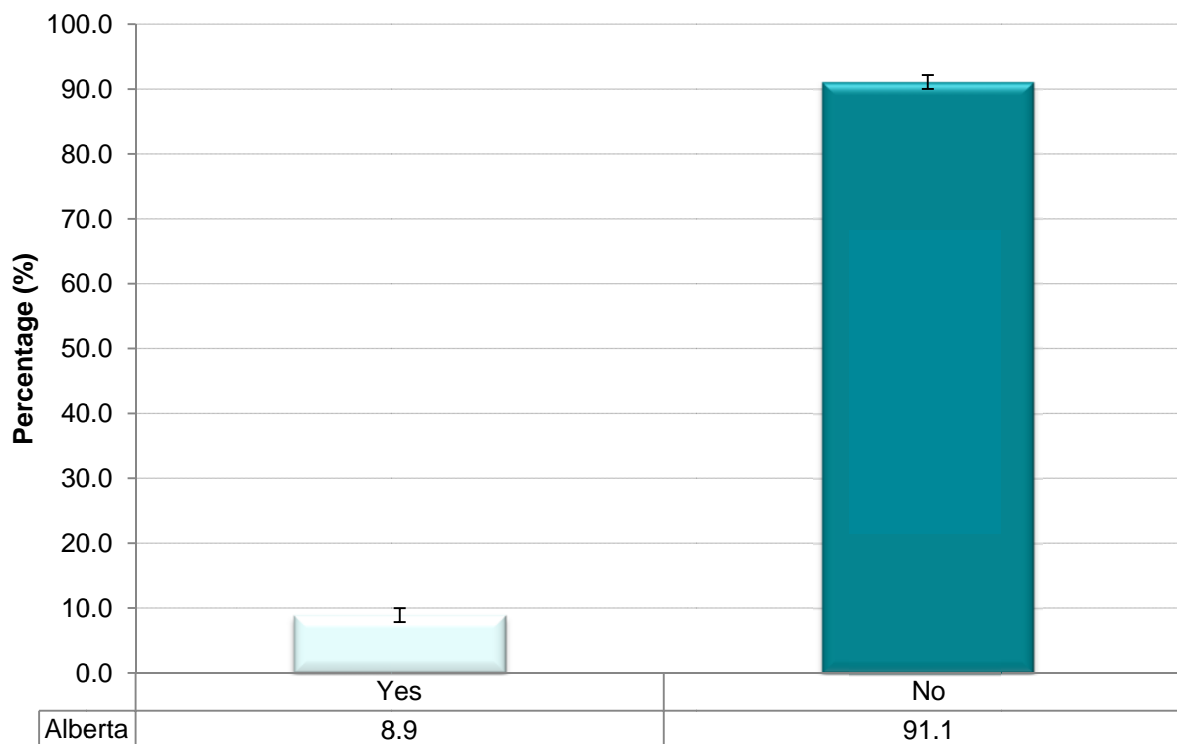


Table 57: Zone summary of responses for Q15

	Calgary (N = 351)	Central (N = 527)	Edmonton (N = 969)	North (N = 165)	South (N = 713)	Alberta (N = 2,725)
	%	%	%	%	%	%
Yes	6.8	7.2	9.0	12.1	10.4	8.9
No	93.2	92.8	91.0	87.9	89.6	91.1
Total	100.0	100.0	100.0	100.0	100.0	100.0

F.2.5 Q24: In the last 6 months, how often did the nurses and aides handle this situation in a way that you felt was appropriate?

Question 24 was asked only of those who responded YES to Question 23: *In the last 6 months, did you see any resident, including your family member, behave in a way that made it hard for nurses and aides to provide care?* Provincially, 21.3 per cent of respondents reported that they had witnessed a resident behave in a difficult manner towards nurses and aides.

Among respondents who stated they had witnessed a resident behave in a difficult manner towards nurses and aides, 89.3 per cent stated that the situation was *usually* or *always* handled appropriately (Table 58).

Figure 50: Provincial summary of responses for Q24

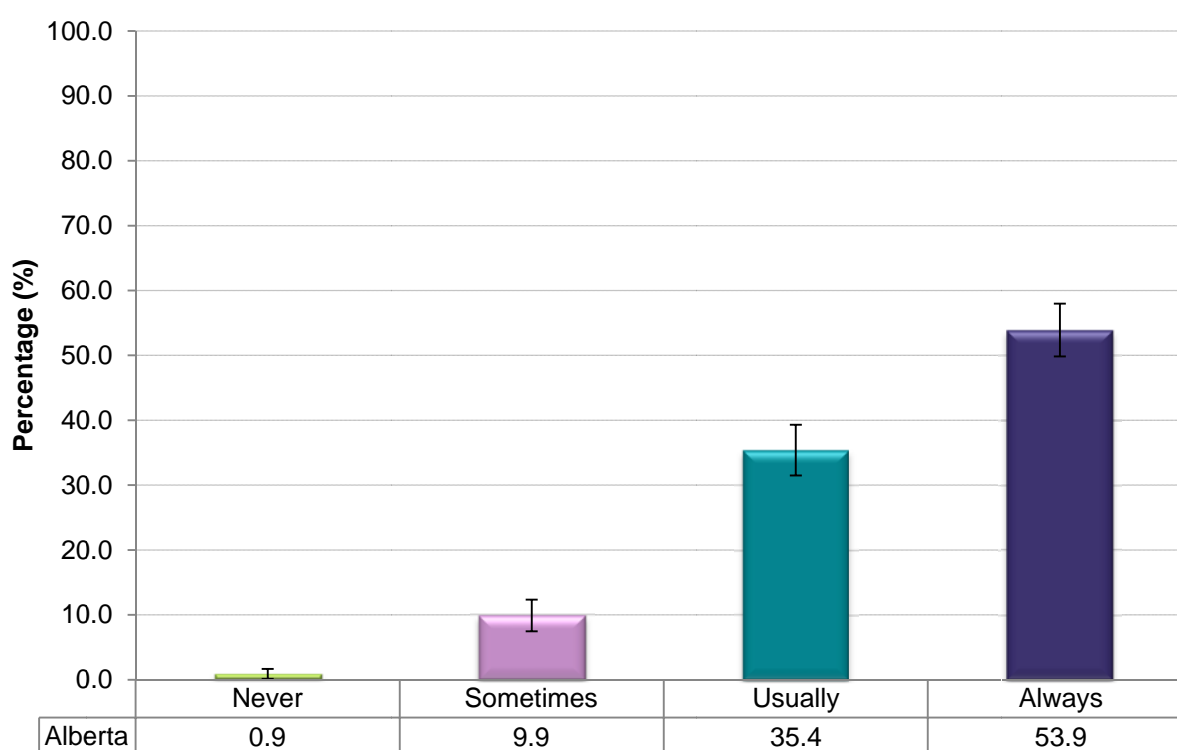


Table 58: Zone summary of responses for Q24

	Calgary (N = 62)	Central (N = 67)	Edmonton (N = 242)	North (N = 54)	South (N = 152)	Alberta (N = 577)
	%	%	%	%	%	%
Never	1.6	0.0	1.2	1.9	0.0	0.9
Sometimes	8.1	13.4	8.7	9.3	11.2	9.9
Usually	35.5	26.9	32.6	44.4	40.1	35.4
Always	54.8	59.7	57.4	44.4	48.7	53.9
Total	100.0	100.0	100.0	100.0	100.0	100.0

F.3 Providing Information and Encouraging Family Involvement

F.3.1 Q27: In the last 6 months, how often did you get this information as soon as you wanted?

Question 27 was asked only of those who responded YES to Question 26: *In the last 6 months, did you want to get information about your family member from a nurse or aide.* Provincially, 81.6 per cent of respondents wanted to get information about their family member from a nurse or aide.

Among respondents who wanted information, 87.4 per cent stated that they *always* or *usually* got the information as soon as they wanted it (**Table 59**).

Figure 51: Provincial summary of responses for Q27

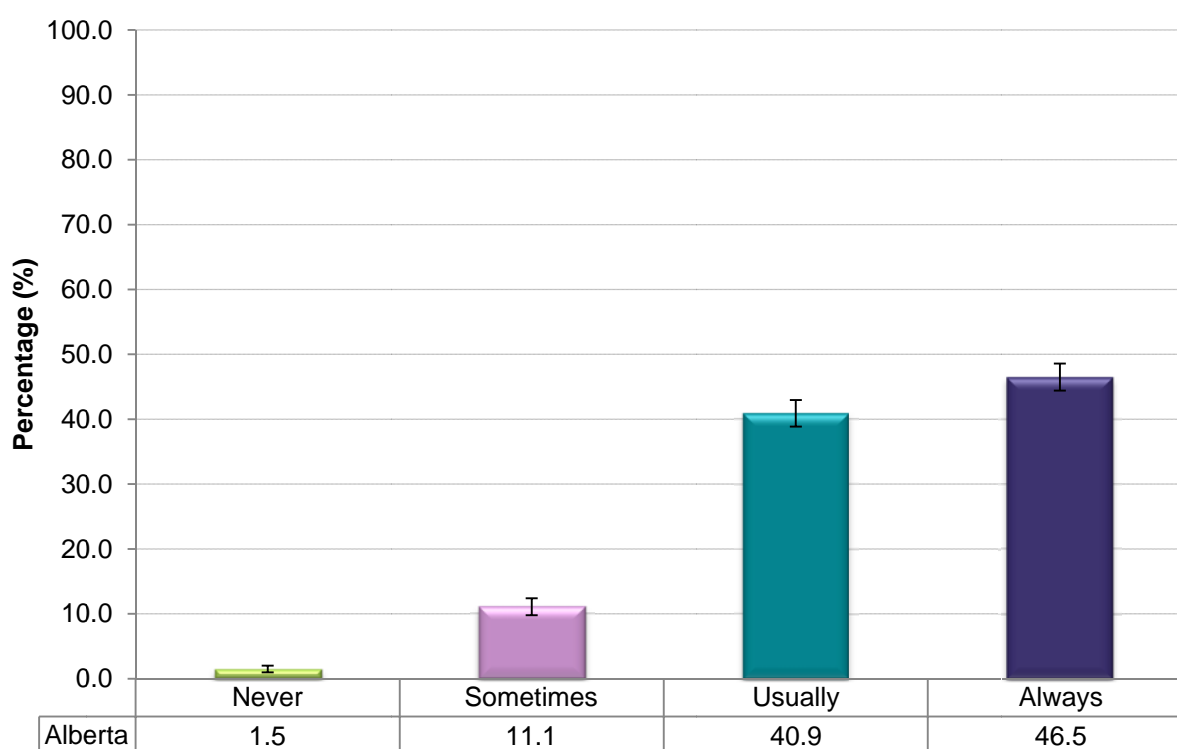


Table 59: Zone summary of responses for Q27

	Calgary (N = 295)	Central (N = 411)	Edmonton (N = 794)	North (N = 133)	South (N = 580)	Alberta (N = 2,213)
	%	%	%	%	%	%
Never	1.0	0.5	1.9	2.3	1.9	1.5
Sometimes	9.2	11.2	11.5	12.8	11.0	11.1
Usually	45.8	38.2	39.7	45.9	41.0	40.9
Always	44.1	50.1	47.0	39.1	46.0	46.5
Total	100.0	100.0	100.0	100.0	100.0	100.0

F.3.2 Q28: In the last 6 months, how often did the nurses and aides explain things in a way that was easy for you to understand?

Figure 52: Provincial summary of responses for Q28

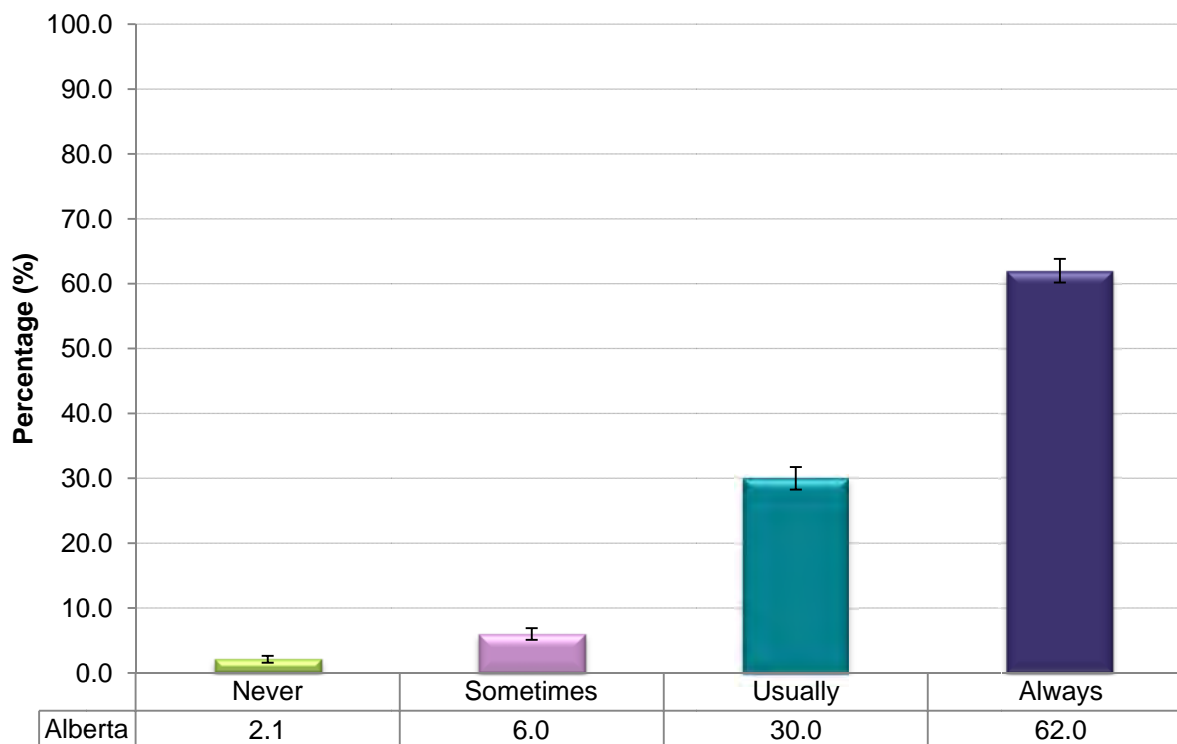


Table 60: Zone summary of responses for Q28

	Calgary (N = 345)	Central (N = 517)	Edmonton (N = 955)	North (N = 164)	South (N = 704)	Alberta (N = 2,685)
	%	%	%	%	%	%
Never	1.7	2.1	2.3	2.4	1.8	2.1
Sometimes	5.8	4.8	6.4	9.8*	5.4	6.0
Usually	32.8	25.5*	29.7	37.2*	30.5	30.0
Always	59.7	67.5*	61.6	50.6*	62.2	62.0
Total	100.0	100.0	100.0	100.0	100.0	100.0

F.3.3 Q29: In the last 6 months, did nurses and aides ever try to discourage you from asking questions about your family member?

Figure 53: Provincial summary of responses for Q29

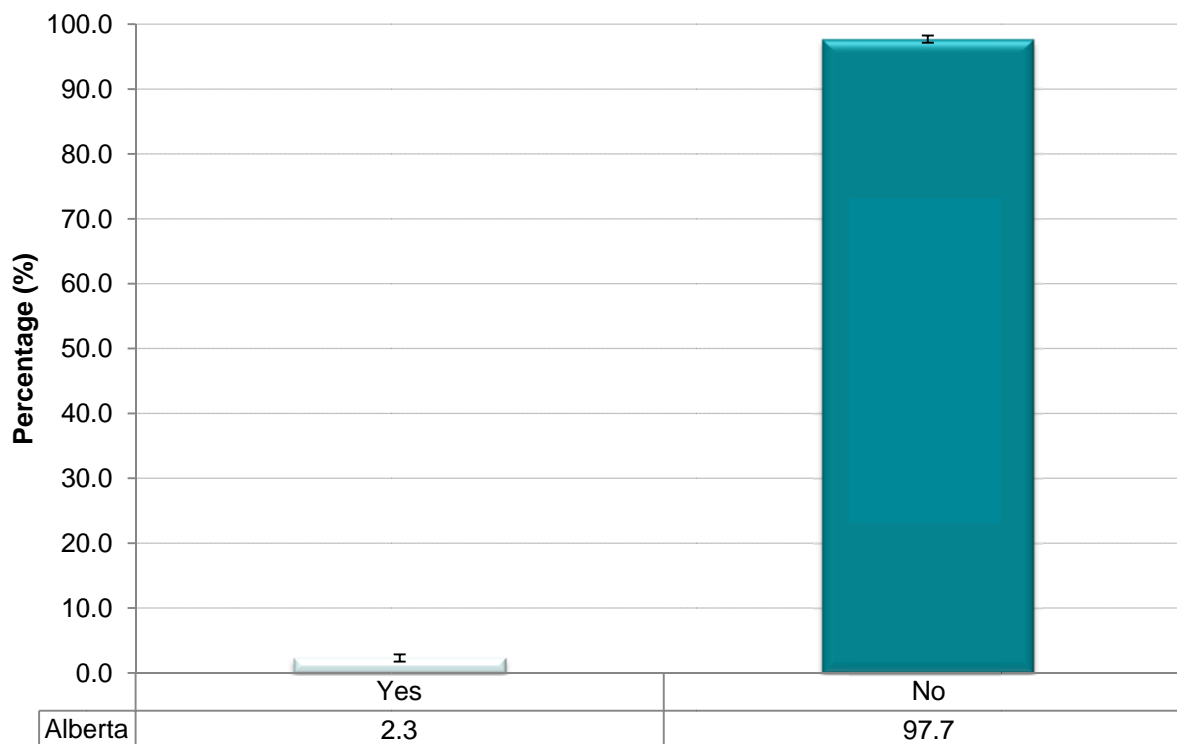


Table 61: Zone summary of responses for Q29

	Calgary (N = 354)	Central (N = 527)	Edmonton (N = 978)	North (N = 163)	South (N = 716)	Alberta (N = 2,738)
	%	%	%	%	%	%
Yes	0.8	1.3	2.1	7.4*	2.7	2.3
No	99.2	98.7	97.9	92.6*	97.3	97.7
Total	100.0	100.0	100.0	100.0	100.0	100.0

F.3.4 Q42: 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?

Figure 54: Provincial summary of responses for Q42

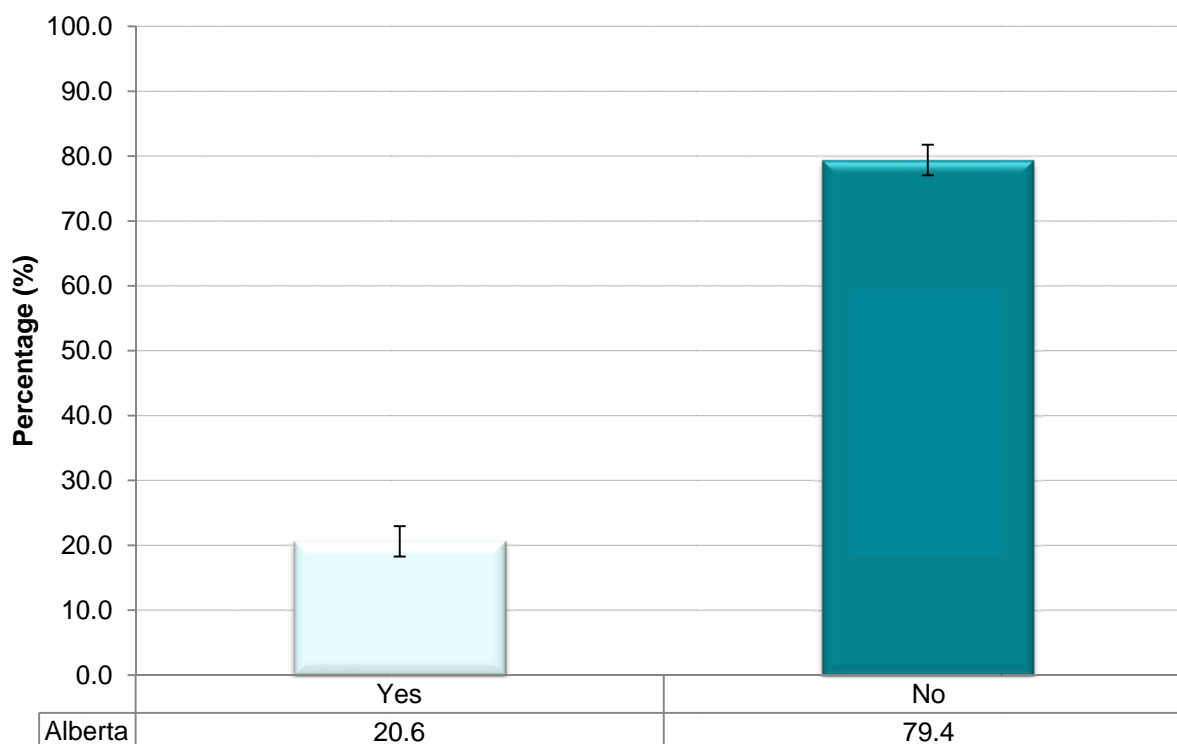


Table 62: Zone summary of responses for Q42

	Calgary (N = 135)	Central (N = 196)	Edmonton (N = 405)	North (N = 83)	South (N = 324)	Alberta (N = 1,143)
	%	%	%	%	%	%
Yes	21.5	15.3	19.3	26.5	23.5	20.6
No	78.5	84.7	80.7	73.5	76.5	79.4
Total	100.0	100.0	100.0	100.0	100.0	100.0

F.3.5 Q45: 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?

Question 45 was asked only of those who responded YES to Question 44: *In the last 6 months, have you been involved in decisions about your family member's care?* Provincially, 84.1 per cent of respondents reported that they were involved in decisions about their family member's care.

Among those who stated they were involved in decision making, 91.8 per cent stated they were *always* or *usually* involved as much as they wanted to be (**Table 63**).

Figure 55: Provincial summary of responses for Q45

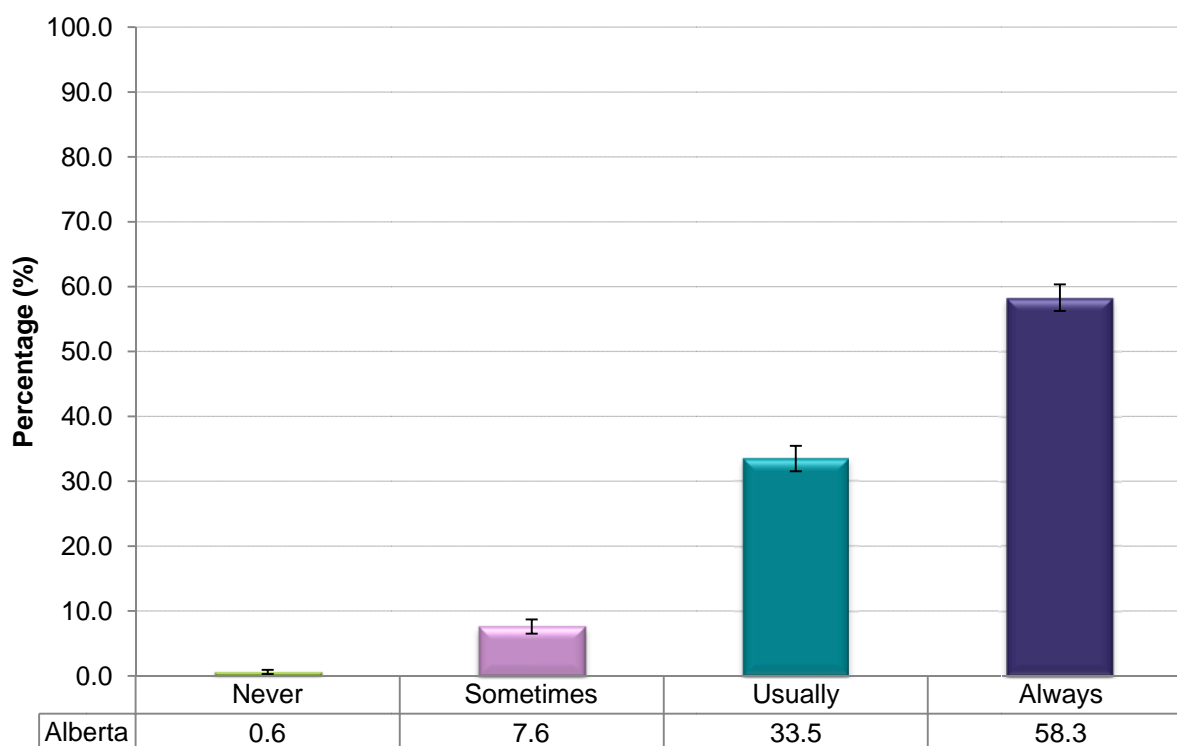


Table 63: Zone summary of responses for Q45

	Calgary (N = 286)	Central (N = 430)	Edmonton (N = 793)	North (N = 132)	South (N = 593)	Alberta (N = 2,234)
	%	%	%	%	%	%
Never	0.0	0.5	0.5	1.5	0.8	0.6
Sometimes	4.9	6.7	7.6	12.9*	8.3	7.6
Usually	35.3	29.3	33.0	40.9	34.7	33.5
Always	59.8	63.5*	58.9	44.7*	56.2	58.3
Total	100.0	100.0	100.0	100.0	100.0	100.0

F.3.6 Q59: In the last 6 months, how often did you get all the information you wanted about payments or expenses?

Question 59 was asked only to those who answered YES to Question 58: *In the last 6 months, did you ask the supportive living facility for information about payments and expenses?* Provincially, 21.6 per cent of respondents requested payment and expense information from the supportive living facility.

Among those who asked for information about payments or expenses, 85.1 per cent stated that they *usually* or *always* get all information they wanted (**Table 64**).

Figure 56: Provincial summary of responses for Q59

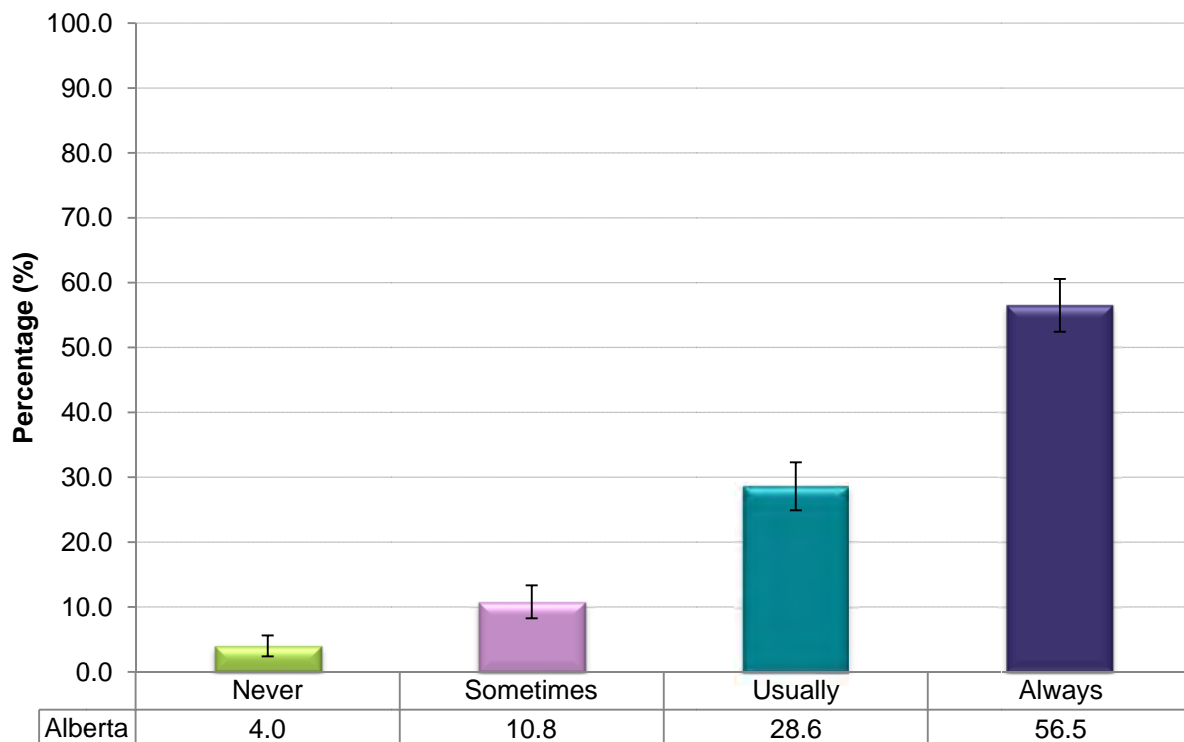


Table 64: Zone summary of responses for Q59

	Calgary (N = 67)	Central (N = 98)	Edmonton (N = 249)	North (N = 38)	South (N = 121)	Alberta (N = 573)
	%	%	%	%	%	%
Never	1.5	2.0	6.0	0.0	4.1	4.0
Sometimes	7.5	9.2	14.1	7.9	8.3	10.8
Usually	32.8	26.5	28.5	26.3	28.9	28.6
Always	58.2	62.2	51.4	65.8	58.7	56.5
Total	100.0	100.0	100.0	100.0	100.0	100.0

F.4 Meeting Basic Needs

F.4.1 Q17: Did you help your family member with eating because nurses or aides either didn't help or made him or her wait too long?

Question 17 was asked of those whose response was YES or was missing to Question 16:⁴⁶ *In the last 6 months, during any of your visits, did you ever help your family member with eating?* Provincially, 21.6 per cent of respondents stated that they helped their family member with eating.

Among those who helped their family member with eating, 22.4 per cent stated that they helped because nurses or aides did not help or made him or her wait too long (**Table 65**).

Figure 57: Provincial summary of responses for Q17

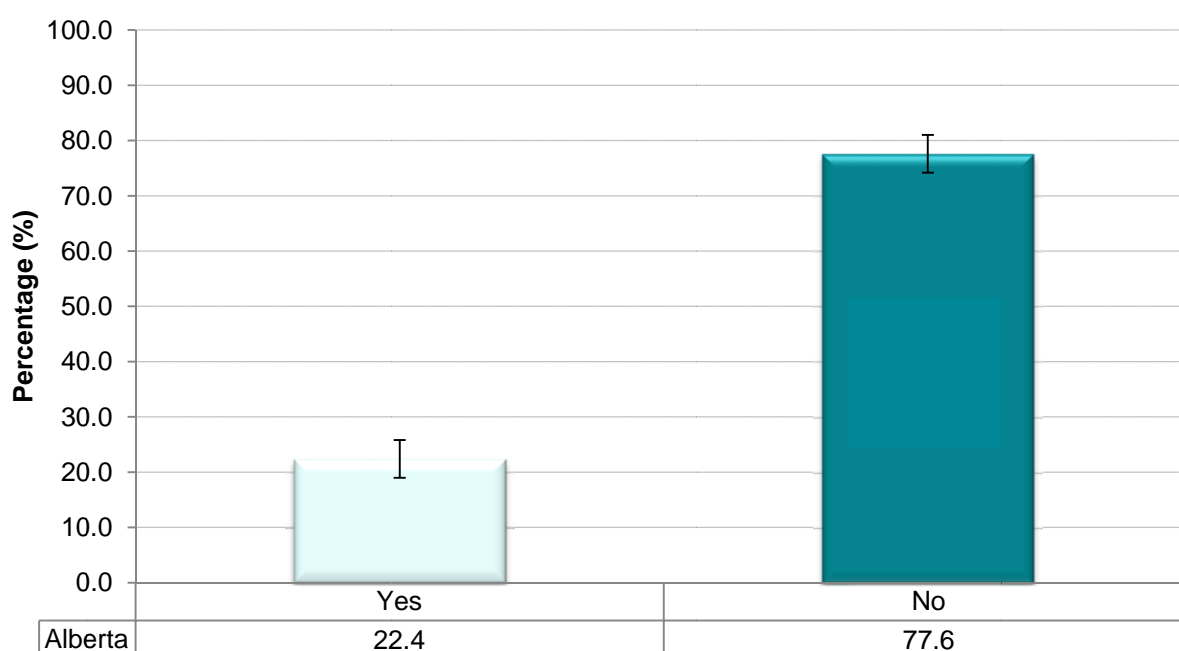


Table 65: Zone summary of responses for Q17

	Calgary (N = 57)	Central (N = 87)	Edmonton (N = 174)	North (N = 51)	South (N = 207)	Alberta (N = 576)
	%	%	%	%	%	%
Yes	14.0	25.3	20.7	21.6	25.1	22.4
No	86.0	74.7	79.3	78.4	74.9	77.6
Total	100.0	100.0	100.0	100.0	100.0	100.0

⁴⁶ According to CAHPS® cleaning instructions: If a gate question (Q16) was answered "NO" and subsequent survey questions controlled by that gate (Q17) contained valid responses, the valid responses were set to missing. If a gate question was missing (blank, not ascertained: Q16), and subsequent survey questions controlled by that gate question contained valid responses (Q17), the responses for those questions were retained.

F.4.2 Q19: 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?

Question 19 was asked of those whose response was YES or was missing to Question 18⁴⁷: *In the last 6 months, during any of your visits, did you ever help your family member with drinking?* Provincially, 18.2 per cent of respondents stated that they helped their family member with drinking.

Among those who helped their family member with drinking, 26.0 per cent stated that they helped because nurses or aides did not help or made him or her wait too long (**Table 66**).

Figure 58: Provincial summary of responses for Q19

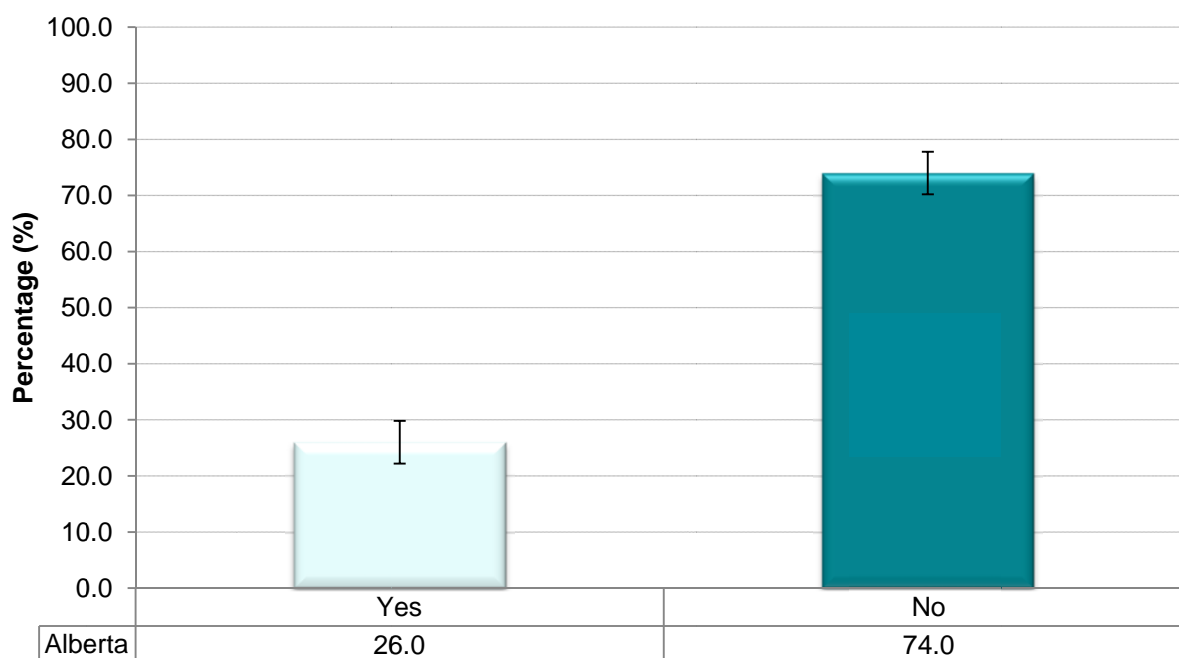


Table 66: Zone summary of responses for Q19

	Calgary (N = 51)	Central (N = 73)	Edmonton (N = 145)	North (N = 51)	South (N= 192)	Alberta (N = 512)
	%	%	%	%	%	%
Yes	15.7	28.8	31.7	31.4	21.9	26.0
No	84.3	71.2	68.3	68.6	78.1	74.0
Total	100.0	100.0	100.0	100.0	100.0	100.0

⁴⁷ According to CAHPS® cleaning instructions: If a gate question (Q18) was answered "NO" and subsequent survey questions controlled by that gate (Q19) contained valid responses, the valid responses were set to missing. If a gate question was missing (blank, not ascertained: Q18), and subsequent survey questions controlled by that gate question contained valid responses (Q19), the responses for those questions were retained.

F.4.3 Q21: 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?

Question 21 was asked of those whose response was YES or was missing to Question 20:⁴⁸ *In the last 6 months, during any of your visits, did you ever help your family member with toileting?* Provincially, 20.6 per cent of respondents stated that they helped their family member with toileting.

Among those who helped their family member with toileting, 39.6 per cent stated that they helped because nurses or aides did not help or made him or her wait too long (**Table 67**).

Figure 59: Provincial summary of responses for Q21

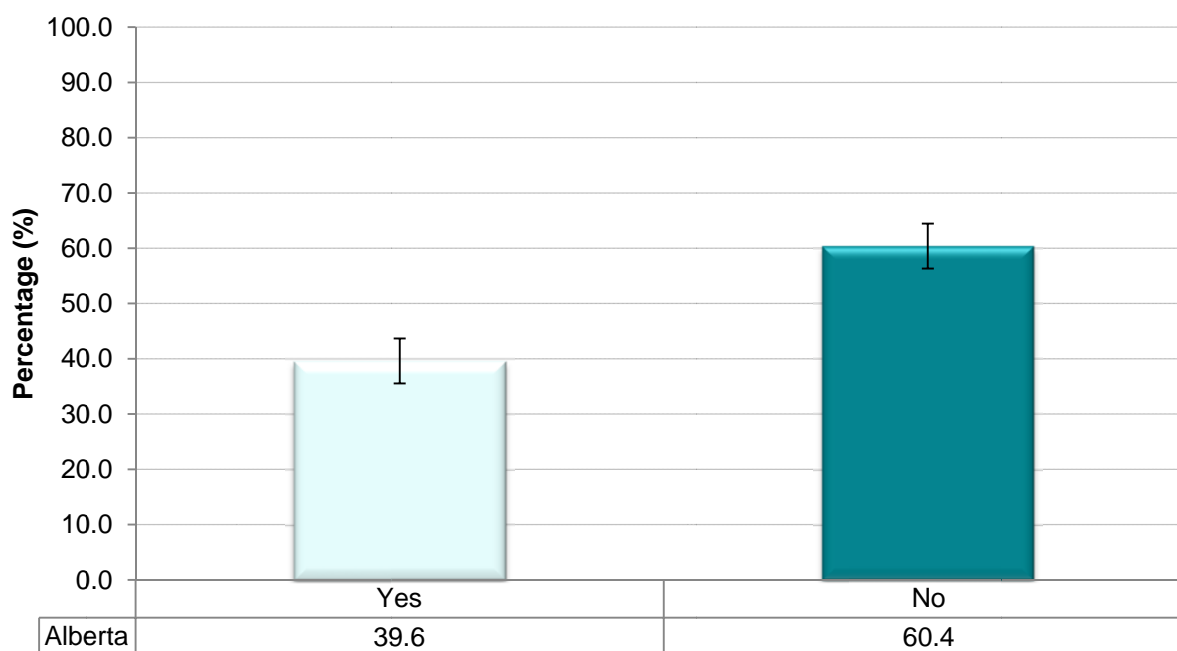


Table 67: Zone summary of responses for Q21

	Calgary (N = 69)	Central (N = 110)	Edmonton (N = 177)	North (N = 46)	South (N = 156)	Alberta (N = 558)
	%	%	%	%	%	%
Yes	27.5	32.7	39.0	52.2	46.8	39.6
No	72.5	67.3	61.0	47.8	53.2	60.4
Total	100.0	100.0	100.0	100.0	100.0	100.0

⁴⁸ According to CAHPS® cleaning instructions: If a gate question (Q20) was answered "NO" and subsequent survey questions controlled by that gate (Q21) contained valid responses, the valid responses were set to missing. If a gate question was missing (blank, not ascertained: Q20), and subsequent survey questions controlled by that gate question contained valid responses (Q21), the responses for those questions were retained.

F.5 Other questions

F.5.1 Other questions related to Staffing, Care of Belongings, and Environment

F.5.1.2 Q32: In the last 6 months, how often was the noise level around your family member's room acceptable to you?

Figure 60: Provincial summary of responses for Q32

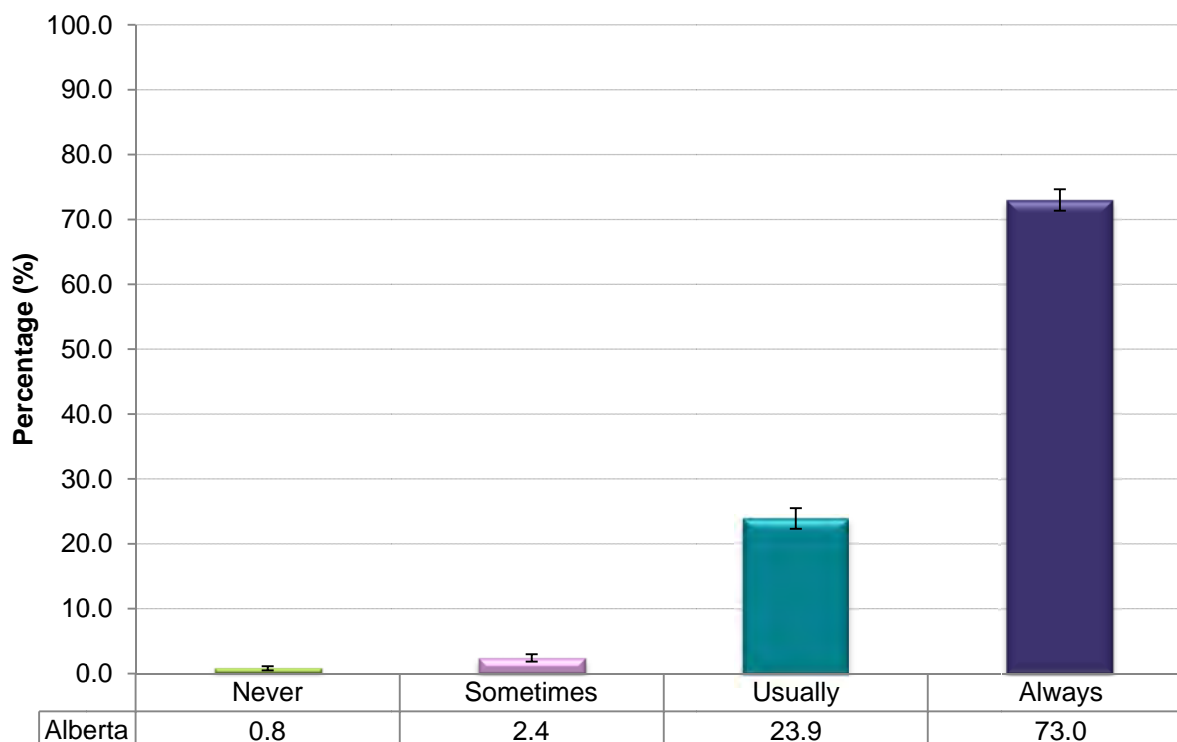


Table 68: Zone summary of responses for Q32

	Calgary (N = 352)	Central (N = 531)	Edmonton (N = 982)	North (N = 165)	South (N = 714)	Alberta (N = 2,744)
	%	%	%	%	%	%
Never	1.1	0.6	0.8	0.0	0.8	0.8
Sometimes	2.0	0.9*	2.3	6.7*	2.7	2.4
Usually	23.9	19.8*	21.6	37.0*	27.2*	23.9
Always	73.0	78.7*	75.3*	56.4*	69.3*	73.0
Total	100.0	100.0	100.0	100.0	100.0	100.0

F.5.1.2 Q33: In the last 6 months, how often were you able to find places to talk to your family member in private?

Figure 61: Provincial summary of responses for Q33

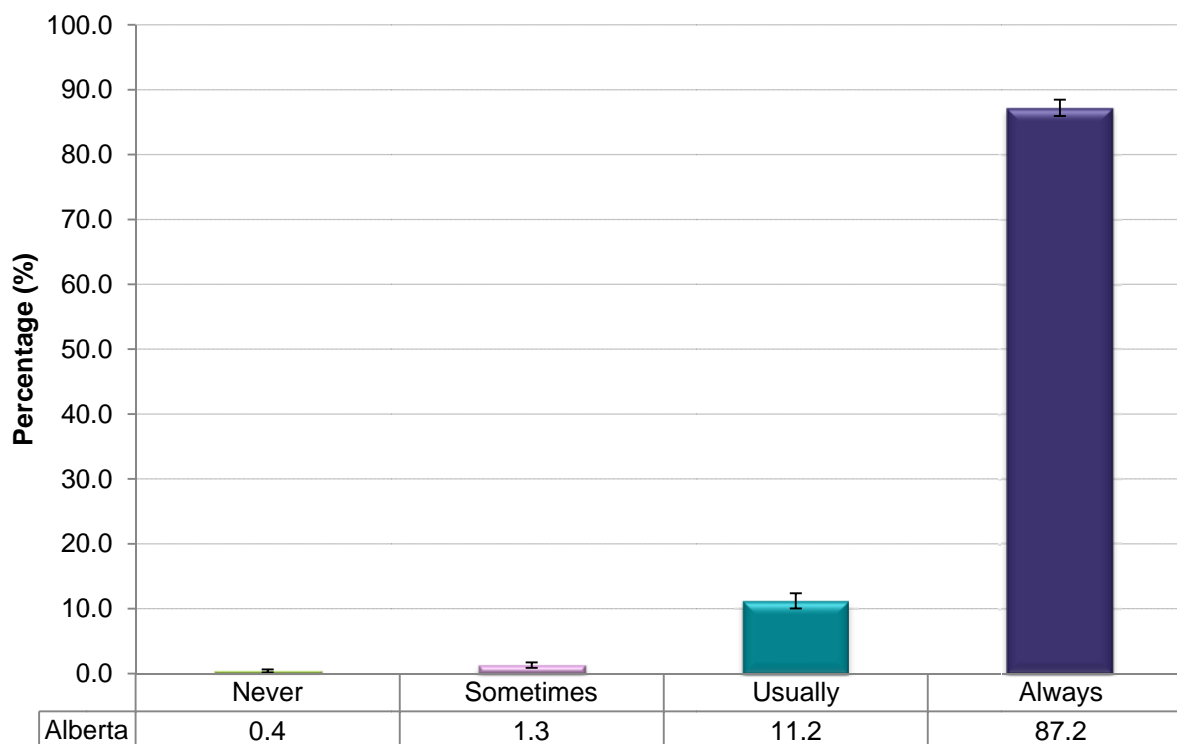


Table 69: Zone summary of responses for Q33

	Calgary (N = 349)	Central (N = 526)	Edmonton (N = 979)	North (N = 161)	South (N = 711)	Alberta (N = 2,726)
	%	%	%	%	%	%
Never	0.9	0.4	0.2	0.6	0.4	0.4
Sometimes	1.1	1.0	1.4	0.6	1.5	1.3
Usually	11.5	8.0*	10.5	14.3	13.5	11.2
Always	86.5	90.7*	87.8	84.5	84.5	87.2
Total	100.0	100.0	100.0	100.0	100.0	100.0

F.5.1.3 Q30: In the last 6 months, how often is your family member cared for by the same team of staff?

Figure 62: Provincial summary of responses for Q30

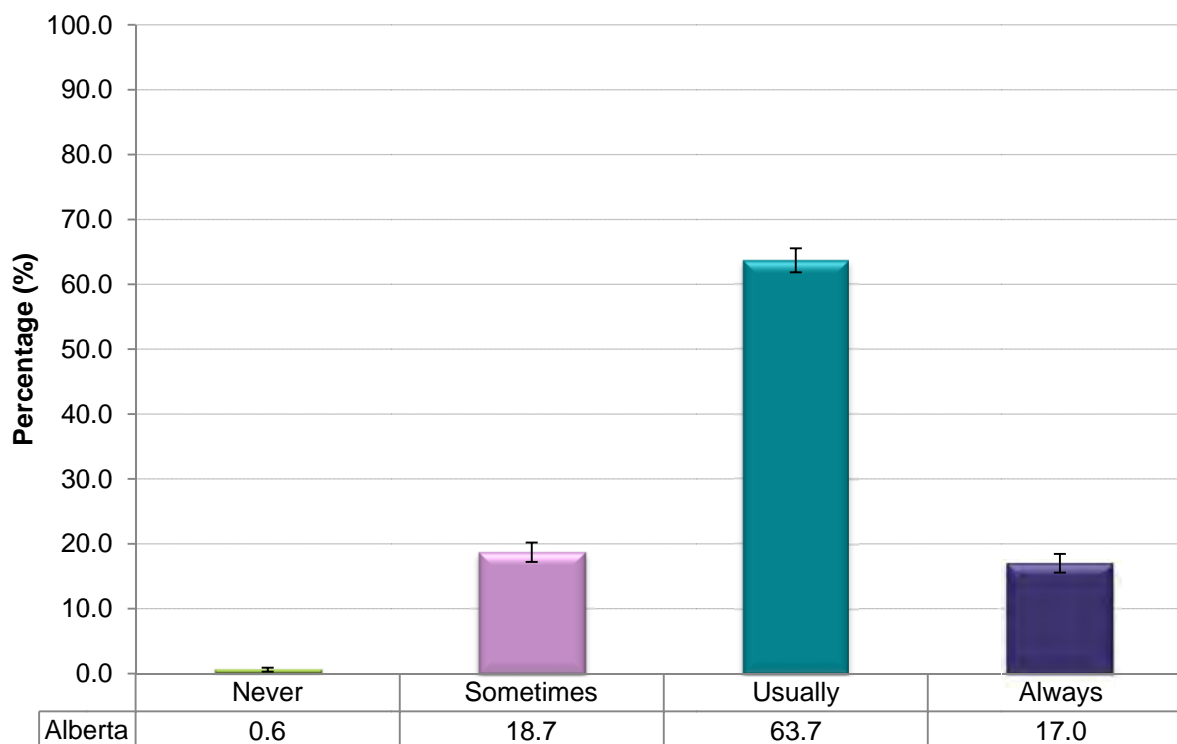


Table 70: Zone summary of responses for Q30

	Calgary (N = 330)	Central (N = 492)	Edmonton (N = 925)	North (N = 159)	South (N = 683)	Alberta (N = 2,589)
	%	%	%	%	%	%
Never	0.3	0.6	0.5	1.9	0.6	0.6
Sometimes	19.1	16.5	18.2	24.5	19.5	18.7
Usually	66.4	62.6*	64.3	57.9	63.5	63.7
Always	14.2	20.3	17.0	15.7	16.4	17.0
Total	100.0	100.0	100.0	100.0	100.0	100.0

F.5.2 Other questions related to Kindness and Respect

F.5.2.1 Q35: 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?

Figure 63: Provincial summary of responses for Q35

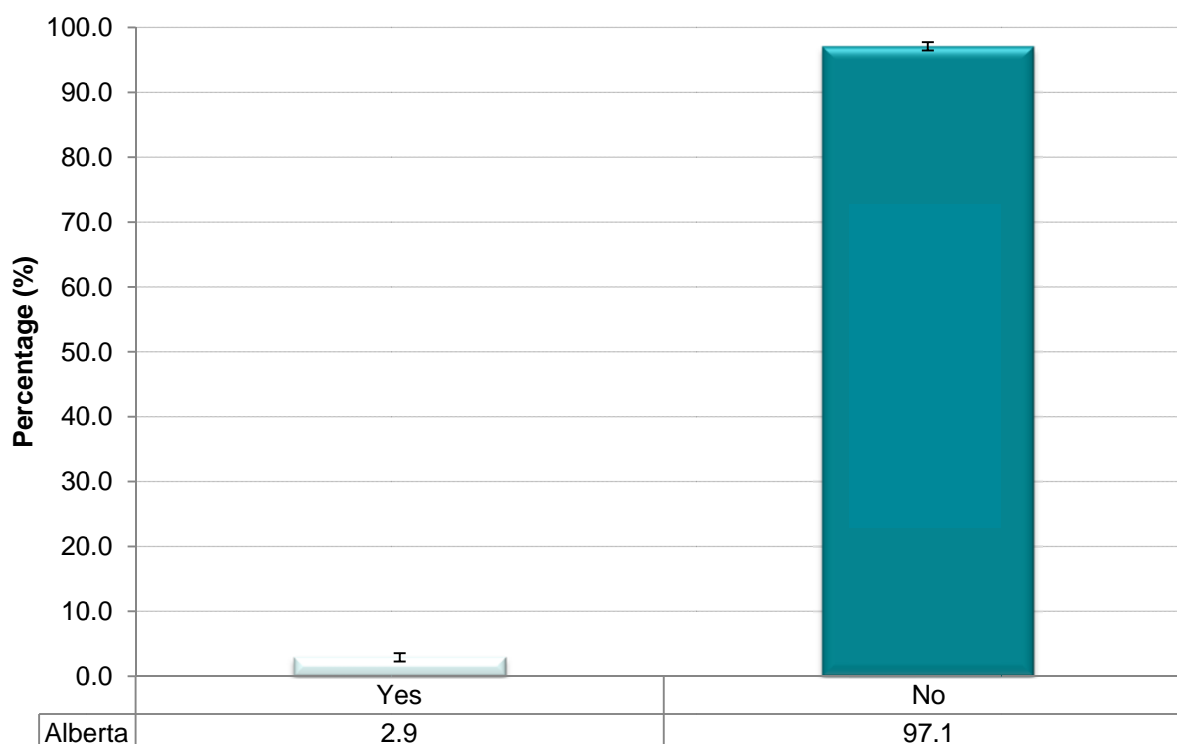


Table 71: Zone summary of responses for Q35

	Calgary (N = 337)	Central (N = 517)	Edmonton (N = 961)	North (N = 163)	South (N = 707)	Alberta (N = 2,685)
	%	%	%	%	%	%
Yes	1.8	2.1	2.2	6.1*	4.1	2.9
No	98.2	97.9	97.8	93.9*	95.9	97.1
Total	100.0	100.0	100.0	100.0	100.0	100.0

F.5.2.2 Q25: In the last 6 months, how often did the nurses and aides treat you [the respondent] with courtesy and respect?

Figure 64: Provincial summary of responses for Q25

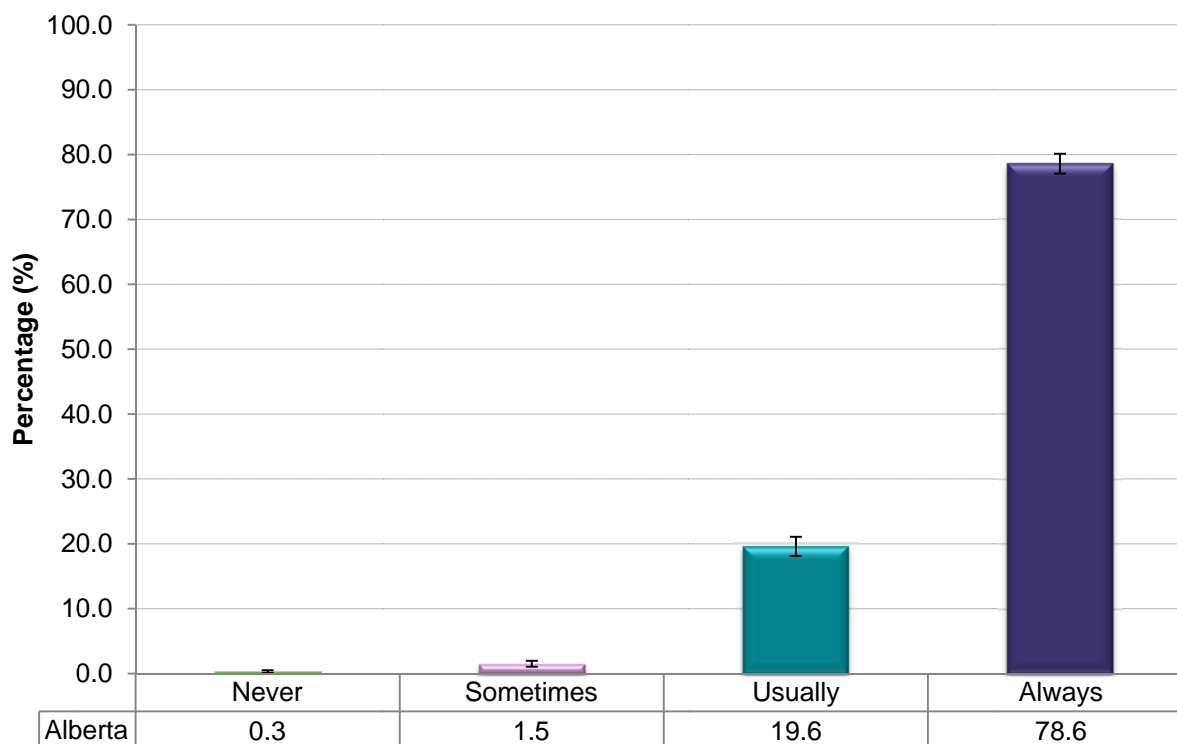


Table 72: Zone summary of responses for Q25

	Calgary (N = 355)	Central (N = 532)	Edmonton (N = 973)	North (N = 166)	South (N = 714)	Alberta (N = 2,740)
	%	%	%	%	%	%
Never	0.0	0.0	0.6	0.6	0.1	0.3
Sometimes	0.3	1.3	1.6	1.8	2.0	1.5
Usually	22.5	14.1*	17.7	28.3*	22.7*	19.6
Always	77.2	84.6*	80.1	69.3*	75.2*	78.6
Total	100.0	100.0	100.0	100.0	100.0	100.0

F.5.3 Other questions related to Providing Information and Encouraging Family Involvement

F.5.3.1 Q46: In the last 12 months, have you been part of a care conference, either in person or by phone?

Figure 65: Provincial summary of responses for Q46

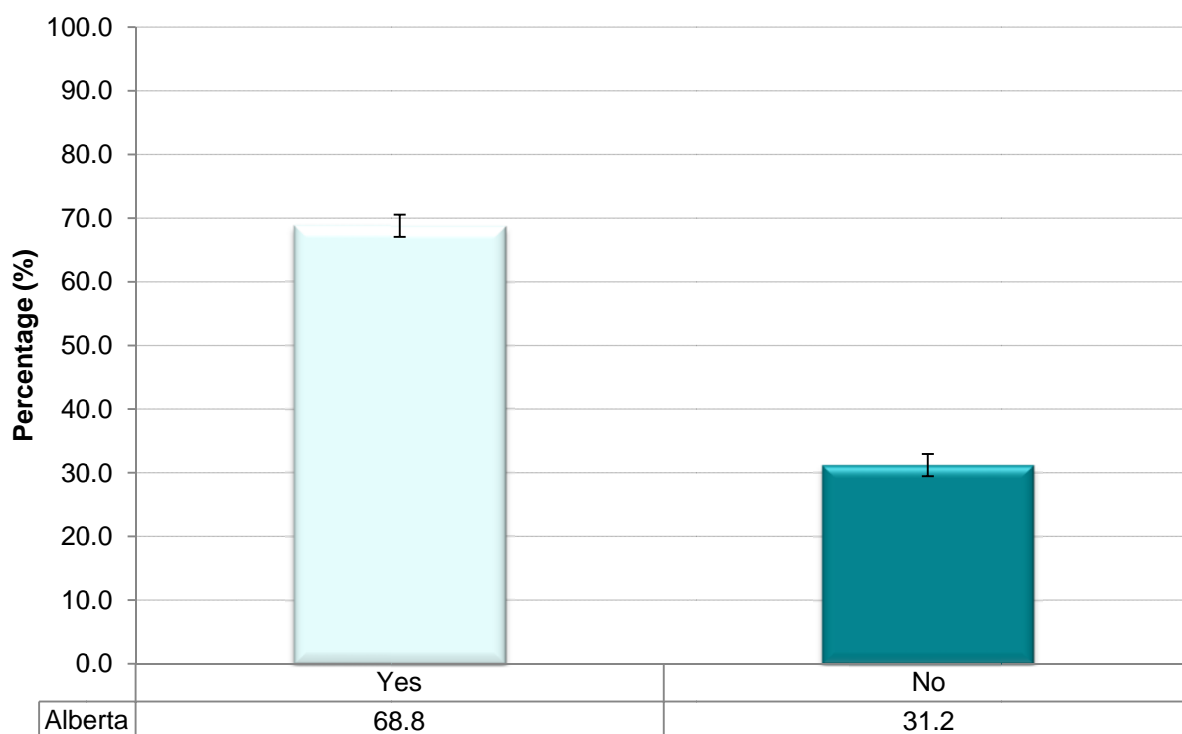


Table 73: Zone summary of responses for Q46

	Calgary (N = 353)	Central (N = 528)	Edmonton (N = 974)	North (N = 157)	South (N = 714)	Alberta (N = 2,726)
	%	%	%	%	%	%
Yes	80.7*	61.7*	67.2	59.2*	72.4*	68.8
No	19.3*	38.3*	32.8	40.8*	27.6*	31.2
Total	100.0	100.0	100.0	100.0	100.0	100.0

F.5.3.2 Q47: Were you given the opportunity to be part of a care conference in the last 12 months either in person or by phone?

Question 47 was asked only of those who responded *YES* to Question 46.

Among those who did not participate in a care conference, 79.5 per cent said they were not given the opportunity to participate in a care conference (**Table 47**).

Figure 66: Provincial summary of responses for Q47

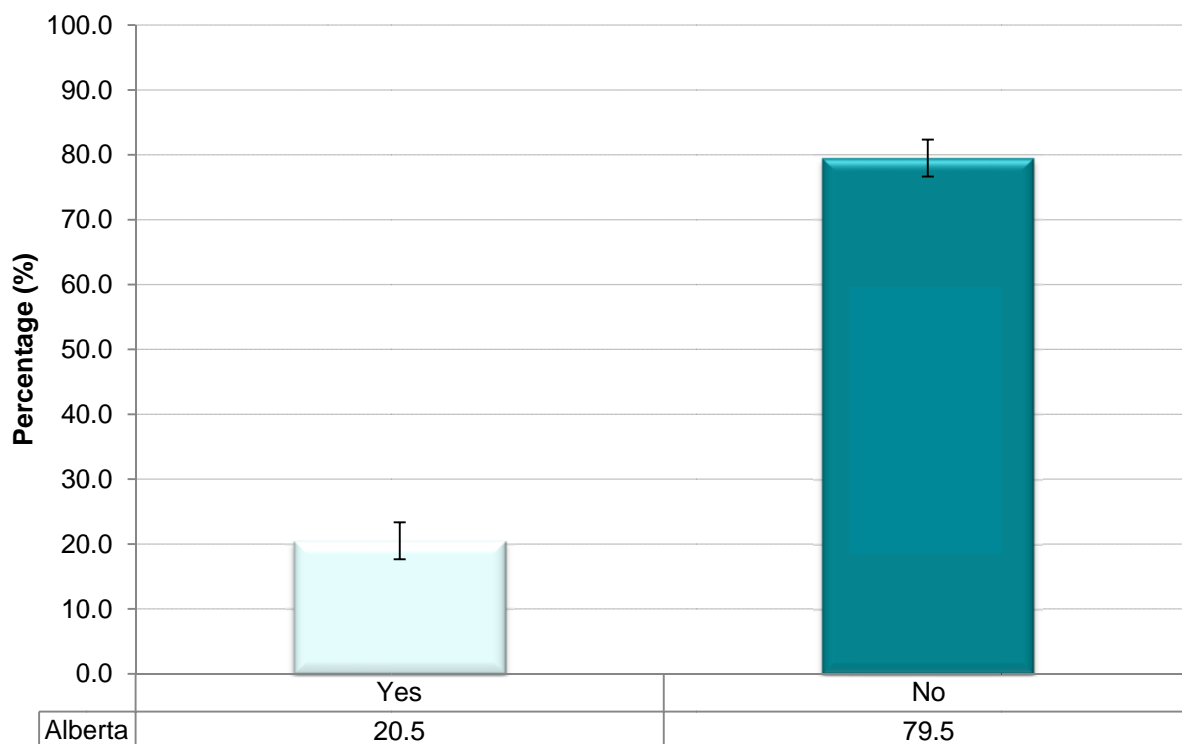


Table 74: Zone summary of responses for Q47

	Calgary (N = 62)	Central (N = 176)	Edmonton (N = 302)	North (N = 58)	South (N = 176)	Alberta (N = 774)
	%	%	%	%	%	%
Yes	29.0	13.6*	20.5	20.7	24.4	20.5
No	71.0	86.4*	79.5	79.3	75.6	79.5
Total	100.0	100.0	100.0	100.0	100.0	100.0

F.5.3.3 Q46 and Q47: Summary of care conference participation

Although family members may decline to participate in a care conference for any number of reasons, it is important that a facility provides family members the opportunity to participate if they choose. In order to further summarize the questions related to care conference participation, the two questions related to care conference participation were combined. **Figure 67** and **Table 75** combine Question 46 (*In the last 12 months, have you been part of a care conference either by person or by phone?*) and Question 47 (*Were you given the opportunity to be part of a care conference in the last 12 months either by person or by phone?*). These two questions were collapsed into two categories:

1. Participated, or given the opportunity to participate, in a care conference.
2. Did not participate in a care conference because they were not given the opportunity.

Provincially, 23.2 per cent of respondents did not participate in a care conference because they were not given the opportunity.

When responses were limited to those who answered *YES* to Q64 (i.e., those who stated they were the most involved in their family members' care), the percentage remained similar: 22.3 per cent of respondents did not participate in a care conference because they were not given the opportunity.

Figure 67: Provincial summary of responses for Q46 and 47

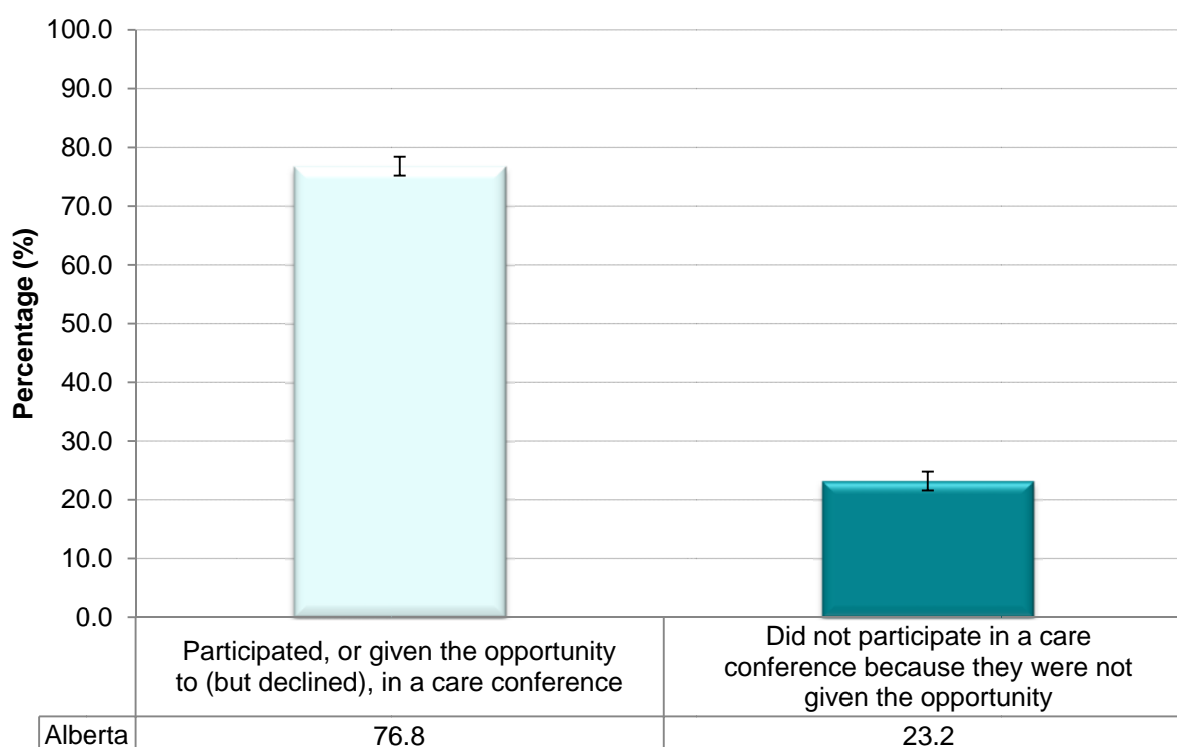


Table 75: Zone summary of responses for Q46 and 47

	Calgary (N = 346)	Central (N = 502)	Edmonton (N = 953)	North (N = 150)	South (N = 693)	Alberta (N = 2,644)
	%	%	%	%	%	%
Participated, or given the opportunity to (but declined), in a care conference	87.3*	69.7*	75.0	69.3*	80.8*	76.8
Did not participate in a care conference because they were not given the opportunity to	12.7*	30.3*	25.0	30.7*	19.2*	23.2
Total	100.0	100.0	100.0	100.0	100.0	100.0

F.5.3.4 Q39: At any time during the last 6 months, were you ever unhappy with the care your family member received at the supportive living facility?

Figure 68: Provincial summary of responses for Q39

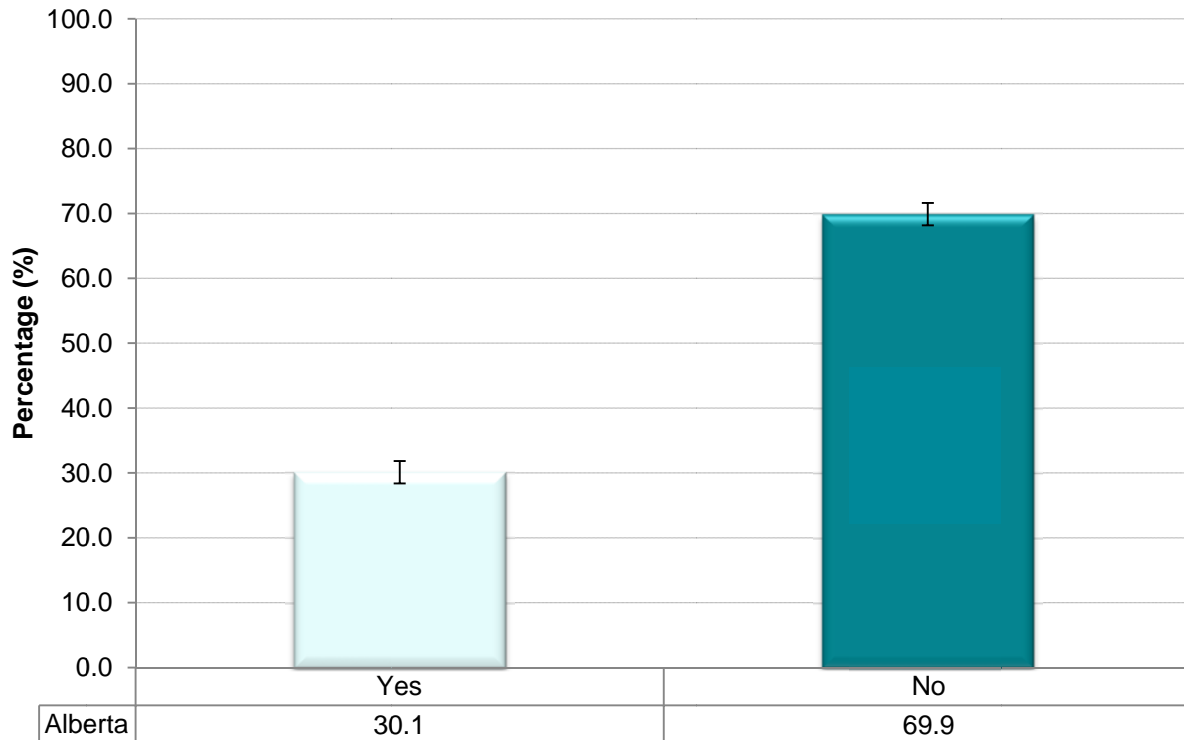


Table 76: Zone summary of responses for Q39

	Calgary (N = 351)	Central (N = 524)	Edmonton (N = 974)	North (N = 158)	South (N = 709)	Alberta (N = 2,716)
	%	%	%	%	%	%
Yes	27.9	24.8*	30.8	37.3	32.6	30.1
No	72.1	75.2*	69.2	62.7	67.4	69.9
Total	100.0	100.0	100.0	100.0	100.0	100.0

F.5.3.5 Q41: How often were you satisfied with the way the supportive living facility staff handled these problems?

Question 41 was asked only of those who responded YES to Question 40: *In the last 6 months, did you talk to any supportive living facility staff about this concern?* Provincially, 90.2 per cent of respondents talked to supportive living facility staff about their concerns.

Among those who talked to staff about their concerns, 54.5 per cent stated that they were *usually* or *always* satisfied with the way supportive living staff handled problems (**Table 78**).

Figure 69: Provincial summary of responses for Q41

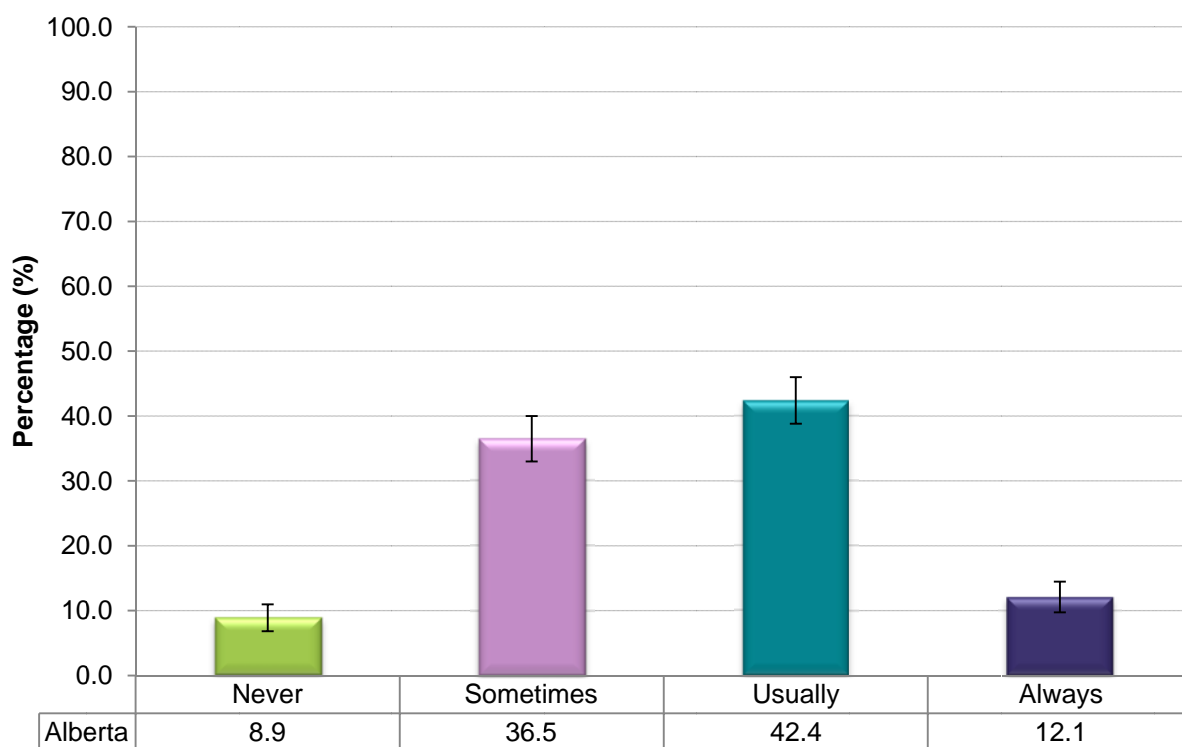


Table 77: Zone summary of responses for Q41

	Calgary (N = 89)	Central (N = 115)	Edmonton (N = 260)	North (N = 53)	South (N = 211)	Alberta (N = 728)
	%	%	%	%	%	%
Never	5.6	12.2	10.0	13.2	6.2	8.9
Sometimes	37.1	36.5	33.8	49.1	36.5	36.5
Usually	40.4	39.1	47.7	24.5*	43.1	42.4
Always	16.9	12.2	8.5	13.2	14.2	12.1
Total	100.0	100.0	100.0	100.0	100.0	100.0

F.5.4 Other questions related to Meeting Basic Needs

F.5.4.1 (Q17, Q19, and Q21): Summary of Meeting Basic Needs

An additional item was created to summarize the questions representing Meeting Basic Needs. While there are many reasons that a family member might assist in the care of a resident, this question captures whether the respondent assisted due to the unavailability of staff. The six questions were categorized as follows:

1. [Respondent did not assist in eating, drinking, and toileting] OR [Respondent assisted in eating, drinking or toileting, but not due to nurses or aides not helping or waiting too long to help]
2. [Respondent assisted in eating, drinking or toileting] AND [help was due to nurses or aides not helping or respondent waited too long to help]

It was found that 15.8 per cent of respondents stated that they did help their family member with at least one of the basic needs (eating, drinking, or toileting) in the past six months due to the unavailability of staff.

Figure 70: Provincial summary of responses for Q17, Q19, and Q21

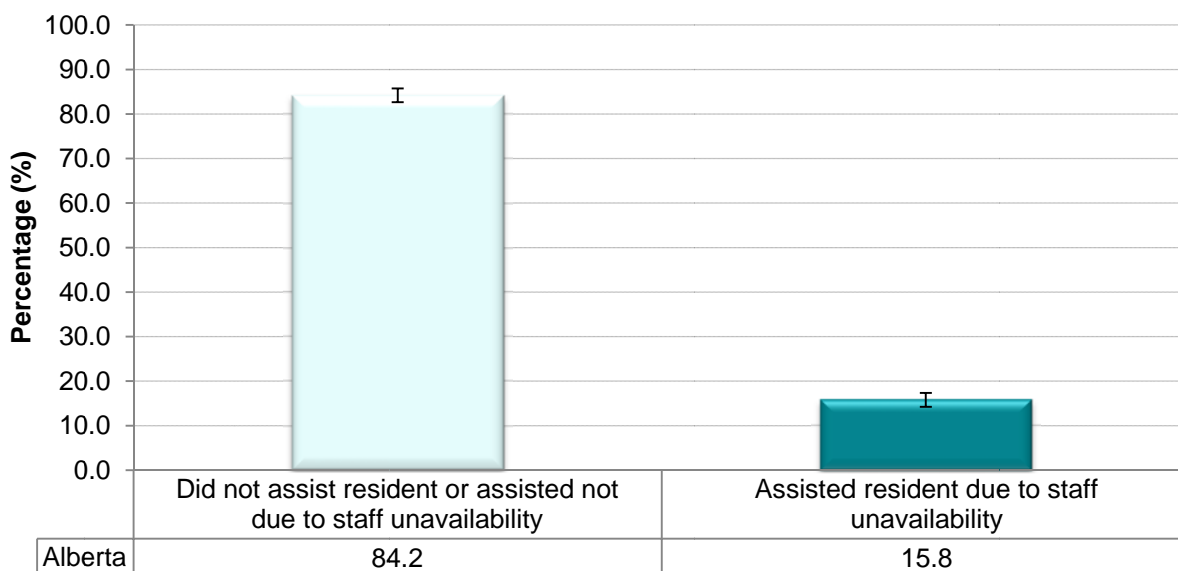


Table 78: Zone summary of responses for Q17, Q19, and Q21

	Calgary (N = 279)	Central (N = 415)	Edmonton (N = 777)	North (N = 120)	South (N = 511)	Alberta (N = 2,102)
	%	%	%	%	%	%
Did not assist resident, or assisted not due to staff unavailability	89.6*	87.7	86.5	75.0*	76.9*	84.2
Assisted resident due to staff unavailability	10.4*	12.3	13.5	25.0*	23.1*	15.8
Total	100.0	100.0	100.0	100.0	100.0	100.0

F.5.4.2 Q51: In the last 6 months, did you help with the care of your family member when you visited?

Figure 71: Provincial summary of responses for Q51

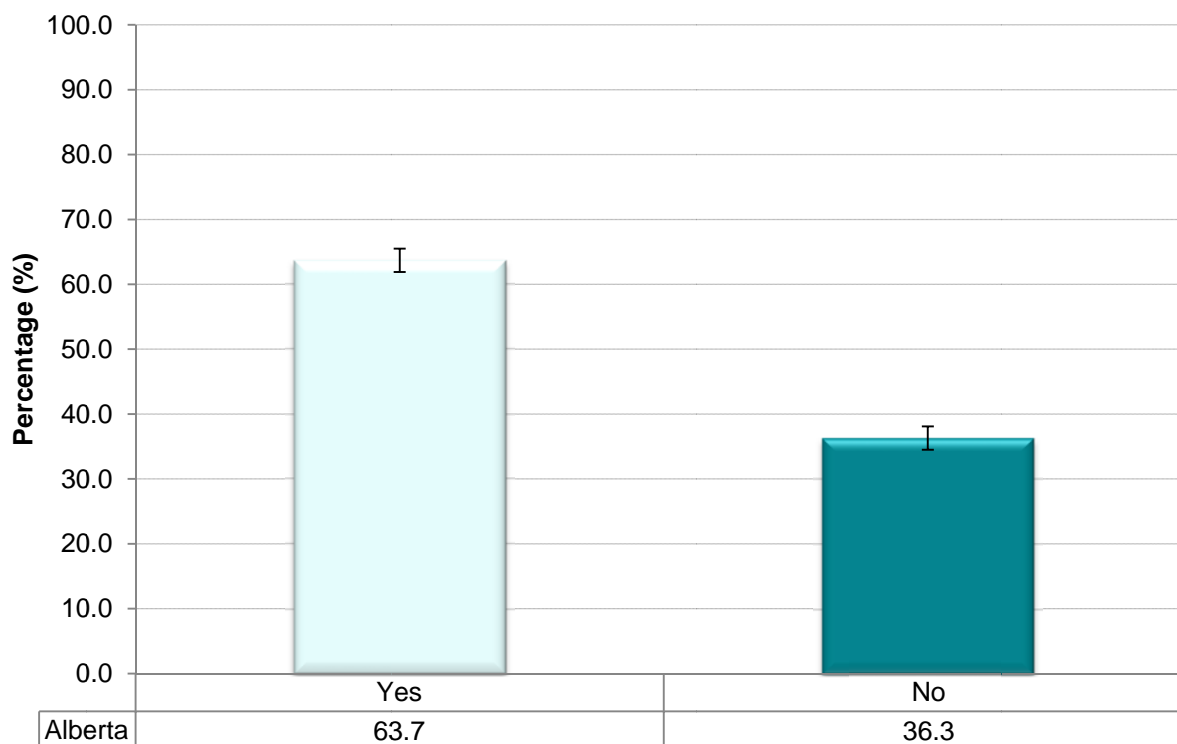


Table 79: Zone summary of responses for Q51

	Calgary (N = 350)	Central (N = 530)	Edmonton (N = 970)	North (N = 165)	South (N = 711)	Alberta (N = 2,726)
	%	%	%	%	%	%
Yes	54.9*	59.1*	64.4	70.3	69.1*	63.7
No	45.1*	40.9*	35.6	29.7	30.9*	36.3
Total	100.0	100.0	100.0	100.0	100.0	100.0

F.5.4.3 Q52: Do you feel that supportive living facility staff expects you to help with the care of your family member when you visit?

Figure 72: Provincial summary of responses for Q52

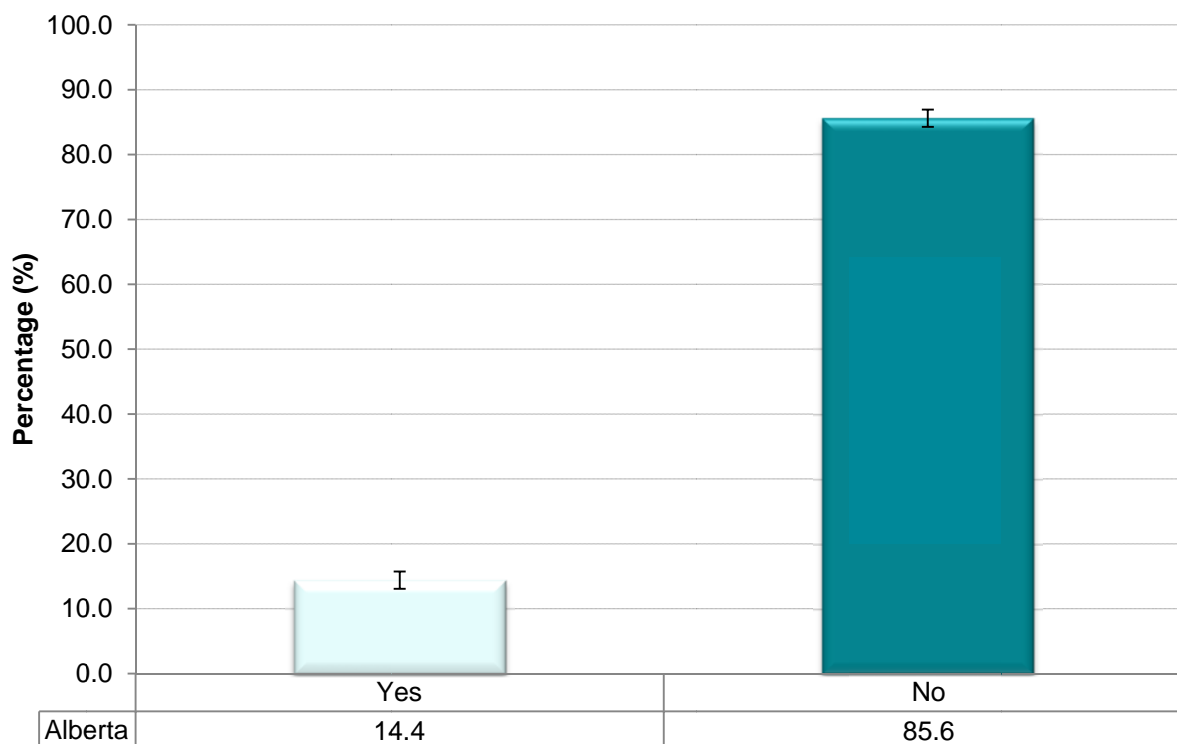


Table 80: Zone summary of responses for Q52

	Calgary (N = 346)	Central (N = 518)	Edmonton (N = 955)	North (N = 160)	South (N = 704)	Alberta (N = 2,683)
	%	%	%	%	%	%
Yes	11.8	13.1	14.1	21.9*	15.2	14.4
No	88.2	86.9	85.9	78.1*	84.8	85.6
Total	100.0	100.0	100.0	100.0	100.0	100.0

F.5.4.4 Q54: In the last 6 months, how often did your family member receive all of the medical services and treatments they needed?

Figure 73: Provincial summary of responses for Q54

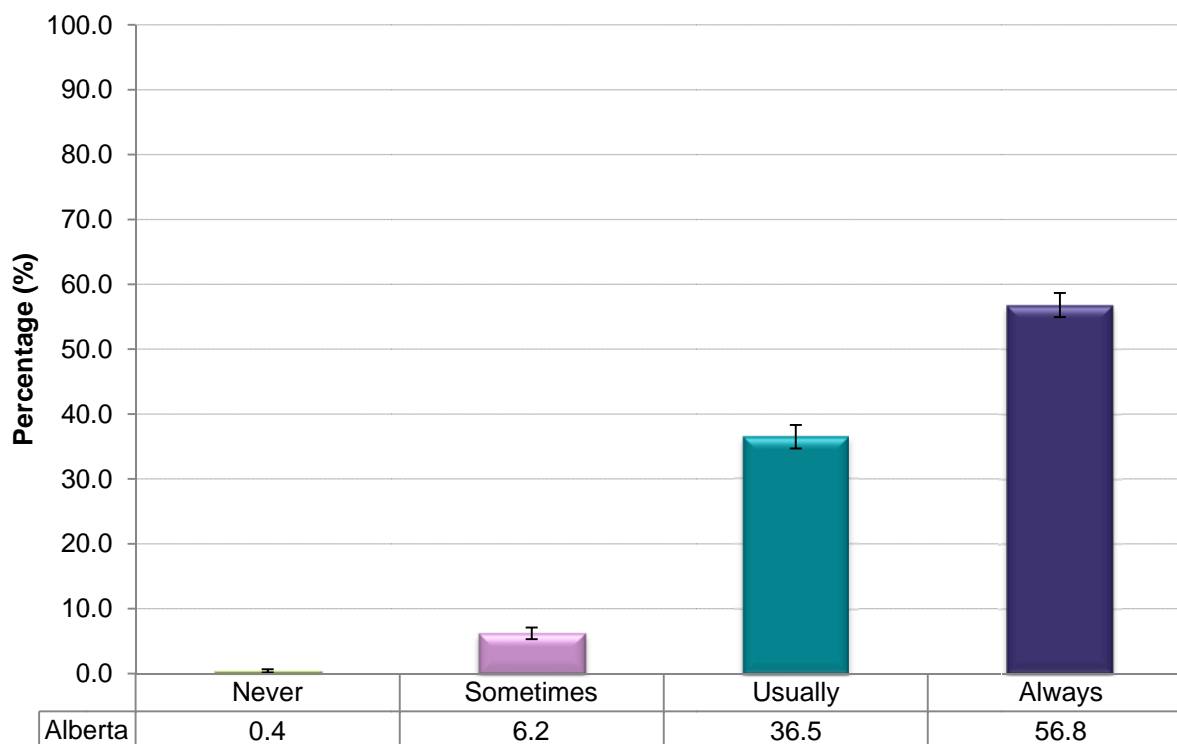


Table 81: Zone summary of responses for Q54

	Calgary (N = 351)	Central (N = 524)	Edmonton (N = 968)	North (N = 163)	South (N = 714)	Alberta (N = 2,720)
	%	%	%	%	%	%
Never	0.3	0.4	0.8	0.0	0.1	0.4
Sometimes	2.8*	4.8	6.8	9.2	7.3	6.2
Usually	36.8	30.9*	37.9	50.3*	35.6	36.5
Always	60.1	63.9*	54.4	40.5*	57.0	56.8
Total	100.0	100.0	100.0	100.0	100.0	100.0

F.5.5 Medications

F.5.5.1 Q55: In the last 6 months, how often did you have concerns about your family member's medication?

Figure 74: Provincial summary of responses for Q55

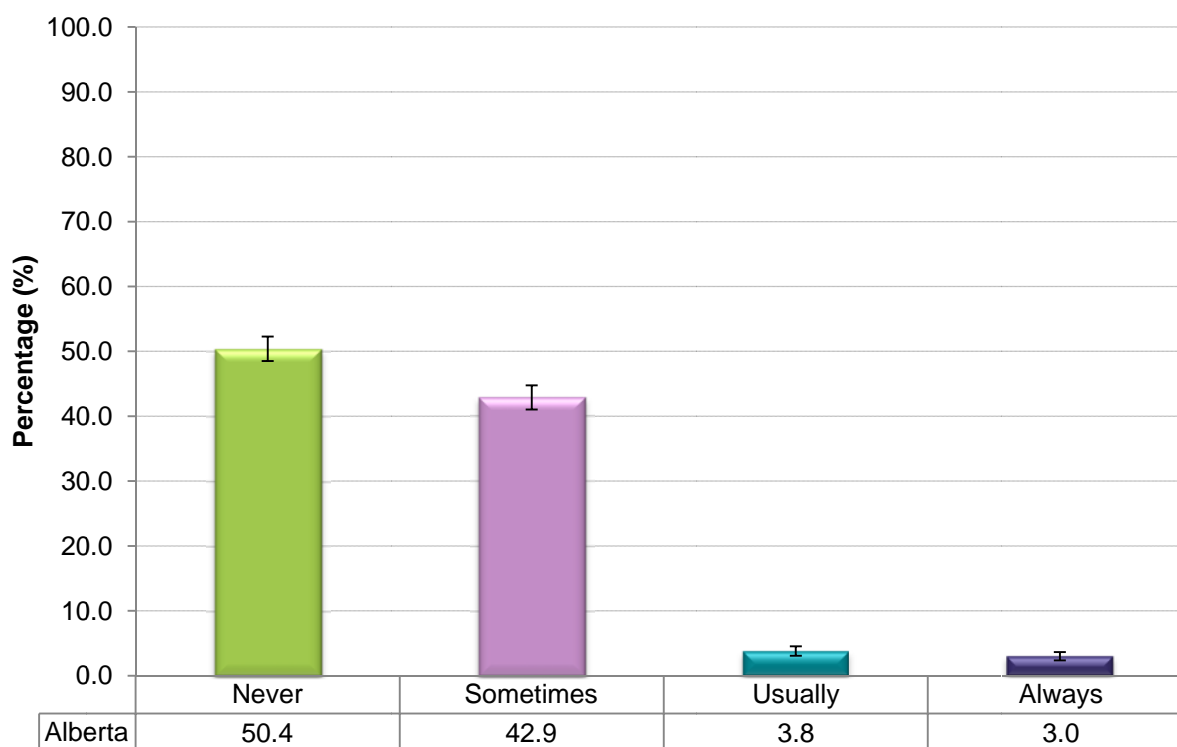


Table 82: Zone summary of responses for Q55

	Calgary (N = 353)	Central (N = 522)	Edmonton (N = 972)	North (N = 161)	South (N = 705)	Alberta (N = 2,713)
	%	%	%	%	%	%
Never	53.3	51.7	50.8	44.1	48.7	50.4
Sometimes	41.9	41.6	43.0	44.7	43.7	42.9
Usually	2.0	3.6	3.8	5.0	4.5	3.8
Always	2.8	3.1	2.4	6.2	3.1	3.0
Total	100.0	100.0	100.0	100.0	100.0	100.0

F.5.5.2 Q57: In the last 6 months, how often were your concerns about your family member's medication resolved?

Question 57 was asked only of those who responded *sometimes*, *usually*, or *always*, to Question 56: *Did you talk with any supportive living facility staff about these medication concerns?* Of those who had concerns (49.7% of respondents), 89.4 per cent reported that they had brought medication concerns to the attention of staff.

Among those who brought medication concerns to the attention of staff, 85.5 per cent stated that their concerns were *usually* or *always* resolved (**Table 83**).

Figure 75: Provincial summary of responses for Q57

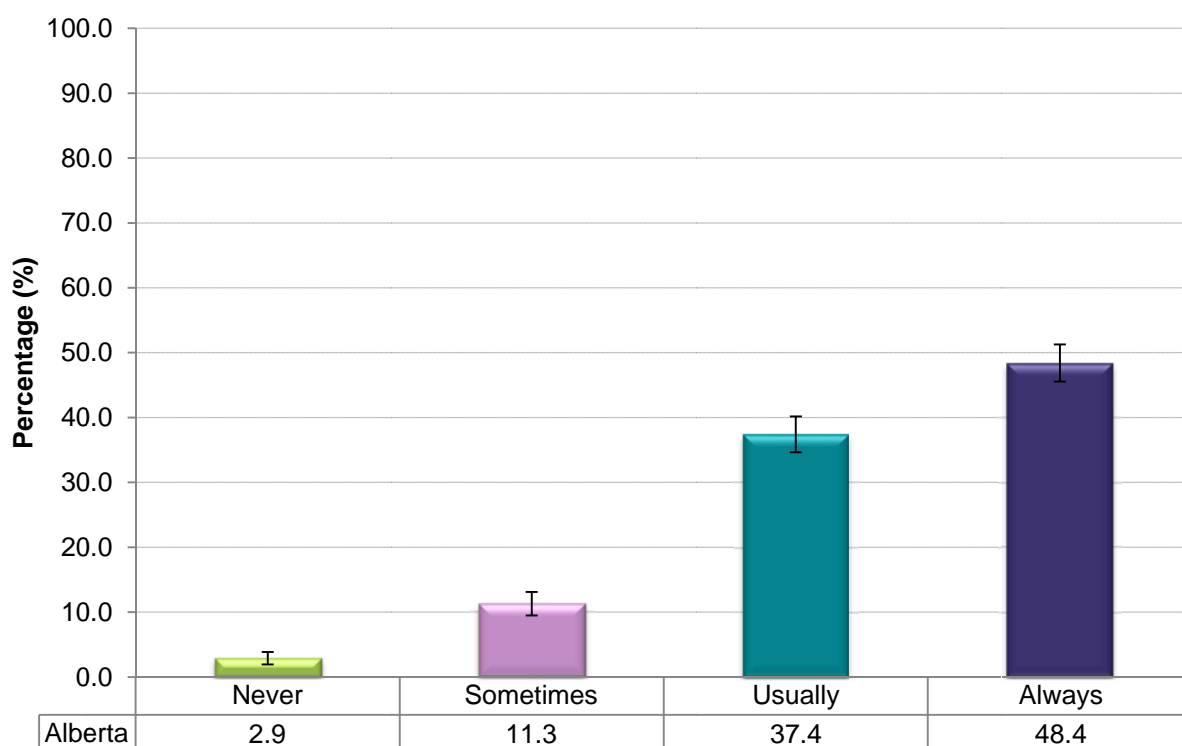


Table 83: Zone summary of responses for Q57

	Calgary (N = 144)	Central (N = 223)	Edmonton (N = 408)	North (N = 74)	South (N = 327)	Alberta (N = 1,176)
	%	%	%	%	%	%
Never	2.1	2.2	3.2	0.0	4.0	2.9
Sometimes	6.3	9.9	13.0	12.2	12.2	11.3
Usually	37.5	37.7	38.5	36.5	36.1	37.4
Always	54.2	50.2	45.3	51.4	47.7	48.4
Total	100.0	100.0	100.0	100.0	100.0	100.0

F.5.6 Q43: In your opinion, is the overall cost of living at this facility reasonable?

Figure 76: Provincial summary of responses for Q43

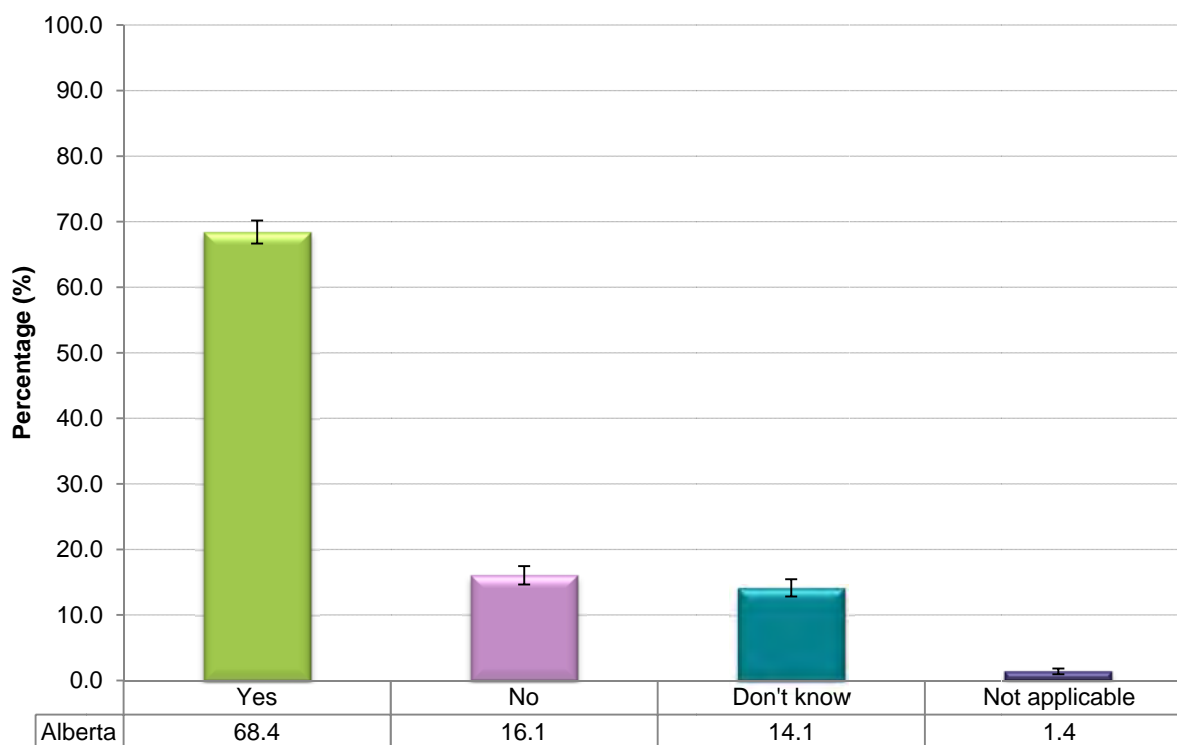


Table 84: Zone summary of responses for Q43

	Calgary (N = 346)	Central (N = 508)	Edmonton (N = 958)	North (N = 153)	South (N = 701)	Alberta (N = 2,660)
	%	%	%	%	%	%
Yes	72.8	67.5	66.9	56.9*	71.5	68.4
No	12.1	17.3	16.8	24.8*	14.1	16.1
Don't know	13.3*	14.1	14.7	16.3	13.3	14.1
Not applicable	1.7	1.0	1.6	2.0	1.1	1.4
Total	100.0	100.0	100.0	100.0	100.0	100.0

APPENDIX G: GLOBAL OVERALL CARE RATING REGRESSION MODELS

G.1 Model description – Dimension of Care variables

To simplify the interpretation of the data, questions which measure similar constructs were combined into single variables called *Dimensions of Care*. Such a model explores the strength of association between more specific quality variables (the dimensions in this case) with the outcome variable (the Global Overall Care rating).

Dimensions of Care variables are the weighted average scores of all questions within each dimension. They provide a summary record for the common attribute of care represented by the dimension. In this section, a regression model was developed to identify dimensions with the strongest relationship to the Global Overall Care rating. This provides a better understanding of which factors impact Global Overall Care ratings and may provide useful information for quality improvement activities.

See **Appendix B.2.3** and **B.2.4** for more information on survey response scoring.

G.2 Regression Models

A regression model was used to identify relationships with the Global Overall Care rating. This model was calculated from 2,869 respondents from 128 facilities and explains 61.7 per cent of the variance in the Global Overall Care rating score.

The model included the following confounding variables: Age, gender, language spoken at home, shared room, facility size (number of beds), ownership type (AHS, private, voluntary), and resident permanency in the facility. The selection of confounding variables was initially based on variables described in Resident and Respondent characteristics (**Appendix C**). These variables were then analyzed in accordance to the strength of their relationship to Global Overall Care ratings based on the *p*-values and standardized beta coefficients. Select variables excluded from the model:

- i) were not significantly related to Global Overall Care ratings ($p > 0.05$) and had the smallest beta coefficients relative to other confounders.
- ii) did not substantially impact the variance explained upon their removal from the model (61.5% when all confounders were included versus 61.7 per cent when limited to the final selection of confounders).

Confounders that were excluded were: memory problems, whether respondent was the most experienced person with care, resident length of stay, visit frequency, and education.

The regression model (**Table 85**) offers evidence that respondents' scores on the four Dimensions of Care and the Food Rating Scale are significant predictors of Global Overall Care ratings. Ordered from strongest to weakest influence with the Global Overall Care rating:

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

Table 85: Regression model- Dimensions of Care versus Global Overall Care rating adjusted for confounders

Dimension of Care	Standardized beta coefficients
Staffing, Care of Belongings, and Environment	0.337*
Kindness and Respect	0.240*
Food Rating Scale (0 to 100)	0.222*
Providing Information and Encouraging Family Involvement	0.151*
Meeting Basic Needs	0.066*
Constant	7.82
N	2,228
R-Squared	0.620
Ajusted R-Squared	0.617
p-value	< 0.001

Note: Confounding variables include: age, gender, language spoken at home, shared room, facility size (number of beds), ownership type (AHS, private, voluntary), and resident permanency in facility.

APPENDIX H: QUALITATIVE ANALYSIS

H.1 Detailed methodology

Each response to the open-ended question was analyzed using NVivo version 10. NVivo 10 is a qualitative data analysis software package. The analysis took place in two parts. In part one, a preliminary analysis of 619 responses was completed. Through this analysis, patterns in family members' comments were identified and themes and subthemes were developed. Themes were not predetermined. In total, 12 themes emerged from family members comments. These were:

- Activities
- Care and services
- Choice
- Communications
- Daily operations
- Food
- Cost
- Resident environment
- Safety and security
- Staff
- Work family members do
- Other

In part two, all 1,736 comments were examined for multiple themes and ideas. The analysis was iterative. During this analysis, the themes and subthemes identified in the preliminary analysis were further refined. No new themes were generated during this phase. Analysis was deemed 'complete' when comments were no longer coded or recoded differently.

To enable comparison with questionnaire findings, the 12 emergent themes were categorized within one of the four existing dimensions. The Dimensions of Care were: (1) Staffing, Care of Belongings, and Environment, (2) Kindness and Respect, (3) Providing Information and Encouraging Family Involvement, and (4) Meeting Basic Needs. At times, a theme was relevant to a Dimension of Care but it was not an existing component of it. For example, an emergent theme 'access to health services' was included under the dimension 'Meeting Basic Needs' – to reflect this, the criterion that guides how to code a comment within each dimension was modified (see **Table 88** for coding by Dimensions of Care and additional themes). When an emergent theme could not be categorized into one of the four Dimensions of Care, the theme was retained and categorized as 'Other'. Two 'Other' themes were identified and included 1) Activities and 2) Funding. In addition, the theme Safety and Security was retained and highlighted independent of the four Dimensions of Care. Family members' comments were then classified as being a recommendation for change and/or concern or, complimentary or neutral as follows:

- Comments were classified as being a recommendation for change and/or concern when family members clearly conveyed they were dissatisfied with the care provided to a resident, indicating room for improvement. Additionally, these comments were classified as such if family members expressed a desire for change or improvement and/or provided a suggestion for how care and services could be improved or changed.
- Complimentary or neutral when family members expressed satisfaction or neutrality with care and services.

H.2 Additional results

Table 86 summarizes the comments by Dimensions of Care and additional themes. Across all regions, family members commented most frequently on topics relevant to: (1) the Staffing, Care of Belongings, and Resident Environment dimension, and (2) the Meeting Basic Needs dimension. Family members most often provided recommendations for change and/or concern as opposed to complimentary or neutral statements, both provincially and across all zones.

Table 87 represents the number of thematic statements in family members' comments, by Dimensions of Care and additional themes according to recommendation type. Thematic statements were the themes and ideas contained in a comment that were relevant to one or more dimensions. A total of 3,696 thematic statements were identified (an average of 2.1 thematic statements per person who provided a comment).

Figure 77 provides a summary of the top ten family member suggestions for change and concerns, by theme.

Table 86: Regional comparison of breakdown of comments by Dimensions of Care and recommendation type

Region	Summary of comments by Dimensions of Care	Staffing, Care of Belongings, and Environment	Kindness and Respect	Providing Information and Encouraging Family Involvement	Meeting Basic Needs	Safety and Security	Other	Total
Calgary	Complimentary or neutral statements %	2.2	2.2	1.6	3.5	0.3	4.8	14.6
	Recommendations for change and/or concern %	26.6	4.0	13.4	27.2	1.6	12.6	85.4
	Total %	28.8	6.2	15.1	30.6	1.9	17.5	100.0
Central	Complimentary or neutral statements %	2.5	1.5	0.3	5.4	0.2	5.9	15.8
	Recommendations for change and/or concern %	29.9	2.5	8.2	29.6	1.3	12.7	84.2
	Total %	32.4	3.9	8.6	35.0	1.5	18.6	100.0
Edmonton	Complimentary or neutral statements %	1.9	1.8	1.2	3.7	0.2	3.8	12.6
	Recommendations for change and/or concern %	29.3	4.2	12.1	24.6	1.9	15.4	87.5
	Total %	31.2	5.9	13.2	28.3	2.1	19.3	100.0
North	Complimentary or neutral statements %	0.9	0.4	0.0	3.9	0.0	2.6	7.8
	Recommendations for change and/or concern %	37.2	3.0	11.7	25.5	2.2	12.6	92.2
	Total %	38.1	3.5	11.7	29.4	2.2	15.2	100.0

Region	Summary of comments by Dimensions of Care	Staffing, Care of Belongings, and Environment	Kindness and Respect	Providing Information and Encouraging Family Involvement	Meeting Basic Needs	Safety and Security	Other	Total
South	Complimentary or neutral statements	2.3	1.4	0.7	4.8	0.0	4.2	13.4
	Recommendations for change and/or concern	35.7	2.7	8.0	25.7	2.1	12.3	86.5
	Total	38.1	4.1	8.7	30.5	2.1	16.5	100.0
Alberta	Complimentary or neutral statements	2.1	1.6	0.9	4.3	0.1	4.3	13.3
	Recommendations for change and/or concern	31.4	3.4	10.4	26.2	1.8	13.6	86.8
	Total	33.4	4.9	11.3	30.5	2.0	17.9	100.0

Table 87: Breakdown of thematic statements by Dimensions of Care and additional themes according to recommendation type in Alberta

Staffing, Care of Belongings, and Environment	Complimentary or neutral statements	Recommendations for change and/or concern	Total
Theme	%	%	%
Staffing levels	0.2	37.7	37.8
Additional training and continuous education for staff	0.2	11.6	11.7
Staff accountability to resident care	0.0	0.8	0.8
Resident's ability to be cared for by same staff	0.0	6.9	6.9
Cleanliness and condition of resident's room and common areas	0.5	17.9	18.4
Resident's belongings	0.0	1.8	1.8
Laundry services	0.2	2.8	2.9
Smoking	0.0	0.5	0.5
Volunteering	0.0	0.8	0.8
Quality of staff	5.3	1.1	6.4
Leadership and supervision of staff	0.6	5.9	6.6
Delegation of work for staff	0.0	2.2	2.2
Transportation of residents	0.0	1.4	1.4
Noise levels	0.0	0.5	0.5
Temperature and air quality	0.2	1.2	1.3
Total	7.2	93.1	100.0
Kindness and Respect	Complimentary or neutral statements	Recommendations for change and/or concern	Total
Theme	%	%	%
Interpersonal relations including kindness, respect, courtesy and concern or resident's wellbeing	31.1	62.2	93.3
Privacy	0.0	4.3	4.3
Respect between residents	0.0	2.4	2.4
Total	31.1	68.9	100.0

Providing Information and Encouraging Family Involvement	Complimentary or neutral statements	Recommendations for change and/or concern	Total
Theme	%	%	%
Involving family in resident care	3.0	27.8	30.8
Language barriers between staff and the family	0.7	12.9	13.6
Information about payments or expenses	0.0	2.0	2.0
General quality of communication	0.2	5.0	5.2
How concerns are handled	2.5	19.9	22.3
Communication between staff	0.0	13.2	13.2
Staff availability to answer questions	1.0	10.4	11.4
Staff identification	0.0	1.5	1.5
Total	7.4	92.7	100.0
Meeting Basic Needs	Complimentary or neutral statements	Recommendations for change and/or concern	Total
Theme	%	%	%
Help and supervision with Meeting Basic Needs including help with eating, drinking and toileting	0.4	13.7	14.1
General quality of care	10.8	4.2	15.1
Work family members do to help the resident	0.3	7.6	7.8
Consistent delivery of resident care plans	0.0	1.2	1.2
Food	1.2	33.7	34.9
Hygiene and grooming	0.4	10.9	11.3
Healthcare needs	0.5	14.1	14.6
Speed of care delivery	0.0	1.0	1.0
Total	13.6	86.4	100.0

Safety and Security	Complimentary or neutral statements	Recommendations for change and/or concern	Total
Theme	%	%	%
Safety and security measures in the facility	0.0	37.3	37.3
Harm to resident within facility	0.0	49.3	49.3
Sense of security within facility	4.5	9.0	13.4
Total	4.5	95.6	100.0
Other	Complimentary or neutral statements	Recommendations for change and/or concern	Total
Theme	%	%	%
Activities	1.0	32.4	33.4
Provision of resources	0.0	3.4	3.4
Cost of living at the facility	1.0	21.7	21.8
Maintaining documents and records	0.0	3.3	3.3
General quality of facility	22.6	3.6	26.2
Access to the facility	0.0	1.8	1.8
Scheduling of resident's day	0.0	0.5	0.5
Couple suites	0.0	1.1	1.1
Facility policies and procedures	1.0	3.6	3.7
Resident's ability to have choice	0.0	3.4	3.4
Non-classifiable, miscellaneous	0.0	1.3	1.3
Total	25.6	76.1	100.0

Figure 77: Top 10 recommendations for change

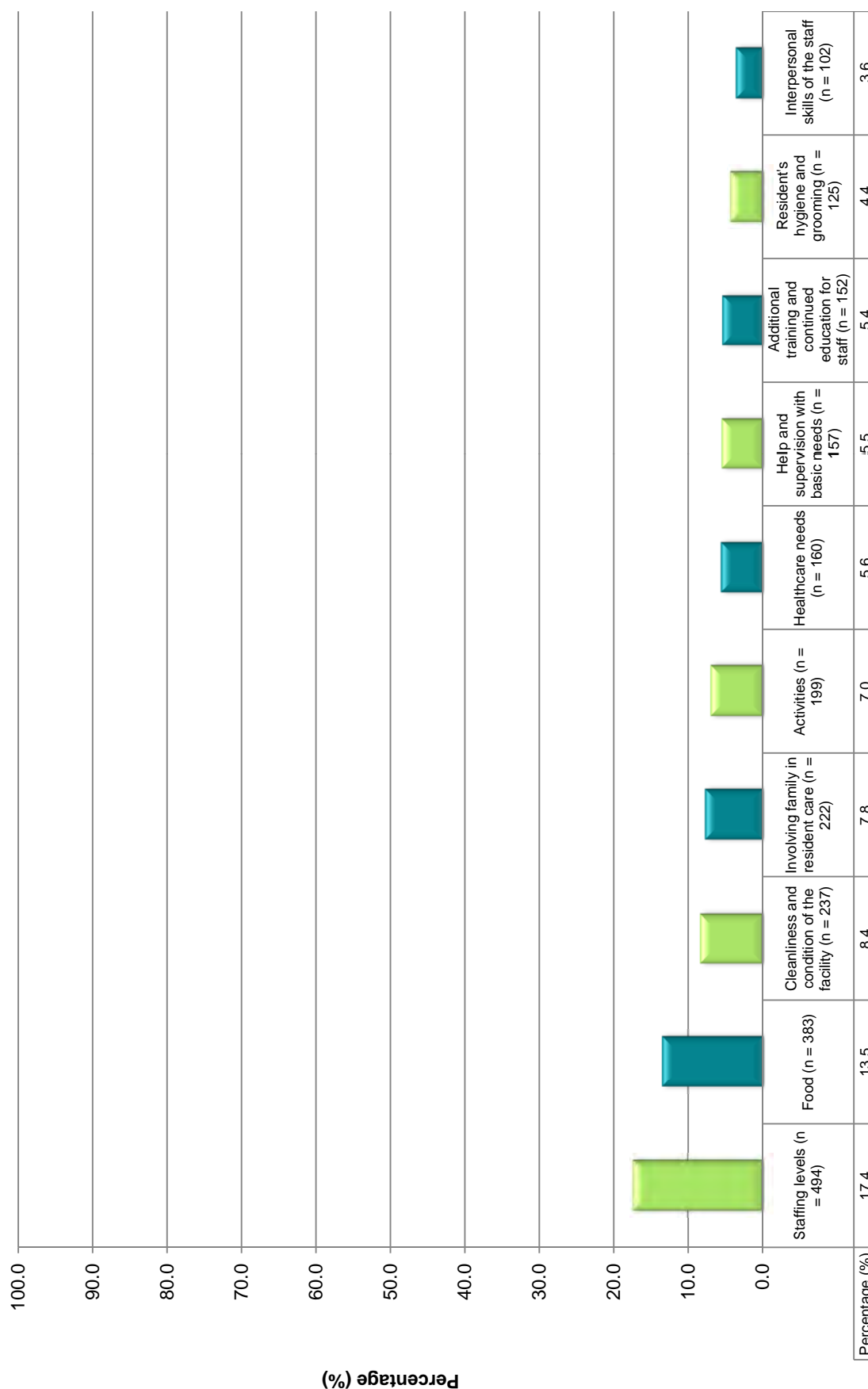


Table 88: Guidelines used to code comments by Dimensions of Care and additional themes

Staffing, Care of Belongings, and Environment	
▪ Staffing levels	▪ Quality of staff
▪ Additional training and continuous education for staff	▪ Leadership and supervision of staff
▪ Staff accountability to resident care	▪ Cleanliness and condition of resident's room and common areas
▪ Resident's ability to be cared for by same staff	▪ Delegation of work for staff
▪ Resident's belongings	▪ Transportation of residents
▪ Laundry services	▪ Noise levels
▪ Volunteering	▪ Temperature and air quality
▪ Smoking	
Kindness and Respect	
▪ Interpersonal relations including kindness, respect, courtesy and concern for resident's wellbeing	▪ Privacy
▪ Respect between residents	
Providing Information and Encouraging Family Involvement	
▪ Involving family in resident care	▪ 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
Meeting Basic Needs	
▪ Help and supervision with basic needs including help with eating, drinking, and toileting	▪ Food
▪ General quality of care	▪ Hygiene and grooming
▪ Work family members do to help the resident	▪ Healthcare needs
▪ Consistent delivery of resident care plans	▪ Speed of care delivery
Safety and Security	
▪ Safety and security measures in the facility	▪ Sense of security within facility
Other	
▪ Activities	▪ Access to the facility
▪ Provision of resources	▪ Scheduling of resident's day
▪ Cost of living at the facility	▪ Couple suites
▪ Maintaining documents and records	▪ Facility policies and procedures
▪ General quality of facility	▪ Resident's ability to have choice
▪ Non-classifiable, miscellaneous	

APPENDIX I: DIMENSIONS OF CARE BY OVERALL CARE RATING QUARTILES

Note: For the tables below, a single asterisk (*) indicates that the upper quartile results are significantly different than lower quartile results at $p \leq 0.05$.

I.1 Staffing, Care of Belongings, and Environment by Global Overall Care rating quartile

Table 89: Staffing, Care of Belongings, and Environment - by Global Overall Care rating quartile

Quartiles	Staffing, Care of Belongings, and Environment mean (out of 100)	95% confidence interval	
		Lower	Upper
Upper (27 facilities; 305 respondents)	87.0*	85.9	88.2
Upper middle (27 facilities; 565 respondents)	81.8	80.7	82.8
Lower middle (27 facilities; 841 respondents)	74.7	73.7	75.7
Lower (26 facilities; 963 respondents)	69.4	68.4	70.4

Table 90: Staffing, Care of Belongings, and Environment - Individual questions by Global Overall Care rating quartile

Questions	Total		Upper quartile 27 facilities		Lower quartile 26 facilities		Upper minus Lower
	%	n	%	n	%	n	%
Q11: 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 Q10) <i>% Usually or Always</i>	87.3	1,908	96.7	203	80.4	644	16.3*
Q50: In the last 6 months, how often did you feel that there were enough nurses and aides in the supportive living facility? <i>% Usually or Always</i>	69.2	1,871	91.4	276	56.3	524	35.1*
Q31: In the last 6 months, how often did your family member's room look and smell clean? <i>% Usually or Always</i>	85.9	2,353	97.4	295	78.6	750	18.8*
Q22: In the last 6 months, how often did your family member look and smell clean? <i>% Usually or Always</i>	89.1	2,449	97.0	293	82.8	792	14.2*
Q34: In the last 6 months, how often did the public areas of the supportive living facility look and smell clean? <i>% Usually or Always</i>	97.4	2,669	100.0	301	95.1	907	4.9*
Q36: 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? <i>% Never</i>	77.7	2,104	84.3	253	72.2	680	12.1*
Q38: In the last 6 months, when your family member used the laundry service, how often were clothes damaged or lost? (Among those who answered YES to Q37) <i>% Never</i>	57.6	1,001	77.4	147	47.9	299	29.5*
Additional related questions not included in the dimension							
Q32: In the last 6 months, how often was the noise level around your family member's room acceptable to you? <i>% Usually or Always</i>	96.9	2,658	98.0%	298	95.6	911	2.4
Q33: In the last 6 months, how often were you able to find places to talk to your family member in private? <i>% Usually or Always</i>	98.3	2,680	99.0%	299	97.6	922	1.4
Q30: In the last 6 months, how often is your family member cared for by the same team of staff? <i>% Usually or Always</i>	80.7	2,089	92.8%	269	72.4	644	20.4*

I.2 Kindness and Respect by Global Overall Care rating quartile

Table 91: Kindness and Respect - by Global Overall Care rating quartile

Quartiles	Kindness and Respect mean (out of 100)	95% confidence interval	
		Lower	Upper
Upper (27 facilities; 304 respondents)	91.3*	90.1	92.4
Upper middle (27 facilities; 565 respondents)	87.8	86.6	89.0
Lower middle (27 facilities; 837 respondents)	85.5	84.4	86.6
Lower (26 facilities; 958 respondents)	81.4	80.3	82.5

Table 92: Kindness and Respect - Individual questions - by Global Overall Care rating quartile

Questions	Total		Upper quartile 27 facilities		Lower quartile 26 facilities		Upper minus Lower
	%	n	%	n	%	n	%
Q12: In the last 6 months, how often did you see the nurses and aides treat your family member with courtesy and respect? <i>% Usually or Always</i>	95.9	2,626	99.0	299	94.4	894	4.6*
Q13: In the last 6 months, how often did you see the nurses and aides treat your family member with kindness? <i>% Usually or Always</i>	95.2	2,598	99.7	301	92.9	877	6.8*
Q14: In the last 6 months, how often did you feel that the nurses and aides really cared about your family member? <i>% Usually or Always</i>	90.1	2,463	99.0	300	84.7	802	14.3*
Q15: In the last 6 months, did you ever see any nurses or aides be rude to your family member or any other resident? <i>% No</i>	91.1	2,482	95.7	288	88.8	837	6.9*
Q24: In the last 6 months, how often did the nurses and aides handle this situation in a way that you felt was appropriate? <i>% Usually or Always</i>	89.3	515	100.0	31	85.4	222	14.6*
Additional related questions not included in the dimension							
Q35: 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? <i>% No</i>	97.1	2,608	98.6	292	96.1	897	2.5*
Q25: In the last 6 months, how often did the nurses and aides treat you [the respondent] with courtesy and respect? <i>% Usually or Always</i>	98.2	2,691	100	304	96.9	919	3.1*

I.3 Providing Information and Encouraging Family Involvement by Global Overall Care rating quartile

Table 93: Providing Information and Encouraging Family Involvement - by Global Overall Care rating quartile

Quartiles	Providing Information and Encouraging Family Involvement mean (out of 100)	95% confidence interval	
		Lower	Upper
Upper (27 facilities; 304 respondents)	90.4*	89.3	91.4
Upper middle (27 facilities; 565 respondents)	85.7	84.8	86.7
Lower middle (27 facilities; 838 respondents)	82.6	81.7	83.5
Lower (26 facilities; 961 respondents)	80.0	79.1	81.0

Table 94: Providing Information and Encouraging Family Involvement - Individual questions by Global Overall Care rating quartile

Questions	Total		Upper quartile 27 facilities		Lower quartile 26 facilities		Upper minus Lower
	%	n	%	n	%	n	%
Q27: If YES to Q25, In the last 6 months, how often did you get this information as soon as you wanted? % <i>Usually or Always</i>	87.4	1,934	96.7	231	81.9	649	14.8*
Q28: In the last 6 months, how often did the nurses and aides explain things in a way that was easy for you to understand? % <i>Usually or Always</i>	92.0	2,469	97.3	289	88.5	824	8.8*
Q29: In the last 6 months, did nurses and aides ever try to discourage you from asking questions about your family member? % <i>No</i>	97.7	2,676	100	304	96.1	915	3.9*
Q42: 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? % <i>No</i>	79.4	908	88.2	60	78.2	390	10.0
Q45: 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? % <i>Usually or Always</i>	91.9	2,052	97.1	238	89.4	717	7.7*
Q59: If YES to Q58, In the last 6 months, how often did you get all the information you wanted about payments or expenses? % <i>Usually or Always</i>	85.2	488	96.7	59	80.9	195	15.8*

Additional related questions not included in the dimension							
Care conference participation (Q46 and Q47) <i>% Participation or given the opportunity to participate</i>	76.8	2,031	72.1	207	83.2	765	-11.1*
Q39: At any time during the last 6 months, were you ever unhappy with the care your family member received at the supportive living facility? <i>% No</i>	69.9	1,898	89.4	270	58.8	551	30.6*
Q41: Among those who brought concerns to the attention of staff (YES on Q40), how often were you satisfied with the way the supportive living facility staff handled these problems? <i>% Usually or Always</i>	54.5	397	79.3	23	46.7	165	32.6*

I.4 Meeting Basic Needs by Global Overall Care rating quartile

Table 95: Meeting Basic Needs - by Global Overall Care rating quartile

Quartiles	Meeting Basic Needs mean (out of 100)	95% confidence interval	
		Lower	Upper
Upper (27 facilities; 304 respondents)	99.0*	98.4	99.5
Upper middle (27 facilities; 565 respondents)	97.0	96.0	98.0
Lower middle (27 facilities; 839 respondents)	93.9	92.7	95.1
Lower (26 facilities; 960 respondents)	92.0	90.6	93.4

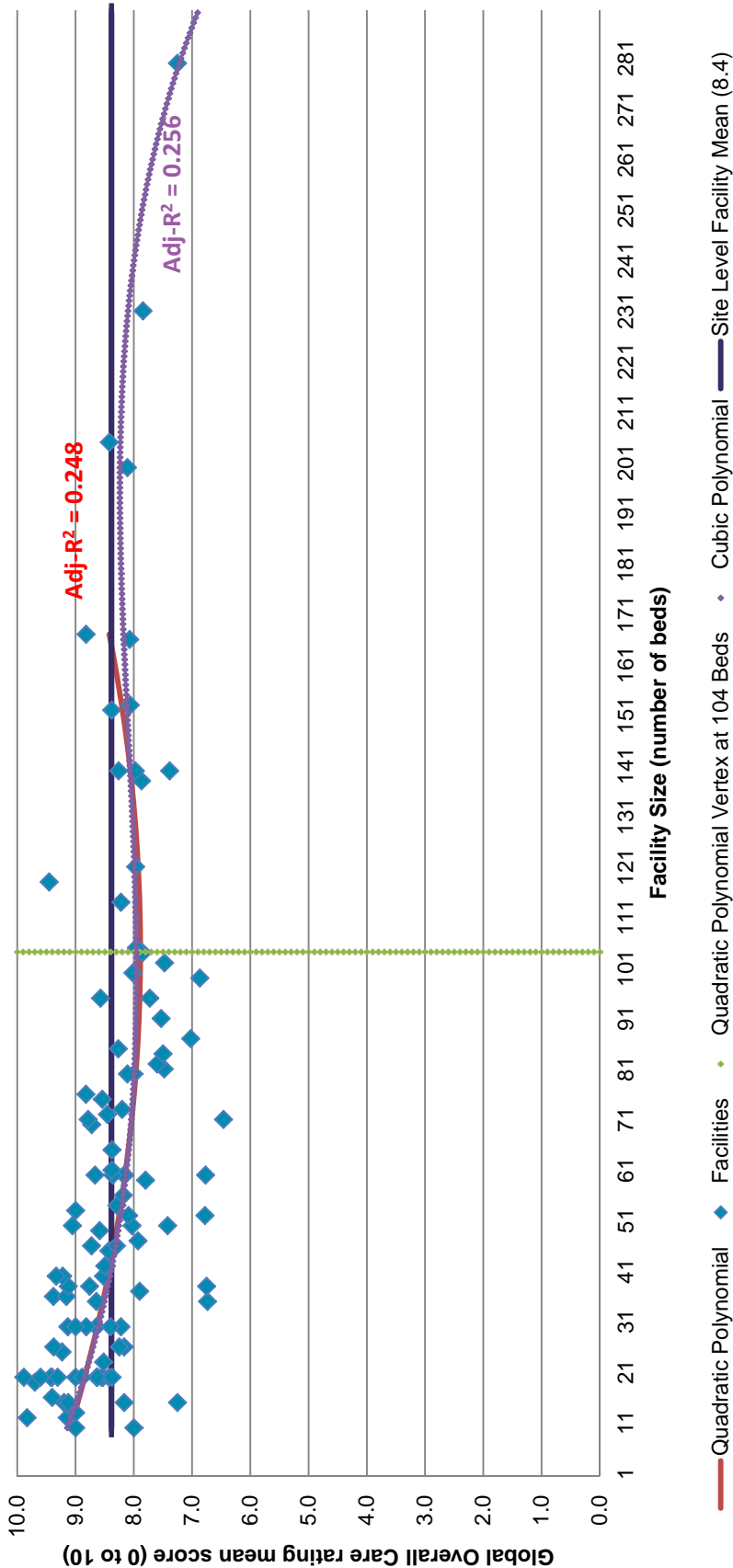
Table 96: Meeting Basic Needs - Individual questions by Global Overall Care rating quartile

Questions	Total		Upper quartile 27 facilities		Lower quartile 26 facilities		Upper minus Lower
	%	n	%	n	%	n	%
Q16 and Q17: Helped family member with eating because nurses or aides either didn't help or made him or her wait too long % No	77.6	447	96.8	30	70.9	175	25.9*
Q18 and Q19: Helped family member with drinking because nurses or aides either didn't help or made him or her wait too long % No	74.0	379	93.8	30	71.1	162	22.7*
Q20 and Q21: Helped family member with toileting because nurses or aides either didn't help or made him or her wait too long % No	60.4	337	78.7	37	53.8	119	24.9*
Additional related questions not included in the dimension							
Q51: In the last 6 months, did you help with the care of your family member when you visited? % No	36.3	989	49.3	148	30.8	292	18.5*
Q52: Do you feel that supportive living facility staff expects you to help with the care of your family member when you visit? % No	85.6	2,297	92.3	275	81.3	750	11.0*
Q54: In the last 6 months, how often did your family member receive all of the medical services and treatments they needed? % Usually or Always	93.4	2,540	98.3	295	90.7	861	7.6*
Q57: In the last 6 months, how often were your concerns about your family member's medication resolved? % Usually or Always	85.8	1,009	92.8	90	81.6	372	11.2*

APPENDIX J: FACILITY SIZE RELATIVE TO GLOBAL OVERALL CARE RATINGS, DIMENSION OF CARE AND FOOD RATING SCALE

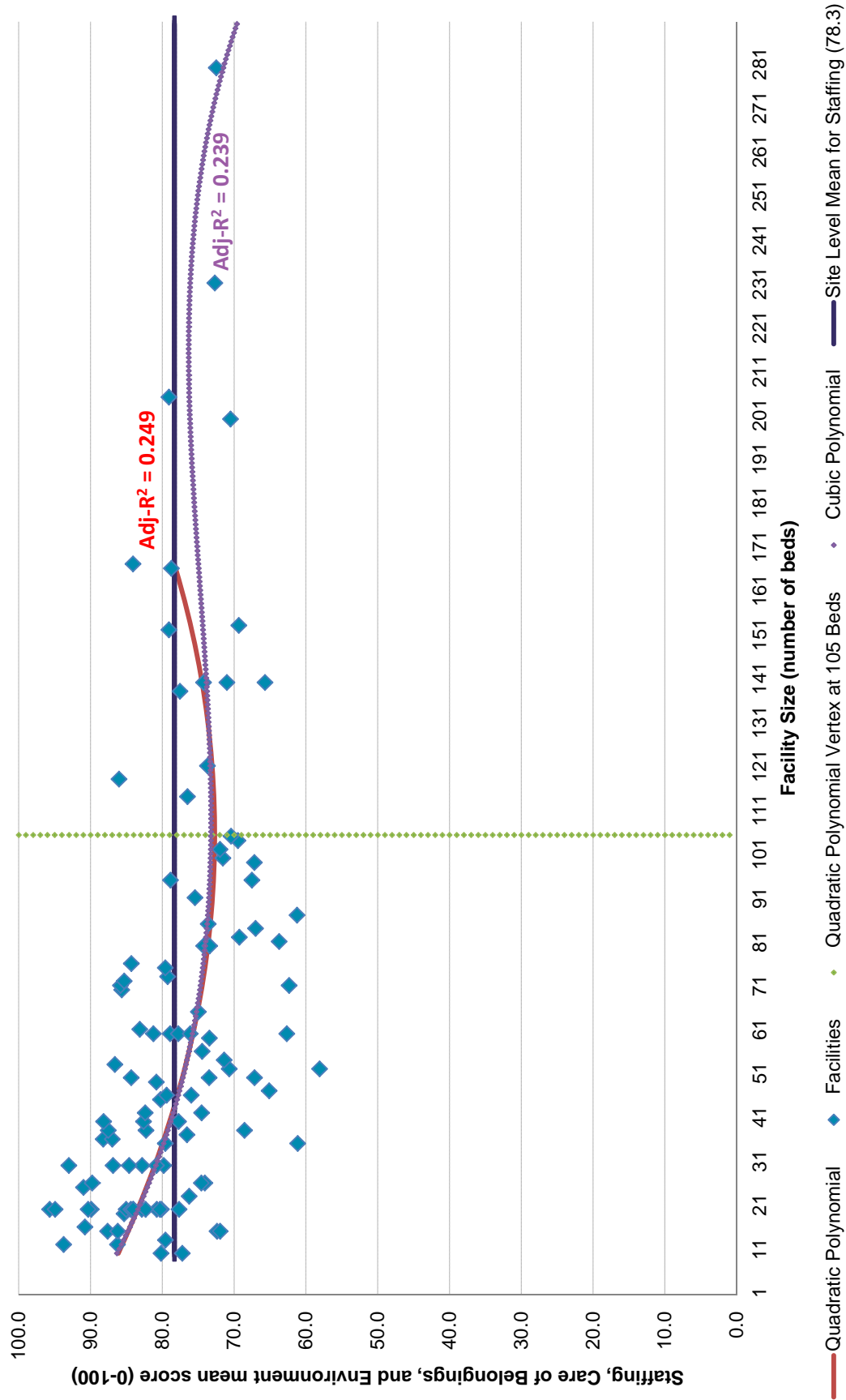
Regression analysis was used to produce a regression line, which estimates and visually depicts the relationship between facility size, Global Overall Care rating, Food Rating Scale, and each of the Dimension of Care mean scores. Facility-level means were computed by adding the scores for all facilities and then dividing this number by the number of facilities in the province.

Figure 78: Global Overall Care rating scores as a function of facility size



Note: Quadratic polynomial (red line) and cubic polynomial produces a curvilinear regression line which estimates and visually depicts the relationship between facility size and Global Overall Care rating scores. The quadratic polynomial vertex is the lowest point of a polynomial.

Figure 79: Staffing, Care or Belongings, and Environment scores as a function of facility size



Note: Quadratic polynomial (red line) and cubic polynomial produces a curvilinear regression line which estimates and visually depicts the relationship between facility size and Staffing, Care of Belongings, and Environment scores. The quadratic polynomial vertex is the lowest point of a polynomial.

Figure 80: Kindness and Respect scores as a function of facility size

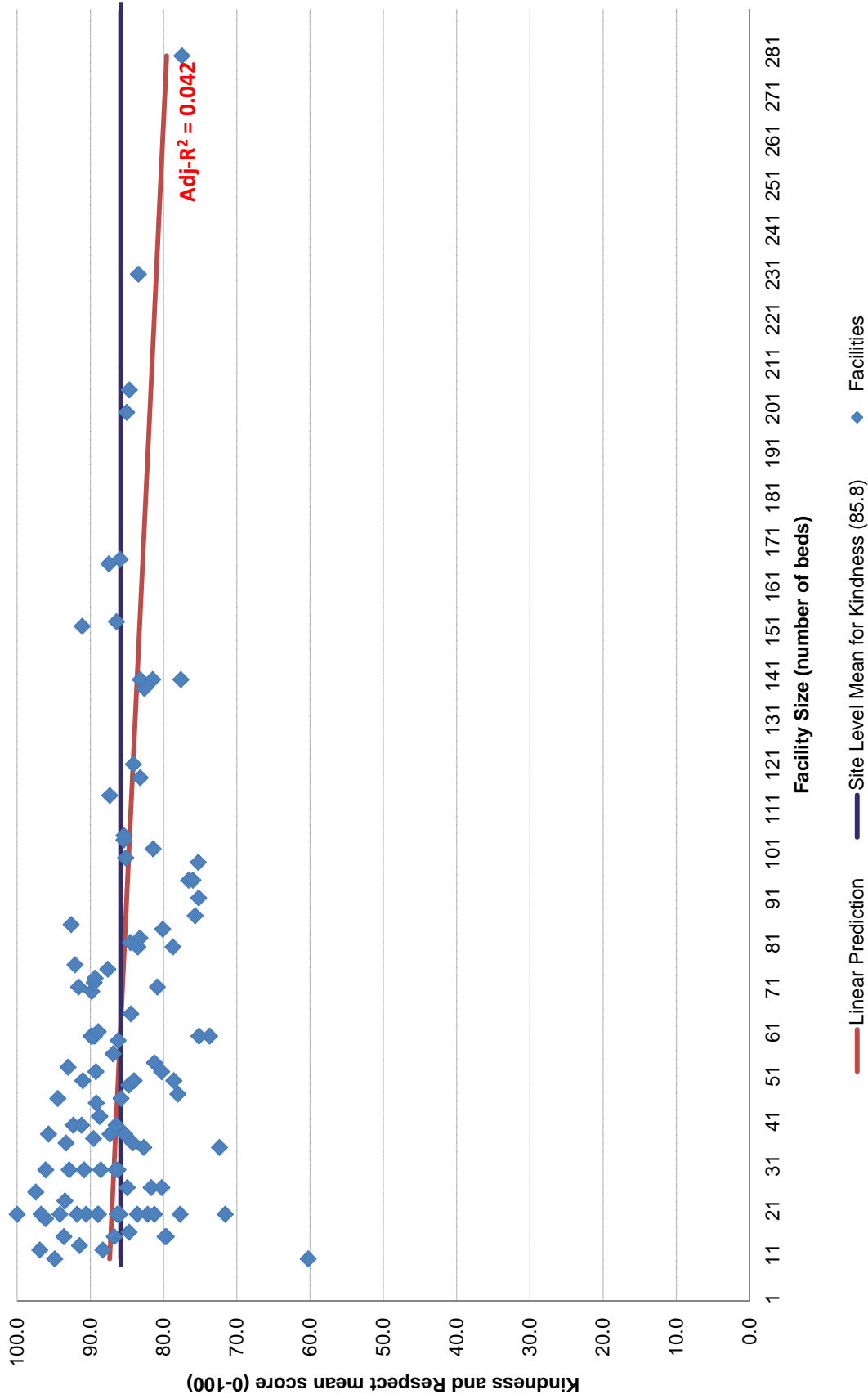


Figure 81: Providing Information and Encouraging Family Involvement as a function of facility size

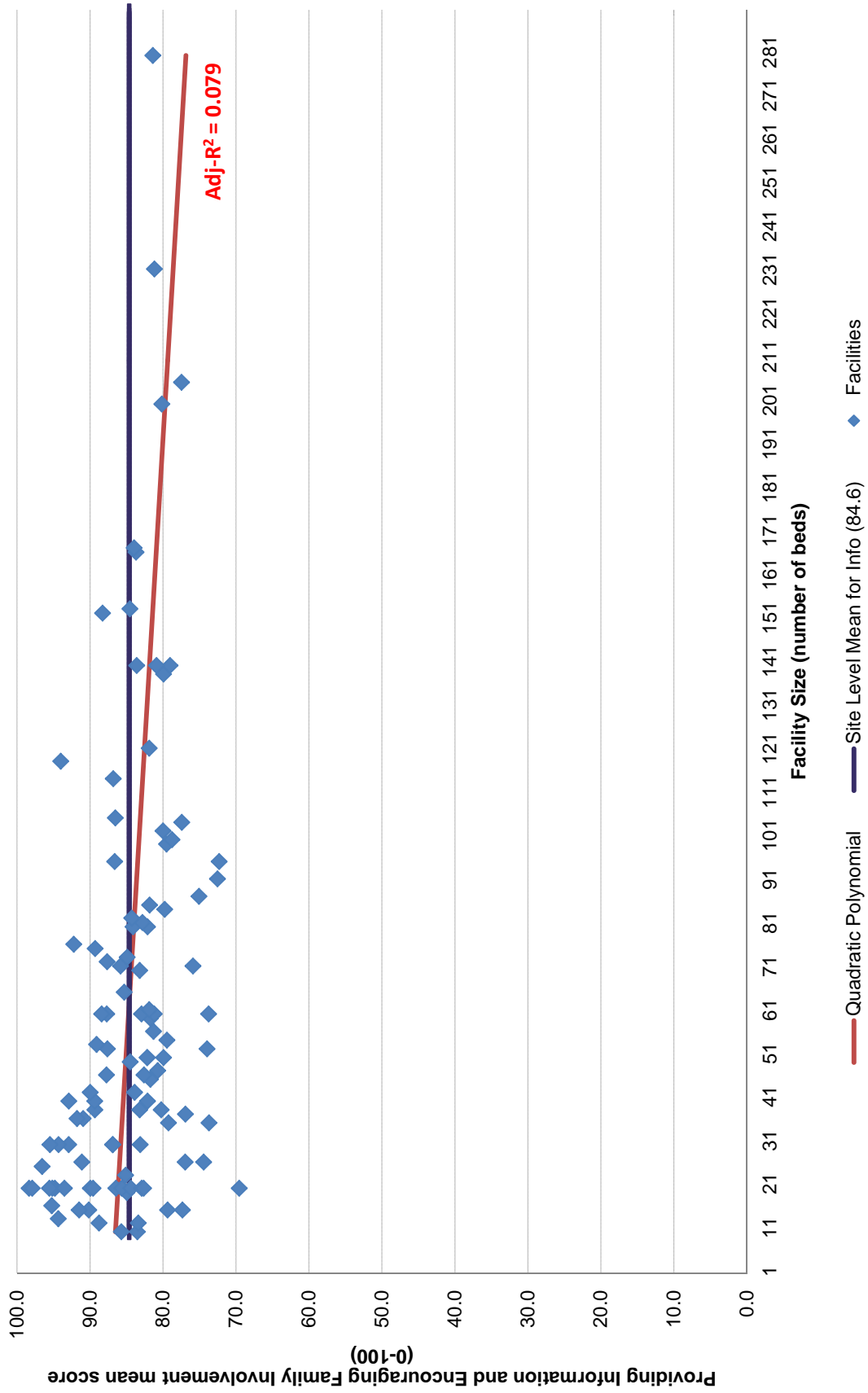
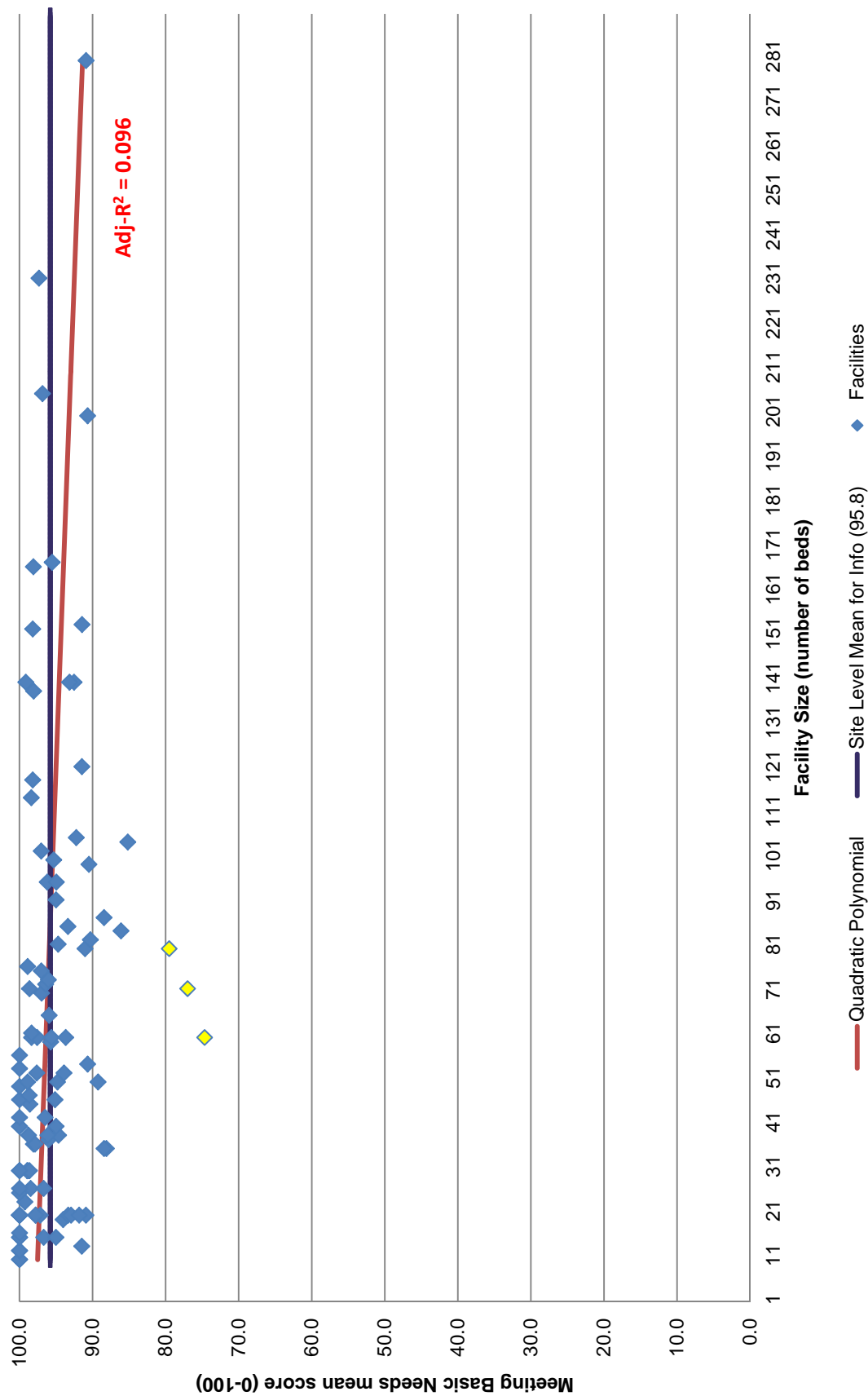
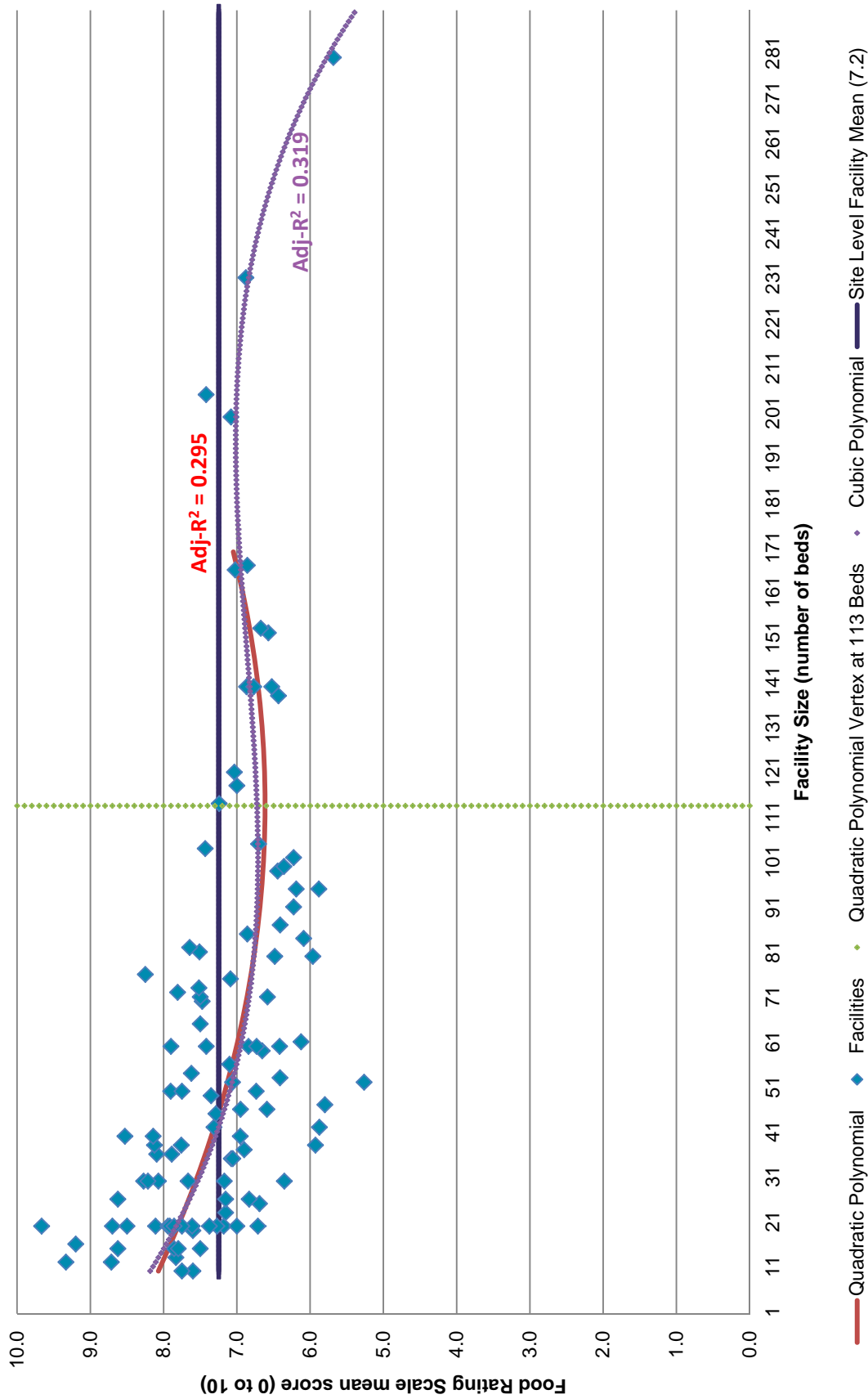


Figure 82: Meeting Basic Needs as a function of facility size



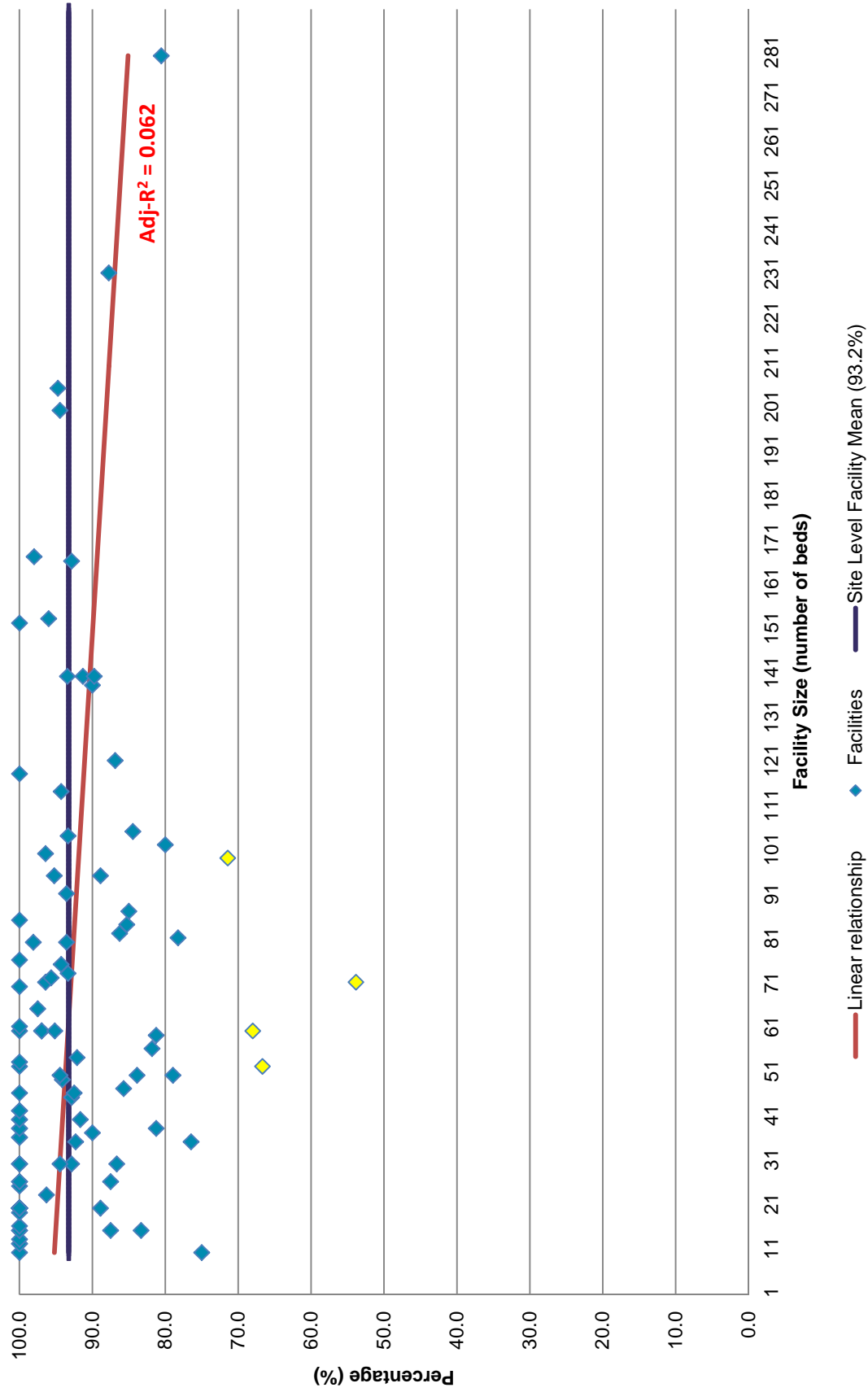
Note: Facilities in yellow are identified outliers, identified via boxplot and were greater than three standard deviations from the mean or 1.5 times the interquartile range. Facility means of outlier facilities did not significantly differ from facilities that were not outliers; however, the linear prediction (red) excludes these facilities.

Figure 83: Food Rating Scale as a function of facility size



Note: Quadratic polynomial (red line) and cubic polynomial produces a curvilinear regression line which estimates and visually depicts the relationship between facility size and Food Rating Scale scores. The quadratic polynomial vertex is the lowest point of a polynomial.

Figure 84: Propensity to recommend as a function of facility size



Note: Facilities in yellow are identified outliers, identified via boxplot and were greater than three standard deviations from the mean or 1.5 times the interquartile range. Facility percentages of outlier facilities did not significantly differ from facilities that were not outliers; however the linear prediction (red) excludes these facilities..

APPENDIX K: QUESTION-LEVEL RESULTS BY OWNERSHIP TYPE

Table 97: Facility ownership - Staffing, Care of Belongings, and Environment

Question	Measure	AHS	Private	Voluntary	Significant differences
Q11: 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 Q10)	% <i>Usually or Always</i>	87.7	86.3	88.7	
	N	154	1,189	842	
Q50: In the last 6 months, how often did you feel that there were enough nurses and aides in the supportive living facility?	% <i>Usually or Always</i>	62.9	69.9	69.6	
	N	186	1,434	1,083	
Q31: In the last 6 months, how often did your family member's room look and smell clean?	% <i>Usually or Always</i>	88.3	85.1	86.5	
	N	188	1,459	1,093	
Q22: In the last 6 months, how often did your family member look and smell clean?	% <i>Usually or Always</i>	95.2	89.1	88.0	%AHS > %Priv and %Vol
	N	189	1,460	1,100	
Q34: In the last 6 months, how often did the public areas of the supportive living facility look and smell clean?	% <i>Usually or Always</i>	99.5	97.5	96.9	
	N	189	1,459	1,093	
Q36: 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?	% <i>Never</i>	75.0	77.3	78.6	
	N	184	1,140	1,085	
Q38: In the last 6 months, when your family member used the laundry service, how often were clothes damaged or lost? (Among those who answered YES to Q37)	% <i>Never</i>	55.1	57.4	58.4	
	N	127	898	713	
Additional related questions not included in the dimension					
Q32: In the last 6 months, how often was the noise level around your family member's room acceptable to you?	% <i>Usually or Always</i>	97.9	97.2	96.3	
	N	190	1,459	1,095	
Q33: In the last 6 months, how often were you able to find places to talk to your family member in private?	% <i>Usually or Always</i>	98.9	98.4	98.1	
	N	188	1,447	1,091	
Q30: In the last 6 months, how often is your family member cared for by the same team of staff?	% <i>Usually or Always</i>	76.4	81.6	80.3	
	N	182	1,378	1,029	

Table 98: Facility ownership - Kindness and Respect

Question	Measure	AHS	Private	Voluntary	Significant differences
Q12: In the last 6 months, how often did you see the nurses and aides treat your family member with courtesy and respect?	% <i>Usually or Always</i>	97.4	96.2	95.3	
	N	191	1,453	1,094	
Q13: In the last 6 months, how often did you see the nurses and aides treat your family member with kindness?	% <i>Usually or Always</i>	95.7	95.5	94.7	
	N	188	1,451	1,091	
Q14: In the last 6 months, how often did you feel that the nurses and aides really cared about your family member?	% <i>Usually or Always</i>	90.3	90.2	89.8	
	N	186	1,456	1,093	
Q15: In the last 6 months, did you ever see any nurses or aides be rude to your family member or any other resident?	% <i>No</i>	87.8%	91.6%	91.0%	
	N	188	1,449	1,088	
Q24: In the last 6 months, how often did the nurses and aides handle [difficult situations] in a way that you felt was appropriate?	% <i>Usually or Always</i>	97.1	87.3	90.7	
	N	34	306	237	
Additional related questions not included in the dimension					
Q35: 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?	% <i>No</i>	98.3	97.1	97.0	
	N	181	1,426	1,078	
Q25: In the last 6 months, how often did the nurses and aides treat you [the respondent] with courtesy and respect?	% <i>Usually or Always</i>	99.5	98.5	97.6	
	N	191	1,459	1,090	

Table 99: Facility ownership - Providing Information and Encouraging Family Involvement

Question	Measure	AHS	Private	Voluntary	Significant differences
Q27: If YES to Q25, In the last 6 months, how often did you get [...] information as soon as you wanted?	<i>% Usually or Always</i>	90.6%	87.4%	86.8%	
	N	159	1,180	874	
Q28: In the last 6 months, how often did the nurses and aides explain things in a way that was easy for you to understand?	<i>% Usually or Always</i>	94.2%	91.9%	91.6%	
	Total N	188	1,425	1,072	
Q29: In the last 6 months, did nurses and aides ever try to discourage you from asking questions about your family member?	<i>% No</i>	99.0%	97.5%	97.8%	
	N	191	1,460	1,105	
Q42: 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?	<i>% No</i>	78.8%	79.1%	80.1%	
	N	85	622	436	
Q45: 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?	<i>% Usually or Always</i>	96.3%	91.8%	91.2%	
	N	160	1,192	882	
Q59: If YES to Q58, In the last 6 months, how often did you get all the information you wanted about payments or expenses?	<i>% Usually or Always</i>	86.4%	85.9%	84.1%	
	N	22	319	232	
Additional related questions not included in the dimension					
Care conference participation (Q46 and Q47)	<i>% Participated or given the opportunity to participate</i>	90.4	75.4	76.1	%AHS > %Priv and %Vol
	Total N	187	1,391	1,066	
Q39: At any time during the last 6 months, were you ever unhappy with the care your family member received at the supportive living facility?	<i>% No</i>	63.8	69.1	72.0	%Vol > %AHS
	N	189	1,447	1,098	
Q41: Among those who brought concerns to the attention of staff (YES on Q40), how often were you satisfied with the way the supportive living facility staff handled these problems?	<i>% Usually or Always</i>	58.6	53.0	55.9	
	N	58	398	272	

Table 100: Facility ownership - Meeting Basic Needs

Question	Measure	AHS	Private	Voluntary	Significant differences
Q17: Helped family member with eating because nurses or aides either didn't help or made him or her wait too long	% No to Q17 or Q16	91.0%	95.2%	96.1%	%AHS < %Priv and %Vol
	Mean (0 to 100)	91.0	95.2	96.1	
	N	188	1,447	1,088	
Q19: Helped family member with drinking because nurses or aides either didn't help or made him or her wait too long	% No to Q18 or Q19	91.0%	94.8%	96.3%	%Vol > %AHS and %Priv
	Mean (0 to 100)	91.0	94.8	96.3	
	Total N	189	1,456	1,095	
Q21: Helped family member with toileting because nurses or aides either didn't help or made him or her wait too long	% No to Q20 or Q21	86.8%	91.3%	93.7%	%Vol > %AHS and %Priv %Priv > %AHS
	Mean (0 to 100)	86.8	91.3	93.7	
	Total N	190	1,459	1,093	
Additional related questions not included in the dimension					
Q51: In the last 6 months, did you help with the care of your family member when you visited?	% No	32.8	35.3	38.2	
	Total N	186	1,456	1,084	
Q52: Do you feel that supportive living facility staff expects you to help with the care of your family member when you visit?	% No	85.9	86.1	84.9	
	Total N	184	1,424	1,075	
Q54: In the last 6 months, how often did your family member receive all of the medical services and treatments they needed?	% Usually or Always	95.7	93.8	92.4	
	Total N	188	1,445	1,087	
Q57: In the last 6 months, how often were your concerns about your family member's medication resolved?	% Usually or Always	90.4	86.9	83.3	
	Total N	94	640	442	

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