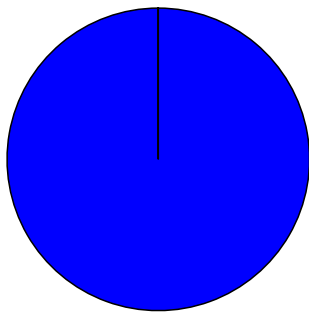




Report Title	Survey Summary Report - Family Annual Satisfaction Survey 2023
Date Start	01/22/2024
Date End	01/31/2024
Processed by	Katelyn Ward
Home Name	Albright Centre

Survey Status:



■ Not Submitted: 0 (0%)
■ Submitted: 33 (100%)
 Total Invites: 33

Survey Detail

1. Survey Number

Answer

2. RESIDENT CARE-GENERAL Opportunities for me to be involved in decisions that relate to my care have been....

Answer	Count	Total	Average	20%	40%	60%	80%	100%
Excellent	16	33	48.48%	<div style="width: 48.48%; height: 15px; background-color: blue;"></div>				
Good	14	33	42.42%	<div style="width: 42.42%; height: 15px; background-color: blue;"></div>				
Fair	2	33	6.06%	<div style="width: 6.06%; height: 15px; background-color: blue;"></div>				
Poor	0	33	0%					
Not Applicable	0	33	0%					
Don't Know	1	33	3.03%	<div style="width: 3.03%; height: 15px; background-color: blue;"></div>				
Other (please specify)	0	33	0%					

3. RESIDENT CARE-GENERAL Respect for my privacy is...

Answer	Count	Total	Average	20%	40%	60%	80%	100%
Excellent	13	33	39.39%	<div style="width: 39.39%; height: 15px; background-color: blue;"></div>				
Good	17	33	51.52%	<div style="width: 51.52%; height: 15px; background-color: blue;"></div>				

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Fair	1	33	3.03%	
Poor	0	33	0%	
Not Applicable	0	33	0%	
Don't Know	2	33	6.06%	
Other (please specify)	0	33	0%	

4. RESIDENT CARE-GENERAL Support in dealing with my adjustment to living in the Manor was....

Answer	Count	Total	Average	20%	40%	60%	80%	100%
Excellent	14	33	42.42%					
Good	16	33	48.48%					
Fair	2	33	6.06%					
Poor	0	33	0%					
Not Applicable	0	33	0%					
Don't Know	1	33	3.03%					
Other (please specify)	0	33	0%					

5. RESIDENT CARE-GENERAL Ongoing Assistance that I receive from the Manor is....

Answer	Count	Total	Average	20%	40%	60%	80%	100%
Excellent	15	33	45.45%					
Good	15	33	45.45%					
Fair	3	33	9.09%					
Poor	0	33	0%					
Not Applicable	0	33	0%					
Don't Know	0	33	0%					
Other (please specify)	0	33	0%					

6. RESIDENT CARE GENERAL: I can express my opinion without fear of the consequences.

Answer	Count	Total	Average	20%	40%	60%	80%	100%
Excellent	19	33	57.58%					
Good	10	33	30.3%					
Fair	1	33	3.03%					

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Poor	1	33	3.03%	
Not applicable	1	33	3.03%	
Don't Know	1	33	3.03%	
Other (please specify)	0	33	0%	

7. NURSING/MEDICAL/PERSONAL CARE How do you feel about the assistance you receive in eating?

Answer	Count	Total	Average	20%	40%	60%	80%	100%
Excellent	13	33	39.39%					
Good	13	33	39.39%					
Fair	1	33	3.03%					
Poor	0	33	0%					
Not Applicable	1	33	3.03%					
Don't Know	5	33	15.15%					
Other (please specify)	0	33	0%					

8. NURSING/MEDICAL/PERSONAL CARE How do you feel about the assistance you receive in bathing?

Answer	Count	Total	Average	20%	40%	60%	80%	100%
Excellent	10	33	30.3%					
Good	13	33	39.39%					
Fair	2	33	6.06%					
Poor	0	33	0%					
Not Applicable	0	33	0%					
Don't Know	8	33	24.24%					
Other (please specify)	0	33	0%					

9. NURSING/MEDICAL/PERSONAL CARE How do you feel about the assistance you receive in dressing?

Answer	Count	Total	Average	20%	40%	60%	80%	100%
Excellent	10	33	30.3%					
Good	16	33	48.48%					
Fair	2	33	6.06%					

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Poor	0	33	0%	
Not Applicable	0	33	0%	
Don't Know	5	33	15.15%	
Other (please specify)	0	33	0%	

10. NURSING/MEDICAL/PERSONAL CARE How do you feel about the assistance you receive in going to bathroom?

Answer	Count	Total	Average	20%	40%	60%	80%	100%
Excellent	11	33	33.33%					
Good	13	33	39.39%					
Fair	3	33	9.09%					
Poor	0	33	0%					
Not Applicable	0	33	0%					
Don't Know	6	33	18.18%					
Other (please specify)	0	33	0%					

11. NURSING/MEDICAL/PERSONAL CARE How do you feel about the assistance you receive in medications?

Answer	Count	Total	Average	20%	40%	60%	80%	100%
Excellent	17	33	51.52%					
Good	11	33	33.33%					
Fair	1	33	3.03%					
Poor	0	33	0%					
Not applicable	0	33	0%					
Don't Know	4	33	12.12%					
Other (please specify)	0	33	0%					

12. NURSING/MEDICAL/PERSONAL CARE How do you feel about the assistance you receive in treatments?

Answer	Count	Total	Average	20%	40%	60%	80%	100%
Excellent	14	33	42.42%					
Good	7	33	21.21%					

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Fair	2	33	6.06%	
Poor	0	33	0%	
Not applicable	2	33	6.06%	
Don't Know	8	33	24.24%	
Other (please specify)	0	33	0%	

13. NURSING/MEDICAL/PERSONAL CARE How do you feel about the assistance you receive in oral hygiene?

Answer	Count	Total	Average	20%	40%	60%	80%	100%
Excellent	6	33	18.18%					
Good	13	33	39.39%					
Fair	6	33	18.18%					
Poor	2	33	6.06%					
Not applicable	1	33	3.03%					
Don't Know	5	33	15.15%					
Other (please specify)	0	33	0%					

14. NURSING/MEDICAL/PERSONAL CARE If you are currently using a bladder/bowel control brief, it is well concealed under clothes.

Answer	Count	Total	Average	20%	40%	60%	80%	100%
Excellent	17	33	51.52%					
Good	11	33	33.33%					
Fair	1	33	3.03%					
Poor	0	33	0%					
Not applicable	0	33	0%					
Don't Know	4	33	12.12%					
Other (please specify)	0	33	0%					

15. NURSING/MEDICAL/PERSONAL CARE If you are currently using a bladder/bowel control brief, it is comfortable.

Answer	Count	Total	Average	20%	40%	60%	80%	100%
Excellent	12	33	36.36%					

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Good	11	33	33.33%	
Fair	1	33	3.03%	
Poor	0	33	0%	
Not applicable	0	33	0%	
Don't Know	9	33	27.27%	
Other (please specify)	0	33	0%	

16. NURSING/MEDICAL/PERSONAL CARE Your acute medical needs have been addressed in a timely manner

Answer	Count	Total	Average	20%	40%	60%	80%	100%
Excellent	18	33	54.55%					
Good	11	33	33.33%					
Fair	2	33	6.06%					
Poor	0	33	0%					
Not Applicable	0	33	0%					
Don't Know	2	33	6.06%					
Other (please specify)	0	33	0%					

17. NURSING/MEDICAL/PERSONAL CARE Availability and helpfulness of the Nursing Staff which includes RN/s, RPN's and PSW's.

Answer	Count	Total	Average	20%	40%	60%	80%	100%
Excellent	14	33	42.42%					
Good	13	33	39.39%					
Fair	2	33	6.06%					
Poor	0	33	0%					
Not applicable	0	33	0%					
Don't Know	3	33	9.09%					
Other (please specify)	1	33	3.03%					

Response: Dont see RN's around, PSW's yes

18. EXTERNAL PROVIDER RESIDENT SERVICES How do you feel about the assistance you receive from Willowdale Physiotherapy Services (Physio)

Answer	Count	Total	Average	20%	40%	60%	80%	100%

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Excellent	2	33	6.06%	
Good	3	33	9.09%	
Fair	1	33	3.03%	
Poor	0	33	0%	
Not Applicable	19	33	57.58%	
Don't Know	8	33	24.24%	
Other (please specify)	0	33	0%	

19. EXTERNAL PROVIDER RESIDENT SERVICES How do you feel about the assistance you receive from Albright Hair Salon?

Answer	Count	Total	Average	20%	40%	60%	80%	100%
Excellent	8	33	24.24%					
Good	10	33	30.3%					
Fair	7	33	21.21%					
Poor	1	33	3.03%					
Not applicable	5	33	15.15%					
Don't Know	2	33	6.06%					
Other (please specify)	0	33	0%					

20. EXTERNAL PROVIDER RESIDENT SERVICES How do you feel about the assistance you receive from Foot Care Services

Answer	Count	Total	Average	20%	40%	60%	80%	100%
Excellent	8	33	24.24%					
Good	8	33	24.24%					
Fair	3	33	9.09%					
Poor	0	33	0%					
Not applicable	7	33	21.21%					
Don't Know	7	33	21.21%					
Other (please specify)	0	33	0%					

21. EXTERNAL PROVIDER RESIDENT SERVICES How do you feel about the assistance you receive from Direct Dentistry

Answer	Count	Total	Average	20%	40%	60%	80%	100%
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Excellent	2	33	6.06%	
Good	3	33	9.09%	
Fair	3	33	9.09%	
Poor	0	33	0%	
Not applicable	16	33	48.48%	
Don't Know	9	33	27.27%	
Other (please specify)	0	33	0%	

22. EXTERNAL PROVIDER RESIDENT SERVICES How do you feel about the assistance you receive from SECURITY SERVICES

Answer	Count	Total	Average	20%	40%	60%	80%	100%
Excellent	3	33	9.09%					
Good	3	33	9.09%					
Fair	2	33	6.06%					
Poor	0	33	0%					
Not applicable	16	33	48.48%					
Don't Know	9	33	27.27%					
Other (please specify)	0	33	0%					

23. HOUSEKEEPING & LAUNDRY SERVICES The Manor is kept safe, clean & free of odour.

Answer	Count	Total	Average	20%	40%	60%	80%	100%
Excellent	21	33	63.64%					
Good	10	33	30.3%					
Fair	1	33	3.03%					
Poor	0	33	0%					
Not applicable	0	33	0%					
Don't Know	1	33	3.03%					
Other (please specify)	0	33	0%					

24. HOUSEKEEPING & LAUNDRY SERVICES The Laundry Services meet my needs...

Answer	Count	Total	Average	20%	40%	60%	80%	100%
Excellent	14	33	42.42%					

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Good	12	33	36.36%	
Fair	5	33	15.15%	
Poor	1	33	3.03%	
Not applicable	0	33	0%	
Don't Know	1	33	3.03%	
Other (please specify)	0	33	0%	

25. HOUSEKEEPING & LAUNDRY SERVICES Availability/helpfulness of the Housekeeping & Laundry Service Staff is

Answer	Count	Total	Average	20%	40%	60%	80%	100%
Excellent	12	33	36.36%					
Good	15	33	45.45%					
Fair	1	33	3.03%					
Poor	1	33	3.03%					
Not Applicable	0	33	0%					
Don't Know	4	33	12.12%					
Other (please specify)	0	33	0%					

26. BUILDING & PROPERTY SERVICES General upkeep of the building is...

Answer	Count	Total	Average	20%	40%	60%	80%	100%
Excellent	19	33	57.58%					
Good	11	33	33.33%					
Fair	1	33	3.03%					
Poor	0	33	0%					
Not applicable	0	33	0%					
Don't Know	2	33	6.06%					
Other (please specify)	0	33	0%					

27. BUILDING & PROPERTY SERVICES General upkeep of the grounds is...

Answer	Count	Total	Average	20%	40%	60%	80%	100%
Excellent	20	33	60.61%					
Good	7	33	21.21%					

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Fair	2	33	6.06%	
Poor	1	33	3.03%	
Not applicable	0	33	0%	
Don't Know	3	33	9.09%	
Other (please specify)	0	33	0%	

28. BUILDING & PROPERTY SERVICES Availability and helpfulness of the Maintenance Staff is..

Answer	Count	Total	Average	20%	40%	60%	80%	100%
Excellent	11	33	33.33%					
Good	5	33	15.15%					
Fair	1	33	3.03%					
Poor	0	33	0%					
Not applicable	6	33	18.18%					
Don't Know	10	33	30.3%					
Other (please specify)	0	33	0%					

29. PROGRAM & SUPPORT SERVICES The activities provided for the residents are..

Answer	Count	Total	Average	20%	40%	60%	80%	100%
Excellent	12	33	36.36%					
Good	12	33	36.36%					
Fair	5	33	15.15%					
Poor	1	33	3.03%					
Not applicable	1	33	3.03%					
Don't Know	2	33	6.06%					
Other (please specify)	0	33	0%					

30. PROGRAM & SUPPORT SERVICES The amount and variety of activity programs offered to me are...

Answer	Count	Total	Average	20%	40%	60%	80%	100%
Excellent	11	33	33.33%					
Good	12	33	36.36%					
Fair	7	33	21.21%					

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Poor	0	33	0%	
Not applicable	1	33	3.03%	
Don't Know	2	33	6.06%	
Other (please specify)	0	33	0%	

31. PROGRAM & SUPPORT SERVICES The involvement of volunteers at the Manor are...

Answer	Count	Total	Average	20%	40%	60%	80%	100%
Excellent	7	33	21.21%					
Good	5	33	15.15%					
Fair	1	33	3.03%					
Poor	3	33	9.09%					
Not applicable	2	33	6.06%					
Don't Know	15	33	45.45%					
Other (please specify)	0	33	0%					

32. PROGRAM & SUPPORT SERVICES The Religious and Spiritual Care Services offered here are...

Answer	Count	Total	Average	20%	40%	60%	80%	100%
Excellent	6	33	18.18%					
Good	10	33	30.3%					
Fair	1	33	3.03%					
Poor	2	33	6.06%					
Not applicable	2	33	6.06%					
Don't Know	12	33	36.36%					
Other (please specify)	0	33	0%					

33. PROGRAM & SUPPORT SERVICES Availability and helpfulness of the Recreation/Programs/ Restorative Staff is...

Answer	Count	Total	Average	20%	40%	60%	80%	100%
Excellent	7	33	21.21%					
Good	12	33	36.36%					
Fair	4	33	12.12%					
Poor	0	33	0%					

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Not applicable	2	33	6.06%	
Don't Know	8	33	24.24%	
Other (please specify)	0	33	0%	

34. BUSINESS OFFICE Efficiency in dealing with my business as it relates to the Manor is...

Answer	Count	Total	Average	20%	40%	60%	80%	100%
Excellent	18	33	54.55%					
Good	14	33	42.42%					
Fair	0	33	0%					
Poor	0	33	0%					
Not applicable	1	33	3.03%					
Don't Know	0	33	0%					
Other (please specify)	0	33	0%					

35. BUSINESS OFFICE The Business Office services are...

Answer	Count	Total	Average	20%	40%	60%	80%	100%
Excellent	16	33	48.48%					
Good	15	33	45.45%					
Fair	1	33	3.03%					
Poor	0	33	0%					
Not applicable	0	33	0%					
Don't Know	1	33	3.03%					
Other (please specify)	0	33	0%					

36. BUSINESS OFFICE Availability and helpfulness of the Business Office Staff is..

Answer	Count	Total	Average	20%	40%	60%	80%	100%
Excellent	16	33	48.48%					
Good	12	33	36.36%					
Fair	1	33	3.03%					
Poor	0	33	0%					
Not applicable	0	33	0%					

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Don't Know	4	33	12.12%	
Other (please specify)	0	33	0%	

37. FOOD SERVICES The Menu variety is...

Answer	Count	Total	Average	20%	40%	60%	80%	100%
Excellent	12	33	36.36%					
Good	13	33	39.39%					
Fair	4	33	12.12%					
Poor	0	33	0%					
Not applicable	0	33	0%					
Don't Know	4	33	12.12%					
Other (please specify)	0	33	0%					

38. FOOD SERVICES The meal portion size is...

Answer	Count	Total	Average	20%	40%	60%	80%	100%
Excellent	10	33	30.3%					
Good	11	33	33.33%					
Fair	3	33	9.09%					
Poor	0	33	0%					
Not applicable	0	33	0%					
Don't Know	5	33	15.15%					
Other (please specify)	4	33	12.12%					

39. FOOD SERVICES Special diet needs are met, for example - diabetic, texturized diets, food allergies, high calorie interventions, etc.

Answer	Count	Total	Average	20%	40%	60%	80%	100%
Excellent	10	33	30.3%					
Good	10	33	30.3%					
Fair	3	33	9.09%					
Poor	0	33	0%					
Not applicable	6	33	18.18%					
Don't Know	4	33	12.12%					



Other (please specify)	0	33	0%	
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40. FOOD SERVICES The dining experience is satisfying..

Answer	Count	Total	Average	20%	40%	60%	80%	100%
Excellent	10	33	30.3%					
Good	11	33	33.33%					
Fair	5	33	15.15%					
Poor	0	33	0%					
Not applicable	0	33	0%					
Don't Know	7	33	21.21%					
Other (please specify)	0	33	0%					

41. FOOD SERVICES Availability and helpfulness of Dietary Staff is...

Answer	Count	Total	Average	20%	40%	60%	80%	100%
Excellent	8	33	24.24%					
Good	14	33	42.42%					
Fair	1	33	3.03%					
Poor	0	33	0%					
Not applicable	1	33	3.03%					
Don't Know	9	33	27.27%					
Other (please specify)	0	33	0%					

42. OVERALL, the morale/living environment at Albright is...

Answer	Count	Total	Average	20%	40%	60%	80%	100%
Excellent	13	33	39.39%					
Good	16	33	48.48%					
Fair	3	33	9.09%					
Not Applicable	0	33	0%					
Don't Know	0	33	0%					

43. OVERALL Overall I would rate Albright Manor as...

Answer	Count	Total	Average	20%	40%	60%	80%	100%
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Excellent	15	33	45.45%	
Good	17	33	51.52%	
Fair	1	33	3.03%	
Poor	0	33	0%	
Not applicable	0	33	0%	
Don't Know	0	33	0%	
Other (please specify)	0	33	0%	

44. I am familiar with the Albright Manor Website

Answer	Count	Total	Average	20%	40%	60%	80%	100%
YES	19	33	57.58%					
NO	14	33	42.42%					

45. I receive updates via email (outbreak updates, newsletters etc.)

Answer	Count	Total	Average	20%	40%	60%	80%	100%
YES	32	33	96.97%					
NO	1	33	3.03%					

46. Care Conferences are helpful & informative

Answer	Count	Total	Average	20%	40%	60%	80%	100%
YES	26	33	78.79%					
NO	6	33	18.18%					

47. OVERALL I would recommend Albright Manor to my family or friends...

Answer	Count	Total	Average	20%	40%	60%	80%	100%
Yes	33	33	100%					
No	0	33	0%					

48. Survey Completed By

Answer	Count	Total	Average	20%	40%	60%	80%	100%
Power of Attorney for Personal Care	33	33	100%					
Substitut Decision Maker	0	33	0%					

49. Name (Optional)

Answer

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50. Any other comments

Answer
