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Date Printed:02/02/2024 Prepared by: Surge learning Inc.

Report Title	Survey Summary Report - Resident 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: 37 (100%)						
	Total Invites: 37						

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....

Count	Total	Average	20%	40%	60%	80%	100%
7	37	18.92%					
20	37	54.05%					
6	37	16.22%					
1	37	2.7%					
0	37	0%					
3	37	8.11%					
0	37	0%					
	7 20 6 1 0 3	7 37 20 37 6 37 1 37 0 37 3 37	7 37 18.92% 20 37 54.05% 6 37 16.22% 1 37 2.7% 0 37 0% 3 37 8.11%	7 37 18.92%	7 37 18.92% Image: Constraint of the state of th	7 37 18.92% Image: Constraint of the state of th	7 37 18.92% Image: Constraint of the state of th

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

Answer	Count	Total	Average	20%	40%	60%	80%	100%
Excellent	5	37	13.51%					
Good	25	37	67.57%					



	6	37	16.22%	
	1	37	2.7%	
	0	37	0%	
	0	37	0%	
ease	0	37	0%	
	ease	1 0 0	1 37 0 37 0 37 0 37	1 37 2.7% 0 37 0% 0 37 0%

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

Count	Total	Average	20%	40%	60%	80%	100%
4	37	10.81%					
26	37	70.27%					
3	37	8.11%					
4	37	10.81%					
0	37	0%					
0	37	0%					
0	37	0%					
	4 26 3 4 0 0	4 37 26 37 3 37 4 37 0 37 0 37	4 37 10.81% 26 37 70.27% 3 37 8.11% 4 37 10.81% 0 37 0% 0 37 0%	4 37 10.81% Image: second	4 37 10.81% Image: Constraint of the state of th	4 37 10.81% Image: Constraint of the state of th	4 37 10.81% Image: Constraint of the second sec

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

37 37 37 37	27.03% 56.76% 8.11%					
37						
	8.11%					
37	5.41%					
37	0%					
37	2.7%					
37	0%					
	37 37	37 0% 37 2.7%	37 0% 37 2.7%	37 0% 37 2.7%	37 0% 37 2.7%	37 0% 37 2.7%

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

Answer	Count	Total	Average	20%	40%	60%	80%	100%
Excellent	6	37	16.22%					
Good	25	37	67.57%					
Fair	1	37	2.7%					



Poor		4	37	10.81%	
Not applicabl	e	0	37	0%	
Don't Know		1	37	2.7%	
Other specify)	(please	0	37	0%	
				•	

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

3							80%	100%
2	37	8.11%						
10	37	27.03%						
1	37	2.7%						
1	37	2.7%						
22	37	59.46%						
0	37	0%						
0	37	0%						
	1 1 22 0	1 37 1 37 22 37 0 37	1 37 2.7% 1 37 2.7% 22 37 59.46% 0 37 0%	1 37 2.7% 1 37 2.7% 22 37 59.46% 0 37 0%	1 37 2.7% 1 37 2.7% 22 37 59.46% 0 37 0%	1 37 2.7% 1 37 2.7% 22 37 59.46% 0 37 0%	1 37 2.7% 1 37 2.7% 22 37 59.46% 0 37 0%	1 37 2.7% 1 37 2.7% 22 37 59.46% 0 37 0%

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

Count	Total	Average	20%	40%	60%	80%	100%
8	37	21.62%					
22	37	59.46 %					
3	37	8.11%					
3	37	8.11%					
1	37	2.7%					
0	37	0%					
0	37	0%					
	8 22 3 3 1 0	8 37 22 37 3 37 3 37 1 37 0 37	8 37 21.62% 22 37 59.46% 3 37 8.11% 3 37 8.11% 1 37 2.7% 0 37 0%	8 37 21.62%	8 37 21.62% Image: Constraint of the second sec	8 37 21.62% Image: Constraint of the state of th	8 37 21.62% Image: Constraint of the second sec

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	7	37	18.92%					
Good	17	37	45.95%					
Fair	3	37	8.11%					



Poor	1	37	2.7%	
Not Applicable	9	37	24.32%	
Don't Know	0	37	0%	
Other (please specify)	0	37	0%	

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

Count	Total	Average	20%	40%	60%	80%	100%
6	37	16.22%					
14	37	37.84%					
5	37	13.51%					
0	37	0%					
12	37	32.43%					
0	37	0%					
0	37	0%					
	6 14 5 0 12 0	6 37 14 37 5 37 0 37 12 37 0 37	6 37 16.22% 14 37 37.84% 5 37 13.51% 0 37 0% 12 37 32.43% 0 37 0%	6 37 16.22% 1 14 37 37.84% 1 5 37 13.51% 1 0 37 0% 1 12 37 0% 1	6 37 16.22% Image: Constraint of the state of th	6 37 16.22% Image: Constraint of the state of th	6 37 16.22% Image: Constraint of the state of th

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	8	37	21.62%						
Good	25	37	67.57%						
Fair	3	37	8.11%						
Poor	1	37	2.7%						
Not applicable	0	37	0%						
Don't Know	0	37	0%						
Other (please specify)	0	37	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	5	37	13.51%					
Good	19	37	51.35%					



	4	37	10.81%	
	0	37	0%	
	9	37	24.32%	
	0	37	0%	
please	0	37	0%	
		0 9 0	0 37 9 37 0 37 37 37	0 37 0% 9 37 24.32% 0 37 0%

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

3		1					
	37	8.11%					
11	37	29.73%					
0	37	0%					
1	37	2.7%					
22	37	59.46%					
0	37	0%					
0	37	0%					
-	0 1 22 0	0 37 1 37 22 37 0 37	0 37 0% 1 37 2.7% 22 37 59.46% 0 37 0%	0 37 0% 1 37 2.7% 22 37 59.46% 0 37 0%	0 37 0% 1 37 2.7% 22 37 59.46% 0 37 0%	0 37 0% 1 37 2.7% 22 37 59.46% 0 37 0%	0 37 0% 1 37 2.7% 22 37 59.46% 0 37 0%

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

Count	Total	Average	20%	40%	60%	80%	100%
7	37	18.92%					
23	37	62.16 %					
1	37	2.7%					
0	37	0%					
6	37	16.22%					
0	37	0%					
0	37	0%					
	7 23 1 0 6 0	7 37 23 37 1 37 0 37 6 37 0 37	7 37 18.92% 23 37 62.16% 1 37 2.7% 0 37 0% 6 37 16.22% 0 37 0%	7 37 18.92% 1 23 37 62.16% 1 1 37 2.7% 1 0 37 0% 1 6 37 16.22% 1 0 37 0% 1	7 37 18.92% Image: Constraint of the state of th	7 37 18.92% Image: Constraint of the state of th	7 37 18.92% Image: Constraint of the state of th

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	5	37	13.51%					



Good	22	37	59.46 %	
Fair	4	37	10.81%	
Poor	1	37	2.7%	•
Not applicable	5	37	13.51%	
Don't Know	0	37	0%	
Other (please specify)	0	37	0%	

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

Count	Total	Average	20%	40%	60%	80%	100%
5	37	13.51%					
25	37	67.57%					
3	37	8.11%					
1	37	2.7%					
2	37	5.41%					
1	37	2.7%					
0	37	0%					
	5 25 3 1 2 1	5 37 25 37 3 37 1 37 2 37 1 37 2 37 1 37	5 37 13.51% 25 37 67.57% 3 37 8.11% 1 37 2.7% 2 37 5.41% 1 37 2.7%	5 37 13.51% Image: state sta	5 37 13.51% Image: Constraint of the state of th	5 37 13.51% Image: Constraint of the second sec	5 37 13.51% Image: Constraint of the second sec

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

Count	Total	Average	20%	40%	60%	80%	100%
9	37	24.32%					
23	37	62.16%					
5	37	13.51%					
0	37	0%					
0	37	0%					
0	37	0%					
0	37	0%					
	9 23 5 0 0 0	9 37 23 37 5 37 0 37 0 37 0 37 0 37 0 37 0 37	9 37 24.32% 23 37 62.16% 5 37 13.51% 0 37 0% 0 37 0% 0 37 0%	9 37 24.32% 23 37 62.16% 5 37 13.51% 0 37 0% 0 37 0% 0 37 0%	9 37 24.32% Image: Constraint of the second sec	9 37 24.32% Image: Constraint of the state of th	9 37 24.32% Image: Constraint of the second sec

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%



8 37 L 37	48.65%	
L 37		
	2.7%	
) 37	0%	
0 37	27.03%	
2 37	5.41%	
) 37	0%	
	.0 37 2 37	.0 37 27.03% 2 37 5.41%

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

Count	Total	Average	20%	40%	60%	80%	100%
9	37	24.32%					
15	37	40.54%					
2	37	5.41%					
0	37	0%					
10	37	27.03%					
1	37	2.7%					
0	37	0%					
	9 15 2 0 10 1	9 37 15 37 2 37 0 37 10 37 1 37	9 37 24.32% 15 37 40.54% 2 37 5.41% 0 37 0% 10 37 27.03% 1 37 2.7%	9 37 24.32% 1 15 37 40.54% 1 2 37 5.41% 1 0 37 0% 1 10 37 27.03% 1 1 37 2.7% 1	9 37 24.32% Image: Constraint of the state of th	9 37 24.32% Image: Constraint of the state of th	9 37 24.32% Image: Constraint of the state of th

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

Count	Total	Average	20%	40%	60%	80%	100%
6	37	16.22%					
15	37	40.54%					
3	37	8.11%					
0	37	0%					
11	37	29.73%					
2	37	5.41%					
0	37	0%					
	6 15 3 0 11 2	6 37 15 37 3 37 0 37 11 37 2 37	6 37 16.22% 15 37 40.54% 3 37 8.11% 0 37 0% 11 37 29.73% 2 37 5.41%	6 37 16.22% Image: Constraint of the state of th	6 37 16.22% Image: Constraint of the state of th	6 37 16.22% Image: Constraint of the state of th	6 37 16.22% Image: Constraint of the state of th

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

Answer Coun	Total Average	20% 40% 60%	80% 100%
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Excellent	1	37	2.7%	
Good	6	37	16.22%	
Fair	2	37	5.41%	
Poor	0	37	0%	
Not applicable	24	37	64.86%	
Don't Know	4	37	10.81%	
Other (please specify)	0	37	0%	

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

Count	Total	Average	20%	40%	60%	80%	100%
0	37	0%					
7	37	18.92%					
2	37	5.41%					
0	37	0%					
25	37	67.57%					
3	37	8.11%					
0	37	0%					
	0 7 2 0 25 3	0 37 7 37 2 37 0 37 25 37 3 37	0 37 0% 7 37 18.92% 2 37 5.41% 0 37 0% 25 37 67.57% 3 37 8.11%	0 37 0% 7 37 18.92% Image: Compare the state of the stat	0 37 0% 7 37 18.92% Image: Compare the second s	0 37 0% 7 37 18.92% Image: Compare the second s	0 37 0% 7 37 18.92% Image: Compare the second s

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

Answer	Count	Total	Average	20%	40%	60%	80%	100%
Excellent	13	37	35.14%					
Good	20	37	54.05%					
Fair	3	37	8.11%					
Poor	0	37	0%					
Not applicable	0	37	0%					
Don't Know	1	37	2.7%					
Other (please specify)	0	37	0%					

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

Answer	Count	Total	Average	20%	40%	60%	80%	100%
Excellent	10	37	27.03%					



Good	21	37	56.76%	
Fair	4	37	10.81%	
Poor	2	37	5.41%	
Not applicable	0	37	0%	
Don't Know	0	37	0%	
Other (please specify)	0	37	0%	

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

Count	Total	Average	20%	40%	60%	80%	100%
8	37	21.62%					
25	37	67.57%					
4	37	10.81%					
0	37	0%					
0	37	0%					
0	37	0%					
0	37	0%					
	8 25 4 0 0 0	8 37 25 37 4 37 0 37 0 37 0 37 0 37 0 37	8 37 21.62% 25 37 67.57% 4 37 10.81% 0 37 0% 0 37 0% 0 37 0%	8 37 21.62%	8 37 21.62% Image: Constraint of the second sec	8 37 21.62% Image: Constraint of the second sec	8 37 21.62% Image: Constraint of the second sec

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

Answer	Count	Total	Average	20%	40%	60%	80%	100%
Excellent	8	37	21.62%					
Good	17	37	45.95%					
Fair	8	37	21.62%					
Poor	1	37	2.7%					
Not applicable	1	37	2.7%					
Don't Know	2	37	5.41%					
Other (please specify)	0	37	0%					
	1	1		1				

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

Answer	Count	Total	Average	20%	40%	60%	80%	100%
Excellent	11	37	29.73%					
Good	18	37	48.65%					



Fair		4	37	10.81%	
Poor		0	37	0%	
Not applicab	ole	1	37	2.7%	
Don't Know		3	37	8.11%	
Other specify)	(please	0	37	0%	
specify)	-				

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

Answer	Count	Total	Average	20%	40%	60%	80%	100%
Excellent	11	37	29.73%					
Good	15	37	40.54%					
Fair	6	37	16.22%					
Poor	0	37	0%					
Not applicable	2	37	5.41%					
Don't Know	3	37	8.11%					
Other (please specify)	0	37	0%					
	ļ	ļ		I				

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

Count	Total	Average	20%	40%	60%	80%	100%
8	37	21.62%					
17	37	45.95%					
6	37	16.22%					
1	37	2.7%					
3	37	8.11%					
2	37	5.41%					
0	37	0%					
	8 17 6 1 3 2	8 37 17 37 6 37 1 37 3 37 2 37	8 37 21.62% 17 37 45.95% 6 37 16.22% 1 37 2.7% 3 37 8.11% 2 37 5.41%	8 37 21.62% Image: state sta	8 37 21.62% Image: Constraint of the state of th	8 37 21.62% Image: Constraint of the state of th	8 37 21.62% Image: Constraint of the state of th

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	9	37	24.32%					
Good	17	37	45.95%					
Fair	7	37	18.92%					



Poor	1	37	2.7%	
Not applicable	2	37	5.41%	
Don't Know	1	37	2.7%	
Other (please specify)	0	37	0%	

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

Count	Total	Average	20%	40%	60%	80%	100%
6	37	16.22%					
8	37	21.62%					
8	37	21.62%					
10	37	27.03%					
2	37	5.41%					
3	37	8.11%					
0	37	0%					
	6 8 8 10 2 3	6 37 8 37 8 37 10 37 2 37 3 37	6 37 16.22% 8 37 21.62% 8 37 21.62% 10 37 27.03% 2 37 5.41% 3 37 8.11%	6 37 16.22% Image: second	6 37 16.22% Image: Constraint of the constrain	6 37 16.22% Image: Constraint of the state of th	6 37 16.22% Image: Constraint of the state of th

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

Count	Total	Average	20%	40%	60%	80%	100%
10	37	27.03%					
13	37	35.14%					
2	37	5.41%					
1	37	2.7%					
8	37	21.62%					
3	37	8.11%					
0	37	0%					
	10 13 2 1 8 3	10 37 13 37 2 37 1 37 8 37 3 37	10 37 27.03% 13 37 35.14% 2 37 5.41% 1 37 2.7% 8 37 21.62% 3 37 8.11%	10 37 27.03% 1 13 37 35.14% 1 2 37 5.41% 1 1 37 2.7% 1 3 37 2.1.62% 1 3 37 8.11% 1	10 37 27.03% Image: Constraint of the state of t	10 37 27.03% Image: Constraint of the state of t	10 37 27.03% Image: Constraint of the state of t

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

Answer	Count	Total	Average	20%	40%	60%	80%	100%
Excellent	15	37	40.54%					
Good	16	37	43.24%					
Fair	3	37	8.11%					
Poor	1	37	2.7%					



Not applicable	0	37	0%	
Don't Know	2	37	5.41%	
Other (plea specify)	se O	37	0%	
	•			

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

Count	Total	Average	20%	6	40%	60%	80%	100%
6	37	16.22%						
8	37	21.62%						
1	37	2.7%						
1	37	2.7%						
18	37	48.65%						
3	37	8.11%						
0	37	0%						
	6 8 1 1 18 3	6 37 8 37 1 37 1 37 1 37 1 37 3 37	6 37 16.22% 8 37 21.62% 1 37 2.7% 1 37 2.7% 18 37 48.65% 3 37 8.11%	6 37 16.22% 1 8 37 21.62% 1 1 37 2.7% 1 1 37 2.7% 1 18 37 48.65% 1 3 37 8.11% 1	6 37 16.22% Image: Constraint of the state of th	6 37 16.22% Image: Constraint of the state of th	6 37 16.22% Image: Constraint of the state of th	6 37 16.22% Image: Constraint of the state of th

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

Answer	Count	Total	Average		20%	40%	60%	80%	100%
Excellent	6	37	16.22%						
Good	10	37	27.03%						
Fair	1	37	2.7%						
Poor	0	37	0%						
Not applicable	17	37	45.95%						
Don't Know	3	37	8.11%						
Other (please specify)	0	37	0%						
	1	1		1					

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

Answer	Count	Total	Average	20%	40%	60%	80%	100%
Excellent	5	37	13.51%					
Good	10	37	27.03%					
Fair	1	37	2.7%					
Poor	0	37	0%					
Not applicable	17	37	45.95%					



Don't Know		4	37	10.81%	
Other specify)	(please	0	37	0%	

37. FOOD SERVICES The Menu variety is...

10.81% 51.35% 24.32% 13.51%
24.32%
13.51%
0%
0%
0%

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

Answer	Count	Total	Average	20%	40%	60%	80%	100%
Excellent	5	37	13.51%					
Good	25	37	67.57%					
Fair	7	37	18.92%					
Poor	0	37	0%					
Not applicable	0	37	0%					
Don't Know	0	37	0%					
Other (please specify)	0	37	0%					
	1	1	1	1				

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

Answer	Count	Total	Average	20%	6 40%	60%	80%	100%
Excellent	5	37	13.51%					
Good	19	37	51.35%					
Fair	2	37	5.41%					
Poor	2	37	5.41%					
Not applicable	7	37	18.92%					
Don't Know	2	37	5.41%					

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Other specify)	(please	0	37	0%			

40. FOOD SERVICES The dining experience is satisfying..

Answer	Count	Total	Average	20%	40%	60%	80%	100%
Excellent	3	37	8.11%					
Good	19	37	51.35%					
Fair	9	37	24.32%					
Poor	4	37	10.81%					
Not applicable	2	37	5.41%					
Don't Know	0	37	0%					
Other (please specify)	0	37	0%					
specify)								

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

6 3	7 10 220/					
	7 16.22%					
24 3	7 64.86%					
5 3	7 13.51%					
0 3	7 0%					
0 3	7 0%					
2 3	7 5.41%					
0 3	7 0%					
	5 3 0 3 0 3 2 3	5 37 13.51% 0 37 0% 0 37 0% 2 37 5.41%	5 37 13.51% 0 37 0% 1 37 0% 2 37 5.41%	5 37 13.51% 0 37 0% 1 37 0% 2 37 5.41%	5 37 13.51% Image: Constraint of the second sec	5 37 13.51% 0 37 0% 1 37 0% 2 37 5.41%

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

Answer	Count	Total	Average	20)%	40%	60%	80%	100%
Excellent	11	37	29.73%						
Good	18	37	48.65%						
Fair	6	37	16.22%						
Poor	0	37	0%						
Not applicable	0	37	0%						
Don't Know	1	37	2.7%						
Other (please specify)	1	37	2.7%						



Response: Nothing Checked

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

Answer	Count	Total	Average	20%	40%	60%	80%	100%
Yes	33	37	89.19%					
Νο	4	37	10.81%					

44. Survey Completed By

Answer	Count	Total	Average	20%	40%	60%	80%	100%
Resident	4	37	10.81%					
Power of Attorney for Personal Care/Substitue Decision Maker	0	37	0%					
Other (please specify)	33	37	89.19%					
Response: Resident with Response: Resident with	TR Staff TR Staff							

45. Name (Optional)

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Answer

46. Any other comments

Answer