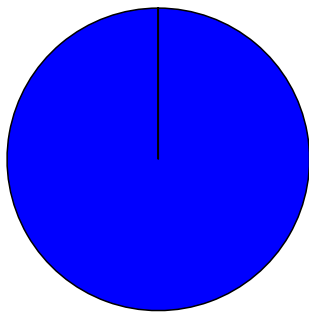




Report Title	Survey Summary Report - Resident Annual Satisfaction Survey 2023
Date Start	01/22/2024
Date End	01/31/2024
Processed by	Katelyn Ward
Home Name	Albright Centre

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....

Answer	Count	Total	Average	20%	40%	60%	80%	100%
Excellent	7	37	18.92%	<div style="width: 18.92%; height: 10px; background-color: blue;"></div>				
Good	20	37	54.05%	<div style="width: 54.05%; height: 10px; background-color: blue;"></div>				
Fair	6	37	16.22%	<div style="width: 16.22%; height: 10px; background-color: blue;"></div>				
Poor	1	37	2.7%	<div style="width: 2.7%; height: 10px; background-color: blue;"></div>				
Not Applicable	0	37	0%					
Don't Know	3	37	8.11%	<div style="width: 8.11%; height: 10px; background-color: blue;"></div>				
Other (please specify)	0	37	0%					

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

Answer	Count	Total	Average	20%	40%	60%	80%	100%
Excellent	5	37	13.51%	<div style="width: 13.51%; height: 10px; background-color: blue;"></div>				
Good	25	37	67.57%	<div style="width: 67.57%; height: 10px; background-color: blue;"></div>				

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Fair	6	37	16.22%	
Poor	1	37	2.7%	
Not Applicable	0	37	0%	
Don't Know	0	37	0%	
Other (please specify)	0	37	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	4	37	10.81%					
Good	26	37	70.27%					
Fair	3	37	8.11%					
Poor	4	37	10.81%					
Not Applicable	0	37	0%					
Don't Know	0	37	0%					
Other (please specify)	0	37	0%					

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

Answer	Count	Total	Average	20%	40%	60%	80%	100%
Excellent	10	37	27.03%					
Good	21	37	56.76%					
Fair	3	37	8.11%					
Poor	2	37	5.41%					
Not Applicable	0	37	0%					
Don't Know	1	37	2.7%					
Other (please specify)	0	37	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	6	37	16.22%					
Good	25	37	67.57%					
Fair	1	37	2.7%					

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Poor	4	37	10.81%	
Not applicable	0	37	0%	
Don't Know	1	37	2.7%	
Other (please specify)	0	37	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	3	37	8.11%					
Good	10	37	27.03%					
Fair	1	37	2.7%					
Poor	1	37	2.7%					
Not Applicable	22	37	59.46%					
Don't Know	0	37	0%					
Other (please specify)	0	37	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	8	37	21.62%					
Good	22	37	59.46%					
Fair	3	37	8.11%					
Poor	3	37	8.11%					
Not Applicable	1	37	2.7%					
Don't Know	0	37	0%					
Other (please specify)	0	37	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	7	37	18.92%					
Good	17	37	45.95%					
Fair	3	37	8.11%					

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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?

Answer	Count	Total	Average	20%	40%	60%	80%	100%
Excellent	6	37	16.22%					
Good	14	37	37.84%					
Fair	5	37	13.51%					
Poor	0	37	0%					
Not Applicable	12	37	32.43%					
Don't Know	0	37	0%					
Other (please specify)	0	37	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	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%					

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Fair	4	37	10.81%	
Poor	0	37	0%	
Not applicable	9	37	24.32%	
Don't Know	0	37	0%	
Other (please specify)	0	37	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	3	37	8.11%					
Good	11	37	29.73%					
Fair	0	37	0%					
Poor	1	37	2.7%					
Not applicable	22	37	59.46%					
Don't Know	0	37	0%					
Other (please specify)	0	37	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	7	37	18.92%					
Good	23	37	62.16%					
Fair	1	37	2.7%					
Poor	0	37	0%					
Not applicable	6	37	16.22%					
Don't Know	0	37	0%					
Other (please specify)	0	37	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	5	37	13.51%					

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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

Answer	Count	Total	Average	20%	40%	60%	80%	100%
Excellent	5	37	13.51%					
Good	25	37	67.57%					
Fair	3	37	8.11%					
Poor	1	37	2.7%					
Not Applicable	2	37	5.41%					
Don't Know	1	37	2.7%					
Other (please specify)	0	37	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	9	37	24.32%					
Good	23	37	62.16%					
Fair	5	37	13.51%					
Poor	0	37	0%					
Not applicable	0	37	0%					
Don't Know	0	37	0%					
Other (please specify)	0	37	0%					

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	6	37	16.22%	
Good	18	37	48.65%	
Fair	1	37	2.7%	
Poor	0	37	0%	
Not Applicable	10	37	27.03%	
Don't Know	2	37	5.41%	
Other (please specify)	0	37	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	9	37	24.32%					
Good	15	37	40.54%					
Fair	2	37	5.41%					
Poor	0	37	0%					
Not applicable	10	37	27.03%					
Don't Know	1	37	2.7%					
Other (please specify)	0	37	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	6	37	16.22%					
Good	15	37	40.54%					
Fair	3	37	8.11%					
Poor	0	37	0%					
Not applicable	11	37	29.73%					
Don't Know	2	37	5.41%					
Other (please specify)	0	37	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	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

Answer	Count	Total	Average	20%	40%	60%	80%	100%
Excellent	0	37	0%					
Good	7	37	18.92%					
Fair	2	37	5.41%					
Poor	0	37	0%					
Not applicable	25	37	67.57%					
Don't Know	3	37	8.11%					
Other (please specify)	0	37	0%					

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%					

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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

Answer	Count	Total	Average	20%	40%	60%	80%	100%
Excellent	8	37	21.62%					
Good	25	37	67.57%					
Fair	4	37	10.81%					
Poor	0	37	0%					
Not Applicable	0	37	0%					
Don't Know	0	37	0%					
Other (please specify)	0	37	0%					

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%					

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%					

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

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%					

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

Answer	Count	Total	Average	20%	40%	60%	80%	100%
Excellent	8	37	21.62%					
Good	17	37	45.95%					
Fair	6	37	16.22%					
Poor	1	37	2.7%					
Not applicable	3	37	8.11%					
Don't Know	2	37	5.41%					
Other (please specify)	0	37	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	9	37	24.32%					
Good	17	37	45.95%					
Fair	7	37	18.92%					

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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...

Answer	Count	Total	Average	20%	40%	60%	80%	100%
Excellent	6	37	16.22%					
Good	8	37	21.62%					
Fair	8	37	21.62%					
Poor	10	37	27.03%					
Not applicable	2	37	5.41%					
Don't Know	3	37	8.11%					
Other (please specify)	0	37	0%					

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

Answer	Count	Total	Average	20%	40%	60%	80%	100%
Excellent	10	37	27.03%					
Good	13	37	35.14%					
Fair	2	37	5.41%					
Poor	1	37	2.7%					
Not applicable	8	37	21.62%					
Don't Know	3	37	8.11%					
Other (please specify)	0	37	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	15	37	40.54%					
Good	16	37	43.24%					
Fair	3	37	8.11%					
Poor	1	37	2.7%					

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Not applicable	0	37	0%	
Don't Know	2	37	5.41%	■
Other (please specify)	0	37	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	6	37	16.22%	■				
Good	8	37	21.62%	■				
Fair	1	37	2.7%	■				
Poor	1	37	2.7%	■				
Not applicable	18	37	48.65%	■				
Don't Know	3	37	8.11%	■				
Other (please specify)	0	37	0%					

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%					

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%	■				

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

37. FOOD SERVICES The Menu variety is...

Answer	Count	Total	Average	20%	40%	60%	80%	100%
Excellent	4	37	10.81%					
Good	19	37	51.35%					
Fair	9	37	24.32%					
Poor	5	37	13.51%					
Not applicable	0	37	0%					
Don't Know	0	37	0%					
Other (please specify)	0	37	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%					

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	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 (please specify)	0	37	0%	
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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%					

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

Answer	Count	Total	Average	20%	40%	60%	80%	100%
Excellent	6	37	16.22%					
Good	24	37	64.86%					
Fair	5	37	13.51%					
Poor	0	37	0%					
Not applicable	0	37	0%					
Don't Know	2	37	5.41%					
Other (please specify)	0	37	0%					

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%					

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Answer

46. Any other comments

Answer