



Tri-County
Mennonite Homes

Aldaview Services
Greenwood Court | Nithview Community

Making Every Day Matter

2016 RESIDENT SATISFACTION SURVEY: DATA TABLES

Greenwood Court & Nithview Community

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Document Notes

This document contains data tables from the 2016 Resident Satisfaction Survey for Greenwood Court and Nithview Community. Tables include responses, by home area, for each survey question from the key domains explored in the survey. All answer categories are reported as percentages (except Don't Know/No Opinion, which are reported as number of responses). Percentages were rounded to the nearest whole number; therefore, in some cases, the totals in each column do not add up to 100%.

Living Arrangements

I live in:

Area – Nithview (n = 74)	Number of Respondents
Not specified	10
Nithview Community Assisted Living	25
Nithview Community Independent Living – Garden townhouse	24
Nithview Community Independent Living – Tower apartment	6
Nithview Community Supported Living	9
Total Nithview	74
Area – Greenwood (n = 71)	Number of Respondents
Greenwood - Not specified	11
Greenwood Court Apartment	53
Greenwood Court Loft	7
Total Greenwood	71

I live:

	Nithview n = 65	Greenwood n = 60
Alone	82%	77%
With my spouse	18%	23%

Administration

The administrative staff are approachable and friendly and treat me with respect.

	Nithview n = 66	Greenwood n = 70
Strongly Agree	59%	57%
Agree	41%	43%
Disagree	0%	0%
Strongly Disagree	0%	0%
No Opinion/Don't Know	0	0

My questions, requests or complaints to administration are responded to quickly and efficiently.

	Nithview n = 60	Greenwood n = 65
Strongly Agree	43%	43%
Agree	50%	51%
Disagree	7%	6%
Strongly Disagree	0%	0%
No Opinion/Don't Know	2	3

My admission documents (lease, life lease, etc.) were fully explained to me and I was given sufficient time to review and understand.

	Nithview n = 63	Greenwood n = 63
Strongly Agree	38%	41%
Agree	57%	56%
Disagree	5%	3%
Strongly Disagree	0%	0%
No Opinion/Don't Know	0	1

My invoices are accurate and easy to understand.

	Nithview n = 66	Greenwood n = 66
Strongly Agree	44%	36%
Agree	55%	59%
Disagree	2%	5%
Strongly Disagree	0%	0%
No Opinion/Don't Know	1	1

Administration does a good job of communicating with me.

	Nithview n = 66	Greenwood n = 64
Strongly Agree	41%	38%
Agree	56%	59%
Disagree	3%	3%
Strongly Disagree	0%	0%
No Opinion/Don't Know	0	0

Overall, I am satisfied with the administrative staff and services.

	Nithview n = 66	Greenwood n = 68
Strongly Agree	45%	41%
Agree	55%	57%
Disagree	0%	1%
Strongly Disagree	0%	0%
No Opinion/Don't Know	0	0

Facilities and Maintenance

The maintenance staff are approachable and friendly and treat me with respect.

	Nithview n = 69	Greenwood n = 68
Strongly Agree	52%	57%
Agree	48%	40%
Disagree	0%	3%
Strongly Disagree	0%	0%
No Opinion/Don't Know	1	2

My maintenance questions, requests or complaints are responded to quickly and efficiently.

	Nithview n = 67	Greenwood n = 68
Strongly Agree	39%	57%
Agree	52%	38%
Disagree	9%	4%
Strongly Disagree	0%	0%
No Opinion/Don't Know	1	2

My unit was clean and in good repair when I moved in.

	Nithview n = 70	Greenwood n = 69
Strongly Agree	53%	55%
Agree	46%	42%
Disagree	1%	3%
Strongly Disagree	0%	0%
No Opinion/Don't Know	0	0

My unit is kept in good repair by maintenance staff.

	Nithview n = 67	Greenwood n = 69
Strongly Agree	46%	54%
Agree	52%	42%
Disagree	1%	4%
Strongly Disagree	0%	0%
No Opinion/Don't Know	1	0

The common areas that I use are well maintained and kept in good repair

	Nithview n = 70	Greenwood n = 68
Strongly Agree	49%	54%
Agree	51%	46%
Disagree	0%	0%
Strongly Disagree	0%	0%
No Opinion/Don't Know	2	1

I feel safe and secure in my home.

	Nithview n = 70	Greenwood n = 68
Strongly Agree	57%	60%
Agree	41%	40%
Disagree	1%	0%
Strongly Disagree	0%	0%
No Opinion/Don't Know	1	0

Overall, I am satisfied with the facilities and the maintenance.

	Nithview n = 68	Greenwood n = 66
Strongly Agree	46%	58%
Agree	51%	38%
Disagree	3%	5%
Strongly Disagree	0%	0%
No Opinion/Don't Know	1	0

Pastoral and Spiritual Care

The pastoral/spiritual staff are approachable and friendly and treat me with respect.

	Nithview n = 48	Greenwood n = 50
Strongly Agree	48%	54%
Agree	52%	46%
Disagree	0%	0%
Strongly Disagree	0%	0%
No Opinion/Don't Know	15	10

My questions, requests or complaints to the pastoral/spiritual staff are responded to quickly and efficiently.

	Nithview n = 37	Greenwood n = 42
Strongly Agree	41%	50%
Agree	59%	50%
Disagree	0%	0%
Strongly Disagree	0%	0%
No Opinion/Don't Know	24	14

The pastoral/spiritual services and activities are relevant and meet my needs.

	Nithview n = 46	Greenwood n = 47
Strongly Agree	41%	51%
Agree	59%	45%
Disagree	0%	4%
Strongly Disagree	0%	0%
No Opinion/Don't Know	17	12

There are sufficient pastoral/spiritual services and activities.

	Nithview n = 48	Greenwood n = 50
Strongly Agree	38%	48%
Agree	63%	50%
Disagree	0%	2%
Strongly Disagree	0%	0%
No Opinion/Don't Know	13	8

Overall, I am satisfied with the pastoral/spiritual staff and services.

	Nithview n = 52	Greenwood n = 56
Strongly Agree	38%	52%
Agree	60%	46%
Disagree	2%	2%
Strongly Disagree	0%	0%
No Opinion/Don't Know	14	8

Recreation

The recreation staff are approachable and friendly and treat me with respect.

	Nithview n = 67	Greenwood n = 53
Strongly Agree	57%	45%
Agree	43%	55%
Disagree	0%	0%
Strongly Disagree	0%	0%
No Opinion/Don't Know	2	5

My questions, requests or complaints to the recreation staff are responded to quickly and efficiently.

	Nithview n = 60	Greenwood n = 45
Strongly Agree	52%	42%
Agree	48%	56%
Disagree	0%	2%
Strongly Disagree	0%	0%
No Opinion/Don't Know	6	12

The recreational activities, outings and social events offered are enjoyable and meet my needs.

	Nithview n = 62	Greenwood n = 49
Strongly Agree	53%	39%
Agree	45%	51%
Disagree	2%	10%
Strongly Disagree	0%	0%
No Opinion/Don't Know	6	10

There are sufficient recreational activities, outings and social events.

	Nithview n = 62	Greenwood n = 52
Strongly Agree	50%	31%
Agree	50%	54%
Disagree	0%	15%
Strongly Disagree	0%	0%
No Opinion/Don't Know	6	10

Overall, I am satisfied with the recreation staff and services.

	Nithview n = 64	Greenwood n = 58
Strongly Agree	48%	41%
Agree	52%	52%
Disagree	0%	5%
Strongly Disagree	0%	2%
No Opinion/Don't Know	7	5

Food and Dietary Services

The dietary staff are approachable and friendly and treat me with respect.

Importance Rating	Nithview n = 33	Greenwood n = 32
Important	97%	91%
Not Important	3%	9%
Agreement Rating	Nithview n = 27	Greenwood n = 35
Strongly Agree	33%	31%
Agree	59%	60%
Disagree	7%	6%
Strongly Disagree	0%	3%
No Opinion/Don't Know	1	0

My questions, requests or complaints to the dietary staff are responded to quickly and efficiently.

Importance Rating	Nithview n = 25	Greenwood n = 26
Important	92%	88%
Not Important	8%	12%
Agreement Rating	Nithview n = 29	Greenwood n = 36
Strongly Agree	37%	25%
Agree	52%	56%
Disagree	11%	17%
Strongly Disagree	0%	3%
No Opinion/Don't Know	2	0

I like the menu selections that are offered.

Importance Rating	Nithview n = 27	Greenwood n = 27
Important	96%	89%
Not Important	4%	11%
Agreement Rating	Nithview n = 32	Greenwood n = 35
Strongly Agree	34%	11%
Agree	56%	37%
Disagree	9%	49%
Strongly Disagree	0%	3%
No Opinion/Don't Know	2	0

The meals are tasty.

Importance Rating	Nithview n = 29	Greenwood n = 27
Important	97%	96%
Not Important	3%	4%
Agreement Rating	Nithview n = 32	Greenwood n = 37
Strongly Agree	38%	11%
Agree	44%	43%
Disagree	13%	38%
Strongly Disagree	6%	8%
No Opinion/Don't Know	1	0

The meals are nutritious.

Importance Rating	Nithview n = 30	Greenwood n = 26
Important	97%	96%
Not Important	3%	4%
Agreement Rating	Nithview n = 30	Greenwood n = 37
Strongly Agree	40%	16%
Agree	50%	59%
Disagree	7%	19%
Strongly Disagree	3%	5%
No Opinion/Don't Know	2	0

I get enough to eat.

Importance Rating	Nithview n = 30	Greenwood n = 29
Important	100%	93%
Not Important	0%	7%
Agreement Rating	Nithview n = 31	Greenwood n = 35
Strongly Agree	45%	14%
Agree	48%	69%
Disagree	3%	17%
Strongly Disagree	3%	0%
No Opinion/Don't Know	1	0

The dining area is always clean and well maintained.

Importance Rating	Nithview n = 30	Greenwood n = 27
Important	100%	100%
Not Important	0%	0%
Agreement Rating	Nithview n = 31	Greenwood n = 36
Strongly Agree	42%	28%
Agree	55%	58%
Disagree	0%	11%
Strongly Disagree	3%	3%
No Opinion/Don't Know	0	0

Overall, I am satisfied with the dietary staff and food services.

Importance Rating	Nithview n = 29	Greenwood n = 30
Important	100%	93%
Not Important	0%	7%
Agreement Rating	Nithview n = 30	Greenwood n = 32
Strongly Agree	40%	19%
Agree	57%	44%
Disagree	3%	31%
Strongly Disagree	0%	6%
No Opinion/Don't Know	0	0

Nursing and Support Services

The nursing staff are approachable and friendly and treat me with respect.

Importance Rating	Nithview n = 24	Greenwood n = 19
Important	96%	95%
Not Important	4%	5%
Agreement Rating	Nithview n = 21	Greenwood n = 21
Strongly Agree	67%	48%
Agree	33%	52%
Disagree	0%	0%
Strongly Disagree	0%	0%
No Opinion/Don't Know	2	2

My questions, requests or complaints to the nursing staff are responded to quickly and efficiently.

Importance Rating	Nithview n = 23	Greenwood n = 16
Important	100%	94%
Not Important	0%	6%
Agreement Rating	Nithview n = 19	Greenwood n = 19
Strongly Agree	58%	53%
Agree	42%	47%
Disagree	0%	0%
Strongly Disagree	0%	0%
No Opinion/Don't Know	2	4

The nursing services are provided at a convenient time for me.

Importance Rating	Nithview n = 21	Greenwood n = 14
Important	100%	93%
Not Important	0%	7%
Agreement Rating	Nithview n = 17	Greenwood n = 16
Strongly Agree	47%	44%
Agree	53%	56%
Disagree	0%	0%
Strongly Disagree	0%	0%
No Opinion/Don't Know	3	4

The nursing staff are gentle, when they provide care to me, and they respect my dignity.

Importance Rating	Nithview n = 22	Greenwood n = 16
Important	100%	94%
Not Important	0%	6%
Agreement Rating	Nithview n = 18	Greenwood n = 15
Strongly Agree	61%	60%
Agree	39%	40%
Disagree	0%	0%
Strongly Disagree	0%	0%
No Opinion/Don't Know	3	3

I am satisfied with the incontinence products that are offered.

Importance Rating	Nithview n = 19	Greenwood n = 11
Important	63%	64%
Not Important	37%	36%
Agreement Rating	Nithview n = 12	Greenwood n = 9
Strongly Agree	58%	44%
Agree	25%	56%
Disagree	8%	0%
Strongly Disagree	8%	0%
No Opinion/Don't Know	10	8

Overall, I am satisfied with the nursing staff and the nursing support and services.

Importance Rating	Nithview n = 21	Greenwood n = 20
Important	100%	95%
Not Important	0%	5%
Agreement Rating	Nithview n = 19	Greenwood n = 22
Strongly Agree	58%	45%
Agree	42%	50%
Disagree	0%	5%
Strongly Disagree	0%	0%
No Opinion/Don't Know	3	3

Housekeeping

The housekeeping staff are approachable and friendly and they treat me with respect.

Importance Rating	Nithview n = 24	Greenwood n = 12
Important	96%	75%
Not Important	4%	25%
Agreement Rating	Nithview n = 21	Greenwood n = 16
Strongly Agree	67%	38%
Agree	33%	63%
Disagree	0%	0%
Strongly Disagree	0%	0%
No Opinion/Don't Know	0	1

My questions, requests or complaints to the housekeeping staff are responded to quickly and efficiently.

Importance Rating	Nithview n = 23	Greenwood n = 11
Important	100%	64%
Not Important	0%	36%
Agreement Rating	Nithview n = 21	Greenwood n = 16
Strongly Agree	63%	31%
Agree	38%	69%
Disagree	0%	0%
Strongly Disagree	0%	0%
No Opinion/Don't Know	3	1

The housekeeping services are provided at a convenient time for me.

Importance Rating	Nithview n = 21	Greenwood n = 10
Important	100%	60%
Not Important	0%	40%
Agreement Rating	Nithview n = 16	Greenwood n = 12
Strongly Agree	63%	42%
Agree	38%	58%
Disagree	0%	0%
Strongly Disagree	0%	0%
No Opinion/Don't Know	4	2

The housekeeping staff do a good job of keeping my unit clean.

Importance Rating	Nithview n = 22	Greenwood n = 9
Important	100%	56%
Not Important	0%	44%
Agreement Rating	Nithview n = 15	Greenwood n = 12
Strongly Agree	67%	50%
Agree	20%	50%
Disagree	13%	0%
Strongly Disagree	0%	0%
No Opinion/Don't Know	3	2

Overall, I am satisfied with the housekeeping staff and the housekeeping services.

Importance Rating	Nithview n = 19	Greenwood n = 10
Important	63%	70%
Not Important	37%	30%
Agreement Rating	Nithview n = 18	Greenwood n = 15
Strongly Agree	61%	47%
Agree	39%	53%
Disagree	0%	0%
Strongly Disagree	0%	0%
No Opinion/Don't Know	3	1

Laundry

The laundry staff are approachable and friendly and they treat me with respect.

Importance Rating	Nithview n = 15	Greenwood n = 8
Important	93%	50%
Not Important	7%	50%
Agreement Rating	Nithview n = 16	Greenwood n = 9
Strongly Agree	56%	44%
Agree	44%	56%
Disagree	0%	0%
Strongly Disagree	0%	0%
No Opinion/Don't Know	2	2

My questions, requests or complaints to the laundry staff are responded to quickly and efficiently.

Importance Rating	Nithview n = 13	Greenwood n = 8
Important	92%	50%
Not Important	8%	50%
Agreement Rating	Nithview n = 15	Greenwood n = 8
Strongly Agree	53%	50%
Agree	47%	50%
Disagree	0%	0%
Strongly Disagree	0%	0%
No Opinion/Don't Know	2	2

My clothes are clean and neat when returned to me.

Importance Rating	Nithview n = 15	Greenwood n = 8
Important	93%	50%
Not Important	7%	50%
Agreement Rating	Nithview n = 14	Greenwood n = 7
Strongly Agree	71%	71%
Agree	29%	29%
Disagree	0%	0%
Strongly Disagree	0%	0%
No Opinion/Don't Know	2	3

I receive all of my laundry back and do not receive clothes that do not belong to me.

Importance Rating	Nithview n = 13	Greenwood n = 6
Important	92%	67%
Not Important	8%	33%
Agreement Rating	Nithview n = 15	Greenwood n = 8
Strongly Agree	47%	63%
Agree	40%	38%
Disagree	13%	0%
Strongly Disagree	0%	0%
No Opinion/Don't Know	2	2

Overall, I am satisfied with the laundry staff and laundry services.

Importance Rating	Nithview n = 16	Greenwood n = 8
Important	94%	63%
Not Important	6%	38%
Agreement Rating	Nithview n = 17	Greenwood n = 8
Strongly Agree	65%	63%
Agree	35%	38%
Disagree	0%	0%
Strongly Disagree	0%	0%
No Opinion/Don't Know	1	3

Telecommunications

The internet services available to me meet my needs.

Importance Rating	Nithview n = 27	Greenwood n = 27
Important	44%	44%
Not Important	56%	56%
Agreement Rating	Nithview n = 13	Greenwood n = 13
Strongly Agree	31%	15%
Agree	54%	69%
Disagree	15%	15%
Strongly Disagree	0%	0%
No Opinion/Don't Know	18	23

The telephone services available to me meet my needs.

Importance Rating	Nithview n = 30	Greenwood n = 44
Important	93%	95%
Not Important	7%	5%
Agreement Rating	Nithview n = 29	Greenwood n = 36
Strongly Agree	34%	31%
Agree	59%	61%
Disagree	7%	6%
Strongly Disagree	0%	3%
No Opinion/Don't Know	5	7

The cable TV services available to me meet my needs.

Importance Rating	Nithview n = 36	Greenwood n = 44
Important	89%	95%
Not Important	11%	5%
Agreement Rating	Nithview n = 40	Greenwood n = 35
Strongly Agree	35%	26%
Agree	58%	54%
Disagree	8%	14%
Strongly Disagree	0%	6%
No Opinion/Don't Know	1	3

The TCMH website is easy to navigate and provides useful information.

Importance Rating	Nithview n = 17	Greenwood n = 23
Important	29%	35%
Not Important	71%	65%
Agreement Rating	Nithview n = 10	Greenwood n = 7
Strongly Agree	60%	0%
Agree	30%	71%
Disagree	10%	29%
Strongly Disagree	0%	0%
No Opinion/Don't Know	21	28

TCMH Services

Please indicate if you currently use each of the TCMH services listed below. If you do not use the service, please indicate the level of interest you have in using this service.

Breakfast

	Nithview n = 48	Greenwood n = 44
Currently Use	54%	15%
High Interest	4%	0%
Medium Interest	2%	6%
No Interest	40%	71%

Noon Meal

	Nithview n = 58	Greenwood n = 60
Currently Use	76%	69%
High Interest	3%	7%
Medium Interest	7%	14%
No Interest	14%	14%

Supper

	Nithview n = 50	Greenwood n = 49
Currently Use	58%	40%
High Interest	4%	0%
Medium Interest	10%	24%
No Interest	28%	34%

Medications

	Nithview n = 43	Greenwood n = 45
Currently Use	33%	21%
High Interest	2%	2%
Medium Interest	2%	7%
No Interest	63%	74%

Baths

	Nithview n = 40	Greenwood n = 41
Currently Use	30%	15%
High Interest	0%	3%
Medium Interest	3%	3%
No Interest	68%	83%

Incontinence products

	Nithview n = 37	Greenwood n = 39
Currently Use	24%	11%
High Interest	3%	8%
Medium Interest	8%	14%
No Interest	65%	73%

Call bell – in my unit

	Nithview n = 44	Greenwood n = 51
Currently Use	50%	41%
High Interest	5%	20%
Medium Interest	7%	20%
No Interest	39%	34%

Call bell – mobile

	Nithview n = 37	Greenwood n = 43
Currently Use	11%	9%
High Interest	2%	18%
Medium Interest	2%	20%
No Interest	68%	50%

Housekeeping

	Nithview n = 46	Greenwood n = 46
Currently Use	52%	24%
High Interest	2%	4%
Medium Interest	2%	9%
No Interest	43%	63%

Laundry

	Nithview n = 42	Greenwood n = 38
Currently Use	52%	17%
High Interest	0%	2%
Medium Interest	0%	2%
No Interest	48%	69%