

# 2017 Family Satisfaction Survey

Aldaview Services



Tri-County  
Mennonite Homes

Aldaview Services

Greenwood Court | Nithview Community

---

*Making Every Day Matter*

Prepared by: Geetha Van den Daele & Lynn Dare

freshinsights

## Table of Contents

Table of Figures .....	3
Introduction .....	4
Methodology.....	4
Respondents' Profile .....	4
Key Findings .....	5
Administration .....	6
Participation and Communication .....	7
Direct Care & Choices.....	8
Activities.....	9
Meals and Dining.....	10
Laundry .....	11
Finances .....	11
Residence .....	12
Safety and Security.....	12
Overall Satisfaction.....	12
Appendix A: 2014 and 2017 Survey Responses at a Glance .....	13

## Table of Figures

Figure 1: Do you talk with the following staff? .....	4
Figure 2: Executive Director.....	6
Figure 3: Staff Responsiveness .....	6
Figure 4: Participation and Communication.....	7
Figure 5: Staff Friendliness and Respect Towards the Client.....	8
Figure 6: Activities and Support to Achieve Personal Goals .....	9
Figure 7: Meals and Dining .....	10
Figure 8: Care of Clients' Clothing.....	11
Figure 9: Support with Finances and Purchases.....	11
Figure 10: Residence Environment and Cleanliness.....	12

## Introduction

Committed to providing high-quality, client-centered programs and services, Tri-County Mennonite Homes (TCMH) invited loved ones of Aldaview Services' Clients to complete its 2017 Family Satisfaction Survey. Survey questions were adapted from Ohio's Department of Aging (<http://www.aging.ohio.gov>) questionnaire to suit the context and informational needs of Aldaview Services. As in 2014 and 2015, TCMH contracted an independent consulting firm, Fresh Insights, to conduct the Family Satisfaction Survey, analyze responses, and prepare a report. This report presents the main survey findings, including quantitative and qualitative data. Feedback from this survey will help guide improvements in Aldaview Services.

## Methodology

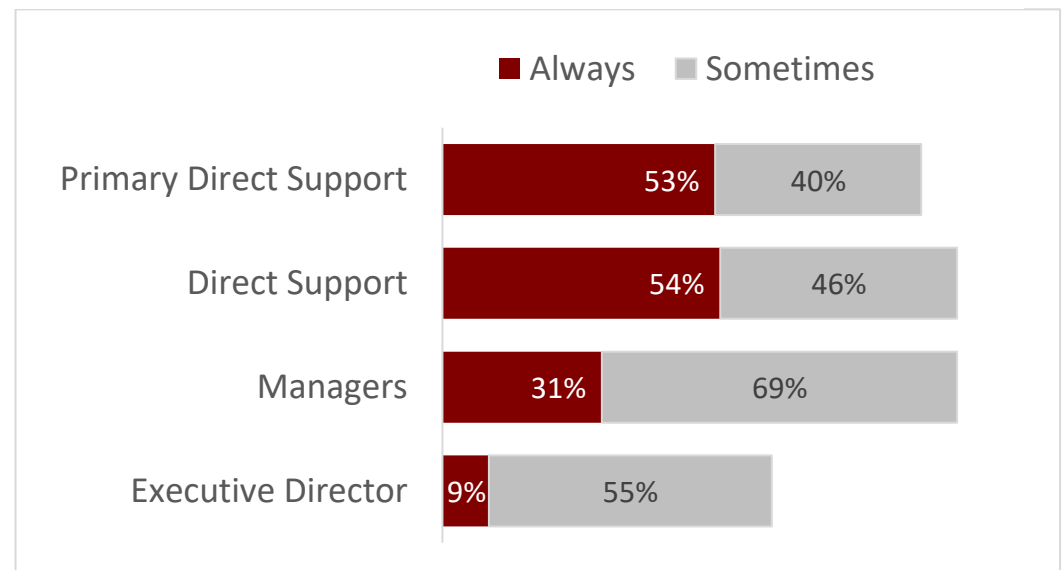
Aldaview Clients' family members were invited to complete the 2017 Family Satisfaction Survey. Family members received the survey in the mail. The mailout package included a self-addressed, postage paid return envelope. All returned survey responses were inputted onto an online survey and analyzed by reviewing frequencies and calculating percentages. In this report, percentages indicate the proportion of respondents who agreed or strongly agreed to statements, or responded usually or always to questions. Care should be taken when considering percentages, due to the number of respondents.

## Respondents' Profile

Sixteen completed surveys were received from family members of Clients at Aldaview Services, yielding a 40% response rate overall.

- Most surveys (82%) were completed by Clients' parents (44%) or their siblings (38%)
- One third of the respondents visit the Client once a week, and 27% visit two or three times a month
- Most respondents indicated when visiting the Client, they sometimes or always go to activities with them (86%)
- Around half of the respondents indicated always talking to Primary Direct Support (53%) or Direct Support (54%) (see Figure 1)

**Figure 1: Do you talk with the following staff?**



## Key Findings

Among those who responded, almost all areas showed an increase in satisfaction, or remained consistently high in satisfaction, in the 2017 Family Satisfaction Survey.

- ✓ Family members continue to indicate a high level of satisfaction with the services that Aldaview provides for their loved ones
- ✓ Participation in, and communication around, planning for loved ones continues to be a strength for Aldaview Services
- ✓ Friendliness of staff and respect for Clients were areas of increased satisfaction among respondents in 2017
- ✓ Respondents indicated a high degree of satisfaction with activities, and choices among activities for their loved ones  
Meals and laundry services showed increased satisfaction in 2017



Though percentages remained high in the following three areas, they showed a decrease in satisfaction compared to the 2014 Family Satisfaction Survey:

- Availability to speak with the Executive Director
- Staff knowledge about the Clients and their wants/needs
- Support with finances at the appropriate level the Client requires

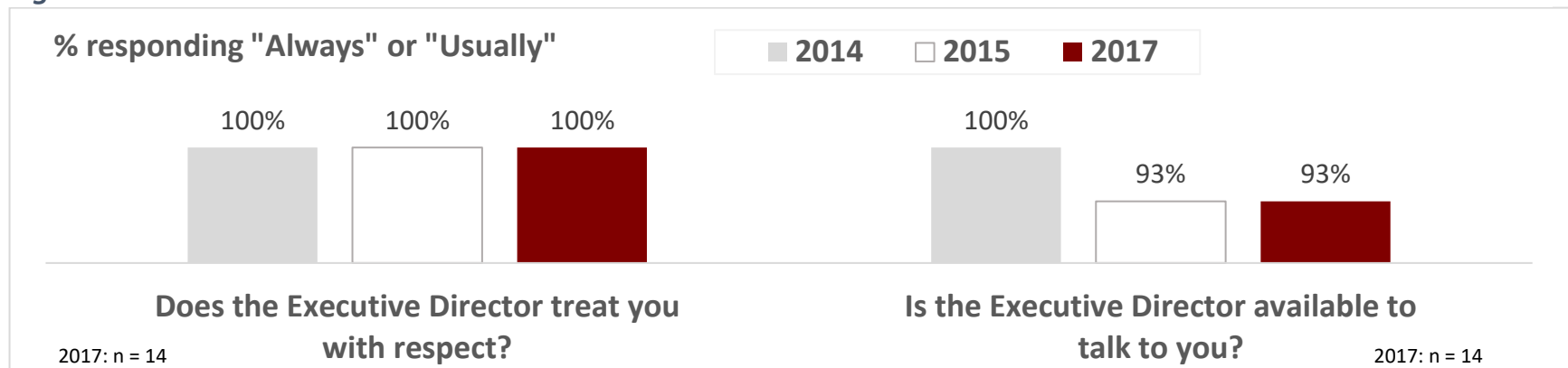
One respondent raised concern about the work stopping at Connections, and highlighted it should be brought back. Overall, family members who responded asked to continue the activities offered, as well as the excellent staff care and communication. Respondents also asked Aldaview Services to continue to pay attention to laundry services and personal care/grooming.

All respondents indicated they are satisfied with Aldaview Services, and would recommend Aldaview Services to family or friends.

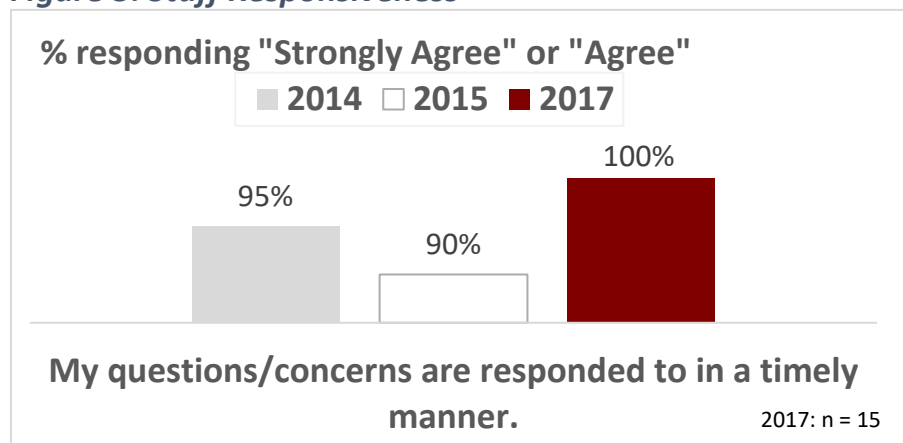
## Administration

Clients' family members were asked about their interaction with Administration staff at Aldaview Services. As in previous years, all respondents reported the Executive Director/Manager always or usually treats them with respect (see Figure 2). Compared to 2015, a similar percentage reported the Executive Director is always or usually available to talk to them (93%) (see Figure 2). In 2017, all respondents strongly agreed or agreed their questions and/or concerns are responded to in a timely manner, a slight increase from previous years (see Figure 3).

**Figure 2: Executive Director**



**Figure 3: Staff Responsiveness**

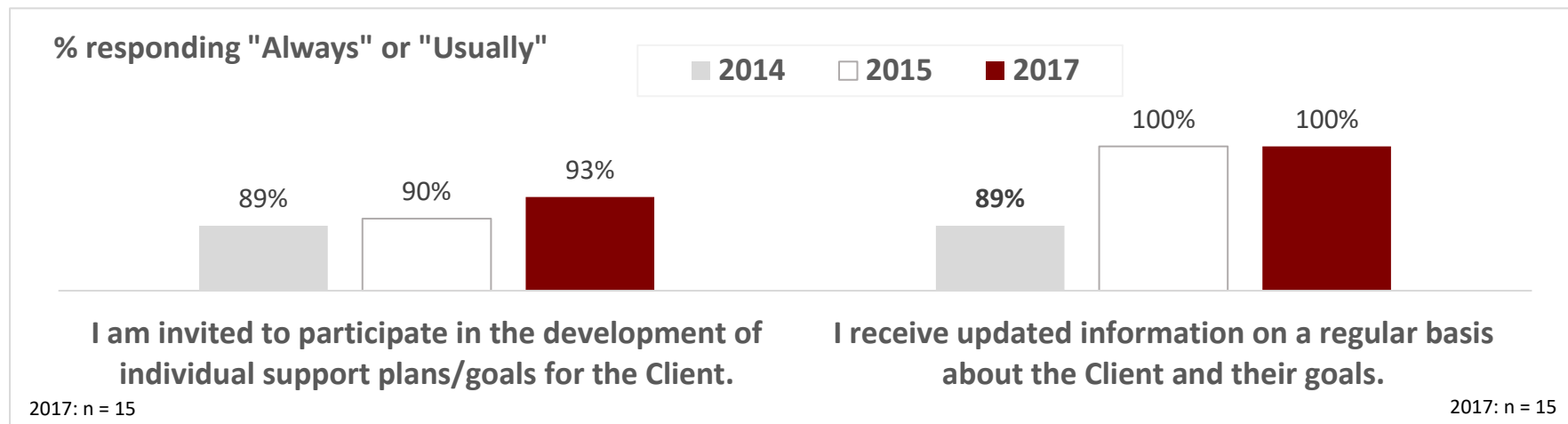


## Participation and Communication

Family members were asked about opportunities to make plans for the Client with staff, and how information is communicated regarding their loved ones. Most respondents (93%) reported always or usually being invited to participate in the development of individual support plans/goals for the Client. And all respondents reported always or usually receiving updated information on a regular basis about the Client and their goals (see Figure 4).

In 2017, the survey asked if family members received adequate information from the Primary Direct Support about the Client's medical condition; 93% strongly agreed or agreed with this statement.

**Figure 4: Participation and Communication**

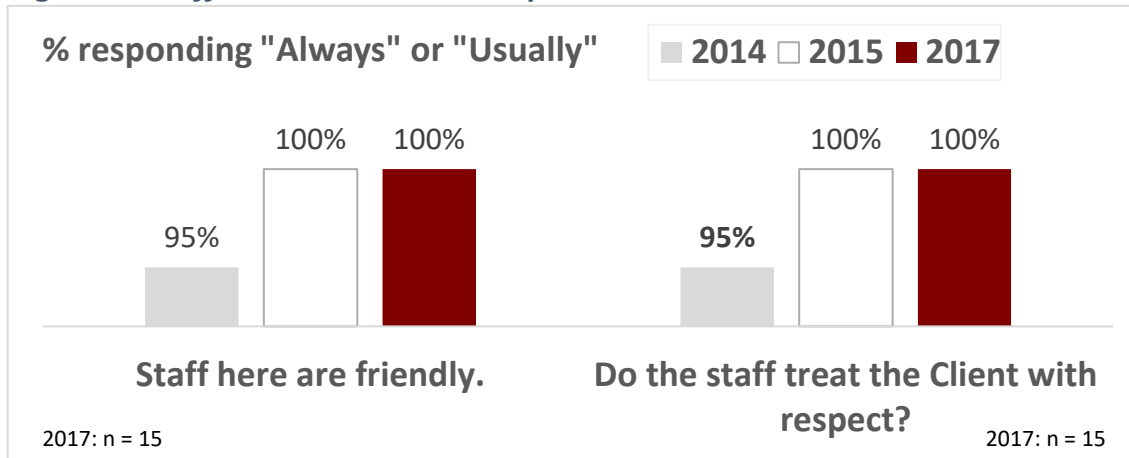


With regards to staff knowing Clients, 87% of respondents strongly agreed or agreed that the staff know the Clients and are knowledgeable about their needs. Relatively speaking, this is lower than in previous years; in 2014, 94% of respondents strongly agreed or agreed with this statement, and in 2015 all agreed.

## Direct Care & Choices

As in 2015, all respondents in 2017 indicated that staff are always or usually friendly, and treat the Client with respect (see Figure 5).

**Figure 5: Staff Friendliness and Respect Towards the Client**



---

*My brother receives excellent care, support, and encouragement to be and do the best he can. All staff treat him with respect.*

*Keep up the good work you are doing in the day-to-day life of my daughter. Thank you!*

*Pretty much all that you do is positive and helpful. We are very appreciative of all of Aldaview staff's efforts and dedication. Please continue your exemplary work.*

---

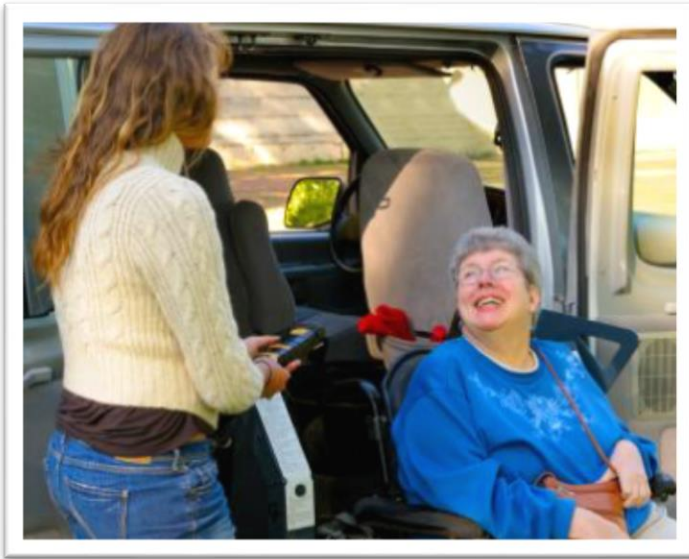
In 2017, family members were asked if staff encourage and empower the Client, and if Clients' preferences are honoured.

- 100% of respondents indicated staff always or usually encourage independence and empower the Client in the things that he/she wants to do for himself/herself
- 100% indicated the Clients' preferences are honoured and supported around personal care

Respondents were asked about staff availability to support the Client on weekdays and weekends. For those who responded to this question (n=11-12), all indicated staff are always or usually available to help the Client on weekdays and weekends if he/she needs it.

When asked what Aldaview Services should continue doing, one respondent noted personal grooming activities such as barber haircuts, eyebrow trimming, foot care, and nail care.





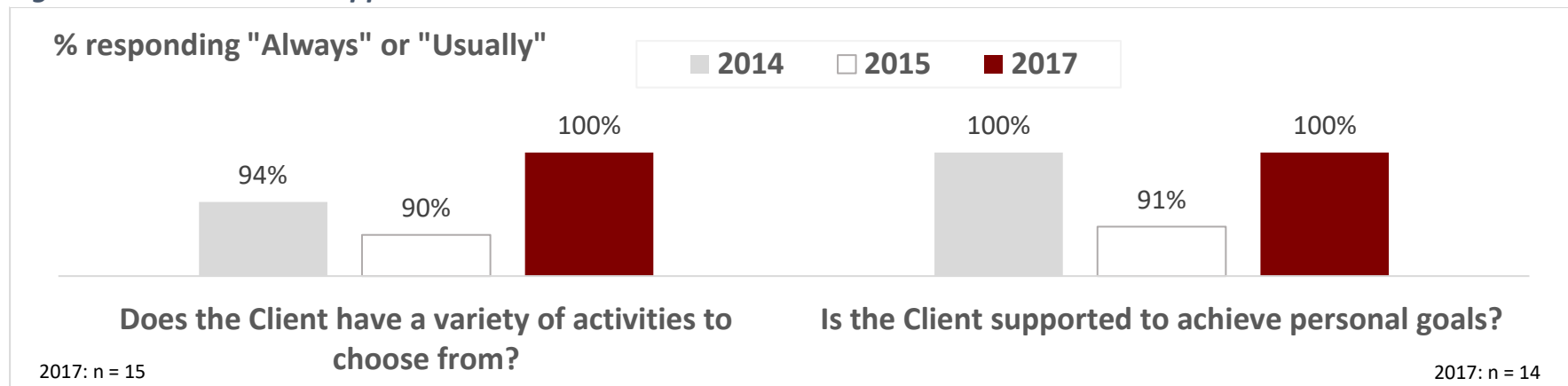
## Activities

Aldaview Services provides various activities for Clients. In 2017, all respondents indicated that Aldaview Clients always or usually have a variety of activities to choose from. Also, all respondents indicated that the Client is always or usually supported to achieve their goals. Both these figures represent an increase since the 2015 Family Satisfaction Survey responses (see Figure 6). In addition, in 2017:

- 94% of respondents indicated the Client is always or usually encouraged to participate in daytime activities they find meaningful
- 87% indicated that activities offered are always or usually the ones Clients identified as activities they would like to participate in.

Family members asked Aldaview Services to continue as many outings as possible, continue with the activities already planned, and provide opportunities for meaningful connections. One respondent suggested having regularly scheduled shopping outings, movie days, and lunch outings. Another respondent requested receiving a brief “weekly activity plan and meal plan.” One respondent shared strong disappointment that “the work at Connections that stopped,” noting this work should be brought back.

**Figure 6: Activities and Support to Achieve Personal Goals**

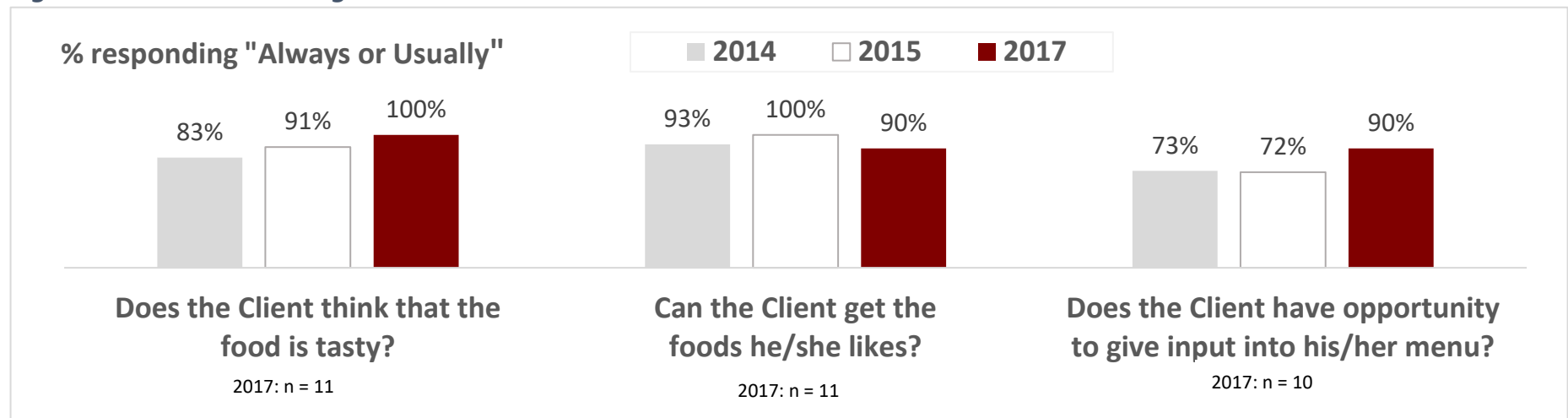


## Meals and Dining

Compared to findings from the 2015 Family Satisfaction Survey, there was an increase in the percentage of respondents indicating the Client thinks the food is always or usually tasty, and the Client has opportunities to give input into his/her menu in 2017 (see Figure 7).

One respondent raised concerns that they have a “feeling that the variety of foods are not very great, I hear a lot of pasta dinners and very little of vegetables and potatoes.”

**Figure 7: Meals and Dining**

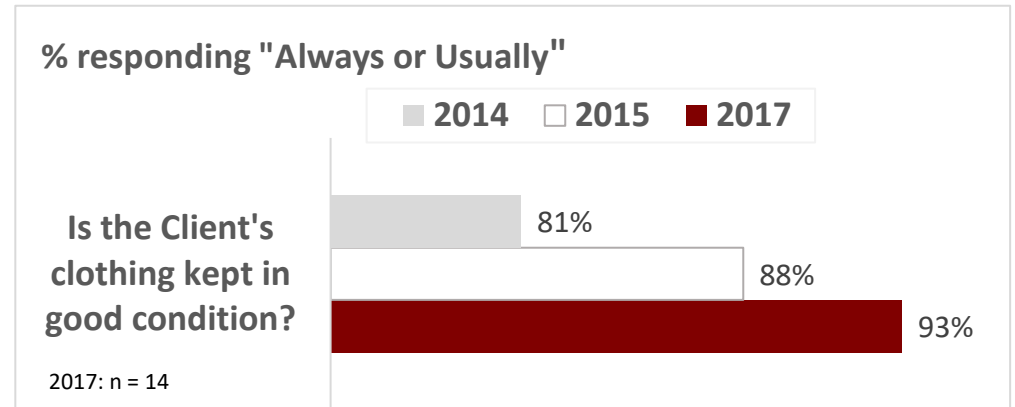


## Laundry

In 2017, there was another increase in satisfaction with laundry services. Most respondents (93%) indicated that the Client's clothing is always or usually kept in good condition; this represents an increase from 2014 (81%) and 2015 (88%) (see Figure 8).

One respondent asked TCMH to "continually monitor laundry detail" as some clothes were damaged. The same respondent also asked to ensure clothing is fully dried before being put away.

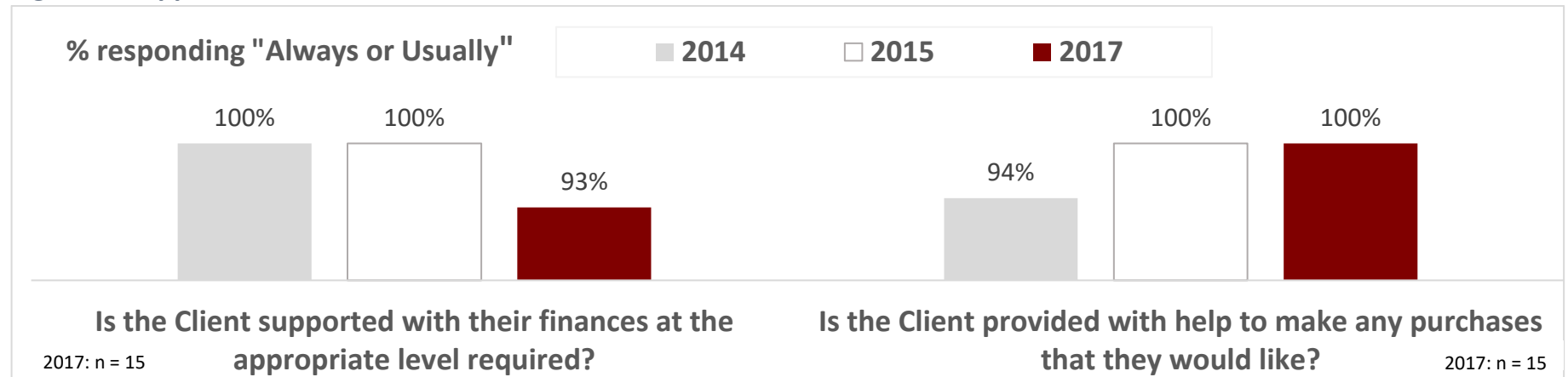
**Figure 8: Care of Clients' Clothing**



## Finances

Similar to 2015, all respondents indicated the Client is always or usually provided with help to make any purchases they would like (see Figure 9). Relatively speaking, a smaller percentage of respondents indicated the Client is always or usually supported with their finances at the appropriate level required, from 100% in 2014 and 2015 to 93% in 2017.

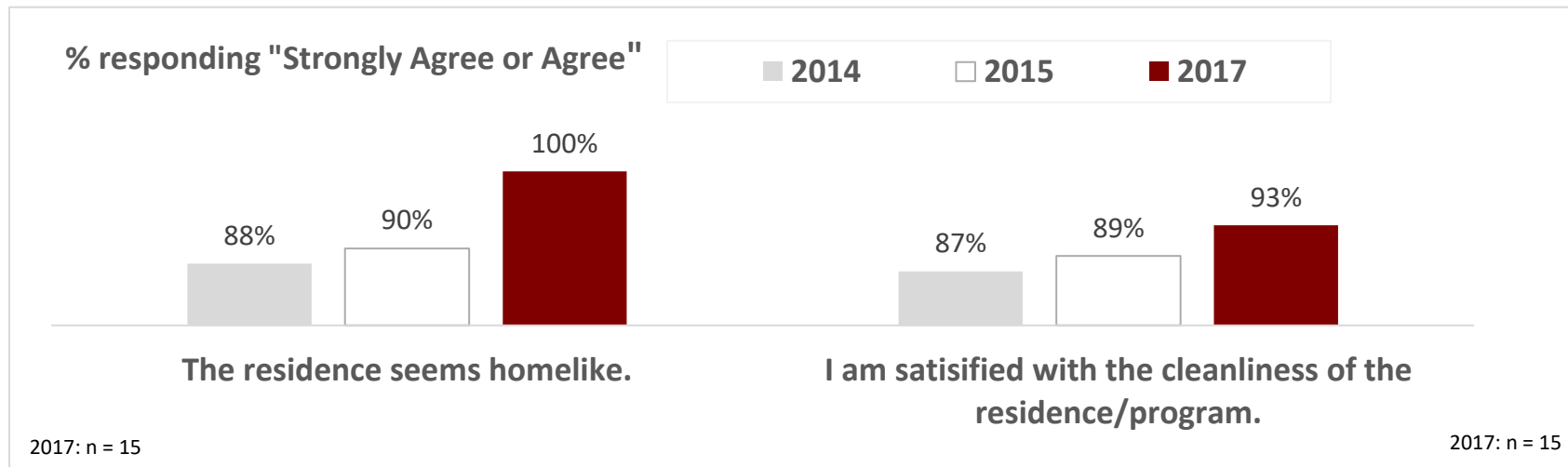
**Figure 9: Support with Finances and Purchases**



## Residence

Clients' family members were asked questions about the residence and cleanliness of the program. Both these areas showed an increase since 2014 and 2015. In 2017, all respondents strongly agreed or agree that the residence seems homelike, and 93% strongly agreed or agreed they are satisfied with the cleanliness of the residence/program (see Figure 10). All respondents indicated they always feel welcome when visiting the Client at their home.

**Figure 10: Residence Environment and Cleanliness**



## Safety and Security

As in previous years, all respondents indicated that the Client's personal property is always or usually in the residence/program, and all are always or usually satisfied with the safety and security of the residence/program overall.

## Overall Satisfaction

All respondents strongly agreed or agreed they would recommend TCMH's Aldaview Services to a family member or friend, compared to 94% in 2014 and 92% in 2015. Similar to 2015, all respondents strongly agreed or agreed that they are satisfied with Aldaview Services overall.

## Appendix A: 2014 and 2017 Survey Responses at a Glance

### Legend

⬆ = Percentage increase greater than 5%

-- = No change or change in percentage is 5% or less

⬇ = Percentage decrease greater than 5%

✓ = 100% in 2015 or 100% in both 2014 and 2015

Area	Year and % <sup>1</sup>		Change
	2014	2017	+/--/↓
<b>Admissions</b>			
The staff provided me with adequate information about the different supports provided within the agency.	n/a	100%	✓
The staff gave me clear information about the program costs.	n/a	90%	n/a
The staff addressed any concerns I had prior to or at the time of admission.	n/a	100%	✓
The staff gave me a thorough tour of the residence and/or program, prior to or at the time of admission.	76%	100%	+
<b>Administration</b>			
Is the Executive Director available to talk to you?	100%	93%	↓
Does the Executive Director treat you with respect?	100%	100%	✓
<b>Activities</b>			
Are the activities things that the Client has identified as activities they would like to participate in?	n/a	87%	n/a
Does the Client have a variety of activities to choose from?	94%	100%	+

<sup>1</sup> Percentages represent respondents who indicated “Yes, always” or “Strong Agree” to survey questions.

Area	Year and % <sup>1</sup>		Change
Is the Client encouraged to participate in daytime activities they find meaningful?	n/a	94%	n/a
Is the Client satisfied with the level of participation offered for pastoral/spiritual activities?	100%	100%	✓
Is the Client supported to achieve personal goals?	100%	100%	✓
<b>Choices</b>	<b>2014</b>	<b>2017</b>	<b>+/--/↓</b>
Can the Client get out of bed in the morning when he/she likes?	85%	88%	--
Can the Client go to bed when he/she likes?	44%	43%	--
Can the Client choose the clothes that he/she wears?	100%	100%	✓
Can the Client fix up his/her room with personal items so it looks like home?	94%	100%	+
Does the staff encourage independence and empower the Client in the things that he/she wants to do for himself/herself?	n/a	100%	n/a
Are the Clients' preferences honoured and supported around personal care?	n/a	100%	n/a
<b>Direct Care</b>	<b>2014</b>	<b>2017</b>	<b>+/--/↓</b>
The staff here are friendly.	95%	100%	✓
On weekdays, is a staff person available to help the Client if he/she needs it (e.g., help with getting dressed, help getting things)?	n/a	100%	✓
On weekends and evenings, is a staff person available to help the resident if he/she needs it (help with getting dressed, help getting things)?	n/a	100%	✓
Do Clients look well-groomed and cared for?	88%	94%	+
Do the staff treat the Client with respect?	95%	100%	✓
Are you involved in the development and consents regarding any behaviour support plans in place for the Client?	94%	94%	--

Area	Year and % <sup>1</sup>		Change
	2014	2017	
<b>Planning and Communication</b>			<b>+/--/↓</b>
My telephone calls are handled in an efficient manner.	n/a	100%	✓
The staff are knowledgeable about the Client and his/her wants and needs.	94%	87%	↓
I am invited to participate in the development of individual support plans/goals for the Client.	89%	93%	--
I receive updated information on a regular basis about the Client and their goals.	89%	100%	+
I participate in the planning for/with the Client at the level that I would like.	n/a	100%	✓
My questions and/or concerns are responded to in a timely manner.	95%	100%	✓
I get adequate information from the Primary Direct Support about the Client's medical condition.	n/a	93%	n/a
<b>Meals and Dining</b>	<b>2014</b>	<b>2017</b>	<b>+/--/↓</b>
Does the Client think that the food is tasty?	83%	100%	+
Can the Client get the foods he/she likes?	92%	90%	--
Does the Client get enough to eat?	93%	100%	+
Does the Client have the opportunity to give input into his/her menu?	73%	90%	+
<b>Laundry</b>	<b>2014</b>	<b>2017</b>	<b>+/--/↓</b>
Does the Client receive support at the level required to get his/her clothes laundered satisfactorily?	93%	91%	--
Is the Client's clothing kept in good condition?	81%	93%	+

<b>Finances</b>	<b>2014</b>	<b>2017</b>	<b>+/--/↓</b>
Is the Client supported with their finances at the appropriate level required?	100%	93%	↓
Is the Client provided with help to make any purchases that they would like?	94%	100%	+
<b>Residence</b>	<b>2014</b>	<b>2017</b>	<b>+/--/↓</b>
I am satisfied with the Client's bedroom.	88%	93%	--
The residence seems homelike.	88%	100%	+
I am satisfied with the cleanliness of the residence/program.	87%	93%	--
<b>Environment and Safety</b>	<b>2014</b>	<b>2017</b>	<b>+/--/↓</b>
Can the Client get outdoors when he/she wants to, either with help or on their own?	93%	100%	+
Can you find places to visit with the Client in private?	93%	93%	--
Do you feel welcome when visiting the Client at their home?	100%	100%	✓
Is the Client's personal property safe in the residence/program?	100%	100%	✓
Are you satisfied with the safety and security of this residence/program?	100%	100%	✓
<b>General Questions</b>	<b>2014</b>	<b>2017</b>	<b>+/--/↓</b>
I would recommend TCMH's Aldaview Services to a family member or friend.	94%	100%	+
Overall, I am satisfied with TCMH's Aldaview Services.	89%	100%	+