



Tri-County  
Mennonite Homes

Aldaview Services  
Greenwood Court | Nithview Community

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*Making Every Day Matter*

freshinsights

# 2019 Family Satisfaction Survey Aldaview Services

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## Introduction

As part of their commitment to providing high-quality, client-centered programs and services, Tri-County Mennonite Homes (TCMH) invited Aldaview Services' Clients' family members to complete its 2019 Family Satisfaction Survey. Survey questions were adapted from Ohio's Department of Aging (<http://www.aging.ohio.gov>) questionnaire. As in 2014, 2015, and 2017 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. Feedback from this survey will help guide improvements in Aldaview Services.

## Methodology

Fresh Insights prepared the 2019 Aldaview Family Satisfaction Survey both online and on paper. TCMH sent family members the survey and family members were invited to complete the survey online or on paper.

## Report Notes

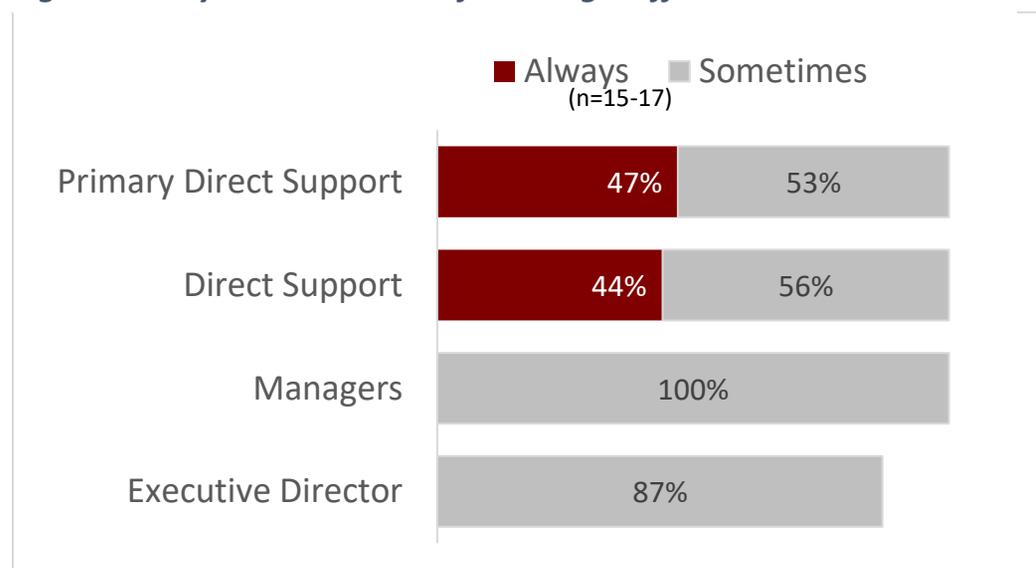
In this report, percentages indicate the proportion of respondents who agreed or strongly agreed to statements, or responded usually or always to survey questions. Care should be taken when considering percentages, due to the number of respondents.

## Respondents' Profile

Twenty-one family members of Clients completed surveys, yielding a 44% response rate overall.

- Most surveys were completed by Clients' parents (n=11) or their siblings (n=6).
- Forty percent of respondents visit the Client once or more per week.
- Just under half of the respondents indicated always talking to Primary Direct Support (47%) or Direct Support (44%) (see Figure 1).

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



## Key Findings

Satisfaction among Aldaview Services family members remained high in the 2019 Family Satisfaction Survey. Most family members indicated a high degree of overall satisfaction and would recommend Aldaview Services to others.

- ✓ Staff friendliness and respect were reported as excellent with all respondents in 2019 indicating staff are always or usually friendly, and staff always or usually treat the Client with respect.
- ✓ Family members were satisfied that Clients can always or usually choose activities that they like and that are meaningful to them.
- ✓ Planning and communication with family members were highly rated, with particular improvement this year in participation in the development of independent support plans/goals for the client.



Though percentages remained high in the following areas, they showed a decrease in satisfaction compared to the last Family Satisfaction Survey in 2017:

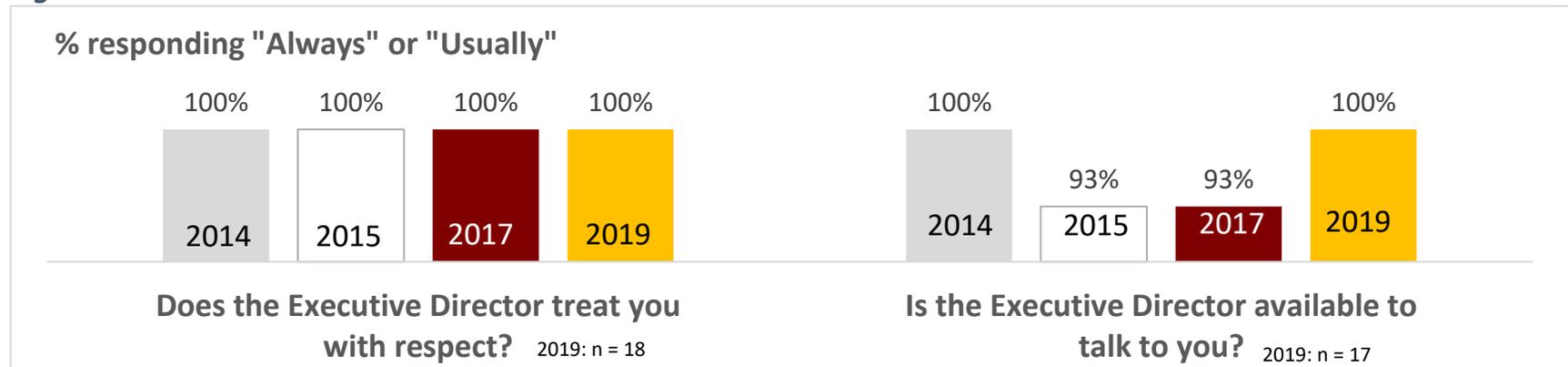
- Homeliness of the residence (down to 86% from 100%)
- Client input into the menu (down to 70% from 90%)
- Care of Client's clothing (down to 84% from 93%)

Among comments, family members praised the work that staff at Aldaview Services do and asked that Aldaview "Just keep on doing what you are doing!" A few respondents asked Aldaview Services to continue to pay attention to laundry services and personal care/grooming.

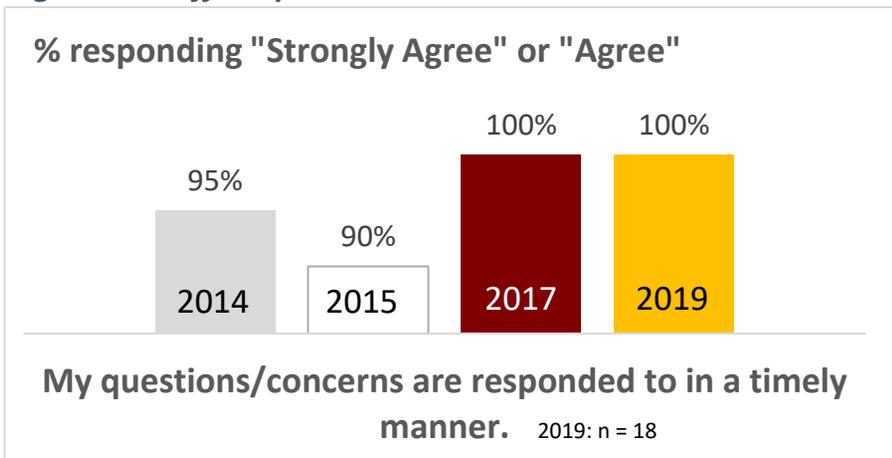
## Administration

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). As in 2017, all respondents strongly agreed or agreed their questions and/or concerns are responded to in a timely manner (see Figure 3).

**Figure 2: Executive Director**



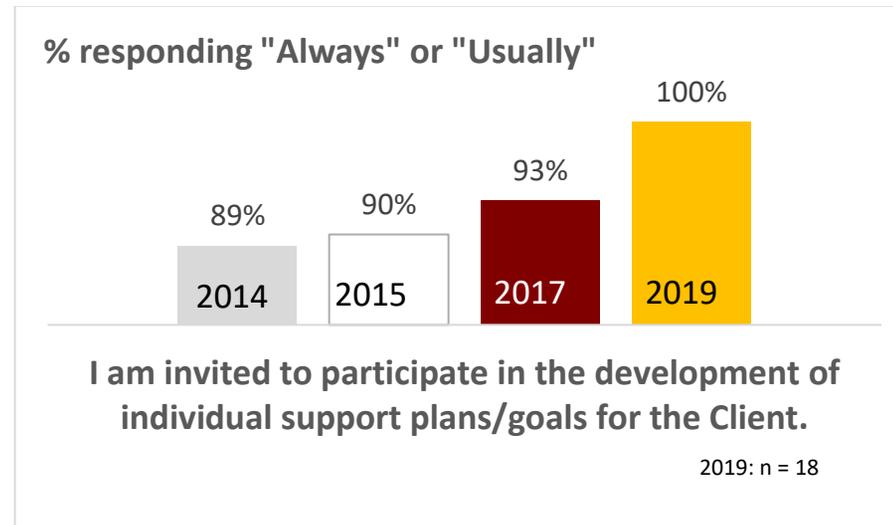
**Figure 3: Staff Responsiveness**



## Planning and Communication

Family members were asked about how they make plans for the Client with staff and how staff communicate information about their loved ones. All respondents (100%) indicated they are invited to participate in the development of individual support plans/goals for the Client (see Figure 4). Similarly, all (100%) reported always or usually participating in planning for/with the Client at the level they would like.

Figure 4: Participation and Communication



When asked about communication, all respondents strongly agreed or agreed that:

- telephone calls are handled in an efficient manner (100%)
- questions and/or concerns are responded to in a timely manner (100%), and
- updated information is received on a regular basis about the Client and their goals (100%)

With regards to staff knowing Clients, most respondents (95%) strongly agreed or agreed that the staff know the Clients and are knowledgeable about their needs. Relatively speaking, this percentage is slightly higher than in 2017 (87%).



## Direct Care

As in 2015 and 2017, all respondents in 2019 (100%) indicated that staff are always or usually friendly, and staff always or usually treat the Client with respect.

Respondents were asked about staff availability to support the Client on weekdays and weekends. Among those who responded to this question, all indicated staff are always or usually available to help the Client on weekdays (n = 16) and weekends (n = 12) if he/she needs it. Most respondents (94%) indicated Clients always or usually look well-groomed and cared for. One respondent commented, "I would like to see his beard trimmed every month."

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*I've been very happy with the services that my buddy has been receiving. She's the healthiest and very happy to do her daily routines. Well done to the LARGE team that supports my buddy! When she's landed in the hospital, she's been quickly resilient due to the healthy body that she's started with. Keep doing what you're doing! :)*

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*We are very happy with the Primary Counsellor that our family member has now and for some time. He always informs about everything; we are very appreciative of this. He is doing an excellent job as well as everyone at Aldaview. When our family member tells us " he loves his life" !!!! There is really nothing more that can be said. Keep up the great work!*

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## Choices

When asked, family members indicated the following about the choices Clients are offered at Aldaview Services:

- 100% indicated the Clients' preferences are honoured and supported around personal care
- 94% indicated staff always or usually encourage independence and empower the Client in the things that he/she wants to do for himself/herself
- 94% indicated the Client can always or usually fix up his/her room with personal items of their choosing
- 94% indicated the Client can always or usually choose the clothes that she/he wears
- 86% indicated the Client can always or usually get out of bed and go to bed when she/he likes
- 94% indicated the Client can get outdoors when he or she wants to, either with help or on their own

## Activities

In 2019, respondents indicated a very high degree of satisfaction with choices and support for the activities that Aldaview Services provides.

All respondents (100%) indicated always or usually:

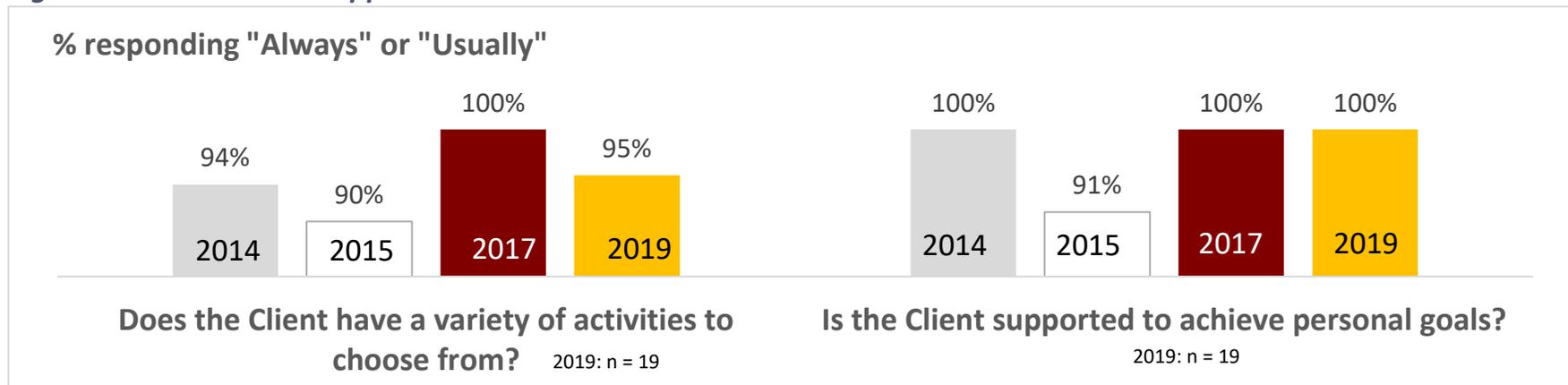
- the activities are things that the Client has identified as activities they would like to participate in;
- the Client is encouraged to participate in daytime activities they find meaningful; and,
- the Client is supported to achieve their goals.

In 2019, most respondents (95%) indicated that Aldaview Clients always or usually have a variety of activities to choose from (see Figure 5). A couple of respondents commented that they would like “more walking and exercise”.



One respondent commented, “The variety of programming available is excellent and allows interesting choice in activities to participate in. Staff are good at asking whether or not our [loved one] would enjoy certain activities to make sure that he can get the most out of the program.” Another respondent asked if the Client could attend church on a regular basis.

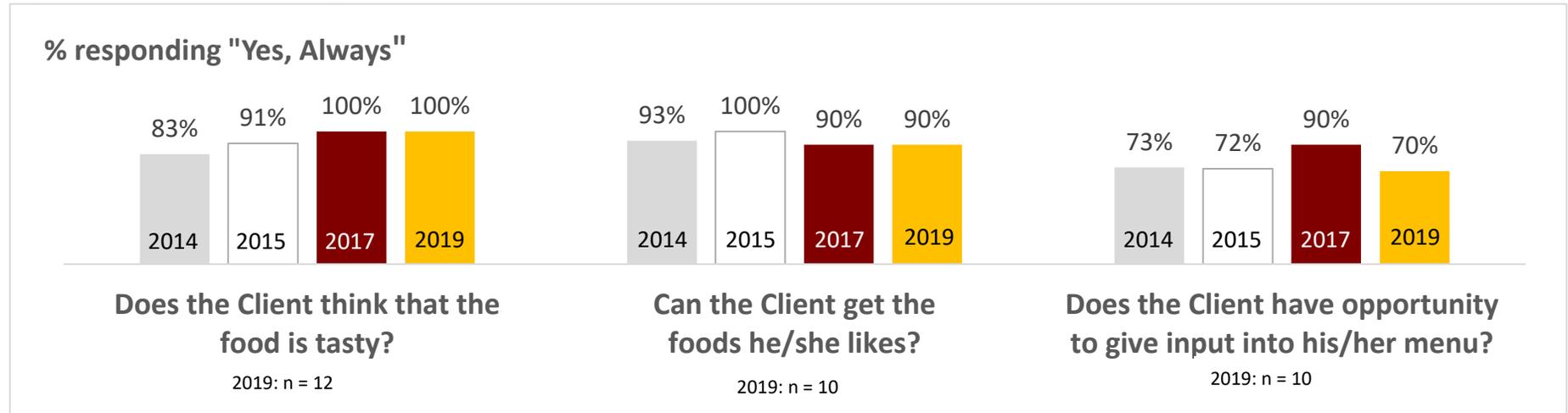
**Figure 5: Activities and Support to Achieve Personal Goals**



## Meals and Dining

Overall, the 2019 survey revealed similar levels of satisfaction with Aldaview Services meals and dining as in earlier surveys. However, there was decrease in the percentage of respondents (70%) indicating the Client always or usually has opportunity to give input into his or her menu (see Figure 6).

Figure 6: Meals and Dining



In 2019, among those responded to the question about meal preparation (n=10), 80% indicated the Client is always or usually supported to participate in meal preparation when he or she desires.



### Laundry

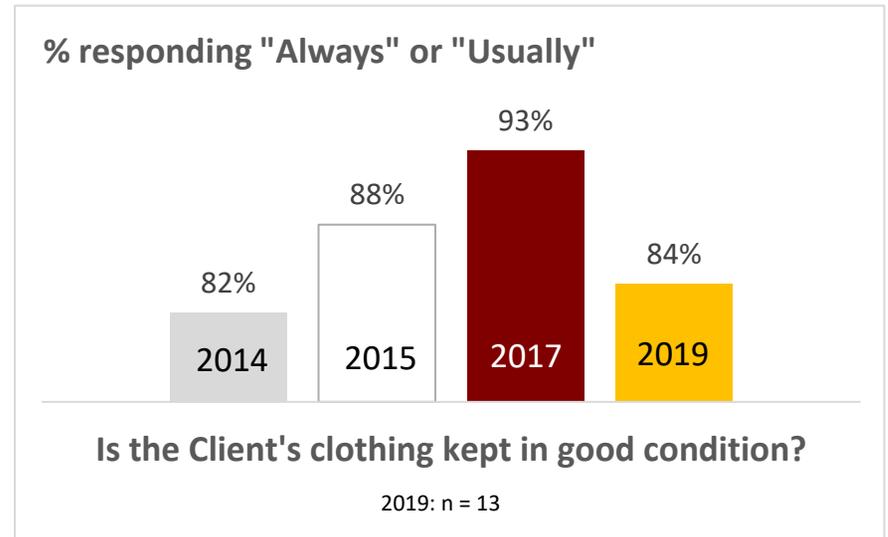
Compared to 2017, there was a slight decrease in satisfaction with laundry services in 2019; 84% indicated that the Client's clothing is always or usually kept in good condition compared to 93% in 2017 (see Figure 7).

One respondent asked TCMH to "assign a staff member for each resident who will occasionally monitor the state of her clothing and shoes (checking inside shoes and boots for damaged or bunched-up insoles, for example). Get rid of ripped or worn out clothing. Use Borax in hot water to launder [heavily soiled] clothing."

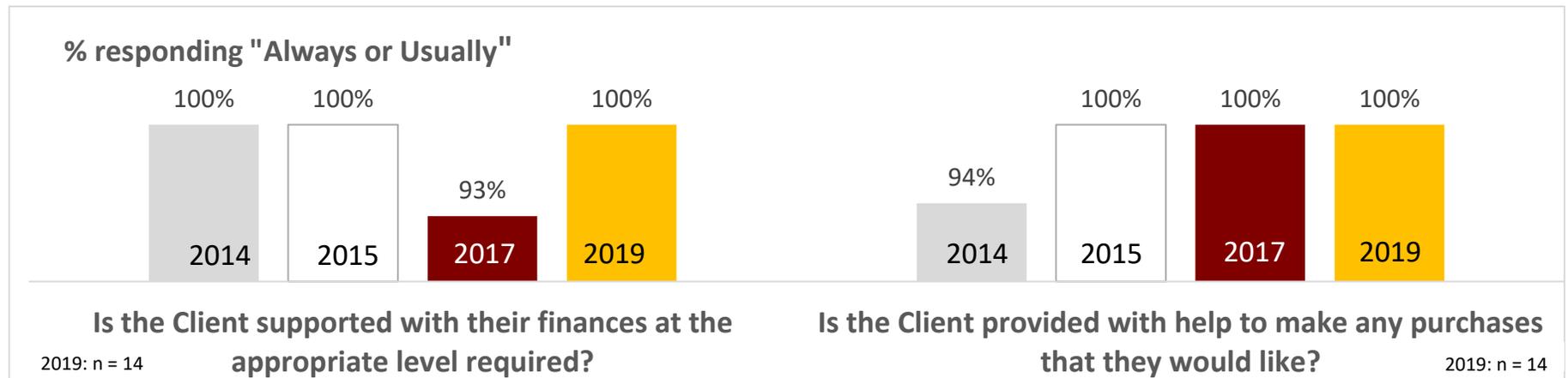
### Finances

Satisfaction with Client support with finances and purchases remained high. All respondents indicated the Client is always or usually provided with help to make any purchases they would like, and is always or usually supported with their finances at the appropriate level required (see Figure 8).

**Figure 7: Care of Clients' Clothing**



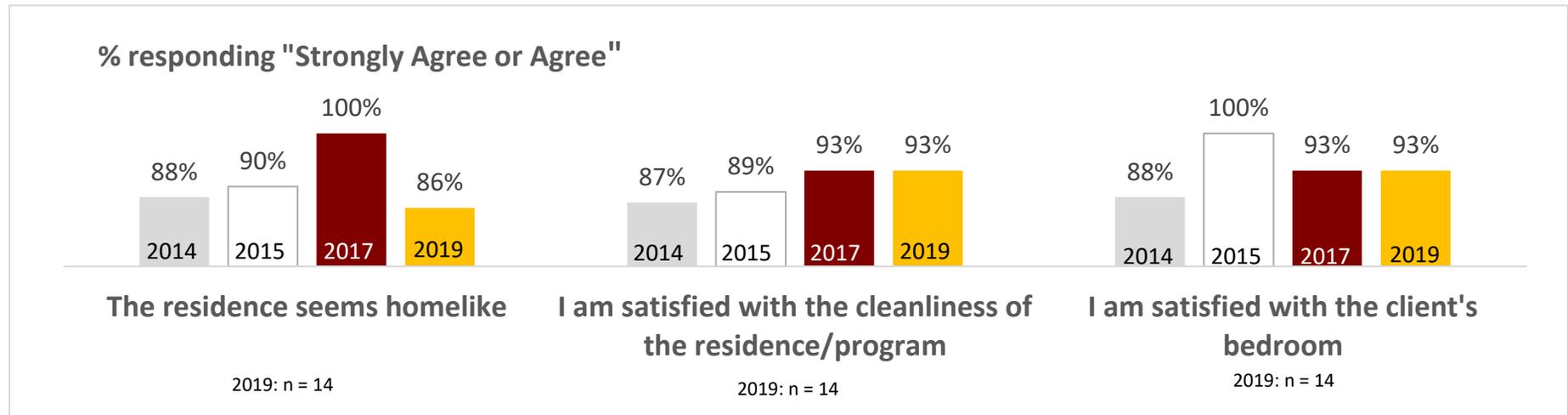
**Figure 8: Support with Finances and Purchases**



## Residence – Cleanliness and Homeliness

On the topic of residence cleanliness, family satisfaction remained the same as in 2017 (93%). In 2019, slightly fewer respondents (86%) strongly agreed or agree that the residence seems homelike compared to prior surveys (see Figure 9). However, as in prior years, all respondents (100%) agreed or strongly agreed that they feel welcome when visiting the Client in their home. In addition, all respondents indicated they always or usually can find a place to visit with the Client in private.

**Figure 9: Residence Environment and Cleanliness**



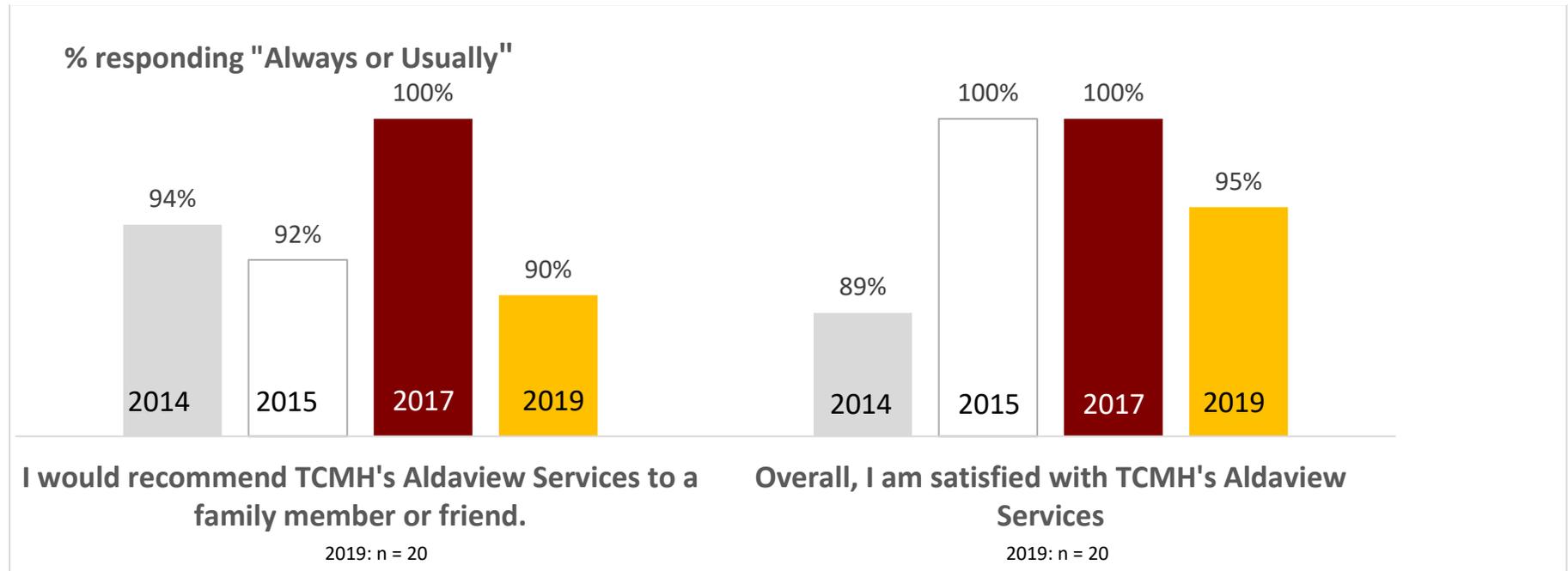
## Safety and Security

As in previous years, all respondents (100%) indicated that the Client's personal property is always or usually safe in the residence/program. In 2019, most respondents (94%) indicated they are satisfied with the safety and security of the residence/program (100% in 2017).

## Overall Satisfaction

Most respondents (90%) strongly agreed or agreed they would recommend TCMH's Aldaview Services to a family member or friend, compared to 100% in 2017, 94% in 2014, and 92% in 2015. Most respondents (95%) strongly agreed or agreed that they are satisfied with Aldaview Services overall (see Figure 10).

**Figure 10: Overall Satisfaction**



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*Thanks for your continued support, we have met some amazing people through this journey. Thanks for all you do. – Client Family Member*

*Continue the excellent care that is being provided. – Client Family Member*

*Thank you for the continued support of the Client & his family. Very well done! – Client Family Member*

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## Appendix A: 2014 and 2019 Survey Responses at a Glance

The table below provides data from the 2014 and 2019 Aldaview Services Family Satisfaction Surveys. The data shows only two points in time for comparison and therefore does not represent trends over time. Percentages reflect those who participated in the surveys.

### Legend

⬆ = Percentage increase greater than 10%

-- = No change or change in percentage is 10% or less

⬇ = Percentage decrease greater than 10%

✓ = 100% in 2019

Area	Year and % <sup>1</sup>		Change
<b>Admissions</b>	<b>2014</b>	<b>2019</b>	<b>+/--/↓</b>
The staff provided me with adequate information about the different supports provided within the agency.	n/a	89%	n/a
The staff gave me clear information about the program costs.	n/a	80%	n/a
The staff addressed any concerns I had prior to or at the time of admission.	n/a	84%	n/a
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>	<b>2014</b>	<b>2019</b>	<b>+/--/↓</b>
Is the Executive Director available to talk to you?	100%	100%	✓
Does the Executive Director treat you with respect?	100%	100%	✓

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

<b>Activities</b>	<b>2014</b>	<b>2019</b>	<b>+/--/↓</b>
Are the activities things that the Client has identified as activities they would like to participate in?	n/a	100%	✓
Does the Client have a variety of activities to choose from?	94%	95%	--
Is the Client encouraged to participate in daytime activities they find meaningful?	n/a	100%	✓
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>2019</b>	<b>+/--/↓</b>
Can the Client get out of bed in the morning when he/she likes?	85%	86%	--
Can the Client go to bed when he/she likes?	44%	86%	+
Can the Client choose the clothes that he/she wears?	100%	94%	--
Can the Client fix up his/her room with personal items so it looks like home?	94%	94%	--
Does the staff encourage independence and empower the Client in the things that he/she wants to do for himself/herself?	n/a	94%	--
Are the Clients' preferences honoured and supported around personal care?	n/a	100%	✓
<b>Direct Care</b>	<b>2014</b>	<b>2019</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%	87%	--
<b>Planning and Communication</b>	<b>2014</b>	<b>2019</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%	95%	--
I am invited to participate in the development of individual support plans/goals for the Client.	89%	100%	✓+
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	100%	✓
<b>Meals and Dining</b>	<b>2014</b>	<b>2019</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%	86%	--
Does the Client have the opportunity to give input into his/her menu?	73%	70%	--
<b>Laundry</b>	<b>2014</b>	<b>2019</b>	<b>+/--/↓</b>
Does the Client receive support at the level required to get his/her clothes laundered satisfactorily?	93%	77%	↓
Is the Client's clothing kept in good condition?	81%	84%	--

<b>Finances</b>	<b>2014</b>	<b>2019</b>	<b>+/--/↓</b>
Is the Client supported with their finances at the appropriate level required?	100%	100%	✓
Is the Client provided with help to make any purchases that they would like?	94%	100%	✓
<b>Residence</b>	<b>2014</b>	<b>2019</b>	<b>+/--/↓</b>
I am satisfied with the Client's bedroom.	88%	93%	--
The residence seems homelike.	88%	86%	--
I am satisfied with the cleanliness of the residence/program.	87%	93%	--
<b>Environment and Safety</b>	<b>2014</b>	<b>2019</b>	<b>+/--/↓</b>
Can the Client get outdoors when he/she wants to, either with help or on their own?	93%	94%	--
Can you find places to visit with the Client in private?	93%	100%	✓
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%	94%	--
<b>General Questions</b>	<b>2014</b>	<b>2019</b>	<b>+/--/↓</b>
I would recommend TCMH's Aldaview Services to a family member or friend.	94%	90%	--
Overall, I am satisfied with TCMH's Aldaview Services	89%	95%	--