



TCMH

2015 Resident Satisfaction Survey

Report Prepared by:

Lynn Dare, CE

Geetha Van den Daele

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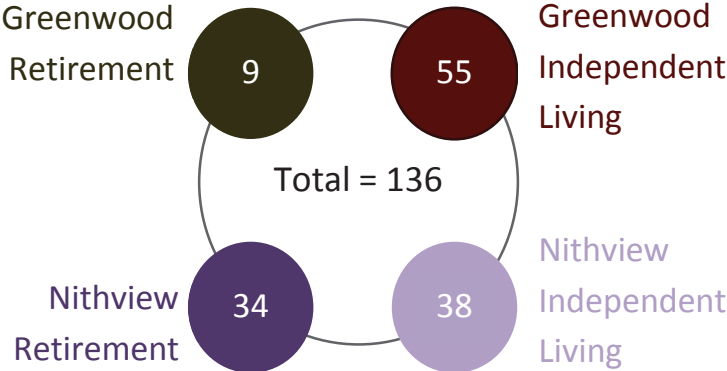
Introduction

Tri-County Mennonite Homes (TCMH) is committed to providing person-centered services. This year, TCMH conducted a Satisfaction Survey among residents across four groups: Greenwood Retirement, Greenwood Independent Living, Nithview Retirement and Nithview Independent Living. The survey included questions on facilities, pastoral care, recreation, food services, support services, housekeeping, laundry and telecommunications, as well as space for residents to suggest what TCMH should start, continue, and stop doing. TCMH contracted [Fresh Insights](#), an independent consulting firm, to analyze survey responses and prepare this report.

Respondents

A total of 137 residents responded to the satisfaction survey. Among respondents, **three quarters (77%) lived alone** and one quarter (23%) lived with their spouse. Figure 1 shows the number of respondents by group and the table below shows the services used.

Figure 1: Respondents by Group



Service	# Users
Breakfast	28
Noon Meal	73
Supper	40
Call bell – in my unit	42
Call bell - mobile (wearable pendant - coverage within Greenwood/Nithview)	12
Housekeeping	34
Laundry	24
Incontinence products	13
Baths	11
Medications	9

Key Findings

- Overall, respondents were **satisfied** with the friendly staff and services provided at TCMH.
- Several respondents **expressed gratitude** to TCMH by providing comments in the survey.
- Areas for improvement are primarily in dietary and food services and telecommunication.
 - Respondents would like greater variety among menu items offered.
 - Some respondents noted meals could be more tasty and nutritious.
 - Cable, and internet services could better suit residents' needs, with smaller cable packages or greater choice of channels.

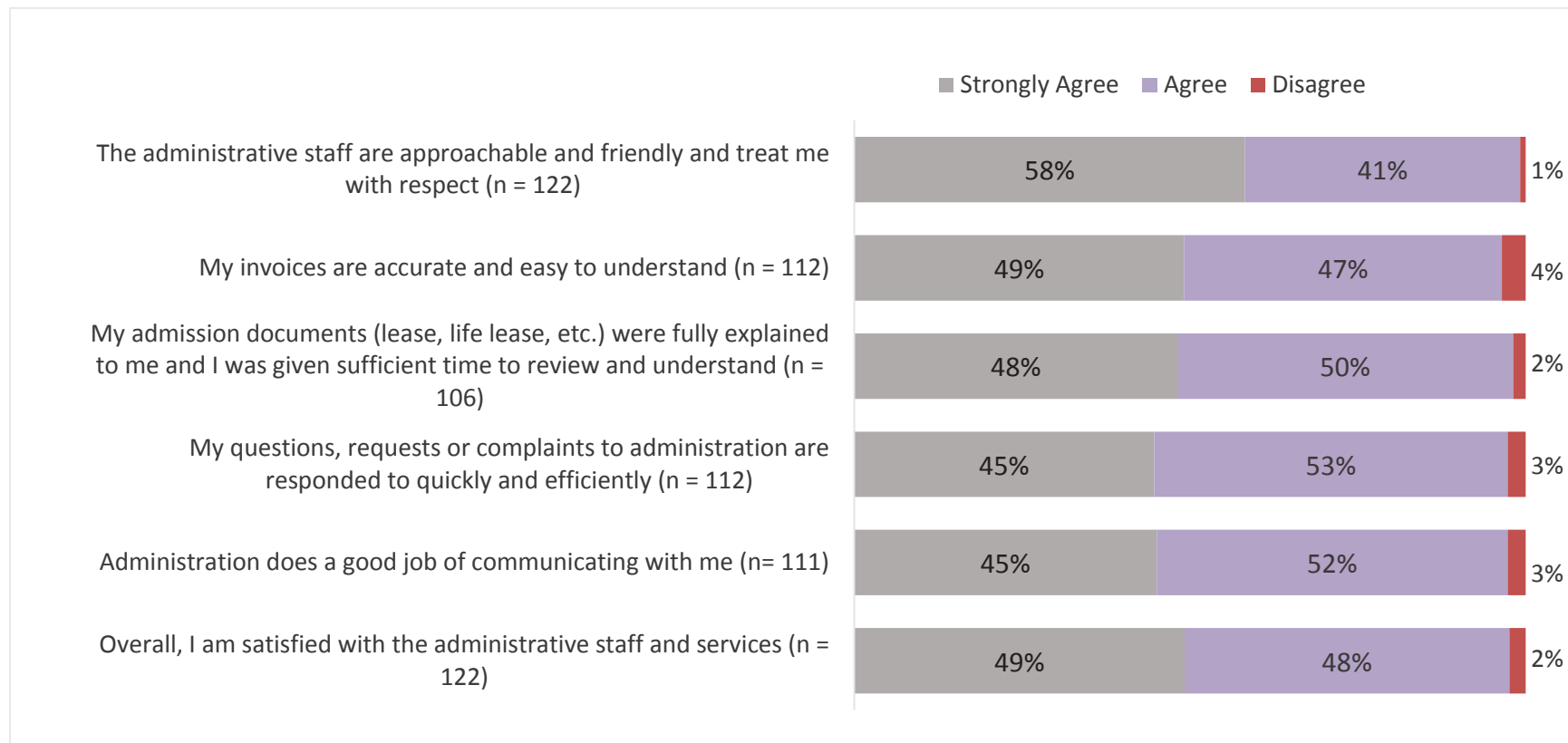


Reporting Note: Residents were asked to rate their agreement with survey statements using the scale: strongly agree, agree, no opinion/don't know, disagree, or strongly disagree. For this report, we calculated the average percentage of respondents who strongly agreed and agreed with the statements among those who voiced an opinion (in other words, we excluded no opinion/don't know responses from the calculations).

Administration

Overall, respondents were **satisfied with TCMH administrative staff and services**. Although most of respondents agreed their invoices were accurate and easy to understand (96%), three respondents (4%) did not agree.

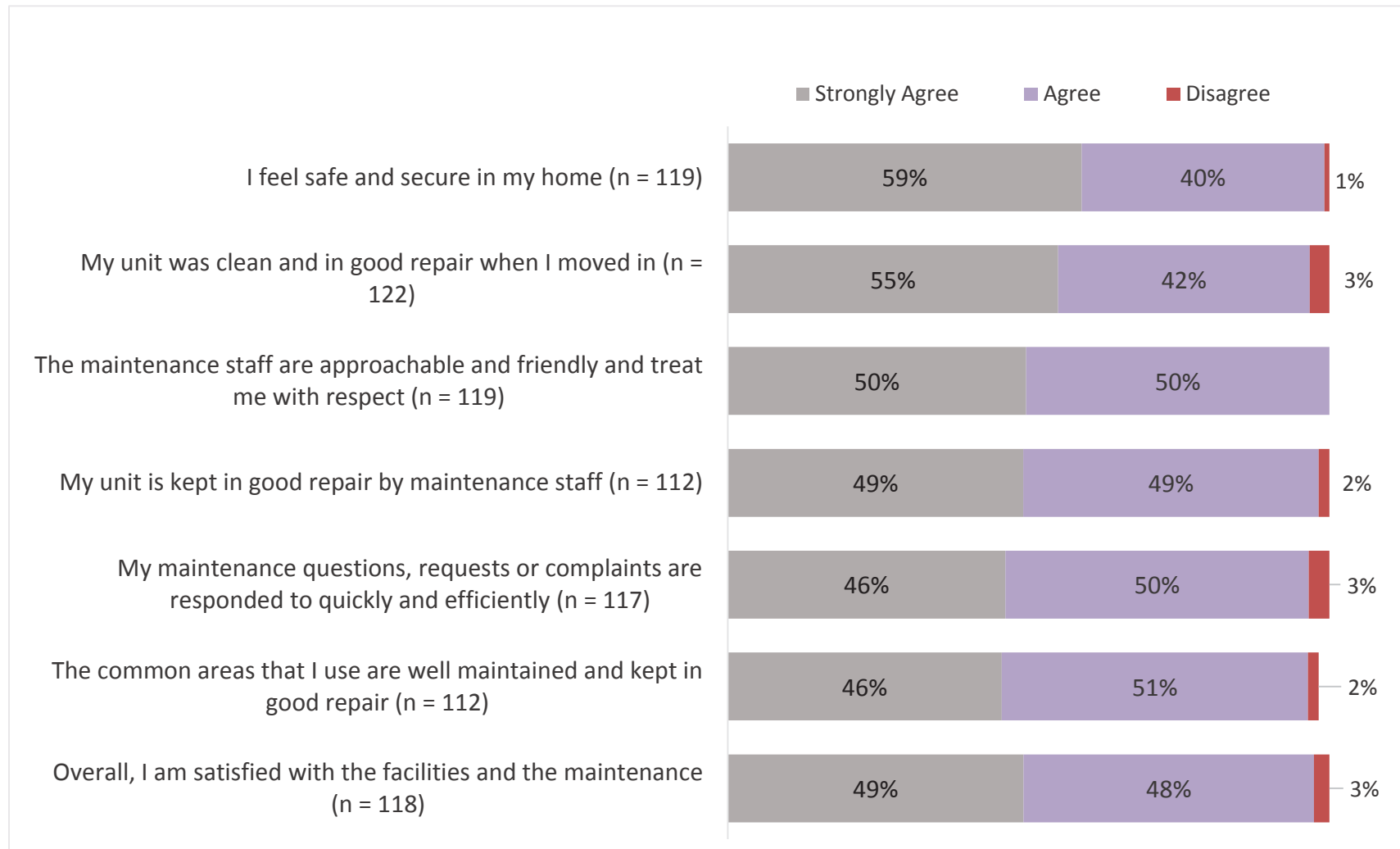
Figure 2: Respondents were Satisfied with Administrative Staff and Services



Facilities

Overall, respondents were satisfied with TCMH facilities and maintenance staff. The staff are **approachable and friendly** (100%) and most respondents agree their **units are kept in good repair** (98%). A few respondents (3%) did not agree that requests or complaints were responded to quickly.

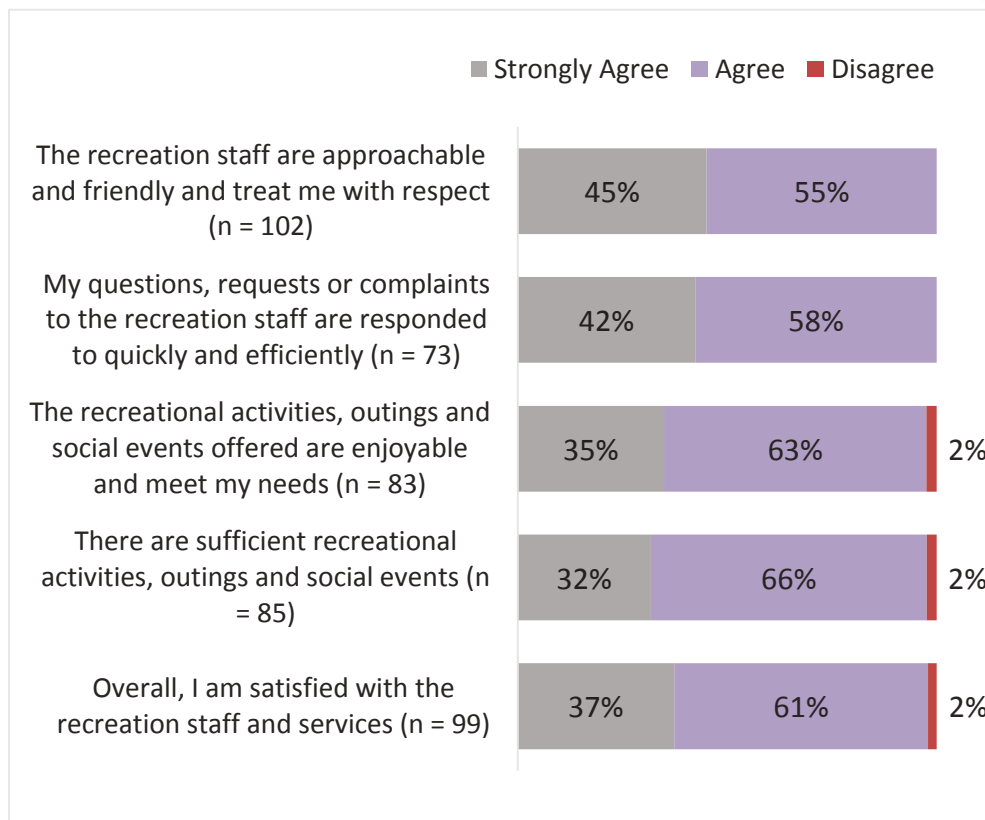
Figure 3: Respondents were Satisfied with Facilities



Recreation and Activities

All respondents agreed (100%) that recreation staff were **approachable and friendly and treat residents with respect**. Respondents commented how “recreation activities, outings and social events offered are enjoyable” and feel that programs and services meet their needs. Only a few respondents in Greenwood Independent Living (2%) did not agree there were sufficient recreational activities, outings and social events.

Figure 4: Respondents are Satisfied with Recreation and Activities



The recreational activities, outings and social events offered are enjoyable and meet my needs” - Greenwood Retirement

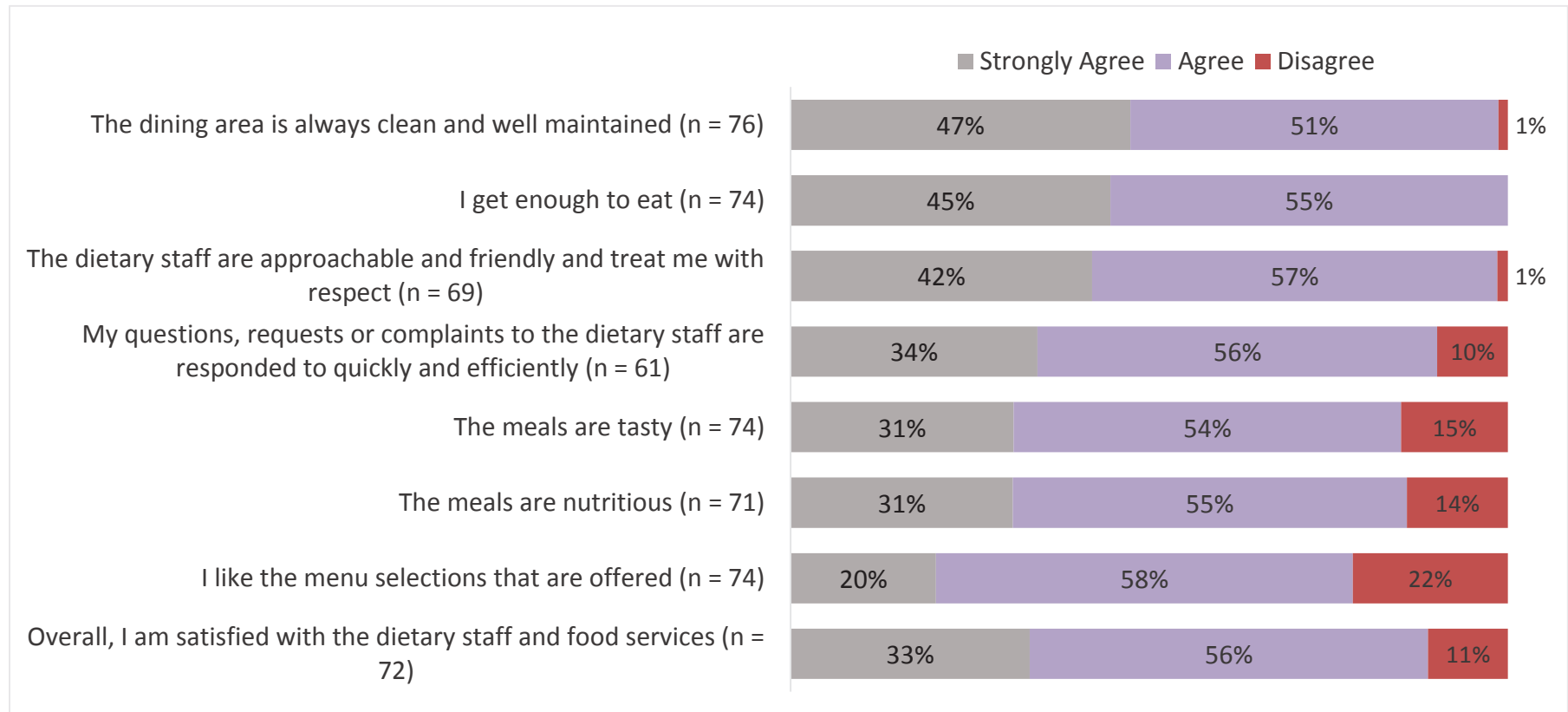
“You provide so many useful services for us that it is hard to list them all” – Greenwood Independent Living

“I have all the services, help, recreation outings, evening programs, etc. that I really need. I am happy where I am and thank God for my many blessings” - Nithview Independent Living.

Dietary/Food Services

Respondents agreed that the dining areas are **clean and well-maintained**, that they **get enough to eat**, and that dietary staff are approachable, friendly, and treat residents with respect. Fewer respondents, relatively speaking, strongly agreed (34%) that their questions, requests, or complaints to the dietary staff are responded to quickly and efficiently. There is some area for improvement in the provision of dietary and food services. In particular, respondents would like meals that are more **varied, tasty, and nutritious**. One respondent wished they “could still 'make up' meals past the month limit!” Another said, “Stop the beans.”

Figure 5: Satisfaction varies with Dietary/Food Services



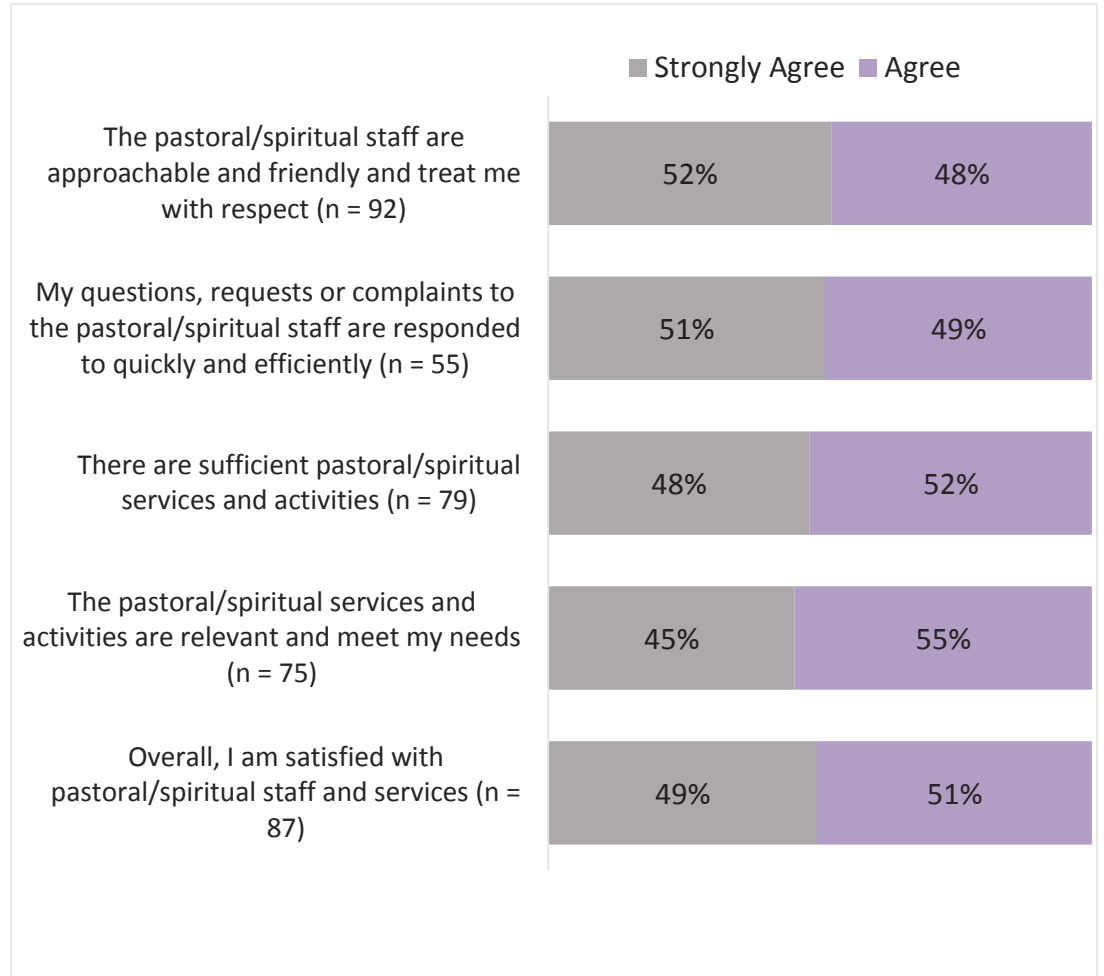


“The spiritual environment here is very important to me and I am so happy with my home here.” - Nithview Independent living

Pastoral/Spiritual Care

Among those who responded, all were **satisfied with the pastoral/spiritual care** provided by TCMH.

Figure 6: Respondents were Satisfied with Pastoral/Spiritual Care



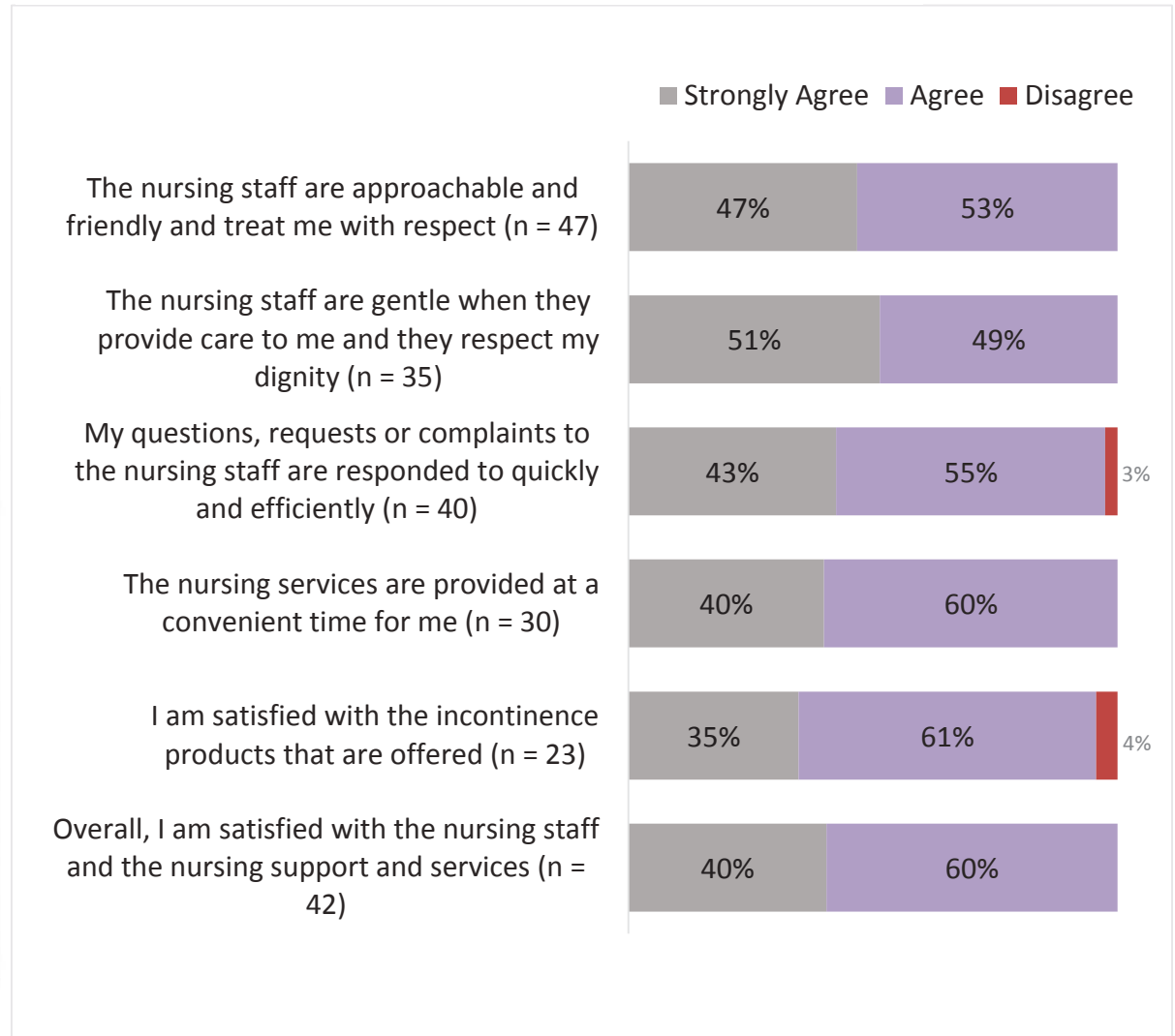
Nursing Support and Services

Among respondents who rated nursing support and services, almost all were **satisfied with support and services** they received through TCMH.

One respondent from Nithview Retirement commented, *“Most PSWs are wonderful to deal with.”*



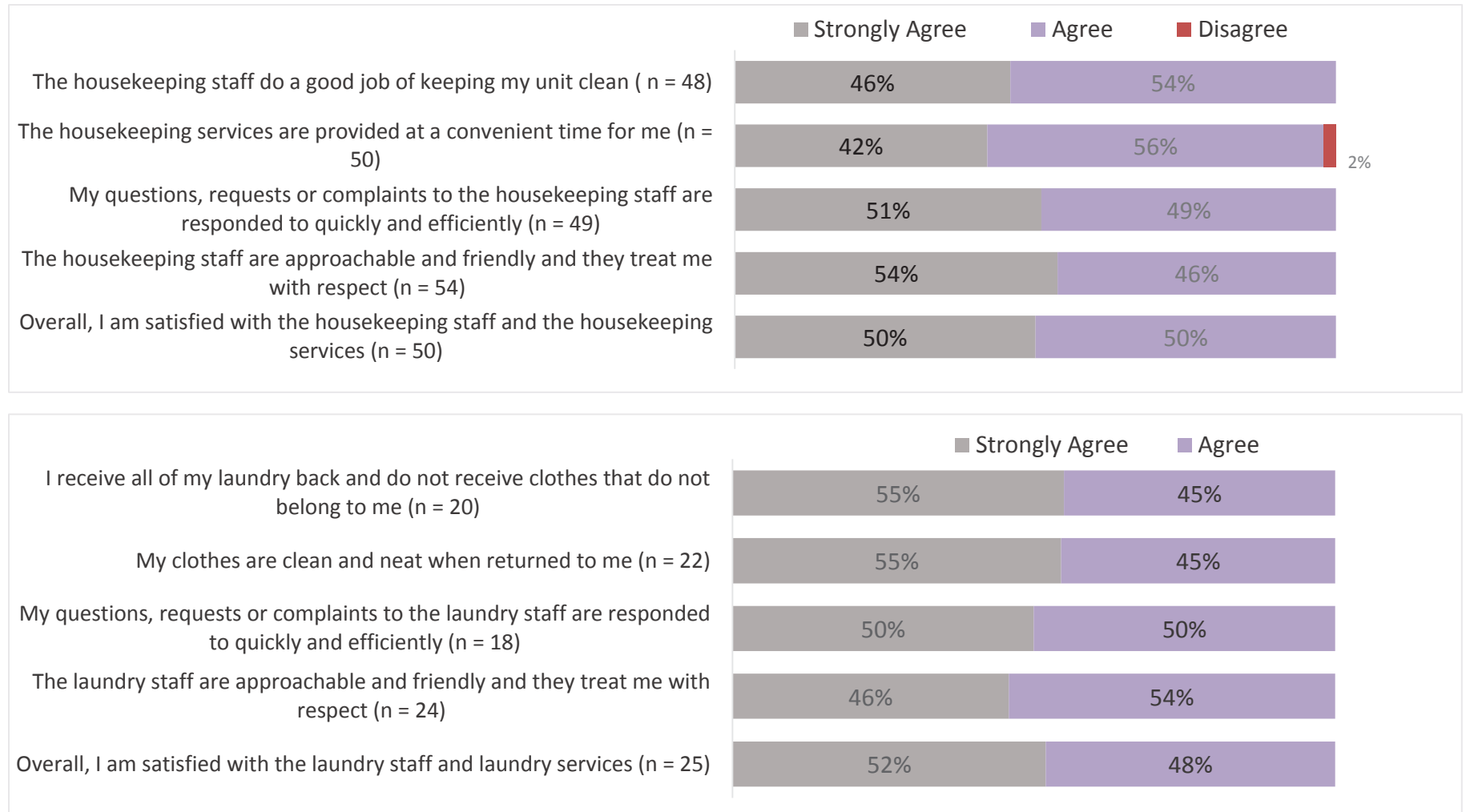
Figure 7: Respondents were Satisfied with Nursing Support and Services



Housekeeping and Laundry

Respondents who used housekeeping agreed that they were **satisfied with the staff and services**. Only one respondent indicated that housekeeping services were not provided at a convenient time for them. Among respondents who used the laundry, **all (100%) agreed that they were satisfied** with all aspects.

Figure 8: Satisfaction with Housekeeping and Laundry

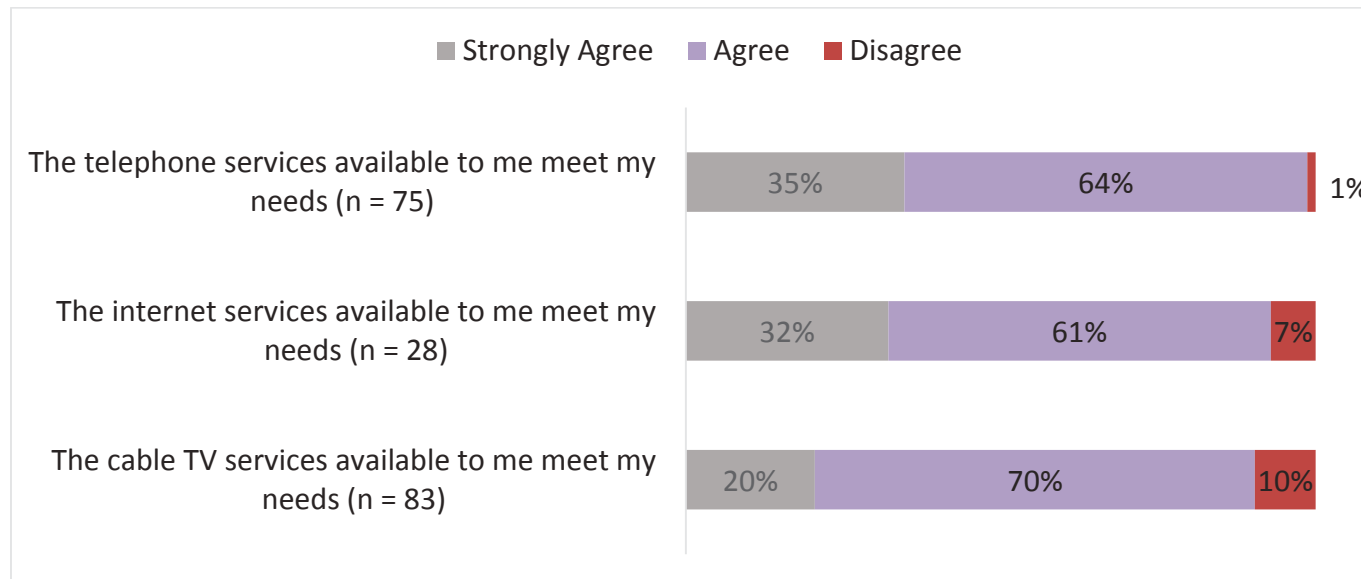


Telecommunication Services

Almost everyone (99%) agreed the **telephone services** met their needs, and the majority (93%) agreed the **internet services** met their needs. While most respondents (90%) agreed the **cable TV services** met their needs, 10% disagreed. Among the five respondents who voiced an opinion on the TCMH website, four agreed the website is easy to navigate and provides useful information, and one strongly disagreed.



Figure 9: Telecommunication Services



Respondents identified items to **start, continue, and stop**. In the sections below, **Action items** are grouped into categories and listed in order according to how frequently each category was mentioned.

Greenwood Retirement – Start, Continue, Stop

Start

Dietary/Food Services

- Offer different menus for summer and winter
- Provide fresh fruit in season
- Provide fresh vegetables
- Provide more variety of vegetables
- Brown rice

Cable and internet

- Offer reasonably-priced internet services
- Offer more stations in our cable package

Continue

Dietary/Food Services

- Fresh drinking water brought to my room
- All meals

Help

- Help with bath and dressing
- Help with laundry and housekeeping

Greenwood Independent Living – Start, Continue, Stop

<i>Start</i>	<i>Continue</i>
<p>Snow Removal</p> <ul style="list-style-type: none"> • Clear the snow from apartment walks • Clear the snow from vehicles <p>Dietary/Food Services</p> <ul style="list-style-type: none"> • Change the menu more often • Use fresh foods instead of canned • Larger portions of veggies 	<p>Activities</p> <ul style="list-style-type: none"> • Faith-based (devotional services, spiritual speakers, bible study, choir) • Greenwood Family Christmas Dinner • Bingo, singing, exercise class, out trips to restaurants, musical events, entertainment in auditorium <p>Housekeeping</p> <ul style="list-style-type: none"> • Housekeeping, cleaning • Staff housekeeping in dining room. Keep doing their wonderful jobs. <p>Miscellaneous</p> <ul style="list-style-type: none"> • Keeping parking lot free of ice and snow • Newsletters
<i>Stop</i>	
<p>Food related</p> <ul style="list-style-type: none"> • Green & yellow beans • Watering down juice too much • Pre-cooked - SALTY main course at dinner <p>Fire Alarms</p> <ul style="list-style-type: none"> • Fire drills while eating meals • Fire alarms are too long and loud 	

Nithview Retirement – Start, Continue, Stop

<i>Start</i>	<i>Continue</i>
<p>Dietary/Food Services</p> <ul style="list-style-type: none"> • Vary the menu more often • Offer more variety in vegetables, more whole grain products, more bean soup, chicken noodle soup and salads • Make muffins with more fibre and less sugar • Have muffins available in the kitchenette • Provide simpler descriptions on the menu • Cook meats longer (including chicken, lamb, and liver) <p>Maintenance and renovations</p> <ul style="list-style-type: none"> • Put a mat in the elevator to catch boot drips • Install a ledge by the ground elevator to rest items on • Build a shelter for my car • Fix the drip from the ceiling in my living room <p>Snow Removal</p> <ul style="list-style-type: none"> • Could the snow removal person tilt the blade away from the front of the cars to reduce snow piled in front? • Clear the sidewalks and between cars <p>Cable TV</p> <ul style="list-style-type: none"> • Offer basic cable TV package at a "much" lower cost <p>Services</p> <ul style="list-style-type: none"> • Offer a mobile lab service 	<p>Activities</p> <ul style="list-style-type: none"> • Social/spiritual, residents meeting & minutes, exercise, entertainment in auditorium, Bob Seebach in Tea Room, games evenings, hymns, church services <p>Food-related</p> <ul style="list-style-type: none"> • Special meals • Soft boiled eggs, poached eggs, bacon, chicken noodle soup <p>Maintenance</p> <ul style="list-style-type: none"> • Care and presentation (decorations too) in common areas <p>Bus Services</p>
<i>Stop</i>	
<p>Dietary/Food Services</p> <ul style="list-style-type: none"> • Letting the toast get soggy <p>Fire alarms that ring too long</p> <p>Avoid locking the elevator for maintenance at meal times</p>	

Nithview Retirement – Start, Continue, Stop

<i>Start</i>	<i>Continue</i>
<p>Maintenance and Renovations</p> <ul style="list-style-type: none"> • Keep flower beds weeded and maintained • Recycle kitchen waster, i.e. green bins • Install rain barrels • Add power doors on units in villages • Clean out the mechanical room <p>Dietary/Food Services</p> <ul style="list-style-type: none"> • Offer sweet pickles, lettuce, greens, roasted winter veggies, curry, turnip, sauerkraut, cold slaw, sweet potato <p>Snow Removal</p> <ul style="list-style-type: none"> • Clean snow from between cars • Clear snow from patios • Clean ice and snow off sidewalks, especially on Sundays <p>Cable</p> <ul style="list-style-type: none"> • Offer fewer channels and a cheaper rate <p>Services</p> <ul style="list-style-type: none"> • Provide a shuttle bus/car/or van at a moderate price to Kitchener & Waterloo 	<p>Keeping up the good work!</p> <p>Activities</p> <ul style="list-style-type: none"> • Afternoon tea, movie nights, entertainment (Bob Seebach), exercise programs, day trips - eating out etc., programs & recreation <p>Miscellaneous</p> <ul style="list-style-type: none"> • Property maintenance and grounds • Energy and waste report
<i>Stop</i>	
<p>Food-related</p> <ul style="list-style-type: none"> • Sour desserts 	

IN THEIR OWN WORDS...

“I feel that Greenwood is being run like a professional ship.” – Greenwood Independent Living

“I have never met [the Chief Executive Officer], but I am impressed greatly with what I read in the newsletter that he edits. It tells me that he has the residents’ welfare at heart.” - Nithview Independent Living

“We love it here, feel comfortable, welcome and at home. Everyone is friendly and has time or I should say takes time out of their busy day to answer and explain in detail what we ask. Keep up the good work.” - Nithview Independent Living